



# Virtual Patient Education and Engagement



CJR Comprehensive Care for Joint Replacement Model

Engaging and educating patients and their caregivers is key to success in the CJR model. Recent events, such as the COVID-19 pandemic, have presented hospitals with new challenges, and as a result some hospitals have shifted their patient education and engagement efforts to virtual platforms. This document outlines five strategies for virtual patient education and engagement, shared by CJR participant hospitals. Questions about these strategies? Engage with your peers and ask how they tackle virtual patient education and engagement on [CJR Connect!](#)

**Patient accountability, understanding, and engagement is the number one driver of success for total joint procedures.**

– CJR participant hospital

## Strategies for Virtual Patient Education and Engagement

### ★ Pre-recorded videos/classes

Some CJR participant hospitals have started sharing pre-recorded educational videos and/or joint classes with their patients prior to surgery. These videos can be accessible from many different avenues, including on a hospital's website, on YouTube, on online patient platforms, or on physical DVDs mailed to their home. Pre-recorded videos allow patients to watch at their own pace. One CJR participant hospital chose to include a quiz with their pre-recorded video, which the patient was required to take and pass with at least 80% accuracy. This allowed them to ensure that patients watched and comprehended the video.

### ★ Live video conferencing classes

In calls with the CJR Learning System, CJR participant hospitals have shared that they use video conferencing applications to host live virtual joint classes. Video conferencing with patients and their caregivers live provides an opportunity to confirm that patients' homes are safe for them post surgery. Often, patients require technical support in using video conferencing services, which presents an opportunity to engage the caregiver or family member in the pre-operation education and to assess how much support the patient will have post-surgery.

### ★ Telehealth physical therapy

One CJR participant hospital identified in-home telehealth physical therapy as a successful strategy that they have employed since 2019. Following discharge, a physical therapist from the hospital meets with the patient one to two times a week via a video conferencing platform. The hospital reported some initial hesitation from patients around this service, however over time, they have received very positive patient satisfaction survey responses.

### ★ Print reference/educational materials

CJR participant hospitals also note that patients appreciate and value physical reference/educational materials. Some began mailing pre-op notebooks, guidebooks, manuals, and other paper materials to patients' homes well in advance of their surgery and even the class, so patients can have them to reference throughout their entire pre-operative education process.

### ★ Online patient education platforms

CJR participant hospitals have reported using online patient education and engagement platforms to virtually connect with patients. The platforms are mobile applications as well as websites. They allow patients to:

- ◆ check in
- ◆ report signs and symptoms
- ◆ watch physical therapy videos
- ◆ send messages to the nurse navigators
- ◆ enroll caregivers and family
- ◆ access health information
- ◆ report any readmissions

