

Patient has 'amazing' *QualityPath*[®] experience



Valerie Shields, *QualityPath* patient

Watch her video testimonial at
www.qualitypath.com

From a patient's perspective, the *QualityPath* program is "amazing," from beginning to end.

Valerie Shields of Stoughton, Wis., was the first patient to use *QualityPath* for a joint replacement. A self-employed registered nurse who provides home care services, Valerie knew she was likely to need a knee replacement to relieve severe, constant knee pain.

Valerie is covered by her husband's benefit plan as an employee at Webcrafters in Madison, Wis. Her husband, Rick, brought home a letter from Webcrafters explaining that *QualityPath* offers high-quality care for high-stakes procedures.

QualityPath gives patients 100 percent coverage for medical procedure costs and a 90-day warranty to cover complications when they use designated doctors and hospitals. Valerie immediately recognized that *QualityPath* linked her to high-quality care with substantial savings on out-of-pocket costs.

"I told Rick, let's sign me up before they change their minds," Valerie said.





Valerie and her husband, Rick

Because Valerie is self-employed, she doesn't get paid when she doesn't work. That meant she needed a high-quality caregiver to help her get back to work as soon as possible. **QualityPath** doctors and hospitals must meet national quality measures and use processes shown to improve patient outcomes.

"I'm in the medical profession, so I know what's important," Valerie said. "This program really impressed me."

Patients are required to call Patient Experience Manager Margie Czechowicz as their first step to participating in **QualityPath**. Valerie praised Margie's work to help organize her care. She also spoke highly of Dr. James Bowers and his joint replacement team at Meriter Hospital, where she had surgery.

"Everything is organized for you on day one," Valerie said. "It was just amazing to me. "

The results of surgery were equally positive.

"It's really quite amazing," Valerie said. "It was immediate that I realized the pain was different. It was manageable pain."

Today, Valerie is back at work as a nurse. She is happy to share the story of how **QualityPath** guided her to health care that improved her life without draining her family's finances.

"I'm very happy with the outcome," Valerie said.

