

**FAA AMCS Customer (AME)
Satisfaction Survey 2004**

FAA Aerospace Medical Certification Services Customer Satisfaction Survey 2004

David Schroeder, Ph.D.

Melanie Dennis, M.A.

Dana Broach, Ph.D.

Carolyn Dollar, M.S.

Aerospace Human Factors Research Division

Civil Aerospace Medical Institute



Survey Development

- Prototype survey items based on previous 2000 survey
- Items revised in response to input from AAM personnel





Final Survey Content

75 items, referencing the *past year*

- Demographic Data
- Medical Certification Issues
- Interactions with RFS
- Interactions with AMCD
- Aerospace Medical Certification Internet System (AMCS)
- Digital ECG System
- FAR Publications and Internet Site
- Quality and Effectiveness of AME Services

Survey Administration

- Letters requesting that AMEs respond to the survey were distributed in September 2004 to 4,069 domestic AMEs
- AMEs were given a password and website to complete the survey electronically
- A postcard was included for the AME to request a hard copy of the survey, if desired





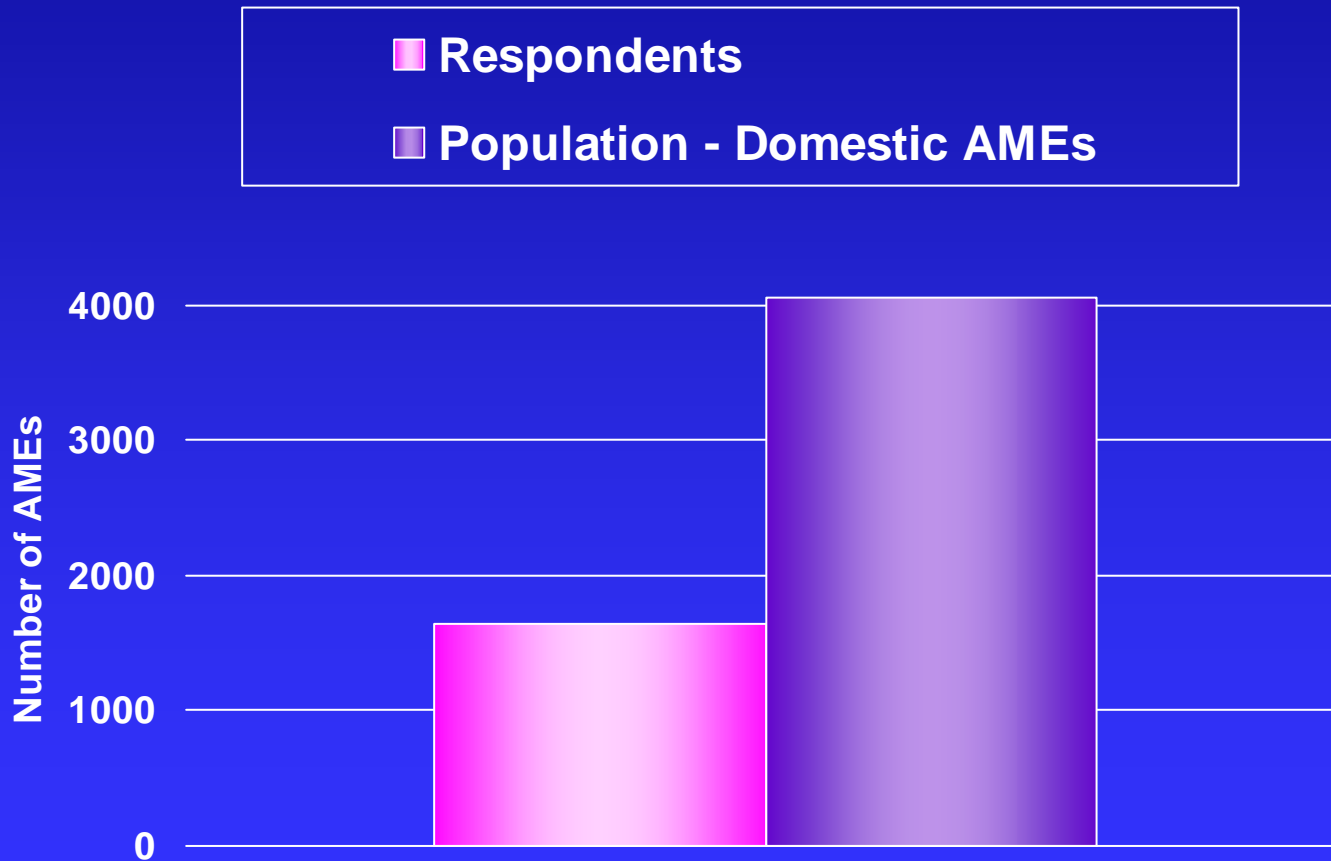
Respondents

- N = 1,643 (~ 41% response rate)
- 1,297 online respondents (79% of respondents)
- 346 hard copy respondents (21% of respondents)
- Of those who requested a hard copy within the time frame allowed, 63 percent returned a survey in time for analysis

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Demographics of Survey Respondents



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Demographics of Survey Respondents

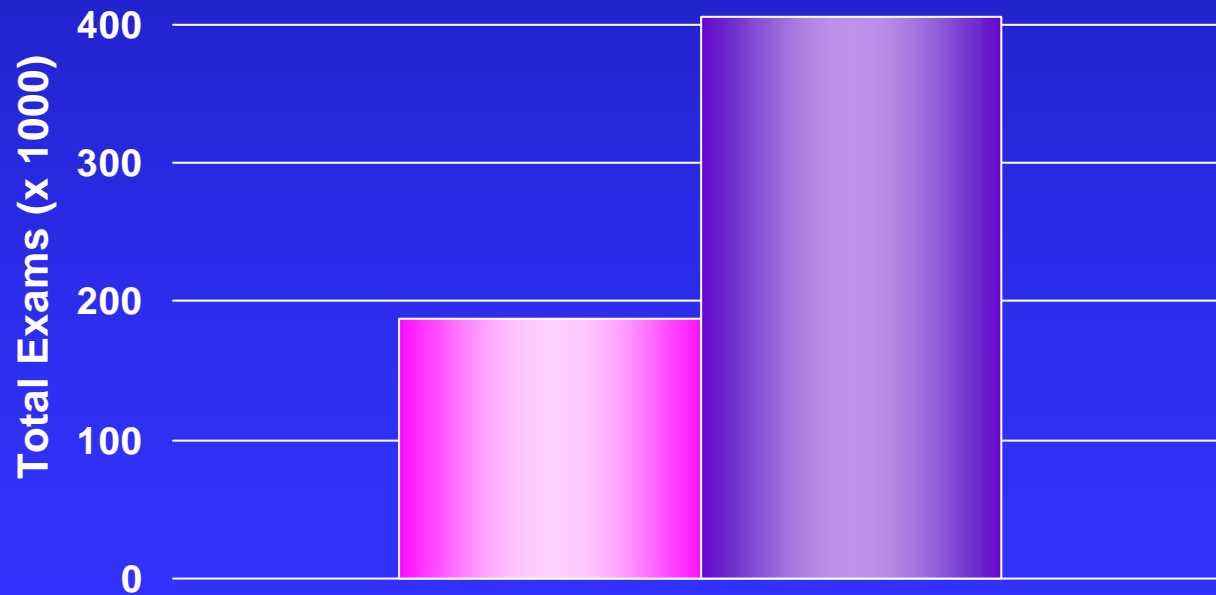


N = 1190

Mean = 158

Median = 50

Maximum = 5075





Demographics of Survey Respondents

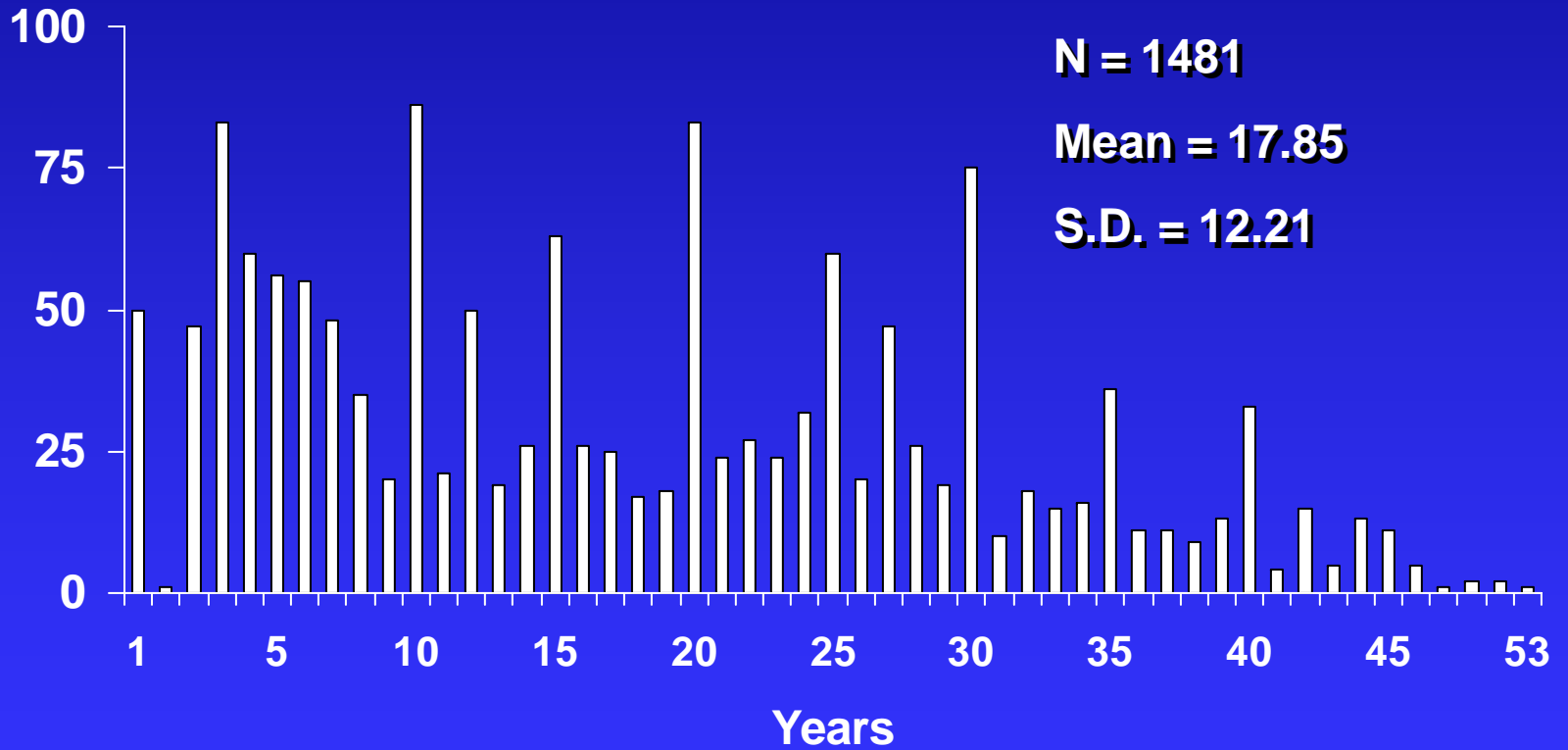
Return Rates by *Number* of Examinations:

	Total	Online	Hard Copy
Low (0-12)	162	125	37
Med (13-40)	353	262	91
High (41+)	675	473	202
Missing	453		

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How long have you been an AME?





Demographics of the Survey Respondents

Return Rates by *Years* of Examinations:

	Total	Online	Hard Copy
Low (0-8)	442	364	78
Med (9-22)	505	423	82
High (23+)	534	360	174
Missing	162		



Demographics of Survey Respondents

Examination Class				
	Percent First Class	Percent Second Class	Percent Third Class	Sum (Row %)
Respondents (188,022 Total Reported Exams)	20	24	56	100
Domestic Population (405,657 Total Exams)	46	21	34	101*

***Row total does not equal 100% due to rounding.**

Demographics of Survey Respondents

Certification Status						
	Same Day Issue (%)	2-14 Day Issue (%)	Total AME Issue (%)	Deferred (%)	Denied (%)	Sum* (Row)
Respondents (188,022 Total Reported Exams)	84	7	91	7	1	99
Domestic Population (405,657 Total Exams)	**	**	96	4	<1	100

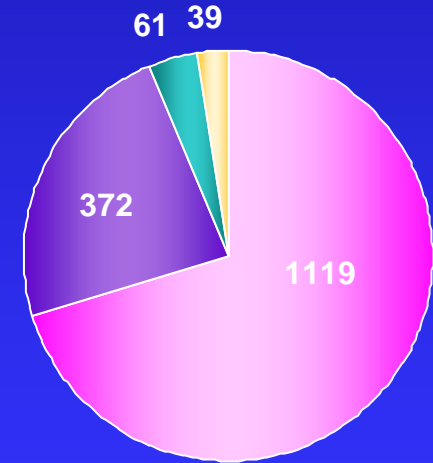
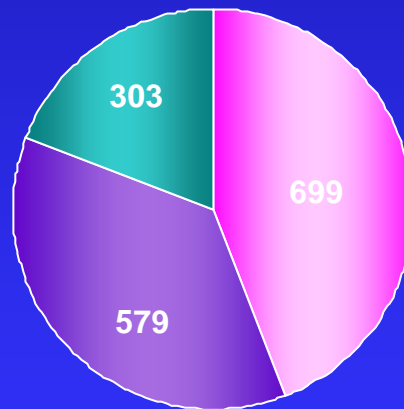
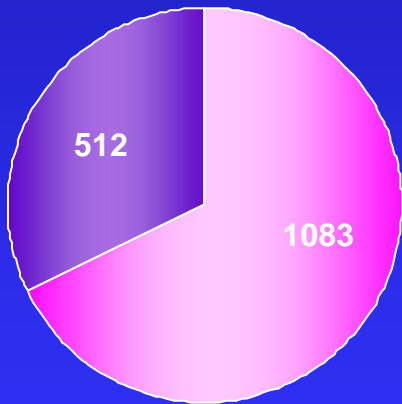
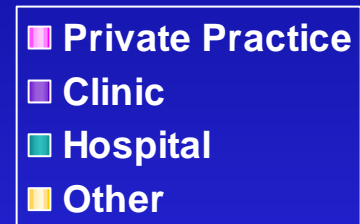
***Row totals do not equal 100% due to self-report error and rounding, respectively.**

**** Data unavailable.**



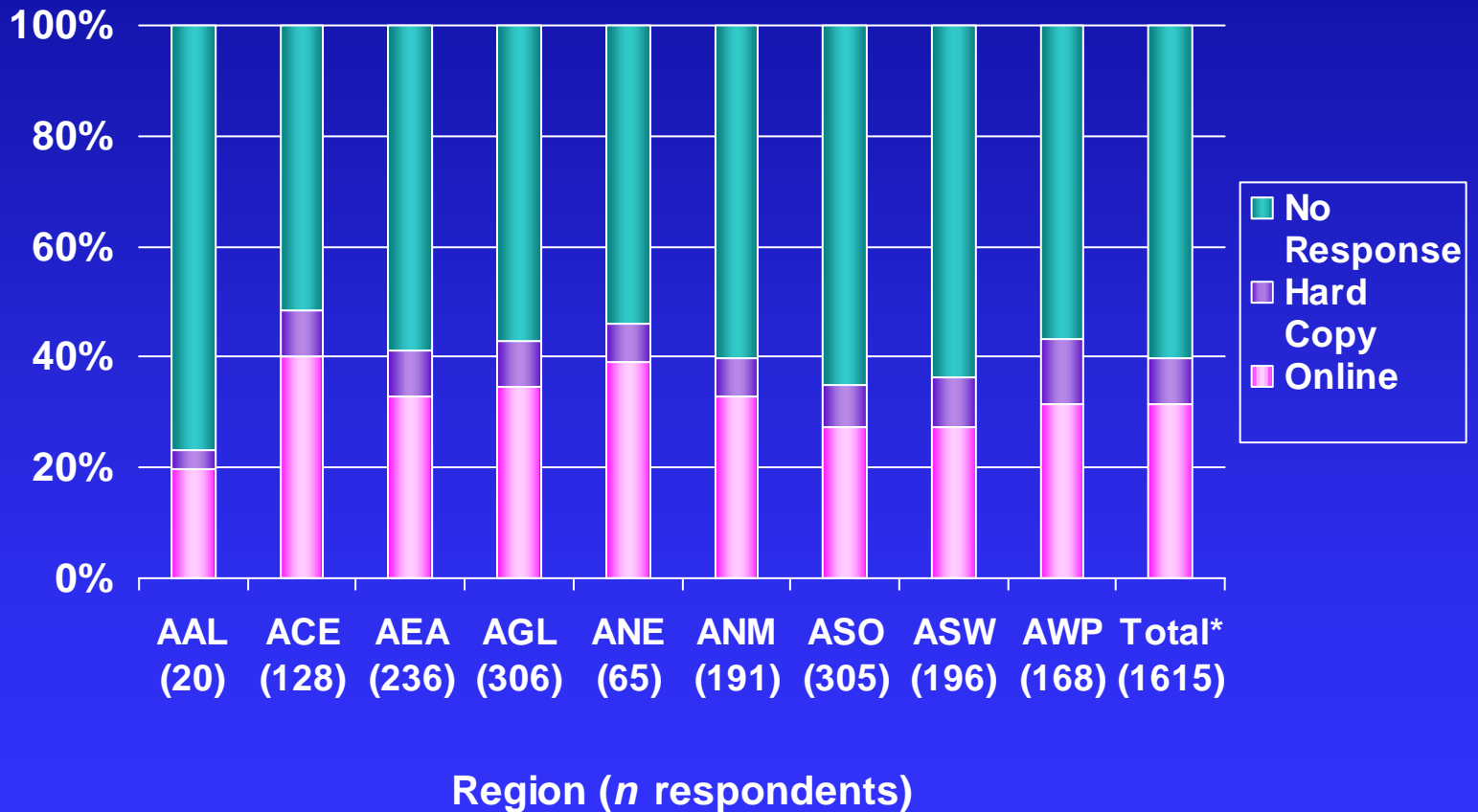


Demographics of Survey Respondents: Practice Characteristics



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Survey Participation by Region



***28 respondents did not indicate region, and are therefore not included in data for this slide**





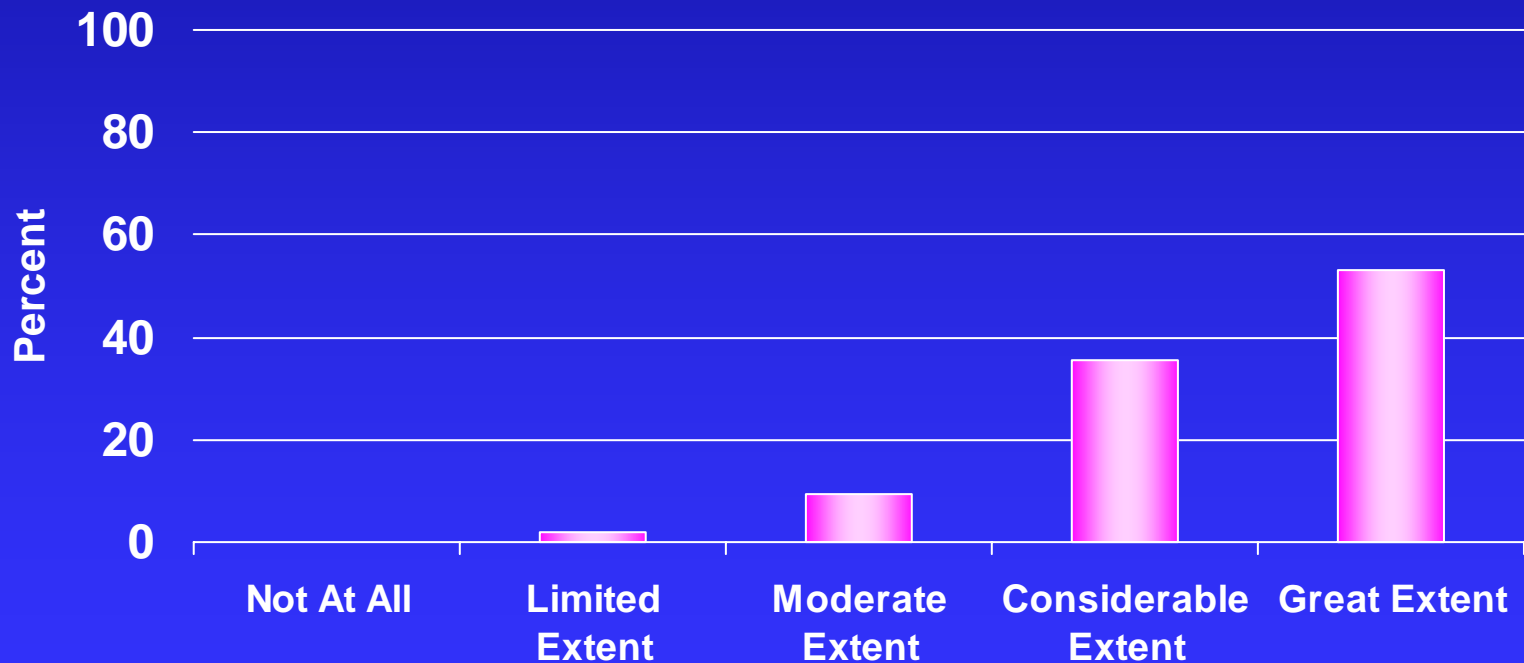
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Results

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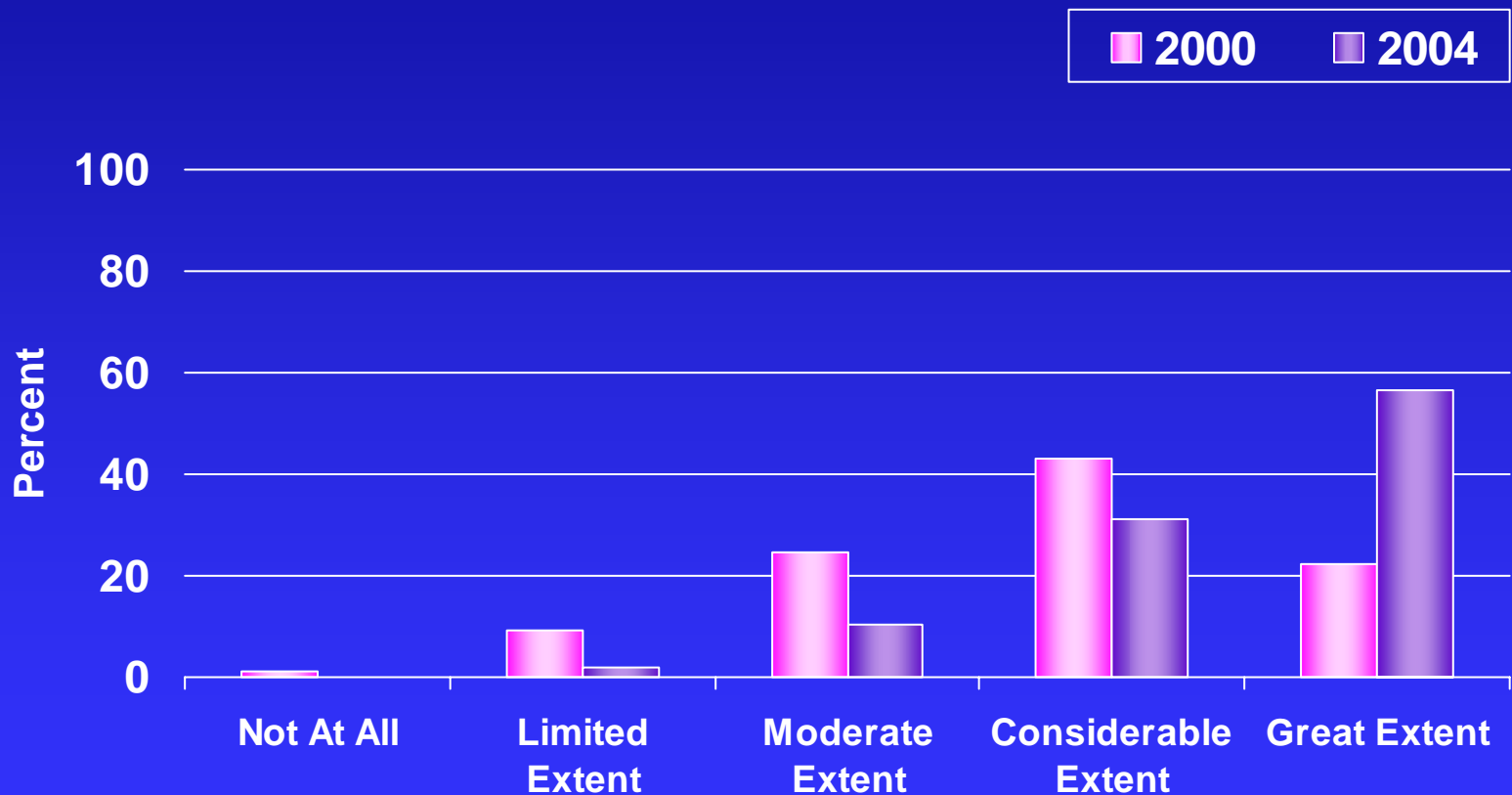
Based on your experience during the past year, *to what extent* do you feel that the standards and guidelines for deferrals are reasonable and appropriate from a medical standpoint?



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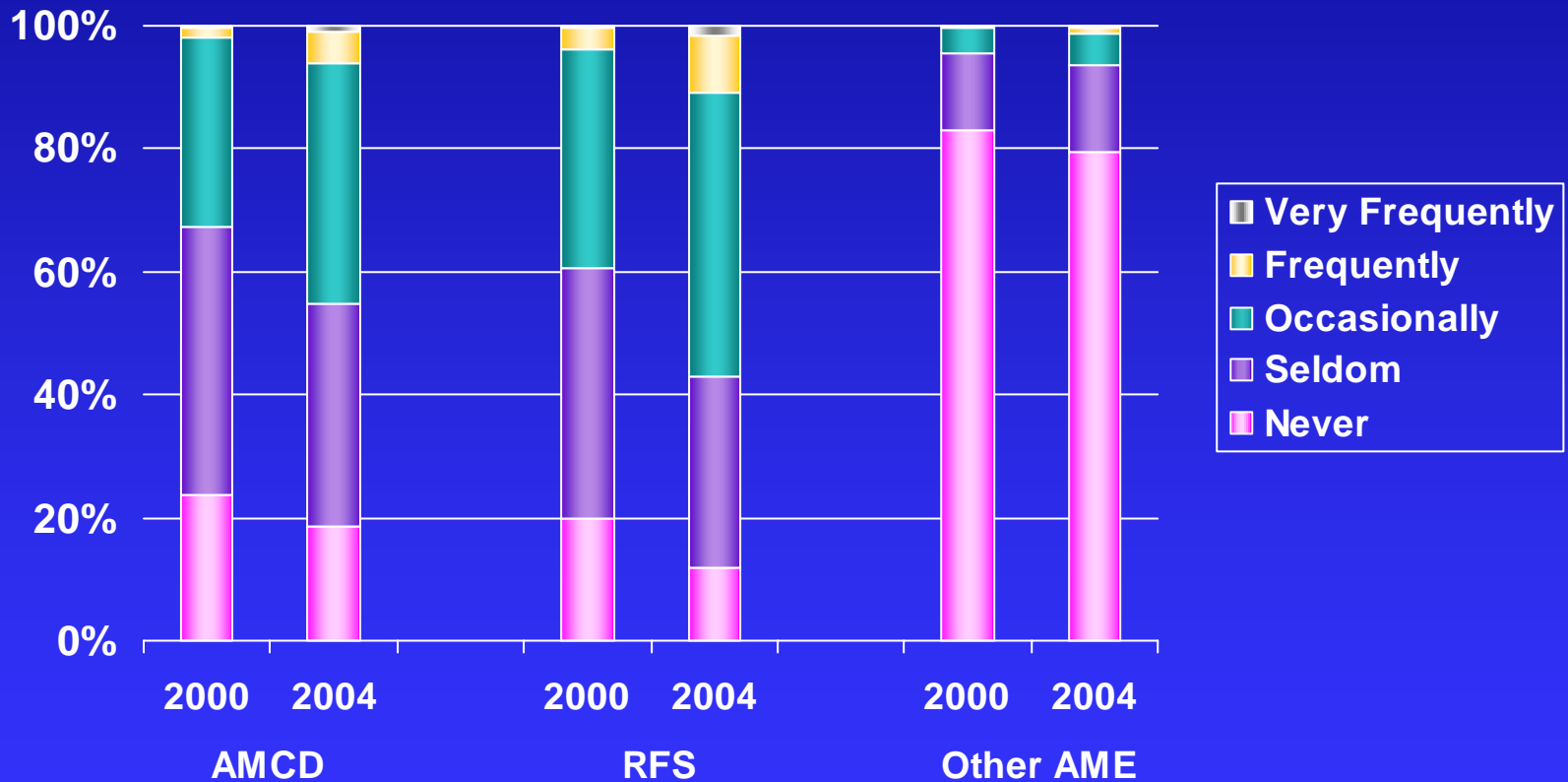
Based on your experience during the past year, *to what extent* was the AME training provided by the FAA useful?



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Satisfaction Survey 2004



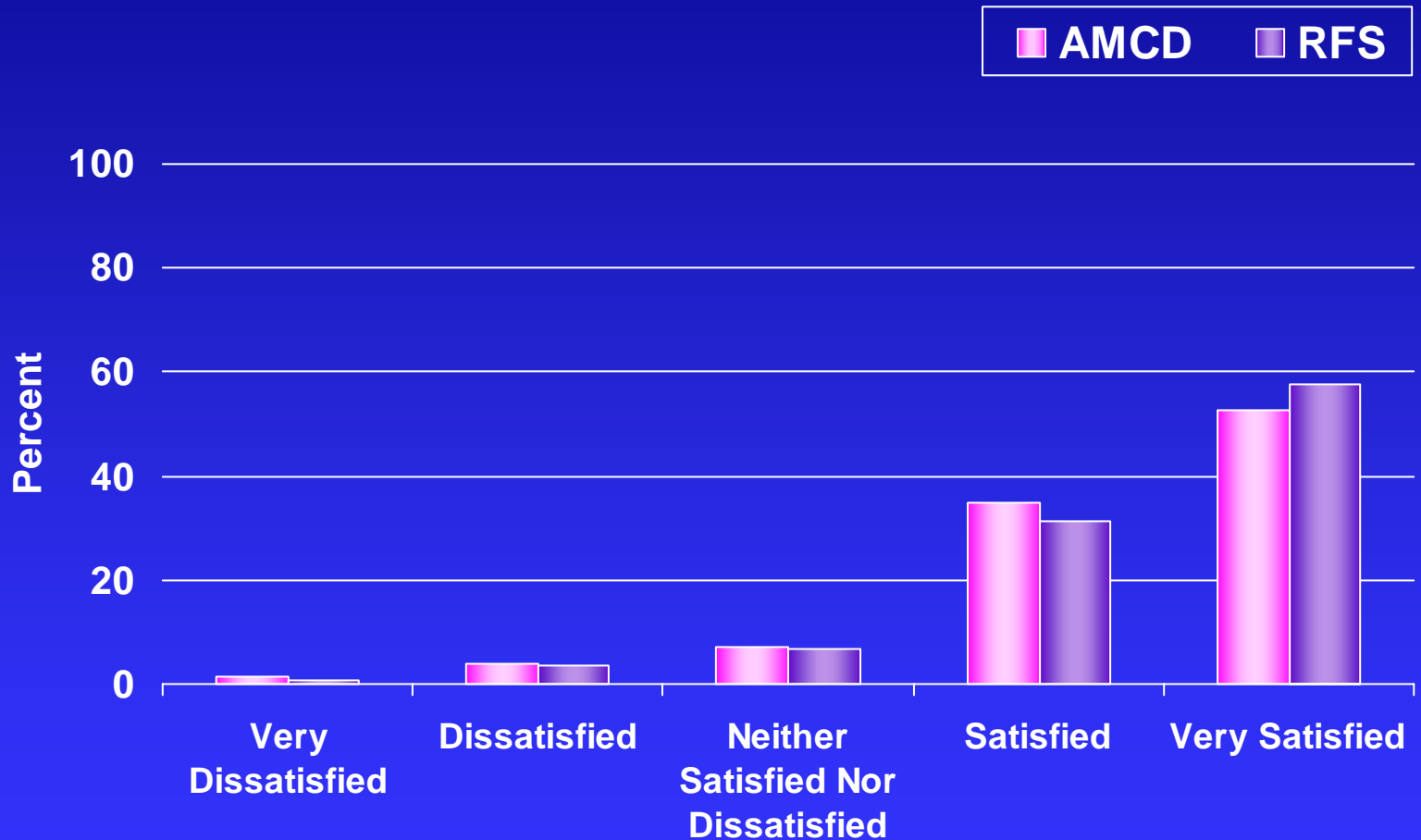
During the past year, *how often* did you contact (AMCD/RFS/another AME) for advice on a medical certification issue?



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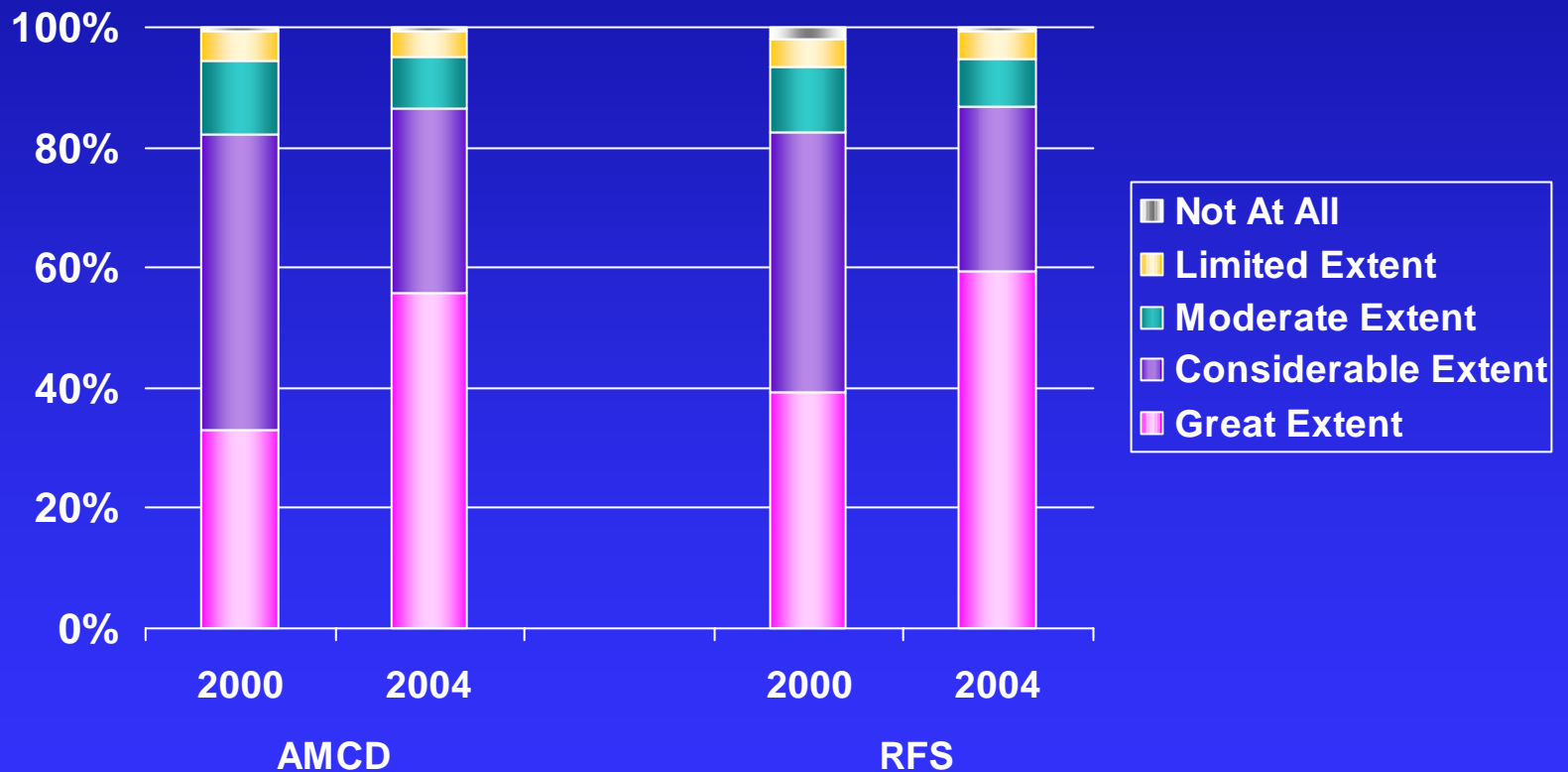
How would you rate your overall *satisfaction* with your interactions with (AMCD/RFS)?



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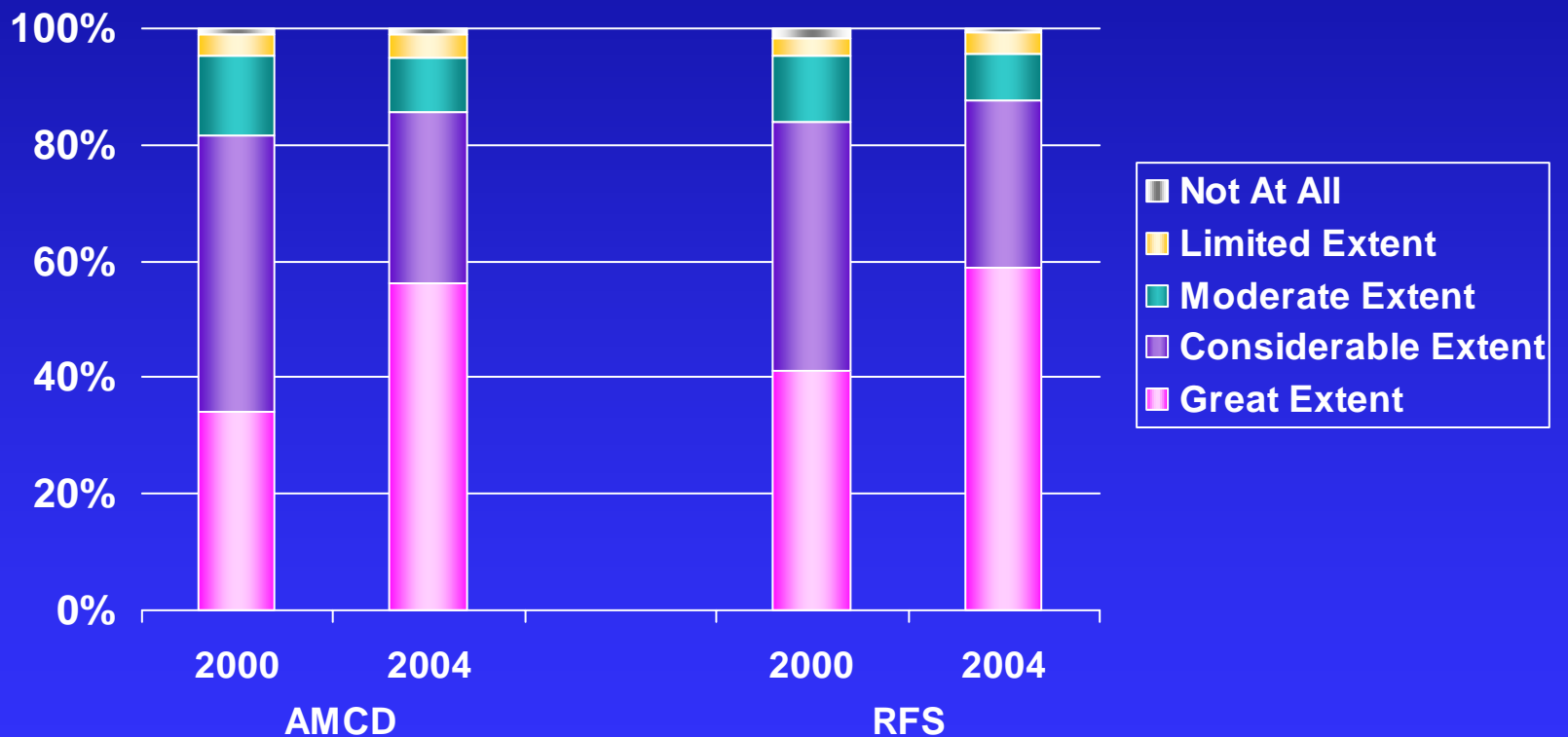
Based on your experience during the past year, *to what extent* has your (AMCD/RFS) provided accurate information to you?



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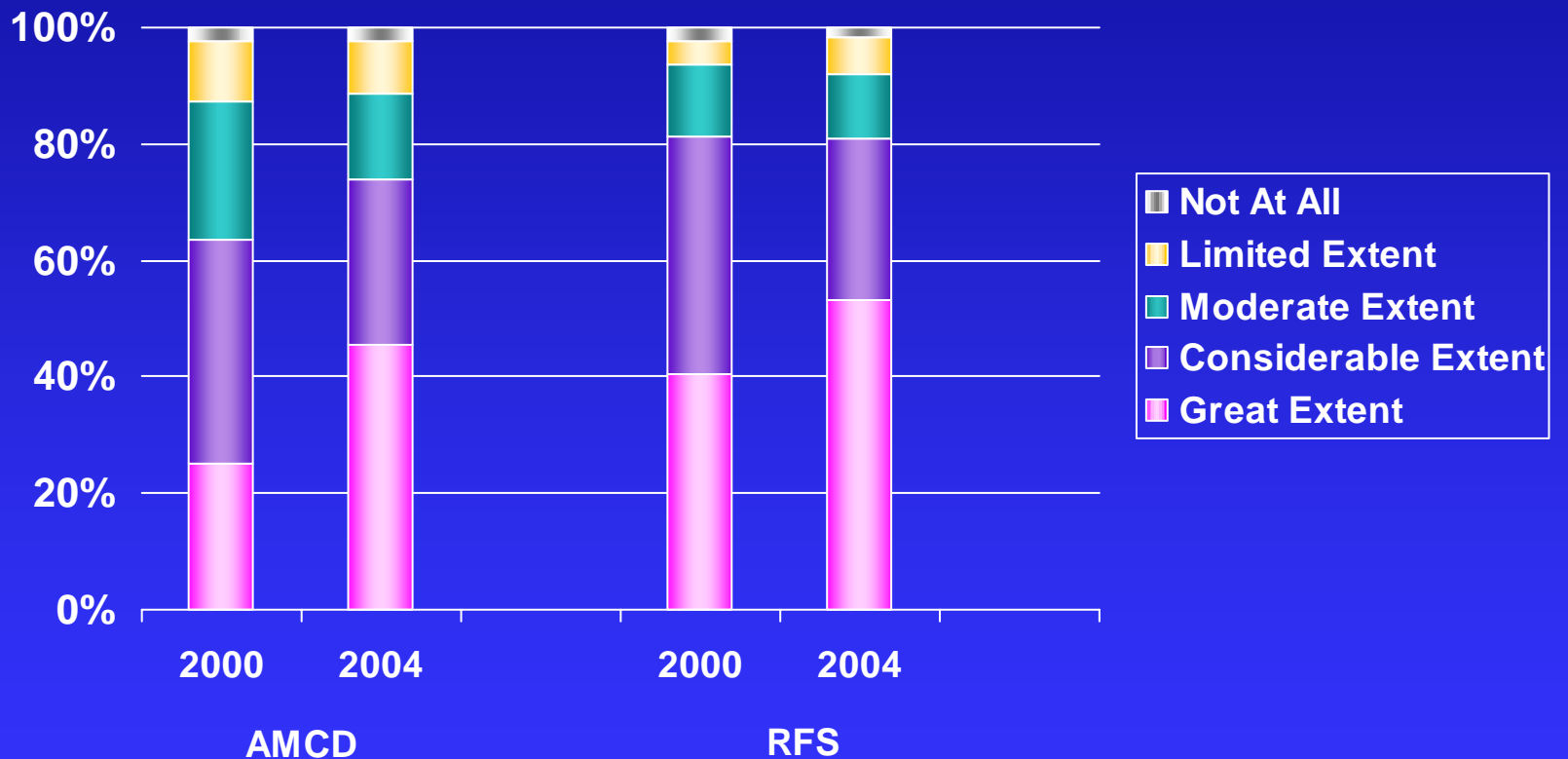
Based on your experience during the past year, *to what extent* has (AMCD/RFS) provided all the information you requested?



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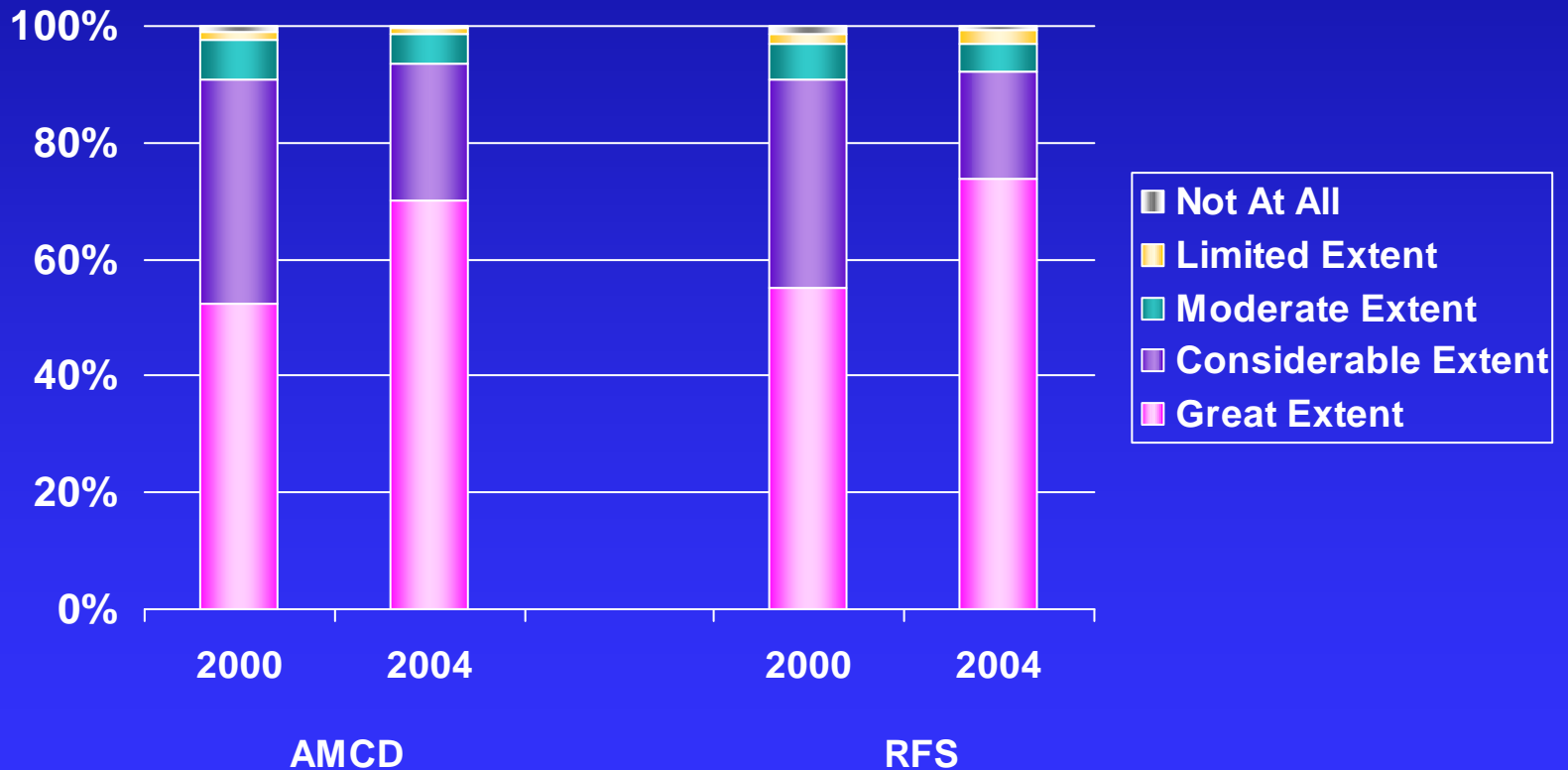
Based on your experience during the past year, *to what extent* has (AMCD/RFS) replied to your calls or other requests in a timely manner?



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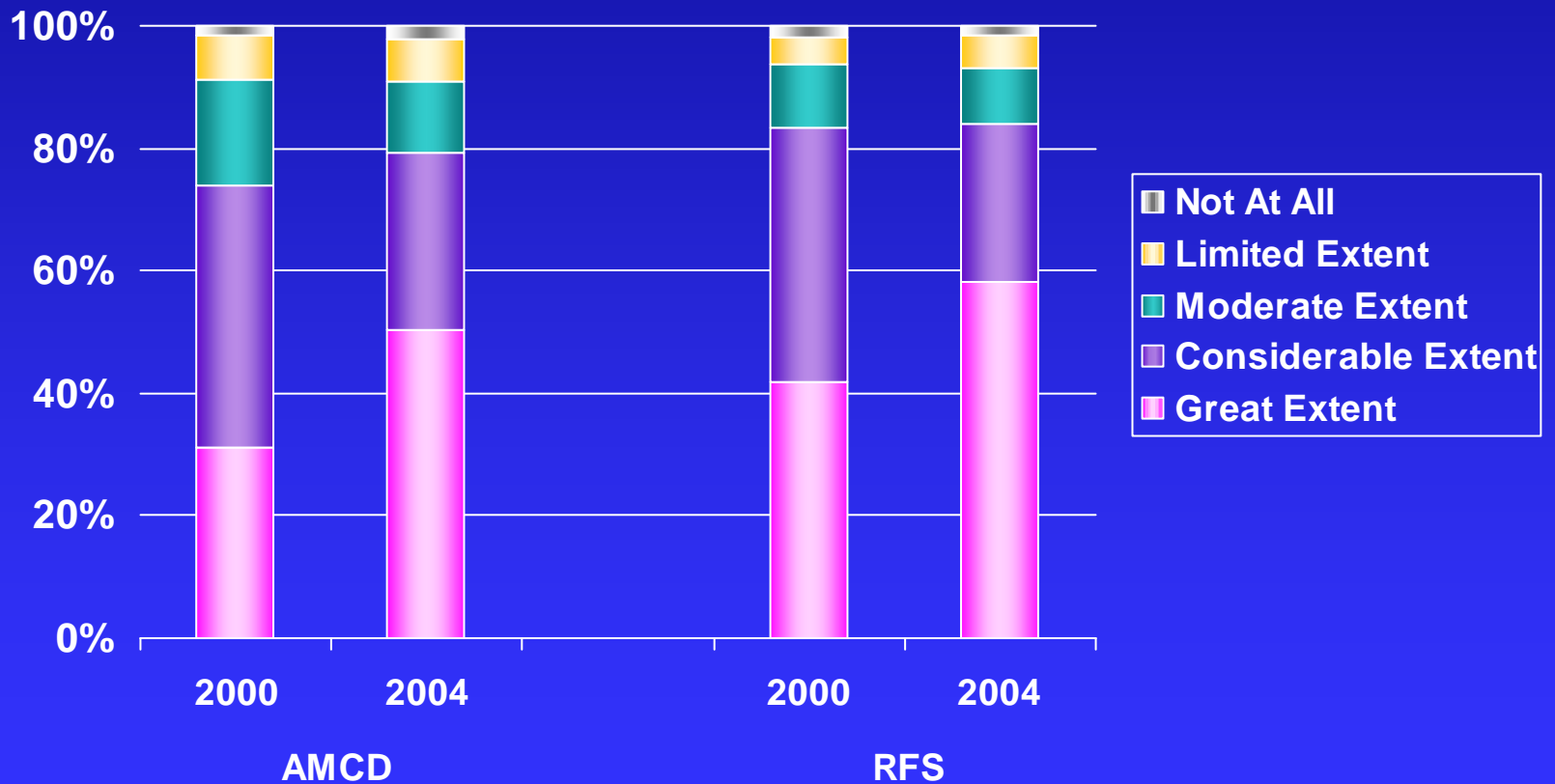
Based on your experience during the past year, *to what extent* has (AMCD/RFS) treated you with courtesy and respect?



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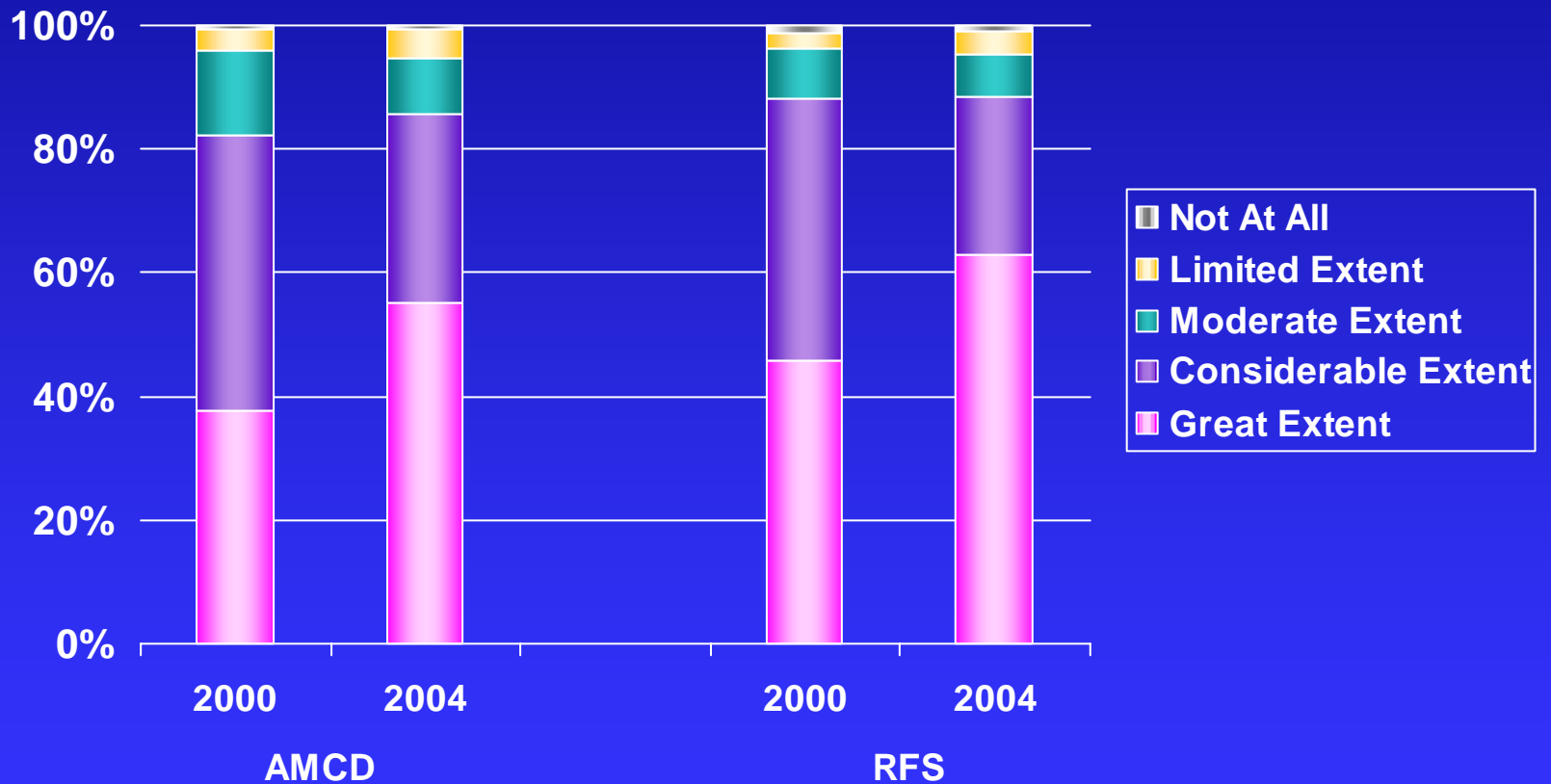
Based on your experience during the past year, *to what extent* has your (AMCD/RFS) provided support to rapidly resolve medical certification questions?



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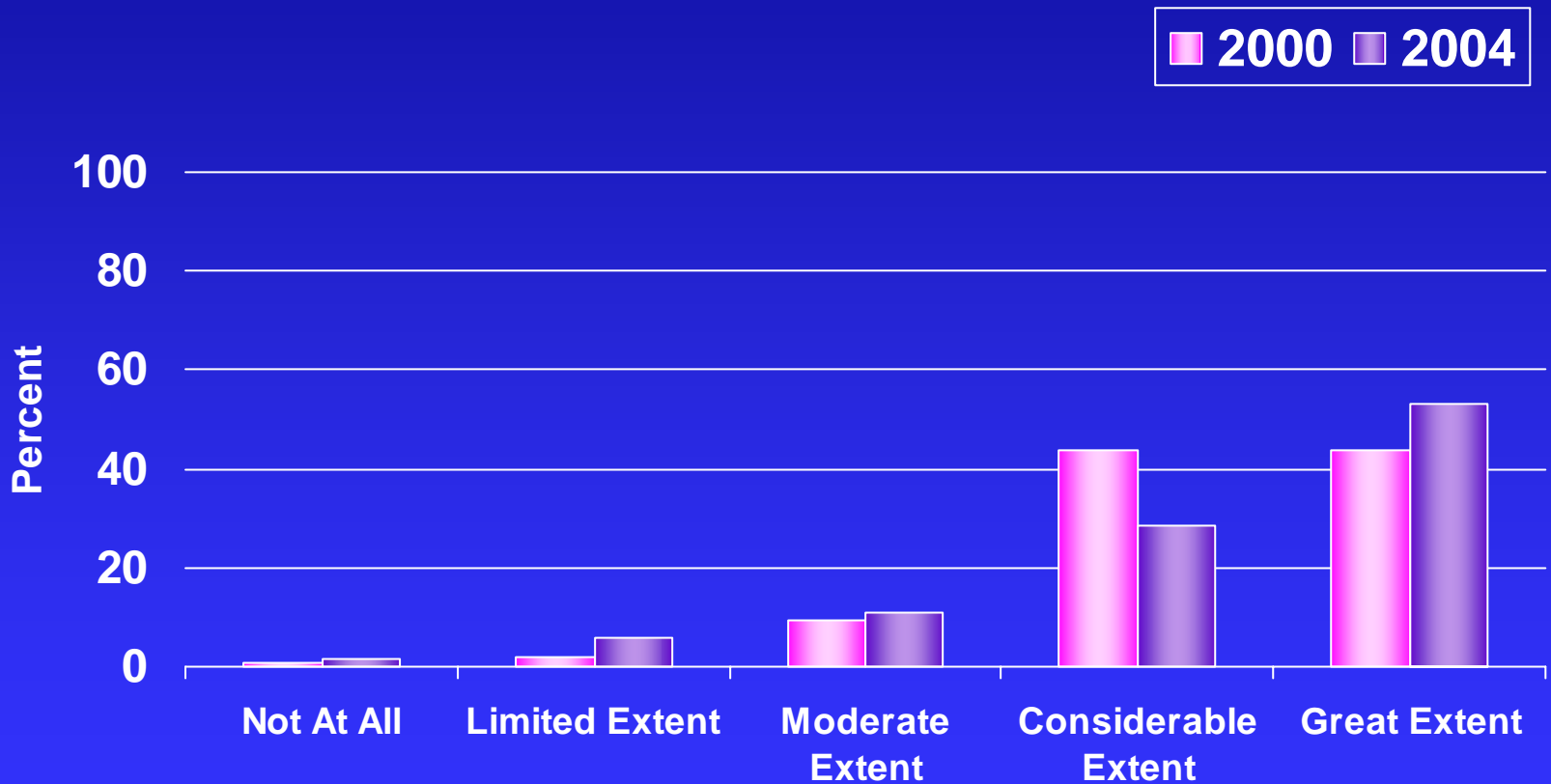
Based on your experience during the past year, *to what extent* has (AMCD/RFS) provided overall quality service?



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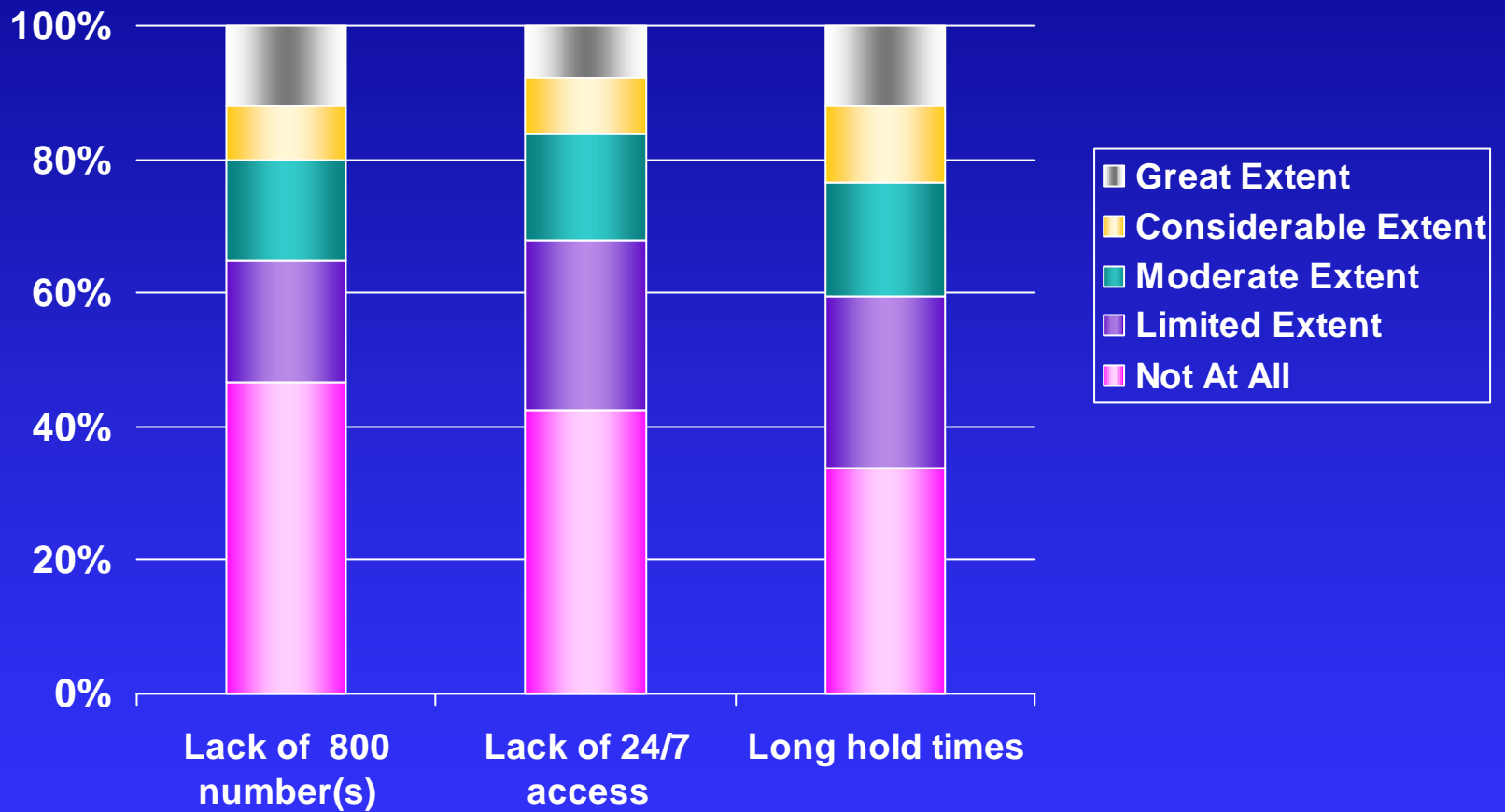
During the past year, *to what extent* has the AMCD staff in Oklahoma City provided you with all the materials and supplies you needed, *in a timely manner?* *



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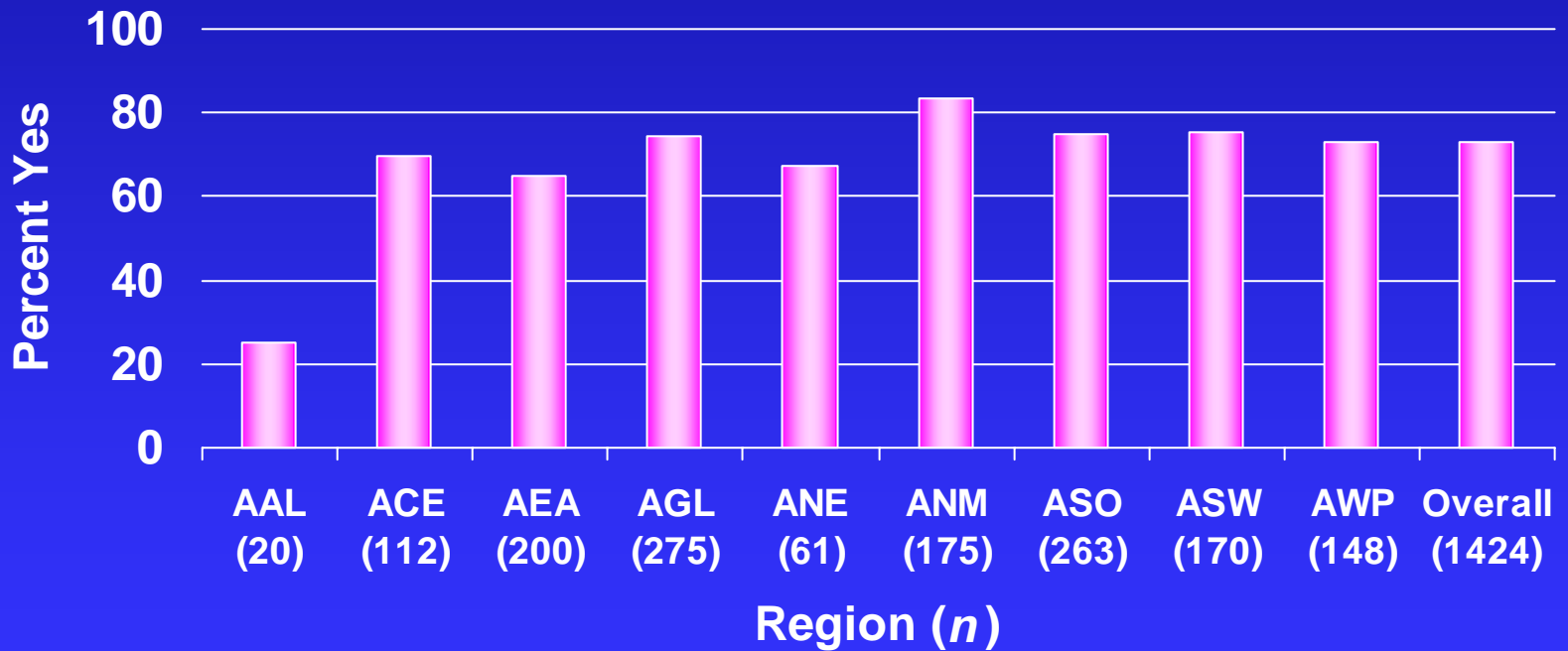
During the past year, *to what extent* has your ability to reach the AMCD been hampered by:



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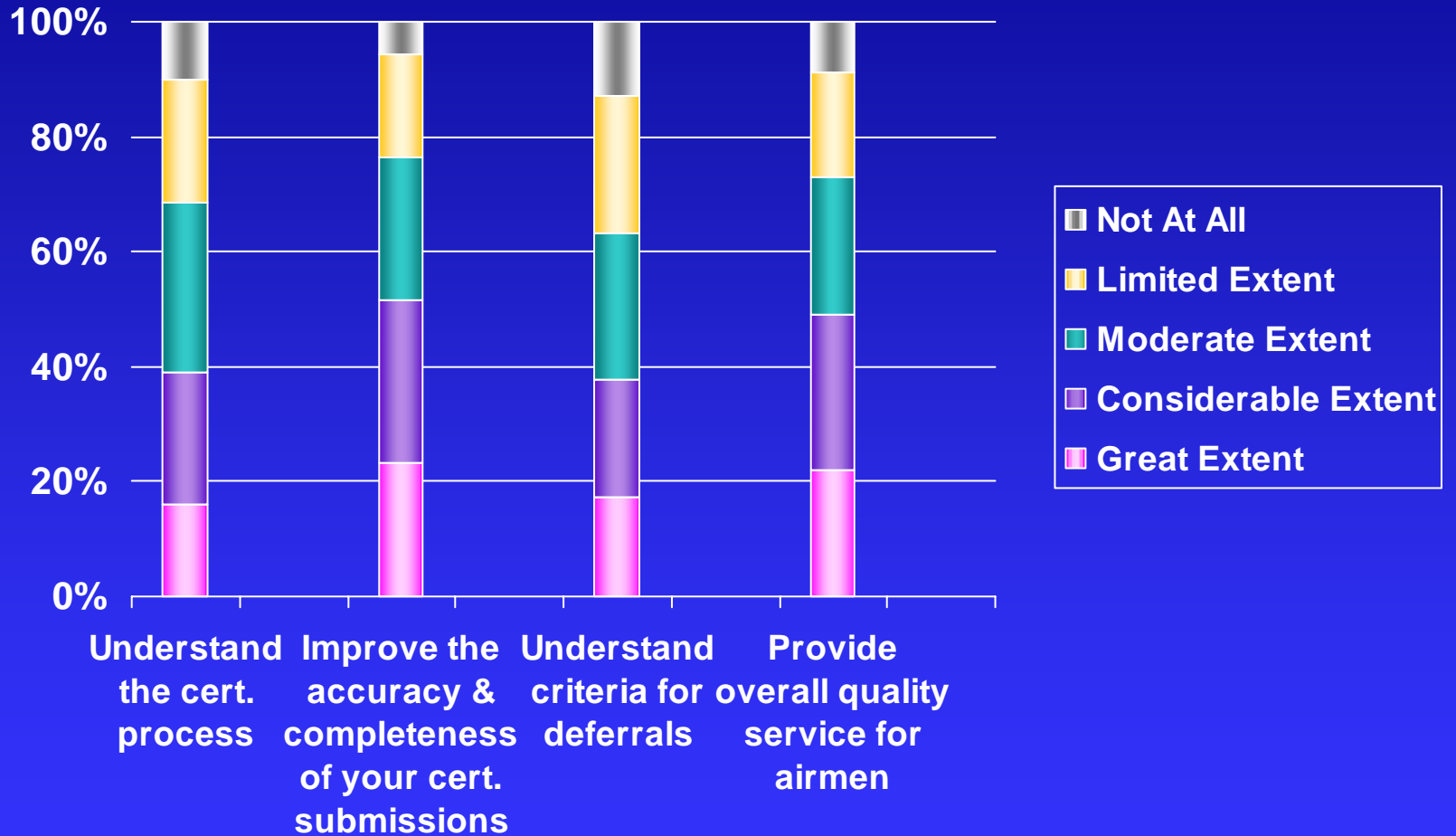
Have you received an annual performance report provided by your RFS?



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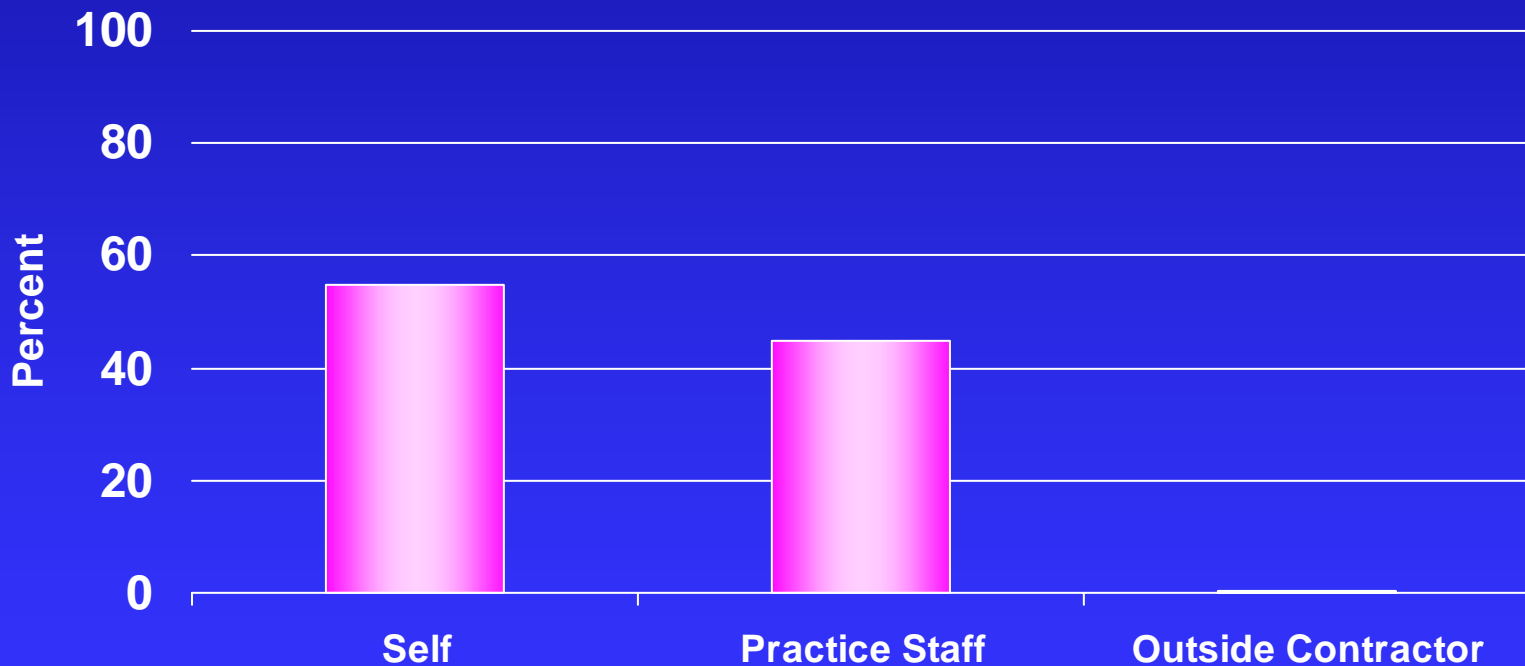
***To what extent* has the annual performance report feedback provided by your RFS helped you:**



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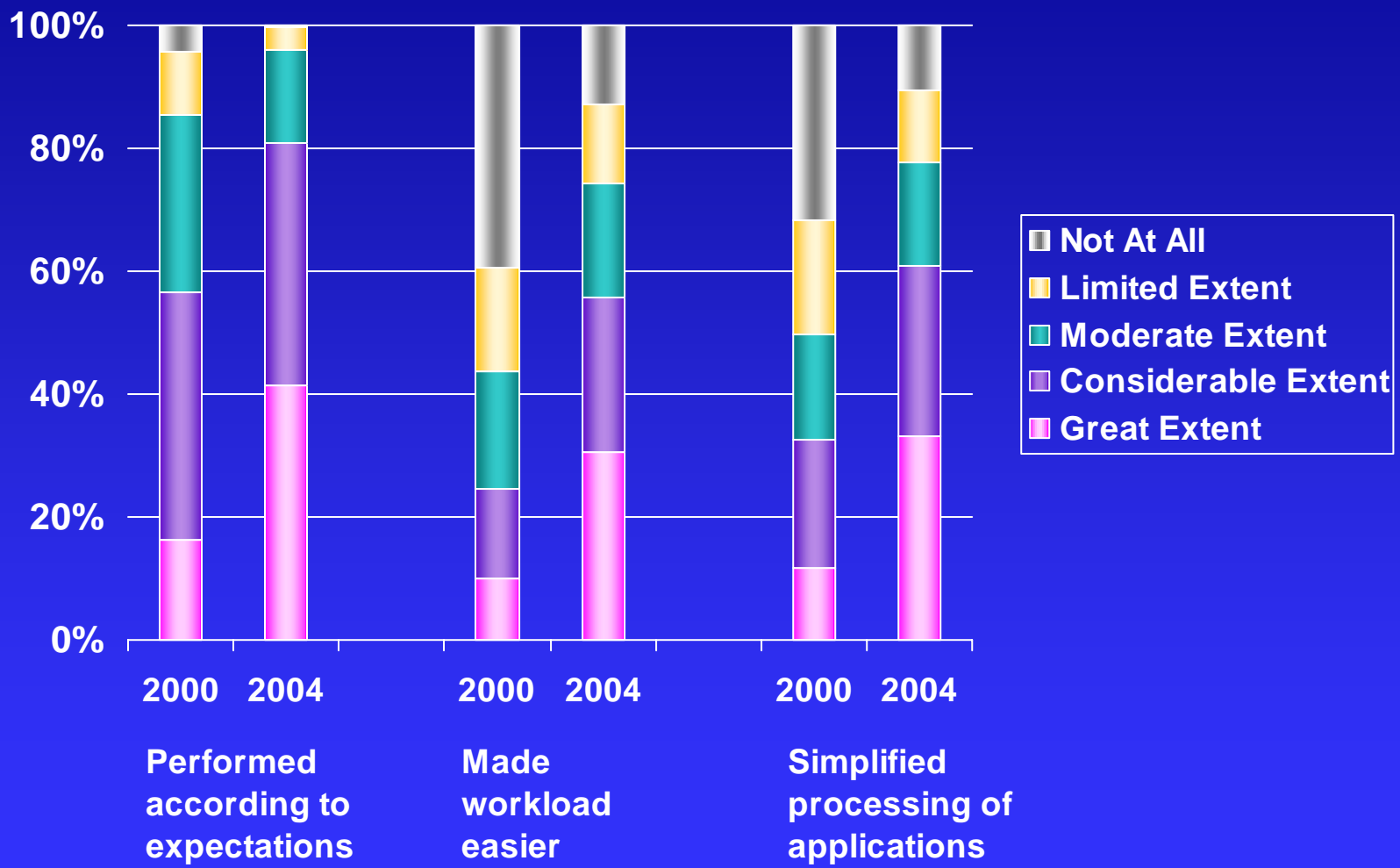
Who actually interacts with the AMCS to submit medical certification data for your practice?



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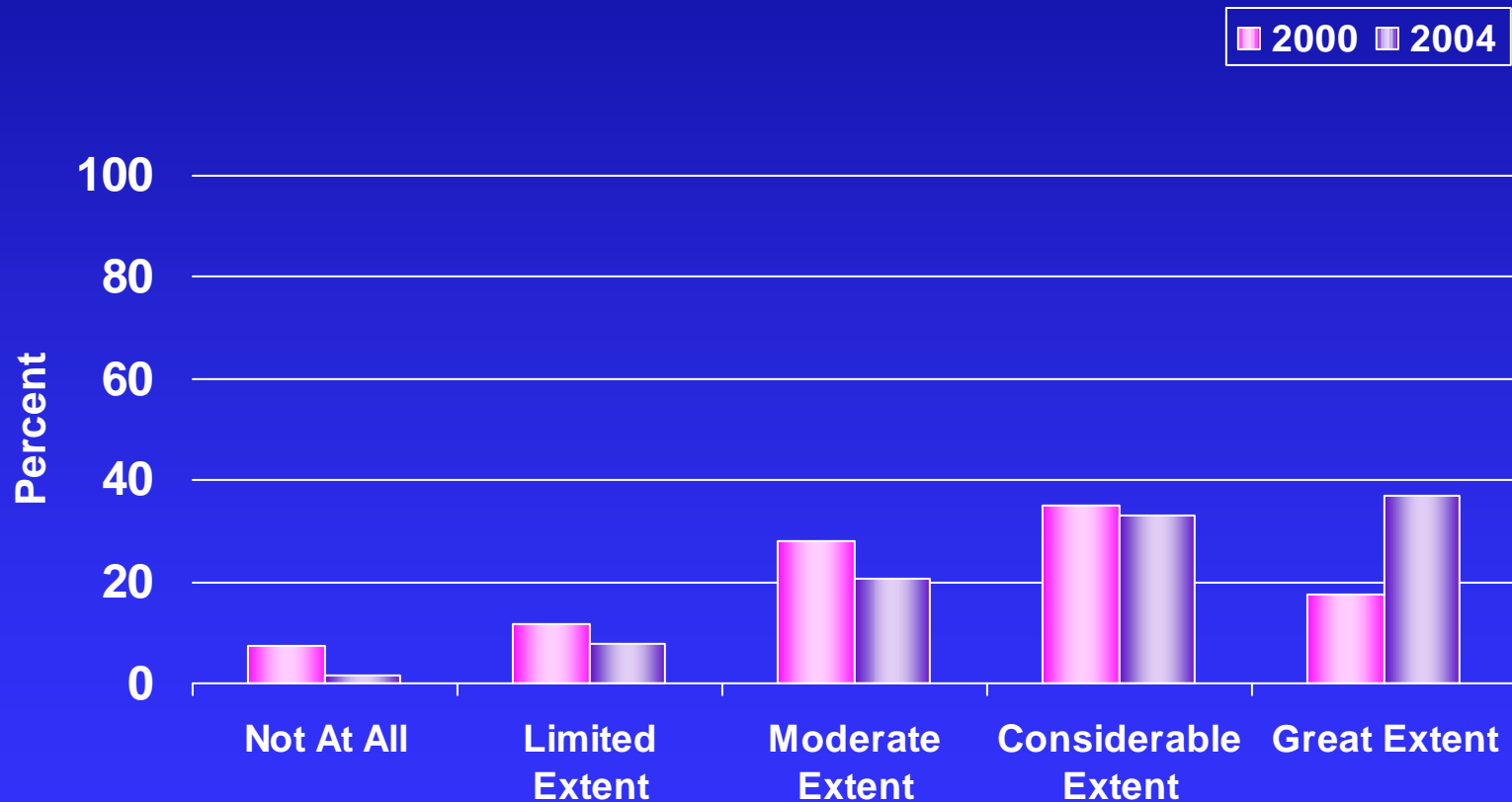
During the past year, *to what extent* has the internet system:



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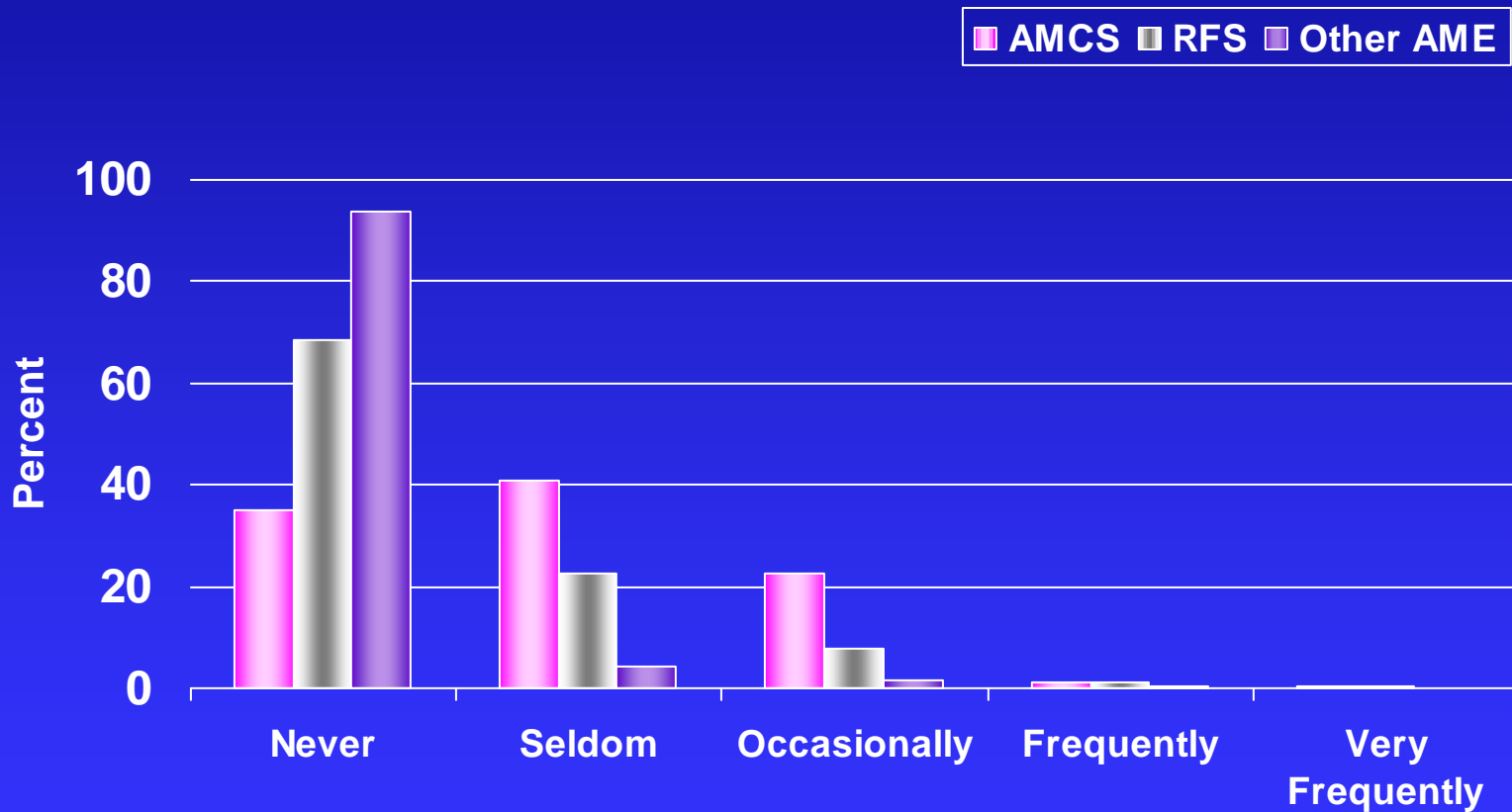
During the past year, *to what extent* have you (or your staff) been satisfied with the overall performance of the internet system?



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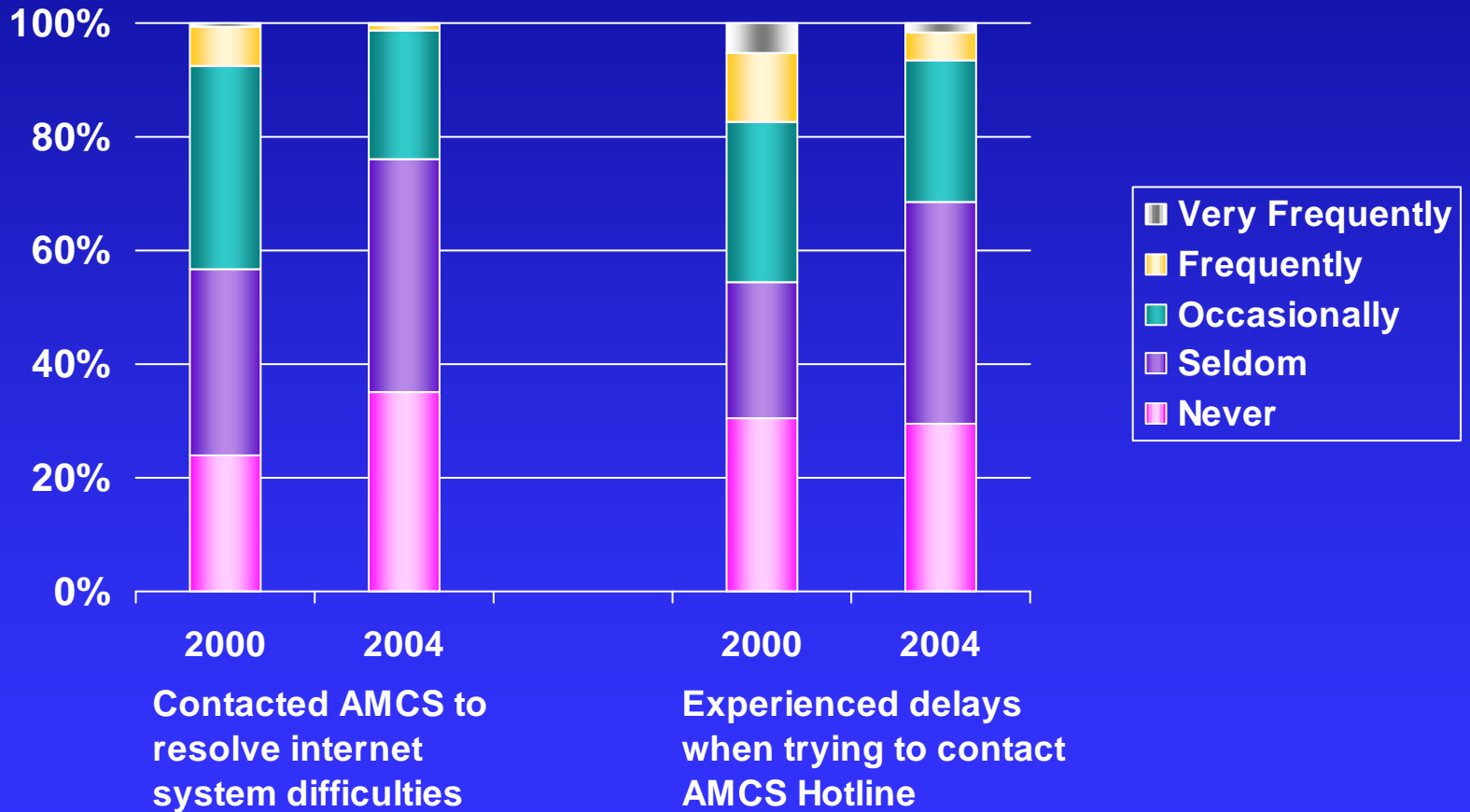
During the past year, *how often* have you (or your staff) contacted (AMCS/RFS/Other AME) regarding the internet system?



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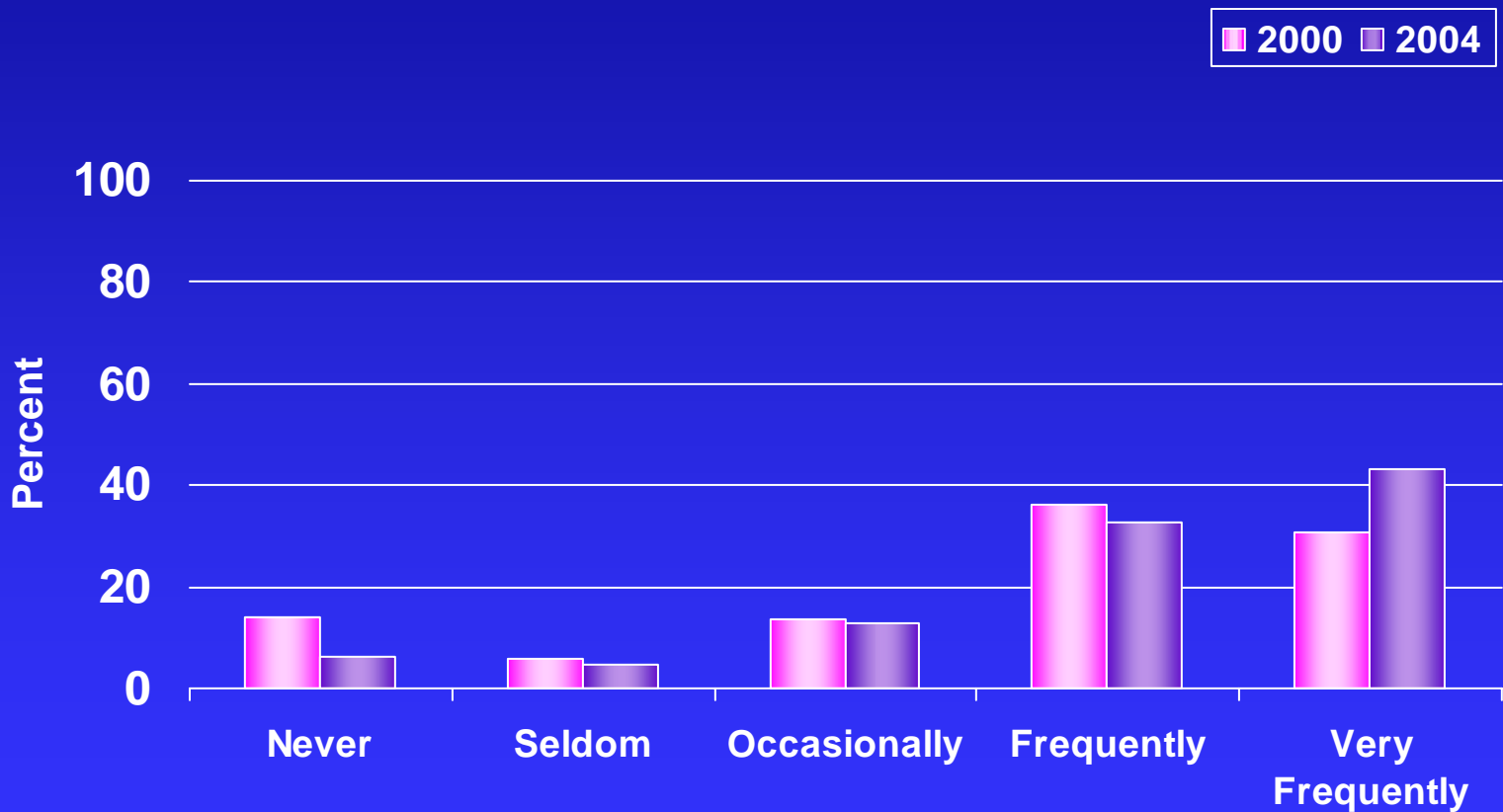
Internet System and AMCS Hotline:



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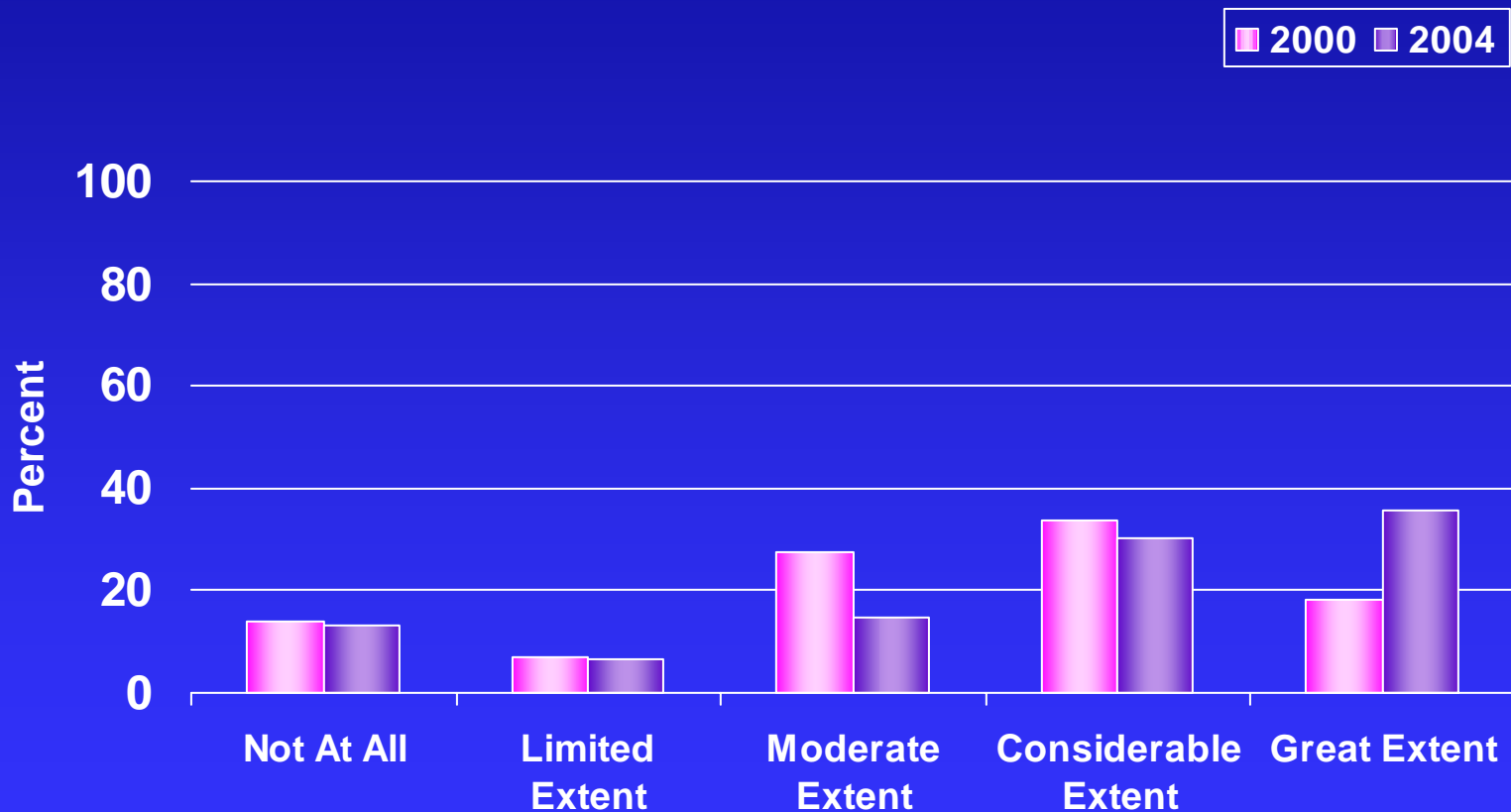
During the past year, *how often* has the information you received on the AMCS Hotline resolved your problem?



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During the past year, *to what extent* have you been pleased with the digital ECG system?*

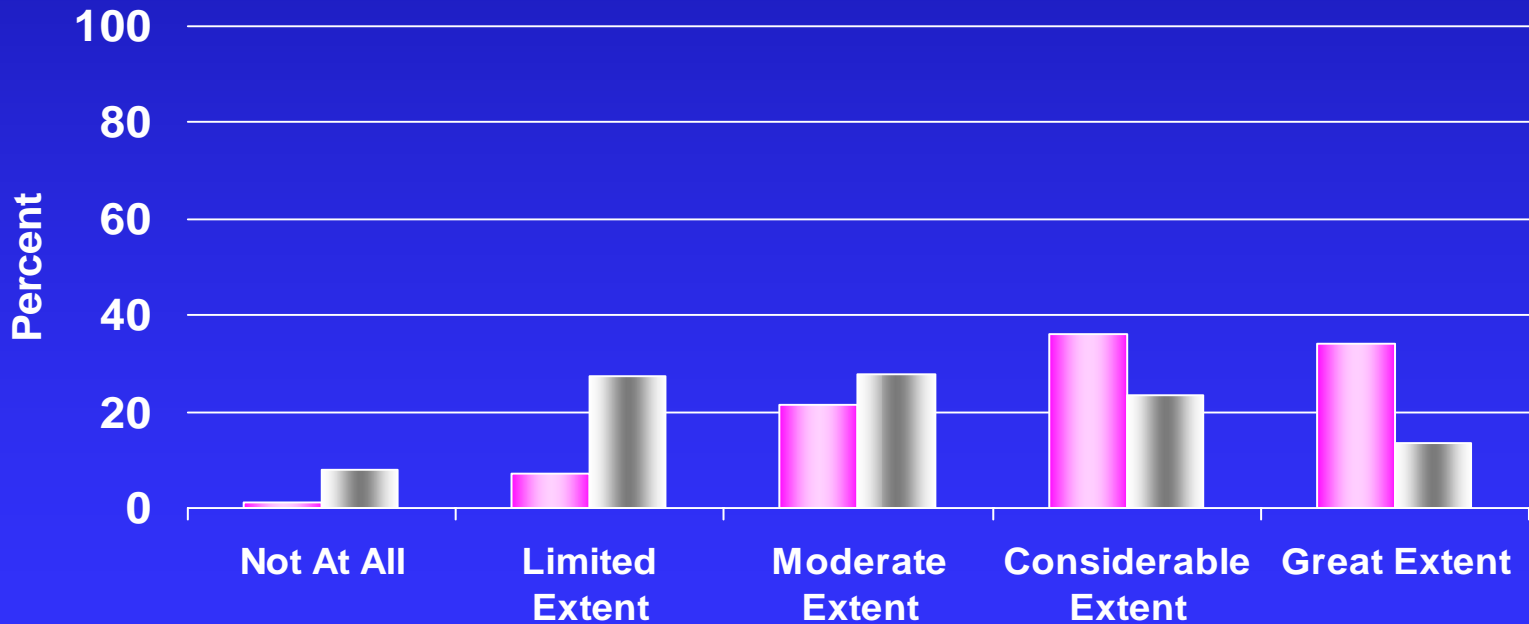


***Senior AMEs only**



To what extent are the following publications helpful to you in your practice?

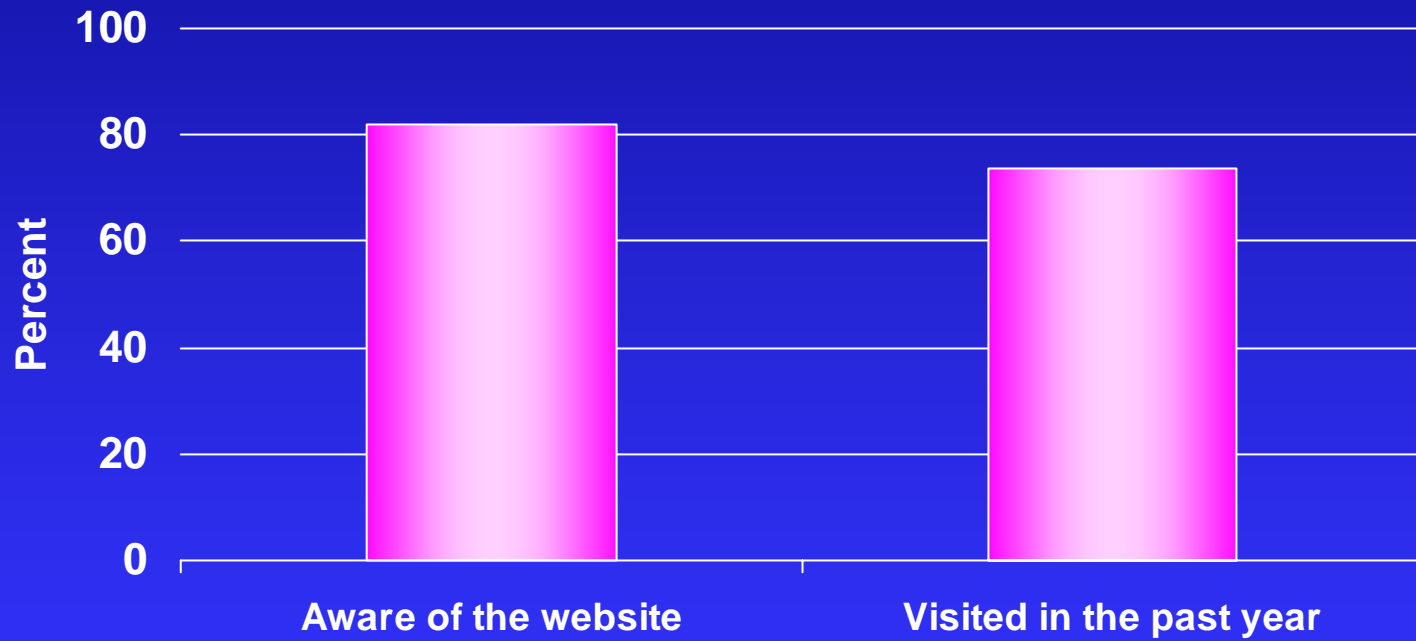
- The Federal Air Surgeon's Medical Bulletin
- Brochures produced by the FAA for placement in your office



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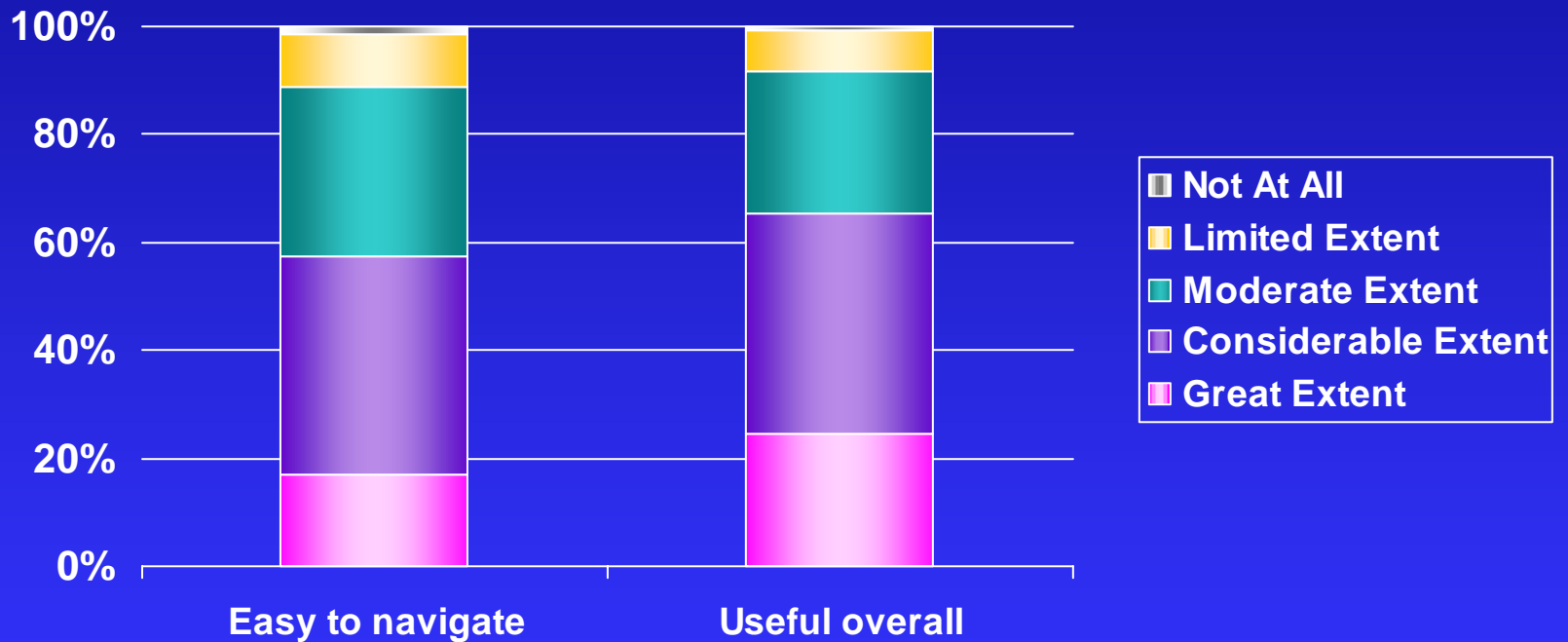
OAM Website



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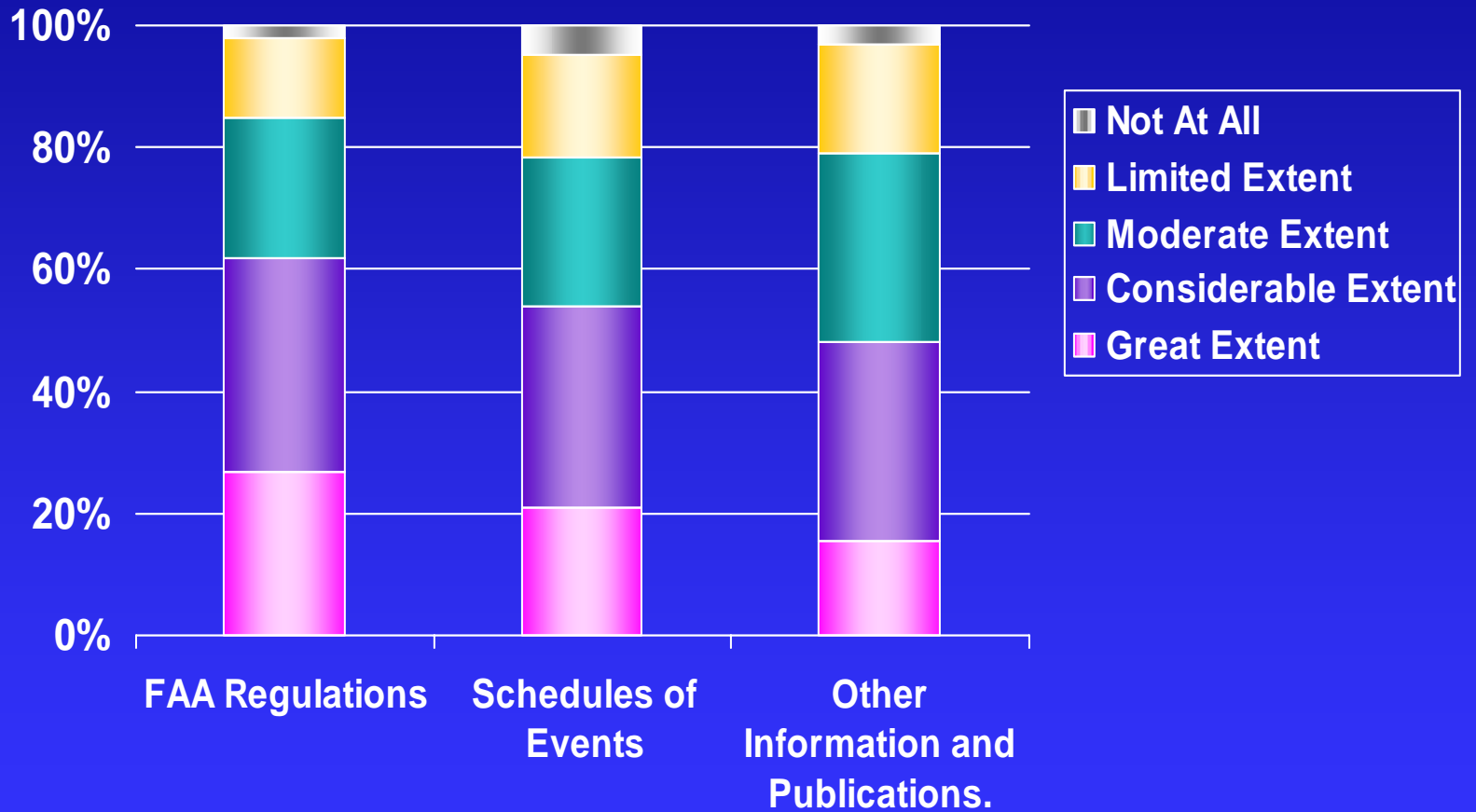
During the past year, *to what extent* have you found the OAM website



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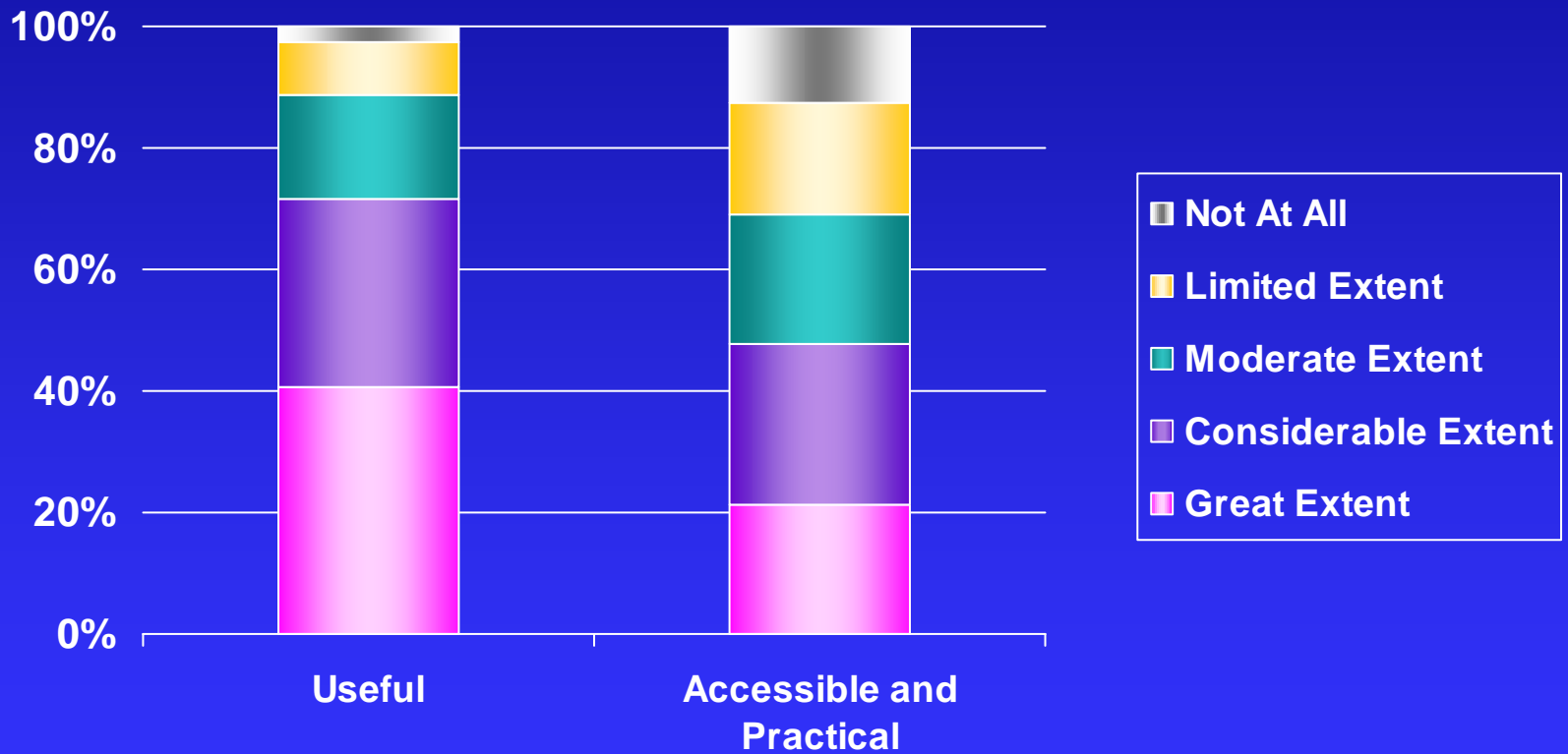
To what extent were the following types of information available on the OAM website useful?



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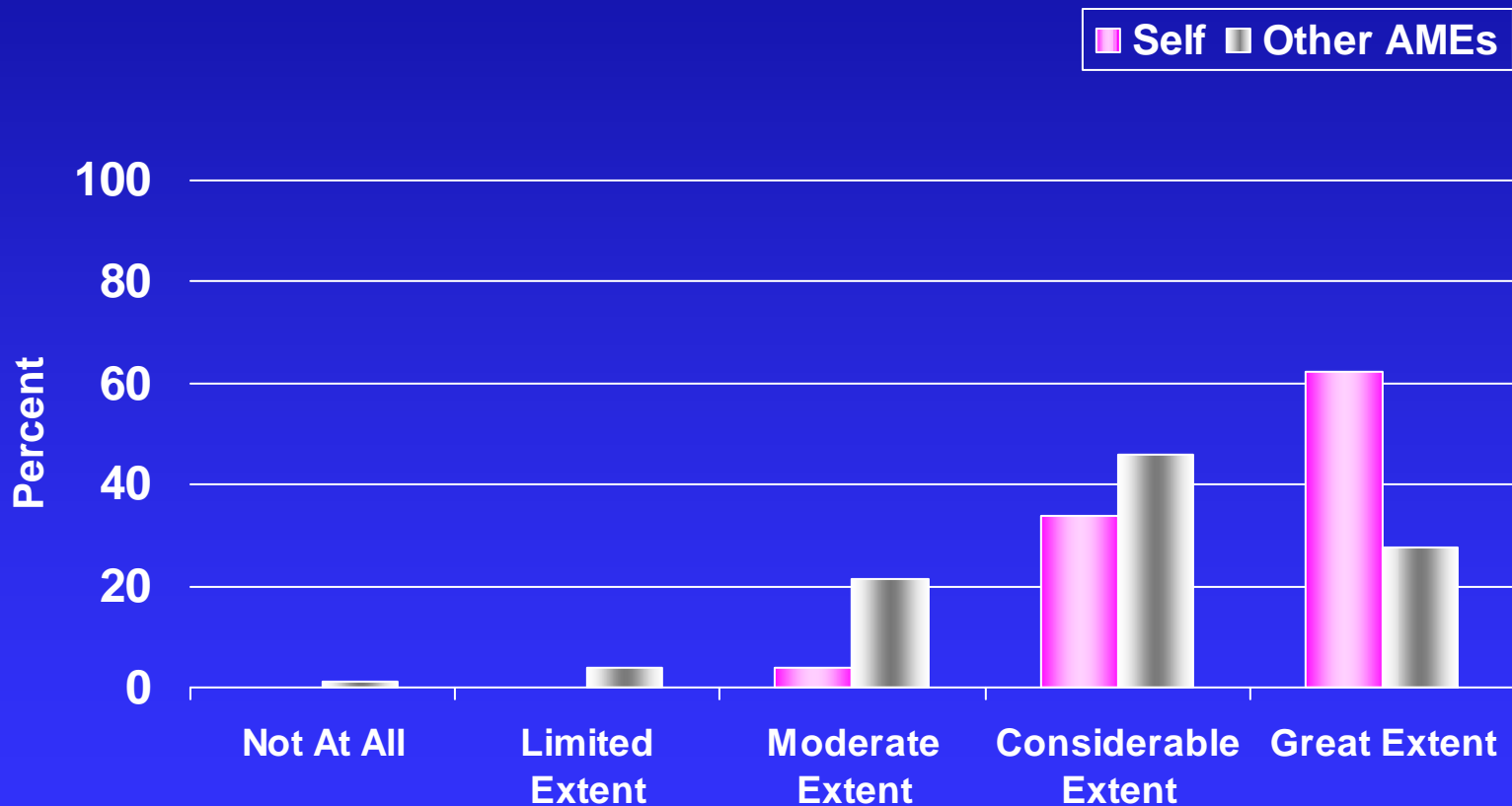
To what extent has the online AME Guide been...



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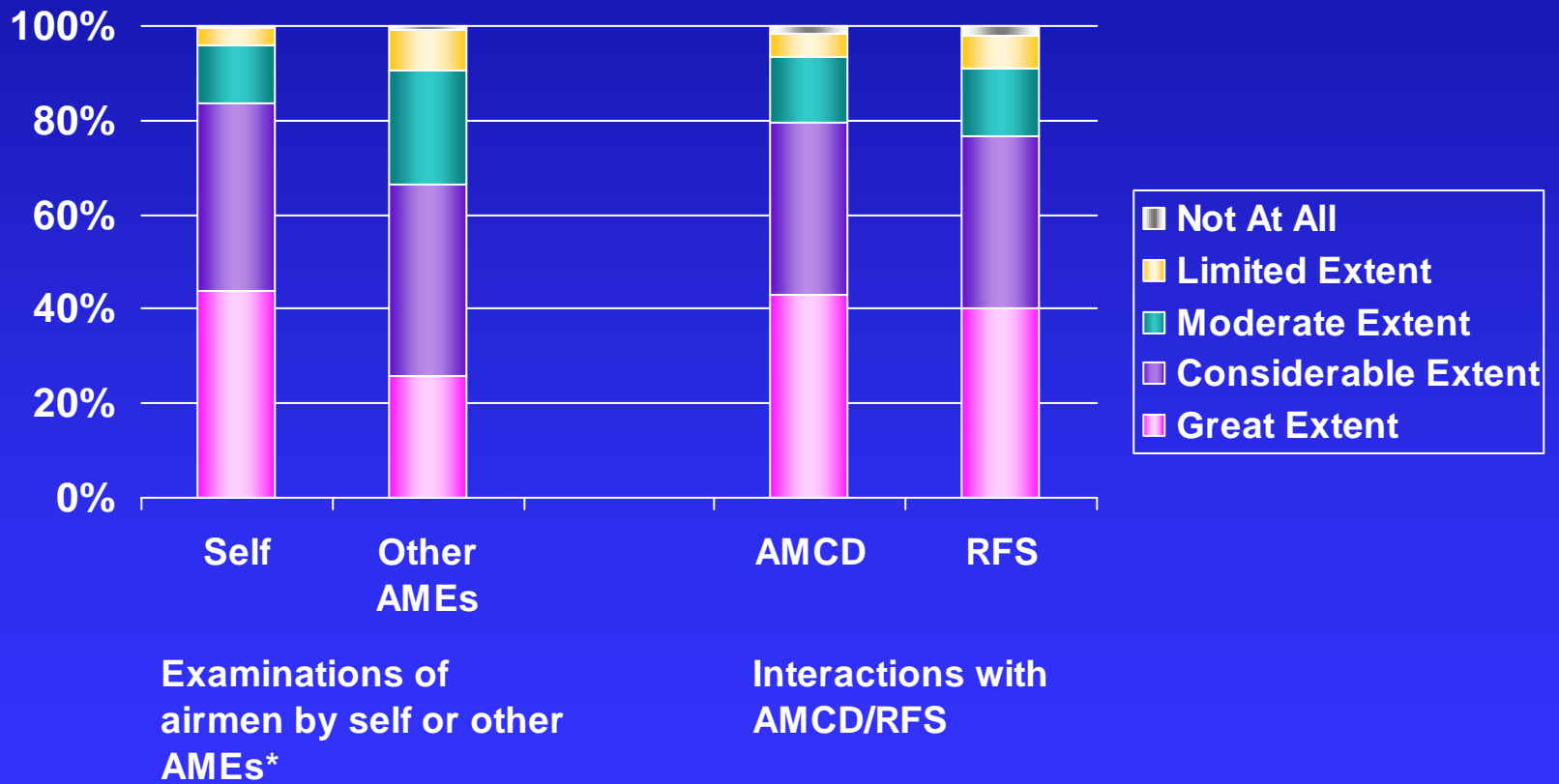
During the past year, *to what extent* do you feel that (YOU/OTHER AMEs) provided an overall quality service experience to the airmen examined?



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To what extent do you feel that the FAA medical certification process ensures the safety of the NAS based on:



Comment Data

Topic	Positive	Negative/ Suggestion	Other	Total
Process/Procedures	82	273	0	355
Time to Process	3	101	2	106
Timeliness to obtain forms	0	27	1	28
AME Guide (Online/Hard Copy)	23	278	116	417
Internet In General	71	462	48	581
Form 8500/ Print certificate	0	211	2	213





Comment Data

Topic	Positive	Negative/ Suggestion	Other Type	Total
Phones (wait/access/menu)	6	121	2	129
Phone 800#	0	61	1	62
RFS and staff	63	44	8	115
CAMI and staff	190	22	2	214
Seminars	21	45	2	68
EKGs	2	40	3	45
Other Topics	31	204	157	392



Sample Comments

- Overall, very good and much better and easier than when I started these exams over 30 years ago.
- Non treatment of depression in airman a concern. Fear of SSRI and other neuroleptics overstated. Suspect untreated Dysthymic Depression in airman not reported for fear of losing certification.
- I feel that 90 days to respond to a deferral is absurd. I can recall only 1 denial during my years as an AME.



Sample Comments

- Online AME Guide: Prefer printed copy readily accessible in less than one minute 24/7. Books & written publications can provide this accessibility not possible on Internet.
- Bring back the hard copy AME guide.
- My staff who does the AMCS entry info says the single worst entry problem is the dates of last FAA medical exam. Pilot/applicants often can't remember, & don't have their past medical with them (many leave it in their airplane with required documents).



Sample Comments

- I think it (Internet System) works great. It has eliminated my errors of filling out the form.
- Internet System: Built in checks to point out potential errors and to remind of required documentation when a certain condition is entered.
- Also, please explain why we still need to use a typewriter for certificates. I don't think they sell them anymore.
- Answer the phone. Long time hold. Not able to talk to the person who can answer your question.



Sample Comments

- Reaching the proper authority can be a daunting task. We need 800 numbers with people readily available. Why must I pay for these long distance calls and then be faced with navigating a complex menu which puts the phone system to shame?
- I am very pleased with the help I get from my local Regional Flight Surgeon and his staff. They encourage me to ask questions when I am not sure. This helps my staff and myself to avoid mistakes. It is better for the airman and for me.



Sample Comments

- I am dissatisfied with the RFS. I have had phone calls not returned and erroneous reports of my performance.
- I like to match wits with (CAMI NAME) with certification issues. I am never 100% accurate which makes it worth my time to avoid mistakes..
- "Educate" AMEs - Don't "Berate" them - an occasional "Thank you" is welcome. Dept of AME "Education" has deteriorated over last ten years.



Sample Comments

- The seminars are excellent. They are informative and fun.
- How about updating this panel with younger, progressive, nonmilitary physicians that more often mirror the real world we work in. There is lots of talent available, and it is hard to imagine that CAMI is staffed only with government ex-military doctors.
- The EKG transmission is good.
- Simplify the senior AME requirement of ECG transmissions - allow for fax copy from regular ECG machines.



Sample Comments

- I enjoy working with the pilots and FAA.
- It would be nice to have some system on line to check the status of a deferred exam. Patients often call asking if I have heard from the FAA on their medical. I usually give them the public phone number to call.
- There are "problem" doctors doing exams..
- Some brochure or internet notice of approved and non approved medication other than going to AOPA site.

Conclusions

- Successful introduction of a mixed mode survey process (web-based and hard copy)
 - ◆ 79% used the web site
 - ◆ 2004 overall response rate was similar to 2000 (41% vs. 44%)

- Overall responses in 2004 were more positive than in 2000
 - ◆ Higher level of satisfaction with RFS and AMCD contacts (90+%)





- Higher percentage indicating to a great extent when asked if RFS and AMCD provided
 - ◆ Accurate information
 - ◆ Received all information requested
 - ◆ Timely response to calls
 - ◆ Courteous and respectful treatment
 - ◆ Rapid resolution to questions
 - ◆ An overall quality service
- Percentage responding from a moderate to great extent was uniformly high (85+%)

- Around 35% reported that from a moderate to great extent of the time, their ability to reach the AMCD had been hampered by the lack of 800 number(s) and by the lack of 24/7 access
- A slightly higher percentage indicated that contact was hampered by long hold times





- With the exception of the lower percentage for the Alaskan Region, some 65 to 83% of the respondents reported that they had received a performance report
 - ◆ The report was most helpful in improving the accuracy of certification submissions and in providing an overall quality service to airmen
 - ◆ Some 24 to 36% feel that the report does not (not at all) or provides only little assistance in the certification process



- Over half of the respondents reported that they submit the medical certification data themselves (vs. practice staff, private contractors)
- Reactions to the internet system were uniformly positive and higher than in 2000. The extent reporting moderate to a great extent of satisfaction was 91% (vs. 75% in 2000)
 - ◆ It performed as expected (96 vs. 85%)
 - ◆ Made workload easier (74 vs. 44%)
 - ◆ Simplified the processing of applications (78 vs. 50%)



- A majority of the respondents indicated that they “seldom” or “occasionally” contacted either their RFS or the AMCD regarding the internet system
- They also reported less contacts than in 2000 to resolve internet system difficulties



- Among Senior AMEs, satisfaction with the ECG system was higher in 2004 than 2000.
 - ◆ Sixty-six percent (66%) of Senior AMEs rated their satisfaction with the ECG system as being to a considerable or great extent, versus 52% in 2000.

- Reactions to questions regarding the usefulness of OAM publications (e.g., brochures) for the AME's practice were relatively low
- Greater satisfaction was expressed for the FAS Bulletin. This may be attributed, in part, to the fact that the conduct of the Airman flight physicals represents only a small part of the overall practice for most AMEs





- Respondents were generally aware of the OAM website (80%) and most (70+%) indicated that they had visited it this past year
- Nearly 90% reported that (to a moderate to great extent) the website was easy to navigate and useful



- Of those visiting the OAM website, over 75% reported that (to a moderate to great extent) they found the FAA regulations, schedules and other information on the website useful. Nearly 90% reported that the AME guide on the website was useful.
- A smaller percentage (69%) reported that it was accessible and practical; however, this percentage included all respondents (not just those who had visited the website).

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- AMEs generally view the services they provide as being somewhat better than those of other AMEs (to a great extent: 62% self vs. 28% for others)
- AMEs recognize that their activities contribute to aviation safety

