

Plateau Pediatrics Patient Satisfaction Survey Website Summary 2023

Plateau Pediatrics conducted our annual patient satisfaction survey for a period of two weeks in July and August 2023. Families were given the option of completing surveys on the office tablets, via QR code, via texted link and via paper copies. We had a total 113 surveys completed during the time span and a total of 1106 established sick and well appointments for a completion rate of 10.2%. In 2022, we had 153 completed surveys and in 2021 we had a total of 246 completed surveys. While we did not have as many responses as in years past, we were very pleased with the feedback and appreciate all of those who participated. We would like to share our 2023 Plateau 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	89.38%	101
Good/Agree	10.62%	12
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		113

Q2: My calls are answered in a courteous manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	85.84%	97
Good/Agree	12.39%	14
OK/Neither Agree nor Disagree	0.88%	1
Fair/Disagree	0.88%	1
Poor/Strongly Disagree	0%	0
TOTAL		113

Q3. My calls/messages are returned promptly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	81.42%	92
Good/Agree	16.81%	19
OK/Neither Agree nor Disagree	0%	0
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never had to leave a message	1.77%	2
TOTAL		113

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

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	82.30%	93
Good/Agree	13.27%	15
OK/Neither Agree nor Disagree	3.54%	4
Fair/Disagree	0.88%	1
Poor/Strongly Disagree	0%	0
TOTAL		113

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	59.29%	67
Good/Agree	10.62%	12
OK/Neither Agree nor Disagree	4.42%	5
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Have never used after hours answering service	25.66%	29
TOTAL		113

Q6: We are currently open Monday & Thursday from 7 a.m. to 7 p.m., on Tuesday, Wednesday, and Friday, from 7 a.m. to 5 p.m. and on Saturday 8 a.m. to 10 a.m. Do our hours meet your needs currently?

ANSWER CHOICES	RESPONSES	
Yes	100%	113
No	0%	0
TOTAL		113

Q7: I would recommend Plateau Pediatrics to a friend or relative.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	86.73%	98
Good/Agree	10.62%	12
OK/Neither Agree nor Disagree	2.65%	3
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		113

Q8. The facilities (waiting area, exam rooms, bathrooms, etc.) are neat, clean, and comfortable.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	87.61%	99
Good/Agree	9.73%	11
OK/Neither Agree nor Disagree	1.77%	2
Fair/Disagree	0.88%	1
Poor/Strongly Disagree	0%	0
TOTAL		113

Q8. The receptionist who greets me as I walk in is helpful and friendly.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	84.68%	94
Good/Agree	10.81%	12
OK/Neither Agree nor Disagree	4.50%	5
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
TOTAL		111

Q9: The nursing staff treats me/my child in a caring, respectful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	86.49%	96
Good/Agree	9.01%	10
OK/Neither Agree nor Disagree	1.80%	2
Fair/Disagree	1.80%	2
Poor/Strongly Disagree	0.90%	1
TOTAL		111

Q10: The bills I receive are accurate.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	51.35%	57
Good/Agree	9.91%	11
OK/Neither Agree nor Disagree	4.50%	5
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I do not receive bills	34.23%	38
TOTAL		111

Q11: The billing staff handles my questions in a courteous, helpful manner.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	51.35%	57
Good/Agree	4.50%	5
OK/Neither Agree Nor Disagree	3.60%	4
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never had to speak with the billing staff	40.54%	45
TOTAL		111

Q12: Using the online payment portal is fast and easy.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	35.14%	39
Good/Agree	4.50%	5
OK/Neither Agree nor Disagree	6.31%	7
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
I have never used the online payment portal	54.05%	60
TOTAL		111

Q13. I know about all of the practices forms of electronic communication. Website (www.plateaupediatrics.com) Facebook and Twitter(@PlateauPeds), and our Patient Portal (<https://patientportal.intelichart.com>).

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	70.75%	75
Good/Agree	13.21%	14
OK/Neither Agree nor Disagree	4.72%	5
Fair/Disagree	0.94%	1
Poor/Strongly Disagree	0%	0
Do not use internet/social media	10.38%	11
TOTAL		106

Q14: The practice website (www.plateaupediatrics.com) and social networking sites are good informational resources.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	66.98%	71
Good/Agree	12.26%	13
OK/Neither Agree nor Disagree	8.49%	9
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Do not use internet/social media	12.26%	13
TOTAL		106

Q15: 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	50.0%	53
Good/Agree	8.49%	9
OK/Neither Agree nor Disagree	10.38%	11
Fair/Disagree	0.94%	1
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	30.19%	32
TOTAL		106

Q16. The Patient Portal (<https://patientportal.intelichart.com>) is easy to use and provides me with information I need.

ANSWER CHOICES	RESPONSES	
Excellent/Strongly Agree	54.72%	58
Good/Agree	10.38%	11
OK/Neither agree nor disagree	7.55%	8
Fair/Disagree	0%	0
Poor/Strongly Disagree	0%	0
Do not use Patient Portal	27.36%	29
TOTAL		106

Provider Results:

Total responses: 113	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.	89.62%	7.55%	1.89%	0.94%	0%
2. I feel like the provider spends enough time with me.	89.62%	7.55%	1.89%	0.94%	0%
3. At my visits, I get the answers or information I need.	90.57%	6.60%	1.89%	0.94%	0%
4. I trust the provider's judgment and explanation of my child's medical care.	91.51%	5.66%	1.89%	0.63%	0%
5. The provider treats me/ my child in a caring, respectful manner.	94.34%	3.77%	0.19%	0%	0%

The end of the survey consisted of open-ended questions to highlight areas of improvement.

1. What do you like best about Plateau Pediatrics?



- ❖ The dr really take their time to listen to your concerns
- ❖ That I can get my children seen in a quickly manner when they are sick
- ❖ We love Dr. Lauren as she listens to our concerns and know exactly how to make both of my kids that are on the spectrum fee comfortable & wanting to go back to see her. She is one of the best pediatricians we have had in a long time!
- ❖ Everything. We love the whole experience.
- ❖ I love the caring nature the nurses and practitioners give to me and my children
- ❖ The staff makes my concerns about my son seem valid and reassure me.
- ❖ Everything! Kristel is the absolute best, and we love the nursing and office staff too!
- ❖ The doctor my children see is phenomenal and the nurses and whole staff always make us feel welcome.
- ❖ always remembers my son and makes me feel like they really care. i truly trust them with caring for my child
- ❖ They are very pleasant and understanding and my kids love going there
- ❖ Helping me give my children the best evidence based healthcare possible.
- ❖ How friendly everyone is, how nice and clean it is, and how I can 9/10 always get an appointment that same day if needed, and anyone that has seen my children has always made sure to make sure my concerns or questions was taking care of in the best way possible!
- ❖ i love how dr berman prays after a sick visit with my children and after a well exam as well. i love he takes his time with each of my children and listens to my concerns and doesn't give me the run around about my concerns he is nice and respectful
- ❖ I like the environment of the whole practice. It doesn't seem chaotic, messy, or unprofessional.
- ❖ We love Dr Reed. She has been so helpful and nice since day one. She explains things and is calm through all situations

2. What do you like least about Plateau Pediatrics?



- ❖ I wish it was closer to dunlap tn.
- ❖ Parking lot
- ❖ I do not like that the nursing staff is not as knowledgeable about my children situations as the staff previous to 2020 & have had a few of them call me multiple times to reiterate my children's needs & what we need to have done.
- ❖ Wait times
- ❖ There isn't really anything I've ever experienced that I didn't like
- ❖ Nothing. They are amazing.
- ❖ There's just usually a lot going on so we're there for awhile.
- ❖ Having to call instead of just going in to sign in and sit in the waiting room
- ❖ I wish the nursing staff would introduce themselves when they come into the rooms. Especially with the new faces at the practice, several times I have not known who was working with my child.
- ❖ it's hard to watch an 18 month old and take the surveys at the beginning of an appointment
- ❖ I wish they emailed or texted the surveys the night or day before an appointment instead of doing them that morning.
- ❖ There isn't anything I could complain about
- ❖ Nothing really everything is awesome
- ❖ I don't like how long we wait, but I understand the staff is hard at work.
- ❖ Sometimes there is a long wait in the exam room waiting for the NP/DR

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



- ❖ Nothing doing amazing already!
- ❖ Getting the light bright in the waiting room working
- ❖ Teach the nursing staff to look into the patient's record prior to returning calls and followup with all information provided by the Dr. In addition all info provided by the parent needs to be relayed to the Dr. accurately.
- ❖ please don't change a single thing!
- ❖ Avoid waiting in room for NP for 40 minutes
- ❖ I think your follow-up protocol is very good!!
- ❖ Add more nurses to the call line so you can talk immediately to a medical practitioner so you don't have to wait on a call back.
- ❖ It would be nice if there was a section of the waiting room for sick visits separate from those doing well checks. I feel like I'm exposing my well children to illness when I go to the doctor!
- ❖ waiting times that we have to wait in a room sometimes
- ❖ Email the milestone surgery's so we can do them at home when we have help with toddlers. It's hard to do them in office if you are alone and have a 2 year old running around.
- ❖ Have someone explain patient portal when at the office so it is used.
- ❖ The building addition completed.
- ❖ I don't have any. I think the office is ran great
- ❖ The emailing or texting the surveys before the appointment
- ❖ Not having to call and wait on a room outside

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



- ❖ Ms. Brooke is phenomenal
- ❖ Dr. Lauren Fox-Bergvin
- ❖ Nurse Sam - didn't get her last name - is a magical miracle nurse. She was able to get my son's ears and eyes tested without a single scream or fight. Truly she is a gem!!
- ❖ Kristen Davis. She is amazing and she is really good with my kids. They love her. They always ask me to let them see her.
- ❖ Dr. Berman he surprised my husband yesterday by asking to pray for our family. My husband was impressed by the fact.
- ❖ Of course, an excellent service !!
- ❖ Kristel Hassler. I know my children get the absolute best care when seeing her. She talks to my children and explains everything that she is doing and talks directly with them like a real human being. She always answers my questions - she is not rushed and I feel listened to. She also is not afraid to say I don't know or ask for help. When a medical emergency has arisen with my child, I completely trusted her to get us through. Derek has also been a tremendous asset to our family medical needs. Out of the entire nursing staff, he is one of our 2 most trusted and favorites. He puts my children at ease.
- ❖ Brooke Wright, Dr. Lauren, and Michelle Melton
- ❖ Nurse Jennifer, NP Kerri, NP Kristin, and Dr Lauren
- ❖ Hailey RN - dark black hair She's the best she helped me a lot at the hospital when baby was born
- ❖ The ladies at the front desk helped me calmly and patiently while I did almost an hour of paperwork. The nurses were kind and patient with all three of my kiddos (they are chaotic) and the physician was PERFECT

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 www.plateaupediatrics.com.

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 Plateau 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 also 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 (931) 707-8700.