



BACKGROUND

St. Mary's is the largest Health care facility in Huntington, West Virginia. They are a 393 bed teaching facility and a level 2 trauma center. They feature Centers of Excellence in Cardiac Care, Cancer Care, ER/Trauma Services, Neuroscience Services, and Orthopaedic Care.

In July 2008, Orthopaedic Advantage was engaged to help St. Mary's create a Joint Replacement Center of Excellence to differentiate them in the communities they serve and become the Center of choice for Joint Replacement.

"Orthopaedic Advantage was able to customize the wellness model to fit our culture at St. Mary's. After launching our program we saw almost immediate results in improved patient care, better patient satisfaction scores, shorter length of stay and overall efficiency in our center. Even after six years they continue to enrich our program with timely advice from their expert team that keeps us in line with the best practice and national standards. We hope to continue the upward trajectory in our growth."

Dr. Vivek Neginhal
Scott Orthopedic Center
Medical Director, St. Mary's
Regional Joint Replacement
Center

KEY CHALLENGES

- Length of Stay well above National Averages
- Lack of Standardization in Care and Quality Processes
- Limited Preoperative Patient Education
- No Marketing & Implementation Plan in Place

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 They worked with the marketing team to create a focused campaign around Joint Replacement Surgery designed to reverse outmigration and drive volume.
- The consulting team partnered 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.

THE ST. MARY'S REGIONAL JOINT REPLACEMENT CENTER SIX YEAR RESULTS

Initiative	2008	2009	2014	Improvement
Case Volume	179 Cases	382 Cases	580 Cases	113% (2009 vs. 2008) 224% (2014 vs. 2008)
Length of Stay (Hip & Knee)	4.7 Days	-	2.3 Days Knee 3.1 Days Hip	2 Day Reduction \$580,000 Savings Realized
Patient Satisfaction	89%	-	96%	7%
Discharge to Home	35%	-	90%	55%
Preoperative Patient Education	0	-	92% Attendance	92%

TIMELINE

2008

- Launched a Joint Replacement Program in Six Months
- Engaged Orthopaedic Advantage to launch a Spine Center of Excellence

2010

- Opened a dedicated 15 bed Joint Replacement Center Unit
- St. Mary's became the first Joint Replacement Center in West Virginia to achieve Disease Specific care Certification in Hip and Knee Replacement

