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INTEGRATED CARE IMPROVES HOSPITAL SATISFACTION WITH JOINT REPLACEMENT

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INTRODUCTION

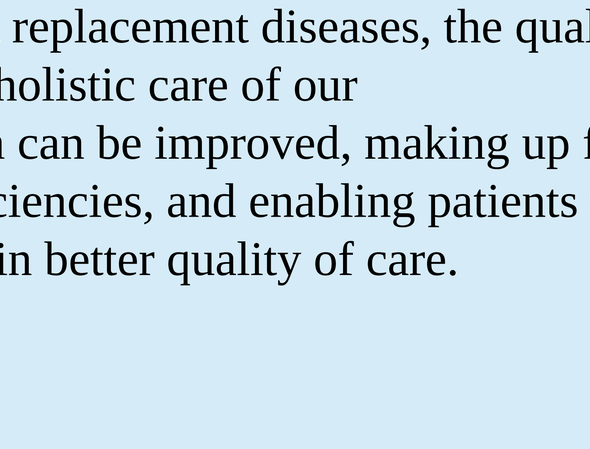
The joint replacement disease quality certification team of our hospital was formally established in 2018,with the purpose of improving the quality of joint replacement surgery and medical care, and providing patient-centeredholistic care. The number of joint replacement operations in our hospital will increase year by year, but the postoperative functional recovery of patients varies greatly. There are many and complicated factors affecting postoperative function.
Multi-team intervention and assessment, and the formulation of an appropriate treatment plan can ensure a good recovery for the patient.

AIM

Through this holistic care plan for joint replacement diseases, the quality and holistic care of our
team can be improved, making up for deficiencies, and enabling patients to obtain better quality of care.

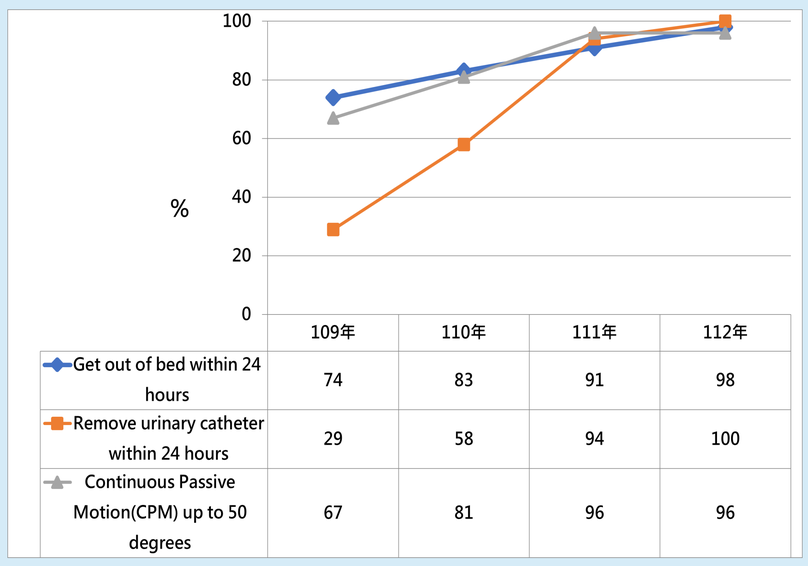
METHOD

From June 1, 2020 to May 31, 2023, a total of 258 patients underwent joint replacement surgery. Excluding one patient who died, 257 patients were accepted. The acceptance rate was 99%.

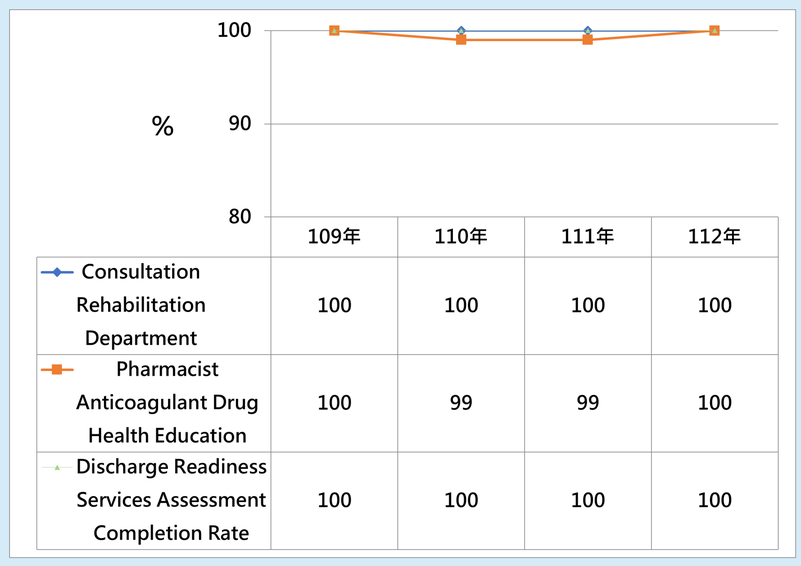


RESULTS

The indicators of each team are the use of health education for knee joint passive exercisers, with a completion rate of 100%; the use of antithrombotic drugs-the response rate of pharmacists' active health education; among the patients admitted for joint replacement surgery, they all consulted with the rehabilitation department before the operation, and received a complete Rehabilitation needs assessment and postoperative rehabilitation treatment, the completion rate is 100%; discharge health education service transfer, the completion rate is 100%; postoperative satisfaction and function scale tracking: telephone interview completion rate is 100%, nursing The satisfaction interview is divided into four aspects: 1. Symptom improvement degree, 2. Home self-care guidance, 3. Drug use guidance, 4. Medical care team care service. Among them, the degree of symptom improvement and the satisfaction of self-care guidance at home reached at least 92%, and the overall satisfaction of drug use guidance and medical care team care services reached 100%.



	109年	110年	111年	112年
Get out of bed within 24 hours	74	83	91	98
Remove urinary catheter within 24 hours	29	58	94	100
Continuous Passive Motion(CPM) up to 50 degrees	67	81	96	96



	109年	110年	111年	112年
Consultation Rehabilitation Department	100	100	100	100
Pharmacist Anticoagulant Drug Health Education	100	99	99	100
Discharge Readiness Services Assessment Completion Rate	100	100	100	100

CONCLUSIONS

Through the implementation of this plan and the way of case management, the hospital's joint replacement surgery care can be standardized and consistent to provide comprehensive holistic care. And improve the satisfaction of joint replacement surgery patients in our hospital. Judging from the above results, how to improve short-term and longterm postoperative pain in patients with joint replacement surgery is a key point that still needs to be overcome and improved. We will further combine physicians, nurses, pharmacists, and rehabilitation teams to develop Pain improvement programs to provide holistic medical care.

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