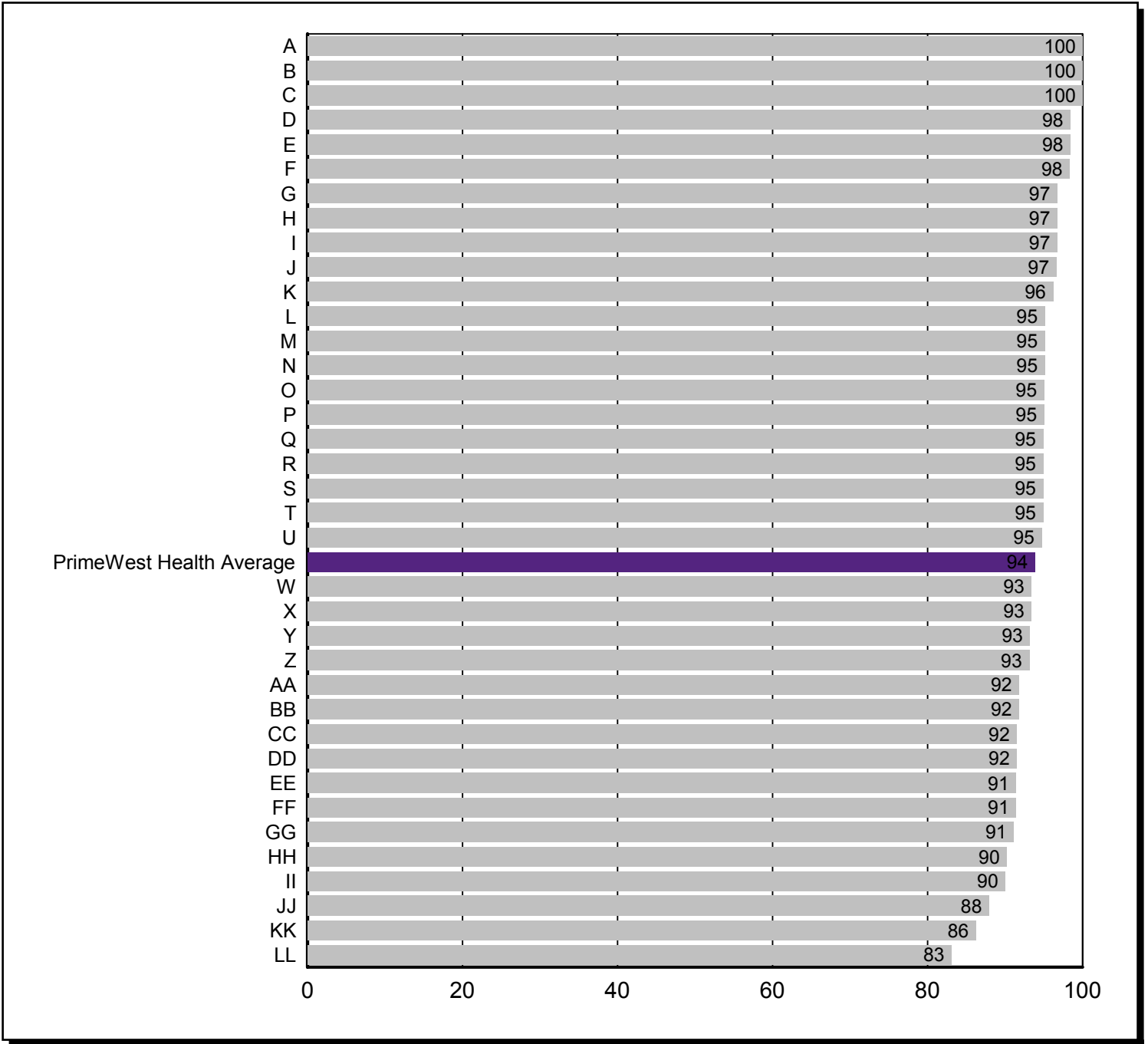


Provider Site Visit Report



2007 Provider Site Visit Report

OVERALL COMPOSITE TABLE



Strengths Above 80%

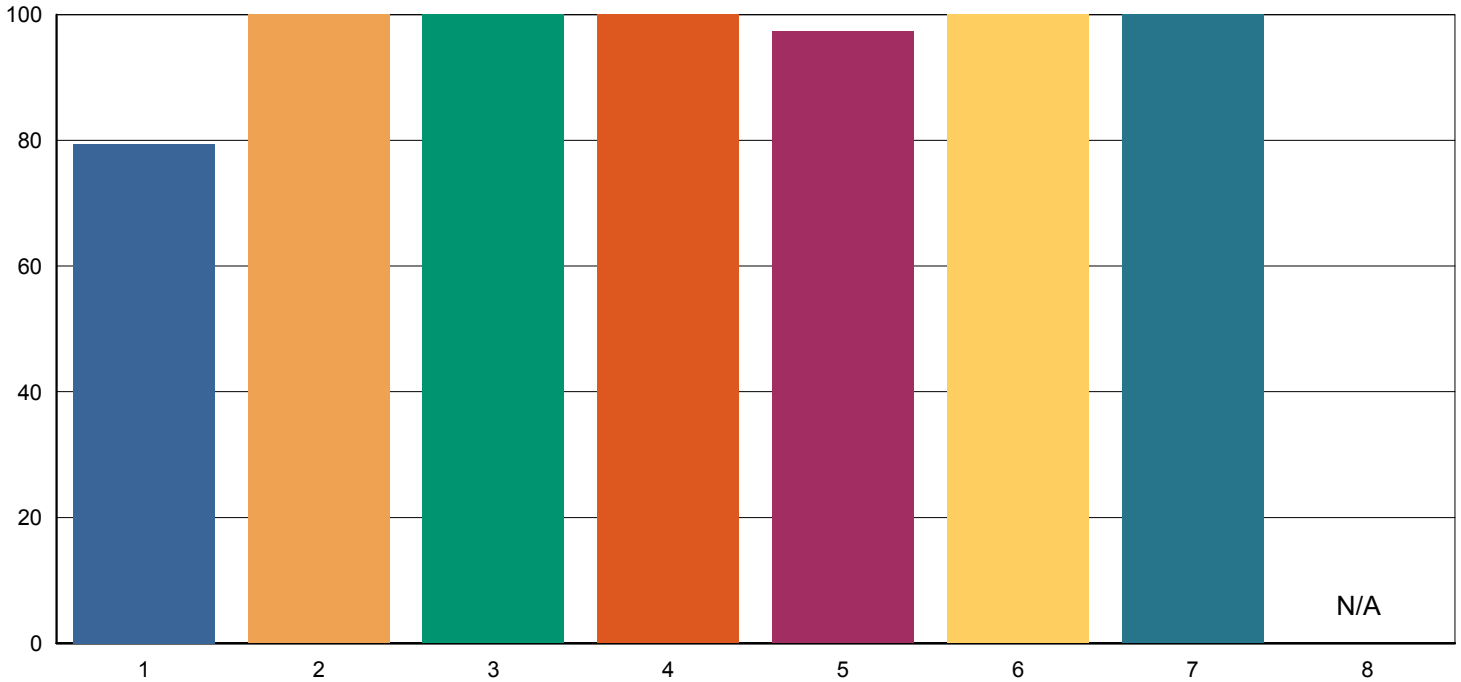
* Health services are available 24 hours a day, 7 days a week.	100.00
* Non-life threatening emergency appointment is available within 6 hours.	100.00
* Urgent care visit is available within 24 hours.	100.00
* Periodic health assessment is scheduled within 4 weeks.	100.00
* Calls are answered in 30 seconds or less.	100.00
* External signage is plainly visible.	100.00
* Adequate parking is available.	100.00
* Individuals with disabilities are provided equal access to the facility.	100.00
* Translation services or other measures are taken to accommodate members with limited English proficiency.	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
* Hallways and doorways allow for navigation of wheelchairs, carts, or other large equipment.	100.00
* Biohazardous waste containers are present.	100.00
* Emergency equipment is available or access to 911 is available.	100.00
* Access to medications is restricted.	100.00
* Non-piercable sharps containers are present.	100.00
* Communicable Disease Reporting Policy	100.00
* Complaint Management Policy	100.00
* Confidentiality and Security of Medical Records Policy	100.00
* Foreign Language Translation and Hearing Impaired Services Policy	100.00
* Health Care Directives (Advance Directives or Living Will) Policy	100.00
* Infection Control Policy	100.00
* Medical Emergency Policy	100.00
* Medication Management Policy	100.00
* Non-Medical Emergency 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
* Medical records are kept for 10 years per clinic policy.	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
* Radiology services performed with a current state registration.	100.00
* A quality improvement program is in place.	100.00
* Non-urgent care visit is available within 2 weeks.	97.30
* Health educational materials are available.	97.30
* Exits, corridors, hallways, and rooms are free of clutter and obstructions.	97.30
* Medication refrigerator or freezer does not contain food or beverage items.	97.22
* Clinics with more than one practitioner have a tracking system to ensure chart availability and access.	96.55
* Weekly drug counts of controlled substances are done by two professional health care staff.	94.74
* Confidentiality of Protected Health Information Policy	94.59
* There is at least one person in the office currently certified in CPR whenever members are present.	94.12
* Hazardous Materials and Waste Management Policy	94.12
* Designated handicap parking is available.	91.89
* For the last month, the daily log of medication/vaccine refrigerator or freezer temperatures shows all temperatures to be in the required range.	91.67
* Treating Unattended Minors Policy	88.24
* Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure.	87.10
* Office hours are posted.	86.49
* Controlled substances (including samples) are logged, counted, and stored in a locked area.	86.11
* "Access to Health Records Notice of Rights" is prominently displayed.	83.78
* Health Care Directive information is available to members.	83.78

* Child and Teen Checkups Policy	81.82
* Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals.	81.08
* Contents of the medical record are affixed and organized in consistent manner.	81.08

Areas Identified Below 80%

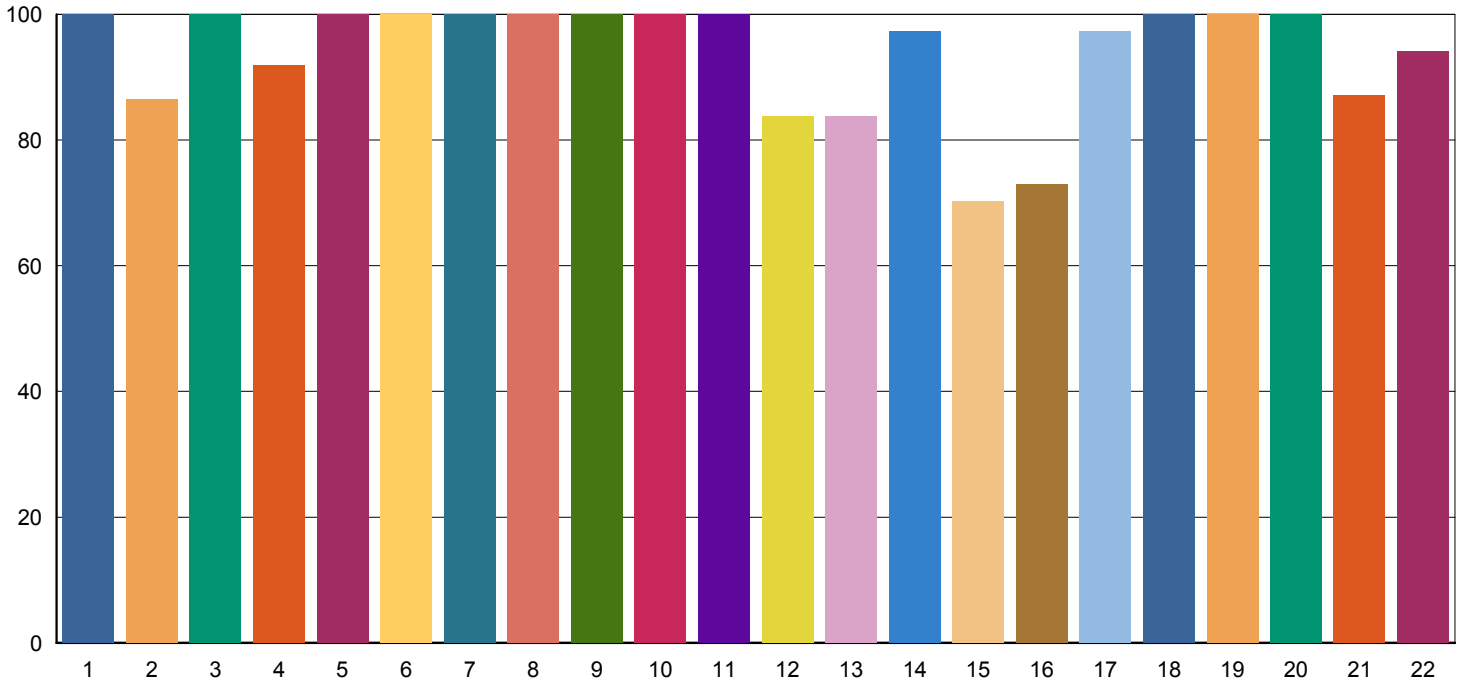
* Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room.	79.41
* Medications (including samples) are routinely checked for expiration dates.	75.68
* Refusal of Treatment by a Provider Policy	73.53
* Exits within the building are clearly marked.	72.97
* Fire extinguishers are readily available, visually inspected monthly, and professionally inspected annually.	70.27
* Quarterly member complaint reports are submitted to PrimeWest Health.	56.25

A. Access and Availability



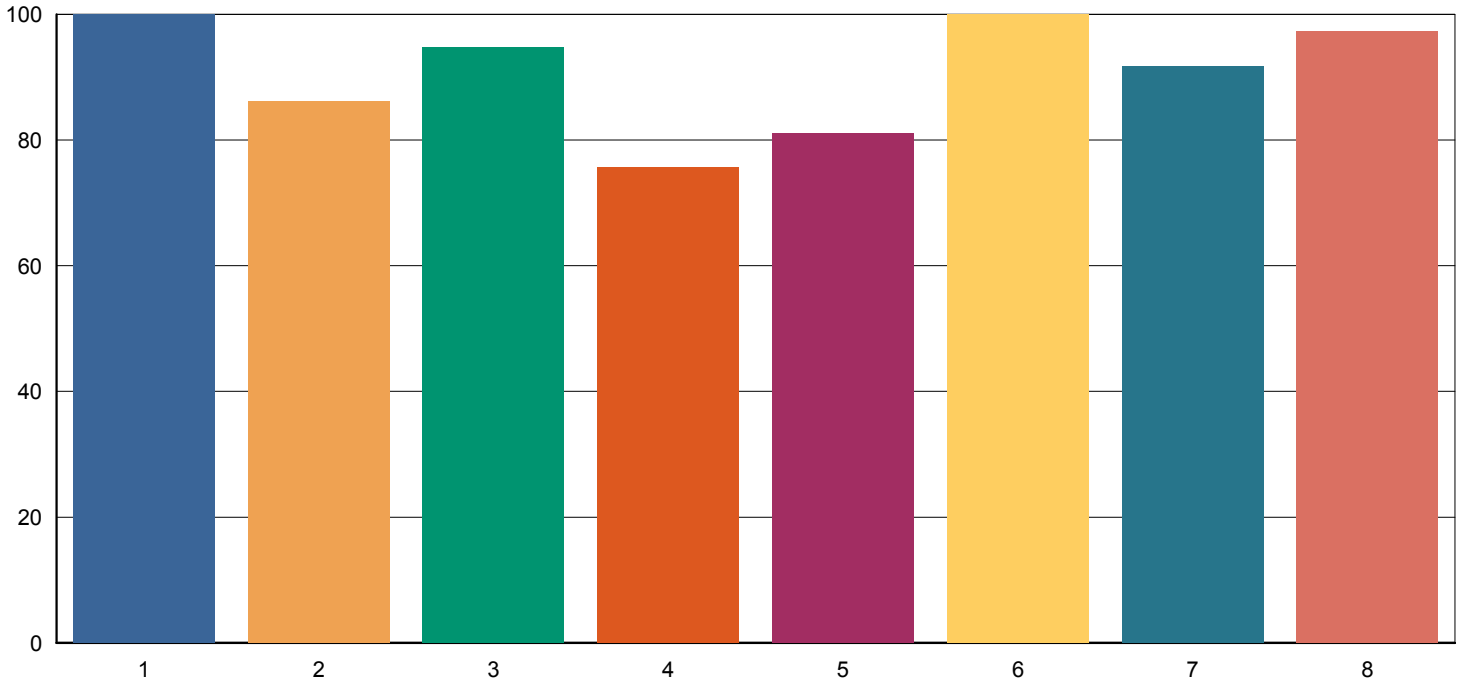
1. Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room.
2. Health services are available 24 hours a day, 7 days a week.
3. Non-life threatening emergency appointment is available within 6 hours.
4. Urgent care visit 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



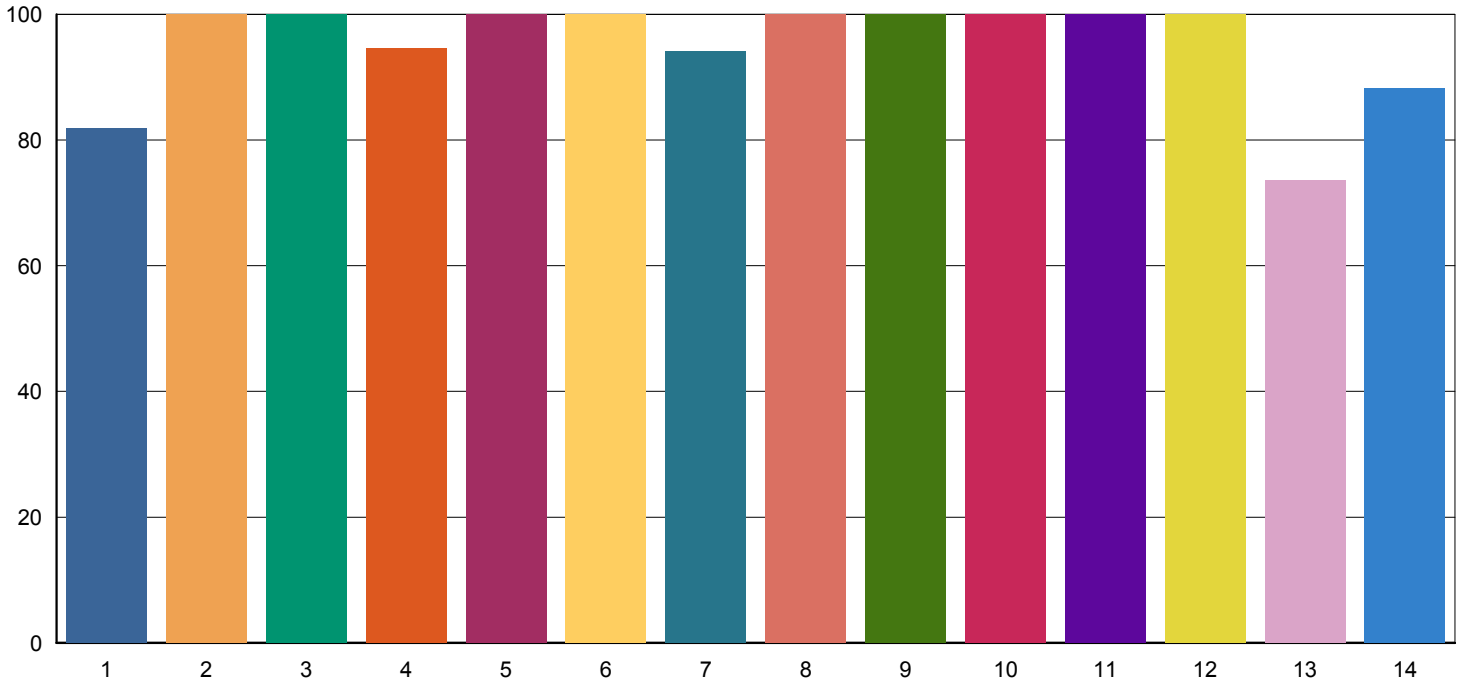
1. External signage is plainly visible.
2. Office hours are posted.
3. Adequate parking is available.
4. Designated handicap parking is available.
5. Individuals with disabilities are provided equal access to the facility.
6. Translation services or other measures are taken to accommodate members with 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



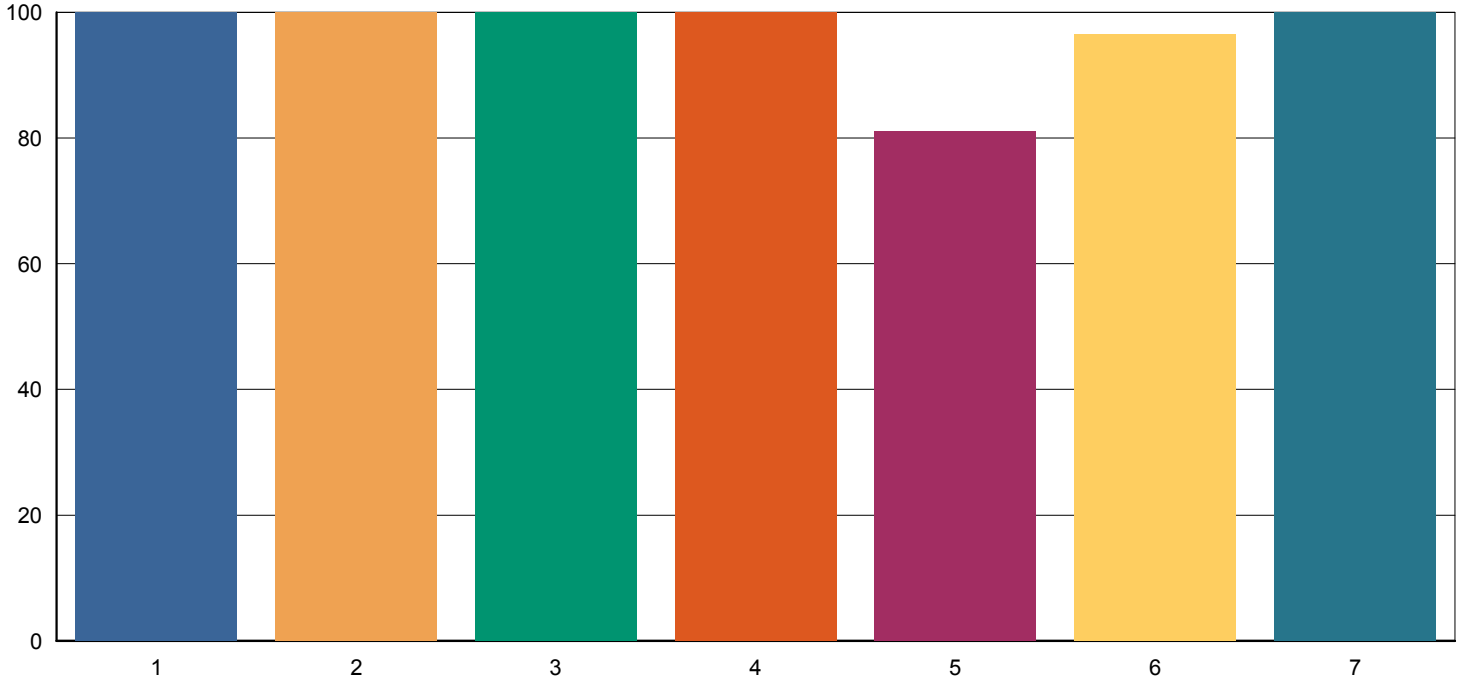
1. Access to medications is restricted.
2. Controlled substances (including samples) are logged, counted, and stored in a locked area.
3. Weekly drug counts of controlled substances are done by two professional health care staff.
4. Medications (including samples) are routinely checked for expiration 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



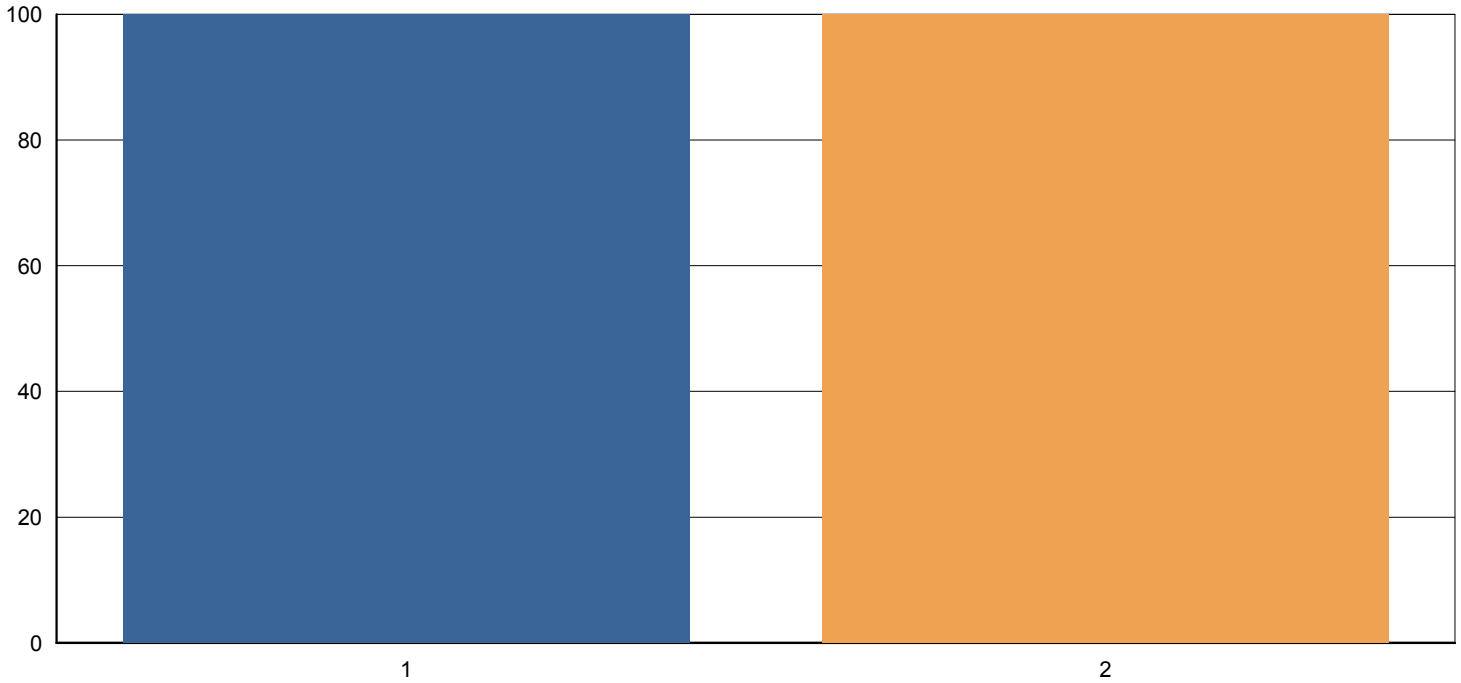
1. Child and Teen Checkups Policy
2. Communicable Disease Reporting Policy
3. Complaint Management Policy
4. Confidentiality of Protected Health Information Policy
5. Confidentiality and Security of Medical Records Policy
6. Foreign Language Translation and Hearing Impaired Services Policy
7. Hazardous 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



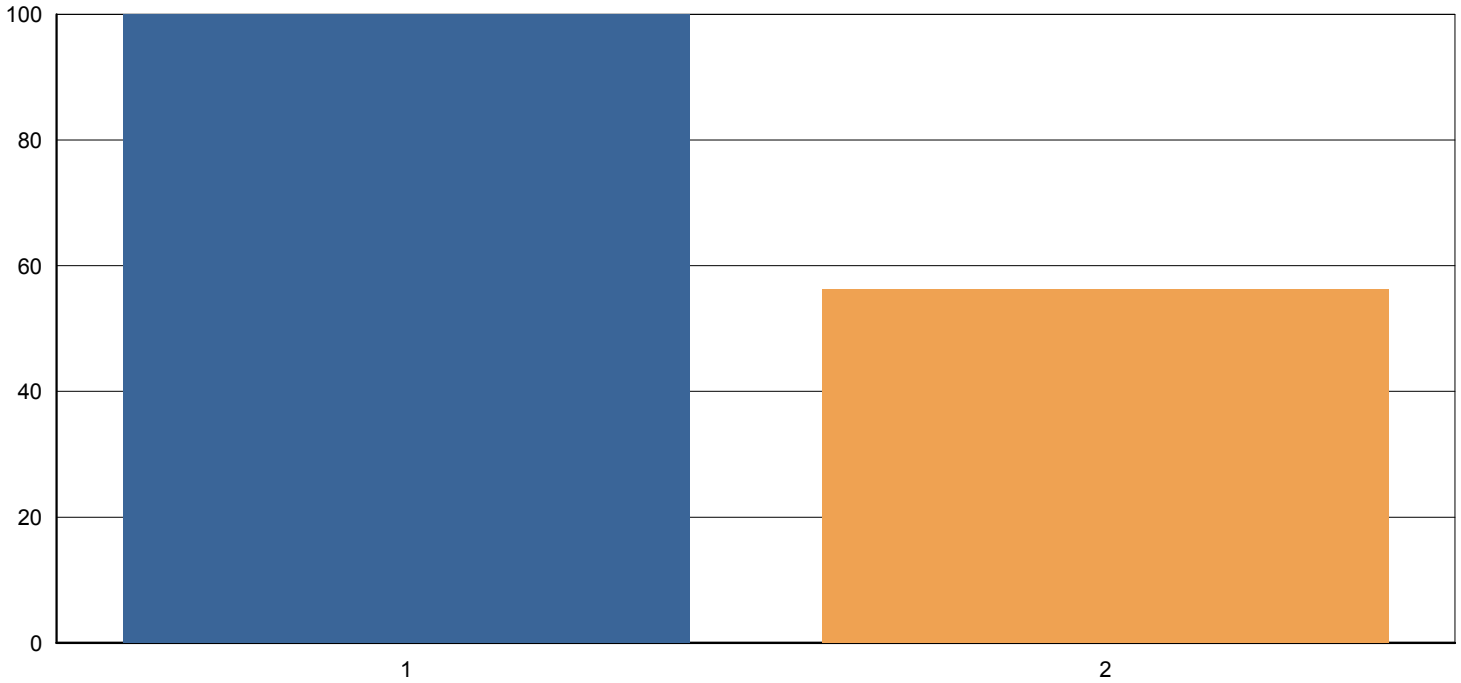
1. Medical records are easily located by authorized individuals.
2. Medical records are stored in a secure area that is inaccessible to unauthorized individuals.
3. Medical records are kept for 10 years per clinic policy.
4. A separate medical record is maintained for each member.
5. Contents of the 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.

