

Patient Satisfaction Survey 2550 N Annie Glidden Rd, DeKalb 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 94%. 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.

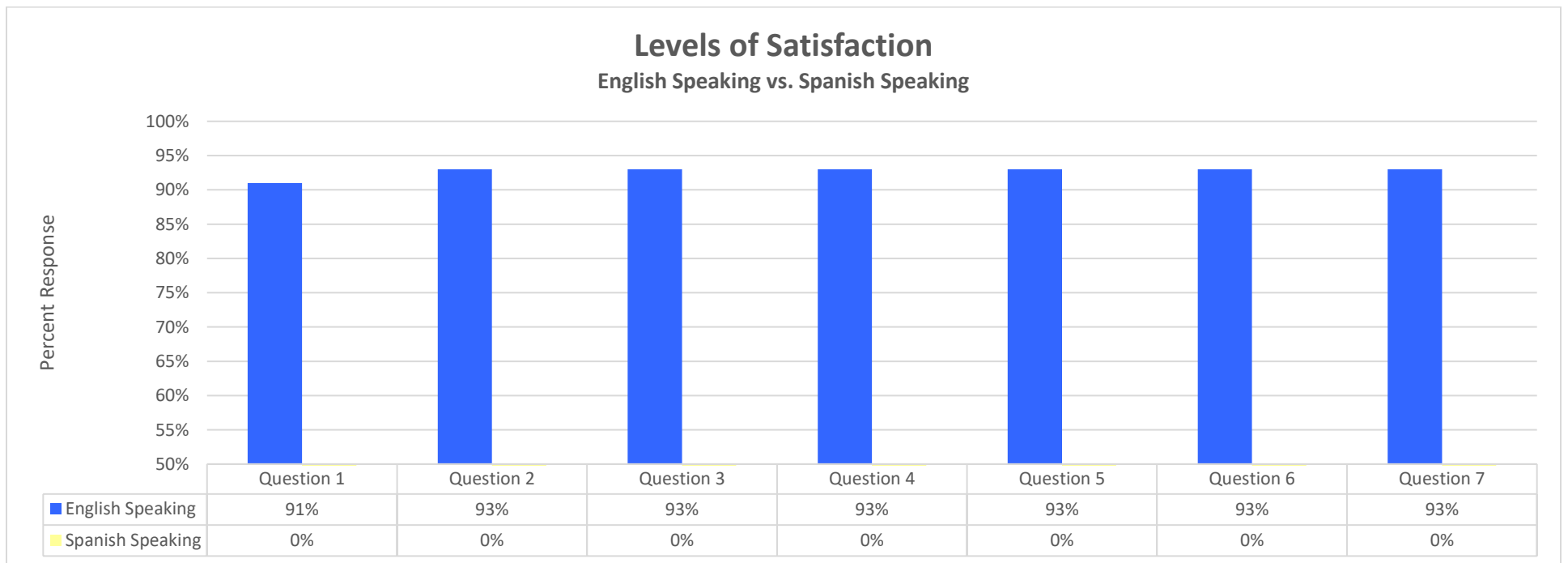
2550 N Annie Glidden Rd, DeKalb – Survey Questions	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021
1. The phone operator staff and call center	91%	93%	86%	89%
2. The reception staff	93%	95%	96%	95%
3. Receiving a timely appointment	93%	95%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	96%	95%
5. The follow up and coordination of my care	93%	93%	95%	95%
6. The staff addressing my medical needs today	93%	95%	97%	96%
7. The time spent waiting	93%	95%	94%	91%
8. The respectfulness of staff	94%	96%	96%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	93%	91%	95%
10. The handling of my personal medical information in a private and confidential	94%	93%	96%	96%
11. Your medical assistant	94%	95%	96%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	96%	96%	96%
13. Overall, how satisfied are you with the Health Center?	92%	96%	96%	95%

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%

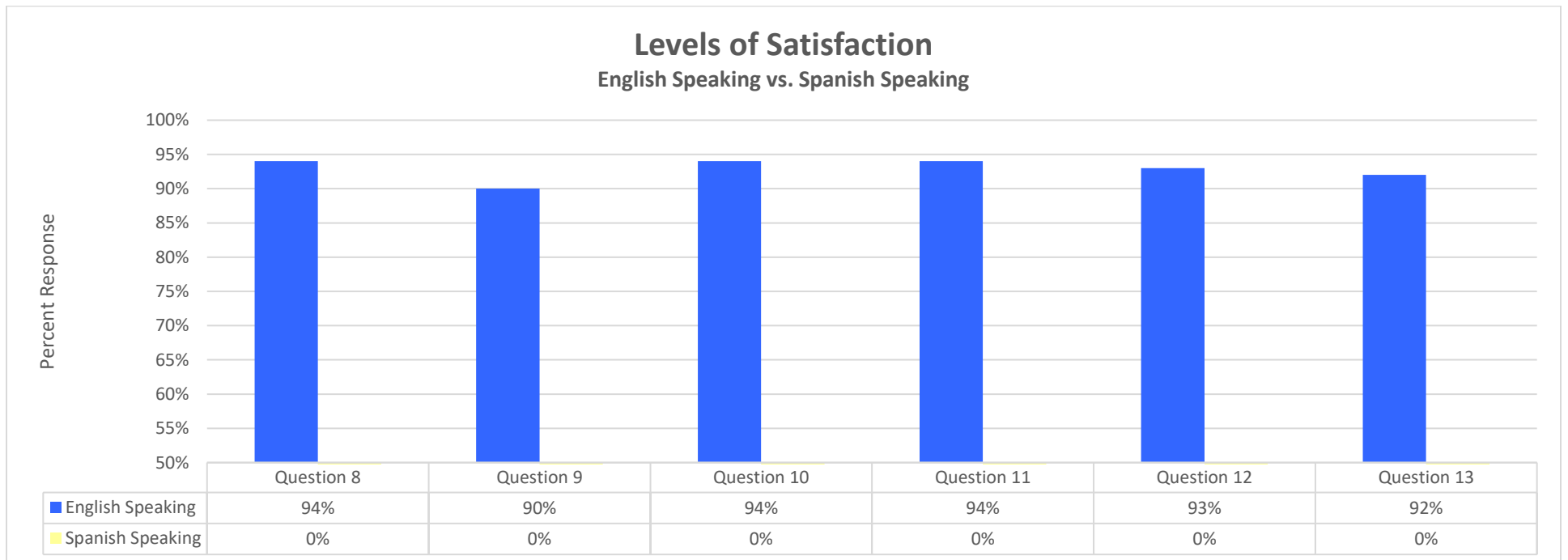
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	12 57%	0	9 43%	0	0	0	0	0	0	0
2. The reception staff	14 67%	0	7 33%	0	0	0	0	0	0	0
3. Receiving a timely appointment	14 67%	0	7 33%	0	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	14 67%	0	7 33%	0	0	0	0	0	0	0
5. The follow-up and coordination of my care	14 67%	0	7 33%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	14 67%	0	7 33%	0	0	0	0	0	0	0
7. The time spent waiting	14 67%	0	7 33%	0	0	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	15 71%	0	6 29%	0	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	12 57%	0	7 33%	0	2 10%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	15 71%	0	6 29%	0	0	0	0	0	0	0
11. Your medical assistant	15 71%	0	6 29%	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	14 67%	0	7 33%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	13 62%	0	8 38%	0	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: 6

N/A: 1

YES:

Comments:

1.

Spanish

NO:

N/A:

YES:

Comments:

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

English

1. "Great staff who understands my health."
2. "Everything & everyone."
3. "Kindness of staff."
4. "Scheduling/doctor."
5. "Staff."
6. "N/A."

Spanish

1.

Question 16: How can we improve Greater Family Health?

English

1. "None."
2. "Everything was great."
3. "Day of doctor availability." (Williams)
4. "No improvements needed."
5. "N/A."

Spanish

1.

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

English

- YES: 8
- NO:

Spanish

- YES:
- NO:

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

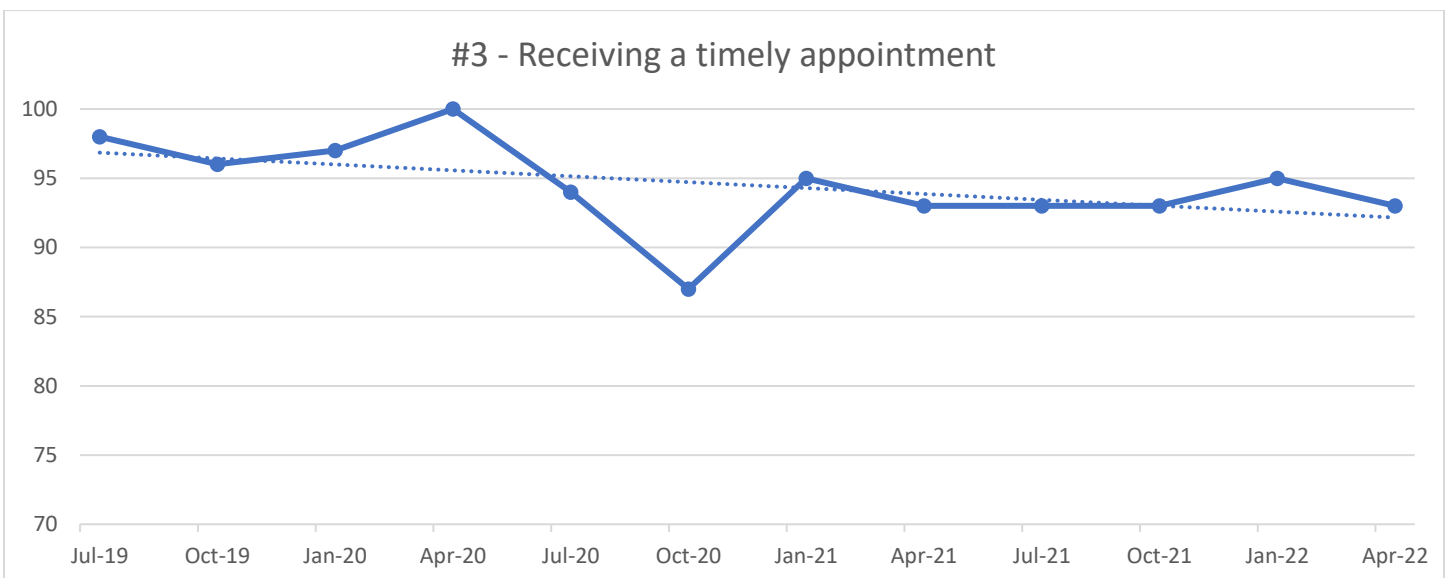
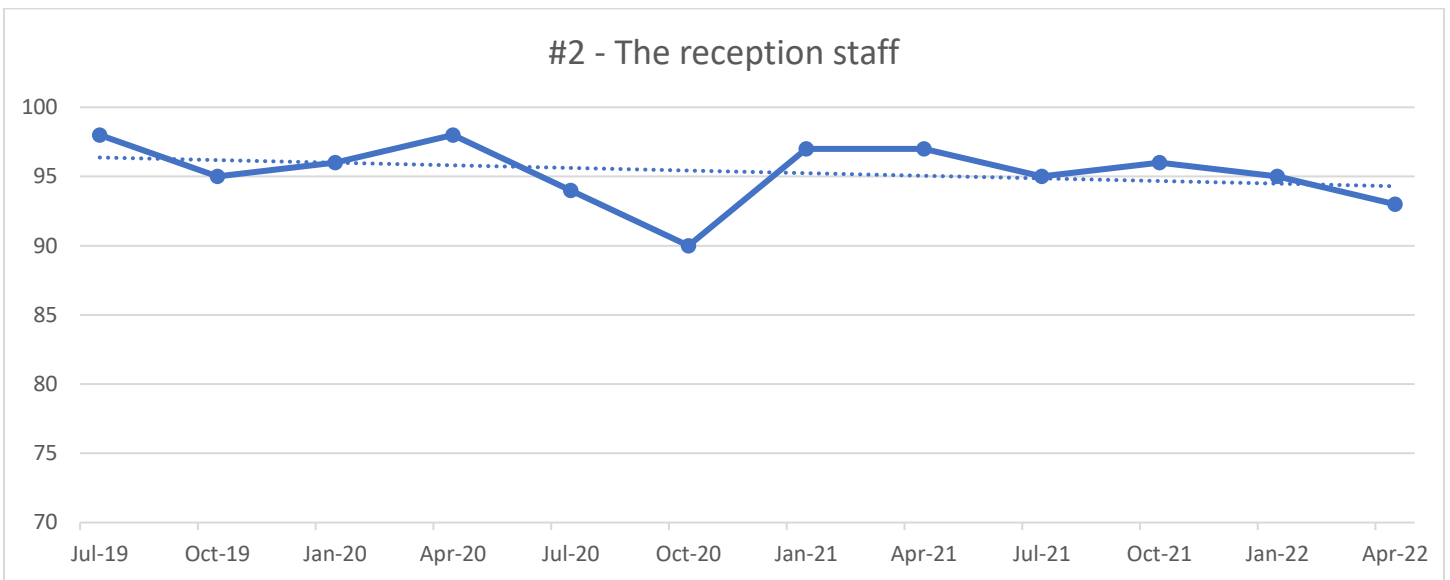
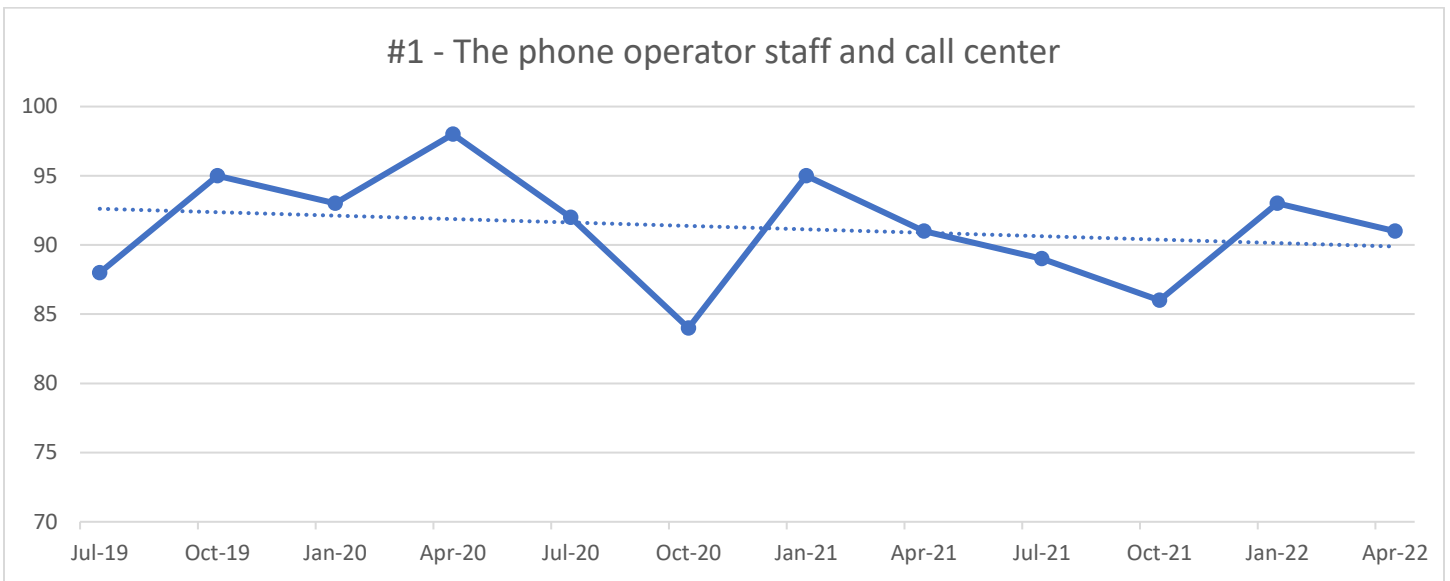
English

- Williams: 7

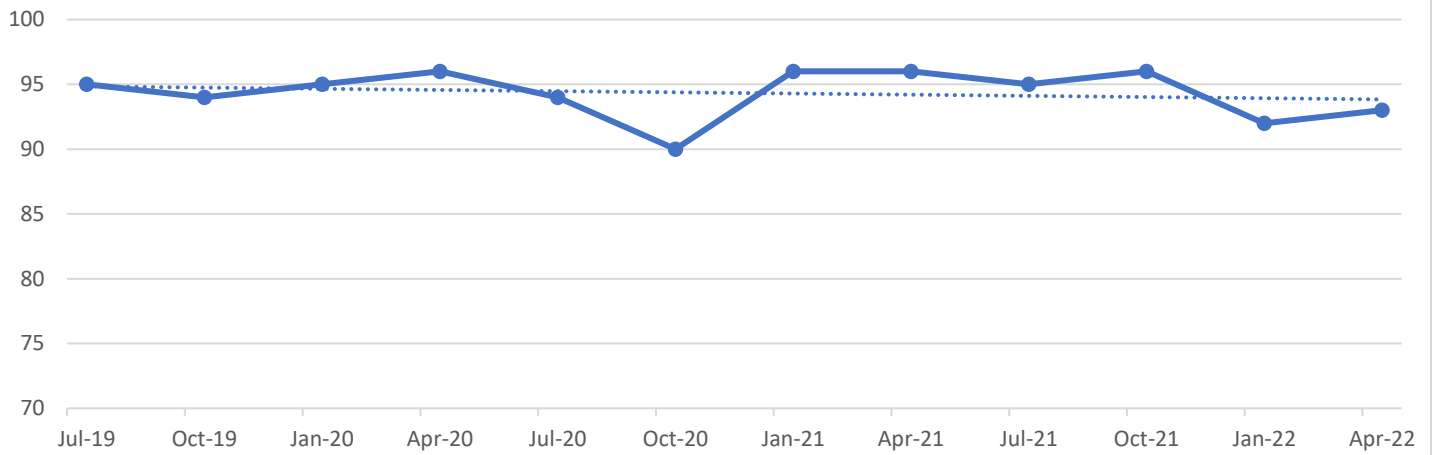
Spanish

- Williams:

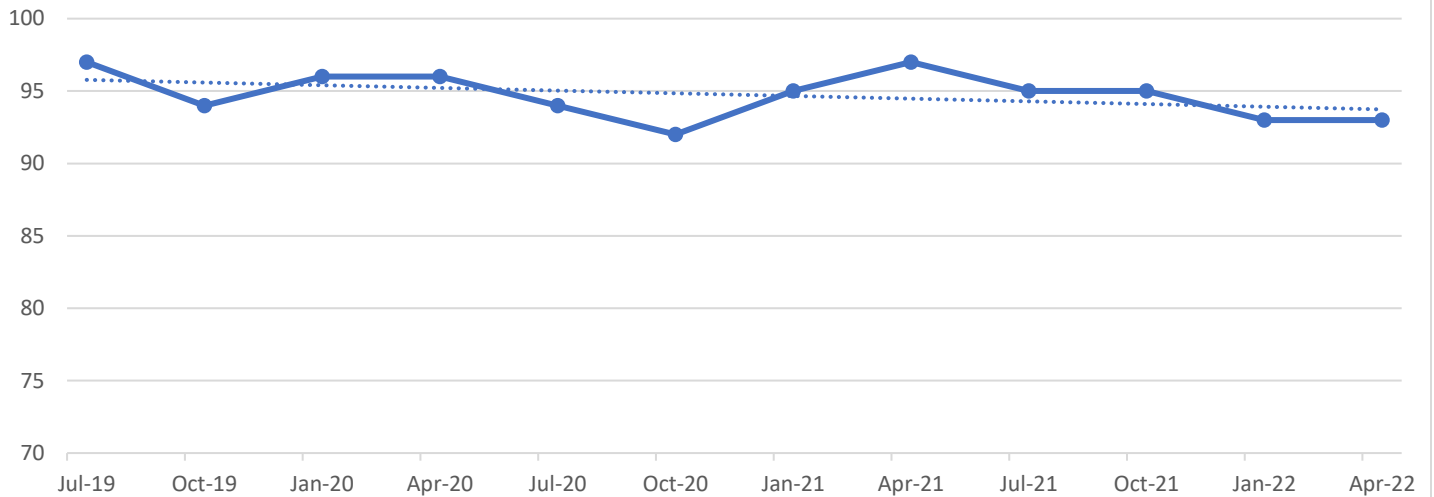
Individual Question Results with Trendlines



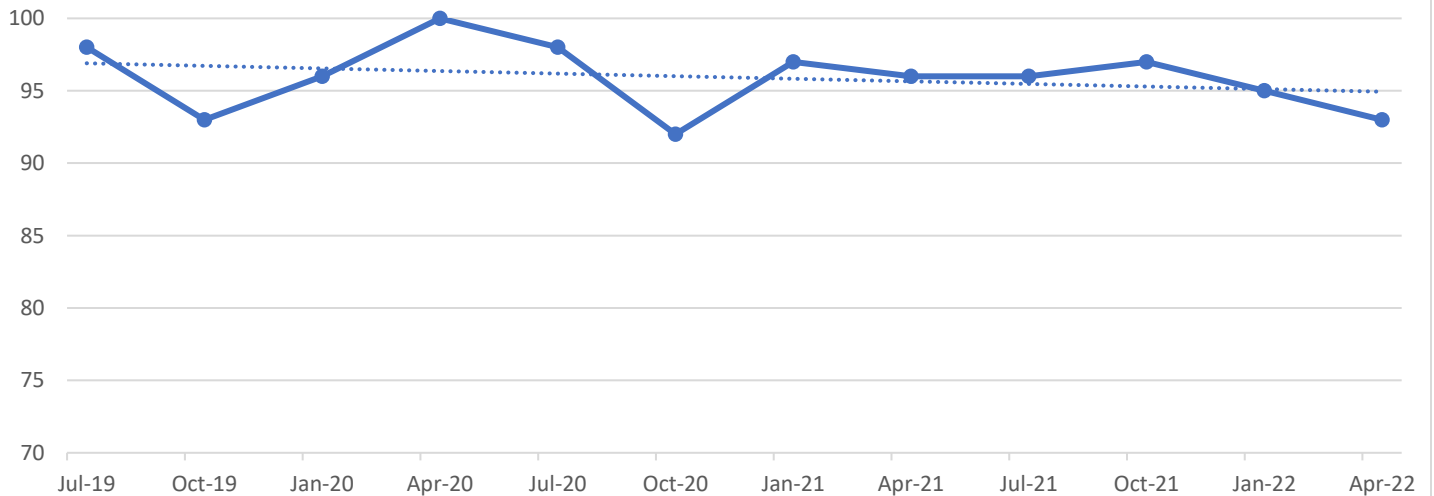
#4 - Education and explanation of plan provided in a way that I can understand

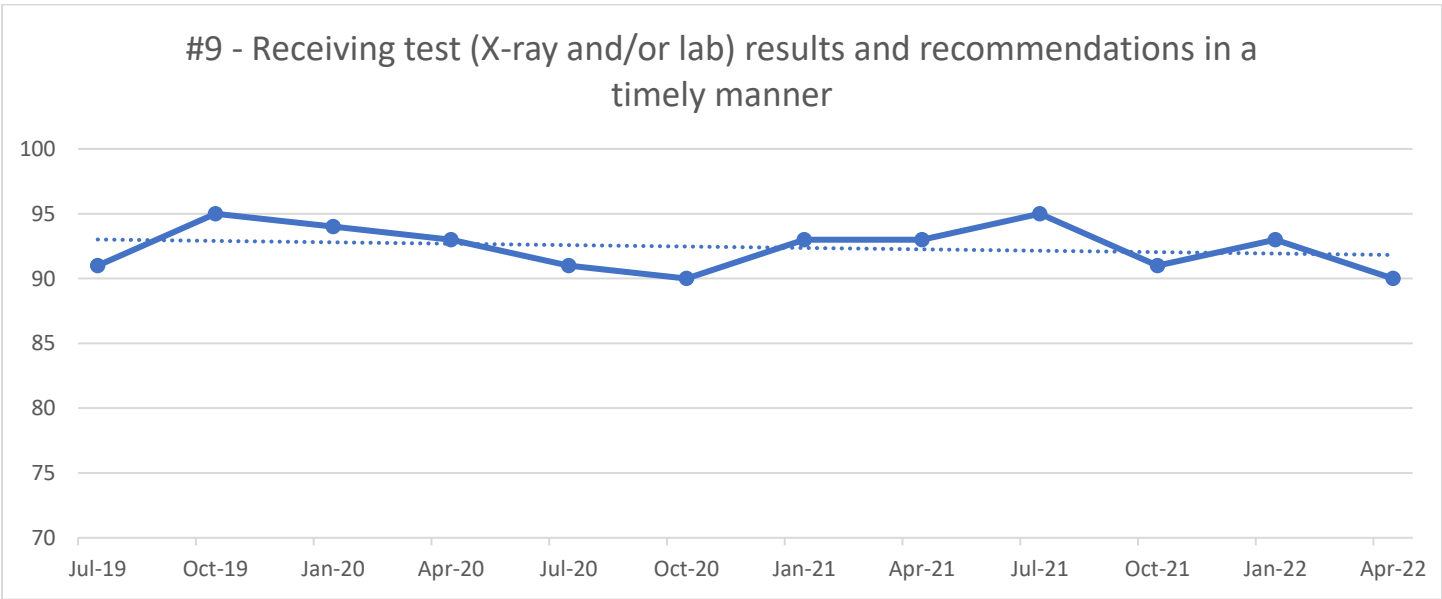
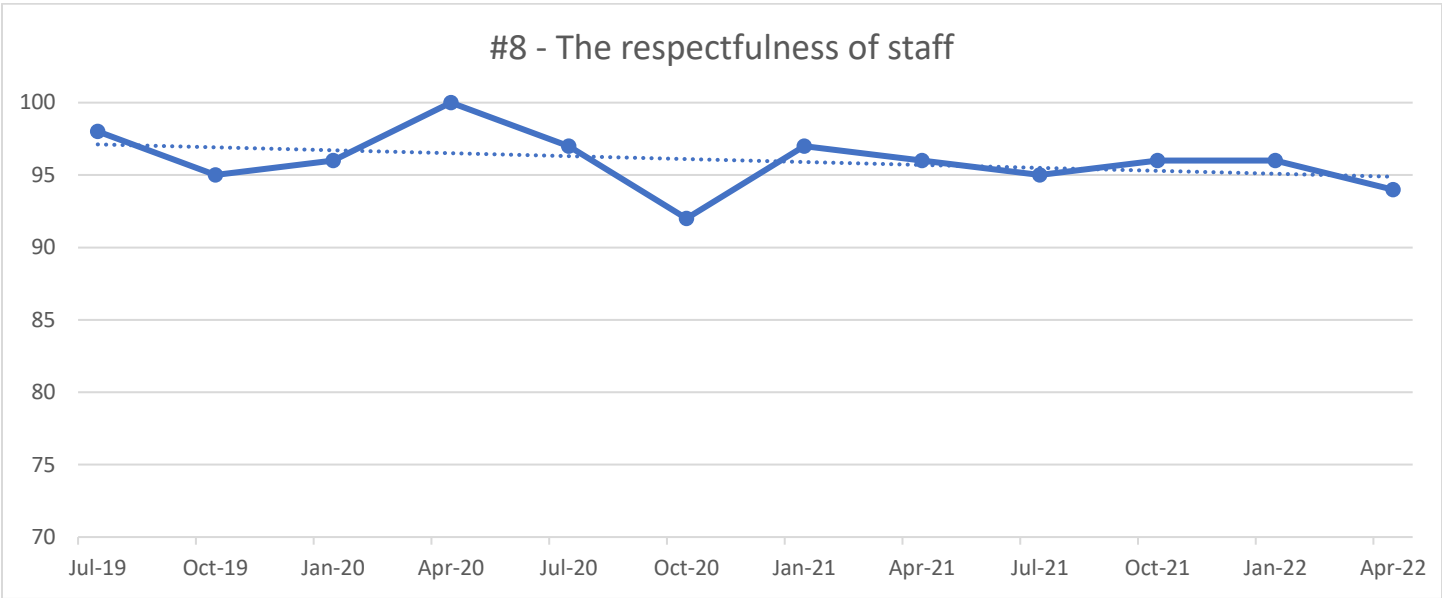
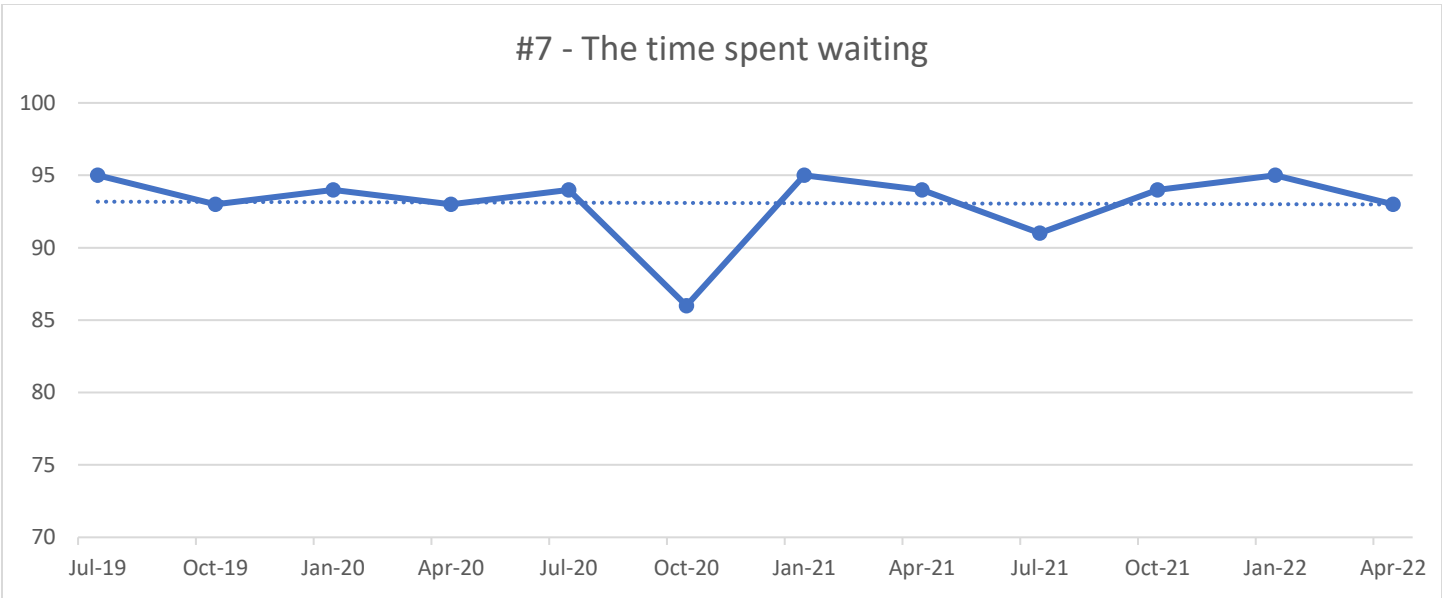


#5 - The follow-up and coordination of my care

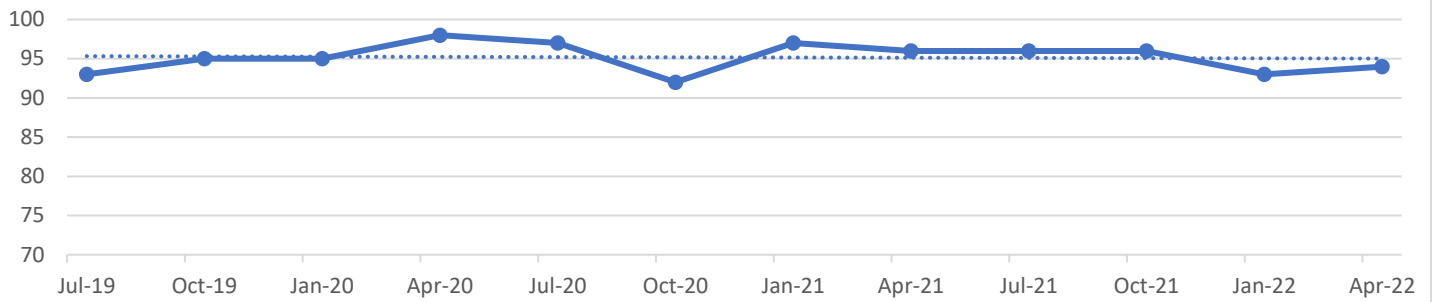


#6 - The staff addressing my medical needs today

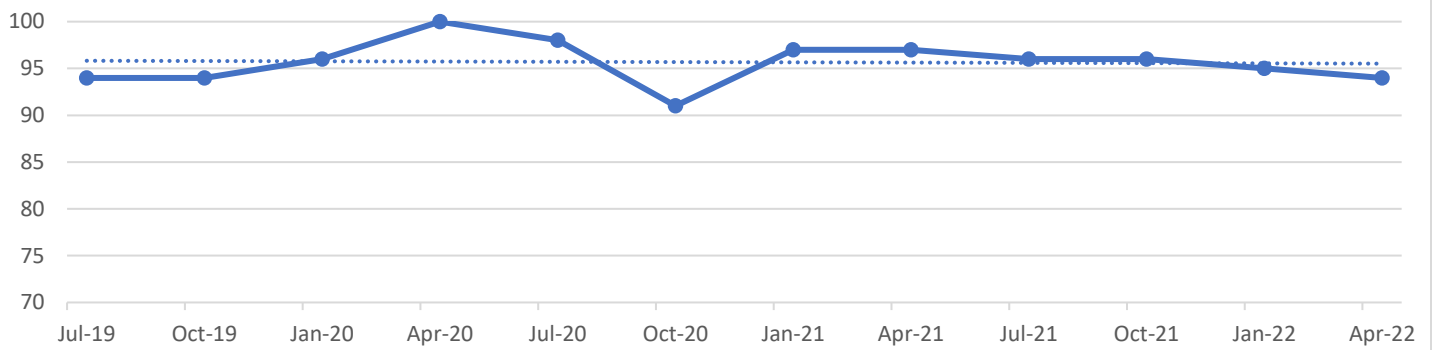




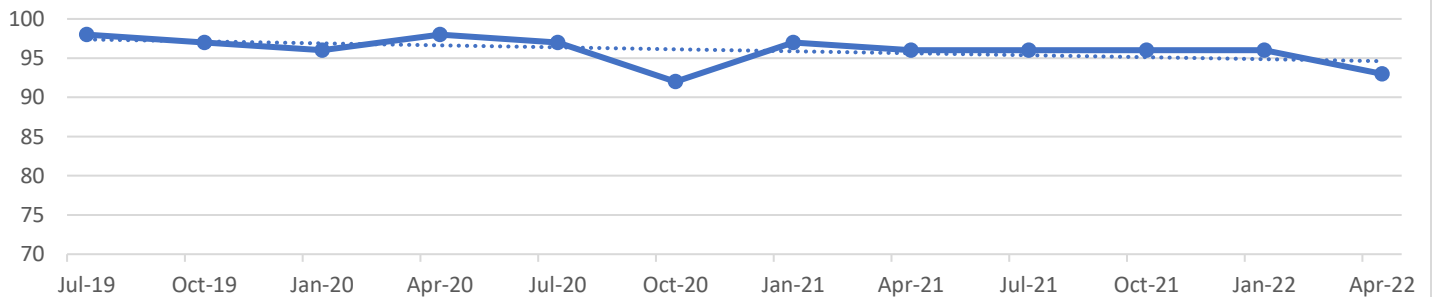
#10 - The handling of my personal medical information in a private and confidential manner



#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?

