



## 2019 MEMBER SATISFACTION SURVEY RESULTS

### THIS IS WHAT YOU TOLD US!

Questions	COMPARISON	
	2018	2019
<b>On a scale of 1-10, with 10 being the highest, how likely are you to recommend BUFC to friends or family members?</b>	NPS: 67.5	NPS: 66.4 ↓ 1.1%
<b>Are you happy with BUFC?</b> 95% of respondents said they were happy with BUFC. 4.7% of respondents said they were not happy with BUFC.	95%	96% ↑ 1%
<b>If you were seen by a BUFC doctor in the past year, were you happy with the medical care you received?</b> 95% of respondents said they were happy with their doctor. 5% of respondents said they were not happy with their doctor.	95%	95% 0%
<b>If your child was seen by a BUFC doctor in the past year were you happy with the medical care you received?</b> 75% of respondents said they were happy. 25% of respondents said they were not happy.	75%	83% ↑ 8%
<b>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?</b> 98.3% of respondents said YES. 1.7% of respondents said NO.	98.3%	97% ↓ 1.3%
<b>If you were pregnant during the last year, were you able to get an OB visit within 15 days?</b> 23% of respondents said yes 77% of respondents said no	23%	32% ↑ 9%
<b>Is your provider office easy to access?</b> 4% of respondents said no 96% of respondents said yes Drop Off Too Far 39% Lack of Ramps 14% No Automatic Doors 14% Other 33%	93.5% (Yes)	96% (Yes) ↑ 2.5%
<b>If you called BUFC in the past year, were you happy with the service you received?</b> 93% of respondents said yes 7% of respondents said no	93%	93% 0%

Questions	COMPARISON	
	2018	2019
<b>During the last year, did you use BUFC's Transportation Services?</b> 20% of respondents said yes 80% of respondents said no	20%	20% 0%
<b>Were you happy with the service you received?</b> 65% of respondents said yes 35% of respondents said no	77%	65% ↓ 12%