

# Health *matters*



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*HealthMatters* is published as a community service for the members of Health Plan of San Mateo (HPSM). If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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# HPSM's Quality Improvement Program: Helping You Stay Healthy

HPSM wants our members to be healthy and get the care they need when they need it. Our Quality Improvement (QI) Program helps us do that. It tracks how well HPSM is helping our members reach their health goals. We do that by looking at the quality of care and access to care offered by our providers and staff.

## QI Program purpose

- Improve our service to members
- Improve our members' health results
- Offer culturally and linguistically appropriate services
- Meet high levels of member and provider satisfaction
- Help staff and providers offer high quality of care and services to our members

## QI Program goals

- Offer high quality care and services
- Have well-trained staff
- Make sure our members get the best health care
- Give our members access to the services they need in their language
- Make sure our providers give members the exams and screenings they need
- Solve problems in a timely way

## QI and the Health Promotion Team offer outreach programs for:

### Members with asthma

### Pregnant women & new moms

## HPSM's Asthma Outreach Program

HPSM has a program that helps our members with asthma breathe easier by avoiding preventable attacks. HPSM Health Promotion Coordinators call members who have not filled some or all of their controller inhaler prescriptions to:

- Remind them to fill and pick up their prescriptions from the pharmacy
- Point out the value of using controller inhalers as prescribed to manage asthma symptoms
- Encourage them to call their PCP if they have any questions about their asthma

To learn more about HPSM's Asthma Outreach Program, visit [www.hpsm.org/member/health-information/asthma](http://www.hpsm.org/member/health-information/asthma). To stop getting calls from the program, call HPSM's Health Education Department at **650-616-2165**.



Learn more about what causes asthma flare-ups and how to avoid them at [www.hpsm.org/asthma](http://www.hpsm.org/asthma)

## Have Asthma? Know Your Triggers

If you have asthma, some common triggers can cause breathing problems, such as:

- Allergies to dust, pollen, mold or pets
- Having a cold or the flu
- Smoking or inhaling other strong chemicals (such as cleaning products)
- Hard workouts
- Extreme feelings (such as fear or anger)

### Take action to breathe easy

If you don't know your asthma triggers, ask your doctor about allergy testing to find out. Once you know your triggers, take action to avoid them.

- Get a flu shot each year
- Do not smoke and stay away from strong chemicals
- If you have allergies, vacuum and do laundry often, and stay away from animals
- Use your controller medications (inhaler) 15 minutes before working out and regularly as prescribed
- Think about getting psychotherapy to help calm your feelings

### To improve the quality of care, QI:

- Offers programs that reward members for making healthy choices
- Reminds members to get screenings, lab tests and vaccines
- Assesses the quality of care and service delivered by our providers and their staff
- Promotes safety in health care through education for members and providers
- Works with all HPSM staff and providers to improve service to members
- Reviews our translator program to make sure it meets our members' needs



**Learn more about HPSM's QI Program** at [www.hpsm.org/about-us/quality-programs](http://www.hpsm.org/about-us/quality-programs)

To get a printed copy of our QI Program Description, please call **650-616-2165**

## Are You Pregnant? (Or Think You Might Be?) See Your Doctor!

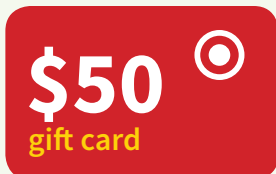
There are two doctor's visits that pregnant women sometimes miss. First: a prenatal visit within the first three months of pregnancy. Second: a postpartum visit within two months after giving birth. These visits matter because timely care during and after pregnancy helps you and your baby be healthy. There's one more reason for pregnant women and new moms to visit the doctor. That reason is HPSM's Prenatal and Postpartum Gift Program. You can get two Target gift cards worth \$50 each for going to two doctor's appointments.

✉ To sign up for the program, call HPSM's Health Education Line at **650-616-2165**. To learn more and apply to the program, visit [www.hpsm.org/pregnancy](http://www.hpsm.org/pregnancy). To stop getting calls from the program, call HPSM's Health Education Department at **650-616-2165**.

### Get up to two \$50 Target gift cards

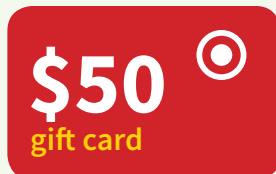
#### Visit #1

During your first 12 weeks of being pregnant



#### Visit #2

Between 3 to 8 weeks after giving birth



## Women, Infants and Children (WIC)

WIC is a program that helps low-income women who are pregnant or have just given birth. It also has services to help children up to their fifth birthday. WIC can provide:

- Breastfeeding education, support and breast pumps (when needed)
- Money for qualified households to buy healthy food
- Education on nutrition such as how much to eat, ideas for picky eaters and healthy recipes
- Referrals to other services and programs

Many HPSM members qualify for WIC based on their earnings. Learn more by calling **650-573-2168** or visiting [www.smchealth.org/wic](http://www.smchealth.org/wic).

## New Urgent Care Choices

When you need care quick, your first thought might be to visit the emergency room (ER). But if you are not in crisis, you may be better off going to an urgent care center. And now HPSM has five urgent care centers in our network.

### Urgent care is especially helpful when:

- You have a health issue that is not life-threatening (such as a cold, sore throat, fever, ear pain or sprained muscle), and your PCP is not available to see you
- You want to save time – wait times for urgent care are often shorter than the ER

✉️ *If you have chest pain, trouble breathing, severe bleeding or other symptoms that you think may put your life at risk, go to the ER*

✉️ *To learn more about urgent care and find your nearest center, visit [www.hpsm.org/urgent-care](http://www.hpsm.org/urgent-care)*

✉️ *If you are not sure whether to visit urgent care or the ER, call HPSM's Nurse Advice Line*

## HPSM's Nurse Advice Line

# 1-833-846-8773

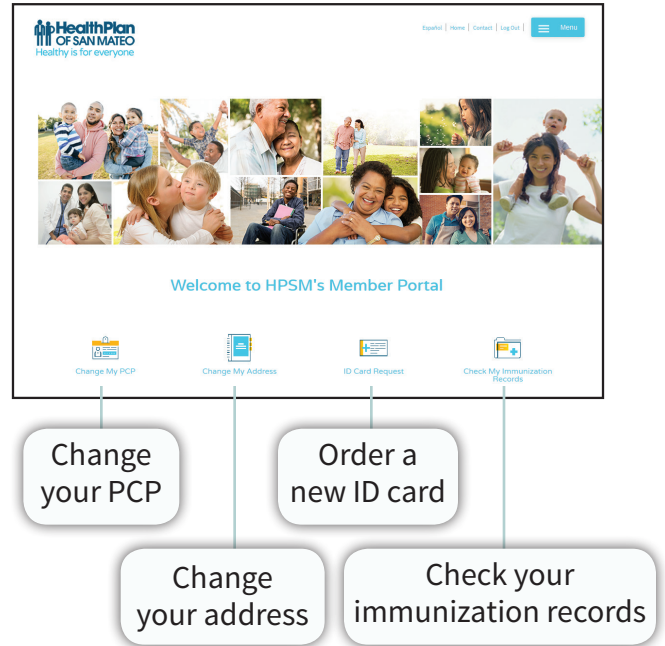
**Toll-free & open 24 hours a day, 7 days a week**

Call any time you have an urgent health question and cannot reach your doctor. Registered nurses are on hand to answer questions about your symptoms. They can tell you if you need urgent care, which means you should see a doctor within 24 hours or a few days. Sometimes a nurse might give you advice for self-care at home if it is appropriate for your health concern.

✉️ *The Nurse Advice Line is for urgent questions about your health. If you have questions about your benefits, please call Member Services at **650-616-2133**.*

## Do More Online with HPSM's New Member Portal

Want to do things faster without calling HPSM? Just **go to [www.hpsm.org](http://www.hpsm.org) and sign up for HPSM's new member portal!** This new part of our website is easy to use, saves you time and is available around the clock. Best of all, it lets you do things that you couldn't do before, such as:



### To start using the member portal:

1. Go to [www.hpsm.org](http://www.hpsm.org) and click the **Member Portal** button at the top right
2. Scroll down and click the **New user sign-up** button
3. Enter your member ID number, last name, birth date and zip code
4. Create a user name and password, answer two security questions and enter your email address
5. Click the **Complete** button and then the **Next** button
6. Log in using your new user name and password to start using the member portal

If you need help creating your member portal account, call HealthTrio at **1-877-814-9909**.