

Minnesota Health Data Institute

*State of Minnesota Employees and U of M Employees: Health Care Quality Survey Results, 2001*

**Topic Ratings**

	How well doctors communicate			Getting care without long waits			Courtesy, respect and helpfulness of office staff		
	% answering "Always"			% answering "Always"			% answering "Always"		
	<18	18-64	65+	<18	18-64	65+	<18	18-64	65+
State PMAP Average	66%	61%	67%	54%	49%	59%	68%	65%	75%
Blue Plus	68%	63%	65%	55%	53%	57%	68%	69%	78%
First Plan	*	63%		*	56%		*	75%	
HealthPartners	72%	62%	66%	55%	51%	55%	73%	61%	73%
Itasca Medical Care	*	69%		*	58%		*	73%	
Medica	67%	61%	68%	55%	49%	60%	69%	66%	76%
Metropolitan Health Plan	61%	62%	60%	41%	41%	48%	65%	65%	62%
UCare Minnesota	63%	57%	67%	53%	46%	62%	66%	59%	75%

\* No results - small sample size

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