

## Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 91% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

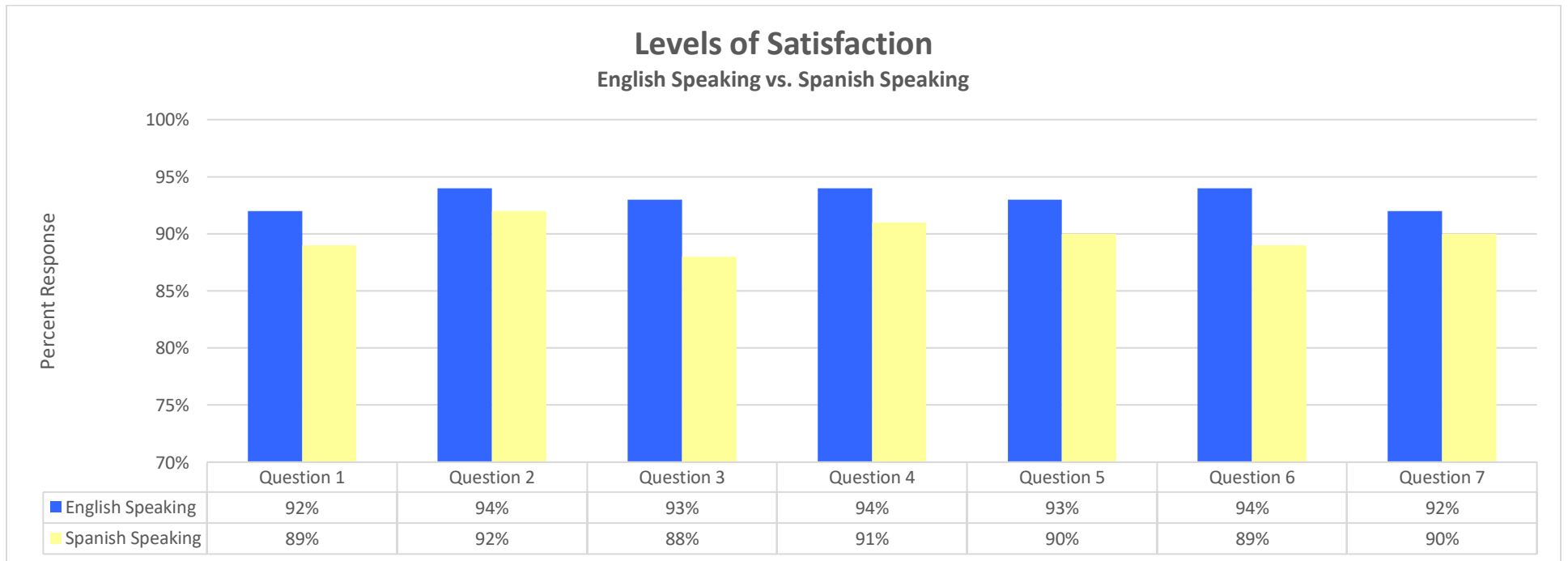
165 E Plank Rd, Sycamore – Survey Questions	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	91%	91%	93%	92%
2. The reception staff	94%	92%	95%	92%
3. Receiving a timely appointment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

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%

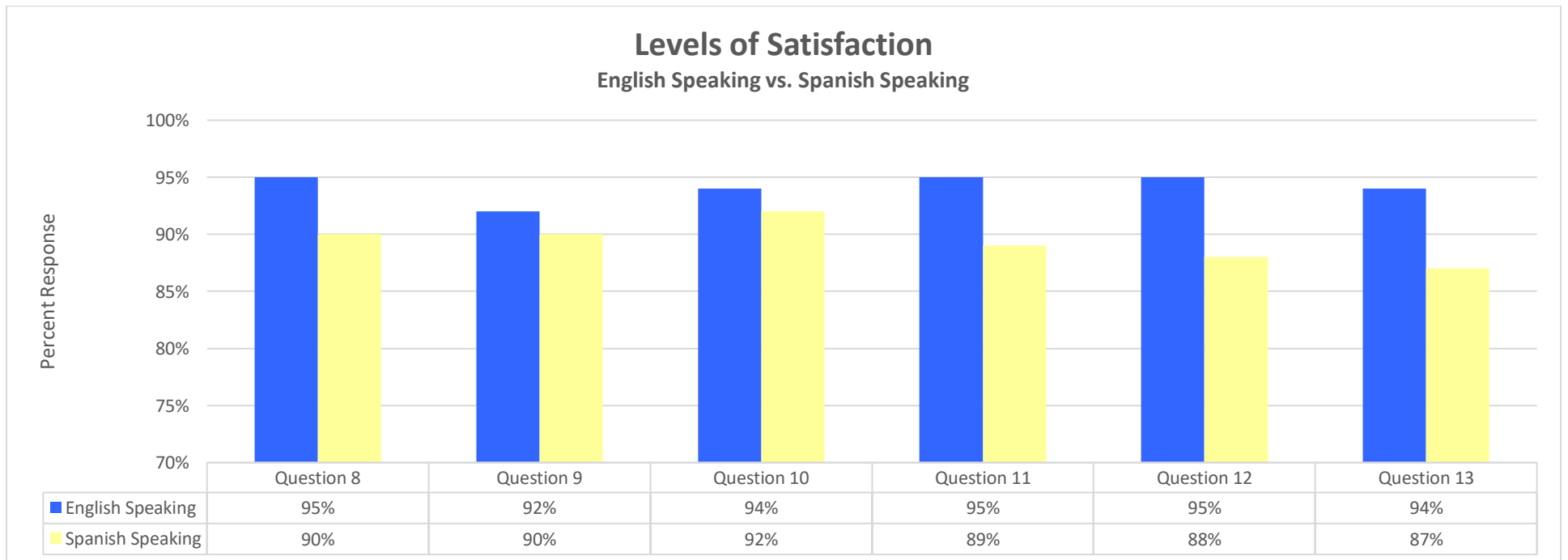
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	94 68%	31 66%	34 25%	13 28%	9 7%	0	2 1%	0	0	3 6%
2. The reception staff	105 76%	34 72%	28 20%	10 21%	6 4%	1 2%	0	0	0	2 4%
3. Receiving a timely appointment	101 73%	30 67%	29 21%	8 18%	7 5%	5 11%	0	0	1 1%	2 4%
4. Education and explanation of plan provided in a way that I can understand	102 73%	32 70%	30 22%	12 26%	6 4%	0	1 1%	0	0	2 4%
5. The follow-up and coordination of my care	100 72%	29 63%	33 24%	15 33%	4 3%	0	2 1%	0	0	2 4%
6. The staff addressing my medical needs today	103 74%	31 66%	30 22%	12 26%	4 3%	1 2%	2 1%	1 2%	0	2 4%
7. The time spent waiting	93 67%	29 64%	36 26%	13 29%	9 7%	1 2%	1 1%	0	0	2 4%



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	109 78%	35 75%	27 19%	8 17%	3 2%	0	0	0	0	4 9%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	89 70%	31 67%	28 22%	12 26%	9 7%	1 2%	1 1%	0	0	2 4%
10. The handling of personal medical info in a private and confidential manner	105 76%	33 70%	27 19%	12 26%	7 5%	0	0	0	0	2 4%
11. Your medical assistant	110 79%	32 70%	25 18%	10 22%	4 3%	0	0	0	0	4 9%
12. Your health provider (MD/DO, NP, Midwife, or PA)	109 78%	30 68%	25 18%	10 23%	3 2%	0	1 1%	0	1 1%	4 9%
13. Overall, how satisfied are you with the Health Center?	103 74%	28 61%	30 22%	14 30%	5 4%	0	1 1%	0	0	4 9%



## **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: 23

N/A: 5

YES: 0

#### **Comments:**

1. "Doctor went too fast."
2. "Awesome staff."
3. "Excellent service."

#### **Spanish**

NO: 14

N/A: 0

YES: 0

#### **Comments:**

- 1.

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

#### **English**

1. "N/A."
2. "They were very polite." (Thompson)
3. "The people."
4. "Understanding doctors." (Thompson)
5. "The staff very welcoming."
6. "The facility is in a good location/convenient for me."
7. "MAT program is great here!" (Williams)
8. "Continuing my MAT program."
9. "The staff."
10. "Everyone is so nice."
11. "Friendly helpful staff." (Him)
12. "The staff are really nice." (Sofowora)
13. "Staff explains everything."
14. "Good." (2)
15. "The front desk staff is very patient & informative." (Sofowora)
16. "Dr. Thompson cared about my health."
17. "Convenient location & friendly staff."
18. "Staff and service."
19. "Convenience." (Calderala)
20. "To try to figure out what wrong."
21. "You can get appointment anytime also without insurance which is very helpful." (Calderala)
22. "Being nice and friendly."
23. "My providers attention to my concerns." (Williams)
24. "Friendly of Ded the knowledge/care."
25. "Time management."
26. "Tessman."
27. "Used to be Deb. Now??? Guess we will find out."
28. "My doctor great man."

#### **Spanish**

1. "I can have a fast appointment." "Puedo tener una cita rapida."
2. "My health." "Mi salud."
3. "The kindness and accessible times." "La amabilidad y horarios accesibles." (Sofowora)
4. "The doctors." "Los doctores."
5. "The language." "El idioma."
6. "Doctor." "EL doctor." (Sofowora)
7. "The wait is fast." "Es rapido la espera."
8. "Having access to my health." "teniendo acceso a mi salud."
9. "Low cost." "Bajo costo."

29. "quick appointments." (Williams)
30. "Great staff." (Sofowora)
31. "My insurance is accepted."
32. "They know what they are doing."
33. "Excellent staff and care." (Calderala)
34. "Idk I like it though."
35. "Kind staff."
36. "Everything they help so much."
37. "How they make you understand everything easily."
38. "The provider was very caring." (Calderala)
39. "All of it."
40. "Seen really quick, super friendly and trustworthy."
41. "Communication." (2)
42. "Doctor."
43. "Next day appointment."
44. "Was able to get me in quickly." (Calderala)
45. "All the staff being kind- polite."
46. "Everything."
47. "Dr. Calderala is awesome."
48. "Good staff."
49. "Appointment times."
50. "Everyone."
51. "Good at explaining."
52. "Customer care."
53. "The people." (William)
54. "That they help patients."

**Question 16: How can we improve Greater Family Health?**

**English**

1. "N/A." (6)
2. "OK."
3. "Awesome job already." (Sofowora)
4. "You're doing a good job." (Thompson)
5. "App time in between appt."
6. "If we have to come early they should be on time."
7. "Ya'll already great says it in the name itself." (Calderala)
8. "Everything is good."
9. "Great drs that want to help a person."
10. "I don't know."
11. "I don't think so at this time."
12. "Nothing 😊 doing great." (Sofowora)
13. "Not sure."
14. "More appointments available." (Calderala)
15. "More lights." (Calderala)
16. "No comments."
17. "Better communication."
18. "Not waiting so long for appts."
19. "Some doctors here don't care and shrug off concerns I have."

**Spanish**

1. "Everything is good." "Esta bien todo." (3)
2. "Answer the phone and the front staff be more kind sometimes they are very rude." "Que contesten el telefono y que sean mas amables las chicas de enfrente veces son muy groceras."
3. "Everything is perfect." "Todo esta perfecto."
4. "Having more appointments and not cancelling them." "Teniendo mas citas y no cancelandolas."
5. "Everything is excellent." "Todo esta excelente." (Sofowora)
6. "Good." "Bien."
7. "Today I am very upset at the attention of Dr. Sofowora, he did my daughters school physical and one of them was having throat and ear discomfort and the doctor refused to check her or give her any treatment. I ask please to sanction or call to his attention, the care shouldn't be denied. Today his lack of ethics was seen." "El dia de hoy quedo muy molesta por la atencion del doctor Sofowora, el vio a mis hijas por su fisicos para la

20. "Not sure everything was fine this was my first treatment appointment."
21. "More providers."
22. "Its good." (2)
23. "None."
24. "Keep doing what your doing."
25. "More informative." (Sofowora)
26. "You all can improve by letting family's be a little late like 5 min to time my app was at 8am came at 7:58 they said I was late very upset your computer said I came at 8am was a BIG lie so fix computer please!!!."
27. "Everything is good."
28. "Nothing."

escuela y una de ellas presentaba molestias de oido y garganta y el dr se nego a revisarla y darle tratamiento. Pido por favor que lo sancione o llamar la atencion del dr. La atencion no se niega a nadie. Hoy se vio su falta de etica."

8. "Having more available appointments when we call." "Solo que huviera mas citas disponibles cuando llamamos." (Sofowora)

**Question 17: Would you recommend this Health Center to your friends and family? YES or NO**

**English**

- YES: 100
- NO: 0

**Spanish**

- YES: 22
- NO: 0

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

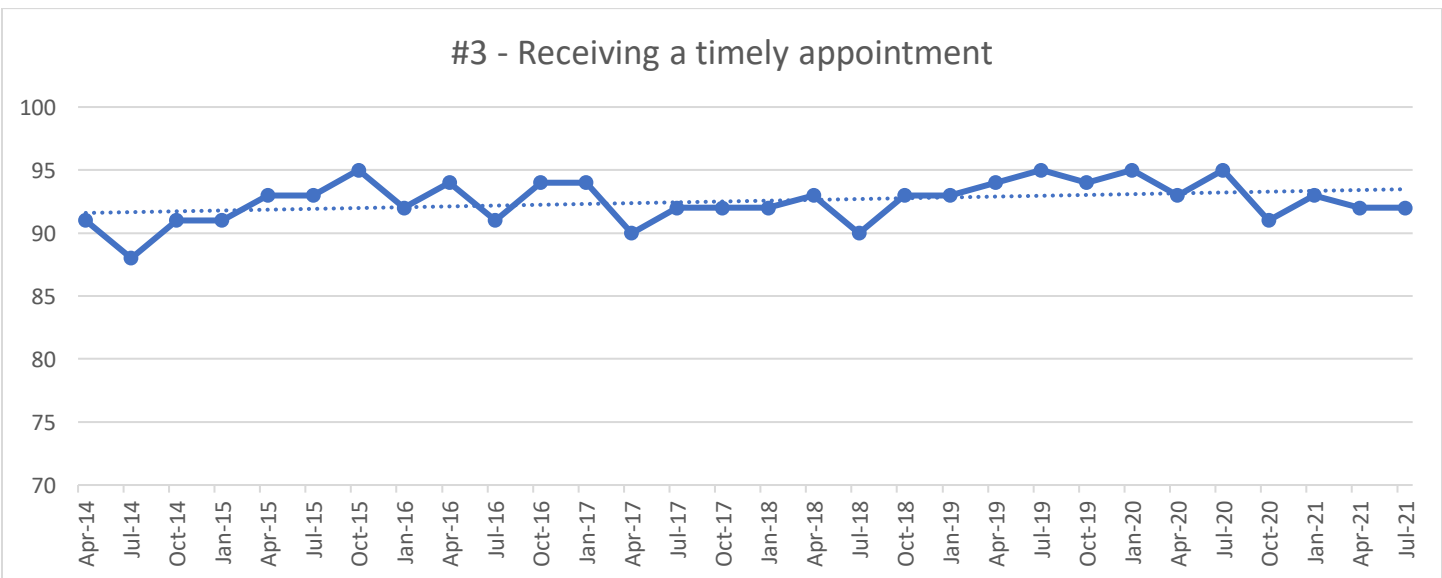
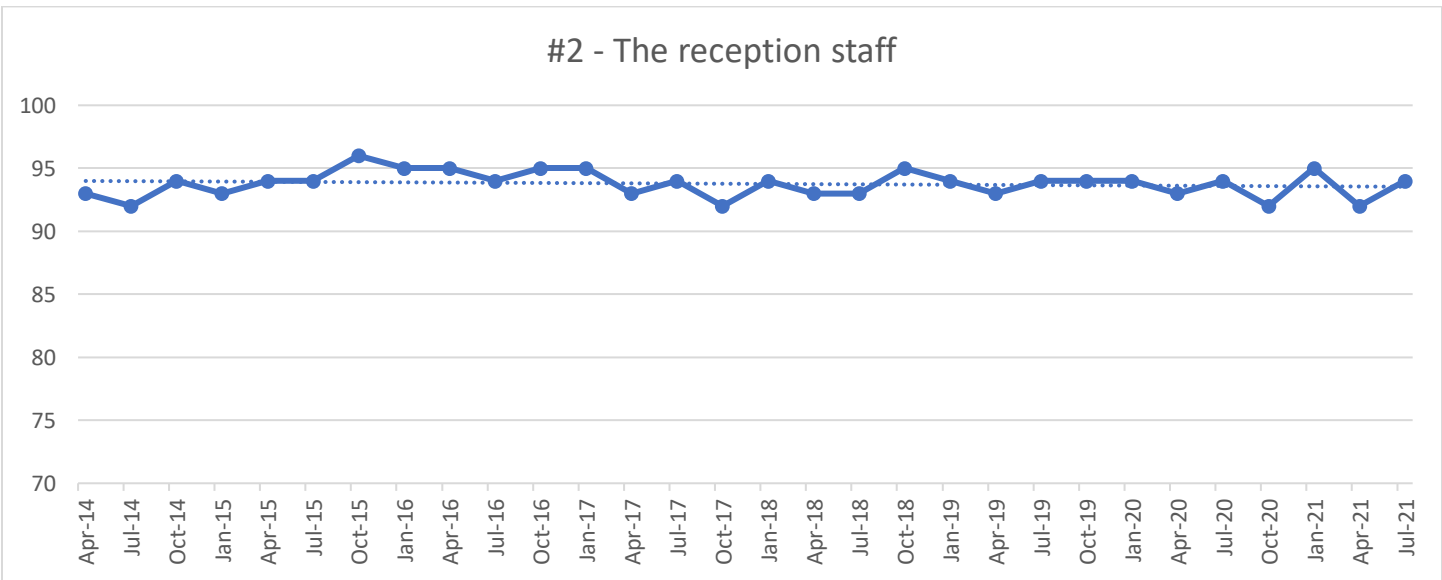
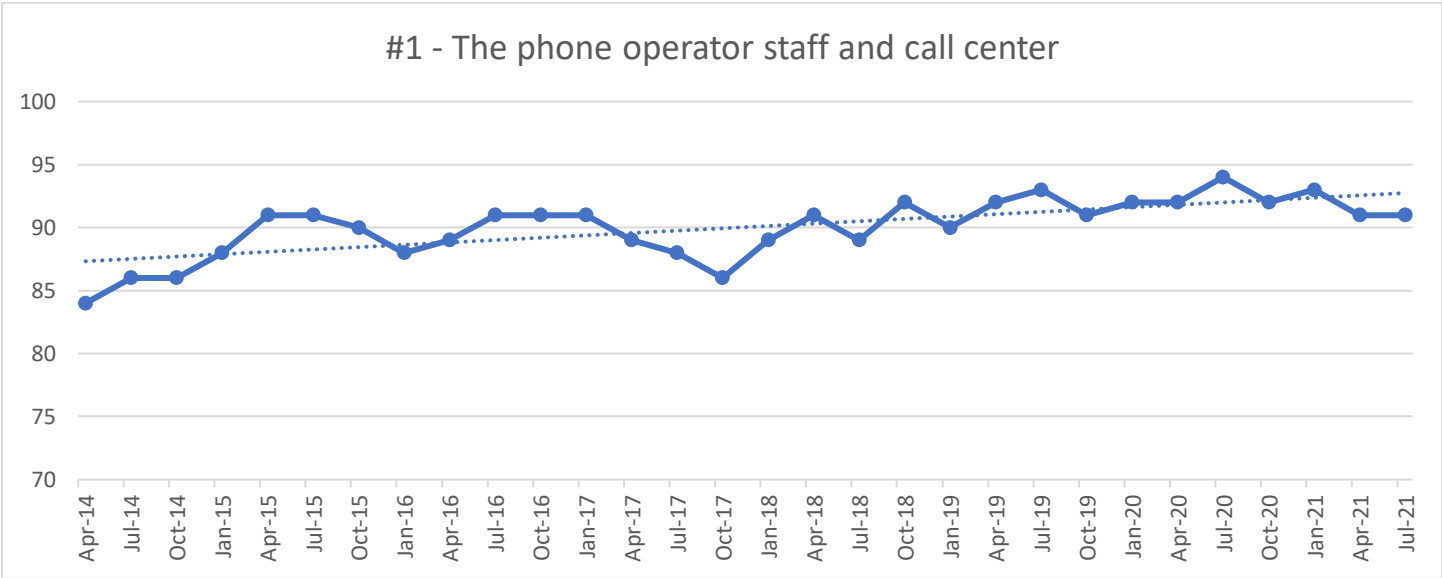
**English**

- Ariga:
- Calderala: 18
- Him: 4
- Jorgensen: 1
- Rasmussen: 1
- Sofowora: 28
- Thompson: 11
- Williams: 11

**Spanish**

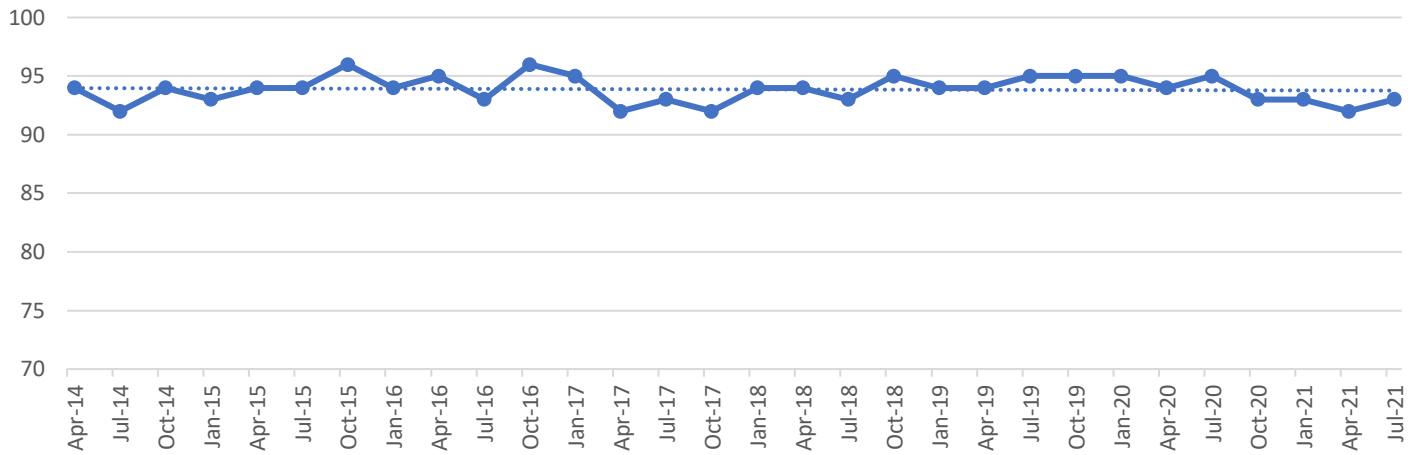
- Calderala: 1
- Jorgensen:
- Rasmussen: 1
- Sofowora: 12
- Thompson:
- Williams:

# Individual Question Results with Trendlines

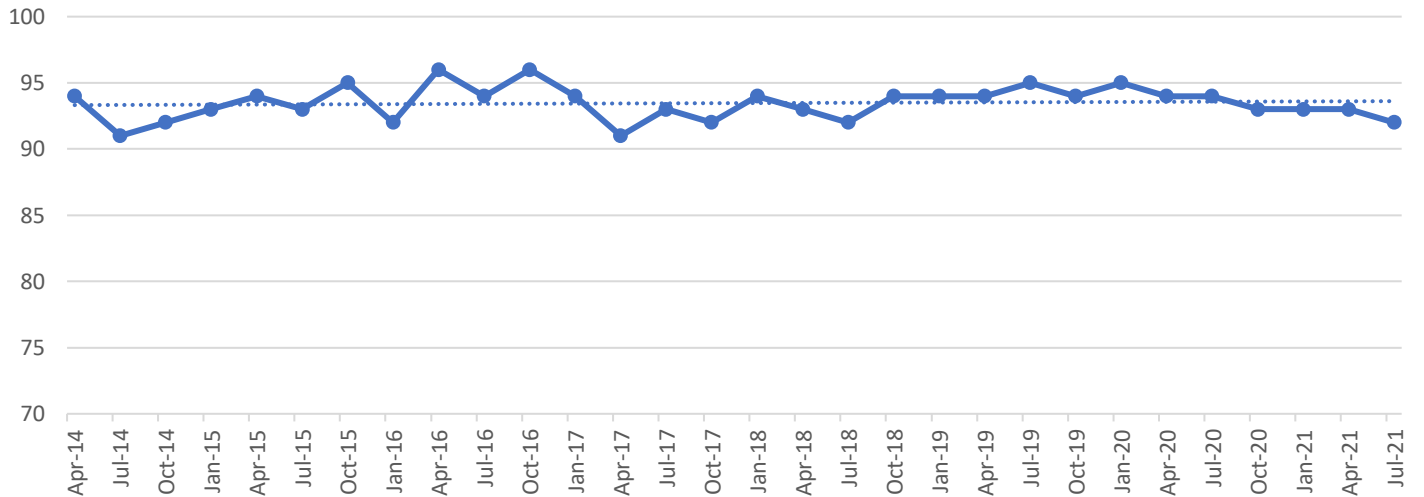




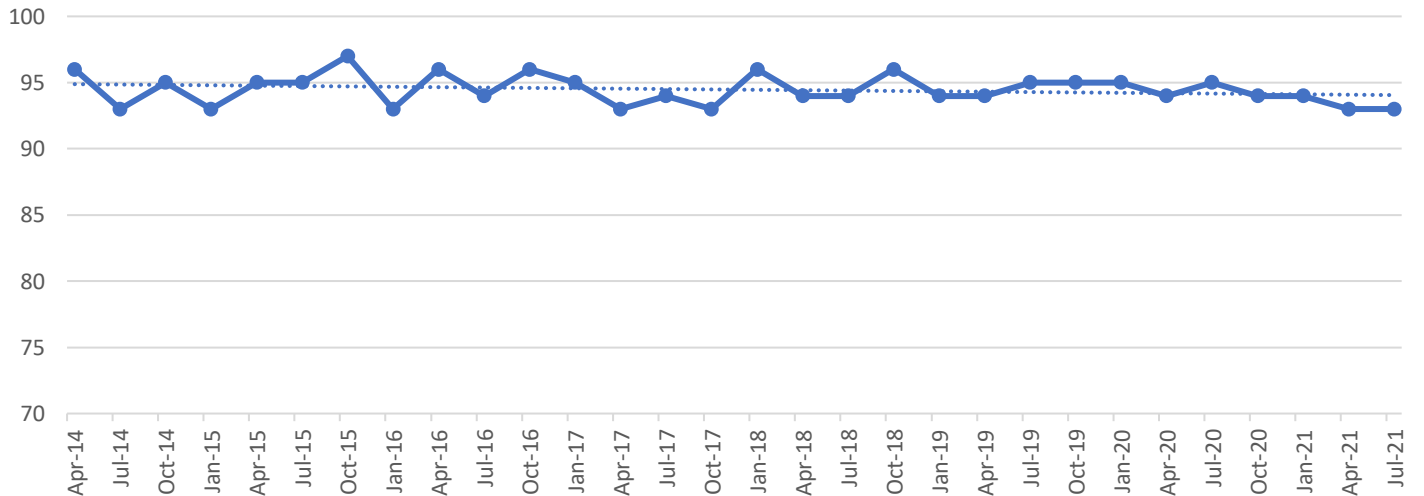
#### #4 - Education and explanation of plan provided in a way that I can understand



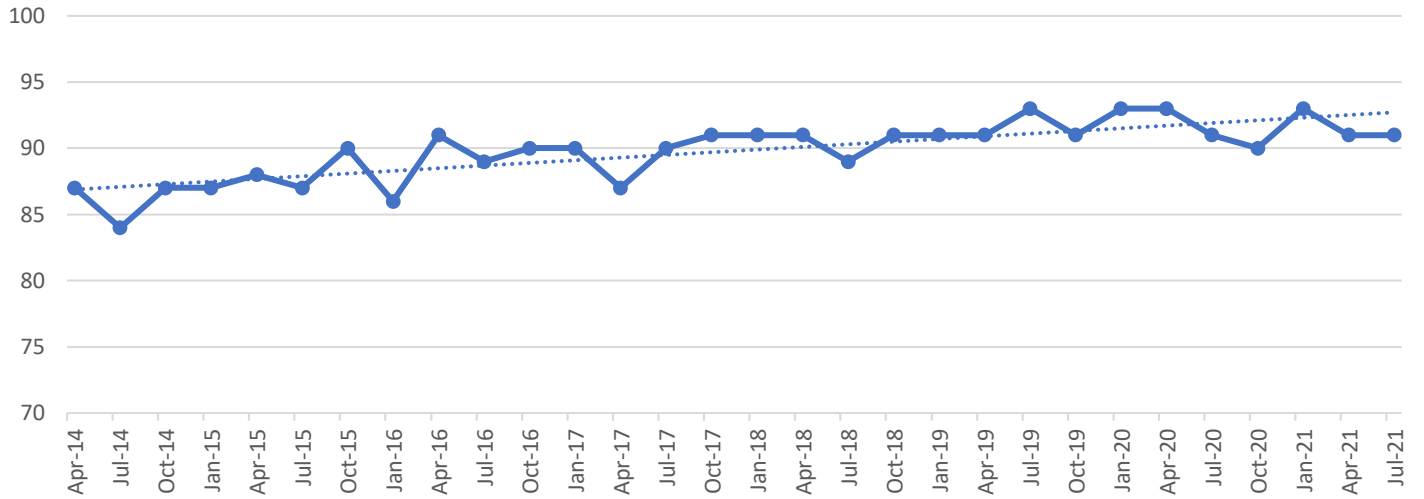
#### #5 - The follow-up and coordination of my care



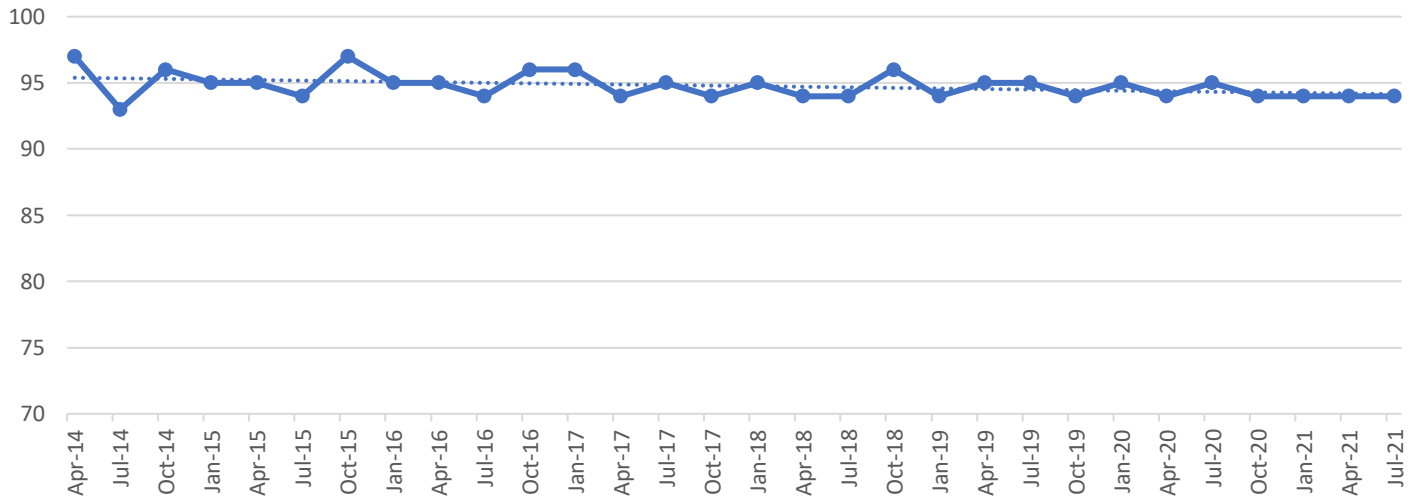
#### #6 - The staff addressing my medical needs today



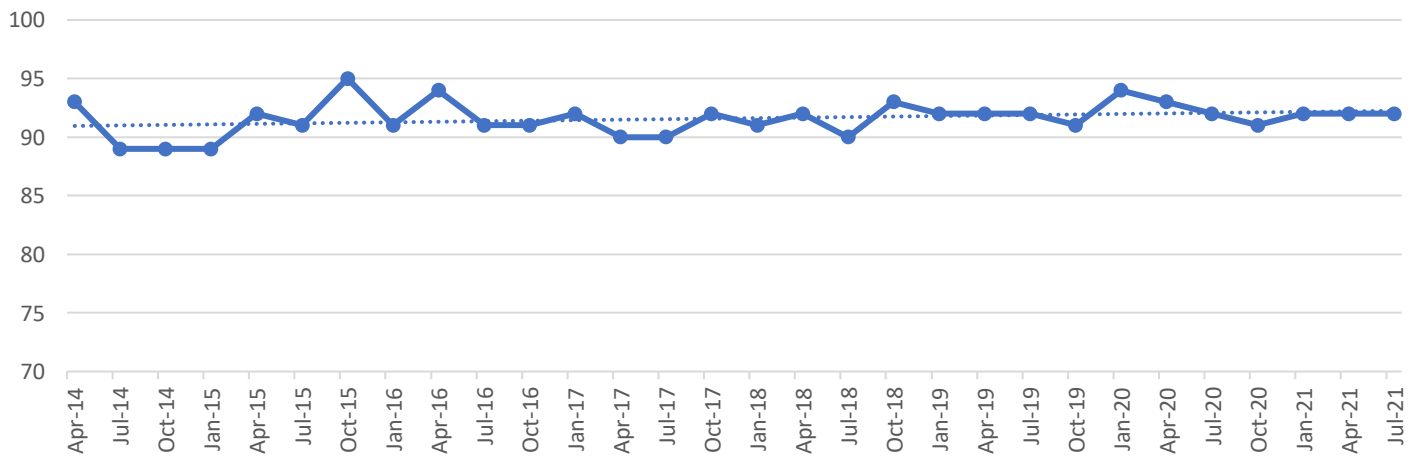
#7 - The time spent waiting



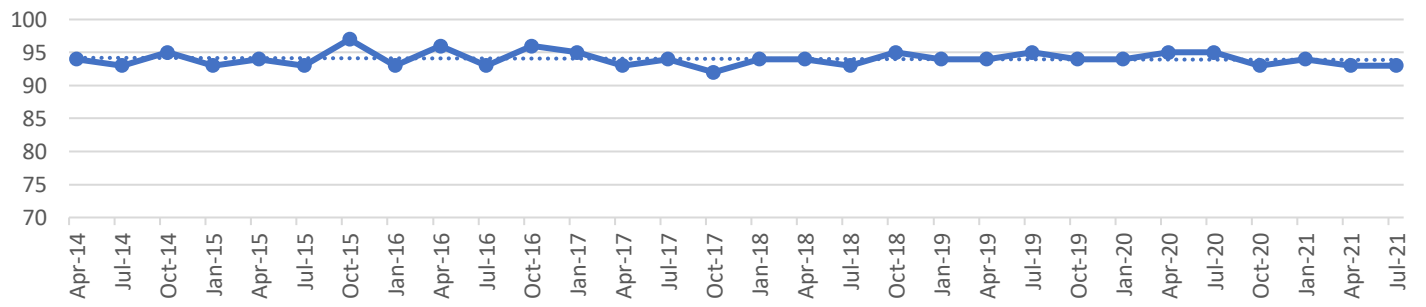
#8 - The respectfulness of staff



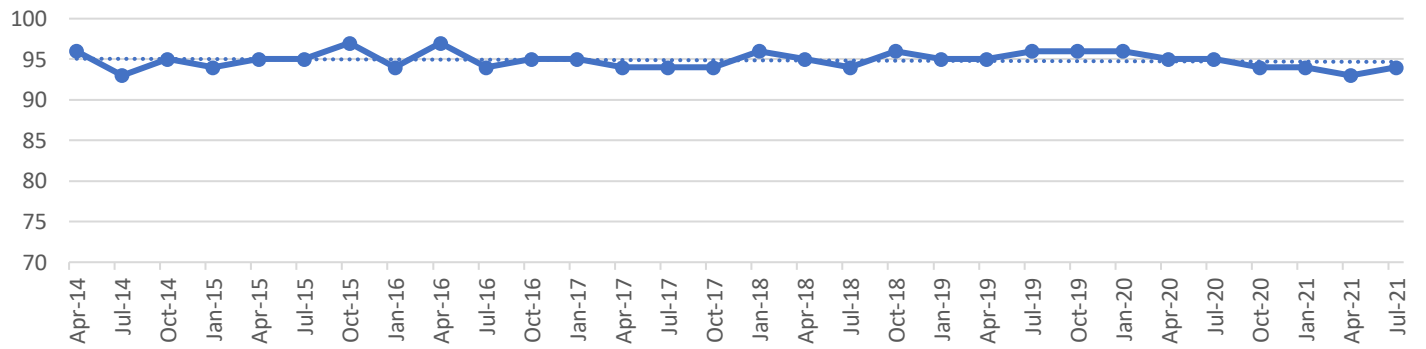
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



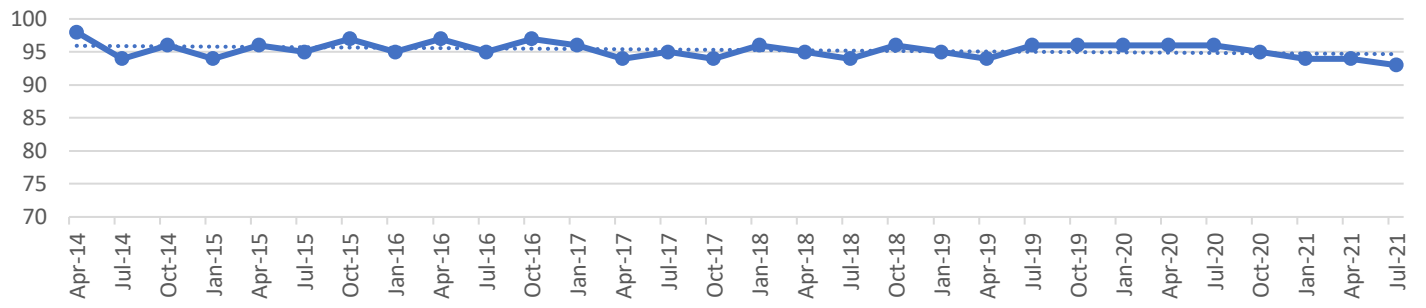
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

