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## M&M Orthopaedics Ltd.

### Downers Grove

**On confronting the troubled economy:** *"With declining reimbursements and increasing costs in the healthcare industry, we focus on improving our efficiency in everything we do. In addition to benchmarking the practice to industry standards, we attempt to utilize technology in the practice, such as using electronic medical records and digital radiology. We also continue looking at service lines that can provide additional health care benefits for the patients."*

—Amy Nester, Marketing & Development Manager

In a pointed observation of how the medical business has changed, Dr. Steven Mash of M&M Orthopaedics notes in an article he authored that successful practices today are much different than what were portrayed on popular television programs 40 years ago, such as Ben Casey, Dr. Kildare and Marcus Welby, M.D., actor doctors who in many ways reflected the real world in that bygone era.

"Good medicine today requires skill at everything medical and either the ability to run what can be a very large business or a commitment to hire quality help to do so," he explains. "Most large practices today are multimillion dollar businesses with all the problems every business experiences, along with unique problems only found in medical practice."

The 30-year-old medical practice, founded by Dr. E. Thomas Marquardt to specialize in orthopaedic surgery, has successfully reconciled the dual responsibility of caring for patients and operating a thriving business. With 156 employees, including 22 physicians and plans to hire additional specialists, M&M has expanded from an office in Downers Grove to additional centers in Naperville, Aurora, Oakbrook Terrace and Lemont. It opened a business office in Lisle and remodeled the Downers Grove center last year.

Continually adding the latest testing, surgical and treatment innovations, M&M's wide range of services cover sports medicine, fracture care, arthroscopic surgery, pediatric orthopaedics, spinal and hand surgery, total joint replacement, among others, and also provides physical therapy and care of occupational injuries. Served each year are about 83,000 patients.

Physicians are affiliated with Good Samaritan, Hinsdale Hospital, Edward Hospital, Rush-Copley Medical Center, Salt Creek Surgery Center, the Midwest Center for Day Surgery and the Naperville Surgical Center. Technology has enabled it to become a paperless office as well, as electronic patient medical records have replaced the bulky steel-jacketed charts and given doctors information at their fingertips.

The business end of the organization is led by executive director Paul Kats, who joined M&M Orthopaedics in 2006 and contributed his more than 20 years of experience managing group practices, both multi-specialty and single specialty practices.

Like successful businesses in other fields, M&M has senior management and leadership teams, an employee appreciation committee and customer a service task force. As part of its "WOW" patient satisfaction program, surveys regarding treatment and general care are e-mailed to patients.

Supporting its award for business excellence, marketing manager Amy Nester added that "we are always trying to reach the next level and not be satisfied with the status quo."



## M&M ORTHOPAEDICS

*Extraordinary Outcomes*

**630-968-1881 • [www.mmortho.com](http://www.mmortho.com)**

**Locations:** Downers Grove, Naperville, Oakbrook Terrace, Lemont, Aurora

**Specialties:** general orthopaedics, spine, pediatric orthopaedics, sports medicine, hand, podiatry, physiatry

*M&M Orthopaedics, Ltd. providing personalized, comprehensive orthopaedic care with extraordinary outcomes*