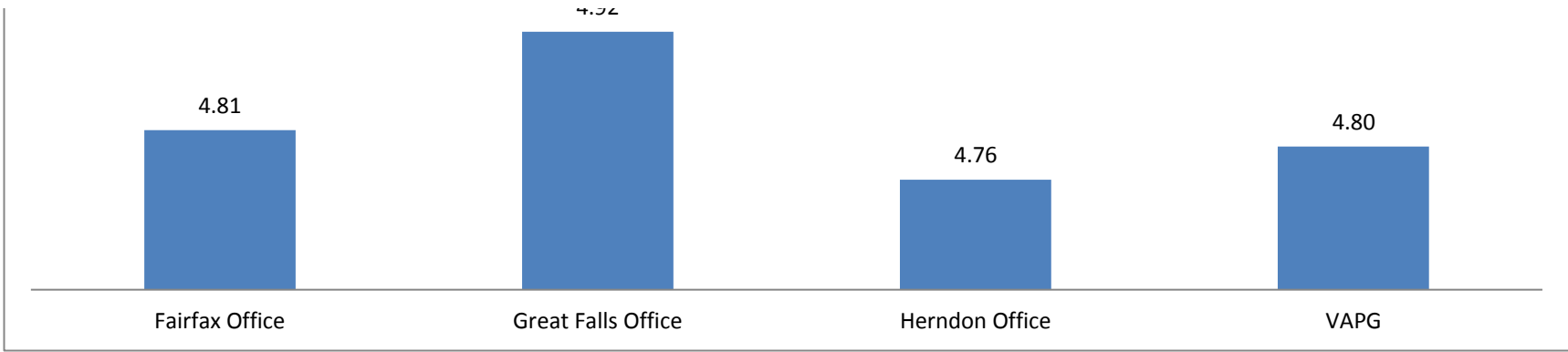


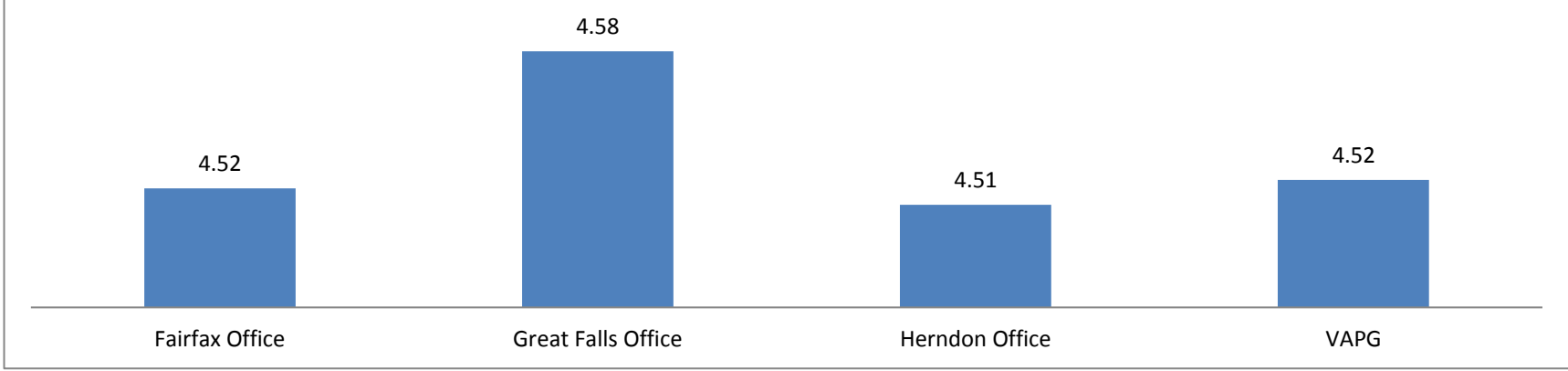
Virginia Pediatric Group Patient Experience Results 2012

#	Question	Fairfax Office	Great Falls Office	Herndon Office	VAPG
4	In the last 12 months, when you phoned the doctor'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?	4.62	4.75	4.63	4.64
5	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as your child needed?	4.45	4.73	4.44	4.48
6	In the last 12 months, when you phoned this doctor's office during regular office hours, how often did you get an answer to your medical question that same day?	4.64	4.73	4.53	4.59
7	In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	4.70	4.75	4.62	4.66
8	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see a provider within 15 minutes of your appointment time?	3.36	3.91	3.59	3.56
9	In the last 12 months, how often did this provider explain things in a way that was easy for parents to understand?	4.83	4.64	4.75	4.76
10	In the last 12 months, how often did this provider listen carefully to you?	4.81	4.92	4.76	4.80
11	In the last 12 months, did you talk with this provider talk about any questions or concerns about your child's health?	4.64	4.83	4.57	4.63
12	In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?	4.79	4.92	4.78	4.80
13	In the last 12 months, how often did this provider seem to know the important information about your child's medical history?	4.52	4.58	4.51	4.52
14	In the past 12 months, how often did this provider show respect for what you had to say?	4.93	5.00	4.81	4.87
15	In the last 12 months, how often did this provider spend enough time with your child?	4.76	4.75	4.62	4.68
16	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?	4.86	4.25	4.42	4.55
17	In the last 12 months, how often were the nurses at this doctor's office as helpful as you thought they should be?	4.59	4.50	4.56	4.56
18	In the past 12 months, how often did the clerical staff at this doctor's office treat you with courtesy and respect?	4.76	5.00	4.78	4.80
19	What is your overall rating of care your child received during this visit?	4.75	4.83	4.68	4.72
20	What is the likelihood of recommending this healthcare provider to others?	4.76	4.82	4.64	4.69
24	How many minutes after your scheduled appointment time did you wait before you were called to the exam room?	13.46	4.00	6.22	7.98
25	How many minutes did you wait in the exam room before being seen by your healthcare provider?	14.60	10.92	9.48	11.11
	Survey Count	30	12	56	98

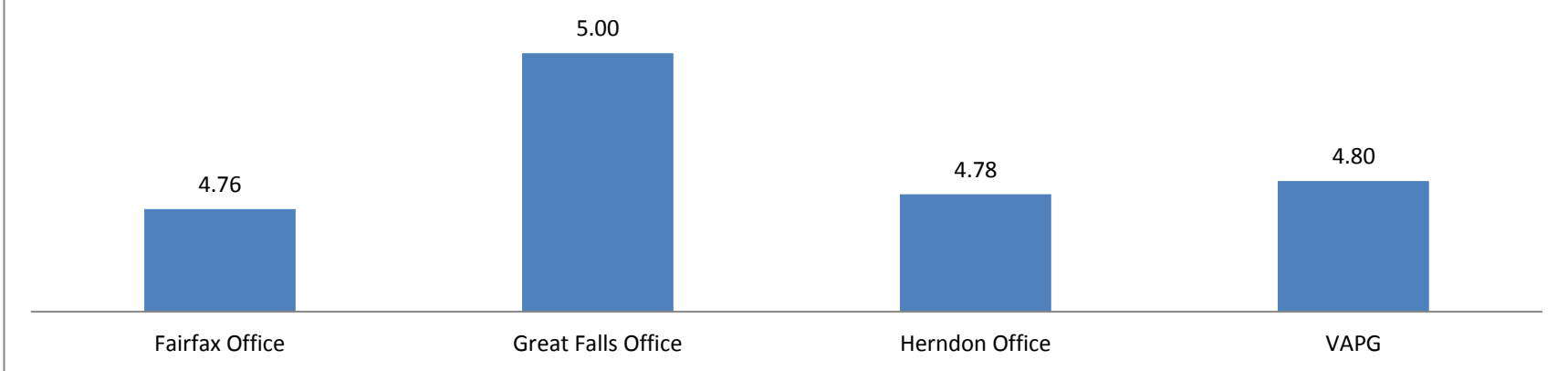
In the last 12 months, how often did this provider listen carefully to you?



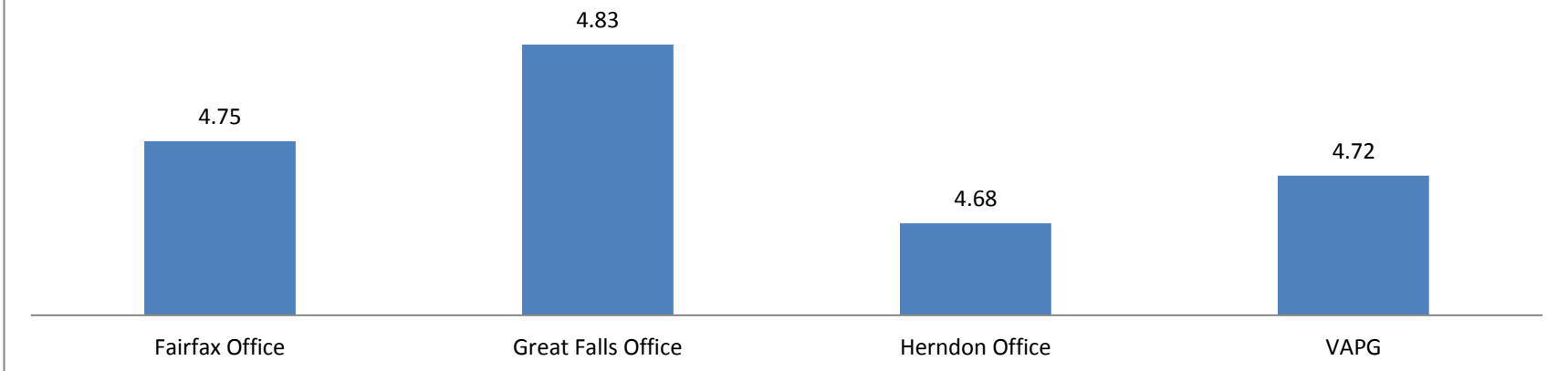
In the last 12 months, how often did this provider seem to know the important information about your child's medical history?



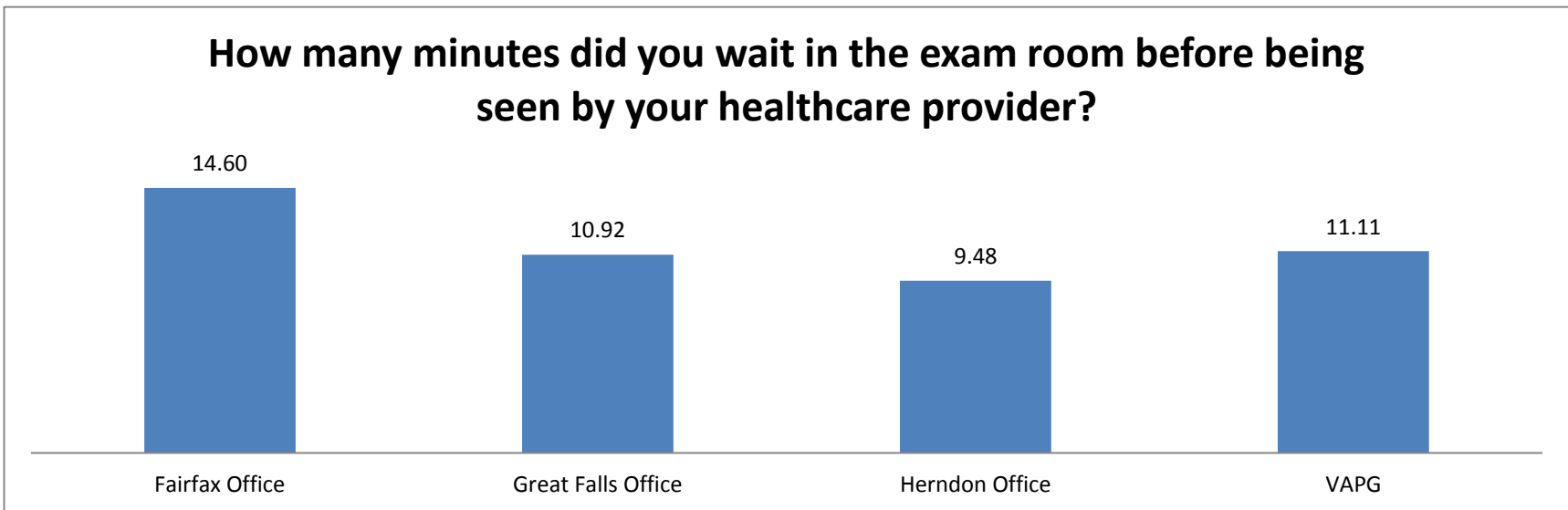
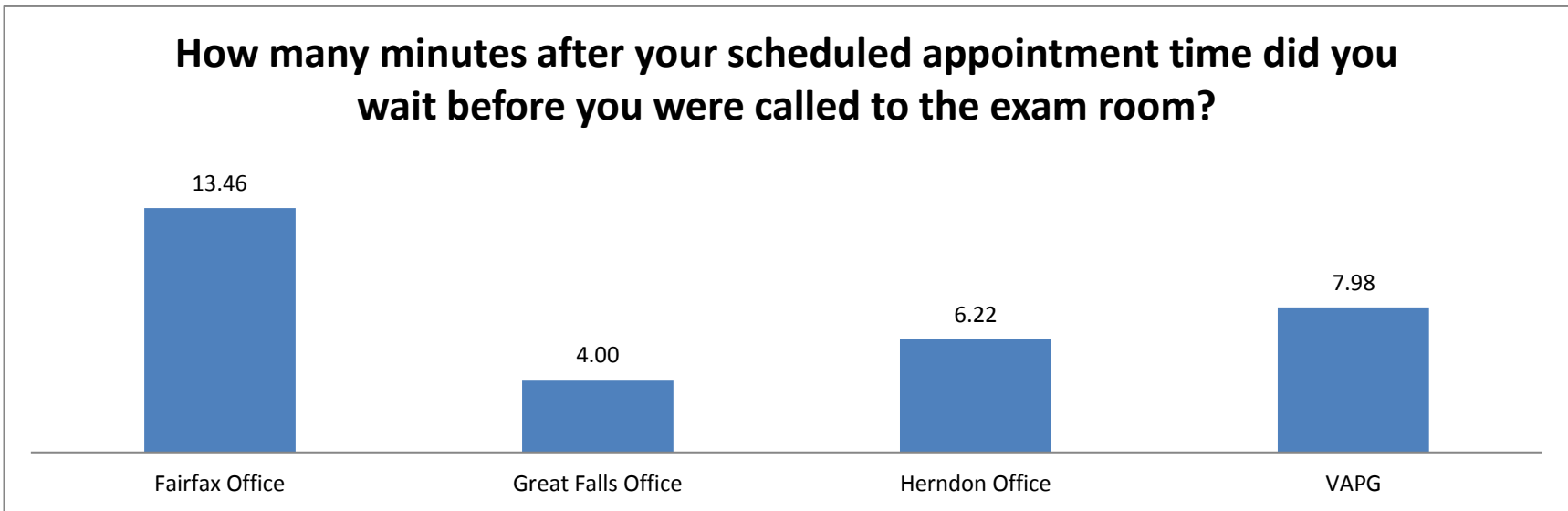
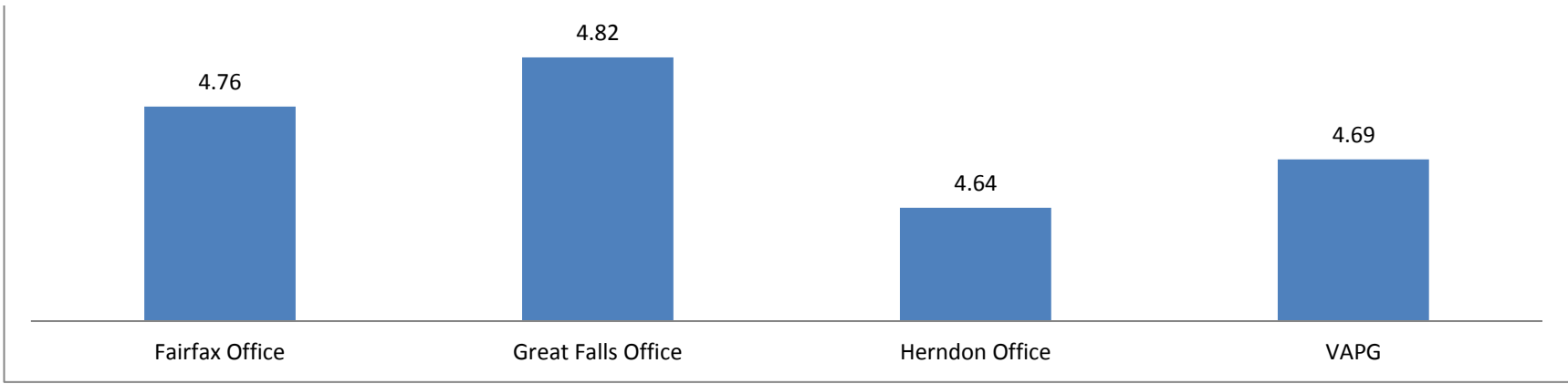
In the past 12 months, how often did the clerical staff at this doctor's office treat you with courtesy and respect?



What is your overall rating of care your child received during this visit?



What is the likelihood of recommending this healthcare provider to others?



Demographic Count Data

