

# Orthopaedic Waiting list initiative (OWLi): Using a digital platform to monitor health and support patients waiting for planned surgery

Swansea Bay UHB: Chris Lambert MSK Prehabilitation Clinical lead

Chris.lambert@wales.nhs.uk

## Background:

Post Covid planned care waiting lists in Wales have been significantly impacted. How we manage, support and optimise patients waiting for surgery has never been so important. This project demonstrates the impact and utility of using a new interactive digital platform to monitor patient's health and provide customised health support.

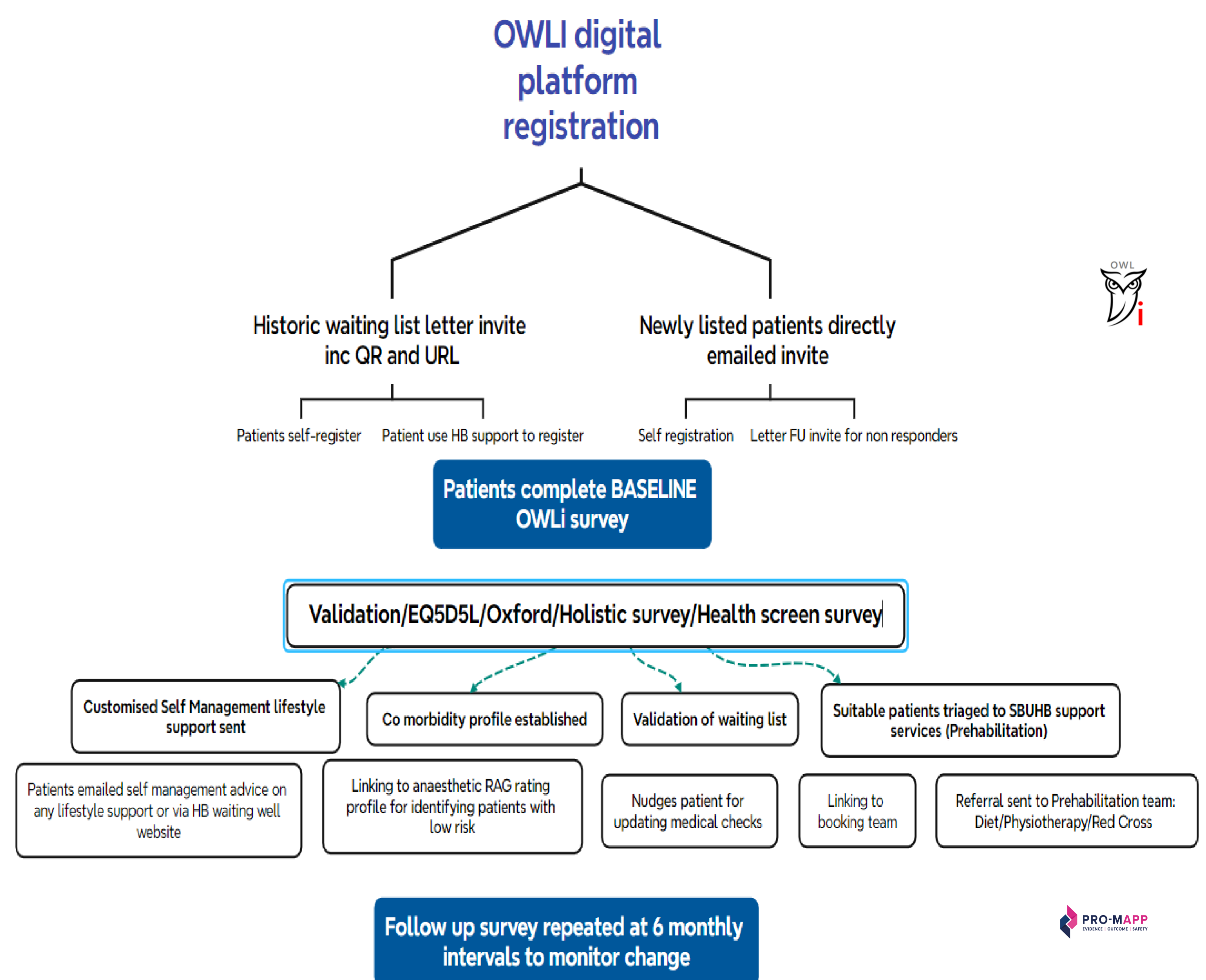
## Outcomes:

The digital platform has been in use for Swansea Bay UHB Orthopaedic waiting lists patients over the last 12 months. It has the ability to identify patients with significant health conditions and support them to improve their health status. This platform subsequently optimises health and reduces patients from failing pre-operative assessments. There has been over 270 patients identified with a significantly high body mass index (BMI) triaged to specialist Prehabilitation AHP weight management services. The platform has identified 200 smokers and shared cessation support. Over 400 patients with pre-existing health conditions requiring updated blood tests and nudged them to update prior to pre assessment. Without the platform interaction, these patients would have attended and failed pre-operative assessment.

## Aims and Objectives:

As part of a collaborative working partnership between Swansea Bay and Pro-Mapp limited. We created a customised digital platform that allows patients sitting on surgical Orthopaedic waiting lists to self-report their health symptoms throughout their time on the waiting list. The interactive platform uses intelligent technology to offer customised lifestyle support. It can validate the waiting list, triage and prioritise patients with higher health needs to aligned Therapy services. It recognises patients with reported underlying health conditions requiring optimising and sign posts to the appropriate support service. To date, over 3500 patients have been on-boarded and benefitted from the digital platform

## Project Approach:



## Impact:

Total Patients on platform	Patient compliance with platform	High BMI Patients identified for specialist assessment	Physiotherapy patients identified & referred to Prehabilitation	Patients leaving waiting list	Haemoglobin	HbA 1c	kidney function	TFTs	OA Exercise + education self management	Help me quit smoking	NHS Weight management (BMI 30-35)	British Red Cross waiting well support
3564	71%	272	750+	404 (8%)	192	185	121	12	2183	279	1801	125

## Key Conclusions:

Using a digital platform to monitor and support the health needs of patients waiting for surgery has huge potential benefits for planned care pathways in Wales. A digital platform with in-built intelligence to customise support according to need is a highly innovative technology asset. The platform has the ability to engage patients from getting listed for their procedure, to start preparing and optimising their health in readiness for their up and coming surgery. It can change patients mind set from sitting on a waiting list passively, to actively preparing and becoming engaged in managing and improving their health status in readiness for their procedure

## Next Steps:

- Adjust platform in line with national 3Ps charter
- Explore patient experience of using platform
- Develop a patient digital inclusion workshop
- Explore opportunities to offer platform nationally