

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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.

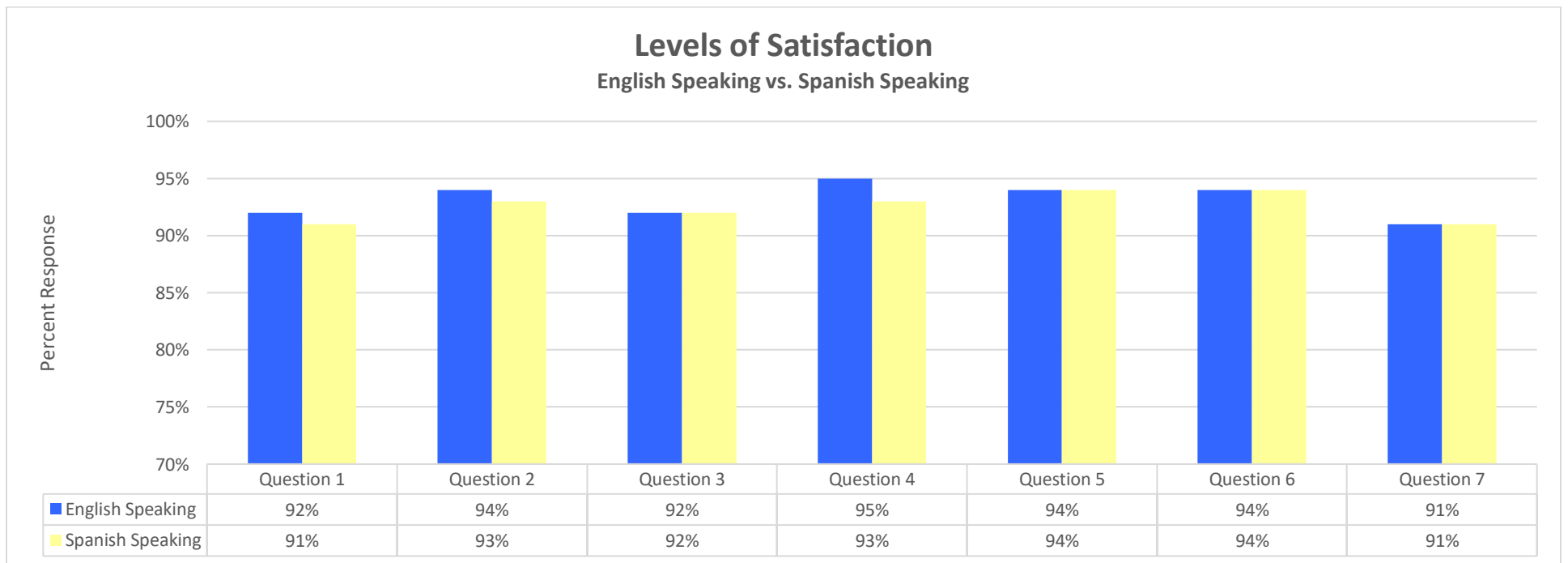
450 Dundee Ave, Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2021	Level of Satisfaction April 2021	Level of Satisfaction January 2021	Level of Satisfaction October 2020
1. The phone operator staff and call center	91%	93%	88%	92%
2. The reception staff	94%	94%	89%	94%
3. Receiving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

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%

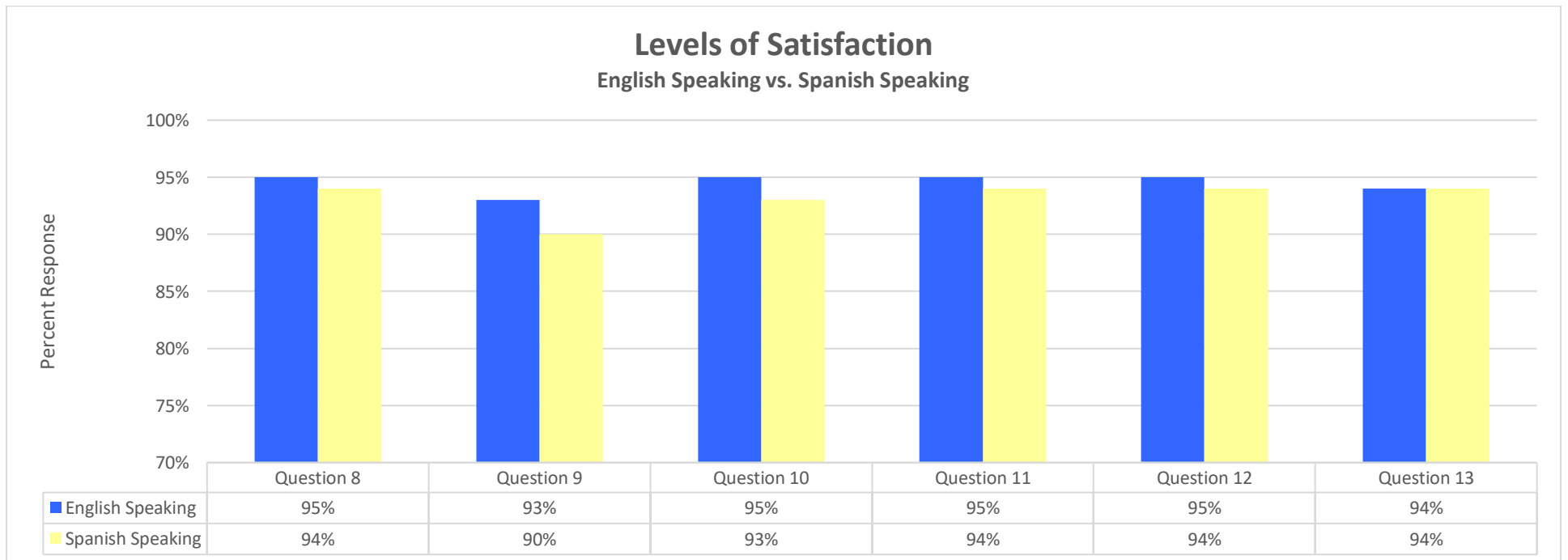
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	64 67%	87 66%	25 26%	30 23%	7 7%	13 10%	0	0	0	1 1%
2. The reception staff	71 72%	96 74%	26 27%	29 22%	1 1%	3 2%	0	0	0	2 2%
3. Receiving a timely appointment	69 70%	93 72%	25 25%	24 19%	3 3%	10 8%	1 1%	1 1%	1 1%	2 2%
4. Education and explanation of plan provided in a way that I can understand	78 79%	94 72%	18 18%	32 24%	2 2%	3 2%	0	0	1 1%	2 2%
5. The follow-up and coordination of my care	76 77%	96 74%	19 19%	29 23%	2 2%	2 2%	0	0	2 2%	2 2%
6. The staff addressing my medical needs today	77 79%	102 79%	16 17%	23 18%	2 2%	3 2%	1 1%	0	1 1%	2 2%
7. The time spent waiting	69 70%	82 63%	20 20%	39 30%	8 8%	7 5%	1 1%	0	1 1%	2 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	77 79%	98 77%	16 17%	26 20%	4 4%	2 2%	0	0	0	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	64 72%	80 66%	19 21%	30 25%	6 7%	8 7%	0	0	0	3 3%
10. The handling of personal medical info in a private and confidential manner	75 78%	95 73%	17 18%	28 22%	4 4%	5 4%	0	0	0	2 2%
11. Your medical assistant	81 82%	103 79%	14 14%	23 18%	3 3%	3 2%	0	0	1 1%	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	82 83%	101 77%	13 13%	25 19%	3 3%	3 2%	0	0	1 1%	2 2%
13. Overall, how satisfied are you with the Health Center?	76 77%	97 75%	19 19%	27 21%	3 3%	3 2%	0	0	1 1%	2 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: 26

N/A: 5

YES: 5

Comments:

1. "Really good!"
2. "Yes, great. Provider returned call in timely manner."
3. "Good." (Triner)
4. "Yes, I called 3 days in a row to find out my covid test results and they took forever to call me back."

Spanish

NO: 30

N/A: 4

YES: 3

Comments:

1. "Good." "Bueno."
2. "Very good." "Muy Bueno."

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

English

1. "Staff." (3)
2. "Everything." (3)
3. "N/A." (3)
4. "Availability."
5. "Yes." (Luhrsen)
6. "Appointments easily available." (Castro)
7. "The entire staff is very friendly and respectful." (Davies)
8. "Close to home." (Davies)
9. "The kind staff." (Triner)
10. "No comment."
11. "Time efficiency."
12. "Efficiency." (2)
13. "Safety."
14. "Getting in very soon." (Triner)
15. "Same-day appts. Please make more available."
16. "Walk in appointments."
17. "The time they spend."
18. "Answer the phone at all times, please 😊."
19. "Answering my questions."
20. "The times available for appointments."
21. "Everything is perfect."
22. "Take me in right away."
23. "Always's great service."
24. "Welcoming."
25. "Having someone who speaks Spanish." (Triner)
26. "Lovely providers great care."
27. "They offer appointments in a timely fashion; I don't have to wait a long time to schedule one." (Davies)

Spanish

1. "The attention." "La atencion."
2. "The medical attention." "La asistencia medica." (Davies)
3. "Wellness visits." (English response on a Spanish survey)
4. "Very good option for the care of my daughter and in general for my family." "Muy buena opcion para el cuidado de mi hija y en general de mi familia." (Afrifah)
5. "They have really great doctors, and they always do their best to help us feel well." "Tienen doctores muy buenos y siempre hacen lo mejor por hacernos sentir bien."
6. "I can check my health; they help me plenty." "Puedo ver como estoy de salud; me ayuda bastante."
7. "Dentist and health." "Dentista y salud." (Afrifah)
8. "Knowing the health of my family." "Saber la salud de mi familia." (Afrifah)
9. "They have available appointments when we need them." "Tienen citas disponibles cuando necesitamos." (Luhrsen)
10. "That they have personnel that speak both languages English and Spanish." "Que tienen personas que hablan los dos idiomas ingles y espanol." (Afrifah)
11. "The clinic is near and respectful." "Que es una clinica cercana y respetuosa." (Afrifah)
12. "Very attentive." "Muy atentos."
13. "With my children's health." "Con la salud de mis hijos."

28. "The hours."
29. "Staff is very helpful." (White)
30. "Getting in a timely matter."
14. "That they are very kind at the time of speaking with people." "Que son muy amables al tiempo de hablar con las personas." (Triner)
15. "With my needs." "En mis necesidades."
16. "Very kind." "Muy amables."
17. "Convenient hours." "Horarios convenientes."
18. "That they tend to me very well." "Que me atienden muy bien." (Triner)
19. "For now, They have tended to my daughter in a timely manner. Thank you. 😊" "Hasta ahora me han atendido a buen tiempo a mi hija. Gracias. 😊"
20. "The attention to the patient." "La atención al paciente." (2)
21. "The health for my entire family." "La salud para toda mi familia."
22. "That they answer my phone call sometimes I wait 30-40 minutes on the line." "Que me contestan el teléfono a veces 30-40 minutos en la línea."
23. "The assistance and the personnel speak Spanish." "La asistencia y el personal habla español." (Luhrsen)
24. "They are very efficient." "Son muy eficientes."
25. "They are kind." "Son amables." (Triner)
26. "Good times for appointments." "Buen tiempo para las citas." (Baum)
27. "Everything is good." "Todo está bien."
28. "Provide medical care to my family. That your personnel for the most part speak Spanish." "Proveer cuidados médicos para mi familia. Que su personal hablan la mayoría en español." (Triner)
29. "Everything." "Todo." (2)
30. "Their service." "Su servicio." (Triner)
31. "To better my family's health." "Mejorar la salud de mi familia."
32. "It is an accessible place." "Es un lugar accesible."
33. "The hours." "Los horarios."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (6)
2. "Okay."
3. "Everything is just great." (Davies)
4. "Already good." (Triner)
5. "Good! 😊"
6. "Bigger rooms for appointments w/ multiple children." (Triner)
7. "You guys doing awesome."
8. "Smiles."

Spanish

1. "Everything is perfect." "Todo es perfecto." (2)
2. "N/A." (2)
3. "Everything is good." "Todo muy bien." (1)
4. "Everything is good." "Todo está bien." (4)
5. "Everything is very good." "Todo está muy bien."
6. "Train staff better." (English response on a Spanish survey)

9. "Have more availabilities and flexibility for app." (Davies)
 10. "Discontinue mandatory visits for lab results."
 11. "Calls are hard to go through."
 12. "Everything is good so far."
 13. "Leave messages with providers."
 14. "Great already." (Baum)
 15. "It is good as it is." (Triner)
 16. "Perfect."
 17. "Everything is great." (White)
7. "Always remain the same tending and worrying for the patient." "Siempre sigan asi atendiendo y preocupandose por el paciente."
 8. "For me your work is great." "Para mi esta bien su trabajo." (Afrifah)
 9. "Everything seems fine." "Todo nos parece bien." (Luhrsen)
 10. "Very good for now. Thank you for your help. I am grateful and satisfied with everything you help us with." "Muy bien por ahora. Gracias por su ayuda. Estoy agradecida y satisfecha con todo lo que uds nos ayudan." (Afrifah)
 11. "For me, everything is very good." "Para mi esta muy bien todo." (Triner)
 12. "Remaining kind as always. Everything is perfect." "Siendo siempre igual de amables. Todo perfecto."
 13. "No comment." "Sin comentarios."
 14. "For me, this session for children is good." "Para mi esta seccion de los ninos esta bien." (Triner)
 15. "You are doing an excellent job. I am very appreciative towards Greater Elgin for all these years you have serviced us. When we have medical insurance, we have continued to choose this institution. We try to be loyal and appreciative for your help when have not had medical insurance. In many cases, we have received great attention. Thank you very much." "Ustedes estan haciendo un exelente trabajo. Estoy muy agradecida con Greater Elgin por todos estos anos de servicio para nosotros. Cuando hemos estado con aseguranza medica hemos seguido elegido esta intitucion. Tratando de ser fieles y agradecidos por su ayuda cuando no hemos tenido aseguranza medica. En ambos casos muy buena atencion. Muchas gracias." (Triner)
 16. "Check the date of birth before entering the room and appointments before the appointment time." "Chequar bien las fechas de Nacimiento antes entrar y citas antes de tiempo."
 17. "For me, it is perfect." "Para mi es perfecto." (Triner)
 18. "More punctuality with the appointment times." "Un poco mas de puntualidad en las citas."

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

English

- YES: 56
- NO: 0

Spanish

- YES: 63
- NO: 0

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

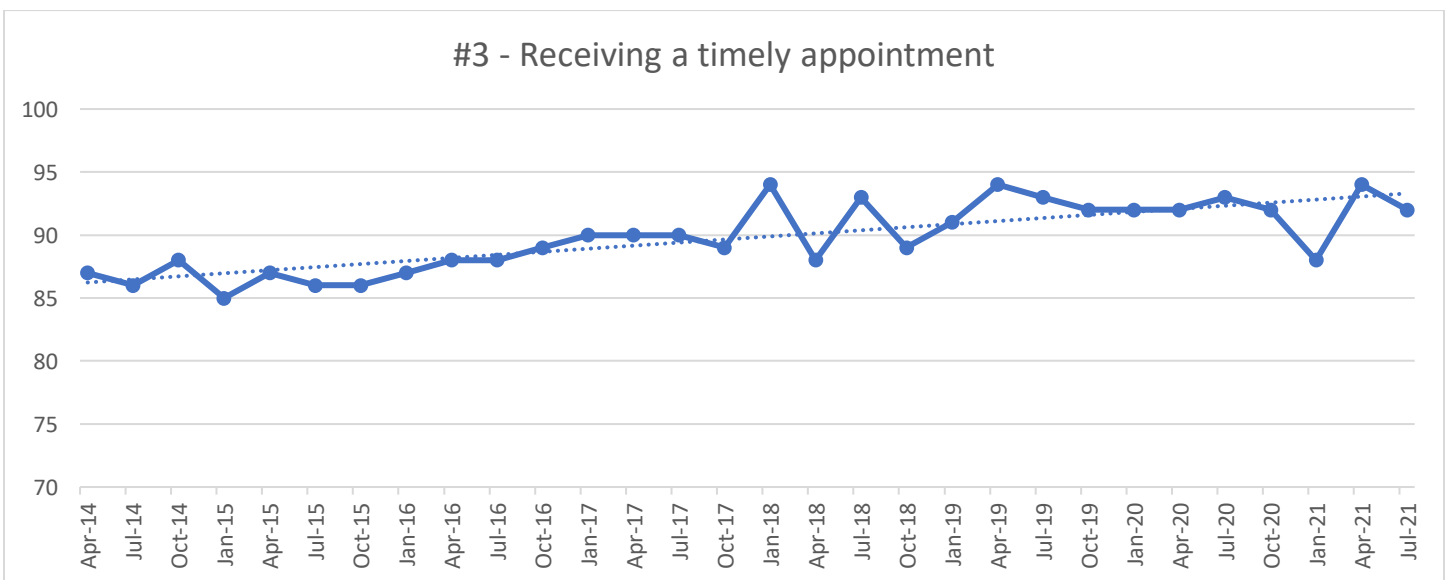
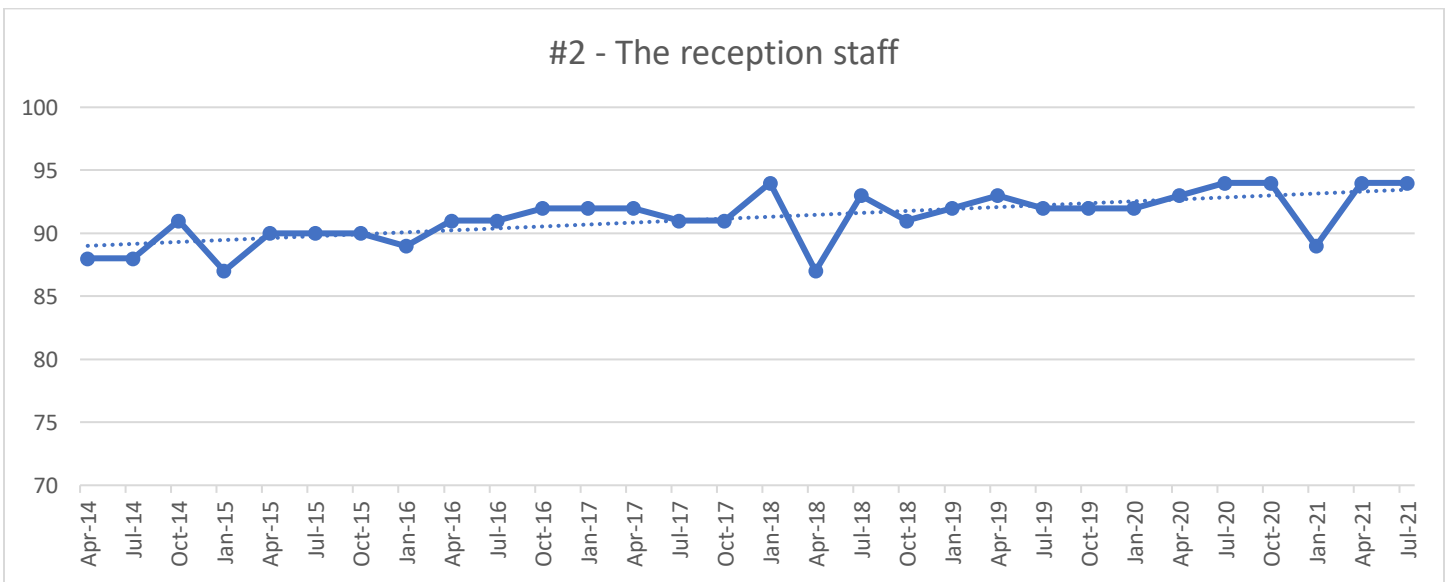
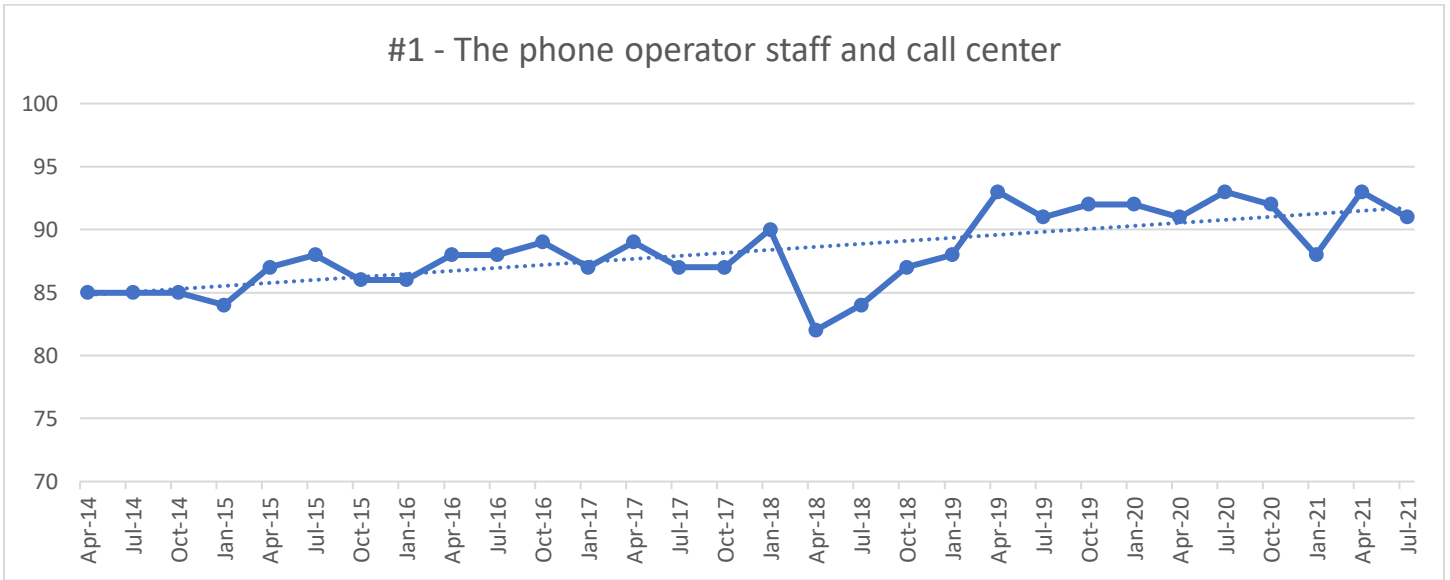
English

- Afrifah: 0
- Baum: 6
- Castro: 1
- Davies: 7
- Hadi: 0
- Luhrsen: 7
- Miller: 0
- Triner: 11
- White: 2

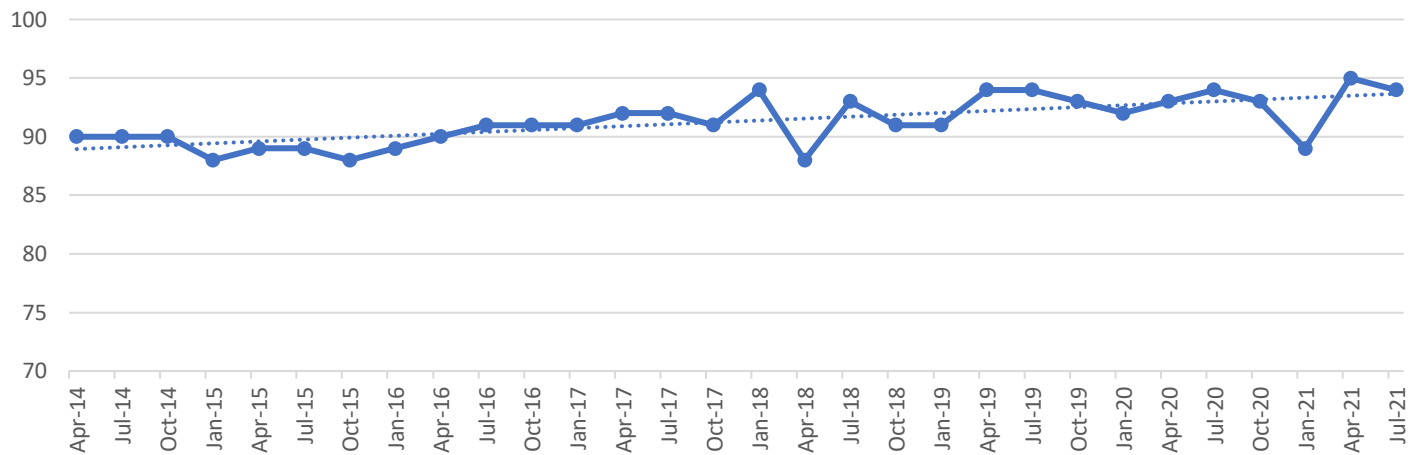
Spanish

- Afrifah: 6
- Baum: 7
- Davies: 8
- Hadi: 0
- Luhrsen: 11
- Miller: 1
- Triner: 10
- White: 3

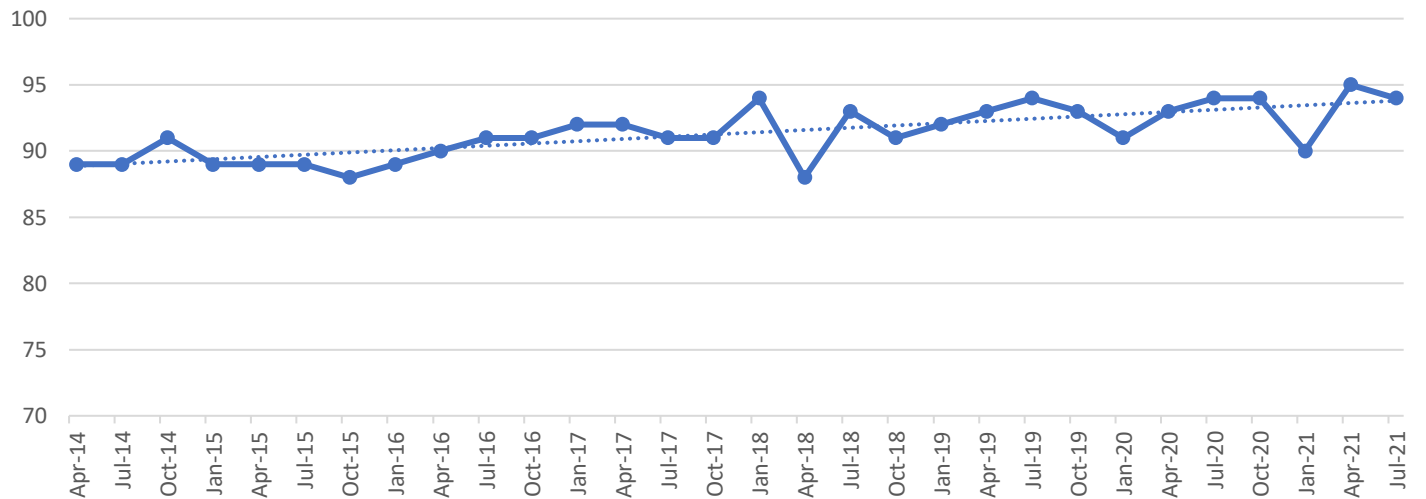
Individual Question Results with Trendlines



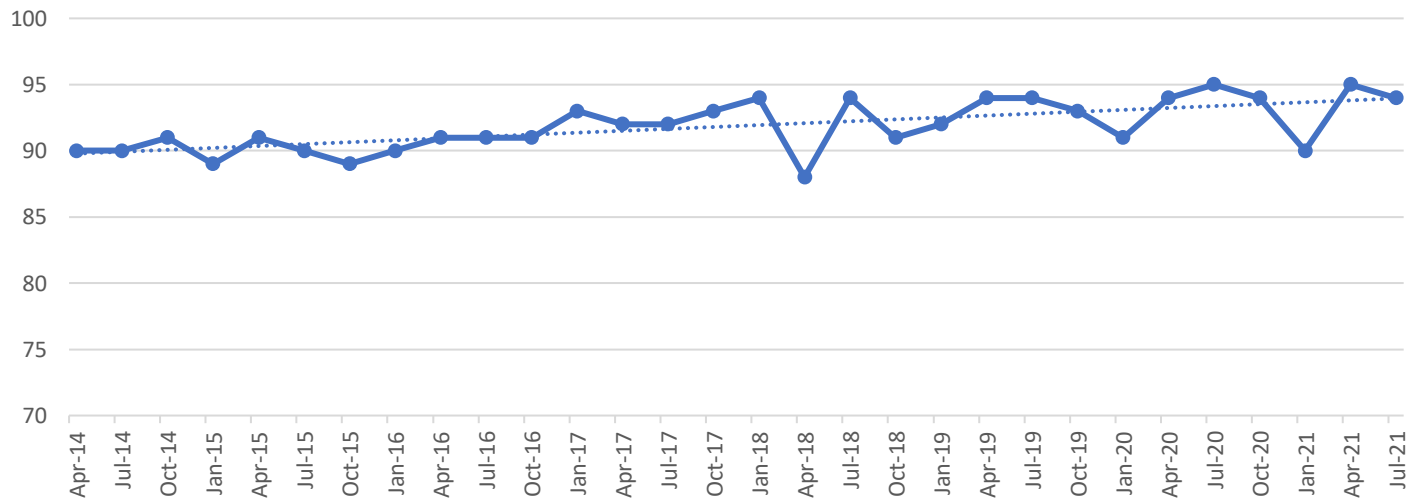
#4 - Education and explanation of plan provided in a way that I can understand



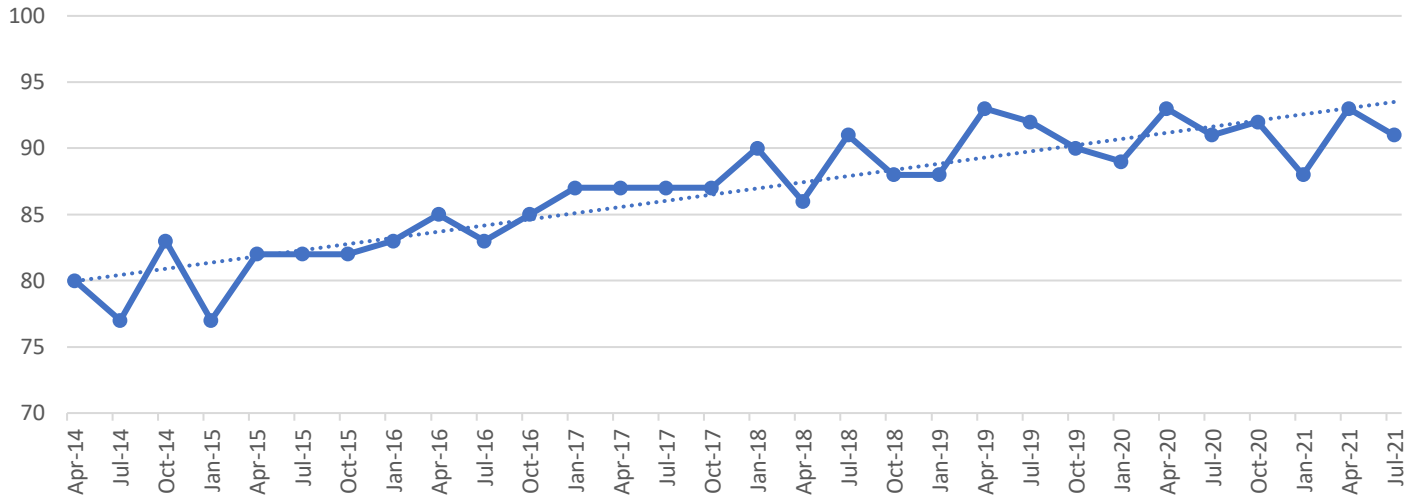
#5 - The follow-up and coordination of my care



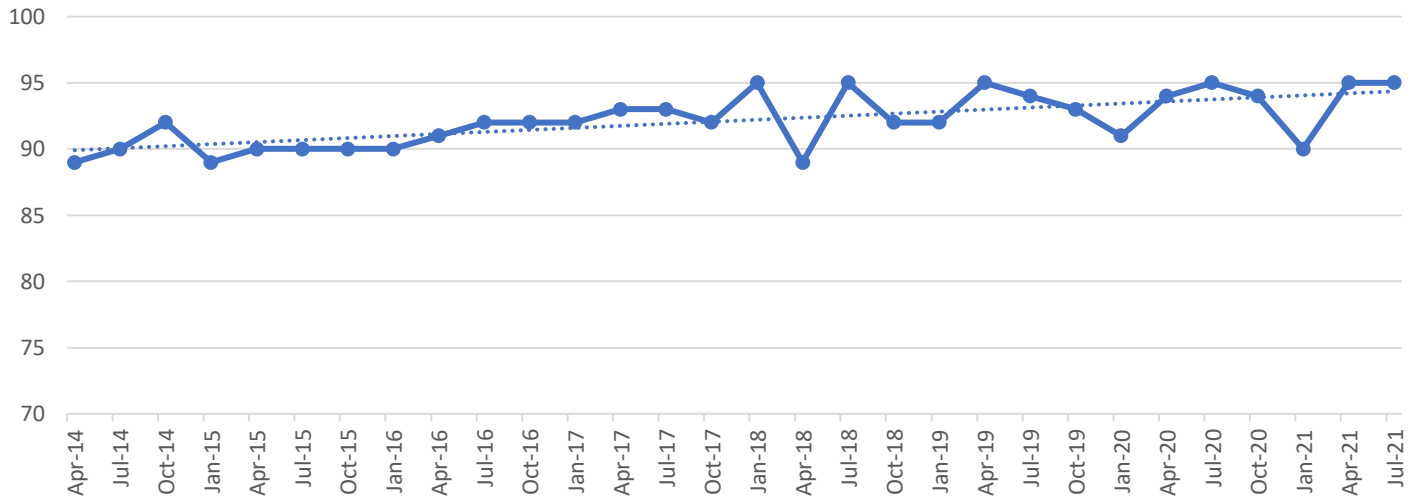
#6 - The staff addressing my medical needs today



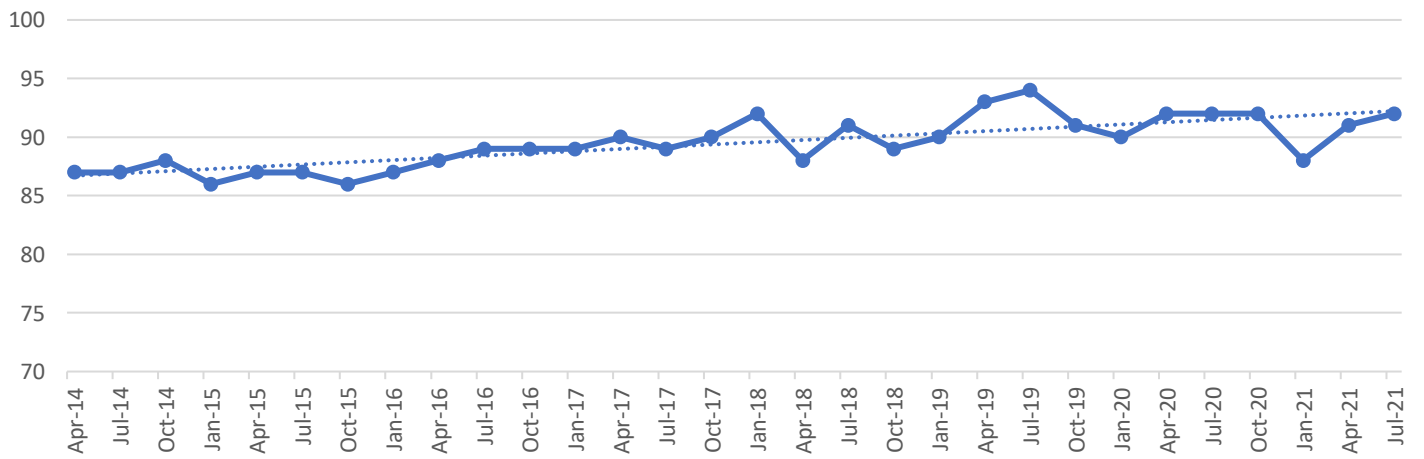
#7 - The time spent waiting



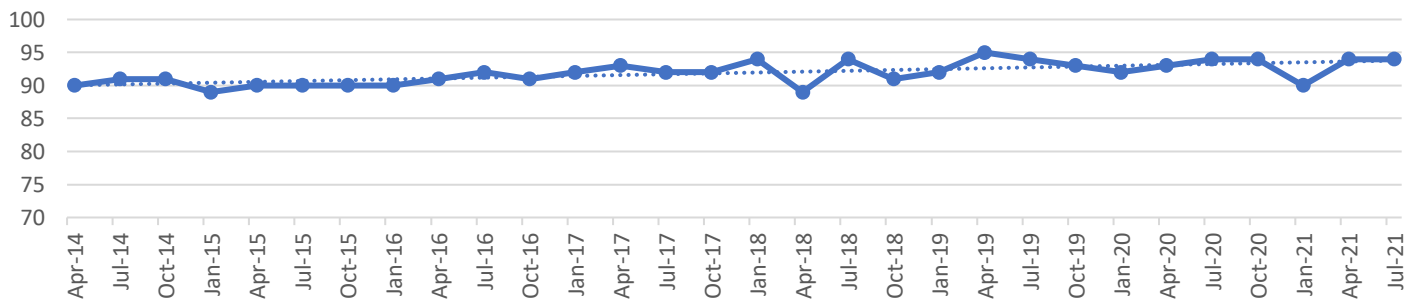
#8 - The respectfulness of staff



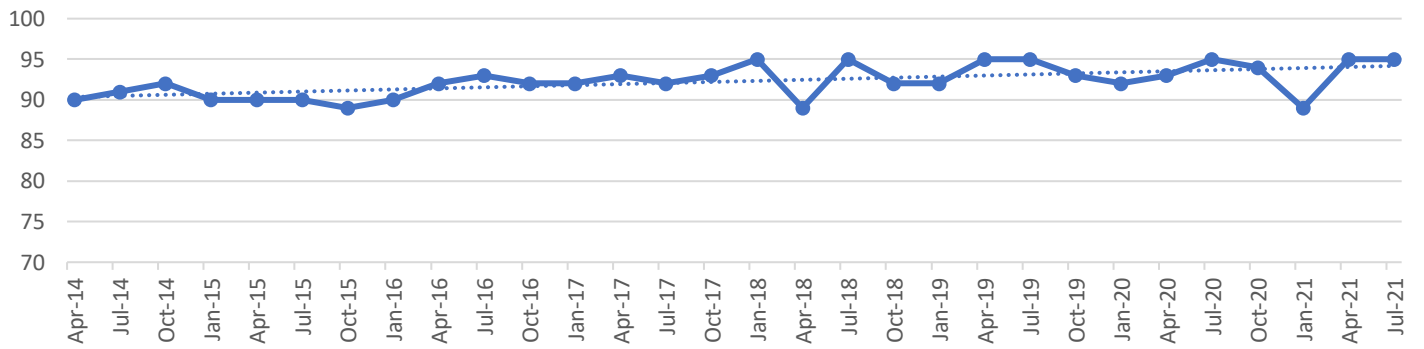
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



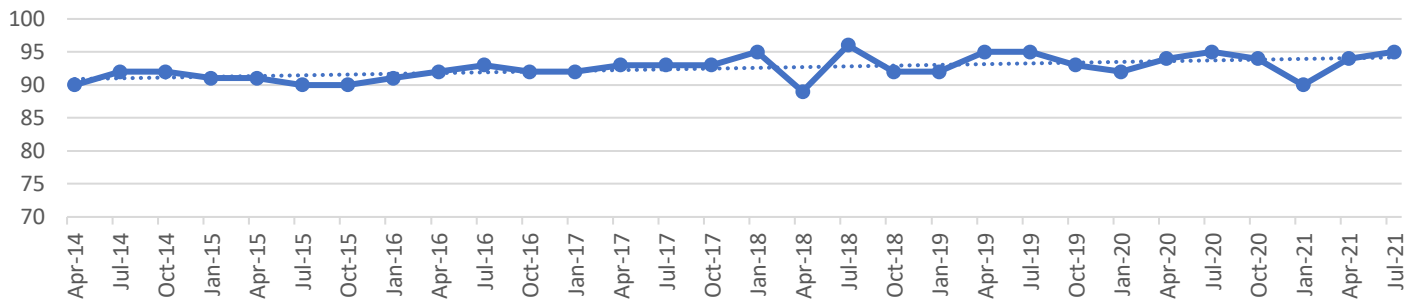
#10 - The handling of my personal medical information in a private and confidential manner



#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?

