



# USING PATIENT NAVIGATION IN AN ORTHOPEDIC SERVICE LINE TO DRIVE OUTCOMES AND PATIENT SATISFACTION

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# Speakers

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# Objectives

- Identify key elements needed to implement a nurse navigation program
- Discuss what is needed to grow and sustain a navigation program

# BACKGROUND

Kate Gillespie MBA, RN, NE-BC

# Virtua Health System, Southern New Jersey



# Joint Replacement Institute



JRI occupying the entire  
4<sup>th</sup> floor (53,000sqft),



# Nurse Navigation as a Foundation of the Care Path

## ➤ Directs Patient Flow:

- Pre-op screening process
- Discharge plan
- One message to the patient

## ➤ Manages the Patient Experience:

- Coordination of Services
- Informs patient of expected time line
- Helps patient develop their plan of care



# Our Journey: Nurse Navigation

- Traditional model
- Pilot started in 2010, navigated our 2<sup>nd</sup> highest volume joint replacement surgeon
- Navigators role and responsibilities vs surgeon's office staff vs pre-admission testing
- Navigator patient volume

# DEVELOPING THE NAVIGATION PROCESS

Jennifer Smith MSN RN ACNS-BC CPHQ

# Nurse Navigator Job Description

## Job Description

**Title:** Clinical Navigator      **Job Code:** 1624  
**Department:** Access Center      **Location:** IS Marlton

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### **Job Summary:**

Facilitates all necessary care from the decision to have a joint replacement through the final post operative visit. Serves as a single point of contact for physicians, patients and caregivers to provide resources and assistance with accessing clinical and supportive care services offered within Virtua and in the community.

**Job Responsibilities:** EF designates whether the responsibility is an "Essential Function" or not. See back page for details.

% Time	EF* (Y/N)	Position Responsibilities
30	Y	Assist patients in understanding their choice to have a total joint replacement, what to expect from the surgery, how to prepare. Serves as an essential link between patients and all other care providers. This includes scheduling PATs, all necessary clearances, patient education classes and other support services.
30	Y	Follows patients throughout the care continuum, including pre operative appointments, inpatient admissions, home care, and outpatient physical therapy.
25	Y	Reduces the risk for canceled surgical cases by ensuring the timing of all necessary clearances and PATs. Helps patients understand their insurance coverage as well as the necessary durable medical equipment required for recovery.
5	Y	Develops concise patient itinerary for use by the patient and the care team, and documents all communication with the patient.
5	Y	Develops, plans and presents patient education programs and tools
5	Y	Responsible for outreach efforts to establish and maintain positive working relationships with key customers (physicians, office staff, diagnostic staff, nurses, social services staff, etc.)
100%		

### **Position Qualifications Required:**

<i>Required Experience:</i>	Experienced RN with at least five years of patient and clinical experience. Joint experience a plus. Proven track record of patient satisfaction and customer focus. Ability to interact with all levels. Must be proficient in computers and databases, and comfortable with new technology. Must have superior interpersonal skills and the ability to multi-task in this fast-paced customer service environment. Team player.
<i>Required Education:</i>	Registered Nurse
<i>Training / Certification / Licensure:</i>	Active NJ Licensed RN and BSN

# Developing the Process

- Voice of our customer- Patient, Office, PAT, Case Management
- Roles and responsibilities- Clearances, Insurance Authorization, DME Equipment
- Shadowing: Surgeon, PA, Office, OR, Hospital
- Developing protocols and standing orders: PAT, MRSA, Post-op Management
- Onboarding new patients: Communication to Navigator of new patient

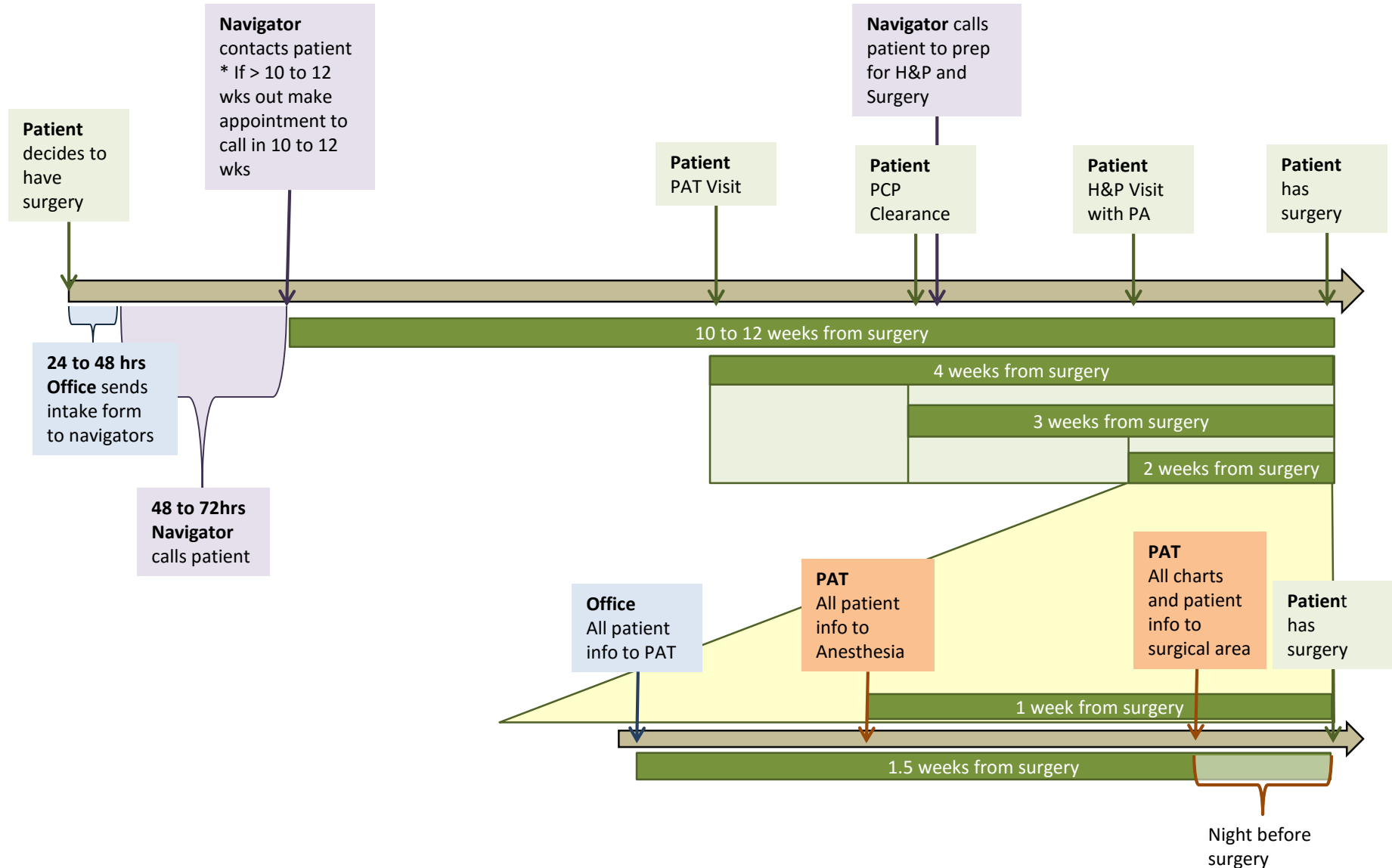
# Navigation Pathway

- Administrative Assist schedules Navigation call, blackout dates, electronic Care Path
- Initial Nurse Navigation phone call:
  - Medical History, Med Reconciliation, Scheduling of medical clearances, PAT, CT Scans, Education- Wellbe Care Path, Pre-Op Class
- Assist with obtaining DME equipment
- Guidance throughout the pre and post-op period
- Assists with rehab placement

# Obtaining DME Pre-op for Medicare Patients

- DME Company must have won the Medicare competitive bid
- Virtua works with 2 companies that services- 4 surrounding states
- Pre-op DME script must contain:
  - ICD-10 Diagnosis & Procedure Codes

# Total Joint Navigation Timeline



# Growth Leads to Change

- Re-evaluation of Program
- Duplication of Services: medical history, too many touch points
- Technology Access: Physician EMR, EMR limitations
- Appropriate Patient volume per Navigator
- Current EMRs & Wellbe



# Results

- Satisfaction:
  - 99<sup>th</sup>% HCAHPS
- Surgical Cancellation Rate:
  - Less than 1%
  - Navigator assists with back fill
- 30 Day Readmission Rate:
  - 2.5%
- LOS:
  - 1.3 days
- Discharge to Home:
  - 90%

# FUTURE STATE

Kate Gillespie MBA, RN, NE-BC

# The Future of Navigation

- CMS BPCI Bundle Payment: post acute follow-up
- Addition of Bariatric and Spine Surgery
- New EMR Integration

We welcome your  
Questions



# Managing Orthopedic Episodes of Care

## Wellbe's Integrated Care Delivery

High-performing health systems use Wellbe's Integrated Care Delivery to move from fragmented silos of care to value-driven service lines. Our web-based platform enables patients to participate as partners in their care while giving providers the ability to coordinate and monitor large patient volumes more effectively. Wellbe's track record at hospitals across the U.S. shows that engaging patients in a coordinated plan of care that's based on Connected CarePaths™ across the continuum results in reduced episode costs, higher patient satisfaction, fewer readmissions, and improved outcome scores.



### Wellbe's solution includes:



#### Guided Patient Journeys for Better Engagement

Easy-to-follow Connected CarePaths™ are designed around your facility's existing clinical pathways to help your patients on their journeys to better health.



#### Coordinated Care with Connected Teams

Each member of the care team can leverage CarePath Automation™ to help them complete their "to-do's" while ensuring collaboration on patient progress.



#### Real-Time Insights from Patient Generated Data

On-demand reports give administrators the quick data they need to report on program performance.