

Comparison Guide

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



Patient Choice *Signature*

Plan Year 2009

Choosing High-Quality Care

Your Power as a Consumer. As a Patient Choice participant, you have the power to choose who provides your care. 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 that enables you to 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 *Signature* 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 toward 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:

- **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.
- **Bridges to Excellence Honorees.**
Find out the medical groups/clinics that earned the Minnesota Bridges to Excellence rewards.
- **Hospital Patient Safety.**
Check the progress of network hospitals in implementing the Leapfrog Group’s recommended patient safety practices as well as their level of participation in the Institute for Healthcare Improvement’s 5 Million Lives Campaign.



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Clinical Performance

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
Cost Group 1												
Access Quality Care System	++	+	++	+++	++	++	+	+	++	++	+	++
Aspen Medical Group	+	+	++	++	+	++	+	++	++	++	++	++
Columbia Park Medical Group	++	?	?	+	?	?	+	?	?	++	?	?
Fairview Physician Associates	++	++	++	+++	++	++	+++	++	++	++	+++	++
Fairview Red Wing Health Services	?	+++	+	?	+++	++	?	+++	++	?	++	+
Family HealthServices Minnesota, P.A.	++	+++	++	+++	+++	++	+	+++	++	++	++	++
HealthPartners Medical Group & Clinics	++	++	++	+++	+	++	+	+++	++	++	+++	++
Innovis Health, LLC (formerly known as Dakota Clinic)	?	+	++	?	+	++	+	+	++	?	+	++
Lakeview Health Care System	?	?	+++	?	?	+++	?	?	+++	?	?	+++
MeritCare Health System	?	?	+	?	?	++	?	?	++	?	?	?
North Clinic Care System	+	?	+++	++	+	++	+	+	+++	+	+	++
Queen of Peace Care System	?	?	?	?	?	?	?	?	?	?	?	?
Cost Group 2												
Abbott Northwestern Care System	?	?	?	?	?	?	?	?	?	?	?	?
Allina Medical Clinic Care System	++	+	++	++	++	++	+++	++	+	++	+	++
CareNorth Health System	+	++	++	+++	+	++	+++	+	++	+++	+	++
Children's Physician Network	+++	+++	*	*	*	*	*	*	*	+	++	++
HealthEast Care System	+	+	++	+	++	++	+	+++	++	+	++	++
Hennepin Faculty Associates	+++	+	?	+	+	++	+	+	?	++	+	+
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?	?	?
Minnesota Healthcare Network	+	+	++	+++	++	++	+++	+	++	+	+	++
Park Nicollet/Methodist Care System	++	+	++	+++	+++	++	++	+++	++	++	++	++
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	?	?	?	?	?	?	?	?	?	?	?	?
St. Luke's Care System	<i>new for 2009</i>											
Cost Group 3												
HealthPartners Central Minnesota Clinics	+	+	?	++	+	?	+	+	?	+++	+	?
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 for 2008.

+++ Highest Level Credit Awarded
++ Mid-Level Credit Awarded
+ Credit Awarded
 ? No Information

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								Adult Care	Children's Care
	Components of Adult Satisfaction								Overall Satisfaction	Overall Satisfaction
	Access and Continuity	Physician-Patient Interaction	Integration of Care	Would You Recommend Your Physician						
Definitely Not				Probably Not	Not Sure	Probably Yes	Definitely Yes			
\$ Cost Group 1										
Access Quality Care System	✓	-	-	5%	4%	7%	18%	66%	-	-
Aspen Medical Group	✓	✓	-	3%	6%	9%	17%	65%	✓	✓
Columbia Park Medical Group	?	?	?	?	?	?	?	?	?	?
Fairview Physician Associates	✓	+	+	1%	2%	5%	17%	75%	+	✓
Fairview Red Wing Health Services	✓	✓	✓	0%	15%	10%	10%	65%	✓	?
Family HealthServices Minnesota, P.A.	+	✓	✓	1%	1%	6%	23%	69%	✓	?
HealthPartners Medical Group & Clinics	✓	-	-	0%	4%	13%	26%	57%	-	?
Innovis Health, LLC (formerly known as Dakota Clinic)	✓	✓	✓	0%	4%	7%	15%	74%	✓	?
Lakeview Health Care System	✓	✓	✓	0%	6%	8%	23%	63%	✓	?
MeritCare Health System	-	✓	✓	0%	0%	7%	26%	67%	✓	?
North Clinic Care System	✓	✓	✓	0%	0%	6%	33%	61%	✓	?
Queen of Peace Care System	?	?	?	?	?	?	?	?	?	?
\$ \$ Cost Group 2										
Abbott Northwestern Care System	✓	✓	✓	0%	0%	0%	32%	68%	✓	?
Allina Medical Clinic Care System	-	-	✓	2%	3%	5%	26%	64%	-	✓
CareNorth Health System	+	+	+	0%	1%	2%	26%	71%	+	?
Children's Physician Network*	✓	+	✓	3%	2%	2%	6%	87%	n/a	+
HealthEast Care System	✓	✓	-	3%	4%	6%	23%	64%	-	?
Hennepin Faculty Associates	?	?	?	?	?	?	?	?	?	?
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?
Minnesota Healthcare Network	+	✓	✓	4%	5%	7%	17%	67%	✓	✓
Park Nicollet/Methodist Care System	✓	+	+	2%	2%	4%	15%	77%	+	✓
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	?	?	?	?	?	?	?	?	?	?
St. Luke's Care System	<i>new for 2009</i>									
\$ \$ \$ Cost Group 3										
HealthPartners Central Minnesota Clinics	?	?	?	?	?	?	?	?	?	?
Mayo Clinic Rochester/Mayo Health System	✓	✓	✓	5%	3%	7%	18%	67%	✓	?
North Memorial Care System	✓	✓	✓	2%	7%	13%	26%	52%	✓	✓
St. Mary's/Duluth Clinic Health System	✓	✓	✓	0%	0%	7%	22%	71%	✓	?
University of Minnesota Physicians Care System	✓	✓	✓	0%	0%	16%	0%	84%	✓	?

* Results reflect parents' satisfaction with services provided to their children.

+ Above average
 ✓ About average
 - Below average
 ? Not enough data

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						Electronic Tracking Systems to Ensure Ordered Tests are Completed	Tracks Speed of Response to Patient Complaints
 Cost Group 1	Evening and Weekend Appointments	Same Day Non-Urgent Appointments	24-Hour Health Advice Line	Electronic Medical Records	Electronic Prescribing	Health Education Programs		
Access Quality Care System	✓	+	-	✓	✓	✓	✓	+
Aspen Medical Group	✓	✓	-	-	-	✓	-	-
Columbia Park Medical Group	✓	✓	-	-	-	-	-	-
Fairview Physician Associates	✓	✓	✓	✓	✓	✓	✓	-
Fairview Red Wing Health Services	-	+	-	+	+	✓	✓	-
Family HealthServices Minnesota, P.A.	+	+	-	+	+	✓	+	+
HealthPartners Medical Group & Clinics	✓	+	+	+	+	✓	✓	+
Innovis Health, LLC (formerly known as Dakota Clinic)	✓	+	-	+	-	✓	-	+
Lakeview Health Care System	✓	+	-	✓	✓	✓	-	+
MeritCare Health System	-	+	+	+	-	✓	+	+
North Clinic Care System	✓	+	-	-	-	+	-	-
Queen of Peace Care System	?	?	?	?	?	?	?	?
 Cost Group 2								
Abbott Northwestern Care System	-	✓	✓	✓	✓	✓	✓	-
Allina Medical Clinic Care System	✓	+	-	+	+	✓	✓	+
CareNorth Health System	✓	+	-	✓	✓	✓	✓	-
Children's Physician Network	✓	+	✓	✓	✓	✓	✓	+
HealthEast Care System	✓	+	✓	✓	✓	✓	✓	✓
Hennepin Faculty Associates	✓	✓	-	+	+	+	✓	+
Midwest Community Providers	?	?	?	?	?	?	?	?
Minnesota Healthcare Network	✓	✓	✓	✓	-	✓	✓	-
Park Nicollet/Methodist Care System	✓	+	+	+	+	+	✓	+
Regional SelectCare System	?	?	?	?	?	?	?	?
St. Croix Regional Care System	+	+	-	+	✓	✓	+	✓
St. Luke's Care System	✓	✓	-	+	+	+	+	+
 Cost Group 3								
HealthPartners Central Minnesota Clinics	+	+	+	+	+	+	+	+
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
  Not available
  No Information submitted

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.

Care Systems	Internet Capabilities								
	Appointment Scheduling	Billing, Record Requests, etc.	Prescription Refills	Lab Result Reporting	Reminders	Physician Visits	Physician Bios and/or General Background Information	Research Information on Specific Conditions	Wi-Fi Access
Cost Group 1									
Access Quality Care System	✓	✓	–	✓	–	✓	+	✓	–
Aspen Medical Group	–	–	–	–	–	–	–	–	–
Columbia Park Medical Group	✓	–	–	–	–	–	✓	–	–
Fairview Physician Associates	✓	✓	✓	✓	✓	✓	+	+	–
Fairview Red Wing Health Services	+	–	+	+	+	+	+	–	✓
Family HealthServices Minnesota, P.A.	–	–	–	–	–	–	+	+	–
HealthPartners Medical Group & Clinics	+	+	+	+	+	+	+	✓	–
Innovis Health, LLC (formerly known as Dakota Clinic)	–	–	–	–	–	–	+	+	–
Lakeview Health Care System	+	+	–	–	–	–	+	✓	–
MeritCare Health System	–	✓	✓	✓	–	✓	+	+	✓
North Clinic Care System	–	–	–	–	–	–	+	–	–
Queen of Peace Care System	?	?	?	?	?	?	?	?	?
Cost Group 2									
Abbott Northwestern Care System	✓	–	✓	✓	–	–	–	✓	–
Allina Medical Clinic Care System	+	+	+	+	–	–	+	–	–
CareNorth Health System	✓	✓	✓	✓	✓	✓	+	–	–
Children's Physician Network	✓	✓	–	–	–	–	+	+	✓
HealthEast Care System	✓	✓	✓	–	–	–	+	✓	✓
Hennepin Faculty Associates	–	–	–	–	–	–	+	–	✓
Midwest Community Providers	?	?	?	?	?	?	?	?	?
Minnesota Healthcare Network	–	–	–	–	–	–	✓	–	✓
Park Nicollet/Methodist Care System	✓	–	–	+	+	+	+	+	✓
Regional SelectCare System	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	?	✓	?	?	?	?	+	+	✓
St. Luke's Care System	–	–	–	–	✓	–	+	–	–
Cost Group 3									
HealthPartners Central Minnesota Clinics	+	–	+	–	–	–	+	–	+
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
 – Not available
 ? No Information submitted

Bridges to Excellence

Bridges to Excellence (BTE) is a national employer-led pay-for-performance program created to encourage improvements in care quality by recognizing and rewarding providers that deliver safe, timely, effective and efficient care to chronically ill patients.

The Minnesota BTE program is directed by a guiding coalition of employers, providers, health plans and organizations involved with quality reporting and improvement that set the performance goals and physician reward process. For 2008, the program rewarded providers that delivered optimal diabetes and cardiovascular care. The honorees are listed on the following page, along with their affiliated Care System.

Clinics That Delivered Optimal Diabetes Care and Optimal Cardiovascular Care	
Care System Affiliation	Medical Group/Clinics
Access Quality Care System	<ul style="list-style-type: none"> Camden Physicians Ltd.- Plymouth Quello Clinic, Ltd. - Eden Prairie
Allina Medical Clinic Care System	<ul style="list-style-type: none"> Allina Medical Clinic - Forest Lake, Litchfield
Fairview Physician Associates	<ul style="list-style-type: none"> Fairview Health Services - Bass Lake, Cedar Ridge, Chisago Lakes, Crosstown, Egan, Elk River, Highland Park, Hugo, Jonathan, Milaca, North Branch, Oxboro, Ridges, RidgeValley, Uptown
Family HealthServices Minnesota, P.A.	<ul style="list-style-type: none"> Family HealthServices Minnesota, P.A.- Afton Road, Banning Avenue, Gorman, Inver Grove Heights, Shoreview, White Bear Lake, Woodlane
HealthEast Care System	<ul style="list-style-type: none"> HealthEast Care System - Midway, Oakdale
HealthPartners Medical Group & Clinics	<ul style="list-style-type: none"> HealthPartners - Apple Valley, Como, Inver Grove Heights
Minnesota Healthcare Network	<ul style="list-style-type: none"> AALFA Family Clinic
Regional SelectCare System	<ul style="list-style-type: none"> Mankato Clinic - Mapleton, North Mankato
Clinics That Delivered Optimal Diabetes Care	
Care System Affiliation	Medical Group/Clinics
<i>Also see clinics listed above that delivered both Optimal Diabetes Care and Optimal Cardiovascular Care</i>	
Allina Medical Clinic Care System	<ul style="list-style-type: none"> Allina Medical Clinic - Annandale, Buffalo, Cokato, Coon Rapids, Elk River, Farmington, Isles, The Doctors Uptown, West Health Campus
Fairview Physician Associates	<ul style="list-style-type: none"> Fairview Health Services - EdenCenter, Hiawatha, Lakes Medical Center, Lakeville, Lino Lakes, Mesaba - Mountain Iron, Northeast Clinic France Avenue Family Physicians Richfield Medical Group
Fairview Red Wing Health Services	<ul style="list-style-type: none"> Red Wing Medical Center
Family HealthServices Minnesota, P.A.	<ul style="list-style-type: none"> Family HealthServices Minnesota, P.A. - North St. Paul
HealthEast Care System	<ul style="list-style-type: none"> HealthEast Care System - Maplewood
Innovis Health, LLC	<ul style="list-style-type: none"> Innovis Health - Lisbon
MeritCare Health System	<ul style="list-style-type: none"> MeritCare - Black Duck, Island Park, North Fargo
Midwest Community Providers	<ul style="list-style-type: none"> Family Practice Medical Center - Willmar

Bridges to Excellence (continued)

Clinics That Delivered Optimal Cardiovascular Care	
Care System Affiliation	Medical Group/Clinics
<i>Also see clinics listed above that delivered both Optimal Diabetes Care and Optimal Cardiovascular Care</i>	
Abbott Northwestern, Aspen Medical Group, Family HealthServices Minnesota, P.A., HealthEast Care System, Lakeview Health Care System, Midwest Community Providers and Minnesota Healthcare Network	<ul style="list-style-type: none"> • St. Paul Heart Clinic - <i>Downtown, Lakeview Heart Center</i>
Access Quality Care System	<ul style="list-style-type: none"> • Camden Physicians Ltd. - <i>Minneapolis</i> • Quello Clinic, Ltd. - <i>Savage</i>
Allina Medical Clinic Care System	<ul style="list-style-type: none"> • Allina Medical Clinic - <i>Nicollet Mall, Shoreview</i>
Fairview Physician Associates	<ul style="list-style-type: none"> • Fairview Health Services - <i>Maple Grove, Rogers, Rush City</i> • Riverside Family Physicians • Southdale Internal Medicine, P.A.
Family HealthServices Minnesota, P.A.	<ul style="list-style-type: none"> • Family HealthServices Minnesota, P.A. - <i>Maplewood, Vadnais Heights, Woodbury</i>
HealthEast Care System	<ul style="list-style-type: none"> • HealthEast Care System - <i>Woodbury</i>
HealthPartners Medical Group & Clinics	<ul style="list-style-type: none"> • HealthPartners - <i>Arden Hills, Bloomington, Maplewood, West Clinic, White Bear Lake, Woodbury</i> • North Suburban Family Physicians - <i>Lino Lakes, Roseville</i>
Innovis Health, LLC	<ul style="list-style-type: none"> • Innovis Health - <i>South University</i>
MeritCare Health System	<ul style="list-style-type: none"> • MeritCare - <i>Edgeley</i>
Minnesota Healthcare Network	<ul style="list-style-type: none"> • Western Wisconsin Medical Associates, S.C. - <i>River Falls Medical</i>
Park Nicollet/Methodist Care System	<ul style="list-style-type: none"> • Park Nicollet Health Services - <i>Carlson Parkway, Eagan, Hopkins, Maple Grove, Minnetonka, Prairie Center</i>
University of Minnesota Physicians Care System	<ul style="list-style-type: none"> • University of Minnesota Physicians - <i>Primary Care Center</i>

Note: The Minnesota Bridges to Excellence program currently focuses on adult-based diabetes and cardiovascular care. As a result, provider organizations that serve only pediatric patients are not able to participate.

Hospital Patient Safety

More than a decade ago, the Institute of Medicine (IOM) estimated that 98,000 people die each year as result of errors that occur in hospitals—making medical errors the eighth leading cause of death in this country. Since that time, a number of national efforts have been launched aimed at improving patient safety—and saving lives. Two of these initiatives, the Leapfrog Group’s Hospital Survey and the Institute for Healthcare Improvement’s 5 Million Lives Campaign, are described below.

About the Leapfrog Group

The Leapfrog Group, a coalition of public and private organizations, collects and publishes information about hospital safety and quality in the following categories:

Prevent Medical Errors: Physicians enter patient prescriptions and other orders into computers linked to error prevention software.

Appropriate Intensive Care Unit (ICU) Physician Staffing: ICUs are staffed by trained ICU specialists called “intensivists.”

Safe Practices Score: Hospital has put in place 13 practices that can have a major affect on the safety of patients in health care settings such as timely clinical information for other caregivers and patients and identification and mitigation of safety risks and hazards.

High-Risk Treatment Safety: Hospital has proven outcomes or extensive experience with several high-risk procedures/conditions.

Appropriate ICU Physician Staffing

Fully meets standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Children’s Hospital – St. Paul • Fairview Ridges Hospital • Gillette Children’s Hospital • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • North Memorial Hospital • Park Nicollet Methodist Hospital • Regions Hospital
Some progress toward meeting standards:	<ul style="list-style-type: none"> • Fairview Southdale Hospital • St. Cloud Hospital • St. Mary’s Medical Center - Duluth

Prevent Medical Errors

Substantial progress toward meeting standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Children’s Hospital – St. Paul
Some progress toward meeting standards:	<ul style="list-style-type: none"> • Community Memorial Hospital • Fairview Ridges Hospital • Fairview Southdale Hospital • First Care Medical Services • HealthEast St. John’s Hospital • HealthEast St. Joseph’s Hospital • Hennepin County Medical Center • Long Prairie Memorial Hospital C&NC • Madelia Community Hospital • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • MeritCare Hospital (N.D.) • North Country Regional Hospital • North Memorial Medical Center • Northfield City Hospital • Park Nicollet Methodist Hospital • Queen of Peace Hospital • Regions Hospital • Ridgeview Medical Center • St. Cloud Hospital • University of Minnesota Medical Center • Woodwinds Health Campus

Safe Practices Score

Fully meets standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Children’s Hospital – St. Paul • Fairview Northland Medical Center • Fairview Southdale Hospital • HealthEast St. John’s Hospital • HealthEast St. Joseph’s Hospital • Madelia Community Hospital • Regions Hospital • Ridgeview Medical Center • University of Minnesota Medical Center – Minneapolis Campus • Woodwinds Health Campus
Substantial progress toward meeting standards:	<ul style="list-style-type: none"> • Gillette Children’s Hospital • Meeker County Memorial Hospital • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • Park Nicollet Methodist Hospital
Some progress toward meeting standards:	<ul style="list-style-type: none"> • Fairview Lakes Regional Medical Center • Fairview Ridges Hospital • First Care Medical Services • Hutchinson Community Hospital • Lifecare Medical Center • MeritCare Thief River Falls Northwest Medical Center • North Country Regional Hospital • Northfield City Hospital

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.

The Leapfrog Group's Hospital Quality and Patient Safety Results (continued)

High-Risk Treatment Safety

Hospitals that fully meet standards for one or more of the nine high-risk procedures:	Heart Bypass Surgery	Heart Angioplasty	Heart Attack	Pneumonia	High-risk Deliveries	Weight Loss Surgery	Abdominal Aortic Aneurysm Repair	Pancreatic Resection	Esophageal Resection
Cuyuna Regional Medical Center	n/a	n/a	n/a	+	n/a	++	n/a	n/a	n/a
Fairview Lakes Regional Medical Center	n/a	n/a	++	++	n/a	n/a	n/a	n/a	n/a
Fairview Northland Medical Center	n/a	n/a	+++	+++	n/a	n/a	n/a	n/a	n/a
Fairview Southdale Hospital	+++	+++	+++	+++	n/a	++	+	?	++
First Care Medical Services	n/a	n/a	n/a	+++	n/a	n/a	n/a	n/a	n/a
Glencoe Regional Health Services	n/a	n/a	n/a	++	n/a	n/a	n/a	n/a	n/a
HealthEast St. John's Hospital	n/a	n/a	+	++	?	n/a	?	?	?
HealthEast St. Joseph's Hospital	+++	++	+++	+	n/a	++	+	+	n/a
Hennepin County Medical Center	++	+	++	+	+	+++	?	+++	+
Hutchinson Community Hospital	n/a	n/a	n/a	++	n/a	n/a	+	n/a	n/a
Lakeview Hospital	n/a	n/a	+	++	n/a	n/a	?	n/a	n/a
Lifecare Medical Center	n/a	n/a	n/a	+++	n/a	n/a	n/a	n/a	n/a
Long Prairie Memorial Hospital C & NC	n/a	n/a	?	?	n/a	+++	n/a	n/a	n/a
Mayo Clinic Rochester – Rochester Methodist	n/a	++	n/a	++	+	n/a	n/a	+++	n/a
Mayo Clinic Rochester – St. Mary's	+++	++	++	+++	++	++	++	+++	+++
MeritCare Hospital (N.D.)	+++	+++	+	+	+++	++	++	++	?
North Country Regional Hospital	n/a	n/a	++	++	n/a	n/a	?	n/a	?
North Memorial Medical Center	+	+	+	+	+++	+	++	?	?
Northfield City Hospital	n/a	n/a	+++	++	n/a	n/a	n/a	n/a	n/a
Park Nicollet Methodist Hospital	+++	+++	+++	++	n/a	+++	++	+	++
Paynesville Area Hospital	n/a	n/a	n/a	+++	n/a	n/a	n/a	n/a	n/a
Queen of Peace Hospital	n/a	n/a	n/a	+++	n/a	n/a	n/a	n/a	n/a
Regina Medical Center	n/a	n/a	n/a	++	n/a	n/a	n/a	n/a	n/a
Regions Hospital	+++	+++	++	+++	n/a	n/a	+	++	?
Ridgeview Medical Center	n/a	n/a	+++	+++	n/a	n/a	?	n/a	n/a
St. Cloud Hospital	+++	++	+	++	?	++	++	?	?
St. Mary's Medical Center - Duluth	+	+++	++	+	+	+++	++	+++	+
University of Minnesota Medical Center	+	+	+	+	+++	++	?	+++	+++
Woodwinds Health Campus	n/a	n/a	+	++	n/a	n/a	+	?	n/a

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

Not all of the results from the Leapfrog Group's Hospital Quality and Patient Safety Survey are shown in the following tables. You should also know that survey results are frequently updated. To view the most complete, up-to-date information visit www.LeapfrogGroup.org.

+++ Fully meets standards
++ Substantial progress toward meeting standards
+ Some progress toward meeting standards

n/a Hospital does not perform procedure
? Willing to report

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.

Hospital Patient Safety

About the 5 Million Lives Campaign

The 5 Million Lives Campaign is a nationwide initiative launched by the Institute for Healthcare Improvement (IHI). It's aimed at engaging U.S. hospitals in a commitment to implement 12 changes in care that are proven to improve patient care and prevent avoidable deaths including:

- **Deploying Rapid Response Teams**—at the first sign of patient decline and before a catastrophic cardiac or respiratory event in patients who are progressively failing outside the intensive care unit.
- **Preventing Adverse Drug Events**—by reconciling patient medications at every transition point in care.
- **Delivering Reliable, Evidence-based Care for Acute Myocardial Infarction (MI)**—to prevent deaths from heart attack.
- **Preventing Surgical Site Infections**—by reliably delivering the correct perioperative antibiotics at the proper time.
- **Preventing Central Line Infections**—by implementing a series of interdependent, scientifically grounded steps.

- **Preventing Ventilator-associated Pneumonia**—by implementing a series of interdependent, scientifically grounded steps.

- **Preventing Harm from High-alert Medications**—initially focusing on anticoagulants, sedatives, narcotics and insulin.

- **Reducing Surgical Complications**—by implementing changes in care recommended by the Surgical Care Improvement Project.

- **Preventing Pressure Ulcers**—by using science-based guidelines.

- **Reducing Methicillin-resistant Staphylococcus Auereus (MRSA)**—by implementing scientifically proven infection control practices.

- **Delivering Reliable Evidence-based Care for Congestive Heart Failure (CHF)**—to reduce readmissions.

- **Getting Boards on Board**—by implementing processes to help hospital board of directors become more effective in accelerating care improvements.

The 5 Million Lives Campaign

Name of Hospital	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board
Abbott Northwestern Hospital	+++	?	+++	?	+++	+++	+++	+++	?	?	+++	?
Avera Marshall Regional Medical Center	++	+++	+++	+++	+++	+++	+++	+++	+++	++	+++	+
Baldwin Area Medical Center	+++	+++	+++	++	?	?	+	+	+	+	+	?
Bethesda Hospital	+++	+++	?	?	+++	+++	+++	?	+++	+++	?	+++
Buffalo Hospital	+++	+++	+++	+++	?	+++	+++	+++	++	+++	+++	?
Burnett Medical Center	?	?	+++	+++	?	?	?	?	++	+++	+++	?
Cambridge Medical Center	+++	+++	+++	+++	+	+	+++	+	+++	+++	+++	?

+++ Fully implemented
++ Good progress toward implementing
+ Good early stage effort toward implementing
? Little progress toward implementing or no information submitted
n/a Not applicable

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.

The 5 Million Lives Campaign (continued)

Name of Hospital	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MBSA	Deliver reliable evidence-based care for CHF	Get boards on board
Children's Hospital - Minneapolis	+++	+++	n/a	+++	+++	+++	+++	+++	+++	+++	n/a	+++
Children's Hospital - St. Paul	+++	+++	?	+++	+++	+++	+++	+++	+++	+++	?	+++
Chippewa County Montevideo Hospital	?	+++	+++	+++	+	+	+++	+++	+++	++	+++	+
District One Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Fairview Lakes Medical Center	+++	++	+++	+++	+++	+++	+++	+++	+++	+++	+++	?
Fairview Northland Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Fairview Red Wing Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Fairview Ridges Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	?
Fairview Southdale Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Gillette Children's Hospital	+++	+++	?	+++	+++	+++	++	+++	+++	+++	?	+
Glacial Ridge Hospital	?	++	?	++	?	?	?	+	++	+	+	+
Glencoe Regional Health Services	+++	+	+++	+	+	+++	+	+	++	+	+	+
Granite Falls Municipal Hospital and Manor	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
HealthEast St. John's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
HealthEast St. Joseph's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Hennepin County Medical Center	++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
Hudson Hospital	+++	++	+++	+++	+++	n/a	+++	+++	+++	+++	+++	+++
Hutchinson Community Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Innovis Health	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Lakeview Hospital	+++	?	+++	+++	?	+++	?	+++	+	+	+++	?
Madison Hospital	?	?	?	?	?	?	?	?	?	?	?	?
Mercy Hospital - Coon Rapids	+++	+++	+++	+++	+++	+++	+++	+++	++	++	+++	?
MeritCare Hospital	+++	+	+++	+++	++	+	+	+++	++	++	+++	?
Miller Dwan Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+

+++ Fully implemented
++ Good progress toward implementing
+ Good early stage effort toward implementing

? Little progress toward implementing or no information submitted
n/a Not applicable

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.

The 5 Million Lives Campaign (continued)

Name of Hospital	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MBSA	Deliver reliable evidence-based care for CHF	Get boards on board
Monticello Big Lake Community Hospital	+++	+++	+++	+++	+	+++	+	+++	+++	+++	+++	?
Murray County Memorial Hospital	?	?	?	+	?	?	?	+	?	?	+	?
New Ulm Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
North Memorial Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Northfield Hospital	?	++	+++	+++	+++	n/a	+++	+++	+++	?	+++	?
Owatonna Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Park Nicollet Methodist Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Queen of Peace Hospital	+	?	+++	+++	?	+++	+++	+++	+++	?	+++	?
Redwood Area Hospital	++	+	+++	+++	?	+++	+++	?	+++	++	+++	++
Regions Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Ridgeview Medical Center	+++	+++	+++	+++	+++	+++	+	+++	+++	+	+++	++
St. Cloud Hospital	+++	++	+++	+++	+++	+++	+++	++	+++	++	+++	++
St. Croix Regional Medical Center	?	++	++	+++	+++	+++	+++	+++	+++	++	++	+
St. Francis Regional Medical Center	++	++	+++	++	++	++	+++	++	++	++	++	+
St. Luke's Hospital	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	+++	+
St. Mary's Medical Center - Duluth	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
St. Peter Community Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Stevens Community Medical Center	+	+	++	++	?	?	+	+++	+++	++	++	?
Swift County - Benson Hospital	?	+++	+++	+++	?	n/a	+++	?	+++	+++	+++	+++
United Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Unity Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
University of Minnesota Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Westfields Hospital	?	+++	+++	+++	?	?	+++	+++	?	?	?	?
Wheaton Community Hospital	+++	+++	?	+++	?	?	?	?	+++	?	+++	?
Woodwinds Health Campus	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+

+++ Fully implemented
 ++ Good progress toward implementing
 + Good early stage effort toward implementing
 ? Little progress toward implementing or no information submitted
 n/a Not applicable

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 Information Sources

Clinical Performance Results

Patient Choice collaborated with the Care Systems that make up the Patient Choice network to gather this data. Care Systems that chose to participate, submitted information during the summer of 2008. 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 survey results to establish a corresponding “quality credit.” This credit was incorporated into their cost tier assignment—giving Care Systems that performed well, the ability to be available to consumers at a lower cost.

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. are reported in this guide.

Customer Service and Internet Capabilities Survey Results

The information highlighted in this guide was collected during the summer of 2008 using a survey developed by Patient Choice. The information was self-reported by each Care System.

Leapfrog Group’s Hospital Quality and Patient Safety Survey Results

Hospitals share information about their progress toward implementing the recommended safety practices by completing the Leapfrog Group’s Hospital Quality and Patient Safety Survey. Several Minnesota hospitals that participate in the Patient Choice program have made significant progress and are highlighted on the pages 9 and 10. Results shown are from September 2008.

5 Million Lives Campaign Results

Hospitals that participate in the Patient Choice network submitted information about their level of participation in this campaign by completing a survey developed by Patient Choice. Results were collected during the summer of 2008 and are summarized on pages 10 through 12. More information about this campaign is available on www.ihl.org.

www.patientchoicesignature.com

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