

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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 92% to 95%. 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.

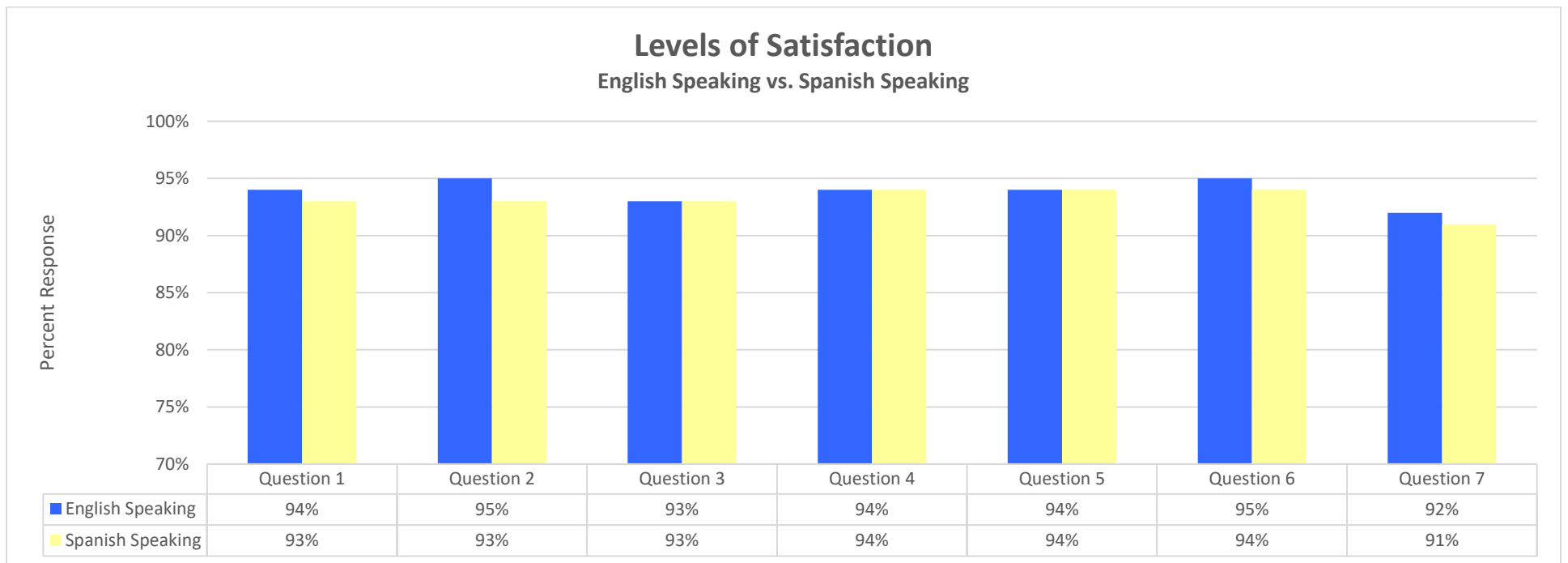
450 Dundee Ave, Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	93%	91%	91%	93%
2. The reception staff	94%	92%	92%	95%
3. Receiving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

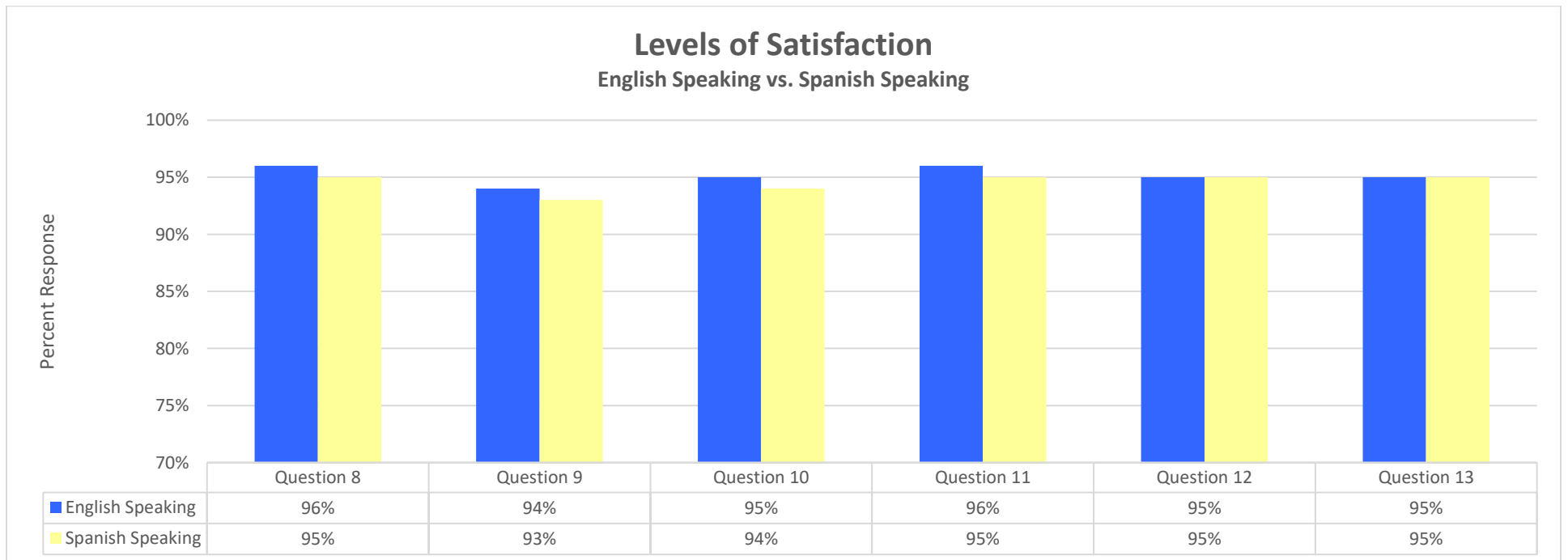
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	133 75%	107 66%	38 22%	50 31%	3 2%	4 3%	2 1%	1 1%	1 1%	0 0%
2. The reception staff	136 76%	118 72%	37 21%	39 24%	4 2%	5 3%	1 1%	1 1%	0 0%	0 0%
3. Receiving a timely appointment	131 74%	113 70%	35 20%	41 26%	8 5%	4 3%	2 1%	3 2%	1 1%	0 0%
4. Education and explanation of plan provided in a way that I can understand	134 76%	115 73%	36 20%	38 24%	6 3%	3 2%	0 0%	1 1%	1 1%	1 1%
5. The follow-up and coordination of my care	133 75%	118 74%	40 23%	39 24%	3 2%	2 1%	0 0%	1 1%	2 1%	0 0%
6. The staff addressing my medical needs today	136 77%	120 74%	35 20%	41 25%	5 3%	1 1%	1 1%	1 1%	0 0%	0 0%
7. The time spent waiting	127 71%	102 63%	37 21%	53 33%	8 5%	6 4%	5 3%	2 1%	1 1%	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	144 82%	122 75%	28 16%	38 23%	3 2%	2 1%	0	1 1%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	120 75%	104 69%	32 20%	40 27%	9 6%	5 3%	0	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	140 79%	113 72%	34 19%	43 27%	4 2%	1 1%	0	1 1%	0	0
11. Your medical assistant	142 80%	118 74%	32 18%	39 25%	2 1%	1 1%	0	1 1%	1 1%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	141 80%	120 76%	31 18%	37 23%	3 2%	1 1%	0	1 1%	1 1%	0
13. Overall, how satisfied are you with the Health Center?	135 76%	122 77%	40 23%	31 20%	2 1%	4 3%	0	1 1%	1 1%	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: 29

N/A: 14

YES: 3

Comments:

1. "Very nice people everyone."
2. "Yes, quick response, same day." (Piekarz)
3. "Great, timely call back."

Spanish

NO: 31

N/A:

YES: 22

Comments:

1. "Good." "Bien."
2. "Very good." "Muy bien." (4)
3. "Good." "Buena."
4. "Excellent." "Excelente."
5. "Normal." "Normal." (Newbrander)
6. "Thank you to the entire personnel." "Gracias a todo el personal."
7. "10/10." (2)
8. "Kindness and courtesy." "Amabilidad y cortesía." (Triner)
9. "Nothing." "Ninguno." (Davies)
10. "Excellent." "Excelente." (Baum)
11. "Very good time and kind personnel." "Todo bien tiempo y personal amable."
12. "Personnel is very kind and attentive to our necessities & concerns." "Personal muy amable y atentos a las necesidades & inquietudes." (Triner)
13. "Very satisfied with the work from the entire personnel." "Muy satisfecha con el trabajo de todo el personal." (DeGarmo)
14. "Excellent attention." "Excelente atención."
15. "They attended to me well." "Me atendieron muy bien."
16. "The doctor is really good. Thank you for the consult." "La doctora muy buena. Gracias por la consulta." (Piekarz)

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

English

1. "N/A." (5)
2. "Staff." (4)
3. "Available appointments." (2)
4. "Close to home." (2)
5. "Everything." (2)
6. "My physicals."
7. "Time."
8. "Service." (2)
9. "Convenience of appt." (Triner)
10. "I get the answers to all my questions answered." (Davies)
11. "Staff + Drs." (Davies)

Spanish

1. "All of the attention provided." "Toda la atención brindada."
2. "The care for my son's health." "Al cuidado de la salud de mi hijo." (Buthman)
3. "Everything, the personnel is very efficient." "Todo, el personal es muy eficaz."
4. "The medical services." "El servicio médico."
5. "That they attend to me in my own language that helps me a lot." "Que me atienden en mi idioma me ayuda demasiado." (Buthman)
6. "The entire personnel is excellent." "Todo el personal es excelente." (2)

12. "Getting in and out right away." (Triner)
 13. "Ease of making appointments." (Davies)
 14. "Dr + staff."
 15. "Great Doctor Baum."
 16. "Explain everything." (Baum)
 17. "Veronica Hernandez." (Baum)
 18. "All of the given information and resources." (Davies)
 19. "Great work." (Piekarz)
 20. "The provider." (Davies)
 21. "Front desk." (DeGarmo)
 22. "Location is close."
 23. "Service good." (4)
 24. "Dr. was great." (DeGarmo)
 25. "Fast appointments."
 26. "Knowing info." (Piekarz)
 27. "All the staff members are very kind and helpful." (Piekarz)
 28. "No wait time. Take care of all needs." (DeGarmo)
 29. "Everything. The explaining of." (Piekarz)
 30. "The respectfulness of staff." (DeGarmo)
 31. "All services are 100% helpful and good."
 32. "Everyone was very helpful and quick." (Baum)
7. "Good manner." "Buena manera." (Triner)
 8. "Their attention is excellent." "Su atencion es excelente."
 9. "With my daughters health." "Con la salud de mis hijas."
 10. "The doctors." "Los doctores."
 11. "They speak Spanish." "Hablan espanol."
 12. "Their attention." "Su atencion." (Baum)
 13. "Bilingual personnel." "Personal bilingue." (2)
 14. "Generally, in everything." "En todo general." (Triner)
 15. "Their availability." "Su disposicion." (2)
 16. "They work super well." "Trabajan super bien." (Baum)
 17. "Taking care of children's health." "Cuidar la salud de los ninos." (Piekarz)
 18. "Their availability in evening hours." "Su disponibilidad en horarios mas tarde."
 19. "The love when attending to." "El amor para atender."
 20. "Very kind and the doctors explains well." "Muy amable y explica muy bien la doctora." (Luhsen)
 21. "Their great personnel." "Su gran personal." (Piekarz)
 22. "That they attend to us and help us." "Que no atienden y ayudan." (Piekarz)
 23. "I like how they attend to us here." "Me gusta como atienden aqui." (Baum)
 24. "Almost always they attend to me during my free time." "Que casi siempre me atienden en mis tiempos libres."
 25. "The personnel is very kind." "El personal muy amable."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (16)
2. "Nothing." (3)
3. "Great."
4. "No." (2)
5. "Not sure."
6. "Everything's great." (Piekarz)
7. "Text reminders of appt let know there is no 5 min late window." (Triner)
8. "None doing great."
9. "Probably for Covid PCR tests to get here sooner." (Triner)
10. "Wait time w/ little kids- it's difficult." (Davies)
11. "You guys good."
12. "To call us to remind us of our appointments." (Triner)
13. "No improvement." (Davies)
14. "Smaller wait time." (2)

Spanish

1. "N/A."
2. "Everything is good." "Todo bien" (26)
3. "Everything is good." "Todo esta bien." (2)
4. "Excellent." "Excelente."
5. "Everything was excellent." "Todo fue excelente." (Baum)
6. "I do not have insurance." "No tengo segurancia."
7. "I am very content with the service." "Estoy muy conforme con el servicio." (Buthman)
8. "More gentle." "Man gentiles." (Triner)
9. "With appointments within a week." "Con citas a una semana maximo."
10. "No." (Baum)
11. "😊." (Baum)

- 15. "Excellent service." (DeGarmo)
- 16. "It's all great."
- 17. "No need to improve, all good."
- 18. "You guys are doing fine." (Baum)

- 12. "I think there have been improvements in time spent waiting." "Yo pienso que han mejorado mucho en sus tiempos." (Baum)
- 13. "For me, the service is great." "Para mi esta bien el servicio." (2)
- 14. "Continue how it is now. Attending to the personnel with respect and kindness." "Siguiendo como hasta ahora. Atendiendo al personal con respeto amables." (Piekarz)
- 15. "For me, everything is good." "Para mi esta todo bien."

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

English

- YES: 101
- NO: 1

Spanish

- YES: 71
- NO: 2

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

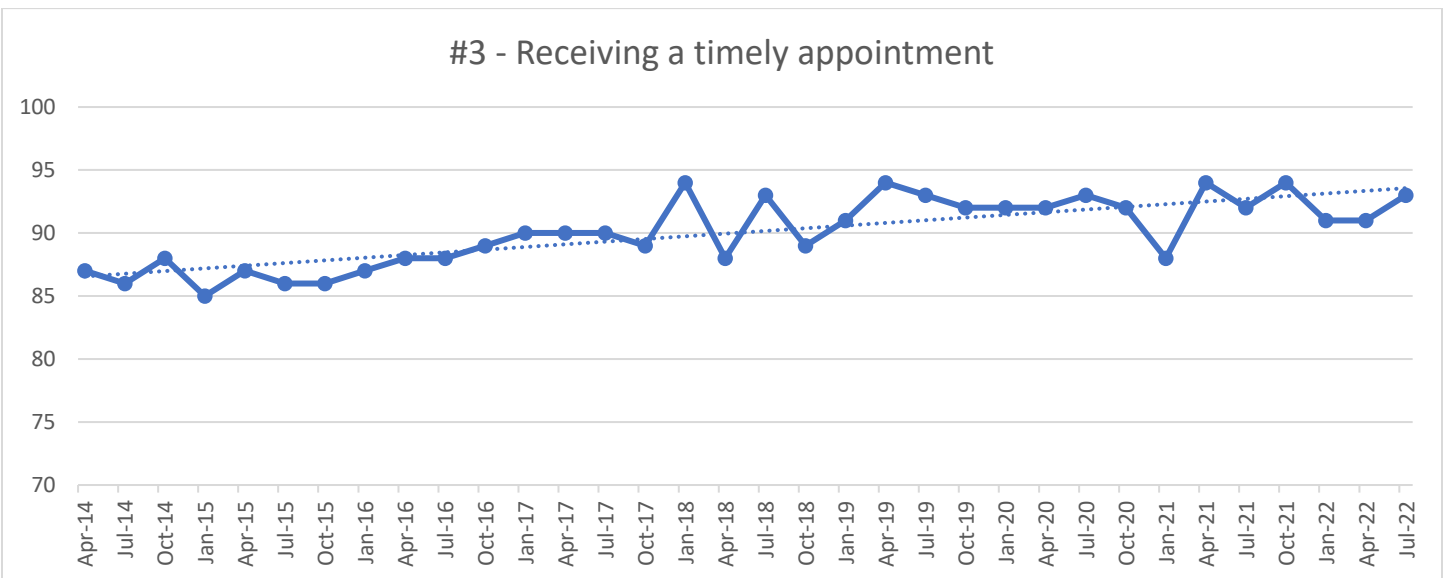
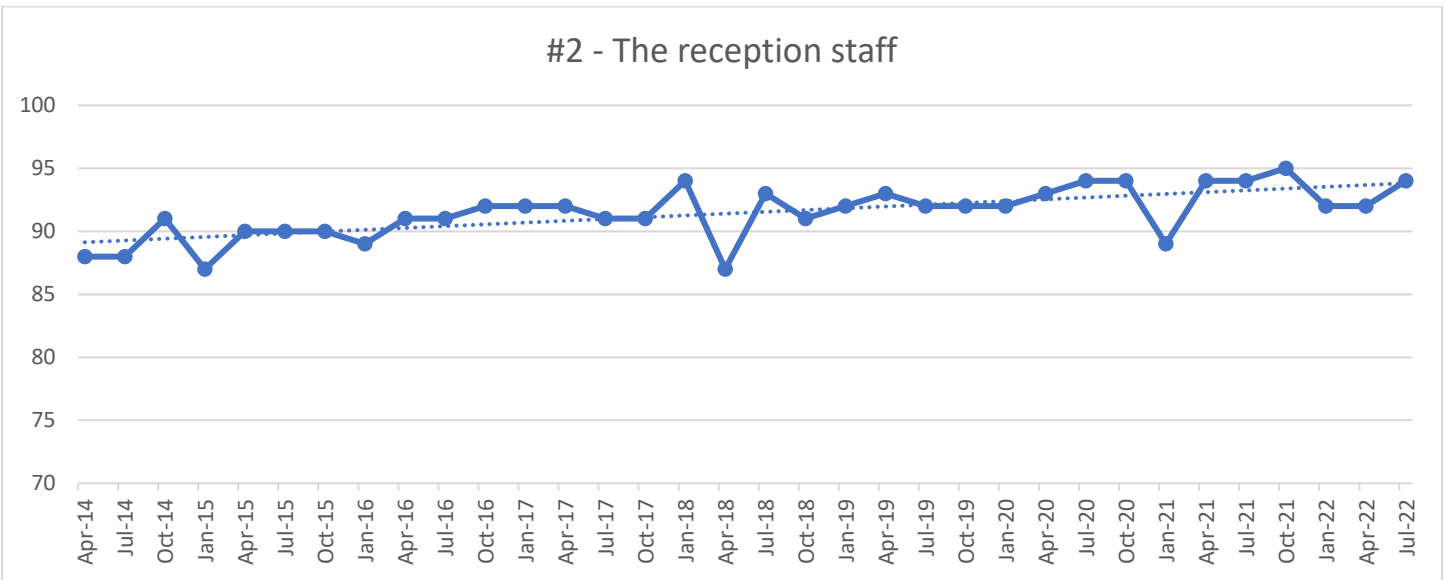
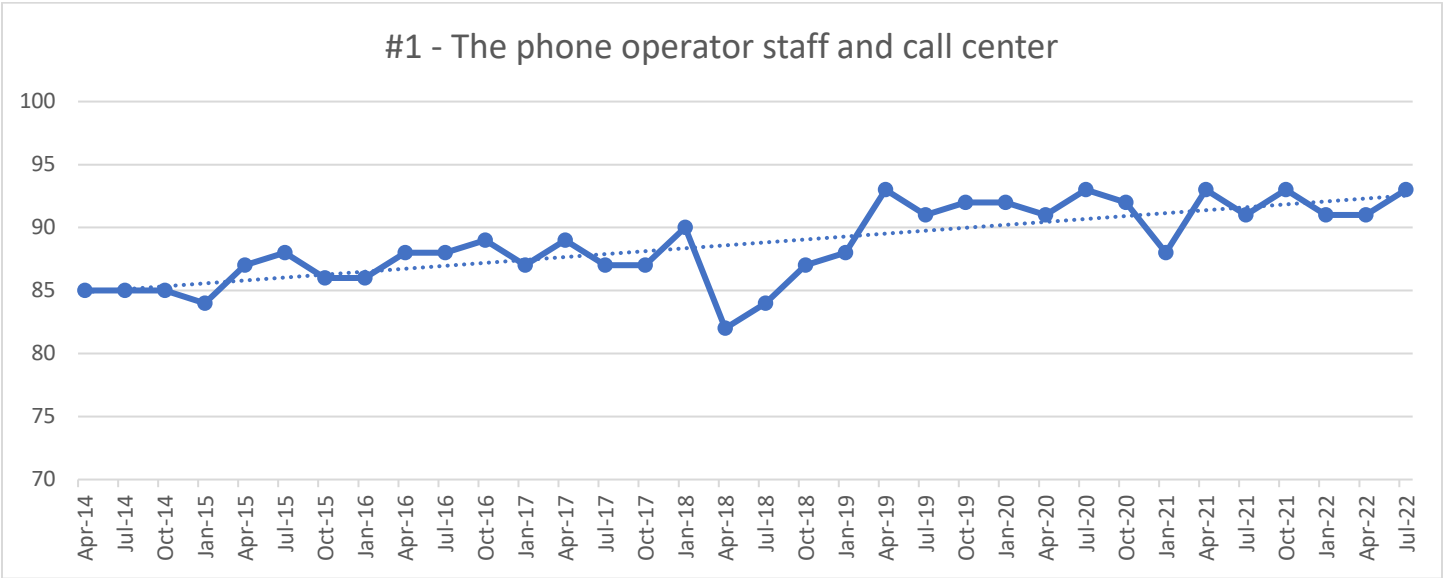
English

- Baum: 14
- Buthman: 7
- Davies: 16
- DeGarmo: 14
- Newbrander: 2
- Piekarz: 46
- Triner: 23

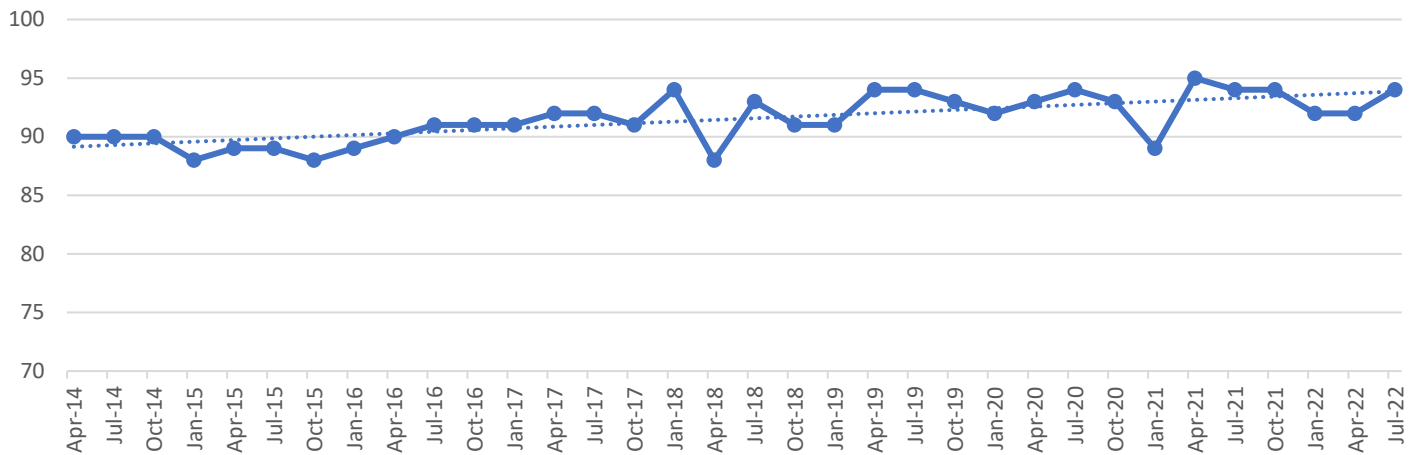
Spanish

- Baum: 36
- Buthman: 13
- Davies: 11
- DeGarmo: 6
- Luhrsen: 1
- Newbrander: 2
- Piekarz: 24
- Triner: 17

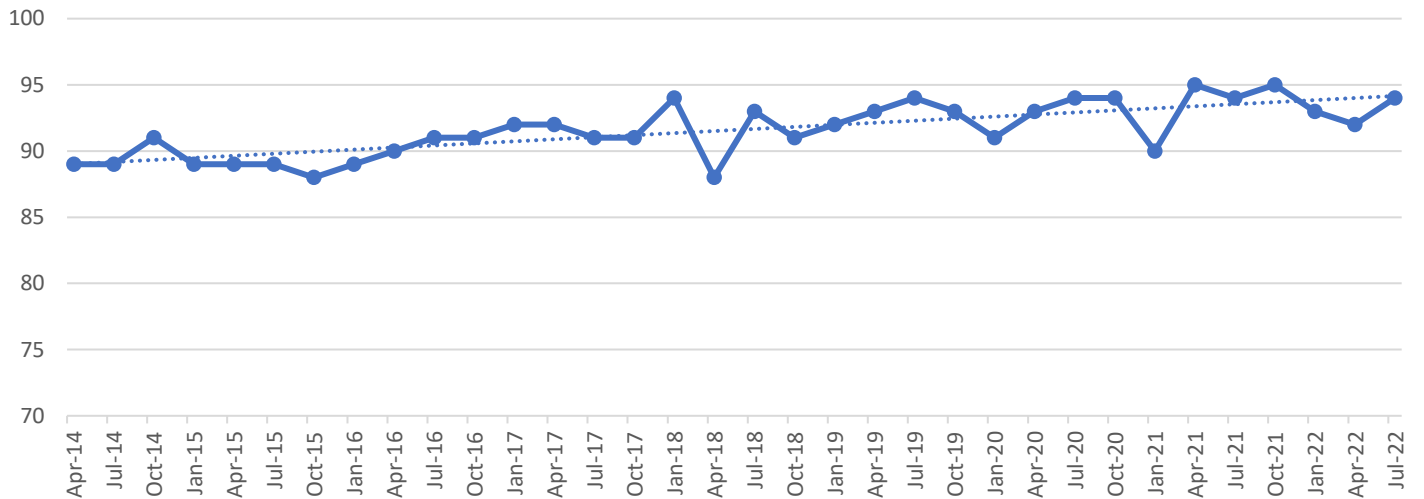
Individual Question Results with Trendlines



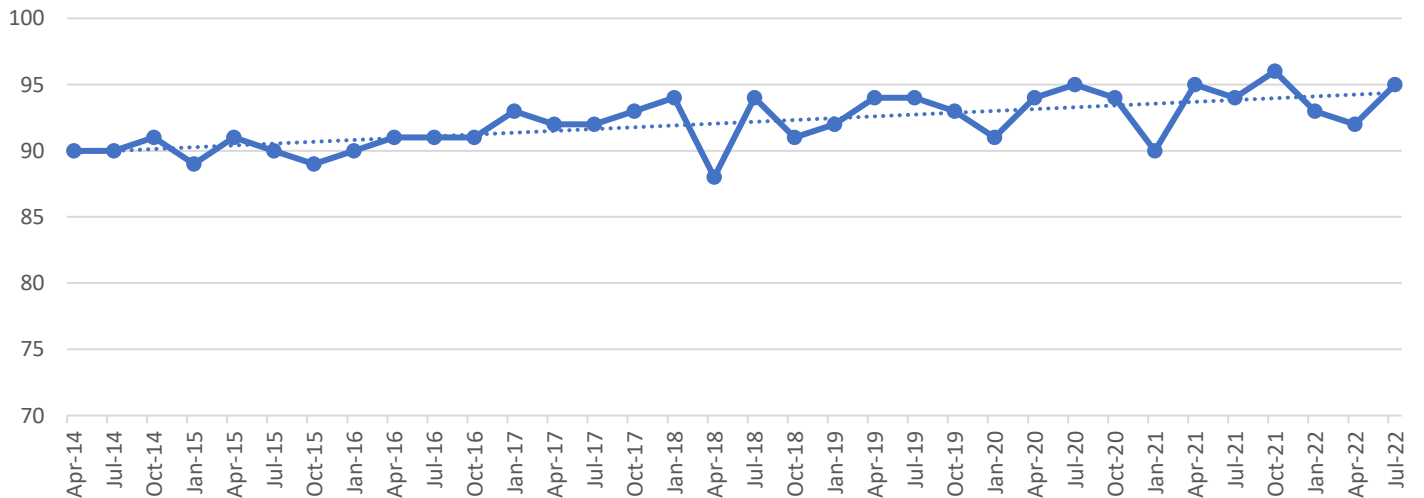
#4 - Education and explanation of plan provided in a way that I can understand



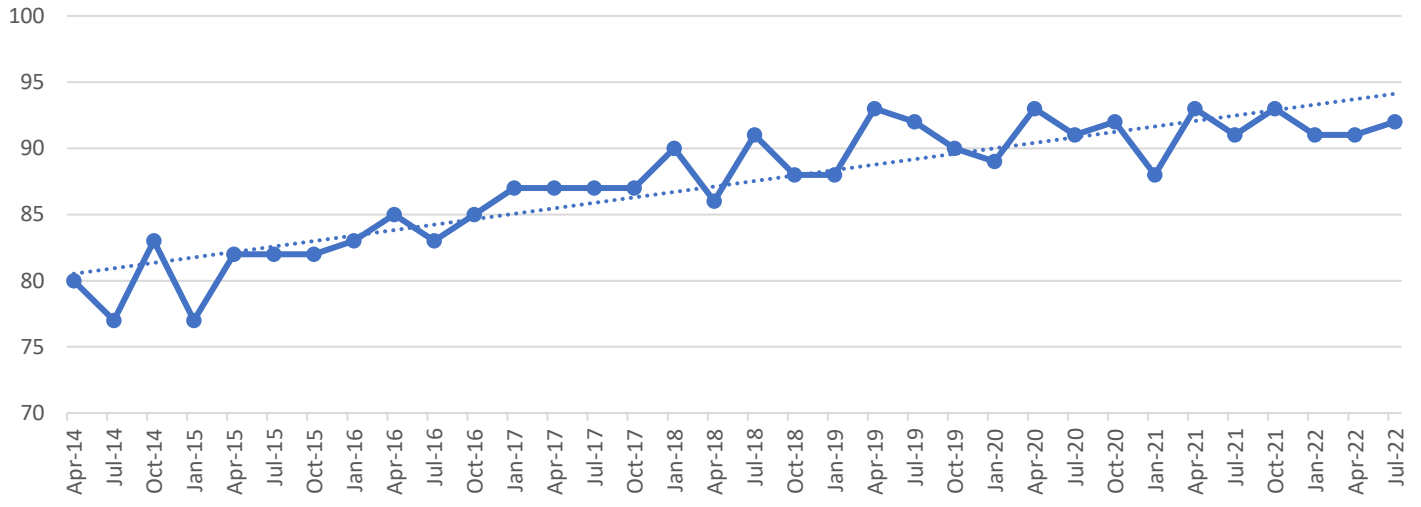
#5 - The follow-up and coordination of my care



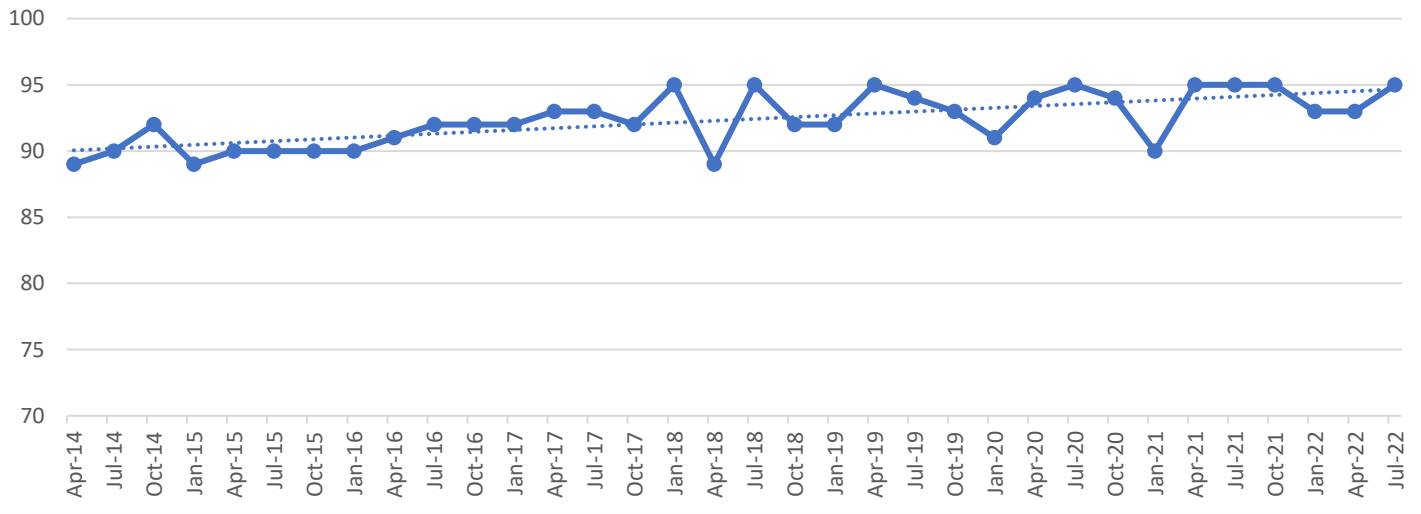
#6 - The staff addressing my medical needs today



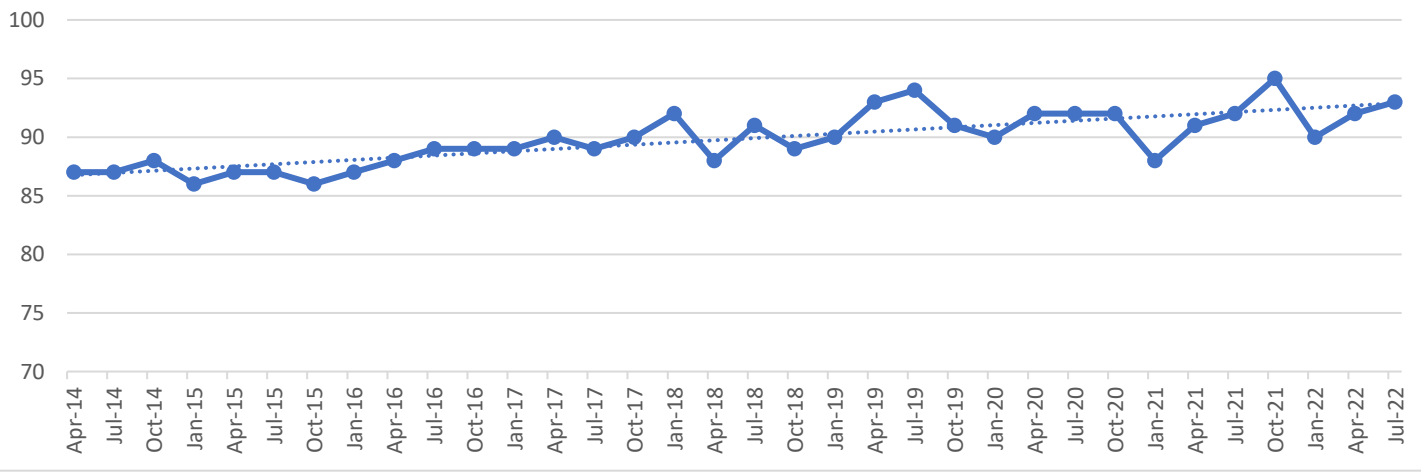
#7 - The time spent waiting



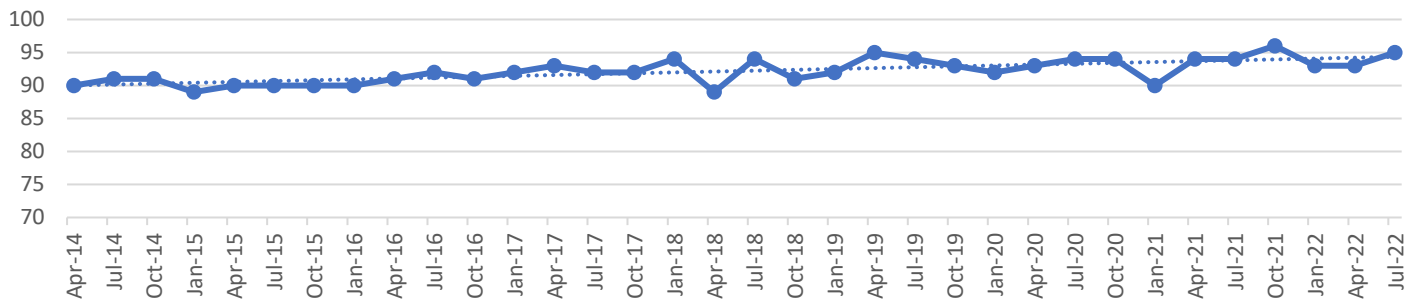
#8 - The respectfulness of staff



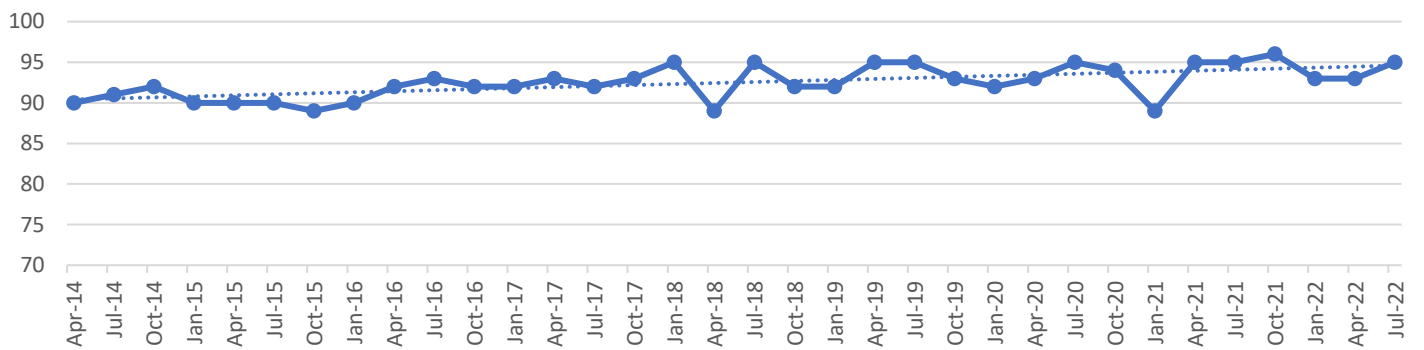
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



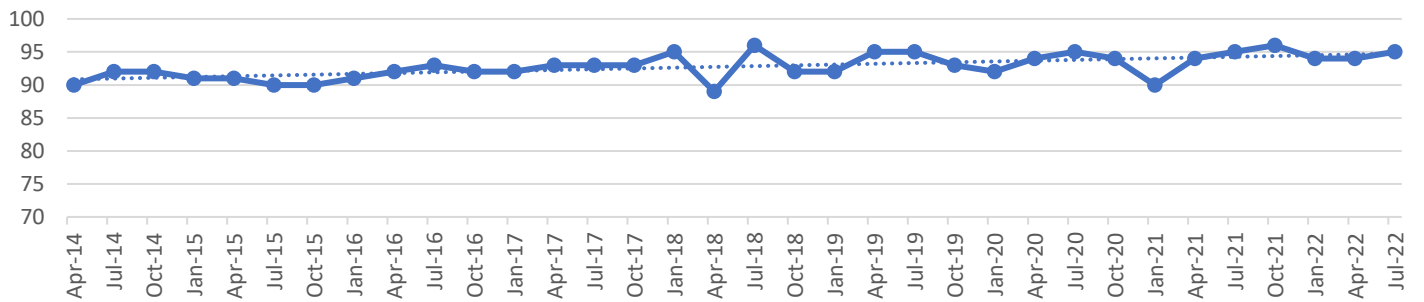
#10 - The handling of my personal medical information in a private and confidential manner



#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?

