

CLIENT SATISFACTION SURVEY RESULTS

Here's what we learned from our recent Client Satisfaction Survey:

Length of Partnership with Atrium Health Employer Solutions

64% partnered for more than 6 years

83% partnered for more than 4 years

Likelihood to Recommend

89% definitely would or would be likely to recommend Atrium Health Employer Solutions

Satisfaction with Atrium Health Employer Solutions Team

Accessibility:

97% very satisfied/satisfied

Acts in best interest:

97% very satisfied/satisfied

Knowledgeable:

98% very satisfied/satisfied

Professional:

100% very satisfied/satisfied

Responsive:

98% very satisfied/satisfied

Satisfaction with Services Offered

95%

agreed they are strongly satisfied or satisfied with services offered

Likelihood to Consider Additional Services

84% are highly likely or likely to consider Atrium Health Employer Solutions as a provider for additional health and wellness services

Principle Decision Factors

- Quality of healthcare provided
- Convenience/access
- Ease of process support related to...services/administrations

Most Utilized Services

- Occupational medicine and worker's compensation (70%)
- Biometric screenings (43%)
- Health fairs (32%)
- Health coaching (20%)
- On-site clinics (17%)