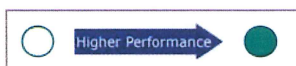
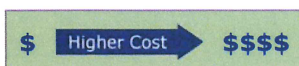
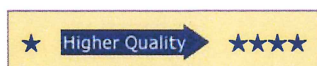


Benefit Level: Distinctions 2-Tier: II Distinctions 3-Tier: II	Overall Quality	Getting Care	Communication	Care	Generic Prescribing	Overall Cost
	Weight:	Patient Experience: 90%			10%	
TWIN CITIES ORTHOPEDICS, PA	n/a	★★★★	★★★★	★★★★	★★★★	\$\$\$

Patient Experience	Performance	Rate	Network Avg	Response Ranges
<b>Getting Care</b> ★★★★★				
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Getting an appointment <sup>1</sup>	●	4.44	4.31	3% 4% 39% 54%
Waiting for the specialist <sup>1</sup>	●	4.22	4.25	4% 9% 47% 40%
Getting information by phone/email/internet <sup>1</sup>	●	4.38	4.32	5% 6% 35% 54%
<b>Communication</b> ★★★★★				
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Informed about your needs <sup>1</sup>	●	4.66	4.58	3% 3% 17% 77%
How well specialist and staff listen <sup>1</sup>	●	4.63	4.57	2% 5% 20% 73%
Helping you understand your condition <sup>1</sup>	●	4.66	4.55	1% 5% 20% 74%
Attention to what is important to you <sup>1</sup>	●	4.59	4.53	4% 5% 17% 74%
Talking with you about choices for treatment <sup>1</sup>	●	4.59	4.5	4% 4% 22% 71%
<b>Care</b> ★★★★★				
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Overall quality of care and service <sup>1</sup>	●	4.65	4.57	4% 3% 16% 77%
				Worse= <input type="checkbox"/> Same= <input type="checkbox"/> Somewhat Better= <input type="checkbox"/> Better= <input type="checkbox"/>
Change in health <sup>1</sup>	●	4.19	4.18	3% 23% 22% 52%
				Definite No= <input type="checkbox"/> Prob No= <input type="checkbox"/> Prob Yes= <input type="checkbox"/> Definite Yes= <input type="checkbox"/>
Willing to recommend <sup>1</sup>	●	3.77	3.73	3% 2% 9% 86%

Generic Prescribing	Performance	Rate	Network Avg	Response Ranges
<b>Generic Prescribing</b> ★★★★★				
Prescribing generic medications <sup>2</sup>	●	92%	94%	
				Dissatisfied= <input type="checkbox"/> Neutral= <input type="checkbox"/> Satisfied= <input type="checkbox"/> Very Satisfied= <input type="checkbox"/>
Explanations about medications <sup>1</sup>	●	4.48	4.45	3% 5% 35% 58%
Explanations about medication side effects <sup>1</sup>	●	4.26	4.29	5% 10% 39% 46%



\* Indicates where lower than Avg rates are desired