



Quality Improvement Update

In a recent study of our quality improvement program, the Plan found that we made progress last year in improving care and services provided to our members. The areas where we made improvement were:

- Lead screening for 2 and 3 year olds
- Rates for well child visits
- Controlling high blood pressure
- Breast and cervical cancer screening
- Follow-up after discharge from an inpatient behavioral health hospital
- Call answer timeliness
- Member satisfaction with personal doctor

The Plan has been working on additional goals in 2011-2012, including:

- Improving care for members with diabetes
- Improving care for members with asthma
- Improving member and provider satisfaction

If you would like a more detailed report of the results of our quality improvement program evaluation, please call your Provider Relations representative or call the provider line at 1-888-566-0010 and ask for the Member Services department.