

Taylor Ottesen¹, Antonia F Chen, Jeffrey K Lange², Vivek M Shah², Wolfgang Fitz, John E Ready³, Adam S Olsen, Richard Iorio¹

INTRODUCTION:

METHODS: We elected to employ a 3-prong approach in a twelve-hospital enterprise to collect PROMs. We use PROM collection methods through a web-based PROMs collection system imbedded in our EMR through Patient Gateway, an iPad in-person collection system in clinic, and a patient engagement platform that also provides digital education, video-based physical therapy and classes, and a communication forum for patient-provider interaction.

Since 2019, we enrolled 2,774 THA patients in a patient engagement platform, and 2,615 (93%) have opted in and used the platform. Five percent of our patients did not have access to email and could not use the platform. Percentages of PROMs completion were 91% preop, 75% at 3 months, 72% at 6 months, and 77% at 1 year. Patient satisfaction scores averaged 4.67 out of 5 at 90 days. HOOS JR. scores improved on average from 51.8 preop to 86.76 at 1 year. Utilizing our Patient Gateway web-based EMR collection system in addition to in-person IPAD PROMs collection achieved similar collection performance and provided an alternative for those patients who did not use the patient engagement platform.

Using a 3-prong approach to comply with the CMS Inpatient TKA PRO-Performance Measures will meet the standards of 50% paired PROMs reporting and the SCB of 22 points on the HOOS JR. Using a patient engagement platform alone would meet the requirements.

