

Move Better



SUMMER 2020 | Co-published with *Community Health Magazine*



Safety in Action



IBJI has implemented stringent safety measures at all its facilities to keep patients and staff protected against COVID-19

PAGE 8





Telemedicine is Here.

Introducing an innovative, convenient way to interact with IBJI physicians and physical & occupational therapists.

Telemedicine lets us limit individual contact where we can, while providing the same high-quality services that you expect from IBJI.

Now you can interact with IBJI providers via a secure video platform, for the evaluation, diagnosis, and development of treatment plans—without the need for an in-person visit.

-  Secure Video Platform
-  No Software Required
-  No Registration Needed

What type of Telemedicine visits are available?

- Initial Consultations
- Follow-up Appointments
- Post-operative Visits
- Physical & Occupational Therapy Initial Evaluations & Treatment Visits
- Immediate Orthopedic Care Consultations

Compatible with:

- PC and Mac
- Chrome, Firefox & Safari
- iPhone
- Android



To learn more, visit ibji.com/telemedicine



Move



COVER STORY

Safety in Action

8 IBJI is keeping patients and staff safe from the risk of contracting COVID-19 by implementing intensive safety measures at all facilities.

TELEMEDICINE

Virtual Visits

10 Telemedicine has become a well-used resource during the COVID-19 pandemic. An IBJI hip replacement patient shares his experience using this remote health service.



ELECTIVE SURGERY

Performing for Patients

6 IBJI helped get elective surgeries back on track and alleviated the burden on hospitals by conducting drive-thru COVID-19 testing at its Des Plaines and Hinsdale facilities.

COMMUNITY

Making a Difference

12 IBJI CARES helped people in need during the COVID-19 pandemic by funding a food donation and organizing a blood drive.

Move Better

SUMMER 2020 | VOLUME 2 | ISSUE 1

IBJI EDITORIAL ADVISORY BOARD

- AMY ILLARDE
Director of Patient Experience and Marketing
- KELSEY KOZIEL
Marketing Communications and Public Relations Specialist
- MAGGIE SKETCH
Senior Marketing Manager
- NICK SARANTAKIS
Marketing Manager



www.ibji.com

COMMUNITY MAGAZINE GROUP

- Larry Perrotto | CHAIRMAN
- Mark Hornung | MANAGING DIRECTOR
- Zach Payer | CHIEF OPERATING OFFICER
- Jason Maholy | EDITOR
- Caitlyn Bettenhausen | ASSISTANT EDITOR
- Shannon Mashek | ART DIRECTOR
- Joe Zennelli | DESIGNER
- Jeff Mercer | REGIONAL SALES REP
- Dee Edington, PhD | WELLNESS EDITOR



CommunityHealthMagazine.com
 Facebook.com/CommunityHealthMagazine
 Follow us on Twitter @CommHealthMag

Safe, open and ready

Life looks much different than it did just months ago. Navigating this challenging time has taken a toll on all of us, and especially those who have been living with pain due to musculoskeletal conditions during the COVID-19 stay-at-home orders.

I am proud to say that IBJI's physician offices, physical therapy clinics, and MRI centers have by and large remained open and active during the COVID-19 pandemic, focused on evaluation and treatment of urgent and emergent musculoskeletal care. Similarly, our OrthoAccess and Immediate Care Centers have remained open for the treatment of acute injuries and conditions for patients seeking care away from hospitals and ERs focused on COVID-19 patient evaluation and treatments.

The safety of our patients, physicians, staff and communities has and will continue to be our primary concern. We have taken steps to implement necessary and required safety protocols to ensure that patients can still access the safe and effective care they have come to expect from IBJI, in a socially responsible way.

All patients are pre-screened before in-office appointments with a series of questions designed to prevent patients with active COVID-19 infections coming to an IBJI site. Additionally, all staff, patients and visitors are temperature screened before entering our clinics. IBJI facilities and equipment are cleaned throughout the day to maintain and prepare a safe space for patients and visitors.

Once inside our clinics, patients will find that we have implemented various protocols including Plexiglass shields, and signage and floor decals to indicate where to sit and stand to maintain proper social distancing. Masks are required for all IBJI staff, patients and visitors, and free masks are provided to anyone in need.

While we ramp up in-office visits and procedures, we continue to provide telemedicine and virtual visit options to limit contact for those unsure of leaving their homes during this time.

Please rest assured that IBJI remains open and ready to care for you as safely and effectively as possible. For patients whose care has been interrupted during this time or to those who have put off coming in for evaluation, please know our team stands by under continued guidance from CDC and IDPH. We encourage you to not wait any longer. Expedited care not only can avoid unnecessary pain but can prevent the risks of further harm. Come see us. We are here, and we are prepared.

Andre Blom
Chief Executive Officer
Illinois Bone & Joint Institute



Andre Blom
CHIEF EXECUTIVE OFFICER
ILLINOIS BONE & JOINT INSTITUTE

Please rest assured that IBJI remains open and ready to care for you as safely and effectively as possible.





New IBJI Locations in Joliet

Illinois Bone & Joint Institute (IBJI) is proud to welcome patients to a new physical and occupational therapy clinic, as well as a new OrthoAccess immediate care center, both in Joliet.

The physical and occupational therapy clinic opened June 8 and is the first joint location with one of our new divisions — Hinsdale Orthopaedic Associates, which joined IBJI on April 1 with a team of 31 physicians and eight locations.

Patients at the new location will receive the same high-quality, patient-centric, physical and occupational therapy care they have come to expect from the experts at all other IBJI physical and occupational therapy locations. Our staff is happy to see patients Monday through Friday, from 7 a.m. to 7 p.m.

The physical and occupational therapy location is at 3296 Executive Drive, Unit 201, in Joliet. Patients who are interested in scheduling an appointment can call (815) 207-4223 or visit ibji.com.



IBJI and Hinsdale Orthopaedic Associates opened a physical and occupational therapy clinic in Joliet on June 8.





The physical and occupational therapy location at 3296 Executive Drive, Unit 201, in Joliet is open Monday through Friday from 7 a.m. to 7 p.m.

Joliet Immediate Care Center

Along with our new physical and occupational therapy location, IBJI and Hinsdale Orthopaedic Associates opened an OrthoAccess immediate care center July 1 at 951 Essington Road in Joliet.

IBJI immediate care centers provide a convenient, cost

effective and safer alternative to the ER. Our immediate care centers are walk-in clinics designed to quickly and affordably treat simple fractures, sprains, strains, work and sports injuries, and more.

Patients can be seen here Monday through Thursday from 5 p.m. to 8 p.m. and Saturday from 9 a.m. to 1 p.m.



IBJI and Hinsdale Orthopaedic Associates opened an immediate care center July 1 at 951 Essington Road in Joliet.



Back Row: Gregory Fahrenbach, M.D., Todd Rimington, M.D., Christopher Mahr, M.D.
 Front Row: Brian McCall, M.D., Richard Hayek, M.D.

IBJI Welcomes Northwest Orthopaedics & Sports Medicine to our Family

IBJI is excited to have Northwest Orthopaedics & Sports Medicine join our network of physicians, rehabilitation, and imaging services. With our combined resources, we are better able to support each other and our patients as medical care continues to evolve, by sharing the best practices for patient care.

Northwest Orthopaedics & Sports Medicine has provided orthopaedic care in Chicago and the northwest suburbs for 40 years. Their practice includes five orthopaedic surgeons and a team of physical therapists.

- Brian R. McCall, M.D.
- Gregory J. Fahrenbach, M.D.
- Richard J. Hayek, M.D.
- Christopher C. Mahr, M.D.
- Todd R. Rimington, M.D.

Physicians' Office
 7447 W. Talcott Ave., Suite 500, Chicago, IL 60631
 Resurrection Professional Building | 773-631-7898

Physical & Occupational Therapy
 7447 W. Talcott Ave., Suite 501, Chicago, IL 60631
 Resurrection Professional Building | 773-631-6112

Performing for Patients

IBJI conducts COVID-19 testing, helps get elective surgeries back on track

Illinois Bone & Joint Institute (IBJI) recognized the importance of alleviating the burden on hospitals during the COVID-19 pandemic by offering our patients testing for the virus. By testing our own surgical patients we reduced the number of patients going to hospitals, which helped limit hospitals' needs for testing kits and personal protective equipment (PPE).

IBJI began COVID-19 testing for surgical patients May 8, after hearing elective surgeries would be allowed to resume May 11. IBJI thought it was necessary to offer patients testing kits at our facility, saving them a visit to the hospital and from being put at further risk of contracting the virus. It also allowed our schedulers to put patients back on the schedule.

IBJI surgery schedulers called patients to schedule time slots for drive-thru testing. Patients would then take their drive-thru tests in the parking lots of the Des Plaines and Hinsdale locations.

IBJI trained our physician assistants to perform the test as an effort to provide support to hospitals and care to patients. During a drive-thru test, a physician's assistant who is fully protected by PPE goes to the patient's car, verifies the person's identification and performs a swab test for COVID-19. The collection was placed in a proper tube and prepared to send to the lab for results, which were provided via phone call from the physician's surgical team.

Brian Snediker, IBJI Inventory Control Specialist, helped ensure our test sites were stocked with the appropriate supplies and delivered the tests to Quest Diagnostics, which specializes in laboratory testing for a wide array of diseases and disorders.

While delivering the tests, Snediker wore gloves and a mask to maintain safe transportation of the specimens.

"It's simple, but meticulous," he explains of the process. "[An IBJI staff member] shows up to the IBJI sites that are conducting the test to count the tests,





“Like everything with COVID-19, it’s fast-paced and rather intense to pull it off, but with our teamwork and team members we were able to make this happen.”

MAUREEN ZIZZO



and seal them in a bag and box. The tests are already in specimen bags, but I like to bag them again. A note is attached to the tests stating that it’s top priority, along with other patient information. We then take them to Quest in Wood Dale, call the lab, and someone comes and grabs them from us. After that’s all done, I email the number of tests I picked up along with the name of the contact they were dropped off with to my boss, in order to keep track.”

Maureen Zizzo, Administrator for IBJI’s Des Plaines Physician’s Office, explains the process of putting the drive-thru testing station together.

“A committee of individuals within [IBJI’s] central business office helped to make this happen,” Zizzo says. “Physicians teamed up with our safety, risk, marketing, patient experience, legal and purchasing departments to research which test we might be able to obtain to perform COVID-19 testing on pre-surgical patients. This team then collaborated with human resources to help put together a playbook and an operational plan.”

It was important for IBJI to work as a team to find a solution to assisting hospitals and providing care to our patients. Without the team’s effort we would not have been able to put this together so quickly.

“It was important for us to do this because we wanted our surgeons to be able to take care of their patients, and the patients were very anxious to have the surgeries they’ve been waiting for,” Zizzo says. “Like everything with COVID-19, it’s fast-paced and rather intense to pull it off, but with our teamwork and team members we were able to make this happen.”

IBJI was happy to help our surgical patients by providing COVID-19 testing and getting them back on track to schedule the surgeries they had to postpone.



YOUR COMMUNITY **CH** IBJI

Safety in Action

IBJI implements COVID-19 safety measures at all facilities



At IBJI, safety is our top priority. Staff are committed and working together to keep our patients and each other safe. During the COVID-19 pandemic, our staff has stepped up by helping to screen patients and take their temperatures before they come into the office. These safety precautions help protect our patients by reducing the risk of spreading COVID-19 to other patients and staff members.

Our screening questions are conducted over the phone when a patient is scheduling an in-office appointment. While on the phone, IBJI staff ask patients several questions regarding COVID-19 symptoms and if they have recently traveled. Patients will also have their temperatures taken onsite the day of their appointments before they can enter the office. These steps are important to ensure we help flatten the curve and keep our patients safe.

Four of our staff members, across different locations, explain the steps they took to help during the pandemic and why it's important for IBJI to provide these safety processes to patients.

Cassi Huser, PT, DPT at IBJI Lake Bluff helped take temperatures.

"I take the temperatures of my patients before bringing them back

to the gym to receive treatment," Cassi says. "If patients tell me they are feeling ill, I offer a Telehealth visit and screen the patient to see when it is safe for them to return to the clinic for an in-person visit. It is essential to have temperature stations and safety screenings to ensure the safety of our patients and staff, which ultimately work with thousands of patients per week. Those thousands of patients then interact with others, so IBJI is having a direct impact on flattening the curve of COVID-19 and keeping our communities safe. All therapists took mandatory training on the PATH on COVID-19, which helped us stay safe and educate others on safety."

Cassi informs her patients that before entering the gym to receive treatment, they will be temperature-screened with a contactless thermometer to ensure their safety and that of others in the facility.

"Each patient has been very open and appreciative of this," she says.

Cassi also assisted fellow staff with patient safety screenings.

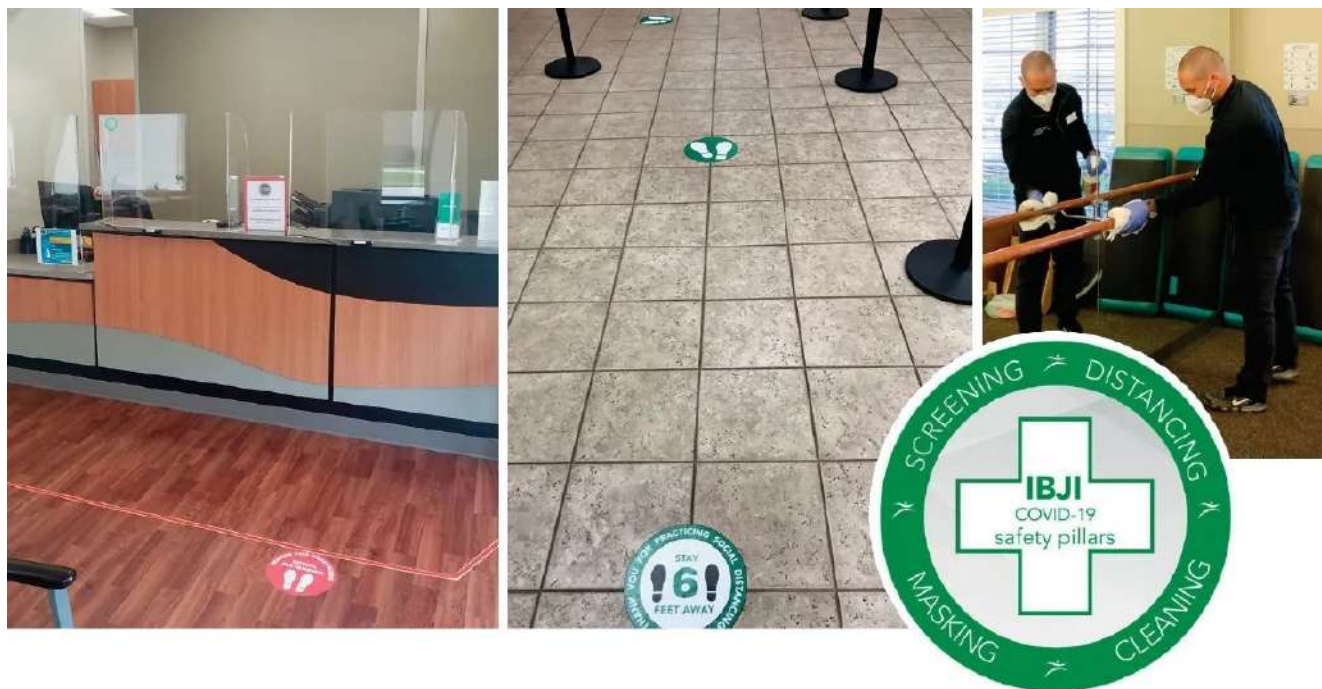
"I kept the staff informed of how to screen patients over the phone and assisted with the problem solving to determine if a Telehealth visit was needed versus coming into the gym due to potential exposures," she explains.

At our Morton Grove location, Megan Lundgren, ATC, Medical Assistant, participated in temperature checks and occasionally assisted at the office in Buffalo Grove.

"I was assigned to take temperatures, most of the Medical Assistants and Certified Athletic Trainers are assigned to take temperatures when they are not assisting a physician in the clinic," Megan says. "It's important we offer a temperature station because it gives the patients comfort and assurance that they reduce their risk of coming into contact with someone else who could be COVID-19 positive. It is important that IBJI can offer a service that makes patients feel safer as everyone adjusts to the new normal."

Megan explains our temperature taking process: "When a patient arrives outside the office doors they can expect to be greeted by a staff member who has a station set up with a thermometer, hand sanitizer, and personal protective equipment (PPE). Temperatures will be read with an infrared device that is non-contact. Patients under 100.4 degrees will be allowed to enter the office and be given an IBJI sticker to alert everyone that they have a normal temperature. We also make sure that every adult and child has a face mask and, if they don't, they will be provided with one."





At our Chicago office, Monique Evans, Orthopedic Technician, assisted in ensuring that all patients had their temperatures taken before entering the clinic area.

"I ensure that all exam rooms have been thoroughly cleaned and disinfected before and after being occupied by patients and wiping down door handles and chairs," Monique says.

"The importance of offering temperature checks is to assist in reducing the risk and or spreading of COVID-19," she continues. "It ensures that patients and staff are in a generally healthy state when entering our offices/clinics. As patients are checked in and about to enter the clinic area, I call them and explain that I have to take their temperature and the temperature of any additional person that will be

accompanying them in the clinic."

Lastly, the role of Millie Manarang, CCMA, Patient Services Manager, at IBJI's Gurnee front desk is to assure all our patients and non-patients of their safety and health.

Millie explains how our safety precautions function at Gurnee: "Our temperature-check and safety-screening station is set up at the front desk, with one temperature check personnel scheduled each day. Safety and cleanliness is our priority, so we have newly installed Plexiglass at the front desk counters, two mounted thermometers on both sides, one hand-held thermometer for our immobile patients. Antibacterial cleaning products are at the temperature check station, as well. All staff are mandated to wear face masks, goggles and gloves. Hand

sanitizer can be found at every corner in our office, and posters and social distancing reminders are posted, as well."

In addition to safety screening and temperature checks, IBJI has installed Plexiglass on our front desks and social distancing signs and decals throughout our offices. The Plexiglass helps keep our patients and front desk staff safe, and our signs and decals indicate to patients where to safely stand and sit while visiting our offices. We have also implemented continuous cleaning of our clinic throughout the day.

IBJI is proud of the teamwork and commitment that our staff has taken to ensure patient safety. The implementation of safety procedures has been a necessary step to reduce the risk of spreading COVID-19 and to help our patients feel safe and comfortable.



Cassi Huser
PT, DPT
IBJI Lake Bluff



Megan Lundgren
ATC, Medical Assistant
IBJI Morton Grove



Monique Evans
Orthopedic Technician
IBJI Chicago



Millie Manarang
CCMA Patient Services Manager
IBJI Gurnee



Virtual Visits

Telemedicine makes follow-ups a breeze for hip replacement patient

Over the years, Gary has undergone three surgeries conducted by IBJI's Dr. Alexander Gordon. Gary had both of his knees replaced and, most recently, had his left hip replaced on February 6, before the COVID-19 pandemic caused surgeries to be postponed throughout the United States.

This pandemic has changed the way patients visit their doctors. For Gary, his follow-up appointment would now take place via telemedicine.

A series of appointments were made in advance of Gary's surgery, before the coronavirus started rapidly spreading. For his last visit, Gary was asked if he would be comfortable doing a telemedicine visit.

"I had no apprehension about doing it. It was my first time doing it this way," he says. "My initial reaction, given what's going on in the country, was I was very grateful I did not have to take the risk of going into the doctor's office. Being a senior with underlying health conditions, the opportunity to stay home and do a virtual visit was appreciated."

In advance of the telemedicine visit, Dr. Gordon's team sent Gary an email confirming the visit and the steps he would need to take to proceed with it.

"The process was well done and clear," Gary says. "Technology is not my strong suit, the clarity they provided made it a comfortable process. I did not feel intimidated by it."

The IBJI team called Gary 15 minutes before his scheduled virtual appointment time to make sure he was still comfortable to proceed. After he confirmed he was still comfortable, Gary called in to his visit a few minutes early to make sure

"I had all the time I needed to ask whatever questions I had and to digest the answers. I never felt rushed, and Dr. Gordon was very respectful and made sure I was comfortable with the end result."





everything was working correctly on his phone.

During the visit, Gary told Dr. Gordon he was practically unable to walk before his hip replacement. His recovery was going well, and on a scale of 1 to 10 he felt he was at a 12, with virtually no pain and the ability to walk again.

Dr. Gordon then looked at the incision to see if it was healing well. By using his cell phone camera, Gary was able to focus on the incision so Dr. Gordon could assess it. Dr. Gordon described in detail what he saw and told Gary everything was healing terrifically.

"During the virtual visit he walked through and reinforced everything I was doing in my recovery the last few months," Gary says. "From a patient perspective, this was the first time for me, so everything is unknown. You may think everything is healing well, but it is a phenomenal thing to visit with the surgeon and have him reinforce that everything is in fact going well. You go into the appointment thinking it's okay and come out knowing it's okay."

Gary said he was as comfortable with the telemedicine visit as if he was there in person.

"I felt it was the appropriate amount of time for a visit," he adds. "I had all the time I needed to ask whatever questions I had and to digest the answers. I never felt rushed, and Dr. Gordon was very respectful and made sure I was comfortable with the end result."

When asked about this new care option, Gary says telemedicine makes a huge impact during the current time we are living in.

"With the guidelines we've heard on social distancing, telemedicine makes seeing the doctor not a challenge," he says. "When you're going to the doctor, keeping social distancing in practice is hard. You are worried about what you are touching, and the other patients in the waiting room."

"You do the virtual visit at a specific time and you're there. You don't have to go outside and run the risk of going out. All of those worries go away. It's more convenient."

Gary says his telemedicine visit was just the tip of the iceberg for his overall care at IBJI.

"Before my three surgeries, the quality of my life was deteriorating," he explains. "After the surgeries, my quality of life is better. From beginning to end, the process the team followed was outstanding. I said to the doctor during my telemedicine visit that I am forever grateful to him and his team, for I believe he gave me my life back. Ninety percent of my success is what the staff did to help prepare me for it, whether it was in person or virtual. The thoroughness and patience they had with me to make sure I didn't feel worried and get all my questions answered. Preparation was the majority of my success."

If another telemedicine visit was requested in the future, Gary said he would have no problem at all, and would even be willing to talk to and encourage other patients who are going through the process.

Alexander Gordon, MD, is a board-certified orthopedic surgeon who specializes in treating hip and knee conditions in adults.

MOVE BETTER SUMMER 2020 11





Making a Difference

Food donation, blood drive highlight community wellness efforts

Since the beginning of the COVID-19 lockdown, the IBJI CARES Foundation (Compassionate Allied Rehabilitation Enabling Society) has been working to make a difference for those in need throughout the communities IBJI serves.

IBJI CARES 501(c)(3) is the philanthropic arm of Illinois Bone & Joint Institute (IBJI) and is supported by the IBJI community. IBJI CARES' mission is to promote the benefits of wellness, healthy movement and positive lifestyles with neighbors near and far through fundraising, education,

community outreach and service opportunities.

As the COVID-19 pandemic has unfolded, IBJI CARES sought out meaningful ways to help. Two areas identified were the sudden, drastic and increased need for adequate nutrition for school-age children no longer attending school, and a shortage of blood donations affecting local hospitals.

On May 1, IBJI CARES teamed up with Produce Alliance to provide fresh produce to 1,600 Evanston-area

schoolchildren and their families who are experiencing nutritional challenges during the pandemic.

By covering the cost of a large delivery of fruits and vegetables that could not at the time be served in local restaurants, IBJI CARES was able to help Produce Alliance provide this fresh, nutritious food to the students and families served by the Evanston Township High School District 202. By redirecting excess food from farmers who weren't supplying restaurants at the time, IBJI CARES provided healthy food to families in



crisis during these difficult times.

IBJI CARES also organized a blood drive, with the help of Vitalant, held June 2. Thirty-seven IBJI employees and members of the community participated in the inaugural IBJI CARES Blood Drive at our Morton Grove office.

Vitalant staff was onsite with the bloodmobile to make this possible. They ensured the donations were collected in a safe and socially distanced setting. Karen Murphy, Vitalant blood drive coordinator for the North Shore region, expressed her pleasure that while many blood drives have been canceled in recent weeks because of school and office closures, the IBJI CARES blood drive was able to go on as scheduled and provide life-giving donations.

"It has long been a goal of the IBJI CARES Foundation to host an onsite blood donation," notes IBJI CARES Chairperson Tara Banick, PT, DPT, OCS. "We were delighted that so many IBJI physicians, therapists and staff made the time to come out and donate today. Due to this enthusiastic response, we hope to have another blood drive at a different IBJI location later this fall."

At a time when the blood shortage has been acute because of the COVID-19 crisis and nutritious food has been harder to obtain because of school meal program adjustments, IBJI CARES is honored to make a difference and provide opportunities for our staff and neighbors to pay it forward. IBJI CARES looks forward to continuing its work and promoting community wellness as long as COVID-19 is around, and beyond.

Thirty-seven IBJI employees and members of the community participated in the inaugural IBJI CARES Blood Drive at IBJI's Morton Grove office.





Bad news:
Accidents happen.

Good news:
The ER isn't your only option.

IBJI OrthoAccess provides faster, more affordable, immediate orthopedic care than an ER.

For injuries that can't wait, but don't necessarily require a trip to the ER, IBJI OrthoAccess provides faster, more affordable orthopedic immediate care. Staffed seven days a week by highly trained orthopedic professionals, including board-certified orthopedic surgeons, OrthoAccess is here for you with the high-quality immediate care you need.

So bring us your aches, breaks, twists, and sprains. We'll get you moving again—quickly and affordably.



FAST

OrthoAccess is a walk-in clinic. Patients are seen on a first-come, first-served basis. Wait times are usually less than an hour.



AFFORDABLE

An OrthoAccess visit can cost up to 80% less than a visit to a hospital emergency room.

Average OrthoAccess Visit	\$275
Average Emergency Room Visit	\$1,233



**Immediate Orthopedic Care.
Exceptional Quality You Can Trust.**

Find your nearest
OrthoAccess location at

ibji.com