



Institute for Low Back & Neck Care

Locations: Minneapolis, MN; Plymouth, MN

Web site: www.ilbnc.com

Affiliated hospitals: Abbott Northwestern Hospital, United Hospital

Affiliated same-day surgery centers: Abbott Northwestern Outpatient, CDI Twin Cities ASC, Institute for Low Back & Neck Outpatient Surgery, St. Cloud Surgical Center, St. Paul Radiology

	Key: (–) = Information not submitted, (N/A) = Not applicable
Service Capabilities	
Offers weekend/evening appointments	Yes (all sites)
Offers free, on-site parking	Yes (all sites)
Uses electronic medical records (EMR)	Yes (all sites)
EMR is certified by the Certification Commission for Healthcare Information Technology	–
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	–
Uses an electronic system for tracking imaging tests to ensure ordered tests are completed	–
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)	No
Uses an electronic tool for prescribing medications	No
Top five conditions handled: 1. Herniated disk 2. Spinal stenosis (narrowing of the spine)	

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3. Chronic back pain 4. Spondylolysis (defect in the posterior part of the spine) 5. Sciatica	
Top five conditions seen that require surgery: 1. Herniated disk 2. Spinal stenosis 3. Spondylolysis 4. Lumbar degeneration 5. Cervical degeneration	
Top three surgeries performed: 1. Discectomy 2. Lumbar fusion 3. Cervical fusion	
Percent of surgeries/procedures that require additional unplanned corrective work	–
Has a written strategy to address issues of health disparities	No
Has nurse practitioners or physician assistants	Yes (all sites)
Participates in clinical trials/research activities	Yes, lumbar degeneration disk disease
Quality Improvement Activities	
Has a written quality improvement program	No
Has an active quality improvement committee Top three issues being addressed: 1. Medication used for injection therapy 2. Types of needles used for injection therapy 3. Standard nomenclature to be used among physicians	Yes
Compares individual physician's performance with the performance of other physicians in the clinic	Yes
Compares clinic's performance with the performance of other similar organizations	No
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%

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Measures patient satisfaction	Yes
Results are available for viewing	No
External Recognition	
Received recognition(s) for best practices or quality measures	No
Certified or accredited by external organizations	No
Web Tools and Information	
Offers the following electronically:	
Appointment scheduling	Yes (all sites)
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	No
Clinic's Web site offers the following information:	
Profiles of physicians/clinicians	Yes
Registration materials	Yes
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	No
Conditions addressed	–
Offers Wi-Fi access	No
Physical Therapy-Specific Information	
Areas of expertise	–
Certification(s) therapists have received	–

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Treatment philosophy	-
Facility offers on-site:	
Gym/exercise equipment	-
Swimming/therapy pool	-
Whirlpool	-
Massage therapy	-
Physician oversight	-
Other	-
Patients can access amenities after treatment is completed	-
Chronic low-back pain	
Average number of visits to treat	-
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	-
Percent of patients referred on to surgery	-
Percent of patients treated who've already had surgery	-

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