

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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 91% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

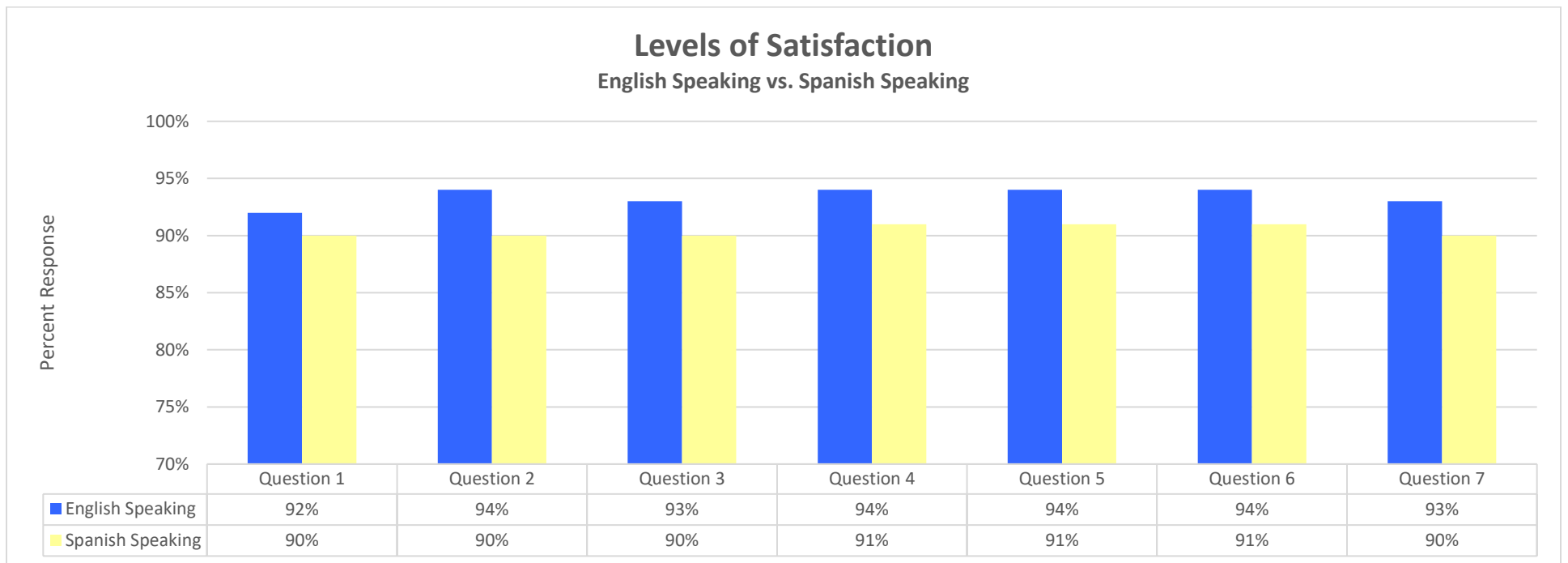
450 Dundee Ave, Elgin - Lower Level – Survey Questions	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021	Level of Satisfaction July 2021
1. The phone operator staff and call center	91%	91%	93%	91%
2. The reception staff	92%	92%	95%	94%
3. Receiving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

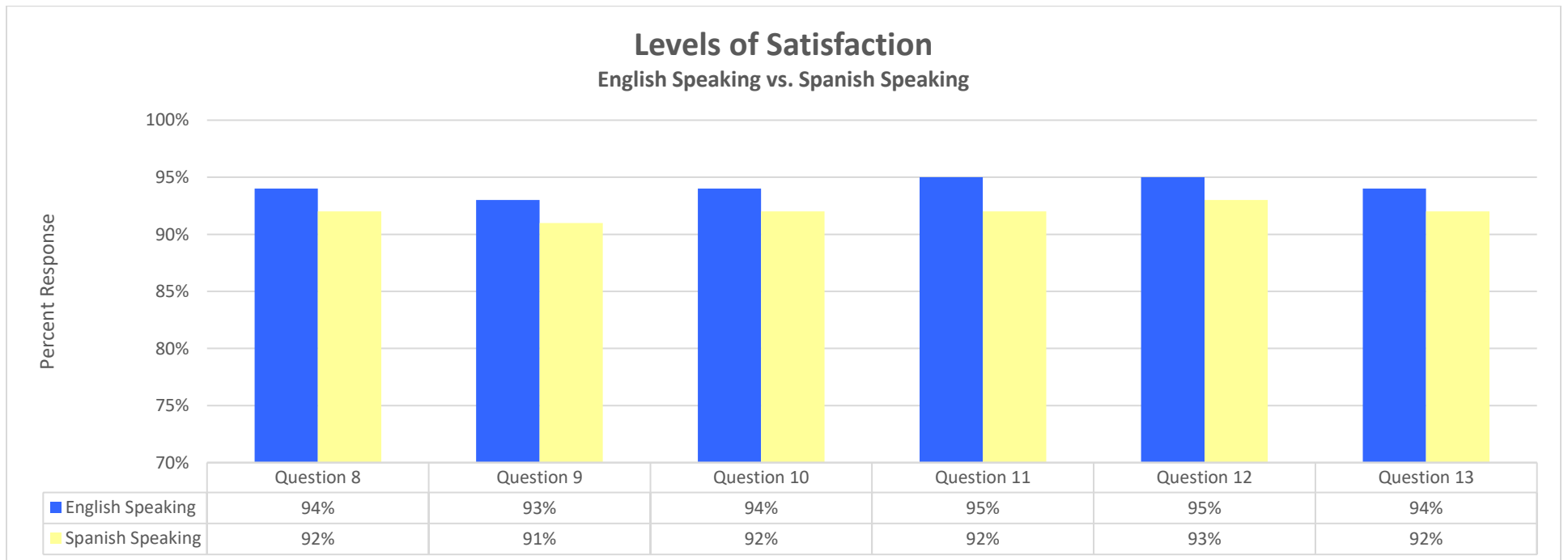
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	92 69%	134 68%	31 23%	46 23%	9 7%	9 5%	1 1%	1 1%	0	8 4%
2. The reception staff	103 77%	135 69%	21 16%	45 23%	8 6%	8 4%	1 1%	1 1%	0	8 4%
3. Receiving a timely appointment	101 77%	135 69%	19 14%	39 20%	11 8%	9 5%	1 1%	3 2%	0	9 5%
4. Education and explanation of plan provided in a way that I can understand	103 77%	142 72%	22 17%	39 20%	7 5%	6 3%	1 1%	1 1%	0	8 4%
5. The follow-up and coordination of my care	101 76%	142 73%	24 18%	36 19%	7 5%	7 4%	1 1%	2 1%	0	8 4%
6. The staff addressing my medical needs today	103 77%	145 73%	22 17%	38 19%	7 5%	5 3%	1 1%	2 1%	0	8 4%
7. The time spent waiting	98 74%	132 67%	24 18%	44 22%	11 8%	10 5%	0	2 1%	0	8 4%



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	102 77%	141 73%	22 17%	39 20%	7 5%	7 4%	0	0	0	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	93 77%	128 69%	17 14%	42 23%	9 7%	9 5%	0	0	0	6 3%
10. The handling of personal medical info in a private and confidential manner	101 78%	145 74%	21 16%	36 19%	7 5%	5 3%	0	1 1%	0	8 4%
11. Your medical assistant	106 80%	143 73%	19 14%	40 20%	7 5%	5 3%	0	0	0	8 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	108 82%	149 76%	16 12%	35 18%	7 5%	3 2%	0	0	0	8 4%
13. Overall, how satisfied are you with the Health Center?	103 78%	148 76%	20 15%	34 17%	7 5%	5 3%	0	1 1%	0	8 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: 41

N/A: 13

YES: 7

Comments:

1. "Yes, wonderful."
2. "Yes, excellent." (Baum)
3. "Good."
4. "It went good."
5. "Super good."
6. "Yes, it was good, had a call back that same day." (Davis)

Spanish

NO: 24

N/A: 5

YES: 10

Comments:

1. "Good attention from the personnel." "Buena atencion en el personal."
2. "Good." "Buena." (4)
3. "Very good." "Muy buena." (8)
4. "The amount of time spent waiting was uncomfortable I had to wait a while." "Fue muy incomodo el tiempo de espera me hicieron esperar mucho."
5. "Nothing." "Ninguna."
6. "Excellent." "Excelente."
7. "I have not left any messages." "No he dejado mensajes." (Triner)
8. "I have been in this office for a long time and I like their services." "Estoy en esta oficina por mucho tiempo me gusta sus servicios."
9. "Yes, I left a message for someone and I did not receive a call." "Si deje mensaje para una persona y no fue devuelta la llamada." (Triner)
10. "The attention from the personnel is great." "Es buena la atencion del personal."

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

English

1. "N/A." (5)
2. "Everything." (5)
3. "Everyone."
4. "The kindness of doctor's." (Davies)
5. "Easy to make appointments."
6. "The help."
7. "Staff." (2)
8. "My questions are always answered." (Luhrsen)
9. "Getting appointments."
10. "Convenience." (Miller)
11. "My sons doctor." (Baum)
12. "Choosing provider." (Miller)
13. "Dr. Stephanie Davis she awesome 😊 We love her. She has done an awesome job with both my grandkids." (Davies)
14. "Appointments always available."
15. "Communication good."

Spanish

1. "Appointments at a time of need." "Citas en un tiempo que necesita."
2. "N/A." (2)
3. "Health, services, economic." "Salud, servicio, economica."
4. "Everything, they have good attention towards patient." "Todo, tienen buena atencion al paciente."
5. "Good service." "Buen servicio."
6. "Their attention." "Su atencion."
7. "Being able to communicate in my language (Spanish)." "Poder comunicarme en mi idioma (espanol)." (Baum)
8. "Attention is fast and opportune." "Atencion rapida y oportuna." (Baum)
9. "The attentiveness to my necessities and my children's health." "El atencimiento a mis necesidades y salud de mis hijas."

16. "Location + different offices in one place."
17. "Great service." (Baum)
18. "Overall."
19. "Taking care of us."
20. "Loved everything."
21. "Call reminder."
22. "They listen Dr. Baum especially." (Baum)
23. "Always has appointments available." (Davis)
24. "Everything loved the patience, respect."
25. "The team's personnel." "El equipo del personal." (Spanish response on an English survey)
26. "It's good as it is." (Luhrsen)
27. "Close, easy to set appt." (Luhrsen)
28. "Easy to get an appointment."
29. "The staff and translators."
30. "For my appointment, and time." (Triner)
31. "The staff helping with infants." (2)
32. "Time spent waiting." (Triner)
33. "Easy to make an appointment most of the time. Helpful on the phone as well as come in person."
34. "That you guys are very respectful and have good manners."
35. "When they explain the exit papers."
36. "Early/late appts."
37. "Everything, they do a good job."
10. "The accessibility to their excellent services." "La accesibilidad de sus servicios excelentes." (Baum)
11. "With everything." "En todo."
12. "Everything is good." "Todo bien."
13. "Attention." "Atencion." (2)
14. "With my children's health." "Con la salud de mis hijos." (Castro)
15. "Very efficient." (Triner)
16. "Everything is great." "Todo es bueno."
17. "The punctuality." "La puntualidad."
18. "Very good attention and quick." "Muy buena atencion y rapido." (Baum)
19. "The good service." "El buen servicio."
20. "Understanding my health and my children's." "En entender mi salud q lo de mis hijos."
21. "That they check them." "Que las revisan." (Triner)
22. "With everything that is necessary." "En todo lo necesario,"
23. "The doctors are very kind." "Doctores muy amables." (Davies)
24. "Medical attention." "Atencion medica." (Luhrsen)
25. "The doctor's are very dedicated to the children." "Los doctores son muy dedicados con los ninos." (Triner)
26. "With medical services." "Son servicios medicos."
27. "Good pediatric care." "Buen servicio pediatrico." (Triner)
28. "Honesty and family security." "Honestidad y seguridad familiar." (Triner)
29. "Service and there are no delays in appointments." "Servicio y no hay retardos en las citas." (Baum)
30. "Accessibility/ language." "Acesebilidad/lenguaje." (Davies)
31. "Assistance in Spanish." "Asistencia en espanol."
32. "Good attention." "Buena atencion." (Luhrsen)
33. "That it helps people with low income." "Que ayuda a las personas de bajo recursos." (Davies)
34. "They always help us." "Nos ayudan siempre."
35. "The personnel is very kind." "El personal muy amable."
36. "Their kindness." "Su amabilidad."
37. "Their attention." "Sus atenciones." (Luhrsen)
38. "That the time spent waiting is not too long." "Que el tiempo de espera no sea mucho."
39. "The attention for my daughters." "La atencion para las hijas."

40. "Children's health." "Salud de los niños." (Triner)
41. "Attention on time." "Atención a tiempo." (Triner)
42. "Help with everything very good service." "Ayuda en todo muy buen servicio."

Question 16: How can we improve Greater Family Health?

English

1. "Nothing."
2. "N/A." (12)
3. "Cleanliness." (Davies)
4. "No comment."
5. "It's good for now."
6. "Carpe diem."
7. "More available hours and days for Dr. Miller." (Miller)
8. "Keep Dr. Stephanie Davis." (Davis)
9. "Timing can improve where possible."
10. "Keep being great!" (Baum)
11. "I don't know."
12. "None."
13. "I think it's good."
14. "Everything's perfect." (2)
15. "Everything great."
16. "It's good as it is." (Luhrsen)
17. "Faster turnaround on referrals." (Luhrsen)
18. "Idk you staff is really good."
19. "Less wait time." (2)
20. "Not that I want."
21. "Don't need to improve you guys do good at your job."
22. "You guys are doing fine."
23. "I think is perfect the way they work."

Spanish

1. "Everything is very good." "Todo esta muy bien."
2. "N/A."
3. "It is good." "Es bueno."
4. "Everything is good." "Todo bien." (2)
5. "Everything is good." "Todo esta bien." (3)
6. "Everything is very good." "Todo esta muy bien."
7. "Everything seems great to me." "Me parece todo muy bien."
8. "Everything is good they don't need anything." "Todo bien no ocupan nada."
9. "Everything is good, thank you." "Todo bien, gracias." (Baum)
10. "Only in receiving results from the laboratory quicker." "Solamente los resultados del laboratorio mas rapidos."
11. "Being a bit more flexible if we arrive a few minutes late." "Siendo un poco flexibles si llegamos unos minutos tarde." (Miller)
12. "When we ask for an appointment, to not be so strict with arrival time. I have lost an appointment within 15 minutes of arriving before." "Cuando pedimos cita, no ser tan estrictos con el tiempo de llegada he perdido cita estando entre los 15 minutos antes."
13. "No, it is fine." "No esta muy bien."
14. "Continue how it is." "Continuen asi."
15. "The service is very good." "Esta muy bien el servicio."
16. "Continue to improve as a team." "Seguir mejorando como equipo." (Triner)
17. "Continue to treat patients the way you have been." "Seguir como estan tratando los pacientes." (Triner)
18. "Everything works great." "Todo funciona bien." (Luhrsen)
19. "For me, everything is very good." "Para mi es muy buena." (Davies)
20. "They are very good." "Estan muy bien."
21. "Excellent service." "Excelente servicio."
22. "To be seen at the time of the appointment." "Que nos atienden a la hora que nos dan la cita."

- 23. "Having space for appointments." "Teniendo espacios para citas."
- 24. "For me, the service is great." "Para mi muy buen servicio." (Triner)
- 25. "Everything is perfect." "Todo perfecto."

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

English

- YES: 79
- NO: 0

Spanish

- YES: 97
- NO: 0

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

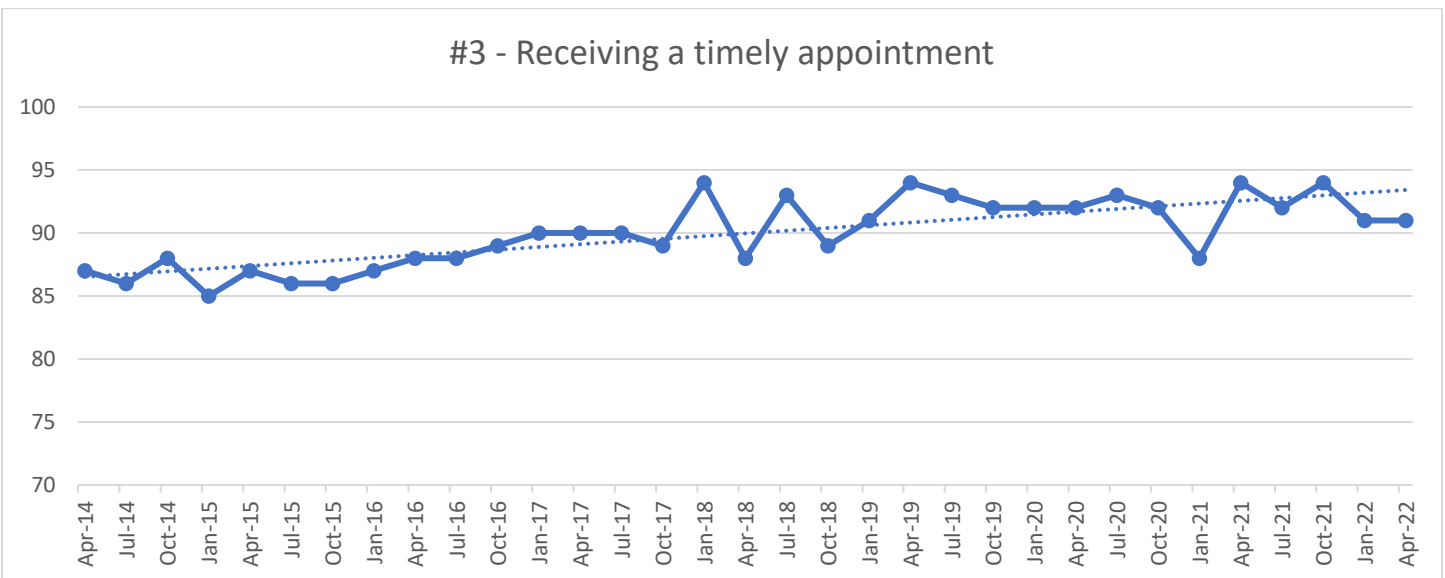
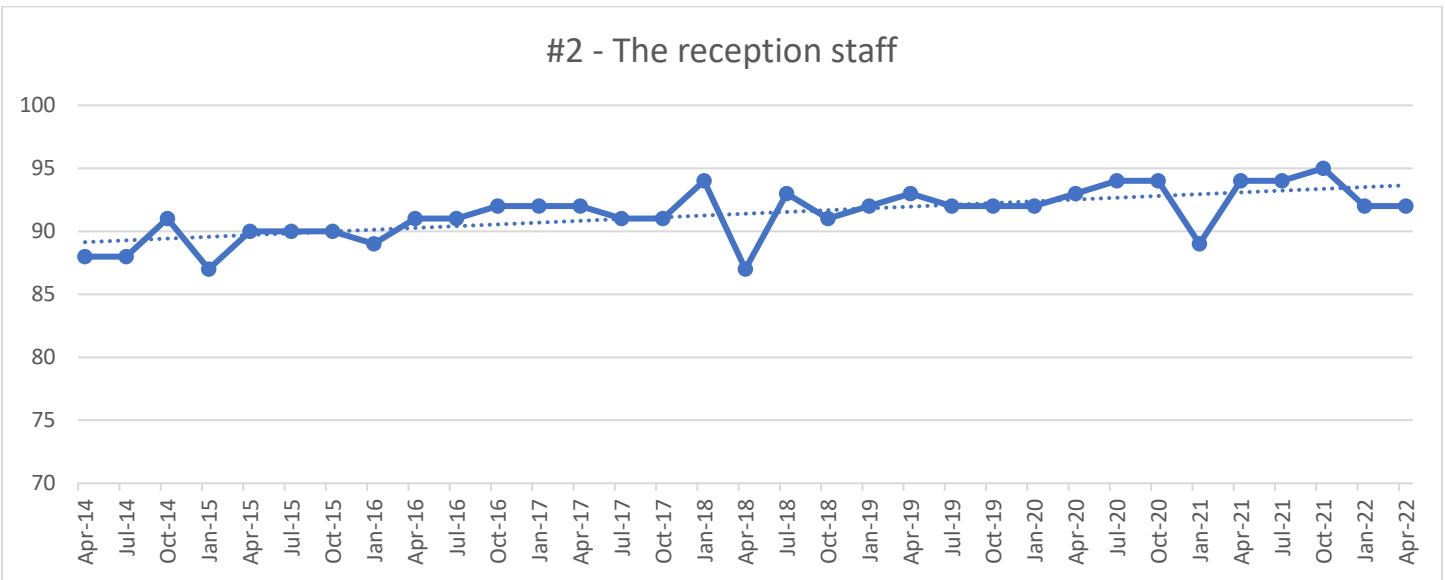
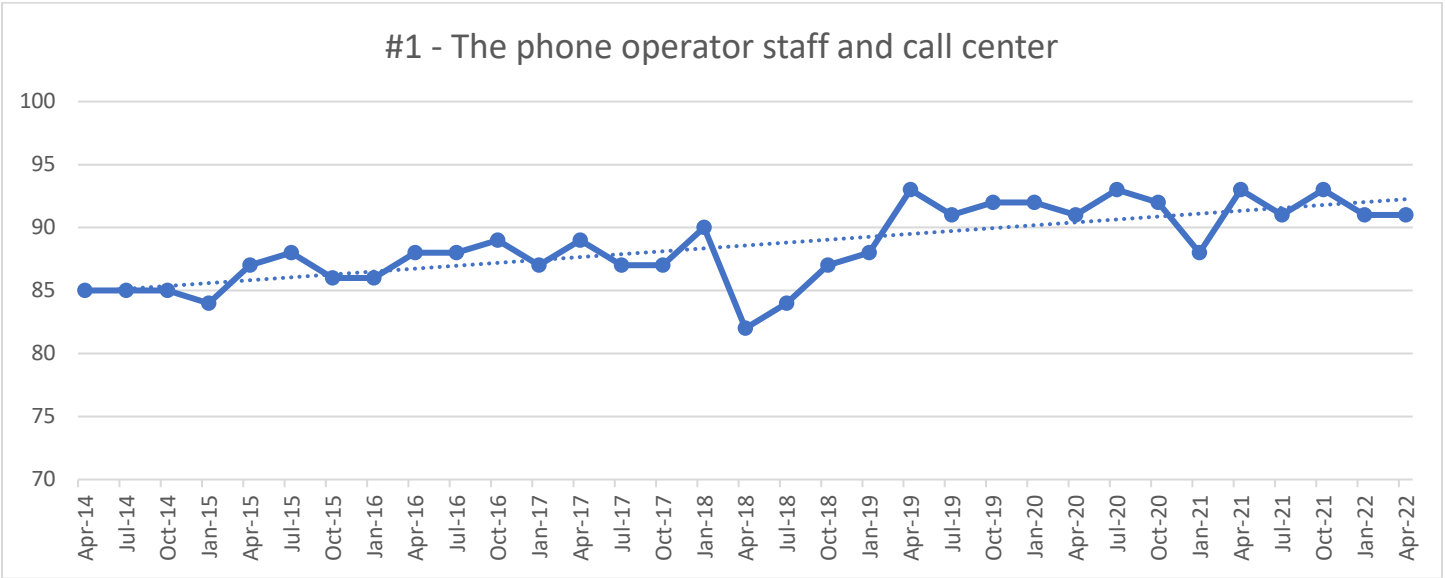
English

- Baum: 9
- Buthman: 1
- Castro: 1
- Davies: 19
- DeGarmo: 1
- Hadi: 2
- Luhrsen: 5
- Miller: 7
- Triner: 9

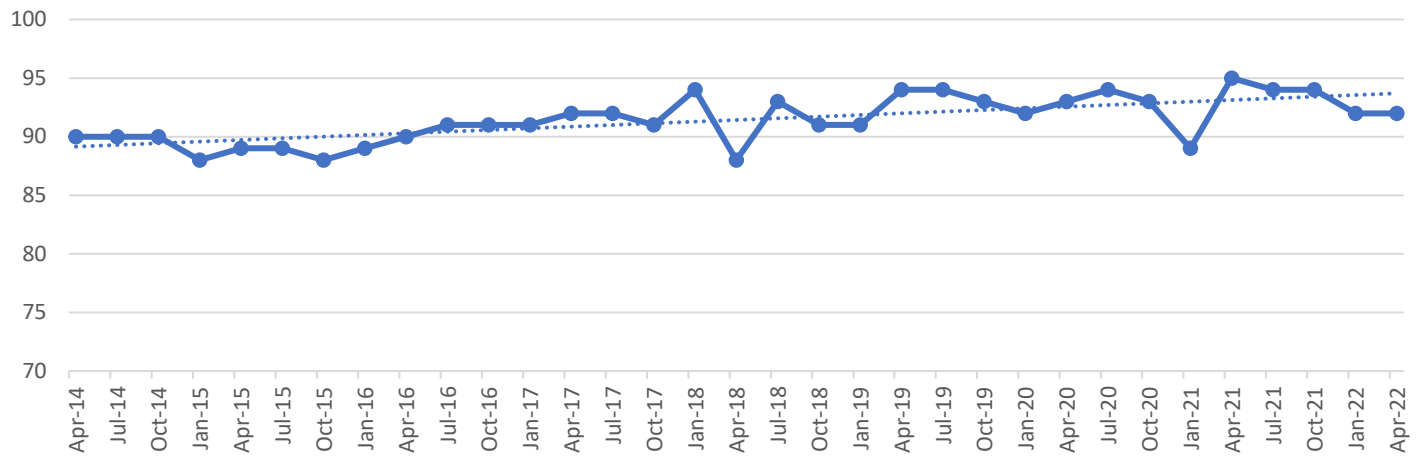
Spanish

- Baum: 15
- Buthman: 1
- Castro: 2
- Davies: 10
- DeGarmo: 2
- Luhrsen: 10
- Miller: 15
- Triner: 14

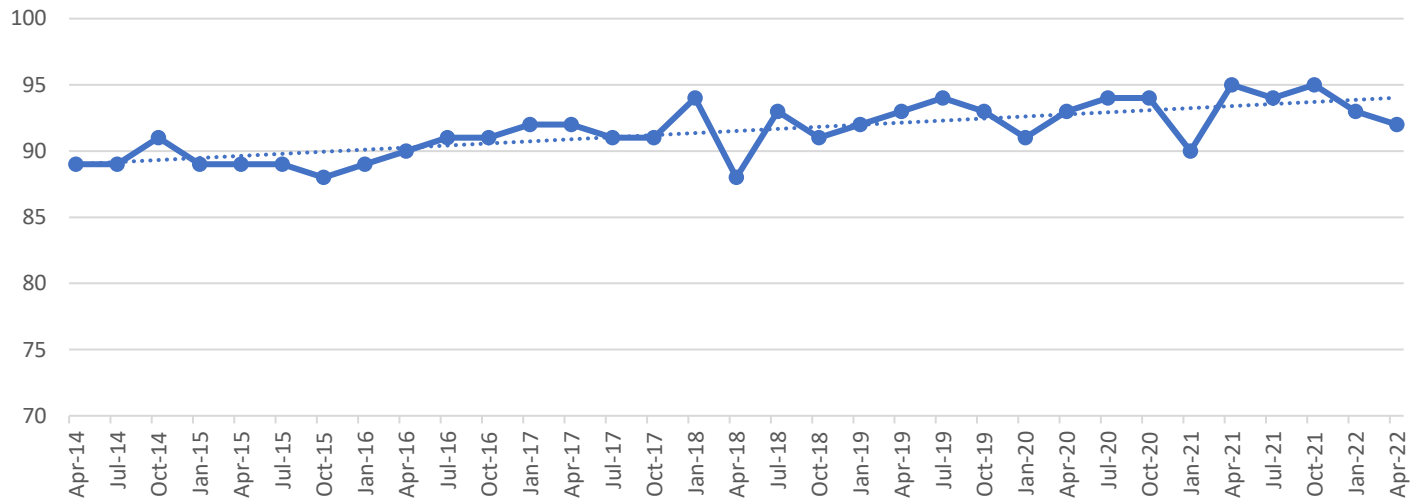
Individual Question Results with Trendlines



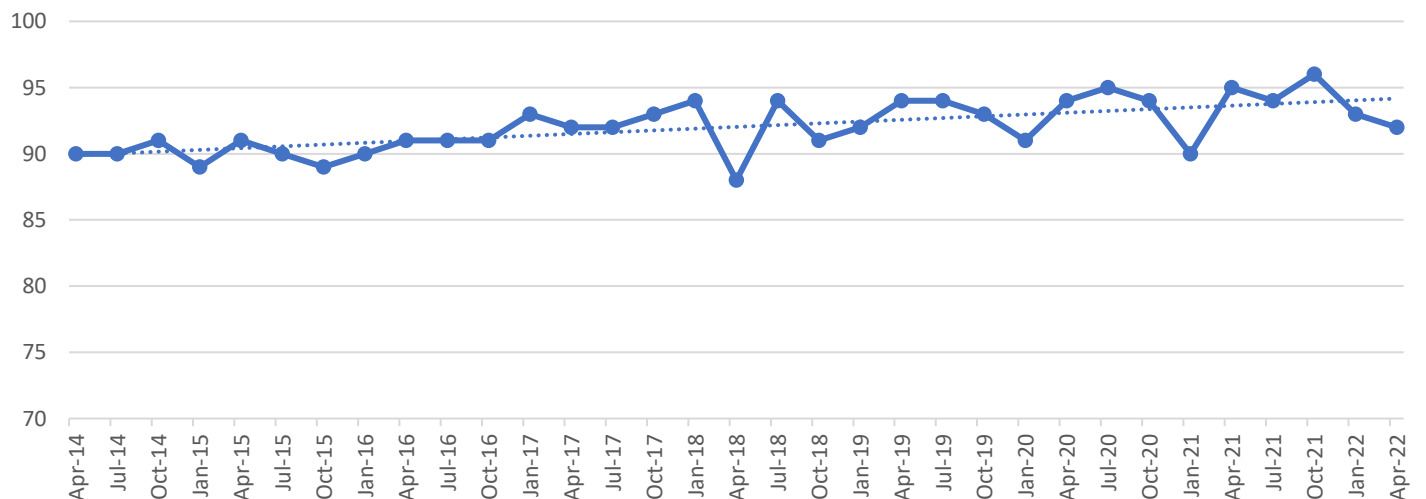
#4 - Education and explanation of plan provided in a way that I can understand



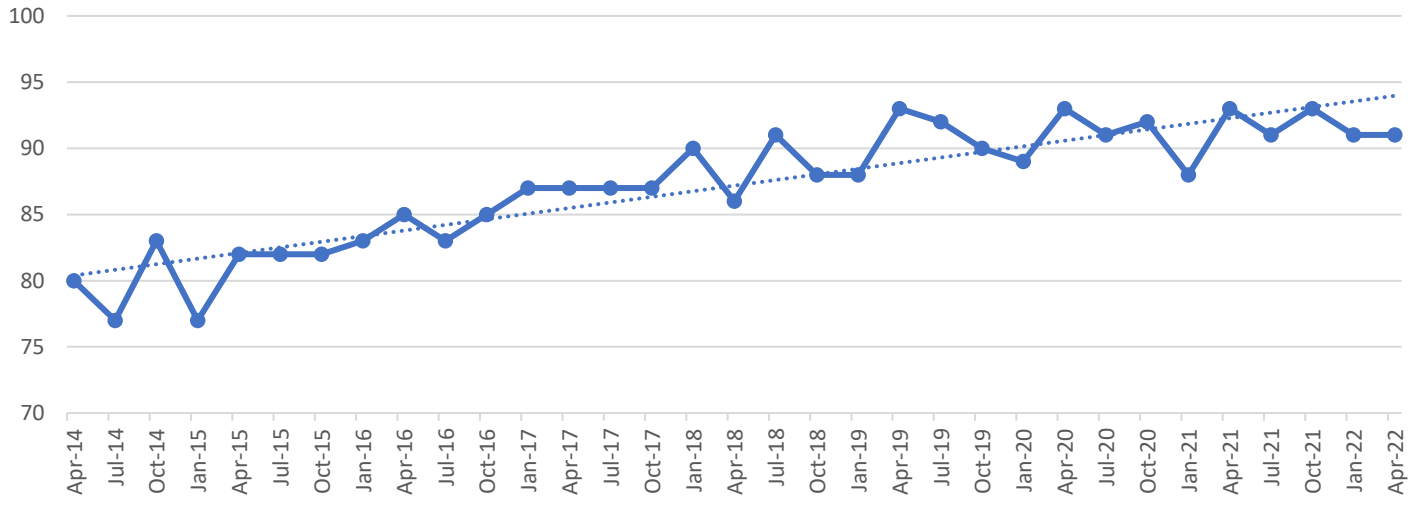
#5 - The follow-up and coordination of my care



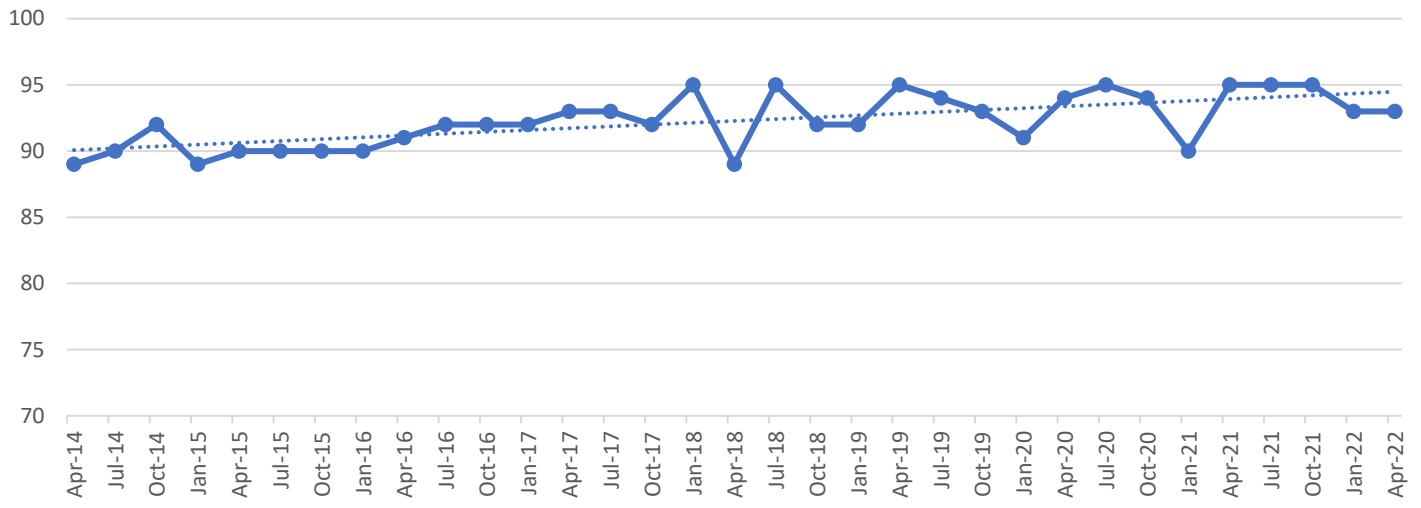
#6 - The staff addressing my medical needs today



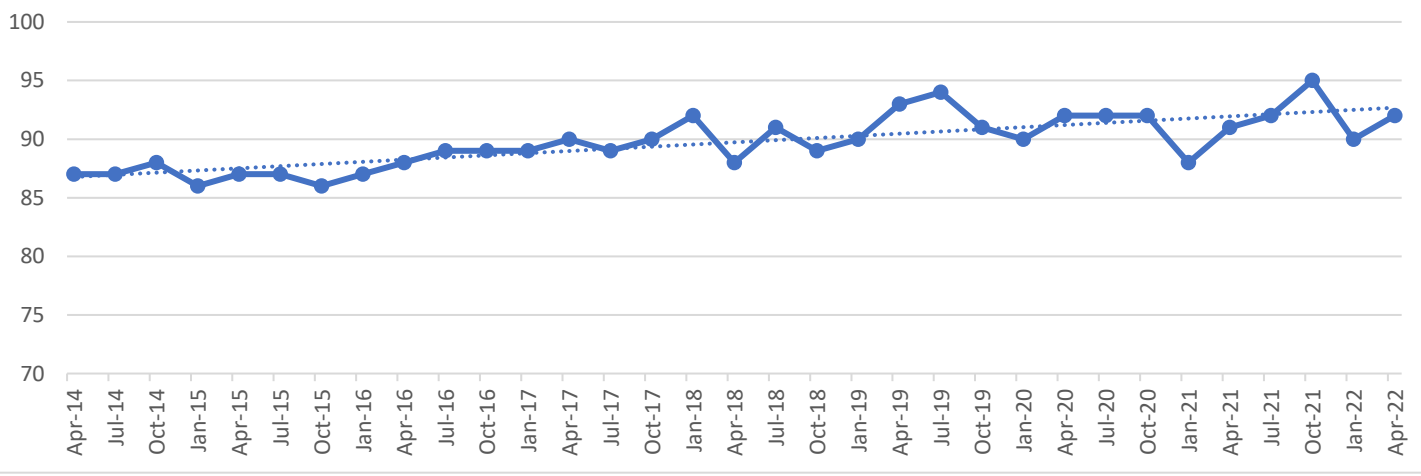
#7 - The time spent waiting



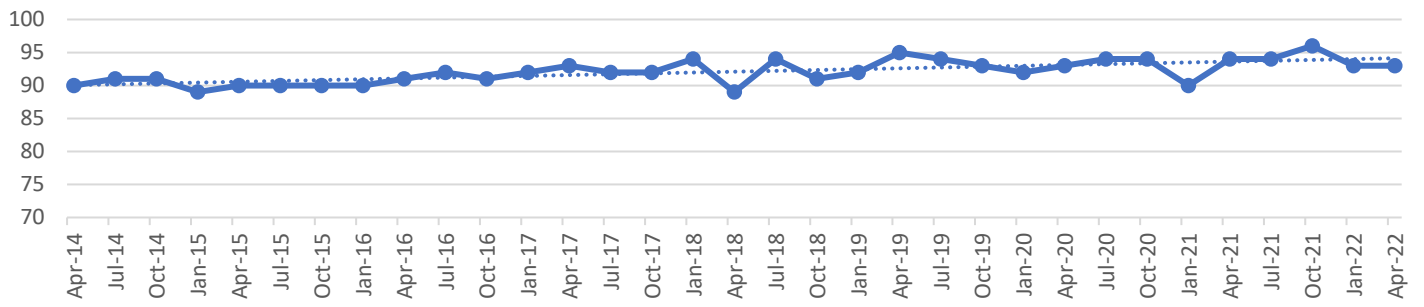
#8 - The respectfulness of staff



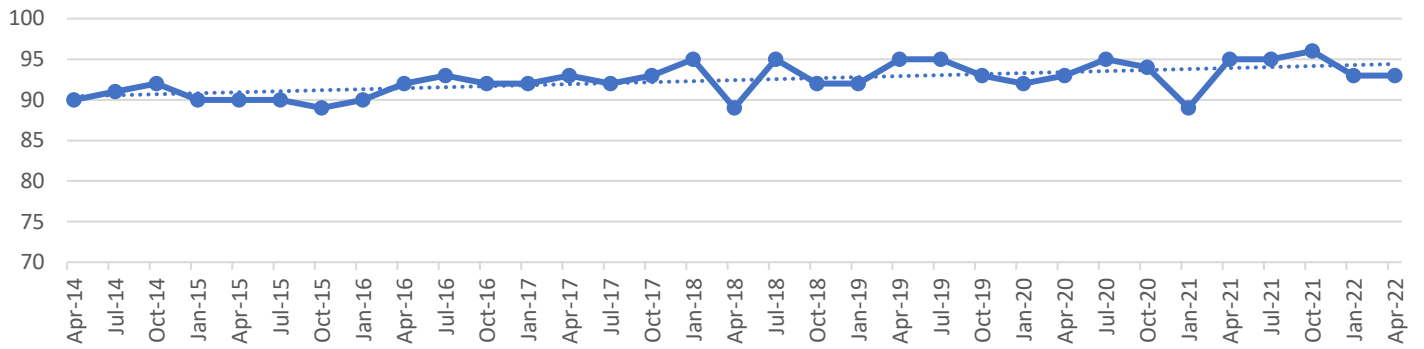
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



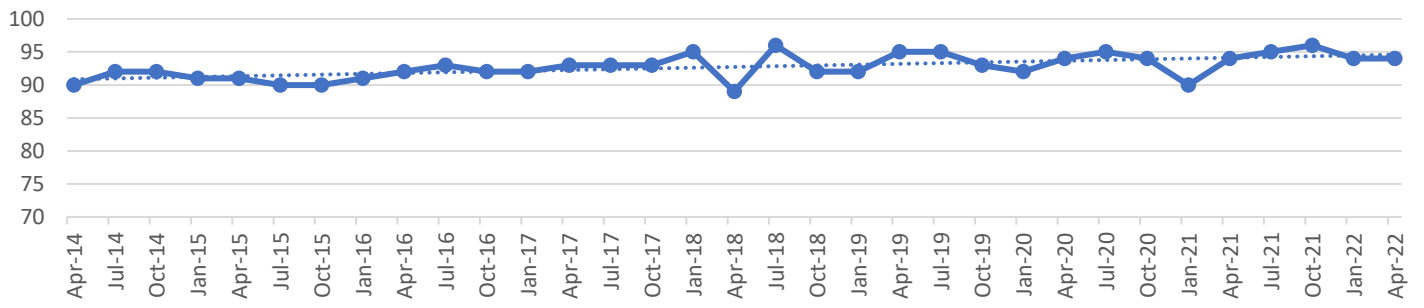
#10 - The handling of my personal medical information in a private and confidential manner



#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?

