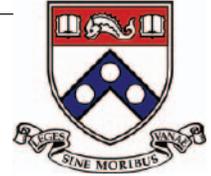




Penn Orthopaedics Service Summary

2013 at a Glance



Lori Gustave, Fabian Marechal, and Ryan Gonzales

Penn Orthopaedics provides its patients with the most advanced comprehensive diagnostic, surgical, and rehabilitative treatments. In tandem with Penn Medicine’s mission to extend programs and projects to vulnerable populations in communities ranging from those in its own West Philadelphia backyard to those in need around the world, the clinical team at Penn Orthopaedics is committed to all patients, no matter how serious their injury or condition.

Patient Care Volume in 2013

A total of 36 clinical faculty, 42 medical residents, and 12 fellows offer a range of services through nine sub-specialties customized to treat patients with varying orthopaedic conditions in 10 locations throughout Pennsylvania and New Jersey. Below is the patient care volume for 2013:

- Total Patient Visits: 78,940
- Total Inpatient Cases: 4,758
- Total Outpatient Cases: 4,462
- Total Cases: 9,220

Specialty	2013 Total Cases
Joint Replacement	2,907
Trauma and Fracture	1,390
Hand Surgery	1,362
Sports Medicine	1,182
Foot and Ankle	1,004
Shoulder and Elbow	865
Spine	248
Neuro-Orthopaedics [^]	200
Orthopaedic Oncology*	62
Total	9,220

* Includes volume from April to December 2013

[^]Includes volume from the Children’s Hospital of Philadelphia

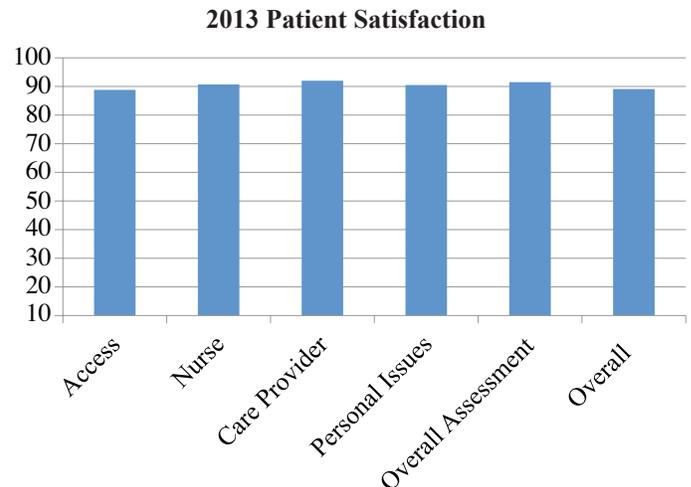
Physician Relationships

The entire Penn Orthopaedics team values its extensive and collegial relationships with peers in the medical community. To help disseminate relevant information for physicians on both a local and national level, “Clinical Briefings™” highlight unique cases and novel approaches through a series of clinical reports. Similarly, the annual newsletter, “Excellence in Motion,” provides an overview of the entire department,

including research activity. The PhysicianLink® platform (877-937-PENN, www.PennMedicine.org/PhysicianLink) facilitates patient consults, referrals, and transfers through an integrated continuum of treatment to optimize the standard of patient care. This includes the difficult and complex cases that require highly advanced expertise and clinical resources, particularly in specialties such as trauma and orthopaedic oncology. The majority of physician-to-physician consultations and referrals are from the tri-state area, consisting of Pennsylvania, New Jersey, and Delaware. In addition, physicians from 21 other states across the US consulted with Penn Orthopaedics on behalf of their patient.

Patient Satisfaction

Over the past several years, an increased focus has been placed on meeting the needs of the musculoskeletal patient. Penn Orthopaedics has improved patient satisfaction by embracing innovation, implementing new check-in kiosks, a new series of scheduling questionnaires, and the MyPenn experience. Improvements in patient satisfaction can also be traced to recent operational efforts to improve system-wide access, enhance referral communication, and implement an innovative same-day appointment initiative. As a result, the overall patient satisfaction scores for Penn Orthopaedics is 89.1.



Penn Orthopaedics is a top program in the Greater Philadelphia region and is ranked among the nation’s best by *US News & World Report*.