

**Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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 90% 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.

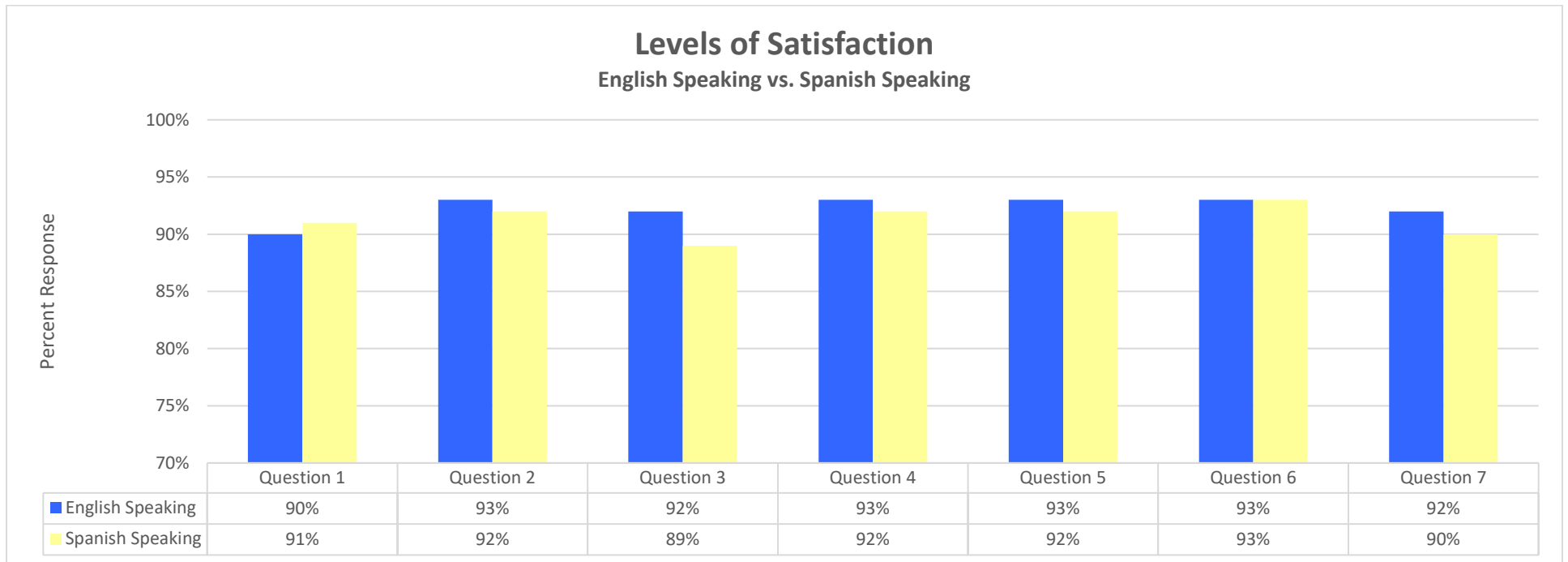
450 Dundee Ave, Elgin - Lower Level – Survey Questions	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021	Level of Satisfaction April 2021
1. The phone operator staff and call center	91%	93%	91%	93%
2. The reception staff	92%	95%	94%	94%
3. Receiving a timely appointment	91%	94%	92%	94%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	94%	95%
5. The follow up and coordination of my care	93%	95%	94%	95%
6. The staff addressing my medical needs today	93%	96%	94%	95%
7. The time spent waiting	91%	93%	91%	93%
8. The respectfulness of staff	93%	95%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	95%	92%	91%
10. The handling of my personal medical information in a private and confidential	93%	96%	94%	94%
11. Your medical assistant	93%	96%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	96%	95%	94%
13. Overall, how satisfied are you with the Health Center?	94%	95%	94%	95%

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%

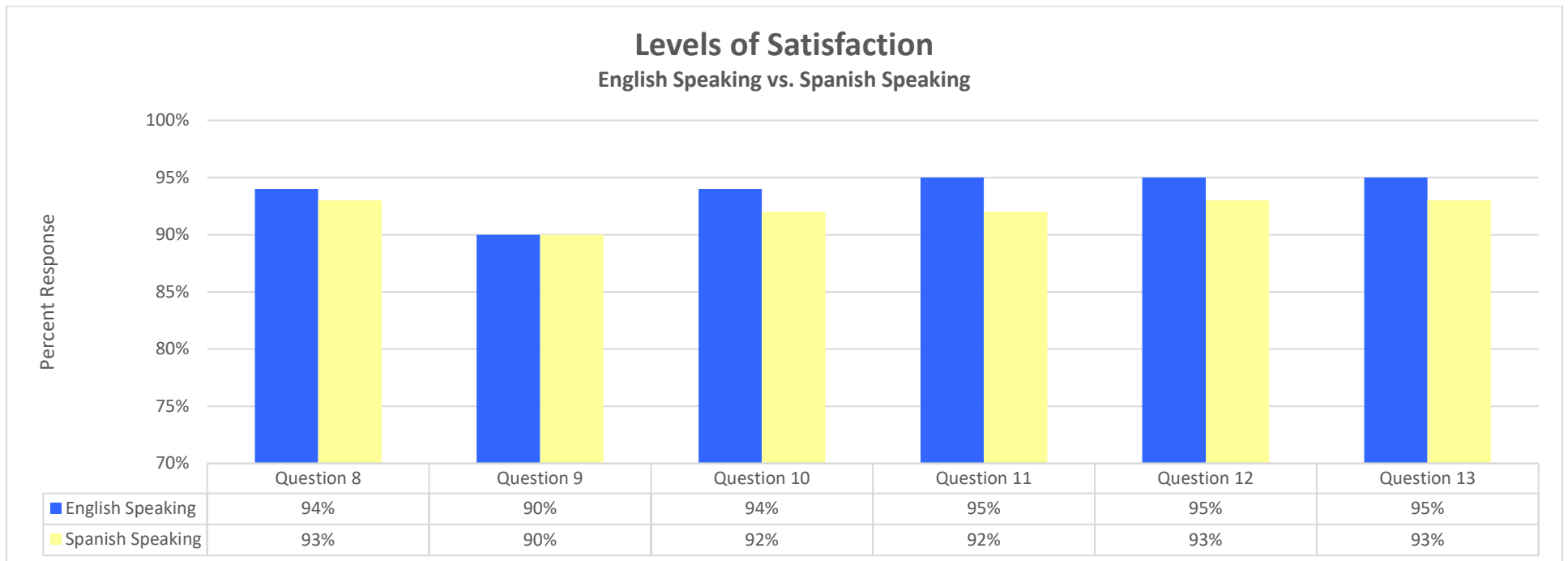
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	65 69%	73 64%	21 22%	31 27%	4 4%	10 9%	0	0	4 4%	0
2. The reception staff	70 68%	79 69%	21 22%	29 25%	2 2%	5 4%	1 1%	0	2 2%	2 2%
3. Receiving a timely appointment	68 72%	64 58%	21 22%	37 33%	2 2%	8 7%	2 2%	2 2%	2 2%	0
4. Education and explanation of plan provided in a way that I can understand	71 74%	73 64%	20 21%	36 31%	3 3%	6 5%	0	0	2 2%	0
5. The follow-up and coordination of my care	72 75%	76 66%	19 20%	34 30%	3 3%	5 4%	0	0	2 2%	0
6. The staff addressing my medical needs today	70 73%	83 72%	21 22%	26 23%	2 2%	6 5%	1 1%	0	2 2%	0
7. The time spent waiting	68 72%	67 59%	19 20%	36 32%	5 5%	10 9%	1 1%	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	76 79%	76 67%	16 17%	32 28%	2 2%	5 4%	0	0	2 2%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	60 71%	61 57%	13 15%	40 37%	10 12%	7 7%	0	0	2 2%	0
10. The handling of personal medical info in a private and confidential manner	75 79%	73 65%	16 17%	34 30%	2 2%	5 5%	0	0	2 2%	0
11. Your medical assistant	77 80%	76 66%	16 17%	32 28%	1 1%	7 6%	0	0	2 2%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	79 82%	79 70%	14 15%	27 24%	1 1%	7 6%	0	0	2 2%	0
13. Overall, how satisfied are you with the Health Center?	78 81%	80 70%	15 16%	29 25%	1 1%	5 4%	0	0	2 2%	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: 11

N/A: 6

YES: 6

Comments:

1. "It was good."
2. "Yes! They called back immediately and got us in within a few days."
3. "I req an appointment online and rcvd no call but I called (sameday) + was scheduled so all was good 😊." (Baum)
4. "Yes! Called back right away and got an appt." (Davies)
5. "Good."
6. "I always have a great experience while being here."

Spanish

NO: 42

N/A: 5

YES: 5

Comments:

1. "Everything is good." "Todo bien."
2. "Very good." "Muy buena."
3. "They retuned my phone at an opportune time." "Me devolvieron la llamada a tiempo oportuno."
4. "Doctor was great!" (English response on a Spanish survey)
5. "Very good, kind." "Muy bien, amable."

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

English

1. "Everything."
2. "Everyone."
3. "N/A."
4. "Appointments."
5. "The location."
6. "It's free. People are professional. Clean place. Feel safe!" (Triner)
7. "Quality of service." (2)
8. "Being seen quickly. Easy to make appointments." (Triner)
9. "Timely service."
10. "Everyone knows they job title." (Triner)
11. "Appointment request very good." (Triner)
12. "Requesting appointment an my convenient." (Triner)
13. "They listen to my concerns."
14. "Dr. Baum was very helpful in setting up referrals." (Baum)
15. "Call reminders." (Davies)
16. "Her pediatrician is the best." (Triner)
17. "The doctors." (2)
18. "The staff overall."
19. "Main physicians." (Triner)
20. "The helpful staff." (Buthman)
21. "The information." (Hadi)
22. "The nice doctors." (Luhrsen)
23. "100." (Luhrsen)

Spanish

1. "N/A." (3)
2. "No."
3. "The personnel." "El personal." (Hadi)
4. "Their attention." "Su atencion."
5. "The location and always accessible." "La localidad y siempre son accesibles." (Baum)
6. "To maintain the persons health." "A mantener la salud de las persona."
7. "Todo es ok." "Everything is ok."
8. "The speak Spanish. Close to home." "Hablan espanol. Cerca de casa."
9. "With the control of my children's health." "En el control de salud de los ninos."
10. "All the attention was perfect." "Toda la atencion fue perfecta."
11. "Their help." "Su ayuda."
12. "The medications are good." "Los medicamentos son buenos."
13. "They remind me of my appointment." "Que me recuerdan la sita." (Baum)
14. "With everything." "En todo." (2)
15. "Distance, attention." "Distancia, atencion." (Buthman)
16. "Distance, availability, attention." "Distancia, disponibilidad, atencion." (Buthman)
17. "Bilingual personnel." "Personal bilingue."
18. "With my children's care." "En el cuidado de los ninos." (Triner)

24. "The great staff and healthcare my child receives."
25. "Resetting appointments."
26. "I love getting appointment reminder calls the day before the appointment." (Hadi)
27. "Bi-lingual staff." (Baum)
28. "Call service." (2)
29. "Availability." (2)
30. "They accommodate me and my children no matter the circumstance."
31. "Good at communication."
32. "Low cost & low wait." (Davies)
33. "The doctor/nurse."
34. "The advice."
35. "Service."
36. "Staff is great." (Baum)
37. "It's close to home." (Newbrander)
38. "When my questions are answered & the staff helps me so nicely."
39. "They're quick."
40. "In quickly and out quickly while being attentive and thorough." (Triner)
19. "My daughters health." "La salud de mi hija."
20. "Their accessibility." "Su accesibilidad."
21. "The treatment towards us." "El trato asia nosotros."
22. "Good medical care." "El cuidado medico."
23. "Their attention to us." "Su atencion a uno."
24. "Hours of operation and I always find an available appointment." "Horas de operacion y siempre encuentro una cita disponible."
25. "The charges." "Los cargos."
26. "They have appointments when I need them." "Que tienen citas cuando pido." (Baum)
27. "With finding economical help with costs for studies." "En buscar ayuda para economicos costos de los estudios."
28. "The treatment towards people." "El trato asia las personas."
29. "The hours and scheduling same day appointments." (Triner)
30. "They always have on time appointments." "Siempre tienen citas a tiempo."
31. "Evaluation for son." "Evaluacion de mi hijo."
32. "The services." "Los servicios."
33. "That they see you when you need it." "Que te atienden cuando lo ocupas."
34. "For their attention." "Por su atencion."
35. "Medical services for my baby." "Servicios medicos para mi bebe."
36. "It is close to my home." "Es cercano a mi domicilio." (DeGarmo)
37. "Good service." "Buen servicio."
38. "The ease of obtaining an appointment." "La facilidad de conseguir citas."
39. "That they speak Spanish." "Que hablen espanol."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (7)
2. "Nothing." (5)
3. "Everything is good from phone operator to doctors very nice people."
4. "They do a great job, every time we are here." (Triner)
5. "No comments at the moment."
6. "Better phone opp/call center." (Davies)
7. "You are already doing amazing no improvement needed."
8. "Wait times." (Triner)
9. "Less wait time in waiting room." (Hadi)
10. "Schedule text reminders for appointments." (Luhrsen)
11. "Scheduling."
12. "Making appointments not waiting long."

Spanish

1. "Everything is good." "Todo esta bien." (4)
2. "No, everything is good." "No todo bien." (Hadi)
3. "For me, it seems very good." "A mi parecer esta muy bien."
4. "For now, everything is fine." "Se me hace muy bien asta hoy."
5. "Everything is incredible." "Todo incredible."
6. "Nothing." "Nada." (2)
7. "Nothing." "Ninguno."
8. "No."
9. "N/A." (3)
10. "Leaving the message in Spanish too." "Dejarme el mensaje en espanol tambien." (Baum)

13. "You guys are doing a great job."
14. "Less wait time since we arrive 15 min early or not being required to be here 15 min early." (Hadi)
15. "Nothing everything is good."
16. "Not needed." (Davies)
17. "No improvements needed." (Davies)
18. "Everything is great." (Baum)
19. "I'm satisfied with everything." (Newbrander)
20. "You guys are great."

11. "More practitioners to not wait too long." "Mas medicos para no tardar mucho."
12. "It is very good." "Es muy bueno." (Buthman)
13. "I think it is very good." "Creo que es muy bueno." (Buthman)
14. "Everything is excellent." "Todo exelente."
15. "Being more sensitive when administering vaccines." "Siendo mas sensible a la hora de poner las vacunas."
16. "Continuing with the quality service, respect, and accessibility." "Continuando con su servicio de calidad, respeto y accesibilidad." (Buthman)
17. "More practitioners so the wait is not too long." "Mas medicos para no tardar mucho."
18. "To obtain insurance for those of us without S.S." "Para obtener una aseguranza para los que no tenemos s.s."
19. "Satisfied." "Satisfecho."
20. "Excellent service." "Exelente servicio."
21. "Continue with respect for the patient." "Seguir con respeto al paciente."
22. "No comment." "No comentarios."
23. "Closer appointments." "Las citas mas cercanas." (DeGarmo)
24. "Personally, it seems great." "A mi en mi perzona asi se me ase bien."

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

English

- YES: 67
- NO: 1

Spanish

- YES: 73
- NO: 1

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

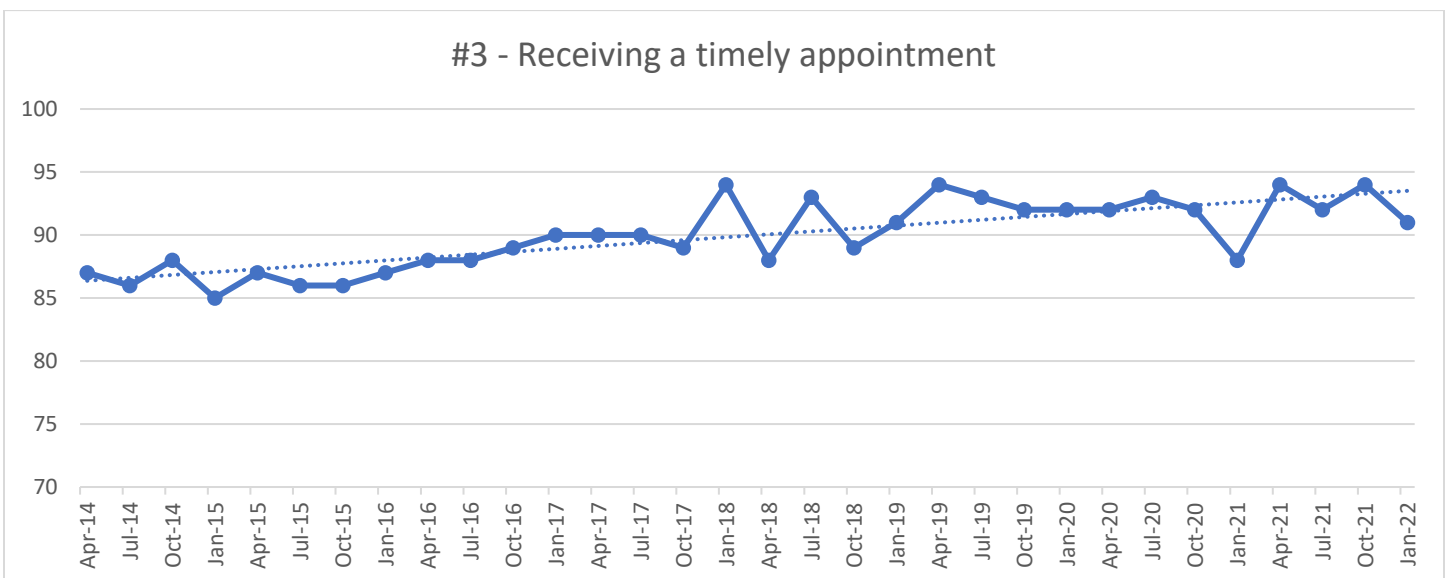
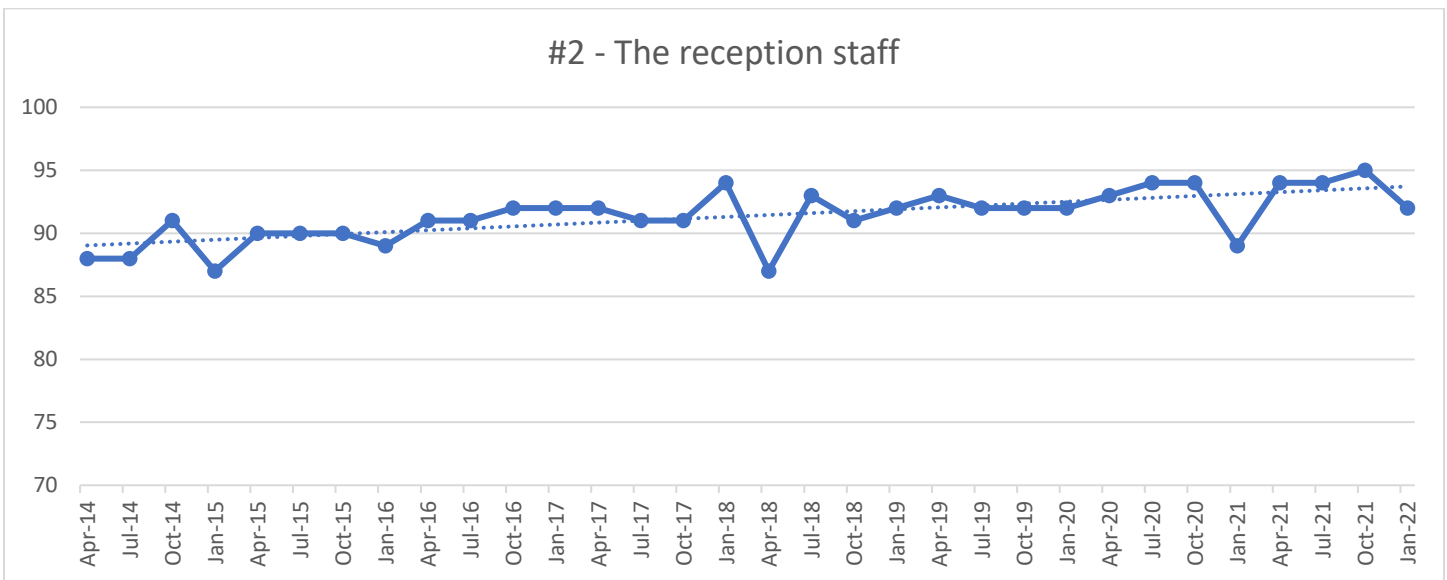
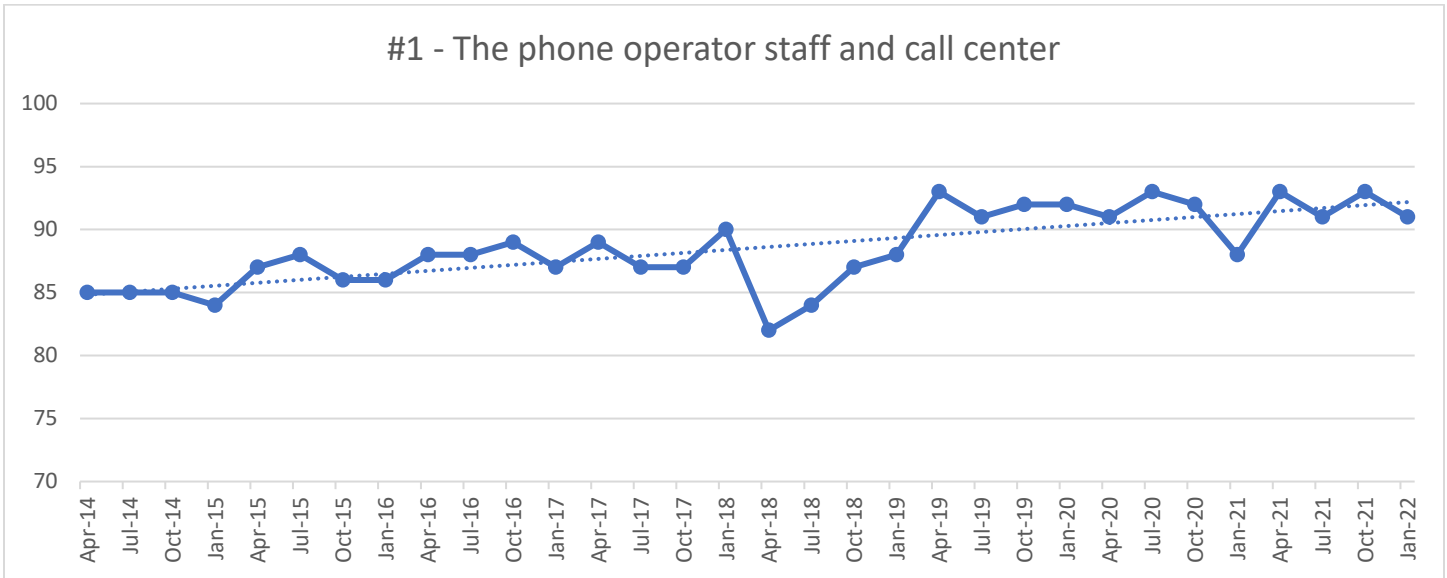
English

- Baum: 7
- Buthman: 2
- Davies: 7
- DeGarmo: 2
- Hadi: 2
- Luhrsen: 5
- Miller: 1
- Newbrander: 5
- Triner: 14

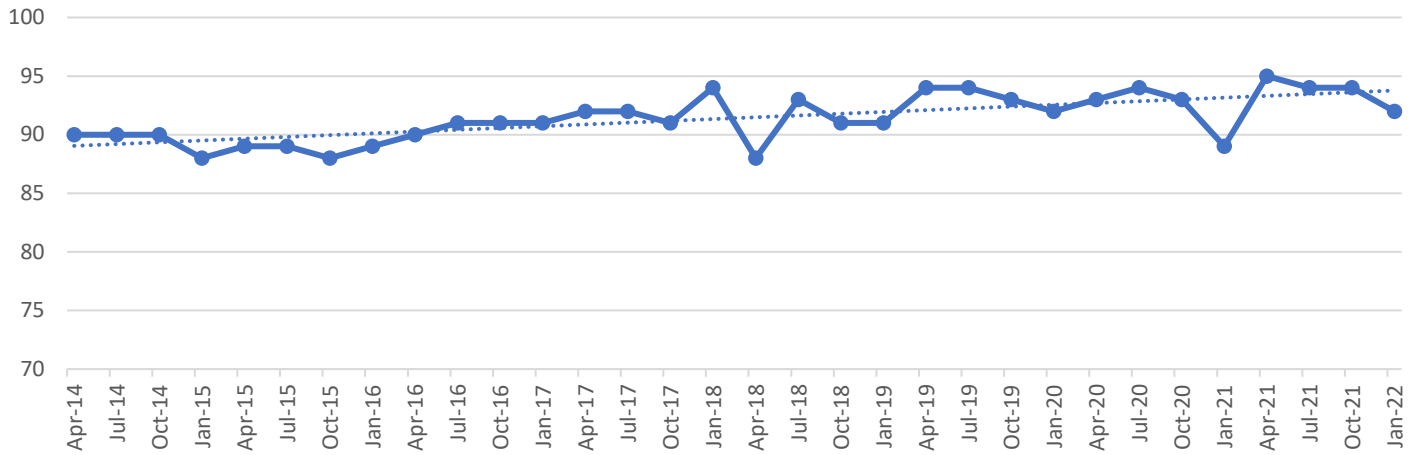
Spanish

- Baum: 5
- Buthman: 3
- Davies: 2
- DeGarmo: 9
- Luhrsen: 3
- Miller: 2
- Newbrander: 1
- Triner: 9

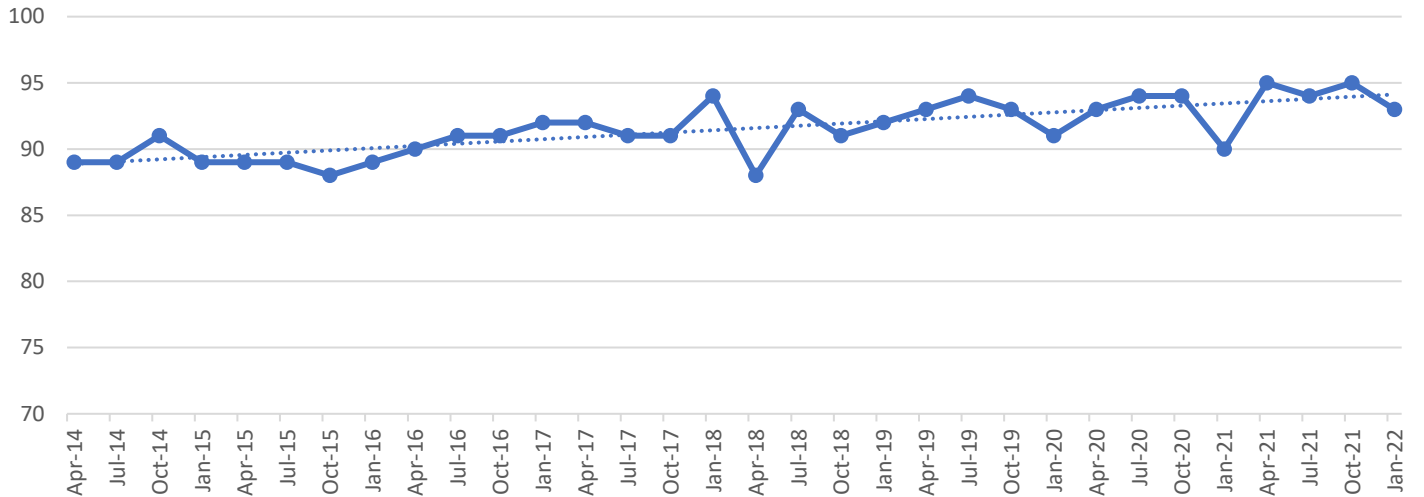
Individual Question Results with Trendlines



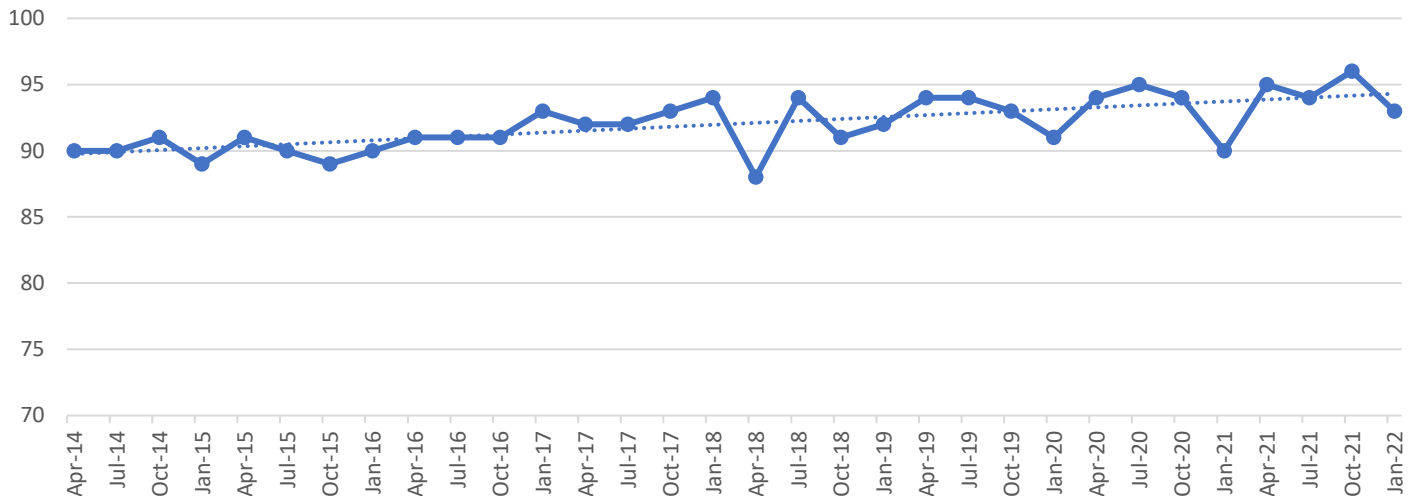
#4 - Education and explanation of plan provided in a way that I can understand



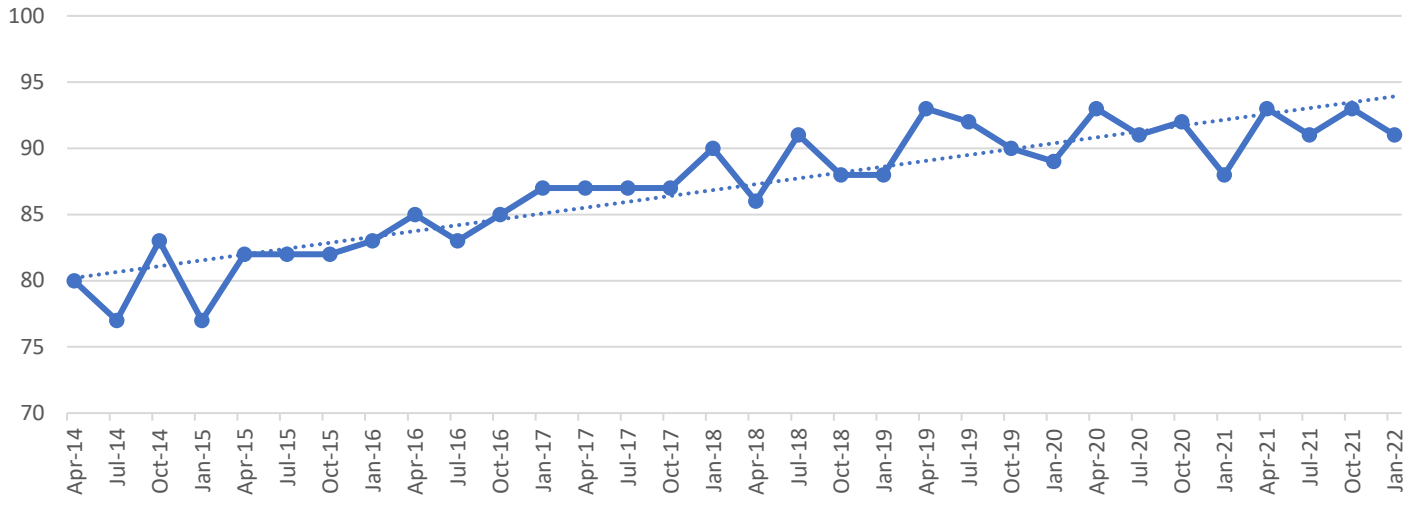
#5 - The follow-up and coordination of my care



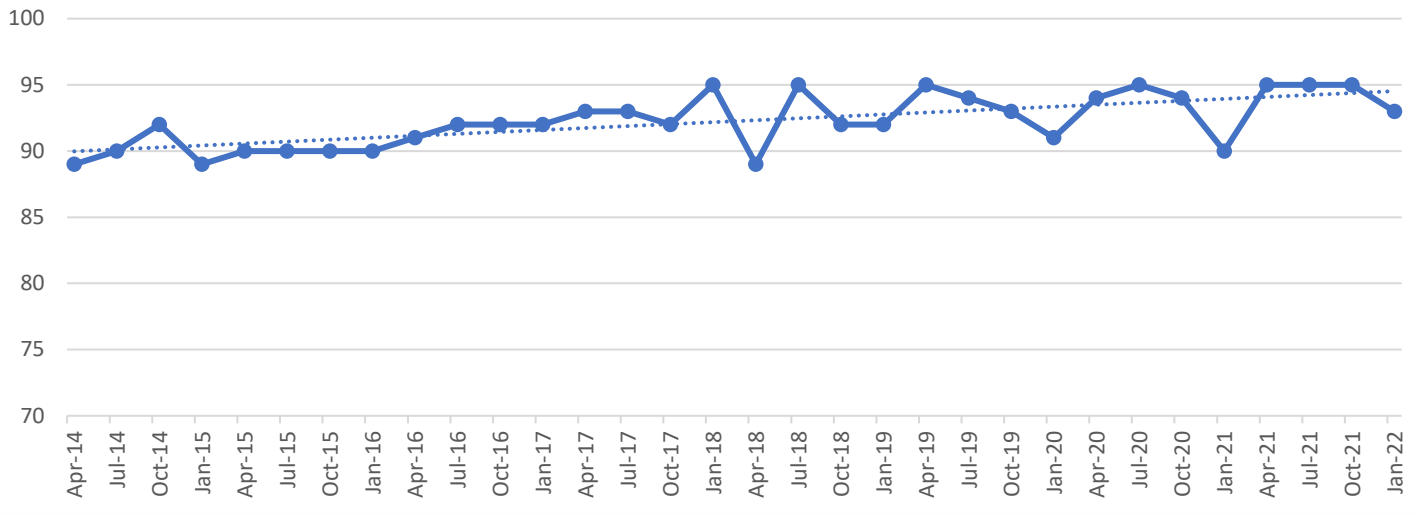
#6 - The staff addressing my medical needs today



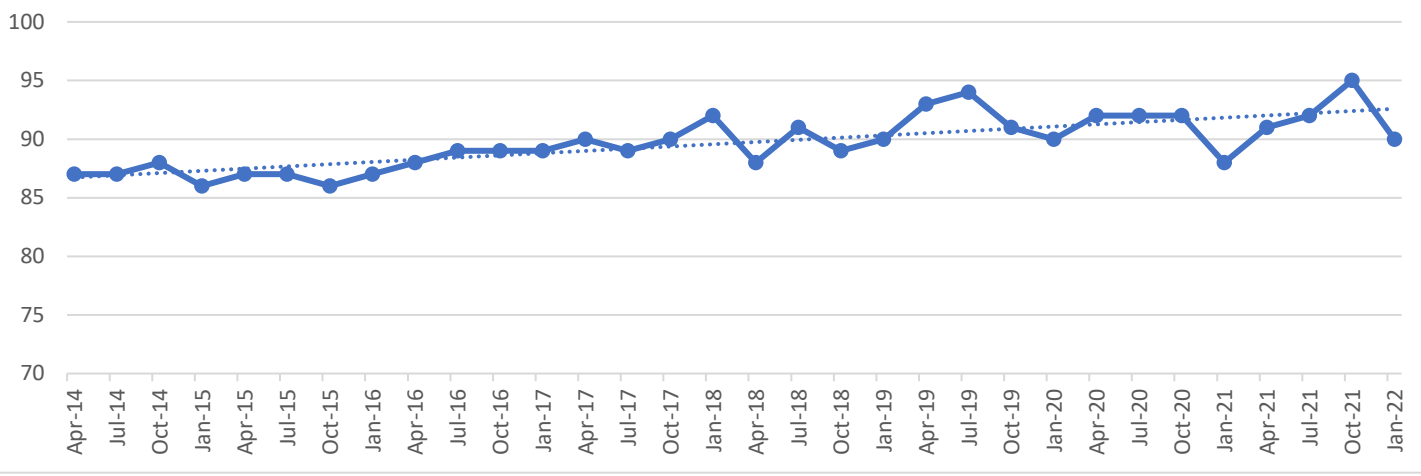
#7 - The time spent waiting



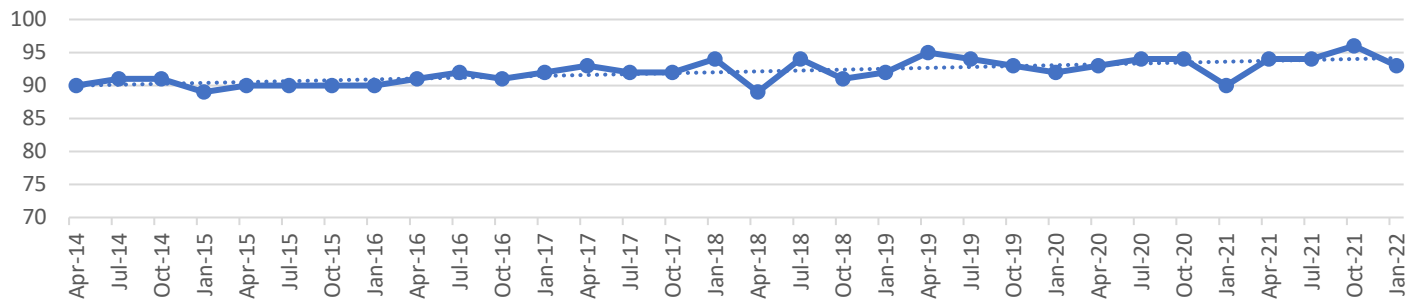
#8 - The respectfulness of staff



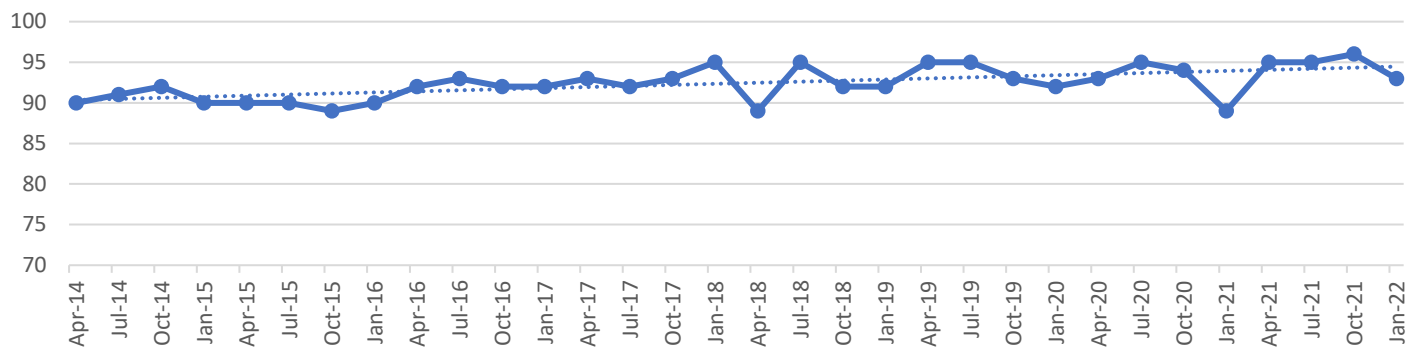
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



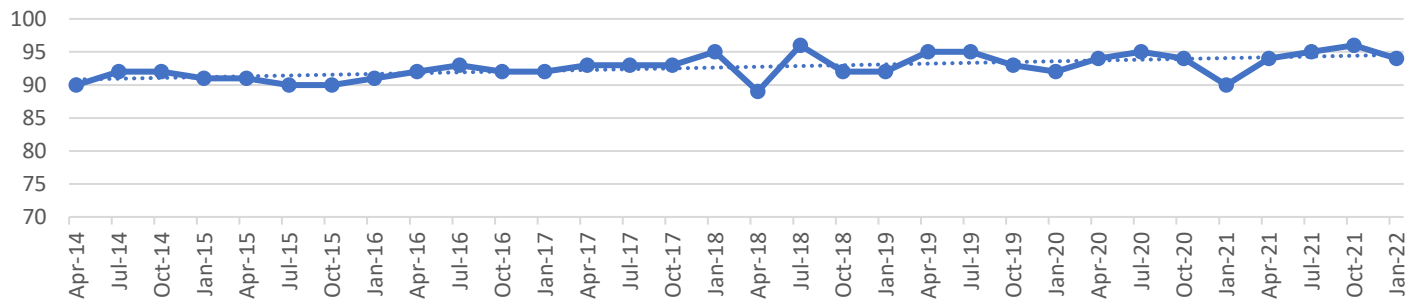
#10 - The handling of my personal medical information in a private and confidential manner



#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?

