

LEVERAGING DATA FOR QUALITY IMPROVEMENT

DMOS ORTHOPAEDIC CENTERS

THE CHALLENGE

DMOS Orthopaedic Centers set a strategic priority of **standardizing quality of care** across the organization. In order to do this, DMOS needed to establish a baseline of the quality of its care delivery, and the baseline needed to be comprised of both qualitative and quantitative data. Only then would DMOS have a comprehensive ability to **identify best practices and areas of opportunity**.

Additionally, after establishing a baseline, DMOS needed to collect patient health information on an ongoing basis in order to **measure if quality improvement efforts were successful**.

Collecting this data required **scalable outreach** to its patient population, and the outreach needed to effectively **engage patients** so that they would provide the information DMOS needed for its assessment.

THE METHOD

DMOS Orthopaedic Centers chose PatientIQ to serve as its patient-reported outcome collection and analysis platform due to the platform's ability to **scalably engage patients, collect qualitative and quantitative data, and provide actionable insights** relative to quality improvement.

With the PatientIQ platform, DMOS **measures outcomes** across providers and locations, and can **benchmark outcomes** against national averages and the performance of other organizations. Additionally, the practice leverages the platform to measure **patient satisfaction and collect patient reviews**.



9500+
patients enrolled

85,000+
patient-reported
outcome measures
collected

1,300+ 
patient reviews
collected

THE RESULTS

Improved Clinical Outcomes

Hip & Knee

73%

improvement in
HOOS Jr. scores

49%

improvement in
KOOS Jr. scores

OUTPERFORMING NATIONAL AVERAGES

for 1-year post-operative outcomes on total joint replacement surgeries

Spine

53%

improvement in
Oswestry Disability
Index scores

51%

improvement in
Neck Disability
Index scores

Sports Hip, Shoulder, & Elbow

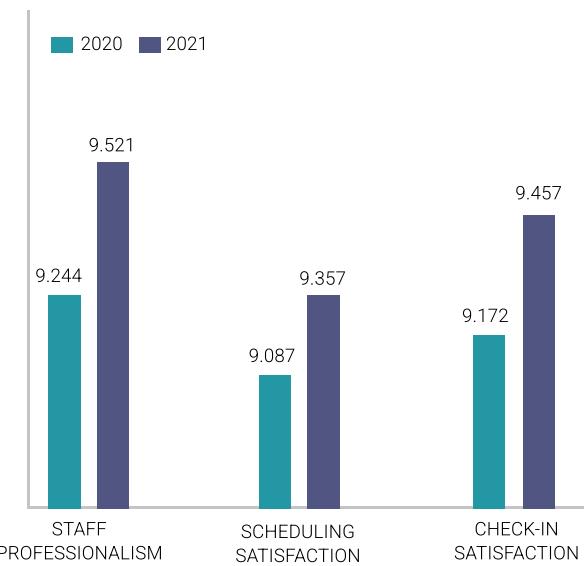
99%

improvement in
iHOT12 scores

52%

improvement in
QuickDash scores

Increased Patient Satisfaction



Patients rate the above items on a scale of 0 (not at all likely; very poor) to 10 (extremely likely; excellent)

85%

patients said likely to
recommend DMOS to
friends or colleagues

"The doctors and staff at DMOS have always provided professional and attentive care! As repeat customers we have always been pleased with their service and attentiveness."

**Patient
DMOS Orthopaedic Centers**