

## Patient Satisfaction Survey 450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental) 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.

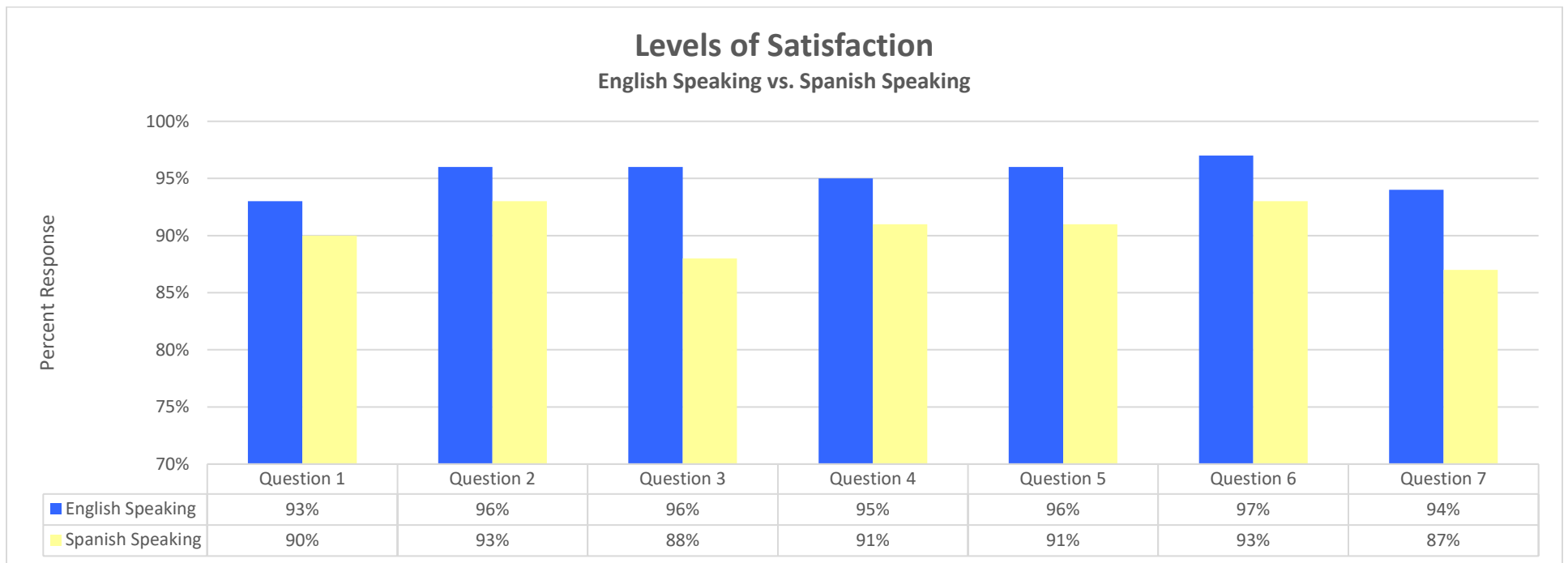
<b>450 Dundee Ave, Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>	<b>Level of Satisfaction July 2021</b>	<b>Level of Satisfaction April 2021</b>
1. The phone operator staff and call center	92%	91%	92%	93%
2. The reception staff	94%	92%	93%	95%
3. Receiving a timely appointment	92%	90%	91%	94%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	93%	95%
5. The follow up and coordination of my care	94%	92%	93%	95%
6. The staff addressing my medical needs today	95%	92%	93%	95%
7. The time spent waiting	91%	88%	91%	93%
8. The respectfulness of staff	94%	93%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	92%	91%	94%
10. The handling of my personal medical information in a private and confidential	94%	92%	93%	95%
11. Your medical/dental assistant	95%	93%	94%	95%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	95%	93%	94%	95%
13. Overall, how satisfied are you with the Health Center?	94%	92%	93%	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%

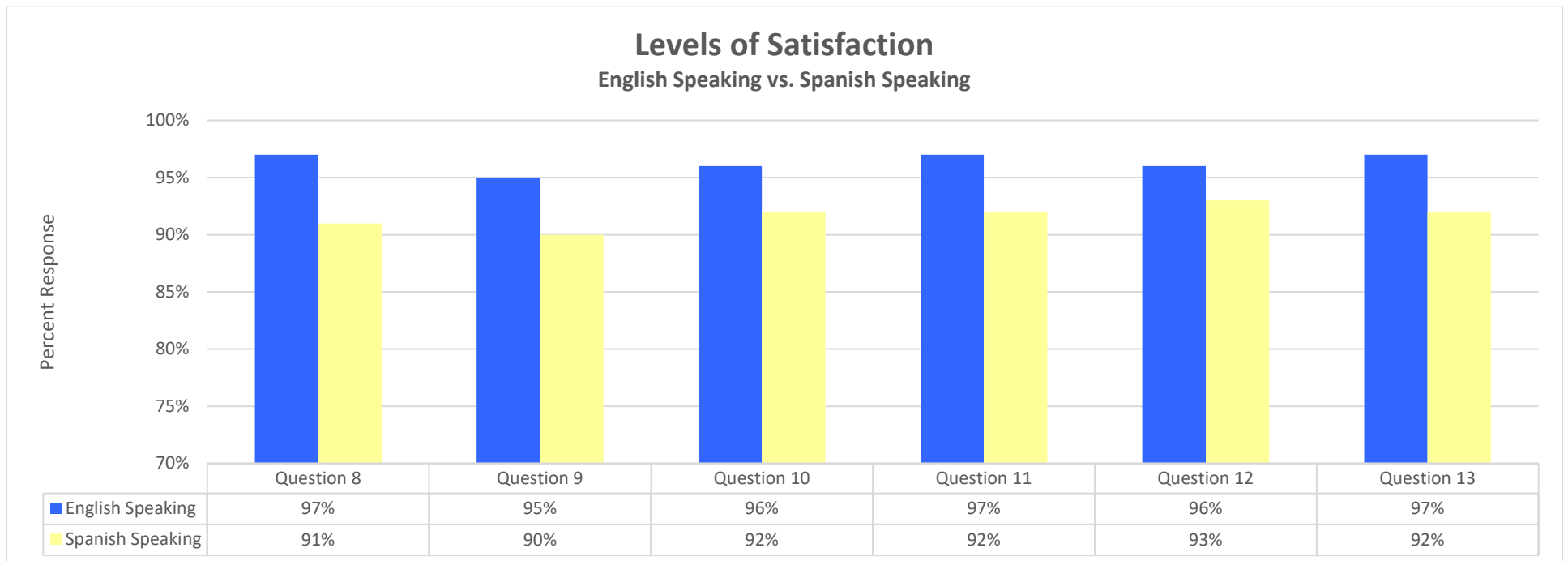
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	87 79%	64 59%	10 9%	38 35%	12 11%	4 4%	0	1 1%	1 1%	1 1%
2. The reception staff	92 83%	75 69%	15 14%	29 27%	4 4%	2 2%	0	1 1%	0	1 1%
3. Receiving a timely appointment	93 85%	63 59%	11 10%	31 29%	6 6%	9 8%	0	2 2%	0	2 2%
4. Education and explanation of plan provided in a way that I can understand	91 82%	67 63%	13 12%	36 34%	7 6%	2 2%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	93 85%	65 61%	12 11%	37 35%	5 5%	2 2%	0	1 1%	0	1 1%
6. The staff addressing my medical needs today	94 86%	74 70%	13 12%	29 27%	3 3%	1 1%	0	1 1%	0	1 1%
7. The time spent waiting	87 78%	59 55%	17 15%	30 28%	6 5%	14 13%	1 1%	3 3%	0	1 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	98 88%	71 66%	9 8%	29 27%	4 4%	5 5%	0	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	89 82%	61 58%	13 12%	36 34%	6 6%	6 6%	0	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	93 85%	71 66%	12 11%	32 30%	5 5%	2 2%	0	1 1%	0	1 1%
11. Your medical assistant	96 87%	70 70%	10 9%	24 24%	4 4%	4 4%	0	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	95 86%	70 71%	10 9%	24 24%	5 5%	3 3%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	95 87%	68 65%	10 9%	34 32%	4 4%	1 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: 30

N/A: 5

YES: 8

#### **Comments:**

1. "No but usually very timely + helpful."
2. "No, but when I have they always respond in a timely manner."
3. "They responded well + quickly."
4. "Overall satisfied."
5. "Yes helpful."
6. "Yes, and they have returned my calls."
7. "Excellent staff." (Piper)
8. "Yes, for my daughter for behavioral haven't heard anything back yet."
9. "Resulted in me calling back." (Piper)
10. "Good."

#### **Spanish**

NO: 22

N/A: 5

YES: 2

#### **Comments:**

1. "Good." "Buena."
2. "Yes, I left a message, but they did not relay it to the doctor." "Si deje un mensaje pero no se lo dieron a la doctora." (Hong)
3. "They have attended to me quickly." "Me han atendido rapido."

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

#### **English**

1. "N/A."
2. "Everything." (4)
3. "The staff."
4. "The customer support."
5. "The care and love."
6. "All staff I've had are so nice. Thank you 😊."
7. "Front desk staff is great."
8. "The staff is always friendly."
9. "The paper information they give me after appointment."
10. "I can just make an appointment and show up."
11. "Time of appointments available later times which works with childcare."
12. "Quick appointment access."
13. "Quick appointment times."
14. "Everything is great." (Piper)
15. "Taking care of my health."
16. "Kindness- ans. Questions."
17. "The relief I get + financial assistance." (Jin)
18. "Confirmation calls for appointments."
19. "Call reminders." (Piper)
20. "Explained detailed."
21. "Excellent staff, always heard." (Piper)
22. "So far good please keep going!!"
23. "Appointment reminder!"
24. "Timely visits."

#### **Spanish**

1. "Everything." "Todo."
2. "Everything is very good." "Todo muy bien."
3. "N/A."
4. "Services." "Servicios."
5. "Early appointments." "Citas temprano."
6. "The dentist and the care from the doctor." "El dentista y el cuidado del doctor."
7. "The flexible hours for appointments." "Los horarios flexibles para citas."
8. "For me, control of prenatal." "Para mi control prenatal."
9. "Comprehensive. That they are very with everyone and their health." "Conprecivos. Que son muy con toda la jente y su salud."
10. "Spanish receptionists." "Recepcionistas en espanol."
11. "All the services." "Todos los servicios."
12. "That they are kind when they attend you at the benefit of your health." "Que te atienden con amabilidad a beneficio de tu salud."
13. "The quickness with the appointments, time in the clinic." "La rapidez en todo citas, tiempo en la clinica."
14. "It is close to my home." "Esta cerca de mi casa."

25. "Everything was explained well!"
26. "Good service." (2)
27. "The phone receptionist." (Hong)
28. "New dentist."
29. "Lovely staff."
30. "Very polite workers." (Safavinejad)
31. "How much the providers care about me and my son."
32. "Everyone being nice & knowledgeable."
33. "Very thing was helpful great services."

15. "With my pregnancy and good service and attention." "Con mi embarazo y buen servicio y atencion."
16. "Everything. Especially personnel- very kind." "Todo especial el personal muy amables."
17. "Their quality in their services." "Su calidad en el servicio."
18. "Their attention is excellent." "Su atencion es excelete."
19. "They are attentive and flexible." "Son atentos y flexibles."
20. "Great personnel." "Buen personal."
21. "Prices." "Precios."
22. "With my health." "En mi salud."
23. "Hours and attentive." "Arorios y atentos."(McCormick)
24. "Their great attention." "Su buena atencion."
25. "With my health." "Con mi salud."
26. "Solved the cost of the consult and help with the medication along with their rapid attention." "Solventar el costo de la consulta y ayuda con los medicamentos ademas su atencion rapida."

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "N/A."
2. "Nothing." (2)
3. "None."
4. "Everything is well."
5. "Everything is great."
6. "Doing great."
7. "Everything is good."
8. "If cleaning can be done @ same time as checkup." (Quesea)
9. "By making your charges affordable."
10. "Keep up the great work."
11. "Shorten wait time."
12. "None I can recall."
13. "Everything is great." (Piper)
14. "So far you are doing good."
15. "Good start."
16. "I am very grateful for your service." (Jin)
17. "Sooner appointments 😊."
18. "Better call opp/center."
19. "Just keep being great."
20. "Everything is good expect bathroom is always dirty."
21. "Nothing perfect."
22. "It's as ok to date!"
23. "Continue what you are doing."
24. "Keep doing what you're doing."

##### **Spanish**

1. "Everything is good." "Todo esta bien." (3)
2. "N/A." (2)
3. "Nothing." "Nada."
4. "It is perfect." "Esta perfecto."
5. "McHenry does not carry cancer vaccine, they need to work on that and other vaccines that they do not have. They are necessary." "McHenry no tienen las vacunas del cancer, nesesian trabajar mucho en eso y otras vacunas que no tienen. Son necesesarias."
6. "Be more kind and explain." "Ser mas amable y explicar."
7. "More communication between dr and patient." "Mas comunicacion entre dr y paciente."
8. "Stay the same do not change." "Siendo iguales que no canvien."
9. "I do not know but it is perfect." "No lo se pero esta perfecto."
10. "The service is very good." "El servicio es muy bueno."
11. "There is no need to improve." "No hay q mejorar." (Hong)
12. "It is excellent, I do not believe there is problem at all." "Es exelente, pienso no tienen problema alguno."

25. "To make sure when telling clients to get labs done- make sure the labs can be done at certain locations." (Piper)

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

**English**

- YES: 98
- NO: 1

**Spanish**

- YES: 84
- NO: 1

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

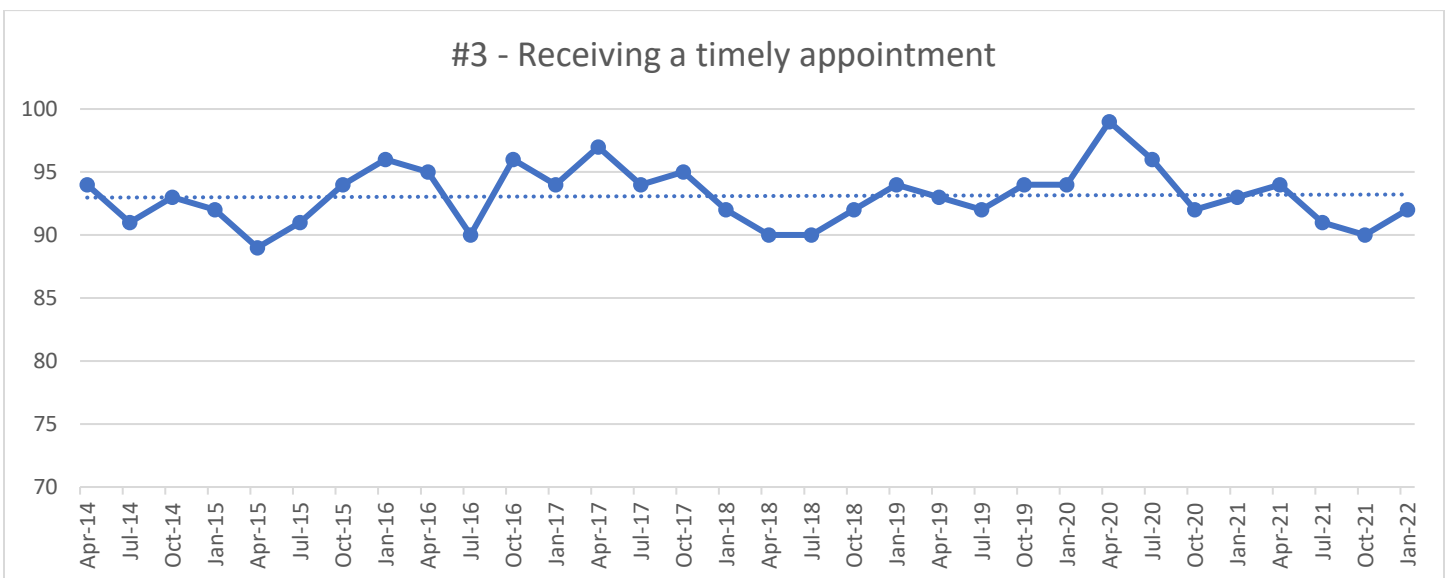
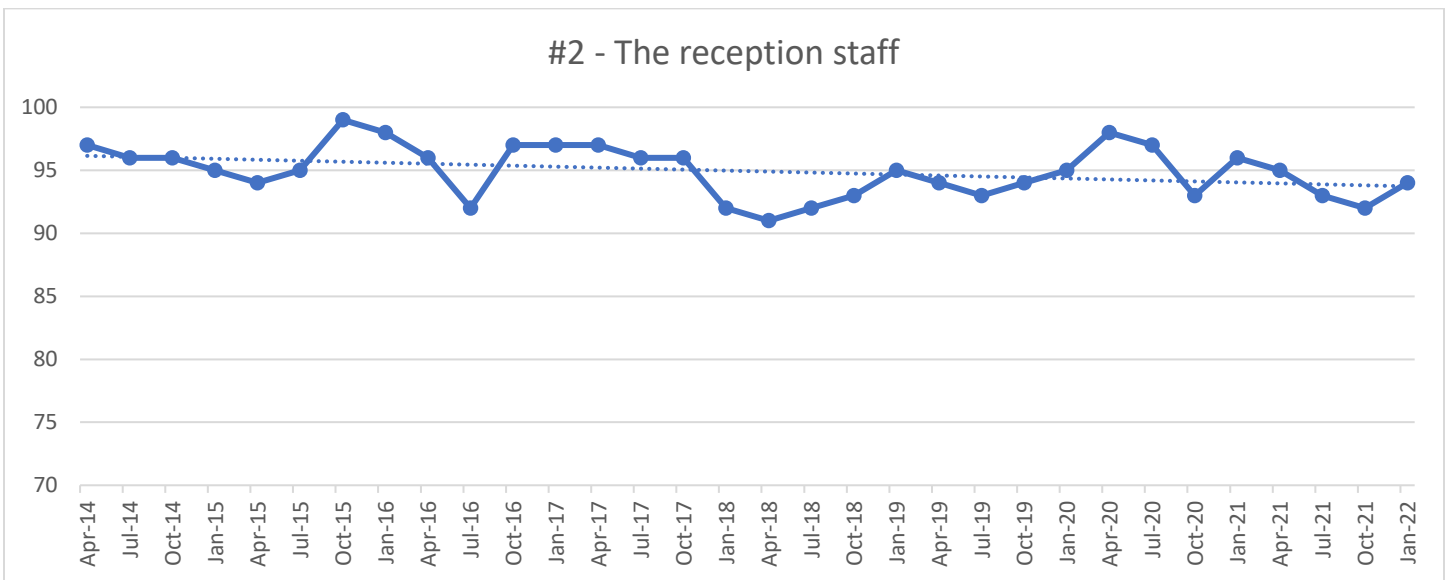
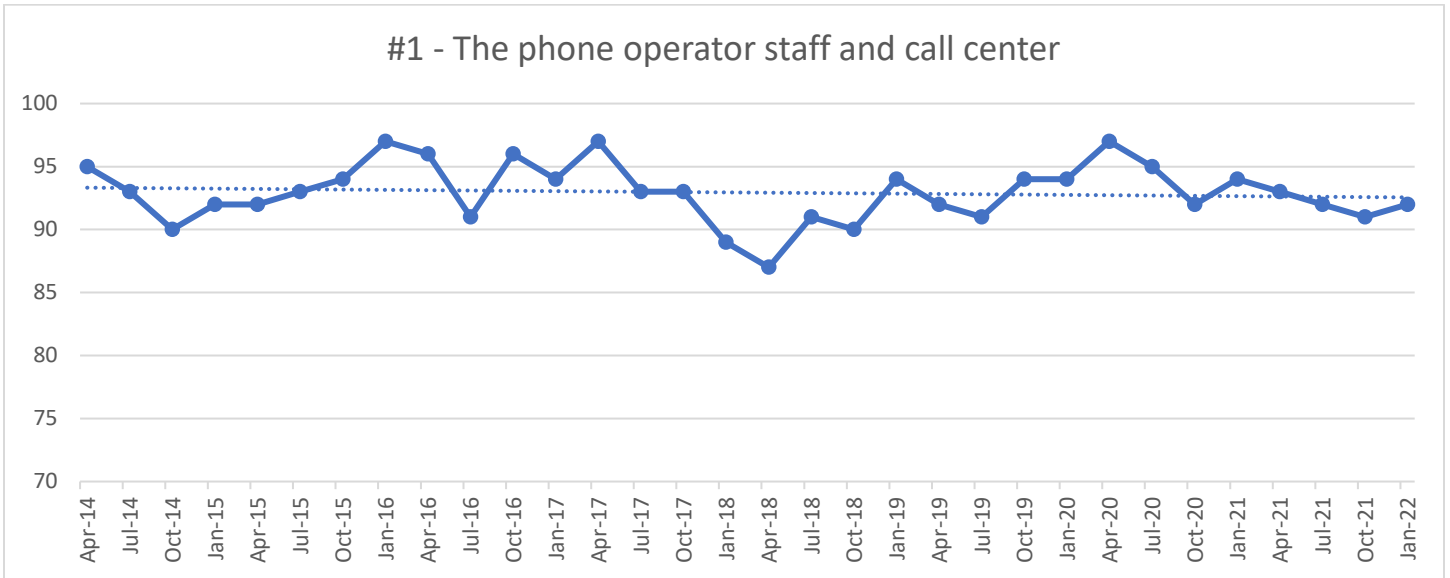
**English**

- Hong: 8
- Jin: 1
- McCormick: 1
- Piper: 8
- Quesea: 1
- Safavinejad: 1
- Uy: 1

**Spanish**

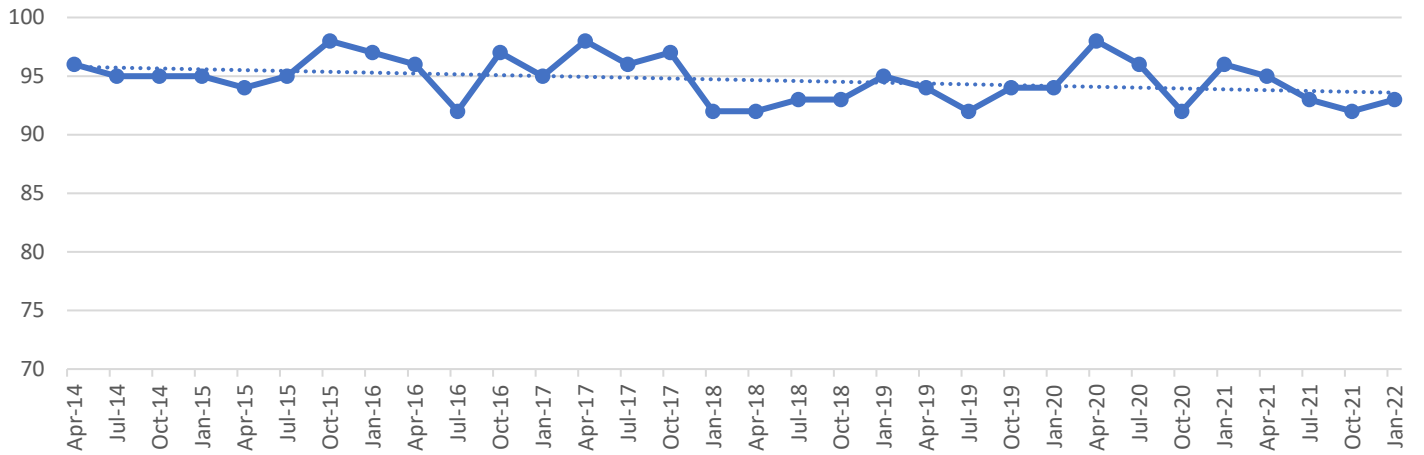
- George: 4
- Hong: 5
- McCormick: 3
- Piper: 3
- Quesea: 1
- Uy: 2

# Individual Question Results with Trendlines

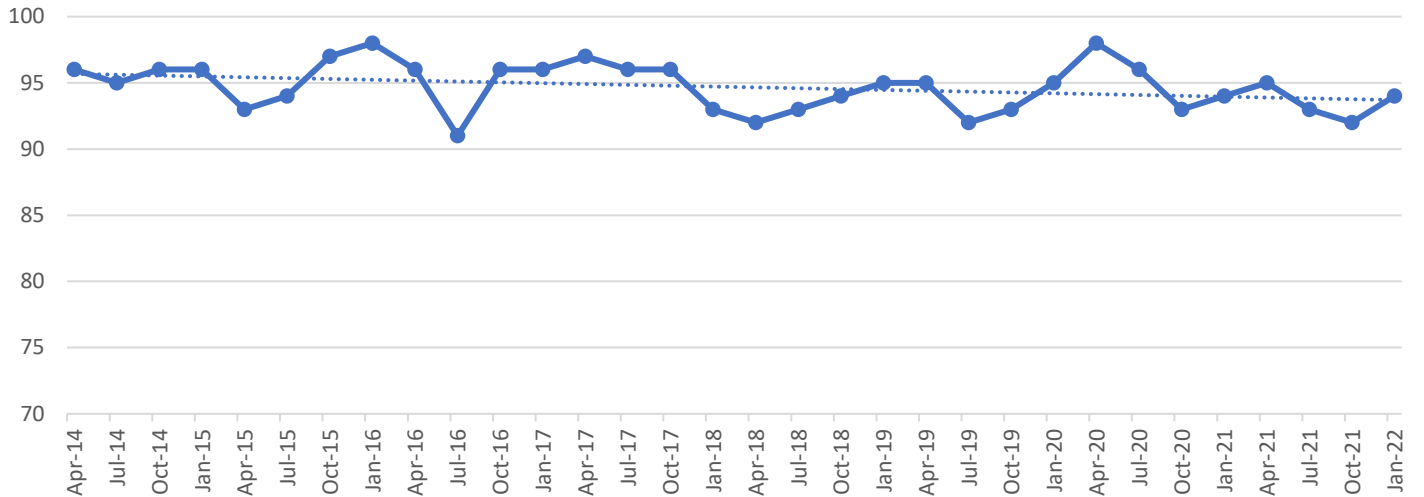




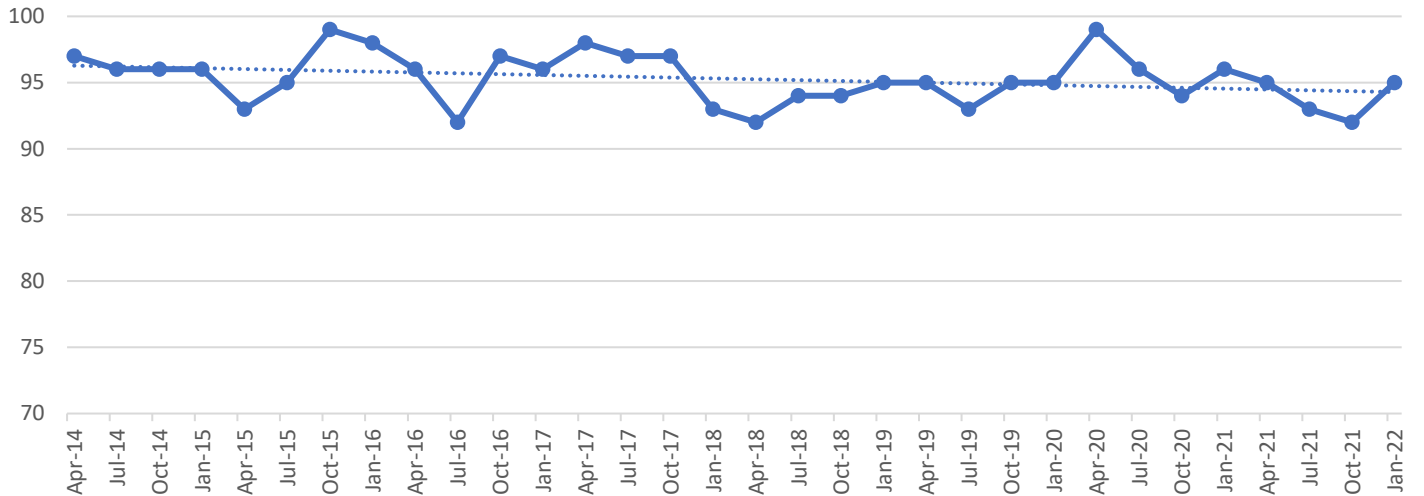
### #4 - Education and explanation of plan provided in a way that I can understand



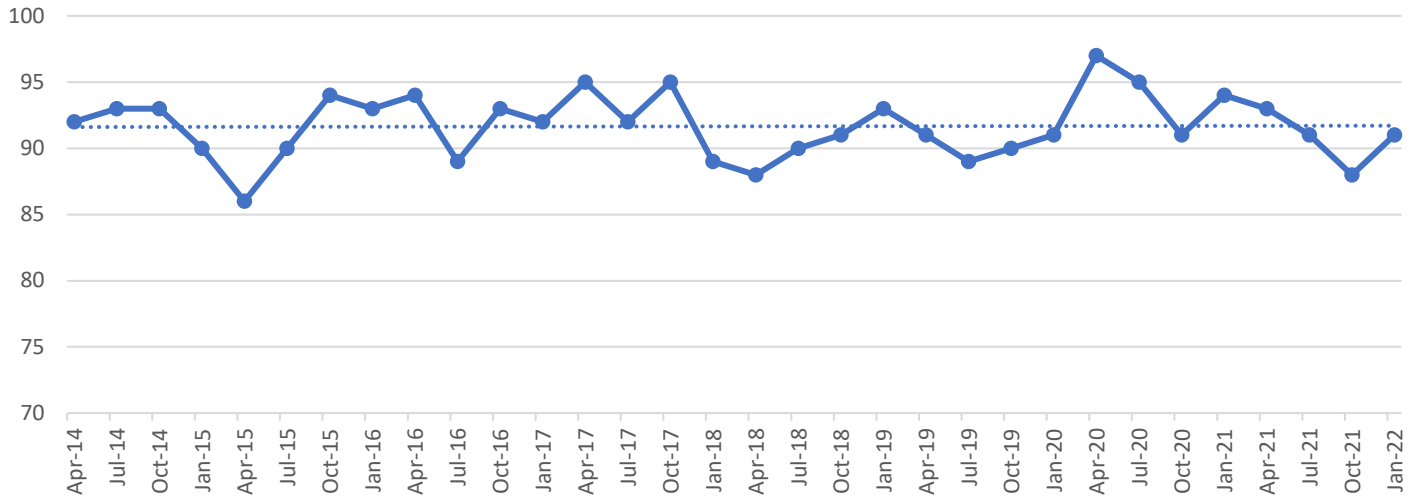
### #5 - The follow-up and coordination of my care



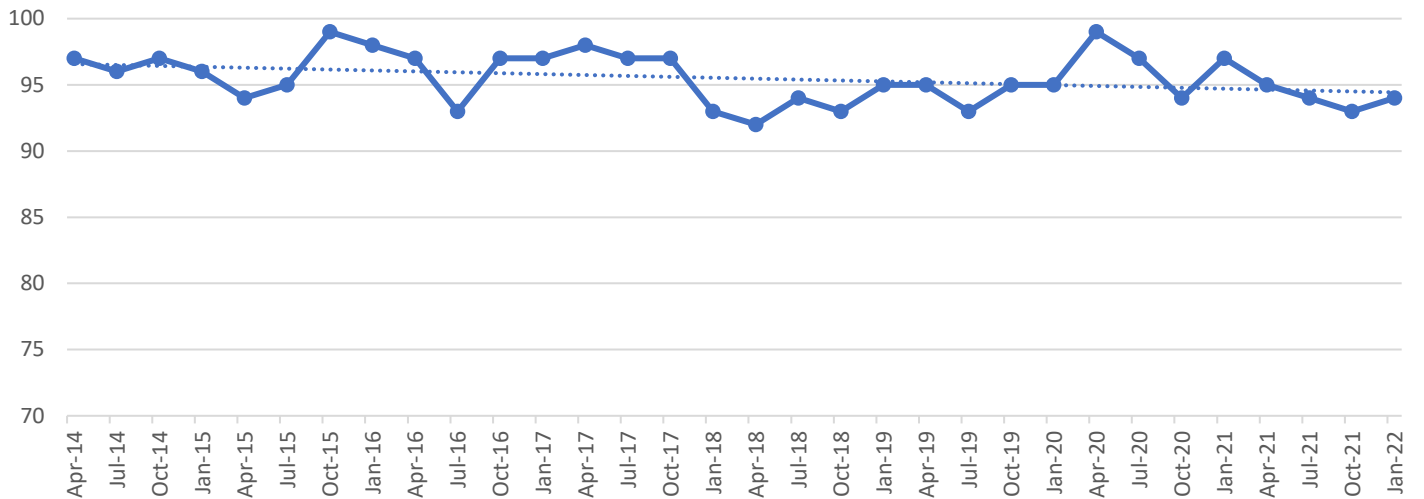
### #6 - The staff addressing my medical needs today



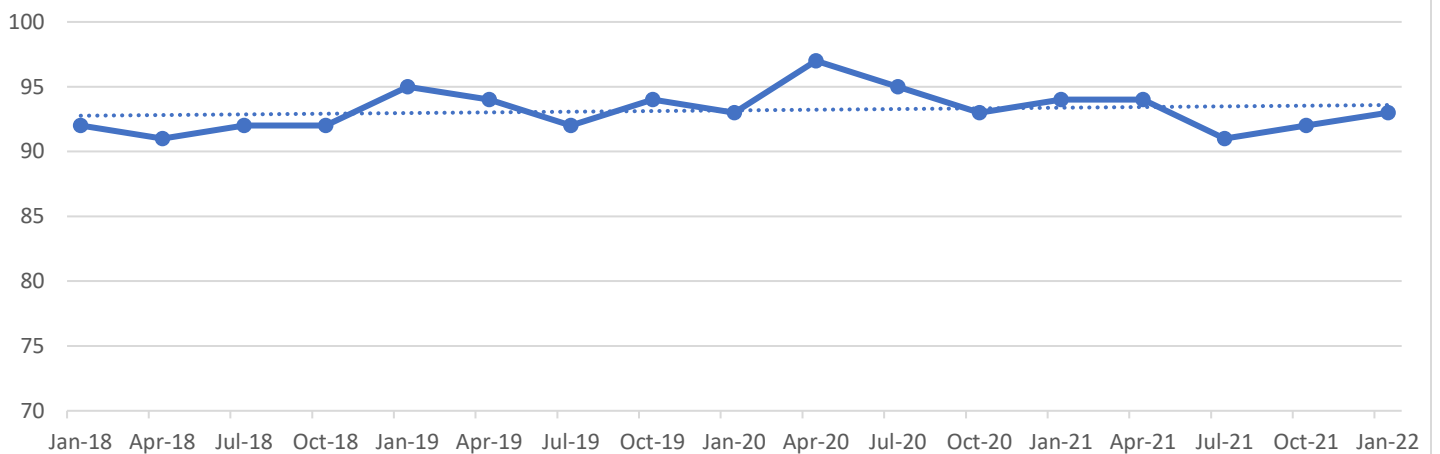
### #7 - The time spent waiting



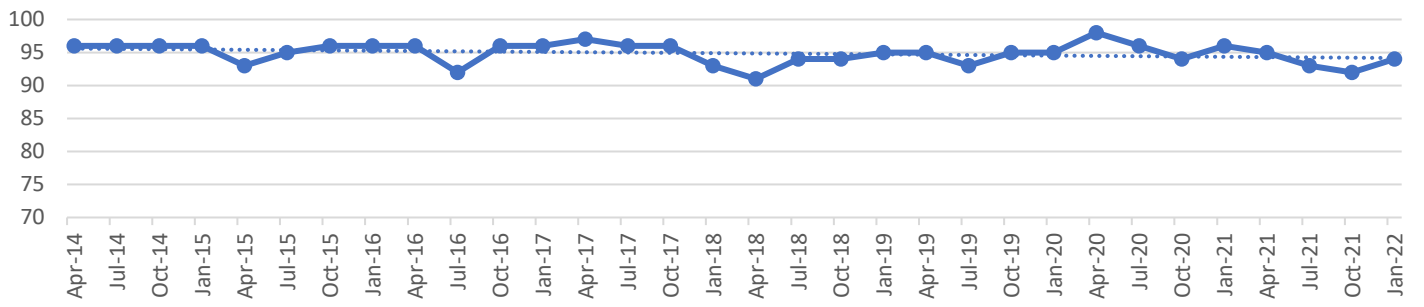
### #8 - The respectfulness of staff



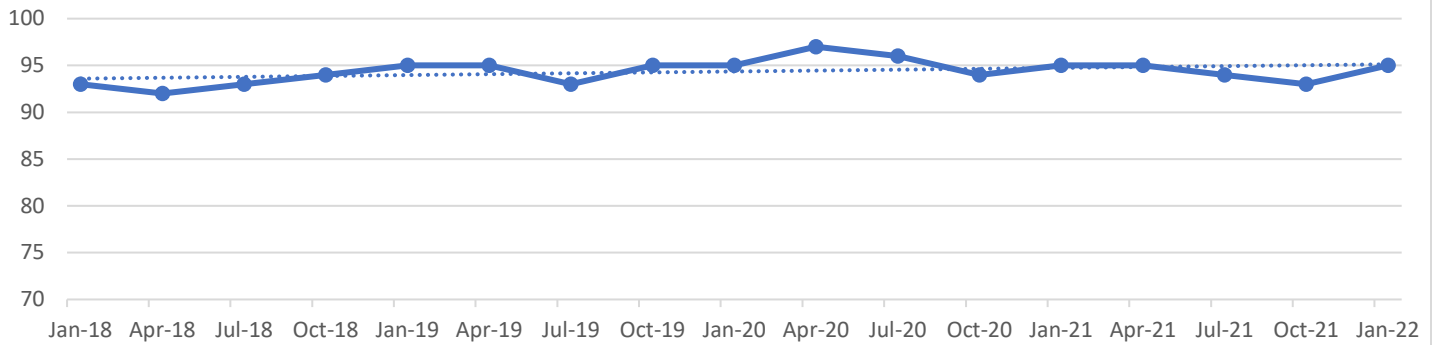
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



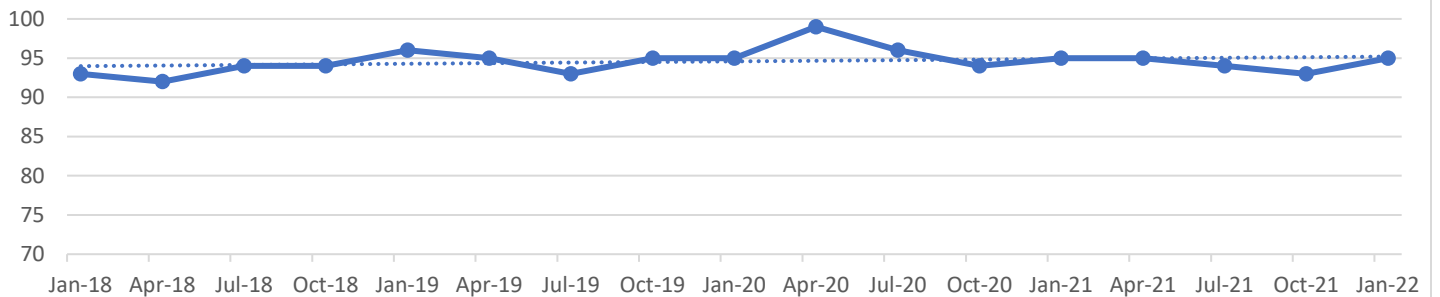
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

