

Patient Satisfaction Survey 135 E Irving Park Rd, Streamwood July 2021

I. Summary & Comments

Research on satisfaction surveys show that respondents generally indicate high levels of satisfaction with services. For this reason, social scientists argue that if a service receives less than 75% satisfaction, a problem may exist. Please keep this in mind as you review the survey results.

For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 87% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

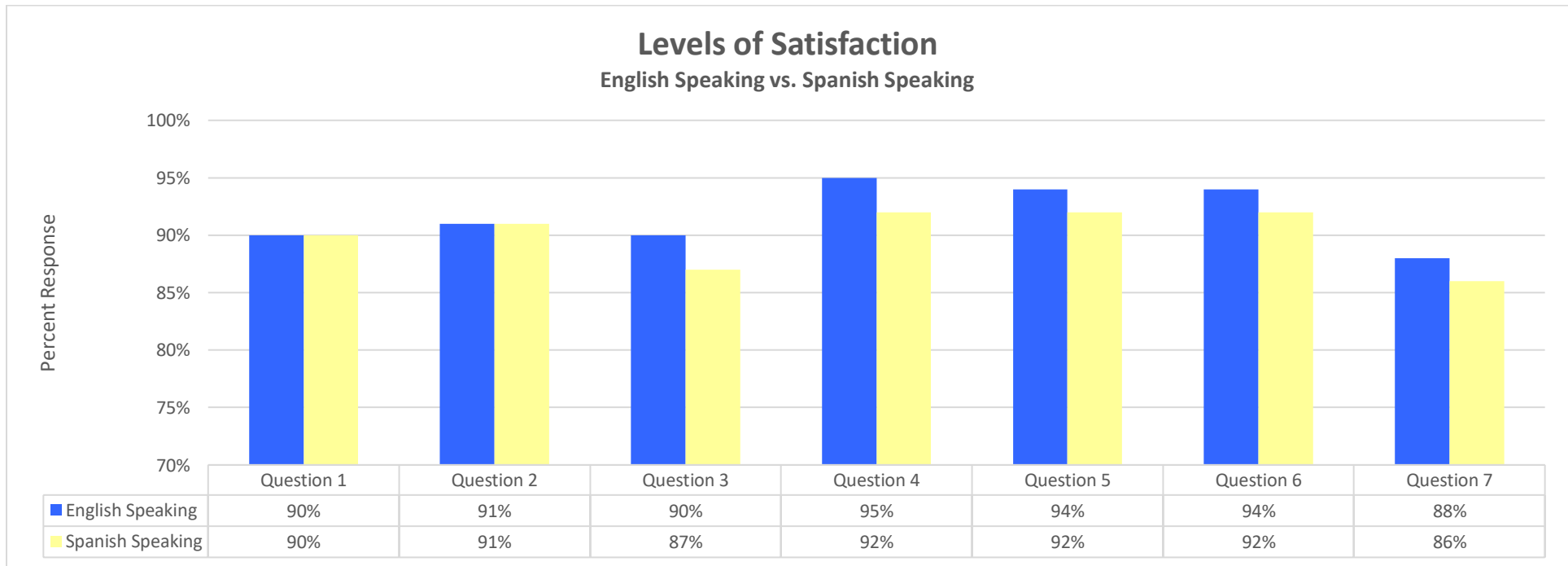
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	90%	91%	93%	93%
2. The reception staff	91%	93%	93%	94%
3. Receiving a timely appointment	88%	92%	91%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	93%	94%
5. The follow up and coordination of my care	93%	93%	93%	94%
6. The staff addressing my medical needs today	93%	94%	94%	95%
7. The time spent waiting	87%	90%	89%	91%
8. The respectfulness of staff	93%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	95%	94%	95%
11. Your medical assistant	93%	95%	94%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	93%	94%	94%	95%

Total Greater Family Health Survey Question Responses	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	91%	92%	92%	92%
2. The reception staff	92%	93%	93%	93%
3. Receiving a timely appointment	91%	92%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	93%	93%
5. The follow up and coordination of my care	93%	93%	93%	93%
6. The staff addressing my medical needs today	93%	93%	94%	94%
7. The time spent waiting	89%	90%	91%	90%
8. The respectfulness of staff	93%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	91%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	93%	94%	94%
11. Your medical assistant	94%	94%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	94%	95%
13. Overall, how satisfied are you with the Health Center?	93%	94%	94%	94%

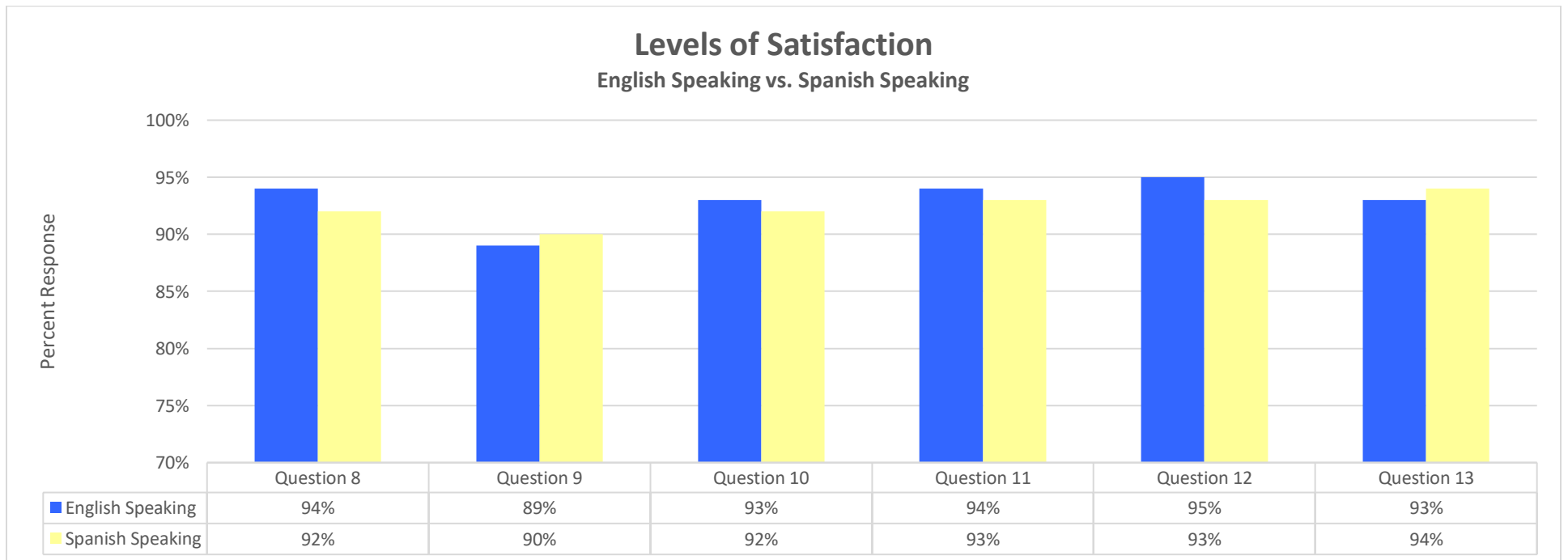
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	90 66%	103 63%	35 26%	45 27%	4 3%	11 7%	5 4%	1 1%	2 2%	4 2%
2. The reception staff	95 68%	107 65%	34 25%	43 26%	7 5%	14 8%	0	0	3 2%	2 1%
3. Receiving a timely appointment	93 67%	85 52%	31 22%	57 35%	9 7%	17 10%	4 3%	4 2%	2 1%	2 1%
4. Education and explanation of plan provided in a way that I can understand	103 75%	110 66%	32 23%	50 30%	1 1%	4 2%	0	0	1 1%	2 1%
5. The follow-up and coordination of my care	103 74%	110 67%	33 24%	45 27%	1 1%	7 4%	0	0	2 1%	2 1%
6. The staff addressing my medical needs today	103 75%	116 70%	32 23%	41 25%	1 1%	8 5%	1 1%	0	1 1%	2 1%
7. The time spent waiting	88 65%	84 51%	21 16%	57 34%	20 15%	17 10%	4 3%	3 2%	2 2%	5 3%



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	103 76%	110 67%	29 21%	46 28%	3 2%	7 4%	0	0	1 1%	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	75 63%	93 62%	29 24%	46 31%	12 10%	9 6%	1 1%	1 1%	2 2%	2 1%
10. The handling of personal medical info in a private and confidential manner	96 72%	110 69%	31 23%	43 27%	6 5%	5 3%	0	0	1 1%	2 1%
11. Your medical assistant	104 76%	117 71%	26 19%	39 24%	5 4%	7 4%	1 1%	0	1 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	113 82%	116 72%	20 15%	39 24%	3 2%	4 3%	1 1%	0	1 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	99 72%	121 73%	34 25%	40 24%	3 2%	3 2%	1 1%	0	1 1%	2 1%



Direct Quotes

The following is the universe of DIRECT QUOTES taken from questions 14 - 18 on the Patient Satisfaction Survey form from the survey participants. There has been no editing for spelling, grammar, etc; the comments are taken from the forms AS IS:

Question 14: Have you left a message for a staff member in the last week? If so, what was your experience?

English

NO: 39

N/A: 17

YES: 8

Comments:

1. "Good." (Perez- Hernandez)
2. "Trying to get to be able to make appt. They would not let me because they said missed 3 appt but they were virtual appts which 2 of them no one came on the line." (Buthman)
3. "They timely followed up and I got result as desired."
4. "Good explain."
5. "Quick response." (Aragones)
6. "Yes."
7. "Very good." (Sadik)
8. "Very efficient." "My eficientes." (Spanish response on an English survey) (Perez- Hernandez)
9. "No but would love to thank you all!"

Spanish

NO: 31

N/A: 1

YES: 4

Comments:

1. "Satisfied." "Satisfecha."
2. "Good." "Buena."
3. "Neutral." "Neutral."

Question 15: What is most helpful for you at Greater Family Health?

English

1. "N/A." (4)
2. "Medical care." (Perez-Hernandez)
3. "Everything."
4. "Location."
5. "Doctor's great." (Aragones)
6. "New." (Buthman)
7. "Staff." (3)
8. "Affordable." (Buthman)
9. "Low cost." (Chang)
10. "None."
11. "Appointment."
12. "Close to home, very clean." (Perez- Hernandez)
13. "Close to my home." (Friedlein)
14. "Online portal/ good doctor." (Nettleton)
15. "Test." (Chang)
16. "Fast service." (Chang)
17. "How quick everything went." (Perez- Hernandez)
18. "Staff is always wonderful." (Friedlein)
19. "Prompt appointment." (Perez-Hernandez)
20. "Prompt services and great recommendations." (Aragones)
21. "Very helpful."

Spanish

1. "N/A."
2. "No."
3. "Everything." "Todo."
4. "The attention." "La atencion." (Perez- Hernandez)
5. "The medical attention." "La atencion medica." (Sadik)
6. "Quick appointment." "Citas rapidas." (Chang)
7. "They are close to my home." "Esta cerca de mi casa." (Buthman)
8. "That they help us a lot with our health." "Que nos ayudan en mucho en nuestra salud." (Aragones)
9. "It helps me economically and very good attention." "Me ayudan economicamente y muy buena atencion." (Chang)
10. "The appointments, they are given out quickly." "Las citas las dan rapido." (Chang)
11. "That I can schedule appointments at reasonable times." "Que puedo hacer mis citas en tiempos razonables."
12. "They are excellent." "Son exelente." (Aragones)

22. "Contact by mail."
23. "Medical advice."
24. "Communication of my child's health."
(Chang)
25. "Being seen." (Perez-Hernandez)
26. "Prompt response." (Aragones)
27. "They are nice."
28. "I have seen a great improvement in my physical and mental health service coming to greater family health." (Chang)
29. "Dr Lorena. Great doc."
30. "Be close to home and lower cost for insulin that I cannot afford." (Buthman)
31. "Friendly associates, low cost and great medical support."
32. "Staff's willingness to help." (Perez-Hernandez)
33. "Appointment."
34. "I am very satisfied with my Dr." (Aragones)
35. "Close to my house."
36. "Good communication." (Chang)
37. "Dr's + meds." (Aragones)
38. "Economically." "En lo economico." (Spanish response on an English survey) (Perez-Hernandez)
39. "Variety of services." (Buthman)
40. "Blood tests."
41. "All my health care needs." (Perez-Hernandez)
42. "The bilingual ladies."
43. "Online portal." (Buthman)
44. "The nice doctor/nurse." (Patel)
45. "My doctor."
46. "They are very professional. They have empathy. Love them all. Good blessings always." (Aragones)
47. "The whole family." (Friedlein)
48. "Yes it is especially the distance." (Sadik)
49. "Accessible cost." (Sadik)
50. "Getting an appointment so soon!" (Sadik)
51. "My doctor very helpful on my health and that of my husband." (Sadik)
52. "The different clinics." (DeGarmo)
53. "Dr. Colleen." (Friedlein)
54. "Getting presentations on time." (Buthman)
55. "The doctors have all been helpful."
(Aragones)
56. "That they explain everything."
57. "When I am able to speak to someone as quick as possible." (Nettleton)
58. "Explaining." (Buthman)
59. "The privacy & the greeting." (Sadik)
13. "The attention when I need it." "La atencion cuando la necesito." (Aragones)
14. "The way I am explained the situation and problem." "La forma en que me explican la situacion del problema." (Perez-Hernandez)
15. "They have really good doctors and nurses."
"Tiene doctores muy buenas enfermeras."
16. "That they speak Spanish." "Que hablen espanol." (Chang)
17. "The truth is that they are very kind. They help me with my medical problems." "La verdad son muy amables. Me ayudan con mis problemas de salud." (Chang)
18. "Spanish communication." "Comunicacion espanol." (Chang)
19. "Assistance, kindness." "Asistencia, amabilidad." (Nettleton)
20. "Cleanliness." "Limpieza." (Aragones)
21. "I like the attention." "La atencion me gusta."
22. "Feeling in confidence." "A sentirme con confianza."
23. "The good attention from the doctor and assistant, good attention in the laboratory and my doctor's interest in my health." "Su buena atencion del doctor y asistente, laboratorio buena atencion y el interes por mi salud del dr." (Aragones)
24. "Good service and economic." "Buen servicio y economico."
25. "Their personnel is very kind." "Su personal, muy amable." (Friedlein)
26. "They speak both languages." "Hablan los dos idiomas."
27. "Well, everything for me. Medical attention, timely referrals, and attention when I call by phone." "Pues todo mi, atencion medica mis referidos a tiempo, y atencion cuando llamo por tel." (Aragones)
28. "The person who translated- is a good person." "La persona que me tradujo- es buena persona." (Sadik)
29. "The closeness." "Lo cerca." (Friedlein)
30. "That they provide same day appointments."
"Que me dan citas para el mismo dia."
(Perez-Hernandez)
31. "Attention and service." "Atencion y servicio."
(Perez-Hernandez)
32. "Everything and especially the closeness."
"Todo y especialmente lo cerca." (Aragones)
33. "Generally, with my health." "En mi salud en general." (Sadik)
34. "\$."
35. "Neutral." "Neutral."
36. "The language." "El idioma." (Nettleton)

37. "Great service and helpful staff." (English response on a Spanish survey) (Aragones)
38. "Maintaining my family healthy." "Mantener a mi familia saludable." (Nettleton)
39. "The Spanish language and to receive appropriate health." "El lenguaje en español y recibir salud adecuada." (Chang)
40. "Their good disposition." "Su buena disposicion." (Chaudhari)
41. "Taking care of my health." "A cuidar mi salud."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (5)
2. "Nothing."
3. "Good."
4. "Not sure."
5. "Very good explain."
6. "Appointment availability." (Perez-Hernandez)
7. "Yet to see it. Spread out more centers at suburbs."
8. "Change policy of stopping patients from making appts when they are late due to having covid." (Buthman)
9. "Appointment timing."
10. "Telemedicine." (Chang)
11. "I am not always happy about giving my name w/ birthday at front reception desk + at the call of the MA a change understandingly the need of it." (Perez-Hernandez)
12. "Pretty satisfied." (Chang)
13. "So far very good."
14. "Great service."
15. "When someone enters to not just have them stand there especially elderly." (Aragones)
16. "Follow up's." (Perez-Hernandez)
17. "No improvement needed." (Chang)
18. "Heal me." (Bee)
19. "You're good." (Perez-Hernandez)
20. "Not easy contact person by phone." (Chang)
21. "Everything is going good! Nothing has to be improved." (Nettleton)
22. "Be more respectful manner when speak with patient not discriminate by age, & race. Don't yell." (Sadik)
23. "More appointment availability." (Sadik)
24. "Give referrals much faster." (Sadik)
25. "Everything is good." "Todo bien." (Spanish response on an English survey)
26. "No advice."
27. "They were great to me needs no improvement." (Perez-Hernandez)
28. "Keep doing great." (Aragones)

Spanish

1. "Everything is good." "Todo esta bien." (3)
2. "N/A." (2)
3. "No."
4. "It is good." "Es Bueno." (Aragones)
5. "Everything was very good." "Todo etuvo muy bien." (Perez- Hernandez)
6. "Spending less time waiting." "Durar menos tiempo de espera."
7. "Supporting everyone that needs medical attention." "Apoyar a toda la gente que nesecita atencion medica." (Aragones)
8. "Scheduling appointments when patients need a doctor." "Dando citas cuando el paciente necesita al doctor." (Aragones)
9. "It is very good." "Estan muy bien." (Aragones)
10. "From my point of view, everything seems good." "Para mi punto de vista esta bien todo asi."
11. "Takes too long to receive an order for x-ray doctor." "Tardan mucho para dar irden para otro dr. radiografias." (Buthman)
12. "It's excellent." "Es optimo." (Perez-Hernandez)
13. "The kindness from the receptionists, they should be kind and greet with kindness. Some of them are kind!" "Amabilidad con las de recepcion, que sean amables y que saluden con amabilidad. Algunas si son amables!" (Aragones)
14. "The majority of the personnel aren't in a good mood and respond unkindly." "Con el personal la mayoria no esta de humor y te contesta mal."
15. "Satisfied." "Satisfecho." (Sadik)
16. "Well, everything is good." "Bueno todo esta bien." (Aragones)
17. "Everything is super good." "Todo esta super bien." (Aragones)
18. "Neutral." "Neutral."

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| <p>29. "Having more availability for appt." (Buthman)</p> <p>30. "Having more friendly people." (Patel)</p> <p>31. "They are perfect and professional. They got everything the place was neat." (Aragones)</p> <p>32. "You are good." (Sadik)</p> <p>33. "All good." (Chang)</p> <p>34. "To keep the flag flying." (Sadik)</p> <p>35. "?"</p> <p>36. "Have doctors see you for more than 1.5 minutes." (Buthman)</p> <p>37. "Not sure." (Aragones)</p> <p>38. "You guys do a great job."</p> <p>39. "If anything, improve the wait time." (Nettleton)</p> <p>40. "You are great." (Sadik)</p> | <p>19. "No need." (English response on a Spanish survey) (Aragones)</p> <p>20. "For me, they have excellent attention." "Para mi es exelente la atencion." (Nettleton)</p> <p>21. "Excellent attention." "Excelente atencion."</p> |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 85
- NO: 2

Spanish

- YES: 68
- NO: 1

Question 18: Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

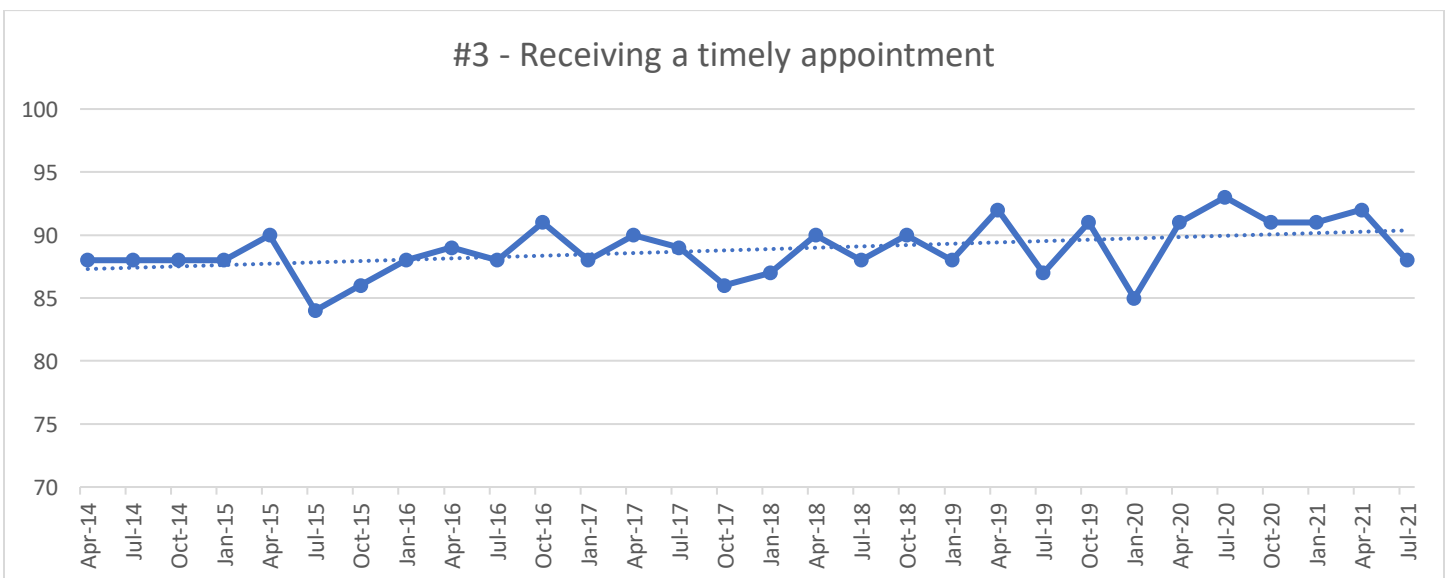
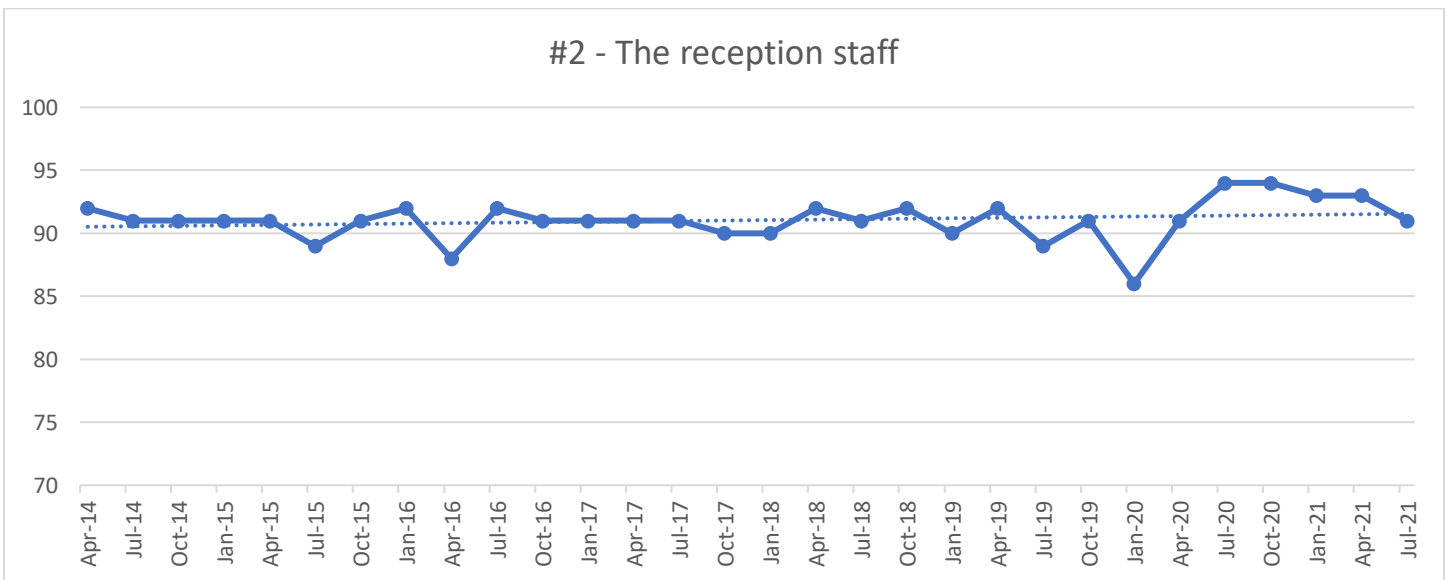
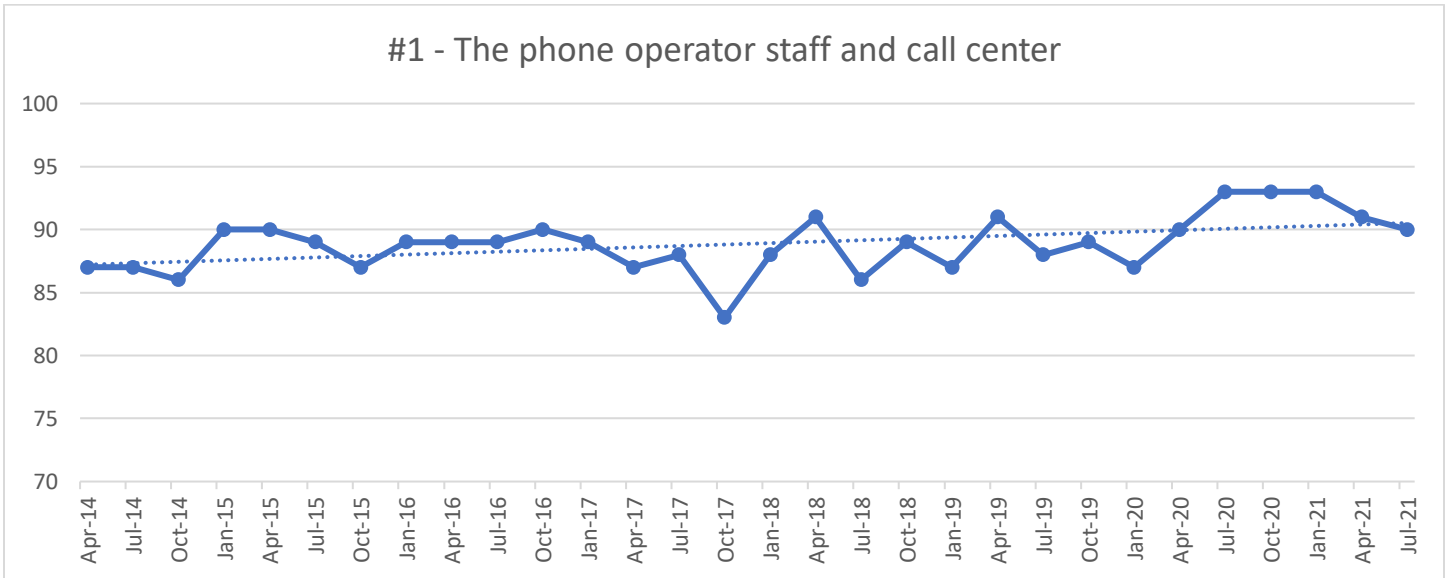
English

- Aragones: 16
- Buthman: 11
- Chang: 13
- Chaudhari: 5
- DeGarmo: 1
- Friedlein: 9
- Nettleton: 9
- Patel: 1
- Perez-Hernandez: 18
- Sadik: 16

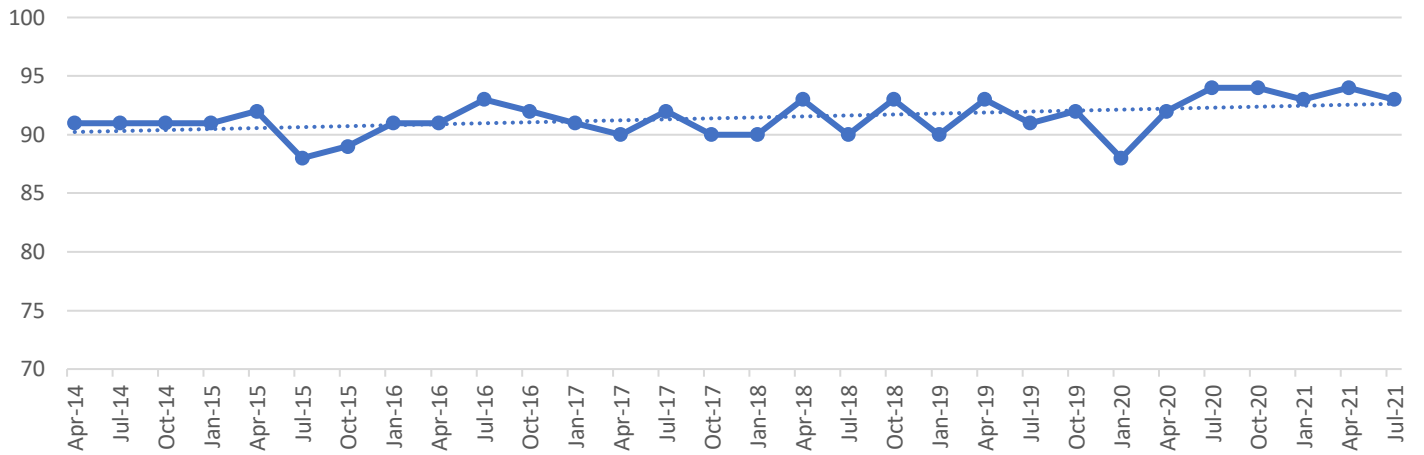
Spanish

- Aragones: 24
- Buthman: 8
- Chang: 22
- Chaudhari: 8
- Friedlein: 15
- Hong:
- Nettleton: 10
- Perez-Hernandez: 15
- Sadik: 12

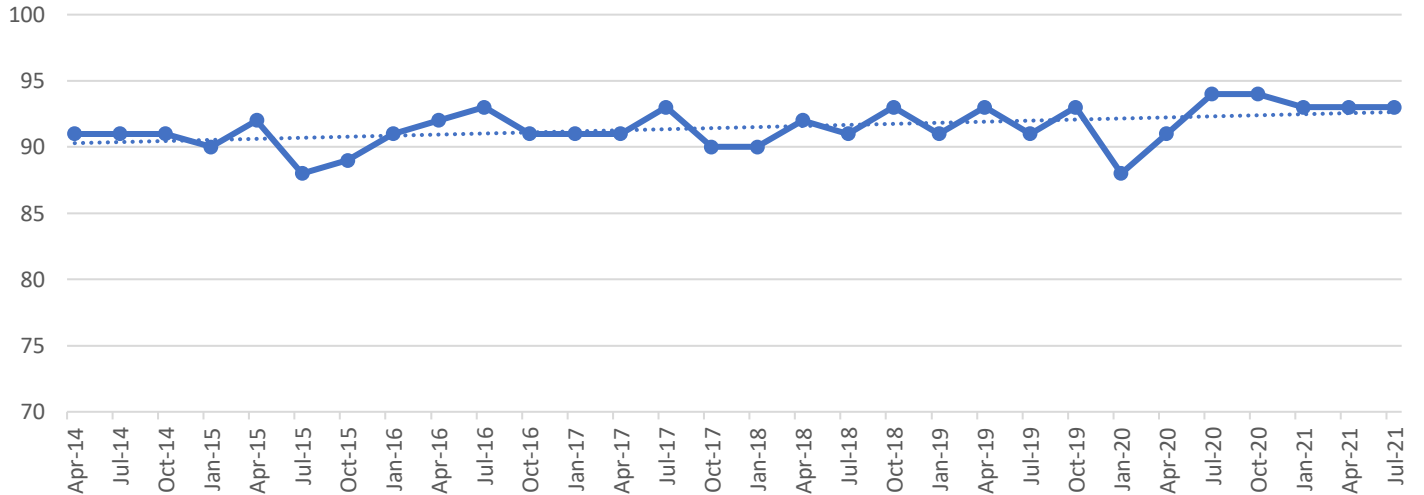
Individual Question Results with Trendlines



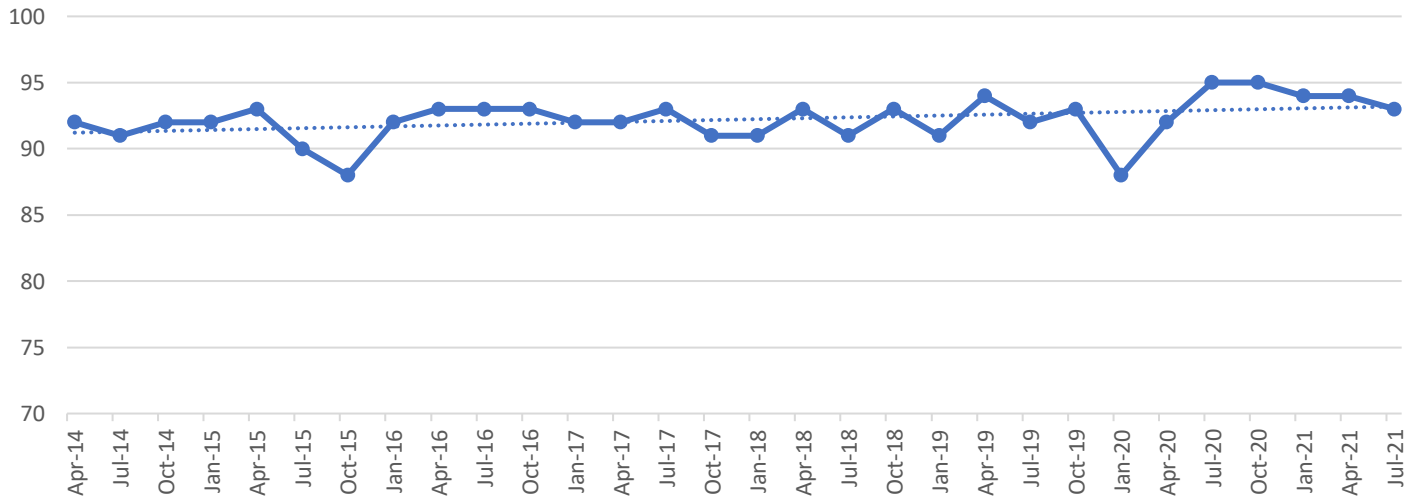
#4 - Education and explanation of plan provided in a way that I can understand



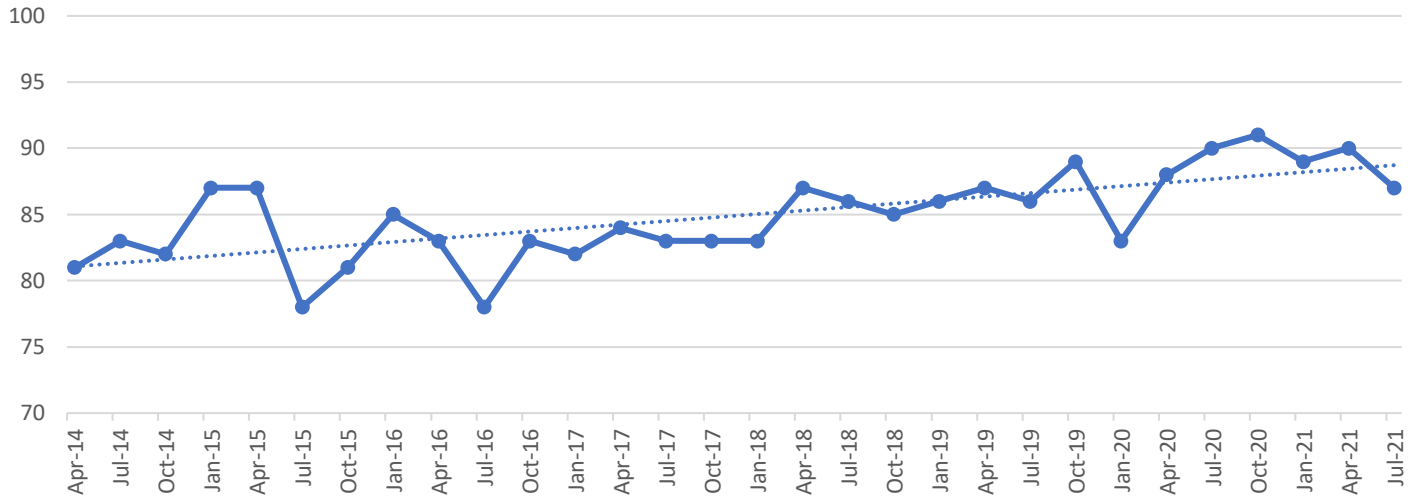
#5 - The follow-up and coordination of my care



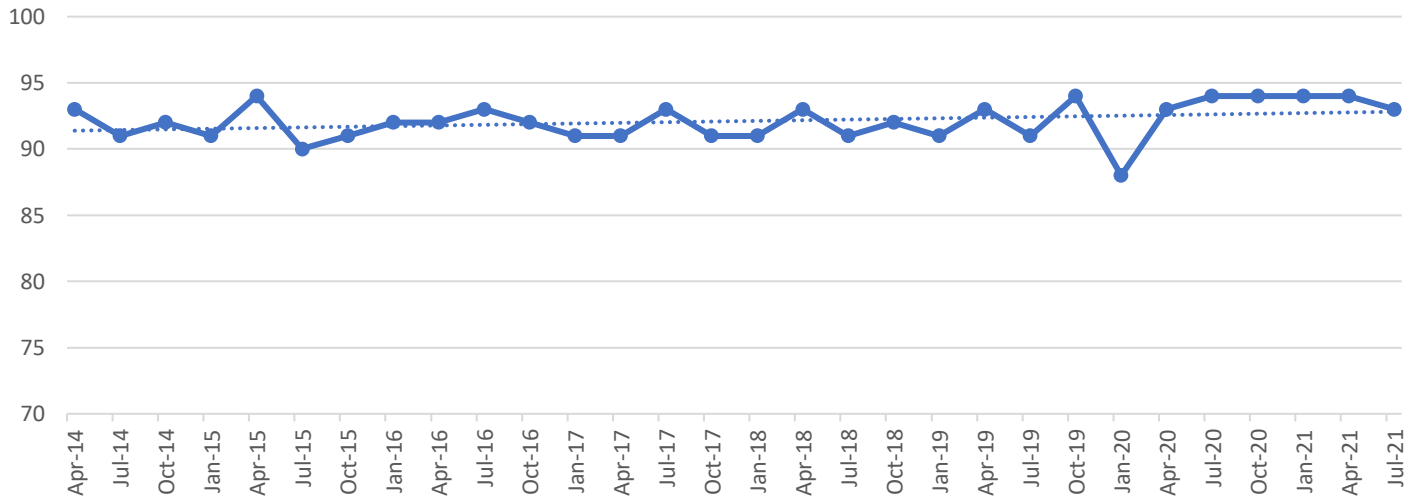
#6 - The staff addressing my medical needs today



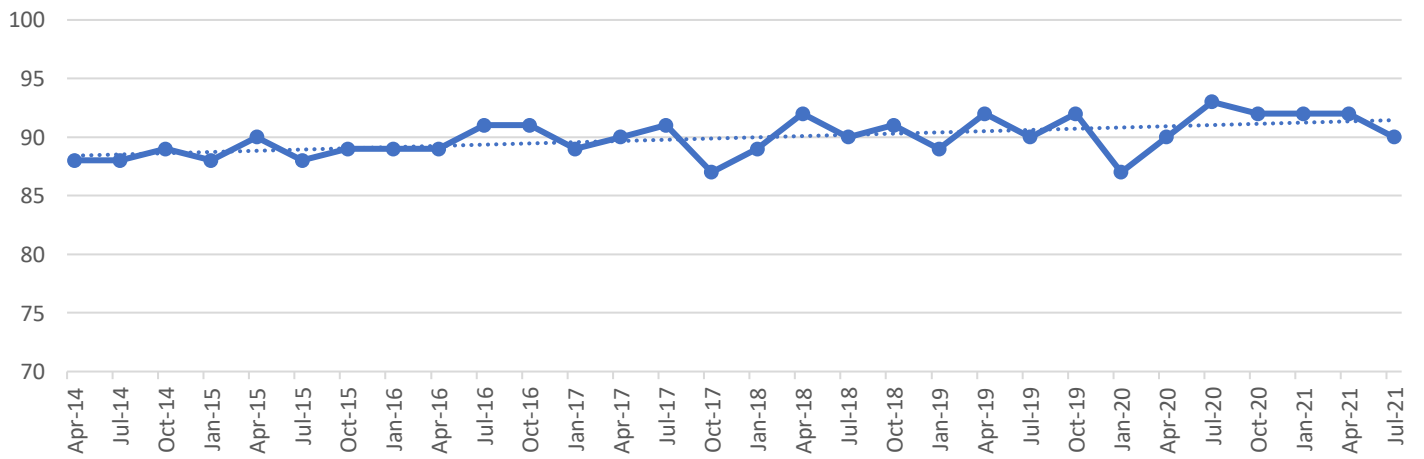
#7 - The time spent waiting



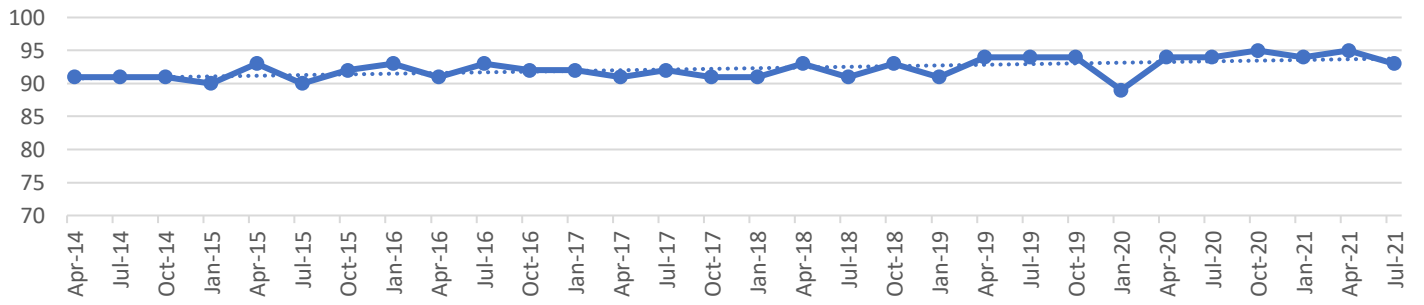
#8 - The respectfulness of staff



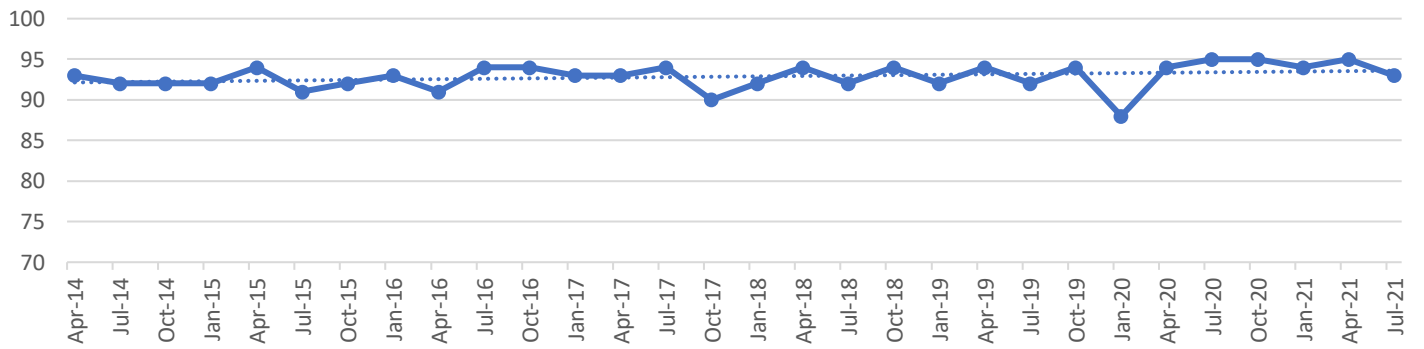
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



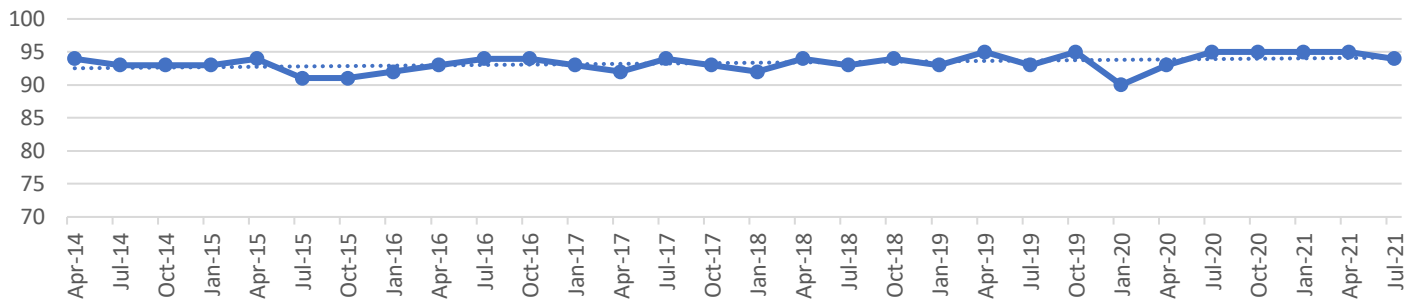
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



#12 - Your health provider (doctor, nurse practitioner, midwife, or physician assistant)



#13 - Overall, how satisfied are you with the Health Center?

