

Patient Satisfaction Survey 373 Summit St, Elgin 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 89% to 93%. 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.

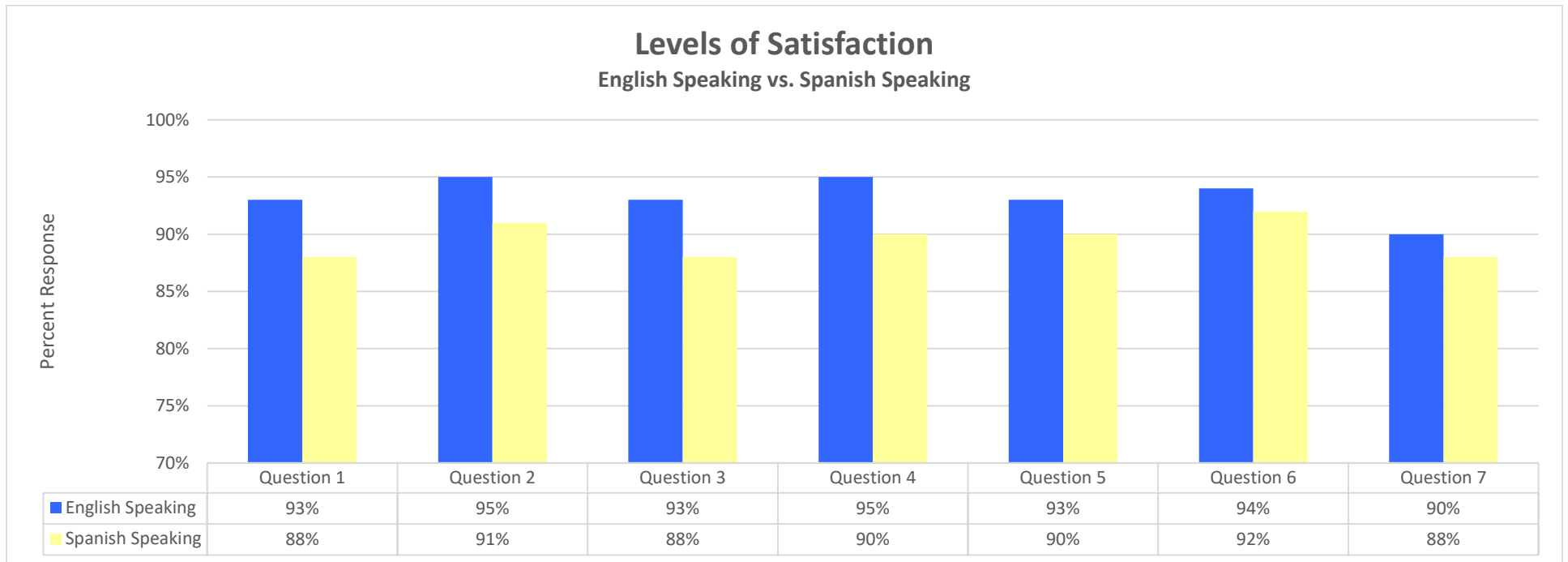
373 Summit St, Elgin – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	90%	88%	90%	91%
2. The reception staff	92%	89%	90%	92%
3. Receiving a timely appointment	90%	86%	89%	90%
4. Education and explanation of plan provided in a way that I can understand	92%	89%	91%	92%
5. The follow up and coordination of my care	91%	89%	90%	92%
6. The staff addressing my medical needs today	93%	89%	91%	93%
7. The time spent waiting	89%	85%	86%	88%
8. The respectfulness of staff	93%	90%	91%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	87%	89%	91%
10. The handling of my personal medical information in a private and confidential	92%	89%	92%	93%
11. Your medical assistant	93%	89%	92%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	89%	92%	94%
13. Overall, how satisfied are you with the Health Center?	92%	89%	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%

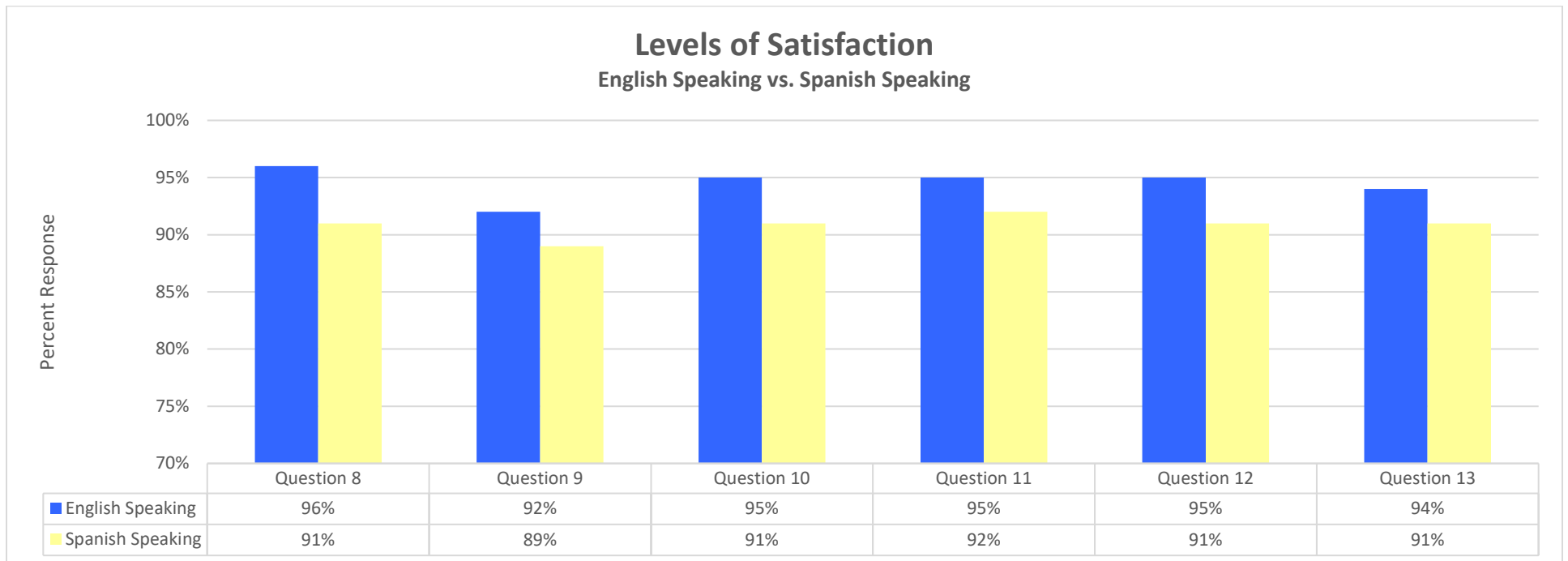
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	151 74%	214 62%	39 19%	92 27%	11 5%	21 6%	3 2%	5 1%	0	13 4%
2. The reception staff	157 77%	233 68%	39 19%	87 25%	6 3%	11 3%	1 1%	3 1%	0	10 3%
3. Receiving a timely appointment	152 75%	210 62%	36 18%	85 25%	12 6%	24 7%	2 2%	5 2%	1 1%	13 4%
4. Education and explanation of plan provided in a way that I can understand	158 78%	225 65%	38 19%	89 26%	7 3%	20 6%	1 1%	4 1%	0	7 2%
5. The follow-up and coordination of my care	145 71%	215 62%	47 23%	106 31%	9 4%	16 5%	2 1%	3 1%	0	7 2%
6. The staff addressing my medical needs today	150 74%	238 68%	47 23%	96 27%	5 3%	8 2%	2 1%	2 1%	0	7 2%
7. The time spent waiting	130 64%	203 58%	56 28%	108 31%	12 6%	23 7%	4 2%	6 2%	2 1%	8 2%



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	161 80%	233 67%	37 18%	92 27%	2 1%	13 4%	0	2 1%	0	7 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	139 71%	199 60%	39 20%	103 31%	16 8%	19 6%	1 1%	3 1%	0	9 3%
10. The handling of personal medical info in a private and confidential manner	158 78%	227 66%	40 20%	91 27%	5 3%	15 4%	1 1%	3 1%	0	7 2%
11. Your medical assistant	158 78%	237 69%	39 19%	89 26%	6 3%	8 2%	1 1%	3 1%	0	7 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	159 78%	232 68%	35 17%	91 27%	9 4%	7 2%	0	4 1%	0	8 2%
13. Overall, how satisfied are you with the Health Center?	158 78%	237 68%	36 18%	88 25%	9 4%	10 3%	1 1%	3 1%	0	10 3%



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: 61

N/A: 11

YES: 1

Comments:

1. "Great." (2)
2. "Good." (2)
3. "Satisfied."
4. "Yes, felt dismissed like they had heard it all before."
5. "Wonderful"

Spanish

NO: 73

N/A: 2

YES: 1

Comments:

1. "On the phone they didn't return my call."
"Por telefono, no regresaron mi llamada."
2. "Very good and satisfied with the answers."
"Muy bien y satisfecho con las respuestas."
3. "I have not left a message but they do return calls."
"No eh dejado mensaje pero si regresan llamadas."
4. "Good." "Bien."
5. "No I have not called but when I call they treat me very good, thank you for all your attention."
"No eh llamado pero cuando llamo me tratan bien, gracias por su atencion."
6. "Yes, they called me the next day very good explanation."
"Si, me llamaron al dia siguiente muy buena explicacion."

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

English

1. "Everything is good."
2. "Everyone is great."
3. "Members."
4. "Good service/staff." (Thompson)
5. "I get my doctor." (Herdrich)
6. "Same day appointments." (Newbrander)
7. "Friendly, helpful staff."
8. "Flexible appts." (Thompson)
9. "Insurance."
10. "The friendly staff."
11. "Doctor and staff." (Bhowmick)
12. "Dr. Ariga and Lucy are the best."
13. "Staff."
14. "Excellent."
15. "Yes."
16. "Everyone's help." (Reller-Anderson)
17. "My doctor (Dr. Bhowmick) is very helpful she takes care of my diabetes, and she gives me referral to specialist TY."
18. "The medical assistants."
19. "They are aware of the language." (Castro)
20. "Everything." (2)
21. "To see the doctor that is assigned to me."

Spanish

1. "General control." "Control general."
2. "Everything." "Todo." (4)
3. "The personnel helps you with what you need."
"Que el personal te ayuda con lo que nesesitas." (Newbrander)
4. "It is my first visit I don't know."
"Es mi primera cita no se."
5. "All your services." "Todo sus servicios."
6. "Be healthier." "Estar mejor de salud."
7. "The assistants who translate at the time of my appointment."
"Las asistentes que me traducen al momento de mi consulta." (Govinda)
8. "You are better organized in all aspects."
"Estan mas organizados en todos los aspectos."
9. "Good service and price." "Buen servicio y precio." (Luettke)
10. "Your attention." "Su atencion." (2)
11. "Care for my health." "Cuidar mi salud."
12. "All the necessary for my health." "Todo lo nesesario para mi salud."

22. "Being able to get in right away."
23. "Excellent customer service." (Bhowmick)
24. "Doctor."
25. "Over the phone ability to make appointments."
26. "Can do all in one place."
27. "Friendly and willing to help with my health needs." (Herdrich)
28. "Availability."
29. "Affordability."
30. "Staff at window."
31. "The information."
32. "N/A." (7)
33. "Staff." (3)
34. "I love them all." (Govinda)
35. "Close to home and great Dr."
36. "Communication, was good they helped me."
37. "Employees."
38. "Doctors listening to my concerns."
39. "Quick."
40. "Good advice."
41. "Everything."
42. "Convenience."
43. "Great staff." (Him)
44. "My provider Melissa! Great report w/patients."
45. "Clear on info satisfy." (Reller-Anderson)
46. "The flexible hours, the genuine care w/dr. Thompson."
47. "Friendly staff." (Thompson)
48. "Everything is here you need."
49. "Very nice overall experience."
50. "The doctor DeGarmo very nice and patient." (DeGarmo)
51. "Location."
52. "When the Dr. shows they care about my health." (Newbrander)
53. "People."
54. "Expeditious."
55. "Good staff quick appt."
56. "Don't wait to long."
57. "Having Monica here." (Herdrich)
58. "Staff." (Blasinski)
59. "Everything so far."
60. "Getting meds."
61. "That they are kind with every question."
62. "Wonderful staff."
63. "Just to be able to come in when I have problems with diabetes." (Blasinski)
64. "Nothing." (Herdrich)
65. "Didn't have to wait very long for appt." (Herdrich)
66. "Great staff." (Newbrander)
67. "Convenience and friendly staff."
68. "Health Knowledge."
13. "Good medical attention." "Bueno atencion medica."
14. "With my health and low price." "Con mi salud y bajo precio."
15. "They always have personnel who informs you well." "Siempre tienen personal que informa muy bien."
16. "Close to home." "Cerca a casa."
17. "The locations." "Las locaciones."
18. "I am happy." "Estoy contenta."
19. "Location." "Locacion." (2)
20. "Reduce wait time." "Reducir tiempo de espera." (Bhowmick)
21. "The service is good." "El servicio muy bien."
22. "Track my health." "Dar seguimiento a mi salud."
23. "Having control of my health." "El tener control sobre mi salud."
24. "Very good doctors." "Doctores muy buenos."
25. "The payments." "Los pagos."
26. "They are on top of my health." "Estan al pendiente de mi salud." (Govinda)
27. "Good service and it is economic." "Es lo mas economico y buen servicio." (Thompson)
28. "Fast appointments." "Citas rapidas."
29. "It is convenient, and they always serve the people who need it." "Es conveniente y siempre an servido a quienes lo nesesitan."
30. "Be kind and treat us good." "Sean amables y que nos traten bien."
31. "I don't understand this question." "No entiendo esta pregunta." (Castro)
32. "In the labs." "En los estudios."
33. "My health care." "Mi cuidado medico." (Bhowmick)
34. "Kind personnel." "Personal amable." (Him)
35. "Economic." "Economico." (Govinda)
36. "With my health." "Con mi salud." (Govinda)
37. "The attention and the fast service." "La atencion y rapidez del servicio."
38. "The care." "Su cuidado."
39. "Health and economic." "Salud y economico."
40. "Good medical service." "Buen servicio medico."
41. "The attention." "La atencion."
42. "The health." "La salud." (5)
43. "The attention and kindness." "La atencion y amabilidad."
44. "The attention is very good Congratulations." "La atencion es muy buena felicidades." (Thompson)
45. "Medical assistant." "Asistente medica."

46. "Maintain my health stable." "Mantener mi salud estable."
47. "They remind me my appointments." "Me recuerdan mis citas."
48. "They speak Spanish, they are kind and they always help me." "Que hablan espanol, son amables y siempre me ayudan."
49. "Good attention." "Buena atencion."
50. "Prices, closeness." "Precios, cercania."
51. "The attention." "La atencion." (2)
52. "N/A." "N/A."
53. "Kind people." "Gente amable."
54. "They treat you fast and they are kind." "Te atienden rapido y son amables."
55. "Everything is good, it is close to home, I like that way it is until now." "Todo bien y esta cerca a casa y me gusta como esta hasta ahora."
56. "Be at peace with my health." "A estar bien con mi salud." (Thompson)
57. "People speak the same language." "Hay personas que hablan mi mismo idioma."
58. "They help me in the necessary." "Me ayudan en lo nesasario." (Luettker)
59. "Good service." "Buen servicio."
60. "To maintain our health." "A mantener nuestra salud."
61. "Accessible prices." "Precios accesibles."
62. "The personnel." "El personal."
63. "The appointments at the time I can go." "Las citas a la hora que puedo."
64. "All your services." "Todos sus servicios."
65. "The attention to the service." "La atencion al servicio."
66. "They treated me fast." "Me atendieron rapido."
67. "Maintain my health." "Mantener mi salud." (Luettker)
68. "The education and professionalism from staff." "La educacion y profecionalismo del personal."
69. "The doctor." "El doctor."
70. "My health care." "Mi cuidado medico."
71. "They give me same day appointments." "Me dan citas el mismo dia."
72. "That I can come to the doctor." "Que puedo venir al dr."
73. "Economic help." "Ayuda economica."
74. "That they worry about us so that we can be healthy." "Que se preocupan por nosotros para que estemos bien."
75. "They treat you very good." "Ellos te atienden muy bien."
76. "The personal attention." "La atencion personal."

Question 16: How can we improve Greater Family Health?

English

1. "Doing good." (Bhowmick)
2. "No improvement needed."
3. "Timing." (Herdrich)
4. "Reduce waiting time for appointment after seeing the doctor." (Thompson)
5. "Faster."
6. "Nothing." (4)
7. "Everything is good." (2)
8. "Keep up the hard work."
9. "You're doing well."
10. "N/A." (13)
11. "No."
12. "Excellent."
13. "Offer MAT program in McHenry Location." (Govinda)
14. "Just be you 😊"
15. "No improvement."
16. "Nothing good job."
17. "Only the wait time on making an appointment if it an emergency."
18. "You guys are ok."
19. "None."
20. "You doing great."
21. "Not sure."
22. "Happy with service."
23. "Dr. should give more time." (VanBrunt)
24. "It's good."
25. "Nothing I can think of." (DeGarmo)
26. "The location."
27. "Everything."
28. "Keep up the good work."
29. "Knowing the policy on changing providers."
30. "Continue Psychiatric help."
31. "So far satisfy." (Reller-Anderson)
32. "Pay closer attention."
33. "You guy are good."
34. "Nothing right now."
35. "Early appointment." (Newbrander)
36. "You can't." (Herdrich)
37. "Help so I don't have to go to ER room so much." (Blasinski)
38. "Keep working."
39. "Nothing."

Spanish

1. "Be more flexible because sometimes you cancel our appointments at the last minute or they don't give us the date correctly."
"Siendo mas flexibles porque luego cancelan las citas a la mera hora o no dan el dia correcto."
2. "Satisfied with the services." "Satisfecho con el servicios." (Him)
3. "Better communication." "Mejor comunicacion."
4. "Everything is good." "Todo esta bien." (8)
5. "Sooner appointments." "Citas mas pronto."
6. "That I can bring my girls because they have given me good service." "Que puedo traer a mis ninas porque me an dado buen servicio."
7. "To me it is good." "Para mi es muy bueno."
8. "I would like for there to be more communication between doctor and patient."
"Me gustaria que haya mas comunicacion entre doctor y paciente."
9. "It is my first visit I don't know." "Es mi primer cita aun no se."
10. "N/A." "N/A." (1)
11. "It is excellent." "Es excelente."
12. "Kindness from some of the nurses."
"Amabilidad de algunas enfermeras."
(Castro)
13. "Everything is good except the wait time."
"Todo esta bien solo el tiempo de espera."
14. "Having more available appointments same day appointments." "Teniendo mas citas de mismo dia disponibles." (Thompson)
15. "Everything seems perfect." "Todo me parese perfecto." (Govinda)
16. "The time of operator calls." "El tiempo de operadoras y llamadas." (Buthman)
17. "No need for improvements." "No nesesitan mejorar."
18. "It is good." "Esta bien." (12)
19. "No problems." "No problemas."
20. "Continue being the same kind." "Continue igual siendo amable."
21. "Less wait time." "Menos tiempo de espera." (Govinda)
22. "It is very good." "Esta muy buena."
23. "Have more humility with patients." "Tener mas humildad con los pacientes."
24. "Have more available appointments for patients." "Tener mas citas abiertas para los pacientes."
25. "Continue treating us good." "Continue atendiendonos bien." (Govinda)

26. "Sooner appointments." "Sitas mas pronto."
27. "Don't take too long with people." "No tardando tanto con las personas."
28. "Everything is perfect." "Todo es perfecto."
(2)
29. "Very satisfied." "Muy satisfecha."
30. "Wait time." "Tiempo de espera."
31. "Satisfied." "Satisfecho." (Luettker)
32. "All good for the moment." "Todo bien por el momento."
33. "When you have an appointment be treated at that time don't make us wait too long."
"Cuando tengas la cita que te atiendan a esa hora y no esperar mucho."
34. "It takes long to receive an appointment." "Se tarda para conseguir una cita." (Govinda)
35. "More personnel." "Mas personal." (Herdrich)

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

English

- YES: 137
- NO: 2

Spanish

- YES: 191
- NO: 0

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

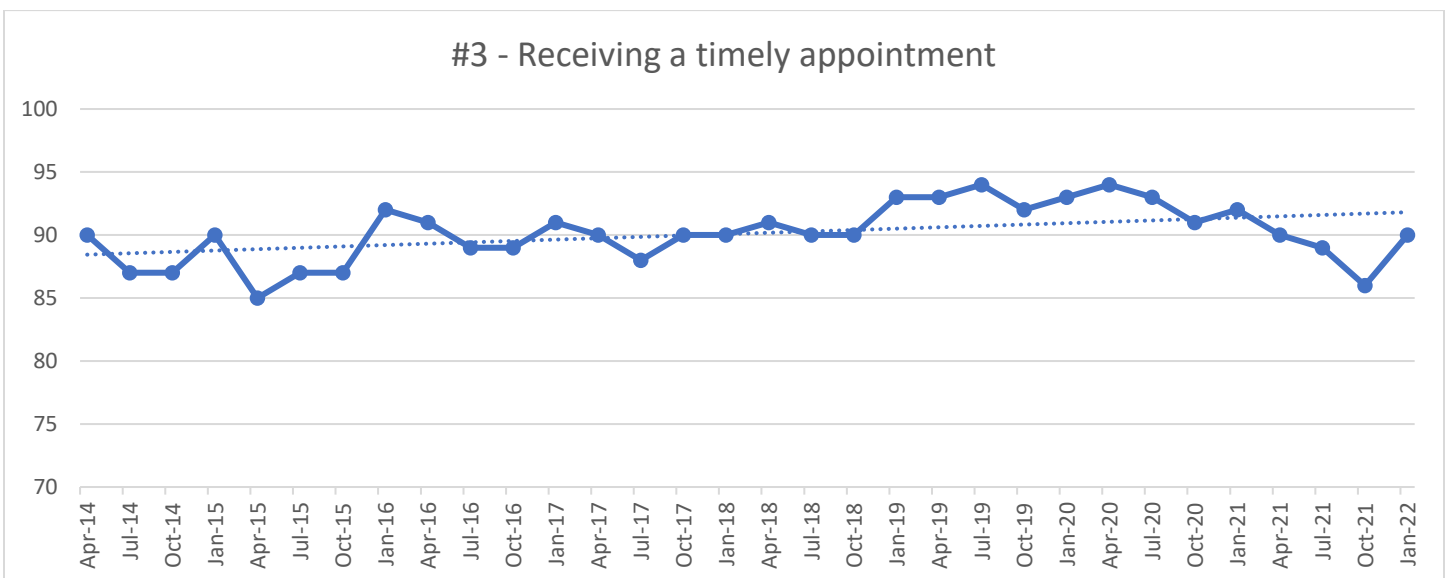
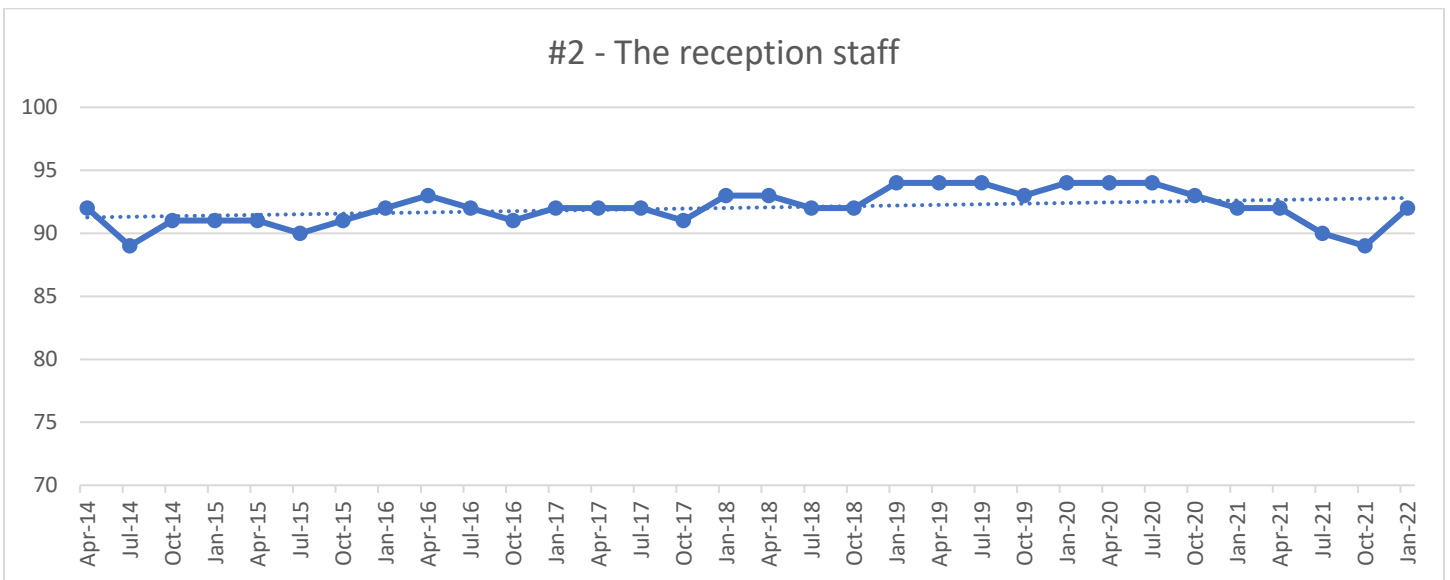
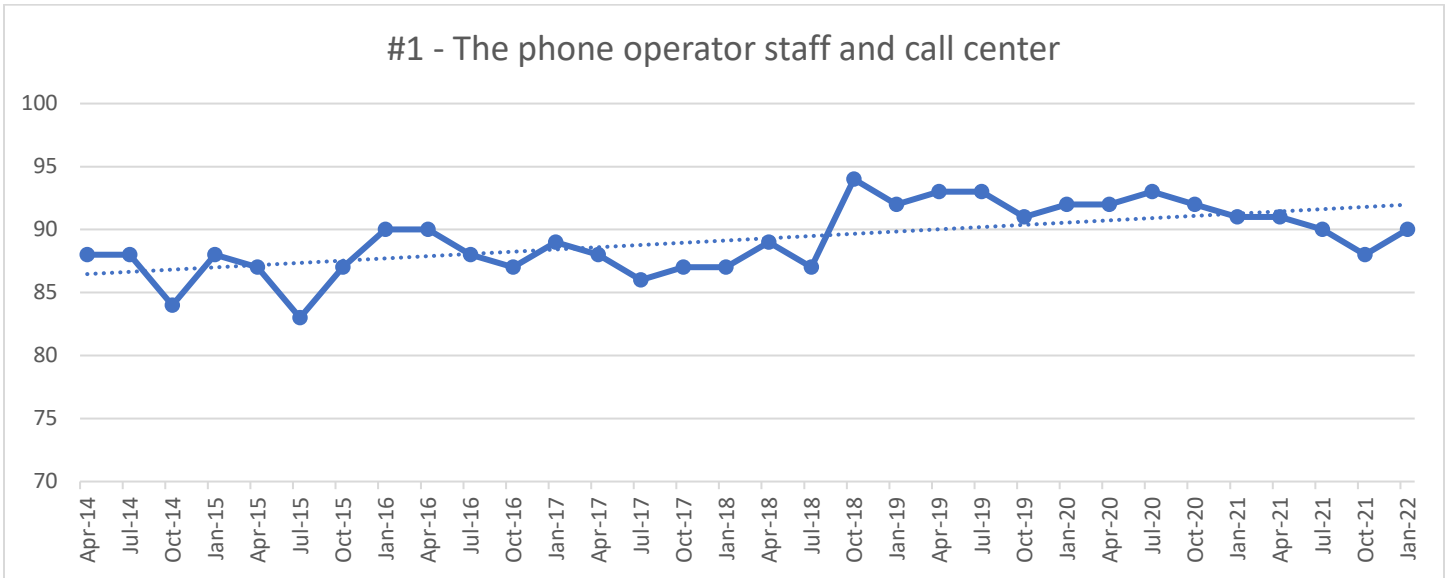
English

- Ariga: 1
- Bhowmick: 7
- Blasinski: 4
- Buthman: 4
- Castro: 5
- DeGarmo: 4
- Govinda: 5
- Herdrich: 7
- Him: 7
- Luettker: 9
- Newbrander: 6
- Reller-Anderson: 11
- Thompson: 6
- Van Brunt: 2

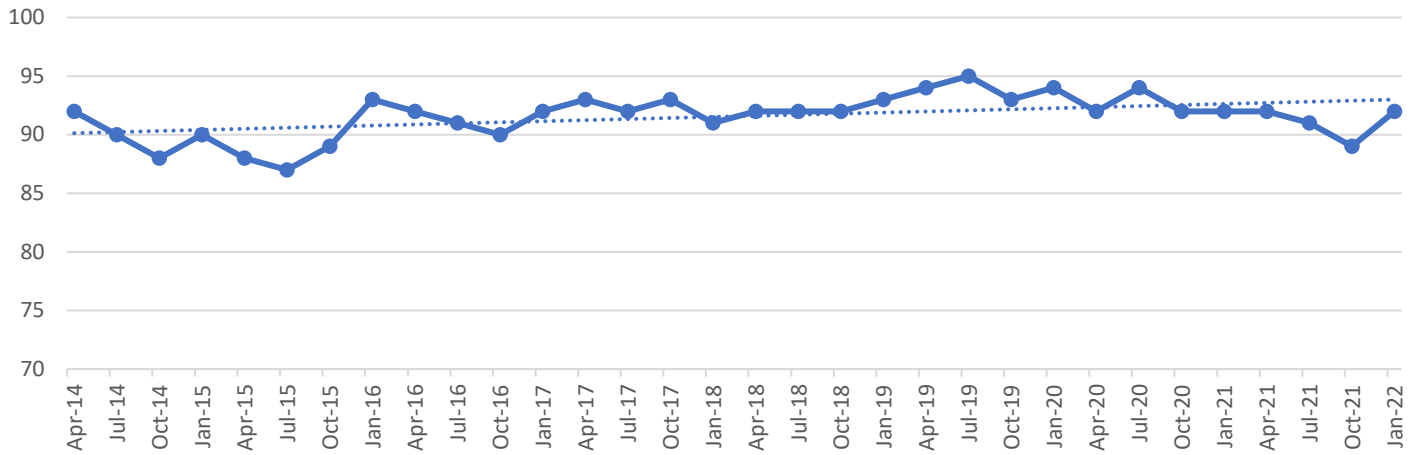
Spanish

- Ariga: 5
- Bhowmick: 13
- Blasinski: 1
- Buthman: 4
- Castro: 8
- DeGarmo: 5
- Govinda: 10
- Herdrich: 8
- Him: 12
- Luettker: 13
- Newbrander: 7
- Reller-Anderson: 2
- Thompson: 4
- Van Brunt: 1

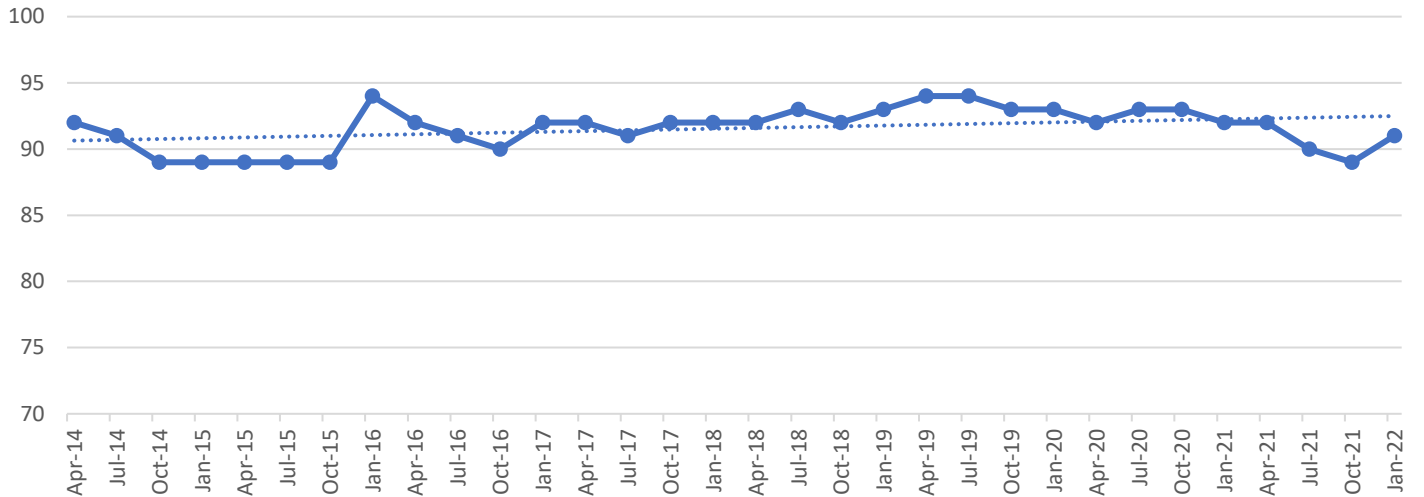
Individual Question Results with Trendlines



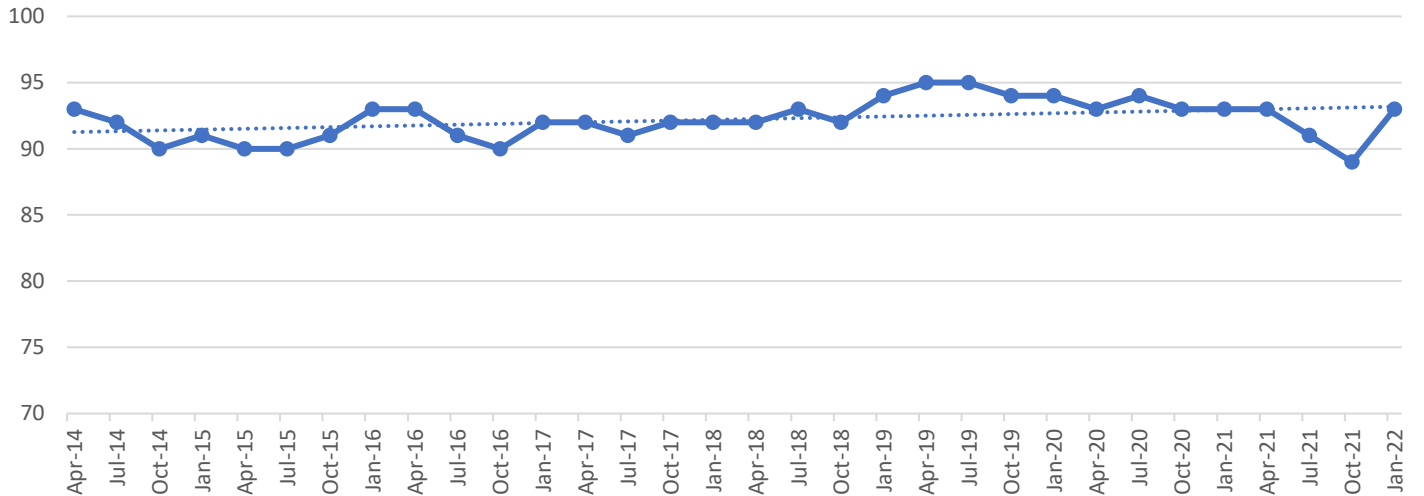
#4 - Education and explanation of plan provided in a way that I can understand



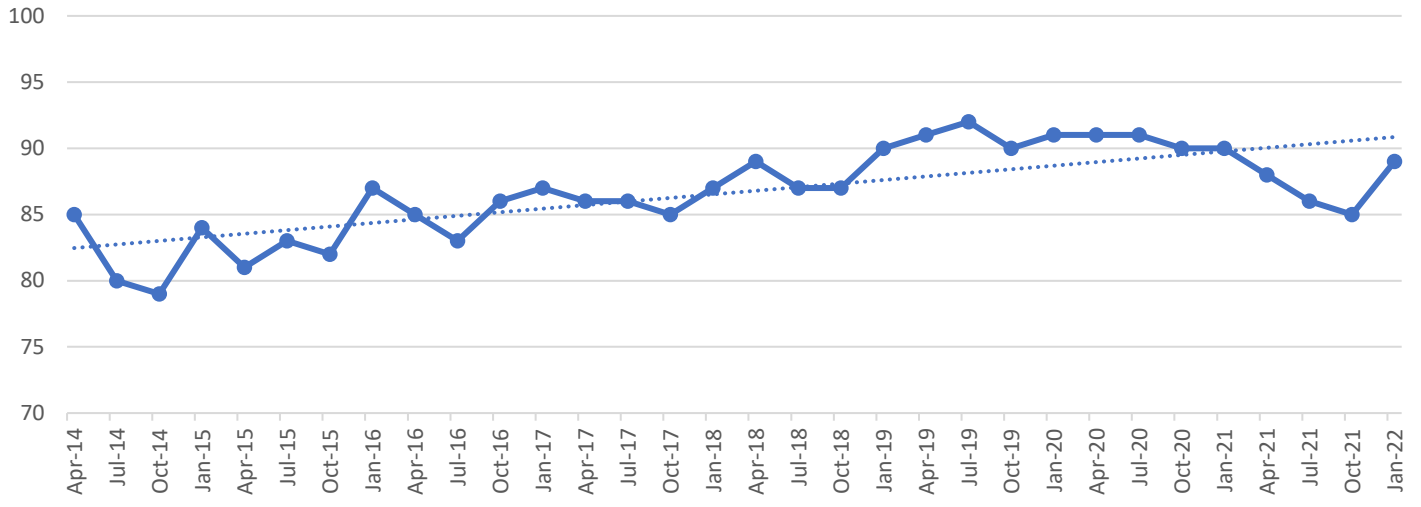
#5 - The follow-up and coordination of my care



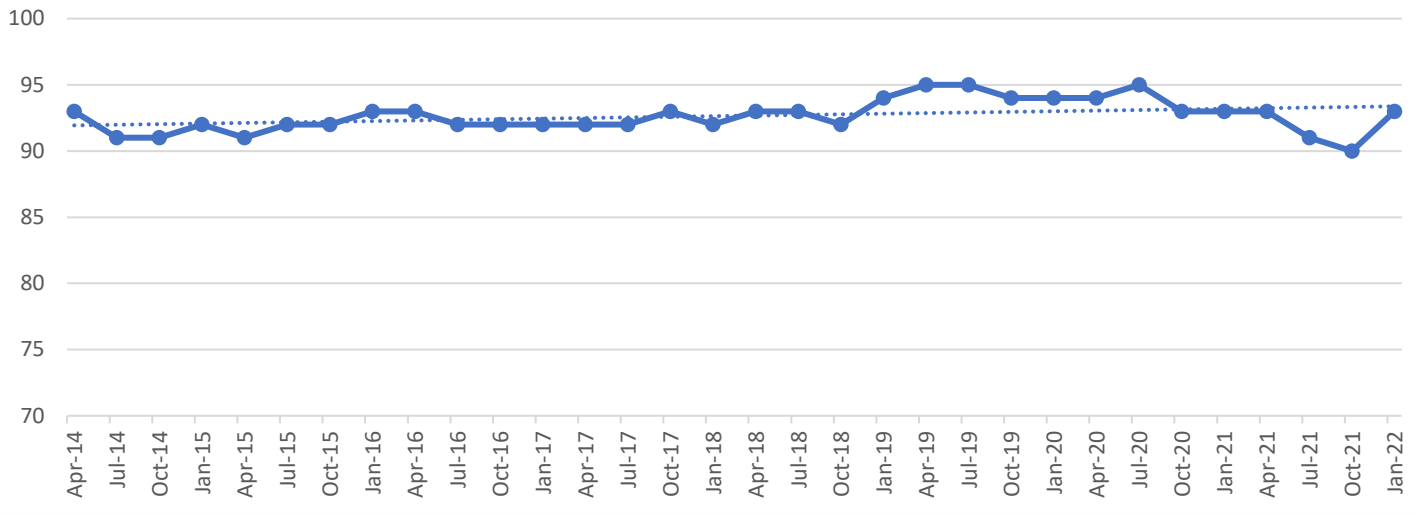
#6 - The staff addressing my medical needs today



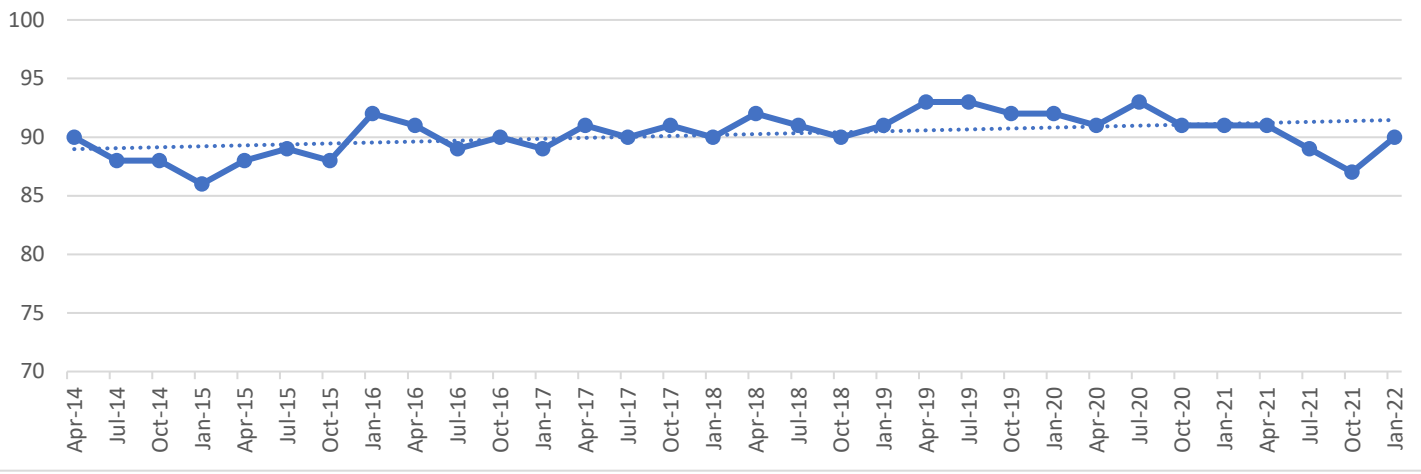
#7 - The time spent waiting



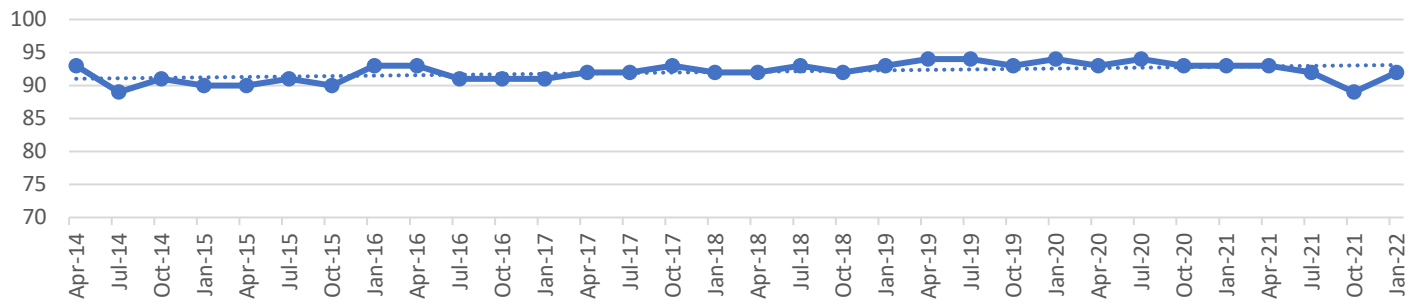
#8 - The respectfulness of staff



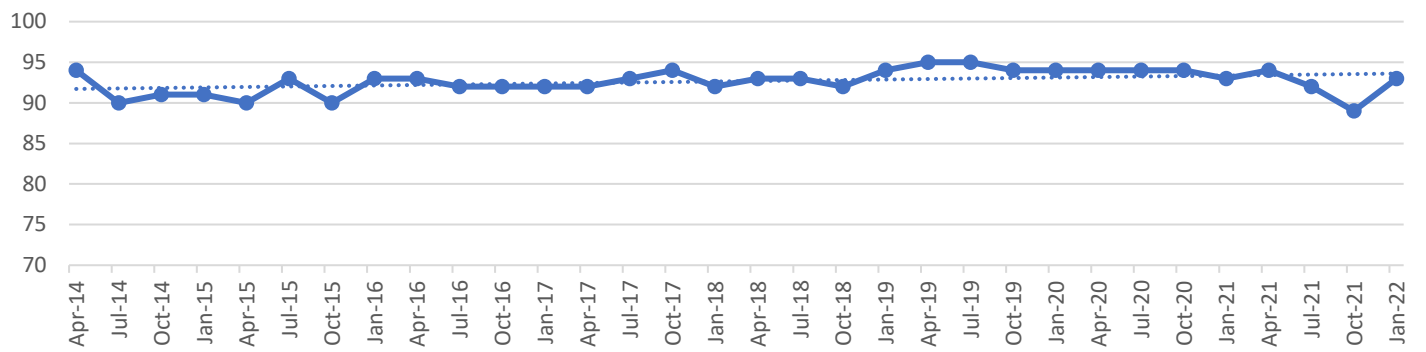
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



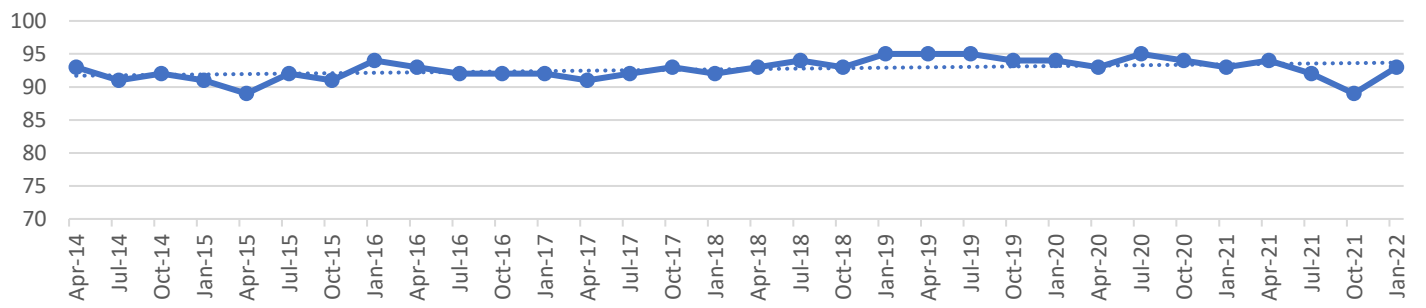
#10 - The handling of my personal medical information in a private and confidential manner



#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?

