
Patient Survey NetworkTM

Coeur d'Alene Pediatrics
Hayden

PATIENT SATISFACTION SURVEY
03-01-2018 - 03-01-2018 (by survey date)

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Sample Size: 397

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?	68.4	(264)	25.6	(99)	5.7	(22)	0.3	(1)	386
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?	62.8	(238)	29.0	(110)	6.9	(26)	1.3	(5)	379
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?	50.8	(155)	25.6	(78)	13.4	(41)	10.2	(31)	305
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?	73.9	(275)	22.6	(84)	3.5	(13)	0.0	(0)	372
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?	58.1	(175)	28.2	(85)	7.6	(23)	6.0	(18)	301
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?	43.8	(167)	38.8	(148)	13.1	(50)	4.2	(16)	381
AVERAGE (Top Box) Section B	60.0								

Coeur d'Alene Pediatrics
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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?	14.6	(55)	85.4	(323)	378
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?	18.8	(70)	81.2	(302)	372

AVERAGE (Top Box) Section C **83.3**

D. Your Child's Care From This Provider In The Last 12 Months	Always %	#	Usually %	#	Sometimes %	#	Never %	#	Response #
1. In the last 12 months, how often did this provider explain things in a way that was easy to understand?	87.6	(338)	7.8	(30)	2.3	(9)	2.3	(9)	386
2. In the last 6 months, how often did this provider listen carefully to YOUR CHILD?	87.7	(336)	10.2	(39)	1.3	(5)	0.8	(3)	383
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?	87.7	(336)	11.2	(43)	0.8	(3)	0.3	(1)	383
4. In the last 6 months, how often did this provider listen carefully to you?	85.6	(328)	12.0	(46)	1.8	(7)	0.5	(2)	383
5. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	88.0	(336)	10.5	(40)	1.0	(4)	0.5	(2)	382
6. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	76.9	(289)	17.3	(65)	4.5	(17)	1.3	(5)	376

Coeur d'Alene Pediatrics
03-01-2018 - 03-01-2018 (by survey date)

D. Your Child's Care From This Provider In The Last 12 Months	Always %	#	Usually %	#	Sometimes %	#	Never %	#	Response #
7. In the last 6 months, how often did this provider show respect for what you had to say?	89.0	(341)	9.1	(35)	1.3	(5)	0.5	(2)	383
8. In the last 6 months, how often did this provider spend enough time with your child?	84.0	(321)	13.1	(50)	2.4	(9)	0.5	(2)	382
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?	68.4	(145)	13.7	(29)	2.4	(5)	15.6	(33)	212
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?	72.9	(202)	18.4	(51)	2.5	(7)	6.1	(17)	277

AVERAGE (Top Box) Section D 83.8

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?	83.2	(313)	15.4	(58)	1.3	(5)	376

AVERAGE (Top Box) Section E 83.2

Coeur d'Alene Pediatrics
03-01-2018 - 03-01-2018 (by survey date)

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?		36.0	(129)	64.0	(229)	358				
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?		69.6	(245)	30.4	(107)	352				
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?		35.3	(113)	64.7	(207)	320				
AVERAGE (Top Box) Section F		52.7								
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?		82.0	(314)	16.4	(63)	1.6	(6)	0.0	(0)	383
2. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?		89.0	(341)	10.2	(39)	0.8	(3)	0.0	(0)	383
AVERAGE (Top Box) Section G		85.5								

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03-01-2018 - 03-01-2018 (by survey date)

H. Supplemental Question Set	Excellent %	#	Very Good %	#	Good %	#	Fair %	#	Poor %	#	Response #
1. Our practice	68.9	(257)	26.5	(99)	3.5	(13)	1.1	(4)	0.0	(0)	373
2. The ability of our physicians and staff to work together as a team to care for you	70.1	(262)	24.6	(92)	4.5	(17)	0.8	(3)	0.0	(0)	374
3. The quality of your medical care	71.2	(264)	23.5	(87)	4.9	(18)	0.5	(2)	0.0	(0)	371
4. Overall rating of care from your provider or nurse	76.8	(284)	18.4	(68)	4.3	(16)	0.5	(2)	0.0	(0)	370
	Definitely Yes %	#	Probably Yes %	#	Don't Know %	#	Probably Not %	#	Definitely Not %	#	Response #
5. Would you recommend the provider to others?	84.1	(307)	11.0	(40)	4.1	(15)	0.8	(3)	0.0	(0)	365
AVERAGE (Top Box) Section H	74.2										

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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	76.1%
No	23.9%

How long has your child been going to this provider?	
Less than 6 months	18.7%
At least 6 months but less than 1 year	7.4%
At least 1 year but less than 3 years	27.2%
At least 3 years but less than 5 years	13.7%
5 years or more	33.0%

In general, how would you rate your child's overall health?	
Very Good	2.2%
Good	12.4%
Fair	37.1%
Poor	48.4%

In general, how would you rate your child's overall mental or emotional health?	
Excellent	1.1%
Very Good	5.9%
Good	12.4%
Fair	25.3%
Poor	55.3%

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	66.3%
1 day	19.4%
2 to 3 days	7.4%
4 to 7 days	4.6%
More than 7 days	2.3%

What is your child's age?	
Less than 1 year old	35
1 to 5 years old	177
6 to 9 years old	65
10 to 14 years old	70
15 to 17 years old	40
18+ years old	10

Is your child male or female?	
Male	48.7%
Female	51.3%