



Bridging the Gap Between Digital Health and Meaningful Clinical Excellence

About CJRI

The Connecticut Joint Replacement Institute (CJRI) at Saint Francis Hospital is a world-class destination for care, recognized for its relentless commitment to creating data-driven, quality care at lower cost. The first hospital in the state to launch an outpatient total joint replacement program in a hospital setting for select TJA patients, CJRI's unique hospital-within-a-hospital model allows dedicated staff and surgeons to focus solely on patient-centric, protocol-driven care for over 3500 total joint replacement patients per year. Their widely sought-after approach has been recognized in the *New England Journal of Medicine* as an Innovation in Care Delivery Catalyst (12/2018).

Always at the forefront of innovation, CJRI sought a more modern, streamlined approach to manage a growing outpatient population and maintain excellence in an increasingly competitive marketplace.

CJRI at a glance:

- Hospital-within-a-hospital model
- Located at Saint Francis Hospital in Hartford, Connecticut
- 10 fellowship-trained orthopedic surgeons
- Surgeons are members of 7 regional physician practices
- 3,500 joint replacements per year
- Center of Excellence for total joint arthroplasty
- Implemented proprietary commercial bundle program in 2009
- CMS-ranked top 20 US Hospitals for Joint Replacement



“Force is now a virtual member of the CJRI care team and has helped us transform our patient journey. Force has also created a strategic advantage in a highly competitive market. Their analytics are shedding new insights into our patient’s experience and informing better decisions.”

– Steven Schutzer, MD, Medical Director, CJRI

Key Challenges



Inefficient means of collecting meaningful data for evidence-based post-acute care

The core of CJRI's outcomes research program is its Center for Outcomes Research Registry which houses substantial data on every patient since the Institute opened in 2007. These data include Patient Reported Outcomes. For many years the existing technology presented technical challenges resulting in limited transparency into the full episode of care. For example, in order to send more patients home as safely and quickly as possible, CJRI needed a more efficient way to gather feedback and meaningful insights – and share this data across care teams in real-time – to optimize patient experience while understanding the appropriate level of services required for successful progression in the home.



New payment model elevated the need to further streamline its co-managed service line

To hold themselves accountable for superior quality care at lower cost, CJRI's leadership of private practice surgeons and its management team implemented their own proprietary commercial bundled payment model in 2009-2010, well ahead of CMS' initiatives. Their co-managed orthopedic service line highlighted the potential for optimizing and coordinating care across a seamless continuum. To do so, and remain ahead of the curve in a competitive market, CJRI sought an innovative solution to more closely align surgeons and supporting providers throughout the 90-day episode.



Maintaining market differentiation among multiple competitors

CJRI desired to attract and retain patients in a highly competitive national stage where savvy healthcare consumers sought digital and virtual solutions. As a leading Center of Excellence, it was critical for CJRI to implement new strategies to promote and scale their unique hospital-within-a-hospital approach both online and on the ground.



86%

PROMs
collection

81%

patient
engagement

28%

Healthgrades improvement
(avg. review count increase)

The Solution

After a thorough search for the right solution to lead their digital care transformation and help gain further market advantage, CJRI chose Force Therapeutics.



Automated support for more comprehensive data collection and evidence-based decision making

Force's patient-friendly virtual rehab program drove strong adoption rates across all age demographics, leading to powerful PROs collection.

- Collecting an unprecedented 100+ data points per patient pre- and post-op helped CJRI fill in the gaps of data throughout an episode, leading to a more comprehensive view of patient behavior and outcomes.
- Force data was combined with inpatient data from CJRI's accredited Registry to further support evidence-based, data-driven decisions for patient-centric care.
- Following their mantra of "Evidence Vetoes Opinion", CJRI leveraged Force's suite of actionable data and analytics to inspire healthy transparency across teams and drive organization-wide improvements.



Multidisciplinary approach using technology as the vehicle for care alignment and standardization

All care team members utilized physician-driven standardized touchpoint protocols via Force's Digital Navigation workflow and feature set to proactively monitor patients at key points of care and reduce variation.

- Care teams intelligently navigated patients pre- & post-op based on automatically-delivered pathways, alleviating any bottleneck in the continuum.
- Full visibility into the Force platform enabled providers to get ahead of complications, address concerns, and keep track of services more easily and at scale.



Proven digital care platform helped increase patient engagement amidst substantial competition

- With improved workflow efficiencies and a more streamlined approach to gathering meaningful data, CJRI was able to increase their surgical volume with 2 new COE contracts in the last year.
- The Institute is seeing growth in the number of new members with 3 surgeons coming onboard in the summer of 2020.