



CDAP-Q3 2022 Patient Survey Program

Tabular Percentile Report: Coeur d'Alene Pediatrics

Filters: None

Report Run Date: December 2022

Current Date Range: 12/28/2022 - 12/28/2022 (by survey date)

Benchmark Specialty: Pediatrics

Coeur d'Alene Pediatrics
12/28/2022 - 12/28/2022 (by survey date)

Sample Size: 724

B. Access	Always %	#	Usually %	#	Sometimes %	#	Never %	#	Response #
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?	61.5	(432)	30.0	(211)	7.4	(52)	1.1	(8)	703
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?	60.8	(432)	30.0	(213)	8.0	(57)	1.3	(9)	711
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?	51.2	(301)	28.9	(170)	9.4	(55)	10.5	(62)	588
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?	70.2	(490)	24.2	(169)	5.2	(36)	0.4	(3)	698
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?	55.6	(324)	32.6	(190)	7.7	(45)	4.1	(24)	583
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?	47.0	(331)	37.9	(267)	12.8	(90)	2.3	(16)	704
AVERAGE (Top Box) Section B	57.9								

		No %	#	Yes %	#	Response #
C. Access - Con't						
1. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?		14.7	(103)	85.3	(597)	700
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?		8.8	(62)	91.2	(640)	702
AVERAGE (Top Box) Section C		88.2				

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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	(662)	6.8	(49)	0.3	(2)	0.6	(4)	717
2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?	94.9	(671)	4.5	(32)	0.1	(1)	0.4	(3)	707
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?	91.0	(647)	7.6	(54)	1.4	(10)	N/A	N/A	711
4. In the last 6 months, how often did this provider listen carefully to you?	92.7	(659)	6.8	(48)	0.6	(4)	N/A	N/A	711
5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	92.5	(656)	7.1	(50)	0.4	(3)	N/A	N/A	709
6. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	86.2	(611)	13.0	(92)	0.8	(6)	N/A	N/A	709
7. In the last 6 months, how often did this provider show respect for what you had to say?	93.8	(668)	5.6	(40)	0.6	(4)	N/A	N/A	712
8. In the last 6 months, how often did this provider spend enough time with your child?	91.2	(649)	7.3	(52)	1.5	(11)	N/A	N/A	712
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?	69.8	(271)	9.8	(38)	2.6	(10)	17.8	(69)	388
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?	81.1	(424)	12.0	(63)	2.3	(12)	4.6	(24)	523
AVERAGE (Top Box) Section D	89.7								

AVERAGE (Top Box) Section D

89.7

	9 - 10 %	#	7 - 8 %	#	0 - 6 %	#	Response #
E. Overall Rating of this Doctor							
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?	91.2	(639)	8.4	(59)	0.4	(3)	701

AVERAGE (Top Box) Section E

91.2

	No %	#	Yes %	#	Response #
F. Self-management support					
1. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?	25.8	(176)	74.2	(505)	681
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?	53.3	(360)	46.7	(316)	676
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?	25.1	(149)	74.9	(445)	594

AVERAGE (Top Box) Section F

64.9

	Always %	#	Usually %	#	Sometimes %	#	Never %	#	Response #
G. Clerks and Receptionists at This Provider's Office									
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?	78.1	(517)	18.1	(120)	3.3	(22)	0.5	(3)	662
2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	85.0	(559)	13.2	(87)	1.7	(11)	0.2	(1)	658

AVERAGE (Top Box) Section G

81.5

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H. Supplemental Question Set	Excellent		Very Good		Good		Fair		Poor		Response #
	%	#	%	#	%	#	%	#	%	#	
1. Our practice	70.3	(486)	24.7	(171)	4.8	(33)	N/A	N/A	0.1	(1)	691
2. The ability of our physicians and staff to work together as a team to care for you	71.9	(498)	22.1	(153)	5.9	(41)	0.1	(1)	N/A	N/A	693
3. The quality of your medical care	74.0	(513)	21.1	(146)	4.9	(34)	N/A	N/A	N/A	N/A	693
4. Overall rating of care from your provider or nurse	83.9	(582)	13.7	(95)	2.4	(17)	N/A	N/A	N/A	N/A	694
	Definitely Yes		Probably Yes		Don't Know		Probably Not		Definitely Not		Response #
	%	#	%	#	%	#	%	#	%	#	
5. Would you recommend the provider to others?	90.0	(621)	8.6	(59)	1.4	(10)	N/A	N/A	N/A	N/A	690
AVERAGE (Top Box) Section H	78.0										

Demographics

Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?		How long has your child been going to this provider?		In general, how would you rate your child's overall health?	
Yes	88.7%	Less than 6 months	19.8%	Excellent	49.8%
No	11.3%	At least 6 months but less than 1 year	16.3%	Very Good	31.3%
		At least 1 year but less than 3 years	30.0%	Good	15.8%
		At least 3 years but less than 5 years	9.6%	Fair	3.0%
		5 years or more	24.3%	Poor	0.1%

In general, how would you rate your child's overall mental or emotional health?		In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?		What is your child's age?	
Excellent	48.8%	Same day	39.3%	Less than 1 year old	105
Very Good	20.7%	1 day	27.5%	1 to 5 years old	171
Good	18.4%	2 to 3 days	17.9%	6 to 9 years old	98
Fair	10.2%	4 to 7 days	9.8%	10 to 14 years old	126
Poor	1.9%	More than 7 days	5.5%	15 to 17 years old	77
				18+ years old	57

Is your child male or female?	
Male	49.1%
Female	50.9%