



2017 VFC Provider Satisfaction Survey

December 2018

The VFC Program would like to thank all providers who completed the 2017 VFC Provider Satisfaction Survey which was linked to last year's VFC Provider Recertification. Eighteen percent of VFC practices participated in the survey and the results were analyzed.

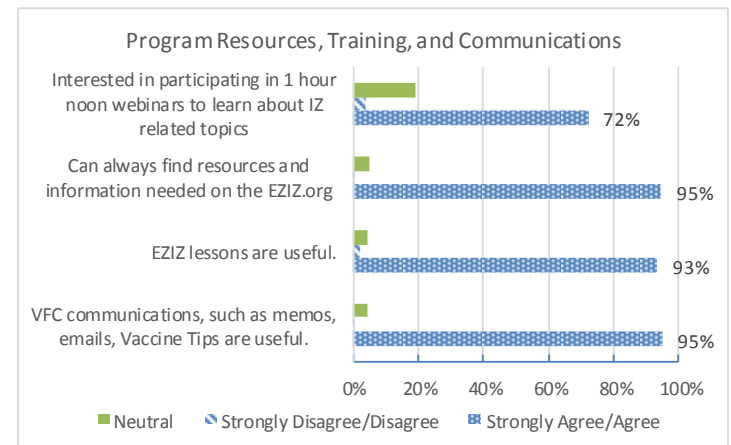
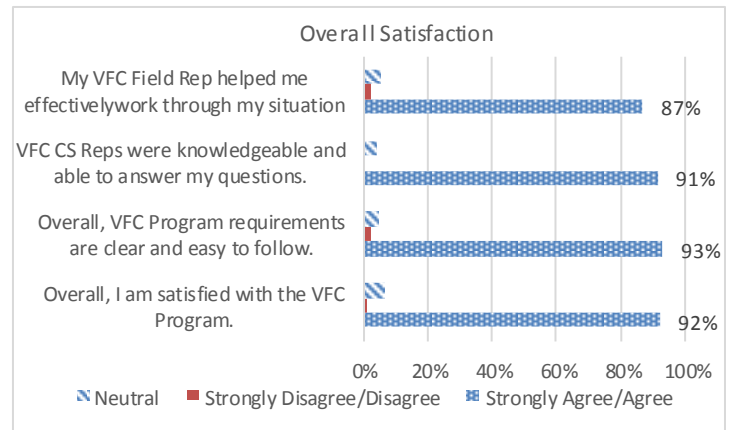
Overall Results

Overall, the results were positive. At least 92% were satisfied with the program in general and thought that their participation helped improve their practice's immunization coverage levels. Eighty-six percent strongly agreed or agreed that recertification is easy to complete.

As a participant in the program, enrolled providers must adhere to a vast array of program requirements. 93% reported that overall, requirements are clear and easy to follow. With the digital data logger (DDL) requirement that became effective on Dec. 1, 2017, providers must download and review the temperature data from their DDL every 2 weeks. 85% of respondents report doing this routinely however, 88% agreed that DDLs would help their practice with temperature monitoring especially for out of range temperatures. These findings indicate that the transition to implement this fairly new requirement is still ongoing.

Over 84% strongly agreed or agreed that the VFC Customer Service Representative was knowledgeable, courteous, and professional, and had helped solve to their satisfaction various issues including ordering, out of range temperature reporting, etc.

Eighty six percent of respondents or more found that VFC office visits gave them helpful resources, resulting in changes to improve their immunization practices. In regards to their interactions with VFC Field Representatives outside of site visits, 87% agreed that VFC Field Representatives were timely in their responses to their inquiries and had assisted them through their problem. At least 90% thought their Field Representative was courteous, professional, knowledgeable, and able to answer their questions.



As VFC improved their online ordering and reporting of out-of-range temperatures on SHOTS, at least 90% of providers have embraced the available resources on MyVFCvaccines.org and agree that ordering vaccines online is easy and straightforward.

Over 93% of respondents found EZIZ lessons and VFC program communications including memos, emails, and Vaccine Tips to be useful. 95% reported being able to always find resources and information that they needed on EZIZ.org.

In conclusion...

Overall, the survey demonstrates VFC participants' high levels of satisfaction with the VFC Program. VFC remains committed to continue improving the Program in order to better meet the needs of enrolled providers.