Presenting the South County Health Orthopedics Center

The South County Health Orthopedics Center—a partnership of South County Hospital, Ortho Rhode Island South County, and South County Home Health—has distinguished itself as one of the most innovative and accomplished centers for orthopedic care in the region, receiving local, national, and international accolades. Our team of board certified surgeons has introduced multiple procedural and technological advances to Rhode Island, such as hip resurfacing, gender-specific knee replacement, and Mako™ robotic-arm assisted surgery.

Certified by The Joint Commission, the Orthopedics Center provides comprehensive orthopedic care, including: total and partial joint replacement; arthroscopic procedures on joints and for muscle, tendon, nerve, and cartilage damage; hip and knee resurfacing; hip arthroscopy; cartilage grafting and repair; hand and peripheral nerve surgery; hand rehabilitation; cervical and lumbar spine care; care of fractures, arthritis, strains, sprains, and sports-related injuries; carpal tunnel procedures; tendon and ligament care; comprehensive physical and occupational therapy; pre-operative education classes; and pre- and post-surgery home care through South County Home Health.

The Quality and Outcomes Report for 2016 focuses solely on knee and hip replacement procedures. It reflects our commitment to providing quality care, superior outcomes, and patient satisfaction. We are pleased to present the findings of this report. With it, we renew our dedication to delivering the highest levels of performance and excellence in our daily work at the Orthopedics Center.
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Message from the Chief of Orthopedic Surgery

At the South County Health (SCH) Orthopedics Center, we are committed to providing the most advanced orthopedic care to our patients. The center combines expert, board certified surgeons with state-of-the-art technology and new approaches to care as we strive to improve patient outcomes.

We are the worldwide leader in Mako™ robotic-arm assisted surgery for partial knee, total knee, and total hip replacements. After introducing Mako™ technology to New England, our surgeons have become its most experienced practitioners globally, with more than 5,000 procedures to date. We have also trained hundreds of surgeons from across the United States and around the world.

South County Hospital is one of only eight hospitals in the world participating in a study of total knee replacement procedures using a robotic system. In another study, focused on the anterior approach to total hip replacement, we are optimizing the use of advanced 3D computer assisted navigation to further improve surgical precision with intraoperative measurements that are specific to the patient’s unique anatomy.

From pre-op education through surgery and recovery, the SCH Orthopedics Center has proven systems and processes to make the patient experience smooth, coordinated, and seamless. A Patient Navigator is involved every step of the way, ensuring patients have the information and support they need to make informed decisions about their care, recovery, and rehabilitation.

The SCH Orthopedics Center has achieved infection rates well below the national standard, faster discharge rates, and patient experience scores that are among the highest in the region.

As part of our commitment to delivering the highest levels of orthopedic care, we have made it part of our process to measure and quantify the perceptions of our patients and fellow medical practitioners; hence, this report. We believe that the public expects – and deserves – nothing less, and welcome the accountability that such transparency invites.

On behalf of my fellow physicians at the SCH Orthopedics Center, I want to thank our patients and colleagues for the trust that they place in us each day. It is a privilege to do what we do, and we go about our work guided by the highest expectations for quality, and always focused on the people in our care.

Michael P. Bradley, MD, MBA, MS
“After hip replacement surgery at South County Hospital, everyday life improved 100%.”

– Sandra Lato, after having total hip replacement surgery using the Mako™ robotic-arm assisted technology.
South County Health Orthopedics Center: Achievements

- Since the opening of the SCH Orthopedics Center in 2007, more than 24,780 orthopedic procedures have been performed.
- Since 2011, over 7,680 hip and knee procedures performed to date.
- 30% of all joint surgeries in the state are performed at SCH Orthopedics Center.
- All physicians at the center are board certified.
- Orthopedic Clinical Registries, with participation in the CareSense Registry since 2011 and now the only hospital in Rhode Island to participate in the American Joint Replacement Registry, which uses data to support continuous quality improvement and safety – knowledge that will directly benefit our patients.
- TAVHealth clinical navigation computer software system designed to improve care coordination across the orthopedic care continuum from the surgeon’s office, to hospital stay, and through the post-operative recovery after discharge.
South County Health Orthopedics Center: Innovations

First in Rhode Island to offer:

• **MiniHip™ Total Hip Replacement**, combining the bone-conserving benefits of hip resurfacing with the stability of traditional total hip replacement

• **Hip Resurfacing**

• **Mako** robotic-arm assisted surgery
  
  – Worldwide leader in Mako robotic-arm assisted technology for knee and hip – more than 5,000 procedures as of December 2016
    
    – Partial knee replacements performed since 2010
    
    – Total hip replacements performed since 2011, including anterior approach
    
    – Total knee replacements performed starting in 2016

• Innovative hip impingement treatment

• Anterior approach to total hip replacement surgery

• Subchondroplasty®, a minimally invasive surgery to treat bone defects associated with bone marrow lesions

• **Intellijoint HIP 3D Computer Assisted Navigation**, providing anterior approach to total hip replacement
Distinctions

South County Hospital is dedicated to providing the highest quality care to every patient. Toward that end, we participate in patient care initiatives, evaluate outcomes and processes, and review performance data on an ongoing basis.

The Joint Commission Accreditation
The South County Health (SCH) Orthopedics Center is fully accredited by the Joint Commission (TJC), an independent, not-for-profit organization and the nation’s predominant standards-setting and accrediting body in healthcare. South County Hospital is a recipient of The Joint Commission’s Gold Seal of Approval for compliance with national standards for healthcare quality and safety in a disease-specific care.

Blue Distinction Center+ for Knee and Hip Replacement
Recognized by Blue Cross & Blue Shield of Rhode Island, a designation awarded to facilities demonstrating better care and overall outcomes for patients who have undergone knee or hip replacement surgery.

UnitedHealth Premium® Total Joint Replacement Specialty Center
Designated in recognition of the quality care provided in its Orthopedics Center, the Hospital was given a three-star rating, the insurance company’s highest designation.

Selection for Participation in Studies
South County Hospital is proud to have been selected to participate in national and international research based on the volume, outcomes and expertise we have demonstrated in knee and hip replacement.
Recognitions

South County Hospital monitors quality, outcomes, and patient satisfaction through independent third-party assessments and internal reviews.

Top rating from CMS
South County Hospital was one of 83 hospitals nationwide – and the only hospital in Rhode Island – to receive five stars in the Centers for Medicare and Medicaid Services Overall Hospital Quality Star Rating.

Patient satisfaction
Every hospital in Rhode Island uses the independent firm Press Ganey to assess the quality of its care through satisfaction surveys. We are honored to have been ranked #1 in these surveys for the past twelve consecutive quarters.

Five-star rating by HCAHPS
South County Hospital was recently awarded a five-star rating by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), placing us in the top seven percent of those surveyed nationwide.

“A” safety rating from The Leapfrog Group
South County Hospital has received an “A” Hospital Safety Score rating from The Leapfrog Group, a nationally recognized, not-for-profit, independent healthcare transparency advocacy group. South County Hospital was the only hospital in Rhode Island to earn the “A” rating for four consecutive years.

Recognition from The Joint Commission
In 2012, South County Hospital was named Top Performer on Key Quality Measures® by The Joint Commission, the leading accreditor of healthcare organizations in America.
South County Health embraces the HRO mission. High Reliability Organizations make safety their top priority. We are dedicated to building and sustaining a culture of safety across all departments.

During 2016, South County Health formed a Patient Experience Advisory Council to provide consumer perspective and feedback that will guide the development, implementation, and evaluation of South County Health’s programs and services.

During 2016, South County Health began the Schwartz Center Rounds® program, which offers healthcare providers a regularly scheduled time during their fast-paced work lives to discuss social and emotional issues that arise in caring for patients. In contrast to traditional medical rounds, the focus is on the human dimension of healthcare in order to improve caregiver relationships with both patients and colleagues.
“Within six weeks of hip replacement surgery, I played a round of golf pain-free.”

– Lee Mercer, after having robot-assisted total hip replacement surgery performed on a state-of-the-art Hana® table.
Optimizing the patient experience at every step

From pre-op education through surgery and recovery, the South County Health Orthopedics Center has systems and processes in place to safeguard our patients and ensure they receive high-quality and well-coordinated care.

**Preadmission Preparation**
- Comprehensive total joint education program
- Patient/family questions encouraged
- Patient Information Booklet provided
- Preadmission forms accessible online
- DO’s and DON’Ts provided for day before and day of surgery
- Surgical nurse call made to patient
- Day-before call to confirm arrival time

**Day of Surgery**
- Patients escorted to pre-op area after check-in
- Pre-operative checks performed
- Patient status posted in family waiting area
- Surgeon/family meet after procedure

**Hospital Stay**
- Private room, full ensuite bath
- Physical therapy starts day of or morning after surgery
- Nurses monitor vital signs and comfort level frequently
- Complimentary Reiki available
- Patient Navigator available for education and support
- Discharge planning begins preoperatively, continues through hospital stay, and is finalized on day of discharge
- Case managers attend to patient’s home healthcare needs, insurance coverage, and financial situation
- Follow-up orthopedic appointment is scheduled or confirmed
- Homecare coordinated as needed

**Discharge**
- Patient contacted by nurse following discharge
- Discharge instructions and care plan reviewed
- Physical therapy plan reviewed
- Ongoing monitoring by physician office

**Postoperative Follow-up**
- Patient contacted by nurse following discharge
- Discharge instructions and care plan reviewed
- Physical therapy plan reviewed
- Ongoing monitoring by physician office
Evaluating Quality

Data on surgical outcomes and patient satisfaction provide vital information to people who are making decisions about where to have a procedure performed. The steps suggested below are an effective starting point for assessing hospital and physician quality.

**Review surgeon credentials**
Is the surgeon board certified? If so, you know he or she has trained in their specialty and passed examinations specific to their practice focus. All orthopedic surgeons at South County Hospital are board certified.

**Review surgeon procedural experience**
How many times has a surgeon performed a procedure? Studies show a direct correlation between surgeons and hospitals with deep experience in a specific procedure and lower rates of mortality and complication. The orthopedic surgeons at South County Hospital perform over 1,600 total joint replacement procedures a year; about a third of all joint replacement procedures in Rhode Island, and more than the largest academic medical center in the state.

**Assess surgeon and hospital outcome data**
Surgeon and hospital outcome measures are key indicators of quality, as are publicly reported process metrics. This data may be available on hospital websites or by requesting it directly. The reports provide statistical and third-party information that may assist in making decisions on facilities and providers for particular procedures. The South County Health Orthopedics Center Quality and Outcomes Report for 2016 is a summary of this data for knee and hip procedures.

**Find out what other patients say**
Patient satisfaction measures provide a reliable barometer of the type of experience people have at a hospital, as well as the quality of the care they received. For the past twelve consecutive quarters, the independent firm Press Ganey has ranked South County #1 among Rhode Island hospitals for patient satisfaction. Every hospital in Rhode Island uses Press Ganey to assess the quality of its care through satisfaction surveys.
Quality Improvement Team

Our Quality Improvement Team routinely reviews quality and outcomes data to continually assess opportunities to improve patient care and the patient experience. The team is guided by a committee that includes members of the Board of Trustees, the community, hospital physicians and nurses, managers, and staff from every hospital department. This forum allows us to address every aspect of patient service and satisfaction.

Patient Navigator

The Orthopedic Nurse Care Manager is a new addition to the orthopedic care team, assisting in improving the patient’s surgical experience and recovery. Serving as a patient navigator, the Orthopedic Nurse Care Manager acts as a single point of contact for the patient from the preoperative phase through recovery and rehabilitation. She provides education and support regarding hospitalization and post-discharge care, and ensures information transfer and seamless patient transitions. Through the development of a trusting therapeutic relationship, the Orthopedic Nurse Care Manager enhances the patient experience at every phase of care.

Ally Manning, Orthopedic Nurse Care Manager
Since 2011, the Orthopedic Center has participated in an Orthopedic Registry that collects data, including patient reported outcomes. The chart below shows the cumulative number of patients participating in the registry. The goal of the registry is to collect, analyze, and benchmark data on knee and hip replacement procedures based on patient reporting.

A series of evidence-based, standardized surveys is administered by CareSense®, an independent patient communication company. The surveys start at pre-admission testing appointments and continue periodically for a minimum of three years. The surveys gather information about patient mobility, joint pain, and joint function. The collected data is valuable in helping South County Health to maintain high-quality patient care and improve surgical outcomes. It can also assist surgeons and their patients in making long-term decisions regarding a patient’s orthopedic surgery.

The Orthopedic Registry Office is part of the Performance Improvement Department at South County Hospital. South County Health Orthopedics Center proudly participates in the American Joint Replacement Registry and is the only Rhode Island hospital to do so. The Registry is committed to improving care for patients who receive or are considering hip and knee replacement by collecting and reporting data to support continuous quality improvement and safety. AJRR uses these data to improve surgical procedures and protocols, patient outcomes, and medical device efficacy. Our participation allows us access to data from across the nation, and we use the knowledge to directly benefit our patients.
Orthopedic Registry Cumulative Volume

Joint Replacement Procedures

KNEE

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>697</td>
<td>1604</td>
<td>2529</td>
<td>3539</td>
<td>4665</td>
</tr>
</tbody>
</table>

HIP

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>286</td>
<td>687</td>
<td>1164</td>
<td>1619</td>
<td>2173</td>
</tr>
</tbody>
</table>

Demographics

KNEE – HIP

- 69% KNEE
- 31% HIP

FEMALE – MALE

- 55% FEMALE
- 45% MALE
Dr. Marchand gave me my life back.
I’m amazed at what I can do!"

— Shoshana Feinstein, professional singer and avid horse rider, after having total knee replacement surgery on both knees, the second one with Mako™ technology.
Pictured above with Sir Lancelot.
Patient Reported Outcome Data and Meaningful Improvement

Methodology Source: California Joint Replacement Registry Annual Report 2016 and The Cleveland Clinic Orthopedic and Rheumatologic Institute’s Outcome Report 2015

South County Health collects Patient Reported Outcome (PRO) data using the Reduced WOMAC (Western Ontario and McMaster Universities Arthritis Index) surveys.

From the data, one of the outcome measures we report is the percentage of respondents that had Minimal Clinically Important Differences (MCID) between pre-and post-scores. Survey responses sometimes have statistically significant differences that are associated with small clinical changes. The MCID accounts for this, making sure that all patients who are counted as having positive post-procedure change have meaningful changes in their scores.

This Meaningful Improvement is a change in score between Pre-Op and 1-year Post-Op that is positive and greater or equal to the Minimal Clinically Important Difference (0.5% standard deviation of mean change in scores).

The following charts show the percent of patients that reported meaningful improvement in their reduced WOMAC pain and function score after surgery. Please keep in mind that measures are NOT adjusted for differences in patient health (risk adjustment).

1Data collected from Reduced WOMAC surveys returned as of 10/27/16 on surgeries performed CY2012-CY2014 and 2015.

Improvement One Year After Surgery – Knee

Percentage of patients reporting meaningful improvement

KNEE PAIN

<table>
<thead>
<tr>
<th>Year</th>
<th>Pain</th>
<th>Meaningsful Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2014</td>
<td>89%</td>
<td>91%</td>
</tr>
</tbody>
</table>

KNEE FUNCTION

<table>
<thead>
<tr>
<th>Year</th>
<th>Function</th>
<th>Meaningful Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2014</td>
<td>89%</td>
<td>92%</td>
</tr>
<tr>
<td>2015</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Knee Pain from Activities of Daily Living (ADL)

On average, patients who had mostly severe and moderate pain from ADL report mild to no pain one year after surgery.

“How much pain do you have?”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Pre-op</th>
<th>1 Year Post-op</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking on flat surface</td>
<td>Mild</td>
<td>None</td>
</tr>
<tr>
<td>Going up or down stairs</td>
<td>Severe</td>
<td>Mild</td>
</tr>
<tr>
<td>At night while in bed</td>
<td>Moderate</td>
<td>Mild</td>
</tr>
<tr>
<td>Sitting or lying</td>
<td>Moderate</td>
<td>Mild</td>
</tr>
<tr>
<td>Standing upright</td>
<td>Mild</td>
<td>None</td>
</tr>
</tbody>
</table>

Knee Function from Activities of Daily Living (ADL)

On average, patients who had mostly severe and moderate functional difficulty from ADL report mild to no difficulty one year after surgery.

“What degree of difficulty do you have?”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Pre-op</th>
<th>1 Year Post-op</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ascending stairs</td>
<td>Moderate</td>
<td>None</td>
</tr>
<tr>
<td>Rising from sitting</td>
<td>Severe</td>
<td>None</td>
</tr>
<tr>
<td>Walking on flat surfaces</td>
<td>Mild</td>
<td>None</td>
</tr>
<tr>
<td>Getting in/out of car</td>
<td>Moderate</td>
<td>Mild</td>
</tr>
<tr>
<td>Putting on socks/stockings</td>
<td>Moderate</td>
<td>Mild</td>
</tr>
<tr>
<td>Rising from bed</td>
<td>Moderate</td>
<td>Mild</td>
</tr>
<tr>
<td>Sitting</td>
<td>Mild</td>
<td>Mild</td>
</tr>
</tbody>
</table>
Knee Pain Six Months to Four Years After Surgery

On average, patients report mild to no pain as early as 6 months; improvement continues 4 years after surgery.

Knee Function Six Months to Four Years After Surgery

On average, patients report mild to no difficulty with function as early as 6 months; improvement continues 4 years after surgery.
Hip Pain Six Months to Four Years After Surgery

On average, patients report mild to no pain as early as 6 months; improvement continues 4 years after surgery.
**Hip Function Six Months to Four Years After Surgery**

On average, patients report mild to no difficulty with function as early as 6 months; improvement continues 4 years after surgery.

**Function Score**

- **Preop:** 1270
- **6 Months:** 797
- **One Year:** 535
- **Two Years:** 283
- **Three Years:** 181
- **Four Years:** 76

Survey Interval

Number of Surveys Returned within each Interval

**Hospital Patient Satisfaction**

Ratings are the highest in the state and near the top US hospitals.

**Patient Satisfaction – Overall Rating**

- South County Hospital Orthopedics Unit: 91%
- South County Hospital Overall: 87%
- Other Rhode Island Hospitals: 72%

**Willingness to Recommend Hospital**

- Top 10% of Hospitals
- South County Hospital Orthopedics Unit: 93%
- South County Hospital Overall: 90%
- Other Rhode Island Hospitals: 74%
**Hospital Patient Satisfaction**

*Ratings are the highest in the state and near the top US hospitals*

### Patient Rated Communication with Nurses

- **South County Hospital Orthopedics Unit**: 90%
- **South County Hospital Overall**: 88%
- **Other Rhode Island Hospitals**: 83%

### Patient Rated Communication with Doctors

- **South County Hospital Orthopedics Unit**: 90%
- **South County Hospital Overall**: 87%
- **Other Rhode Island Hospitals**: 84%

### Patient Rated Discharge Information

- **South County Hospital Orthopedics Unit**: 96%
- **South County Hospital Overall**: 94%
- **Other Rhode Island Hospitals**: 88%

Top 10% of Hospitals
Average Length of Stay

Average Length of Stay in days are well below the benchmarks

**KNEE**

- SCH Rate (All Payors) – Knee
- Benchmark: Agency for Healthcare Research and Quality – Knee

**HIP**

- SCH Rate (All Payors) – Hip
- Benchmark: Agency for Healthcare Research and Quality – Hip

Surgical Site Infections

Surgical site infections are consistently below the benchmarks

**KNEE**

- SCH Rate (All Payors) – Knee
- Benchmark: Centers for Disease Control – Knee

**HIP**

- SCH Rate (All Payors) – Hip
- Benchmark: Centers for Disease Control – Hip
Discharge Dispositions

Most patients are discharged to home with or without home care services

Discharge Disposition Patterns

Fewer patients are discharged to skilled nursing and acute rehabilitation facilities
### Readmissions

**30-day, all-cause readmission rates** are well below benchmark hospitals

**KNEE**

- FY13: 4.6%
- FY14: 4.6%
- FY15: 4.6%
- FY16: 4.6%

**HIP**

- FY13: 4.6%
- FY14: 3.6%
- FY15: 1.9%
- FY16: 1.5%

*All-cause readmission rates include all readmissions regardless if related to the initial admission or not.

Patients who go home with or without home care services after surgery have a lower rate of readmission (1.3%) within 30 days compared to patients discharged to a skilled nursing facility (2.2%).

### Referring Family and Friends

98% of patients say “YES” when asked if they would consider referring family and friends to South County Health Orthopedics Center.

**Marketing Survey Responses**

- Definitely Yes: 90%
- Probably Yes: 8%
- Probably No: 1%
- Definitely No: 1%
Reasons for Choosing South County Health Orthopedics Center

Marketing Survey Responses

Fiscal 2016

- Reputation: 43%
- My doctor sent me: 25%
- Recommendation from family/friends: 19%
- Closest hospital to home: 5%
- Other: 5%
- Researched on internet: 1%
- Saw an advertisement: 1%
- Attended a lecture: 1%
South County Home Health coordinates follow-up care and services for orthopedics patients within 24 hours of hospital discharge. Most hip and knee patients are discharged to home or home with home care.

Our admission assessment includes:

- Medication review and education
- Vital sign evaluation
- Post-surgery recovery education
- Guidance on safe mobility in the home
- Pain and swelling evaluation, with instruction for appropriate management
- Appropriate exercise program

In most cases, after a patient is home, a physical therapist (PT) visits every other day until the patient’s follow-up appointment with a physician. The PT monitors exercise progression, provides additional mobility training, advises on symptom management, and reports to the physician as needed.

If required and approved by a physician, additional home health care services can include nursing, occupational therapy, and home health aides.

South County Home Health provides home care for total joint replacement patients in Washington and Kent counties, as well as Cranston, Newport and Middletown.

South County Home Health is the oldest and largest non-profit provider of skilled home care in Washington County.

93% of patients report improvement with walking or moving around after receiving South County Home Health services.
South County Home Health – Volume

Total Joint Replacement Patients

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHH</td>
<td>514</td>
<td>724</td>
</tr>
</tbody>
</table>

All Patients

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHH</td>
<td>1609</td>
<td>1940</td>
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</tbody>
</table>

South County Home Health – Re-hospitalizations

Re-hospitalization rates are well below national rates

<table>
<thead>
<tr>
<th></th>
<th>Total Joint Patients</th>
<th>All Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHH</td>
<td>1.10%</td>
<td>6.49%</td>
</tr>
<tr>
<td>National Rate (Source: Strategic Healthcare Programs)</td>
<td>2.54%</td>
<td>11.40%</td>
</tr>
</tbody>
</table>
South County Home Health – Patient Satisfaction

Overall Rating of Home Health Services

<table>
<thead>
<tr>
<th>South County Home Health</th>
<th>Rhode Island Average</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>88%</td>
<td>84%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Willingness to Recommend Home Health Agency

<table>
<thead>
<tr>
<th>South County Home Health</th>
<th>Rhode Island Average</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>81%</td>
<td>78%</td>
</tr>
</tbody>
</table>

South County Home Health – Patient Satisfaction

Patient-rated Professional Care Provided

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<tr>
<th>South County Home Health</th>
<th>Rhode Island Average</th>
<th>National Average</th>
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<tbody>
<tr>
<td>90%</td>
<td>88%</td>
<td>88%</td>
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Patient-rated Communication with Home Health Team

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<tr>
<th>South County Home Health</th>
<th>Rhode Island Average</th>
<th>National Average</th>
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<tbody>
<tr>
<td>89%</td>
<td>87%</td>
<td>85%</td>
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Top 20% of Home Health Agencies
South County Home Health – Patient Satisfaction

Discussed Medicines, Pain, and Home Safety

- South County Home Health: 90%
- Rhode Island Average: 85%
- National Average: 83%

Top 20% of Home Health Agencies
Leading the world in the most precise orthopedic procedures

Recently released clinical research data\(^*\) confirms what many orthopedic surgeons recognized early on: Mako™ robotic-arm assisted technology offers significant improvement in patient outcome for total hip and total knee replacement, and for knee resurfacing. Among the findings:

- In manually performed total hip procedures, optimal cup positioning was achieved in only 47 percent of cases compared with 96 percent in total hip procedures using Mako™ technology.

- For partial knee replacement, patients who had undergone a procedure performed with Mako™ technology showed a rate of only 0.4 percent revision, which compares with a rate of between 4 percent to more than 6 percent in manually performed partial knee replacement.

The South County Health Orthopedics Center is first in the world for commercial release of Mako™ robotic-assisted total knee resurfacing surgery. As Dr. Marchand notes, Mako™ technology allows for consistent pin-point accuracy in bone preparation, implant placement, and balancing of ligaments. “Using this technology for a partial knee procedure, patients are up and walking the same day and home the next,” he points out. “With a total knee, they’re up and walking the next day and home within two days.”

Mako has also made it possible to offer partial knee replacement surgery (to appropriate candidates) as an outpatient (same day) procedure with no overnight stay in the hospital.

Since becoming the first Mako™-certified surgeons in New England, the physicians at South County Health Orthopedics Center have performed more Mako™ procedures than any other surgeon group worldwide.

\(^*\)Based on peer-reviewed, internationally recognized studies from the ISTA (International Society for Technology in Arthroplasty) and from the 2012 Advances in Arthroplasty conference at Harvard. More information can be found at www.southcountyhealth.org/orthopedics.
Dr. Marchand graduated from the University of Rhode Island and received his medical degree from Cornell University Medical College. He completed his internship at Roosevelt Hospital in New York City and his residency at the Hospital for Special Surgery, also in New York City. Dr. Marchand specializes in joint replacement using the latest proven technologies for minimally invasive and robotic surgical procedures. These include hip resurfacing, knee resurfacing, total hip replacement, and total knee replacement. He has been a member of the South County Hospital medical staff since 1988. Dr. Marchand is certified by the American Board of Orthopedic Surgery and the Rhode Island Medical Society. An avid runner, surfer, paddle boarder, and snow boarder, he is a fellow of the American Academy of Orthopedic Surgeons and team physician for the University of Rhode Island.

After graduating from Dartmouth College, Dr. Bradley received his medical doctorate and master’s degree in biomaterials/biomechanics from Brown University. He also completed his orthopedic residency and received a sports medicine/orthopedic trauma fellowship while at Brown. Dr. Bradley served four years on active duty as Lieutenant Commander in the U.S. Navy, during which time he was head team physician for the Naval Academy Prep School and the Coast Guard Academy. He specializes in the areas of arthroscopic surgery, sports medicine, and orthopedic trauma, including expertise in total hip and knee replacements, hip resurfacing, and robotic knee resurfacing. Dr. Bradley is certified by the American Board of Orthopedic Surgery and has received an advanced Certificate of Added Qualification in Sports Medicine. He was drawn to focus on medicine and orthopedics while competing as a professional soccer player for three years after college.
Dr. Burns is a native of Rhode Island and graduated from Providence College. He received his medical degree from New England College of Osteopathic Medicine. His internship and residency were completed at Garden City Osteopathic Hospital in Michigan. Dr. Burns’s surgical expertise includes total hip and knee replacements, hip resurfacing, robotic knee resurfacing, conventional and reverse shoulder replacements, endoscopic carpal tunnel surgery, hand surgery, and sports injury treatments. An avid recreational sailor and year-round outdoorsman, Dr. Burns is certified by the American Board of Orthopedic Surgery and a member of the American Osteopathic Association.

Dr. Coppes received his undergraduate degree from the University of Vermont and his medical degree from Albany Medical College. He completed his internship, residency, and spine fellowship at the Medical College of Wisconsin. A Gulf War veteran, Dr. Coppes served 13 years in the U.S. Navy as Lieutenant Commander, during which time he was Chief of Orthopedics at the U.S. Naval Hospital in Naples, Italy. He has a special empathy with his patients – as a collegiate soccer player, he tore his ACL, and he has undergone numerous procedures himself. Dr. Coppes is certified by the American Board of Orthopedic Surgery and a fellow of the American Academy of Orthopedic Surgeons. He is a team physician for the University of Rhode Island and past president of the Rhode Island Orthopedic Society.
Dr. Madom received his medical degree from SUNY Upstate Medical University prior to moving to Providence to complete his orthopedic residency and fellowship in orthopedic trauma at Brown University. After Brown, he went to the University of Utah School of Medicine for his fellowship in orthopedic spine surgery. Dr. Madom specializes in spinal conditions ranging from pinched nerves and spinal cord injuries to tumors that affect the spinal column. He is certified by the American Board of Orthopedic Surgery. An avid skier, Dr. Madom also enjoys running, cycling, and spending time outdoors with his wife and children.

Dr. Migliori received her undergraduate degree from Dartmouth College, and went on to the University of Minnesota for medical school and orthopedic residency. As an American Board of Orthopedic Surgery certified surgeon, she performs sports-related and age-related surgeries including rotator cuff procedures and total joint procedures on shoulders, knees, and hips. When Dr. Migliori is not practicing, she is an avid skier and runner, and enjoys spending time with her husband and children.
Charlotte M. Moriarty, MD, Ph.D.

Dr. Moriarty attended the University of Massachusetts Medical School where she completed a combined MD/PhD program in biomedical sciences. She went on to Western Michigan University for her residency in family medicine and then her fellowship in sports medicine. Dr. Moriarty specializes in sports-related medicine and non-operative orthopedics. She helps patients and athletes with musculoskeletal problems ranging from sprains, strains, and non-operative fractures to management of arthritis, injections, and musculoskeletal ultrasounds. Dr. Moriarty enjoys endurance sports, horseback riding, and spending time with her husband and children.

Benjamin Z. Phillips, MD, MPH

After earning his undergraduate degree from San Francisco State, Dr. Phillips received his master’s in public health from the University of Pittsburgh and attended Brown University for his medical training. Dr. Phillips completed his fellowship in hand/microsurgery and peripheral nerve surgery at Washington University under one of the country’s premier nerve surgeons. He then joined the faculty at Virginia Commonwealth University, splitting his time between the Medical College at Virginia Medical Center and the orthopedic hand clinic at the Hunter Holmes McGuire VA Medical Center. As part of our team, Dr. Phillips provides specialized orthopedic services in the area of hand and peripheral nerve surgery, hand rehabilitation, and plastic surgery. Outside the office, Dr. Phillips can be found spending time with his wife and children, enjoying the beaches of Rhode Island, running, or cooking.
Dr. Salko is a graduate of Franklin and Marshall College in Lancaster, Pennsylvania. After earning his medical degree from Jefferson Medical College in Philadelphia, Pennsylvania, he served his residency in family medicine at Brown University. Dr. Salko completed a fellowship in sports medicine at the University of Utah in Salt Lake City. He is certified by the American Board of Family Medicine. Since 2009, he has been event physician for Dew Tour X-Games and the U.S. Speed Skating, U.S. Bobsled, and U.S. Ski Jumping teams. Dr. Salko provided physician coverage for both collegiate and high school football, basketball, rugby, lacrosse and ice hockey teams. He is a clinical assistant professor at the Warren Alpert Medical School at Brown University. He serves on the communications committee for the American Medical Society of Sports Medicine and is an active member of the American Academy of Family Physicians.

Dr. Tabaddor graduated from Boston University and received his medical degree from Boston University School of Medicine. He completed his general surgery internship at Brigham and Women’s/Harvard Medical School and received orthopedic surgical training in the Harvard Combined Orthopaedic Residency Program. Dr. Tabaddor also completed a sports fellowship at the Minnesota Sports Medicine Program affiliated with the University of Minnesota. He is a clinical assistant professor at the Warren Alpert Medical School at Brown University. Dr. Tabaddor’s special interests include arthroscopic management of femoroacetabular impingement, management of hip injuries, hip instability/snapping syndromes, shoulder and ankle instability, ACL reconstruction, and more. He is certified by the American Board of Orthopedic Surgery and is a member of the Arthroscopy Association of North America, the American Orthopaedic Society of Sports Medicine, and the American Academy of Orthopaedic Surgeons. A triathlete and marathoner, Dr. Tabaddor has provided physician coverage for the Boston Ballet, USA Indoor Track & Field National Championships, U.S. National In-line Speed Skating Team, NCAA basketball tournament, Junior US Cup Soccer, and the University of Minnesota football team. He is the head team physician for URI athletics and a practitioner in USA Gymnastics’ National Sports Science and Health Care Referral Network.
The South County Health Orthopedics Center

is proud to have been the healthcare choice of

individuals throughout New England and the
eastern United States who participated in this report. We

are committed to continuing to provide clinical data to help

people make important and informed

medical and healthcare decisions. To learn more,

visit www.southcountyhealth.org or

call 401 788-1700.