

## NorthernBridges' 2010 Member Satisfaction Survey Summary of Results

Question	Satisfied ("always" or "most of the time")	Unsatisfied ("sometimes", "almost never", or "never")
1. I am satisfied with the work that my care manager and nurse (or team) does for me.	90%	10%
2. I participate in making decisions about the services I will receive.	89%	11%
3. I would recommend this program to a friend.	84%	16%
4a. My care manager listens to my concerns	92%	8%
4b. My nurse listens to my concerns.	90%	10%
5a. I get help from my care manager when I need it	91%	9%
5b. I get help from my nurse when I need it.	88%	12%
6a. I understand information my care manager shares with me.	89%	11%
6b. I understand information my nurse manager shares with me.	89%	11%
7a. I feel comfortable asking my care manager questions.	92%	8%
7b. I feel comfortable asking my nurse questions.	93%	7%
8a. I am happy with the quality of services I receive.	88%	12%
8b. I am happy with the timeliness of the services I receive	89%	11%
9. I am comfortable with the people who help with my personal care.	93%	7%