



First Nations Health Authority  
Health through wellness

# FNHA Health Benefits Client Satisfaction Survey

## FREQUENTLY ASKED QUESTIONS

### Why a client satisfaction survey?

The First Nations Health Authority (FNHA) is committed to providing high quality Health Benefits programs and services with and for BC First Nations. Hearing from the clients we serve lets us know how we are doing – what’s working well and where we need to focus to make improvements.

The FNHA seeks a robust approach to measuring how well we are doing. Developing a performance measure in the area of Health Benefits is a priority for the FNHA. In 2017/2018 we will use the survey responses provided to develop a baseline measure in the area of client satisfaction of FNHA Health Benefits. We will then be able to measure ourselves against this data year after year as we review how our services are received and continue to advance our commitment to cultural safety and lateral kindness.

### Who can fill in the survey?

It is open to anyone who has made a claim with FNHA Health Benefits. We hope to hear from as many of our clients as possible. Please note that respondents under the age of 19 must have the survey completed by a parent or guardian.

### How can I fill in the survey?

We launched the online version of the survey in November 2016 and just recently have made the same survey available as a printable PDF for those clients who do not have access to the online version. Please print and share the PDF version with community, family members, Elders and friends who use FNHA Health Benefits. Mailing information can be found below.

### What kind of questions will I be asked?

The survey asks about experiences you may have had making a claim with FNHA Health Benefits. You will be asked about the type of claim, your satisfaction with the experience and if you have any suggestions for us. We also ask for your age group and region of residence.

### Ensuring your privacy

This is an anonymous survey. We will not collect any personally identifying information, such as name or email address.

### How long will the survey take?

It takes approximately 5-10 minutes to complete.

## For those who completed a paper version - *Where to send your survey?*

You can send us your paper copy:

**BY MAIL:** First Nations Health Authority  
First Nations Health Benefits program  
540-757 West Hastings Street  
Vancouver, BC V6C 1A1

**BY FAX:** 1-888-299-9222

**BY E-MAIL:** [HealthBenefits@fnha.ca](mailto:HealthBenefits@fnha.ca)

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## Marking our progress – *How will the results be used?*

The survey will stay open on an ongoing basis so you can fill it out at any time. Respondents can fill out the survey repeatedly as they have new interactions with Health Benefits.

FNHA will initially compile the results in spring of 2017. These results will provide a benchmark to allow us to measure changes in satisfaction over time.

Going forward, FNHA will review survey responses on an ongoing basis.