

Medtronic

Integrated Health SolutionsSM

Case study: How a remote patient monitoring solution is helping Amiens University Hospital enhance its recovery pathway

Amiens University Hospital, France



Integrated Health Solutions (IHS) has implemented Get Ready® - a digital patient engagement and remote monitoring solution, leveraging the Maela platform, in the neurosurgery department of the Amiens University Hospital.

The aim of Get Ready® is to:

- Optimize the spine pathway
- Welcome, guide, and support patients around their surgery
- Reduce hospital stays through remote follow-up managed by nurses

This solution has made it possible for the neurosurgery department to:

- **Shorten** patient hospital length of stay from 5.6 days (Q1 2017) to 4.3 days (Q2 2019)¹
- **Reduce** patient anxiety related to surgery as they can be optimally prepared and informed
- **Improve** patient satisfaction
- **Standardize** spine medical practices and protocols

About Maela: Maela is a digital platform for remote patient engagement and monitoring, complemented by a remote support center managed by nurses. It was created by physicians for physicians and their patients. It allows care teams to offer their patients the digitalized preparation and follow-up journeys essential to their care. It is the ideal tool to enable the deployment of programs aimed at shortening length of stays. www.maela.fr

The Challenge

Amiens University Hospital is a public university hospital located in the Hauts-de-France region. Its neurosurgery department is an international centre of excellence for spine care, equipped with state-of-the-art surgical technology, and a drive to continually seek innovative ways to improve care.

As a pioneer, the neurosurgery department wants to become the first French centre to offer an Enhanced Recovery Pathway (ERP) for spine patients. As part of this, they have made nurse consultations mandatory during the pre-admission phase of the care pathway.

The department had already reduced the length of stay thanks to a collective mindset focused on improving their practice. However, it was still facing several organizational obstacles such as:

- An inability to remotely prepare patients for surgery and receive required information, leading to the need for patients to arrive at the hospital the day before their procedure
- An inability to monitor and follow up with patients remotely, leading to the need for patients to stay longer after their procedure



To implement the ERP protocol, Medtronic IHS proposed its Get Ready® solution, which leverages Maela, a digital platform for remote patient monitoring complemented by a remote support center managed by nurses. This would allow the care team to:

- Collect desired information to facilitate patient arrival and a faster return home
- Enable patients to remotely report their symptoms
- Provide accurate information to patients about their care throughout their journey

This Get Ready® solution is part of a larger Center of Excellence project for the Amiens University neurosurgery department.

The project required collaboration between the teams of the neurosurgery department and the Medtronic Integrated Health Solutions (IHS) team, whose role was to:

- Work with the department to construct spine protocols designed and adapted to the department's medical and healthcare practices
- Set up alerts that anticipate when information is needed and to prevent post-operative complications
- Write patient education materials
- Coordinate with Maela, the remote support centre managed by nurses, to 24/7 respond to patient inquiries and to react quickly if the patient needs assistance

We created a deployment methodology in line with the department's organizational ambitions and needs, as shown in Figure 1:

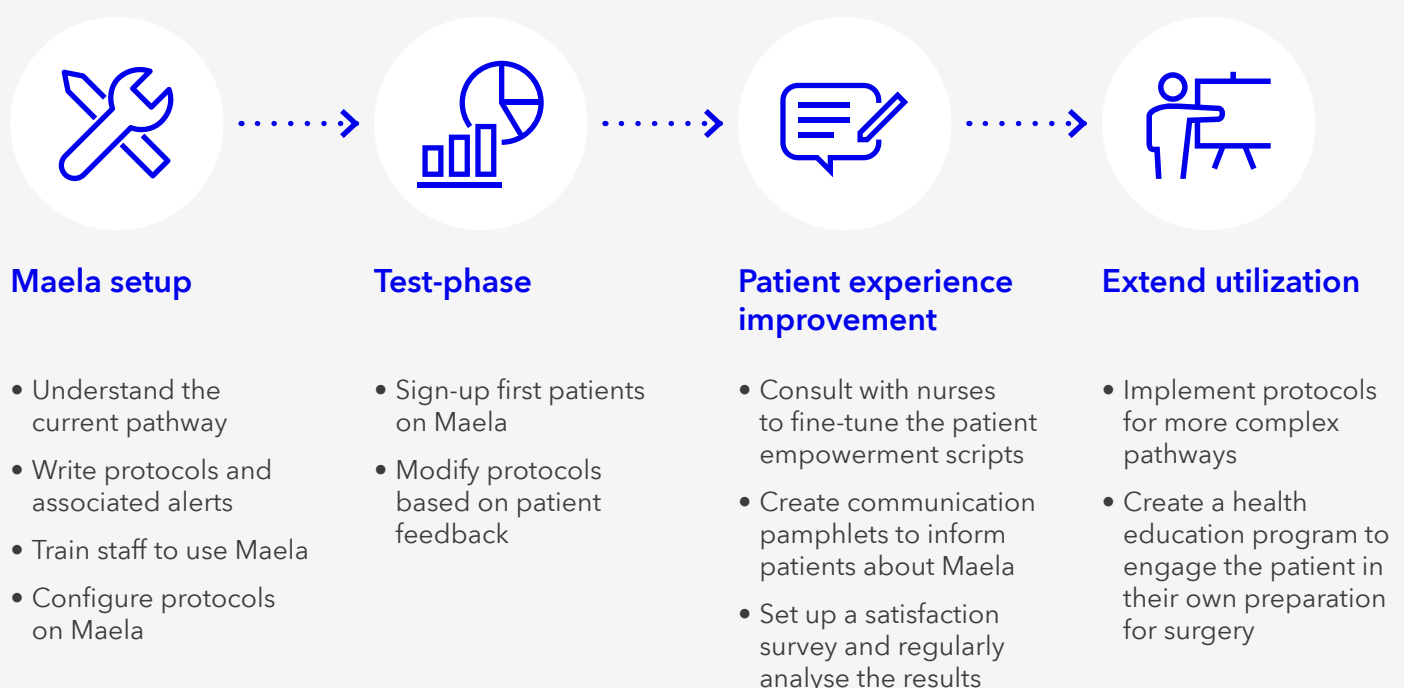


Figure 1: Maela deployment methodology

Impact

Get Ready®

Thanks to the Get Ready® solution, the hospital has registered more than 1000 patients into Maela over its first 18 months. The neurosurgery department now registers an average of 60 patients a month and it has been a real enabler in accelerating the hospital's move to ERP by:



-1.3 days

Shortening patient hospital length of stay from 5.6 days (Q1 2017) to 4.3 days (Q2 2019)²



+33%

Increasing the number of patients' same-day admissions by 33%



Improved patient satisfaction

Supporting patients at every stage of their treatment process

Moreover, the neurosurgery department is able to engage patients in their own care by taking advantage of the solution and the patient documentation it provides. As part of the Get Ready® solution we created, in collaboration with the care team, tailored patient educational content that enables the patient to arrive to the hospital prepared for various interactions with the care team. This helps reduce the patient's anxiety as the surgery gets closer.

The Amiens University Hospital neurosurgeons would like to continue to use this solution to accelerate their ERP and same-day surgery programs, and also to extend the Get Ready® solution to all spine pathologies and functional neurology.

What users are saying about Get Ready® and Maela:

"Our project primary goal was to reach the following objectives: to implement ERP and accelerate the same-day discharge."

Prof. Lefranc, Neurosurgeon

"Maela became a part of our day-to-day practice and a standard way how we manage our patients. The partnership with Medtronic was our biggest asset to implement the same-day discharge and ERP."

Prof. Lefranc, Neurosurgeon

"Now we can secure the patient's entry on the day of their intervention, without the nursing teams having to make calls the day before the intervention, as was the case before. ...The Get Ready® solution helped us free up our nursing time."

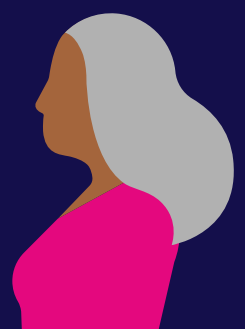
Ms. Khanfar, Manager of the Neurosurgery Department A

"I would like to thank the nurses from the Maela remote support center team. Maela was very helpful and allowed me to better manage my return home after surgery, especially when a nurse helped me to manage my post-surgery pain."

Amiens University Hospital Neurosurgery Patient

"The follow-up you offer in postoperative care was reassuring for me, knowing that you are available to listen to us at any time if necessary."

Amiens University Hospital
Neurosurgery Patient



About Medtronic IHS

Integrated Health Solutions builds on Medtronic's unique combination of capital resources, process optimization expertise and therapy knowledge. IHS partners with hospitals and clinics across EMEA, offering solutions that help care providers optimize costs and outcomes while driving higher value and patient satisfaction. In cooperation with medical institutions, IHS develops innovative services and solutions to improve efficiency, reduce costs, facilitate patients' access to different types of treatment, and improve outcomes.

Would you like to know more about what IHS can do for your hospital?

Learn more about Get Ready® by visiting our [website](#), reaching out to your Medtronic contact or emailing us at: integratedhealthsolutions@medtronic.com

References:

1. CHU Amiens Get Ready analysis - July 2020 - v1.0
2. CHU Amiens Get Ready analysis - July 2020 - v1.0

Medtronic

Medtronic International Trading Sarl
Route du Molliau 31
Case postale
1131 Tolochenaz
Switzerland
Tel: +41 (0) 21 802 70 00
Fax: +41 (0) 21 802 79 00

[medtronic.eu](https://www.medtronic.eu)

© 2023 Medtronic.
2023-ihs-amiens-university-hospital-case-study-en-we-8594726
All Rights Reserved.