

**The Objective** of the knowledge transfer project from Hospital for Special Surgery (HSS), USA to the Southwest London Elective Orthopedic Center (SWLEOC), UK was to improve patient care, clinical outcomes and surgical/hospital throughput for total hip arthroplasty (THA) patients.

**The Challenge:**

National Health Service (NHS)/National
Total Hip Replacement Outcomes study from the Royal College of Surgeons and British Orthopedic Association (2000) report the following:

- Capacity constraints
- Surgery wait time of 12-18 months
- Lack of coordination of services
- Suboptimal patient education
- Insufficient physiotherapy
- Hospital acquired infection rate: 9%
- 26.3% of patients reported limping problems after THR
- 23% of patients reported severe walking restrictions
- Surgery wait time of 12-18 months
- Capacity constraints

**The Solution:** An Innovative Approach. In 2000 Hospital for Special Surgery was designated as the resource partner for knowledge transfer with 5 NHS trusts in South West London who were in the process of building an elective orthopedic facility, SWLEOC.

The South West London Elective Orthopaedic Centre

- Government recognition as a national trailblazer in reducing waiting times and improving access for patients
- At the forefront of the National Patients' Choice initiative
- Funded by £15 million of Government money
- Developing a new clinical model – for patient care

The centre is all about new ways of working not just more of the same

**Knowledge Transfer**

**Building the Foundation**

Phase I (First 12 months)

- UK Healthcare teams were introduced to the HSS model during several site visits
- Key quality concepts selected for transfer:

  - Surgical/Hospital throughput plan
  - Hospital architectural/building design
  - Interdisciplinary Preop Patient Education Program
  - Infection Control Standards
  - Rehabilitation model

**Bridging the Cultural Gap**

Phase II (Next 24 months)

Selection of Workforce Development of:

- Clinical Pathway Design
- Preoperative Patient Education Program
- Nursing, Rehabilitation and Infection Control Protocols
- Anesthesia and Pain Management Protocols
- CQI Management, methods and implementation

**Preparation for Opening**

- Peer to peer discussions and workshops with staff
- Finalization of clinical pathway and protocols

**SWLEOC GOALS ACHIEVED**

- Reduction in hospital length of stay from previous 12 days to 5.6 days
- Reduction in post-op infection to 0.33% (UK average 9%)
- MRSA incidence 0%
- Improved patient participation in the recovery and rehabilitation process
- Improved pain management
- Improved patient satisfaction and compliance enhanced
- Improved communication between patient and healthcare team
- Patient satisfaction and compliance enhanced
- Improved patient participation in the recovery and rehabilitation process
- MRSA infection 0%
- Reduction in post-op infection to 0.33% (UK average 9%)
- Reduction in hospital length of stay from previous 12 days to 5.6 days

**Benefits for patients:**

- less waiting – a fully booked and scheduled service
- less chance of cancellations
- high quality dedicated service
- improved quality of life

**The center offers:**

- Presurgical screening
- 4 theatres with advanced infection control systems
- Preoperative patient education classroom
- Preoperative waiting area
- PACU – extended recovery room
- State-of-the-art inpatient wards equipped with physiotherapy satellites

On March 19, 2004, the SouthWest London Elective Orthopaedic Centre celebrated it’s official royal opening by Her Majesty The Queen accompanied by HRH The Duke of Edinburgh.