



BACKGROUND

KershawHealth Medical Center in Camden, South Carolina is a 121 bed comprehensive acute care facility.

In September 2014, Orthopaedic Advantage was engaged to help KershawHealth create a Joint Replacement Center.

On March 2, 2015 they opened a new "Joint Replacement Center at KershawHealth".

"We were overwhelmed with excitement at the opportunity to work with Orthopaedic Advantage.

Upon visiting a similarly structured Hospital's Orthopedic Center and experiencing their program's results with their consulting team, we knew their model would be a good cultural fit for us.

At the first meeting, the consultants engaged us to discuss our vision of the new Joint Replacement Center. I knew this was a different kind of consulting group.

I had comfort in knowing the consultants were engaged with us every step of the way. They took the initiative to spearhead meetings to overcome any roadblocks we faced.

The consulting team is very knowledgeable and easy to work with."

Stacy Collier
MSN, RN, Chief Nursing Officer
KershawHealth Joint Replacement Center

KEY CHALLENGES

- Length of Stay well above National Averages
- Lack of Standardization in Care and Quality Processes
- High Outmigration for Joint Replacement Services (71%) resulting in Low Patient Volume
- High Volume of Patients Referred to Rehab Facilities
- Surgery Block Schedule not Supportive of a Formalized Joint Replacement Program

THE SOLUTION

- The consulting team worked on-site with a multidisciplinary team to create a customized program that focused on differentiating services, improving quality of care, and decreasing length of stay through standardized processes and education.
- The consulting team worked with surgeons, nursing and operating room staff to streamline the patient process identifying over \$1200 per case savings.
- Through facility redesign recommendations, the consulting team assisted the team with creating an improved patient experience for all surgical patients.
- Re-assigning the surgery block schedule supported the Joint Replacement Program and eliminated the need for weekend therapy.
- The consulting team worked with key stakeholders to establish a performance report card with key metrics designed to drive performance improvement and overall results for the program. This enabled the team to hardwire processes and ensure the sustainable success of the Joint Replacement Center.

KERSHAWHEALTH PROJECTED RESULTS

- Knee Cost Savings per Case: \$1,346
- Hip Cost Savings per Case: \$1,680
- Length of Stay Savings: \$500 per day
- Improved Ability to Return Home
- Increase Patient Satisfaction Results
- Increase Case Volumes 100%

TIMELINE

- Re-designed and Relocated Pre-admission Testing Area to the First Floor
- Designed and Built a Designated Gym for Joint Patients
- Created a Unit within a Unit with Cosmetic Updates (fresh paints, wall sconces, art work, sign-age)
- Developed Standardized Patient Pathway, Education Materials, Marketing Materials
- Trained all Staff in the New Process
- Launched a Joint Replacement Program in 6 months – Opened March 2nd, 2015