

Academic Medical Center Cuts Readmissions By 66% Using Innovative Patient Technology

TORONTO, ON, CANADA, November 23, 2017 /EINPresswire.com/ -- SeamlessMD's novel [patient engagement technology](#) is helping to improve post-operative care for patients who have undergone surgery. Mount Sinai Hospital, part of Sinai Health System, used the technology to engage and monitor 106 patients during their recovery. The results showed a [decrease in 30-day readmissions](#) rates from 18% to 6%.

In November 2016, the hospital implemented SeamlessMD - a leading patient engagement and quality improvement platform. With SeamlessMD, patients were guided through their recovery after surgery via their smartphone, tablet, and computer. Patients received reminders, accessed interactive education, tracked recovery milestones and recorded warning signs (e.g. pain scores, stoma output, etc.).

In addition, the hospital used SeamlessMD as a [remote monitoring](#) system to deliver proactive patient care. Physician assistants at the hospital were automatically notified for patients at-risk and were able to view a patient's health status in real-time. This allowed the care team to be proactive in reaching out to patients at-risk of readmission, and address early signs of complications (e.g. infections, dehydration, etc.) sooner.

"SeamlessMD allows us to be more proactive in our approach to post-discharge care. The platform has enabled us to extend our care beyond the wall of the hospital, monitor patient concerns in real-time and ultimately prevent ER visits and readmissions," said Dr. Erin Kennedy, the lead colorectal surgeon for this initiative.

Full results also showed 3 ER visits avoided (issues resolved via phone calls or clinic visits), and high patient satisfaction with 89% of patients recommending SeamlessMD to other patients. Sinai researchers believe these initial results are promising and are engaged in additional studies to further validate these results.

"We have received positive feedback from our patients who used the SeamlessMD platform. Patients have reported that it helped reduce anxiety, made them feel more connected to our care team and that they felt safer recovering at home" says Dr. Alexandra Easson, the lead surgical oncologist for this initiative.

The feedback from patients has been overwhelmingly positive, with one patient saying, "the app made me feel less alone and it was good to know more help was there if I needed it. It feels like a doctor is with you every day".

With a focus on improving the patient experience, this initiative was supported by a grant from the Canadian Partnership Against Cancer (CPAC), an independent, not-for-profit organization to facilitate action on cancer control in Canada.

"It is incredible to work with such a forward-thinking team at Sinai Health System," said Joshua Liu, MD, CEO of SeamlessMD. "We are proud to have achieved such tremendous results on improving

quality, patient safety, and patient satisfaction."

ABOUT SEAMLESSMD

SeamlessMD provides the leading Patient Engagement and Quality Improvement platform for health systems to deliver value-based models of care, including Enhanced Recovery After Surgery (ERAS), Perioperative Surgical Home (PSH), prehabilitation, readmissions prevention, bundled payments and Patient Reported Outcome (PRO) data collection. Research completed by academic medical centers has shown SeamlessMD to reduce hospital length of stay, readmissions, ER visits, and costs.

Accessible via smartphone, tablet or computer, the SeamlessMD platform keeps patients on track from preparation through recovery with reminders, video-based education, progress tracking and PRO data collection. Providers can access real-time dashboards to measure compliance and outcomes, intervene sooner for patients at-risk and drive quality improvement across the organization. For more information, please visit: www.seamless.md.

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