



THE UNIVERSITY OF ARIZONA HEALTH PLANS

University Family Care

2015 MEMBER SATISFACTION SURVEY RESULTS THIS IS WHAT YOU TOLD US!

Questions	2014	2015
If you were seen by a UFC doctor in the past year, were you happy with the medical care you received?	95.6%	92.7%
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?	97.4%	94.5%
If your child was seen by a UFC doctor in the past year, were you happy with the medical care he/she received?	96.5%	91.5%
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?	95.8%	89.6%
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?	97.7%	97.47%
If you called UFC in the past year were you happy with the service you received?	93.7%	94.3%



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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
- Have more specialist
- Updated provider listings
- Get call back from providers

How would you prefer to receive information from UFC?

Ranked by Preference

- US Mail
- Live Caller
- E-mail
- Newsletter
- Automated Caller
- Website
- Social Media

Thank you for your participation!