

## Enterprise Case Study

# Women's College Hospital

## Delivering mobile, patient-centric care

### About Women's College Hospital

Women's College Hospital is an independently governed hospital, recognized as the only "collaborating centre" in women's health in the Western Hemisphere designated by the World Health Organization. Their primary focus is to explore new and better ways to provide care to women and their families throughout their lives.

### 1. Challenge

More and more surgical patients are recovering at home instead of in hospital. Post-surgery complications often lead to additional hospital visits, readmissions and corrective procedures; in fact, surgical patients comprise Canada's second largest patient population of unplanned 30-day readmissions. As hospital service delivery shifts from inpatient to ambulatory care, real-time monitoring of patients post-discharge is essential.

Women's College Hospital in Toronto is an ambulatory care centre; its patients spend no more than 23 hours in hospital. The hospital needed to simply and effectively keep tabs on patients' recovery and avoid complications before scheduled clinic visits. According to Dr. John Semple, Surgeon-in-Chief, "The post-operative period is so neglected, it is like a black hole...We send patients out and then cross our fingers and hope things are good when they come back."

### 2. Solution

Rogers partnered with Women's College Hospital and mobile healthcare technology company QoC Health to develop a patient-centred software platform that uses mobile handheld devices to monitor patients post-discharge. Using smartphones or tablets provided by Samsung, surgical patients recuperating at home log on to the mobile QoC Health application each day and answer questions about their recovery. This update can include indicators for pain, nausea and anxiety, and patients can attach photos of their surgical wounds. Surgical staff log into a secure web-based portal and view patient recovery results each day.

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### Benefits

- › Improved care. "Using the QoC Health platform and mobile application resulted in fewer post-surgical follow-up visits, lower complication rates, decreased emergency department visits, fewer readmissions and decreased lengths of stay in hospitals."
- › Reduced cost. Mobile monitoring helped support the health system's shift from inpatient to ambulatory care, enabling shorter stays and home recovery—which is especially important for rural patients with limited access to care.
- › Extended healthcare reach. Mobile monitoring helped support the health system's shift from inpatient to ambulatory care, enabling shorter stays and home recovery—which is especially important for rural patients with limited access to care.
- › Richer data. More than 30,000 points of patient recovery data were collected, providing new insights to enable trending, benchmarking and best practices.

### In their words

"Rogers was engaged and supportive from the beginning as we launched this patient-centred mobile healthcare solution. As we moved from concept to design and production, the Rogers team provided expertise in networking and mobile technology."

*Dr. John Semple, Surgeon-in-Chief  
Women's College Hospital*