

Patient Satisfaction Survey
10225 Grand Ave, Franklin Park
July, 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 94% to 99%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

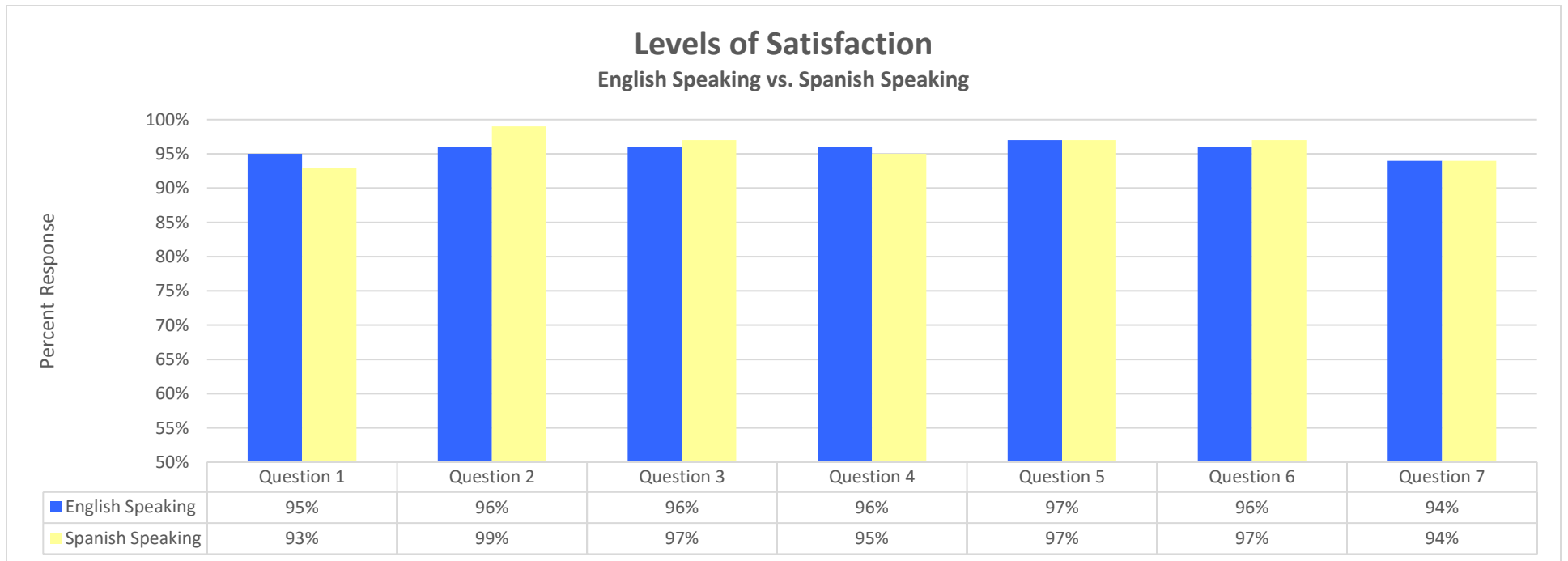
10225 Grand Ave, Franklin Park – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	94%	%	%	%
2. The reception staff	97%	%	%	%
3. Receiving a timely appointment	96%	%	%	%
4. Education and explanation of plan provided in a way that I can understand	96%	%	%	%
5. The follow up and coordination of my care	97%	%	%	%
6. The staff addressing my medical needs today	97%	%	%	%
7. The time spent waiting	94%	%	%	%
8. The respectfulness of staff	97%	%	%	%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	%	%	%
10. The handling of my personal medical information in a private and confidential	96%	%	%	%
11. Your medical assistant	97%	%	%	%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	%	%	%
13. Overall, how satisfied are you with the Health Center?	97%	%	%	%

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

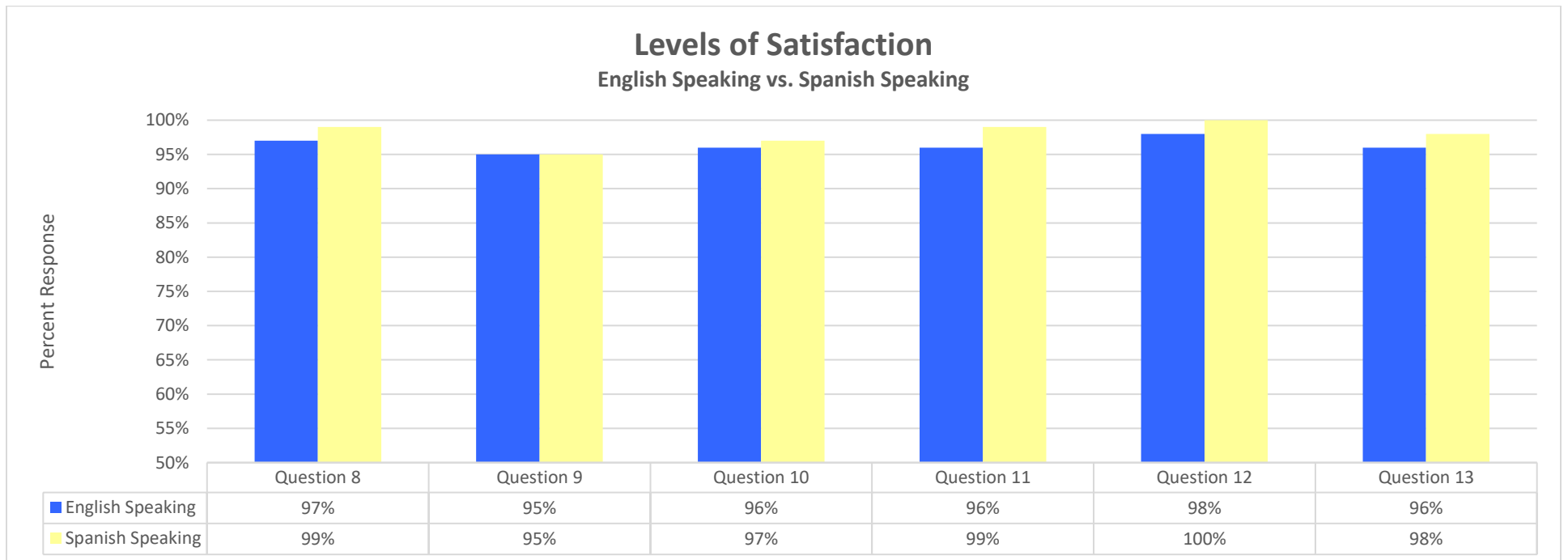
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	28 76%	9 75%	8 22%	2 17%	1 3%	1 8%	0	0	0	0
2. The reception staff	32 82%	12 92%	6 15%	1 8%	1 3%	0	0	0	0	0
3. Receiving a timely appointment	30 79%	11 85%	8 21%	2 15%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	31 80%	10 77%	8 21%	3 23%	0	0	0	0	0	0
5. The follow-up and coordination of my care	29 83%	10 83%	6 17%	2 17%	0	0	0	0	0	0
6. The staff addressing my medical needs today	32 82%	11 85%	7 18%	2 15%	0	0	0	0	0	0
7. The time spent waiting	28 72%	10 77%	10 26%	2 15%	1 3%	1 8%	0	0	0	0



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	33 85%	12 92%	6 15%	1 8%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	26 79%	8 73%	6 18%	3 27%	1 3%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	31 82%	10 83%	7 18%	2 17%	0	0	0	0	0	0
11. Your medical assistant	31 80%	12 92%	8 21%	1 8%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	35 90%	13 100%	4 10%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	32 82%	11 92%	7 18%	1 8%	0	0	0	0	0	0



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: 10

N/A: 5

YES: 2

Comments:

1. "Great service." (Corral)
2. "No, message came right on phone." (Corral)

Spanish

NO:

N/A:

YES: 11

Comments:

1. "Very good." "Muy buena." (2)
2. "Good." "Buena." (Sadik)
3. "We are very content." "Estamos muy contentos."
4. "First time we enjoyed it a lot." "Primera vez me gusto mucho."
5. "Very satisfied." "Muy satisfecho."
6. "Excellent." "Excelente."
7. "Excellent doctor and very satisfied with the service. I like that he encourages what I ask for." "Excelente medico y muy satisfecho con su servicio me gusta que apoya a lo que le pido." (Sadik)
8. "It was very good." "Fue muy buena."
9. "Very good service." "Muy buen servicio."

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

English

1. "The staff." (Corral)
2. "New doctor." (Sadik)
3. "Communication." (Chaudhari)
4. "My whole." (Corral)
5. "N/A." (Headley)
6. "Quick appointment." (Corral)
7. "Staff and equipment are awesome." (Corral)
8. "Great services." (Corral)
9. "Everything was excellent great facility and staff." (Sadik)
10. "Understanding my medical condition." (Sadik)
11. "Listening to patients." (Corral)
12. "Very educational." (Corral)
13. "Discussing future work/visits & set up." (Corral)

Spanish

1. "The immediateness." "La immediatez."
2. "They are very kind." "Son muy amables." (Corral)
3. "I liked how they attended us." "Me gusto como me atendieron."
4. "Good service and accessible prices." "Buen servicio y precios accesibles."
5. "The doctor is very good and it also counts that the receptionists are respectful." "El medico es muy bueno y tambien cuenta que las recepcionistas sean respetosas." (Sadik)
6. "The attention is very fast." "La atencion muy rapida."
7. "That they attended to my baby well." "Que atendieron muy bien mi bebe."
8. "The quickness in the attention." "La rapidez de la atencion."
9. "That they listen to the patients necessities." "Que escuchan la necesidad del paciente." (Alcordero)
10. "It is close to where I live." "Esta serca de donde vivo."

Question 16: How can we improve Greater Family Health?

English

1. "Seems perfectly fine at the moment." (Corral)
2. "N/A." (2)
3. "Walk in possibility of appointment." (3)
4. "No improvements needed." (Corral)
5. "Everything is ok." (Chaudhari)
6. "Therapy." (Corral)
7. "Nothing right now." (Corral)
8. "Keep the standard." (Corral)
9. "No improvement needed." (Sadik)
10. "Keep doing good." (Sadik)

Spanish

1. "N/A."
2. "Very good." "Muy bueno."
3. "It seems fine." "Me parece bien."
4. "They are doing excellent." "Lo estan haciendo excelente."
5. "It was very good it went excellent." "Esta muy bien a mi fue exelente."
6. "With respect and speak to people with respect." "Con respeto y hablarle a la gente con respeto." (Sadik)
7. "The service is excellent." "El servicio es exelente."
8. "Less time spent in the appointments." "Menos tiempo en las citas."
9. "For me, the service is very good." "Para mi esta muy bien el servicio."
10. "Helping with the patients necessities and improving their health." (Alcordero)

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

English

- YES: 31
- NO:

Spanish

- YES: 13
- NO:

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

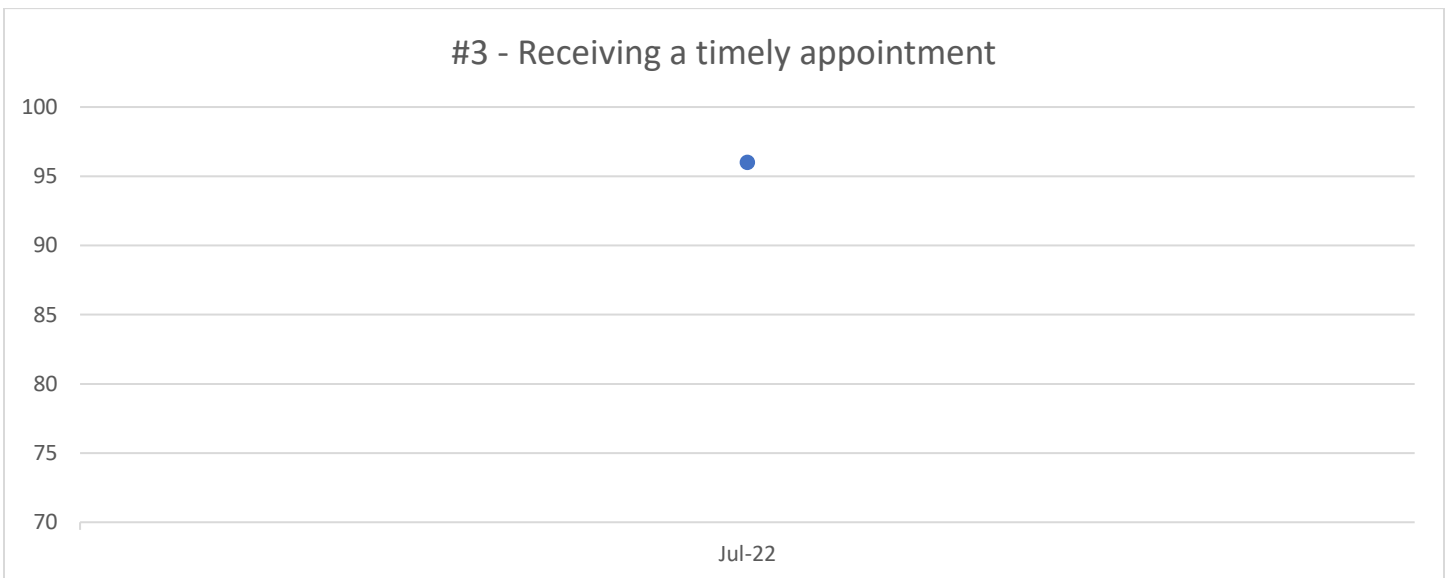
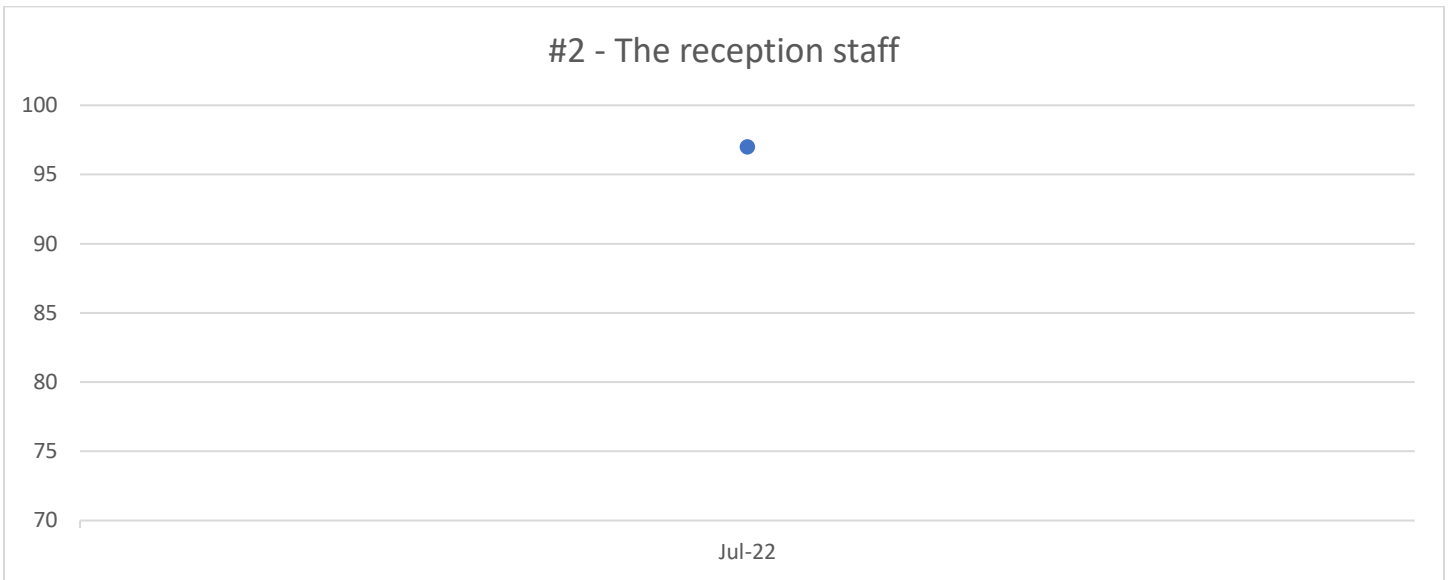
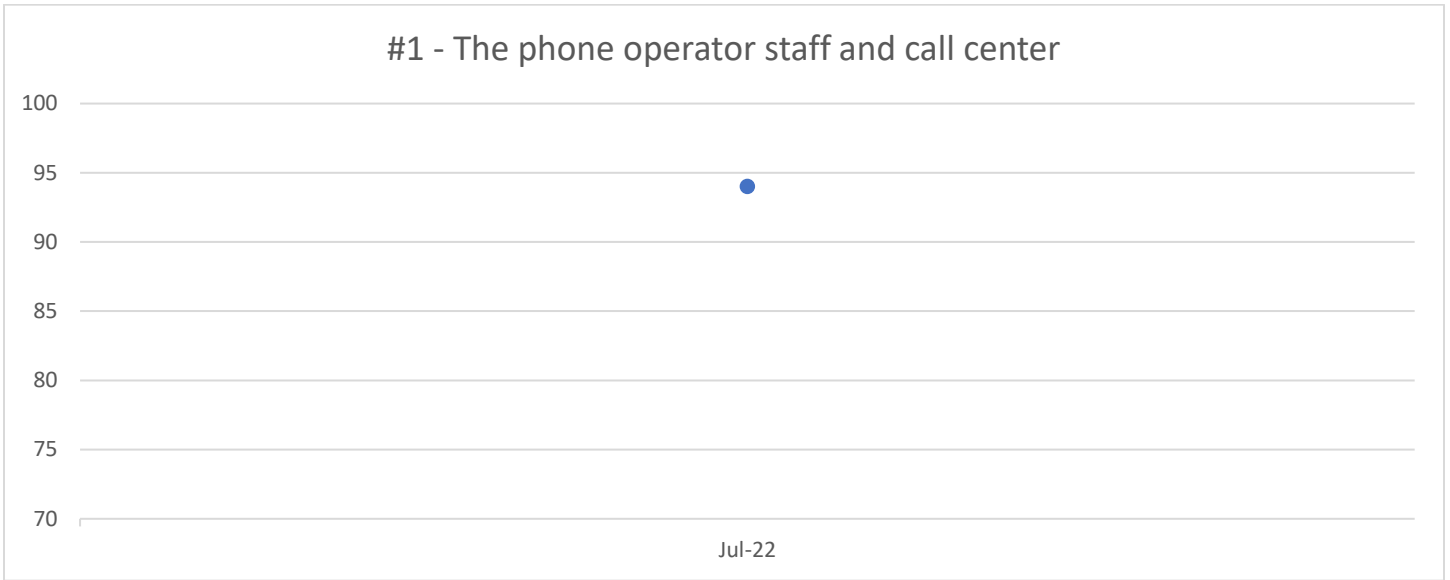
English

- Alcordero: 4
- Chaudhari: 1
- Corral: 14
- Headley: 2
- Sadik: 7

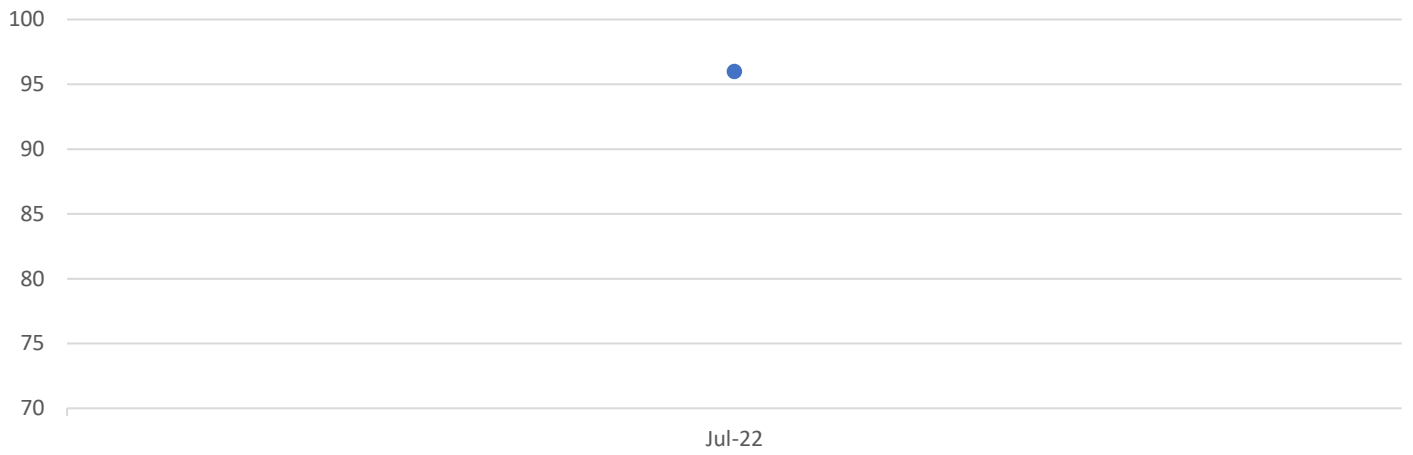
Spanish

- Alcordero: 1
- Chaudhari: 1
- Corral: 2
- Sadik: 2

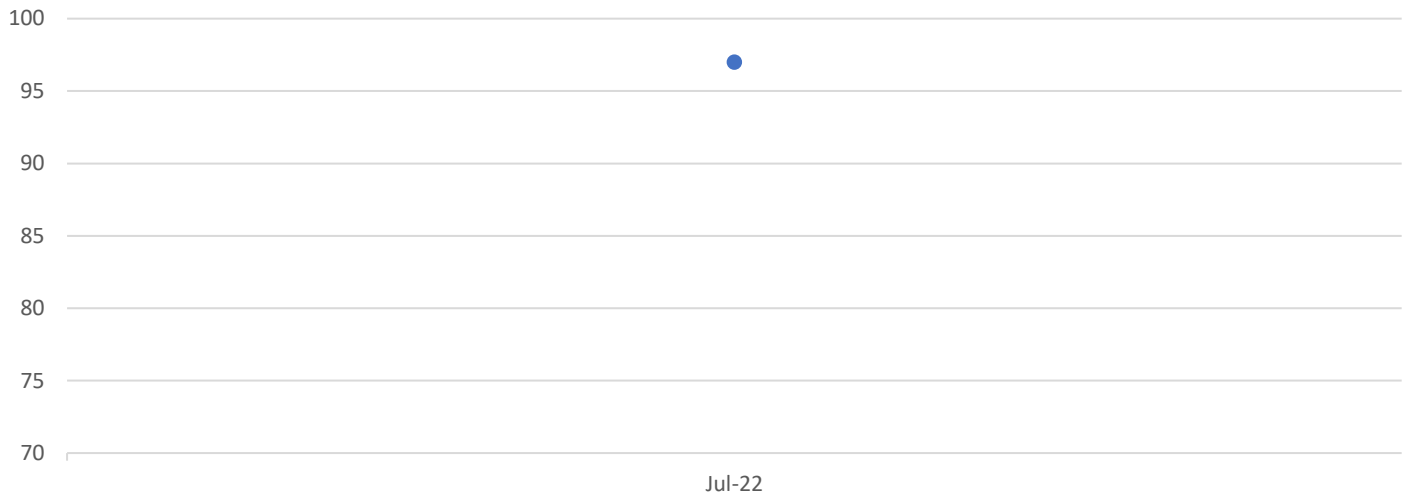
Individual Question Results with Trendlines



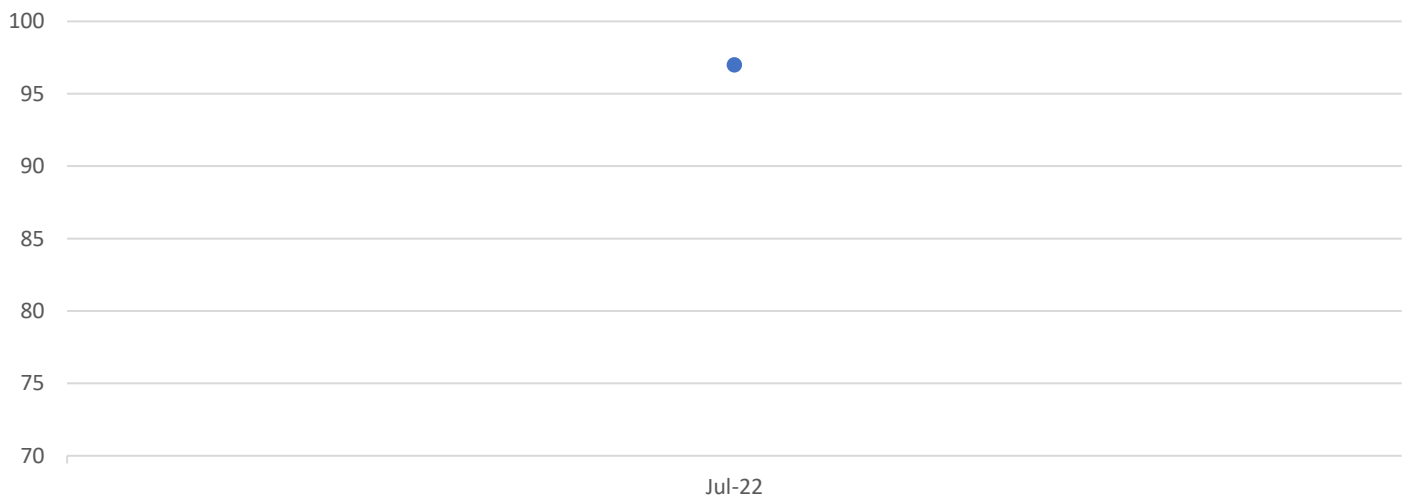
#4 - Education and explanation of plan provided in a way that I can understand



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



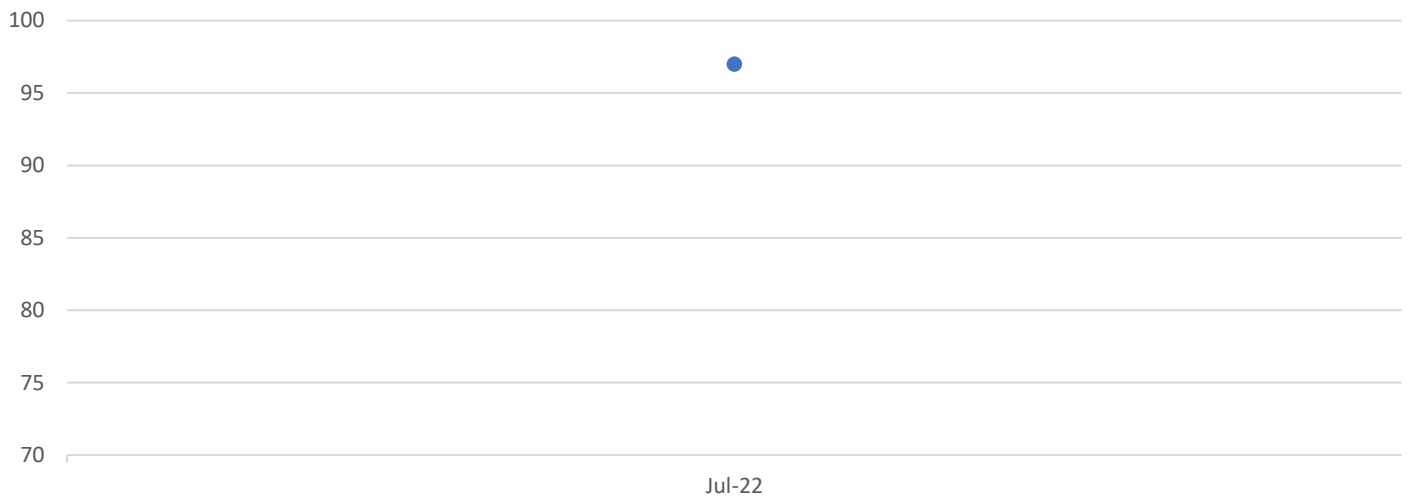
#6 - The staff addressing my medical needs today



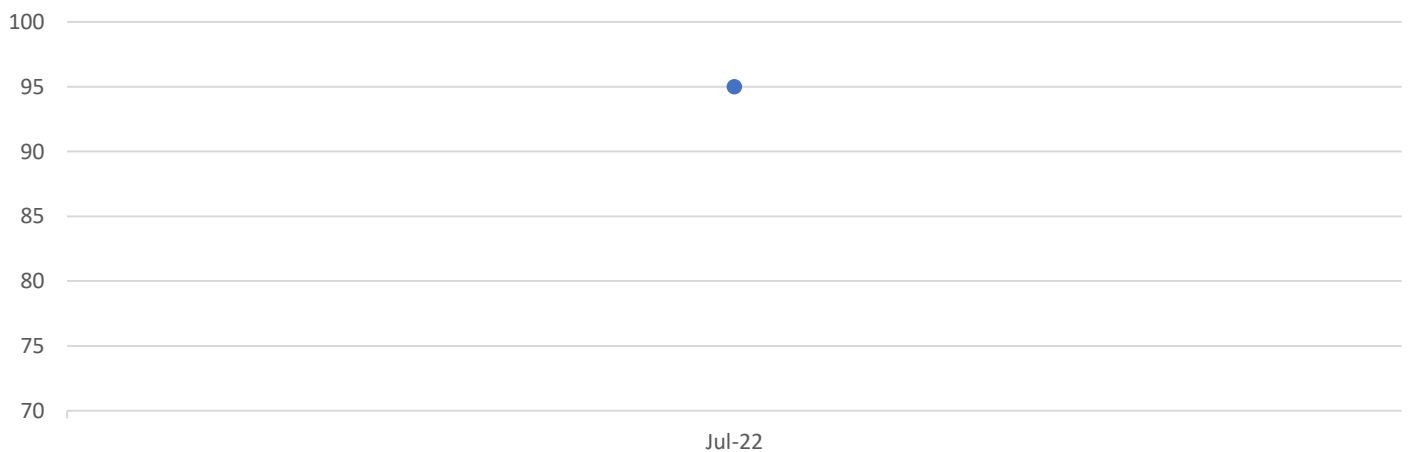
#7 - The time spent waiting



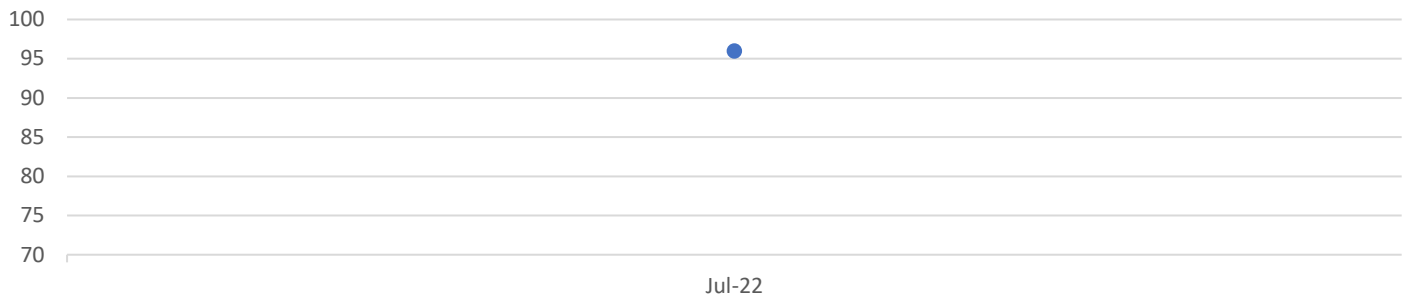
#8 - The respectfulness of staff



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



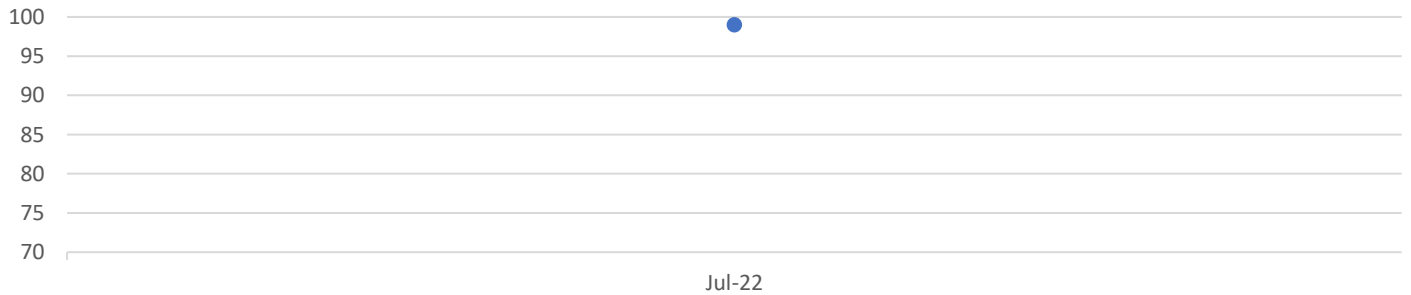
#10 - The handling of my personal medical information in a private and confidential manner



#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?

