

**HMO SITE VISIT COMPARISON FOR 2006 through 2009
ACCESSIBILITY / FACILITY / EMERGENCY OVERVIEW**

CATEGORIES	2006	2007	2008	2009
Accessibility	%	%	%	%
1. Emergency Response	100%	100%	100%	100%
2. Urgent Visits within 24 hours	99.9%	100%	100%	99.9%
3. Routine Visits within 10 d or 2 weeks	100%	99.9%	100%	100%
4. Extended Visits within 4 weeks	99.6%	99.9%	99.9%	99.8%
5. Non-urgent Symptomatic w/in 4 d.	100%	100%	100%	NA
6. After Hours Coverage	100%	100%	100%	100%
Facility				
A.) Environment				
1. Clean/Organized	99.9%	100%	99.9%	99.8%
2. Restrooms/ Hallways Accessible	100%	100%	99.9%	99.7%
3. Adequate Exam Rooms	NA	100%	100%	100%
4. Adequate Seating Area	NA	100%	100%	100%
5. Handicapped Parking	NA	99.4%	NA	NA
6. Handicapped Exam Room	NA	100%	99.9%	99.7%
7. Handicapped Restroom	NA	99.4%	99.5%	99.6%
8. Wheelchair Access	NA	100%	99.9%	99.9%
B.) Safety Measures				
1. Universal Precautions	100%	100%	100%	99.4%
2. Bio-Hazardous Waste Disposal	99.8%	100%	99.8%	99.8%
3. Sharp Disposal	100%	100%	100%	100%
4. Fire Extinguisher	99.9%	100%	100%	100%
C.) Medication Storage				
1. Sample OTC Medication	99.8%	99.8%	99.2%	99.3%
2. Controlled Substances	99.0%	98.7%	96.0%	97.9%
3. Expiration Dates Monitored	97.7%	97.2%	96.7%	96.7%
4. Lab/Medication Refrigerators	99.0%	99.6%	99.1%	99.3%
D.) Medical Supply Storage				
1. Sharps Storage	98.6%	99.3%	98.6%	99.0%
2. Prescription Pads	99.7%	99.9%	100%	99.9%
E.) Medical Record System				
1. Confidentiality Procedures/HIPAA	98.6%	99.3%	99.5%	99.7%
2. Policy of Records Released	99.9%	99.9%	99.9%	99.9%
F.) Patient Education				
1. Educational Material Available	100%	99.9%	100%	100%
G.) Medical Emergency Preparedness				
1. Written Emergency Plan	99.9%	100%	100%	99.9%
2. CPR Certification	93.3%	95.4%	96.3%	96.7%

HMO PCP SITE VISIT COMPARISON FOR 2006 through 2009 MEDICAL RECORD STRUCTURE AND CONTENT OVERVIEW

	2006	2007	2008	2009
A. Quality of Care	% Acceptable	% Acceptable	% Acceptable	% Acceptable
1) PAST MEDICAL HISTORY	98.4%	99.6%	99.3%	98.7%
2) FAMILY MEDICAL HISTORY	80.7%	84.7%	87.0%	87.1%
3) SOCIAL HISTORY	95.9%	97.9%	98.4%	98.4%
4) PHYSICAL ACTIVITY ASSESSMENT (every 3 yrs)	*60.9%	*66.7%	83.7%	82.1%
5) *PHYSICAL ACTIVITY ASSESSMENT (annual, age 3-17)	NA	NA	NA	*85.2%
6) *PHYSICAL ACTIVITY ASSESSMENT (every 2 yrs, age 18+)	NA	NA	NA	*84.9%
7) *BODY MASS INDEX (BMI %) ages 2-17 Annual	NA	NA	NA	*61.7%
8) *BODY MASS INDEX (BMI) ages 18-74 (every 2 yrs)	NA	NA	NA	*40.0%
9) *NUTRITION COUNSELING (annual ages 2-17)	NA	NA	NA	*80.6%
10) ADULT ALCOHOL USE	82.0%	86.8%	89.6%	89.5%
11) *ADULT ALCOHOL ASSESSMENT TOOL USED	NA	NA	NA	*16.9%
12) ADULT ILLICIT DRUG USE	*54.3%	64.8%	79.4%	73.1%
13) *ADULT: RECOMMEND DRUG USE TREATMENT	NA	NA	NA	*47.4%
14) ADULT SMOKING HISTORY (update every 2 yrs) **	89.9%	92.8%	94.4%	**88.7%
15) ADULT SMOKING CESSATION (every 3 yrs)	69.2%	80.6%	85.3%	74.8%
16) ADULT SMOKING CESSATION (annual)	NA	NA	NA	*77.6%
17) *ADOLESCENT ALCOHOL USE	*74.9%	*74.8%	*75.8%	*77.0%
18) *ADOLESCENT ALCOHOL ASSESSMENT TOOL USED	NA	NA	NA	*50.0%
19) *ADOLESCENT ILLICIT DRUG USE	*72.5%	*74.6%	*74.5%	*73.7%
20) *ADOLESCENT DRUG USE TREATMENT	NA	NA	NA	*33.3%
21) *ADOLESCENT SMOKING HISTORY	*81.8%	*81.5%	*78.8%	*79.3%
22) *ADOLESCENT SMOKING CESSATION	*83.3%	*88.9%	*50.0%	*88.9%
23) COORDINATION WITH MENTAL HEALTH	100%	96.6%	99.0%	97.4%
24) IMMUNIZATION DOCUMENTATION	92.5%	95.4%	97.3%	97.6%
25) CHIEF COMPLAINT	100%	100%	100%	99.9%
26) PHYSICAL EXAM RELATED TO PROBLEM	100%	100%	100%	99.9%
27) VITAL SIGNS	99.9%	99.8%	99.2%	99.2%
28) DIAGNOSIS/ASSESSMENT	100%	100%	100%	100%
29) TREATMENT PLAN	100%	100%	99.9%	99.9%
30) UNRESOLVED/PREVIOUS PROBLEMS	100%	100%	100%	100%
31) FOLLOW UP/CONTINUITY OF CARE	97.1%	98.5%	98.1%	97.9%
32) CONSULTATIONS POSTED/REVIEWED	96.5%	99.1%	99.0%	98.4%
B. Record Quality				
1) CHART ORGANIZATION	100%	100%	100%	99.9%
2) BIOGRAPHICAL INFORMATION	100%	99.8%	99.9%	99.5%
3) UPDATE BIOGRAPHICAL INFO	NA	NA	*95.9%	95.3%
4) PATIENT IDENTIFICATION	100%	100%	99.9%	100%

	2006	2007	2008	2009
5) ENTRIES DATED AND SIGNED	100%	99.3%	99.6%	99.2%
6) LEGIBLE ENTRIES	100%	99.9%	100%	100%
7) ALLERGY HISTORY	100%	92.1%	96.4%	96.3%
8) PROBLEM LIST/HEALTH MAINTENANCE FORM	100%	99.9%	100%	99.8%
9) MEDICATION LISTED	100%	100%	100%	99.8%
10) LAB/XRAY DIAGNOSED/POSTED	100%	99.2%	99.3%	99.3%
11) REFERRAL DOCUMENTATION	100%	98.9%	97.8%	NA

- **INDICATES NEW or NON-SCORED ITEM*
- *** Changed from 2008 to 2009 from every 3yrs to every 2 yrs*

HMO SITE VISIT COMPARISON FOR 2006 through 2009 PREVENTIVE OVERVIEW

	2006	2007	2008	2009
INDICATORS				
Adult Female	%	%	%	%
1. Cholesterol	90.6%	93.7%	93.1%	90.9%
2. Cervical Cancer Screening (age 21-64)	84.9%	85.6%	87.5%	88.0%
3. *Cervical Cancer Screening (age 65-70)	NA	NA	NA	*73.6%
4. Breast Cancer Screening – age 42-69 (Mammogram)	85.8%	**81.7%	84.6%	84.1%
5. Breast Cancer Screening – age 70+ (Mammogram)	NA	NA	NA	*74.6%
6. Colorectal Cancer Screening	43.7%	54.3%	67.9%	69.7%
7. Influenza Vaccination	NA	37.9%	53.3%	51.3%
Adult Male				
1. Cholesterol	94.7%	96.9%	95.7%	96.2%
2. Colorectal Cancer Screening	46.7%	63.2%	71.0%	71.4%
3. Influenza Vaccinations	NA	49.9%	61.2%	56.3%
Pediatric				
1. ***Hepatitis A	NA	NA	*46.6%	*67.9%
2. Immunizations	97.7%	**71.8%	**95.5%	95.7%
3. Varicella	98.2%	92.7%	NA	NA
4. ***Rotavirus	NA	NA	NA	*46.8%
5. ***Influenza	NA	NA	**53.1%	*65.9%

* Denotes new or non-scored

** Change in age being reviewed and scored. Ages 42-51 were added, but not scored.

***Change in immunizations being reviewed. In 2007, pneumococcal vaccine was added. Hep A added in 2008. Rotavirus in 2009.