



# THE JOINTCARE PROGRAMME AT THE ROYAL ORTHOPAEDIC HOSPITAL

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CATEGORY: ACUTE OR  
SPECIALIST SERVICES REDESIGN

# WHAT IS JOINTCARE?

The Royal Orthopaedic Hospital already achieves excellent outcomes for hip and knee replacements but we wanted to increase efficiency, improve patient experience and standardise our approach. We embarked on a piece of service redesign around our hip and knee replacement pathway. Working in partnership with [Stryker Performance Solutions](#) we introduced a new optimised pathway called JointCare.

## JOINTCARE IS SEAMLESS

We have dedicated Jointcare wards and staff, providing a consistent care path with standardised protocols to reduce unwanted variation. From the first clinic appointment, to postoperative outpatient physiotherapy, we aim to provide all patients with a consistent, high quality service

## JOINTCARE IS OPTIMAL

We have improved patient flow by increasing theatre utilisation and reducing the number of cancellations. We have also developed a robust ward routine including dedicated x-ray and physiotherapy slots, leading to improved staff efficiencies and giving all patients clear expectations for the day.

## JOINTCARE IS PATIENT EXPERIENCE

We aim to promote a culture of wellness, encouraging patients to focus on what they can do, rather than on what they can't. This leads to early mobilisation and getting up, washed and dressed in their own clothes early each morning, encouraging patients to take a more proactive approach to their own recovery.

Group inpatient exercise classes are held creating friendly competition and providing peer support, whilst increasing staff efficiencies. A patient's friend or family member is encouraged to attend as a 'coach', to provide the patient with support, and to give confidence to that friend or family member, ready for the patient's discharge home.

Once home, all eligible patients are visited by our community team of nurses and physiotherapists, providing a smooth transition from hospital to home.

## JOINTCARE IS PATIENT EDUCATION

All patients are provided with a comprehensive handbook which guides them through each stage of the pathway. We are currently developing a website version of this handbook, which will allow us to deliver the information in a timely manner, whilst allowing us to track individual patient engagement. Patients feel better informed, better prepared, and expectations are set early in the process.

This message is then reinforced at our preoperative workshop for patient and coach, and via the daily newsletter that patients receive on the ward.

## JOINTCARE IS CONTINUOUS IMPROVEMENT

Patient feedback is key to continuous improvement. We therefore ask all patients to complete a written questionnaire as an inpatient, but also invite them to a reunion event 3-4 months after their surgery.

This affords patients the opportunity to provide detailed verbal and written feedback on the whole pathway, to speak with members of our team and ask questions, and allows them to meet with other people who have also been through the surgery.

## JOINTCARE DATA-DRIVEN

One of the features of Jointcare is the use of data in a collaborative effort to continuously improve our services. Quality improvement is difficult if you are not actively and accurately tracking it. Participating in data collection, analysis and review provides the information needed to implement evidence-based practices that lead to effective decisions toward continuous quality improvement.

Our dashboard allows us to benchmark against the nearly 200 hospitals, 4,000 surgeons and 1,000,000 individual patient records in the database. It's really helpful to see where we are doing well comparatively as well as opportunities for improvement. In addition, as more UK hospitals are added to this database, it will be beneficial to compare to other NHS trusts.

The on-line dashboard features:

- Operational, clinical, rehab, theatre and patient satisfaction data
- Reports available by procedure, consultant, and by patient level
- Comparisons by database averages and peer group benchmarks

We review the data quarterly, allowing us to make actionable decisions towards meeting our goals.



# THE BENEFITS OF THE JOINTCARE PATHWAY REDESIGN



**General Practice**

- Improved patient education and expectation setting
- Improved patient optimisation, aiming to ensure all patients referred are appropriate surgical candidates

**Clinic**

- Consistent Patient education and expectation setting given by consultant
- Updated Patient Handbook given
- Introduction of the 'coach' (patient to nominate a friend/family member to attend classes and support them through their hospital stay and recovery)

**Pre-op**

- Optimised patients leading to a reduced number of patients needing return visits to POAC
- Consistent Patient education and expectation setting given by all staff
- Therapy workshop for all hip and knee patients (includes exercises, ward routine, expected length of stay, discharge planning, and reinforcement of expectations). Coaches encouraged to attend.

**ADCU**

- Patient expectations reinforced
- Pre-med (analgesia) given

**Theatres**

- New anaesthetic and analgesia protocols to facilitate early post-op mobilisation and to reduce the number of patients having difficulties with pain management
- Improved patient flow to maximise productivity

**Ward**

- Established ward routine (bloods taken before 8am, all patients washed and dressed by 9am, set time slots for physio and x-ray). Promotes staff efficiency and increases patient participation in their own recovery
- Patients mobilised day of surgery
- Group exercise classes, encouraging peer support and friendly competition within the patient group. Coaches encouraged to attend to learn how to best support their friend/family member. Volunteers will be available for those patients without a coach

**Discharge**

- Group discharge education in the discharge lounge, increasing staff efficiency and encouraging sharing of information. Coaches are invited to attend
- ROCS input for all patients living within a 25 mile radius
- Outpatient physiotherapy arranged for all hip and knee patients

**Clinic**

- 6 week outpatient review with consultant team
- 'Reunion' coffee mornings for patients and coaches to have the opportunity to share detailed feedback

# THE IMPACT OF JOINTCARE

JointCare has made a significant impact for our Trust and the patients we serve:

## PRODUCTIVITY

A consistent increase in the volume of cases (graph 1)

## LENGTH OF STAY

A consistent decrease in length of stay (graph 2)

## SAFETY

Complication and readmission rates have been maintained

## QUALITY AND REDUCING VARIATION

Standardised analgesia and anaesthetic protocols to reduce variation

## EFFICIENCY

Achieved efficiencies through a robust and standardised ward routine

## CONTINUOUS IMPROVEMENT

Established an effective feedback loop so that patient experience is always heard and acted upon

## IMPROVING EXPERIENCE

Our patient experience metrics indicate that JointCare patients are very satisfied with their care (FFT satisfaction rating 96%)

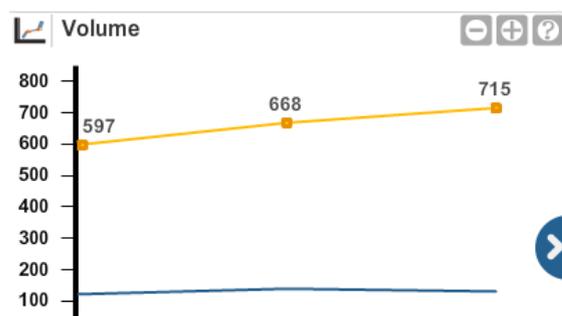
## SCALEABLE

We are now sharing our methodology across our STP and expect JointCare style pathways to be introduced across the STP in neighbouring Trusts

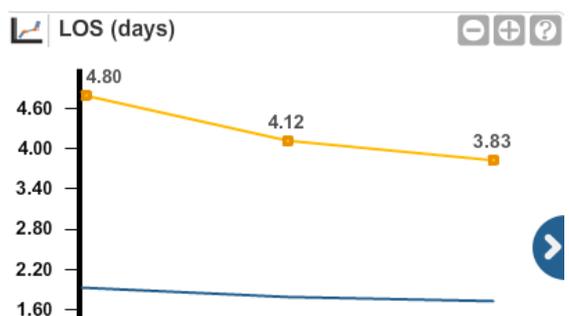
## WORKING IN PARTNERSHIP

JointCare was collaboratively developed with Stryker Performance Solutions. It is an excellent example of how the NHS can work with industry to deliver value.

GRAPH 1



GRAPH 2



*Figures include all hip and knee arthroplasty patients, including complex, revision and oncology patients.*

# WHAT PATIENTS SAY



## WHY WE SHOULD WIN THE AWARD FOR ACUTE OR SPECIALIST SERVICES REDESIGN

The JointCare programme exemplifies everything that is progressive and positive about health service redesign:

- It has made a measureable difference to patient experience, quality and productivity
- It is scalable across the health system
- It was developed in partnership and collaboration
- It is the definition of innovation; new ideas and old ideas renewed
- Continuous improvement is inherent in it's design
- It is informed by data and digital
- It has improved patient care

## MORE INFORMATION

[Watch a JointCare patient story- Paul's story](#)

[Watch the JointCare patient journey video](#)

[Watch the JointCare promotional animation](#)

To ask a question or for further clarification about this submission, please email: [roh.comms@nhs.net](mailto:roh.comms@nhs.net)