

## Patient Satisfaction Survey 300 McHenry Rd, Wheeling 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 93%. The mean for all questions was 91% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

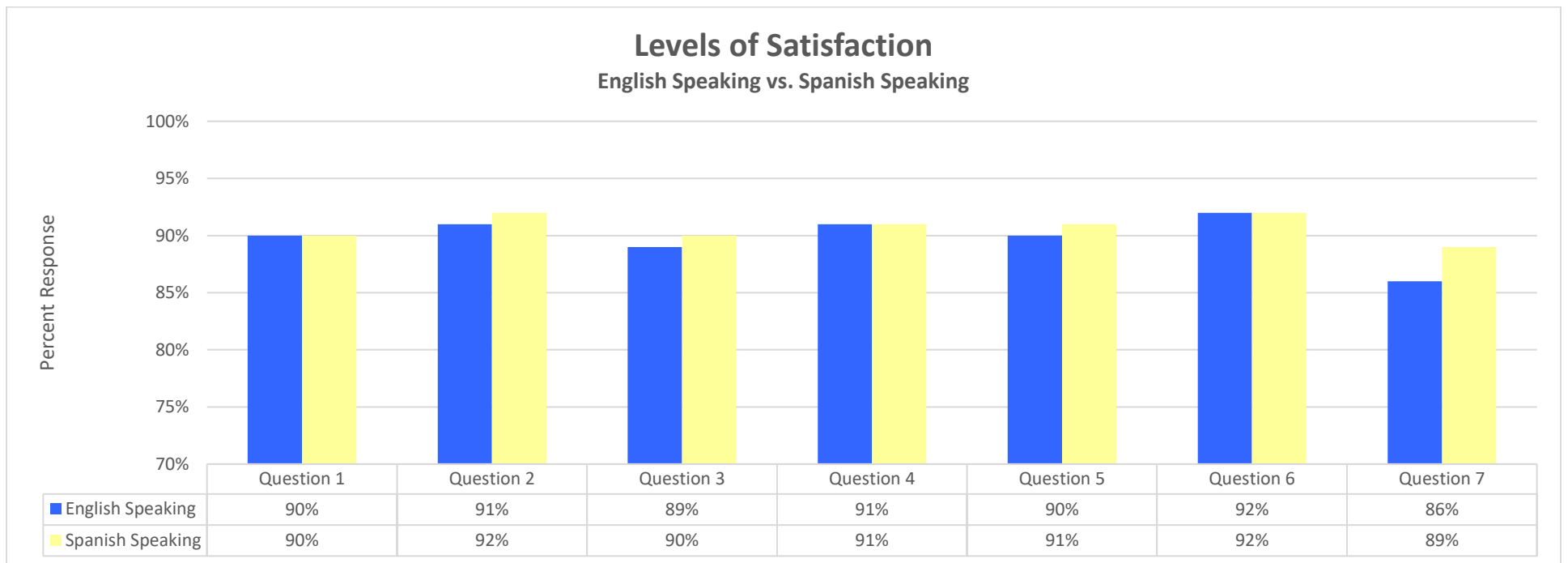
| <b>300 McHenry Rd, Wheeling –<br/>Survey Questions</b>                                 | <b>Level of<br/>Satisfaction<br/>April<br/>2022</b> | <b>Level of<br/>Satisfaction<br/>January<br/>2022</b> | <b>Level of<br/>Satisfaction<br/>October<br/>2021</b> | <b>Level of<br/>Satisfaction<br/>July<br/>2021</b> |
|--|---|---|---|--|
| 1. The phone operator staff and call center  | 90%   | 91%   | 92%   | 91%  |
| 2. The reception staff   | 91%   | 92%   | 93%   | 92%  |
| 3. Receiving a timely appointment  | 90%   | 89%   | 91%   | 90%  |
| 4. Education and explanation of plan provided in a way that I can understand           | 91%   | 91%   | 93%   | 92%  |
| 5. The follow up and coordination of my care   | 91%   | 92%   | 93%   | 92%  |
| 6. The staff addressing my medical needs today   | 92%   | 93%   | 94%   | 92%  |
| 7. The time spent waiting  | 88%   | 87%   | 89%   | 88%  |
| 8. The respectfulness of staff   | 92%   | 93%   | 94%   | 93%  |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner    | 90%   | 90%   | 90%   | 90%  |
| 10. The handling of my personal medical information in a private and confidential      | 92%   | 92%   | 94%   | 93%  |
| 11. Your medical assistant   | 92%   | 93%   | 94%   | 93%  |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 93%   | 94%   | 94%   | 94%  |
| 13. Overall, how satisfied are you with the Health Center?                             | 92%   | 93%   | 94%   | 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%                             |

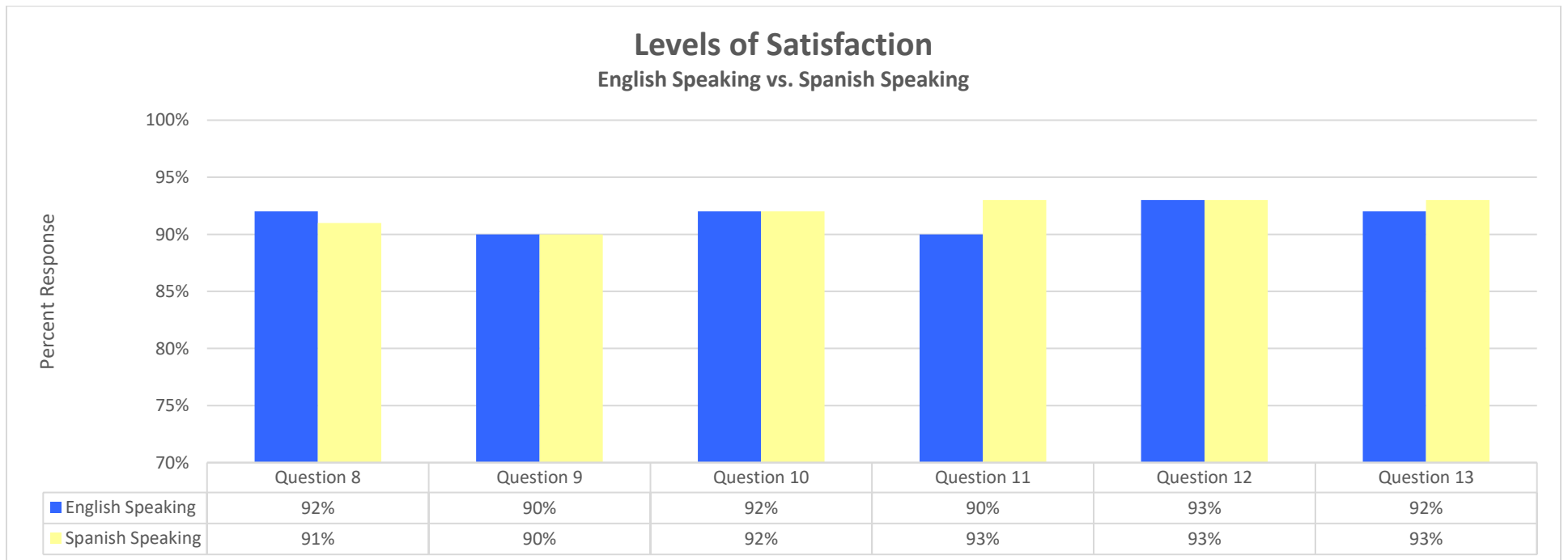
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| Survey Questions   | (5)<br>Very Satisfied |            | (4)<br>Satisfied |           | (3)<br>Neutral |          | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|--|-----------------------|------------|------------------|-----------|----------------|----------|---------------------|---------|--------------------------|---------|
|  | English               | Spanish    | English          | Spanish   | English        | Spanish  | English             | Spanish | English                  | Spanish |
| 1. The phone operator staff and call center                                  | 92<br>68%             | 153<br>67% | 26<br>19%        | 51<br>23% | 10<br>7%       | 15<br>7% | 5<br>4%             | 4<br>2% | 2<br>2%                  | 4<br>2% |
| 2. The reception staff   | 92<br>68%             | 158<br>70% | 28<br>21%        | 50<br>22% | 13<br>10%      | 11<br>5% | 2<br>2%             | 2<br>1% | 0                        | 4<br>2% |
| 3. Receiving a timely appointment  | 91<br>68%             | 145<br>66% | 22<br>16%        | 52<br>24% | 15<br>11%      | 17<br>8% | 4<br>3%             | 2<br>1% | 2<br>2%                  | 4<br>2% |
| 4. Education and explanation of plan provided in a way that I can understand | 93<br>71%             | 151<br>67% | 22<br>17%        | 55<br>24% | 14<br>11%      | 13<br>6% | 3<br>2%             | 2<br>1% | 0                        | 4<br>2% |
| 5. The follow-up and coordination of my care                                 | 90<br>67%             | 154<br>68% | 26<br>19%        | 52<br>23% | 15<br>11%      | 12<br>5% | 4<br>3%             | 3<br>1% | 0                        | 4<br>2% |
| 6. The staff addressing my medical needs today                               | 97<br>72%             | 164<br>73% | 22<br>16%        | 43<br>19% | 13<br>10%      | 11<br>5% | 3<br>2%             | 3<br>1% | 0                        | 4<br>2% |
| 7. The time spent waiting  | 80<br>60%             | 139<br>62% | 27<br>20%        | 57<br>25% | 18<br>13%      | 21<br>9% | 5<br>4%             | 5<br>2% | 4<br>3%                  | 3<br>1% |



| Survey Questions  | (5)<br>Very Satisfied |            | (4)<br>Satisfied |           | (3)<br>Neutral |          | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|---|-----------------------|------------|------------------|-----------|----------------|----------|---------------------|---------|--------------------------|---------|
|   | English               | Spanish    | English          | Spanish   | English        | Spanish  | English             | Spanish | English                  | Spanish |
| 8. The respectfulness of staff  | 96<br>72%             | 153<br>69% | 25<br>19%        | 49<br>22% | 11<br>8%       | 12<br>5% | 2<br>2%             | 3<br>1% | 0                        | 4<br>2% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 78<br>63%             | 144<br>67% | 29<br>24%        | 50<br>23% | 13<br>11%      | 11<br>5% | 3<br>2%             | 5<br>2% | 0                        | 4<br>2% |
| 10. The handling of personal medical info in a private and confidential manner    | 96<br>72%             | 159<br>71% | 22<br>16%        | 48<br>22% | 14<br>10%      | 10<br>5% | 2<br>2%             | 3<br>1% | 0                        | 3<br>1% |
| 11. Your medical assistant  | 94<br>70%             | 163<br>75% | 22<br>16%        | 40<br>18% | 13<br>10%      | 8<br>4%  | 4<br>3%             | 3<br>1% | 1<br>1%                  | 3<br>1% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA)                              | 102<br>76%            | 166<br>75% | 17<br>13%        | 42<br>19% | 12<br>9%       | 9<br>4%  | 3<br>2%             | 2<br>1% | 0                        | 3<br>1% |
| 13. Overall, how satisfied are you with the Health Center?                        | 98<br>73%             | 166<br>74% | 20<br>15%        | 43<br>19% | 13<br>10%      | 9<br>4%  | 3<br>2%             | 3<br>1% | 0                        | 3<br>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: 26

N/A: 11

YES: 9

#### **Comments:**

1. "Yes, I sent a message for Dr. Patel on the patient portal about a concern I had, but never got a respond back." (Shirazi)
2. "Very good."
3. "Yes, good."
4. "Yes, it was v good!"
5. "Service excellent." (Ninkovska)
6. "Great! Timely and efficient with great help from staff."
7. "I did, nobody call me back." (White)
8. "Yes, no response or messages back ever." (Levy)
9. "Thank you for being patient." (C. Patel)

#### **Spanish**

NO: 1

N/A: 0

YES: 0

#### **Comments:**

1. "Satisfied with everything." "Satisfactorio en todo."
2. "I am content." "Estoy contenta."
3. "Everything is very good but perhaps they take too long but everything is really good." "Todo muy bien solo que tardan un poco pero todo muy bien."
4. "Quite good." "Bastante buena."
5. "It is a really good clinic, and the personnel is very kind." "Es muy buena clinica y el personal es muy amable."
6. "Only I had to wait my appointment it was at 1:45 and they addressed me after an hour." "Solo tuve que esperar my cita esra 1:45 y me atendieron despues de una hora."
7. "Very good. It is my first time at this clinic everything is incredibly good." "Muy buena es mi primera ves que estan en esta clinica muy bien todo."
8. "A very good experience and with respect." "Una experiencia muy buena y con respeto."
9. "My doctor the best!" (English response on a Spanish survey)
10. "Satisfied." "Satisfecha." (2)
11. "Excellent attention." "Exelente atencion."
12. "Very good." "Muy bien." (6)
13. "Very good." "Muy buena." (6)
14. "Everything is very good." "Todo muy bien."
15. "The clinic is very good." "Muy buena la clinica."
16. "It is good in this clinic." "Muy buena en esta clinica."
17. "Being responsible in the appointment." "Ser responsable en la cita."
18. "Good service." "Buen servicio."
19. "Very good service in everything personally." "Muy buen servicio de todo el personal."
20. "I really like the service, the personnel, the help that they provide is excellent." "Me gusta el servicio, el persona, la ayuda que brindan aqui es excelente."
21. "Very satisfied." "Muy satisfecho."
22. "Good." "Buena." (5)

23. "Very good everything's excellent." "Muy buena todo exelente."
24. "Super excellent." "Super exelente."

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

**English**

1. "N/A." (4)
2. "Receptionists."
3. "Yes."
4. "Communication." (C. Patel)
5. "Everything."
6. "Staff."
7. "Fast, professional, and clear in all regards. Thank you." (Ninkovska)
8. "Positive feelings help my feelings of stress."
9. "Simple & on time appointments." (Levy)
10. "The doctor I see." (Levy)
11. "So professional." (C. Patel)
12. "The information given to us by the doctor."
13. "The compassion and care from my healthcare provider." (White)
14. "Convenient location."
15. "Being able to see a doctor on short notice, being able to get a Covid test." (C. Patel)
16. "The employees are helpful." (Shirazi)
17. "It's helpful when my provider is able to answer all of my questions and concerns regarding my procedures/results." (White)
18. "Great attention."
19. "The appointment cards help me remind me each time I have an appointment."
20. "Getting an appt very helpful." (B. Patel)
21. "They always have appointments."
22. "Staff was helpful."
23. "Knowing my son is great and healthy." (Shirazi)
24. "Friendly environment." (White)
25. "Setting appointments." (Ninkovska)
26. "The people."
27. "Most helpful is that the providers give out important info, and other resources."
28. "Financial discount." (B. Patel)
29. "Maria helping w/ getting insurance." (Levy)

**Spanish**

1. "They provide the services that I need." "Me proveen el servicio que necesito." (Vaughan)
2. "That they provide everything that we need." "Que proveen todo lo que uno necesita."
3. "They are very flexible with the appointment times." "Son muy flexibles con los horarios de la cita."
4. "They help me with all my doubts and the attention is very good." "Me ayudan con mis dudas y la atencion es muy buena."
5. "Very good attention." "Muy buena atencion."
6. "They speak Spanish." "Hablan espanol."
7. "I like the attention." "Me gusta la atencion." (Ninkovska)
8. "That they explain everything well." "Que me explican bien."
9. "In everything." "En todo." (White)
10. "The quick attention and kind." "La atencion rapida y amable." (White)
11. "They help me with my family's health." "Me ayuda con lo salud de mi familia."
12. "It is very close to my home and they are very efficient." "Esta muy cerca de mi casa y son muy eficientes."
13. "The help to improve my health." "La ayuda para mejorar mi salud."
14. "The closeness to my home and the attention from the personnel." "Lo cerca de mi casa y la atencion por parte de todo el personal."
15. "Very good." "Muy bueno."
16. "The service." "El servicio."
17. "They help me they attend to me well. They are very kind." "Me ayudan me atienden muy bien son muy amables."
18. "Their attention to their patients." "Sus atenciones como paciente."
19. "I feel relaxed." "Me siento relajado."
20. "They provide a lot of help and comfort." "Te brinda mucha ayuda y comodidad." (B. Patel)
21. "Control and follow up on my sickness." "A controlar & darle seguimiento a mi enfermedad."
22. "The hours." "Los horarios."

23. "That everyone was efficient." "Que todos fueron como esta de eficiente."
24. "Accessibility." (English response on a Spanish survey)
25. "Everything is perfect." "Todo perfecto."
26. "By knowing about my health." "Para saber de mi salud."
27. "They help me a lot by giving me the attention and in my language and very close to my home." "Me ayuda mucho que me dan buena atencion y en mi idioma y muy cerca de mi casa." (B. Patel)
28. "They attend to us." "Nos atienden bien."
29. "By carrying on with my health." "A salir adelante con mi salud."
30. "The support that they provide for their community." "Su apollo que le brindan la comunidad."
31. "Punctuality, receptive, service." "Puntualidad receptividad servicio."
32. "Their service." "Su servicio."
33. "I receive a response to my questions." "Tengo respuesta a las preguntas."
34. "They explain everything well and very kind." "Explican todo bien y muy amables."
35. "A lot of things help." "Mucha cosas ayuda."
36. "That they can help me in Spanish." "Que me pueden alludar en espanol."
37. "Maintaining health." "Mantener salud."
38. "Maintaining us healthy." "A mantenernos saludables."
39. "That they have everything necessary." "Que tienen todo lo necesario."
40. "That every time I have an appointment, they call me to remind me a day before." "Que cada que tengo una cita me llaman para recordarme un dia antes." (B. Patel)
41. "They resolve my doubts and concerns." "Me seruelven mis dudas e inquietudes."
42. "The people are kind." "Personas muy amable."
43. "The attention is very excellent." "Su atencion muy exelente." (White)
44. "Their attention and the economic." "Su atencion y lo economico."
45. "Very close to home." "Muy cerca de casa."
46. "In everything." "En todos."
47. "In everything that we need." "En todo lo que necesitamos."

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

### **English**

1. "N/A." (11)
2. "None."
3. "Nothing."
4. "If the appointments are on time."
5. "You can."
6. "All good." (C. Patel)
7. "Faster service or have patient come @ scheduled time." (Levi)
8. "Nothing, that I can think of at the moment." (2)
9. "Have someone answer phone." (C. Patel)
10. "They are good."
11. "From the years that my family and I have been coming here, it has been very improved. I would say just keep up the good work 😊." (Shirazi)

### **Spanish**

1. "N/A."
2. "Everything is great." "Todo bien." (3)
3. "It is great how it is now." "Estan muy bien asi."
4. "Everything is very good." "Todo muy bien." (5)
5. "Information." "Informacion."
6. "The nurses should be more kind some of them are not, thank you." "Que las enfermeras sean mas amables al gunas no lo son gracias."
7. "For me, it is the best." "Para mi es lo mejor."
8. "The entire service seems great to me." "Todo el servicio me parece muy bueno."
9. "You are great." "Estan muy bien."
10. "Not necessary." "No necesita."
11. "I do not have any comments." "No tengo comentarios."
12. "Be better." "Ser mejores."
13. "Everything is perfect." "Todo es perfecto."
14. "I think everything is very well organized." "Creo que todo esta muy bien organizado."
15. "Having timely appointments." "Teniendo citas mas pronto."
16. "Everything is great except sometimes the time spent waiting is too long." "Todo esta bien solo que haveces es mucha la espera."
17. "Sometimes the wait is too long." "A veces esperas un poco."
18. "Everything seems very well. Satisfied." "Esta muy bien todo satisfecho."
19. "With more kindness from the personnel." "Con mas amabilidad al persona."
20. "At this point in my visits, everything for the moment is good." "Pues para mi punto de cista todo esta el momento esta bien."
21. "Nothing everything is very good." "Nada todo muy bien."
22. "Attending to at the appointment hour." "Atender a la hora."
23. "Not having patients wait too long." "No hacer esperar tanto tiempo a los pacientes." (B. Patel)
24. "For me, it is perfect." "Para mi esta perfecto."
25. "For now, everything is good." "Hasta ahorita todo bien."
26. "Everything is good for the moment." "Todo esta bien por el momento."
27. "Very excellent." "Muy exselente."
28. "Being able to communicate directly to the health center that attends to me." "Poderme



comunicarme directamente al centro de salud que me atienden.” (Vaughan)

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

**English**

- YES: 83
- NO: 1

**Spanish**

- YES: 98
- NO: 1

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

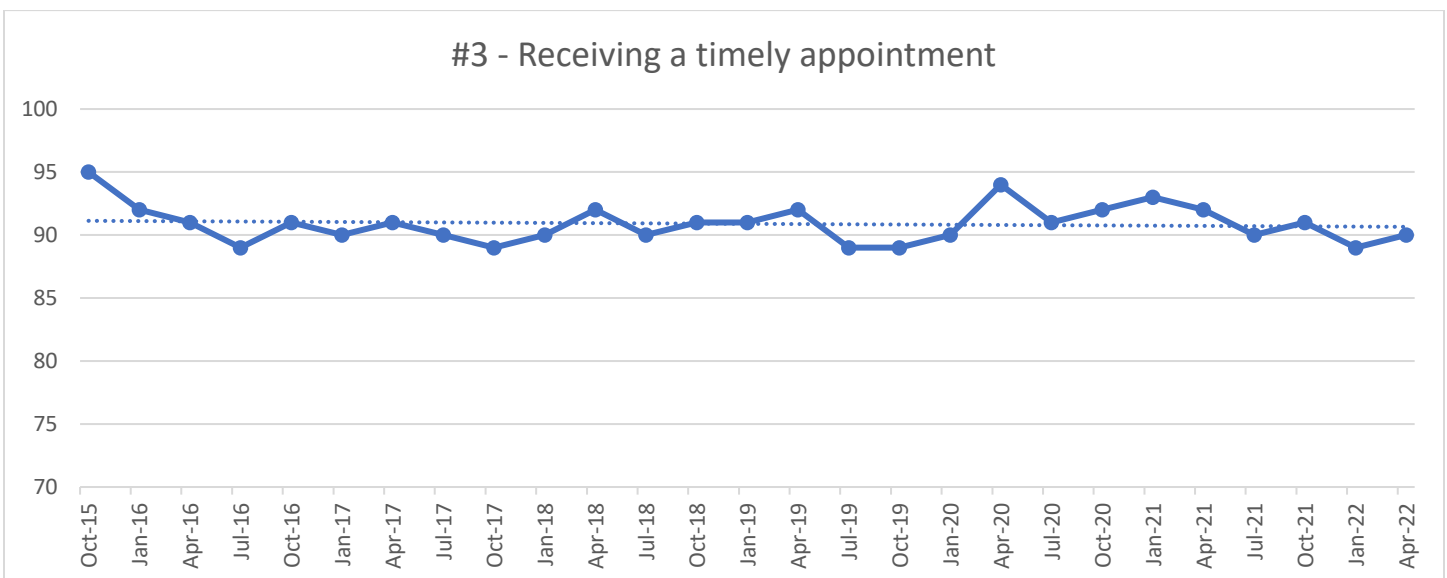
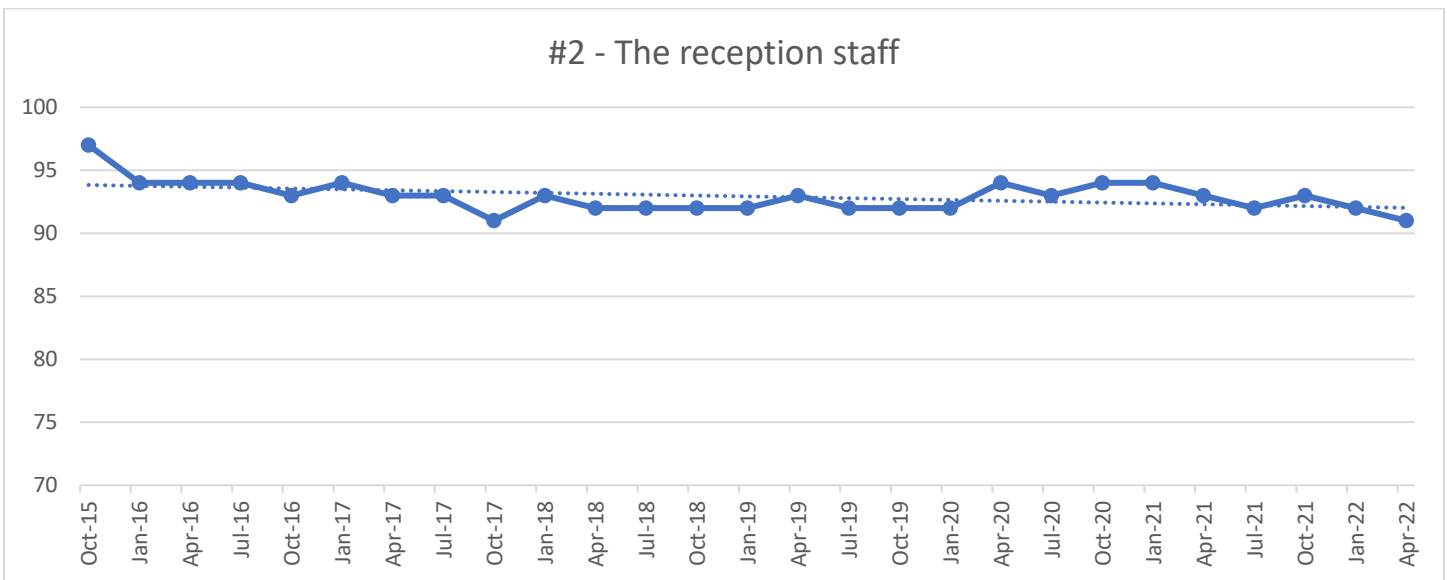
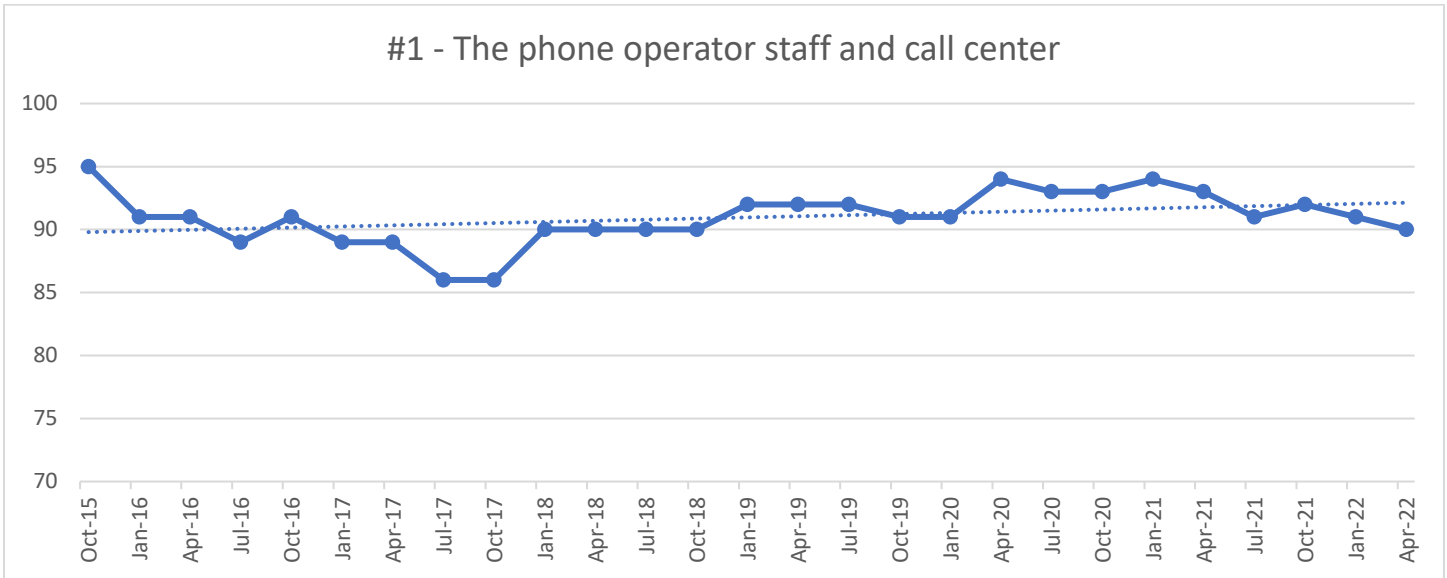
**English**

- Levy: 4
- Ninkovska: 3
- Patel, B: 6
- Patel, C: 10
- Shirazi: 11
- Vaughan: 1
- White: 7

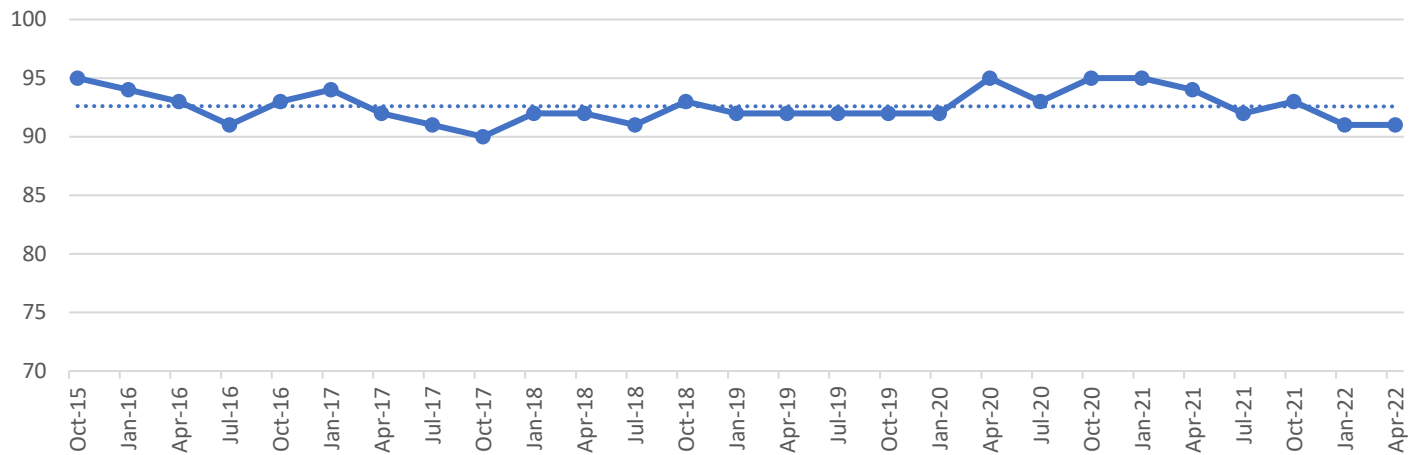
**Spanish**

- Mendyuk: 1
- Ninkovska: 2
- Patel, B: 8
- Shirazi: 6
- Vaughan: 1
- White: 7

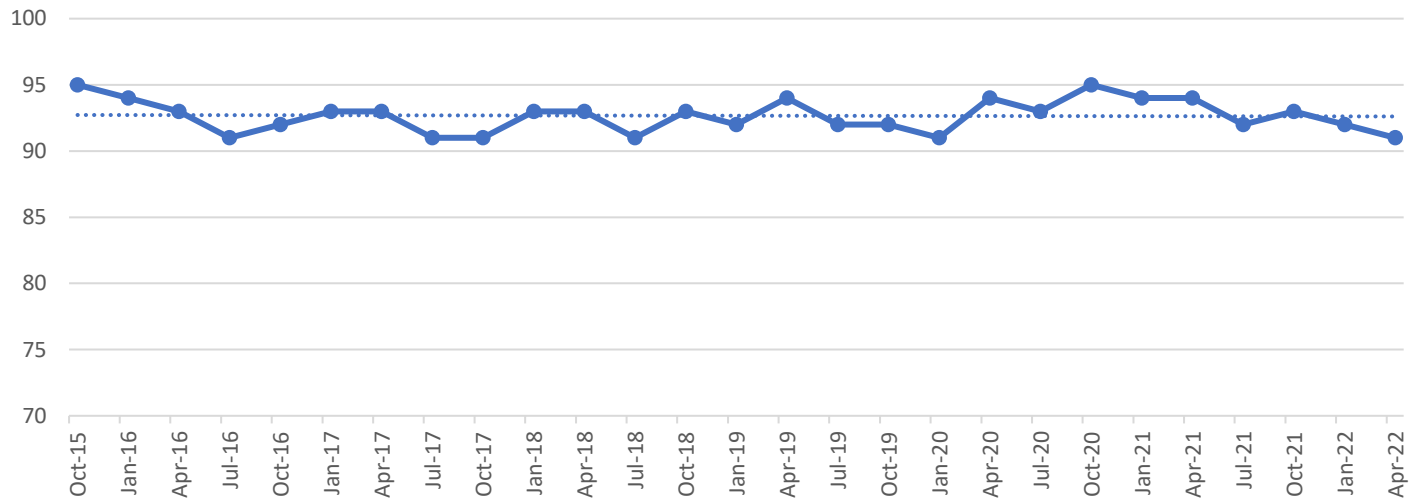
# Individual Question Results with Trendlines



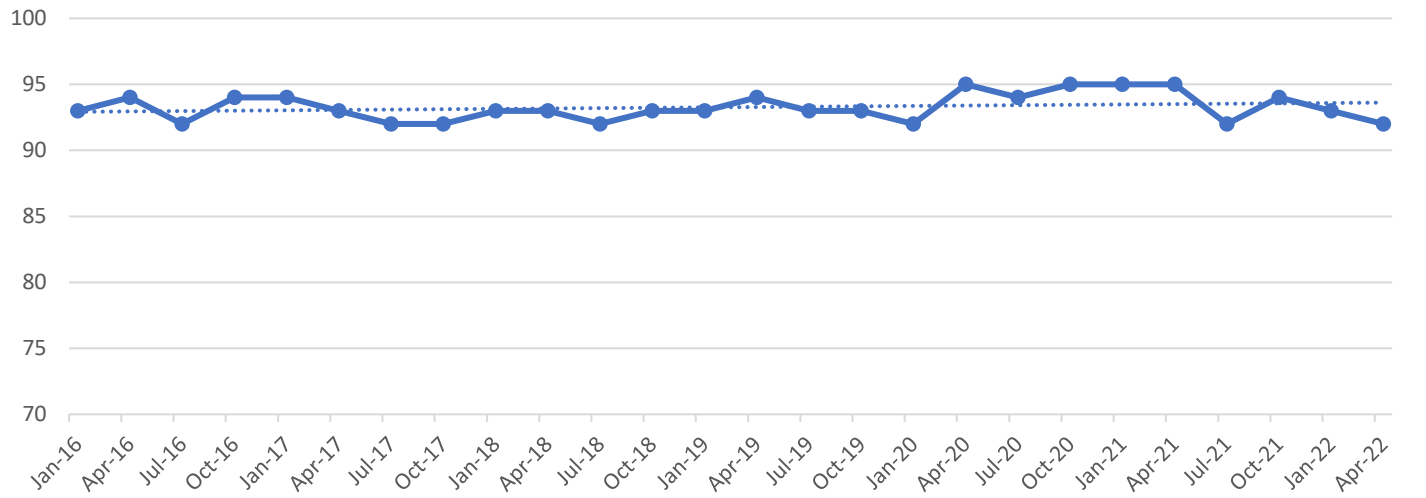
#### #4 - Education and explanation of plan provided in a way that I can understand



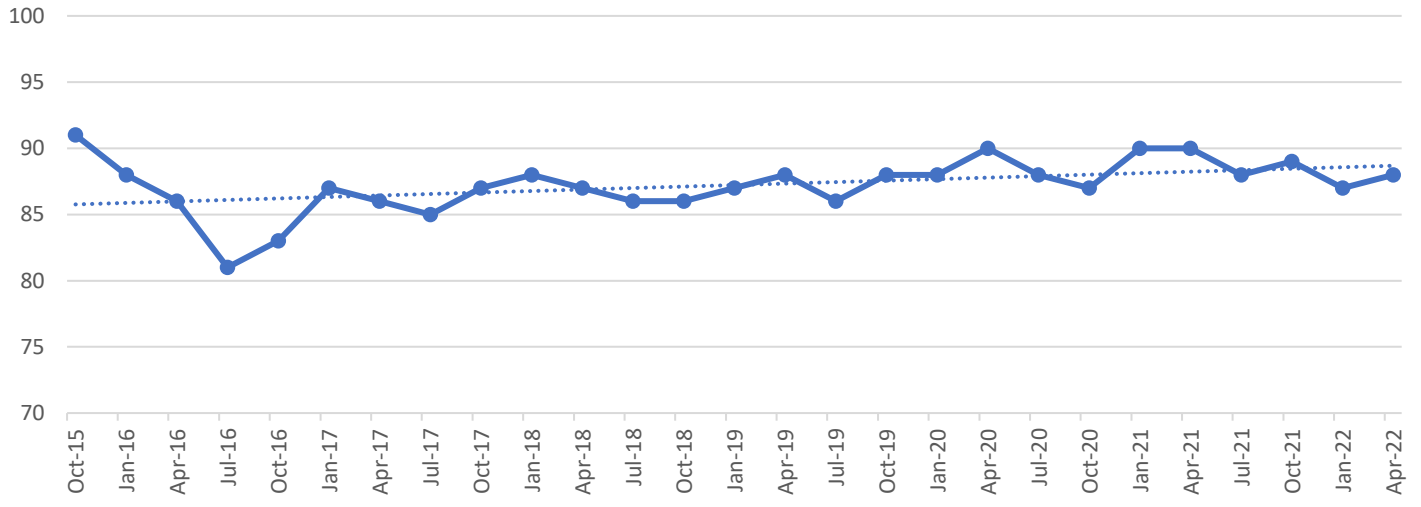
#### #5 - The follow-up and coordination of my care



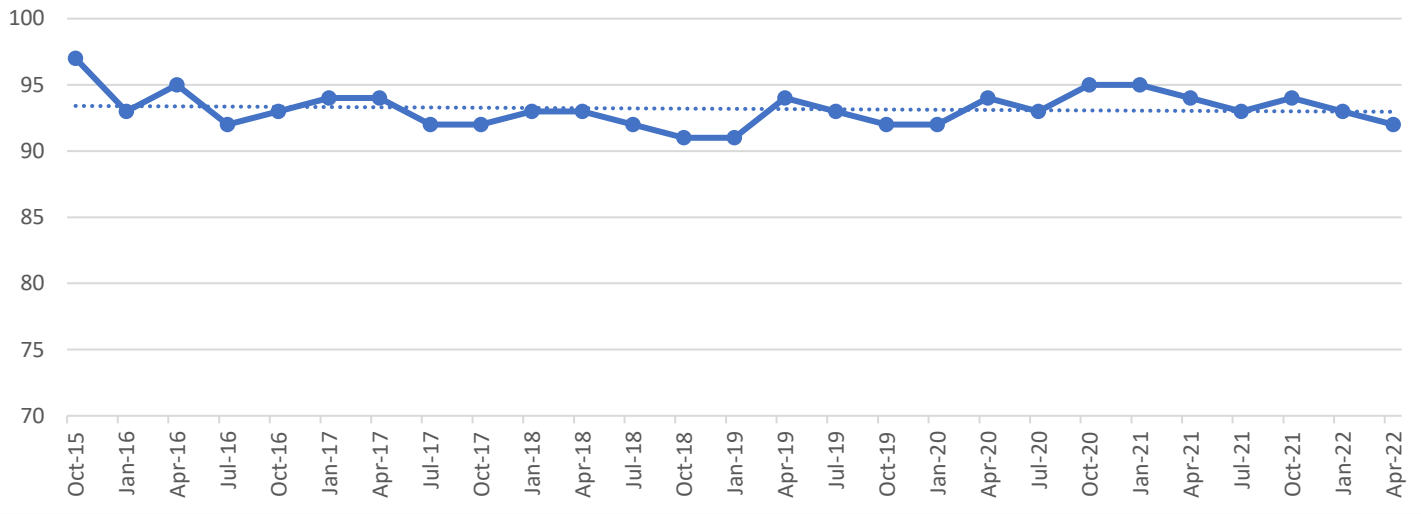
#### #6 - The staff addressing my medical needs today



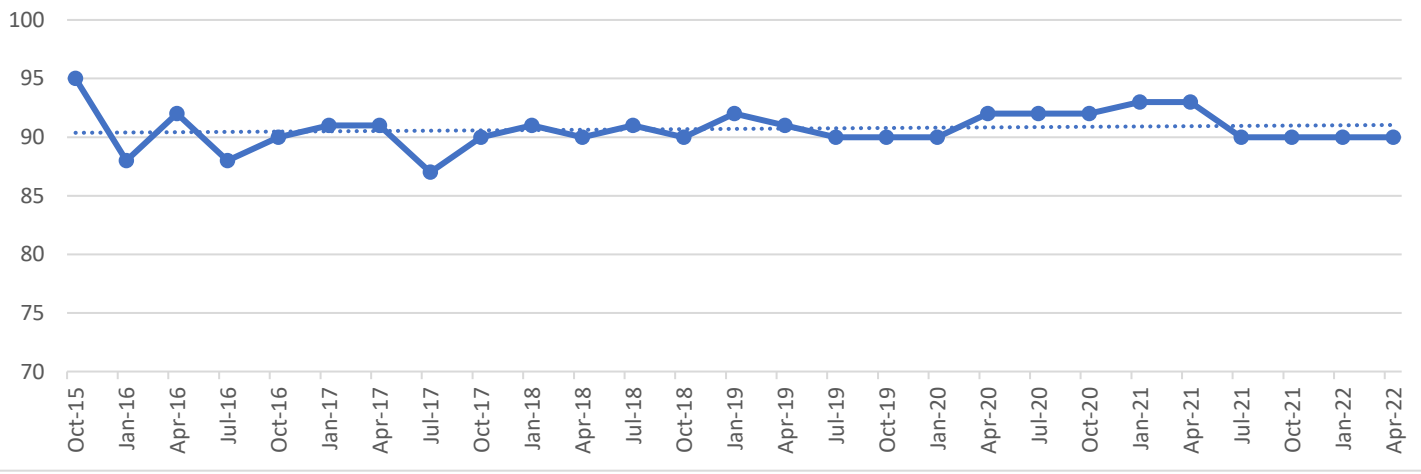
#7 - The time spent waiting



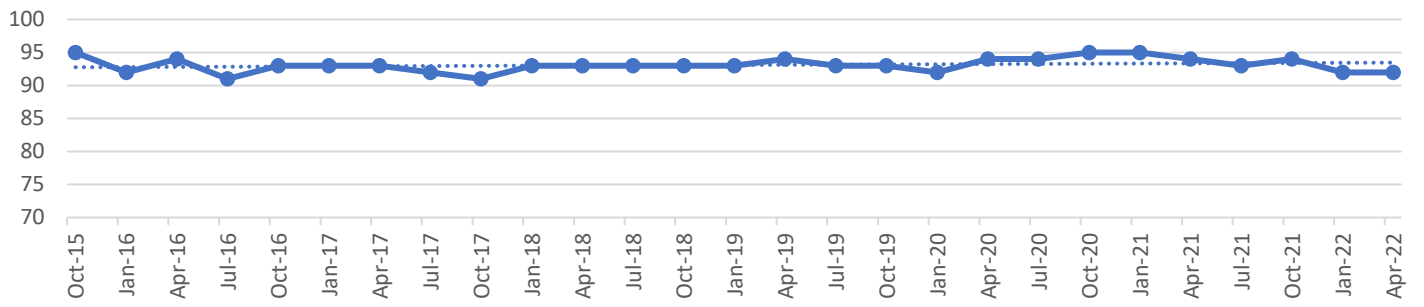
#8 - The respectfulness of staff



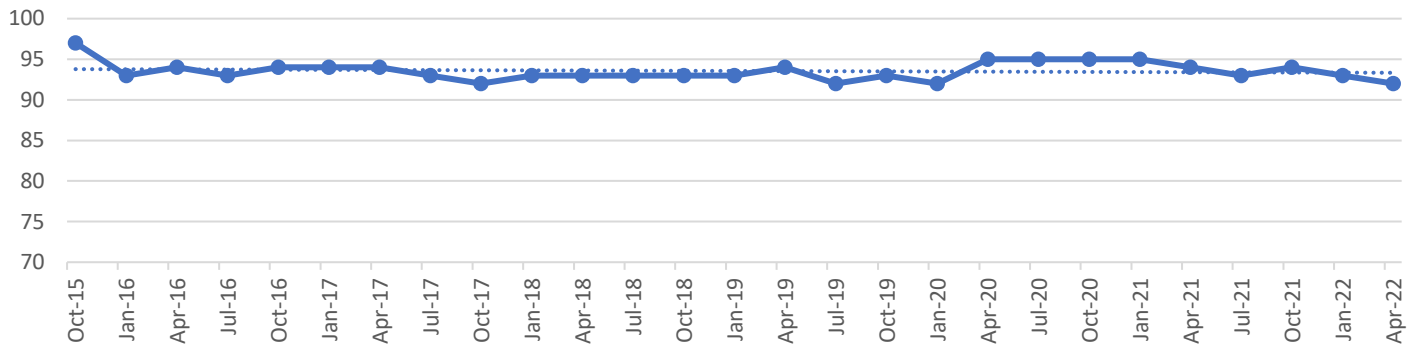
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



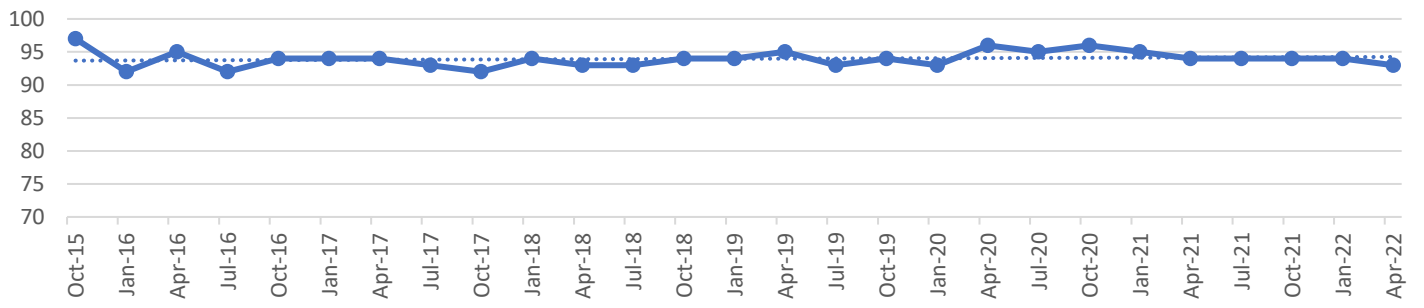
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

