

Implementing an Enhanced Recovery After Surgery (ERAS) program

CLIENT



Treating you better. for life.

Saint Peter's Healthcare System

New Jersey, USA

- Academic health system in New Jersey
- Home to Saint Peter's University Hospital, a 478-bed teaching hospital
- Operates one of the largest maternity services in the New Jersey and New York region

CHALLENGES

Recognizing the transition to value-based care, Saint Peter's Healthcare System was looking to implement an Enhanced Recovery After Surgery (ERAS) protocol for its surgical service lines with the following goals:

- **Reduce hospital Length of Stay**
- **Lower peri-operative costs**
- **Improve patient experience**

However, Saint Peter's realized that implementing an ERAS program is a significant undertaking for a healthcare system, typically requiring more comprehensive patient education, increased staff time for data collection and better coordination of care between providers.

Saint Peter's wanted to build their ERAS program with the right technology infrastructure from the ground up. As a result, Saint Peter's was looking for a robust technology solution to help them:

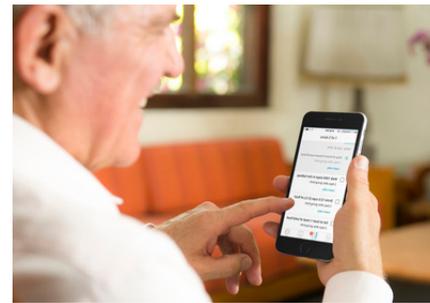
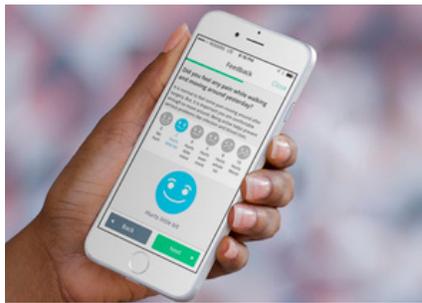
- Implement their 1st ERAS pathway faster
- Streamline patient education
- Measure and improve patient compliance with ERAS
- Collect patient-reported outcomes
- Notify providers of patients at-risk of poor recovery
- Accelerate implementation of ERAS across multiple service lines

THE SOLUTION

Saint Peter's Healthcare System partnered with SeamlessMD to provide an enterprise solution for patient engagement, data collection and care coordination for its ERAS program, starting with its Caesarean Section service line:

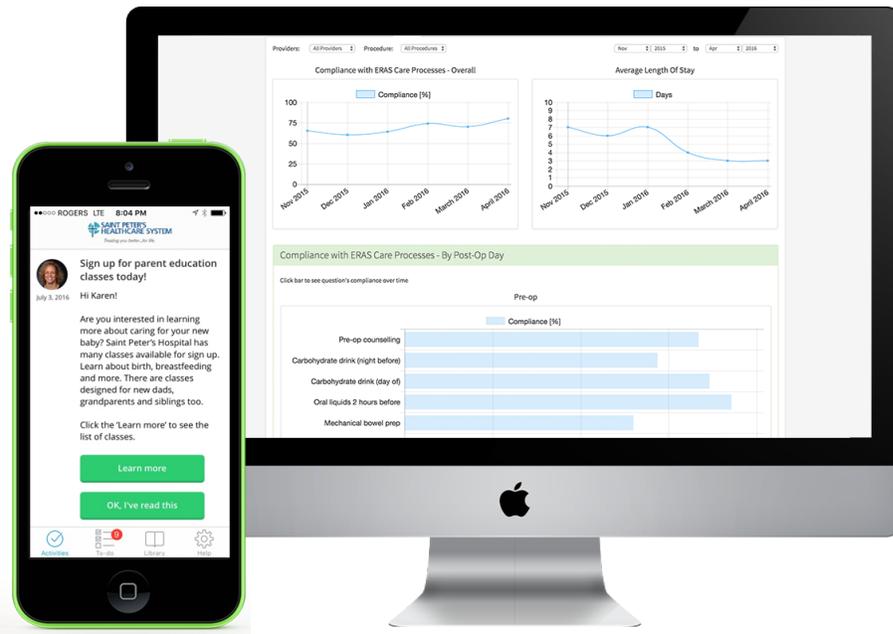
- **Pre-operatively:** Patients receive electronic reminders and evidence-based education on preparing for surgery, including key ERAS steps such as carbohydrate loading before surgery.

- **In-hospital recovery:** During in-hospital recovery, patients are educated on their daily milestones (e.g. early mobilization) and complete daily surveys to self-report their compliance with the ERAS protocol.



- **Post-discharge:** Patients check-in daily to track data on pain and other recovery issues. The care team can track patient progress in real-time, receive intelligent alerts and intervene sooner for patients at-risk.

- **Quality improvement:** The ERAS committee can access real-time reports and analytics to measure and improve compliance with the ERAS protocol across the service line.



THE RESULTS

Saint Peter's Healthcare System achieved the following results from its first 30 patients:

- Average length of stay (LOS) reduced from 3.7 days to 2.7 days
- Average cost savings of \$1,516 per patient

WHAT'S NEXT

As a result of this success, Saint Peter's Healthcare System is currently deploying SeamlessMD to additional service lines to expand the ERAS model faster across the health system including colorectal surgery, complex abdominal surgery and total joint replacement.

"We chose SeamlessMD because of its terrific patient experience, the robustness of the platform and the clinical research supporting their system for ERAS."

Learn more at seamless.md or call 647-793-5167

Dr. Attila Kett,
Medical Director of Obstetrical Anesthesia
Saint Peter's Healthcare System