CY25 Internal Medicine Ambulatory Medical Record Review Opportunities for Improvement Trends

The table below shows CY25 Internal Medicine AMRR audit results noted trends identified around deficiencies and open to improvement opportunities.

OPPORTUNITIES FOR IMPROVEMENT
GENERAL MEDICAL RECORD DOCUMENTATION
Gender
CHART STRUCTURE / RECORD MAINTAINED
Supervision is documented, whenever health care assistants provide services if applicable (i.e. MA and non collaborative PAs)
MEDICAL/SOCIAL HISTORY/MEDICAL MANAGEMENT
Evidence of an annual Well Woman exam--if 12 mths worth of notes provided and no well woman=No If less than 12 mths and no evidence of a well woman=NA
Evidence of discussion with member about the availability of family planning services--up to age 55 yrs for both males and females
HEALTH MAINTENANCE
Cervical cancer screening every 3 yrs from ages 21 through 65.
Flu vaccine or refusal/allergy -- annually
Pneumonia vaccine given or refusal/allergy over age 65 yrs (may be given earlier)
BEHAVIORAL HEALTH
PCP updates BH provider when changes to medication and/or diagnosis occur, on DOS reviewed

The following information includes education and guidance on the areas identified.

Guidance for compliance

- Include a prompt in patient demographic to include documentation of the patient's **gender**.
- **Supervision of health care assistants** that provide services needs to be evident in the record.
- A **well woman exam** needs to be completed annually and documented in the patient's record.
- Annual visit notes for patients up to age 55 for both male and female, need to show evidence that **family planning** was discussed.
- **Cervical cancer screening** needs to be completed every three years for ages 21-64
- Documentation that the **flu vaccine** was offered or provided to the patient annually needs to be evident.
- **Pneumonia vaccine** needs to be offered or provided to patients over the age of 65.

- If the patient is receiving behavioral health services from another provider, the PCP must update the behavioral health provider if there are any changes to the patient's medication and/or diagnosis on the date of service.

Resources

AHCCCS Medical Policy Manual (AMPM) 940
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/940.pdf

AMPM 320-Q
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/320Q.pdf

AMPM 320-O
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/320-O.pdf

AMPM 320-I
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/300/320-I.pdf

AMPM 411
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/400/411.pdf

AMPM 420
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/400/420.pdf

AMPM 510
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/510.pdf

AMPM 910
https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/910.pdf

45 CFR 160 subparts A and E of Part 164
https://www.ecfr.gov/current/title-45

Please contact Rosanna Quintero, Senior Manager, Quality Management at QuinteroR@MercyCareAZ.org if you would like to schedule a technical assistance training on the requirements above.