

**MHQP 2005 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS
 PEDIATRIC PCP SURVEY ITEM FREQUENCIES
 (N=24,547)**

How Well Doctors Communicate with Patients

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

Never	0.1 %
Almost never	0.1 %
Sometimes	0.5 %
Usually	2.9 %
Almost always	9.5 %
Always	86.9 %

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

Never	0.1 %
Almost never	0.1 %
Sometimes	0.9 %
Usually	3.3 %
Almost always	9.1 %
Always	86.4 %

18. 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 of symptoms that were bothering your child?

Never	0.1 %
Almost never	0.1 %
Sometimes	0.9 %
Usually	3.1 %
Almost always	11.0 %
Always	84.8 %

19. 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?

Never	0.3 %
Almost never	0.2 %
Sometimes	0.8 %
Usually	3.0 %
Almost always	10.3 %
Always	85.3 %

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

Never	0.2 %
Almost never	0.2 %
Sometimes	0.9 %
Usually	2.9 %
Almost always	7.0 %
Always	88.8 %

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

Never	0.2 %
Almost never	0.5 %
Sometimes	1.5 %
Usually	5.3 %
Almost always	14.3 %
Always	78.1 %

How Well Doctors Know Their Patients

25. 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?

Never	0.3 %
Almost never	0.4 %
Sometimes	2.1 %
Usually	6.7 %
Almost always	19.4 %
Always	71.0 %

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

Very poor	0.3 %
Poor	0.9 %
Fair	4.4 %
Good	12.4 %
Very good	26.8 %
Excellent	55.1 %

How Well Doctors Coordinate Care

30. 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?

Never	1.3 %
Almost never	1.5 %
Sometimes	3.9 %
Usually	10.4 %
Almost always	22.8 %
Always	60.0 %

34. 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 your doctor's office follow up to give you the test results?

Never	5.2 %
Almost never	1.8 %
Sometimes	4.6 %
Usually	7.5 %
Almost always	13.7 %
Always	67.1 %

How Well Doctors Give Preventive Care and Advice

20. In the last 12 months, did your child's doctor talk with you about how your child is growing and developing?

Yes	96.4 %
No	3.6 %

21. In the last 12 months, did your child's doctor talk with you about protecting your child from injury (for example, in a car, on a bike, at home)?

Yes	76.5 %
No	23.5 %

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

Yes, definitely	74.5 %
Yes, somewhat	22.7 %
No, definitely not	2.8 %

23. 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?

Yes, definitely	67.2 %
Yes, somewhat	28.0 %
No, definitely not	4.8 %

24. 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)?

Yes	81.9 %
No	18.1 %

Getting Timely Appointments, Care, and Information

5. 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?

Never	0.1 %
Almost never	0.2 %
Sometimes	1.2 %
Usually	3.7 %
Almost always	16.4 %
Always	78.3 %

7. 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?

Never	0.7 %
Almost never	1.3 %
Sometimes	4.6 %
Usually	11.0 %
Almost always	21.9 %
Always	60.7 %

9. 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?

Never	0.2 %
Almost never	0.2 %
Sometimes	1.3 %
Usually	3.8 %
Almost always	14.4 %
Always	80.1 %

11. 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?

Never	0.5 %
Almost never	0.4 %
Sometimes	1.6 %
Usually	4.1 %
Almost always	13.3 %
Always	80.1 %

12. 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?

Never	2.6 %
Almost never	3.7 %
Sometimes	10.8 %
Usually	18.3 %
Almost always	31.1 %
Always	33.5 %

13. 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?

Never	1.3 %
Almost never	2.3 %
Sometimes	7.9 %
Usually	16.0 %
Almost always	28.6 %
Always	43.9 %

Seeing Your Own Doctor

14. 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)?

Never	1.0 %
Almost never	2.0 %
Sometimes	8.0 %
Usually	11.0 %
Almost always	24.7 %
Always	53.4 %

Getting Quality Care from Other Doctors and Nurses in the Office

38. 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?

Never	0.3 %
Almost never	1.3 %
Sometimes	6.2 %
Usually	9.4 %
Almost always	24.4 %
Always	58.4 %

39. 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?

Never	0.4 %
Almost never	0.6 %
Sometimes	4.1 %
Usually	11.2 %
Almost always	26.9 %
Always	56.8 %

40. 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?

Never	0.3 %
Almost never	0.8 %
Sometimes	3.6 %
Usually	10.6 %
Almost always	23.7 %
Always	61.0 %

41. 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?

Very poor	0.2 %
Poor	0.4 %
Fair	2.9 %
Good	11.8 %
Very good	33.7 %
Excellent	51.0 %

Getting Quality Care from Staff in the Doctor's Office

42. 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?

Never	0.2 %
Almost never	0.7 %
Sometimes	3.9 %
Usually	10.8 %
Almost always	27.1 %
Always	57.2 %

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

Never	0.1 %
Almost never	0.4 %
Sometimes	2.8 %
Usually	7.7 %
Almost always	16.3 %
Always	72.6 %

Would you Recommend your Doctor to your Family and Friends?

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

Definitely yes	83.2 %
Probably yes	13.0 %
Not sure	2.3 %
Probably not	0.9 %
Definitely not	0.6 %