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

**Introduction:**
Bangkok Hospital Pattaya (BHP) 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

**Communication channels**

- Pre (Heart Team Interdisciplinary)
- Post

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

- ERAS protocol

**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.

**Results:**

**Expansion:**
From 3 to 6 hospitals

**Serving 324 patients**

**Survival Rates:**
- 1 month: 97.2 - 97.84%
- 1 year: 98.7 - 99.07%

**Patient Survey Outcomes:**
- 99% 99.33% return to activities in 3 months
- 30% 89.77% return to work in 3 months
- 45% 59.77% health status post 90 days
- 72.5% 79.44% quality of life post-surgery
- 7 6.5 days average hospital stay

**LINE Application Use:**
Critical for urgent consultations, wound monitoring, and psychological support.

**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.

**Sumalee Samakkanonthakan**
RN, M.N.S. (Adult Nursing)
Manager of Center of Excellence Heart (CoE Heart), Bangkok Hospital Pattaya