

**HMO SITE VISIT COMPARISON FOR 2004 through 2007
ACCESSIBILITY / FACILITY / EMERGENCY OVERVIEW**

CATEGORIES	2004	2005	2006	2007
Accessibility	%	%	%	%
1. Emergency Response	100%	100%	100%	100%
2. Urgent Visits within 24 hours	100%	100%	99.9%	100%
3. Routine Visits within 10 d or 2 weeks	100%	100%	100%	99.9%
4. Extended Visits within 4 weeks	100%	100%	99.6%	99.9%
5. Non-urgent Symptomatic w/in 4 d.	100%	100%	100%	100%
6. After Hours Coverage	100%	100%	100%	100%
Facility				
A.) Environment				
1. Clean/Organized	100%	100%	99.9%	100%
2. Restrooms/ Hallways Accessible	100%	100%	100%	100%
3. *Adequate Exam Rooms	NA	NA	NA	100%
4. *Adequate Seating Area	NA	NA	NA	100%
5. *Handicapped Parking	NA	NA	NA	99.4%
6. *Handicapped Exam Room	NA	NA	NA	100%
7. *Handicapped Restroom	NA	NA	NA	99.4%
8. *Wheelchair Access	NA	NA	NA	100%
B.) Safety Measures				
1. Universal Precautions	100%	100%	100%	100%
2. Bio-Hazardous Waste Disposal	100%	100%	99.8%	100%
3. Sharp Disposal	100%	100%	100%	100%
4. Fire Extinguisher	100%	100%	99.9%	100%
C.) Medication Storage				
1. Sample OTC Medication	100%	99.7%	99.8%	99.8%
2. Controlled Substances	99.3%	100%	99.0%	98.7%
3. Expiration Dates Monitored	97.4%	98.7%	97.7%	97.2%
4. Lab/Medication Refrigerators	99%	99.1%	99.0%	99.6%
D.) Medical Supply Storage				
1. Sharps Storage	99.4%	99.5%	98.6%	99.3%
2. Prescription Pads	100%	99.8%	99.7%	99.9%
3. Medical Equipment Maintenance	100%	100%	NA	NA
E.) Medical Record System				
1. Confidentiality Procedures/HIPPA	100%	99.6%	98.6%	99.3%
2. Policy of Records Released	100%	99.6%	99.9%	99.9%
F.) Patient Education				
1. Educational Material Available	100%	100%	100%	99.9%
G.) Medical Emergency Preparedness				
1. Written Emergency Plan	100%	100%	99.9%	100%
2. CPR Certification	93%	95.3%	93.3%	95.4%

HMO PCP SITE VISIT COMPARISON FOR 2004 through 2007 MEDICAL RECORD STRUCTURE AND CONTENT OVERVIEW

	2004	2005	2006	2007
A. Quality of Care	% Acceptable	% Acceptable	% Acceptable	% Acceptable
1) PAST MEDICAL HISTORY	99.0%	99.3%	98.4%	99.6%
2) FAMILY MEDICAL HISTORY	82.2%	82.2%	80.7%	84.7%
3) SOCIAL HISTORY	94%	95.0%	95.9%	97.9%
4) PHYSICAL ACTIVITY ASSESSMENT/ CONSULTATION	NA	NA	*60.9%	*66.7%
5) ADULT ALCOHOL USE	83%	84.1%	82.0%	86.8%
6) ADULT ILLICIT DRUG USE	NA	NA	*54.3%	64.8%
7) ADULT SMOKING HISTORY	90%	90.2%	89.9%	92.8%
8) ADULT SMOKING CESSATION	85%	85.1%	69.2%	80.6%
9) *ADOLESCENT ALCOHOL USE	NA	NA	74.9%	74.8%
10) *ADOLESCENT ILLICIT DRUG USE	NA	NA	72.5%	74.6%
11) *ADOLESCENT SMOKING HISTORY	79%	76.7%	81.8%	81.5%
12) *ADOLESCENT SMOKING CESSATION	100%	90.0%	83.3%	88.9%
13) PCP AND BH COORDINATION	86%	86.2%	100%	96.6%
14) IMMUNIZATION HISTORY	97.4%	97.4%	92.5%	95.4%
15) CHIEF COMPLAINT	100%	100%	100%	100%
16) PHYSICAL EXAM RELATED TO PROBLEM	100%	100%	100%	100%
17) VITAL SIGNS	100%	100%	99.9%	99.8%
18) DIAGNOSIS/ASSESSMENT	100%	100%	100%	100%
19) TREATMENT PLAN	100%	100%	100%	100%
20) UNRESOLVED/PREVIOUS PROBLEMS	100%	100%	100%	100%
21) FOLLOW UP/CONTINUITY OF CARE	97.1%	97.7%	97.1%	98.5%
22) CONSULTATIONS POSTED/REVIEWED	97.4%	97.3%	96.5%	99.1%
B. Record Quality				
1) CHART ORGANIZATION	100%	100%	100%	100%
2) BIOGRAPHICAL INFORMATION	100%	99.8%	100%	99.8%
3) PATIENT IDENTIFICATION	100%	100%	100%	100%
4) ENTRIES DATED AND SIGNED	99.1%	99.2%	100%	99.3%
5) LEGIBLE ENTRIES	100%	100%	100%	99.9%
6) ALLERGY HISTORY	92%	89.4%	100%	92.1%
7) PROBLEM LIST/HEALTH MAINTENANCE FORM	99.4%	99.4%	100%	99.9%
8) MEDICATION LISTED	100%	100%	100%	100%
9) LAB/XRAY DIAGNOSED/POSTED	98.1%	98.3%	100%	99.2%
10) REFERRAL DOCUMENTATION	94%	99.0%	100%	98.9%

* INDICATES NEW or NON-SCORED ITEM

HMO SITE VISIT COMPARISON FOR 2004 through 2007 PREVENTIVE OVERVIEW

	<i>2004</i>	<i>2005</i>	<i>2006</i>	<i>2007</i>
INDICATORS				
Adult Female	<i>% Satisfactory</i>	<i>% Satisfactory</i>	<i>% Satisfactory</i>	<i>% Satisfactory</i>
1. Cholesterol	88.4%	91.0%	90.6%	93.7%
2. Cervical Cancer Screening	80%	78.3%	84.9%	85.6%
3. Breast Cancer Screening (Mammogram)	84%	84.7%	85.8%	*81.7%
4. Colorectal Cancer Screening	59%	59.3%	43.7%	54.3%
5. Influenza Vaccination	37.3%	NA	NA	37.9%
Adult Male				
1. Cholesterol	95.2%	95.7%	94.7%	96.9%
2. Colorectal Cancer Screening	62.1%	65.5%	46.7%	63.2%
3. Influenza Vaccinations	49%	NA	NA	49.9%
Pediatric				
1. Immunizations	97%	95.0%	97.7%	**71.8%
2. Varicella	95.1%	97.0%	98.2%	92.7%

* 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.