



## KEY QUESTIONS TO ASK when choosing an orthopaedic program







## ASK THE RIGHT QUESTIONS

so you can make the best choice

The vast amount of information available to you makes choosing an orthopaedic surgery center easier than ever. And dramatic developments in orthopaedic medicine have enhanced the surgical procedures that can alleviate pain and restore mobility for many patients.

As a result, patients no longer need to travel to large cities like Boston or New York to receive top-notch, state-of-the-art orthopaedic care.

While your choices may seem overwhelming at first, there are a number of things to keep in mind. Here are seven questions that can help you compare orthopaedic surgery centers and make the best decision.





## Does the surgery center have outcomes information available to me?

*Every orthopaedic surgery center tracks the quality of its outcomes based on surgical results, length of hospitalization, patient satisfaction, and other criteria. However, not all facilities share this information.*

### **Sharing outcomes**

At the Orthopaedic Institute of Central Maine (OICM), we're always ready to share outcomes and help you understand how our record compares to outcomes at other orthopaedic centers and hospitals.

### **See how our results measure up**

We encourage you to see exactly how our outcomes compare to national statistics at our website page, [www.oicm.cmmc.org/outcomes](http://www.oicm.cmmc.org/outcomes).

### **True Blue Distinction**

What's more, Blue Cross and Blue Shield has designated the OICM as a Blue Distinction® Center for Hip and Knee Replacement,® Only hospitals that have demonstrated expertise in delivering distinguished care in this surgical specialty merit this distinction.

Blue Distinction Centers are recognized for establishing a proven track record of delivering better overall outcomes for patients by meeting objective clinical measures developed with input from expert physicians and medical organizations.



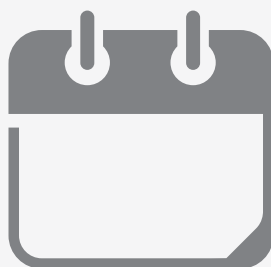
DISTANCE WALKED



BLOOD TRANSFUSIONS



PATIENT SATISFACTION



LENGTH OF STAY



DISCHARGE TO HOME



PAIN MANAGEMENT

***Our latest outcomes***

Finding specific information on these important indicators and others is as easy as visiting [www.oicm.cmmc.org/outcomes](http://www.oicm.cmmc.org/outcomes) online.

## 2

## Are all of the center's surgeons board certified?

*Board certification is the best measure of a physician's knowledge, experience, and skill. It sets a higher standard of excellence for physicians and surgeons beyond the basic license requirements to practice medicine.*

### **Exceptional surgeons**

Meeting the criteria for board certification demonstrates a physician's exceptional expertise in a particular specialty.

### **Board certification means excellence**

For orthopaedic surgeons, board certification is achieved through rigorous oral and written examinations given by the American Board of Orthopaedic Surgery. In addition, a program of periodic recertification based on continuing education and examination ensures that surgeons keep current in their specialty.

### **The top of the profession**

All of the surgeons at the OICM are board-certified by the American Board of Orthopaedic Surgery and fellowship-trained at major medical centers.

### **Measuring dedication**

The OICM surgeons have made an incredible, personal commitment to the profession and to their patients. It takes many long years of education, training, and experience to achieve board certification. That's dedication.

# 3

## Is the orthopaedic program fully staffed with orthopaedic specialists?

*It can be very comforting to know that every person involved in your care is an expert. At the OICM, every member of the OICM team is dedicated specifically to orthopaedic care.*

### **A total focus on orthopaedics**

In addition to our orthopaedic physicians and surgeons, members of our nursing staff are certified by the National Association of Orthopaedic Nurses. Our physical therapists and occupational therapists are also trained specifically in orthopaedics.

### **A total focus on you**

This focused expertise has allowed us to create our Core Connect Care<sup>SM</sup> system, which connects a handpicked orthopaedic team with individual patients.

This multidisciplinary care group includes surgeons, physicians, physician assistants, nurses, physical therapists, orthotists, case managers, social workers, dietitians, and pastoral caregivers — all dedicated to providing definitive care along the entire path from diagnosis through treatment and physical therapy to recovery.

# 4

## Does the orthopaedic program operate using a team approach?

*At the Orthopaedic Institute of Central Maine, having a truly unified team of clinicians and other professionals is central to our philosophy of providing superior care for our patients.*

### **Team strength**

At the OICM, we are the only orthopaedic group in Maine to take advantage of a team approach to patient care. Every patient is assigned a personal clinical team, which includes the attending surgeon, orthopaedic nurses, physical therapy professionals, and other key staff members.

### **Taking care personally**

Personal care means that a patient sees the same familiar faces throughout the entire process and experiences a caring, personal touch at every step of treatment and recovery. This special approach builds patient trust and reduces stress, thereby helping to speed the recuperative process.

### **Great teams, great scores**

We are in this together — you as a patient, we as medical professionals. You'll find that, as a result, the OICM routinely scores above the national average for patient satisfaction and positive outcomes.



## Core Connect Care<sup>SM</sup>

A fully collaborative, start-to-finish approach to orthopaedic care.

### Referral & Diagnosis

Personal physician referral  
to CMO for orthopaedic assessment

If CMO recommends  
in-hospital surgery, the patient is scheduled  
and admitted into the OICM

### Treatment & Surgery

Dedicated unit,  
staffed just for orthopaedics

A full team is assigned to  
the patient, including a surgeon,  
nurses, and other clinicians

### Physical Therapy

Before and after surgery  
to speed return to normal activity

The entire team, including  
PTs, assist in exercise and other regimens  
to promote faster healing

### Recovery

Post-care, including family  
with discharge follow-up planning

Resume normal activity  
with continued follow-up with patient, family,  
primary physician, and the OICM staff



### Core Connect Care

The only fully dedicated, orthopaedic-focused continuum of care available in Maine.

# 5

## Does the orthopaedic program have a strong patient education program?

*Being well informed about your diagnosis, surgery, recovery, and physical therapy — on all aspects of your orthopaedic care — will play a very important role in delivering positive results.*

### **Committed to patient education**

At the OICM, we offer patients and their family members educational and support services that are important to optimum rehabilitation and recovery.

### **A comprehensive guide**

Our award-winning guide to hip and knee joint replacement provides detailed information about all aspects of the upcoming procedure. The guide is also available to patients via the web.

### **Patient classroom time**

We also conduct small but informative joint replacement classes and discussions. All patients and their family members are invited and encouraged to attend.

### **PATIENT KITS INCLUDE:**

- Individual, post-surgical instruction in walking with assistive devices and/or braces
- Tips and advice for preparing a home for a patient's safe recovery
- Instruction in self-care skills like bathing, dressing, etc.
- Exercise training on restoring motion and strength at home
- Information on post-discharge rehabilitation services, such as home health therapy or outpatient therapy



# 6

## Do they offer in-unit physical therapy?

*Orthopaedic physicians will often prescribe an expert physical therapy program to promote successful recovery. An in-unit or on-site physical therapy facility lets your orthopaedic physician or surgeon monitor your immediate post-surgery progress closely and allows your physical and occupational therapists to consult with your doctors in a timely fashion.*

### **The OICM's unique facility**

The OICM is the only facility of its kind in Maine, integrating all orthopaedic services and care in one, single-focus, single-floor hospital unit. This includes rehabilitation facilities, adjacent to our private patient rooms, which have been specifically designed to support the first stages of recovery.

### **The road to recovery**

Because we have rehabilitation facilities right on the OICM unit that are specifically designed to support the initial states of recovery, our patients go home sooner and are further along with their recovery when they do.



## Do they have a patient aftercare program?

*We firmly believe — and our outcome metrics demonstrate — that our team approach helps patients return to everyday life faster and, in most cases, with pain-free mobility.*

### **The OICM's aftercare**

After you are discharged from the hospital, our outpatient therapists work closely with the OICM team to ensure a safe and accurate continuation of your rehabilitation plan, and they provide timely updates about your progress to your surgeon.

### **The secret to recovery**

A patient commitment to being actively involved in the recovery process is very important. At the OICM, we have years of experience in coaching and encouraging patients to follow through and succeed in getting better, faster.

### **Our aftercare partners**

The OICM-affiliated therapy programs are available at:

- Central Maine Medical Center
- Bridgton Hospital Physical and Occupational Services
- Rumford Hospital Physical and Occupational Services



## What questions do YOU have?

Throughout the process of determining your orthopaedic surgery options, you are bound to have questions of your own. And you certainly are entitled to have all of your questions answered satisfactorily by any surgical facility you consider.

For more information, call 207.344.2288. We firmly believe — and our outcome metrics demonstrate — that our team approach helps patients return to everyday life faster and, in most cases, with pain-free mobility.

And we're here to help you. Get better, faster at the OICM.

## Introduction



[www.oicm.cmmc.org](http://www.oicm.cmmc.org) | 207.344.2288

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