Center of Excellence Q&A
Puget Sound Surgical Center
Washington, USA

Designated Center:
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Washington, USA

Designated Bariatric Surgeons:
Peter Billing, MD, FACS
Matthew Crouthamel, MD, FACS
Robert Landerholm, MD, FACS

Achieved Designation: May 2013

About Puget Sound Surgical Center
Main office, clinic and ambulatory surgical center (ASC) located in Edmonds, WA. Satellite office and clinic located in Bellingham, WA. Majority of surgical procedures performed at ASC, which consists of one operating room and one procedure room for endoscopies, colonoscopies and fluoroscopies. Bariatric surgeons also do cases through Evergreen Health at Evergreen Hospital in Kirkland, WA.

Facility Size - ASC has 4 bariatric beds with 6 patient bays for admission and recovery. Bariatric recliners are provided for patient comfort.

Interdisciplinary Team - Bariatric team consists of 3 bariatric surgeons, a certified bariatric nurse practitioner, a nurse manager, 5 staff nurses, 2 per-diem nurses, a contracted anesthesiology group, 3 medical assistants, 4 registered dietitians, 4 licensed mental health providers, a certified fitness trainer, a yoga instructor, an executive director, 2 bariatric patient facilitators, 2 patient pathway coordinators, a bariatric insurance coordinator, 8 bariatric support group leaders, business office staff (insurance, billing, HR, scheduling, medical records), front office staff, reception staff and IT department.

Q. Why was achieving the Center of Excellence in Metabolic and Bariatric Surgery (COEMBS) certification important to your program?

A. Achieving the COEMBS designation enabled us to give each patient the peace of mind that they have chosen a reputable and excellent program for their care. It is important that our patients and their families know our ambulatory surgical center has been evaluated and deemed well-equipped and, most of all, safe. The Puget Sound Surgical Center team guarantees patients a secure environment and maintains the highest level of care for all patients. We have always strived for excellence and have worked hard to elevate our center to a high standard of care. The COEMBS designation distinguishes our center by recognizing our consistent efforts and standards of patient care.

In addition, we have had patients who desired to have surgery performed in our center and were unable to do so due to insurance requirements that the facility be a Center of Excellence. Our designation allows an increased number of patients to have their surgery in our state-of-the-art center.

Q. Are there any features of the COEMBS program that provide a unique benefit to your
program?

A. We are able to inform patients and their families, insurance companies, and employers that our center meets the criteria for being a Center of Excellence and is therefore able to perform surgeries as safely as possible.

Q. In what ways does the COEMBS program align with your current or planned patient safety and surgical quality efforts?

A. Prior to our designation, our patient safety and surgical quality standards met the COEMBS criteria, so they align quite well. Puget Sound Surgical Center tracks bariatric patients on a detailed and regular schedule for years following their surgeries to assure well-being and success. The BOLD outcomes database assists us by housing key bariatric data points.

Q. How will achieving the COEMBS designation impact your staff and patients?

A. It encourages both staff and patient confidence that our center strives for excellence. They know we care about the quality of our program and the well-being of our patients and strive to provide the best care possible. It also gives us a larger scope of practice - we will be able to take care of patients in our ASC who have insurance that requires Center of Excellence designation.

Q. In what ways will your program promote your new designation?

A. We have the designation on our website and also in our office. Our executive director is contacting insurance companies to inform them about the COEMBS program.

If you haven't done so already, we invite you to join the global community of facilities and surgeons committed to improving care quality and patient safety by participating in the COEMBS program. SRC Support representatives are ready to help you with your application and guide you through the certification process.

Click here to get started using our contact form.

If you have questions, SRC Support representatives are available Monday-Friday from 8:30 am-5:30 pm ET at +1.919.981.4460 or srcsupport@surgicalreview.org.