



FEEL BETTER DO MORE

Quality & Outcomes Report
2013



LETTER FROM THE MEDICAL DIRECTOR

At Panorama Orthopedics & Spine Center, our goal is to provide patients with the best and safest care possible. All of our highly trained physicians focus on just one thing: musculoskeletal care. For our patients, that specialization means they are treated with more skill, more experience and a better understanding of their needs. And though our group of 30 physicians may focus on different parts of the body, our commitment to quality, safety and improvement is the same.

Throughout our organization, we constantly evaluate things that lead to better, safer care. For example, our clinical leadership group meets monthly to review not only the quality of our care but also patient satisfaction. That means we measure everything from our patients' abilities to return to their favorite activities to our physicians' abilities to explain things clearly.

We're serious about improving the quality of life for our patients. That's why we are proud to be among a select group of private orthopedic physicians nationwide that publicly reports patient outcomes. We not only want to provide the best care, but we also want to share with the community how we're doing. This brochure is just one part of our commitment to continuous improvement.

We understand that many patients come to us because an illness or injury is causing pain and/or limiting their activities. Our goal is to reduce pain and improve function. We use conservative treatment options when possible, and we recently expanded our non-operative services to include two doctors who specialize in physical medicine and rehabilitation.

Sometimes surgery is necessary, and our highly trained physicians are dedicated to providing patients with the best outcomes. The data in this report show our patients experience a significant reduction in pain and improvement in their abilities to complete daily activities, as well as participate in sports and hobbies.

We believe transparency plays an important role in improving access to quality health care. You can expect to hear more from us as we carry out our ongoing commitment to providing the best and safest care possible. We look forward to your feedback.

Dr. Walter G. Robinson

Medical Director, Panorama Orthopedics & Spine Center



LETTER FROM THE BOARD PRESIDENT

There are big changes coming in health care. Through all the debate, one thing is clear: Health care providers must deliver high-quality care at an affordable price.

This is nothing new at Panorama Orthopedics, where we take pride in being on the “front lines” of some of the major changes in health care. We have a long track record of delivering high-quality orthopedic care. But we’re also constantly examining how we deliver that care to provide the best service and value to our patients.

We’ve done that by forging strategic partnerships with organizations that share our commitment to excellence. This type of integration sometimes means working side-by-side with other providers under one roof. More importantly, it means every member of your health care team — from schedulers to physicians — working together for you. Some of our partnerships include:

- **OrthoColorado Hospital** Working with Centura Health, we opened OrthoColorado Hospital three years ago. Denver’s first orthopedic specialty hospital, OrthoColorado continues to lead the way when it comes to clinical outcomes and patient experience.
- **Panorama Physical Therapy** Panorama’s physical therapists, who work closely with our physicians, are uniquely equipped and prepared to make your therapy experience effective and efficient.
- **Golden Ridge Surgery Center** Located at our Golden campus, Golden Ridge Surgery Center is an outpatient surgery center that specializes in orthopedic procedures. This specialization and collaboration with our doctors leads to better results.
- **Advanced Medical Imaging (AMI)** Our close relationship with AMI, which is also located on our Golden campus, makes it easier for patients to schedule the imaging exams they need.
- **Panorama Medical Equipment** Your physician may recommend equipment to help you in your healing process. Whether it’s a brace or a walker, we work only with the best vendors and make it easier for you to get what you need when you need it.

Now more than ever, you can count on Panorama to deliver the highest level of orthopedic care in the Denver area and in Colorado. We strive to be better for you by being efficient, exceeding your expectations and helping you return to your best life possible.

A handwritten signature in black ink, appearing to read 'Dr. Thomas Frierhood'. The signature is stylized and fluid.

Dr. Thomas Frierhood

President, Panorama Orthopedics & Spine Center



JOINT REPLACEMENT CARE

Crooked knee? Painful hip? Stiff joints? As people stay active longer, more of them are experiencing disability and pain from arthritis. **Our goal is to help patients regain or maintain their functional independence and improve their quality of life.**

Patient support begins with patient education, including a discussion about the available treatment options. Our goal is to use conservative treatment options to keep patients active. If surgery is necessary, it is performed at the only orthopedic specialty hospital in the state, **OrthoColorado Hospital**. Patients' comfort and peace of mind are top priorities for

our specialized team, which includes orthopedic anesthesiologists, orthopedic nurses and staff.

Our nationally recognized commitment to the highest quality of service has paid off. Patients at OrthoColorado average hospital length of stays significantly shorter than the national average (**2.2** days for total hip replacements and **2.3** days for total knee replacements).

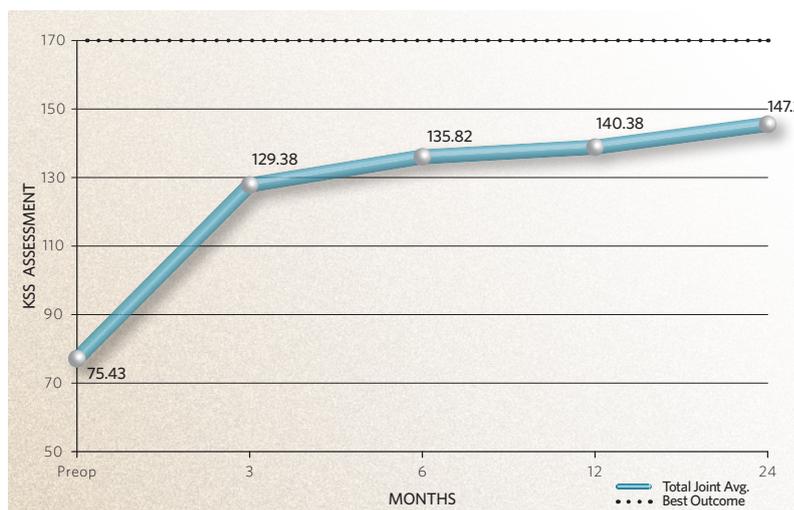
PRIMARY TOTAL KNEE REPLACEMENT



Pain Intensity Analog Score

This research instrument is used to measure a person's pain for specific conditions. Patients assess and report their pain based on a scale of 0-10, with zero indicating no pain. A lower score indicates less pain.

Panorama patients undergoing primary total knee replacements report an average of **81.8 percent** reduction in pain at two years, compared to their pre-surgery pain score.



Knee Society Score (Knee Replacement Specific Functional Survey)

The Knee Society Score is used to evaluate patients undergoing a total knee to measure both pain and function, including the ability to stand, walk and climb stairs.

A higher score indicates a higher-functioning patient, which is why you see the line trend up as it moves to the right. After 24 months, patients at Panorama average a **95 percent** improvement in their functional ability.

BOB OCHSE

“Although I wasn’t the only patient there, I kind of felt like I was because of the way they treated me.”



PATIENT ❖ Bob Ochse
SURGEON ❖ Dr. Patel
PROCEDURE ❖ Total hip replacement

After Bob Ochse had hip replacement surgery with Dr. Nimesh Patel, he felt so good he decided to retire.

“Dr. Patel definitely changed my life,” Bob said. “Not living in pain gives you a whole new outlook on what each day can be. It gave me an energized look at what retirement could be — playing golf, doing things with my kids and grandkids. It feels like he gave me part of my life back.”

Before his surgery, even the simplest of activities — like tying the laces on his shoes, getting dressed and climbing stairs — were difficult and painful.

“I had to learn a different way to put my left shoe on because I couldn’t cross my legs so I had to stretch my leg out on a chair,” he said. “I was unable to walk the golf course so I rode in golf carts. My hip would be uncomfortable for days after any physical activity.”

Working was also painful. Bob’s job selling medical equipment required him to spend hours in the car each day.

“Just trying to find a comfortable spot sitting in the car was a challenge and so was sleeping if I got in the wrong position,” he remembers.

On top of that, Bob said he didn’t get enough exercise so his weight continued to go up, which made his hip worse.

“After three or four years, I decided that it was time to get my hip done,” he said. “Now I’m sorry that I waited so long to do it.”

Bob’s career brought him into contact with many different doctors and hospitals, but he chose Panorama for his surgery.

“Everyone was extremely professional, from the people in the front office to the physicians,” he said. “Although I wasn’t the only patient there, I kind of felt like I was because of the way they treated me.”



SPORTS MEDICINE

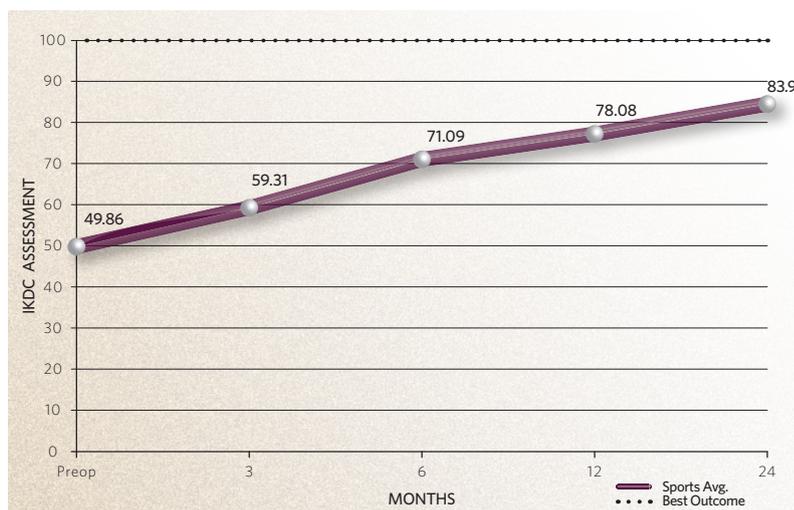
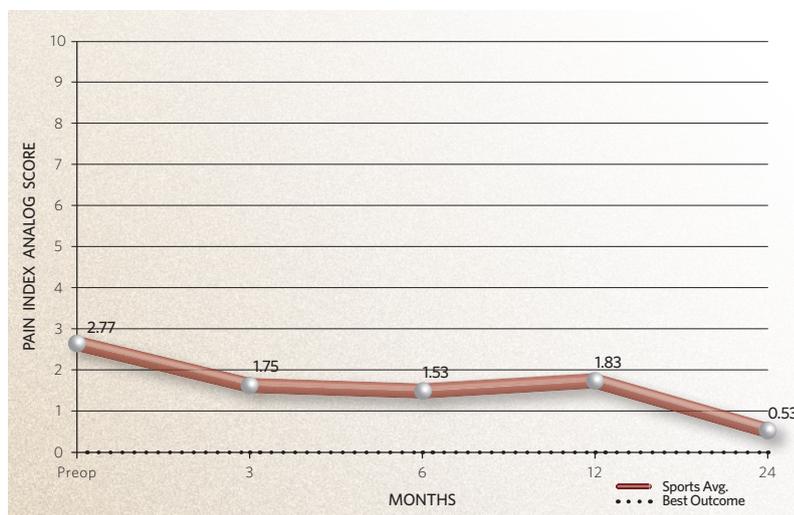
When your body struggles to keep up with your demanding lifestyle, the Panorama sports medicine service is here to help. Our sports medicine team includes an elite group of nine orthopedic sports physicians, along with an array of physician assistants, sports-specific physical therapists and other staff.

From weekend warriors to collegiate and professional athletes, our goal is to get you back in the game! **Our sports medicine specialists serve as team doctors for the U.S. Ski Team, USA Rugby and the Colorado Special Olympics, while partnering as the primary orthopedic**

consultants for Regis University, Metropolitan State University of Denver, Johnson & Wales University and the Colorado School of Mines. Panorama also supervises the Jeffco Public Schools athletic trainers program.

Our love for athletics and orthopedics also has led our doctors to take a lead locally and regionally in establishing guidelines and standards of care for athletes. Our sports medicine physicians are experts in providing state-of-the-art clinical and surgical care for athletes of all ages.

ACL RECONSTRUCTION



Pain Intensity Analog Score

This research instrument is used to measure a person's pain for specific conditions. Patients assess and report their pain based on a scale of 0-10, with zero indicating no pain. A lower score indicates less pain.

Our ACL reconstruction patients experience a progressive improvement in symptoms. At two years, the average patient reports pain levels that are **81 percent** improved with a return to sports.

IKDC Score

(Knee Specific Sports Functional Score)

The International Knee Documentation Committee (IKDC) Form is used to assess knee function in sports and athletic patients. With a maximum score of 100 points, the form includes 18 questions examining pain, daily function and sports performance.

The higher the score, the more a patient is able to complete strenuous activities, including sports. That is why you see the line trend up as it moves to the right. Following ACL reconstruction at Panorama, our patients report an average functional improvement of **84 percent** of normal with their return to sports.

STEVIE SEEWALD



“I’ll be back to see Dr. Robinson again. I wouldn’t think of going anywhere else. It’s not just what he does, but how he treats people, and that’s pretty darn important.”

PATIENT ❖ Stevie Seewald
SURGEON ❖ Dr. Robinson
PROCEDURE ❖ Torn meniscus repair

While serving as the caretaker for her mother, Stevie Seewald met plenty of doctors. It’s part of the reason she was so impressed with Panorama’s Dr. Mitchel Robinson.

“He’s just a good guy,” Stevie said. “He cared that I was miserable, and he cared that I was scared, and he made all of that go away. After seeing everything with my mom, I know that is not always what happens.”

Stevie tore the meniscus in her knee while carrying toys for her company’s annual Christmas charity.

“I was simply going down the steps with a bag of toys in my arms, and when I reached the bottom my body turned and my knee suddenly had this excruciating pain and went out from under me,” Stevie remembers. “I joke that after that, it was like my knee was possessed! One day it would be completely fine, then I’d be walking across the floor and it would give out.”

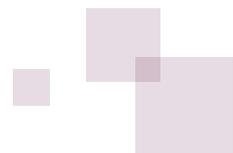
Stevie spent several months living with the pain and struggling to complete everyday activities like gardening and getting in and out of her car. At times it was even difficult to find a comfortable sitting position.

Finally, she called Panorama.

Stevie’s surgery addressed her torn meniscus, but she will eventually need a knee replacement.

“My knee feels really great now, but what I love about Dr. Robinson is that he told me that I wasn’t going to have the knee I wanted because that’s impossible,” she said. “I’m going to need a new knee someday, but I’m good with it because Dr. Robinson explained what I could expect in the future, and explained my options long before I need to know them.”

“When the time comes, I’ll be back to see Dr. Robinson again. I wouldn’t think of going anywhere else. It’s not just what he does, but how he treats people, and that’s pretty darn important.”





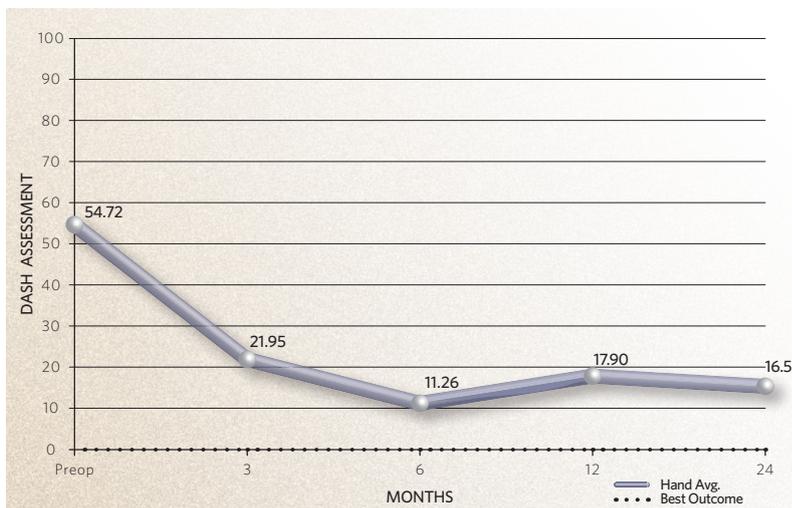
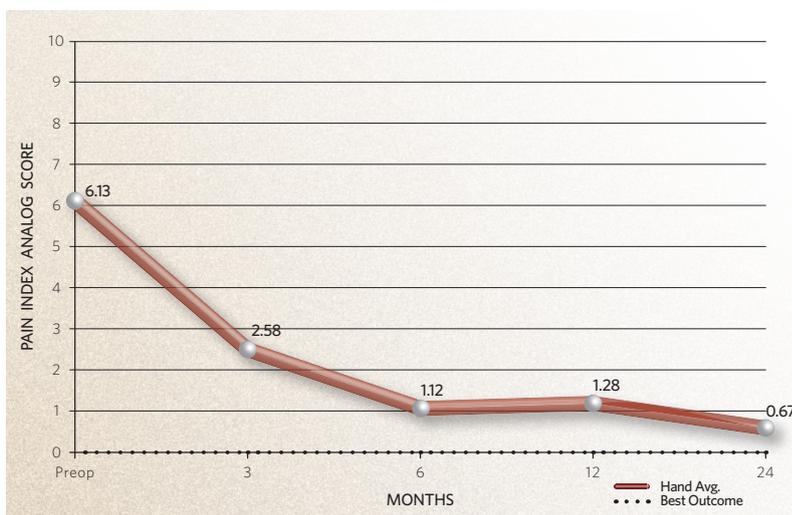
HAND & ELBOW CARE

Fingers, hands, wrists and arms are critical for every daily activity. Our team of specialty-trained physicians, hand therapists and staff work together to improve your function and quality of life.

Our hand and elbow physicians treat all forms of traumatic, inflammatory, arthritis and overuse conditions. Our physicians design customized treatment plans based on individual needs. We use non-surgical/conservative treatments when appropriate, with surgery being reserved for patients when necessary.

Our highly experienced physicians perform surgeries ranging from simple carpal tunnel releases to complex reconstructions of the fingers and hand. Minimally invasive techniques, arthroscopic approaches and traditional "open" procedures are matched to the specific needs of patients.

CARPAL TUNNEL RELEASE



Pain Intensity Analog Score

This research instrument is used to measure a person's pain for specific conditions. Patients assess and report their pain based on a scale of 0-10, with zero indicating no pain. A lower score indicates less pain.

Patients undergoing surgery for carpal tunnel release experience more than a **90 percent** reduction in pain at two years.

QuickDASH (Hand & Upper Extremity Specific Functional Score)

The Quick form for the Disabilities of the Arm, Shoulder and Hand (QuickDASH) asks patients about their hand and arm symptoms, including daily functional and recreational tasks. The score ranges from 0-100, with zero indicating no disability with full painless function. A lower score indicates patients can do more with less pain.

Patients undergoing carpal tunnel release at Panorama reported an average **80 percent** reduction in pain by six months.



MIKE QUEEN

“If there’s an issue with your hand, there’s no one better than Dr. Rowland. He takes time with you and tries to understand what you’re up against.”

PATIENT ❖ Mike Queen
SURGEON ❖ Dr. Rowland
PROCEDURE ❖ Reconstructive hand surgery

By the age of 52, Mike Queen’s hand was so badly damaged that he couldn’t bend some of his fingers or make a fist. It was difficult to do even the most basic activities.

“It was very frustrating, very frustrating,” Mike said. “The simple things were hard to do — like trying to pick up change off of a counter. It was hard to write, it was hard to turn pages. Even something as simple as holding onto the steering wheel of the car was tough.”

Mike had always been active playing sports and mountain biking, fly fishing and golfing. It was while playing flag football in a tournament that he broke several fingers on his right hand.

The surgery, performed years later to correct the fingers, was not done correctly and caused Mike’s hand to become deformed. He then went to Panorama and saw Dr. Edmund Rowland for reconstructive hand surgery.

“If there’s an issue with your hand, there’s no one better than Dr. Rowland,” he said. “He is one of the few doctors who actually takes time with you and tries to understand what you’re up against. He put a lot of time and thought and true effort into deciding how to approach the problem with my hand and how to fix it.”

Mike’s hand is now fully functional again.

“This was a life changer; it truly was,” he said. “I’m back to doing the things that I did before my hand was destroyed. It doesn’t even bother me any more.”

He even helped finish his son’s basement so that his oldest grandson could finally have his own room.

Says Mike, “I never could have done that prior to going to Panorama.”



FOOT & ANKLE CARE

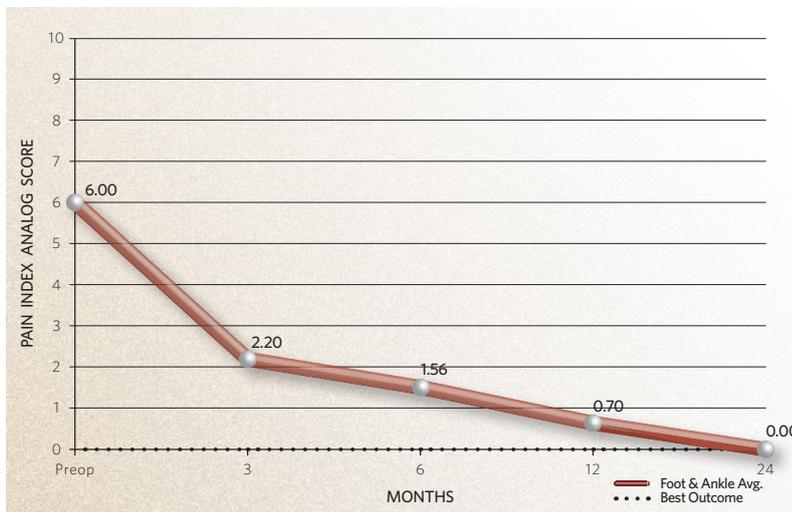
From your toes to your knee, our fellowship-trained orthopedic foot and ankle physicians are specially trained to address ALL of your needs.

Whether it's from running, walking or standing — your feet and ankles take a beating over time. Our four foot and ankle physicians combine their specialized training with their orthopedic trauma experience to provide comprehensive and advanced treatment options to our patients and the community. We are proud sponsors of the Colorado Special Olympics

Summer & Winter Games, providing foot and ankle care to athletes statewide.

Education remains a top priority for our orthopedic foot and ankle physicians. Both locally and nationally, they lead discussion groups, give lectures, publish articles and write book chapters that are used throughout the medical and orthopedic fields. Through their work, they have collaborated with physicians to organize and teach foot and ankle procedures in the United States and abroad.

ACHILLES TENDON REPAIR



Pain Intensity Analog Score

This research instrument is used to measure a person's pain for specific conditions. Patients assess and report their pain based on a scale of 0-10, with zero indicating no pain. A lower score indicates less pain.

Our patients undergoing Achilles tendon repair at Panorama experienced a **100 percent** decrease in their pain two years after their surgery.



Modified AOFAS Function (Foot and Ankle Specific Functional Score)

The Modified version of the American Orthopaedic Foot and Ankle Score (Modified AOFAS) is an international score used to assess and monitor the progress of patients after foot and ankle surgery. It measures pain and function of the foot and ankle, looking at the ability to walk on different surfaces, walking distance and the effects on gait. A higher score indicates less pain and an increase in function, which is why you see the line trend up over time.

At Panorama, our patients who underwent repair of the Achilles tendon experienced a **171 percent** improvement in function by year two.

AMANDA MILLER



“Dr. Murken at Panorama was the first doctor to ever tell me, ‘I can fix this problem.’ This surgery was a miracle for me.”

PATIENT ❖ Amanda Miller
SURGEON ❖ Dr. Murken
PROCEDURE ❖ Corrective foot surgery

For college student Amanda Miller, being able to walk without pain and without her ankle constantly slipping out of place is a miracle.

“I was getting so frustrated that all of the therapists and doctors I went to couldn’t help one little bit,” Amanda said. “Dr. Murken at Panorama was the first doctor to ever tell me, ‘I can fix this problem.’”

As an infant, Amanda had a stroke that caused her left ankle and foot to be incorrectly positioned. When she walked, her foot would land unevenly, with most of the pressure on the outside of her foot.

“I was always twisting my ankle on cracks in the sidewalk or on the grass,” Amanda remembers. “I could never move my toes before, and I could barely balance on my left leg.”

Amanda received corrective surgery at Panorama after Dr. Roger Murken explained that he could help reposition her foot to make it easier for her to walk and balance.

“I call it a surgery of a lifetime because I couldn’t do half of the things before that I am able to do now,” Amanda says.

Now she can move her toes and lift up her foot more. She can walk longer without her foot hurting and doesn’t

worry about walking on rocks and twisting her ankle. She even goes hiking.

Amanda said she’s glad her primary care physician told her about Dr. Murken.

“He was friendlier than most doctors, and he knew when to be serious and when to joke and make you laugh,” Amanda said. “He made me feel comfortable about everything he was doing. I am more than happy with his work.”

“This surgery was a miracle for me.”





SPINE CARE

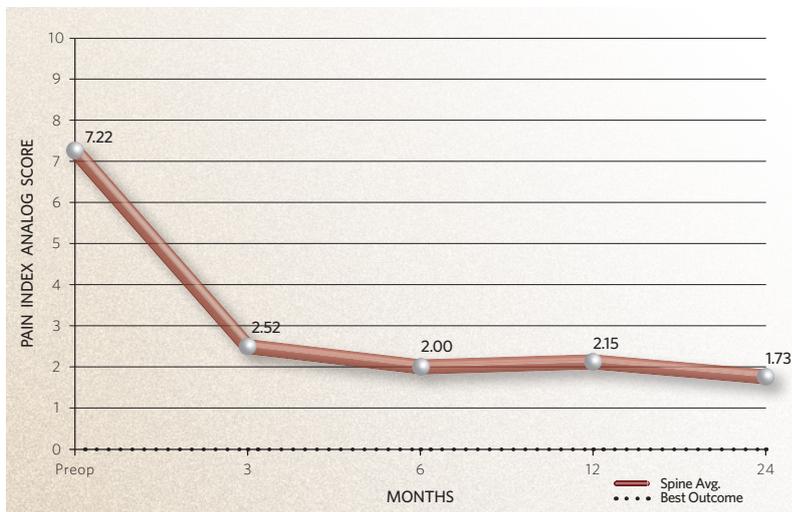
Our spine department handles all types of injuries and conditions, from basic spine injuries to complex spinal deformities. **We serve Colorado and the Rocky Mountain region as the state's premier spine and trauma referral center through our work at OrthoColorado and St. Anthony Hospital.**

Our comprehensive approach to spine care involves a team of four spine physicians, two physiatrists specializing in non-surgical care and spine-specific physical therapists. Major cases are reviewed weekly by the spine team to determine the best course of treatment for individual patient needs. If conservative

treatments fail, our highly experienced team is able to offer advanced surgical treatments, including minimally invasive options.

Education, research and physician training are hallmarks of our spine team. Leading the way with FDA-approved clinical studies, research grants and patient education, our six spine specialists are known as experts in their field both nationally and internationally.

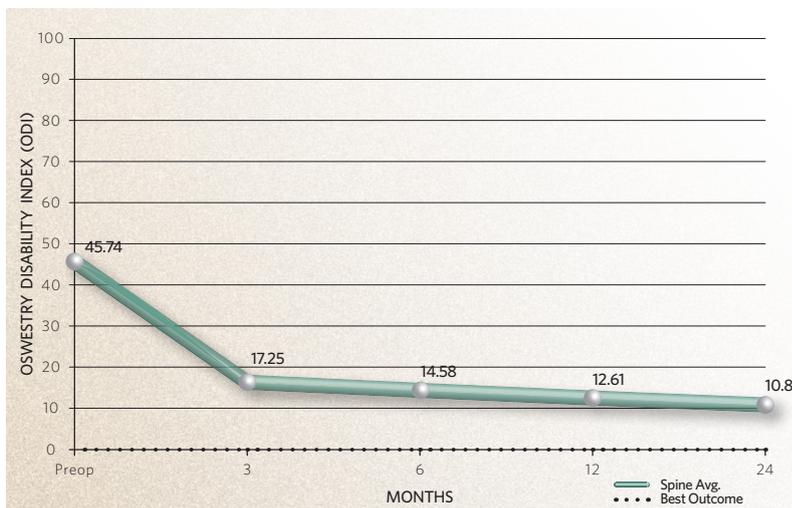
POSTERIOR LUMBAR FUSION



Pain Intensity Analog Score

This research instrument is used to measure a person's pain for specific conditions. Patients assess and report their pain based on a scale of 0-10, with zero indicating no pain. A lower score indicates less pain.

Panorama patients requiring a primary posterior lumbar fusion report a dramatic reduction in their pain, which is more than **76 percent** less two years after surgery.



Oswestry Disability Index (Spine Specific Functional Survey)

The Oswestry Disability Index is based upon a patient questionnaire, assessing how back pain affects a patient's ability to manage in everyday life. The questionnaire addresses everything from daily activities (standing, sleeping, personal care, etc.) to traveling and to participation in their social lives.

This questionnaire represents a percentage score — the lower the score the better a patient is doing and the less disability they experience. Following primary lumbar fusion surgery, Panorama patients report a **76 percent** improvement in their ability to carry out daily activities.

ERIC WORTHAN

“I experienced in a really positive way the concern everyone has for patients. I’m proud of what we deliver, and I believe in what we deliver. I wouldn’t send my family anywhere else.”



PATIENT ❖ Eric Worthan
SURGEON ❖ Dr. Wong
PROCEDURE ❖ Spinal fusion

As CEO of Panorama Orthopedics & Spine Center, Eric Worthan spends a lot of time working with doctors and staff on how to provide the best orthopedic care. Earlier this year, he gained another perspective on that work — that of a patient.

It started out as a stiff neck and a twinge in his shoulder. But then a round of golf during a trip brought on pain that made it impossible to even sit through a meeting.

“It didn’t feel right, and then the next morning I couldn’t move,” Eric said. “I was in unbelievable pain. The flight home was awful.”

Panorama doctors quickly ordered tests that showed a herniated disk in his neck, and Eric immediately began to pursue conservative treatment options. But things didn’t improve, and his quality of life — both at home and at work — continued to suffer.

“I was miserable. I couldn’t sleep,” he said. “And not being able to do stuff with the kids — even just playing catch — was really becoming a big deal.”

At Panorama, surgery is always a last resort. In Eric’s case, he was able to turn to trusted friend and colleague,

Dr. Douglas Wong, to discuss his options. Together they decided surgery was the best way for Eric to get his life back.

“I have complete trust in Dr. Wong so I went in with a high level of confidence and high expectations,” Eric said. “Dr. Wong is a really funny guy, but he takes his clinical role really seriously. It was great to see the two sides blend together.”

The surgery was a success, and Eric is pain free and back to playing catch with his son. The experience, he said, has made him even more proud of what happens at Panorama Orthopedics.

“I experienced in a really positive way the concern everyone has for patients,” he said. “I’m proud of what we deliver, and I believe in what we deliver. I wouldn’t send my family anywhere else.”



MINIMALLY INVASIVE SPINE CARE



BRIAN LAMBERT

“I did get a second opinion, but I didn’t get the same comfort level as I had with Dr. Loutzenhiser. He was really good with understanding who I was, what I wanted to do and why this surgery was the right thing for me.”

PATIENT ❖ Brian Lambert
SURGEON ❖ Dr. Loutzenhiser
PROCEDURE ❖ Minimally invasive spinal fusion

Brian Lambert has always lived life to the fullest, which is why it was a struggle when back pain forced him to limit his activities.

“I consider myself a weekend warrior. I love to bike, hike, snowboard and ski,” Brian said. “I was at 110 percent, and going down to zero was a real struggle for me — not just physically, but also for my mental state.

“It was debilitating.”

At the age of 43, Brian aggravated a previous back injury in the Leadville 100 Mountain Bike Race.

“From then on I was in a fair amount of pain, and it kept getting steadily worse,” he remembers. “I tried anything and everything to get away from the pain.”

After talking it over with his physician, Dr. Loutzenhiser at Panorama Orthopedics, Brian decided to first pursue conservative treatments. About a year later, the two discussed minimally invasive spinal fusion, which utilizes microscopic instruments to reduce muscle and tissue disruption.

“Dr. Loutzenhiser was very forward about the fact that surgery should be a last resort,” Brian remembers. “I did get a second opinion, but I didn’t get the same comfort level as I had with Dr. Loutzenhiser. He was really good with understanding who I was,

what I wanted to do and why this surgery was the right thing for me.”

Even though Brian wishes he hadn’t needed the surgery, he’s happy with his decision.

“That minimally invasive surgery is amazing. It’s pretty incredible how small my scars are and how quickly they healed,” he said. “Even though the surgery was no fun, I’m very glad I did it.

“Before it was a major burden on my wife that I couldn’t do things. Now, I’m part of the family again: I can take out the trash, I can take my dogs for a walk, I’m even running a little and biking again. I’m not constantly angry or frustrated, and I have a better outlook on life.”



TRAUMA CARE

PATIENT ❖ Ed May
SURGEON ❖ Dr. Desai
PROCEDURE ❖ Pelvis and hip reconstruction

It was not that long ago that Ed May was in the emergency room with traumatic injuries, thinking that he had just made the worst mistake of his life.

“I was racing my 16-year-old grandson on a mountain bike, and I caught the little bugger and overtook him,” Ed, an impressively active 74-year-old, remembers with a smile. “I did a victory wheelie, and the first one was terrific, but the second one was a disaster.”

Ed’s fall pushed his leg into his pelvis, which shattered, and it cracked one of the vertebrae in his spine and fractured his collarbone. Panorama’s Dr. Bharat Desai performed a lengthy reconstructive surgery to rebuild Ed’s pelvis and hip.

Ed considers the surgery a miracle.

“I’ll never forget the absolute astonishment when I returned to skiing. The first time I was on the mountain, I looked down, and I actually wept,” he said. “I was up there again, standing on my two legs, and I couldn’t believe it. I owe it to Dr. Desai and his medical team.”

Ed will probably never do another wheelie, but he is back to skiing, hiking, jogging and chasing after his grandkids.

“It was a beautiful, professional job from A to Zed, as we say in England,” he said. “I’m living proof that these guys can put you together and you can enjoy years more of quality life.”

He credits his full comeback to his medical care and encouragement from his family.

“I can’t say anything but positive things about Panorama or Dr. Desai,” Ed said. “I’d love to see him again and be able to personally thank him and say, ‘Doc: Well done, well done. Thank you!’”



ED MAY

“Dr. Desai performed a miracle on me. It was a beautiful, professional job from A to Zed, as we say in England. I’m living proof that these guys can put you together and you can enjoy years more of quality life.”



NON- OPERATIVE CARE

MISSY SMITH

“Sometimes you go to a doctor’s office and you feel like you’re on the clock, but I never feel like that at Panorama. Dr. Knight has always given me time to talk if I have questions. I never feel rushed.”

PATIENT ❖ Missy Smith
PHYSICIAN ❖ Dr. Knight
PROCEDURE ❖ Injections for pain relief

Almost five years ago, Missy Smith was simply in the wrong place at the wrong time.

She and her husband were watching a hockey game when another hockey fan fell and landed on her. The accident caused instability in her spine that resulted in pain, migraines and sensitivity to light.

“It made it hard to function,” Missy explains. “Everything became a challenge, even something as simple as driving or taking the dogs for a walk.”

Missy was not a good candidate for surgery but was able to find relief from her pain when she began non-operative treatment with Panorama’s Dr. Karen Knight.

“The plan that we have now is working,” Missy said. “These treatments make me feel much better, and they make the migraines go away. It has given me my life back. I feel so fortunate that I have a doctor who understands and knows what works.”

Missy and her family have been loyal to Panorama for almost 10 years now.

“Dr. Knight has a very calm way about her, and she inspired a lot of confidence from the moment I met her. She just came off as very intelligent,” Missy remembers. “She was thorough, very kind and she explained everything really well. I knew I was in good hands.”

“Sometimes you go to a doctor’s office and you feel like you’re on the clock, but I never feel like that at Panorama. Dr. Knight has always given me time to talk if I have questions. I never feel rushed.”

Missy said she is grateful that she doesn’t have to miss out on activities with her family. Together, they do water sports and spend time in the mountains hiking and skiing.



PHYSICAL THERAPY

PATIENT ❖ Doug Hill
PHYSICAL THERAPIST ❖ Kelly Donathan
PROCEDURE ❖ Rehab following total knee replacement

One of the most important things to Doug Hill is spending time with his family. But a bum knee kept him from enjoying activities most people take for granted.

Before becoming a pastor, Doug played football in high school and college and suffered knee damage that landed him in multiple surgeries.

“I have done physical therapy throughout my life at numerous institutions across the country and far and away, my best experience was at Panorama,” he says. “I have no reservations about referring people there.”

After six surgeries to reconstruct his ACL, to remove the meniscus and to otherwise repair his knee, Doug went to Panorama in 2011 for a total knee replacement. Since then, he has

been working with Panorama’s Kelly Donathan on his physical therapy.

“It’s just unbelievable the work that Kelly does,” Doug said. “I’ve done physical therapy most of my life, all around the country, and there is no other place where I have experienced the kind of treatment and success that I’ve had at Panorama.

“She didn’t just help me with my knee, she helped me create a new style of life.”

Doug credits Kelly with getting him back to the activities he loves.

“I have a daughter who is 16 and a son who is 12, and before I could not participate in their activities,” Doug remembers. “When we went to weddings and family functions, I couldn’t dance with my daughter. I would try to play catch with my son, but if the ball didn’t come right to me, I couldn’t get to it. My wife loves to walk, but if I did a two-mile walk, my knee would swell for weeks.

“Now, I can do all of those things with my family.”

DOUG HILL

“It’s just unbelievable the work that Kelly does there at Panorama. I’ve done physical therapy most of my life, all around the country, and there is no other place where I have experienced the kind of treatment and the kind of success that I’ve had at Panorama.”





OrthoColorado Hospital at St. Anthony Medical Campus

At Panorama Orthopedics & Spine Center, we strive for exceptional service and quality outcomes throughout a patient's entire treatment experience. So we are proud to partner with OrthoColorado Hospital, the only orthopedic specialty hospital in the region.



at St. Anthony Medical Campus

We Care About What Moves You.

In addition to Panorama's world-class surgeons, the nurses and staff at OrthoColorado Hospital are all specialists dedicated to meeting the needs of orthopedic patients. In fact, every detail within OrthoColorado Hospital has been designed to enhance the patient experience and create optimum outcomes. Studies show that when a hospital focuses on a specific category of surgeries, positive outcomes and customer service levels increase.

We've also paid attention to smaller details with patients' comfort in mind. Our large private patient rooms include a bed for a family member to stay, free wi-fi, a desk and a flat-screen TV.

Here are proven reasons to receive your care at the only orthopedic specialty hospital in the region:

- **Enhanced patient safety** The Surgical Care Improvement Project (SCIP) is a national quality partnership focused on improving care by reducing surgical complications. OrthoColorado Hospital has met SCIP goals **100 percent** of the time in 15 important areas.
- **Outstanding patient satisfaction** The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is the standard national tool for measuring patients' perspectives of hospital care. **OrthoColorado's scores for hospital inpatients rank in the 99th percentile.**
- **Positive outcomes** Our average length of stay for total hip replacements is **2.2 days**, compared to a national average of **4.2 days**. For total knee replacements, our patients average a stay of **2.3 days**, compared to a national average of **4.3 days**.

OrthoColorado Hospital — on the St. Anthony Medical Campus in Lakewood, Colorado — offers excellence in orthopedic care and provides a full-service approach to orthopedic, joint and spine care, including inpatient and outpatient surgery.





DEDICATED TO ACHIEVING HIGH PATIENT SATISFACTION

Even in the most successful medical practices, there is always room for improvement. Panorama works closely with an outside customer service consulting firm that systematically collects patient satisfaction data.

Press Ganey has a national database of orthopedic-specific survey results, which help us to benchmark ourselves with our peers nationwide. We also conduct quarterly surveys to identify areas that need improvement. Our staff departments and physicians develop and implement improvement plans and track our results over time.

OrthoColorado Hospital inpatient HCAHPS scores,
fiscal year 2012: **99th percentile**

Same-day surgery HCAHPS scores: **93rd percentile**

Fiscal year 2012 SCIP goals: **100% achievement**

Total hip replacement average length of stay:
2.2 days (national average 4.2 days)

Total knee replacement average length of stay:
2.3 days (national average 4.3 days)

OrthoColorado Hospital is Joint Commission accredited

More Places, So You Can Feel Better Closer To Home



GOLDEN LOCATION

660 Golden Ridge Road
Suite 250
Golden, CO 80401

(303) 233-1223 tel
(303) 233-8755 fax

Hours:
Mon-Fri 7am-5pm



WESTMINSTER LOCATION

8510 Bryant Street
Suite 120
Westminster, CO 80031

(303) 452-8001 tel
(303) 452-1167 fax

Hours:
Mon-Fri 7am-5pm



LITTLETON LOCATION

7851 S. Elati Street
Suite 103
Littleton, CO 80120

(720) 497-6170 tel
(720) 497-6171 fax

Hours:
Mon-Fri 8am-5pm