

Firefly Pediatrics Patient Satisfaction Survey Website Summary 2022

Firefly Pediatrics conducted our second annual patient satisfaction survey during July and August 2023. Families were given the option of completing the survey on the office tablets, via QR code placed on signs around the office, via text or via paper copies. We had a total of 77 surveys completed during the two-week time span and a total of 271 established sick and well appointments for a completion rate of 28%. We were very pleased with the feedback and appreciate all of those who participated. We would like to share our 2023 Firefly Pediatrics Patient Satisfaction Survey results with you.

Survey Results

Q1: I am able to get an appointment when I need one.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	87.01%	67
Good/Agree	10.39%	8
OK/Neither Agree nor Disagree	2.60%	2
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		77

Q2: My calls are answered in a courteous manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	92.21%	71
Good/Agree	6.49%	5
OK/Neither Agree nor Disagree	1.30%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		87

Q3. My calls/messages are returned promptly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	83.12%	64
Good/Agree	12.99%	10
OK/Neither Agree nor Disagree	1.30%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never had to leave a message	2.60%	2
TOTAL		77

Q4: When calling during office hours, I can speak with a real person quickly when I need one.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	88.31%	68
Good/Agree	10.39%	8
OK/Neither Agree nor Disagree	1.30%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		77

Q5. If I call after hours, my call is returned by the on-call provider or registered nurse in a timely manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	57.14%	44
Good/Agree	11.69%	9
OK/Neither Agree nor Disagree	2.60%	2
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never used after hours answering service	28.57%	22
TOTAL		77

Q6: I wait a reasonable length of time in the waiting room.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	72.73%	56
Good/Agree	19.48%	15
OK/Neither Agree nor Disagree	5.19%	4
Fair/Disagree	1.30%	1
Poor/Strongly Disagree	1.30%	1
TOTAL		77

Q7. The facilities (waiting area, exam rooms, bathrooms, etc.,) are neat, clean, and comfortable.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	96.10%	74
Good/Agree	2.60%	2
OK/Neither Agree nor Disagree	1.30%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		77

Q8. We are currently open from 7:30 a.m. to 5 p.m., Monday through Friday. Do our hours meet your needs currently?

ANSWER CHOICES	RESPONSES	
Yes	96.10%	74
No	3.90%	3
TOTAL		77

- ❖ Sometimes we need after-hours or weekend care and have to go to a walk-in clinic.
- ❖ Some Saturdays would be great.
- ❖ Would love an after-hours option!

Q9: I would recommend Plateau Pediatrics to a friend or relative.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	93.51%	72
Good/Agree	6.49%	5
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		77

Q10. The receptionist who greets me as I walk in is helpful and friendly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	93.42%	71
Good/Agree	6.58%	5
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		76

Q11: The nursing staff treats me/my child in a caring, respectful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	96.05%	73
Good/Agree	2.63%	2
OK/Neither Agree nor Disagree	1.32%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		76

Q12: The bills I receive are accurate.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	53.95%	41
Good/Agree	9.21%	7
OK/Neither Agree nor Disagree	1.32%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I do not receive bills	35.53%	27
TOTAL		76

Q13: The billing staff handles my questions in a courteous, helpful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	60.53%	46
Good/Agree	3.95%	3
OK/Neither Agree nor Disagree	1.32%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never had to speak with the billing staff	34.21%	26
TOTAL		76

Q14: Using the online payment portal is fast and easy.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	39.47%	30
Good/Agree	2.63%	2
OK/Neither Agree nor Disagree	1.32%	1
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never used the online payment portal	56.58%	43
TOTAL		76

Q15. I know about all of the practice's forms of electronic communication. Website (www.fireflypediatrics.org) Facebook and Instagram and our Patient Portal (<https://patientportal.intelichart.com>).

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	77.63%	59
Good/Agree	9.21%	7
OK/Neither Agree nor Disagree	5.26%	4
Fair/Disagree	0%	0
Poor/Strongly Disagree	1.32%	1
Do not use internet/social media	6.58%	5
TOTAL		76

Q16: The practice website (www.fireflypediatrics.org) and social networking sites are good informational resources.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	75.00%	57
Good/Agree	10.53%	8
OK/Neither Agree nor Disagree	7.89%	6
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Do not use internet/social media	6.58%	5
TOTAL		76

Q17: When I use the e-messaging system on the Patient Portal (<https://patientportal.intelichart.com>) my messages are answered promptly and accurately.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	56.58%	43
Good/Agree	7.89%	6
OK/Neither Agree nor Disagree	5.26%	4
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	30.26%	23
TOTAL		76

Q18. The Patient Portal (<https://patientportal.intelichart.com>) is easy to use and provides me with information I need.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	59.21%	45
Good/Agree	7.89%	6
OK/Neither agree nor disagree	3.95%	3
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	28.95%	22
TOTAL		76

Provider Results:

Total responses: 75	Excellent/ Strongly Agree	Good/ Agree	OK/ Neither agree nor disagree	Fair/ Disagree	Poor/ Strongly Disagree
1. I feel like the provider listens to my concerns.	96.00%	2.67%	1.33%	0%	0%
2. I feel like the provider spends enough time with me.	96.00%	4.00%	0%	0%	0%
3. At my visits, I get the answers or information I need.	96.00%	2.67%	1.33%	0%	0%
4. I trust the provider's judgment and explanation of my child's medical care.	96.00%	2.67%	1.33%	0%	0%
5. The provider treats me/ my child in a caring, respectful manner.	97.33%	2.67%	0%	0%	0%

2. What do you like least about Plateau Pediatrics?



- ❖ Them having trouble with the computers lately
- ❖ Some of the attitudes with certain nurses
- ❖ Sometimes wait times are long
- ❖ Nothing, this practice is perfect
- ❖ No worries so far!
- ❖ I haven't had a bad experience with the practice
- ❖ Wait times after check in can be extensive
- ❖ Paperwork
- ❖ At the moment I have no complaints.
- ❖ We would appreciate an after hours option!
- ❖ Not a thing. We love firefly!
- ❖ I haven't had a negative experience yet to dislike.
- ❖ Nothing. I've never had a problem. They are the best pediatrician we have ever had.
- ❖ I have to say at this time I've been pleased with everything.
- ❖ Not open on weekends

3. What changes would you like for us to make?



- ❖ None I can think of, maybe more toys for the littles in waiting area
- ❖ No changes are needed at this time
- ❖ Wish they were open on Saturdays
- ❖ I cant think of any changes.
- ❖ Wait times in the evening
- ❖ Maybe do paperwork ahead of time electronically
- ❖ None come to mind
- ❖ Open weekends
- ❖ After hours option.
- ❖ Extending hours would be nice because I work until 5:30pm Monday-Friday.
- ❖ None everything is perfectly in order
- ❖ Nothing. I think firefly peditrics is excellent.
- ❖ Sick and well waiting areas.

We seriously consider all recommendations and feedback received from our patients.

We have a multitude of information available on our website including new patient forms, well exam and vaccination schedules, handouts, and dosing charts for many over the counter medications such as Tylenol. You can visit our website at www.fireflypediatrics.org.

The office was not designed to accommodate separate sick and well waiting areas. Dr. Suzanne explains this decision in [this article](#). However, we strive to bring patients back as fast as possible to the exam rooms to limit exposure to sick children. Each exam room is cleaned and sanitized between patients. We also provide adult and children's masks for anyone who is identified as potentially spreading an airborne infection. Please understand if we ask you or your child to wear a mask during your visit.

Cleanliness is a top priority at Firefly Pediatrics; therefore, we do not offer toys in the waiting or exam rooms because it would be too difficult to keep them clean between patients.

You can minimize wait time in the office by completing well exam surveys prior to arriving in the office by accessing the patient portal. If you don't have a portal account, we can assist you with setting one up or send you a direct link to your surveys. If you do not have an Intelichart portal account, or are having issues with your account, contact our office and we will be happy to assist you. Please note that each patient requires their own individual PIN number to be added to the parent or legal custodian's Intelichart account. Once a patient reaches 18 years of age, they will generally no longer be viewable on the parent's portal and should set up their own account.

We truly appreciate all the positive comments from our patients as it helps build confidence and morale among our staff. If at any time you have feedback for us, please feel free to contact our Practice Administrator, Villa Edwards, at (423) 594-8700.