

**Patient Satisfaction Survey  
1515 E Lake St Suite 202, Hanover 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 98%. 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.

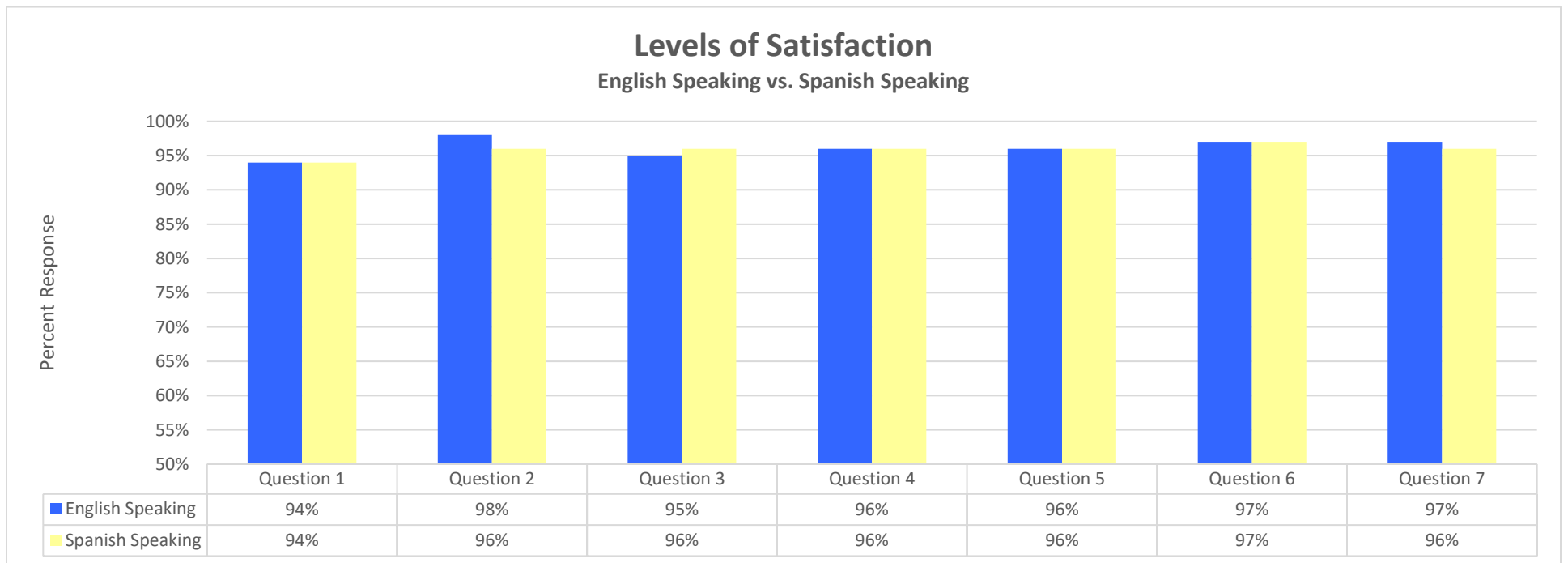
<b>1515 E Lake St Suite 202, Hanover Park – Survey Questions</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>
1. The phone operator staff and call center	94%	94%	94%	94%
2. The reception staff	97%	96%	98%	95%
3. Receiving a timely appointment	96%	95%	97%	96%
4. Education and explanation of plan provided in a way that I can understand	96%	96%	98%	96%
5. The follow up and coordination of my care	96%	96%	98%	96%
6. The staff addressing my medical needs today	97%	97%	98%	97%
7. The time spent waiting	97%	93%	96%	96%
8. The respectfulness of staff	98%	96%	98%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	95%	96%	96%
10. The handling of my personal medical information in a private and confidential	96%	96%	97%	96%
11. Your medical assistant	97%	96%	97%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	97%	97%	95%
13. Overall, how satisfied are you with the Health Center?	97%	97%	97%	96%

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%

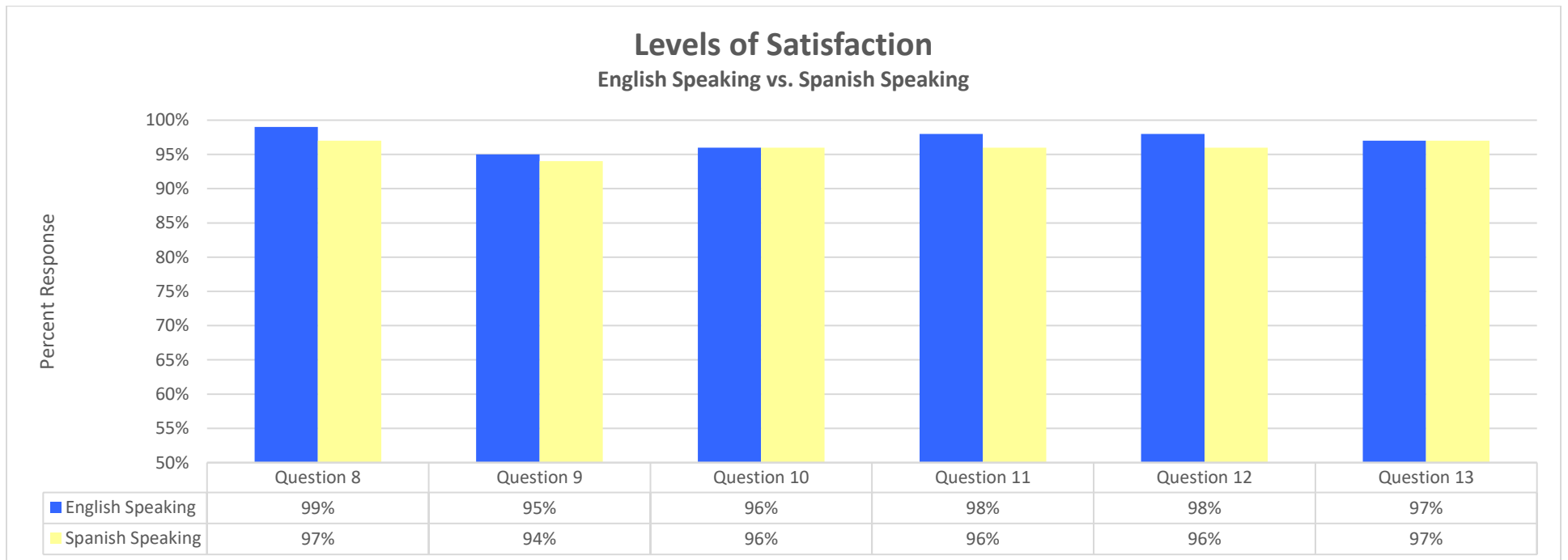
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	32 76%	31 80%	8 19%	7 18%	2 5%	0	0	0	0	0	0
2. The reception staff	36 88%	31 82%	5 12%	7 18%	0	0	0	0	0	0	0
3. Receiving a timely appointment	34 81%	33 85%	6 14%	5 13%	2 5%	1 3%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	33 81%	32 82%	8 20%	6 15%	0	1 3%	0	0	0	0	0
5. The follow-up and coordination of my care	35 83%	31 82%	6 14%	7 18%	1 2%	0	0	0	0	0	0
6. The staff addressing my medical needs today	36 86%	33 85%	6 14%	6 15%	0	0	0	0	0	0	0
7. The time spent waiting	37 88%	31 80%	4 10%	8 21%	1 1%	0	0	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	39 93%	32 84%	3 7%	6 16%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	32 80%	29 76%	6 15%	8 21%	2 5%	0	0	1 3%	0	0
10. The handling of personal medical info in a private and confidential manner	35 83%	30 79%	6 14%	8 21%	1 2%	0	0	0	0	0
11. Your medical assistant	37 88%	31 82%	5 12%	7 18%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	38 91%	31 82%	3 7%	6 16%	1 2%	1 3%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	36 86%	33 85%	6 14%	6 15%	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: 11

N/A: 1

YES: 1

#### **Comments:**

1. "My Doctor Laura Jorgensen she is very very nice, awesome. Take in care of so good. Everything in detail's about explaine so good & very good treatment." (Jorgensen)

#### **Spanish**

NO: 7

N/A:

YES: 2

#### **Comments:**

1. "Everything was very excellent 10/10!!"  
"Todo fue muy exelente 10/10!!" (Jorgensen)
2. "Very good." "Muy buena."

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

#### **English**

1. "Staff." (2)
2. "Convenience." (2)
3. "The great staff."
4. "Everything."
5. "The staff." (Ceisel)
6. "Take good care."
7. "The staff the office is clean and quiet."  
(Jorgensen)
8. "The way the staff explains and the kindness." (Ceisel)
9. "Good take in care of everything."  
(Jorgensen)

#### **Spanish**

1. "With my health." "En mi salud."
2. "Their attention." "Su atencion."
3. "With everything." "En todo."
4. "In general, everything" "Todo en general."  
(Jorgensen)
5. "Attention." "Atencion." (Jorgensen)
6. "Everything for now is good." "Todo por  
ahora esta bien."
7. "It is close to my home, and they attend to me  
quickly." "Esta serca de mi casa y me  
atienden rapido." (Jorgensen)
8. "Appointments when I need it." "Citas cuando  
lo necesito."
9. "They control my blood pressure." "Me  
controlan mi precion."
10. "The closeness to my home." "Lo cerca de  
mi casa."
11. "It is not complicated to schedule  
appointments for medical attention." "No es  
complicado hacer citas para atencion  
medica."
12. "Helping me maintain my health." "A  
mantenerme bien en la salud." (Jorgensen)
13. "They do everything very well." "Hacen todo  
muy bien." (Jorgensen)

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

#### **English**

1. "N/A." (5)
2. "Nothing."
3. "Talk to parents about progress." (Ceisel)
4. "My Doctor Laura Jorgensen she is very nice.  
And also all staff members, nurse everybody.  
Very respectful, helpful, very nice."

#### **Spanish**

1. "Satisfactory." "Satisfactorio."
2. "Everything is good." "Todo bien." (2)
3. "Everything is good." "Todo esta bien."
4. "Everything is very good." "Todo esta muy  
bien." (2)
5. "With everything." "En todo."

(Awesome), good job, good teamwork.”  
(Jorgensen)

6. “For me, everything is good.” “Para mi todo esta bien.” (2)
7. “For me, it is excellent.” “Para mi esta exelente.” (Jorgensen)
8. “They do everything very well!” “Hacen todo muy bien.” (Jorgensen)
9. “The referral system. I did not receive it on time.” “El sistema de referidos. No lo recibí a tiempo.”

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

**English**

- YES: 25
- NO:

**Spanish**

- YES: 19
- NO:

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

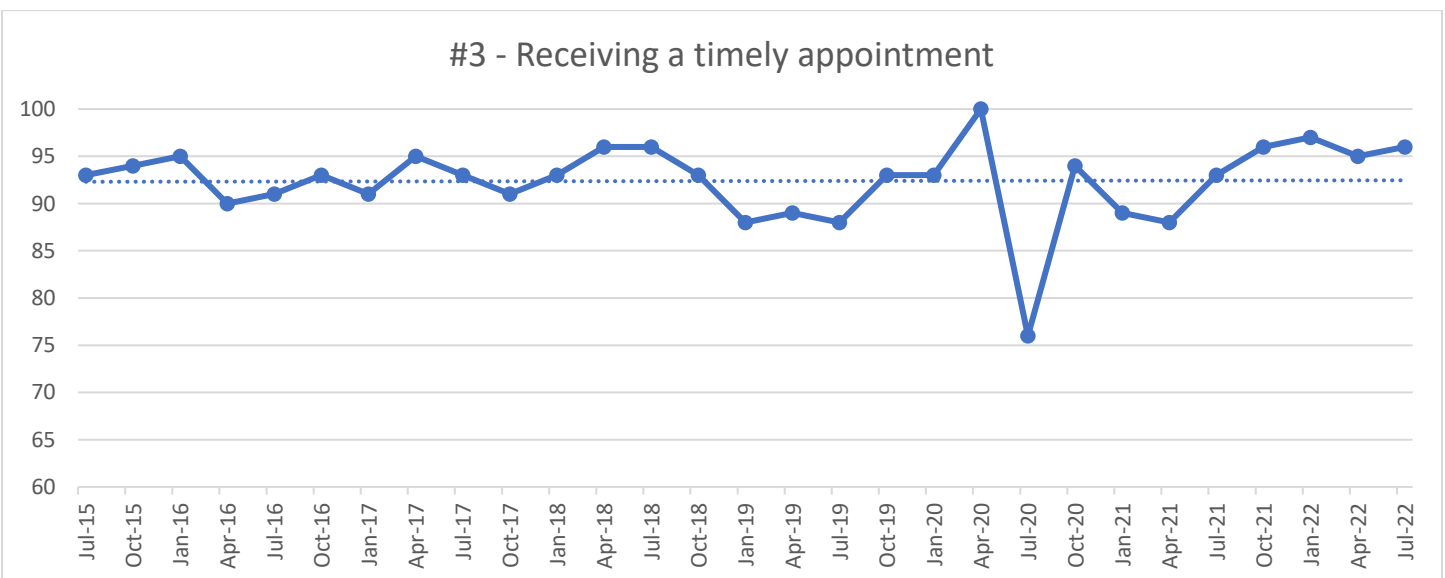
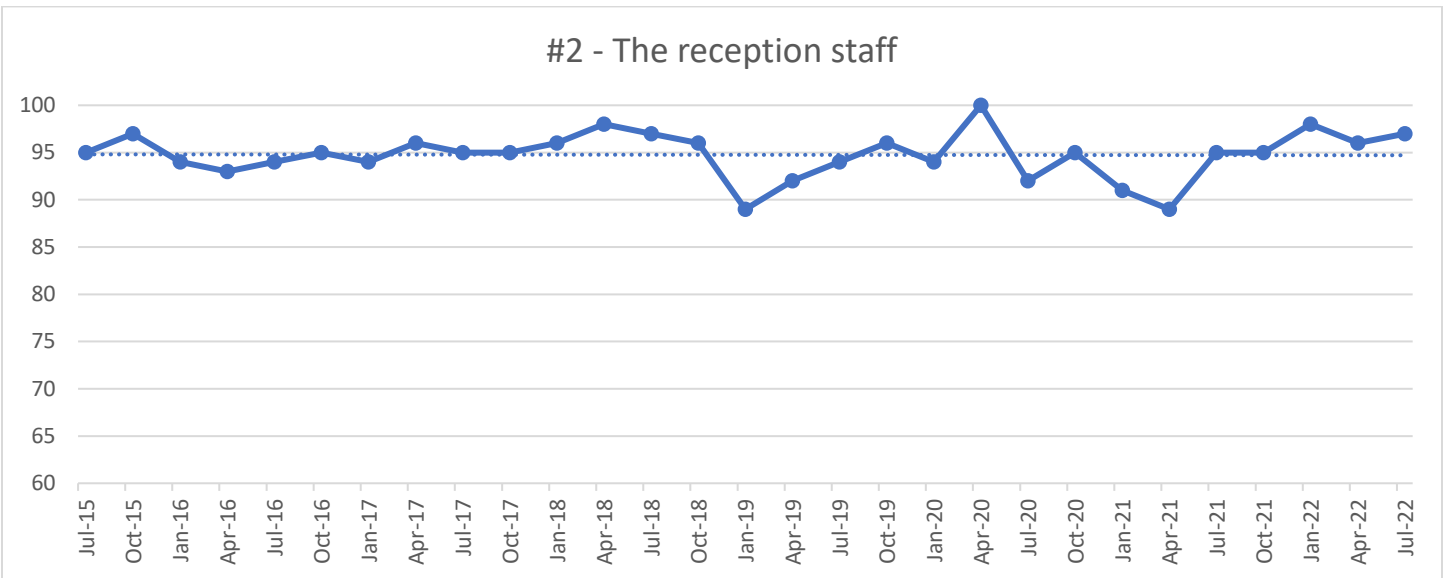
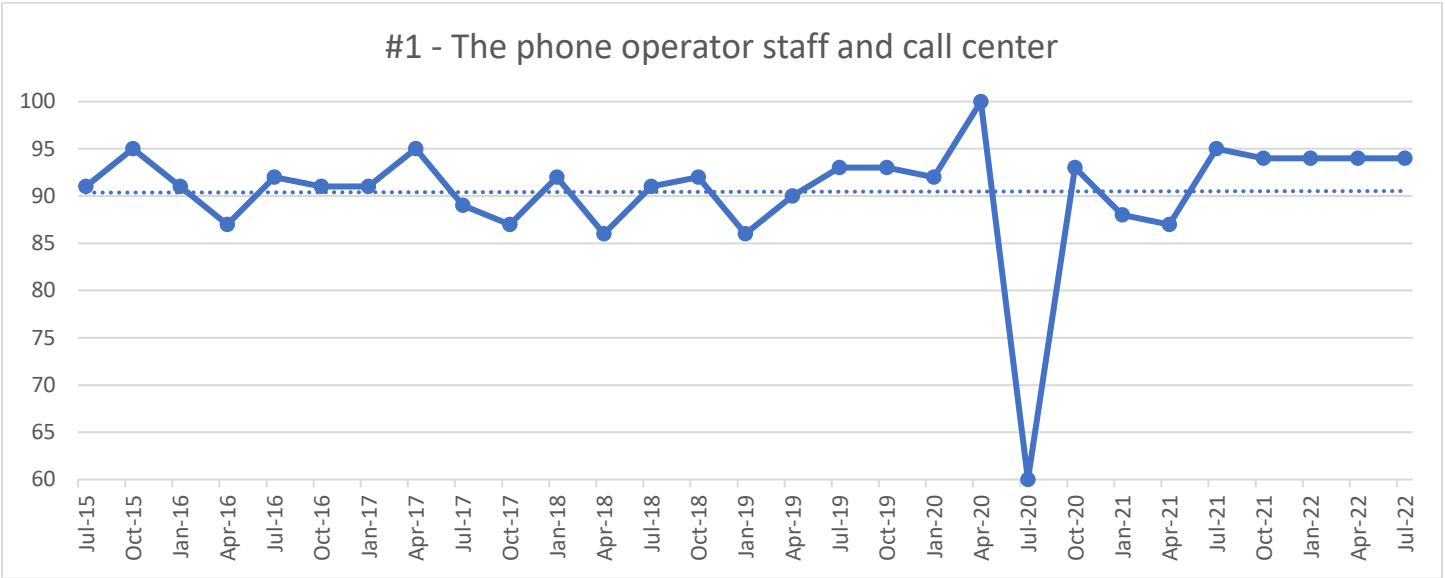
**English**

- Ceisel: 5
- Jorgensen: 6

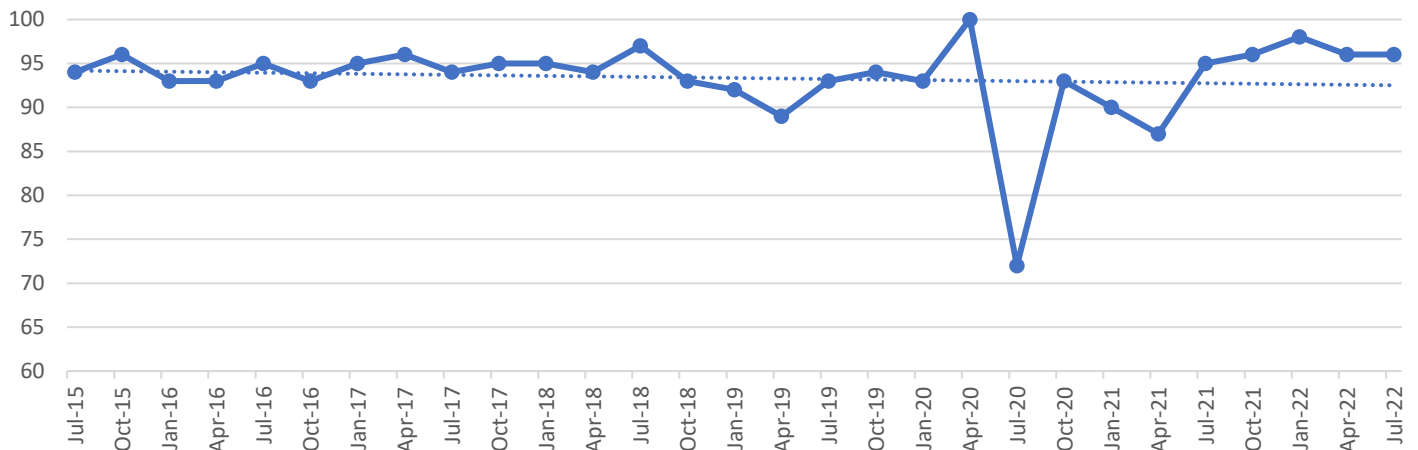
**Spanish**

- Jorgensen: 6

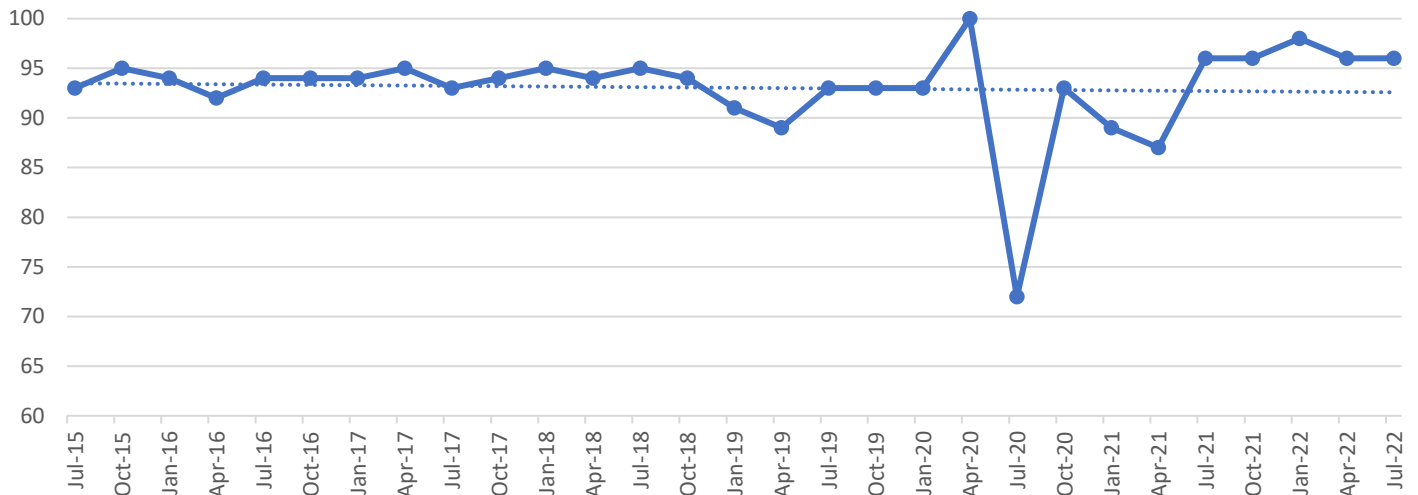
# Individual Question Results with Trendlines



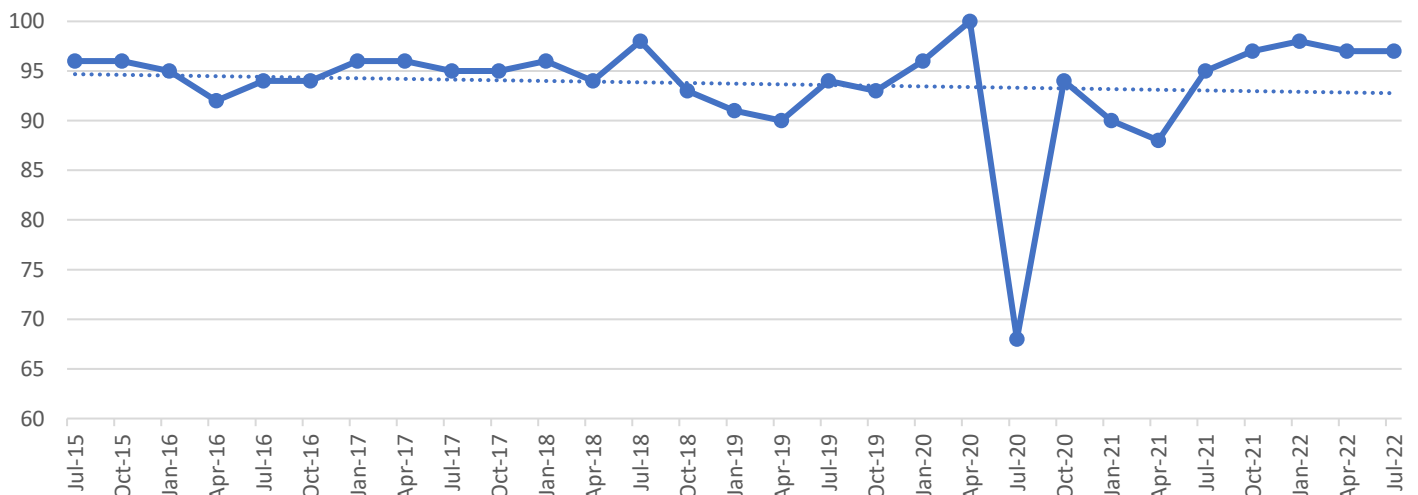
#### #4 - Education and explanation of plan provided in a way that I can understand



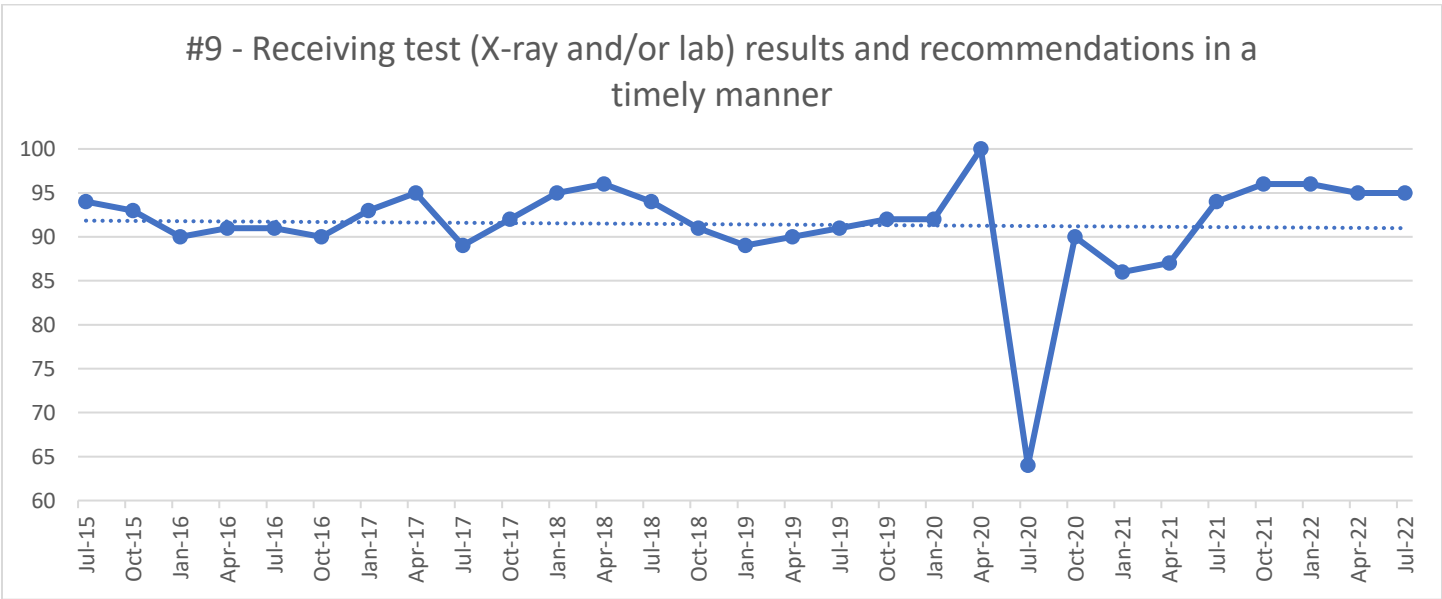
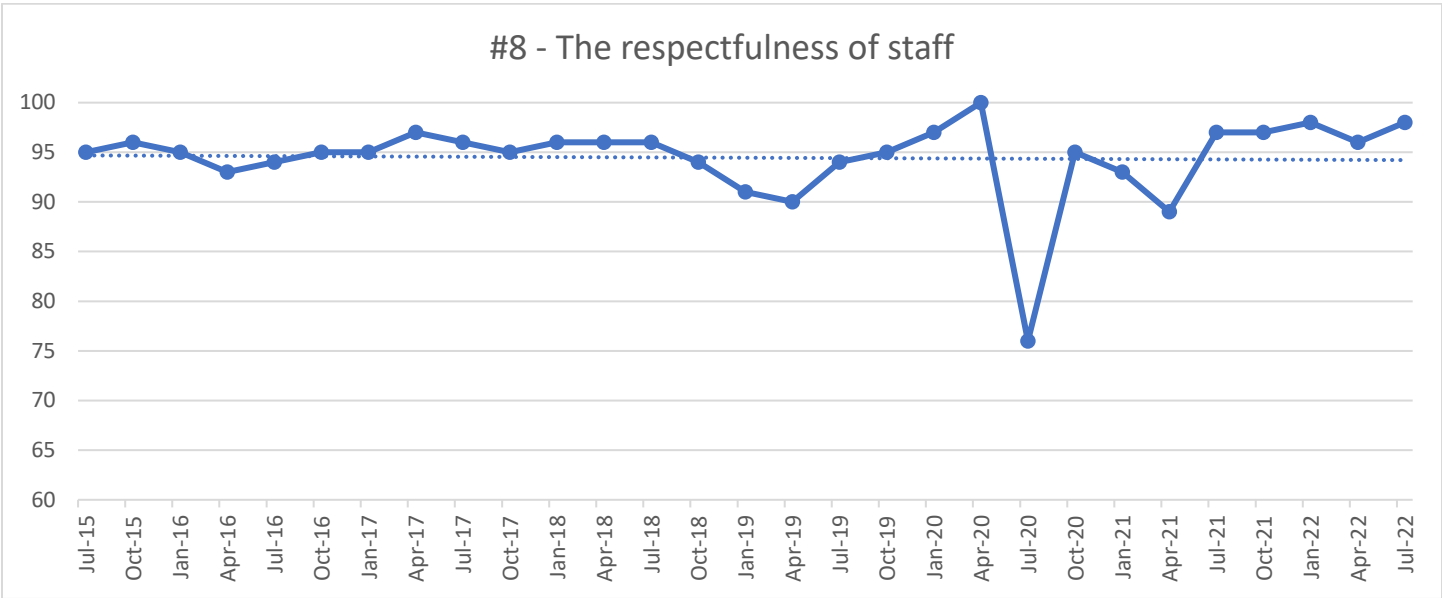
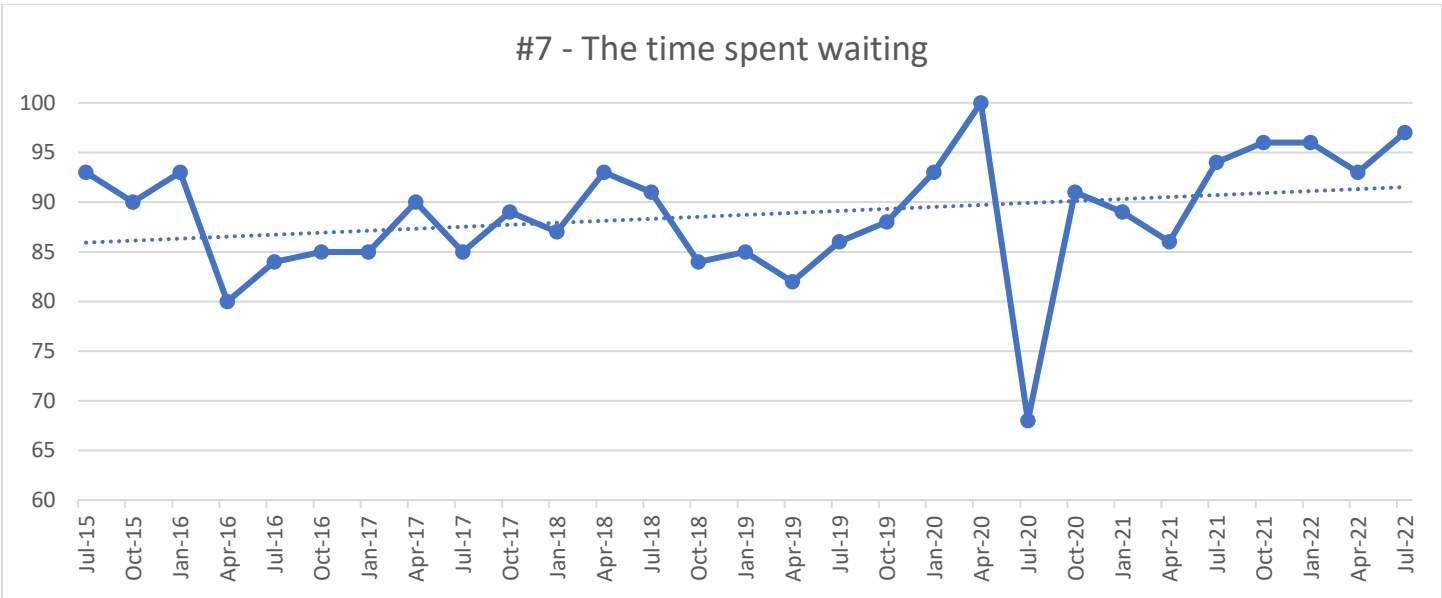
#### #5 - The follow-up and coordination of my care



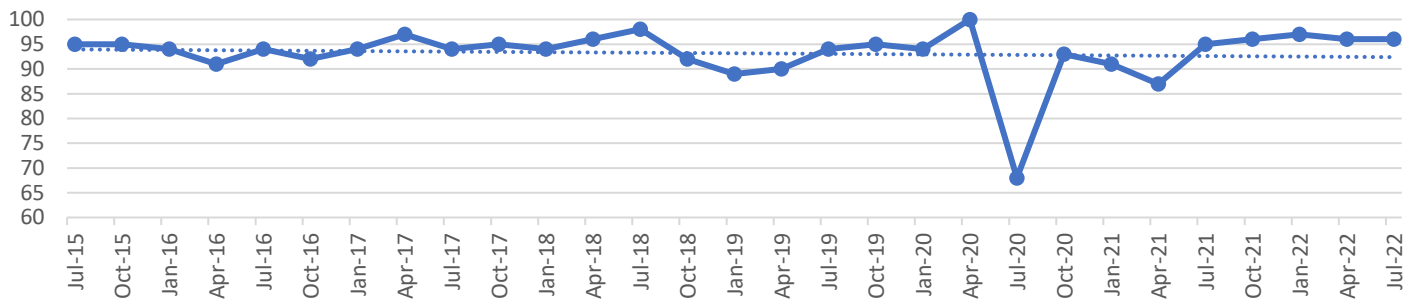
#### #6 - The staff addressing my medical needs today



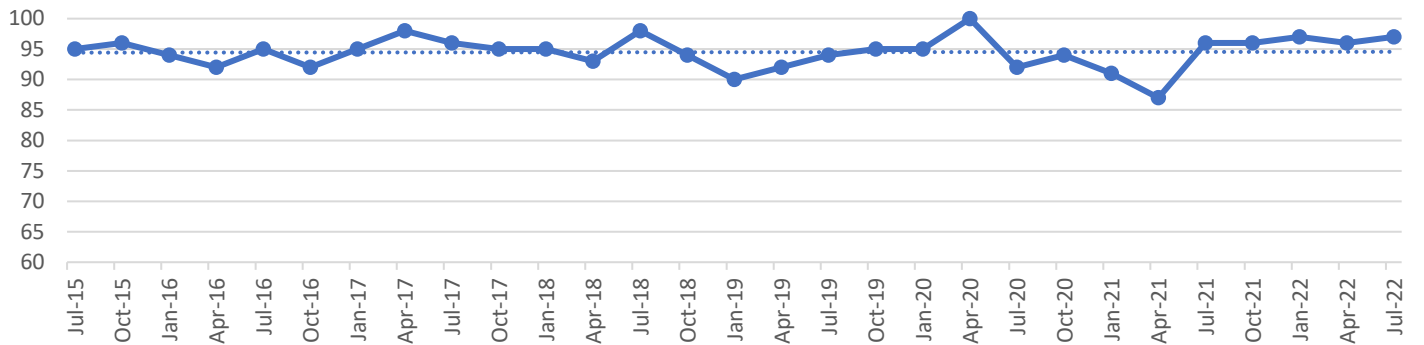




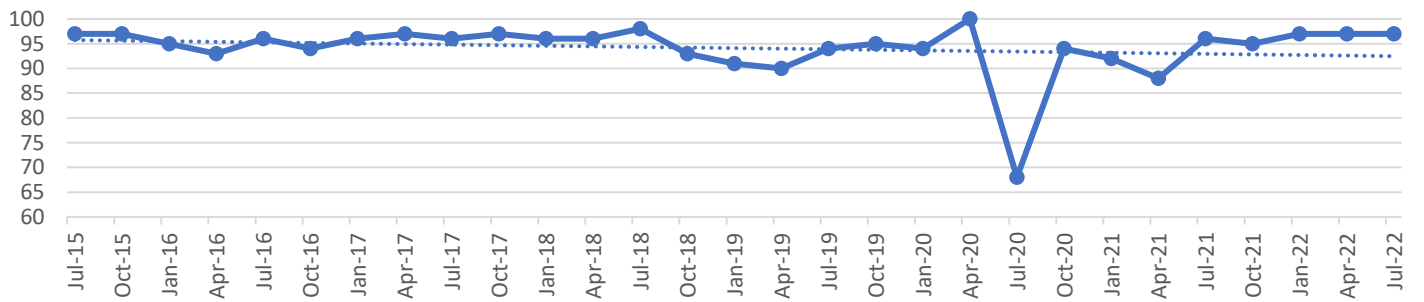
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

