

## 2019 MEMBER SATISFACTION SURVEY RESULTS

### THIS IS WHAT YOU TOLD US!

Questions	2018	2019
On a scale of 1-10, with 10 being the highest, how likely are you to recommend B-UFC/ALTCs to a family member or friend?	53%	62% ↑ 1.5%
Are you happy with BUFC?	93%	94.5% ↑ 1.5%
If you were seen by a BUFC doctor in the past year were you happy with the medical care you received?	91%	93% ↑ 2%
Are you happy with your BUFC Case Manager?	96.7%	97% ↑ 1.7%
When you have medical questions does your doctor answer them?	94%	97% ↑ 3%
During the last year, did you use BUFC's Transportation Service?	34%	36% ↑ 2%
If yes, were you happy with the service you received?	77%	76% ↓ 1.5%
Is your provider office easy to access? <div style="display: flex; justify-content: space-between; margin-left: 20px;"> <div style="width: 30%;"></div> <div style="width: 20%; text-align: center;"><u>2018</u></div> <div style="width: 20%; text-align: center;"><u>2019</u></div> <div style="width: 30%;"></div> </div> <div style="margin-left: 20px;">           Drop off too far    15.7%    23%            No Ramp            9.3%    10%            No Automatic Doors 19%    33%         </div>	78%	80% ↓ 2%
During the last year, did you feel that your doctor respected your beliefs, culture and customs when talking to you about your health care?	78%	99% ↑ 21%

**Thank you for your participation!**