


Special Report for Massachusetts residents

How Does Your Doctor Compare?

- ▶ **Exclusive:** Patients rate 487 adult, family & pediatric practices
- ▶ **How to get the best care**
- ▶ **Quiz: Does your physician measure up?**



**GUIDE TO
PRIMARY CARE
PHYSICIANS IN
MASSACHUSETTS**
PAGE 10

May 31, 2012

Dear Consumer Reports readers,



We are pleased to present a special insert on Massachusetts primary-care physician practices in the July 2012 edition of CONSUMER REPORTS. The Ratings shown in the following pages come from data provided by the Massachusetts Health Quality Partners (MHQP). That coalition of physicians, hospitals, health plans, purchasers, patient and public representatives, academics, and government agencies has worked to improve the quality of health-care services in Massachusetts since 1995, in part by collecting data on physician performance and making it public.

The data we present here focus on patient experiences with their doctors. Our hope is that by working with MHQP to make this important information accessible, we can help more Massachusetts citizens take advantage of it. You can learn more about the quality of care by going to MHQP's website, www.mhqp.org.

Massachusetts primary-care doctors deserve applause for their support in the collection of this data, making it public, and collaborating with Consumer Reports and MHQP 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 in part because of a generous grant from the Robert Wood Johnson Foundation related to a unique program called Aligning Forces for Quality. That program is the Robert Wood Johnson Foundation's signature effort to lift the overall quality of health care in 16 targeted communities (including Massachusetts), reduce racial and ethnic disparities, and provide models for national reform. We think this effort is a good example of the foundation's unprecedented commitment of resources, expertise, and training focused on turning proven practices for improving quality into real results.

We hope you find this information useful.

Sincerely,



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

Please note: We apologize that in an earlier version of these Ratings, two practices were inadvertently omitted. Those groups, Steward Medical Group - Waltham (page 12) and Harvard Vanguard Cambridge (page 21) are now included.



How does your doctor compare?

We rate adult, family, and pediatric physician groups in the Bay State

LOOKING 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 while advice from family and friends can be helpful, it is hardly comprehensive or scientific.

That's why we've teamed with the Massachusetts Health Quality Partners (MHQP), a coalition of consumers, government agencies, hospitals, insurers, physicians, and researchers that is on the cutting edge of providing reliable, meaningful, and fair information about primary-care physicians to consumers.

Using a comprehensive scientific survey, they recently asked 47,565 adults and an additional 16,530 parents of children, all of whom had health insurance, about their experiences with their doctors. The

findings provide important information about how well physicians communicate with their patients, coordinate medical care, know their patients, and whether patients would recommend their doctor to family and friends.

The survey also asks patients about their experiences with the rest of the office staff, such as nurses, receptionists, and the people who handle billing and insurance questions.

The scores for each doctor in a practice are pooled into one score. MHQP only scores practices that have at least three physicians.

High- and low-scoring practices exist in all parts of the state.

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 like arthritis, diabetes, high blood pressure, or high cholesterol. But patient experience can affect those clinical measures.

"If patients have a poor experience with their doctor, they're not going to come back for their tests, they may not take their medications, and they may not learn how to manage these things themselves," says Michael Cantor, M.D., quality medical director for the New England Quality Care Alliance. (To see how practices scored in those clinical measures, go to MHQP.org and click on "Clinical Quality in Primary Care.")

Use the Ratings on the following pages to see how your doctor's practice fared in the survey. On page 4 we give some highlights from the survey, and use questions from it to help you assess your relation-

ship with your doctor and how to improve it if necessary.

“The doctor is the medical expert, but you’re the expert about you and your child,” says Lester Hartman, M.D., the quality improvement director at Westwood-Mansfield Pediatric Associates, which got the top two scores in all measures. “It’s that collaboration between the doctor and the patient that results in the best health care for all involved.”

What we found

The good news is that whether you live in America’s medical capital of Boston, out in rural Western parts of the state, on the Cape, or anywhere else in the Bay State, you’re probably close to at least one high-scoring doctors’ practice. None of the seven regions in the state (see the map on page 9) scored better or worse overall than any other region.

The flip side: There are probably some low-scoring groups near you, too.

Most practices in the state earn one of the top two ratings across multiple measures in the survey. But nearly every practice has room for improvement. Only 13 of the 329 adult practices earned the highest score in all five Ratings categories. (See box, below, for details.)

And while practices that treat mainly children do better overall than those that treat adults, only one of the 158 pediatric groups in the state—Drs. Benjamin and Spingarn, in Newton—got top marks across all five patient-experience categories. (Note that practices that treat adults and those that treat children are ranked on somewhat different measures.)

Overall, scores for physician practices in

Massachusetts have been on the upswing since the first patient-experience survey in 2005. Many practices have used the results to improve how they interact with patients (see “How Practices Can Improve,” on the facing page).

The survey also provides some information about Massachusetts’ 2006 health-reform law. While that law has increased demand for doctors, which might make it harder to find a new one, the survey shows that it hasn’t made it harder for people who already have a primary-care provider to get the care they need.

Rate your doctor

Below are 20 of the most important questions in the survey. They’re divided into six categories, which in most cases correspond to different areas in the Ratings chart, which starts on page 10:

- Communication
- Coordinating your care
- Getting to know you
- Working with the office staff
- Staying healthy
- Caring for your child

Use the questions below to score your doctor or the doctor who cares for your child. Then check the Ratings to see how your experience compares with those of other patients in the same practice, as well as how your doctor’s practice stacks up against other groups across the state.

Communication

Clear and honest communication with your doctor and other health-care providers can help keep you 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 their 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
 Almost never Almost always
 Sometimes Always

Percent who said Always: **84 percent**

What to do: Take detailed notes. Repeat your doctor’s instructions back in your own words to check that you got them right. If you’re confused, say so. Finally, consider bringing along a friend or relative, says Rosalind Joffe, from Newton, who has several chronic conditions and serves on the MHQP patient and public-engagement committee. “Even though I’ve gone through this for 35 years, I still don’t hear new information all that well,” she says, explaining why her husband often comes along. “I still get a little overwhelmed, and I don’t take as good notes.” If there are complicated instructions that need to be followed every day, she has her doctor write the instructions down.

2 How often did your doctor listen carefully to you?

- Never Usually
 Almost never Almost always
 Sometimes Always

Percent who said Always: **83 percent**

What to do: Ask your doctors to repeat

Excellence across the board

High-quality care can thrive just about anywhere, our Ratings show. Thirteen adult primary-care practices all over Massachusetts, serving a variety of communities in a variety of hospitals, earned our highest rating in every category.

Geographic variation. Practices range from small independent practices in rural areas, like Adams Internists in the Berkshires, to large group practices in urban areas, such as Chestnut Medical Associates in Springfield, Massachusetts General Hospital Internal Medicine Associates Team 2 in Boston, and Millview Medical Associates in Fall River. Southcoast, a regional network, has three top-scoring practices: Borden Medical and Fall River Family Practice, both in Fall River, as well as Primary Care Mattapoisett. Suburban practices, such as Westborough Internal Medicine, are also represented.

Economic diversity. The practices cover the economic spectrum as well. For example, Personal Physicians Health Care in Chestnut Hill is a “concierge” provider, catering to patients who are willing and able to

pay extra for greater access to care, while others serve economically diverse populations, particularly those located in cities like Boston, Fall River, Northampton, and Springfield.

Different kinds of hospitals. While many of the bigger urban practices are allied with academic teaching hospitals, others—including Berkshire Medical Center in Pittsfield, Merrimack Family Medicine in Tewksbury, Primary Care of Wellesley, and Elm Street Adult Medicine in Northampton—admit to smaller community ones.

Bottom line. Excellent doctors can be found even in practices that don’t have high scores in all measures. But for a practice to earn top marks across the board, all of the doctors have to perform well. “High practice scores reflect teamwork and a positive practice culture,” says Susan Edgman-Levitan, a physician assistant and the executive director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital. It shows that the doctors can work together and that the staff knows its patients, she says.

what you've told them, to make sure they hear you. If you still have concerns when you get home, ask for a follow-up appointment, on the phone even, and perhaps with a nurse practitioner or physician's assistant who can spend more time with 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
- Almost never
- Sometimes
- Usually
- Almost always
- Always

Percent who said Always: **87 percent**

What to do: A doctor might focus on the benefits of a particular treatment, while you might be more concerned about the 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. "Say, 'I don't think you're hearing what I'm saying,'" Hartman says.

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

- Never
- Almost never
- Sometimes
- Usually
- Almost always
- Always

Percent who said Always: **79 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 if there are other health providers on staff who can help you with the less pressing questions. If you want to raise a new health concern during your visit, mention that to the office staff when you make the appointment so they can schedule enough time. Research suggests that doctors who don't rush their visits with patients are less likely to write prescriptions and more likely to spend time talking about preventive care.

Coordinating your care

It's your primary-care doctor's job to know about the treatments and tests you get from specialists. "That's important from a patient-experience perspective, but it's also very important from a patient-safety perspective," says Susan Edgman-Levitan, a physician assistant and the executive director of the John D. Stoeckle Center for Primary Care Innova-

tion at Massachusetts General Hospital.

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

- Never
- Almost never
- Sometimes
- Usually
- Almost always
- Always

Percent who said Always: **63 percent**

What to do: Make sure your doctor knows about the care you get from other 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. That can help you avoid duplicate care, drug interactions, and fragmented health care. 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 in-

How practices can improve

When Lester Hartman, M.D., quality improvement medical director at Westwood-Mansfield Pediatric Associates, first saw his practice's patient-experience survey results, he was disappointed by how few of his patients said they would recommend his practice to family and friends. "I couldn't believe what they were saying," Hartman says.

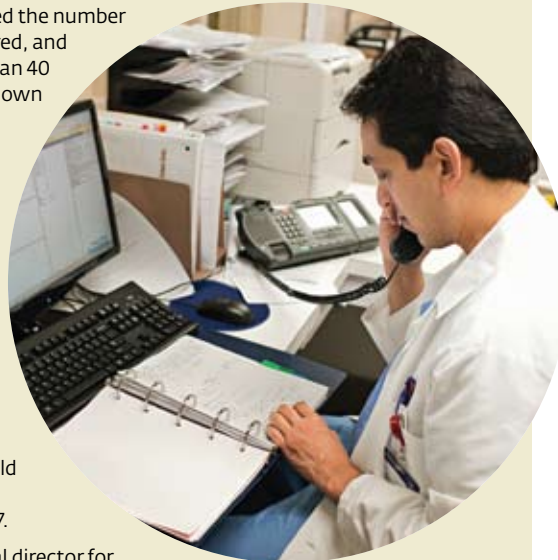
So he conducted his own survey of 1,000 patients. The results were nearly identical. "It was a little hard to take, but reality hit," Hartman says. In response, he changed the way he cared for patients—and his scores went up.

Hartman and his colleagues expanded the number of written treatment plans they offered, and produced YouTube videos on more than 40 common conditions. They used their own surveys to collect information about their patients, and used electronic medical records, so staff can access them when seeing patients. And they took steps to increase preventive programs, reduce wait times, improve access to urgent care, and make test results more accessible.

Patients noticed. In the most recent Ratings, Westwood-Mansfield got top scores for communication and health promotion. And 90 percent of the practice's patients now say they would definitely recommend Westwood-Mansfield, up from 83 percent in 2007.

Michael Cantor, M.D., quality medical director for the New England Quality Care Alliance, a network of 1,500 doctors, including 500 primary-care physicians, distributes the survey results to physicians, so they can see their strengths, weaknesses, and areas for improvement, directly. The practices in his network then share tips on what works to improve the patient experience. That can involve anything from changing the phone system to clarifying who is responsible for following up with patients about test results, Cantor says. "Patient experience is not just about checking off a box that a patient said they were able to speak to someone within a certain period of time," Cantor says. "It is about the relationship that patients and their families have with their doctors."

Bottom line. Our Ratings on the following pages can help you see how your practice compares. If you find problems—either from the scores or your own experience—ask what is being done to fix them. "Make sure that you understand what the practice is doing to try to improve," says Susan Edgman-Levitan, a physician assistant and the executive director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital. Are they getting feedback from and including their own patients in quality improvement? If so, get involved. That's a crucial step in improving your care.



volved, to “make sure all that coordination and communication happens,” Joffe says.

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

- Never
- Usually
- Almost never
- Almost always
- Sometimes
- Always

Percent who said Always: **72 percent**

What to do: Your doctor should tell you when to expect test results and who will give them to you—and then deliver them as expected, even if they’re normal. “When practices have a system in place to send all test results to people, they’re less likely to miss positive results,” says Edgman-Levitan. If you don’t get your results, call. Ask for a written copy for your files, too, and see if the practice uses a secure online health portal that gives you access to test results and other information.

Getting to know you

Your doctor needs to know about your medical and family history, as well as your values and beliefs. A quarter of adults reported that their doctor did not always seem to know all the important information about their medical history, and only 56 percent rated their doctors’ knowledge of their values and beliefs as excellent.

7 In the last 12 months, how often did your doctor seem to know the important information about your medical history?

- Never
- Usually
- Almost never
- Almost always
- Sometimes
- Always

Percent who said Always: **75 percent**

What to do: During your first visit, your doctor should ask about your personal and family medical history. Mention all the prescription drugs, over-the-counter medications, and vitamins and other dietary

supplements you take. Don’t forget to describe the surgeries or illnesses you’ve had. If necessary, research your family medical history and write it down. Finally, make sure your doctor records the information in your medical history.

8 How would you rate your doctor’s knowledge of you as a person, including values and beliefs that are important to you?

- Very poor
- Good
- Poor
- Very good
- Fair
- Excellent

Percent who said Excellent: **56 percent**

What to do: It’s important for your doctor to know your living situation. For example, do you care for someone at home? Is there anyone to care for you? Your beliefs affect treatment decisions, too. For example, you might want to avoid medication or consider alternative treatments whenever possible.

Don't get stuck in the waiting room

You shouldn’t have to wait weeks to make an appointment with your doctor. And once you get there, you shouldn’t routinely have to put up with long delays. If you have a pressing medical question, your doctor or someone in his or her office should be able to squeeze you in, or at least take a phone call. But as the chart below shows, patients often report problems with being seen promptly.

What to do: Try to make your routine appointments for checkups or follow-up visits as soon as you can—weeks or even months in advance. If you know you’ll be late or need to cancel, call right away—they might be able to move someone ahead, or take another patient if you cancel early. If you want an appointment on short notice but can’t be seen by your doctor, ask if a nurse practitioner or physician’s assistant could see you instead. Those professionals have advanced training that allows them to handle many medical issues. Also ask how the office handles problems that arise after business hours. Some nearby practices team up to offer expanded hours for urgent care. Larger practices might keep staff on duty for evenings and weekends for patients who find it difficult to make appointments during business hours or for urgent care.



Percent of patients who didn't always get ...

...an answer to medical questions they called in during office hours on the day they requested it.

Adults

42

Children

19

...an appointment for care they needed right away.

38

21

...after-hours advice as soon as they needed it.

38

23

...an appointment for routine care as soon as they needed it.

39

32

...seen by their provider within 15 minutes after being taken to the exam room.

48

52

...taken to the exam room within 15 minutes.

60

57

Cantor, a geriatrician, says frail, older patients sometimes have to choose among three competing goals: comfort, longevity, and function. Some invasive treatments might provide longevity, but at what cost to comfort and function? “Unless I understand clearly what the patient’s values are,” Cantor says, “I’m not doing my job.”

Working with the staff

Your experience in a doctor’s office depends on the staff as well as the doctor. That includes the other health-care providers, such as nurse practitioners and physician’s assistants, as well as the receptionist or the billing person. While most patients gave the staff high marks, the chart on the opposite page shows that there’s plenty of room for improvement.

9 How often were the front-office staff as helpful as you thought they should be?

- Never Usually
 Almost never Almost always
 Sometimes Always

Percent who said Always: **57 percent**

What to do: Be patient, but let the staff know if you expect them to be more helpful. If you ask, politely but firmly, for more help you are likely to get it. But if you don’t, follow up with the office manager or doctor.

10 How often did the front-office staff treat you with courtesy and respect?

- Never Usually
 Almost never Almost always
 Sometimes Always

Percent who said Always: **73 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. It’s best to 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 disrespectful staff member in the future that you would want to be seen by a different provider? Let them know how you feel.

Staying healthy

Quality health care means preventing disease, not just treating it. For example,



your doctor should make sure you get the right screening tests and immunizations and take an active role in helping you lose weight or quit smoking. (Note that we don’t include Ratings on this measure because adult practices scored lower overall and could not be rated on the same scale as other categories.)

11 Did your doctor’s office remind you to get recommended preventive care, such as the flu shot, cancer screening tests, or an eye exam?

- Yes No

Percent who said Yes: **80 percent**

What to do: Ask your doctor about the preventive screenings, tests, and vaccines that are appropriate for someone of your age and health. But even preventive care, like cancer screenings or heart tests, can have risks and benefits and aren’t right for everyone. For example, women who have had a hysterectomy usually don’t need Pap tests, and EKGs don’t need to be part of a routine exam unless you have symptoms of heart disease. So ask why the screening tests being recommended are needed.

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

- Yes No

Percent who said Yes: **77 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, some cancers, stroke, high blood pressure, osteoarthritis, osteoporosis, and type-2 diabetes—are among the leading causes of illness and death. Ask about getting support, like getting a referral to a certified nutritionist or a registered dietician.

13 Did you and your doctor talk about exercise or physical activity?

- Yes No

Percent who said Yes: **88 percent**

What to do: Most Americans don’t get enough exercise, which can also lead to weight gain and several chronic diseases. The best exercise for you can depend on your overall health and goals. For example, people with arthritis might benefit from different exercises than someone who has diabetes or who needs to lose weight. Talk with your doctor about which makes most sense for you and, if necessary, ask for referrals to a physical therapist. Your doctor might even know about community resources, like gyms or fitness programs near you.

14 Did you and your doctor talk about things in your life that worry you or cause you stress?

- Yes No

Percent who said Yes: **68 percent**

What to do: Stress can be as bad for your heart as excess weight, lack of exercise, and smoking. It can contribute to other diseases, too, such as type 2 diabetes, chronic pain, and depression. It can also undermine your immune system, which could make you susceptible to infection, and led to unhealthy behaviors, like 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.

15 Did your doctor ask whether there was a period of two weeks or more when you felt sad, empty, or depressed?

- Yes No

Percent who said Yes: **39 percent**

What to do: Asking simple questions about emotional health can be surpris-

ingly accurate at 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.

Caring for your child

Parents were asked about how well their children's doctors addressed preventive health care, but the questions differed from those that were asked about their own care, because the advice for children and adults differs. (Note that parents were also asked some of the same questions about working with the office staff, communicating with doctors, and other topics as were other adults. See "Don't Get Stuck in the Waiting Room" on page 6.)

16 Did your child's doctor talk about how your child's body is growing?

Yes No

Percent who said Yes: **90 percent**

What to do: If your child's growth in height or weight differs substantially from what's expected, talk with your doctor about what might be the cause and what, if anything, should be done.

17 Did your child's doctor talk about how much or what kind of food your child eats?

Yes No

Percent who said Yes: **89 percent**

What to do: Childhood obesity, which has reached epidemic proportions and now affects more than 12 million U.S. children, can lead to type 2 diabetes, high blood pressure, liver disease, and a host of other health problems. So talk with your physician about your child's dietary and exercise habits, especially if you're worried about his or her weight.

18 Did your child's doctor talk about things you can do to keep your child from getting injured?

Yes No

Percent who said Yes: **71 percent**

What to do: Accidental injuries are a leading cause of death and disability among young children and teenagers.

Pediatric practices, by the numbers

Overall, parents tended to be more willing to recommend their children's doctors to friends and family than adults overall were willing to recommend their physicians. And practices that treated children scored slightly higher on most measures than the adult practices did.

Percent of parents who said their child's doctor always:

- Explained things in a way that was easy to understand: **89.**
- Listened carefully: **88.**
- Spent enough time with the parent and child: **83.**
- Followed up with information about test results: **72.**
- Seemed to know the important information about the child's medical history: **77.**
- Seemed up to date or informed about the care the child received from specialists: **66.**



Your child's doctor should help you prevent accidents by, for example, recommending that you post a poison-control number prominently in your home, put fences around swimming pools, store guns securely, and make sure that your child uses safety belts and bike helmets.

19 Did your child's doctor talk about the kinds of behavior that are normal for your child at this age?

Yes No

Percent who said Yes: **81 percent**

What to do: Your doctor should look for behavioral disorders. Speech delays affect 5 to 8 percent of preschool children, but they can linger into grade school and lower performance. Autism or Asperger's syndrome can also be spotted early. Other problems become more common after school starts. If you're worried about any of those issues, say so, and make sure you ask what to look for.

20 Did your child's doctor's office remind you to get preventive care, such as vaccines, including an annual flu shot or an eye exam?

Yes No

Percent who said Yes: **86 percent**

What to do: The Centers for Disease Control and Prevention now recommends vaccinations against 16 childhood diseases, including measles, whooping cough, and influenza, which have had recent outbreaks in some parts of the U.S. Together, those vaccines have saved millions of lives. But it's key to get them on time. Your doctor should keep track of them all and schedule them appropriately, and provide you information about their benefits and risks. Also ask about other preventive exams, such as for vision and hearing.

This report is based on data from MHQP, a participant in the Robert Wood Johnson Foundation's Aligning Forces for Quality initiative. Aligning Forces is the Foundation's project aiming to lift the overall quality of health care in targeted communities throughout the country, reduce racial and ethnic disparities, and provide models for national reform. One core requirement of the program is that participating communities publicly report the type of data used here.



What's behind the Ratings

These Ratings of primary-care physician groups are published with the Massachusetts Health Quality Partners (MHQP), a nonprofit organization that has surveyed patients about their health-care experiences since 2005. The results shown here are from the most recent survey, done in the spring of 2011, and are based on patients' reports about their experiences.

MHQP rates physician practices, not individual doctors. The current data rate 329 practices that cared mainly for adults and 158 practices that saw mainly children. To be included, each doctor's office must have had three or more doctors at the time of the survey.

How should I use these Ratings?

Use them to see how your primary-care practice fares, or to look for practices in your region that have scored particularly well. In either case, focus on two things. First look at the percentage of patients who said they would recommend the practice. Don't focus too much on minor differences, such as between practices with scores from, say, 82 to 86. Second, look at its scores for individual aspects of performance, such as communicating with patients, coordinating care, and getting timely appointments.

These measures are a guide to help you assess certain aspects of patient care. No single measure reveals everything about the quality of care at a doctor's office. Different practices may excel in different areas. But a low score can point out certain aspects of care that a doctor's office needs to improve.

How are practices rated?

The measures reported here are based on survey responses from more than 47,500 adult patients and 16,530 parents of pediatric patients. The survey asked about aspects of their health-care experience such as the strength of the doctor-patient relationship and access to care. These Ratings show results on five measures as well as patients' willingness to recommend their doctor to family and friends.

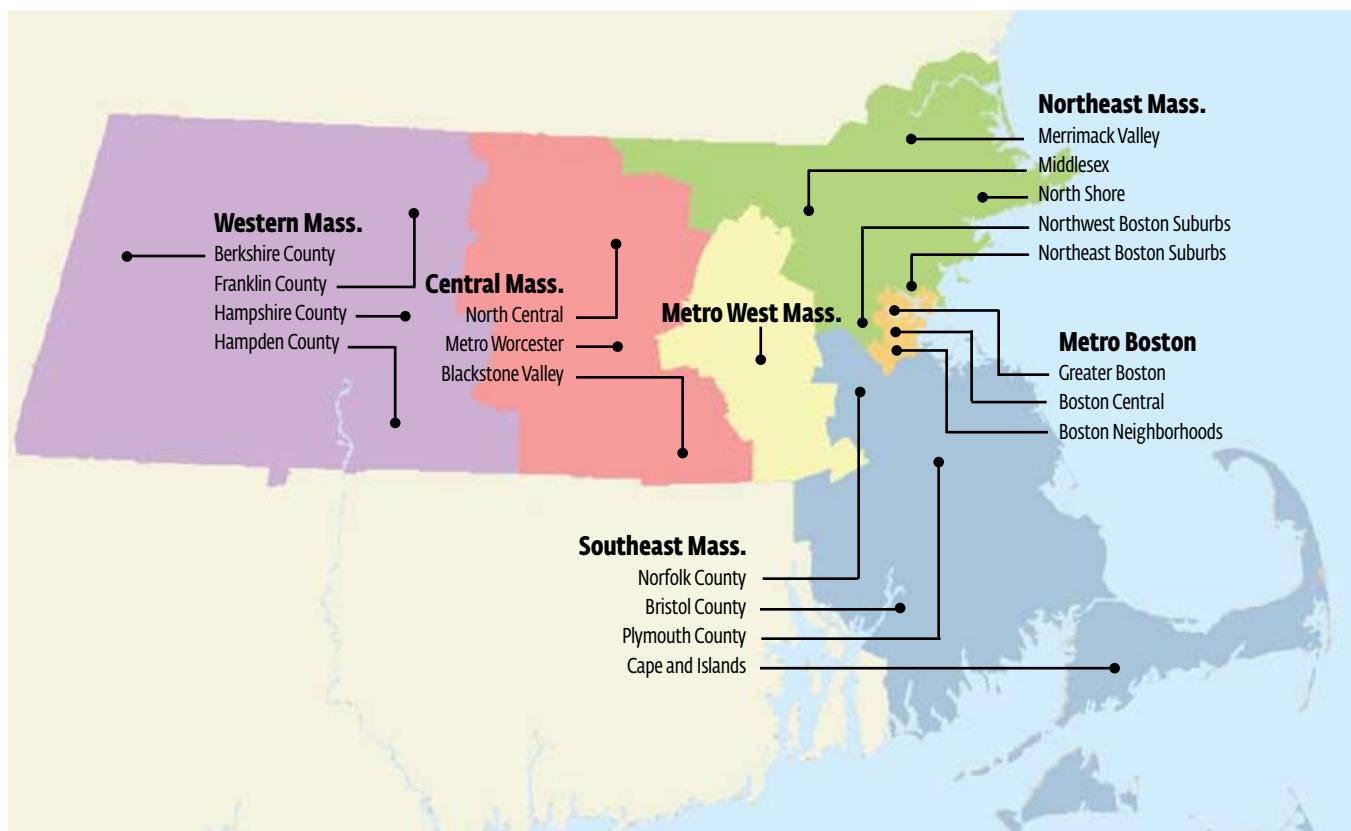
How are the scores determined?

MHQP rates each performance measure on a scale of 0 to 100. Those scores are then divided into four categories, with 4 being best. For all measures except Doctor Communication, the practices that score a 4 are in the top 15 percent compared with other practices in the same category (adult or pediatric) statewide. Those that score a 3 are in the top half but not

in the top 15 percent. A score of 2 indicates that the practice is in the bottom half, but not the bottom 15 percent. Those with a 1 are in the bottom 15 percent. Practices score consistently high in the doctor communication category, so that is scored somewhat differently. Practices that score 95 points or higher earn the highest Rating of 4; practices scoring between 90 and 95 points get a 3; practices between 80 and 90 points get a 2; and practices that score below 80 points get a 1. Some practices are missing scores for measures because we only publish ratings for performance measures if we have enough data to provide statistically reliable results.

Where can I find more details?

Go to MHQP's website at MHQP.org, where you can find the data and technical details about these ratings on the "Quality Reports" tab. MHQP also collects and publicly reports other information, such as clinical-outcomes data, which can also be found at MHQP.org.



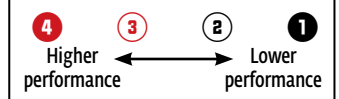
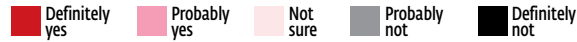
Ratings of practices for adults In collaboration with MHQP

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
NORTHEAST MASSACHUSETTS									
Merrimack Valley									
Amesbury	Lahey - Amesbury	24 Morrill Pl.	74		4	3	3	2	2
Andover	New England Medical Group	140 Haverhill St.	69		4	2	2	2	3
Billerica	Burlington Medical Associates - Billerica	790 Boston Rd.	72		4	2	3	4	3
Chelmsford	Chelmsford Primary Care	2 Meeting House Rd.	76		3	3	2	2	3
Chelmsford	Harvard Vanguard Chelmsford	228 Billerica Rd.	75		3	3	2	2	3
Haverhill	Pentucket Medical Associates - Haverhill	1 Parkway	69		3	2	2	2	2
Haverhill	Whittier Medical Associates	62 Brown St., Suite 200	76		3	2	2	3	3
Lawrence	Pentucket Medical Associates - RiverWalk	500 Merrimack St.	64		3	3	2	2	3
Lowell	Cardiology Associates of Greater Lowell	33 Bartlett St., Suite 206	70		3	2	2	3	2
Lowell	Lowell Community Health Center	597 Merrimack St.	84		4	1	4	2	2
Lowell	Mill City Medical Group	45 Palmer St., Suite 1	84		4	2	4	3	3
Lowell	Riverside Medical Group	275 Varnum Ave., Suite 201	68		4	2	2	2	3
Newbury	Holistic Family Practice	65 Newburyport Turnpike	74		4	3	3	3	4
Newburyport	Highland Primary Care Associates	21 Highland Ave., Suite 2	63		4	2	2	3	2
Newburyport	Pentucket Medical Associates - Newburyport	260 Merrimack St., Towle Bldg.	71		3	3	2	2	2
Tewksbury	Family Care Center - Tewksbury	2345 Main St.	69		4	3	4	3	3
Tewksbury	Merrimack Family Medicine	170 Main St., G 06	83		4	4	4	4	4
North Shore									
Beverly	Beacon Family Medicine	130 County Rd.	77		4	3	3	4	3
Beverly	Cummings/Patten Associates	900 Cummings Center	78		3	1	2	3	3
Beverly	Family Medicine Associates - Beverly	38R Enon St.	74		4	2	4	3	2
Beverly	Family Practice - Beverly	900 Cummings Center	81		4	3	4	3	3
Beverly	Lahey - Beverly/Danvers/Ipswich	152 Conant St.	83		4	3	3	3	2
Beverly	NeCoMG Family Practice	500 Cummings Center	61		4	3	4	4	4
Beverly	North Shore Physicians Group - Beverly	900 Cummings Center, Suite 107	84		4	4	3	4	4
Beverly	The Medical Group	77 Herrick St., Suite 101	71		3	2	2	1	2
Danvers	North Shore Physicians Group - Endicott	104 Endicott St., Suite 104	78		4	4	3	3	3
Danvers	North Shore Primary Care	140 Commonwealth Ave.	73		3	2	3	3	3
Gloucester	Cape Ann Medical Center	1 Blackburn Dr.	64		3	3	1	3	2
Gloucester	Cape Ann Physicians	302 Washington St.	76		3	2	2	3	3
Hamilton	Lahey - Hamilton/Wenham	205 Willow St., Bldg C	83		4	4	4	3	4
Lynn	Lynn Community Health Center	269 Union St.	59		3	--	--	1	1
Lynn	North Shore Physicians Group - North Shore Medical Group	496 Lynnfield St.	77		4	3	3	3	3
Manchester	Family Medicine Associates - Manchester	195 School St.	86		3	2	3	3	2
Peabody	Harvard Vanguard Lynnfield Medical	2 Essex Center Dr.	89		4	3	4	4	4
Peabody	Harvard Vanguard Peabody	2 Essex Center Dr.	81		4	3	2	3	3
Peabody	Internal Medicine Physicians of the North Shore., LLC	27 Centennial Dr.	83		4	3	3	2	3
Peabody	Lahey - Peabody	1 Essex Center Dr.	70		3	2	2	2	2

-- Not enough data to rate.

Willingness to recommend



Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Peabody	North Shore Physicians Group - Peabody Medical Center	2 Essex Center Dr.	82		4	4	4	3	4
Salem	North Shore Physicians Group - Harbor Medical Group	400 Highland Ave.	82		4	4	3	4	4
Salem	North Shore Physicians Group- Puritan Medical	331 Highland Ave.	81		4	4	3	3	2
Swampscott	Family Doctors	250 Paradise Rd.	78		4	3	2	2	2
Topsfield	Northeast Medical Practice Lynnfield/Topsfield	11 South Main St.	75		4	3	3	4	4
Middlesex									
Ayer	Nashoba Valley Healthcare Group	190 Groton Rd., Suite 250	64		3	1	1	1	1
Burlington	Harvard Vanguard Burlington	20 Wall St.	59		3	2	1	3	3
Burlington	Lahey - Burlington	41 Mall Rd.	72		3	2	2	2	2
Chelmsford	Chelmsford Family Practice	10 Adams St.	71		3	3	3	3	2
Chelmsford	Merrimack Valley Internal Medicine Associates	20 Research Pl., Suite 310	82		4	2	3	1	1
Concord	Harvard Vanguard Concord Hillside	86 Baker Ave. Ext.	80		4	3	3	2	3
Groton	Groton Medical Associates	100 Boston Rd., 2nd Floor	72		3	2	2	2	2
Lexington	Beth Israel Deaconess Healthcare - Lexington	482 Bedford St.	75		3	2	3	2	1
Lexington	Lahey - Lexington	16 Hayden Ave.	72		3	3	2	3	3
Lexington	Mount Auburn Healthcare at Lexington	57 Bedford St., Suite 130	67		4	3	3	3	2
Lincoln	Lincoln Physicians	233 Concord Rd.	78		4	2	4	2	3
Melrose	Hallmark Health Medical Associates	585 Lebanon St.	46		2	1	1	2	2
Reading	Reading Internal Medicine	20 Pond Meadow Dr., Suite 206	80		3	2	2	3	1
Stoneham	Family Care Center - Stoneham	3 Woodland Rd., Suite 100	69		3	2	2	3	2
Stoneham	Stoneham Medical Group	88 Montvale Ave. #3	70		3	3	1	1	3
Westford	Blackwell Family Medicine	506 Groton Rd.	81		4	3	3	3	3
Westford	Westford Internal Medicine	133 Littleton Rd., Suite 202	67		3	2	2	3	2
Wilmington	Lahey - Wilmington	66 Concord St.	70		3	2	3	3	2
Wilmington	Woburn Medical Associates - Wilmington	500 Salem St.	76		4	4	3	3	3
Winchester	Winchester Family Physicians	11 Shore Rd.	82		4	3	3	2	2
Woburn	Woburn Medical Associates - Woburn	23 Warren Ave. #100	77		3	3	2	3	4
Northeast Boston Suburbs									
Everett	MGH Everett Family Care	19 Norwood St.	83		4	3	4	3	2
Malden	Malden Family Medicine	195 Canal St.	74		3	--	--	1	1
Medford	Hallmark Health Medical Associates	170 Governors Ave.	67		3	2	2	2	3
Medford	Harvard Vanguard Medford	26 City Hall Mall	79		4	3	3	2	3
Medford	Medford Family Care - WPA	92 High St., Suite DH4	77		4	2	2	1	1
Revere	Revere Family Health Center	454 Broadway	68		3	2	2	2	2
Revere	Revere Health Center	300 Ocean Ave.	81		4	3	4	2	2
Revere	Revere Health Center - Broadway	300 Broadway	71		2	2	2	1	3
Northwest Boston Suburbs									
Arlington	Family Practice Group	11 Water St., Suite 1A	72		3	2	2	2	4
Arlington	Lahey - Arlington/Billerica	37 Broadway	83		3	4	3	3	2
Arlington	Mount Auburn Healthcare at Arlington	22 Mill St., Suite 208	75		4	3	3	3	3

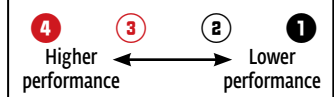
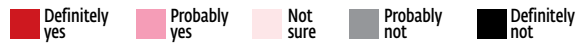
Ratings of practices for adults Continued

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Chestnut Hill	Beth Israel Deaconess Healthcare - Chestnut Hill	25 Boylston St., Suite 204	81		3	3	3	3	2
Chestnut Hill	Brigham and Women's Hospital, Physician Group	850 Boylston St., Suite 530	81		4	4	3	2	2
Chestnut Hill	Personal Physicians Health Care	1244 Boylston St., Suite 306	98		4	4	4	4	4
Chestnut Hill	The Fish Center for Women's Health	850 Boylston St., Suite 402	78		4	3	4	2	2
Newton	Brigham and Women's Hospital at Newton Corner	272 Centre St.	81		4	4	3	3	2
Newton	Newton Wellesley Internists	2000 Washington St., White bldg., Suite 546	74		4	3	3	3	3
Newton	Newton Wellesley Primary Care	2000 Washington St., White bldg., Suite 441	83		4	4	3	4	4
Newton	Steward Medical Group - Newton	29 Crafts St., Suite 400	90		4	3	4	4	4
Waltham	Joseph M. Smith Community Health Center - Waltham	564 Main St.	76		3	1	2	1	1
Waltham	Mass General West	40 Second Ave., Suite 400	71		3	2	2	3	2
Waltham	Steward Medical Group - Waltham	231 Moody St.	82		3	3	3	2	3
Waltham	Waltham Family Medicine	9 Hope Ave., Suite 151	73		3	3	2	1	4
Watertown	Harvard Vanguard Watertown	485 Arsenal St.	76		4	3	3	4	4
Watertown	Mount Auburn Medical Associates	521 Mount Auburn St., Suite 202	69		3	2	2	2	4
METRO BOSTON									
Boston Central									
Boston	Beacon Hill Primary Care	Charles River Plaza, 5th Floor	85		4	4	4	3	3
Boston	Beth Israel Deaconess Healthcare - Boston	294 Washington St., Suite 219	64		3	1	1	2	1
Boston	Beth Israel Deaconess Healthcare Associates	330 Brookline Ave.	86		4	4	4	3	3
Boston	Brigham Circle Medical Associates	75 Francis St., Rm. 227	92		4	3	4	4	4
Boston	BU Family Medicine	771 Albany St., Dowling 5 South	71		4	--	--	1	2
Boston	Bulfinch Medical Group	15 Parkman St., WAC 535	86		4	3	4	3	3
Boston	Child Health Foundation of Boston	1 Boston Medical Center Pl., Dowling 3414 South	52		2	--	--	1	1
Boston	Evans Medical Foundation	88 East Newton St.	78		3	2	3	2	1
Boston	Fenway Community Health Center, Haviland St	7 Haviland St.	83		3	2	3	3	3
Boston	Harvard Vanguard Copley	165 Dartmouth St.	66		3	1	3	3	3
Boston	Harvard Vanguard Kenmore	133 Brookline Ave.	84		4	4	3	3	3
Boston	Harvard Vanguard Post Office Square	147 Milk St.	82		4	2	3	2	2
Boston	Mass General Medical Group (MGMG)	50 Staniford St., Suite 300	87		4	3	3	3	2
Boston	MGH Back Bay	388 Commonwealth Ave.	78		3	3	3	3	2
Boston	MGH Downtown	294 Washington St. #210	78		4	4	3	2	2
Boston	MGH Internal Medicine Associates Team 1	15 Parkman St., Suite 645	93		4	3	4	3	4
Boston	MGH Internal Medicine Associates Team 2	15 Parkman St., Suite 645	90		4	4	4	4	4
Boston	MGH Internal Medicine Associates Team 3	15 Parkman St., Suite 645	85		4	4	4	3	3
Boston	MGH Women's Health Associates	55 Fruit St., Yawkey 4	80		3	2	3	2	1
Boston	North End Community Health Center	332 Hanover St.	72		3	1	2	2	2
Boston	South Cove Community Health Center	885 Washington St.	51		2	1	2	1	1
Boston	The Phyllis Jen Center for Primary Care (BIMA)	75 Francis St., A1-02	83		4	3	4	3	3
Boston	Tufts Medical Center Adult Internal Medicine	800 Washington St.	81		4	3	3	2	2

-- Not enough data to rate.

Willingness to recommend



Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff

Boston Neighborhoods

Brighton	Brookline Associates	11 Nevins St., Suite 505	83		4	3	4	3	2
Brighton	St. Elizabeth's Health Care at Brighton Marine	77 Warren St., 1st Floor	82		4	2	3	1	2
Brighton	Stanton Medical	280 Washington St.	76		4	4	3	3	1
Charlestown	Charlestown Healthcare Center - Adult	73 High St.	88		4	4	4	2	2
Dorchester	Caritas Carney Hospital	2100 Dorchester Ave.	86		4	4	4	3	3
Dorchester	Carney Medical Group	2100 Dorchester Ave., Pulmonary	80		4	3	4	3	2
Dorchester	Dorchester House Multi-Service Center	1353 Dorchester Ave.	72		4	--	--	1	2
Dorchester	Neponset Health Center	398 Neponset Ave.	68		3	--	--	2	1
Dorchester	Upham's Corner Health Center	500 Columbia Rd.	81		4	2	4	1	1
East Boston	East Boston Neighborhood Health Center	10 Gove St.	72		3	2	2	1	2
Hyde Park	Carr-Mahoney-Driscoll-Barravecchio	695 Truman Parkway	88		4	3	4	3	4
Jamaica Plain	Brigham Primary Physicians at Faulkner Hospital	1153 Centre St.	66		3	4	3	4	3
Jamaica Plain	Brookside Community Health Center	3297 Washington St.	55		2	--	--	1	1
Jamaica Plain	Harvard Vanguard PCIMA Faulkner	1153 Centre St.	77		4	3	4	4	3
Jamaica Plain	Southern Jamaica Plain Health Center	640 Centre St.	78		3	3	2	2	3
Roslindale	Greater Roslindale Medical and Dental Center	4199 Washington St.	89		4	--	--	4	1
Roxbury	The Dimock Center	55 Dimock St.	72		4	2	3	2	4
South Boston	South Boston Community Health Center	409 West Broadway	83		3	2	4	2	1
West Roxbury	Harvard Vanguard West Roxbury	291 Independence Dr.	72		4	2	2	3	3
West Roxbury	West Roxbury Medical Group - Faulkner Hospital	1832 Centre St.	77		4	4	3	4	3

Greater Boston

Brookline	Beth Israel Deaconess Healthcare - Brookline	1101 Beacon St.	71		3	1	3	4	2
Brookline	Beth Israel Deaconess Healthcare - Pastor Medical Group	1180 Beacon St., 8th Floor	84		4	3	3	4	2
Brookline	Beth Israel Deaconess Healthcare - Washington Square Group	637 Washington St., Suite 100	71		3	2	1	2	2
Brookline	Brigham and Women's Primary Care Associates of Brookline	1180 Beacon St., Suite 1A-B	63		3	3	1	2	2
Cambridge	Belmont Medical Associates	725 Concord Ave., Suite 4100	73		3	2	2	2	2
Cambridge	Cambridge Family Health	237 Hampshire St.	78		4	3	4	1	1
Cambridge	Cambridge Health Alliance Primary Care Center	1493 Cambridge St.	66		3	2	2	1	3
Cambridge	Cambridge Medical Associates	625 Mt. Auburn St., Suite 104	77		4	4	3	4	4
Cambridge	Harvard Vanguard Cambridge	1611 Cambridge St.	70		3	2	1	2	3
Cambridge	Mount Auburn Primary Care Center	330 Mount Auburn St.	83		4	2	3	3	2
Cambridge	Reservoir Medical Associates	725 Concord Ave., Suite 2000	75		4	3	3	2	2
Cambridge	Windsor Street Health Center - CHA	119 Windsor St.	71		4	3	3	2	2
Chelsea	Beth Israel Deaconess Healthcare - Chelsea	1000 Broadway	71		3	3	3	3	3
Chelsea	Chelsea Health Center	151 Everett Ave.	81		4	4	3	2	2
Somerville	Broadway Health Center - CHA	300 Broadway	78		4	2	4	1	2
Somerville	Harvard Vanguard Somerville	40 Holland St.	66		3	3	2	4	3
Somerville	Somerville Hospital Primary Care - CHA	236 Highland Ave.	64		3	1	2	2	2
Somerville	Union Square Family Health Center	337 Somerville Ave.	75		4	2	3	1	2

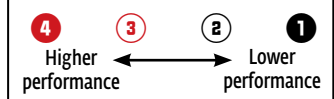
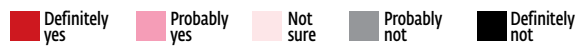
Ratings of practices for adults Continued

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
SOUTHEAST MASSACHUSETTS									
Norfolk County									
Braintree	Harvard Vanguard Braintree	111 Grossman Dr.	79		4	4	3	4	4
Cohasset	Cohasset Family Practice - Healthcare South	223 Chief Justice Cushing Hwy, Suite 301	87		4	3	3	3	2
Dedham	Dedham Medical Associates - Dedham	1 Lyons St.	79		4	3	4	3	3
Milton	South Shore Internal Medicine Associates	100 Highland St., Suite 300	84		4	3	3	4	2
Needham	Beth Israel Deaconess Healthcare - Needham	310 Chestnut St.	77		3	3	3	3	1
Needham	Beth Israel Deaconess Healthcare - Needham Village	272 Chestnut St.	67		3	2	2	3	3
Norwood	Associates in Internal Medicine	825 Washington St.	74		4	3	3	3	2
Norwood	Dedham Medical Associates - Norwood	325 River Ridge Dr.	79		4	3	3	3	3
Quincy	Granite Medical	500 Congress St.	77		3	3	3	3	3
Quincy	Harvard Vanguard Quincy	1250 Hancock St.	70		3	3	2	3	3
Randolph	Community Physician Associates	32 South Main St.	78		4	2	3	2	3
Sharon	Beth Israel Deaconess Healthcare - Sharon	93 Pond St.	76		4	3	3	3	3
Walpole	Newton Wellesley Family Medicine	111 Norfolk St.	80		4	4	3	3	4
Wellesley	Harvard Vanguard Wellesley	230 Worcester St.	82		4	3	3	2	3
Wellesley	Marino Center for Integrative Health	372 Washington St.	74		3	3	3	3	2
Wellesley	Primary Care of Wellesley	195 Worcester St.	88		4	4	4	4	4
Wellesley	Visions Medical Center	170 Worcester St.	83		4	2	3	2	3
Wellesley	Wellesley Family Care Associates	173 Worcester St.	69		3	3	2	3	2
Weymouth	Harbor Medical Associates	1221 Main St., Suite 402	77		3	3	3	2	3
Weymouth	Harbor Medical Associates - Family Practice	541 Main St., Suite 301	63		3	2	1	3	3
Weymouth	Harbor Medical Associates - Internal Medicine	541 Main St., Suite 210	77		4	2	3	1	2
Weymouth	South Shore Medical Center - Weymouth	90 Libbey Parkway	81		3	4	3	3	3
Plymouth County									
Abington	Compass Medical - Abington	673 Bedford St.	82		4	4	3	3	4
Bridgewater	Signature Medical Group	545 Bedford St.	72		4	3	3	3	3
Brockton	Beth Israel Deaconess Healthcare - Brockton	1 Pearl St., Suite 1000	86		4	3	3	2	3
Brockton	Caritas Good Samaritan Medical Practice	235 North Pearl St.	71		3	3	3	3	2
Brockton	Signature Healthcare Brockton Hospital - Outpatient Department	130 Quincy Ave.	61		3	1	1	1	2
Brockton	Signature Medical Group	110 Liberty St.	78		4	2	3	2	3
Brockton	Signature Medical Group	1300 Belmont St.	76		3	2	2	3	3
East Bridgewater	Compass Medical - East Bridgewater Primary Care	Southeast Medical Center, 1 Compass Way	67		3	2	2	1	2
Kingston	South Shore Medical Center - Kingston	5 Tarklin Rd.	86		4	4	4	3	4
Mattapoisett	Southcoast Primary Care Mattapoisett	109 Fairhaven Rd.	91		4	4	4	4	4
Norwell	South Shore Medical Center - Norwell	75 Washington St.	72		3	3	2	1	3
Pembroke	Harbor Medical Associates	28 Riverside Dr.	71		3	3	2	3	2
Plymouth	Plymouth Carver Primary Care - Plymouth	110 Long Pond Rd., Suite 212	69		3	1	2	1	1
Plymouth	Plymouth Medical Group Physician Associates	10 Cordage Park Circle, Suite 201	78		4	3	3	3	3

-- Not enough data to rate.

Willingness to recommend



Town	Practice Name	Address	Willingness to Recommend	Performance				
				How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
			0% 100%					
Plymouth	Plymouth Medical Group Physician Associates	10 Cordage Park Circle, Suite 211	74	4	3	3	3	3
Plymouth	Pulmonary & Primary Care Association of Plymouth	116 Court St.	88	4	2	3	3	2
Scituate	Harbor Medical Associates	56 New Driftway, Suite 101	77	3	2	2	3	4
Whitman	Beth Israel Deaconess Healthcare - Bridgewater	312 Bedford St.	79	3	4	3	3	3
Bristol County								
Attleboro	Family Medical Associates of South Attleboro	230 Washington St.	80	4	3	3	3	2
Attleboro	Sturdy Memorial Hospital & Associates	211 Park St.	78	4	2	3	3	3
Dartmouth	Hawthorn Medical Associates	535 Faunce Corner Rd.	74	3	2	3	2	3
Easton	Compass Medical - Easton Family Medicine	21 Bristol Dr., Suite 101	72	3	2	3	2	3
Easton	Compass Medical - Easton Internal Medicine	21 Bristol Dr., Suite 200	73	3	3	2	2	4
Easton	Trinity Family Practice	15 Roche Brothers Way, Suite 220	78	3	2	2	2	2
Fall River	Internal Medicine & Cardiology Associates	1565 North Main St., Suite 306	73	4	1	3	3	2
Fall River	Millview Medical Associates	191 Bedford St.	94	4	4	4	4	4
Fall River	Prima CARE	277 Pleasant St., Bldg. 1	70	3	2	2	3	3
Fall River	Southcoast Physician Services Borden Medical Fall River	534 Prospect St.	92	4	4	4	4	4
Fall River	Southcoast Physician Services Fall River Family Practice	1030 Presidents Ave., Suite 104	84	4	4	4	4	4
Fall River	Southcoast Physician Services Truesdale Medical	1030 President Ave., Suite 1001	71	4	4	3	2	3
Fall River	Stanley St. Treatment and Resources (SSTAR)	400 Stanley St.	70	3	1	3	3	3
New Bedford	New Bedford Cardiology - NBMA	275 Allen St.	74	3	2	2	2	3
New Bedford	Southcoast Primary Care Buttonwood IM	543 North St.	84	4	4	3	4	3
Raynham	Signature Medical Group	1215 Broadway	69	3	2	2	2	2
Swansea	Southcoast Physician Services Swansea Family Practice	479 Swansea Mall Dr.	78	3	3	2	3	3
Taunton	Compass Medical - Taunton	152 Dean St.	72	3	3	3	2	2
Cape & Islands								
Bourne	Bourne Family Practice - PMG Physician Associates	2 Technology Park Dr., Suite A	86	4	4	4	4	3
Bourne	Medical Affiliates of Cape Cod - Bourne	1 Trowbridge Rd., Suite 100	76	3	1	2	2	1
Brewster	Brewster Medical Associates	20 Granite State Court	85	4	4	4	3	3
Falmouth	Bramblebush Medical Group	21 Bramblebush Park	73	3	2	1	3	3
Harwich	Fontaine Medical Center	525 Long Pond Dr.	69	3	2	2	3	2
Harwich	Pleasant Lake Medical	253 Pleasant Lake Ave.	88	4	4	4	4	3
Hyannis	Emerald Physician Services	62 Park St.	76	3	3	2	3	4
Hyannis	Primary Care Internists	22 Lewis Bay Rd.	75	3	2	2	4	3
Mashpee	Community Health Center of Cape Cod	107 Commercial St.	80	3	1	3	1	2
Nantucket	Nantucket Cottage Hospital	57 Prospect St.	65	3	2	2	2	3
Oak Bluffs	Martha's Vineyard Hospital	1 Hospital Rd.	68	3	2	2	2	2
Orleans	Orleans Medical Center	204 Main St.	68	3	4	2	2	2
Wellfleet	Outer Cape Health Services, Wellfleet	3130 State Hwy, Route 6	72	2	3	1	2	4

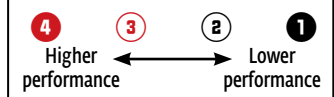
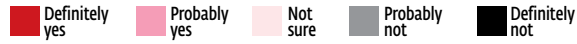
Ratings of practices for adults Continued

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
METRO WEST MASSACHUSETTS									
Acton	Acton Medical Associates	321 Main St.	68		3	2	2	3	2
Bellingham	Bellingham Medical Associates	1003 South Main St.	76		3	3	2	2	3
Foxborough	Brigham and Women's Primary Care at Foxborough	20 Patriot Pl.	79		4	3	2	3	2
Foxborough	Internal Medicine Foxborough	113 Washington St.	75		4	4	3	4	2
Framingham	Charles River Medical Associates - Framingham	571 Union Ave.	81		3	3	3	3	4
Framingham	MetroWest Internal Medicine	61 Lincoln St.	80		3	3	3	3	2
Framingham	Southboro Medical Group - Framingham	761 Worcester Rd.	80		4	3	3	4	3
Franklin	Franklin Family Practice	693 East Central St.	78		3	3	2	3	2
Franklin	Franklin Primary Care	440 East Central St., Suite 1	80		3	2	2	2	2
Marlborough	Charles River Medical Associates - Marlborough	246 Maple St.	61		3	2	1	4	3
Marlborough	Marlborough Hospital	112 Main St.	79		4	2	3	3	4
Medfield	Beth Israel Deaconess Family Medicine of Medfield	50 North St.	76		4	3	3	2	4
Milford	McGrath Medical Group	117 Water St.	85		4	2	3	3	4
Milford	Reliant Medical Group - Milford	176 West St.	61		2	3	1	2	2
Natick	Charles River Medical Associates	67 Union St., #410	66		3	2	2	2	3
Natick	Charles River Medical Associates	83 Speen St.	76		3	3	3	3	4
Natick	Medical Associates of Greater Boston	307 West Central St.	73		3	2	2	2	2
Natick	Suburban Cardiology and Internal Medicine	190 North Main St.	66		3	1	2	2	1
Shrewsbury	Shrewsbury Family Medicine #1	24 Julio Dr.	87		4	2	4	3	3
Shrewsbury	Shrewsbury Family Medicine #2	604 Main St.	64		3	2	2	2	3
Shrewsbury	Shrewsbury Internal Medicine	604 Main St.	85		4	3	3	3	2
Shrewsbury	Shrewsbury Primary Care	26 Julio Dr.	82		4	3	4	4	4
Southborough	Southboro Medical Group - Southboro	24 Newton St.	58		3	2	2	2	2
Sudbury	Paula Jo Carbone, MD	490 Boston Post Rd., Suite 2001	73		3	2	2	4	3
Westborough	Reliant Medical Group - Westborough	106 East Main St.	75		3	2	2	2	3
Westborough	Westborough Adult and Pediatric Medicine	33 West Main St.	67		3	2	2	3	1
Westborough	Westborough Internal Medicine	154 East Main St.	81		4	4	4	4	4
CENTRAL MASSACHUSETTS									
North Central									
Baldwinville	Mountain View Family Practice	570 Baldwinville Rd.	73		4	4	3	3	4
Barre	Barre Family Health Center	151 Worcester Rd.	75		4	2	3	2	3
Clinton	Physicians of North Worcester	201 Highland St.	57		2	1	1	2	1
Fitchburg	CPC Family Practice	155 Franklin Rd.	62		3	2	1	2	2
Fitchburg	Fitchburg Adult Medicine	76 Summer St., Suite 230	61		3	3	2	4	3
Gardner	ChairCity Family Practice	250 Green St.	88		4	4	3	4	3
Leominster	Family Medicine & Maternity Care	87 North Main St.	61		2	2	1	2	2
Leominster	Kamens Haberman Cotter	50 Memorial Dr., Suite 214	55		3	1	2	2	3
Leominster	Reliant Medical Group - Leominster	165 Mill St.	73		3	2	2	2	3
Westminster	Meeting House Family Practice	16 Wyman Rd.	80		4	3	3	1	2

-- Not enough data to rate.

Willingness to recommend



Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff

Metro Worcester

Auburn	Auburn Internal Medicine	103 Millbury St.	71		4	2	3	4	4
Auburn	Grove Medical Associates	250 Hampton St.	89		4	3	4	3	3
Auburn	Internal Medicine - Auburn	319 Southbridge St.	90		4	4	4	4	3
Auburn	Reliant Medical Group - Auburn	35 Millbury St.	82		3	3	3	3	3
Charlton	Charlton Family Practice	246 Southbridge Rd.	69		4	4	3	1	3
Charlton	Harrington HealthCare at Charlton	10 North Main St.	78		4	3	3	2	2
Holden	Reliant Medical Group - Holden	27 Shrewbury St.	71		4	2	2	3	3
Holden	Wachusett Family Practice	52 Boyden Rd., Suite 209	69		3	3	3	3	2
Southbridge	Harrington PHO	100 South St.	63		3	1	2	2	3
Southbridge	Harrington Physician Services	100 South St.	67		3	2	1	2	2
Spencer	Reliant Medical Group - Spencer	407 Main St.	85		4	3	3	3	3
Webster	Inter Med Associates	72 Cudworth Rd.	76		3	1	2	2	2
West Brookfield	West Brookfield Family Practice	46 North Main St.	68		3	2	3	2	2
Worcester	Benedict Internal Medicine	55 Lake Ave. North, Benedict Bldg	81		4	3	3	2	2
Worcester	Chadwick Medical Associates	385 Grove St.	82		4	4	4	3	4
Worcester	Chadwick Square Internal Medicine	1 West Boylston St.	68		3	2	1	3	2
Worcester	Family Medicine University - Benedict	55 Lake Ave. North, Benedict Bldg	77		3	2	3	2	2
Worcester	Hahnemann Family Health Center	279 Lincoln St.	84		4	2	4	2	2
Worcester	Hahnemann Medical Group	1 West Boylston St., 3rd floor	88		4	4	3	4	3
Worcester	Lincoln Primary Care	281 Lincoln St.	72		4	3	3	3	3
Worcester	Primary Physician Partners	123 Summer St., Suite 370 North	89		4	3	4	4	4
Worcester	Reliant Medical Group - May Street	191 May St.	73		3	2	2	3	2
Worcester	Reliant Medical Group - North Lake Ave	425 North Lake Ave.	76		4	2	3	2	2
Worcester	Reliant Medical Group - Plantation Street	630 Plantation St.	77		3	2	2	3	3
Worcester	Saint Vincent Medical Group	102 Shore Dr., Suite 303	77		4	2	3	3	3

Blackstone Valley

Mendon	Tri-County Internal Medicine	12 Uxbridge Rd., Route 16	83		4	3	3	3	3
Millbury	Millbury Internal Medicine	65 Canal St.	85		4	4	4	4	3
Millbury	Reliant Medical Group - Millbury	94 Elm St.	79		4	4	4	3	3
Sutton	Sutton Internal Medicine	188 Worcester Providence Turnpike	69		3	4	2	2	3
Uxbridge	Tri-River Family Health Center	281 East Hartford Ave.	66		3	1	2	2	2
Whitinsville	Blackstone Valley Family Physicians	18 Granite St.	84		4	3	3	2	3

WESTERN MASSACHUSETTS

Franklin County

Greenfield	Greenfield Health Center	329 Conway St.	80		4	4	3	2	3
Turners Falls	Community Health Center of Franklin County	338 Montague City Rd.	61		3	2	1	2	3
Turners Falls	Connecticut River Internists	8 Burnham St.	77		4	3	4	4	4

MASSACHUSETTS DOCTOR RATINGS

Town	Practice Name	Address	Willingness to Recommend	Performance				
			0% 100%	How well doctors communicate with patients	How well doctors coordinate care	How well doctors know their patients	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff

Hampshire County

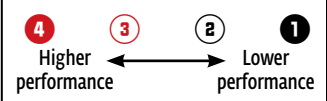
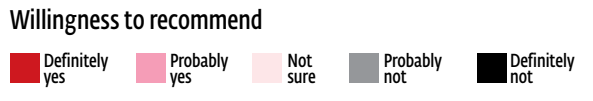
Amherst	Amherst Medical Center	31 Hall Dr., Suite 1	75	3	3	2	3	3
Amherst	University Health Services - Amherst	150 Infirmary Way	81	4	4	4	3	3
Belchertown	Wing Hospital - Belchertown	20 Daniel Shays Hwy.	68	3	4	3	2	4
Easthampton	Easthampton Health Center	238 Northampton St.	70	3	3	2	3	3
Florence	Northampton Health Center	70 Main St.	80	3	4	3	3	4
Northampton	Baystate Medical Practices Pioneer Valley Family Medicine	118 Conz St.	71	4	4	2	4	4
Northampton	Cooley Dickinson Practice Associates	30 Locust St.	78	4	3	3	4	4
Northampton	Elm St. Adult Medicine	264 Elm St., Suites 10 & 12	82	4	4	4	4	4
South Hadley	Baystate Medical Practices - South Hadley	470 Granby Rd.	65	4	1	3	4	4
Worthington	Hilltown Community Health Center - Worthington	58 Old North Rd.	67	4	4	2	2	2

Hampden County

Agawam	RiverBend Agawam	232 Main St.	63	4	3	3	4	3
Chicopee	RiverBend Chicopee	444 Montgomery St.	70	3	3	2	3	4
Chicopee	Western Mass. Physicians Associates-Chicopee Medical Center	262 New Ludlow Rd.	48	2	1	1	1	1
East Longmeadow	Baystate Medical Practices - East Longmeadow	294 North Main St.	74	3	3	2	2	3
East Longmeadow	Hampden County Physician Associates - East Longmeadow	98 Shaker Rd.	66	3	1	2	2	1
Holyoke	Valley Health Partners	Holyoke Medical Center, 575 Beech St.	80	4	3	4	3	4
Holyoke	Western Mass. Physicians Associates - Holyoke Associates in Internal Medicine	2 Hospital Dr., Suite 101	65	3	1	2	2	2
Palmer	Wing Hospital - Palmer	40 Wright St.	52	2	1	1	2	2
Springfield	Baystate Medical Practices - Northern Edge	3455 North Main St.	71	4	3	3	3	4
Springfield	Cardiology & Internal Medicine Associates	222 Carew St.	81	4	3	4	4	4
Springfield	Chestnut Medical Associates	300 Birnie Ave., Suite 102	90	4	4	4	4	4
Springfield	Endocrine Associates of Western Massachusetts	2 Medical Center Dr., Suite 210	79	3	3	3	2	2
Springfield	Hampden County Physician Associates - Boylston	77 Boylston St.	63	3	2	3	2	2
Springfield	Orchard Medical Associates	835 Worcester St.	81	4	2	4	4	4
Springfield	RiverBend Springfield	305 Bicentennial Hwy.	59	3	3	1	3	2
Springfield	Springfield Medical Associates	2150 Main St.	79	4	3	3	3	3
Springfield	Valley Medical Associates	3640 Main St., Suite 207	87	4	3	4	3	3
Springfield	Valley Pulmonary & Medical Associates	222 Carew St., 2nd Floor	68	3	1	2	1	3
West Springfield	Baystate Medical Practices - West Side	46 Daggett Dr.	81	3	4	3	3	3
West Springfield	Hampden County Physician Associates - West Springfield	900 Memorial Ave.	55	2	2	1	2	2
Westfield	Family Medicine Associates	75 Springfield Rd.	67	3	1	2	1	2
Westfield	Hampden County Physician Associates - Westfield	140 Southampton Rd.	63	3	1	1	1	1
Wilbraham	Baystate Medical Practices - Wilbraham	2377 Boston Rd.	73	4	2	3	3	2

Berkshire County

Adams	Adams Internists	19 Depot St., Suite 1	76	4	4	4	4	4
Pittsfield	Berkshire Medical Center	725 North St.	90	4	4	4	4	4
Pittsfield	Berkshire Medical Group	777 North St., Suite 207	77	4	2	4	3	2
Pittsfield	Family Practice Associates	20 Elm St.	71	3	1	3	2	2
Pittsfield	Neighborhood Health Center	510 North St.	70	3	1	2	1	2



Ratings of practices for children In collaboration with MHQP

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors know their patients	How well doctors give preventative care and advice	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
NORTHEAST MASSACHUSETTS									
Merrimack Valley									
Andover	Andover Pediatrics	140 Haverhill St.	76		4	3	2	3	1
Chelmsford	Chelmsford Pediatrics	7 Village Square	86		4	3	3	2	2
Chelmsford	Harvard Vanguard Chelmsford	228 Billerica Rd.	77		4	--	4	2	3
Haverhill	Pentucket Medical Associates - Haverhill	1 Parkway	90		4	3	2	2	2
Lowell	Greater Lowell Pediatrics	33 Bartlett St., # 305	92		4	3	4	3	4
Lowell	Lowell Community Health Center	597 Merrimack St.	82		4	--	3	2	1
Methuen	Pediatric Professional Associates	413 Broadway, Route 28	93		4	3	3	3	1
Newburyport	Children's Health Care	257 Low St.	80		4	3	4	2	2
North Andover	Children's Medical Office of N. Andover	477 Andover St.	88		4	3	4	3	4
North Andover	North Andover Pediatrics	800 Turnpike St., Jefferson Office Park	94		4	3	4	4	4
North Shore									
Beverly	Garden City Pediatrics	83 Herrick St., Suite 1003	79		4	3	3	2	3
Beverly	Lahey - Beverly/Danvers/Ipswich	152 Conant St.	80		4	3	3	3	3
Danvers	North Shore Pediatrics	480 Maple St., Suite 3A	91		4	3	4	2	2
Gloucester	Cape Ann Pediatricians	298 Washington St.	78		4	3	1	3	2
Peabody	Harvard Vanguard Peabody	2 Essex Center Dr.	83		4	--	3	3	4
Peabody	Pediatric Health Care Associates - Peabody	10 Centennial Dr.	86		4	3	2	2	3
Salem	Pediatric Associates of Greater Salem	72 Highland Ave.	88		4	3	3	2	2
Middlesex									
Bedford	Patriot Pediatrics - Private	74 Loomis St.	90		4	3	3	3	3
Burlington	Burlington Pediatrics	281 Cambridge St.	81		4	3	4	4	3
Burlington	Harvard Vanguard Burlington	20 Wall St.	82		4	3	3	3	3
Concord	Harvard Vanguard Concord Hillside	86 Baker Ave. Ext.	87		4	3	3	3	3
Groton	Pediatrics West - Groton	100 Boston Rd., Suite F	81		3	2	2	3	3
Lexington	Lexington Pediatrics	19 Muzzey St.	86		4	3	2	2	2
Melrose	Pediatric Health Care Associates - Melrose	467R Main St.	80		3	3	3	2	2
Reading	Dowd Medical Associates	107 Woburn St.	93		4	3	3	3	4
Reading	Reading Pediatric Associates	36 Woburn St.	88		4	3	4	3	4
Westford	Pediatrics West - Westford	133 Littleton Rd., Suite 101	90		4	3	3	3	3
Wilmington	Wilmington Pediatrics	500 Salem St.	85		4	3	3	3	3
Winchester	Pediatricians, Inc.	955 Main St., Suite 106	92		4	3	1	3	2
Woburn	Woburn Pediatrics	7 Alfred St.	86		4	3	4	4	4

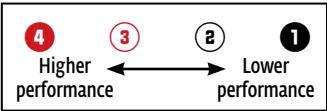
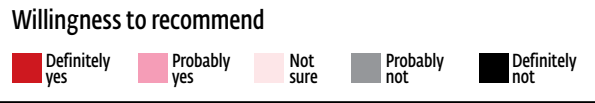
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Ratings of practices for children Continued

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors know their patients	How well doctors give preventative care and advice	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Northeast Boston Suburbs									
Malden	Pediatric Associates of Malden	105 Commercial St.	72		4	3	2	3	3
Medford	Harvard Vanguard Medford	26 City Hall Mall	83		3	2	3	3	4
Medford	Mystic Valley Pediatrics	75 Riverside Ave.	81		4	2	2	3	2
Medford	Pediatric Associates of Medford	101 Main St., Suite 201	74		4	3	2	2	2
Revere	Revere Winthrop Pediatrics	280 Beach St.	71		4	--	1	2	1
Northwest Boston Suburbs									
Arlington	Alewife Brook Community Pediatrics	29 Massachusetts Ave.	79		4	3	2	2	1
Arlington	Arlington Pediatrics	5 Water St.	92		4	3	3	3	3
Chestnut Hill	Chestnut Hill Pediatrics	25 Boylston St., Suite 112	79		4	3	3	3	4
Newton	Dr. Benjamin and Spingarn	1400 Centre St., Suite 203	92		4	4	4	4	4
Newton	Newton-Wellesley Family Pediatrics	2000 Washington St., Suite 468	73		3	2	3	1	3
Newton	Pediatric Health Care at Newton Wellesley	109 Oak St., Suite 103	74		3	2	2	3	3
Newton	Pediatrics at Newton-Wellesley	2000 Washington St., Suite 466	88		4	3	3	3	2
Waltham	Beaver Brook Pediatric & Adolescent Medicine	411 Waverly Oaks Rd., Bldg 3, Suite 302	85		4	3	3	3	4
Waltham	Mass General West (Pediatric)	40 Second Ave.	89		4	3	1	3	3
Watertown	Harvard Vanguard Watertown	485 Arsenal St.	89		4	3	4	2	3
Weston	Pediatric Associates of Wellesley	134 South Ave.	86		4	3	3	4	2
Weston	Weston Pediatric Physicians	486 Boston Post Rd.	81		4	--	3	1	1
METRO BOSTON									
Boston Central									
Boston	Child Health Foundation of Boston	1 Boston Medical Center Pl., Dowling 3414 South	88		4	--	--	2	2
Boston	Children's Hospital Primary Care Center	300 Longwood Ave.	86		4	--	2	1	2
Boston	Harvard Vanguard Copley	165 Dartmouth St.	88		4	3	2	3	4
Boston	Harvard Vanguard Kenmore	133 Brookline Ave.	84		4	--	2	4	3
Boston	Longwood Pediatrics	319 Longwood Ave.	89		4	3	4	2	2
Boston	MGH - Pediatric Group Practice	55 Fruit St., Yawkey Bldg 6	75		3	2	2	1	2
Boston	South Cove Community Health Center	885 Washington St.	57		3	2	3	1	1
Boston	Tufts Medical Center Pediatrics	800 Washington St.	83		4	--	3	3	2
Boston Neighborhoods									
Dorchester	Dorchester House Multi-Service Center	1353 Dorchester Ave.	91		4	--	4	1	1
Dorchester	Neponset Health Center	398 Neponset Ave.	65		4	--	1	2	2
East Boston	East Boston Neighborhood Health Center	10 Gove St.	75		3	--	3	1	1
Hyde Park	Hyde Park Pediatrics	695 Truman Parkway, Suite 203	93		4	3	3	4	4
Jamaica Plain	Roslindale Pediatrics	1153 Centre St., Suite 31	89		4	3	3	4	3
West Roxbury	Harvard Vanguard West Roxbury	291 Independence Dr.	81		3	--	2	3	2
Greater Boston									
Brookline	Centre Pediatric Associates	1 Brookline Pl., Suite 327	82		4	3	3	4	4
Cambridge	Cambridge Family Health	237 Hampshire St.	95		4	3	2	1	1
Cambridge	Cambridge Health Alliance - Cambridge Pediatrics	1493 Cambridge St.	83		4	--	2	3	2

-- Not enough data to rate.



Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors know their patients	How well doctors give preventative care and advice	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Cambridge	Harvard Vanguard Cambridge	1611 Cambridge St.	90		4	--	3	2	2
Cambridge	West Cambridge Pediatrics & Adolescent Medicine	575 Mt. Auburn St., Suite 101	89		4	4	3	3	3
Cambridge	Yogman Pediatric Associates	575 Mt. Auburn St., Suite 202	70		3	2	2	4	3
Chelsea	Pediatric Medical Care	1000 Broadway	90		4	--	3	2	4
Somerville	Broadway Health Center - CHA	300 Broadway	90		4	--	3	3	3
Somerville	Harvard Vanguard Somerville	40 Holland St.	85		4	--	3	2	2
SOUTHEAST MASSACHUSETTS									
Norfolk County									
Braintree	Harvard Vanguard Braintree	111 Grossman Dr.	80		4	2	1	3	3
Braintree	Milton Pediatric Associates - Braintree	340 Wood Rd., Suite 301	92		4	4	3	3	4
Cohasset	Cohasset Pediatrics - Healthcare South	223 Chief Justice Cushing Hwy, Suite 101	86		4	3	2	2	3
Dedham	Dedham Medical Associates - Dedham	1 Lyons St.	91		4	4	3	3	3
Milton	East Milton Pediatric Associates	464 Granite Ave.	97		4	4	3	3	3
Needham	Needham Pediatrics	111 Lincoln St.	88		4	3	2	3	2
Norwood	Dedham Medical Associates - Norwood	325 River Ridge Dr.	89		4	3	3	3	3
Norwood	Pediatric Associates of Norwood and Franklin	62 Walpole St.	88		4	3	4	3	3
Quincy	Crown Colony Pediatrics	500 Congress St., Suite 1F	78		3	2	2	1	1
Quincy	Harvard Vanguard Quincy	1250 Hancock St.	88		4	--	4	1	2
Quincy	Quincy Pediatric Associates	191 Independence Ave.	88		4	--	4	3	2
Stoughton	Tri County Pediatrics Associates	907 Sumner St., Suite M-102	84		4	3	4	2	3
Walpole	Walpole Pediatric Associates	1350 Main St.	88		4	3	3	2	3
Wellesley	Harvard Vanguard Wellesley	230 Worcester St.	85		4	3	3	3	3
Westwood	Westwood/Mansfield Pediatrics	541 High St.	90		4	3	4	3	3
Weymouth	South Shore Pediatric Associates - Healthcare South	70 Pleasant St.	71		3	2	2	2	3
Plymouth County									
Bridgewater	Bridgewater Pediatrics	1440 Pleasant St., Suite D	77		3	2	2	3	2
Brockton	Alan Bulotsky, MD & Associates	201 Quincy St.	96		4	4	4	4	2
Brockton	Allied Pediatrics - Brockton	179 Quincy St.	59		2	--	1	3	2
Brockton	Brockton Pediatrics	65 Libby St.	94		4	4	3	3	3
Brockton	Pediatric Associates of Brockton	370 Oak St., Suite A	84		4	3	4	2	3
Brockton	Pediatric HealthCare Brockton	830 Oak St., #200W	93		4	4	4	3	3
Brockton	Signature Medical Group	110 Liberty St.	82		4	--	3	2	2
Hanover	Hanover Pediatrics - Healthcare South	51 Mill St., Bldg E, Suite 17	93		4	3	2	3	2
Lakeville	Middleboro Pediatrics	2 Lakeville Business Park	77		4	3	4	3	4
Norwell	South Shore Medical Center - Norwell	75 Washington St.	86		4	3	3	2	3
Plymouth	PMG Physician Associates - Sandwich Street Pediatrics	139 Sandwich St.	82		4	2	1	2	2
Scituate	Scituate Pediatrics - Healthcare South	10 New Driftway, Suite 201	90		4	3	3	3	3
Wareham	Wareham Pediatrics	53 Marion Rd., Suite 1	90		4	3	3	2	2

-- Not enough data to rate.

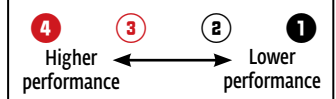
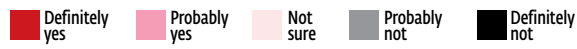
Ratings of practices for children Continued

Based on patient experience In alphabetical order, within regions and towns

Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors know their patients	How well doctors give preventative care and advice	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Bristol County									
Attleboro	Sturdy Memorial Hospital & Associates	211 Park St.	81		4	3	2	3	2
Dartmouth	Southcoast Primary Care - Nauset	49 State Rd., Nauset Bldg	85		4	3	3	1	2
Fall River	Highland Pediatrics	1030 President Ave., Suite 2001	86		4	3	3	2	3
Fall River	Pediatric Associates of Fall River	851 Middle St.	78		4	3	3	1	2
Swansea	Swansea Pediatrics	2200 GAR Hwy	83		4	3	4	2	2
Taunton	Pediatric Associates at Northwoods	2007 Bay St., Suite 103	82		4	4	4	2	3
Cape & Islands									
Falmouth	Bramblebush Pediatrics	15 Bramblebush Park	82		4	3	3	3	3
Oak Bluffs	Martha's Vineyard Hospital	1 Hospital Rd.	68		3	--	1	1	1
Sandwich	Cape Cod Pediatrics	55 Route 130	98		4	4	4	4	2
Yarmouth	Bass River Pediatric Associates	237 Station Ave.	94		4	3	2	4	3
METRO WEST MASSACHUSETTS									
Acton	Acton Medical Associates	321 Main St.	85		4	3	2	2	1
Foxborough	Pediatric Specialists of Foxborough and Wrentham	132 Central St., Suite 116	88		4	3	3	3	2
Framingham	Framingham Pediatrics	125 Newbury St., Suite 300	92		4	3	3	3	3
Framingham	MetroWest Pediatrics	33 Edgell Rd.	81		4	3	2	3	4
Framingham	Southboro Medical Group - Framingham	761 Worcester Rd.	94		4	3	3	3	2
Franklin	Franklin Pediatrics and Adolescent Care	835 West Central St.	92		4	3	4	3	3
Holliston	Holliston Pediatrics	100 Jeffrey Ave.	87		4	3	3	2	2
Hopkinton	Main Street Pediatrics	77 West Main St.	85		4	3	1	3	3
Marlborough	Marlborough Pediatrics	320 Bolton St. #201	81		3	3	2	2	2
Milford	Community Pediatrics of Milford	229 East Main St.	89		4	3	3	3	3
Milford	Southboro Medical Group - Family Health of Milford	327 West St.	91		4	4	2	4	4
Natick	Charles River Medical Associates - Pediatrics	233 West Central St.	92		4	4	3	4	3
Southborough	Southboro Medical Group - Southboro	24 Newton St.	83		4	3	2	2	2
Sudbury	Post Road Pediatrics	616 Boston Post. Rd.	86		4	3	2	2	2
Westborough	Reliant Medical Group - Westborough	106 East Main St.	84		4	--	2	3	4
Westborough	Southboro Medical Group - Westborough	24 Lyman St., Suite 280	91		4	3	3	4	4
CENTRAL MASSACHUSETTS									
Auburn	Child Health Associates	105 Millbury St.	79		4	3	2	2	2
Auburn	Reliant Medical Group - Auburn	35 Millbury St.	85		4	--	3	3	4
Holden	Holden Pediatrics	52 Boyden Rd.	80		4	2	2	4	3
Leominster	Medical Associates Pediatrics	100 Hospital Rd., Suite 4A	92		4	3	3	3	3
Leominster	Reliant Medical Group - Leominster	165 Mill St.	70		4	--	3	2	2
Southbridge	Harrington PHO	100 South St.	91		4	3	3	4	4
Southbridge	Harrington Physician Services	100 South St.	84		4	3	3	2	3
Uxbridge	Tri-River Family Health Center	281 East Hartford Ave.	83		4	3	3	2	1
Worcester	Chandler Pediatrics	421 Chandler St.	92		4	3	1	4	4
Worcester	Harding Pediatrics	45 Oak Ave.	80		3	3	2	2	2
Worcester	Lincoln Street Pediatrics	291 Lincoln St.	79		4	2	2	3	3

-- Not enough data to rate.

Willingness to recommend



Town	Practice Name	Address	Willingness to Recommend		Performance				
			0%	100%	How well doctors communicate with patients	How well doctors know their patients	How well doctors give preventative care and advice	Getting timely appointments, care, and information	Getting courteous and respectful help from office staff
Worcester	Pediatric Medicine University - Benedict	55 Lake Ave. North, Benedict	90		4	--	3	2	2
Worcester	Reliant Medical Group - May Street	191 May St.	84		4	--	4	3	3
Worcester	Reliant Medical Group - Plantation Street	630 Plantation St.	85		4	--	2	3	2
Worcester	Worcester Pediatrics Associates	20 Worcester Center Blvd	94		4	3	4	4	4
WESTERN MASSACHUSETTS									
Amherst	Amherst Pediatrics	31A Hall Dr., Suite 2	88		4	3	2	4	4
Chicopee	Fairview Pediatrics	1176 Memorial Dr.	92		4	4	2	3	4
Chicopee	RiverBend Chicopee	444 Montgomery St.	81		3	3	2	3	2
East Longmeadow	Pediatric Services of Springfield	294 North Main St., Suite 101	84		4	3	2	4	4
East Longmeadow	Redwood Peds & Adolescent Medicine	15 Vreeland Ave.	87		4	3	3	3	1
Greenfield	Baystate Medical Practices Greenfield Pediatrics	48 Sanderson St.	77		3	2	1	3	3
Holyoke	Holyoke Pediatric Associates - Holyoke	150 Lower Westfield Rd.	93		4	4	3	3	3
Longmeadow	Pioneer Valley Pediatrics	123 Dwight Rd.	89		4	3	3	4	4
North Adams	Williamstown Medical Associates - ACC North Adams	77 Hospital Ave., Suite 300	83		4	3	3	2	3
Northampton	Northampton Area Pediatrics	193 Locust St.	91		4	3	3	3	4
Pittsfield	Berkshire Pediatric Associates	777 North St., Suite 305	96		4	4	4	3	3
South Hadley	Holyoke Pediatric Associates - South Hadley	84 Willimansett St.	74		3	2	2	1	1
Springfield	Baystate General Pediatrics	3300 Main St., 4th Floor	88		4	--	1	2	2
Springfield	RiverBend Springfield	305 Bicentennial Hwy	89		4	--	2	3	4
Ware	Baystate Medical Practices Quabbin Pediatrics	83 South St., Suite 112	79		4	2	2	2	3
West Springfield	Pediatric Assoc. of Hampden County - West Springfield	373 Park St.	90		4	3	3	3	3
Westfield	Pediatric Assoc. of Hampden County - Westfield	477 Southwick Rd.	88		4	2	2	2	2
Wilbraham	George F. Vitek, M.D., & Associates	2207 Boston Rd.	91		4	3	3	2	2

-- Not enough data to rate.

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