



CDAP-Q3 2019 Patient Survey Program

Tabular Percentile Report: Hayden

Filters: Hayden

Report Run Date: March 9, 2020

Current Date Range: 11/01/2019 - 11/01/2019 (by survey date)

Benchmark Specialty: Pediatrics

Coeur d'Alene Pediatrics
11/01/2019 - 11/01/2019 (by survey date)

Sample Size: 311

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?	78.5	(238)	18.2	(55)	3.0	(9)	0.3	(1)	303
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?	72.1	(220)	20.7	(63)	6.2	(19)	1.0	(3)	305
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?	71.3	(189)	19.6	(52)	4.2	(11)	4.9	(13)	265
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?	83.2	(252)	15.2	(46)	1.3	(4)	0.3	(1)	303
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?	69.4	(186)	25.0	(67)	2.6	(7)	3.0	(8)	268
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?	59.6	(183)	31.6	(97)	8.5	(26)	0.3	(1)	307
AVERAGE (Top Box) Section B	72.4								

		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?		12.9	(39)	87.1	(263)	302
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?		7.9	(24)	92.1	(281)	305
AVERAGE (Top Box) Section C		89.6				

Coeur d'Alene Pediatrics
11/01/2019 - 11/01/2019 (by survey date)

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?	93.2	(286)	5.9	(18)	1.0	(3)	0.0	(0)	307
2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?	94.1	(288)	5.2	(16)	0.7	(2)	0.0	(0)	306
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?	90.5	(276)	9.2	(28)	0.3	(1)	0.0	(0)	305
4. In the last 6 months, how often did this provider listen carefully to you?	92.8	(282)	6.3	(19)	1.0	(3)	0.0	(0)	304
5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	92.8	(283)	6.2	(19)	1.0	(3)	0.0	(0)	305
6. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	85.5	(260)	13.5	(41)	1.0	(3)	0.0	(0)	304
7. In the last 6 months, how often did this provider show respect for what you had to say?	92.5	(282)	7.5	(23)	0.0	(0)	0.0	(0)	305
8. In the last 6 months, how often did this provider spend enough time with your child?	90.5	(276)	8.9	(27)	0.7	(2)	0.0	(0)	305
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?	73.7	(143)	10.8	(21)	2.6	(5)	12.9	(25)	194
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?	83.7	(211)	12.7	(32)	1.6	(4)	2.0	(5)	252
AVERAGE (Top Box) Section D	89.6								

AVERAGE (Top Box) Section D

87.0

	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?	87.3	(268)	12.1	(37)	0.7	(2)	307

AVERAGE (Top Box) Section E

87.3

	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?	20.0	(59)	80.0	(236)	295
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?	37.9	(110)	62.1	(180)	290
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?	19.3	(54)	80.7	(226)	280

AVERAGE (Top Box) Section F

74.2

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?	85.8	(254)	12.8	(38)	1.4	(4)	0.0	(0)	296
2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	88.2	(261)	10.8	(32)	1.0	(3)	0.0	(0)	296

AVERAGE (Top Box) Section G

87.0

H. Supplemental Question Set	Excellent		Very Good		Good		Fair		Poor		Response #
	%	#	%	#	%	#	%	#	%	#	
1. Our practice	82.1	(247)	15.0	(45)	2.7	(8)	0.3	(1)	0.0	(0)	301
2. The ability of our physicians and staff to work together as a team to care for you	81.3	(243)	15.4	(46)	3.0	(9)	0.0	(0)	0.3	(1)	299
3. The quality of your medical care	83.3	(250)	13.7	(41)	3.0	(9)	0.0	(0)	0.0	(0)	300
4. Overall rating of care from your provider or nurse	89.3	(267)	9.0	(27)	1.7	(5)	0.0	(0)	0.0	(0)	299
	Definitely Yes		Probably Yes		Don't Know		Probably Not		Definitely Not		Response #
	%	#	%	#	%	#	%	#	%	#	
5. Would you recommend the provider to others?	94.0	(281)	6.0	(18)	0.0	(0)	0.0	(0)	0.0	(0)	299
AVERAGE (Top Box) Section H	86.0										

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	90.8%	Less than 6 months	12.1%	Excellent	58.5%
No	9.2%	At least 6 months but less than 1 year	13.1%	Very Good	29.1%
		At least 1 year but less than 3 years	15.4%	Good	11.0%
		At least 3 years but less than 5 years	17.6%	Fair	1.0%
		5 years or more	41.8%	Poor	0.3%

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	57.6%	Same day	59.5%	Less than 1 year old	36
Very Good	24.2%	1 day	21.5%	1 to 5 years old	78
Good	13.5%	2 to 3 days	11.1%	6 to 9 years old	60
Fair	3.4%	4 to 7 days	4.3%	10 to 14 years old	72
Poor	1.3%	More than 7 days	3.6%	15 to 17 years old	36
				18+ years old	12

Is your child male or female?	
Male	49.6%
Female	50.4%