

Topic	Theme	Quote
Resources and Information	Parents found value in the resources provided by pediatric providers.	<i>"Receiving books is important to me because it teaches my kids that they need to read like how they need to brush their teeth, that is something they need to do"</i>
	Families look for care and resources to be personalized and not one-size fits all.	<i>"...Not always receiving a handout. It may not be healthy and don't want to compare my daughter's development with others. I want a meaningful and intentional conversation catered to the health and wellbeing with my daughter."</i>
	Resource dissemination is a way to build trust/positive relationship between and family and a pediatric provider.	<i>"In today's time there is a bombardment of information and so appreciate information coming from the doctor that is a trusted source"</i>
Wait Time and Scheduling	The ease of scheduling/rescheduling appointments is top of mind for families.	<i>"Recently we missed 2 appointments back-to-back as we were in the process of moving and I was working 7 days a week and a lot was going on and bills had to be paid. When the doctor called to check in, they were empathetic and asked me if everything is ok and asked what works for me to come in with the kids."</i>
Feeling Valued and Supported	Many families have strong positive feelings associated with their pediatric provider but do find challenges when expectations are not met.	<i>"Everyone is very kind and try to cheer up my daughter from the moment she gets weighed on the scale to when she sees her doctor- they distract her with showing pictures of Elmo and get her to smile." "I wish that there was a direct line to call a nurse that connects her to their pediatrician b/c I would trust that and feel more connected"</i>
	Trust/support can be fostered in a variety of different ways.	<i>"When the doctor asked questions about wellbeing, school, and daycare to the children, I appreciated that because it showed that the doctor cared."</i>
	Parents appreciated follow-up, maintaining communication clear and steady with communication family.	<i>"After our most recent doctor's visit the doctor called back to check in. The well visit was 2 months ago but the doctor called last week still to check in. I really appreciated this."</i>
	Parents appreciated being given time to ask questions as well as spending time answering questions.	<i>"Doctor asked me if I had any questions and answered all my questions first which I appreciated as I am not one to speak up if not given the space."</i>
	Parents felt that there are things the pediatric provider can do that bolster a positive experience.	<i>"I prefer lengthy appointments whereby the doctor takes their time. I have 2 kids, so I want the doctor to observe each one properly. My experience at the previous practice, the doctor only had 15 mins for each child, and it felt short and rushed."</i>
Staff and Environment	A positive environment included not only a relationship with the clinician, but also having a helpful front desk staff and nurses.	<i>"I've had a positive experience with the practice in general. The staff are friendly, and people are very welcoming."</i>