

**Patient Satisfaction Survey**  
**450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental)**  
**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 93%. 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.

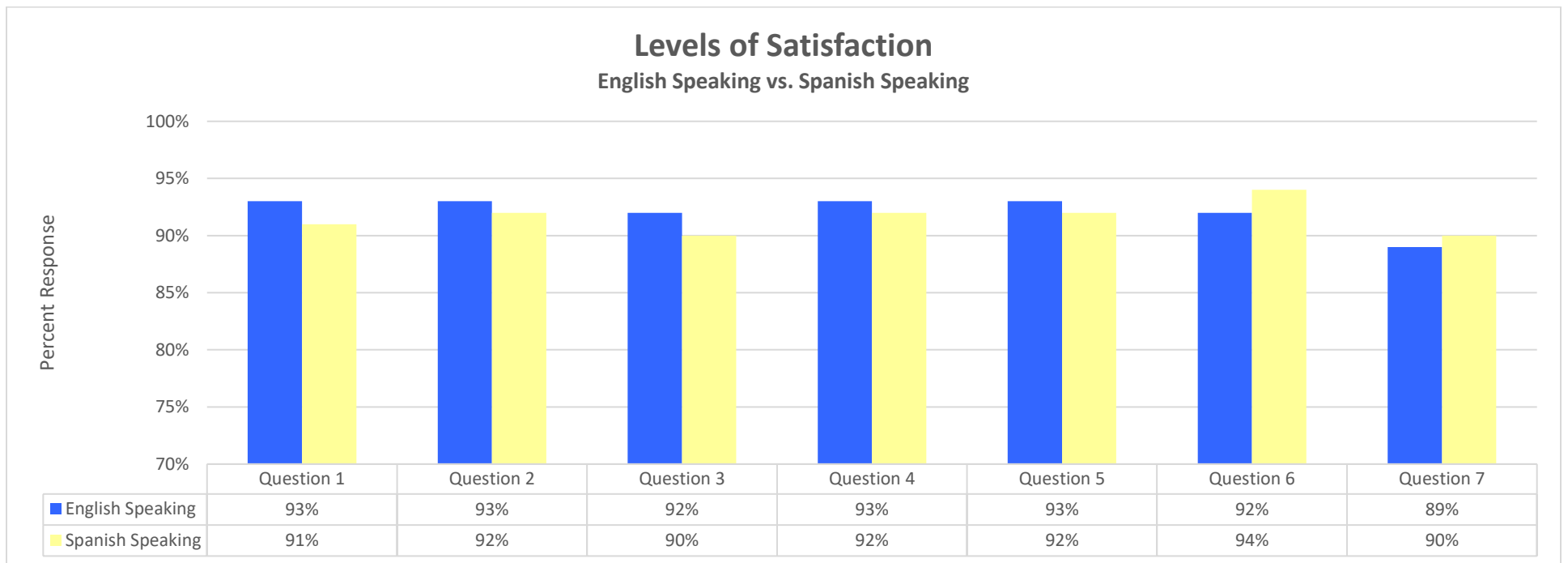
<b>450 Dundee Ave, Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>	<b>Level of Satisfaction July 2021</b>
1. The phone operator staff and call center	92%	92%	91%	92%
2. The reception staff	92%	94%	92%	93%
3. Receiving a timely appointment	91%	92%	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	93%	94%	92%	93%
6. The staff addressing my medical needs today	93%	95%	92%	93%
7. The time spent waiting	90%	91%	88%	91%
8. The respectfulness of staff	93%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	93%	92%	91%
10. The handling of my personal medical information in a private and confidential	93%	94%	92%	93%
11. Your medical/dental assistant	93%	95%	93%	94%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	93%	95%	93%	94%
13. Overall, how satisfied are you with the Health Center?	93%	94%	92%	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%

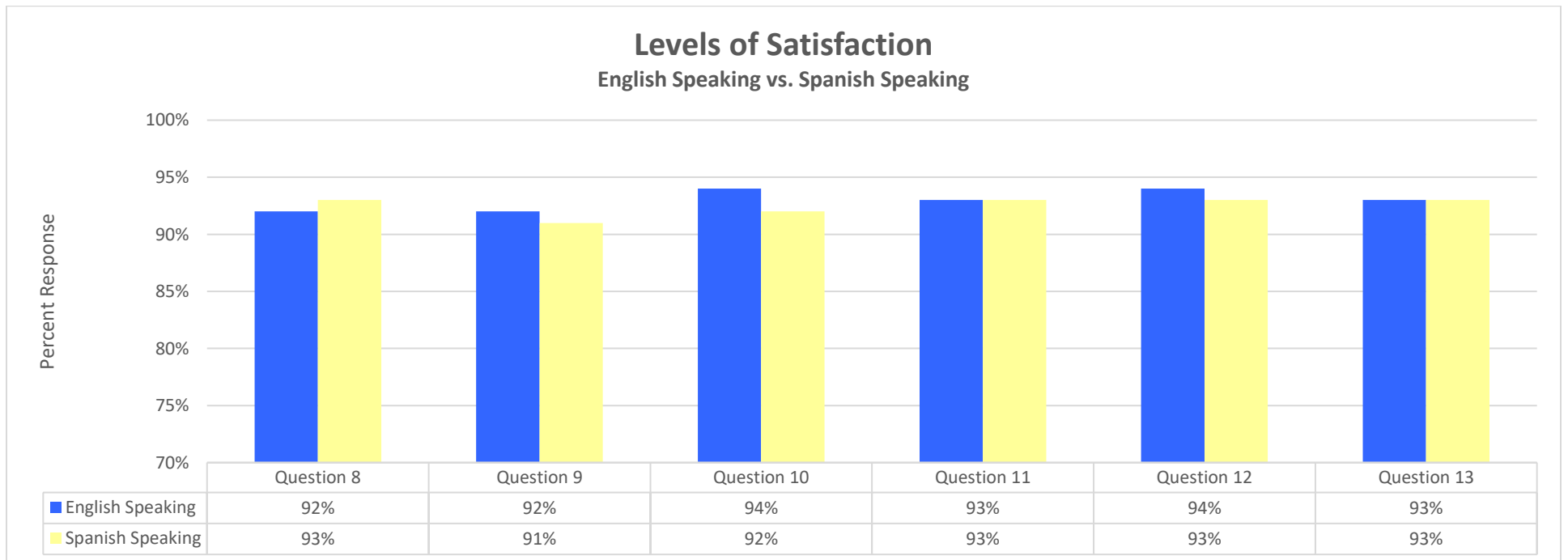
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) 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	103 73%	124 64%	28 20%	59 30%	9 6%	9 5%	1 1%	1 1%	1 1%	2 1%
2. The reception staff	104 73%	132 68%	27 19%	55 28%	8 6%	6 3%	2 1%	0	1 1%	2 1%
3. Receiving a timely appointment	101 73%	119 62%	25 18%	55 29%	11 8%	13 7%	1 1%	1 1%	1 1%	3 2%
4. Education and explanation of plan provided in a way that I can understand	107 76%	130 67%	24 17%	57 29%	8 6%	5 3%	1 1%	0	1 1%	2 1%
5. The follow-up and coordination of my care	106 75%	131 68%	27 19%	55 28%	7 5%	5 3%	1 1%	1 1%	1 1%	2 1%
6. The staff addressing my medical needs today	104 73%	143 73%	25 18%	45 23%	11 8%	5 3%	1 1%	0	1 1%	2 1%
7. The time spent waiting	91 64%	121 62%	31 22%	57 29%	17 12%	12 6%	2 1%	3 2%	1 1%	1 1%



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	105 74%	138 72%	23 16%	46 24%	11 8%	5 3%	2 1%	1 1%	1 1%	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	100 72%	121 64%	24 17%	56 30%	13 9%	10 5%	1 1%	0	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	106 76%	130 68%	24 17%	52 27%	7 5%	8 4%	1 1%	0	1 1%	2 1%
11. Your medical assistant	105 75%	130 70%	25 18%	50 27%	8 6%	4 2%	1 1%	0	1 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	106 76%	132 70%	26 19%	48 26%	6 4%	5 3%	1 1%	0	1 1%	3 2%
13. Overall, how satisfied are you with the Health Center?	102 72%	138 71%	29 21%	50 26%	8 6%	3 2%	1 1%	0	1 1%	3 2%



## **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: 15

N/A: 4

YES: 7

#### **Comments:**

1. "Good experience."
2. "They make sure they get back to me within a day or 2."
3. "I was responded to in a kind and timely manner."
4. "Everything so welcoming, they made me feel secure and safe."
5. "At time takes a couple of days to get call back but it does get fixed."
6. "Yes, it was good."
7. "There doing great."

#### **Spanish**

NO: 4

N/A: 1

YES: 30

#### **Comments:**

1. "Very good experience." "Muy buena experiencia."
2. "Very good service." "Muy buen servicio."
3. "Very good." "Muy buena." (8)
4. "Good." "Buena." (10)
5. "Good." (English response on a Spanish survey)
6. "Excellent." "Excelente!"
7. "No, it was the most efficient." "No fue lo mas eficiente."
8. "The time spent waiting was quick and how they attended to me was very good." "El tiempo de espera fue muy rapido y como me atendieron fue muy bien."
9. "Yes, I left two messages to cancel my dental appointments. Then, when I tried scheduling another they informed me I had not called or left a message. One more missed appointment and I will not be able to schedule an appointment in a year." "Si deje dos mensajes para cancelar mi cita del dentista luego. Cuando quise programar otra me dijeron que el yo no avia llamado y que quinsabe donde deje el mensaje que otra perdida de la cita y ano me iban a dar."
10. "Everyone is very kind." "Todos muy amables."
11. "Good, responded my questions." "Buena, respondieron mis preguntas."
12. "Excellent, thank you very much." "Exelente muchas gracias."
13. "Pleasant." "Agradable."

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

#### **English**

1. "N/A." (2)
2. "Just about everything & everyone. I always have a great experience. Thank you!"
3. "The doctors."
4. "The convenience of having all my care needs in one location."
5. "The staff is always excellent."

#### **Spanish**

1. "Their easy response and the kindness from personnel." "Su facil respuesta y la amabilidad del personal." (Safavinejad)
2. "N/A."
3. "Everything is good." "Todo bien."
4. "Quick appointments." "Citas prontas."

6. "The staff are doing great job."
  7. "Your receptionists." (Bassi)
  8. "New."
  9. "The staff." (2)
  10. "None."
  11. "All the information provided."
  12. "The receptionist."
  13. "Staff is very friendly and very friendly."
  14. "Mostly everything." (George)
  15. "Y'all are lovely."
  16. "No comments."
  17. "I liked how friendly everyone was. It eased my nerves."
  18. "Accommodation."
  19. "Apts."
  20. "Having the option to leave messages."
  21. "Doc helps with all needs."
  22. "All the information."
  23. "They take our insurance 😊."
  24. "Explanation of care." (Hong)
  25. "Of opp."
  26. "Close to home, good service."
  27. "I like the doctors."
  28. "How I get notified the day before my appointment to come in."
  29. "Times to get you in right away."
  30. "Spanish speakers."
  31. "For all kind of health checkup."
  32. "Having all my needs met at one location."
  33. "I was able to be seen as a walk in."
  34. "Midwife Dr. Heather Piper."
  35. "Easy scheduling."
  36. "The care and staff."
  37. "Help with kids health + care is very good."
  38. "Good care."
  39. "Everyone great, I always have a great experience when I come."
  40. "Everything."
  41. "All the employees are very helpful (staff) and my doctor, answers all my questions."
  42. "The morning availability for appointments."
5. "The financial part, and the good doctor's." "La parte financiera, y los buenos doctores."
  6. "Services and kindness." "Servicio y amabilidad."
  7. "They attend to well, good prices." "Que atienden bien, buenos precios."
  8. "Their good service." "Su buen servicio."
  9. "Well, the checkup." "Pues el chequeo."
  10. "The kindness." "La amabilidad."
  11. "Very good personnel." "Muy buen personal."
  12. "The receptionists have a really good attitude." "Tienen muy buena actitud los recepcionistas."
  13. "Quick." "Rapidas."
  14. "With my doubts." "Con mis dudas." (Herdrich)
  15. "The practitioners." "Los medicos."
  16. "The reminder system." (English response on a Spanish survey)
  17. "The entire personnel is respectful and bilingual." "Que todo el personal es respetoso y bilingue."
  18. "Care for my teeth." "Cuidado con mis dientes."
  19. "Good service." "Buen servicio."
  20. "The attention." "La atencion."
  21. "Close to home and good service." "Serca de casa y buen servicio."
  22. "They do not take too long." "Que no tardan mucho."
  23. "Service." "Servicio." (Bassi)
  24. "They are very attentive and always find a way to help us." "Soy muy atentos y encuentran siempre la manera de ayudarnos."
  25. "The follow up." "El seguimiento." (McCormick)
  26. "The people." "La gente."
  27. "Accessibility and language." "Accesibilidad y lenguaje."
  28. "The attention is very good." "La atencion es muy buena."
  29. "The economic." "Lo economico."
  30. "Having stable control of me and my baby." "Llevar un control estable para mi y mi bebe."
  31. "Everyone is very kind." "Todas las personas son amables."
  32. "Sometimes there aren't appointments available." "A veces no hay citas muy pronto."
  33. "Everything has been good since my first appointment." "Todo ha sido bueno desde mi primer citas."
  34. "Their providers and the care they provide." "Sus provedores y el cuidado que brindan."

35. "It is close to my home." "Esta cerca de mi casa."
36. ""To schedule appointment in short notice and the center able to accommodate when possible." (English response on a Spanish survey)
37. "They speak Spanish and explain well." "Hablan espanol y explican bien."
38. "That I have options for appointments and they care for my personal life and family." "Que tengo opciones de citas que se preocupan con mi vida personal y familiar."
39. "How professional they are." "Lo profesional que son."
40. "Professionalism." "Profecionalismo." (2)
41. "I like the attention and cheap." "Me gusta l atencion lo economico."
42. "Taking care of my health." "A cuidar mi salud."

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

**English**

1. "N/A." (8)
2. "Nothing." (2)
3. "None."
4. "No comments."
5. "Nothing everything is fine in my eyes."
6. "Not much to improve. Everyone is friendly & works very hard to keep me satisfied."
7. "No response."
8. "Everything was very well organized."
9. "Greater Elgin Health is great."
10. "Don't it's great as is."
11. "Communication."
12. "Big smiles around here."
13. "Sometimes, wait for more than 30 minutes to be seen."
14. "Clean bathroom + stock it in waiting room more regularly."
15. "Appointment times/days." (Hong)
16. "Less attitude front desk."
17. "Nothing, everything your doing is wonderful."
18. "I think everything is good how it is 😊!"
19. "You awesome."
20. "Not sure, everyone is doing their best to make sure we (as patients) are being taken care of as efficiently as possible."
21. "Overall great experience."
22. "No need to."
23. "You are doing a great job."
24. "Can't your great."
25. "Doing great for me."
26. "Nothing, doing great."

**Spanish**

1. "N/A." (2)
2. "Maintaining the attention." "Manteniendo atencion." (Safavinejad)
3. "Everything is very good." "Todo esta muy bien." (2)
4. "Everything is perfect." "Todo esta perfecto."
5. "Everything is good." "Todo muy bien." (4)
6. "Nothing, everything seems fine." "Nada que da todo bien."
7. "Nothing." "Ninguno."
8. "Perhaps that the relationship between the patient and the doctor be more direct. When we need to speak to the doctor it should be from a consulting room." "Tal vez que la relacion del paciente sea mas directa con el doctor. Cuando uno necesita hablar con el doctor fuera del consultorio."
9. "Provide that the appointments are not too separated." "Procurar que las citas no sean tan espaciodas."
10. "Very good service." "Muy buen servicio."
11. "Very satisfied." "Muy satisfecha."
12. "Maintain the bilingual personnel." "Seguir manteniendo el personal bilingue."
13. "Nothing everything is fine the way it is no need to change anything." "Nada todo bien the way it is fine no need to change anything." (Partial English response on a Spanish survey)
14. "No comment." "Sin comentario."

15. "Having sooner appointments." "Tener citas mas pronto."
16. "I do not have a problem. They have done it in the best way." "No tengo problema ya que lo a he hecho de la mejor manera."
17. "I to attend to messages that we leave. Dental is alright." "1 para atender mas los mensajes que uno deja. El dental esta bien o mas o menos."
18. "They keep a kind team." "Mantienen un equipo amable."
19. "With better treatment (kindness) reception, in general." "Con un mejor trato (amable) recepcion, en general."
20. "Most of the time front desk personal is very accommodating." (English response on a Spanish survey)
21. "It is fine how it is." "Asi esta bien."
22. "They are doing a great job." "Estan asiendo un buen trabajo."
23. "It is fine how it is." "Me parece bien asi." (2)
24. "Providing discounts." "Haciendo descuentos."

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

**English**

- YES: 119
- NO: 5

**Spanish**

- YES: 141
- NO: 2

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

**English**

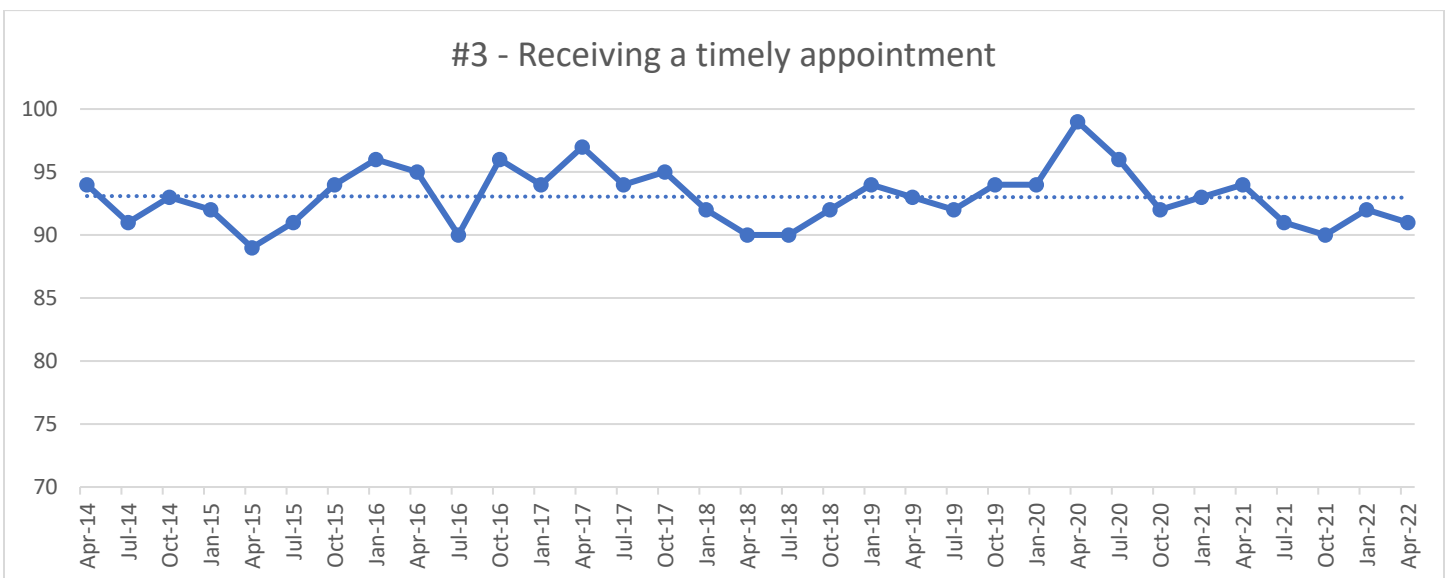
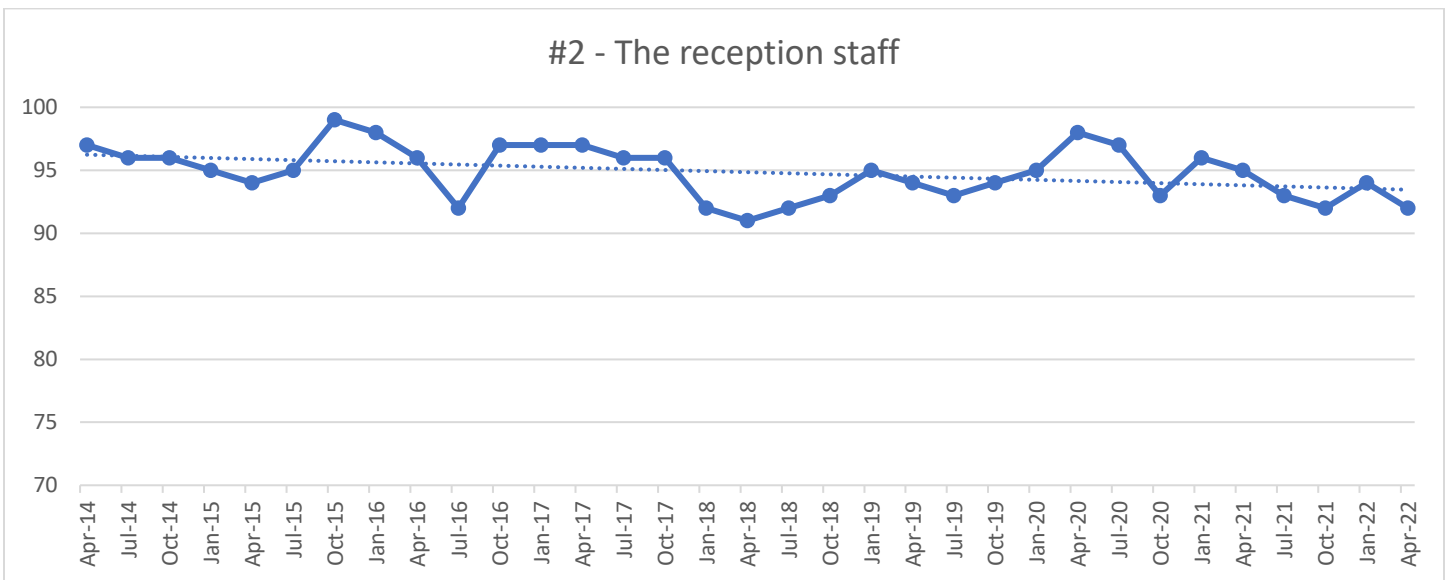
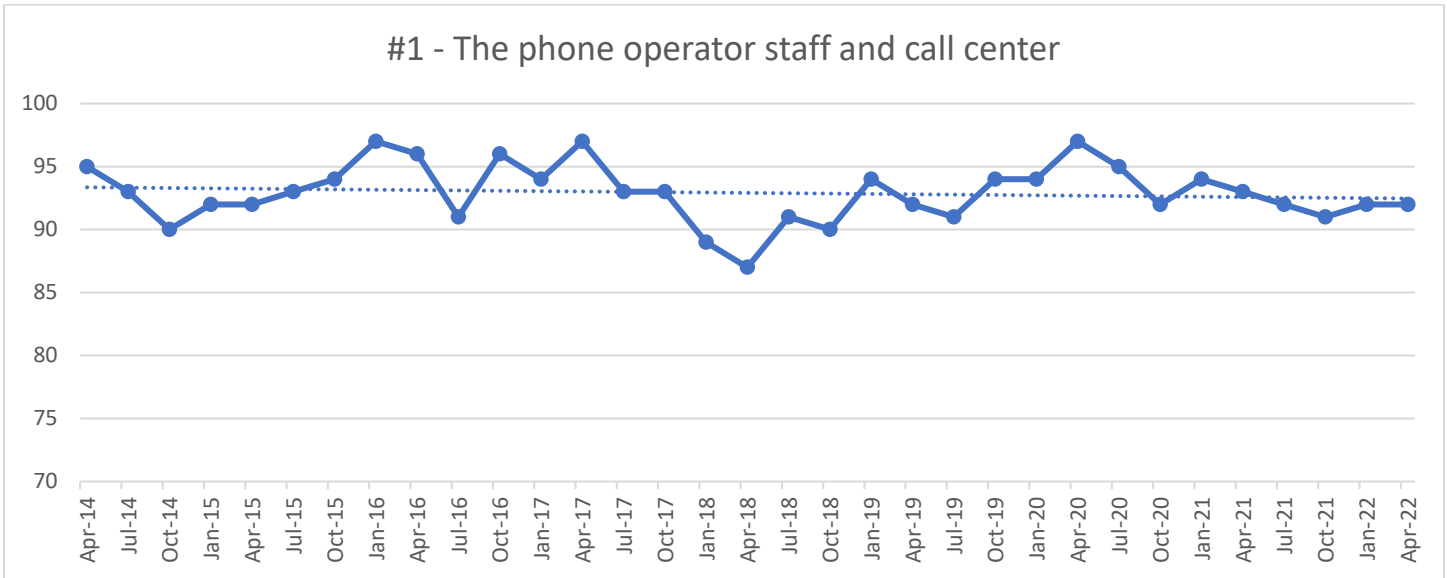
- Bassi: 1
- George: 1
- Hong: 2
- McCormick: 1
- Piper: 1
- Quesea: 2
- Safavinejad: 1

**Spanish**

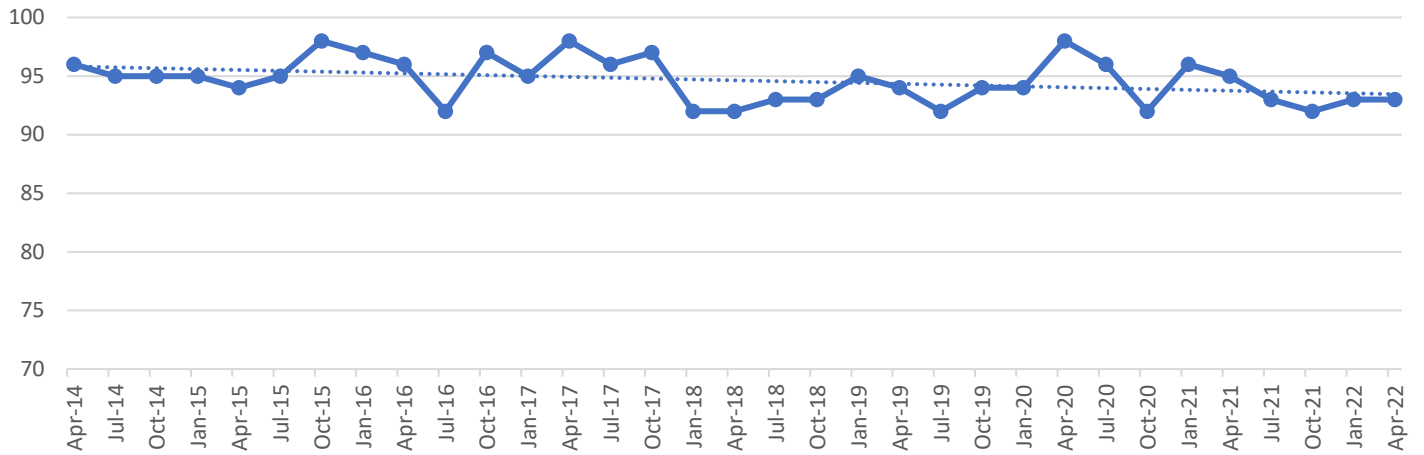
- Bassi: 6
- George: 1
- Hong: 2
- McCormick: 1
- Quesea: 2
- Safavinejad: 2



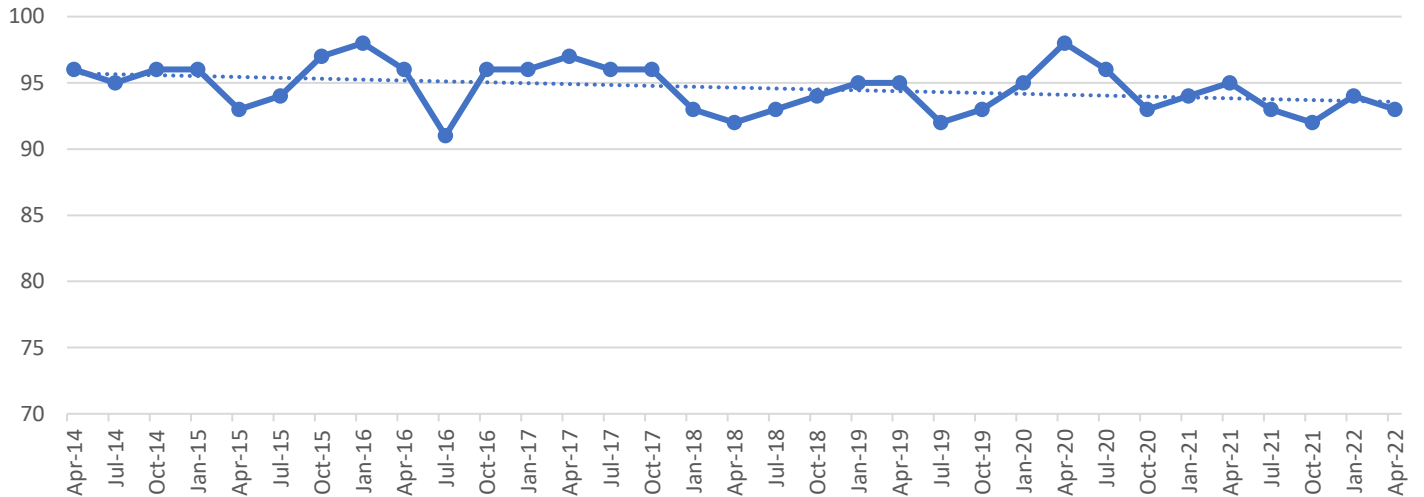
# Individual Question Results with Trendlines



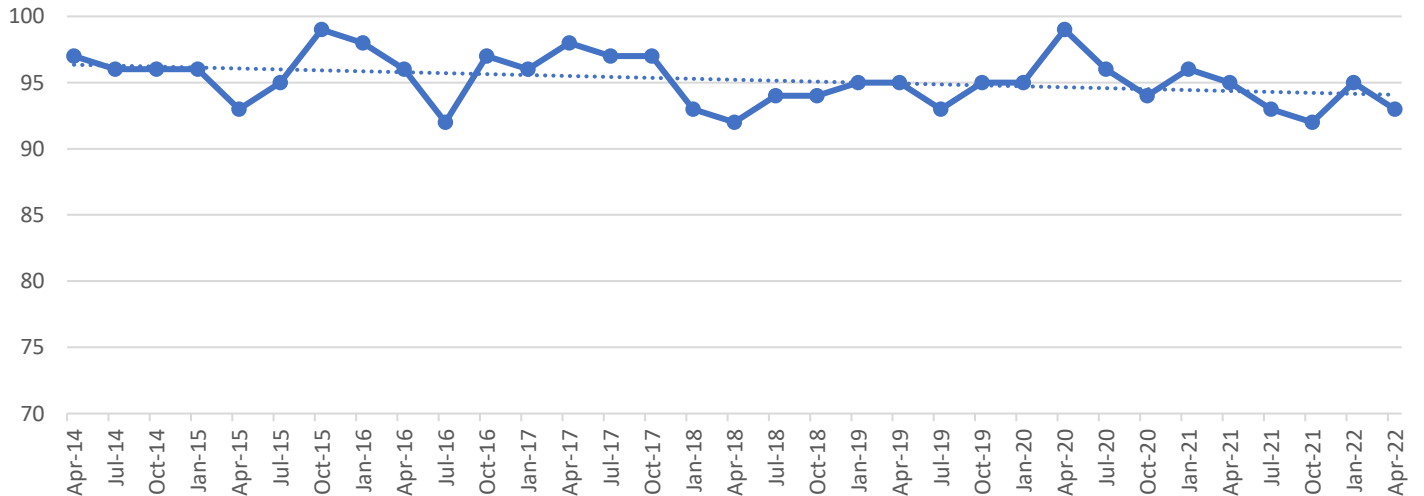
### #4 - Education and explanation of plan provided in a way that I can understand



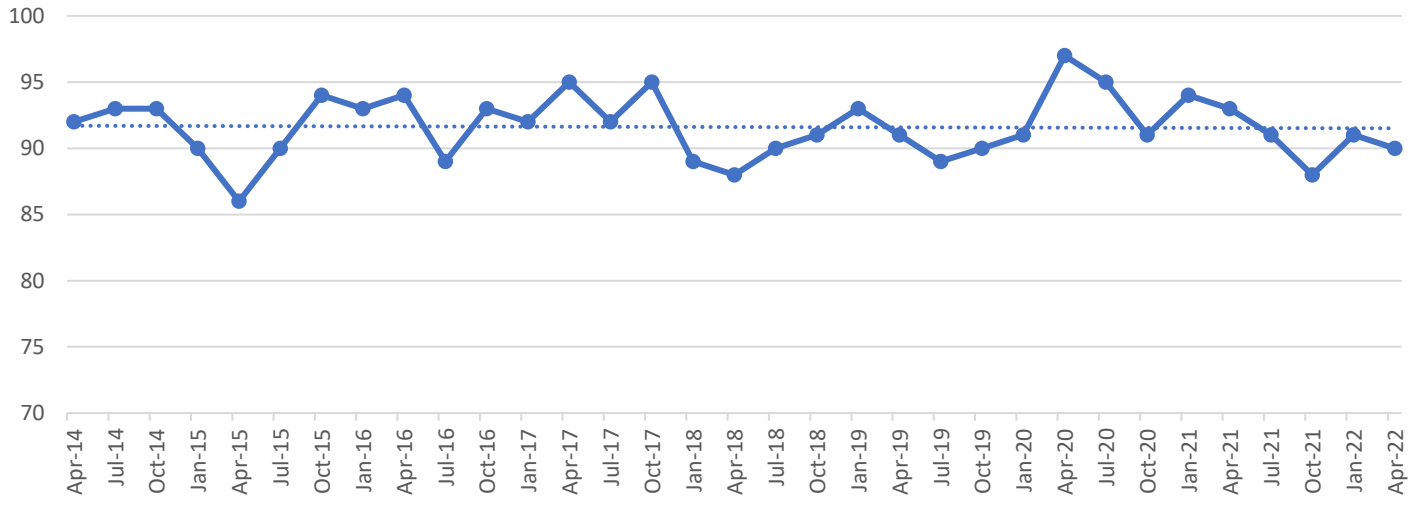
### #5 - The follow-up and coordination of my care



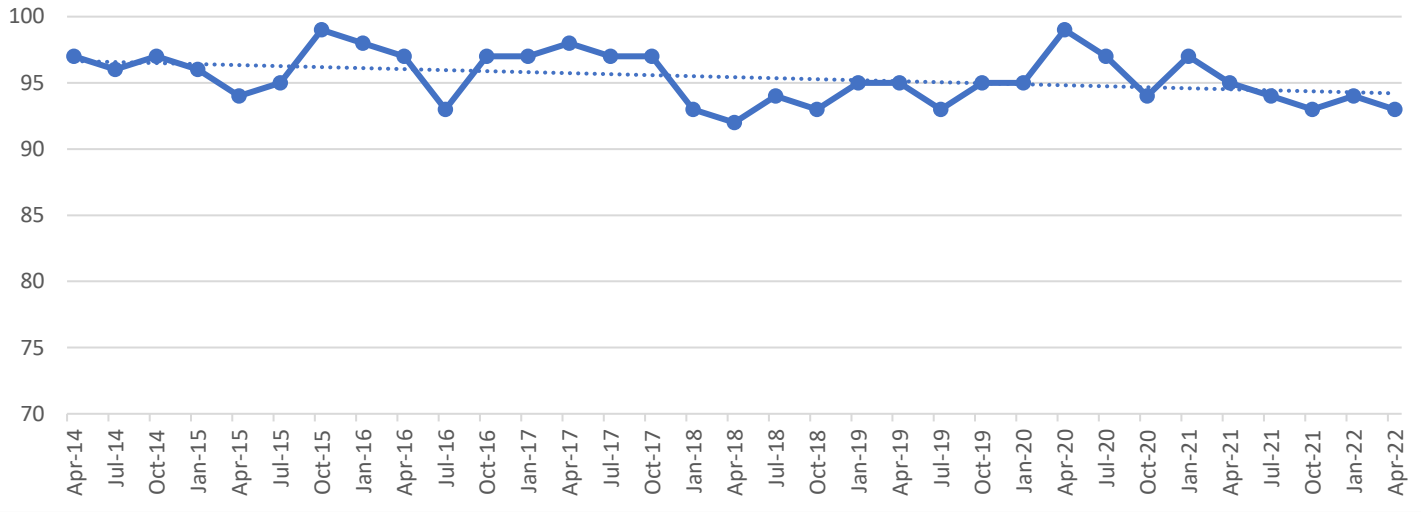
### #6 - The staff addressing my medical needs today



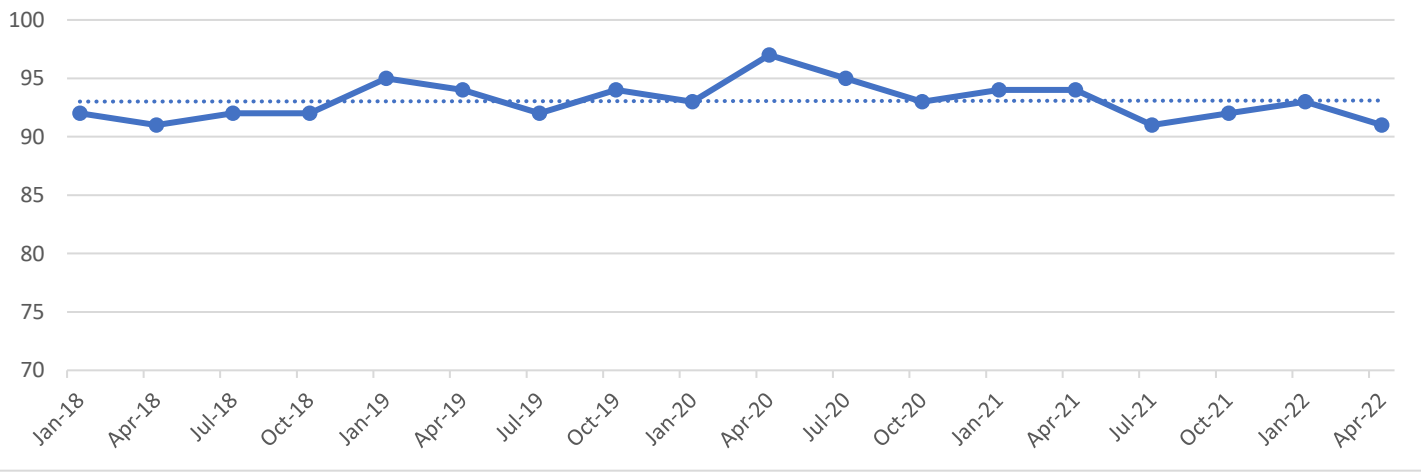
#7 - The time spent waiting



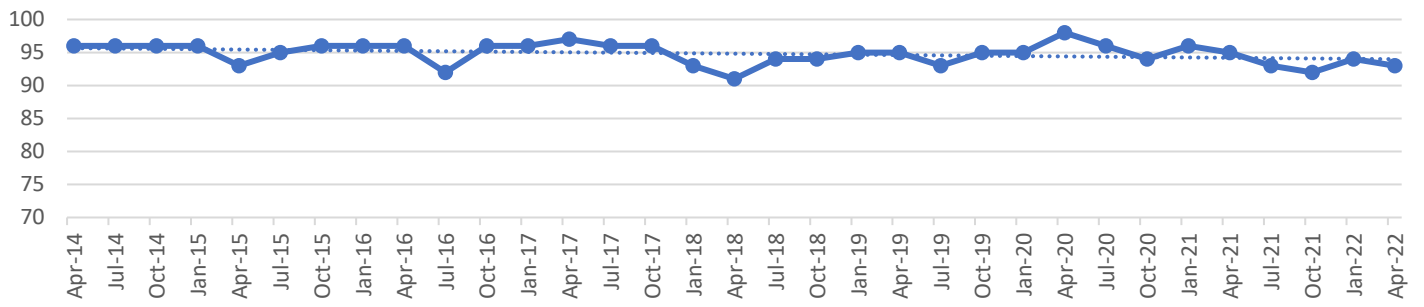
#8 - The respectfulness of staff



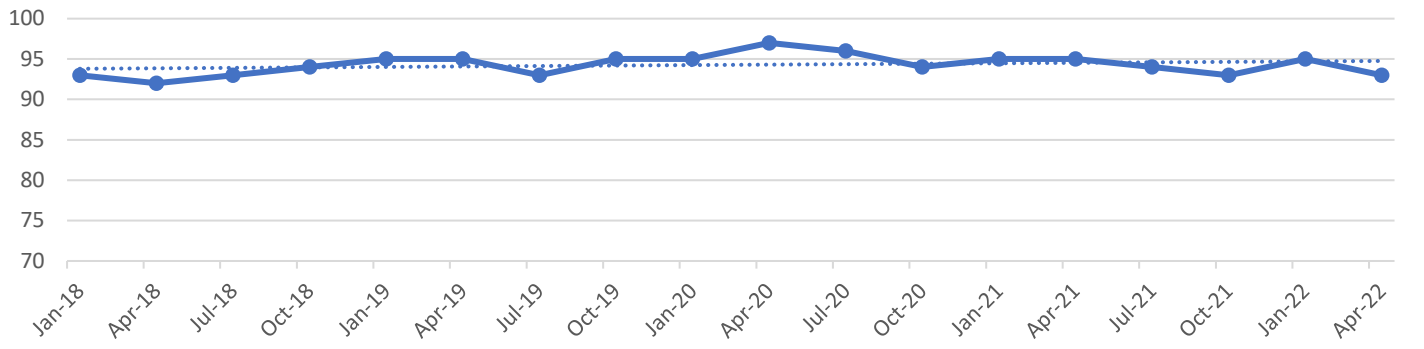
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



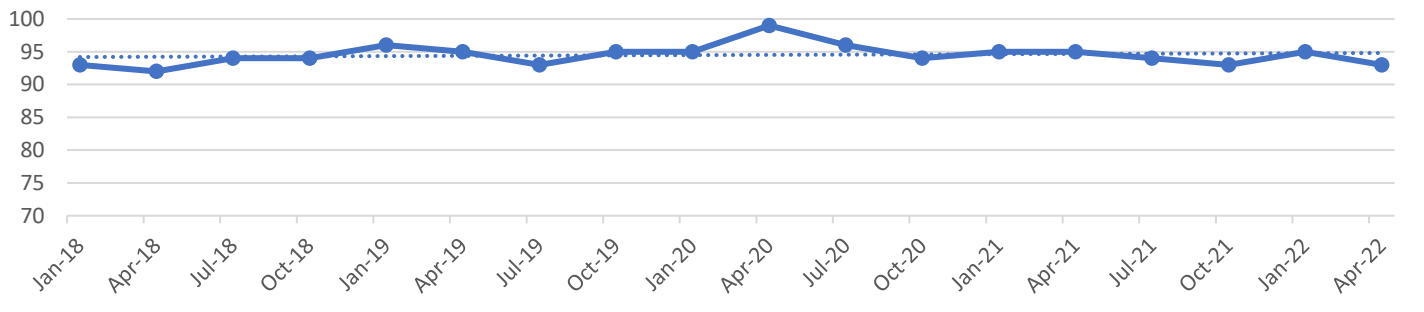
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

