



2018 MEMBER SATISFACTION SURVEY RESULTS THIS IS WHAT YOU TOLD US!

Questions	COMPARISON	
	2017	2018
<p>Are you happy with UFC? 95% of respondents said they were happy with UFC. 4.7% of respondents said they were not happy with UFC.</p>	95.6%	95%
<p>If you were seen by a UFC doctor in the past year, were you happy with the medical care you received? 95% of respondents said they were happy with their doctor. 5% of respondents said they were not happy with their doctor.</p>	94.1%	95%
<p>If your child was seen by a UFC doctor in the past year were you happy with the medical care you received? 75% of respondents said they were happy. 25% of respondents said they were not happy.</p>	82%	75%
<p>During the past year did you feel that your doctor respected your beliefs, culture and customs when talking to you or your child about your health care? 98.3% of respondents said YES. 1.7% of respondents said NO.</p>	82%	98.3%
<p>If you were pregnant during the last year, were you able to get an OB visit within 15 days? 23% of respondents said yes 77% of respondents said no</p>	46.8%	23%
<p>Is your provider office easy to access? 6.5% of respondents said yes 93.5% of respondents said no</p> <ul style="list-style-type: none"> Drop Off Too Far 23% Lack of Ramps 10% No Automatic Doors 15% Other 51% 		6.5%
<p>Is you called UFC in the past year, were you happy with the service you received? 93% of respondents said yes 7% of respondents said no</p>		93%
<p>During the last year, did you use UFC's Transportation Services? Were you happy with the service you received? 77% of respondents said yes 23% of respondents said no</p>		77%