

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 90% 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.

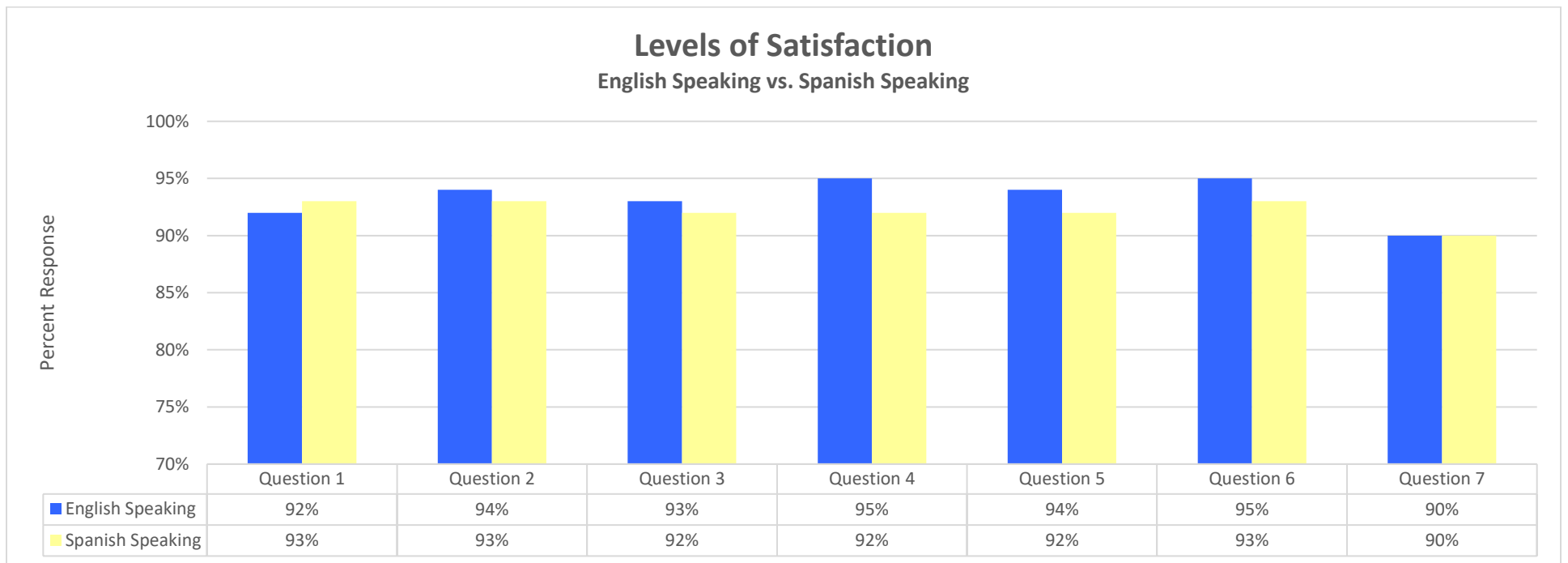
165 E Plank Rd, Sycamore – Survey Questions	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021
1. The phone operator staff and call center	92%	92%	92%	91%
2. The reception staff	94%	94%	95%	94%
3. Receiving a timely appointment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

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%

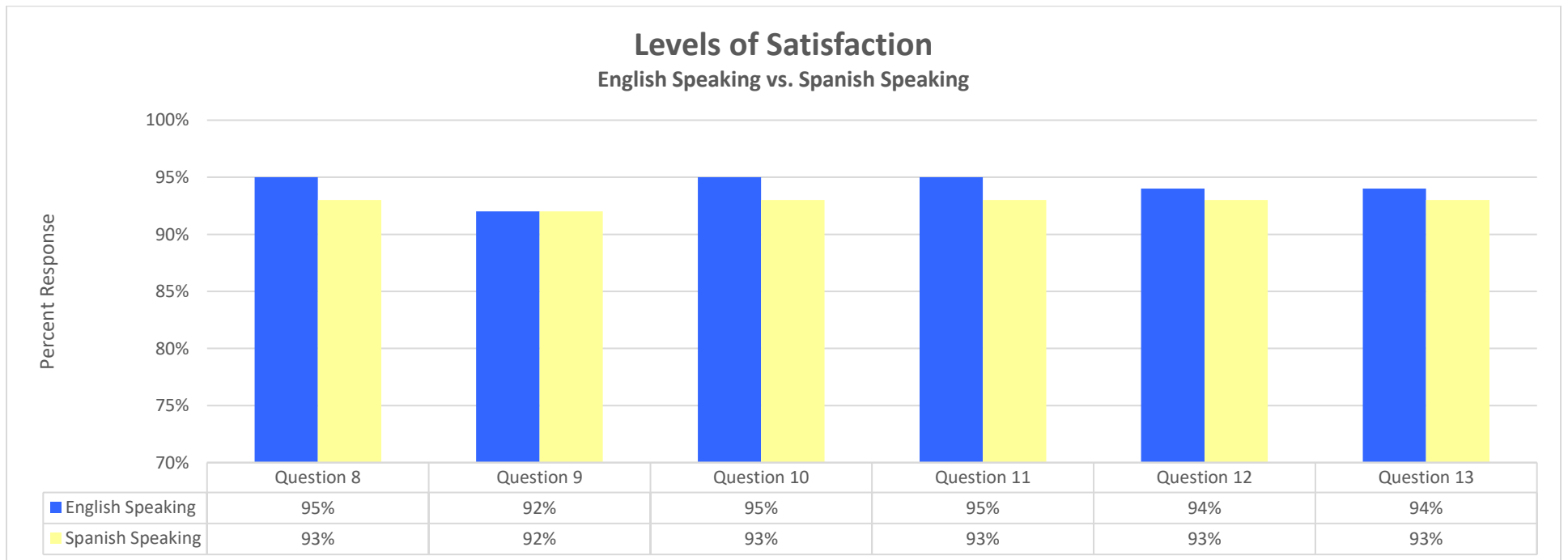
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	125 70%	71 75%	39 22%	18 19%	12 7%	4 4%	1 1%	0	1 1%	2 2%
2. The reception staff	141 78%	71 75%	30 17%	19 20%	5 3%	4 4%	3 2%	0	1 1%	2 2%
3. Receiving a timely appointment	133 74%	70 74%	38 21%	18 19%	4 2%	5 5%	3 2%	0	1 1%	2 2%
4. Education and explanation of plan provided in a way that I can understand	138 77%	66 69%	35 20%	24 25%	6 3%	4 4%	0	0	0	2 2%
5. The follow-up and coordination of my care	134 75%	67 71%	33 18%	23 24%	11 6%	3 3%	1 1%	0	0	2 2%
6. The staff addressing my medical needs today	138 77%	71 74%	35 20%	19 20%	5 3%	4 4%	1 1%	0	0	2 2%
7. The time spent waiting	120 67%	64 67%	39 22%	22 23%	14 8%	7 7%	5 3%	1 1%	2 1%	2 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	143 80%	71 75%	29 16%	19 20%	5 3%	3 3%	1 1%	0	0	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	119 70%	66 72%	31 18%	20 22%	18 11%	4 4%	1 1%	0	0	2 2%
10. The handling of personal medical info in a private and confidential manner	141 79%	73 76%	33 18%	18 19%	5 3%	3 3%	0	0	0	2 2%
11. Your medical assistant	141 79%	71 75%	34 19%	19 20%	3 2%	3 3%	1 1%	0	0	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	140 78%	73 76%	30 17%	17 18%	7 4%	4 4%	1 1%	0	1 1%	2 2%
13. Overall, how satisfied are you with the Health Center?	135 75%	72 75%	36 20%	18 19%	7 4%	4 4%	0	0	1 1%	2 2%



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: 7

N/A: 4

YES: 2

Comments:

1. "Very good."
2. "No return call 1st time."
3. "Received phone call back right away."
4. "Yes, they usually get back to me in every timely manner."
5. "Yes, they called back."
6. "Response in timely manner."

Spanish

NO: 19

N/A: 3

YES:

Comments:

1. "I am very happy with the people that work here inside the clinic." "Estoy muy contenta con las personas que trabajan aqui adentro de la clinica."
2. "I got a nurse and I asked her something and she answered me with an attitude." "Me contest una enfermera y con una actitud me contesto."

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

English

1. "The staff is wonderful."
2. "Location."
3. "N/A." (8)
4. "Convenience."
5. "Great doctors and staff."
6. "Same day appointments."
7. "I usually get in and out quick with great care." (Scott-Diltz)
8. "Great service, calm and detailed test results." (Scott-Diltz)
9. "Them not asking very personal information."
10. "Great care, in and out."
11. "Very respectful and there were no problems."
12. "The most helpful is the portal services and speaking to the doctors about my chief complaint."
13. "Everyone is always helpful." (Peifer)
14. "Everyone."
15. "Speedy appointments."
16. "Friendly, and always helpful staff. Easily able to schedule appointment." (Williams)
17. "Getting my prescription in order."
18. "Getting started back on my meds."
19. "How quickly they got me in today." (Williams)
20. "Getting fast appts." (Williams)
21. "Very fast staff is friendly." (Sofowora)
22. "Convenience." (Sofowora)
23. "Staff."
24. "Getting same day appointment." (Peifer)

Spanish

1. "Everything." "Todo." (2)
2. "All the service is good." "Todo el servicio es bueno."
3. "In my health thank you." "En mi salud gracias."
4. "It is close to home." "Esta cerca a casa." (Peifer)
5. "The exams." "Los exams." (Williams)
6. "Care for my health." "Cuidar mi salud."
7. "That they speak Spanish." "Que hablan espanol."
8. "The distance from my house to the location and the service is good." "La distancia de mi casa hacia la localidad y el servicio es muy bueno." (Scott-Diltz)
9. "My language, in my language." "El idioma en mi idioma."
10. "When I cancel an appointment, it is easy to make another one." "Cuando cancelo una cita es facil hacer otra."
11. "The good attention and accessible costs." "La buena atencion y costos accesibles."
12. "It is close to home." "Esta cerca a casa."
13. "It is good." "Esta bien."
14. "IT is close to home and the discount they give me." "Esta cerca a casa y el descuento que me dan."
15. "Follow good advice for my diabetes." "A seguir buenos consejos para la diabetes."
16. "How they treat us." "Como nos atienden."

25. "Seeing me quick on a walk in."
26. "Dr. is always on time." (Scott-Diltz)
27. "Everything is great." (Williams)
28. "Appointments are given in a timely manner phone calls received as reminder for appointments very much appreciated. Written information given on consultation of what I need to do in order to become healthier." (Williams)
29. "Drs are friendly."
30. "That I understand my care." (Carlton)
31. "Information always being available." (Sofowora)
32. "Patience." (Scott-Diltz)
33. "Explaining my test results & helping with my problems."
34. "Everything." (2)
35. "Closer to where I live."
36. "More open appt. when called to same day."
37. "Communication." (Scott-Diltz)
38. "The knowledge & understanding." (Peifer)
39. "Everyone is so nice." (Sofowora)
40. "Everyone in my family can be seen at the same location."
41. "Doctor answered all my questions, was very helpful."
42. "My doctor."
43. "Patient portal is very helpful."
44. "Reception & services."
45. "The doctors." (Carlton)
46. "Same day appointments."
47. "Medicare covered." (Sofowora)
48. "Friendly staff."
49. "Late appointments and cost." (Peifer)
50. "Yes, it was, keep up the work."
51. "The doctor is very friendly and easy to talk to." (Scott-Diltz)
52. "Covered by insurance."
53. "The kindness." (Peifer)
54. "Rhonda was very informative and thorough."
17. "They treat you very good." "Te tratan muy bien."
18. "N/A."
19. "Your services." "Sus servicios."
20. "I like everything you they treat you." "Me gusta todo como te atienden."
21. "The attention." "La atencion."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (10)
2. "Less wait time."
3. "Everything is fine the way it is thank you very much."
4. "None." (1)
5. "Was a long wait but overall good experience."
6. "Easier to get appointments. Usually (not always) it is very difficult to get an appt. sooner than a month away."
7. "Everything is wonderful so far." (Sofowora)

Spanish

1. "Up until now everything is great." "Hasta ahora todo esta muy bien."
2. "Be kinder." "Ser mas amables." (Williams)
3. "It is good to me." "Esta bien para mi." (2)
4. "Don't make us wait too long." "No hacer esperar mucho tiempo."
5. "Have more specialist." "Tener mas especialistas."
6. "Everything is good." "Todo esta bien." (8)
7. "The receptionist and the operators be better they answer wanting not to work." "Las

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| <ul style="list-style-type: none"> 8. "Doing well." 9. "Not sure honestly." (Peifer) 10. "The interaction with the receptionist was much more pleasant today." 11. "Keep the good Drs." (Scott-Diltz) 12. "Make waiting time not longer." 13. "You are all good." 14. "It was a good visit no improvements needed." 15. "My only issue was when my doctor was sick, and nobody called, and I came in and was told." 16. "Nothing." (4) 17. "Be more lenient with the 15 minutes arrival." 18. "Front desk receptionist can be more friendly, not so dry and irritated. Have a pleasant tone." 19. "Have Dr. Carlton be faster." (Carlton) 20. "Everything is great." (2) 21. "It's pretty good already." 22. "Get rid of your no-show policy." 23. "Correct messages given to the doctor when we call." 24. "You are doing fine." 25. "Communication with other locations." 26. "Keep the physicians asst!" 27. "Grace period." 28. "I'm happy with overall care." 29. "Everything was good." (Peifer) 30. "Great all around." | <ul style="list-style-type: none"> repcionistas y las operadoras que mejoren, contestan con ganas de no trabajar." 8. "Continue being how you are." "Continue ciedno como son." 9. "N/A." |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 122
- NO: 2

Spanish

- YES: 45
- NO: 1

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

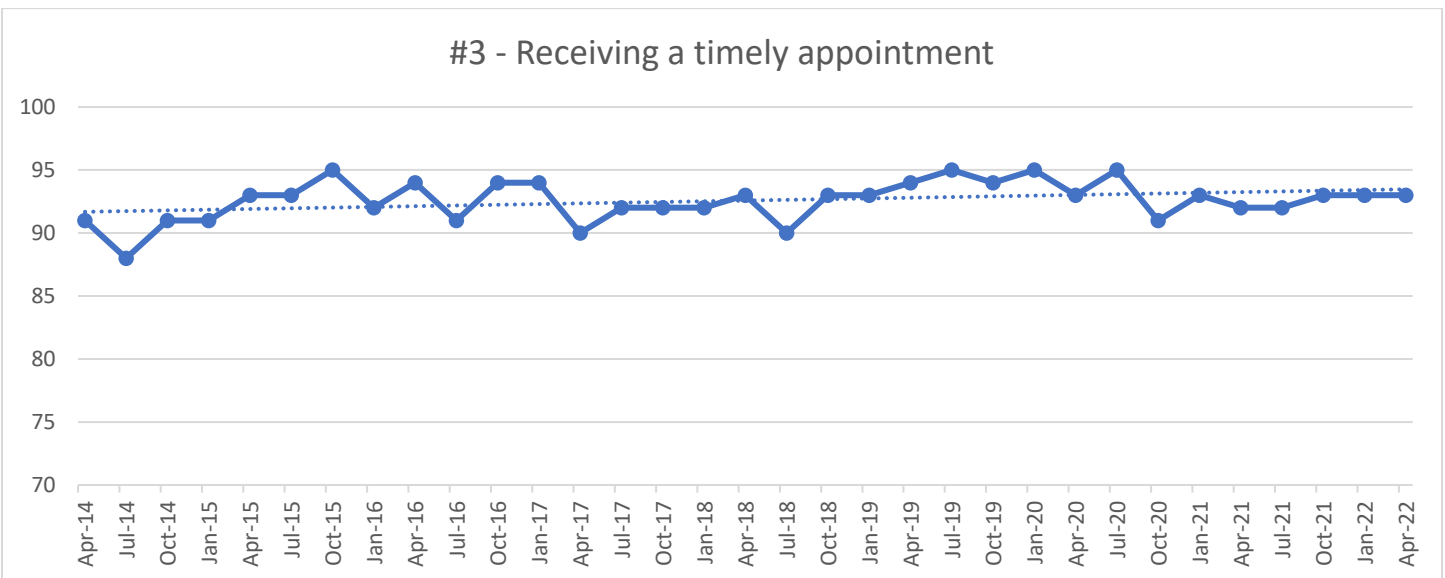
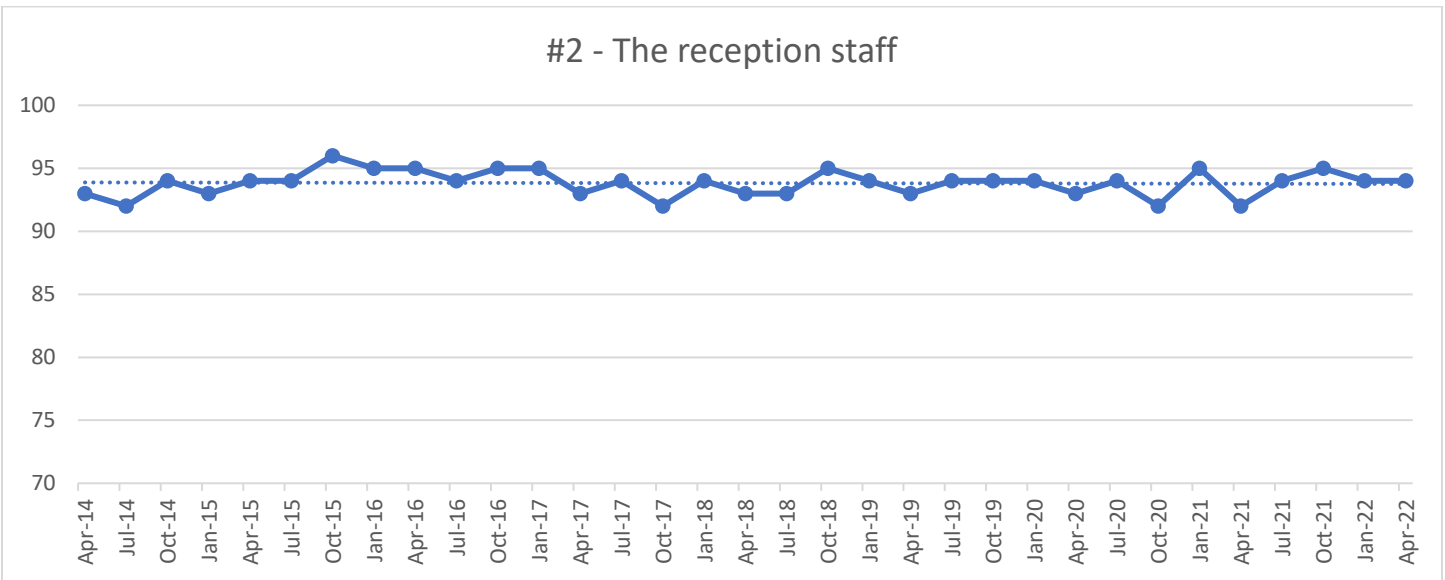
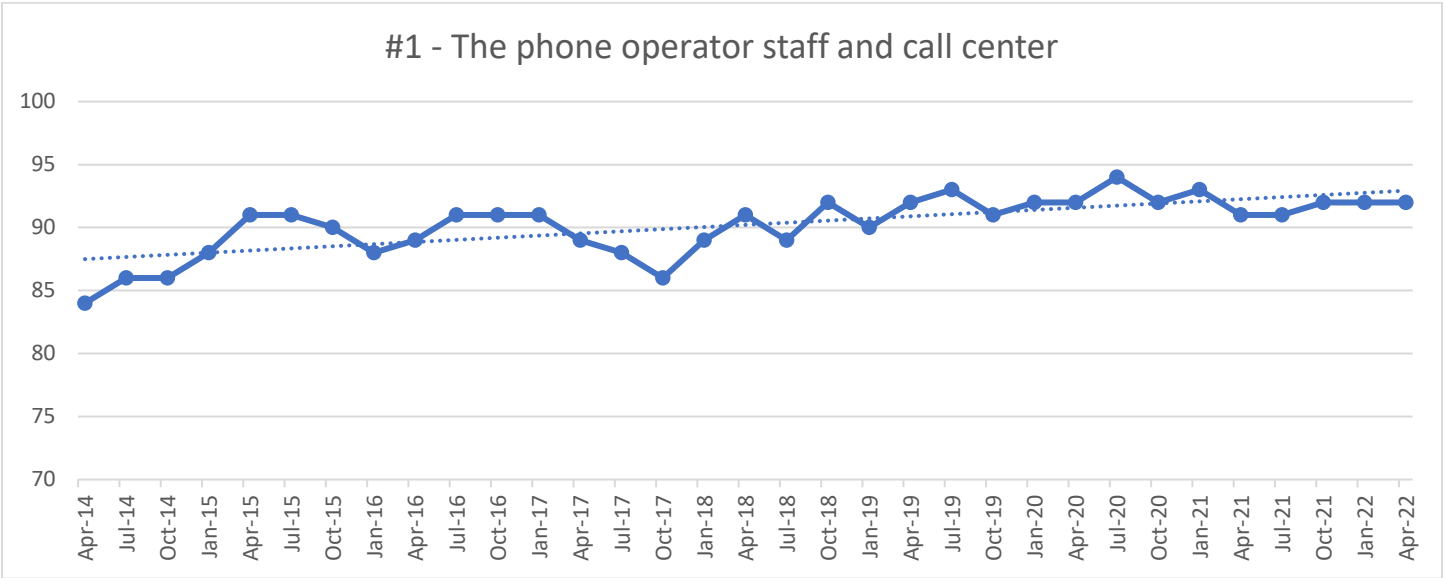
English

- Carlton: 9
- Jorgensen:
- Peifer: 17
- Scott-Diltz: 12
- Sofowora: 19
- Williams: 13

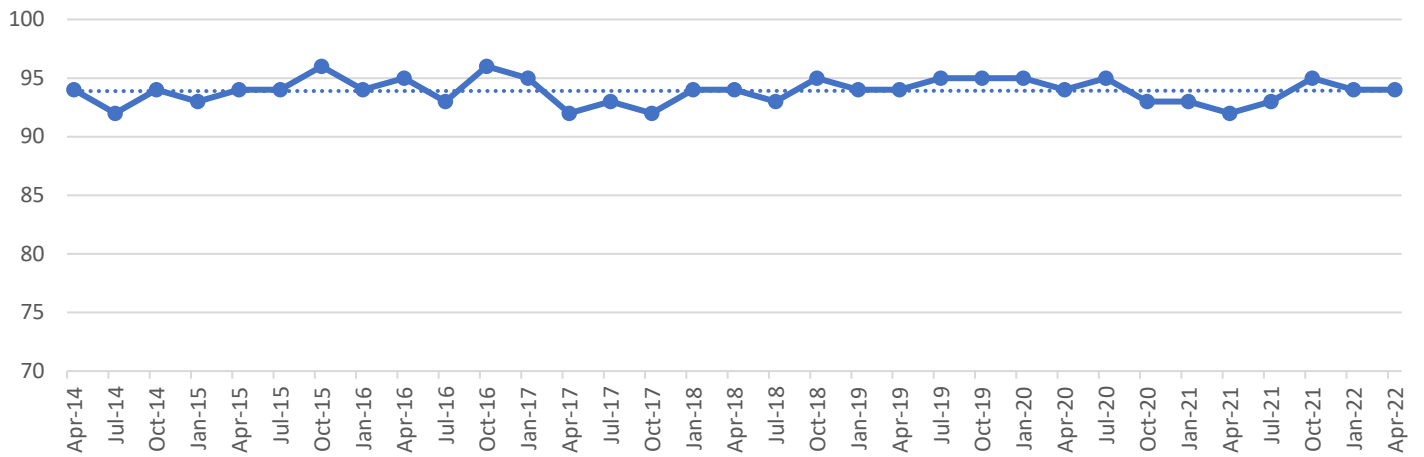
Spanish

- Carlton:
- Peifer: 3
- Scott-Diltz: 6
- Sofowora: 9
- Williams: 4

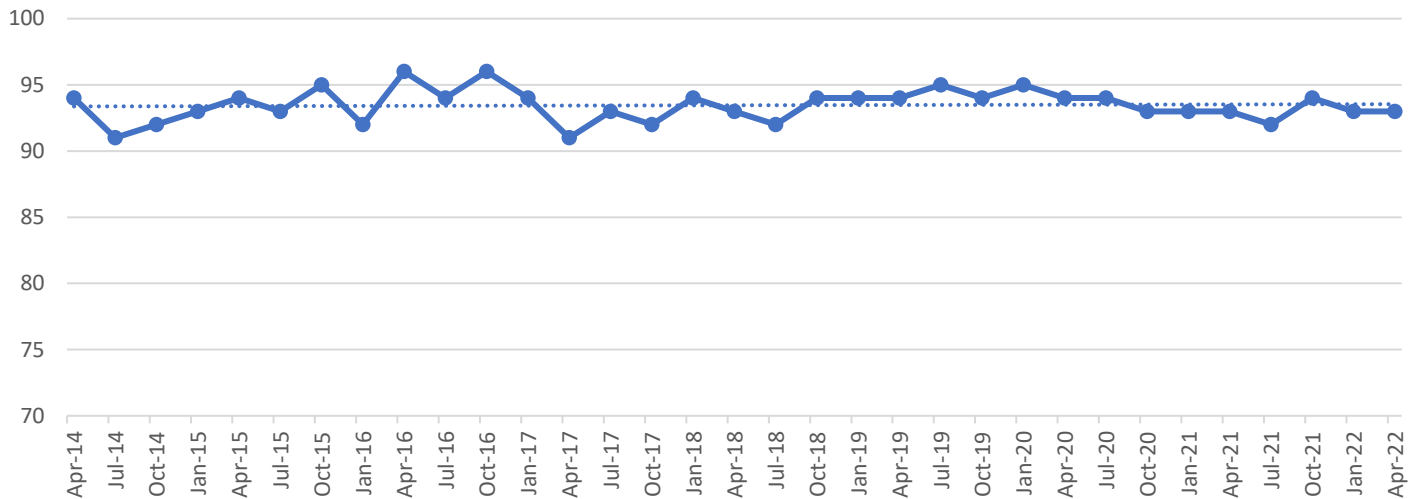
Individual Question Results with Trendlines



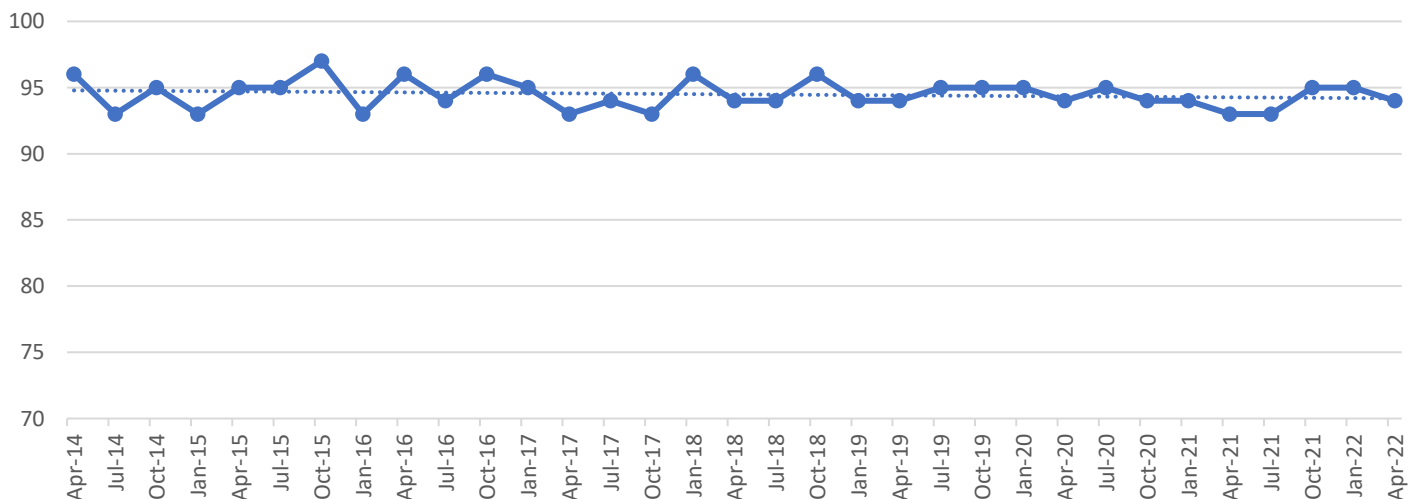
#4 - Education and explanation of plan provided in a way that I can understand



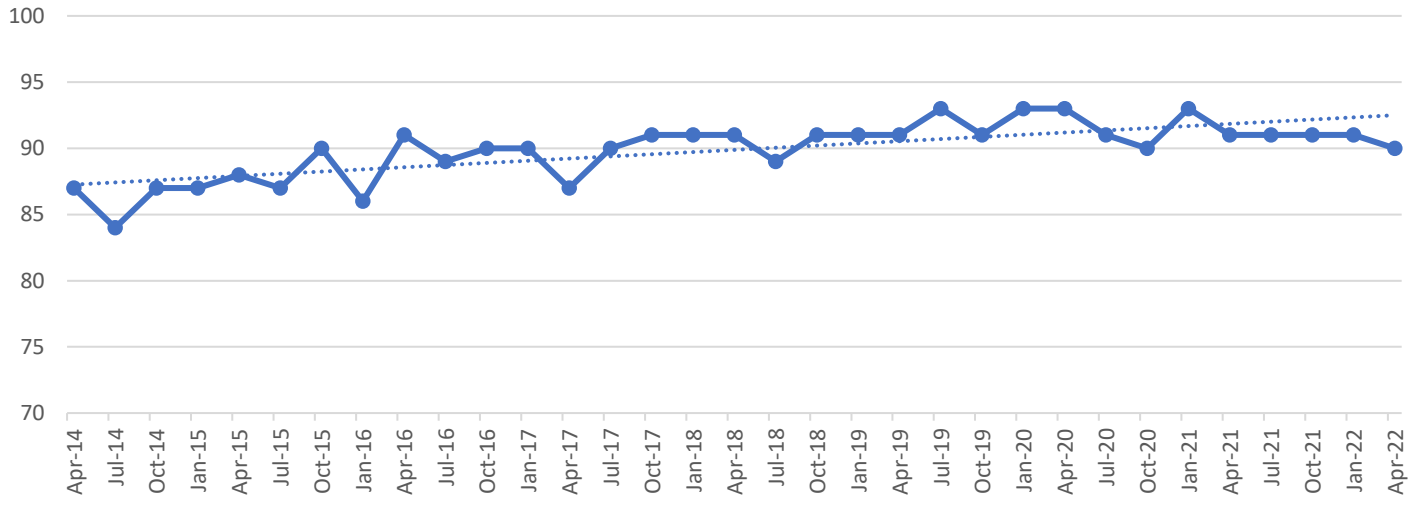
#5 - The follow-up and coordination of my care



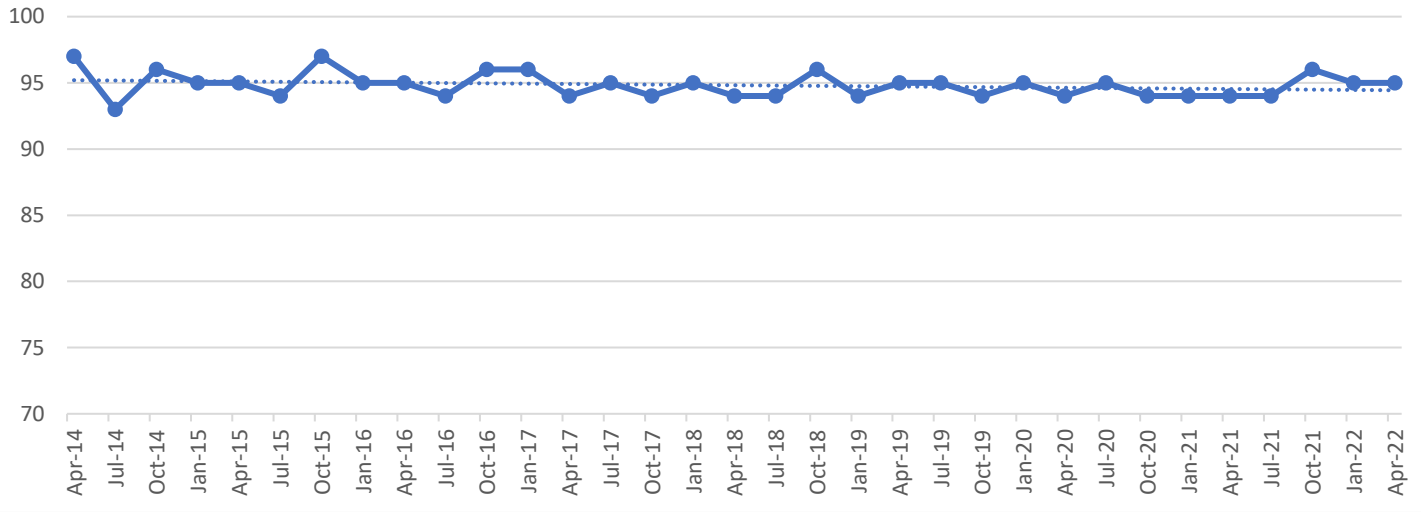
#6 - The staff addressing my medical needs today



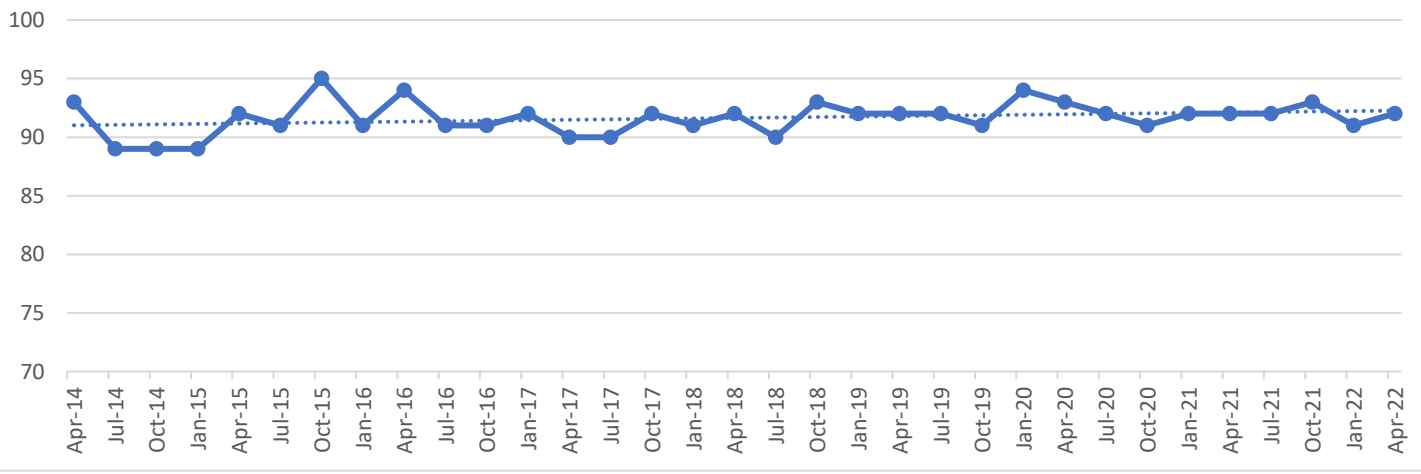
#7 - The time spent waiting



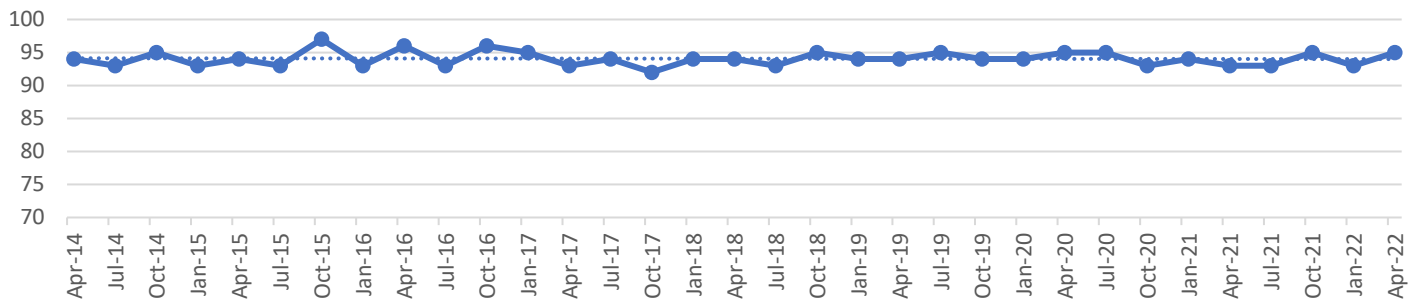
#8 - The respectfulness of staff



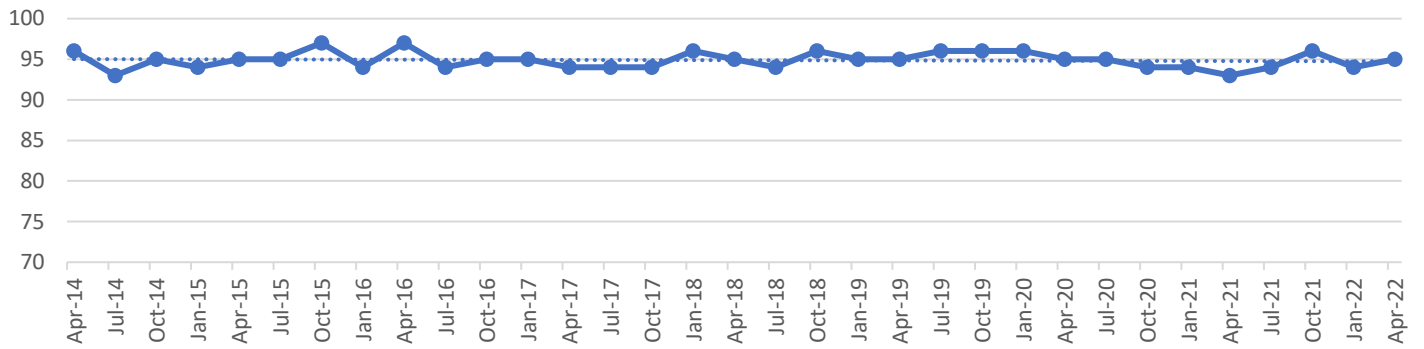
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



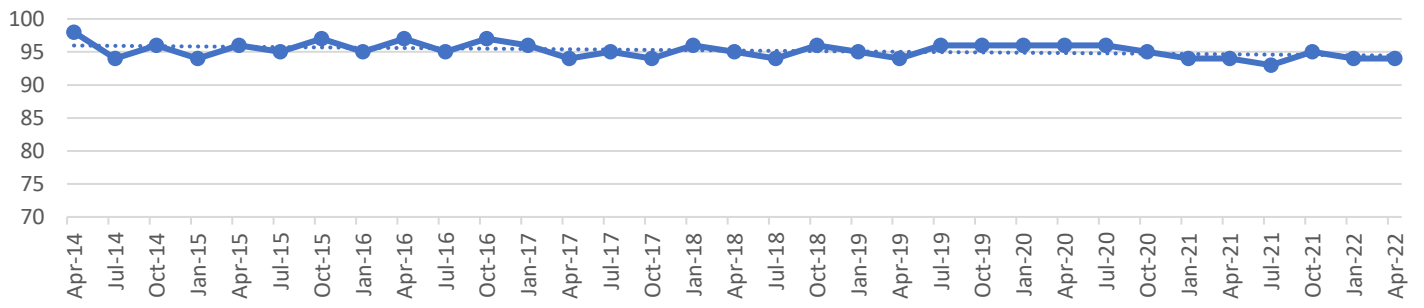
#10 - The handling of my personal medical information in a private and confidential manner



#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?

