

Patient Satisfaction Survey 3901 Mercy Dr, McHenry 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 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.

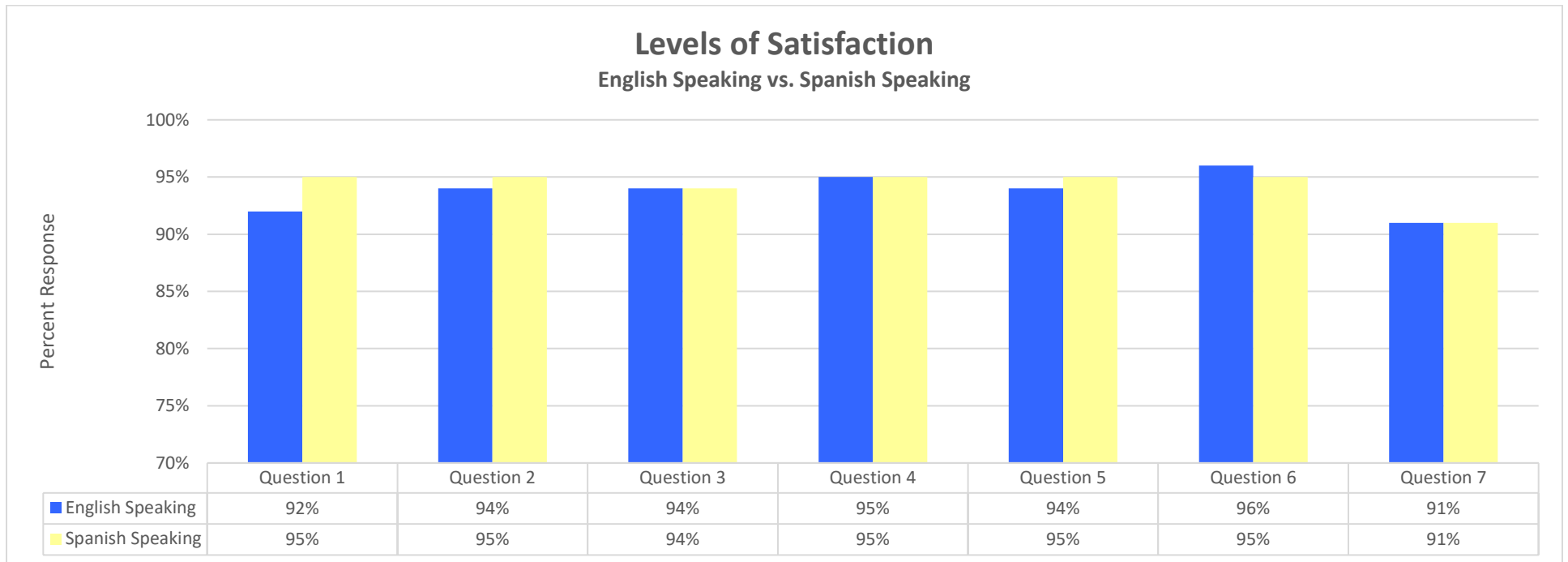
3901 Mercy Dr, McHenry – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	93%	91%	92%	93%
2. The reception staff	95%	91%	93%	94%
3. Receiving a timely appointment	94%	91%	93%	94%
4. Education and explanation of plan provided in a way that I can understand	95%	93%	94%	93%
5. The follow up and coordination of my care	95%	92%	94%	94%
6. The staff addressing my medical needs today	96%	92%	94%	94%
7. The time spent waiting	91%	89%	91%	91%
8. The respectfulness of staff	95%	92%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	92%	92%
10. The handling of my personal medical information in a private and confidential	95%	92%	94%	94%
11. Your medical assistant	96%	93%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	96%	93%	95%	95%
13. Overall, how satisfied are you with the Health Center?	96%	92%	94%	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%

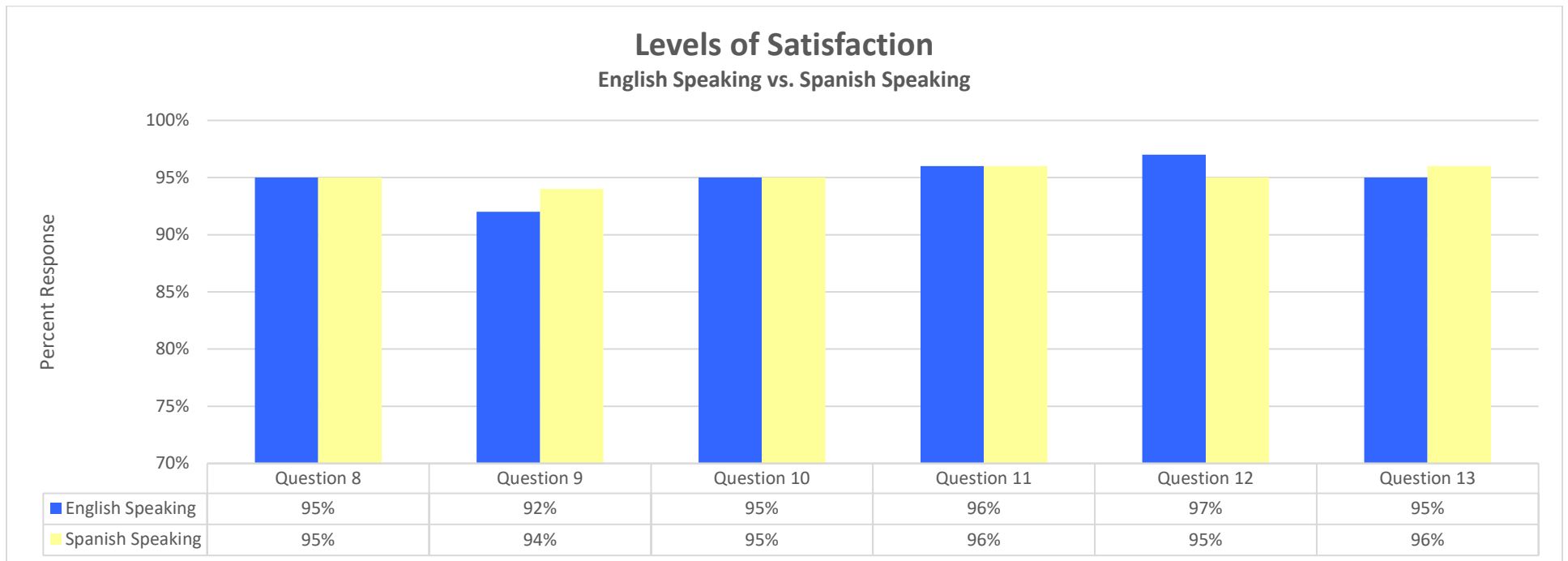
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	164 73%	123 77%	44 20%	31 20%	13 6%	4 3%	0	0	4 2%	1 1%
2. The reception staff	173 77%	129 81%	42 19%	25 16%	9 4%	5 3%	0	0	2 1%	1 1%
3. Receiving a timely appointment	177 78%	117 75%	34 15%	33 21%	12 5%	4 3%	2 1%	0	1 1%	2 1%
4. Education and explanation of plan provided in a way that I can understand	178 79%	124 79%	36 16%	30 19%	11 5%	3 2%	0	0	0	1 1%
5. The follow-up and coordination of my care	173 77%	125 79%	42 19%	28 18%	11 5%	4 3%	0	0	0	1 1%
6. The staff addressing my medical needs today	186 83%	128 80%	34 15%	26 16%	5 2%	4 3%	0	0	0	1 1%
7. The time spent waiting	153 68%	105 66%	47 21%	44 28%	17 8%	7 4%	6 3%	1 1%	2 1%	2 1%



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	183 81%	127 80%	34 15%	27 17%	6 3%	3 2%	1 1%	0	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	154 72%	114 75%	36 17%	33 22%	24 11%	5 3%	0	0	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	179 79%	127 80%	40 18%	28 18%	7 3%	3 2%	0	0	0	1 1%
11. Your medical assistant	179 80%	131 83%	40 18%	22 14%	5 2%	3 2%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	192 85%	132 83%	30 13%	21 13%	4 2%	4 3%	0	0	0	2 1%
13. Overall, how satisfied are you with the Health Center?	182 81%	134 84%	35 16%	21 13%	9 4%	2 1%	0	1 1%	0	1 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: 90

N/A: 22

YES: 1

Comments:

1. "Very good." (2)
2. "No staff have always been very helpful."
3. "Still waiting for a pre auth for physical therapy."
4. "Need to talk regarding (adebrens that patient) how long will be wait in waiting area."
5. "Yes, provider did not help."
6. "They call back."
7. "I did and she got back to as soon as possible."
8. "Still haven't head back + need a refill of some meds I need to go to work + function because I have ADHD."
9. "Just called for my doctor to call me back."
10. "Still waiting."

Spanish

NO: 35

N/A: 2

YES: 1

Comments:

1. "Very good." "Muy bien." (2)
2. "I called today to make a same day appointment and I had the appointment on time." "Llame para hacer una cita de mismo dia y tuve la cita a tiempo."
3. "Yes, the experience was good." "Si, la experiencia fue buena."
4. "It was excellent." "Fue excelente."

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

English

1. "Convenience."
2. "Dr. Attention."
3. "They are very helpful."
4. "The treatment." (Siddiqui)
5. "My family Doctor." (Colon)
6. "To get the bathroom fixed." (Patel)
7. "Everyone."
8. "Quick appointments."
9. "Provider information." (Mattes)
10. "Communication my dr. I can tell she's very busy but with her room help they do a great job."
11. "Meds."
12. "N/A." (7)
13. "Friendly staff when making appt and so efficient. Dr. is amazing." (Aphaivong)
14. "Great service."
15. "Care."
16. "Everything." (4)
17. "Very good staff." (Cekova)
18. "I don't know."
19. "Provider." (Colon)
20. "Location, cost." (Cekova)
21. "Timely manner."

Spanish

1. "They are good people." "Son buenas personas." (2)
2. "That if you need an appointment, you can have a same say." "Que si uno nesesita cita la puede obtener el mismo dia." (Siddiqui)
3. "Everything I have needed." "Todo lo que eh nesesitado."
4. "Fast appointments." "Citas mas rapidas."
5. "The price is very good." "El precio es muy bueno." (Origer)
6. "The care for my kids and that way I learn more." "Los cuidados de mis hijas y hazi aprendo mas."
7. "They treat me in my language." "Que te atienden en mi idioma." (Siddiqui)
8. "Medical attention." "Atencion medica."
9. "Closeness and cost." "Cercania y costo."
10. "The economic help." "La ayuda economica."
11. "The service they give to the people who need it." "El servicio que le dan a las personas que lo nesesitan."
12. "Your efficiency." "Su eficiencia." (Cekova)
13. "Everything." "Todo." (4)
14. "Good attention." "Buena atencion." (Colon)

22. "Support and a clear walk thru on health, results, plan, so far all is good."
23. "Neelam Patel 😊." (Patel)
24. "Helpful, friendly staff." (Hering)
25. "All the employees 😊."
26. "How soon they get me an appt. usually same day." (Origer)
27. "Leaving messages about my appointment whenever I don't answer the phone." (Acevedo)
28. "Her explaining thing so I understand them and answered all my questions- I didn't feel rushed." (Siddiqui)
29. "They are patient & listen to try and help."
30. "Quick appointment." (Siddiqui)
31. "Everyone was so nice." (Patel, N)
32. "Doctors care." (Mattes)
33. "Helping to explain all the instructions for the patients." (Ali)
34. "Doctor/staff." (Siddiqui)
35. "None."
36. "Follow ups."
37. "My questions are always answered and if I don't understand they explain it to be in way I understand everyone is very friendly and respectful never had a bad experience here."
38. "Dr. Talwar."
39. "Doctor is great." (Talwar)
40. "Quick appt time." (Siddiqui)
41. "They close location to home, also the good care + friendly service and receive." (Farina)
42. "Respectfulness + politeness of all staff."
43. "Getting my meds in a timely manner."
44. "Good."
45. "Call center."
46. "Everyone is always so wonderful." (Ali)
47. "Nice."
48. "The kind and respectful staff and doctors."
49. "Consultation- meds." (Talwar)
50. "Good."
51. "The info on the digest." (Ali)
52. "Helpful."
53. "Convenient and welcoming."
54. "Counseling." (Mattes)
55. "Friendly staff."
56. "Having no insurance and the ability to have good healthcare that is affordable." (Talwar)
57. "Making sure my baby is healthy."
58. "Availability." (Farina)
59. "Efficiency and friendliness." (Colon)
60. "Quick appts & reminders."
61. "Convenience and helpfulness." (Aphaivong)
62. "Everyone is helpful." (Cekova)
63. "Short wait times." (Ali)
64. "Medication recommendations and care."
15. "They have personnel who speak Spanish so that I can understand." "Que tiene personal en espanol para poder entender bien."
16. "Flexible hours for my appointments." "Horas flexibles para mi citas." (Cekova)
17. "They treat you very good." "Te atienden muy bien." (Cekova)
18. "Improve my health." "Mejorar mi salud."
19. "That they speak Spanish and they have Saturday appointments." "Que hablan espanol y tienen citas los sabados." (Colon)
20. "The attention is good." "La atencion es buena." (Colon)
21. "The service and kindness." "El servicio y amabilidad." (Mattes)
22. "They are very kind and they treat any concern." "Son muy amables y atienden cualquier duda."
23. "They speak Spanish." "Hablan espanol." (Mattes)
24. "Same day appointments." "Citas el mismo dia." (Colon)
25. "The service is excellent." "El servicio es excelente."
26. "My health." "Mi salud."
27. "Very kind." "Muy amables."
28. "With my health and my family." "Con la salud de mi familia y la mia." (Ali)
29. "Everything, the personnel and the doctors." "Todo, el personal y los doctores." (Origer)
30. "They treat you good." "Te tratan bien."
31. "Your kindness and respect." "Su amabilidad y respeto."
32. "Up until now they have been really kind." "Hasta ahora an sido muy amables."
33. "Your personnel who speaks my language." "Su personal que habla mi idioma."
34. "They give very good attention." "Dan muy buena atencion." (Mattes)
35. "They always try to see us as fast possible." "Siempre tratan de atendernos lo ma pronto posible." (Ali)
36. "Fast appointments." "Citas rapidas." (Apahivong)
37. "The fast attention and respectful." "LA atencion rapida y respetuosa."
38. "They always have appointments." "Siempre tienen citas."
39. "Your kindness." "Su amabilidad." (Colon)
40. "The personnel is very kind." "El personal es muy amables." (Colon)
41. "Fast and convenient." "Conveniente y rapido."
42. "Medical attention." "Atencion medica."

65. "Everything- easy to communicate with Nurse practitioner."
66. "All the staff is helpful." (Mattes)
67. "Everyone is very helpful, kind and speedy."
68. "The staff and doctors actually listen."
(Siddiqui)
69. "Same day appt."
70. "Variety of staff and no language barrier."
71. "Availability of appointment times."
72. "The docs listen and try to help."
73. "Care and consent of all involving."
74. "Great service all the way around."
75. "Later time."
76. "Front desk staff."
77. "The staff." (4)
78. "Staff always help me when I ask any question." (Aphaivong)
79. "Doctor gives good info about my health."
80. "My doctor was very nice listen to my problem and help with care." (Patel, N)
81. "Cost, hours."
82. "Timely appts." (Colon)
83. "The politeness and calmness."
84. "When I get a reminder call for appointments."
85. "The convenience."
43. "That they give me the appointment on time when I needed." "Que me dan las citas a mi tiempo que yo nesisto."
44. "All the service is excellent." "Todo excelente servicio." (Mattes)
45. "It is economic and they speak my language."
"Lo economico y que hablan mi idioma."
46. "The time of the appointment is good." "El tiempo de la cita."
47. "I like how they treat me." "Me gusta como me tratan."

Question 16: How can we improve Greater Family Health?

English

1. "Doing a great job."
2. "N/A." (23)
3. "Text/email reminders." (Ali)
4. "Would like text reminders for appointments."
5. "Retrain receptionist with better attitudes."
6. "Very wells."
7. "Just keep going what you're doing I guess."
8. "No comment."
9. "Keep doing what you guys are doing."
10. "Add an extra smile to your day! For staff."
11. "Send reminder text."
12. "I don't like the being here 15 min early."
13. "Everything is good I think."
14. "Nothing."
15. "Care providers working on referral better, and have test results and all other lab results in patients file at time of appointment. Rather then chasing then down while patient in exam room waiting! Very upset about test results/report not being in file. Also referrals-stat referrals taking longer than 11/2 weeks is unacceptable."
16. "Sometimes the phone operators aren't very friendly."
17. "Send reminder text." (2)

Spanish

1. "It couldn't have been better." "No podría estar mejor."
2. "I think everything is good." "Pienso que todo está bien."
3. "More services like Dental." "Mas servicios como dental."
4. "Everything is good." "Todo esta bien." (10)
5. "Don't make us loose the appoitment for being 2 min late." "Que no hagan perder la cita por estar 2 minutos tarde."
6. "Everything is excellent." "Todo esta excelente." (2)
7. "Reminders on text." "Recordatorios en texto." (Mattes)
8. "For me up until i see that everyone is kind." "Para mi esta ahorita yo veo que son amables."
9. "They treat the patient very good." "Atienden al paciente muy bien."
10. "To me the service is perfect." "Para mi el servicio esta perfecto." (Mattes)
11. "your missing the attention to the patient." "Les falta la atención al paciente." (Colon)
12. "The wait time." "El tiempo de espera."

18. "Give phone op the right info."
19. "All good."
20. "More appointment times." (Aphaivong)
21. "Good."
22. "No improvements that I can think of."
23. "Nothing." (Farina)
24. "Wait times can get really long, I've waited an hour plus, after getting here 15 min early."
25. "Nothing." (2)
26. "Find as is."
27. "Send text messages for reminder appointments instead of calling."
28. "Everything great!" (Siddique)
29. "Good."
30. "You can't because it is already great!" (Cekova)
31. "Everything is fine."
32. "You guys already doing an amazing job."
33. "Everything is good." (Ali)
34. "Doing great." (Patel, N)
35. "No way."
36. "No ideas at this point." (Siddiqui)
37. "It's fine how it is." (Acevedo)
38. "You guys are awesome." (Origer)
39. "Keep the doctor." (Patel, N)
40. "All good."
41. "It's pretty great, I get to appointments (called) on time if not mins after checking in."
42. "Everything is good at the moment."
43. "Everything is excellent."
44. "More appts available."
45. "Need more information described to patient clearly (Do not be confused to patient what type of appointment.)"
46. "Better call back from doctors."
47. "Doing great!."
48. "FIX THE BATHROOM." (Patel, N)
49. "I like it."
50. "Its fine."
13. "Respect the time of the appointment. They saw me 35 min after my appointment time."
"Que respeten la hora de la cita, a mi me pasaron 35 min después de mi cita."
14. "Excellent service." "Excelente servicio." (2)
15. "Expediate the process." "Acelerar el proceso."
16. "To me the personnel is good." "Para mi el personal es bueno."
17. "For now everything is satisfactory." "Por ahora todo esta satisfecho."
18. "Very good service, nothing to improve."
"Muy bien servicio nada que mejorar."

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

English

- YES: 160
- NO: 3

Spanish

- YES: 91
- NO: 3

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

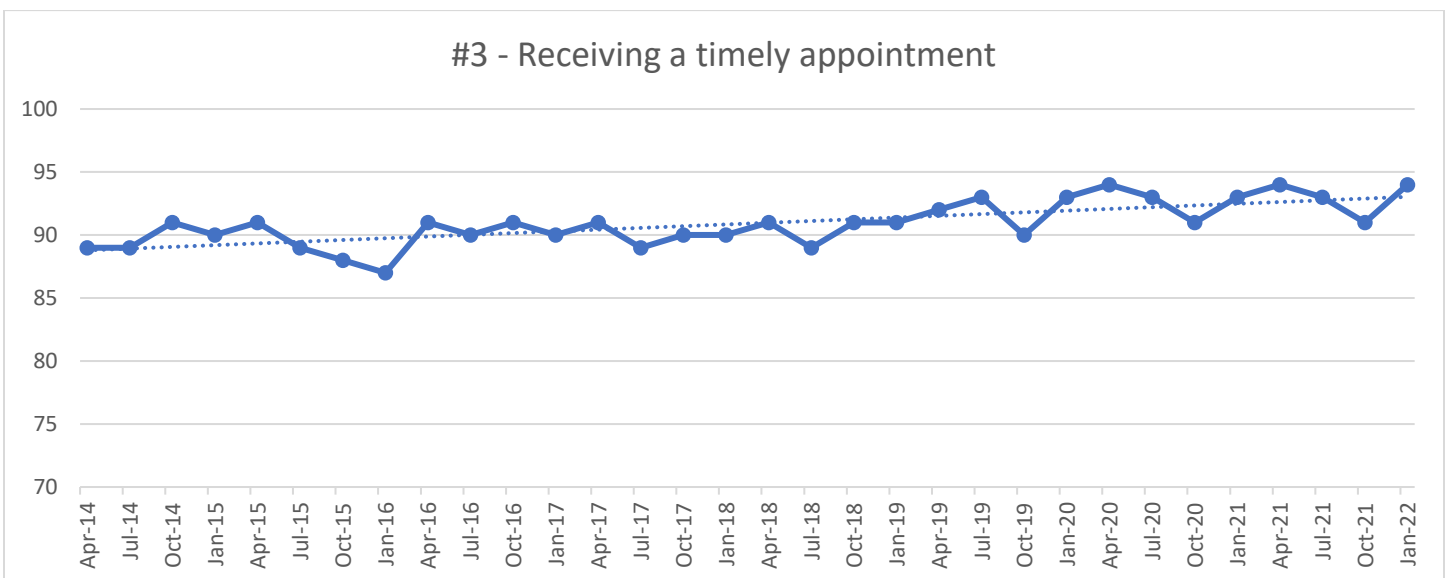
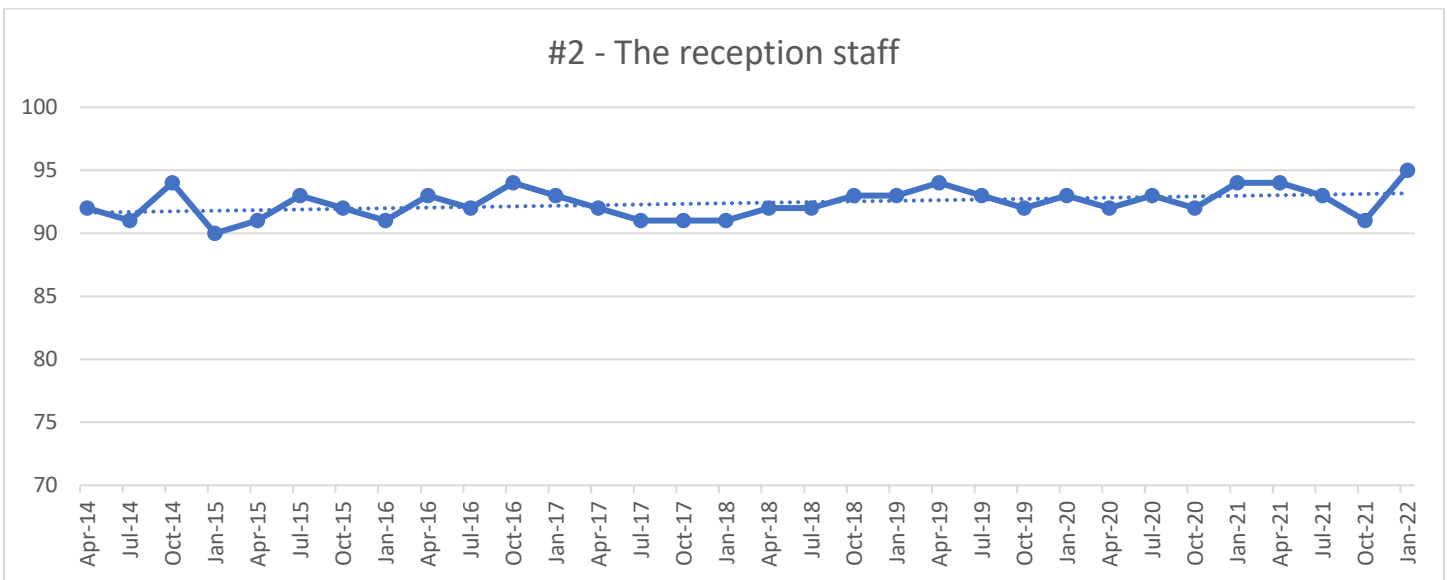
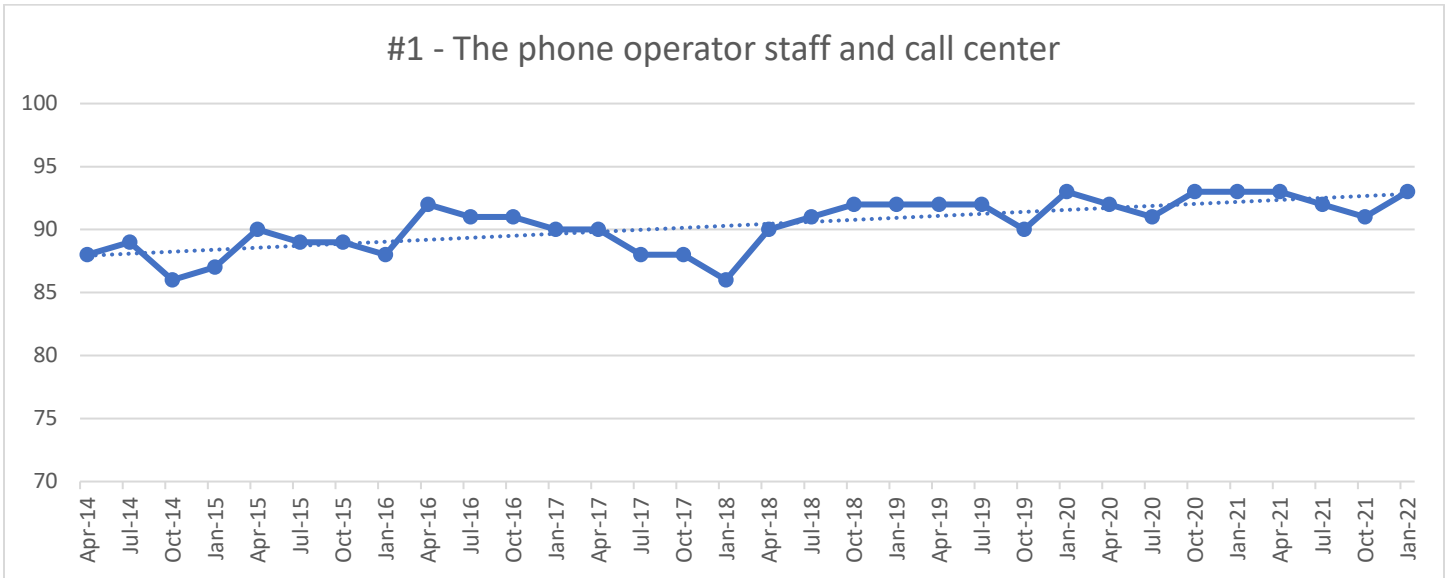
English

- Acevedo: 4
- Ali: 20
- Aphaivong: 14
- Beall: 3
- Blasinski: 1
- Cekova: 14
- Colón: 19
- Farina: 4
- Hering: 2
- Mattes: 21
- Origer: 16
- Patel, N: 19
- Siddiqui: 19
- Talwar: 8

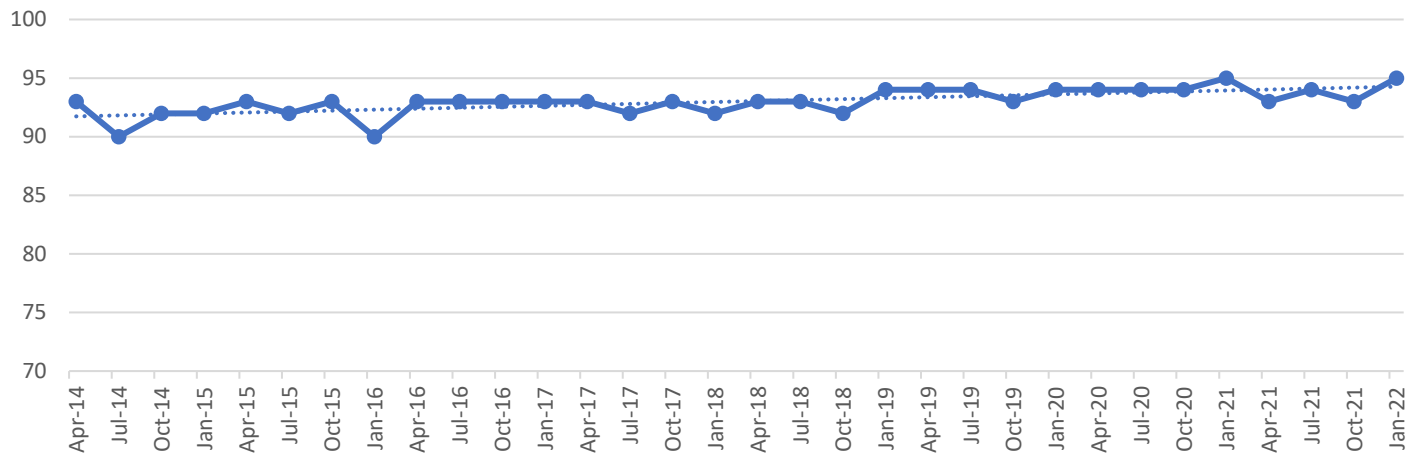
Spanish

- Ali: 9
- Aphaivong: 5
- Beall: 1
- Cekova: 8
- Colón: 21
- Hering: 4
- Mattes: 8
- Origer: 8
- Patel, N: 2
- Siddiqui: 8

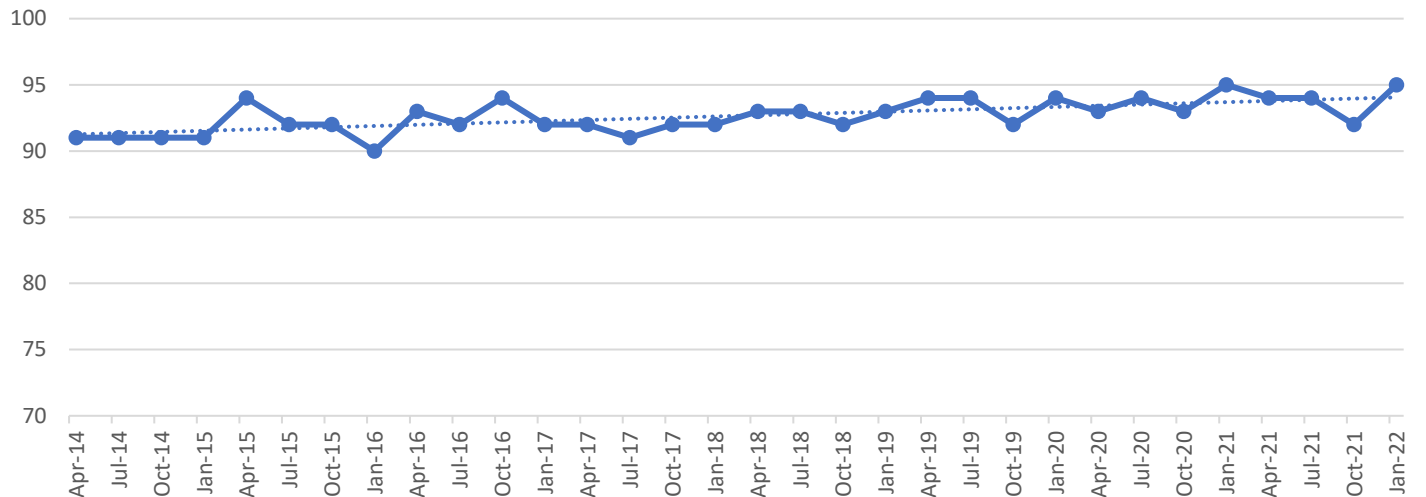
Individual Question Results with Trendlines



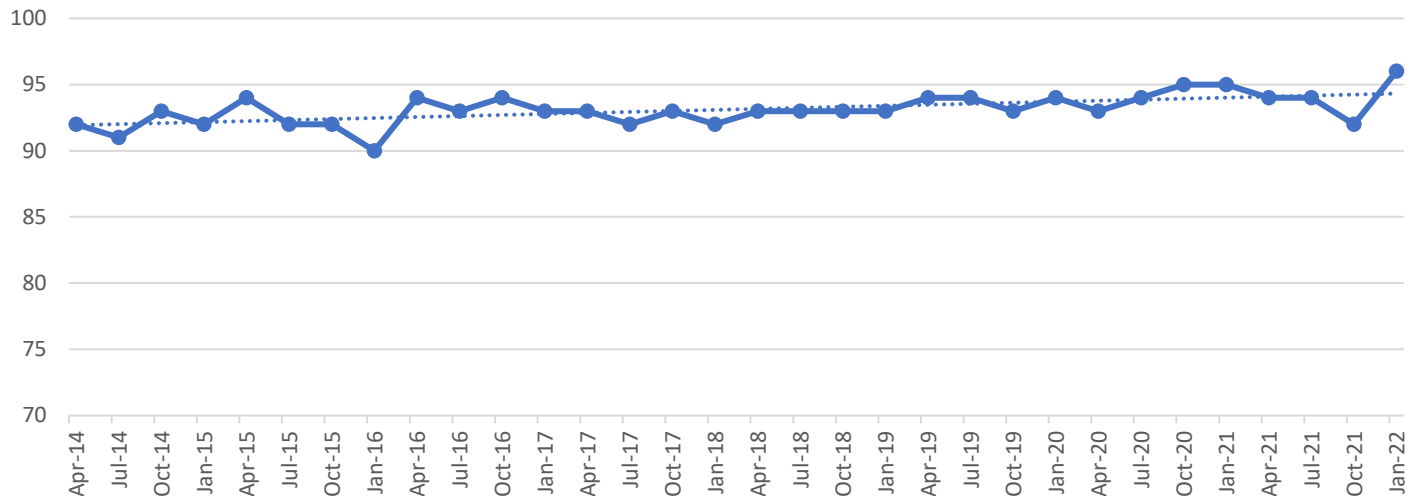
#4 - Education and explanation of plan provided in a way that I can understand



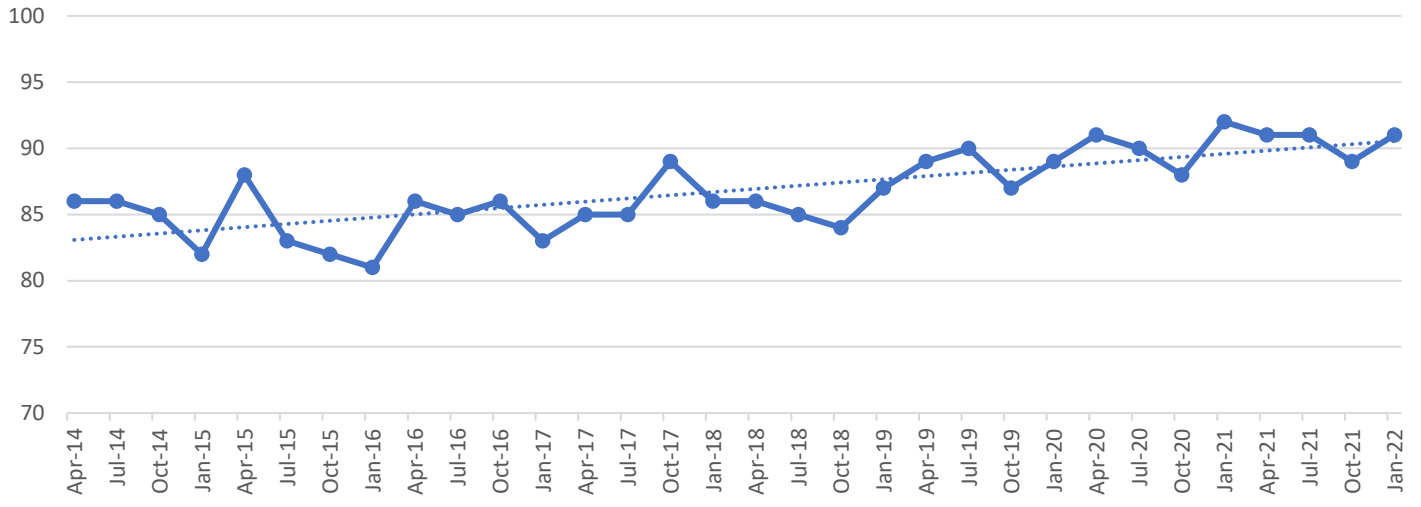
#5 - The follow-up and coordination of my care



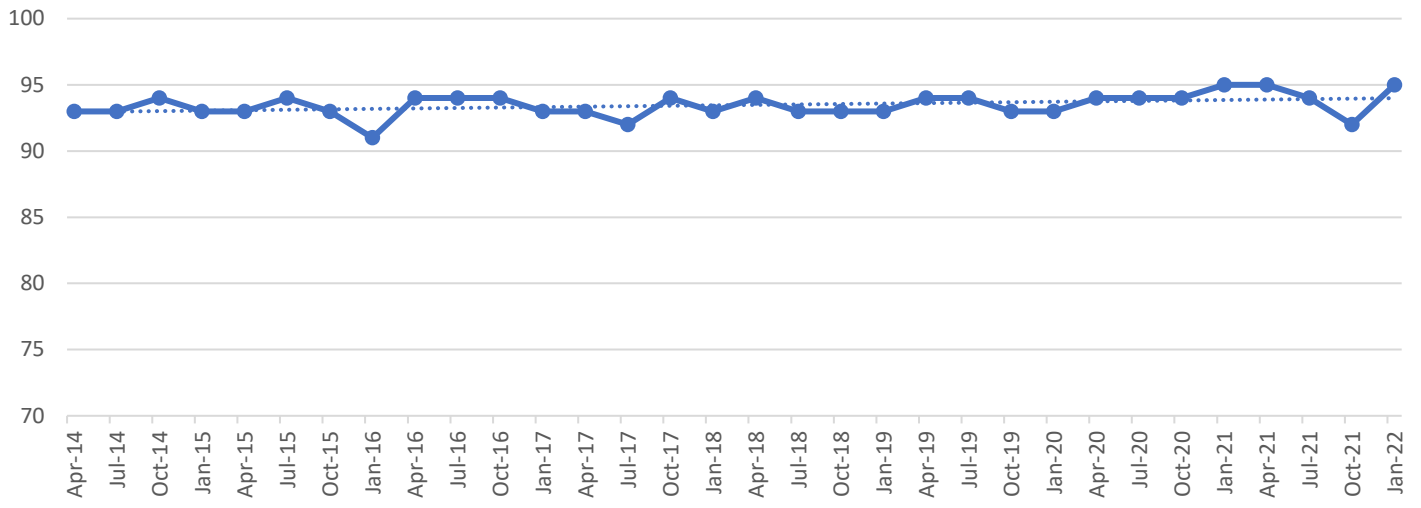
#6 - The staff addressing my medical needs today



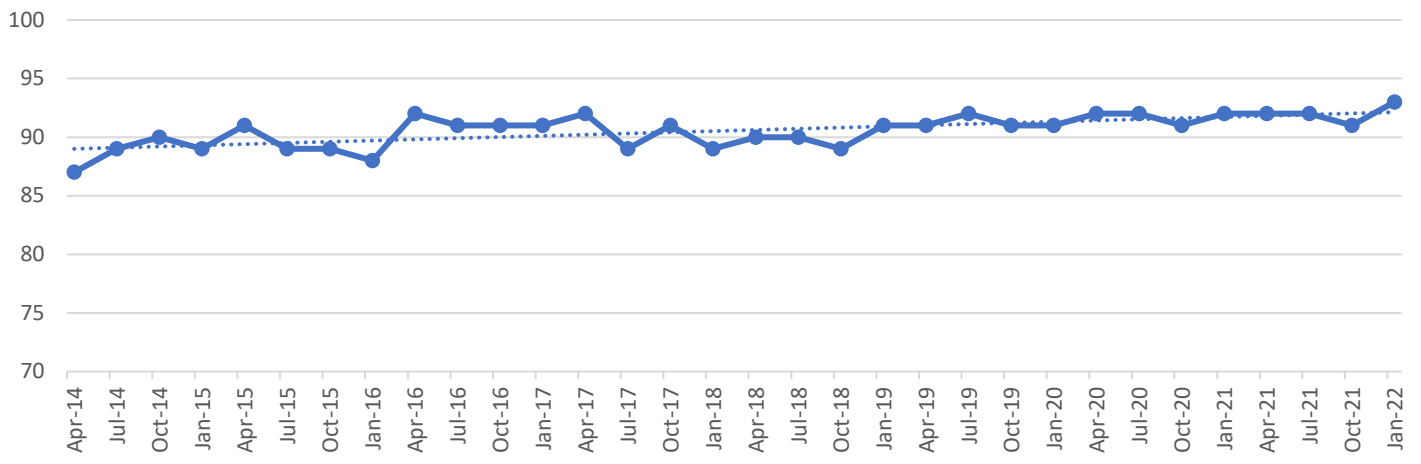
#7 - The time spent waiting



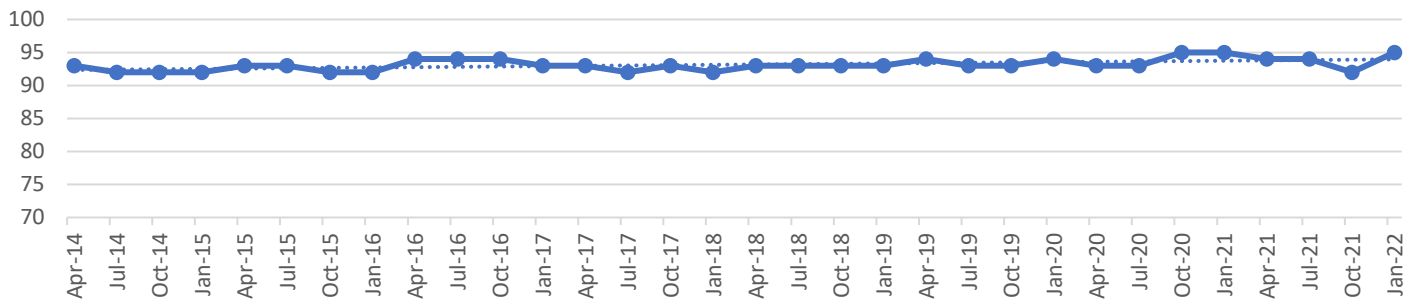
#8 - The respectfulness of staff



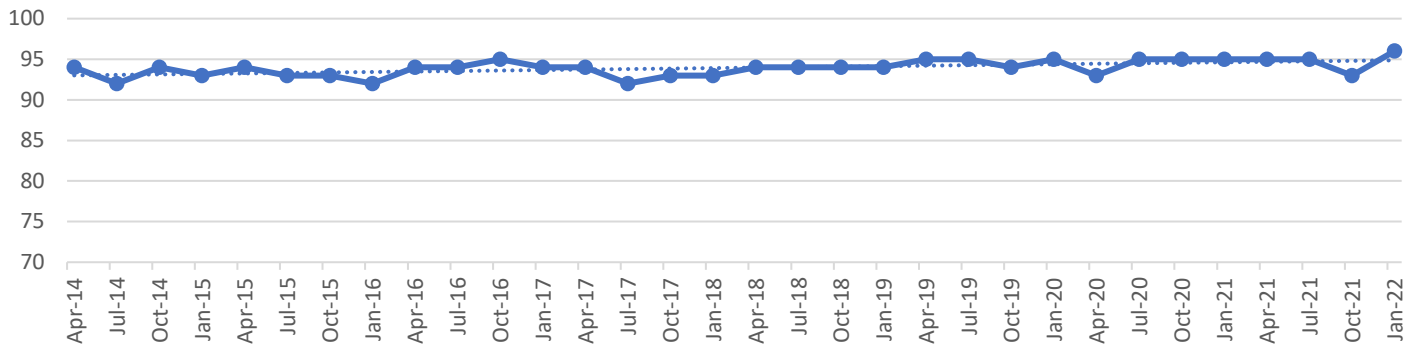
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



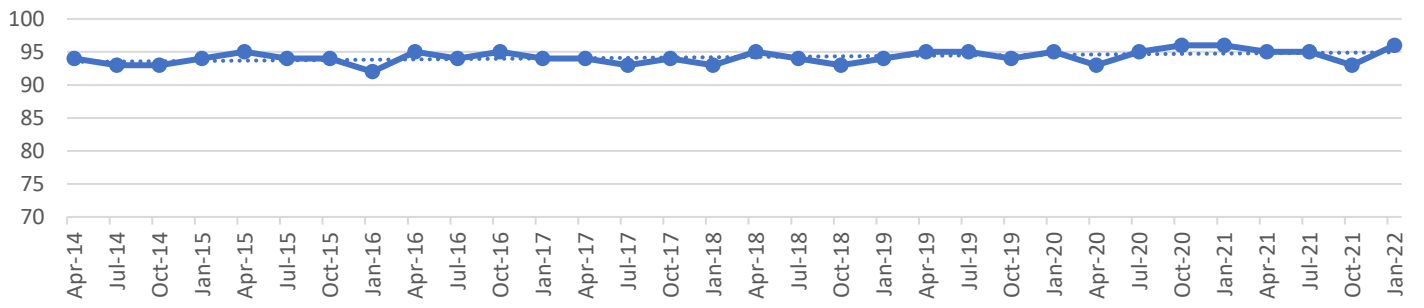
#10 - The handling of my personal medical information in a private and confidential manner



#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?

