



**HMOI/BLE ADVANTAGE HMO BEHAVIORAL HEALTH SITE SURVEY RESULTS
ACCESSIBILITY / FACILITY OVERVIEW
FOR REVIEWS PERFORMED 1/1/2009 THROUGH 12/31/2009**

Number of Reviews Accomplished: **153**

CATEGORIES	# Sites Reviewed	# Not Applicable	# Sites Acceptable	# Not Acceptable	# Sites Applicable	% Not Acceptable	% Acceptable
Accessibility							
1). Emergency Visits	153	0	153	0	153	0.00%	100.00%
2). Urgent Visits within 24 hours	153	0	153	0	153	0.00%	100.00%
3). Routine Visits within 2 weeks	153	0	153	0	153	0.00%	100.00%
4). Extended Visits within 4 weeks	153	0	153	0	153	0.00%	100.00%
5). Telephone access to triage	153	0	153	0	153	0.00%	100.00%
6). After-Hours Coverage	153	0	153	0	153	0.00%	100.00%
Facility							
A). Environment							
1). Clean / Organized	153	0	153	0	153	0.00%	100.00%
2). Easily Accessible	153	0	153	0	153	0.00%	100.00%
3). Adequate Exam Rooms	153	0	153	0	153	0.00%	100.00%
4). Adequate Seating Area	153	0	153	0	153	0.00%	100.00%
5). Handicapped Parking	153	0	153	0	153	0.00%	100.00%
6). Handicapped Exam Room	153	0	153	0	153	0.00%	100.00%
7). Handicapped Restroom	153	0	153	0	153	0.00%	100.00%
8). Wheelchair Access	153	0	153	0	153	0.00%	100.00%
B). Safety Measures							
1). Sharp Disposal	153	86	67	0	67	0.00%	100.00%
2). Fire Extinguisher	153	0	153	0	153	0.00%	100.00%
C. Medication Storage							
1). OTC Medication/Samples	153	58	95	0	95	0.00%	100.00%
2). Controlled Substances	153	153	0	0	0	N/A	N/A
3). Expiration Dates Monitored	153	57	96	0	96	0.00%	100.00%
D). Medical Supply Storage							
1). Prescription Pads Restricted Area	153	57	96	0	96	0.00%	100.00%
2). Sharps Storage Restricted Area	153	86	67	0	67	0.00%	100.00%
E). Medical Record System							
1). Confidentiality /HIPAA	153	0	152	1	153	0.65%	99.35%
2). Policy of Records Released	153	0	152	1	153	0.65%	99.35%
F). Patient Education							
1). Educational Materials	153	0	153	0	153	0.00%	100.00%

**HMOI/BLUE ADVANTAGE HMO BEHAVIORAL HEALTH SITE SURVEY RESULTS
 MEDICAL RECORD STRUCTURE AND CONTENT OVERVIEW
 FOR REVIEWS PERFORMED 1/1/2009 THROUGH 12/31/2009**

Number of Visits Accomplished: 153
Number of Charts reviewed: 748
Average Number of Charts Reviewed per Visit: 4.89

	# Charts Reviewed	# Not Applicable	# Charts Acceptable	# Not Acceptable	# Charts Applicable	% Not Acceptable	% Acceptable
A. Quality of Care							
1). PAST MEDICAL HISTORY	748	6	739	3	742	0.40%	99.60%
2). FAMILY MEDICAL HISTORY	748	8	728	12	740	1.62%	98.38%
3). SOCIAL HISTORY	748	9	739	0	739	0.00%	100.00%
4). ADULT ALCOHOL USE	748	140	568	40	608	6.58%	93.42%
5). ADULT ILLICIT DRUG USE	748	139	549	60	609	9.85%	90.15%
*6). ADULT RECOMMEND DRUG USE TRE	748	738	8	2	10	20.00%	80.00%
*7). ADOLESCENT ALCOHOL USE	748	642	97	9	106	8.49%	91.51%
*8). ADOLESCENT ILLICIT DRUG USE	748	645	95	8	103	7.77%	92.23%
*9). ADOLESCENT RECOMMEND DRUG U	748	743	5	0	5	0.00%	100.00%
10). CHIEF COMPLAINT	748	1	747	0	747	0.00%	100.00%
*11). DOCUMENT SUICIDAL/HOMICIDAL R	748	6	727	15	742	2.02%	97.98%
12). DIAGNOSIS / ASSESSMENT	748	0	748	0	748	0.00%	100.00%
*13). DOCUMENT DSM IV DIAGNOSIS	748	1	747	0	747	0.00%	100.00%
14). TREATMENT PLAN	748	0	748	0	748	0.00%	100.00%
*15). DOCUMENT PT GOALS/TIMEFRAME	748	3	705	40	745	5.37%	94.63%
16). PREVIOUS PROBLEMS	748	2	746	0	746	0.00%	100.00%
17). CONTINUITY OF CARE/FOLLOW-UP	748	5	743	0	743	0.00%	100.00%
18). CONSULTATIONS POSTED/REVIEWE	748	706	42	0	42	0.00%	100.00%
B. Record Quality							
1). CHART ORGANIZATION	748	1	747	0	747	0.00%	100.00%
2). BIOGRAPHICAL INFORMATION	748	2	728	18	746	2.41%	97.59%
3). PATIENT IDENTIFICATION	748	2	746	0	746	0.00%	100.00%
4). ENTRIES DATED AND SIGNED	748	1	745	2	747	0.27%	99.73%
5). LEGIBLE ENTRIES	748	2	746	0	746	0.00%	100.00%
6). ALLERGY HISTORY	748	0	626	122	748	16.31%	83.69%
7). PROBLEM LIST/HEALTH MAINTENANC	748	0	748	0	748	0.00%	100.00%
8). MEDICATION LISTED	748	37	710	1	711	0.14%	99.86%
*9). DOCUMENT PRESCRIPTIONS	748	406	340	2	342	0.58%	99.42%
10). LAB/XRAY DIAGNOSED/POSTED	748	595	153	0	153	0.00%	100.00%
11). COORDINATION WITH PCP	748	10	294	444	738	60.16%	39.84%

*Denotes non-scored item