

# 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

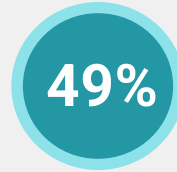
# THE RESULTS

## Improved Clinical Outcomes

### Hip & Knee



improvement in  
HOOS Jr. scores



improvement in  
KOOS Jr. scores

## OUTPERFORMING NATIONAL AVERAGES

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

### Spine



improvement in  
Oswestry Disability  
Index scores



improvement in  
Neck Disability  
Index scores

### Sports Hip, Shoulder, & Elbow

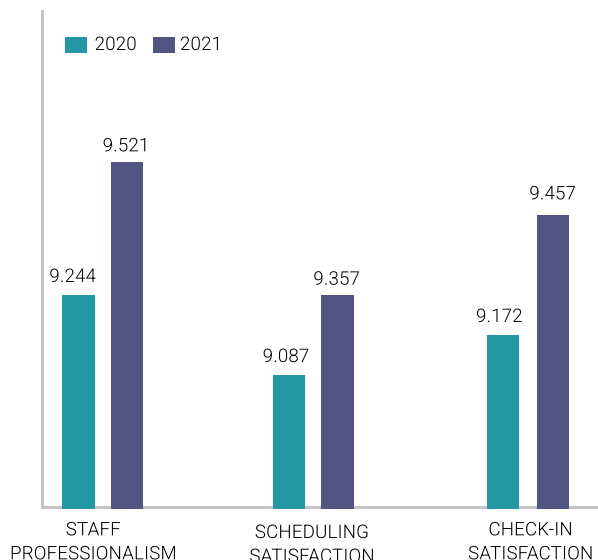


improvement in  
iHOT12 scores



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)*



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**