

HMOs* Behavioral Health Site Visit Comparison

	2004	2005	2006	2007
Accessibility				
1) Emergency care: Immed/6 hrs	100%	100%	100%	100.0%
2) Urgent Visits within 24 hours	100%	100%	100%	100.0%
3) Routine Visits within 10 days/2 weeks	100%	100%	100%	100.0%
4) Extended Visits within 4 weeks	100%	100%	100%	100.0%
5) After Hours Coverage	100%	100%	100%	100.0%
Facility				
A) Environment				
1) Clean/Organized	100%	100%	100%	100.0%
2) Easily Accessible	100%	100%	100%	100.0%
3) Adequate Exam Rooms	NA	NA	NA	100.0%
4) Adequate Seating Area	NA	NA	NA	100.0%
5) Handicapped Parking	NA	NA	NA	99.0%
6) Handicapped Exam Room	NA	NA	NA	99.5%
7) Handicapped Restroom	NA	NA	NA	99.0%
8) Wheelchair Access	NA	NA	NA	97.0%
B) Safety Measures				
1) Sharp Disposal	100%	100%	100%	100.0%
2) Fire Extinguisher	100%	100%	100%	100.0%
C) Medication Storage				
1) OTC Medication	100%	100%	100%	100.0%
2) Controlled Substances	N/A	100%	100%	100.0%
3) Expiration Dates Monitored	100%	98.5%	100%	98.0%
D) Medical Supply Storage				
1) Sharps Restricted Area	100%	97.7%	100%	100.0%
2) Prescription Pads	100%	100%	100%	100.0%
E) Medical Record System				
1) Confidentiality Procedures/ HIPAA	100%	99.1%	100%	99.1%
2) Policy of Records Released	100%	99.1%	100%	100.0%
F) Patient Education				
1) Educational Materials	100%	100%	100%	99.5%
A. Quality of Care				
1) Past Medical History	98%	99.0%	100%	99.1%
2) Family Medical History	93%	95.9%	92.4%	94.1%
3) Social History	99.6%	99.4%	100%	100.0%
4) Adult Alcohol Use	NA	NA	90.4%	91.8%
5) Adult Illicit Drug Use	NA	NA	91.4%	90.6%
*6) Adolescent Alcohol Use	NA	NA	88.9%	83.6%
*7) Adolescent Illicit Drug Use	NA	NA	93.8%	86.0%
8) Chief Complaint	100%	100.0%	100%	100.0%
*9) Document Suicidal/Homicidal Risk	NA	NA	NA	94.1%
10) Diagnosis/Assessment	100%	100.0%	100%	99.9%
*11) Document DSM IV Diagnosis	NA	NA	NA	98.8%
12) Treatment Plan	99.2%	98.3%	99.6%	99.5%
*13) Document PT Goal/Timeframe	NA	NA	NA	94.5%
*14) Document PT Understanding TX Plan	NA	NA	NA	97.6%
15) Previous Problems	100%	100.0%	100%	100.0%
16) Continuity of Care/Follow Up	99.1%	99.2%	100%	98.1%
17) Consultations Posted/Reviewed	100%	97.7%	100%	100.0%
B. Record Quality				
1) Chart Organized	100%	100%	100%	100.0%

*HMO Illinois and BlueAdvantage HMO

HMOs* Behavioral Health Site Vist Comparison

2) Biographical Information	100%	99.2%	98.9%	99.9%
3) Patient Identification	99.2%	99.0%	98.1%	99.9%
4) Entries Dated and Signed	99.6%	97.9%	96.1%	100.0%
5) Legible Entries	100%	100%	100%	99.9%
6) Allergy History *(Prescribing Prac)	89.8%	90.3%	84.4%	92.1%
7) Problem List/Health Maintenance Form	100%	100%	100%	100.0%
8) Medication Listed	98.3%	100%	99.6%	100.0%
*9) Document Prescriptions	NA	NA	NA	100.0%
10) Lab/X-Ray Diagnosed/Posted	88.9%	96.5%	100%	98.9%
11) Coordination with PCP	86.8%	95.0%	100%	**54.8%
Number of Sites Reviewed	56	110	56	217
Number of Charts Reviewed	252	518	267	960
<i>**Reviewers are looking for documented refusal to sign release of information forms or a documented communication.</i>				

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