

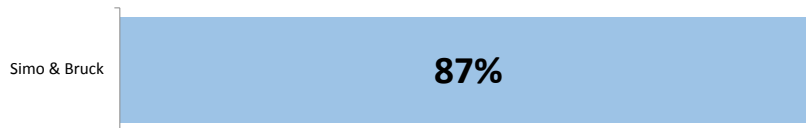
CAHPS Patient Satisfaction Report PCMH

1/1/17 - 5/25/17

Provider: Simo & Bruck
Specialty: Pediatrics
Number of Survey Responses: 80

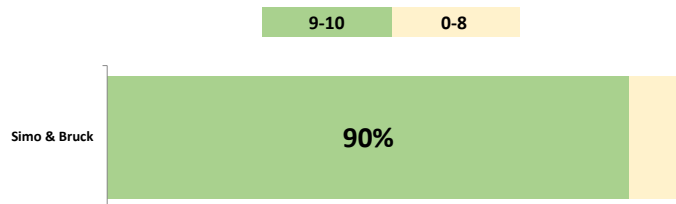
Overall Provider Score

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

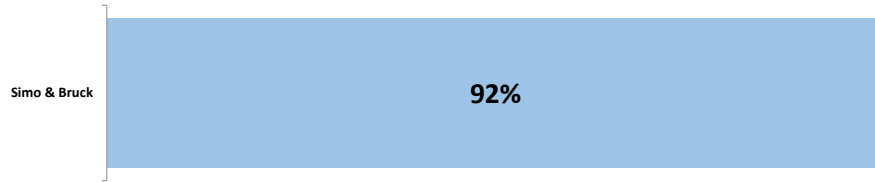
What number would you use to rate this provider?



How Well Providers Communicate With Patients

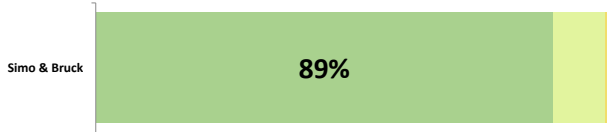
Category Score

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



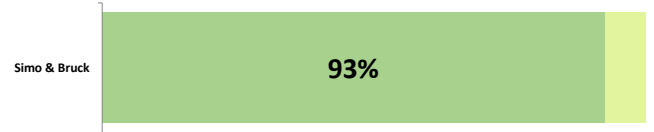
How often did this provider explain things about your child's health in a way that was easy to understand?

Always Usually Sometimes Never



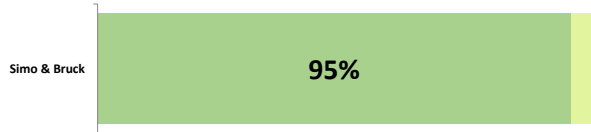
How often did this provider listen carefully to you?

Always Usually Sometimes Never



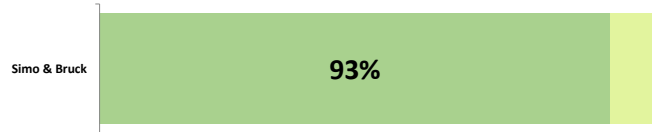
How often did this provider show respect for what you had to say?

Always Usually Sometimes Never



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

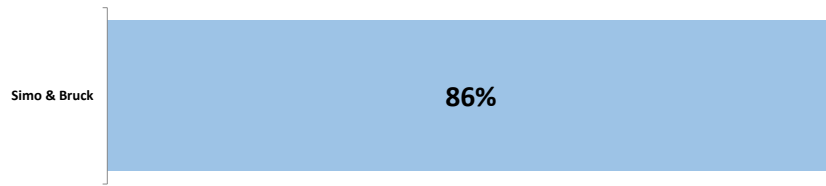
Always Usually Sometimes Never



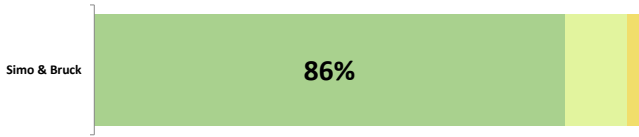
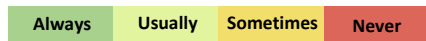
Getting Timely Appointments, Care, and Information

Category Score

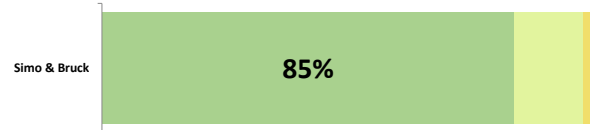
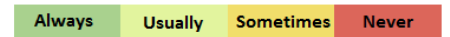
Your Category Score is a composite of the three questions in the *Getting Timely Appointments, Care, and Information* section.



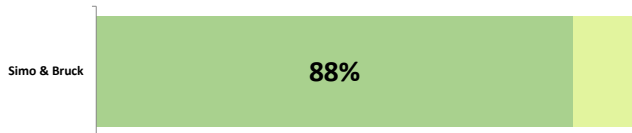
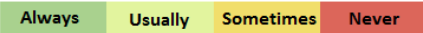
When you contacted this provider's office to get an appointment for *care your child needed right away*, how often did you get an appointment as soon as you needed?



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?



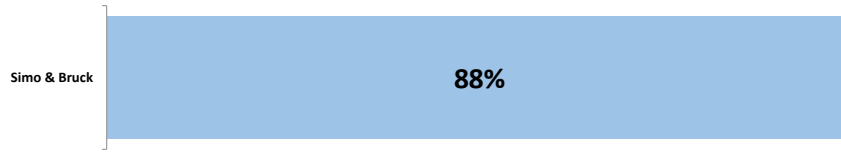
When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?



Providers' Use of Information to Coordinate Patient Care

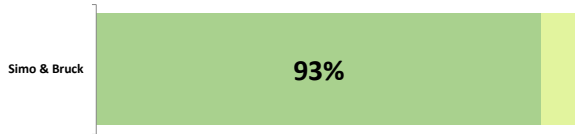
Category Score

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



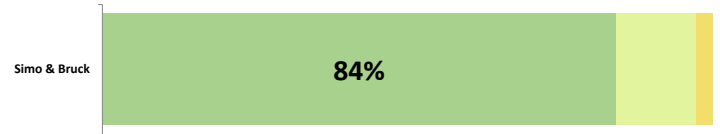
How often did this provider seem to know important information about your child's medical history?

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?

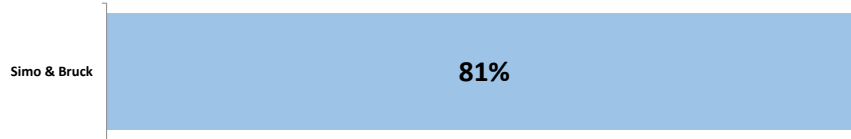
Always Usually Sometimes Never



Helpful, Courteous, and Respectful Office Staff

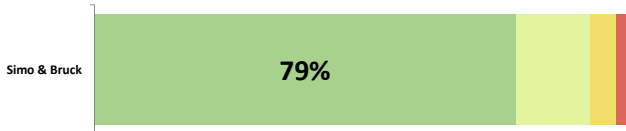
Category Score

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



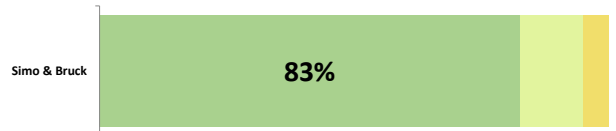
How often were clerks and receptionists at this provider's office as helpful as you thought they should be?

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



Other

	Yes	No	N/A
Did this provider give you enough information about what you needed to do to follow up on your child's care?	78	0	2
Did this provider give you enough information about what was discussed during the visit when you were not there?	63	0	17

	Always	Usually	Sometimes	Never	N/A
In the last 6 months, how often did this provider explain things in a way that was easy for your child to understand?	57	5	0	0	18
In the last 6 months, how often did this provider listen carefully to your child?	60	4	0	0	16

PCMH Item Set

	Yes	No
Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	70	10
In the last 6 months, did you and someone from this provider's office talk about the kinds of behaviors that are normal for your child at this age?	66	14
In the last 6 months, did you and someone from this provider's office talk about how your child's body is growing?	74	6
In the last 6 months, did you and someone from this provider's office talk about your child's moods and emotions?	55	25
In the last 6 months, did you and someone from this provider's office talk about things you can do to keep your child from getting injured?	61	19
In the last 6 months, did you and someone from this provider's office talk about how much or what kind of food your child eats?	73	7
In the last 6 months, did you and someone from this provider's office talk about how much or what kind of exercise your child gets?	57	23
In the last 6 months, did you and someone from this provider's office talk about how your child gets along with others?	53	27

	Always	Usually	Sometimes	Never	N/A
If your child saw a specialist, such as a surgeon, heart doctor, allergy doctor, or skin doctor, in the last 6 months, how often did the provider referred to in this survey seem informed and up-to-date about the care your child got from specialists?	20	4	0	1	55

Demographics

	Less than 6 months	At least 6 months but less than 1 year	At least 1 year but less than 3 years	At least 3 years but less than 5 years	5 years or more
How long has your child been going to this provider?	15	6	16	21	22

	Less than 1 year old	Other
What is your child's age?	11	30

	Male	Female
Is your child male or female?	25	16

	Excellent	Very good	Good	Fair	Poor
In general, how would you rate your child's overall health?	54	24	2	0	0
In general, how would you rate your child's overall mental or emotional health?	59	15	6	0	0

	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or older
What is your age?	1	18	14	5	0	1	0

	Male	Female
Are you male or female?	0	41

	8th grade or less	Some high school, but did not graduate	High school graduate or GED	Some college or 2-year degree	4-year college graduate	More than 4-year college degree
What is the highest grade or level of school that you have completed	0	0	4	14	11	12

	Yes, Hispanic or Latino	No, not Hispanic or Latino
Are you of Hispanic or Latino origin or descent?	0	24

	White	Black or African American	Asian	Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Other
What is your child's race? Mark one or more						

	Mother or father	Grandparent	Aunt or uncle	Older brother or sister	Other relative	Legal guardian	Someone else
How are you related to the child?	41	0	0	0	0	0	0

	Read the questions to me	Wrote down the answers I gave	Answered the questions for me	Translated the questions into my language	Helped in some other way	N/A
If someone helped you complete this survey, how did that person help you? Mark one or more.	0	0	0	1	0	40

What did you like BEST about your experience?

(blank)

Dr. Aqua is a kind, caring and compassionate health care provider that educates you in what is best for your child.

The nurses are always our favorite part of the visit!

Dr. Aqua was very thorough in examining my baby. She explained everything that she was doing in detail and that was very comforting and made me feel relieved as a new mother.

The doctor doesn't rush and gives time

The staff is very friendly and great with the kids/babies

Very caring Dr and staff. I travel all the way from Boynton Beach to see Dr. Bruck because he is truly the best. His nurses are the most caring and dedicated staff I ever experienced. I'm always seen right away.

I love Dr. Bruck and the staff its so nice and Professional i love all the girls in the office what a great job they do and they make me feel like i am not at the doctor's office. Dr. Bruck is just an amazing and funny doctor very humble and professional love him he makes my kids want to go to the doctor!!!!

Everyone in this office is extremely kind and helpful. Any time I have a question the nurse or the doctor personally returns my call the same day.

The medical staff and Dr. Bruck are welcoming and we love to see them. They are truly exceptional.

The Doctor's knowledge and the way in which my child is taken care of when he sees him.

Love Dr. Bruck!

Everything. Simply the best bedside manners and care available

Everyone in the office knows all of my children by name . Always very friendly and helpful . Anna at the front desk is awesome always a smile on her face and only kind words to say . The nurse is always attentive and caring .

Dr. Bruck spent time with us, did not rush.

The nurses are awesome!

Dr. Bruck is always very informative and concise.

Dr. Aqua is an excellent doctor that truly cares about her patients.

Than my child is in very good hands thank you all very much

The medical assistants are very nice and always follow up on phone calls the same day. The doctors seem to love children

Love Dr Auga

The kindness and knowledge of the doctor. Very sweet nurse also.

dr

Very friendly and knowledgeable

Friendly and knowledgeable

Dr.Aqua's bubbly attitude

Dr Bruck is simply wonderful. I love how he examines her dolls first & makes my daughter laugh.

The doctor was amazing we are so impressed with his service. He paid very close attention and explained everything well.

Dr. Brick is great with my kid. Thank you

friendly ladies who did bio

I liked taking my kids to dr bruck. I trust him.

What did you like LEAST about your experience?

N/a

(blank)

Nothing

None

The wait time as my kids were sick

There is always a wait

Everything was perfect ! Thank you so much!

Check in and Check out staff not friendly at all. They only look up when you address them.

The Doctor's staff.

Na

Nothing!

There is nothing I don't like about the staff or the doctor.

Long wait times

Waiting time is to long

The doctor can sometimes talk very fast but she listens and explains thoroughly.

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Dr Bruck seemed kinda stressed this time. I felt bad.

So far, every visit has been satisfactory.

Nothing he's great. Makes sure my baby is healthy.

Additional Comments

(blank)

So happy Dr. Aqua is our pediatrician

n/a

We love Dr. Bruck and his office staff. We have never had an issue with getting an appointment when needed. Great all around practice!

I love Dr. Bruckner and his Nurse they are excellent!! However the front staff is not pleasant.

Last apt was a year ago and did not need to contact the Drs office.

~~I never stop to do surveys as I feel they are a waste of my time, however I'm happy to do this one for dr Aqua and her nurse Leslie.~~

I can not say enough about how amazing they are and the exceptional care they provide. I feel as tho I am family. And I can't be the only one who feels like this as there is an entire wall of cards from children's parents commemorating their birthdays.

Dr aqua and Leslie are patient and kind and engage my kids in their healthcare.

They always leave smiling and laughing - even after shots!

I am a raving fan of this office and recommend dr aqua to all my fellow moms.

Thank you for caring for my kids as much as we do!

(Alexis, 15. Kate, 4. Bryce, 9 months)

Cindee Netherland-Laird

Have been coming to this office for many years. Have only good things to say about Dr Bruck. He's amazing! Ana

Is the first person you see when you come in and always welcomes you!

I'm dreading the time when my 16 year old will no longer be able to go see his pediatrician. He has seen Dr. Bruck since he was 2 months old.

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Love the doctors & staff!!

Survey is too long
