

Q4 CAHPS Patient Experience Report

10/01/18 - 12/31/18

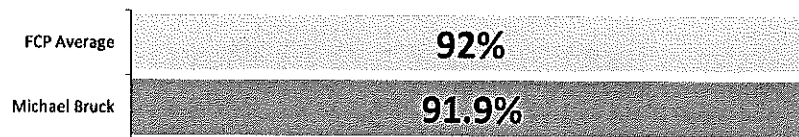
Provider: Michael Bruck
 Specialty: Pediatrics
 Number of Survey Responses: 16

Introduction

The following report contains the results of anonymous Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys from October 01, 2018 to December 31, 2018. By using the industry standards CAHPS survey, we can compare your scores to the national CAHPS benchmarks, as well as Femwell Client Physicians (FCPs) in your specialty. National benchmarks will be incorporated when they become available. Your score is only compared to providers in your specialty that received 10 or more surveys in the given time period. The scoring method used is Top-Box Scoring. This means that, for example, if your score for "How often did this provider listen carefully to you?" is 90%, then 90% of respondents selected the most favorable response ("Always"). The patient has the option of choosing "N/A" if the question does not apply to them.

Overall Provider Score

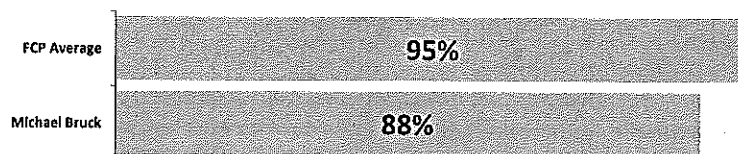
Your Overall Provider Score combines your scores from the sections Patients' Rating of the Provider, How Well Providers Communicate With Patients, Getting Timely Appointments, Care, and Information, Providers' Use of Information to Coordinate Patient Care, and Helpful, Courteous, and Respectful Office Staff.



Tier Thresholds		Your Tier:
Platinum:	92	Gold
Gold:	87	
Bronze:	< 87	

Provider Rating

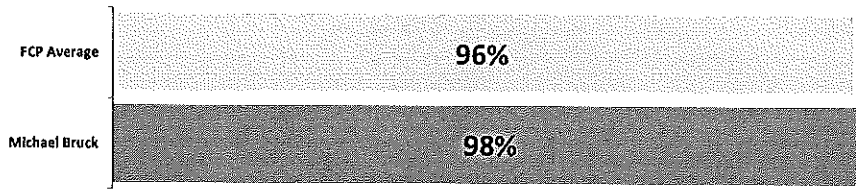
What number would you use to rate this provider?



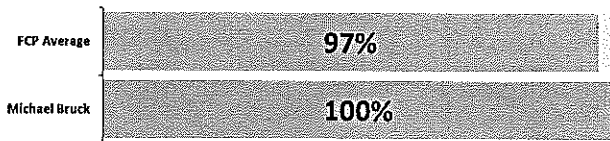
How Well Providers Communicate With Patients

Category Score

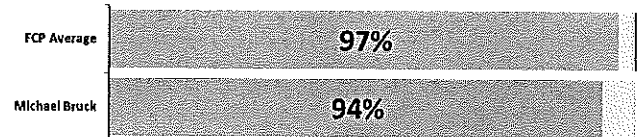
Your Category Score is a composite of the four questions in the *How Well Providers Communicate With Patients* section.



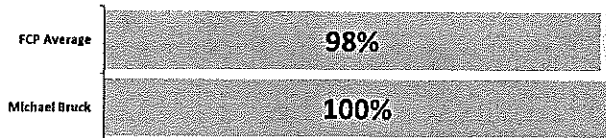
How often did this provider explain things about your child's health in a way that was easy to understand?



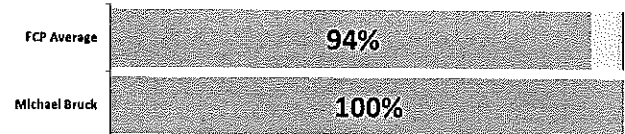
How often did this provider listen carefully to you?



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



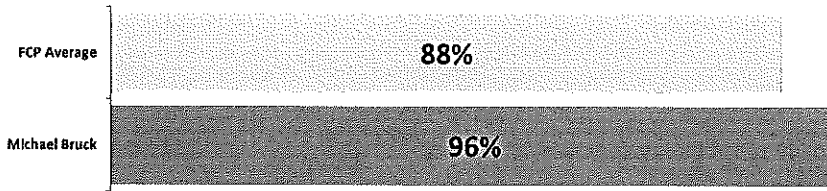
How often did this provider spend enough time with your child?



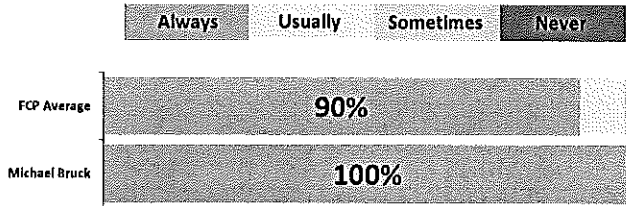
Getting Timely Appointments, Care, and Information

Category Score

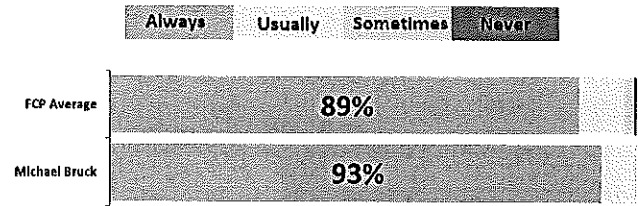
Your Category Score is a composite of the three questions in the *Getting Timely Appointments, Care, and Information* section.



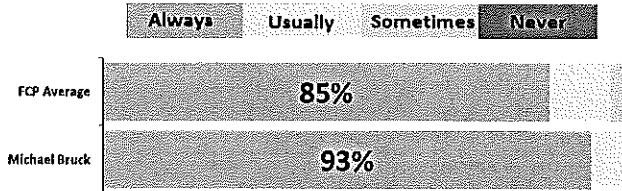
When you contacted this provider's office to get an appointment for *care your child needed right away*, how often did you get an appointment as soon as you needed?



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



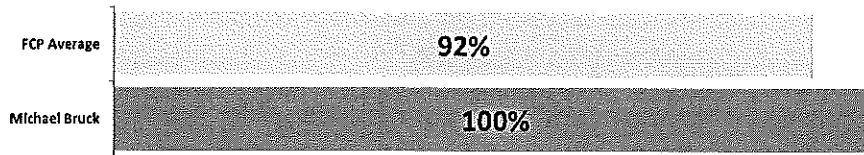
When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?



Providers' Use of Information to Coordinate Patient Care

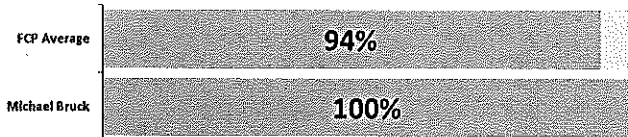
Category Score

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



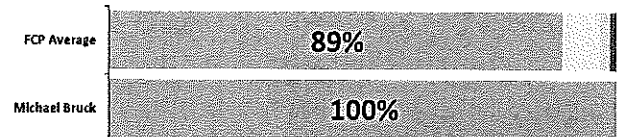
How often did this provider seem to know important information about your child's medical history?

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?

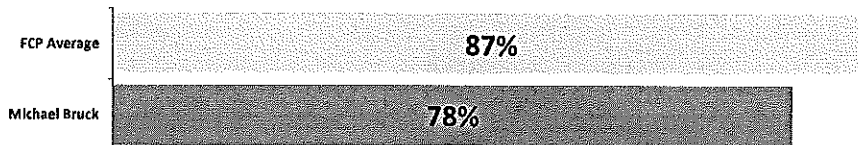
Always Usually Sometimes Never



Helpful, Courteous, and Respectful Office Staff

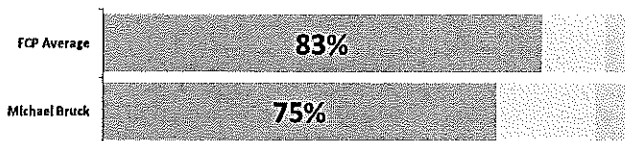
Category Score

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



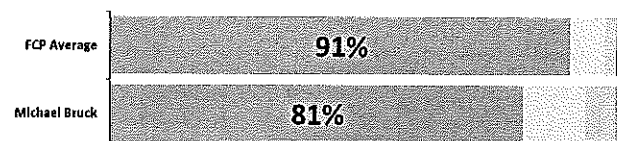
How often were clerks and receptionists at this provider's office as helpful as you thought they should be?

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



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Additional Feedback

N/a
NA
None
All great except that the billing was incorrect and I am now having to deal with it through my health provider to get a refund as I was charged nearly double of what I should have paid.
I love the dr and staff
Dr Bruck is an excellent listener and he spends a lot of time discussing my child and his needs and health expectations, etc. I am very happy with the service we receive from Wellington Pediatrics.
The doctor is a very well prepared professional, acknowledge in all areas of a child's growth and development. He care for both of my children, had established a good rapport with them and always clearly communicated with me. They are You in a timely fashion. Nothing negative to say about the practice or staff.
Our family started coming to see Dr. Bruck 14yrs ago. My brother, son, niece and daughter all see the doctor. I think that alone speaks volume alone. Maybe hopefully someday if I'm lucky. Dr Bruck and Elena will be there to treat my grand babies? Thank you 😊
Very Happy with this office and Doctors. Feels like family and very thorough and efficient
Dr. Bruck is the best. Very much cares about my son And his well being. Hes also very likable and easy to talk to. Very understanding my son loves him
I've never had a bad experience with the office or the providers always treated with respect staff is always courteous caring and involved my kids feel safe and everything is done in a timely fashion I've worked in the medical field and still by far I feel this practice is one of the best we've gone to even when we have emergency's over the weekend they have on call nurses and when needed the doctors take time to call Is most places don't offer that
Doctor Bruck is an amazing doctor. We love all our visits because he takes his time to explain and listen.
Strongly recommended: Doctor Simo
Great office and staff. Dr. Bruck is very knowledgeable and great with kids.
We like dr. Bruck, he is great with the kids and very thorough. We love his nurse. She has been there since we have been going the last 4 years and she is loving and sweet with the kids. We did almost change doctors at one point because there is one receptionist that is terrible and rude. We had a bad experience with her on two occasions but decided to stay since dr. Bruck knew are children and we are happy with him.
Everyone's great!