



Joint Replacement Center

OVERVIEW AND OUTCOMES REPORT 2009



**ABBOTT
NORTHWESTERN
HOSPITAL**

Allina Hospitals & Clinics

JOINT REPLACEMENT CENTER

Overview and Outcomes Report 2009

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Overview

Specialized therapy facilities allow patients to practice activities of daily living before being discharged.

LETTER FROM THE DIRECTOR

Scott D. Anseth, MD, director of the Joint Replacement Center at Abbott Northwestern Hospital



In September 2008, Abbott Northwestern Hospital implemented the Joint Replacement Center (JRC), a multi-faceted

program dedicated to the care of joint replacement patients. The Joint Replacement Center provides a patient-centered experience focusing on patient preparation and education, innovative and proven surgical techniques, multi-modal pain control and an accelerated post-operative recovery program offering skilled and compassionate care.

The Joint Replacement Center is structured to anticipate and respond to patients' needs and to create a culture that supports continuous quality improvement. For example:

- Joint replacement patients are cared for by an experienced staff on a dedicated floor in Abbott Northwestern's Heart Hospital. The floor includes private rooms for all patients and a community physical therapy center where patients can share their experiences related to joint replacement and rehabilitation.
- The Joint Replacement Center values a team approach in which representatives from all disciplines involved in orthopaedic care collaborate to provide the best possible experience for patients. This multi-disciplinary team includes surgeons, anesthesiologists, hospitalists, physician assistants, nurses and physical therapists. In addition, the team meets monthly to evaluate strategies to improve the care of joint replacement patients.
- The Joint Replacement Center offers comprehensive and coordinated services to better serve its patients. Its joint care coordinator manages day-to-day operations on the patient care unit, and oversees the pre-operative educational classes, community education programs and patient reunion events.
- Surgeons provide the most advanced care and use the latest techniques in joint implant surgery, such as unicompartmental knee replacement, hip resurfacing and computerized surgical navigation. The Anesthesia Department has been instrumental in providing new and innovative ways to control patients' post-operative pain through advanced strategies in regional anesthesia and a multi-modal pain regimen. The surgeons use evidence-based approaches to develop and explore safe, effective ways to minimize potential surgical complications.

Abbott Northwestern Hospital's Joint Replacement Center is dedicated to providing the best patient care experience through a comprehensive, integrated program that crosses the continuum of care. The Center's goal is to provide a patient-centered experience that helps patients return to their normal daily activities as soon as possible through innovation, education and rehabilitation.



Surgeons and other Joint Replacement Center staff collaborate to ensure that patients receive the best possible care in a supportive, healing environment.

The Joint Replacement Center Mission

The Joint Replacement Center provides a high quality care experience within a healing environment. It strives to make a difference in the lives of patients by delivering exceptional care and service, involving patients and families in planning and care, and encouraging compassion and mutual respect among patients, families and staff.

KEY FEATURES OF THE JOINT REPLACEMENT CENTER:

- specialized nursing care
- joint care coordination to ensure continuity
- patient preparation, education and follow-up
- onsite rehabilitation with Sister Kenny® Rehabilitation Institute therapists
- nationally recognized care in a healing environment.

SPECIALIZED NURSING CARE

Registered nurses who staff the Joint Replacement Center have received special training in caring for patients who have had joint replacement surgery. Nurses complete 240 hours of orientation in this area. In addition, ongoing education and training is provided each year for Joint Replacement Center nurses.

In 2008, Abbott Northwestern nursing care earned national recognition through its American Nursing Credentialing Center (ANCC) Magnet Designation. Nationwide, less than five percent of hospitals have earned this distinction. According to the ANCC, Magnet hospitals consistently deliver better patient outcomes than non-Magnet hospitals, including more nursing time spent at the patient's bedside, shorter lengths of patient stay, lower patient mortality rates, higher patient satisfaction rates and higher nurse retention, recruitment and job satisfaction rates.

JOINT CARE COORDINATOR: ENSURING CONTINUITY

The Joint Replacement Center staff is committed to supporting patients through each step of their joint replacement surgery and recovery. The joint care coordinator is the link between patients, physicians and staff.

The joint care coordinator is a shared resource for all Joint Replacement Center surgeons. Responsibilities of the joint care coordinator include coordination of patient education, scheduling, course-of-care, follow-up

and the patient's engagement with the Center before, during and after treatment.

The patient's first connection with the Joint Replacement Center is with the joint care coordinator at the pre-operative education class. The coordinator also monitors patients' progress in the hospital, working with nursing staff, physical therapists and physicians to address concerns that arise during hospitalization.

After patients are discharged, the joint care coordinator ensures patients receive follow-up phone calls to determine if their recovery is progressing as expected and to elicit feedback on their joint replacement experience. Patient feedback helps the Joint Replacement Center continue to improve its services. For example, patients' questions and concerns about managing medications at home led the Center to develop a tool to help patients schedule and track their medications.

PATIENT PREPARATION, EDUCATION AND FOLLOW-UP

The Joint Replacement Center encourages patients to become fully engaged in their surgery, recovery and rehabilitation through comprehensive education, group support, practical advice and enjoyable activities.

Patients scheduled for surgery attend a class approximately two weeks before their surgery. At the class, they learn how to prepare for surgery and what to expect before, during and after surgery. In addition, patients are scheduled for a pre-admission appointment at the hospital or over the phone. During the pre-admission appointment, a registered nurse collects information about the patient's medical history and medications and screens for any preoperative needs. Patients are encouraged to enlist a family member or friend as a coach to support and motivate them during the recovery process.

Because most joint replacement patients are healthy individuals who are having an elective procedure, the Joint Replacement Center emphasizes a quick return to daily routines such as dressing and self-care. During hospitalization, patients attend group physical therapy sessions and are offered opportunities to dine with other joint replacement patients. These activities build camaraderie and help patients learn from and support one another.

After discharge from the hospital, patients are called at home within 48 hours to ensure they are adjusting well. A second phone call is made a month after discharge to check progress and to collect functional data. The Joint Replacement Center invites former patients to a reunion several months later to share information about their experiences.

ONSITE REHABILITATION WITH SISTER KENNY REHABILITATION INSTITUTE THERAPISTS

Rehabilitation services for Joint Replacement Center patients are provided by therapists from the Sister Kenny Rehabilitation Institute. Two onsite rehabilitation areas are located on the inpatient unit to enable early assessment and initiation of treatment. One of the areas, called the Pavilion, has a lake-centered theme and offers a positive, supportive atmosphere to encourage patients to participate in therapies. This area provides ample room for patients to participate in group therapy, a key component of the Joint Replacement Center's approach to care. The other rehabilitation area provides physical therapy mats, parallel bars, a car simulator and other equipment to help patients practice activities of daily living.

The Joint Replacement Center encourages patients to become fully engaged in their surgery, recovery and rehabilitation through comprehensive education, group support, practical advice and enjoyable activities.

Patients are encouraged to enlist a family member or friend as a coach to support and motivate them during group therapy sessions at the hospital and throughout the recovery process.





Accompanied by his surgeon, a patient recovering from knee replacement surgery marks his progress in meeting daily exercise goals.

NATIONALLY RECOGNIZED CARE IN A HEALING ENVIRONMENT

Rated one of America's Best Hospitals by U.S. News & World Report in the specialty of orthopaedics since 2005, Abbott Northwestern's Orthopaedic Institute provides an integrated, quality-care approach to the prevention, diagnosis, treatment and rehabilitation of orthopaedic conditions.

The Joint Replacement Center is part of Abbott Northwestern Hospital's nationally recognized Orthopaedic Institute and is located within the 2005 hospital addition on inpatient unit H7200. This award-winning space provides a complete healing environment, with care centered on the needs of joint replacement patients and their families.

The Joint Replacement Center has an inviting atmosphere that incorporates a theme of Minnesota lakes and lake-related activities. The patient ambulation board, featuring a picture of a Minneapolis lake, is at the center of this theme. On the ambulation board, patients track the distance they have walked. This creates a positive atmosphere for healthy competition among patients.

Each of the 18 private rooms has amenities for patients and visitors, including a refrigerator, safe, DVD/VCR player and a family area with a separate phone, wireless internet and a reading lamp. Rooms have visitor seating that can be converted into a bed, allowing a family member to spend the night. For patient safety and comfort, each room has a ceiling lift that can be used, if needed, to reposition the patient or move the patient from the bed to the bathroom or chair. Each private bathroom is equipped with grab bars, handicap accessible shower, a shower chair and other safety features.

In addition, H7200 has two attractive lounges for patients and family members. The Solarium lounge features a fireplace, microwave oven, coffee maker, refrigerator and ample seating. The Atrium lounge offers a sense of tranquility and features a cascading water wall and spectacular views of Minneapolis.





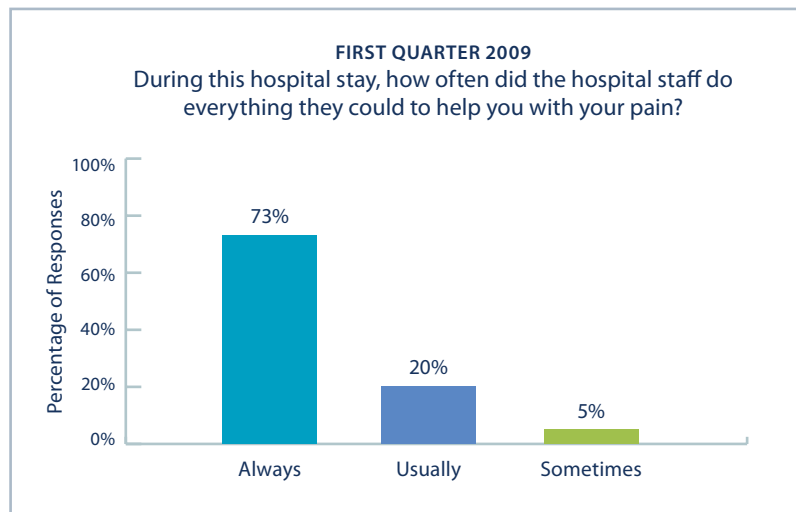
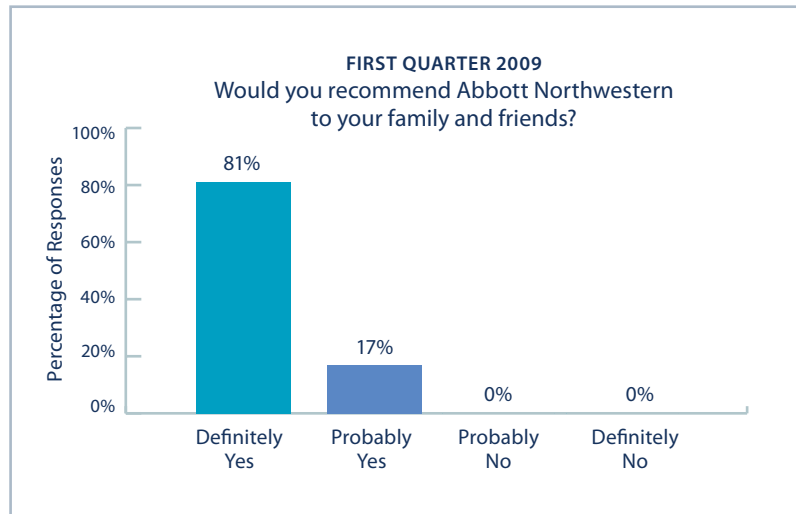
Outcome Measures

Patient Satisfaction Survey

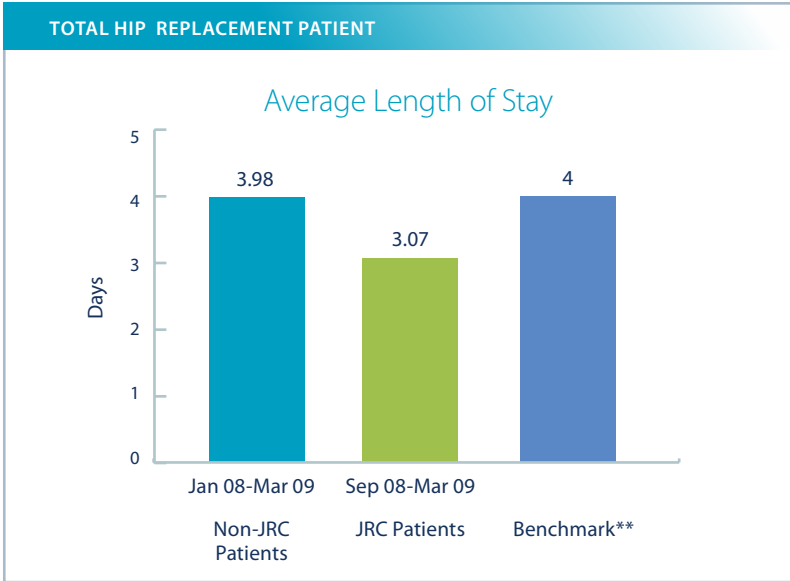
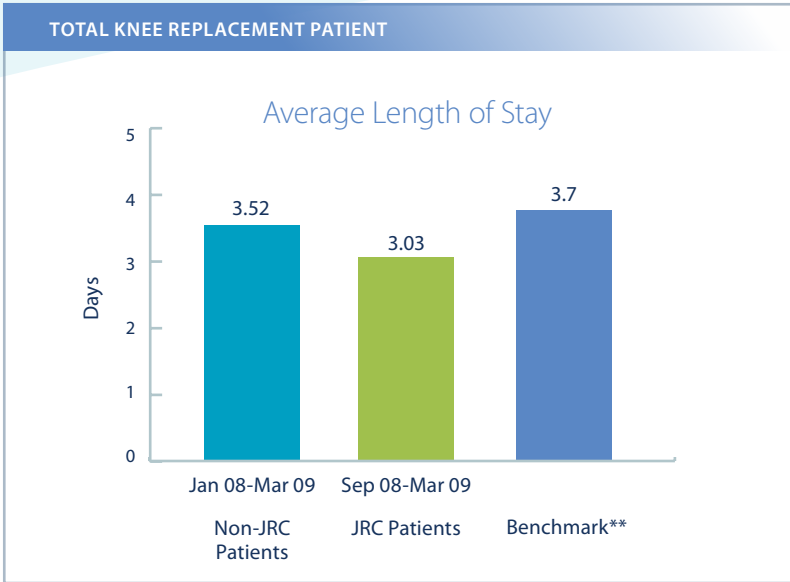
H7200 Joint Replacement Center

The inpatient units of Abbott Northwestern's Orthopaedic Institute use the Healthcare Consumer Assessment of Hospital and Provider Services (HCAHPS) survey instrument to monitor inpatient satisfaction. This survey instrument is recommended by the Center for Medicare and Medicaid services (CMS) and is administered by the Allina Performance and Analysis Department. The HCAHPS survey allows direct comparison of the Orthopaedic Institute patients' experience to results from other institutions. Patients indicate that the Orthopaedic Institute provides excellent care; their feedback helps the physicians and staff understand trends and concerns in meeting patients needs. The Orthopaedic Institute is committed to continuous quality improvement and uses the survey results to assist in this work.

98 percent of JRC patients surveyed would recommend Abbott Northwestern to family and friends.



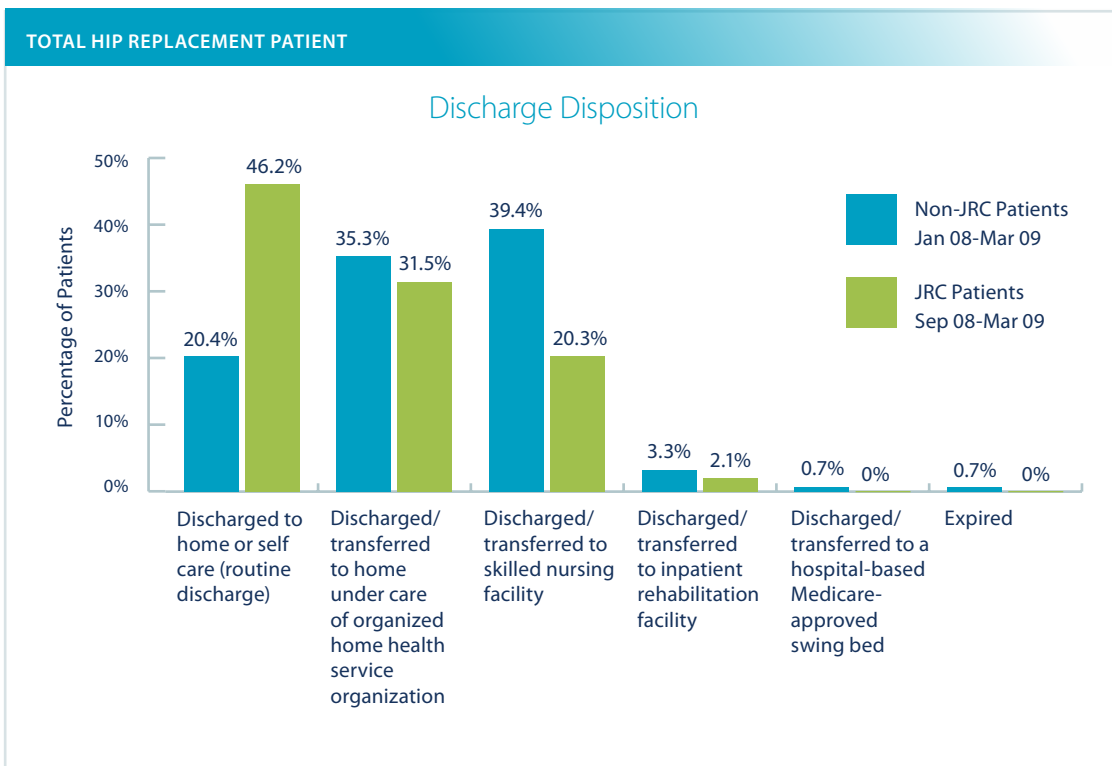
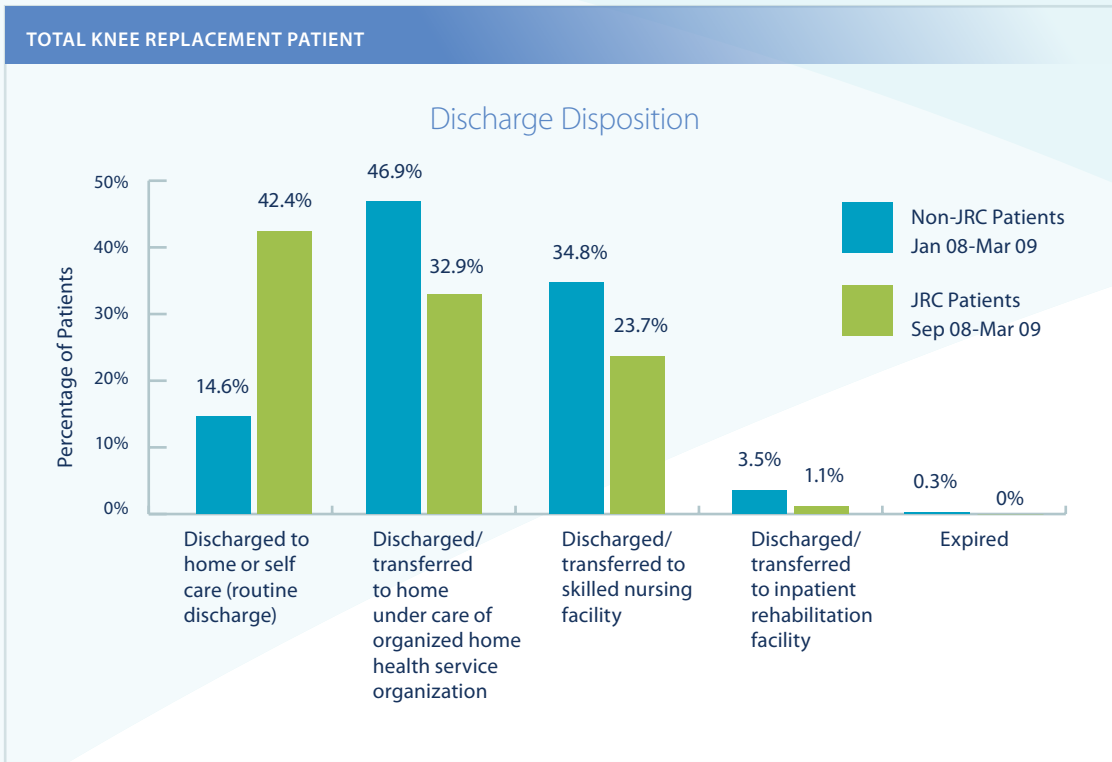
Average Length of Stay



*Average Length of Stay for Primary Arthroplasty only.
 **Benchmark data from the Healthcare Cost and Utilization Project (HCUP) <http://www.hcup-us.ahrq.gov/>

Non-JRC patients are those who received arthroplasty at Abbott Northwestern but were not treated in the Joint Replacement Center.

Discharge Disposition



Non-JRC patients are those who received arthroplasty at Abbott Northwestern but were not treated in the Joint Replacement Center.

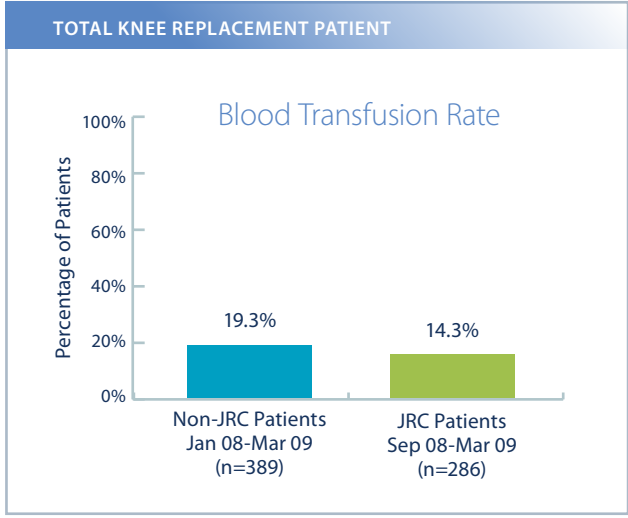
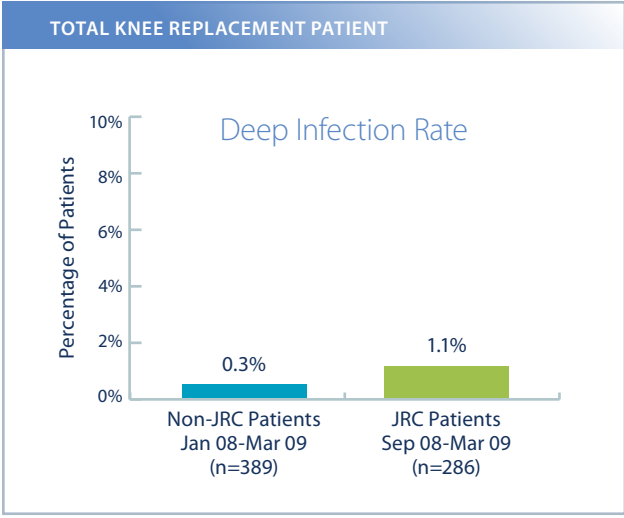
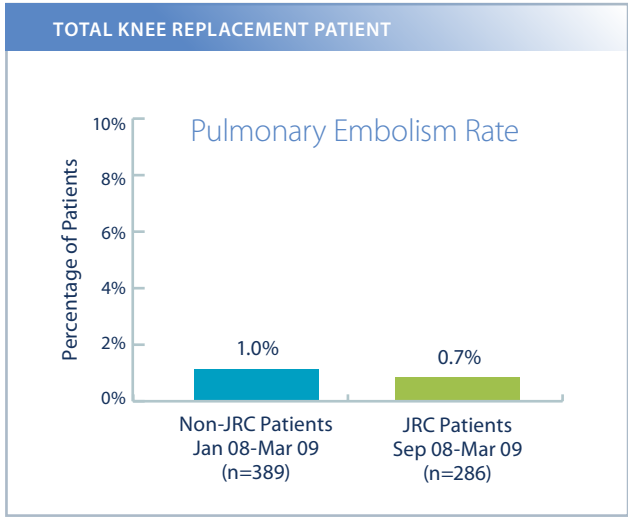
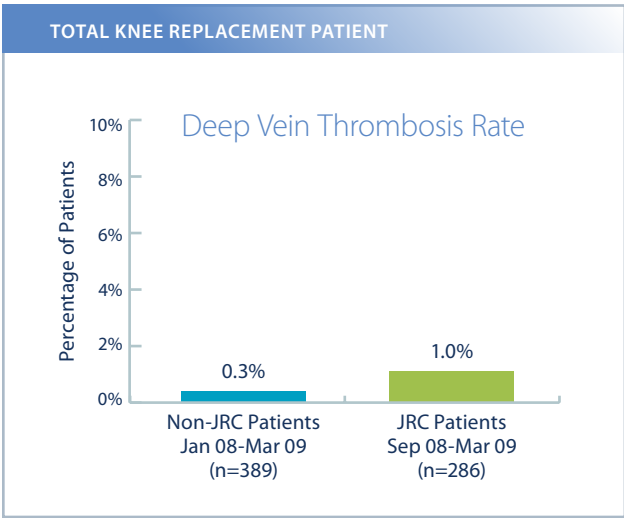
Arthroplasty Complications

Data are extracted from Abbott Northwestern Hospital's electronic medical record system. Complications include those identified during the initial hospitalization and those that

resulted in the patient being readmitted within 30 days after discharge. Deep wound infection cases are reviewed and confirmed by the orthopaedic physician work group. Deep vein thrombosis

(DVT) and pulmonary embolism (PE) cases are reviewed by the Abbott Northwestern Hospital orthopaedic quality specialist.

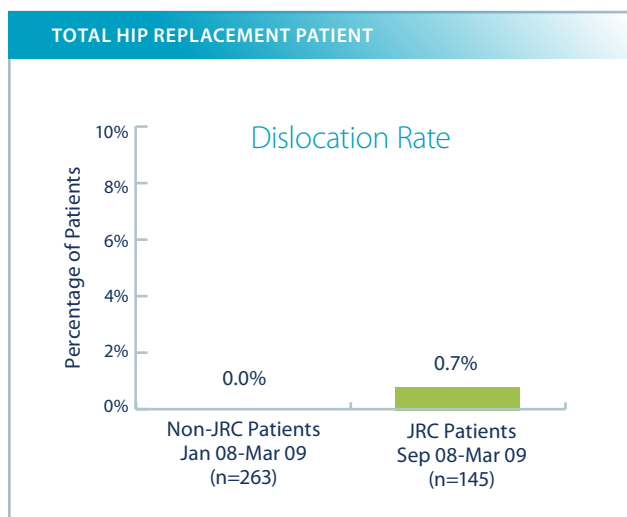
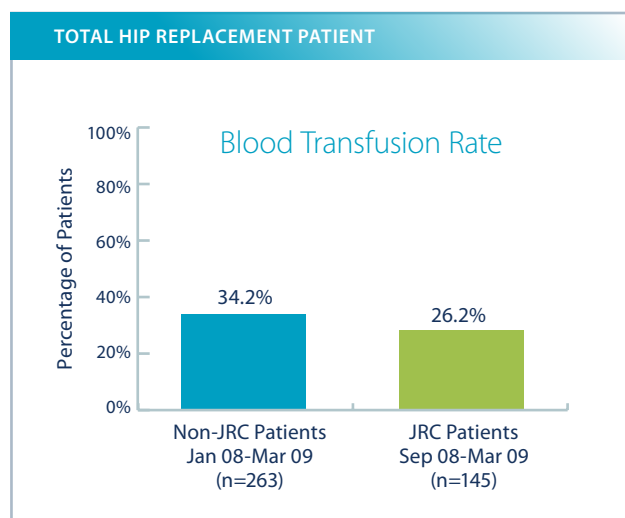
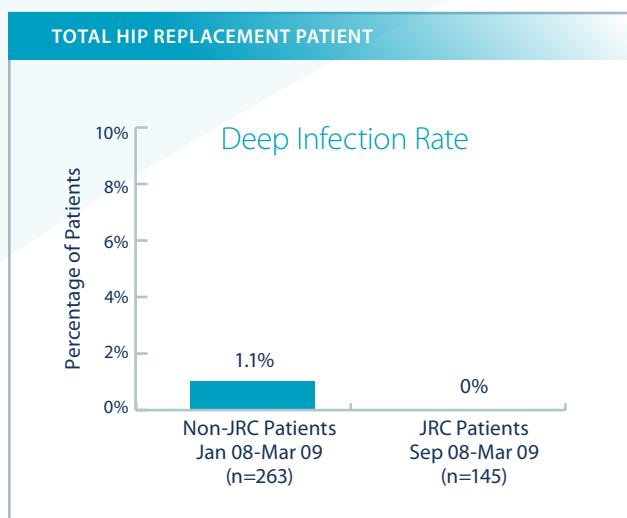
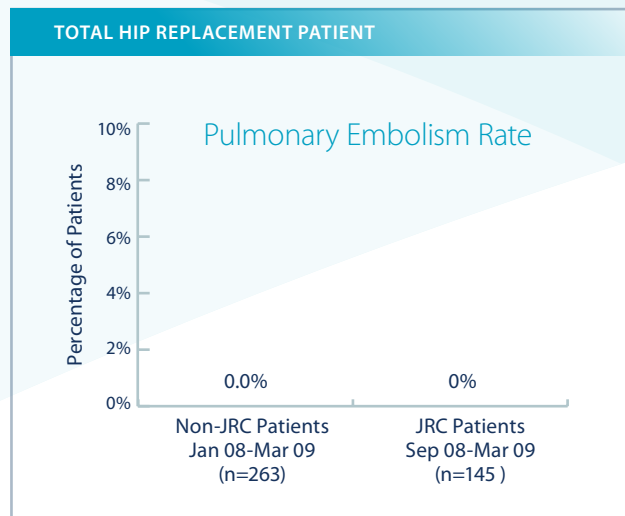
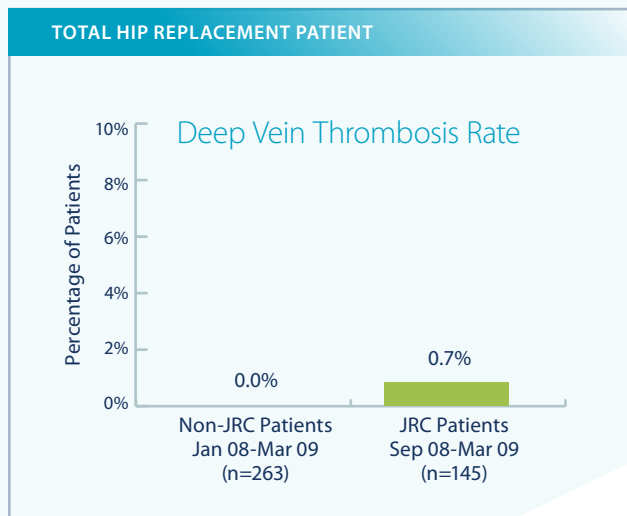
PRIMARY ARTHROPLASTY COMPLICATIONS



Non-JRC patients are those who received arthroplasty at Abbott Northwestern but were not treated in the Joint Replacement Center.

Arthroplasty Complications

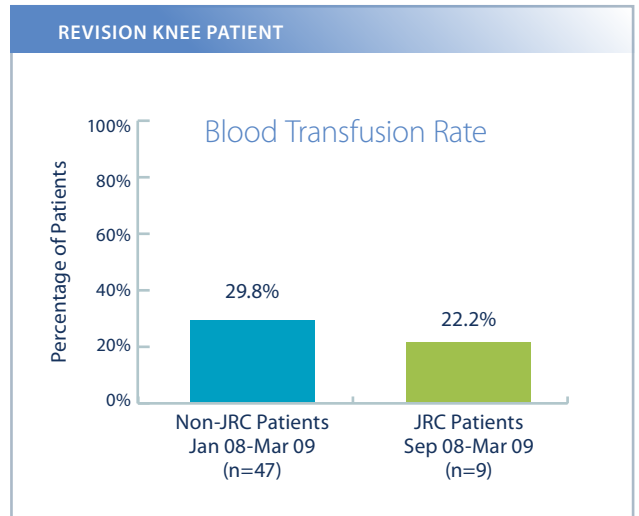
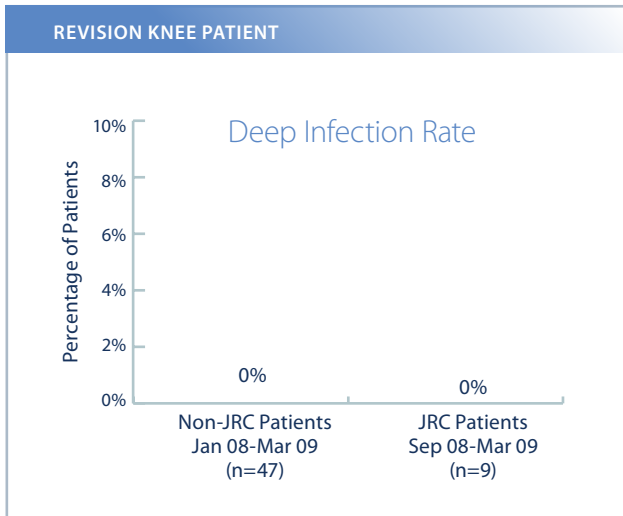
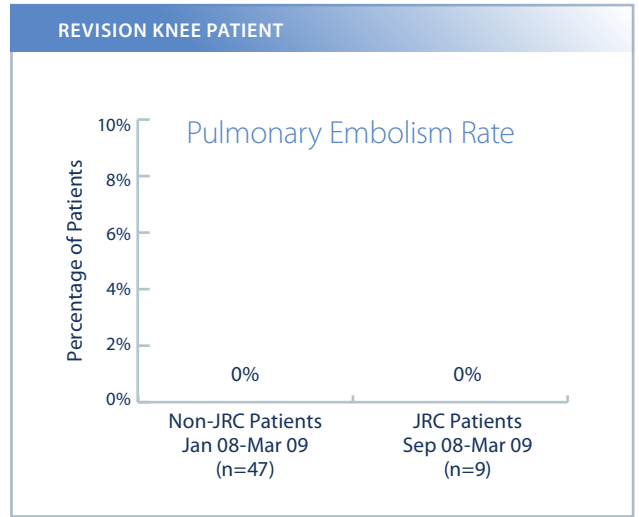
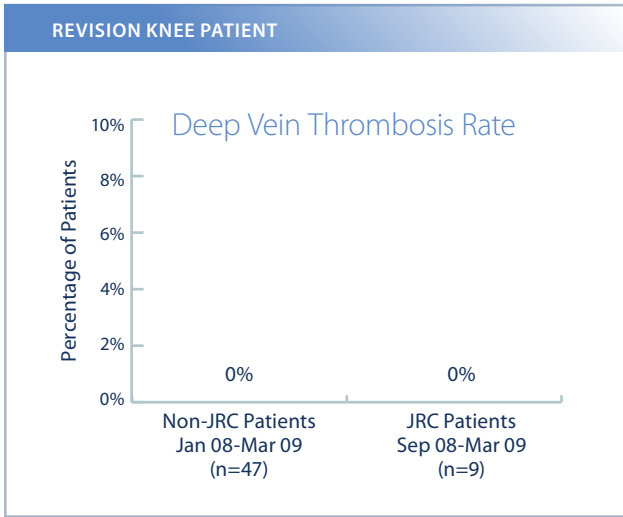
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Arthroplasty Complications

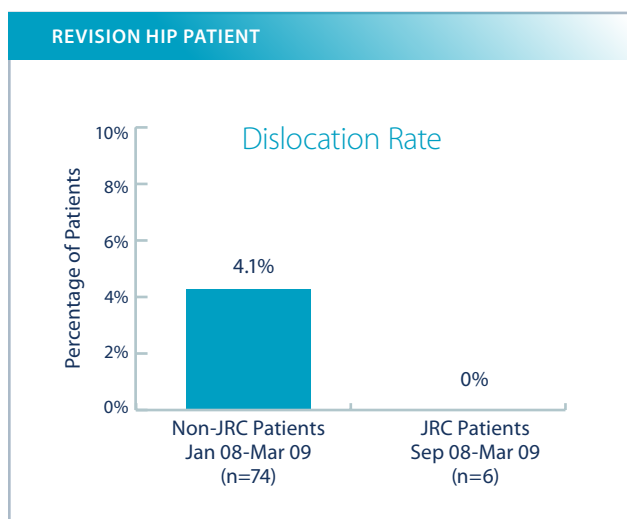
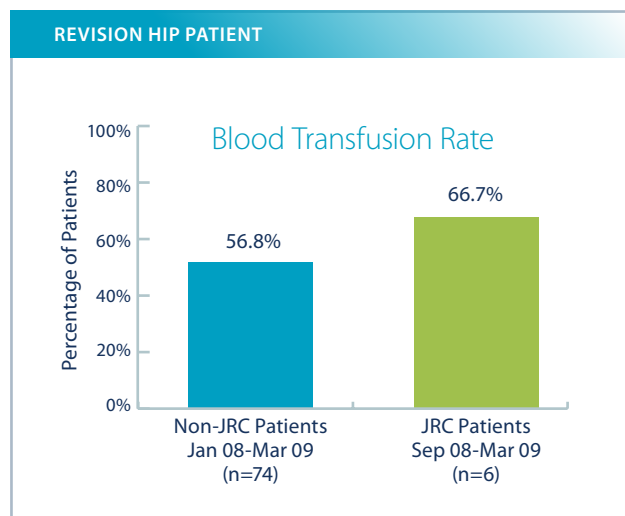
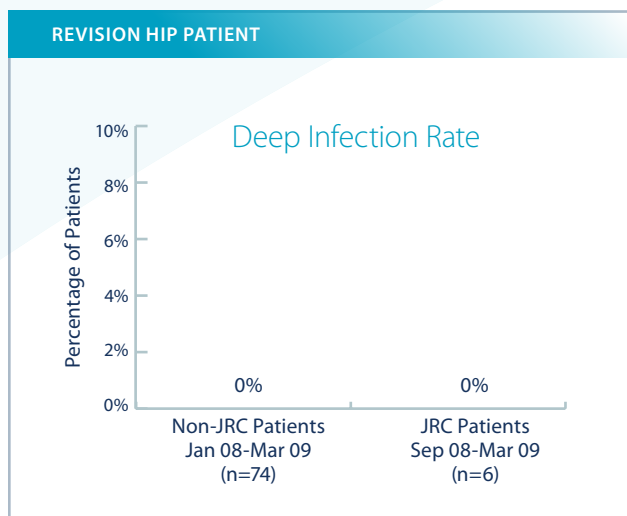
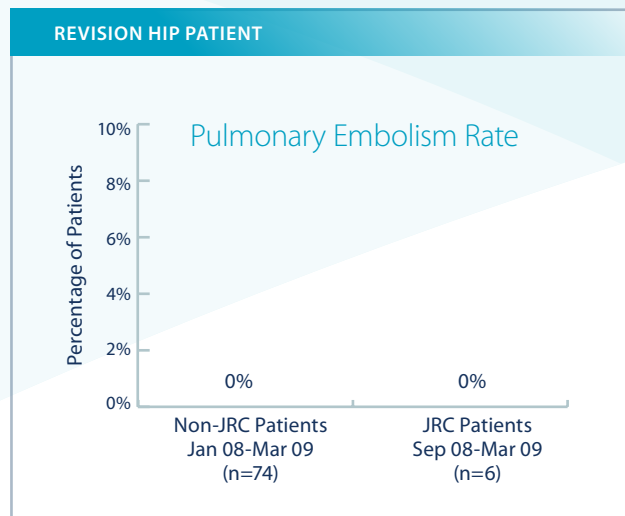
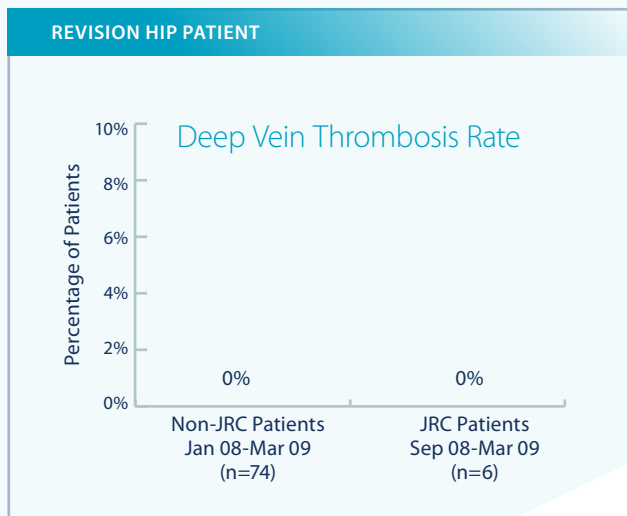
REVISION ARTHROPLASTY COMPLICATIONS



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Arthroplasty Complications

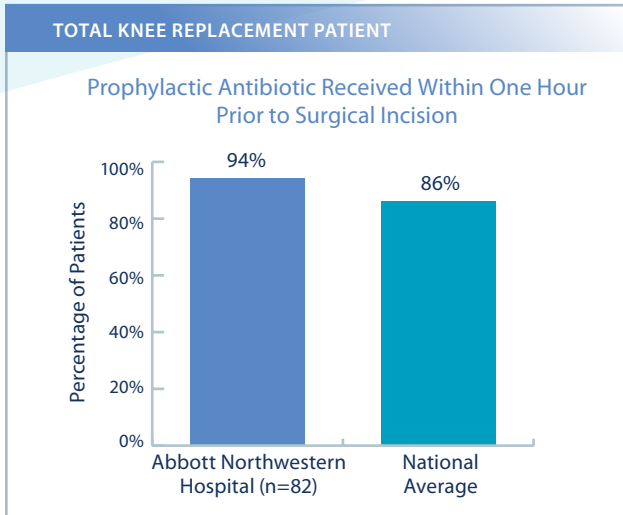
REVISION ARTHROPLASTY COMPLICATIONS



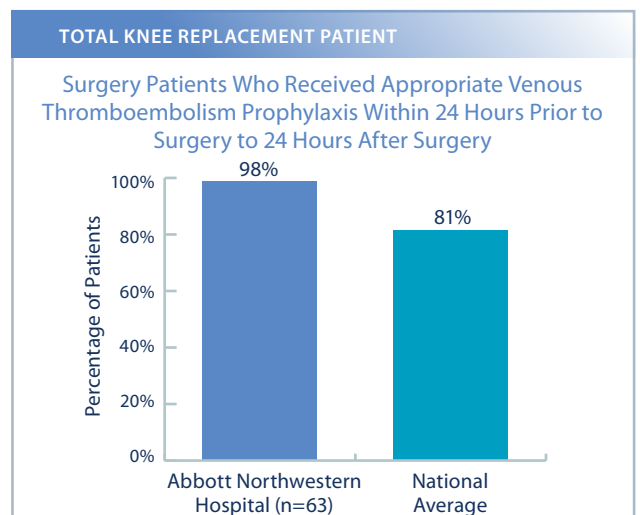
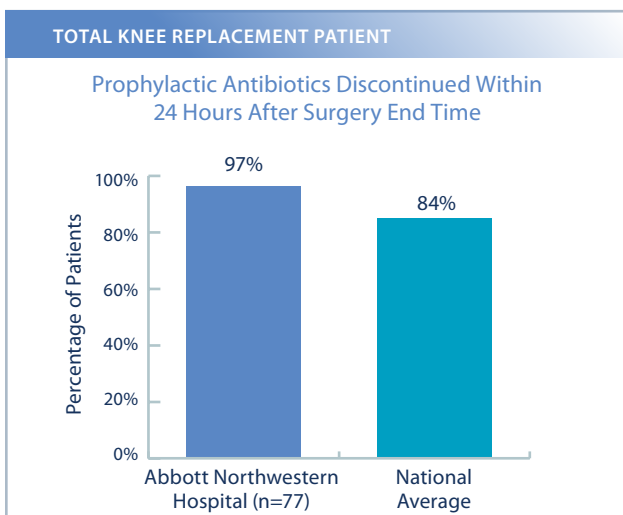
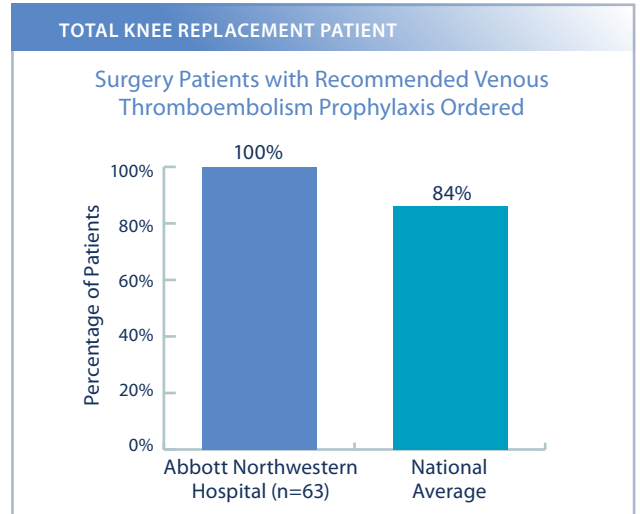
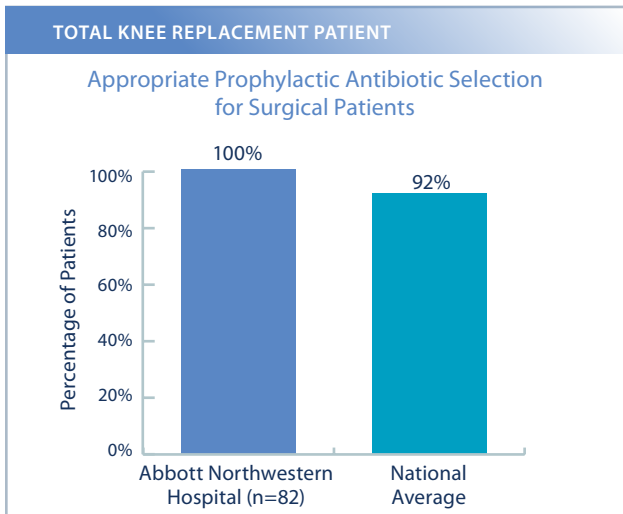
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Surgical Care Improvement Project (SCIP)

TOTAL KNEE REPLACEMENT SURGERY

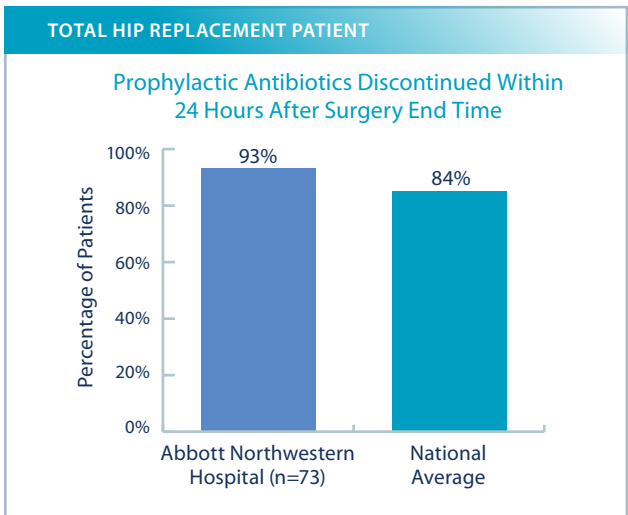
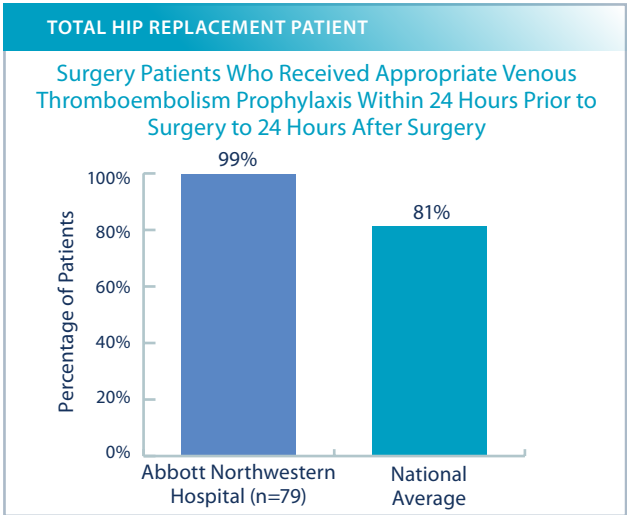
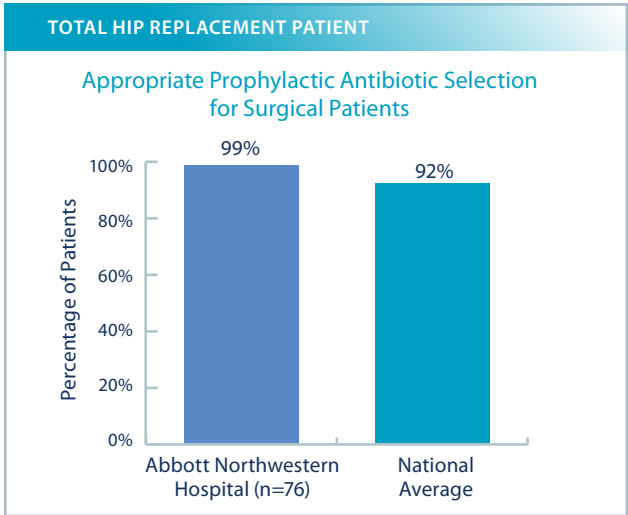
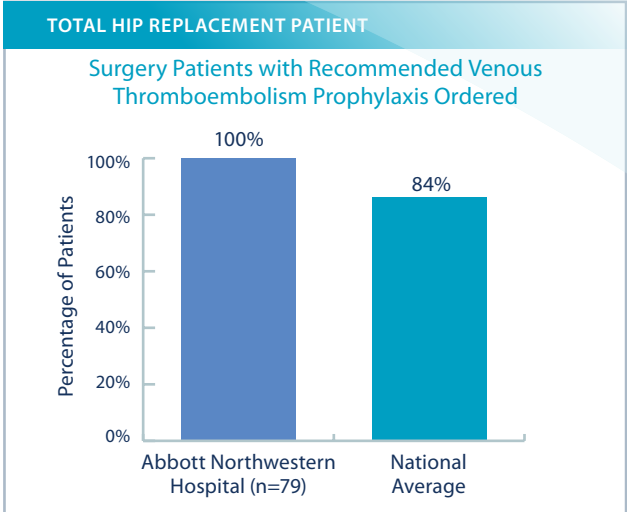
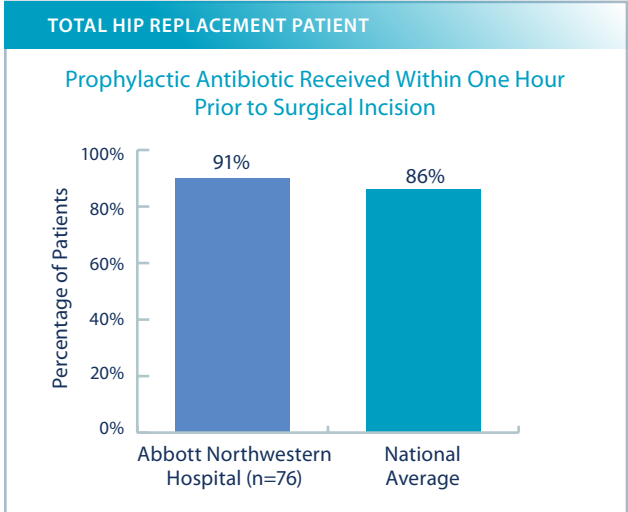


The Surgical Care Improvement Project (SCIP) is a national quality partnership of organizations committed to improving the safety of surgical care through the reduction of postoperative complications. The goal of the partnership is to save lives by reducing the incidence of surgical complications by 25 percent by the year 2010.



Surgical Care Improvement Project (SCIP)

TOTAL HIP REPLACEMENT SURGERY





Staff Listing

Joint Replacement Center physicians by Physician Groups

Abbott Northwestern Orthopaedic Specialists

James Larson, MD.

Aspen Medical Group Orthopedics

Tilok Ghose, MD

Minneapolis Orthopedics and Arthritis Institute

Douglas A. Becker, MD

Orthopedic Medicine and Surgery

Scott Anseth, MD

Douglas Drake, MD

John Kearns, MD

Desiree Kempcke, MD

Kayvon Riggi, MD

Robert Tuttle, MD

Orthopedic Specialists, PA

Mark C. Engasser, MD

Orthopedic Consultants, PA

Loren Vorlicky, MD

Joint Replacement Center Administration and Support Staff

Tracy Kirby RN, MS

*director, Medical-Surgical and
Orthopaedics*

Heidi Menard, RN, BSN

*patient care manager,
H7200, H8200*

Randi Kashnig, MMHS

manager, Business Development

Stephanie Berg, RN

joint care coordinator

Jennifer Neitzel, RN, MS, ACNS-BC

clinical nurse specialist

Lori Winters, RN, MS

clinical nurse educator

Cathy Vanous, RN, BSN

quality specialist





About Abbott Northwestern

Abbott Northwestern and its Medical Staff are dedicated to providing outstanding care and service to patients and their families.

Abbott Northwestern Hospital is the largest not-for-profit hospital in the Twin Cities area, with 633 available beds and 65 bassinets. Each year, the hospital provides comprehensive health care for more than 200,000 patients and their families from the Twin Cities area and throughout the Upper Midwest. More than 5,000 employees, 1,600 physicians and 550 volunteers work as a team for the benefit of each patient served.

Abbott Northwestern Hospital is a part of Allina Hospitals & Clinics, a family of hospitals, clinics and care services in Minnesota and Western Wisconsin.

For more than 125 years, Abbott Northwestern has had a reputation for quality services. The hospital is well known for its centers of excellence:

- cardiovascular services in partnership with the Minneapolis Heart Institute®
- Mental Health Services
- medical/surgical services
- Neuroscience Institute
- Orthopaedic Institute
- physical rehabilitation through the Sister Kenny Rehabilitation Institute
- Spine Institute
- Virginia Piper Cancer Institute
- perinatology, obstetrics and gynecology through WomenCare.

Abbott Northwestern and its Medical Staff are dedicated to providing outstanding care and service to patients and their families. We're proud of what we offer the community: exceptional physicians, nurses and support staff; a commitment to research, education and outcomes; a foundation of clinical partnerships that span the region; and a cultural enthusiasm for growth and improvement. Brought together in one institution, these factors create an energetic and sophisticated environment that inspires caregivers to collaborate in new ways for the benefit of patients.

Our passion for finding new and better approaches to care drives extensive research efforts in clinical areas across the hospital. This ensures that new treatment advances benefit patients as quickly as possible, supports a dynamic environment for medical and nursing education, and is the catalyst for our outcomes measurement program.

To Admit a Patient to Abbott Northwestern Hospital

PHYSICIAN-TO-PHYSICIAN PROGRAM

1-800-828-8900. Available 24 hours a day, seven days a week.

One number access to:

- telephone and telemedicine consultations
- hospital admissions and specialist appointments
- transportation to Abbott Northwestern Hospital and affiliated physician clinics
- the Hospitalist Program
- specialty services that might not be available in your community.

EMERGENCY DEPARTMENT-TO-EMERGENCY DEPARTMENT (ED TO ED)

For urgent consultation and transfer assistance call 612-863-4233.

This program includes:

- ED to ED transfers
- ED-facilitated direct admissions
- ED physician triage and consultation

To learn more about Abbott Northwestern Hospital, visit www.abbottnorthwestern.com or call 612-863-4000.

To contact the Joint Replacement Center, call 612-775-4609 or email jointreplacementcenter@allina.com.

MINNEAPOLIS HEART INSTITUTE® AT ABBOTT NORTHWESTERN

For referring physicians, we offer:

- one of the largest cardiology outreach and mobile diagnostic programs in the US, with regular cardiology consultations in more than 30 communities across Minnesota and the Upper Midwest
- physician follow-up with primary care or referring physicians to help them ensure patients are receiving a continuum of quality care before, during and after their experience with the Minneapolis Heart Institute®.

To make an appointment at our Minneapolis location or to determine which Minneapolis Heart Institute® location is most convenient for your patient for a cardiology consultation or diagnosis, please call the Minneapolis Heart Institute® at 612-863-3900 or toll-free at 1-800-582-5175.

IN APPRECIATION

Our sincere thanks go to the Abbott Northwestern Hospital Foundation for its support of Abbott Northwestern's Outcomes Institute and the production of this Overview and Outcomes Report. The commitment of the Foundation and Abbott Northwestern's generous donors to improving patient care through these efforts is greatly appreciated.



**ABBOTT
NORTHWESTERN
HOSPITAL**

Allina Hospitals & Clinics

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