

Firefly Pediatrics Patient Satisfaction Survey Website Summary 2024

Firefly Pediatrics conducted our third annual patient satisfaction survey May 6 – 17, 2024. 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 116 surveys completed during the two-week time span and a total of 339 established sick and well appointments for a completion rate of 34%. We were very pleased with the feedback and appreciate all of those who participated. We would like to share our 2024 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	90.91%	110
Good/Agree	9.09%	11
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

Q2: My calls are answered in a courteous manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	87.60%	106
Good/Agree	9.92%	12
OK/Neither Agree nor Disagree	2.48%	3
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

Q3. My calls/messages are returned promptly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	83.47%	101
Good/Agree	11.57%	14
OK/Neither Agree nor Disagree	1.65%	2
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never had to leave a message	3.31%	4
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	82.64%	100
Good/Agree	14.88%	18
OK/Neither Agree nor Disagree	1.65%	2
Fair/Disagree	0%	0
Poor/Strongly Disagree	0.83%	1
TOTAL		121

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	62.81%	76
Good/Agree	8.26%	10
OK/Neither Agree nor Disagree	1.65%	2
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never used after hours answering service	27.27%	33
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	68.60%	83
Good/Agree	19.01%	23
OK/Neither Agree nor Disagree	2.48%	3
Fair/Disagree	4.96%	6
Poor/Strongly Disagree	4.96%	6
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	92.56%	112
Good/Agree	7.44%	9
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

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	100%	121
No	0%	0
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	91.74%	111
Good/Agree	8.26%	10
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	96.69%	117
Good/Agree	3.31%	4
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	95.04%	115
Good/Agree	4.96%	6
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		121

Q12: The bills I receive are accurate.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	60.17%	71
Good/Agree	5.08%	6
OK/Neither Agree nor Disagree	0.85%	1
Fair/Disagree	0.85%	1
Poor/Strongly Disagree	0%	0
I do not receive bills	33.05%	39
TOTAL		118

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	57.63%	68
Good/Agree	5.08%	6
OK/Neither Agree Nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never had to speak with the billing staff	37.29%	44
TOTAL		118

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	38.14%	45
Good/Agree	5.08%	6
OK/Neither Agree nor Disagree	2.54%	3
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never used the online payment portal	54.24%	64
TOTAL		118

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	77.78%	91
Good/Agree	8.55%	10
OK/Neither Agree nor Disagree	5.13%	6
Fair/Disagree	1.71%	2
Poor/Strongly Disagree	0.85%	1
Do not use internet/social media	5.98%	7
TOTAL		117

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	75.21%	88
Good/Agree	12.82%	15
OK/Neither Agree nor Disagree	4.27%	5
Fair/Disagree	0.85%	1
Poor/Strongly Disagree	0%	0
Do not use internet/social media	6.84%	8
TOTAL		117

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	52.14%	61
Good/Agree	9.40%	11
OK/Neither Agree nor Disagree	1.71%	2
Fair/Disagree	0.85%	1
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	35.90%	42
TOTAL		117

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	54.70%	64
Good/Agree	6.84%	8
OK/Neither agree nor disagree	3.42%	4
Fair/Disagree	1.71%	2
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	33.33%	39
TOTAL		117

Provider Results:

	Excellent/ Strongly Agree	Good/ Agree	OK/ Neither Agree nor Disagree	Fair/ Disagree	Poor/ Strongly Disagree
I feel like the physician/nurse practitioner listens to my concerns.	97%	2%	1%	0%	0%
I feel like the physician/nurse practitioner spends enough time with me.	97%	3%	1%	0%	0%
At my visits, I get the answers or information I need.	95%	4%	1%	0%	0%
I trust the physician/nurse practitioner's judgement and explanation of my child's medical care.	94%	5%	0%	1%	0%
The physician/nurse practitioner treats me/my child in a caring respectful manner.	95%	4%	1%	0%	0%

4. Is there any staff member who has exceeded your expectations?



- ❖ Dr Stephanie and the nurse with curly brown hair and glasses .(She should know who she is BRINLEE LOVES HER !!!!!
- ❖ rachel at the front desk & of course dr. ian and stephanie!
- ❖ Dr. Stephanie and Ian always go above and beyond to help our son get well.
- ❖ caitlyn shelton & allyson blaylock they go above and beyond!
- ❖ All the staff! Front desk to the doctor!
- ❖ Cody and Ian do an awesome job with our kiddos!
- ❖ We love Mr. Ian. He has taken exceptional care of my daughter. We also love nurse Caitlyn Shelton. She takes care of my daughter like she would her own, and she has gone above and beyond to answer my questions and make sure we get everything we need.
- ❖ Cheri! My daughter recently had a pretty traumatic visit at TC Thompson's. She has since then been very terrified to come to the doctors office. Cheri has gone out of her way to make sure she felt comfortable in office. My daughter now, walks in the door looking for Cheri. If she doesn't see her, she will get scared and hide. It's nice to have people who genuinely care and are willing to take the time to bond with a scared little one. Ian has also been great! He has very much respected my little one's boundaries and when she is scared he doesn't pressure her but instead is very patient with her. All while being very thorough in his examination.
- ❖ Rachel Ian and Callie
- ❖ Have had an excellent experience with all staff members

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. One common reason PINS may not work is inconsistent information, please make sure we have your correct email address and that you are entering the name and date of birth as we have it in our system. PIN numbers also expire if not used within 48 hours.

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, or Allyson Blaylock, Office Manager, at (423) 594-8700.