

Patient Satisfaction Survey 135 E Irving Park Rd, Streamwood January, 2022

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 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

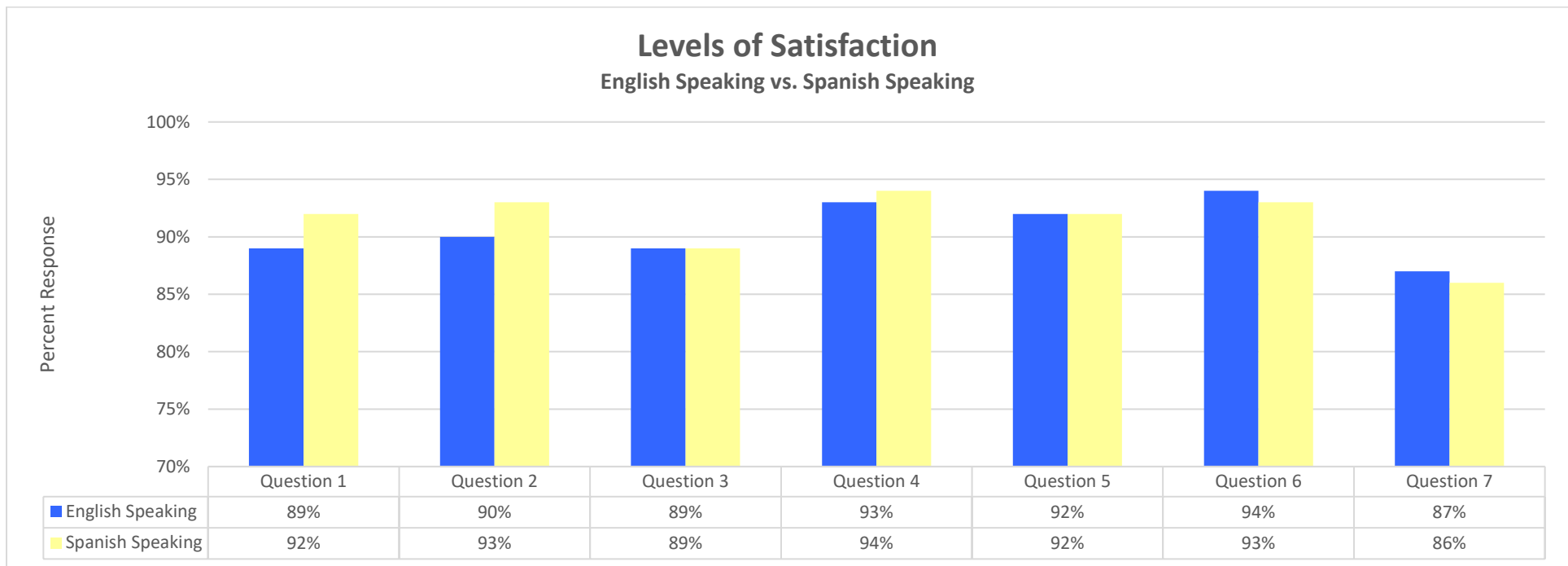
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	91%	91%	90%	91%
2. The reception staff	92%	94%	91%	93%
3. Receiving a timely appointment	89%	89%	88%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	93%	94%
5. The follow up and coordination of my care	92%	94%	93%	93%
6. The staff addressing my medical needs today	93%	94%	93%	94%
7. The time spent waiting	86%	87%	87%	90%
8. The respectfulness of staff	93%	93%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	91%	90%	92%
10. The handling of my personal medical information in a private and confidential	92%	93%	93%	95%
11. Your medical assistant	94%	94%	93%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	93%	95%	93%	94%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	91%	90%	91%	92%
2. The reception staff	93%	92%	92%	93%
3. Receiving a timely appointment	91%	90%	91%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	93%	93%
5. The follow up and coordination of my care	93%	92%	93%	93%
6. The staff addressing my medical needs today	94%	92%	93%	93%
7. The time spent waiting	89%	88%	89%	90%
8. The respectfulness of staff	94%	93%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	91%	90%	91%	92%
10. The handling of my personal medical information in a private and confidential	93%	92%	93%	93%
11. Your medical assistant	94%	93%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	93%	94%	94%
13. Overall, how satisfied are you with the Health Center?	94%	92%	93%	94%

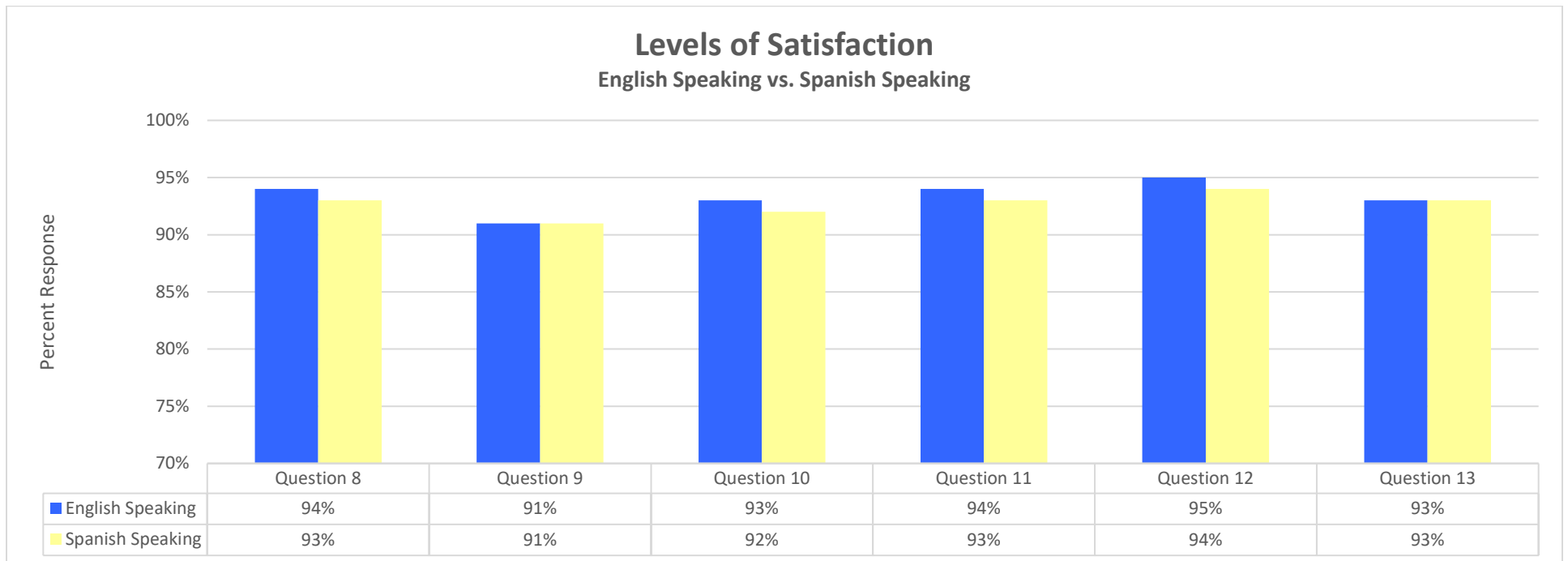
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	56 64%	113 73%	18 21%	25 16%	10 11%	12 8%	4 5%	1 1%	0	3 2%
2. The reception staff	55 63%	110 71%	22 25%	38 25%	7 8%	4 3%	3 3%	1 1%	0	2 1%
3. Receiving a timely appointment	57 66%	93 62%	16 19%	39 26%	9 11%	12 8%	3 4%	4 3%	1 1%	2 1%
4. Education and explanation of plan provided in a way that I can understand	62 73%	112 74%	18 21%	34 23%	5 6%	3 2%	0	0	0	2 1%
5. The follow-up and coordination of my care	61 69%	106 69%	22 25%	36 24%	3 3%	9 6%	1 1%	0	1 1%	2 1%
6. The staff addressing my medical needs today	64 75%	112 73%	18 21%	32 21%	3 4%	8 5%	0	0	0	2 1%
7. The time spent waiting	50 58%	85 56%	21 24%	38 25%	13 15%	23 15%	1 1%	3 2%	2 2%	4 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	65 76%	113 74%	15 17%	29 19%	6 7%	7 5%	0	2 1%	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	53 66%	93 63%	20 25%	43 29%	5 6%	9 6%	2 3%	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	63 72%	103 69%	19 22%	37 25%	3 3%	8 5%	2 2%	0	0	2 1%
11. Your medical assistant	68 77%	111 73%	14 16%	36 24%	6 7%	4 3%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	69 79%	116 76%	15 17%	30 20%	2 2%	5 3%	0	0	1 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	62 72%	113 74%	17 20%	32 21%	7 8%	5 3%	0	1 1%	0	2 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: 24

N/A: 4

YES: 3

Comments:

1. "Good."
2. "No, but the experience was very good. Love the people in here." (Friedlein)
3. "Good experience."
4. "My calls were answered in a good manner." (Aragones)

Spanish

NO: 33

N/A: 4

YES: 3

Comments:

1. "Good." "Buena."
2. "It was good." "Estuvo bien." (Sadik)
3. "It was my first time and I enjoyed it so much." "Mi primera vez y me gusto demasiado." (Friedlein)

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

English

1. "N/A."
2. "Letting me know what is wrong with my body or health." (Tran)
3. "Staff." (2)
4. "Everything."
5. "Staff/provider." (Friedlein)
6. "The following, very nice people." (Tran)
7. "The explanation of everything and no one hesitated to help." (Chaudhari)
8. "It's great, near my home, quick and really helpful staff."
9. "Great staff."
10. "Finding a prompt appointment."
11. "The staff is awesome! They (everyone) is always polite, caring respectful, friendly and helpful." (Aragones)
12. "The support behind every visit." (Friedlein)
13. "Receptionist."
14. "Very professional."
15. "Comprehensive staff."
16. "Smiles."
17. "The staff (amazing)." (Friedlein)
18. "The information." (Chang)
19. "Explaining medical terms very well."
20. "Close to home."
21. "Very friendly helpful staff."
22. "Ultrasounds are helpful don't have to go to the hospital."
23. "Distance."
24. "Convenience." (Sadik)
25. "The staff and their communication." (Nettleton)

Spanish

1. "The attention." "La atencion." (4)
2. "Their attention." "Su atencion." (Chaudhari)
3. "Everything is very good." "Todo muy bien."
4. "Low cost." "Bajo costo." (Friedlein)
5. "The cost." "El costo."
6. "Very good attention." "Muy buena atencion." (Sadik)
7. "Medication." "Medicamento."
8. "The attention to the patient." "La atencion con el paciente."
9. "With all my doubts respect towards my children's health." "En todas mis inquietudes respect ala salud de mis hijos." (Chaudhari)
10. "That they help without having insurance and charge reasonable prices." "Que ayudan sin tener aseguranza y cobran precios razonables."
11. "Good medical attention." "Buena atencion medica." (Sadik)
12. "The variety in specialists." "La variedad de especialistas." (Tran)
13. "That they have a translator." "Que me ponen traductor." (Chaudhari)
14. "Attention when I need it." "Atencion cuando necesito."
15. "Medical assistance." "Asistencia medica." (Friedlein)
16. "Answers to questions." "Respuestas a preguntas."
17. "With their attention. Thank you!" "En su atencion. Gracias." (Friedlein)

26. "How everything is in a timely matter."
(Nettleton)
27. "Dr. Aragones answers all my questions."
(Aragones)
28. "Cost, late appts." (Aragones)
18. "The ease of scheduling appointments and help from the receptionists." "Lo facil que es hacer citas y ayuda de recepcionistas."
19. "Satisfied." "Satisfecho." (Nettleton)
20. "The doctor explains everything very well."
"El doctor me explica muy bien."
21. "They inform me well." "Me informan bien."
(Nettleton)
22. "It is close to my home." "Queda cerca de casa." (Aragones)
23. "Preventative health care." "Cuidado preventivo de salud." (Chang)
24. "With health." "En salud." (Friedlein)
25. "The service, the medical insurance." "El servicio, el seguro medico." (Nettleton)
26. "It helps me maintain my health stable." "Me ayuda a mantener mi salud estable."
27. "That the assistants and practitioners are very kind and attentive with patients." "Que los asistentes y medicos son muy amables y atentos con los pacientes." (Nettleton)
28. "The closeness to my home, the price." "Lo cerca a mi hogar, el precio." (Tran)
29. "With all of my health." "En todo mi salud."
(Friedlein)
30. "That they have patience." "Que tienen paciencia." (Friedlein)
31. "Confront my diabetes." "Enfrentar mi diabetes."
32. "Help with the arrival of my baby." "Ayuda con la llegada de mi bebe." (Nettleton)
33. "They help me by keeping me healthy, to have my medications to feel better." "Me ayuda a poder estar saludable, a tener mis medicamentos para sentirme bien." (Tran)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (4)
2. "Everything is great."
3. "By just always being friendly. 😊" (Tran)
4. "Wish I lived closer."
5. "You can't improve... I always have a great experience. I would recommend everyone to here." (Aragones)
6. "Keep thoes great smiles on you guys faces."
(Friedlein)"
7. "Don't change a thing."
8. "Great job."
9. "Wait time." (Chang)
10. "Continue doing what you doing."
11. "Everything is running very smooth. No complaints." (Nettleton)

Spanish

1. "Everything is good." "Todo esta bien." (2)
2. "Everything is very good." "Todo esta muy bien."
3. "N/A."
4. "Everything is excellent." "Todo esta exelente."
5. "Nothing." "Nada."
6. "Attending to the patients at the assigned time: my appointment was at 8:00 AM and was seen at 8:30 AM." "Atendiendo a los pacientes en la hora asignada: mi cita esra 8:00 am y fui atendido 8:30 am."
7. "They are good." "Son bien." (Sadik)
8. "Sooner appointments." "Sitas mas pronto."

12. "Everything good."
13. "Better communication."
14. "Work on how long patients wait in the room."
(Nettleton)
15. "Maybe water station." (Nettleton)
9. "For me, everything is good." "Para mi todo esta bien." (Chaudhari)
10. "Very good." "Todo bien." (Sadik)
11. "Excellent service." "Exelente servicio."
12. "Sufficiently improve on the service in reception." "Mejorar el servicio en recepcion bastante." (Chang)
13. "Quicker appointments." "Citas mas rapidas." (Tran)
14. "Sometimes I battle to find an appointment." "En que haveces batallo para encontrar citas." (Chaudhari)
15. "Reducing the amount of time spent waiting for the attention." "Reducir el tiempo de espera para la atension."
16. "Having more availability in appointments." "Teniendo citas mas disponibles." (Friedlein)
17. "Time spent waiting." "Tiempo de espera."
18. "Satisfied." "Satisfecho." (Nettleton)
19. "Reducing the time spent waiting before the consult." "Reduciendo el tiempo de espera antes de la consulta." (Chang)
20. "Nothing." "Ninguno." (Friedlein)
21. "Tend to your patients with tranquility and patience." "Atender con tranquilidad y paciencia a los pacientes." (Nettleton)
22. "I find everything well." "Todo lo encuentro bien."
23. "Maintaining." "Manteniendo." (Chang)
24. "I find everything well." "Todo lo encuentro bien."

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

English

- YES: 40
- NO: 2

Spanish

- YES: 66
- NO: 0

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

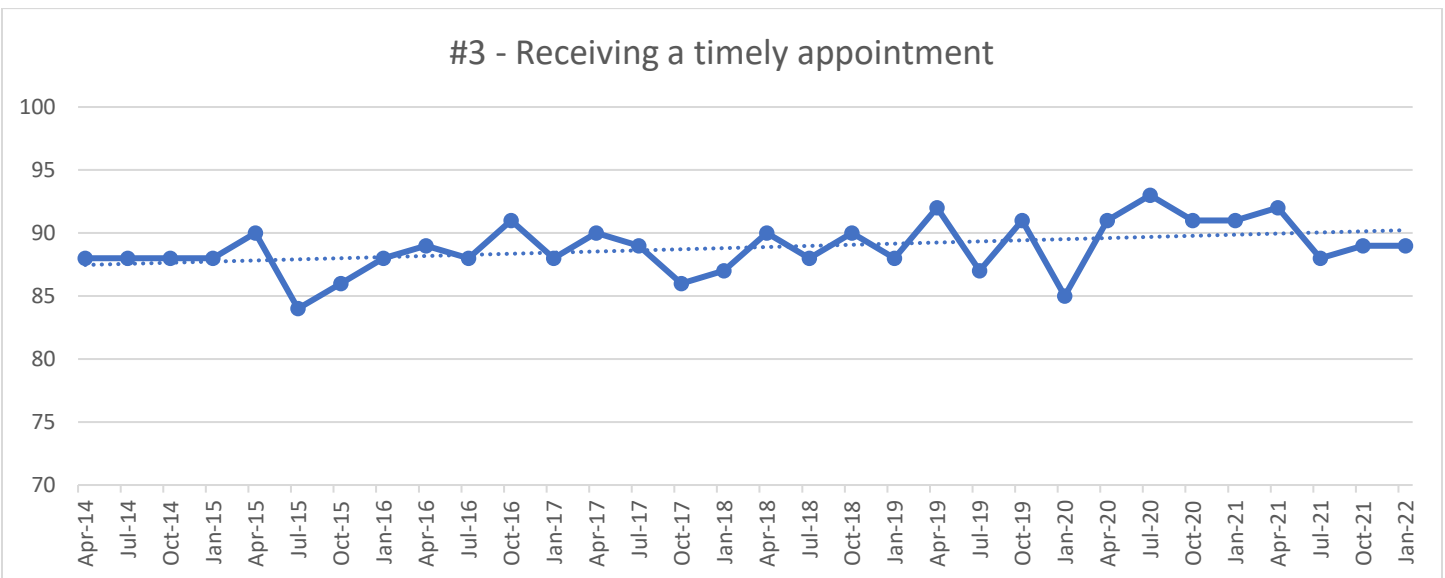
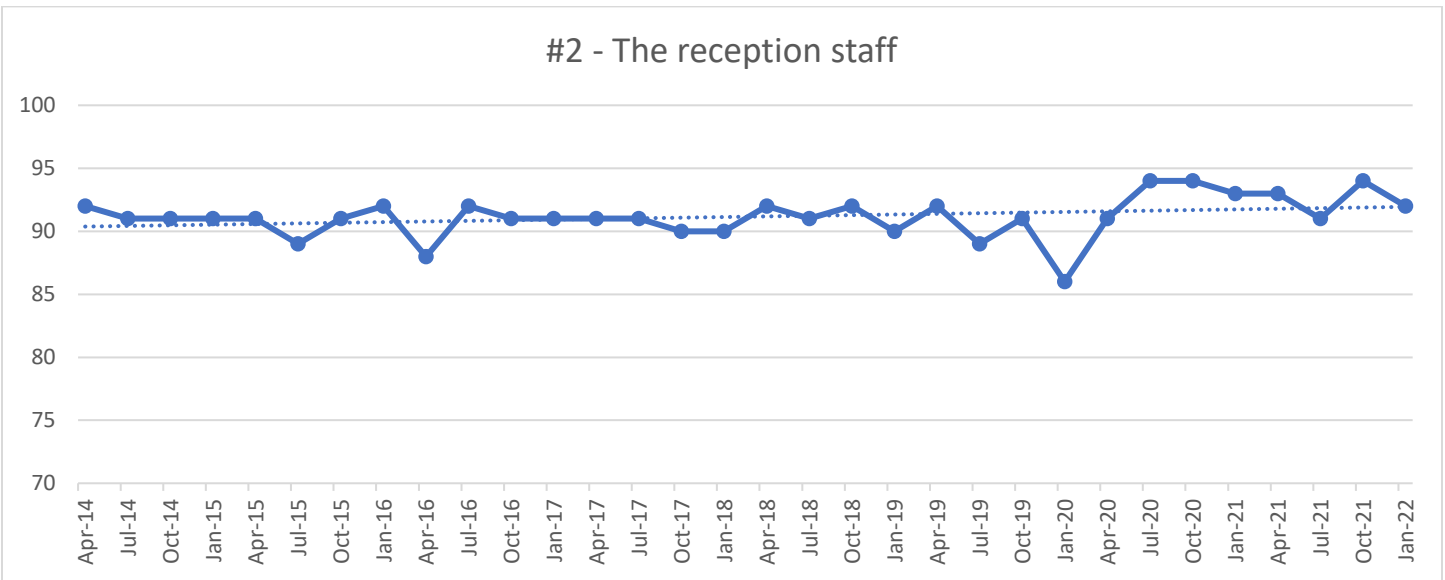
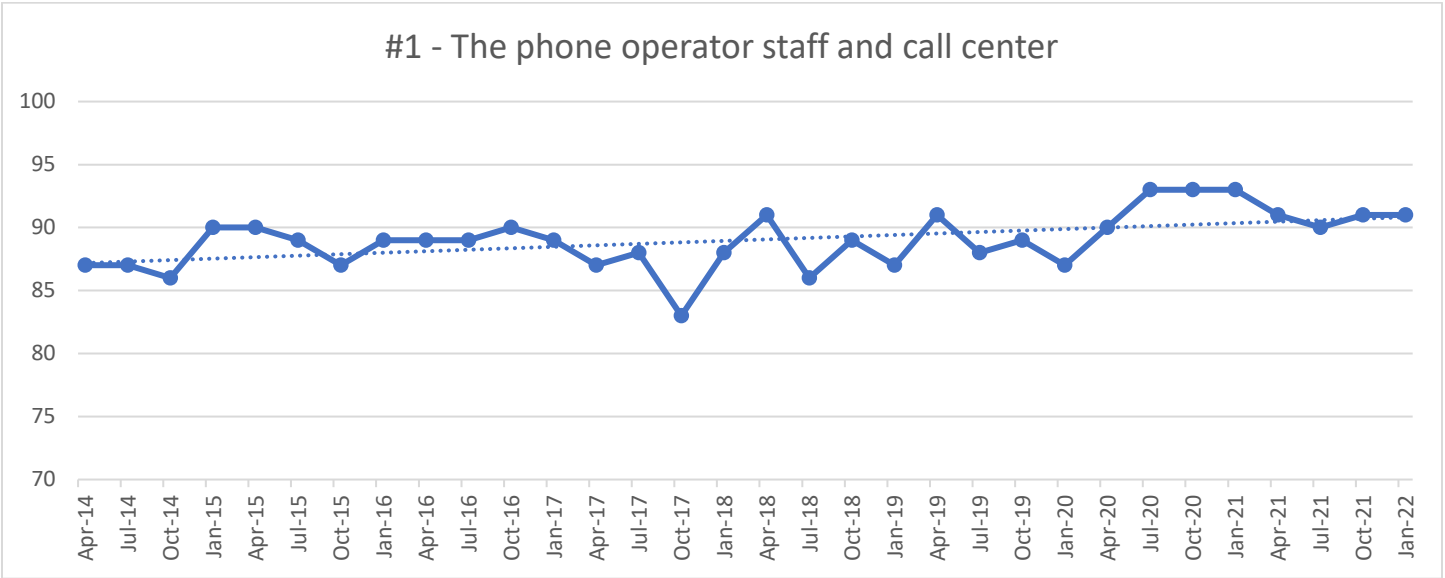
English

- Aragonese: 8
- Chang: 10
- Chaudhari: 7
- Friedlein: 7
- Nettleton: 7
- Perez-Hernandez: 1
- Sadik: 2
- Tran: 8

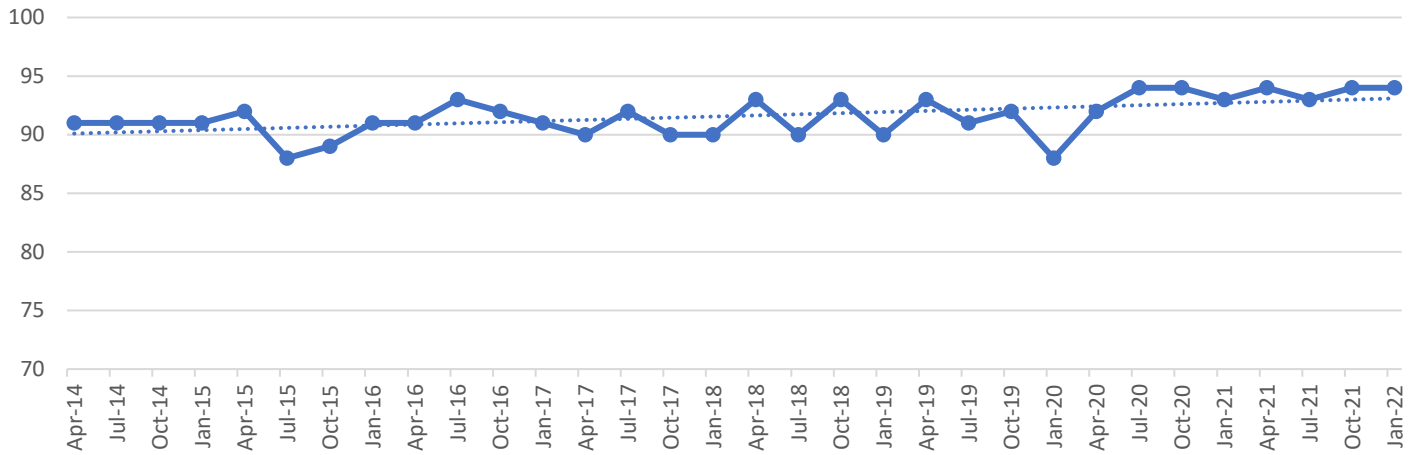
Spanish

- Aragonese: 3
- Chang: 5
- Chaudhari: 5
- Friedlein: 15
- Nettleton: 11
- Sadik: 16
- Tran: 10

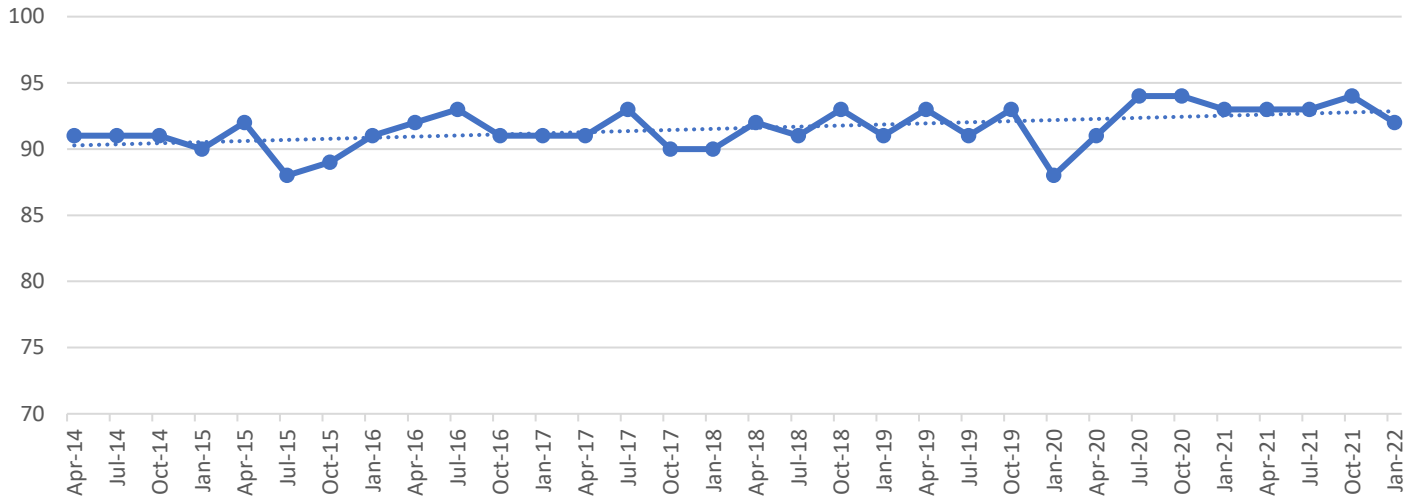
Individual Question Results with Trendlines



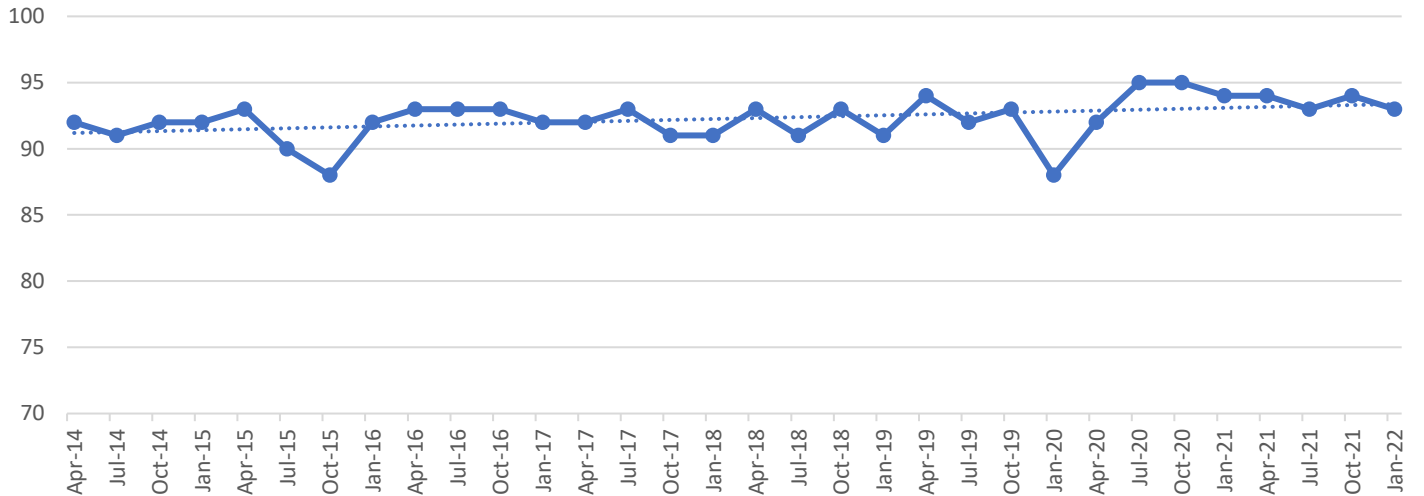
#4 - Education and explanation of plan provided in a way that I can understand



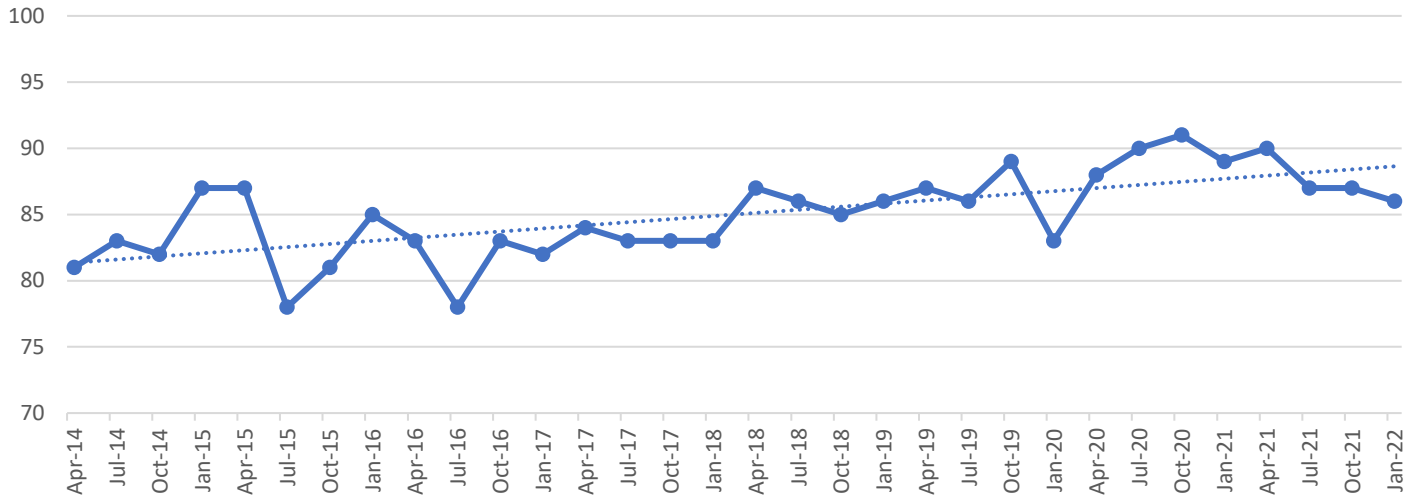
#5 - The follow-up and coordination of my care



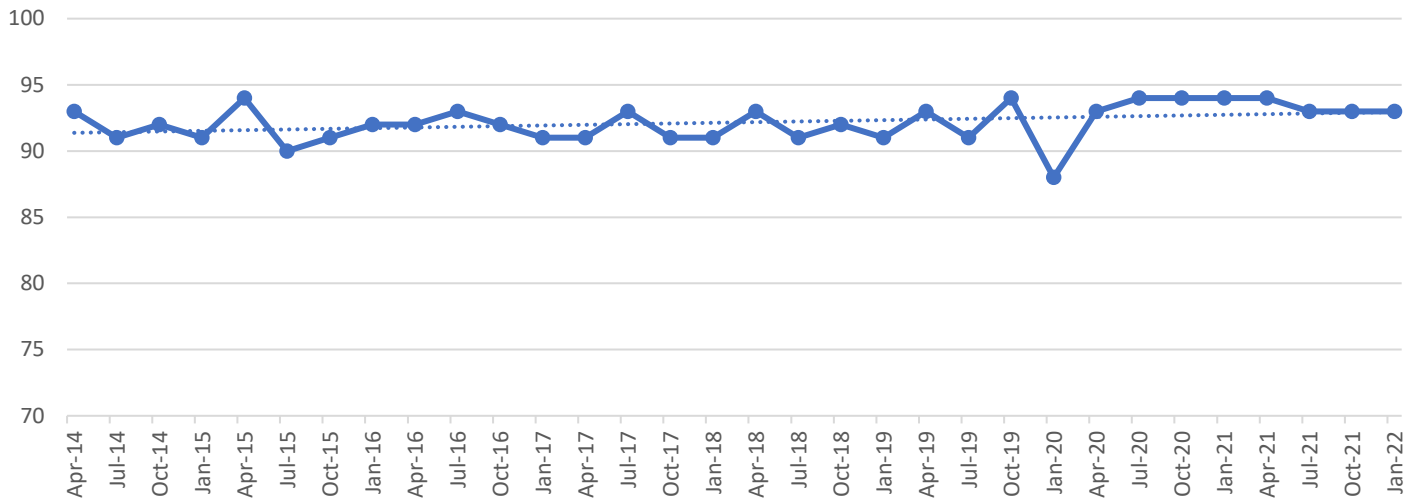
#6 - The staff addressing my medical needs today



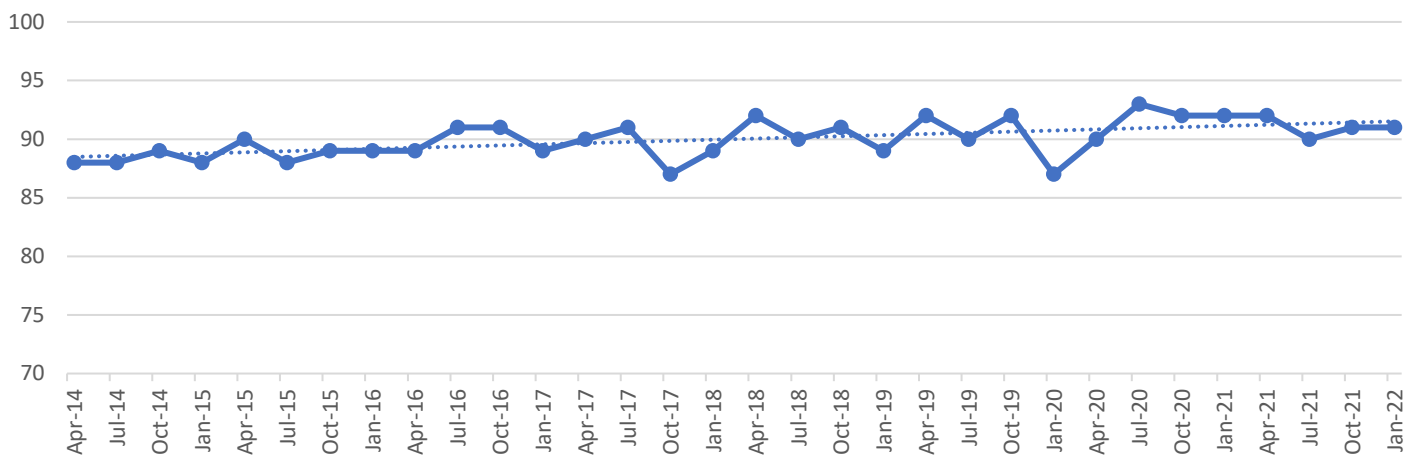
#7 - The time spent waiting



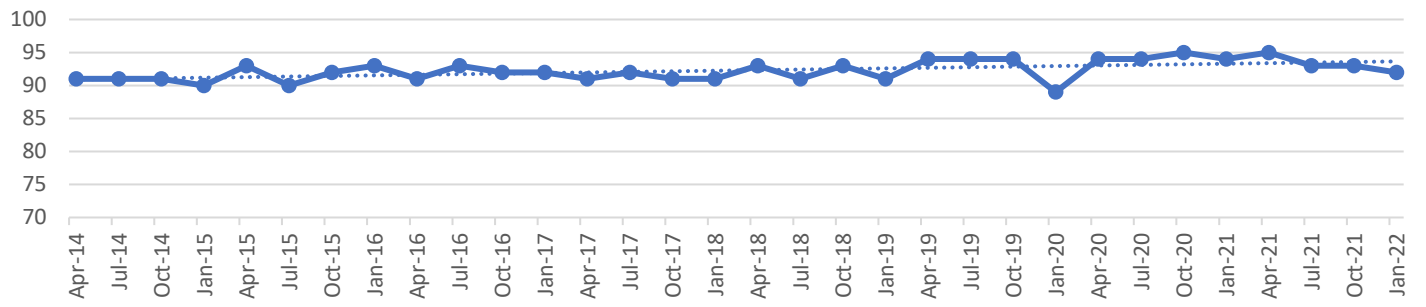
#8 - The respectfulness of staff



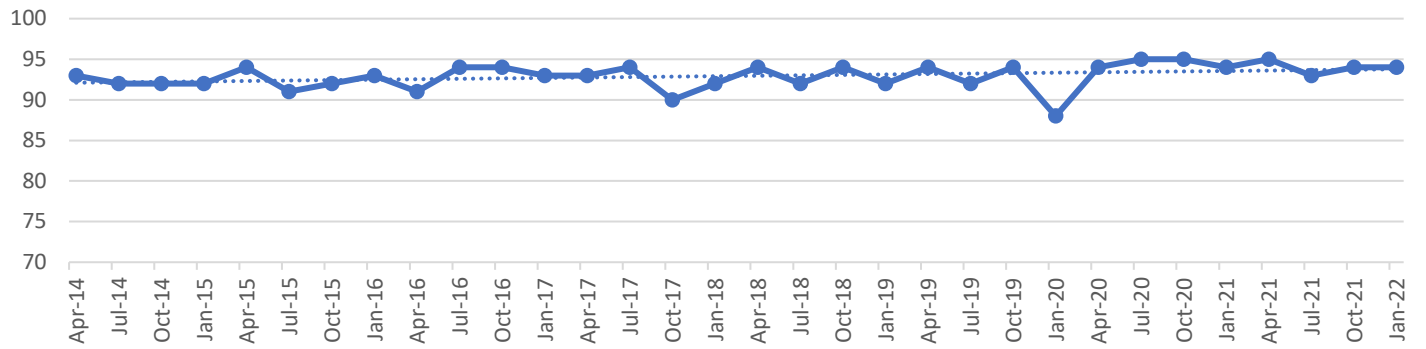
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



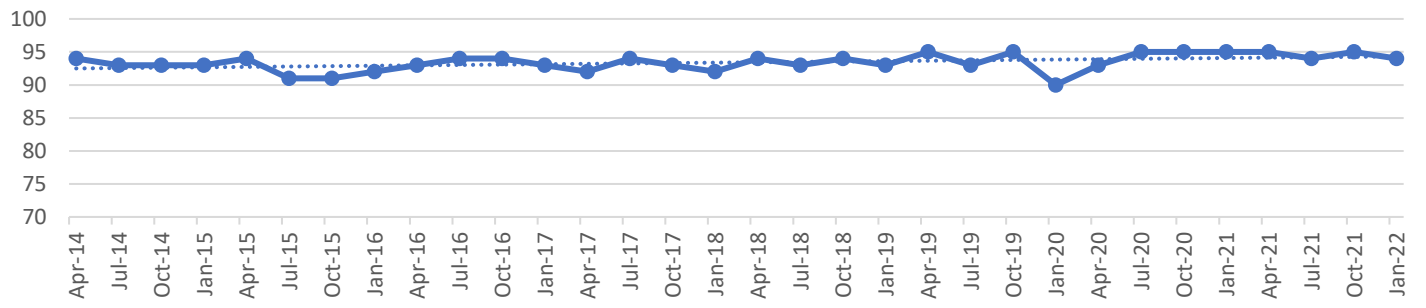
#10 - The handling of my personal medical information in a private and confidential manner



#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?

