

2018 MEMBER SATISFACTION SURVEY RESULTS

THIS IS WHAT YOU TOLD US!

Questions	2018
Do you have a family member or know someone else that has ALTCS?	41%
Are you happy with BUFC? Are you happy with BUFC?	93%
If you were seen by a BUFC doctor in the past year were you happy with the medical care you received?	91%
Are you happy with your BUFC Case Manager?	96.7%
When you have medical questions does your doctor answer them?	94%
During the last year, did you use BUFC's Transportation Service?	34%
If yes, were you happy with the service you received?	77%
Do you find it hard to get to your provider's office from the parking lot? Drop off too far 15.7% No Ramp 9.3% No Automatic Doors 19% Other 56%	22%
During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you about your health care? Always 78% Usually 15% Sometimes 5.5% Never 1.5%	

Thank you for your participation!