

**HMO SITE VISIT COMPARISON FOR 2003 through 2006
ACCESSIBILITY / FACILITY / EMERGENCY OVERVIEW**

CATEGORIES	2003	2004	2005	2006
Accessibility	%	%	%	%
1. Emergency Visits	100%	100%	100%	100%
2. Urgent Visits within 24 hours	100%	100%	100%	99.9%
3. Routine Visits within 2 weeks	100%	100%	100%	100%
4. Extended Visits within 4 weeks	100%	100%	100%	99.6%
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%	100%	99.9%
2. Easily Accessible	100%	100%	100%	100%
B.) Safety Measures				
1. Universal Precautions	100%	100%	100%	100%
2. Bio-Hazardous Waste Disposal	99.8%	100%	100%	99.8%
3. Sharp Disposal	100%	100%	100%	100%
4. Fire Extinguisher	100%	100%	100%	99.9%
C.) Medication Storage				
1. OTC Medication	100%	100%	99.7%	99.8%
2. Controlled Substances	97.9%	99.3%	100%	99.0%
3. Expiration Dates Monitored	96.8%	97.4%	98.7%	97.7%
4. Lab/Medication Refrigerators	98.9%	99%	99.1%	99.0%
D.) Medical Supply Storage				
1. Sharps Storage	99.2%	99.4%	99.5%	98.6%
2. Prescription Pads	99.8%	100%	99.8%	99.7%
3. Medical Equipment Maintenance	NA	100%	100%	100%
E.) Medical Record System				
1. Confidentiality Procedures/HIPPA	100%	100%	99.6%	98.6%
2. Policy of Records Released	100%	100%	99.6%	99.9%
F.) Patient Education				
1. Educational Material Available	100%	100%	100%	100%
G.) Medical Emergency Preparedness				
1. Written Emergency Plan	100%	100%	100%	99.9%
2. CPR Certification	92.2%	93%	95.3%	93.3%

HMO PCP SITE VISIT COMPARISON FOR 2003 through 2006 MEDICAL RECORD STRUCTURE AND CONTENT OVERVIEW

	2003	2004	2005	2006
A. Quality of Care	%	%	%	%
	Acceptable	Acceptable	Acceptable	Acceptable
1) PAST MEDICAL HISTORY	97.6%	99.0%	99.3%	98.4%
2) FAMILY MEDICAL HISTORY	83.9%	82.2%	82.2%	80.7%
3) SOCIAL HISTORY	93.4%	94%	95.0%	95.9%
4) *PHYSICAL ACTIVITY ASSESSMENT/ CONSULTATION	NA	NA	NA	60.9%
5) ADULT ALCOHOL USE	NA	83%	84.1%	82.0%
6) *ADULT ILLICIT DRUG USE	NA	NA	NA	54.3%
7) ADULT SMOKING HISTORY	89.7%	90%	90.2%	89.9%
8) ADULT SMOKING CESSATION	76.7%	85%	85.1%	69.2%
9) *ADOLESCENT ALCOHOL USE	NA	NA	NA	74.9%
10) *ADOLESCENT ILLICIT DRUG USE	NA	NA	NA	72.5%
11) *ADOLESCENT SMOKING HISTORY	76.1%	79%	76.7%	81.8%
12) *ADOLESCENT SMOKING CESSATION	100%	100%	90.0%	83.3%
13) IMMUNIZATION HISTORY	96.2%	97.4%	97.4%	92.5%
14) COORDINATION WITH BEHAVIORAL HEALTH	NA	86%	86.2%	100%
15) CHIEF COMPLAINT	99.8%	100%	100%	100%
16) PHYSICAL EXAM RELATED TO PROBLEM	100%	100%	100%	100%
17) VITAL SIGNS	99.7%	100%	100%	99.9%
18) ASSESSMENT/DIAGNOSIS	99.5%	100%	100%	100%
19) TREATMENT PLAN	99.8%	100%	100%	100%
20) UNRESOLVED/PREVIOUS PROBLEMS	100%	100%	100%	100%
21) FOLLOW UP/CONTINUITY OF CARE	91.8%	97.1%	97.7%	97.1%
22) CONSULTATIONS POSTED/REVIEWED	95.3%	97.4%	97.3%	96.5%
B. Record Quality				
1) CHART ORGANIZATION	99.2%	100%	100%	100%
2) BIOGRAPHICAL INFORMATION	99.5%	100%	99.8%	100%
3) PATIENT IDENTIFICATION	99.8%	100%	100%	100%
4) ENTRIES DATED AND SIGNED	98.3%	99.1%	99.2%	100%
5) LEGIBLE ENTRIES	100%	100%	100%	100%
6) ALLERGY HISTORY	95.9%	92%	89.4%	100%
7) PROBLEM LIST/HEALTH MAINTENANCE FORM	97.6%	99.4%	99.4%	100%
8) MEDICATION LISTED	99.7%	100%	100%	100%
9) LAB/XRAY DIAGNOSED/POSTED	97.9%	98.1%	98.3%	100%
10) REFERRAL DOCUMENTATION	N/A	94%	99.0%	100%

* INDICATES NEW or NON-SCORED ITEM

**HMO SITE VISIT COMPARISON FOR 2003 through 2006
PREVENTIVE OVERVIEW**

	<i>2003</i>	<i>2004</i>	<i>2005</i>	<i>2006</i>
INDICATORS				
Adult Female	<i>% Satisfactory</i>	<i>% Satisfactory</i>	<i>% Satisfactory</i>	<i>% Satisfactory</i>
1. Cholesterol	90.3%	88.4%	91.0%	90.6%
2. Pap Smear	82.7%	80%	78.3%	84.9%
3. Mammogram	84.3%	84%	84.7%	85.8%
4. Colon Cancer Screening	63%	59%	59.3%	43.7%
5. Influenza Vaccinations	47.9%	37.3%	NA	NA
Adult Male				
1. Cholesterol	94%	95.2%	95.7%	94.7%
2. Colon Cancer Screening	66.9%	62.1%	65.5%	46.7%
3. Influenza Vaccinations	49.8%	49%	NA	NA
Pediatric				
1. Height & Weight	99.7%	NA	NA	NA
2. Immunizations	97.1%	97%	95.0%	97.7%
3. Varicella	N/A	95.1%	97.0%	98.2%