

Benefit Level: Distinctions 2-Tier: I Distinctions 3-Tier: II	Overall Quality	Getting Care	Communication	Care	Generic Prescribing	Overall Cost
	Weight:	Patient Experience: 90%			10%	
ST. CROIX ORTHOPAEDICS, PA	n/a	★★★★	★★★★	★★★★	★★★★	\$\$

Patient Experience	Performance	Rate	Network Avg	Response Ranges
Getting Care	★★★★			
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Getting an appointment ¹	●	4.34	4.3	5% 5% 36% 53%
Waiting for the specialist ¹	●	4.24	4.17	7% 7% 37% 49%
Getting information by phone ¹	●	4.21	4.16	5% 13% 35% 47%
Communication	★★★★			
Attention to what you say ¹	●	4.49	4.51	6% 2% 26% 66%
Discussion of Choices ¹	●	4.46	4.43	5% 7% 25% 63%
Helping you understand your condition ¹	●	4.56	4.52	4% 5% 23% 69%
Informed about your needs ¹	●	4.59	4.54	3% 5% 21% 71%
Care	★★★★			
Overall quality of care and service ¹	●	4.56	4.51	5% 3% 24% 69%
				Worse= <input type="checkbox"/> Same= <input type="checkbox"/> Somewhat Better= <input type="checkbox"/> Better= <input type="checkbox"/>
Change in health ¹	●	4.19	4.16	2% 27% 21% 50%
				Definite No= <input type="checkbox"/> Prob No= <input type="checkbox"/> Prob Yes= <input type="checkbox"/> Definite Yes= <input type="checkbox"/>
Willing to recommend ¹	●	3.71	3.65	2% 5% 14% 79%

Generic Prescribing	Performance	Rate	Network Avg	Response Ranges
Generic Prescribing	★★★★			
Generic Prescribing ²	●	92%	91%	
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Explanations about Prescription Medications ¹	●	4.44	4.35	4% 2% 39% 56%
Explanations about medication side effects ¹	●	4.35	4.2	4% 10% 31% 55%

Overall Cost	Performance	Rate	Network Avg	
Overall Cost Index ³	\$\$	0.969	1.000	
Cost Index By Place of Service				
Professional	Sched OP	Inpatient	Hosp OP	Rx
36%	9%	34%	20%	2%
0.816	1.529	1.073	0.976	1.15
Top Utilized Hospitals				
Hospital	Cost Index	Utilized		
LAKEVIEW HOSPITAL	0.917	52%		
HEALTHEAST WOODWINDS HOSPITAL	1.052	24%		
HEALTHEAST ST JOHNS HOSPITAL	1.023	6%		
HUDSON HOSPITAL INC-CRITICAL ACCESS	n/a	3%		
OSCEOLA MEDICAL CENTER/LADD MEMORIAL	n/a	3%		

Sources:

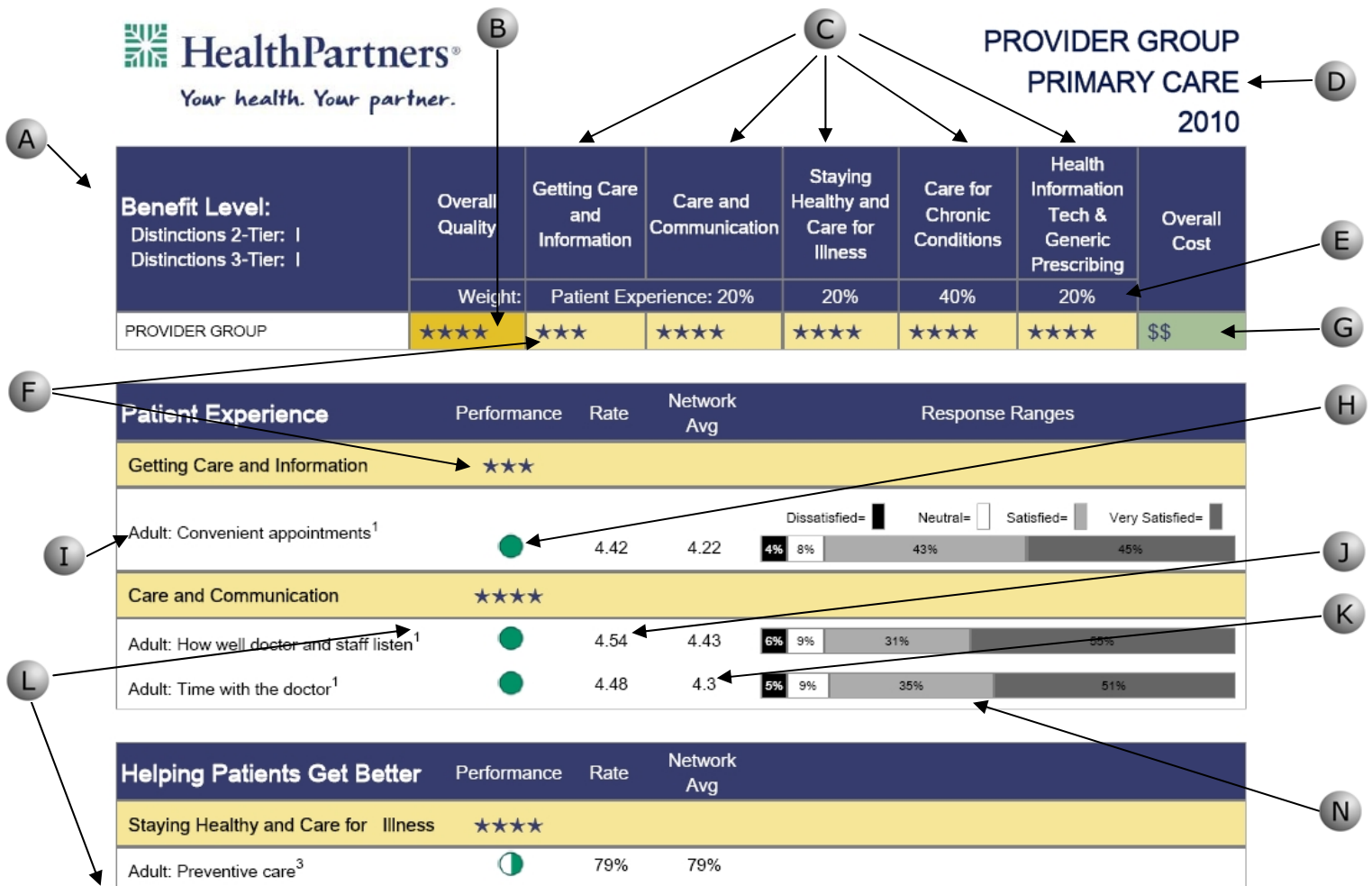
1. 2008 Orthopedics Survey - Published December 2008; December 2008 to June 2008
2. HealthPartners 2008 Clinical Indicators Report; 2007/2008 Results
For measurement questions or more information refer to: <http://www.healthpartners.com/files/34613.pdf>
3. Tiering 2010 Orthopedics Total Cost Index; October 2006 thru September 2008;
For measurement questions or more information refer to: <https://www.healthpartners.com/files/32444.pdf>

Methodology:

Overview and technical specifications: <https://www.healthpartners.com/files/42635.pdf>

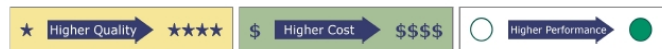
★ Higher Quality → ★★★★★	\$ Higher Cost → \$\$\$\$	○ Higher Performance → ●	* Indicates where lower than Avg rates are desired
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Field Descriptions:



Sources:

1. 2007 Consumer Choice Adult Survey - Published September 2007; Members as of May 2007
2. 2007 Consumer Choice Child Survey - Published September 2007; Members as of May 2007
3. HealthPartners 2007 Clinical Indicators Report; 2006/2007 Results
For measurement questions or more information refer to: <http://www.healthpartners.com/files/34613.pdf>



- A** Benefit Level Placement
- B** Overall Quality Rating (if Available)
- C** Quality Clusters
- D** Provider Type being assessed
- E** Quality Cluster Weights
- F** Quality Cluster Rating
- G** Overall Cost Rating
- H** Pictogram of provider's rate vs. threshold
- I** Individual Quality Measure
- J** Provider's rate for individual measure – for patient experience, this is the mean score (typically based on a 1-5 scale with 5 reflecting very satisfied)
- K** Average rate for all providers for the individual measure
- L** Identifies the source and year of the individual measure
- N** Patient experience response percentages (% satisfied, % dissatisfied, etc.)

Overall Cost		Performance	Rate			Network Avg
Overall Cost Index⁷		\$\$\$	1.097			1.000
Cost Index By Place of Service						
	Professional	Sched OP	Inpatient	Hosp OP	Rx	
	42%	4%	8%	3%	21%	
	1.188	0.865	1.023	0.95	0.989	
Top Utilized Hospitals						
Hospital	Cost Index			Utilized		
PARK NICOLLET METHODIST HOSPITAL	0.914			73%		
FAIRVIEW RIDGES HOSPITAL	0.934			11%		
ST FRANCIS REGIONAL MEDICAL CENTER	1.161			9%		
FAIRVIEW SOUTHDALE HOSPITAL	0.924			3%		
ABBOTT NORTHWESTERN HOSP	1.006			1%		

- A** Overall Cost Rating
- B** Provider's Total Cost Index (TCI)
- C** Provider's Percentage of Total Cost Index (TCI) By Place of Service (Professional, Scheduled Outpatient, Inpatient, Hospital Outpatient, and Pharmacy)
- D** Provider's Total Cost Index (TCI) By Place of Service
- E** Provider's Top Utilized Hospitals
- F** Utilized Hospitals Corresponding Total Cost Index (TCI)
- G** Provider's Utilization Percentage by Hospital