

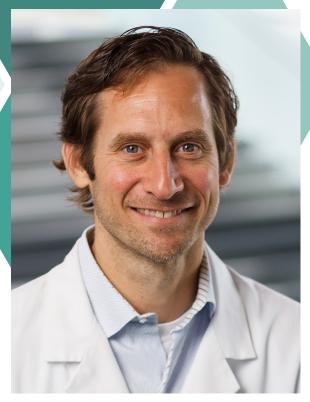
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Department of Orthopaedic Surgery

### A Message from the Department Chair



We are going to be hearing a lot about the patient experience in the coming months. Patient experience encompasses all facets of care beginning with how patients and their families access the system through the management, and hopeful satisfactory resolution of their health care issue. Patient experience is different, but closely tied to patient satisfaction. As many of you have noted, patient satisfaction scores have numerous factors associated with them, some within our direct control, but many not.

I recently spent time planning a summer vacation for my family which gave me an opportunity to see customer experience through a different lens. Even though I was working on something I was excited about and looking forward to — a far cry from the fear and uncertainty associated with a medical problem, I found the experience frustrating on many levels. Here are some of my impressions regarding my experience as a consumer as well as thoughts on how it relates to how we can better meet the needs of our patients.

1. There is an enormous amount of information avail able on the internet, but it is unclear what information to trust. Multiple favorable reviews from diverse online sites made me feel more confident. Positive word of mouth from

someone I actually knew reinforced what I had researched and discovered online.

We have made significant efforts to improve our website. Links or suggestions to valuable online resources for our patients strengthens the trust they have in our care. Word of mouth remains the cornerstone of building a thriving practice.

2. Flexibility is important. The experience I was hoping to create for my family is unique and doesn't fit into any pre-set vacation or itinerary. Additionally, life is unpredictable and committing to a vacation 6 months from now was anxiety-provoking.

Every patient's situation is unique. For patients to have a truly satisfactory experience we need to be able to ask about, consider, and adapt to their individual needs.

3. Web-based access, information and scheduling was helpful, but I invariably needed a person to talk to, answer questions, and personalize the experience. The professionalism of that person including their knowledge and attitude set my expectations for the rest of the experience.

The expectations for our patients begin at their entry point into the system and the welcome they receive at every touch point. Everyone plays a vital role in the patient experience.

4. Efficiency matters. When faced with the option of a direct flight, short layover, or long layover, I was willing to pay a premium for my time and convenience.

Taking the extra time to coordinate multiple tests or appointments for a patient in one after noon so they don't have to take multiple days off of work or figure out childcare is a tremendous satisfier and shows we care about them as a person.

5. Consistently meeting expectations builds confidence and trust and enhances the overall experience.

High-reliability organizations understand the value of delivering on expectations. Our reputation as quality providers is only reinforced if we deliver every time on the patient experience.

We are uniquely positioned in the region to provide an exceptional patient care experience:

As the premier academic health system in the region we offer unmatched expertise.

We offer more cutting-edge trials and treatments than anyone in the region.

We have strength and exceptional relationships with our colleagues throughout the system that allows us to provide coordinated, comprehensive care for musculoskeletal conditions.

We have a broad network of care sites to enhance the convenience for our patients.

Just having these capabilities isn't enough. We need to leverage these opportunities to enhance the patient experience by

- 1. Highlighting our strengths and the things that differentiate us
- 2. Ensuring the best possible communication and coordination of care with our referring providers and the other exceptional providers in our system
- 3. Being intentional about our customer service across the entire spectrum of care
- 4. Working collaboratively with our health system to ensure we deliver what the patient wants
- 5. Not only meeting, but exceeding our patient's expectations by providing our expertise combined with compassionate, thoughtful care that values the uniqueness of every patient

My challenge to you is to personally think about what makes a good experience for you and make every effort to invest in enhancing the experience of our patients. Consider the various elements of an exceptional patient experience outlined above and ask yourself whether you can do an even better job of meeting the expectations of our patients. Work with your teams to ensure the experience our patients receive matches the exceptional care and dedication we give to their medical conditions. If you identify areas that department leadership can help please directly reach out. The customer service we provide today will build the patient and referral base of tomorrow.

David M. King

Chairman and Paul A. Jacobs, MD

Professor in Orthopaedic Surgery

### Save the Date

March 19 - 20: Sports Medicine Symposium

March 24 - 28: AAOS Annual Meeting, Orlando, FL

March 27: The Haskell Reception in Memory of Dr. David Haskell - AAOS Alumni Reception, Orlando, FL

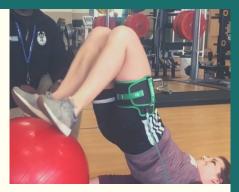
April 25: Froedtert Athletic Training Open House at Sports Medicine Clinic

June 11 - 13: Pediatric Orthopedics Hosting The International Research Society of Spinal Deformities 2020 Annual Meeting at the Pfister Hotel

June 19 - John Gould Lectureship & Resident and Fellow Graduation at the Grain Exchange









### OPEN HOUSE

8700 W WATERTOWN PLANK RD · APRIL 25, 2020 1-3PM



### **COMMUNITY ENGAGEMENT**



### 10th Annual Shoe Drive

Froedtert and the Medical College of Wisconsin led their 10th Annual Shoe Drive for guests of the Milwaukee Rescue Mission. With help from the Foot and Ankle Team, the Safe Harbor men were equipped with new shoes and Bombas socks to keep their feet dry this winter.

### Jeans for Charity



November: Secure Bridges \$202 + personal items

December: Pathfinders \$199 + personal items

January: Alzheimer's Association of Wisconsin \$238

February: Guest House of Milwaukee \$164



### **Hoops for Hunger**

On Saturday, February 15, MCW hosted their third annual "Hoops for Hunger" basketball tournament in partnership with the Milwaukee Bucks to help provide food to those in need. Congratulations to the Orthopaedic team on winning the tournament for the second year in a row! Participation from the Orthopaedic Surgery Department included Erik Van Eperen PGY-II, Carrie Meinerz PGY-II, Mike Ziegele PGY-IV, Rachel Lenhart PGY-III, John deVries PGY-V, Taurean Baynard PGY-I, Saurabh Mehta PGY-I, and Alumni Kenny Berg.

### **DEPARTMENT ACHIEVEMENTS**





**New Co-Medical Directors** 

Dr. Tony LoGiudice and Keenan Horness PA-C have been named the new Co-Medical Directors for the CFAC Clinic. We look forward to their partnership and leadership, and thank Dr. Chad Beck for his service as the previous Medical Director.

### **APPs Leading the Way**



Tiffany Mauer PA-C is now responsible for APP Onboarding. This is a critical role for getting our APP's a solid start.



Angela Ragozin APNP will now coordinate NP student placements. Stephanie Ludtke will continue in the PA student placement role. Continuing to partner with colleges & universities in providing clinic sites is important to supporting the APP programs and our educational missions.



Allison Duey-Holtz APNP has taken on the role of Children's Specialty Group APP Assistant Director of Fellowships and Practice Operations.

### **DEPARTMENT ACHIEVEMENTS**



### Congrats, Dr. Walter!

Dr. Kevin Walter received the Outstanding
Performance Child and Family Experience Award
from Children's Wisconsin for achieving the top 10
highest patient experience scores for providers in the
entire Children's Wisconsin system.

Dr. Walter has also recently participated in live interviews with WTMJ, WISN, and Sirius Radio Doctor's Channel on the topics of sports-related concussions and youth sports.

### Congrats, Dr. Grindel!

Dr. Steven Grindel was named Program Director for the Medical College of Wisconsin Affiliated Hospitals' Orthopaedic Surgery Hand and Upper Extremity Fellowship.





### Congrats, Dr. Neilson!

In November, Dr. Neilson completed the first OPRA Implant surgery at Froedtert Hospital. The OPRA Implant System is used for patients with above knee amputations due to trauma or cancer. It is designed for those who have rehabilitation problems with classic prosthetic or complications that do not allow for the use of a regular artificial leg prosthesis. Dr. Neilson was joined by OPRA Expert, Dr. Rickard Branemark, for the first part of the surgery in November. The surgery, which takes place in two parts, will be completed this Spring.

### **DEPARTMENT ACHIEVEMENTS**

### **Service Awards**

The 37th Annual Employee Service
Awards were held on Friday, February 7.
Congratulations to the following Orthopaedic
Surgery faculty & staff for their years of service
at MCW!

Anne Lange, PA-C: 10 years
Dara Mickschl, PA-C: 10 years
Barb Rogowski: 15 years
Kelly Salinas, RN: 15 years
Jenny Sharp: 15 years
Christen Coffey: 15 years
Allison Duey-Holtz, APNP: 15 years
Linda Harrigan: 25 years





# Dr. Raasch Celebrates 25 Years of Service with the Milwaukee Brewers

Dr. William Raasch received an award from the MLB at the Winter Meetings for 25 Years of Service.

Congratulations, Dr. Raasch!

### **PRESENTATIONS**

### THE WORD ON MEDICINE

"The Word on Medicine" airs every Saturday at 4 p.m. on WISN 1130 AM, highlighting innovation and discovery across MCW. Each show features the incredible talents of the MCW faculty across all Departments, as well as patients who provide an invaluable personal perspective.

### TODAY'S TOPIC

## ORTHOPAEDIC INJURIES



This episode discusses everything from professional athletics to the weekend warrior to hand injuries. Panelists for this show include Dr. Gregory Schmeling, Dr. Jonathan Campbell and Dr. Anthony LoGiudice.

Drs. Gregory Schmeling, Jonathan Campbell, and Anthony LoGiudice were featured on The Word on Medicine on February 15th to discuss Orthopaedic Injuries - Listen Here.

### **Recent Presentations**

**Rebholz B.** Spine Trauma Management Essentials. Wisconsin Orthopaedic Society Annual Meeting, Milwaukee, WI. October 2019.

Shi, SM. Modified V-Y Turndown Flap Augmentation for Quadracips Tendon Rupture Following Total Knee Arthroplasty. 14th Annual Congress of Chinese Orthopaedic Association, Shanghai, China. November 14-17, 2019.

**Shi, SM.** Upper and Lower Extremity Joint Denervation Techniques. 2020 American Society for Peropheral Nerve Annual Meeting, Fort Lauderdale, FL. January 11-12, 2020.

Campbell J. Community Education Class, Drexel Town Square Health Center, Oak Creek, WI. February 2020.

### **Upcoming Presentations:**

**Rebholz, B.** Can Spine Surgery Help Me? Community Education Class, Community Conference Center, Milwaukee, Wl. March 5, 2020

**Rebholz**, **B.** Spine Surgery in Wisconsin Worker's Compensation. State Bar of Wisconsin's 25th Advanced Worker's Compensation Symposium, Milwaukee, WI. March 20, 2020

**Hornbeck KM**. 'Facts, Falsehood & Fads in Adolescent Nutrition' presentation. Navigating the Transition Zone: From Adolescence through Young Adulthood program. Phoenix, AZ. April 18, 2020.



#### **Recent Publications:**

- **Escott BG**, To T, Beaton DE, Howard AW. Risk of Recurrent Fracture: A Population-Based Study. Pediatrics 2019 08;144(2) PMID: 31308257 SCOPUS ID: 2-s2.0-85071055733 07/17/2019
  - Shi GG, Williams MA, Whalen JL, Wllke BK, Kraus J. An Anatomic and Clinical Study of the Innervation of the Dorsal Midfoot Capsule. Foot Ankle Int. 2019 Oct;40(10):1209-1213. doi: 10.1177/1071100719858143. Epub 2019 Jul 23.
- Schnorenberg AJ, French ME, Riebe JM, **Grindel SI**, Slavens BA. Shoulder complex kinematics pre- and post- rotator cuff repair. J Electromyogr Kinesiol 2019 Jul 02:102331 PMID: 31324512 SCOPUS ID: 2-s2.0-85068908483 07/22/2019
- Calderaro C, Compton JT, Hanley JM, Labianca L, Yamashita K, Weinstein SL. Rare Post Traumatic Kyphoscoliosis of the Thoracolumbar Spine After Posterior Fusion for Adolescent Idiopathic Scoliosis: A Case Report and Review of the Literature. Iowa Orthop J 2019;39(1):77-80 PMID: 31413678 PMCID: PMC6604541 08/16/2019
- Ravinsky R, Rofaiel J, **Escott B**, Lim Z, Ravis B, Howard A. Epidemiology of Slipped Capital Femoral Epiphysis in Ontario, Canada. Journal of Pediatric Orthopaedics 2019; 39(3): e165-e167.
- Courtin B, Liu XC, Lyon R, Van Valin S. Changes in Dynamic Plantar Pressure for Children with Tarsal Coalition as Compared to Normal Children. International Journal of Foot and Ankle; 3 (1):038-1-8, 2019.
- Lerch TD, Eichelberger P, Baur H, Schmaranzer F, Liechti EF, **Schwab JM**, Siebenrock KA, Tannast M. Prevalence and diagnostic accuracy of in-toeing and out-toeing of the foot for patients with abnormal femoral torsion and femoroacetabular impingement: implications for hip arthroscopy and femoral derotation osteotomy. Bone Joint J 2019 10;101-B(10):1218-1229 PMID: 31564157 10/01/2019
  - **Edelstein Al,** Duncan ST, Akers S, Pashos G, Schoenecker PL, Clohisy JC. Complications associated with combined surgical hip dislocation and periacetabular osteotomy for complex hip deformities. J Hip Preserv Surg 2019 Jul;6(2):117-123 PMID: 31660196 PMCID: PMC6662897 10/30/2019
  - **Edelstein AI**, Kaiser Tegel K, Shaunfield S, ANCHOR Group, Clohisy JC, Stover MD. ANCHOR surgeon views of patient selection and expectations for periacetabular osteotomy. J Hip Preserv Surg 2019 Jul;6(2):109-116 PMID: 31660195 PMCID: PMC6662896 10/30/2019
- Williams BT, Redlich NJ, **Mickschl DJ, Grindel SI.** Influence of preoperative opioid use on postoperative outcomes and opioid use after arthroscopic rotator cuff repair. Shoulder Elbow Surg 2019 Mar;28(3):453-460 PMID: 30503333 SCOPUS ID: 2-s2.0-85057392166 12/07/2018
- Middleton AH, **Martin JM**, Wittmann TA, **Schmeling GJ**. Testicular Dislocation After Pelvic Ring Injury: A Report of 2 Cases. JBJS Case Connect. 2019 Dec;9(4):e0141. doi: 10.2106/JBJS.CC.19.00141.

#### **Conference Abstracts:**

- Lukas K, **Tassone C, Liu XC, Thometz J, Escott B,** Tarima S. Effect of Brace Type on Spine Curvature in Treatment of Adolescent Idiopathic Scoliosis. Orthopaedic Research Society (ORS), Phoenix, Arizona, Feb 8-11, 2020.
- Horng J, Liu XC, Thometz J, Tassone C. Does Thoracoplasty Improve 3D Back Contour of Adolescent Idiopathic Scoliosis Patients? Orthopaedic Research Society (ORS), Phoenix, Arizona, Feb 8-11, 2020.
  - Hays C, **Fehr S, Liu XC**, Haddas R. Does Corset Bracing Alter 3D Kinematics Of The Spine During ADL In Children With Spondylolysis? Orthopaedic Research Society (ORS), Phoenix, Arizona, Feb 8-11, 2020.
  - Whealy G, Ling-LeBlanc J, Mujtaba G, Liu XC, Fehr S. Shoulder ROM in Youth Baseball Pitchers: Pain vs. No Pain. Orthopaedic Research Society (ORS), Phoenix, Arizona, Feb 8-11, 2020.

# Hongratulations



Alicia Zolkoske MD, and family welcomed Willa Susanne Zolkoske on October 5th.



Cynthia Dusel ONP-C and her family welcomed William Scott Rouse on November 10th.



Nicole Weisflog PA-C and her family welcomed Graham Joseph Weisflog on December 31st.



Carrie Meinerz PGY-II and Mike LaChance got married on November 2nd.



Annalyse Bucholtz PA-C, and family welcomed Miles Patrick Bucholtz on Friday, January 10th.

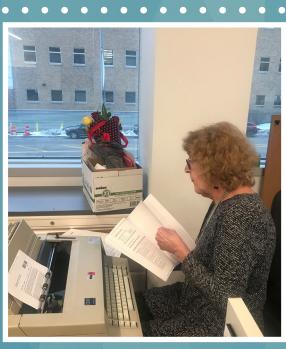


Patrick Lehman MD and family welcomed Grace Marie Lehman on January 11th.



Angela Ragozin APNP, and family welcomed Elise Paige Ragozin on February 19th.

# Hongratulations Retirements



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Sharon "Pudge" Foster retired on January 31st after 22 years at MCW.



Dr. Roger Daley retired at the end of December after 33 years in practice.

### Welcome New Faculty



Dr. Timothy Morton has joined the department. Dr. Morton has been in practice for over 20 years and was previously part of the Froedtert Network as a Community Physician. He will be serving as a Staff Physician, taking fifty percent of Community Call (26 weeks), in addition to maintaining a small clinical and surgical practice.





Jeylan Zemaj joined the Department in November as a Clinical Research Coordinator I. She previously worked as a Research Technologist at MCW, as well as a Certified Nursing Assistant at Froedtert South.



Shirley Perez joined the department in November. She is the Senior Administrative Assistant to the Pediatric Sports Medicine team. Shirley has worked for MCW for 5 years, previously working in General Internal Medicine.



Ford Ellis joined the department in December, as a Clinical Engineer for Pediatric Research, working with Dr. Liu. Ford has a degree in Biomedical Engineering/Biomechanics from Marquette University and previously worked as an Engineering Technician for Baxter International Inc.



Claudiu Sandu joined the department in December as a Desktop Support Technician. Claudiu has previously worked as an IT Support Specialist at Retail Technology Group and CEZ Group.



Leanne Nebel APNP will be joining the department on March 2nd as the new Froedtert Menomonee Falls APP. She previously worked as an Orthopaedic Nurse Practitioner at Froedtert Menomonee Falls and Columbus Community College.

### **Coming Soon**

Jackie Moon RN will be joining the department on March 9th as the new Nurse Supervisor at the Sports Medicine Clinic. Jackie is a certified Orthopaedic Nurse and was previously a Supervisor of Clinic Operations at Aurora Health Care and the Monroe Clinic.







### Recruitment

With Dr. Daley and Dr. Ninomiya's retirements, we are beginning the recruitment process for the Hand and Upper Extremity Team and Total Joint Team.

Dr. Kristin Hoff, one of our Pediatric Sports Psychologists, has accepted a new job as Director of Student-Athlete Mental Health and Performance at Marquette University. We appreciate the great work she did with us and wish her luck in her new role. With her departure, we will begin the recruitment process for a new Pediatric Sports Psychologist.



### **GLOBAL HEALTH**

### **UPCOMING:**

At the end of February and beginning of March, Drs. Dave King, Jeffrey Schwab, Stephen Grindel, Channing Tassone, and Eric Rohman will travel back to Nicaragua, along with Mary Bestor RN.

Dr. Santiram Dhakal spent 6 months at MCW, visiting from Bhutan. He enjoyed his time here and has invited our faculty to visit his country to help create a teaching relationship. Dr. Grindel is planning a trip for the fall.

Dr. Feras Qawasmi will be coming from Israel this summer to complete a year long International Hand and Upper Extremity Fellowship.

## GLOBAL HEALTH



### **NICARAGUA NOVEMBER 2019**

In November 2019, Residents John deVries and Jake Bauwens joined Drs. Edward Nelsen-Freund, Jeffrey Schwab, Tony LoGiudice, and Scott Van Valin, for a mission trip to Nicaragua. They were also accompanied by Jacelyn Ahrens ST, Mary Bestor RN, Linda Kliebhan PT, and Cynthia Marra LAT. While there, they spent time with Dr. Pablo Correa, who has previously come to MCW for a Residency Exchange, as well as an International Fellowship. Dr. Correa invited the group to his new hospital, Velez Paiz, where they instructed residents and attendings on surgeries such as total hip and knee replacements and shoulder arthroscopy. Read more.

# EDUCATION UPDATES



# Finding Her Place: Dr. Carla Bridges' Story featured on mcw.edu

"He created an environment where I felt safe opening up to discuss concerns of mine and vent about my experience. He recommended books and podcasts to read and listen to that covered topics related to what I was experiencing," Dr. Bridges says. "Most importantly, he helped me to regain my focus on the reason why I came to Milwaukee in the first place, to become an orthopaedic surgeon."

Read more about Dr. Schwab's and Dr. Bridges' Mentor-Mentee experience here.



## Mentor/Mentee Bonding at the Bucks Game

Dr. LoGiudice took his PGY-II mentees, Erik Van Eperen, Anthony Trenga, Adam Hadro, Carrie Meinerz, and Felix Ankomah, to a Bucks Game for a night out.

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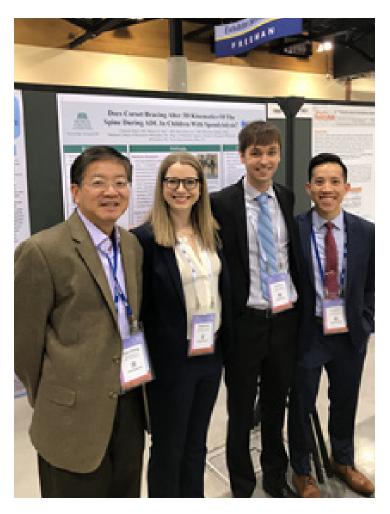


### Summer Research Student Wins Award

Max Albiero, MCW Medical Student Summer Research Participant, was selected to receive the Dr. Michael J. Dunn Poster Contest. The contest was held on October 3rd, where posters were judged by members of the MCW community and scored on originality and innovativeness, experimental design and methodology, results and conclusions and overall impression. Max's project was titled *Energy Flow Analysis of Professional and Collegiate Baseball Pitchers* and his Faculty Preceptor was Dr. Janelle Cross.

### Medical Students present at Annual Orthopaedic Research Society Meeting

Three 3rd year medical students (from right to left: Jonathan Horng, Cameron Hays, and Katherine Lukas) presented their studies at the 2020 annual Orthopaedic Research Society meeting, February 8-11, Phoenix, AZ. All of their studies have been supported by the Dept. of Orthopaedic Surgery, under the Medical Student Summer Research Training Program. They have been mentored by Dr. Thometz, Dr. Fehr, Dr. Tassone, Dr. Escott, and Dr. Liu (far left in the picture), respectively.



# EDUCATION UPDATES







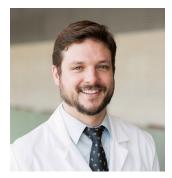
**Resident Presentations** 

Dr. Rachel Lenhart, PGY-III, was selected to present at the ORS Annual Meeting and the AAOS Annual Meeting. Dr. Lenhart presented her poster with Drs. Mei Wang and Gregory Schmeling, "Biomechanical Evaluation of Proximal Femoral Osteotomy Stabilized with a Retrograde Intramedullary Nail" at the ORS Meeting in February. She will be presenting her poster "Evaluation of Hip Strength and Gait Following Intramedullary Nail Fixation and Isolated Diaphyseal Femoral Fracture" at the AAOS Meeting in Orlando this March.

Dr. Justin Bric, PGY-IV, was selected to present his poster with Dr. Jeffrey Toth titled "An Evaluation of the Host Response to An Interspinous Process Device Based on a Series of Spine Explants" at the ORS Annual Meeting in Phoenix this February.

Dr. Alex Nielson, PGY-I, presented his poster with Dr. Jonathan Kraus titled "Patient Knowledge of Provider Training Background and Preferences for treatment of Foot and Ankle Conditions" at the AOFAS Annual Research Meeting in Chicago in September.







Three Residents selected to present at OREF Midwest Resident Research Symposium

Dr. Carla Bridges, PGY-V, Dr. John deVries, PGY-V, and Dr. Benjamin Knight, PGY-III have been selected to present at the OREF Midwest Resident Research Symposium on May 1st at Loyola University Medical Center. Dr. Bridges was selected for her abstract titled "A Quality Improvement Project to Decrease Length of Stay in Total Hip Arthroplasty and Total Knee Arthroplasty Patients at an Academic VA Medical Center." Dr. deVries was selected for his abstract titled "Electromyographic Assessment of the Shoulder Musculature During Passive Rehabilitation Exercises." Dr. Knight was selected for his abstract titled "Clinical Outcomes of Upper Extremity Ambulators After Reverse Total Shoulder Arthroplasty."

### **CLINIC COMMUNICATIONS**



### Welcome to CFAC 6!

On Friday, December 6th, the new Orthopaedic Clinic at the Center for Advanced Care was officially declared open. Thank you to all the of clinic staff, and clinic manager Emily Will, for all of their hard work during the clinic move!

### DexCare Launching this March

DexCare Mobile App is a same-day care platform that allows patients to directly schedule appointments, even if they are not in MyChart. DexCare will be used at all of our clinic locations and will allow for same day access every day of the week.

## Surgery Scheduling role added to CFAC

Steph Fortin has accepted the new Surgery Scheduling role at the CFAC. Starting out, she will be working with the Hand and Upper Extremity team, with the goal to expand to other divisions in the future. Steph has previous experience as a 911 scheduler and has been a great addition to our front desk team.

### **CLINIC COMMUNICATIONS**



Dr. Matthew Myrvik is expanding his practice and will begin seeing adult sports psychology patients at the Sports Medicine Clinic in mid-March.



Dr. Adam Thiessen is seeing adult neuromuscular patients at Froedtert twice per month. He is available to see any neuromuscular (CP, TBI, stroke, spina bifida, muscular dystrophy, etc.) adult patient in clinic at Froedtert as well as any other orthopaedic conditions not usually treated by other surgeons (e.g., leg length difference, angular deformities).

### RECENT PATIENT COMMENTS

Dr. Law always says things like "it depends on how you feel/what you want", "our main concern is easing your pain" and things like that just make it obvious he's listening to me and has my best interests in mind. He's an awesome surgeon and an amazing doctor and I'm thankful to have him working on me.



I had a great experience with both my kids seeing orthopedic specialistsin both locations! No matter how long the drive I will choose to have my children be seen for any type of orthopedic needs!! Thank you for your kindness and making my kids feel comfortable and not terrified at all times. Thank you for speaking to them directly not just me so they knew they were important and they understood what was going on!