

HEALTHCARE SOLUTIONS CASE STUDY

Kettering Medical Center

Kettering Medical Center, an acute care facility offering LAAO, TAVR and MitraClip procedures, sought to expand its Structural Heart program. Kettering Medical Center partnered with Healthcare Solutions to explore opportunities to increase patient referral and procedure volumes, reduce patient access time to procedure, increase team productivity and improve referral physician satisfaction.



Kettering Health Network is a not for profit network of eight hospitals and over 120 outpatient facilities serving Dayton and Southwest Ohio.

Kettering Medical Center is a part of Kettering Health Network leading TAVR, LAAC, and Mitral programs.

CHALLENGE

Through conversations and discussions with implanters and key cardiovascular care leaders, we discovered several challenges that hindered Kettering Medical Center from realizing its growth potential:

- Fragmented approach to connecting care providers to potential patients
- Prolonged patients wait times from referral to procedure.
- Manual tracking of patient referrals
- Limited TEE imaging staff for preprocedural case preparation
- Delay in retrieving post procedural images for review

SOLUTIONS

We understand that transparency and team member engagement are critical to the success of any project, so we involved key stakeholders at Kettering who could drive change.

The team worked alongside key Kettering stakeholders — including implanters, medical directors, IT staff, referring physicians, Structural Heart clinic staff and administrative leaders — to execute multiple Boston Scientific solutions and support process improvement initiatives.

- Engaged extended care team to implement HAWKEYE™, an automated patient workflow and reporting application, to track referring physician volumes and eligible patients
- Provided the coordinator an opportunity to engage with fellow coordinators and other institutions and share best practices via the WATCHMAN Connect Community
- Engaged key physicians with WATCHMAN™ TruPlan™ CT Imaging Software to support patient screening and procedure planning for LAAC
- Health Care Economics and Market Access (HEMA) analyzed program economics and contribution margin quarterly
- Shared the benefits of Heat Maps as an opportunity for Kettering to strategically drive program performance through local patient activation/outreach and opportunities to drive therapy awareness for patients in the (removed surrounding) area



OUTCOMES

The solutions identified and successfully implemented by Kettering are expected to drive continued growth and improved access, referral time, and outreach:

- Program has benefited in utilizing key solutions (as listed above)
- 51% annual growth of WATCHMAN cases from baseline year 2019 to 2020
- 306% Q1 growth of WATCHMAN cases from baseline year 2019 to current year 2021
- Program's direct costs are lower than the state average and remained consistent year-over-year
- Dedicated case days is 5-6 days per month across 6 implanters

Learn more about the Healthcare Solutions team and our process for improving LAAC programs at watchman.com/healthcaresolutions

Please visit watchman.com/implanter for a summary of WATCHMAN FLX™ Left Atrial Appendage Closure Device safety information and to download the full Directions For Use.

WATCHMAN™ TruPlan™ is developed and owned by Circle Cardiovascular Imaging Inc. (Calgary, AB, Canada), and Boston Scientific is the exclusive reseller of WATCHMAN TruPlan. Please visit watchman.com/truplan for a summary of safety information and to download the full Directions for Use.