

Patient Satisfaction Survey 1515 E Lake St Suite 202, Hanover Park 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 94% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

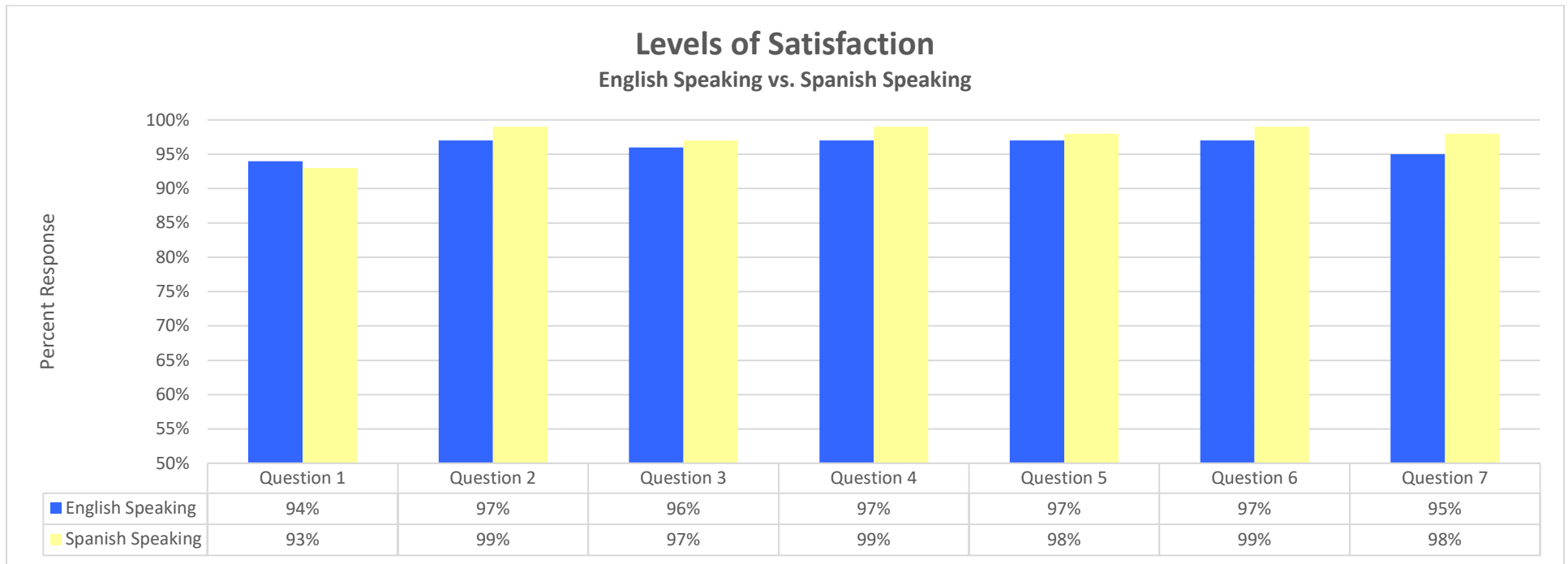
1515 E Lake St Suite 202, Hanover Park – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	94%	94%	95%	87%
2. The reception staff	98%	95%	95%	89%
3. Receiving a timely appointment	97%	96%	93%	88%
4. Education and explanation of plan provided in a way that I can understand	98%	96%	95%	87%
5. The follow up and coordination of my care	98%	96%	96%	87%
6. The staff addressing my medical needs today	98%	97%	95%	88%
7. The time spent waiting	96%	96%	94%	86%
8. The respectfulness of staff	98%	97%	97%	89%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	96%	94%	87%
10. The handling of my personal medical information in a private and confidential	97%	96%	95%	87%
11. Your medical assistant	97%	96%	96%	87%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	95%	96%	88%
13. Overall, how satisfied are you with the Health Center?	97%	96%	96%	88%

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%

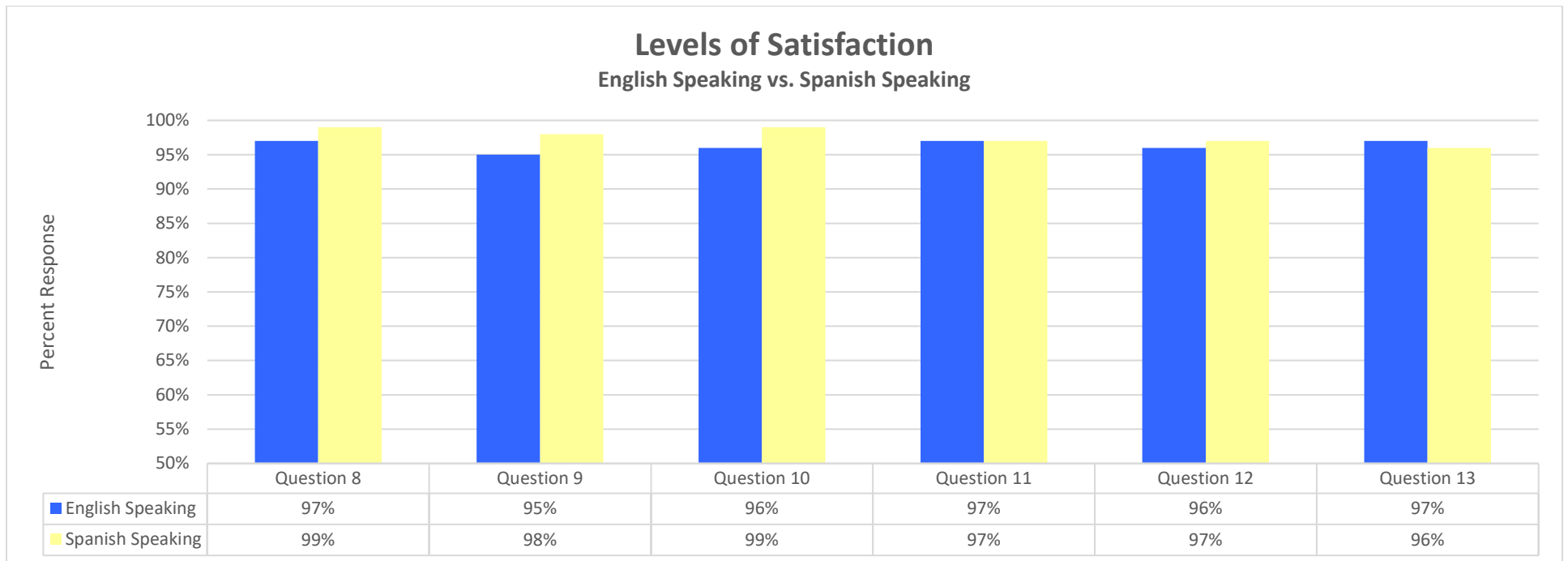
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	31 80%	19 86%	6 15%	1 5%	1 3%	0	1 3%	1 5%	0	1 5%
2. The reception staff	34 87%	20 95%	4 10%	1 5%	1 3%	0	0	0	0	0
3. Receiving a timely appointment	31 84%	19 86%	5 14%	3 14%	1 3%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	33 85%	20 95%	6 15%	1 5%	0	0	0	0	0	0
5. The follow-up and coordination of my care	33 87%	20 91%	5 13%	2 9%	0	0	0	0	0	0
6. The staff addressing my medical needs today	33 85%	20 95%	6 15%	1 5%	0	0	0	0	0	0
7. The time spent waiting	30 77%	20 91%	8 21%	2 9%	1 3%	0	0	0	0	0



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	33 85%	20 95%	6 15%	1 5%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	27 77%	19 91%	8 23%	2 10%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	32 82%	20 95%	7 18%	1 5%	0	0	0	0	0	0
11. Your medical assistant	33 85%	19 86%	6 15%	3 14%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	32 82%	19 86%	7 18%	3 14%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	31 86%	18 82%	5 14%	4 18%	0	0	0	0	0	0



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: 12

N/A:

YES: 3

Comments:

1. "Good." (2)
2. "Pleasant." (Jorgensen)

Spanish

NO: 5

N/A:

YES: 3

Comments:

1. "Very good." "Muy bien."
2. "They were very kind." "Era muy amable." (Jorgensen)
3. "They always return my call and are kind." "Siempre me regresan la llamada y son amables."

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

English

1. "The care." (2)
2. "The staff."
3. "The people."
4. "The lab in house." (Jorgensen)
5. "Everyone being so kind and answering my questions." (Jorgensen)
6. "Location, cost."
7. "Helped and taken seriously." (Jorgensen)
8. "Labs, eczema, dermatology reference and social work." (Jorgensen)
9. "Staff-all."
10. "Making appointments and test available." (Jorgensen)
11. "The drs and nurses."
12. "The staff and the doctors are very accommodating." (Jorgensen)
13. "Communication."
14. "Same day appointments."

Spanish

1. "The appointments." "Las citas."
2. "Better medical attention!" "Mejor atencion medica!"
3. "The people are very kind." "La gente es muy amable." (Jorgensen)
4. "They help me control my health (in my case my hypertension)." "Me ayuda a controlar mi salud (en mi caso my hiperension)."
5. "Medical." "Medical."
6. "That they have various offices." "Que tienen varias oficinas."
7. "With my health." "A mi salud." (Ceisel)
8. "That they are excellent." "Que son excelentes."
9. "That my daughter receives the attention that she needs." "Que mi hija recibe la atencion que necesita."

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Everything is great."
3. "No."
4. "Keep it up."
5. "More information and language translation." (Jorgensen)
6. "I am already satisfied with my experience here today." (Jorgensen)
7. "Staff."

Spanish

1. "Better service in the call center." "Centro de llamadas mejor servicio con el." (Ceisel)
2. "Everything is very good." "Todo esta muy bien."
3. "Remain how it is now." "Que sigan como hasta hora."
4. "Everything seems good to me." "Todo me parece bien."
5. "The help." "La ayuda." (Jorgensen)

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

English

- YES: 28
- NO:

Spanish

- YES: 15
- NO:

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

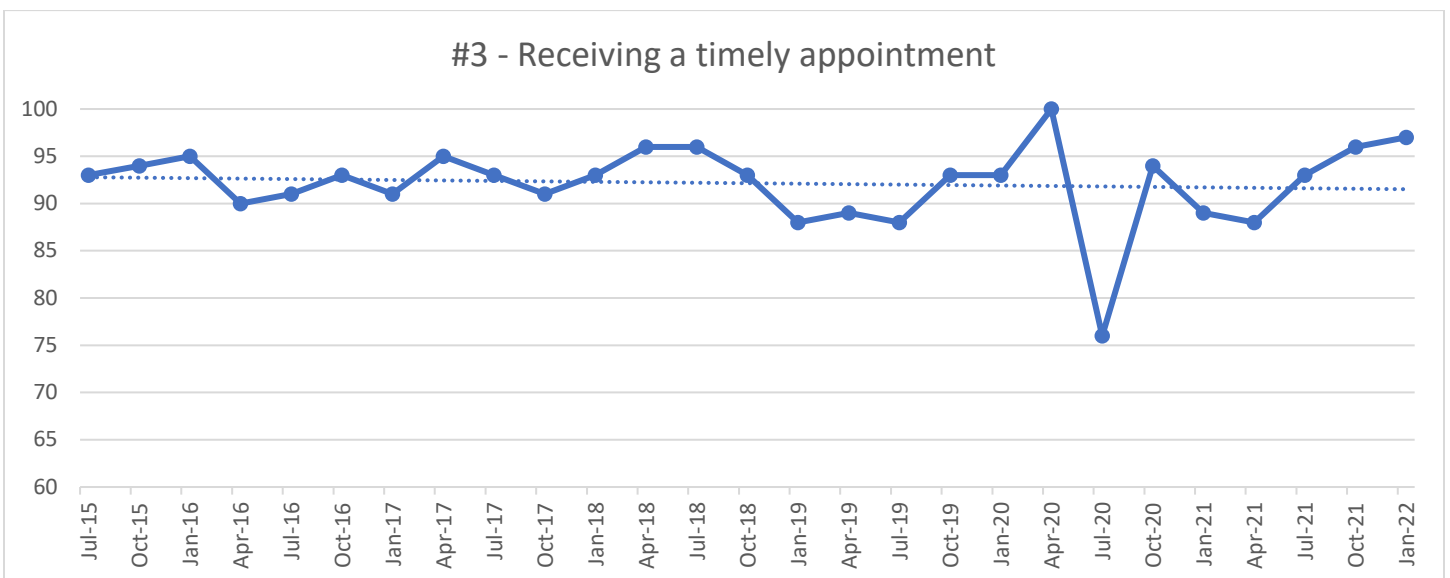
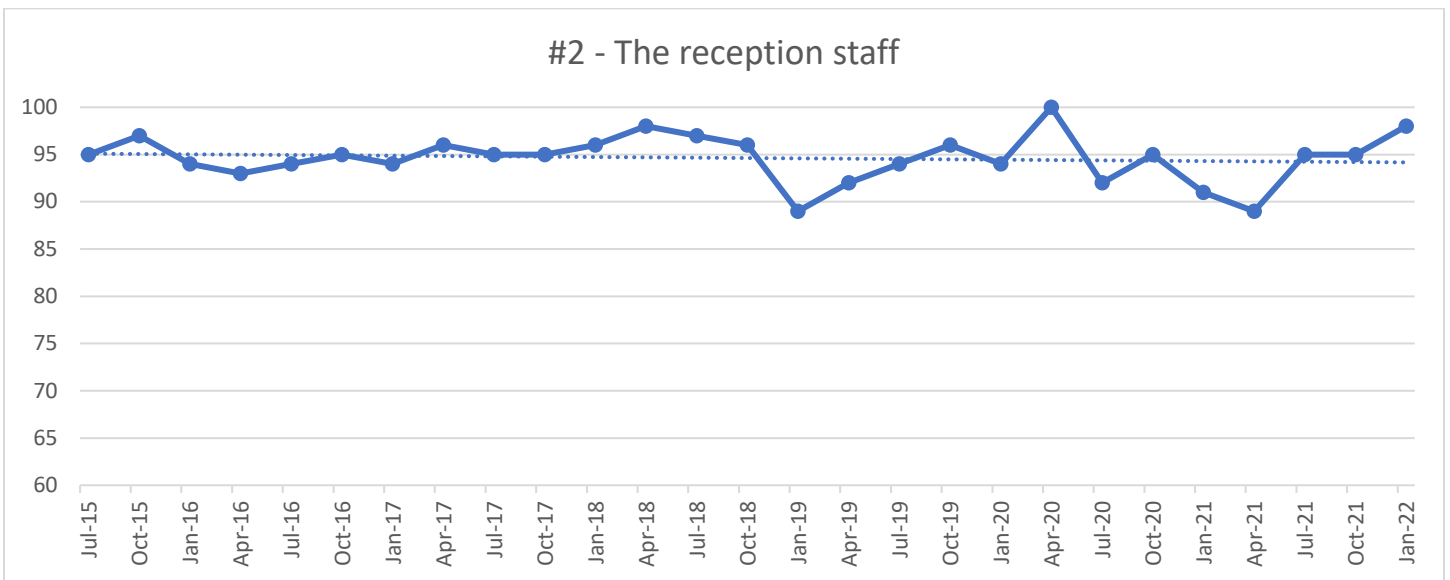
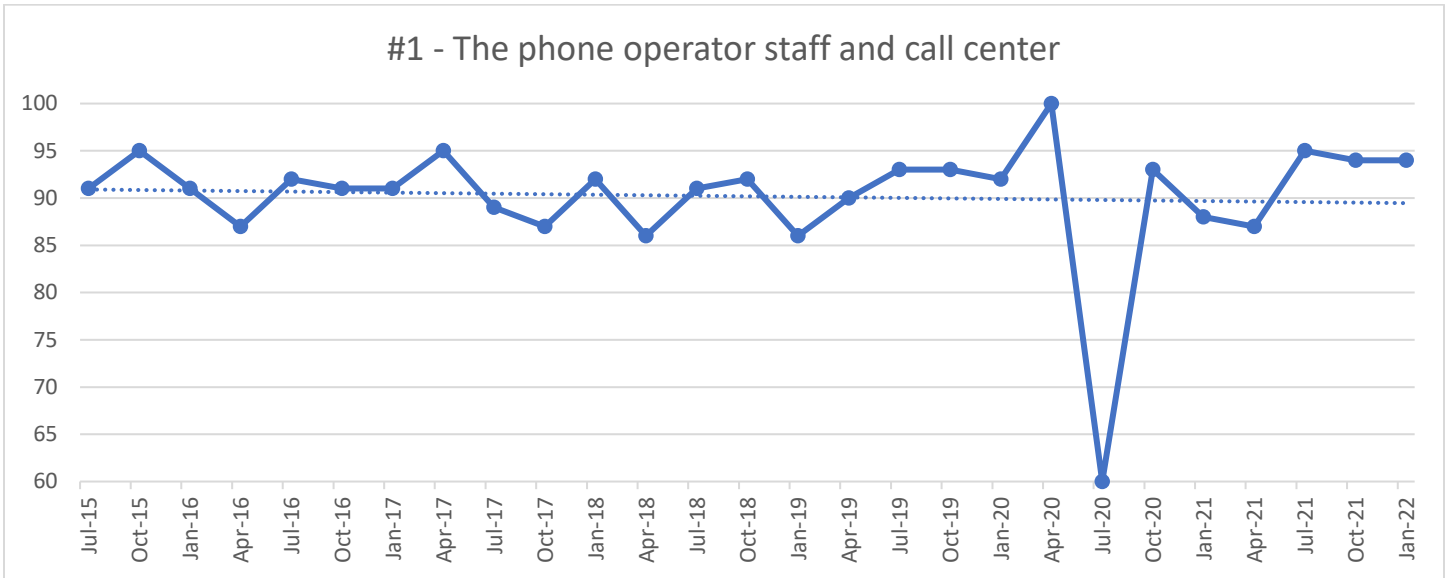
English

- Ceisel: 6
- Jorgensen: 16

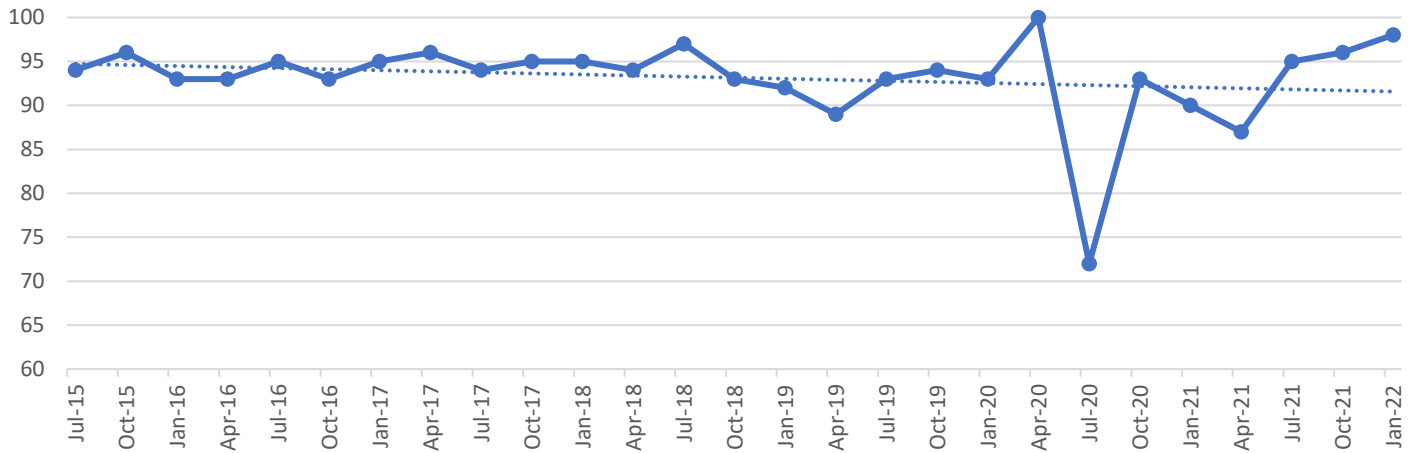
Spanish

- Ceisel: 2
- Jorgensen: 10

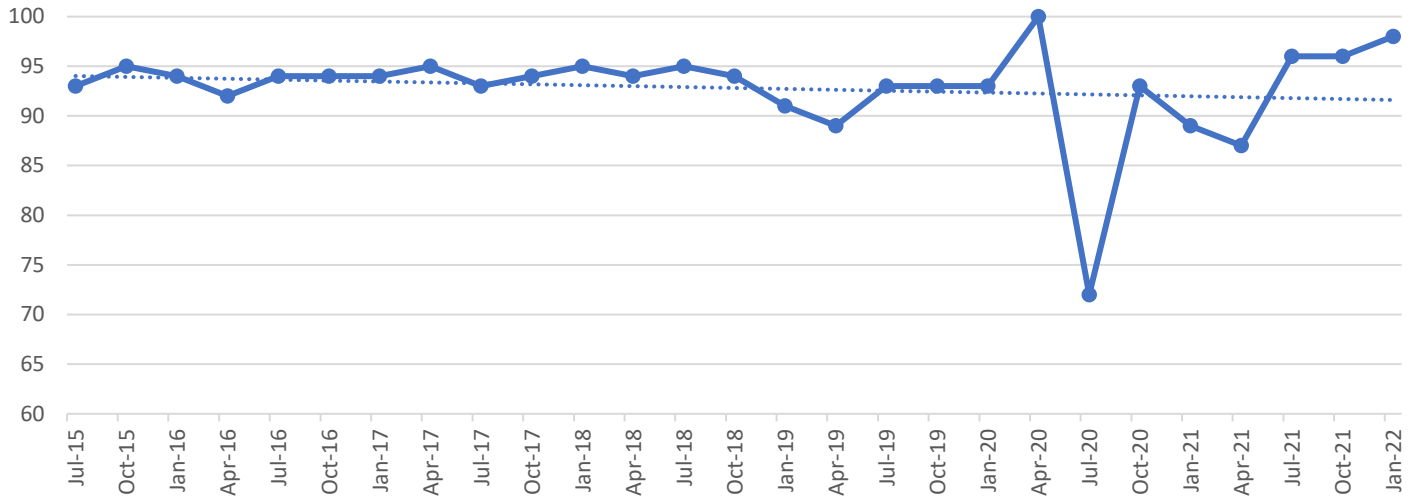
Individual Question Results with Trendlines



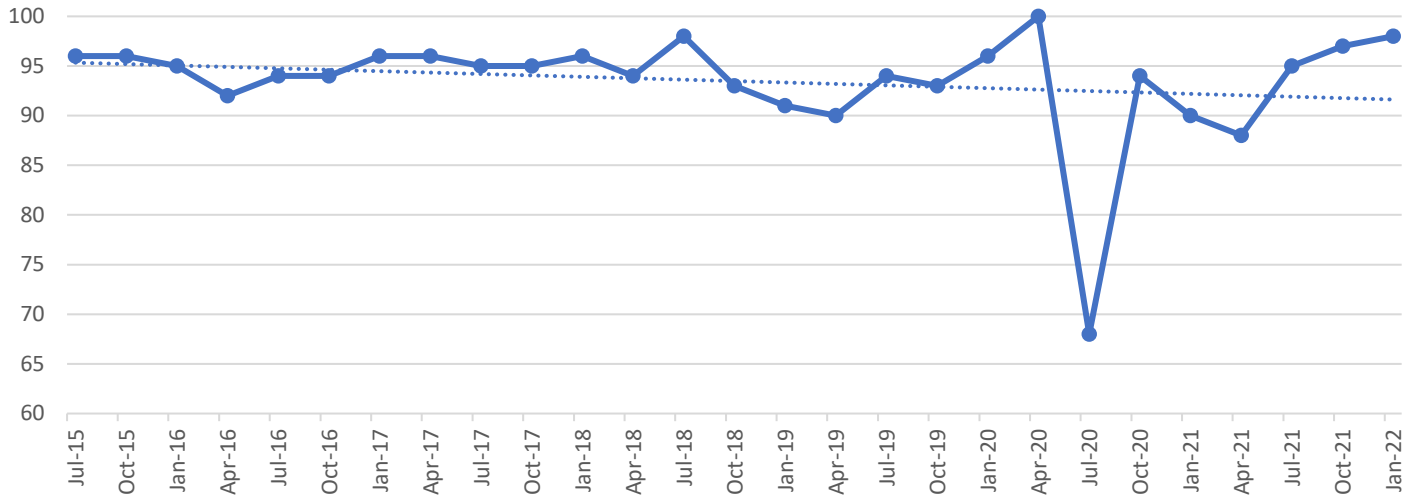
#4 - Education and explanation of plan provided in a way that I can understand



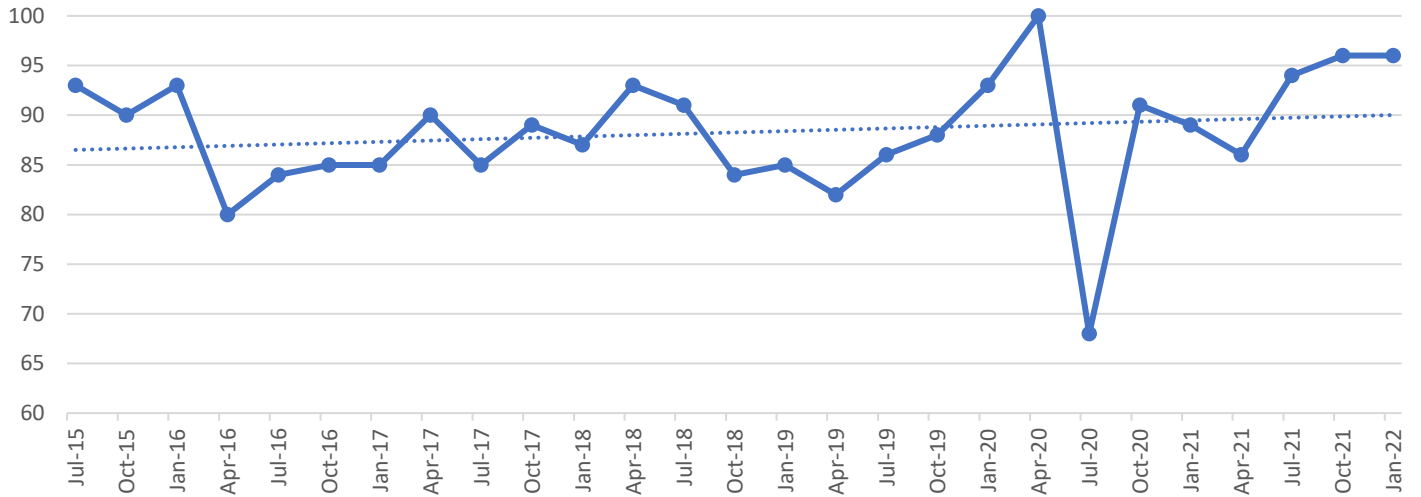
#5 - The follow-up and coordination of my care



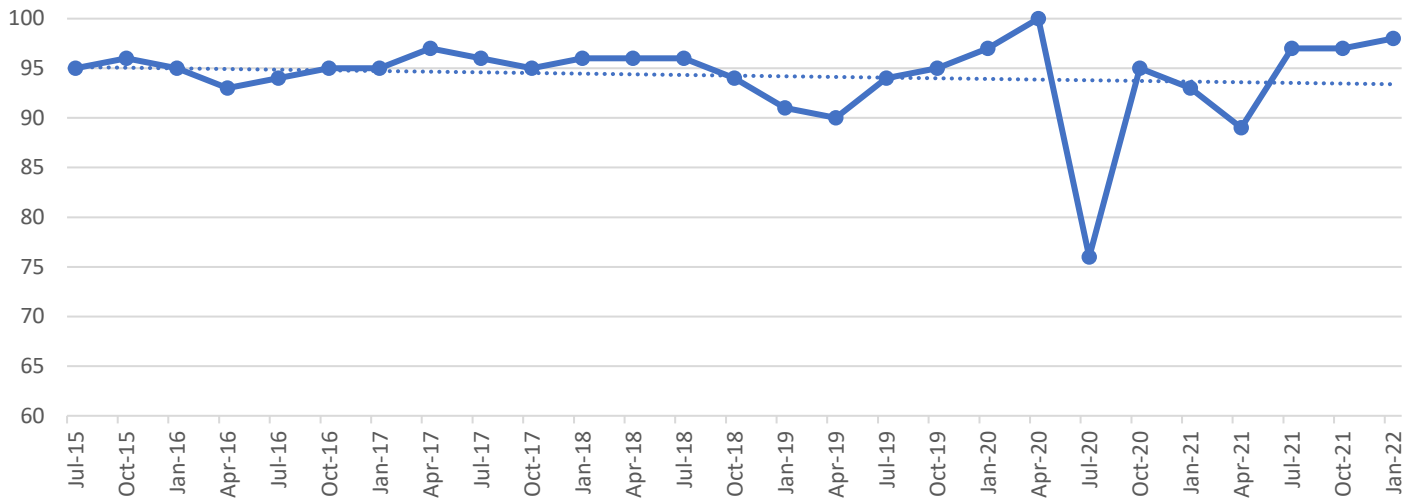
#6 - The staff addressing my medical needs today



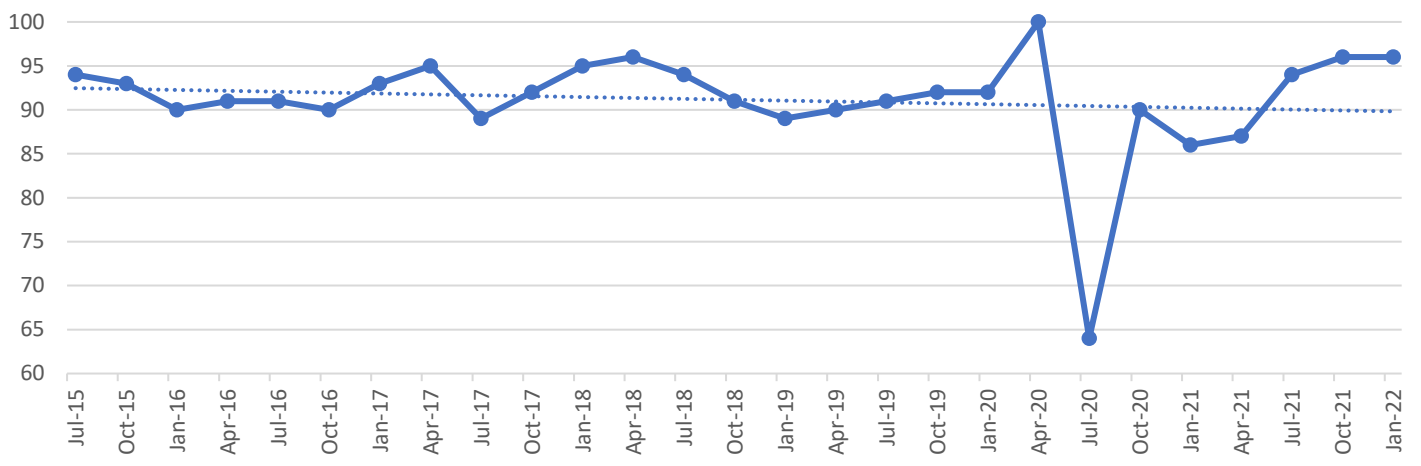
#7 - The time spent waiting



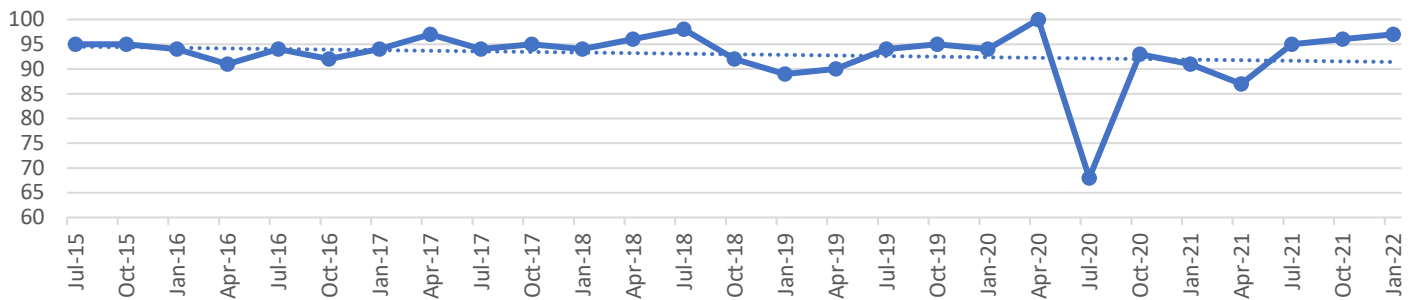
#8 - The respectfulness of staff



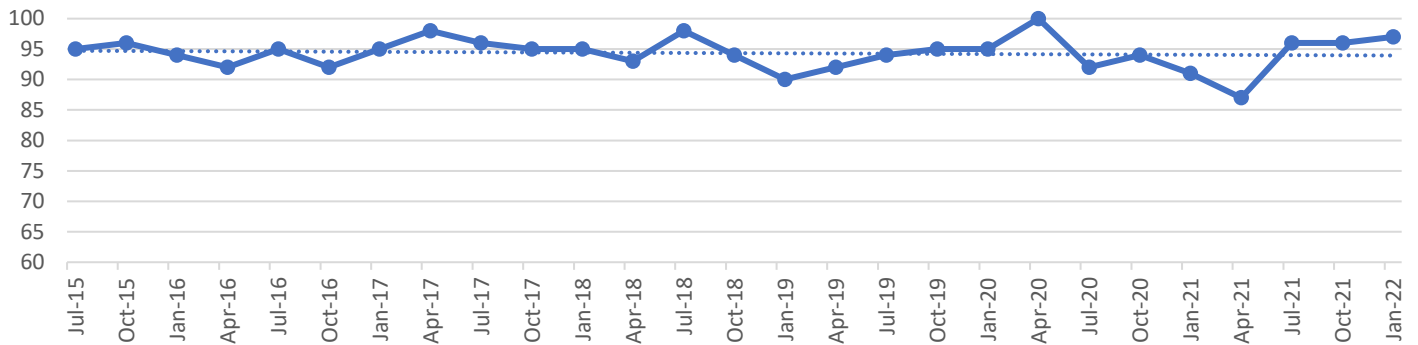
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



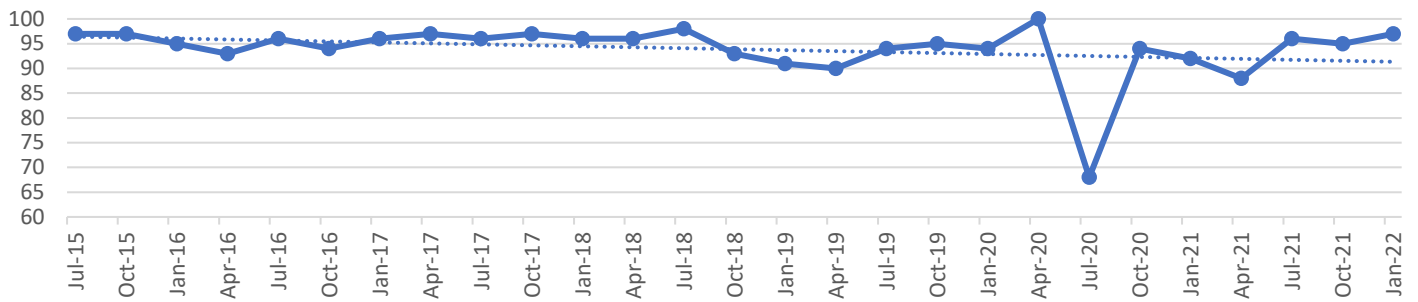
#10 - The handling of my personal medical information in a private and confidential manner



#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?

