

## Plateau Pediatrics Patient Satisfaction Survey Website Summary 2024

Plateau Pediatrics conducted our annual patient satisfaction survey for a period of two weeks in May 2024. 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 of 116 surveys completed during the time span and a total of 1387 established sick and well appointments for a completion rate of 8.4%. In 2023, we had 113 completed surveys and in 2022 we had a total of 153 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 2024 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      | 86.21%    | 100 |
| Good/Agree                    | 13.79%    | 16  |
| OK/Neither Agree nor Disagree | 0%        | 0   |
| Fair/Disagree                 | 0%        | 0   |
| Poor/Strongly Disagree        | 0%        | 0   |
| TOTAL                         |           | 116 |

Q2: My calls are answered in a courteous manner.

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 78.45%    | 91  |
| Good/Agree                    | 18.97%    | 22  |
| OK/Neither Agree nor Disagree | 1.72%     | 2   |
| Fair/Disagree                 | 0.86%     | 1   |
| Poor/Strongly Disagree        | 0%        | 0   |
| TOTAL                         |           | 116 |

Q3. My calls/messages are returned promptly.

| ANSWER CHOICES                    | RESPONSES |     |
|-----------------------------------|-----------|-----|
| Excellent/Strongly Agree          | 71.55%    | 83  |
| Good/Agree                        | 21.55%    | 25  |
| OK/Neither Agree nor Disagree     | 5.17%     | 6   |
| Fair/Disagree                     | 0.86%     | 1   |
| Poor/Strongly Disagree            | 0%        | 0   |
| Have never had to leave a message | 0.86%     | 1   |
| TOTAL                             |           | 116 |

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

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 71.55%    | 83  |
| Good/Agree                    | 23.28%    | 27  |
| OK/Neither Agree nor Disagree | 4.31%     | 5   |
| Fair/Disagree                 | 0%        | 0   |
| Poor/Strongly Disagree        | 0.86%     | 1   |
| TOTAL                         |           | 116 |

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                      | 49.14%    | 57  |
| Good/Agree                                    | 18.10%    | 21  |
| OK/Neither Agree nor Disagree                 | 5.17%     | 6   |
| Fair/Disagree                                 | 1.72%     | 2   |
| Poor/Strongly Disagree                        | 0%        | 0   |
| Have never used after hours answering service | 25.86%    | 30  |
| TOTAL                                         |           | 116 |

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

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 71.55%    | 83  |
| Good/Agree                    | 22.41%    | 26  |
| OK/Neither Agree nor Disagree | 3.45%     | 4   |
| Fair/Disagree                 | 0.86%     | 1   |
| Poor/Strongly Disagree        | 1.72%     | 2   |
| TOTAL                         |           | 116 |

Q7: 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            | 99.14%    | 115        |
| No             | 0.86%     | 1          |
| <b>TOTAL</b>   |           | <b>116</b> |

Q8: I would recommend Plateau Pediatrics to a friend or relative.

| ANSWER CHOICES                | RESPONSES |            |
|-------------------------------|-----------|------------|
| Excellent/Strongly Agree      | 81.03%    | 94         |
| Good/Agree                    | 15.52%    | 18         |
| OK/Neither Agree nor Disagree | 1.72%     | 2          |
| Fair/Disagree                 | 1.72%     | 2          |
| Poor/Strongly Disagree        | 0%        | 0          |
| <b>TOTAL</b>                  |           | <b>116</b> |

Q9. The facilities (waiting area, exam rooms, bathrooms, etc.) are neat, clean, and comfortable.

| ANSWER CHOICES                | RESPONSES |            |
|-------------------------------|-----------|------------|
| Excellent/Strongly Agree      | 75.68%    | 84         |
| Good/Agree                    | 20.72%    | 23         |
| OK/Neither Agree nor Disagree | 0%        | 0          |
| Fair/Disagree                 | 3.60%     | 4          |
| Poor/Strongly Disagree        | 0%        | 0          |
| <b>TOTAL</b>                  |           | <b>111</b> |

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

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 75.68%    | 84  |
| Good/Agree                    | 20.72%    | 23  |
| OK/Neither Agree nor Disagree | 0%        | 0   |
| Fair/Disagree                 | 3.60%     | 4   |
| Poor/Strongly Disagree        | 0%        | 0   |
| TOTAL                         |           | 111 |

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

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 81.08%    | 90  |
| Good/Agree                    | 16.22%    | 18  |
| OK/Neither Agree nor Disagree | 1.80%     | 2   |
| Fair/Disagree                 | 0.90%     | 1   |
| Poor/Strongly Disagree        | 0%        | 0   |
| TOTAL                         |           | 111 |

Q12: The bills I receive are accurate.

| ANSWER CHOICES                | RESPONSES |     |
|-------------------------------|-----------|-----|
| Excellent/Strongly Agree      | 49.09%    | 54  |
| Good/Agree                    | 13.64%    | 15  |
| OK/Neither Agree nor Disagree | 7.27%     | 8   |
| Fair/Disagree                 | 0%        | 0   |
| Poor/Strongly Disagree        | 0%        | 0   |
| I do not receive bills        | 30.0%     | 33  |
| TOTAL                         |           | 110 |

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

| ANSWER CHOICES                                   | RESPONSES |     |
|--------------------------------------------------|-----------|-----|
| Excellent/Strongly Agree                         | 51.82%    | 57  |
| Good/Agree                                       | 14.55%    | 16  |
| OK/Neither Agree Nor Disagree                    | 3.64%     | 4   |
| Fair/Disagree                                    | 0%        | 0   |
| Poor/Strongly Disagree                           | 0%        | 0   |
| I have never had to speak with the billing staff | 30.0%     | 33  |
| TOTAL                                            |           | 110 |

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

| ANSWER CHOICES                              | RESPONSES |            |
|---------------------------------------------|-----------|------------|
| Excellent/Strongly Agree                    | 34.55%    | 38         |
| Good/Agree                                  | 5.45%     | 6          |
| OK/Neither Agree nor Disagree               | 9.09%     | 10         |
| Fair/Disagree                               | 0%        | 0          |
| Poor/Strongly Disagree                      | 0%        | 0          |
| I have never used the online payment portal | 50.91%    | 56         |
| <b>TOTAL</b>                                | <b>I</b>  | <b>110</b> |

Q15. I know about all of the practices forms of electronic communication. Website ([www.plateaupediatrics.com](http://www.plateaupediatrics.com)) Facebook and Twitter(@PlateauPeds), and our Patient Portal (<https://patientportal.intelichart.com>).

| ANSWER CHOICES                   | RESPONSES |            |
|----------------------------------|-----------|------------|
| Excellent/Strongly Agree         | 59.09%    | 65         |
| Good/Agree                       | 17.27%    | 19         |
| OK/Neither Agree nor Disagree    | 9.09%     | 10         |
| Fair/Disagree                    | 3.64%     | 4          |
| Poor/Strongly Disagree           | 0%        | 0          |
| Do not use internet/social media | 10.91%    | 12         |
| <b>TOTAL</b>                     |           | <b>110</b> |

Q16: The practice website ([www.plateaupediatrics.com](http://www.plateaupediatrics.com)) and social networking sites are good informational resources.

| ANSWER CHOICES                   | RESPONSES |     |
|----------------------------------|-----------|-----|
| Excellent/Strongly Agree         | 56.36%    | 62  |
| Good/Agree                       | 14.55%    | 16  |
| OK/Neither Agree nor Disagree    | 13.64%    | 15  |
| Fair/Disagree                    | 0.91%     | 1   |
| Poor/Strongly Disagree           | 0%        | 0   |
| Do not use internet/social media | 14.55%    | 16  |
| TOTAL                            |           | 110 |

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      | 40.91%    | 45  |
| Good/Agree                    | 10.0%     | 11  |
| OK/Neither Agree nor Disagree | 7.27%     | 8   |
| Fair/Disagree                 | 0%        | 0   |
| Poor/Strongly Disagree        | 0%        | 0   |
| Do not use Patient Portal     | 41.82%    | 46  |
| TOTAL                         |           | 110 |

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      | 48.18%    | 53         |
| Good/Agree                    | 11.82%    | 13         |
| OK/Neither agree nor disagree | 3.64%     | 4          |
| Fair/Disagree                 | 1.82%     | 2          |
| Poor/Strongly Disagree        | 0%        | 0          |
| Do not use Patient Portal     | 34.55%    | 38         |
| <b>TOTAL</b>                  |           | <b>110</b> |

Provider Results:

|                                                                                                  | Excellent/<br>Strongly Agree | Good/<br>Agree | OK/ Neither<br>Agree nor<br>Disagree | Fair/<br>Disagree | Poor/<br>Strongly<br>Disagree |
|--------------------------------------------------------------------------------------------------|------------------------------|----------------|--------------------------------------|-------------------|-------------------------------|
| I feel the physician/nurse practitioner listens to my concerns.                                  | 87.96%                       | 11.11%         | 0.93%                                | 0.00%             | 0.00%                         |
| I feel the physician/nurse practitioner spends enough time with me.                              | 82.41%                       | 15.74%         | 1.85%                                | 0.00%             | 0.00%                         |
| At my visits, I get the answers or information I need.                                           | 84.26%                       | 12.96%         | 2.78%                                | 0.00%             | 0.00%                         |
| I trust the physician/nurse practitioner's judgement and explanation of my child's medical care. | 84.26%                       | 12.04%         | 3.70%                                | 0.00%             | 0.00%                         |
| The physician/nurse practitioner treats me/my child in a caring respectful manner.               | 90.74%                       | 8.33%          | 0.93%                                | 0.00%             | 0.00%                         |

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 way my children's doctor always listens to all of my concerns and goes over EVERYTHING with me
- ❖ I like that Plateau Pediatrics sees us quickly when I have appointments oh when my children are sick
- ❖ I love how personable everyone is and I'm never made to feel silly about any of my concerns.
- ❖ The staff always make sure my child/children are seen, and make sure I can get an appointment time that works for me.
- ❖ The organization of the practice. In addition it seems to be a good Christian practice.
- ❖ Up to date facilities and up to date on research, pro vaccine and health. Text reminders and ability to fill out paperwork electronically before the visit, where I'm usually trying to wrangle two kids. Love that facility hosts residents as well, and promotes education. Any time I have had an urgent need and wanted to get either of my children seen quickly, I have always gotten in that same day or within 24 hours. Absolutely wonderful experiences here over the past 2 years.
- ❖ They are nice and listen to me and have clean practice. I especially love the new upgrades they have done which has allowed more room



- ❖ The wait time sometimes can be way to long.
- ❖ There's nothing I don't like, it's a good clinic to recommend to my friends.
- ❖ Any issues I've had have been addressed. ❤️
- ❖ The visit before last my daughter was super fussy and the receptionist was rude.
- ❖ Sometimes the advice of the nurses and doctors are a little different.
- ❖ Currently just not knowing which side to check in on. Having the two check in windows can be confusing especially when I have a grandparent bring a child in for me that doesn't know the facility as well.
- ❖ On a couple occasions, I have felt like the nurse, not the practitioner didn't have the proper information, causing an unnecessary trip to the clinic, when it could have been handled over the phone. Additionally, on one occasion, I was treated rudely by a nurse over the phone.
- ❖ Often the waiting room is dirty even at the beginning of the day.
- ❖ There isn't anything I like least. Everyone is so professional, friendly and just wonderful to see when you have kids that feel horrible.



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



- ❖ Dr. Lauren Fox-Bergvin always exceeds our expectations! We love her!!
- ❖ Mrs Krystal was my doctor as a child and now is my children's doctor and she has always made me feel comfortable and understood. She always treats me and my children with respect.
- ❖ We love Christine Reed. She is so very friendly and always is very respectful and informative.
- ❖ The lady at the front desk this past time was wonderful. Again, we love Mrs. Brooke
- ❖ Ms. Tammy when I have to call and talk with the nurse's station and Ms. Kristen have been phenomenal when it comes to answering my questions, comments and concerns about my 3 children with unique medical needs. They are such a blessing to us!
- ❖ Most have exceeded my expectations, especially our primary physician.
- ❖ I have had nothing but wonderful experiences with Dr. Berman. He is obviously extremely experienced and skilled, and has always been very attentive to both of my children's needs. Love his proactive approaches to medicine and treating my children and always being a step ahead while prescribing their course of treatment
- ❖ All of the staff we have been in contact with are very patient with children. I think that is incredibly important in developing good relationship with them and healthcare providers.

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](http://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.