

# Mako SmartRobotics™ case profile

## MemorialCare Outpatient Surgical Center – Long Beach

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- Joint venture of hospital system, national surgical management company and multi-specialty providers
- Purchased Mako SmartRobotics™ technology in Q4, 2019
- Program launched with one Mako-certified surgeon, Andrew Wassef, M.D.
- First Mako case was performed in December 2019



### Opportunity

- Develop a service line in an ambulatory setting showcasing Mako SmartRobotics™ technology and insightful data analytics with emphasis on preparing and educating all patients virtually with RecoveryCOACH™\*
- Overcome operational roadblocks shifting joint replacement cases from hospital to an ASC
- Encourage patients to be comfortable undergoing joint replacement surgery in an ASC
- Grow Mako volume by attracting other local Mako-certified surgeons

### Impact

- A dedicated Care Navigator utilized RecoveryCOACH™ to prepare and educate patients virtually
- Six local Mako-certified surgeons were credentialed and completed Mako cases at the ASC (Q4-2020 to Q2-2021)
- Real-time patient experience testimonials from RecoveryCOACH™ have been used for marketing and surgeon recruitment

**“Insightful data analytics allows you to objectively see your strengths, and more importantly, highlight any weaknesses that need to be addressed. Without data, there is no way to assess what process changes have a positive impact.”**

– Dr. Andrew Wassef\*\*



### Patient engagement key performance indicators<sup>1</sup>

Patients invited  
**100%**

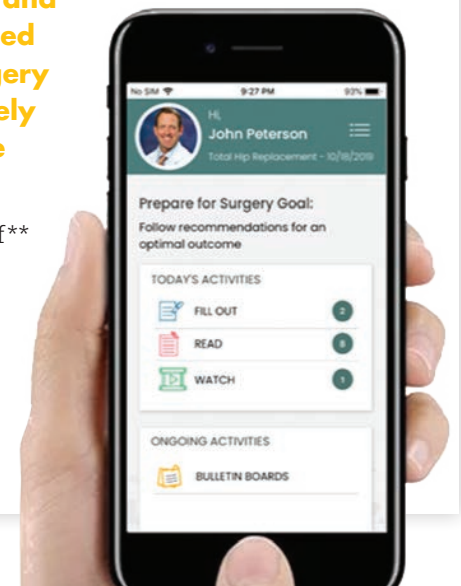
Patients activated  
**98%**

Average logins  
**47**

- 100% of patients were enrolled in RecoveryCOACH™
- 98% of those patients activated the RecoveryCOACH™ education platform to prepare for surgery
- 47 logins – On average, patients logged in 47 times to review education and respond to surveys throughout the episode of care

**“We have a nurse coordinator that has contact with all of our patients and prepares them for surgery. And by using RecoveryCOACH™, we can remain very interactive with our patients and keep them engaged both prior to surgery and postoperatively as well to capture important data.”**

– Dr. Andrew Wassef\*\*



## Key performance indicators and patient verbatims were reviewed at a quarterly insightful data analytics business review with ASC leadership and Dr. Wassef:

- Dr. Wassef is simply the very best. No more arthritic pain and feeling great. Huge thanks!!
- Top notch! Hated that I had to have both knees replaced, thankful I was in the care compassionate staff of the surgery center and prepared.
- I had the most excellent and friendly care ever!!!! Very happy with my surgeon, staff and physical therapy.
- Everyone was very helpful during the entire process.
- Stephanie (Joint Care Navigator) is awesome. Great information and I really appreciated her answering all my questions.

**“We’ll use these outcomes and testimonials in marketing to our local PCP community to show examples of patients who have had a safe and successful joint replacement in our ASC.”**

– James Hogan, ASC Administrator

### Insightful data analytics

**Outcomes data:** a consolidated dashboard of the surgery center and patient-reported outcomes data to help the facility manage clinical, operational, financial and operating room performance with actionable metrics

**RecoveryCOACH™:** a virtual platform to help guide patients through their entire surgical journey, enable the care team to virtually follow up with patients and collect patient-reported outcomes surveys, including patient experience outcomes and verbatims



#### References:

1. Insightful Data Analytics 2018-2021 Hospital and Patient Reported Outcomes Data on File.

\*Access to data analytics offering requires execution of a separate agreement. Availability of the data analytics offering may vary by country. Please speak with your sales representative for more information.

\*\*Specific to Dr. Wassef’s experience. A different hospital/site or surgeon’s results may vary.

#### Important information

The information presented is for educational purposes only. Speak to your doctor to decide if joint replacement surgery is appropriate for you. Individual results vary and not all patients will return to the same activity level. The lifetime of any joint replacement is limited and depends on several factors like patient weight and activity level. Your doctor will counsel you about strategies to potentially prolong the lifetime of the device, including avoiding high-impact activities, such as running, as well as maintaining a healthy weight. It is important to closely follow your doctor’s instructions regarding post-surgery activity, treatment and follow-up care. Ask your doctor if a joint replacement is right for you.

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