1. **California (Ins. Dept.):** http://www.cahealthcarecompare.org/search.jsp
    a. Task- view Los Angeles medical group ratings for diabetes care:
        i. Click on "Diabetes" then enter "Los Angeles" in search box and click "search"
        ii. View the ratings scale next to the "total payments" section. Click "learn more" next to "Ratings" to obtain document describing how the ratings were developed-review if desired, then close browser tab
        iii. If desired, explore the "Total Payments" box at the top left of the page
        iv. Scroll down to view medical group ratings for diabetes care.
            1. Hover over the "?" by overall diabetes quality rating" and view description
            2. Use the up and down arrows over the "Doctor Group Name" column to sort doctor groups alphabetically
            3. Use the up and down arrow over the and "Overall Diabetes Quality Ratings" column to sort by score
        v. Scroll down and Click on "Axminster Medical Group" to view medical group details. You will see quality ratings for each measure including "Overall Diabetes Quality Rating." Note that individual group costs are not displayed.
        vi. Go "Back to search results" above "Axminster Medical Group " on left
        vii. At the top of left the Doctor Group Name List, you will see a yellow button that says Compare. Below the Compare button, check the boxes next to Alamitos IPA-West and All Care Medical Group. Then click the Compare button. You should see a comparison of measures for the different groups.
        viii. Optional: Note other content options on the page- "learn more about diabetes", "stories about hospital and patient safety" and "see costs for top 100 health topics"

2. **Minnesota:** http://www.mnhealthscores.org/
    a. View Clinic patient experience ratings
        i. Click "Clinic quality and patient experience" at left of page
        ii. Scroll down and select all 4 patient experience topics
        iii. Scroll down to click "show ratings"
        iv. Scroll over the "i" to the left of the measure name and for each measure read measure descriptions
        v. Note ratings legend at top right of table- click arrow at right of legend to view rating details
        vi. View ratings table and scroll over results to view supporting text, including state average for each measure
        vii. Use sort functions at top of columns
        viii. Remove "Patient experiences: courteous and helpful staff" by clicking the "x" at the top right of that measure box.
        ix. Add that measure back to table by clicking "add or change column topics" at top right of ratings table and re-selecting the measure
        x. View only ratings (not percentages) view by clicking "standard view" at top of ratings table, just left of legend
    b. Task: View Minnesota medical group quality ratings for diabetes care
        i. Return to home page and click "medical group quality and total cost"
        ii. Scroll down and click Diabetes: Adults under top section "Care quality topics-adults "

<ol type="i" start="3">
Scroll down and click "show ratings"
If desired, manipulate table as was done for patient experience table (items 3.a.iv-x)
Select Stillwater Medical Group and Park Nicolette Clinic-Prairie Center and click "Compare" at the top left of the table. View diabetes measures, as well as other measures for these two groups.

<ol type="a" start="3">
Task: view overall patient cost information for Minnesota medical groups
<ol type="i">
Return to home page and click "medical group quality and total cost"
Scroll down and click all three cost of care measures at bottom of page
Click "show ratings"
If desired, manipulate table as was done for patient experience table (items 3.a.iv-x)

<ol start="3">
California (Patient Advocate): http://www.opa.ca.gov/Pages/ReportCard.aspx
<ol type="a">
Task: View quality ratings card for diabetes care among California medical groups
<ol type="i">
Scroll down and click "Medical Group- Commercial report card"
Choose Los Angeles County from the drop down box of item #1
View summary information at top of page.
Click "Learn more about these ratings" to determine how measures were calculated.
View "Medical Group uses treatments proven to be effective" dark blue box to right of ratings table
Click on "diabetes care" to view medical group summary ratings for diabetes care
Click on "testing blood sugar for people with diabetes" in blue box to the right to view medical group results for this measure
Go back to "Medical Group Ratings" to return to summary ratings table

Click the "i" at the top of "Medical group uses treatments proven to be effective" column and read description
Use filter option to filter out medical groups with less than 3 stars in "Medical group uses treatments proven to be effective" column.
Use sort option at top left of ratings table to sort Medical groups by first by number of starts and then by name
Return to full display by selecting "return to original full display" above sort and filter at top left.
Compare Alamitos IPA and Family Care Specialists IPA by selecting the boxes to the left of those medical groups, clicking on filter at top left of table, and clicking "submit medical groups"
Click on "Family Care Specialists IPA " to view details for this medical group

Task: View patient experience ratings California medical groups
<ol type="i">
Go back to "Medical Group Ratings" by clicking the back button on your browser
View "Patients rate their medical group" column in the main table for an overall ratings
View light blue box under "Medical group uses treatments proven to be effective" box
Click on "timely care and service" and view medical group summary ratings for that measure

v. If desired, manipulate table as was done for "Medical group uses treatments proven to be effective" column (item 3.a.viii)

c. Task: View cost information for California medical groups
   i. Go back to medical group ratings by clicking the "Medical Group Ratings" link at the top left of the page
   ii. Scroll down and view average cost ratings in "Average Annual Payment for Care" column.
   iii. If desired, manipulate table as was done for "Medical group uses treatments proven to be effective" column (item 3.a.viii)