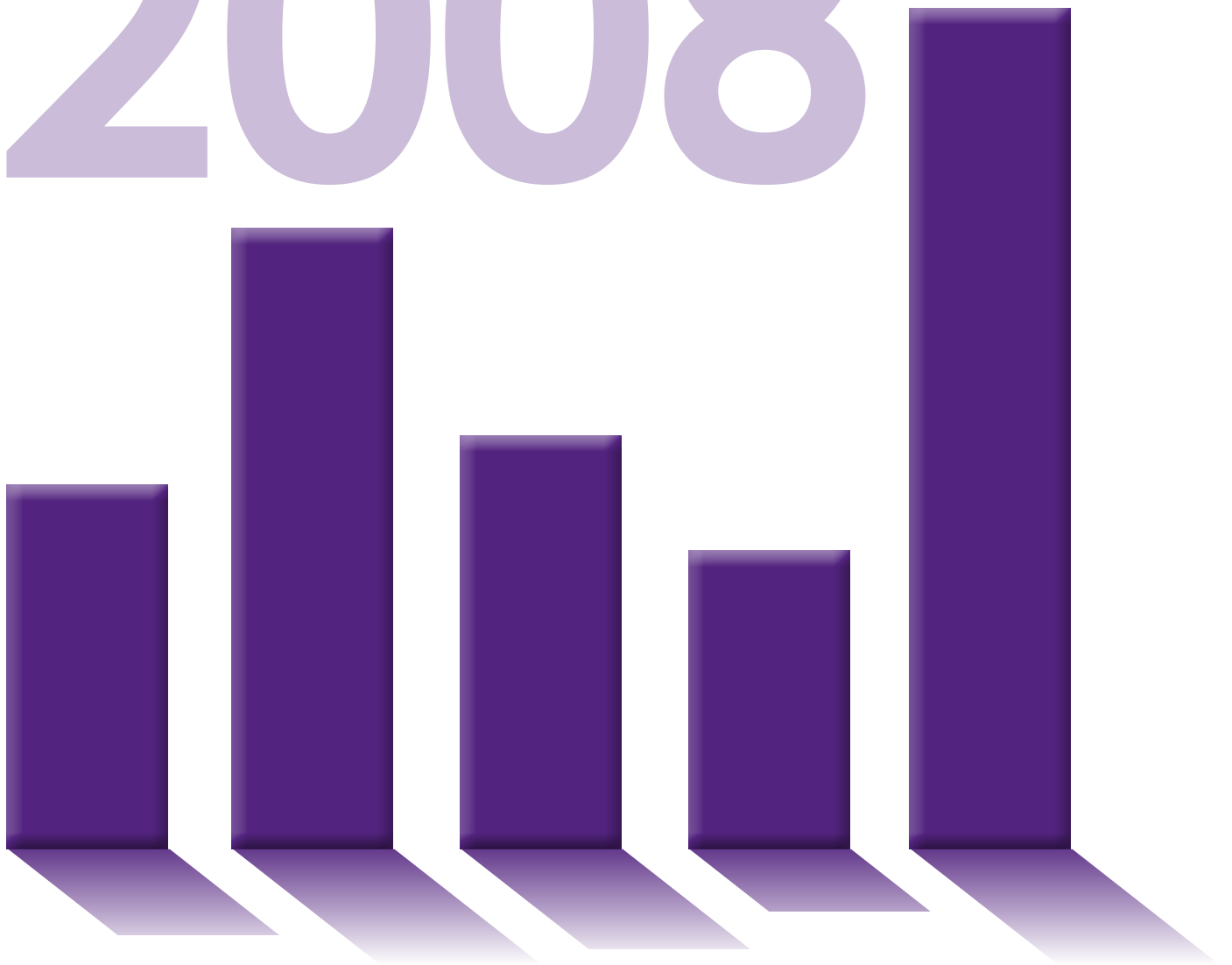


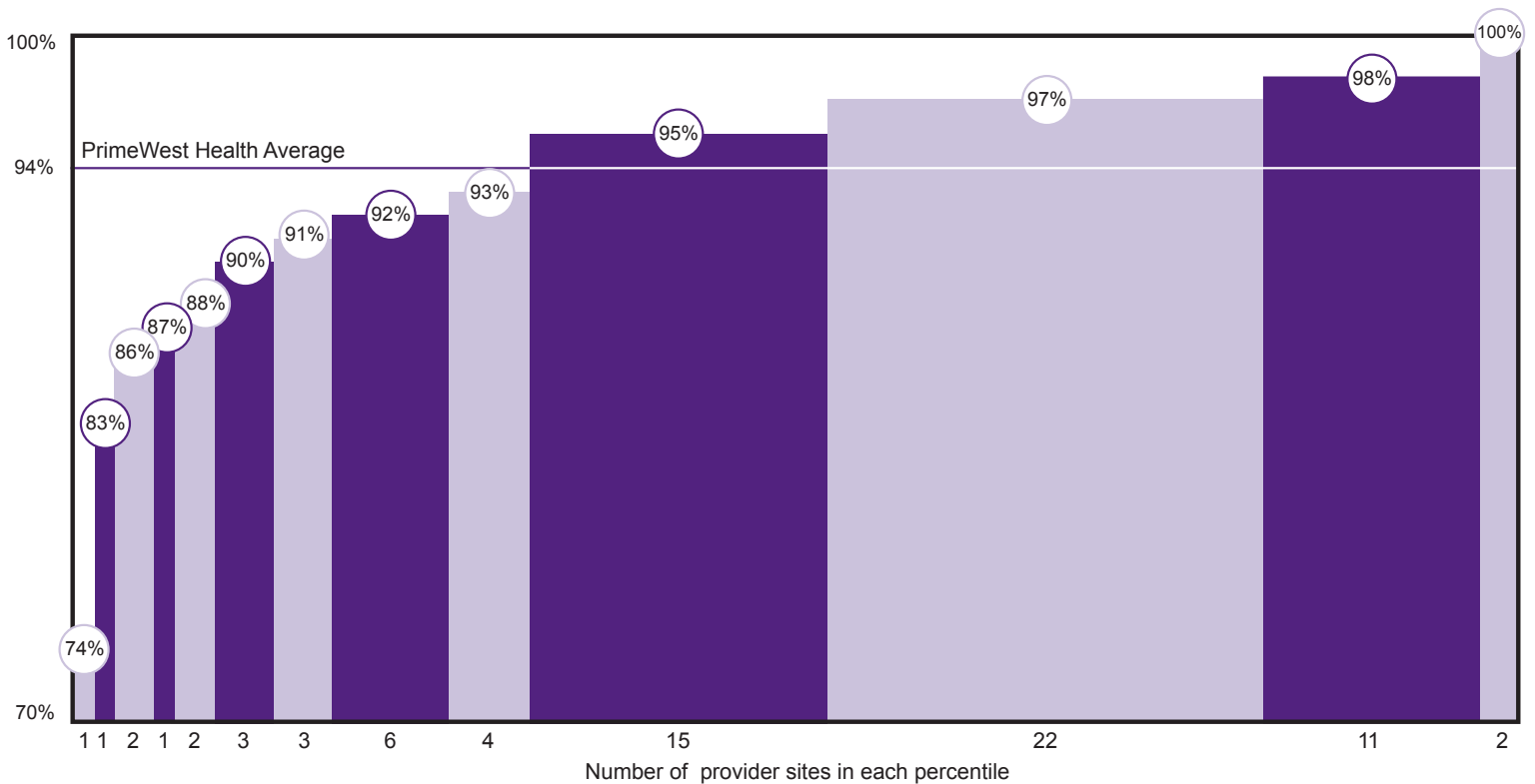
Provider Site Visit Report

2008



Provider site visits are conducted to assess organizational and service delivery capabilities to ensure that our members receive consistent and predictable high-quality health care. The site visit process provides an opportunity for PrimeWest Health to evaluate our contracted provider groups' compliance with standards and criteria set forth in PrimeWest Health's Policy QM 05: Provider Site Visit Policy and with PrimeWest Health's contracts with the Minnesota Department of Human Services (DHS). Site visits are conducted during the initial contracting and credentialing process. In addition, follow-up site visit reports are incorporated into the re-credentialing process every three years thereafter.

In 2008, PrimeWest Health conducted site visits at 72 primary care clinics. Of these, 45 were initial site visits and 27 were three-year follow-up visits. PrimeWest Health established 80 percent as the threshold for compliance with identified site visit criteria. The overall average score for all clinics in 2008 was 94 percent. This was consistent with the 2007 overall average score for provider site visits. Individual clinic scores ranged from 74 to 100 percent, with two clinics attaining 100 percent compliance. The following graph represents overall scores obtained by all clinics included in the 2008 site visits:



Strengths Above 80%

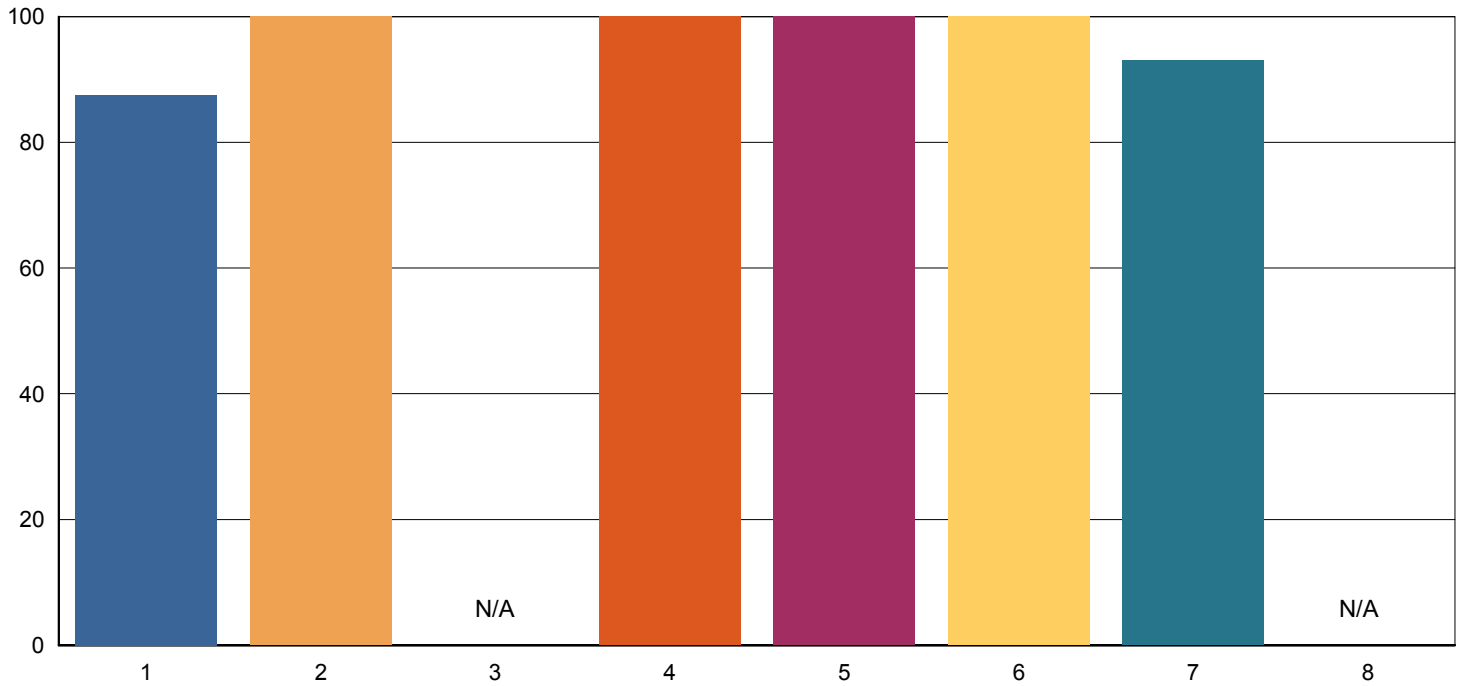
* Health services are available 24 hours a day, 7 days a week	100.00
* Urgent care visit is available within 24 hours	100.00
* Non-urgent care visit is available within 2 weeks	100.00
* Periodic health assessment is scheduled within 4 weeks	100.00
* Adequate parking is available	100.00
* Individuals with disabilities are provided equal access to the facility	100.00
* Reception areas are clean, well maintained, and well lit	100.00
* Adequate seating in reception and waiting areas	100.00
* Exam and treatment rooms are clean and private	100.00
* Adequate number of exam and treatment rooms	100.00
* Member information is displayed in a manner not identifiable to the general public	100.00
* Health educational materials are available	100.00
* Exits, corridors, hallways, and rooms are free of clutter and obstructions	100.00
* Hallways and doorways allow for navigation of wheelchairs, carts, or other large equipment	100.00
* Emergency equipment is available or access to 911 is available	100.00
* Non-piercable sharps containers are present	100.00
* Medication refrigerator or freezer does not contain food or beverage items	100.00
* Complaint Management Policy	100.00
* Confidentiality of Protected Health Information Policy	100.00
* Confidentiality and Security of Medical Records Policy	100.00
* Hazardous Materials and Waste Management Policy	100.00
* Infection Control Policy	100.00
* Medical Emergency Policy	100.00
* Treating Unattended Minors Policy	100.00
* Medical records are easily located by authorized individuals	100.00
* Medical records are stored in a secure area that is inaccessible to unauthorized individuals	100.00
* A separate medical record is maintained for each member	100.00
* A Release of Medical Record form is available	100.00
* Laboratory has current CLIA certification or CLIA waiver	100.00
* External signage is plainly visible	98.61
* Access to medications is restricted	98.61
* Communicable Disease Reporting Policy	98.61
* Non-Medical Emergency Policy	98.61
* Medical records are kept for 10 years per clinic policy	98.61
* Clinics with more than one practitioner have a tracking system to ensure chart availability and access	98.39
* Radiology services performed with a current state registration	97.87
* Foreign Language Translation and Hearing Impaired Services Policy	97.22
* Medication Management Policy	97.22
* A quality improvement program is in place	97.22
* Biohazardous waste containers are present	97.18
* Translation services or other measures are taken to accommodate members with limited English proficiency	95.83
* There is at least one person in the office currently certified in CPR whenever members are present	95.83
* Designated handicap parking is available	94.44
* Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals	94.44
* Health Care Directives (Advance Directives or Living Will) Policy	94.44
* Calls are answered in 30 seconds or less	93.06
* Refusal of Treatment by a Provider Policy	93.06
* Child and Teen Checkups Policy	92.31
* Contents of the medical record are affixed and organized in consistent manner	91.67
* Health Care Directive information is available to members	90.28
* For the last month, the daily log of medication/vaccine refrigerator or freezer temperatures shows all temperatures to be in the required range	88.89
* Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room	87.50
* Weekly drug counts of controlled substances are done by two professional health care staff	86.84

* Office hours are posted	86.11
* "Access to Health Records Notice of Rights" is prominently displayed	86.11
* Exits within the building are clearly marked	81.94
* Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure	81.36

Areas Identified Below 80%

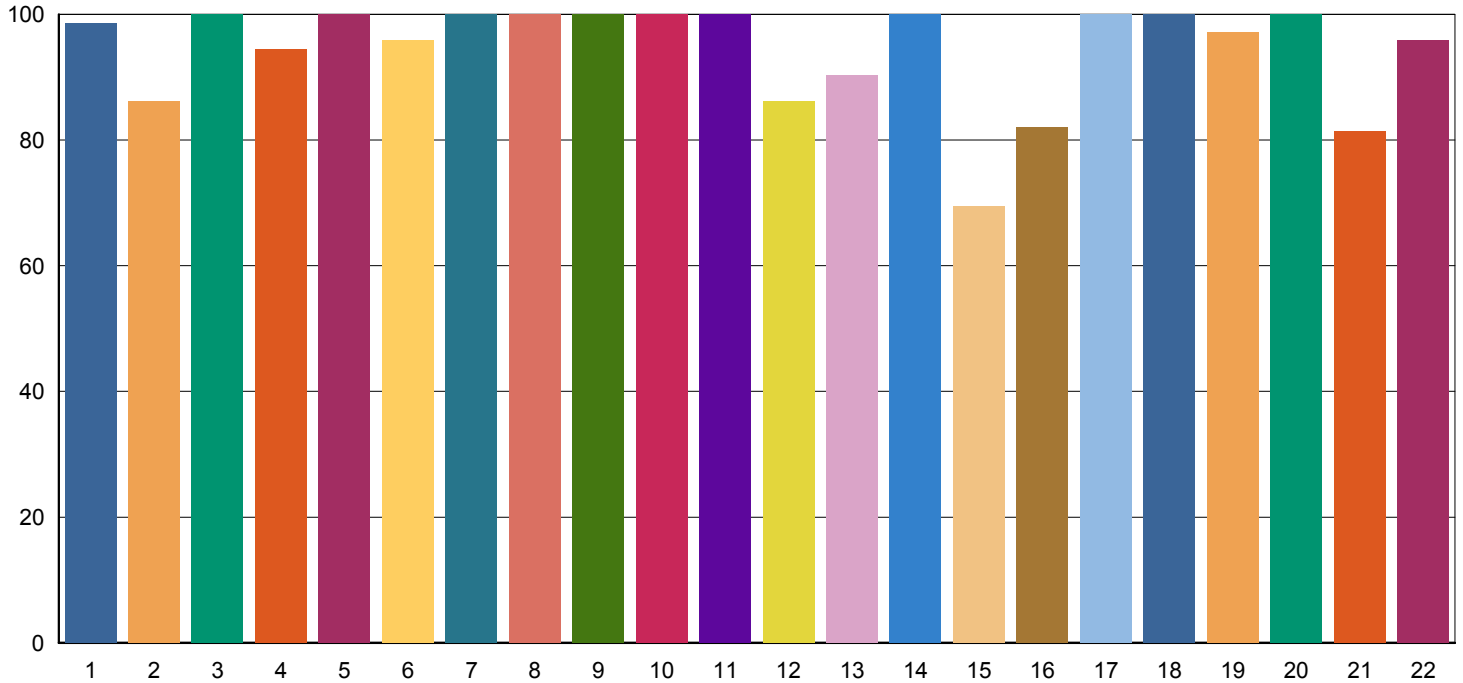
* Medications (including samples) are routinely checked for expiration dates	75.00
* Fire extinguishers are readily available, visually inspected monthly, and professionally inspected annually	69.44
* Controlled substances (including samples) are logged, counted, and stored in a locked area	64.06
* Quarterly member complaint reports are submitted to PrimeWest Health	3.85

A. Access and Availability



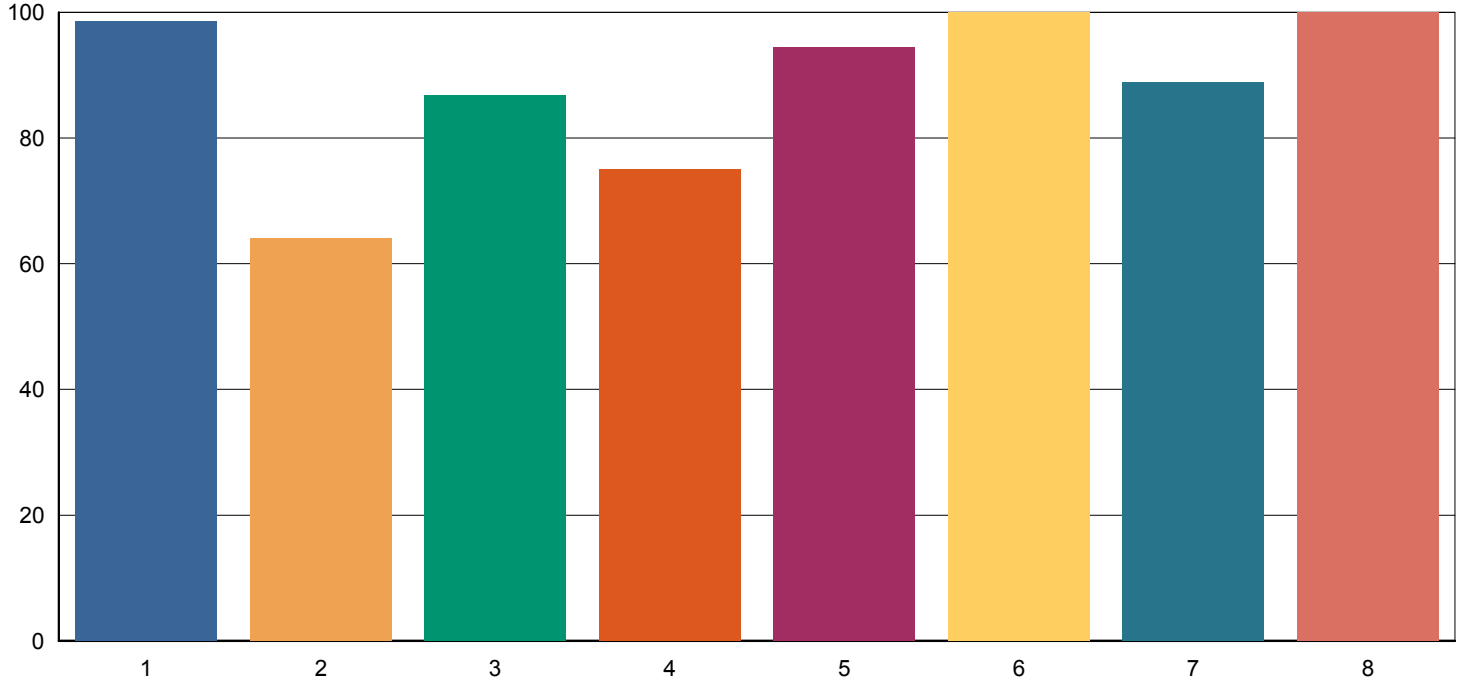
1. Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room
2. Health services are available 24 hours a day, 7 days a week
3. Non-life threatening emergency appointment is available within 6 hours
4. Urgent care visit is available within 24 hours
5. Non-urgent care visit is available within 2 weeks
6. Periodic health assessment is scheduled within 4 weeks
7. Calls are answered in 30 seconds or less
8. Screening and triage calls reflect a telephone abandonment rate within 5 percent

B. Environment and Safety



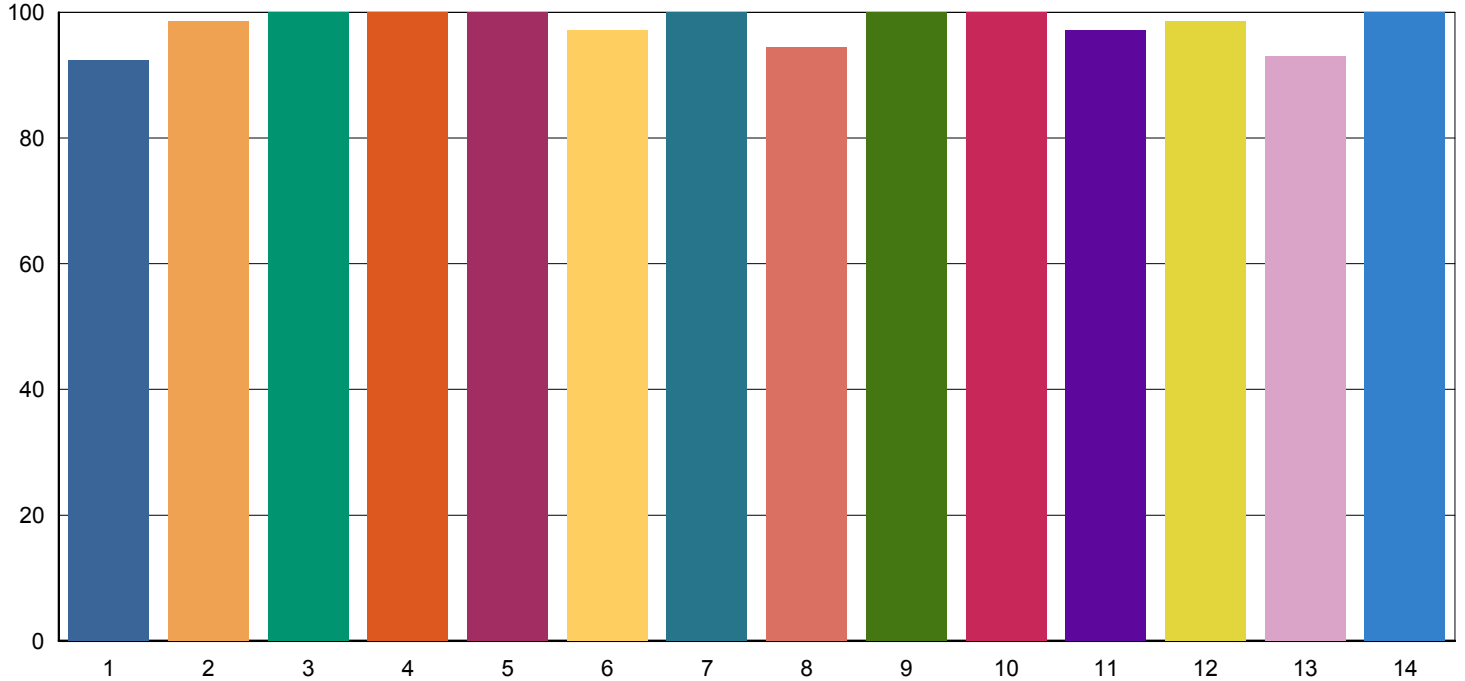
1. External signage is plainly visible
2. Office hours are posted
3. Adequate parking is available
4. Designated handicap parking is available
5. Individuals with disabilities are provided equal access to the facility
6. Translation services or other measures are taken to accommodate members with limited English proficiency
7. Reception areas are clean, well maintained, and well lit
8. Adequate seating in reception and waiting areas
9. Exam and treatment rooms are clean and private
10. Adequate number of exam and treatment rooms
11. Member information is displayed in a manner not identifiable to the general public
12. "Access to Health Records Notice of Rights" is prominently displayed
13. Health Care Directive information is available to members
14. Health educational materials are available
15. Fire extinguishers are readily available, visually inspected monthly, and professionally inspected annually
16. Exits within the building are clearly marked
17. Exits, corridors, hallways, and rooms are free of clutter and obstructions
18. Hallways and doorways allow for navigation of wheelchairs, carts, or other large equipment
19. Biohazardous waste containers are present
20. Emergency equipment is available or access to 911 is available
21. Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure
22. There is at least one person in the office currently certified in CPR whenever members are present

C. Medication Management



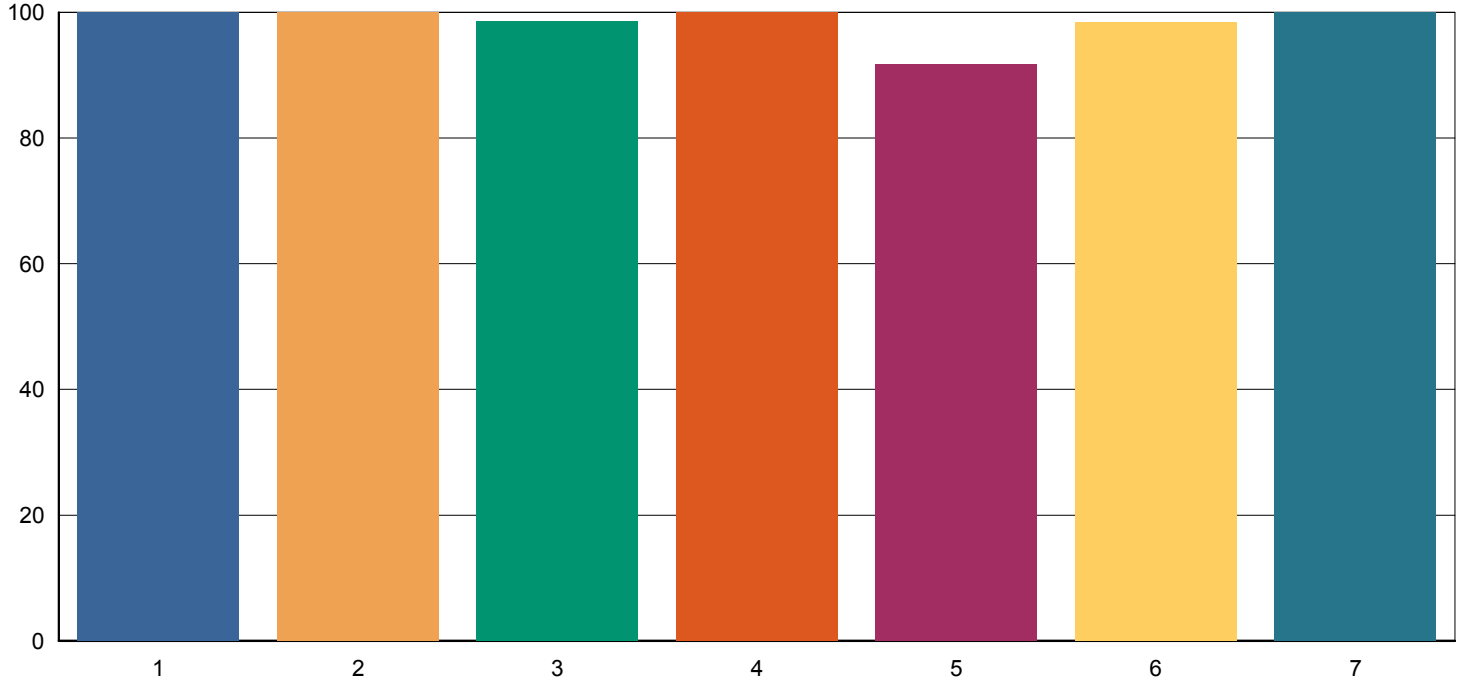
1. Access to medications is restricted
2. Controlled substances (including samples) are logged, counted, and stored in a locked area
3. Weekly drug counts of controlled substances are done by two professional health care staff
4. Medications (including samples) are routinely checked for expiration dates
5. Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals
6. Non-piercable sharps containers are present
7. For the last month, the daily log of medication/vaccine refrigerator or freezer temperatures shows all temperatures to be in the required range
8. Medication refrigerator or freezer does not contain food or beverage items

D. Written Policy Review



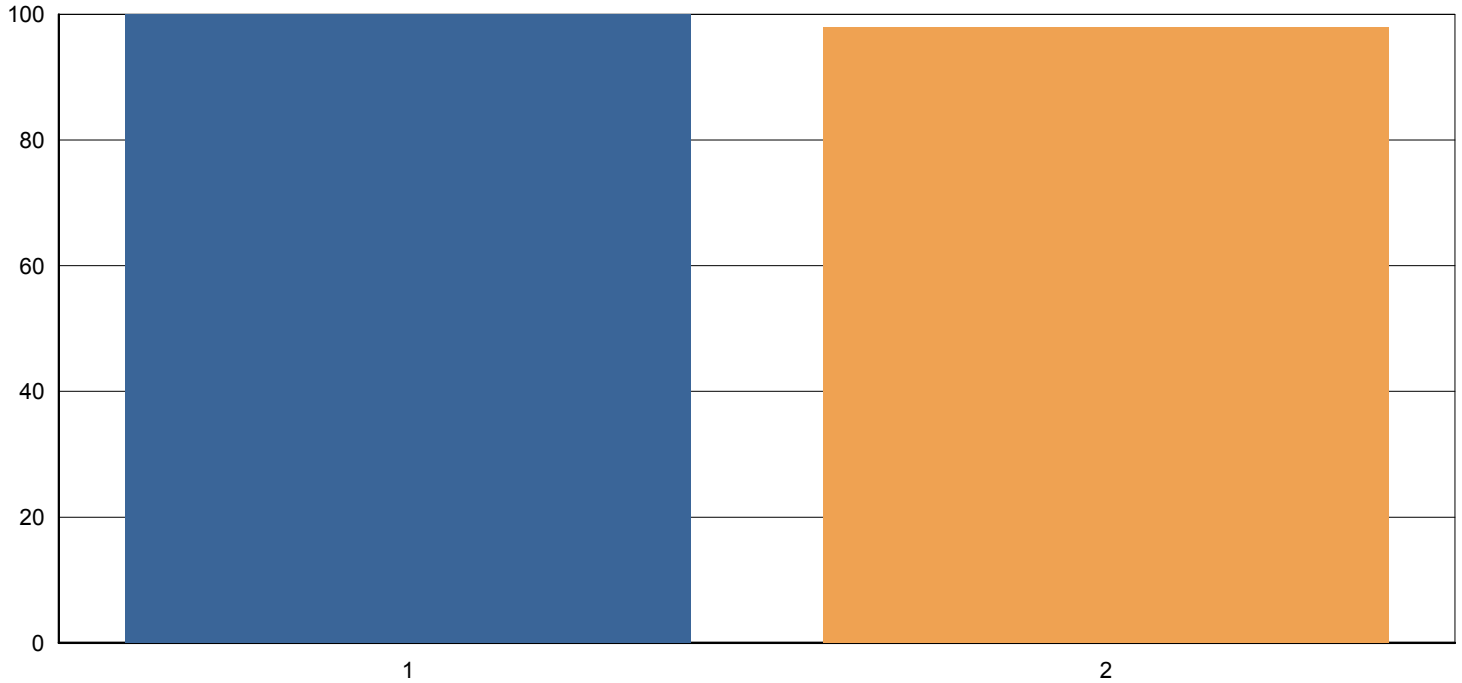
1. Child and Teen Checkups Policy
2. Communicable Disease Reporting Policy
3. Complaint Management Policy
4. Confidentiality of Protected Health Information Policy
5. Confidentiality and Security of Medical Records Policy
6. Foreign Language Translation and Hearing Impaired Services Policy
7. Hazardous Materials and Waste Management Policy
8. Health Care Directives (Advance Directives or Living Will) Policy
9. Infection Control Policy
10. Medical Emergency Policy
11. Medication Management Policy
12. Non-Medical Emergency Policy
13. Refusal of Treatment by a Provider Policy
14. Treating Unattended Minors Policy

E. Medical Record Keeping Practices



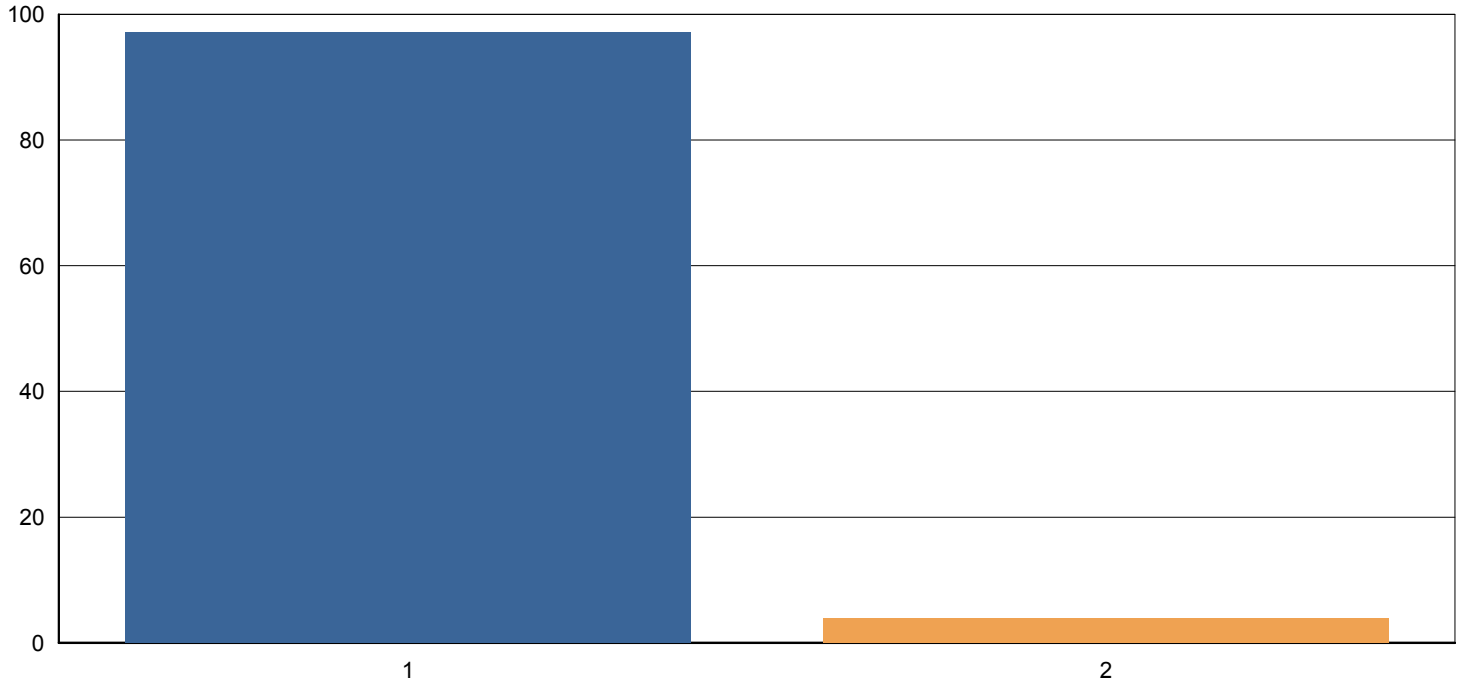
1. Medical records are easily located by authorized individuals
2. Medical records are stored in a secure area that is inaccessible to unauthorized individuals
3. Medical records are kept for 10 years per clinic policy
4. A separate medical record is maintained for each member
5. Contents of the medical record are affixed and organized in consistent manner
6. Clinics with more than one practitioner have a tracking system to ensure chart availability and access
7. A Release of Medical Record form is available

F. Lab and Radiology/Diagnostic



- 1. Laboratory has current CLIA certification or CLIA waiver
- 2. Radiology services performed with a current state registration

G. Health Care (Quality) Improvement



- 1. A quality improvement program is in place
- 2. Quarterly member complaint reports are submitted to PrimeWest Health