



NovaCare Rehabilitation

Locations: Apple Valley, MN; Brooklyn Park, MN; Clearwater, MN; Cold Spring, MN; Coon Rapids, MN; Cottage Grove, MN; Crystal, MN; Duluth, MN; Edina, MN; Elk River, MN; Fridley, MN; Hastings, MN; Minnetonka, MN; Monticello, MN; Morris, MN; North Oaks, MN; Pelican Rapids, MN; Robbinsdale, MN; Rogers, MN; Roseville, MN; St. Cloud, MN; St. Paul, MN; West St. Paul, MN; Woodbury, MN

Web site: www.novacare.com

Key: (–) = Information not submitted, (N/A) = Not applicable	
Service Capabilities	
Offers weekend/evening appointments	Yes (6 sites)
Offers free, on-site parking	–
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. Back pain 2. Knee pain 3. Shoulder pain	

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.

4. Carpal tunnel 5. Urinary incontinence	
Top five conditions seen that require surgery: 1. – 2. – 3. – 4. – 5. –	
Top three surgeries performed 1. – 2. – 3. –	
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	No
Participates in clinical trials/research activities	No
Quality Improvement Activities	
Has a written quality improvement program	Yes
Has an active quality improvement committee Top three issues being addressed: 1. Documentation 2. Patient satisfaction 3. Compliance	Yes
Compares individual physician's performance with the performance of other physicians in the clinic	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	Yes
Results are available for viewing	By request only

External Recognition	
Received recognition(s) for best practices or quality measures: <ul style="list-style-type: none"> Named by <i>Forbes</i> magazine as one of America's best-managed companies 	
Certified or accredited by external organizations: <ul style="list-style-type: none"> Certified Medicare rehabilitation agency 	
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	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 (all sites)
Registration materials	Yes (all sites)
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	No
Physical Therapy-Specific Information	
Areas of expertise	Hand therapy, repetitive use injuries, sports performance,

Main Street Medica Clinic Profile – Physical Therapy

	WorkStrategies® program, TMD (jaw disorder), osteoporosis
Certification(s) therapists have received	Certified hand and lymphedema therapists
Treatment philosophy	Active treatment programs with return to functional daily living activities as soon as possible.
Facility offers on-site:	
Gym/exercise equipment	Yes (all sites)
Swimming/therapy pool	Yes (5 sites)
Whirlpool	Yes (5 sites)
Massage therapy	Yes (1 site)
Physician oversight	No
Other	–
Patients can access amenities after treatment is completed	–
Chronic low-back pain	
Average number of visits to treat	6
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	6
Percent of patients referred on to surgery	–
Percent of patients treated who've already had surgery	–

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