



CAHPS Patient Satisfaction Report PCMH

1/1/17 - 6/20/17

Provider: KidzWorld Pediatrics LLC
Specialty: Pediatrics
Number of Survey Responses: 34

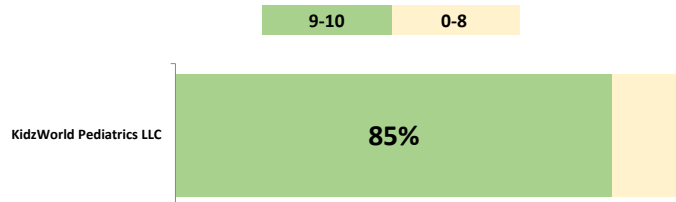
Overall Provider Score

Your Overall Provider Score combines your scores from the sections *Patients' Rating of the Provider*, *How Well Providers Communicate With Patients*, *Getting Timely Appointments, Care, and Information*, *Providers' Use of Information to Coordinate Patient Care*, and *Helpful, Courteous, and Respectful Office Staff*.



Provider Rating

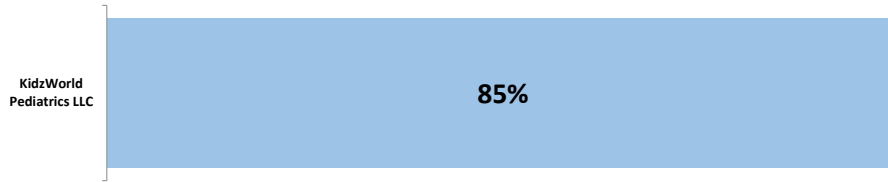
What number would you use to rate this provider?



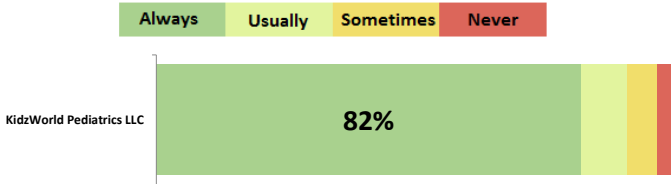
How Well Providers Communicate With Patients

Category Score

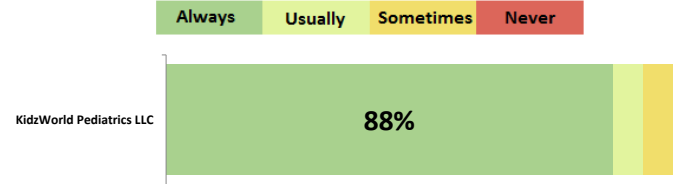
Your Category Score is a composite of the four questions in the *How Well Providers Communicate With Patients* section.



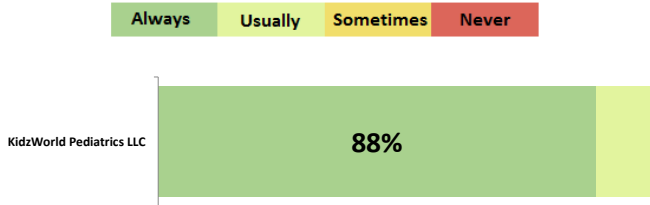
How often did this provider explain things about your child's health in a way that was easy to understand?



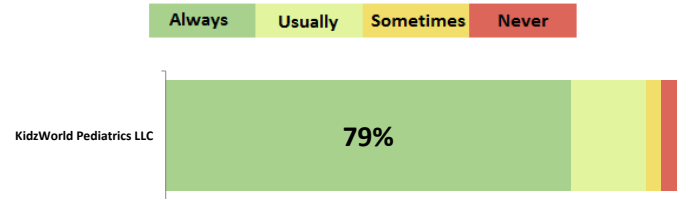
How often did this provider listen carefully to you?



How often did this provider show respect for what you had to say?



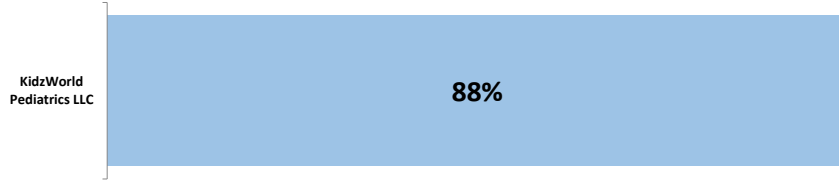
How often did this provider spend enough time with your child?



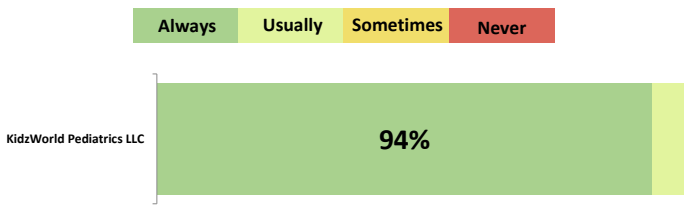
Getting Timely Appointments, Care, and Information

Category Score

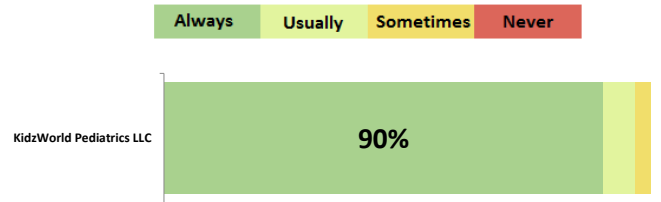
Your Category Score is a composite of the three questions in the *Getting Timely Appointments, Care, and Information* section.



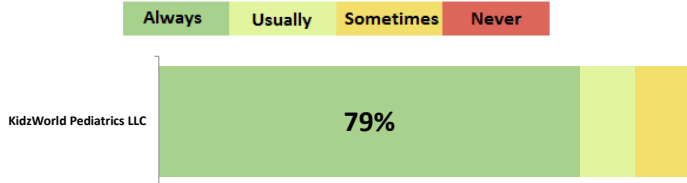
When you contacted this provider's office to get an appointment for *care your child needed right away*, how often did you get an appointment as soon as you needed?



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 you needed?



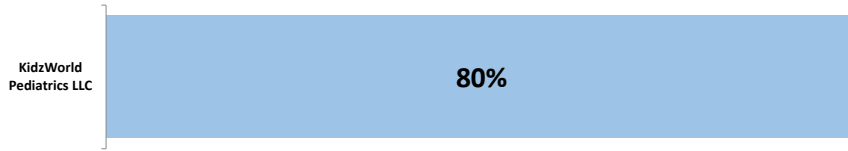
When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?



Providers' Use of Information to Coordinate Patient Care

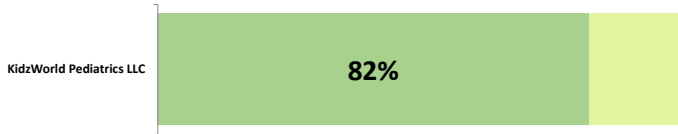
Category Score

Your Category Score is a composite of the two questions in the *Providers' Use of Information to Coordinate Patient Care* section.



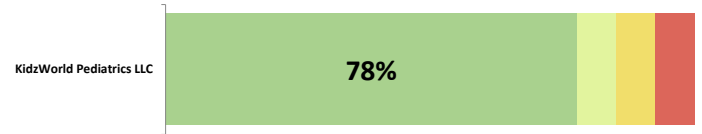
How often did this provider seem to know important information about your child's medical history?

Always Usually Sometimes Never



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?

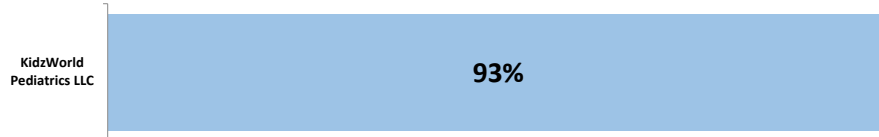
Always Usually Sometimes Never



Helpful, Courteous, and Respectful Office Staff

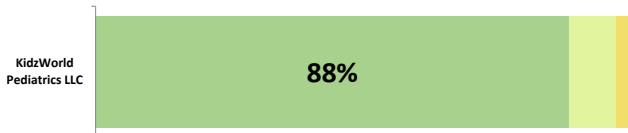
Category Score

Your Category Score is a composite of the two questions in the *Helpful, Courteous, and Respectful Office Staff* section.



How often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Always Usually Sometimes Never



How often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Always Usually Sometimes Never



Other

	Yes	No	N/A
Did this provider give you enough information about what you needed to do to follow up on your child's care?	31	0	0
Did this provider give you enough information about what was discussed during the visit when you were not there?	24	2	5

	Always	Usually	Sometimes	Never	N/A
In the last 6 months, how often did this provider explain things in a way that was easy for your child to understand?	24	3	1	0	6
In the last 6 months, how often did this provider listen carefully to your child?	25	3	0	0	6

PCMH Item Set

	Yes	No
Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	28	5
In the last 6 months, did you and someone from this provider's office talk about the kinds of behaviors that are normal for your child at this age?	28	3
In the last 6 months, did you and someone from this provider's office talk about how your child's body is growing?	27	4
In the last 6 months, did you and someone from this provider's office talk about your child's moods and emotions?	25	6
In the last 6 months, did you and someone from this provider's office talk about things you can do to keep your child from getting injured?	28	4
In the last 6 months, did you and someone from this provider's office talk about how much or what kind of food your child eats?	28	4
In the last 6 months, did you and someone from this provider's office talk about how much or what kind of exercise your child gets?	25	8
In the last 6 months, did you and someone from this provider's office talk about how your child gets along with others?	24	9

	Always	Usually	Sometimes	Never	N/A
If your child saw a specialist, such as a surgeon, heart doctor, allergy doctor, or skin doctor, in the last 6 months, how often did the provider referred to in this survey seem informed and up-to-date about the care your child got from specialists?	19	2	0	1	12

Demographics

	Less than 6 months	At least 6 months but less than 1 year	At least 1 year but less than 3 years	At least 3 years but less than 5 years	5 years or more
How long has your child been going to this provider?	9	4	6	8	4

	Less than 1 year old	Other
What is your child's age?	3	13

	Male	Female
Is your child male or female?	9	7

	Excellent	Very good	Good	Fair	Poor
In general, how would you rate your child's overall health?	21	5	4	1	0
In general, how would you rate your child's overall mental or emotional health?	23	7	1	0	0

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older
What is your age?	1	6	8	1	0	1	0

	Male	Female
Are you male or female?	0	16

	8th grade or less	Some high school, but did not graduate	High school graduate or GED	Some college or 2-year degree	4-year college graduate	More than 4-year college degree
What is the highest grade or level of school that you have completed	0	0	2	5	4	5

	Yes, Hispanic or Latino	No, not Hispanic or Latino
Are you of Hispanic or Latino origin or descent?	0	3

	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Other
What is your child's race? Mark one or more						

	Mother or father	Grandparent	Aunt or uncle	Older brother or sister	Other relative	Legal guardian	Someone else
How are you related to the child?	16	0	0	0	0	0	0

	Read the questions to me	Wrote down the answers I gave	Answered the questions for me	Translated the questions into my language	Helped in some other way	N/A
If someone helped you complete this survey, how did that person help you? Mark one or more.	0	0	0	0	0	17

What did you like BEST about your experience?

(blank)

Childs Care

Tengo varios años con ron dr Hans, el yeso y Nancy son lo máximo siempre disponible para cualquier cosa

The kind staff

The staff was very nice and the doctor was very thorough with everything.

Jessica and Nancy! Always so attentive and nice .. they take their jobs seriously and are always readily available to assist.

La atención del Dr. Hans, siempre con una sonrisa y una respuesta profesional en términos sencillos.

Everyone always greets me when I'm at the doctors office, the staff is always friendly, and the office is always clean and organized. My toddler really loves the rooms which helps while we wait for the doctor to see us.

Buen trato. Y da muy buenas intrucciones.

What did you like LEAST about your experience?

(blank)

Nothing

The experience was great and informative

No tengo nada que decir.

Additional Comments

(blank)

Good

I would not recommend this company only due to the fact you do not endorse a formal leave of absences via the FMLA forms. This is something I don't understand, a care taker of children refuse to endorse a document requesting time of to bond with his or hers child is unacceptable and outrageous. I will not recommend nor will I continue to use you as the pediatrician for my daughter. The staff and doctors are great but your policy's need a lot of work.

Nada que agregar.
