



CAHPS Patient Satisfaction Report PCMH

1/1/17 - 5/2/17

Provider: Sawgrass Pediatric Partners
Specialty: Pediatrics
Number of Survey Responses: 251

Overall Provider Score

Your Overall Provider Score combines your scores from the sections *Patients' Rating of the Provider*, *How Well Providers Communicate With Patients*, *Getting Timely Appointments, Care, and Information*, *Providers' Use of Information to Coordinate Patient Care*, and *Helpful, Courteous, and Respectful Office Staff*.

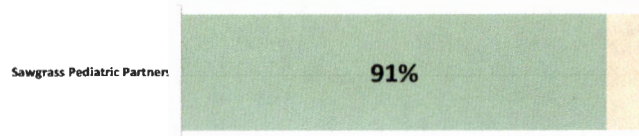


Provider Rating

What number would you use to rate this provider?

9-10

0-8



How Well Providers Communicate With Patients

Category Score

Your Category Score is a composite of the four questions in the *How Well Providers Communicate With Patients* section.



How often did this provider explain things about your child's health in a way that was easy to understand?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

96%

How often did this provider listen carefully to you?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

95%

How often did this provider show respect for what you had to say?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

97%

How often did this provider spend enough time with your child?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

95%

Getting Timely Appointments, Care, and Information

Category Score

Your Category Score is a composite of the three questions in the *Getting Timely Appointments, Care, and Information* section.

Sewgrass Pediatric Partners

79%

When you contacted 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 you needed?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

78%

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 you needed?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

82%

When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Always Usually Sometimes Never

Sewgrass Pediatric Partners

76%

Providers' Use of Information to Coordinate Patient Care

Category Score

Your Category Score is a composite of the two questions in the *Providers' Use of Information to Coordinate Patient Care* section.



How often did this provider seem to know important information about your child's medical history?

Always Usually Sometimes Never



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?

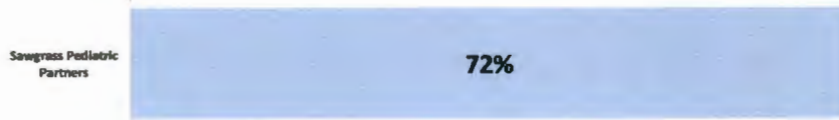
Always Usually Sometimes Never



Helpful, Courteous, and Respectful Office Staff

Category Score

Your Category Score is a composite of the two questions in the *Helpful, Courteous, and Respectful Office Staff* section.



How often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Always Usually Sometimes Never



How often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Always Usually Sometimes Never

