

**Patient Satisfaction Survey  
450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental)  
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.

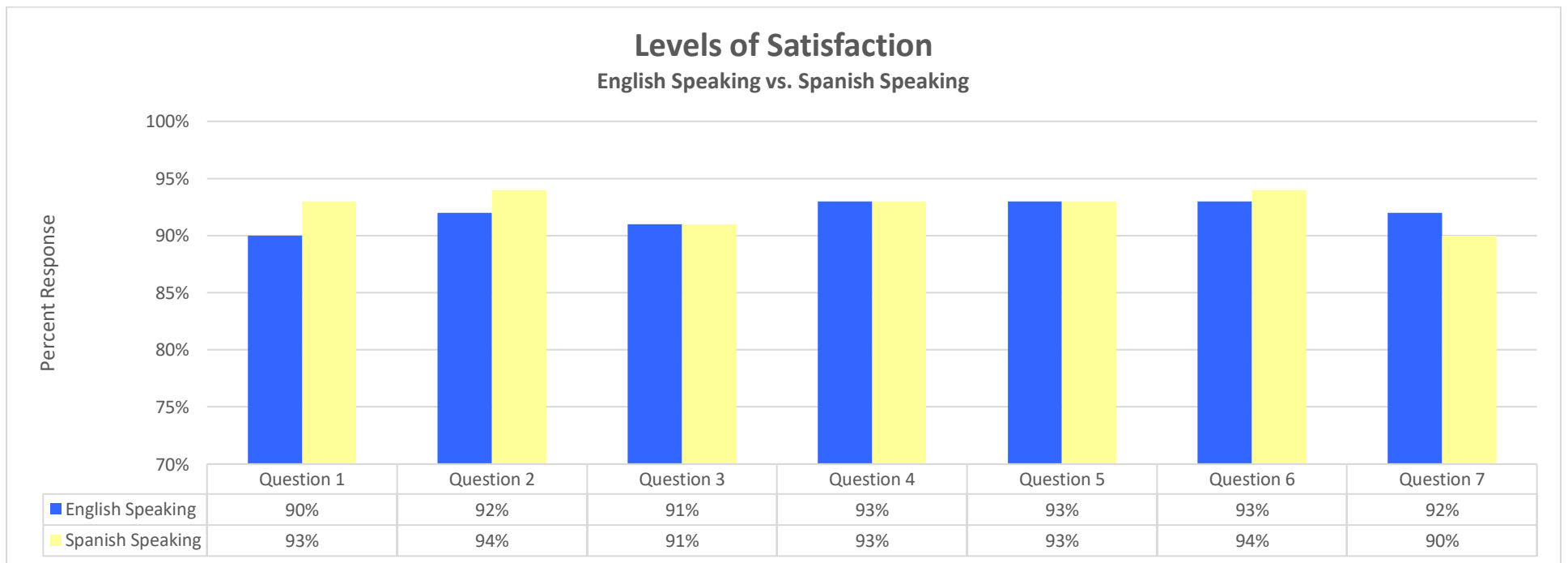
<b>450 Dundee Ave, Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction July 2021</b>	<b>Level of Satisfaction April 2021</b>	<b>Level of Satisfaction January 2021</b>	<b>Level of Satisfaction October 2020</b>
1. The phone operator staff and call center	92%	93%	94%	92%
2. The reception staff	93%	95%	96%	93%
3. Receiving a timely appointment	91%	94%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	95%	96%	92%
5. The follow up and coordination of my care	93%	95%	94%	93%
6. The staff addressing my medical needs today	93%	95%	96%	94%
7. The time spent waiting	91%	93%	94%	91%
8. The respectfulness of staff	94%	95%	97%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	94%	94%	93%
10. The handling of my personal medical information in a private and confidential	93%	95%	96%	94%
11. Your medical/dental assistant	94%	95%	95%	94%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	94%	95%	95%	94%
13. Overall, how satisfied are you with the Health Center?	93%	95%	95%	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%

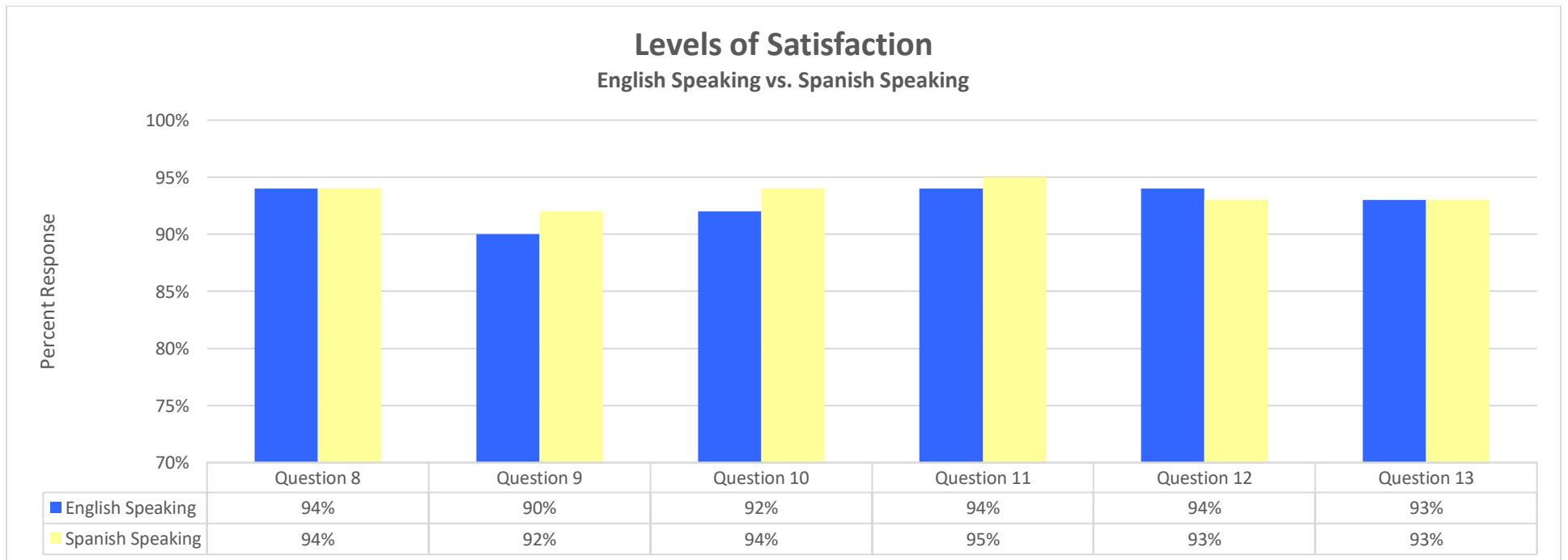
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	107 65%	94 75%	43 26%	22 18%	11 7%	8 6%	2 1%	0	2 1%	1 1%
2. The reception staff	114 69%	93 74%	40 24%	27 22%	7 4%	4 3%	3 2%	0	1 1%	1 1%
3. Receiving a timely appointment	108 66%	82 66%	40 25%	29 23%	11 7%	11 9%	3 2%	1 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	117 71%	90 72%	38 23%	31 25%	6 4%	3 2%	2 1%	0	1 1%	1 1%
5. The follow-up and coordination of my care	117 71%	86 69%	40 24%	32 26%	6 4%	5 4%	2 1%	0	1 1%	1 1%
6. The staff addressing my medical needs today	122 74%	92 73%	37 22%	29 23%	4 2%	4 3%	2 1%	0	1 1%	1 1%
7. The time spent waiting	112 68%	79 63%	43 26%	35 28%	7 4%	10 8%	4 2%	1 1%	0	1 1%



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	125 76%	96 77%	32 20%	23 18%	4 2%	5 4%	2 1%	0	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	103 65%	77 66%	37 23%	32 28%	14 9%	6 5%	3 2%	0	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	117 71%	94 76%	39 24%	26 21%	7 4%	3 2%	2 1%	0	1 1%	1 1%
11. Your medical assistant	119 74%	93 78%	36 22%	23 19%	5 3%	3 3%	1 1%	0	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	119 75%	87 73%	35 22%	27 23%	3 2%	4 3%	1 1%	0	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	115 72%	89 73%	38 24%	28 23%	4 3%	4 3%	2 1%	0	1 1%	1 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: 11

N/A: 3

YES: 5

#### **Comments:**

1. "Our experience was great all the staff is friendly and fast."
2. "No return phone call."
3. "Okay."
4. "Great."

#### **Spanish**

NO: 56

N/A: 0

YES: 6

#### **Comments:**

1. "Good." "Bueno."
2. "Yes, to schedule an appointment. Everything is good." "Si, para hacer cita. Todo bien." (George)
3. "Everything is excellent very satisfied." "Todo excelente muy satisfecha."
4. "Very good excellent." "Muy bien exelente."
5. "N/A."
6. "Very pleasant." "Muy agradable."
7. "Very good." "Muy buena."

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

#### **English**

1. "N/A." (2)
2. "Staff." (3)
3. "Everything."
4. "Great staff."
5. "Call center."
6. "So far, everything has been great."
7. "The staff is good at what they do."
8. "Short wait times."
9. "All staffs."
10. "They answer your questions."
11. "Taking care of my appointment."
12. "Can see me right away."
13. "Timely visits."
14. "Prompt service."
15. "Nothing."
16. "Everyone is so nice and great at explaining everything."
17. "Timely manner." (Jin)
18. "Medical assistant."
19. "Great customer service."
20. "Timely app."
21. "The whole service under one roof."
22. "Getting an appoint fast."
23. "Informational staff, friendliness." (Piper)
24. "The advice and assistance."
25. "We didn't wait that long and they are really on top of everything which was great."
26. "My dentist." (2)
27. "Everything, location, knowledge!" (George)

#### **Spanish**

1. "Everything." "Todo." (4)
2. "Everything is good." "Todo bien." (3)
3. "Everything is good." "Todo esta bien." (4)
4. "The prices." "Los precios."
5. "Everyone is very attentive." "Muy atentos todos."
6. "The service." "El servicio." (2)
7. "Very efficient with all of the services." "Es muy eficiente en todo los servicios."
8. "With all of my doubts." "En todas mis dudas."
9. "With my pregnancy." "Con mi embarazo."
10. "The attention." "La atencion." (George)
11. "Good service good treatment respect." "Buen servicio buen tratamiento respeto." (George)
12. "The receptionists." "Los recepcionistas."
13. "That it is a clinic that they tend to you well and at a low cost." "Que es una clinica que atienden bien y a un precio bajo." (Safavinejad)
14. "Economic and service." "Economico y servisio."
15. "It is close to my home." "Esta cerca de mi hogar."
16. "My consultations." "Mis consultas."
17. "Tending to my calls and supporting me when I need appointments." "Atendiendo mis llmadas y apoyando cuando necesito citas."

28. "The information."
  29. "They explain everything."
  30. "Lovely people."
  31. "Always nice staff."
  32. "Nice staff."
18. "Everything is very good. Thank you very much you are very kind." "Todo es tamuy bien muchas gracias son muy amables."
  19. "How economic." "Lo economico."
  20. "Economic and efficient." "Economico y eficiente."
  21. "All of the services." "Todos los servicios."
  22. "Doctors." "Doctores."
  23. "The Spanish language." "El idioma en espanol." (2)
  24. "Knowing what I have." "En saber lo que tengo."
  25. "That they see me when I need it the most the necessary time." "Que me atienda cuando mas la necito el tiempo nesesario."
  26. "That the people are kind." "Que las persona es amable."
  27. "The service they have." "El servicio que tiene."
  28. "Rapid service." "Servicio rapido."
  29. "The ease of scheduling appointments and excellent attention." "Facilidad para programar citas y excelente atencion."
  30. "No comment." "Sin comentario." (2)
  31. "Kindness from the personnel." "Amabilidad todo el personal."
  32. "Pregnancy care." "Cuidado del embarazo."
  33. "Not having to wait too long in the appointments." "No hacer esperar mucho en las citas."
  34. "Very good attention from the personnel." "Muy buena atencion del personal."
  35. "With the medical care." "En el cuidado de la salud."
  36. "The Spanish language." "El idioma Espanol."
  37. "With my medical health." "El cuidado de mi salud."
  38. "Everyone is very kind, how lovely." "Muy hamables todos, que lindos."
  39. "Easy to understand necessities." "Facil de entender nesesidades."
  40. "Flexible hours." "Horarios flexibles."
  41. "Timely appointments." "Citas a tiempo."
  42. "The flexible hours." "Los horarios flexibles."
  43. "The excellent attention." "La atencion exelente."
  44. "That your personnel is attentive." "Que su personal es atento."

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

**English**

1. "N/A." (7)
2. "No comment."

**Spanish**

1. "Everything is good." "Todo esta bien." (5)

3. "Nothing."
4. "None."
5. "Too long to wait."
6. "Nothing, so far."
7. "You guys are doing good."
8. "Good."
9. "Just stay as helpful as you are."
10. "Kids toy/ books."
11. "30 minutes before apt. is a bit excessive."
12. "Everything is great!"
13. "Everything is good."
14. "Everything is ok."
15. "The need to improve wait time."
16. "Not to cancel so many times."
17. "More appointments availability."
18. "No need."

2. "Everything is excellent." "Todo excelente." (George)
3. "Nothing." "Nada." (4)
4. "It is excellent." "Es exelente."
5. "Everything is perfect." "Todo es perfecto."
6. "Keep everything how it is." "Seguir como hasta ahora." (George)
7. "Don't be mean." "No sean malos."
8. "Everything is fine for me." "Estoy bien con todo." (Safavinejad)
9. "Everything is excellent, thank you." "Todo excelente gracias."
10. "I believe that the service is excellent." "Yo pienso que el servicio es exselente."
11. "More proximal appointments closer." "Sitas mas proximas pronto."
12. "Very soon." "Muy pronto."
13. "Everything is very good." "Todo esta muy bien." (2)
14. "Everything is very good as of today." "Todo muy bien hasta hoy." (Jin)
15. "Excellent job the ladies thank you." "Exelente trabajo las senoritas gracias."
16. "Closer appointments." "Sitas mas cercas."
17. "More available appointments." "Que haiga mas citas."
18. "Satisfied." "Satisfactorio."
19. "No comment." "Sin comentarios."
20. "Not having to wait long in the waiting room." "Que no esperamos mucho rato en la sala de espera."
21. "They should offer shorter appointments." "Que nos puedan dar las citas mas cortas."
22. "Excellent service." "Excelente servicio."
23. "To me, everything is well organized." "Todo esta bien organizado."
24. "Better communication with the personnel." "Mejor comunicacion con el personal."
25. "For me, everything is perfect how it is." "Para mi esta perfecto como esta."

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

**English**

- YES: 78
- NO: 3

**Spanish**

- YES: 132
- NO: 2

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

**English**

- Bassi: 1
- George: 1
- Hong: 0
- Jin: 1
- McCormick: 0

**Spanish**

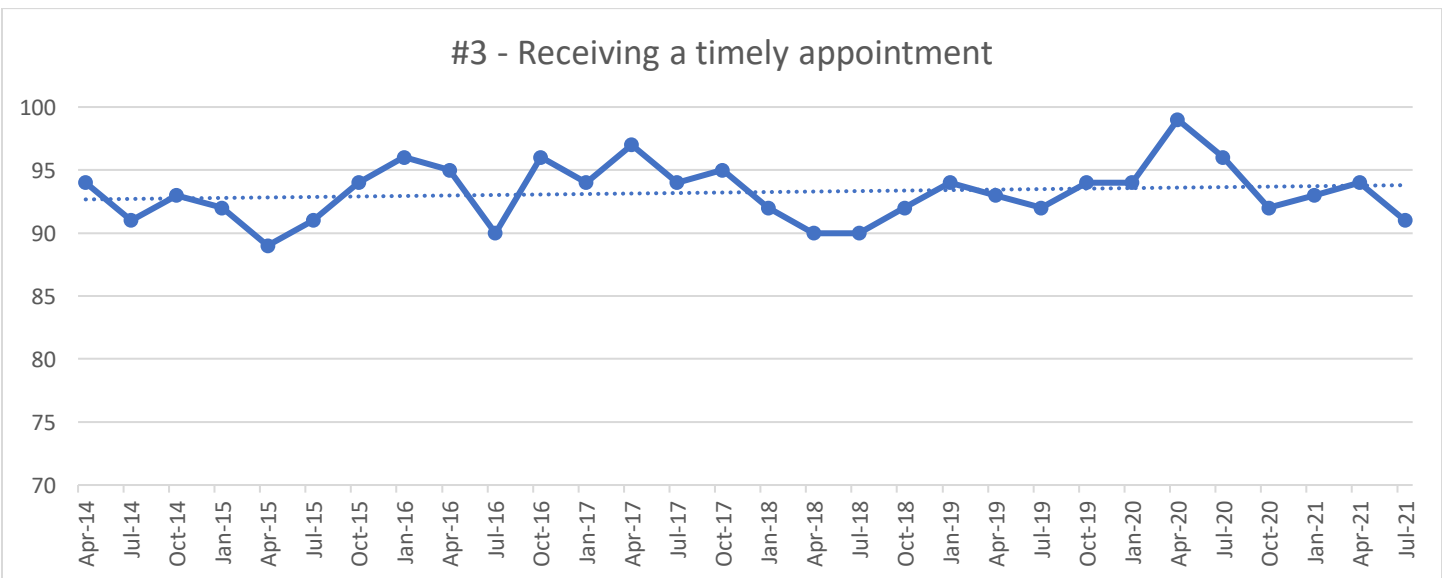
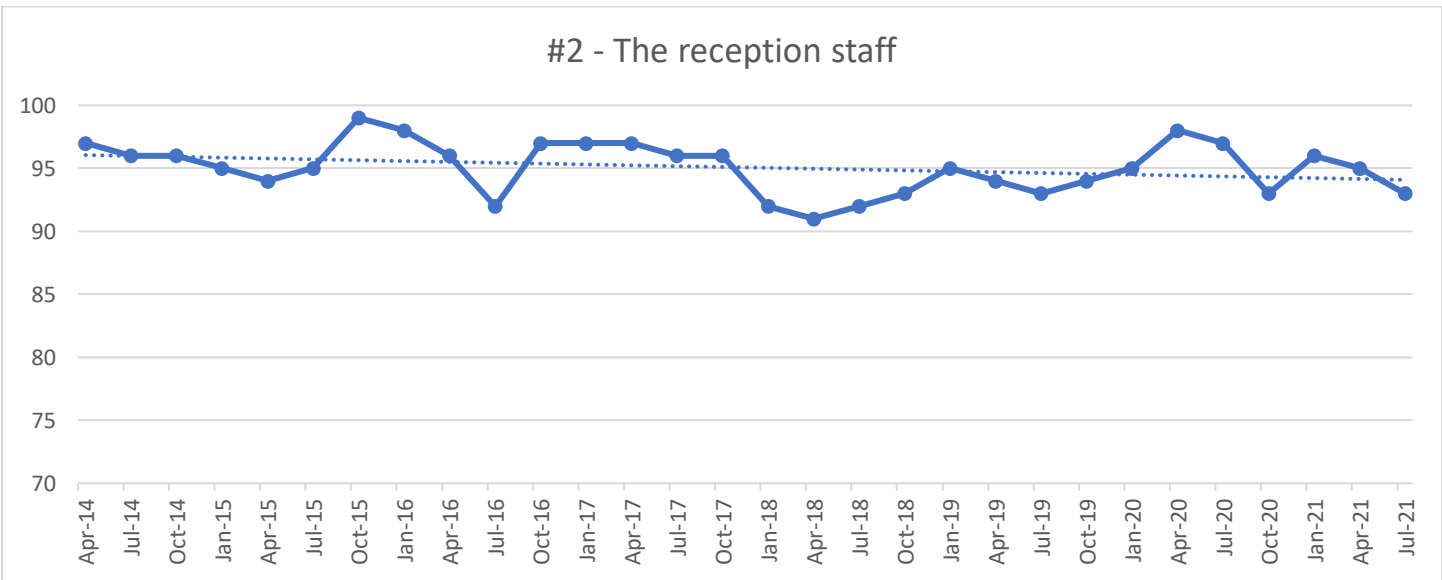
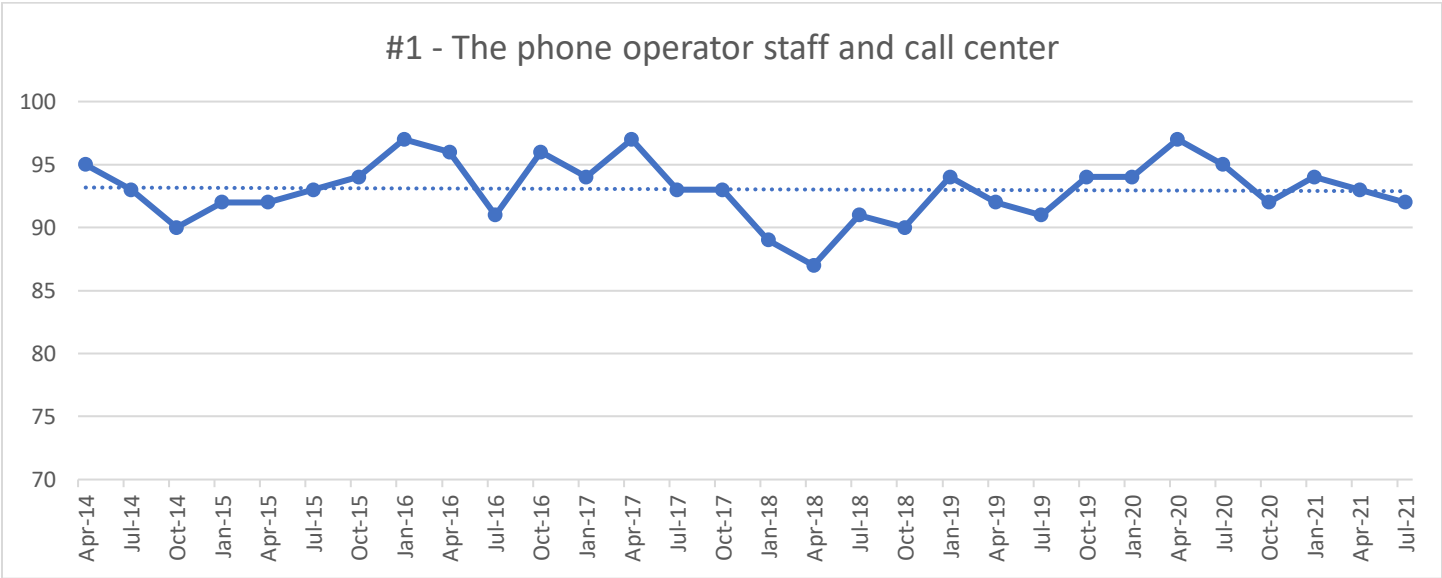
- Bassi: 1
- George: 4
- Hong: 0
- Jin: 3
- McCormick: 0

- Piper: 2
- Quesea: 0
- Safavinejad: 0
- Santa Ines: 0
- Triner: 0
- Villa: 2

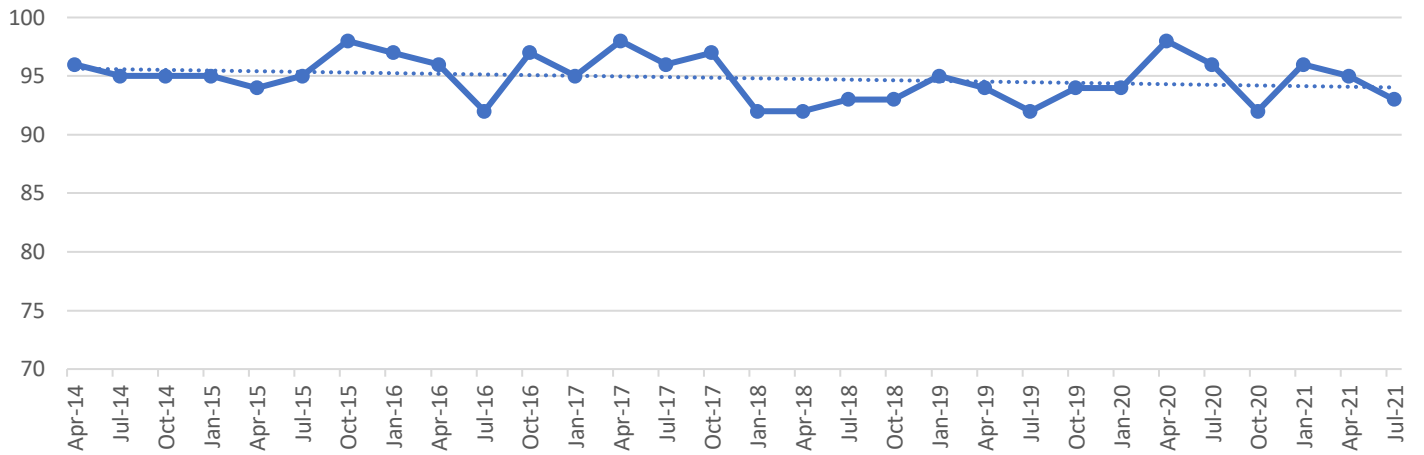
- Piper: 0
- Quesea: 3
- Safavinejad: 4
- Santa Ines: 0
- Villa: 1



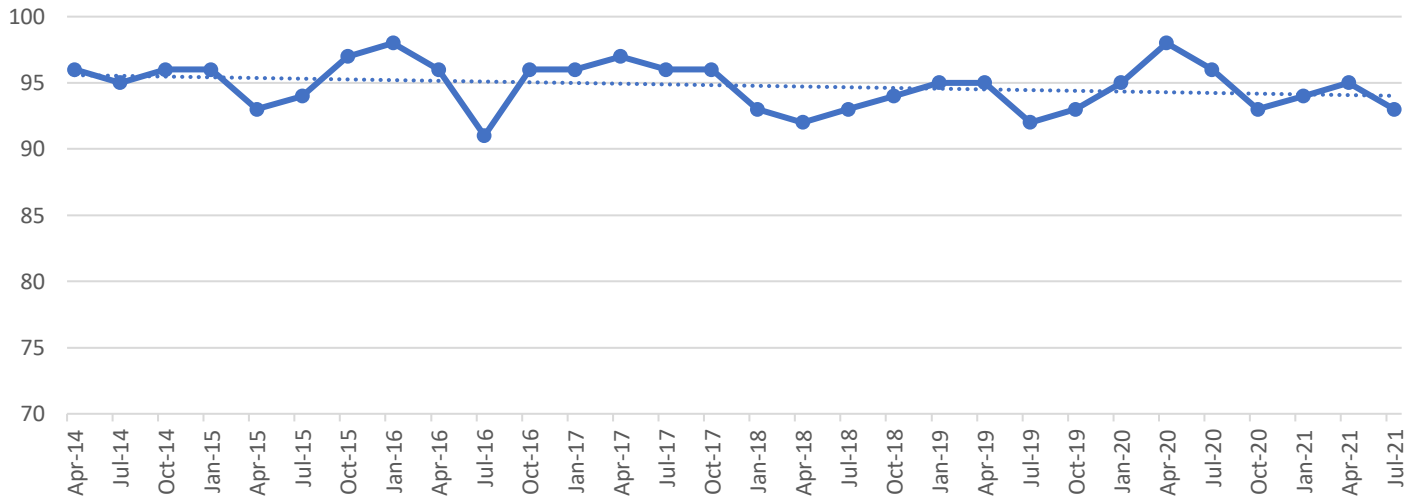
# Individual Question Results with Trendlines



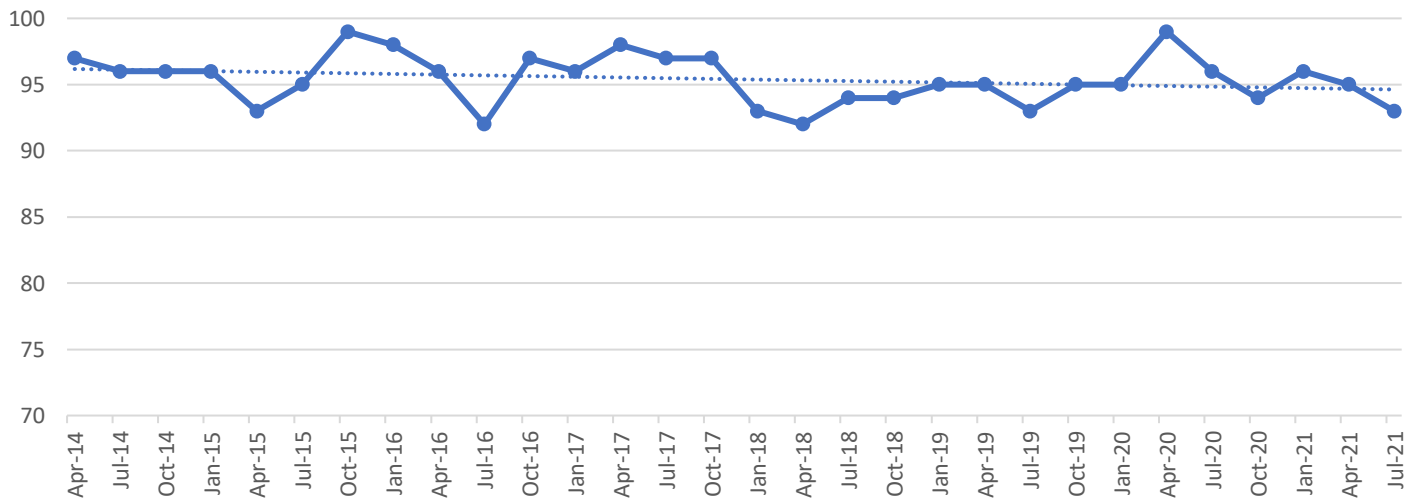
#### #4 - Education and explanation of plan provided in a way that I can understand

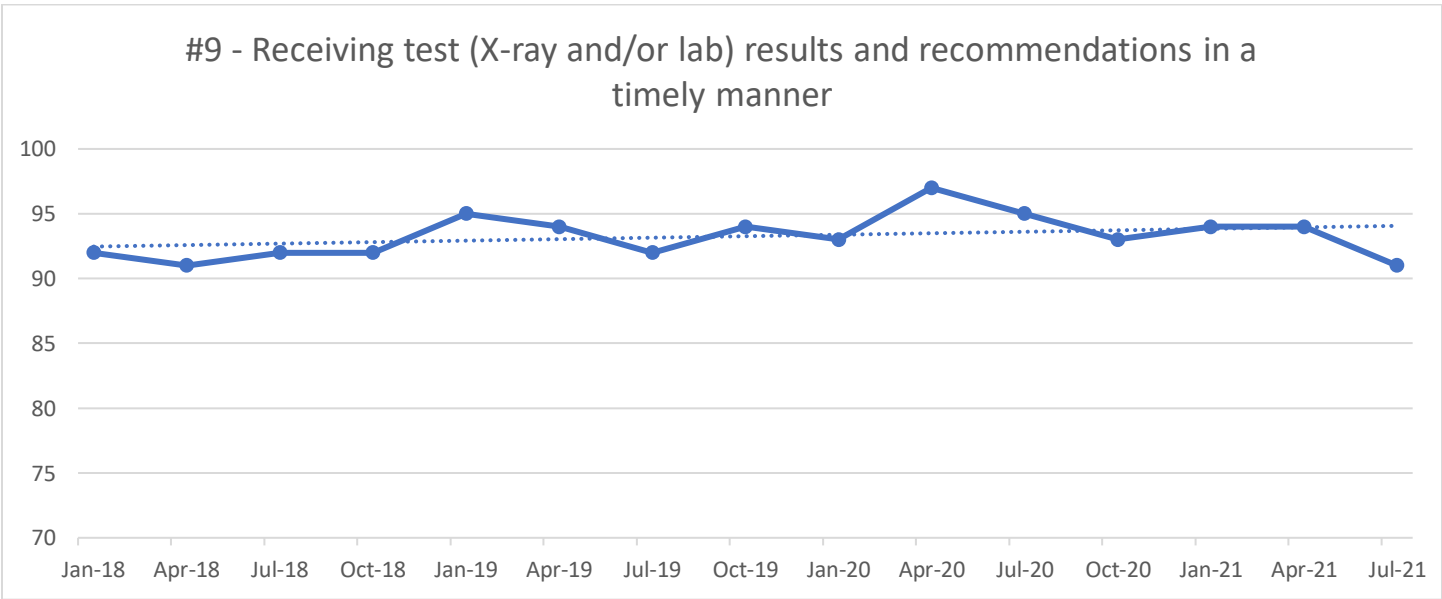
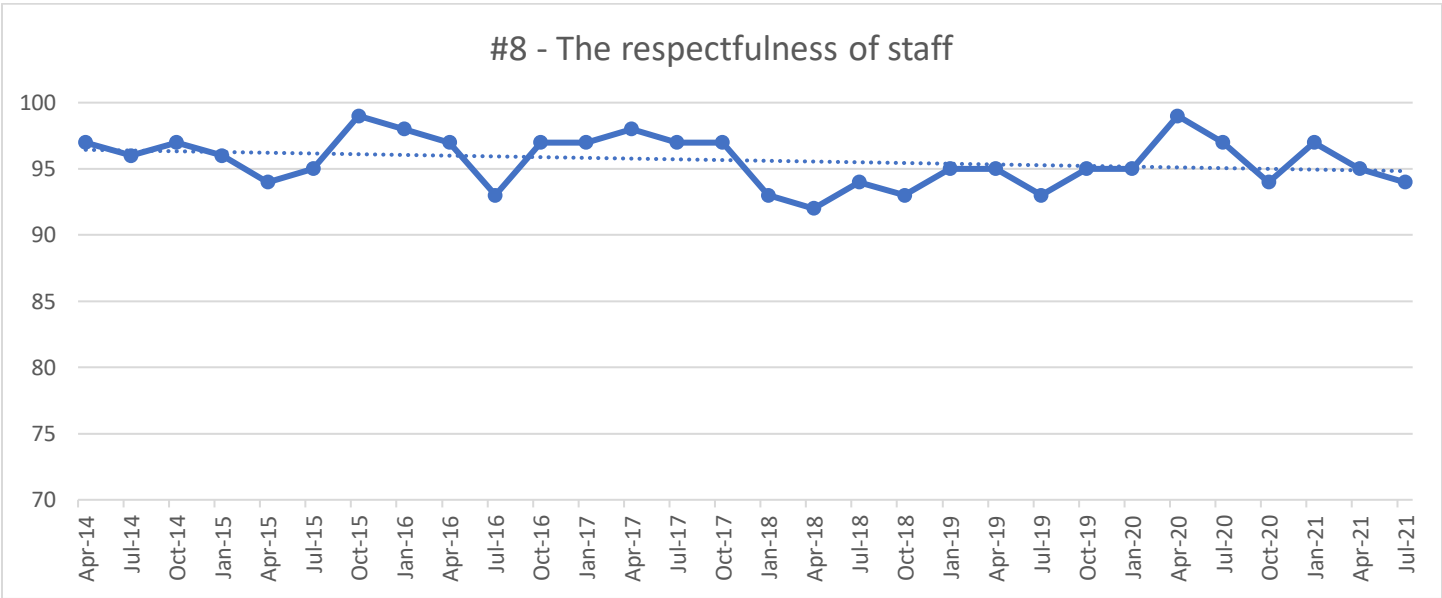
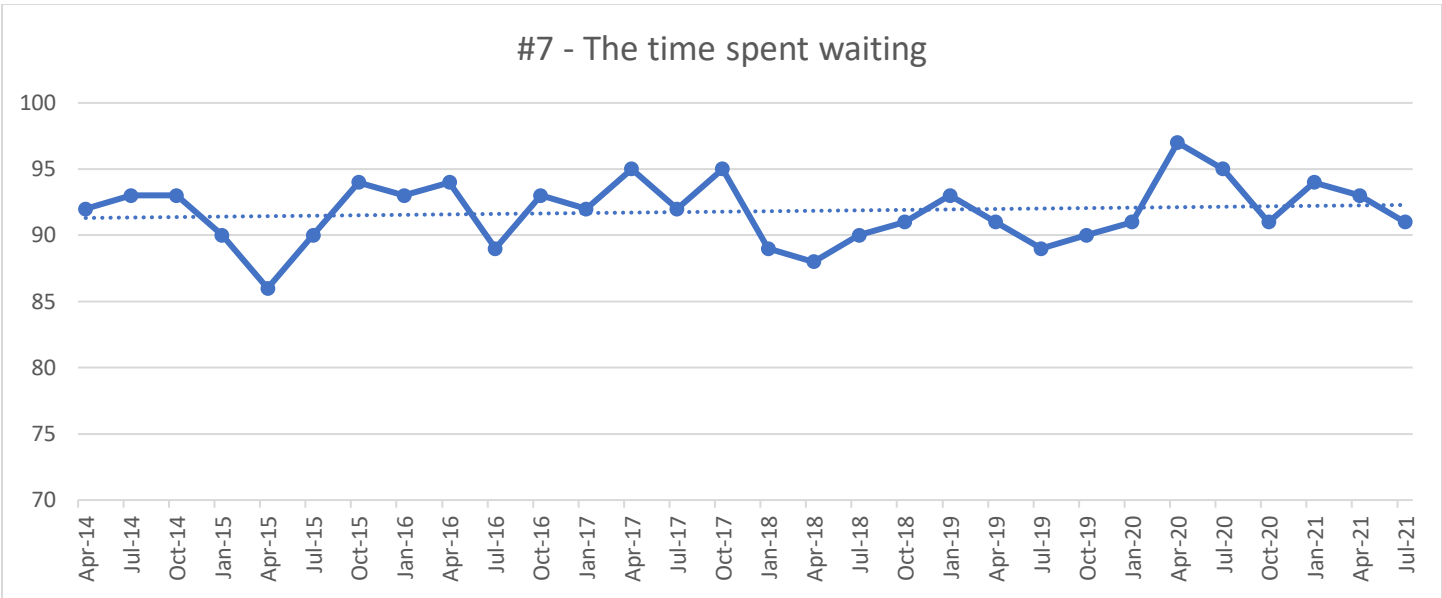


#### #5 - The follow-up and coordination of my care

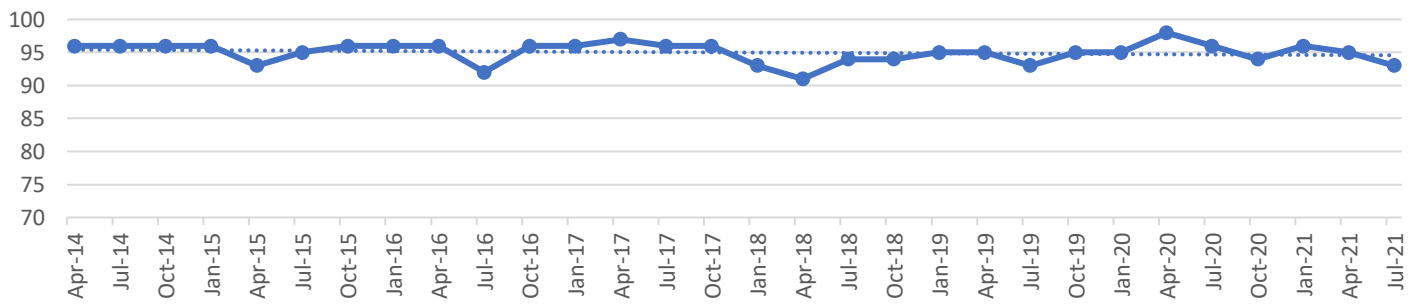


#### #6 - The staff addressing my medical needs today

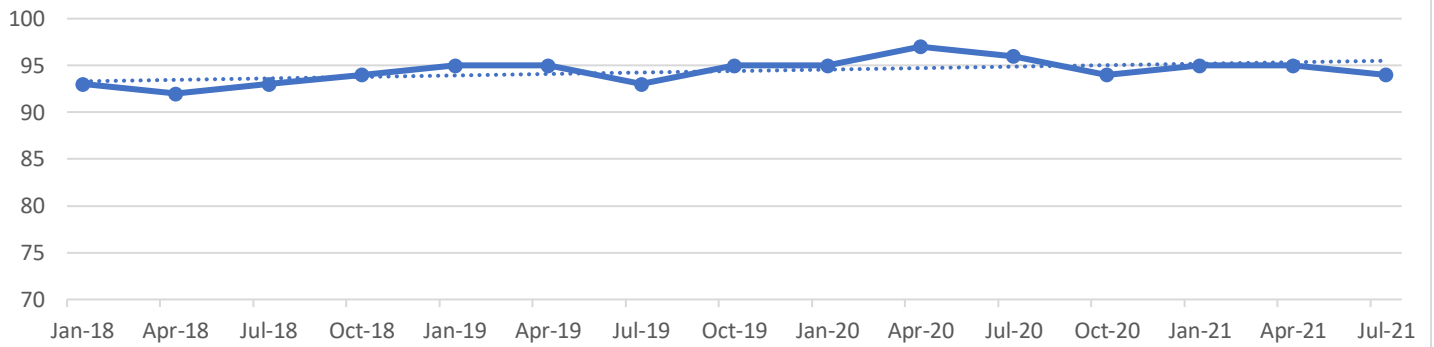




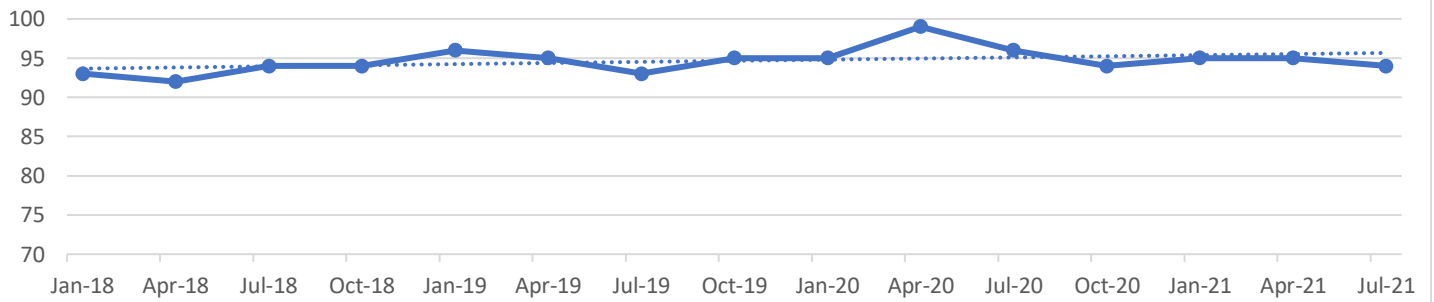
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

