

Patient Satisfaction Survey 373 Summit St, Elgin 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 86% to 92%. The mean for all questions was 90% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

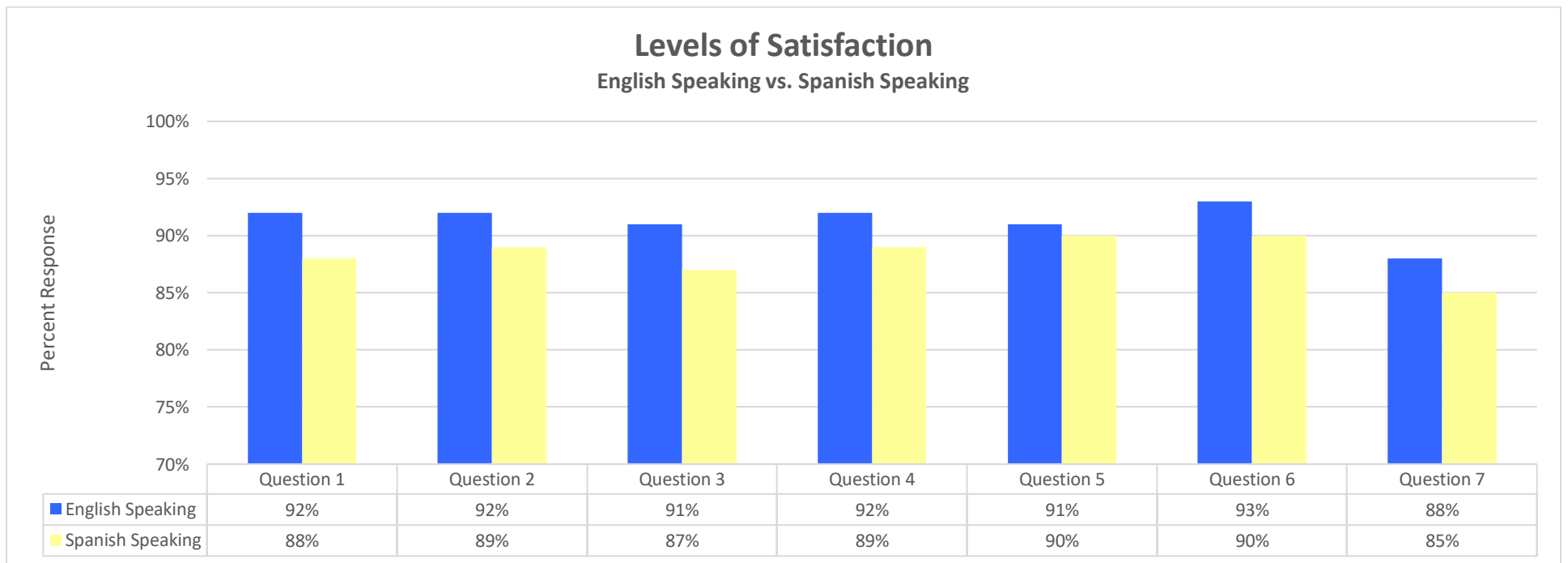
373 Summit St, Elgin – Survey Questions	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	90%	91%	91%	92%
2. The reception staff	90%	92%	92%	93%
3. Receiving a timely appointment	89%	90%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	91%	92%	92%	92%
5. The follow up and coordination of my care	90%	92%	92%	93%
6. The staff addressing my medical needs today	91%	93%	93%	93%
7. The time spent waiting	86%	88%	90%	90%
8. The respectfulness of staff	91%	93%	93%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	89%	91%	91%	91%
10. The handling of my personal medical information in a private and confidential	92%	93%	93%	93%
11. Your medical assistant	92%	94%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	92%	94%	93%	94%
13. Overall, how satisfied are you with the Health Center?	92%	93%	93%	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%

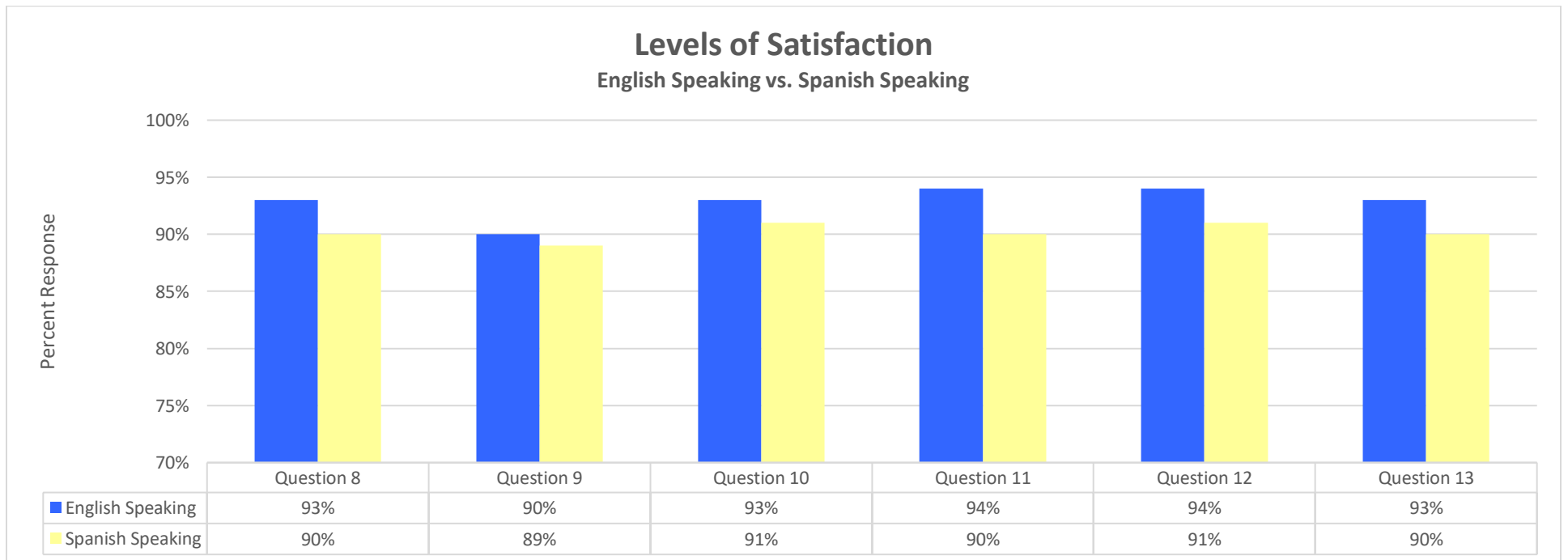
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	120 70%	125 56%	38 22%	81 36%	10 6%	10 5%	2 1%	2 1%	1 1%	6 3%
2. The reception staff	123 71%	135 60%	37 21%	73 32%	10 6%	10 4%	2 1%	1 1%	1 1%	7 3%
3. Receiving a timely appointment	115 67%	116 55%	39 23%	70 33%	14 8%	14 7%	1 1%	7 3%	2 1%	6 3%
4. Education and explanation of plan provided in a way that I can understand	118 69%	135 60%	43 25%	75 33%	9 5%	9 4%	1 1%	3 1%	1 1%	5 2%
5. The follow-up and coordination of my care	116 67%	133 60%	43 25%	73 33%	10 6%	10 5%	1 1%	1 1%	2 1%	5 2%
6. The staff addressing my medical needs today	122 71%	140 62%	41 24%	71 31%	8 5%	8 4%	1 1%	2 1%	1 1%	5 2%
7. The time spent waiting	101 59%	112 49%	43 25%	81 35%	25 15%	25 11%	1 1%	6 3%	2 1%	7 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	127 73%	140 62%	36 21%	71 31%	8 5%	8 4%	1 1%	1 1%	1 1%	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	104 65%	122 56%	39 24%	76 35%	15 9%	15 7%	0 0%	1 0%	2 1%	4 2%
10. The handling of personal medical info in a private and confidential manner	123 72%	146 64%	39 23%	70 31%	8 5%	8 4%	0 0%	1 1%	1 1%	4 2%
11. Your medical assistant	131 76%	143 62%	32 19%	72 31%	7 4%	7 3%	0 0%	1 1%	2 1%	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	131 77%	152 66%	31 18%	65 28%	7 4%	7 3%	0 0%	2 1%	2 1%	6 3%
13. Overall, how satisfied are you with the Health Center?	124 73%	146 63%	37 22%	68 29%	8 5%	8 3%	0 0%	2 1%	2 1%	8 3%



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: 33

N/A: 29

YES: 1

Comments:

1. "Yes, my referrals. Didn't receive or got an update for it."
2. "Great and fast."
3. "Yes, WHERE'S MY REFERRAL."
4. "Through the Patient Portal, no response."
5. "I have been trying to schedule a referral- it was addressed today."
6. "No, but trying to leave a message for my PCP in the past, seems like it was never received by her /passed on by her staff."
7. "Yes, Jaime fixed it."
8. "No but I did 3 weeks ago and got no response."

Spanish

NO: 74

N/A: 4

YES: 0

Comments:

1. "Excellent." "Excelente."

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

English

1. "N/A." (5)
2. "Dr. Thompson is more than competent & wonderful." (Thompson)
3. "That Medicaid pays."
4. "Doctors and staff providing excellent patient care."
5. "Staff is helpful."
6. "Getting the help I need."
7. "None."
8. "Prompt action."
9. "The staff." (2)
10. "Availability."
11. "Really kind."
12. "People are very nice."
13. "Nurses."
14. "My needs without insurance treated me well."
15. "I can be seen same day if needed."
16. "Great people." (Thompson)
17. "Care."
18. "Everyone is very friendly and attentive to health and well being of patients, excellent service."
19. "The service."
20. "Timely, respectful, confidentiality, addressing all my needs."

Spanish

1. "Everything." "Todo." (5)
2. "That they are honest and patience with patients." English comment written on a Spanish survey.
3. "The assistance to the people." "La asistencia a las personas."
4. "No."
5. "They answer my questions." "Contesta mis preguntas."
6. "In my health." "En mi salud."
7. "Treatment is good." "Tratamiento es bueno."
8. "Honestly it is my first time." "La verdad es mi primera vez."
9. "They don't charge a lot." "No cobran mucho."
10. "The medical attention." "La atencion medica." (Luettker)
11. "Everything is good." "Todo esta bien." (3)
12. "The attention and the care." "La atencion y el cuidado."
13. "The service and the location." "El servicio y la locacion."
14. "Very kind." "Muy amables."
15. "The attention." "La atencion."
16. "Control my diseases." "Controlar mis enfermedades."

21. "Getting gender affirming care, respectful staff even with issues arising." (Herdrich)
22. "Faxing information."
23. "Location."
24. "Same day apt." (2)
25. "Accessibility."
26. "The advise."
27. "Appointment reminders."
28. "Everything is great."
29. "Explanation of programs."
30. "The Dr. are great." (Ariga)
31. "I don't know." (2)
32. "Staff/Doctors."
33. "If they will acknowledge you when you go to checkout."
34. "Staff is great. They take good care of of us."
35. "Speed of appointments."
36. "Medical Assistant, how quick staff/service has been." (Thompson)
37. "Very helpful."
38. "Everything."
39. "Assistance."
40. "The staff." (2)
41. "Quick service."
42. "Customer service."
43. "Open on Saturdays."
44. "Knowledge of medicine and symptoms." (Newbrander)
45. "Kindness."
46. "Close to home." (Newbrander)
47. "Good service."
48. "Everything."
49. "Support and medication."
50. "Their professionalism."
51. "Staff and provider are very friendly." (Ariga)
52. "Ease of getting appointment."
53. "Friendliness."
54. "Dr. listens very well." (Newbrander)
55. "The call center."
56. "Communication."
57. "Everyone." (Thompson)
58. "The doctor helped me understand how to manage my health."
59. "Good care."
60. "The doctor." (Thompson)
61. "Location, timeliness of appt scheduling friendliness of staff."
62. "That Dr. Thompson has helped me to get my diabetes under control through medication and its close to my house."
17. "Health." "Salud."
18. "To improve my quality of life." "Para mejorar la calidad de mi salud."
19. "My nessesities are resolved." "Resuelven mis nesesidades."
20. "Close to home." "Cerca a casa." (Castro)
21. "My health." "Mi salud." (3)
22. "To know my state of health." "Saber mi estado de salud."
23. "I can be attended in a good way and quickly." "Puedo ser atendida de buena manera y rapido."
24. "They are very kind." "Son muy amables."
25. "The medical help and the interpreters." "La ayuda medica y los interpretes."
26. "The service." "El servicio." (4)
27. "All the services." "Todos los servicios."
28. "With my health." "Con mi salud."
29. "In everything, fills all my expectations." "En todo, llena mis expectativas."
30. "They are always finding solutions for our nesesities." "Siempre encuentran una soluciona nuestras necesidades." (Reller-Anderson)
31. I can receive medical help at a low cost." "Que puedo recibir ayuda medica a bajo precio."
32. "They always respond to questions with clarity." "Siempre responden preguntas con claridad."
33. "The medical care." "El cuidado de salud."
34. "The health." "La salud."
35. "The reminder calls." "Las llamadas de recordatorio."
36. "Kindness." "Amabilidad."
37. "Good service." "Buen servicio."
38. "They help me with my necessities." "Que me ayuda con mis nesesidades."
39. "The explanation from the doctor." "La explicacion de la doctora."
40. "They answered my questions." "Contestaron mis preguntas."
41. "Service in Spanish." "Servicio en espanol."
42. "They explain information very well." "Explican muy bien la informacion."
43. "Economic payments." "Pagos economicos."
44. "With my health and low prices." "Con mi salud y bajos precios."
45. "No comments." "No comentarios."
46. "It is close to home, and I come walking from where I live." "ME queda cerca y vengo caminando de donde vivo."
47. "The location." "La ubicacion."

48. "IT is my first time and I think is good, they found a specialist for my problem." "Es mi primera vez y me parece bien me hubicaron un medico especialista para mi problema."
49. "The attention." "La atencion."
50. "My appointment is on time." "Mi cita es a tiempo."
51. "Close to my address, Spanish language." "Cerca a mi domicilio, language en español." (Luettkke)
52. "I really like your service." "Me gusta mucho su servicio."
53. "Low prices." "Precios bajos."
54. "I like the quality." "Me gusta la calidad."
55. "It is more within the reach of our monetry pocket." "Esta mas al alcance de nuestro bolsillo monitario."
56. "Your kindness." "Su amabilidad."
57. "The communication." "La comunicacion."
58. "The flexibility for appointments." "La flexibilidad para citas."
59. "Your attention." "Su atencion."
60. "That they speak two languages." "Hablan dos idiomas."

Question 16: How can we improve Greater Family Health?

English

1. "Training, communicate better with other, LEAVE CELL PHONES ALONE, and gossip. New people."
2. "The staff (reception) needs more training."
3. "N/A." (13)
4. "Nothing."
5. "Its good now."
6. "Faster check out, receptionist on their phone."
7. "None."
8. "Everything." (2)
9. "Get my referral."
10. "Have a better grace period time for appointments." (Thompson)
11. "Call back with referrals."
12. "More open minded about dispensing pain medication for painful bone injuries."
13. "No improvements needed."
14. "Keep up the good work."
15. "Nothing really you guys are great."
16. "Easier appointment policy."
17. "All good."
18. "It is great already."
19. "Everything is awesome and amazing I have nothing bad to say about it."
20. "Better handling of transgender name changes when legal documents haven't been changed. (Deadrange is usually said despite

Spanish

1. "It is good." "Esta bien." (11)
2. "Everything is good." "Todo esta bien." (6)
3. "Nothing." "Nada."
4. "N/A." (4)
5. "Very good service."
6. "Continue the same." "Continue igual."
7. "Train the receptionist, change their attitudes." "Entrenar a las recepcionistas, cambiar su actitud."
8. "I don't know it is good here." "No lo se esta bien aqui."
9. "Satisfactory." "Satisfactoria."
10. "Excellent attention." (Newbrander)
11. "Having more doctors we are a lot." "Teniendo mas doctores somos muchos."
12. "That the people making the appointments pay more attention at the appointments." "Que las personas haciendo las citas pongan mas atencion."
13. "It has been good, I don't any suggestions." "Me ah hido bien no tengo sugerencias."
14. "It is very hard to get an appointment, I've waited for over a month to get one." "Es muy dificil conseguir una cita, eh esperado mas de un mes para poder conseguir una." (Luettkke)
15. "Kinder receptionist." "Recepcionistas mas amables."

multiple attempts to put preferred name on top)

21. "No suggestions."
22. "Responding to patient calls in a timely matter."
23. "Speed up dissipation of referrals." (Bhowmick)
24. "You guys are cool."
25. "The time waiting for check out." (Castro)
26. "I am happy with the service provided."
27. "Give grace period."
28. "Keep up the good work." (Him)
29. "You're good."
30. "Nothing to improve."
31. "Nothing you're great."
32. "Carla was great." (Tessman)
33. "Better communication."
34. "No."
35. "No comments."
36. "Nothing do suggest great service." (Thompson)
37. "Just keep doing what you guys are doing." (Thompson)
38. "Nothing everything is good."
39. "All good."
40. "Referral system." (Newbrander)
41. "Appointment availability."
42. "You're doing great. Thank you."
43. "Get therapist that have experience that can work individually with clients." (Ariga)
44. "Its good now."
45. "Nothing to improve."
46. "Responding to patients calls in a timely matter."
16. "Answering the phone calls." "Contentando las llamadas."
17. "Excellent." "Excelente."
18. "Provider was not available." "Provedora no estaba disponible."
19. "The time of the appointment." "El tiempo de la cita."
20. "No."
21. "I think it is fine for the moment." "Me parece bien hasta el momento."
22. "Having a support plan for surgeries." "Teniendo un plan de ayuda para cirujias."
23. "No comment, I think is a good service." "No comentario me parece buen servicio."
24. "It is satisfactory." "Es satisfactorio."
25. "Appointment scheduling (sooner)" (English comment written on a Spanish survey)
26. "Everything looks good." "Todo parece muy bien."
27. "No comment." "No comentario."
28. "Continue to care for people who need it." "Seguir atendiendo a las personas que lo nesesitan."
29. "Continue being efficient." "Continua siendo eficientes."
30. "Not a lot of wait." "No mucha espera."
31. "Everything is excellent." "Todo excelente."
32. "Pay more attention to the patients." "Poner mas atencion a los pacientes." (Afrifah)
33. "The wait time to see the doctor should be less." "Que el tiempo de espera para ver al doctor debe ser menos."
34. "Providers, answers." "Procedores, respuestas."
35. "Having more available appointments." "Teniendo mas citas disponibles."
36. "More support for people older than 55." "Mas apoyo para personas mayores de 55 años." (Castro)
37. "Don't make us wait too long." "No hacer esperar mucho."
38. "It is perfect." "Es perfecto."
39. "It is good for what I've seen, thank you for your attention." "Es muy bueno por lo que eh visto, gracias por su atencion."
40. "Closer appointments." "Citas mas cercanas."
41. "Have the doctor take his time with each patient and don't look rushed." "Que el doctor se tome su tiempo con cada paciente y no se vea apurado." (Thompson)
42. "For the moment I'm satisfied." "Por el momento estoy satisfecha."

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

English

- YES: 124
- NO: 1
- N/A:
- Sorry, not until I see improvement I would. Sadly but true.

Spanish

- YES: 154
- NO: 0

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

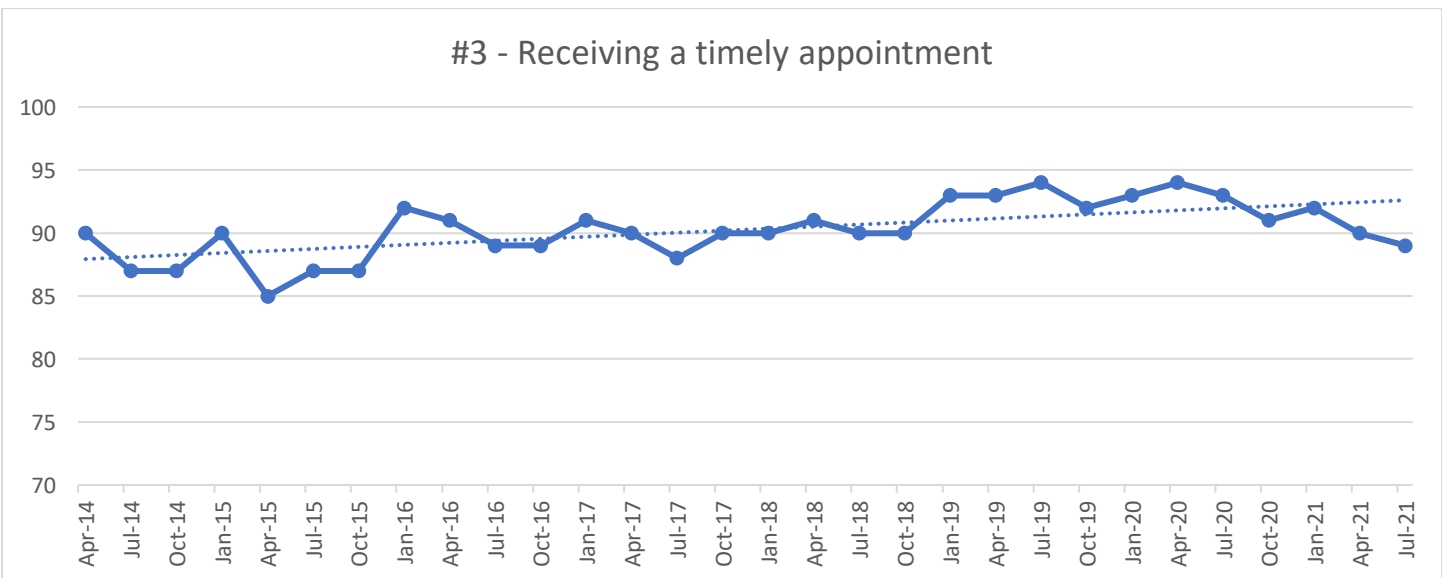
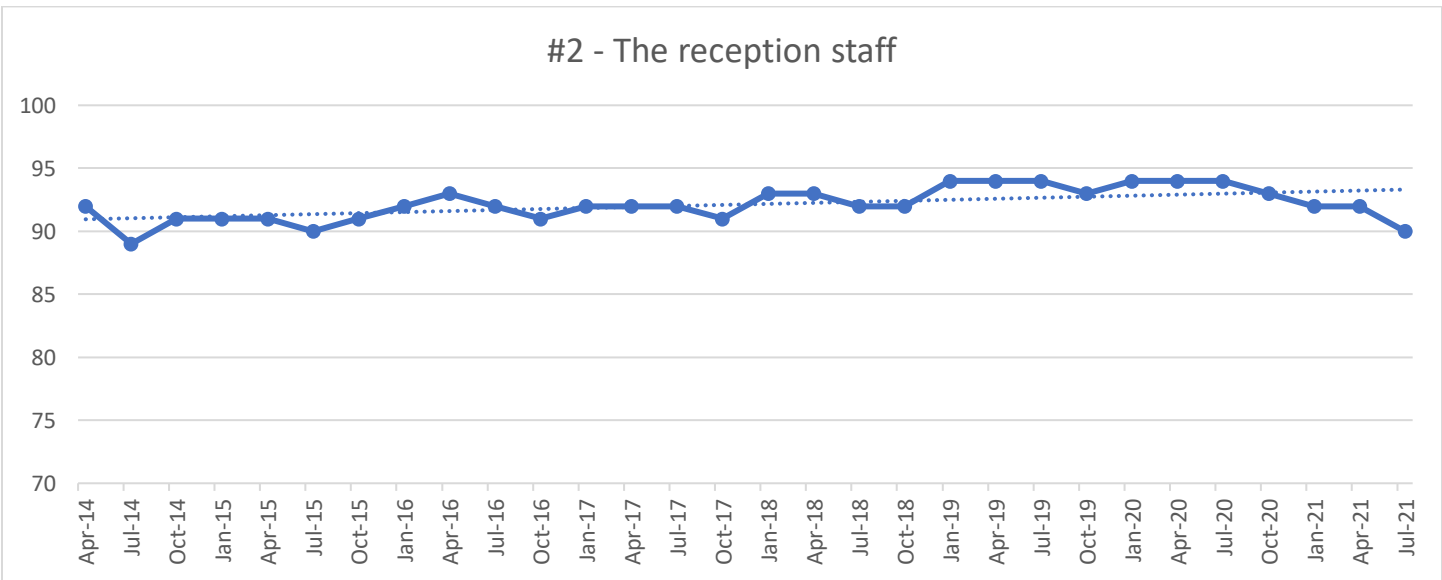
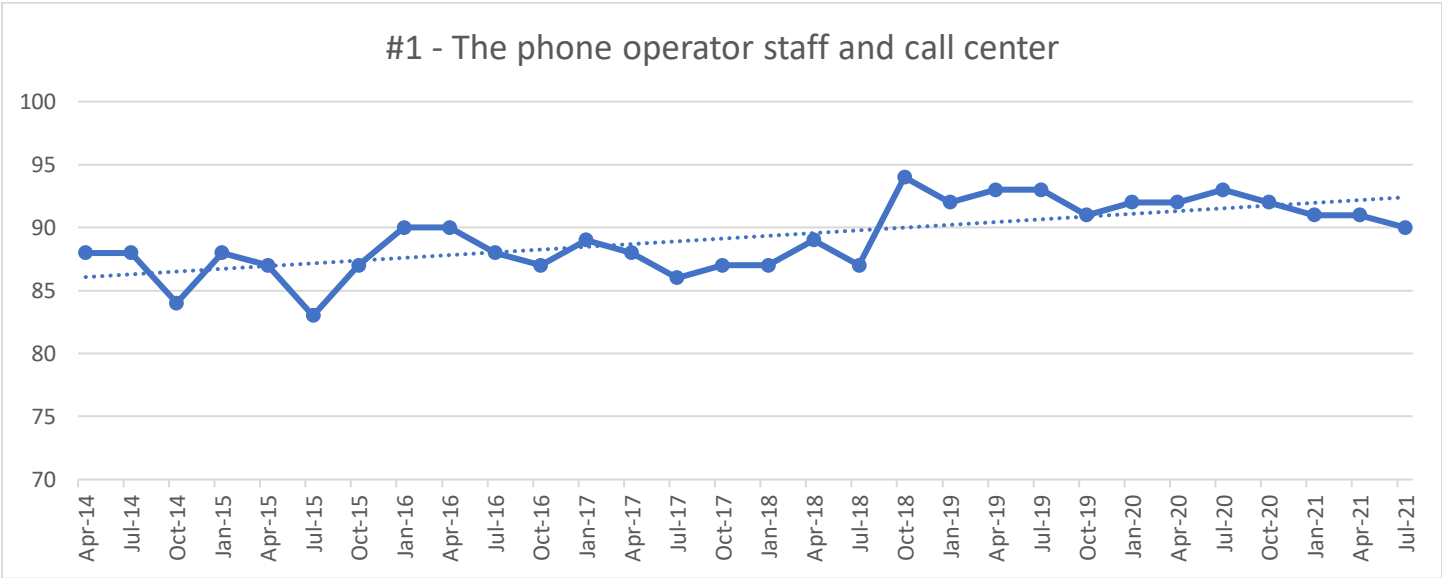
English

- Acevedo: 0
- Afrifah: 2
- Ariga: 9
- Bhowmick: 1
- Blasinski: 0
- Castro: 3
- Davies: 0
- DeGarmo: 0
- Govinda: 0
- Herdrich: 6
- Him: 3
- Long: 0
- Luettker: 2
- Newbrander: 9
- Reller-Anderson: 3
- Tessman: 1
- Thompson: 12
- Van Brunt: 1

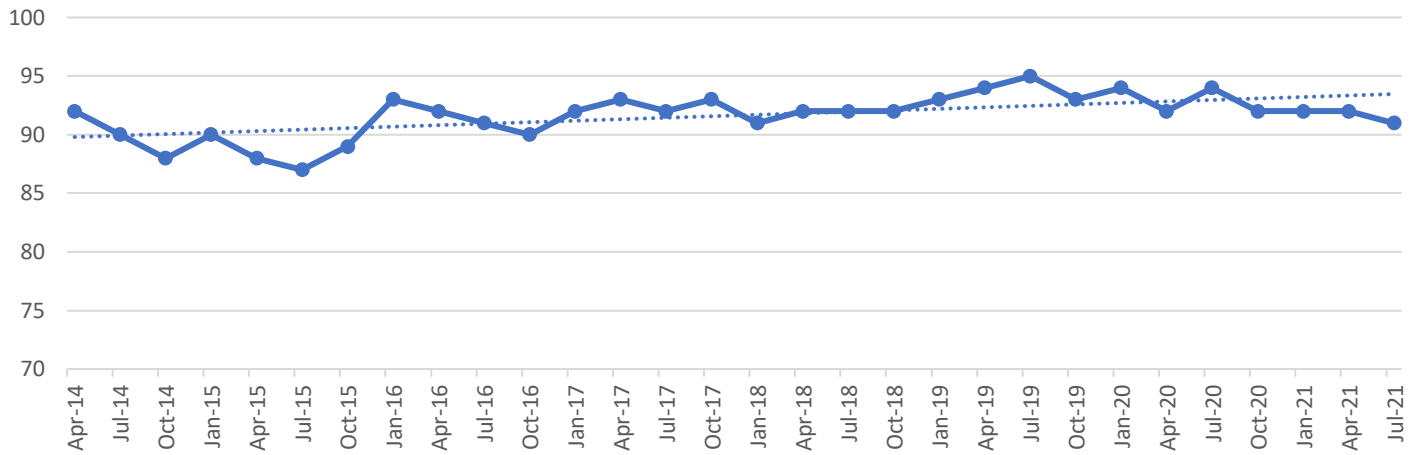
Spanish

- Afrifah: 2
- Ariga: 2
- Bhowmick: 0
- Blasinski: 0
- Brown: 0
- Castro: 7
- Davies: 0
- DeGarmo: 0
- Govinda: 0
- Herdrich: 6
- Him: 0
- Long: 0
- Luettker: 6
- Newbrander: 9
- Reller-Anderson: 3
- Tessman:
- Thompson: 3
- Van Brunt: 1

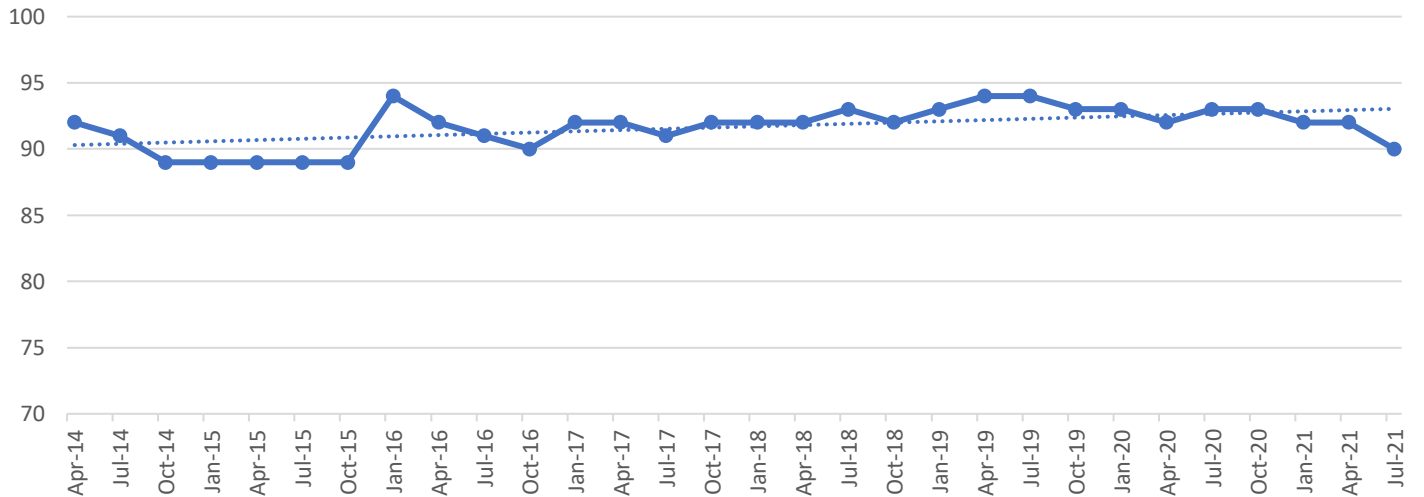
Individual Question Results with Trendlines



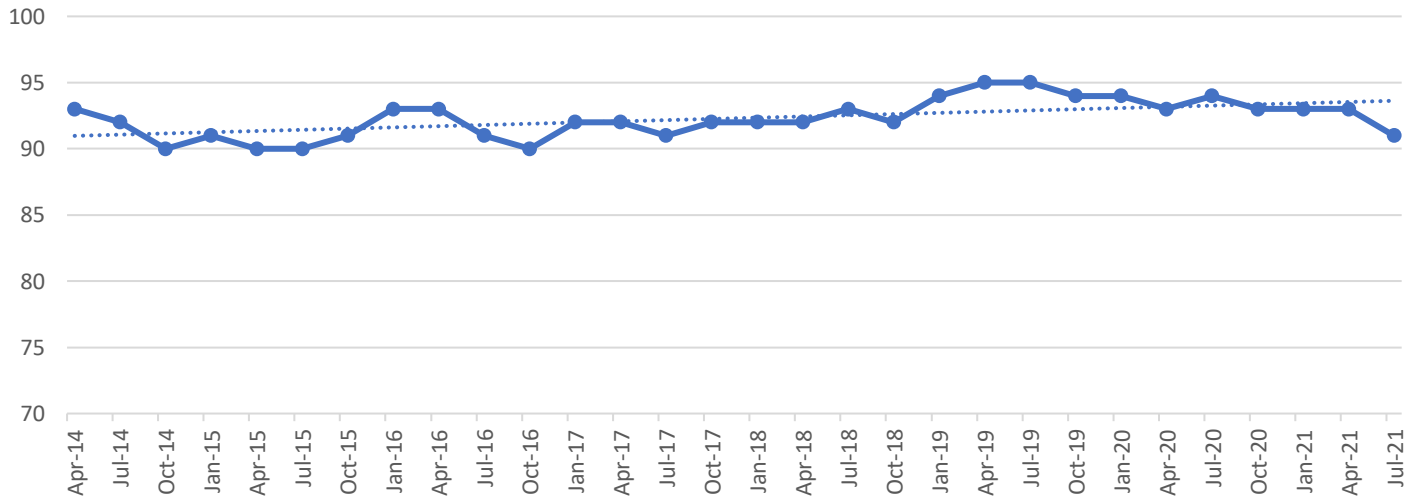
#4 - Education and explanation of plan provided in a way that I can understand



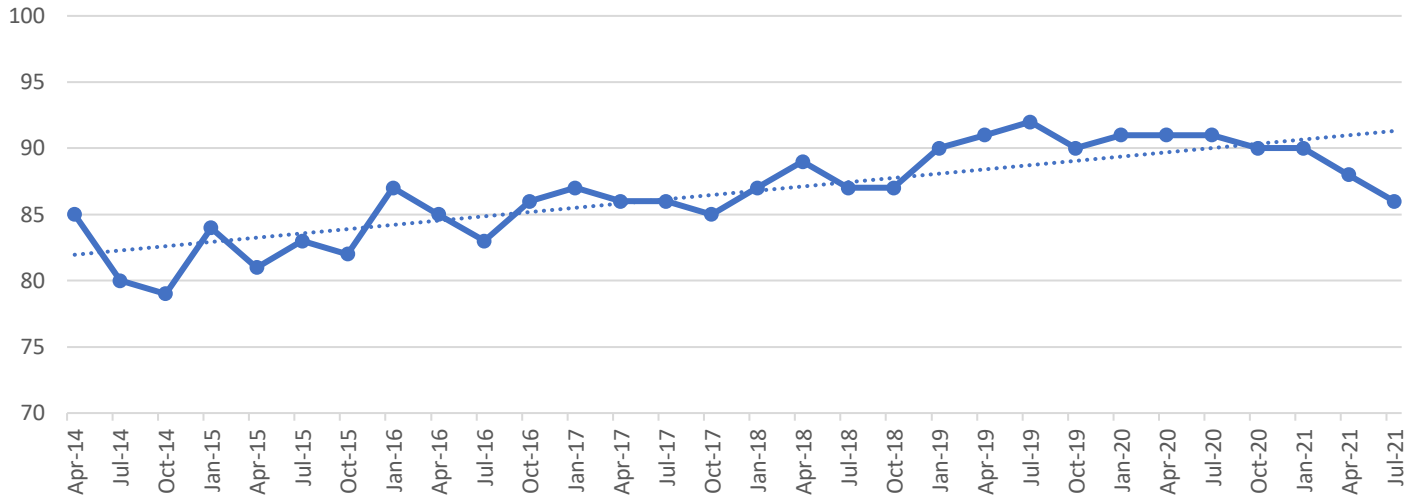
#5 - The follow-up and coordination of my care



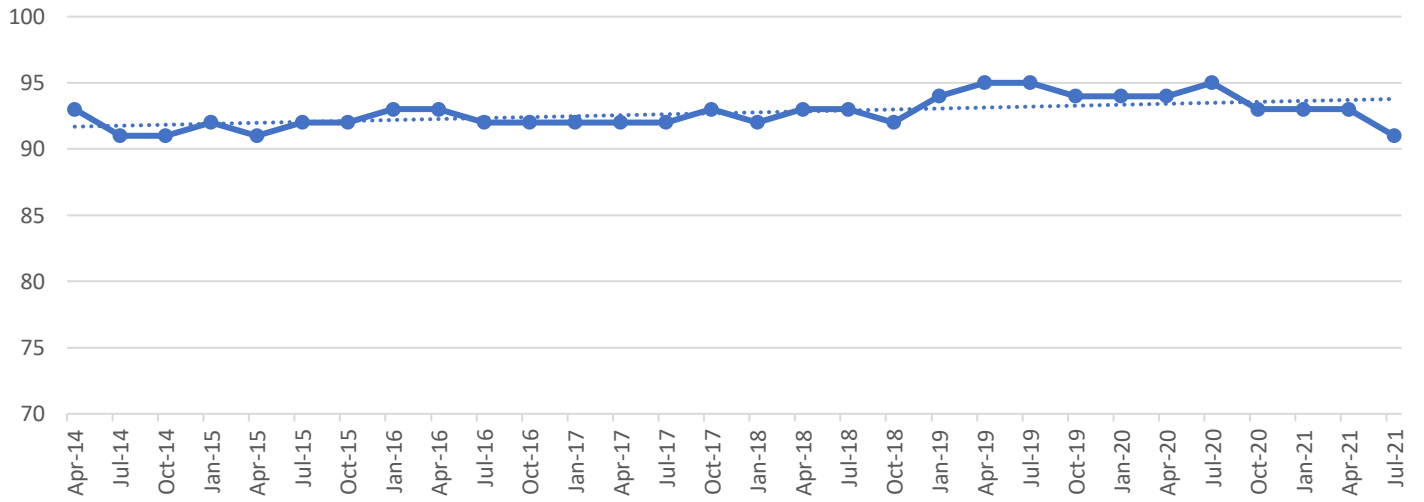
#6 - The staff addressing my medical needs today



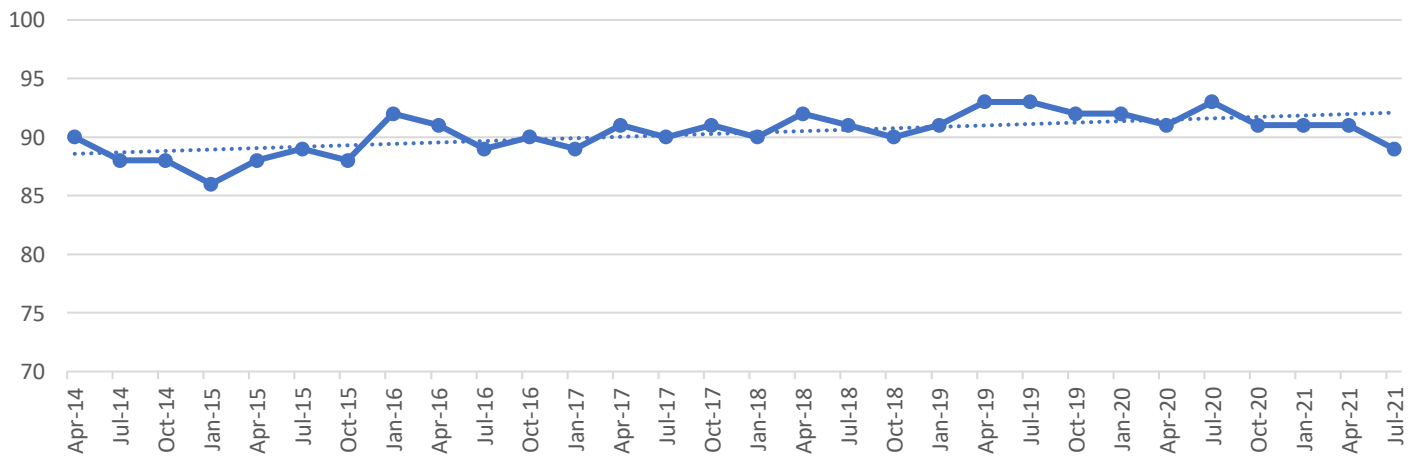
#7 - The time spent waiting



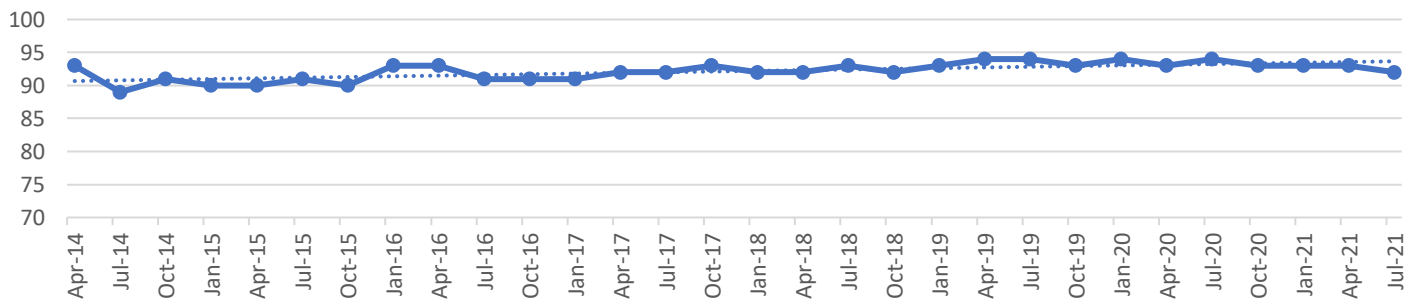
#8 - The respectfulness of staff



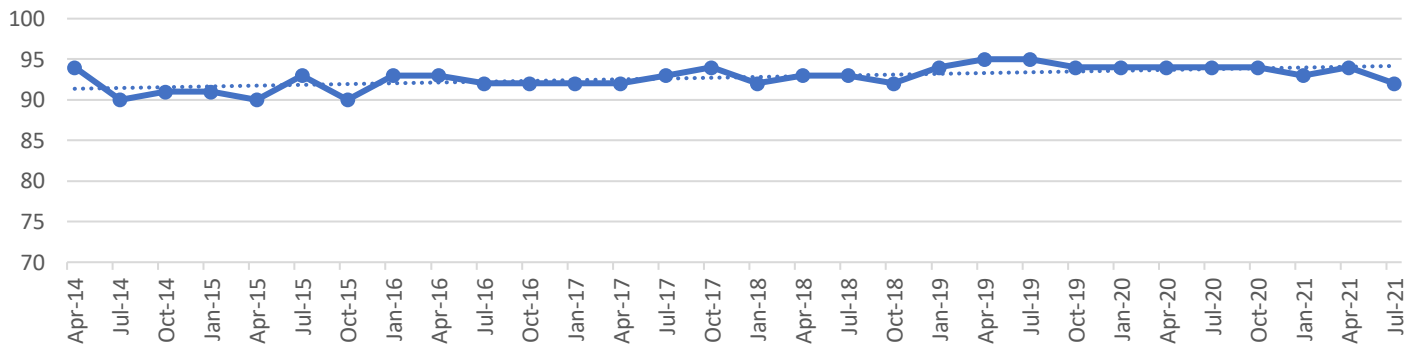
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



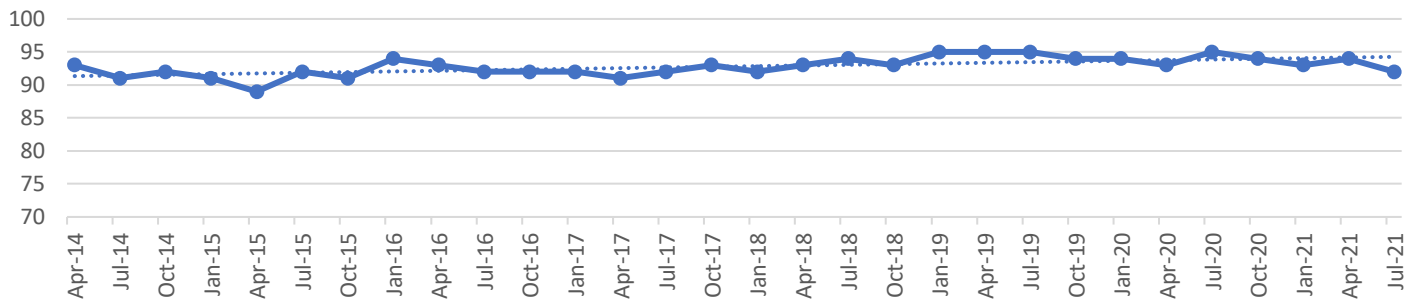
#10 - The handling of my personal medical information in a private and confidential manner



#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?

