



Member Satisfaction Survey 2015

At Better Health (BET) we want to know what you think of your doctors and our services. Your answers tell us what you think we are doing right and what you think we need to do better. We ask our adult members and our children how happy they are with our services.

Better Health sent out a satisfaction survey to a group of members. Maybe you were one of them! We use CAHPS. That stands for Consumer Assessment of Healthcare Providers and Systems survey.

Below is what our members told us.

What we are doing right ...

- Our members are happy with their doctor and their care.
- Their doctor listens to them and respects what they say.
- Our adult members said they got care quickly.

What we need to do better...

- Make it easier to get care that is needed.
- Make it easier to see a specialist.
- Doctors should tell members about how to avoid illness.
- Doctors should know about the care that members get from other doctors.

Adults with children also told us....

- Doctors should be easier to understand.
- Doctors should spend more time with the child.

We will work together with your doctors to better serve you but we need your help!

How you can help ...

- Fill out a survey if you get one.
- Write down your questions before you go to the doctor.
- Tell your doctor if you saw another doctor.
- Ask your doctor about tests that would be right for you.
- Ask questions so you understand what your doctor is telling you.
- Tell your doctor about all the medicines you take.

