

# STANDARDIZING PROTOCOLS, ENGAGING PATIENTS AND MANAGING REFERRALS

## MARK RYAN, MS ATC CSCS THE STEADMAN CLINIC

The Steadman Clinic (TSC) in Vail, CO is the premier orthopedic practice in the world, attracting the leading surgeons in their respective fields and providing care to professional athletes, Olympians and weekend warriors alike. TSC prides itself on providing the best patient experience possible, beginning with pre-op and extending into post-acute rehabilitation. Their mission statement asserts that "physical rehabilitation is an integral part of successful recovery, whether it is used as the primary treatment for a disorder, or follows a surgical procedure to enhance the healing process. With this in mind, physical therapists and physicians design individual exercise programs for each patient, so that optimum recovery is achieved as soon as possible."

As part of their efforts to continuously innovate and remain a step ahead of the competition, TSC has begun to implement digital technology in the recovery process. AMP Recover's digital care management platform is being implemented with a portion of patients to improve communication within the care team, remotely monitor patient rehabilitation and better leverage the data being collected by physical therapists and patients throughout the episode of care.

Individualized patient programs—including home exercise and outcome measures were traditionally delivered via paper handouts, physical notebooks and email messages. Working closely with Rehabilitation Coordinator Mark Ryan, AMP has digitized the protocols developed by hip specialist, Managing Partner and Co-Chair of The Steadman Clinic, Dr. Marc Philippon for delivery to patients' mobile devices.

### QUICK FACTS

**LOCATIONS:** Vail CO, Edwards CO, Frisco CO

**SURGEONS:** 16

The Steadman Clinic has some of the best trained and most experienced physicians in the field of sports medicine and orthopaedic surgery. They are experts at diagnosing and treating orthopaedic and sports medicine problems. In addition, the clinic's treatment techniques are on the leading edge, utilizing progressive programs designed to achieve optimal results with physician, patient and therapist working as a team toward the goal of full recovery.

Most of the patients at The Steadman Clinic do not reside in CO and therefore travel to Vail for their procedure and to receive their initial post-acute treatments, but then return home to complete their rehabilitation with a local physical therapist. This sometimes created a disconnect between TSC, the patient and the affiliate care team and made consistent communication difficult and led to poor data collection and lack of insight into outcomes. AMP's digital tools, "provide a platform to connect with patients daily to address immediate needs and monitor progress week by week by alerting us of reached milestones for progression and scheduled re-evaluations by the off-site therapists," Mark says.

The digital delivery of protocols increases operational efficiency and aggregates multiple data sources to give TSC staff real time insights into patient progress. Along with home exercise programs and PROM's, patients complete daily wellness questionnaires that provide valuable subjective data about their recovery. "From a patient perspective, we are looking at compliance with the program, criteria timelines, and daily monitoring of pain levels, sleep quality, etc," Mark says. The Affiliate PT's also complete periodic re-evaluations of the patient adding clinical data to the mix. Viewed together in AMP Recover, these various data sources provide a clear picture of a patient status and allow providers to make evidence based decisions when modifying rehab protocols.

This engagement data represents the tip of the analytical iceberg. The data being collected in the clinic, from affiliate PT's and the patients themselves will provide the basis for protocol benchmarks that will benefit TSC and the industry as a whole. Mark explains, "from a research perspective, we are looking to gain perspective into recovery timelines for certain procedures based on age, past medical hip history (revision vs primary) and compliance to rehabilitation." Ultimately, the AMP Recover digital care management platform will allow for predictive modeling based on this data.

As a destination care facility patient engagement and white glove service is paramount. Overall, he concludes, "AMP has allowed us to better monitor our patients after leaving our facility and be the reminder that we are interested in their progress and recovery even though we aren't working with them hands on daily."



**Mark Ryan, MS ATC CSCS**

Rehab Coordinator

Dr. Marc Philippon

"Our goal was to be able to deliver a comprehensive rehabilitation protocol to our off-site patients in a concise, easy to follow format to help direct the patient and the therapist through each Phase of the program," Mark explains.

"AMP allowed us to include not just the program but exercise descriptions and videos to help deliver a clear message of what we are trying to accomplish."

Program compliance has been remarkably high since implementing AMP. Over the course of a year, 542 hip patients were invited to the AMP Recover platform. Of those, 86% activated their profiles and 63% were active on a weekly basis.

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