

Patient Satisfaction Survey 3901 Mercy Dr, McHenry 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 95%. 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.

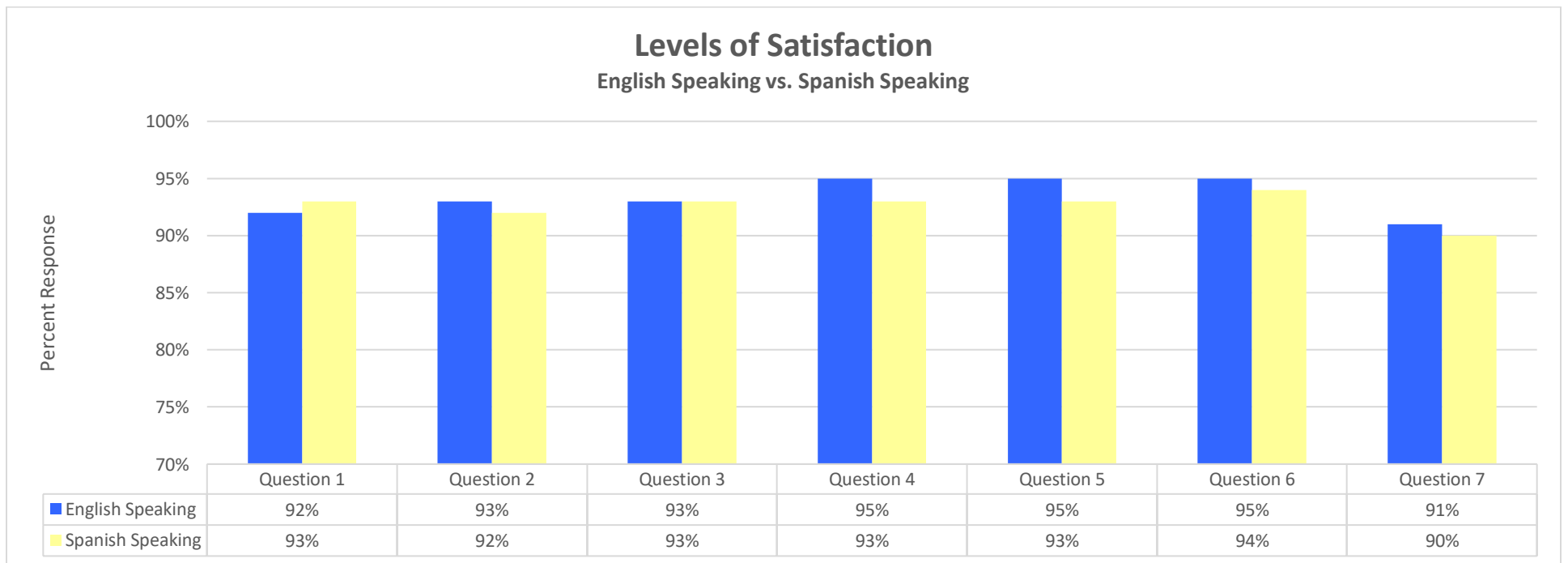
3901 Mercy Dr, McHenry – Survey Questions	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	92%	93%	93%	93%
2. The reception staff	93%	94%	94%	92%
3. Receiving a timely appointment	93%	94%	93%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	95%	94%
5. The follow up and coordination of my care	94%	94%	95%	93%
6. The staff addressing my medical needs today	94%	94%	95%	95%
7. The time spent waiting	91%	91%	92%	88%
8. The respectfulness of staff	94%	95%	95%	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	94%	94%	95%	95%
11. Your medical assistant	95%	95%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	95%	96%	96%
13. Overall, how satisfied are you with the Health Center?	94%	94%	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%

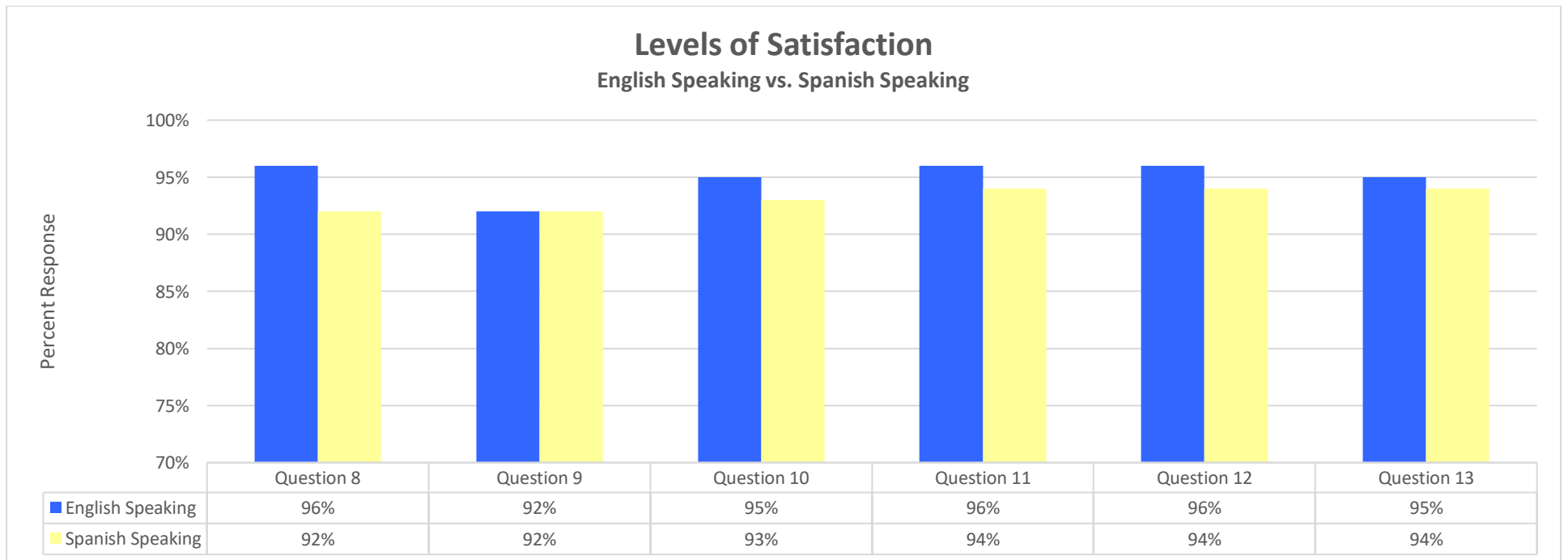
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	164 71%	123 74%	44 19%	36 22%	17 7%	4 2%	3 1%	2 1%	2 1%	2 1%
2. The reception staff	166 72%	117 71%	55 24%	38 23%	7 3%	5 3%	1 1%	3 2%	1 1%	3 2%
3. Receiving a timely appointment	167 73%	118 71%	43 19%	42 25%	14 6%	3 2%	3 1%	0 %	1 1%	3 2%
4. Education and explanation of plan provided in a way that I can understand	176 77%	121 73%	46 20%	37 22%	6 3%	4 2%	0 %	1 1%	0 %	3 2%
5. The follow-up and coordination of my care	176 78%	124 74%	45 20%	34 20%	4 2%	4 2%	2 1%	1 1%	0 %	4 2%
6. The staff addressing my medical needs today	182 79%	126 75%	39 17%	37 22%	6 3%	1 1%	1 1%	1 1%	2 1%	3 2%
7. The time spent waiting	156 68%	105 64%	47 21%	47 29%	20 9%	7 4%	6 3%	1 1%	0 %	4 2%



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	188 82%	111 68%	36 16%	45 27%	5 2%	3 2%	1 1%	2 1%	0	3 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	146 70%	111 69%	43 21%	39 24%	19 9%	5 3%	1 1%	2 1%	1 1%	3 2%
10. The handling of personal medical info in a private and confidential manner	183 80%	121 74%	37 16%	36 22%	8 4%	2 1%	1 1%	1 1%	0	3 2%
11. Your medical assistant	190 83%	127 77%	32 14%	31 19%	6 3%	2 1%	1 1%	1 1%	1 1%	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	193 84%	130 79%	29 13%	26 16%	4 2%	3 2%	2 1%	2 1%	1 1%	3 2%
13. Overall, how satisfied are you with the Health Center?	179 78%	127 78%	42 18%	27 17%	7 3%	5 3%	1 1%	1 1%	1 1%	3 2%



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: 99

N/A: 19

YES: 3

Comments:

1. "Yes, my call was returned quickly when I was concerned with a medical issue."
2. "Abigail- care manager- message left for 2 consecutive days- no return call."
3. "Yes, well talked in a timely fashion, answered all my questions."
4. "I left messages for med refills or inquire about referrals sometimes is taken multiple calls."
5. "All personal are nice."
6. "Very helpful and accurate."

Spanish

NO: 40

N/A: 1

YES: 2

Comments:

1. "Yes, good attention." "Si, buena atencion."
2. "Yes, my experience was satisfied." "Si mi experiencia fue satisfecha."
3. "In general the experience was good." "En general la experiencia fue buena."
4. "Kind and fast."

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

English

1. "Good."
2. "Staff." (2)
3. "Doctor making patient comfortable."
4. "N/A." (6)
5. "Love all the doctors."
6. "Staff and quick appts."
7. "The compassionate & courteous service."
8. "All is okay."
9. "Time and efficiency." (Aphaivong)
10. "Many providers when need appt."
11. "A specific provider."
12. "The wide variety of services."
13. "The Dr. explains everything & takes her time truly cares." (Mattes)
14. "With many providers its easier to get in fast." (Colon)
15. "Everyone is very helpful and friendly." (Mattes)
16. "They are accommodative." (Scott-Diltz)
17. "Just how kind and polite the staff is. I love coming and bringing my sons here." (Colon)
18. "Location, helpful doctors." (Ali)
19. "Nothing all that happens is ER referral." (Mattes)
20. "More appts."
21. "Trying to keep healthy."
22. "Helpful staff that explained everything to me."

Spanish

1. "Everything." "Todo." (2)
2. "To know if my son is in good health." "Saber si mi hijo se encuentra bien de salud."
3. "Medical service." "Servicio medico."
4. "Convenience, fast appointments." "Conveniencia, citas rápidas." (Aphaivong)
5. "The attetnion." "La atención."
6. "Appointments." "Citas."
7. "Everything they offer in general." "Todo lo qye ofrecen en general."
8. "N/A." (2)
9. "Time spent waiting was minimal." "El tiempo de espera fuen minima."
10. "The rapid attention and they explain all my questions." "Su atencion rapida y explicar todas mis preguntas."
11. "The tips." "Los consejos."
12. "They always explain everything about my health." "Siempre me explican todo acerca de mi salud."
13. "They care for my medical needs." "Atienden mis nesesidades medicas."
14. "They are very kind." "Son muy amables."
15. "The medical attention and emergencies." "La atencion medica y emergencias."
16. "The good attention." "La buena atencion."
17. "The care and attention." "El cuidado y la atencion."

23. "Everything is kind & helpful."
24. "Helpful staff, appointment availability."
25. "Convenience of location and hours."
26. "When I get told about my son and what he needs." (Colon)
27. "Same day appointments." (Aphaivong)
28. "The staff is awesome." (Colon)
29. "Cost effective, able to get apt easily." (Aphaivong)
30. "Dr. Ali." (Ali)
31. "The low payment due to income."
32. "Got my visit same day."
33. "Explanation during visit." (Colon)
34. "Explanation of process."
35. "Times of appointments." (Ali)
36. "Easy to make appointments."
37. "Very kind staff, very eager to help, and accommodate everything."
38. "How easy it is to talk to staff." (Ali)
39. "Cost & care." (Scot-Diltz)
40. "The opportunity to be open with staff."
41. "Linsday."
42. "My Dr. Kelly Forster & the staff." (Forster)
43. "Timely appts, don't have to worry about being here all day." (Mattes)
44. "The results/ care attempt." (Aphaivong)
45. "The staff. Everyone is so friendly and through and everything is always clearly explained." (Forster)
46. "The free pens right now- everything is understandable."
47. "The help I am getting."
48. "Good doctors and staff." (Farina)
49. "Close, most of the staff are helpful." (Talwar)
50. "The receptionist are the sweetest very polite." (Hering)
51. "I get a therapist."
52. "The doctor is so nice and she explain all I need to know to me I like my first time with her." (Scott-Diltz)
53. "Appt times." (Patel, N)
54. "Care provided. Respectfulness of staff." (Scott-Diltz)
55. "Amazing staff."
56. "Easy access and ability to see provider without insurance." (Colon)
57. "How clear and how helpful people are." (Farina)
58. "Location." (Talwar)
59. "Great service and staff."
60. "Insurance."
61. "The doctor." (2)
62. "Great staff runs on time." (Colon)
18. "Everyone." "Todos."
19. "Close to home."
20. "In my health." "En mi salud."
21. "Everyone is so kind." "Todos son muy amables."
22. "Same day appointments." "Citas el mismo dia."
23. "In everything and they are kind."
24. "Medical assistance without having insurance." "Asistencia medica sin tener Seguro medico. (Colon)
25. "Improve my health." "Mejorar mi salud."
26. "Health and services for my children." (Ali)
27. "Your kindness and help." "Su amabilidad y ayuda."
28. "That the people treated me good." "Que las personas me trataron bien."
29. "They are close to home with a spectacular service." "Que esta cerca a casa con un servicio espectacular."
30. "It is economic." "Es economico."
31. "Same day appointments." "Tienen citas el mismo dia." (2)
32. "It is not expensive." "No es costoso." (Scott-Diltz)
33. "Thank you for your services." "Gracias por sus servicios."
34. "Be on top of my health." "Estar al tanto de mi salud."
35. "The attention." "La atencion."
36. "The personnel speak Spanish." "El personal habla espanol."
37. "I always find appointments." "Siempre encuentro citas."
38. "The personnel." "El personal." (Cekova)
39. "Assistance." "Asistencia."

63. "The care and extra steps the staff, especially if Mattes takes care for my health & well being." (Mattes)
64. "Being able to schedule appt easily."
65. "Quickness & Patience." (Aphaivong)
66. "Mental health assistance."
67. "Walk in appointment." (Ali)
68. "They take as soon as possible."
69. "Respect and understand when scheduling appts." (Scott-Diltz)
70. "Doctors and staff members."
71. "Quick appointments."
72. "A doctor is nice and patient with my kid." (Colon)
73. "One place for all coordination of care- 2 hour in appt time policy- best for COVID-19."
74. "Facility is beautiful and friendly staff."
75. "The many locations." (Mattes)
76. "They were extremely helpful with my concerns regarding my children." (Colon)
77. "Doesn't feel rushed, answers concerns."
78. "Always answer phones."
79. "Having same day appointments."
80. "Appointment set up."
81. "The staff."
82. "You're great taking care."
83. "Good information." (Patel, N)
84. "Cheaper." (Patel, N)
85. "Website." (Talwar)
86. "Always friendly, Dr. Ali & Ana are always great w/my kids. Appointments availability is always available." (Ali)
87. "Just everyone." (Mattes)
88. "Staff."
89. "Reminders."
90. "Everything."
91. "Everyone is very respectful and very helpful." (Ali)
92. "Distance." (2)
93. "Location."
94. "Fast appointments." (Colon)
95. "My doctor addresses my need."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (19)
2. "I honestly can't think of any way." (Colon)
3. "Everything is great." (Mattes)
4. "I don't know." (2)
5. "No comment." (2)
6. "All is good." (Scott-Diltz)
7. "Keep doing a great job.!" (Aphaivong)
8. "Its fine." (Scott-Diltz)
9. "It's already good." (Mattes)

Spanish

1. "Everything is good." "Todo esta bien." (7)
2. "Improve the referrals, let it be doctors or clinics who accept the insurance." "Mejorar sus referidos, que sean doctores o clínicas que acepten la aseguranza." (Colon)
3. "Receptionist better treatment." "Recepcionista mejor trato."
4. "Up until now everything is good." "Asta ahora todo esta bien." (Ali)

10. "Not sure." (Patel, N)
11. "Timely appointments."
12. "I wouldn't change anything, you guys are fantastic." (Mattes)
13. "More flexible hours for working parents/single parents."
14. "Nothing that I can think of." (Colon)
15. "None to me."
16. "I don't know." (2)
17. "Better patient attention. During appointments made a head of time to have 1 PCP to see patient for continuing of care." (Colon)
18. "Wait time less."
19. "Good as is."
20. "Love the service."
21. "Doing great job."
22. "More availability."
23. "Good as is." (Ali)
24. "No idea." (Ali)
25. "None." (4)
26. "Not sure yet."
27. "Allow longer time period for being late." (Mattes)
28. "More same day appointments available also, being able to speak to a nurse/doctor when calling." (Ali)
29. "Nothing needed."
30. "Making appointments."
31. "I think is ready excellent." (Mattes)
32. "No improvement."
33. "Unknown." (Colon)
34. "I don't know..." (Patel, N)
35. "The waiting time is too long. Arriving 15 min before the appointment sometimes is not possible!"
36. "I am happy with everything."
37. "I think it functions well- except people checking in should be able to sit." (Colon)
38. "Doctors."
39. "Doing a great job!" (Patel, N)
40. "Wish you allowed check-in after 5 minutes, but I understand too many no shows had to re-schedule appointment & time constant on allowing them to register for school." (Colon)
41. "You just did giving me a therapist so nothing you don't need to improve anything."
42. "Do not cancel customers appointments just because we are 5 min late. Some people come from far away and its not our fault that there's traffic." (Aphaivong)
43. "I don't like the follow up appts for getting results on tests."
5. "Continue like until now." "Continue como hasta ahora." (Mattes)
6. "For the moment everything is good." "Por el momento todo esta bien." (Ali)
7. "It is perfect." "Todo esta perfecto." (2)
8. "It is good and I'm happy." "Es muy bueno y yo feliz."
9. "You are improving." "Estan mejorando."
10. "They treat you very good." "Te atienden muy bien."
11. "They help me in everything." "Me ayuda en todo."
12. "Better attitude smile 😊." "Mejor actitud sonrian 😊."
13. "Excellent." "Excelente."
14. "Continue your efficient service." "Continue su servicio eficiente." (Ali)
15. "Continue the same." "Continue igual."
16. "Everything is good, excellent service." "Todo esta bien, excelente servicio." (Scott-Diltz)
17. "N/A." (2)
18. "The service is good." "El servicio es bueno."

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

English

- YES: 117
- NO: 3

Spanish

- YES: 118
- NO: 1

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

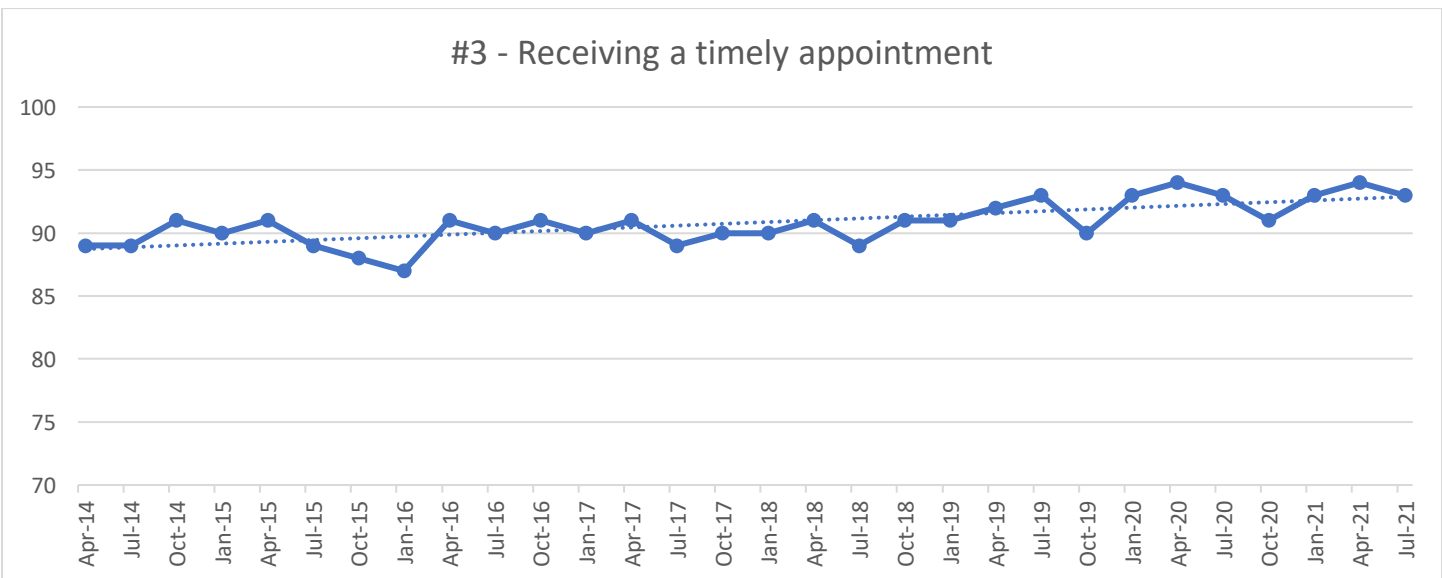
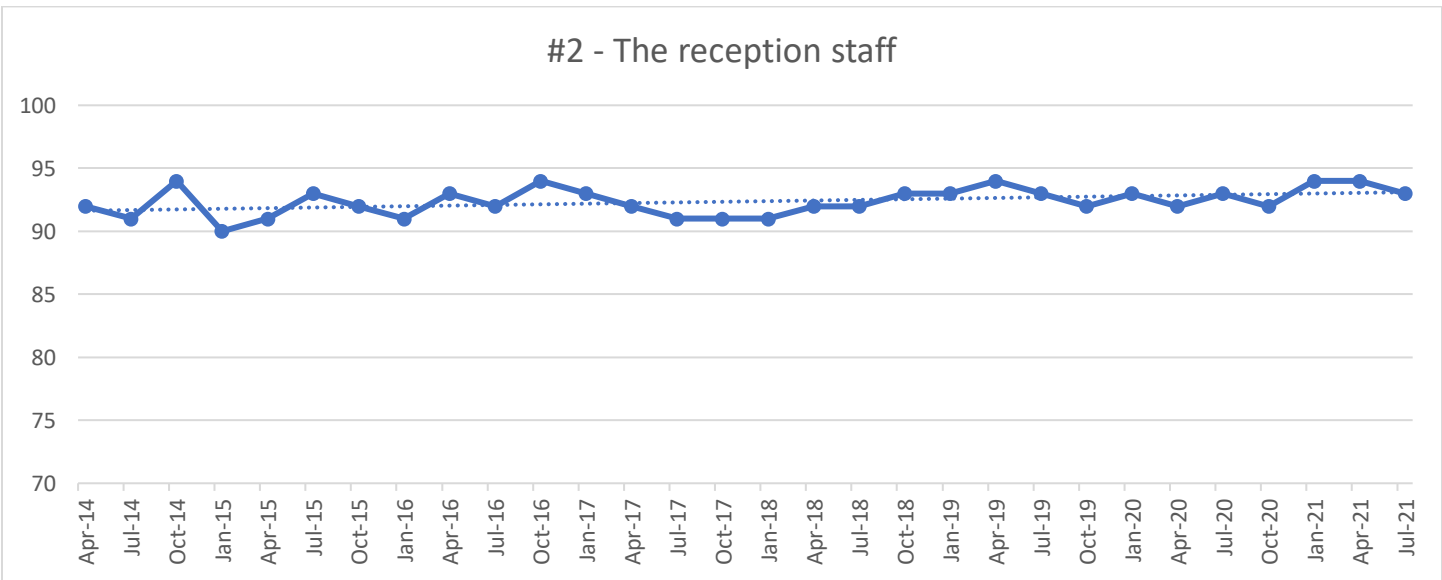
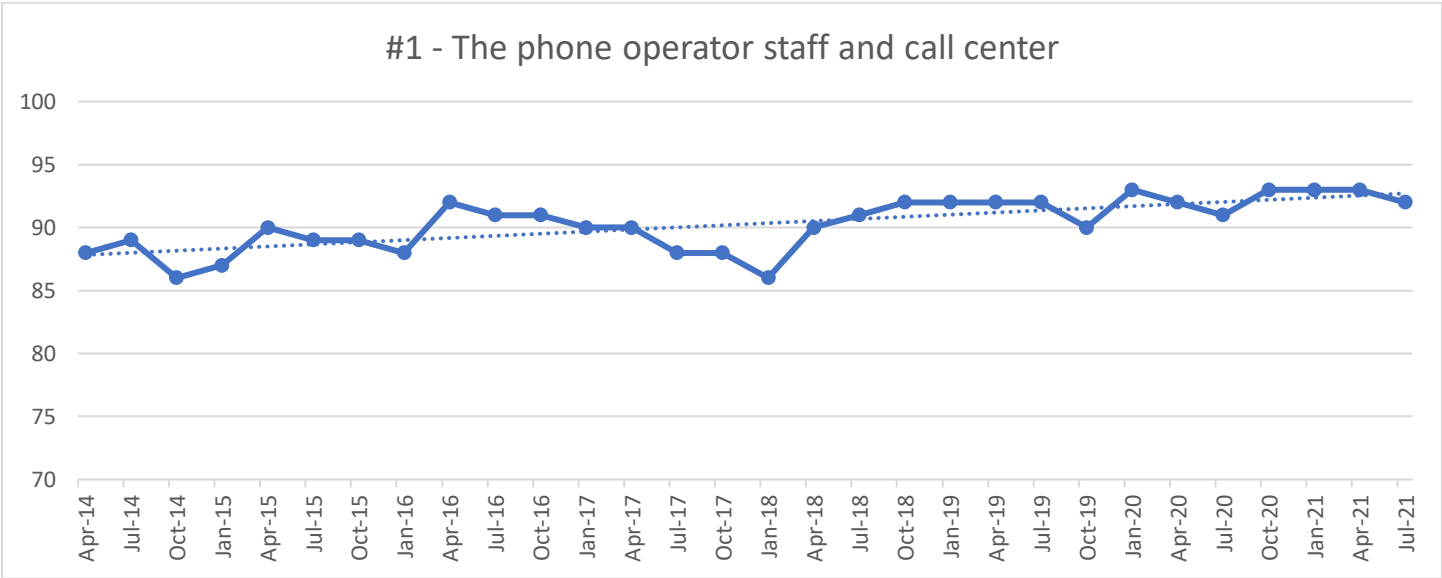
English

- Acevedo: 2
- Ali: 16
- Aphaivong: 13
- Ariga:
- Blasinski:
- Cekova:2
- Colón: 15
- Farina: 2
- Forster:32
- Hering: 2
- Mattes: 11
- Patel, C:
- Patel, N: 10
- Scott-Diltz: 11
- Siddiqui: 2
- Talwar: 6
- Tessman:

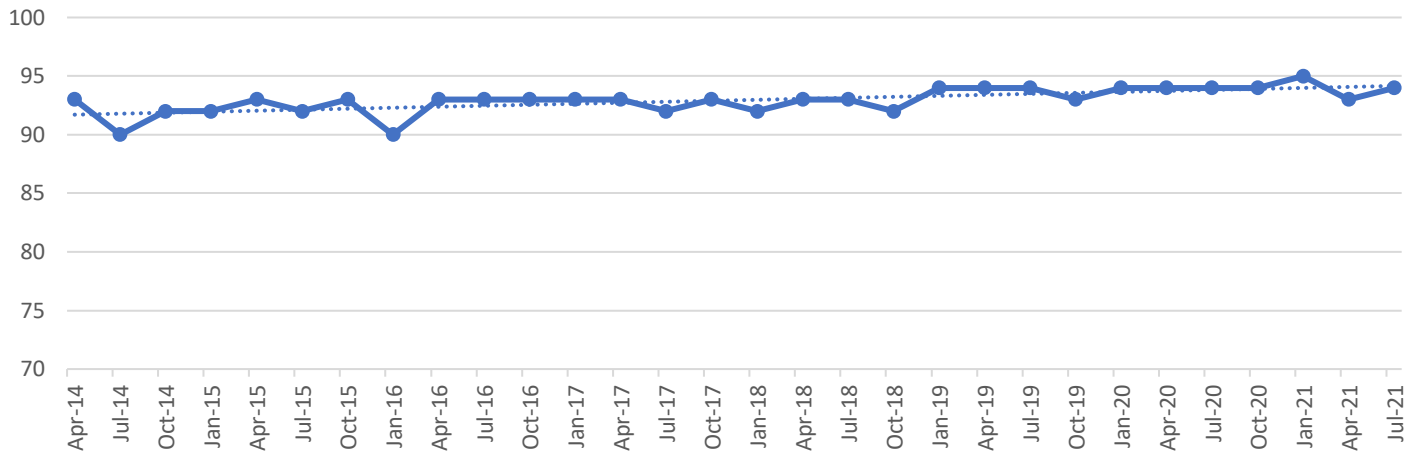
Spanish

- Acevedo:
- Ali: 17
- Aphaivong: 7
- Cekova: 7
- Colón: 14
- Farina: 1
- Forster: 1
- Hering: 3
- Mattes: 9
- Patel, N: 5
- Scott-Diltz: 16
- Siddiqui: 2
- Talwar: 6
- Tessman:

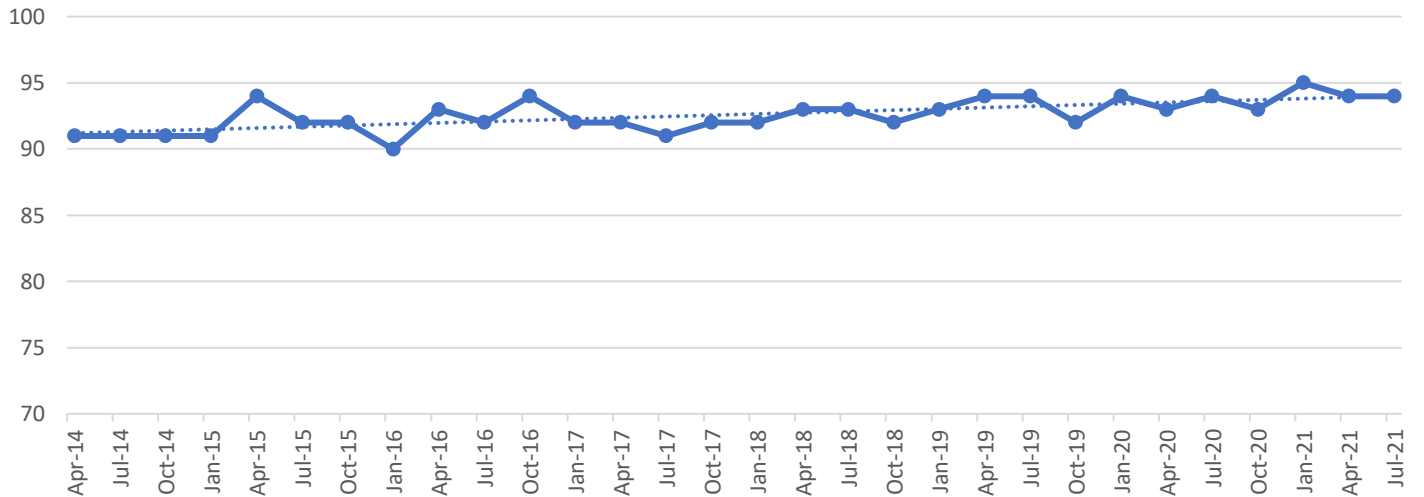
Individual Question Results with Trendlines



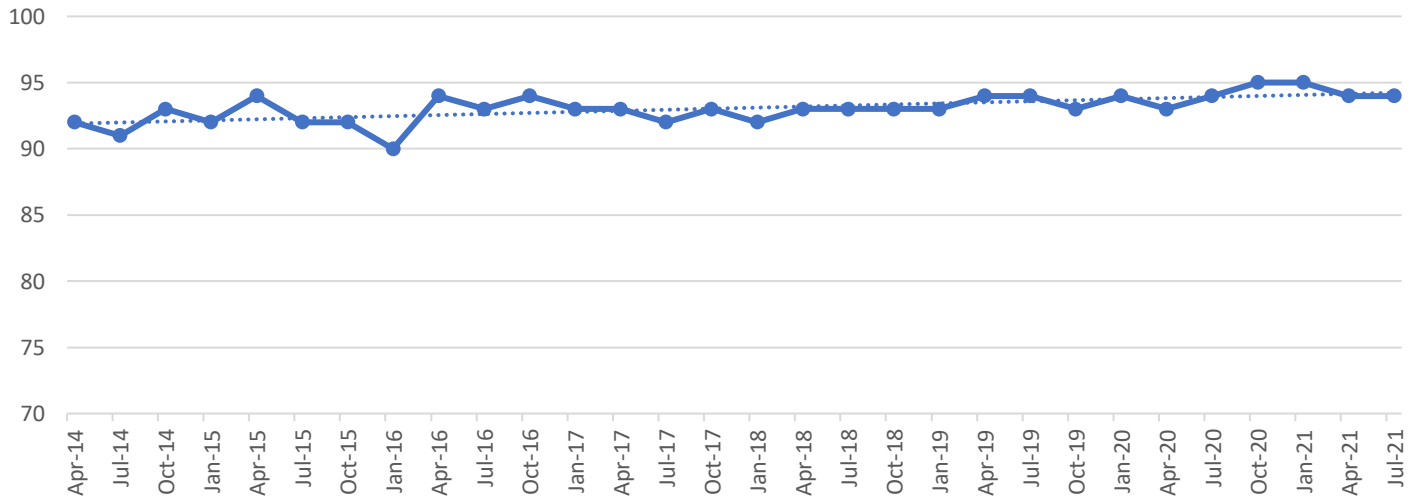
#4 - Education and explanation of plan provided in a way that I can understand



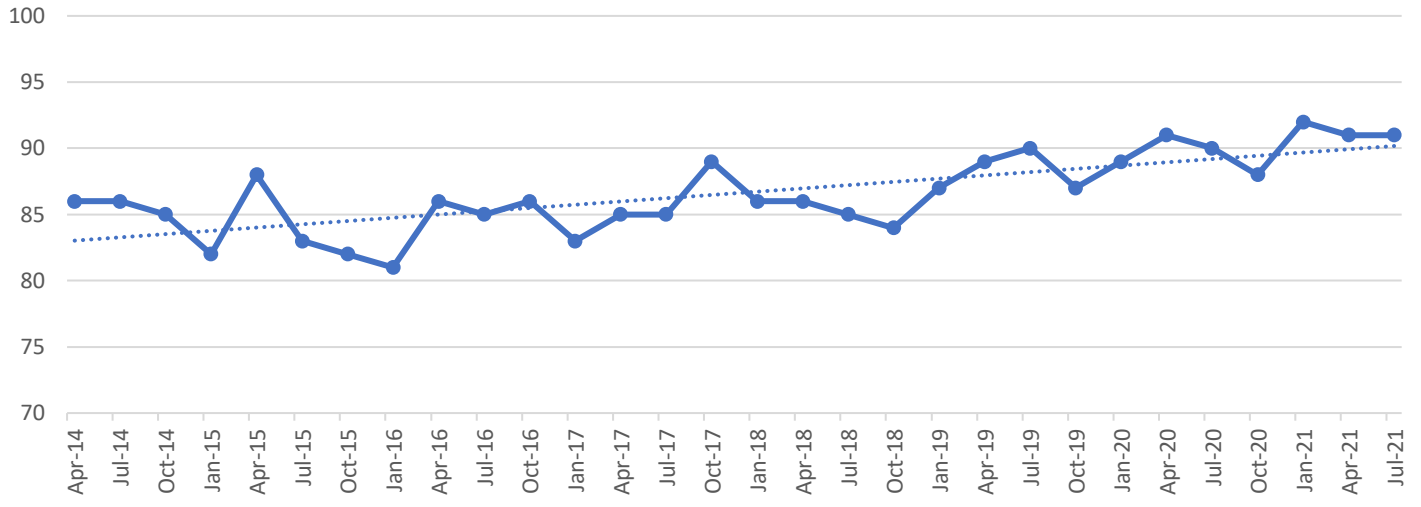
#5 - The follow-up and coordination of my care



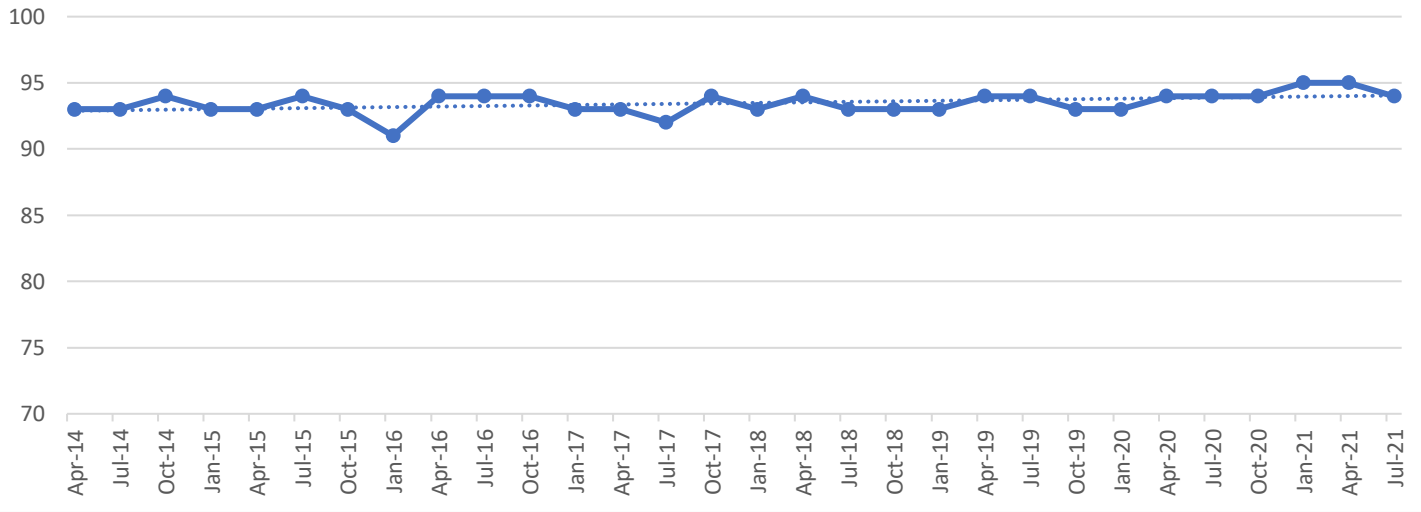
#6 - The staff addressing my medical needs today



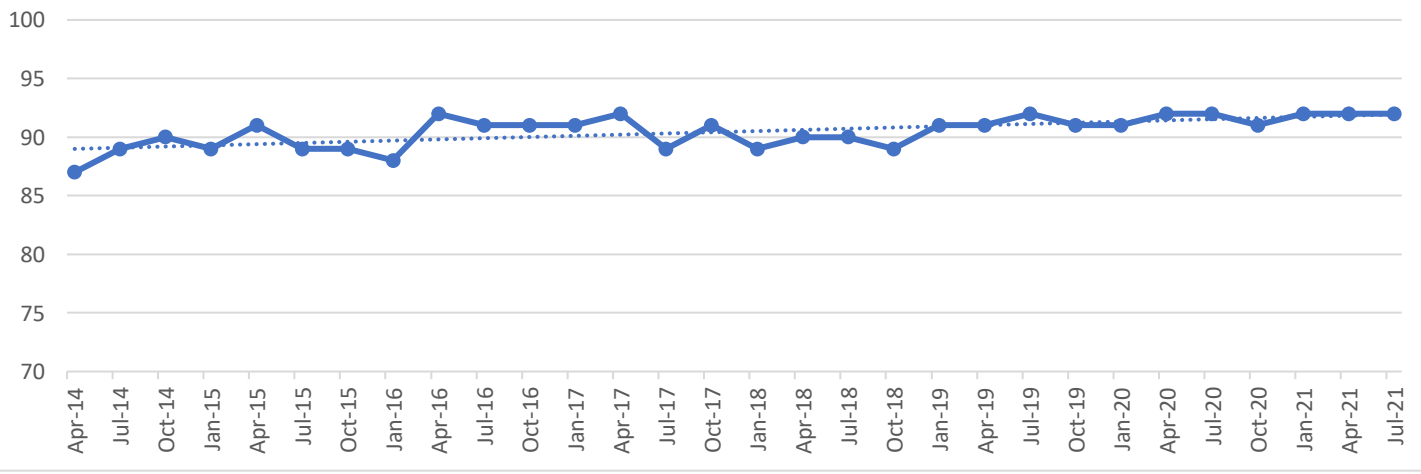
#7 - The time spent waiting



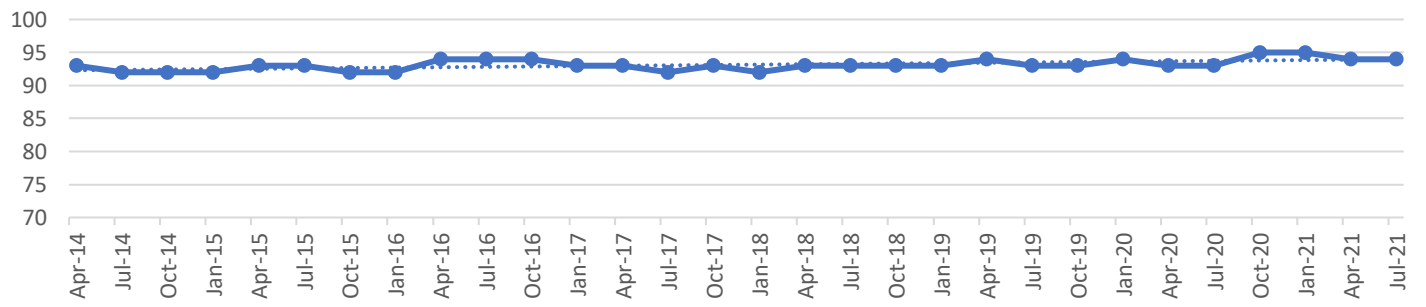
#8 - The respectfulness of staff



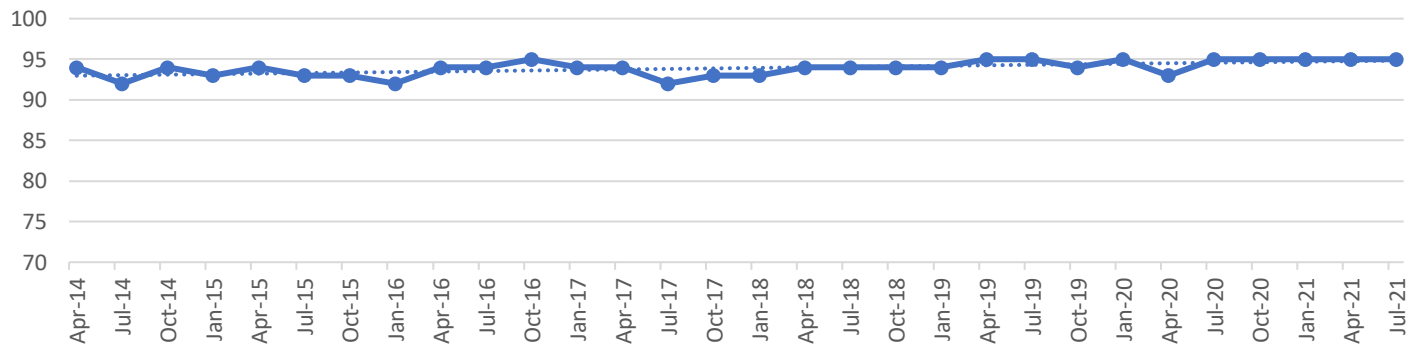
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



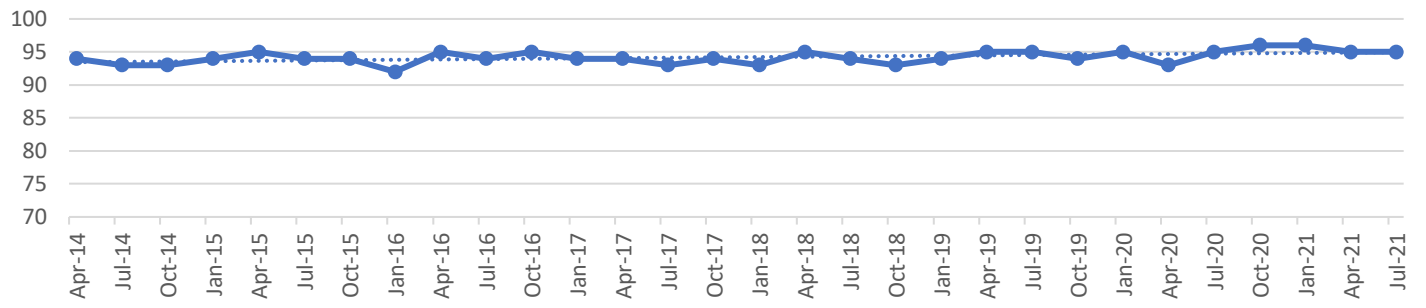
#10 - The handling of my personal medical information in a private and confidential manner



#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?

