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Blue Cross and Blue Shield Association

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2018 Medical Record Review Results Now Available Three Areas for Improvement Noted

The Florida Blue Documentation of Care (DOC) 2018 Medical Record Review results are now [available](#). Three areas of opportunity for improved compliance are noted:

- Advanced directives
- Inquiring/counseling regarding alcohol/substance abuse
- Follow-up plans for next visit

The overall score of our 2018 review is 92.55 percent. This compares to 96.16 from 2017. Information about opportunities for improved compliance is available [here](#).

What is the Medical Record Review?

Each year, Florida Blue conducts a review of primary care physicians' (PCP) office medical record documentation. This helps improve medical record-keeping practices, promote patient safety and enhance continuity and quality of care.

This year, a random sample of 90 commercial and Medicare members' medical records were pulled from the Enterprise Data Warehouse. These were evaluated by a team of Florida Blue registered nurses against 23 fixed quality indicators. The review does not define standards of care or replace a physician's judgment.

The DOC review is consistent with efforts to respond to customer expectations, as well as regulatory requirements by the National Committee for Quality Assurance (NCQA), Agency for Health Care Administration, Centers for Medicare & Medicaid Services, Accreditation Association for Ambulatory Health Care, Inc. and the Florida Administrative Code for Standards for Practice for Medical Doctors. The DOC process aligns with NCQA review of the plan's medical record files for survey regulatory review purposes.

Here are the results of the review:

Description N=90 Medical Records	Total	Percent
Number of medical records scored 100 percent	16	18 percent
Number of medical records scored 90-99 percent	58	64 percent
Number of medical records scored 89 percent or less	16	18 percent
Average overall score = 92.55 percent		

The medical record documentation review is an important component of the quality programs for our commercial PPO, Florida Blue HMO (Health Options, Inc.), Medicare Advantage, Federal Employee Program[®] and Affordable Care Act plans.

Your Help is Critical

Each year, the evaluation shows where improvements can be made in medical record documentation. This year, the overall score is less than the 2017 results (92.5 compared to 96.16).

Your help in implementing change is critical to facilitating improved communication, coordination and continuity of care. PCPs included in the medical record audit were mailed results along with the medical record tools. If you have any questions, please call Joanne Keenan, RN, at **800-555-8228, ext. 87329**.