



# Member Connection

## The Waiting Game

A close family member recently went through a traumatic experience. She learned from her OBGYN at her eight week ultrasound appointment that her baby didn't have a heartbeat. Devastated, she was informed that the pregnancy might still be viable, but she would have to return for another ultrasound a week later. After a nerve-racking week of waiting, she returned to the office for her second ultrasound that confirmed the lost pregnancy. The doctor scheduled a Dilation & Curettage outpatient procedure for a few days later to remove the rest of the pregnancy.

When she arrived at the office for the procedure, she was told that her doctor had been called to the hospital for a delivery and could not perform the procedure that day. She would have to wait over the weekend and come back first thing Monday morning.

When I heard this story, many thoughts ran through my head,

"There are five other doctors in the practice, why couldn't one of them perform the procedure? Surely, they must have a protocol in place when something like this happens." Unfortunately, the office did not have a back-up plan and my loved-one was forced to suffer through three more days of anxiety, stress, headache and waiting.

This whole ordeal got me thinking about the issue of quality care. It's something we hope all healthcare providers strive for, but as indicated by the story above, not all achieve. Although the aforementioned procedure went off without a hitch, the emotional stress she endured made her feel like just a number; a feeling that is not uncommon among many patients. In fact, Medicare deems this an important enough issue to actually compensate physicians to submit reports concerning quality measures as they apply to specific treatments provided to Medicare patients. Dr. Joseph DiBenedetto, Jr. discusses the Physician Quality

---

**Quality Care  
is something  
that we hope  
all healthcare  
providers strive  
for, but not  
all achieve.**

---

Reporting Initiative in-depth on page 13.

It is my hope and our goal as your GPO to help raise the bar of patient care and to ensure that what happened to my family member doesn't ever happen in your practice.

**Kelly Desatnik**

*Editor and Marketing Director  
Oncology Associates  
kdesatnik@rcmed.com*