

# Case study

## Monroe Clinic

### Patient Reported Outcomes

#### Background

Monroe Clinic is a not-for profit, single hospital health system serving the communities in southern Wisconsin and northern Illinois. In 2013 Monroe Clinic partnered with Stryker Performance Solutions to implement a Patient Reported Outcomes program. As value-based care continues to evolve, Monroe recognized it's not enough to just deliver the desired clinical outcome. Patients are demanding the ultimate in patient experience while providers are being asked to quantify their outcomes. They felt it was difficult to improve the patient experience and delivery of care if they were not actively tracking it.

#### Results

Monroe Clinic successfully surveys 90% of their patients pre-operatively. Using the clinical and functional data they collect, they are able to assess trends and control costs, while working to improve coordination and workflow across the entire patient care continuum.

Quarterly reviews of their customized reports with their dedicated Stryker Performance Analyst helps benchmark themselves against industry best practices.

- Exceeds all Performance Solutions' national averages for post-operative benchmarks for pain and function with 95% of patients being surveyed six weeks post-operatively.
- Maintains an overall patient satisfaction rate of greater than 90% over the last two years.
- Collects over 200 surveys each quarter with a two-surgeon practice.

Monroe Clinic has been using their data as a proactive tool to educate and prepare patients, both pre-surgery and post-operatively. This proactive approach with their data allows them to better manage patient expectations, satisfaction and experience.

In addition, Monroe Clinic is actively using their data to outwardly market their outcome and satisfaction rates as a way to differentiate the care they provide.



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"Partnering with Stryker's Performance Solutions has been a key strategy in Monroe Clinic's preparation for the continuous changes in reimbursement and bundled payment methods."

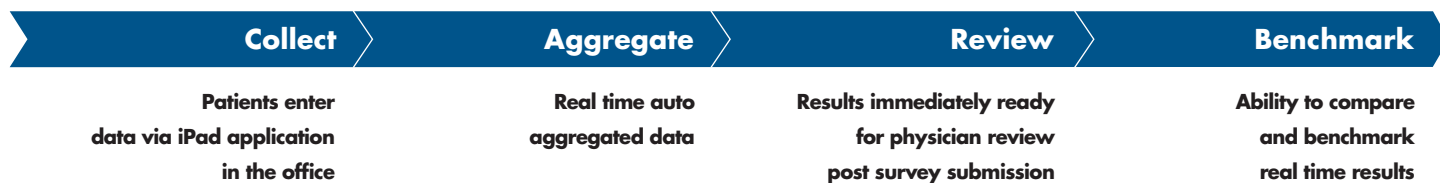
– Mike Sanders, FACHE  
President & CEO



Monroe Clinic

Monroe, WI

Region: Midwest

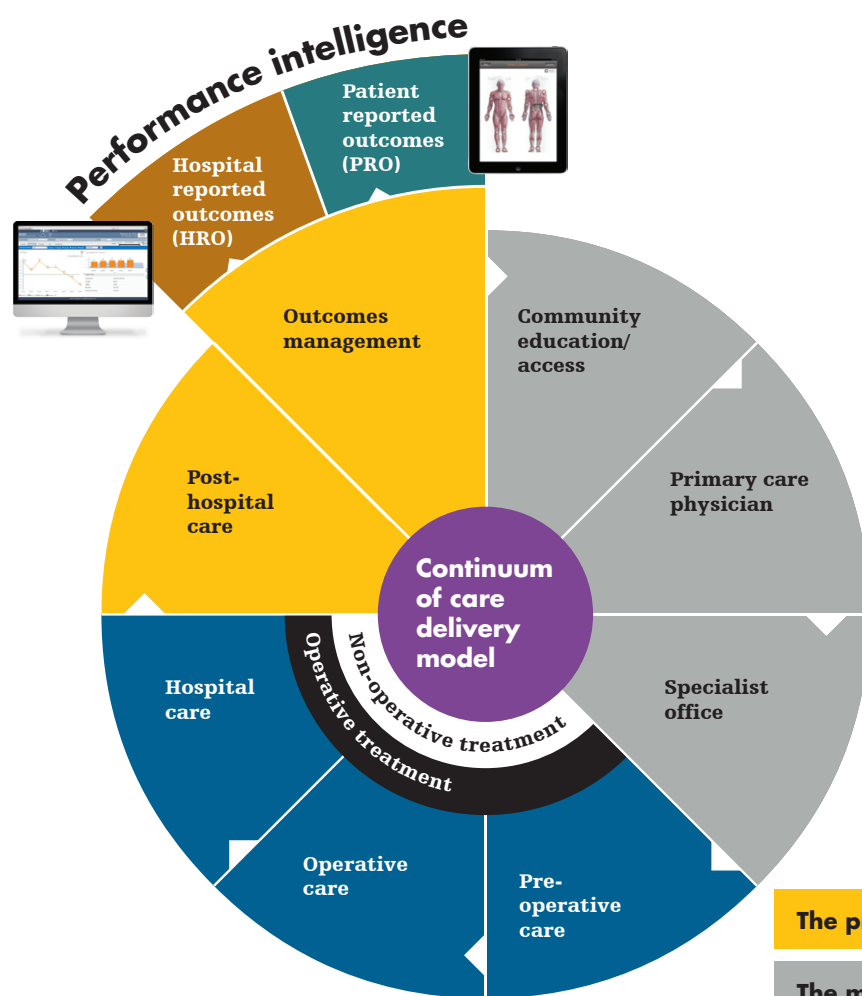


**Collect** | Monroe patients enter data utilizing an intuitive web-based application before surgery and during post-op visits at the Monroe Clinic.

**Aggregate** | Monroe Clinic has access to real time aggregated data as surveys are collected.

**Review** | Stryker and Monroe Clinic review customized reports to measure and market their outcomes.

**Benchmark** | Stryker benchmarks Monroe Clinic's results against industry standards and Marshall | Steele national averages to assess performance.



## 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.

The program drives the metrics

The metrics drive the program

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