

SPRING
2018

NO BONES ABOUT IT

A Newsletter from Operation Walk Pittsburgh, the Innovation Center of UPMC, featuring the staff and doctors of the Bone and Joint Center.

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“My hope for the coming year is to continue my work with Operation Walk Pittsburgh, the Bone and Joint Center and the Innovation Center and to share that work with all of you.”



Hello!

With Spring on the horizon, we at the Bone and Joint Center wanted to share some updates from the office, a look at our new programming, updated online features, news from Operation Walk Pittsburgh and more!

Our staff works hard to make sure that your experience in the office is as pleasant and productive as possible, and we are constantly working on improving the experience for our patients and their families. Recently, the Innovation Center of Magee Womens Hospital of UPMC was featured in a video detailing my approach to patient experience improvement, which is used in the Bone and Joint Center and around the UPMC system. This video has been released and I am thrilled to be able to share it with all of you here, <https://share.upmc.com/category/upmc-next/>. It captures the breadth of the work that I've dedicated more than a decade to developing. If you would like to receive notice of the video release, please visit discoverdrd.com or complete the attached card to sign up for an email update.

I am also pleased to share the work that I have been doing with Operation Walk Pittsburgh. When I founded the Pittsburgh chapter of Operation Walk in 2008, I could never have imagined how much the organization would grow. It is with the support of my colleagues and our generous patients and donors that we are able to travel to Guatemala in August 2018 for our 9th international mission trip. We are currently working hard to continue to fundraise and gather supplies and volunteers, as each dollar raised goes directly to patient care and support. This past winter, Dr. Michael Weiss and I were awarded the Physician Volunteer Award by the Allegheny County Medical Society. We are proud to represent the hard work of the Operation Walk Pittsburgh team, both in Pittsburgh and abroad.

This past year has certainly been a whirlwind, as I was asked to take on a strategic role within the UPMC system, that has allowed me to spend time spreading the Patient Centered Value System in other clinical practices and programs to improve outcomes and patient experience at every level. My hope for the coming year is to continue my work with Operation Walk Pittsburgh, the Bone and Joint Center and the Innovation Center, and to share that work with all of you. I hope to be able to continue speaking at conferences around the country and the world, spreading the Patient Centered Value System and improving the patient experience. (And I hope to get in some time with my family, most especially my granddaughter Eleanor, who turned three this year!)

Thank you for being a part of our Bone and Joint Center family. We will continue to work to make your experience here the best it can be.

Best,

Tony DiGioia



HELP THOSE IN KNEE-D

The Operation Walk Pittsburgh patients in Guatemala are desperately in need of life changing hip and knee replacements. Antigua, Guatemala is a walking city. Many jobs require mobility for access to food, water and employment. Each dollar donated in support of Operation Walk Pittsburgh goes directly to patient care.

Included in this newsletter you will find a donation postcard. Please consider making a donation in support of the 2018 mission trip to Guatemala. Your contribution means that patients will have access to surgery, medication, physical therapy, even crutches and walkers! To make a donation, simply fill out the included card and return in the pre-stamped envelope.

THERE ARE MANY WAYS TO GET INVOLVED AND BE A PART OF THE OPERATION WALK PITTSBURGH TEAM.

GUATEMALA 2018

The countdown to the Operation Walk Pittsburgh mission trip to Antigua, Guatemala is on! The trip is only 2 months away and the team is working hard to raise money, secure supplies and plan travel details.

In November 2017, an advance team travelled to Guatemala to meet with local doctors, hospital staff and aid workers. These pre-trips allow for the coordination of supplies and volunteers to meet the needs of the patients and hospitals we visit. Did you know that Operation Walk Pittsburgh not only provides life changing total joint replacement surgeries, but also provides physical therapy, all nursing and after care? Patients leave the hospital on their own two feet with the aid of crutches and walkers, all donated by patients and supporters, just like you! We have even had patients dance their way out of the hospital!



Make a donation. All donations to Operation Walk Pittsburgh go directly to patient care and the 2018 mission trip to Guatemala.



Donate unused walkers or crutches. Help our patients Step it Up! Donated walkers and crutches help the patients with rehabilitation and enable them to leave the hospital with much needed support.



Become a patient penpal! Share your knowledge and experience with patients around the world! We want to create a global community of joint recipients to share knowledge and foster international communication.



Volunteer. Be a part of the good work we do. Volunteer to help pack supplies, offer support at events or join us at one of our community fundraising events.



PROGRAMMING UPDATE

The AMD3 Foundation and the Bone and Joint Center are constantly working to update and improve our programming and event offerings to patients and the community. In the past we have held Bone and Joint Health Series on a number of topics ranging from arthritis to post-operative recovery. In 2018 we are looking forward to adding new program offerings to better meet the interests and needs of our patients.

We would like to know what you think! Do you have program ideas? What sounds like fun: bowling nights, a bike ride, a 5k run/walk, a lecture series, something else? Special interests or areas that you would like to learn more about?

We would love to hear from you so let us know! Please email info@amd3.org or fill out the sections of the included card, and return in the pre-stamped envelope.

WELCOME ABOARD



All of us at AMD3 Foundation are excited to welcome the foundation's newest member, Nick Langston, to the team.

Nick Langston joined AMD3 Foundation in April as its Program Director. Nick has a background in nonprofit management and has consulted for a number of nonprofits here in Pittsburgh and in East Africa. He received his Master of International Development from the University of Pittsburgh's Graduate School of Public and International Affairs and previously served as a Peace Corps Volunteer in Rwanda. He comes to AMD3 from the University of Pittsburgh's Initiative for Effective Governance (IEG), where he managed University contracts with USAID Missions in West Africa and coordinated all IEG business development and strategic planning effort. Nick spends his free-time outdoors playing disc golf, hiking and camping. He loves traveling and is always looking to trade adventure stories.

PATIENT PROFILES



“Hello dear friends, Thank you very much. We are so thankful to God and your NGO for the possibility for a new life. Everything is new in our family and in our relationship after the surgery. THANK YOU one million times.”

Name: Ariel

Joint Replaced: Total Knee

Ariel was an Operation Walk Pittsburgh patient in Havana, Cuba in 2016. Suffering from hemophilia and other conditions, he was unable to walk. A total knee replacement completely changed his life and the lives of his family members. He and his wife recently celebrated their 20th anniversary and she sent the update to the left.



“Never once did I think about my hip during my journey (walking the Camino). Just another testimonial of the great work done by you and your staff. Thanks again, Bien Camino.”

Name: Russ Lauffer

Joint Replaced: Total Hip

Following his hip replacement, Mr. Lauffer was able to travel with his wife and parish group to Spain! During this trip of a lifetime, he was able to walk the Camino, or the walk of Saint James. The group walked the final leg, which was a six day trip in which they walked 80 miles from Saria to Santiago De Compostela! What an incredible accomplishment and a true testament to the life changing benefits of this procedure.

Thank you to Russ and Ariel for sharing their inspiring stories! If you are interested in being a patient profile, please email your story to info@amd3.org.



PCVS IN ACTION

The Bone and Joint Center uses The Patient Centered Value System (PCVS) as our operating system for constantly improving your patient experience and improve outcomes. Through feedback, patient shadowing and surveys, we are able to co-design, refine and tailor the BJC experience to best meet the needs of our patients and families. Learn more about how we are taking patient care to the next level!

Pre-Surgical Support Programs

In order for our patients to see the most benefit from their total joint replacements, the Bone and Joint Center has teamed up with other specialty providers and the UPMC Health Plan to offer a variety of pre-surgical support programs. Before a patient schedules their surgery, it is essential that their mental and physical wellness are supported. From smoking cessation groups, to pre-surgical weight loss, these programs have helped patients recover more quickly and has also led to longer term health improvements! For more information on these programs and enrollment, please ask at the Bone and Joint Center registration desk, or email info@amd3.org.

Bone and Joint Center Patient Portal

Another experience improvement that we have made is the implementation of a Patient Portal for Dr. DiGioia's patients. This online portal is a way for patients to control their information and update their health history, as well as communicate with the office, request medication refills, schedule appointments and fill out forms prior to their visit. This saves time in the office and allows appointments to flow more smoothly. For more information about the patient portal and how to access your account, ask at the Bone and Joint Center front desk.

BJC OFFICE NOTES

The doctors at the Bone and Joint Center are excited to widen the use of "fast-track" programs. These programs are designed to further reduce a patients length of stay in the hospital and increase functional mobility more quickly and safely. While not all patients are candidates for "fast-track", this protocol begins in the office with patient education and continues through conversations with the care team throughout the process of scheduling and receiving a total joint replacement. The Bone and Joint Center "hospital within a hospital" model is poised to deliver the most optimal patient experience for both "fast-track" and traditional total joint replacement patients. This is due to targeted education, staff and clinician training and continuous communication between patients and the care team, both inside and outside of the hospital.

As a reminder, the Bone and Joint Center does not prescribe any preoperative narcotics. If a patient is on pre-operative narcotics, the prescription must be refilled by a primary care doctor. Additionally, patients are asked to discontinue taking narcotics 30 days prior to surgery to help with postoperative pain management.

The narcotics prescribed after surgery will be for a period of no more than 90 days. All requests for any prescription refill must take place during normal office hours. Prescriptions will not be refilled at night and on the weekends.

Federal laws mandate that all narcotic prescriptions be printed. These prescriptions must be picked up in the Bone and Joint Center. You or your proxy must provide photo identification in order to pick up a narcotic prescription from the office.



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