

2020 B – UFC/ACC Member Satisfaction Survey Results

Question	2020	2019	2018															
1. On a scale of 1-10, with 10 being the highest, how likely are you to recommend B – UFC/ACC to a family member or friend?	*NPS = 65.7% ↓	*NPS = 66.4%	*NPS = 67.5%															
2. Are you happy with B – UFC/ACC?	96.8% ↑	96%	95%															
3. If you were seen by a B – UFC/ACC doctor in the past year, were you happy with the medical care you received?	93.7% ↓	95%	95%															
4. If your child was seen by a B – UFC/ACC doctor in the past year were you happy with the medical care received?	75.9% ↓	83%	75%															
5. During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you or your child about your health care?	97.3% ↑	97%	98.3%															
6. If you are or were pregnant during the past year, were you able to get an OB visit within 14 days during your first trimester?	16.2% ↓	32%	23%															
7. Do you find it hard to get to your provider’s office from the parking lot? Reason for difficulty to access provider office:	5.6% ↑ (Yes) 94.4% (No)	4% (Yes) 96% (No)	6.5% (Yes) 93.5% (No)															
<table border="1" style="margin: auto;"> <thead> <tr> <th style="background-color: #1a3d54; color: white;">Reason</th> <th style="background-color: #1a3d54; color: white;">2020</th> <th style="background-color: #1a3d54; color: white;">2019</th> </tr> </thead> <tbody> <tr> <td>Drop off too far</td> <td>32.8%</td> <td>39%</td> </tr> <tr> <td>No ramp</td> <td>6.9%</td> <td>14%</td> </tr> <tr> <td>No automatic doors</td> <td>5.2%</td> <td>14%</td> </tr> <tr> <td>Other</td> <td>55.2%</td> <td>33%</td> </tr> </tbody> </table>				Reason	2020	2019	Drop off too far	32.8%	39%	No ramp	6.9%	14%	No automatic doors	5.2%	14%	Other	55.2%	33%
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8. During the last year did you use B – UFC/ACC’s transportation services?	17.7% ↓ (Yes)	20% (Yes)	20% (Yes)															
9. Were you happy with the service you received?	70.5% ↑	65%	77%															
10. If you requested or received information from B – UFC/ACC in the past year, how helpful was the information in meeting your needs?	73.9% (Very) 23.2% (Somewhat)	N/A	N/A															
11. How likely are you to have online/video visits with a doctor?	34% (Yes) 33.1% (Somewhat)	N/A	N/A															

*NPS (Net Promoter Score) = % Promoters - % Detractors
Detractors score 0-6 & Promoters score 9-10