

## Patient Satisfaction Survey 3901 Mercy Dr, McHenry 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 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

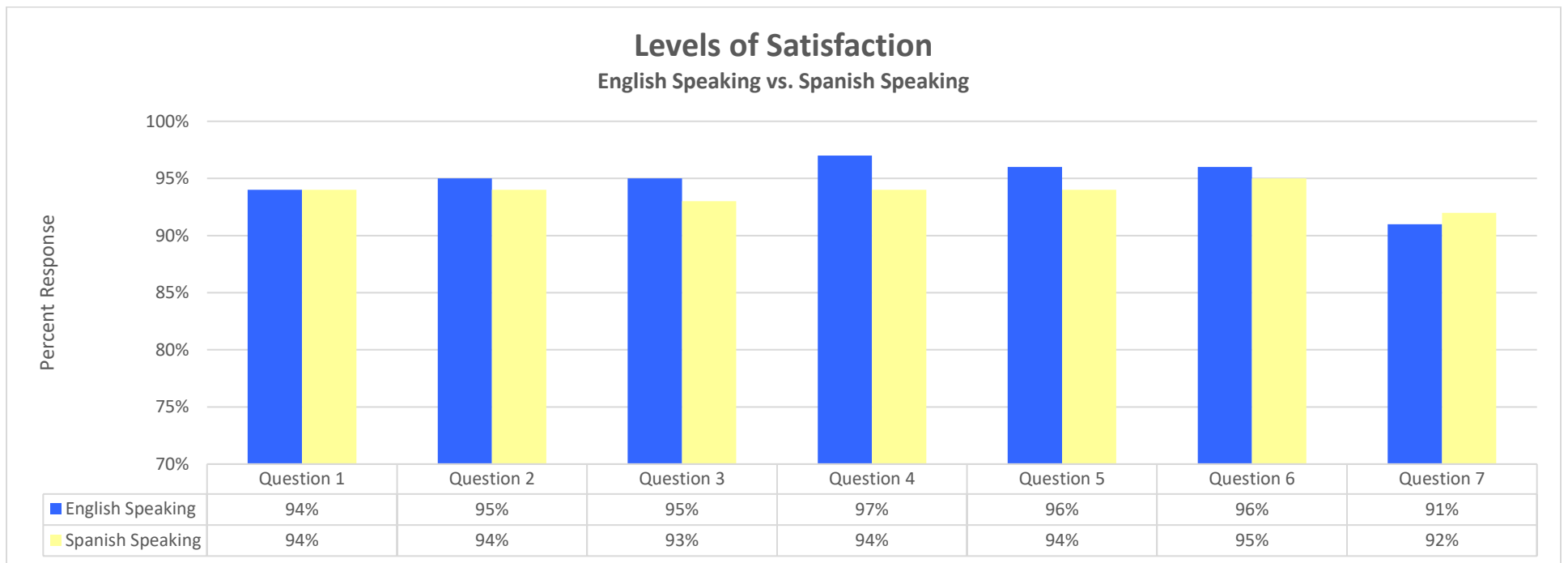
<b>3901 Mercy Dr, McHenry – Survey Questions</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>	<b>Level of Satisfaction October 2021</b>
1. The phone operator staff and call center	94%	93%	93%	91%
2. The reception staff	94%	93%	95%	91%
3. Receiving a timely appointment	94%	93%	94%	91%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	95%	93%
5. The follow up and coordination of my care	95%	94%	95%	92%
6. The staff addressing my medical needs today	96%	94%	96%	92%
7. The time spent waiting	91%	90%	91%	89%
8. The respectfulness of staff	95%	94%	95%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	92%	93%	91%
10. The handling of my personal medical information in a private and confidential	95%	94%	95%	92%
11. Your medical assistant	95%	95%	96%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	96%	95%	96%	93%
13. Overall, how satisfied are you with the Health Center?	95%	94%	96%	92%

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%

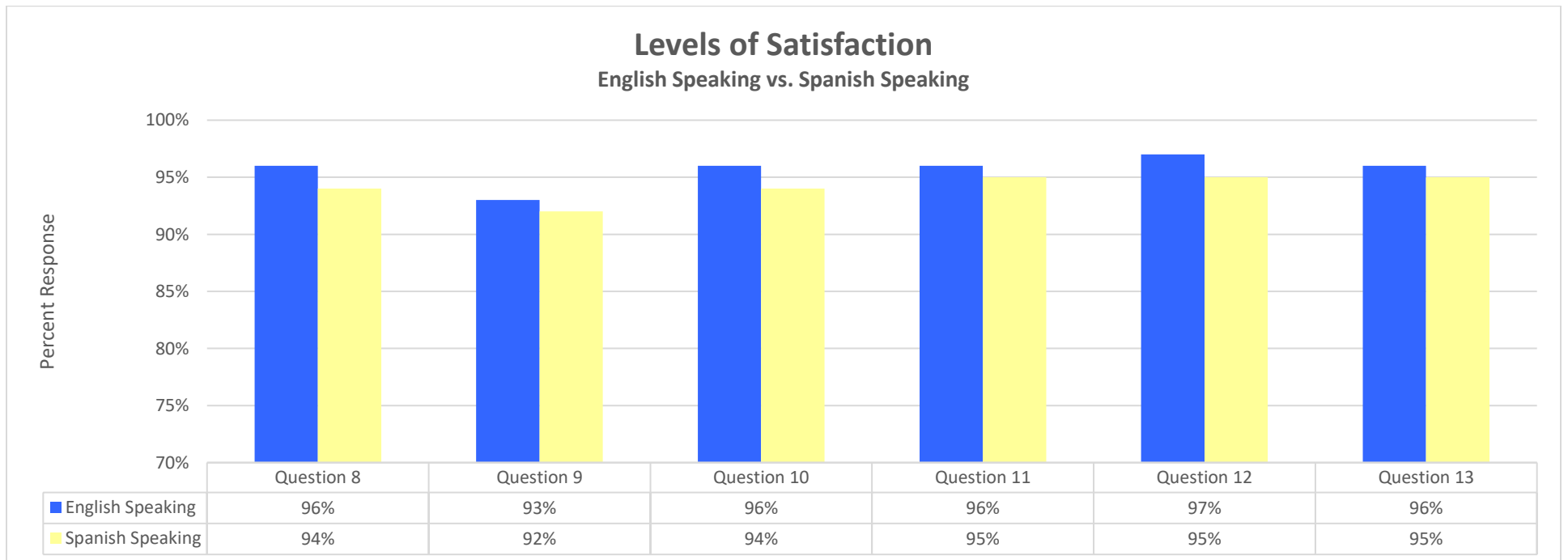
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	187 75%	147 77%	51 21%	37 19%	10 4%	3 2%	0	1 1%	0	3 2%
2. The reception staff	196 79%	144 75%	44 18%	41 21%	9 4%	4 2%	0	0	0	3 2%
3. Receiving a timely appointment	195 79%	138 73%	42 17%	46 24%	8 3%	0	2 1%	2 1%	0	3 2%
4. Education and explanation of plan provided in a way that I can understand	207 84%	141 75%	37 15%	43 23%	3 1%	2 1%	0	0	0	3 2%
5. The follow-up and coordination of my care	203 82%	148 78%	40 16%	35 18%	5 2%	3 2%	1 1%	2 1%	0	2 1%
6. The staff addressing my medical needs today	203 82%	152 80%	40 16%	34 18%	6 2%	3 2%	0	0	0	2 1%
7. The time spent waiting	168 68%	129 68%	56 23%	46 24%	19 8%	12 6%	2 1%	1 1%	2 1%	2 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	204 83%	142 75%	39 16%	40 21%	4 2%	5 3%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	166 75%	129 71%	31 14%	44 24%	24 11%	5 3%	1 1%	1 1%	0	3 2%
10. The handling of personal medical info in a private and confidential manner	201 82%	145 77%	39 16%	39 21%	4 2%	2 1%	0	0	0	3 2%
11. Your medical assistant	205 83%	148 79%	33 13%	35 19%	8 3%	1 1%	1 1%	0	0	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	215 87%	151 80%	27 11%	33 18%	4 2%	1 1%	0	1 1%	0	2 1%
13. Overall, how satisfied are you with the Health Center?	200 81%	148 78%	39 16%	37 20%	7 3%	2 1%	0	1 1%	0	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: 93

N/A: 20

YES: 3

#### **Comments:**

1. "Answers the same day."
2. "My message was handled well."
3. "Very bad."
4. "Yes. I received a call back right away."
5. "They contacted me back."
6. "Yes, no call back for token for online portal."
7. "Yes, to pass message to Dr. about a med refill."
8. "I left a message and was called back quickly."
9. "I got the doctors note and they were very nice."
10. "Yes, no call back."
11. "Heather is truly amazing."

#### **Spanish**

NO: 5

N/A: 1

YES:

#### **Comments:**

1. "They give me very good attention with respect." "Me dan muy buena atencion y respeto."
2. "Very good." "Muy buena" (3)
3. "Excellent." "Excelente." (2)
4. "Laura is very special when explaining and the translator is excellent." "Laura es muy especial al explicar y la traductora muy excelente."
5. "Good, I just need a translator, but the lady didn't assist me." "Buena, solo que necesite traductora y la sta no me asistio." (Colon)
6. "Today I received a good explanation of my health." "Hoy recibi una buena explicacion de mi salud."

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

#### **English**

1. "All the staff the way they follow up medical needs."
2. "Receiving timely and compassionate care."
3. "Staff." (6)
4. "Service." (Origer)
5. "Friendly."
6. "Everyone is helpful." (Talwar)
7. "Good respond for questions." (Schlaeg)
8. "Getting through to someone."
9. "Making appointments is easy and follow ups are ever easier. Appointment reminders are extremely helpful." (Farina)
10. "Everything is good." (3)
11. "Bilingual and financially helpful."
12. "N/A." (8)
13. "The convenience." (Siddiqui)
14. "Convenience and comfortability w/provider." (Aphaivong)
15. "The communication." (Birkey)
16. "Nurse was really nice & listened to concerns." (Aphaivong)
17. "Location." (Siddiqui)
18. "Helpful information." (Ali)

#### **Spanish**

1. "Fast appointments." "Citas rapidas."
2. "They treat you good and I like the doctors." "Me tratan bien y me gusta los doctores."
3. "They treat me very good." "Me tratan muy bien."
4. "That they help me in my language." "Que me atienden en mi idioma."
5. "Everything is good." "Todo esta bien." (2)
6. "The attention and explanation." "La atencion y explicacion."
7. "Nothing." "Nada."
8. "They treat you very good." "Te tratan muy bien."
9. "Very good service." "Muy buen servicio."
10. "Good attention 100%, reasonable prices." "Atencion buena 100%, precio razonable."
11. "Help with my health." "Ayuda con mi salud." (Nambo)
12. "N/A."
13. "With my medical necessities." "Con mis nesidades medicas." (Aphaivong)
14. "Your good attention." "Su buena atencion." (Nambo)
15. "Treatments." "Tratamientos."

19. "The phone operators answer always and are very thorough." (Beall)
20. "Everyone is so nice, and Candence is the best." (Aphaivong)
21. "Very friendly- very helpful." (Aphaivong)
22. "Available doctors." (Nambo)
23. "Timely appointment."
24. "Getting better." (Schlaeg)
25. "Affordable." (Aphaivong)
26. "The psychiatrist."
27. "Getting appointments and short wait in office."
28. "I can keep my birth control another 2 years!"
29. "Nothing."
30. "Translator." (Schlaeg)
31. "Docs."
32. "The staff is very friendly." (Aphaivong)
33. "The great staff. Lindsey Schlaeg always listens and helps in every way she can." (Schlaeg)
34. "Dr. listening to my needs." (Talwar)
35. "My doctor." (Schlaeg)
36. "The nice staff and gentle care."
37. "Quick and efficient."
38. "Learning new info." (Schlaeg)
39. "Reminders."
40. "Everything."
41. "Amazing MA's."
42. "Candy." (Aphaivong)
43. "Staff very friendly."
44. "Scheduling very helpful." (Cekova)
45. "Easy to schedule appointment." (Cekova)
46. "Time."
47. "Phone calls."
48. "Medical assistant – front desk- doctor." (Origer)
49. "Appointment availability." (Aphaivong)
50. "Ameyrani MA. Dr. Siddiqui."
51. "Child exams."
52. "They take me seriously."
53. "Referrals."
54. "Being informed." (Blasinsky)
55. "You are always available whenever we need. No need to wait 6 months for an apt. Thank you." (Colon)
56. "Speed of help."
57. "Fast appointment." (Schlaeg)
58. "Their service and care." (Talwar)
59. "Location and friendly understanding people."
60. "How kind everyone is." (Talwar)
61. "Everyone is helpful."
62. "Timeliness." (Siddiqui)
63. "Scheduling/medical advice." (Talwar)
64. "Dr. Follows up with medication."
65. "Clearly explanation." (Origer)
16. "Feeling sure of my health." "Sentirme Segura de mi salud."
17. "With my health." "Con mi salud."
18. "Your promptness for the appointments." "Su rapidez para las citas."
19. "A lot of help." "Mucha ayuda."
20. "It helps me a lot the personnel are very kind, and they inspire trust." "Me ayuda mucho el personal y son amables, me inspiran confianza." (Aphaivong)
21. "With respect the health." "Con respeto a la salud."
22. "Medical attention." "Atencion medica." (Nambo)
23. "Maintain my baby healthy." "Mantener a mi bebe saludable."
24. "That they speak Spanish." "Que hablan espanol."
25. "Everyone is friendly." "Todos son muy amigables."
26. "The service and the kindness." "El servicio y amabilidad."
27. "Good service to the patient." "Buen servicio al paciente."
28. "Hours." "Horas."
29. "The treatment we get is good." "El trato que nos dan es bueno."
30. "They give me an appointment and they treat me good." "Me dan cita y me tratan bien." (Schlaeg)
31. "You have excellent doctors and the personal is kind and patient." "Que tienen doctores excelentes y el personal es amable y paciente."
32. "The attention is very good." "La atencion es muy buena."
33. "Maintaining my health." "Mantener mi salud."
34. "They offer same day appointments." "Te ofrecen citas el mismo dia." (Colon)
35. "The attention from the provider." "La atencion del proveedor." (Colon)
36. "The prices." "Los precios."
37. "My health and my babies." "Mi salud y la de mi bebe." (Origer)
38. "Close to home." "Cerca a casa."
39. "The explanation they give." "Las explicaciones que dan." (Siddiqui)
40. "The service." "El servicio." (Origer)
41. "Your attention and your professionalism." "Su atencion y su profesionalismo."
42. "That they speak Spanish." "Que hablan espanol."
43. "My appointments are fast." "Mis citas son rapidas." (Origer)

66. "Timely appts." (Acevedo)
67. "Answering all questions." (Siddiqui)
68. "Referrals."
69. "Mary was so wonderful; she helps a lot."  
(Origer)
70. "Being organized." (Siddiqui)
71. "Close to home. Great staff. Dr. Talwar is wonderful." (Talwar)
72. "Friendly staff I feel comfortable." (Colon)
73. "Availability of care." (Colon)
74. "Nice staff."
75. "Easy booking of appointments."
76. "Doctors who listen and are proactive."  
(Schlaeg)
77. "The communication." (Siddiqui)

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

**English**

1. "N/A." (45)
2. "Flexibility with schedules." (Schlaeg)
3. "Nothing." (8)
4. "Too many ways."
5. "Wait time."
6. "Don't know." (Schlaeg)
7. "Follow up results much faster." (Aphaivong)
8. "Keep the good work." (Schlaeg)
9. "Send text for reminder appt." (3)
10. "Less cartoons."
11. "No comments." (2)
12. "Need no improvement keep doing what you all are doing." (Siddiqui)
13. "Continue excellent service with appointments, follow ups and reminder calls."
14. "I don't know."
15. "Thank you for filling me in, keep up the great work."
16. "Good more locations."
17. "Just to keep in mind we are all going thru stuff."
18. "Having the system (EPIC) to be able to see studies done in other hospitals or institutions."
19. "IDK." (2)
20. "Just keep being kind and caring."
21. "Keep up the good work you already do you are amazing." (Colon)
22. "Give all the info a person may want/need and patiently repeat." (Blasinsky)
23. "More therapist or any doctor that needed."
24. "AC LOL."
25. "Everyone is great."
26. "All good."
27. "Be a little more lenient on the 15 min sign in." (Talwar)

**Spanish**

1. "Nothing." "Nada." (3)
2. "To me everything is Good." "Para mi todo esta bien." (2)
3. "Excellent service." "Excelente servicio."
4. "Continue the same." "Continue igual."
5. "No need." "No necesita."
6. "Good service." "Buen servicio." (2)
7. "Everything is perfect." "Todo está perfecto."
8. "Everything is Good." "Todo está bien." (11)
9. "No complaints." "No quejas."
10. "N/A."
11. "More kind and happy personnel." "Personal más amable y alegre."
12. "Send text messages." "Manden mensaje de texto."
13. "Up until now it is perfect." "Hasta ahora esta perfecto."
14. "Continue like until now." "Continue como hasta ahora."
15. "Having interpreters." "Teniendo intérpretes."
16. "Improve the attention at the front desk." "Mejorar la atención del cliente en el front desk."
17. "I think until now everything is perfect." "Pienso que hasta ahora todo esta perfecto."
18. "No comments." "No comentarios."
19. "Improve your wait times." "Mejorar tiempo de espera."
20. "Everyting is Good." "Todo esta bueno." (Colon)
21. "Attention and time." "Atención y tiempo."

28. "Have easier access to speak w/doctors/nurses. Re: medical care/questions."
29. "Canceling appointments the same day as the appt (getting there they cancel)." (Schlaeg)
30. "More doctors."
31. "Don't change appointment within 2 hours."
32. "No one called to follow up and set up appt after my results were in." (Aphaivong)
33. "I don't see improvement needed as of now."
34. "Keep up the good work."
35. "Initial set -up for patient portal with first visit/establishment of care."
36. "Y'all doing great nothing needs to improve." (Talwar)
37. "Time."
38. "Keep doing what you are doing."
39. "Keep up the good work."
40. "Everything was great." (Siddiqui)
41. "No need."

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

**English**

- YES: 177
- NO: 1

**Spanish**

- YES: 99
- NO: 0

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

**English**

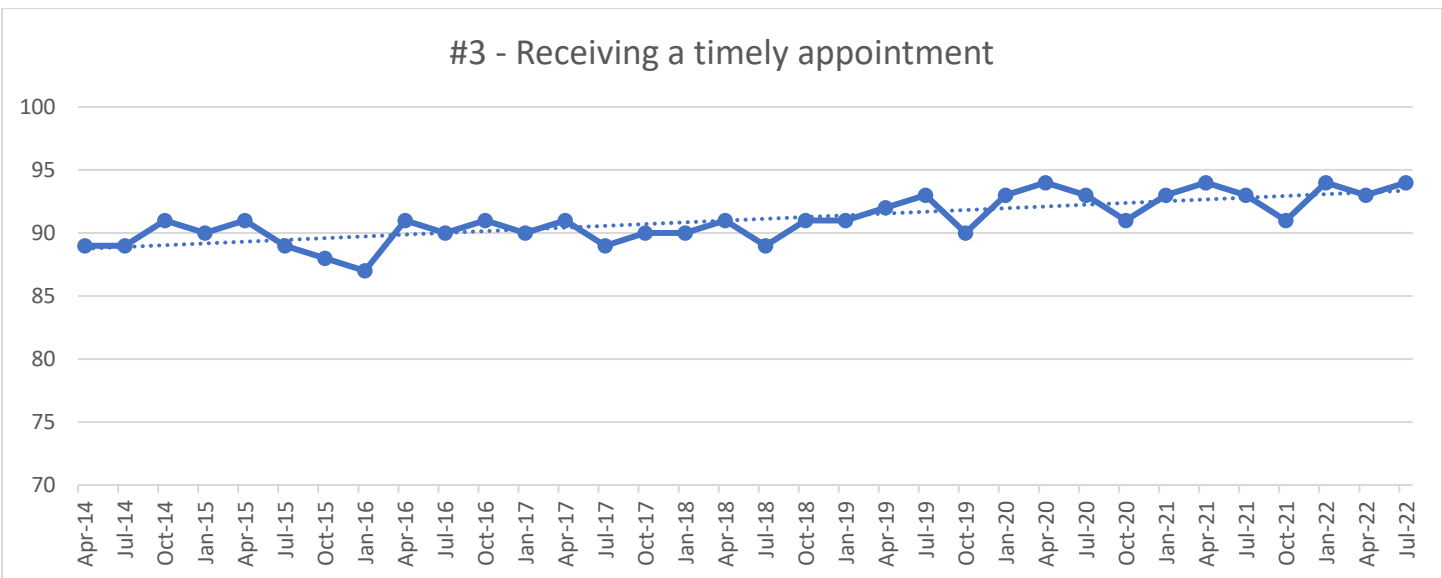
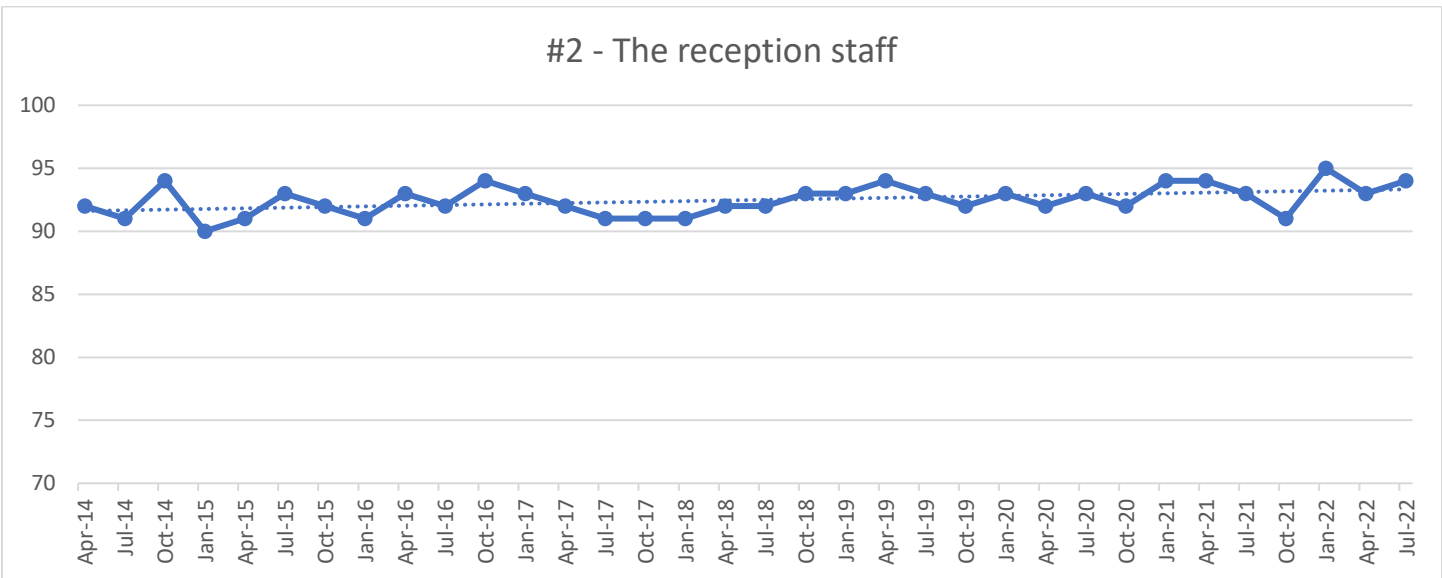
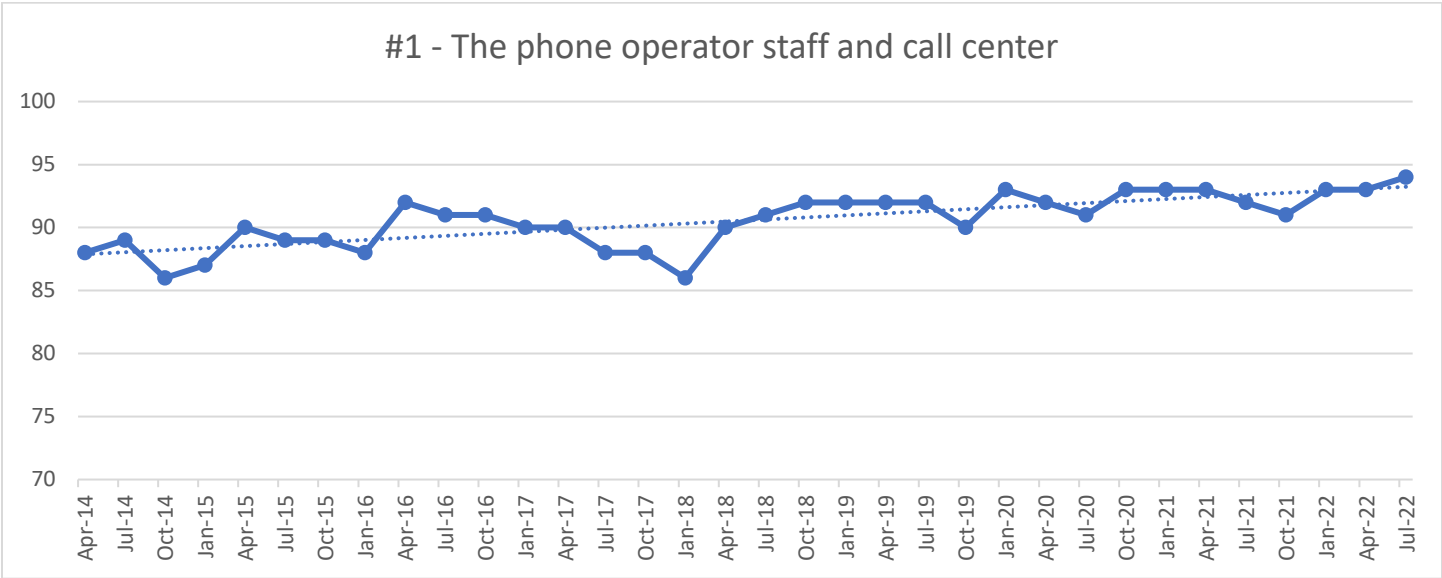
- Acevedo: 45
- Ali: 28
- Aphaivong: 21
- Beall: 4
- Birkey: 4
- Blasinsky: 2
- Cekova: 10
- Colón: 18
- Hering: 2
- Nambo: 4
- Origer: 15
- Schlaeg: 24
- Siddiqui: 21
- Talwar: 16

**Spanish**

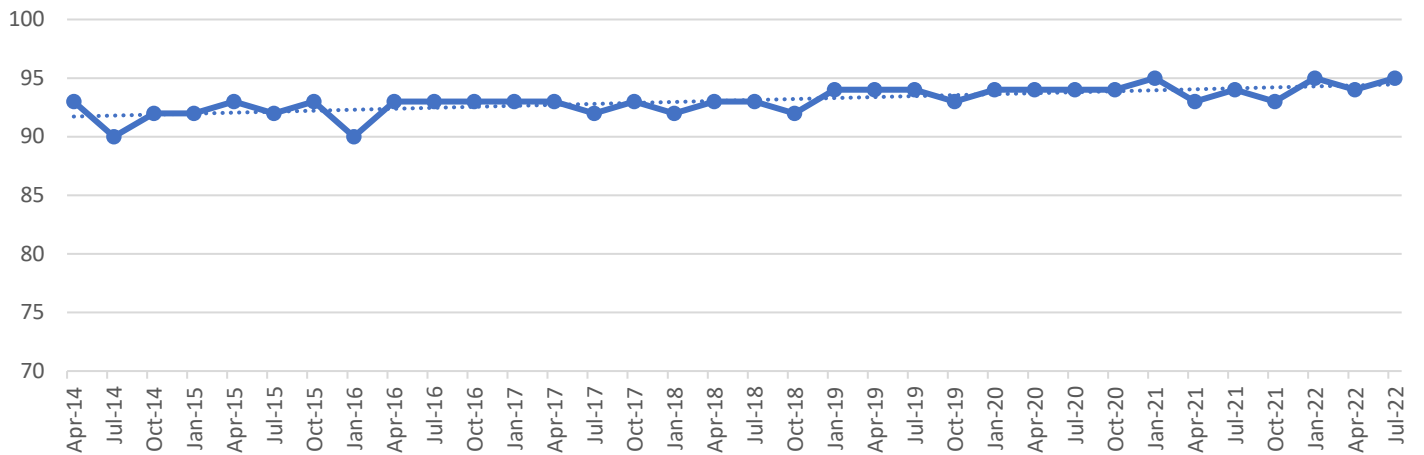
- Ali: 13
- Aphaivong: 10
- Beall: 4
- Cekova: 5
- Colón: 12
- Hering: 2
- Nambo: 7
- Origer: 17
- Schlaeg: 12
- Siddiqui: 14
- Talwar: 1



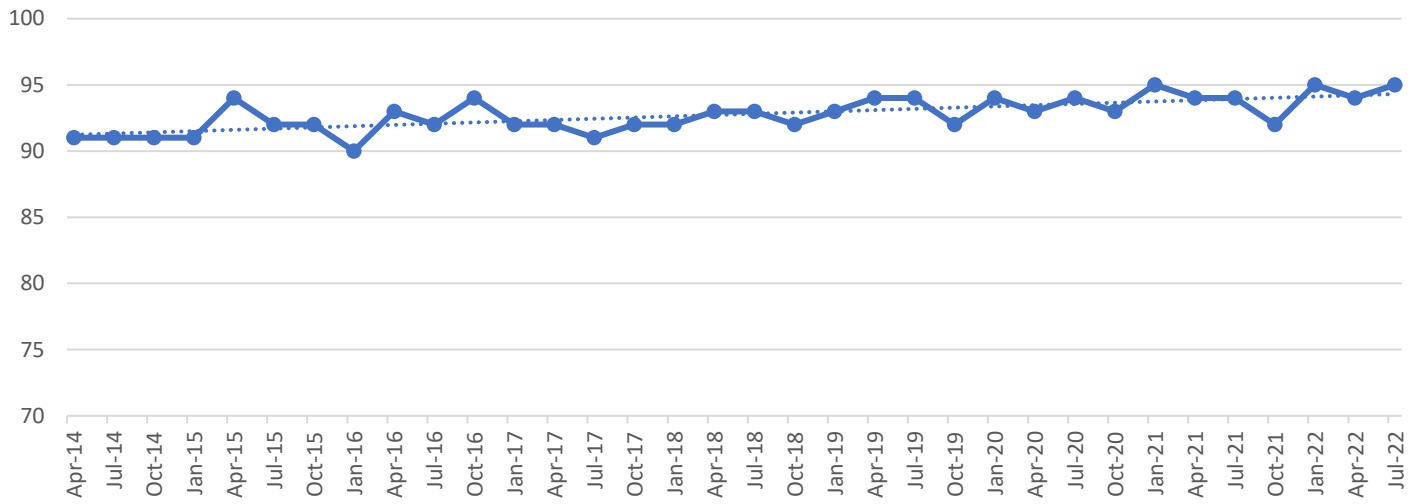
# Individual Question Results with Trendlines



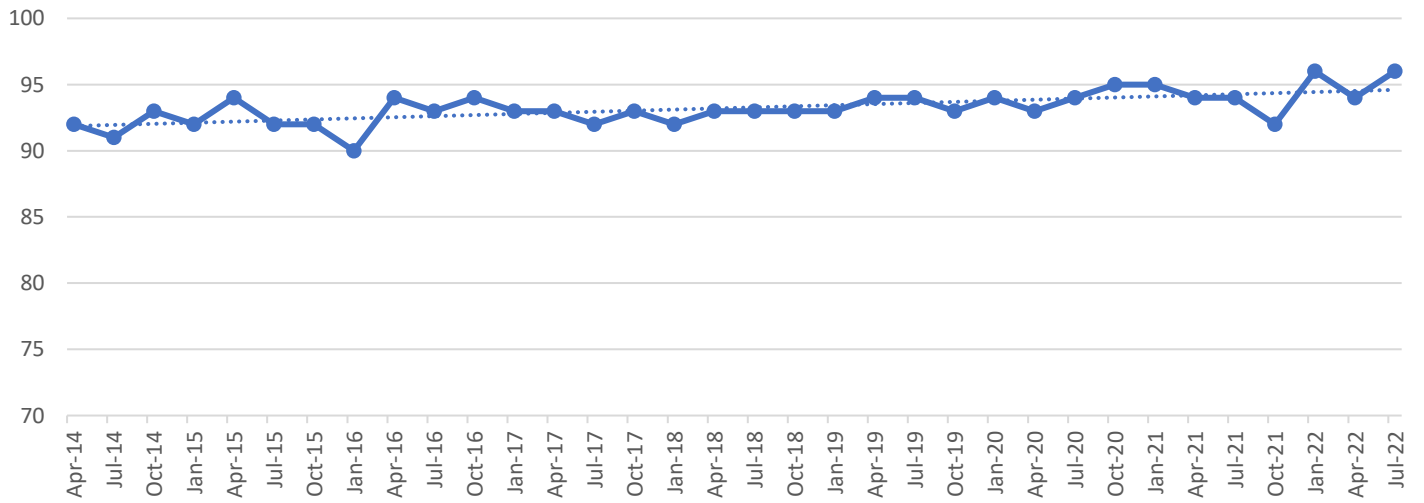
### #4 - Education and explanation of plan provided in a way that I can understand



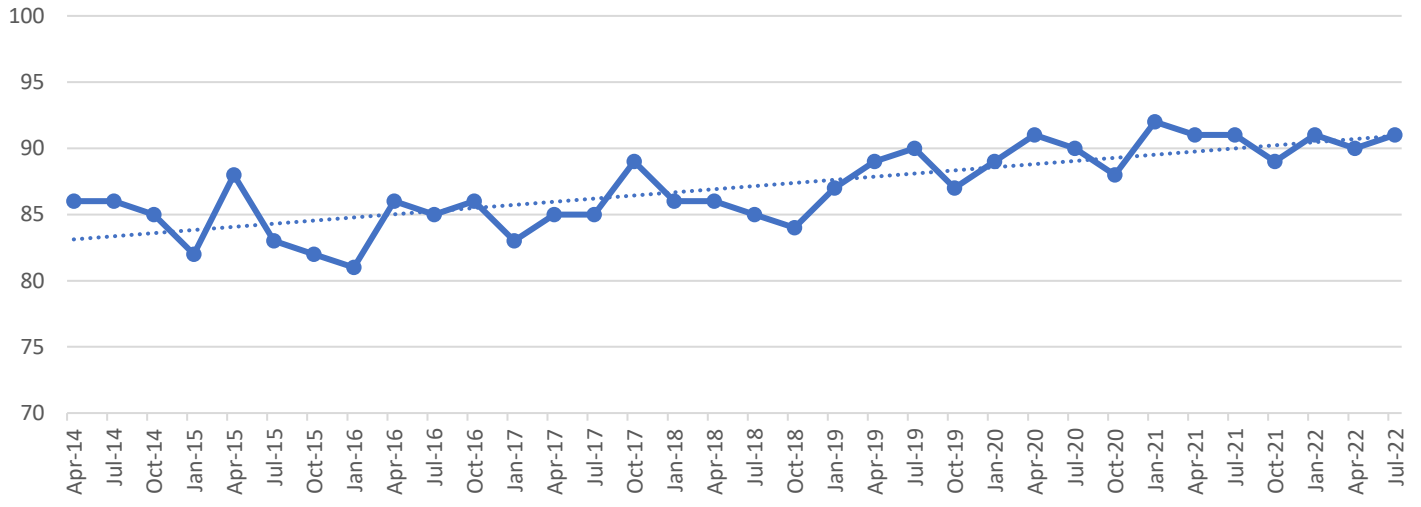
### #5 - The follow-up and coordination of my care



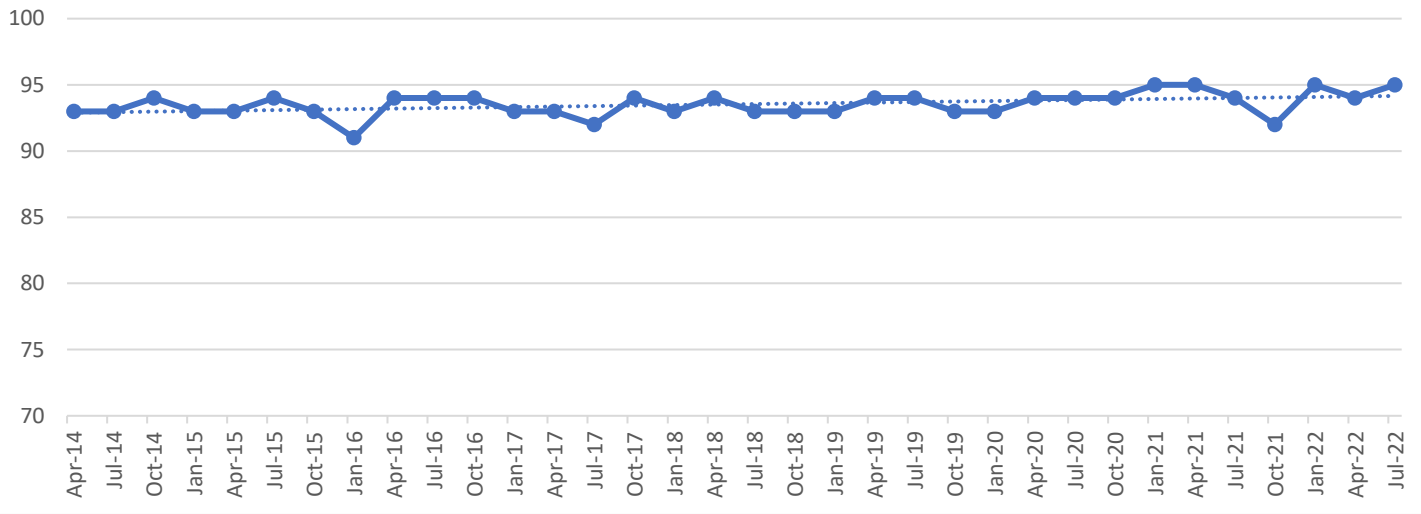
### #6 - The staff addressing my medical needs today



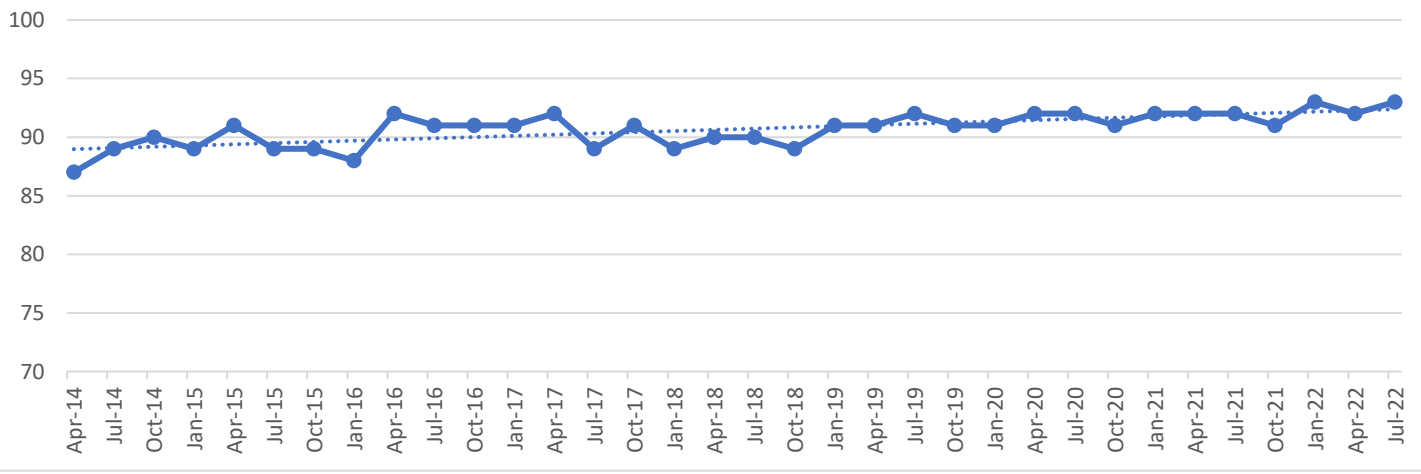
### #7 - The time spent waiting



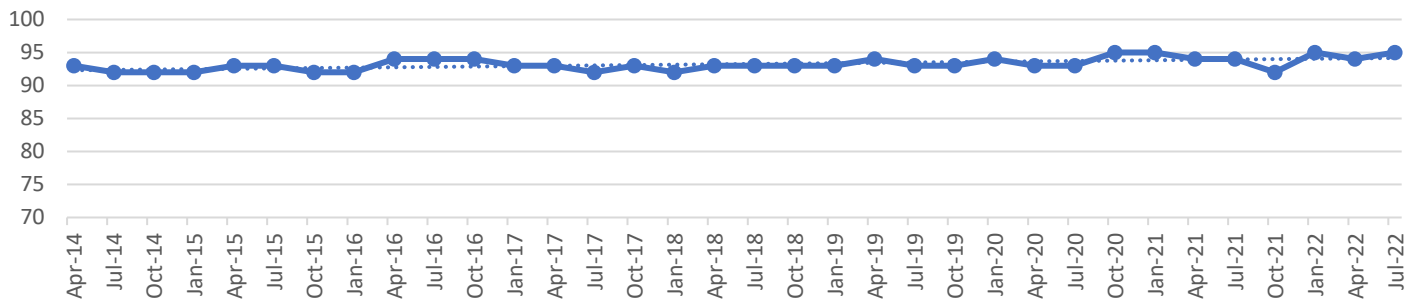
### #8 - The respectfulness of staff



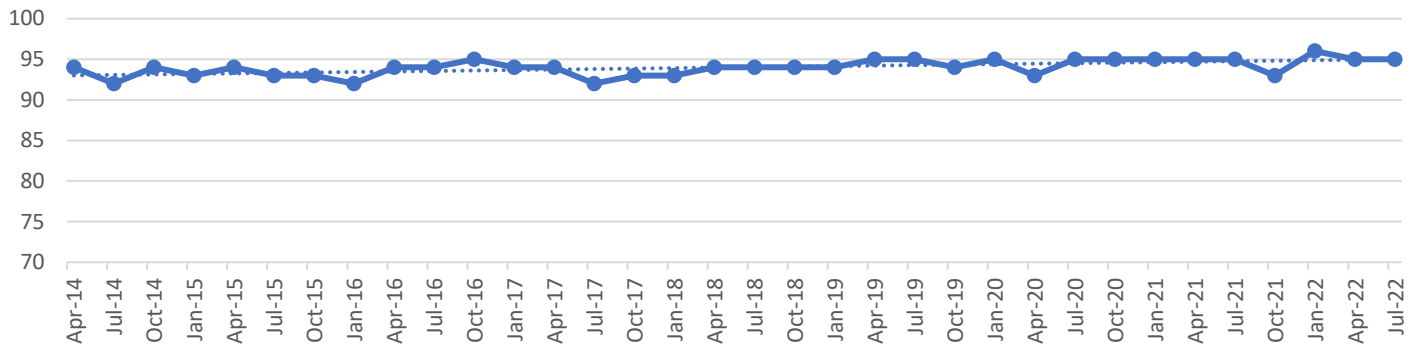
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



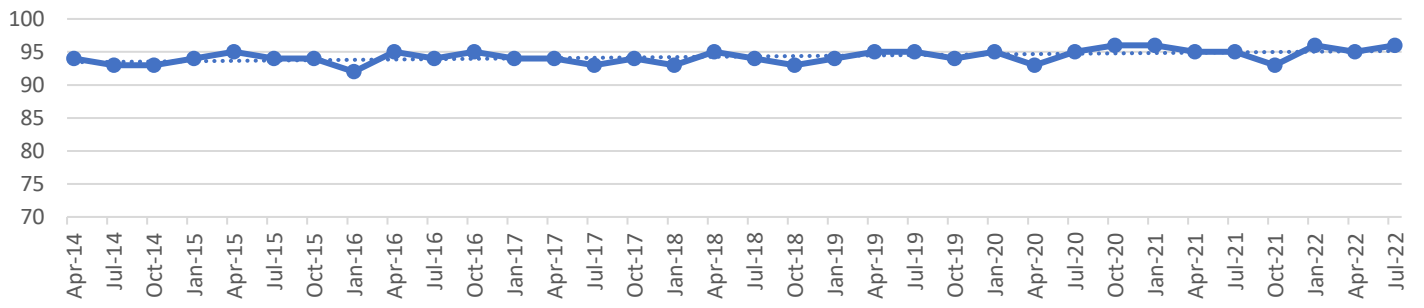
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

