**COMPARISON RANKING WITHIN THE PPOC BY W/M PEDS BY YEAR**

**MEASURES 2013 2014**

**N=29 N=37**

|  |  |  |  |
| --- | --- | --- | --- |
| OFFICE STAFF | 15 (.52) | 16(.43) | **↑** |
| SELF-MANAGEMENT SUP | **1** | **1** | **=** |
| ORG ACCESS | 8 (.28) | 16(.43) | **↓** |
| CHILD DEVELOPMENT | 2 | **1** | **=** |
| PREVENTIVE CARE | **1** | **1** | **=** |
| KNOWLEDGE OF PT | 21 (.72) | 17 (.46) | **↑** |
| INTEGRATION OF CARE | 14 (.48) | 15(.41) | **↑** |
| COMMUNICATION | 20 (.69) | 22 (.59) | **↑** |

Lowest hanging fruit (Prev Med)

In the last 12 months, did you and anyone in this provider’s office talk about how much or what kind of exercise your child gets? (75% Y 13% N) ADAM SURVEY QUESTION?

Prevent Med-

A) Organizational Access is our weakest area and in those questions:

1)`In the last 12months, she you called the office for an appointment for care for your child needed right away, how often did you get an appointment as as your child needed (83%A ,15%U, 2% N)

2) 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? (62%A, 35%U, 3%S, 1%N).

3) In the last 12 months, when you called this provider’s office during regular office hours, how often did you get an answer to your medical question that same day? (81%A,18%U,1% S)

B) 2nd weakest Communication

1. In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand? (87%A,11%U, 2%S) down.
2. In the last 12 months, how often did this provider listen carefully to your child?(\*9%A,7%U,4%S)

C) Hi Priority mixed

1) Knowledge of Pt

a)In the last 12 months, how often did this provider seem to know the important information?

(85%A,14%U,1%S)

b) How would you rate this provider’s knowledge about your child as a person – special abilities,

fears? (64%E, 29%VG, 6%G,1%F)