

The background of the page features a silver clipboard with a white sheet of paper. A blue stethoscope is draped over the clipboard, with its chest piece at the bottom left and its ear pieces at the top right. Two reflex hammers are positioned on either side of the clipboard: one on the left and one on the right. The overall aesthetic is clean and professional, with a focus on medical themes.

How Does Your Doctor Compare?

Exclusive: Patients rate more than 170 physician groups

How to get the best care

Quiz: Does your physician measure up?

GUIDE TO CALIFORNIA PHYSICIANS

PAGE 8

Dear CONSUMER REPORTS readers,



For the second year in a row, we are happy to present a special insert on California primary care and specialty physician groups. The Ratings shown on the following pages come from data provided by the California Healthcare Performance Information System (CHPI), a nonprofit collaborative of health care purchasers, plans, providers, and consumers that is on the cutting edge of providing reliable, meaningful, and fair information about physicians to consumers.

The data we present here focus on patients' experiences with their doctors. Our hope is that by making this important information accessible, we can help Californians use it when choosing physicians and improve their care.

California primary care and specialty doctors deserve applause for their support in the collection of the data, making it public, and collaborating with CONSUMER REPORTS and CHPI to make it widely available to consumers. They are among the first in the nation to do so.

Sharing performance data is important for several reasons. First, it generates conversations among doctors about techniques that lift the quality of care they provide to patients. And making the information available to patients leads to one of the most powerful forces driving improvement—educated health care consumers.

We are able to carry out this project not only because of the data provided by CHPI and its participating provider groups but also because of collaboration with the California HealthCare Foundation. That nonprofit organization has agreed to present the Ratings on its website, at calqualitycare.org.

There is work underway on physician performance not only in California but also across the U.S. For example, we have published physician Ratings in Massachusetts, Minnesota, and Wisconsin, thanks to organizations in each state such as CHPI and support from the Robert Wood Johnson Foundation's Aligning Forces for Quality program (forces4quality.org). Our hope is that the information will make it easier for consumers to find useful information on physicians.

Sincerely,

A handwritten signature in black ink that reads "John Santa". The signature is fluid and cursive, with the first name "John" being larger and more prominent than the last name "Santa".

John Santa, M.D.
Medical Director, Consumer Reports Health Ratings Center

How Good Is Your Doctor?

California patients rate primary care and specialty groups across the state

We expect a lot from our doctors. They should be competent, of course, skilled in their craft, and able to help us stay healthy. But we want to like them, too, according to a recent survey of 22,030 Consumer Reports subscribers who live in California.

We asked them to think about physicians they visited during the previous year and assess them on seven personality measures. At the top of the list: being a good listener. “That makes sense,” says Marvin M. Lipman, M.D., chief medical adviser to Consumer Reports. “Good care depends on good communication, but unfortunately, too many doctors think that means they do the talking and patients do the listening.”

That can lead to serious problems if, for example, you fail to follow through on medical advice that you don’t understand or agree with, or if it leads to the wrong diagnosis and the wrong treatment.

Other traits that stood out in the survey also highlighted the importance of a good bedside manner: providing trustworthy advice, being warm and caring, making you feel calm and at ease, and having a sense of humor.

But trying to find a doctor who listens to you and who seems to understand you isn’t always easy. And even if you’re lucky

enough to find such a physician, you may have to look for another if, for example, you move, your doctor retires, or your health insurance changes.

To help you find a doctor who’s right for you and your family, for the second year in a row we’ve teamed with the California Healthcare Performance Information System—a nonprofit collaborative of health insurance plans, health care providers, businesses, and consumers—to rate California physicians.

The group surveyed more than 52,000 people in California and culled key information about their experiences with their doctors. From that, we were able to create Ratings for more than 170 physician groups across the state. Together, the groups provide about 90 percent of the health care received by Californians insured through private, commercial plans.

What We Found

The findings provide valuable information about how well physicians communicate with patients, coordinate medical care, and provide timely access to routine and urgent care, as well as how patients rate their care overall. The survey also asked patients about their experiences with the office staff.

We found that high-scoring groups are

more common in some areas than in others. For instance, more than one in four physician groups in the Bay Area earned a score of 70 or higher for overall care, compared with just one out of 24 in Riverside and San Bernadino counties and one out of 23 in Eastern Los Angeles.

Overall, patients gave their doctors high marks when it came to being treated with respect: 84 percent said their doctors always showed respect for what they had to say. But only 55 percent said their doctors knew about the care they received from other health care providers, only 37 percent said their doctors always saw them within 15 minutes of their appointment time, and only 26 percent said their doctors asked whether they felt sad or depressed.

To see how your doctor’s group performed in the survey, use the Ratings starting on page 8. On the following pages we highlight some findings from the survey. Also, we’ve included questions from it to help you assess your relationship with your doctor, and we offer advice on how to improve it, if necessary.

Rate Your Doctor

In the following sections, we include some of the most important questions asked in the survey. Most of them match up with the measures in the Ratings chart. The ques-

CALIFORNIA DOCTOR RATINGS

tions are divided into four categories:

- Communication
- Coordinating your care
- Working with the office staff
- Getting timely care

Use the questions below to rate your doctor. Then check the Ratings to see how your experience compares with those of other patients in the same group, as well as how your doctor's group stacks up against other groups across the state.

Communication

Clear and honest communication with your doctor and other health care providers can help you stay healthy and, if you get sick, recover faster. In fact, patients who take an active role in the doctor-patient relationship by asking questions, stating symptoms clearly, and interrupting when necessary have better outcomes, according to research. The ideal is shared decision-making: cooperation between

an informed patient and the doctor.

1. How often did your doctor explain things to you in a way that was easy to understand?

- Never Usually
 Sometimes Always

Respondents who said Always 80 percent

What to do. Write down what your doctor tells you. Then in your own words, repeat his instructions, so you can confirm that you've understood them. If something is unclear, speak up. If there are complicated instructions that must be followed every day, ask your doctor to write them down. Last, consider having a friend or relative accompany you to your appointment so that there's an extra set of ears.

2. How often did your doctor listen carefully to you?

- Never Usually

- Sometimes Always

Respondents who said Always 80 percent

What to do. Don't hesitate to repeat your problem if you're not sure that your doctor heard you. If you would like your doctor to make more eye contact, stop talking, or sit when she talks with you, say so.

3. How often did your doctor show respect for what you had to say?

- Never Usually
 Sometimes Always

Respondents who said Always 84 percent

What to do. You might be concerned about a treatment's side effects, and your doctor might focus on its benefits. Let your doctor know what's important to you. If you don't think your opinions are being respected or considered, speak up.

4. How often did your doctor spend

STAYING HEALTHY: TALKING PREVENTION

Top-notch health care is as much about preventing disease as it is about treating it. Eating right and exercising regularly are the cornerstones of good health. But your mental well-being is important, too. Here are the state averages for four survey questions that address how well California physician groups perform in those categories:

1. Did you and your doctor talk about a healthy diet and healthy eating habits?

- Yes No

Respondents who said Yes 57 percent

What to do. Let your doctor know whether you're concerned about your weight or diet. And don't be offended if she mentions it. Diseases related to unhealthy eating and excess weight—including heart disease, certain cancers, stroke, high blood pressure, osteoarthritis, osteoporosis, and type 2 diabetes—are among the leading causes of disability and death. Ask about support, such as a referral to a nutritionist or a registered dietitian.

2. Did you and your doctor talk about the exercise and physical activity you get?

- Yes No

Respondents who said Yes 67 percent

What to do. Request advice that's tailored to your needs. For example, if you have arthritis, you might benefit from exercises that differ from those recommended for someone who has diabetes or who wants to lose weight. You and your doctor should discuss what makes the most

sense for you. He or she might be able to recommend community resources, such as gyms or fitness programs, near you. If necessary, ask for a referral to a physical therapist.

3. Did anyone in your doctor's office ask you whether there was a period of time when you felt sad, empty, or depressed?

- Yes No

Respondents who said Yes 26 percent

What to do. Responses to a few simple questions about emotional health can be surprisingly helpful in identifying people who are at risk of depression, according to research. Each year about 15 million Americans experience serious depression, which is debilitating and can worsen other diseases and conditions. If you have experienced a prolonged period of sadness or depression and your doctor doesn't ask about it, bring it up.

4. Did you and anyone in your doctor's office talk about things in your life that worry you or cause you stress?

- Yes No

Respondents who said Yes 30 percent

What to do. Most of us don't take stress seriously, but it can be as bad for your heart as excess weight, lack of exercise, and smoking. It can also contribute to diseases such as type 2 diabetes, chronic pain, and depression. And it can weaken your immune system, raising your risk of infection, and can result in unhealthy behaviors, such as excessive eating and drinking. Tell your doctor about the stresses in your life, such as long hours at work, family troubles, or financial problems.

CALIFORNIA DOCTOR RATINGS

enough time with you?

- Never Usually
 Sometimes Always

Respondents who said Always 75 percent

What to do. Because doctors are busy, visits can feel rushed. To make the most of your time, jot down questions and concerns in advance, listing the most important ones first. Ask whether other providers on staff can help you with the less pressing questions. If you want to raise a new health concern during your visit, mention that when you make the appointment so that more time can be scheduled for you. According to research, when visits aren't rushed, doctors are less likely to write unnecessary prescriptions and more likely to spend time talking about preventive care and self-help measures.

5. How often did your doctor give you easy-to-understand information about your health questions and concerns?

- Never Usually
 Sometimes Always

Respondents who said Always 79 percent

What to do. Don't be shy. If you don't understand something, ask your doctor to explain it in different words, use a picture or diagram to make it clearer, or just slow down. If you still have concerns when you get home, call and ask for a follow-up appointment, perhaps on the phone or with a nurse practitioner or a physician assistant. He or she might be able to spend more time with you.

6. How often did your doctor seem to know the important information about your medical history?

- Never Usually
 Sometimes Always

Respondents who said Always 70 percent

What to do. Before your appointment, make a list of the drugs (and any supplements) you regularly take; any surgeries or procedures you've had; and important aspects of your personal and family medical history, including chronic diseases. And take the list to your visit. If your doctor doesn't ask about those things, bring them up. Chances are

your physician will include the information in an electronic health record. Ask whether you can access that information through a secure website, or health portal, when you are home so that you can review it.

Coordinating Your Care

Your doctor should be familiar with all of the care you get, from other health care providers in the same group and from providers outside of the group. That helps prevent duplicated tests or prescriptions and drug interactions, and ensures that you get the information you need about follow-up care from all of the doctors you see.

7. How often did your doctor seem informed and up-to-date about the care you received from specialists?

- Never Usually
 Sometimes Always

Respondents who said Always 55 percent

What to do. Make sure your doctor knows about the care you've gotten from specialists and other providers, including chiropractors, alternative health care practitioners such as acupuncturists and herbalists, and other physicians. Explain why you saw them, what happened during the visit, and which treatments or drugs were prescribed. You should make sure that those providers communicate with your primary care doctor, too. Ask for copies of letters or reports that the specialist plans to send to your primary care provider. Electronic health records can help providers share information, but patients also need to be in the loop.

8. When your doctor ordered a blood test, X-ray, or other test, how often did someone from the office follow up to give you those results?

- Never Usually
 Sometimes Always

Respondents who said Always 63 percent

What to do. Find out when your test results will be ready. If you haven't received them by then, call the doctor's office. Also, ask whether you'll get the test results by phone or letter, or online with a secure patient portal. If you don't know whether your



Health Care Reform One Year Later

California's health care landscape has shifted dramatically since the expansion of the Affordable Care Act in October 2013. About 3.4 million people who did not have health insurance before now do, thanks in part to Covered California (the state's health insurance Marketplace) and an expanded Medicaid program (Medi-Cal). As a result, more people than ever are looking for primary care doctors. Here are some other ways that the ACA has affected California:

• PEOPLE WITHOUT ANY HEALTH INSURANCE

Down 50 percent, from 22 percent before open enrollment for Covered California to 11 percent by June 2014.

• PEOPLE INSURED THROUGH COVERED CALIFORNIA WHO RECEIVE A SUBSIDY TO HELP PAY FOR HEALTH INSURANCE

90 percent.

• NEWLY INSURED CALIFORNIANS WHO SAY THEIR PLAN OFFERS GOOD VALUE

73 percent.

Sources: Henry J. Kaiser Family Foundation, the Commonwealth Fund, and Covered California.

HOW THE TOP PRACTICE DID IT

Sutter Gould Medical Foundation, in California's Central Valley, earned a 77 in these Ratings, the top score in the state. Its 330 physicians, nurse practitioners, physician assistants, psychologists, and other health care providers care for some 250,000 primarily working-class patients in San Joaquin, Stanislaus, and Merced counties.

Despite its size, patient experience comes first. "We are in the people business," says CMO Steven Mitnick, M.D. "We spend a lot of energy making sure we give patients what they need."

Trying to schedule an appointment on a patient's preferred date is a priority, as is moving patients from waiting room to exam room quickly. Good communication is also encouraged. "We train our staff in a communication technique called AIDET," Mitnick says. It stands for Acknowledge the patient; Introduce

yourself; Duration (say how long the patient will have to wait); Explanation (tell the patient what is going to happen); and Thank the patient.

Supervisors observe each employee periodically "to make sure they are using the technique consistently and not just when they think about it," Mitnick says. To track how staff is doing on various measures, patients are regularly surveyed, and doctors and support staff receive monthly results so that they can improve as needed.

Electronic health records reduce unnecessary testing, improving efficiency and care. "Any physician who sees any patient within our organization has a record of every note, lab test, and X-ray done on a patient," Mitnick says. "The physician always has the most up-to-date information, so he can do the best decision-making."

group has a patient portal, ask. Last, request a written copy of your test results and file it with your other health information.

Working With the Office Staff

Your interactions with your doctor's office staff, including nurse practitioners and physician assistants, as well as the receptionist and the person who handles billing and insurance, are as important as your experience with the doctor. Most California patients gave their doctor's staff high marks, but our Ratings show that there's plenty of room for improvement.

9. How often were clerks and receptionists at your doctor's office as helpful as you thought they should be?

- Never Usually
 Sometimes Always

Respondents who said Always 62 percent

What to do. Let the staff know—politely but firmly—that you'd like them to be more helpful. If you don't get the assistance you need, reach out to the office manager or doctor.

10. How often did the clerks and receptionists treat you with courtesy and respect?

- Never Usually
 Sometimes Always

Respondents who said Always 77 percent

What to do. If you have a disagreement or other unpleasant interaction with a staff member, tell your doctor or the office manager. Remain calm and polite when describing the situation, but be direct. Will an apology make you feel better, or will it be so difficult to interact with the staff member in the future that you prefer to see a different provider? Make your feelings known.

Getting Timely Care

Scheduling an appointment for routine care shouldn't take weeks. If you have a pressing medical question, your doctor or someone in the office should be able to squeeze you in or to at least take a phone call. And when you show up for an appointment, you shouldn't have to endure long delays.

THE SURVEY: WHAT 52,000 CALIFORNIANS HAD TO SAY

California doctors do much better in some measures of patient experience than others, as shown below. It highlights the findings of a survey of more than 52,000 people, conducted by the California Healthcare Performance Information System.

How often does your doctor ...	Percent who said Always
Show respect for what you say	84%
Listen carefully	80%
Provide information that's easy to understand	79%
Spend enough time with you	75%
Know your important medical history	70%
Follow up with test results	63%
See you in a timely way for care you need right away	60%
Respond the same day to a phone call	58%
Seem informed about your medical care from other providers	55%
See you within 15 minutes of your appointment	37%

CALIFORNIA DOCTOR RATINGS

11. When you phoned your doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

- Never Usually
 Sometimes Always

Respondents who said Always **60 percent**

What to do. If you want an appointment on short notice but can't be seen by your doctor, ask whether another physician can see you instead. Or ask whether the nurse practitioner or physician assistant on staff has an opening. Those professionals can handle many common medical problems.

12. When you made an appointment for a checkup or routine care with your doctor, how often did you get an appointment as soon as you needed?

- Never Usually
 Sometimes Always

Respondents who said Always **64 percent**

What to do. Schedule appointments for

routine care or follow-up visits as soon as possible—weeks or months in advance. If you'll be late or you need to cancel, call right away. The scheduler might be able to move up someone else or to take another patient.

13. When you phoned your doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

- Never Usually
 Sometimes Always

Respondents who said Always **58 percent**

What to do. If you have an urgent question, let the office staff know how important it is. If your question can wait, it makes sense to use the group's secure online health portal, if available, to send it in writing.

14. When you phoned your doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

- Never Usually
 Sometimes Always

Respondents who said Always **59 percent**

What to do. Health concerns can crop up after regular business hours, so make sure you know how unexpected problems are handled. Some nearby groups may team up to offer expanded hours for urgent care. Larger groups might keep staff on duty evenings and weekends for patients who can't come during business hours.

15. How often did you see your doctor within 15 minutes of your appointment time (include time spent in the waiting room and the exam room)?

- Never Usually
 Sometimes Always

Respondents who said Always **37 percent**

What to do. Be sure you check in when you arrive so that the staff knows you're there. Ask whether the doctor is running on schedule; if he isn't, let a staff member know how long you can wait before you have to leave. If long waits become the rule rather than the exception, find another group.

Want More Information About Your Doctor?

California residents can use the Ratings that start on page 8 to find information on more than 170 physician groups and to identify practices that score high on measures such as communication, follow-up care, and wait times for appointments. Consumer Reports also rates hospitals (ConsumerReports.org/hospitalratings) and heart surgery groups (ConsumerReports.org/heartsurgeons) on several safety, performance, and patient experience measures. But it can help to gather information from other sources, too, including those listed below.

AMA DoctorFinder (apps.ama-assn.org/doctorfinder) Basic information on more than 814,000 physicians in the U.S. You get information on specialty training, board certification, and more. But there is no information on patient outcomes, disciplinary actions, or communication skills.

California Office of the Patient Advocate (opa.ca.gov/pages/reportcard.aspx) Rates 212 California physician groups on how often they provide recommended care for asthma, cancer screening, chlamydia screening, diabetes, heart disease, and pediatric care.

Healthgrades.com Comprehensive, easy-to-use site that allows searches by name, procedure, specialty, or condition. Includes info on education, affiliated hospitals (and ratings on the hospital itself), sanctions, malpractice claims and board actions, office locations, and insurance plans. Ratings on topics such as patient satisfaction and wait time are based on patient feedback, which can be limited.

Medical Board of California (mbc.ca.gov/consumers) Search by name

to see whether a physician or other health care professional is licensed, whether any patient complaints have been filed, and whether any disciplinary actions have been taken. You can also use the site to lodge a complaint against a doctor.

National Committee for Quality Assurance (ncqa.org) Information on doctors who meet standards in measures such as care for heart disease, diabetes, and back pain. NCQA verifies a doctor's licensing, but other data are self-reported.

Physician Compare (medicare.gov/physiciancompare) Information from the federal Centers for Medicare and Medicaid Services on health care providers who accept Medicare. Provides information on board certification, education, and group and hospital affiliations.

ProPublica The organization's Treatment Tracker (projects.propublica.org/treatment) and Prescriber Checkup (projects.propublica.org/checkup) tools compare doctors on how often they use certain treatments and prescribe certain drugs. And its Dollars for Docs tool (projects.propublica.org/docdollars) shows how much doctors are paid by drug companies, indicating possible conflicts of interest.

RateMDs.com Search for doctors by name, sex, ZIP code, state, and specialty. Includes information on training as well as patient ratings on staff, punctuality, helpfulness, and knowledge. It has links to medical board records where you can get information on disciplinary actions. Ratings are based on patient reviews.

CALIFORNIA DOCTOR RATINGS

What's Behind the Doctor Ratings?

These Ratings of physician groups are published with the California Healthcare Performance Information System. CHPI's patient-experience data measure physician groups, not individual doctors. The current data include information on more than 170 groups that cared mainly for adults. The groups usually have primary care doctors and specialists.

How Are Groups Rated?

The measures reported here are based on survey responses from more than 52,000 adult patients across California. The survey asked about aspects of their health care experience, such as how well doctors communicate with patients and access to care. The Ratings show results on four of those measures, as well as patients' overall rating of the care they received.

How Should I Use the Ratings?

Use them to see how your doctor's group fared, or to look for groups in your area that have scored particularly well. Look first at a practice's overall score, then at its scores for individual measures, such as communicating with patients, coordinating care, and getting timely appointments. Keep in mind that no single measure reveals everything about the quality of care at a doctor's office, so it pays to gather information from multiple sources. (See the box on page 7.) But a low score can point out areas in which a doctor's office needs to improve and can help you choose a group that's right for you.

How Are the Scores Determined?

The overall score indicates the percentage of patients who gave a group a 9 or 10, on a 0-to-10 scale, on the overall care they received. For the four specific measures, groups are rated on a scale of 0 to 100. The scores on each are then divided into four categories, with 4 being best. Groups that score a 4 are in roughly the top 10 percent. Those with a 3 are in the top half but not in the top 10 percent. A score of 2 indicates that the group is in the



bottom half but not the bottom 10 percent. Those with a 1 are in roughly the bottom 10 percent. We publish Ratings for performance measures only if we have enough data to provide statistically reliable results.

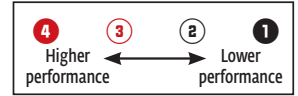
Where Can I Get Details?

Go to chpis.org, where you can find the project background and survey instruments used to create the Ratings on the "Patient Assessment Survey" page. CHPI also reports and

collects other information. You can find more info about those activities at the website.

The California Healthcare Performance Information System is a nonprofit organization that measures the quality and affordability of care and reports performance ratings to inform the public and encourage improved health care in California. CHPI's work is guided by a collaborative of California purchasers, plans, providers, and consumers.

CALIFORNIA DOCTOR RATINGS



MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff

SACRAMENTO/NORTH

NORTHERN CALIFORNIA

NorthBay Healthcare Group	72	4	3	4	4
Hill Physicians Medical Group - Solano	68	4	3	3	3
Woodland Healthcare	68	3	3	3	3
Sierra Nevada Medical Associates	64	3	3	4	3
Humboldt IPA	61	2	3	2	3

SACRAMENTO

Sutter Medical Group	74	4	4	4	4
UC Davis Medical Group	70	3	3	4	3
Kaiser Permanente - The Permanente Medical Group - Roseville/Sacramento Medical Centers	69	3	4	3	3
Kaiser Permanente - The Permanente Medical Group - South Sacramento Medical Center	69	4	4	4	4
Mercy Medical Group/CHWMF-S	68	3	2	3	3
Sutter Independent Physicians	62	2	3	2	2
Hill Physicians Medical Group - Sacramento	58	2	3	3	3

SAN FRANCISCO/BAY AREA

Sutter Pacific Medical Foundation	72	4	4	4	4
Kaiser Permanente - The Permanente Medical Group - Fremont/San Leandro Medical Centers	71	3	3	4	3
Palo Alto Medical Foundation - Mills Peninsula Division/Mills Peninsula Medical Group	71	4	4	3	4
Palo Alto Medical Foundation	71	4	4	4	4
Hill Physicians Medical Group - San Francisco	70	4	2	3	3
Kaiser Permanente - The Permanente Medical Group - San Jose Medical Center	70	4	3	4	4
Kaiser Permanente - The Permanente Medical Group - South San Francisco Medical Center	70	3	4	4	3
Kaiser Permanente - The Permanente Medical Group - Antioch/Walnut Creek Medical Centers	69	3	3	4	4
Kaiser Permanente - The Permanente Medical Group - Santa Rosa Medical Center	68	3	4	4	3
Santa Clara County IPA	68	4	4	2	3
John Muir Physician Network	67	3	3	3	3

MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff

SAN FRANCISCO/BAY AREA continued

Kaiser Permanente - The Permanente Medical Group - Vacaville/Vallejo Medical Centers	67	4	3	4	3
Kaiser Permanente - The Permanente Medical Group - Santa Clara Medical Center	67	3	3	3	4
Kaiser Permanente - The Permanente Medical Group - Redwood City Medical Center	66	3	3	3	3
Affinity Medical Group	65	2	3	3	3
Alta Bates Medical Group	65	3	4	2	3
Brown & Toland Physicians	65	3	3	3	2
Hill Physicians Medical Group - East Bay	65	3	4	3	3
Meritage Medical Network	65	3	4	4	4
Sutter East Bay Medical Foundation	65	3	3	3	3
Kaiser Permanente - The Permanente Medical Group - San Rafael Medical Center	64	3	4	4	3
Chinese Community Health Care Assoc.	63	3	3	2	4
Kaiser Permanente - The Permanente Medical Group - Oakland Richmond Medical Centers	62	3	4	3	2
Physicians Medical Group of San Jose	62	2	3	2	2
Bay Valley Medical Group, Inc.	61	3	3	3	3
Kaiser Permanente - The Permanente Medical Group - San Francisco Medical Center	61	3	3	4	2
San Jose Medical Group	60	2	1	3	2

CENTRAL COAST

Valley Care IPA	71	3	4	3	4
Sansum Clinic	66	3	2	4	3
SeaView IPA	65	3	2	3	2
Coastal Communities Physician Network	63	3	3	2	3
Santa Barbara Select IPA	63	2	4	3	4
Physicians Choice San Luis Obispo	62	2	3	3	2
Physicians Medical Group Of Santa Cruz	62	3	3	3	3
Physicians Choice Santa Maria	59	3	3	2	2

CENTRAL VALLEY

Sutter Gould Medical Foundation	77	4	3	4	4
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CALIFORNIA DOCTOR RATINGS

MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff

CENTRAL VALLEY continued

Kaiser Permanente - The Permanente Medical Group - Fresno Medical Center	68	3	4	3	4
Key Medical Group, Inc.	68	3	3	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Kern County	66	3	3	3	4
Kaiser Permanente - The Permanente Medical Group - Manteca/Modesto Medical Centers	65	2	3	4	3
Omni IPA/Medcore Medical Group	64	3	3	2	4
Hill Physicians Medical Group - San Joaquin	62	3	4	2	2
AllCare IPA	58	2	2	2	2
GEMCare Medical Group	58	3	3	3	2
Bakersfield Family Medical Center	57	2	2	2	3
Sante Community Physicians IPA	57	2	1	2	1

LOS ANGELES

SAN FERNANDO/SAN GABRIEL VALLEY

Kaiser Permanente - Southern California Permanente Medical Group - Baldwin Park	70	4	3	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Downey	70	3	3	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Panorama City	69	3	2	3	3
HealthCare Partners Medical Group	68	4	2	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	68	4	3	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Woodland Hills	68	3	2	3	4
Facey Medical Group	67	3	2	3	2
Kaiser Permanente - Southern California Permanente Medical Group - Antelope Valley	67	4	2	3	4
UCLA Medical Group	67	4	3	3	2
Physician Associates	65	3	3	3	3
St. Vincent IPA	65	2	4	2	3
Greater Covina Medical Group	63	2	2	2	2
Family Care Specialists IPA	60	2	3	2	2
Lakeside Medical Organization	60	2	2	2	2

MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff

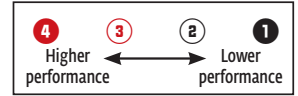
SAN FERNANDO/SAN GABRIEL VALLEY continued

Regal Medical Group	60	2	2	2	3
Axminster Medical Group	59	2	2	1	1
High Desert MG - California Desert IPA	59	1	2	2	2
HealthCare Partners IPA	58	2	2	2	2
High Desert Medical Group	58	2	2	2	3
Pacific Independent Physicians Association	58	2	3	2	2
Physicians' Healthways IPA	58	2	2	2	2
Allied Physicians of California	55	1	2	1	1
Sierra Medical Group	54	2	1	1	2
Angeles IPA	51	1	2	2	2
Prospect Healthsource Medical Group, Inc.	51	1	2	1	3

WEST SIDE

Cedars-Sinai Medical Group	72	4	3	4	4
Kaiser Permanente - Southern California Permanente Medical Group - South Bay	71	3	3	3	4
Kaiser Permanente - Southern California Permanente Medical Group - Downey	70	3	3	3	3
HealthCare Partners Medical Group	68	4	2	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	68	4	3	3	3
Kaiser Permanente - Southern California Permanente Medical Group - West Los Angeles	68	3	2	3	3
Memorial HealthCare IPA - Long Beach	67	3	2	3	3
UCLA Medical Group	67	4	3	3	2
Santa Monica Bay Physicians	66	2	2	2	3
Cedars-Sinai Health Associates	65	2	3	2	3
St. Vincent IPA	65	2	4	2	3
Good Samaritan Medical Practice Associates	61	2	3	2	2
Family Care Specialists IPA	60	2	3	2	2
Regal Medical Group	60	2	2	2	3
Axminster Medical Group	59	2	2	1	1
HealthCare Partners IPA	58	2	2	2	2
Physicians' Healthways IPA	58	2	2	2	2

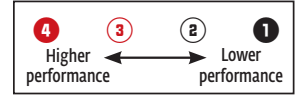
CALIFORNIA DOCTOR RATINGS



MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff
WEST SIDE continued					
Centinela Valley IPA	53	2	2	1	2
Angeles IPA	51	1	2	2	2
Prospect Healthsource Medical Group, Inc.	51	1	2	1	3
EASTERN LOS ANGELES COUNTY					
Kaiser Permanente - Southern California Permanente Medical Group - Baldwin Park	70	4	3	3	3
Bright Health Physicians of PIH-Grp Div.	69	3	2	4	3
HealthCare Partners Medical Group	68	4	2	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	68	4	3	3	3
Lakewood Health Plan, Inc.	66	2	2	3	2
St. Vincent IPA	65	2	4	2	3
Bright Health Physicians of PIH-IPA Div.	64	3	3	2	2
Pioneer Medical Group	62	2	2	3	3
St. Mary IPA	62	2	2	2	2
AppleCare Medical Group	61	2	2	2	2
Good Samaritan Medical Practice Associates	61	2	3	2	2
Family Care Specialists IPA	60	2	3	2	2
Regal Medical Group	60	2	2	2	3
Alamitos IPA	59	1	2	1	2
AltaMed Health Services	59	2	1	2	1
HealthCare Partners IPA	58	2	2	2	2
Pacific Independent Physicians Association	58	2	3	2	2
Physicians' Healthways IPA	58	2	2	2	2
AppleCare Medical Group St. Francis	57	1	1	1	1
Citrus Valley Physicians Group	57	1	2	1	1
Pomona Valley Medical Group	57	2	2	2	2
Angeles IPA	51	1	2	2	2
Prospect Healthsource Medical Group, Inc.	51	1	2	1	3
TORRANCE AND SOUTH BAY					
Kaiser Permanente - Southern California Permanente Medical Group - South Bay	71	3	3	3	4

MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff
EASTERN LOS ANGELES COUNTY continued					
HealthCare Partners Medical Group	68	4	2	3	3
UCLA Medical Group	67	4	3	3	2
Lakewood Health Plan, Inc.	66	2	2	3	2
St. Vincent IPA	65	2	4	2	3
Torrance Hospital IPA	61	2	2	2	2
Regal Medical Group	60	2	2	2	3
Axminster Medical Group	59	2	2	1	1
HealthCare Partners IPA	58	2	2	2	2
Physicians' Healthways IPA	58	2	2	2	2
AppleCare Medical Group St. Francis	57	1	1	1	1
Centinela Valley IPA	53	2	2	1	2
Angeles IPA	51	1	2	2	2
Prospect Healthsource Medical Group, Inc.	51	1	2	1	3
INLAND EMPIRE					
Kaiser Permanente - Southern California Permanente Medical Group - Riverside	70	4	3	3	4
Kaiser Permanente - Southern California Permanente Medical Group - Fontana	69	3	3	3	4
San Bernardino Medical Group	69	4	3	3	3
Loma Linda University Health Care	68	3	2	3	2
Redlands Yucaipa Medical Group	68	3	2	3	4
Beaver Medical Group	62	3	2	2	3
Desert Oasis Healthcare	61	2	2	3	2
Riverside Physician Network	61	2	2	2	3
Empire Physicians Medical Group	60	2	2	2	2
Riverside Medical Clinic	60	2	2	2	3
PrimeCare	59	2	2	2	2
High Desert MG - Heritage Victor Valley	58	2	1	2	2
Upland Medical Group	58	2	2	1	2

CALIFORNIA DOCTOR RATINGS



MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff
INLAND EMPIRE continued					
Hemet Community Medical Group	56	2	2	1	2
Inland HealthCare Group	56	2	1	2	2
Pinnacle Medical Group	56	2	1	2	2
United Family Care	56	2	1	2	1
Temecula-Hemet Community Medical Group	55	1	1	2	2
Premier Healthcare	54	2	1	2	1
St. Mary High Desert Medical Group	54	2	1	1	1
Alliance Desert Physicians	50	2	1	1	1
Menifee-Hemet Community Medical Group	48	1	1	2	1
Choice Medical Group	47	1	1	2	1
Inland Valleys IPA	47	1	1	1	1
ORANGE COUNTY					
Kaiser Permanente - Southern California Permanente Medical Group - Orange County	72	4	3	3	4
St. Joseph Heritage Medical Group	72	4	4	3	4
Edinger Medical Group	70	4	3	3	4
St. Joseph Hospital Affiliated Physicians	70	3	2	3	3
St. Jude Heritage Medical Group	69	3	2	3	2
MemorialCare Medical Group	68	3	2	3	3
Greater Newport Physicians IPA	67	3	4	4	3
Monarch HealthCare	65	3	3	3	3
Prospect Professional Care Medical Group	64	2	2	2	2
St. Jude Affiliated Physicians	64	3	3	3	3
Gateway Medical Group	63	2	2	2	2
Prospect Medical Group	63	2	2	2	2
Mission Heritage Medical Group	62	2	3	2	1
Prospect Northwest Orange County Medical	60	2	2	1	2
Affiliated Doctors of Orange County	59	2	3	2	3
Mission Hospital Affiliated Physicians	58	3	2	2	2
AMVI Medical Group	57	1	2	2	1

MEDICAL GROUP	OVERALL CARE RATING	COMPONENTS OF CARE			
		Communication With Patients	Timely Care and Service	Coordination of Care	Helpfulness of Office Staff
ORANGE COUNTY continued					
Genesis Healthcare of Southern California	56	2	3	2	2
Noble AMA IPA	55	2	2	2	2
Arta Health Network	54	2	2	2	2
SAN DIEGO/IMPERIAL					
Sharp Rees-Stealy Medical Centers	76	4	3	4	4
Scripps Clinic Medical Group	74	4	3	4	4
Scripps Coastal Medical Center	73	4	4	4	4
Sharp Community MG - Inland North	73	4	4	4	3
Sharp Community MG - Grossmont	71	4	3	3	4
UCSD Medical Group	71	4	3	4	4
Arch Health Partners	68	3	3	2	3
Mid-County Physicians Medical Group	68	3	3	3	4
Kaiser Permanente - Southern California Permanente Medical Group - San Diego	68	4	2	3	3
Sharp Community MG - Metro San Diego	68	3	3	3	3
Encompass Medical Group, Inc.	67	2	4	3	4
Greater Tri-Cities IPA	67	3	3	3	3
Sharp Community MG - Chula Vista	67	4	3	2	3
Mercy Physicians Medical Group	66	3	4	3	3
Sharp Community MG - Coronado	66	2	3	3	3
Primary Care Associates Medical Group	63	3	3	3	3
Sharp Community MG - Graybill	62	3	3	3	3
San Diego Physicians Medical Group	61	2	2	3	2
Imperial County Physicians Medical Group	58	2	1	2	2
MultiCultural Primary Care Medical Group	55	1	1	1	2