

Mako SmartRobotics™ case study

Reid Health – Richmond, IN

Reid Health

- Launched Mako SmartRobotics™ robotic-arm assisted technology for joint replacement procedures in April 2019
- Reid Health has two Mako Systems, all three applications and all four total joint orthopaedic surgeons are Mako-certified
 - Mako System #1 installed – March 2019
 - Mako System #2 installed – April 2020
- Began partnership with Stryker’s Mako Insightful Data Analytics* in January 2020



Opportunity

- Reid Health was looking for a way to review data in an actionable manner. Only having access to generic spreadsheet reports, they were unable to track, trend or benchmark their data.
- There was an opportunity to increase volume by marketing their outcomes and SmartRobotics™ program within the community to both a patient and referral audience.
- They wanted to create a forum for all orthopaedic surgeons and staff to review outcomes and facilitate discussion around all aspects of the continuum of care for their elective joint replacement population.
- They had an opportunity to involve patients in their joint replacement journey and improve patient readiness for surgery.

“Nine years ago, I took up robotic technology to offer individual patients the best care possible. Today, I have taken up data analytics to help patients get better care, but with an emphasis on using analytics to illuminate the often-hidden path to better patient care.”

– Joel McClurg, M.D./Ph.D., FAAOS
Chairman of Musculoskeletal Services at Reid Health



Impact at a glance¹

To date, Reid Health has performed

1,200+
Mako cases

Reid Health averaged

125
Mako cases a quarter in 2022

Reid Health enrolled

99%
of patients in RecoveryCOACH

Patients log into RecoveryCOACH

56 times
on average

97%

of patients reported feeling prepared for surgery

Impact

- Consistent **quarterly data reviews** with the Insightful Data Analytics team that act as a forum to bring Reid's entire orthopaedic multi-disciplinary team together to review outcomes and drive discussion around change.
- In addition to quarterly data reviews, the Insightful Data Analytics team meets with Dr. McClurg and Reid Health's leadership team to create custom outcome reports to allow for **actionable decisions**.
- The Reid team partners with **Stryker's Mako Market Development** team to design a plan to market SmartRobotics™ locally, including patient seminars, billboards, commercials, social media and website content.
- To date Reid Health has performed over **1,200 Mako cases**, averaging **125 Mako cases a quarter** in 2022.
- Implemented RecoveryCOACH with **99% of patients enrolled**. When all patients are enrolled in RecoveryCOACH, this helps ensure that each patient is receiving the right communication at the right time about their joint replacement surgery.
- Each patient is logging into RecoveryCOACH on average **56 times**, and **97%** of patients reported feeling prepared for surgery.
- Reid's Physician Operations Council reviews outlier reports generated by the Insightful Data Analytics team. The **outlier reports** provide key **case level detail** and allow the team to do a deep dive on patients that deviated from their care plan.
- By putting the spotlight on data, the team at Reid Health is dedicated to **improving the patient experience** and driving superior outcomes.

“Our partnership with the Mako Insightful Data Analytics team has been exceptional. With the help of this amazing team, we have been able to dive into essential, timely data to focus on areas that help us continually improve and provide excellence to our patients. It has helped to intensify the collaboration we have across the continuum of care here at Reid Health to provide top notch care to all of our patients.”

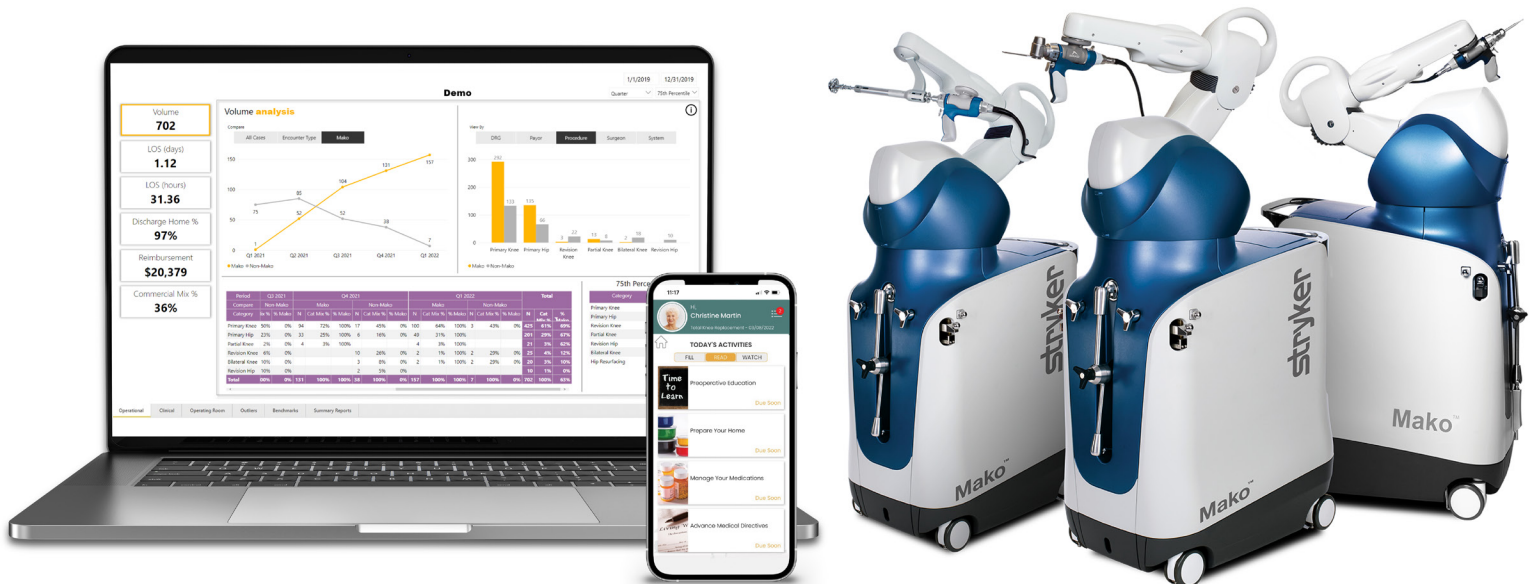
– Monica Schlichter
Musculoskeletal Service Line Director
Reid Health Comprehensive
Bone & Joint Center



Insightful Data Analytics at Reid Health

Facility Reported Outcomes is a web-based dashboard that comes with clinical support to track your key performance indicators.

RecoveryCOACH™ is a patient engagement platform designed to help prepare patients for surgery and recovery as well as collect patient reported outcomes.



“The Insightful Data Analytics platform energizes the team that takes care of joint replacement patients. Every quarter we get the entire team together. We look at the results of changes we made to the processes, and brainstorm new ways to take even better care of patients. We are often surprised by where the data leads us, and everyone has a say in what we work on next to improve patient care.”

– Joel McClurg, M.D./Ph.D., FAAOS
Chairman of Musculoskeletal Services at Reid Health

References:

1. Insightful Data Analytics 2018-2022 Hospital and Patient Reported Outcomes data on file.

*Access to the 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.

The opinions expressed by Dr. Joel McClurg and Monica Schlichter are those of Dr. Joel McClurg and Monica Schlichter and not necessarily those of Stryker. Individual experiences may vary.

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