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A. What is evidence based care?

A recent report in the Journal of Manipulative and Physiological Therapeutics provides a summary of other work to give a working definition of evidence based care. Sackett has been a leader in evidence based medicine, both in the clinical application and in the teaching of. Evidence based practice incorporates best evidence, patient values and clinical experience:

Best evidence = sound scientific evidence from reputable sources, evidence is evaluated, evidence

relates to patient in question, study design is best available

Patient values = patient's needs, values and wishes are addressed, patient values include cultural, gender, age, socioeconomic, psychological, religious, the focus is on what is best for this particular patient, the practitioner puts the patient's need first
Clinical experience = the practitioner has current academic and clinical training, the practitioner is able to clinically reason and apply knowledge, the

practitioner is able to critically appraise the literature, the practitioner actively participates in clinical decision making

Johnson, C. Highlights of basic components of evidence based practice. JMPT 2008; 31(2):91-2.

II) What is patient centered care?

"your patient has no more right to all the truth you know than he has to all your medicine in your saddlebags.....he should get only so much that is good for him." So admonished Oliver Wendell Holmes many years ago, while completely out of step with current standards. Today, our patients request/demand information about diagnosis, pathogenesis, prognosis, treatment options, and risks associated with each treatment option, costs. In fact, NCOA disclosure to each patient requires much of this information be given, at least

as a part of their Low Back Pain Physician Recognition Program. Patients are choosing participation versus blind compliance. This conversion is also being driven by the legal community, requiring full information disclosure on a 'relevant, individual basis.' This inclusion of patient perspective will ultimately enhance health care delivery, all the while challenging some of the historical practices.

Enzman, D. **Surviving In HealthCare**. 1997 Mosby-Year Book, Inc

B. Office News

The doctors of Shoreline Spine & Pain Associates were recently recognized by the **National Committee for Quality Assurance (NCQA)** for providing superior care to patients suffering from low back pain.

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes physicians in key clinical areas.

Shoreline Spine & Pain Associates, PC is also pleased to announce the addition of **Elizabeth Braun, APRN, PhD**. Dr. Braun is a clinical psychologist specializing in chronic pain management.



“Specializing in the evaluation, treatment, and rehabilitation of musculoskeletal conditions.”

C. Question of the month

Why do chiropractors score so well on patient satisfaction surveys?

In every published survey of patient satisfaction, predominately for the complaint of lower back pain, chiropractors have scored extremely well, exceeding comparative scores with medical physicians. When patients were asked why they scored chiropractors so highly, they typically gave the following answers:

- The chiropractor provided a diagnosis the patient

could understand

- The chiropractor gave the patient self care instructions
- The chiropractor validated the patients complaints
- The chiropractor seemed to care

Interestingly, better clinical outcomes was not one of the top four reasons.

So to improve your patient (customer) satisfaction, heed the advice given above by these low back pain patients

D. Contact Us

Shoreline Spine & Pain Associates, PC

Guilford, CT 06437
Phone: 203-453-2001
Fax: 203-453-2010
Email: info@shorelinespineandpain.com
Web: www.shorelinespineandpain.com

Please be aware that Drs. Coulis and Furtado are available to give

a 20 minute lunchtime presentation on how a medical physician can best collaborate with a chiropractor. They are also available to give 45 minute grand round type lectures on Introduction to Chiropractic and Non-Surgical Management of Lower Back Pain. Please contact our office to schedule either Dr. Coulis or Dr Furtado to come to your office.

If you would like some additional literature about our office and the services we provide, please contact our office and request our Introduction to the Shoreline Spine & Pain Associates package.