

The joint effort between the hospital, the patient, and their family is aimed at enhancing the results post heart surgery

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Introduction:

Bangkok Hospital Pattaya (BPH) started collaborating with local government hospitals in October 2020.

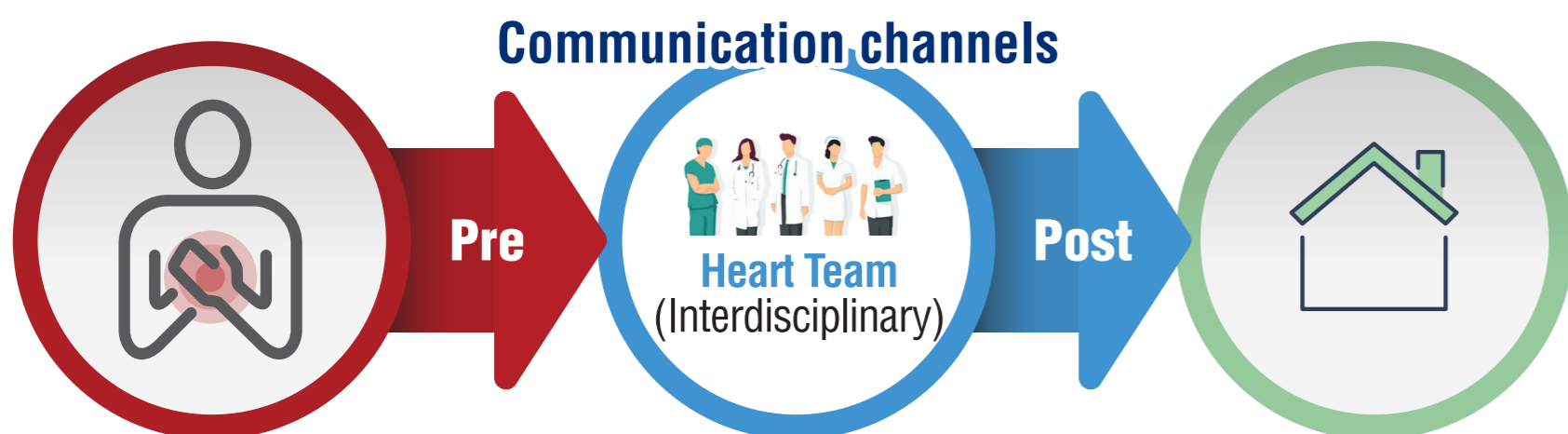
Goal:

Improve surgical treatment accessibility and reduce waiting times.

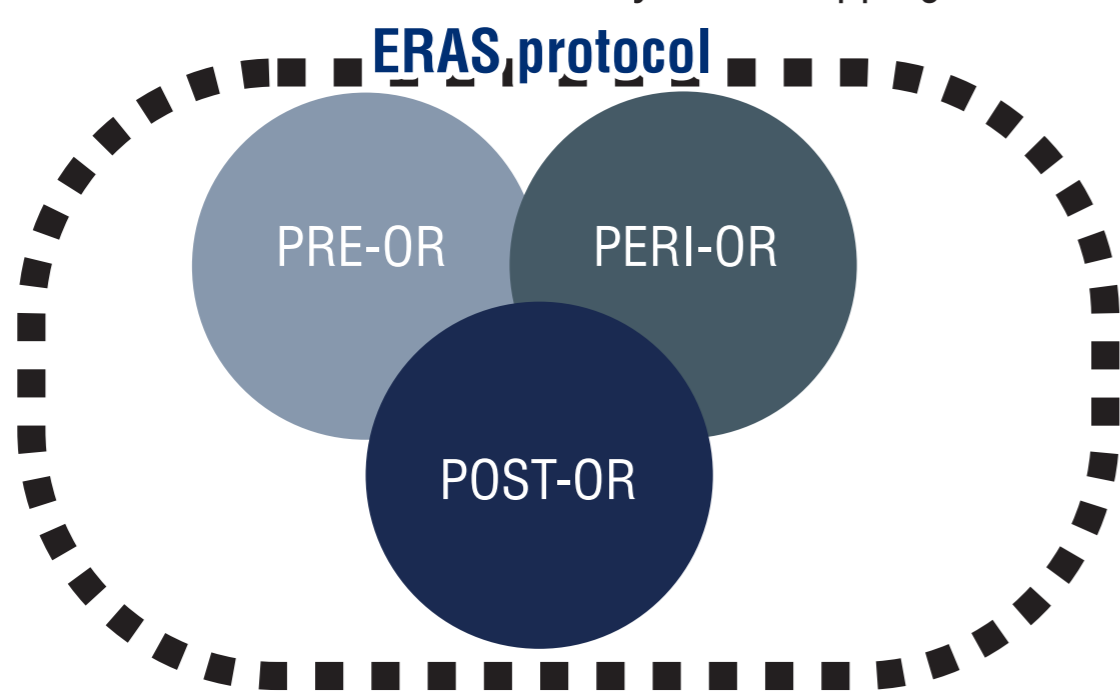
2022 saw the launch of “Value-based health care” for heart disease patients, considering the long home-to-hospital travel distances.

Methods:

Program: Interdisciplinary 'Enhanced Recovery. After Cardiac Surgery' program



Approach: Patient-centric care enabled by value mapping and service design



Features:

Communication

Streamlined communication with referring hospitals.

Telemedicine

Telemedicine for elderly patients and cost savings.

Pre surgery training

Pre-surgery rehabilitation through video and phone.

Online consultation

24/7 health consulting via LINE application for direct communication.

Post surgery plan

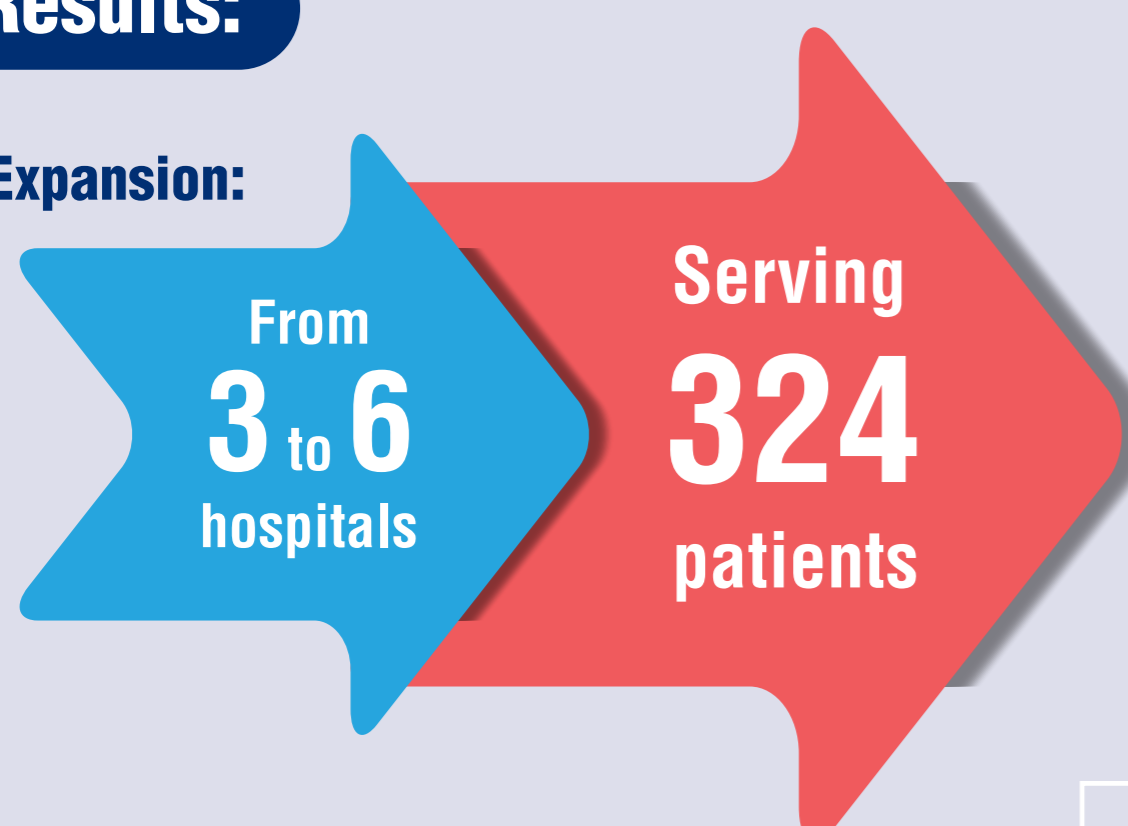
Online discharge plan for postoperative home care.

Monitoring

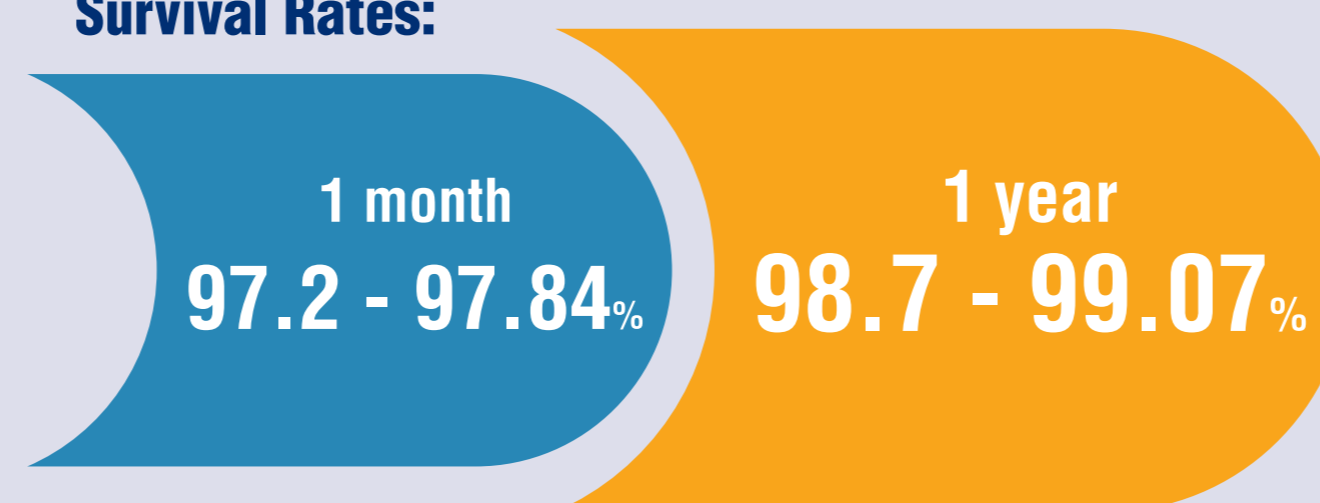
EuroQol tool, EuroQol Thermometer, and Usual Activity assessment.

Results:

Expansion:



Survival Rates:



LINE Application Use:

Critical for urgent consultations, wound monitoring, and psychological support.

Patient Survey Outcomes:



45% **59.77%**



Health status post 90 days

72.5% **79.44%**



Quality of life post-surgery

7 **6.5 days**



Average hospital stay

Conclusions:

- The program, in combination with technology, offers high-value care.
- Telemedicine reduces pre-surgery hospital visits.
- Line app enables effective post-discharge monitoring.
- Continuous refinement leads to better outcomes and cost savings.
- Collaboration with government hospitals expands the program's reach.
- Successful model for replication in other regions.

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