



EDMONDS ORTHOPEDIC CENTER

COMPLETE CARE FOR YOUR PATIENTS

- General Orthopedics
- Fracture care
- Sports Medicine
- Arthroscopy
- Minimally-invasive surgery
- Spine
- Shoulder & Elbow
- Hand & Wrist
- Hip & Knee
- Foot & Ankle
- Total Joint Reconstruction
- Physical Therapy
- Certified Hand Therapists
- Interventional Pain Management

EDMONDS ORTHOPEDIC CENTER SURGEONS

- James A. Alberts, MD
- Brian D. Cameron, MD
- Darcy S. Foral, MD
- L. Joseph Fowler, MD
- Michael B. Lee, MD
- Wren V. McCallister, MD
- Jeffrey P. Remington, MD

Focus on Patient Satisfaction

WREN V. MCCALLISTER, MD

JUNE 2011

Patient Satisfaction is a constant focus of the Surgeons at Edmonds Orthopedic Center. While the literature can show us objective parameters to measure outcomes after operative and non-operative treatment, at the end of the day, the patient's perception of their experience is a dominant driver of their overall level of satisfaction with their care. To that end, we work hard to ensure that every patient receives personal, professional and compassionate care.

WHAT DO PATIENTS HAVE TO SAY ABOUT THEIR CARE?

The following are unsolicited comments from patients of Dr. McCallister.

I visited Dr. McCallister for a hurt finger that had been bothering me for a year. Another doctor had said it was a pulled tendon and yet another said it was broken. Dr. McCallister was the only doctor who actually helped me determine the problem and what to do about it. He's very down to earth when he talks to you and he really tries to help you

overall, not just the specific problem you came in for. If you need an orthopedic doctor, try him! Keep up the great work. *Patient S.G.*

Dear Doctor McCallister, Thank you so much for the care you gave me...you are so calm and caring and clever. *Patient T.C. (Registered Nurse)*

Dear Dr. McCallister, Thank you for the best happy visit ever! My daughter and I were so impressed with your pleasant personality and sense of humor—We won't forget you! *Patient E.W.*

Thank you so much for taking such good care of us! We certainly appreciate it!! *Patient D.M.*

Dear Dr. McCallister, Thank you for the care you provided to S. this summer when she fell and broke her arm at the playground. She made this artwork just for you! S. says you're the best doctor in the whole wide world and I thought that you would like to know what a positive impression you left on her and her little sister too! You're a very talented

doctor and we all appreciate the care/concern you and the nurses provided. *Patient S.A.*

Dr. McCallister, Ok...so you probably get cards all the time? But I wanted to tell you how very much I appreciated the fine surgical work you did on my wife's left index finger...she will have minimal (if any) scarring and she is gaining back full flexibility. For this, we attribute to you and to your fine skill as a surgeon and doctor. *Patients R. & P. Y.*

Dear Dr. McCallister, Thank you so very much for your wonderful surgical skills and your kind and gentle spirit. His right hand is doing great and we owe that to you!! *Patients F. & M. H.*

Dear Dr. McCallister, I would like to thank you and your wonderful staff, including the nurses in your surgical suite, for your excellent care and concern for my well being. You are all awesome. Keep up the great bedside manner— good doctors are hard to find. *Patient N.V.*

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EDMONDS ORTHOPEDIC CENTER

**ORTHOPEDIC
CARE YOU CAN
TRUST**



Serving the community for over 25 years, our board certified Orthopedic Surgeons have advanced subspecialty fellowship training and a commitment to providing unparalleled care for your patients.

**EDMONDS
ORTHOPEDIC
CENTER**

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Website:
www.edmondsortho.com

FINALLY (after being treated by others)...you have fixed my right arm. Thank you Dr. McCallister! *Patient B.H.*

Hi, Dr. McCallister,

I wanted to tell you that my LT wrist that you performed carpal tunnel surgery on is doing great...now I want to say thanks!!
Patient D.J.

Dear Dr. McCallister,

I wanted to send a note to thank you sincerely for providing your services in the healing of my elbow injury. It has been difficult these days being uninsured, and your charitable care has helped immensely. Thank you so much for your time, I will always remember your benevolence.
Patient J.M.

Dear. Dr. McCallister,

It's been a year since I had your surgery and treatment for my trigger finger...It certainly came out excellent! I am completely ambidextrous and happy with my mobility! I just wanted to compliment you and your staff on an excellent job. I will recommend any and all folks who need small bone surgery to you! Thank you again for your marvelous surgery!
Patient G.F.

About Dr. McCallister

- Board-certified in Orthopedic Surgery and Hand Surgery
- Dr. McCallister has been serving the community providing Emergency Room (ER) Call care for Swedish/Edmonds (formerly Stevens Hospital) since 2006
- Dr. McCallister is the only Board-certified Orthopedic Surgeon and Board-certified Hand Surgeon providing ER Call services for Swedish/Edmonds
- **AMGA Patient Satisfaction Survey** results:
 - Achieved "Hand Surgery Best Practices":
 - Personal Manner of the Physician (courtesy, respect, sensitivity, friendliness)
 - Overall Visit Satisfaction
 - 90% of patients surveyed said they would definitely recommend Dr. McCallister to their family and friends
- Overall "A" rated on Angie's List

