

Patient Satisfaction Survey 373 Summit St, Elgin 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 89% to 94%. 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.

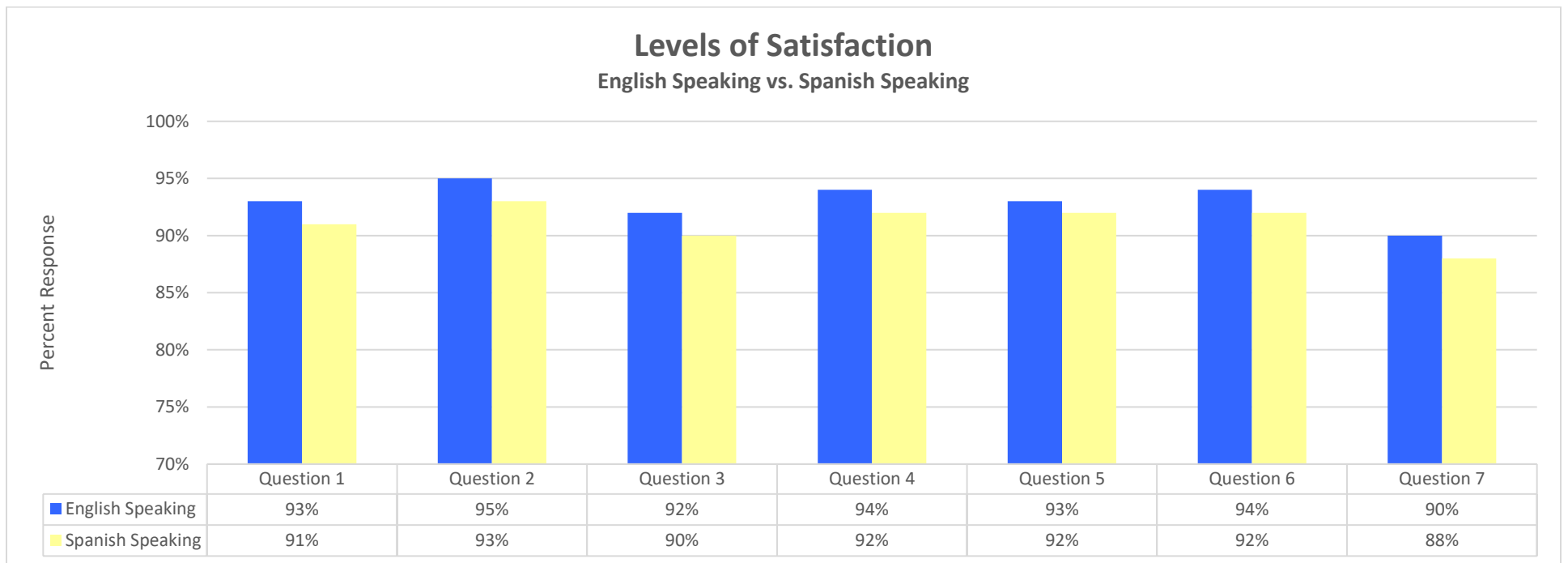
373 Summit St, Elgin – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	92%	90%	90%	88%
2. The reception staff	94%	90%	92%	89%
3. Receiving a timely appointment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

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%

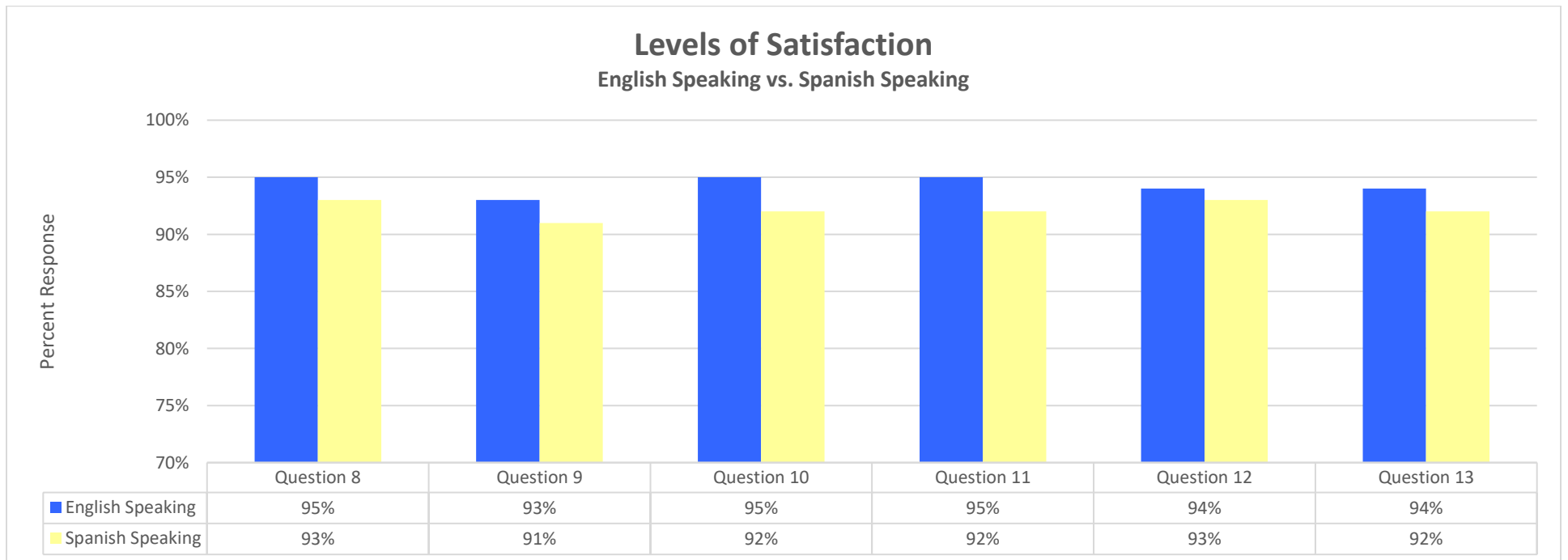
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	195 73%	239 66%	53 20%	98 27%	14 5%	14 4%	3 1%	5 1%	1 1%	5 1%
2. The reception staff	205 77%	255 70%	53 20%	97 27%	8 3%	7 2%	0	2 1%	0	5 1%
3. Receiving a timely appointment	187 70%	236 65%	57 21%	99 27%	15 6%	18 5%	6 2%	5 1%	1 1%	6 2%
4. Education and explanation of plan provided in a way that I can understand	198 75%	241 67%	55 21%	103 29%	11 4%	11 3%	0	3 1%	1 1%	4 1%
5. The follow-up and coordination of my care	191 72%	240 67%	61 23%	99 28%	11 4%	13 4%	1 1%	2 1%	3 1%	5 1%
6. The staff addressing my medical needs today	201 76%	251 69%	55 21%	94 26%	6 2%	13 4%	0	3 1%	3 1%	4 1%
7. The time spent waiting	176 66%	202 56%	57 21%	125 34%	23 9%	27 7%	7 3%	5 1%	3 1%	5 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	208 78%	255 70%	50 19%	90 26%	9 3%	9 3%	0	0	0	5 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	185 73%	228 66%	53 21%	99 29%	13 5%	14 4%	0	2 1%	1 1%	4 1%
10. The handling of personal medical info in a private and confidential manner	204 78%	245 68%	51 19%	104 29%	7 3%	6 2%	0	1 1%	1 1%	5 1%
11. Your medical assistant	207 78%	254 70%	48 18%	93 26%	9 3%	11 3%	0	1 1%	0	5 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	207 78%	265 73%	44 17%	81 22%	8 3%	10 3%	3 1%	0	3 1%	6 2%
13. Overall, how satisfied are you with the Health Center?	193 73%	255 70%	59 22%	95 26%	10 4%	9 3%	1 1%	1 1%	1 1%	6 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: 72

N/A: 30

YES: 4

Comments:

1. "Excellent."
2. "Have not."
3. "Satisfied."
4. "Yes, no response till my check up app."
5. "Great."
6. "Yes, no one returned my call."
7. "My experience was well and respectful."

Spanish

NO: 96

N/A: 3

YES:

Comments:

1. "They should have returned the call but didn't." "Debieron devolver llamada, no lo hicieron."
2. "Nothing." "Nada."
3. "Everyone is very attentive and kind." "Todos muy amables y atentos."
4. "15 days ago I called and left a message about a medication refill." "Ase 15 dias llame para dejar mensaje para relleno de medicina."
5. "Good." "Buena."

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

English

1. "The call center is so helpful." (Newbrander)
2. "Prompt service." (DeGarmo)
3. "They take my insurance." (Ariga)
4. "The staff." (2)
5. "I have no complain so far." (Ariga)
6. "Quick service."
7. "They help you understand your care."
8. "The nurses and the doctors."
9. "The ease and flow of the coordinated team efforts."
10. "When they provide you with all the info."
11. "Scheduling of my appts." (Ariga)
12. "Time of appointment multiply locations."
13. "Satisfied overall service provision is good."
14. "Everything is explained as it should be."
15. "It is close to my house and I can afford it." (Reller-Anderson)
16. "Cost efficient."
17. "I was truly quite impressed with the quality & efficiency of the care provided by this health center establishment." (Reller-Anderson)
18. "Being comfortable to ask questions."
19. "Everything is good."
20. "None." (Govinda)
21. "Everything." (4)
22. "N/A." (8)
23. "Appointment availability."
24. "Everyone explains things thoroughly."

Spanish

1. "N/A." (2)
2. "The attention from personnel." "La atencion del personal." (DeGarmo)
3. "Doug is very kind." "Doug es muy amable." (Blasinski)
4. "Quickness." "La rapidez."
5. "Health." "Salud." (2)
6. "It helps me improve my medical necessities." "Me ayuda a mejorar mis nesesidades medicas." (Him)
7. "That they always help, and they give good service." "Que siempre ayudan y dan buen servicio." (Him)
8. "They give me my medication." "Me dan mi medicamento."
9. "To improve my health." "Para mejorar mi salud."
10. "Same day appointments, without wasting time waitng." "Citas el mismo dia sin perder tiempo esperando." (Newbrander)
11. "Same day appointments." "Citas el mismo dia." (DeGarmo)
12. "Medical care." "Cuidado medico." (Newbrander)
13. "The cost of the appointment." "El costo de la consulta." (Herdrich)
14. "Your attention." "Su atencion." (3)
15. "My health." "Mi salud." (2)

25. "Very helpful staff." (Ariga)
26. "The CNA." (DeGarmo)
27. "The close location to our home." (2)
28. "Good services."
29. "People are great." (Castro)
30. "Fast service." (Govinda)
31. "Just the way they operate." (Reller-Anderson)
32. "Clarity of information." (Buthman)
33. "Staff are understanding." (Herdrich)
34. "Location." (2)
35. "I don't have to wait months for an appointment." (Buthman)
36. "Overall everything is good." (Ariga)
37. "The staff is very caring, Kelsa very caring for her patients makes you feel safer." (DeGarmo)
38. "Everyone was nice."
39. "Health care."
40. "Kindness."
41. "Explanation of all my medical concerns & needs." (Govinda)
42. "Staff." (3)
43. "Timeliness."
44. "Nothing."
45. "Politeness." (Reller-Anderson)
46. "I'm able to see any available PCP whenever I need medical assistance." (DeGarmo)
47. "Getting in for an appt to see my Dr. after hospital visit." (Govinda)
48. "It's near my house." (Him)
49. "Getting everything explained well." (Newbrander)
50. "How understanding and helpful doctors are with any questions I have." (DeGarmo)
51. "Timely visits & friendly staff." (Birkey)
52. "Doug." (Blasinski)
53. "The friendly service at the check in and young ladies are great." (Newbrander)
54. "The MA was extra nice and listened to me." (Govinda)
55. "Very good assistance." (Reller-Anderson)
56. "Doctor."
57. "Walk-in appointments." (Him)
58. "Walk-ins are good." (Reller-Anderson)
59. "The whole staff."
60. "PCP Judith Castro." (Castro)
61. "Polite."
62. "Knowing my options for switching method."
63. "Cab service."
64. "Communication and explaining the process of the appointment." (Luettke)
65. "Achieving my healthcare needs."
66. "Easily getting my appointment." (Castro)
67. "The ease of getting appointments." (Luettke)
16. "Rachel takes a long time." "Se tarda mucho Rachel." (Luettke)
17. "They answer my questions." "Contestan mis preguntas."
18. "Your quickness at the time to save an appointment." "Su rapidez al momento de guardar una cita."
19. "Information about my health." "Informacion de mi salud."
20. "Very close and they speak my language." "Muy cercano y hablan mi idioma." (Ariga)
21. "Available appointments." "Citas disponibles."
22. "The medical assistants." "Las asistentes medicas." (Him)
23. "Specialized attention, accessible and without a lot of wait." "Atencion especializada accesible y sin mucha espera." (Herdrich)
24. "They treat you very good." "Te atienden muy bien." (Newbrander)
25. "All my medical necessities." "A todas mis necesidades medicas."
26. "They are bilingual." "Son bilingues."
27. "Excellent service, congratulations." "Excelente servicio, felicidades." (Herdrich)
28. "Fast service." "Servicio rapido." (2)
29. "Good service." "Buen servicio." (2)
30. "Good people." "Buenas personas."
31. "It is an excellent place with medical assistance very professional and efficient." "Es un excelente lugar de asistencia medica muy profesional y eficiente."
32. "The call center gets confused a lot." "El servicio de llamadas se confunden mucho." (Buthman)
33. "The language so that I can understand in Spanish." "El idioma para que yo entienda hablan Espanol."
34. "Very kind." "Muy amables." (3)
35. "They give us all the attention good service." "Nos dan toda la atencion, buen servicio."
36. "They give me medicine." "Me dan medicina."
37. "In health 100%." "En salud 100%" (Buthman)
38. "They help me in everything and they have appointments when I need them." "Me ayudan con todo y tienen citas cuando las necesito." (Castro)
39. "Everything." "Todo." (11)
40. "Medical attention at a low cost." "Atencion medica a bajo costo."
41. "In my health." "En mi salud."
42. "The personnel is kind and respectful." "El personal amable y respetuoso." (DeGarmo)

68. "Communication." (Castro)
69. "Available appt." (Acevedo)
70. "Great service was able to make appt same day." (DeGarmo)
71. "The system is this clinic is really good." (Govinda)
72. "Everyone." (2)
73. "Being helped as a walk-in & income accommodation payments." (Govinda)
74. "Greater Family Health services are great."
75. "Doctor."
76. "All my medicine." (Govinda)
77. "Early appt." (Luettke)
78. "Call reminder." (Newbrander)
79. "Time." (Herdrich)
80. "Appointments as needed." (Herdrich)
81. "The kindness and the promptness." (Govinda)
82. "Approaching at medical appointment on time." (Him)
83. "Convenience & affordable." (Newbrander)
43. "I have years here all is good." "Llevo años aqui todo bien." (Castro)
44. "I feel good with the doctor and the medication." "Me siento bien con la doctora y medicamento." (Govinda)
45. "They don't make you wait." "No te hacen esperar." (Newbrander)
46. "They give me fast appointments." "Me dan cita rapido."
47. "Flexible appointments." "Citas flexibles." (Him)
48. "Maintain my medical health." "Mantener mi cuidado medico." (Buthman)
49. "Your attention and service to the public." "Su atencion y servicio al publico."
50. "The attention and the professionalism the confidence they offer to the patients. Besides the financial help." "La atencion, el profesionalismo y la confianza que brindan al paciente, aparte el apoyo financiero."
51. "The operators take their time to help and they help you in all possible." "Las operadoras se toman el tiempo para atenderlo y lo alludan en todo lo que sea possible." (Reller- Anderson)
52. "I can be seen without insurance and the prices are reasonable." "Que me pueden atender sin aseguranza y los precios son rasobables." (Castro)
53. "All the personnel." "Todo el personal." (Luettke)
54. "In the medication." "En el medicamento."
55. "They are fast." "Son rapidos." (Ariga)
56. "The personnel is kind." "El personal es amable." (DeGarmo)
57. "They help us because we don't insurance." "Nos ayudan porque no temenos aseguranza." (Him)
58. "It has flexible cost it is a safe place with profesionalism." "Tiene costos flexibles es un lugar seguro y con profesionalismo."
59. "The language." "El language."
60. "Appointments at a good time." "Citas en un buen tiempo."
61. "Close to home and economic." "Cerca de casa y economico." (Govinda)
62. "They treat me good when I need it." "Me tratan bien cuando lo nesesito."

Question 16: How can we improve Greater Family Health?

English

1. "I would say decrease the waiting times just a bit." (Newbrander)
2. "Waiting time to be shorter."

Spanish

1. "N/A."
2. "Wait time." "Tiempo de espera."

3. "It seemed like they couldn't contact the doctor for at least a week." (Ariga)
4. "N/A." (33)
5. "I think everything is good the way it is."
6. "Nothing." (2)
7. "Reduce the time waiting for an appointment."
8. "Care coordination." (Newbrander)
9. "Keep the passion of quick response and cordial relationship with clients."
10. "Keep it up."
11. "Continue doing good. Thank you all." (Govinda)
12. "You don't have too, all good." (Newbrander)
13. "None." (2)
14. "No comment."
15. "Call back same day for med questions."
16. "Have the doctor talk to me for longer than 4 min."
17. "No idea." (Buthman)
18. "More available appts."
19. "Neutral."
20. "Keep up the good work." (Herdrich)
21. "All services was satisfying." (Reller-Anderson)
22. "Service was great." (Buthman)
23. "Keep putting patients first." (Reller-Anderson)
24. "Nothing." (2)
25. "No need to improve."
26. "Time improve on wait time." (Herdrich)
27. "Reception." (Castro)
28. "It's fine."
29. "Good."
30. "Girl in the front giving eye contact."
31. "Fire all the illegal drug addicts." (luettke)
32. "Nothing I think it is good enough." (Newborn)
33. "Fine with me."
34. "Better referral time appointments."
35. "Good at this time."
36. "Just keep working on what you are doing." (Newbrander)
37. "Doctors should spend a little more time talking to patients about their illness." (Govinda)
38. "Hand out intake forms all at once instead of having people come up to the counters twice/3 times." (Luettke)
39. "I think everything is fine."
40. "Scheduling and having different results." (Him)
41. "Everything is fine the way it is." (Govinda)
42. "It is fine." (Herdrich)
43. "Doctor needs to listen more." (Govinda)
44. "All good." (Govinda)
3. "Don't make us wait too long." "No nos hagan esperar tanto."
4. "Pay more attention to the patients." "Tengan mas atencion con los pacientes." (Luettke)
5. "All the service and attention very kind." "Todo el servicio y atencion muy amables." (DeGarmo)
6. "First time here." "Primera vez aqui." (Herdrich)
7. "Nothing." "Nada." (4)
8. "Improve the wait time." "Mejorar la espera." (Newbrander)
9. "You are excellent." "Eres excelente."
10. "Everything is good." "Todo bien." (18)
11. "Everyone works well." "Todos trabajan bien." (2)
12. "Better medical assistance for the doctor." "Mejor asistencia al doctor." (Luettke)
13. "Doctors with two languages." "Doctores con dos idiomas." (Him)
14. "Satisfied." "Satisfecha." (Him)
15. "Personally, I think the service is good." "Personalmente todo me parece bien el servicio." (Him)
16. "Don't change anything. Everything is good." (Him) (English response on a Spanish survey)
17. "Be kind." "Ser amables." (Newbrander)
18. "Everything is perfect." "Todo es perfecto." (3)
19. "They treat me very good." "Me tratan muy bien." (DeGarmo)
20. "Don't make us wait too long for our appointment." "No estemos esperando tanto para la cita."
21. "The wait time." "La espera."
22. "At the time of the appointment explain better." "A la hora de la cita explicar mejor."
23. "We have to get there early for our appointment, but the doctors get behind anyways." "Tenemos que llegar temprano a nuestra cita pero los doctores se atracan de todos modos." (DeGarmo)
24. "No."
25. "Have the doctor be faster." "Que el doctor sea mas rapido." (VanBrunt)
26. "Nothing." "Nada." (4)
27. "Continue being kind." "Continue siendo amables." (Newbrander)
28. "Nothing, I think you offer good services, thank you." "Nada me parece que ofresen muy buenos servicios muchas gracias."
29. "Referrals be a little faster." "Referidos un poco mas rapidos."

45. "Doctors should be able to see patients for multiple reasons and give results instead of making appt for that." (Govinda)
46. "Just keep up the great work."
30. "Sometimes you sound like robots when you talk remember you are talking to people. Empathy is important." "A veces suenan como robots al hablar, recuerden que tratan con personas. La empatia es importante." (Castro)
31. "Continue like until now very kind." "Seguir como estan muy amables." (Newbrander)
32. "I think speak to those who make appointments." "Creo que hablen con los que hacen las citas." (Buthman)
33. "Give more time to arrive to your appointment." "Dar mas tiempo de llegar a la cita."
34. "Don't have to improve anything, it is perfect." "No tienen que mejorar nada asi es perfecto."
35. "Take more time with the patient." "Tomar mas tiempo con el paciente." (Luettkke)
36. "Add more services." "Anadiendo mas servicios."
37. "To me I think it is excellent." "Para mi creo que es excelente."
38. "Continue the same." "Continue igual."
39. "You are all a good team. Continue the same." "Son un muy equipo. Mantenganse igual." (Buthman)
40. "Just the call center because sometimes they don't answer the questions." "Solo del centro de llamadas porque haveces no contestan las preguntas." (Castro)
41. "Excellent." "Excelente."
42. "The wait time." "El tiempo de espera." (Govinda)
43. "Continue the same." "Continue igual." (2)
44. "The attitude." "La actitud."
45. "Having a speaker when calling pts for check-in." English comment written on a Spanish survey.
46. "For me the experience is good." "Para mi la experiencia fue buena."
47. "It is hard to get in contact with someone when it has to do with medication." "Es muy dificil contactarme con alguien cuando es de medicina."
48. "Everything is good thank you." "Todo esta bien gracias."
49. "Answer the phone in a reasonable time because sometimes they don't answer." "Contestar los telefonos a un tiempo razonable porque a veces no contestan."

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

English

- YES: 205

Spanish

- YES: 144

- NO: 4

- NO: 4

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

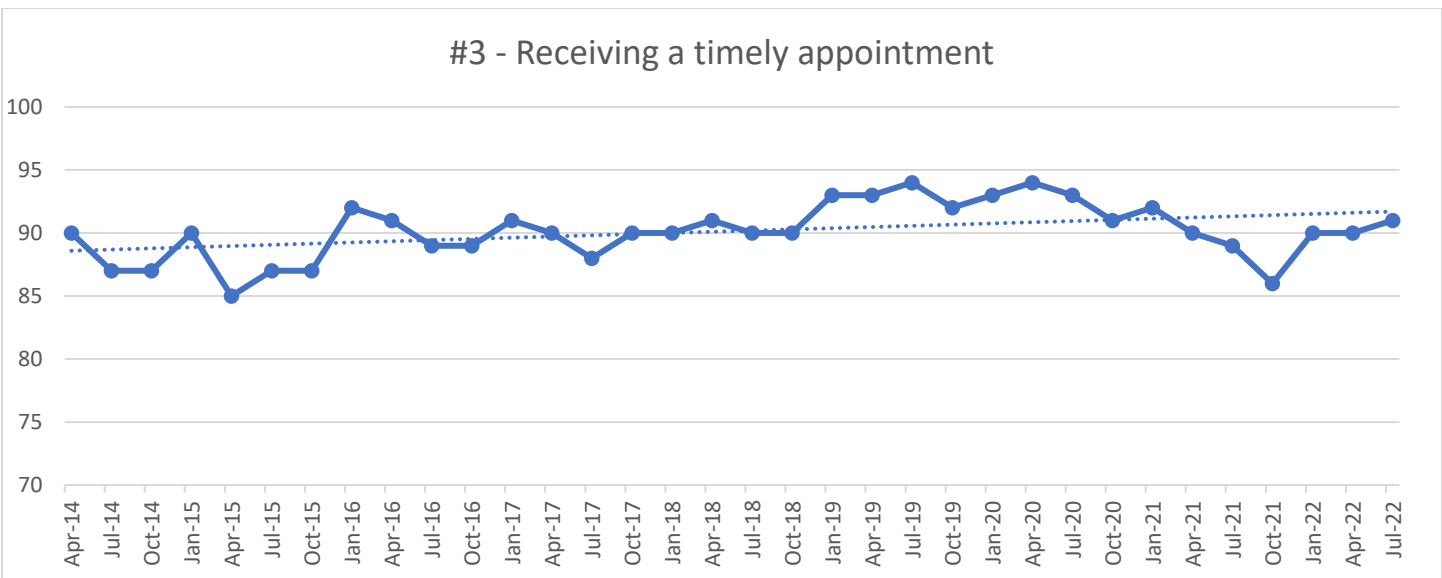
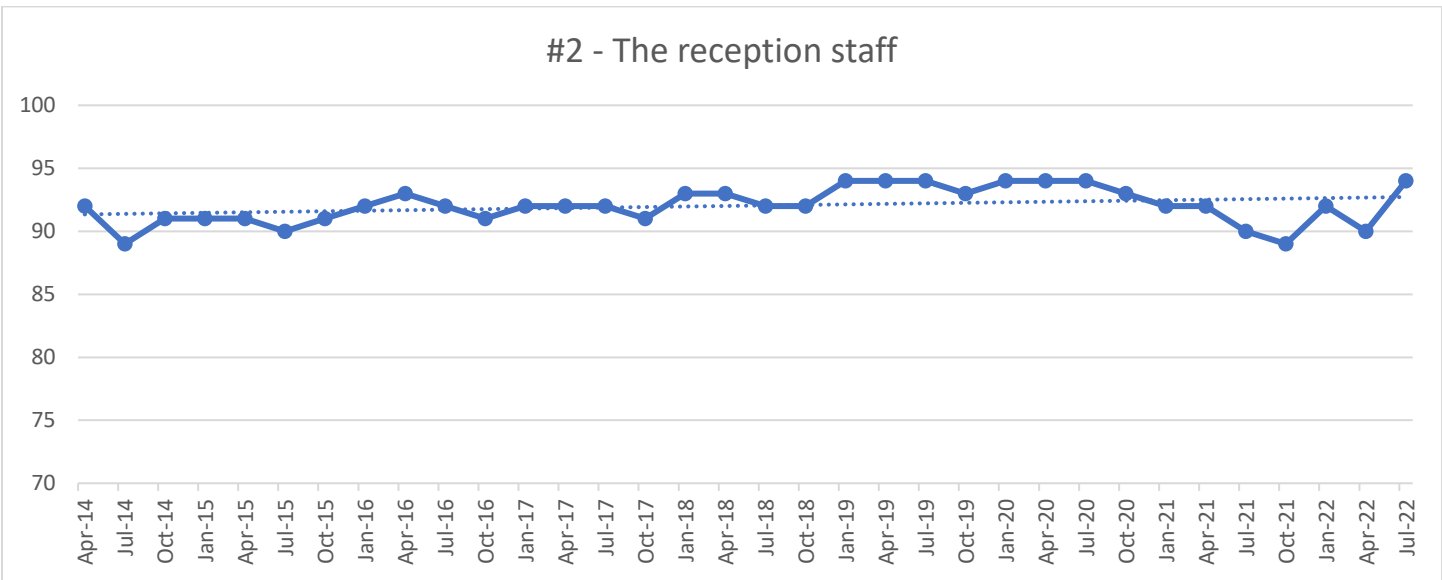
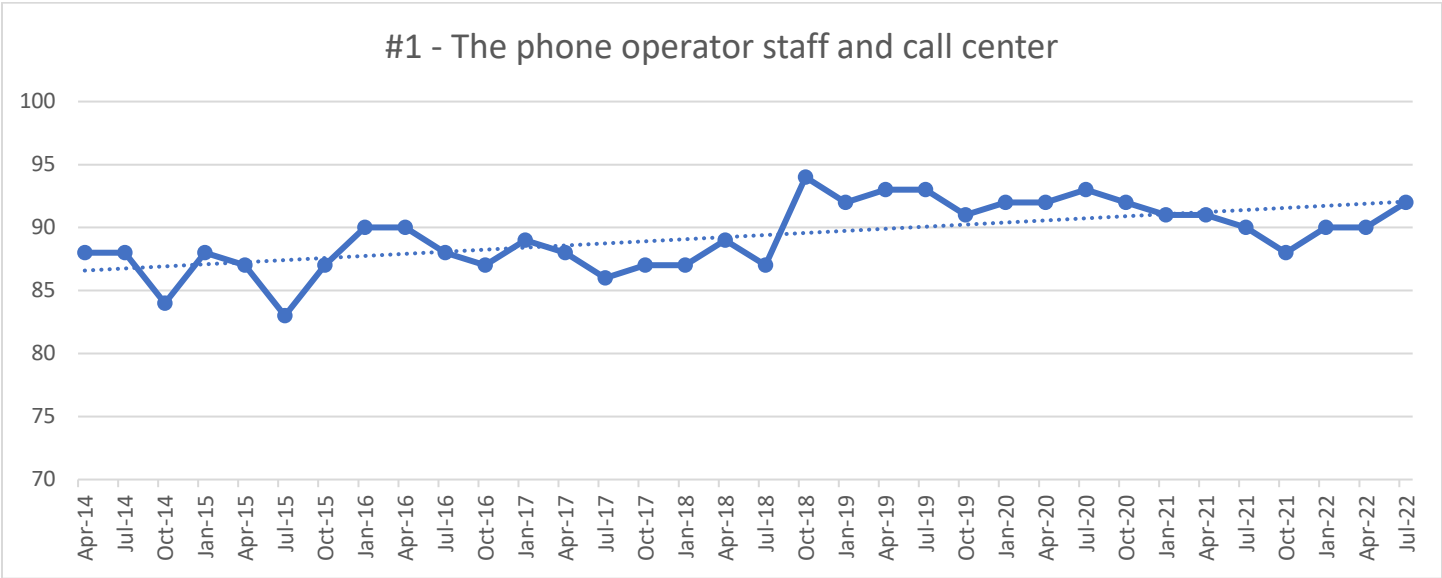
English

- Acevedo: 3
- Ariga: 28
- Birkey: 4
- Blasinski: 12
- Buthman: 15
- Castro: 14
- DeGarmo: 22
- Govinda: 32
- Herdrich: 23
- Him: 16
- Luettke: 15
- Newbrander: 28
- Reller-Anderson: 29
- Van Brunt: 4

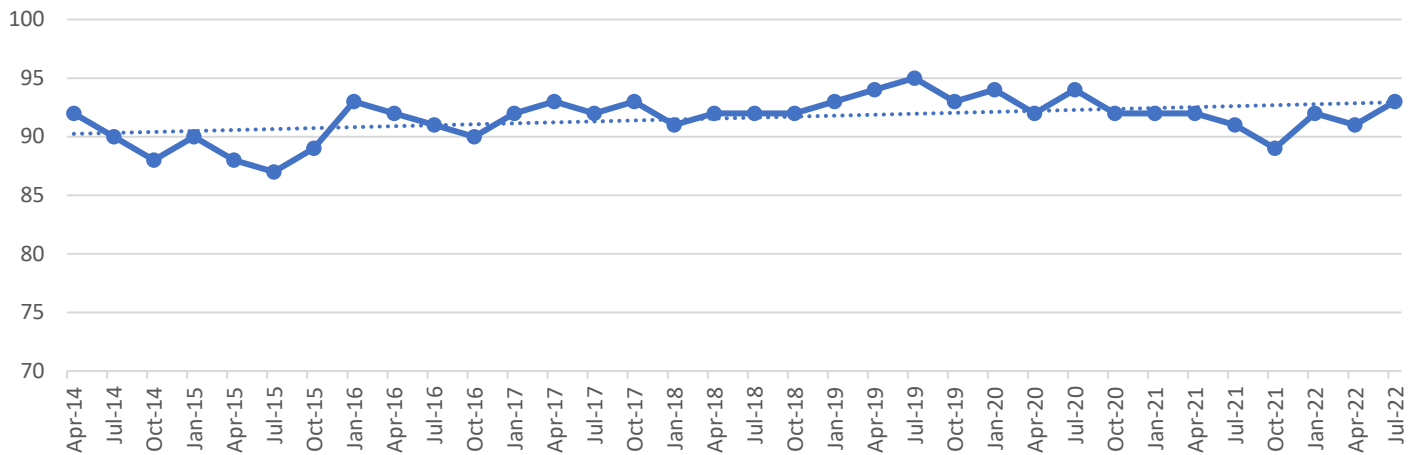
Spanish

- Acevedo: 2
- Ariga: 17
- Blasinski: 3
- Buthman: 12
- Castro: 53
- DeGarmo: 21
- Govinda: 30
- Herdrich: 21
- Him: 36
- Luettke: 35
- Newbrander: 36
- Reller-Anderson: 18
- Van Brunt: 10

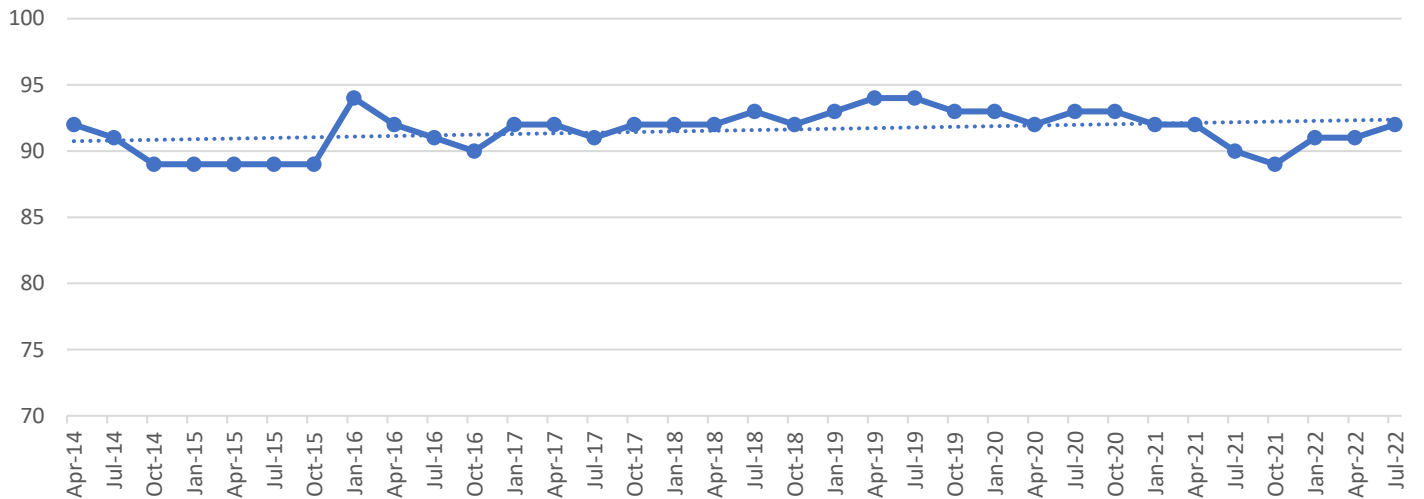
Individual Question Results with Trendlines



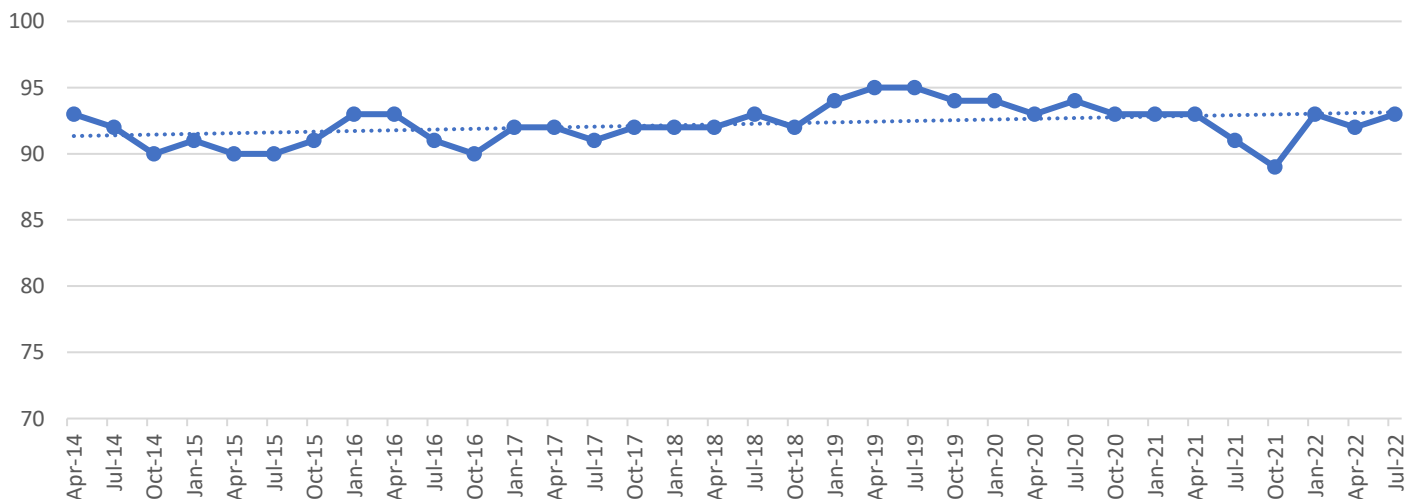
#4 - Education and explanation of plan provided in a way that I can understand



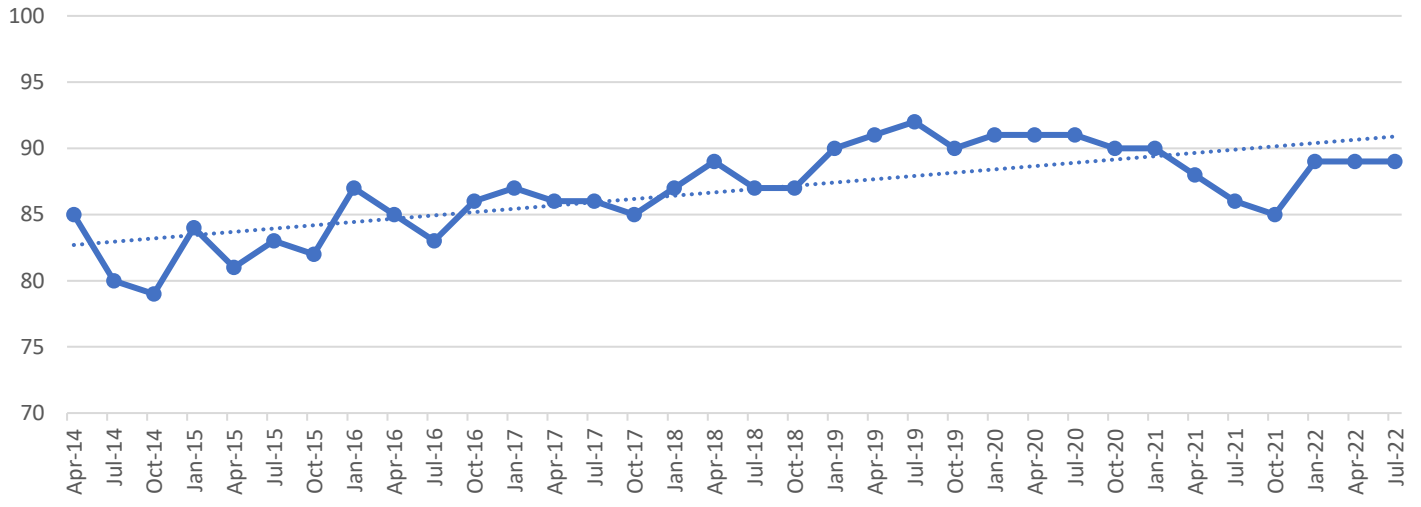
#5 - The follow-up and coordination of my care



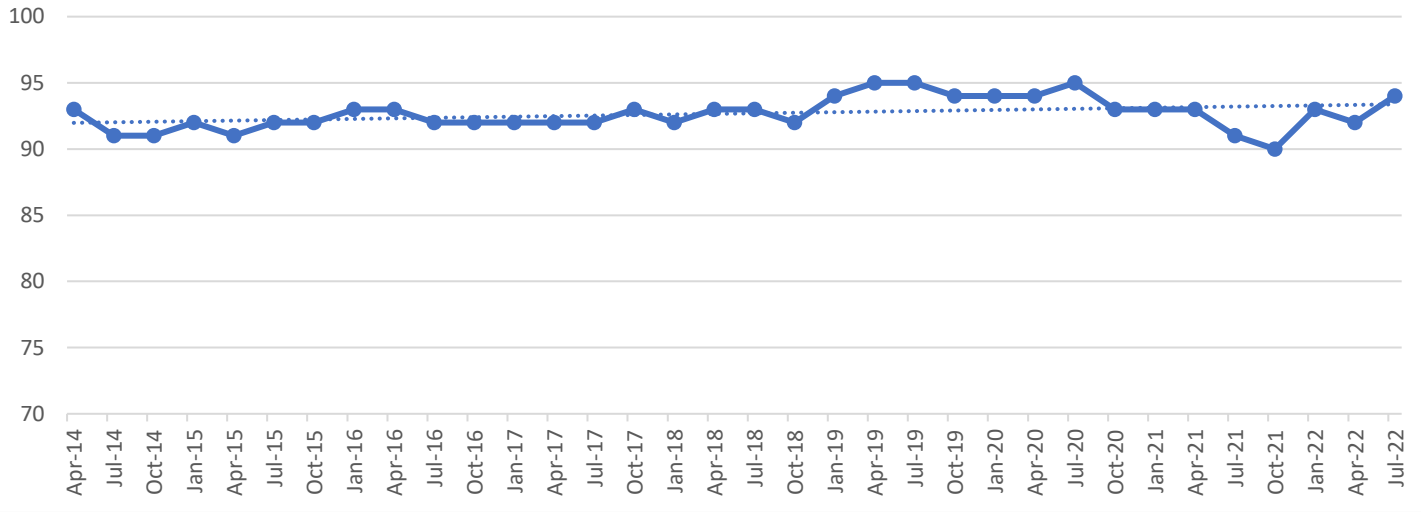
#6 - The staff addressing my medical needs today



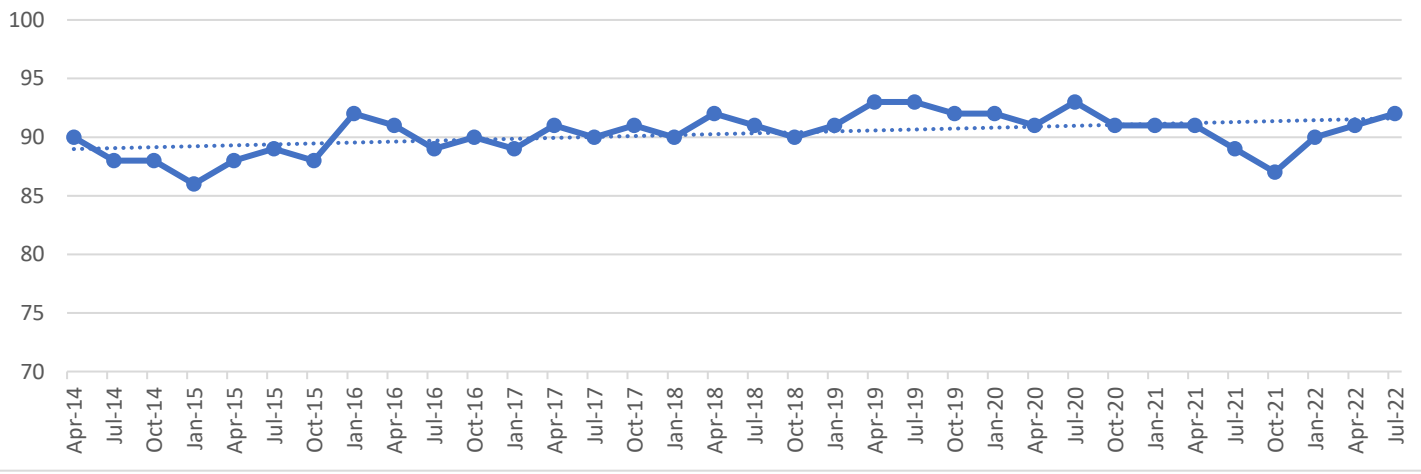
#7 - The time spent waiting



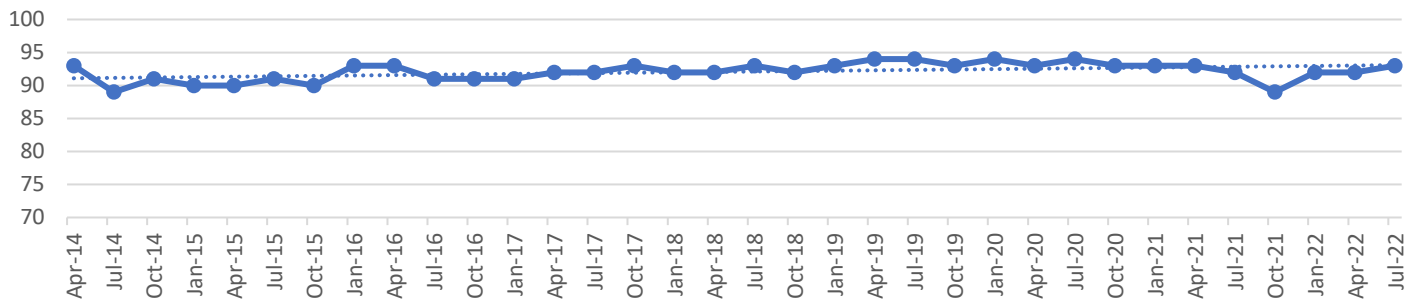
#8 - The respectfulness of staff



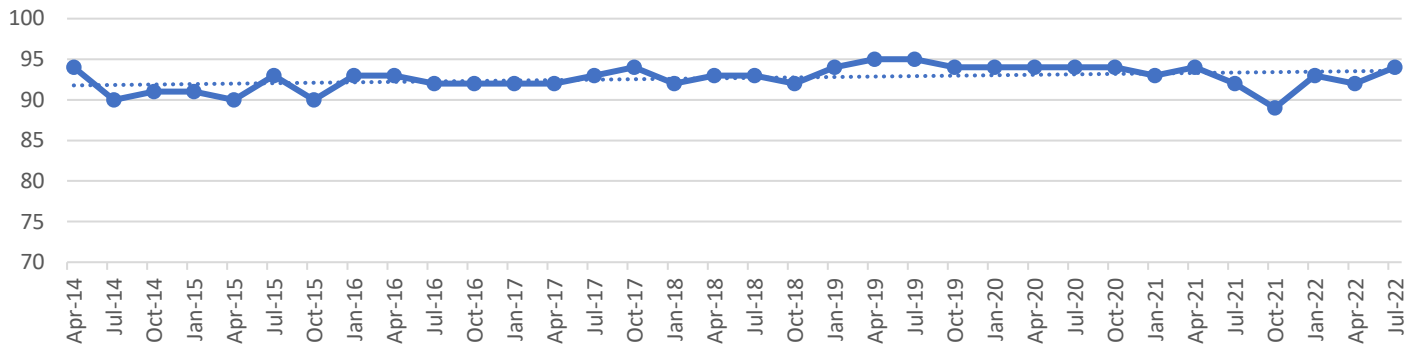
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



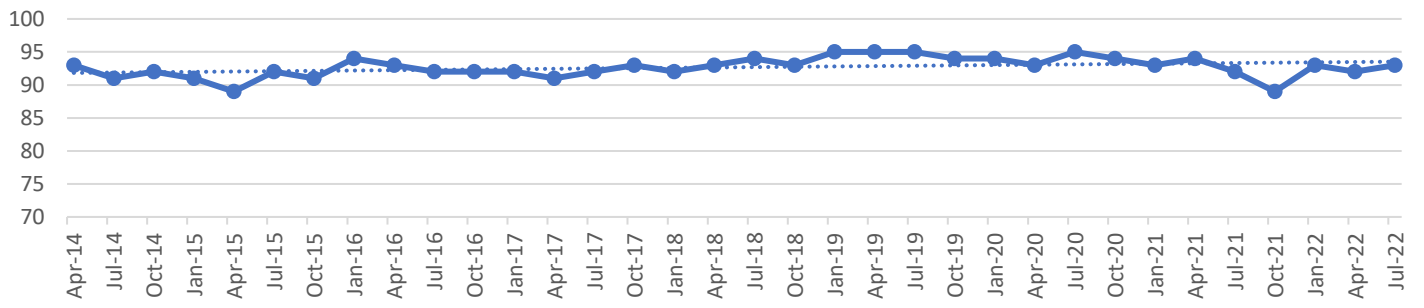
#10 - The handling of my personal medical information in a private and confidential manner



#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?

