Buyers Health Care Action Group's "Choice Plus 2000" report presents relative scores using boxes, one of the newest symbols in quality reports.

Provided by Buyers Health Care Action Group

A quick look at how Care Systems compare

Twin Cities Metro Area

The symbols on this summary chart show the results of statistical tests that compared the score for each Care System to the average score for all Care Systems in the Twin Cities metro area in this survey:

■■■ **better**
than the average score for all Care Systems in the Twin Cities metro area in this survey

■■ **about the same as the average score**
for all Care Systems in the Twin Cities metro area in this survey

■ **worse**
than the average score for all Care Systems in the Twin Cities metro area in this survey

Page 36 tells more about the survey and how Care Systems were compared.

The symbols tell you which Care Systems scored better or worse than the survey average for each topic, but they don't give you the actual scores.

To see the actual scores for each Care System, turn to pages 12–21.

	Adults' Care						Children's Care					
	How people rated their clinic *Details on page 12*	How people rated their doctor or nurse *Details on page 12*	How well doctors communicate *Details on page 14*	Getting referrals and care *Details on page 16*	Getting care without long waits *Details on page 18*	Courtesy, respect, and helpfulness of office staff *Details on page 20*	How parents rated their children's clinic *Details on page 12*	How parents rated their children's doctor or nurse *Details on page 12*	How well doctors communicate *Details on page 14*	Getting referrals and care *Details on page 16*	Getting care without long waits *Details on page 18*	Courtesy, respect, and helpfulness of office staff *Details on page 20*
Cost Group I $												
Children's Physician Hospital Organization			*This care system provid*	*only children's care*			■■■	■■■	■■■	■■■	■■■	■■
St. Croix Valley Healthcare	■■■	■■	■■	■■	■■	■■■	■■■	■■■	■■	■■■	■■	■■■
Wright/Sherburne County Physicians Hospital Organization			*No result*	*insufficient numbers*			*No results – insufficient numbers*					
Cost Group II $$												
Access Quality Care System	■■	■■	■	■■	■■	■■	■	■	■■	■■	■	■
Allina Care System	■■	■■	■■	■■	■	■■	■	■■	■■	■■■	■	■■
Aspen	■	■■	■	■	■	■	■■	■■	■■	■■	■■■	■■
Fairview Physician Associates	■■	■■■	■■	■■	■■	■■	■■	■■	■■	■■	■	■■
Family HealthServices Minnesota, P.A.	■■	■■	■■■	■■	■■	■■	■■■	■■■	■■	■■	■■	■■
HealthEast Care System	■■	■■	■■■	■■	■■	■■	■■■	■■■	■■■	■■	■■	■■
Hennepin Faculty Associates	■■■	■■■	■■■	■■■	■■■	■■■	■■■	*No results – insufficient numbers*	■■	■■	■■■	■■
Minnesota HealthCare Network	■■	■■	■■	■■	■■	■■	■■	■■	■■	■	■■	■■
North Physicians Health Organization	■■	■■	■■	■■	■■	■■	■■	■■	■	■	■	■■
Park Nicollet/Methodist/HealthSystem Minnesota	■■	■■	■■	■■	■	■■	■■	■■	■■	■■	■■	■■
Cost Group III $$$												
HealthPartners Regional Affiliated	■	■■	■	■■	■	■■	■	■■	■	■■	■	■
HealthPartners Medical Group	■	■	■	■■	■■■	■■	■■	■■	■■	■■■	■■■	■■■
University of Minnesota Physicians Care System			*No result*	*Care System is new*			*No results – Care System is new*					

Quality Award Winner
See page 6 for details about Choice Plus quality awards