

**Patient Satisfaction Survey**  
**135 E Irving Park Rd, Streamwood**  
**April, 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 88% 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.

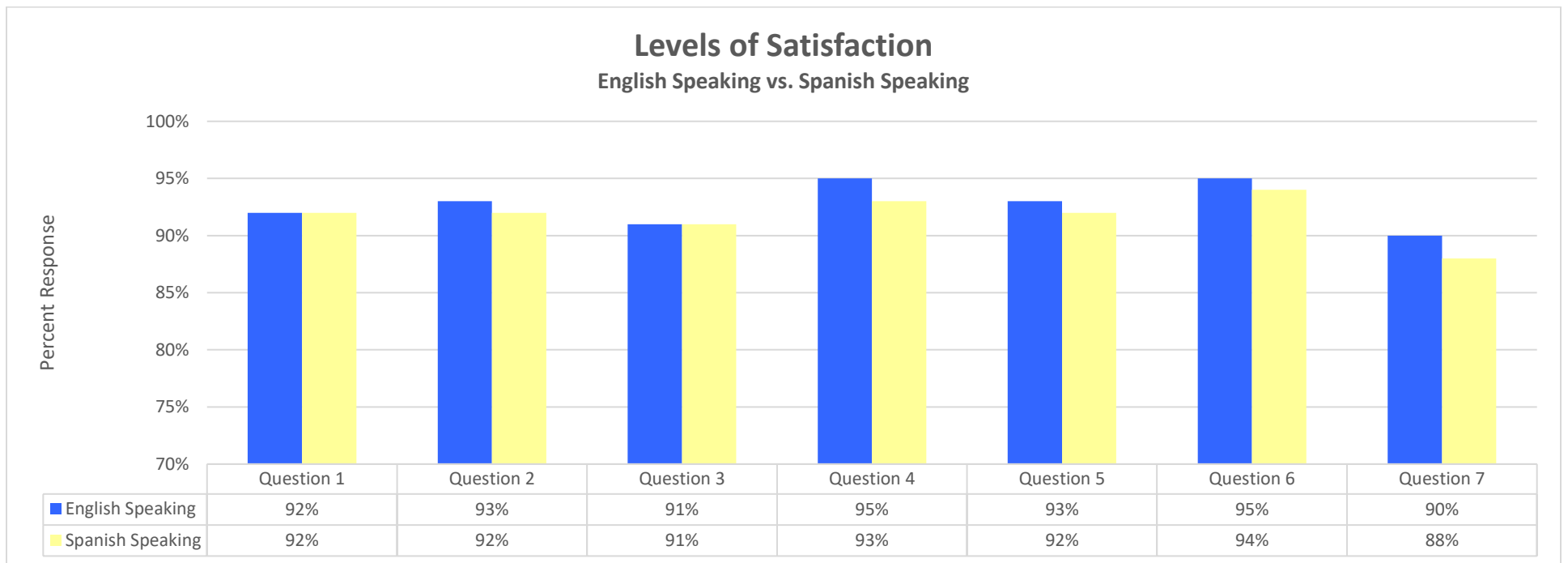
<b>135 E Irving Park Rd, Streamwood – Survey Questions</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>	<b>Level of Satisfaction July 2021</b>
1. The phone operator staff and call center	92%	91%	91%	90%
2. The reception staff	92%	92%	94%	91%
3. Receiving a timely appointment	91%	89%	89%	88%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	94%	93%
5. The follow up and coordination of my care	93%	92%	94%	93%
6. The staff addressing my medical needs today	94%	93%	94%	93%
7. The time spent waiting	88%	86%	87%	87%
8. The respectfulness of staff	94%	93%	93%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	91%	90%
10. The handling of my personal medical information in a private and confidential	95%	92%	93%	93%
11. Your medical assistant	95%	94%	94%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	95%	94%
13. Overall, how satisfied are you with the Health Center?	94%	93%	95%	93%

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

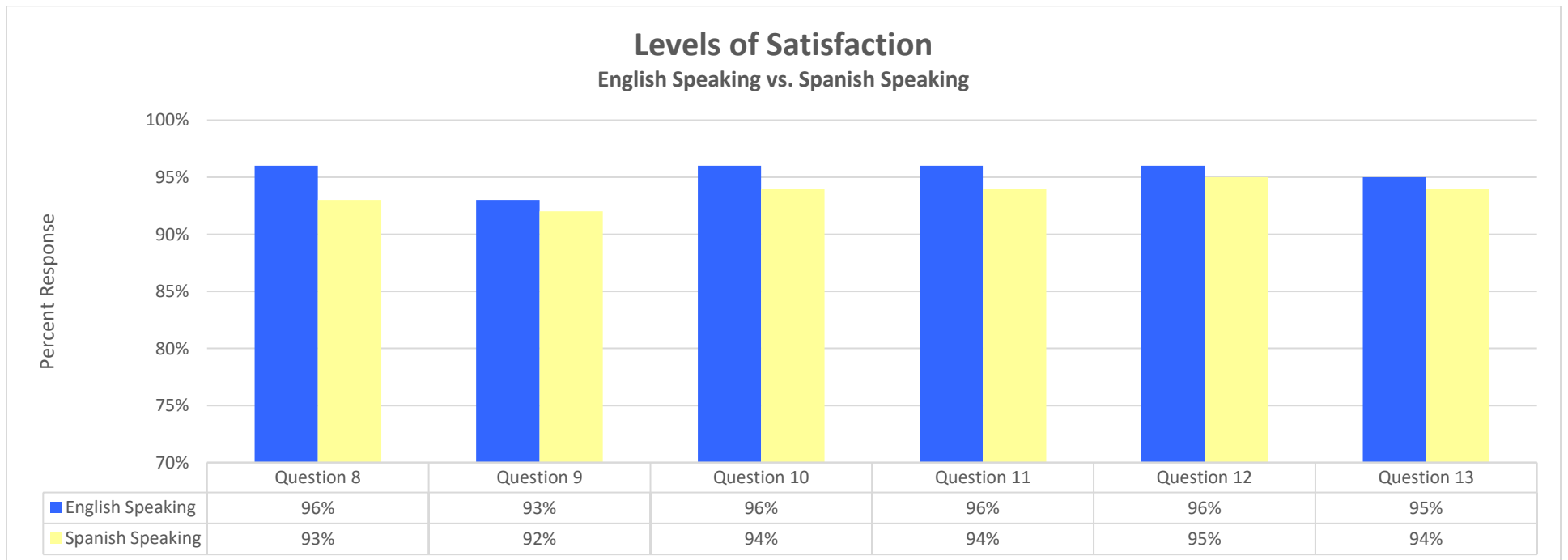
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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 69%	223 72%	30 24%	67 22%	9 7%	16 5%	0	2 1%	0	4 1%
2. The reception staff	88 70%	213 68%	31 25%	75 24%	7 6%	21 7%	0	0	0	3 1%
3. Receiving a timely appointment	82 66%	199 65%	29 23%	77 25%	11 9%	25 8%	2 2%	3 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	97 77%	217 70%	24 19%	77 25%	5 4%	14 5%	0	0	0	2 1%
5. The follow-up and coordination of my care	94 75%	217 70%	22 18%	76 24%	8 6%	16 5%	1 1%	0	0	3 1%
6. The staff addressing my medical needs today	96 81%	228 73%	18 15%	74 24%	5 4%	9 3%	0	0	0	2 1%
7. The time spent waiting	82 65%	187 60%	28 22%	73 24%	11 9%	40 13%	4 3%	5 2%	1 1%	5 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	101 80%	215 71%	23 18%	75 25%	2 2%	13 4%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	85 74%	198 66%	21 18%	81 27%	9 8%	17 6%	0	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	100 81%	226 74%	22 18%	68 22%	2 2%	10 3%	0	0	0	0
11. Your medical assistant	106 84%	227 74%	16 13%	69 23%	4 3%	9 3%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	105 83%	235 77%	17 14%	63 21%	4 3%	7 2%	0	0	0	2 1%
13. Overall, how satisfied are you with the Health Center?	101 80%	224 73%	21 17%	73 24%	4 3%	9 3%	0	0	0	2 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: 36

N/A: 13

YES: 11

#### **Comments:**

1. "Call three time to get answer."
2. "Yes, took calling twice to get the answer I needed." (Nettleton)
3. "Yes, regarding test results. Good."
4. "Good!"
5. "Great service."
6. "Yes. Fine I received callback w/l 24 hours." (Friedlein)
7. "Call back was quick."
8. "Yes, this morning 4/28/22 w/ emergency reply from doctor but didn't get a called back. I had to call again for an update." (Friedlein)
9. "As a first time being in a situation like this, they helped me a lot, they also provided me with the information that was necessary."
10. "Great."
11. "Unfortunately, the # the call center had the clinic did not call – but it worked out fine." (Friedlein)

#### **Spanish**

NO: 79

N/A: 6

YES: 17

#### **Comments:**

1. "More or less." "Mas o menos."
2. "Kind." "Amable." (Aragones)
3. "Good." "Bien" (3)
4. "Very good." "Muy buena."
5. "Very good." "Muy bien."
6. "Satisfied." "Satisfecho."
7. "Great." "Buena." (3)
8. "It is a battle for the appointments." "Batalla uno con las citas." (Chaudhari)
9. "Very good the message was received fine." "Muy buena el mensaje llego muy bien."
10. "Very good excellent attention." "Muy buena exelente atencion."
11. "It was very pleasant... they responded to my call promptly." "Fue muy agradable... respondieron mi llamada muy rapido."
12. "My experience was pleasant because they attended to me promptly." "Mi experiencia fue agradable porque me atendieron rapido."
13. "Very pleasant, delighted." "Muy agradable, encantado."

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

#### **English**

1. "N/A." (3)
2. "Everything." (4)
3. "Friendly."
4. "Staff." (3)
5. "Location."
6. "All of the above."
7. "Convenient."
8. "Quick service."
9. "They always help and listen to you."
10. "How well the doctors and staff take care of you. Always take me on time. Everything is always well explained." (Nettleton)
11. "My schedule is very busy and being able to make same day appointments is helpful."
12. "Dr. Chaudhari is wonderful."
13. "Flexibility."
14. "Fast service." (Corral)
15. "The staff members are the best." (Aragones)

#### **Spanish**

1. "Quick service." "Servicio rapido."
2. "The service." "El servicio." (2)
3. "Attention." "Atencion." (2)
4. "N/A."
5. "Everything." "Todo." (3)
6. "With everything." "En todo."
7. "The doctors." "Los doctores."
8. "That they." "Que me."
9. "That they see us at the time of our appointments." "Que lo atienden a la hora de su citas."
10. "That it is close to home, they speak our language." "That it is close to home, que hablan el idioma." (Tran) (Partial English response on a Spanish survey)
11. "They steer you towards the help you need." "Te conducen con lo que tu necesitas ayuda."

16. "Everyone is very helpful."
17. "Getting direction referral + info."
18. "Smiling & happy staff to welcoming and its why I continue to come back." (Corral)
19. "Communication, eye contact." (Nettleton)
20. "Scheduling same day."
21. "The immediate service." (Friedlein)
22. "Accessibility of staff." (Sadik)
23. "They are always able to assist."
24. "Being able to schedule same day appointments when needed." (Friedlein)
25. "Everyone is so respectful." (Chaudhari)
26. "Close 2 home." (Chang)
27. "Being taken in on time for appointment and asking of any and all questions." (Friedlein)
28. "Taking care of my health when I am need!" (Sadik)
29. "Speed and flexibility." (Chaudhari)
30. "Timeliness." (Sadik)
31. "My doctor and the care I received. The feedback in my care." (Friedlein)
32. "My provider."
33. "Online test results."
34. "They give the rights answers to my questions." (Sadik)
35. "The amount of help is great."
36. "How fast we get attended." (Nettleton)
37. "Making appointments and getting everything well explained." (Sadik)
38. "The doctors and staff. Wonderful job." (Chaudhari)
39. "Front office staff very helpful." (Nettleton)
40. "Time."
41. "Attentiveness." (Aragones)
42. "Friendly & helpful staff." (Chang)
43. "Communication."
44. "Everything and everyone."
45. "Accessibility to medical care." (Friedlein)
12. "Being able to be fine and being able to obtain the necessary help." "A poder estar bien y poder obtener la ayuda necesario."
13. "The personality." "La personalidad."
14. "The attention to the people, very respectful." "La atencion also personas, muy respotosas."
15. "With my bloodwork." "Con mis analisis de sangre." (Aragones)
16. "That hey speak Spanish." "Que hablan espanol." (Aragones)
17. "In general, everything seems fine to me." "En general todo me parece excelente." (Chang)
18. "Their attention is excellent." "Su atencion es exelente." (Friedlein)
19. "The attention during my pregnancy." "La atencion en mi embarazo."
20. "Good attention." "Buena atencion."
21. "The form in which they address us is satisfactory." "La forma en la que nos atienden es satisfactoria."
22. "The help they provide." "La allude que proporcionan."
23. "Quick and trustworthy attention." "Atencion rapida y confinable." (Tran)
24. "The primary attention." "La atencion primaria." (Tran)
25. "Help maintaining good health." "Ayuda a tener una buena salud." (Chaudhari)
26. "Knowing my health." "A saber mi salud."
27. "That they are attentive." "Que son atentos."
28. "The medical care." "El cuidado medico."
29. "In the follow up of my care." "En mi seguimiento de mi salud."
30. "Doctor visits and receive medication." "Visitas con doctor y recibir medicamento."
31. "The easiness of the location, it is close to my home." "La facilidad de la locacion, me queda muy cerca de casa." (Chaudhari)
32. "The attention towards the patient." "La atencion al paciente." (Sadik)
33. "Their attention to the patient is very special." "Su atencion al paciente es muy especial."
34. "They offer the best services." "Tienen el mejor serbicios." (Tran)
35. "They are on top of my health. My medical appointments." "Estan pendiente de mi salud. De mis citas medicas." (Friedlein)
36. "Taking the medical control." "Llevar los controles medicos." (Chaudhari)
37. "Maintaining my health in good state." "Mantener mi salud en buen estado." (Tran)
38. "That they always help us understand especially with the language." "Que siempre

nos ayudan a entender especialmente con el idioma.”

39. “That I can communicate with ease in Spanish.” “Que puedo comunicarme con facilidad en espanol.”
40. “Various locations.” “Varias localidades.” (Tran)
41. “The costs and the good attention.” “Los costos y la buena atencion.”
42. “The treatment and the kindness from the personnel and the Doctor that explains everything very well.” “El trato y la amabilidad del personal y la Doctora que explica todo muy bien.”
43. “The information they explain it very well.” “La informacion la explican muy bien.”
44. “That they are very kind and professional.” “Que son muy amables y profesionales.”
45. “That it is close to my home, they always tend to me well, and the majority speaks Spanish.” (English response on a Spanish survey)
46. “Attention from the medical personnel.” “Atencion de el personal medico.” (2)
47. “Attention and services.” “Atencion y servicios.”
48. “The continuation of care for my daughter.” “A llevar un seguimiento de la salud de mi nina.” (Friedlein)
49. “The timely notice of consultations.” “El aviso oportuno de las consultas.” (Sadik)
50. “They have hours that we can take according to our job.” “Tienen horarios que podemos tomar de acuerdo a nuestro trabajo.” (Chang)
51. “The accessibility.” “Su accesibilidad.”
52. “Excellent service.” “Exelente servicio.” (Chang)
53. “The insurance.” “La aseguranza.”
54. “It helps me because I do not work, and they do not charge me a lot.” “Me ayuda por que yo no trabajo y me cobran poco.”
55. “My health and they always find a way to understand our necessities.” “Mi salud y que siempre buscan la manera de atender mis necesidades.” (Nettleton)
56. “The medical attention they provide.” “La atencion medica que proporva.”
57. “That they are efficient and compassionate.” “Que son eficientes y compaciosos.” (Chang)
58. “Accessibility, attention, kindness.” “Accesibilidad, atencion, amabilidad.” (Sadik)
59. “They help at any time.” “En todo momento ayuda.”
60. “Almost everything.” “Casi todo.”
61. “The doctor.” “El doctor.”

62. "The explanation they give when they return our results." "Las explicaciones que dan cuando regresan los resultados." (Aragones)
63. "The attention and they are very kind." "La atención son muy amables."
64. "Their low costs." "Sus bajos costos."
65. "Everything. Medical attention." "Todo. Atención médica."
66. "When I have needed for the practitioner to examine me, they have always given me an appointment and they have attended to me with professionalism and respect." "Cuando he tenido necesidad de que me revise el médico siempre me ha dado cita y me han atendido con profesionalismo y respeto."
67. "Same day appointments." "Citas del día."
68. "Checkups." "Chequos."
69. "El chequeo y los análisis y el papanicolao." "The checkup and the bloodwork and pap smears."
70. "The personnel that attends to us are very kind, respectful and collaborative in finding a solution to the present situation." "El personal que atiende son muy amables, respetuosos y colaboran en buscar una solución a la situación presente."
71. "They are worried about their patients' health." "Se preocupan por la salud de los pacientes." (Alcordero)
72. "Great price." "Buen precio." (Aragones)
73. "La atención médica y el personal." "La atención médica y el personal."
74. "Very good attention." "Muy buena atención."
75. "Efficient and good treatment from the entire personnel." (Friedlein)
76. "Anytime I have a medical problem they help me. My doctor will attend to me and has helped me with my medications and sends me to specialists that I have needed." "Me ayuda en que siempre tengo problema de salud mi doctor me atiende y me ayudado con sus medicinas que da y me manda con especialistas que he necesitado."
77. "Their attention and compassion is really great." "Su atención y compasión es muy bien."
78. "That the entire personnel is very kind, patient, and they attend to you in Spanish. Thank you." "Que todo el personal es muy amable pacientes y que te atienden en español. Gracias."
79. "Efficiency and good treatment from their personnel." "Eficiencia y buen trato de todo el personal." (Friedlein)



80. "That they have available appointments in the late afternoon." "Que tienen citas disponibles en lo mas tarde posible."
81. "When I do not have an appointment and I call that same day." "Que cuando no tengo cita y ablo ese mismo dia."
82. "Ensure to attend to us at the time of the appointment." "Asegurance de atenderlos a la hora de la cita."
83. "The assistance at the indicated time every time I need it." "La asistencia a tiempo indicado cada vez que lo he necesitado."
84. "Attention with the health." "Atencion con la salud."
85. "The medical attention in a quick time." "La atencion medica en un tiempo rapido."
86. "That it is close to my home and the treatment is good." "Que esta cerca de mi domicilio y el trato es bueno."
87. "The care for my health and my daughters." "El cuidado de mi salud y la de mis hijas."
88. "You are better." "Ya son mejores."

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

**English**

1. "N/A." (11)
2. "None." (2)
3. "Text messages." (Chaudhari)
4. "No comments."
5. "I understand the 15-minute arrival rule, but it should be modified what if something happens when I'm on my way that delays me? Reason for visit should be considered as well due to work schedule walk-in may not be an option." (Friedlein)
6. "Appointments."
7. "Waiting takes time."
8. "It's great!!"
9. "Make waiting times shorter."
10. "Timeliness/down wait time."
11. "Patients."
12. "No complaints at the present." (Friedlein)
13. "Everything good as is."
14. "All good."
15. "I think it is perfect." (Chaudhari)
16. "Waiting time." (Chang)
17. "LabCorp procedures." (Friedlein)
18. "No complaints."
19. "What I seen since I have been here is you all are doing a great job. Nothing." (Friedlein)
20. "Everything is working perfect." (Nettleton)
21. "Better resources."
22. "Nothing. Your good."

**Spanish**

1. "N/A." (7)
2. "No."
3. "I do not know." "No se." (Sadik)
4. "The wait time is long." "La espera es larga." (Aragones)
5. "Everything is good." "Todo esta bien." (4)
6. "Everything is excellent." "Todo es excelente."
7. "Very good." "Muy bien."
8. "Everything is very good." "Todo esta muy bien." (4)
9. "Maintaining the care that they show how to do it." "Mateniendo el cuidado que ensenas como lo hacen."
10. "In my opinion, everything is fine." "Mi opinion es que todo esta bien."
11. "They dot it very well." "Lo asen muy pero muy bien."
12. "They are doing an excellent job. For the moment you do not have to do anything." "Estan haciendo un exelente trabajo por el momento no necesitan hacer nada." (Friedlein)
13. "To not have us wait for a long time." "No hacernos esperar por largo tiempo."
14. "More personnel." "Mas personal."
15. "Everything is perfect." "Todo esta perfecto." (Chang)

23. "To have referrals faster for patients to be able to make appointment and been seen and take care." (Friedlein)
24. "Al great."
25. "Can't think of anything." (Friedlein)
16. "I think that for now it is fine." "Yo creo que hasta ahora es muy bueno."
17. "Inform young people that come to their medical consultations here about how to become medical assistants in the future." "Informar a los jovenes que vienen a las consultas medicas sobre como podrian ser asistentes medicos en el futuro." (Tran)
18. "Improve with the patient. Fulfill all the recommendations that the practitioners provide." "Mejorar con el paciente cumplir todas las recomendaciones que dan los medicos." (Chaudhari)
19. "Continue to be as kind as you are." "Que sigan siendo igual de amables."
20. "Answer the phone calls." "Que conquesten los telefonos."
21. "Be better at explaining to older people and have patience." "Explicar mas a la gente mayor y tener paciencia." (Aragones)
22. "More tolerance in time for arrival." "Mas tiempo de tolerancia en la llegada."
23. "Perhaps in the time spent waiting." "Quizas el tiempo de espera." (Chaudhari)
24. "For me it is fine how it is." "Para mi esta bien asi."
25. "I have nothing to recommend I am very satisfied." "No tengo nada que recomendar me siento muy satisfecha." (Friedlein)
26. "Helping with appointments." "Ayudar con citas."
27. "That the information they provide be in both English and Spanish." "Que la informacion que nos proporcionen sea en los dos idiomas espanol y ingles."
28. "To not take too long I the time spent waiting when scheduling an appointment." "Que no tardaran tanto en tiempo de espera para poder hacer una cita."
29. "The personnel and their good attitude." "El personal y su buena actitud."
30. "To not schedule too many appointments at the same time." "Que no den tantas citas a la misma hora."
31. "Having sooner appointments for new patients." "Dando citas mas cercanas a nuevos pacientes."
32. "For me it is the best." "Para mi es lo mejor."
33. "More doctors that speak Hispanic." "Mas doctores de habla Ispana." (Tran)
34. "Everything is good. I am satisfied." "Todo bien. E quedado satisfecha."
35. "Continuing with the same capable personnel." "Continuando con el mismo personal capaz." (Sadik)

36. "Adding all the counties to the care card to make it easier to pay." "Agregar a todos los condados la tarjeta de care para tener mas facilidad de pago." (Chang)
37. "Be more accessible in the appointments." "Ser un poco mas accesibles en las citas."
38. "Continue providing your services it is excellent." "Continuen su servicio es excelente." (Sadik)
39. "They do everything right." "To do lo hacen bien."
40. "Nutritionists, psychologists, etc." "Nutriologos, psicologos, etc." (Sadik)
41. "There is nothing to improve." "No hay nada que mejorar."
42. "Adding more clinics because the population is growing, and the centers are not sufficient." "Aumentando las clinicas por que la poblacion esta creciendo y los centros de salud no son suficiente."
43. "They have nothing to improve considering that they surpass the expectations." "No tienen nada a mejorar debidoo que superar las expectativas."
44. "Ensure that the appointment time is the appointment time." "Asegurar la cita el tiempo de la sita."
45. "I am comfortable." "Estoy conforme." (Aragones)
46. "Sometimes the personnel from reception are kind, not all of them but some." "A veces el personal de recepcion son poco amables, no todas solo algunas."
47. "The wait to see the doctor." "La espera para pasar con la doctora."

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

**English**

- YES: 75
- NO: 1

**Spanish**

- YES: 155
- NO: 2

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

**English**

- Aragones: 4
- Chang: 10
- Chaudhari: 7
- Corral: 4
- Friedlein: 20

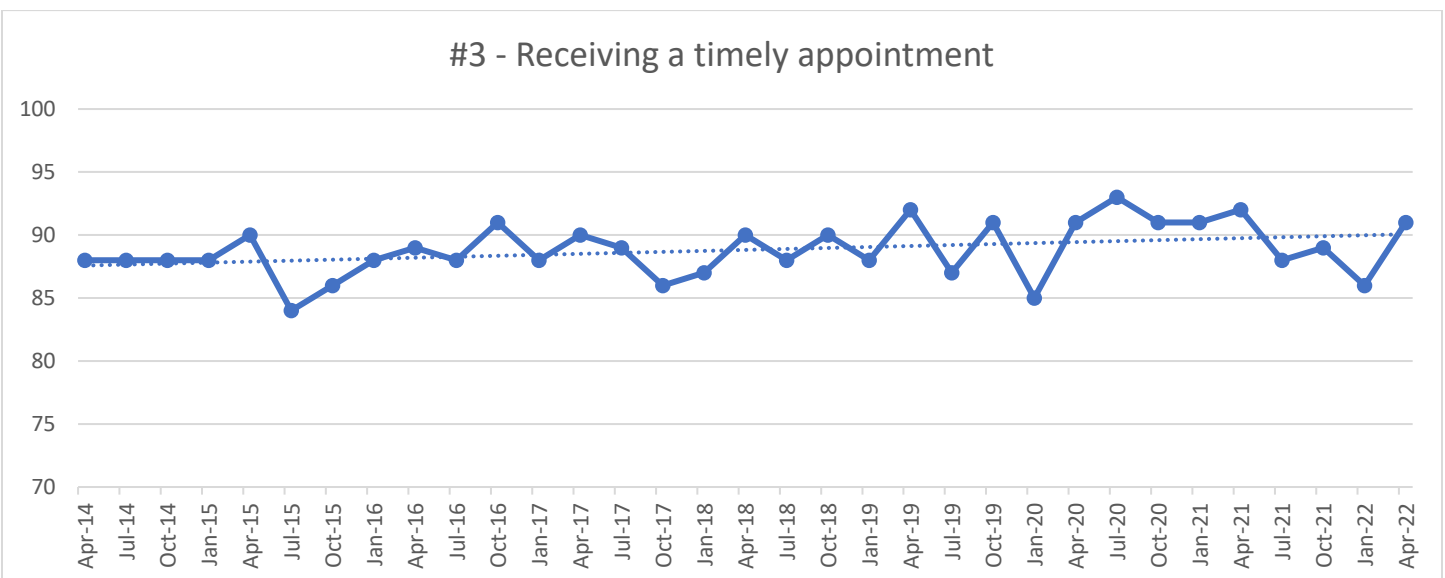
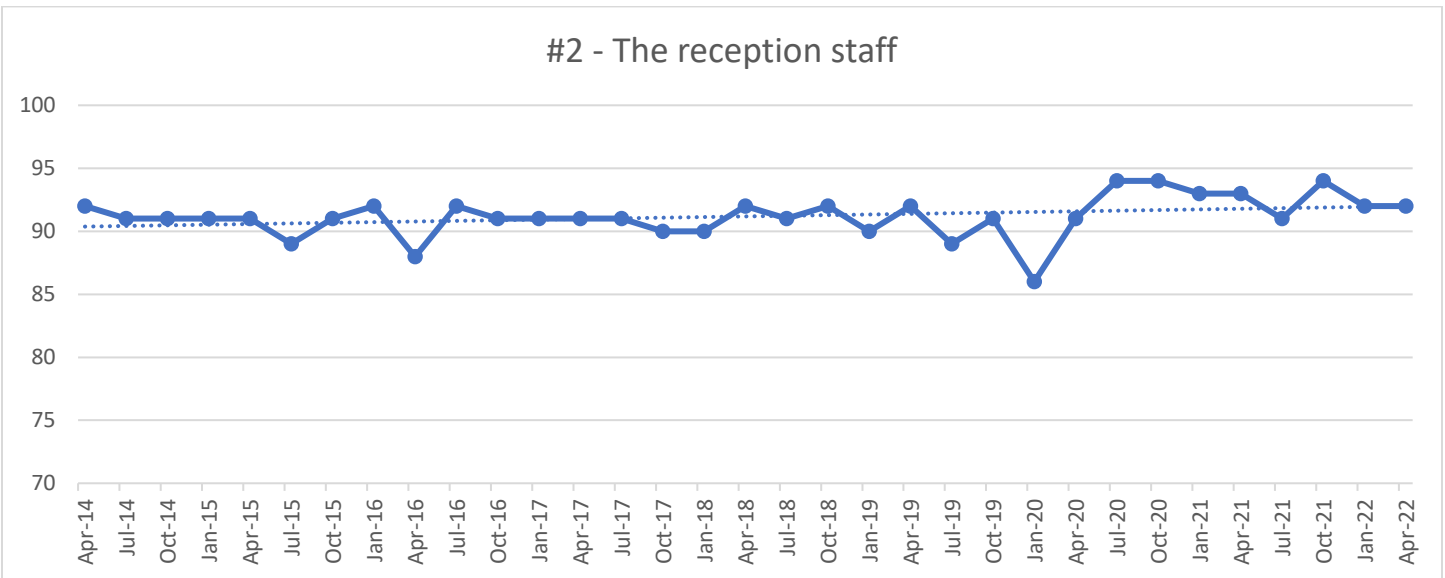
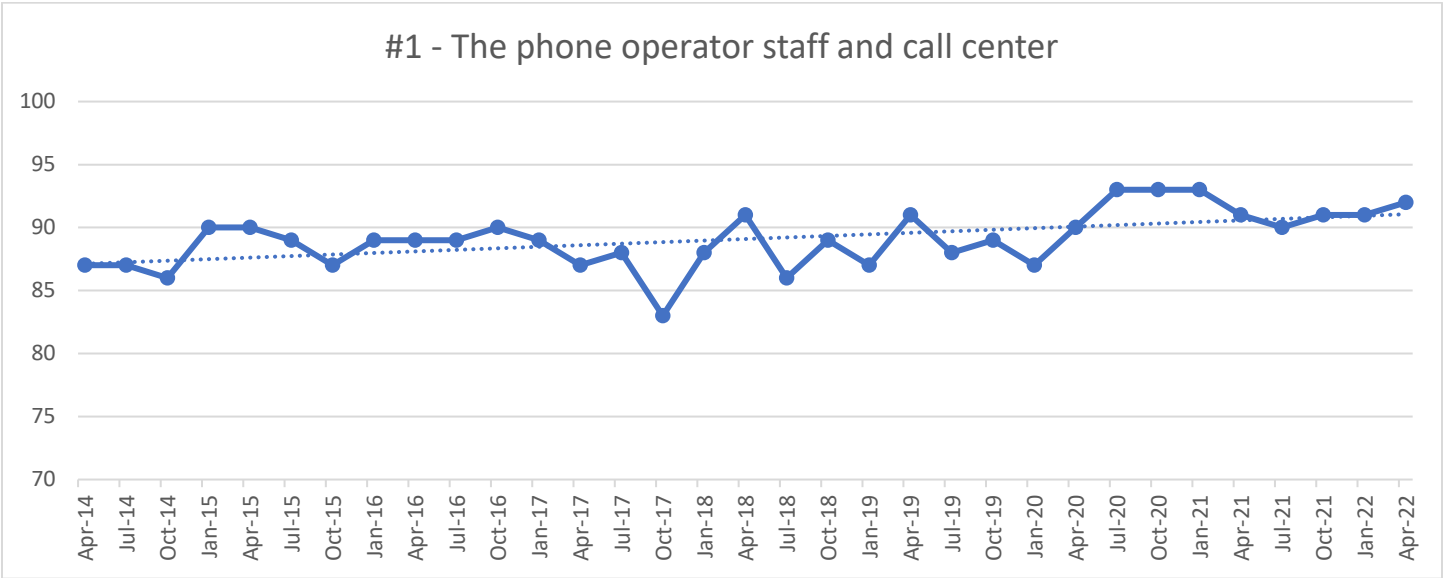
**Spanish**

- Alcordo: 2
- Aragones: 22
- Chang: 12
- Chaudhari: 13
- Corral: 6

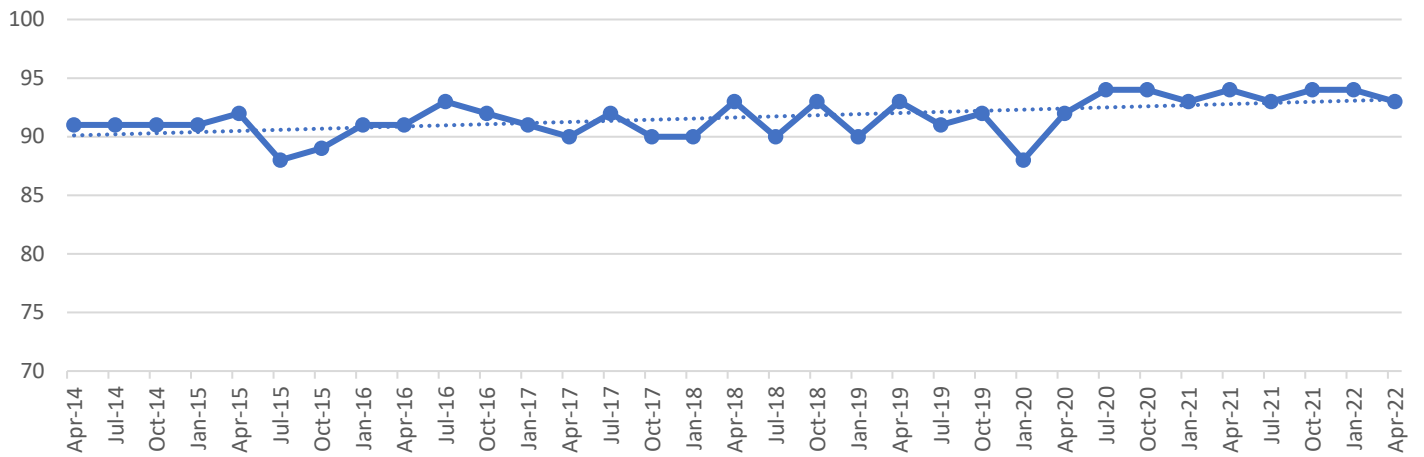
- Nettleton: 7
- Perez-Hernandez: 2
- Sadik: 9
- Tran: 5

- Friedlein: 17
- Nettleton: 9
- Perez-Hernandez: 14
- Sadik: 22
- Tran: 25

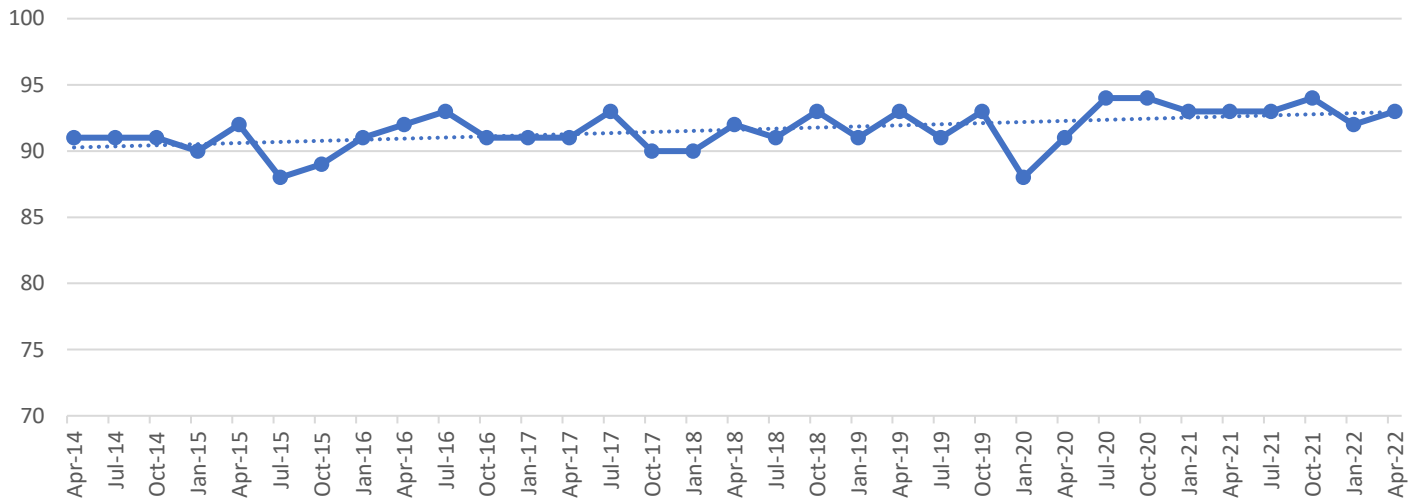
# Individual Question Results with Trendlines



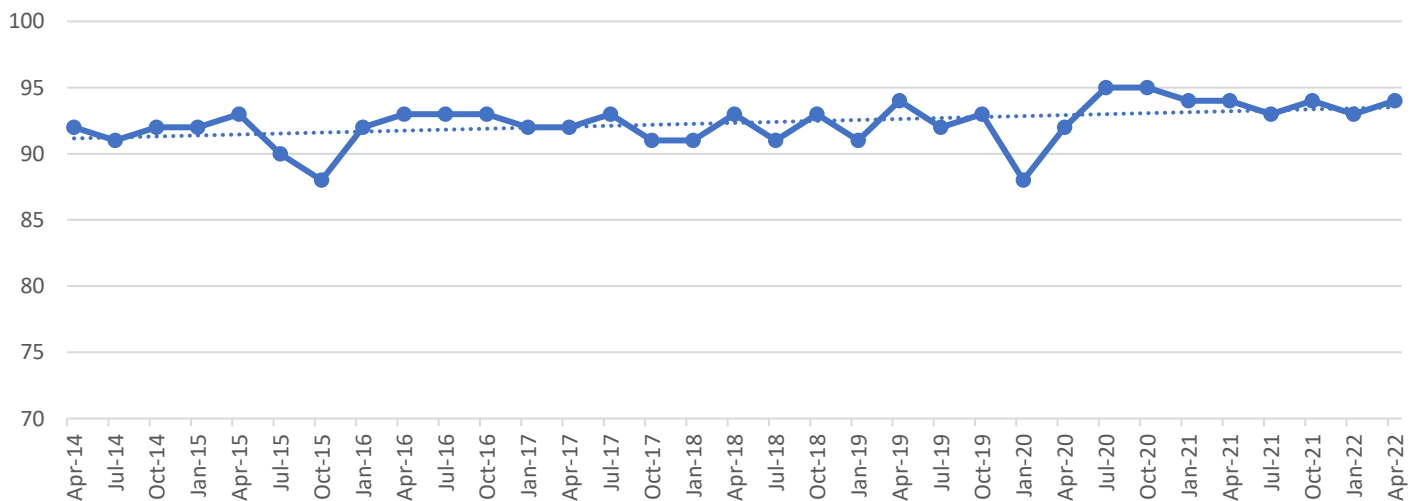
#### #4 - Education and explanation of plan provided in a way that I can understand



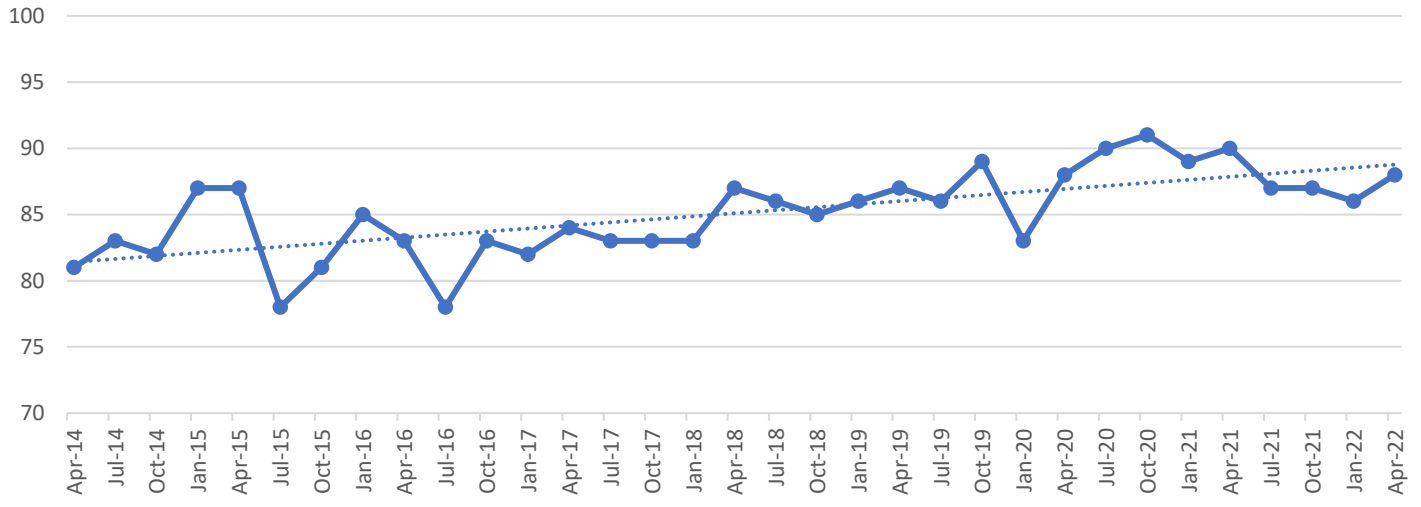
#### #5 - The follow-up and coordination of my care



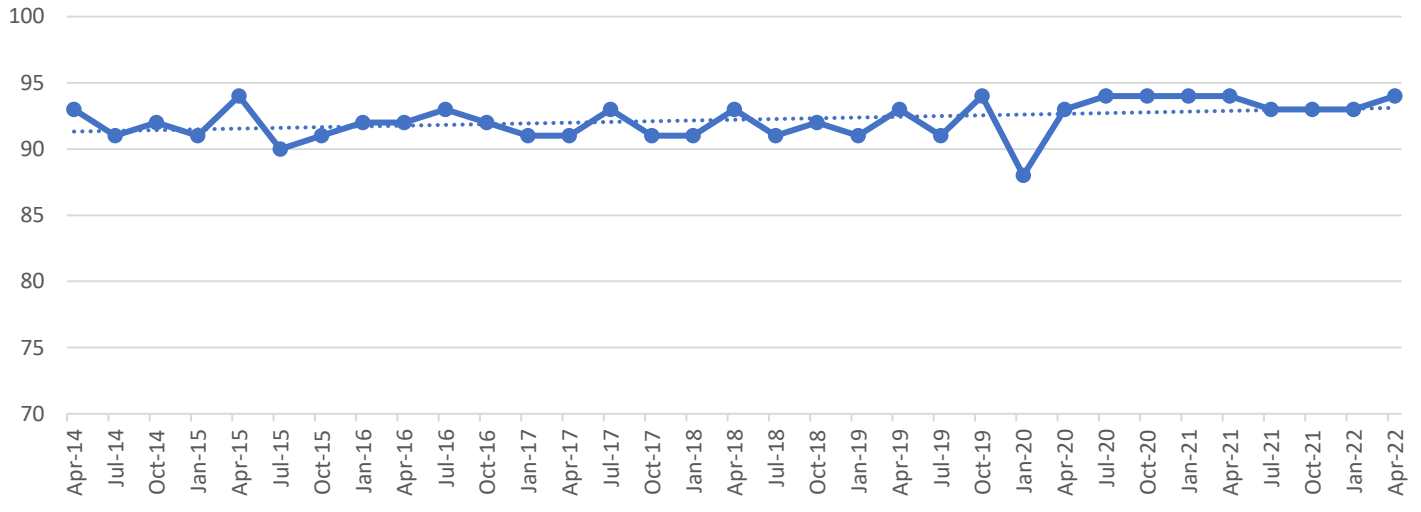
#### #6 - The staff addressing my medical needs today



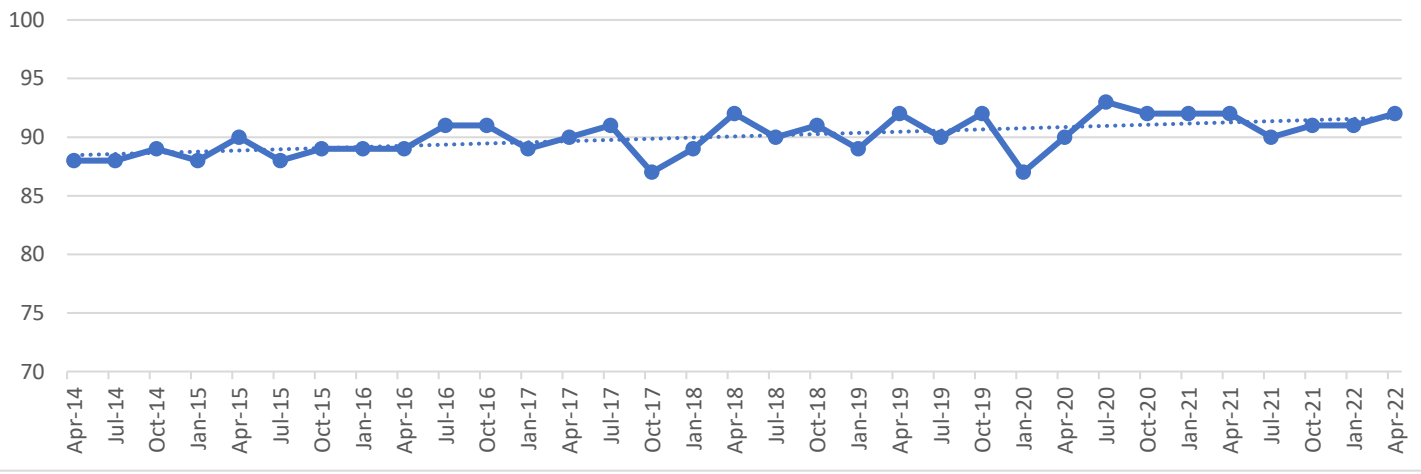
#7 - The time spent waiting



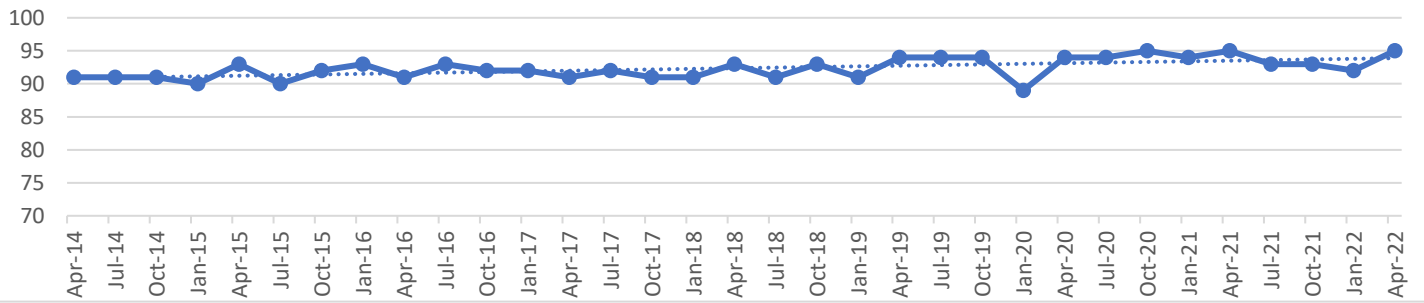
#8 - The respectfulness of staff



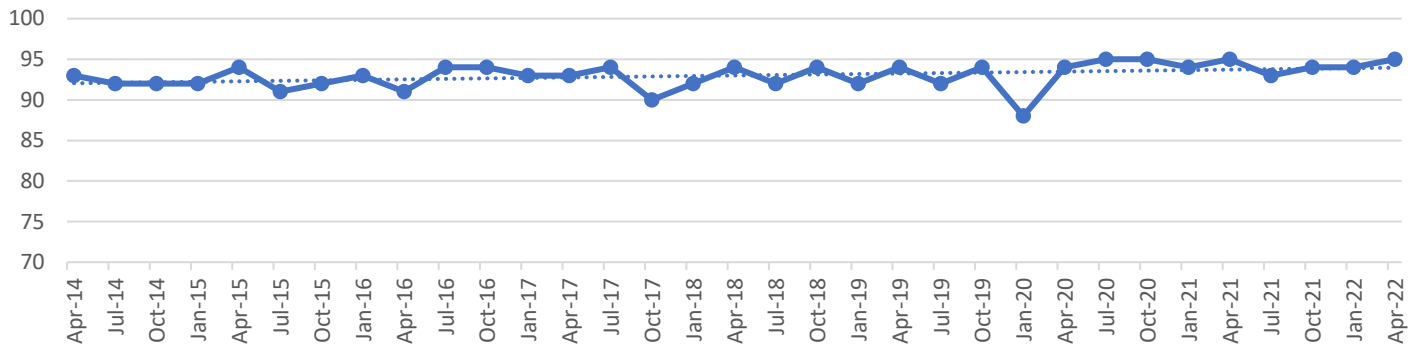
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



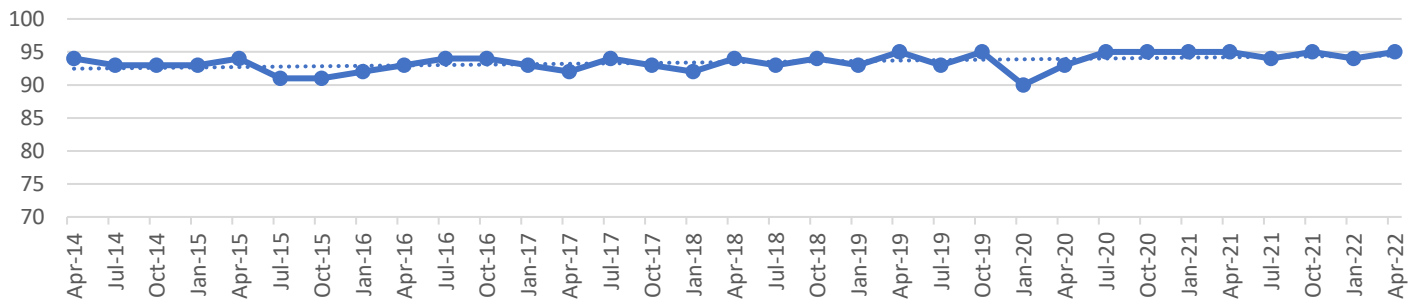
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

