

BACKGROUND

Stillwater Medical Center, a 119-bed acute care general hospital offering a full range of services to patients throughout north central Oklahoma.

Stillwater chose to optimize their highly trained staff and physicians to create a Joint Center of Excellence within their campus. They designed a patient and family friendly Western- themed unit to help their patients get back in the saddle in half as much time!

“Our JRC Ranch has been an overwhelming success! We plan to continue to grow!”

Liz Michael
VP of Patient Care/CNO



KEY CHALLENGES

- Length of Stay above national averages
- Inconsistent Quality Outcomes
- High cost per case

THE SOLUTION

- Orthopaedic Advantage designed and implemented a customized Center of Excellence program that focused on differentiating services, improving quality of care, building volume, reversing outmigration and reducing the cost per case.
- Orthopaedic Advantage provided leadership, national best practices and “hands on” onsite support during all phases of design and implementation.
- Orthopaedic Advantage worked with the key stakeholders to establish key performance metrics and hardwire processes to enable sustained success of the Joint Replacement Center.

THE STILLWATER RESULTS –

Processes	2011-12	2013	Improve
1st Year Joint Volume increase			19%
Patient Sat. with Surgeon	79%	91%	49%
Post op ed and documenting	42%	99%	57%
Discharge to Home	60%	93%	33%
Length of Stay Hip	4.0	2.4	1.6 days
Length of Stay Knee	3.5	2.2	1.3 days
Cost Per Case Knee	16% Cost Decrease		

TIMELINE

Eight months to launch Joint Replacement Center of Excellence