

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 91% to 94%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

165 E Plank Rd, Sycamore – 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	93%	92%	92%	92%
2. The reception staff	94%	94%	94%	95%
3. Receiving a timely appointment	94%	93%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	94%	95%
5. The follow up and coordination of my care	94%	93%	93%	94%
6. The staff addressing my medical needs today	94%	94%	95%	95%
7. The time spent waiting	92%	90%	91%	91%
8. The respectfulness of staff	94%	95%	95%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	91%	93%
10. The handling of my personal medical information in a private and confidential	94%	95%	93%	95%
11. Your medical assistant	94%	95%	94%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	94%	95%
13. Overall, how satisfied are you with the Health Center?	94%	94%	95%	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.



Based on the results of this survey, the following comments and analysis are offered:

1. This survey period, 165 E Plank Rd, Sycamore received an average satisfaction score of 94%. As compared to the previous survey period, patient satisfaction scores: **improved on 4 of 13** questions; *maintained the same score on 5 of 13* questions; and declined on 4 of 13 questions. The current average score (94%) is 1% higher than the previous average score (93%).

Compared to the organization-wide average scores for this survey period, 165 E Plank Rd, Sycamore matched or exceeded the average satisfaction scores on 12 of 13 questions. A review of the graphs at the end of this document depicts a Health Center with mostly steady satisfaction scores.

2. The **highest score** this survey period was **94%** on questions #2 (Reception staff), #3 (Receiving a timely appointment), #4 (Education and explanation of plan), #5 (Follow up and coordination), #6 (Staff addressing my needs), #8 (Respectfulness of staff), #10 (Handling of my personal medical information), #11 (Your medical assistant), #12 (Your health provider), and #13 (Overall satisfaction). The **second highest** score was **93%** on question #1 (Phone operator staff).

Questions that improved this survey period include #1 (Phone operator staff), #3 (Receiving a timely appointment), #5 (Follow up and coordination), and #7 (Time spent waiting).

3. The lowest score this survey period was 91% on question #9 (Receiving test results timely). The second lowest score was 92% on question #7 (Time spent waiting).

Questions that declined this survey period include #8 (Respectfulness of staff), #9 (Receiving test results timely), #10 (Handling of my personal medical information), and #11 (Your medical assistant).

4. A total of 312 surveys were returned this quarter for 165 E Plank Rd, Sycamore. Of the 4,014 total responses reported, 149 (4% of responses) were neutral. The most neutral response was seen on question #9 (Receiving test results timely).
5. For question #14 (Have you left a message for a staff member in the last week? If so, what was your experience), 6 of the 7 comments were favorable. Health Center professionals should continue to return calls promptly, timely empty voicemail boxes, and adequately address patient needs. Also, please remember to always provide your name and state that you are from Greater Family Health - 165 E Plank Rd, Sycamore. Finally, please speak clearly and do not rush.
6. For question #15 (What is most helpful for you at Greater Family Health?), the following were mentioned most-frequently: doctors, everyone, helpful, friendly, appointments, care, friendly, location.

For question #16 (How can we improve Greater Family Health?), a few comments mentioned wait times on the phone and in the Health Center. Otherwise, most comments said that 165 E Plank Rd, Sycamore is doing a great job.

7. Of the 312 patients that responded, 31% were Spanish speakers and 69% were English speakers. Equal satisfaction was reported on 8 questions, and English speakers reported higher satisfaction on 3 questions. The largest difference in scores was 2% for questions #1 (Phone operator staff), #7 (Time spent waiting), and #9 (Receiving test results timely).

Health Center professionals should remember to treat all patients equally, regardless of the language spoken. That being said, great job on achieving the least discrepancy in scores between English and Spanish speakers of any Health Center this survey period!

8. For question #17 (Would you recommend this Health Center to your friends and family), 99% of English-speaking patients that responded said “yes” and 95% of Spanish-speaking respondents said “yes”. Good job Health Center professionals!
9. This Health Center attained an 93% return rate (Excellent) this period, which represents a 7% increase compared to the previous survey period, and a 23% increase compared to this period one year ago. Congratulations Health Center professionals on achieving a Good or Excellent return rate for the past 24 consecutive survey periods! Let us focus on maintaining an Excellent return rate (70% or higher) for the next survey period!

II. Methodology

English and Spanish Patient Satisfaction Surveys were offered to every exiting patient or parent/guardian receiving care at 165 E Plank Rd, Sycamore by exiting professionals during the period of July 25 – 30, 2022. The survey contained 13 grading scale questions and three open-ended questions. It should be noted that a total of 312 surveys were returned out of 335 patients that visited 165 E Plank Rd, Sycamore on the dates stated (31% were Spanish speakers and 69% were English speakers). The total response/return rate was 93%; therefore, there is an Excellent level of confidence in the validity of the results of this survey.

III. Variables

Variables for this survey period include that surveys were placed in a locked metal response box by the patients; therefore, no staff handling of the surveys after patient completion occurred. Patients were instructed that the staff could not receive completed surveys and patients placed the completed surveys into the secured metal box themselves to assure confidentiality and remain anonymous.

IV. Administering

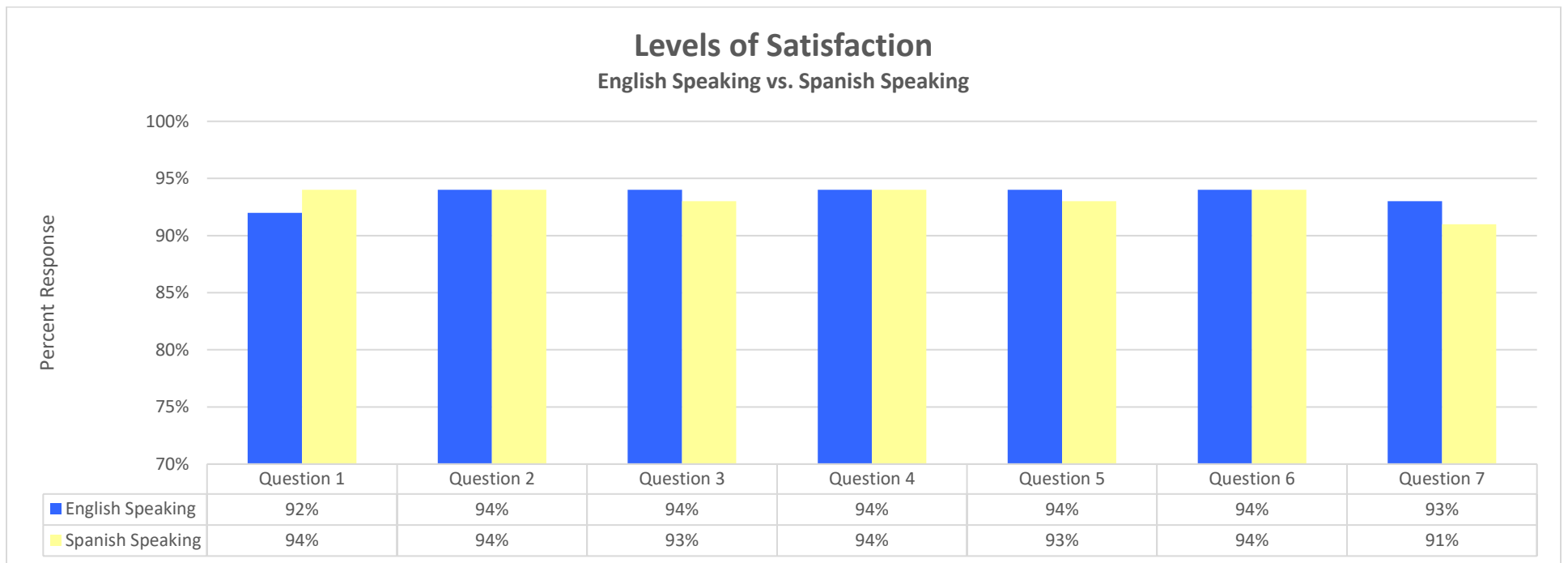
Questions on the survey asked patients about how they felt about specific areas of service at 165 E Plank Rd, Sycamore. The site’s staff requested that each exiting patient or parent/guardian take a moment to complete a questionnaire and offered to read the questionnaire and record scores for those whose chose that option. Patients were not required to participate but, rather, encouraged to participate in the satisfaction surveying process. A secured drop box was used for patients to place completed surveys in to ensure their confidentiality. The Administrative Assistant regularly collected responses during the six days of the survey.

V. Results

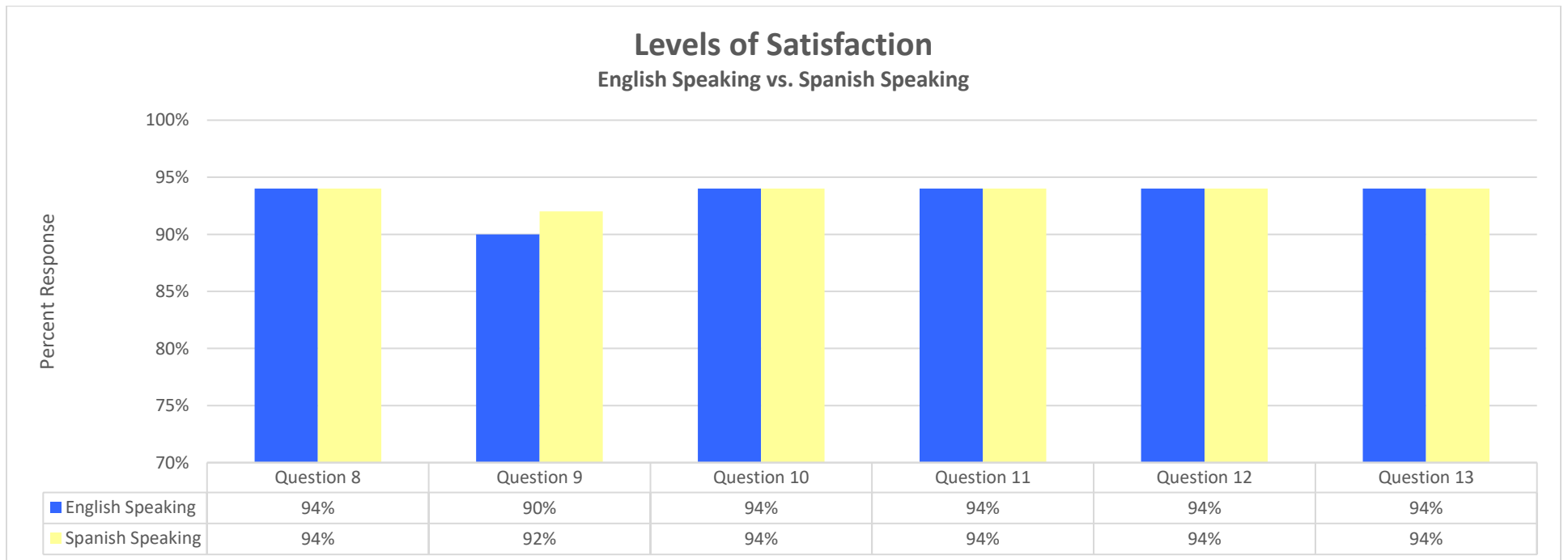
The charts below itemize the Patient Satisfaction Survey results. The number of responses for each question is noted under the appropriate category. Below that number is the corresponding percentage of respondents who gave this answer. A Level of Satisfaction (LOS) was calculated for each question using the following formula:

Each response was assigned a point value (e.g., Very Satisfied, 5 points, Satisfied, 4 points, etc.). An Average Weighted Score was tallied for each question by dividing the Total Weight Score (sum of all the weighted values) by the number of respondents. The Level of Satisfaction is calculated by dividing the Average Weight Score for each question by the maximum value that can be given to a question, in this case 5. The resulting percentage gives a relative Level of Satisfaction, with 100% being the maximum value that can be attained.

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	150 70%	72 74%	47 22%	24 25%	12 6%	1 1%	1 1%	1 1%	3 1%	0
2. The reception staff	161 76%	72 75%	45 21%	21 22%	6 3%	0	1 1%	2 2%	0	1 1%
3. Receiving a timely appointment	159 74%	70 73%	43 20%	22 23%	12 6%	2 2%	0	1 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	158 74%	70 71%	45 21%	27 28%	10 5%	0	0	0	0	1 1%
5. The follow-up and coordination of my care	158 74%	70 73%	49 23%	22 23%	6 3%	2 2%	0	2 2%	0	0
6. The staff addressing my medical needs today	160 76%	72 74%	45 21%	22 23%	6 3%	1 1%	1 1%	2 2%	0	0
7. The time spent waiting	152 71%	62 65%	52 24%	26 27%	10 5%	3 3%	0	3 3%	0	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	160 76%	71 74%	42 20%	23 24%	9 4%	0	0	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	136 68%	63 65%	37 18%	29 30%	26 13%	4 4%	1 1%	0	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	161 76%	69 72%	43 20%	26 27%	9 4%	0	0	0	0	1 1%
11. Your medical assistant	161 75%	72 74%	43 20%	22 23%	9 4%	1 1%	1 1%	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	164 77%	73 76%	41 19%	20 21%	8 4%	1 1%	1 1%	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	165 77%	74 76%	39 18%	19 20%	9 4%	2 2%	1 1%	1 1%	0	1 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: 65

N/A: 27

YES: 1

Comments:

1. "Great on time return call."
2. "It took too long to hear back."
3. "Yes, to Liz Birkey about a test result."
4. "No, they always are very responsive."

Spanish

NO: 18

N/A:

YES:

Comments:

1. "Good." "Buena."
2. "Satisfied." "Satisfecha."
3. "Today I am happy I have a new doctor and she is patient and I know she will treat my medical necessities." "Hoy estoy feliz porque tengo nueva doctora ella es paciente y se que me atendera mis necesidades de salud."

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

1. "Love the location in Sycamore."
2. "Patient Portal." (Williams)
3. "Everyone was wonderful." (Thompson)
4. "That they provide the care I need." (Scott-Diltz)
5. "Dx my h/a migraine." (Thompson)
6. "N/A." (9)
7. "Working with my schedule." (Scott-Diltz)
8. "Education." (Thompson)
9. "Dr. Scott." (Scott-Diltz)
10. "Yes." (Peifer)
11. "The front desk staff is friendly." (Thompson)
12. "Friendly staff." (Scott-Diltz)
13. "Not having to wait very long." (Sofowora)
14. "Getting appointment fast." (Scott-Diltz)
15. "Everyone." (Scott-Diltz)
16. "Timely appts." (Scott-Diltz)
17. "Information." (Sofowora)
18. "Customer service." (Sofowora)
19. "Getting the help I need." (Sofowora)
20. "Fast appointment." (Sofowora)
21. "Same day appointments." (Scott-Diltz)
22. "Getting seen." (Williams)
23. "Wait staff and doctors." (Scott-Diltz)
24. "Everything." (3)
25. "Timely and through." (Williams)
26. "Friendly staff." (Thompson)
27. "Scheduling appointments at my convenience respectful staff and physician cleanliness." (Thompson)
28. "Dr. Peifer." (Peifer)
29. "They are nice." (Sofowora)
30. "Timeliness in appt."

Spanish

1. "Good attention and service." "Buena atencion y servicio." (Scott-Diltz)
2. "In everything." "En todo." (Williams)
3. "The good attention and results, explanation of blood test results." "La buena atencion y resultados, y explicacion de resultado de laboratorio." (Scott-Diltz)
4. "Fair care." (English comment on a Spanish survey)
5. "That my family and I can come get medical treatment." "Que mi familia y yo Podemos tener tratamiento medico." (Scott-Diltz)
6. "They always to see us as fast as possible." "Que siempre tratan de atendernos lo mas pronto possible."
7. "They treat us in a reasonable time." "Que nos atienden en un tiempo rasonable." (Peifer)
8. "The attention and the way they treat us." "La atencion y como nos tratan." (Williams)
9. "Low prices at our reach." "Bajos precios a nuestro alcance." (Thompson)
10. "The good service." "El buen servicio." (Peifer)
11. "Don't take too long with the appointments and make us wait too long in the waiting area and then make us wait inside the room before the provider comes in." "No ser tan tardados en citas y esperar mucho en la sala de espera y luego esperar en consultorio antes de que entre el proveedor." (Thompson)
12. "Easy appointments." "Citas facil."

31. "The Drs." (Sofowora)
32. "How everyone took the time I needed specially me arriving 3 hours early."
33. "Nice nurse."
34. "Quick appointments." (Peifer)
35. "The knowledge & patience of all the staff."
36. "Fast assistance and visits."
37. "Promptness to getting an appointment and being seen by a physician. Dr. Dominik is an amazing Doctor! Maria too!" (Sofowora)
38. "Timely manner." (Sofowora)
39. "Staff."
40. "Answering phone w/appointment."
41. "The patience of staff explaining stuff thoroughly to you." (Peifer)
42. "Convenience to handle all medical needs."
43. "All staff very friendly."
44. "Doctor or FNP who will listen to me instead of rushing me out of office." (Thompson)
45. "The service." (Sofowora)
46. "Translator."
47. "Most helpful is the care."
48. "They are nice."
49. "Very helpful and efficient."
50. "Very nice." (2)
51. "Friendly & knowledgeable staff."
52. "Being called on time and in and out."
53. "The front desk and the doctors are great."
54. "She did everything on time."
55. "Communication." (Sofowora)
56. "No waiting." (Sofowora)
57. "They are very helpful to get me an appointment." (Peifer)
58. "Everyone was really nice."
13. "They are good." "Son buenos." (Scott-Diltz)
14. "My health, thank you." "Mi salud muchas gracias." (Scott-Diltz)
15. "The interpreters service." "El servicio de la interprete." (Peifer)
16. "The attention is excellent." "La atencion es excelente." (Sofowora)
17. "Control of my blood sugar and blood pressure." "Control de azucar y precion." (Peifer)
18. "Giving fast appointments." "Dando citas rapidas." (Sofowora)
19. "Check my blood sugar." "Checar mi azucar."
20. "They treat us in our language and at a low cost." "Nos atienden en nuestro idioma y a bajo costo."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (16)
2. "I can't think of anything." (Peifer)
3. "Just as it is." (Scott-Diltz)
4. "No comments." (2)
5. "Good." (Scott-Diltz)
6. "None." (3)
7. "Call wait times." (Sofowora)
8. "Information."
9. "Phone operator."
10. "Just waiting times." (Sayles)
11. "Nothing."
12. "Doing a great job." (Sofowora)
13. "Nothing really." (Scott-Diltz)
14. "You are all wonderful keep up the great work."
15. "Nothing so far." (Scott-Diltz)
16. "Keep being great." (Scott-Diltz)

Spanish

1. "I'm satisfied." "Estoy satisfecho."
2. "Faster appointments." "Citas mas rapidas."
3. "I need people who speak Spanish." "Nesesito a personas que hablen espanol."
4. "I feel like you are doing a great job." "Siento que estan haciendo un buen trabajo." (Scott-Diltz)
5. "Everything is good." "Todo esta bien." (2)
6. "Continue having the same attention." "Continue teniendo la misma atencion." (Sofowora)
7. "Make people wait less." "Haciendo esperar a la gente menos."
8. "To me it is the best." "Para mi es el mejor."
9. "Having text messages to my cell phone." "Tener mendajes de texto a mi celular."

17. "No waiting."
18. "Nothing its good like it is."
19. "In the past sometime! The phone wasn't answered in Elgin." (Thompson)
20. "It is fine the way it is." (Williams)
21. "More compassion for patient care and concerns." (Sofowora)
22. "Listen to patient; some have real hard time communicating like me- in speech." (Thompson)
23. "Get to know all new patients before removing from room, have more compassion for patient." (Sofowora)
24. "More time with provider."
25. "More male doctors."
26. "Keep it up as you are doing."
27. "No need for improvement the staff was friendly and made me feel really comfortable."
28. "Easier help with insurance changing." (Sofowora)

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

English

- YES: 136
- NO: 1

Spanish

- YES: 38
- NO: 2

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

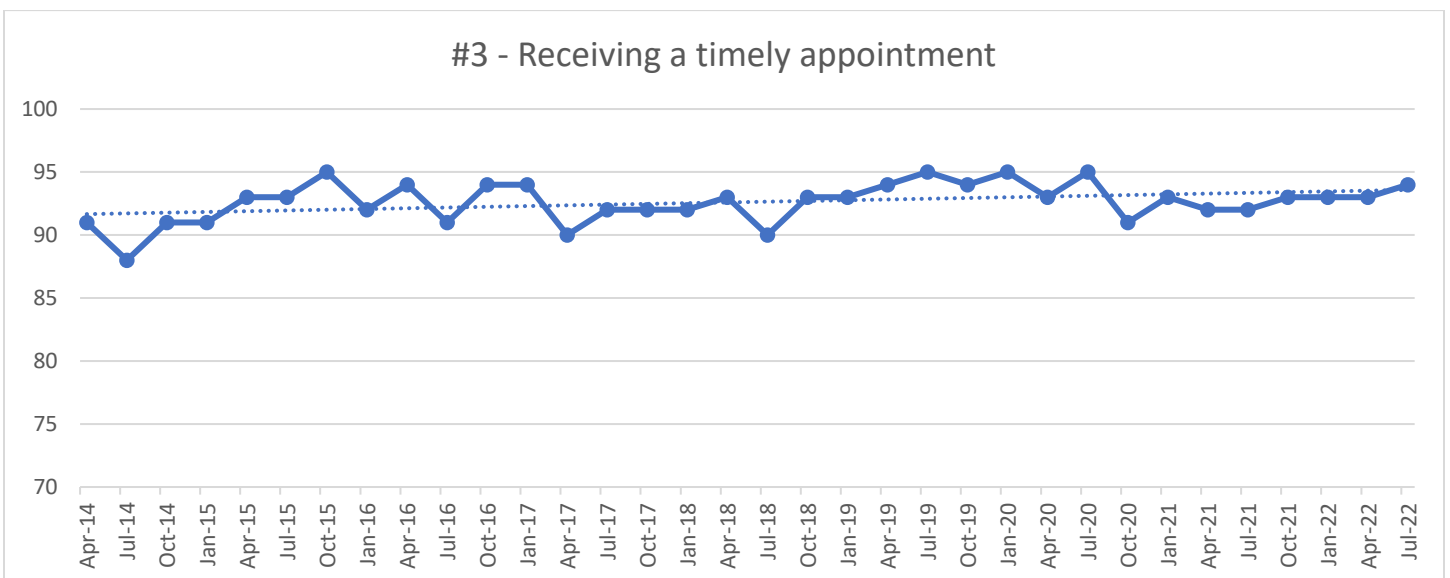
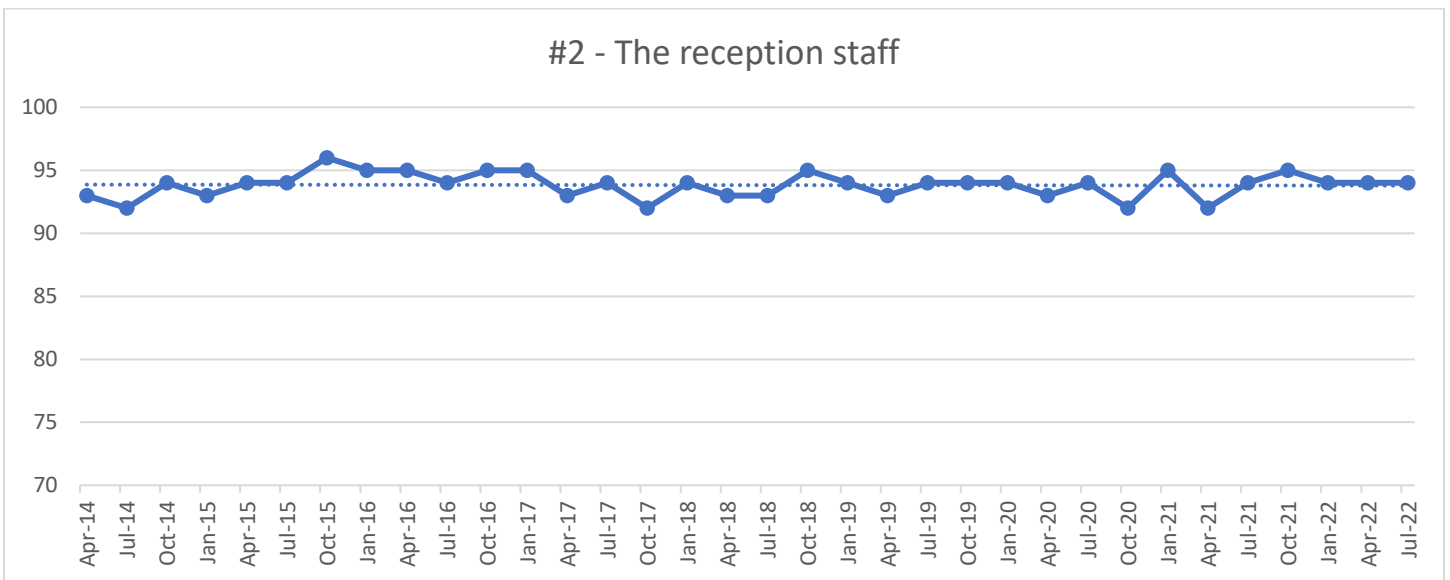
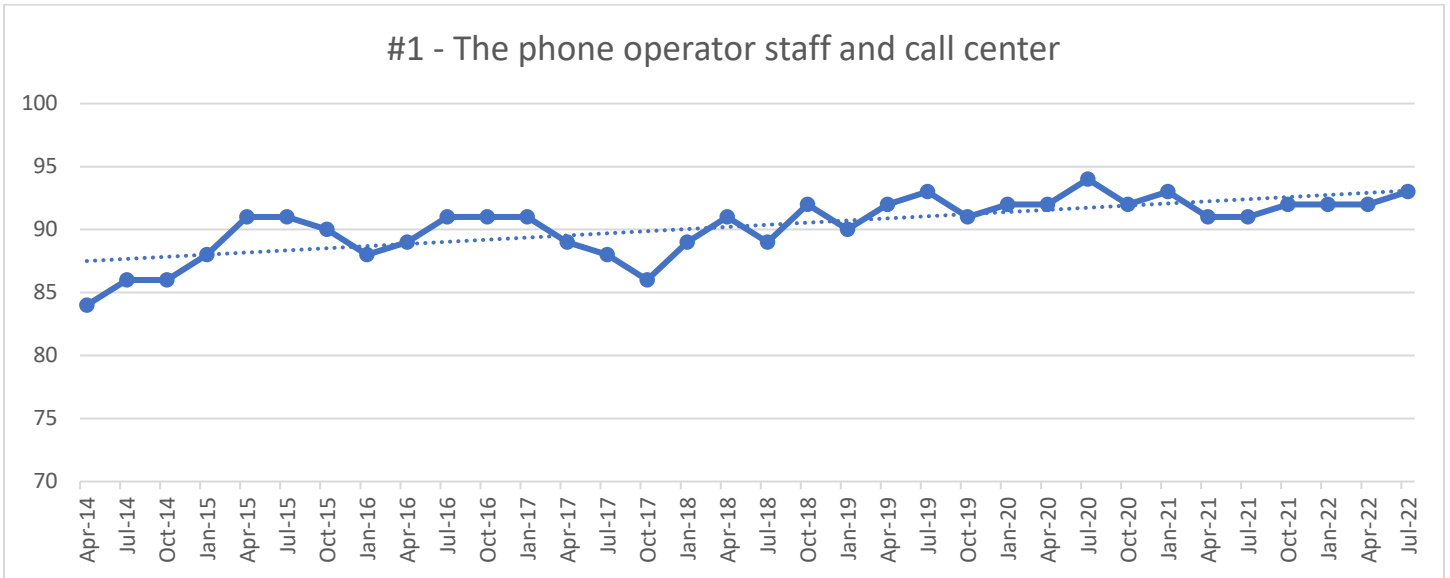
English

- Birkey: 2
- Peifer: 42
- Sayles: 5
- Scott-Diltz: 38
- Sofowora: 68
- Thompson: 26
- Williams: 17

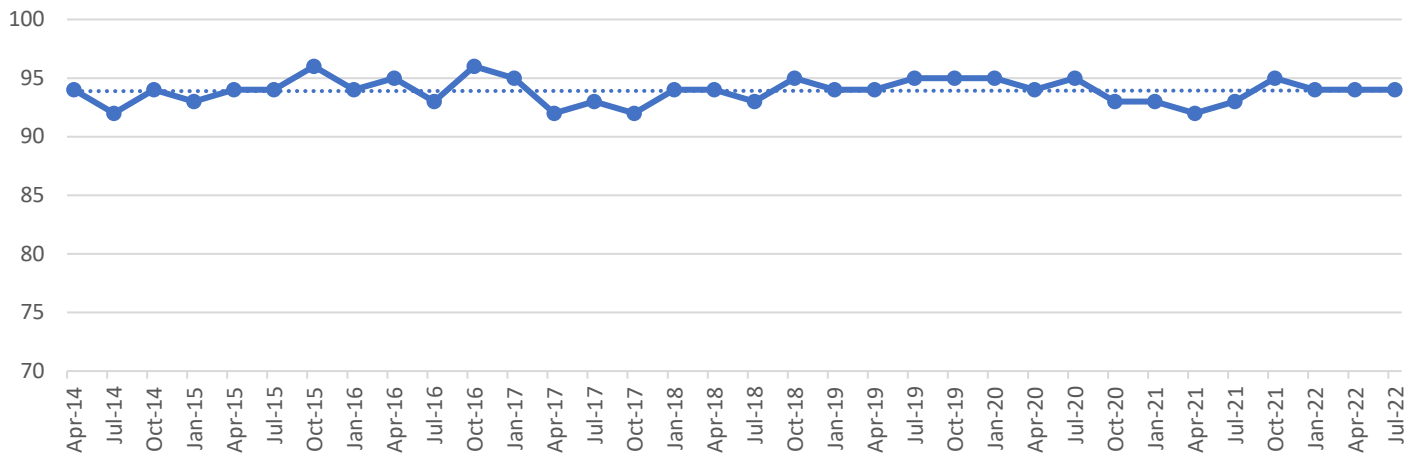
Spanish

- Peifer: 20
- Sayles: 5
- Scott-Diltz: 25
- Sofowora: 22
- Thompson: 8
- Williams: 8

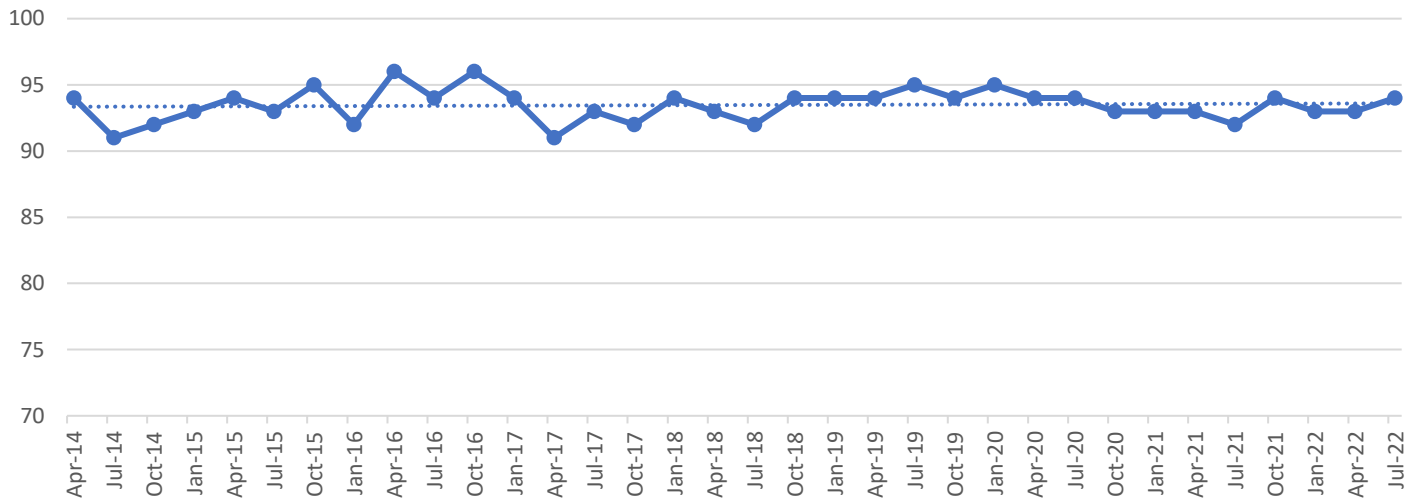
Individual Question Results with Trendlines



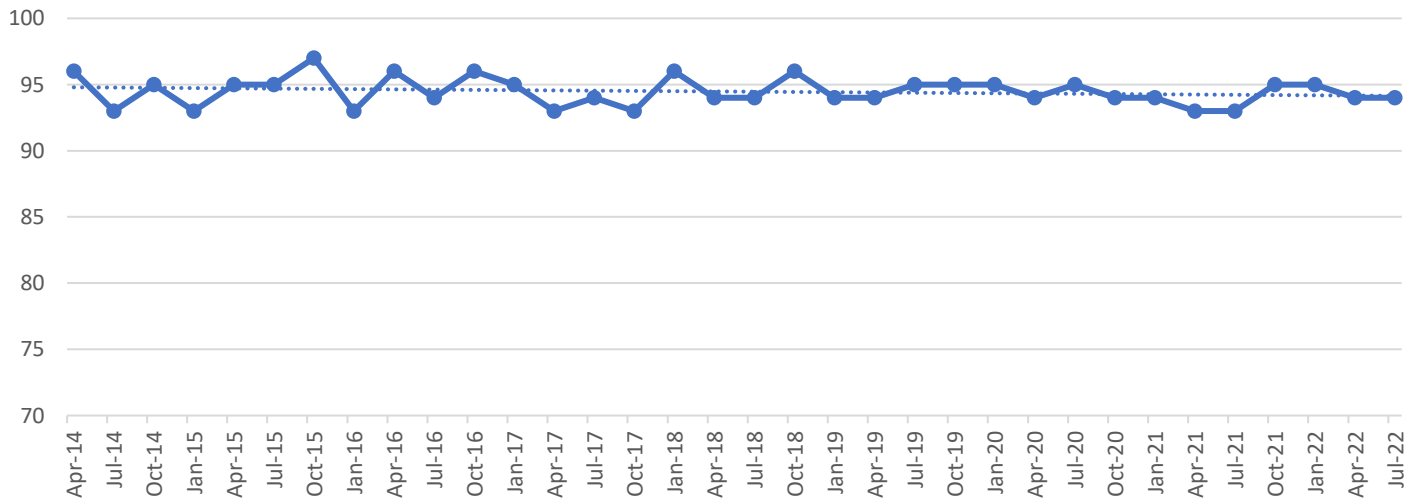
#4 - Education and explanation of plan provided in a way that I can understand



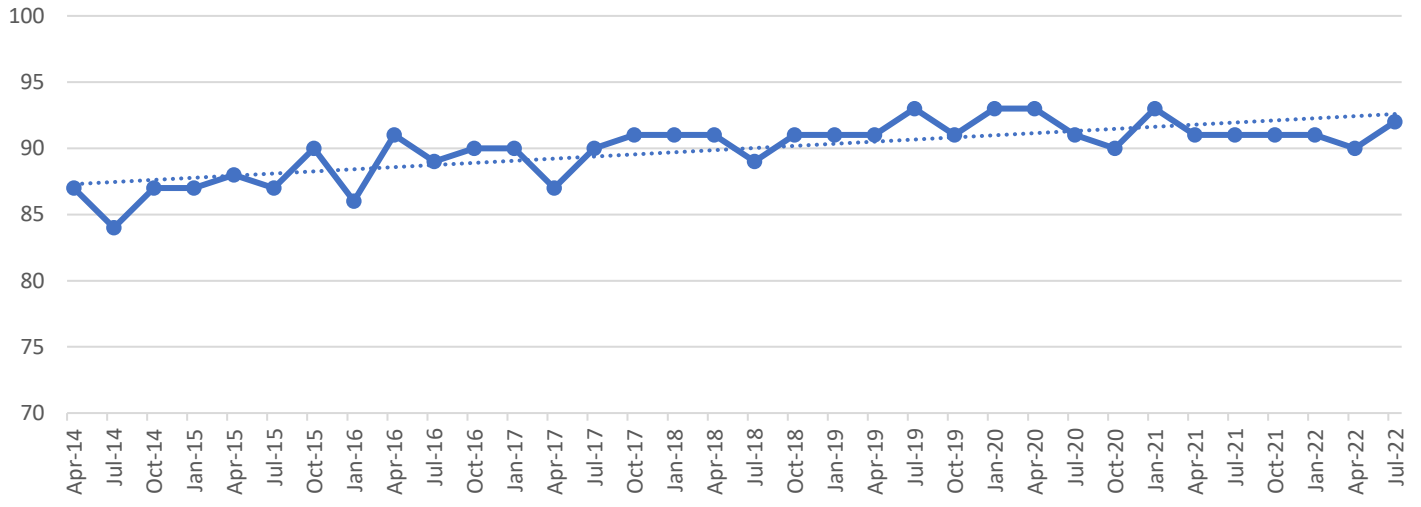
#5 - The follow-up and coordination of my care



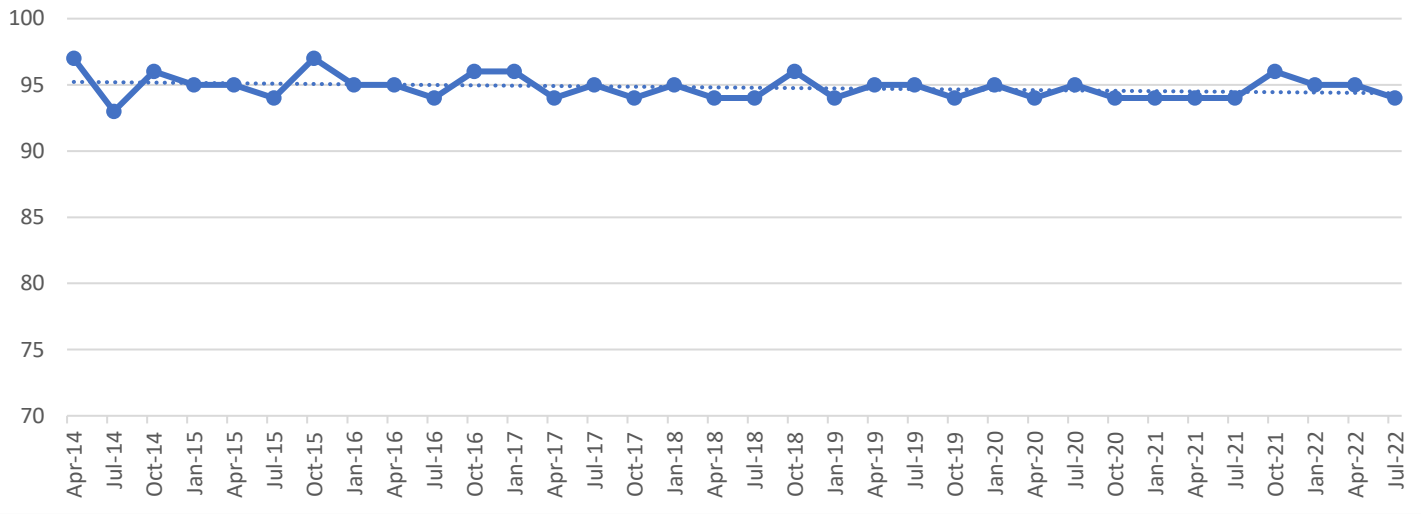
#6 - The staff addressing my medical needs today



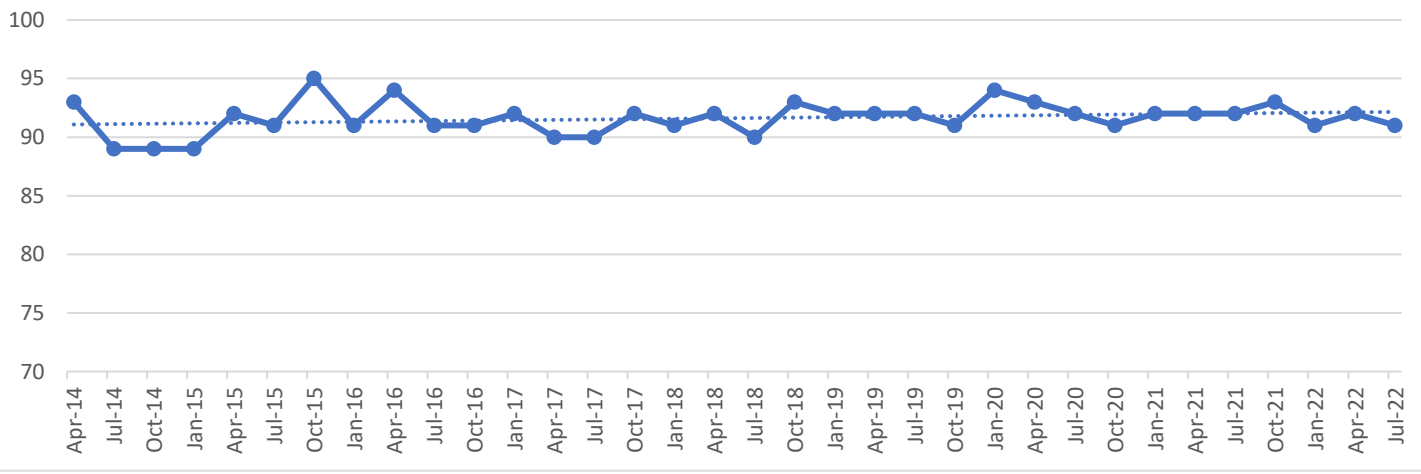
#7 - The time spent waiting



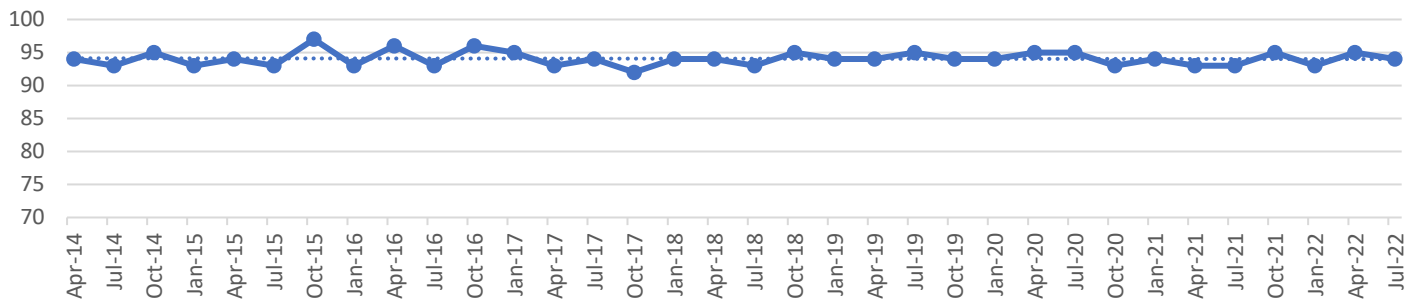
#8 - The respectfulness of staff



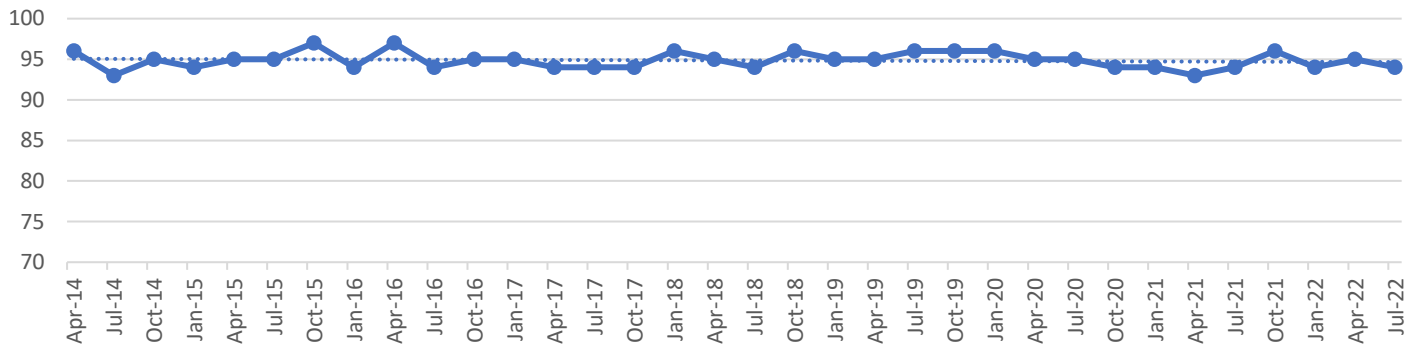
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



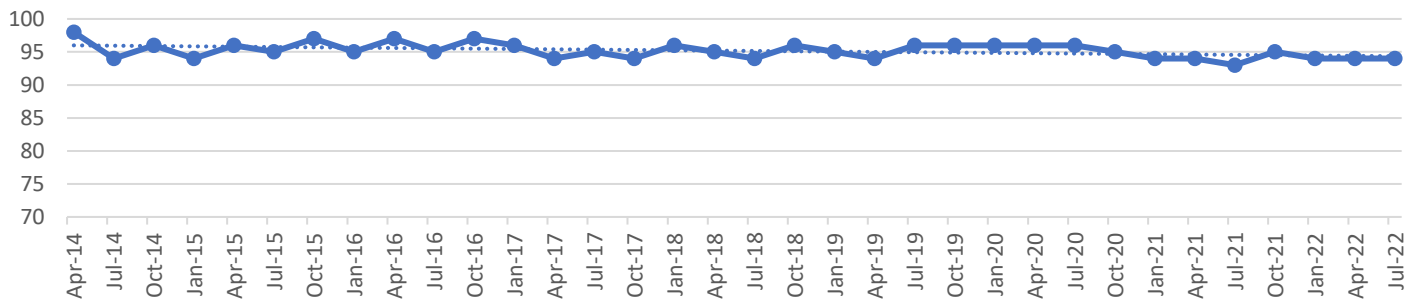
#10 - The handling of my personal medical information in a private and confidential manner



#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?

