USING PATIENT NAVIGATION IN AN ORTHOPEDIC SERVICE LINE TO DRIVE OUTCOMES AND PATIENT SATISFACTION

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Speakers

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Objectives

- Identify key elements needed to implement a nurse navigation program
- Discuss what is needed to grow and sustain a navigation program
BACKGROUND

Kate Gillespie MBA, RN, NE-BC
Virtua Health System, Southern New Jersey
Joint Replacement Institute

JRI occupying the entire 4th floor (53,000sqft),
Nurse Navigation as a Foundation of the Care Path

Directs Patient Flow:
- Pre-op screening process
- Discharge plan
- One message to the patient

Manages the Patient Experience:
- Coordination of Services
- Informs patient of expected time line
- Helps patient develop their plan of care
Our Journey: Nurse Navigation

- Traditional model

- Pilot started in 2010, navigated our 2\textsuperscript{nd} highest volume joint replacement surgeon

- Navigators role and responsibilities vs surgeon’s office staff vs pre-admission testing

- Navigator patient volume
DEVELOPING THE NAVIGATION PROCESS

Jennifer Smith MSN RN ACNS-BC CPHQ
Nurse Navigator Job Description

Job Description

Title: Clinical Navigator  
Job Code: 1624  
Department: Access Center  
Location: IS Marlton

Job Summary:
Facilitates all necessary care from the decision to have a joint replacement through the final post operative visit. Serves as a single point of contact for physicians, patients and caregivers to provide resources and assistance with accessing clinical and supportive care services offered within Virtua and in the community.

Job Responsibilities: EF designates whether the responsibility is an “Essential Function” or not. See back page for details.

<table>
<thead>
<tr>
<th>% Time</th>
<th>EF* (Y/N)</th>
<th>Position Responsibilities</th>
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<tbody>
<tr>
<td>30</td>
<td>Y</td>
<td>Assist patients in understanding their choice to have a total joint replacement, what to expect from the surgery, how to prepare. Serves as an essential link between patients and all other care providers. This includes scheduling PATs, all necessary clearances, patient education classes and other support services.</td>
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<tr>
<td>30</td>
<td>Y</td>
<td>Follows patients throughout the care continuum, including pre operative appointments, inpatient admissions, home care, and outpatient physical therapy.</td>
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<td>25</td>
<td>Y</td>
<td>Reduces the risk for canceled surgical cases by ensuring the timing of all necessary clearances and PATs. Helps patients understand their insurance coverage as well as the necessary durable medical equipment required for recovery.</td>
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<tr>
<td>5</td>
<td>Y</td>
<td>Develops concise patient itinerary for use by the patient and the care team, and documents all communication with the patient.</td>
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<tr>
<td>5</td>
<td>Y</td>
<td>Develops, plans and presents patient education programs and tools</td>
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<td>5</td>
<td>Y</td>
<td>Responsible for outreach efforts to establish and maintain positive working relationships with key customers (physicians, office staff, diagnostic staff, nurses, social services staff, etc.)</td>
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Position Qualifications Required:

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<th>Required Experience:</th>
<th>Experienced RN with at least five years of patient and clinical experience. Joint experience a plus. Proven track record of patient satisfaction and customer focus. Ability to interact with all levels. Must be proficient in computers and databases, and comfortable with new technology. Must have superior interpersonal skills and ability to multi-task in this fast-paced customer service environment. Team player.</th>
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<td>Required Education:</td>
<td>Registered Nurse</td>
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<td>Training / Certification / Licensure:</td>
<td>Active NJ Licensed RN and BSN</td>
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Developing the Process

- Voice of our customer - Patient, Office, PAT, Case Management

- Roles and responsibilities - Clearances, Insurance Authorization, DME Equipment

- Shadowing: Surgeon, PA, Office, OR, Hospital

- Developing protocols and standing orders: PAT, MRSA, Post-op Management

- Onboarding new patients: Communication to Navigator of new patient
Navigation Pathway

- Administrative Assist schedules Navigation call, blackout dates, electronic Care Path

- Initial Nurse Navigation phone call:
  - Medical History, Med Reconciliation, Scheduling of medical clearances, PAT, CT Scans, Education- Wellbe Care Path, Pre-Op Class

- Assist with obtaining DME equipment

- Guidance throughout the pre and post-op period

- Assists with rehab placement
Obtaining DME Pre-op for Medicare Patients

- DME Company must have won the Medicare competitive bid
- Virtua works with 2 companies that services 4 surrounding states
- Pre-op DME script must contain:
  - ICD-10 Diagnosis & Procedure Codes
Total Joint Navigation Timeline

- **Patient** decides to have surgery
- **Navigator** contacts patient
  * If > 10 to 12 wks out make appointment to call in 10 to 12 wks
- **24 to 48 hrs** **Office** sends intake form to navigators
- **48 to 72hrs** **Navigator** calls patient
- **Patient** has surgery
- **1 week from surgery**
  - **Office** All patient info to PAT
  - **PAT** All patient info to Anesthesia
- **1.5 weeks from surgery**
  - **Office** All patient info to PAT
  - **PAT** All charts and patient info to surgical area
- **2 weeks from surgery**
  - **PAT** H&P Visit with PA
  - **Patient** H&P Visit with PA
- **3 weeks from surgery**
  - **Navigator** calls patient to prep for H&P and Surgery
- **4 weeks from surgery**
  - **Patient** PAT Visit
  - **Patient** PAT Visit
- **48 to 72hrs** Navigator calls patient
- **10 to 12 weeks from surgery**
  - **Office** All patient info to PAT
  - **PAT** All patient info to Anesthesia
  - **PAT** All charts and patient info to surgical area
  - **Patient** has surgery

Night before surgery
Growth Leads to Change

- Re-evaluation of Program
- Duplication of Services: medical history, too many touch points
- Technology Access: Physician EMR, EMR limitations
- Appropriate Patient volume per Navigator
- Current EMRs & Wellbe
Results

- **Satisfaction:**
  - 99\(^{th}\)% HCAHPS

- **Surgical Cancellation Rate:**
  - Less than 1%
  - Navigator assists with back fill

- **30 Day Readmission Rate:**
  - 2.5%

- **LOS:**
  - 1.3 days

- **Discharge to Home:**
  - 90%
FUTURE STATE

Kate Gillespie MBA, RN, NE-BC
The Future of Navigation

- CMS BPCI Bundle Payment: post acute follow-up
- Addition of Bariatric and Spine Surgery
- New EMR Integration
We welcome your Questions
Managing Orthopedic Episodes of Care

Wellbe’s Integrated Care Delivery

High-performing health systems use Wellbe’s Integrated Care Delivery to move from fragmented silos of care to value-driven service lines. Our web-based platform enables patients to participate as partners in their care while giving providers the ability to coordinate and monitor large patient volumes more effectively. Wellbe’s track record at hospitals across the U.S. shows that engaging patients in a coordinated plan of care that’s based on Connected CarePaths™ across the continuum results in reduced episode costs, higher patient satisfaction, fewer readmissions, and improved outcome scores.

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  Easy-to-follow Connected CarePaths™ are designed around your facility’s existing clinical pathways to help your patients on their journeys to better health.

- **Coordinated Care with Connected Teams**
  
  Each member of the care team can leverage CarePath Automation™ to help them complete their “to-do’s” while ensuring collaboration on patient progress.

- **Real-Time Insights from Patient Generated Data**
  
  On-demand reports give administrators the quick data they need to report on program performance.