

## University Family Care 2011 Member Satisfaction Survey Results

University Family Care (UFC) conducted a Member Satisfaction Survey from January 10, 2011 through February 28, 2011. The survey is a tool used by UFC to measure how our members rate our providers and health plan services. The data collected helps UFC identify strengths and areas where service can be improved.

UFC used a survey organization named CVent to collect the data and analyze the results. CVent also compared our results from prior years to identify where the UFC had made improvements. UFC remained at the same level in one category but improved in all other categories as compared to results from prior years. The following chart lists questions asked and response rate generated by “Yes” and “No” answers.

University Family Care	2007	2009	2011	Variance
Questions				
If you have called University Family Care in the past year, were you happy with the service you received?	N/A	93%	93.6%	0.3%
If you were seen by a University Family Care doctor in the past year, were you happy with the medical care you received?	94%	94%	94.0%	0.0%
If you were seen by a University Family Care doctor in the past year, were you happy with the service from the staff at the doctor's office?	96%	95%	95.6%	0.6%
If your child was seen by a University Family Care doctor in the past year, were you happy with the medical care he/she received?	92%	91%	92.9%	1.9%
If your child was seen by a University Family Care doctor in the past year, were you happy with the service from the staff at the doctor's office?	94%	92%	93.6%	1.6%
In the last year, how often has a doctor talked with you about culture, beliefs and customs when talking about you or your child's health care?	44%	37%	39.5%	2.6%

\*Prior Year Calculation identified incorrect denominator - corrected & recalculated