

Dear Colleagues:

The **Healthcare Subcommittee of the Committee on Faculty Welfare** is conducting a survey to learn more about faculty satisfaction with the various health insurance plans as well as the large healthcare providers in the San Diego area. We are trying to learn if the insurance plans and the large health care providers are meeting your needs.

Please return this anonymous questionnaire to Darlene Salmon via email (desalmon@ucsd.edu) by July 10. We will collate the information and have it available for you in time for open enrollment.

Joel Dimsdale, M.D, Chair
Dennis Smallwood, PhD
Ben Williams, PhD

I. General Information

Age _____

Gender _____

II. Health Care Information

What is your health insurance plan?

- Anthem Blue Cross Plus PPO
- Anthem Blue Cross PPO
- Cigna
- CORE CA
- Health Net
- Kaiser

Where are most of your health services provided?

- Kaiser
- Scripps
- Sharp
- UCSD
- Other _____

III. Overall satisfaction with your health service provider Rate your overall satisfaction with the health services you have received on a 1-7 scale, with 1 meaning that you are very satisfied, and 7 that you are very dissatisfied

1 2 3 4 5 6 7

IV. Types of problems you have encountered: Rate their severity on a 1-7 scale with 1 meaning that you are satisfied with the services you have received and 7 meaning that the problems have been significant and serious.

Ease of contacting your provider's office

1 2 3 4 5 6 7

Timeliness of physician appointments for a non-emergency clinic visit

1 2 3 4 5 6 7

Appointments of sufficient duration for desired information

1 2 3 4 5 6 7

Access to specialists

1 2 3 4 5 6 7

Appointments for major diagnostic tests, e.g., X-rays, colonoscopies

1 2 3 4 5 6 7

Obtaining authorization for lab tests

1 2 3 4 5 6 7

Insurance problems

1 2 3 4 5 6 7

Care while hospitalized

1 2 3 4 5 6 7

Continuity of care by your primary care physician

1 2 3 4 5 6 7

V. If you have encountered major problems with the health services, please provide details as to the nature of the problem, the clinic, etc.

VI. What aspects of your health services have you been most pleased with?
