

2008 Quality Improvement Program Evaluation

HPM wants to be sure that you and your family get the care you need. In 2008, HPM worked on programs to make the quality of care better for our members.

- HPM cares about its members. During 2008 HPM worked hard to improve our member's satisfaction and health. HPM sent out a survey to see if their efforts were helping. The results of the survey showed improvement from 2007. HPM's efforts helped to increase member's rating of the health plan, their doctors and their health across every category.
- Diabetes continues to be a problem in Michigan. HPM increased outreach to members with diabetes to help improve their health. Members with diabetes were invited to join the "Healthy at Heart" program. HPM also offered gifts for members who completed a diabetic eye exam. Due in part to these efforts, members who felt their diabetes is in control increased over 10% from 2007.
- Immunizations are important to keep your child or teen healthy. HPM has continued to reach out to members by phone and mail. HPM is happy to see that more of our members are being immunized and staying healthy.

These are only some highlights from HPM's 2008 Quality Evaluation. For more information, please go to our website at www.hpmich.com or call Member Services to request a copy.