

**Medtronic**

Integrated Health Solutions<sup>SM</sup>

# Case study: How Get Ready<sup>®</sup> is enabling a bariatric surgery centre to optimise care, save resources and improve patient satisfaction

Fondazione Policlinico Universitario Campus Bio-Medico,  
Rome, Italy



Fondazione Policlinico Universitario Campus Bio-Medico is part of the Campus Bio-Medico University of Rome. Among the hospital's specialties is bariatric surgery. Building on its excellent reputation and success, the hospital wanted to be the reference center for bariatric surgery in Italy, which meant providing even better quality care and further improving patient satisfaction. The center also wanted to improve how it collected data for analysis.

Several bariatric surgery centers aspire to adhere to Enhanced Recovery Pathways (ERP) after bariatric surgery. An Enhanced Recovery Pathway involves:

- Optimising the preparation phase
- Educating the patient about topics such as the procedure, risks and post-operation lifestyle
- Monitoring the patients after discharge to avoid complications and avoid re-admission
- Checking on patients' general health status as part of long-term follow-up



According to Dr. Vincenzo Bruni,  
Director of Bariatric Surgery at  
Campus Bio-Medico,

20%

of patients regain their weight  
after bariatric surgery.

Of that 20%,

80%

are patients who had not been  
properly monitored post-surgery.

## This further underscored the importance of better patient monitoring

With individuals coming from all regions of Italy to Campus Bio-Medico for bariatric surgery, patients needed to be able to access important information related to the pathway from their homes.

# The Solution

Get Ready®

The Bariatric Surgery Centre realized the importance of implementing a digital solution in response to its different challenges and goals. Campus Bio-Medico had a long-lasting relationship with Medtronic's Integrated Health Solutions (IHS) team. With its awareness of the challenge, the IHS team worked with the center to deploy the Get Ready® solution.

The center was drawn to the opportunities for providing engagement and remote monitoring of the patient along the entire bariatric pathway (pre-surgery preparation and post-surgery follow-up) as well as the opportunities for scalability (efficiently guaranteeing the same quality of service to all patients).

IHS implemented the digital protocol and the pathway defined by the center, provided support during the roll-out phase (and fine-tuned as needed), offered first-level technical support and conducted further data analysis. This resulted in a highly flexible platform aligned with the center's protocol requirements.

The platform has been customized so that it can support the needs of each individual patient. Rolled out in January 2022, patients are benefitting from an extensive knowledge base customized to their specific circumstances.

They engage daily with educational content and tasks, access trends, input information related to their care, and receive regular reminders. Patients also leverage Get Ready® to send documents (laboratory exams, medical reports, etc.) needed to plan their multidisciplinary visits. This useful patient information is shared with the relevant clinical team members through the app.

Communication has greatly improved for both the department and patients. A dialogue is taking place through a messaging system embedded within the solution.

**Clinicians are monitoring patients' answers to questionnaires and assigned tasks and the department can define the protocol specific to the therapy.**



# Impact

Get Ready®

There have been impressive results in just the first ten months of rolling out the solution:



50%

less calls to patients  
by case managers



25%

reduction of in-person  
follow-up visits



70%

fewer calls from  
patients to the case  
manager after surgery



9.6/10

average satisfaction  
score of patients for  
Get Ready®\*

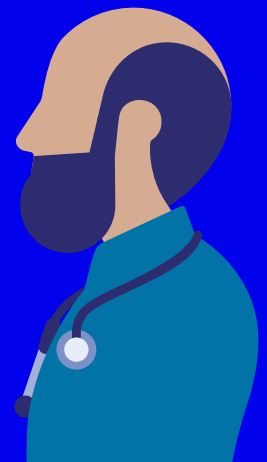
\*58% of operated patients filled in the satisfaction questionnaire.

For context, before implementing Get Ready®, doctors didn't have access to any information about patients' conditions after being discharged. Now with this solution, doctors can know about patients' health in the days immediately after discharge. Based on this information, they can intervene as needed, thus improving patient outcomes.

In addition, there are no longer unnecessarily postponed visits because of missing documents.

**"The Get Ready® solution allows us to be more streamlined in following up with patients. This app truly allows us to stay close to them. This application streamlines our work and allows us to identify which patient needs to be contacted immediately and which don't require as much of our attention. The education provided is very interesting and helpful for patients and clinicians."**

Dr. Vincenzo Bruni, Director of Bariatric Surgery



The solution is also generating positive feedback from patients.



**"Before taking this pathway supported by Get Ready®, I tried to lose weight with other programs but did not have positive results,"** added a patient. **"The app helped me remember the appointments and related tasks. The doctor is always seen as a distant figure. However, thanks to this app, I can have direct and consistent dialogue with my doctor."**

Bariatric Surgery Patient

## About Medtronic IHS

Integrated Health Solutions builds on Medtronic's unique combination of capital resources, process optimization expertise and therapy knowledge. 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](mailto:integratedhealthsolutions@medtronic.com)

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