Greater Family Health SM

# Patient Satisfaction Survey
# 450 Dundee Ave, Elgin - Lower Level (Pediatrics)
# October, 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 93% to 96%. The mean for all questions was 95% 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 October 2021 | Level of Satisfaction July 2021 | Level of Satisfaction April 2021 | Level of Satisfaction January 2021 |
|---|---|---|---|---|
| 1. The phone operator staff and call center | 93% | 91% | 93% | 88% |
| 2. The reception staff | 95% | 94% | 94% | 89% |
| 3. Receiving a timely appointment | 94% | 92% | 94% | 88% |
| 4. Education and explanation of plan provided in a way that I can understand | 94% | 94% | 95% | 89% |
| 5. The follow up and coordination of my care | 95% | 94% | 95% | 90% |
| 6. The staff addressing my medical needs today | 96% | 94% | 95% | 90% |
| 7. The time spent waiting | 93% | 91% | 93% | 88% |
| 8. The respectfulness of staff | 95% | 95% | 95% | 90% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 95% | 92% | 91% | 88% |
| 10. The handling of my personal medical information in a private and confidential | 96% | 94% | 94% | 90% |
| 11. Your medical assistant | 96% | 95% | 95% | 89% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 96% | 95% | 94% | 90% |
| 13. Overall, how satisfied are you with the Health Center? | 95% | 94% | 95% | 90% |

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

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

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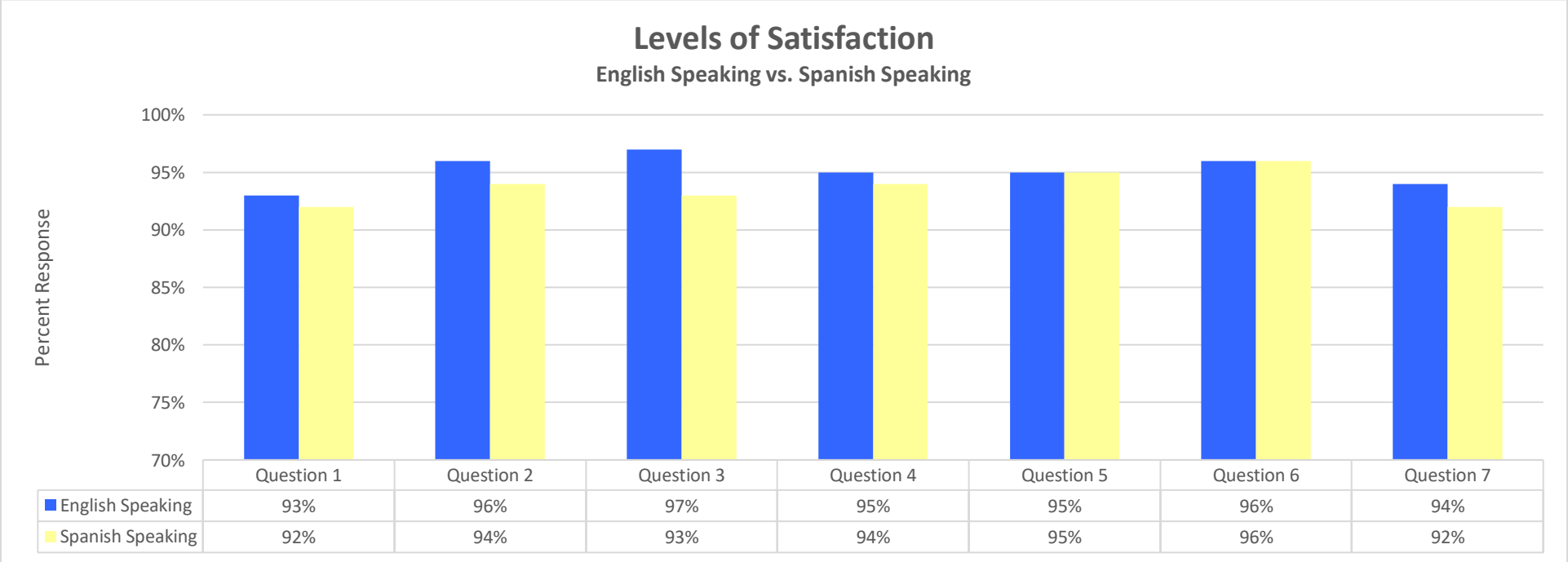
| Survey Questions | (5) Very Satisfied | | (4) Satisfied | | (3) Neutral | | (2) Dissatisfied | | (1) Very Dissatisfied | |
|---|---|---|---|---|---|---|---|---|---|---|
| | English | Spanish | English | Spanish | English | Spanish | English | Spanish | English | Spanish |
| 1. The phone operator staff and call center | 47<br>75% | 60<br>71% | 14<br>22% | 17<br>20% | 0 | 8<br>9% | 1<br>2% | 0 | 1<br>2% | 0 |
| 2. The reception staff | 52<br>83% | 66<br>78% | 10<br>16% | 14<br>17% | 0 | 3<br>4% | 0 | 1<br>1% | 1<br>2% | 1<br>1% |
| 3. Receiving a timely appointment | 55<br>87% | 65<br>75% | 7<br>11% | 15<br>17% | 0 | 5<br>6% | 0 | 2<br>2% | 1<br>2% | 0 |
| 4. Education and explanation of plan provided in a way that I can understand | 50<br>79% | 62<br>71% | 11<br>18% | 22<br>25% | 1<br>2% | 3<br>3% | 0 | 0 | 1<br>2% | 0 |
| 5. The follow-up and coordination of my care | 50<br>79% | 65<br>75% | 12<br>19% | 20<br>23% | 0 | 2<br>2% | 0 | 0 | 1<br>2% | 0 |
| 6. The staff addressing my medical needs today | 54<br>86% | 70<br>81% | 8<br>13% | 15<br>17% | 0 | 2<br>2% | 0 | 0 | 1<br>2% | 0 |
| 7. The time spent waiting | 50<br>79% | 62<br>71% | 10<br>16% | 19<br>22% | 2<br>3% | 5<br>6% | 0 | 0 | 1<br>2% | 1<br>1% |

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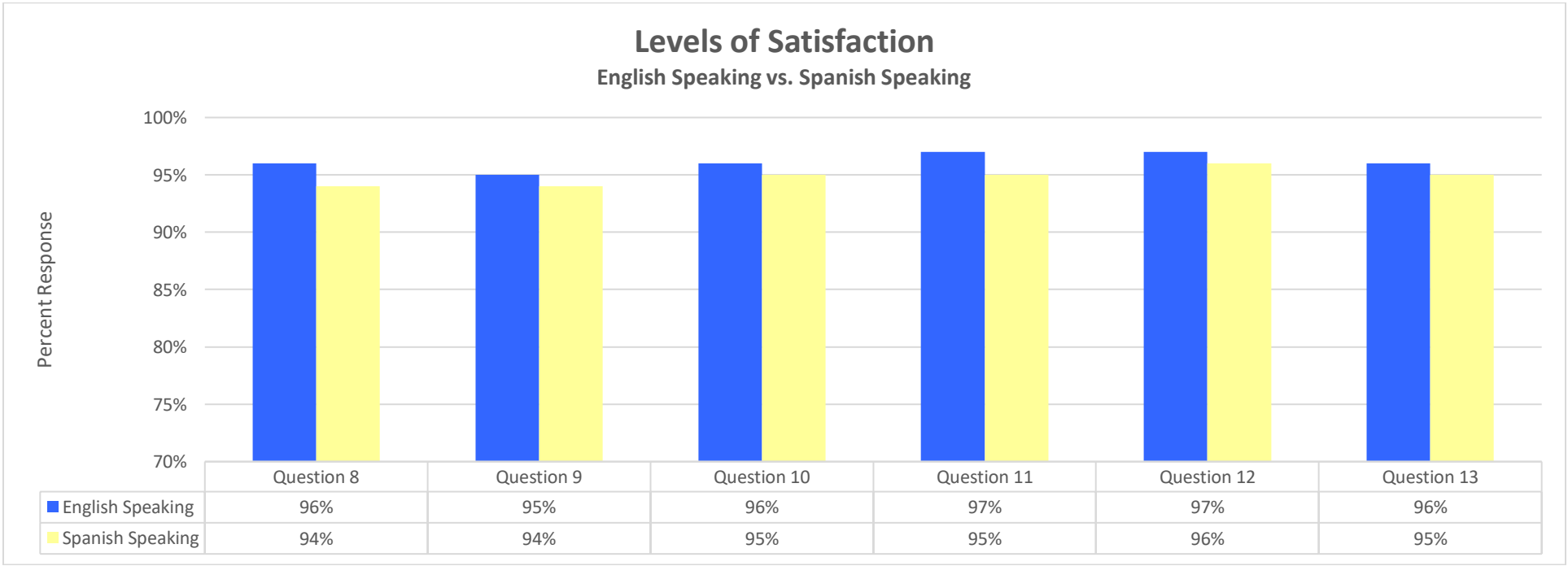
| Survey Questions | (5) Very Satisfied | | (4) Satisfied | | (3) Neutral | | (2) Dissatisfied | | (1) Very Dissatisfied | |
|---|---|---|---|---|---|---|---|---|---|---|
| | English | Spanish | English | Spanish | English | Spanish | English | Spanish | English | Spanish |
| 8. The respectfulness of staff | 54<br>86% | 66<br>77% | 8<br>13% | 16<br>19% | 0 | 4<br>5% | 0 | 0 | 1<br>2% | 0 |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 46<br>82% | 61<br>76% | 8<br>14% | 15<br>19% | 1<br>2% | 4<br>5% | 0 | 0 | 1<br>2% | 0 |
| 10. The handling of personal medical info in a private and confidential manner | 54<br>86% | 66<br>78% | 8<br>13% | 17<br>20% | 0 | 2<br>2% | 0 | 0 | 1<br>2% | 0 |
| 11. Your medical assistant | 55<br>87% | 69<br>79% | 7<br>11% | 16<br>18% | 0 | 2<br>2% | 0 | 0 | 1<br>2% | 0 |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 55<br>87% | 71<br>85% | 7<br>11% | 10<br>12% | 0 | 2<br>2% | 0 | 1<br>1% | 1<br>2% | 0 |
| 13. Overall, how satisfied are you with the Health Center? | 54<br>86% | 66<br>79% | 8<br>13% | 14<br>17% | 0 | 3<br>4% | 0 | 1<br>1% | 1<br>2% | 0 |

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### *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: 18
N/A: 10
YES: 1

**Comments:**

1. "N/A."
2. "I received an answer every time I called." (Baum)
3. "The people were very nice." (2)
4. "Quick- easy appointment."

**Spanish**

NO: 5
N/A: 0
YES: 4

**Comments:**

1. "Good." "Bien."
2. "Very good." "Muy bien."
3. "Very satisfactory." "Muy satisfactoria."
4. "Yes, good." "Si, bien."
5. "Thank you to the whole team for the professionalism." "Gracias a todo el equipo por su profesionalismo."
6. "Very satisfied." "Muy satisfecho."
7. "They answered great, and they were a huge help." "Me contestaron bien y fueron una gran ayuda." (Davies)
8. "Everything is very good." "Todo muy bien."
9. "Good." "Buena."
10. "Yes, I needed to call to schedule an appointment for some therapy and there was no response. Have therapists available." "Si, necesitaba hablar para hazer una cita para unas terapias y no responden. Tener disponibidad de terapeautas."
11. "Very good the girls are very kind." "Muy bien las muchachas muy amables."
12. "Satisfied." "Satisfecha."

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

**English**

1. "The staff."
2. "Everything."
3. "N/A." (3)
4. "Appointments."
5. "Any needs that I have or checkups."
6. "Nurses attitude was amazing. They are all friendly."
7. "Short wait time." (Triner)
8. "Being seen on time." (Baum)
9. "Assistance when needed. Great service." (Baum)
10. "Dr. Baum takes time to thoroughly explain my sons' care and answers any questions happily and thoughtfully." (Baum)
11. "The staff they really care about the patients."
12. "Education of health info."

**Spanish**

1. "The care for my child." "Cuidado de mi bebe."
2. "Everything." "Todo."
3. "They provide good service." "Que dan buen servicio."
4. "The closeness." "La cercania."
5. "Resolving our health problems." "A resolver nuestros problemas de salud."
6. "The care for our health." "El cuidado de nuestra salud."
7. "Fast." "Rapido."
8. "Their service." "Su servicio."
9. "The help for my children, their health." "Su ayuda para con mis hijos, su salud."
10. "I do not understand why I could not receive my daughters results without her being there. I asked for time off from work and I could not

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13. “The member at Greater Family Health was very help.”
14. “The people were very nice and professional.”

bring her with me. All I needed to know is if she was positive for a bacterium. The guy from reception denied me the possibility to speak to a nurse. When a mother is head of the household, I do not have the luxury of taking off work while you deny giving me a simple “yes or no and schedule another appointment.” This week I have lost two days of work.” “No entiendo por que los resultados de mi hija no me los proporcionaron sin que ella estuviera, Pedi permiso en mi trabajo no podia traer la nina conmigo. Solo necesitaba saber si la nina era positiva para una bacteria. El muchacho de la recepcion se nego rotundamente a darme la posibilidad de hablar con la enfermera. Cuando se es madre cabeza de hogar no puedo darme el lujo de dejar de trabajar y uds negarse a dar un simple “si o no y haga otra cita” Esta semana perdi 2 dias de trabajo.”

11. “The service for my daughters.” “El servicio para mis hijas.”
12. “Excellent service.” “Excelente servicio.” (Davies)
13. “Receiving a quick appointment.” “Recibir una cita rapida.”
14. “The distance and the doctors.” “La distancia y las doctoras.”
15. “Hours and services.” “Horarios y servicio.”
16. “With everything.” “En todo.”
17. “My children’s health.” “La salud de mis hijos.” (Davies)
18. “The service.” “El servicio.”
19. “I am very happy because even if I do not have an appointment they will help me if I need it.” “Estoy contenta porque aunque no tenga ninguna sita silo necesito me ayudan.”
20. “They give me all the information.” “Me dan toda la informacion.”
21. “The people are very kind.” “La gente muy amable.”

**<u>Question 16</u>: How can we improve Greater Family Health?**

**English**

1. “N/A.” (4)
2. “Everything seems ok.”
3. “No changes needed.” (Baum)
4. “At this moment & am very satisfied with service.” (Baum)
5. “Nothing to improve.”
6. “Everything are very good at Greater Family Health.”
7. “Don’t need any improvement. Their people are very good.”

**Spanish**

1. “Everything is good.” “Todo bien.” (3)
2. “It is excellent.” “Es exelente.”
3. “I like the service that they offer in this moment.” “Me gusta el servicio q ofrecen en estos momentos.”
4. “Working the same way, you have been.” “Trabajando de igual manera que lo estan haciendo.”
5. “You are doing a great job.” “Estan hacienda un gran trabajo.” (Davies)

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6. “For me, it is fine.” “Para mi esta bien.”
7. “Having more available appointments.” “Tener mas citas disponibles.”
8. “For the moment everything is very good.” “Por el momento todo esta muy bien.”

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

**English**

- YES: 45
- NO: 1

**Spanish**

- YES: 43
- NO: 1

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

**English**

- Afrifah: 1
- Baum: 7
- Davies: 3
- Hadi:
- Luhrsen: 4
- Miller:
- Newbrander: 1
- Triner: 4
- White:

**Spanish**

- Afrifah: 1
- Baum: 3
- Davies: 9
- Hadi:
- Luhrsen: 1
- Miller:
- Triner: 4
- White:

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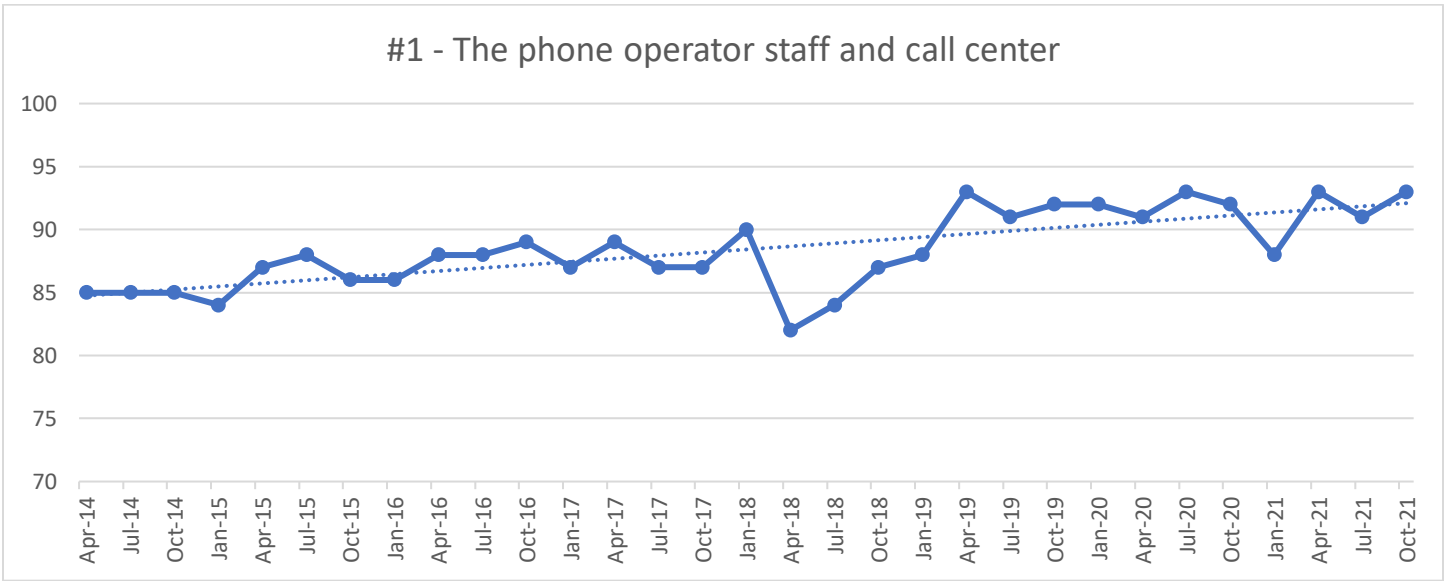
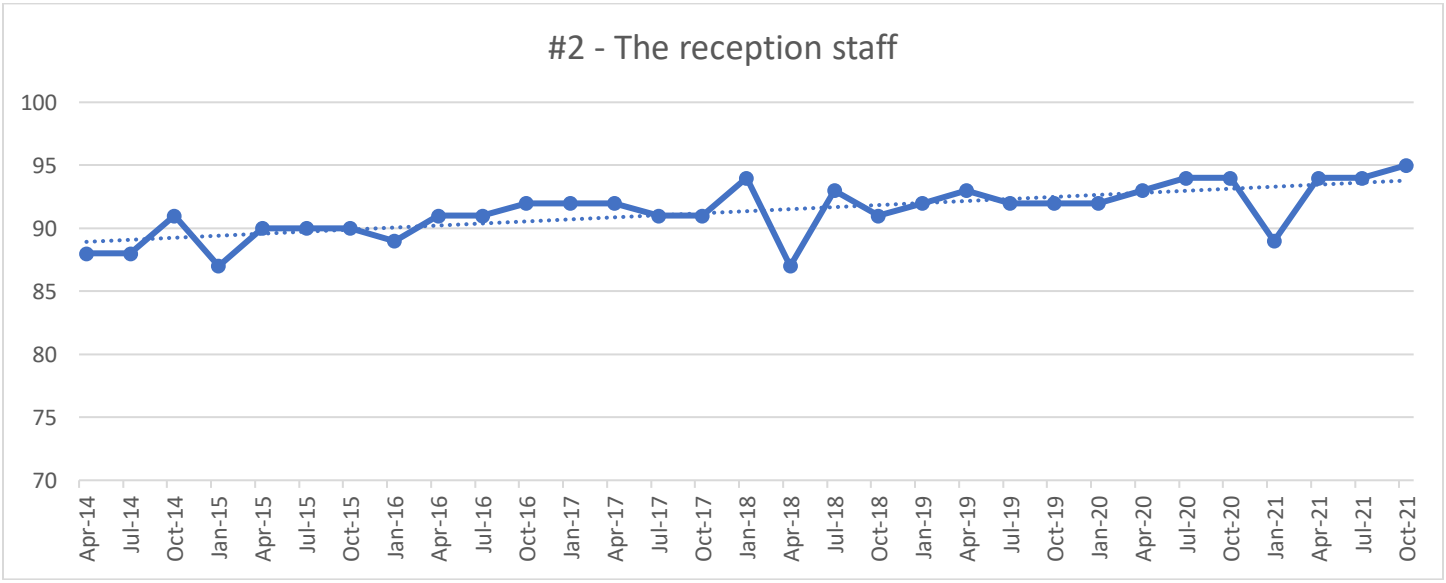
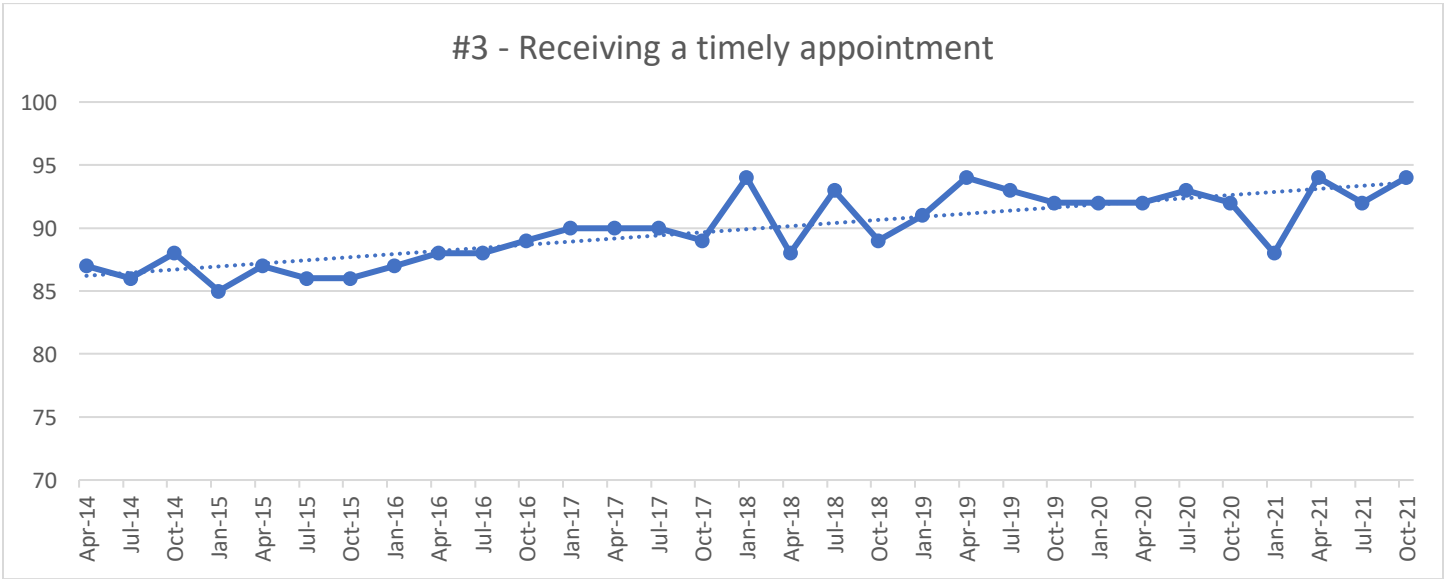
# Individual Question Results with Trendlines

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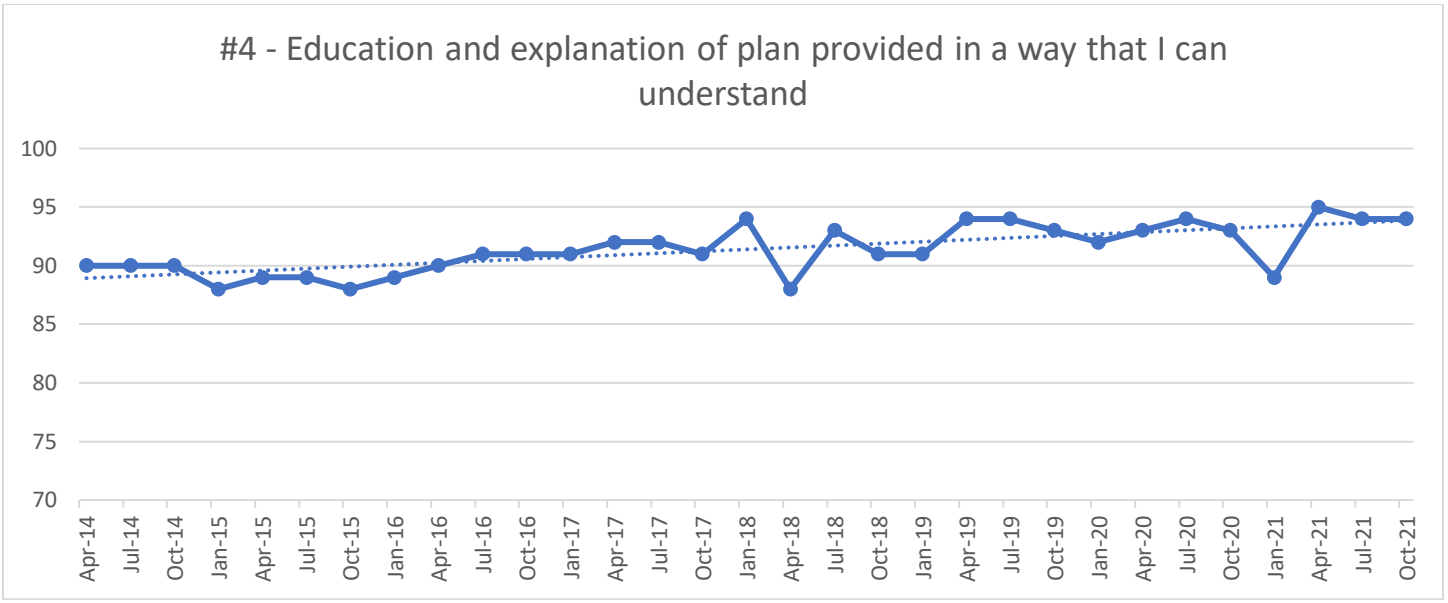


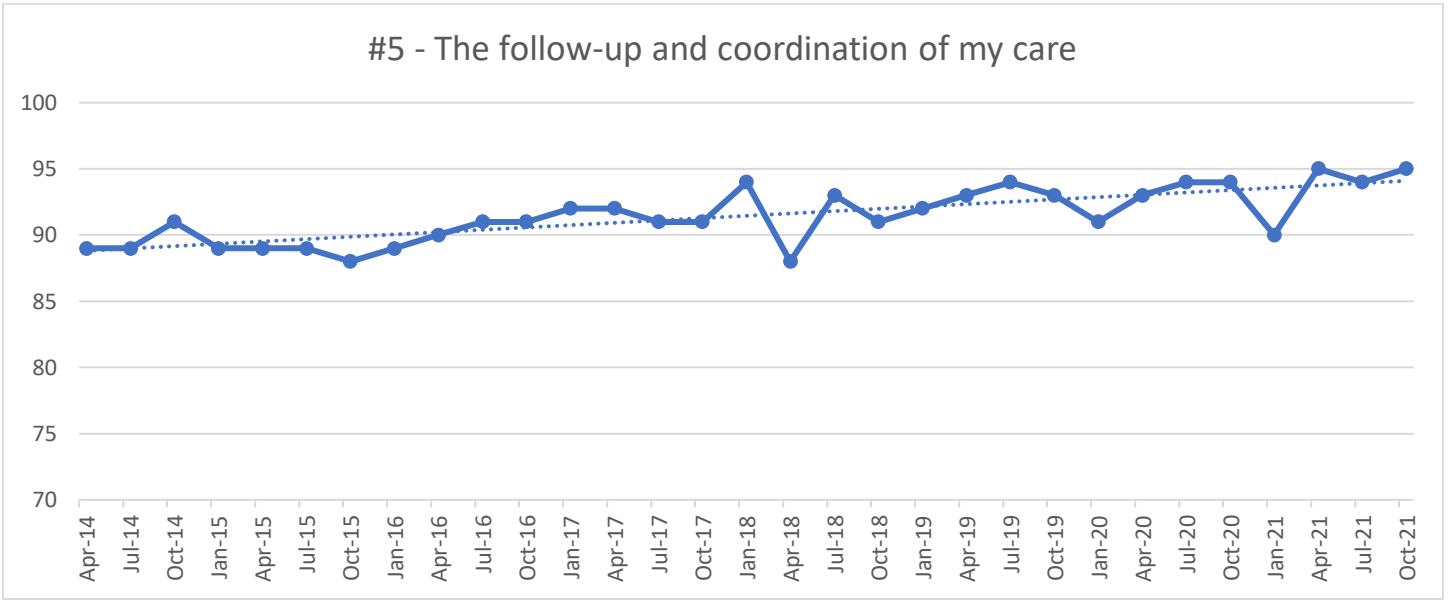


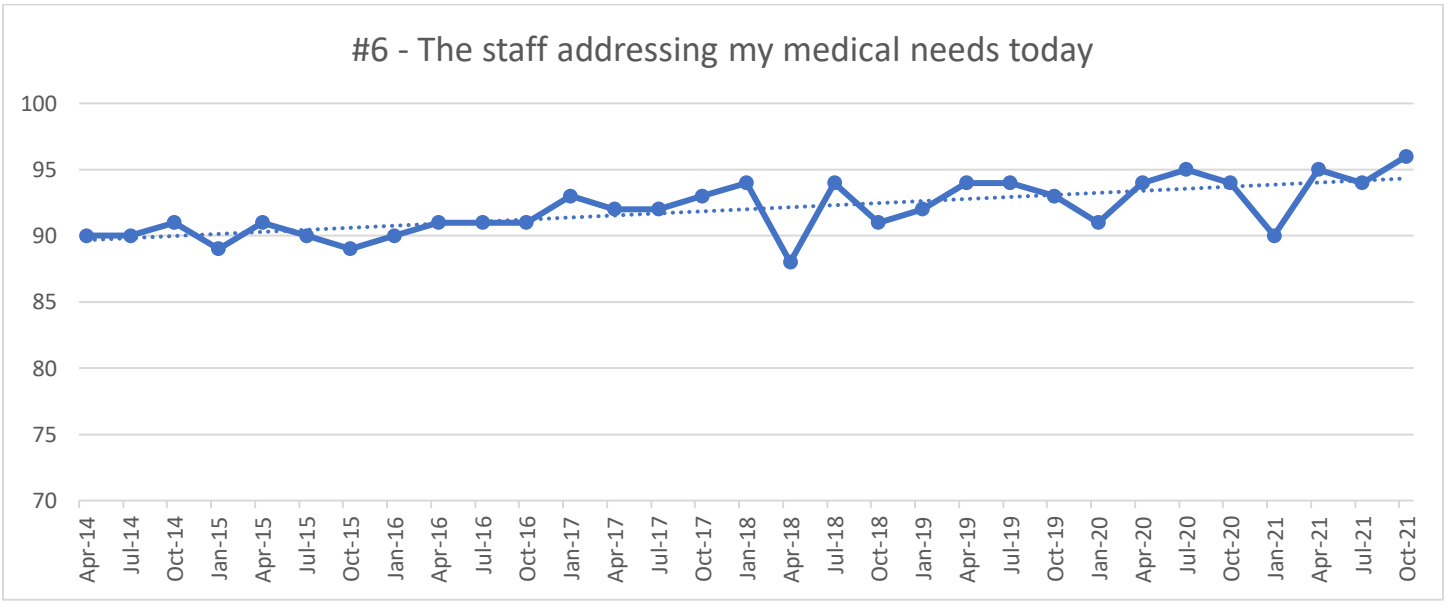


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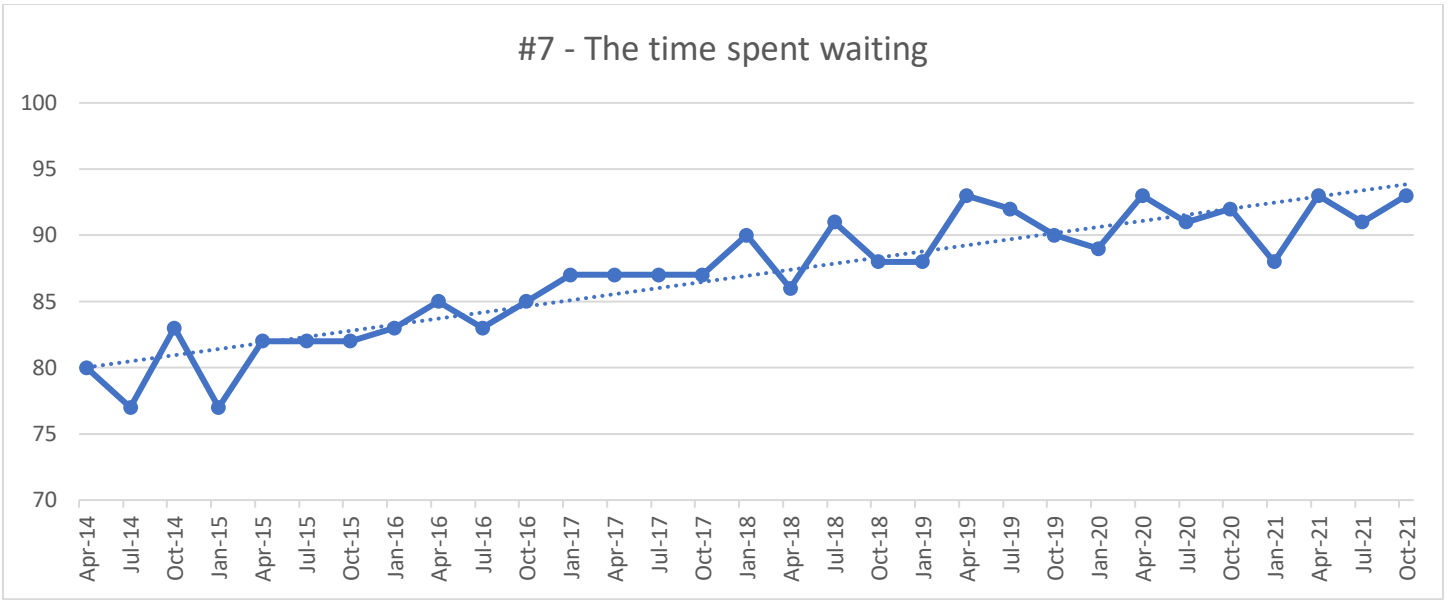


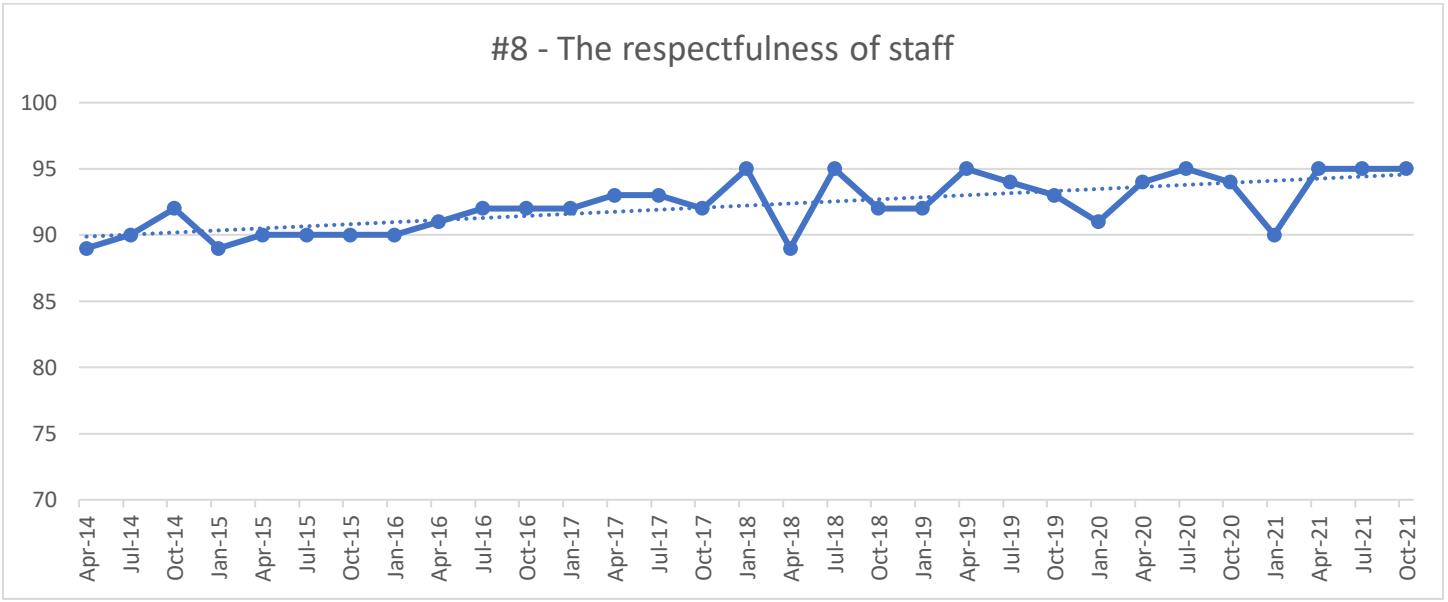


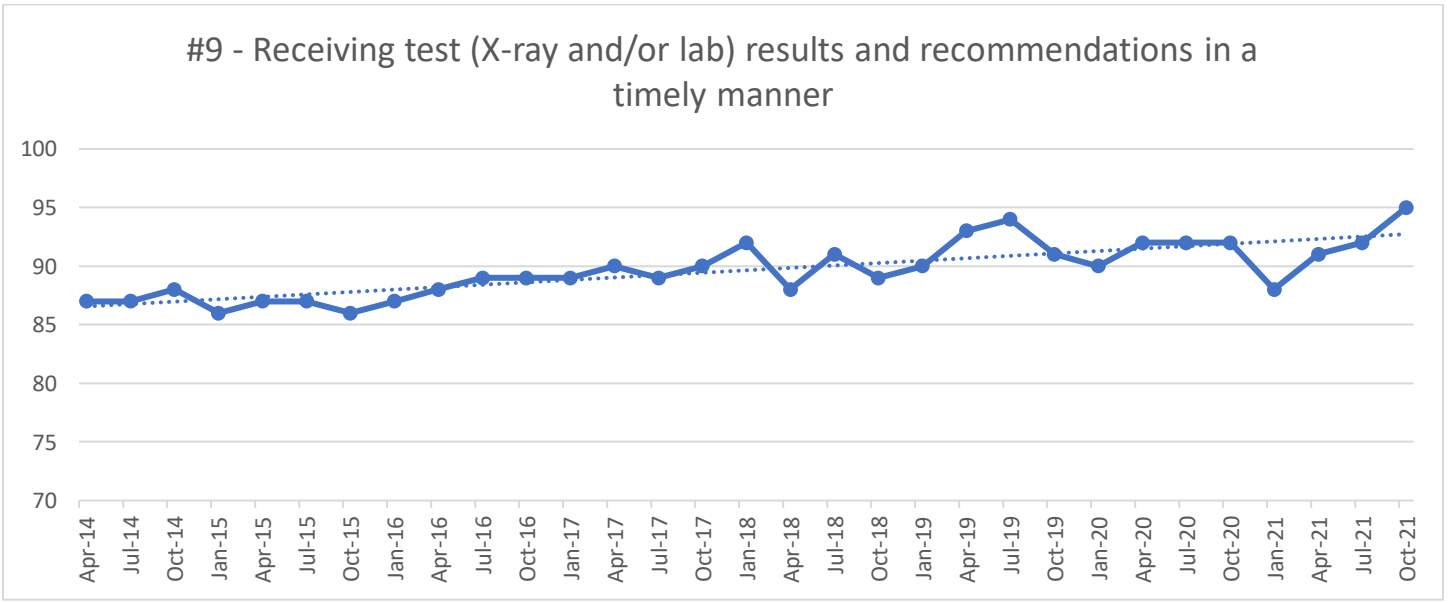


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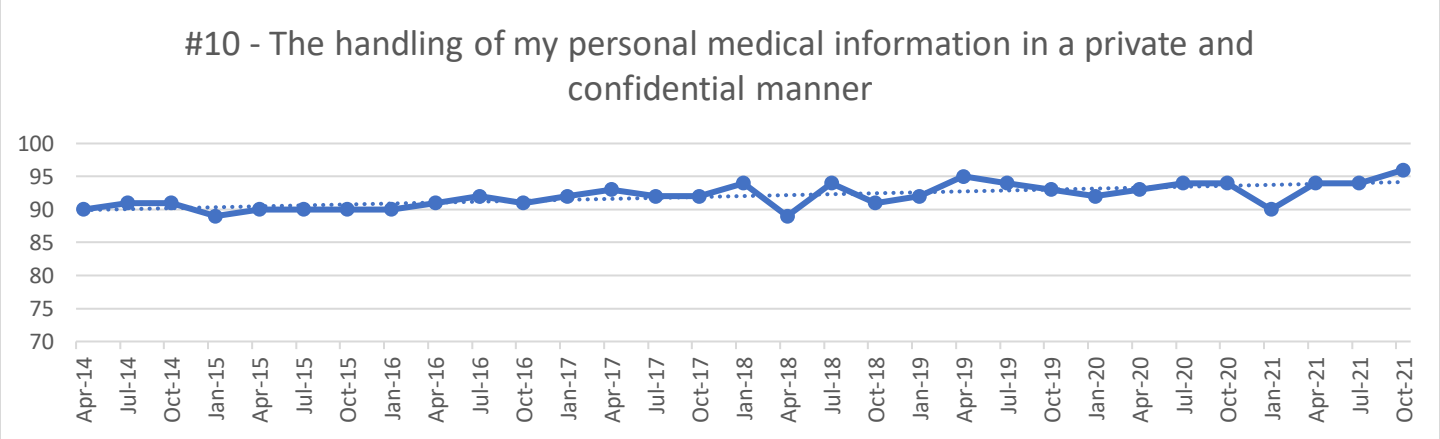


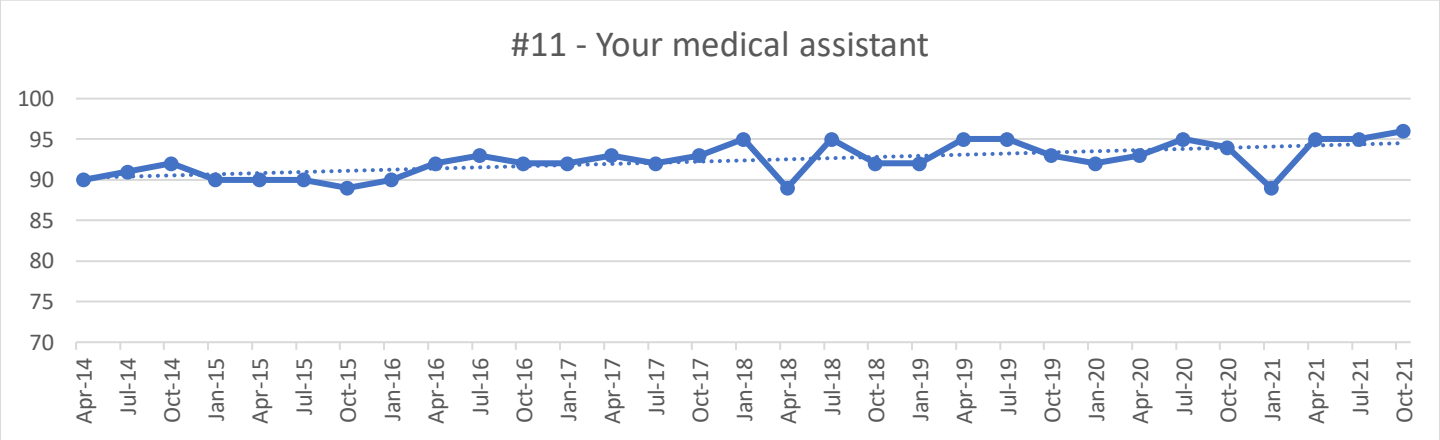


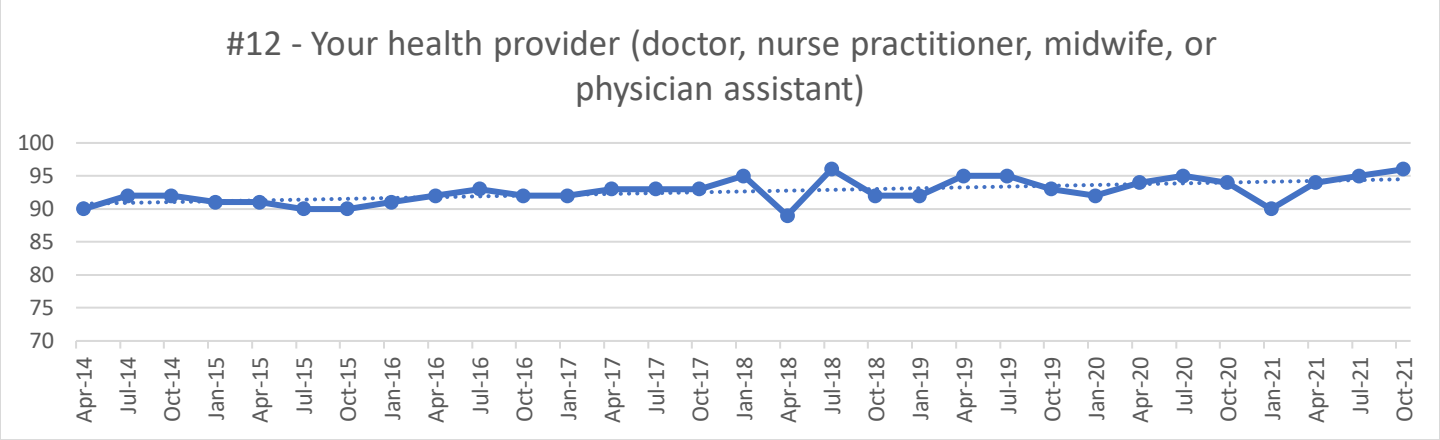


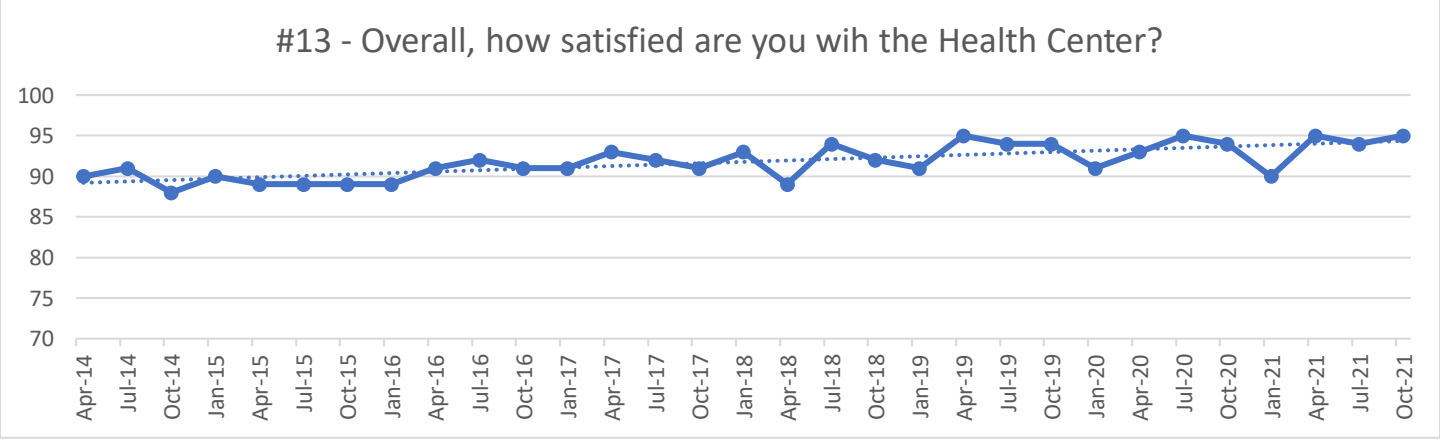


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