

Patient Satisfaction Survey 3901 Mercy Dr, McHenry 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.

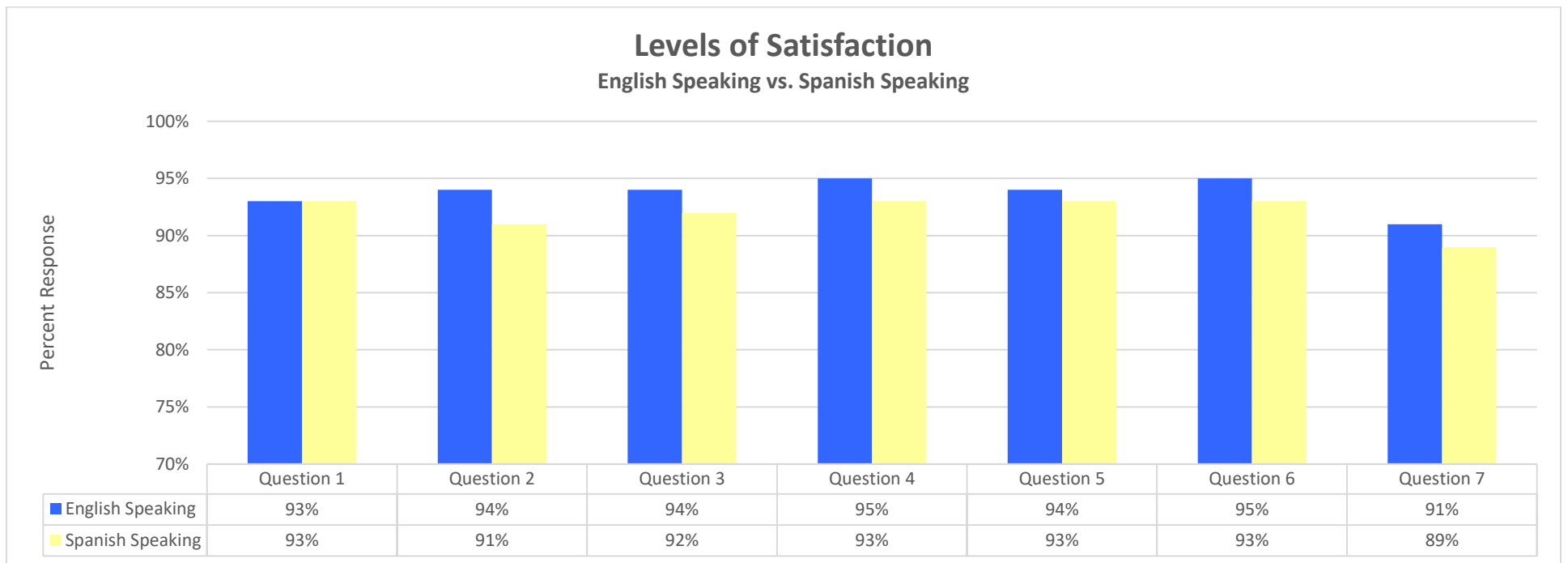
3901 Mercy Dr, McHenry – Survey Questions	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021
1. The phone operator staff and call center	93%	93%	91%	92%
2. The reception staff	93%	95%	91%	93%
3. Receiving a timely appointment	93%	94%	91%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	93%	94%
5. The follow up and coordination of my care	94%	95%	92%	94%
6. The staff addressing my medical needs today	94%	96%	92%	94%
7. The time spent waiting	90%	91%	89%	91%
8. The respectfulness of staff	94%	95%	92%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	93%	91%	92%
10. The handling of my personal medical information in a private and confidential	94%	95%	92%	94%
11. Your medical assistant	95%	96%	93%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	96%	93%	95%
13. Overall, how satisfied are you with the Health Center?	94%	96%	92%	94%

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%

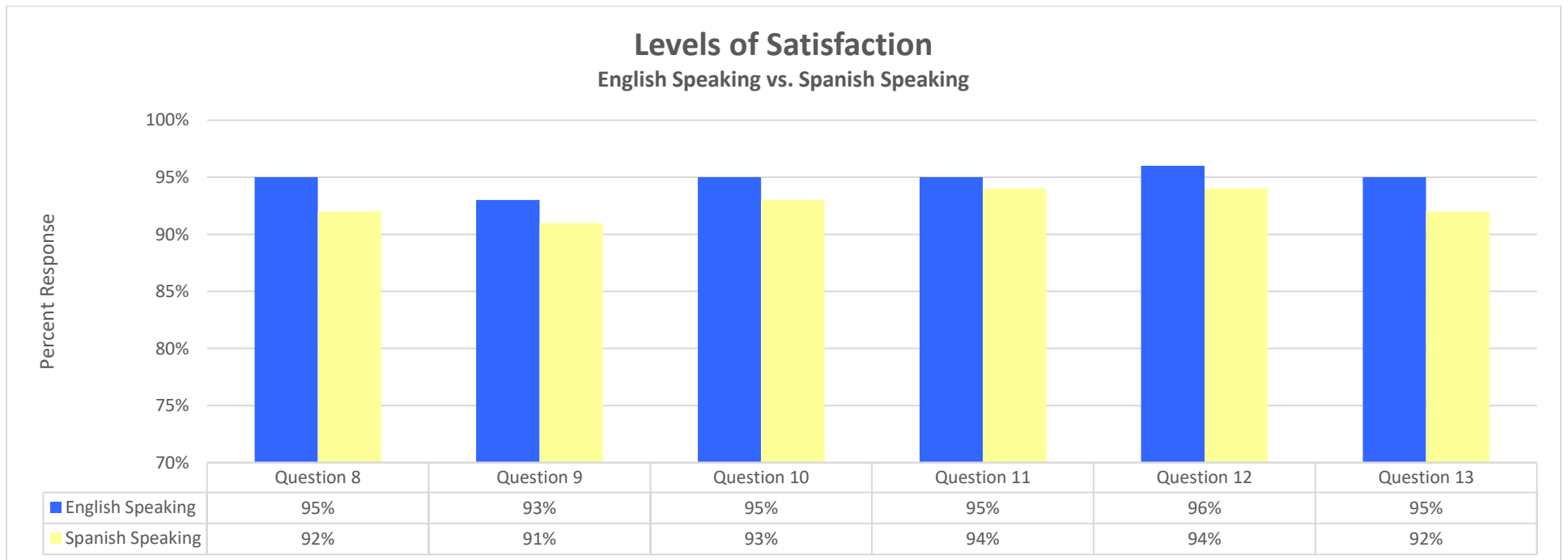
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	117 69%	116 74%	42 25%	32 20%	9 5%	6 4%	1 1%	1 1%	0	2 1%
2. The reception staff	124 73%	112 72%	39 23%	31 20%	5 3%	7 5%	1 1%	2 1%	0	4 3%
3. Receiving a timely appointment	129 76%	110 70%	29 17%	39 25%	10 6%	4 3%	1 1%	2 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	129 76%	113 72%	36 21%	36 23%	4 2%	3 2%	0	1 1%	0	3 2%
5. The follow-up and coordination of my care	128 76%	112 72%	35 21%	37 24%	5 3%	2 1%	1 1%	1 1%	0	3 2%
6. The staff addressing my medical needs today	127 76%	119 76%	37 22%	31 20%	3 2%	1 1%	1 1%	1 1%	0	4 3%
7. The time spent waiting	117 69%	99 64%	33 20%	39 25%	16 10%	11 7%	2 1%	2 1%	1 1%	5 3%



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	130 78%	113 73%	32 19%	32 21%	4 2%	3 2%	0	2 1%	0	4 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	115 74%	104 69%	28 18%	36 24%	13 8%	3 2%	0	2 1%	0	6 4%
10. The handling of personal medical info in a private and confidential manner	126 76%	115 74%	35 21%	32 21%	4 2%	3 2%	0	1 1%	0	4 3%
11. Your medical assistant	132 79%	127 81%	31 19%	23 15%	5 3%	1 1%	0	2 1%	0	4 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	139 83%	124 80%	23 14%	24 16%	5 3%	1 1%	1 1%	1 1%	0	5 3%
13. Overall, how satisfied are you with the Health Center?	132 79%	121 77%	29 17%	25 16%	6 4%	4 3%	1 1%	1 1%	0	6 4%



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: 65

N/A: 26

YES: 1

Comments:

1. "Very helpful & nice people over the off."
2. "Everything was good."
3. "Yes, I had to reschedule my appointment they were very helpful."
4. "She is very understanding and nice."
5. "Really nice."
6. "Very satisfied."
7. "Always positive, timely."

Spanish

NO: 26

N/A:

YES:

Comments:

1. "Very good." "Muy buena."

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

English

1. "The willingness to care for me."
2. "Nothing." (2)
3. "The care."
4. "Accessible."
5. "The staff." (3)
6. "Fast and flexible availability."
7. "The staff demeanor."
8. "Fast apt."
9. "Convenience in time & kindness."
10. "Better communication about what my doctor wants to see me for."
11. "Overall the entire experience."
12. "Fast and convenient."
13. "N/A" (13)
14. "Close."
15. "Convenience helpful affordable."
16. "Payments."
17. "Nurse practitioners."
18. "Every question that I need."
19. "Everyone is really nice and respectful and professional."
20. "The portal."
21. "Staff are great at helping with appointments."
22. "Timely appointments."
23. "Getting healthy all around."
24. "Availability of after work appointments."
25. "Having it in town."
26. "Fast and efficient service." (Origer)
27. "I think you guys are doing great." (Farina)
28. "Pregnancy education."
29. "Quick response & results."

Spanish

1. "With my babies care." "Con el cuidado de mi bebe."
2. "It is close to where I live, and they help you with payments thank you for your assistance." "Esta cerca de donde vivo su ayuda en los pagos gracias por su asistencia."
3. "Attention and advice." "Atencion y consejos." (Siddiqui)
4. "They are very professional." "Son muy profesionales."
5. "That they have all the specialist for female and laboratory." "Que tienen todos los especialistas para la mujer y laboratorio."
6. "They have people that help translate and it is close to home." "Tienen personas que ayudan a traducir y esta cerca a casa." (Colon)
7. "They help you with the cost." "Que te ayudan con el costo."
8. "They are very kind." "Son muy amables."
9. "Medical attention." "Atencion medica" (3)
10. "Medical service at low cost." "Servicio medico a bajo costo."
11. "They are good people." "Son buenas personas."
12. "The language and fast appointment." "El lenguaje y cita rapida."
13. "Availability of appointments and your attention to my nesesities." "Diponibilidad de citas y atencion a mis nesesidades." (Origer)

30. "The care."
31. "Doug is very understanding, encouraging and supportive." (Blasinski)
32. "The staff & counselor." (Blasinski)
33. "Dr. Colon answered all my questions very polite."
34. "Everyone is very helpful all the time." (Siddiqui)
35. "Available same day appts."
36. "1st time here. Not sure."
37. "The reminder calls." (Cekova)
38. "Insurance on site."
39. "App." (Colon)
40. "Dr. Ryan is very good."
41. "Very helpful."
42. "Service is great." (Cekova)
43. "Nice staff." (Aphaivong)
44. "Everything."
45. "Very quick appt." (Origer)
46. "Nothing."
47. "Everyone being so nice."
48. "Staff."
49. "Affordability."
50. "Explaining."
51. "Hours."
52. "Friendly staff." (Schlaeg)
53. "Location: accepting my insurance." (Siddiqui)
54. "Being thorough."
55. "It was the visitation."
56. "Them telling me exactly what I have to do."
57. "Respectfulness, appointment time options." (Scott-Diltz)
58. "Quick appointments." (Talwar)
59. "When calling please use correct doctor name." (Talwar)
60. "Great communication and understanding."
61. "I feel my provider Lindsay Mattes listens to me & addresses my health concerns."
62. "Very helpful." (Colon)
63. "Ryan." (Colon)
64. "I feel that the care I receive is good for the insurance I have from the state. I wish I had better insurance but the school I work for does not provide insurance to aids and I am currently a college student."
14. "That my daughters are well taken care in their health." "Que mis hijas esta bien atendidas en su salud."
15. "Fast service." "Servicio rapido."
16. "Have more available appointments." "Tener mas citas disponibles."
17. "The Spanish language." "El idioma Espanol." (Schlaeg)
18. "They help me care for my health." "Me ayuda a cuidar mi salud."
19. "They are kind." "Son amables." (Beall)
20. "Everyone is very kind." "Todos son muy amables."
21. "In everything." "En todo."
22. "They can give you appointments in the afternoon." "Te dan citas en la tarde."
23. "To improve my health." "Mejorar mi salud."
24. "IT helps me feel im in good hands." "Me ayuda a sentirme en buenas manos." (Beall)
25. "It is the first time I come here." "Es la primera vez que vengo aqui."
26. "With my health." "Con mi salud." (4)
27. "The speed of appointments, the attention in Spanish, and the facilities are always clean." "La rapidez de las citas, la atencion en espanol y las instalaciones siempre estan limpias."
28. "Everything is good." "Todo esta bien."
29. "The hours and the service." "El horario y el servicio." (2)
30. "My appointments." "En mis citas."
31. "They have appointments soon." "Tienen citas pronto."
32. "Good service." "Buen servicio."
33. "The attention from the personnel." "La atencion del personal."
34. "Everyone treats me well." "Todos me tratan bien."
35. "The attention." "La atencion."
36. "They are fast." "Son rapidos."
37. "They explain in a form where we understand." "Nos explican en forma que yo entiendo."
38. "In the attention and recommendation." "En la atencion y la recomendaciones."
39. "They speak English and Spanish." "Hablan Ingles y espanol." (Colon)
40. "Health and comfort." "Salud y comodidad."

Question 16: How can we improve Greater Family Health?

English

1. "The office was not as clean today as it has been in past visits."
2. "N/A." (15)

Spanish

1. "Sometimes the wait is too long." "Hay veces que la espera es muy larga."
2. "Everything is Good." "Todo esta bien." (15)

3. "Try to be considerate."
 4. "Nothing at this time."
 5. "Good."
 6. "Waiting room time."
 7. "None" (3)
 8. "Being able to get results over the phone."
 9. "No complaints."
 10. "Can't think of anything."
 11. "There is one Dr. I will not see based on my visit."
 12. "Nothing"
 13. "You are already great no need for improvement."
 14. "You guys are amazing."
 15. "Wait time today was great, sometimes it can be extended."
 16. "You guys are doing great." (3)
 17. "Stop calling for appointments & send text messages or emails thank you."
 18. "Everything is good."
 19. "Doing fine."
 20. "They are great place."
 21. "Nothing everything is great." (Cekova)
 22. "Stop asking questions that are not at your concern/business like; what is my race, and my income." (Origer)
 23. "Nothing you guys do a great job." (2)
 24. "Nothing."
 25. "Nothing at this point?"
 26. "Everything is perfect." (Colon)
 27. "By giving out accurate medical information and to help those who have autistic conditions."
 28. "Doctors need to be more understanding." (Talwar)
 29. "Shorten the wait time a little."
 30. "Nothing I can think of."
 31. "Not sure."
 32. "Nothing at the moment."
 33. "Doing just fine keep doing what you doing." (Siddiqui)
 34. "Nothing everything is perfect."
 35. "Sometimes the time waiting on the phone." (Schlaeg)
3. "To me this place is the best i have ever visited." "Para mi este lugar es el mejor que eh visitado." (Aphaivong)
 4. "Better wait time." "Tiempo de espera sea mejor."
 5. "Reduce wait time." "Reducir tiempo de espera."
 6. "N/A." (2)
 7. "Everything is Good for now, thank you and may God bless you." "Todo esta bien por ahora, gracias y Dios los bendiga."
 8. "Everything is excellent." "Todo esta excelente."
 9. "Communication with the patients and attention." "Comunicación con los pacientes y atención."
 10. "You are doing very Good." "Están haciendo muy bien." (Schlaeg)
 11. "Continue the same, fast and Good care." "Continua como ahora, rápido y buena atención."
 12. "Everything is perfect." "Todo esta perfecto."
 13. "Nothing, everything is Good." "Nada todo bien." (Schaleg)
 14. "Information for my kids." "Información para mis hijos."
 15. "It is excellent." "Es excelente." (2)

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

English

- YES: 118
- NO:

Spanish

- YES: 78
- NO:

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

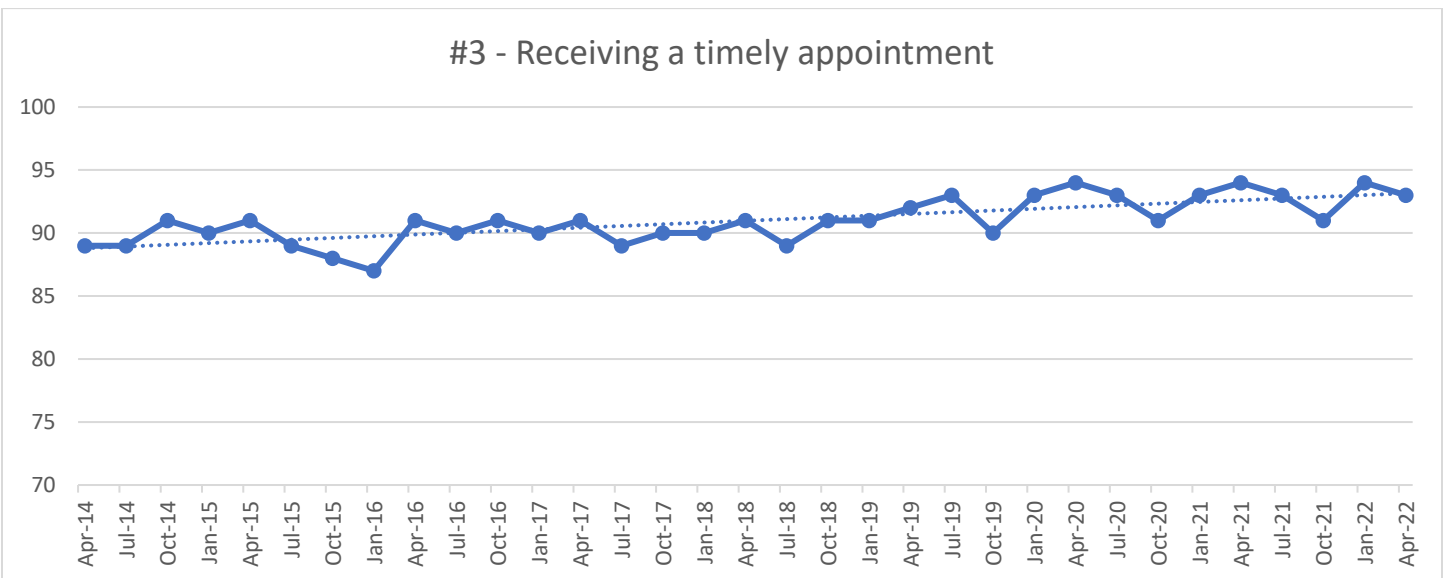
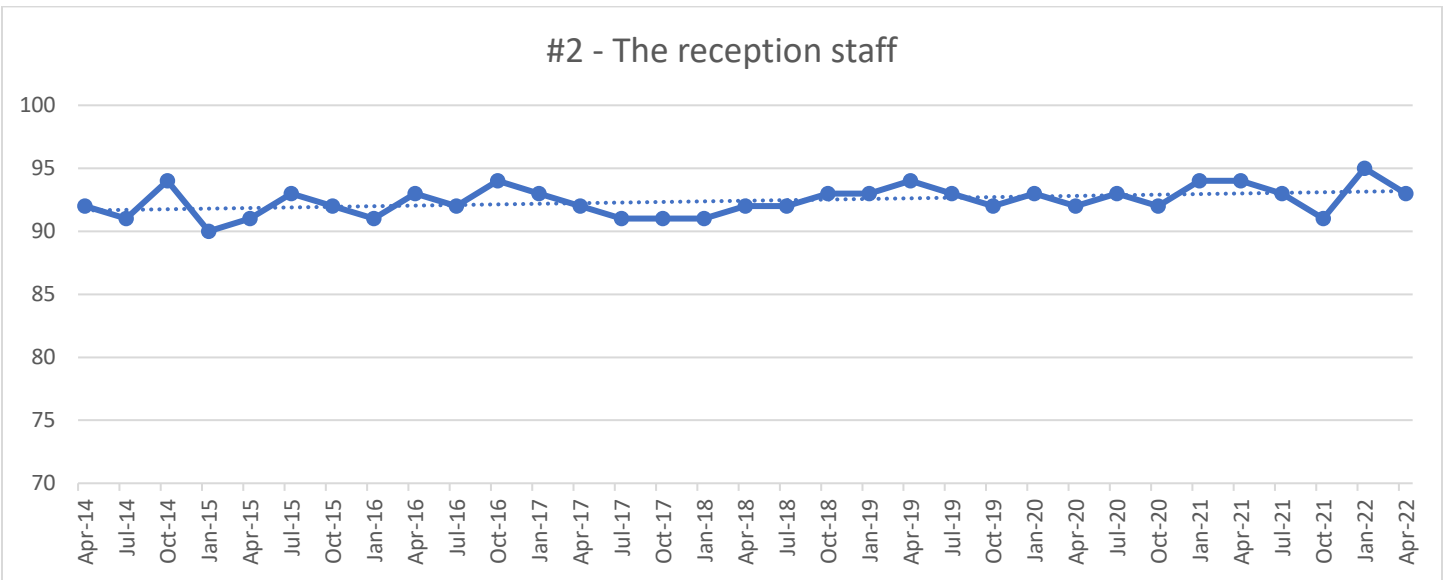
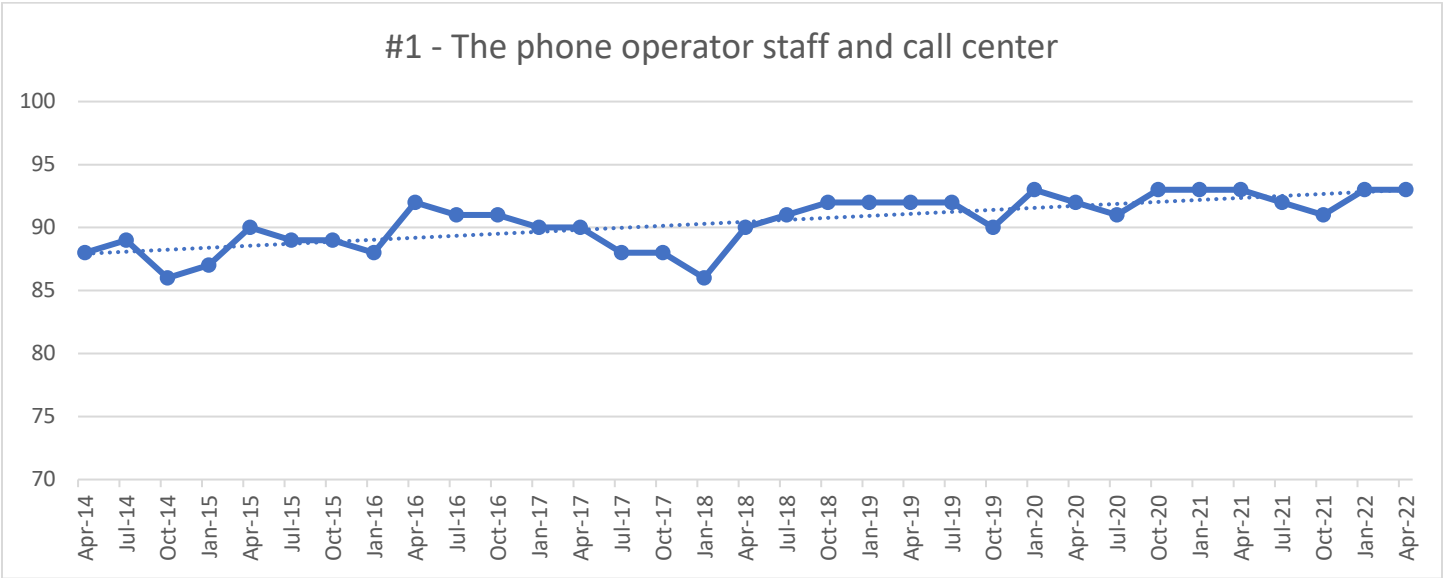
English

- Acevedo: 1
- Ali: 12
- Aphaivong: 13
- Beall: 1
- Blasinski: 2
- Cekova: 6
- Colón: 14
- Farina: 5
- Hering:
- Nambo: 5
- Origer: 14
- Schlaeg: 11
- Siddiqui: 8
- Talwar: 8

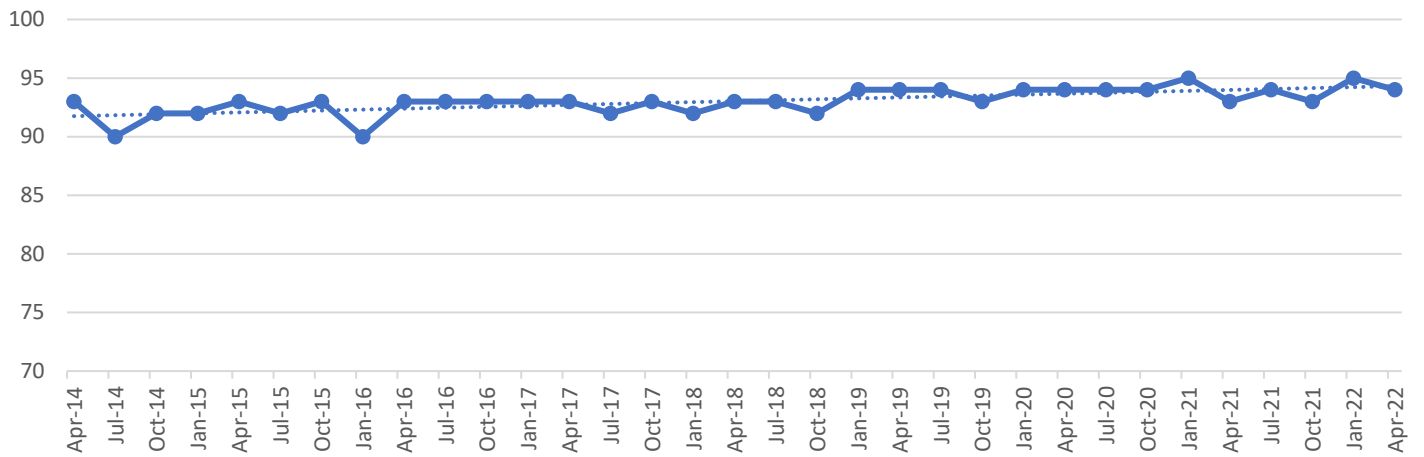
Spanish

- Acevedo: 1
- Ali: 3
- Aphaivong: 6
- Beall: 5
- Cekova: 5
- Colón: 11
- Hering:
- Nambo: 6
- Origer: 18
- Schlaeg: 9
- Siddiqui: 7

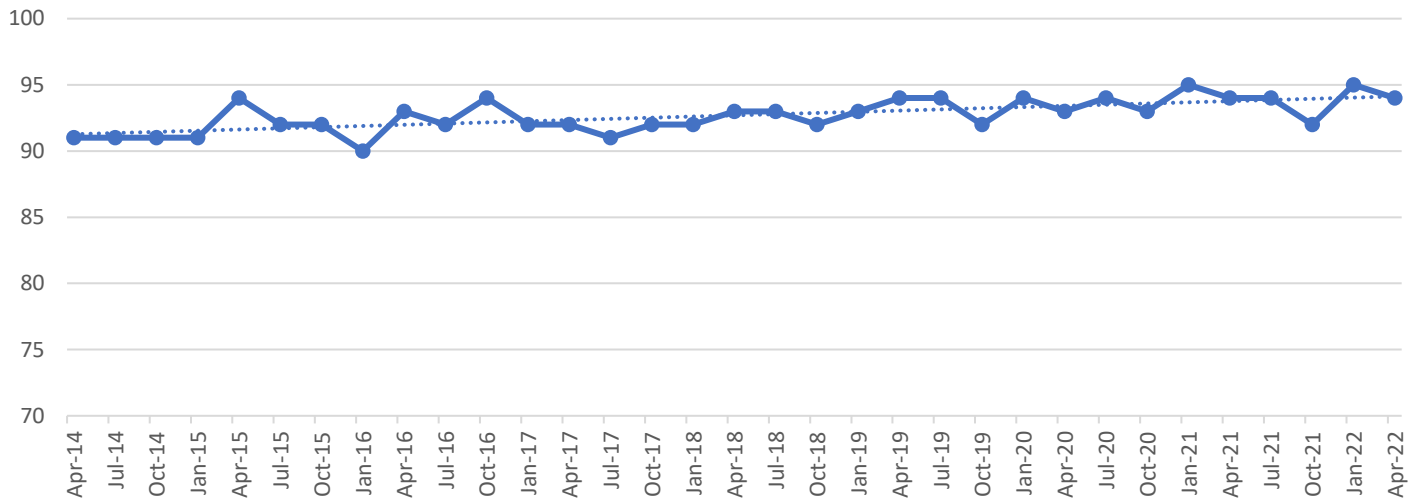
Individual Question Results with Trendlines



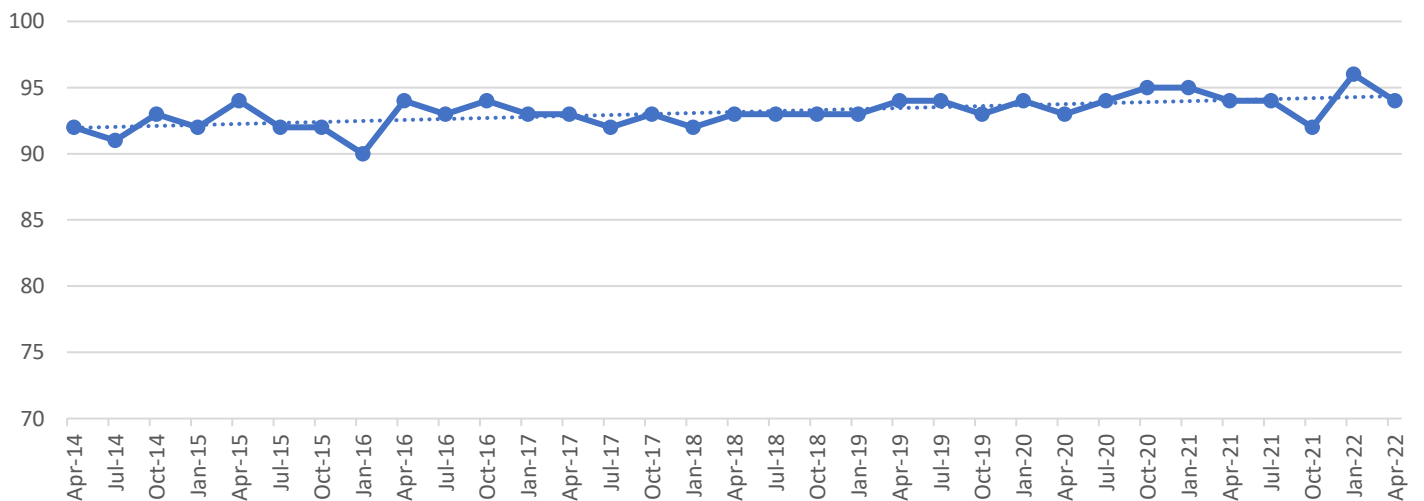
#4 - Education and explanation of plan provided in a way that I can understand



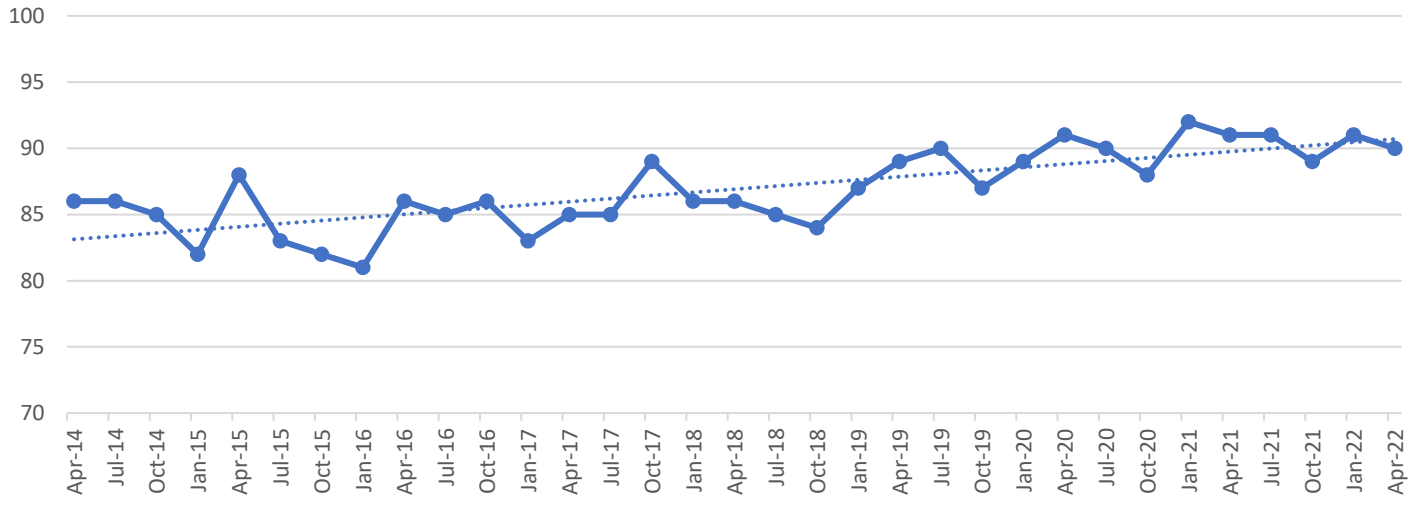
#5 - The follow-up and coordination of my care



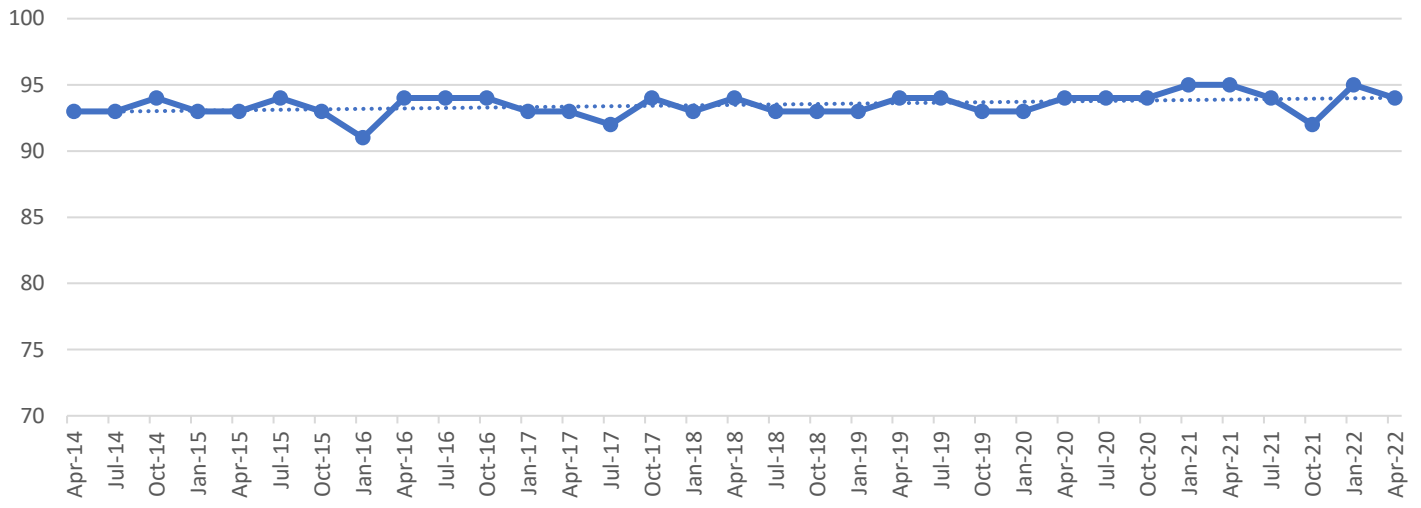
#6 - The staff addressing my medical needs today



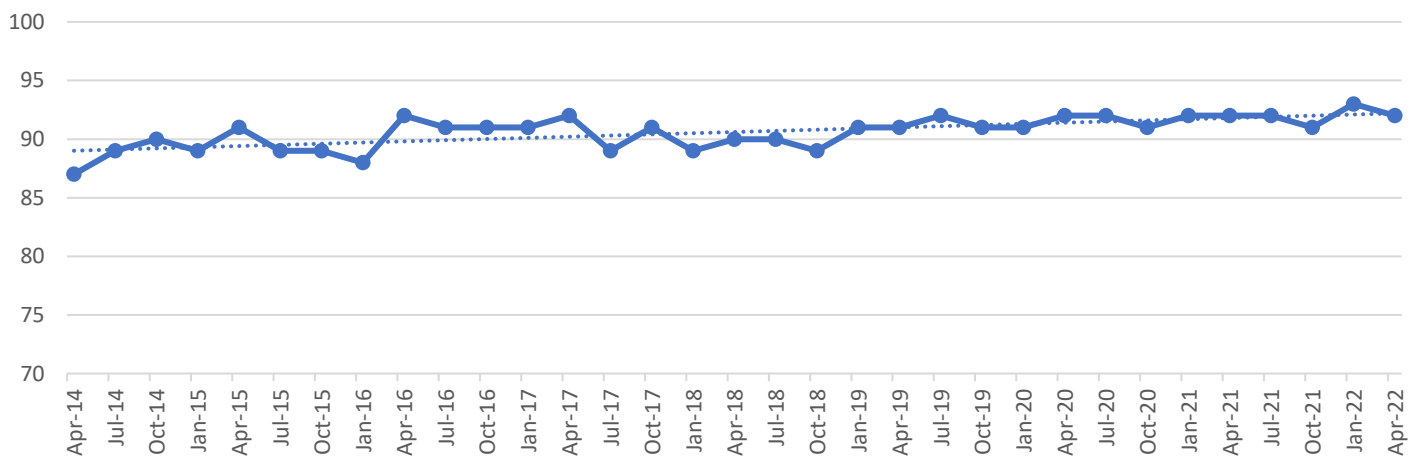
#7 - The time spent waiting



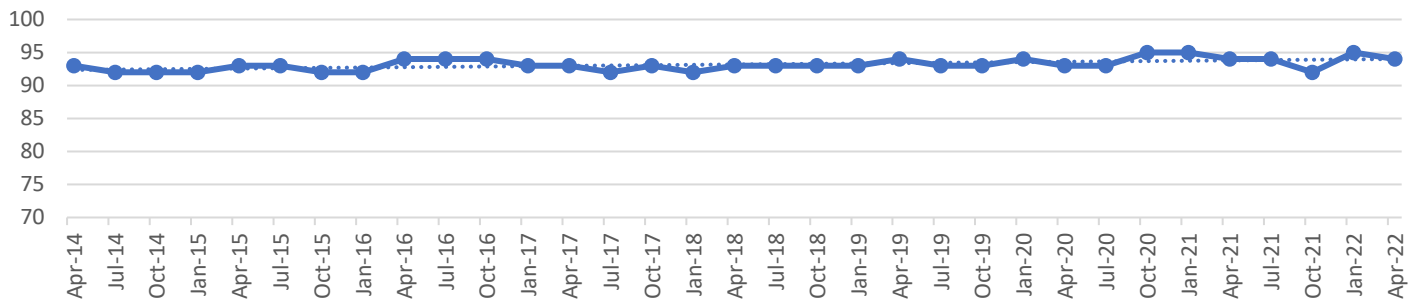
#8 - The respectfulness of staff



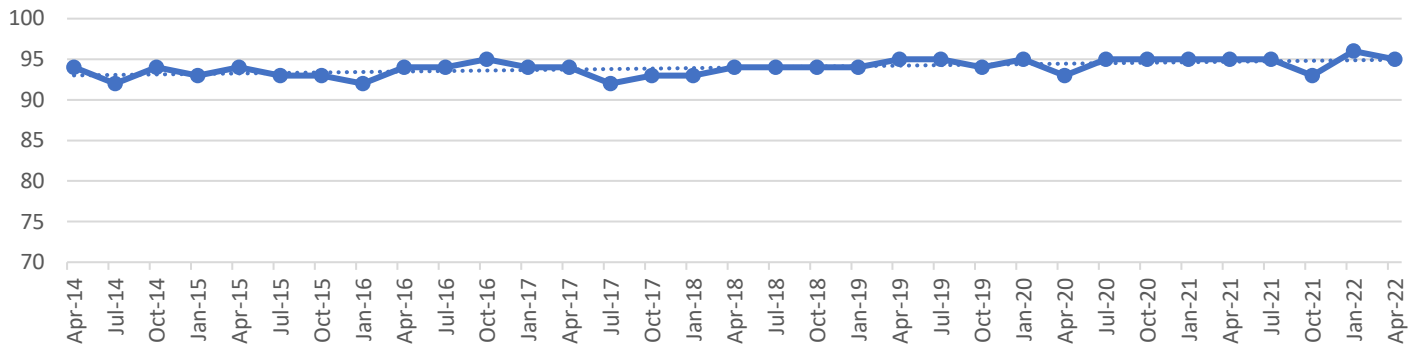
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



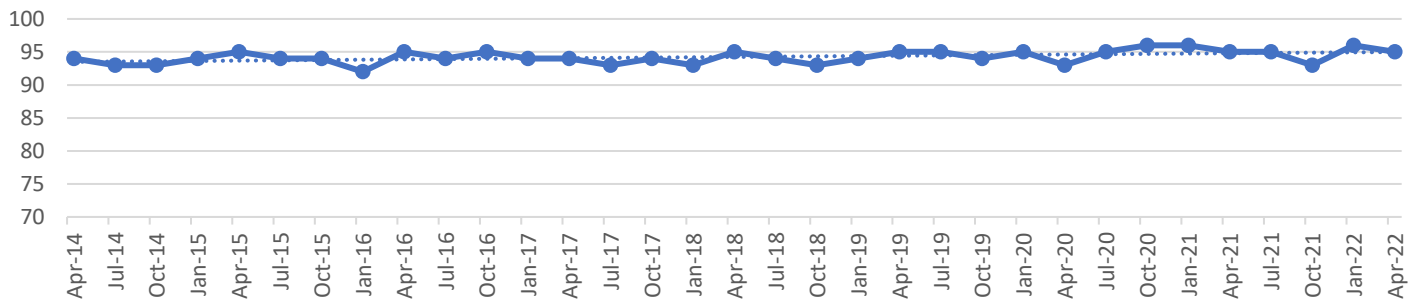
#10 - The handling of my personal medical information in a private and confidential manner



#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?

