

PATIENT RESULTS

It has been a pleasure to participate in the extraordinary success that TCO has achieved in quantifying patient care in 2018. In the past several years, the physicians, administration, and employees of TCO have been dedicated to improving orthopedic care throughout the greater metropolitan area.

This started with TCO physicians' commitment to providing resources and energy to collect practice data, which were used to implement quality care pathways and protocols. This year alone we reviewed 50,000 cases, and we have ongoing and reportable patient-satisfaction results for all our providers. In addition to patient-reported outcomes, we conduct an unprecedented level of outcome studies through our service lines.

Our goal continues to be to provide an unbeatable experience to our patients for cost and quality of musculoskeletal care. We thank our patients for the feedback they provided to help TCO work toward achieving these goals.

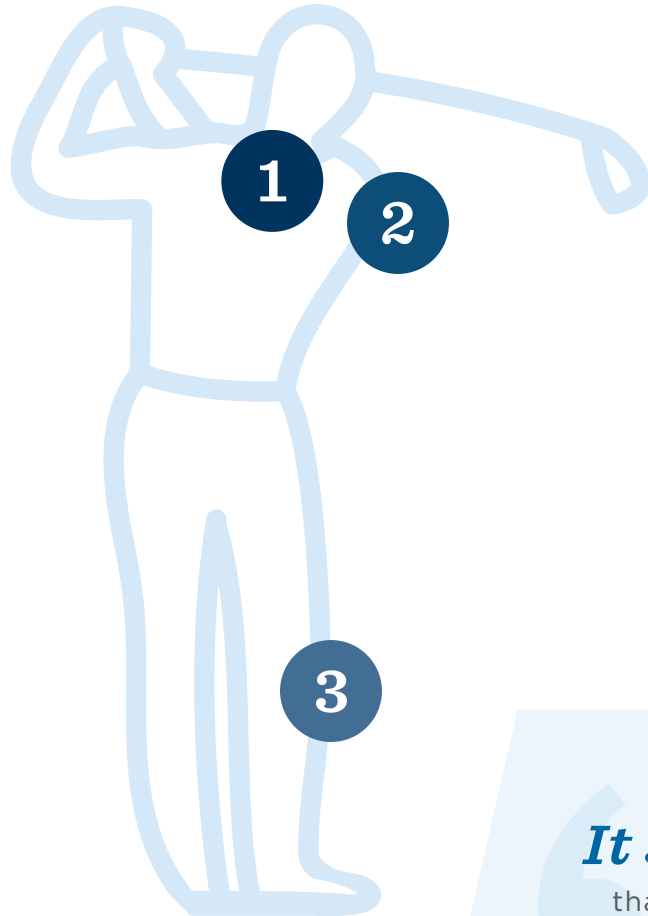
Gary Wyard, MD // Chief Medical Officer, TCO



**TCO PATIENT-REPORTED
OUTCOME FORMS COMPLETED**

479,148

OUTCOME DATA



1 | BACK & NECK

Laminotomy

99.45%

*of patients would have the surgery again, if needed
1 month post-surgery*

Discectomy

96.23%

*of patients reported reduced neck pain after surgery
1 year post-surgery*

2 | SHOULDER & ELBOW

Rotator Cuff Repair

91.38%

*of patients reported little to no difficulty with daily activities
1 year post-surgery*

3 | KNEE

TKA // Total Knee Arthroplasty

98.42%

*of patients said they would have the surgery again, if needed
6 months post-surgery*

It still amazes me

that I can move around with NO pain. Why did I wait so long?

Rita H. // Knee Replacement Patient

4 | HAND & WRIST

CMC Arthroplasty // Thumb Joint Replacement

96.09%

*of patients reported satisfaction with surgical results
6 months post-surgery*

5 | HIP

THA // Total Hip Arthroplasty

98.13%

*of patients increased their hip function after surgery
1 year post-surgery*

6 | SPORTS MEDICINE

ACL Reconstruction

91.20%

*of patients were able to perform activities as normal
1 year post-surgery*

7 | FOOT & ANKLE

Total Ankle Replacement

97.03%

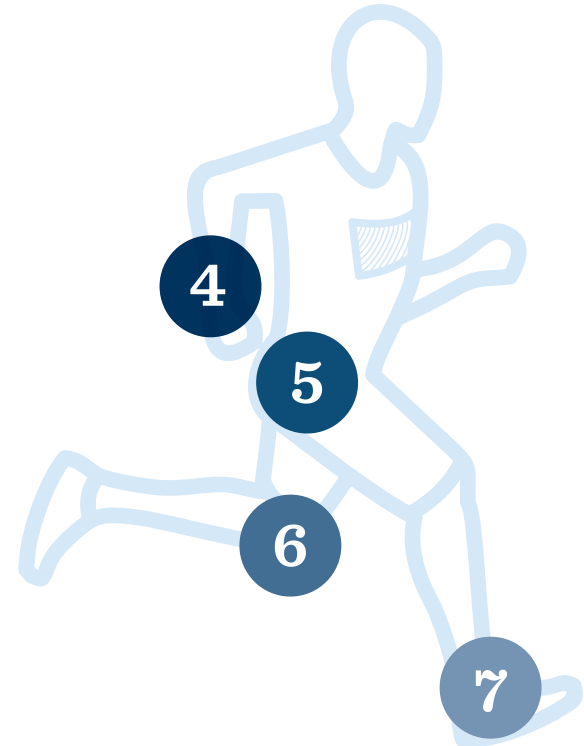
*of patients reported reduced pain after surgery
1 year post-surgery*

I feel like I have my life back!

I didn't realize how withdrawn
from friends and family I had been.
It feels like this is a new lease on life!

Catherine A. // Total Hip Arthroplasty Patient

OUTCOME DATA



IMPACT OF DATA

How We're Putting Patient Survey Data to Good Use

Thanks to the generosity of patients who filled out forms after their visits, we've collected nearly half a million patient surveys. That's an incredible amount of information, and we're grateful for every single participant. We're using this data to make improvements across our practice and elevate the experience for everyone at TCO.

We're working on making it easy for you to fill out forms at home because we know it results in higher patient satisfaction and more efficient clinic visits. We also know you want more guidance after surgery, so we've begun testing easy-to-follow post-op treatment plans. So far, 100% of patients who received a plan say their care experience exceeded their expectations. In the future, expect to see expanded initiatives. We're rapidly improving, and it's all thanks to you.

OPIOID PRESCRIBING PROGRAM

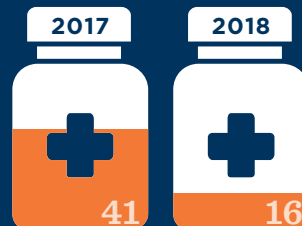
In early 2018, we introduced better patient education about narcotic medications and formal standardization of dosing protocols, with tremendous results.



46%

**ZERO NARCOTIC
MEDICATIONS PRESCRIBED
AFTER OUTPATIENT SURGERY***

*Improvement of 34% from 2017
(Industry Competitor reports 15%)*



**AVERAGE NUMBER OF
PILLS PRESCRIBED
PER PATIENT****



89%

**PATIENT SATISFACTION
WITH PAIN CONTROL***

*Following Reduced or
Eliminated Narcotic
Prescriptions*

PATIENT REPORTED PAIN SCALE

