



First Steps For Parents  
Satisfaction Survey Results for 2006



CASE MANAGEMENT SPECIALISTS, INC.

... PROMOTING CONSUMERISM IN HEALTH CARE

# First Steps For Parents

## Maternity Education Satisfaction Survey Results for 2006

	Very satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	N/A
1. If you enrolled on-line, how satisfied were you with:					
a. The process of scheduling an appointment.	88%	11%	1%	0%	0%
b. The availability of appointment times.	79%	18%	3%	0%	0%
c. With the links to other websites.	72%	28%	0%	0%	0%
2. If you enrolled via the toll free number, how satisfied were you with:					
a. The available appointment times.	94%	6%	0%	0%	0%
b. The ability to speak with a nurse.	96%	4%	0%	0%	0%
3. Considering your interaction with the nurses, how satisfied were you with:					
a. The nurses knowledge of your pregnancy and needs.	95%	5%			
b. The length of time provided to you during your phone calls.	98%	2%			
c. The frequency of the phone calls.	90%	10%			
d. The professional manner of the staff.	99%	1%			
4. In regards to the educational materials provided to you, how satisfied were you with:					
a. The choices available to you through the coupon program.	68%	24%	4%	0%	3%
b. The time it took for you to receive your materials.	84%	8%	1%	1%	6%
5. Overall, how satisfied were you with the First Steps For Parents maternity education program?	93%	7%			
	<b>YES</b>	<b>NO</b>			
6. I would re-enroll in the program with future pregnancies.	99%	1%			
7. I would recommend the First Steps for Parents program to others.	99%	1%			
8. The First Steps for Parents program adds value to my health plan membership	99%	1%			
9. Overall, this maternity education program had a positive impact on the health of my pregnancy.	98%	2%			

**Please note:** During 2006 527 surveys were returned.

## **Comments from FSFP Survey (4th Quarter comments only)**

- 1 I had a very difficult pregnancy and was hospitalized for three months. Lori, the maternity nurse, was extremely helpful for me. I really appreciated their continued support.
- 2 My nurse, Lori, was awesome - she helped me feel very at ease with questions and concerns I had during the pregnancy.
- 3 Lori was great!
- 4 Sandy was very friendly and easy to talk to.
- 5 My nurse was awesome and had great information!
- 6 Sandy was fantastic. She gave me hope during my pregnancy. I looked forward to her phone calls and knew I would get all my questions and concerns answered.
- 7 Sandy was full of helpful information and did a great job of personalizing the program to my particular needs. I feel this is a great service offered to members. Thank you.
- 8 I really enjoyed and learned so much from talking to Sandy. She was wonderful! Thank you.
- 9 It's nice to have the additional feedback and advice of a nurse during pregnancy. Good Program!
- 10 Thank you for the free book! My husband and I chose The First Year Week By Week, and it's very informative and useful. I also appreciated the calls from the nurses. They were always friendly and good listeners.
- 11 The nurse was terrific. She was very easy to talk to and very knowledgeable.
- 12 The nurse was wonderful and very knowledgeable. Extremely helpful to me by answering many questions!
- 13 A wonderful program with knowledgeable staff.
- 14 The nurse was always pleasant and knowledgeable. It was comforting to have someone understand the needs of a high-risk pregnancy without explaining all of the details. The nurses were already well informed. Thanks
- 15 I think members do not need this program. I had all questions answered by my doctor. I enrolled only for the \$50 savings bond. This program costs a lot. I would gladly give up the \$50 to keep our insurance costs down.
- 16 Thanks for everything! It was a wonderful program to be a part of.
- 17 This is a great program. Sandy was an awesome support person throughout my pregnancy.
- 18 Lori, my maternity nurse was so nice and knowledgeable. I hope that I get to be in contact with her again for future pregnancies.
- 19 My nurse was very friendly and I enjoyed speaking to her. She gave me good advice during my pregnancy.
- 20 I found this program to be extremely helpful. I want to thank Sandy for all of her time and assistance throughout my pregnancy.
- 21 Participated with First Steps for all 3 of my pregnancies and was completely comfortable and satisfied.
- 22 My nurse (Lori) did an excellent job!
- 23 The staff was great! A lot of help.

- 24 Lori the nurse is very friendly and knowledgeable!
- 25 Sandy was very friendly and helpful. I felt very comfortable talking with her. Thank You!
- 26 My nurse (Lori) was very helpful and easy to talk to!
- 27 It was also reassuring to have someone knowledgeable in this area to explain different phases of the pregnancy to me.
- 28 my questions were always clearly answered. Sandy was a great nurse resource. Thanks.
- 29 Sandy, my assigned First Steps nurse, was knowledgeable, patient, and very reassuring. This program is a fantastic benefit to members!
- 30 I really enjoyed talking with Lori. She had a lot of helpful tips and information.
- 31 Lori, my nurse, was wonderful, she was very professional but also very personal and caring! I felt very comfortable asking her any questions I had.
- 32 Lori, my maternity nurse, was very helpful and informative, spending just enough time talking with me each time. I am very glad I enrolled in this program.
- 33 I was pleased with the nurse that I had and her commitment to my case. She was also available between scheduled calls for things that came up incidentally. She always had comforting advice and if she didn't know something offered to look it up.
- 34 I can't thank Sandy enough for her support, knowledge... She made a huge difference in my #2 pregnancy by sharing her expertise. She helped me by answering all questions/or provided me with confidence and words to communicate with my doctor.
- 35 Lori was a great nurse to talk to. She spent time with me and used encouraging words. She was very supportive.
- 36 Because I had a complicated pregnancy, it was extremely helpful to have additional medical input and advice. The nurse/nurses always seemed aware of the details of my pregnancy and were excellent resources.
- 37 What a great resource! The nurse was helpful, friendly and very knowledgeable! Thank you so much.
- 38 Awesome program.
- 40 I really enjoyed speaking with Nurse Sandy. She was a GREAT resource!
- 41 Sandy was always pleasant to talk to. She listened to my concerns and gave me advice on things to watch for in my pregnancy. Thank you Sandy!