



Courage Center

Locations: Forest Lake, Golden Valley, Stillwater

Web site: www.couragecenter.org

Courage Center provides a wide range of services for people of all ages and abilities. The information below applies to Courage Center's treatment of orthopedic conditions.

Key: (-) = Information not submitted, (N/A) = Not applicable	
Service Capabilities	
Offers weekend/evening appointments	Yes (2 sites)
Offers free, on-site parking	Yes (all sites)
Uses electronic medical records	No
EMR is certified by the Certification (EMR) Commission for Healthcare Information Technology	N/A
Has a formal process for communicating with a patient's referring physician (for providers who see referred patients)	Yes (all sites)
Uses an electronic system for tracking lab tests to ensure ordered tests are completed	No
Uses an electronic system for tracking imaging tests to ensure ordered tests are completed	No
Provides health prevention or treatment information to patients via print or video materials	Yes
Offers classes on various health topics (or, if a single-provider practice, refers patients to organizations that provide classes)	Yes
Uses an electronic tool for prescribing medications	No
Top five conditions handled: 1. Low-back pain 2. Neck pain 3. Chronic pain 4. Arthritis 5. Fibromyalgia	

Information in this profile was collected during fall 2008 using a survey developed by Medica in conjunction with its Patient Choice program. The information was self-reported by the clinic.

Top five conditions seen that require surgery	N/A
Top three surgeries performed	N/A
Percent of surgeries/procedures that require additional unplanned corrective work	N/A
Has a written strategy to address issues of health disparities	–
Has nurse practitioners or physician assistants	–
Participates in clinical trials/research activities	No
Quality Improvement Activities	
Has a written quality improvement program	–
Has an active quality improvement committee	–
Compares individual physician’s performance with the performance of other physicians in the clinic	–
Compares clinic’s performance with the performance of other similar organizations	–
Has processes in place for: <ul style="list-style-type: none"> – identifying adverse incidents – reporting adverse incidents – analyzing adverse incidents – preventing adverse incidents 	– – – –
Percent of physicians who are board certified in the area in which they practice	–
Measures patient satisfaction Results are available for viewing	– –
External Recognition	
Received recognition(s) for best practices or quality measures	–
Certified or accredited by external organizations: <ul style="list-style-type: none"> • Accredited by the Commission on Accreditation of Rehabilitation Facilities 	
Web Tools and Information	
Offers the following electronically:	
Appointment scheduling	No
E-visits	No
Payment processing	No
Prescription refill requests	No
Ability to communicate with patients via secure e-mail	No
Communication of test results (lab results, etc.)	No
Reminders for routine visits	No
Blogs or online support groups	No
Requests for copies of medical records	No
Online access to medical records	No
Other	–

Clinic's Web site offers the following information:	
Profiles of physicians/clinicians	No
Registration materials	No
Downloadable forms	No
Patient satisfaction data	No
Pricing information	No
Research information on conditions treated	Yes
Information is based on original research performed by this clinic	Yes
Conditions addressed	Low-back pain
Offers Wi-Fi access	No
Physical Therapy-Specific Information	
Areas of expertise	Aquatic physical therapy, postural restoration, biofeedback, manual therapy, chronic pain, fibromyalgia, Functional Capacity Evaluation
Certification(s) therapists have received	Biofeedback certification, American College of Sports Medicine certification
Treatment philosophy	Client-centered active treatment using evidence-based practices. Includes client education and self-management, transitioning to independent wellness and fitness activities.
Facility offers on-site:	
Gym/exercise equipment	Yes (all sites)*
Swimming/therapy pool	Yes (2 sites)*
Whirlpool	Yes (2 sites)*
Massage therapy	Yes*
Physician oversight	Yes*
Other: Accessible fitness center, vocational rehabilitation, behavioral/psychological services	Yes*
*Patients can access the above amenities after being discharged from therapy	
Chronic low-back pain	
Average number of visits to treat	8
Percent of patients referred on to surgery	–
Percent of patients treated who've already had surgery	–
Acute low-back pain	
Average number of visits to treat	8
Percent of patients referred onto surgery	–
Percent of patients treated who've already had surgery	–