

# 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%	-
<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