

PCMH 6:B:1,3,4

A minimum of 50 completed surveys are collected on each provider. They are given to patients in a consecutive manner, regardless of visit reason, when the patient arrives. Completed surveys are collected by a staff member at the end of the visit.

It measures our providers individually and collectively as a practice against other local member practices within our IPA. Approximately, 88% of our commercial contracts are represented and 100% of our CMOs (insurance companies that administer Georgia Medicaid and Peach Care for the state) contracts are represented by this IPA.

The survey evaluates patient access, communication, coordination of care & whole-person/self-management support.

## **The Pediatric Center of Stone Mountain**

# **PATIENT SATISFACTION SURVEY RESULTS**

Summer 2011

## Type of Visit

A. What is the reason for your visit?

**Well Visit %** **Sick Visit %**

KHF Network Wide

58.7%

41.3%

**Well Visit %** **Sick Visit %**

**The Pediatric Center**

**57.6%**

**42.4%**

50.0%

50.0%

65.3%

34.7%

B. What type of appointment?

**Scheduled**

**Walk-In /**

**Work-In**

KHF Network Wide

87.5%

12.5%

**Scheduled**

**Walk-In /**

**Work-In**

**The Pediatric Center**

**91.9%**

**8.1%**

92.0%

8.0%

91.8%

8.2%

C. What time of day is your visit?

**Morning %** **Afternoon %**

KHF Network Wide

55.1%

44.9%

**Morning %** **Afternoon %**

**The Pediatric Center**

**60.2%**

**39.8%**

62.0%

38.0%

58.3%

41.7%

D. How many years at this practice?

**1st visit %** **< 1 yr %** **1-3 yrs %** **3-5 yrs %** **5+ yrs %**

KHF Network Wide

2.6%

14.3%

24.6%

15.6%

43.0%

**1st visit %** **< 1 yr %** **1-3 yrs %** **3-5 yrs %** **5+ yrs %**

**The Pediatric Center**

**4.1%**

**5.1%**

**26.5%**

**7.1%**

**57.1%**

6.1%

6.1%

16.3%

8.2%



36.7%

6.1%


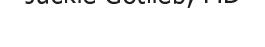
51.0%

**Your Appointment**



**1 Ease of obtaining an appointment**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	75.8%	20.0%	2.9%	0.9%	0.4%
<b>The Pediatric Center</b>	<b>66.0%</b>	<b>26.0%</b>	<b>4.0%</b>	<b>2.0%</b>	<b>2.0%</b>
	58.5%	32.1%	1.9%	3.8%	3.8%
	74.5%	19.1%	6.4%	0.0%	0.0%



**2 Well appointments are made within a reasonable amount of time**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	71.6%	22.0%	4.9%	1.2%	0.3%
<b>The Pediatric Center</b>	<b>70.4%</b>	<b>22.4%</b>	<b>4.1%</b>	<b>2.0%</b>	<b>1.0%</b>
	62.7%	27.5%	5.9%	2.0%	2.0%
	78.7%	17.0%	2.1%	2.1%	0.0%


**3 Sick appointments are made within a reasonable amount of time**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	79.0%	17.6%	2.7%	0.6%	0.1%
<b>The Pediatric Center</b>	<b>70.1%</b>	<b>23.7%</b>	<b>3.1%</b>	<b>0.0%</b>	<b>3.1%</b>
	65.3%	28.6%	2.0%	0.0%	4.1%
	75.0%	18.8%	4.2%	0.0%	2.1%


**4 Waiting time in the reception area**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	50.1%	30.9%	14.2%	3.3%	1.6%
<b>The Pediatric Center</b>	<b>53.5%</b>	<b>30.7%</b>	<b>12.9%</b>	<b>2.0%</b>	<b>1.0%</b>
	52.8%	24.5%	18.9%	1.9%	1.9%
	54.2%	37.5%	6.3%	2.1%	0.0%

## 5 Waiting time in the exam room


	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	42.8%	30.0%	19.4%	5.8%	2.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>43.2%</b>	<b>31.6%</b>	<b>16.8%</b>	<b>6.3%</b>	<b>2.1%</b>
	39.6%	27.1%	20.8%	8.3%	4.2%
	46.8%	36.2%	12.8%	4.3%	0.0%

## 6 Office is clean and in good repair


	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	72.9%	22.9%	3.1%	0.8%	0.2%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>69.3%</b>	<b>26.7%</b>	<b>2.0%</b>	<b>1.0%</b>	<b>1.0%</b>
	62.3%	32.1%	3.8%	1.9%	0.0%
	77.1%	20.8%	0.0%	0.0%	2.1%

## Our Office Staff

## 7 Courteous, friendly, compassionate

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	81.3%	15.8%	2.4%	0.5%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>79.0%</b>	<b>14.0%</b>	<b>1.0%</b>	<b>5.0%</b>	<b>1.0%</b>
	77.4%	13.2%	0.0%	7.5%	1.9%
	80.9%	14.9%	2.1%	2.1%	0.0%

## 8 Prevents others from hearing confidential information

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	78.8%	18.1%	2.6%	0.3%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>81.3%</b>	<b>12.5%</b>	<b>5.2%</b>	<b>1.0%</b>	<b>0.0%</b>
	80.0%	12.0%	6.0%	2.0%	0.0%
	82.6%	13.0%	4.3%	0.0%	0.0%

**9 The helpfulness of the staff who assisted you with billing and insurance**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	76.9%	19.4%	3.1%	0.4%	0.2%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>74.2%</b>	<b>17.2%</b>	<b>5.4%</b>	<b>0.0%</b>	<b>3.2%</b>
	70.2%	21.3%	2.1%	0.0%	6.4%
	78.3%	13.0%	8.7%	0.0%	0.0%

**10 Nurses and medical assistants show care and concern**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	81.1%	16.2%	2.4%	0.3%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>78.8%</b>	<b>18.2%</b>	<b>3.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	78.0%	18.0%	4.0%	0.0%	0.0%
	79.6%	18.4%	2.0%	0.0%	0.0%

**11 If referred to a specialist, the office staff assisted with the referral process**

**Coordination of Care**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	79.1%	18.0%	2.5%	0.3%	0.2%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>72.1%</b>	<b>27.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	76.5%	23.5%	0.0%	0.0%	0.0%
	67.6%	32.4%	0.0%	0.0%	0.0%

**Your regular physician**

**12 Courteous, friendly, compassionate**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	89.4%	9.5%	0.9%	0.2%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>85.1%</b>	<b>14.9%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	82.7%	17.3%	0.0%	0.0%	0.0%
	87.8%	12.2%	0.0%	0.0%	0.0%

**13 Completed a thorough examination**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	88.6%	10.0%	1.2%	0.1%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>81.2%</b>	<b>16.8%</b>	<b>1.0%</b>	<b>0.0%</b>	<b>1.0%</b>
	78.8%	19.2%	1.9%	0.0%	0.0%
	83.7%	14.3%	0.0%	0.0%	2.0%

**14 Explained things in a way that you or your child could understand**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	88.3%	10.3%	1.1%	0.3%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>85.0%</b>	<b>15.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	84.6%	15.4%	0.0%	0.0%	0.0%
	85.4%	14.6%	0.0%	0.0%	0.0%

**15 Willingness to listen carefully to you**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	87.4%	10.9%	1.4%	0.2%	0.2%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>84.2%</b>	<b>13.9%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>0.0%</b>
	82.7%	15.4%	1.9%	0.0%	0.0%
	85.7%	12.2%	0.0%	2.0%	0.0%

## Total Care

**16 Took time to answer all of your questions**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	87.8%	10.5%	1.5%	0.2%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>83.0%</b>	<b>16.0%</b>	<b>1.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	80.4%	19.6%	0.0%	0.0%	0.0%
	85.7%	12.2%	2.0%	0.0%	0.0%

**17 Amount of time spent with you**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	81.8%	15.0%	2.7%	0.4%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>77.6%</b>	<b>17.3%</b>	<b>4.1%</b>	<b>1.0%</b>	<b>0.0%</b>
	80.4%	11.8%	5.9%	2.0%	0.0%
	74.5%	23.4%	2.1%	0.0%	0.0%

**18 Gave clear instructions or advice concerning today's visit**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	86.3%	12.2%	1.2%	0.2%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>81.6%</b>	<b>18.4%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	82.4%	17.6%	0.0%	0.0%	0.0%
	80.9%	19.1%	0.0%	0.0%	0.0%

**19 Discussed preventative care**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	84.3%	13.0%	2.1%	0.6%	0.1%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>82.3%</b>	<b>15.6%</b>	<b>1.0%</b>	<b>1.0%</b>	<b>0.0%</b>
	78.0%	18.0%	2.0%	2.0%	0.0%
	87.0%	13.0%	0.0%	0.0%	0.0%

**20 Instructions were given regarding medication and/or follow up care**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	85.8%	12.4%	1.4%	0.3%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>78.6%</b>	<b>17.3%</b>	<b>3.1%</b>	<b>1.0%</b>	<b>0.0%</b>
	78.0%	20.0%	2.0%	0.0%	0.0%
	79.2%	14.6%	4.2%	2.1%	0.0%

# Communication

## Our communication with you

### 21 Ability to contact the office during the day

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	71.6%	21.8%	4.9%	1.1%	0.6%
<b>The Pediatric Center</b>	<b>58.4%</b>	<b>25.7%</b>	<b>10.9%</b>	<b>4.0%</b>	<b>1.0%</b>
	56.6%	26.4%	11.3%	3.8%	1.9%
	60.4%	25.0%	10.4%	4.2%	0.0%

### 22 Ability to contact the office after hours (evenings/weekends)

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	61.7%	25.6%	9.7%	2.1%	0.9%
<b>The Pediatric Center</b>	<b>56.0%</b>	<b>26.7%</b>	<b>14.7%</b>	<b>1.3%</b>	<b>1.3%</b>
	58.5%	24.4%	14.6%	0.0%	2.4%
	52.9%	29.4%	14.7%	2.9%	0.0%

### 23 Office phone line is easy to navigate


	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	68.9%	23.2%	6.3%	1.1%	0.5%
<b>The Pediatric Center</b>	<b>48.5%</b>	<b>38.4%</b>	<b>10.1%</b>	<b>3.0%</b>	<b>0.0%</b>
	50.0%	32.7%	15.4%	1.9%	0.0%
	46.8%	44.7%	4.3%	4.3%	0.0%

### 24 Your phone calls returned promptly

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	62.0%	25.9%	8.6%	2.1%	1.4%
<b>The Pediatric Center</b>	<b>49.5%</b>	<b>29.5%</b>	<b>13.7%</b>	<b>4.2%</b>	<b>3.2%</b>
	49.0%	25.5%	17.6%	3.9%	3.9%
	50.0%	34.1%	9.1%	4.5%	2.3%




**25 Your test results are reported within a reasonable amount of time**


	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	69.1%	24.1%	5.5%	0.9%	0.4%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>59.5%</b>	<b>33.3%</b>	<b>7.1%</b>	<b>0.0%</b>	<b>0.0%</b>
	67.4%	18.6%	14.0%	0.0%	0.0%
	51.2%	48.8%	0.0%	0.0%	0.0%

**Your overall satisfaction with our practice**


**26 Our practice**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	79.3%	18.2%	2.2%	0.2%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>78.2%</b>	<b>17.8%</b>	<b>4.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	75.5%	18.9%	5.7%	0.0%	0.0%
	81.3%	16.7%	2.1%	0.0%	0.0%


**27 Our physicians**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	86.5%	12.0%	1.3%	0.1%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>89.0%</b>	<b>9.0%</b>	<b>2.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	86.5%	11.5%	1.9%	0.0%	0.0%
	91.7%	6.3%	2.1%	0.0%	0.0%


**28 Our staff**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	80.0%	17.0%	2.5%	0.4%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>76.5%</b>	<b>16.7%</b>	<b>5.9%</b>	<b>1.0%</b>	<b>0.0%</b>
	77.4%	13.2%	7.5%	1.9%	0.0%
	75.5%	20.4%	4.1%	0.0%	0.0%


**29 The overall quality of your medical care**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	82.3%	16.0%	1.6%	0.1%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>81.2%</b>	<b>13.9%</b>	<b>5.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	75.0%	17.3%	7.7%	0.0%	0.0%
	87.8%	10.2%	2.0%	0.0%	0.0%

**30 Hours of operation are convenient for you**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	76.8%	18.6%	3.7%	0.7%	0.3%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>69.6%</b>	<b>23.5%</b>	<b>5.9%</b>	<b>1.0%</b>	<b>0.0%</b>
	69.8%	22.6%	5.7%	1.9%	0.0%
	69.4%	24.5%	6.1%	0.0%	0.0%

**31 Overall satisfaction with your appointment**

	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
KHF Network Wide	80.5%	17.6%	1.6%	0.3%	0.0%
	<u>Excellent %</u>	<u>Good %</u>	<u>Average %</u>	<u>Fair %</u>	<u>Poor %</u>
<b>The Pediatric Center</b>	<b>75.2%</b>	<b>21.8%</b>	<b>3.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	76.9%	17.3%	5.8%	0.0%	0.0%
	73.5%	26.5%	0.0%	0.0%	0.0%

PCMH 6:B:4

Actual patient feedback & suggestions collected from the raw data forms.

**Comments:**

1	Will continue to come
2	We love this office :) thanks!
3	█████ Jr. likes Dr. █████
4	I've be coming here for 20 years of my life and I don't look forward to changing physicians soon.
5	I noticed a change immediately when I called yesterday. Someone answered the phone (not a recording) and scheduled my appointment. The person was courteous, helpful, and pleasant. Over the last couple of years the office staff customer service skills were horrible. I am glad that someone is making a change.
6	The Best!!!
7	Ever since we have been coming here it has been nothing but excellent service. We live in Clayton County and I will not change my children's Dr. for nothing only if we ever leave GA. Thanks
8	Thanks for taking care of my triplets over the last 10 years!! Stacy Dotson
9	Very good never had any problems
10	The office staff (billing and insurance) has improved tremendously.
11	Sometime it is difficult to make an appointment. Them all goes well.
12	I have been attending this practice for 9 years and have been pleased every time.
13	I have been coming here since I was 16 years old. Now I'm grown and my kids come. Wonderful doctors.
14	I am satisfied since 2005. I refer my friends here.
15	Appointment was difficult to schedule because of our schedule, not doctor's.
16	I have been coming to this practice for the last 10 years and I love it. I wish I could be a patient too.
17	Thanks
18	Even after moving out of the area I still prefer to bring my child here for medical needs.
19	I have been here since my oldest was 9 months (he is 15 now) and I plan on being here till my youngest is 18! She is 8!
20	I have 4 children in ages ranging from 18 months to 24 years. All of my children have been coming to the Ped Center since 1991 or 1992.