

Digital Care Navigation*

CareSense, provided by MedTrak Inc., a third-party vendor, is a cloud-based platform designed to help hospitals engage, educate, communicate and guide patients through their episode of care.

Attributes

- One-way patient communication (alerts, emails, survey reminders, customized surgeon videos)
- Two-way patient communication (surveys to collect patient reported outcomes, monitor patient health, capture patient satisfaction data)
- Patient engagement and education aimed at better post-acute results, lower readmission rates

Benefits

- Address readmissions - care navigators are alerted when patients report symptoms that may lead to readmission
- Monitor outcomes with a powerful set of data collection and analysis tools to capture Patient Reported Outcomes (PROs)
- Track patients post-discharge and communicate with Post Acute Care (PAC) clinicians directly
- Automated patient contact means the staff can focus on other important tasks

Communication Is Critical for Success

Studies show that preoperative education before hip or knee arthroplasty may shorten the patient's length of stay (LOS) on average by one day¹²

Patient-centered care can decrease utilization of health care services and lower total annual charges, reduce patients' anxiety and reduce their perceived need for further investigations and referrals³

Patients who have a clear care pathway may result in better discharge rates and lower costs, potentially saving several thousands of dollars per patient⁴

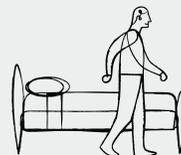
Needs Identification

1. MedTrak, facilitated by the Johnson & Johnson Medical Devices Companies, presents a demonstration on the Digital Care Navigation capabilities and potential savings, to your team
2. MedTrak then conducts an in-depth customer needs assessment to configure and customize the Digital Care Navigation designed to meet your identified needs
3. MedTrak writes a formal System Requirements Specification that your team will review and approve
4. MedTrak then develops customized patient pathways, aligned to your approved System Requirements Specification, that you can send to your patients to enhance their experience
5. MedTrak continuously evaluates patient adherence to the care pathway and incorporates updates, as needed

Delivering Results



A North Carolina hospital realized a reduction in surgical cancellations from an average of 9.5% to 0.2% in six months⁵



An Arizona orthopaedic surgical group improved readmission rates from a baseline of 7.16% to 6.67%^{5†}



96% of patients at a Pennsylvania hospital thought that the communications they received were helpful throughout their course of care⁵

These are examples only and do not guarantee or predict future results, which will vary depending on individual circumstances
†Baseline established in 2009-2012; results reported in Q1 2016 ‡Results for patients discharged under MS-DRGs 469 and 470, combined

To learn more please visit www.CareAdvantageJJMDC.com or
email CareAdvantageJJMDC@its.jnj.com.

References

1. Yoon RS, Nellans KW, Geller JA, et al. Patient Education Before Hip or Knee Arthroplasty Lowers Length of Stay. *J Arthroplasty* 2010;25(4):547-551.
2. Jones S, Alnaib M, Kokkinakis M, et al. Pre-operative patient education reduces length of stay after knee joint arthroplasty. *Ann R Coll Surg Engl* 2011;93(1):71-75.
3. Bertakis KD, Azari R. Patient-Centered Care Is Associated with Decreased Health Care Utilization. *J Am Board Fam Med* 2011;24(3):229-239.
4. Tessier JE, Rupp G, Gera JT, et al. Physicians with Defined Clear Care Pathways Have Better Discharge Disposition and Lower Cost. *J Arthroplasty* 2016;31(9 Suppl):54-58.
5. Data on file. Medtrak Inc.

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