

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

How Well Doctors Communicate with Patients (6 questions)

In the last 12 months, how often did your child's doctor explain things in a way that was easy to understand?

	<i>frequency</i>	<i>percent</i>	
Never	21	0%	
Almost never	17	0%	
Sometimes	90	0%	
Usually	532	3%	
Almost always	1,821	9%	
Always	18,272	88%	
Total applicable respondents	20,753		

In the last 12 months, how often did your child's doctor listen carefully to you and your child?

	<i>frequency</i>	<i>percent</i>	
Never	35	0%	
Almost never	39	0%	
Sometimes	162	1%	
Usually	603	3%	
Almost always	1,753	8%	
Always	18,160	88%	
Total applicable respondents	20,752		

In the last 12 months, how often did your child's doctor give you clear instructions about what to do to take care of the health problems or symptoms that were bothering your child?

	<i>frequency</i>	<i>percent</i>	
Never	16	0%	
Almost never	26	0%	
Sometimes	123	1%	
Usually	423	3%	
Almost always	1,648	11%	
Always	13,231	86%	
Total applicable respondents	15,467		

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

How Well Doctors Communicate with Patients (6 questions)

In the last 12 months, how often did your child's doctor give you clear instructions about what to do if your child's symptoms got worse or came back?

	<i>frequency</i>	<i>percent</i>	
Never	44	0%	
Almost never	43	0%	
Sometimes	149	1%	
Usually	421	3%	
Almost always	1,483	10%	
Always	13,377	86%	
Total applicable respondents	15,517		

In the last 12 months, how often did your child's doctor show respect for what you and your child had to say?

	<i>frequency</i>	<i>percent</i>	
Never	34	0%	
Almost never	35	0%	
Sometimes	148	1%	
Usually	450	2%	
Almost always	1,319	6%	
Always	18,711	90%	
Total applicable respondents	20,697		

In the last 12 months, how often did your child's doctor spend enough time with you and your child?

	<i>frequency</i>	<i>percent</i>	
Never	53	0%	
Almost never	82	0%	
Sometimes	259	1%	
Usually	939	5%	
Almost always	2,502	12%	
Always	16,851	81%	
Total applicable respondents	20,686		







MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care







20,864 Respondents Statewide

How Well Doctors Coordinate Care (2 questions)

In the last 12 months, how often did your child's doctor seem informed and up-to-date about the care your child received from specialist doctors?







	<i>frequency</i>	<i>percent</i>	
Never	116	2%	
Almost never	110	1%	
Sometimes	333	5%	
Usually	710	10%	
Almost always	1,604	22%	
Always	4,497	61%	
Total applicable respondents	7,370		

In the last 12 months, when your child's doctor sent your child for a blood test, x-ray or other test, how often did someone from the doctor's office follow up to give you the test results?

	<i>frequency</i>	<i>percent</i>	
Never	385	5%	
Almost never	153	2%	
Sometimes	311	4%	
Usually	542	7%	
Almost always	1,042	13%	
Always	5,457	69%	
Total applicable respondents	7,890		

How Well Doctors Know Their Patients (2 questions)

In the last 12 months, how often did your child's doctor seem to know all the important information about your child's medical history?

	<i>frequency</i>	<i>percent</i>	
Never	85	0%	
Almost never	70	0%	
Sometimes	343	2%	
Usually	1,212	6%	
Almost always	3,929	19%	
Always	15,029	73%	
Total applicable respondents	20,668		

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

How Well Doctors Know Their Patients (2 questions)

How would you rate your child's doctor's knowledge about your child as a person (special abilities, concerns, fears)?

	<i>frequency</i>	<i>percent</i>	
Very poor	62	0%	
Poor	158	1%	
Fair	804	4%	
Good	2,324	11%	
Very good	5,562	27%	
Excellent	11,755	57%	
Total applicable respondents	20,665		

How Well Doctors Give Preventive Care and Advice (3 questions)

In the last 12 months, did your child's doctor give you the information that you needed about food and nutrition for your child?

	<i>frequency</i>	<i>percent</i>	
Yes, definitely	11,564	56%	
Yes, somewhat	3,101	15%	
No, definitely not	328	2%	
I did not need information about food and nutrition	5,615	27%	
Total applicable respondents	20,608		

In the last 12 months, did your child's doctor give you the information that you needed to help you understand and deal with your child's behaviors?

	<i>frequency</i>	<i>percent</i>	
No			
Yes, definitely	7,692	37%	
Yes, somewhat	2,915	14%	
No, definitely not	451	2%	
I did not need information about my child's behaviors	9,597	46%	
Total applicable respondents	20,655		



MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide




How Well Doctors Give Preventive Care and Advice (3 questions)

In the last 12 months, did your child's doctor's office remind you to get preventive care that your child was due to receive (for example, immunization, flu shot, eye exam)?





	<i>frequency</i>	<i>percent</i>	
No	2,763	13%	
Yes	17,802	87%	
Total applicable respondents	20,565		

Getting Timely Appointments, Care, and Information (6 questions)

In the last 12 months, when you called your child's doctor's office for an appointment your child needed right away, how often did you get an appointment as soon as you needed it?

	<i>frequency</i>	<i>percent</i>	
Never	21	0%	
Almost never	43	0%	
Sometimes	214	1%	
Usually	641	4%	
Almost always	2,668	17%	
Always	11,693	77%	
Total applicable respondents	15,280		

In the last 12 months, when you scheduled an appointment for a check-up or routine care at your child's doctor's office, how often did you get an appointment as soon as you needed it?

	<i>frequency</i>	<i>percent</i>	
Never	166	1%	
Almost never	392	2%	
Sometimes	1,080	5%	
Usually	2,267	11%	
Almost always	4,602	23%	
Always	11,690	58%	
Total applicable respondents	20,197		

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

Getting Timely Appointments, Care, and Information (6 questions)

In the last 12 months, when you called your child's doctor's office with a medical question during regular office hours, how often did you get an answer to your question that same day?

	<i>frequency</i>	<i>percent</i>	
Never	46	0%	
Almost never	47	0%	
Sometimes	205	1%	
Usually	595	4%	
Almost always	2,339	16%	
Always	11,471	78%	
Total applicable respondents	14,703		

In the last 12 months, when you called your child's doctor's office after regular office hours, how often did you get the help or advice you needed?

	<i>frequency</i>	<i>percent</i>	
Never	60	1%	
Almost never	33	0%	
Sometimes	131	2%	
Usually	295	4%	
Almost always	995	14%	
Always	5,584	79%	
Total applicable respondents	7,098		

In the last 12 months, when you had an appointment at your child's doctor's office, how often was your child taken to the exam room within 15 minutes of your appointment time?

	<i>frequency</i>	<i>percent</i>	
Never	434	2%	
Almost never	729	4%	
Sometimes	2,054	10%	
Usually	3,849	19%	
Almost always	6,614	32%	
Always	7,077	34%	
Total applicable respondents	20,757		

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

Getting Timely Appointments, Care, and Information (6 questions)

In the last 12 months, once you and your child were in the exam room, how often did the person you were scheduled to see come in within 15 minutes?

	<i>frequency</i>	<i>percent</i>	
Never	293	1%	█
Almost never	496	2%	█
Sometimes	1,726	8%	█
Usually	3,523	17%	█
Almost always	5,908	29%	█
Always	8,751	42%	█
Total applicable respondents	20,697		

Seeing Your Own Doctor (1 questions)

In the last 12 months, when you had an appointment at your child's doctor's office, how often did you see your child's doctor (not a nurse or other provider from the doctor's office)?

	<i>frequency</i>	<i>percent</i>	
Never	182	1%	█
Almost never	428	2%	█
Sometimes	1,731	8%	█
Usually	2,435	12%	█
Almost always	5,368	26%	█
Always	10,513	51%	█
Total applicable respondents	20,657		

Getting Quality Care from Other Doctors and Nurses in the Office (4 questions)

In the last 12 months, how often did these other doctors and nurses at your child's doctor's office explain things in a way that was easy to understand?

	<i>frequency</i>	<i>percent</i>	
Never	54	0%	█
Almost never	214	1%	█
Sometimes	858	6%	█
Usually	1,219	8%	█
Almost always	3,532	24%	█
Always	8,919	60%	█
Total applicable respondents	14,796		

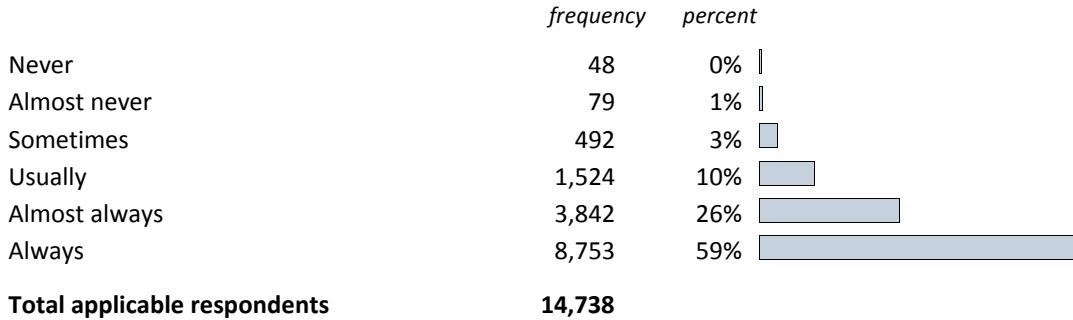
MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

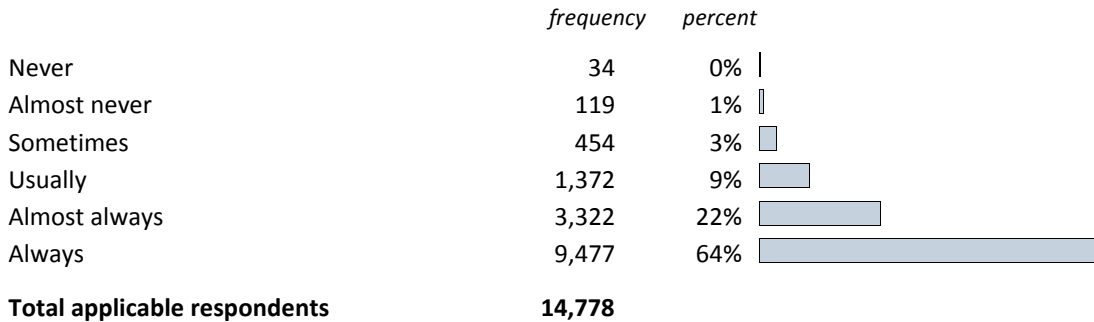
20,864 Respondents Statewide

Getting Quality Care from Other Doctors and Nurses in the Office (4 questions)

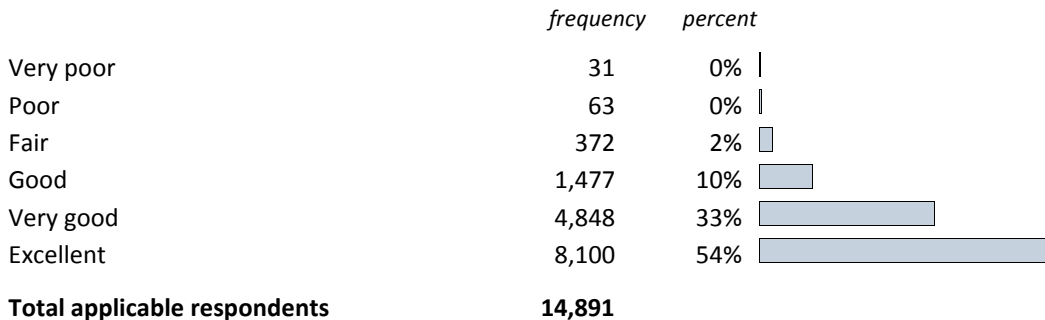
In the last 12 months, how often did you feel that these other doctors and nurses at your child's doctor's office had all the information they needed to correctly diagnose and treat your child's health problems?



In the last 12 months, how often did these other doctors and nurses at your child's doctor's office spend enough time with you and your child?



Overall, how would you rate the care your child got in the last 12 months from these other doctors and nurses at your child's doctor's office?



MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Pediatric Care

20,864 Respondents Statewide

Getting Quality Care from Staff in the Doctor's Office (2 questions)

In the last 12 months, how often were office staff at your child's doctor's office as helpful as you thought they should be?

	<i>frequency</i>	<i>percent</i>	
Never	44	0%	
Almost never	180	1%	
Sometimes	736	4%	█
Usually	2,099	10%	█
Almost always	5,558	27%	█
Always	12,084	58%	█
Total applicable respondents	20,701		

In the last 12 months, how often did office staff at your child's doctor's office treat you with courtesy and respect?

	<i>frequency</i>	<i>percent</i>	
Never	42	0%	
Almost never	114	1%	
Sometimes	521	3%	█
Usually	1,419	7%	█
Almost always	3,362	16%	█
Always	15,243	74%	█
Total applicable respondents	20,701		

Would you Recommend your Doctor to your Family and Friends?

Would you recommend your child's regular doctor to your family and friends?

	<i>frequency</i>	<i>percent</i>	
Definitely yes	17,512	85%	█
Probably yes	2,403	12%	█
Not sure	420	2%	█
Probably not	178	1%	
Definitely not	151	1%	
Total applicable respondents	20,664		