



Impact Physical Medicine & Aquatic Center

Location: St. Paul, MN

Web site: <http://impactclinic.biz>

Affiliated hospitals: Bethesda Hospital – St. Paul, HealthEast St. John’s Hospital, HealthEast St. Joseph’s Hospital, United Hospital, Woodwinds Health Campus

Affiliated same-day surgery centers: HealthEast Maplewood Surgery Center, HealthEast Midway Surgery Center

Key: (–) = Information not submitted, (N/A) = Not applicable	
Service Capabilities	
Offers weekend/evening appointments	Yes
Offers free, on-site parking	Yes
Uses electronic medical records (EMR)	Yes
EMR is certified by the Certification Commission for Healthcare Information Technology	Yes
Has a formal process for communicating with a patient’s referring physician (for providers who see referred patients)	Yes
Uses an electronic system for tracking lab tests to ensure ordered tests are completed	Yes
Uses an electronic system for tracking imaging tests to ensure ordered tests are completed	Yes
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, home exercise, ergonomics, lifting, healthy back
Uses an electronic tool for prescribing medications	Yes
Top five conditions handled: 1. Back sprain/strain 2. Neck pain	

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3. Post-surgery rehab 4. Lower extremity pain 5. Upper extremity pain	
Top five conditions seen that require surgery: 1. – 2. – 3. – 4. – 5. –	
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	Yes
Has nurse practitioners or physician assistants	No
Participates in clinical trials/research activities	Yes, spine care
Quality Improvement Activities	
Has a written quality improvement program	Yes
Has an active quality improvement committee Top three issues being addressed: 1. Best practices 2. Documentation 3. Training standards	Yes
Compares clinic's performance with the performance of other similar organizations	Yes
Has processes in place for: – identifying adverse incidents – reporting adverse incidents – analyzing adverse incidents – preventing adverse incidents	Yes Yes Yes Yes
Percent of physicians who are board certified in the area in which they practice	100%
Measures patient satisfaction Results are available for viewing	Yes By request only
External Recognition	
Received recognition(s) for best practices or quality measures	No
Certified or accredited by external organizations	No

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Web Tools and Information	
Offers the following electronically:	
Appointment scheduling	No
E-visits	No
Payment processing	Yes
Prescription refill requests	Yes
Ability to communicate with patients via secure e-mail	Yes
Communication of test results (lab results, etc.)	Yes
Reminders for routine visits	Yes
Blogs or online support groups	No
Requests for copies of medical records	Yes
Online access to medical records	No
Other	–
Clinic's Web site offers the following information:	
Profiles of physicians/clinicians	Yes
Registration materials	Yes
Downloadable forms	Yes
Patient satisfaction data	No
Pricing information	No
Research information on conditions treated	Yes
Information is based on original research performed by this clinic	No
Conditions addressed	Musculoskeletal weakness/pain
Offers Wi-Fi access	Yes
Physical Therapy-Specific Information	
Areas of expertise	Musculoskeletal and spine problems, orthotics
Certification(s) therapists have received	–
Treatment philosophy	To look for and treat root causes
Facility offers on-site:	
Gym/exercise equipment	Yes*
Swimming/therapy pool	Yes
Whirlpool	No

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Massage therapy	Yes
Physician oversight	Yes
Other	No
*Patients can access amenity after treatment is completed	
Chronic low-back pain	
Average number of visits to treat	16
Percent of patients referred on to surgery	1%
Percent of patients treated who've already had surgery	20%
Acute low-back pain	
Average number of visits to treat	8
Percent of patients referred on to surgery	1%
Percent of patients treated who've already had surgery	15%

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