

Leading by Example

By Lisa Johnson

In recent years, tight insurance budgets have driven the number of outpatient surgeries to record levels. Due to new surgical techniques that are less invasive, procedures that once required overnight stays are now done on a same-day basis.

Today's healthcare environment offers patients the choice of where they can have their outpatient procedures. But as a patient, what do you look for in an outpatient facility?



Debbi Purcell of Hayden, Idaho, comforts her granddaughter, Kiley Ramsey, just before her ear tube surgery. With Kootenai Outpatient Surgery's Parent Present program, parents can stay with their children until they fall asleep.

KMC is taking outpatient surgery to a whole new level. Expect to be impressed.

Just ask the staff at Kootenai Outpatient Surgery. When you first walk into the light and airy waiting area of "KOS," you know you're in for a different type of experience.

Achieving Excellence

Vicki Moffat, the facility's manager, points out that KOS recently received 11 different patient satisfaction awards. These awards testify to patient satisfaction levels exceeding 95 percent. That's quite an achievement for a healthcare provider. KOS also is the recipient of the 2001 "Patient First Award," which ranked it as the best performer among similar outpatient facilities in Colorado, Wyoming, Montana and Idaho.

When Kootenai Medical Center and its governing body, the Kootenai Hospital District Board of Directors, chose to team up with local physicians in a joint venture, Kootenai Outpatient Surgery was born. Bringing the best health services to North Idaho was their goal—KOS is the reality.

Putting Patients First

The surgery center's staff achieves its success through innovation and service. KOS's Parent Present program is one of the best examples of their adaptability. This program allows parents to stay with their children until they fall asleep.

"Families find that very comforting," Moffat says. "It reassures both

the child and the parent, and it really demonstrates our philosophy of putting patients' needs and comfort first."

Located near KMC's emergency department, KOS is attached to Kootenai Medical Center. This means if patients need to stay the night for whatever reason, a full-service, acute care hospital, complete with intensive care capabilities, is just through the double doors.

Since KOS is jointly owned by KMC and local physicians, the doctors have a vested interest in the facility and the community.

Revenue helps pay for essential services, such as 24-hour emergency coverage and intensive care services.

"KOS is a great example of a hospital and physician partnership coming together to provide convenience and choice to local patients," says Frederick Ambrose, M.D., medical director of Kootenai Outpatient Surgery.

Adaptability, individual attention, personalized care and local physicians are the keys to Kootenai Outpatient Surgery's success. It's refreshing to know that in this age of medical cost-cutting, such a simple solution leads to the highest quality care. ☺

Got Questions?

For more information about Kootenai Outpatient Surgery, call our **Vim & Vigor** Community Line at (208) 666-2855.