

# ADULT PRIMARY CARE PATIENT EXPERIENCE: ADULT BEHAVIORAL HEALTH

Data Source: MHQP. Higher is better

Statewide Score: 52.2

Organization	Score (95% CI)	Visual Representation
Acton Medical Associates	37.1 (95% CI: 29.8 - 44.3)	■
Adams Internists PC	47.0 (95% CI: 39.1 - 54.9)	■
Affiliated Physicians Inc., Groups	59.4 (95% CI: 53.4 - 65.4)	■
Baycare Health Partners - Other	49.5 (95% CI: 43.0 - 56.0)	■
Baystate Medical Practices	61.1 (95% CI: 58.0 - 64.3)	■
Berkshire Faculty Services	47.7 (95% CI: 36.2 - 59.3)	■
Berkshire Medical Group	54.7 (95% CI: 47.6 - 61.9)	■
Beth Israel Deaconess Affiliated Community Health Centers	61.5 (95% CI: 56.6 - 66.5)	■
Beth Israel Deaconess Healthcare	50.5 (95% CI: 47.7 - 53.2)	■
Beth Israel Deaconess Medical Center	50.5 (95% CI: 43.3 - 57.8)	■
Boston Medical Center Mgt Service	51.1 (95% CI: 47.6 - 54.6)	■
Brigham And Women's Physicians Organization	54.4 (95% CI: 52.0 - 56.7)	■
Burlington Medical Associates	58.4 (95% CI: 49.5 - 67.2)	■
Cambridge Health Alliance	60.4 (95% CI: 55.9 - 65.0)	■
Cape Ann Medical Center	38.4 (95% CI: 28.8 - 48.1)	■
Cape Cod Preferred Physicians	51.7 (95% CI: 48.1 - 55.2)	■
Cape Physicians, LLC - NEQCA	52.4 (95% CI: 48.9 - 55.9)	■
Charles River Medical Associates, P.C.	44.5 (95% CI: 41.8 - 47.2)	■
Chestnut Medical Associates, Inc.	45.8 (95% CI: 37.9 - 53.7)	■
Choice Plus Network	51.2 (95% CI: 40.6 - 61.8)	■
CMIPA (Central Massachusetts Independent Physician Assoc.)	56.3 (95% CI: 51.4 - 61.2)	■
Compass Medical, P.C.	53.1 (95% CI: 49.5 - 56.8)	■
Connecticut River Internists,LLP	40.8 (95% CI: 32.2 - 49.4)	■
Cooley Dickinson PHO	55.7 (95% CI: 51.3 - 60.2)	■
Dedham Medical Associates	52.6 (95% CI: 46.7 - 58.5)	■
Emerson Hospital And Emerson PHO	50.3 (95% CI: 47.3 - 53.2)	■
Endocrine Associates Of Western Mass	50.4 (95% CI: 42.4 - 58.4)	■
Family Health Center of Worcester	68.8 (95% CI: 51.5 - 86.0)	■
Family Practice Associates	52.7 (95% CI: 45.3 - 60.0)	■
Granite Medical	55.1 (95% CI: 47.8 - 62.4)	■
Hallmark Melrose Wakefield	47.6 (95% CI: 45.2 - 50.0)	■
Hallmark The Lawrence Organization	60.7 (95% CI: 57.4 - 64.1)	■
Hampden County Physician Associates, LLC	46.0 (95% CI: 40.9 - 51.2)	■
Harbor Health Services, Inc.	69.1 (95% CI: 58.6 - 79.6)	■
Harrington HHPO	48.5 (95% CI: 43.9 - 53.1)	■
Harvard Vanguard Medical Associates	47.4 (95% CI: 45.2 - 49.6)	■
Hawthorn Medical Associates	42.9 (95% CI: 36.3 - 49.4)	■
Heywood Hospital And Heywood PHO	49.3 (95% CI: 42.7 - 56.0)	■
Highland Healthcare Associates IPA - NEQCA	51.9 (95% CI: 50.3 - 53.4)	■
Lahey Health Primary Care	58.1 (95% CI: 55.2 - 60.9)	■
Lowell General PHO	59.6 (95% CI: 56.0 - 63.3)	■
Massachusetts General Hospital Physicians Organization	54.7 (95% CI: 52.9 - 56.6)	■
Merrimack Valley IPA - NEQCA	42.4 (95% CI: 39.2 - 45.6)	■
MetroWest Accountable Health Care Organization, LLC - NEQCA	53.0 (95% CI: 50.5 - 55.4)	■
Milton	47.4 (95% CI: 38.4 - 56.5)	■
Milton Primary Care - NEQCA	50.5 (95% CI: 46.1 - 55.0)	■
Mount Auburn Cambridge IPA (MACIPA)	59.2 (95% CI: 57.1 - 61.2)	■
New England Baptist CIO	52.2 (95% CI: 44.1 - 60.2)	■
Newton-Wellesley PHO, Inc.	55.0 (95% CI: 53.0 - 57.0)	■
Noble Health Alliance	47.5 (95% CI: 41.0 - 54.0)	■
North Shore Health System, Inc.	55.1 (95% CI: 52.8 - 57.3)	■
Northeast PHO, Inc.	50.2 (95% CI: 47.2 - 53.2)	■
Orchard Medical Associates, LLC	55.3 (95% CI: 45.7 - 64.8)	■
PediSouth LCO, LLC - NEQCA	68.1 (95% CI: 44.9 - 91.4)	■
Pentucket Medical Associates (PMA)	46.9 (95% CI: 42.4 - 51.5)	■
Physicians of Cape Cod, Inc.	56.6 (95% CI: 48.2 - 65.0)	■
Plymouth Bay Primary Care - NEQCA	42.3 (95% CI: 39.2 - 45.5)	■
PMG Physician Associates, P.C.	55.1 (95% CI: 51.6 - 58.6)	■
Prima CARE, PC	52.3 (95% CI: 45.8 - 58.8)	■
Primary Care Medical Assoc. of Norwood - NEQCA	49.6 (95% CI: 46.2 - 53.1)	■
Reliant Medical Group (formerly Fallon Clinic)	53.7 (95% CI: 50.7 - 56.6)	■
Riverbend Medical Group	50.6 (95% CI: 46.1 - 55.1)	■
Signature Medical Group	43.6 (95% CI: 38.6 - 48.5)	■
South Shore Medical Center	52.3 (95% CI: 45.8 - 58.8)	■
South Shore Physicians Hospital Organization (SSPHO)	47.8 (95% CI: 44.3 - 51.3)	■
Southboro Medical Group (SMG)	50.5 (95% CI: 44.5 - 56.5)	■
Southcoast Physicians Network	49.1 (95% CI: 47.4 - 50.8)	■
Springfield Medical Associates, Inc.	53.3 (95% CI: 47.9 - 58.7)	■
Steward Health Care Network	57.2 (95% CI: 53.3 - 61.2)	■
Steward Medical Group	52.3 (95% CI: 49.9 - 54.7)	■
Sturdy Memorial Hospital & Associates	57.0 (95% CI: 50.2 - 63.8)	■
The Pediatric Physicians' Organization at Children's	64.0 (95% CI: 41.7 - 86.3)	■

## ADULT PRIMARY CARE PATIENT EXPERIENCE: ADULT BEHAVIORAL HEALTH

Data Source: MHQP. Higher is better

Statewide Score: 52.2

Organization	Score (95% CI)	Visual Representation
Tri-County Medical Associates	51.8 (95% CI: 48.9 - 54.8)	■
Tufts Medical Center Physicians - NEQCA	54.0 (95% CI: 51.3 - 56.7)	■
UMass Independent Practices	50.4 (95% CI: 48.8 - 52.1)	■
UMass Memorial Community Medical Group	52.3 (95% CI: 50.6 - 54.0)	■
UMass Memorial Health Care, Internal Medicine, Auburn	53.6 (95% CI: 45.2 - 62.1)	■
UMass Memorial Medical Center-Based Practices	64.2 (95% CI: 60.4 - 68.1)	■
Valley Health Partners PHO at Holyoke Medical Center	43.2 (95% CI: 38.2 - 48.2)	■
Valley Medical Associates, P.C.	53.4 (95% CI: 45.0 - 61.9)	■
Valley Medical Group, P.C.	53.4 (95% CI: 48.6 - 58.2)	■
West Brookfield Family Practice	47.6 (95% CI: 38.2 - 57.0)	■
Williamstown Medical Associates	48.3 (95% CI: 38.5 - 58.2)	■
Wing Memorial Hospital Physicians	47.2 (95% CI: 40.3 - 54.0)	■
Woburn Pediatric Associates, LLP - NEQCA	55.1 (95% CI: 32.8 - 77.4)	■

# ADULT PRIMARY CARE PATIENT EXPERIENCE: COMMUNICATION

Data Source: MHQP. Higher is better

Statewide Score: 93.9

Acton Medical Associates	91.9 (95% CI: 89.4 - 94.4)	
Adams Internists PC	95.3 (95% CI: 92.6 - 98.1)	
Affiliated Physicians Inc., Groups	95.5 (95% CI: 93.5 - 97.6)	
Baycare Health Partners - Other	92.0 (95% CI: 89.7 - 94.3)	
Baystate Medical Practices	93.1 (95% CI: 92.0 - 94.2)	
Berkshire Faculty Services	94.2 (95% CI: 90.2 - 98.2)	
Berkshire Medical Group	95.5 (95% CI: 93.0 - 97.9)	
Beth Israel Deaconess Affiliated Community Health Centers	92.3 (95% CI: 90.6 - 94.0)	
Beth Israel Deaconess Healthcare	94.0 (95% CI: 93.1 - 95.0)	
Beth Israel Deaconess Medical Center	94.2 (95% CI: 91.7 - 96.7)	
Boston Medical Center Mgt Service	93.5 (95% CI: 92.2 - 94.7)	
Brigham And Women's Physicians Organization	94.6 (95% CI: 93.8 - 95.4)	
Burlington Medical Associates	92.4 (95% CI: 89.4 - 95.5)	
Cambridge Health Alliance	94.0 (95% CI: 92.4 - 95.6)	
Cape Ann Medical Center	90.5 (95% CI: 87.2 - 93.9)	
Cape Cod Preferred Physicians	92.3 (95% CI: 91.0 - 93.5)	
Cape Physicians, LLC - NEQCA	93.3 (95% CI: 92.1 - 94.5)	
Charles River Medical Associates, P.C.	92.4 (95% CI: 91.5 - 93.3)	
Chestnut Medical Associates, Inc.	96.5 (95% CI: 93.7 - 99.2)	
Choice Plus Network	88.2 (95% CI: 84.5 - 91.8)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	95.2 (95% CI: 93.5 - 96.9)	
Compass Medical, P.C.	92.4 (95% CI: 91.1 - 93.7)	
Connecticut River Internists,LLP	94.8 (95% CI: 91.8 - 97.8)	
Cooley Dickinson PHO	95.8 (95% CI: 94.3 - 97.3)	
Dedham Medical Associates	94.7 (95% CI: 92.7 - 96.7)	
Emerson Hospital And Emerson PHO	92.6 (95% CI: 91.6 - 93.7)	
Endocrine Associates Of Western Mass	95.6 (95% CI: 92.9 - 98.4)	
Family Health Center of Worcester	96.3 (95% CI: 90.4 - 100.0)	
Family Practice Associates	96.5 (95% CI: 94.0 - 99.1)	
Granite Medical	94.7 (95% CI: 92.2 - 97.2)	
Hallmark Melrose Wakefield	93.0 (95% CI: 92.2 - 93.8)	
Hallmark The Lawrence Organization	94.2 (95% CI: 93.1 - 95.4)	
Hampden County Physician Associates, LLC	92.0 (95% CI: 90.2 - 93.8)	
Harbor Health Services, Inc.	93.2 (95% CI: 89.5 - 96.8)	
Harrington HHPO	93.1 (95% CI: 91.5 - 94.7)	
Harvard Vanguard Medical Associates	93.3 (95% CI: 92.6 - 94.1)	
Hawthorn Medical Associates	91.1 (95% CI: 88.8 - 93.4)	
Heywood Hospital And Heywood PHO	88.8 (95% CI: 86.5 - 91.1)	
Highland Healthcare Associates IPA - NEQCA	94.2 (95% CI: 93.7 - 94.7)	
Lahey Health Primary Care	93.6 (95% CI: 92.6 - 94.6)	
Lowell General PHO	94.2 (95% CI: 92.9 - 95.5)	
Massachusetts General Hospital Physicians Organization	94.6 (95% CI: 93.9 - 95.2)	
Merrimack Valley IPA - NEQCA	93.4 (95% CI: 92.3 - 94.5)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	93.8 (95% CI: 93.0 - 94.7)	
Milton	94.6 (95% CI: 91.5 - 97.8)	
Milton Primary Care - NEQCA	96.3 (95% CI: 94.7 - 97.8)	
Mount Auburn Cambridge IPA (MACIPA)	94.7 (95% CI: 94.0 - 95.4)	
New England Baptist CIO	94.1 (95% CI: 91.3 - 96.9)	
Newton-Wellesley PHO, Inc.	94.0 (95% CI: 93.3 - 94.7)	
Noble Health Alliance	93.0 (95% CI: 90.7 - 95.3)	
North Shore Health System, Inc.	94.4 (95% CI: 93.6 - 95.2)	
Northeast PHO, Inc.	94.3 (95% CI: 93.3 - 95.3)	
Orchard Medical Associates, LLC	95.5 (95% CI: 92.3 - 98.8)	
PediSouth LCO, LLC - NEQCA	90.9 (95% CI: 82.8 - 99.0)	
Pentucket Medical Associates (PMA)	93.9 (95% CI: 92.3 - 95.5)	
Physicians of Cape Cod, Inc.	91.9 (95% CI: 89.1 - 94.8)	
Plymouth Bay Primary Care - NEQCA	91.9 (95% CI: 90.8 - 93.0)	
PMG Physician Associates, P.C.	96.2 (95% CI: 95.0 - 97.5)	
Prima CARE, PC	94.5 (95% CI: 92.2 - 96.7)	
Primary Care Medical Assoc. of Norwood - NEQCA	94.9 (95% CI: 93.7 - 96.1)	
Reliant Medical Group (formerly Fallon Clinic)	95.1 (95% CI: 94.1 - 96.2)	
Riverbend Medical Group	93.4 (95% CI: 91.8 - 94.9)	
Signature Medical Group	91.3 (95% CI: 89.6 - 93.0)	
South Shore Medical Center	95.6 (95% CI: 93.3 - 97.9)	
South Shore Physicians Hospital Organization (SSPHO)	94.4 (95% CI: 93.2 - 95.6)	
Southboro Medical Group (SMG)	94.8 (95% CI: 92.8 - 96.9)	
Southcoast Physicians Network	93.6 (95% CI: 93.0 - 94.2)	
Springfield Medical Associates, Inc.	95.7 (95% CI: 93.8 - 97.6)	
Steward Health Care Network	93.8 (95% CI: 92.4 - 95.2)	
Steward Medical Group	94.6 (95% CI: 93.7 - 95.4)	
Sturdy Memorial Hospital & Associates	94.6 (95% CI: 92.2 - 97.0)	
The Pediatric Physicians' Organization at Children's	98.6 (95% CI: 90.8 - 100.0)	

## ADULT PRIMARY CARE PATIENT EXPERIENCE: COMMUNICATION

Data Source: MHQP. Higher is better

Statewide Score: 93.9

Tri-County Medical Associates	94.8 (95% CI: 93.8 - 95.8)	
Tufts Medical Center Physicians - NEQCA	95.2 (95% CI: 94.3 - 96.2)	
UMass Independent Practices	93.5 (95% CI: 92.9 - 94.1)	
UMass Memorial Community Medical Group	93.4 (95% CI: 92.8 - 94.0)	
UMass Memorial Health Care, Internal Medicine, Auburn	98.1 (95% CI: 95.2 - 100.0)	
UMass Memorial Medical Center-Based Practices	95.7 (95% CI: 94.4 - 97.1)	
Valley Health Partners PHO at Holyoke Medical Center	93.3 (95% CI: 91.6 - 95.0)	
Valley Medical Associates, P.C.	96.7 (95% CI: 93.8 - 99.7)	
Valley Medical Group, P.C.	92.7 (95% CI: 91.0 - 94.4)	
West Brookfield Family Practice	94.8 (95% CI: 91.6 - 98.1)	
Williamstown Medical Associates	95.2 (95% CI: 91.8 - 98.6)	
Wing Memorial Hospital Physicians	86.5 (95% CI: 84.1 - 88.9)	
Woburn Pediatric Associates, LLP - NEQCA	103.2 (95% CI: 95.4 - 100.0)	

# ADULT PRIMARY CARE PATIENT EXPERIENCE: INTEGRATION OF CARE

Data Source: MHQP. Higher is better

Statewide Score: 85.7

Organization	Score (95% CI)	Visual Representation
Acton Medical Associates	80.4 (95% CI: 75.7 - 85.0)	■
Adams Internists PC	89.7 (95% CI: 84.6 - 94.7)	■
Affiliated Physicians Inc., Groups	91.2 (95% CI: 87.5 - 95.0)	■
Baycare Health Partners - Other	78.2 (95% CI: 74.2 - 82.2)	■
Baystate Medical Practices	86.6 (95% CI: 84.6 - 88.6)	■
Berkshire Faculty Services	87.6 (95% CI: 80.4 - 94.8)	■
Berkshire Medical Group	86.3 (95% CI: 81.8 - 90.7)	■
Beth Israel Deaconess Affiliated Community Health Centers	82.8 (95% CI: 79.7 - 85.9)	■
Beth Israel Deaconess Healthcare	85.3 (95% CI: 83.6 - 87.0)	■
Beth Israel Deaconess Medical Center	86.9 (95% CI: 82.3 - 91.5)	■
Boston Medical Center Mgt Service	82.0 (95% CI: 79.7 - 84.2)	■
Brigham And Women's Physicians Organization	88.0 (95% CI: 86.5 - 89.4)	■
Burlington Medical Associates	83.0 (95% CI: 77.4 - 88.6)	■
Cambridge Health Alliance	85.1 (95% CI: 82.1 - 88.0)	■
Cape Ann Medical Center	76.8 (95% CI: 70.7 - 83.0)	■
Cape Cod Preferred Physicians	83.8 (95% CI: 81.6 - 86.1)	■
Cape Physicians, LLC - NEQCA	86.3 (95% CI: 84.1 - 88.5)	■
Charles River Medical Associates, P.C.	85.1 (95% CI: 83.5 - 86.8)	■
Chestnut Medical Associates, Inc.	87.9 (95% CI: 82.9 - 92.9)	■
Choice Plus Network	77.1 (95% CI: 70.1 - 84.1)	■
CMIPA (Central Massachusetts Independent Physician Assoc.)	88.6 (95% CI: 85.5 - 91.7)	■
Compass Medical, P.C.	86.1 (95% CI: 83.8 - 88.4)	■
Connecticut River Internists,LLP	85.5 (95% CI: 80.2 - 90.8)	■
Cooley Dickinson PHO	89.3 (95% CI: 86.5 - 92.1)	■
Dedham Medical Associates	87.3 (95% CI: 83.7 - 91.0)	■
Emerson Hospital And Emerson PHO	81.7 (95% CI: 79.9 - 83.6)	■
Endocrine Associates Of Western Mass	93.0 (95% CI: 87.9 - 98.1)	■
Family Health Center of Worcester	85.2 (95% CI: 74.5 - 96.0)	■
Family Practice Associates	84.6 (95% CI: 80.0 - 89.2)	■
Granite Medical	92.3 (95% CI: 87.8 - 96.8)	■
Hallmark Melrose Wakefield	84.6 (95% CI: 83.1 - 86.1)	■
Hallmark The Lawrence Organization	86.9 (95% CI: 84.8 - 89.0)	■
Hampden County Physician Associates, LLC	81.2 (95% CI: 78.0 - 84.4)	■
Harbor Health Services, Inc.	82.2 (95% CI: 75.7 - 88.7)	■
Harrington HHPO	83.0 (95% CI: 80.1 - 85.9)	■
Harvard Vanguard Medical Associates	87.1 (95% CI: 85.7 - 88.5)	■
Hawthorn Medical Associates	81.7 (95% CI: 77.6 - 85.8)	■
Heywood Hospital And Heywood PHO	80.2 (95% CI: 75.9 - 84.4)	■
Highland Healthcare Associates IPA - NEQCA	85.7 (95% CI: 84.7 - 86.6)	■
Lahey Health Primary Care	87.3 (95% CI: 85.6 - 89.1)	■
Lowell General PHO	84.4 (95% CI: 82.1 - 86.8)	■
Massachusetts General Hospital Physicians Organization	87.4 (95% CI: 86.3 - 88.6)	■
Merrimack Valley IPA - NEQCA	82.3 (95% CI: 80.3 - 84.3)	■
MetroWest Accountable Health Care Organization, LLC - NEQCA	85.4 (95% CI: 83.8 - 86.9)	■
Milton	88.8 (95% CI: 83.2 - 94.4)	■
Milton Primary Care - NEQCA	83.2 (95% CI: 80.4 - 85.9)	■
Mount Auburn Cambridge IPA (MACIPA)	86.2 (95% CI: 84.9 - 87.5)	■
New England Baptist CIO	83.6 (95% CI: 78.8 - 88.4)	■
Newton-Wellesley PHO, Inc.	86.5 (95% CI: 85.2 - 87.7)	■
Noble Health Alliance	79.3 (95% CI: 75.1 - 83.4)	■
North Shore Health System, Inc.	86.9 (95% CI: 85.4 - 88.3)	■
Northeast PHO, Inc.	85.2 (95% CI: 83.4 - 87.1)	■
Orchard Medical Associates, LLC	80.6 (95% CI: 74.5 - 86.8)	■
PediSouth LCO, LLC - NEQCA	74.5 (95% CI: 56.8 - 92.2)	■
Pentucket Medical Associates (PMA)	84.7 (95% CI: 81.9 - 87.5)	■
Physicians of Cape Cod, Inc.	85.7 (95% CI: 80.4 - 90.9)	■
Plymouth Bay Primary Care - NEQCA	80.3 (95% CI: 78.4 - 82.3)	■
PMG Physician Associates, P.C.	91.4 (95% CI: 89.2 - 93.6)	■
Prima CARE, PC	83.7 (95% CI: 79.6 - 87.7)	■
Primary Care Medical Assoc. of Norwood - NEQCA	88.2 (95% CI: 86.0 - 90.4)	■
Reliant Medical Group (formerly Fallon Clinic)	87.1 (95% CI: 85.3 - 89.0)	■
Riverbend Medical Group	88.1 (95% CI: 85.3 - 90.9)	■
Signature Medical Group	79.9 (95% CI: 76.8 - 83.0)	■
South Shore Medical Center	87.1 (95% CI: 82.9 - 91.2)	■
South Shore Physicians Hospital Organization (SSPHO)	87.2 (95% CI: 85.0 - 89.4)	■
Southboro Medical Group (SMG)	86.4 (95% CI: 82.6 - 90.2)	■
Southcoast Physicians Network	84.7 (95% CI: 83.7 - 85.8)	■
Springfield Medical Associates, Inc.	90.7 (95% CI: 87.3 - 94.1)	■
Steward Health Care Network	86.6 (95% CI: 84.1 - 89.1)	■
Steward Medical Group	86.2 (95% CI: 84.6 - 87.7)	■
Sturdy Memorial Hospital & Associates	85.8 (95% CI: 81.4 - 90.2)	■
The Pediatric Physicians' Organization at Children's	103.4 (95% CI: 87.8 - 100.0)	■

## ADULT PRIMARY CARE PATIENT EXPERIENCE: INTEGRATION OF CARE

Data Source: MHQP. Higher is better

Statewide Score: 85.7

Tri-County Medical Associates	88.2 (95% CI: 86.3 - 90.1)	
Tufts Medical Center Physicians - NEQCA	88.8 (95% CI: 87.1 - 90.5)	
UMass Independent Practices	85.1 (95% CI: 84.1 - 86.2)	
UMass Memorial Community Medical Group	85.5 (95% CI: 84.4 - 86.5)	
UMass Memorial Health Care, Internal Medicine, Auburn	95.4 (95% CI: 90.0 - 100.0)	
UMass Memorial Medical Center-Based Practices	86.7 (95% CI: 84.3 - 89.1)	
Valley Health Partners PHO at Holyoke Medical Center	79.7 (95% CI: 76.6 - 82.8)	
Valley Medical Associates, P.C.	86.9 (95% CI: 81.5 - 92.3)	
Valley Medical Group, P.C.	87.1 (95% CI: 84.1 - 90.1)	
West Brookfield Family Practice	78.0 (95% CI: 72.0 - 83.9)	
Williamstown Medical Associates	85.4 (95% CI: 79.2 - 91.6)	
Wing Memorial Hospital Physicians	76.6 (95% CI: 72.3 - 80.8)	
Woburn Pediatric Associates, LLP - NEQCA	104.3 (95% CI: 80.9 - 100.0)	

# ADULT PRIMARY CARE PATIENT EXPERIENCE: KNOWLEDGE OF PATIENT

Data Source: MHQP. Higher is better

Statewide Score: 88.4

Acton Medical Associates	84.4 (95% CI: 81.2 - 87.5)	
Adams Internists PC	91.0 (95% CI: 87.6 - 94.4)	
Affiliated Physicians Inc., Groups	90.3 (95% CI: 87.7 - 92.9)	
Baycare Health Partners - Other	87.4 (95% CI: 84.6 - 90.2)	
Baystate Medical Practices	87.8 (95% CI: 86.4 - 89.2)	
Berkshire Faculty Services	88.8 (95% CI: 83.8 - 93.8)	
Berkshire Medical Group	92.7 (95% CI: 89.7 - 95.8)	
Beth Israel Deaconess Affiliated Community Health Centers	86.6 (95% CI: 84.5 - 88.8)	
Beth Israel Deaconess Healthcare	87.4 (95% CI: 86.2 - 88.5)	
Beth Israel Deaconess Medical Center	90.4 (95% CI: 87.3 - 93.6)	
Boston Medical Center Mgt Service	88.2 (95% CI: 86.6 - 89.7)	
Brigham And Women's Physicians Organization	88.8 (95% CI: 87.8 - 89.8)	
Burlington Medical Associates	85.3 (95% CI: 81.4 - 89.1)	
Cambridge Health Alliance	87.4 (95% CI: 85.4 - 89.4)	
Cape Ann Medical Center	85.4 (95% CI: 81.2 - 89.5)	
Cape Cod Preferred Physicians	84.6 (95% CI: 83.1 - 86.2)	
Cape Physicians, LLC - NEQCA	86.7 (95% CI: 85.2 - 88.2)	
Charles River Medical Associates, P.C.	86.3 (95% CI: 85.2 - 87.5)	
Chestnut Medical Associates, Inc.	91.4 (95% CI: 87.9 - 94.8)	
Choice Plus Network	86.6 (95% CI: 82.1 - 91.1)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	89.6 (95% CI: 87.5 - 91.8)	
Compass Medical, P.C.	86.2 (95% CI: 84.6 - 87.7)	
Connecticut River Internists,LLP	91.7 (95% CI: 88.0 - 95.5)	
Cooley Dickinson PHO	89.0 (95% CI: 87.0 - 90.9)	
Dedham Medical Associates	90.8 (95% CI: 88.3 - 93.3)	
Emerson Hospital And Emerson PHO	85.0 (95% CI: 83.7 - 86.3)	
Endocrine Associates Of Western Mass	92.5 (95% CI: 89.0 - 96.0)	
Family Health Center of Worcester	88.7 (95% CI: 81.4 - 96.1)	
Family Practice Associates	89.1 (95% CI: 85.9 - 92.2)	
Granite Medical	91.1 (95% CI: 87.9 - 94.2)	
Hallmark Melrose Wakefield	87.7 (95% CI: 86.7 - 88.7)	
Hallmark The Lawrence Organization	89.3 (95% CI: 87.9 - 90.7)	
Hampden County Physician Associates, LLC	85.5 (95% CI: 83.2 - 87.7)	
Harbor Health Services, Inc.	85.1 (95% CI: 80.5 - 89.6)	
Harrington HHPO	86.0 (95% CI: 84.0 - 88.0)	
Harvard Vanguard Medical Associates	87.1 (95% CI: 86.2 - 88.1)	
Hawthorn Medical Associates	85.1 (95% CI: 82.2 - 87.9)	
Heywood Hospital And Heywood PHO	83.7 (95% CI: 80.8 - 86.6)	
Highland Healthcare Associates IPA - NEQCA	89.1 (95% CI: 88.4 - 89.7)	
Lahey Health Primary Care	87.8 (95% CI: 86.6 - 89.0)	
Lowell General PHO	88.4 (95% CI: 86.8 - 90.0)	
Massachusetts General Hospital Physicians Organization	90.2 (95% CI: 89.4 - 91.0)	
Merrimack Valley IPA - NEQCA	88.0 (95% CI: 86.6 - 89.4)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	89.6 (95% CI: 88.5 - 90.7)	
Milton	89.6 (95% CI: 85.6 - 93.5)	
Milton Primary Care - NEQCA	92.4 (95% CI: 90.5 - 94.3)	
Mount Auburn Cambridge IPA (MACIPA)	89.0 (95% CI: 88.1 - 89.9)	
New England Baptist CIO	89.8 (95% CI: 86.4 - 93.3)	
Newton-Wellesley PHO, Inc.	88.8 (95% CI: 88.0 - 89.7)	
Noble Health Alliance	86.6 (95% CI: 83.8 - 89.4)	
North Shore Health System, Inc.	89.2 (95% CI: 88.2 - 90.2)	
Northeast PHO, Inc.	88.0 (95% CI: 86.7 - 89.2)	
Orchard Medical Associates, LLC	90.3 (95% CI: 86.2 - 94.4)	
PediSouth LCO, LLC - NEQCA	79.7 (95% CI: 69.6 - 89.9)	
Pentucket Medical Associates (PMA)	86.3 (95% CI: 84.4 - 88.3)	
Physicians of Cape Cod, Inc.	89.4 (95% CI: 85.8 - 93.0)	
Plymouth Bay Primary Care - NEQCA	85.7 (95% CI: 84.3 - 87.0)	
PMG Physician Associates, P.C.	91.4 (95% CI: 89.9 - 93.0)	
Prima CARE, PC	89.5 (95% CI: 86.7 - 92.3)	
Primary Care Medical Assoc. of Norwood - NEQCA	90.2 (95% CI: 88.7 - 91.7)	
Reliant Medical Group (formerly Fallon Clinic)	89.5 (95% CI: 88.2 - 90.7)	
Riverbend Medical Group	86.2 (95% CI: 84.2 - 88.1)	
Signature Medical Group	84.3 (95% CI: 82.1 - 86.4)	
South Shore Medical Center	90.3 (95% CI: 87.5 - 93.2)	
South Shore Physicians Hospital Organization (SSPHO)	87.4 (95% CI: 85.9 - 88.9)	
Southboro Medical Group (SMG)	88.2 (95% CI: 85.6 - 90.8)	
Southcoast Physicians Network	88.1 (95% CI: 87.4 - 88.9)	
Springfield Medical Associates, Inc.	89.8 (95% CI: 87.4 - 92.1)	
Steward Health Care Network	87.7 (95% CI: 86.0 - 89.5)	
Steward Medical Group	89.5 (95% CI: 88.5 - 90.6)	
Sturdy Memorial Hospital & Associates	88.3 (95% CI: 85.3 - 91.3)	
The Pediatric Physicians' Organization at Children's	93.0 (95% CI: 83.3 - 100.0)	

**ADULT PRIMARY CARE PATIENT EXPERIENCE: KNOWLEDGE OF PATIENT**

Data Source: MHQP. Higher is better

Statewide Score: 88.4

Tri-County Medical Associates	89.6 (95% CI: 88.3 - 90.8)	
Tufts Medical Center Physicians - NEQCA	90.9 (95% CI: 89.8 - 92.1)	
UMass Independent Practices	88.2 (95% CI: 87.5 - 89.0)	
UMass Memorial Community Medical Group	87.9 (95% CI: 87.2 - 88.6)	
UMass Memorial Health Care, Internal Medicine, Auburn	94.6 (95% CI: 91.0 - 98.3)	
UMass Memorial Medical Center-Based Practices	90.2 (95% CI: 88.5 - 91.8)	
Valley Health Partners PHO at Holyoke Medical Center	88.9 (95% CI: 86.7 - 91.0)	
Valley Medical Associates, P.C.	91.3 (95% CI: 87.6 - 95.0)	
Valley Medical Group, P.C.	87.2 (95% CI: 85.2 - 89.3)	
West Brookfield Family Practice	86.9 (95% CI: 82.8 - 91.0)	
Williamstown Medical Associates	90.3 (95% CI: 86.0 - 94.5)	
Wing Memorial Hospital Physicians	81.7 (95% CI: 78.7 - 84.7)	
Woburn Pediatric Associates, LLP - NEQCA	99.0 (95% CI: 89.3 - 100.0)	



**ADULT PRIMARY CARE PATIENT EXPERIENCE: OFFICE STAFF**

Data Source: MHQP. Higher is better

Statewide Score: 88.0

Acton Medical Associates	86.6 (95% CI: 83.1 - 90.1)	
Adams Internists PC	90.9 (95% CI: 87.1 - 94.6)	
Affiliated Physicians Inc., Groups	94.0 (95% CI: 91.1 - 96.8)	
Baycare Health Partners - Other	89.3 (95% CI: 86.1 - 92.4)	
Baystate Medical Practices	89.3 (95% CI: 87.8 - 90.8)	
Berkshire Faculty Services	83.7 (95% CI: 78.3 - 89.2)	
Berkshire Medical Group	78.7 (95% CI: 75.3 - 82.0)	
Beth Israel Deaconess Affiliated Community Health Centers	82.1 (95% CI: 79.8 - 84.5)	
Beth Israel Deaconess Healthcare	88.1 (95% CI: 86.8 - 89.4)	
Beth Israel Deaconess Medical Center	79.6 (95% CI: 76.1 - 83.0)	
Boston Medical Center Mgt Service	80.8 (95% CI: 79.2 - 82.5)	
Brigham And Women's Physicians Organization	87.9 (95% CI: 86.8 - 89.0)	
Burlington Medical Associates	84.2 (95% CI: 80.0 - 88.4)	
Cambridge Health Alliance	81.9 (95% CI: 79.7 - 84.1)	
Cape Ann Medical Center	86.2 (95% CI: 81.6 - 90.8)	
Cape Cod Preferred Physicians	85.1 (95% CI: 83.4 - 86.8)	
Cape Physicians, LLC - NEQCA	90.3 (95% CI: 88.7 - 92.0)	
Charles River Medical Associates, P.C.	86.9 (95% CI: 85.6 - 88.2)	
Chestnut Medical Associates, Inc.	91.1 (95% CI: 87.4 - 94.9)	
Choice Plus Network	77.0 (95% CI: 72.0 - 82.0)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	88.6 (95% CI: 86.2 - 90.9)	
Compass Medical, P.C.	86.8 (95% CI: 85.1 - 88.6)	
Connecticut River Internists,LLP	94.4 (95% CI: 90.3 - 98.5)	
Cooley Dickinson PHO	90.4 (95% CI: 88.3 - 92.5)	
Dedham Medical Associates	86.0 (95% CI: 83.2 - 88.8)	
Emerson Hospital And Emerson PHO	84.5 (95% CI: 83.1 - 85.9)	
Endocrine Associates Of Western Mass	92.6 (95% CI: 88.8 - 96.4)	
Family Health Center of Worcester	74.3 (95% CI: 66.1 - 82.6)	
Family Practice Associates	80.3 (95% CI: 76.8 - 83.7)	
Granite Medical	88.2 (95% CI: 84.8 - 91.6)	
Hallmark Melrose Wakefield	88.3 (95% CI: 87.1 - 89.4)	
Hallmark The Lawrence Organization	91.7 (95% CI: 90.1 - 93.3)	
Hampden County Physician Associates, LLC	84.1 (95% CI: 81.6 - 86.5)	
Harbor Health Services, Inc.	79.3 (95% CI: 74.3 - 84.2)	
Harrington HHPO	86.0 (95% CI: 83.8 - 88.2)	
Harvard Vanguard Medical Associates	89.9 (95% CI: 88.8 - 91.0)	
Hawthorn Medical Associates	89.5 (95% CI: 86.4 - 92.7)	
Heywood Hospital And Heywood PHO	78.5 (95% CI: 75.4 - 81.7)	
Highland Healthcare Associates IPA - NEQCA	88.5 (95% CI: 87.8 - 89.2)	
Lahey Health Primary Care	89.5 (95% CI: 88.1 - 90.8)	
Lowell General PHO	87.5 (95% CI: 85.8 - 89.3)	
Massachusetts General Hospital Physicians Organization	86.3 (95% CI: 85.5 - 87.2)	
Merrimack Valley IPA - NEQCA	86.5 (95% CI: 84.9 - 88.0)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	88.9 (95% CI: 87.8 - 90.1)	
Milton	89.6 (95% CI: 85.3 - 93.9)	
Milton Primary Care - NEQCA	90.2 (95% CI: 88.1 - 92.3)	
Mount Auburn Cambridge IPA (MACIPA)	88.4 (95% CI: 87.4 - 89.4)	
New England Baptist CIO	92.8 (95% CI: 89.0 - 96.6)	
Newton-Wellesley PHO, Inc.	90.6 (95% CI: 89.6 - 91.5)	
Noble Health Alliance	82.3 (95% CI: 79.2 - 85.4)	
North Shore Health System, Inc.	89.8 (95% CI: 88.7 - 90.9)	
Northeast PHO, Inc.	88.5 (95% CI: 87.1 - 89.9)	
Orchard Medical Associates, LLC	93.7 (95% CI: 89.2 - 98.3)	
PediSouth LCO, LLC - NEQCA	93.3 (95% CI: 82.1 - 100.0)	
Pentucket Medical Associates (PMA)	85.8 (95% CI: 83.6 - 87.9)	
Physicians of Cape Cod, Inc.	92.2 (95% CI: 88.2 - 96.2)	
Plymouth Bay Primary Care - NEQCA	85.5 (95% CI: 84.0 - 87.0)	
PMG Physician Associates, P.C.	88.8 (95% CI: 87.1 - 90.4)	
Prima CARE, PC	88.2 (95% CI: 85.1 - 91.3)	
Primary Care Medical Assoc. of Norwood - NEQCA	88.6 (95% CI: 87.0 - 90.3)	
Reliant Medical Group (formerly Fallon Clinic)	90.6 (95% CI: 89.2 - 92.0)	
Riverbend Medical Group	88.0 (95% CI: 85.8 - 90.1)	
Signature Medical Group	84.6 (95% CI: 82.3 - 87.0)	
South Shore Medical Center	90.2 (95% CI: 87.0 - 93.3)	
South Shore Physicians Hospital Organization (SSPHO)	88.9 (95% CI: 87.2 - 90.6)	
Southboro Medical Group (SMG)	88.8 (95% CI: 86.0 - 91.6)	
Southcoast Physicians Network	88.8 (95% CI: 88.0 - 89.6)	
Springfield Medical Associates, Inc.	87.7 (95% CI: 85.1 - 90.3)	
Steward Health Care Network	82.9 (95% CI: 81.0 - 84.8)	
Steward Medical Group	86.5 (95% CI: 85.3 - 87.6)	
Sturdy Memorial Hospital & Associates	91.3 (95% CI: 88.0 - 94.6)	
The Pediatric Physicians' Organization at Children's	93.9 (95% CI: 83.3 - 100.0)	

## ADULT PRIMARY CARE PATIENT EXPERIENCE: OFFICE STAFF

Data Source: MHQP. Higher is better

Statewide Score: 88.0

Tri-County Medical Associates	87.7 (95% CI: 86.4 - 89.1)	
Tufts Medical Center Physicians - NEQCA	88.6 (95% CI: 87.3 - 89.9)	
UMass Independent Practices	89.8 (95% CI: 89.0 - 90.5)	
UMass Memorial Community Medical Group	87.7 (95% CI: 86.9 - 88.5)	
UMass Memorial Health Care, Internal Medicine, Auburn	93.4 (95% CI: 89.4 - 97.4)	
UMass Memorial Medical Center-Based Practices	86.3 (95% CI: 84.5 - 88.2)	
Valley Health Partners PHO at Holyoke Medical Center	86.7 (95% CI: 84.3 - 89.1)	
Valley Medical Associates, P.C.	94.3 (95% CI: 90.3 - 98.4)	
Valley Medical Group, P.C.	86.2 (95% CI: 83.9 - 88.5)	
West Brookfield Family Practice	87.8 (95% CI: 83.3 - 92.3)	
Williamstown Medical Associates	91.5 (95% CI: 86.8 - 96.1)	
Wing Memorial Hospital Physicians	85.6 (95% CI: 82.3 - 88.9)	
Woburn Pediatric Associates, LLP - NEQCA	100.7 (95% CI: 90.0 - 100.0)	

# ADULT PRIMARY CARE PATIENT EXPERIENCE: ORGANIZATIONAL ACCESS

Data Source: MHQP. Higher is better

Statewide Score: 81.8

Organization	Score (95% CI)	Visual Representation
Acton Medical Associates	83.0 (95% CI: 78.8 - 87.1)	■
Adams Internists PC	89.7 (95% CI: 85.0 - 94.5)	■
Affiliated Physicians Inc., Groups	88.8 (95% CI: 85.6 - 91.9)	■
Baycare Health Partners - Other	85.2 (95% CI: 81.3 - 89.0)	■
Baystate Medical Practices	80.9 (95% CI: 79.0 - 82.7)	■
Berkshire Faculty Services	75.0 (95% CI: 68.5 - 81.5)	■
Berkshire Medical Group	83.0 (95% CI: 78.8 - 87.3)	■
Beth Israel Deaconess Affiliated Community Health Centers	78.1 (95% CI: 75.2 - 80.9)	■
Beth Israel Deaconess Healthcare	82.2 (95% CI: 80.6 - 83.8)	■
Beth Israel Deaconess Medical Center	78.8 (95% CI: 74.2 - 83.4)	■
Boston Medical Center Mgt Service	75.2 (95% CI: 73.2 - 77.2)	■
Brigham And Women's Physicians Organization	81.3 (95% CI: 79.9 - 82.6)	■
Burlington Medical Associates	83.1 (95% CI: 77.5 - 88.7)	■
Cambridge Health Alliance	73.5 (95% CI: 70.8 - 76.2)	■
Cape Ann Medical Center	78.8 (95% CI: 73.1 - 84.5)	■
Cape Cod Preferred Physicians	76.5 (95% CI: 74.4 - 78.7)	■
Cape Physicians, LLC - NEQCA	84.1 (95% CI: 82.0 - 86.2)	■
Charles River Medical Associates, P.C.	79.3 (95% CI: 77.8 - 80.9)	■
Chestnut Medical Associates, Inc.	90.3 (95% CI: 85.8 - 94.8)	■
Choice Plus Network	67.9 (95% CI: 61.1 - 74.6)	■
CMIPA (Central Massachusetts Independent Physician Assoc.)	85.6 (95% CI: 82.8 - 88.3)	■
Compass Medical, P.C.	77.0 (95% CI: 74.8 - 79.2)	■
Connecticut River Internists,LLP	87.5 (95% CI: 82.3 - 92.7)	■
Cooley Dickinson PHO	86.4 (95% CI: 83.8 - 89.0)	■
Dedham Medical Associates	83.8 (95% CI: 80.4 - 87.2)	■
Emerson Hospital And Emerson PHO	79.8 (95% CI: 78.1 - 81.5)	■
Endocrine Associates Of Western Mass	83.9 (95% CI: 79.0 - 88.8)	■
Family Health Center of Worcester	62.8 (95% CI: 52.6 - 73.0)	■
Family Practice Associates	70.8 (95% CI: 66.2 - 75.5)	■
Granite Medical	88.8 (95% CI: 84.2 - 93.5)	■
Hallmark Melrose Wakefield	83.1 (95% CI: 81.7 - 84.4)	■
Hallmark The Lawrence Organization	83.3 (95% CI: 81.4 - 85.3)	■
Hampden County Physician Associates, LLC	72.4 (95% CI: 69.4 - 75.5)	■
Harbor Health Services, Inc.	73.1 (95% CI: 66.3 - 80.0)	■
Harrington HHPO	75.8 (95% CI: 73.1 - 78.6)	■
Harvard Vanguard Medical Associates	81.6 (95% CI: 80.3 - 83.0)	■
Hawthorn Medical Associates	77.3 (95% CI: 72.7 - 81.9)	■
Heywood Hospital And Heywood PHO	73.7 (95% CI: 70.0 - 77.4)	■
Highland Healthcare Associates IPA - NEQCA	81.9 (95% CI: 80.9 - 82.8)	■
Lahey Health Primary Care	83.4 (95% CI: 81.7 - 85.1)	■
Lowell General PHO	83.0 (95% CI: 80.9 - 85.2)	■
Massachusetts General Hospital Physicians Organization	79.9 (95% CI: 78.9 - 81.0)	■
Merrimack Valley IPA - NEQCA	78.7 (95% CI: 76.9 - 80.6)	■
MetroWest Accountable Health Care Organization, LLC - NEQCA	82.6 (95% CI: 81.2 - 84.0)	■
Milton	84.6 (95% CI: 79.5 - 89.7)	■
Milton Primary Care - NEQCA	86.0 (95% CI: 83.4 - 88.6)	■
Mount Auburn Cambridge IPA (MACIPA)	82.7 (95% CI: 81.6 - 83.9)	■
New England Baptist CIO	88.3 (95% CI: 83.8 - 92.9)	■
Newton-Wellesley PHO, Inc.	83.4 (95% CI: 82.3 - 84.6)	■
Noble Health Alliance	74.2 (95% CI: 70.2 - 78.2)	■
North Shore Health System, Inc.	83.3 (95% CI: 82.0 - 84.7)	■
Northeast PHO, Inc.	85.0 (95% CI: 83.4 - 86.7)	■
Orchard Medical Associates, LLC	88.9 (95% CI: 83.4 - 94.3)	■
PediSouth LCO, LLC - NEQCA	87.6 (95% CI: 74.5 - 100.0)	■
Pentucket Medical Associates (PMA)	77.0 (95% CI: 74.3 - 79.7)	■
Physicians of Cape Cod, Inc.	85.9 (95% CI: 81.0 - 90.9)	■
Plymouth Bay Primary Care - NEQCA	76.6 (95% CI: 74.7 - 78.5)	■
PMG Physician Associates, P.C.	83.9 (95% CI: 81.8 - 86.0)	■
Prima CARE, PC	83.5 (95% CI: 79.4 - 87.6)	■
Primary Care Medical Assoc. of Norwood - NEQCA	88.6 (95% CI: 86.5 - 90.6)	■
Reliant Medical Group (formerly Fallon Clinic)	82.9 (95% CI: 81.2 - 84.6)	■
Riverbend Medical Group	82.3 (95% CI: 79.7 - 85.0)	■
Signature Medical Group	76.8 (95% CI: 73.9 - 79.8)	■
South Shore Medical Center	80.7 (95% CI: 76.8 - 84.5)	■
South Shore Physicians Hospital Organization (SSPHO)	82.1 (95% CI: 80.0 - 84.1)	■
Southboro Medical Group (SMG)	83.5 (95% CI: 80.1 - 87.0)	■
Southcoast Physicians Network	82.4 (95% CI: 81.4 - 83.5)	■
Springfield Medical Associates, Inc.	86.4 (95% CI: 83.2 - 89.6)	■
Steward Health Care Network	80.9 (95% CI: 78.5 - 83.2)	■
Steward Medical Group	81.6 (95% CI: 80.2 - 83.0)	■
Sturdy Memorial Hospital & Associates	84.7 (95% CI: 80.8 - 88.6)	■
The Pediatric Physicians' Organization at Children's	95.9 (95% CI: 83.6 - 100.0)	■

## ADULT PRIMARY CARE PATIENT EXPERIENCE: ORGANIZATIONAL ACCESS

Data Source: MHQP. Higher is better

Statewide Score: 81.8

Tri-County Medical Associates	83.2 (95% CI: 81.6 - 84.9)	
Tufts Medical Center Physicians - NEQCA	82.4 (95% CI: 80.8 - 84.0)	
UMass Independent Practices	82.1 (95% CI: 81.1 - 83.0)	
UMass Memorial Community Medical Group	82.9 (95% CI: 81.9 - 83.8)	
UMass Memorial Health Care, Internal Medicine, Auburn	89.5 (95% CI: 84.6 - 94.4)	
UMass Memorial Medical Center-Based Practices	80.6 (95% CI: 78.3 - 82.9)	
Valley Health Partners PHO at Holyoke Medical Center	82.6 (95% CI: 79.6 - 85.6)	
Valley Medical Associates, P.C.	87.9 (95% CI: 83.1 - 92.7)	
Valley Medical Group, P.C.	78.4 (95% CI: 75.5 - 81.2)	
West Brookfield Family Practice	78.7 (95% CI: 73.1 - 84.3)	
Williamstown Medical Associates	84.5 (95% CI: 78.5 - 90.4)	
Wing Memorial Hospital Physicians	65.9 (95% CI: 61.4 - 70.5)	
Woburn Pediatric Associates, LLP - NEQCA	91.5 (95% CI: 78.5 - 100.0)	

# ADULT PRIMARY CARE PATIENT EXPERIENCE: WILLINGNESS TO RECOMMEND

Data Source: MHQP. Higher is better

Statewide Score: 90.9

Acton Medical Associates	86.4 (95% CI: 82.8 - 90.0)	
Adams Internists PC	92.6 (95% CI: 88.7 - 96.5)	
Affiliated Physicians Inc., Groups	93.1 (95% CI: 90.1 - 96.1)	
Baycare Health Partners - Other	88.1 (95% CI: 84.9 - 91.4)	
Baystate Medical Practices	89.4 (95% CI: 87.9 - 91.0)	
Berkshire Faculty Services	93.8 (95% CI: 88.1 - 99.5)	
Berkshire Medical Group	94.2 (95% CI: 90.7 - 97.8)	
Beth Israel Deaconess Affiliated Community Health Centers	88.1 (95% CI: 85.7 - 90.6)	
Beth Israel Deaconess Healthcare	90.5 (95% CI: 89.1 - 91.9)	
Beth Israel Deaconess Medical Center	90.3 (95% CI: 86.7 - 93.8)	
Boston Medical Center Mgt Service	88.9 (95% CI: 87.1 - 90.6)	
Brigham And Women's Physicians Organization	91.5 (95% CI: 90.4 - 92.7)	
Burlington Medical Associates	89.8 (95% CI: 85.3 - 94.3)	
Cambridge Health Alliance	90.3 (95% CI: 88.0 - 92.6)	
Cape Ann Medical Center	83.5 (95% CI: 78.7 - 88.3)	
Cape Cod Preferred Physicians	88.9 (95% CI: 87.2 - 90.7)	
Cape Physicians, LLC - NEQCA	90.6 (95% CI: 88.9 - 92.4)	
Charles River Medical Associates, P.C.	89.6 (95% CI: 88.2 - 90.9)	
Chestnut Medical Associates, Inc.	95.4 (95% CI: 91.4 - 99.3)	
Choice Plus Network	89.5 (95% CI: 84.2 - 94.8)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	94.6 (95% CI: 92.2 - 97.1)	
Compass Medical, P.C.	89.9 (95% CI: 88.1 - 91.7)	
Connecticut River Internists,LLP	94.0 (95% CI: 89.6 - 98.3)	
Cooley Dickinson PHO	92.6 (95% CI: 90.4 - 94.9)	
Dedham Medical Associates	92.3 (95% CI: 89.4 - 95.2)	
Emerson Hospital And Emerson PHO	88.2 (95% CI: 86.7 - 89.7)	
Endocrine Associates Of Western Mass	93.1 (95% CI: 89.1 - 97.1)	
Family Health Center of Worcester	84.5 (95% CI: 75.9 - 93.1)	
Family Practice Associates	92.7 (95% CI: 89.1 - 96.4)	
Granite Medical	90.8 (95% CI: 87.2 - 94.4)	
Hallmark Melrose Wakefield	89.8 (95% CI: 88.6 - 91.0)	
Hallmark The Lawrence Organization	91.2 (95% CI: 89.6 - 92.9)	
Hampden County Physician Associates, LLC	85.7 (95% CI: 83.1 - 88.2)	
Harbor Health Services, Inc.	85.2 (95% CI: 80.0 - 90.4)	
Harrington HHPO	88.7 (95% CI: 86.4 - 91.0)	
Harvard Vanguard Medical Associates	89.7 (95% CI: 88.6 - 90.8)	
Hawthorn Medical Associates	89.8 (95% CI: 86.5 - 93.1)	
Heywood Hospital And Heywood PHO	85.7 (95% CI: 82.4 - 89.0)	
Highland Healthcare Associates IPA - NEQCA	90.9 (95% CI: 90.1 - 91.6)	
Lahey Health Primary Care	90.8 (95% CI: 89.4 - 92.2)	
Lowell General PHO	92.4 (95% CI: 90.5 - 94.2)	
Massachusetts General Hospital Physicians Organization	91.8 (95% CI: 90.9 - 92.7)	
Merrimack Valley IPA - NEQCA	90.8 (95% CI: 89.2 - 92.4)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	90.2 (95% CI: 89.0 - 91.4)	
Milton	91.9 (95% CI: 87.5 - 96.4)	
Milton Primary Care - NEQCA	92.6 (95% CI: 90.4 - 94.8)	
Mount Auburn Cambridge IPA (MACIPA)	92.5 (95% CI: 91.5 - 93.5)	
New England Baptist CIO	92.3 (95% CI: 88.4 - 96.3)	
Newton-Wellesley PHO, Inc.	91.1 (95% CI: 90.1 - 92.1)	
Noble Health Alliance	89.4 (95% CI: 86.1 - 92.6)	
North Shore Health System, Inc.	91.6 (95% CI: 90.4 - 92.7)	
Northeast PHO, Inc.	91.1 (95% CI: 89.6 - 92.5)	
Orchard Medical Associates, LLC	93.6 (95% CI: 88.9 - 98.4)	
PediSouth LCO, LLC - NEQCA	93.5 (95% CI: 81.8 - 100.0)	
Pentucket Medical Associates (PMA)	90.8 (95% CI: 88.6 - 93.1)	
Physicians of Cape Cod, Inc.	89.2 (95% CI: 85.1 - 93.3)	
Plymouth Bay Primary Care - NEQCA	89.2 (95% CI: 87.6 - 90.7)	
PMG Physician Associates, P.C.	94.7 (95% CI: 93.0 - 96.5)	
Prima CARE, PC	92.0 (95% CI: 88.8 - 95.2)	
Primary Care Medical Assoc. of Norwood - NEQCA	91.9 (95% CI: 90.2 - 93.7)	
Reliant Medical Group (formerly Fallon Clinic)	92.2 (95% CI: 90.7 - 93.7)	
Riverbend Medical Group	90.9 (95% CI: 88.7 - 93.2)	
Signature Medical Group	88.5 (95% CI: 86.1 - 91.0)	
South Shore Medical Center	92.5 (95% CI: 89.2 - 95.8)	
South Shore Physicians Hospital Organization (SSPHO)	91.4 (95% CI: 89.7 - 93.2)	
Southboro Medical Group (SMG)	92.0 (95% CI: 89.0 - 94.9)	
Southcoast Physicians Network	90.8 (95% CI: 89.9 - 91.7)	
Springfield Medical Associates, Inc.	93.6 (95% CI: 90.9 - 96.3)	
Steward Health Care Network	90.2 (95% CI: 88.2 - 92.2)	
Steward Medical Group	92.1 (95% CI: 90.9 - 93.3)	
Sturdy Memorial Hospital & Associates	91.8 (95% CI: 88.4 - 95.2)	
The Pediatric Physicians' Organization at Children's	98.2 (95% CI: 87.0 - 100.0)	

**ADULT PRIMARY CARE PATIENT EXPERIENCE: WILLINGNESS TO RECOMMEND**

Data Source: MHQP. Higher is better

Statewide Score: 90.9

Tri-County Medical Associates	93.2 (95% CI: 91.8 - 94.7)	
Tufts Medical Center Physicians - NEQCA	92.7 (95% CI: 91.3 - 94.0)	
UMass Independent Practices	90.3 (95% CI: 89.4 - 91.1)	
UMass Memorial Community Medical Group	90.3 (95% CI: 89.4 - 91.1)	
UMass Memorial Health Care, Internal Medicine, Auburn	97.4 (95% CI: 93.2 - 100.0)	
UMass Memorial Medical Center-Based Practices	91.6 (95% CI: 89.6 - 93.5)	
Valley Health Partners PHO at Holyoke Medical Center	89.3 (95% CI: 86.8 - 91.8)	
Valley Medical Associates, P.C.	96.9 (95% CI: 92.6 - 100.0)	
Valley Medical Group, P.C.	89.6 (95% CI: 87.2 - 92.0)	
West Brookfield Family Practice	90.3 (95% CI: 85.6 - 95.1)	
Williamstown Medical Associates	92.8 (95% CI: 88.0 - 97.7)	
Wing Memorial Hospital Physicians	82.8 (95% CI: 79.4 - 86.3)	
Woburn Pediatric Associates, LLP - NEQCA	90.0 (95% CI: 78.8 - 100.0)	

**PEDIATRIC CARE PATIENT EXPERIENCE: CHILD DEVELOPMENT**

Data Source: MHQP. Higher is better

Statewide Score: 74.5

Acton Medical Associates	71.4 (95% CI: 67.1 - 75.7)	
Affiliated Pediatric Practices (APP)	74.6 (95% CI: 72.9 - 76.2)	
Baycare Health Partners - Other	83.6 (95% CI: 76.2 - 90.9)	
Baystate Medical Practices	66.5 (95% CI: 61.9 - 71.1)	
Berkshire Faculty Services	64.6 (95% CI: 57.1 - 72.1)	
Berkshire Pediatric Associates	82.5 (95% CI: 77.3 - 87.7)	
Boston Medical Center Mgt Service	76.7 (95% CI: 73.0 - 80.4)	
Brigham And Women's Physicians Organization	69.9 (95% CI: 62.3 - 77.4)	
Cambridge Health Alliance	77.3 (95% CI: 72.9 - 81.6)	
Cape Ann Medical Center	64.9 (95% CI: 58.8 - 71.0)	
Cape Cod Preferred Physicians	72.1 (95% CI: 68.1 - 76.1)	
Charles River Medical Associates, P.C.	67.8 (95% CI: 62.8 - 72.8)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	74.6 (95% CI: 70.9 - 78.3)	
Cooley Dickinson PHO	73.1 (95% CI: 70.4 - 75.8)	
Dedham Medical Associates	73.8 (95% CI: 69.8 - 77.8)	
Emerson Hospital And Emerson PHO	71.4 (95% CI: 67.9 - 74.8)	
Fairview Pediatrics	74.5 (95% CI: 67.0 - 82.0)	
George F. Vitek, M.D. , & Assoc. P.C.	80.4 (95% CI: 75.4 - 85.3)	
Hallmark Melrose Wakefield	44.0 (95% CI: 30.0 - 58.1)	
Harbor Health Services, Inc.	73.2 (95% CI: 63.4 - 82.9)	
Harrington HHPO	68.8 (95% CI: 63.1 - 74.5)	
Harvard Vanguard Medical Associates	72.8 (95% CI: 71.1 - 74.5)	
Hawthorn Medical Associates	69.3 (95% CI: 62.2 - 76.4)	
Highland Healthcare Associates IPA - NEQCA	75.5 (95% CI: 73.4 - 77.6)	
Holyoke Pediatric Associates	76.5 (95% CI: 72.2 - 80.7)	
Lahey Health Primary Care	87.5 (95% CI: 81.7 - 93.2)	
Lowell General PHO	77.4 (95% CI: 74.0 - 80.8)	
Ludlow Pediatrics, Inc.	67.1 (95% CI: 59.8 - 74.5)	
Massachusetts General Hospital Physicians Organization	70.8 (95% CI: 68.4 - 73.2)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	78.6 (95% CI: 75.0 - 82.2)	
Mount Auburn Cambridge IPA (MACIPA)	74.6 (95% CI: 71.4 - 77.8)	
Newton-Wellesley PHO, Inc.	76.0 (95% CI: 72.8 - 79.2)	
North Shore Health System, Inc.	76.5 (95% CI: 73.4 - 79.7)	
Northeast PHO, Inc.	73.5 (95% CI: 69.9 - 77.1)	
Pediatric Associates of Hampden County	76.2 (95% CI: 71.8 - 80.6)	
Pediatric Services of Springfield	73.8 (95% CI: 66.9 - 80.7)	
PediSouth LCO, LLC - NEQCA	77.7 (95% CI: 74.1 - 81.4)	
Pentucket Medical Associates (PMA)	69.3 (95% CI: 63.0 - 75.5)	
Pioneer Valley Pediatrics, Inc.	76.8 (95% CI: 71.8 - 81.8)	
PMG Physician Associates, P.C.	71.4 (95% CI: 67.2 - 75.5)	
Redwood Pediatric & Adolescent Medicine	76.2 (95% CI: 69.7 - 82.7)	
Reliant Medical Group (formerly Fallon Clinic)	74.7 (95% CI: 71.2 - 78.2)	
Riverbend Medical Group	71.5 (95% CI: 66.4 - 76.6)	
Signature Medical Group	57.4 (95% CI: 50.5 - 64.3)	
South Shore Medical Center	65.8 (95% CI: 60.6 - 71.1)	
South Shore Physicians Hospital Organization (SSPHO)	73.3 (95% CI: 71.3 - 75.3)	
Southboro Medical Group (SMG)	74.0 (95% CI: 70.9 - 77.0)	
Southcoast Physicians Network	72.0 (95% CI: 66.3 - 77.8)	
Steward Health Care Network	74.9 (95% CI: 72.2 - 77.6)	
Steward Medical Group	74.6 (95% CI: 63.4 - 85.7)	
Sturdy Memorial Hospital & Associates	71.5 (95% CI: 66.4 - 76.6)	
The Pediatric Physicians' Organization at Children's	75.8 (95% CI: 74.8 - 76.7)	
Tri-County Medical Associates	78.1 (95% CI: 74.8 - 81.4)	
Tufts Medical Center Physicians - NEQCA	78.4 (95% CI: 73.2 - 83.5)	
UMass Independent Practices	71.7 (95% CI: 68.9 - 74.6)	
UMass Memorial Community Medical Group	75.1 (95% CI: 71.6 - 78.7)	
UMass Memorial Medical Center-Based Practices	78.7 (95% CI: 75.0 - 82.4)	
Whittier IPA	75.3 (95% CI: 70.7 - 79.9)	
Woburn Pediatric Associates, LLP - NEQCA	78.7 (95% CI: 75.8 - 81.6)	

**PEDIATRIC CARE PATIENT EXPERIENCE: COMMUNICATION**

Data Source: MHQP. Higher is better

Statewide Score: 96.4

Acton Medical Associates	96.8 (95% CI: 95.4 - 98.3)	
Affiliated Pediatric Practices (APP)	96.9 (95% CI: 96.4 - 97.5)	
Baycare Health Partners - Other	96.6 (95% CI: 94.1 - 99.0)	
Baystate Medical Practices	94.6 (95% CI: 93.1 - 96.2)	
Berkshire Faculty Services	92.6 (95% CI: 90.1 - 95.1)	
Berkshire Pediatric Associates	98.4 (95% CI: 96.7 - 100.0)	
Boston Medical Center Mgt Service	95.0 (95% CI: 93.8 - 96.2)	
Brigham And Women's Physicians Organization	95.4 (95% CI: 92.9 - 98.0)	
Cambridge Health Alliance	96.8 (95% CI: 95.3 - 98.2)	
Cape Ann Medical Center	95.3 (95% CI: 93.3 - 97.3)	
Cape Cod Preferred Physicians	97.2 (95% CI: 95.8 - 98.5)	
Charles River Medical Associates, P.C.	97.5 (95% CI: 95.8 - 99.2)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	95.4 (95% CI: 94.2 - 96.7)	
Cooley Dickinson PHO	96.9 (95% CI: 96.0 - 97.8)	
Dedham Medical Associates	97.4 (95% CI: 96.0 - 98.7)	
Emerson Hospital And Emerson PHO	95.4 (95% CI: 94.3 - 96.6)	
Fairview Pediatrics	99.2 (95% CI: 96.7 - 100.0)	
George F. Vitek, M.D. , & Assoc. P.C.	96.8 (95% CI: 95.1 - 98.4)	
Hallmark Melrose Wakefield	97.0 (95% CI: 92.3 - 100.0)	
Harbor Health Services, Inc.	92.3 (95% CI: 89.0 - 95.6)	
Harrington HHPO	95.8 (95% CI: 93.9 - 97.7)	
Harvard Vanguard Medical Associates	96.7 (95% CI: 96.1 - 97.3)	
Hawthorn Medical Associates	97.0 (95% CI: 94.6 - 99.4)	
Highland Healthcare Associates IPA - NEQCA	96.3 (95% CI: 95.6 - 97.0)	
Holyoke Pediatric Associates	94.8 (95% CI: 93.4 - 96.2)	
Lahey Health Primary Care	98.9 (95% CI: 96.9 - 100.0)	
Lowell General PHO	96.3 (95% CI: 95.1 - 97.4)	
Ludlow Pediatrics, Inc.	97.1 (95% CI: 94.6 - 99.6)	
Massachusetts General Hospital Physicians Organization	95.3 (95% CI: 94.5 - 96.1)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	96.0 (95% CI: 94.8 - 97.2)	
Mount Auburn Cambridge IPA (MACIPA)	95.6 (95% CI: 94.5 - 96.6)	
Newton-Wellesley PHO, Inc.	96.5 (95% CI: 95.4 - 97.5)	
North Shore Health System, Inc.	96.3 (95% CI: 95.3 - 97.4)	
Northeast PHO, Inc.	96.0 (95% CI: 94.8 - 97.2)	
Pediatric Associates of Hampden County	97.1 (95% CI: 95.6 - 98.5)	
Pediatric Services of Springfield	95.2 (95% CI: 92.8 - 97.5)	
PediSouth LCO, LLC - NEQCA	94.1 (95% CI: 92.9 - 95.4)	
Pentucket Medical Associates (PMA)	93.6 (95% CI: 91.5 - 95.7)	
Pioneer Valley Pediatrics, Inc.	96.6 (95% CI: 95.0 - 98.3)	
PMG Physician Associates, P.C.	96.1 (95% CI: 94.7 - 97.5)	
Redwood Pediatric & Adolescent Medicine	95.5 (95% CI: 93.4 - 97.6)	
Reliant Medical Group (formerly Fallon Clinic)	96.8 (95% CI: 95.7 - 98.0)	
Riverbend Medical Group	96.0 (95% CI: 94.3 - 97.7)	
Signature Medical Group	94.4 (95% CI: 92.1 - 96.7)	
South Shore Medical Center	96.7 (95% CI: 95.0 - 98.5)	
South Shore Physicians Hospital Organization (SSPHO)	96.3 (95% CI: 95.7 - 97.0)	
Southboro Medical Group (SMG)	96.9 (95% CI: 95.9 - 97.9)	
Southcoast Physicians Network	95.9 (95% CI: 94.0 - 97.8)	
Steward Health Care Network	97.2 (95% CI: 96.3 - 98.1)	
Steward Medical Group	97.3 (95% CI: 93.6 - 100.0)	
Sturdy Memorial Hospital & Associates	97.0 (95% CI: 95.4 - 98.7)	
The Pediatric Physicians' Organization at Children's	96.3 (95% CI: 96.0 - 96.7)	
Tri-County Medical Associates	97.1 (95% CI: 96.0 - 98.2)	
Tufts Medical Center Physicians - NEQCA	95.6 (95% CI: 93.9 - 97.3)	
UMass Independent Practices	95.6 (95% CI: 94.6 - 96.5)	
UMass Memorial Community Medical Group	96.4 (95% CI: 95.3 - 97.6)	
UMass Memorial Medical Center-Based Practices	97.7 (95% CI: 96.5 - 98.9)	
Whittier IPA	96.6 (95% CI: 95.1 - 98.2)	
Woburn Pediatric Associates, LLP - NEQCA	97.0 (95% CI: 96.0 - 98.0)	



**PEDIATRIC CARE PATIENT EXPERIENCE: KNOWLEDGE OF PATIENT**

Data Source: MHQP. Higher is better

Statewide Score: 91.8

Acton Medical Associates	90.7 (95% CI: 88.7 - 92.7)	
Affiliated Pediatric Practices (APP)	91.8 (95% CI: 91.0 - 92.6)	
Baycare Health Partners - Other	93.1 (95% CI: 89.7 - 96.6)	
Baystate Medical Practices	89.9 (95% CI: 87.8 - 92.1)	
Berkshire Faculty Services	86.8 (95% CI: 83.3 - 90.3)	
Berkshire Pediatric Associates	94.9 (95% CI: 92.5 - 97.3)	
Boston Medical Center Mgt Service	91.6 (95% CI: 89.9 - 93.3)	
Brigham And Women's Physicians Organization	90.4 (95% CI: 86.9 - 93.9)	
Cambridge Health Alliance	93.0 (95% CI: 91.0 - 95.0)	
Cape Ann Medical Center	88.8 (95% CI: 86.0 - 91.7)	
Cape Cod Preferred Physicians	91.4 (95% CI: 89.6 - 93.3)	
Charles River Medical Associates, P.C.	94.2 (95% CI: 91.8 - 96.5)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	89.4 (95% CI: 87.7 - 91.1)	
Cooley Dickinson PHO	92.1 (95% CI: 90.8 - 93.3)	
Dedham Medical Associates	95.0 (95% CI: 93.2 - 96.9)	
Emerson Hospital And Emerson PHO	90.8 (95% CI: 89.1 - 92.4)	
Fairview Pediatrics	95.7 (95% CI: 92.2 - 99.2)	
George F. Vitek, M.D. , & Assoc. P.C.	92.7 (95% CI: 90.4 - 95.0)	
Hallmark Melrose Wakefield	93.0 (95% CI: 86.5 - 99.5)	
Harbor Health Services, Inc.	85.3 (95% CI: 80.6 - 89.9)	
Harrington HHPO	91.8 (95% CI: 89.2 - 94.5)	
Harvard Vanguard Medical Associates	92.2 (95% CI: 91.4 - 93.0)	
Hawthorn Medical Associates	88.6 (95% CI: 85.3 - 91.9)	
Highland Healthcare Associates IPA - NEQCA	92.1 (95% CI: 91.1 - 93.0)	
Holyoke Pediatric Associates	90.5 (95% CI: 88.6 - 92.5)	
Lahey Health Primary Care	95.5 (95% CI: 92.8 - 98.1)	
Lowell General PHO	91.2 (95% CI: 89.6 - 92.8)	
Ludlow Pediatrics, Inc.	90.7 (95% CI: 87.3 - 94.1)	
Massachusetts General Hospital Physicians Organization	90.5 (95% CI: 89.4 - 91.6)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	91.6 (95% CI: 89.9 - 93.2)	
Mount Auburn Cambridge IPA (MACIPA)	91.0 (95% CI: 89.5 - 92.5)	
Newton-Wellesley PHO, Inc.	92.7 (95% CI: 91.2 - 94.2)	
North Shore Health System, Inc.	92.0 (95% CI: 90.5 - 93.4)	
Northeast PHO, Inc.	91.0 (95% CI: 89.3 - 92.7)	
Pediatric Associates of Hampden County	91.9 (95% CI: 89.9 - 93.9)	
Pediatric Services of Springfield	91.1 (95% CI: 87.9 - 94.3)	
PediSouth LCO, LLC - NEQCA	88.5 (95% CI: 86.8 - 90.2)	
Pentucket Medical Associates (PMA)	88.9 (95% CI: 85.9 - 91.8)	
Pioneer Valley Pediatrics, Inc.	93.2 (95% CI: 90.9 - 95.5)	
PMG Physician Associates, P.C.	90.7 (95% CI: 88.8 - 92.6)	
Redwood Pediatric & Adolescent Medicine	89.4 (95% CI: 86.5 - 92.3)	
Reliant Medical Group (formerly Fallon Clinic)	92.3 (95% CI: 90.7 - 93.9)	
Riverbend Medical Group	91.5 (95% CI: 89.2 - 93.9)	
Signature Medical Group	89.0 (95% CI: 85.7 - 92.2)	
South Shore Medical Center	93.0 (95% CI: 90.5 - 95.4)	
South Shore Physicians Hospital Organization (SSPHO)	92.0 (95% CI: 91.1 - 93.0)	
Southboro Medical Group (SMG)	92.7 (95% CI: 91.3 - 94.2)	
Southcoast Physicians Network	91.6 (95% CI: 89.0 - 94.3)	
Steward Health Care Network	93.1 (95% CI: 91.9 - 94.4)	
Steward Medical Group	90.1 (95% CI: 84.9 - 95.3)	
Sturdy Memorial Hospital & Associates	92.5 (95% CI: 90.2 - 94.9)	
The Pediatric Physicians' Organization at Children's	91.7 (95% CI: 91.3 - 92.1)	
Tri-County Medical Associates	92.8 (95% CI: 91.3 - 94.3)	
Tufts Medical Center Physicians - NEQCA	92.0 (95% CI: 89.6 - 94.4)	
UMass Independent Practices	90.6 (95% CI: 89.3 - 92.0)	
UMass Memorial Community Medical Group	92.1 (95% CI: 90.5 - 93.8)	
UMass Memorial Medical Center-Based Practices	94.2 (95% CI: 92.5 - 96.0)	
Whittier IPA	93.1 (95% CI: 90.9 - 95.2)	
Woburn Pediatric Associates, LLP - NEQCA	92.6 (95% CI: 91.2 - 93.9)	

**PEDIATRIC CARE PATIENT EXPERIENCE: OFFICE STAFF**

Data Source: MHQP. Higher is better

Statewide Score: 90.5

Acton Medical Associates	86.7 (95% CI: 84.3 - 89.1)	
Affiliated Pediatric Practices (APP)	92.0 (95% CI: 91.0 - 92.9)	
Baycare Health Partners - Other	97.6 (95% CI: 93.5 - 100.0)	
Baystate Medical Practices	91.6 (95% CI: 89.0 - 94.2)	
Berkshire Faculty Services	90.2 (95% CI: 86.0 - 94.4)	
Berkshire Pediatric Associates	89.0 (95% CI: 86.1 - 91.9)	
Boston Medical Center Mgt Service	80.4 (95% CI: 78.3 - 82.4)	
Brigham And Women's Physicians Organization	88.7 (95% CI: 84.5 - 93.0)	
Cambridge Health Alliance	86.4 (95% CI: 84.0 - 88.9)	
Cape Ann Medical Center	85.1 (95% CI: 81.7 - 88.6)	
Cape Cod Preferred Physicians	90.8 (95% CI: 88.5 - 93.0)	
Charles River Medical Associates, P.C.	91.5 (95% CI: 88.7 - 94.3)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	89.5 (95% CI: 87.4 - 91.6)	
Cooley Dickinson PHO	92.1 (95% CI: 90.6 - 93.6)	
Dedham Medical Associates	90.9 (95% CI: 88.6 - 93.2)	
Emerson Hospital And Emerson PHO	89.4 (95% CI: 87.4 - 91.3)	
Fairview Pediatrics	84.5 (95% CI: 80.3 - 88.7)	
George F. Vitek, M.D. , & Assoc. P.C.	87.0 (95% CI: 84.2 - 89.8)	
Hallmark Melrose Wakefield	99.5 (95% CI: 91.6 - 100.0)	
Harbor Health Services, Inc.	83.7 (95% CI: 78.2 - 89.3)	
Harrington HHPO	92.1 (95% CI: 88.9 - 95.3)	
Harvard Vanguard Medical Associates	92.3 (95% CI: 91.3 - 93.2)	
Hawthorn Medical Associates	86.4 (95% CI: 82.5 - 90.3)	
Highland Healthcare Associates IPA - NEQCA	92.1 (95% CI: 90.9 - 93.2)	
Holyoke Pediatric Associates	82.6 (95% CI: 80.2 - 84.9)	
Lahey Health Primary Care	87.8 (95% CI: 84.6 - 91.1)	
Lowell General PHO	91.2 (95% CI: 89.3 - 93.2)	
Ludlow Pediatrics, Inc.	95.8 (95% CI: 91.7 - 99.9)	
Massachusetts General Hospital Physicians Organization	89.9 (95% CI: 88.5 - 91.2)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	91.6 (95% CI: 89.6 - 93.7)	
Mount Auburn Cambridge IPA (MACIPA)	91.8 (95% CI: 90.1 - 93.6)	
Newton-Wellesley PHO, Inc.	91.3 (95% CI: 89.5 - 93.1)	
North Shore Health System, Inc.	91.7 (95% CI: 89.9 - 93.5)	
Northeast PHO, Inc.	90.5 (95% CI: 88.5 - 92.6)	
Pediatric Associates of Hampden County	92.9 (95% CI: 90.4 - 95.3)	
Pediatric Services of Springfield	87.4 (95% CI: 83.6 - 91.3)	
PediSouth LCO, LLC - NEQCA	88.6 (95% CI: 86.5 - 90.6)	
Pentucket Medical Associates (PMA)	86.1 (95% CI: 82.5 - 89.6)	
Pioneer Valley Pediatrics, Inc.	95.3 (95% CI: 92.5 - 98.1)	
PMG Physician Associates, P.C.	87.4 (95% CI: 85.1 - 89.7)	
Redwood Pediatric & Adolescent Medicine	89.3 (95% CI: 85.8 - 92.8)	
Reliant Medical Group (formerly Fallon Clinic)	91.5 (95% CI: 89.6 - 93.5)	
Riverbend Medical Group	89.6 (95% CI: 86.7 - 92.4)	
Signature Medical Group	86.6 (95% CI: 82.7 - 90.5)	
South Shore Medical Center	90.9 (95% CI: 87.9 - 93.8)	
South Shore Physicians Hospital Organization (SSPHO)	91.7 (95% CI: 90.6 - 92.9)	
Southboro Medical Group (SMG)	90.9 (95% CI: 89.1 - 92.6)	
Southcoast Physicians Network	91.0 (95% CI: 87.8 - 94.3)	
Steward Health Care Network	91.0 (95% CI: 89.5 - 92.6)	
Steward Medical Group	80.2 (95% CI: 73.9 - 86.6)	
Sturdy Memorial Hospital & Associates	88.1 (95% CI: 85.3 - 91.0)	
The Pediatric Physicians' Organization at Children's	90.3 (95% CI: 89.7 - 90.8)	
Tri-County Medical Associates	92.8 (95% CI: 90.9 - 94.6)	
Tufts Medical Center Physicians - NEQCA	88.8 (95% CI: 85.9 - 91.7)	
UMass Independent Practices	91.0 (95% CI: 89.5 - 92.6)	
UMass Memorial Community Medical Group	88.6 (95% CI: 86.7 - 90.6)	
UMass Memorial Medical Center-Based Practices	88.2 (95% CI: 86.1 - 90.3)	
Whittier IPA	89.5 (95% CI: 86.9 - 92.1)	
Woburn Pediatric Associates, LLP - NEQCA	92.4 (95% CI: 90.8 - 94.0)	

**PEDIATRIC CARE PATIENT EXPERIENCE: ORGANIZATIONAL ACCESS**

Data Source: MHQP. Higher is better

Statewide Score: 86.9

Acton Medical Associates	84.0 (95% CI: 81.7 - 86.3)	
Affiliated Pediatric Practices (APP)	87.4 (95% CI: 86.5 - 88.3)	
Baycare Health Partners - Other	90.8 (95% CI: 86.5 - 95.2)	
Baystate Medical Practices	83.8 (95% CI: 81.3 - 86.3)	
Berkshire Faculty Services	79.0 (95% CI: 74.9 - 83.1)	
Berkshire Pediatric Associates	86.1 (95% CI: 83.3 - 88.9)	
Boston Medical Center Mgt Service	75.5 (95% CI: 73.4 - 77.7)	
Brigham And Women's Physicians Organization	82.4 (95% CI: 78.3 - 86.5)	
Cambridge Health Alliance	87.2 (95% CI: 84.8 - 89.6)	
Cape Ann Medical Center	89.4 (95% CI: 86.1 - 92.7)	
Cape Cod Preferred Physicians	91.1 (95% CI: 89.0 - 93.3)	
Charles River Medical Associates, P.C.	88.0 (95% CI: 85.3 - 90.7)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	86.3 (95% CI: 84.3 - 88.3)	
Cooley Dickinson PHO	89.5 (95% CI: 88.1 - 91.0)	
Dedham Medical Associates	88.1 (95% CI: 85.9 - 90.3)	
Emerson Hospital And Emerson PHO	86.8 (95% CI: 85.0 - 88.7)	
Fairview Pediatrics	85.2 (95% CI: 80.7 - 89.8)	
George F. Vitek, M.D. , & Assoc. P.C.	83.4 (95% CI: 80.6 - 86.1)	
Hallmark Melrose Wakefield	86.4 (95% CI: 78.5 - 94.3)	
Harbor Health Services, Inc.	77.8 (95% CI: 72.3 - 83.3)	
Harrington HHPO	92.2 (95% CI: 89.1 - 95.3)	
Harvard Vanguard Medical Associates	87.2 (95% CI: 86.3 - 88.1)	
Hawthorn Medical Associates	81.3 (95% CI: 77.7 - 84.9)	
Highland Healthcare Associates IPA - NEQCA	86.8 (95% CI: 85.6 - 87.9)	
Holyoke Pediatric Associates	82.3 (95% CI: 80.0 - 84.7)	
Lahey Health Primary Care	90.8 (95% CI: 87.7 - 94.0)	
Lowell General PHO	87.3 (95% CI: 85.5 - 89.2)	
Ludlow Pediatrics, Inc.	89.4 (95% CI: 85.3 - 93.5)	
Massachusetts General Hospital Physicians Organization	83.7 (95% CI: 82.4 - 85.0)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	90.1 (95% CI: 88.1 - 92.1)	
Mount Auburn Cambridge IPA (MACIPA)	87.4 (95% CI: 85.6 - 89.1)	
Newton-Wellesley PHO, Inc.	88.6 (95% CI: 86.9 - 90.3)	
North Shore Health System, Inc.	89.1 (95% CI: 87.4 - 90.8)	
Northeast PHO, Inc.	86.8 (95% CI: 84.8 - 88.7)	
Pediatric Associates of Hampden County	89.0 (95% CI: 86.6 - 91.5)	
Pediatric Services of Springfield	92.3 (95% CI: 88.4 - 96.3)	
PediSouth LCO, LLC - NEQCA	85.1 (95% CI: 83.0 - 87.1)	
Pentucket Medical Associates (PMA)	82.0 (95% CI: 78.5 - 85.4)	
Pioneer Valley Pediatrics, Inc.	90.0 (95% CI: 87.2 - 92.9)	
PMG Physician Associates, P.C.	87.6 (95% CI: 85.3 - 89.8)	
Redwood Pediatric & Adolescent Medicine	87.9 (95% CI: 84.3 - 91.6)	
Reliant Medical Group (formerly Fallon Clinic)	84.7 (95% CI: 82.8 - 86.6)	
Riverbend Medical Group	81.6 (95% CI: 78.8 - 84.4)	
Signature Medical Group	81.8 (95% CI: 77.6 - 85.9)	
South Shore Medical Center	84.5 (95% CI: 81.8 - 87.2)	
South Shore Physicians Hospital Organization (SSPHO)	88.2 (95% CI: 87.1 - 89.3)	
Southboro Medical Group (SMG)	86.3 (95% CI: 84.6 - 87.9)	
Southcoast Physicians Network	86.7 (95% CI: 83.4 - 90.1)	
Steward Health Care Network	85.9 (95% CI: 84.3 - 87.4)	
Steward Medical Group	75.3 (95% CI: 68.8 - 81.8)	
Sturdy Memorial Hospital & Associates	88.5 (95% CI: 85.6 - 91.4)	
The Pediatric Physicians' Organization at Children's	86.9 (95% CI: 86.4 - 87.4)	
Tri-County Medical Associates	89.9 (95% CI: 88.1 - 91.6)	
Tufts Medical Center Physicians - NEQCA	90.3 (95% CI: 87.4 - 93.1)	
UMass Independent Practices	87.1 (95% CI: 85.6 - 88.7)	
UMass Memorial Community Medical Group	85.0 (95% CI: 83.1 - 87.0)	
UMass Memorial Medical Center-Based Practices	85.5 (95% CI: 83.3 - 87.7)	
Whittier IPA	84.6 (95% CI: 82.1 - 87.2)	
Woburn Pediatric Associates, LLP - NEQCA	90.6 (95% CI: 89.0 - 92.1)	

**PEDIATRIC CARE PATIENT EXPERIENCE: PEDIATRIC PREVENTIVE CARE**

Data Source: MHQP. Higher is better

Statewide Score: 70.4

Acton Medical Associates	61.9 (95% CI: 57.5 - 66.2)	
Affiliated Pediatric Practices (APP)	75.0 (95% CI: 73.3 - 76.7)	
Baycare Health Partners - Other	85.1 (95% CI: 77.7 - 92.5)	
Baystate Medical Practices	60.7 (95% CI: 56.1 - 65.3)	
Berkshire Faculty Services	66.8 (95% CI: 59.3 - 74.4)	
Berkshire Pediatric Associates	81.9 (95% CI: 76.7 - 87.1)	
Boston Medical Center Mgt Service	75.2 (95% CI: 71.5 - 78.9)	
Brigham And Women's Physicians Organization	64.2 (95% CI: 56.6 - 71.8)	
Cambridge Health Alliance	73.6 (95% CI: 69.3 - 78.0)	
Cape Ann Medical Center	54.1 (95% CI: 47.9 - 60.2)	
Cape Cod Preferred Physicians	63.7 (95% CI: 59.6 - 67.7)	
Charles River Medical Associates, P.C.	70.0 (95% CI: 65.0 - 75.0)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	67.4 (95% CI: 63.7 - 71.2)	
Cooley Dickinson PHO	68.3 (95% CI: 65.6 - 71.0)	
Dedham Medical Associates	75.2 (95% CI: 71.1 - 79.2)	
Emerson Hospital And Emerson PHO	73.6 (95% CI: 70.1 - 77.1)	
Fairview Pediatrics	75.8 (95% CI: 68.2 - 83.4)	
George F. Vitek, M.D. , & Assoc. P.C.	72.2 (95% CI: 67.2 - 77.2)	
Hallmark Melrose Wakefield	31.1 (95% CI: 16.9 - 45.2)	
Harbor Health Services, Inc.	75.3 (95% CI: 65.4 - 85.1)	
Harrington HHPO	59.7 (95% CI: 54.0 - 65.4)	
Harvard Vanguard Medical Associates	69.3 (95% CI: 67.5 - 71.0)	
Hawthorn Medical Associates	67.6 (95% CI: 60.5 - 74.7)	
Highland Healthcare Associates IPA - NEQCA	70.2 (95% CI: 68.1 - 72.3)	
Holyoke Pediatric Associates	76.0 (95% CI: 71.8 - 80.3)	
Lahey Health Primary Care	79.1 (95% CI: 73.3 - 84.9)	
Lowell General PHO	71.8 (95% CI: 68.4 - 75.3)	
Ludlow Pediatrics, Inc.	64.1 (95% CI: 56.7 - 71.5)	
Massachusetts General Hospital Physicians Organization	67.5 (95% CI: 65.1 - 69.9)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	68.4 (95% CI: 64.8 - 72.0)	
Mount Auburn Cambridge IPA (MACIPA)	66.9 (95% CI: 63.7 - 70.1)	
Newton-Wellesley PHO, Inc.	70.1 (95% CI: 66.9 - 73.4)	
North Shore Health System, Inc.	70.0 (95% CI: 66.8 - 73.1)	
Northeast PHO, Inc.	73.2 (95% CI: 69.6 - 76.8)	
Pediatric Associates of Hampden County	70.7 (95% CI: 66.3 - 75.1)	
Pediatric Services of Springfield	65.0 (95% CI: 58.0 - 72.0)	
PediSouth LCO, LLC - NEQCA	74.0 (95% CI: 70.4 - 77.7)	
Pentucket Medical Associates (PMA)	68.4 (95% CI: 62.0 - 74.7)	
Pioneer Valley Pediatrics, Inc.	71.5 (95% CI: 66.5 - 76.5)	
PMG Physician Associates, P.C.	66.6 (95% CI: 62.4 - 70.8)	
Redwood Pediatric & Adolescent Medicine	67.2 (95% CI: 60.7 - 73.7)	
Reliant Medical Group (formerly Fallon Clinic)	73.1 (95% CI: 69.6 - 76.6)	
Riverbend Medical Group	66.1 (95% CI: 61.0 - 71.2)	
Signature Medical Group	67.8 (95% CI: 60.8 - 74.7)	
South Shore Medical Center	62.5 (95% CI: 57.2 - 67.8)	
South Shore Physicians Hospital Organization (SSPHO)	70.1 (95% CI: 68.0 - 72.1)	
Southboro Medical Group (SMG)	64.3 (95% CI: 61.2 - 67.3)	
Southcoast Physicians Network	55.8 (95% CI: 50.0 - 61.6)	
Steward Health Care Network	71.1 (95% CI: 68.3 - 73.9)	
Steward Medical Group	61.7 (95% CI: 50.3 - 73.1)	
Sturdy Memorial Hospital & Associates	67.4 (95% CI: 62.3 - 72.5)	
The Pediatric Physicians' Organization at Children's	69.8 (95% CI: 68.8 - 70.7)	
Tri-County Medical Associates	76.3 (95% CI: 73.0 - 79.6)	
Tufts Medical Center Physicians - NEQCA	72.9 (95% CI: 67.7 - 78.1)	
UMass Independent Practices	68.7 (95% CI: 65.8 - 71.5)	
UMass Memorial Community Medical Group	72.5 (95% CI: 69.0 - 76.1)	
UMass Memorial Medical Center-Based Practices	78.9 (95% CI: 75.2 - 82.6)	
Whittier IPA	70.6 (95% CI: 66.0 - 75.3)	
Woburn Pediatric Associates, LLP - NEQCA	80.2 (95% CI: 77.3 - 83.1)	

**PEDIATRIC CARE PATIENT EXPERIENCE: WILLINGNESS TO RECOMMEND**

Data Source: MHQP. Higher is better

Statewide Score: 95.3

Acton Medical Associates	95.6 (95% CI: 93.5 - 97.6)	
Affiliated Pediatric Practices (APP)	96.0 (95% CI: 95.2 - 96.8)	
Baycare Health Partners - Other	96.3 (95% CI: 92.8 - 99.8)	
Baystate Medical Practices	92.4 (95% CI: 90.2 - 94.6)	
Berkshire Faculty Services	90.7 (95% CI: 87.1 - 94.3)	
Berkshire Pediatric Associates	98.2 (95% CI: 95.7 - 100.0)	
Boston Medical Center Mgt Service	94.2 (95% CI: 92.4 - 95.9)	
Brigham And Women's Physicians Organization	95.2 (95% CI: 91.6 - 98.8)	
Cambridge Health Alliance	95.0 (95% CI: 93.0 - 97.1)	
Cape Ann Medical Center	93.9 (95% CI: 91.0 - 96.8)	
Cape Cod Preferred Physicians	97.2 (95% CI: 95.3 - 99.1)	
Charles River Medical Associates, P.C.	97.2 (95% CI: 94.8 - 99.6)	
CMIPA (Central Massachusetts Independent Physician Assoc.)	92.5 (95% CI: 90.7 - 94.2)	
Cooley Dickinson PHO	96.1 (95% CI: 94.8 - 97.3)	
Dedham Medical Associates	97.7 (95% CI: 95.8 - 99.6)	
Emerson Hospital And Emerson PHO	95.0 (95% CI: 93.4 - 96.7)	
Fairview Pediatrics	99.4 (95% CI: 95.8 - 100.0)	
George F. Vitek, M.D. , & Assoc. P.C.	97.8 (95% CI: 95.4 - 100.0)	
Hallmark Melrose Wakefield	92.9 (95% CI: 86.2 - 99.6)	
Harbor Health Services, Inc.	94.7 (95% CI: 89.9 - 99.4)	
Harrington HHPO	93.0 (95% CI: 90.2 - 95.7)	
Harvard Vanguard Medical Associates	95.3 (95% CI: 94.5 - 96.1)	
Hawthorn Medical Associates	97.2 (95% CI: 93.9 - 100.0)	
Highland Healthcare Associates IPA - NEQCA	95.3 (95% CI: 94.3 - 96.3)	
Holyoke Pediatric Associates	93.4 (95% CI: 91.4 - 95.4)	
Lahey Health Primary Care	97.3 (95% CI: 94.6 - 100.0)	
Lowell General PHO	95.4 (95% CI: 93.7 - 97.0)	
Ludlow Pediatrics, Inc.	92.7 (95% CI: 89.2 - 96.2)	
Massachusetts General Hospital Physicians Organization	94.4 (95% CI: 93.3 - 95.6)	
MetroWest Accountable Health Care Organization, LLC - NEQCA	94.2 (95% CI: 92.5 - 95.9)	
Mount Auburn Cambridge IPA (MACIPA)	93.6 (95% CI: 92.1 - 95.2)	
Newton-Wellesley PHO, Inc.	94.9 (95% CI: 93.4 - 96.4)	
North Shore Health System, Inc.	95.2 (95% CI: 93.7 - 96.7)	
Northeast PHO, Inc.	93.7 (95% CI: 92.0 - 95.4)	
Pediatric Associates of Hampden County	94.8 (95% CI: 92.7 - 96.9)	
Pediatric Services of Springfield	95.0 (95% CI: 91.7 - 98.3)	
PediSouth LCO, LLC - NEQCA	92.9 (95% CI: 91.1 - 94.6)	
Pentucket Medical Associates (PMA)	92.6 (95% CI: 89.6 - 95.6)	
Pioneer Valley Pediatrics, Inc.	96.6 (95% CI: 94.2 - 99.0)	
PMG Physician Associates, P.C.	94.5 (95% CI: 92.6 - 96.5)	
Redwood Pediatric & Adolescent Medicine	94.4 (95% CI: 91.4 - 97.5)	
Reliant Medical Group (formerly Fallon Clinic)	95.2 (95% CI: 93.5 - 96.8)	
Riverbend Medical Group	93.6 (95% CI: 91.2 - 96.0)	
Signature Medical Group	93.5 (95% CI: 90.2 - 96.8)	
South Shore Medical Center	95.4 (95% CI: 92.8 - 97.9)	
South Shore Physicians Hospital Organization (SSPHO)	94.7 (95% CI: 93.7 - 95.7)	
Southboro Medical Group (SMG)	96.7 (95% CI: 95.3 - 98.2)	
Southcoast Physicians Network	95.4 (95% CI: 92.7 - 98.2)	
Steward Health Care Network	96.6 (95% CI: 95.3 - 97.9)	
Steward Medical Group	96.3 (95% CI: 90.9 - 100.0)	
Sturdy Memorial Hospital & Associates	97.5 (95% CI: 95.0 - 99.9)	
The Pediatric Physicians' Organization at Children's	95.2 (95% CI: 94.7 - 95.6)	
Tri-County Medical Associates	96.2 (95% CI: 94.6 - 97.7)	
Tufts Medical Center Physicians - NEQCA	93.9 (95% CI: 91.4 - 96.4)	
UMass Independent Practices	94.9 (95% CI: 93.5 - 96.2)	
UMass Memorial Community Medical Group	96.1 (95% CI: 94.4 - 97.8)	
UMass Memorial Medical Center-Based Practices	97.5 (95% CI: 95.7 - 99.2)	
Whittier IPA	96.9 (95% CI: 94.7 - 99.1)	
Woburn Pediatric Associates, LLP - NEQCA	97.4 (95% CI: 96.0 - 98.8)	