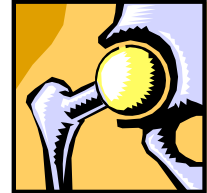




Dr. Tony DiGioia
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Sports Teams and Joint Replacement Surgery...
What Do They Have in Common?

Thank you for coming to us to begin your own Journey to Wellness from hip or knee pain caused by arthritis. Treatments can be non-operative or if you are a candidate, you might elect to have joint replacement surgery. Either way your care experience is a Team Effort starting with you as the “star” of our team!

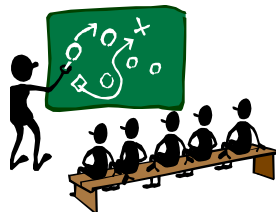
Reality TV for Care Providers

We are always looking for ways to improve your experience by viewing care through the eyes of patients and families. One of our projects is called Reality TV for Care Givers. We installed a video recording system in two patient rooms on the orthopaedic unit to explore the staff, family and patient interactions during their entire hospital stay, but all from the patient’s perspective. The cameras captured staff members entering and exiting the room as well as any bedside interactions between the staff, patient and their families. All patients, families and staff were aware of the filming.

Here are examples of the surprising results: On average, the patient experiences 80 contacts with staff members, with a range between 58 to 106 in just one day (this doesn’t even count friends and family). Furthermore, we identified 28 different types of staff, from dietary to nurses to care technicians to physicians - that’s quite a Care Team.

Why are Teams Important to You?

On any championship team (Go Steelers and Pens!), there are roles for coaches, players and owners, but to be a championship team, everyone must work very well together. Similarly, providing an exceptional care experience depends not only on the excellence of the physician, but also on developing High Performance Care Teams and a shift in focus towards the Patient and Family Centered Care (PFCC) Practice.





What is the PFCC Practice?

The Patient and Family Centered Care (PFCC) Practice requires that care is delivered with the patient's needs and goals as the top priority. Our PFCC Practice to treat hip and knee arthritis is based on the principle that puts your care experience as the highest priority of the team. All Care Givers include physicians and nurses, as well as anyone who "touches" the patient's experience (yes, even the parking team) are one High Performance Care Team with you as the focus.

Exceptional Care and High Performance Care Teams



We spend significant time and effort building and maintaining our special Orthopaedic Care Team just for you and your family. All Care Givers, including the Renaissance Orthopaedics' Office Staff and the entire Magee Team are an extension of me. So, remember, "out of sight" does not mean "out of mind." Even though I may be out of sight, you are always on our mind and anytime a Care Giver touches your experience, I am right there with you too.

As we have heard from you, our approach works! Patients that have undergone knee or hip replacements using our PFCC Practice, have rated us with the highest satisfaction scores in the entire Western Pennsylvania region and continually rank in the 99 percentile throughout the country. Nearly 100% of our patients are referred to us by patients and their family members. Our team delivers exceptional care experiences that include excellent outcomes while making the experience as anxiety-free and easy as possible for you and your family. And as you know, we don't keep you waiting either!

Our goal is to have Care Givers and hospitals everywhere adopt the PFCC Practice so that you and your family can always experience exceptional care all the time.

Remember, you are the Star of our Team and we welcome your participation and suggestions.

Please call (412) 683-7272 or email me at Dr.Tony@pfcusa.org

