

Quality management

You deserve quality care. We work with your providers to help make sure you get safe, effective care and a positive health care experience.

Our Quality Improvement (QI) program helps us review and improve the services and access to care we provide. Each year, we make information about our QI program available to our members.

What we review

We look for ways to improve members' experience with:

- Satisfaction with care and services
- Safety
- Access to doctors and other providers
- Quality of services

How we improve quality

We work to improve quality by:

- Measuring the quality and effectiveness of care and services
- Using reliable ways to review our services
- Having qualified, competent and knowledgeable staff
- Focusing on areas that need improvement
- Respecting our members' culture and language needs
- Meeting state and federal requirements
- Meeting health care accreditation requirements
- Maintaining a strong network of doctors, hospitals and other providers
- Protecting members' personal health information

We review our QI program every year to make sure it meets guidelines and to find ways to improve it for the next year. For more information, visit our [Quality Improvement Program](#) webpage.