

Reducing Readmissions Using Remote Patient Monitoring

CLIENT



Sinai Health System
Toronto, Canada

- 442-bed acute care academic health sciences centre

CHALLENGES

Sinai Health System's colorectal surgery program noticed a significant number of patients coming back to the emergency room (ER) for non-urgent issues. In addition, the care team was looking to improve its 30-day readmission rate, which was similar to the regional average of 15%.

The care team saw an opportunity to utilize smartphone and tablet technology via SeamlessMD to improve patient engagement and enable its care team to monitor patient recovery, catch warning signs sooner and work to proactively prevent ER visits and readmissions.

THE SOLUTION

Sinai Health System and SeamlessMD partnered to provide a patient engagement and remote monitoring solution on smartphones, tablets and computers. The program includes:

- Electronic reminders to keep patients on-track with recovery milestones
- Post-discharge daily check-ins to track stoma output, incision photos, pain levels, bowel function and other recovery milestones
- Algorithms to flag patient issues and automatically provide feedback to patients on how to self-manage or how to find appropriate help
- Intelligent notifications to automatically notify Physician Assistants for patients at-risk
- A dashboard with real-time reports and analytics to help the care team understand a patient's post-operative concerns (including stoma and incision photos), trajectory of recovery and ways to improve the patient experience

THE RESULTS

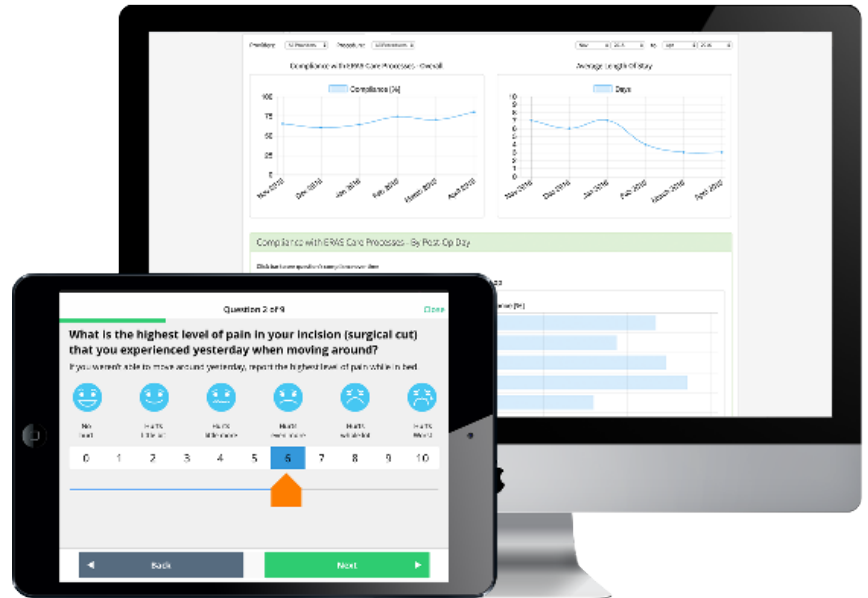
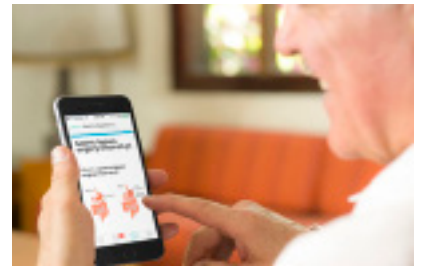
After enrolling 102 patients, Sinai Health System achieved the following results:

- **Over 66% reduction in 30-day readmissions (from 18% to 6.1%)**
- 3 ER visits diverted (issues resolved via phone calls or clinic visits)

Sinai Health System also achieved great patient satisfaction scores:

- 89% would recommend SeamlessMD to other patients
- 78% felt more confident having SeamlessMD while recovering after surgery
- 72% felt less worried having SeamlessMD after surgery

As a result of this success, Sinai Health System has implemented the SeamlessMD program as part of their standard of care for colorectal surgery patients. The organization is also identifying additional surgical programs to grow the partnership with SeamlessMD.



“SeamlessMD allows us to be proactive in our approach to post-discharge care. The platform has enabled us to extend our care beyond the wall of the hospital, monitor patient concerns in real-time and ultimately prevent ER visits and readmissions.”

Dr. Erin Kennedy, *Colorectal Surgeon*
Sinai Health System