



Application of “What Matters to You?” to a High-Volume Total Joint Replacement Program

Organization: **Bone and Joint Center at UPMC Magee-Women’s Hospital**

Facility Overview:

The physicians at the Bone and Joint Center at UPMC Magee-Women’s Hospital are board-certified in orthopedic surgery or neurosurgery and serve as subspecialists in hip and knee surgery, as well as sports medicine. Their focus is on patient- and family-centered care that puts you and your designated "coach" in the driver's seat of the recovery process

Setting: US, Hospital Inpatient / Emergency Room Orthopedics, Adult Patients

Goals / PDSA: The program utilizes a patient-centered approach to increase efficiency, reduce cost, and maintain high patient and family satisfaction.

Implementation Start Date: June 2019

What we did?

The Bone and Joint Center at UPMC Magee-Women’s Hospital engaged pre- and post-operative patients to ask, “What Matters to You?” (WMTY) in their healthcare experience.

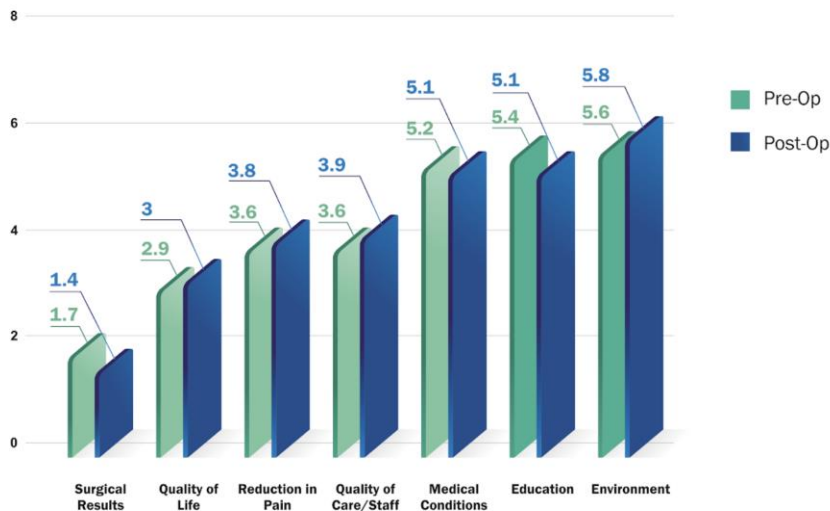
Story of Impact:

Put yourself in a patient’s shoes — build empathy. Authentically understand Why and What matters to your patients, their families, and your team. We used shadowing and goShadow to ask patients standardized questions related to any topic, such as patient education, quality of staff, and discharge planning to understand information patients would like to know and when, as well as opportunities for change within the pathway. Anticipating patient questions will make the process more efficient. Create clinician and patient-reviewed resources that patients have at home to reduce readmissions and to expedite discharge. Increase value to patients and the system goShadow is ready to provide a means to identify what matters to your patients.

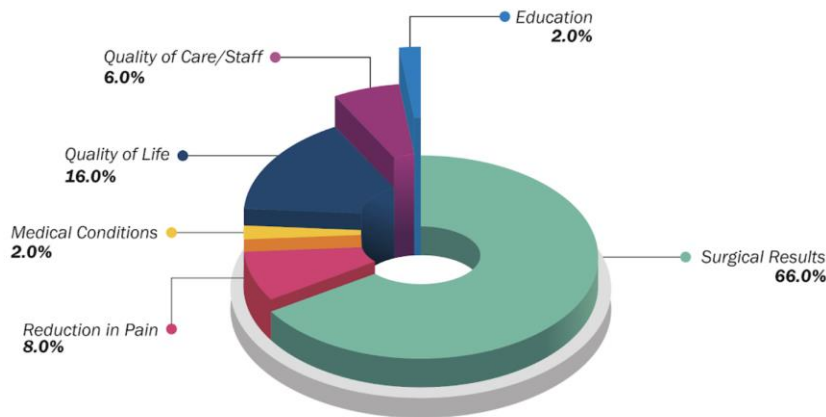
Data Collected:

Yes, data was collected. Patients’ qualitative comments were bucketed into areas such as surgical outcomes, functional outcomes, pre-operative education and pain management. From this initial feedback, shadowing allowed the team to document patient pathway and experience that allowed for presentation of a more targeted “What Matters to You?” question to collect additional qualitative feedback to incorporate into a comprehensive patient education pathway and consistent staff messaging across the 90-day episode of care.

Phase 2 patients were asked to rank the seven categories pre- and postoperatively.



In Phase 2, patients were asked to rank what was most important to them preoperatively



What did you learn?

Real-time qualitative data collection and shadowing of the patient pathway enabled the team to map the process, identify accolades and improvements, and drive rapid testing and implementation of a new patient education for both staff and patients throughout a 90-day surgical experience. One insight found was that more than half of the patients (66% preoperatively and 74% postoperatively) selected surgical results as the most important category. Only 8% and 6%, respectively, responded that reduction in pain and quality of care/staff were most important pre-surgically; but post-surgically, those percentages decreased to 4% and 2%, respectively. (Figure 1) Nuanced findings like these help define prioritization efforts to address the multiple factors that patients and families identify as being important. Additionally, enhancements to discharge instructions and planning were made after identified as an opportunity for improvement, ultimately reducing the average length of stay as well as lowering rates of readmission. This project, and others defined through co-design can help care providers increase patient involvement in their experience. Patient-centered care remains at the forefront of process improvement of United States healthcare systems. Asking patients “What Matters to You?” as seen from this case study is an effective and replicable method to improve outcomes, humanize the patient-provider relationship, engage staff to bring joy in work, and to immediately improve and scale patient and staff experiences.