

**Special report** for California residents

# How does your doctor compare?

- ▶ **Exclusive:** Patients rate 170 physician groups
- ▶ **How to get** the best care
- ▶ **Quiz:** Does your physician measure up?



**GUIDE TO CALIFORNIA PHYSICIANS**  
PAGE 9

February 2014

Dear CONSUMER REPORTS readers,



We are pleased to present a special insert on California primary care and specialty physician groups in the February 2014 edition of CONSUMER REPORTS. The Ratings shown in 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 these 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 among providers 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 this information available to patients leads to one of the most powerful forces driving improvement—educated health care consumers.

We are able to do 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](http://calqualitycare.org). In addition, CHCF is helping CHPI and CONSUMER REPORTS pilot a project that allows consumers to rate their own doctors through a short online survey, available at [ConsumerReports.org/cro/caldocs](http://ConsumerReports.org/cro/caldocs). Your survey responses will be part of a research project to study how best to get consumer input into doctor performance. Your identity, of course, will not be disclosed.

Finally, I would also like to thank the Massachusetts Health Quality Partners, which helped develop portions of the content in 2012. We hope you find this information useful.

Sincerely,

A handwritten signature in black ink, appearing to read "John Santa". The signature is fluid and cursive, written over a light gray background.

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



# How does your doctor compare?

We rate primary and specialty care groups across the Golden State

**L**OOKING FOR RELIABLE information about physicians? Good luck. Doctor ratings are often little more than glorified popularity contests. The top-doctor lists found in magazines or on websites, for example, tend to be based on reputation or anecdotal reports, not hard data. And though advice from family and friends can be helpful, it is hardly comprehensive or scientific.

That's why we've teamed with the California Healthcare Performance Information System, a nonprofit collaborative of health insurance plans, health care providers, businesses, and consumers. The organization is on the cutting edge of providing reliable, meaningful, and fair information about physicians to consumers.

Using a comprehensive survey, they recently asked 58,873 California adults, all of whom had health insurance, about their experiences with their doctors. The findings provide important information

about how well physicians communicate with patients, coordinate medical care, and provide access to routine and urgent care, as well as how patients rate their care overall. The survey also asks patients about their experiences with the office staff, such as nurses, receptionists, and the people who handle billing and insurance questions.

Of course, medical care is complex, and patient experience is only one measure of quality. For example, it's important to know how well a doctor helps patients manage conditions such as arthritis, diabetes, high blood pressure, and high cho-

**High- and low-scoring groups are found in all parts of the state.**

lesterol. But patient experience can affect those clinical measures, too.

## What we found

These Ratings have information on 170 physician groups across the state. Together, the groups provide about 90 percent of the health care received by Californians.

The good news is that scores for physician groups in California have been on the upswing in recent years. And wherever you live in the state, you're probably close to at least one high-scoring group. The flip side: Some low-scoring groups are probably near you, too. Moreover, almost every group has room for improvement.

Use the Ratings starting on page 9 to see how your doctor's group fared in the survey. On the following pages we give some highlights from the survey, and use questions from it to help you assess your relationship with your doctor and tell you how to improve it if necessary.

## How good is your doctor?

Below are some of the most important questions in the survey. Most of them match up with the measures in the Ratings chart. The questions are divided into five categories:

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

Use the questions below to score 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 keep healthy and, if you get sick, recover faster, too. Research suggests that patients who take an active role in the doctor-patient relationship by asking questions, stating symptoms clearly, and interrupting when necessary have better outcomes. The ideal is shared decision-making: cooperation between an informed patient and the doctor.

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

- Never                       Usually  
 Sometimes                   Always

Respondents who said Always **79 percent**

**What to do** Take detailed notes. Repeat your doctor's instructions back in your



own words to make sure you got them right. If you're confused, say so. And consider taking a friend or relative to your appointment. If there are complicated instructions that need to be followed every day, ask your doctor to write the instructions down.

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

- Never                           Usually  
 Sometimes                   Always

Respondents who said Always **80 percent**

**What to do** Ask your doctors to repeat what you've told them, to make sure they hear you. If you would like your doctor to make more eye contact, or sit when he or 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** A doctor might focus on the benefits of a particular treatment, and you might be more concerned about side effects or alternatives. Tell your doctor what's important to you. If you don't think your feelings are being respected or taken into consideration, speak up.

#### 4 How often did your doctor spend enough time with you?

- Never                           Usually  
 Sometimes                   Always

Respondents who said Always **74 percent**

**What to do** Doctors are busy, so visits can feel rushed. To maximize your time, prepare a list of questions and concerns in advance, listing the most important first. Ask whether other health providers on staff can help you with the less pressing questions. If you want to raise a new

## Help us rate California doctors

The Ratings that start on page 9 of this report are based on a survey developed by the U.S. Department of Health & Human Services and the California Healthcare Performance Information System (CHPI). In the survey a random sample of patients are asked about the care they get from their doctors. It provides the best data available about patients' experiences with their physicians. But it has some limitations. First, it's long, which limits the number of people willing to complete it. Second, it focuses on physician groups, not individual doctors, in part because of the expense of gathering all of the information.

To try to overcome those problems, we are

working with two partners, the California HealthCare Foundation and CHPI, on a pilot project to see whether we can simply gather enough information on individual physicians directly from patients.

That's where you come in. We've created an online tool that allows you to identify your doctor, then complete a survey that asks important questions about your experience with him or her.

Your answers will be confidential. And the results will help us as we work to develop more complete California doctor Ratings.

To participate in the survey and rate your doctor, go to [ConsumerReports.org/cro/caldocs](http://ConsumerReports.org/cro/caldocs).

health concern during your visit, mention that to the office staff when you make the appointment so that they can schedule enough time. Research suggests that doctors who don't rush their visits with patients 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 **78 percent**

**What to do** If you don't understand something, don't be afraid to say so. Ask your doctor to explain in different words, to use a picture or diagram to explain, or to just slow down. If you still have concerns when you get home, ask for a follow-up appointment, perhaps on the phone or with a nurse practitioner or a physician's 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 **69 percent**

**What to do** Go prepared. Take a list of the drugs you regularly take; any chronic diseases, surgeries, or procedures you have had; and important points of your personal and family medical history. If your doctor doesn't ask about those things, bring them up on your own. Chances are your doctor will note that 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 you can review it.

### Coordinating your care

It's your doctors' job to make sure that all of the providers in the office are familiar with the details of your care. And they need to know about the care you get from other health care providers. That is essential to prevent duplicated tests or prescriptions, drug interactions, and missed appointments. In addition, such coordination assures 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 other doctors?

- Never  Usually  
 Sometimes  Always

Respondents who said Always **54 percent**

**What to do** Make sure your doctor knows about the care you get from other health care providers, including other physicians as well as acupuncturists, chiropractors, herbalists, and other alternative health care practitioners. Explain why you saw them, what happened during the visit, and what treatments or drugs were prescribed. Make sure 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 doctors share information, but patients need to be involved.

### 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** Ask when to expect your test results. Call the doctor's office if you do not get results by that time. Find out how you will get the test results. That could be by phone, by letter, or online with a secure patient portal. If you don't know whether your group has a patient portal, ask. Also ask for a written copy of your test results. File it with your other health information.

### Working with the staff

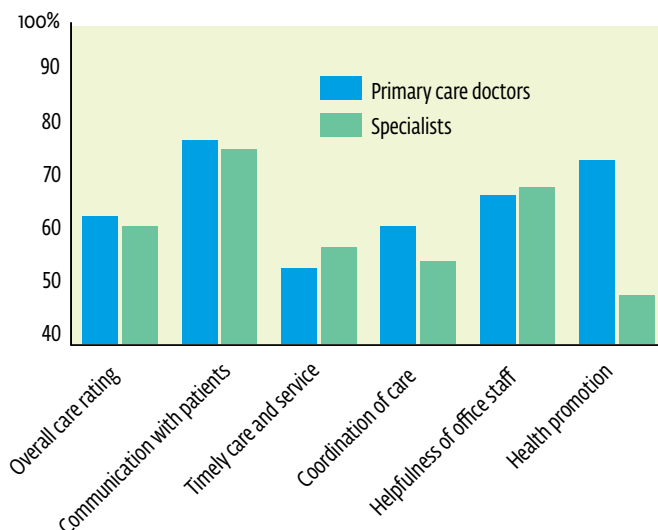
Your experience in a doctor's office depends not just on the doctor but also on

## Specialists vs. primary care doctors

Physician-group staffs in California usually include both primary care doctors, who are responsible for most of patients' basic care, and specialists, who focus on heart disease, diabetes, cancer, or other complicated health problems. Primary care doctors in general fared better than specialists in most measures we looked at, as shown in the chart below.

That was most notable for questions related to health promotion, such as talking with patients about weight and exercise, and coordinating care. And patients tended to rate their care from the primary care doctor as slightly better overall.

But specialists tended to do better when it came to access to providers and the helpfulness of the staff.



the rest of the office staff. That includes other health care providers, such as nurse practitioners and physician's assistants, as well as the receptionist and the person who handles billing and insurance. Most California patients gave the 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, if you expect them to be more helpful. If you don't get the help you think you need, follow up with 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 **76 percent**

**What to do** If you have a disagreement or other unpleasant interaction with someone in the office, make sure your doctor or the office manager knows about it. Remain calm and polite, but don't be shy. Will an apology make you feel better, or will you find it so difficult to work with the staff member in the future that you would want to be seen by a different provider? Let them know how you feel.

## Getting timely care

You shouldn't have to wait weeks to schedule an appointment for routine care. And

once you get there, you shouldn't have to put up with long delays. If you have a pressing medical question, your doctor or someone in the office should be able to squeeze you in or at least take a phone call.

## 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 or a nurse practitioner or physician's assistant could see you instead. Those professionals can handle many common medical problems.

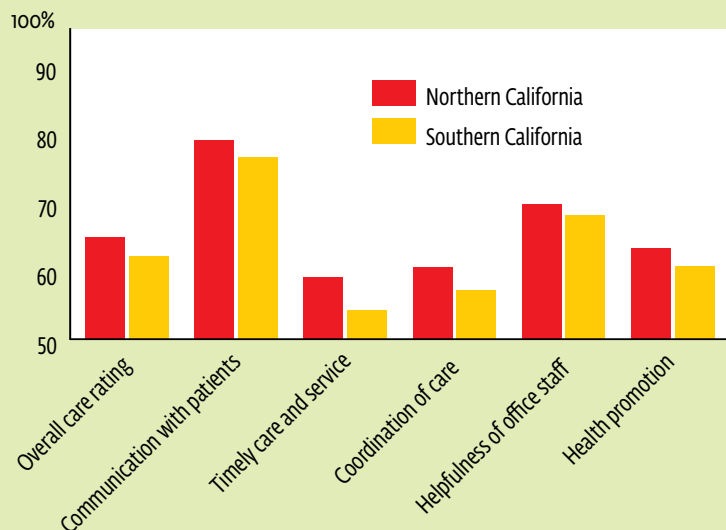
## A tale of two states How Northern and Southern California differ

Physician groups in Northern California performed better, on average, than those in Southern California in all important measures in these Ratings. The differences aren't large, but they are consistent, as shown in the chart at right.

Researchers at the California Healthcare Performance Information System divided the state roughly in half. The southern portion included the 10 counties up through and including San Luis Obispo, Kern, and San Bernardino counties. The northern part encompassed the state's other 48 counties.

The biggest difference between groups in the North and South centered on access to care, including questions about how long it took patients to get appointments or answers to their medical questions, and how long patients had to wait in the office before seeing a doctor. On average, 59 percent of physician groups in Northern California got top marks on those questions, compared with 54 percent of groups in Southern California.

Overall, 65 percent of patients in the northern part of the state gave their group a top score when it came to the overall care rating, compared with 62 percent of patients in the southern part of the state. Why the difference between the regions? One important factor is that groups in the North, for a variety of reasons, tend to have more resources, says Cheryl Damberg, Ph.D., a senior principal researcher at the RAND Corporation, a nonprofit research organization based in Santa Monica, Calif. She has studied variation in the performance of California physician groups since 1996.



Those resources have allowed the groups to, for example, hire additional staff and invest in technology that can foster better communication between physicians and patients, Damberg says.

Damberg also notes that within the Los Angeles and San Diego regions, some groups perform as well as those in Northern California. They tend to be larger organizations that have invested in the same kinds of technology and quality improvements that are more common in the North.



**12** When you made an appointment for a check-up 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 **65 percent**

**What to do** Make appointments for routine care or follow-up visits as soon as you can—weeks or months in advance. If you know you'll be late or need to cancel, call right away—they might be able to move someone else up or 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 it's a pressing question, make sure the office staff understands how important it is. If the question can wait, consider using the group's secure online health portal, if available, to send your question 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 **61 percent**

**What to do** Ask how the office handles problems that arise after business hours. Some nearby groups team up to offer expanded hours for urgent care. Larger groups might keep staff on duty in the evenings and on 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 **36 percent**

**What to do** Make sure that office staff knows that you have arrived. Ask whether they expect a long wait; if so, let them know how long you can wait before you will have to leave. If the group routinely keeps you waiting too long, look for another group.

## Staying healthy Let's talk prevention

**Quality health care includes preventing disease, not just treating it. Two important things for staying healthy: eating right and exercising regularly. But your mental health is important, too. Below 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 **56 percent**

**What to do** If you're worried about your weight or diet, tell your doctor. And don't be offended if he or she brings it up. 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 death. Ask about support, such as a referral to a certified 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**

Make sure you ask about advice tailored to your needs. For example, people with arthritis might benefit from exercises that are different from those recommended for someone who has diabetes or who needs to lose weight. Talk with your doctor about what makes the most sense for you, and if necessary, ask for referrals to a physical therapist. Your doctor might know about community resources, such as gyms or fitness programs, near you.

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

- Yes  No

Respondents who said Yes **25 percent**

**What to do** Answers to simple questions about emotional health can be surprisingly useful for identifying people who are at risk of depression, research shows. And serious depression, which affects about 15 million Americans each year, is not only debilitating on its own but can also worsen other diseases and

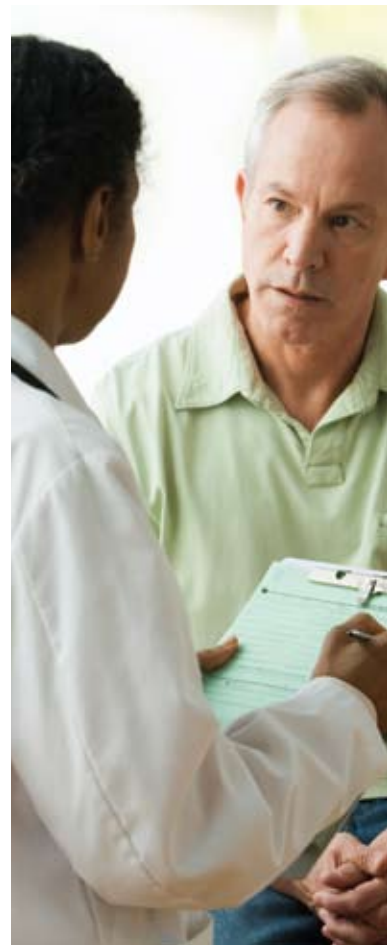
conditions. So if you have experienced a prolonged period of sadness or depression, and your doctor doesn't ask about it, make a point of bringing it up.

**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 **31 percent**

**What to do** Stress can be as bad for your heart as excess weight, lack of exercise, and smoking. It can contribute to diseases such as type 2 diabetes, chronic pain, and depression. It can also undermine your immune system, which could make you susceptible to infection, and lead to unhealthy behaviors, such as excessive eating and drinking. So talk with your doctor about the stresses in your life, such as long hours at work, family troubles, or financial difficulties.



# What's behind the 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 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 almost 59,000 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. These Ratings show results on four of those measures as well as patients' overall rating of the care they received.

## How should I use these Ratings?

Use them to see how your doctor's group fared, or to look for groups in your area that have scored particularly well. In either case, look first at a group's overall care rating. Then look at its scores for individual aspects of performance, such as communicating with patients, coordinating care, and getting timely appointments. Those measures can help you assess certain aspects of patient care. No single measure reveals everything about the quality of care at a doctor's office. Different groups might excel in different areas. But a low score can point out certain aspects of care that a doctor's office might need to improve.

## How are the scores determined?

The bar in the Ratings chart shows a group's overall care rating. It indicates the percentage of patients that gave a group a 9 or 10, on a 0-to-10 scale, on the overall care they receive. For the four specific performance measures, CHPI rates each on a scale of 0 to 100. The scores on all measures are then divided into four categories, with 4 being best. Groups that score a 4 are in the top 10 percent compared with other groups in the same category statewide. Those that score 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 the bottom 10 percent. Some groups are missing scores for measures because we publish Ratings for performance measures only if we have enough data to provide statistically reliable results.

## Where can I get details?

Go to CHPI's website, at [chpi.org](http://chpi.org), where you can find the project background and survey instruments used to create these Ratings on the "Patient Assessment Survey" page. CHPI also reports and collects other information, such as clinical quality data, and you can find more information about those activities at the website.

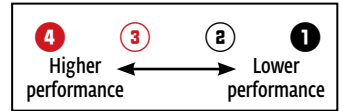


The California Healthcare Performance Information System is a nonprofit organization that measures the quality and affordability of care and reports performance ratings to inform the public and encourage improved health care in California. CHPI's work is guided by a collaborative of California purchasers,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



# Ratings of physician groups In collaboration with CHPI

Based on patient experience In rank order, within regions.



Medical group	Overall care rating	Components of care			
		Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff
<b>SACRAMENTO/NORTH</b>					
<b>Northern California</b>					
NorthBay Healthcare Group	70	4	4	3	3
Woodland Healthcare	66	4	3	4	2
Hill Physicians Medical Group - Solano	64	3	3	3	3
Sierra Nevada Medical Associates	64	3	3	3	3
Humboldt IPA	59	2	3	3	3
<b>Sacramento</b>					
Sutter Medical Group	71	3	3	3	3
Kaiser Permanente Medical Group - North Valley Service Area	68	3	4	4	3
Kaiser Permanente Medical Group - South Sacramento Medical Center	67	3	3	4	2
Hill Physicians Medical Group - Sacramento	65	3	3	2	3
UC Davis Medical Group	65	3	3	3	3
Mercy Medical Group/Dignity Health MF	63	3	2	3	2
Sutter Independent Physicians	61	2	3	3	3
<b>SAN FRANCISCO/BAY AREA</b>					
Palo Alto Medical Foundation	73	4	3	4	3
Palo Alto Medical Foundation - Mills Peninsula Division/Mills Peninsula Medical Group	71	3	3	3	3
John Muir Health	70	3	2	2	3
Kaiser Permanente Medical Group - San Jose Medical Center	70	4	3	4	3
Kaiser Permanente Medical Group - Santa Rosa Medical Center	70	3	4	4	3
Meritage Medical Network	70	3	4	3	3
Sutter Pacific Medical Foundation	70	4	4	3	4
Brown & Toland Physicians - Brown & Toland Physicians	68	3	3	2	3
Hill Physicians Medical Group - East Bay	68	4	4	4	4
Kaiser Permanente Medical Group - Greater Southern Alameda Area	68	3	4	3	2
Kaiser Permanente Medical Group - South San Francisco Medical Center	68	3	4	4	3
Kaiser Permanente Medical Group - Santa Clara Medical Center	67	3	4	4	3
Kaiser Permanente Medical Group - Napa Solano Service Area	66	3	3	3	2
Hill Physicians Medical Group - San Francisco	65	3	3	3	2
Kaiser Permanente Medical Group - San Francisco Medical Center	65	2	3	3	2
Brown & Toland Physicians - Alta Bates Medical Group	64	3	3	2	3

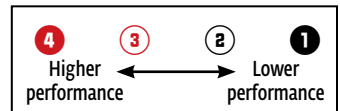
Medical group	Overall care rating	Components of care			
		Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff
<b>SAN FRANCISCO/BAY AREA continued</b>					
Kaiser Permanente Medical Group - Diablo Service Area	64	3	3	3	3
Kaiser Permanente Medical Group - San Rafael Medical Center	63	2	3	4	3
Sutter East Bay Medical Foundation	63	3	3	2	4
Affinity Medical Group	62	3	3	3	3
Chinese Community Health Care Assoc.	62	2	2	2	2
Kaiser Permanente Medical Group - East Bay Service Area	62	3	3	3	2
Bay Valley Medical Group Inc.	61	2	4	2	2
Kaiser Permanente Medical Group - Redwood City Medical Center	60	3	2	3	3
San Jose Medical Group	60	3	2	3	3
Santa Clara County IPA	60	3	3	2	3
Physicians Medical Group of San Jose	58	2	2	3	2
<b>CENTRAL COAST</b>					
Valley Care IPA	72	4	4	4	4
Physicians Choice Medical Group of Santa Maria	64	3	3	3	3
Sansum Clinic	63	3	3	3	3
SeaView IPA	63	2	3	3	3
Coastal Communities Physician Network	60	2	4	3	3
Physicians Medical Group of Santa Cruz	59	2	2	3	2
Santa Barbara Select IPA	59	2	3	3	3
Physicians Choice Medical Group of San Luis Obispo	54	2	3	2	3
<b>CENTRAL VALLEY</b>					
Sutter Gould Medical Foundation	74	4	3	3	4
Key Medical Group Inc.	68	3	3	3	3
Kaiser Permanente Medical Group - Fresno Medical Center	66	3	3	3	3
Omni IPA/Medcore Medical Group	65	3	4	2	2
GEMCare	63	3	4	3	3
Kaiser Permanente - Southern California Permanente Medical Group - Kern County	62	3	2	3	4
Central Valley Medical Group	61	2	-	-	-
Kaiser Permanente Medical Group - Central Valley Service Area	61	2	4	4	3
Sante Community Physicians IPA	61	3	3	3	3
Hill Physicians Medical Group - San Joaquin	60	2	2	2	2
AllCare IPA	57	2	3	3	2
Bakersfield Family Medical Center	54	2	2	2	2

A dash (-) indicates not enough data to rate.

# Ratings of physician groups

Medical group	Overall care rating	Components of care				
		Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff	
	0	100				
<b>LOS ANGELES</b>						
<b>San Fernando/San Gabriel Valley</b>						
Kaiser Permanente - Southern California Permanente Medical Group - Baldwin Park	72	3	3	3	3	
St. Vincent IPA	72	4	4	3	4	
Kaiser Permanente - Southern California Permanente Medical Group - Panorama City	69	3	3	3	3	
UCLA Medical Group	69	4	2	3	2	
Kaiser Permanente - Southern California Permanente Medical Group - Antelope Valley	68	4	3	3	4	
Kaiser Permanente - Southern California Permanente Medical Group - Downey	68	3	3	3	3	
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	65	3	2	3	3	
Kaiser Permanente - Southern California Permanente Medical Group - Woodland Hills	65	4	2	3	3	
HealthCare Partners - Physician Associates	64	2	4	2	3	
Diamond Bar Medical Group	63	-	-	-	-	
HealthCare Partners - IPA Division	63	2	3	3	2	
HealthCare Partners - Group Division	62	3	3	3	3	
Family Care Specialists IPA	60	2	-	-	-	
Facey Medical Group	59	2	2	3	2	
Axminster Medical Group	58	2	2	2	1	
Greater Covina Medical Group	58	2	2	2	3	
High Desert Medical Group	58	1	1	2	2	
Pacific Independent Physicians Association	58	2	2	3	2	
Prospect Medical Group - Nuestra Familia Medical Group Inc.	58	-	-	-	-	
Regal Medical Group	58	2	2	1	2	
Physicians' Healthways IPA	57	1	3	2	1	
Allied Physicians of California	56	2	2	2	2	
Angeles IPA	54	1	-	-	-	
Lakeside Medical Organization	53	1	2	1	1	
Prospect Medical Group - Prospect Healthsource Medical Group Inc.	52	1	2	1	2	
High Desert Medical Group - California Desert IPA	51	1	-	-	-	
Sierra Medical Group	51	1	1	1	1	
<b>West Side</b>						
Kaiser Permanente - Southern California Permanente Medical Group - South Bay	73	4	3	3	4	
St. Vincent IPA	72	4	4	3	4	
Cedars-Sinai Health Associates	70	3	3	3	4	
Cedars-Sinai Medical Group	69	4	2	4	4	
UCLA Medical Group	69	4	2	3	2	

Medical group	Overall care rating	Components of care				
		Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff	
	0	100				
<b>West Side continued</b>						
Kaiser Permanente - Southern California Permanente Medical Group - Downey	68	3	3	3	3	
Kaiser Permanente - Southern California Permanente Medical Group - West Los Angeles	66	3	3	3	3	
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	65	3	2	3	3	
HealthCare Partners - IPA Division	63	2	3	3	2	
HealthCare Partners - Group Division	62	3	3	3	3	
Memorial HealthCare IPA - Long Beach	62	3	3	2	3	
UCLA Medical Group - Santa Monica Bay Physicians	62	3	2	2	2	
Family Care Specialists IPA	60	2	-	-	-	
Good Samaritan Medical Practice Association	60	2	2	2	2	
Axminster Medical Group	58	2	2	2	1	
Prospect Medical Group - Nuestra Familia Medical Group Inc.	58	-	-	-	-	
Regal Medical Group	58	2	2	1	2	
Physicians' Healthways IPA	57	1	3	2	1	
Angeles IPA	54	1	-	-	-	
Prospect Medical Group - Prospect Healthsource Medical Group Inc.	52	1	2	1	2	
Centinela Valley IPA	51	-	-	-	-	
<b>Eastern Los Angeles County</b>						
Kaiser Permanente - Southern California Permanente Medical Group - Baldwin Park	72	3	3	3	3	
St. Vincent IPA	72	4	4	3	4	
PIH Health Physicians - Group Division	69	3	2	2	2	
Pomona Valley Medical Group	65	3	2	2	2	
Kaiser Permanente - Southern California Permanente Medical Group - Los Angeles	65	3	2	3	3	
Alamitos IPA	64	2	2	2	2	
HealthCare Partners - IPA Division	63	2	3	3	2	
HealthCare Partners - Group Division	62	3	3	3	3	
Pioneer Medical Group	62	2	1	2	2	
Family Care Specialists IPA	60	2	-	-	-	
Good Samaritan Medical Practice Association	60	2	2	2	2	
Lakewood IPA	60	2	4	3	2	
PIH Health Physicians - IPA Division	60	2	2	2	2	
Citrus Valley Physicians Group	59	2	3	2	2	
AltaMed Health Services	58	-	-	-	-	
Pacific Independent Physicians Association	58	2	2	3	2	
Prospect Medical Group - Nuestra Familia Medical Group Inc.	58	-	-	-	-	
Regal Medical Group	58	2	2	1	2	



Medical group	Overall care rating	Components of care			
	0 100	Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff

**Eastern Los Angeles County continued**

St. Mary IPA	58	2	2	2	2
Physicians' Healthways IPA	57	1	3	2	1
AppleCare Medical Group St. Francis	56	2	-	2	1
Angeles IPA	54	1	-	-	-
AppleCare Medical Group	54	2	3	2	2
Prospect Medical Group - Prospect Healthsource Medical Group Inc.	52	1	2	1	2

**Torrance and South Bay**

Kaiser Permanente - Southern California Permanente Medical Group - South Bay	73	4	3	3	4
St. Vincent IPA	72	4	4	3	4
UCLA Medical Group	69	4	2	3	2
HealthCare Partners - IPA Division	63	2	3	3	2
HealthCare Partners - Group Division	62	3	3	3	3
Lakewood IPA	60	2	4	3	2
Torrance Hospital IPA	60	3	3	2	2
Axminster Medical Group	58	2	2	2	1
Prospect Medical Group - Nuestra Familia Medical Group Inc.	58	-	-	-	-
Regal Medical Group	58	2	2	1	2
Physicians' Healthways IPA	57	1	3	2	1
AppleCare Medical Group St. Francis	56	2	-	2	1
Angeles IPA	54	1	-	-	-
Prospect Medical Group - Prospect Healthsource Medical Group Inc.	52	1	2	1	2
Centinela Valley IPA	51	-	-	-	-

**INLAND EMPIRE**

Kaiser Permanente - Southern California Permanente Medical Group - Fontana	72	3	2	2	4
San Bernardino Medical Group	70	3	3	4	4
Kaiser Permanente - Southern California Permanente Medical Group - Riverside	69	4	2	2	4
Redlands Yucaipa Medical Group	68	3	3	3	4
Riverside Medical Clinic	66	2	1	2	3
Beaver Medical Group	64	3	2	3	3
Family Practice Medical Group of San Bernardino	64	-	-	-	-
Loma Linda University Health Care	64	3	1	2	2
Riverside Physician Network	64	2	2	2	2
Inland HealthCare Group	63	3	-	-	2
Desert Oasis Healthcare	60	2	2	2	2
United Family Care	60	2	1	2	2
Pinnacle Medical Group	57	2	1	2	2

Medical group	Overall care rating	Components of care			
	0 100	Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff

**INLAND EMPIRE continued**

Upland Medical Group	57	2	3	1	2
PrimeCare	56	1	2	1	2
High Desert Primary Care Medical Group	55	2	1	2	1
Temecula-Hemet Community Medical Group	55	2	-	2	1
Alliance Desert Physicians	53	2	-	2	1
Choice Medical Group	53	2	2	2	2
Hemet Community Medical Group	53	2	1	1	2
High Desert Medical Group-Heritage Victor Valley	52	2	1	2	1
Empire Physicians Medical Group	51	1	2	1	2
Menifee-Hemet Community Medical Group	51	2	-	-	-

**ORANGE COUNTY**

Kaiser Permanente - Southern California Permanente Medical Group - Orange County	72	4	2	3	4
St. Joseph Heritage Healthcare - St. Joseph Heritage Medical Group	72	4	2	4	3
St. Joseph Heritage Healthcare - St. Jude Heritage Medical Group	72	3	1	3	2
St. Joseph Heritage Healthcare - St. Joseph Hospital Affiliated Physicians	70	3	3	2	2
Edinger Medical Group	68	3	3	3	3
MemorialCare Medical Group	67	3	2	3	3
St. Joseph Heritage Healthcare - St. Jude Affiliated Physicians	65	3	3	2	2
Greater Newport Physicians IPA	64	2	3	3	3
Orange Coast Memorial IPA	64	3	3	3	3
Monarch HealthCare	63	2	3	3	2
Affiliated Doctors of Orange County	62	2	2	2	3
St. Joseph Heritage Healthcare - Mission Hospital Affiliated Physicians	61	2	3	3	2
Anaheim Memorial IPA	59	-	-	-	-
Arta Health Network/Healthcare Partners	59	2	-	1	3
Prospect Medical Group - Genesis Healthcare of Southern California	59	2	2	2	2
Prospect Medical Group - Prospect Professional Care Medical Group	59	2	3	2	3
Prospect Medical Group - Prospect Medical Group	57	2	2	2	2
Prospect Medical Group - Prospect Northwest Orange County Medical Group	57	2	-	2	2
Prospect Medical Group - Gateway Medical Group	56	2	2	2	2
Noble AMA IPA	54	2	2	2	2
AMVI Medical Group	51	1	2	1	1

A dash (-) indicates not enough data to rate.

## Ratings of physician groups

Medical group	Overall care rating	Components of care			
		Communication with patients	Timely care and service	Coordination of care	Helpfulness of office staff
	0	100			
<b>SAN DIEGO/IMPERIAL</b>					
Sharp HealthCare/Sharp Rees-Stealy Medical Centers	73	4	2	3	4
UCSD Medical Group	73	3	2	3	3
Scripps Clinic Medical Group	69	3	3	4	3
Scripps Coastal Medical Center	69	3	3	4	4
Encompass Medical Group Inc.	68	3	-	-	-
Sharp Community Medical Group - Inland North	68	3	3	3	4
Arch Health Partners	67	3	3	3	3
Mercy Physicians Medical Group	65	2	4	3	3
Sharp Community Medical Group - Grossmont	65	2	3	2	3
Sharp Community Medical Group - Metro San Diego	65	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
	0	100			
<b>SAN DIEGO/IMPERIAL continued</b>					
Sharp Community Medical Group - Graybill	64	2	-	-	-
Sharp Community Medical Group - Coronado	63	2	2	3	2
Kaiser Permanente - Southern California Permanente Medical Group - San Diego	63	3	2	3	3
Greater Tri-Cities IPA	62	3	4	4	3
Sharp Community Medical Group - Chula Vista	62	2	3	2	2
Mid-County Physicians Medical Group	61	3	2	3	4
Primary Care Associates Medical Group	61	2	2	3	2
Imperial County Physicians Medical Group	60	2	-	2	-
San Diego Physicians Medical Group	60	3	2	2	3
MultiCultural Primary Care Medical Group	53	1	-	1	2

A dash (-) indicates not enough data to rate.