

Maricopa Health Plan 2011 Member Satisfaction Survey Results

Maricopa Health Plan (MHP) conducted a Member Satisfaction Survey from January 10, 2011 through February 28, 2011. The survey is a tool used by MHP to measure how our members rate our providers and health plan services. The data collected helps MHP identify strengths and areas where service can be improved.

MHP used a survey organization named Cvent to collect the data and analyze the results. Cvent also compared our results from prior years to identify where the MHP had made improvements. MHP improved in all categories as compared to results from prior years. The following chart lists questions asked and response rate generated by “Yes” and “No” answers.

Maricopa Health Plan	2007	2009	2011	Variance
Questions				
If you have called Maricopa Health Plan in the past year, were you happy with the service you received?	N/A	91%	92.8%	1.8%
If you were seen by a Maricopa Health Plan doctor in the past year, were you happy with the medical care you received?	94.0%	92%	95.2%	3.2%
If you were seen by a Maricopa Health Plan doctor in the past year, were you happy with the service from the staff at the doctor's office?	93.0%	92%	96.0%	4.0%
If your child was seen by a Maricopa Health Plan doctor in the past year, were you happy with the medical care he/she received?	91.0%	86%	91.1%	5.1%
If your child was seen by a Maricopa Health Plan doctor in the past year, were you happy with the service from the staff at the doctor's office?	89.0%	86%	92.4%	6.4%
In the last year, how often has a doctor talked with you about culture, beliefs and customs when talking about you or your child's health care?	46.0%	37.5%	39.6%	2.1%

*Prior Year Calculation identified incorrect denominator - corrected & recalculated