



THE UNIVERSITY OF ARIZONA
HEALTH PLANS

University Family Care

MEMBER SATISFACTION SURVEY RESULTS – 2014

THIS IS WHAT YOU TOLD US!

Questions	2013	2014	Variance 2013 - 2014
If you have called University Family Care in the past year, were you happy with the service you received?	94.20%	93.7%	-0.47%
If you were seen by a University Family Care doctor in the past year, were you happy with the medical care you received?	96.1%	95.6%	-0.46%
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?	97.0%	97.4%	0.43%
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?	94.8%	96.5%	1.77%
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?	95.5%	95.8%	0.28%
2007-2012 Question Format - 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?	98.5%	97.7%	-0.84%
<i>2013-2014 Question Shift - In the last year, did you feel your doctor respected your beliefs, culture, and customs when talking to you or your child about health care?</i>			

Thank you for your participation!