

## **QUALITY SITE VISIT RESULTS**

During 2007, Quality Site Visits were performed for Primary Care Physicians in the HMO Illinois, BlueAdvantage HMO, and BlueChoice networks. The site visit network results for 2007 have been compiled. The HMOs\* of Blue Cross Blue Shield of Illinois and BlueChoice are happy to report continued improvement in Accessibility, Site Review of Physician offices, Quality of Patient Care Documentation, and Medical Record Quality for 2007. There was also a demonstrated improvement in cholesterol testing and colorectal cancer screening. Please review the Quality Site Visit standards and Site Visit Comparisons on the BlueCross BlueShield of Illinois Web site at <http://www.bcbsil.com/provider/credentialing/sitevisits.htm>.

---

As always, there continue to be opportunities for improvement. The 2007 site visit results demonstrate the following network opportunities for improvement:

### **QUALITY OF PATIENT CARE:**

- Documentation of coordination of care with the Primary Care Physician for behavioral health practitioners;
- Documentation of family medical history;
- Documentation of illicit drug use;
- Documentation of alcohol use;
- Documentation of adolescent smoking history;
- Documentation of adolescent smoking cessation advice; and
- Documentation of adult smoking cessation advice.

### **PREVENTIVE:**

- Colon cancer screening – male and female age 50 and over;
- Influenza vaccination – male and female for diabetics, asthmatics, cardiovascular disease and age over 65.

In order to improve site visit results in 2008, the HMO and BlueChoice are requesting review and discussion of these results. You can help us with our site visit scheduling by doing the following: If you need to cancel a site visit, please let us know five business days prior to the visit. If you use electronic medical records, please inform us when we schedule your site visit. Thank you for continuing to assist us in our Quality Improvement efforts.

\*HMO Illinois and BlueAdvantage HMO