

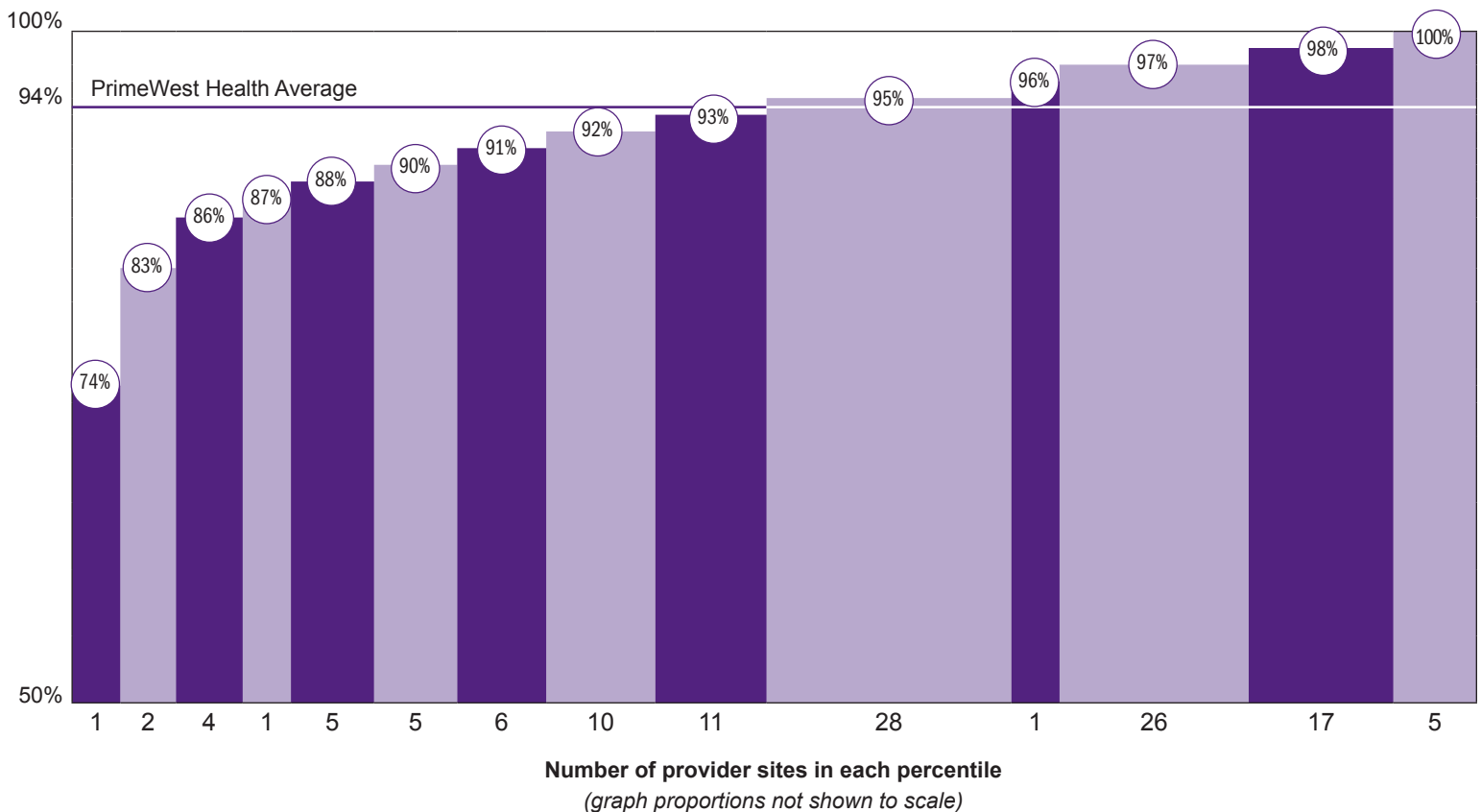
Provider Site Visit Report

2009



PrimeWest Health conducts initial and ongoing assessments at the offices of all credentialed practitioners. The intent of these site visits is to assess quality, safety, and accessibility of office sites where PrimeWest Health members receive 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 our contracts with Minnesota Department of Human Services (DHS). Site visits are conducted during the initial contracting and credentialing process. Additionally, follow-up site visit reports are incorporated into the re-credentialing decision-making process every three years.

Since PrimeWest Health conducts site visits at clinics once every three years, previous annual reports were only representative of approximately one-third of PrimeWest Health clinics. This year, with three years of site visits conducted using consistent elements and standards, a three-year aggregate report for the 122 site visits conducted from 2007 – 2009 was developed for our annual report. This aggregate provides a more accurate picture of overall composite scores and scores for each element across all contracted clinics. The overall average score for clinics in 2009 was 94 percent. This score has remained the same over a three-year period. Individual clinic scores ranged from 86 – 98 percent in 2009 and from 74 – 100 percent over the entire three-year period. PrimeWest Health has established a performance threshold of 80 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 80%

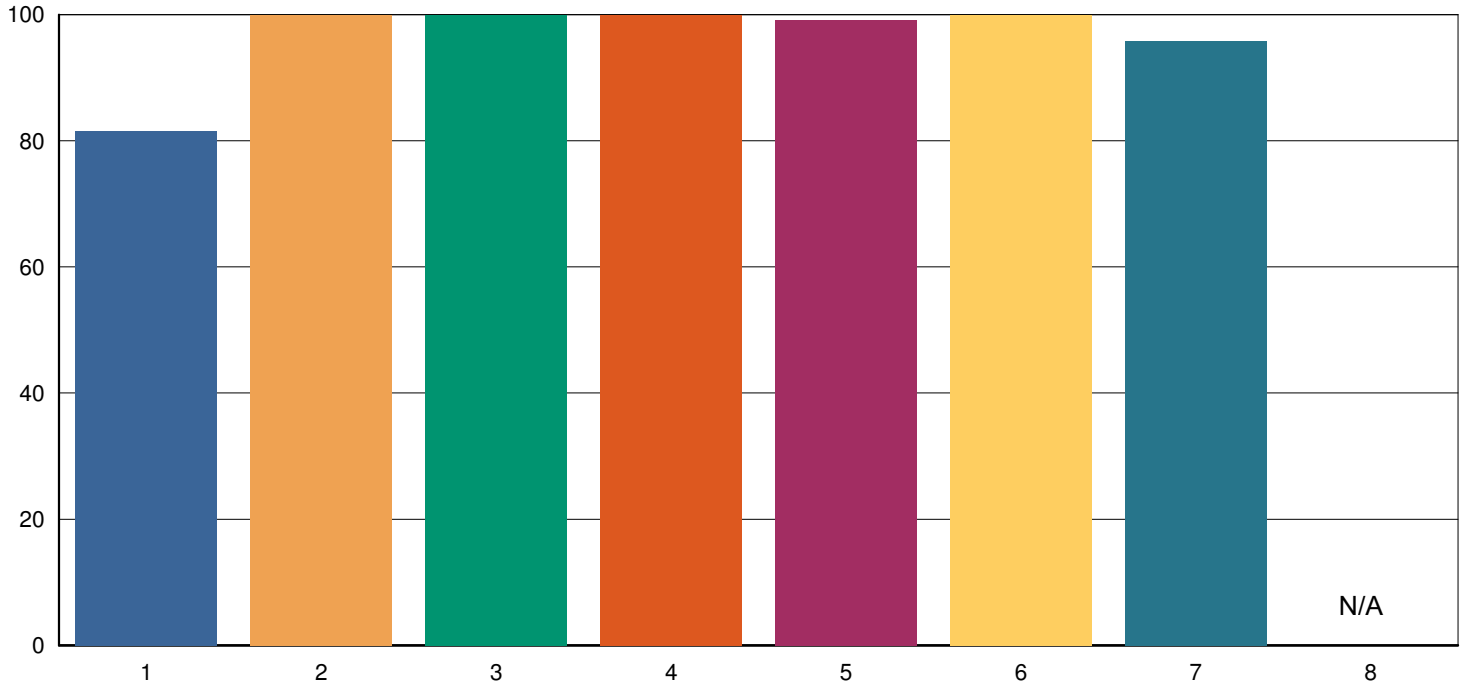
* Health services are available 24 hours a day, 7 days a week	100
* Non-life threatening emergency appointment is available within 6 hours	100
* Urgent care visit is available within 24 hours	100
* Periodic health assessment is scheduled within 4 weeks	100
* Adequate parking is available	100
* Individuals with disabilities 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
* 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-piercable sharps containers are present	100
* Complaint Management Policy	100
* Confidentiality and Security of Medical Records Policy	100
* Infection Control Policy	100
* Medical Emergency 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
* Non-urgent care visit is available within 2 weeks	99
* External signage is plainly visible	99
* Health educational materials are available	99
* Exits, corridors, hallways, and rooms are free of clutter and obstructions	99
* Access to medications is restricted	99
* Non-Medical Emergency Policy	99
* Communicable Disease Reporting Policy	99
* Medical records are kept for 10 years per clinic policy	99
* Radiology services performed with a current state registration	99
* Confidentiality of Protected Health Information Policy	98
* Medication refrigerator or freezer does not contain food or beverage items	98
* Foreign Language Translation and Hearing Impaired Services Policy	98
* Hazardous Materials and Waste Management Policy	98
* Medication Management Policy	98
* Biohazardous waste containers are present	98
* Clinics with more than one practitioner have a tracking system to ensure chart availability and access	98
* Translation services or other measures are taken to accommodate members with limited English proficiency	98
* A quality improvement program is in place	97
* Treating Unattended Minors Policy	97
* Calls are answered in 30 seconds or less	96
* There is at least one person in the office currently certified in CPR whenever members are present	96
* Health Care Directives (Advance Directives or Living Will) Policy	95
* Designated handicap parking is available	94
* Child and Teen Checkups Policy	90
* For the last month, the daily log of medication/vaccine refrigerator or freezer temperatures shows all temperatures to be in the required range	90
* Weekly drug counts of controlled substances are done by two professional health care staff	89
* Contents of the medical record are affixed and organized in consistent manner	89
* Health Care Directive information is available to members	88
* Needles, syringes, and prescription pads are inaccessible to members and unauthorized individuals	88
* Refusal of Treatment by a Provider Policy	87
* Office hours are posted	86

* "Access to Health Records Notice of Rights" is prominently displayed	86
* Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room	82
* Exits within the building are clearly marked	81
* Emergency medical equipment is checked at least annually or in accordance with the clinic's written policy and procedure	81

Areas Identified Below 80%

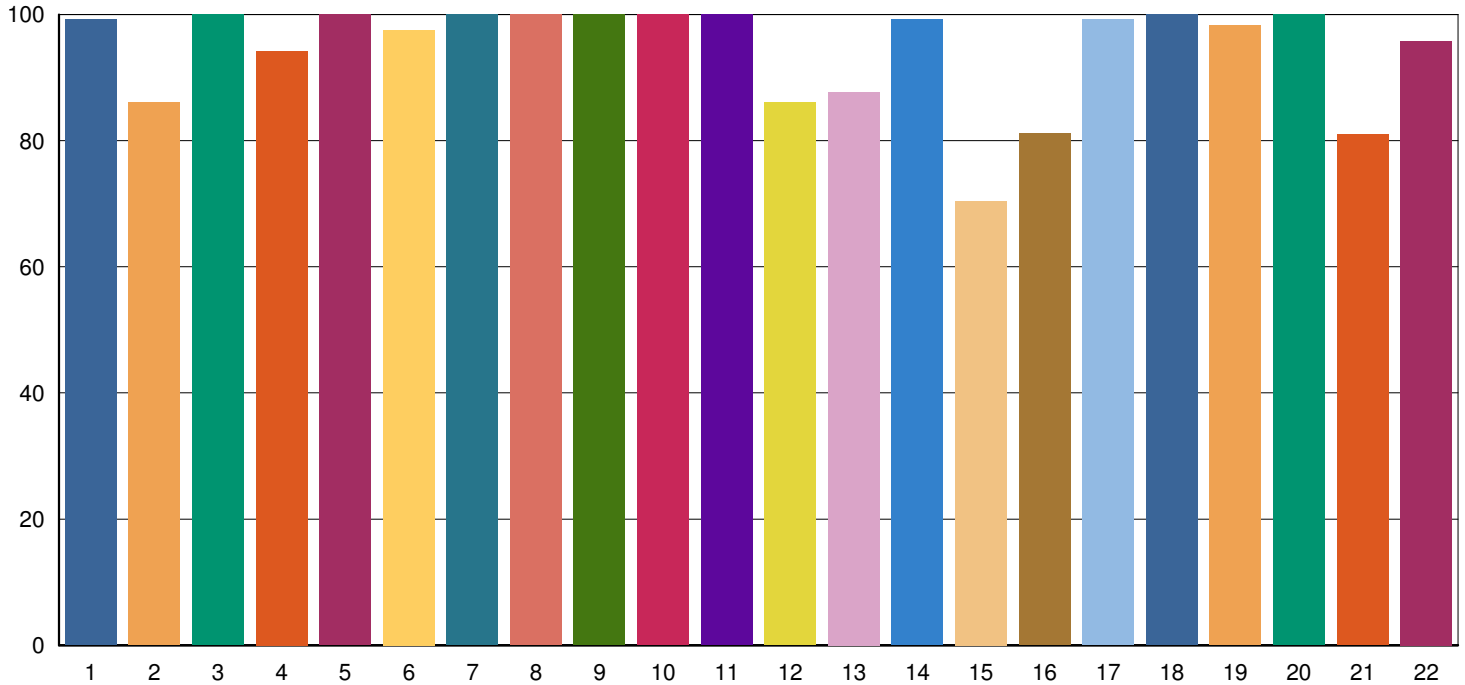
* Medications (including samples) are routinely checked for expiration dates	73
* Fire extinguishers are readily available, visually inspected monthly, and professionally inspected annually	70
* Controlled substances (including samples) are logged, counted, and stored in a locked area	69
* Quarterly member complaint reports are submitted to PrimeWest Health	26

A. Access and Availability



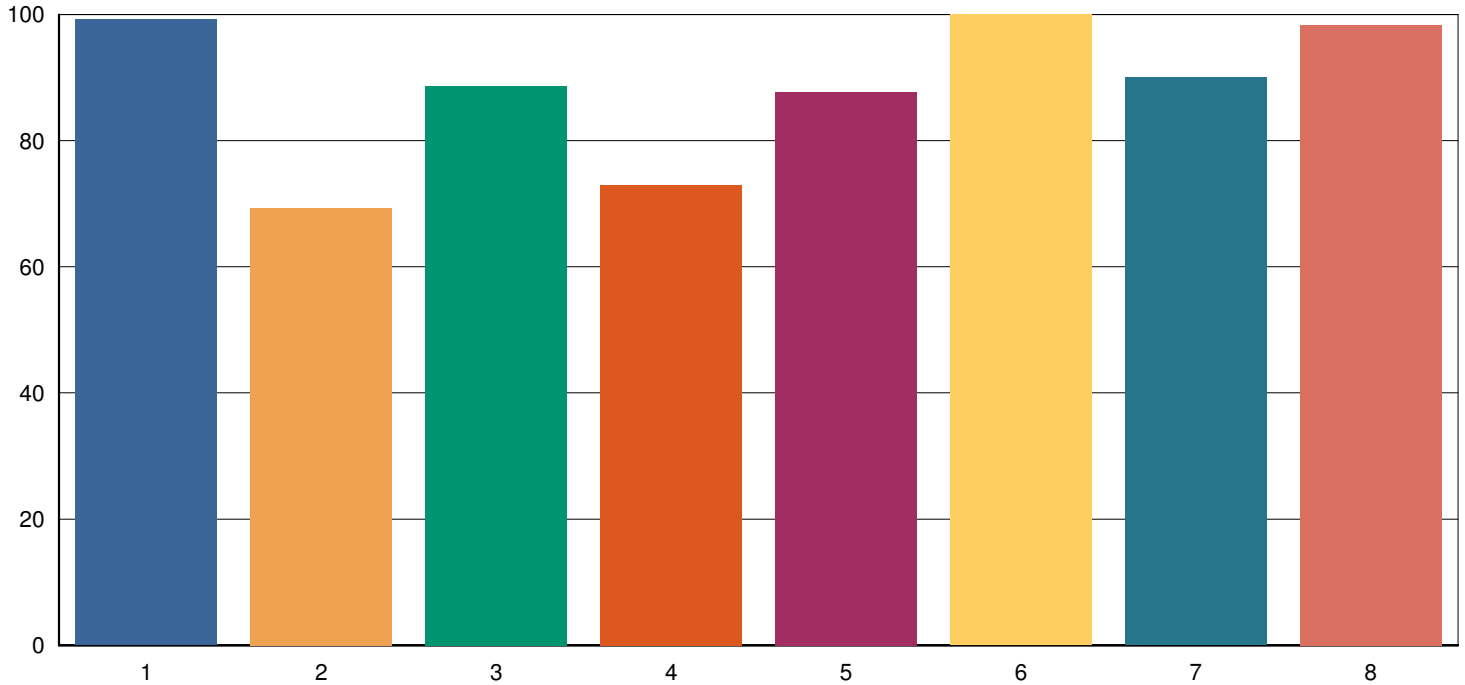
1. Members with a life threatening situation are instructed to dial 911, seen immediately if in the office, or transported to the emergency room
2. Health services are available 24 hours a day, 7 days a week
3. Non-life threatening emergency appointment is available within 6 hours
4. Urgent care visit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



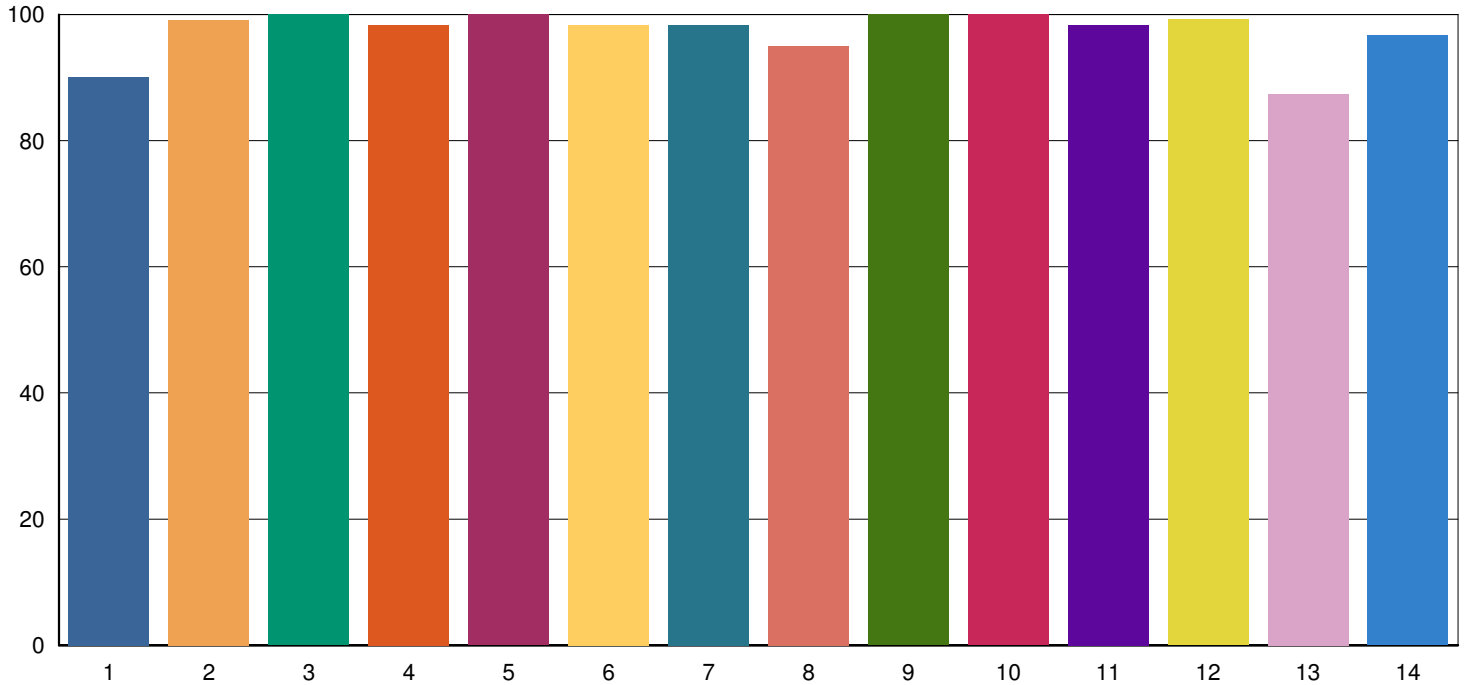
1. External signage is plainly visible
2. Office hours are posted
3. Adequate parking is available
4. Designated handicap parking is available
5. Individuals with disabilities are provided equal access to the facility
6. Translation services or other measures are taken to accommodate members with limited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



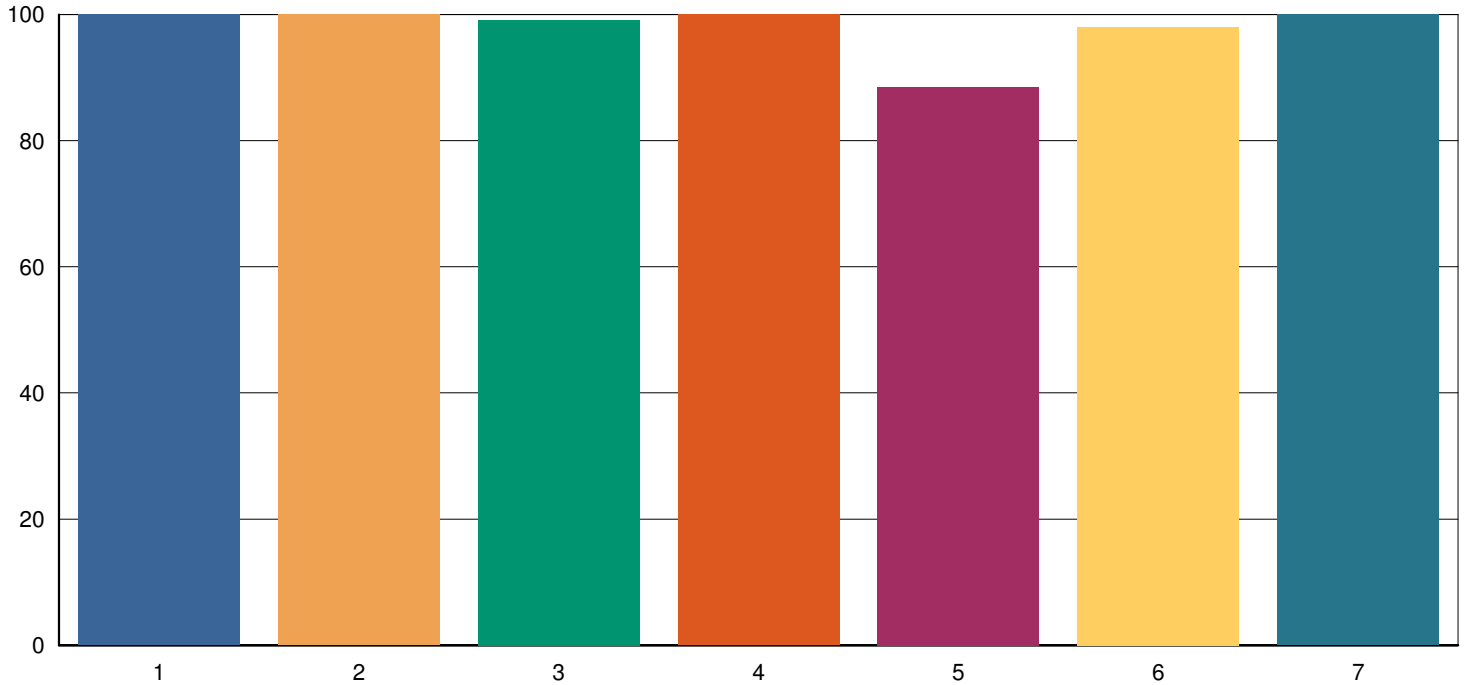
1. Access to medications is restricted
2. Controlled substances (including samples) are logged, counted, and stored in a locked area
3. Weekly drug counts of controlled substances are done by two professional health care staff
4. Medications (including samples) are routinely checked for expiration dates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



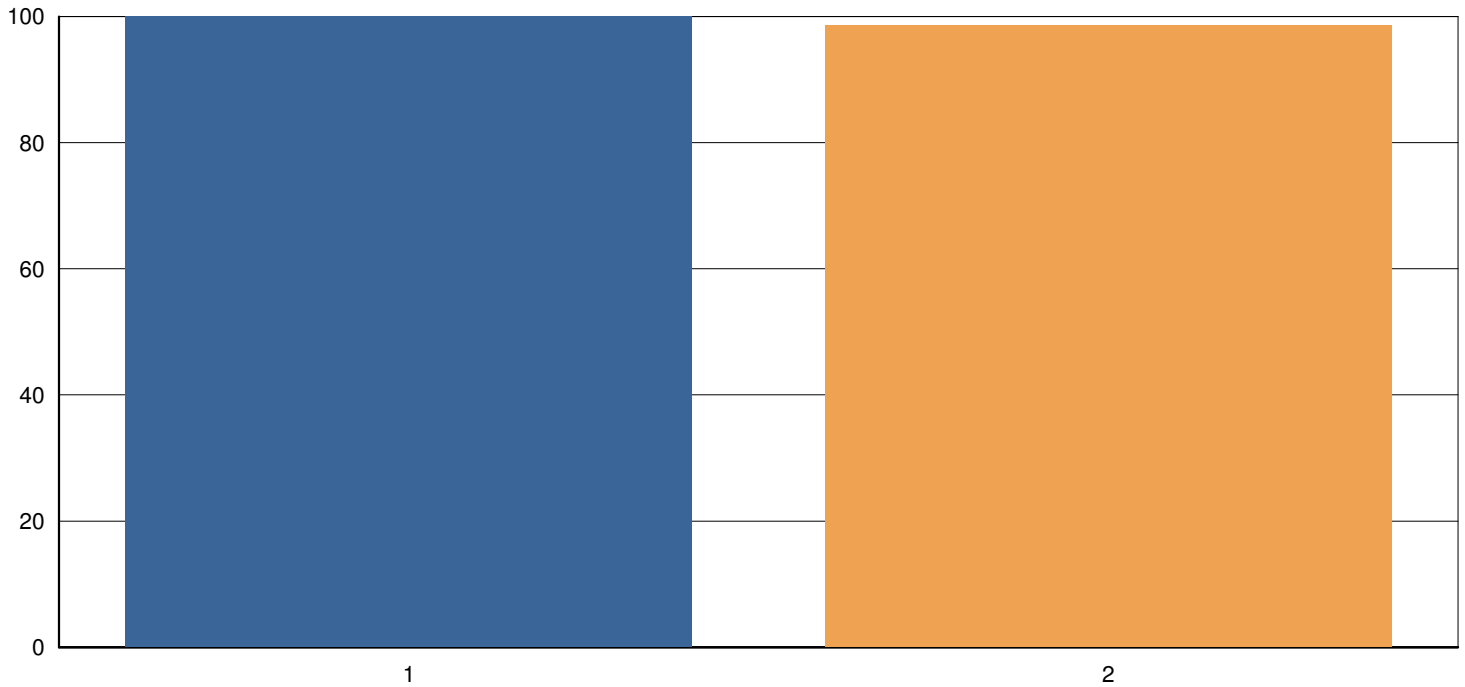
1. Child and Teen Checkups Policy
2. Communicable Disease Reporting Policy
3. Complaint Management Policy
4. Confidentiality of Protected Health Information Policy
5. Confidentiality and Security of Medical Records Policy
6. Foreign Language Translation and Hearing Impaired Services Policy
7. Hazardous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



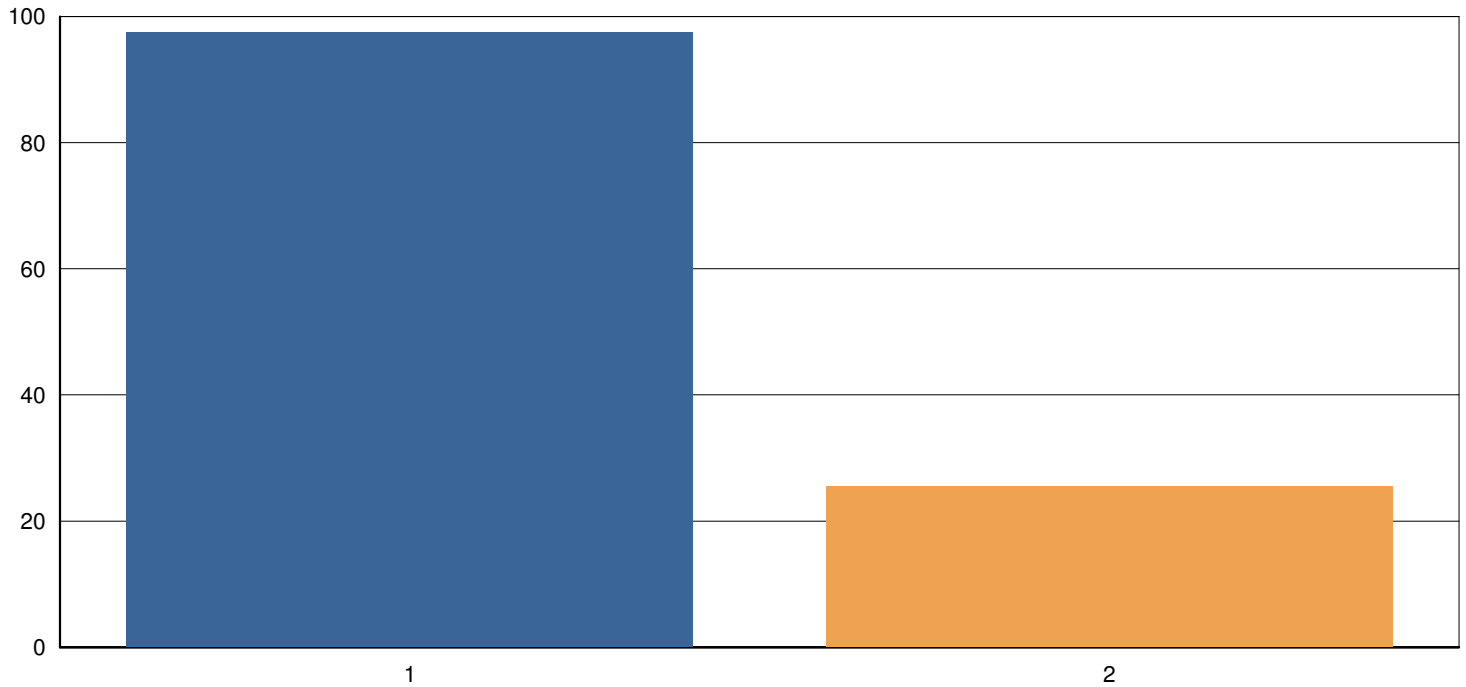
1. Medical records are easily located by authorized individuals
2. Medical records are stored in a secure area that is inaccessible to unauthorized individuals
3. Medical records are kept for 10 years per clinic policy
4. A separate medical record is maintained for each member
5. Contents of the medical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