

CASE STUDY

Improving Patient Self-Management And Reducing Phone Calls For Cardiac Surgery

The Montreal Heart Institute (MHI) is one of the world's largest cardiac centers, performing over 1,900 cardiac surgeries annually. MHI partnered with SeamlessMD to empower patients to stay on track with their care pathways, improve patient satisfaction and improve operational efficiencies, such as fewer phone calls.

Solutions Used:



Patient-Reported Outcomes Collection



Patient Education & Self-Management

1015 patients have used SeamlessMD at MHI. A subset of 70 patients provided additional feedback on their experience.

Patient Activation & Satisfaction:

- 83% of patients felt more prepared for surgery
- 95% of patients would recommend SeamlessMD

Improved Outcomes Achieved:

- 77% of patients said SeamlessMD helped avoid 1+ phone calls
- 41% of patients said SeamlessMD helped avoid 3+ phone calls
- 42% of patients said SeamlessMD helped avoid 1+ hospital visit



Dr. Louis P. Perrault
Chief of Cardiac Surgery
Montreal Heart Institute
Board Member,
Cardiac ERAS Society

"SeamlessMD helps our hospital accomplish key goals:

Greater innovation, shorter recovery times and better patient experience...

With the transition to value-based care for cardiac surgery, such as bundled payments, SeamlessMD will be a key partner of ours for improving the patient experience and clinical outcomes for cardiac surgery."

What Montreal Heart Institute Patients Love About SeamlessMD:

"This program is very reassuring—particularly the education and recovery exercises."

"The fact that we could count on the systematic monitoring team in the event of difficulties made me feel very secure."