

CASE STUDY

Reducing 30-day ER visits For Thoracic Surgery

St. Joseph's Healthcare Hamilton recognized post-discharge Emergency Room (ER) visits to be a major problem after thoracic surgery. They chose to implement SeamlessMD to stay connected with their patients post-operatively – sending just-in-time reminders, education for self-management, and to monitor patients outside the hospital to catch patients at-risk of complications, readmissions, and ER visits.

Solutions Used:

Remote Patient
Monitoring



Patient Education &
Self-Management



Patient-Reported Outcomes
Collection

	No App (n = 408)	App (n=122)	P-Value
ER Visits (%)	29.41	15.57	0.002
Multiple ER Visits (%)	7.84	2.46	0.032
Readmissions (%)	8.09	6.56	0.59



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Multivariate logistic regression identified that App usage is the only independent predictor for reduction of ER visits. (OR= 0.47, p=0.018).

“SeamlessMD gives us complete insight into each patient's journey through surgery. It allows us to monitor patients to ensure a safe recovery and reduce unnecessary ER visits.”