



## Minnesota Head & Neck Pain Clinic

Locations: Burnsville, MN; Plymouth, MN; St. Paul, MN; Woodbury, MN

Web site: [www.mhnpc.com](http://www.mhnpc.com)

Affiliated hospitals: University of Minnesota Medical Center – Riverside Campus

| <b>Key:</b> (-) = Information not submitted,<br>(N/A) = Not applicable   |                 |
|--|-----------------|
| <b>Service Capabilities</b>  |                 |
| Offers weekend/evening appointments  | No              |
| 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   | Yes (all sites) |
| 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   | Yes (all sites) |
| Uses an electronic system for tracking imaging tests to ensure ordered tests are completed   | Yes (all sites) |
| 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  | Yes (all sites) |
| Top five conditions handled:<br>1. Headaches<br>2. Jaw pain (TMJ (temporomandibular joint)/TMD pain)<br>3. Fibromyalgia<br>4. Oral cancer<br>5. Back/neck pain |                 |
| 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             |

*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.*

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| Has a written strategy to address issues of health disparities   | –  |
| Has nurse practitioners or physician assistants  | Yes  |
| Participates in clinical trials/research activities  | Yes (several clinicians work, research and teach at the University of Minnesota) |
| Has other providers on staff who treat low-back pain   | Yes: physiatrist, neurologist  |
| <b>Quality Improvement Activities</b>  |  |
| Has a written quality improvement program  | Yes  |
| Has an active quality improvement committee<br>Top three issues being addressed<br>1. –<br>2. –<br>3. –  | –  |
| 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  | Yes  |
| Has processes in place for:<br>– identifying adverse incidents<br>– reporting adverse incidents<br>– analyzing adverse incidents<br>– preventing adverse incidents | –<br>–<br>–<br>–   |
| Percent of physicians who are board certified in the area in which they practice   | Greater than 50%   |
| Measures patient satisfaction<br>Results are available for viewing   | Yes<br>–   |
| <b>External Recognition</b>  |  |
| Received recognition(s) for best practices or quality measures:<br>• American Pain Society Center of Excellence Honorable Mention                                  |  |
| Certified or accredited by external organizations  | N/A  |
| <b>Web Tools and Information</b>   |  |
| 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   |

*Main Street Medica Clinic Profile – Physical Therapy/Rehabilitative Medicine*

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| 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   | Yes |
| Patient satisfaction data  | No  |
| Pricing information  | No  |
| Research information on conditions treated                         | No  |
| Information is based on original research performed by this clinic | N/A |
| Conditions addressed   | N/A |
| Offers Wi-Fi access  | No  |