

Provider Site Visit Report

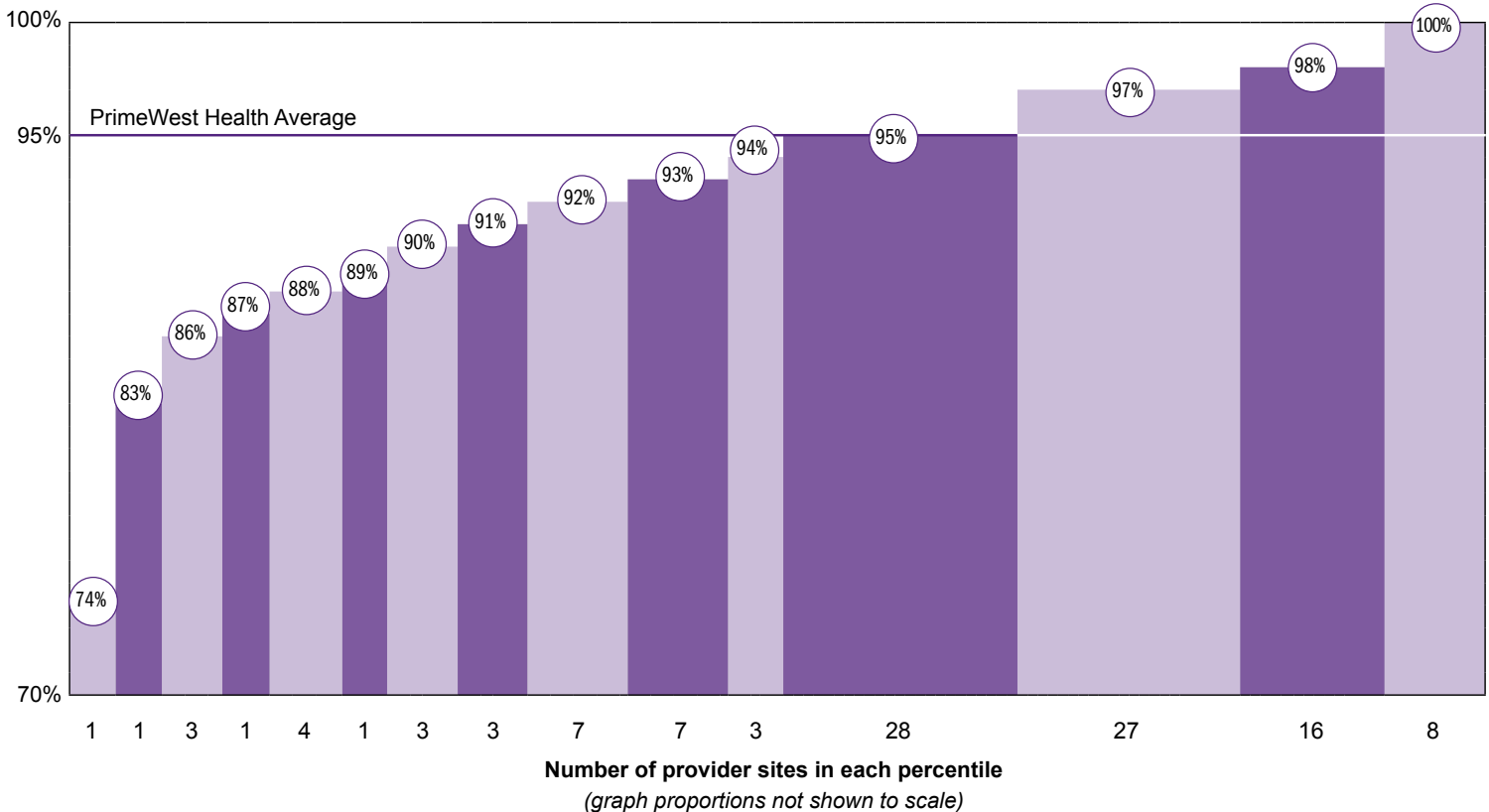
2010



The intent of the provider site visit is to assess the quality, safety, and accessibility of office sites where PrimeWest Health members receive care. The site visit process allows PrimeWest Health to evaluate contracted provider groups for compliance with standards and criteria set forth in PrimeWest Health’s Policy QM 05: Provider Site Visit Policy. Our process has been to conduct site visits during the initial contracting and credentialing process, with follow-up site visit reports incorporated into the re-credentialing process every three years. In lieu of conducting a site visit, PrimeWest Health accepts site visits when delegated to organizations with a Credentialing Delegation Agreement on file, or when an acceptable accreditation, Centers for Medicare & Medicaid Services (CMS), or State survey is provided.

Effective January 9, 2011, PrimeWest Health will no longer conduct initial or follow-up site visits on a regularly scheduled basis. The National Committee on Quality Assurance (NCQA) standards were updated and changed in 2009 to require site visits when the health plan receives member complaints that identify quality, safety, or accessibility concerns. Site visits will be conducted at contracted provider sites or facilities if PrimeWest Health receives member complaints that reach the thresholds identified in PrimeWest Health Policy QM 05.

This report is a three-year aggregate report for the 113 site visits conducted from 2008 – 2010. Since site visits at clinics have been conducted once every three years, this aggregate provides an accurate picture of overall composite scores and scores for each element across contracted clinics that have a site visit conducted by PrimeWest Health personnel. In 2010, the overall average score for clinics was impressive and, for the first time, increased from 94 percent to 96 percent. The overall score also increased over a three-year period from 94 percent to 95 percent. Individual clinic scores ranged from 89 – 100 percent in 2010 and from 74 – 100 percent over the entire three-year period. PrimeWest Health has established a performance threshold of 85 percent. Clinics must meet or exceed this to be considered compliant with site visit criteria. The graph shown here represents overall scores for all clinics included in the three-year aggregate report.



Strengths Above 85%

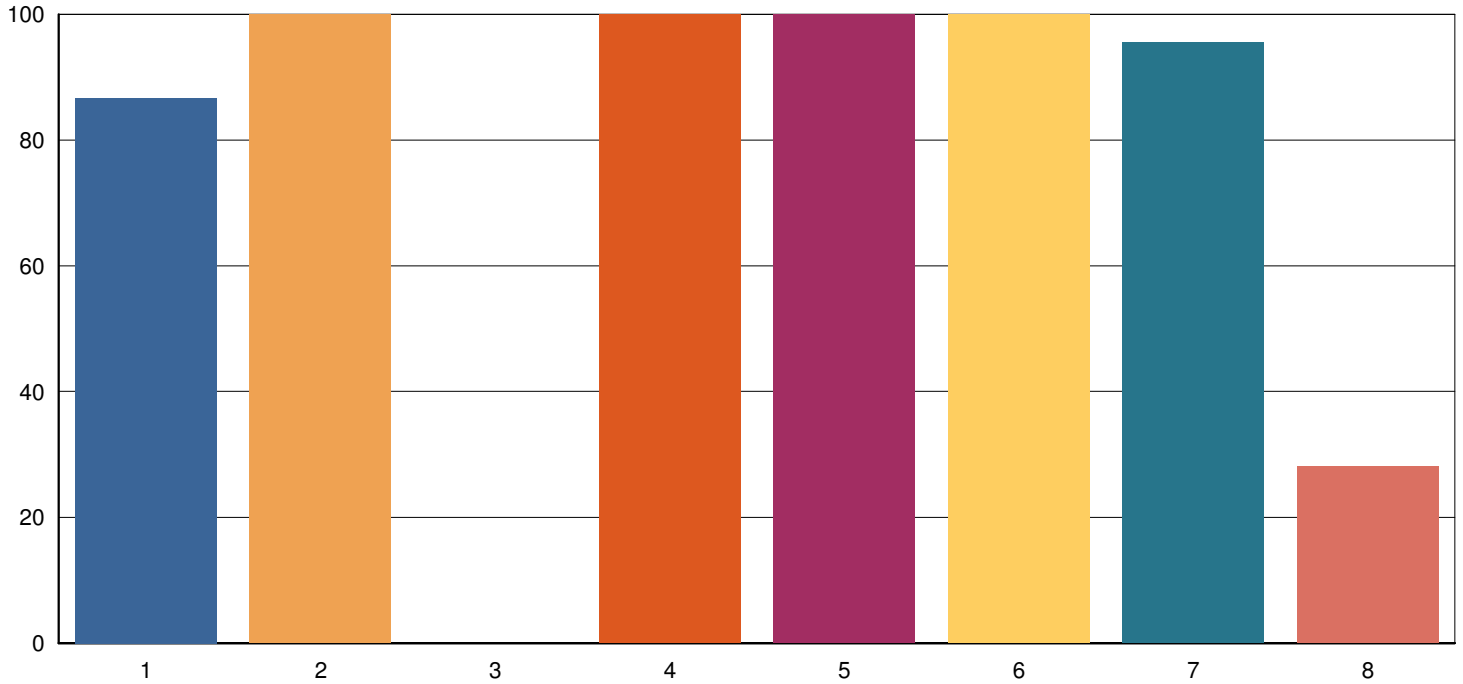
* Health services are available 24 hours per day, 7 days per week	100
* Urgent care visit is available within 24 hours	100
* Non-urgent care visit is available within 2 weeks	100
* Periodic health assessment is scheduled within 4 weeks (Primary Care Clinic only)	100
* Adequate parking is available	100
* Wheelchair access or a ramp into the office is present	100
* Individuals with special needs are provided equal access to the facility	100
* Reception areas are clean, well maintained, and well-lit	100
* Adequate seating in reception and waiting areas	100
* Exam and treatment rooms are clean and private	100
* Adequate number of exam and treatment rooms	100
* Member information is displayed in a manner not identifiable to the general public	100
* Health educational materials are available	100
* Exits, corridors, hallways, and rooms are free of clutter and obstructions	100
* Hallways and doorways allow for navigation of wheelchairs, carts, or other large equipment	100
* Emergency equipment is available or access to 911 is available	100
* Non-pierceable sharps containers are present	100
* Complaint Management Policy	100
* Confidentiality of Protected Health Information Policy	100
* Confidentiality and Security of Medical Records Policy	100
* Hazardous Materials and Waste Management Policy	100
* Infection Control Policy	100
* Medical Emergency Policy	100
* Medical Records Retention Policy	100
* Medical records are easily located by authorized individuals	100
* Medical records are stored in a secure area that is inaccessible to unauthorized individuals	100
* A separate medical record is maintained for each member	100
* A Release of Medical Record form is available	100
* Laboratory has current CLIA certification or CLIA waiver	100
* External signage is plainly visible	99
* Medications access is restricted	99
* Non-Medical Emergency Preparedness Policy	99
* Clinics with more than one practitioner have a tracking system to ensure chart availability and access	99
* Radiology services performed with a current state registration (Primary Care Clinic only)	99
* Medication refrigerator or freezer does not contain food or beverage items	98
* Foreign Language Translation and Hearing Impaired Services Policy	98
* Medication Management Policy	98
* Biohazardous waste containers are present	98
* Translation services or other measures are taken to accommodate limited English-speaking members	97
* A quality improvement program is in place	97
* There is at least one currently certified CPR person in the office whenever members are present	97
* Treating Unattended Minors Policy	97
* Designated handicap parking is available	96
* Communicable Disease Reporting Policy	96
* Handrail assist is present in member restrooms	96
* Calls are answered in 30 seconds or less	96
* Child and Teen Checkups Policy (Primary Care Clinic only)	95
* Health Care Directives (Advance Directives or Living Will) Policy	95
* Health Care Directive information is available to members	92
* In the last month, the daily log of medication/vaccine refrigerator or freezer temperatures shows all temperatures to be in the required range	92
* Refusal of Treatment by a Provider Policy	91
* Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals	90
* "Access to Health Records Notice of Rights" is prominently displayed	89
* Contents of the medical record are affixed and organized in consistent manner	89

* Exits within the building are clearly marked	89
* Weekly drug counts on controlled substances are done by two professional health care staff	88
* Members with a life-threatening situation are instructed to dial 911, be seen immediately if in the office, or be transported to the emergency room	87
* Office hours are posted	87
* Cultural, Racial Minority, and Prohibitions from Discrimination Policy	86

Areas Identified Below 85%

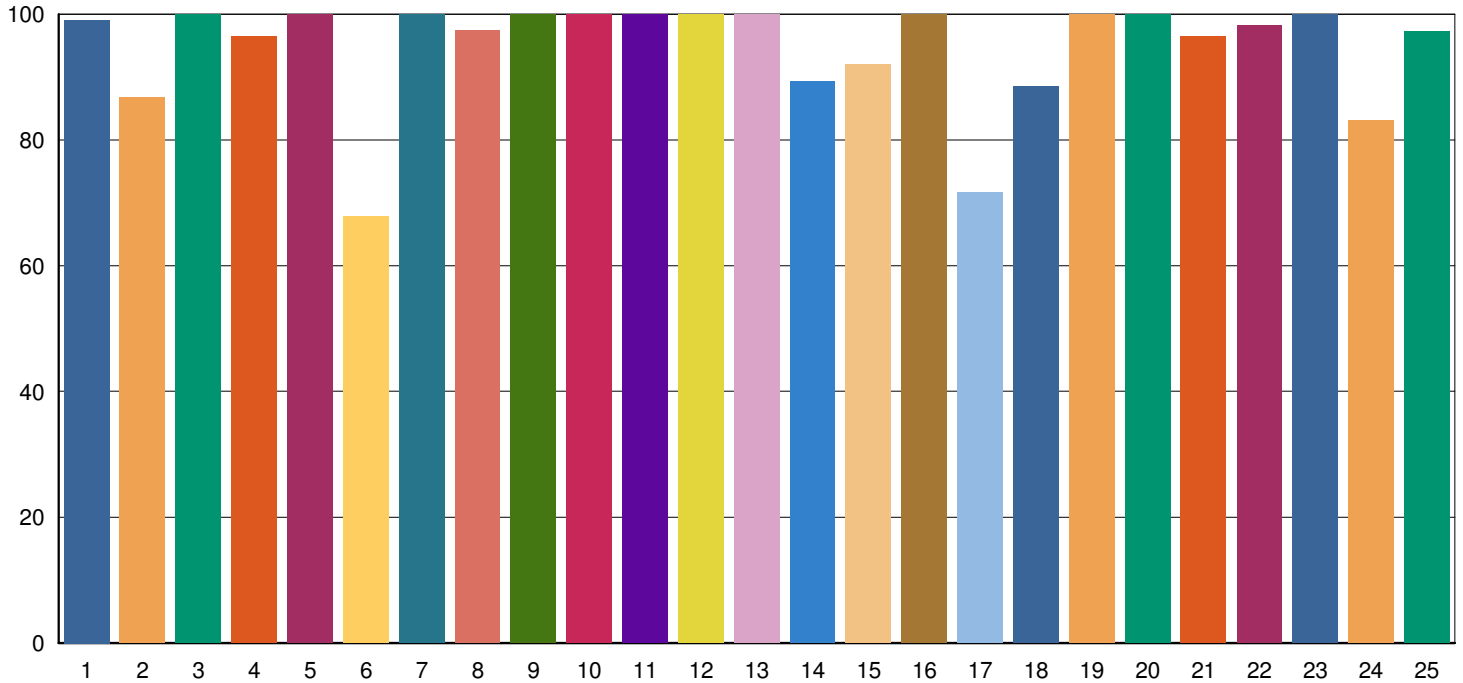
* Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure	83
* Fire extinguishers are mounted and readily available, visually inspected monthly, and professionally inspected annually	72
* Controlled substances (including samples) are logged, counted, and stored in a locked area	71
* Minimal or no-hands access entry into the office building is available	68
* Medications (including emergency medications and samples) are routinely checked for expiration dates	65
* Quarterly reports are submitted to PrimeWest Health of PrimeWest Health member complaints	31
* Screening and triage calls reflect a telephone abandonment rate within 5 percent	28

A. Access and Availability



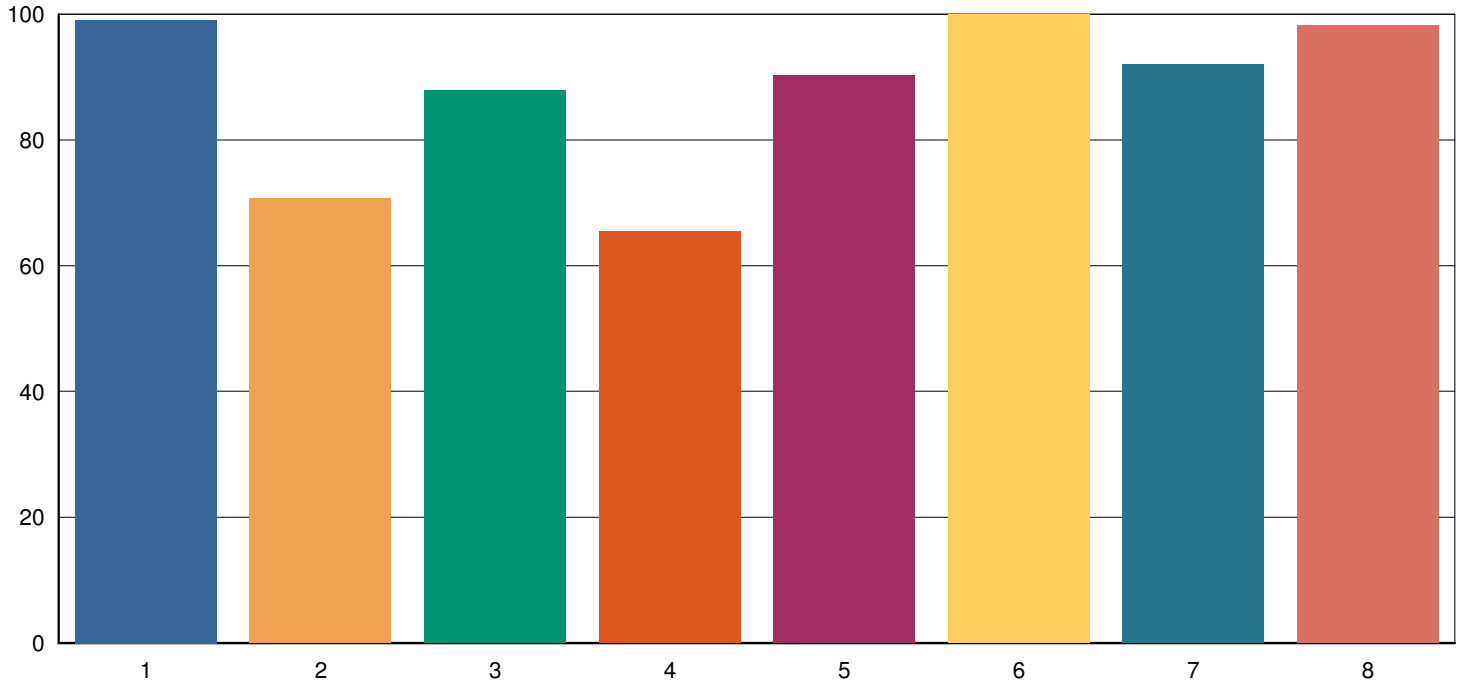
1. Members with a life-threatening situation are instructed to dial 911, be seen immediately if in the office, or be transported to the emergency room
2. Health services are available 24 hours per day, 7 days per week
3. Non-life-threatening emergency appointment is available within 6 hours (Behavioral Health only)
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 (Primary Care Clinic only)
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



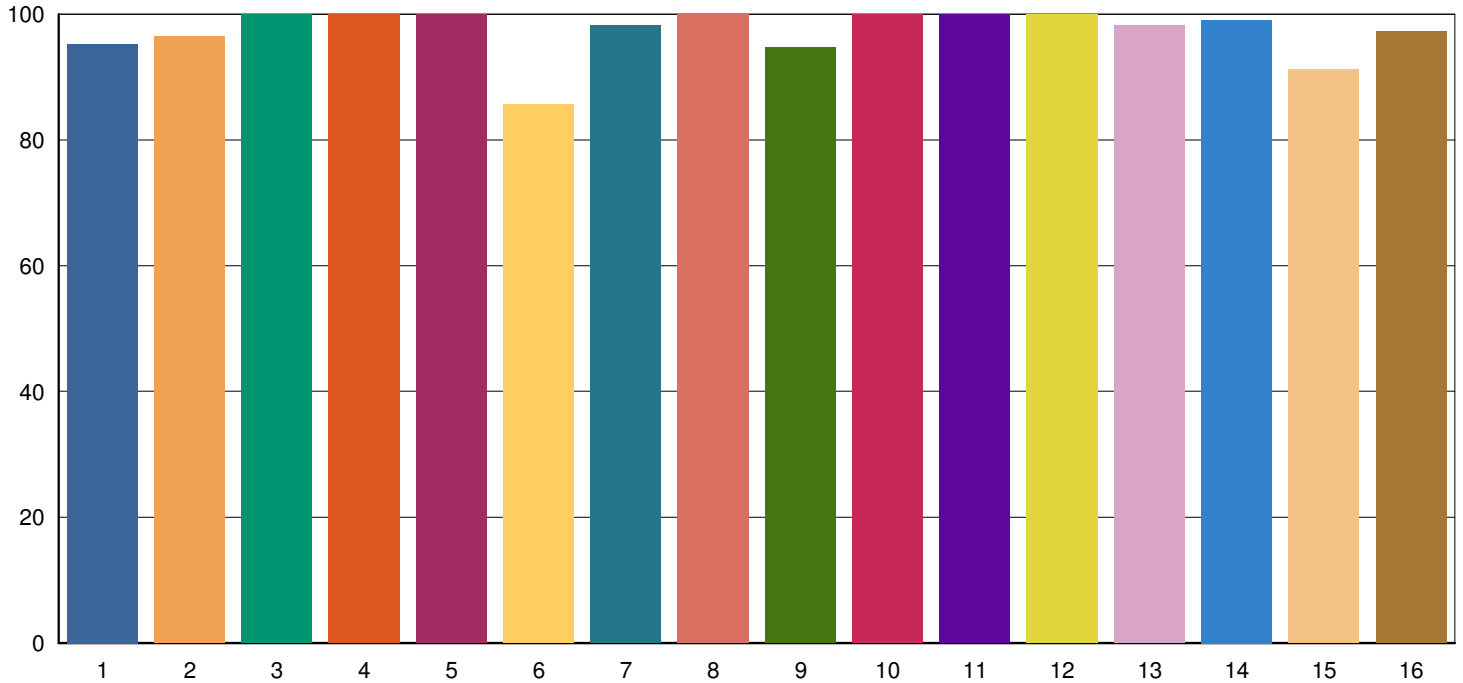
1. External signage is plainly visible
2. Office hours are posted
3. Adequate parking is available
4. Designated handicap parking is available
5. Wheelchair access or a ramp into the office is present
6. Minimal or no-hands access entry into the office building is available
7. Individuals with special needs are provided equal access to the facility
8. Translation services or other measures are taken to accommodate limited English-speaking members
9. Reception areas are clean, well maintained, and well-lit
10. Adequate seating in reception and waiting areas
11. Exam and treatment rooms are clean and private
12. Adequate number of exam and treatment rooms
13. Member information is displayed in a manner not identifiable to the general public
14. "Access to Health Records Notice of Rights" is prominently displayed
15. Health Care Directive information is available to members
16. Health educational materials are available
17. Fire extinguishers are mounted and readily available, visually inspected monthly, and professionally inspected annually
18. Exits within the building are clearly marked
19. Exits, corridors, hallways, and rooms are free of clutter and obstructions
20. Hallways and doorways allow for navigation of wheelchairs, carts, or other large equipment
21. Handrail assist is present in member restrooms
22. Biohazardous waste containers are present
23. Emergency equipment is available or access to 911 is available
24. Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure
25. There is at least one currently certified CPR person in the office whenever members are present

C. Medication Management



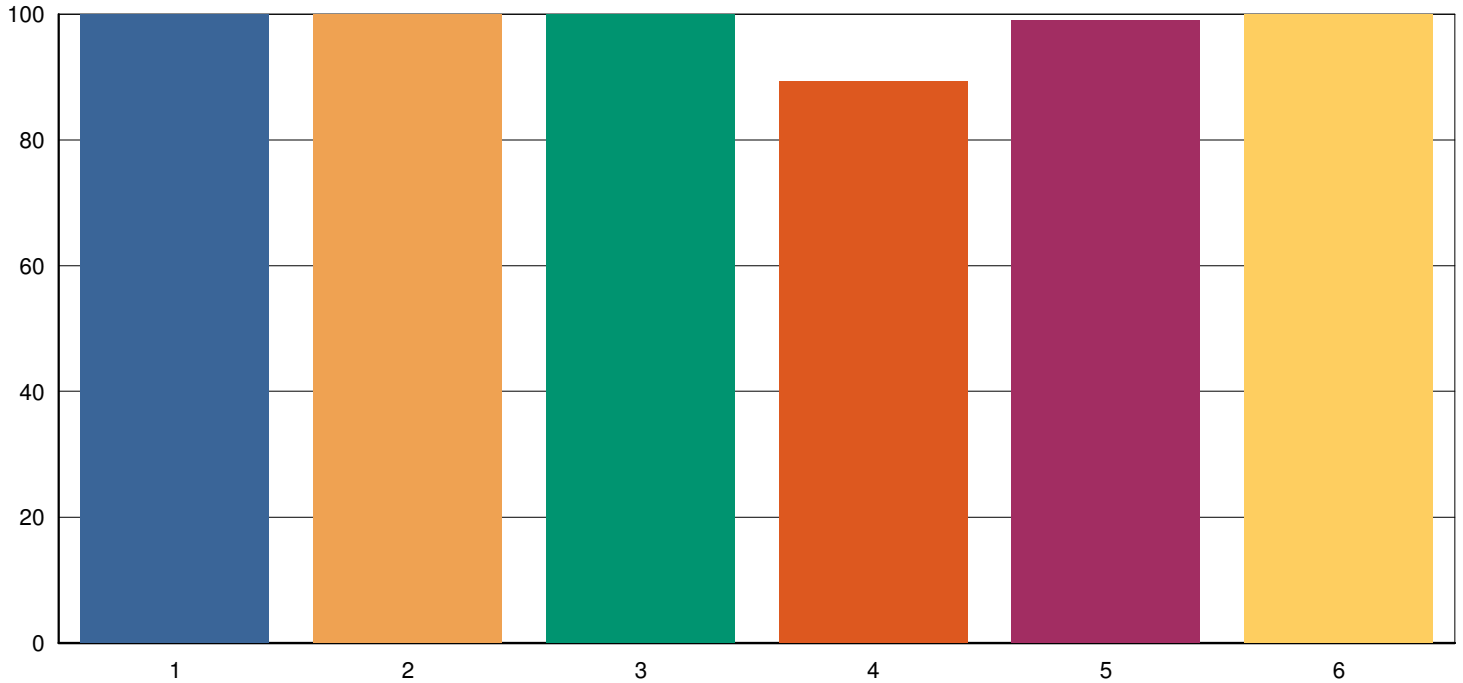
1. Medications access is restricted
2. Controlled substances (including samples) are logged, counted, and stored in a locked area
3. Weekly drug counts on controlled substances are done by two professional health care staff
4. Medications (including emergency medications and samples) are routinely checked for expiration dates
5. Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals
6. Non-pierceable sharps containers are present
7. In 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



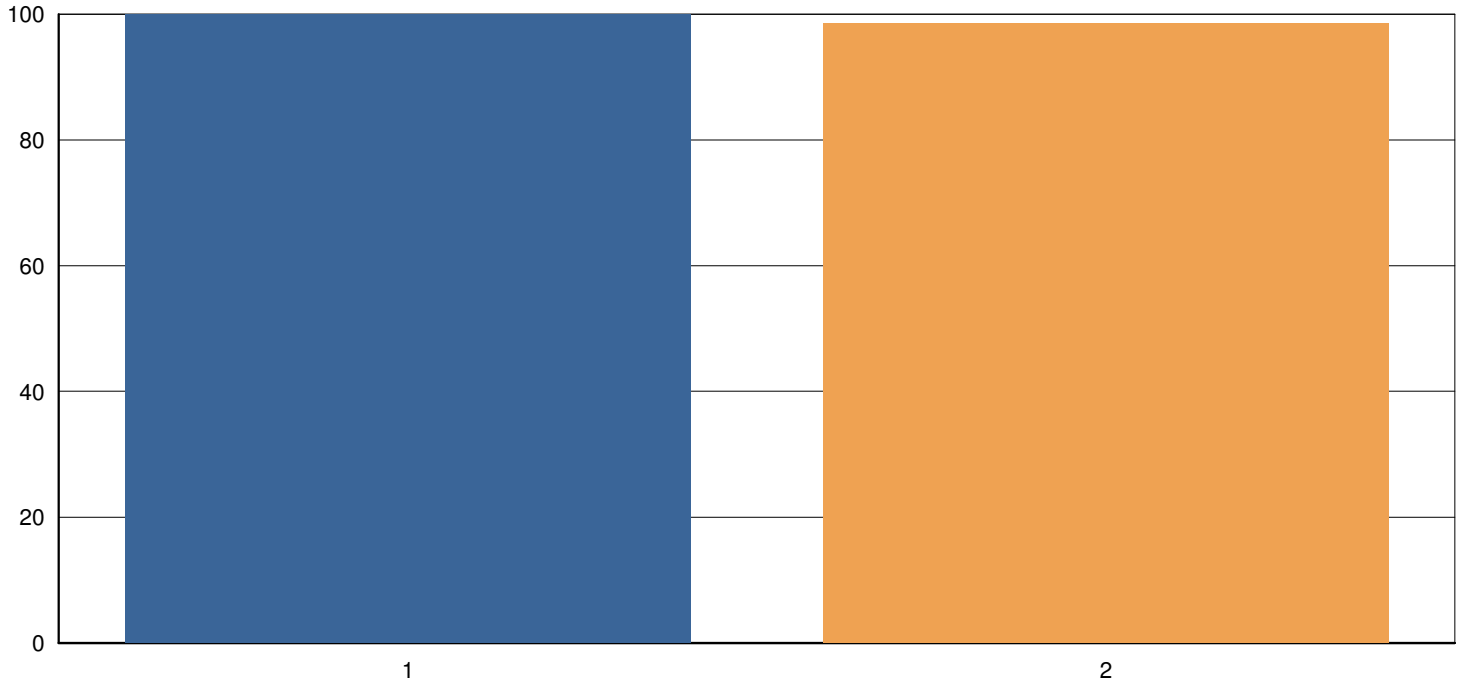
1. Child and Teen Checkups Policy (Primary Care Clinic only)
2. Communicable Disease Reporting Policy
3. Complaint Management Policy
4. Confidentiality of Protected Health Information Policy
5. Confidentiality and Security of Medical Records Policy
6. Cultural, Racial Minority, and Prohibitions from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

E. Medical Record Keeping Practices



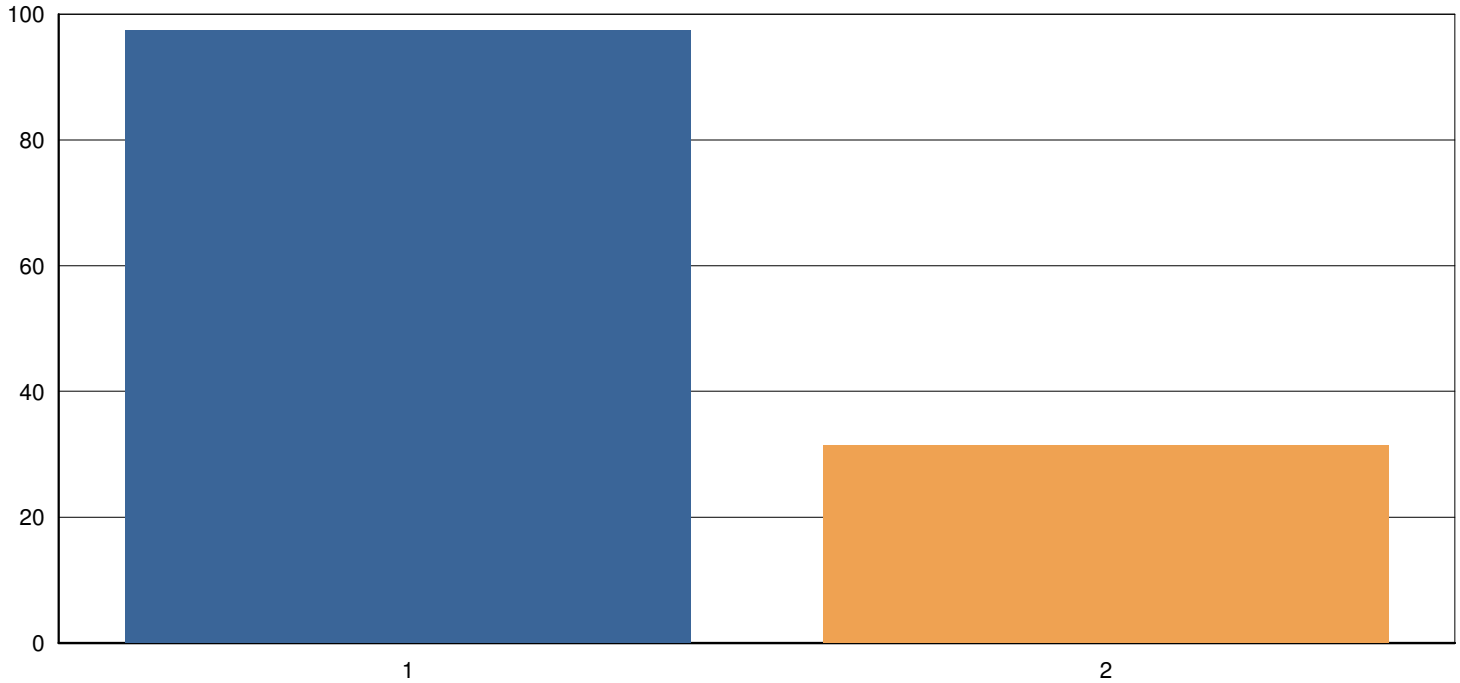
1. Medical records are easily located by authorized individuals
2. Medical records are stored in a secure area that is inaccessible to unauthorized individuals
3. A separate medical record is maintained for each member
4. Contents of the medical record are affixed and organized in consistent manner
5. Clinics with more than one practitioner have a tracking system to ensure chart availability and access
6. 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 (Primary Care Clinic only)

G. Health Care (Quality) Improvement



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