**Patient Survey #1 (December 2018)**

**Patient Survey #2 (May-June 2019)**

***Survey Results with Comparisons Between Survey #1 and Survey #2***

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| Variable | Description | Survey #1 Responses | Survey #2 Responses | Comparisons |
| Q1 | Our records show that your child got care from the provider named below in the last 12 months. | **Vilma Junio, MD:** (80.6%)  **Jennifer Nichols, NP:** (19.4%) | **Vilma Junio, MD:** (91%)  **Jennifer Nichols, NP:** (9%) | There is an increase of 10.4% on those that got care from Vilma Junio,MD. |
| Q2 | Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt? | **Yes:** (100%)  **No:** 0 | **Yes:** (100%)  **No:** 0 | The data remained the same. |
| Q3 | How long has your child been going to this provider? | **< 6 mo:** (4%)  **At least 6 mo but <1 yr:** (6%)  **At least 1yr but <3yrs:** (24%)  **At least 3yrs but <5yrs:** (14%)  **5 years or more:** (52%) | **< 6 mo:** (4%)  **At least 6 mo but <1 yr:** (4%)  **At least 1yr but <3yrs:** (26%)  **At least 3yrs but <5yrs:** (20%)  **5 years or more:** (46%) | There is an increase of 2% on those who have seen this provider for at least one year but less than 3 years. |
| Q4 | In the last 12 months, how many times did your child visit this provider for care? | **None:** 0  **1 time:** (0%)  **2:** (10%)  **3:** (18%)  **4:** (14%)  **5 to 9:** (42%)  **10+:** (10%) | **None:** (0%)  **1 time:** (6%)  **2:** (20%)  **3:** (12%)  **4:** (14%)  **5 to 9:** (40%)  **10+:** (6%) | There is an increase of 10% on those who visit this provider two times. |
| Q5 | In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider? | **Yes:** (96%)  **No:** (4%)  **N/A:** (0%) | **Yes:** (94%)  **No:** (6%)  **N/A:** (0%) | There is an decrease of 2% on those who said that they didn’t stay in the exam room. |
| Q6 | Did this provider give you enough information about what was discussed during the visit when you were not there? | **Yes:**(22%)  **No:** (0%)  **N/A:**(78%) | **Yes:** (18%)  **No:** (4%)  **N/A:** (78%) | The data for those who did not answer the question remained the same. |
| Q7 | Is your child able to talk with providers about his or her health care? (if applicable) | **Yes:** (40%)  **No:** (46%)  **N/A:** (14%) | **Yes:** (46%)  **No:** (42%)  **N/A:** (12%) | There is a 6% increase on those who said that their child was able to talk with their provider. |
| Q8 | In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand? | **Never:** 0  **Sometimes:**(2%)  **Usually:** (4%)  **Always:** (44%)  **N/A:** (50%) | **Never:** 0  **Sometimes:** (%)  **Usually:** (6%)  **Always:** (46%)  **N/A:** (48%) | There is a 2% increase on those who said that their provider always explained things in an understandable way. |
| Q9 | In the last 12 months, how often did this provider listen carefully to your child? (if applicable) | **Never:** 0  **Sometimes:** 0  **Usually:** (50%)  **Always:** (50%)  **N/A:** (0%) | **Never:** 0  **Sometimes:** 0  **Usually:** (54%)  **Always:** (38%)  **N/A:** (8%) | There is a 4% increase on those whom the provider usually listens. |
| Q10 | Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit? | **Yes:** (74%)  **No:** (26%) | **Yes:** (82%)  **No:** (18%)  **N/A:** (%) | There is an 8% increase on those whom the provider provide information about follow up |
| Q11 | Did this provider give you enough information about what you needed to do to follow up on your child’s care? | **Yes:** (72%)  **No:** (0%)  **N/A:** (28%) | **Yes:** (84%)  **No:** (%)  **N/A:** (16%) | There is a 12% increase on those whom the provider provides enough information on follow up |
| Q12 | 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? | **Yes:** (90%)  **No:** (10%) | **Yes:** (78%)  **No:** (22%)  **N/A:** (%) | There is a 12% increase on those who said that they didn’t phone this provider’s office for an appointment. |
| Q13 | 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? | **Never:** (0%)  **Sometimes:** 0  **Usually:** (4%)  **Always:** (88%)  **N/A:** (8 %) | **Never:** 0  **Sometimes:** 0  **Usually:** (%)  **Always:** (98%)  **N/A:** (2%) | There is a 10% increase on those whom the office gets an appt right away when needed. |
| PCMH1 | In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away? | **Same day:** (90%)  **1 day:** (2%)  **2 to 3 days:** (0%)  **4 to 7 days:**  **More than 7 days:**  **N/A:** (8%) | **Same day:** (74%)  **1 day:** (4%)  **2 to 3 days:**  **4 to 7 days:**  **More than 7 days:**  **N/A:** (22%) | There is a 2% increase on those who said that they got an appointment in one day. |
| Q14 | In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider? | **Yes:** (94%)  **No:** (6%)  **N/A:** (0%) | **Yes:** (98%)  **No:** (2%)  **N/A:** (0%) | There is a 6% increase on who got an appt for routine check up |
| Q15 | 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? | **Never:** 0  **Sometimes:**  **Usually:** (0%)  **Always:** (94%)  **N/A:** (6%) | **Never:**  **Sometimes:**  **Usually:** (2%)  **Always:** (96%)  **N/A:** (2%) | There is a 2% increase on those who gets an appt as soon as they need it. |
| PCMH2 | Did this provider’s office give you information about what to do if your child needed care during evenings, weekends, or holidays? | **Yes:** (90%)  **No:** (2%)  **N/A:** (8%) | **Yes:** (86%)  **No:** (2%)  **N/A:** (12%) | The data remained the same for those who answered no. |
| PCMH3 | In the last 12 months, did your child need care during evenings, weekends, or holidays? | **Yes:** (50%)  **No:** (44%)  **N/A:** (6%) | **Yes:** (32%)  **No:** (58%)  **N/A:** (10%) | There is a 18% decrease on who needs care off office hours |
| PCMH4 | In the last 12 months, did you phone this provider’s office with a medical question about your child during regular office hours? | **Never:** (6%)  **Sometimes:** (2%)  **Usually:** (4%)  **Always:** (40%)  **N/A:** (48%) | **Never:** (4%)  **Sometimes:** (0%)  **Usually:** (6%)  **Always:** (30%)  **N/A:** (460%) | There is a 2% decrease on those who said they sometimes phone this provider's office with a medical question during regular office hours. |
| Q16 | In the last 12 months, did you phone this provider’s office with a medical question about your child during regular office hours? | **Yes:** (64%)  **No:** (36%) | **Yes:** (62%)  **No:** (38%)  **N/A:** (%) | There is a 2% decrease on those who phone this provider's office with a medical question during regular office hours. |
| Q17 | In the last 12 months, when you phone this provider’s office during regular office hours, how often did you get an answer to your medical question that same day? | **Never:** 0  **Sometimes:** (0%)  **Usually:** (4%)  **Always:** (60%)  **N/A:** (36%) | **Never:**  **Sometimes:**  **Usually:** (0%)  **Always:** (64%)  **N/A:** (36%) | There is a 4% increase on those who said that they were always able to get an answer to their medical question that same day. |
| Q18 | In the last 12 months, did you phone this provider’s office with a medical question about your child after regular hours? | **Yes:** (44%)  **No:** (56%)  **N/A:** (0%) | **Yes:** (54%)  **No:** (42%)  **N/A:** (4%) | There is a 10% increase on those who call the provider after office hours |
| Q19 | 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? | **Never:** (0%)  **Sometimes:**  **Usually:** (2%)  **Always:** (60%)  **N/A:** (54%) | **Never:**  **Sometimes:**  **Usually:** (2%)  **Always:** (66%)  **N/A:** (32%) | There is a 6 % increase on those the provider answer medical questions as soon as needed. |
| PCMH5 | 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? | **Yes:** (50%)  **No:** (2%)  **N/A:** (48%) | **Yes:** (54%)  **No:** (2%)  **N/A:** (44%) | There is a 4% increase on those who said they got reminders about their child's care. |
| Q20 | Wait time includes time spent in the waiting room and exam room. In the last 12 months, how quickly did you see the provider from the time you were received to the time you were seen? | **60 mins:** (2%)  **45 mins:** (8%)  **30 mins:** (32%)  **15 mins or less:** (58%)  **N/A:** (0%) | **60 mins:** (0%)  **45 mins:** (6%)  **30 mins:** (36%)  **15 mins or less:** (58%) | There is a 4% increase on those who said that they were seen within 30 minutes. |
| Q21 | 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? | **Never:** 0  **Sometimes:** (%)  **Usually:** (0%)  **Always:** (100%) | **Never:** 0  **Sometimes:**(0%)  **Usually:** (2%)  **Always:** (98%) | There is a 2% increase on those who said that their provider was usually able to explain things in an easy and understandable way. |
| Q22 | In the last 12 months, how often did this provider listen carefully to you? | **Never:** 0  **Sometimes**: 0  **Usually:** (2%)  **Always:** (98%) | **Never:** 0  **Sometimes**: 0  **Usually:** (0%)  **Always:** (100%) | There was a 2% increase on those who said that their provider always listens carefully. |
| Q23 | In the last 12 months, did you and this provider talk about any questions or concerns you had about your child’s health? | **Yes:** (92%)  **No:** (6%)  **N/A:** (2%) | **Yes:** (94%)  **No:** (6%)  **N/A:** (0%) | There is a 2% increase on those that the provider talks about their concerns. |
| Q24 | In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns? | **Never:** 0  **Sometimes:** 0  **Usually:** (4%)  **Always:** (88%)  **N/A:** (8%) | **Never:** 0  **Sometimes:** 0  **Usually:** (0%)  **Always:** (88%)  **N/A:** (12%) | The data remained the same on those who said the provider always gave easy to understand information about these health questions. |
| Q25 | In the last 12 months, how often did this provider seem to know the important information about your child’s medical history? | **Never:** 0  **Sometimes:** 0  **Usually:** (8%)  **Always:** (92%)  **N/A:** (%) | **Never:0**  **Sometimes:** 0  **Usually:** (2%)  **Always:** (98%) | There is a 6% increase on those who said that their provider seem to know the important information about your child's medical history. |
| Q26 | In the last 12 months, how often did this provider show respect for what you had to say? | **Never:** 0  **Sometimes:** 0  **Usually:** (4%)  **Always:** (96%) | **Never:** 0  **Sometimes:** 0  **Usually:** (0%)  **Always:** (100%) | There is a 4% increase on those who always show respect for what you had to say. |
| Q27 | In the last 12 months, how often did this provider spend enough time with your child? | **Never:** 0  **Sometimes:** (%) **Usually:** (4%)  **Always:** (96%) | **Never:** 0  **Sometimes:** (%)  **Usually:** (2%)  **Always:** (98%) | There is a 2% increase on those who said their provider always spend enough time. |
| Q28 | In the last 12 months, did this provider order a blood test, x-ray, or other test for your child? | **Yes:** (58%)  **No:** (42%) | **Yes:** (54%)  **No:** (46%) | There is a 2% increase on those who said that this provider didn’t order a blood test, x-ray, or other test for their child. |
| Q29 | 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? | **Never:** 0  **Sometimes:**(4%)  **Usually:** (6%)  **Always:** (48%)  **N/A:** (42%) | **Never:**  **Sometimes:**  **Usually:** (2%)  **Always:** (52%)  **N/A:** (46%) | There is a 4% increase on whom labs/xrays were ordered on follow up |
| Q30 | Using any number from 0 to 10, where 0 is the worst provider possible and 10is the best provider possible, what number would you use to rate this provider? | **1:**  **2:**  **3:**  **4:**  **5:**  **6:**  **7:**  **8:** (4%)  **9:** (16%)  **10:** (80%) | **1:**  **2:**  **3:**  **4:**  **5:**  **6:**  **7:** (0%)  **8:** (2%)  **9:** (12%)  **10:** (86%) | There is a 6% increase on those who rate this provider a 10. |
| PCMH6 | 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? | **Yes:** (44%)  **No:** (56%) | **Yes:** (30%)  **No:** (70%) | There is a 14% increase on those who didn't see a specialize doctor. |
| PCMH7 | In the last 12 months, how often did the provider in Question 1 seem informed and up-to-date about the care your child got from specialists? | **Never:** 0  **Sometimes:** (%)  **Usually:** (6%)  **Always:** (42%) **N/A:**  (52%) | **Never:** 0  **Sometimes:**(%)  **Usually:**  (2%)  **Always:**  (46%)  **N/A:**  (42%) | There is a 4% increase on those whom the provider was up to date with the specialists |
| Q31 | In the last 12 months, did you and anyone in this provider’s office talk about your child’s learning ability? | **Yes** (64%)  **No:** (36%)  **N/A:** (0%) | **Yes:** (70%)  **No:** (30%) | There is a 6% increase on those who said that this provider’s office talked about their child’s learning ability. |
| Q32 | 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? | **Yes:** (86%)  **No:** (14%)  **N/A:** (%) | **Yes:** (94%)  **No:** (6%) | There is a 8% increase where they did discuss about kinds of behavior. |
| Q33 | **In the last 12 months, did you and anyone in this provider’s office talk about how your child’s body is growing?** | **Yes:** (94%)  **No:** (6%)  **N/A:** (%) | **Yes:** (96%)  **No:** (4%) | There is a 2% increase where they did discuss their child's body growth. |
| Q34 | In the last 12 months, did you and anyone in this provider’s office talk about your child’s moods and emotions? | **Yes:** (76%)  **No:** (24%)  **N/A:** (0%) | **Yes:** (90%)  **No:** (10%) | There is a 14% increase on those who did talk about their child's moods and emotions. |
| Q35 | 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? | **Yes:** (80%)  **No:**  (18%)  **N/A:**  (2%) | **Yes:** (96%)  **No:**  (4%) | There is a 16% increase on those who did discuss on how to prevent your child from injury. |
| Q36 | In the last 12 months, did you and anyone in this provider’s office talk about how to keep your child from getting injured? | **Yes:** (82%)  **No:** (16%)  **N/A:** (2%) | **Yes:** (92%)  **No:** (8%) | There is a 10% increase on those who did talk about how to keep their child from getting injured. |
| Q37 | 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? (if applicable) | **Yes:** (80%)  **No:** (20%)  **N/A:** (0%) | **Yes:** (94%)  **No:** (6%) | There is a 14% increase on the discussion about how much time their child spends on a computer or tv. |
| Q38 | 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? (if applicable) | **Yes:** (96%)  **No:** (4%)  **N/A:** (%) | **Yes:** (96%)  **No:** (2%)  **N/A:** (2%) | The data remained the same for those who did talk about how much or what kind of food their child eats. |
| Q39 | 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? (if applicable) | **Yes:** (82%)  **No:** (16%)  **N/A:** (2%) | **Yes:** (98%)  **No:** (2%)  **N/A:** (0%) | There is 16 % increase on whom the provider talks about importance of exercise |
| Q40 | In the last 12 months, did you and anyone in this provider’s office talk about how your child gets along with others? (if applicable) | **Yes:** (82%)  **No:** (10%)  **N/A:** (8%) | **Yes:** (94%)  **No:** (6%)  **N/A:** (0%) | There is a 12% increase on those whom the provider talks about how their child gets along with others. |
| Q41 | **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?** | **Yes:** (80%)  **No:** (18%)  **N/A:** (2%) | **Yes:** (84%)  **No:** (16%) | There is a 4% increase on those who said that they did talk about problems in their household. |
| PCMH8 | In the last 12 months, did anyone in this provider’s office talk with you about specific goals for your child’s health? | **Yes:** (78%)  **No:** (22%)  **N/A:** (%) | **Yes:** (78%)  **No:** (22%) | The data remained the same. |
| PCMH9 | 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? | **Yes:** (54%)  **No:** (44%)  **N/A:** (2%) | **Yes:** (54%)  **No:** (46%) | The data remained the same for those who said that this provider’s office ask if there are things that make it hard for you to take care of your child’s health. |
| PCMH10 | In the last 12 months, did your child take any prescription medicine? | **Yes:** (86%)  **No:** (12%)  **N/A:** (2%) | **Yes:** (66%)  **No:** (30%)  **N/A:** (4%) | There is a 18% increase on those who said that their child did not take a prescription medicine. |
| PCMH11 | 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? | **Yes:** (86%)  **No:** (6%)  **N/A:** (8%) | **Yes:** (96%)  **No:**  (4%)  **N/A:** (0%) | There is a 10% increase whom the provider talks about their child’s prescription. |
| Q42 | In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be? | **Never**: (0%)  **Sometimes:** (2%)  **Usually:** (2%)  **Always:**(96%) | **Never**:0  **Sometimes:** (%)  **Usually:** (2%)  **Always:** (96%)  **N/A:** (2%) | The data remained the same for those that said the clerks and receptionists were always thoughtful. |
| Q43 | In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect? | **Never:** 0  **Sometimes:** (0%)  **Usually:** (2%)  **Always:** (98%) | **Never:** 0  **Sometimes:** (%)  **Usually:** (%)  **Always:** (100%) | There is a 2% increase on those that said the clerks and receptionists always treated them with courtesy and respect. |
| Q44 | In general, how would you rate your child’s overall health? | **Excellent:** (50%) **Very good:** (40%)  **Good:** (8%)  **Fair:** (2%)  **Poor:** 0 | **Excellent:** (58%)  **Very good:** (32%)  **Good:** (8%)  **Fair:** (2%)  **Poor:** 0 | There is a 8% increase on those who said that their child's overall health was excellent. |
| Q45 | In general, how would you rate your child’s overall mental or emotional health? | **Excellent:** (64%) **Very good:** (30%)  **Good:** (4%)  **Fair:** (2%) | **Excellent:** (60%)  **Very good:** (32%)  **Good:** (4%)  **Fair:** (4%)  **Poor:**  (%) | There is a 2% increase on those who said that their child's overall and emotional health was very good. |
| Q46 | What is your child’s age? | **<1 yr:** 5 (8)  **1**:4(7%)  **10:**3(5%)  **2:** 11(19%) **11:** 2(4%)  **3:** 2 (4%)  **12:**3(5%)  **4:** 5(8%)  **13:** 2(4%)  **5:** 2(4%)  **14:**  **6:** 2(4%)  **15:** 3(5%)  **7:**5(8%)  **16:**  **8:**4 (7%)  **17:** 2 (4%)  **9:** 2(4%) **18:** 0  **19:**0  **20:** (%)  **21:** (%) | **<1 yr:** (8%)  **1**: (12%)  **10:**(8%)  **2:** (8%)  **11:**(6%)  **3:** (14%) **12:**  **4:** (2%) **13:**  **5:** (8%)  **14:** (2%)  **6:** (4%)  **15:**(2%)  **7:** (8%)  **16:** (2%)  **8:** (8%) **17:**  **9:** (6%) **18:**  (%)  **19:** (2%) **20:** (%) |  |
| Q47 | Is your child male or female? | **Male:** (60%)  **Female:** (40%) | **Male:** (50%)  **Female:** (44%)  **N/A:** (6%) |  |
| Q48 | What is your age? | **Under 18:** 1(2%)  **18 to 24:** 1 (2%)  **25-34:** 23 (46%)  **35-44:** 20 (40%)  **45-54:** 3 (6%)  **55-64:** 2(4%) **65-74:** 0 **75+:** 0  **N/A:** (%) | **Under 18:**(8%)  **18 to 24:** (%)  **25-34:** (40%)  **35-44:** (40%)  **45-54:** (6%)  **55-64:** (6%)  **65-74:**  **75+:** |  |
| Q49 | Are you male or female? | **Male:** (12%)  **Female:** (88%)  **N/A:** (0%) | **Male:** (8%)  **Female:** (92%) |  |
| Q50 | How are you related to the child: | **Mother/father:** 48(96%)  **Grandparent:**2(4%)  **Aunt/Uncle:** 0  **Older brother/sister:** 0  **Other relative:** 0  **Legal guardian:** 0  **Someone else:** 0  **N/A:** | **Mother/father:** (92%)  **Grandparent:** (6%)  **Aunt/Uncle:** (2%)  **Older brother/sister:** 0  **Other relative:** 0  **Legal guardian:** 0  **Someone else:** 0 |  |