



Physicians Neck and Back Clinics, P.A.

Locations: Coon Rapids, Eden Prairie, Lakeville, Maple Grove, Roseville, Woodbury

Web site: www.pnbconline.com

	Key: (–) = Information not submitted, (N/A) = Not applicable
Service Capabilities	
Offers weekend/evening appointments	No
Offers free, on-site parking	Yes (all sites)
Uses electronic medical records (EMR)	Yes
EMR is certified by the Certification 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	–
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)	Yes (all sites), spine care
Uses an electronic tool for prescribing medications	No
Top five conditions handled: 1. Low-back pain 2. Herniated disc 3. Neck pain 4. Head and neck symptoms 5. Muscular atrophy	

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: 1. Low-back disc degeneration 2. Cervical disc disorders with spinal cord damage 3. Herniated disc 4. Cervical disc degeneration 5. Low-back spinal stenosis	
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	No
Has nurse practitioners or physician assistants	No
Participates in clinical trials/research activities	Yes
Quality Improvement Activities	
Has a written quality improvement program	No
Has an active quality improvement committee	No
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: – 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	Greater than 50%
Measures patient satisfaction Results are available for viewing	Yes By request only
External Recognition	
Received recognition for best practices or quality measures	No
Certified or accredited by the following organization: • Twelve physicians recognized by NCQA's Back Pain Recognition Program	

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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	Yes (all sites)
Communication of test results (lab results, etc.)	No
Reminders for routine visits	Yes (all sites)
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 (all sites)
Registration materials	No
Downloadable forms	No
Patient satisfaction data	Yes (all sites)
Pricing information	No
Research information on conditions treated	Yes
Information is based on original research performed by this clinic	Yes
Conditions addressed	Spinal pain
Offers Wi-Fi access	No
Physical Therapy-Specific Information	
Areas of expertise	Conservative spine care
Treatment philosophy	Active, intensive and specific exercise
Facility offers on-site:	
Gym/exercise equipment	Yes (all sites)*
Swimming/therapy pool	No
Whirlpool	No
Massage therapy	No

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Physician oversight	Yes (all sites)
Other	No
*Patients can access amenity after treatment is completed	
Chronic low-back pain	
Average number of visits to treat	15
Percent of patients referred on to surgery	5%
Percent of patients treated who've already had surgery	15%
Acute low-back pain	
Average number of visits to treat	N/A
Percent of patients referred on to surgery	N/A
Percent of patients treated who've already had surgery	N/A

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