



First Nations Health Authority
Health through wellness

FNHA Health Benefits Client Satisfaction Survey

FNHA is committed to quality improvement and we want to hear from you! The purpose of this survey is for you, as a client of Health Benefits, with the opportunity to provide feedback on the quality of service received in your most recent experience. Survey data will be used to improve Health Benefits services for BC First Nations. This survey should only take 5 minutes of your time.

Today's Date (MM/DD/YY): _____ / _____ / _____

"I confirm that I am 19 years or older"

Required to proceed

Who are you responding to this survey on behalf of?

Myself

A minor for whom I am the parent or guardian

Another adult who requires assistance

PART 1

Satisfaction with your Recent Health Benefits Experience

What was your most recent experience with Health Benefits in regards to? (Select one)

Pharmacy

Medical Supplies (Wheelchair, glucose test strips, ostomy supplies, etc.)

Dental

Counselling – Indian Residential School program

Vision Care

Counselling – Short-term Crisis Intervention

Medical Transportation

Eligibility and/or BC Medical Service Plan (MSP)

How long ago was your most recent experience with Health Benefits?

Less than 3 months ago

7-12 months ago

3-6 months ago

More than 12 months ago

Was your claim covered to your satisfaction?

Yes

I'm not sure / still in process

No

Not applicable

Who were you in contact with regarding your claim?

- First Nations Health Authority representative (e.g. Claim Assessor, Benefit Service Representative)
- Local First Nations health service organization staff
- Benefit provider only (e.g. pharmacist, optometrist, dentist)
- I'm not sure
- Prefer not to answer

If you answered "Local First Nations health service organization staff" to above:

What is the name of the First Nations health service organization you received services from regarding your claim?

Complete the following if you received service from FNHA or a local First Nation health service organization:

Measures of satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
It was easy to get in contact with a representative						
The representative was knowledgeable						
The representative was committed to helping me						
The representative was respectful						

All respondents please complete the following:

Measures of satisfaction	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
My claim (or request) was processed quickly						
It was easy to find the information I was looking for						
I was satisfied with the service overall from Health Benefits						

Did your recent experience change your level of satisfaction with the program overall?

- Satisfaction increased significantly
- Satisfaction increased somewhat
- No change in satisfaction
- Satisfaction decreased somewhat
- Satisfaction decreased significantly
- Not applicable

What is one thing we could do to improve customer service? (Optional)

What is one thing we are doing well in terms of customer service? (Optional)

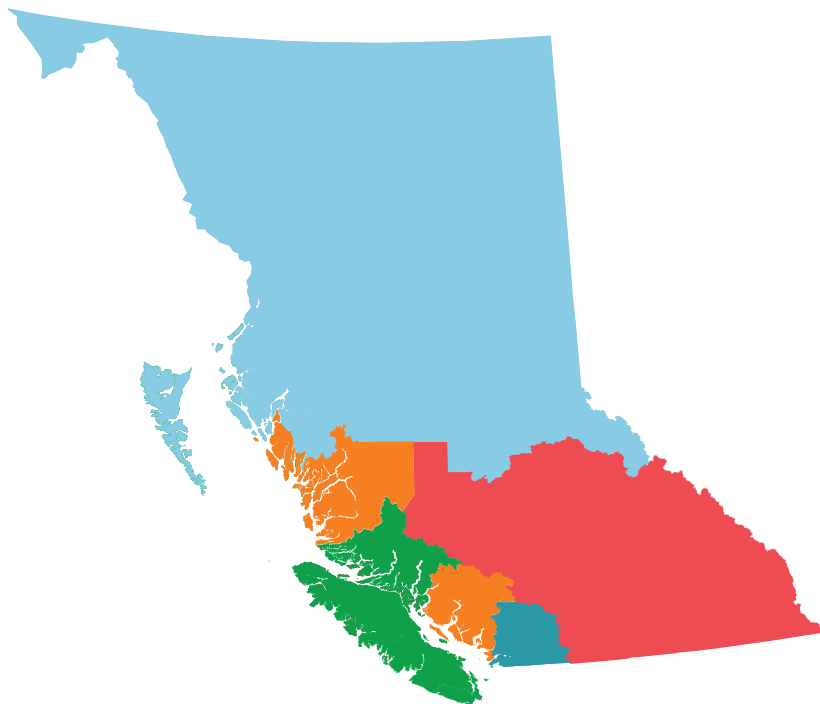
Do you have any additional comments or questions? (Optional)

PART 2

Some information about you to provide context for your response (Optional)

In which region do you live?

- Fraser-Salish Vancouver Coastal Northern
 Interior Vancouver Island Prefer not to answer



- Fraser-Salish
- Interior
- Northern
- Vancouver Coastal
- Vancouver Island

What are the first three digits of your home address postal code? (Optional): _____

Which age group are you in?

- 18 years or younger 30 - 39 years 50 - 64 years Prefer not to answer
 19 - 29 years 40 - 49 years 65+ years

How did you hear about this survey?

- FNHA website Local First Nations health service organization
 FNHA e-blast newsletter Band office or local administration office
 FNHA representative Other (Specify) _____
 FNHA Facebook page Prefer not to answer

Thank you for completing the survey!



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