

Case study Mercy Medical Center

Destination Center of Superior Performance

Background

In 2010, Mercy Medical Center partnered with Marshall | Steele (now Stryker's Performance Solutions) to implement a Destination Center of Superior Performance for Total Joint Replacement. The healthcare market for joint replacement in Maryland is intensely competitive. Mercy Medical Center is located in Baltimore, between Johns Hopkins and the University of Maryland, and recognized the need to adapt their joint program to ensure a patient-centered approach that set them apart from the competition. The combined efforts of hospital leadership, orthopedic surgeons and multi-disciplinary staff led to the launch of the Joint Journey at Mercy.

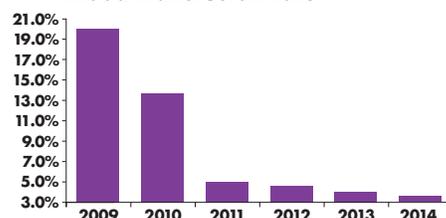
Results

The challenges associated with a competitive healthcare market and capturing appropriate market share were addressed by instituting an evidence-based commitment to patient safety, developing compassionate connections with patients and ensuring an episodic approach to pre-operative, peri-operative and post-operative care. Mercy Medical Center increased their market share by 44% five years post-launch.

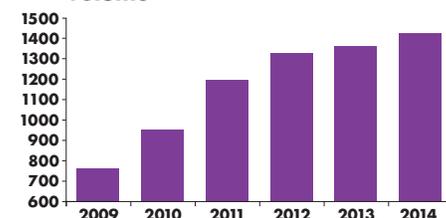
Additionally, they focused on continuing to improve already impressive key metrics.

- 46% increase in patient volume.
- 85% of total joint patients are discharged directly to home.
- Complication rate decrease from 4.6% to 1.3%.
- Cost savings of \$1.7M by reducing length of stay from 3.18 days to 2.53 days.
- Blood transfusions decrease from 19% to 3.6% resulting in a savings of over \$890k.

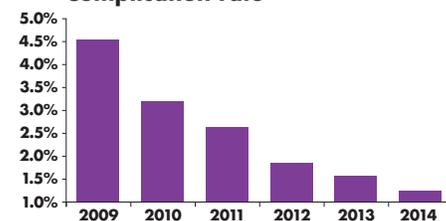
Blood transfusion rate



Volume



Complication rate



44%

increase in market share



"Focusing on creating a DCOSP provided the focus necessary of patient-centered care. We encouraged excellence from our care providers, taking great pride in our continued education and personal relationships with our patients and their families, which has helped us increase our market share, grow volumes and improve our patient satisfaction scores."
- Dr. Marc Hungerford
Chief of Orthopedics



Mercy Medical Center

Baltimore, MD

Region: Northeast

Methods

With the help of Stryker's program management team, key staff and physicians from Mercy Medical Center utilized the proprietary 4 A's Methodology to build and implement a customized service line program that was based on the hospital's unique strengths and opportunities.

Assess

Assess | Together Stryker and Mercy Medical Center assessed and benchmarked current service line programs, processes and outcomes to help understand their potential opportunities.

Architect

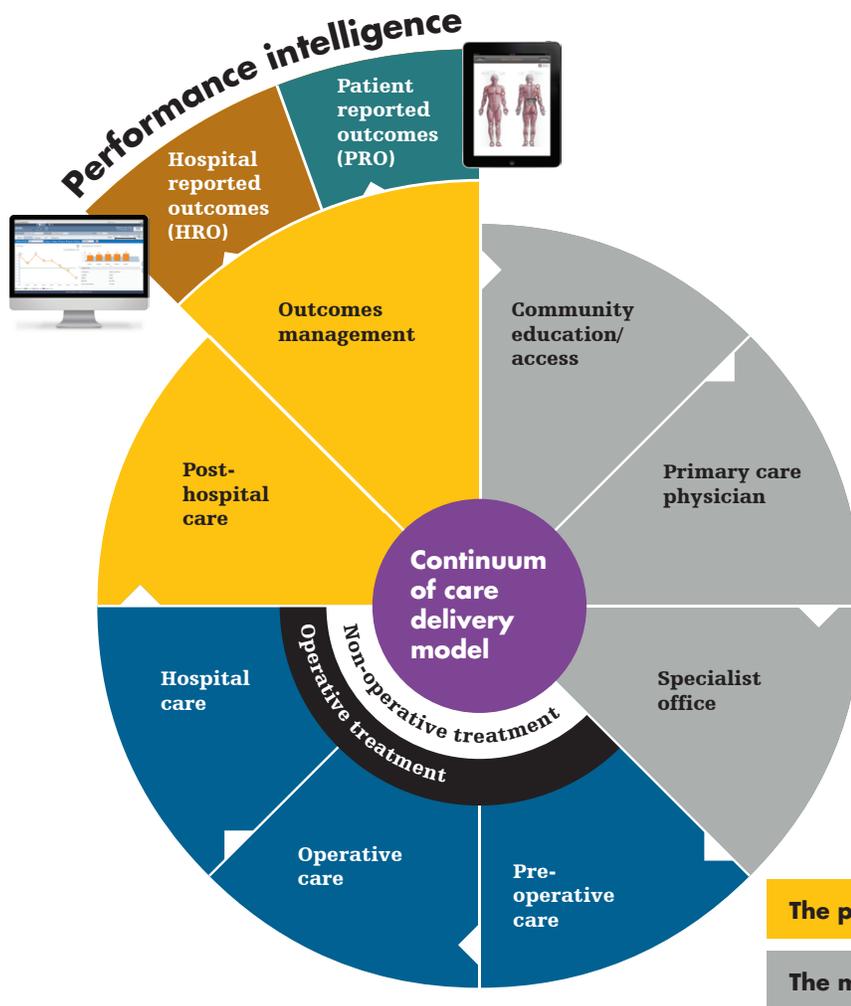
Architect | Based on the assessment findings, Stryker helped Mercy Medical Center architect a project plan to achieve service line goals and objectives

Assemble

Assemble | Stryker and Mercy Medical Center assembled a dedicated performance improvement team to help implement the necessary processes and protocols for the service line program success.

Assure

Assure | Stryker benchmarked and reported the clinical, operational and patient performance data Mercy Medical Center needed to assure their service line program was on the pathway to sustainable success.



Why Stryker?

Stryker's Performance Solutions partners with hospitals and physician practices to help improve quality outcomes, patient satisfaction and profitability. We work closely with you to strengthen your orthopedic and surgical service lines, turn performance data into effective plans and implement the most suitable alignment and risk strategies. Together, we help identify, measure and optimize your performance objectives. We make recommendations and implement the lasting changes you need. We're with you every step of the way.

To learn more about Stryker's Performance Solutions, contact us:
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