

## Products Available

- Children's Health Status Assessment Brochure
- Health Care Process Evaluation
- Medical Home Screening Tool
- Physical Environment Survey
- Quality Indicators of an Effective Pediatrician
- Quality Indicators of an Effective Physician



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# QUALITY INDICATORS OF AN EFFECTIVE PEDIATRICIAN

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**SOUTHWEST INSTITUTE**  
for Families and Children with Special Needs  
*family-centered research, education, and dissemination*

(Developed by Partners in the Medical Home Project Focus Group, 1998)

This survey is a tool to help evaluate the quality of care received from your child's/youth's health care provider. Caregivers/Parents of children with special health care needs identified these traits as important to the quality of care.

**Please provide the following information so we may better understand the needs of your family:**

Primary diagnosis of patient \_\_\_\_\_

Secondary diagnosis of patient \_\_\_\_\_

Patient's age \_\_\_\_\_ Patient's date of birth \_\_\_\_\_

Health care provider's name \_\_\_\_\_

Type of service provided/specialty \_\_\_\_\_

Type of visit (please check applicable description):

\_\_\_\_ Routine    \_\_\_\_ Emergency    \_\_\_\_ Follow-up

Please include any comments that you believe will help us improve the quality of care for children:

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Please respond to each item by indicating whether your child's health care provider exhibits these behaviors:

- 1 = Almost Always    2 = Sometimes
- 3 = Hardly Ever      4 = Almost Never

**MEDICAL PRACTICE**

**My child's/youth's physician:**

Has a low turn-over in staff	1	2	3	4
Has a convenient phone system	1	2	3	4
Has staff that is consistent with procedures for handling children (weighing, disrobing)	1	2	3	4
Has staff which notify in advance about billing problems	1	2	3	4
Has staff which write co-pays on chart or bill	1	2	3	4

Please respond to each item by indicating whether your child's/youth's health care provider exhibits these behaviors:

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- 3 = Hardly Ever      4 = Almost Never

**ATTITUDE**

**My child's/youth's physician:**

Responds to child's needs first	1	2	3	4
Shows empathy to child and family	1	2	3	4
Is nonjudgmental	1	2	3	4
Gives realistic reasons for hope and optimism	1	2	3	4
Involves family in finding solutions	1	2	3	4
Invites and responds positively to family's ideas and suggestions	1	2	3	4

**KNOWLEDGE**

**My child's/youth's physician:**

Listens to all symptoms before making a diagnosis	1	2	3	4
Is knowledgeable about child's condition	1	2	3	4
Knows child's past and current status	1	2	3	4
Knows about child's diagnosis	1	2	3	4
Knows child's current treatments	1	2	3	4
Is up to date on current medications	1	2	3	4
Gives options for solving problems	1	2	3	4
Volunteers information about agencies that provide additional services	1	2	3	4
Knows how to access other agencies that provide services	1	2	3	4
Follows through on care	1	2	3	4
Follows up on outcomes	1	2	3	4
Stays current with recent research	1	2	3	4

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**COMMUNICATION SKILLS**

**My child's/youth's physician:**

Is a good listener	1	2	3	4
Has direct eye contact with my child	1	2	3	4
Has direct eye contact with parent/caregiver	1	2	3	4
Asks questions to refresh parent/caregiver's memory	1	2	3	4
Encourages questions	1	2	3	4
Answers all questions	1	2	3	4
Responds to family's communication style	1	2	3	4
Uses familiar terminology	1	2	3	4
Carefully defines new terms	1	2	3	4
Speaks to child (even if child can't respond verbally)	1	2	3	4
Touches child when necessary	1	2	3	4
Has a gentle touch	1	2	3	4
Explains treatment in detail	1	2	3	4
Checks making sure parent/caregiver understands instructions	1	2	3	4
Makes sensitive and appropriate statements	1	2	3	4

Please respond to each item by indicating whether your child's health care provider exhibits these behaviors:

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 3 = Hardly Ever      4 = Almost Never

**INTERPERSONAL STYLE**

**My child's/youth's physician:**

Takes time and does not seem rushed	1	2	3	4
Provides encouragement to child	1	2	3	4
Provides encouragement to parent/caregiver	1	2	3	4
Provides open minded feedback to child	1	2	3	4
Provides open minded feedback to parent/caregiver	1	2	3	4
Collaborates with child	1	2	3	4
Collaborates with parent/caregiver	1	2	3	4
Seeks solutions with child	1	2	3	4
Seeks solutions with parent/caregiver	1	2	3	4
Is not defensive	1	2	3	4
Shows patience	1	2	3	4
Is respectful of parent/caregiver's experience	1	2	3	4
Is respectful of parent/caregiver's knowledge of the child	1	2	3	4
Trusts the parent/caregiver	1	2	3	4
Is compassionate and kind hearted	1	2	3	4
Suggests ways that parent/caregiver can improve in taking care of the child	1	2	3	4
When appropriate, assures parent/caregiver that the child is receiving good care	1	2	3	4
Provides extra TLC through such things as "special" band-aids, Tylenol, hard candy, stickers	1	2	3	4
Takes parent/caregiver's concerns seriously	1	2	3	4
Shows personal involvement and interest in child and family	1	2	3	4