

# **2011 Patient Access to Health Care Study**

## **A Survey of Massachusetts Physicians' Offices**

Part of the Massachusetts Medical Society's  
2011 Physician Workforce Study

Conducted by Anderson Robbins Research for the  
**Massachusetts Medical Society**



MASSACHUSETTS  
MEDICAL SOCIETY



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## INTRODUCTION

This document reports the findings of Massachusetts Medical Society's (MMS) seventh annual health care wait times study. The survey examines availability of and access to non-emergency, new patient appointments in the following seven specialties: cardiology; internal medicine; family medicine; gastroenterology; OB/GYN; orthopedic surgery; and pediatrics. In addition, the survey also examines the types of insurance accepted by these specialists.

This report includes an executive summary of the major findings, followed by a discussion of the findings related to each specialty area.

The full results, down to the county level, are included as an Appendix.

### *Methodology*

Data collection was conducted between the dates of February 16 and March 8, 2011. A total of 838 telephone interviews were conducted for this study.

Physicians' offices were called for the purpose of scheduling an appointment for a new patient. Non-emergency reasons were given for the appointments in order to measure wait times for routine care. The specific, non-emergency reasons given were unique for each specialty.

- Cardiology: heart check-up
- Gastroenterology: chronic heartburn
- Internal medicine: new primary care physician
- Orthopedic surgery: knee pain
- OB/GYN: routine exam
- Family medicine: new primary care physician
- Pediatrics: new pediatrician for 1 year old child

The medical offices selected for inclusion in the study were randomly selected from a database of all Massachusetts physicians, which was purchased from the American Medical Association.

Every effort was made to complete a minimum of seven interviews for each specialty, within each county, in order to enable a geographic analysis of results across the state. This is of course not possible in counties where there are fewer than seven specialists.

Weights were applied to the overall results to insure that specialists in each county are represented in their proper proportion relative to the state as a whole.<sup>1</sup>

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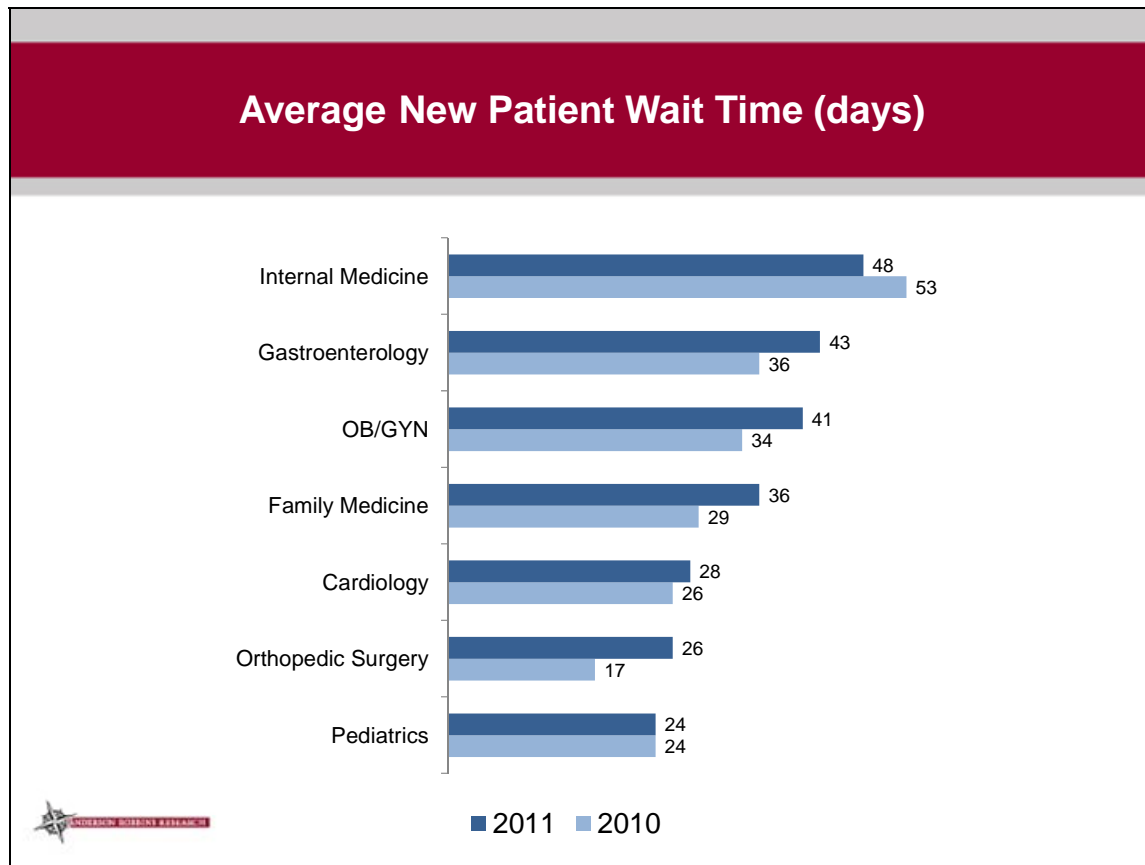
<sup>1</sup> Weights were necessary because of the over sampling in some of the smaller counties that was done to increase the reliability of the data within individual counties. For example, just 4% of cardiologists statewide are located in Bristol County, but 6% of the cardiologists interviewed for the study were located there. Weighting was used so that in the statewide results Bristol County cardiologists represent 4% of all cardiologists.

## EXECUTIVE SUMMARY

The 2011 MMS Physician Workforce Study indicates a trend towards longer wait times for new patient appointments across Massachusetts. Four of the seven types of specialties included in the study report longer wait times than last year, two remained statistically the same, and just one reported a shorter wait time.

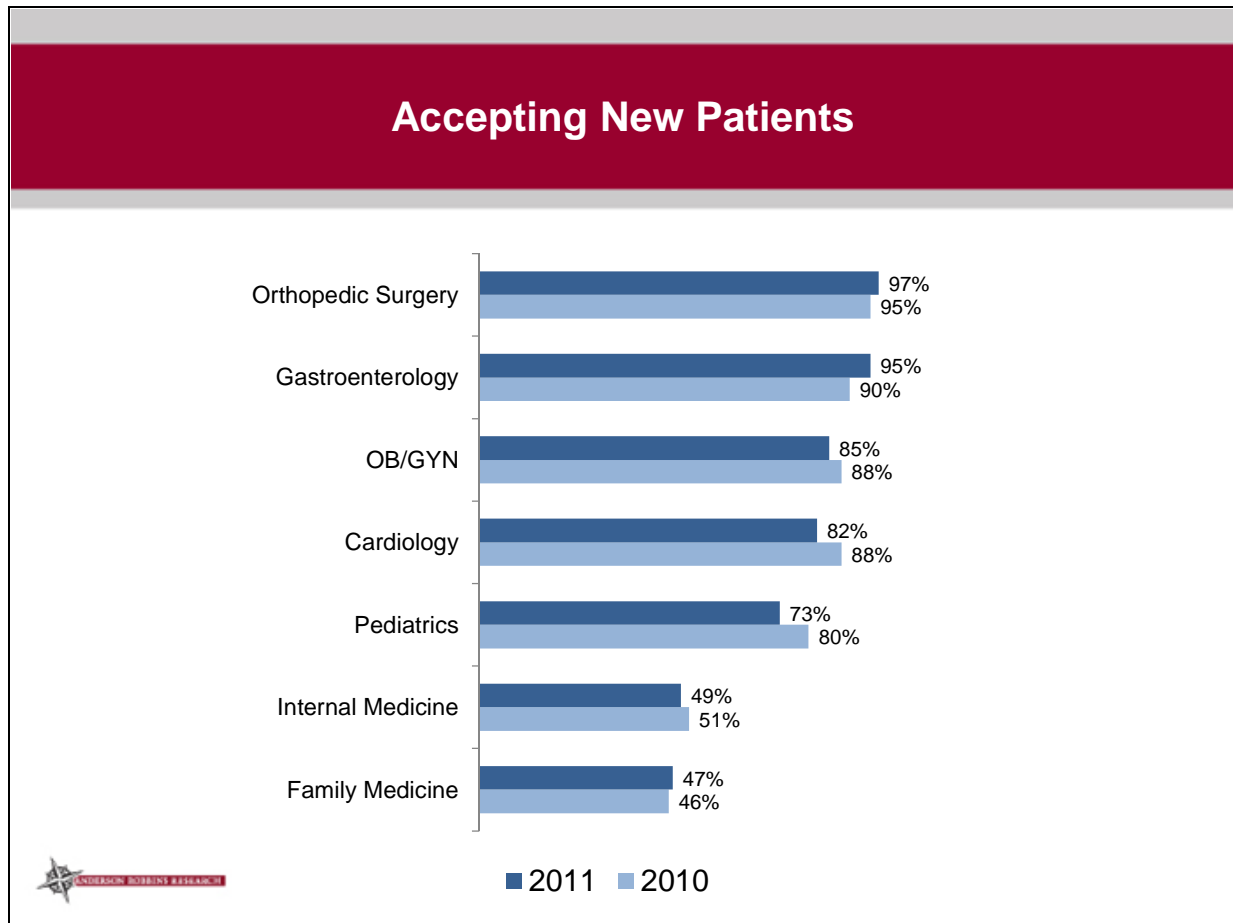
Specialists reporting longer wait times include orthopedic surgeons (26 days, up from 17 days), gastroenterologists (43 days, up from 36 days), OB/GYN (41 days, up from 34 days) and family medicine (36 days, up from 29 days).

Internists are the only specialists reporting significant shorter wait times compared to last year, although at 48 days on average they still have the longest waits. Last year the average wait to see an internist for a new patient appointment was 53 days.

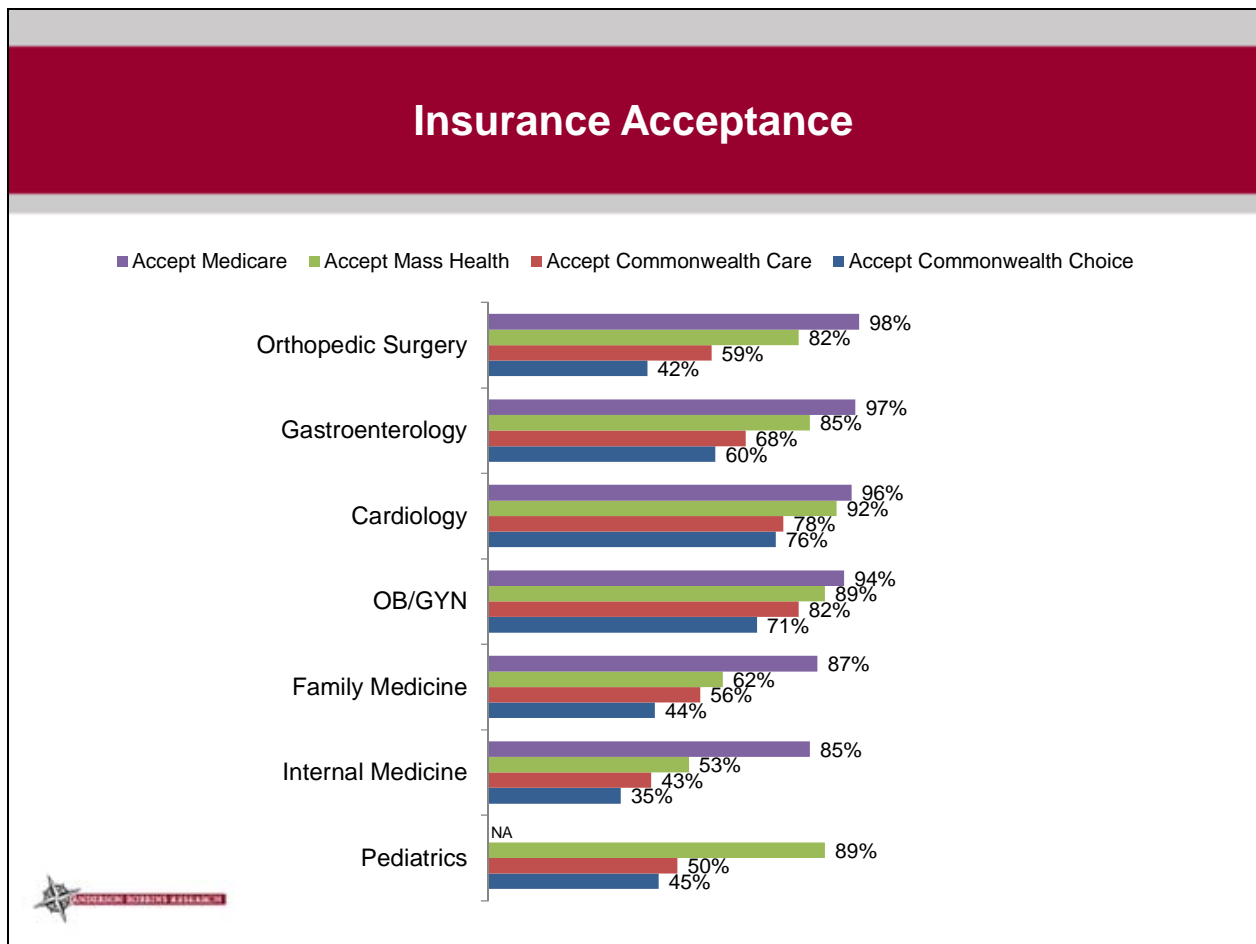


The largest year-to-year changes recorded by this study date back to the initial implementation of state health care reform law. From 2006 to 2007 the average wait times to see an internist increased by more than fifty percent, from 33 days to 52 days. Average wait times to see an OB/GYN for a routine exam also increased drastically during that period, from 34 days to 46 days.

The number of offices accepting new patients remained relatively stable since last year. Internists (49%) and family medicine physicians (47%) continue to be the least likely to be accepting new patients. Orthopedic surgeons (97%) and gastroenterologists (95%) are the most likely to be accepting new patients.



For the first time, this year, the Physician Workforce Study examined acceptance of various government insurance products. There is a significant amount of variation in acceptance rates among different specialties. The specialists least likely to be accepting new patients (internists, family medicine physicians and pediatrics) are also the least likely to accept Commonwealth Care and Choice products.

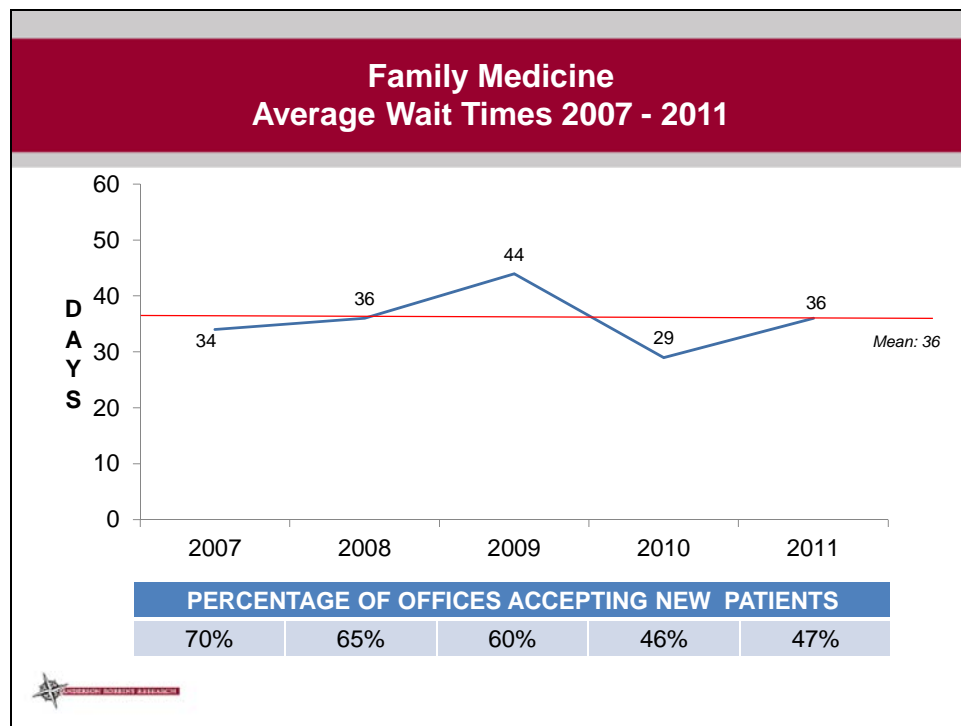


## SUMMARY OF KEY FINDINGS

### *Family Medicine*

The average wait time to schedule an appointment with a new primary care physician among family medicine physicians increased to 36 days this year, up from 29 days in 2010. This matches the five-year average wait time for family medicine.

As was the case last year, less than half (47%) of family medicine physicians are accepting new patients. When this study began tracking access to family medicine physicians in 2007, fully 70% were accepting new patients.



The percentage of family medicine practices accepting new patients is lowest in Barnstable (29%) and Worcester (30%) counties. And the average wait time is slightly above the statewide average (36 days) for family medicine physicians in both counties, at 40 days and 43 days respectively.

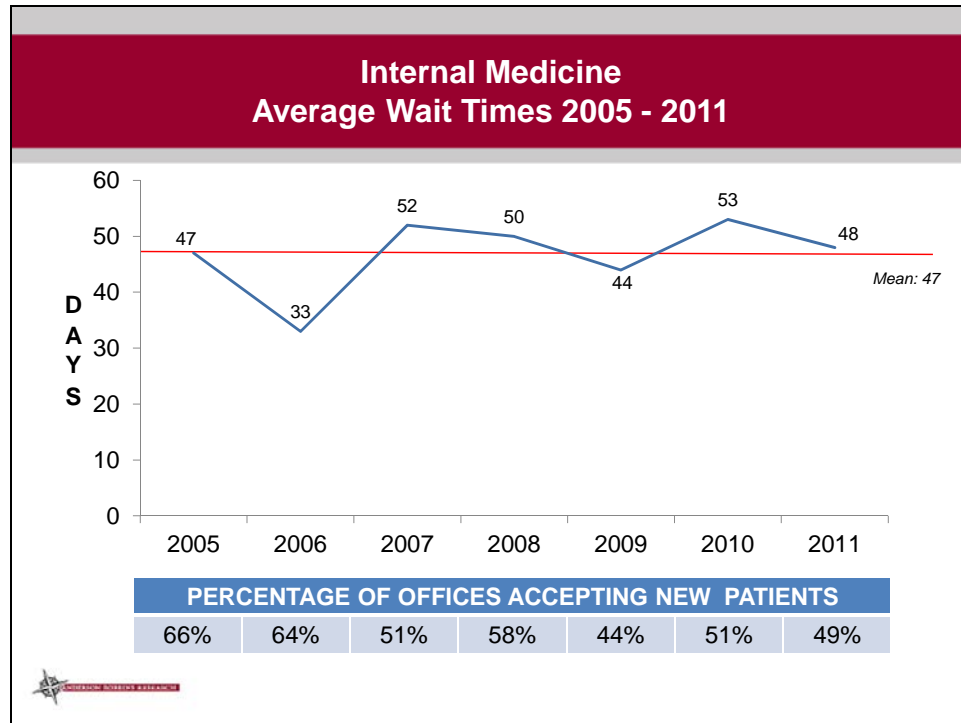
The shortest average wait time to an appointment with a family medicine physician is four days in Plymouth County, where 43% of practitioners are accepting new patients. The longest average wait times are in Dukes (56 days), Essex (56 days) and Hampshire (55 days) counties.

FAMILY MEDICINE INSURANCE ACCEPTANCE				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	87%	62%	56%	44%

## Internal Medicine

Internists are the only specialists included in this study reporting a shorter wait time this year than last. The average wait time for a new patient appointment with a Massachusetts internist is down slightly since last year, when it hit a six-year high. The current average wait for a new patient appointment is 48 days, down from 53 days last year.

Approximately half (49%) of internist offices are accepting new patients, which is statistically unchanged since last year (51%).



Access to internists is by far most limited on Cape Cod compared to the rest of the state. Just 29% of internists in Barnstable County are accepting new patients, and among those who are accepting new patients, the average wait time is 118 days.

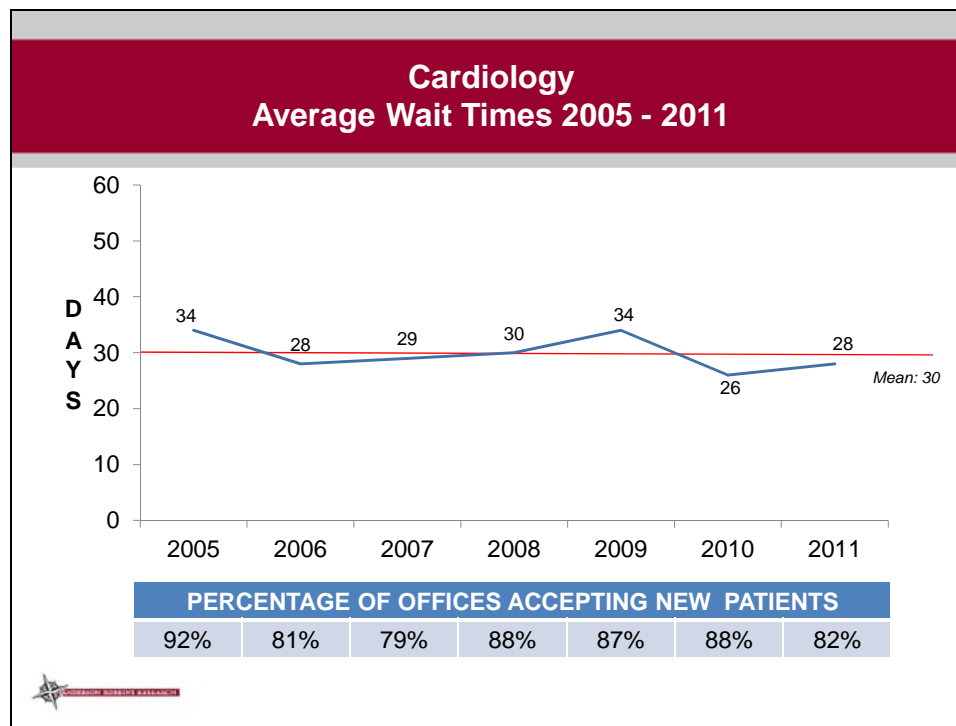
The shortest average wait time is in Franklin County, where 40% of internists are accepting new patients and where the average wait time is just eight days. The second shortest wait times are in Norfolk County, where 50% are accepting new patients and the average wait time is 20 days.

INTERNAL MEDICINE INSURANCE ACCEPTANCE				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	85%	53%	43%	35%



## Cardiology

Wait times to see a cardiologist have stayed stable over the past twelve months. Currently 82% of cardiologists are accepting new patients, with an average wait time of 28 days for a heart check-up. Last year 88% of cardiologists were accepting new patients and the average wait time was 26 days.



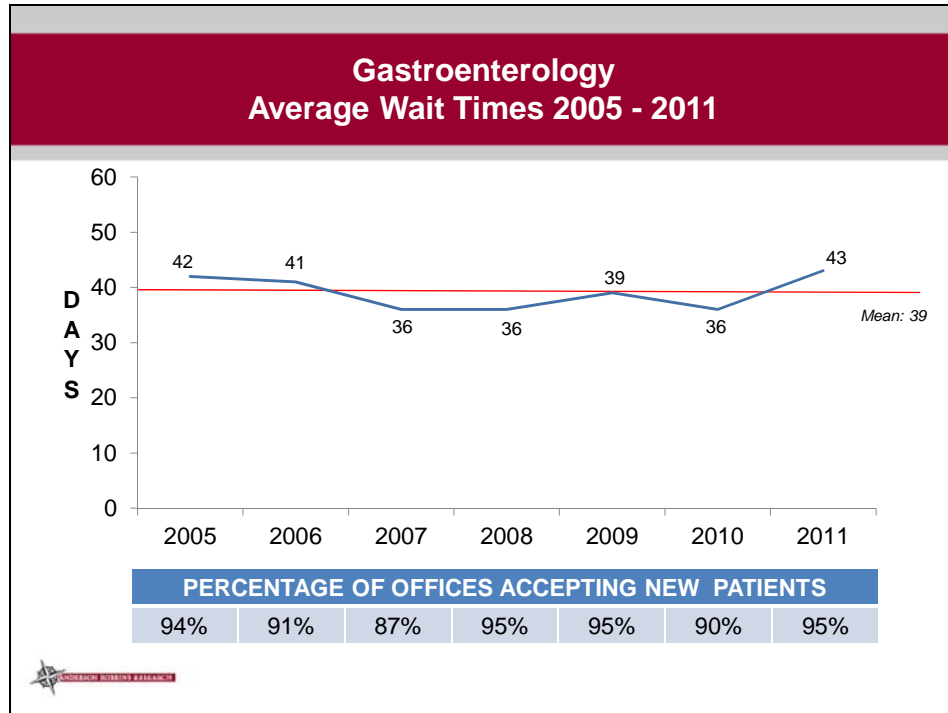
In every county in Massachusetts where cardiologist are practicing, 75% or more of cardiologists are accepting new patients, with the exception of Plymouth (43%) and Berkshire (20%) counties. The American Medical Association does not list any cardiologist as practicing in Dukes, Franklin, or Nantucket counties.

The longest average wait to see a cardiologist is in Worcester County, where among the 91% of cardiologists accepting new patients the average wait is 45 days. This average, however, is based on widely divergent responses from cardiologists in Worcester County—the shortest wait is one day and the longest is 175.

INSURANCE ACCEPTANCE CARDIOLOGY				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	96%	92%	78%	76%

## Gastroenterology

The average wait time to see a gastroenterologist in Massachusetts is at a seven year high. While most gastroenterologists (95%) continue to accept new patients the average wait for an appointment is now 43 days, up from 36 days last year.



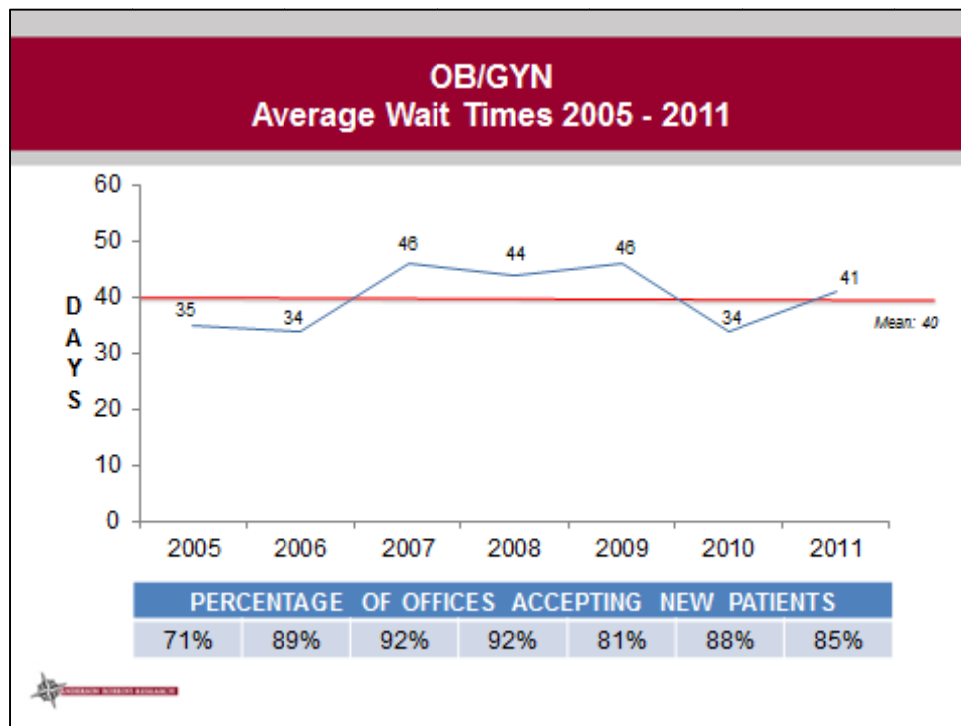
The shortest waits to see gastroenterologists are in Hampshire (17 days), Plymouth (24 days) and Barnstable (29 days) counties. The wait time is longest in Franklin County, where the American Medical Association reports that there is just one gastroenterologist practicing, and the reported wait time at this office is 174 days for a new patient appointment.

GASTROENTEROLOGY INSURANCE ACCEPTANCE				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	97%	85%	68%	60%

## OB/GYN

The average wait time to see an OB/GYN for a routine exam is 41 days. This is up from 34 days last year. The average wait time over the last seven years is 40 days.

Eighty-five percent of OB/GYN doctors are accepting new patients, which is statistically unchanged from the 88% who were accepting new patients last year.



In eight of the fourteen counties across the Commonwealth 80% or more of OB/GYN doctors are accepting new patients. Acceptance rates are lowest in Franklin (50%), Suffolk (69%), Hampden (71%) and Hampshire (71%) counties.

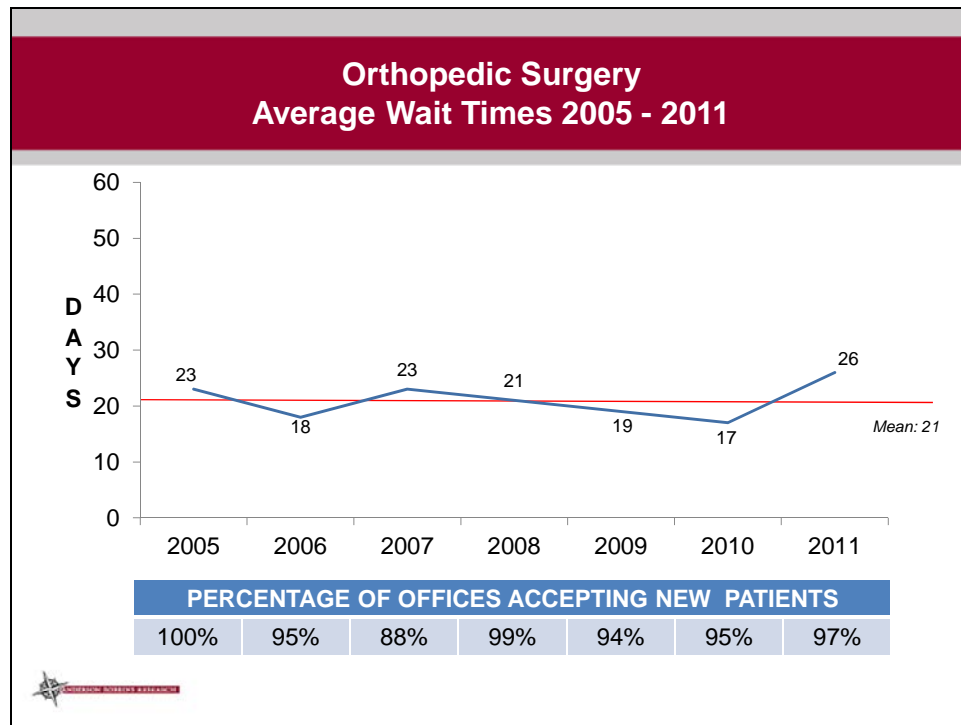
The longest wait is in Dukes County, where the one doctor included in the study reports a wait time of 119 days. The second longest average wait is in Plymouth County (62 days).

INSURANCE ACCEPTANCE OB/GYN				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	94%	89%	82%	71%

## Orthopedic Surgery

Orthopedic surgeons reported the largest increased wait times of any specialists included in the study. The average wait time to see an orthopedic surgeon for knee pain is now 26 days, up from 17 days last year. This represents a seven-year high, and is five days above the seven-year average of 21 days.

As has been the case for the seven years in which this study has been conducted, nearly all (97%) orthopedic surgeons are accepting new patients.

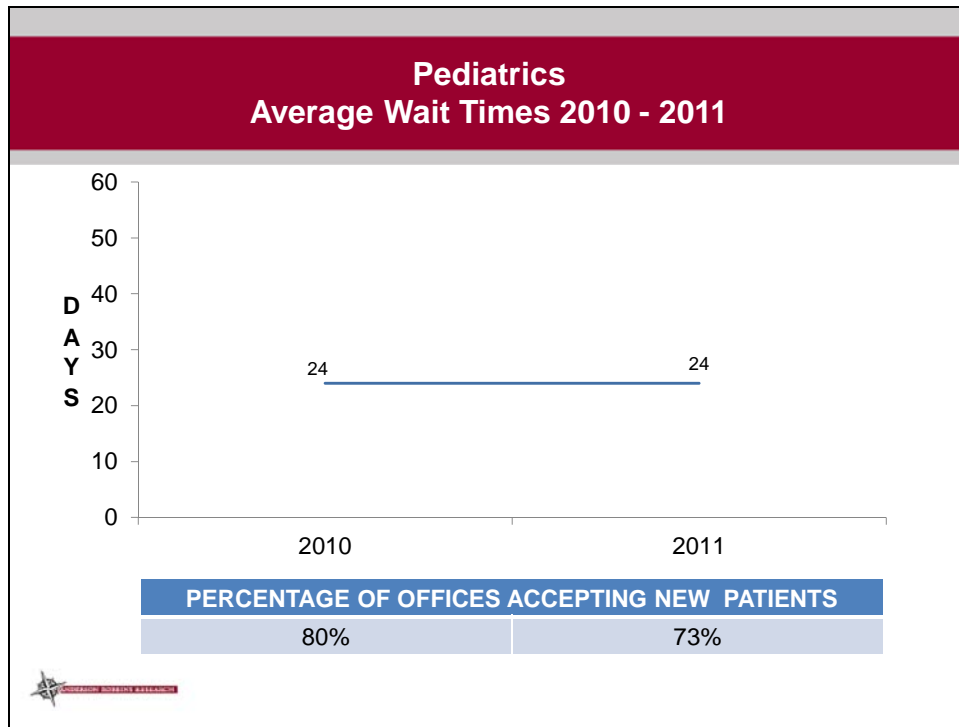


Average wait times are longest in Franklin (44 days), Dukes (41 days), Suffolk (40 days) and Norfolk (39 days). The shortest average wait time is in Plymouth County (8 days), followed by Berkshire County (15 days).

ORTHOPEDIC SURGERY INSURANCE ACCEPTANCE				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	98%	82%	59%	42%

## *Pediatrics*

This was the second year that pediatricians were included in the study and the average wait time for a new patient appointment for a one year old child is exactly the same as last year—24 days. Slightly fewer pediatricians are accepting new patients this year than last (73%, down from 80%).



Bristol County appears to be the most challenging place in the state to find a new pediatrician—just 29% are accepting new patients and the average wait among those who are is 36 days.

Access to pediatricians is easiest in Berkshire, Hampshire and Dukes counties, where 100% of pediatricians are accepting new patients and the wait times are 23 days, 13 days, and 24 days respectively.

PEDIATRICS INSURANCE ACCEPTANCE				
	Medicare	Mass Health	Commonwealth Care	Commonwealth Choice
Offices accepting statewide	n/a	89%	50%	45%

## Appendix A: County Summaries

Accepting New Patients by County								
	Cardiology	Internal Medicine	Gastroenterology	OB/GYN	Orthopedic Surgery	Family Medicine	Pediatrics	Total Average
Barnstable	100%	29%	100%	86%	100%	29%	57%	72%
Berkshire	20%	57%	80%	86%	100%	71%	100%	73%
Bristol	100%	71%	100%	100%	100%	38%	29%	77%
Dukes	n/a	0%	n/a	100%	100%	50%	100%	70%
Essex	75%	50%	89%	88%	90%	57%	75%	75%
Franklin	n/a	40%	100%	50%	100%	50%	50%	65%
Hampden	100%	43%	86%	71%	100%	57%	71%	75%
Hampshire	100%	57%	50%	71%	100%	43%	100%	74%
Middlesex	79%	46%	97%	79%	100%	55%	69%	75%
Nantucket	n/a	0%	n/a	n/a	n/a	100%	n/a	50%
Norfolk	86%	50%	100%	100%	100%	56%	86%	83%
Plymouth	43%	57%	100%	100%	100%	43%	71%	73%
Suffolk	81%	53%	91%	69%	94%	50%	62%	71%
Worcester	91%	40%	100%	100%	90%	30%	90%	77%
<b>Overall</b>	<b>82%</b>	<b>49%</b>	<b>95%</b>	<b>85%</b>	<b>97%</b>	<b>47%</b>	<b>73%</b>	<b>75%</b>

Summary of Average Wait (days), by County								
	Cardiology	Internal Medicine	Gastroenterology	OB/GYN	Orthopedic Surgery	Family Medicine	Pediatrics	Total Average
Barnstable	15	118	29	31	21	40	20	39
Berkshire	5	43	42	57	15	29	23	31
Bristol	29	60	47	43	25	17	36	37
Dukes	n/a	n/a	n/a	119	41	56	24	60
Essex	32	57	33	35	18	56	24	36
Franklin	n/a	8	174	35	44	24	34	53
Hampden	21	51	56	39	27	37	21	36
Hampshire	22	38	17	60	25	55	13	33
Middlesex	21	50	39	39	23	34	29	34
Nantucket	n/a	n/a	n/a	n/a	n/a	10	n/a	10
Norfolk	24	20	48	46	39	37	13	32
Plymouth	41	54	24	62	8	4	12	29
Suffolk	31	60	47	26	40	18	32	36
Worcester	45	32	48	40	17	43	28	36
<b>Overall</b>	<b>28</b>	<b>48</b>	<b>43</b>	<b>41</b>	<b>26</b>	<b>36</b>	<b>24</b>	<b>35</b>

## Appendix B: Data by Specialty

<b>Cardiology</b>													
	Total interviews	Shortest to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")*	Accept Care. (Yes, ALL)**	Accept Care (Select Providers only)***	Accept Comm. Choice (Total "YES")*	Accept Choice (Yes, ALL)**	Accept Choice (Select Providers only)***	Accept Medicare
Barnstable	5	7	27	15	100%	100%	100%	100%	0%	100%	100%	0%	100%
Berkshire	5	5	5	5	80%	20%	60%	40%	20%	60%	60%	0%	100%
Bristol	7	19	47	29	100%	100%	85%	14%	71%	85%	14%	71%	100%
Essex	8	12	64	32	100%	75%	88%	50%	38%	76%	38%	38%	88%
Hampden	7	5	36	21	100%	100%	100%	43%	57%	100%	43%	57%	100%
Hampshire	2	8	37	22	100%	100%	100%	50%	50%	100%	50%	50%	100%
Middlesex	24	1	48	21	92%	79%	71%	46%	25%	67%	38%	29%	100%
Norfolk	14	3	65	24	86%	86%	72%	29%	43%	72%	29%	43%	93%
Plymouth	7	11	82	41	57%	43%	57%	57%	0%	29%	29%	0%	86%
Suffolk	26	5	75	31	92%	81%	81%	62%	19%	81%	62%	19%	92%
Worcester	11	1	175	45	91%	91%	82%	64%	18%	82%	64%	18%	100%
Overall 2011	116	7	60	28	92%	82%	78%	50%	28%	76%	47%	29%	96%
Overall 2010	122	7	73	26	89%	88%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	119	9	105	34	87%	87%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	9	69	30	90%	88%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	8	75	29	81%	79%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2006	100	8	57	28	85%	81%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2005	100	14	74	34	90%	92%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

\* Office indicates that they accept all OR some Commonwealth Care/Choice products

\*\* Office indicates that they accept ALL Commonwealth Care/Choice products

\*\*\* Office indicates that they accept some but NOT all Commonwealth Care/Choice products

<b>Internal Medicine</b>													
	Total interviews	Shortest to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Providers only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)	Accept Medicare
Barnstable	7	35	200	118	57%	29%	43%	43%	0%	29%	29%	0%	86%
Berkshire	7	9	93	43	57%	57%	57%	57%	0%	29%	29%	0%	71%
Bristol	7	5	141	60	57%	71%	57%	43%	14%	43%	29%	14%	86%
Dukes	1				100%	0%	0%	0%	0%	0%	0%	0%	100%
Essex	8	21	154	57	38%	50%	62%	62%	0%	50%	50%	0%	88%
Franklin	5	7	9	8	80%	40%	80%	60%	20%	40%	40%	0%	80%
Hampden	7	14	92	51	14%	43%	29%	29%	0%	14%	14%	0%	43%
Hampshire	7	12	90	38	57%	57%	71%	57%	14%	57%	43%	14%	100%
Middlesex	28	7	317	50	61%	46%	32%	28%	4%	32%	28%	4%	93%
Nantucket	1				100%	0%	100%	100%	0%	100%	100%	0%	100%
Norfolk	14	8	33	20	43%	50%	21%	21%	0%	21%	21%	0%	93%
Plymouth	7	5	96	54	29%	57%	29%	29%	0%	28%	14%	14%	43%
Suffolk	17	1	164	60	65%	53%	59%	53%	6%	59%	47%	12%	94%
Worcester	10	30	37	32	60%	40%	60%	50%	10%	40%	40%	0%	70%
Overall 2011	126	13	119	48	53%	49%	43%	39%	4%	35%	30%	5%	85%
Overall 2010	132	8	102	53	66%	51%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	124	14	80	44	60%	44%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	16	100	50	62%	58%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	21	106	52	59%	51%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2006	100	8	81	33	73%	64%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2005	100	5	87	47	79%	66%	n/a	n/a	n/a	n/a	n/a	n/a	n/a



<b>Gastroenterology</b>													
	Total interviews	Shortest to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Provider s only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)	Accept Medicare
Barnstable	6	19	48	29	83%	100%	83%	83%	0%	33%	33%	0%	83%
Berkshire	5	19	64	42	100%	80%	80%	80%	0%	80%	60%	20%	100%
Bristol	7	28	80	47	86%	100%	57%	57%	0%	57%	57%	0%	100%
Essex	9	3	69	33	78%	89%	89%	89%	0%	67%	67%	0%	100%
Franklin	1	174	174	174	100%	100%	0%	0%	0%	0%	0%	0%	100%
Hampden	7	28	159	56	86%	86%	71%	71%	0%	71%	71%	0%	86%
Hampshire	2	17	17	17	100%	50%	100%	100%	0%	100%	100%	0%	100%
Middlesex	29	7	99	39	82%	97%	62%	59%	3%	62%	52%	10%	97%
Norfolk	14	9	104	48	72%	100%	64%	64%	0%	43%	36%	7%	100%
Plymouth	7	14	32	24	100%	100%	57%	43%	14%	58%	29%	29%	100%
Suffolk	21	5	203	47	95%	91%	72%	67%	5%	57%	52%	5%	100%
Worcester	9	8	140	48	89%	100%	66%	44%	22%	77%	44%	33%	89%
Overall 2011	117	28	99	43	85%	95%	68%	63%	5%	60%	50%	10%	97%
Overall 2010	124	19	80	36	95%	90%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	117	13	90	39	94%	95%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	15	84	36	91%	95%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	8	66	36	90%	87%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2006	100	15	88	41	96%	91%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2005	100	20	78	42	91%	94%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

<b>OBGYN</b>													
	Total interviews	Shortes t to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Providers only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)	Accept Medicare
Barnstable	7	4	89	31	100%	86%	100%	100%	0%	86%	86%	0%	100%
Berkshire	7	8	131	57	100%	86%	100%	86%	14%	85%	71%	14%	100%
Bristol	7	8	128	43	100%	100%	71%	57%	14%	72%	43%	29%	100%
Dukes	1	119	119	119	100%	100%	100%	100%	0%	100%	100%	0%	100%
Essex	8	6	86	35	75%	88%	87%	87%	0%	62%	50%	12%	100%
Franklin	2	35	35	35	100%	50%	100%	100%	0%	0%	0%	0%	100%
Hampden	7	7	65	39	86%	71%	86%	86%	0%	57%	57%	0%	100%
Hampshire	7	27	113	60	100%	71%	100%	57%	43%	58%	29%	29%	100%
Middlesex	28	4	102	39	86%	79%	71%	50%	21%	60%	39%	21%	89%
Norfolk	15	22	98	46	87%	100%	80%	53%	27%	86%	53%	33%	93%
Plymouth	7	7	180	62	100%	100%	86%	57%	29%	72%	43%	29%	100%
Suffolk	16	7	65	26	88%	69%	88%	75%	13%	81%	62%	19%	88%
Worcester	10	4	202	40	100%	100%	90%	80%	10%	70%	60%	10%	100%
Overall 2011	122	20	109	41	89%	85%	82%	66%	16%	71%	51%	20%	94%
Overall 2010	130	16	108	34	88%	88%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	126	9	121	46	90%	81%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	13	103	44	94%	92%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	23	122	46	87%	92%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2006	100	9	99	34	93%	89%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2005	100	13	85	35	89%	71%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

<b>Orthopedic Surgery</b>													
	Total interviews	Shortest to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Providers only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)	Accept Medicare
Barnstable	6	7	33	21	17%	100%	17%	17%	0%	0%	0%	0%	100%
Berkshire	5	7	27	15	80%	100%	80%	80%	0%	20%	20%	0%	80%
Bristol	7	12	37	25	86%	100%	43%	29%	14%	14%	14%	0%	100%
Dukes	1	41	41	41	100%	100%	100%	100%	0%	100%	100%	0%	100%
Essex	10	11	41	18	100%	90%	60%	60%	0%	60%	50%	10%	100%
Franklin	2	34	54	44	0%	100%	0%	0%	0%	0%	0%	0%	100%
Hampden	7	8	52	27	71%	100%	71%	71%	0%	57%	57%	0%	100%
Hampshire	3	20	28	25	100%	100%	100%	33%	67%	100%	33%	67%	100%
Middlesex	19	7	55	23	90%	100%	42%	42%	0%	21%	21%	0%	100%
Norfolk	15	6	112	39	80%	100%	67%	67%	0%	40%	40%	0%	100%
Plymouth	7	4	14	8	71%	100%	43%	43%	0%	0%	0%	0%	100%
Suffolk	17	13	112	40	76%	94%	59%	59%	0%	59%	53%	6%	94%
Worcester	10	3	36	17	90%	90%	90%	90%	0%	80%	80%	0%	100%
Overall 2011	109	13	49	26	82%	97%	59%	57%	2%	42%	39%	3%	98%
Overall 2010	118	5	41	17	74%	95%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	109	7	50	19	84%	94%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	7	44	21	82%	99%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	6	54	23	84%	88%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2006	100	6	49	18	81%	95%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2005	100	5	47	23	85%	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

<b>Family Medicine</b>													
	Total interviews	Shortest to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Providers only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)	Accept Medicare
Barnstable	7	19	60	40	14%	29%	14%	14%	0%	14%	14%	0%	29%
Berkshire	7	7	43	29	57%	71%	71%	57%	14%	28%	14%	14%	86%
Bristol	8	1	29	17	50%	38%	50%	38%	12%	38%	25%	13%	100%
Dukes	2	56	56	56	100%	50%	50%	50%	0%	50%	50%	0%	100%
Essex	14	7	235	56	86%	57%	64%	50%	14%	64%	50%	14%	93%
Franklin	6	17	28	24	83%	50%	83%	67%	16%	67%	50%	17%	83%
Hampden	7	1	103	37	57%	57%	57%	57%	0%	57%	57%	0%	100%
Hampshire	7	34	89	55	71%	43%	71%	71%	0%	14%	14%	0%	100%
Middlesex	20	2	66	34	60%	55%	70%	50%	20%	45%	25%	20%	90%
Nantucket	2	7	12	10	100%	100%	100%	100%	0%	50%	50%	0%	100%
Norfolk	9	26	46	37	44%	56%	22%	22%	0%	22%	22%	0%	89%
Plymouth	7	2	5	4	43%	43%	28%	14%	14%	28%	14%	14%	86%
Suffolk	8	7	30	18	75%	50%	62%	50%	12%	50%	38%	12%	88%
Worcester	20	11	96	43	65%	30%	55%	50%	5%	50%	40%	10%	80%
Overall 2011	124	14	64	36	62%	47%	56%	45%	11%	44%	32%	12%	87%
Overall 2010	129	10	48	29	61%	46%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2009	123	10	93	44	67%	60%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2008	100	23	86	36	68%	65%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Overall 2007	100	5	76	34	75%	70%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

<b>Pediatrics</b>												
	Total interviews	Shortes t to Appt. (Days)	Longest Time to Appt. (Days)	Aver. to Appt. (Days)	Accept Mass Health	Accept New Patients	Accept Comm. Care (Total "YES")	Accept Care. (Yes, ALL)	Accept Care (Select Providers only)	Accept Comm. Choice (Total "YES")	Accept Choice (Yes, ALL)	Accept Choice (Select Providers only)
Barnstable	7	5	52	20	86%	57%	43%	29%	14%	29%	29%	0%
Berkshire	7	6	66	23	100%	100%	100%	86%	14%	72%	29%	43%
Bristol	7	5	66	36	100%	29%	43%	43%	0%	43%	43%	0%
Dukes	1	24	24	24	100%	100%	100%	100%	0%	100%	0%	100%
Essex	8	1	68	24	88%	75%	50%	25%	25%	50%	38%	12%
Franklin	4	28	40	34	50%	50%	50%	50%	0%	25%	0%	25%
Hampden	7	5	41	21	100%	71%	57%	57%	0%	57%	43%	14%
Hampshire	7	5	28	13	100%	100%	71%	43%	28%	86%	57%	29%
Middlesex	29	1	257	29	90%	69%	38%	28%	10%	34%	17%	17%
Norfolk	14	1	36	13	71%	86%	43%	36%	7%	43%	29%	14%
Plymouth	7	3	30	12	86%	71%	29%	29%	0%	14%	14%	0%
Suffolk	16	1	113	32	88%	62%	62%	56%	6%	56%	50%	6%
Worcester	10	2	90	28	100%	90%	70%	60%	10%	50%	40%	10%
Overall 2011	124	7	70	24	89%	73%	50%	40%	10%	45%	32%	13%
Overall 2010	130	6	73	24	83%	80%	n/a	n/a	n/a	n/a	n/a	n/a