

SURVEY QUESTIONS AND PATIENTS RESPONSES:

1. How satisfied are you with the regular office hours?
Very Satisfied Satisfied Neutral Not satisfied Very not satisfied
2. How satisfied are you with access to Dr Lesicka after hours?
Very Satisfied Satisfied Neutral Not satisfied Very not satisfied
3. How satisfied are you with the availability to get an appointment when your child is sick or in an urgent matter?
Very Satisfied Satisfied Neutral Not satisfied Very not satisfied
4. How satisfied are you with the communication of the staff with you? (Please consider if you feel respected, listened to, and able to get answers to your questions)
Very Satisfied Satisfied Neutral Not satisfied Very not satisfied
5. How satisfied are you the coordination of care? (Do you feel informed and up to date regarding referrals to specialists, changes to medication of lab or imaging results)
Very Satisfied Satisfied Neutral Not satisfied Very not satisfied

To evaluate patient's/parent's experiences with our practice and their care we performed a survey during January 2014. We analyzed the patient's responses and satisfaction. Subsequently, after this survey, we informed all our patients about PCMH rules and implementation in our practice. We have explained our roles as medical home and their roles as patients/parents in the care system. We have improved our performance in multiple settings following PCMH recommendations. We tested this improvement with follow-up surveys in April 2014. The results of both surveys are displayed below.

Based on the second survey we believe our patient's satisfaction improved from January 2014 to April 2014. We did not receive any negative evaluations in either survey or any suggestions for change. We believe that most of the patients are happy with our services. The improvement in satisfaction may be due to the increased communication and follow up that we implemented as a result of PMCH.

FIRST SURVEY		SECOND SURVEY	
English patients - 26		English patients - 29	
Patient's response		Patient's response	
1. Very satisfied - 22 Satisfied - 4	84.6% 15.4%	1. Very satisfied - 28 Satisfied - 1	96.5% 3.5%
2. Very satisfied - 18 Satisfied - 8	69.2% 30.8%	2. Very satisfied - 25 Satisfied - 2 Neutral - 2	86.2% 6.9% 6.9%
3. Very satisfied - 17 Satisfied - 9	65.4% 34.6%	3. Very satisfied - 27 Satisfied - 2	93.1% 6.9%
4. Very satisfied - 25 Satisfied - 1	96.2% 3.8%	4. Very satisfied - 27 Satisfied - 2	93.1% 6.9%
5. Very satisfied - 20 Satisfied - 4 Neutral - 2	76.9% 15.4% 7.7%	5. Very satisfied - 25 Satisfied - 3 Neutral - 1	86.2% 10.4% 3.4%
All patients - 57		All patients - 56	
Patient's response		Patient's response	
1. Very satisfied - 45 Satisfied - 9 Neutral - 3	78.9% 15.8% 5.3%	1. Very satisfied - 53 Satisfied - 2 Neutral - 1	94.6% 3.6% 1.8%
2. Very satisfied - 41 Satisfied - 15 Neutral - 1	71.9% 26.3% 1.8%	2. Very satisfied - 51 Satisfied - 3 Neutral - 2	91.0% 5.4% 3.6%
3. Very satisfied - 42 Satisfied - 14 Neutral - 1	73.7% 24.6% 1.7%	3. Very satisfied - 54 Satisfied - 2	96.4% 3.6%
4. Very satisfied - 54 Satisfied - 3	94.7% 5.3%	4. Very satisfied - 53 Satisfied - 3	94.6% 5.4%
5. Very satisfied - 46 Satisfied - 9 Neutral - 2	80.7% 15.8% 3.5%	5. Very satisfied - 49 Satisfied - 6 Neutral - 1	87.5% 10.7% 1.8%