



## Constant Contact Survey Results

**Survey Name:** CAHPS

**Response Status:** Partial & Completed

**Filter:** None

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### Access



In the time that you have been a patient at Whole Child Pediatrics, when you called the office to get an appointment for care your child needed right away, how often did you get an appointment as soon as you thought your child needed?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Sometimes			0	0.0 %
Usually			0	0.0 %
Almost always			2	4.7 %
Always			37	88.0 %
<b>Totals</b>			<b>42</b>	<b>100%</b>




In the time that you have been a patient at Whole Child Pediatrics, when you made an appointment for a Check up or routine care for your child, how often did you get an appointment as soon as you thought your child needed?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Sometimes			0	0.0 %
Usually			0	0.0 %
Almost Always			2	4.7 %
Always			39	92.8 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics when you phoned the office during regular office hours, how often did you get an answer to your medical question that same day?






Answer	0%	100%	Number of Response(s)	Response Ratio
Never			2	4.7 %
Almost Never			0	0.0 %
Usually			2	4.7 %
Almost Usually			4	9.5 %
Always			29	69.0 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics, when you called the office after regular office hours, how often did you get an answer to your medical question as soon as you needed?




Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Usually			1	2.3 %
Almost Usually			4	9.5 %
Always			22	52.3 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

### Waiting Time

In the time that you have been a patient at Whole Child Pediatrics, how often did your child see the doctor within 15 minutes of his/ her appointment ?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			1	2.3 %
Almost Never			2	4.7 %
Sometimes			1	2.3 %
Almost Always			16	38.0 %
Always			22	52.3 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics, how often did the doctor explain things about your child's health in a way that was easy to understand ?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Sometimes			0	0.0 %
Usually			5	11.9 %
Almost Usually			4	9.5 %
Always			32	76.1 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics, how often did the doctor listen carefully to you?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Sometimes			0	0.0 %
Usually			0	0.0 %
Almost Usually			3	7.1 %
Always			38	90.4 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

### Shared Decision Making

There are sometimes choices for your child's treatment or health care. Did the doctor tell you that there was more than one choice for your child's treatment of health care?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			32	76.1 %
No, If No, go to Question12			6	14.2 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

Did the doctor talk to you about the pros and cons of each choice for your child's treatment of health care?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			31	73.8 %
No			1	2.3 %
<b>Totals</b>			<b>42</b>	<b>100%</b>



Did the doctor give you enough information about each choice?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			32	76.1 %
No			2	4.7 %
<b>Totals</b>			<b>42</b>	<b>100%</b>




When there was more than one choice for your child's treatment or health care, did the doctor ask which choice you thought was best for your child?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			29	69.0 %
No			3	7.1 %
<b>Totals</b>			<b>42</b>	<b>100%</b>



In the time that you have been a patient at Whole Child Pediatrics, did you talk with the doctor about any problems or concerns you had about your child's health?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			38	90.4 %
No, If NO go to Question 14			2	4.7 %
<b>Totals</b>			<b>42</b>	<b>100%</b>



How often did the doctor give you easy to understand instructions about taking care of these health concerns or problems ?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			0	0.0 %
Sometimes			0	0.0 %
Usually			3	7.1 %
Almost Always			4	9.5 %
Always			31	73.8 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics, did the doctor order a blood test, X ray or any other test for your child?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			18	42.8 %
No, If no Go to Question 16			23	54.7 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

In the time that you have been a patient at Whole Child Pediatrics, when the doctor ordered a bloodtest, x-ray or other test for your child, how often did someone from the office follow up to give you those results?

Answer	0%	100%	Number of Response(s)	Response Ratio
Never			0	0.0 %
Almost Never			1	2.3 %
Sometimes			0	0.0 %
Usually			0	0.0 %
Almost Always			2	4.7 %
Always			13	30.9 %
<b>Totals</b>			<b>42</b>	<b>100%</b>




## Office Staff

In the time that you have been a patient at Whole Child Pediatrics, how often were the receptionist and the nurse at the office as helpful as you thought they should be?





Answer	0%	100%	Number of Response(s)	Response Ratio
Never			1	2.3 %
Almost Never			3	7.1 %
Sometimes			4	9.5 %
Usually			8	19.0 %
Almost Usually			4	9.5 %
Always			21	50.0 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

## About your Child and You

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

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			29	69.0 %
Very Good			10	23.8 %
Good			3	7.1 %
Fair			0	0.0 %
Poor			0	0.0 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

## What is your child's age?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 1 year of age			25	59.5 %
Between 1 -4 years of age			15	35.7 %
Between 4 to 11 years of age			14	33.3 %
From 11 -21 years of age			1	2.3 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

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

Answer	0%	100%	Number of Response(s)	Response Ratio
8th grade or less			1	2.3 %
Some high school, but did not graduate			0	0.0 %
High School Graduate or GED			5	11.9 %
Some college or 2 year degree			16	38.0 %
4 y college graduate			16	38.0 %
More than 4 year college degree			3	7.1 %
<b>Totals</b>			<b>42</b>	<b>100%</b>

What is your ethnicity?

Answer	0%	100%	Number of Response(s)	Response Ratio
White			37	88.0 %
African American			1	2.3 %
Asian			1	2.3 %
Hispanic or Latino			1	2.3 %
Other			1	2.3 %
<b>Totals</b>			<b>42</b>	<b>100%</b>