

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 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.

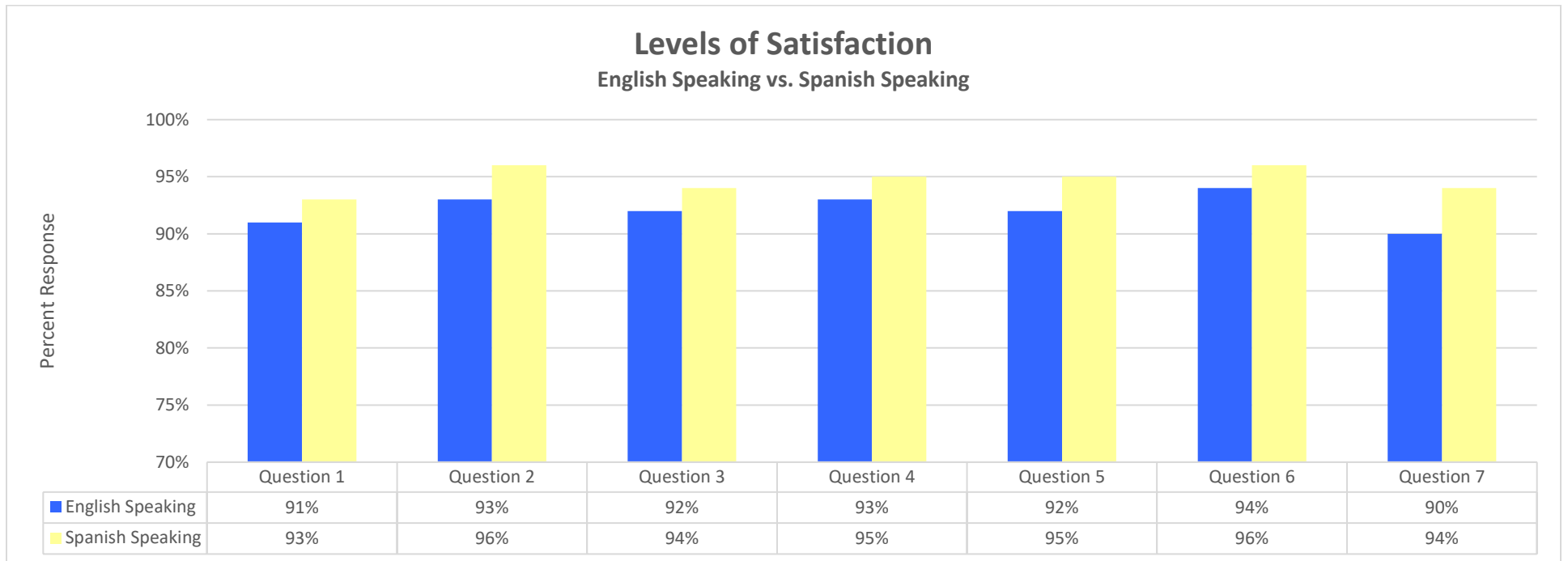
165 E Plank Rd, Sycamore – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	92%	92%	91%	91%
2. The reception staff	94%	95%	94%	92%
3. Receiving a timely appointment	93%	93%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	93%	92%
5. The follow up and coordination of my care	93%	94%	92%	93%
6. The staff addressing my medical needs today	95%	95%	93%	93%
7. The time spent waiting	91%	91%	91%	91%
8. The respectfulness of staff	95%	96%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	93%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	95%	93%	93%
11. Your medical assistant	94%	96%	94%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	93%	94%
13. Overall, how satisfied are you with the Health Center?	95%	95%	92%	93%

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%

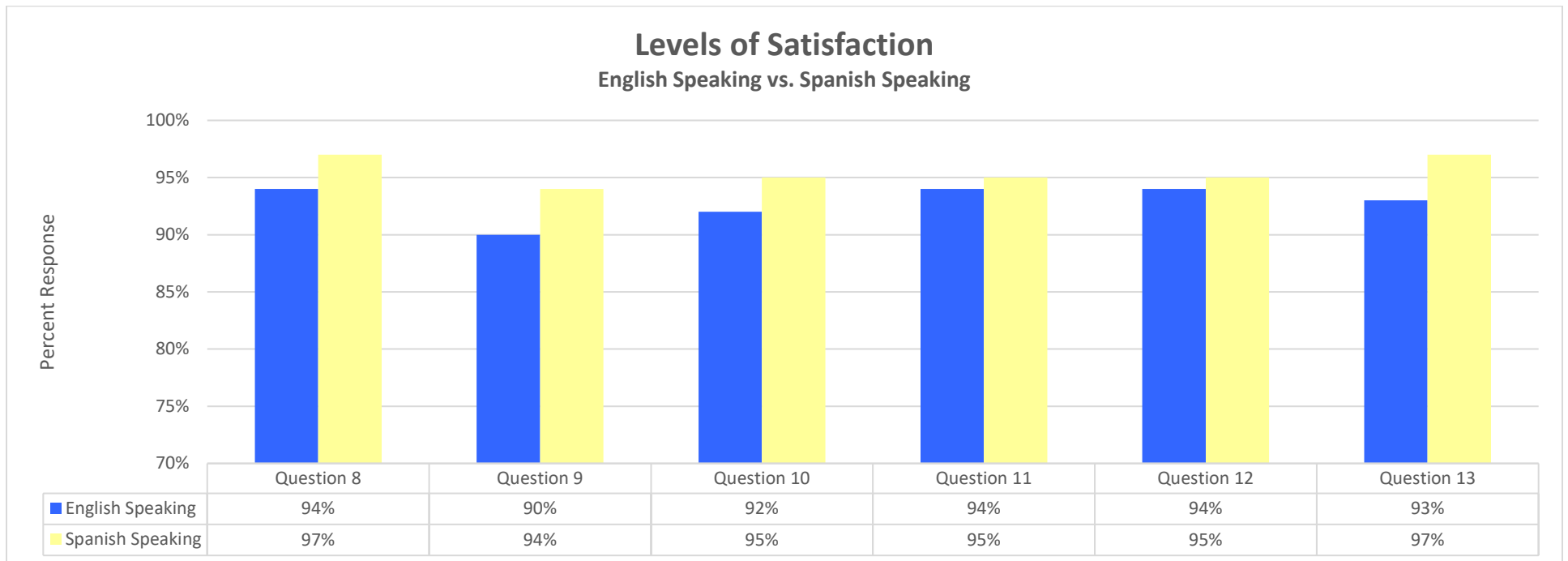
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	91 69%	51 72%	29 22%	16 23%	9 7%	3 4%	2 2%	1 1%	1 1%	0 0%
2. The reception staff	96 73%	57 81%	32 24%	11 16%	2 2%	2 3%	0	0	2 2%	0
3. Receiving a timely appointment	92 70%	50 74%	30 23%	16 24%	8 6%	2 3%	0	0	2 2%	0
4. Education and explanation of plan provided in a way that I can understand	93 71%	54 76%	36 27%	16 23%	2 2%	1 1%	0	0	1 1%	0
5. The follow-up and coordination of my care	92 69%	54 76%	35 26%	16 12%	4 3%	1 1%	0	0	2 2%	0
6. The staff addressing my medical needs today	99 74%	57 80%	31 23%	14 20%	2 2%	0	0	0	1 1%	0
7. The time spent waiting	84 63%	54 76%	35 26%	13 18%	9 7%	4 7%	3 2%	0	2 2%	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	96 73%	58 84%	33 25%	10 15%	2 2%	1 1%	0	0	1 1%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	85 67%	49 73%	25 20%	17 25%	14 11%	1 2%	0	0	3 2%	0
10. The handling of personal medical info in a private and confidential manner	93 70%	55 78%	32 24%	15 21%	6 5%	1 1%	0	0	2 2%	0
11. Your medical assistant	95 72%	55 79%	35 27%	13 19%	1 1%	2 3%	0	0	1 1%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	95 72%	54 78%	34 26%	14 20%	2 2%	1 1%	0	0	1 1%	0
13. Overall, how satisfied are you with the Health Center?	95 71%	59 84%	33 25%	11 16%	4 3%	0	0	0	1 1%	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: 54

N/A: 11

YES: 3

Comments:

1. "I didn't but overtime I call is great."
2. "Yes, got response within 24 hours was incredible."
3. "Great thank you."
4. "I've left a message, but no one called back."
5. "Good."
6. "Rhonda is amazing been suffering from back pain for 1 ½ years. She was the first person to help me find the source of my back pains."
7. "Yes, they got back to me right away!"
8. "Yes, the receptionist called back to schedule appt."
9. "But when I have, they called back promptly."

Spanish

NO: 25

N/A: 2

YES:

Comments:

1. "

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

English

1. "Close to home and they are super great."
2. "Low cost and easy to speak to."
3. "Getting help when I need it."
4. "The people are helpful at in need."
(Sofowora)
5. "Close to my house." (2)
6. "All staff is helpful." (Williams)
7. "Appointment availability."
8. "Seeing provider."
9. "Receptionist." (Williams)
10. "Everything."
11. "The phone call reminder." (Williams)
12. "When they listen and take the time to really help." (Williams)
13. "Location." (2)
14. "Care + time to understand." (Scott-Diltz)
15. "The nurse we had was the sweetest."
16. "The staff is extremely nice and makes me feel very welcomed and comfortable."
(Carlton)
17. "The care of the professional staff." (Williams)
18. "MAT program."
19. "The staff being very kind and helping me to remember my appointments by calling the day before." (Williams)

Spanish

1. "Secure." "Seguro."
2. "Everything." "Todo." (3)
3. "They help." "Te ayudan."
4. "No." "No." (4)
5. "Sooner appointments." "Citas mas pronto."
(Scott-Diltz)
6. "Health care." "Cuidado de salud."
7. "IT helps me to feel better." "Me ayuda a sentirme mejor."
8. "Having sooner appointments." "Teniendo citas mas pronto."
9. "Understanding the language with the personnel." "Entendiendo el idioma con el personal."
10. "The immediate attention." "La ayuda inmediata."
11. "N/A." "N/A."
12. "Flexible hours for my appointments." "Horas flexibles para mi citas."
13. "It is good." "Esta bien." (2)
14. "How they answered on time." "Como contestan a tiempo."
15. "With my families health." "Con la salud de mi familia."
16. "The receptionist." "Las recepcionistas."

20. "Time."
21. "The medical assistant." (Sofowora)
22. "Great job."
23. "Staff." (2)
24. "My health and take care me and family."
25. "The availability and hours." (Sofowora)
26. "Providers provide me with the proper care."
27. "Everyone and the care." (Scott-Diltz)
28. "The doctor."
29. "Convenience." (2)
30. "Good staff."
31. "Good time."
32. "Hours (long)."
33. "N/A." (3)
34. "The phone operators could be a little better."
35. "Friendly helpful staff." (Sofowora)
36. "My daughter has TBI and other medical issues and I can't say enough how amazing dr. Dominik is! I have referred him to the community. He is always available and understanding with my child." (Sofowora)
37. "Yes." (Calderala)
38. "Everyone."
39. "Convenience of getting in when needed." (Sofowora)
40. "Great with daughter." (Sofowora)
41. "Quick appointment." (Carlton)
42. "Thorough evaluations with providers."
43. "Everyone is always really nice and friendly."
44. "The kindness of my childrens doctor." (Sofowora)
45. "Care and doctors." (Carlton)
46. "Everything is a simple process- love it." (Sofowora)
47. "The hours of availability."
48. "Don't know at the time."
49. "Overall helpful."
50. "Near where I live." (Carlton)
51. "Everything was quick." (Sofowora)
52. "Fast appointment."
53. "Always help with kids."
54. "Natalie was great." (Sofowora)
55. "Getting children treated."
56. "They helping response."
57. "Location and access." (Carlton)
58. "All the services."
17. "The medical staff is so kind." "El personal medico es muy amable." (Sofowora)
18. "They help me have control over my health." "Me ayuda a tener control de mi salud."
19. "That they speak Spanish." "Que hablan espanol."
20. "The cost and the consults." "El costo y las consultas."

Question 16: How can we improve Greater Family Health?

English

1. "None." (2)
2. "You did fine." (Williams)
3. "I wish the MD was more caring. He always referred to my kids as "They" never their

Spanish

1. "N/A." (3)
2. "Better." "Mejor."
3. "Continue the same." "Seguir asi."
4. "To me it is good." "Para mi esta bien."

- name or “he” or “she” Also- rushes every time.” (Sofowora)
4. “Nothing, you guys are great.” (Williams)
 5. “Everyone is doing a great job.” (Williams)
 6. “Doing great.” (Williams)
 7. “N/A.” (9)
 8. “I have had one NP tell me I was wasting her time... Maybe hire people who are not mean? Another doctor tells my daughter “It’s all in her head.”
 9. “Can’t think of a thing.” (Williams)
 10. “Faster service concerning counselor.”
 11. “Less verbal personal info @ check in.”
 12. “Explaining anything that they don’t know, and they need to know.” (Sofowora)
 13. “Able to make appointments on a app and see my results” (Carlton)
 14. “Nothing it good as it is.”
 15. “Faster referral time.” (Williams)
 16. “Don’t know at the time.”
 17. “Have an after-hours emergency # 2 call.” (Sofowora)
 18. “Nothing.”
 19. “You all are doing great.”
 20. “You do a great job.” (Calderala)
 21. “No comments everything was great.”
 22. “Do more on time.” (Carlton)
 23. “The 15 min time before appt if late have to schedule, I live 45 min away.” (Sofowora)
 24. “Everything is perfect.”
 25. “Everything great, no recommendations for improvement.” (Carlton)
 26. “I love the care.” (Sofowora)
 27. “PHONE OPS SUCK.”
 28. “Telehealth.”
 29. “More appointments.”
 30. “Shorter wait times.”
 31. “Not much great job! Wait time is long here 1 hour and 15 minutes.”
 32. “Telling people they need appointments for labs to be read. Bureaucracy should not get in the way of your oath of DO NO HARM. Doctor sees me as a person, the company he works/employed by sees us as #s and \$ signs. Find a way to bridge the gap. Either a patient/Doc liaison or office training.”
 33. “You guys have already given great care.”
 34. “More Smiles.”
 5. “It’s good.” “Esta bien.” (2)
 6. “The service is good.” “El servicio es bueno.” (Sofowora)
 7. “The service in my opinion it is good no need to improve.” “El servicio en mi opinion esta bueno no nesecita mejorar.”
 8. “No.” “No.” (2)
 9. “Nothing.” “Nada.”
 10. “The service is excellent.” “El servicio es excelente.” (Scott-Diltz)
 11. “Just continue the same way.” “Nada mas continue asi.” (Sofowora)
 12. “Be faster.” “Ser mas rapido.”
 13. “Everything is good.” “Todo esta bien.”
 14. “I don’t know.” “No se.”
 15. “Closer appointments.” “Citas mas cercanas.”
 16. “I am satisfied with the service you offer.” “Yo estoy satisfecha con el servicio que ofrecen.” (Scott-Diltz)
 17. “To me it is an excellent service.” “Para mi es un excelente servicio.”

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

English

- YES: 87
- NO: 1

Spanish

- YES: 40
- NO: 1

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

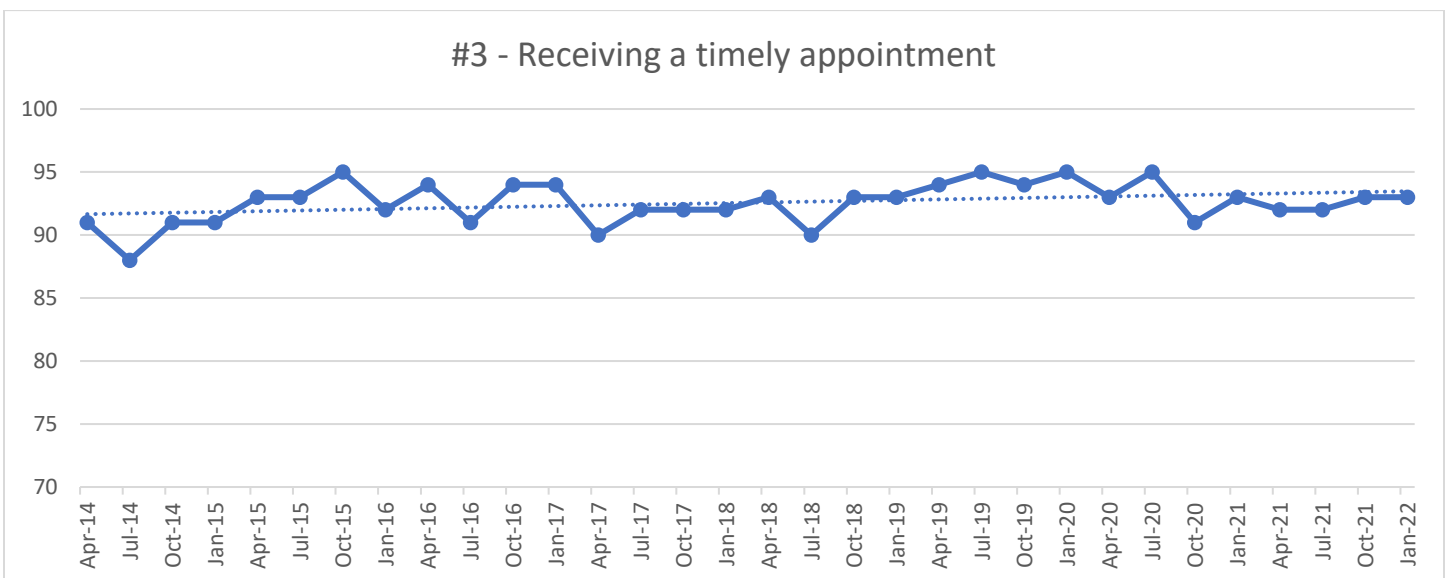
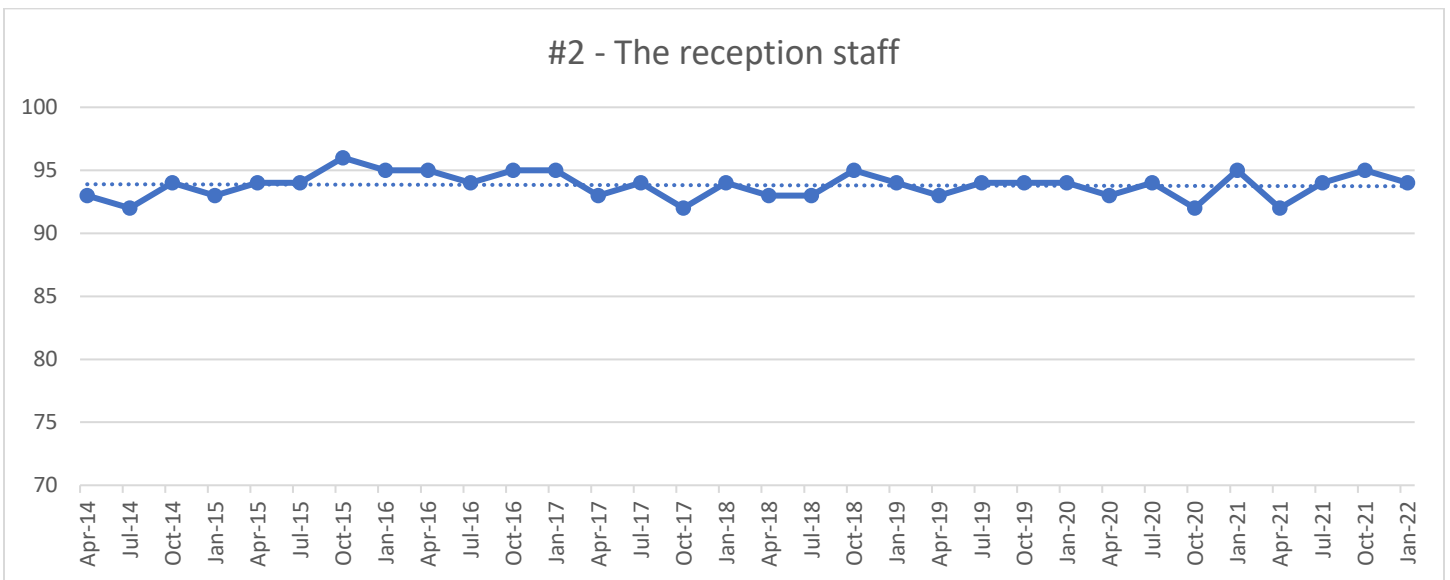
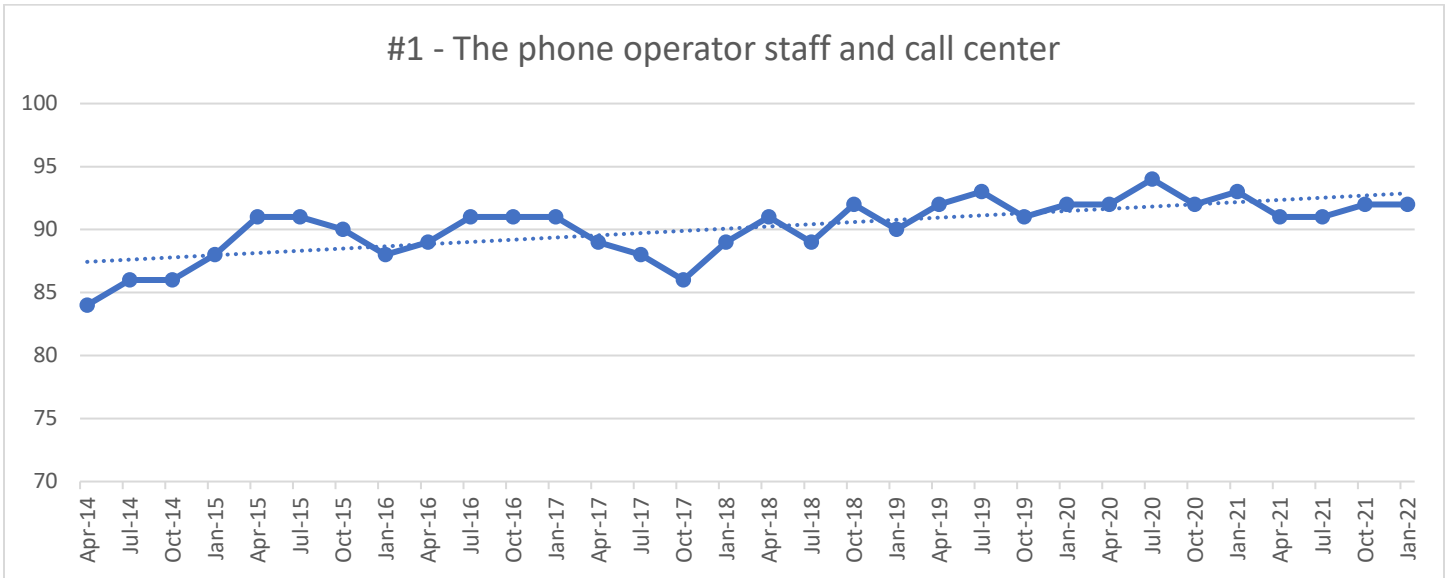
English

- Calderala: 6
- Carlton: 18
- Jorgensen:
- Scott-Diltz: 11
- Sofowora: 22
- Williams: 13

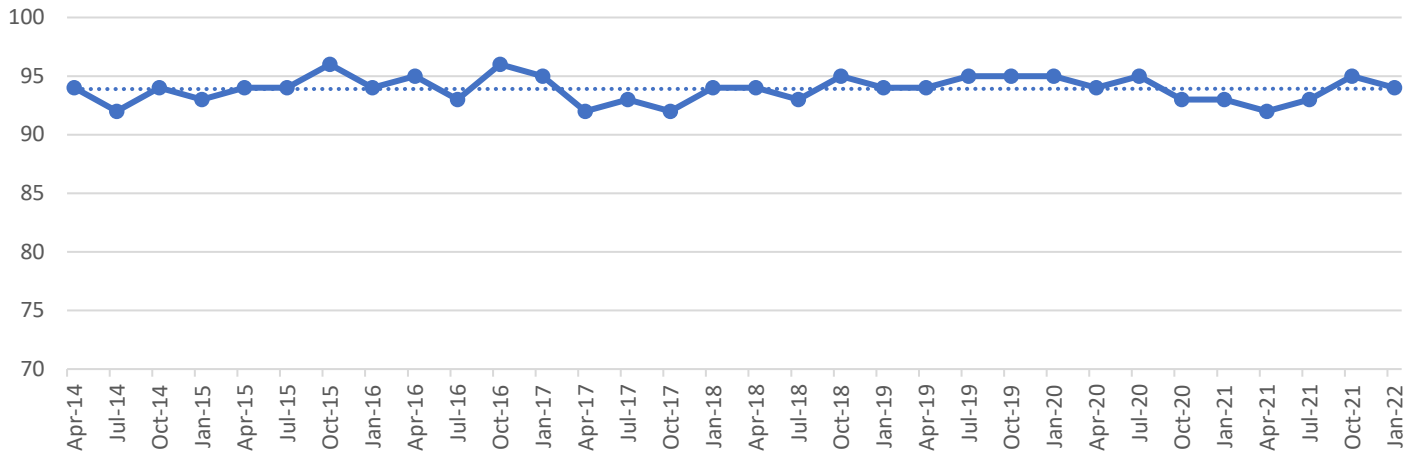
Spanish

- Calderala: 2
- Carlton: 3
- Scott-Diltz: 6
- Sofowora: 9
- Williams: 2

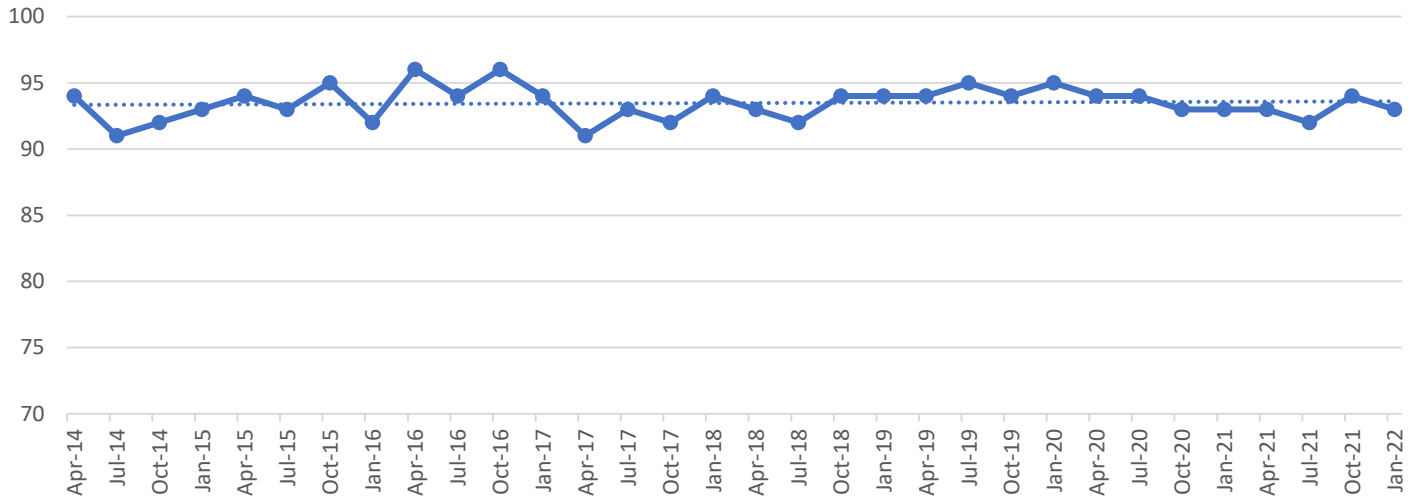
Individual Question Results with Trendlines



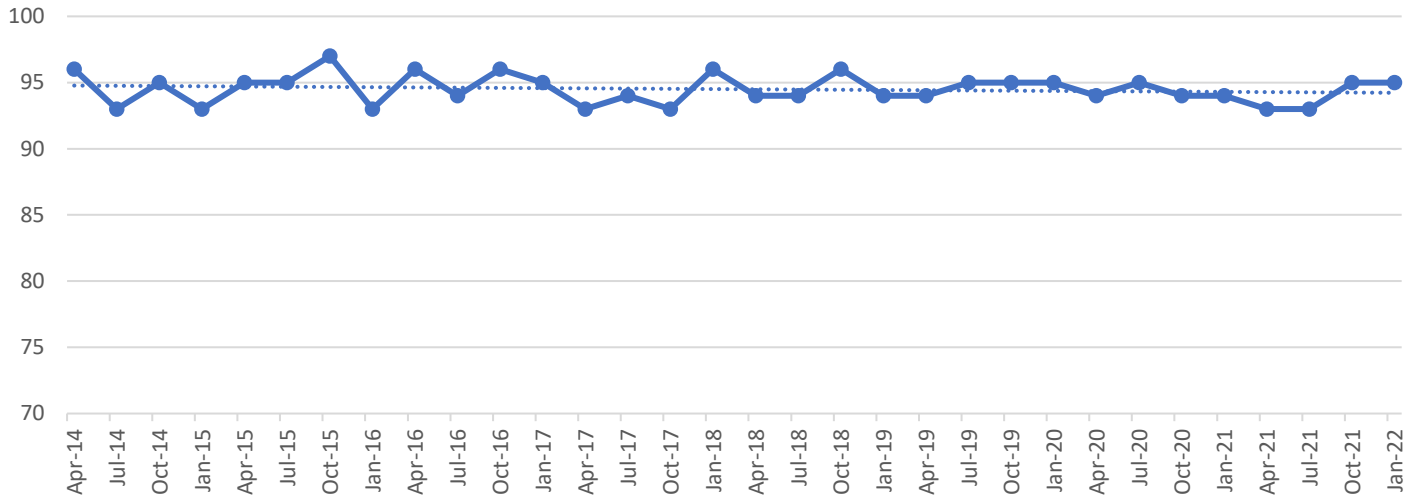
#4 - Education and explanation of plan provided in a way that I can understand



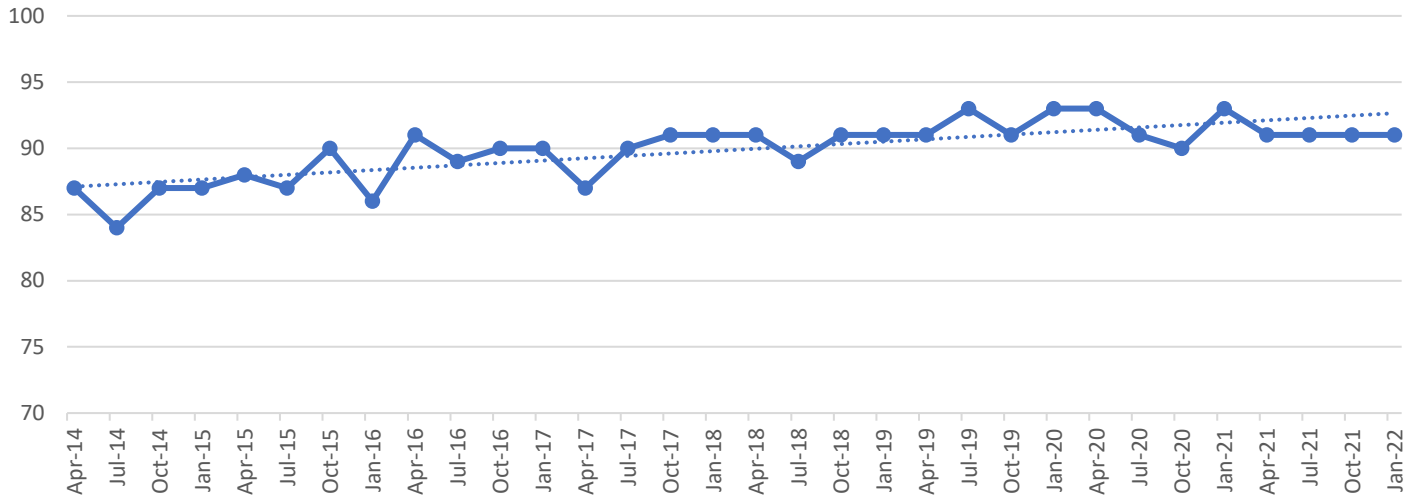
#5 - The follow-up and coordination of my care



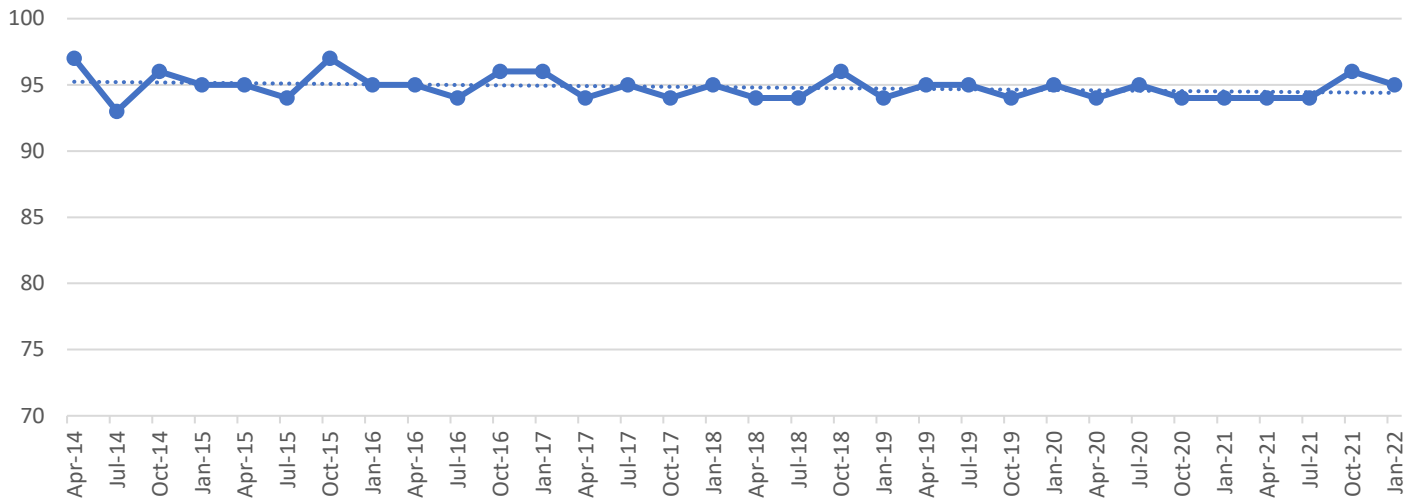
#6 - The staff addressing my medical needs today



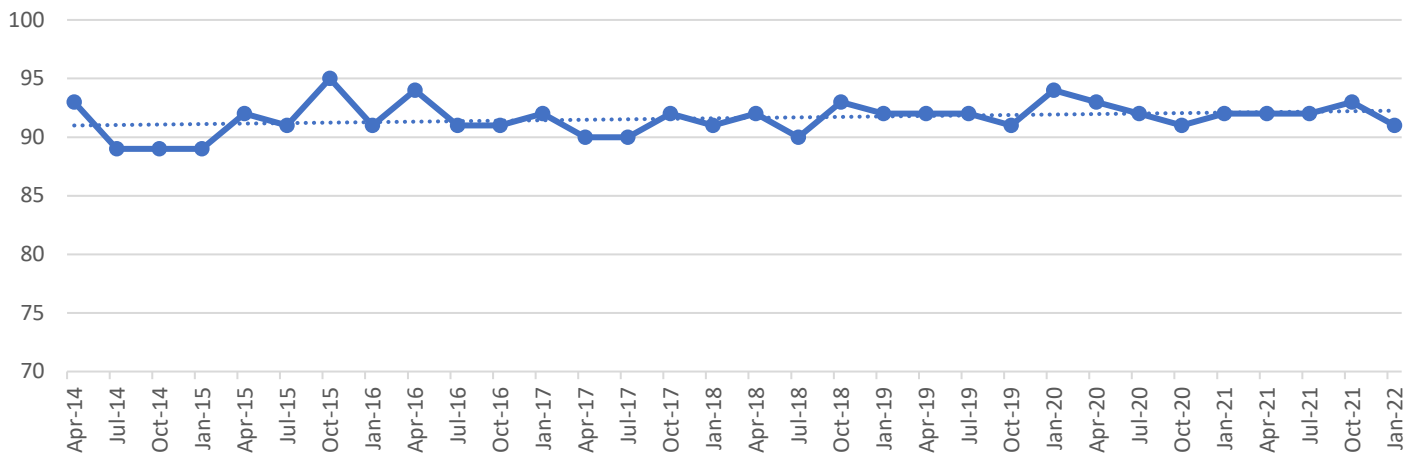
#7 - The time spent waiting



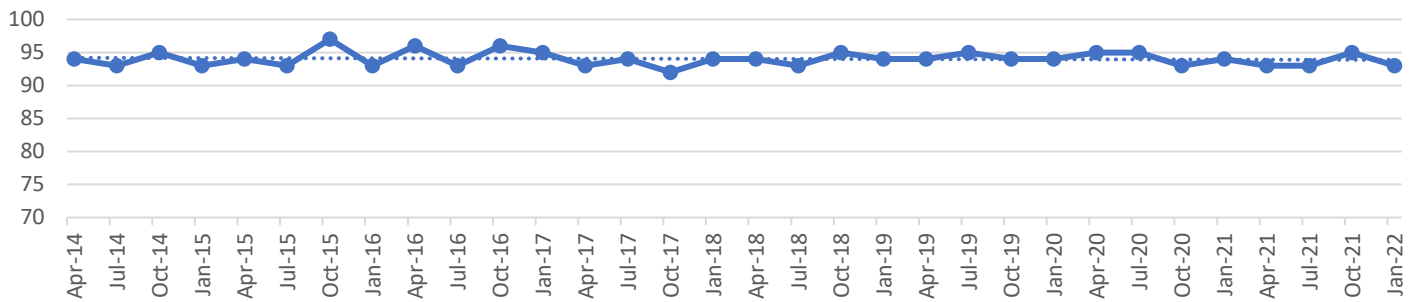
#8 - The respectfulness of staff



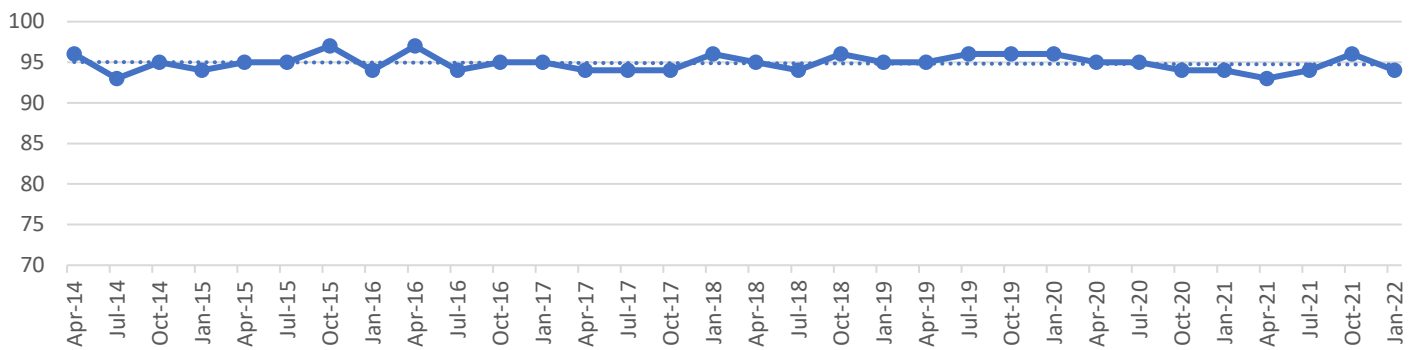
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



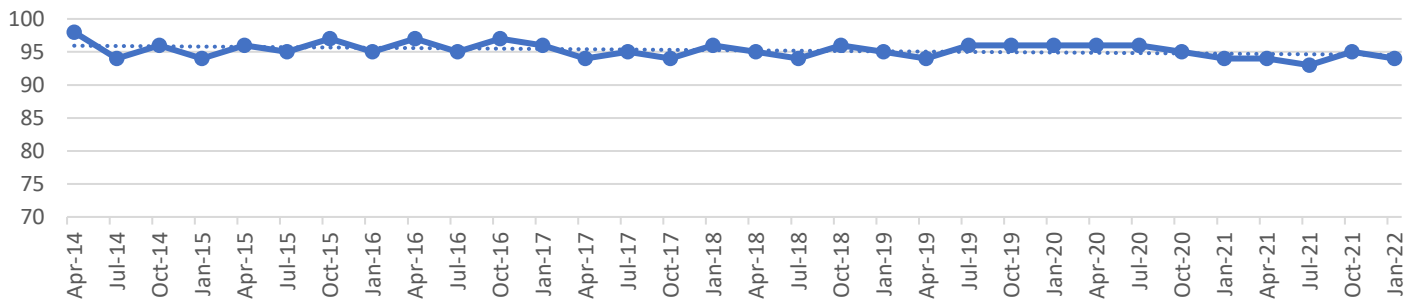
#10 - The handling of my personal medical information in a private and confidential manner



#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?

