

Patient Satisfaction Survey
135 E Irving Park Rd, Streamwood
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 85% to 93%. 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.

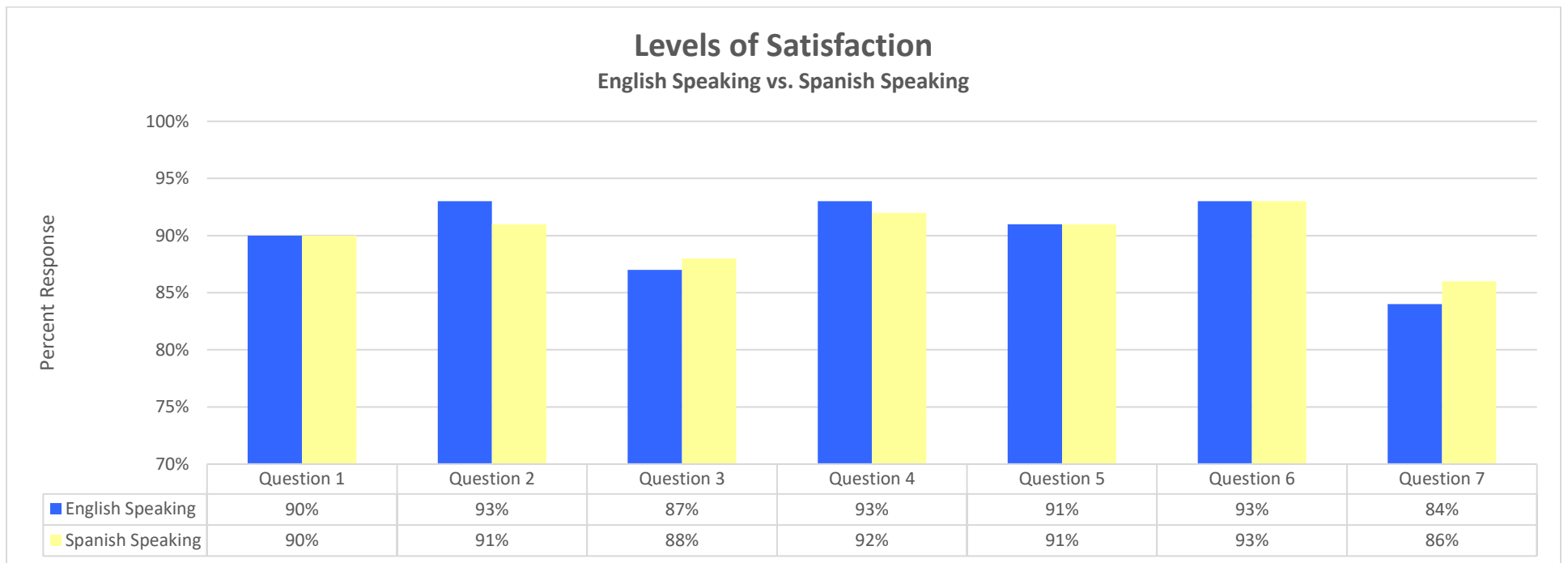
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	90%	92%	91%	91%
2. The reception staff	92%	92%	92%	94%
3. Receiving a timely appointment	88%	91%	89%	89%
4. Education and explanation of plan provided in a way that I can understand	92%	93%	94%	94%
5. The follow up and coordination of my care	91%	93%	92%	94%
6. The staff addressing my medical needs today	93%	94%	93%	94%
7. The time spent waiting	85%	88%	86%	87%
8. The respectfulness of staff	92%	94%	93%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	91%	91%
10. The handling of my personal medical information in a private and confidential	92%	95%	92%	93%
11. Your medical assistant	93%	95%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	92%	94%	93%	95%

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%

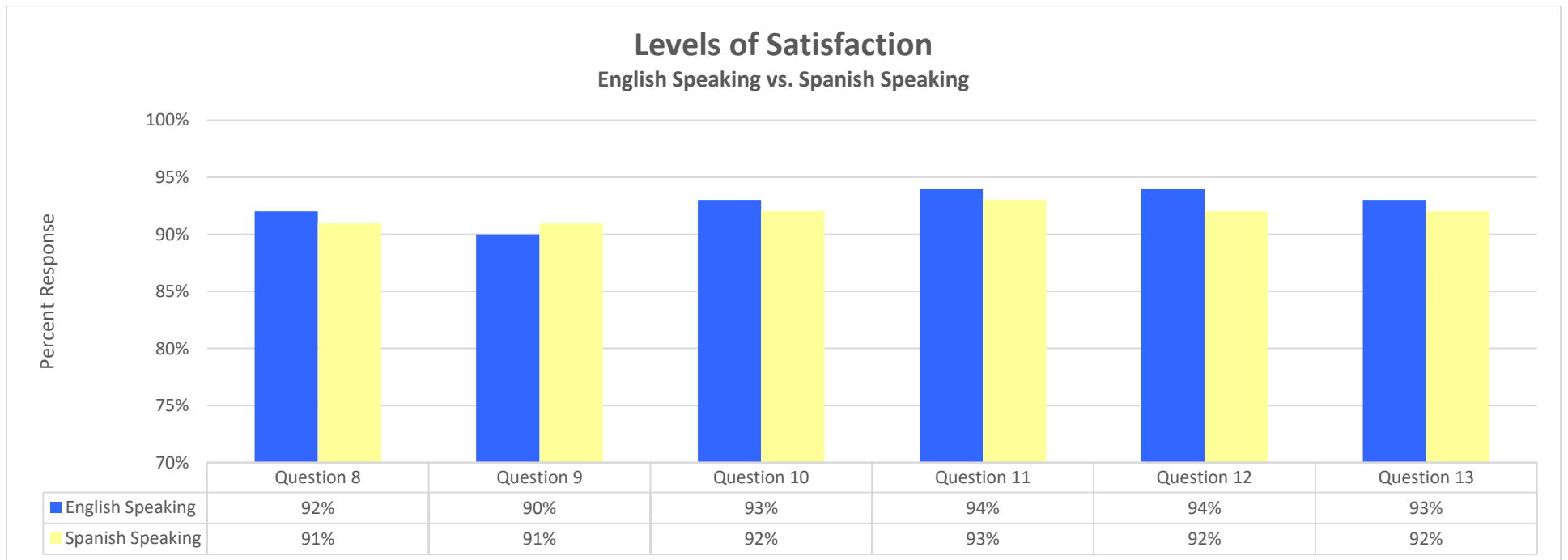
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	65 64%	96 65%	27 27%	35 24%	6 6%	14 10%	3 3%	2 1%	1 1%	1 1%
2. The reception staff	74 72%	98 66%	22 21%	40 27%	6 6%	10 7%	0	0	1 1%	1 1%
3. Receiving a timely appointment	60 59%	85 57%	23 23%	44 30%	14 14%	16 11%	4 4%	2 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	76 75%	101 68%	16 16%	36 24%	9 9%	11 7%	0	0	1 1%	1 1%
5. The follow-up and coordination of my care	67 66%	98 65%	25 25%	39 26%	9 9%	12 8%	0	0	1 1%	1 1%
6. The staff addressing my medical needs today	73 72%	104 69%	22 22%	38 25%	5 5%	7 5%	0	0	1 1%	1 1%
7. The time spent waiting	55 54%	85 59%	24 24%	33 23%	13 13%	18 12%	6 6%	5 3%	4 4%	4 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	69 68%	93 64%	25 24%	44 30%	6 6%	8 6%	0	0	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	61 67%	85 60%	18 20%	46 33%	11 12%	10 7%	0	0	1 1%	0
10. The handling of personal medical info in a private and confidential manner	71 72%	96 64%	22 22%	43 29%	5 5%	10 7%	0	0	1 1%	0
11. Your medical assistant	77 76%	105 70%	20 20%	37 25%	4 4%	7 5%	0	0	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	80 79%	105 70%	15 15%	36 24%	5 5%	9 6%	0	0	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	74 73%	103 69%	20 20%	36 24%	6 6%	8 5%	0	0	1 1%	2 1%



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: 38

N/A: 7

YES: 5

Comments:

1. "Everything was fine." (Chaudhari)
2. "It was good." (Friedlein)
3. "It was amazing." (Perez Hernandez)
4. "Yes, took a while to hear back." (Chang)
5. "Keep up the good work!" (Friedlein)

Spanish

NO: 41

N/A: 2

YES: 9

Comments:

1. "Yes, it took a very long time but very good."
"Si, tomo mucho tiempo pero muy bien."
(Perez Hernandez)
2. "Yes, very good." "Si, muy bien." (Chang)
3. "Good." "Buena." (2)
4. "Very good." "Muy bien." (Friedlein)
5. "No comment." "Si comentarios." (Chang)
6. "Everything is very good." "Todo muy bien."
(Carlton)
7. "The receptionists were very good." "Las
repcionistas fueron muy bien." (Carlton)
8. "In general, very satisfied, clean place,
attentive nurses." "En general satisfecha
lugar limpio, enfermeras atentas." (Chang)

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

English

1. "N/A." (3)
2. "Insurance." (Chang)
3. "Location convenient." (Carlton)
4. "Very friendly."
5. "Everything is helpful." (Perez Hernandez)
6. "Open availability." (Chaudhari)
7. "Quality care." (Friedlein)
8. "Their providers." (Chaudhari)
9. "Idk." (Carlton)
10. "Walk in clinic."
11. "Organization." (Nettleton)
12. "Reception." (Nettleton)
13. "Efficiency." (Friedlein)
14. "Doctors." (Chang)
15. "The doctor." (Friedlein)
16. "Flexibility." (Chang)
17. "Close to home."
18. "Everything." (2)
19. "Calls before apt."
20. "Location everyone is friendly." (Chang)
21. "Reception is always so nice & helpful, their
wonderful." (Perez Hernandez)
22. "Dr. Bee very informative + patient Gabriella
so informative." (Chang)

Spanish

1. "N/A."
2. "Everything." "Todo." (3)
3. "The information." "La informacion." (Perez
Hernandez)
4. "Their attention." "Su atencion." (Perez
Hernandez)
5. "The attention." "La atencion." (3)
6. "The service." "El servicio." (2)
7. "Children's health." "Salud de los ninos."
8. "Attention, service, personnel, medically
capable." "Atencion, servicio, personal,
medico capacitado." (Perez Hernandez)
9. "The attention and professionalism from the
personnel." "La atencion y profesionalismo
del personal." (Chang)
10. "The treatment is good." "El trato es bueno."
(Chang)
11. "That they help me with what I need- medical
assistance." "Que me ayudan en lo que
necesito aistencia medica." (Perez
Hernandez)
12. "That I pay \$25, my doctor is good and
patient with me." "Que pago \$25 y mi dra
muy buena y paciente conmigo." (Friedlein)

23. "Dr. Friedleins explanation. She is a great listener and easily the best doctor I've ever had 😊." (Friedlein)
24. "The doctors are pretty fast to get done what has to get done." (Perez Hernandez)
25. "The entire staff is very friendly. Always answers my questions." (Friedlein)
26. "Doctor Chang was so nice! Answered all my questions!" (Chang)
27. "The patience they have." (Friedlein)
28. "Colleen Friedlein is awesome! She really cares about her patients." (Friedlein)
29. "The easy to get health care." (Chang)
30. "Appointment reminder calls." (Perez Hernandez)
31. "Dr. is great staff is great." (Chang)
32. "Lorena is always very respectful & so nice! Reception always answers my questions ma's are sweet." (Perez Hernandez)
33. "It is close to my home, very friendly staff. No waiting." (Chaudhari)
34. "My doctor was concerned about my health." (Friedlein)
35. "Fast appointment time/limited wait." (Friedlein)
36. "Getting all questions answered." (Friedlein)
37. "Staff being helpful and respectful." (Friedlein)
38. "Time spent & addressing issues." (Chaudhari)
39. "Everyone & everything." (Chaudhari)
40. "How kind everyone is." (Perez Hernandez)
41. "Health benefit specialist." (Chang)
13. "Complete health care." "Cuidado de salud muy complete." (Chaudhari)
14. "Attention at a low cost." "Atencion bajo costo." (Perez Hernandez)
15. "The health." "La salud." (Chaudhari)
16. "The attention from the personnel." "La atencion del personal." (Perez Hernandez)
17. "That they attend to me well." "Que atiende muy bien." (Chang)
18. "That they have the laboratory." "Que tienen el laboratorio." (Perez Hernandez)
19. "Insurance." "Aseguransa." (Chang)
20. "They address my necessities." "Atienden mis necesidades." (Perez Hernandez)
21. "Everything helps me a lot." "Todo me ayuda bastante." (Perez Hernandez)
22. "That they are kind and know how to coordinate." "Que son amables y se saben coordinar." (Friedlein)
23. "Helping my daughter live a healthy life." "Me ayuda llevar saludable la vida de mi hija." (Chaudhari)
24. "Keeping me update with my health." "Mantenerme a tanto demi estado de salud." (Corral)
25. "Insurance and the doctors are very good." "Aseguransa y los doctores son muy bien." (Chang)
26. "Lorena is always very happy and cool." "Lorena siempre esta bien feliz y buena onda." (Perez Hernandez)
27. "The cost." "El costo." (Friedlein)
28. "The insurance lady." "La senora de aseguransa." (Perez Hernandez)
29. "Good person." "Buena gente." (Chang)
30. "In my appointments." "En mi citas." (Perez Hernandez)
31. "Everything very good." "Todo muy bien." (Shah)
32. "In the best way by attending to me in the best manner." "Lo mejor que me atenderme de la mejor manera." (Carlton)
33. "Quick attention and efficient." "Atencion rapida y eficiente." (Carlton)
34. "The visits with the doctors." "Las visitas con los medicos."
35. "The communication system is quite simple and scheduling appointments." "Es bastante sencillo el sistema de comunicacion y agendar citas." (Friedlein)
36. "It helps me a lot by controlling my sickness." "Me ayuda mucho a controlar mi enfermedad." (Carlton)
37. "The closeness to my home." "La cercania de mi hogar." (Perez Hernandez)

38. "Help with what I need." "Ayuda en lo que necesito." (Carlton)
39. "The service they offer because it is accessible to our possibilities." "El servicio que ofrecen porque es accesible para nuestras posibilidades." (Carlton)
40. "The help they provide us." "Las alludas que nos proven." (Chang)
41. "The closeness to my home. The economic help they provide my family and I." "La cercania desde mi hogar. La ayuda economica que brindan a mi y mi familia." (Chang)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (8)
2. "No, perfect." (Friedlein)
3. "No." (Chang)
4. "Waiting room." (Chang)
5. "Idk." (Carlton)
6. "Faster referrals." (Chaudhari)
7. "Appts availability." (Chaudhari)
8. "More available appointments." (Friedlein)
9. "Nothing, amazing doc!" (Nettleton)
10. "Everything is good." (Chaudhari)
11. "You're fine." (Chang)
12. "Not much." (Nettleton)
13. "Waiting time a little." (Chaudhari)
14. "Change no show policy."
15. "Better technology." (Perez Hernandez)
16. "Having shorter time for lab test results." (Chang)
17. "Less waiting- was here 28 m before appointment and not seen till 30 min after appointment 1 hour waiting, then more waiting in the room – (10/15 minutes more)."
18. "Decrease wait time."
19. "Remove no-show policy." (Nettleton)
20. "The wait is normally really wrong." (Chang)
21. "Waiting room could use music, too quiet!" (Perez Hernandez)
22. "No comment at the moment." (Friedlein)
23. "Allow online scheduling." (Perez Hernandez)
24. "Wait times kind of suck." (Friedlein)
25. "It's already perfect." (Perez Hernandez)
26. "Change no show policy! Life happens." (Chang)

Spanish

1. "N/A."
2. "No." (Chang)
3. "Everything is good." "Todo esta bien." (2)
4. "Nothing." "Nada." (3)
5. "Everything is very good." "Todo muy bien." (3)
6. "Everything is good." "Todo bien." (4)
7. "It is good." "Esta bien." (3)
8. "It is good." "Es bueno." (Friedlein)
9. "For me, everything is good." "Par mi todo esta bien." (Carlton)
10. "Nothing, everything is good." "Nada. Todo bien." (Friedlein)
11. "Timely appointments." "Citas prontas." (Perez Hernandez)
12. "Everything is in order." "Todo en orden."
13. "Until now, everything is perfect." "Hasta ahora todo perfecto." (Corral)
14. "Respect the appointment time." "Respetar el tiempo del appointment." (Chang)
15. "Don't have us wait too much in the consultation rooms." "No haciendo esperar mucho en los consultorios." (Perez Hernandez)
16. "Attending to us well." "A tendiendo muy bien." (Chaudhari)
17. "Music, some bands." "Musica un banda." (Perez Hernandez)
18. "They are doing an excellent job." "Ya estan haciendo un exelente trabajo." (Perez Hernandez)
19. "To not make an error by discriminating people. By their appearance or status." "Que no vallan a caer en el horror de discriminar a la gente. Por su apariencia o estatus." (Friedlein)

20. "Being able to receive an appointment when I need it." "Poder tener una cita cuando lo necesito."
21. "The process for the referrals should be quicker. They take too long to arrive." "Que el proceso de los referidos sea mas rapido, tardan mucho en llegar." (Shah)
22. "Less time spent waiting." "Menor tiempo de espera." (Chang)
23. "Until now there is nothing to change everything is perfect." "Hasta ahorita no hay nada que cambiar todo esta perfecto." (Shah)
24. "Only to not let us wait too long." "Solo que no dejen esperar tanto." (Carlton)
25. "Having more same day appointments." "Teniendo mas citas para el mismo dia." (Perez Hernandez)
26. "The service is very good and the personnel very attentive and kind. In reality, continue this way 😊." "El servicio es muy bueno y el personal muy atento y amable, realmente sigan asi 😊." (Carlton)
27. "Perhaps the time spent waiting, but I understand that there might not be enough personnel." "Quizas el tiempo de espera, pero entiendo que quizas no haya mucho personal disponible." (Chang)

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

English

- YES: 67
- NO: 1
- Uncertain: 1

Spanish

- YES: 74
- NO: 1

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

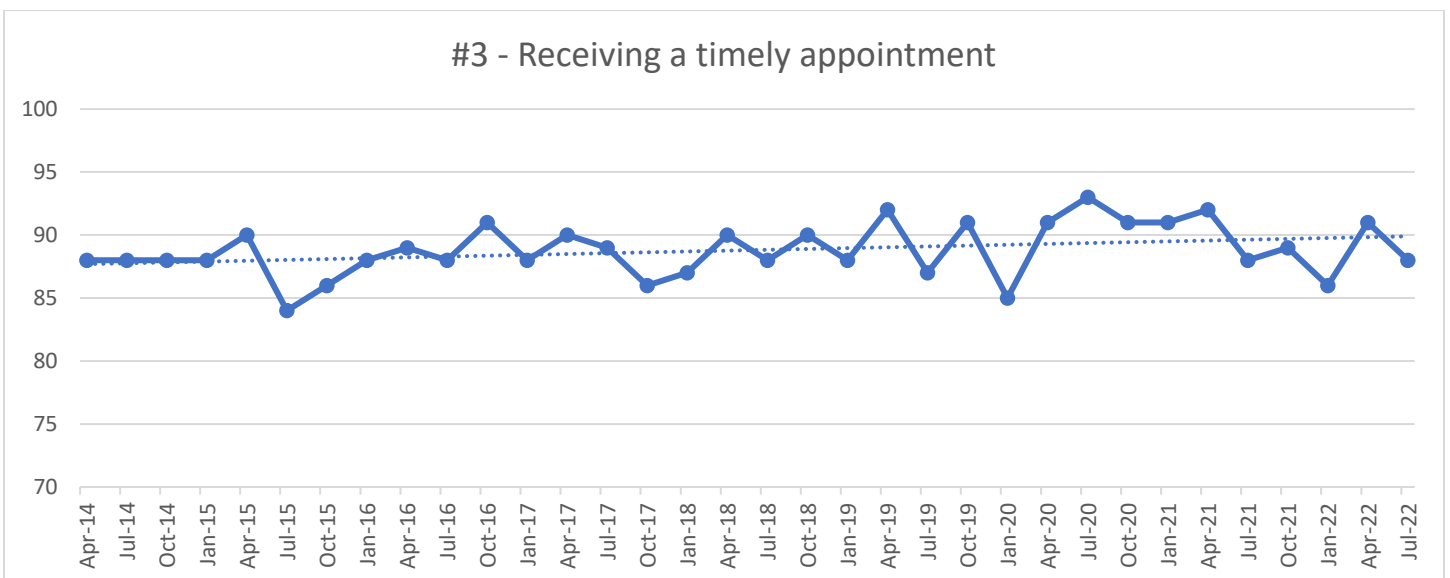
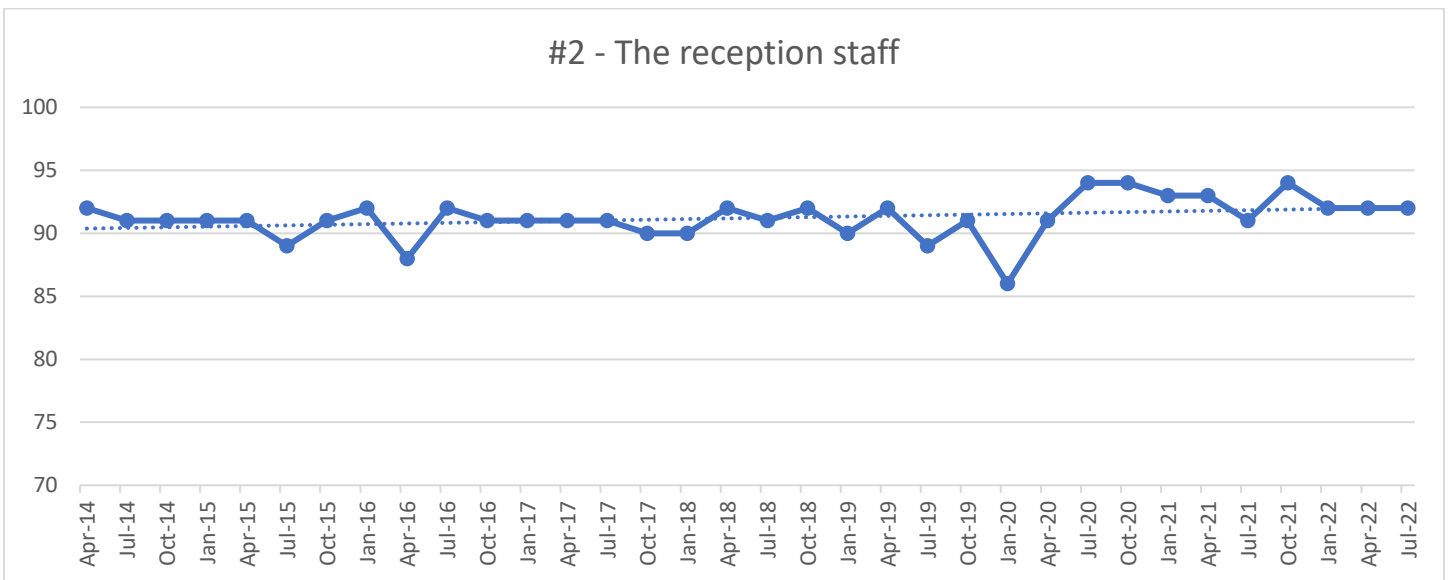
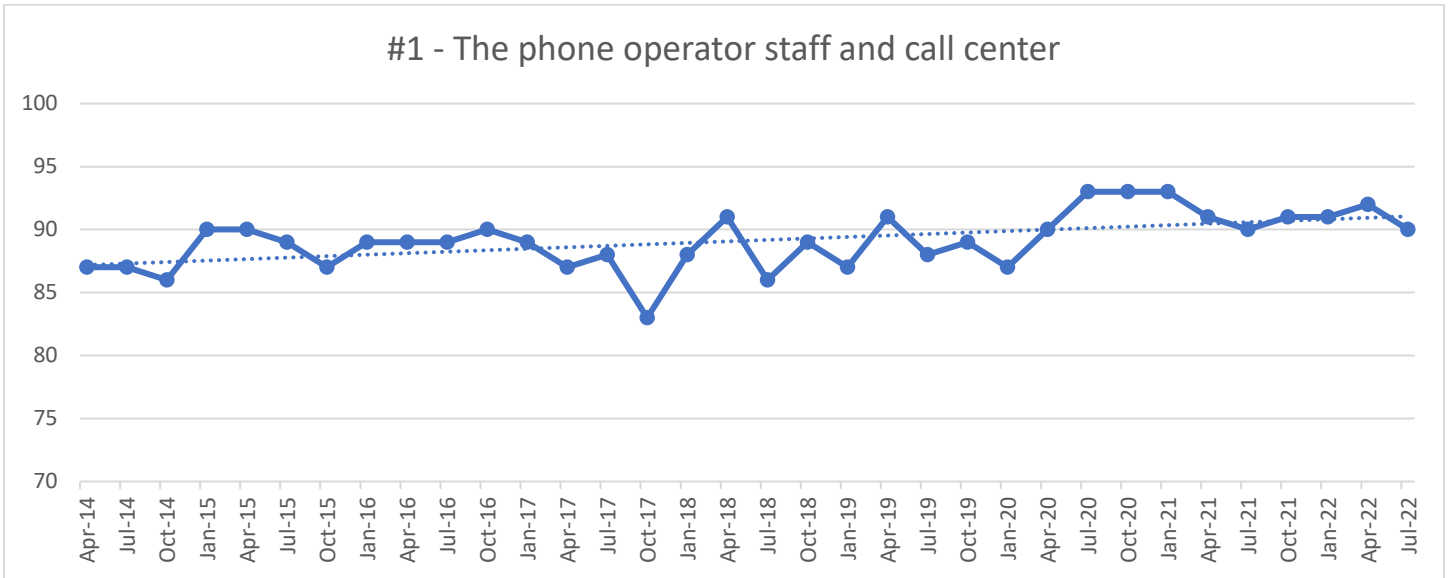
English

- Carlton: 10
- Chang: 22
- Chaudhari: 14
- Friedlein: 22
- Nettleton: 8
- Perez-Hernandez: 18
- Shah: 1

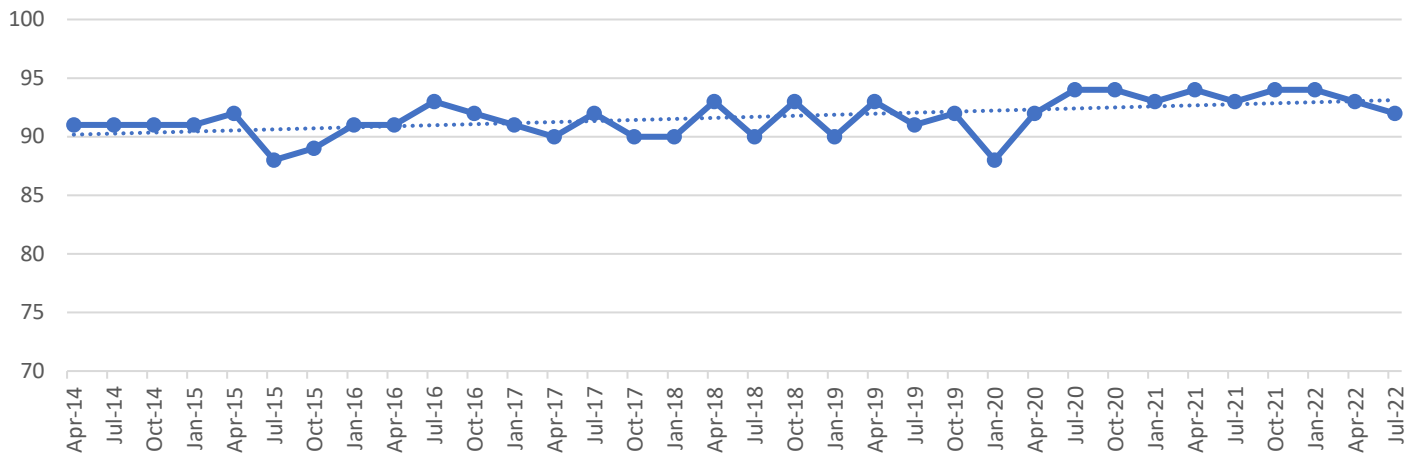
Spanish

- Carlton: 23
- Chang: 30
- Chaudhari: 17
- Friedlein: 28
- Perez-Hernandez: 39
- Shah: 6

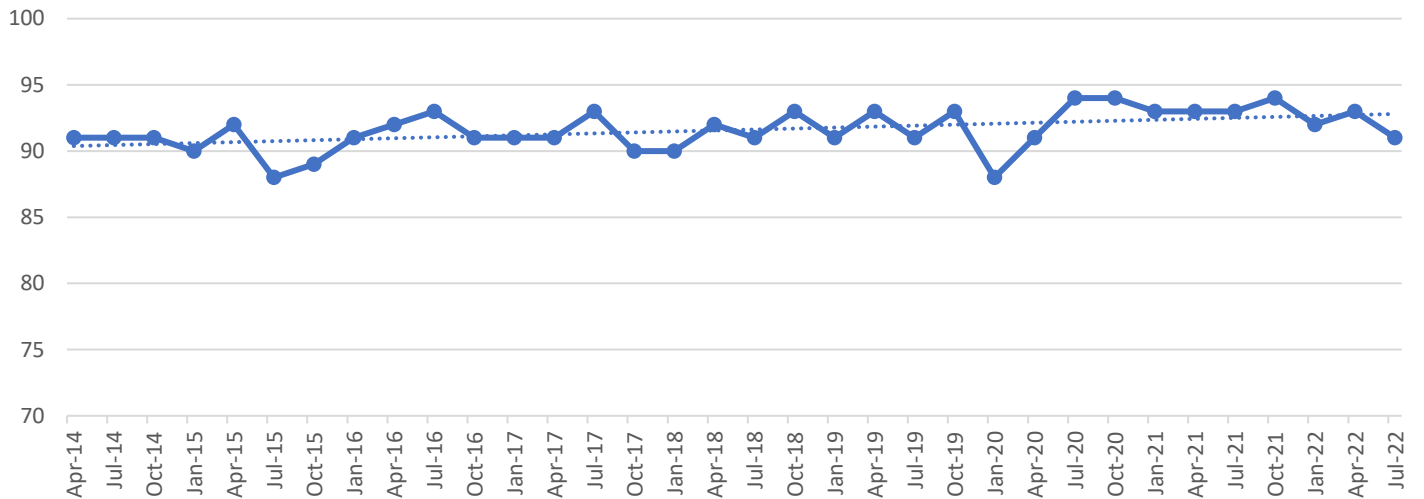
Individual Question Results with Trendlines



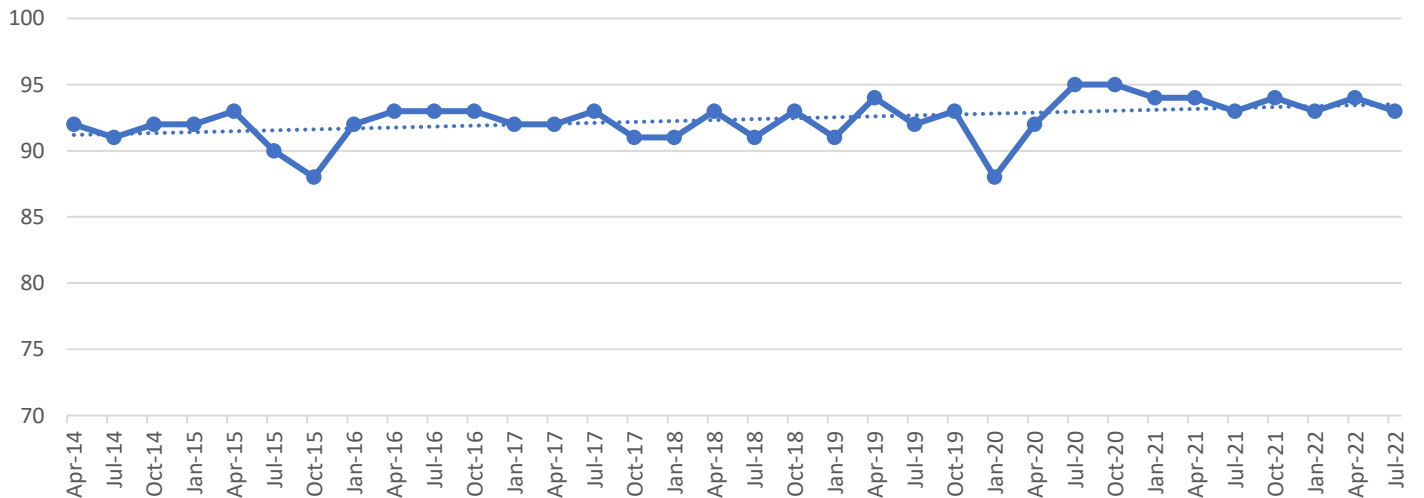
#4 - Education and explanation of plan provided in a way that I can understand



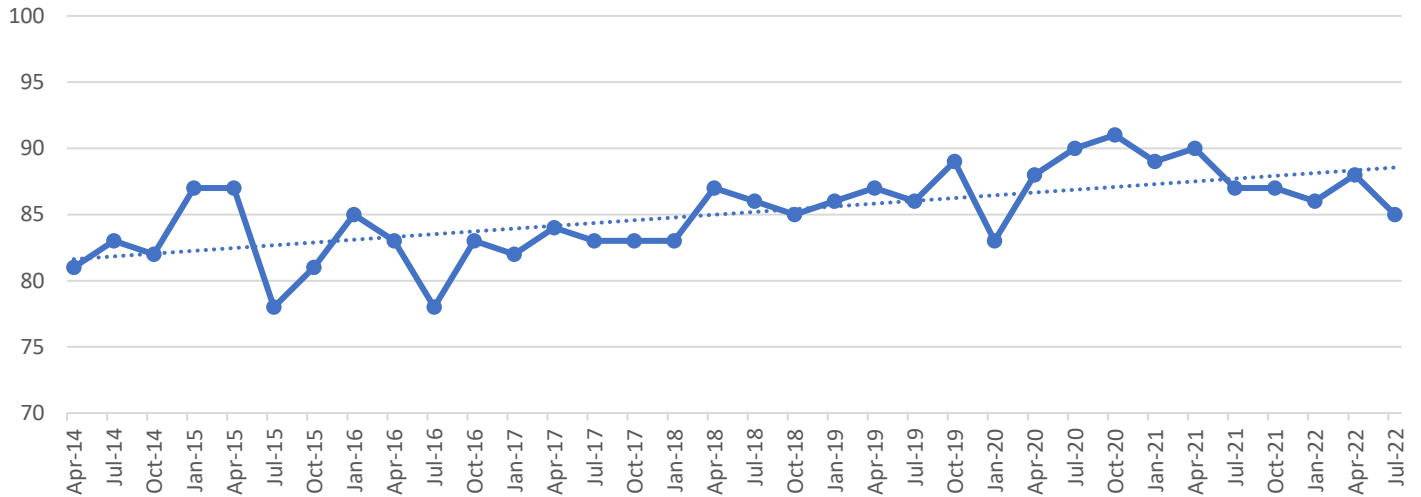
#5 - The follow-up and coordination of my care



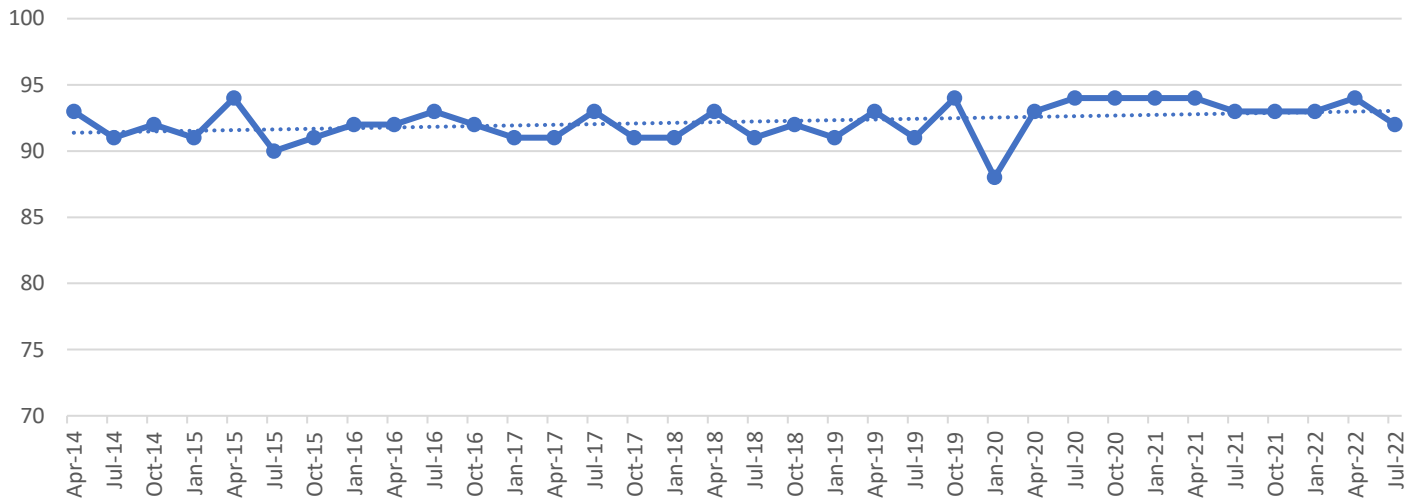
#6 - The staff addressing my medical needs today



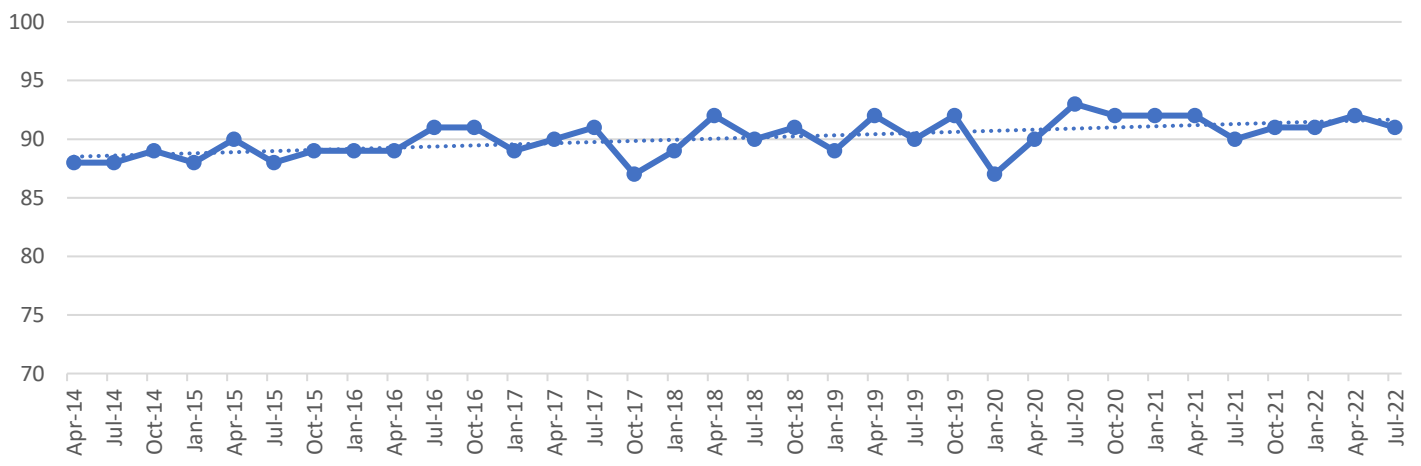
#7 - The time spent waiting



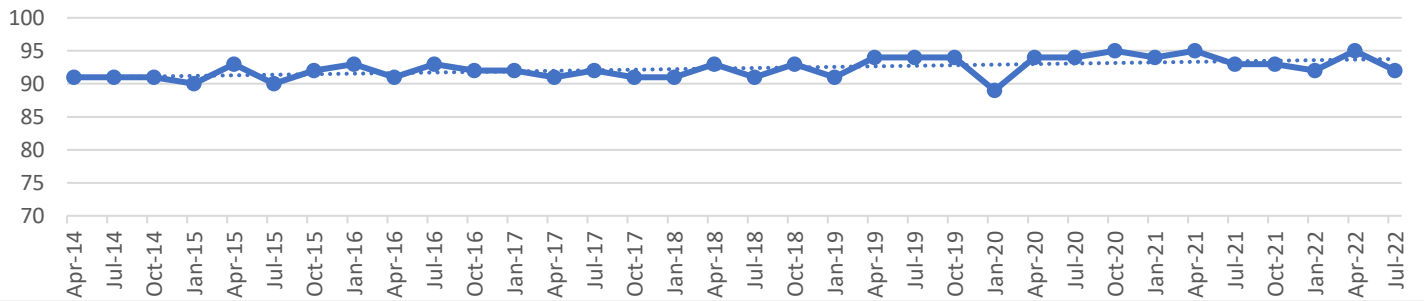
#8 - The respectfulness of staff



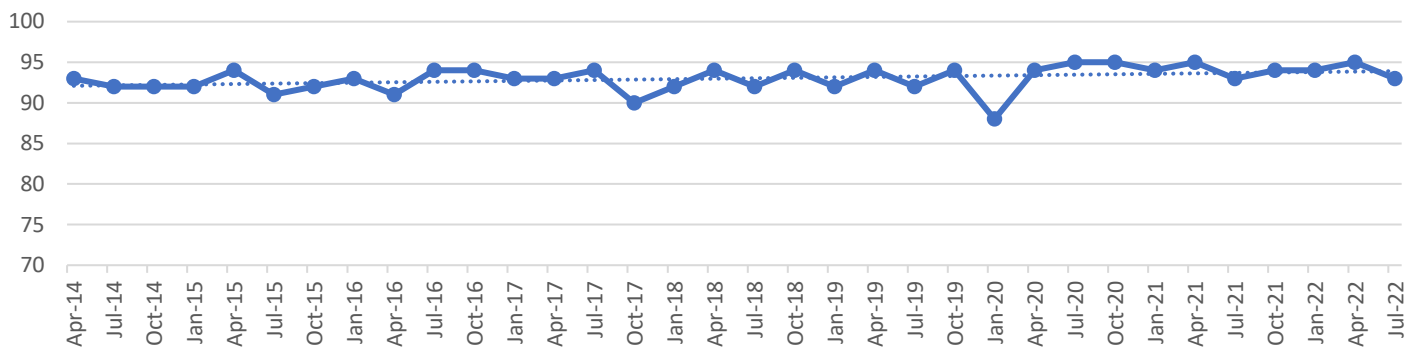
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



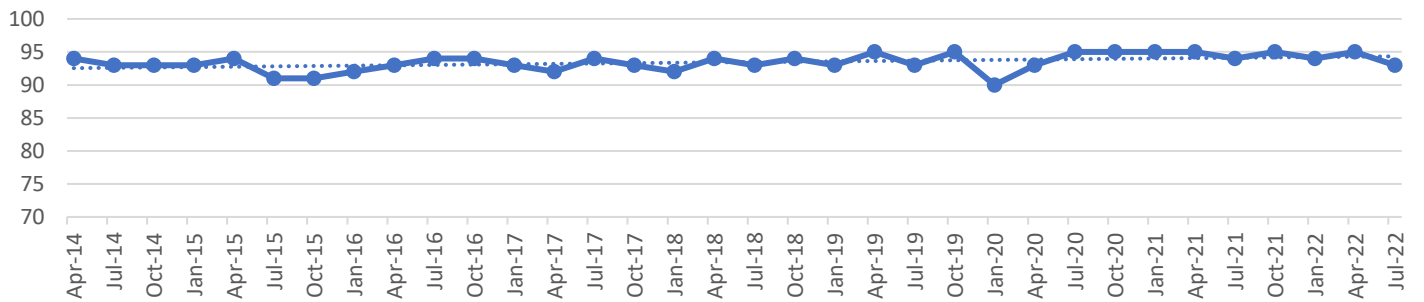
#10 - The handling of my personal medical information in a private and confidential manner



#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?

