



Andrew J. Will, M.D., P.A. (Twin Cities Pain Clinic)

Location: Edina, MN

Web site: www.twincitiespainclinic.com

Affiliated hospitals: Fairview Ridges Hospital, Fairview Southdale Hospital

Affiliated same-day surgery centers: Fairview Southdale Same Day Surgery Center, Fairview Ridges Same Day Surgery Center

	Key: (–) = Information not submitted, (N/A) = Not applicable
Service Capabilities	
Offers weekend/evening appointments	No
Offers free, on-site parking	Yes
Uses electronic medical records (EMR)	No
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
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. Lumbar pain 2. Thoracic pain 3. Neck pain	

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4. Fibromyalgia 5. Joint pain	
Top five conditions seen that require surgery: 1. Herniated disk (spine) 2. Degenerative disks 3. Degenerative facet joints 4. Spondylolisthesis 5. Foraminal 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	Yes
Participates in clinical trials/research activities	No
Has other providers on staff who treat low-back pain: Physical therapists Orthopedists Other: Registered nurses	Yes No Yes
Quality Improvement Activities	
Has a written quality improvement program	Yes
Has an active quality improvement committee Top three issues being addressed: 1. Scheduling new patients in a timely fashion 2. Adding new treatment options for managing pain 3. Increasing staff to better improve patient care	Yes
Compares physician's performance with recognized best practices	No
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%
Measures patient satisfaction Results are available for viewing	Yes 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	No
E-visits	No
Payment processing	–
Prescription refill requests	No
Ability to communicate with patients via secure e-mail	–
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	Yes
Registration materials	No
Downloadable forms	No
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	Yes
Physical Therapy-Specific Information	
Areas of expertise	Lymphedema, postural restoration, fibromyalgia, lumbar and neck pain, MedX equipment
Certification(s) therapists have received	Postural restoration, MedX

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Treatment philosophy	We provide a full range of conservative, nonsurgical treatments and are committed to finding the safest, most effective and least invasive treatment for each patient.
Facility offers on-site:	
Gym/exercise equipment	Yes*
Swimming/therapy pool	No
Whirlpool	No
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	15
Percent of patients referred on to surgery	20%
Percent of patients treated who've already had surgery	20%
Acute low-back pain	
Average number of visits to treat	10
Percent of patients referred on to surgery	10%
Percent of patients treated who've already had surgery	10%