PATIENT SATISFACTION SURVEY RESULTS

Thank you for taking the time to participate in our patient satisfaction survey. We truly value your feedback.

Your responses are vital in helping us provide the highest quality and most effective care possible.

Here are a few of your responses:

**Quote #1:** *The doctors and nurses are always kind, gentle and funny.*

**Quote #2:** *I have been coming to this practice for 20 years and recommend them to everyone I know who needs a pediatrician. We love our doctor, she is the best!*

**Quote #3:** *I absolutely love that every time I call, I can speak to a nurse. Triage is very knowledgeable and helpful and always offers excellent advice and next steps.*

88% of patients gave their child’s provider a high rating of 9 or 10. This is 4% higher than the national database.

83% of patients always got an answer to their medical question the same day. This is 5% higher than the national database.

91% of patients stated the receptionists always treated them with courtesy and respect. This is 7% higher than the national database.

We did learn that we have some room to improve. Our patients felt as though the providers needed to better explain information about their child’s health in a way that was easy for them to understand.

Our providers were educated and instructed to provide written care plans (using non-medical jargon) to their patients and use the teach back method.

Thank you again for filling out our Patient Satisfaction Survey!

Don’t forget to add your comments and suggestions to our Suggestion Box in each waiting room.

10/30/18