

Communication (6 items)

In the last 12 months, how often did this doctor **explain things** in a way that was easy to understand?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Never | 16 | 0% | |
| Almost never | 31 | 0% | |
| Sometimes | 114 | 1% | |
| Usually | 596 | 3% | |
| Almost always | 1743 | 9% | |
| Always | 17951 | 88% | |
| Total applicable respondents | 20451 | | |
| No response | 184 | | |

In the last 12 months, how often did this doctor **listen carefully** to you?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Never | 25 | 0% | |
| Almost never | 42 | 0% | |
| Sometimes | 194 | 1% | |
| Usually | 686 | 3% | |
| Almost always | 1816 | 9% | |
| Always | 17695 | 86% | |
| Total applicable respondents | 20458 | | |
| No response | 177 | | |

In the last 12 months, how often did this 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 | 14 | 0% | |
| Almost never | 27 | 0% | |
| Sometimes | 136 | 1% | |
| Usually | 454 | 3% | |
| Almost always | 1589 | 10% | |
| Always | 13369 | 86% | |
| Total applicable respondents | 15589 | | |
| No response | 5046 | | |

Communication (6 items)

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 44 | 0% | |
| Almost never | 43 | 0% | |
| Sometimes | 176 | 1% | ▮ |
| Usually | 409 | 3% | ▮ |
| Almost always | 1456 | 9% | ▮ |
| Always | 13429 | 86% | ▮ |
| Total applicable respondents | 15557 | | |
| No response | 5078 | | |

In the last 12 months, how often did this doctor show respect for what you had to say?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 29 | 0% | |
| Almost never | 40 | 0% | |
| Sometimes | 175 | 1% | ▮ |
| Usually | 558 | 3% | ▮ |
| Almost always | 1442 | 7% | ▮ |
| Always | 18178 | 89% | ▮ |
| Total applicable respondents | 20422 | | |
| No response | 213 | | |

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 40 | 0% | |
| Almost never | 79 | 0% | |
| Sometimes | 284 | 1% | ▮ |
| Usually | 936 | 5% | ▮ |
| Almost always | 2471 | 12% | ▮ |
| Always | 16582 | 81% | ▮ |
| Total applicable respondents | 20392 | | |
| No response | 243 | | |

Integration of Care (2 items)

In the last 12 months, how often did this doctor seem **informed and up-to-date** about the care your child received from specialist doctors that he or she sent you to?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Never | 82 | 1% | |
| Almost never | 85 | 1% | |
| Sometimes | 248 | 4% | |
| Usually | 632 | 9% | |
| Almost always | 1368 | 21% | |
| Always | 4243 | 64% | |
| Total applicable respondents | 6658 | | |
| No response | 13977 | | |

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Never | 366 | 5% | |
| Almost never | 139 | 2% | |
| Sometimes | 275 | 3% | |
| Usually | 568 | 7% | |
| Almost always | 1041 | 13% | |
| Always | 5594 | 70% | |
| Total applicable respondents | 7983 | | |
| No response | 12652 | | |

Knowledge of Patient (2 items)

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Never | 38 | 0% | |
| Almost never | 69 | 0% | |
| Sometimes | 322 | 2% | |
| Usually | 1180 | 6% | |
| Almost always | 3578 | 18% | |
| Always | 15197 | 75% | |
| Total applicable respondents | 20384 | | |
| No response | 251 | | |

Knowledge of Patient (2 items)

How would you rate this doctor’s knowledge about your child as a person – special abilities, concerns, fears?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Very poor | 45 | 0% | |
| Poor | 122 | 1% | |
| Fair | 649 | 3% | |
| Good | 1930 | 9% | |
| Very good | 4849 | 24% | |
| Excellent | 12795 | 63% | |
| Total applicable respondents | 20390 | | |
| No response | 245 | | |

Health Promotion (5 items)

In the last 12 months, did you and this doctor talk about the kinds of behaviors that are normal for your child at this age?



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 16360 | 80% | |
| No | 4014 | 20% | |
| Total applicable respondents | 20374 | | |
| No response | 261 | | |

In the last 12 months, did you and this doctor talk about how your child’s body is growing?



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 18347 | 90% | |
| No | 2054 | 10% | |
| Total applicable respondents | 20401 | | |
| No response | 234 | | |

Health Promotion (5 items)



In the last 12 months, did you and this doctor talk about things you can do to keep your child from getting injured?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 14510 | 71% |  |
| No | 5790 | 29% |  |
| Total applicable respondents | 20300 | | |
| No response | 335 | | |

In the last 12 months, did you and this doctor talk about how much or what kind of food your child eats?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 18014 | 88% |  |
| No | 2376 | 12% |  |
| Total applicable respondents | 20390 | | |
| No response | 245 | | |

Preventive care can include things like immunizations, flu shots, and eye exams. In the last 12 months, did this doctor's office remind you to get preventive care that your child was due to receive?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 18782 | 92% |  |
| No | 1596 | 8% |  |
| Total applicable respondents | 20378 | | |
| No response | 257 | | |

Organizational Access (6 items)

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 23 | 0% | |
| Almost never | 48 | 0% | |
| Sometimes | 248 | 2% | ▒ |
| Usually | 689 | 5% | ▒ |
| Almost always | 2594 | 17% | ▒ |
| Always | 11526 | 76% | ▒ |
| Total applicable respondents | 15128 | | |
| No response | 5507 | | |

In the last 12 months, when you made an appointment for a **check-up or routine care** for your child with this doctor, how often did you get an appointment as soon as your child needed it?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 108 | 1% | |
| Almost never | 247 | 1% | |
| Sometimes | 855 | 4% | ▒ |
| Usually | 1931 | 10% | ▒ |
| Almost always | 4226 | 21% | ▒ |
| Always | 12595 | 63% | ▒ |
| Total applicable respondents | 19962 | | |
| No response | 673 | | |

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

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 32 | 0% | |
| Almost never | 62 | 0% | |
| Sometimes | 261 | 2% | ▒ |
| Usually | 652 | 4% | ▒ |
| Almost always | 2280 | 15% | ▒ |
| Always | 11626 | 78% | ▒ |
| Total applicable respondents | 14913 | | |
| No response | 5722 | | |

Organizational Access (6 items)

In the last 12 months, when you called this doctor’s office **after regular office hours**, how often did you get help or advice as soon as you needed it?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|----------------------|
| Never | 31 | 0% | |
| Almost never | 34 | 0% | |
| Sometimes | 127 | 2% | |
| Usually | 343 | 5% | █ |
| Almost always | 1187 | 17% | ██████ |
| Always | 5413 | 76% | ████████████████████ |
| Total applicable respondents | 7135 | | |
| No response | 13500 | | |

In the last 12 months, when you had an appointment at this 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 | 416 | 2% | |
| Almost never | 622 | 3% | |
| Sometimes | 1965 | 10% | █ |
| Usually | 3544 | 17% | ████ |
| Almost always | 6359 | 31% | ████████ |
| Always | 7551 | 37% | ██████████ |
| Total applicable respondents | 20457 | | |
| No response | 178 | | |

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 | 295 | 1% | |
| Almost never | 532 | 3% | |
| Sometimes | 1718 | 8% | █ |
| Usually | 3274 | 16% | ████ |
| Almost always | 5618 | 27% | ████████ |
| Always | 9032 | 44% | ██████████ |
| Total applicable respondents | 20469 | | |
| No response | 166 | | |

Visit-based continuity (1 item)

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

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|----------------|
| Never | 192 | 1% |
| Almost never | 385 | 2% |
| Sometimes | 1844 | 9% |
| Usually | 2441 | 12% |
| Almost always | 5176 | 25% |
| Always | 10322 | 51% |
| Total applicable respondents | 20360 | |
| No response | 275 | |

Clinical Team (4 items)

In the last 12 months, how often did **the other providers** at this doctor’s office explain things in a way that was easy to understand?

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|----------------|
| Never | 26 | 0% |
| Almost never | 49 | 0% |
| Sometimes | 291 | 3% |
| Usually | 928 | 8% |
| Almost always | 2730 | 24% |
| Always | 7532 | 65% |
| Total applicable respondents | 11556 | |
| No response | 9079 | |

In the last 12 months, how often did you feel that **these other providers** had all the information they needed to provide your child’s care?

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|----------------|
| Never | 32 | 0% |
| Almost never | 84 | 1% |
| Sometimes | 461 | 4% |
| Usually | 1129 | 10% |
| Almost always | 2783 | 24% |
| Always | 7053 | 61% |
| Total applicable respondents | 11542 | |
| No response | 9093 | |

Clinical Team (4 items)

In the last 12 months, how often did **these other providers** spend enough time with you and your child?

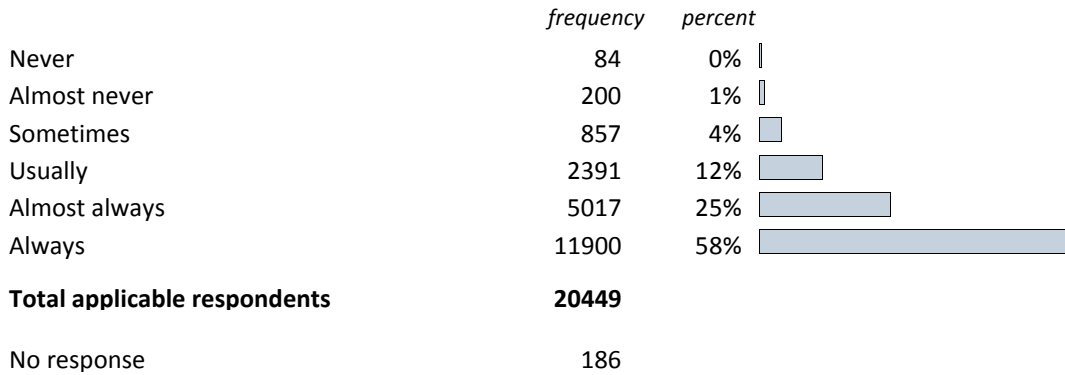
| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Never | 40 | 0% | |
| Almost never | 76 | 1% | |
| Sometimes | 350 | 3% | █ |
| Usually | 960 | 8% | █ |
| Almost always | 2305 | 20% | █ |
| Always | 7827 | 68% | █ |
| Total applicable respondents | 11558 | | |
| No response | 9077 | | |

Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate all your child’s health care from **the other providers** that you visited at this doctor’s office in the last 12

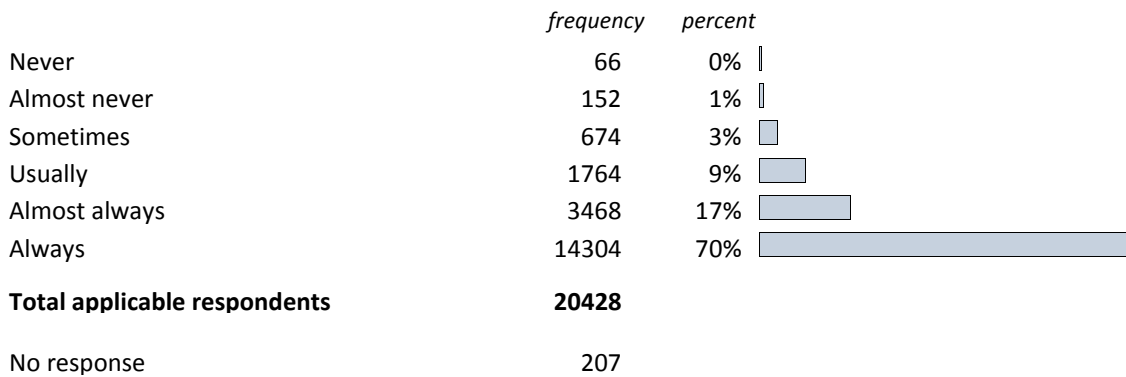
| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| 0 Worst care possible | 14 | 0% | |
| 1 | 15 | 0% | |
| 2 | 28 | 0% | |
| 3 | 39 | 0% | |
| 4 | 66 | 1% | |
| 5 | 222 | 2% | █ |
| 6 | 292 | 3% | █ |
| 7 | 892 | 8% | █ |
| 8 | 2266 | 20% | █ |
| 9 | 3196 | 28% | █ |
| 10 Best care possible | 4578 | 39% | █ |
| Total applicable respondents | 11608 | | |
| No response | 9027 | | |

Office Staff (2 items)

In the last 12 months, how often were the front office staff at this doctor’s office as helpful as you thought they should be?



In the last 12 months, how often did the front office staff at this doctor’s office treat you with courtesy and respect?



Overall Ratings (2 items)

Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?






| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| 0 Worst doctor possible | 7 | 0% | |
| 1 | 12 | 0% | |
| 2 | 15 | 0% | |
| 3 | 41 | 0% | |
| 4 | 50 | 0% | |
| 5 | 159 | 1% | ▮ |
| 6 | 191 | 1% | ▮ |
| 7 | 684 | 3% | ▮ |
| 8 | 2437 | 12% | ▮ |
| 9 | 5249 | 26% | ▮ |
| 10 Best doctor possible | 11489 | 57% | ▮ |
| Total applicable respondents | 20334 | | |
| No response | 301 | | |

Would you **recommend** this doctor to your family and friends?






| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Definitely not | 213 | 1% | ▮ |
| Probably not | 204 | 1% | ▮ |
| Not sure | 436 | 2% | ▮ |
| Probably yes | 2490 | 12% | ▮ |
| Definitely yes | 17013 | 84% | ▮ |
| Total applicable respondents | 20356 | | |
| No response | 279 | | |

Demographics (25 items)



In general, how would you rate **your child's overall health**?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Excellent | 12712 | 62% |  |
| Very good | 6232 | 30% |  |
| Good | 1288 | 6% |  |
| Fair | 186 | 1% |  |
| Poor | 18 | 0% |  |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

What is your child's age?



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Less than 2 years old | 2161 | 10% |  |
| 2 to 4 years old | 3710 | 18% |  |
| 5 to 9 years old | 5408 | 26% |  |
| 10 to 14 years old | 5401 | 26% |  |
| 15 to 18 years old | 3955 | 19% |  |
| Total applicable respondents | 20635 | | |
| No response | 0 | | |

Is your child male or female?



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Male | 10534 | 51% |  |
| Female | 10101 | 49% |  |
| Total applicable respondents | 20635 | | |
| No response | 0 | | |

Demographics (25 items)



Is your child of Hispanic or Latino origin or descent?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| No, not Hispanic or Latino | 19354 | 95% |  |
| Yes, Hispanic or Latino | 1082 | 5% |  |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |



What is your child's race?: **White**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 17219 | 84% |  |
| No | 3217 | 16% |  |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

What is your child's race?: **Black or African-American**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 842 | 4% |  |
| No | 19594 | 96% |  |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

What is your child's race?: **Asian**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 1392 | 7% |  |
| No | 19044 | 93% |  |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

Demographics (25 items)

What is your child's race?: **Native Hawaiian or other Pacific Islander**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 35 | 0% | |
| No | 20401 | 100% | <div style="background-color: #e0e0e0; height: 10px; width: 100%;"></div> |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

What is your child's race?: **American Indian or Alaska Native**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 103 | 1% | |
| No | 20333 | 99% | <div style="background-color: #e0e0e0; height: 10px; width: 100%;"></div> |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

What is your child's race?: **Other**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 424 | 2% | <div style="background-color: #e0e0e0; height: 10px; width: 2%;"></div> |
| No | 20012 | 98% | <div style="background-color: #e0e0e0; height: 10px; width: 98%;"></div> |
| Total applicable respondents | 20436 | | |
| No response | 199 | | |

Has a doctor ever said that your child had: **Diabetes**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 63 | 0% | |
| No | 20102 | 100% | <div style="background-color: #e0e0e0; height: 10px; width: 100%;"></div> |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Demographics (25 items)

Has a doctor ever said that your child had: **Asthma**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 3049 | 15% | <div style="width: 15%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| No | 17116 | 85% | <div style="width: 85%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Has a doctor ever said that your child had: **The problem of being overweight or excessive weight gain**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 1603 | 8% | <div style="width: 8%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| No | 18562 | 92% | <div style="width: 92%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Has a doctor ever said that your child had: **An eating disorder—anorexia or bulimia**



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 67 | 0% | <div style="width: 0%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| No | 20098 | 100% | <div style="width: 100%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Has a doctor ever said that your child had: **Attention Disorder such as ADD or ADHD**



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Yes | 1383 | 7% | <div style="width: 7%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| No | 18782 | 93% | <div style="width: 93%; height: 15px; background-color: #a0c0e0; border: 1px solid black;"></div> |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Demographics (25 items)



Has a doctor ever said that your child had: **Depression or other emotional problem**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 748 | 4% |  |
| No | 19417 | 96% |  |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |


Has a doctor ever said that your child had: **Autism, mental retardation, or other developmental problems**

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 563 | 3% |  |
| No | 19602 | 97% |  |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Has a doctor ever said that your child had: **Epilepsy or seizure disorder**



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 153 | 1% |  |
| No | 20012 | 99% |  |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Has a doctor ever said that your child had: **Cystic Fibrosis**



| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|--|
| Yes | 13 | 0% | |
| No | 20152 | 100% |  |
| Total applicable respondents | 20165 | | |
| No response | 470 | | |

Demographics (25 items)







Has a doctor ever said that your child had: **Birth defect (including spina bifida and congenital heart disease)**

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|--|
| Yes | 235 | 1%  |
| No | 19930 | 99%  |
| Total applicable respondents | 20165 | |
| No response | 470 | |



Has a doctor ever said that your child had: **Other chronic (long term) health condition**

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|--|
| Yes | 1330 | 7%  |
| No | 18835 | 93%  |
| Total applicable respondents | 20165 | |
| No response | 470 | |

What is your age?

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|--|
| Less than 25 years old | 93 | 0%  |
| 25 to 34 years old | 3128 | 15%  |
| 35 to 44 years old | 9998 | 49%  |
| 45 to 54 years old | 6471 | 32%  |
| 55 to 64 years old | 705 | 3%  |
| 65 years old or older | 32 | 0%  |
| Total applicable respondents | 20427 | |
| No response | 208 | |

Are you male or female?

| | <i>frequency</i> | <i>percent</i> |
|-------------------------------------|------------------|--|
| Male | 2522 | 12%  |
| Female | 17858 | 88%  |
| Total applicable respondents | 20380 | |
| No response | 255 | |

Demographics (25 items)

What is the highest grade or level of school that you have completed?

| | <i>frequency</i> | <i>percent</i> | |
|--|------------------|----------------|---|
| 8th grade or less | 60 | 0% | |
| Some high school, but did not graduate | 139 | 1% | |
| High school graduate or GED | 1680 | 8% | ▬ |
| Some college or 2-year degree | 4515 | 22% | ▬ |
| 4-year college graduate | 5964 | 30% | ▬ |
| More than 4-year college degree | 7808 | 39% | ▬ |
| Total applicable respondents | 20166 | | |
| No response | 469 | | |

How are you related to the child?

| | <i>frequency</i> | <i>percent</i> | |
|-------------------------------------|------------------|----------------|---|
| Mother or father | 20367 | 100% | ▬ |
| Grandparent | 30 | 0% | |
| Aunt or uncle | 0 | 0% | |
| Older brother or sister | 3 | 0% | |
| Other relative | 5 | 0% | |
| Legal guardian | 25 | 0% | |
| Someone else | 24 | 0% | |
| Total applicable respondents | 20454 | | |
| No response | 181 | | |