



**HMOI/BLUE ADVANTAGE HMO PCP SITE SURVEY RESULTS
ACCESSIBILITY / FACILITY OVERVIEW
FOR REVIEWS PERFORMED 1/1/2009 THROUGH 12/31/2009**

Number of Reviews Accomplished: 1948

CATEGORIES	# Sites Reviewed	# Not Applicable	# Sites Acceptable	# Not Acceptable	# Sites Applicable	% Not Acceptable	% Acceptable
Accessibility							
1). Emergency Calls	1948	1	1947	0	1947	0.00%	100.00%
2). Urgent Visits within 24 hours	1948	1	1944	3	1947	0.15%	99.85%
3). Routine Visits within 2 weeks	1948	1	1947	0	1947	0.00%	100.00%
4). Extended Visits within 4 weeks	1948	1	1943	4	1947	0.21%	99.79%
5). After-Hours Coverage	1948	1	1947	0	1947	0.00%	100.00%
Facility							
A). Environment							
1). Clean / Organized	1948	0	1944	4	1948	0.21%	99.79%
2). Easily Accessible	1948	1	1941	6	1947	0.31%	99.69%
3). Adequate Exam Rooms	1948	0	1948	0	1948	0.00%	100.00%
4). Adequate Seating Area	1948	0	1948	0	1948	0.00%	100.00%
5). Handicapped Exam Room	1948	1	1942	5	1947	0.26%	99.74%
6). Handicapped Restroom	1948	7	1934	7	1941	0.36%	99.64%
7). Wheelchair Access	1948	2	1943	3	1946	0.15%	99.85%
B). Safety Measures							
1). Universal Precautions	1948	0	1936	12	1948	0.62%	99.38%
2). Bio-Hazardous Waste Disposal	1948	3	1941	4	1945	0.21%	99.79%
3). Sharp Disposal	1948	7	1941	0	1941	0.00%	100.00%
4). Fire Extinguisher	1948	2	1946	0	1946	0.00%	100.00%
C). Medication Storage							
1). OTC Medication/Samples	1948	382	1555	11	1566	0.70%	99.30%
2). Controlled Substances	1948	1853	93	2	95	2.11%	97.89%
3). Expiration Dates Monitored	1948	70	1816	62	1878	3.30%	96.70%
4). Lab/Medication Refrigerators	1948	19	1916	13	1929	0.67%	99.33%
D). Medical Supply Storage							
1). Sharps storage	1948	5	1924	19	1943	0.98%	99.02%
2). Prescription Pads	1948	2	1944	2	1946	0.10%	99.90%
E). Medical Record System							
1). Confidentiality /HIPAA	1948	0	1943	5	1948	0.26%	99.74%
2). Policy of Records Released	1948	0	1945	3	1948	0.15%	99.85%
F). Patient Education							
1). Educational Materials	1948	0	1948	0	1948	0.00%	100.00%
G). Medical Emergency Preparedness							
1). Written Emergency Plan	1948	0	1946	2	1948	0.10%	99.90%
2). CPR Certification	1948	0	1884	64	1948	3.29%	96.71%

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

Number of Visits Accomplished: 1948

Number of Charts reviewed: 9,486

Average Number of Charts Reviewed per Visit: 4.87

	# Charts Reviewed	# Not Applicable	# Charts Acceptable	# Not Acceptable	# Charts Applicable	% Not Acceptable	% Acceptable
A. Quality of Care							
1) PAST MEDICAL HISTORY	9486	12	9347	127	9474	1.34%	98.66%
2) FAMILY MEDICAL HISTORY	9486	91	8182	1213	9395	12.91%	87.09%
3) SOCIAL HISTORY	9486	19	9311	156	9467	1.65%	98.35%
4) PHYSICAL ACTIVITY ASSESSMENT (E	9486	1198	6806	1482	8288	17.88%	82.12%
*5) PHYSICAL ACTIVITY ASSESSMENT (A	9486	8471	865	150	1015	14.78%	85.22%
*6) PHYSICAL ACTIVITY ASSESSMENT (E	9486	4934	3863	689	4552	15.14%	84.86%
*7) BODY MASS INDEX (BMI) AGES 2-17 (I	9486	8225	778	483	1261	38.30%	61.70%
*8) BODY MASS INDEX (BMI) AGES 18-74	9486	2569	2767	4150	6917	60.00%	40.00%
*9) NUTRITION COUNSELING (Annual, age	9486	8267	983	236	1219	19.36%	80.64%
10) ADULT ALCOHOL USE	9486	1972	6721	793	7514	10.55%	89.45%
*11) ADULT ALCOHOL ASSESSMENT TOC	9486	8057	242	1187	1429	83.07%	16.93%
12) ADULT ILLICIT DRUG USE	9486	3097	4671	1718	6389	26.89%	73.11%
*13) ADULT: RECOMMEND DRUG USE TR	9486	9429	27	30	57	52.63%	47.37%
14) ADULT SMOKING HISTORY (UPDATE	9486	5594	3453	439	3892	11.28%	88.72%
15) ADULT SMOKING CESSATION EVERY	9486	8836	486	164	650	25.23%	74.77%
*16) ADULT SMOKING CESSATION ANNU	9486	8802	531	153	684	22.37%	77.63%
*17) ADOLESCENT ALCOHOL USE (AGE 1	9486	9160	251	75	326	23.01%	76.99%
*18) ADOLESCENT ALCOHOL ASSESSME	9486	9484	1	1	2	50.00%	50.00%
*19) ADOLESCENT ILLICIT DRUG USE (A	9486	9159	241	86	327	26.30%	73.70%
*20) ADOLESCENT DRUG USE TREATME	9486	9483	1	2	3	66.67%	33.33%
*21) ADOLESCENT SMOKING HISTORY (A	9486	9158	260	68	328	20.73%	79.27%
*22) ADOLESCENT SMOKING CESSATION	9486	9468	16	2	18	11.11%	88.89%
23) COORD WITH MENTAL HEALTH	9486	9409	75	2	77	2.60%	97.40%
24) IMMUNIZATION DOCUMENTATION	9486	6776	2644	66	2710	2.44%	97.56%
25) CHIEF COMPLAINT	9486	9	9470	7	9477	0.07%	99.93%
26) PHYSICAL EXAM RELATED TO PROBL	9486	6	9470	10	9480	0.11%	99.89%
27) VITAL SIGNS	9486	6	9402	78	9480	0.82%	99.18%
28) DIAGNOSIS / ASSESSMENT	9486	6	9475	5	9480	0.05%	99.95%
29) TREATMENT PLAN	9486	6	9472	8	9480	0.08%	99.92%
30) PREVIOUS PROBLEMS	9486	1251	8233	2	8235	0.02%	99.98%
31) CONTINUITY OF CARE/FOLLOW-UP	9486	91	9193	202	9395	2.15%	97.85%
32) CONSULTATIONS POSTED/REVIEWEI	9486	5984	3447	55	3502	1.57%	98.43%

B. Record Quality							
1) CHART ORGANIZATION	9486	4	9475	7	9482	0.07%	99.93%
2) BIOGRAPHICAL INFORMATION	9486	8	9433	45	9478	0.47%	99.53%
3) UPDATE BIOGRAPHICAL INFO EVERY	9486	3526	5679	281	5960	4.71%	95.29%
4) PATIENT IDENTIFICATION	9486	4	9482	0	9482	0.00%	100.00%
5) ENTRIES DATED AND SIGNED	9486	2	9412	72	9484	0.76%	99.24%
6) LEGIBLE ENTRIES	9486	6	9478	2	9480	0.02%	99.98%
7) ALLERGY STATUS AND HISTORY	9486	3	9136	347	9483	3.66%	96.34%
8) PROBLEM LIST/HEALTH MAINTENANC	9486	79	9391	16	9407	0.17%	99.83%
9) MEDICATION LISTED	9486	27	9438	21	9459	0.22%	99.78%
10) LAB/XRAY DIAGNOSED/POSTED	9486	681	8744	61	8805	0.69%	99.31%

*Denotes non-scored item

HMOI/BLUE ADVANTAGE HMO PCP SITE SURVEY RESULTS

PREVENTIVE OVERVIEW

FOR REVIEWS PERFORMED 1/1/2009 THROUGH 12/31/2009

INDICATORS	# Charts Applicable	# Not Applicable	# Charts Acceptable	# Not Acceptable	% Not Acceptable	% Acceptable
Adult Female Indicators						
1). Cholesterol (age 46+)	1996	3622	1815	181	9.07%	90.93%
2). <i>Cholesterol testing refused</i>	12	5606	12	0	0.00%	100.00%
3). PAP Test; age 21-64	4152	1466	3655	497	11.97%	88.03%
*4). PAP Test; age 65-70	91	5526	67	24	26.37%	73.63%
5). <i>PAP Test refused</i>	72	5546	72	0	0.00%	100.00%
6). Mammogram; age 42-69	2262	3356	1903	359	15.87%	84.13%
*7). Mammogram; age 70+	55	5563	41	14	25.45%	74.55%
8). <i>Mammogram refused</i>	71	5527	71	0	0.00%	100.00%
9). Colon Cancer Screening	1376	4442	959	417	30.31%	69.69%
10). <i>Colon Cancer screening refused</i>	136	5482	136	0	0.00%	100.00%
11). Influenza Vaccinations	657	4684	337	320	48.71%	51.29%
12). <i>Influenza vaccinations refused</i>	64	5554	64	0	0.00%	100.00%
Adult Male Indicators						
1). Cholesterol (age 35+)	2088	1767	2009	79	3.78%	96.22%
2). <i>Cholesterol testing refused</i>	22	3833	22	0	0.00%	100.00%
3). Colon Cancer Screening	1218	2637	870	348	28.57%	71.43%
4). <i>Colon Cancer screening refused</i>	125	3730	125	0	0.00%	100.00%
5). Influenza Vaccinations	639	3220	360	279	43.66%	56.34%
6). <i>Influenza vaccinations refused</i>	66	3789	66	0	0.00%	100.00%
*7). Prostate Cancer Assessment/Test	1236	2619	1140	96	7.77%	92.23%
Pediatric Indicators						
*1). Hepatitis A vaccine	613	8863	416	197	32.14%	67.86%
2). Immunizations (age 6 mos.-5 yrs)	787	8690	753	34	4.32%	95.68%
3). <i>Immunizations refused</i>	16	9461	16	0	0.00%	100.00%
*4). Rotovirus before first birthday	823	8653	385	438	53.22%	46.78%
*5). Influenza Vaccinations	609	8867	401	208	34.15%	65.85%

*Denotes non-scored item