

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental)
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 90% to 92%. The mean for all questions was 91% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

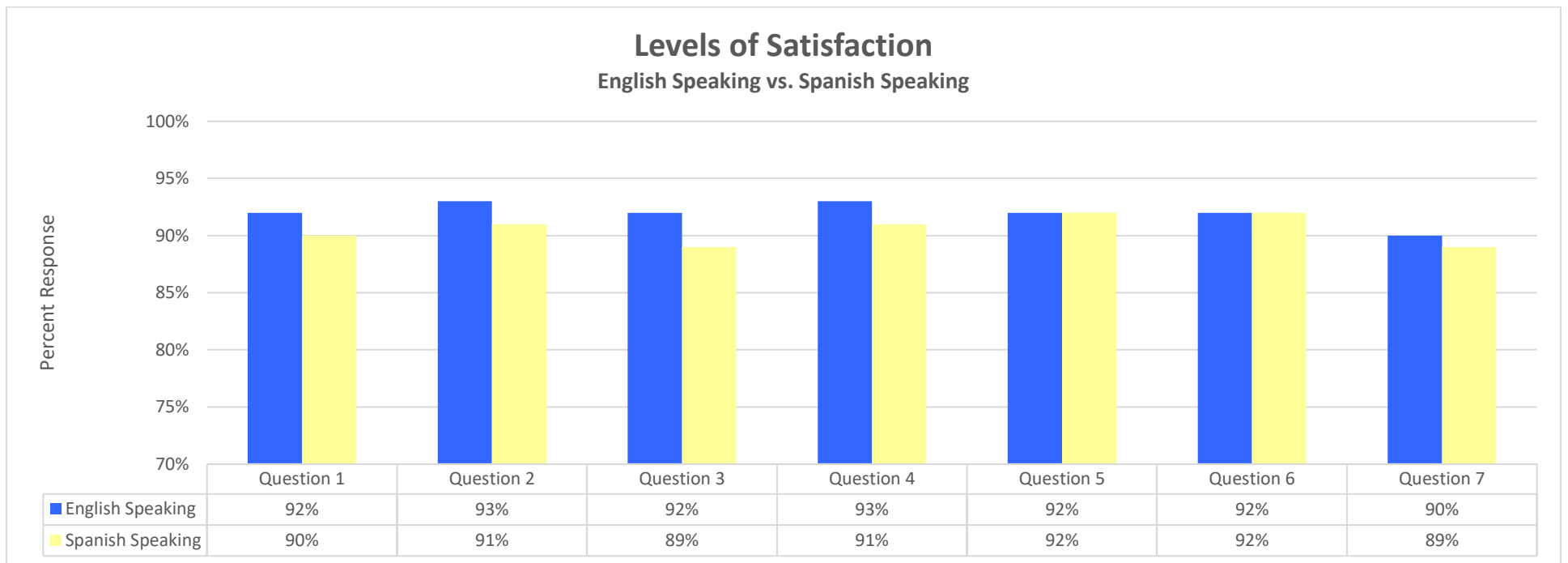
450 Dundee Ave, Elgin - Upper Level – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	91%	92%	92%	91%
2. The reception staff	92%	92%	94%	92%
3. Receiving a timely appointment	90%	91%	92%	90%
4. Education and explanation of plan provided in a way that I can understand	92%	93%	93%	92%
5. The follow up and coordination of my care	92%	93%	94%	92%
6. The staff addressing my medical needs today	92%	93%	95%	92%
7. The time spent waiting	90%	90%	91%	88%
8. The respectfulness of staff	92%	93%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	91%	93%	92%
10. The handling of my personal medical information in a private and confidential	92%	93%	94%	92%
11. Your medical/dental assistant	92%	93%	95%	93%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	92%	93%	95%	93%
13. Overall, how satisfied are you with the Health Center?	92%	93%	94%	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%

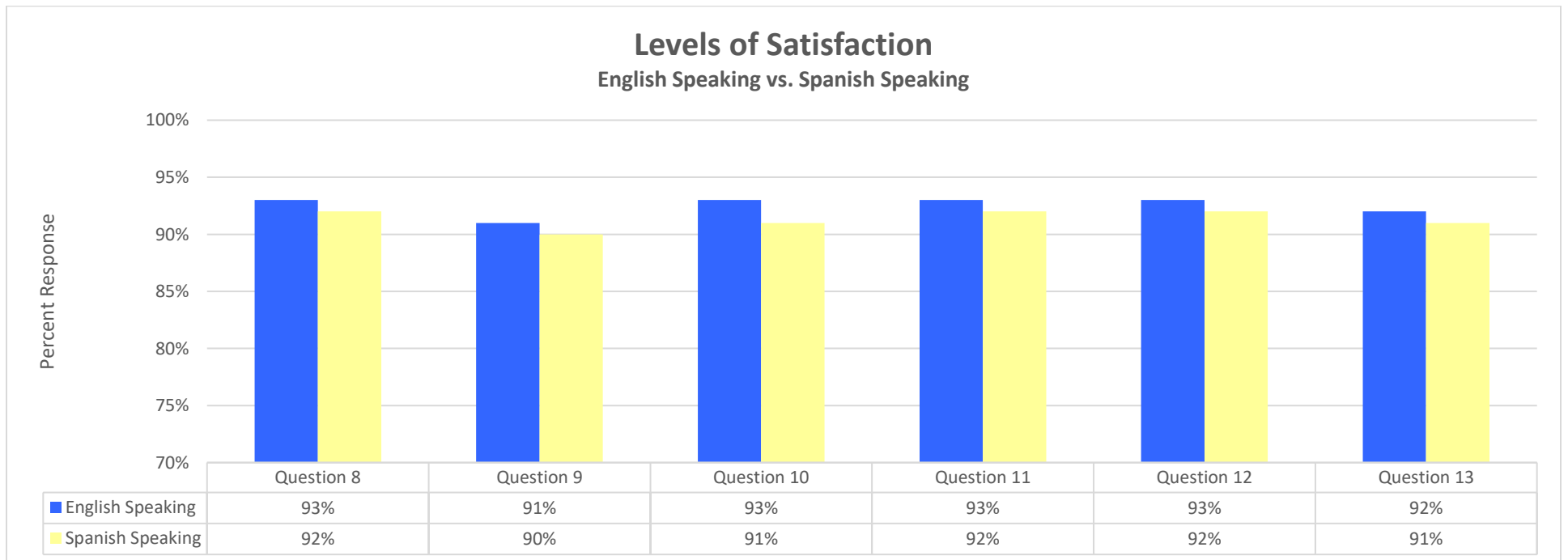
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	100 69%	118 60%	38 26%	64 33%	5 3%	7 4%	0	4 2%	2 1%	3 2%
2. The reception staff	105 72%	123 62%	33 23%	62 32%	5 3%	9 5%	0	1 1%	3 2%	2 1%
3. Receiving a timely appointment	94 67%	120 62%	38 27%	55 28%	7 5%	14 7%	0	2 1%	2 1%	4 2%
4. Education and explanation of plan provided in a way that I can understand	100 69%	128 65%	40 28%	59 30%	3 2%	7 4%	0	1 1%	2 1%	3 2%
5. The follow-up and coordination of my care	97 67%	131 68%	39 27%	54 28%	7 5%	5 3%	0	1 1%	2 1%	3 2%
6. The staff addressing my medical needs today	98 68%	135 69%	38 26%	50 26%	6 4%	7 4%	0	1 1%	2 1%	3 2%
7. The time spent waiting	92 63%	116 59%	42 29%	61 31%	6 4%	15 8%	2 1%	2 1%	3 2%	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	101 70%	131 67%	38 26%	56 29%	3 2%	5 3%	0	2 1%	2 1%	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	90 65%	116 61%	38 28%	61 32%	8 6%	10 5%	0	1 1%	2 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	99 70%	124 64%	36 26%	60 31%	4 3%	7 4%	0	1 1%	2 1%	2 1%
11. Your medical assistant	99 70%	129 66%	36 26%	59 30%	4 3%	4 2%	0	2 1%	2 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	100 69%	126 65%	38 26%	60 31%	4 3%	5 3%	0	1 1%	2 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	102 70%	131 67%	36 25%	55 28%	4 3%	5 3%	1 1%	3 2%	2 1%	3 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: 16

N/A: 4

YES: 8

Comments:

1. "Good." (2)
2. "Keep it going 5 stars!" (George)
3. ""They never sent me my referral for another dentist to do further work. Waited 4 weeks never got it." (Jin)
4. "Very good."
5. "No comment." (Hong)
6. "Yes, great."
7. "They explain well." (Piper)
8. "Call returned 3 business days later."
9. "They are good, when it comes to questions or concerns." (McCormick)

Spanish

NO: 42

N/A: 7

YES: 10

Comments:

1. "Good." "Buena." (2)
2. "N/A."
3. "With respect and kindness." "Todo con respeto y amable."
4. "Very good." "Muy buena." (2)
5. "Thank you- to my dentist." (English response to a Spanish survey)
6. "Very good - satisfied." "Muy bien – satisfecha." (Hong)

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

English

1. "N/A." (6)
2. "Everything." (2)
3. "Availability."
4. "Staff."
5. "Really helpful."
6. "Referral."
7. "Yes."
8. "Kindness."
9. "Communication."
10. "Appointment times." (2)
11. "Dr. Jin & Dr. Uy were both fantastic. Everyone has been great!"
12. "The staff are awesome." "
13. "Everyone was awesome."
14. "Excellent care."
15. "Staff, info." (Piper)
16. "That it is close to my home + provides excellent service."
17. "The professionalism, timeliness, service, cleanliness." (Jin)
18. "Everyone is quick & fast." (Hong)
19. "Had my kids here everyone was great!" (George)
20. "The assistance given by staff, niceness, attention." (Quesea)
21. "Cleanliness, program, assistance." (George)
22. "The attention and careful." (Hong)

Spanish

1. "N/A." (5)
2. "Everything." "Todo." (2)
3. "Everything is good." "Todo esta bien." (3)
4. "Everything about the service." "Todo esta bien el servicio."
5. "Dentist." "Dentista."
6. "Accessible." "Accesible." (Piper)
7. "The attention." "La atencion."
8. "They are kind." "Son amables."
9. "With nothing." "En nada."
10. "They attend to us." "Nos atienden."
11. "Everything was very good." "Todo fue muy bien." (Hong)
12. "Everything is perfect." "Todo esta perfecto." (Hong)
13. "I do not know?" "No se?"
14. "They keep me notified regarding my next appointments." "Me mantienen al tanto de mi siguientes citas."
15. "My health." "Mi salud."
16. "The accessible hours and prices." "Los precios accesibles y los horarios tambien."
17. "They speak Spanish." "Se habla espanol."
18. "The price is moderate." "El precio es medico."
19. "My family's health." "La salud de mi familia."

23. "Location, staff is friendly + knowledgeable." (Hong)
24. "Staff was nice + helped w/ baby." (Piper)
25. "They keep you updated + informed."
26. "All helpful to my apt." (Hong)
27. "Receptionists are very helpful w/ scheduling my appts." (Hong)
28. "Everyone so pleasant."
29. "Call reminders for future appointments." (Hong)
30. "Staff are willing + kind about discussing options + procedures." (Uy)
31. "Ppl are very helpful and friendly." (Hong)
32. "Getting appointments promptly." (Hong)
33. "That you folks are nice." (Jin)
34. "Have tooth clean."
35. "The ob/gyn + dental."
36. "Nice staff."
37. "Availability & cost."
38. "Dentist is wonderful as well as the dental assistants 😊." (Quesea)
39. "Everything is great."
40. "Receptionist."
41. "Customer service."
42. "Explaining very well."
43. "Greater family health always ready to assist and give adequate information about my health and well organize staff."
44. "Neat and clean with satisfied service."
45. "How Dr. Heather Piper explains everything & cares."
46. "Seeing same providers." (Piper)
47. "Staff are detailed and helpful."
48. "Very knowledgeable."
49. "Heather Piper always answers all my question."
50. "Fast service, great service, friendly personnel."
51. "They are great with their scheduled appointments on time." (Hong)
52. "Great doctors great customer service."
53. "There have a good availability of appointment, they truly care." (Piper)
54. "Staff is helpful & friendly." (Hong)
55. "The info about all tests/procedures."
20. "Helps me feel better, dentist, everything that I need." "Ayuda a sentirme mejor demtista todo lo que necesito."
21. "Attention to the client." "Atencion al cliente."
22. "It is economic." "Es economica." (2)
23. "That they are efficient." "Que son eficientes."
24. "\$\$\$."
25. "I liked the way they attended my children." "Me gusto como atienden a mis hijos." (Uy)
26. "The doctors provide a very good explanation." "Los doctores dan muy buena explicacion."
27. "They do appointment reminder calls a day before." "Llaman un dia anterior para recordar citas."
28. "Close to home, attention." "Cerca al hogar, atencion." (Jin)
29. "The availability for app." (English response on a Spanish survey) (Hong)
30. "The flexible appointments." "Los pagos flexibles."
31. "Caring for my son's teeth." "En el cuidado de los dientes de mi hijo."
32. "They inform me well." "Que me informan bien."
33. "First, the communication is better because they speak Spanish. I always have a pleasant experience." "Primero que me comunico mejor porque hablan espanol, Y siempre tengo muy buen experiencia."
34. "The appointments are very flexible, thank you." "Las citas son muy flexibles gracias."
35. "I like it because there are available appointments any time I need them." "Por que me gusta cada vez que necesito uns sita."
36. "I am close to my home." "Estoy cerca de mi casa."
37. "The service is capable of helping people." "El servicio esta capacitado para ayudar a las personas."
38. "I like the attention." "Me gusto la atencion."
39. "The attention from the personnel." "La atencion de el personal." (2)
40. "The personal in general explains things in a proper way and they attend to our necessities in the best way." "El personal en general explica con propiedad y siempre atienden mi necesidad de la mejor forma."
41. "That they adopt to the hours." "Que se adaptan al horario."
42. "The accessible prices for people that do not have insurance." "Los precios asesibles para las personas que no tenemos aseguaranza."

43. "Excellent attention and fast." "Excelente atencion y rapida."
44. "They have helped me and provide adequate explanations." "Me a ayudado mucho y dan buenas explicaciones." (McCormick)
45. "They always help me at the time of reapplying for insurance." "Siempre me ayudan a la hora de reagender a mi aseguranza." (Hong)
46. "The quickness with the appointments." "La rapidez en las citas."
47. "The services for the clients." "El servicio al cliente."
48. "I like it because they are flexible. Whatever doubt I have they have an answer." "Me gusta por que son flexibles cualquier duda me la contestan."
49. "They are bilingual." "Son bilingue."
50. "With everything – good service." "En todo – buen servicio."
51. "They are very accessible with their hours and appointment dates." "Son muy accessible en horarios y dias para mis citas."
52. "The excellent service they have (the entire personnel)." "El exelente servicio que tienen (todo el personal)." (Hong)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (12)
2. "Waiting time is too long."
3. "No comment."
4. "You guys are doing well."
5. "Offer us tequila."
6. "Yes."
7. "Stop cancelling so many appointments the day of. This is particularly frustrating because I'm travelling far and have to get childcare for my little one." (Uy)
8. "Nothing you guys are doing great." (Piper)
9. "It is great." (Jin)
10. "No improvement needed." (George)
11. "No need for it." (Jin)
12. "I do not think you can. I have been to many dentists + this place is truly amazing." (Jin)
13. "Don't need improving." (Hong)
14. "Keep doing good!" (Piper)
15. "Keep doing what you."
16. "Give more time to patient." (Jin)
17. "Sometimes wait times are very long. Ex) 4:30 appointment not seen/called till 5 or later."
18. "Continue to be friendly." (Piper)

Spanish

1. "N/A." (6)
2. "Nothing."
3. "Everything is good." "Todo esta bien." (10)
4. "Everything is good." "Todo bien." (7)
5. "Everything is good the service." "Todo esta bien el servicio."
6. "For me, everything is good." "Para mi todo esta bien."
7. "No comment." "Sin comentarios."
8. "For me, it is great how it is." "Para mi esta bien tal cual."
9. "For me, everything is good." "Todo esta bien para mi."
10. "It takes too long to receive an appointment." "Tardan mucho para dar una cita."
11. "For now, everything has been fine." "Asta ahorita todo esta bien."
12. "?"
13. "Time spent waiting." "Tiempo de espera."
14. "Scheduling appointments sooner." "Dando citas mas proximas." (Uy)
15. "The time spent with the doctor with the patient at the initial time of the appointment." "El tiempo en que el doctor atiende al paciente al inicio de la cita." (Quesea)

19. "Is amazing & helps those who do not have insurance."
20. "Keep good job." (Piper)
21. "No improvements, everything is good." (McCormick)
22. "Keep up the good work!"
23. "Taking away the arriving 15 mins before appt."
24. "Communicate more phone wise."
25. "Get different intake staff."
26. "Expand dental services."
27. "Providing water bottles for pregnant."
28. "Nothing everything is fine with me."
29. "Keep up the great work."
16. "Continue how it is now with the kind personnel." "Seguir como hasta ahora con el personal amable." (Uy)
17. "Time spent waiting should be lessened." "No hacer esperar un poco menos." (George)
18. "I liked the way they addressed my children." "Me gusto como atienden a mis hijos." (Uy)
19. "The service is good." "El servicio esta bien."
20. "More kindness from the reception personnel." "Ser mas amable el personal de recepcion."
21. "Accomplish the time of the appointment." "Cumplir con la hora de la cita." (Piper)
22. "I am satisfied with the clinic." "Estoy satisfecha con la clinica."
23. "I enjoy the service they give." "Me encanta el servicio que dan."
24. "The policy to arrive 15 minutes before the appointment is very exaggerated." "Su poliza de tener que llegar 15 minn antes de la cita es muy exagerada."
25. "Lupe Fierros was very helpful, polite and was able to resolve my issue." (English response on a Spanish survey)
26. "Perhaps, more same day appointments." "Talvez mas citas para el mismo dia."
27. "Sooner appointments." "Citas mas prontas."
28. "My family and I are content." "Yo y mi familia estamos contentos."
29. "There should be more availability in appointments and should not have to wait more than one or two months to see the doctor/dentist." "Que haga mas disponibilidad de citas y no se tenga que esperar mas de uno o dos meses para ver al doctor/ dentista."
30. "The attention is very good." "Esta muy bien la atencion." "Esta muy bien la atencion."
31. "For me, the service is very good." "Para mi es muy buen servicio."
32. "Having more appointment availability." "Teniendo mas disponibilidad de citas."
33. "I do not have any complaints." "No tengo quejas." (Piper)
34. "Stay the same." "Sigan igual."
35. "I like everything." "Todo me gusta."
36. "Staying the same or improving." "Siguiendo asi o mejor." (Hong)
37. "Everything regarding my health care is great. I only have one thing to say, since the implementation of an inclusive clinic that integrated homosexual things, I have felt uncomfortable, and it is probable that I find another center for that same reason. The way things were, were correct there was no

necessity for changes.” “Todo en cuanto a mi cuidado de salud esta bien, solo tengo una cosa que decir desde que hicieron una clinica inclusiva y anadiero cosas de homo sexualismo me e sentido incomoda y esprobable que busque otro centro por esta unica razon las cosas como estaban eran correctas no avia necesidad de cambios.”

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

English

- YES: 122
- NO: 2

Spanish

- YES: 169
- NO: 2

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

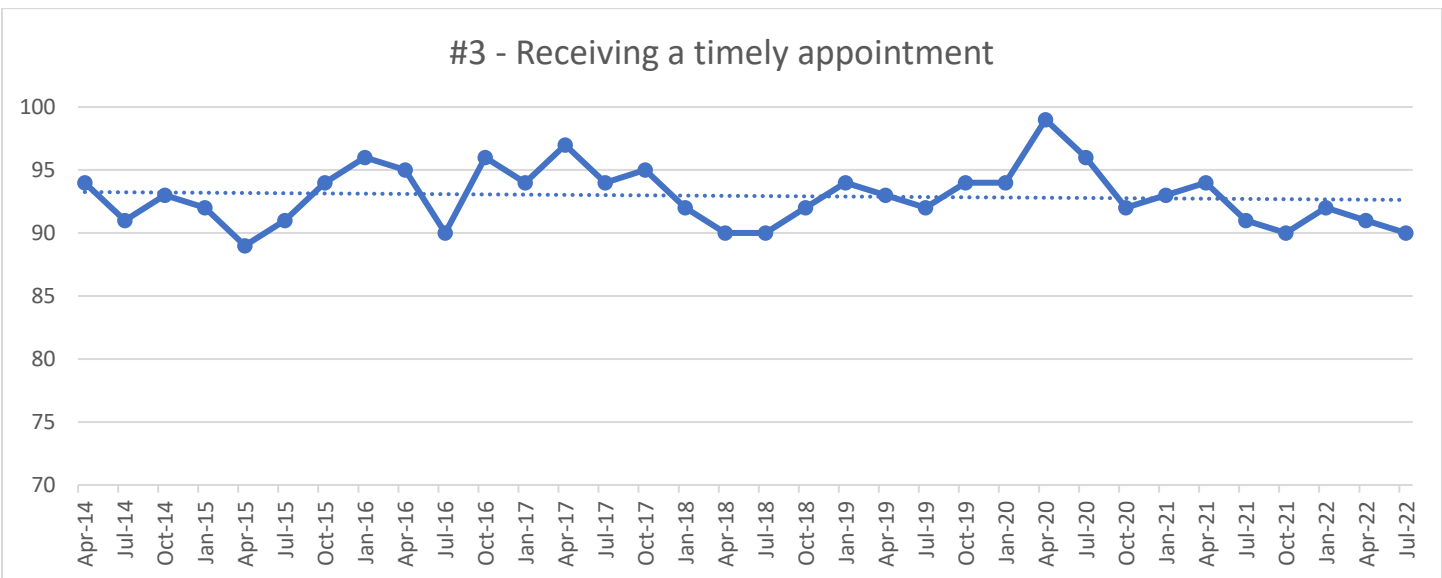
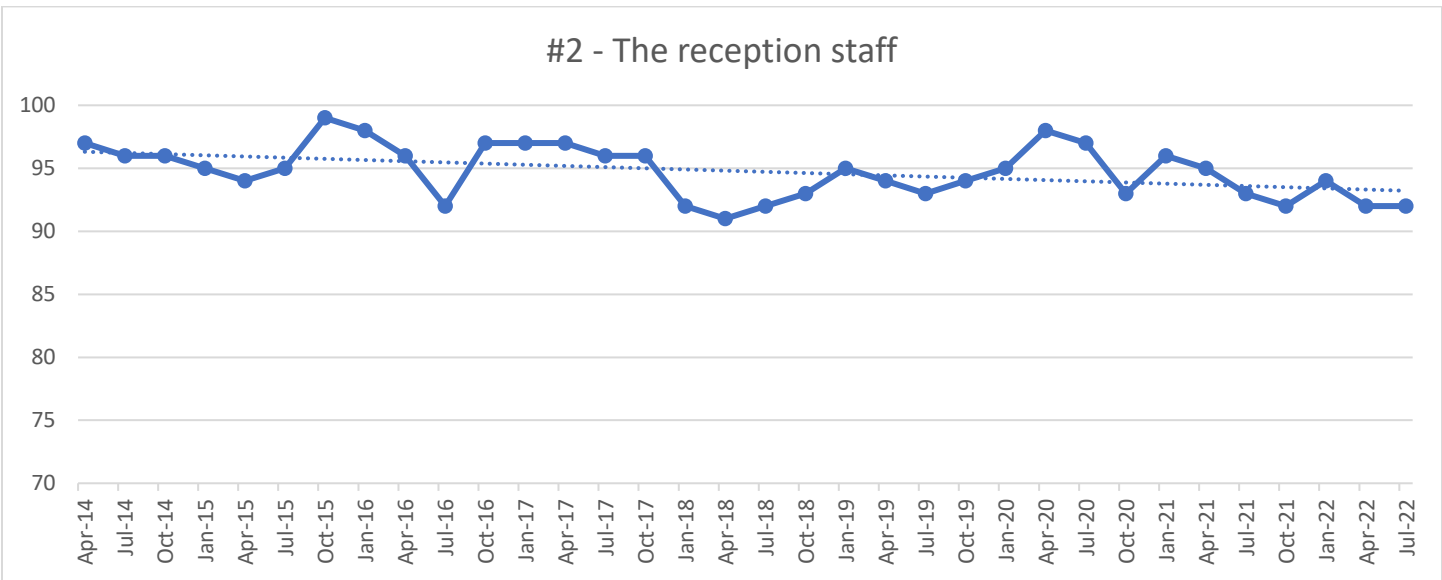
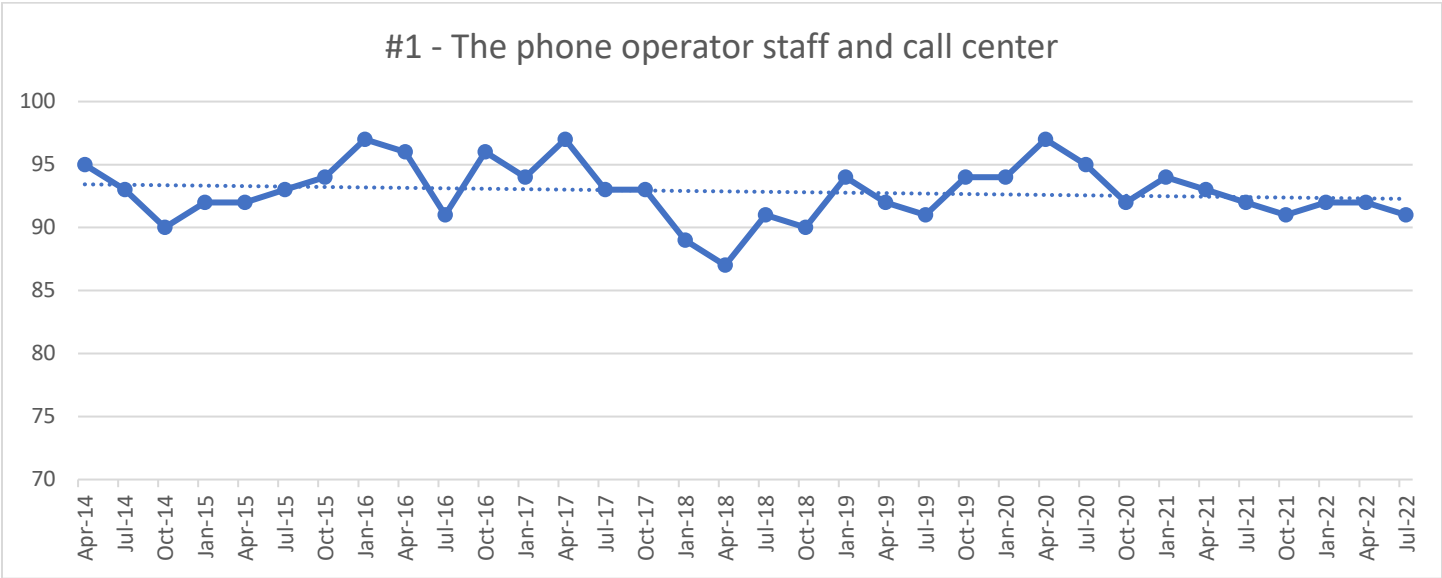
English

- Bassi: 1
- George: 7
- Hong: 18
- Jin: 6
- McCormick: 1
- Piper: 13
- Quesea: 7
- Safavinejad: 1
- Uy: 10

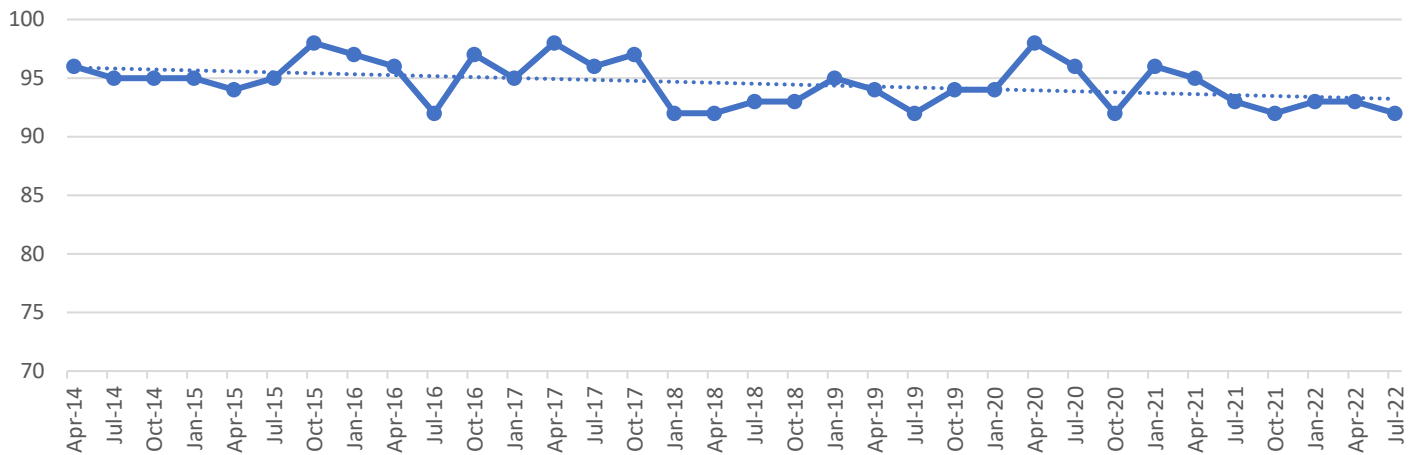
Spanish

- Bassi: 2
- George: 6
- Hong: 16
- Jin: 3
- McCormick: 1
- Piper: 11
- Quesea: 8
- Safavinejad: 2
- Uy: 13

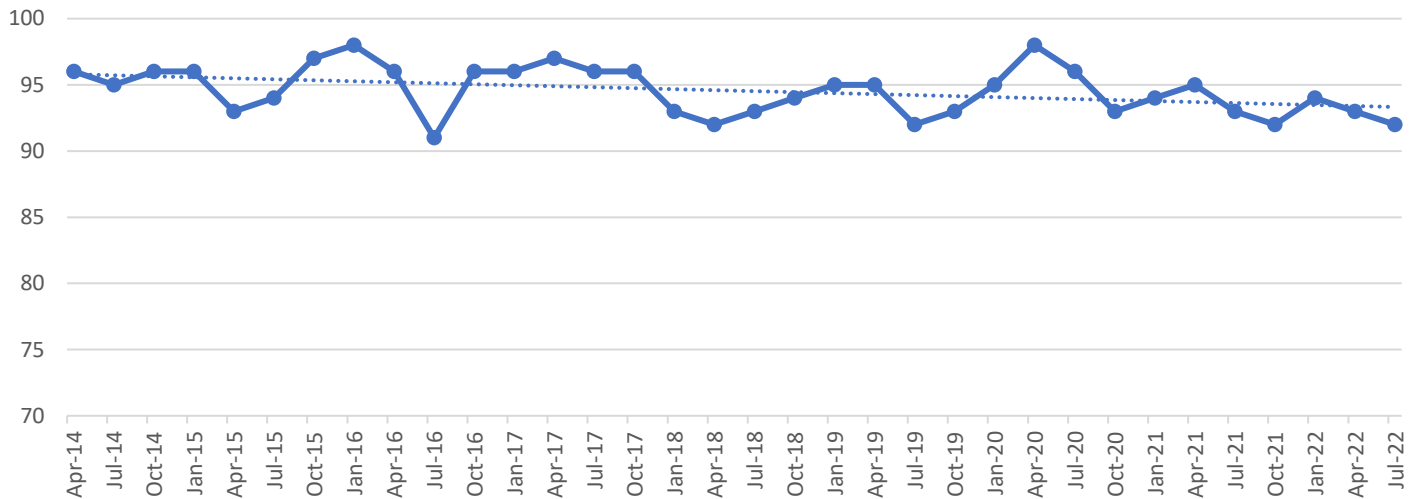
Individual Question Results with Trendlines



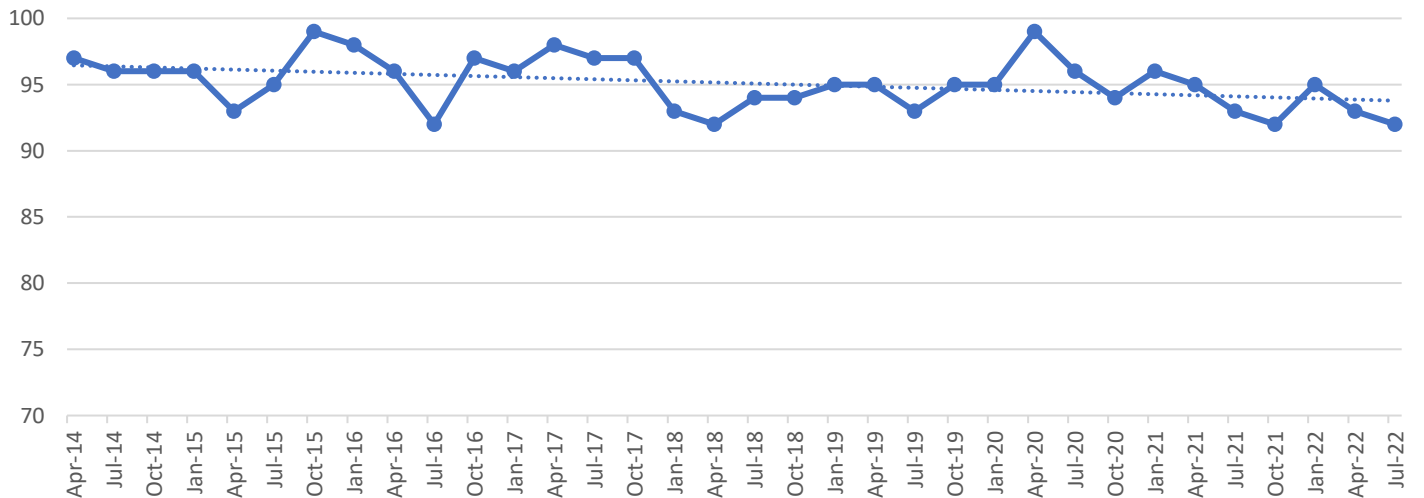
#4 - Education and explanation of plan provided in a way that I can understand



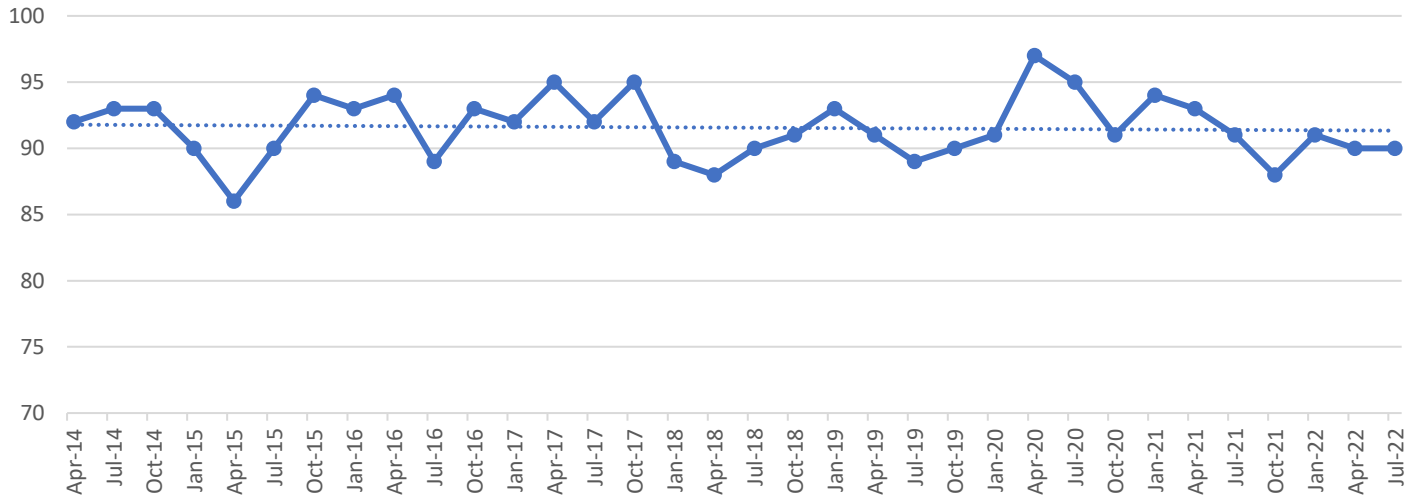
#5 - The follow-up and coordination of my care



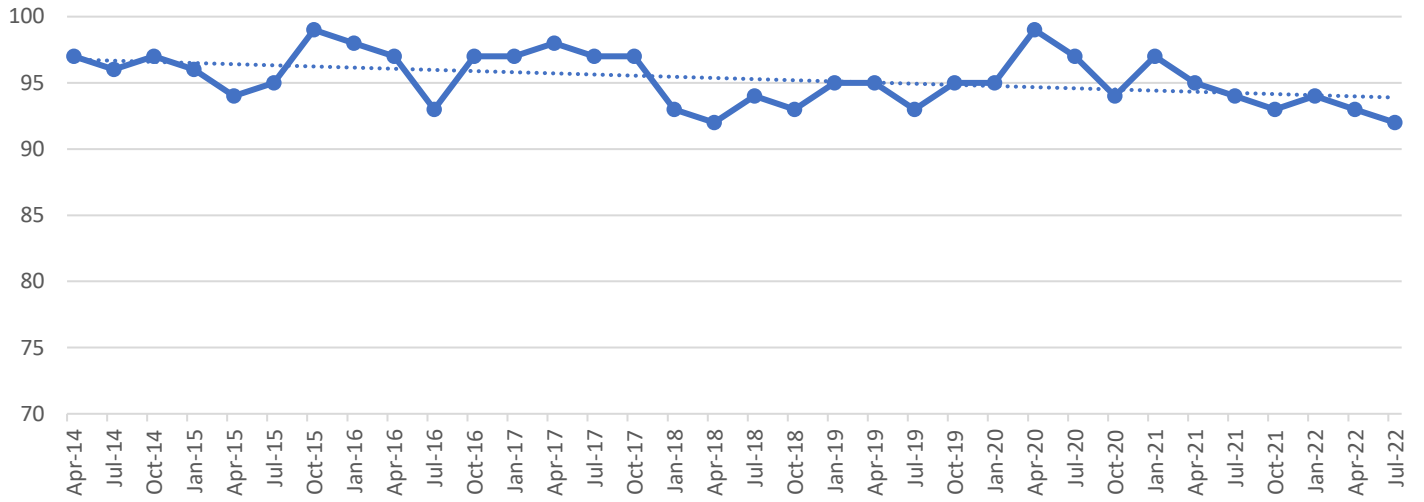
#6 - The staff addressing my medical needs today



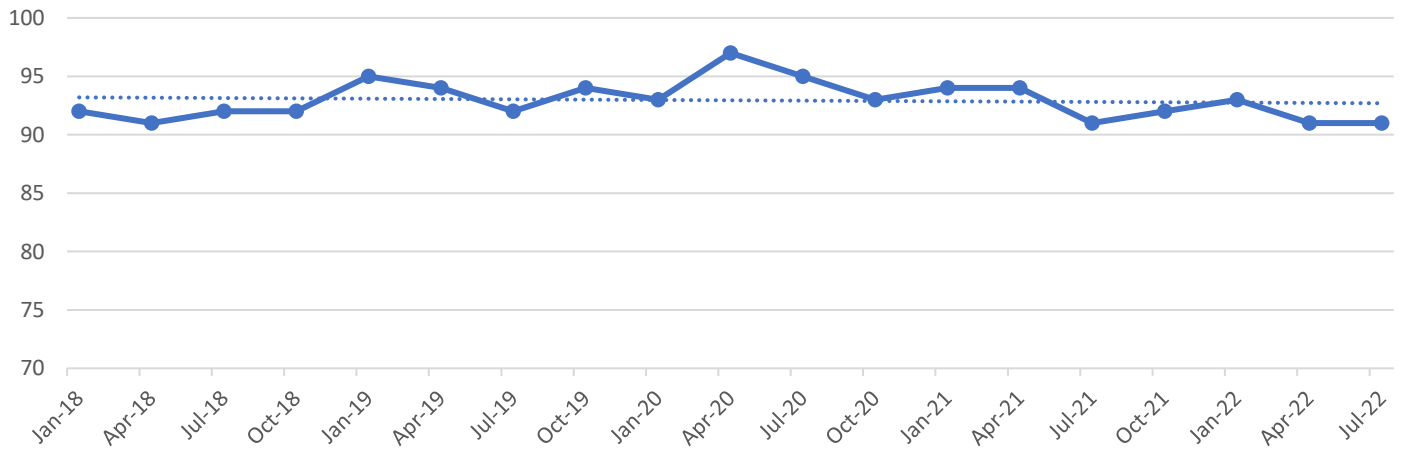
#7 - The time spent waiting



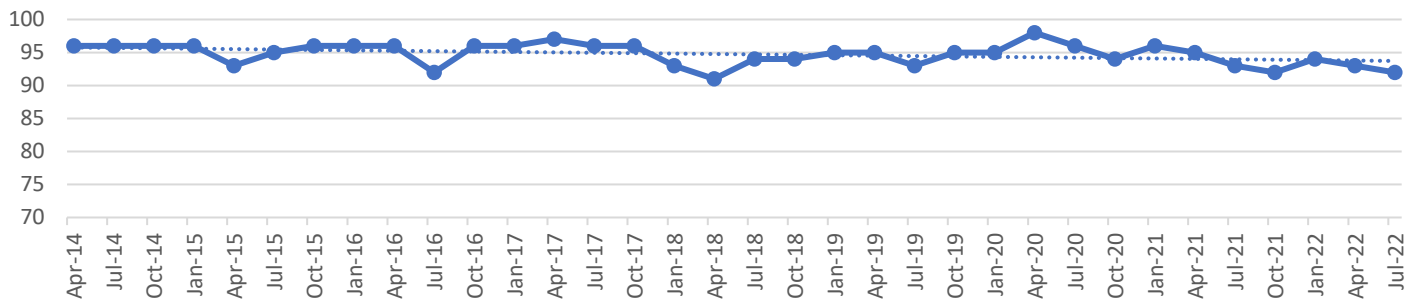
#8 - The respectfulness of staff



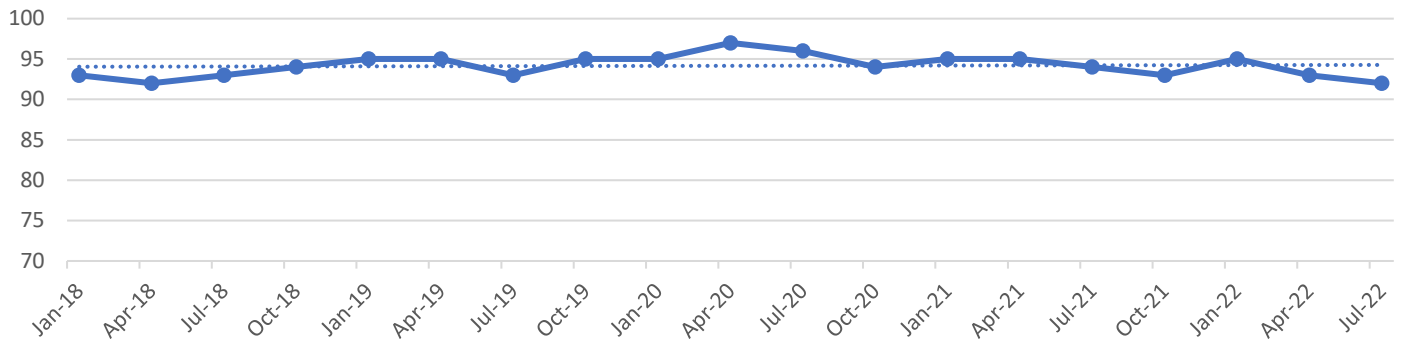
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



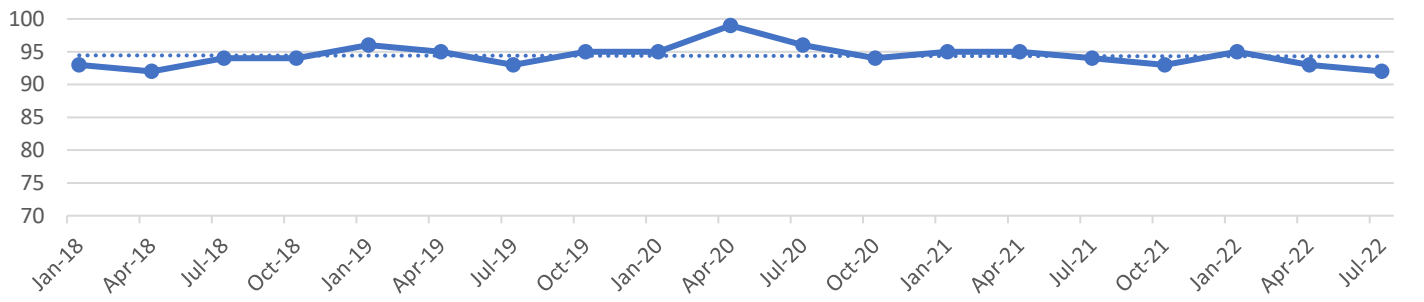
#10 - The handling of my personal medical information in a private and confidential manner



#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?

