

CUSTOMER SATISFACTION SURVEY 2003 SUMMARY

METHODOLOGY

There were 910 questionnaires, accompanied by a letter from the Executive Director, mailed in October 2003. This first mailing was followed by a “reminder” postcard mailed two weeks later. A second copy of the survey was mailed to non-respondents approximately three weeks following the postcard mailing.

Survey Response Rate

The survey response rate was 62.5% with a total of 569 surveys returned.

Time Enrolled

The greatest number, 38.3%, responded their children had been on the Program for 1 to 2 years, 27.2% for less than one year, and 34.1% for more than 2 years.

Health Status

Over three quarters, 78.8%, of survey respondents rated their child’s health as “Very Good” or “Excellent,” 17.4% as “Good,” and 3.7% as only “Fair” or “Poor.”

MEDICAL HOME

Regular Family Doctor Upon Enrollment

73.1% of children did have a regular family doctor prior to enrolling in the Program, and 26.2% of children did not have a regular family doctor before they enrolled in the Program.

Family Doctor Change After Enrollment

Of those children who did have a family doctor prior to their enrollment in the Program, only 3.3% had to change physicians once they had enrolled.

Changed Doctor

About 10% of respondents changed doctors because they were dissatisfied with care since they enrolled in the Program.

Harder Or Easier To See Doctor

Only one respondent, .2%, reported that it was harder to see a doctor since enrolling their child in the Program, 23.7% reported that it was easier, and 75.6% said it was about the same.

Travel Time To Doctor

50% of respondents travel less than 10 miles to see a doctor, over 20% of respondents travel more than 20 miles to see a doctor, and approximately the same percent (over 20%) travel less than 5 miles to see a doctor.

MEDICAL HOME

Respect Shown By Doctor And Staff

80% of respondents reported they are always treated with respect by their child's doctor and his/her staff, and another 19% report that this is usually the case.

Specialist Referral

61.6% of the respondents felt their child should see a specialist, 52.8% (of the 61.6%) received a referral "Every Time," and 8% (of the 61.6%) received a referral "Sometimes."

Rating Quality of Doctor Care

Almost 90% (89.6%) of respondents rated the care their child received from the doctor as "Very Good" or "Excellent."

PREVENTIVE CARE

Preventive Care Doctor Visits

80% of respondents reported making one or more visits to the doctor's office for preventive care.

Dental Care Visits

A little over two-thirds, 67.5%, of respondents reported using the WVCHIP insurance card for dental services, and 63.1% (of the 67.5%) were for check-ups and cleaning only.

SATISFACTION WITH WVCHIP

Quality Of Care Change

57.1% of respondents felt the quality of care their child received improved after enrolling in the Program.

46% reported they were "Much Better Off Now"

10.6% reported they were "Somewhat Better Off"

41.1% reported they were "About The Same"

1.4% reported they were "Somewhat Worse Off"

Overall Satisfaction

75% reported they were "Very Satisfied" overall with WVCHIP

24% reported they were "Satisfied" overall with WVCHIP