



CDAP-Q3 2020 Patient Survey Program

Summary Report: Coeur d'Alene

Filters: Coeur d'Alene

Report Run Date: May 6, 2021

Current Date Range: 12/01/2020 - 12/01/2020 (by survey date)

Previous Date Range: None

Benchmark Specialty: Pediatrics

Sample Size: 449

		Always %	Usually %	Sometimes %	Never %	Response #
B. Access						
1. In the last 6 months, when you contacted this provider’s office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?		74.0	24.1	1.6	0.2	427
2. In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?		75.0	22.5	2.3	0.2	436
3. In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?		64.8	23.2	5.0	7.0	358
4. In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?		77.3	19.0	3.5	0.2	427
5. In the last 12 months, when you phoned this provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?		68.4	24.9	3.6	3.1	358
6. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?		52.2	36.3	9.2	2.3	433
C. Access - Con't				No %	Yes %	Response #
1. Did this provider’s office give you information about what to do if your child needed care during evenings, weekends, or holidays?				10.3	89.7	428
2. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?				6.5	93.5	430
D. Your Child's Care From This Provider In The Last 12 Months		Always %	Usually %	Sometimes %	Never %	Response #
1. In the last 6 months, how often did this provider explain things in a way that was easy to understand?		92.3	6.4	N/A	1.4	439
2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?		95.6	4.2	0.2	N/A	432
3. In the last 6 months, how often did this provider explain things about your child’s health in a way that was easy to understand?		95.6	4.1	0.2	N/A	434
4. In the last 6 months, how often did this provider listen carefully to you?		94.9	4.6	0.5	N/A	433
5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?		94.7	5.3	N/A	N/A	431
6. In the last 6 months, how often did this provider seem to know the important information about your child’s medical history?		90.4	8.7	0.9	N/A	425
7. In the last 6 months, how often did this provider show respect for what you had to say?		95.6	4.0	0.5	N/A	430
8. In the last 6 months, how often did this provider spend enough time with your child?		94.6	4.9	0.5	N/A	428
9. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider’s office follow up to give you those results?		69.2	9.8	1.7	19.2	234
10. In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?		78.2	14.0	0.7	7.2	307
E. Overall Rating of this Doctor			9 - 10 %	7 - 8 %	0 - 6 %	Response #
1. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?			91.6	7.4	1.0	418

F. Self-management support	No %	Yes %	Response #
1. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?	29.6	70.4	399
2. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?	56.6	43.4	399
3. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?	29.1	70.9	358

G. Clerks and Receptionists at This Provider's Office	Always %	Usually %	Sometimes %	Never %	Response #
1. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	82.9	14.6	2.3	0.3	398
2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	90.7	8.1	1.3	N/A	397

H. Supplemental Question Set	Excellent %	Very Good %	Good %	Fair %	Poor %	Response #
1. Our practice	73.6	21.1	5.2	N/A	N/A	421
2. The ability of our physicians and staff to work together as a team to care for you	74.8	20.2	4.8	0.2	N/A	420
3. The quality of your medical care	76.4	18.9	4.5	0.2	N/A	419
4. Overall rating of care from your provider or nurse	81.6	15.6	2.6	0.2	N/A	418

	Definitely Yes %	Probably Yes %	Don't Know %	Probably Not %	Definitely Not %	Response #
5. Would you recommend the provider to others?	92.3	6.2	1.4	N/A	N/A	417

Demographics

Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?	
Yes	90.9%
No	9.1%

How long has your child been going to this provider?	
Less than 6 months	24.3%
At least 6 months but less than 1 year	10.5%
At least 1 year but less than 3 years	26.5%
At least 3 years but less than 5 years	10.8%
5 years or more	27.9%

In general, how would you rate your child's overall health?	
Excellent	48.4%
Very Good	34.4%
Good	14.3%
Fair	2.7%
Poor	0.2%

In general, how would you rate your child's overall mental or emotional health?	
Excellent	47.8%
Very Good	22.7%
Good	16.7%
Fair	11.1%
Poor	1.7%

In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?	
Same day	53.5%
1 day	22.2%
2 to 3 days	17.3%
4 to 7 days	5.9%
More than 7 days	1.0%

What is your child's age?	
Less than 1 year old	83
1 to 5 years old	110
6 to 9 years old	78
10 to 14 years old	97
15 to 17 years old	66
18+ years old	29

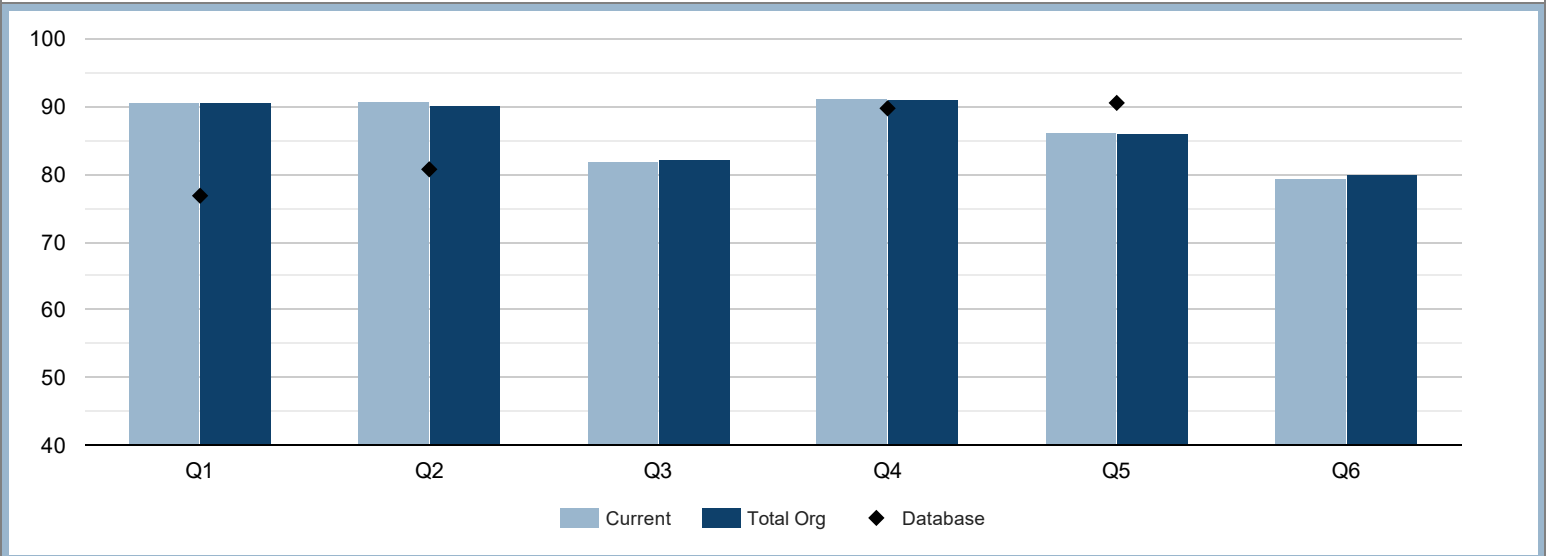
Is your child male or female?	
Male	45.6%
Female	54.4%

Sample Size: 449

Database Size: n = 12,676

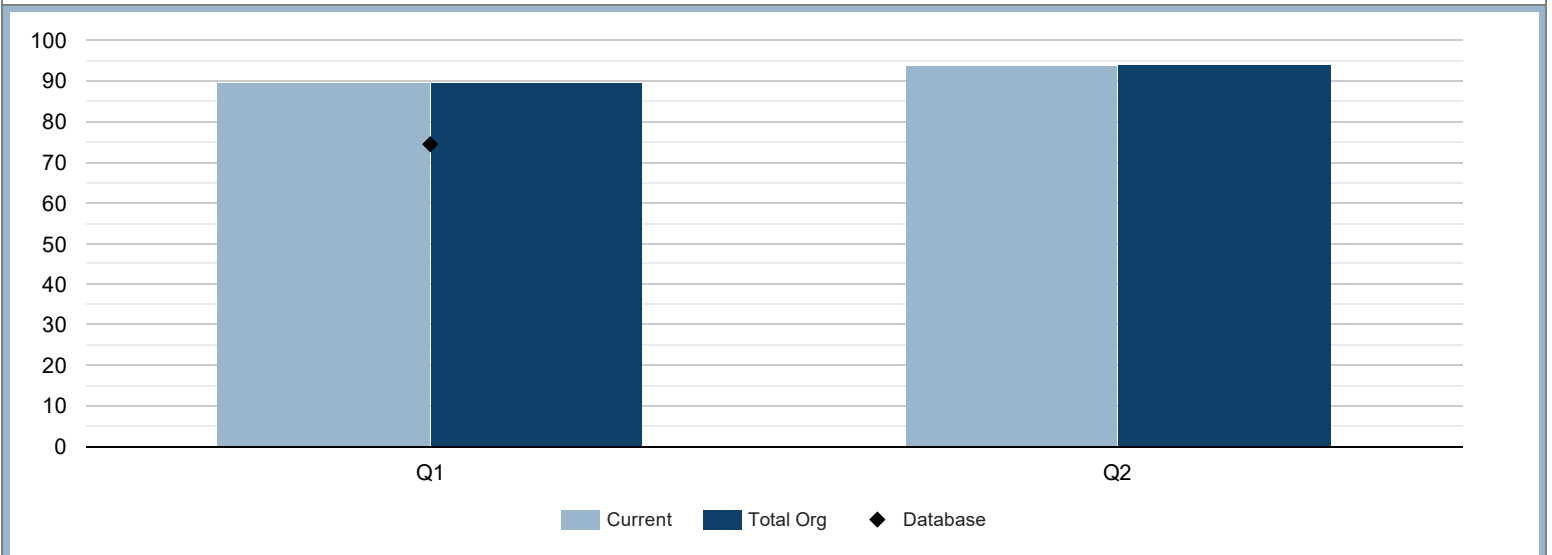
Pediatrics

B. Access



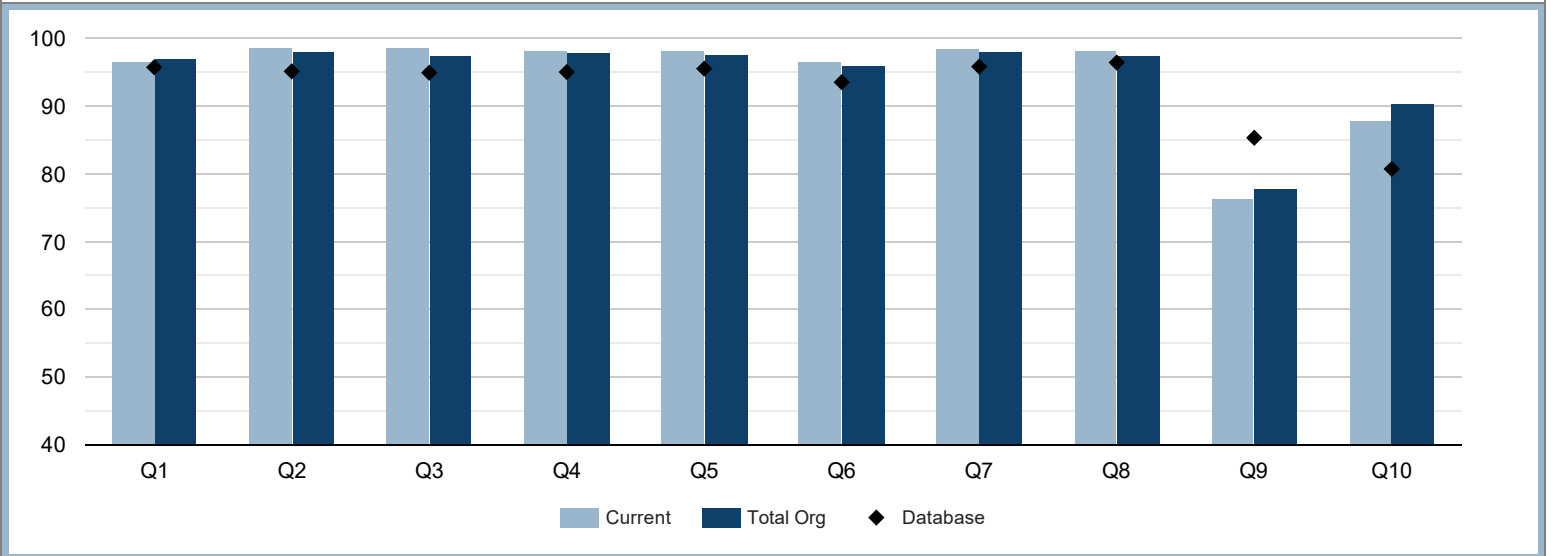
	Previous	Current	Total Org	Database
1. In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?		90.6	90.5	76.8
2. In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?		90.7	90.2	80.7
3. In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?		81.9	82.1	
4. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?		91.1	90.9	89.7
5. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?		86.2	85.9	90.5
6. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?		79.4	80.0	

C. Access - Con't



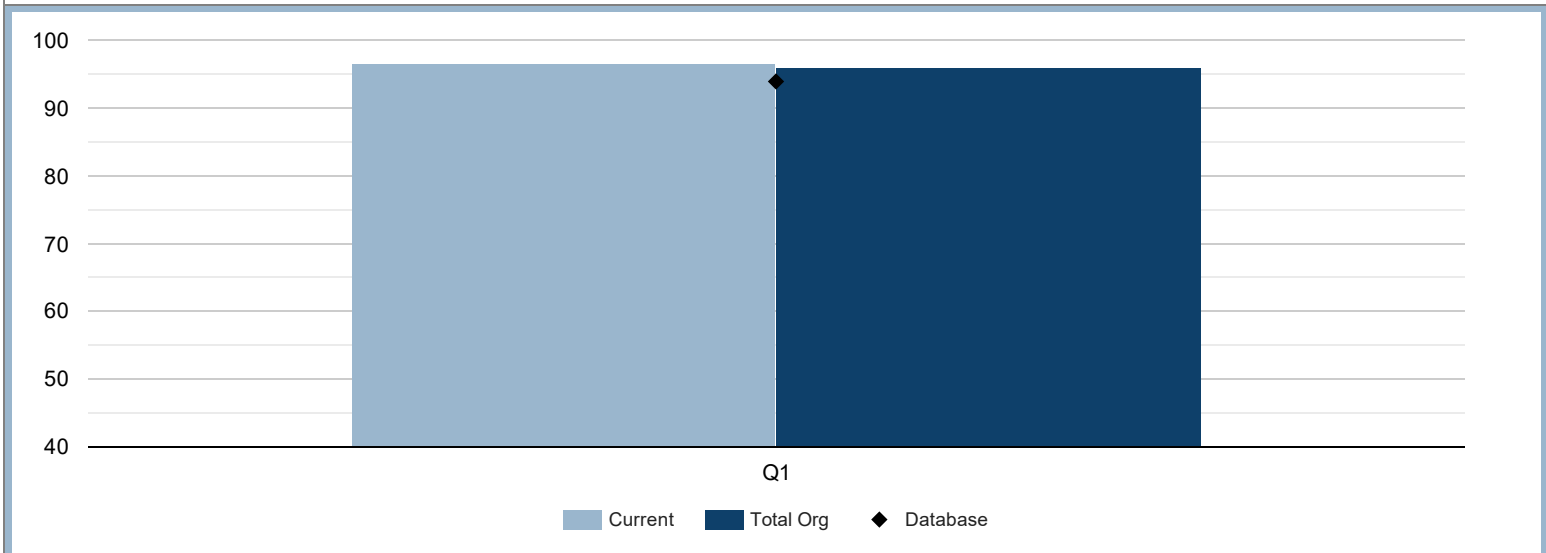
	Previous	Current	Total Org	Database
1. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?		89.7	89.7	74.4
2. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?		93.5	94.0	

D. Your Child's Care From This Provider In The Last 12 Months



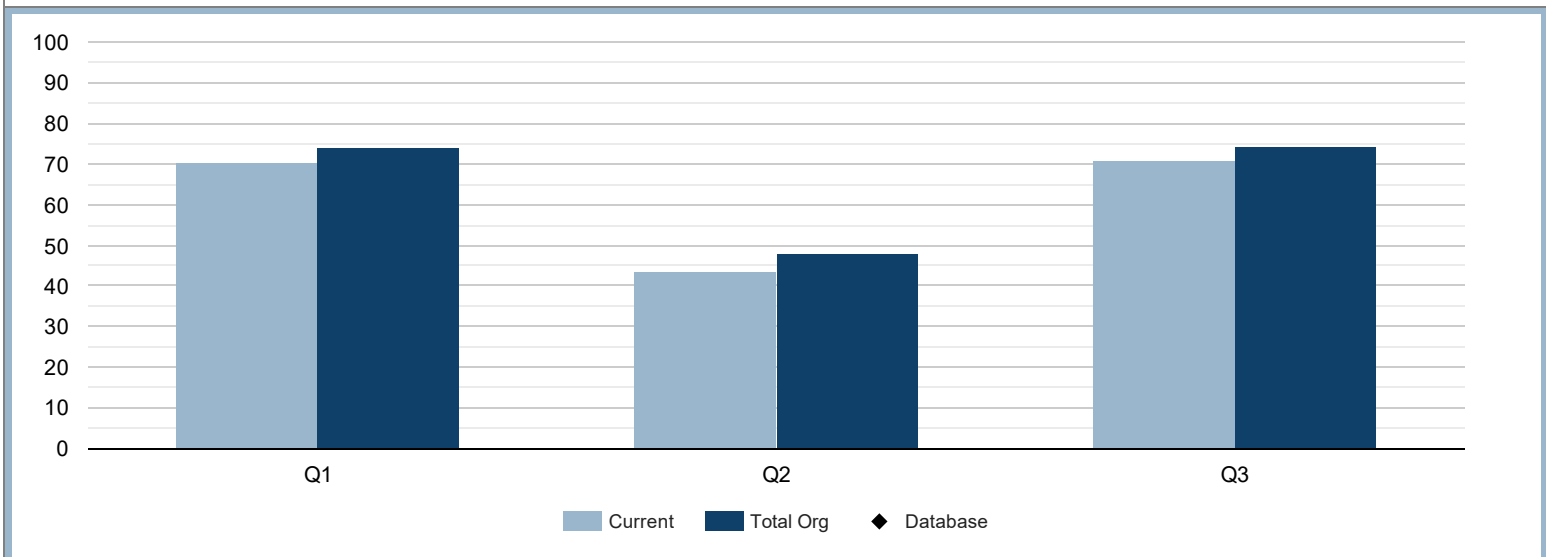
	Previous	Current	Total Org	Database
1. In the last 6 months, how often did this provider explain things in a way that was easy to understand?		96.5	97.0	95.7
2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?		98.5	97.9	95.1
3. In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?		98.5	97.4	94.9
4. In the last 6 months, how often did this provider listen carefully to you?		98.2	97.7	95.0
5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?		98.2	97.5	95.5
6. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?		96.5	95.9	93.5
7. In the last 6 months, how often did this provider show respect for what you had to say?		98.4	98.0	95.8
8. In the last 6 months, how often did this provider spend enough time with your child?		98.1	97.4	96.4
9. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?		76.4	77.7	85.3
10. In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?		87.7	90.3	80.7

E. Overall Rating of this Doctor



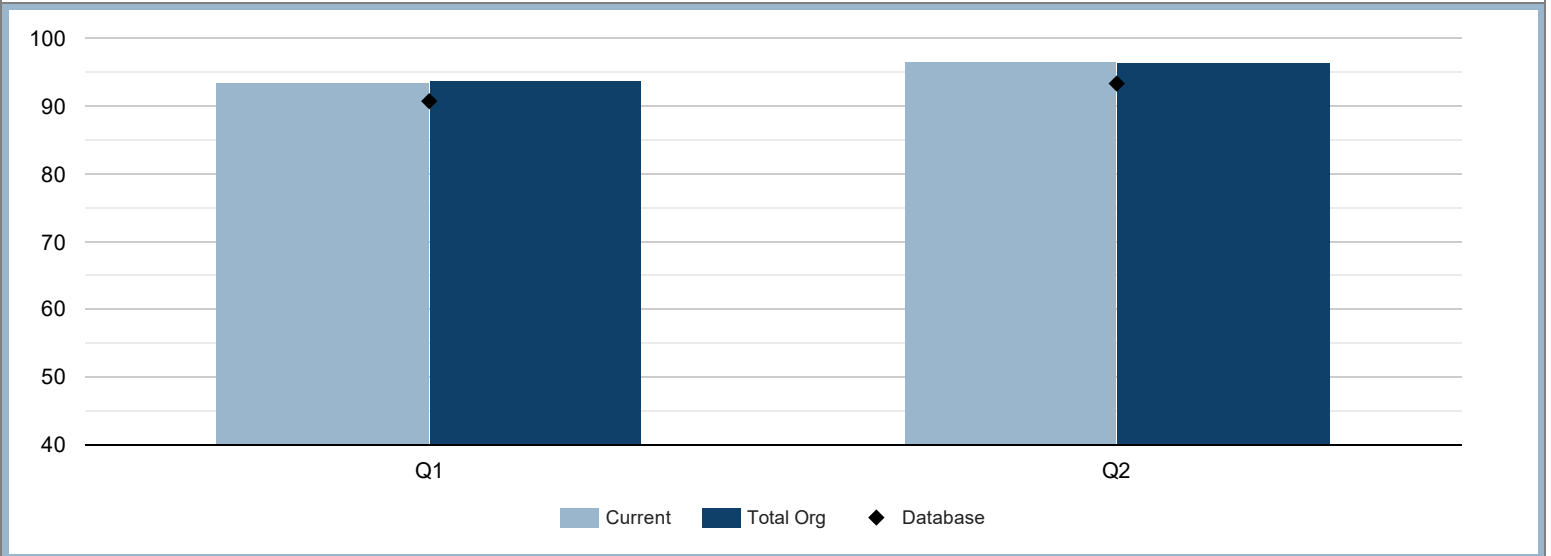
	Previous	Current	Total Org	Database
1. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?		96.6	96.0	93.9

F. Self-management support



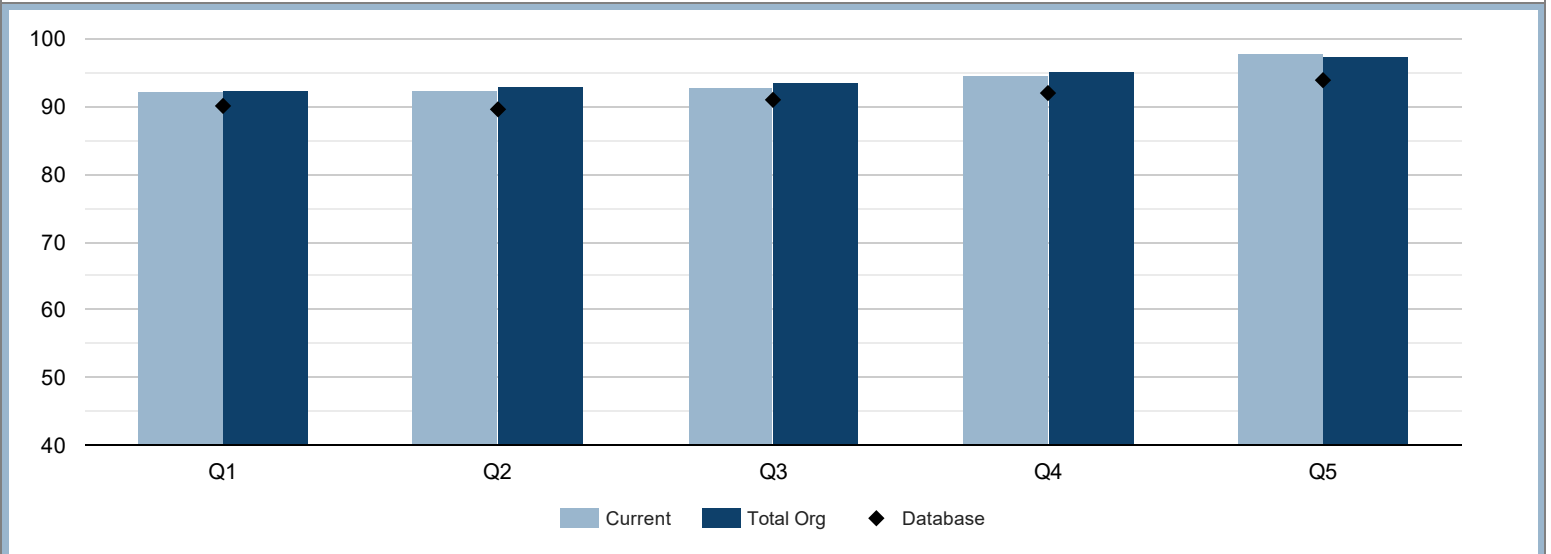
	Previous	Current	Total Org	Database
1. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?		70.4	74.0	
2. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?		43.4	47.7	
3. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines your child was taking?		70.9	74.3	

G. Clerks and Receptionists at This Provider's Office



	Previous	Current	Total Org	Database
1. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?		93.4	93.7	90.7
2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?		96.5	96.4	93.3

H. Supplemental Question Set



	Previous	Current	Total Org	Database
1. Our practice		92.1	92.3	90.1
2. The ability of our physicians and staff to work together as a team to care for you		92.4	93.0	89.6
3. The quality of your medical care		92.8	93.6	91.0
4. Overall rating of care from your provider or nurse		94.6	95.2	92.0
5. Would you recommend the provider to others?		97.7	97.3	93.9