

# Comparison Guide

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



**Patient Choice *Signature***

**Plan Year 2010**



# 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 Improvement Map Program.



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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, depression, diabetes, high blood pressure and preventive care.

Care Systems that chose to participate were scored in two 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.

Care Systems	Asthma		Coronary Artery Disease		Depression	Diabetes Care		High Blood Pressure		Preventive Care	
	Clinical Performance Level	Care Processes	Clinical Performance Level	Care Processes	Care Processes	Clinical Performance Level	Care Processes	Clinical Performance Level	Care Processes	Clinical Performance Level	Care Processes
<b>Cost Group 1</b>											
Access Quality Care System	+++	++	++	++	++	++	++	++	++	+++	++
Aspen-Quello Care System	++	++	++	++	++	++	++	++	+	++	+
CareNorth	++	++	+	+	+	++	+	++	+	+++	?
Fairview Physician Associates	+++	++	+++	++	++	+++	++	+++	++	++	+++
Fairview Red Wing Health Services	+	+++	++	+++	++	++	+++	+++	+++	+	++
Family HealthServices Minnesota, P.A.	++	+++	+++	+++	+++	+++	+++	+++	+++	++	+++
HealthPartners Medical Group & Clinics	++	+++	+++	++	++	++	+++	+++	++	+++	+++
Hennepin Faculty Associates	++	+++	+	++	++	+	++	++	++	++	++
Innovis Health, LLC	++	+	+	+	+	++	++	+++	+	++	?
Lakeview Health Care System	+	+	+	+	+	++	+	++	+	++	?
MeritCare Health System	++	+	++	+	+	++	+	++	+	+	?
Minnesota Healthcare Network	++	++	+++	++	+	+++	++	?	++	+	++
North Clinic Care System	?	?	?	?	?	?	?	?	?	?	?
Queen of Peace Care System	?	?	?	?	?	?	?	?	?	?	?
<b>Cost Group 2</b>											
Abbott Northwestern Care System	?	?	?	?	?	?	?	?	?	?	?
Allina Medical Clinic Care System	++	++	+++	++	++	+++	?	+++	++	++	+
Children's Physician Network	+++	++	*	*	*	*	*	*	*	+++	+
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?	?
North Memorial Care System	+++	++	+	++	++	++	+++	++	++	++	++
Park Nicollet/Methodist Care System	+++	+++	++	+++	++	++	+++	+++	+++	+++	+++
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	?	?	?	?	?	?	?	?	?	?	?
St. Luke's Care System	++	+	+	+	+	+	+	++	+	++	?
St. Mary's/Duluth Clinic Health System	?	?	?	?	?	?	?	?	?	?	?
<b>Cost Group 3</b>											
HealthEast Care System	+	+	++	+	+	+++	++	+++	++	++	?
HealthPartners Central Minnesota Clinics	++	?	+++	?	?	++	?	?	?	+	?
Mayo Clinic Rochester/Mayo Health System	?	?	?	?	?	?	?	?	?	?	?
University of Minnesota Physicians Care System	++	+	+	+	++	+	++	?	++	++	++

\* Information currently collected is 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 2009.

+++ 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.

Care Systems	Components of Satisfaction								Overall Satisfaction
	Ease of scheduling urgent appointments	Office environment (e.g., clean, comfortable)	Friendliness/courtesy of staff	Reasonable wait time in office	Physician spends enough time with patient	Physician listens to patient and answers questions	Physician helps patient understand medical conditions	Percent of patients that would recommend physician	
<b>Cost Group 1</b>									
Access Quality Care System	✓	✓	✓	✓	✓	✓	✓	74%	✓
Aspen-Quello Care System	✓	✓	✓	✓	✓	✓	✓	74%	✓
CareNorth	✓	✓	✓	✓	✓	✓	✓	75%	✓
Fairview Physician Associates	+	✓	✓	✓	✓	✓	✓	78%	✓
Fairview Red Wing Health Services	?	?	?	?	?	?	?	?	?
Family HealthServices Minnesota, P.A.	✓	✓	✓	✓	✓	✓	✓	75%	✓
HealthPartners Medical Group & Clinics	✓	✓	✓	✓	✓	✓	✓	80%	✓
Hennepin Faculty Associates	✓	✓	✓	✓	+	✓	+	81%	+
Innovis Health, LLC	✓	-	-	✓	✓	✓	✓	72%	-
Lakeview Health Care System	✓	✓	✓	✓	✓	✓	✓	76%	✓
MeritCare Health System	✓	✓	✓	✓	-	✓	✓	63%	✓
Minnesota Healthcare Network	✓	✓	✓	✓	✓	✓	✓	75%	✓
North Clinic Care System	✓	✓	✓	✓	✓	✓	✓	72%	✓
Queen of Peace Care System	✓	✓	-	+	✓	✓	✓	75%	✓
<b>Cost Group 2</b>									
Abbott Northwestern Care System	✓	✓	✓	✓	✓	✓	✓	72%	✓
Allina Medical Clinic Care System	✓	-	✓	✓	+	+	✓	78%	+
Children's Physician Network*	✓	✓	✓	✓	✓	✓	✓	76%	✓
Midwest Community Providers	✓	+	✓	✓	✓	✓	✓	76%	✓
North Memorial Care System	✓	✓	✓	✓	✓	✓	✓	73%	✓
Park Nicollet/Methodist Care System	✓	✓	✓	+	✓	✓	✓	76%	✓
Regional SelectCare System	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	-	✓	✓	✓	✓	✓	+	78%	✓
St. Luke's Care System	✓	✓	✓	✓	✓	-	-	66%	-
St. Mary's/Duluth Clinic Health System	✓	✓	✓	✓	✓	✓	✓	81%	✓
<b>Cost Group 3</b>									
HealthEast Care System	✓	✓	✓	✓	✓	✓	✓	74%	✓
HealthPartners Central Minnesota Clinics	✓	✓	✓	✓	✓	✓	✓	75%	✓
Mayo Clinic Rochester/Mayo Health System	+	+	+	-	✓	✓	✓	83%	+
University of Minnesota Physicians Care System	✓	✓	✓	✓	✓	✓	✓	77%	✓

\* 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									
	Appointments			Same Day Non-Urgent Appointments	24-Hour Health Advice Line	Electronic Medical Records	Electronic Prescribing	Health Education Programs	Electronic Tracking Systems to Ensure Ordered Tests are Completed	Tracks Speed of Response to Patient Complaints
Cost Group 1	Early Morning	Evening	Weekend							
Access Quality Care System	✓	✓	✓	+	-	+	+	-	+	-
Aspen-Quello Care System	✓	✓	✓	✓	-	✓	✓	✓	✓	✓
CareNorth	-	-	-	+	-	✓	✓	-	✓	-
Fairview Physician Associates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fairview Red Wing Health Services	-	-	-	+	-	+	✓	✓	+	?
Family HealthServices Minnesota, P.A.	+	+	+	+	-	+	+	✓	+	+
HealthPartners Medical Group & Clinics	✓	✓	✓	+	+	+	+	✓	?	✓
Hennepin Faculty Associates	-	✓	✓	✓	-	+	+	✓	+	✓
Innovis Health, LLC	-	✓	✓	+	-	✓	✓	✓	-	+
Lakeview Health Care System	✓	✓	✓	+	-	+	-	✓	+	-
MeritCare Health System	-	-	-	+	+	+	-	✓	✓	-
Minnesota Healthcare Network	✓	✓	✓	✓	-	✓	✓	✓	✓	-
North Clinic Care System	?	?	✓	+	-	-	-	+	-	-
Queen of Peace Care System	-	-	-	✓	-	✓	-	✓	-	-
<b>Cost Group 2</b>										
Abbott Northwestern Care System	-	-	✓	✓	✓	✓	✓	✓	✓	?
Allina Medical Clinic Care System	✓	✓	✓	✓	-	+	+	+	+	+
Children's Physician Network	✓	✓	✓	+	✓	✓	✓	✓	-	+
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?
North Memorial Care System	+	✓	✓	+	-	+	+	✓	+	-
Park Nicollet/Methodist Care System	✓	✓	✓	✓	+	+	+	+	-	+
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	✓	✓	✓	+	+	+	+	✓	+	+
St. Luke's Care System	✓	✓	✓	✓	-	+	+	✓	-	+
St. Mary's/Duluth Clinic Health System	?	?	✓	+	+	+	+	✓	+	-
<b>Cost Group 3</b>										
HealthEast Care System	✓	✓	✓	+	+	+	+	✓	-	+
HealthPartners Central Minnesota Clinics	?	?	?	?	?	?	?	?	?	?
Mayo Clinic Rochester/Mayo 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	Payment Processing	Prescription Refills	Lab Result Reporting	Reminders	Physician Visits	Physician Bios and/or General Background Information	Research Information on Specific Conditions	Wi-Fi Access
<b>Cost Group 1</b>									
Access Quality Care System	+	+	-	✓	✓	+	+	✓	-
Aspen-Quello Care System	✓	-	-	+	-	-	+	-	-
CareNorth	-	-	-	-	-	-	+	-	-
Fairview Physician Associates	✓	✓	✓	✓	-	✓	+	✓	✓
Fairview Red Wing Health Services	+	-	+	+	+	+	+	-	+
Family HealthServices Minnesota, P.A.	-	-	-	-	-	-	+	+	-
HealthPartners Medical Group & Clinics	+	+	+	+	+	+	+	+	✓
Hennepin Faculty Associates	-	-	-	-	-	-	+	✓	-
Innovis Health, LLC	-	-	-	-	-	-	+	+	✓
Lakeview Health Care System	+	-	-	-	-	-	+	-	+
MeritCare Health System	✓	+	✓	✓	-	✓	+	-	✓
Minnesota Healthcare Network	-	-	-	-	-	-	✓	-	-
North Clinic Care System	-	-	-	-	-	-	+	-	-
Queen of Peace Care System	-	-	-	-	-	-	-	-	-
<b>Cost Group 2</b>									
Abbott Northwestern Care System	✓	?	✓	✓	?	?	+	?	✓
Allina Medical Clinic Care System	+	-	-	+	+	-	+	-	-
Children's Physician Network	✓	✓	-	-	-	-	+	+	✓
Midwest Community Providers	?	?	?	?	?	?	?	?	?
North Memorial Care System	-	-	✓	-	-	-	+	-	-
Park Nicollet/Methodist Care System	+	+	+	+	-	+	+	+	✓
Regional SelectCare System	?	?	?	?	?	?	?	?	?
St. Croix Regional Care System	?	✓	?	?	+	?	+	+	+
St. Luke's Care System	-	+	+	-	-	-	+	-	+
St. Mary's/Duluth Clinic Health System	-	✓	+	✓	-	-	+	+	-
<b>Cost Group 3</b>									
HealthEast Care System	+	+	+	+	-	-	+	-	✓
HealthPartners Central Minnesota Clinics	?	?	?	?	?	?	?	?	?
Mayo Clinic Rochester/Mayo 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.

The Minnesota BTE program is directed by a guiding coalition of employers, providers, health plans and organizations involved with rewarding providers that delivered depression care, optimal diabetes care and optimal vascular care. The honorees are listed on the following pages.

## Rewarded Medical Groups/Clinics By Condition

Depression Care	
Care System Affiliation	Recognized Clinic/Medical Group
Fairview Physician Associates	<ul style="list-style-type: none"> <li>Fairview Health Services – <i>Chisago Lakes, Highland Park, Lakeville, Rogers</i></li> </ul>
Family HealthServices of Minnesota, P.A.	<ul style="list-style-type: none"> <li>Family HealthServices of Minnesota, P.A. – <i>Banning Avenue, Inver Grove Heights, Vadnais Heights, White Bear, Woodlane</i></li> </ul>
HealthPartners Medical Group & Clinics	<ul style="list-style-type: none"> <li>HealthPartners – <i>Health Center for Women, Inver Grove Heights, Maplewood, Riverside, St. Paul, West Clinic, Woodbury</i></li> <li>Regions Behavioral Health – <i>Woodbury</i></li> </ul>

Optimal Diabetes Care	
Care System Affiliation	Recognized Clinic/Medical Group
Allina Medical Clinic Care System	<ul style="list-style-type: none"> <li>Allina Medical Clinics – <i>Annandale, Buffalo, Eagan, Litchfield</i></li> </ul>
Fairview Physician Associates	<ul style="list-style-type: none"> <li>Fairview Health Services – <i>Maple Grove Medical Center, Oxboro, Rogers</i></li> <li>Southdale Internal Medicine – <i>Edina</i></li> </ul>
Family HealthServices of Minnesota, P.A.	<ul style="list-style-type: none"> <li>Family HealthServices of Minnesota, P.A. – <i>White Bear</i></li> </ul>
HealthPartners Medical Group & Clinics	<ul style="list-style-type: none"> <li>HealthPartners Medical Group – <i>Inver Grove Heights</i></li> </ul>
Mayo Clinic Rochester and Mayo Health Systems	<ul style="list-style-type: none"> <li>Mayo Health Systems – <i>St. Peter</i></li> </ul>
Minnesota Health Care Network	<ul style="list-style-type: none"> <li>Apple Valley Medical Clinic – <i>Apple Valley</i></li> <li>Western Wisconsin Medical Associates – <i>New Richmond Clinic</i></li> </ul>
Park Nicollet/Methodist Care System	<ul style="list-style-type: none"> <li>Park Nicollet Health Services – <i>Minnetonka</i></li> </ul>

ity by recognizing and rewarding providers that deliver safe, timely, effective and efficient care to chronically ill patients.

h quality reporting and improvement that set the performance goals and physician reward process. For 2009, the program e following page, along with their affiliated Care System.

<b>Optimal Vascular Care</b>	
<b>Care System Affiliation</b>	<b>Recognized Clinic/Medical Group</b>
Abbott Northwestern Care System, Aspen-Quello Care System, Family HealthServices of Minnesota, P.A., HealthEast Care System, Lakeview Health Care System, Midwest Community Providers, Minnesota Healthcare Network	<ul style="list-style-type: none"> <li>St. Paul Heart – <i>Downtown, Maplewood</i></li> </ul>
Allina Medical Clinic Care System	<ul style="list-style-type: none"> <li>Allina Medical Clinics – <i>Buffalo, Isles, Litchfield, Nicollet Mall, Northfield, The Doctors Uptown, WestHealth Campus</i></li> </ul>
Aspen-Quello Care System	<ul style="list-style-type: none"> <li>Quello Clinics – <i>Eden Prairie</i></li> </ul>
Fairview Physician Associates	<ul style="list-style-type: none"> <li>Fairview Health Systems – <i>Eagan, Hugo, Jonathan, North Branch, Oxboro, Ridges, RidgeValley Clinic</i></li> </ul>
Family HealthServices of Minnesota, P.A.	<ul style="list-style-type: none"> <li>Family HealthServices of Minnesota, P.A. – <i>Banning Avenue, White Bear, Woodbury</i></li> </ul>
HealthEast Care System	<ul style="list-style-type: none"> <li>HealthEast – <i>Midway Clinic</i></li> </ul>
HealthPartners Central Minnesota Clinics	<ul style="list-style-type: none"> <li>Well@Work Clinic – <i>Waite Park</i></li> </ul>
HealthPartners Medical Group & Clinics	<ul style="list-style-type: none"> <li>HealthPartners Medical Group – <i>Apple Valley, Arden Hills, West Clinic</i></li> </ul>
Mayo Clinic Rochester and Mayo Health Systems	<ul style="list-style-type: none"> <li>Mayo Health Systems – <i>Le Sueur</i></li> </ul>
MeritCare Health System	<ul style="list-style-type: none"> <li>MeritCare Medical Group – <i>Fargo, N.D.</i></li> </ul>
Minnesota Health Care Network	<ul style="list-style-type: none"> <li>Western Wisconsin Medical Associates – <i>New Richmond Clinic</i></li> </ul>
Park Nicollet/Methodist Care System	<ul style="list-style-type: none"> <li>Park Nicollet Health Services – <i>Golden Valley, Prairie Center</i></li> </ul>

*Note: The Minnesota Bridges to Excellence program currently focuses on adult-based care. As a result, provider organizations that serve only pediatric patients are not able to participate. For more information about Bridges to Excellence, visit [www.bridgestoexcellence.org](http://www.bridgestoexcellence.org).*

# 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 Improvement Map Program, 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:

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

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

**Steps to Avoid Harm:** Hospital has put in place 17 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"> <li>• Children’s Hospital – Minneapolis</li> <li>• Children’s Hospital – St. Paul</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>• Mayo Clinic – Rochester Methodist</li> <li>• Mayo Clinic – St. Mary’s</li> <li>• Park Nicollet Methodist Hospital</li> <li>• Regions Hospital</li> <li>• United Hospital</li> <li>• University of Minnesota Medical Center, Fairview</li> </ul>
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## Prevent Medication Errors

Fully meets standards:	<ul style="list-style-type: none"> <li>• Children’s Hospital – Minneapolis</li> <li>• Mayo Clinic – Rochester Methodist</li> <li>• Mayo Clinic – St. Mary’s</li> <li>• Regions Hospital</li> <li>• St. Cloud Hospital</li> </ul>
Substantial progress toward meeting standards:	<ul style="list-style-type: none"> <li>• Children’s Hospital – St. Paul</li> </ul>

## Steps to Avoid Harm

Fully meets standards:	<ul style="list-style-type: none"> <li>• Children’s Hospital – Minneapolis</li> <li>• Children’s Hospital – St. Paul</li> <li>• Fairview Northland Medical Center</li> <li>• Madelia Community Hospital</li> <li>• Regions Hospital</li> <li>• University of Minnesota Medical Center, Fairview</li> </ul>
Substantial progress toward meeting standards:	<ul style="list-style-type: none"> <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>• Mayo Clinic – Rochester Methodist</li> <li>• Mayo Clinic – St. Mary’s</li> <li>• Mercy Hospital</li> <li>• Ridgeview Medical Center</li> <li>• Woodwinds Health Campus</li> </ul>
Some progress toward meeting standards:	<ul style="list-style-type: none"> <li>• Buffalo Hospital</li> <li>• Cambridge Medical Center</li> <li>• Fairview Ridges Hospital</li> <li>• Lifecare Medical Center</li> <li>• New Ulm Medical Center</li> <li>• Park Nicollet Methodist Hospital</li> <li>• St. Cloud Hospital</li> <li>• St. Francis Regional Medical Center</li> </ul>

*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 eleven high-risk procedures:	Heart Bypass Surgery	Heart Angioplasty	Heart Attack	Pneumonia	High-risk Deliveries	Normal Deliveries	Weight Loss Surgery	Aortic Valve Replacement	Abdominal Aortic Aneurysm Repair	Pancreatic Resection	Esophageal Resection
Abbott Northwestern Hospital	+	+++	?	?	+++	?	+++	+	+++	+++	+++
Cuyuna Regional Medical Center	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	n/a
Fairview Ridges Hospital	n/a	n/a	++	+++	++	++	n/a	n/a	n/a	n/a	n/a
Fairview Southdale Hospital	+++	+++	+++	+++	n/a	+++	+++	++	+++	+	+++
Glencoe Regional Health Services	n/a	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	n/a	++	+	?
HealthEast St. Joseph's Hospital	+++	+++	+++	++	n/a	+++	+++	++	++	+	+++
Lakeview Hospital	n/a	n/a	+	++	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	n/a
Mayo Clinic Rochester – Rochester Methodist	n/a	n/a	n/a	++	n/a	+	n/a	n/a	n/a	+++	n/a
Mayo Clinic Rochester – St. Mary's	+++	++	++	++	+++	n/a	+++	+++	+++	+++	+++
Mercy Hospital	++	++	?	?	n/a	?	n/a	?	+++	?	?
New Ulm Medical Center	n/a	n/a	n/a	+++	n/a	+	n/a	n/a	n/a	n/a	n/a
Owatonna Hospital	n/a	n/a	n/a	+++	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	n/a
Regions Hospital	+++	+++	+++	+++	n/a	?	n/a	++	+++	+	+++
Ridgeview Medical Center	n/a	n/a	++	+++	n/a	++	n/a	n/a	n/a	n/a	n/a
St. Cloud Hospital	++	++	++	++	?	?	?	?	+++	?	++
United Hospital	++	++	?	?	+++	?	+++	++	+++	+	++
Unity Hospital	n/a	n/a	?	?	n/a	?	?	n/a	+++	n/a	n/a
University of Minnesota Medical Center, Fairview	+	++	++	+	++	++	+++	?	+++	+++	+++
Woodwinds Health Campus	n/a	n/a	++	+++	n/a	+++	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](http://www.LeapfrogGroup.org).

<b>+++</b> Fully meets standards	<b>++</b> Substantial progress toward meeting standards	<b>+</b> Some progress toward meeting standards
<b>n/a</b> Hospital does not perform procedure	<b>?</b> Little progress toward meeting standards or no information submitted	

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 IHI Improvement Map

Recently, the Institute for Healthcare Improvement (IHI) launched a new program to help hospitals implement key process improvements that will lead to exceptional care. The program, called IHI Improvement Map, includes processes such as:

- **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 chart below shows each hospital’s level of implementation on several key processes:

Name of Hospital	Key Process Improvements											
	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	?	?	+++	+++	++	?	++	?	++	+++	+++	+

+++ 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.

Name of Hospital	Key Process Improvements											
	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
Cambridge Medical Center	+++	+++	+++	+++	+	+	+++	+	+++	+++	+++	?
Children's Hospital - Minneapolis	+++	+++	n/a	+++	+++	+++	+++	+++	+++	+++	n/a	+++
Children's Hospital - St. Paul	+++	+++	n/a	+++	+++	+++	+++	+++	+++	+++	n/a	+++
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	+++	++	+++	++	+++	++	++	++	++	++	++	?

+++ 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.

Name of Hospital	Key Process Improvements											
	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
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	+	?	++	++	?	++	?	?	++	++	++	?
Regina Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
Regions Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Ridgeview Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	++	+++	+++	?
St. Cloud Hospital	+++	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	++
St. Croix Regional Medical Center	?	?	?	++	?	?	?	?	?	?	?	?
St. Francis Regional Medical Center	++	++	+++	++	++	++	+++	++	++	++	++	+
St. Luke's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
SMDC Medical Center	?	?	?	?	?	?	?	?	?	?	?	?
Stevens Community Medical Center	+++	++	+	++	+	+++	++	+++	++	+++	++	++
Swift County - Benson Hospital	?	?	+++	?	?	n/a	?	?	++	?	?	?
United Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Unity Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
University of Minnesota Medical Center, Fairview	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
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 2009. They were scored in each of the areas represented in this section of the guide. 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, and to provide survey results.

The survey, available at *HowWasYourCare.com*, includes a highly reliable set of questions 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 2009 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 2009.

### IHI Improvement Map

Hospitals that participate in the Patient Choice network submitted information about their level of implementation for several key process improvements by completing a survey developed by Patient Choice. Results were collected during the summer of 2009 and are summarized on pages 10 through 12. More information about this program is available on [www.ihf.org](http://www.ihf.org).

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

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