

Quality Improvement Plan and Evaluation

San Francisco Health Plan's (SFHP) wants all of its members to have access to high quality care. One way we do this is through our Quality Improvement Plan and Evaluation.

This report explains:

- The work we do to make sure members have access to health care.
- Our yearly goals and activities we do to reach those goals.
- How well SFHP met its goals last year.

In 2016, SFHP worked to improve the health and satisfaction of its members. Here are some of the things we did:

- SFHP launched a grant program to assist our providers in improving access for our members.
- SFHP Customer Service department improved the information they give to members.

In 2017, SFHP will continue to improve access to high quality care. Here are two examples of SFHP's 2017 goals:

- SFHP wants more adults to get pap smears in 2017. We will reach this goal by providing incentives to providers and clinics.
- SFHP wants more members with anxiety, depression, and attention deficit hyperactivity disorder (ADHD) to access behavioral health services. To learn more about these services or to ask for a referral, contact Beacon Health Strategies at **1(855) 371-8117** or speak with your Primary Care Provider.

If you would like more information, please contact [SFHP](#).