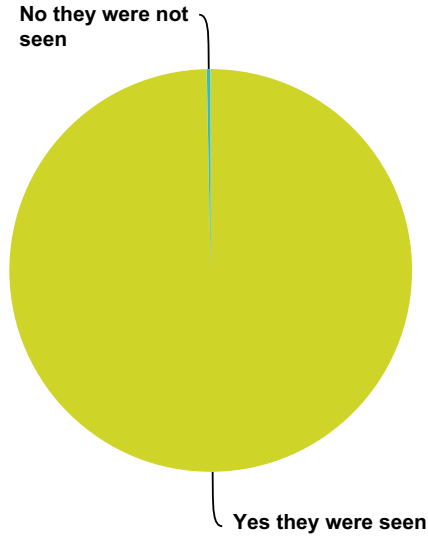


Q1 Our records show that your child(ren) received care at Litchfield County Pediatrics in the last 12 months. When completing this survey, consider the care received by only one child in your family.

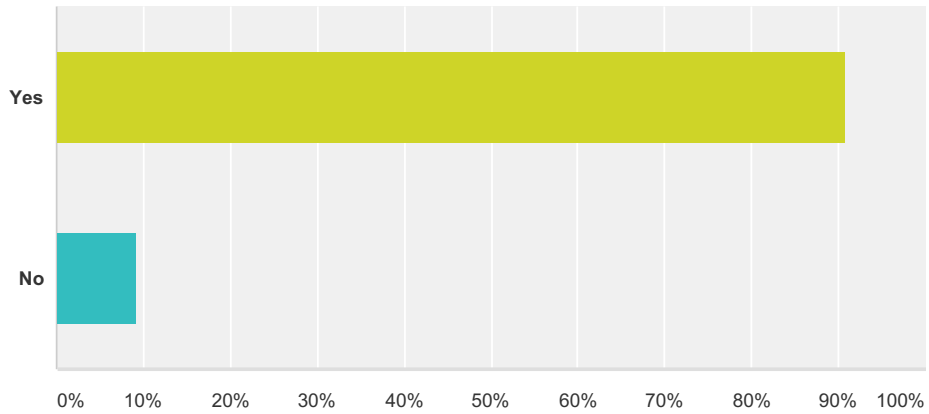
Answered: 326 Skipped: 0



Answer Choices	Responses	
Yes they were seen	99.69%	325
No they were not seen	0.31%	1
Total		326

Q2 Is your healthcare provider the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

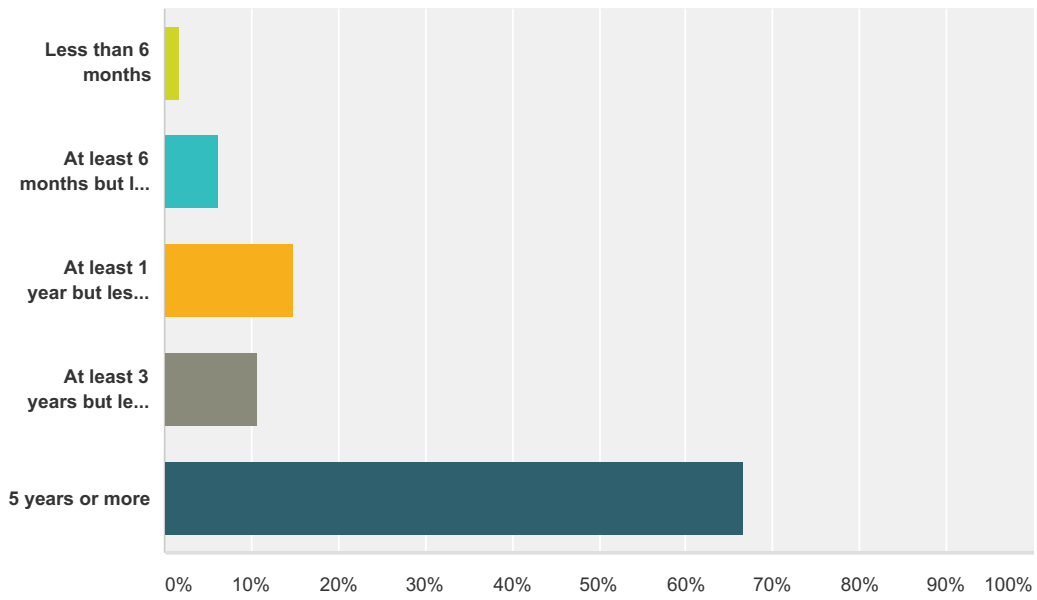
Answered: 316 Skipped: 10



Answer Choices	Responses
Yes	90.82% 287
No	9.18% 29
Total	316

Q3 How long have you been going to your healthcare provider?

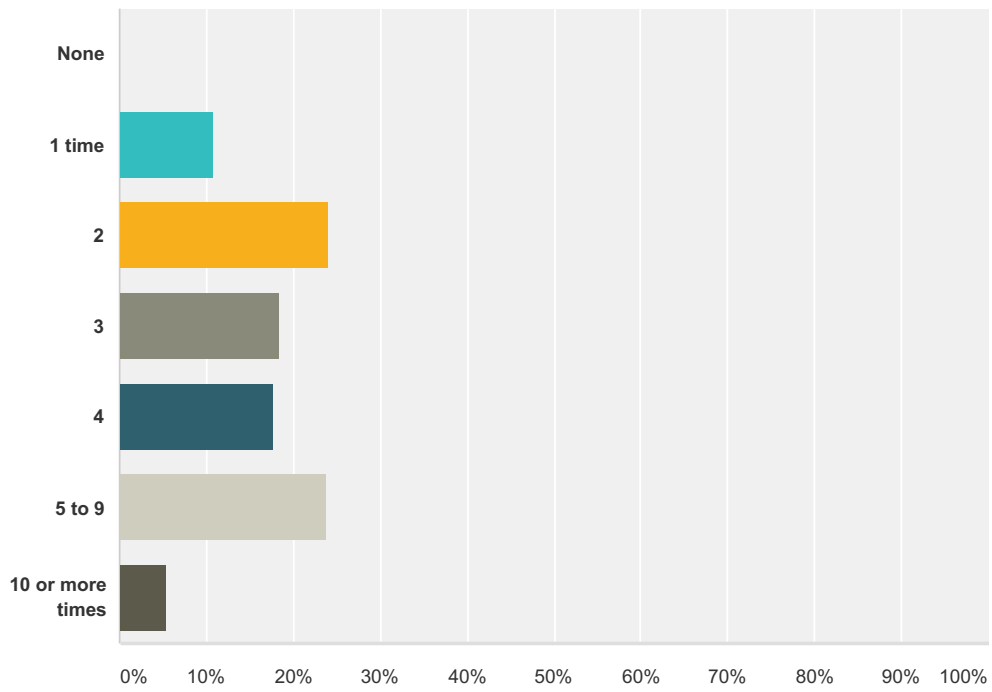
Answered: 317 Skipped: 9



Answer Choices	Responses
Less than 6 months	1.58% 5
At least 6 months but less than 1 year	6.31% 20
At least 1 year but less than 3 years	14.83% 47
At least 3 years but less than 5 years	10.73% 34
5 years or more	66.56% 211
Total	317

Q4 In the last 12 months, how many times did you visit your healthcare provider?

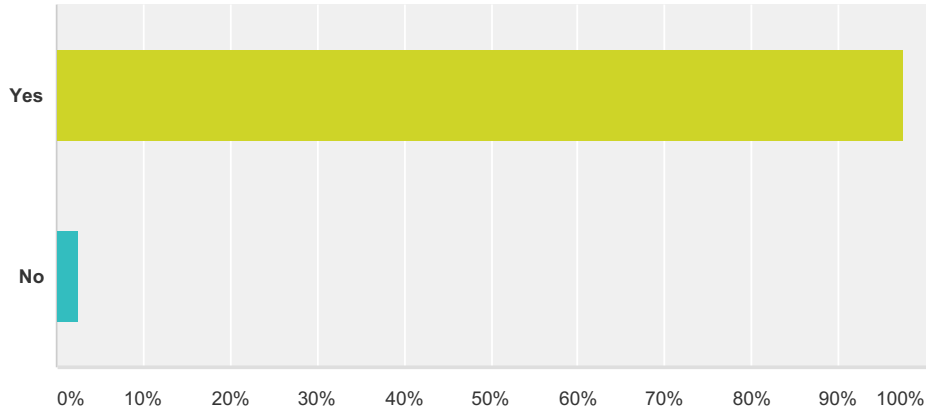
Answered: 316 Skipped: 10



Answer Choices	Responses	
None	0.00%	0
1 time	10.76%	34
2	24.05%	76
3	18.35%	58
4	17.72%	56
5 to 9	23.73%	75
10 or more times	5.38%	17
Total		316

Q5 In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider?

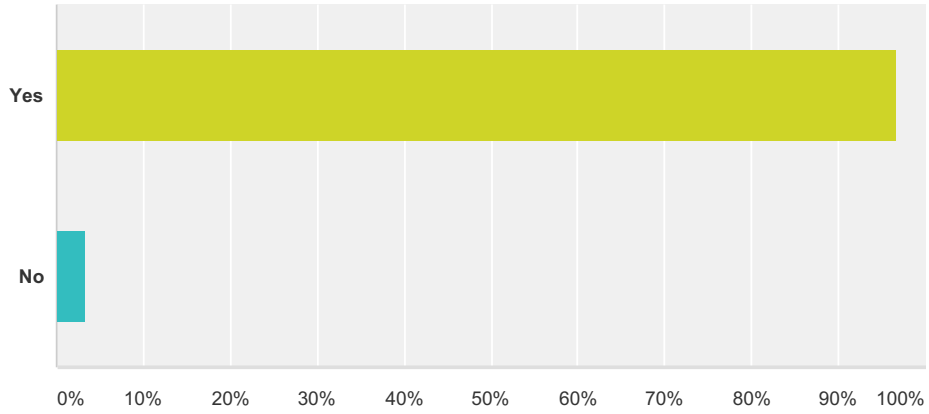
Answered: 315 Skipped: 11



Answer Choices	Responses	
Yes	97.46%	307
No	2.54%	8
Total		315

Q6 Did this provider give you enough information about what was dicussed during the visit when you were not there?

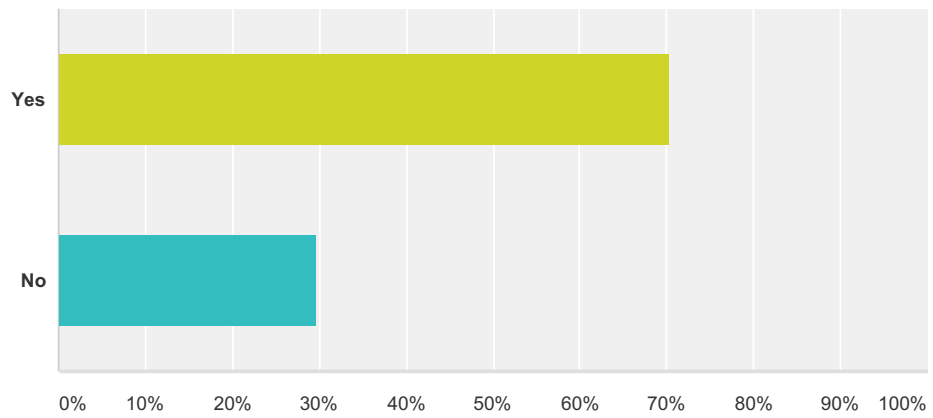
Answered: 275 Skipped: 51



Answer Choices	Responses
Yes	96.73% 266
No	3.27% 9
Total	275

Q7 Is your child able to talk with providers about his or her health care?

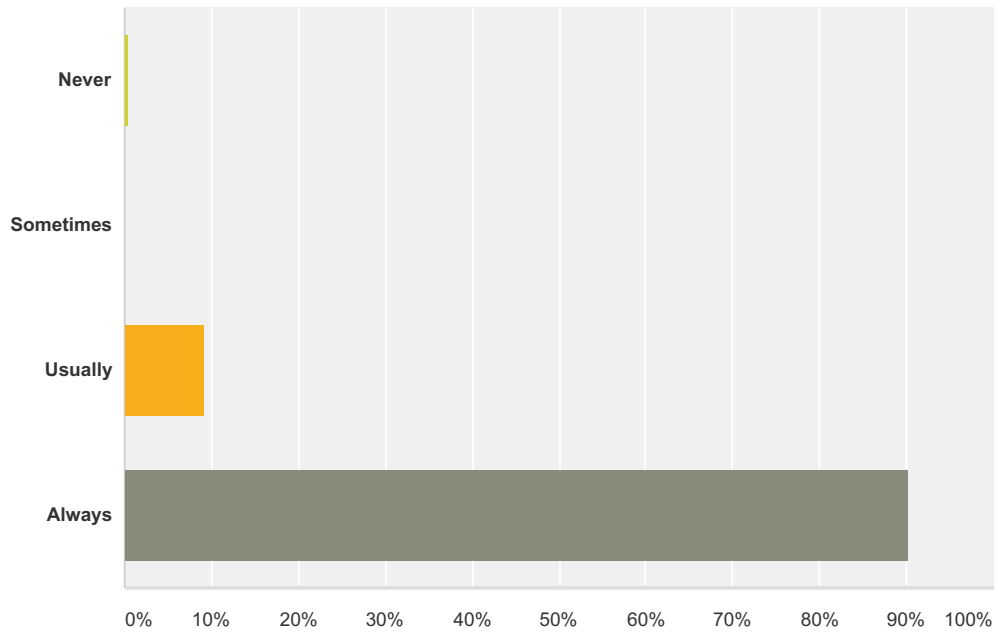
Answered: 308 Skipped: 18



Answer Choices	Responses	
Yes	70.45%	217
No	29.55%	91
Total		308

Q8 In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand?

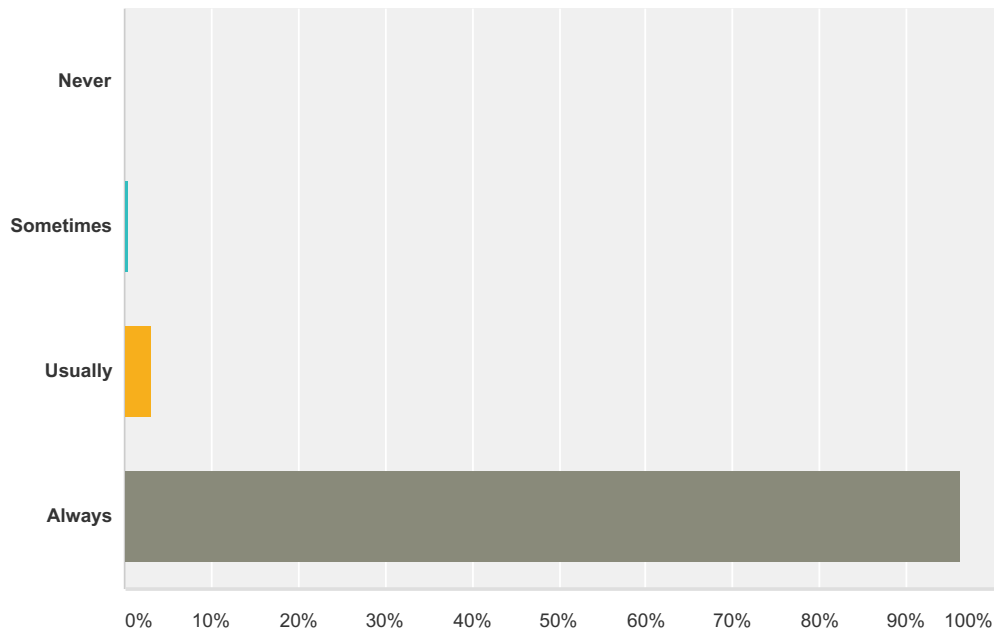
Answered: 216 Skipped: 110



Answer Choices	Responses	
Never	0.46%	1
Sometimes	0.00%	0
Usually	9.26%	20
Always	90.28%	195
Total		216

Q9 In the last 12 months, how often did this provider listen carefully to your child?

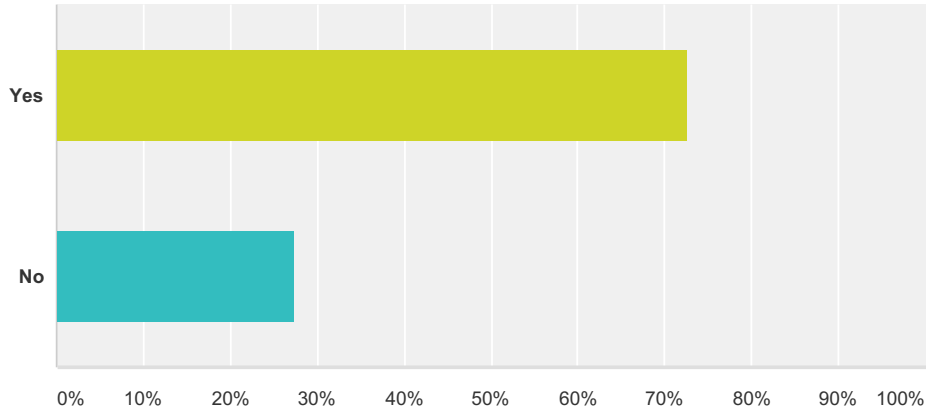
Answered: 217 Skipped: 109



Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.46%	1
Usually	3.23%	7
Always	96.31%	209
Total		217

Q10 Did this provider tell you that you needed to do anything to follow up on the care your child got during this visit?

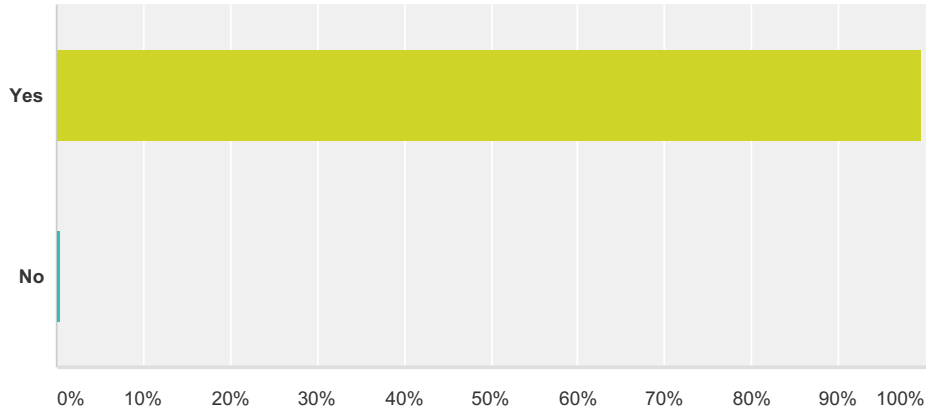
Answered: 308 Skipped: 18



Answer Choices	Responses
Yes	72.73% 224
No	27.27% 84
Total	308

Q11 Did this provider give you enough information about what you needed to do to follow up on your child's care?

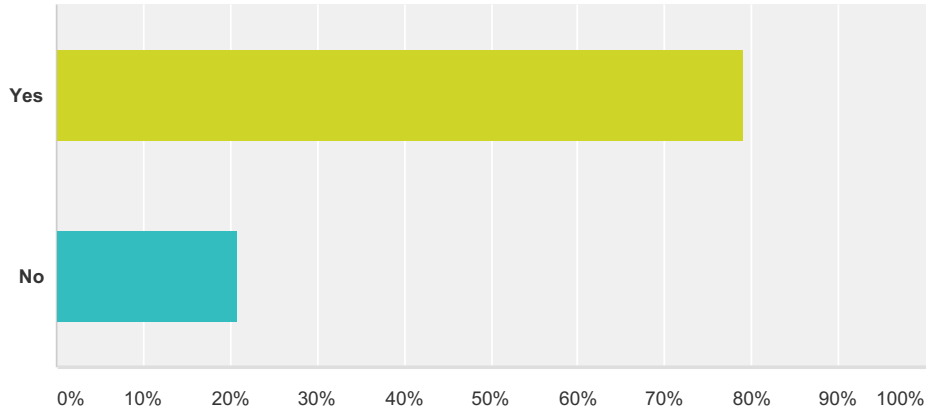
Answered: 223 Skipped: 103



Answer Choices	Responses
Yes	99.55% 222
No	0.45% 1
Total	223

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?

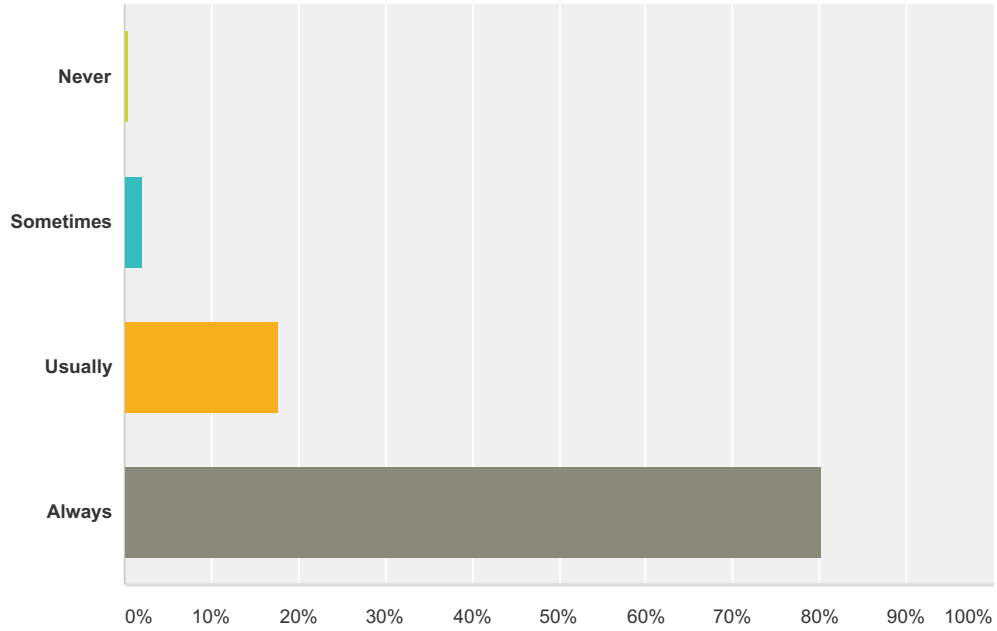
Answered: 308 Skipped: 18



Answer Choices	Responses
Yes	79.22% 244
No	20.78% 64
Total	308

Q13 In the last 12 months, when you phoned this office to get an appointment for your child who needed care right away, how often did you get an appointment as soon as your child needed?

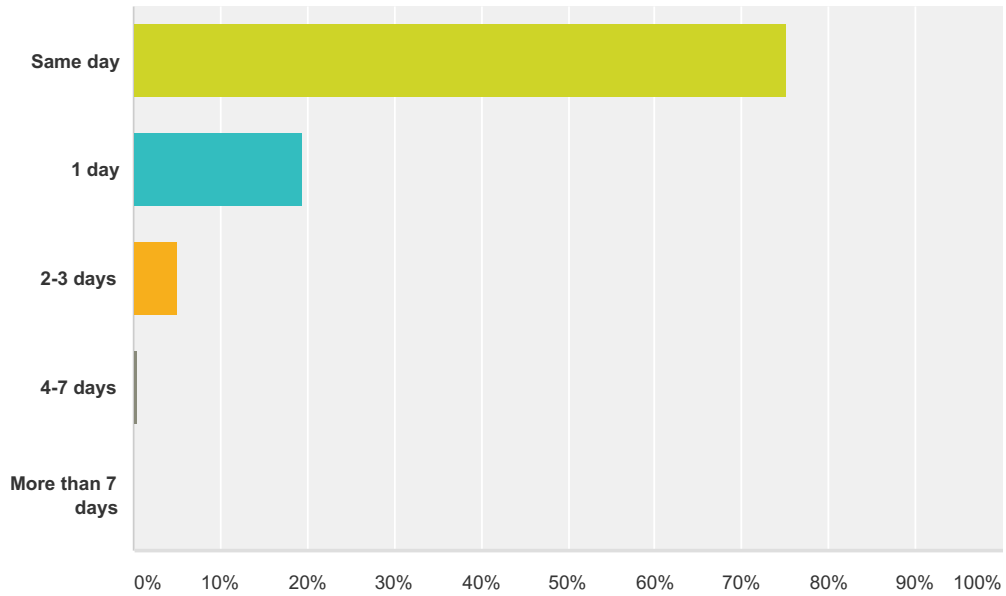
Answered: 242 Skipped: 84



Answer Choices	Responses	
Never	0.41%	1
Sometimes	2.07%	5
Usually	17.77%	43
Always	80.17%	194
Total Respondents: 242		

Q14 In the last 12 months, how many days did you usually have to wait for an appointment when your child needed care right away?

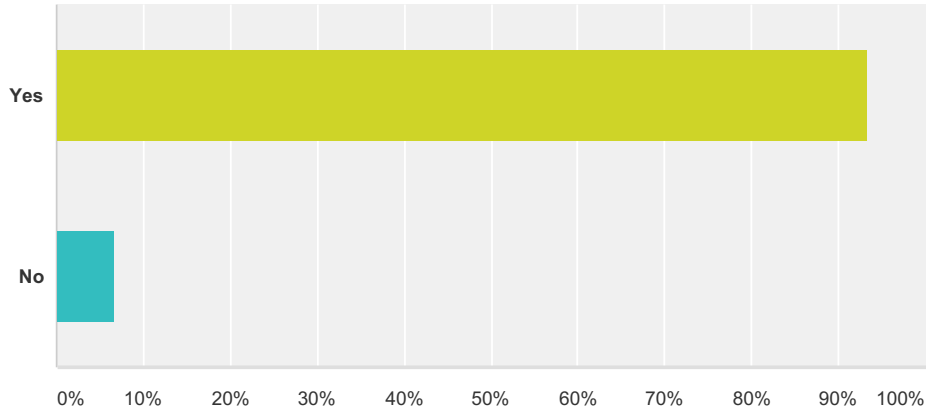
Answered: 241 Skipped: 85



Answer Choices	Responses	Count
Same day	75.10%	181
1 day	19.50%	47
2-3 days	4.98%	12
4-7 days	0.41%	1
More than 7 days	0.00%	0
Total		241

Q15 In the last 12 months, did you make any appointments for a check up or routine care for your child with this provider?

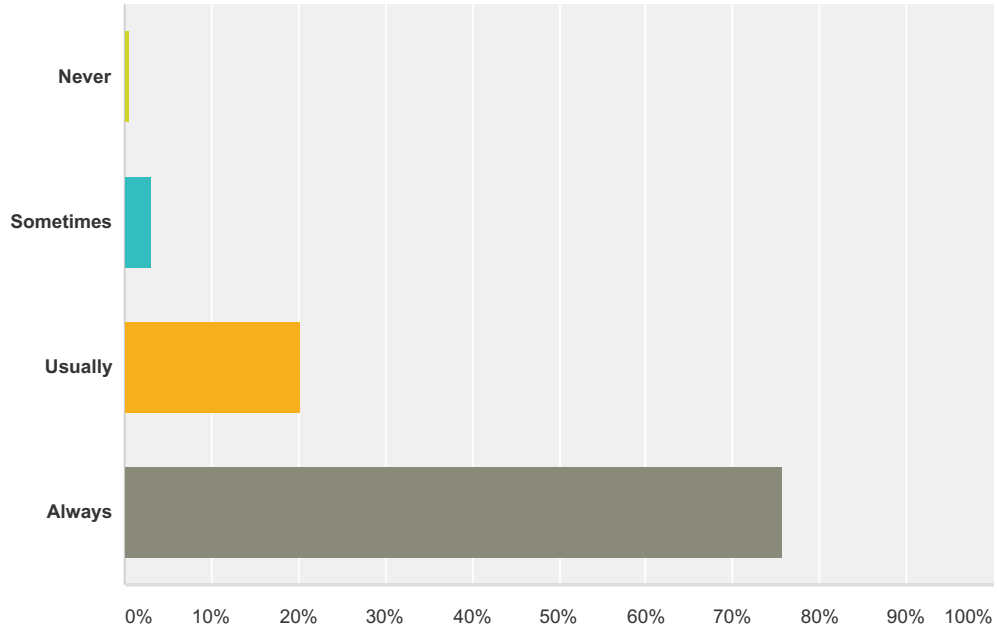
Answered: 304 Skipped: 22



Answer Choices	Responses
Yes	93.42% 284
No	6.58% 20
Total	304

Q16 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.

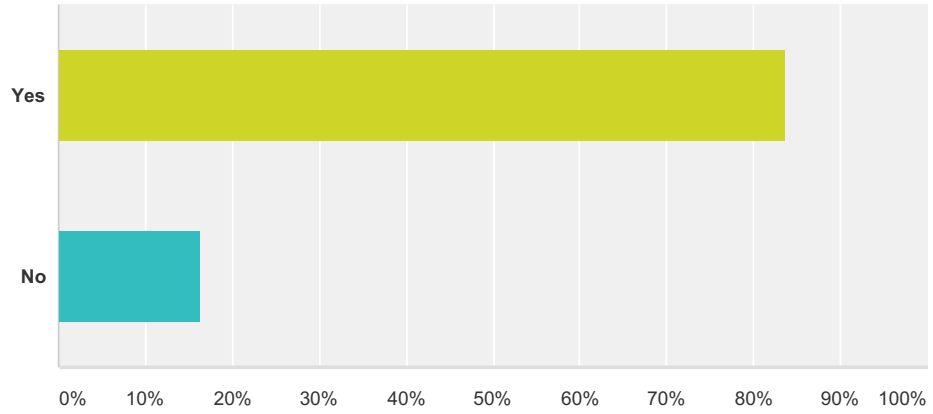
Answered: 282 Skipped: 44



Answer Choices	Responses
Never	0.71% 2
Sometimes	3.19% 9
Usually	20.21% 57
Always	75.89% 214
Total	282

Q17 Did this provider give you information about what to do if your child needed care during evenings, weekends, or holidays?

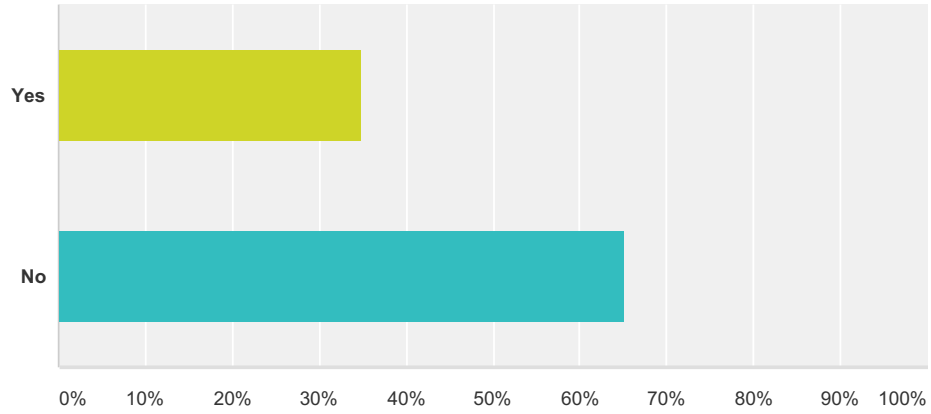
Answered: 300 Skipped: 26



Answer Choices	Responses	
Yes	83.67%	251
No	16.33%	49
Total		300

Q18 In the last 12 months, did your child need care during evenings, weekends or holidays?

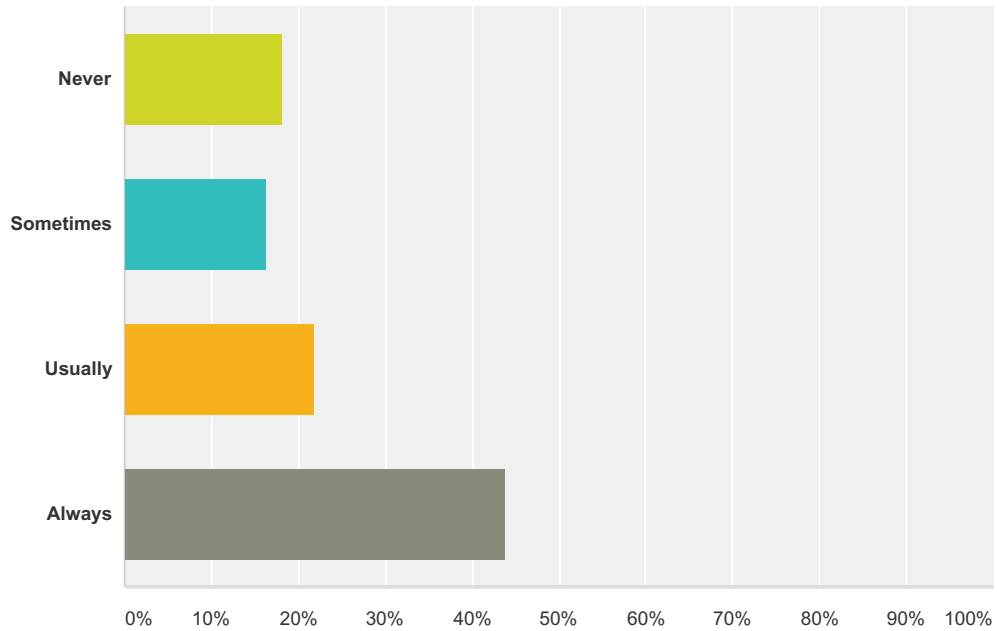
Answered: 301 Skipped: 25



Answer Choices	Responses
Yes	34.88% 105
No	65.12% 196
Total	301

Q19 In the last 12 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends or holidays?

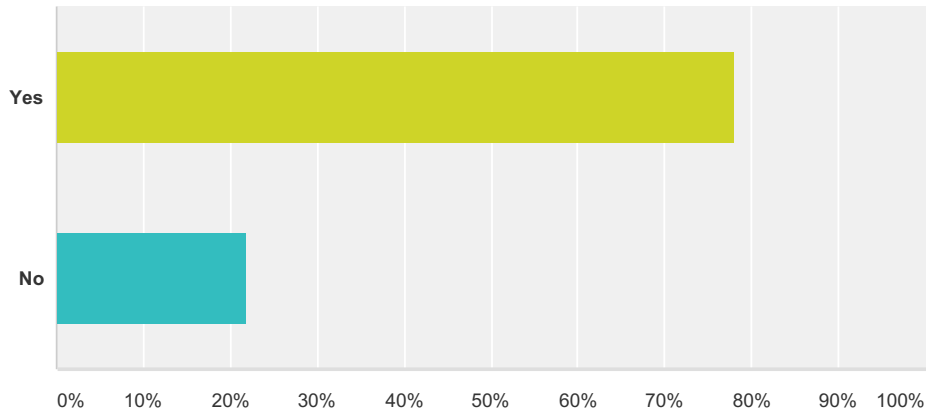
Answered: 105 Skipped: 221



Answer Choices	Responses	Count
Never	18.10%	19
Sometimes	16.19%	17
Usually	21.90%	23
Always	43.81%	46
Total		105

Q20 In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?

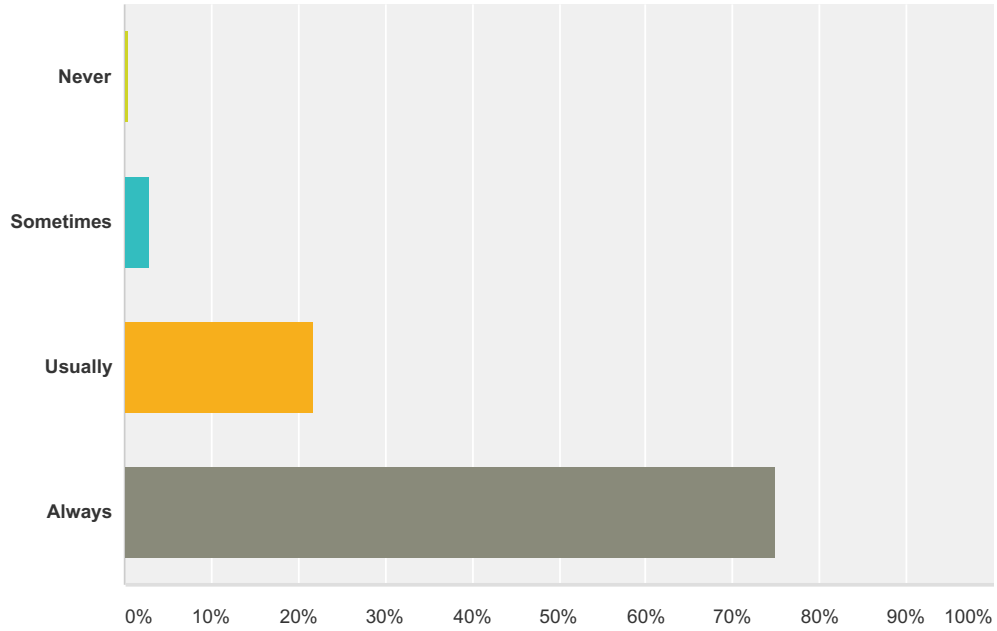
Answered: 301 Skipped: 25



Answer Choices	Responses	
Yes	78.07%	235
No	21.93%	66
Total		301

Q21 In the last 12 months, when you phoned this provider's office during regular business hours, how often did you get an answer to your medical question that same day?

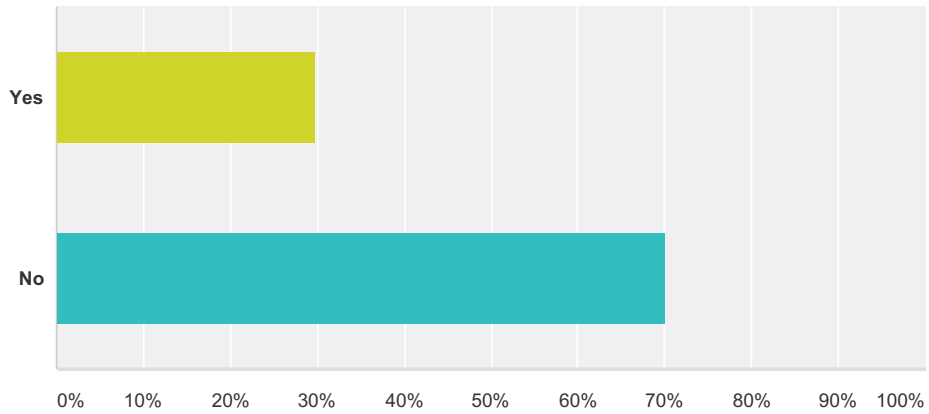
Answered: 235 Skipped: 91



Answer Choices	Responses	
Never	0.43%	1
Sometimes	2.98%	7
Usually	21.70%	51
Always	74.89%	176
Total		235

Q22 In the last 12 months, did you phone this provider's office with a medical question about your child after regular business hours?

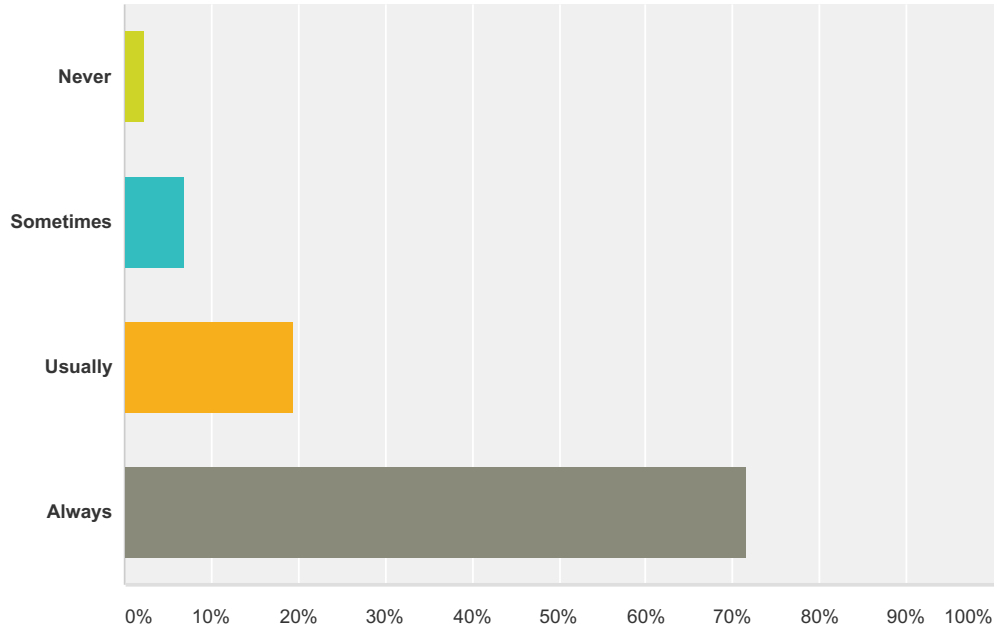
Answered: 298 Skipped: 28



Answer Choices	Responses
Yes	29.87% 89
No	70.13% 209
Total	298

Q23 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?

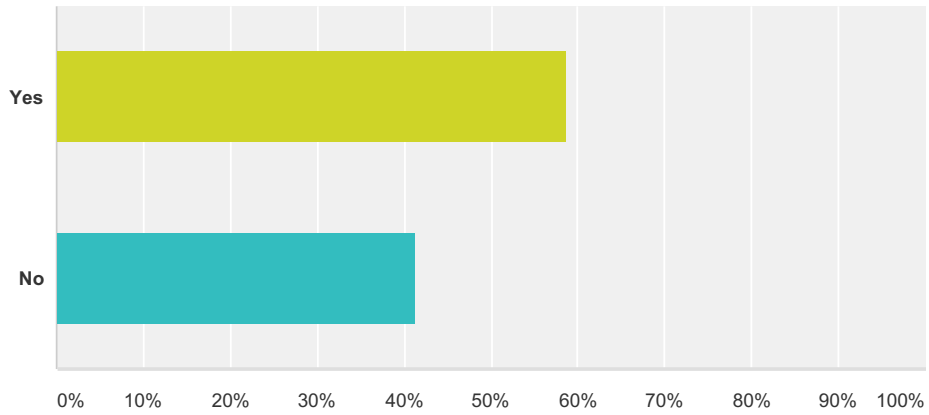
Answered: 88 Skipped: 238



Answer Choices	Responses
Never	2.27% 2
Sometimes	6.82% 6
Usually	19.32% 17
Always	71.59% 63
Total	88

Q24 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?

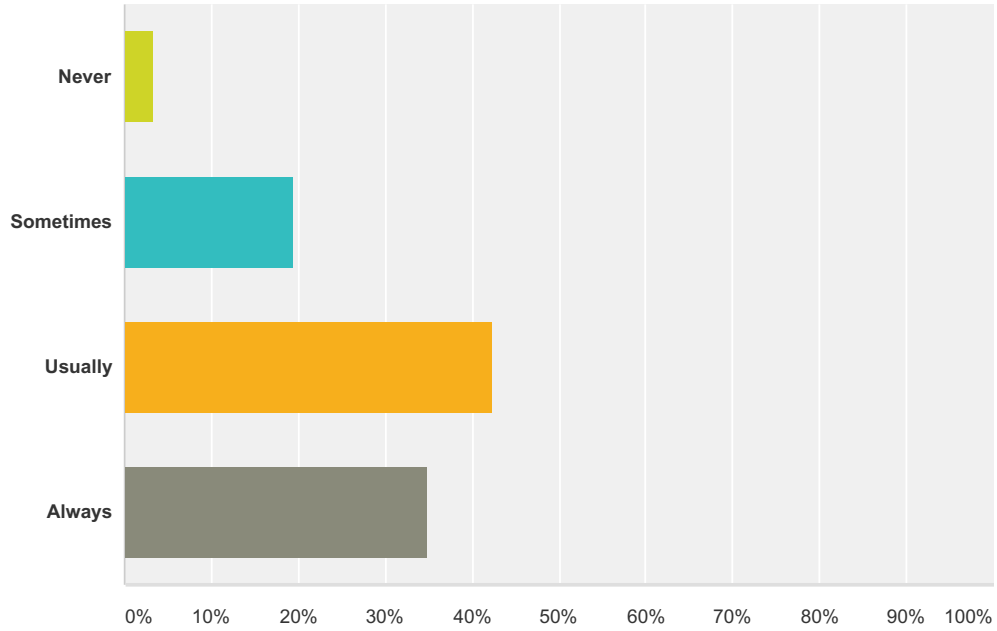
Answered: 297 Skipped: 29



Answer Choices	Responses	
Yes	58.59%	174
No	41.41%	123
Total		297

Q25 Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?

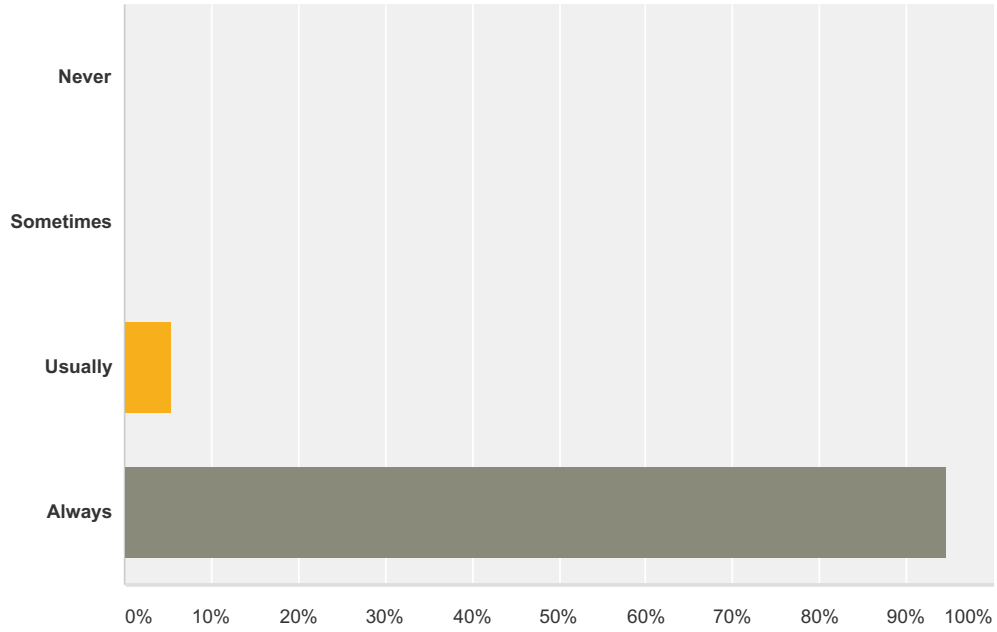
Answered: 298 Skipped: 28



Answer Choices	Responses	
Never	3.36%	10
Sometimes	19.46%	58
Usually	42.28%	126
Always	34.90%	104
Total		298

Q26 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?

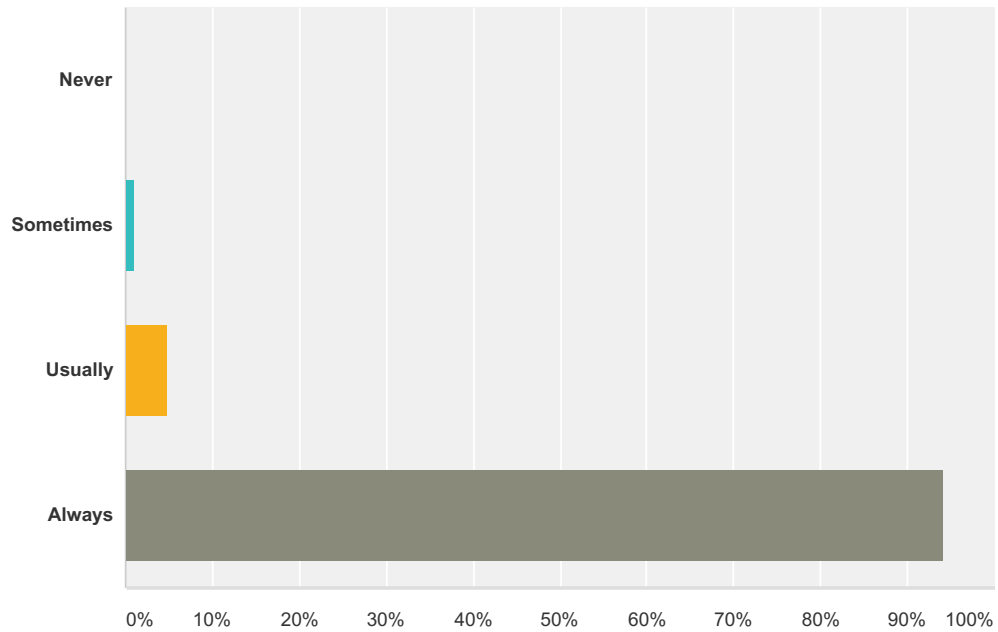
Answered: 291 Skipped: 35



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	5.50% 16
Always	94.50% 275
Total	291

Q27 In the last 12 months, how often did your healthcare provider listen carefully to you?

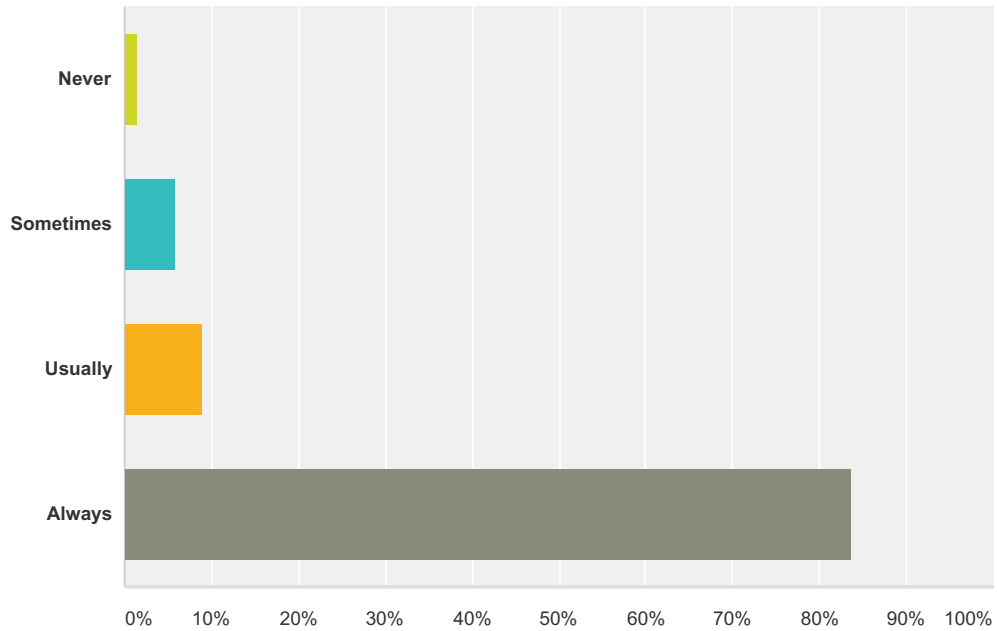
Answered: 291 Skipped: 35



Answer Choices	Responses
Never	0.00% 0
Sometimes	1.03% 3
Usually	4.81% 14
Always	94.16% 274
Total	291

Q28 In the last 12 months, did you and this provider talk about any questions or concerns you had about your child's health?

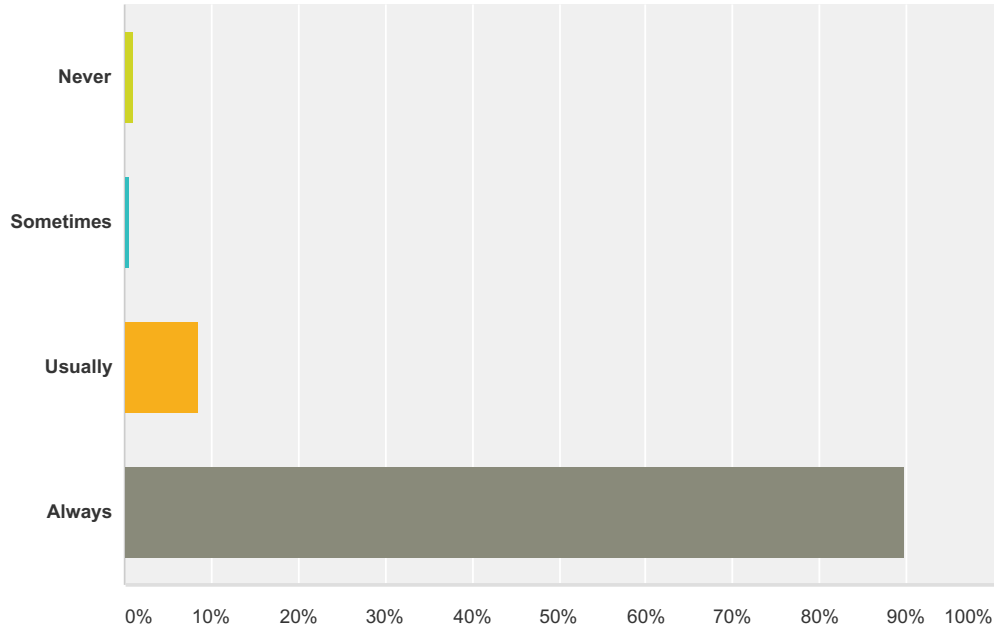
Answered: 290 Skipped: 36



Answer Choices	Responses
Never	1.38% 4
Sometimes	5.86% 17
Usually	8.97% 26
Always	83.79% 243
Total	290

Q29 In the last 12 months, how often did your healthcare provider give you easy to understand information about these health questions or concerns?

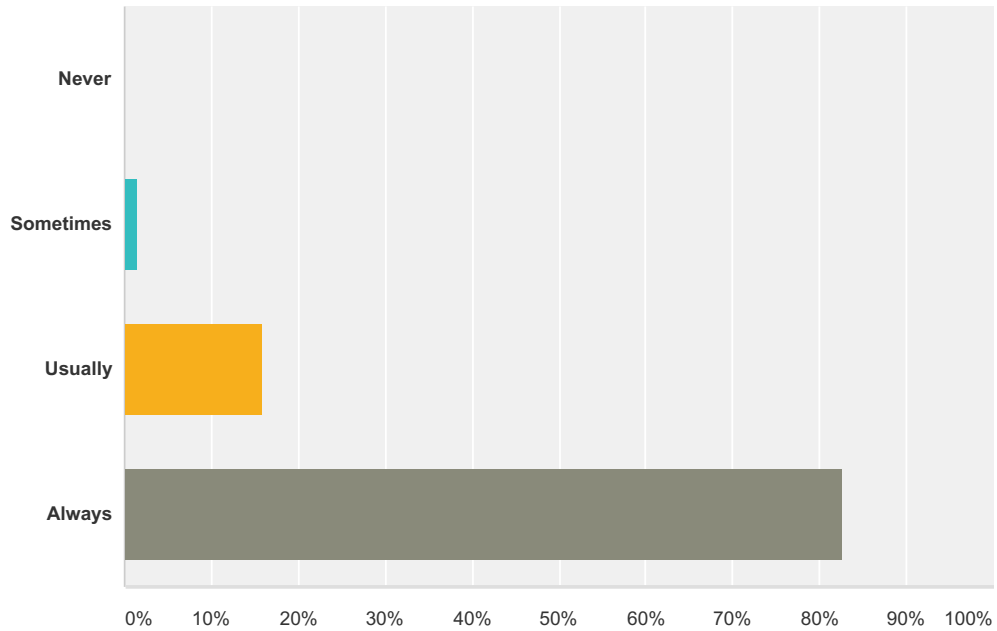
Answered: 291 Skipped: 35



Answer Choices	Responses
Never	1.03% 3
Sometimes	0.69% 2
Usually	8.59% 25
Always	89.69% 261
Total	291

Q30 In the last 12 months, how often did this provider seem to know the important information about your child's medical history?

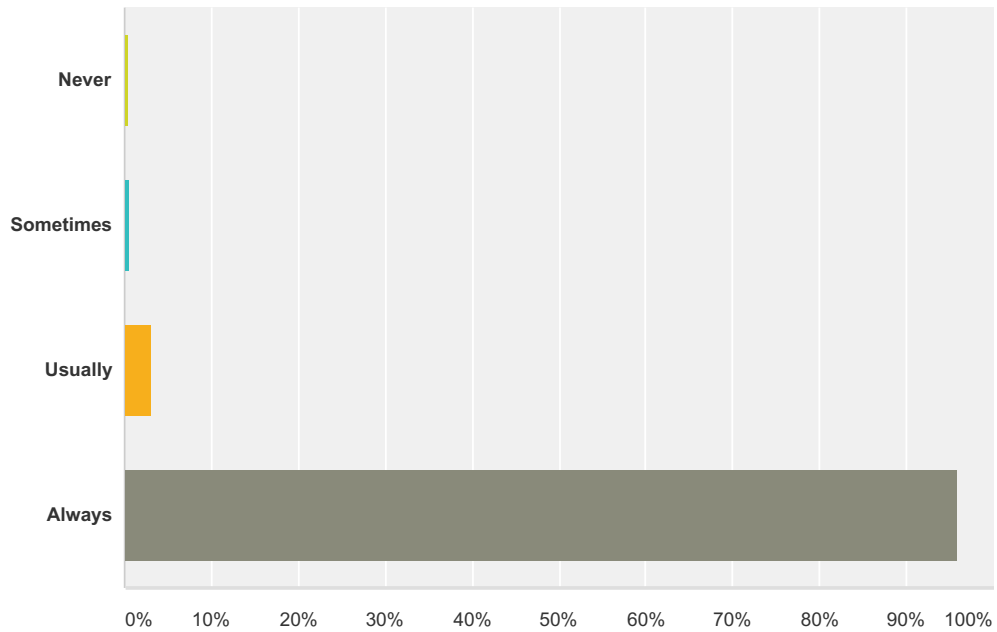
Answered: 289 Skipped: 37



Answer Choices	Responses
Never	0.00% 0
Sometimes	1.38% 4
Usually	15.92% 46
Always	82.70% 239
Total	289

Q31 In the last 12 months, how often did your healthcare provider show respect for what you had to say?

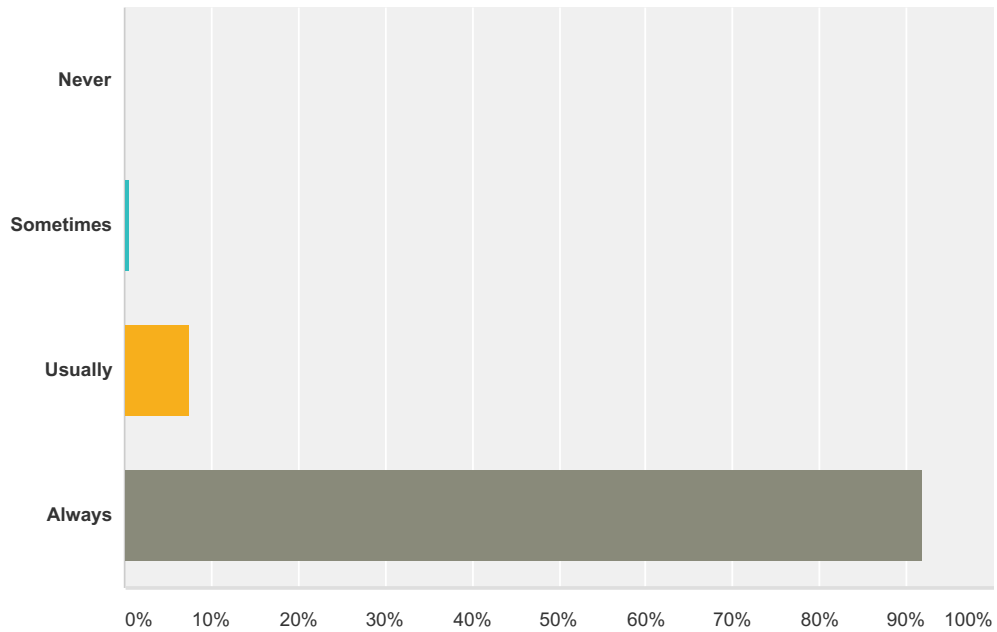
Answered: 291 Skipped: 35



Answer Choices	Responses	
Never	0.34%	1
Sometimes	0.69%	2
Usually	3.09%	9
Always	95.88%	279
Total		291

Q32 In the last 12 months, how often did your healthcare provider spend enough time with you?

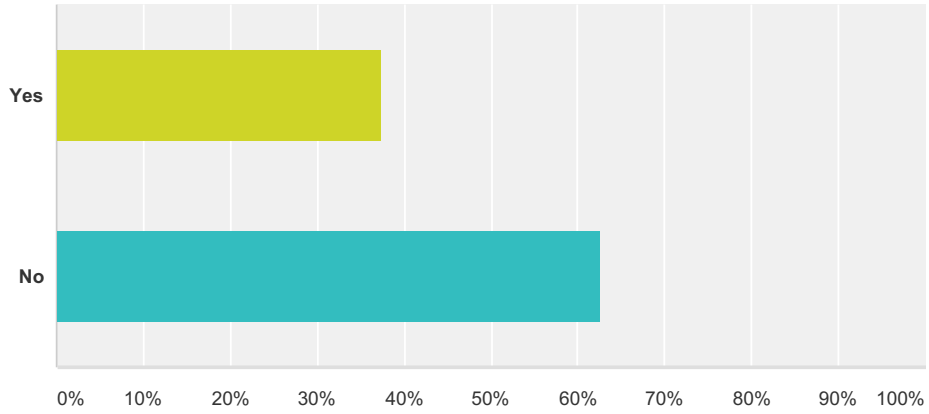
Answered: 292 Skipped: 34



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.68% 2
Usually	7.53% 22
Always	91.78% 268
Total	292

Q33 In the last 12 months, did your healthcare provider order a blood test, x-ray, or other test for your child?

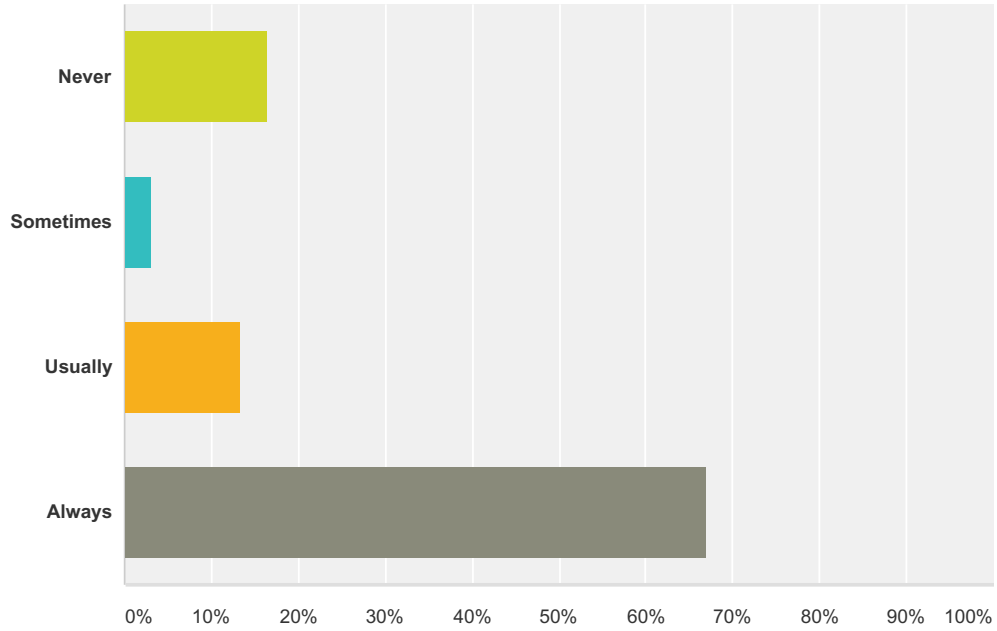
Answered: 292 Skipped: 34



Answer Choices	Responses
Yes	37.33% 109
No	62.67% 183
Total	292

Q34 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?

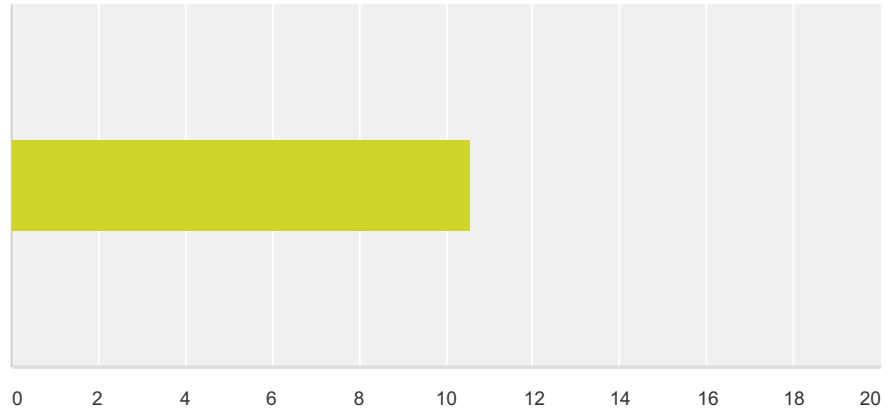
Answered: 194 Skipped: 132



Answer Choices	Responses	
Never	16.49%	32
Sometimes	3.09%	6
Usually	13.40%	26
Always	67.01%	130
Total		194

Q35 Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate your healthcare provider?

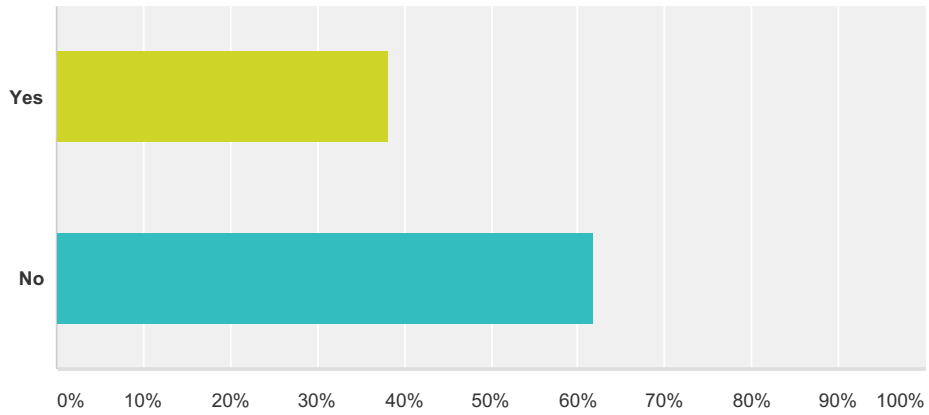
Answered: 292 Skipped: 34



	10 Best provider possible	9	8	7	6	5	4	3	2	1	0 Worst provider possible	Total	Weighted Average
	71.92% 210	21.23% 62	3.42% 10	2.40% 7	0.00% 0	0.34% 1	0.00% 0	0.00% 0	0.34% 1	0.00% 0	0.34% 1	292	10.57

Q36 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?

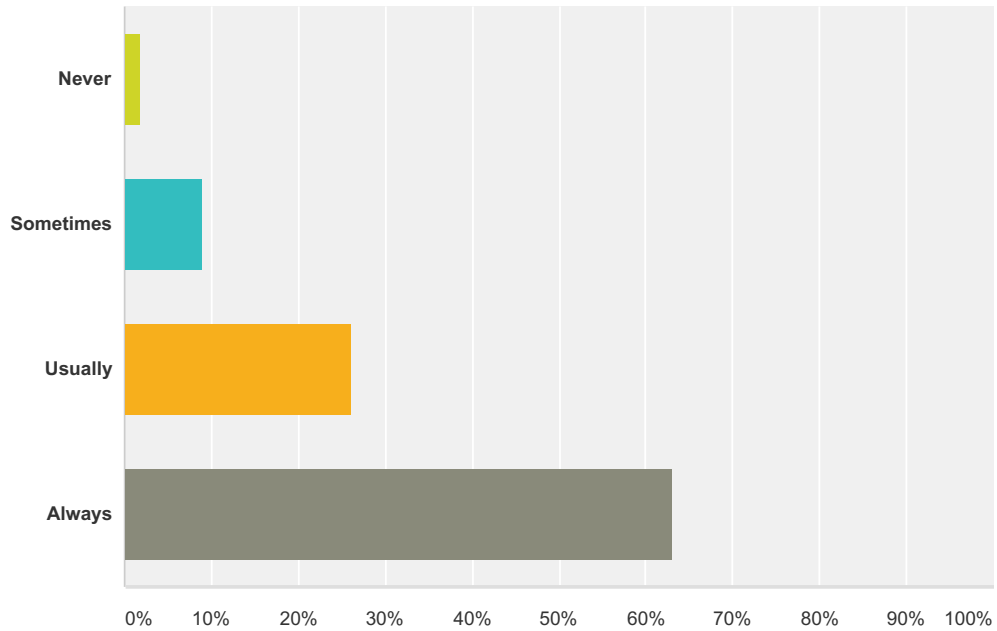
Answered: 291 Skipped: 35



Answer Choices	Responses
Yes	38.14% 111
No	61.86% 180
Total	291

Q37 In the last 12 months, how often did the provider named in Question #1 seem informed and up to date about the care your child received from a specialist?

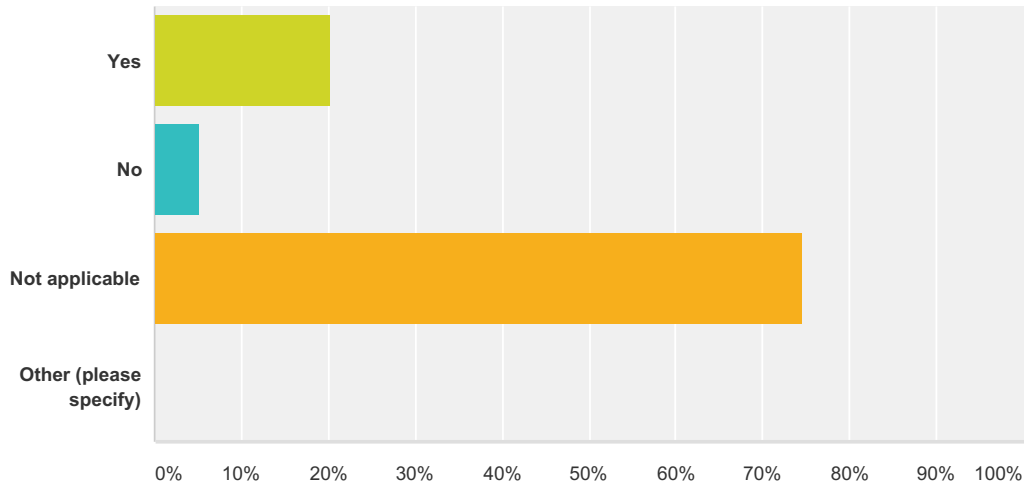
Answered: 111 Skipped: 215



Answer Choices	Responses
Never	1.80% 2
Sometimes	9.01% 10
Usually	26.13% 29
Always	63.06% 70
Total	111

Q38 In the last 12 months, did you and anyone in this providers office talk about your child's learning disability, if applicable?

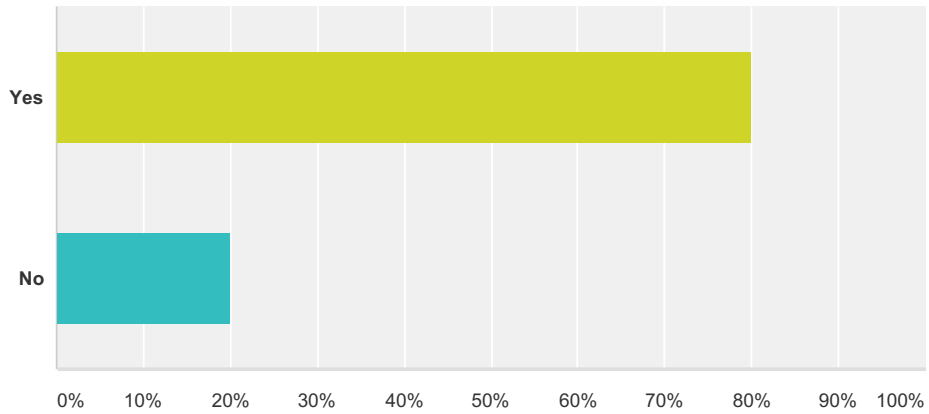
Answered: 272 Skipped: 54



Answer Choices	Responses	
Yes	20.22%	55
No	5.15%	14
Not applicable	74.63%	203
Other (please specify)	0.00%	0
Total		272

Q39 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?

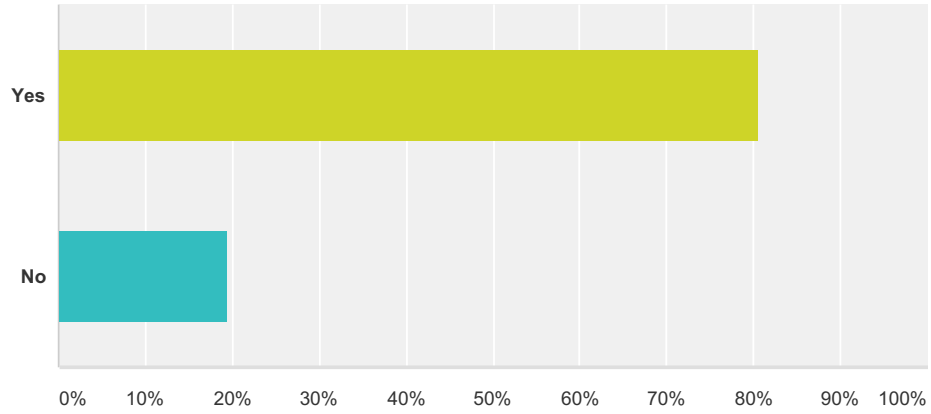
Answered: 269 Skipped: 57



Answer Choices	Responses
Yes	79.93% 215
No	20.07% 54
Total	269

Q40 In the last 12 months, did you and anyone in this provider's office talk about how your child's body grows?

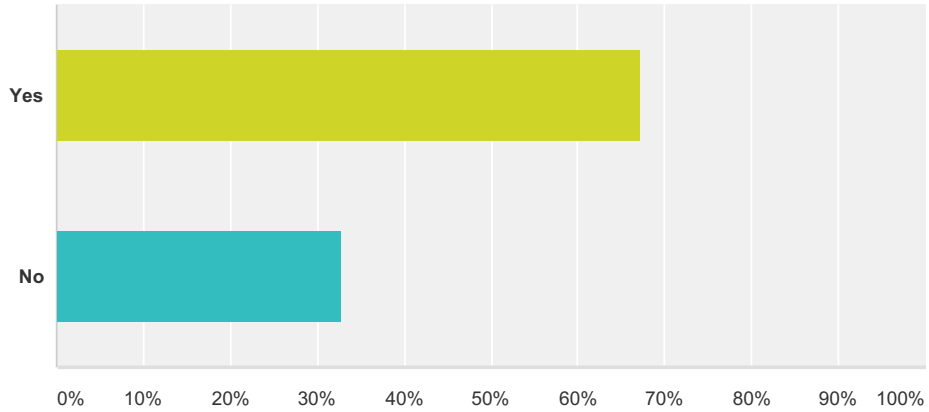
Answered: 269 Skipped: 57



Answer Choices	Responses	
Yes	80.67%	217
No	19.33%	52
Total		269

Q41 In the last 12 months, did you and anyone in this provider's office talk about your child's moods or emotions?

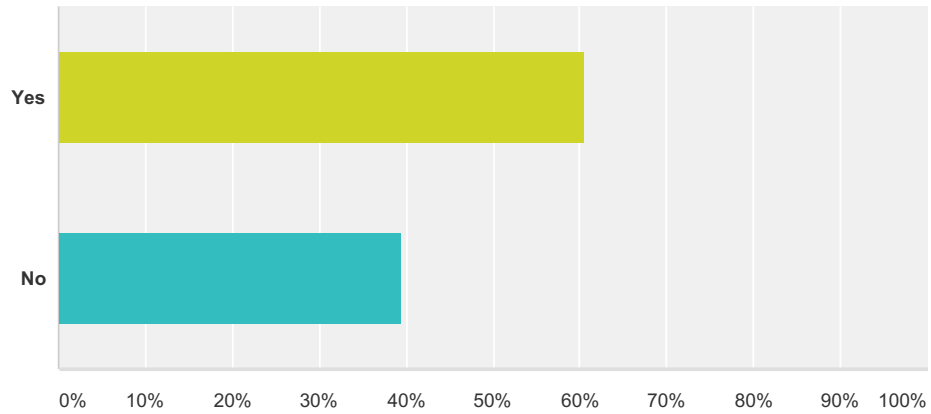
Answered: 269 Skipped: 57



Answer Choices	Responses
Yes	67.29% 181
No	32.71% 88
Total	269

Q42 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 being injured?

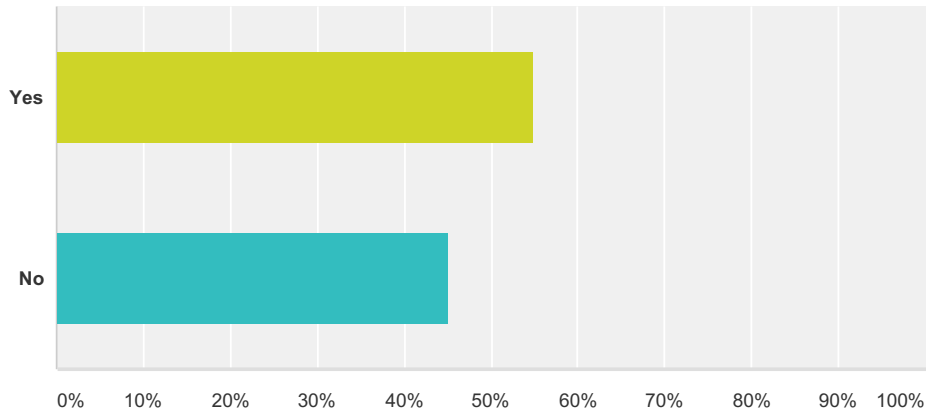
Answered: 268 Skipped: 58



Answer Choices	Responses
Yes	60.45% 162
No	39.55% 106
Total	268

Q43 In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?

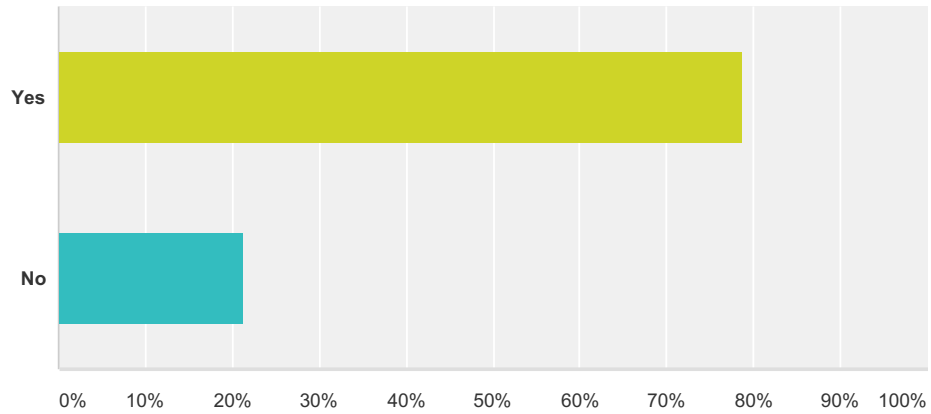
Answered: 268 Skipped: 58



Answer Choices	Responses
Yes	54.85% 147
No	45.15% 121
Total	268

Q44 In the last 12 months, did you and anyone from this provider's office talk about how much time your child spends on a computer or in front of a TV?

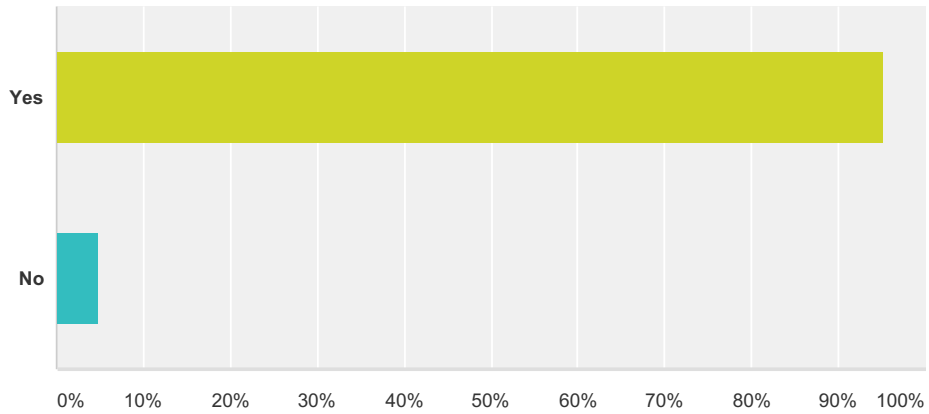
Answered: 268 Skipped: 58



Answer Choices	Responses
Yes	78.73% 211
No	21.27% 57
Total	268

Q45 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?

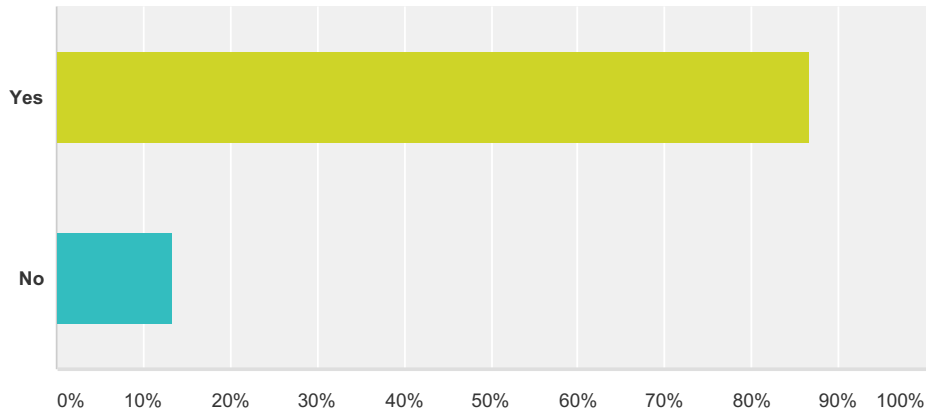
Answered: 272 Skipped: 54



Answer Choices	Responses
Yes	95.22% 259
No	4.78% 13
Total	272

Q46 In the last 12 months, did you and anyone in this provider's office talk about how much and what kind of exercise your child gets?

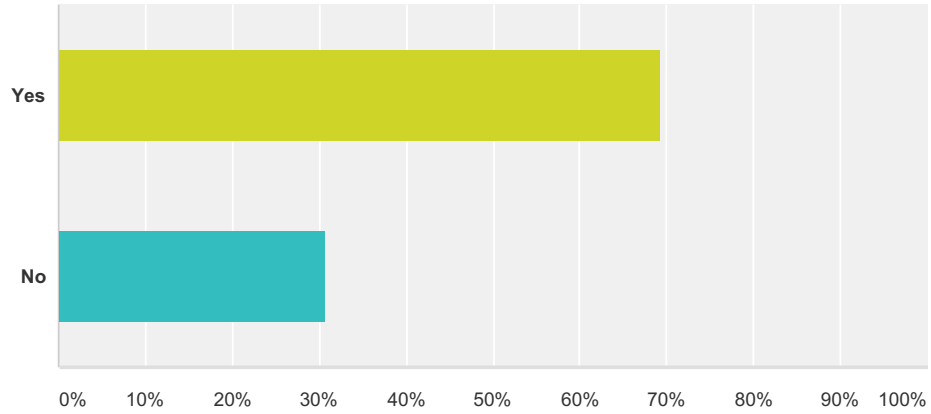
Answered: 271 Skipped: 55



Answer Choices	Responses	
Yes	86.72%	235
No	13.28%	36
Total		271

Q47 In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?

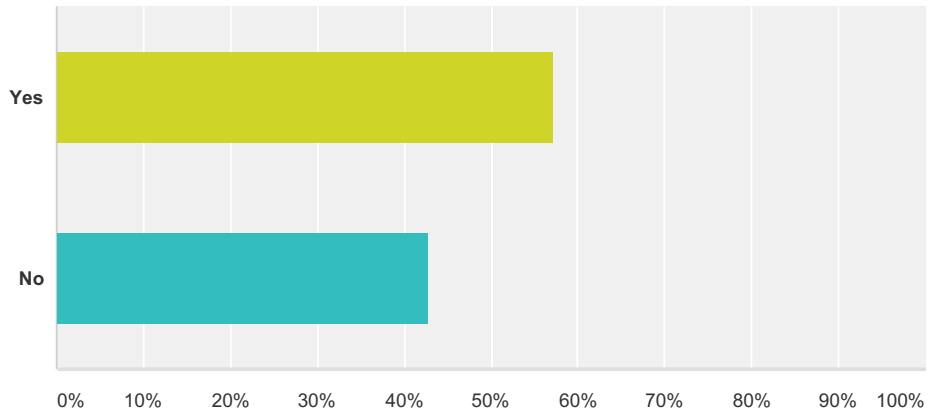
Answered: 270 Skipped: 56



Answer Choices	Responses
Yes	69.26% 187
No	30.74% 83
Total	270

Q48 In the last 12 months, did you and anyone from this provider's office talk about whether there are any problems in your household that might affect your child?

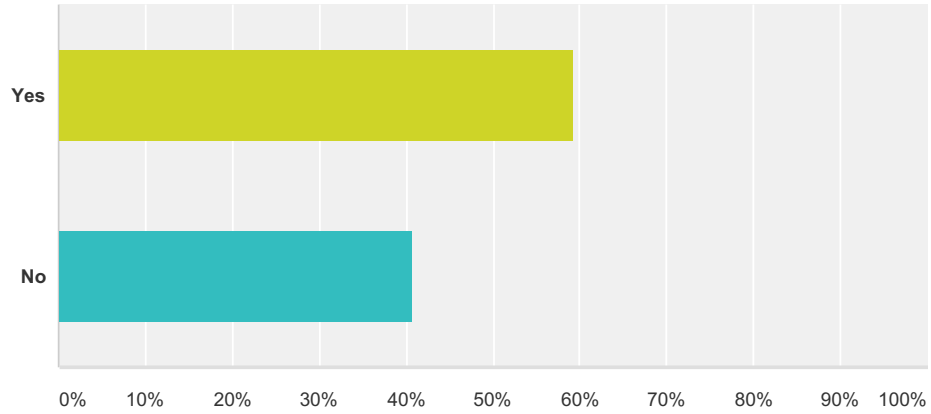
Answered: 269 Skipped: 57



Answer Choices	Responses	
Yes	57.25%	154
No	42.75%	115
Total		269

Q49 In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?

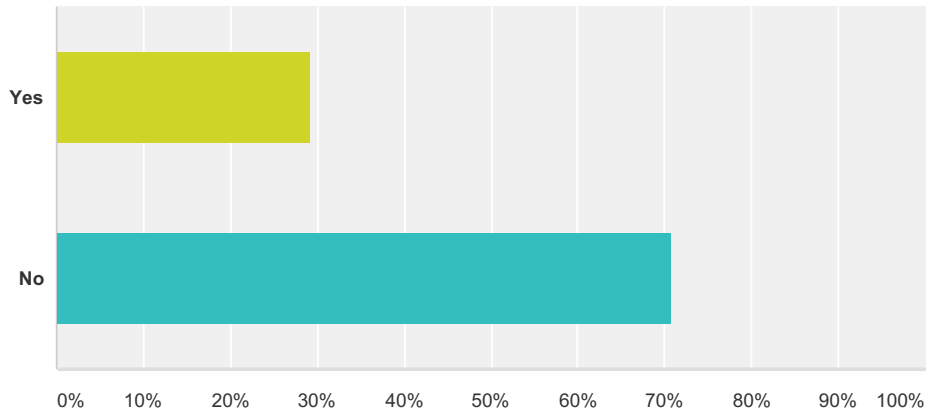
Answered: 268 Skipped: 58



Answer Choices	Responses
Yes	59.33% 159
No	40.67% 109
Total	268

Q50 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?

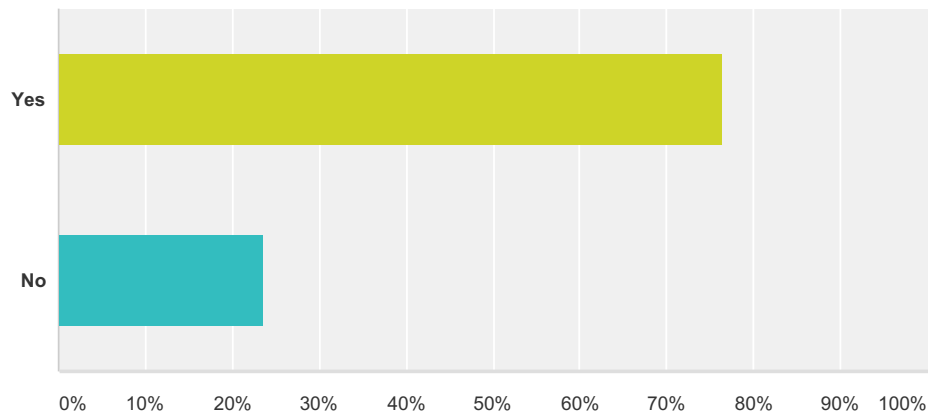
Answered: 267 Skipped: 59



Answer Choices	Responses
Yes	29.21% 78
No	70.79% 189
Total	267

Q51 In the last 12 months, did your child take any prescription medicines?

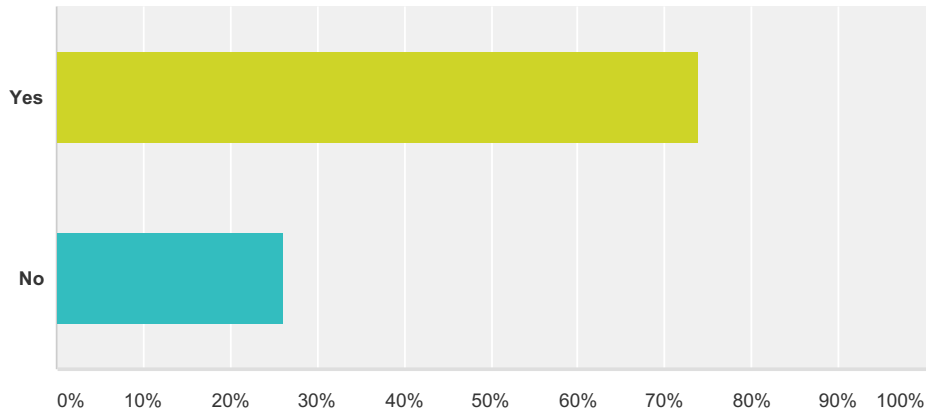
Answered: 271 Skipped: 55



Answer Choices	Responses	
Yes	76.38%	207
No	23.62%	64
Total		271

Q52 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 is taking?

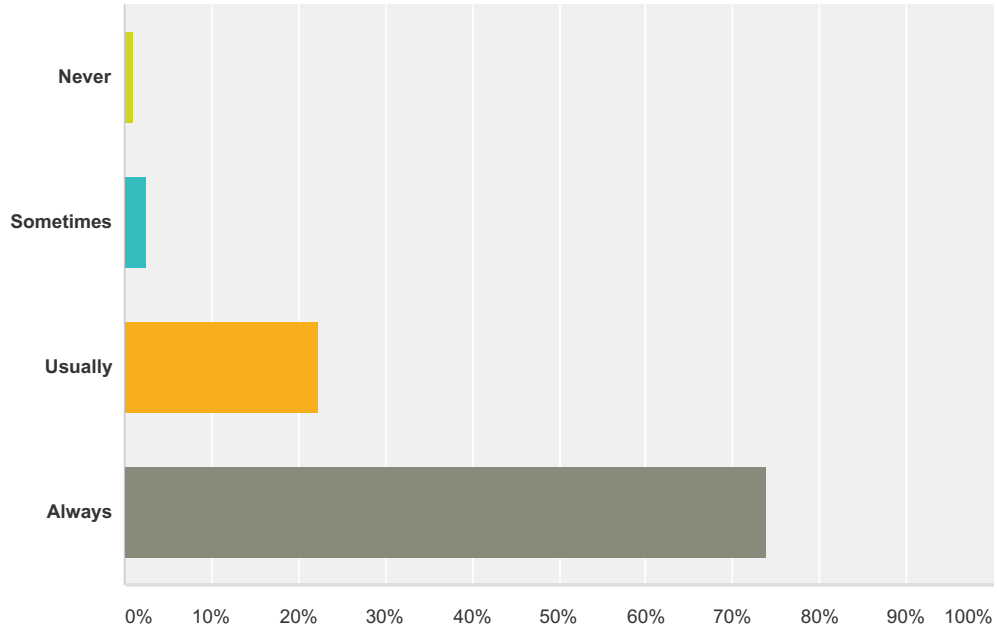
Answered: 264 Skipped: 62



Answer Choices	Responses
Yes	73.86% 195
No	26.14% 69
Total	264

Q53 In the last 12 months, how often were clerks and receptionists at your healthcare provider's office as helpful as you thought they should be?

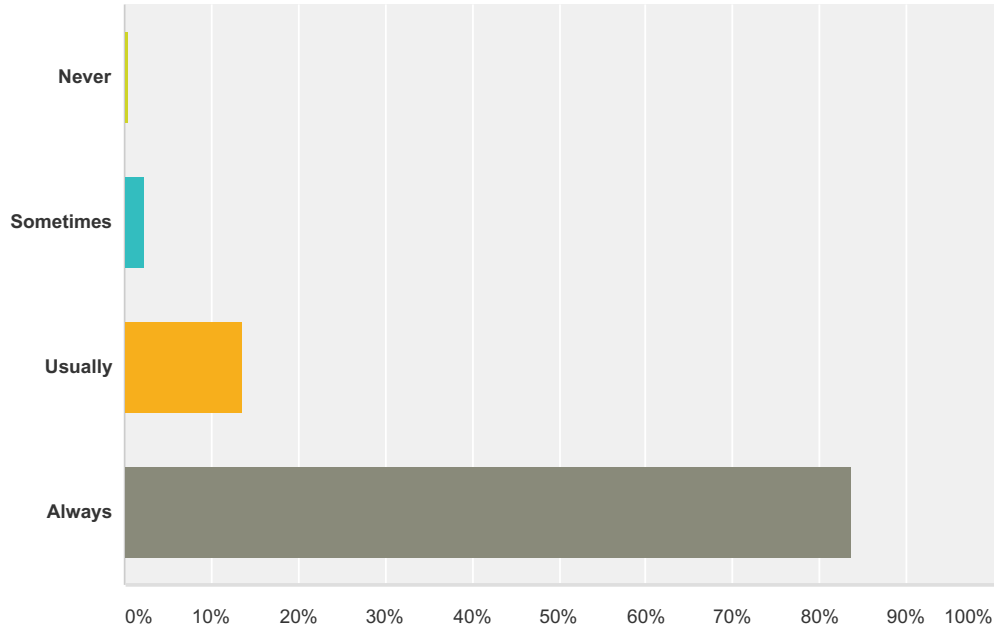
Answered: 272 Skipped: 54



Answer Choices	Responses
Never	1.10% 3
Sometimes	2.57% 7
Usually	22.43% 61
Always	73.90% 201
Total	272

Q54 In the last 12 months, how often did clerks and receptionists at your healthcare provider's office treat you with courtesy and respect?

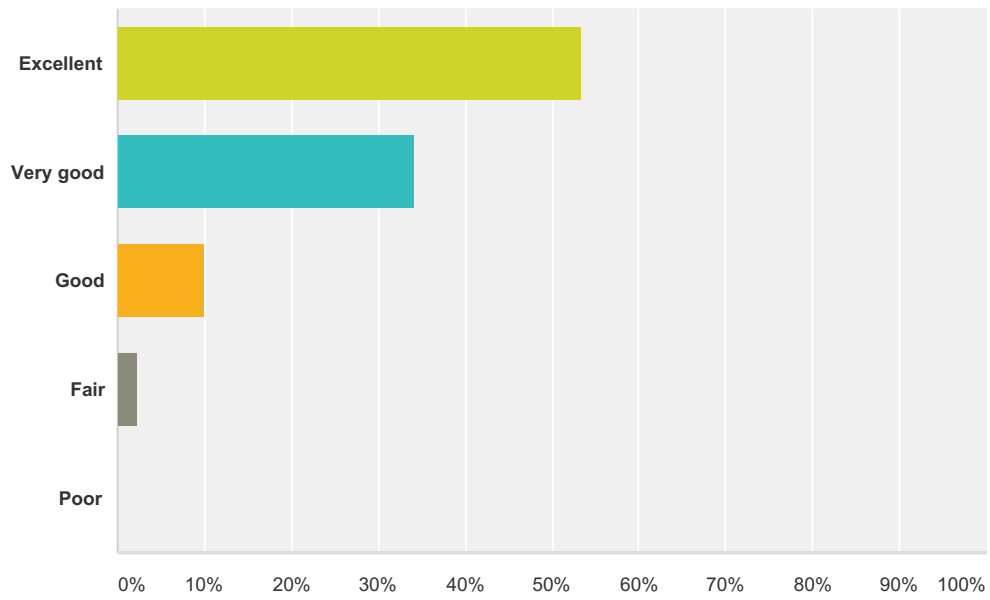
Answered: 271 Skipped: 55



Answer Choices	Responses	Count
Never	0.37%	1
Sometimes	2.21%	6
Usually	13.65%	37
Always	83.76%	227
Total		271

Q55 In general, how would you rate your child's overall health?

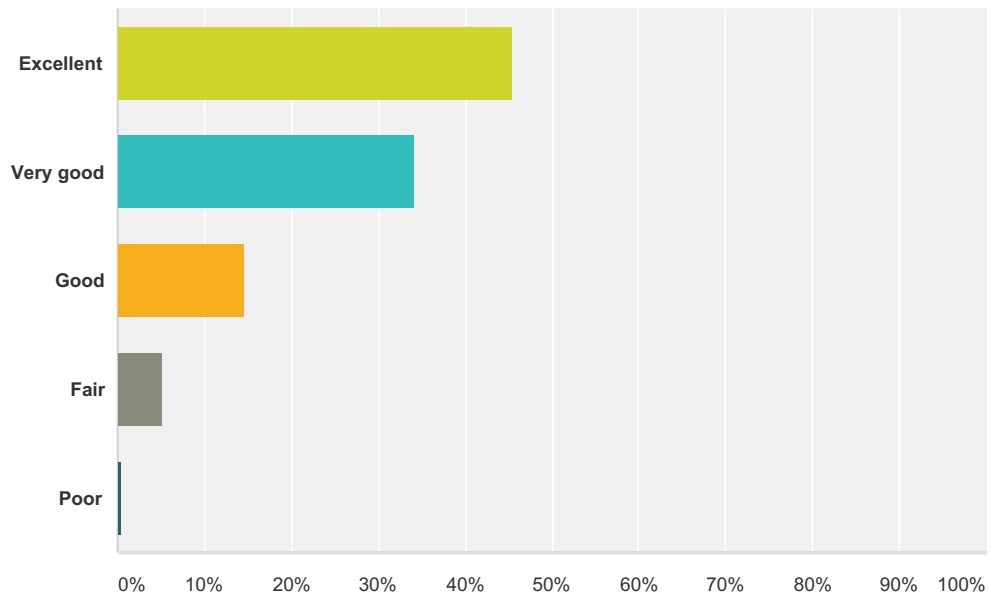
Answered: 269 Skipped: 57



Answer Choices	Responses	Count
Excellent	53.53%	144
Very good	34.20%	92
Good	10.04%	27
Fair	2.23%	6
Poor	0.00%	0
Total		269

Q56 In general, how would you rate your child's overall mental or emotional health?

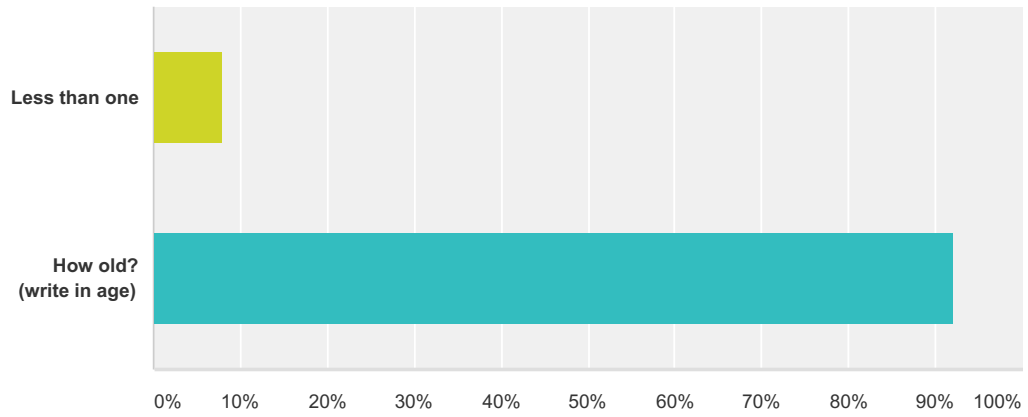
Answered: 268 Skipped: 58



Answer Choices	Responses
Excellent	45.52% 122
Very good	34.33% 92
Good	14.55% 39
Fair	5.22% 14
Poor	0.37% 1
Total	268

Q57 What is your child's age?

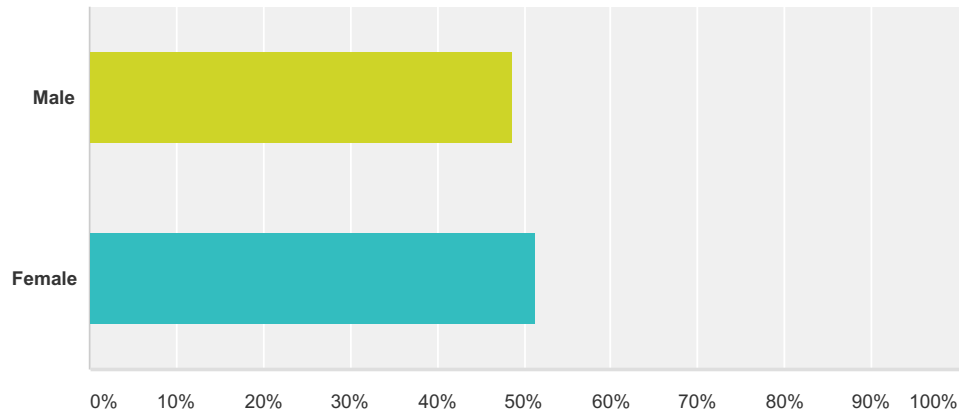
Answered: 268 Skipped: 58



Answer Choices	Responses
Less than one	7.84% 21
How old? (write in age)	92.16% 247
Total	268

Q58 Is your child male or female?

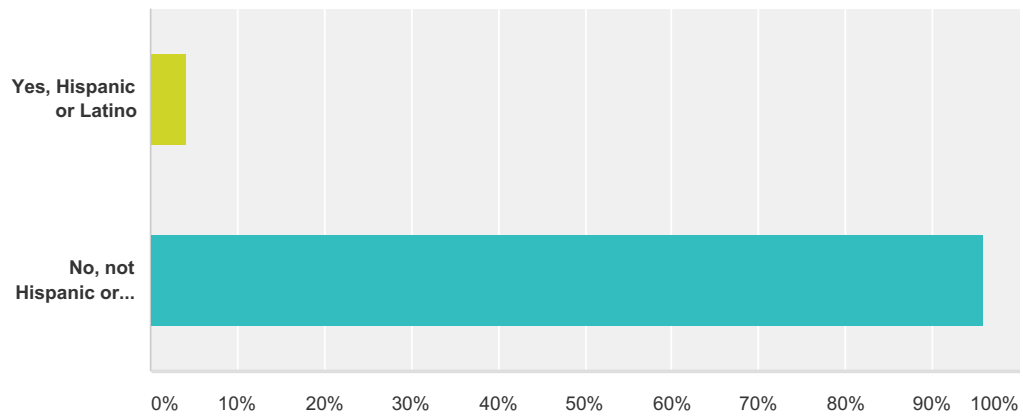
Answered: 263 Skipped: 63



Answer Choices	Responses	
Male	48.67%	128
Female	51.33%	135
Total		263

Q59 Are you of Hispanic or Latino origin or descent?

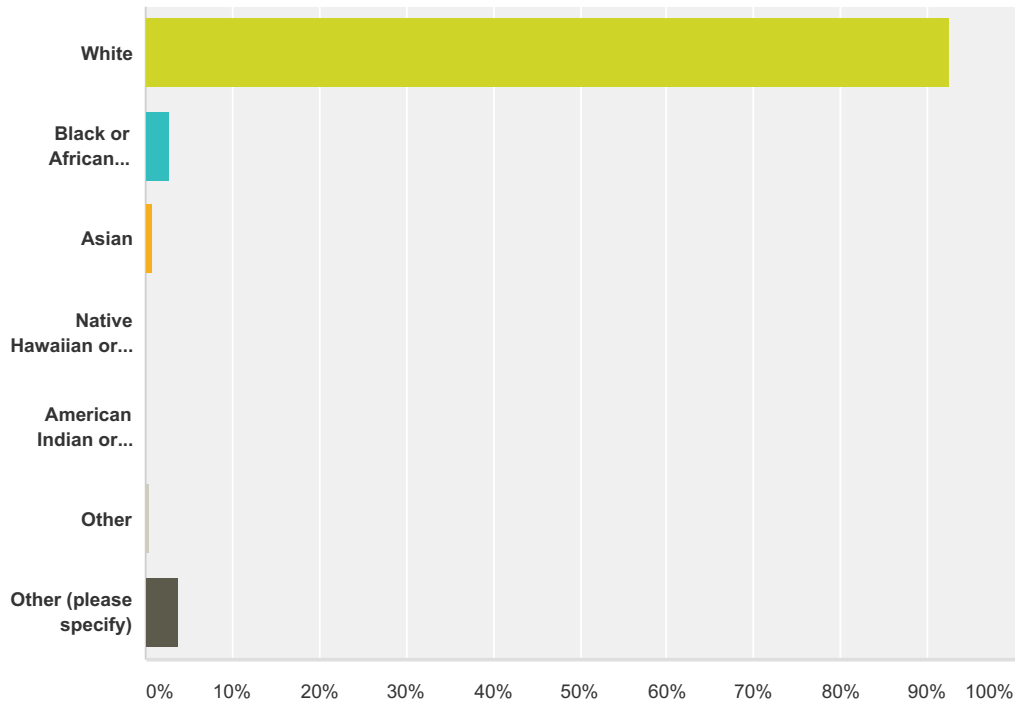
Answered: 263 Skipped: 63



Answer Choices	Responses	
Yes, Hispanic or Latino	4.18%	11
No, not Hispanic or Latino	95.82%	252
Total		263

Q60 What is your child's race?

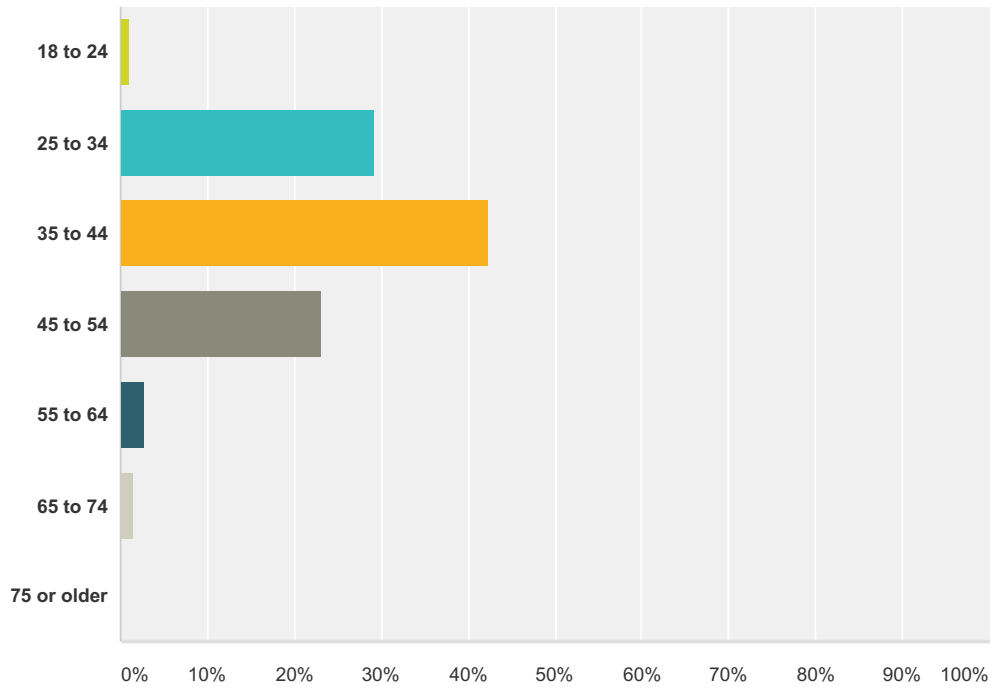
Answered: 263 Skipped: 63



Answer Choices	Responses
White	92.40% 243
Black or African American	2.66% 7
Asian	0.76% 2
Native Hawaiian or other Pacific Islander	0.00% 0
American Indian or Alaska Native	0.00% 0
Other	0.38% 1
Other (please specify)	3.80% 10
Total	263

Q61 What is your age?

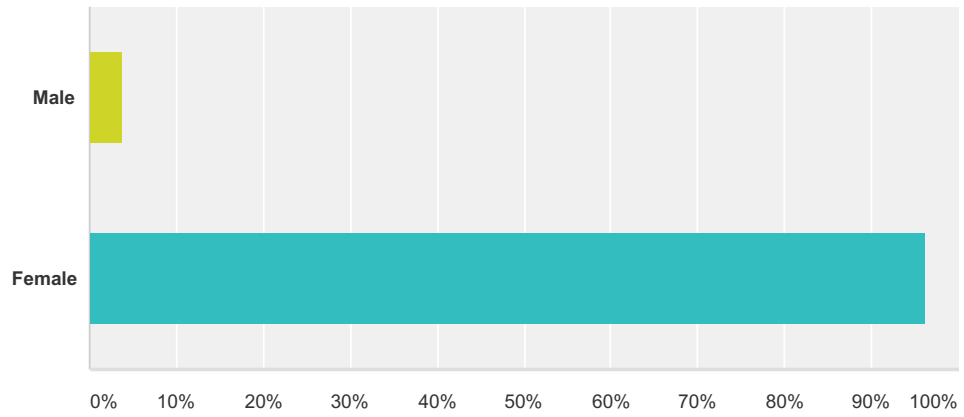
Answered: 264 Skipped: 62



Answer Choices	Responses
18 to 24	1.14% 3
25 to 34	29.17% 77
35 to 44	42.42% 112
45 to 54	23.11% 61
55 to 64	2.65% 7
65 to 74	1.52% 4
75 or older	0.00% 0
Total	264

Q62 Are you male or female?

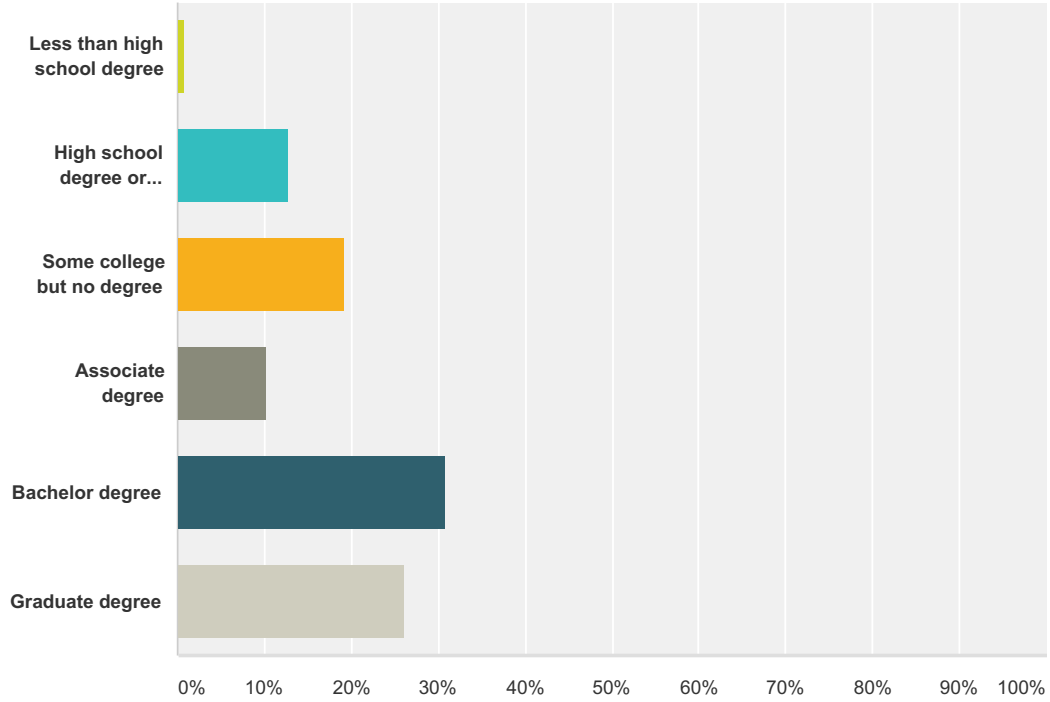
Answered: 265 Skipped: 61



Answer Choices	Responses
Male	3.77% 10
Female	96.23% 255
Total	265

Q63 What is the highest level of school you have completed or the highest degree you have received?

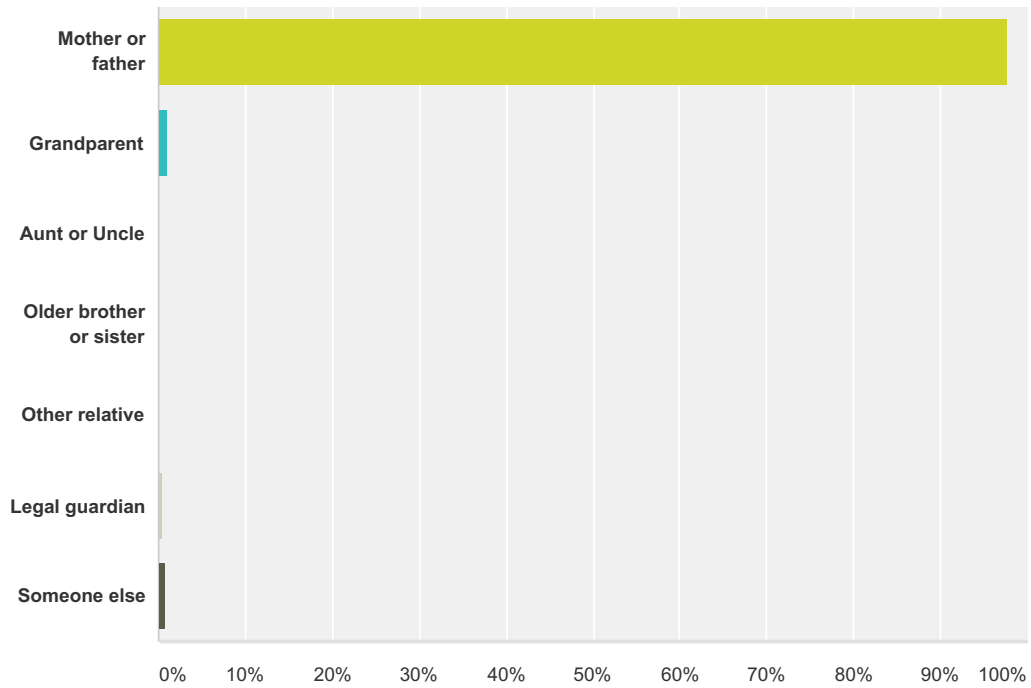
Answered: 265 Skipped: 61



Answer Choices	Responses
Less than high school degree	0.75% 2
High school degree or equivalent (e.g., GED)	12.83% 34
Some college but no degree	19.25% 51
Associate degree	10.19% 27
Bachelor degree	30.94% 82
Graduate degree	26.04% 69
Total	265

Q64 How are you related to the child?

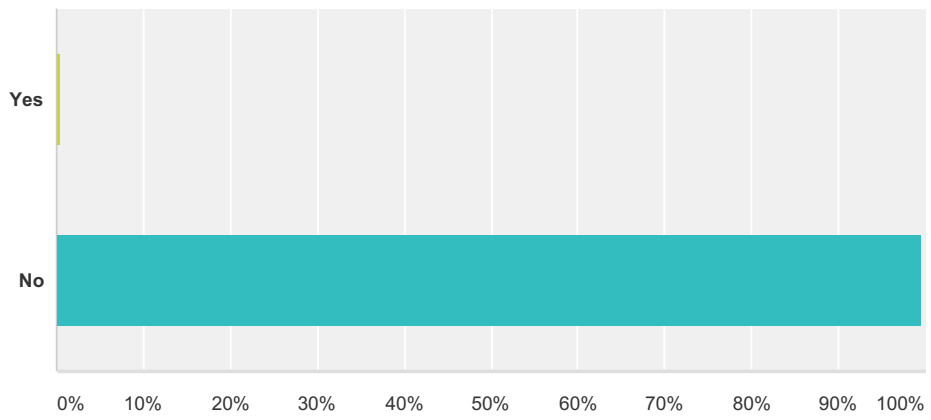
Answered: 265 Skipped: 61



Answer Choices	Responses	Count
Mother or father	97.74%	259
Grandparent	1.13%	3
Aunt or Uncle	0.00%	0
Older brother or sister	0.00%	0
Other relative	0.00%	0
Legal guardian	0.38%	1
Someone else	0.75%	2
Total		265

Q65 Did someone help you complete this survey?

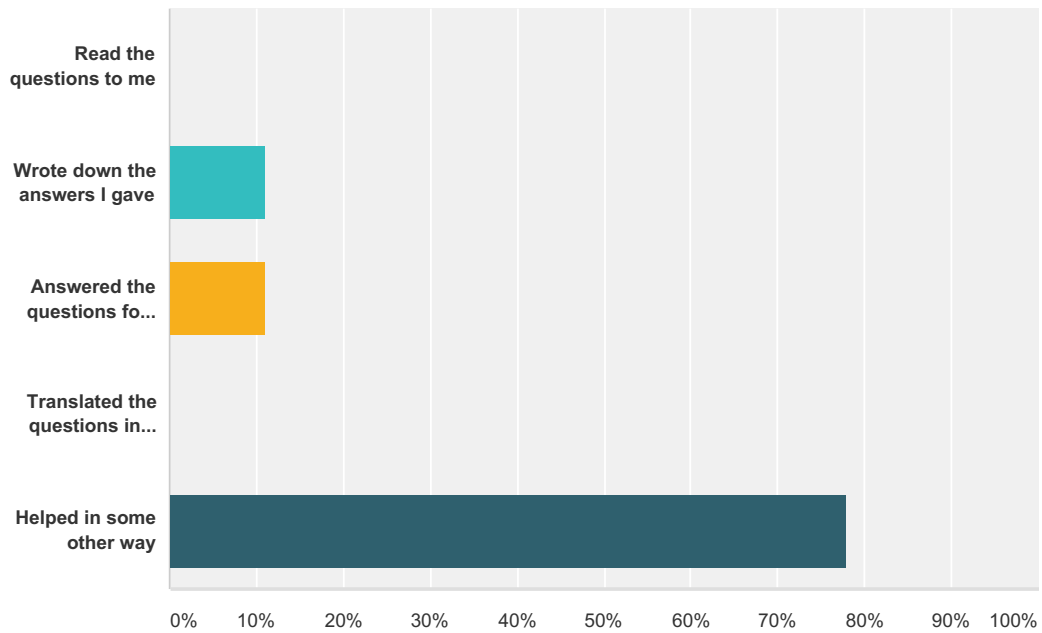
Answered: 264 Skipped: 62



Answer Choices	Responses	
Yes	0.38%	1
No	99.62%	263
Total		264

Q66 How did that person help you? Mark all that apply.

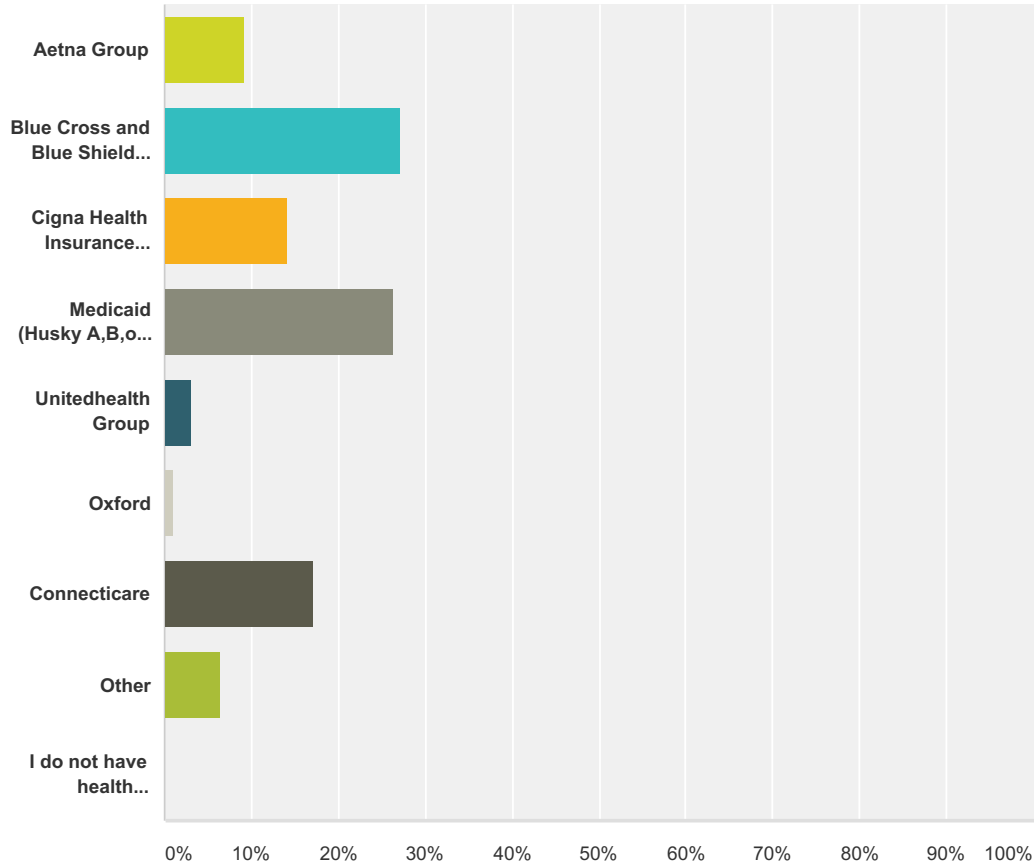
Answered: 9 Skipped: 317



Answer Choices	Responses
Read the questions to me	0.00% 0
Wrote down the answers I gave	11.11% 1
Answered the questions for me	11.11% 1
Translated the questions into my language	0.00% 0
Helped in some other way	77.78% 7
Total Respondents: 9	

Q67 Do you CURRENTLY have an active health insurance policy for your child with any of the following carriers? (Please select all that apply.)

Answered: 262 Skipped: 64



Answer Choices	Responses	
Aetna Group	9.16%	24
Blue Cross and Blue Shield (Anthem)	27.10%	71
Cigna Health Insurance Company	14.12%	37
Medicaid (Husky A,B,or D)	26.34%	69
Unitedhealth Group	3.05%	8
Oxford	1.15%	3
Connecticare	17.18%	45
Other	6.49%	17
I do not have health insurance for my child	0.00%	0
Total Respondents: 262		