

## Patient Satisfaction Survey 373 Summit St, Elgin 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 89% to 92%. 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.

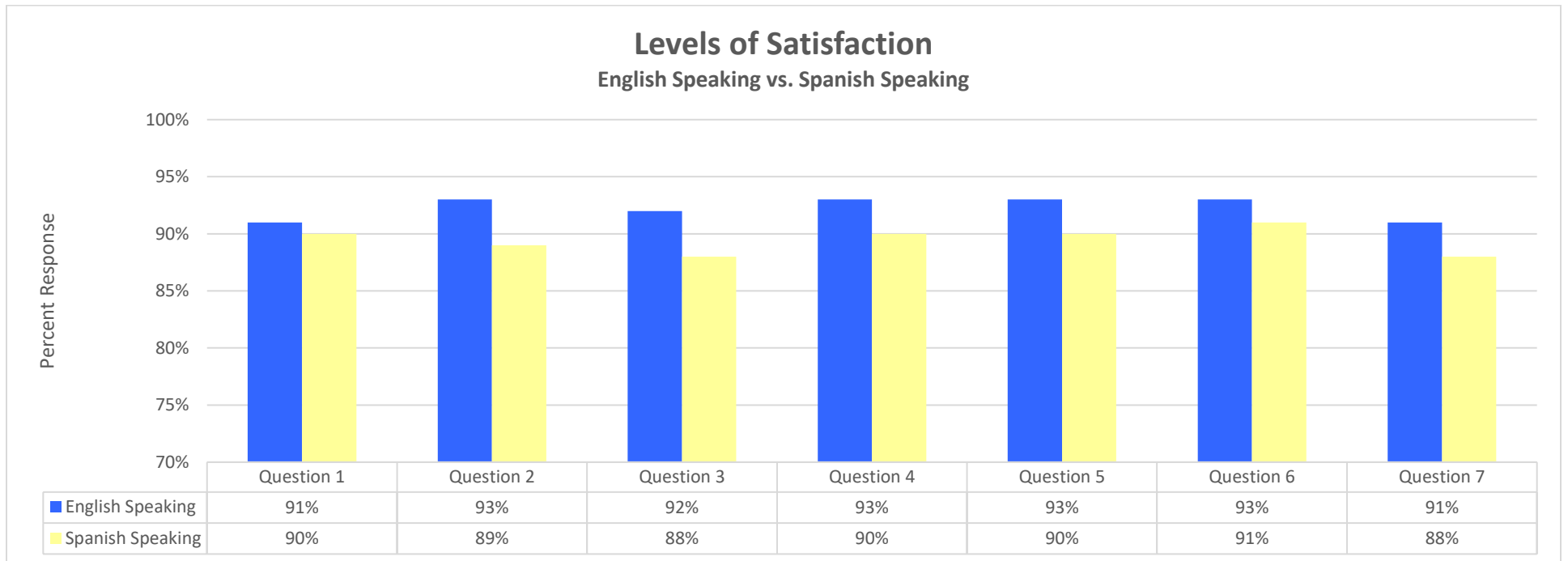
<b>373 Summit St, Elgin – Survey Questions</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>	<b>Level of Satisfaction July 2021</b>
1. The phone operator staff and call center	90%	90%	88%	90%
2. The reception staff	90%	92%	89%	90%
3. Receiving a timely appointment	90%	90%	86%	89%
4. Education and explanation of plan provided in a way that I can understand	91%	92%	89%	91%
5. The follow up and coordination of my care	91%	91%	89%	90%
6. The staff addressing my medical needs today	92%	93%	89%	91%
7. The time spent waiting	89%	89%	85%	86%
8. The respectfulness of staff	92%	93%	90%	91%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	90%	87%	89%
10. The handling of my personal medical information in a private and confidential	92%	92%	89%	92%
11. Your medical assistant	92%	93%	89%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	92%	93%	89%	92%
13. Overall, how satisfied are you with the Health Center?	91%	92%	89%	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%

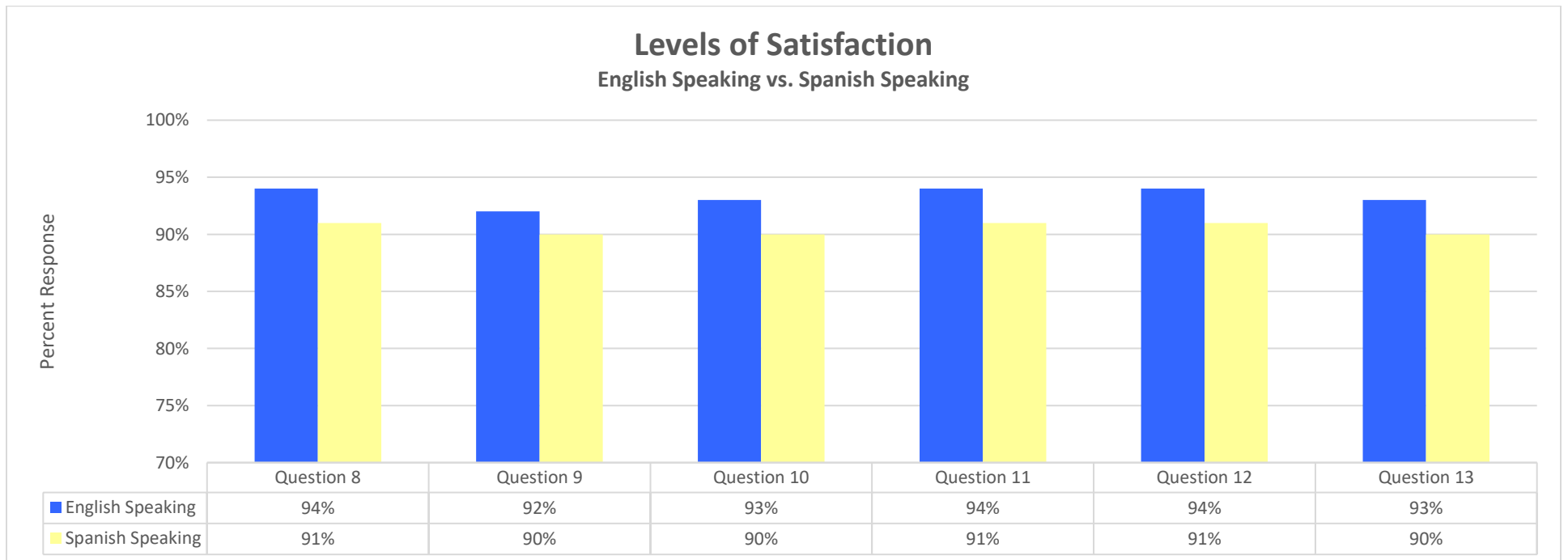
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	188 67%	224 61%	71 25%	108 30%	16 6%	23 6%	2 1%	4 1%	4 1%	6 2%
2. The reception staff	201 71%	222 61%	68 24%	103 28%	14 5%	27 7%	1 1%	5 1%	1 1%	9 3%
3. Receiving a timely appointment	198 70%	205 57%	68 24%	117 33%	15 5%	22 6%	2 1%	6 2%	1 1%	9 3%
4. Education and explanation of plan provided in a way that I can understand	198 70%	220 60%	71 25%	113 31%	13 5%	23 6%	1 1%	2 1%	1 1%	6 2%
5. The follow-up and coordination of my care	195 69%	221 61%	72 25%	120 33%	15 5%	15 4%	0	2 1%	1 1%	7 2%
6. The staff addressing my medical needs today	199 71%	233 64%	64 23%	111 31%	16 6%	11 3%	1 1%	3 1%	1 1%	6 2%
7. The time spent waiting	183 64%	216 59%	75 26%	102 28%	24 8%	25 7%	3 1%	12 3%	0	9 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	209 74%	238 66%	58 21%	98 27%	13 5%	14 4%	1 1%	12 3%	0	7 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	186 69%	214 61%	59 22%	109 31%	25 9%	19 5%	0	4 1%	0	6 2%
10. The handling of personal medical info in a private and confidential manner	203 72%	225 62%	61 22%	114 32%	16 6%	13 4%	1 1%	1 1%	1 1%	6 2%
11. Your medical assistant	206 73%	237 65%	66 23%	99 27%	9 3%	19 5%	0	3 1%	1 1%	8 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	215 76%	237 65%	57 20%	104 29%	11 4%	15 4%	0	1 1%	1 1%	7 2%
13. Overall, how satisfied are you with the Health Center?	207 73%	234 64%	60 21%	101 28%	15 5%	20 5%	0	1 1%	1 1%	11 3%



## **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: 86

N/A: 32

YES: 8

#### **Comments:**

1. "Yes, very prompt."
2. "Very good."
3. "I'm new."
4. "Very happy with the care we received."
5. "Yes, I have. She hasn't responded."
6. "Anytime I'm told id get a call back they never contact me."
7. "Yes, it was ok."
8. "Yes, it was good they gave me a call."
9. "Good listening and well behave."
10. "Yes, it was quick call back, when I left the message."
11. "Yes, haven't received a call from dentistry."
12. "Good experience."
13. "No cannot get thru the phone."
14. "Yes, XXXXX. My experience was horrible haven't heard from him & Its been over a week. XXXXX ext XXXX."
15. "Yes, I have not been called back."

#### **Spanish**

NO: 44

N/A: 17

YES:

#### **Comments:**

1. "No, but before I had to call and call until I came here." "No, pero antes yame y yame asta qye bine hagai."
2. "Very good." "Muy bien."
3. "They responded on time." "Me respondieron a tiempo."

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

#### **English**

1. "Communication."
2. "Care at 1 place."
3. "Accepts people without insurance."
4. "Reliable staff."
5. "Drs being understanding & knowledgeable."
6. "Great staff."
7. "Great job."
8. "Quick."
9. "Getting seen the same day."
10. "Understanding and professional."
11. "Them listening to all family health issues and considering what might be an issue."  
(DeGarmo)
12. "Time efficient."
13. "Proximity and fast over the phone help."  
(Herdrich)
14. "Asking their questions and getting an answer."
15. "They were kind and respectful."
16. "Close to home very clean."

#### **Spanish**

1. "Good attention and the doctor very dedicated to his work." "Buena atencion y el doctor muy dedicado a su trabajo."
2. "Well my mom would like to come here since you were in front." "Pues a mi mama le gusta venir agui desde que estaban hayi enfrente."
3. "Maintain my health." "Mantener mi salud."
4. "Fast attention." "Rapida atencion."
5. "Prevent diseases." "Prevenir enfermedades." (Reller-Anderson)
6. "Attention." "Atencion."
7. "Medical help." "Ayuda medica."
8. "They are always on top of my health."  
"Siempre estan atentos a mi cuidado."
9. "Everything." "Todo." (3)
10. "The service." "El servicio." (2)
11. "Good personnel." "Buen personal."
12. "Slidding Fee." (English comment written on a Spanish survey)
13. "Providers." "Provedores."

17. "Awareness of my health, best treatment."
18. "Monica always makes me feel better."
19. "Close to home." (Herdrich)
20. "Everything." (5)
21. "All staff."
22. "Immediate care in timely manner."
23. "Everything is healthy helpful and great."
24. "Quality."
25. "Fast and caring."
26. "Close to home and easy to make appointments." (Reller-Anderson)
27. "The doctors and nurses."
28. "The whole experience is always excellent."
29. "N/A." (10)
30. "The nurses, doctors and receptionist."
31. "Yes it was."
32. "Getting in quickly when I'm sick."
33. "Same day appointments."
34. "The fast service."
35. "Respect of employees."
36. "Lab test."
37. "They are very reliable with health care."
38. "Everyone was helpful."
39. "Therapy/counseling."
40. "Great."
41. "Fast and reliable." (Newbrander)
42. "The staff very professional."
43. "The care I receive. All staff are very through." (Him)
44. "Very good hospitality."
45. "Everyone." (Herdrich)
46. "The staff are patient, understanding and kind." (Bhowmick)
47. "The nurse and doctor." (Him)
48. "Efficiency."
49. "All good."
50. "Easy to make/cancel appointments."
51. "Doctors."
52. "Close to home." (2)
53. "Quick service."
54. "Near me."
55. "The staff." (3)
56. "I get my questions answered properly."
57. "Convenience."
58. "Same day appt." (2)
59. "Providers."
60. "Convenient scheduling."
61. "Time waiting and see doctor."
62. "Reception staff always quick & friendly. Doctors assistant always respectful & helpful. Love my doctor!!! All in all 10 out of 10."
63. "Location."
64. "The 15 min thing peoples don't want a get in a car crash speeding here."
65. "The service." (Him)
14. "I like the communication." "Me gusta la comunicacion."
15. "Medical providers." "Provedores medicos."
16. "Medical attention." "Atencion medica."
17. "It is close to home, and I like the service." "Esta cerca de mi casa y me gusta el servicio."
18. "Very good service." "Muy buen servicio."
19. "The way you treat us." "La forma en que nos tratan."
20. "The language." "El language."
21. "They treat you on time." "Te atienden a tiempo."
22. "The communication with referrals and my doctor and my doctor and me." "La comunicacion con los referidos y el doctor y el doctor conmigo."
23. "Bilingual nurses." "Enfermeras bilingues."
24. "The recommendations to have a healthy life." "Las recomendaciones de tener una vida sana."
25. "Maintain healthy and continue with the medication I need." "Mantenerme sana y seguir con mis medicamentos que nesesito." (Castro)
26. "Personnel." "Personal."
27. "The doctors explain very good." "Los doctores explican bien."
28. "Same day appointments." "Citas el mismo dia."
29. "Care for my health." "Cuidar mi salud."
30. "It is accessible." "Es accesible."
31. "It is close to home."
32. "Very good service." "Muy buen servicio."
33. "The attention, care and cost." "La atencion, cuidado y costo."
34. "N/A." (2)
35. "Maintain healthy for a better quality of life." "Mantenerme saludable para una mejor vida."
36. "The services you provide." "Los servicios que brindan."
37. "When I call to make an appointment they are always on top of it and helpful." "Cuando llamo para hacer una cita siempre estan al pendiente y ayudan mucho."
38. "It is close to home and they are very helpful." "Pues que me queda cercas y son muy serviciales."
39. "They help me and they explain everything." "Que me ayudan y me explican todo." (Luettkke)
40. "Everything." "Todo."
41. "That they speak Spanish." "Que hablan espanol."

66. "Attention towards me."
67. "Different specialties."
68. "Having Medicine Stop for meds. No problems getting appts." (Luettke)
69. "The fast service."
70. "Finding out about counseling."
71. "How fast and well they work."
72. "Fast service." (2)
73. "Reminders before appointments."
74. "Location, affordability, a lot of doctors to choose from."
75. "Bilingual."
76. "Everything is great."
77. "Staff are very clear on verbal explanation able to understand clearly."
78. "Secure."
79. "It has helped me feel better, we continue with managing school, health, lifestyle." (Blasinski)
80. "I felt like Dr. listened to my concerns and provided great bedside manner."
81. "Good."
82. "Being seen in a timely fashion."
83. "Therapist/psychiatrist."
84. "Good attention."
85. "Therapy/counseling and my physician."
86. "Kind staff & practitioner; efficient patient processing."
87. "Clean efficient care."
88. "That appointments are always available."
89. "Receiving the correct care." (Castro)
90. "Getting answers to questions."
42. "Doubts that I had about my problem." "Dudas que tenia sobre mi problema."
43. "Your employees." "Tus empleados."
44. "When I call the personnel is kind." "Cuando hablo el personal es amable."
45. "Exceptional service." "Servicio excepcional."
46. "The attention from provider Jasmine." "La atencion de la provedora Jasmine." (Buthman)
47. "I would like for you to do a detailed test for my medical condition (irritable colon)." "Me gustaria que me hicieran un estudio mas profundo para mi condicion de salud (colon irritable)." (Govinda)
48. "All the attention." "Toda la atencion." (Luettke)
49. "Make reasonable appointments." "Hacer citas rasonables." (Buthman)
50. "Attention." "Atencion." (2)
51. "The medical service is good." "El servicio medico es bueno."
52. "Nothing." "Nada."
53. "It is close to home and the attention I receive." "Esta cerca de mi casa y la atencion que me dan."

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

#### **English**

1. "N/A." (25)
2. "No comment." (2)
3. "MAT program at McHenry."
4. "Keep doing a great job."
5. "Good job."
6. "No suggestions at this time."
7. "More providers, guidance in personal care without rush." (Herdrich)
8. "Nothing great place."
9. "You guys do good."
10. "Affordable for no insurance. Explaining the papers I'm given (Some people don't know how to read at all)"
11. "None." (2)
12. "Explain aftercare."
13. "Nothing." (5)
14. "Phone operators could be nicer, provide them with sensitivity training." (DeGarmo)
15. "Keep up the good work."
16. "Keep doing what you guys are!"

#### **Spanish**

1. "Everything good always." "Todo bien siempre." (12)
2. "Faster appointments." "Citas mas prontas."
3. "Everything is good." "Todo esta bien." (6)
4. "Call back to schedule in a timely manner."
5. "The Dr." (DeGarmo)
6. "Some receptionists are good other scold us." "Algunas recepcionistas son buenas otras nos regañan."
7. "Give some additional time for example if the appointment is at 12:00 be able to get registered at 11:50 and be on time." "Dar un tiempo adicional por ejemplo si la cita es a las 12:00 que se pueda registrar a las 11:50 y sea a tiempo el registro."
8. "Nothing." "Nada."
9. "It is excellent." "Es excelente."
10. "For now I think the service is good." "Por ahora el servicio esta bien."
11. "Nothing." "Nada." (2)

17. "Referrals sooner."
18. "No need."
19. "Doing good."
20. "Everything is perfect."
21. "Ok."
22. "Commitment from some doctors."
23. "I think you guys are perfect already."
24. "My experience was great."
25. "Not sure yet." (2)
26. "I think it is fine."
27. "Very good today."
28. "All good."
29. "I think everything is great as is."
30. "More training for the ones scheduling appts. I've had to many problems with them losing my appt." (Blasinski)
31. "Phone system it hangs up without speaking with anyone."
32. "No improvement, everything good."
33. "Keep doing what your doing."
34. "Medical assistants should be more quiet about talking about patients & matters overheard them talking about my case from the room."
35. "Buffer more staff."
36. "Continue to be great with open availability."
37. "Talk slower with reminders."
38. "Lab doesn't use preferred names. That would be nice." (Govinda)
39. "I have no comment, always satisfied."
40. "Stop making people come 15 min early."
41. "Give people a little more time to get here." (Govinda)
42. "Usually the waiting time on the phone until someone answers to get an appointment."
43. "Everything's wonderful."
44. "All good."
45. "No suggestions at this time."
46. "No improvements needed."
47. "Everything is good."
48. "Train your call center staff to articulate and slow down their rate of speech. Their messages are unintelligible." (Herdrich)
49. "All is well."
50. "Provide more services like X-Rays, ultrasounds, etc." (Him)
51. "Less wait time."
12. "Don't make us wait too long." "No nos hagan esperar tanto tiempo."
13. "Very satisfied don't change anything." "Muy satisfecha no cambiar nada." (Buthman)
14. "To me it is good." "Para mi es bueno."
15. "I'm satisfied for the moment." "Estoy satisfecho por el momento."
16. "More medics." "Mas medicos."
17. "No comments." "No comentarios."
18. "Very happy with the doctor." "Muy feliz con la doctora." (Bhowmick)
19. "The people in front being kinder." "Las de enfrente sindo mas amables."
20. "Having more appointments available." "Teniendo mas citas disponibles."
21. "It is good." "Esta bien." (3)
22. "The service and it is accessible." "El servicio y es accessible." (Govinda)
23. "Continue like until now." "Continue como hasta ahora."
24. "N/A." (3)
25. "Very kind." "Muy amables."
26. "Up until now I am satisfied with the service." "Hasta ahora estoy satisfecha con el servicio."
27. "Al the service is well organized, continue the same and you will be the best." "Todo el servicio esta muy organizado, continue igual y seran los mejores."
28. "Giving closer appointments." "Dando citas mas pronto."
29. "You should double check the references for specialist, no response, it takes more than 1 month to get an appointment or they don't call to give you an appointment." "Deben revisar las refrencias con especialistas no hay respuesta, se tarda mas de 1 mes en recibir la cita o no llaman para dar la cita."

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

**English**

- YES: 223
- NO: 1
- I don't know: 1

**Spanish**

- YES: 200
- NO: 3



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

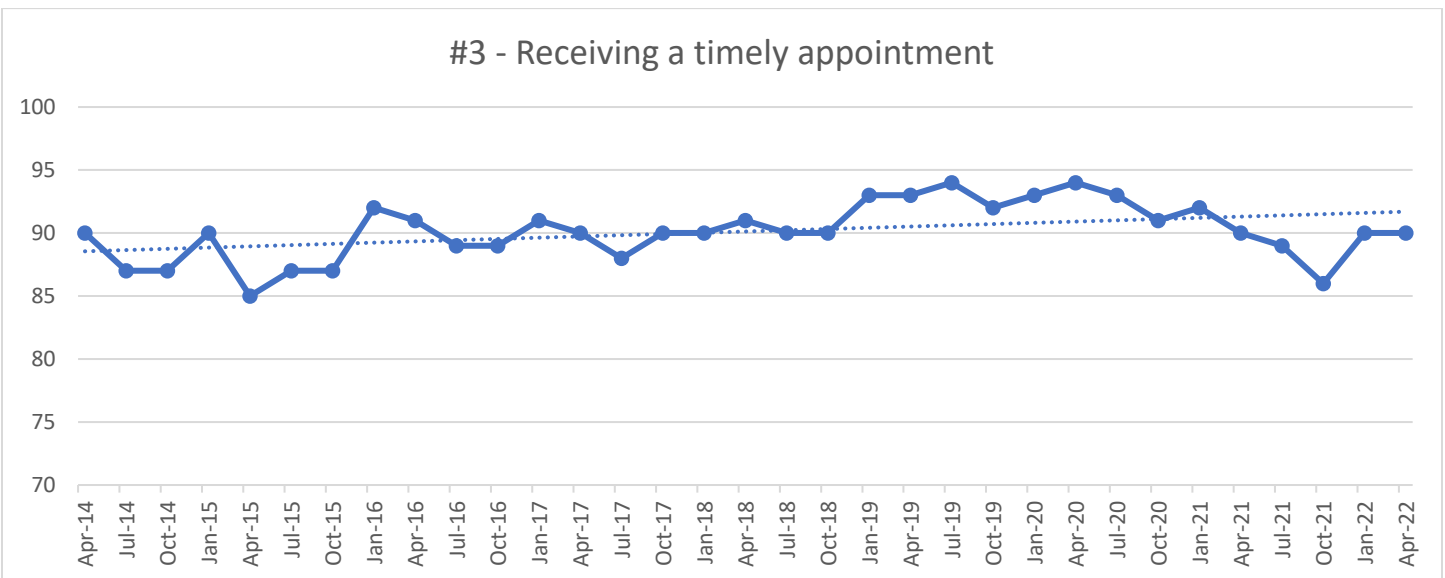
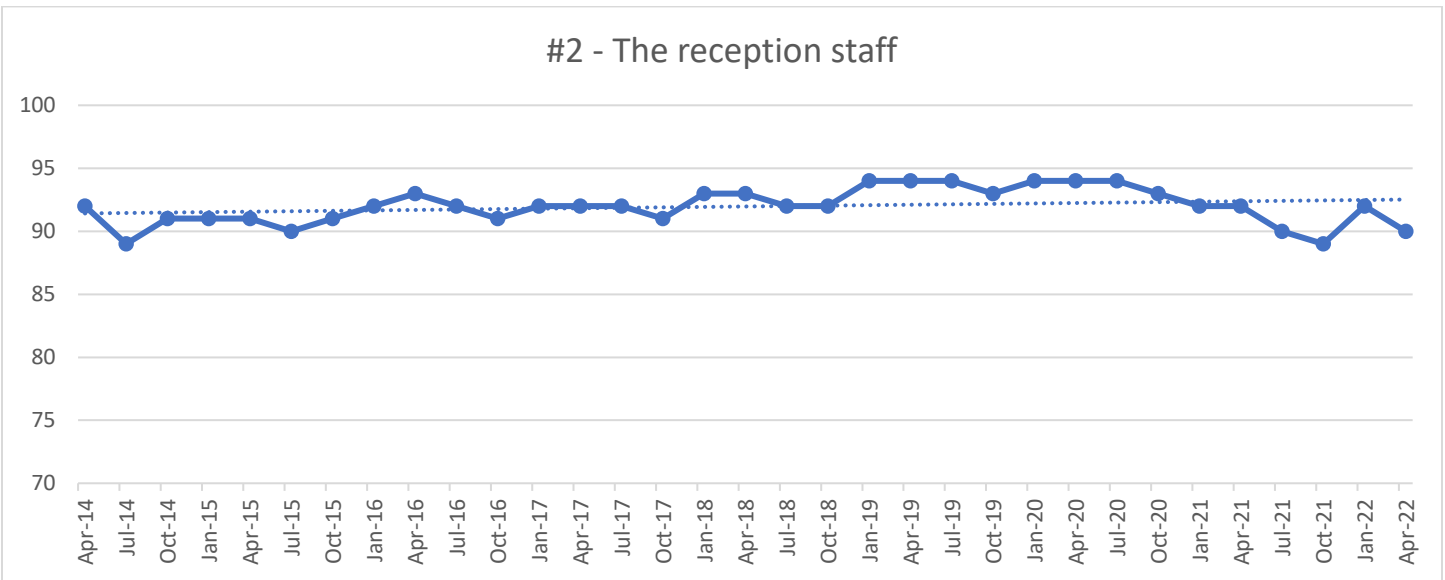
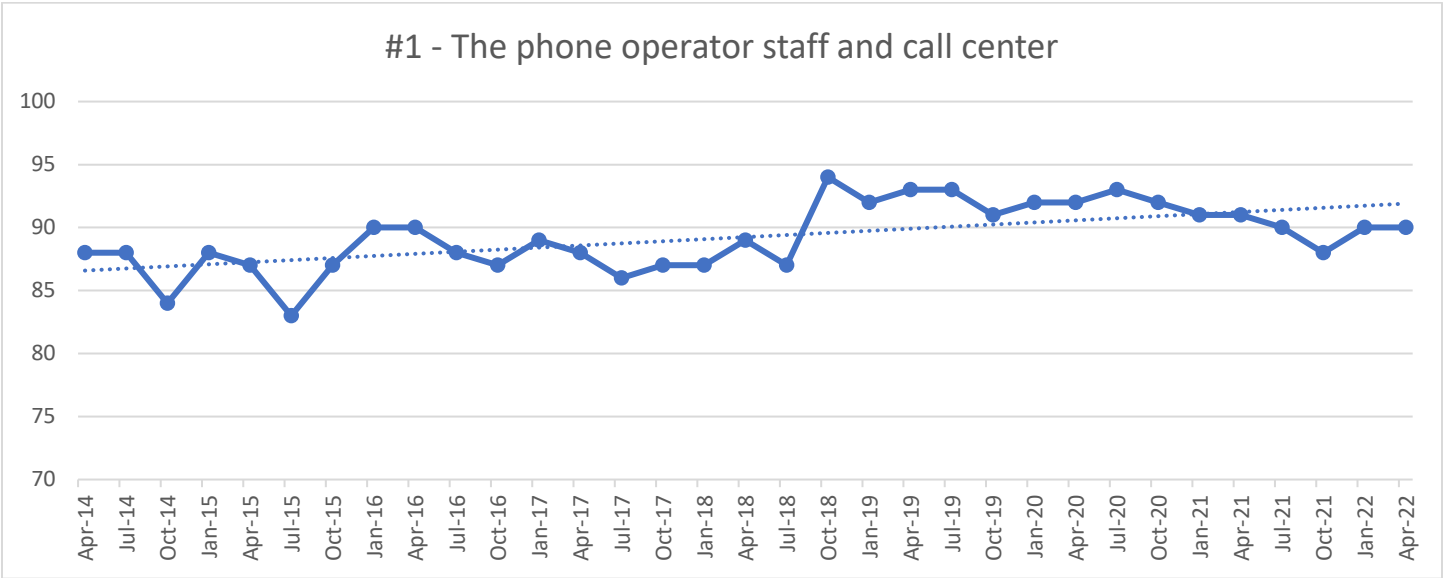
**English**

- Ariga: 3
- Bhowmick: 7
- Blasinski: 8
- Buthman: 6
- Castro: 4
- DeGarmo: 6
- Govinda: 4
- Herdrich: 21
- Him: 12
- Luettker: 15
- Newbrander: 11
- Reller-Anderson: 11
- Thompson:
- Van Brunt: 1

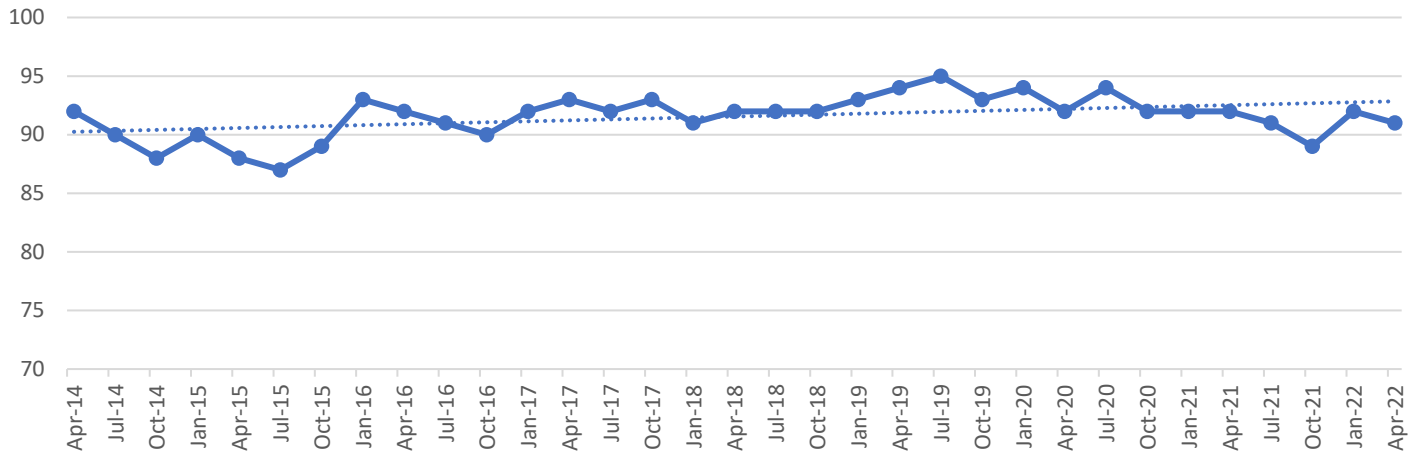
**Spanish**

- Ariga: 5
- Bhowmick: 4
- Blasinski: 3
- Buthman: 5
- Castro: 6
- DeGarmo: 1
- Govinda: 14
- Herdrich: 13
- Him: 3
- Luettker: 3
- Newbrander: 9
- Reller-Anderson: 8
- Thompson: 3
- Van Brunt: 5

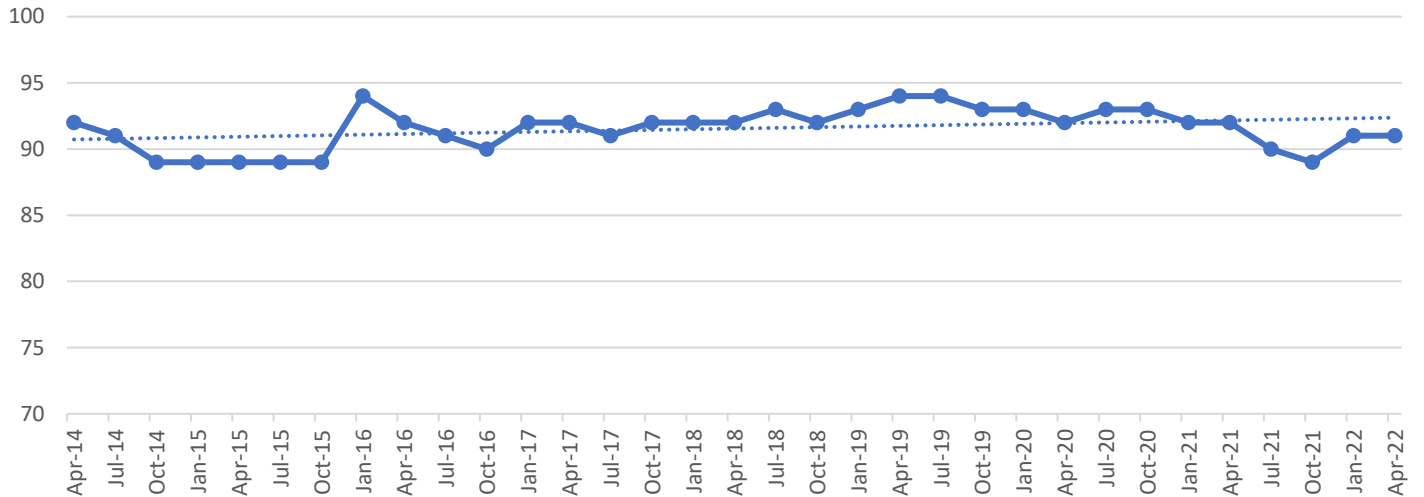
# Individual Question Results with Trendlines



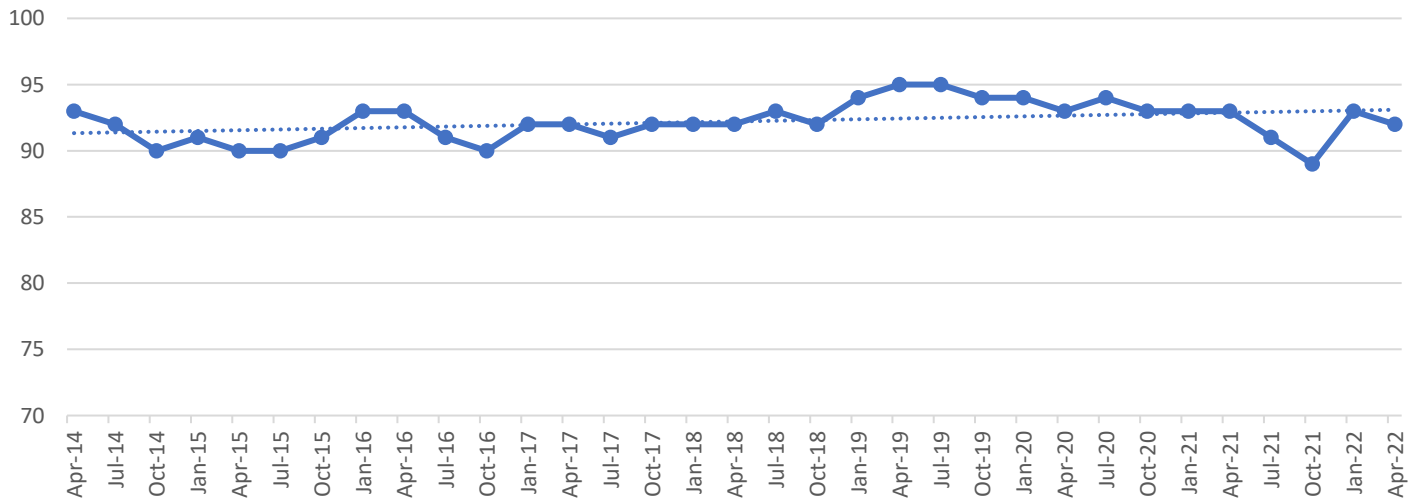
### #4 - Education and explanation of plan provided in a way that I can understand



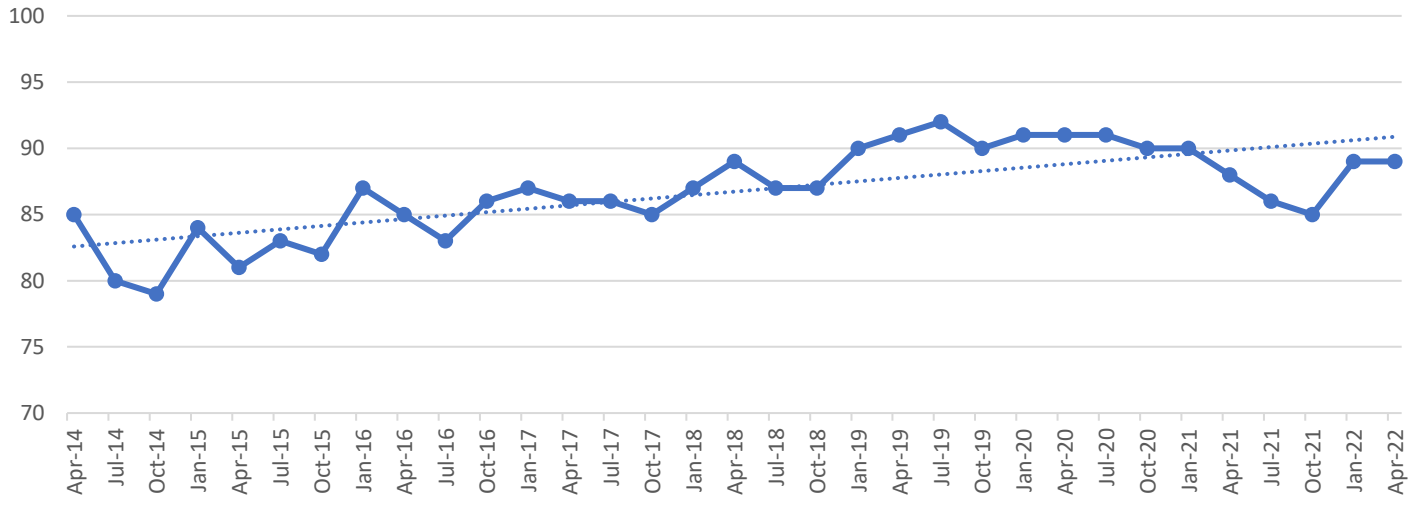
### #5 - The follow-up and coordination of my care



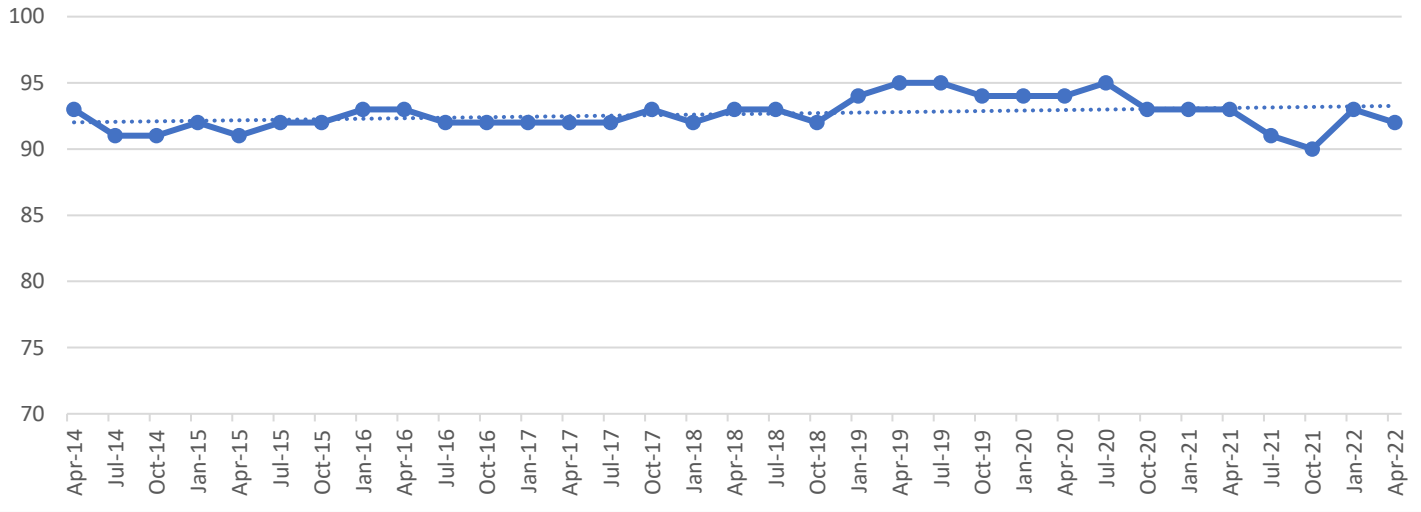
### #6 - The staff addressing my medical needs today



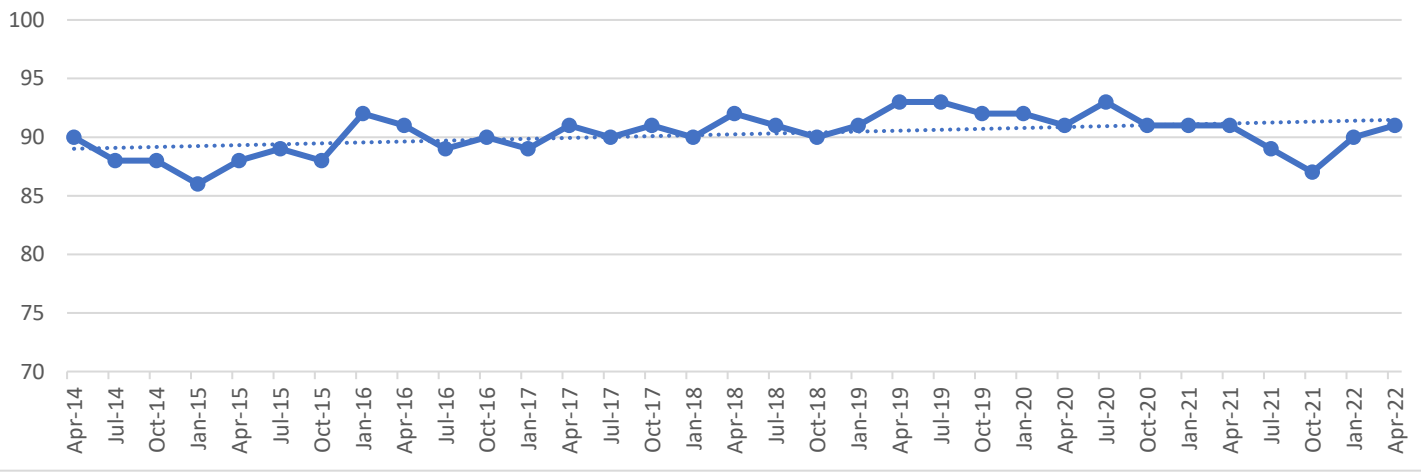
#7 - The time spent waiting



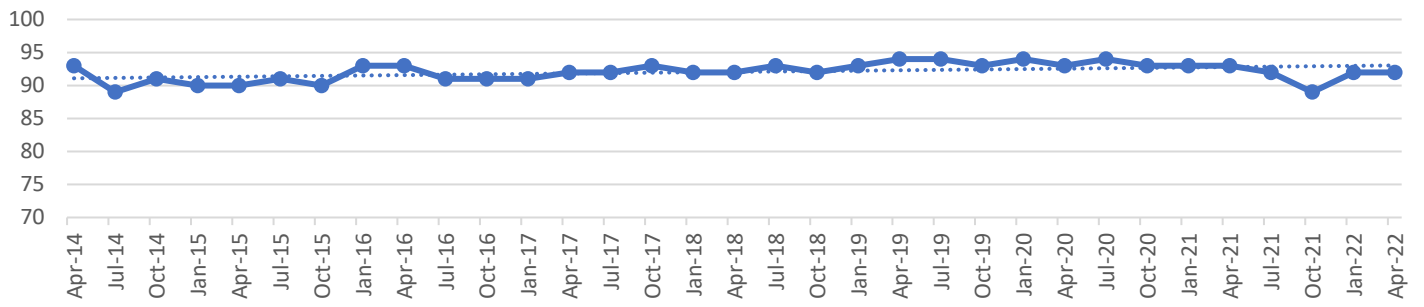
#8 - The respectfulness of staff



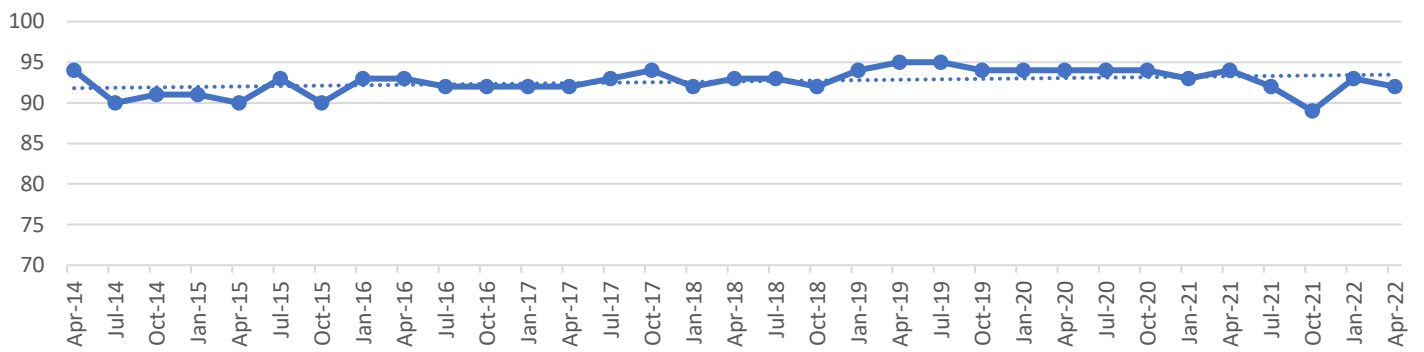
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



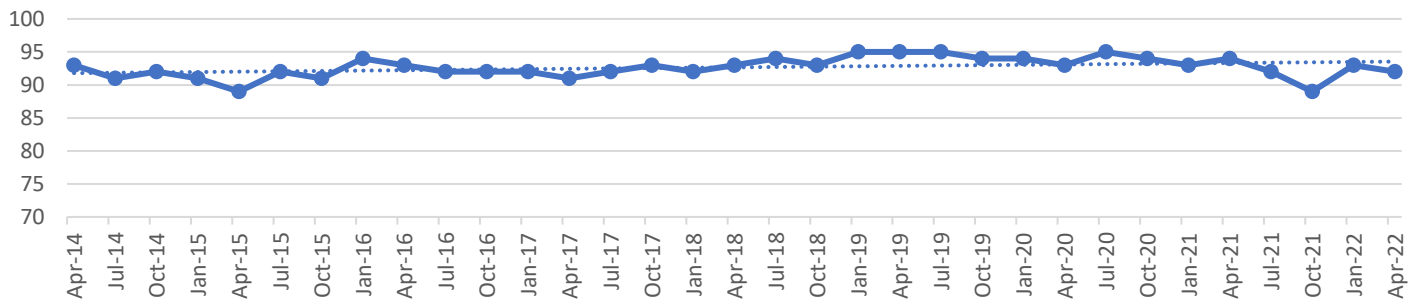
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

