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# Patient Survey Network<sup>TM</sup>

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Coeur d'Alene Pediatrics  
Hayden

PATIENT SATISFACTION SURVEY  
07-01-2016 - 07-01-2016 (by survey date)

**Coeur d'Alene Pediatrics**  
**07-01-2016 - 07-01-2016 (by survey date)**

Sample Size: 352

| <b>B. Access</b>                                                                                                                                                                                   | <b>Always<br/>%</b> | <b>#</b> | <b>Usually<br/>%</b> | <b>#</b> | <b>Sometimes<br/>%</b> | <b>#</b> | <b>Never<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|----------------------|----------|------------------------|----------|--------------------|----------|-----------------------|
| 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? | 68.8                | (229)    | 22.8                 | (76)     | 7.2                    | (24)     | 1.2                | (4)      | 333                   |
| 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?         | 57.6                | (193)    | 27.8                 | (93)     | 13.1                   | (44)     | 1.5                | (5)      | 335                   |
| 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?                                            | 54.0                | (156)    | 25.6                 | (74)     | 12.5                   | (36)     | 8.0                | (23)     | 289                   |
| 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?                            | 71.3                | (239)    | 24.5                 | (82)     | 3.0                    | (10)     | 1.2                | (4)      | 335                   |
| 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?                       | 57.7                | (164)    | 32.7                 | (93)     | 6.0                    | (17)     | 3.5                | (10)     | 284                   |
| 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?            | 43.5                | (145)    | 36.3                 | (121)    | 16.5                   | (55)     | 3.6                | (12)     | 333                   |
| <b>AVERAGE (Top Box) Section B</b>                                                                                                                                                                 | <b>59.0</b>         |          |                      |          |                        |          |                    |          |                       |

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| <b>C. Access - Con't</b>                                                                                                                                                                                    | <b>No<br/>%</b> | <b>#</b> | <b>Yes<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------|------------------|----------|-----------------------|
| 1. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?                                                                       | 11.5            | (38)     | 88.5             | (292)    | 330                   |
| 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? | 19.1            | (62)     | 80.9             | (263)    | 325                   |

**AVERAGE (Top Box) Section C** **84.7**

| <b>D. Your Child's Care From This Provider<br/>In The Last 12 Months</b>                                                                | <b>Always<br/>%</b> | <b>#</b> | <b>Usually<br/>%</b> | <b>#</b> | <b>Sometimes<br/>%</b> | <b>#</b> | <b>Never<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|----------------------|----------|------------------------|----------|--------------------|----------|-----------------------|
| 1. In the last 12 months, how often did this provider explain things in a way that was easy to understand?                              | 84.2                | (282)    | 11.6                 | (39)     | 3.0                    | (10)     | 1.2                | (4)      | 335                   |
| 2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?                                                    | 86.8                | (289)    | 10.2                 | (34)     | 1.2                    | (4)      | 1.8                | (6)      | 333                   |
| 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?     | 82.6                | (275)    | 15.3                 | (51)     | 1.2                    | (4)      | 0.9                | (3)      | 333                   |
| 4. In the last 6 months, how often did this provider listen carefully to you?                                                           | 85.2                | (282)    | 12.1                 | (40)     | 1.8                    | (6)      | 0.9                | (3)      | 331                   |
| 5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns? | 85.5                | (283)    | 12.1                 | (40)     | 1.8                    | (6)      | 0.6                | (2)      | 331                   |
| 6. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?         | 78.8                | (260)    | 15.8                 | (52)     | 4.8                    | (16)     | 0.6                | (2)      | 330                   |

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| <b>D. Your Child's Care From This Provider<br/>In The Last 12 Months</b>                                                                                                                      | <b>Always<br/>%</b> | <b>#</b> | <b>Usually<br/>%</b> | <b>#</b> | <b>Sometimes<br/>%</b> | <b>#</b> | <b>Never<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|----------------------|----------|------------------------|----------|--------------------|----------|-----------------------|
| 7. In the last 6 months, how often did this provider show respect for what you had to say?                                                                                                    | 85.2                | (282)    | 12.7                 | (42)     | 1.5                    | (5)      | 0.6                | (2)      | 331                   |
| 8. In the last 6 months, how often did this provider spend enough time with your child?                                                                                                       | 83.0                | (274)    | 14.5                 | (48)     | 1.5                    | (5)      | 0.9                | (3)      | 330                   |
| 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? | 71.5                | (153)    | 15.0                 | (32)     | 3.3                    | (7)      | 10.3               | (22)     | 214                   |
| 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?                                         | 73.6                | (192)    | 16.9                 | (44)     | 4.2                    | (11)     | 5.4                | (14)     | 261                   |

**AVERAGE (Top Box) Section D                      82.2**

| <b>E. Overall Rating of this Doctor</b>                                                                                                                         | <b>9 - 10<br/>%</b> | <b>#</b> | <b>7 - 8<br/>%</b> | <b>#</b> | <b>0 - 6<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|--------------------|----------|--------------------|----------|-----------------------|
| 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? | 86.8                | (283)    | 11.3               | (37)     | 1.8                | (6)      | 326                   |

**AVERAGE (Top Box) Section E                      86.8**

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| 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?                                |  | 28.1     | (90)  | 71.9      | (230) | 320         |      |         |     |            |
| 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? |  | 53.8     | (170) | 46.2      | (146) | 316         |      |         |     |            |
| 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?     |  | 25.3     | (74)  | 74.7      | (219) | 293         |      |         |     |            |
| AVERAGE (Top Box) Section F                                                                                                                               |  | 64.0     |       |           |       |             |      |         |     |            |
| 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?                      |  | 75.4     | (245) | 21.5      | (70)  | 2.8         | (9)  | 0.3     | (1) | 325        |
| 2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?                            |  | 77.8     | (253) | 18.5      | (60)  | 3.7         | (12) | 0.0     | (0) | 325        |
| AVERAGE (Top Box) Section G                                                                                                                               |  | 76.6     |       |           |       |             |      |         |     |            |

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| <b>H. Supplemental Question Set</b>                                                                      | <b>Excellent<br/>%</b>          | <b>#</b> | <b>Very<br/>Good<br/>%</b>    | <b>#</b> | <b>Good<br/>%</b>           | <b>#</b> | <b>Fair<br/>%</b>             | <b>#</b> | <b>Poor<br/>%</b>               | <b>#</b> | <b>Response<br/>#</b> |
|----------------------------------------------------------------------------------------------------------|---------------------------------|----------|-------------------------------|----------|-----------------------------|----------|-------------------------------|----------|---------------------------------|----------|-----------------------|
| 1. How would you rate our practice                                                                       | 48.6                            | (162)    | 44.1                          | (147)    | 6.0                         | (20)     | 1.2                           | (4)      | 0.0                             | (0)      | 333                   |
| 2. How would you rate the ability of our staff and physicians to work together as a team to care for you | 46.1                            | (153)    | 46.4                          | (154)    | 6.3                         | (21)     | 1.2                           | (4)      | 0.0                             | (0)      | 332                   |
| 3. How would you rate the quality of your child's medical care                                           | 50.9                            | (168)    | 42.7                          | (141)    | 5.5                         | (18)     | 0.9                           | (3)      | 0.0                             | (0)      | 330                   |
| 4. Please rate the overall care from your provider                                                       | 59.1                            | (195)    | 36.1                          | (119)    | 4.2                         | (14)     | 0.6                           | (2)      | 0.0                             | (0)      | 330                   |
|                                                                                                          | <b>Definitely<br/>Yes<br/>%</b> | <b>#</b> | <b>Probably<br/>Yes<br/>%</b> | <b>#</b> | <b>Don't<br/>Know<br/>%</b> | <b>#</b> | <b>Probably<br/>Not<br/>%</b> | <b>#</b> | <b>Definitely<br/>Not<br/>%</b> | <b>#</b> | <b>Response<br/>#</b> |
| 5. Would you recommend the provider to others?                                                           | 68.9                            | (226)    | 29.0                          | (95)     | 1.2                         | (4)      | 0.6                           | (2)      | 0.3                             | (1)      | 328                   |
| <b>AVERAGE (Top Box) Section H</b>                                                                       | <b>54.7</b>                     |          |                               |          |                             |          |                               |          |                                 |          |                       |

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**Demographics**

|                                                                                                                         |       |                                                                                                                                     |       |                                                                    |       |
|-------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------|-------|--------------------------------------------------------------------|-------|
| <b>Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?</b> |       | <b>How long has your child been going to this provider?</b>                                                                         |       | <b>In general, how would you rate your child's overall health?</b> |       |
| Yes                                                                                                                     | 79.7% | Less than 6 months                                                                                                                  | 24.4% | Excellent                                                          | 0.3%  |
| No                                                                                                                      | 20.3% | At least 6 months but less than 1 year                                                                                              | 12.2% | Very Good                                                          | 2.1%  |
|                                                                                                                         |       | At least 1 year but less than 3 years                                                                                               | 15.2% | Good                                                               | 14.5% |
|                                                                                                                         |       | At least 3 years but less than 5 years                                                                                              | 18.5% | Fair                                                               | 50.3% |
|                                                                                                                         |       | 5 years or more                                                                                                                     | 29.8% | Poor                                                               | 32.8% |
| <b>In general, how would you rate your child's overall mental or emotional health?</b>                                  |       | <b>In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?</b> |       | <b>Is your child male or female?</b>                               |       |
| Excellent                                                                                                               | 0.6%  | Same day                                                                                                                            | 66.4% | Male                                                               | 50.8% |
| Very Good                                                                                                               | 3.6%  | 1 day                                                                                                                               | 17.0% | Female                                                             | 49.2% |
| Good                                                                                                                    | 12.1% | 2 to 3 days                                                                                                                         | 6.0%  |                                                                    |       |
| Fair                                                                                                                    | 36.0% | 4 to 7 days                                                                                                                         | 3.8%  |                                                                    |       |
| Poor                                                                                                                    | 47.7% | More than 7 days                                                                                                                    | 6.9%  |                                                                    |       |