

# Comparison Guide

*A Consumer's Guide to Care System  
Quality, Cost and Service*



**Patient Choice *Select***

**Plan Year 2007**

# Choosing High-Quality Care

**Your Power as a Consumer.** As a Patient Choice participant, you have the power to choose. And just like your other purchasing decisions, when making decisions about your care, you need the ability to gauge value in order to make informed choices. Fortunately, Patient Choice offers you comparative information with which you can easily evaluate the cost, quality and service differences among provider organizations—and make choices that are right for you.

**Comparison Shop for Your Health Care.** When you enroll in a plan that uses the Patient Choice network, you and each of your family members select a group of physicians, hospitals and other health care professionals and facilities called a “Care System.”

This guide includes information to help you compare and choose those Care Systems that best meet your personal needs and budget. The Care System information is arranged alphabetically by cost group.

In the Patient Choice program, Care Systems are analyzed on measures of cost and performance, then tiered into low, medium and high cost groups. Cost groups can help you understand how Care System

costs compare to one another, and may represent the amount you contribute towards the cost of your coverage. If cost is an important part of your decision, be sure to check what cost group each Care System falls into.

In this guide you'll also find helpful information such as:

- **Bridges to Excellence Honorees.** Find out the health care systems that earned the Bridges to Excellence rewards.
- **Clinical Performance.** Review the results of our “quality credit” program. Developed in partnership with participating Care Systems, the program measures Care System performance on their management of certain health conditions.
- **Patient Satisfaction Survey Results.** See what other people said about their experiences at different Care Systems.
- **Customer Service Capabilities.** Find out the types of services that are offered by each Care System.
- **Internet Capabilities.** Determine a Care System’s ability to provide services via the Internet.
- **Hospital Patient Safety.** Check the progress of Minnesota-based hospitals in implementing the Leapfrog Group’s recommended patient safety practices.



## TABLE OF CONTENTS

|   |   |
|---|---|
| <i>Bridges to Excellence</i> .....                      | 2 |
| <i>Clinical Performance</i> .....                       | 3 |
| <i>Customer Service and Internet Capabilities</i> ..... | 4 |
| <i>Patient Satisfaction and Access</i> .....            | 6 |
| <i>Hospital Patient Safety</i> .....                    | 7 |

## Bridges to Excellence

Bridges to Excellence (BTE) is a national employer-led pay-for-performance program that recognizes and rewards providers that deliver safe, timely, effective and efficient care to chronically ill patients. This year, the Minnesota BTE effort rewarded providers that delivered optimal care to their patients with diabetes.

### Participating Medical Groups Honored for Diabetes Care in 2006 Include:

| Health Care System/Clinic   | Care System Affiliation                  |
|---|--|
| Columbia Park Medical Group—Fridley                                       | Access Quality Care System               |
| Family HealthServices Minnesota, P.A.—St. Paul                            | Family HealthServices Minnesota, P.A.    |
| HealthPartners Central Minnesota Clinics—St. Cloud                        | HealthPartners Central Minnesota Clinics |
| HealthPartners Medical Group—Minneapolis                                  | HealthPartners Medical Group & Clinics   |
| Mayo Clinic—Rochester   | Mayo Clinic Rochester/Mayo Health System |
| Multicare Associates of the Twin Cities—Fridley, Blaine and               | Access Quality Care System               |
| Superior Medical Group—Duluth   | CareNorth Health System                  |
| Western Wisconsin Medical Associates—Hudson, New Richmond and River Falls | Minnesota Healthcare Network             |

This information shows the results of our program to evaluate Care Systems' health outcomes and care processes for asthma, coronary artery disease, diabetes care, and preventive care, as well as service and satisfaction levels.

Care Systems that chose to participate were scored in three categories, resulting in a corresponding "quality credit." These categories include:



























































































































































- *Clinical Performance Level*—measures Care Systems on self-reported topics such as laboratory results and completeness of care as compared to best practices.
- *Care Processes*—refers to the Care System's infrastructure that allows them to identify and manage their patients' needs.
- *Patient Experience*—refers to patient-reported satisfaction with their care for each condition.

| Care Systems  | Asthma                     |                |                    | Coronary Artery Disease    |                |                    | Diabetes Care              |                |                    | Preventive Care            |                |                    |
|---|----------------------------|----------------|--------------------|----------------------------|----------------|--------------------|----------------------------|----------------|--------------------|----------------------------|----------------|--------------------|
|   | Clinical Performance Level | Care Processes | Patient Experience | Clinical Performance Level | Care Processes | Patient Experience | Clinical Performance Level | Care Processes | Patient Experience | Clinical Performance Level | Care Processes | Patient Experience |
| <b>Cost Group 1</b>   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Access Quality Care System  | ●                          | ●              |                    | ●                          | ●              | ●                  | ●                          | ●              | ●                  | ●                          | ●              | ●                  |
| Aspen Medical Group   | ●                          | ●              |                    |                            |                |                    | ●                          | ●              |                    | ●                          | ●              | ●                  |
| Dakota Clinic   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Lakeview Health Care System<br>(formerly St. Croix Valley Healthcare) |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| MeritCare Health System   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Minnesota Healthcare Network  | ●                          | ●              |                    | ●                          | ●              |                    | ●                          | ●              |                    | ●                          | ●              | ●                  |
| North Clinic Care System  |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Park Nicollet/Methodist Care System                                   | ●                          | ●              | ●                  | ●                          | ●              | ●                  | ●                          | ●              | ●                  | ●                          | ●              | ●                  |
| <b>Cost Group 2</b>   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Abbott Northwestern PHO Care System                                   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Allina Medical Clinic Care System                                     |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| CareNorth Health System   |                            | ●              |                    | ●                          | ●              |                    | ●                          | ●              |                    | ●                          | ●              |                    |
| Family HealthServices Minnesota, P.A.                                 |                            |                |                    |                            |                | ●                  | ●                          | ●              |                    | ●                          | ●              | ●                  |
| HealthEast Care System  |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| HealthPartners Central Minnesota Clinics                              |                            |                |                    |                            |                |                    | ●                          | ●              |                    |                            |                |                    |
| HealthPartners Medical Group & Clinics                                |                            |                |                    | ●                          | ●              | ●                  | ●                          | ●              |                    | ●                          | ●              | ●                  |
| Midwest Community Providers   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Regional SelectCare System  |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| <b>Cost Group 3</b>   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Children's Physician Network  | ●                          | ●              | †                  | †                          |                | †                  | ●                          | ●              | †                  | ●                          | ●              | ●                  |
| Fairview Physician Associates   | ●                          | ●              |                    | ●                          | ●              | ●                  | ●                          | ●              |                    | ●                          | ●              | ●                  |
| Fairview Red Wing Health Services                                     |                            |                |                    |                            |                |                    | ●                          | ●              |                    |                            | ●              |                    |
| Hennepin Faculty Associates   |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| Mayo Clinic Rochester/Mayo Health System                              |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| North Memorial Care System  |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |
| St. Mary's/Duluth Clinic Health System                                |                            |                |                    |                            |                |                    | ●                          | ●              |                    | ●                          | ●              |                    |
| University of Minnesota Physicians Care System                        |                            |                |                    |                            |                |                    |                            |                |                    |                            |                |                    |

† Clinical performance levels and patient experience information currently collected are for adult care only.

Note: Care Systems that choose to participate must submit an application each year. Results are based on Care System performance relative to one another.

**Customer Service Capabilities:** Many Care Systems have developed innovative programs and service enhancements to better meet your needs. This information will help you learn about some of the programs and capabilities that Care Systems have in place to positively affect your care experience.

| Care Systems  |   | Customer Service Capabilities   |   |   |   |   |   |            |
|---|---|---|---|---|---|---|---|------------|
|  <b>Cost Group 1</b>   | Evening and Weekend Appointments  | Same Day Non-Urgent Appointments  | 24-Hour Health Advice Line  | Electronic Medical Records  | Electronic Prescribing  | Health Education Programs   | Tracking Systems to Ensure Ordered Tests are Completed                                | Tr Patient |
| Access Quality Care System  |    |    |    |    |    |    |    |            |
| Aspen Medical Group   |    |    |    |    |    |    |    |            |
| Dakota Clinic   |    |    |    |    |    |    |    |            |
| Lakeview Health Care System<br><small>(formerly St. Croix Valley Healthcare)</small>                    |    |    |    |    |    |    |    |            |
| MeritCare Health System   |    |    |    |    |    |    |   |            |
| Minnesota Healthcare Network  |    |    |    |    |    |    |    |            |
| North Clinic Care System  |    |    |    |    |    |    |   |            |
| Park Nicollet/Methodist Care System   |    |    |    |    |    |    |    |            |
|  <b>Cost Group 2</b>   |   |   |   |   |   |   |   |            |
| Abbott Northwestern PHO Care System   |   |   |   |   |   |   |   |            |
| Allina Medical Clinic Care System   |  |  |  |  |  |  |  |            |
| CareNorth Health System   |  |  |  |  |  |  |  |            |
| Family HealthServices Minnesota, P.A.   |  |  |  |  |  |  |  |            |
| HealthEast Care System  |  |  |  |  |  |  |  |            |
| HealthPartners Central Minnesota Clinics  |  |  |  |  |  |  |  |            |
| HealthPartners Medical Group & Clinics  |  |  |  |  |  |  |  |            |
| Midwest Community Providers   |   |   |   |   |   |   |   |            |
| Regional SelectCare System  |   |   |   |   |   |   |   |            |
|  <b>Cost Group 3</b> |   |   |   |   |   |   |   |            |
| Children's Physician Network  |  |  |  |  |  |  |  |            |
| Fairview Physician Associates   |  |  |  |  |  |  |  |            |
| Fairview Red Wing Health Services   |  |  |  |  |  |  |   |            |
| Hennepin Faculty Associates   |  |  |  |  |  |  |  |            |
| Mayo Clinic Rochester/Mayo Health System  |   |   |   |   |   |   |   |            |
| North Memorial Care System  |  |  |  |  |  |  |  |            |
| St. Mary's/Duluth Clinic Health System  |  |  |  |  |  |  |  |            |
| University of Minnesota Physicians Care System  |  |  |  |  |  |  |  |            |

 Available in all sites

 Partially available or available only in some sites

# Customer Service and Internet Capabilities

**Internet Capabilities:** There is growing interest among individuals to utilize the Internet as a tool for connecting with their health care providers. You can use the information below to find the Care Systems that offer services through the Internet.

























































| Lacks Speed of Response to Patient Complaints | Internet Capabilities  |                                |                      |                      |           |                  | Physician Bios and/or General Background Information | Research Information on Specific Conditions |
|---|------------------------|--------------------------------|----------------------|----------------------|-----------|------------------|--|---|
|   | Appointment Scheduling | Billing, Record Requests, etc. | Prescription Refills | Lab Result Reporting | Reminders | Physician Visits |  |   |
| ●   | ○                      | ◐                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ○   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ◐  | ○   |
| ●   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ●   | ●                      | ●                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
|   | ○                      | ◐                              | ○                    | ○                    | ○         | ○                |  |   |
| ○   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ◐  | ○   |
|   | ○                      | ○                              | ○                    | ○                    | ○         | ○                |  |   |
| ●   | ○                      | ●                              | ◐                    | ●                    | ○         | ●                | ●  | ●   |
|   |                        |                                |                      |                      |           |                  |  |   |
| ○   | ◐                      | ○                              | ○                    | ◐                    | ○         | ○                | ○  | ○   |
| ●   | ◐                      | ○                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ○   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ◐  | ○   |
| ○   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ●   | ◐                      | ◐                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ●   | ●                      | ◐                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ○   | ●                      | ◐                              | ◐                    | ◐                    | ◐         | ◐                | ●  | ○   |
|   |                        |                                |                      |                      |           |                  |  |   |
|   |                        |                                |                      |                      |           |                  |  |   |
|   |                        |                                |                      |                      |           |                  |  |   |
| ●   | ◐                      | ○                              | ○                    | ○                    | ◐         | ○                | ●  | ○   |
| ○   | ◐                      | ◐                              | ◐                    | ◐                    | ◐         | ◐                | ●  | ○   |
|   | ●                      | ●                              | ●                    | ●                    | ●         | ●                |  |   |
| ○   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
|   |                        |                                |                      |                      |           |                  |  |   |
| ●   | ○                      | ○                              | ○                    | ○                    | ○         | ○                | ●  | ○   |
| ●   | ○                      | ●                              | ●                    | ○                    | ○         | ○                | ●  | ○   |
| ●   | ○                      | ◐                              | ○                    | ○                    | ◐         | ○                | ●  | ○   |

Legend: ○ Not available

Legend: No information submitted

# Patient Satisfaction and Access

This information shows what individuals think about key aspects of service and their overall care experience with Care Systems. Also shown is the overall satisfaction individuals have with service provided to their children.

| Care Systems  | Adult Care  |   |   |   | Overall Satisfaction  | Children's Care<br>Overall Satisfaction   |
|---|---|---|---|---|---|---|
|   | Components of Adult Satisfaction  |   |   | Would You Recommend Your Physician  |   |   |
|  <b>Cost Group 1</b>   | Access and Continuity   | Physician-Patient Interaction   | Integration of Care   | Would You Recommend Your Physician  |   |   |
| Access Quality Care System  |      |      |      |      |    |    |
| Aspen Medical Group   |      |      |      |      |    |    |
| Dakota Clinic   |      |      |      |      |    |    |
| Lakeview Health Care System<br><small>(formerly St. Croix Valley Healthcare)</small>                    |      |      |      |      |    |    |
| MeritCare Health System   |      |      |      |      |    |    |
| Minnesota Healthcare Network  |      |      |      |      |    |    |
| North Clinic Care System  |      |      |      |      |    |    |
| Park Nicollet/Methodist Care System   |      |      |      |      |    |    |
|  <b>Cost Group 2</b>   |   |   |   |   |   |   |
| Abbott Northwestern PHO Care System   |     |     |     |     |   |   |
| Allina Medical Clinic Care System   |    |    |    |    |  |  |
| CareNorth Health System   |    |    |    |    |  |  |
| Family HealthServices Minnesota, P.A.   |    |    |    |    |  |  |
| HealthEast Care System  |    |    |    |    |  |  |
| HealthPartners Central Minnesota Clinics  |    |    |    |    |  |  |
| HealthPartners Medical Group & Clinics  |    |    |    |    |  |  |
| Midwest Community Providers   |    |    |    |    |  |  |
| Regional SelectCare System  |    |    |    |    |  |  |
|  <b>Cost Group 3</b> |   |   |   |   |   |   |
| Children's Physician Network  |  * |  * |  * |  * | N/A   |  |
| Fairview Physician Associates   |    |    |    |    |  |  |
| Fairview Red Wing Health Services   |    |    |    |    |  |  |
| Hennepin Faculty Associates   |    |    |    |    |  |  |
| Mayo Clinic Rochester/Mayo Health System  |    |    |    |    |  |  |
| North Memorial Care System  |    |    |    |    |  |  |
| St. Mary's/Duluth Clinic Health System  |    |    |    |    |  |  |
| University of Minnesota Physicians Care System  |    |    |    |    |  |  |

 Above Average       About Average       Below Average       Not enough data

\* Reflects component of parents' satisfaction with services provided to their children.

## ***Hospital Patient Safety***

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A 1999 report by the Institute of Medicine (IOM) found that up to 98,000 Americans die every year from preventable medical errors made in hospitals. Reducing medical errors is the primary focus of The Leapfrog Group, a growing coalition of Fortune 500 companies and other large public and private health care purchasers that provide health care benefits to more than 37 million individuals.

Working with medical experts throughout the country to drive patient safety improvements in hospitals, The Leapfrog Group has identified four practices (or Leaps) that it recommends hospitals should have in place. They include:

- Leap 1—Computer Physician Order Entry,
- Leap 2—Evidence-based Hospital Referral,
- Leap 3—Intensive Care Unit Physician Staffing and
- Leap 4—National Quality Forum Safe Practices.

As part of its patient safety initiative, The Leapfrog Group has asked hospitals to participate in this voluntary program and share information about their medical error prevention measures by completing a survey. Several Minnesota hospitals that participate in the Patient Choice program have made significant progress and are highlighted inside.

*Note: Due to lower patient volume and more scarce resources, some measures endorsed by Leapfrog are harder for rural hospitals to implement. As a result, the survey is more applicable to hospitals in urban areas.*

# Hospital Patient Safety

## Leap 1—Computer Physician Order Entry (CPOE)

Hospital requires doctors to use computerized physician order entry systems or CPOE systems. CPOE systems used to order prescription medication and laboratory and imaging tests can greatly reduce the risk of prescription and text errors.

| Fully implemented:  | Good progress toward implementing:   |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Buffalo Hospital</li> <li>• Ely Bloomenson Community Hospital</li> <li>• Fairview Ridges Hospital</li> <li>• Methodist Hospital</li> </ul> | <ul style="list-style-type: none"> <li>• Abbott Northwestern Hospital</li> <li>• Madelia Community Hospital</li> <li>• Mercy Hospital</li> <li>• New Ulm Medical Center</li> </ul> | <ul style="list-style-type: none"> <li>• Northfield City Hospital</li> <li>• Regions Hospital</li> <li>• St. Francis Regional Medical Center</li> <li>• Unity Hospital</li> </ul> |

## Leap 2—Evidence-based Hospital Referral (EHR)

Hospital has proven outcomes or extensive experience with specific high-risk procedures/conditions. Studies show that the more experience a hospital has performing a specific surgery, the less likely the patient is to be the victim of a preventable medical mistake.

These six procedures are:

- |                                 |                                     |                         |
|---------------------------------|-------------------------------------|-------------------------|
| 1) Coronary artery bypass graft | 3) Abdominal aortic aneurysm repair | 5) Pancreatic resection |
| 2) Coronary angioplasty         | 4) Esophagectomy                    | 6) High-risk delivery   |

| Hospitals that have implemented one or more of the six high-risk procedures: | Procedures that have been fully implemented: | Procedures that have good progress toward implementing: |
|--|--|---|
| • Abbott Northwestern Hospital   | 2, 4, 5                                      | 3, 6  |
| • Children's Hospital – Minneapolis  | 6 (hospital does not perform 1-5)            |   |
| • Children's Hospital – St. Paul   | 6 (hospital does not perform 1-5)            |   |
| • Fairview Southdale Hospital  | 2 (hospital does not perform 6)              | 3, 4  |
| • HealthEast St. Joseph's Hospital   | 2 (hospital does not perform 6)              | 1   |
| • Mayo Clinic – Rochester Methodist  | 5 (hospital does not perform 1, 3, or 4)     |   |
| • Mayo Clinic – St. Mary's   | 1, 3, 4, 5, 6                                | 2   |
| • Mercy Hospital   | (hospital does not perform 4, 5, or 6)       | 3   |
| • Methodist Hospital   | 2 (hospital does not perform 6)              | 3, 4  |
| • Regions Hospital   | 2  | 1, 5  |
| • St. Cloud Hospital   |  | 3   |
| • St. Mary's Medical Center – Duluth   |  | 1, 2, 3, 4, 5   |
| • United Hospital  | 6  | 1, 3  |
| • University of Minnesota Medical Center – Minneapolis Campus                | 4, 5   | 1, 6  |

## Leap 3—Intensive Care Unit Physician Staffing

Hospital has an Intensive Care Unit (ICU) that is managed or co-managed by specially trained physicians called "intensivists" who staff the ICU during daytime hours. Numerous studies have shown that ICUs staffed by critical care physicians, that take care of patients at least eight hours per day, have lower death rates and shorter ICU stays for patients.

| Fully implemented:  | Good progress toward implementation:   | Good early stage implementation:  |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Children's Hospital – Minneapolis</li> <li>• Children's Hospital – St. Paul</li> <li>• Fairview Ridges Hospital</li> <li>• Gillette Children's Hospital</li> <li>• Hennepin County Medical Center</li> </ul> | <ul style="list-style-type: none"> <li>• Mayo Clinic – Rochester Methodist</li> <li>• Mayo Clinic – St. Mary's</li> <li>• Methodist Hospital</li> <li>• United Hospital</li> </ul> | <ul style="list-style-type: none"> <li>• HealthEast Woodwinds Hospital</li> <li>• Abbott Northwestern Hospital</li> <li>• St. Cloud Hospital</li> </ul> |

## Leap 4—National Quality Forum Safe Practices

In 2003, the National Quality Forum (NQF) released its Safe Practices Consensus Report identifying 30 practices that can have major impact on the safety of patients in health care settings. Leaps one, two and three are included among these 30 practices. The other 27 identified practices form the fourth Leap.

| Fully implemented:   | Good progress toward implementation:  | Good early stage implementation:  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Cambridge Medical Center</li> <li>• Children’s Hospital – Minneapolis</li> <li>• Children’s Hospital – St. Paul</li> <li>• Fairview Red Wing Medical Center</li> <li>• Fairview Ridges Hospital</li> <li>• Fairview Southdale Hospital</li> <li>• Gillette Children’s Hospital</li> <li>• HealthEast St. John’s Hospital</li> <li>• HealthEast St. Joseph’s Hospital</li> <li>• HealthEast Woodwinds</li> <li>• Hutchinson Community Hospital</li> <li>• Mayo Clinic – Rochester Methodist</li> <li>• Mayo Clinic – St. Mary’s</li> <li>• Methodist Hospital</li> <li>• New Ulm Medical Center</li> <li>• Olmsted Medical Center</li> <li>• Owatonna Hospital</li> <li>• Rice County District One Hospital</li> <li>• Ridgeview Medical Center</li> <li>• St. Mary’s Medical Center – Duluth</li> <li>• Stevens Community Medical Center</li> <li>• United Hospital</li> <li>• University of Minnesota Medical Center – Minneapolis Campus</li> <li>• University of Minnesota Medical Center – Mesabi Campus</li> <li>• Waseca Medical Center – Mayo Health System</li> </ul> | <ul style="list-style-type: none"> <li>• Abbott Northwestern Hospital</li> <li>• Buffalo Hospital</li> <li>• Fairview Northland Medical Center</li> <li>• Grand Itasca Clinic and Hospital</li> <li>• Madelia Community Hospital</li> <li>• Mercy Hospital</li> <li>• North Country Regional Hospital</li> <li>• Northfield City Hospital</li> <li>• Regions Hospital</li> <li>• Rice Memorial Hospital</li> <li>• St. Francis Regional Medical Center</li> <li>• St. Joseph’s Area Health Services</li> <li>• St. Luke’s Hospital</li> <li>• Unity Hospital</li> </ul> | <ul style="list-style-type: none"> <li>• Ely Bloomenson Community Hospital</li> <li>• Immanuel St. Joseph’s – Mayo Health System</li> <li>• Lakeview Hospital</li> <li>• Lakewood Health System</li> <li>• Luverne Community Hospital</li> <li>• Phillips Eye Institute</li> <li>• Redwood Area Hospital</li> <li>• St. Cloud Hospital</li> <li>• St. Michael’s Hospital</li> </ul> |

Not all of the results from the Leapfrog Group’s Hospital Quality and Patient Safety Survey are shown in the tables above. You should also know that survey results are frequently updated. To view the most complete, up-to-date information collected by The Leapfrog Group, as well as other information about hospital performance, visit [www.LeapfrogGroup.org](http://www.LeapfrogGroup.org).

Note: To be eligible for in-network coverage for hospital services, Patient Choice participants should verify that the hospital is affiliated with their selected Care System prior to receiving services.

## About the Clinical Performance Information

Patient Choice collaborated with the Care Systems that make up the Patient Choice network and with HealthFront, a local non-profit consumer information organization comprised of consumer, physician and employer representatives to gather this data. Care Systems that chose to participate, submitted information during the summer of 2006. They were scored in each of the areas represented in this section of the guide, as well as on service and satisfaction levels (as reported by their patients). Patient Choice used the results of the survey to establish a corresponding "quality credit" which was then incorporated into their cost tier assignment—giving Care Systems that performed well, the ability to be available to consumers at a lower cost.

## About the Customer Service and Internet Capabilities Survey

The information highlighted in this guide was collected during the summer of 2006 using a survey developed by Patient Choice. The information was self-reported by each Care System.

[www.patientchoiceselect.com](http://www.patientchoiceselect.com)

## About the Patient Satisfaction Survey Results

Patient Choice has contracted with the nationally recognized experts in consumer information at HealthGrades, Inc. to use their web-based patient satisfaction survey, CompareYourCare™ and to provide survey results.

CompareYourCare is a highly reliable set of survey questionnaires that have been tested in various settings across the United States. The results focus on comparisons and do not reflect an independent evaluation of whether Care Systems are actually good or not. Your own experiences may differ from those who completed the survey.

In addition, when considering a Care System's performance on this survey, keep in mind that it is a web-based survey and responses do not represent a random sample in the statistical sense. Care Systems, employers and others in the community were asked to encourage their patients, employees and constituents to take the online survey, which may have resulted in some sampling bias. However, only scores deemed statistically valid by HealthGrades, Inc. were reported.

Patient Choice continues to collect information using the CompareYourCare tool. For more information about the survey, or to complete a survey, go to [www.patientchoiceselect.com](http://www.patientchoiceselect.com) and click on "CompareYourCare."

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