



... caring for infants, children & adolescents

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## Survey Totals Total Practice Population

Of the total practice population, 48 surveys were completed between March 15, 2013 and April 19, 2013.

With regard to **Access to Care** and the ability to see a doctor when needed, 96% of those surveyed were very satisfied and 4% were somewhat satisfied. Regarding the ability to reach the office by phone or to receive a return call *during office hours*, 91% were very satisfied, 6% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding the ability to reach the office by phone or to receive a return call *after regular office hours*, 86% were very satisfied, 12% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding wait time when visiting the office for a scheduled appointment, 90% were very satisfied, 8% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding the ability to schedule a nurse visit, 97% were very satisfied and 3% were neither satisfied nor dissatisfied.

With regard to **Quality of Communication** and doctors' and nurses' responses to questions about care, 96% of those surveyed were very satisfied and 4% were somewhat satisfied. Regarding quality of advice, instructions, and information in the areas of diagnosis, treatment, medication, and follow-up care, 94% were very satisfied and 6% were somewhat satisfied. Regarding the physician's ability and willingness to listen to and address concerns, 96% were very satisfied and 4% were somewhat satisfied.

With regard to **Confidence in Self-Care** in the areas of healthy living, medication, managing symptoms, or managing chronic conditions, 90% of those surveyed were very satisfied and 10% were somewhat satisfied.

With regard to **Satisfaction with Overall Care** received through this office, 96% of those surveyed were very satisfied and 4% were somewhat satisfied. Regarding the courtesy shown by the office staff, 100% were very satisfied.

## **Survey Totals – Second Survey Total Practice Population**

Of the total practice population, 62 surveys were completed between November 26, 2013 and December 26, 2013.

With regard to **Access to Care** and the ability to see a doctor when needed, 98% of those surveyed were very satisfied and 2% were somewhat satisfied. Regarding the ability to reach the office by phone or to receive a return call *during office hours*, 96% were very satisfied, 2% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding the ability to reach the office by phone or to receive a return call *after regular office hours*, 84% were very satisfied, 4% were somewhat satisfied, 4% were neither satisfied nor dissatisfied, and 8% said it was not applicable to them. Regarding wait time when visiting the office for a scheduled appointment, 85% were very satisfied, 14% were somewhat satisfied, and 1% were neither satisfied nor dissatisfied. Regarding the ability to schedule a nurse visit, 73% were very satisfied, 8% were somewhat satisfied, 9% were neither satisfied nor dissatisfied, 1% were somewhat dissatisfied, and 9% said it was not applicable to them.

With regard to **Quality of Communication** and doctors' and nurses' responses to questions about care, 87% of those surveyed were very satisfied, 11% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding quality of advice, instructions, and information in the areas of diagnosis, treatment, medication, and follow-up care, 92% were very satisfied, 6% were somewhat satisfied, and 2% were neither satisfied nor dissatisfied. Regarding the physician's ability and willingness to listen to and address concerns, 94% were very satisfied and 6% were somewhat satisfied.

With regard to **Confidence in Self-Care** in the areas of healthy living, medication, managing symptoms, or managing chronic conditions, 84% of those surveyed were very satisfied, 5% were somewhat satisfied, 6% were neither satisfied nor dissatisfied, and 5% said it was not applicable to them.

With regard to **Satisfaction with Overall Care** received through this office, 92% of those surveyed were very satisfied, 3% were somewhat satisfied, and 5% were neither satisfied nor dissatisfied. Regarding the courtesy shown by the office staff, 94% were very satisfied, 5% were somewhat satisfied, and 1% said it was not applicable to them.