

PARK PEDIATRICS (Takoma Park) Patient Survey

The following report contains the monthly patient survey data analysis results.

Total Number of Respondents: 22

Your Child's Provider

- Our records show that your child got care from the provider named below in the last 12 months.

Provider: Park Pediatrics

Is that right? **Number of Respondents: 22**

- Yes (100%)
- No (0%) → **If No, go to #55 on page 7**

The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

- Is this the provider you usually see if your child needs a check-up or gets sick or hurt?
Number of Respondents: 22
 - Yes (86.36%)
 - No (13.64%)

- How long has your child been going to this provider? **Number of Respondents: 22**
 - Less than 6 months (13.64%)
 - At least 6 months but less than 1 year (4.55%)
 - At least 1 year but less than 3 years (27.27%)
 - At least 3 years but less than 5 years (18.18%)
 - 5 years or more (36.36%)

Your Child's Care From This Provider in the Last 12 Months

- In the last 12 months, how many times did your child visit this provider for care?
Number of Respondents: 19
 - None (5.26%) → **If None, go to #55 on page 7**
 - 1 time (10.53%)
 - 2 (10.53%)
 - 3 (26.32%)
 - 4 (21.05%)
 - 5 to 9 (15.79%)
 - 10 or more times (10.53%)
- In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider?
Number of Respondents: 20
 - Yes (75%) → **If Yes, go to #7**
 - No (25%)

6. Did this provider give you enough information about what was discussed during the visit when you were not there?

Number of Respondents: 8

- ¹ Yes (87.5%) → **If Yes, go to #10**
² No (12.5%) → **If No, go to #10**

7. Is your child able to talk with providers about his or her health care?

Number of Respondents: 22

- ¹ Yes (50%)
² No (50%) → **If No, go to #10**

8. In the last 12 months, how often did this provider explain things in a way that was easy for **your child** to understand?

Number of Respondents: 15

- ¹ Never (6.67%)
² Sometimes (13.33%)
³ Usually (33.33%)
⁴ Always (46.67%)

9. In the last 12 months, how often did this provider listen carefully to **your child**?

Number of Respondents: 13

- ¹ Never (0%)
² Sometimes (15.38%)
³ Usually (23.07%)
⁴ Always (61.54%)

10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

Number of Respondents: 20

- ¹ Yes (85%)
² No (15%) → **If No, go to #12**

11. Did this provider give you enough information about what you needed to do to follow up on your child's care?

Number of Respondents: 18

- ¹ Yes (94.44%)
² No (5.56%)

12. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury, or condition that **needed care right away**?

Number of Respondents: 18

- ¹ Yes (61.11%)
² No (38.89%) → **If No, go to #15**

13. In the last 12 months, when you phoned this provider's office to get an appointment for care your child **needed right away**, how often did you get an appointment as soon as your child needed?

Number of Respondents: 14

- ¹ Never (7.14%)
² Sometimes (14.29%)
³ Usually (14.29%)
⁴ Always (64.29%)

14. In the last 12 months, how many days did you usually have to wait for an appointment when your child **needed care right away**?

Number of Respondents: 14

- Same day (71.43%)
 1 day (7.14%)
 2 to 3 days (14.29%)
 4 to 7 days (7.14%)
 More than 7 days (0%)

- 15.** In the last 12 months, did you make any appointments for a **check-up or routine care** for your child with this provider?

Number of Respondents: 20

- ¹ Yes (95%)
² No (5%) → **If No, go to #17**

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

Number of Respondents: 18

- ¹ Never (5.56%)
² Sometimes (5.56%)
³ Usually (27.78%)
⁴ Always (61.11%)

- 17.** Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays? **Number of Respondents: 20**

- ¹ Yes (90%)
² No (10%)

- 18.** In the last 12 months, did your child need care during evenings, weekends, or holidays? **Number of Respondents: 19**

- ¹ Yes (42.11%)
² No (52.89%) → **If No, go to #20**

- 19.** In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays? **Number of Respondents: 10**

- ¹ Never (10%)
² Sometimes (30%)
³ Usually (10%)
⁴ Always (50%)

- 20.** In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours? **Number of Respondents: 20**

- ¹ Yes (50%)
² No (50%) → **If No, go to #22**

- 21.** In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Number of Respondents: 14

- ¹ Never (0%)
² Sometimes (14.29%)
³ Usually (28.57%)
⁴ Always (57.14%)

- 22.** In the last 12 months, did you phone this provider's office with a medical question about your child **after** regular office hours?

Number of Respondents: 18

- ¹ Yes (22.22%)
² No (77.78%) → **If No, go to #24**

- 23.** In the last 12 months, when you phoned this provider's office **after** regular office hours, how often did you get an answer to your medical question as soon as you needed?

Number of Respondents: 5

- Never (20%)
 Sometimes (40%)
 Usually (0%)
 Always (40%)

- 24.** Some offices remind patients between visits about tests, treatment, or appointments. In the last 12 months, did you get any reminders about your child's care from this provider's office between visits?

Number of Respondents: 19

- Yes (89.47%)
 No (10.53%)

- 25.** Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider **within 15 minutes** of his or her appointment time?

Number of Respondents: 21

- Never (19.05%)
 Sometimes (28.57%)
 Usually (33.33%)
 Always (19.05%)

- 26.** In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand? **Number of Respondents: 21**

- Never (0%)
 Sometimes (9.52%)
 Usually (14.29%)
 Always (76.19%)

- 27.** In the last 12 months, how often did this provider listen carefully to you?

Number of Respondents: 21

- Never (0%)
 Sometimes (4.76%)
 Usually (14.29%)
 Always (80.95%)

- 28.** In the last 12 months, did you and this provider talk about any questions or concerns you had about your child's health?

Number of Respondents: 21

- Yes (76.19%)
 No (23.81%) → **If No, go to #30**

- 29.** In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns? **Number of Respondents: 18**

- Never (5.56%)
 Sometimes (11.11%)
 Usually (22.22%)
 Always (61.11%)

30. In the last 12 months, how often did this provider seem to know the important information about your child's medical history? **Number of Respondents: 21**

- ¹ Never (0%)
² Sometimes (9.52%)
³ Usually (33.33%)
⁴ Always (57.14%)

31. In the last 12 months, how often did this provider show respect for what you had to say? **Number of Respondents: 21**

- ¹ Never (0%)
² Sometimes (9.52%)
³ Usually (4.76%)
⁴ Always (85.71%)

32. In the last 12 months, how often did this provider spend enough time with your child? **Number of Respondents: 19**

- ¹ Never (5.26%)
² Sometimes (15.79%)
³ Usually (15.79%)
⁴ Always (63.16%)

33. In the last 12 months, did this provider order a blood test, x-ray, or other test for your child? **Number of Respondents: 18**

- ¹ Yes (77.78%)
² No (22.22%) → If No, go to #35

34. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results? **Number of Respondents: 17**

- ¹ Never (17.65%)
² Sometimes (23.53%)
³ Usually (11.76%)
⁴ Always (47.06%)

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

Number of Respondents: 20

- 0 Worst provider possible (5%)
 1 (%)
 2 (%)
 3 (%)
 4 (%)
 5 (%)
 6 (5%)
 7 (5%)
 8 (5%)
 9 (25%)
 10 Best provider possible (55%)

36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did your child see a specialist for a particular health problem? **Number of Respondents: 19**

- ¹ Yes (42.11%)
² No (57.89%) → If No, go to #38

- 37.** In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?

Number of Respondents: 14

- ¹ Never (7.14%)
 ² Sometimes (7.14%)
 ³ Usually (35.71%)
 ⁴ Always (50%)

Please answer these questions about the provider named in Question 1 of this survey.

- 38.** In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?

Number of Respondents: 21

- ¹ Yes (61.90%)
 ² No (38.10%)

- 39.** In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age? **Number of Respondents: 21**

- ¹ Yes (85.71%)
 ² No (14.29%)

- 40.** In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?

Number of Respondents: 21

- ¹ Yes (80.95%)
 ² No (19.05%)

- 41.** In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?

Number of Respondents: 21

- ¹ Yes (76.19%)
 ² No (23.81%)

- 42.** In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured? **Number of Respondents: 21**

- ¹ Yes (76.19%)
 ² No (23.81%)

- 43.** In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured? **Number of Respondents: 21**

- ¹ Yes (76.19%)
 ² No (23.81%)

- 44.** In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?

Number of Respondents: 21

- ¹ Yes (61.90%)
 ² No (38.10%)

- 45.** In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?

Number of Respondents: 21

- ¹ Yes (90.48%)
 ² No (9.52%)

46. In the last 12 months, did you and anyone in this provider’s office talk about how much or what kind of exercise your child gets? **Number of Respondents: 21**

- ¹ Yes (57.14%)
- ² No (42.86%)

47. In the last 12 months, did you and anyone in this provider’s office talk about how your child gets along with others?

Number of Respondents: 21

- ¹ Yes (57.14%)
- ² No (42.86%)

48. In the last 12 months, did you and anyone in this provider’s office talk about whether there are any problems in your household that might affect your child?

Number of Respondents: 21

- ¹ Yes (47.62%)
- ² No (52.38%)

49. In the last 12 months, did anyone in this provider’s office talk with you about specific goals for your child’s health?

Number of Respondents: 21

- ¹ Yes (71.43%)
- ² No (28.57%)

50. In the last 12 months, did anyone in this provider’s office ask you if there are things that make it hard for you to take care of your child’s health?

Number of Respondents: 21

- ¹ Yes (52.38%)
- ² No (47.62%)

51. In the last 12 months, did your child take any prescription medicine?

Number of Respondents: 20

- ¹ Yes (70%)
- ² No (30%) → **If No, go to #53**

52. In the last 12 months, did you and anyone in this provider’s office talk at each visit about all the prescription medicines your child was taking?

Number of Respondents: 17

- ¹ Yes (76.47%)
- ² No (23.53%)

Clerks and Receptionists at This Provider’s Office

53. In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be? **Number of Respondents: 21**

- ¹ Never (9.52%)
- ² Sometimes (14.29%)
- ³ Usually (28.57%)
- ⁴ Always (47.62%)

54. In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?

Number of Respondents: 21

- ¹ Never (4.76%)
- ² Sometimes (9.52%)
- ³ Usually (19.05%)
- ⁴ Always (66.67%)

About Your Child and You

55. In general, how would you rate your child’s overall health? **Number of Respondents: 22**

- ¹ Excellent (50%)
- ² Very Good (31.82%)
- ³ Good (18.18%)
- ⁴ Fair (0%)
- ⁵ Poor (0%)

56. In general, how would you rate your child’s overall **mental or emotional** health?

Number of Respondents: 21

- ¹ Excellent (71.43%)
- ² Very Good (14.29%)
- ³ Good (9.52%)
- ⁴ Fair (4.76%)
- ⁵ Poor (0%)

57. What is your child's age?

Number of Respondents: 22

Number of Respondents' Children: 28

Less than 1 year old (3 children) (10.71%)

_____ YEARS OLD (89.3%) (write in)

Number of children

- | | |
|------------|-------------|
| 1yrs.- (4) | 12yrs.- (2) |
| 2yrs.- (2) | 13yrs- (5) |
| 3yrs.- (2) | 14yrs- (1) |
| 4yrs.- (2) | 15yrs- (0) |
| 5yrs.- (1) | 16yrs- (2) |
| 6yrs.- (0) | 17yrs- (0) |
| 7yrs.- (2) | 18yrs- (0) |
| 8yrs. (2) | 19yrs- (0) |
| 9yrs. (0) | 20yrs- (0) |
| 10yrs. (0) | 21yrs- (0) |
| 11yrs (0). | |

58. Is your child male or female?

Number of Respondents: 23

- ¹ Male (56.52%)
² Female (35.71%)

59. Is your child of Hispanic or Latino origin or descent? Number of Respondents: 22

- ¹ Yes, Hispanic or Latino (36.36%)
² No, not Hispanic or Latino (63.64%)

60. What is your child's race? Mark one or more. Number of Respondents: 21

- ¹ White (9.52%)
² Black or African American (61.90%)
³ Asian(4.76%)
⁴ Native Hawaiian or Other Pacific Islander(0%)
⁵ American Indian or Alaska Native (0%)
⁶ Other (23.8%)

61. What is your age?

Number of Respondents: 22

- Under 18 (0%)
 18 to 24 (0%)
 25 to 34 (54.55%)
 35 to 44 (36.36%)
 45 to 54 (9.09%)
 55 to 64 (0%)
 65 to 74 (0%)
 75 or older (0%)

62. Are you male or female?

Number of Respondents: 21

- Male (19.05%)
- Female (80.95%)

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

Number of Respondents: 23

- 8th grade or less (8.70%)
- Some high school, but did not graduate (4.35%)
- High school graduate or GED (34.78%)
- Some college or 2-year degree (30.43%)
- 4-year college graduate (17.39%)
- More than 4-year college degree (4.35%)

64. How are you related to the child?

Number of Respondents: 22

- Mother or father (100%)
- Grandparent (0%)
- Aunt or uncle(0%)
- Older brother or sister (0%)
- Other relative (0%)
- Legal guardian (0%)
- Someone else (0%)

Please print: _____

65. Did someone help you complete this survey? **Number of Respondents: 22**

¹ Yes (9.09%)

² No (90.91%) → **Thank you.**

Please return the completed survey in the postage-paid envelope.

66. How did that person help you? Mark one or more. **Number of Respondents: 3**

¹ Read the questions to me (33.33%)

² Wrote down the answers I gave (0%)

³ Answered the questions for me (66.67%)

⁴ Translated the questions into my language (0%)

⁵ Helped in some other way (0%)

Please print: _____

Thank you