

Bone & Joint Clinic

Announcements *and* Other News

BONE & JOINT
CLINIC

January 2008

Happy New Year

New Year is the time to bid farewell to the old year and welcome the coming year. May the dawning of this New Year fill your heart with new hopes, open up new horizons, and bring you promises of brighter tomorrows. May you have a great New Year.

One of our New Year's resolutions is to work toward doing a better job in communicating regularly with our referral sources through this monthly communication. **If you prefer to receive this news bulletin via email**, please send a request to cverhasselt@bonejoint.net and you will be added to the electronic version of this newsletter. Likewise, if you prefer not to receive our update, please send a notification to the same email address requesting removal. We hope you find our communication of value and interest. Comments and questions are welcome.

"The Ultimate Question"

Bone & Joint Clinic has implemented a new patient satisfaction survey. The survey comprises of one question: *"How likely are you to recommend Bone & Joint Clinic to a family member, friend, or neighbor?"* While this survey method is limited, it does give us the ability to analyze data in real time at the end of each day, week, and month. We recognize that even this little information can be extremely valuable in assessing our level of service. Patients are invited to add comments to the back of the survey as well as include their name and phone number if they would like someone to contact them.

Likewise, as our physician partners in delivering quality health care, we ask of you... ***"How likely are you to recommend/refer your patients to Bone & Joint Clinic?"***

2008 will bring the entire Bone & Joint Clinic staff on a quest to enhance our patient and referring physician satisfaction. We welcome your comments and suggestions on how we can better meet your needs as a primary health care providers. You may contact Deb Kufahl, Clinical Services Manager (ext. 51610), email to dkufahl@bonejoint.net, or Cindy Verhasselt, Marketing Manager (ext. 54742), email cverhasselt@bonejoint.net if you wish to share your thoughts.

Dr. Ben Hackett Now Offering Kyphoplasty

Benjamin J. Hackett, MD, has completed training in balloon kyphoplasty. Kyphoplasty treats spinal fractures caused by osteoporosis and is designed to stop pain caused by bone fractures in the spine.

Physicians can view an online replay of kyphoplasty for vertebral compression fractures at www.OR-Live.com or can read more about kyphoplasty at www.orthoinfo.aaos.org/topic.cfm?topic=A00388 or by searching with the key word "kyphoplasty".

Physicians with questions for Dr. Hackett may contact him by calling 847-0402 or via email to bhackett@bonejoint.net.

Unattached Call

In a recent issue of Aspirus Wausau Hospital's "Dr. Know" publication, it was inadvertently stated that Bone & Joint Clinic physicians would not be taking unassigned Emergency Room call.

Please note that although Bone & Joint Clinic physicians will not be taking trauma call, we intend to continue to provide orthopaedic call coverage for both Bone & Joint patients and unattached patients at Aspirus Wausau Hospital.

We appreciate your referrals and are strongly committed to serving the orthopaedic needs of the community. Should you have questions relating to our call schedules, please feel free to contact Deb Kufahl at ext. 51610.

WAUSAU

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Suites 300 & 305
Wausau, WI 54401
715.847.0402

MEDFORD

724 South 8th Street
Medford, WI 54451
715.748.2663

MERRILL

100 Eagle Drive
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715.536.7181

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PHYSICIANS

Hind M. Gautam, MD
Pamela E. Glennon, MD
Benjamin J. Hackett, MD
William J. Jarvis, MD
E. L. Markey, MD
James R. Messerly, DO
Lester A. Owens, DO
Daniel D. Priebe, DO
Thomas G. Staysniak, DPM
William E. Wessels, MD

ADMINISTRATION

Debra Kufahl, RN, ONC,
Clinical Services Manager

Terri Danen, HR Manager

Cindy Verhasselt,
Marketing Manager

Construction Update

The Rib Mountain building project has been moving along nicely and is on target for a late July/early August 2008 completion date.

Key expansion and enhancement elements of the project include a musculoskeletal center with 25 clinic exam rooms of which five are specific to the care of the extremities and four are specific to pain management services; a surgery center with two operating room suites and one minor procedure room for interventional pain management procedures; outpatient rehabilitation services; and radiology services.

As the trend in health care is to become more specialized, this campus will be the area's first and only highly specialized musculoskeletal and ambulatory surgery center with dedicated and specialized staff in orthopaedic/musculoskeletal care and pain management services.

While our outpatient surgical cases will be performed at this new facility, we will continue to support Aspirus Wausau Hospital and Good Samaritan Health Center in Merrill with our inpatient surgical procedures and are planning to expand inpatient surgical services to the Aspirus Memorial Health Center facility in Medford.

As health care providers, we all are striving to meet the needs of a growing population and look forward to working with you to meet your needs as a primary care provider as well.

Clinic Outreach Visit Opportunities

Bone & Joint Clinic offers outreach visits to all clinic providers to meet our physicians and learn more about the services we provide. If you have an interest in scheduling an outreach visit with any of our providers, please contact Cindy Verhasselt, Marketing Manager at ext. 54742.

Clip & Keep: Triage Nurse Connection

We currently have two RNs staffing our triage phones daily from 7:30 a.m. until 5:00 p.m. to provide triage and direction, as well as serve as a contact for referring physicians. You may call 847.0402, ext. 51529 to contact a triage nurse, or you may simply ask the switchboard operator for "triage".

Best Wishes to Mike Braun

In late December the Board of Directors of Bone & Joint Clinic accepted the resignation of Mike Braun. Mike has been with our organization as clinic Administrator since May of 1998. During that time, the clinic has expanded the number of physicians, clinical services, support staff, patient volumes and net revenues. New facilities were constructed in Medford and Merrill under Mike's direction, and the Rib Mountain project has been progressing nicely. We truly appreciate Mike's service and dedication over the past nine years and wish him success and happiness in his new career.

Physician Spotlight



Benjamin J. Hackett, MD
Orthopaedic Spine Surgeon

Specialties

- General Spine Surgical Procedures
- Minimally Invasive Techniques
- Kyphoplasty

Medical School

- Medical College of Wisconsin, Milwaukee, WI

Residency

- Orthopaedic Surgery, The Ohio State Medical Center, Columbus, OH

Fellowship

- Orthopaedic Spine Surgery, Twin Cities Spine Center, Minneapolis, MN

Board Certification

- Board eligible by the American Board of Orthopaedic Surgery, 2007

Professional Affiliations

- North American Spine Society (NASS)
- American Academy of Orthopaedic Surgeons (AAOS), Candidate Member
- Wisconsin State Medical Society
- Marathon County Medical Alliance

Contact Information

- 715.847.0402
- email: bhackett@bonejoint.net
- email: jdrysdale@bonejoint.net for Jill Drysdale, RN

Dr. Hackett joined Bone & Joint Clinic in September 2007.

BONE & JOINT
CLINIC

TRIAGE NURSE CONNECTION

847.0402, ext. 51529

847.0402, ext. 51551

800.445.6442

Triage Nurse: ext. 51529

Switchboard: ext. 51551