

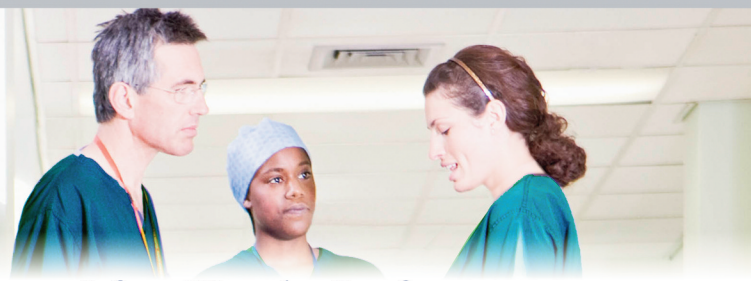


ANESTHESIA SERVICES

IN 2010 THE DEPARTMENT RECEIVED THE FIVE STAR EXCELLENCE AWARD GIVEN TO THE TOP 10% OF ANESTHESIA DEPARTMENTS.



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Safety. Warmth. Comfort.

Significant Increase in Surgeon Satisfaction

Hospital A is a busy orthopedic-focused acute care facility located about ten miles from a large East Coast city. The medical staff's confidence in the anesthesia department was at an all time low. Anesthesia staffing was inadequate and customer service to the patients, surgeons and hospital staff was poor. Surgeons were dissatisfied and threatening to leave. To avert a crisis, the hospital administrator asked FOAA Anesthesia Services to take over the anesthesia department.

With less than one month lead time, board certified anesthesiologists and experienced certified nurse anesthetists were recruited and hired. Evidence-based best practices were instituted and payer contracts re-negotiated. New department leadership was installed with a focus on customer service and the highest quality patient care.

Today, the hospital benefits from a stable anesthesia department whose members are fully committed to their practice, enjoy a great work environment, and focus on great customer service and the highest quality of care.

The chart below best tells the story. Annually, a third party market research firm surveys Hospital A's medical staff's perception of the anesthesia department and benchmarks the results against hundreds of anesthesia practices nationwide. The year before FOAA began providing anesthesia services, the anesthesia department ranked in the lowest percentile. Clearly, the situation has improved drastically since FOAA arrived in 2004. In 2010 the department received the **FIVE STAR EXCELLENCE** award given to the top 10% of anesthesia departments.

Physician's Perception of Anesthesia Services at Hospital A

Percentile of Excellence Ratings of the Anesthesia Services – National Hospital Comparison

