



EDMONDS ORTHOPEDIC CENTER

COMPLETE CARE FOR YOUR PATIENTS

- General Orthopedics
- Fracture care
- Sports Medicine
- Arthroscopy
- Minimally-invasive surgery
- Spine
- Shoulder & Elbow
- Hand & Wrist
- Hip & Knee
- Foot & Ankle
- Total Joint Reconstruction
- Physical Therapy
- Certified Hand Therapists
- Interventional Pain Management

EDMONDS ORTHOPEDIC CENTER SURGEONS

James A. Alberts, MD

Brian D. Cameron, MD

Darcy S. Foral, MD

L. Joseph Fowler, MD

Wren V. McCallister, MD

Jeffrey P. Remington, MD

Focus on Patient Satisfaction

AUGUST 2009

Patient Satisfaction

WHAT IS IT?

Patient satisfaction is a constant focus of the Surgeons at Edmonds Orthopedic Center. While the literature can show us objective parameters to measure successful outcomes after operative and non-operative treatment, at the end of the day, the patient's perception of their unique experience is a dominant driver of their overall level of satisfaction with their care. To that end, we work hard to ensure that every patient receives personal, professional and compassionate care.

HOW IS IT DIAGNOSED?

Satisfaction with healthcare services can be challenging to evaluate. Edmonds Orthopedic Center has selected the *American Medical Group Association's Patient Satisfaction Survey* as an instrument to help "diagnose"

our level of patient satisfaction.

The Edmonds Center for Outpatient Surgery also performs a random sampling satisfaction survey of postoperative patients.

Finally, we are introducing our Provider Satisfaction Survey. We would also like to hear from you about your patients' satisfaction with Edmonds Orthopedic Center.

HOW IS IT TREATED?

As fellow healthcare providers, we all face formidable challenges. Because of our Orthopedic specialization, and the focused nature of many musculoskeletal problems, we can often rapidly and efficiently arrive at a diagnosis and establish a treatment plan. Our challenge is to communicate that to each unique patient in a way that resonates with them.

Unexpected emergencies with

the need for urgent surgical treatment and complex problems can throw a wrench in the otherwise smooth flow of a clinic. We are constantly working to improve the quality of our interactions with our unique and diverse patient population.

WHAT TO DO NEXT?

We would like to hear from you about both your and your patients' experiences with Edmonds Orthopedic Center. In the coming weeks, you will receive a brief "Provider Satisfaction Survey".

We know you are busy and greatly appreciate your response and welcome any and all of your comments.

We are working hard for your patients and will continue to build on our tradition of personal, professional and compassionate care.

Provider Satisfaction Survey

As described above, we are asking for your help in evaluating the care we provide to your patients.

We will be sending a brief Provider Satisfaction Survey via SurveyMonkey.com and

appreciate the few minutes you spend to tell us about your and your patient's experiences with Edmonds Orthopedic Center.

While we have designed our survey questions to identify what we believe to be relevant

information, please tell us if we have missed something that is important to you and your patients.

Once again, thank you in advance for your time.

Edmonds Orthopedic Center.

