



2016 MEMBER SATISFACTION SURVEY RESULTS THIS IS WHAT YOU TOLD US!

Questions	2015	2016
If you were seen by a UFC doctor in the past year, were you happy with the medical care you received?	92.7%	93.55%
If you were seen by a UFC doctor in the past year, were you happy with the service from the staff at the doctor's office?	96.27%	96.27%
If your child was seen by a UFC doctor in the past year, were you happy with the medical care he/she received?	91.5%	86.04%
If your child was seen by a UFC doctor in the past year, were you happy with the service from the staff at the doctor's office?	89.6%	95.54%
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?	97.47%	88.37%
If you called UFC in the past year were you happy with the service you received?	94.3%	93.25%

Open Ended- Questions and Rankings

What actions would you like to see UFC take to improve services?

Common Themes for Improvement

- Getting Appointments
- Dental and Vision Benefits
- More Available Specialists
- Updated provider listings
- Return Phone Calls from Providers

Thank you for your participation!