

How Geisinger Extended Reach to Traveling Patients to Ensure Continuity of High Quality Care and Reduce Costs



About Geisinger

As one of the nation's most innovative health service organizations, Geisinger serves more than 1.5 million patients residing in predominantly rural areas of Pennsylvania and New Jersey. The system includes 13 hospital campuses, a nearly 600,000-member health plan, two research centers, and the Geisinger Commonwealth School of Medicine. Geisinger is known for transformative programs focused on better health for all communities – including the ProvenCare® best-practice approach to maximize quality, safety and value, and the Springboard Health® population health program.

Key Challenges

Barriers to physical access among rural patient population:

Many of Geisinger's knee and hip surgery patients were at least two hours away from a hospital or outpatient therapy facility/SNF. Additionally, as a nationally delegated Center of Excellence, Geisinger received a significant proportion of its patients from out-of-state employer referrals. With limited physical access, alternative methods of receiving care became much more important.

Bundled payment models placed extra pressure on providers:

With 60-70% of all joint replacement patients falling within a 120-day episode bundle (pre-op through post-op), Geisinger was at clinical and financial risk for what happened outside their facility. Demonstrating reduced costs in readmissions and unnecessary traditional outpatient services within the 90-day period after surgery was critical.

Insufficient staff resources to effectively manage patients:

Like many US health systems, Geisinger lacked the budget to hire additional nurses and navigators to help manage care through recovery for their growing roster of orthopedic patients. Replacing burdensome manual processes with the right technology was essential for streamlining cross-functional communication and scaling coordination of care.

70%

Patients successfully completed Force virtual care program

↓18%

90-day Readmissions

↓56%

Discharge to SNF

The Solution

Given limited in-house resources, Geisinger realized they could no longer achieve their high standards of patient care without a more comprehensive, streamlined approach to managing patients in the home. After a successful roll-out to 10 Geisinger hospitals and with the support of Force's patient success team, over 70% of orthopedics patients used the virtual care platform to engage with their providers and care team for improved outcomes and a better patient experience. Here's how:



Standardized care with a seamless virtual experience

- Force's easy-to-use digital platform helped Geisinger optimize and standardize robust clinical pathways.
- The platform was a natural extension to the in-hospital experience, ensuring patients adhered to their care plan from the comfort of their home.



Optimized care management for the entire care team

- Geisinger placed great importance on care team optimization to ensure all patients were accounted for. Navigators and care coordinators leveraged customized workflows in Force to standardize follow-up reminders and updates, and stratify patients based on risk.
- Patients appreciated that they could easily send pictures and videos of their wound and gait respectively so care teams were able to quickly address questions or concerns before they became complications or caused unnecessary readmissions.



Time savings and efficiencies with bilateral integration with Epic EHR

- Geisinger was the first to launch a bilateral integration between Force and Epic. With scheduling and outcomes flowing in and out of Force, providers could more efficiently and accurately measure and manage the full 120-day episode.
- Patients could access their information all through one login, and surgeons were able to see patient data and log notes from one screen at the point-of-care.



"Force helps us keep in touch with patients in between typical orthopedics visits. Knowing what patients are doing between two- and six-week visits is incredibly important. We can monitor progress, continue to send encouragement and have a positive effect on their quality and outcomes."

– Michael Suk, MD, JD, MPH, MBA; Chair, Department of Orthopaedic Surgery, Geisinger



Learn more at forcetherapeutics.com

Force is HIPAA-compliant and HITRUST-certified.