


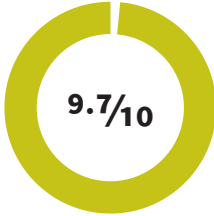
Centers of Excellence Survey Results



The Centers of Excellence Program has served as a resource for those thinking about joint replacement surgery and lumbar fusion. Centers of Excellence are selected based on a track record of excellent surgical outcomes and a commitment to the highest standards in surgical care.

Participants have great things to say about the program.

Results for spine care participants for 10/8/2019 – 4/5/2022

Question	Rating	Question	Rating
My case manager was courteous and helpful	 10/10	The team anticipated my questions and needs	 9.7/10
I felt ready for my surgery		The Medical Care Guide was simple and easy to follow	
I understood my recovery plan		Overall satisfaction with total experience	
It was easy to contact the right person when I had questions during my recovery		Overall satisfaction with total experience	

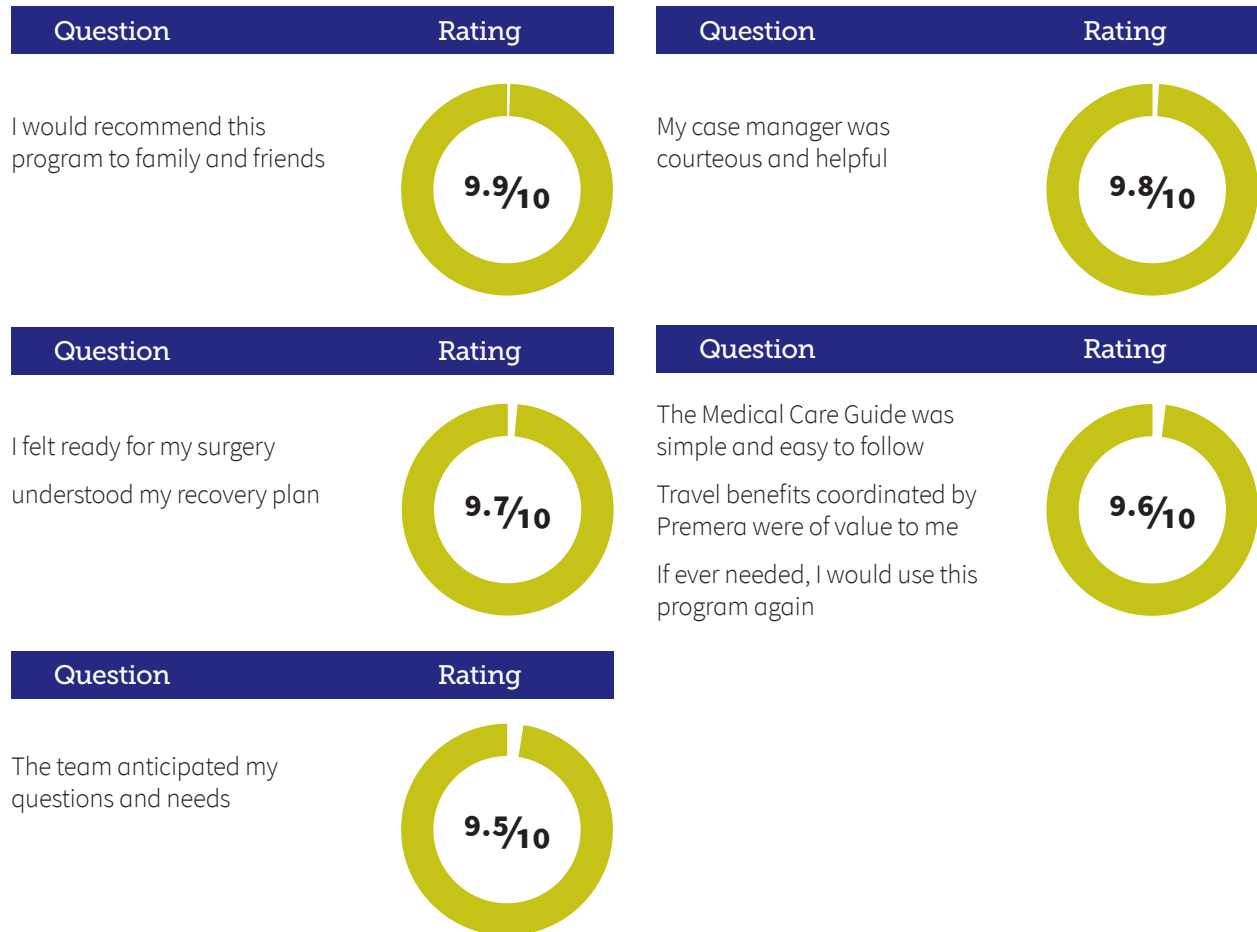
Comments about the Centers of Excellence Program

- “My recovery has gone very well. So thankful I had the surgery.”
- “The surgery went well and this is a wonderful program.”
- “My experience with the Centers [of] Excellence Program was great. I appreciated all the help from Premera in working with my providers and assisting with the delays due to Covid regulations.”
- “I am glad to get the information. Thank you for the parking voucher and all the help with coordinating this for me.”
- “I think it was a wonderful program. I’m glad I got in quickly.”
- “It was a great program. The doctor was really nice. I had a good experience.”

Centers of Excellence Survey Results



Results for total-joint replacement for 10/8/2019 – 4/5/2022



Comments about the Centers of Excellence Program

- “It was great... No one could believe my recovery when I got home. I was up, walking around. I would recommend the program to anybody.”
- “It was amazing... Dr. McDonald came highly recommended. It couldn’t have been easier... The physical therapist, Charles, at the hospital was amazing. He put me at ease. I recovered really well. I was walking places within 3 weeks and didn’t even need PT.”
- “The surgery went well. I’m in good shape and back to work.”
- “Susan was outstanding, amazing! She was so very helpful. I would give her a 12 if I could... The travel benefit was excellent. The hotel was a huge help... Kathy processed paperwork quickly for me.”
- “It was a very positive experience. Everyone was professional. It went very well.”
- “It was such an amazing experience. It was so well done. You exceeded my expectations. The hotel helps so much too. It was so helpful to be right next door.”
- “The care was fantastic... I was very pleased with the program and Virginia Mason.”
- “It was great. My case manager was extremely helpful. I didn’t have to do anything and my case manager took care of everything. They were always there and answered any questions I had.”
- “I had a great experience with the Premera concierge service.”