



OrthoCarolina



- COE Designated Member of the OPTUM Centers of Excellence network in the area of Spine and Joint Surgeries
- Readmission rate consistently lower than state and national averages
- Hospital-acquired infections and surgical site infections below state and national averages
- Hospital named Top Performer on Key Quality Measures by The Joint Commission, 2010, 2011, and 2012. Received for exemplary performance in using evidence-based clinical processes shown to improve care for certain conditions. One of 15% of U. S. hospitals recognized for its achievement on four measure sets: heart attack, heart failure, pneumonia and surgical care.
- Core Measure Comparison Data (abstracted from Hospital Compare 3/31/2013) indicates Lake Norman Regional ranks higher than the state and national averages in four out of six SCIP comparisons
- Dedicated Orthopedic Nurse Navigator
- Dedicated Orthopedic Nursing Staff
- 30-bed, Designated Orthopedic, Neurology and Spine Unit
- Conveniently located adjacent to main hospital with direct patient and family entrance
- All newer, spacious, private rooms with post-operative, orthopedic-friendly accommodations



What Duke Energy Employees are Saying

TESTIMONIALS FROM DUKE ENERGY EMPLOYEES AND FAMILY MEMBERS

“I have been telling the guys at work about this new coordinated care program. Best thing they can hear is they assign you a person like Nancy (Orthopedic Navigator) from OrthoCarolina to help you through your experience. “

“This was the best treatment in a hospital that I have ever had. Everyone at Lake Norman was wonderful. Hospital is real nice and the staff is on top of things. At other hospitals I would call for help and it would be at least 30 minutes before someone came in. At Lake Norman, they were there within 5 minutes. Carol from OrthoCarolina met me at my surgeon’s office for my post-operative visit to make sure everything was going well for me.”

“Dr. Curtin is a very good surgeon. I am already mowing grass and getting around. The pain was so bad before my surgery and now I feel so good.”

“Dr Springer is so nice and kind and a great surgeon. He operated on my other knee several years ago. The staff at Lake Norman was incredible and my husband just loved them. Nancy, my navigator for OrthoCarolina, was great. She had everything under control for me. I have been to outpatient physical therapy and things are going pretty well.”

“Everybody has been very nice. Nothing bad to say about anyone. Lake Norman was wonderful, as were all of the doctors and nurses. Every single caregiver was perfect! Nancy and Carol from OrthoCarolina are absolutely wonderful. Everyone is super duper nice.”

“Dr. Suprock was wonderful!”

OrthoCarolina

A HISTORY & INTRODUCTION

With expert physicians and care providers in locations throughout our region, OrthoCarolina is one of the nation's leading orthopedic practices. We bring expertise in the areas of foot and ankle, hand, hip and knee, shoulder and elbow, spine, sports medicine and pediatrics to offer a continuum of care unmatched in our region — and throughout the country.

WITH EXPERT PHYSICIANS AND CARE PROVIDERS IN LOCATIONS THROUGHOUT OUR REGION, ORTHOCAROLINA IS ONE OF THE NATION'S LEADING ORTHOPEDIC PRACTICES.

Formed in 2005, by the merger of Charlotte Orthopedic Specialists and Miller Orthopaedic Clinic, OrthoCarolina is one of the nation's most comprehensive orthopedic practices. With a staff of more than 120 physicians and 1,200 employees, OrthoCarolina provides advanced specialty care and general orthopedics, supported by physical medicine and rehabilitation, physical therapy, advanced imaging and orthopedic urgent care centers. OrthoCarolina has 33 locations throughout the region, and serves patients from throughout the Southeast and across the country. In 2013 the group had more than 1,000,000 combined patient encounters.

For more than 80 years, the predecessor groups of OrthoCarolina provided the highest quality orthopedic care to patients in the Charlotte, North Carolina region. In the 1920s, Dr. John Stuart Gaul, grandfather to our current Dr. Gaul III, pioneered an orthopedic practice in Charlotte rehabilitating wounded soldiers from WWI while earning a General Washington Offices Award of Merit for his dedication. At the same time Dr. Oscar Lee Miller, a future president of the American Academy of Orthopedic Surgeons, was also starting a practice to serve the North Carolina Orthopedic Hospital for the treatment of crippled children that would grow to become the Miller Orthopedic Clinic.

During the 1940s, prior to the development of the polio vaccine, Drs. Miller and Gaul worked to manage and treat the effects of polio throughout North Carolina — and share the knowledge and techniques with others, locally and internationally.

Both practices continued to grow through the 1950s, and in 1955, a third orthopedic group, the Charlotte Orthopedic Clinic was established. The 1970s brought the start of a residency training program at Charlotte Memorial (now Carolinas Medical Center), as well as the first surgeries at the Orthopedic Hospital of Charlotte, now Novant Charlotte Orthopedic Hospital. The 1980s and 1990s brought new offices to support growing networks of community hospitals, the creation of numerous fellowship training programs to supplement the residency program, and the merger of Gaul Orthopedic, Nalle Orthopedic, Lake Norman Orthopedic and Charlotte Orthopedic Clinics into Charlotte Orthopedic Specialists. At the same time, affiliated research institutes were growing and Miller Orthopedic Clinic was adding practices in Shelby and Monroe as well as affiliating with multiple other regional providers.

"THROUGH EDUCATION, CLINICAL RESEARCH, AND CARE, WE WILL ENRICH THE LIVES OF THE COMMUNITIES IN WHICH WE LIVE AND SERVE. OUR EMPLOYEES WILL SHARE IN THE GROWTH OF THE ORGANIZATION, THE POSITIVE EXPERIENCES OF OUR PATIENTS, AND CONTRIBUTE TO THE ADVANCEMENT OF ORTHOPEDIC MEDICINE."

2005 brought the merger of Miller Orthopedic Clinic with Charlotte Orthopedic Specialists into OrthoCarolina, a move that aligned both strategically around a mission of excellence and created one of the most comprehensive musculoskeletal care practices in the country. The merger has facilitated the:

- Expansion of our advanced specialty care into more communities,

- Growth of the orthopedic residency program as well as fellowships in Sports Medicine, Spine, Foot and Ankle, Hip and Knee Replacement, Hand and Physiatry,
- Substantial growth of orthopedic research through the OrthoCarolina Research Institute.
- Adoption of sophisticated technology for medical records, quality reporting and business intelligence,

ORTHOCAROLINA IS WELL KNOWN THROUGHOUT THE COUNTRY FOR PROVIDING EXCELLENCE IN CARE AND SERVICE, ONE PATIENT AT A TIME.

- Opening of multiple Orthopedic Urgent Care Centers to provide weekend and evening access,
- Growth of imaging, therapy, fluoroscopic injections, post-surgical and DME service lines, and
- Expansion into communities throughout western North Carolina from Boone to Laurinburg, and, coming in 2014, northeast to Winston-Salem.

In 2013 OrthoCarolina partnered with the Cleveland Clinic, the Rothman Institute in Philadelphia, and the CORE Institute in Phoenix to found the National Orthopedic and Spine Alliance – a partnership whose mission is to create a national consensus on the highest quality care of musculoskeletal conditions at an affordable price.

Since our founding, we have been devoted to our patients, our community and our profession. We continue to generate unprecedented growth through new locations, additional service lines and new providers joining the group, giving patients greater access to care and OrthoCarolina greater resources to continue improving our patients' outcomes and experience of care. We are extremely proud of our heritage and our vision for the future, and we look forward to you being part of the legacy of OrthoCarolina.

“ORTHOCAROLINA WILL SET THE HIGHEST STANDARDS FOR ACCESS TO CARE. WE WILL COMMIT TO EXCEEDING EXPECTATIONS THROUGH OUTSTANDING PATIENT SERVICE, AND PROVIDING RESPECT AND SUPPORT TO OUR PATIENTS AND THEIR FAMILIES DURING THEIR TIME OF NEED.”



Our Values

“OrthoCarolina is committed to outstanding clinical quality and comprehensive orthopedic care. We will achieve our goals through a constant cycle of raising, setting, and exceeding standards in orthopedic care.”

- Leads industry in the treatment of musculoskeletal conditions
- Advances the field of orthopedics
- Employs professional expertise
- Provides innovative solutions and care
- Actively seeks opportunities to pick up new skills and knowledge
- Exceeds the needs of our patients and their families with outstanding care
- Provides an environment where patients and families feel welcome and comfortable
- Educates and informs patients by providing expertise and specialized knowledge
- Provides respect and support to our patients and their families
- Ensures patients understanding of their condition and options for care
- Continuously improves standards of orthopedic care and patient service by constantly setting and exceeding expectations
- Provides a superior musculoskeletal delivery system

- Provides health services to economically disadvantaged citizens
- Supports professional development by providing opportunities to students
- Participates in research to further the field of orthopedic medicine
- Recognize that our attitudes and actions reflect on the whole organization
- Collaborates to achieve common goals and create an optimal patient experience
- Demonstrates personal commitment to the team
- Fosters an inclusive environment of mutual respect, loyalty, and enthusiasm, embracing our team's diversity
- Provides encouragement and support to fellow employees
- Reaches out to help and support different work groups

For more information regarding OrthoCarolina. Please visit our website at OrthoCarolina.com

OrthoCarolina Recognition

- Over 30 of our physicians have been named on the “Best Doctors” list in *Charlotte Magazine*
- Official Team Physician for 50 sports teams and organizations
- Several physician of the year recipients at our partner hospitals
- Several physicians have patents/patents-pending in orthopedics
- Several physicians hold national academy leadership positions
- Accomplished and active research organization
- Over 150 published studies and abstracts
- Active in 125 outcome trials
- Active in 20 FDA clinical trials
- Women’s Choice Award recipient 2013
- Voted Platinum Fit-Friendly Company two years in a row by the American Heart Association
- Voted “Best Place to Work” for the last 3 years by the *Charlotte Business Journal*
- Voted the “100 Best Places to Work in Healthcare” 2010, 2011 and 2013