

Patient Satisfaction Survey
1515 E Lake St Suite 202, Hanover Park
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 93% to 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

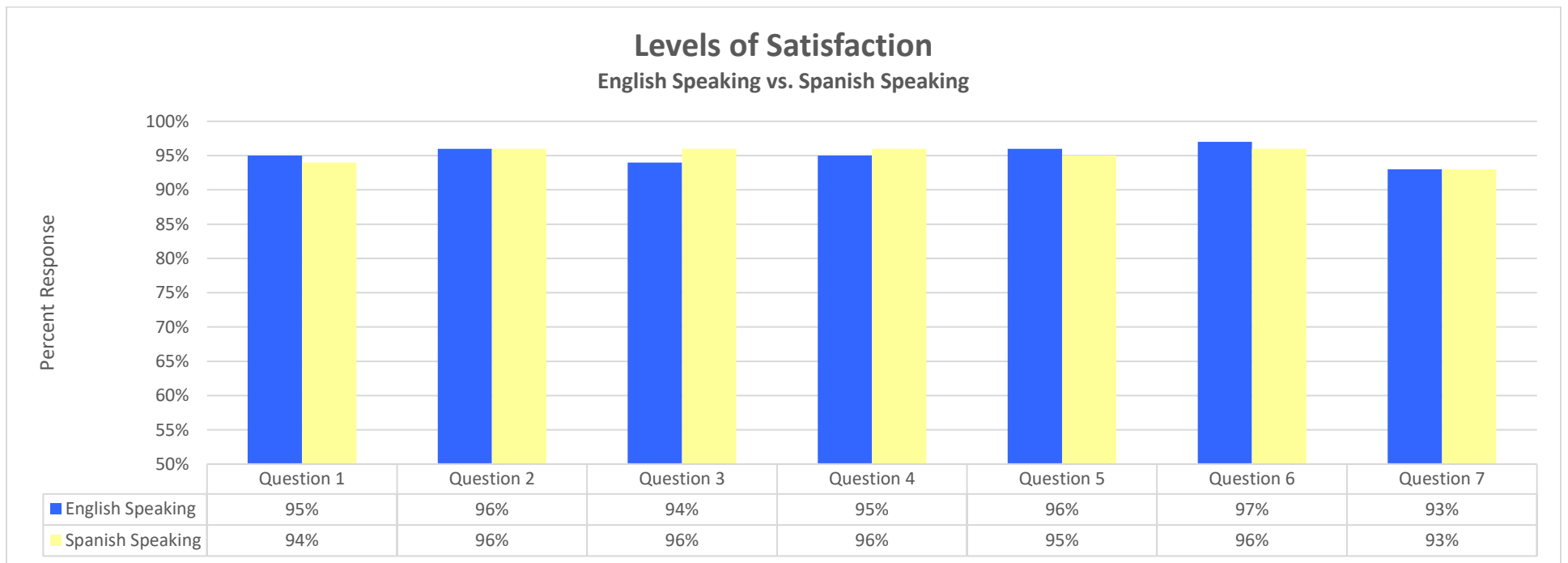
1515 E Lake St Suite 202, Hanover Park – Survey Questions	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021
1. The phone operator staff and call center	94%	94%	94%	95%
2. The reception staff	96%	98%	95%	95%
3. Receiving a timely appointment	95%	97%	96%	93%
4. Education and explanation of plan provided in a way that I can understand	96%	98%	96%	95%
5. The follow up and coordination of my care	96%	98%	96%	96%
6. The staff addressing my medical needs today	97%	98%	97%	95%
7. The time spent waiting	93%	96%	96%	94%
8. The respectfulness of staff	96%	98%	97%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	96%	96%	94%
10. The handling of my personal medical information in a private and confidential	96%	97%	96%	95%
11. Your medical assistant	96%	97%	96%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	97%	95%	96%
13. Overall, how satisfied are you with the Health Center?	97%	97%	96%	96%

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%

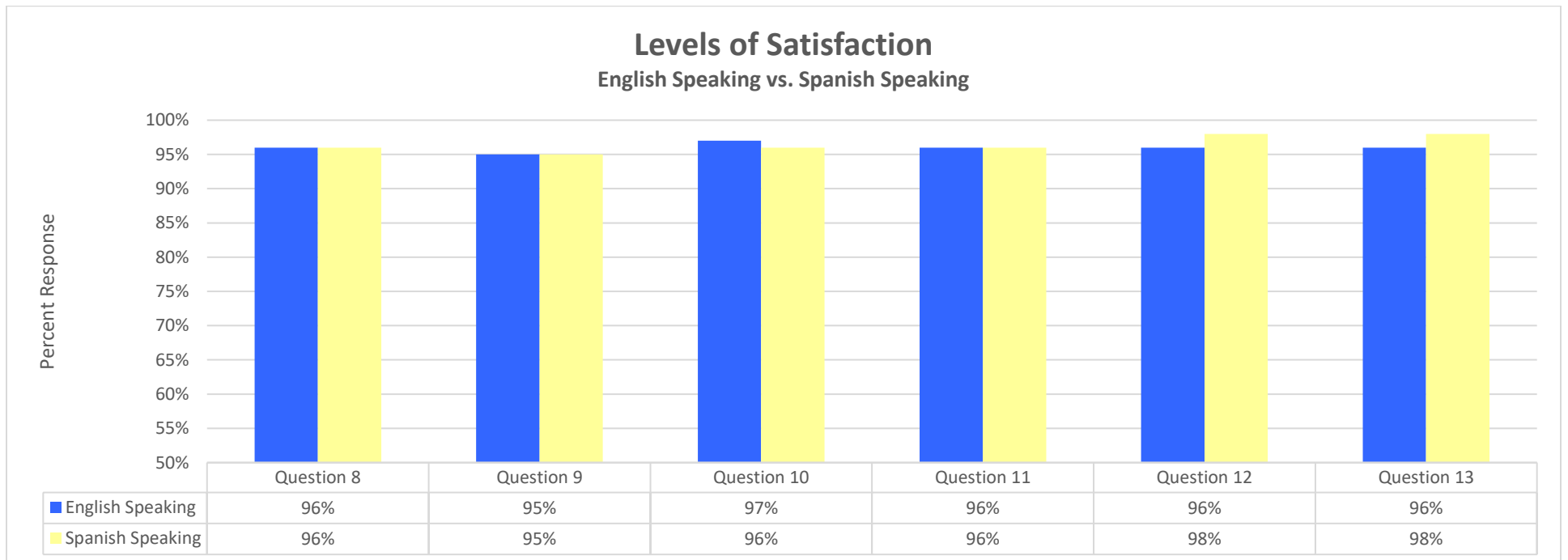
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	21 78%	23 70%	5 19%	10 30%	1 4%	0	0	0	0	0	0
2. The reception staff	21 78%	26 79%	6 22%	7 21%	0	0	0	0	0	0	0
3. Receiving a timely appointment	21 78%	26 79%	4 15%	7 21%	2 7%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	21 78%	27 82%	5 19%	6 18%	1 4%	0	0	0	0	0	0
5. The follow-up and coordination of my care	22 82%	25 76%	5 19%	8 24%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	23 85%	26 81%	4 15%	6 19%	0	0	0	0	0	0	0
7. The time spent waiting	19 70%	23 70%	7 26%	9 27%	1 4%	1 3%	0	0	0	0	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	22 82%	26 79%	5 19%	7 21%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	20 77%	23 74%	6 23%	8 26%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	22 85%	26 79%	4 15%	7 21%	0	0	0	0	0	0
11. Your medical assistant	21 78%	26 79%	6 22%	7 21%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	22 82%	29 88%	5 19%	4 12%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	21 78%	30 91%	6 22%	3 9%	0	0	0	0	0	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: 3

N/A: 2

YES: 1

Comments:

1. "Excellent."

Spanish

NO: 4

N/A: 0

YES: 1

Comments:

1. "The person that helped me over the phone for my appointment was very attentive." "La persona que me atendio por telefono para mi cita fue muy atenta." (Jorgensen)
2. "It is the best." "Es lo mejor." (Jorgensen)

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

English

1. "The friendly staff." (Ceisel)
2. "Everyone here is very kind and helpful, and Dr. Jorgensen is a wonderful Dr. she listens, she communicates, and she is extremely helpful. I am very happy with the care I receive here." (Jorgensen)
3. "Dr. Laura always asks how I'm doing with medication."
4. "The transol at." (Jorgensen)
5. "Sameday appointments."
6. "Appointment availability." (Ceisel)

Spanish

1. "Service." "Servicio."
2. "They are very flexible when it is necessary." "Son muy flexible cuando es nesesario." (Jorgensen)
3. "Excellent nurses the receptionists are very kind the drs." "Excelentes enfermeras la recepcionista muy amable los drs." (Jorgensen)
4. "That we don't need to have insurance for them to provide you for care." "Que no necesitas tener aseguranza pa que te atiendan."
5. "The people are very attentive." "Las personas son muy atentas." (Jorgensen)

Question 16: How can we improve Greater Family Health?

English

1. "Sooner appts."
2. "N/A." (2)
3. "Nothing."
4. "By be happy." (Jorgensen)
5. "Shorter waiting time in room when waiting for doctor." (Ceisel)

Spanish

1. "They don't need to improve." "No necesitan mejorar."
2. "Everything is great, thank you." "Esta bien todo gracias."
3. "Continue how it is now." "Seguir como hasta ahora." (Jorgensen)
4. "Find appointments sooner." "Encontrar citas mas pronto."
5. "To always have a smile on." "Que siempre esten con una sonrisa." (Jorgensen)

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

English

- YES: 9
- NO: 0

Spanish

- YES: 9
- NO: 0

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

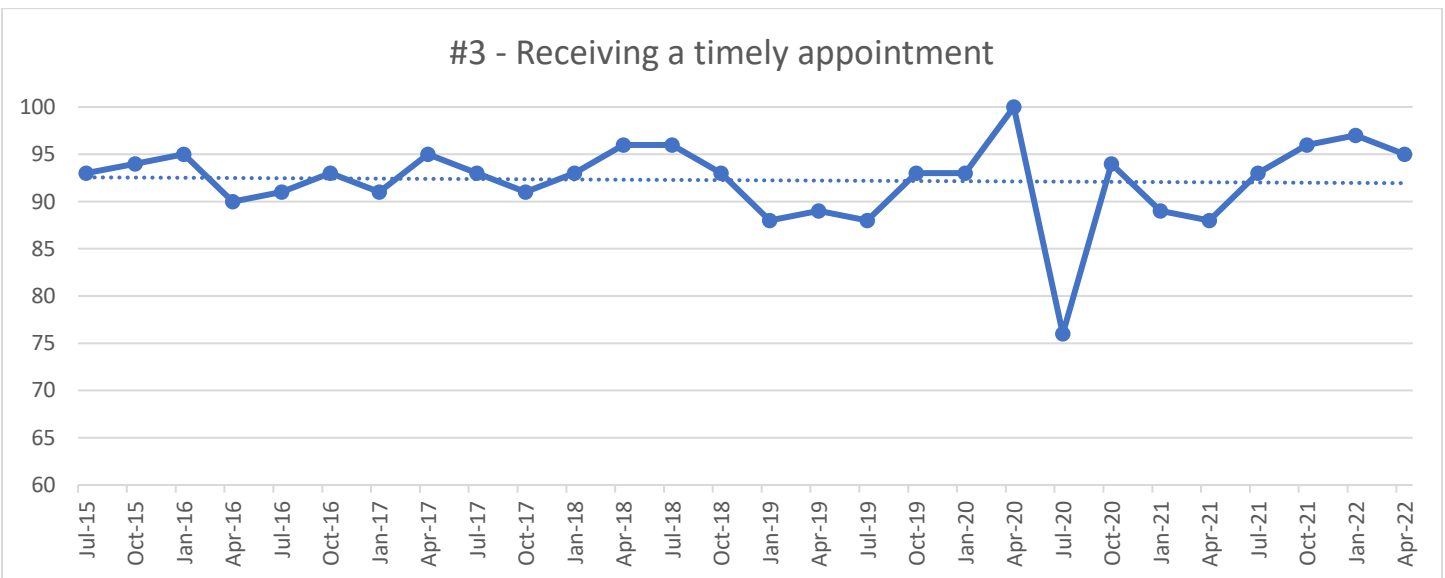
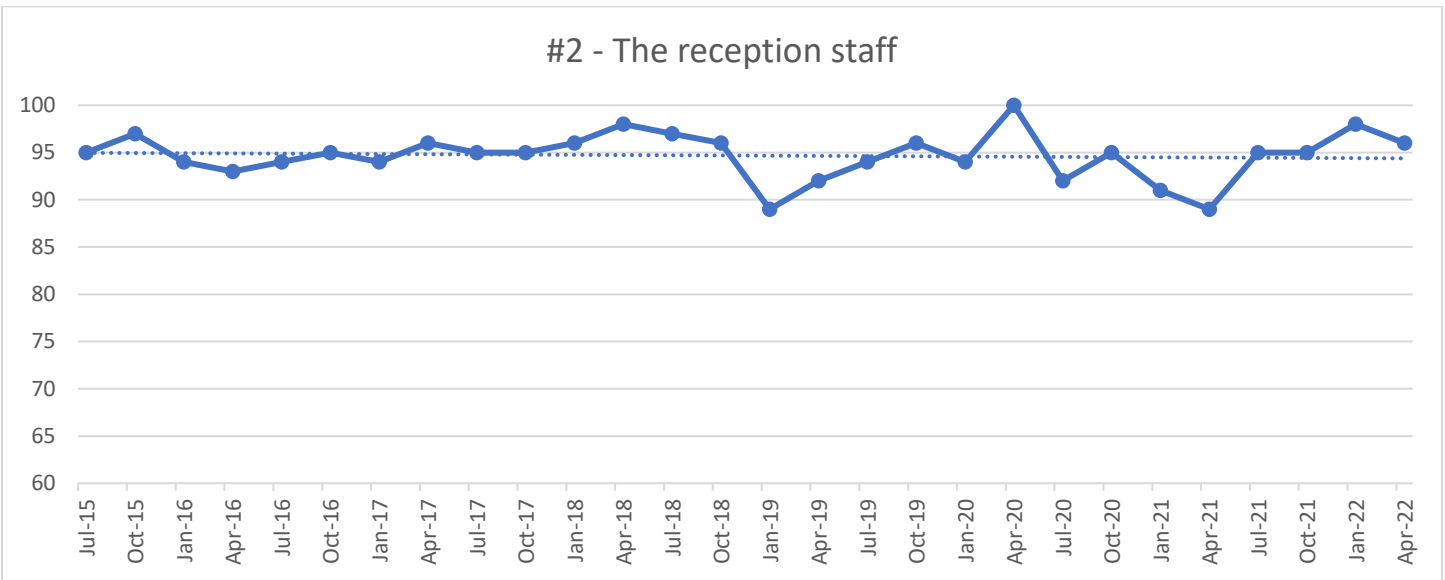
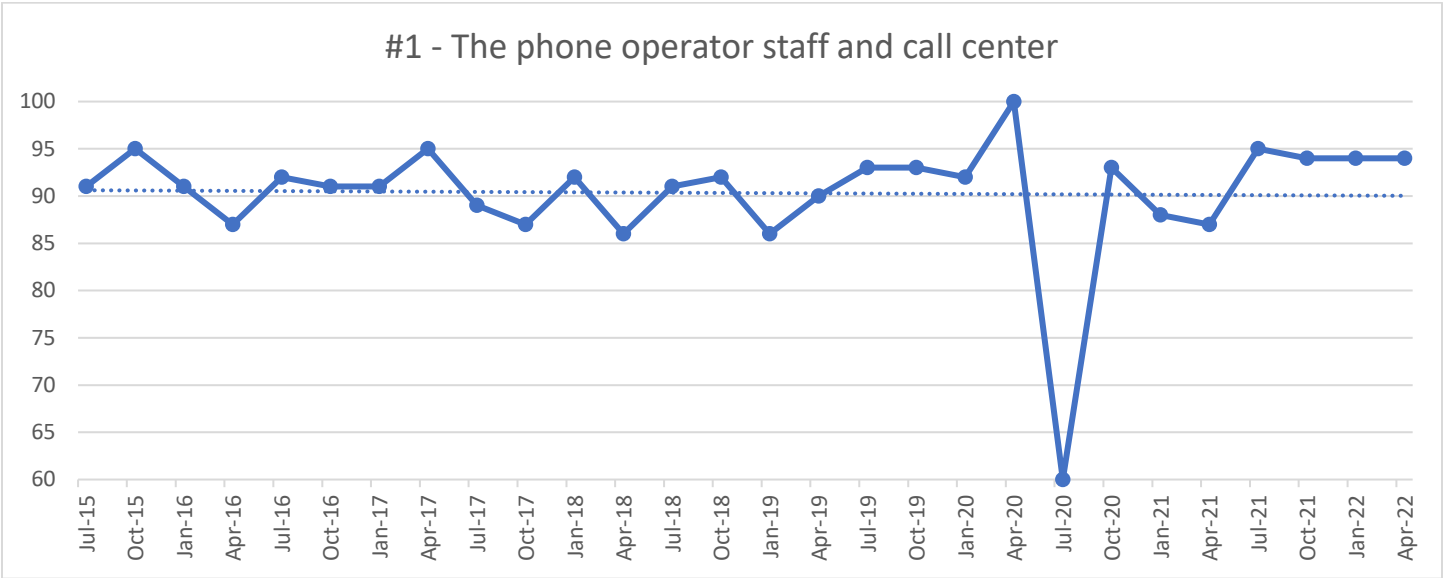
English

- Ceisel: 2
- Jorgensen: 6

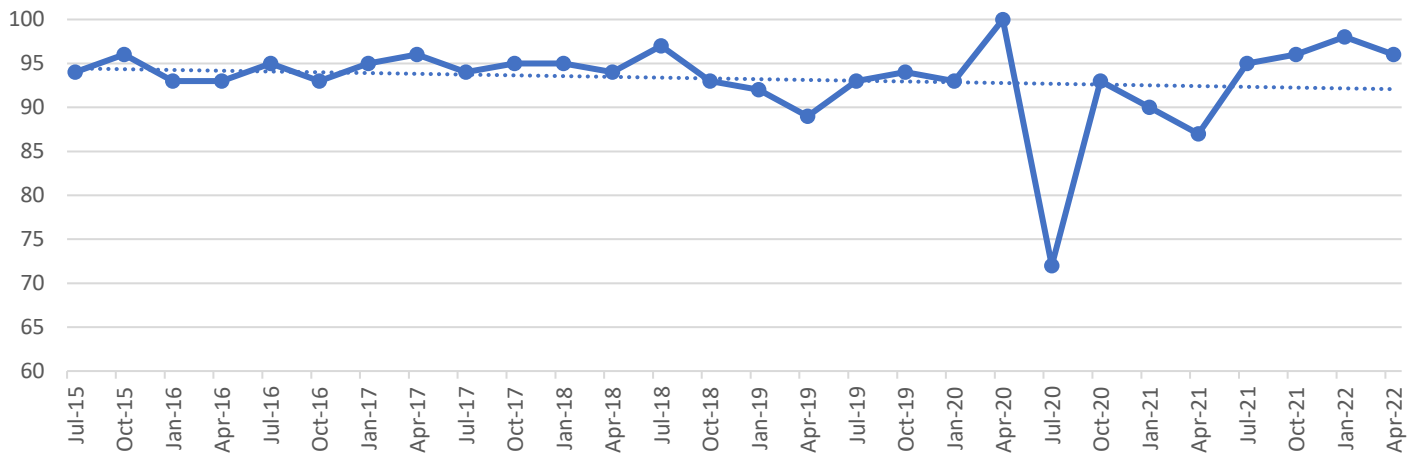
Spanish

- Jorgensen: 7

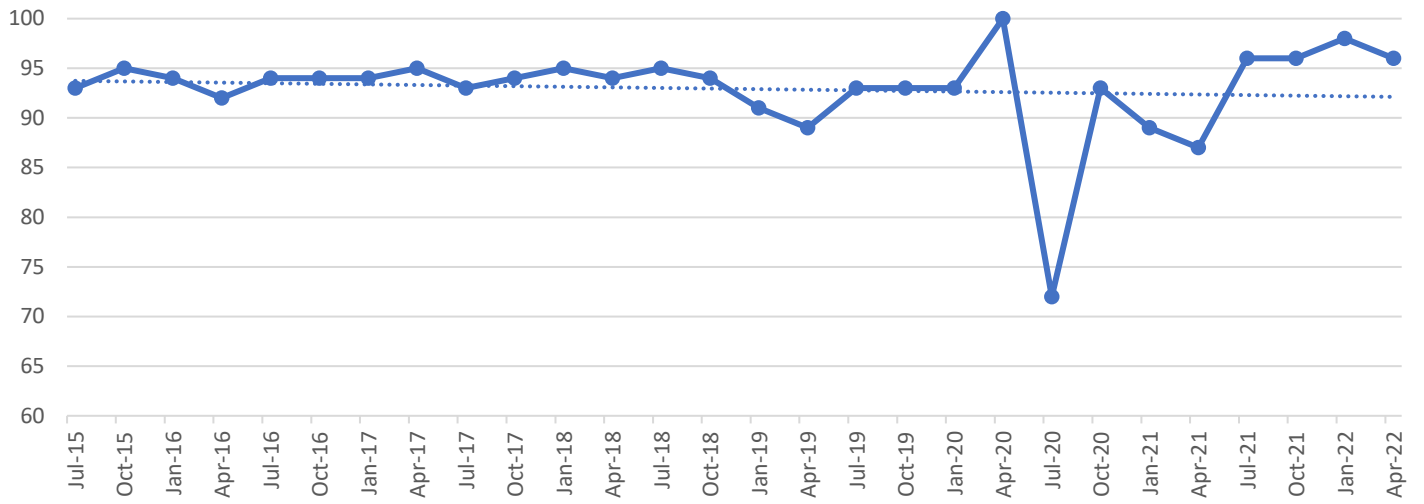
Individual Question Results with Trendlines



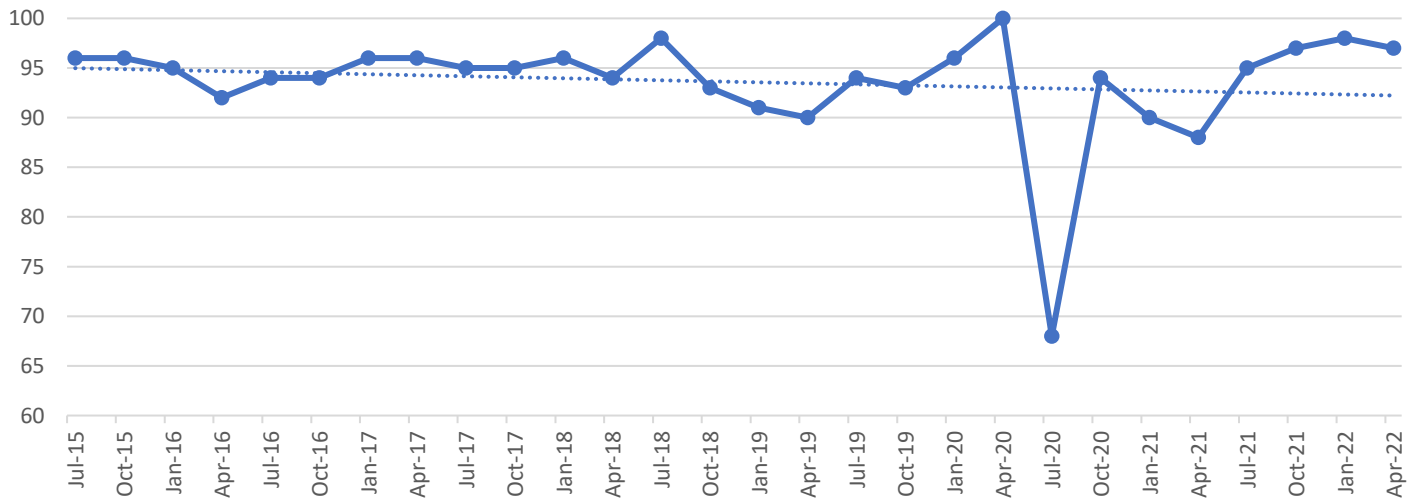
#4 - Education and explanation of plan provided in a way that I can understand

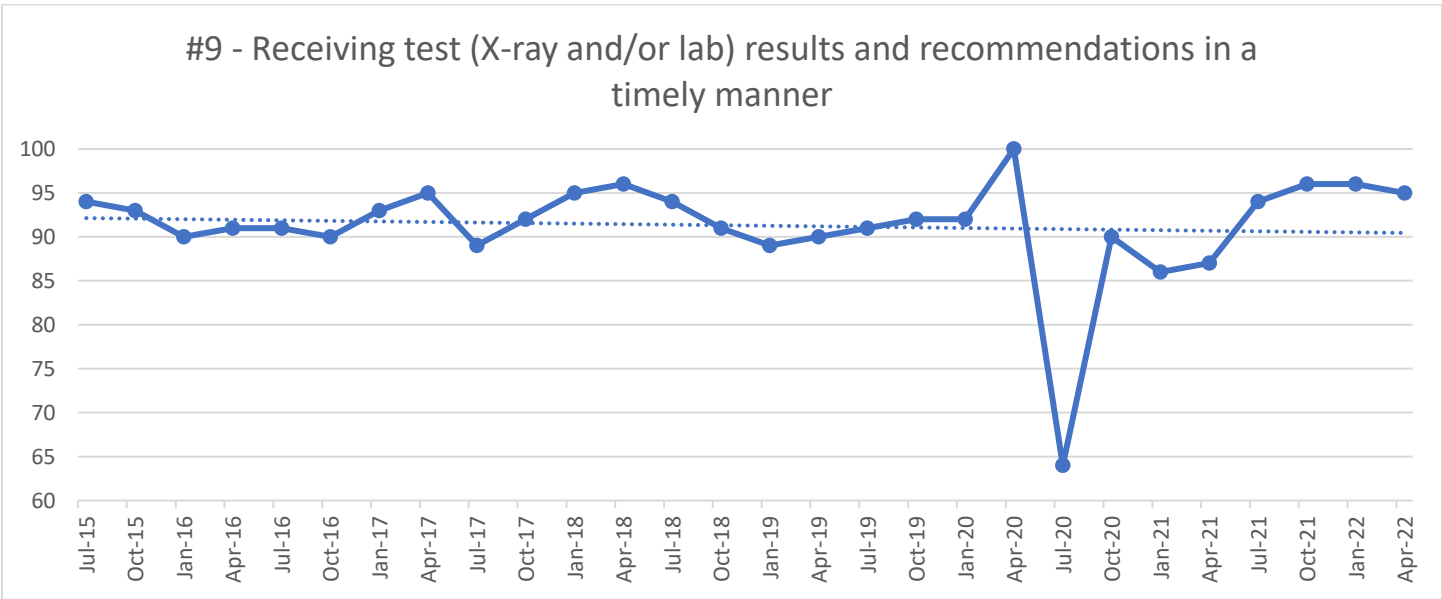
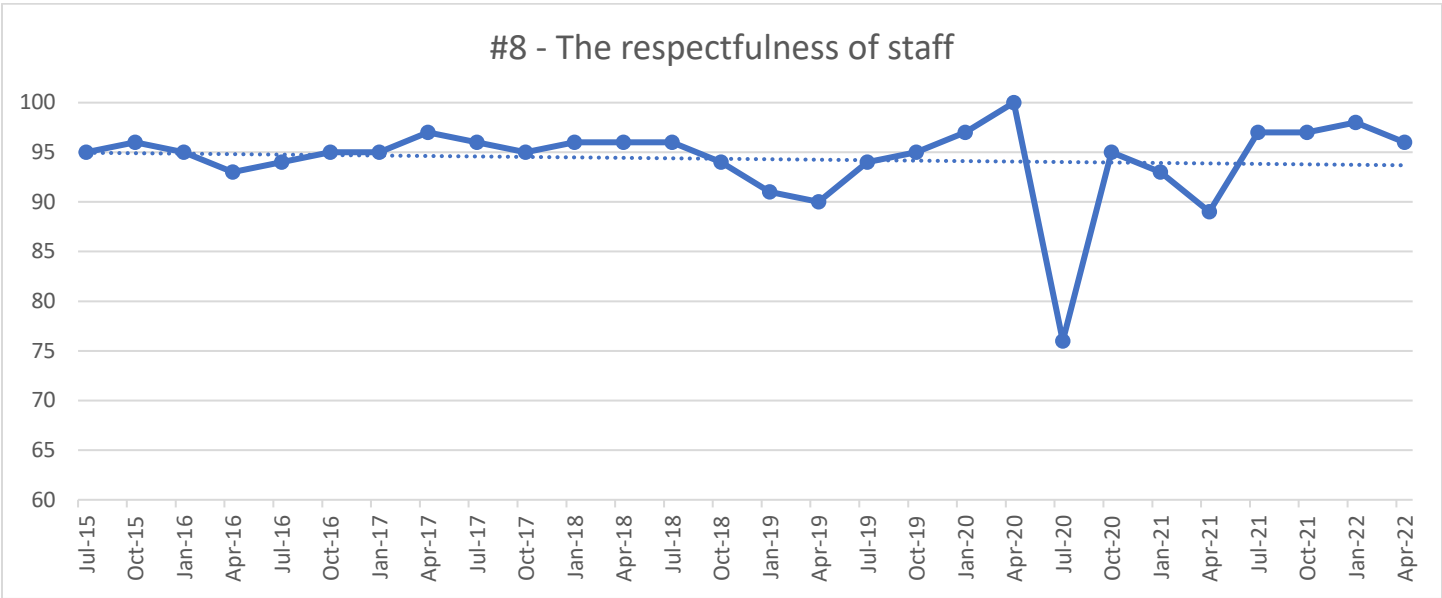
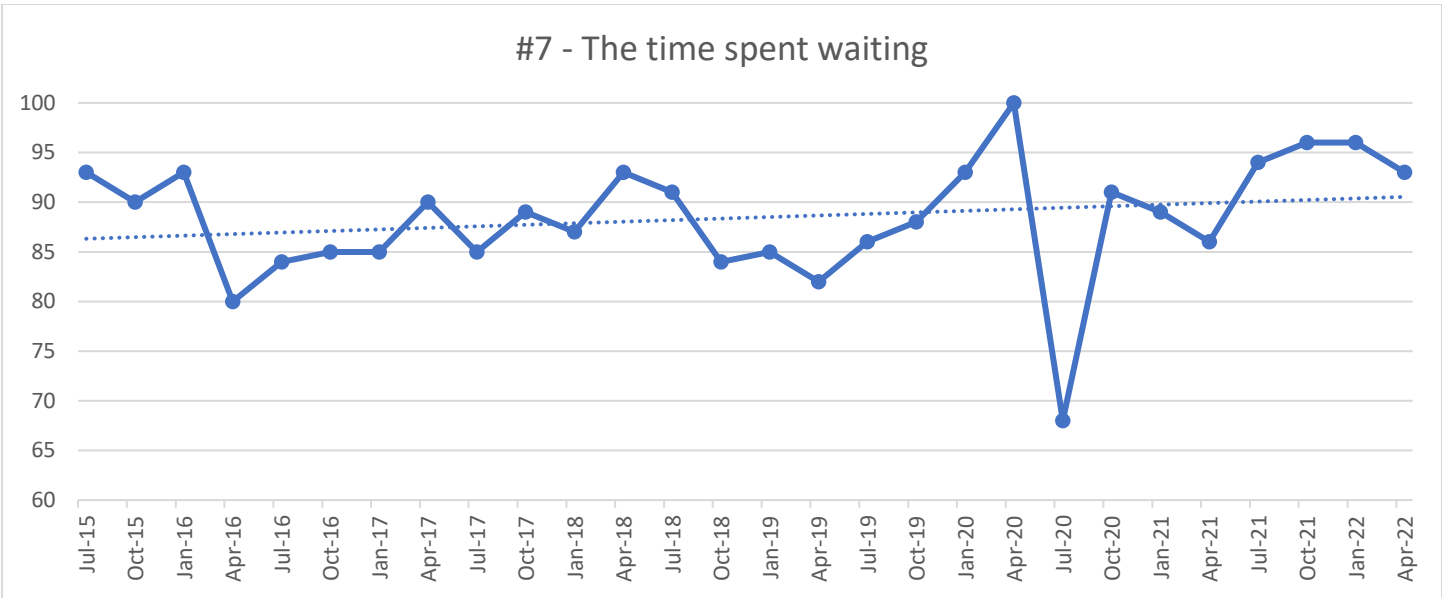


#5 - The follow-up and coordination of my care

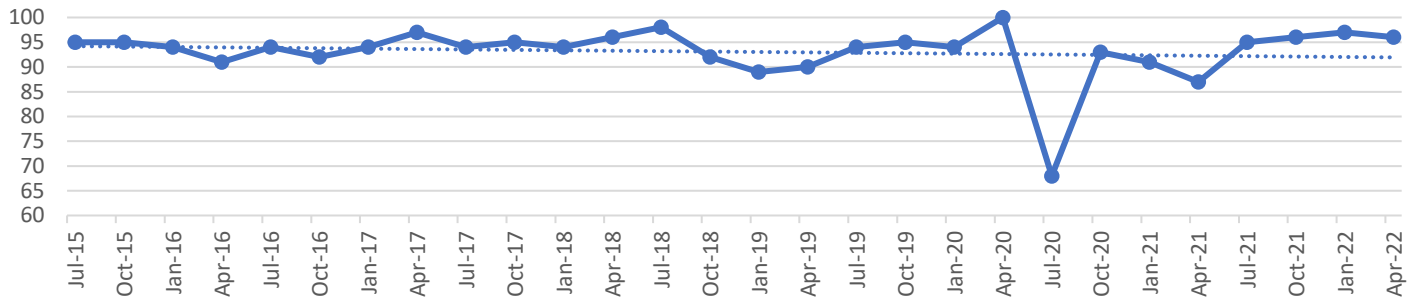


#6 - The staff addressing my medical needs today

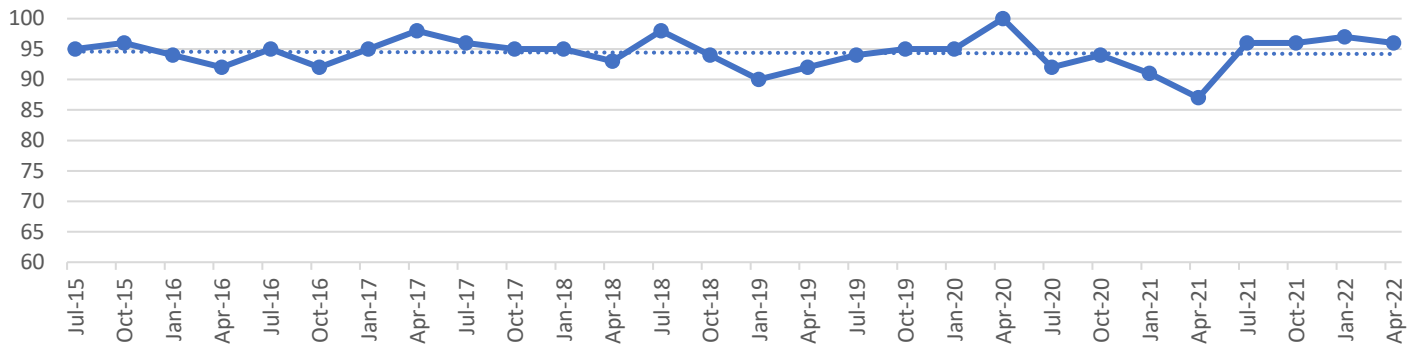




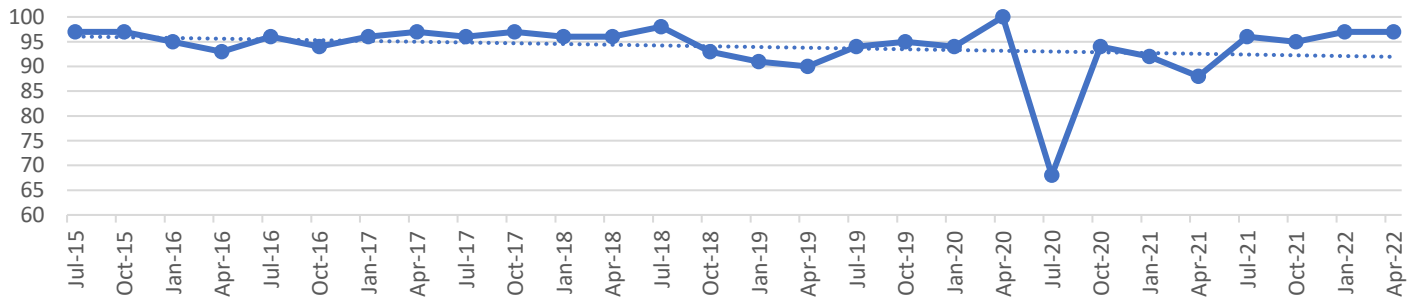
#10 - The handling of my personal medical information in a private and confidential manner



#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?

