

Quality Standards & Investments

HPN WorldWide's services were first introduced in 1983.

Over the past 22 years, innovations and improvements have been implemented every year, ranging from program and content development, to strengthened evaluation metrics and administrative efficiencies benefiting our customers. Each year HPN support improves in quality, effectiveness, efficiencies and increases in program, resource and service offerings that include training, online, phone and onsite support components.

To date, HPN has carefully invested over \$3,000,000 in the ongoing research, development and improvement of HPN's integrated health risk management systems, services, resources and supporting infrastructure, including:

- Annual core competency training programs
- IT hardware, system and application upgrades to maintain 24/7 online decision support for employees, families and organizational leaders
- Ongoing research and improvements in early detection screening and HRA design, implementation protocols, report design and follow-up
- Evaluation tools and studies to document results and identify improvement opportunities
- Ongoing research and continuous education for HPN staff to maintain best practice intelligence

And since 1983, HPN has been building a world class preferred provider partner network of content developers, worksite screening and immunization providers, trainers, research organizations and other providers of information, services and other resources, to deliver best in class support to HPN clients anywhere in the world.

HPN's investments are in addition to the tens of millions of dollars HPN's preferred provider partners have invested in their respective services and resources.

HPN WorldWide is committed to the ongoing continuous improvement of its health risk management systems, services, resources and partner network. Our commitment, innovations and ongoing investments to improve will continue in each successive year.

Quality = Better Results

These combined investments serve to benefit all HPN customers including employers, health plans, health systems, schools, municipalities, unions and other groups — and the millions of employees, members, patients and families represented by these groups.

The combined investments in research, development and improvement have yielded **better solutions** and **better results** for all.

Support resources (e.g. online medical decision support, early detection screenings, training programs, nurse lines, EAPs) are used at higher rates, AND results and returns-on-investment are greater than industry norms (e.g., 8:1 to 15:1 versus 2:1).