

HMO Illinois and BlueAdvantage HMO Behavioral Health Site Visit Comparison				
	2006	2007	2008	2009
Accessibility				
1) Emergency care: Immed/6 hrs	100%	100%	100%	100%
2) Urgent Visits within 24 hours	100%	100%	100%	100%
3) Routine Visits within 10 days/2 weeks	100%	100%	98.7%	100%
4) Extended Visits within 4 weeks	100%	100%	100%	100%
5) Telephone Access to Triage	100%	100%	100%	100%
6) After Hours Coverage	100%	100%	100%	100%
Facility				
A) Environment				
1) Clean/Organized	100%	100%	100%	100%
2) Easily Accessible	100%	100%	100%	100%
3) Adequate Exam Rooms	NA	100%	100%	100%
4) Adequate Seating Area	NA	100%	100%	100%
5) Handicapped Parking	NA	99.0%	100%	100%
6) Handicapped Exam Room	NA	99.5%	100%	100%
7) Handicapped Restroom	NA	99.0%	100%	100%
8) Wheelchair Access	NA	97.0%	100%	100%
B) Safety Measures				
1) Sharp Disposal	100%	100%	100%	100%
2) Fire Extinguisher	100%	100%	100%	100%
C) Medication Storage				
1) OTC Medication	100%	100%	100%	100%
2) Controlled Substances	100%	100%	NA	NA
3) Expiration Dates Monitored	100%	98.0%	97.1%	100%
D) Medical Supply Storage				
1) Prescription Pads	100%	100%	100%	100%
2) Sharps Storage Restricted Areas	100%	100%	100%	100%
E) Medical Record System				
1) Confidentiality Procedures/ HIPAA	100%	99.1%	100%	99.4%
2) Policy of Records Released	100%	100%	100%	99.4%
F) Patient Education				
1) Educational Materials	100%	99.5%	100%	100%

A. Quality of Care					
1) Past Medical History	100%	99.1%	99.4%	99.6%	
2) Family Medical History	92.4%	94.1%	95.4%	98.4%	
3) Social History	100%	100%	99.7%	100%	
4) Adult Alcohol Use	90.4%	91.8%	96.1%	93.4%	
5) Adult Illicit Drug Use	91.4%	90.6%	95.3%	90.2%	
*6) Adult Recommend Drug Use Tx	NA	NA	50.0%	80.0%	
*7) Adolescent Alcohol Use	88.9%	83.6%	83.3%	91.5%	
*8) Adolescent Illicit Drug Use	93.8%	86.0%	83.3%	92.2%	
*9) Adolescent Recommend Drug Use Tx	NA	NA	75.0%	100%	
10) Chief Complaint	100%	100%	99.4%	100%	
11) Document Suicidal Risk/ *Hom in 2007	NA	94.1%	95.4%	98.0%	
12) Diagnosis/Assessment	100%	99.9%	99.7%	100%	
13) Document DSM IV Diagnosis	NA	98.8%	100%	100%	
14) Treatment Plan	99.6%	99.5%	99.1%	100%	
*15) Document PT Goal/Timeframe	NA	94.5%	98.9%	94.6%	
*) Document Pt Understanding Tx Plan	NA	97.6%	NA	NA	
16) Previous Problems	100%	100%	100%	100%	
17) Continuity of Care/Follow Up	100%	98.1%	98.0%	100%	
18) Consultations Posted/Reviewed	100%	100%	100%	100%	
B. Record Quality					
1)Chart Organized	100%	100%	100%	100%	
2) Biographical Information	98.9%	99.9%	100%	97.6%	
3) Patient Identification	98.1%	99.9%	100%	100%	
4) Entries Dated and Signed	96.1%	100%	100%	99.7%	
5) Legible Entries	100%	99.9%	100%	100%	
6) Allergy History (Prescribing Prac)	84.4%	92.1%	97.7%	83.7%	
7) Problem List/Health Maintenance Form	100%	100%	100%	100%	
8) Medication Listed	99.6%	100%	100%	99.9%	
9) Document Prescriptions	NA	100%	100%	99.4%	
10) Lab/X-Ray Diagnosed/Posted	100%	98.9%	100%	100%	
11) Coordination with PCP	100%	**54.8%	59.5%	39.8%	
Number of Sites Reviewed	56	217			
Number of Charts Reviewed	267	960			
* Denotes non-scored item					
**Reviewers are looking for documented refusal to sign release of information forms or a documented communication.					
A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association					