

Find a Provider Transparency

Wireframes, v. 5.0

April 16, 2008

Latest version: 8191_FaPTransparencyWireframes_2008_04_15.vsd

Summary

This project adds scores information to the current Find a Provider feature. It applies to physicians, medical groups, and hospitals, not to any other kind of providers such as pharmacies. This project mostly revises existing pages. The only new pages it adds are

- medical group search results page (which is currently treated the same as HMO PCP search results; the two will now differ)
- medical group comparison page
- FAQs (three versions, all using the same template)

This document shows and discusses only changes from the status quo. Any FaP page that is not addressed in this document remains unchanged. Only certain sections of current pages are affected, so this document discusses only those sections that are affected. For information about any section or element that is not discussed here, see the latest draft of the Find a Provider Extension wireframes document, 6700_FindaProvider_frames&flows_x.x.vsd, which should be attached to this Merant ticket.

This document should be considered a supplement to that document.

Notes

This document incorporates changes called for in the following SCRs:

- 8439 (restore cost column to hospital results)
- 8440 (restore HQA info to hospital profile page)
- 8441 (indicate provider is reachable by e-mail ["Relay health"])
- 8445 (change "CQI facility" to "HospitalCardiac Quality Initiative Provider")

Revisions

[earlier revisions recorded at end of document]

4/16/2008 v.5.0 John Boykin

Throughout:

- Replaced pair of Contact us links with a single link to the appropriate version of the new Contact us page
- Specified which version of the Contact us page each Contact us link leads to
- On profile pages, replaced some drawer names

1.1.1 Doctor Profile: added various alternate configurations according to what does or does not appear in a given case

Added new 10.2.x Contact us page

Added new 10.3 Message confirmation page

The Continuum

The undivided continuum is the heart of the scores presentation, which is the heart of this project. Our scoring system does not use any absolute numbers. All scores are percentages. Scores are always shown on a continuum representing 0% to 100%.

An overall score is a composite made up of many metrics. Overall scores appear on results, comparison, and profile pages.

A specific individual metric is something like, for example, the percentage of a doctor's patients who are screened for colorectal cancer. Metrics like this add up to a provider's overall score.

In all contexts, the basic concept is the same:

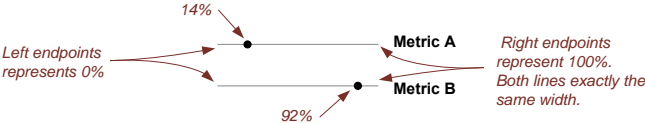
- Line: A horizontal line represents the continuum, the range from 0% to 100% on that particular measure.
- Leftmost endpoint of the horizontal line represents 0%.
- Rightmost endpoint of the horizontal line represents 100%.



- Dots: A dot on each continuum line represents this provider's score:



- Metrics: There is a separate continuum for each measure.
- Width: On any given page, all continua for all metrics are presented at exactly the same width.



Absence of data

- If there is no data for a given metric for a given provider,
- On results and comparison pages, present the words "NO DATA" instead of the continuum
 - On profile pages, simply omit that metric entirely.

Rollovers

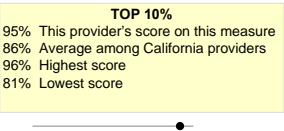
When the mouse dwells over any continuum for at least half a second, the display for that continuum changes from State 1 to State 2. (The illustrations below do not show the 0% and 100% labels just for the sake of clarity in focusing on the continua themselves.)



State 1:
Just the line and the dot:



State 2 (on 0.5 sec. mouseover):
A ToolTip appears adjacent to the continuum, explaining the range for this metric and this specific score. If and only if the score is in the top 10% for that metric, the ToolTip begins with a note to that effect. Hospitals will not have top 10% info.



Variations

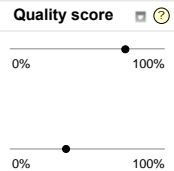
The undivided continuum appears in slightly different forms in different contexts: wider on some pages, narrower on others; labels placed in different spots in relation to the continuum.

A label "0%" is juxtaposed flush left with the leftmost endpoint (sometimes below, sometimes above, sometimes far above).

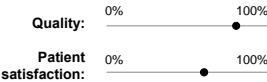
A label "100%" is juxtaposed flush right with the rightmost endpoint (sometimes below, sometimes above, sometimes far above).

Below are examples of how the continuum is treated in different contexts.

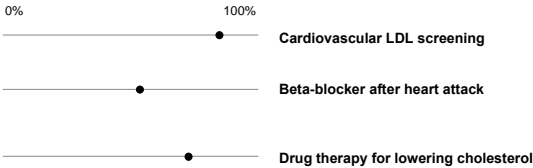
Search results



Comparison table






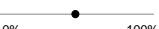


Profile page



Search Results: Medical group

New design (annotations on next page)

Provider Details ▾	Plan Participation	Distance ▾	Quality score ▾ ☺	COMPARE
Affinity Medical Group 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	View Accepted Plans	1.4 miles	0%  100%	<input type="checkbox"/>
Santa Clara County Ipa 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	View Accepted Plans	1.4 miles	0%  100%	<input type="checkbox"/>
Mills Peninsula Medical Group 577 Airport Blvd Ste 300 Burlingame, CA 94010 (650) 240-8000	View Accepted Plans	4.7 miles	0%  100%	<input type="checkbox"/>
Palo Alto Medical Foundation 795 El Camino Real Palo Alto, CA 94301 (650) 812-3700 (650) 853-6066	View Accepted Plans	4.7 miles	0%  100%	<input type="checkbox"/>
Physicians Integrated Medical Group 275 Valley Dr Brisbane, CA 94005 (415) 467-9808	View Accepted Plans	4.7 miles	NO DATA	<input type="checkbox"/>
Bay Valley Medical Group 27212 Calaroga Ave Hayward, CA 94545 (510) 785-5000	View Accepted Plans	4.7 miles	0%  100%	<input type="checkbox"/>
Brown and Toland Medical Group 153 Townsend St Ste 700 San Francisco, CA 94107 (415) 972-6000	View Accepted Plans	4.8 miles	0%  100%	<input type="checkbox"/>

COMPARE

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[Contact us about these scores](#)

Status quo (for reference only)

Provider Details ▾	Distance ▾
Affinity Medical Group 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	4.3 miles
Santa Clara County Ipa 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	4.3 miles
Mills Peninsula Medical Group 577 Airport Blvd Ste 300 Burlingame, CA 94010 (650) 240-8000	7.7 miles
Palo Alto Medical Foundation 795 El Camino Real Palo Alto, CA 94301 (650) 812-3700 (650) 853-6066	12.1 miles
Physicians Integrated Medical Group 275 Valley Dr Brisbane, CA 94005 (415) 467-9808	17.5 miles
Bay Valley Medical Group 27212 Calaroga Ave Hayward, CA 94545 (510) 785-5000	18.0 miles
Camino Medical Group 244 Carroll St Sunnyvale, CA 94086 (408) 739-6000	22.7 miles
Brown and Toland Medical Group 153 Townsend St Ste 700 San Francisco, CA 94107 (415) 972-6000	23.0 miles

Search Results: Medical group (cont.)

Same upper elements as now

Provider Details ^A	Plan Participation ^B	Distance ^C	Quality score ^D	COMPARE
Affinity Medical Group 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	View Accepted Plans	1.4 miles	0% — 100%	<input type="checkbox"/>
Santa Clara County Ipa 1165 Triton Dr Foster City, CA 94404 (650) 358-5800	View Accepted Plans	1.4 miles	0% — 100%	<input type="checkbox"/>
Mills Peninsula Medical Group 577 Airport Blvd Ste 300 Burlingame, CA 94010 (650) 240-8000	View Accepted Plans	4.7 miles	0% — 100%	<input type="checkbox"/>
Palo Alto Medical Foundation 795 El Camino Real Palo Alto, CA 94301 (650) 812-3700 (650) 853-6066	View Accepted Plans	4.7 miles	0% — 100%	<input type="checkbox"/>
Physicians Integrated Medical Group 275 Valley Dr Brisbane, CA 94005 (415) 467-9808	View Accepted Plans	4.7 miles	NO DATA	<input type="checkbox"/>
Bay Valley Medical Group 27212 Calaroga Ave Hayward, CA 94545 (510) 785-5000	View Accepted Plans	4.7 miles	0% — 100%	<input type="checkbox"/>
Brown and Toland Medical Group 153 Townsend St Ste 700 San Francisco, CA 94107 (415) 972-6000	View Accepted Plans	4.8 miles	0% — 100%	<input type="checkbox"/>

^E PLEASE NOTE: Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus

^F [Contact us about these scores](#)

Same lower elements as now

Description:
Results page for Medical Group searches.

NOTE: On status quo wireframes, HMO PCP search results and medical group results were combined into a single wireframe called 1.1 Results List – HMO PCP and Medical Group Searches. We are now splitting them into two separate treatments because (in at least the initial release of FAPT) search results pages for individual providers will not include quality scores. We are giving medical group search results a new page number and leaving the old page number to HMO PCP search results.

Any elements not specified on this page can be found on 1.2 Results List - Specialty Search in the status quo wireframes.

Note that the set of options offered depends on what the user's search criteria were and whether the user was logged in. This wireframe shows all possible columns. The overall width of the table does not change from its current width, regardless of how many columns are in the table. Any columns that are not appropriate to the search criteria and login state would be omitted, and the remaining columns would become wider to fill out the horizontal space.

Specifications:

A The "Plan Participation" column appears only if the user specified "All plans" in the search criteria. The flyouts work the same as they do now.

Note that the "Change PCP" column and the "Plan Participation" columns would never both appear in the same results table.

B The search results table is initially presented by the same default sort used currently.

C The user may sort the table by the Quality score column, just as they can sort by most other columns currently. The same sort indicator appears beside the column header, the user must click the indicator itself in order to sort, and the sort is conducted according to the same rules currently in use. The only special issue is that a sort by Quality score always shows the highest score first and the lowest score last.

If two scores are the same, the provider with the smallest distance number is shown first.

If two scores are the same and their distance numbers are the same, they are subsorted alphabetically, with A coming first.

D A question mark icon appears in the Quality score column header area. The icon is context-sensitive: Clicking it leads to the FAQs page that applies to the page the icon is on (in this case, 10.1.2 medical group FAQs).

E For details on the continuum in the Quality score column, see the Continuum discussion on page 2 of this document.

On search results page, each continuum has labels directly below it.

F Under certain circumstances, a provider will not have any Quality score to present here. Regardless of the reason why we are not presenting data, the message "NO DATA" appears instead of a continuum in that case.

G Static disclaimer text.

H **Link text:** Contact us about these scores
Effect: Load page 10.2.2 Medical Group Contact us about scores

Search results: Hospitals & other facilities

New design (annotations on next page)

Same upper elements as now

Provider Details	Facility type	Plan Participation	Distance	Patient satisfaction	Cost	COMPARE
Sequoia Hospital District 170 Alameda De Las Pulgas Redwood City, CA 94062 (650) 369-5811	Hospital Cardiac Quality Initiative Provider	View Accepted Plans	1.4 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Mills Peninsula Hlthctr 100 S San Mateo Dr San Mateo, CA 94401 (650) 696-4400	Hospital Cardiac Quality Initiative Provider	View Accepted Plans	1.4 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Mills-Peninsula Medical Center 1501 Trousdale Dr Burlingame, CA 94010 (650) 696-5400	Hospital	View Accepted Plans	4.7 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Menlo Park Surgical Hospital 570 Willow Rd Menlo Park, CA 94025 (650) 324-8500	Hospital	View Accepted Plans	4.7 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Stanford Medical Center 300 Pasteur Dr Palo Alto, CA 94304 (650) 723-4000	Hospital	View Accepted Plans	4.7 miles	NO DATA	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Lucile Salter Packard Childrens Hospital 725 Welch Rd Palo Alto, CA 94304 (650) 497-8000	Hospital Cardiac Quality Initiative Provider	View Accepted Plans	4.7 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>
Seton Medical Center Coastside 600 Marine Blvd Moss Beach, CA 94038 (650) 728-5521	Anesthesiology Cardiovascular Disease Emergency Medicine Family Practice General Pediatrics General Practice Geriatric Medicine Hospital Infectious Disease Internal Medicine	View Accepted Plans	4.8 miles	<div><div></div></div> 0%100%	Inpatient: \$ \$ \$ \$ \$ Outpatient: \$ \$ \$ \$ \$	<input type="checkbox"/>

COMPARE

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Contact us about these scores

Same lower elements as now

Status quo (for reference only)

Provider Details	Facility Type	Plan Participation	Distance	COMPARE
Mills Peninsula Hlthctr 100 S San Mateo Dr San Mateo, CA 94401 (650) 696-4400	Hospital	View Accepted Plans	5.3 miles	<input type="checkbox"/>
Mills-Peninsula Medical Center 1501 Trousdale Dr Burlingame, CA 94010 (650) 696-5400	Hospital	View Accepted Plans	10.2 miles	<input type="checkbox"/>
Menlo Park Surgical Hospital 570 Willow Rd Menlo Park, CA 94025 (650) 324-8500	Hospital	View Accepted Plans	10.7 miles	<input type="checkbox"/>
Stanford Medical Center 300 Pasteur Dr Palo Alto, CA 94304 (650) 723-4000	CQI facility Hospital	View Accepted Plans	11.4 miles	<input type="checkbox"/>
Lucile Salter Packard Childrens Hospital 725 Welch Rd Palo Alto, CA 94304 (650) 497-8000	Anesthesiology Cardiovascular Disease Emergency Medicine Family Practice General Pediatrics General Practice Geriatric Medicine Hospital Infectious Disease Internal Medicine	View Accepted Plans	11.6 miles	<input type="checkbox"/>

COMPARE

- Description:**
Results page for Hospital and Other Facility Type searches. The only changes to the current page are as noted below.
Any elements not specified on this page can be found on 1.2 Results List - Specialty Search of the status quo wireframes.
- Specifications:**
- A** Patient satisfaction score column is added. See the annotations on page 1.3 Results List – Medical Group Searches.
- B** **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the hospital FAQs 10.1.x that explains patient satisfaction scores.
- C** Find a Provider hospital search results used to include a column called “Cost indicator.” Somehow that column got omitted in the Find a Provider Expansion project. We are now restoring the column, but in an updated form to be consistent with the rest of this current project.
Cost scores are given on a 5-tier basis. All 5 dollar signs are always shown; the more dollar signs that are green, the more expensive this provider is. Gray dollar sign(s) to the right of the green one(s) serve to indicate that the scale is 5 points, so users always understand how this doctor’s score compares with the maximum possible.
\$ \$ \$ \$ \$
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\$ \$ \$ \$ \$
\$ \$ \$ \$ \$
- D** **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the hospital FAQs 10.1.3 that explains Cost scores. This element satisfies SCR 8439. Note that, for the sake of consistency, we are using the question mark icon instead of having users click the dollar signs, as 8439 envisions.
- E** All columns are narrower to make room for the new columns.
- F** We’ve changed the term “CQI facility” to “Cardiac Quality Initiative Provider” throughout. In such cases, the line “Hospital” that used to follow it now comes first. This change satisfies SCR 8445 and subsequent decisions.
- G** **Link text:** Contact us about these scores
Effect: Load page 10.2.3 Hospital Contact us about scores

Compare doctors

New design

Same upper elements as now

Provider Comparison				
	Hinojara, Tomoaki, MD	McAuley, Bruce J, MD	Highman, Mark L, MD	Anderson, Edward T, MD
Address:	170 Alameda De Las Pulgas Redwood City, CA 94062 View Map	170 Alameda De Las Pulgas Redwood City, CA 94062 View Map	222 W 39th Ave San Mateo, CA 94403 View Map	2900 Whipple Ave Ste 205 Redwood City, CA 94062 View Map
Distance:	4.7 miles	4.7 miles	1.4 miles	4.8 miles
Phone:	(650) 367-5577	(650) 367-5577	(650) 573-2222	(650) 363-5262
SCORES	<div><div>0%</div><div>100%</div></div> <div>Quality: ?</div> <div>Cost: \$\$\$\$</div> <div>Click provider's name for details</div>	<div><div>0%</div><div>100%</div></div> <div>Quality: </div> <div>Cost: \$\$\$\$\$</div> <div></div>	<div><div>0%</div><div>100%</div></div> <div>Quality: NO DATA</div> <div>Cost: NO DATA</div> <div></div>	<div><div>0%</div><div>100%</div></div> <div>Quality: </div> <div>Cost: NO DATA</div> <div></div>
Education:	KEIO GIJUKU UNIV. MEDICAL COLLEGE, 1975	HARVARD MEDICAL SCHOOL, 1977	UC SAN FRANCISCO SCHOOL OF MEDICINE, 1970	UNIV. OF PENNSYLVANIA SCHOOL OF MEDICINE, 1969
Years in Practice:	33 years	31 years	38 years	39 years
Specialty:	Cardiovascular Disease	Cardiovascular Disease	Cardiovascular Disease	Cardiovascular Disease
Group Affiliation:	Sequoia Hospital Cardiology Department	Sequoia Hospital Cardiology Department	San Mateo Med Center San Mateo Med Center	Cardiovascular Med and Cardiac Arrhyth Med Group
Hospital Affiliation:	Sequoia Hospital District Stanford Med Center	Sequoia Hospital District Stanford Med Center	San Mateo Med Center	Sequoia Hospital District Stanford Med Center
Plan Participation:	View Accepted Plans	View Accepted Plans	View Accepted Plans	View Accepted Plans

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[Contact us about these scores](#)

Same lower elements as now

Status quo (for reference only)

Provider Comparison				
	Hinojara, Tomoaki, MD	McAuley, Bruce J, MD	Highman, Mark L, MD	Anderson, Edward T, MD
Address:	170 Alameda De Las Pulgas Redwood City, CA 94062 View Map	170 Alameda De Las Pulgas Redwood City, CA 94062 View Map	222 W 39th Ave San Mateo, CA 94403 View Map	2900 Whipple Ave Ste 205 Redwood City, CA 94062 View Map
Distance:	4.7 miles	4.7 miles	1.4 miles	4.8 miles
Phone:	(650) 367-5577	(650) 367-5577	(650) 573-2222	(650) 363-5262
Education:	KEIO GIJUKU UNIV. MEDICAL COLLEGE, 1975	HARVARD MEDICAL SCHOOL, 1977	UC SAN FRANCISCO SCHOOL OF MEDICINE, 1970	UNIV. OF PENNSYLVANIA SCHOOL OF MEDICINE, 1969
Years in Practice:	33 years	31 years	38 years	39 years
Specialty:	Cardiovascular Disease	Cardiovascular Disease	Cardiovascular Disease	Cardiovascular Disease
Group Affiliation:	Sequoia Hospital Cardiology Department	Sequoia Hospital Cardiology Department	San Mateo Med Center San Mateo Med Center	Cardiovascular Med and Cardiac Arrhyth Med Group
Hospital Affiliation:	Sequoia Hospital District Stanford Med Center	Sequoia Hospital District Stanford Med Center	San Mateo Med Center	Sequoia Hospital District Stanford Med Center
Plan Participation:	View Accepted Plans	View Accepted Plans	View Accepted Plans	View Accepted Plans

Description:
Comparison page for individual physicians, reached by having checked 1-4 checkboxes in the Compare column of the physicians' search results page and then click Compare.
The only changes from the status quo for the comparison page are the addition of a scores row in the middle of the table and the disclaimer and two links just below the table.
NOTE that in the status quo wireframes, this page applies to all individual provider types, including dentists. The revisions called for in this current project, however, apply only to physicians. Scores information may be applied to other individual provider types in the future.

- Specifications:**
- A** Scores row is inserted into the existing table between the Phone row and the Education row.
 - B** **Icon:** Question mark
Effect: Loads 10.1.x FAQs page for physicians, with the icon serving as an anchor link leading directly to the passage(s) on that page that explain quality and cost scores.
 - C** For an explanation of the dollar sign idiom for cost scores, see page 1.1 .1 Doctor profile (cont.). But note that, on Comparison pages, the dollar signs are flush with the leftmost edge of the continuum.
 - D** Each of three comparison pages in this project deal with absence of data a little differently. On this page, if for whatever reason there is:
 - no quality data to show for a given provider, then we don't show any cost data for that provider either. The words "no data" appear instead of both the continuum and the dollar signs. The labels "0%" and "100%" are also omitted from that column.
 - no cost data to show for a given provider, the words "no data" appear instead of the dollar signs. That provider's quality data is not affected.
 - E** Note that columns widths vary according to the lengths of the various providers' names and the number of providers being compared. For example, Dr. Anderson's column is noticeably wider than Dr. McAuley's column. Nonetheless, on any given comparison page, all continua are exactly the same width.
This page shows the typical scenario. See also page 4.2 Compare Hospitals and Other Facilities in this document for adjustments that must be made when columns are very narrow.
 - F** **Link text:** Contact us about these scores
Effect: Load page 10.2.1 Physician Contact us about scores

Medical group comparison

Standard FaP upper elements

Medical Group Comparison

	Palo Alto Medical Foundation	Lorem Ipsum Medical Group	Brown & Toland Medical Group	Moss Beach Medical Group
Address:	725 Welch Rd Palo Alto, CA 94304 View Map	300 Pasteur Dr Palo Alto, CA 94304 View Map	100 S San Mateo Dr San Mateo, CA 94401 View Map	600 Marine Blvd Moss Beach, CA 94038 View Map
Distance:	11.6 miles	11.4 miles	5.3 miles	12.3 miles
Phone:	(650) 497-8000	(650) 723-4000	(650) 696-4400	(650) 728-5521
SCORES ?	<div>Quality: 0% — 100%</div> <div>Patient satisfaction: 0% — 100%</div> <div>Recognition: Click group's name for details</div>	<div>0% — 100%</div> <div>0% — 100%</div> <div> B</div>	<div>0% — 100%</div> <div>0% — 100%</div> <div></div>	<div>D NO DATA</div> <div>0% — 100%</div> <div></div>
Plan Participation:	View Accepted Plans	View Accepted Plans	View Accepted Plans	View Accepted Plans

C

We recognize this medical group's efforts to improve or maintain healthcare affordability without compromising patient care.

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E

[Contact us about these scores](#)

Standard FaP lower elements

1.7 Compare Medical Groups












Description:
The status quo does not include a medical group comparison page at all. So this page is brand new. It is, however, based on page 4.2 Compare Hospitals and Other Facilities, which in turn is based on page 1.4 Compare Doctors. See notes on those pages for any element not discussed below.

While the medical group comparison page has a different set of fields than an individual physician comparison page (1.4 Compare Doctors) and additional material below the table, the new scores information being inserted into the table works exactly as described on page 1.4 Compare Doctors.

- Specifications:**
- A** **Link text:** [Each medical group's name in the column header]
Effect: Load that medical group's profile page.
- B** If this provider is recognized by Blue Shield as improving its efficiency, our new PIRP icon appears on the Recognition line. If not, no icon appears.
- C** If at least one of the medical groups being compared on this page is recognized by Blue Shield as improving its efficiency, our new PIRP icon appears, then this blurb appears below the table, accompanied by the icon, like a footnote. If none of the medical groups being compared on this page is recognized for its efficiency, the icon and blurb are omitted along with "Recognition:" label in the left column.
- D** Each of the three comparison pages in this project treats the absence of data a little differently. Medical group comparison is the only comparison page that has more than one continuum per provider. On this page, the words "no data" appear instead of the continuum for any measure for which we lack data, without affecting any other measure.
- E** **Link text:** Contact us about these scores
Effect: Load page 10.2.2 Medical Group Contact us about scores

Hospital comparison

New design

Same upper elements as now				
Hospital Comparison				
	Lucile Salter Packard Childrens Hospital	Stanford Medical Center	Mills Peninsula Hlthctr	Seton Medical Center Coastside
Address:	725 Welch Rd Palo Alto, CA 94304 View Map	300 Pasteur Dr Palo Alto, CA 94304 View Map	100 S San Mateo Dr San Mateo, CA 94401 View Map	600 Marine Blvd Moss Beach, CA 94038 View Map
Distance:	11.6 miles	11.4 miles	5.3 miles	12.3 miles
Phone:	(650) 497-8000	(650) 723-4000	(650) 696-4400	(650) 728-5521
SCORES 				
Patient satisfaction:	0%  100%	0%  100%	0%  100%	NO DATA
Inpatient cost:	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$
Outpatient cost:	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$	\$ \$ \$ \$ \$
Recognition:				
Click hospital's name for details				
Specialty:	Hospital	Hospital Cardiac Quality Initiative Provider	Hospital	Hospital
Plan Participation:	View Accepted Plans	View Accepted Plans	View Accepted Plans	View Accepted Plans
<div><div></div><div></div></div> <p> We recognize this hospital's efforts to publicly report its quality, patient satisfaction, and safety information. Learn more at www.calhospitalcompare.org.</p> <p>PLEASE NOTE: Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus</p> <div><div></div><div>Contact us about these scores</div></div>				
Same lower elements as now				

Description:

Comparison page for all facility provider types (hospitals, ambulatory surgery centers, etc.).

While the facility comparison page has a different set of fields than an individual physician comparison page (1.4 Compare Doctors) and additional material below the table, the new scores information being inserted into the table works exactly as described on page 1.4 Compare Doctors. So see the description there.

Specifications:

A While page 1.4 Compare Doctors illustrates the typical scenario, the example shown on this wireframe page illustrates that when comparison table columns are very narrow: Regardless of the variation in column widths, all continua presented on a given comparison table are the same width, which is determined by the narrowest column. Each continuum is centered horizontally within its table cell.

B If this provider participates in CHART, our new CHART icon appears on the Reporting line. If not, no icon appears.

C If at least one of the hospitals being compared on this page participates in CHART, then this blurb appears below the table, accompanied by the icon, like a footnote. If none of the hospitals being compared on this page participates in CHART, the icon and blurb are omitted along with "Recognition:" label in the left column.

D **Link text:** [www.calhospitalcompare.org](#)
Effect: Go to page [www.calhospitalcompare.org](#) in the same browser window

E **Link text:** Contact us about these scores
Effect: Load page 10.2.3 Hospital Contact us about scores

Status quo (for reference only)

Hospital Comparison				
	Lucile Salter Packard Childrens Hospital	Stanford Medical Center	Mills Peninsula Hlthctr	Seton Medical Center Coastside
Address:	725 Welch Rd Palo Alto, CA 94304 View Map	300 Pasteur Dr Palo Alto, CA 94304 View Map	100 S San Mateo Dr San Mateo, CA 94401 View Map	600 Marine Blvd Moss Beach, CA 94038 View Map
Distance:	11.6 miles	11.4 miles	5.3 miles	12.3 miles
Phone:	(650) 497-8000	(650) 723-4000	(650) 696-4400	(650) 728-5521
Specialty:	Hospital	CQI facility Hospital	Hospital	Hospital
Plan Participation:	View Accepted Plans	View Accepted Plans	View Accepted Plans	View Accepted Plans

Not all hospitals are the same. Blue Shield has grouped network hospitals according to quality and cost information. We have noted above the relative costs for inpatient and outpatient services as well as for all services.

Please note that the cost of a hospital's care does not necessarily determine its quality of care. Blue Shield of California determines a hospital's relative cost by comparing our costs for patient care at all of our contracted acute care hospitals within a geographic area to each other for similar illnesses and procedures.

The number of dollar signs associated with a hospital will indicate how expensive that hospital is compared to other similar hospitals in our network. One dollar sign (\$) indicates the lowest cost, and four dollar signs (\$\$\$\$) indicate the highest cost.

Inpatient services are hospital services that occur when you are admitted to the hospital and stay over night. Outpatient services occur when you visit a hospital for treatment but do not spend the night. Hospital costs structures and/or the services provided can be different based on whether you receive treatment as an inpatient or outpatient.

Hospital Comparison Tool

The Hospital Comparison Tool allows Blue Shield of California plan members to receive independent analyses of hospitals in a designated area, including clinical performance, patient volume, and charges for a particular procedure or medical condition.

[Hospital Comparison Tool](#)

Doctor profile

New design (annotations on next page)

Same upper elements as now

Edward T. Anderson, M.D.

[Cardiovascular Med and Cardiac Arrhythmia Medical Group](#)

2900 Whipple Ave Ste 205
Redwood City, CA 94062
(650) 363-5262
[View Map](#)

39 years in practice
Educated at University Of Pennsylvania School of Medicine, 1969
English spoken
Male
Reachable by e-mail

Blue Shield Plans Accepted

Your plan: Active Choice
Provider Number 00A240950
Affiliated with Sequoia Hospital District and Stanford Medical Center
Accepting new patients
Specializing in Cardiovascular Disease

Other accepted Blue Shield plans
[View details for Access+ HMO](#)
[View details for Blue Shield PPO](#)
[View details for CalPERS HMO](#)
[View details for CalPERS Medicare HMO](#)
[View details for CCPOA Medical Plan](#)
[View details for Federal Employee Health Benefit Program Access+ HMO](#)

Overall scores of Edward T. Anderson, M.D. ?

0% ————— 100%
Quality overall

\$\$\$ Cost

Detailed Quality scores of Edward T. Anderson, M.D. ?

► Preventive Health and Cancer Screenings
► Women's Health
► Diabetes Care
► Care for Heart Conditions
► Medication Monitoring

Scores of Cardiovascular Med and Cardiac Arrhythmia Medical Group ?

0% ————— 100%
Quality overall

—————
Patient satisfaction overall

[Cardiovascular Med and Cardiac Arrhythmia Medical Group profile](#)
[Details of Cardiovascular Med and Cardiac Arrhythmia Medical Group's scores](#)
[Physician FAQs](#)

PLEASE NOTE: Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus

[Contact us about these scores](#)

Same lower elements as now

Status quo (for reference only)

Home > Find a Provider > Find a Doctor > Find a Doctor Results > Find a Provider Profile

Find a Provider

[Return To Search Results](#)

Anderson, Edward T, MD

Contact Information	2900 Whipple Ave Ste 205 Redwood City, CA 94062 (650) 363-5262 View Map	Education	UNIV. OF PENNSYLVANIA SCHOOL OF MEDICINE, 1969
Gender	Male	Years in Practice	39 years
		Language	English

Your Plan

Active Choice Plans

Provider number: 00A240950

Cardiovascular Med and Cardiac Arrhythm Med Group	Hospital Affiliation: Sequoia Hospital District, Stanford Med Center
	Accepting New Patients? Yes
	Specialty: Cardiovascular Disease

Other Accepted Plans

Access+ HMO View Plan Details
Blue Shield PPO View Plan Details
CalPERS HMO View Plan Details
CalPERS Medicare HMO View Plan Details
CCPOA Medical Plan View Plan Details
Federal Employee Health Benefit Program Access+ HMO View Plan Details

Doctor profile (drawers)

Drawers, State 1 (all drawers closed)

Detailed Quality scores of Edward T. Anderson, M.D. ?

▶ Preventive Health and Cancer Screenings

▶ Women's Health

▶ Diabetes Care

▶ Care for Heart Conditions

▶ Medication Monitoring

Drawers, State 2 (any drawer open)

Detailed Quality scores of Edward T. Anderson, M.D. ?

▶ Preventive Health and Cancer Screenings

▶ Women's Health

▶ Diabetes Care

▼ Care for Heart Conditions

▶ Medication Monitoring

0%100%

Cardiovascular LDL screening

Percentage of patients who had a low-density lipoprotein cholesterol (LDL-C) screening performed [Details](#)

Beta blocker after heart attack

Percentage of enrolled members 35 years of age and older with a diagnosis of heart attack who received persistent beta-blocker treatment for six months after being discharged alive from the hospital [Details](#)

Drug therapy for lowering cholesterol

Percentage of patients with coronary artery disease who were prescribed lipid lowering therapy [Details](#)

Heart failure: warfarin treatment

Percentage of patients aged greater than or equal to 18 years with diagnosed heart failure who also have paroxysmal or chronic atrial fibrillation who were prescribed warfarin therapy [Details](#)

Drawers, Details popup showing

▶ Preventive Health and Cancer Screenings

▶ Women's Health

▶ Diabetes Care

▼ Care for Heart Conditions

▶ Medication Monitoring

0%100%

Cardiovascular LDL screening

Percentage of patients who had a low-density lipoprotein cholesterol (LDL-C) screening performed [Details](#)

Beta blocker after heart attack

Percentage of enrolled members 35 years of age and older with a diagnosis of heart attack who received persistent beta-blocker treatment for six months after being discharged alive from the hospital [Details](#)

Drug therapy for lowering cholesterol

Percentage of patients with coronary artery disease who were prescribed lipid lowering therapy [Details](#)

Heart failure: warfarin treatment

Percentage of patients aged greater than or equal to 18 years with diagnosed heart failure who also have paroxysmal or chronic atrial fibrillation who were prescribed warfarin therapy [Details](#)

Blue Shield Browser

Whatever details we have about this metric lorem ipsum dolor sic rapsidus. Whatever details we have about this metric lorem ipsum dolor sic rapsidus. Whatever details we have about this metric lorem ipsum dolor sic rapsidus.

Description:

This details behavior of the Detailed quality scores drawers.

Specifications:

A Certain drawers will apply to some kinds of providers and not to others. So there will be no data in those drawers for inappropriate providers. Even if a drawer is appropriate for a certain kind of provider, a specific provider may not have any data to show in that drawer. The rule is that, if for whatever reason there is no data in a drawer for a particular provider, that drawer does not appear for that provider.

B When the user clicks anywhere on any drawer, that drawer opens as shown, and any subsequent drawers moved down to make room. The currently selected drawer title is highlighted visually, and its arrow is rotated 90°.

C If the user clicks the close box, the drawer closes and returns to State 1.
If the user clicks the header of the drawer that is already open, the drawer closes and returns to State 1.
No more than one drawer is ever open at the same time, so if any one drawer is already open and the user clicks a second drawer,

- the first drawer closes and returns to State 1 and
- that second drawer opens (State 2).

D Text explanations of what each metric means are significantly less prominent visually than the metric label itself. Metric labels and explanations are placed to the right of the continua so that each continuum and its label can be as close together as possible.

E Link text: Details

Effect: On 0.5 second dwell mouseover, display a small pop-up containing elaboration on this particular metric, including how the data was collected and by what source. The form and functionality of the pop-up would be identical to the pop-up currently used in search results to view accepted plans:



This text has been drafted by Tricia McGinnis and will be in the copy deck.

F Any and all drawers placed below the one the user clicked move down to make room for the open drawer's contents.

G See the latest draft of the BRD for the actual list of metrics to be presented.
Any metric that would otherwise go in a drawer is omitted if there's no data for that metric for this particular provider. In the example shown, for instance, "Heart failure: LV assessment" is on the list of metrics within the drawer "Care for Heart Conditions," but Dr. Anderson does not have any data for that metric, so that one is simply omitted.

H The endpoint labels 0% and 100% are never omitted from an open drawer, even if the first metric (Cardiovascular LDL screening, in this case) is omitted for lack of data.

Doctor profile (cont., configurations)

No scores for either doctor or medical group

Same upper elements as now

Edward T. Anderson, M.D.

A

Cardiovascular Med and Cardiac Arrhythmia Medical Group

2900 Whipple Ave Ste 205
Redwood City, CA 94062
(650) 363-5262
[View Map](#)

39 years in practice
Educated at University Of Pennsylvania School of Medicine, 1969
English spoken
Male
Reachable by e-mail

Blue Shield Plans Accepted

Your plan: Active Choice

Provider Number 00G720420
Affiliated with Sequoia Hospital District and Stanford Medical Center
Accepting new patients
Specializing in Cardiovascular Disease

Other accepted Blue Shield plans

View details for [Access+ HMO](#)
View details for [Blue Shield PPO](#)
View details for [CalPERS HMO](#)
View details for [CalPERS Medicare HMO](#)
View details for [CCPOA Medical Plan](#)
View details for [Federal Employee Health Benefit Program Access+ HMO](#)

B

Same lower elements as now

Description:
This page illustrates how the Doctor profile would be treated if the page had no scores at all, and if it had no medical group scores. More configurations are shown on the following page.

Specifications:

A If this physician is

- associated with a medical group, the name of the medical group appears as a link above the address
- not associated with any medical group, no such link appears
- associated with more than one medical group, the names of the medical groups appear in alphabetical order as shown below:

Cardiovascular Med and Cardiac Arrhythmia Medical Group
Redwood City Physicians Medical Group
2900 Whipple Ave Ste 205
Redwood City, CA 94062
[etc.]

B If no scores at all are shown on the page, then the disclaimer and the Contact us... link are omitted

Scores for doctor, but no scores for medical group (or no medical group associated)

Same upper elements as now

Edward T. Anderson, M.D.

A

2900 Whipple Ave Ste 205
Redwood City, CA 94062
(650) 363-5262
[View Map](#)

39 years in practice
Educated at University Of Pennsylvania School of Medicine, 1969
English spoken
Male
Reachable by e-mail

Blue Shield Plans Accepted

Your plan: Active Choice

Provider Number 00G720420
Affiliated with Sequoia Hospital District and Stanford Medical Center
Accepting new patients
Specializing in Cardiovascular Disease

Other accepted Blue Shield plans

View details for [Access+ HMO](#)
View details for [Blue Shield PPO](#)
View details for [CalPERS HMO](#)
View details for [CalPERS Medicare HMO](#)
View details for [CCPOA Medical Plan](#)
View details for [Federal Employee Health Benefit Program Access+ HMO](#)

Overall scores of Edward T. Anderson, M.D. ?

0%100%

Quality overall

Cost

Detailed Quality scores of Edward T. Anderson, M.D. ?

Preventive Health and Cancer Screenings

Women's Health

Diabetes Care

Care for Heart Conditions

Medication Monitoring

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B

Contact us about these scores

Same lower elements as now

blue of california

AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
John Boykin	Find a Provider Transparency	8191_FaPTransparencyWireframes_2008_04_15.vsd	3/11/2008	4/16/2008	12 OF 21

Doctor profile (cont., configurations 2)

Scores for medical group, but no scores for doctor

Same upper elements as now

Edward T. Anderson, M.D.

[Cardiovascular Med and Cardiac Arrhythmia Medical Group](#)
2900 Whipple Ave Ste 205
Redwood City, CA 94062
(650) 363-5262
[View Map](#)

39 years in practice
Educated at University Of Pennsylvania School of Medicine, 1969
English spoken
Male
Reachable by e-mail

Blue Shield Plans Accepted

Your plan: Active Choice

Provider Number 00G720420
Affiliated with Sequoia Hospital District and Stanford Medical Center
Accepting new patients
Specializing in Cardiovascular Disease

Other accepted Blue Shield plans

View details for [Access+ HMO](#)
View details for [Blue Shield PPO](#)
View details for [CalPERS HMO](#)
View details for [CalPERS Medicare HMO](#)
View details for [CCPOA Medical Plan](#)
View details for [Federal Employee Health Benefit Program Access+ HMO](#)

Scores of Cardiovascular Med and Cardiac Arrhythmia Medical Group

0%100%

Quality overall

0%100%

Patient satisfaction overall

[Cardiovascular Med and Cardiac Arrhythmia Medical Group profile](#)
[Details of Cardiovascular Med and Cardiac Arrhythmia Medical Group's scores](#)
[Physician FAQs](#)

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[Contact us about these scores](#)

Same lower elements as now

Description:
This page illustrates the treatment if there are no physician scores, and the differences in treatment between cases where this doctor is associated with a single medical group and cases where they are associated with more than one medical group. If the physician is not associated with any medical group at all, or if no score information is available for the medical group(s) they are associated with, then all the material shown here is omitted.

Specifications:

- A The wording of the first two links includes the name of the medical group that they follow, which will vary from group to group. Each link leads to the appropriate page for that medical group.
- B The disclaimer and the Contact us... link appear only at the bottom of page on which any scores are given.

One medical group

Scores of Cardiovascular Med and Cardiac Arrhythmia Medical Group

0%100%

Quality overall

0%100%

Patient satisfaction overall

[Cardiovascular Med and Cardiac Arrhythmia Medical Group profile](#)
[Details of Cardiovascular Med and Cardiac Arrhythmia Medical Group's scores](#)
[Physician FAQs](#)

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[Contact us about these scores](#)

Multiple medical groups

Scores of Cardiovascular Med and Cardiac Arrhythmia Medical Group

0%100%

Quality overall

0%100%

Patient satisfaction overall

A

[Cardiovascular Med and Cardiac Arrhythmia Medical Group profile](#)
[Details of Cardiovascular Med and Cardiac Arrhythmia Medical Group's scores](#)
[Physician FAQs](#)

Scores of Redwood City Physicians Medical Group

0%100%

Quality overall

0%100%

Patient satisfaction overall

A

[Redwood City Physicians Medical Group profile](#)
[Details of Redwood City Physicians Medical Group's scores](#)
[Physician FAQs](#)

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B

[Contact us about these scores](#)

blue of california

AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
John Boykin	Find a Provider Transparency	8191_FaPTransparencyWireframes_2008_04_15.vsd	3/11/2008	4/16/2008	13 OF 21

Medical group profile
(status quo – see next page for new design)

Status quo (for
reference only)

Palo Alto Medical Foundation

Contact Information	795 El Camino Real Palo Alto, CA 94301 (650) 812-3700 (650) 853-6066 View Map
---------------------	---

Your Plan

Access+ HMO	Provider number: IPA0096DZ	Access+: No
-------------	----------------------------	-------------

Other Accepted Plans

Blue Shield PPO - Vision	Provider number: IPA0096DZ	Access+: No
CalPERS HMO	Provider number: IPA0096DZ	Access+: No
CalPERS Medicare HMO	Provider number: IPA0096DZ	Access+: No
CCPOA Medical Plan	Provider number: IPA0096DZ	Access+: No
Federal Employee Health Benefit Program Access+ HMO	Provider number: IPA0096DZ	Access+: No
Participating Pharmacies	Provider number: 509476	Access+: No

Affiliated Providers

Personal Physicians	Specialist	Hospitals & Other Care Centers
-------------------------------------	----------------------------	--

Provider Details ▾	Specialty ▾
Abdel Malek, Michael E, MD 4050 Dublin Blvd Dublin, CA 94301 (925) 875-6100	Internal Medicine
Abiezzi, Sahwan S, MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Internal Medicine
Aqdassi, Haleh N, MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Physical Medicine & Rehabilitation
Ahn, James C, MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Ophthalmologist
Albeg, Jonathan C, MD 370 Distel Cir Los Altos, CA 94301 (650) 254-5200	Internal Medicine
Alcheck, Riki B, MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Emergency Medicine
Baciocco, Juliet A, MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Critical Care Medicine, Pediatric

<1|2|3|4|5|6|7|8|9|10|11|12|13|14|15|16|17|18|19|20|21|22|23 Next >

Medical group profile (cont.)

Same upper elements as now

Palo Alto Medical Foundation

795 El Camino Real
Palo Alto, CA 94301
650-812-3700
650-853-6066
[View Map](#)

Blue Shield Plans Accepted

Your plan: Access+ HMO
Provider Number IPA0096DZ
Access+: No

Other accepted Blue Shield plans

View details for [Blue Shield PPO – Vision](#) **A**
View details for [CalPERS HMO](#)
View details for [CalPERS Medicare HMO](#)
View details for [CCPOA Medical Plan](#)
View details for [Federal Employee Health Benefit Program Access+ HMO](#)
View details for [Participating Pharmacies](#)

Overall scores of Palo Alto Medical Foundation **?** **B**

0% 100%
Quality overall

0% 100%
Patient satisfaction overall

☆ We recognize this medical group's efforts to improve or maintain healthcare affordability without compromising patient care

Detailed Quality scores of Palo Alto Medical Foundation **?** **D**

► Preventive Screenings
► Diabetes Care
► Care for Heart Conditions
► Asthma
► Adolescent/pediatrics

Patient satisfaction scores of Palo Alto Medical Foundation **?** **E**

0% 100%
Getting appointment with a specialist
Rating of specialist
Timely care and service composite
Doctor-patient interaction composite
Care coordination composite
Rating of primary care physician
Rating of health care

G [Medical group FAQs](#)

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K [Contact us about these scores](#)

PAGE CONTINUES

Affiliated Providers

[Personal Physicians](#)[Specialists](#)[Hospitals & Other Care Centers](#)

H Change PCP	Provider Details ?	Availability	Specialty ?	Quality score ? I
Select	Abdel Malek, Michael E. MD 4050 Dublin Blvd Dublin, CA 94301 (925) 875-6100	Accepting New and Current Patients	Internal medicine	0% 100%
Select	Abiezzi, Salwan S. MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Accepting New and Current Patients	Internal medicine	0% 100%
Select	Agdassi, Haleh N. MD 795 El Camino Real Palo Alto, CA 94301 (650) 321-4121	Accepting New and Current Patients to Age 18	Physical Medicine & Rehabilitation	0% 100%

<1234567891011121314151617181920212223Next>

Same lower elements as now

Description:

This page is based on page 1.1 .1 Doctor Profile. See that page (as well as the status quo wireframe document) for any aspect of the page not addressed here. Here we discuss only elements that differ from page 1.1 .1 Doctor Profile. Note: Medical practices will not have scores.

Specifications:

A The current 1.1.1 Doctor Profile page and the current 1.1.2 Medical Group Profile page treat other accepted Blue Shield plans differently. This design calls for treating them the same way in both contexts, using the same pop-up functionality that is currently used to view accepted plans on physician results pages. See the discussion at 1.1.1 Doctor Profile.

B **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the medical group FAQs that explains Quality overall and Cost scores.

C If this provider is recognized by Blue Shield as improving its efficiency, our new PIRP icon appears here along with this blurb. If not, the icon and blurb are omitted.

D **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the medical group FAQs that explains Detailed quality scores.

E Medical groups get a different set of drawers than individual providers do. But they behave exactly the same. See the detailed discussion of drawers at 1.1.1 Doctor Profile.

F **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the [medical group FAQs](#) 10.1.x that explains patient satisfaction scores.

G **Link text:** Medical group FAQs
Effect: Load 10.1.2 medical group FAQs page

H "Change PCP" column appears only if this user is logged in and is an HMO member.

I **Icon:** Question mark
Effect: This icon is an anchor link to the pertinent passage(s) in the [physician FAQs](#) 10.1.x that explains physician overall quality scores.

J Individual doctor overall quality scores are the ones shown in the Affiliated Providers table.

K **Link text:** Contact us about these scores
Effect: Load page 10.2.2 Medical Group Contact us about scores

Hospital/Facility profile-- status quo

Status quo (for reference only)-- top half

Home > Find a Provider > Find a Hospital and Other Facilities > Find a Hospital and Other Facilities Results > Find a Hospital and Other Facilities Profile

Find a Hospital and Other Facilities

[Return To Search Results](#)

Stanford Medical Center

Contact Information

300 Pasteur Dr
Palo Alto, CA 94304
(650) 723-4000
[View Map](#)

Specialty

CQI facility
Hospital

Your Plan

Access+ HMO Provider number: ZZZA4309Z Access+: No

Other Accepted

Active Choice Plans	Provider number: ZZZA4309Z	Access+: No
Active Start Plans	Provider number: ZZZA4309Z	Access+: No
Blue Shield PPO	Provider number: ZZZA4309Z	Access+: No
CalPERS HMO	Provider number: ZZZA4309Z	Access+: No
CalPERS Medicare HMO	Provider number: ZZZA4309Z	Access+: No
CCPOA Medical Plan	Provider number: ZZZA4309Z	Access+: No
Essential Plans	Provider number: ZZZA4309Z	Access+: No
Federal Employee Health Benefit Program Access+ HMO	Provider number: ZZZA4309Z	Access+: No
Shield Spectrum PPO	Provider number: ZZZA4309Z	Access+: No
Short Term - Option One or Twelve	Provider number: ZZZA4309Z	Access+: No

Hospital Comparison Tool

The Hospital Comparison Tool allows Blue Shield of California plan members to receive independent analyses of hospitals in a designated area, including clinical performance, patient volume, and charges for a particular procedure or medical condition.

[Hospital Comparison Tool](#)

PAGE CONTINUES

Status quo (for reference only)-- bottom half

Quality and Safety

When you're looking for a hospital, you want to know how it compares with others for relative **quality, safety, costs**, and overall **service**. That's why we use information from independent sources in our network choice program. The information below is provided to help you make more informed choices.

Patient satisfaction & cost info goes here

Leapfrog Participation

The Leapfrog Group: Leapfrog surveys hospitals on their efforts to reduce preventable medical mistakes.

Measure	Results
ICU Physician Staffing	
Computerized Drug Orders	
Quality Index	
High Risk Treatments	Varies by treatment

As of: 02/01/2007

Legend

Fully implemented: Good progress: Good early effort: Criteria not yet met:

Information not disclosed: Not applicable: N/A

PEP-C Scores

The Patients' Evaluation of Performance in California (PEP-C): PEP-C surveys patients about their experience and satisfaction at California hospitals. For more information, see the [PEP-C website](#).

Measure	Results
Overall Care Rating	★★★★
Would recommend the hospital	N/A
Respect for patients' preferences and needs	★★
Coordination of care and integration of services	★★
Information and education	★★
Physical comfort and pain relief	★★
Emotional support and alleviation of fears	★★
Involvement of family and friends	★★
Safe Medical Practices	★★
Transition to home and continuity of care	★★★★
Rating of Hospital	★★

As of: 09/01/2004

Legend

Above Average: ★★★★★ Average: ★★★ Below Average: ★

To be omitted. Replacement satisfaction material will be added above.

JCAHO Accreditation

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO): JCAHO evaluates a hospital's compliance with national healthcare quality standards and applies accreditation ("seal of approval").

Measure	Results
Accreditation Level	Accreditation with full standards compliance

As of: 09/01/2004

Restore HQA info here

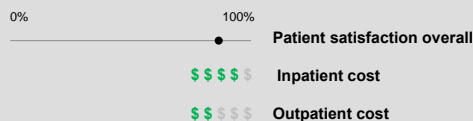
Hospital/facility profile

Same upper elements as now, but move “Your plan” section to bottom

Quality and Safety

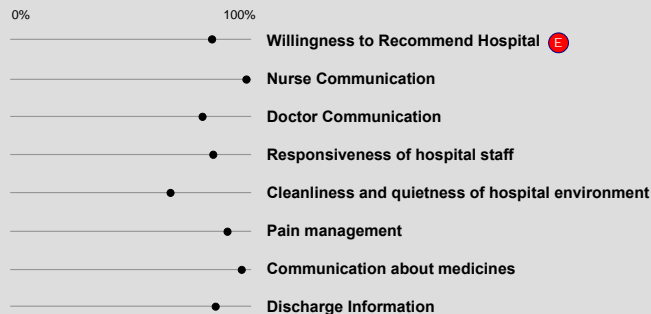
When you're looking for a hospital, you want to know how it compares with others for relative **quality, safety, costs**, and overall **service**. That's why we use information from respected independent sources in our network choice program. The information below is provided to help you make more informed choices.

Overall scores of Stanford Medical Center ? A



We recognize this hospital's efforts to publicly report its quality, patient satisfaction, and safety information. Learn more at www.calhospitalcompare.org.

Patient satisfaction scores of Stanford Medical Center ? B



Hospital/facility FAQs

PLEASE NOTE: Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus Disclaimer text lorem ipsum dolor sic rapsidus

Contact us about these scores

Leapfrog Participation

The Leapfrog Group: Leapfrog surveys hospitals about their efforts to reduce preventable medical mistakes.

Measure

Results

Hospital Quality Alliance (HQA)

The Hospital Quality Alliance provides information on how well hospitals treat adult patients for certain conditions and is published by the Centers for Medicare & Medicaid Services (CMS). CMS has adopted a standardized set of twenty quality measures for recommended hospital care for four conditions: Heart Attack (Acute Myocardial Infarction), Heart Failure, Pneumonia and Surgical Infection Prevention. These measures were chosen because they are related to serious medical conditions and because the treatments in these measures have been proven to provide the best results to most of the people with these illnesses or conditions. Getting the recommended care means you are more likely to have better outcomes. The purpose of the Hospital Quality Alliance is to promote the best medical practices, and to help consumers compare the quality of care hospitals provide for these conditions. [More](#)

Same lower elements as now, but move “Your plan” section to bottom

4.1.1 Hospital/Facility Profile (cont.)

Description:

We are adding some new material to this page, removing some existing material, and rearranging the sequence of sections to the following order:

- Standard top of page elements
- Hospital demographic info
- Hospital comparison tool material and link
- Quality and safety
 - New patient satisfaction and cost material
 - Leapfrog participation
 - [omit PEP-C scores]
 - JCAHO material
 - Restored HQA info
- Your Plan
- Standard bottom of page elements

Note that, while the addition of scores material has required a significant rearrangement of the elements on the physician and medical group profile pages, the hospital/facility profile page is already significantly different from those other types of profile pages. So we're making no changes to this page's overall design, just adding and removing the material described above.

Specifications:

A **Icon:** Question mark

Effect: This icon is an anchor link to the pertinent passage(s) in the Hospital/facility FAQs 10.1.x that explains Quality overall and Cost scores.

B If this provider participates in CHART, our new CHART icon appears here along with this blurb. If not, the icon and blurb are omitted.

C **Link text:** www.calhospitalcompare.org

Effect: Go to page www.calhospitalcompare.org in the same browser window

D **Icon:** Question mark

Effect: This icon is an anchor link to the pertinent passage(s) in the Hospital/facility FAQs 10.1.x that explains patient satisfaction scores.

E Note that patient satisfaction scores are presented differently on hospital/facility profile pages than on individual physician and medical group profile pages. Because there are only a handful of patient satisfaction scores, this page does not use drawers. And since each of the metric labels are self-explanatory, there's no need for explanatory text accompanying each one.

F **Link text:** Hospital/facility FAQs

Effect: Load the Hospital/facility FAQs page 10.1.3

G **Link text:** Contact us about these scores

Effect: Load page 10.2.3 Hospital Contact us about scores

H Omit the PEP-C section that appears on the status quo page.

I Hospital Quality Alliance text used to be on hospital profile pages, but was omitted with the Find a Provider Extension project. We are now restoring it, beneath the JCAHO Accreditation info. This accomplishes the objective of SCR 8440.

J Move the current “Your Plan” section to the bottom, beneath the restored HQA material.

FAQs (template)

blue of california

[Log In](#) | [Contact Us](#) | [Home](#)

[My Health Plan](#) | [Find a Provider](#) | [Find a Plan](#) | [Pharmacy](#) | [Health & Wellness](#)

A

Home > Find a Provider > [path to prior page] > [prior page] > FAQs

B

[Provider type] FAQs

C

First question lorem ipsum anchor link?

D

Second question lorem ipsum dolor sic rapsidus anchor link?

E

Third question lorem ipsum lorem ipsum dolor sic rapsidus anchor link?

F

Fourth question lorem ipsum anchor link?

G

Contact us about the scores

Intro body copy: General Description, specific description, methodology description, etc. – see copy deck lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus Intro body copy: General Description, specific description, methodology description, etc. – see copy deck lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus

Subhead if needed lorem ipsum

Further body copy – see copy deck lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidusee copy deck lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus lorem ipsum dolor sic rapsidus [Any needed link lorem ipsum](#)

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Fourth question lorem ipsum?

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F

[Back to top](#)

Contact Us

If you have additional questions/comments, [contact us about these scores](#)

F

C

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H0504-07.149 FU 11012007

10.1.x FAQs

Description:

This is a new page that has no counterpart in the status quo. This is a template for the three different FAQs pages we will have:

- 10.1.1 Doctor FAQs (Information specifically about criteria on which doctors are scored)
 - 10.1.2 Medical group FAQs (Information specifically about criteria on which medical groups are scored)
 - 10.1.3 Hospital/facility FAQs (Information specifically about criteria on which hospitals and facilities are scored).
- Per SCR 8439, there used to be a hospital cost details page that was dropped with the Find a Provider Extension project. The page's contents should be merged into this FAQs page.

The various FAQs pages differ only in their content and their breadcrumbs.

Specifications:

- A** The breadcrumb looks and behaves exactly the same here as on all other Find a Provider pages. The name of whatever page the user was on immediately prior to this page appears in the slot indicated here as [prior page]. The one or more preceding pages are presented in the standard form in the slot indicated here as [path to prior page].
- B** Insert the appropriate provider type in the headline (doctor, medical group, Hospital/facilities).
- C** **Link text:** [various questions, varying from version to version]
Effect: Anchor link jumps user down to this question's content on this current page.
- D** There may or may not be a need for any links (such as to data sources) within intro copy and/or within any given answer – TBD.
- E** **Link text:** Back to top
Effect: Anchor link jumps user up the top of this current page. This link appears at the end of each question.
- F** **Link text:** Contact us about the scores
Effect: Load page 10.2.x Contact us about scores. The version of the Contact us page would correspond to the version of this FAQs page in terms of provider type (physician, medical group, hospital).
- G** Standard footer used in Find a Provider.

Contact us about scores (template)

blue shield of california

Log In | Contact Us | Home

My Health Plan	Find a Provider	Find a Plan	Pharmacy	Health & Wellness
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[Home](#) > [Find a Provider](#) > [\[path to prior page\]](#) > [\[prior page\]](#) > **Contact Us**

Contact us about provider scores

Intro information about why we are giving scores, where they come from, how they are industry-standard, etc. lorem ipsum rapsidus
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Subhead lorem ipsum

Intro information about why we are giving scores, where they come from, how they are industry-standard, etc. lorem ipsum rapsidus
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[Details about methodology](#)
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- [Details about physician scores](#)
- [Details about medical group scores](#)
- [Details about hospital/facility scores](#)

To contact Blue Shield of California about scores

For better service, please enter as much information as you have. We will respond to the e-mail address you enter here within 5 business days.

* Required fields

I am a: ☒ Provider ☐ Consumer ☐ Other

My first name:

My last name:

* My e-mail address:

Provider name:

Provider's specialty:

Provider's Blue Shield ID number:

Provider's Tax ID:

* Message:

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 H0504-07.149 FU 11012007

AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
John Boykin	Find a Provider Transparency	8191 FaPTransparencyWireframes 2008_04_15.vsd	3/11/2008	4/16/2008	19 OF 21

10.2.x Contact Us

Description:

This is a template for the three different Contact Us pages we will have:

- 10.2.1 Physician Contact Us
- 10.2.2 Medical group Contact Us
- 10.2.3 Hospital/facility Contact Us

Each version of the page is reached from a corresponding provider type page. For example, the "Contact us about these scores" link on a hospital page leads to 10.2.3 Hospital/facility Contact Us.

This is the page providers go to if they want to contact us about their scores (such as to challenge them). Since we don't want to make the person visiting this page any unhappier than they probably already are, we are keeping required fields to a bare minimum and having a format requirement only for the e-mail address.

This is a new page that has no counterpart in the status quo.

Specifications:

A The breadcrumb looks and behaves exactly the same here as on all other Find a Provider pages. The name of whatever page the user was on immediately prior to this page appears in the slot indicated here as [prior page]. The one or more preceding pages are presented in the standard form in the slot indicated here as [path to prior page].

B For each of the three versions of this page, the body copy is appropriate to the provider type (doctor, medical group, or hospital). Actual body copy to come in copy deck: the copy will assume that the reader is a provider who is unhappy about their score, has not read the FAQs, and wants

- quick reassurance that the scores are legit
- the ability to drill down to learn more about who came up with these scores and their methodology
- the ability to lodge a complaint

C There may or may not be specific links within the body copy TBD, either serving as anchor links to spots within an FAQs page or leading to an external pages, such as the web site of the organization that compiles the scores.

D Link text: Details about physician scores

Effect: Load physician FAQs page 10.1.1. Note that all three of these links appear on all three versions of this page.

E Link text: Details about medical group scores

Effect: Load medical group FAQs page 10.1.2

F Link text: Details about hospital/facility scores

Effect: Load Hospital/facility FAQs page 10.1.3

G Provider radio button is preselected, since the person filling out this form is highly likely to be a provider.

H All the fields on this form except "I am a" and "My e-mail address" are ordinary text entry boxes. There are no formatting requirements for any field except that the e-mail address must contain one dot and one @ in positions other than the first and last characters.

I Provider's specialty field appears only on physician and medical group versions of this page, not on the hospital version.

The listbox defaults to "Please select specialty." Options listed are the same ones given in the "Search for Doctor

Type and Specialty* listbox on the current Find a Doctor page

<https://www.geoaccess.com/BSCA/po56/SearchCriteria.asp?searchtype=1&prodid=&prodcode=&rolegroupcode=&displaynameid=>

J At least one character must be entered in the Message box.

K Button text: Send

Effect: System:

- checks that an e-mail address and at least one character of message have been entered
- checks that the e-mail address includes one dot and one @ in positions other than the first and last characters
- Presents an error message in the standard way if there are problems with the e-mail address and/or message
- If an acceptable e-mail address and message are present, the system sends the entered information to the appropriate recipient TBD and loads page 10.3 Message Confirmation.

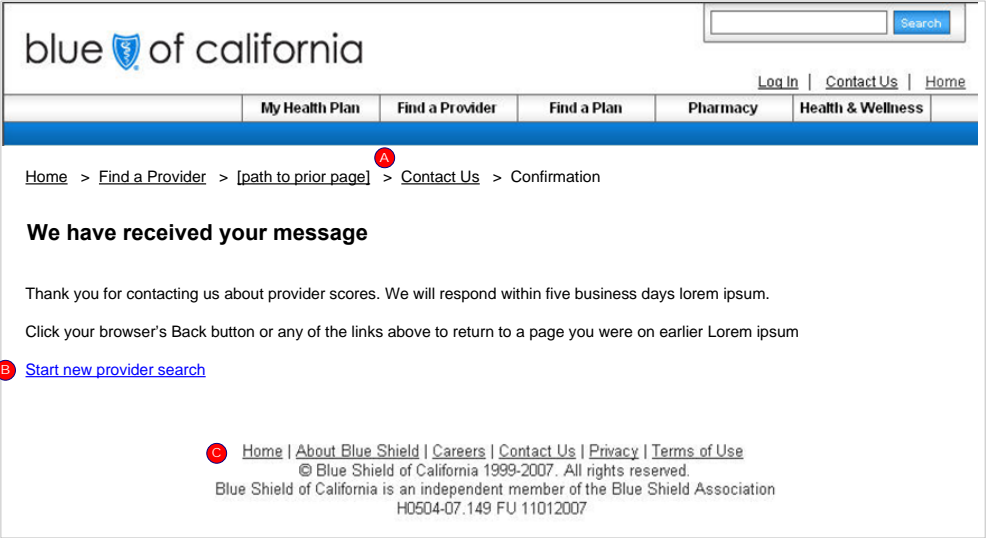
The Send button is highlighted as the default selection. Pressing Enter has the same effect as clicking the Send button.

L Button text: Clear Form

Effect: Clears all entries from the form and returns the page to its original condition.

M Standard Find a Provider footer.

Message confirm



10.3 Message confirm

Description:
This page gives the user reassurance that we have received the message they sent from a Contact Us page. This page is reached by clicking the Send button

- 10.2.1 Physician Contact Us
- 10.2.2 Medical group Contact Us
- 10.2.3 Hospital/facility Contact Us

Each version of the page is reached from a corresponding provider type page. For example, the "Contact us about these scores" link on a hospital page leads to 10.2.3 Hospital/facility Contact Us.

This is the page providers go to if they want to contact us about their scores (such as to challenge them). Since we don't want to make the person visiting this page any unhappier than they probably already are, we are keeping required fields to a bare minimum and having a format requirement only for the e-mail address.

This is a new page that has no counterpart in the status quo.

- Specifications:**
- A** The breadcrumb looks and behaves exactly the same here as on all other Find a Provider pages. In the case of this page, the user could only have been on a Contact Us page immediately prior to this page; the "Contact us" link here leads to whichever version of the Contact us page the user was on. The one or more preceding pages are presented in the standard form in the slot indicated here as [path to prior page]. This page is shown as Confirmation.
- B** **Link text:** Start new provider search
Effect: Load main Find a Provider page
https://www.geoaccess.com/BSCA/po56/Begin.asp?=&address2=&transid=&jsessionid=&lookupname=&city=&guid=157B1FC4%2D5F00%2D4F4C%2DAB34%2D6CF688434E23&pcpid=&hospnum=&email=&tcerequest=&logstat=OUT&zip=&memstat=N&memprodid=&redirectorurl=%2Fmss%2Ffindaprovider&displaymemprodname=&vguid=B99959D3%2DD965%2D40A3%2DAA75%2D7048B7282F0C&headerurl=&view=&state=&srchtype=DOCTOR&qualityvendor=&gateway=&memprodcode=&browercheck=&address1=&memprodname=&header=&memname=&destinationurl=&lpanum=&persuser=&urlhost=https%3A%2F%2Fwww%2Eblueshieldca%2Ecom
- C** Standard Find a Provider footer.

AUTHOR	TITLE	FILENAME	CREATE DATE	REVISED	PAGE
John Boykin	Find a Provider Transparency	8191_FaPTransparencyWireframes_2008_04_15.vsd	3/11/2008	4/16/2008	20 OF 21

Revision history

See cover page for more recent provisions

3/20/2008 v.1.0 John Boykin First draft

3/28/2008 v.2.0 John Boykin

Continua throughout:

- Replaced all previous labeling with 0% and 100% labels
- Made all continua lines represent a scale of 0% through 100%
- Added examples of metrics with no data and used that wording regardless of the reason for not showing any data

Throughout:

- All hospital facility type descriptions: Replaced term "CQI facility" with "HospitalCardiac Quality Initiative Provider"
- eliminated note about small differences
- Replaced "Provider's feedback..." link with "Contact us" link, which initiates e-mail rather than leading to 10.2 Feedback page

Continuum page: Rewrote entirely

1.3 Results list – medical group searches: Added Compare column.

4.1 Results list – hospitals & other facilities: Added Cost column, changed "Quality score" column header to "Patient satisfaction"

4.2 Compare hospitals & other facilities:

- Changed "Quality" to "Patient satisfaction"
- replaced the single cost line with Inpatient cost and Outpatient cost
- added new "Reporting" line for CHART icon
- added CHART blurb below table

1.6 Compare medical group: Created this new page, based on page 4.2 Compare hospitals & other facilities

1.1.1 Doctor profile: Replaced link wording "FAQs about scores" with "Physician FAQs"; and "provider's feedback..." with "Contact us"

1.1.2 Medical group profile:

- Replaced Cost line with Patient satisfaction overall line
- added Detailed patient satisfaction scores
- replaced links "FAQs about scores" with "Medical group FAQs" and "Provider's feedback..." with "contact us"
- moved status quo screen shot onto its own page

4.1.1 Hospital/facility profile:

- Moved Your Plan section to bottom
- restored HQA info below JCAHO info
- replaced Quality overall with Patient satisfaction overall
- eliminated Cost
- moved CHART icon and blurb
- Replaced links "FAQs about scores" with "Hospital FAQs" and "Provider's feedback..." with "Contact us"

10.1 FAQs: Added intro material at top and Contact us at bottom

10.2 Feedback: eliminated page

4/3/2008 v.3.0 John Boykin

Throughout:

- Added disclaimer and a pair of contact us links beneath scores
- Replaced term "Cardiac Quality hospital" with "Cardiac Quality Initiative Provider," with Hospital line above it
- Clarified what happens if there is no data

Continuum page: Changed content of rollover in State 2; added patient satisfaction line for comparison table

1.3 Medical group search results: Correct destination for question mark icon; changed page number to 1.6

4.1 Hospitals search results: Moved Cost column to write of Patient satisfaction; resolved question about hospital cost details page

1.4 Compare doctors: Changed what happens when there's no data

1.7 Compare medical groups:

- Changed treatment of endpoint labels and what to do when there is an absence of data
- revised text of PIRP blurb
- Changed page number from 1.6 to 1.7

4.2 Compare hospitals: changed score label "Reporting" to "Recognition"

1.1.1 Doctor profile: Added note that endpoint labels always appear, even if first metric is omitted

1.1.2 Medical group profile: revised wording of PIRP blurb

10.1.x FAQs: Changed sequence of sections; changed wording of Contact us links

4/8/2008 v.4.0 John Boykin

1.6 Results list – Medical group searches: Omitted references to "Change PCP" column

1.7 Compare medical groups: Changed wording of PIRP blurb

1.1.1 Doctor profile (Drawers): Replaced matrix and references to it with guideline about when drawers appear

1.1.2 Medical group profile: Changed wording of PIRP blurb; changed reference to medical practices

10.1.x FAQs: Moved Contact Us material to bottom of page

4/8/2008 v.4.1 John Boykin

Continuum: Added note that hospitals do not have Top 10% info