

Comparison Guide

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



Patient Choice

Plan Year 2008

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 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 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:

- **Bridges to Excellence Honorees.**
Find out the health care systems that earned the Minnesota 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 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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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 2007, the program rewarded providers that delivered optimal care to their patients with diabetes. The honorees are listed below, along with their affiliated Care System:

Health Care System/Clinic	Care System Affiliation
AALFA Family Clinic—White Bear Lake	Minnesota Healthcare Network
Allina Medical Clinic—Farmington	Allina Medical Clinic Care System
Camden Physicians, Ltd—Minneapolis	Access Quality Care System
Fairview Cedar Ridge Clinic Fairview Chisago Lakes Clinic Fairview Crosstown Clinic Fairview Eagan Clinic Fairview Eden Center Clinic Fairview Elk River Clinic Fairview Hugo Clinic Fairview Lakeville Clinic Fairview North Branch Clinic Fairview Princeton Clinic Fairview Ridges Clinic Fairview RidgeValley Clinic Fairview Rush City Clinic France Avenue Family Physicians, PA Richfield Medical Group	Fairview Physician Associates
Fairview Red Wing Medical Center	Fairview Red Wing Health Services
Family Practice Medical Center of Willmar	Midwest Community Providers
HealthEast Downtown St. Paul Clinic	HealthEast Care System
HealthPartners Central Minnesota Clinics—St. Cloud	HealthPartners Central Minnesota Clinics
HealthPartners Como Clinic—Inver Grove Heights	HealthPartners Medical Groups and Clinics
MeritCare Medical Group—Halstad	MeritCare Health System
Park Nicollet Clinic—Eden Prairie, Minnetonka, St. Louis Park	Park Nicollet/Methodist Care System
Southdale Internal Medicine—Edina	Minnesota Healthcare Network
Western Wisconsin Medical Associates—Hudson Physicians, New Richmond Clinic and River Falls Medical Clinic - Ellsworth, River Falls, Spring Valley	Minnesota Healthcare Network

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

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	●	◐	◐			◐	◐	◐	◐	◐	◐	◐
Dakota Clinic												
Family HealthServices Minnesota, P.A.	◐		◐	◐	◐	●	◐	●	●	◐	●	◐
HealthPartners Medical Group & Clinics	◐		◐			◐	◐	●	◐	◐	●	◐
Lakeview Health Care System												
MeritCare Health System			◐			◐				◐	◐	◐
Minnesota Healthcare Network	◐	◐	◐	●	◐	◐	◐	◐	◐	◐	◐	◐
Cost Group 2												
Abbott Northwestern PHO Care System												
Allina Medical Clinic Care System	◐		◐			◐	◐	◐	◐			◐
CareNorth Health System	●		◐	◐	◐	◐	◐	◐	◐	◐	◐	◐
Fairview Physician Associates	●	◐	◐	●	●	◐	◐	●	◐	◐	●	◐
Fairview Red Wing Health Services	◐		◐			◐	◐	◐	◐	◐	◐	◐
HealthEast Care System												
HealthPartners Central Minnesota Clinics	◐						◐	●			◐	◐
Midwest Community Providers												
North Clinic Care System												
Park Nicollet/Methodist Care System	●	●	●	◐	●	◐	◐	●	●	◐	●	●
Regional SelectCare System												
Cost Group 3												
Children's Physician Network	●	◐	†	†	†	†	◐	◐	†	◐	◐	◐
Hennepin Faculty Associates	◐	◐				◐	◐	◐		◐	◐	◐
Mayo Clinic Rochester/Mayo Health System												
North Memorial Care 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.

● 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	●	○	○	4%	3%	7%	18%	69%	○	○
Aspen Medical Group	●	●	●	2%	6%	9%	17%	66%	●	●
Dakota Clinic	●	●	●		5%	5%	16%	74%	●	?
Family HealthServices Minnesota, P.A.	●	●	●	1%	1%	6%	23%	71%	●	?
HealthPartners Medical Group & Clinics	●	○	○	1%	4%	13%	26%	57%	○	?
Lakeview Health Care System	●	●	●		6%	9%	23%	62%	●	?
MeritCare Health System	○	●	●			6%	26%	68%	●	?
Minnesota Healthcare Network	●	●	●	4%	5%	7%	16%	68%	●	●
Cost Group 2										
Abbott Northwestern PHO Care System	●	●	●				31%	69%	●	?
Allina Medical Clinic Care System	○	○	●	2%	4%	5%	25%	64%	○	●
CareNorth Health System	●	●	●		1%	2%	29%	67%	●	?
Fairview Physician Associates	●	●	●	1%	2%	5%	19%	73%	●	●
Fairview Red Wing Health Services	●	●	●		18%	6%	12%	65%	●	?
HealthEast Care System	●	●	○	3%	2%	5%	24%	66%	●	?
HealthPartners Central Minnesota Clinics	?	?	?	?	?	?	?	?	?	?
Midwest Community Providers	?	?	?	?	?	?	?	?	?	?
North Clinic Care System	●	●	●			6%	33%	61%	●	?
Park Nicollet/Methodist Care System	●	●	●	2%	2%	4%	15%	77%	●	●
Regional SelectCare System	?	?	?	?	?	?	?	?	?	?
Cost Group 3										
Children's Physician Network	●*	●*	●*	4%*	1%*	2%*	6%*	87%*	N/A	●
Hennepin Faculty Associates	?	?	?	?	?	?	?	?	?	?
Mayo Clinic Rochester/Mayo Health System	●	●	●	5%	3%	7%	18%	67%	●	?
North Memorial Care System	●	●	●	3%	3%	13%	19%	63%	●	●
University of Minnesota Physicians Care System	●	●	●			16%		84%	●	?

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

● Above Average ● About Average ○ Below Average ? Not enough data

Customer Service and Internet Capabilities

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						
 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	Tracking Systems to Ensure Ordered Tests are Completed	Tr
Access Quality Care System								
Aspen Medical Group								
Dakota Clinic								
Family HealthServices Minnesota, P.A.								
HealthPartners Medical Group & Clinics								
Lakeview Health Care System								
MeritCare Health System								
Minnesota Healthcare Network								
 Cost Group 2								
Abbott Northwestern PHO Care System								
Allina Medical Clinic Care System								
CareNorth Health System								
Fairview Physician Associates								
Fairview Red Wing Health Services								
HealthEast Care System								
HealthPartners Central Minnesota Clinics								
Midwest Community Providers								
North Clinic Care System								
Park Nicollet/Methodist Care System								
Regional SelectCare System								
 Cost Group 3								
Children's Physician Network								
Hennepin Faculty Associates								
Mayo Clinic Rochester/Mayo Health System								
North Memorial Care System								
University of Minnesota Physicians Care System								

 Available in all sites

 Partially available or available only in some sites

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.

	Internet Capabilities							
Tracks Speed of Response to Patient Complaints	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
●	◐	◐	○	◐	◐	○	●	◐
○	○	○	○	○	○	○	◐	○
●	○	○	○	○	○	○	●	○
○	○	○	○	○	○	○	●	◐
○	●	◐	◐	◐	◐	◐	●	◐
●	●	●	○	○	○	○	●	◐
	○	◐	○	○	○	○		
○	○	○	○	○	○	○	●	●
○	◐	○	◐	◐	○	○	○	◐
●	◐	○	○	◐	○	○	●	○
○	○	○	○	○	○	○	◐	○
○	◐	◐	◐	◐	◐	◐	●	◐
	●	●	●	●	●	●		
●	◐	◐	○	○	○	○	●	◐
●	●	◐	○	○	○	○	●	○
	○	○	○	○	○	○		
●	○	●	●	●	○	●	●	●
●	◐	○	○	○	◐	○	●	●
○	○	○	○	○	○	○	●	○
●	○	○	○	○	○	○	●	●
●	○	○	○	○	○	○	●	●

Legend: ○ Not available

Legend: No information submitted

Hospital Patient Safety

Nearly 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 are described below.

About the Leapfrog Group

The Leapfrog Group, a coalition of public and private organizations, collects and publishes information about hospital performance including four categories (or leaps) that it recommends hospitals should have in place to improve patient safety. These four categories include:

Leap 1—Computer Physician Order Entry (CPOE): Physicians enter patient prescriptions and other orders into computers linked to error prevention software.

Leap 2—Intensive Care Unit (ICU) Physician Staffing: ICUs are staffed by trained ICU specialists called “intensivists.”

Leap 3—High Risk Treatments or Evidence-based Hospital Referral (EHR): Hospital has proven outcomes or extensive experience with several high-risk procedures/conditions.

Leap 4—National Quality Forum (NQF) Safe Practices: Hospital is progressing on the additional 27 NQF measures. NQF has identified 30 practices that can have a major affect on the safety of patients in health care settings. Leaps one, two and three are included among these 30 practices. The other 27 practices—including communication among workers, doctor/patient communication and infection prevention—form the fourth leap.

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 following pages. Results shown are from July 20, 2007.

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.

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 (ADEs)**—by reconciling patient medications at every transition point in care.
- **Delivering Reliable, Evidence-based Care for Acute Myocardial Infarction**—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 (SCIP).
- **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.

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 2007 and are summarized in the table on pages 10 and 11. More information about this campaign is available on www.ihl.org.

The Leapfrog Group’s Hospital Quality and Patient Safety Results

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"> Abbott Northwestern Hospital Buffalo Hospital Fairview Ridges Hospital First Care Medical Services 	<ul style="list-style-type: none"> Hennepin County Medical Center Mercy Hospital New Ulm Medical Center Park Nicollet Methodist Hospital 	<ul style="list-style-type: none"> Regions Hospital United Hospital Unity Hospital Madelia Community Hospital Mayo Clinic – Rochester Methodist Mayo Clinic – St. Mary’s Meeker County Memorial Hospital

Leap 2—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"> Children’s Hospital – Minneapolis Children’s Hospital – St. Paul Fairview Ridges Hospital Gillette Children’s Hospital Mayo Clinic – St. Mary’s 	<ul style="list-style-type: none"> North Memorial Hospital Park Nicollet Methodist Hospital Regions Hospital United Hospital 	<ul style="list-style-type: none"> University of Minnesota Medical Center Abbott Northwestern Hospital Immanuel St. Joseph’s Hospital Mercy Hospital Riverwood Healthcare Center

Leap 3—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 7) Aortic valve replacement 2) Coronary angioplasty 4) Esophagectomy 6) Bariatric surgery 8) High-risk delivery		
Hospitals that have implemented one or more of the eight high-risk procedures:	Procedures that have been fully implemented:	Procedures that have good progress toward implementing:
• Abbott Northwestern Hospital	4, 5, 8	2, 6
• Children’s Hospital – Minneapolis	8 (hospital does not perform 1-7)	
• Children’s Hospital – St. Paul	8 (hospital does not perform 1-7)	
• Cuyuna Regional Medical Center		6 (hospital does not perform 1, 2, 3, 4, 5, 7, 8)
• Fairview Southdale Hospital		2, 6 (hospital does not perform 8)
• HealthEast St. Joseph’s Hospital		1, 6, 7 (hospital does not perform 8)
• Hennepin County Medical Center	8	1, 2, 6, 7
• Mayo Clinic – Rochester Methodist	5 (hospital does not perform 1, 2, 3, 4, 6, 7)	
• Mayo Clinic – St. Mary’s	4, 5	3, 6, 8
• Park Nicollet Methodist Hospital	6 (hospital does not perform 8)	1, 2, 3, 4, 7
• Regions Hospital		5, 6, 7 (hospital does not perform 8)
• St. Joseph’s Area Health Services	6 (hospital does not perform 1, 2, 3, 7, 8)	
• United Hospital		6, 7, 8
• Unity Hospital	6 (hospital does not perform 1, 2, 5, 7, 8)	
• University of Minnesota Medical Center – Minneapolis Campus		1, 4, 5, 6, 7, 8

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

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"> Abbott Northwestern Hospital Cambridge Medical Center Children’s Hospital – Minneapolis Children’s Hospital – St. Paul Fairview Northland Medical Center HealthEast St. John’s Hospital HealthEast St. Joseph’s Hospital HealthEast Woodwinds Madelia Community Hospital Mayo Clinic – Rochester Methodist Mayo Clinic – St. Mary’s New Ulm Medical Center Park Nicollet Methodist Hospital 	<ul style="list-style-type: none"> Regions Hospital St. Luke’s Hospital United Hospital Unity Hospital 	<ul style="list-style-type: none"> Buffalo Hospital Fairview Ridges Hospital Fairview Southdale Hospital Hutchinson Community Hospital Mercy Hospital Northfield City Hospital Owatonna Hospital Phillips Eye Institute Rice Memorial Hospital Ridgeview Medical Center University of Minnesota Medical Center – Minneapolis Campus Worthington Regional Hospital 	<ul style="list-style-type: none"> First Care Medical Services Gillette Children’s Hospital Meeker County Memorial Hospital Melrose Area Hospital North Country Regional Hospital North Memorial Medical Center Northwest Medical Center Riverwood Healthcare Center Roseau Area Hospital and Homes Stevens Community Medical Center Waseca Medical Center – Mayo Health System

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.

The 5 Million Lives Campaign

Name of Hospital	City, State	<ul style="list-style-type: none"> ● Fully implemented ◐ Good progress toward implementing ◑ Good early stage effort toward implementing 											
		Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infection	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevent pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board
Abbott Northwestern Hospital	Minneapolis, MN	●	●	●	●	●	●	●	◐	●		◐	◐
Baldwin Area Medical Center	Baldwin, WI			●	◐			●		◐	◐	●	
Bethesda Hospital	St. Paul, MN		●	N/A	N/A	●	●	●	N/A	●	●	N/A	●
Buffalo Hospital	Buffalo, MN	●	●	●	●	●	●	●	◐	●		◐	◐
Burnett Medical Center	Grantsburg, WI			●	●					◐	●	●	
Cambridge Medical Center	Cambridge, MN	●	●	●	●	●	●	●	◐	●		◐	◐
Children’s Hospital - Minneapolis	Minneapolis, MN	●	●	N/A	●	◐	●	◐	◐	◐	◐	N/A	●
Children’s Hospital - St. Paul	St. Paul, MN	●	●	N/A	●	◐	●	◐	◐	◐	◐	N/A	●
District One Hospital	Faribault, MN	●	●	●	●	●	●	●	●	●	●	●	●
Fairview Lakes Medical Center	Wyoming, MN	●	●	●	●	●	●	●	●	●	●	●	●

The 5 Million Lives Campaign (continued)

		● Fully implemented	◐ Good progress toward implementing	◑ Good early stage effort toward implementing										
Name of Hospital	City, State	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infection	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevent pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board	
Fairview Northland Hospital	Princeton, MN	●	●	●	●	●	●	●	●	●		●		
Fairview Red Wing Medical Center	Red Wing, MN	●	●	●	●	●	●	●	●	●		●	●	
Fairview Ridges Hospital	Burnsville, MN	●	●	●	●	●	●	●	●	●	●	●		
Fairview Southdale Hospital	Edina, MN	●	●	●	◐	◐	●	●	◐	●	◐	●	●	
Gillette Children's Hospital	St. Paul, MN	●	●	N/A	●	●	●	●	●	●	●	N/A	●	
Glencoe Regional Health Services	Glencoe, MN		●	●		●	●	●	◐	◐		●		
HealthEast St. John's Hospital	Maplewood, MN	●	●	●	●	●	●	●	●	●	●	●	●	
HealthEast St. Joseph's Hospital	St. Paul, MN	●	●	●	●	●	●	●	●	●	●	●	●	
Hennepin County Medical Center	Minneapolis, MN	◐	◐	●	◐	●	●	◐	◐	◐	◐	◐		
Hudson Hospital	Hudson, WI	●	●	●	●	●		●	◐	●	◐	●	●	
Innovis Health	Fargo, ND	●		●	●	●	●	●	●	●	◐	●	●	
Lakeview Hospital	Stillwater, MN	●	●	●	●		●	◐	◐		●	●		
Mahnomen Health Center	Mahomen, MN	●	●	●	N/A	●	N/A	●	N/A	●	●	●	●	
Mercy Hospital - Coon Rapids	Coon Rapids, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
MeritCare Hospital	Fargo, ND	●	◐	●	●	◐	◐	◐	◐			●	●	
Miller Dwan Medical Center	Duluth, MN	●	●	●	●	●	●	●	●	◐	●	●	◐	
Monticello Big Lake Community Hospital	Monticello, MN	●	●	◐	●	●	●	◐	●	●	◐	◐		
North Country Regional Hospital	Bemidji, MN	●	◐	●	●	●	●		●			●	●	
New Ulm Medical Center	New Ulm, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
North Memorial Medical Center	Robbinsdale, MN	●	●	●	●	●	●	●	●	●	●	●	●	
Owatonna Hospital	Owatonna, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
Park Nicollet Methodist Hospital	St. Louis Park, MN	●	●	●	●	●	●	●	●	●	●	●	●	
Paynesville Area Hospital	Paynesville, MN		◐	●	●	●	●	●	●	●		◐	◐	
Regina Medical Center	Hastings, MN	●	●	●	●	●	●	●	●	◐	●	●		
Regions Hospital	St. Paul, MN	●	●	●	●	●	●	●	●	●	●	●	●	
River Falls Area Hospital	River Falls, WI	●	●	●	●	●	●	●	◐	●		◐	◐	
St. Cloud Hospital	St. Cloud, MN	●		●	◐	●	●	◐	◐	◐	◐	●	◐	
St. Croix Regional Medical Center	St. Croix Falls, MN		●	●	●	●	●			●		●		
St. Francis Regional Medical Center	Shakopee, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
St. Luke's Hospital	Duluth, MN	●	◐	●	●	●	●	●	●	●	●	●	◐	
St. Mary's Medical Center	Duluth, MN	●	●	●	●	●	●	●	●	◐	●	●	◐	
St. Peter Community Hospital	St. Peter, MN	●	●	●	●	●	●		●	●		●		
Stevens Community Medical Center	Morris, MN	●	●	●	●	●	●	●	●	●	●	●		
United Hospital	St. Paul, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
Unity Hospital	Fridley, MN	●	●	●	●	●	●	●	◐	●		◐	◐	
University of Minnesota Medical Center	Minneapolis, MN	◐	●	●	●	●	◐	●	●	●	●	●	◐	
Woodwinds Health Campus	Woodbury, MN	●	●	●	●	●	●	●	●	●	●	●	●	

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 to gather this data. Care Systems that chose to participate, submitted information during the summer of 2007. 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.

About the Customer Service and Internet Capabilities Survey

The information highlighted in this guide was collected during the summer of 2007 using a survey developed by Patient Choice. The information was self-reported by each Care System.

www.patientchoicehealthcare.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.patientchoicehealthcare.com and click on "CompareYourCare."

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