

CODE TECHNOLOGY AT ORA ORTHOPEDICS

How Integrating a Live Application Improved PRO Efficiency and Patient Care

CODE Technology specializes in collecting Patient Reported Outcomes (PROs), data that enables health systems to quantify their value by collecting nuanced insight into how patients are doing before surgery and at various intervals post-operatively. Providers can use this data for benchmarking, contract negotiation, marketing, and perhaps most valuably, more robust and accurate patient research.

ORA Orthopedics, the Quad City area's largest orthopedic provider, had been collecting PROs in clinic for years, but found performing it themselves to be time consuming and expensive—not only did it take time to train staff, they were required to manually enter data on a continual basis. Additionally, their traditional program yielded low patient participation and needed at least one year of data to be full yoperational. While marginally beneficial, it was clear their existing PRO program was not sustainable.

Bringing CODE to ORA

With the desire of building a more valuable and sustainable PRO program, ORA partnered with CODE Technology in December 2015 to collect outcomes on their behalf. CODE worked with ORA to customize their PRO module to incorporate not only functional PRO tools, but also track global health, patient experience, and complications and readmissions. Within 30 days of signing CODE, ORA was enrolling patients and collecting outcomes. While most patients complete their assessments online with CODE's app, CODE maximizes enrollment by calling and administering phone

surveys when needed. Outsourcing the PRO process to CODE resulted in a 90% capture rate and esured data integrity to deliver weekly reports for clinicians to use and interpret as needed, all without disrupting the workflow of ORA's staff.

Integrating CODE with Redox

After fine tuning the PRO collection process with ORA, CODE wanted to go a step further and seamlessly integrate their app with the electronic health record (EHR) used at ORA, GE Centricity. Integrating their product would massively improve the application's efficiency, reduce the potential for human error, and eliminate both manual data entry and double documentation. Redox was brought in as CODE's integration partner to handle the technical work required to securely interoperate with GE Centricity and completed the project in 47 days, enabling CODE to update the EHR in near real-time and cut patient enrollment time by 50%. Most importantly, integrating CODE's app allowed ORA to collect more granular patient data on surgery, recovery, and post-operative care that was previously difficult to obtain.

**“IT PROBABLY WOULD HAVE
TAKEN TWICE AS LONG AND
COST TWICE AS MUCH TO HAVE
BUILT THIS WITHOUT REDOX'S
HELP. WORKING WITH REDOX
IS F@&%ING AWESOME”**

— Breanna Cunningham, CEO of
CODE Technology

Beyond ORA

Moving forward, CODE and Redox have two projects planned to integrate at different health systems and deliver a PRO solution with measurable ROI. With Redox on board as an integration partner, CODE can bring their application to market as one that not only captures the nuanced journey of patient surgery and recovery, but one that seamlessly integrates with any EHR to deliver powerful patient data while augmenting the performance of physicians and staff.