

Patient Satisfaction Survey 345 W. Northwest Highway, Palatine 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 96% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

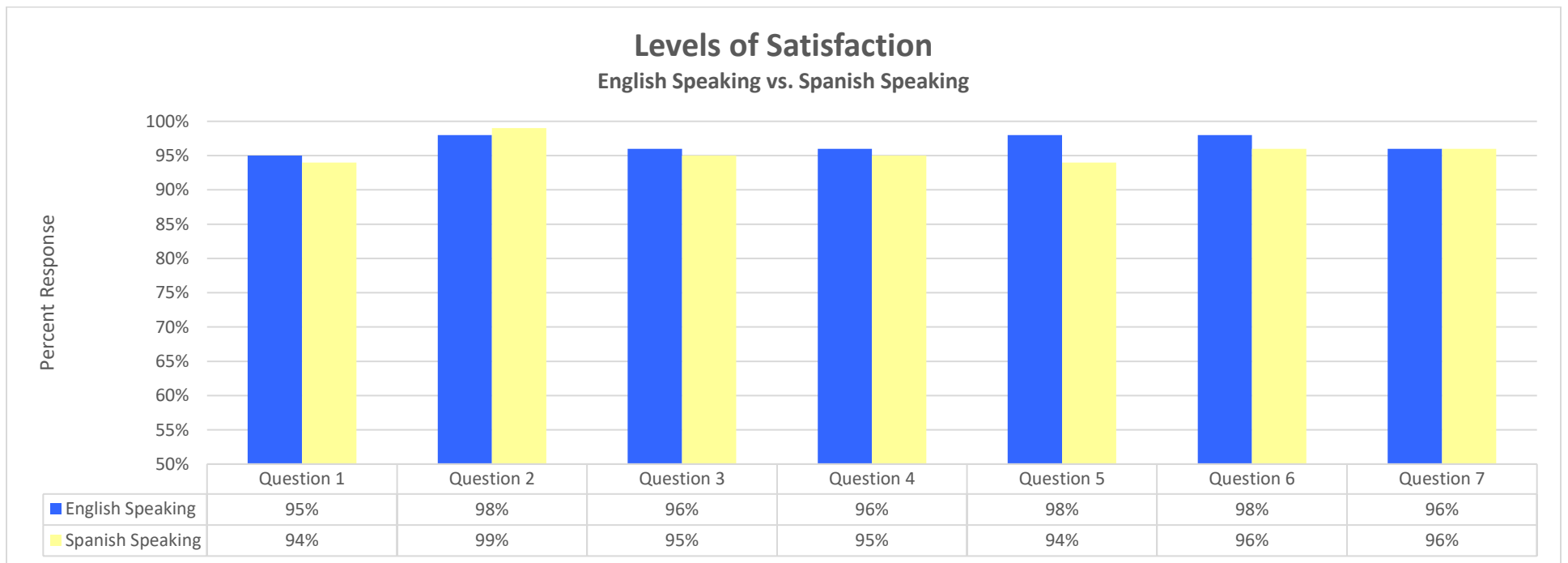
345 W. Northwest Hwy, Palatine – Survey Questions	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022	Level of Satisfaction October 2021
1. The phone operator staff and call center	97%	94%	%	%
2. The reception staff	96%	97%	%	%
3. Receiving a timely appointment	96%	98%	%	%
4. Education and explanation of plan provided in a way that I can understand	96%	97%	%	%
5. The follow up and coordination of my care	97%	97%	%	%
6. The staff addressing my medical needs today	97%	98%	%	%
7. The time spent waiting	96%	97%	%	%
8. The respectfulness of staff	96%	98%	%	%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	95%	%	%
10. The handling of my personal medical information in a private and confidential	97%	97%	%	%
11. Your medical assistant	98%	97%	%	%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	97%	%	%
13. Overall, how satisfied are you with the Health Center?	98%	97%	%	%

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%

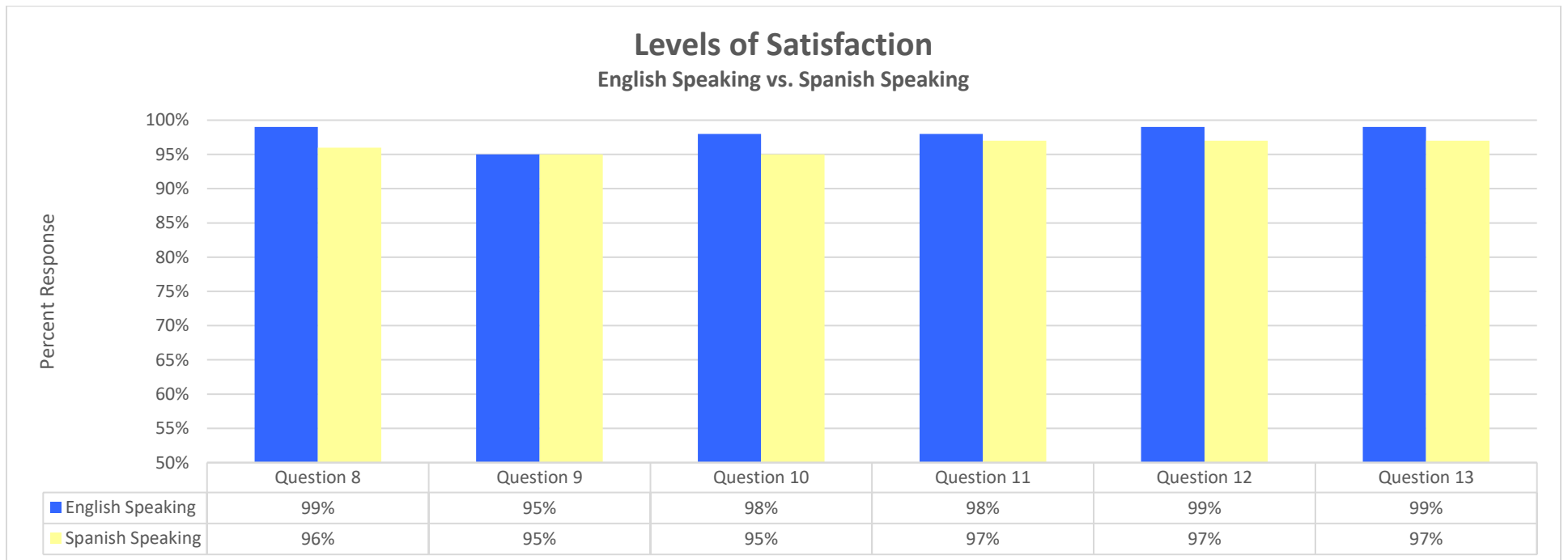
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	38 81%	31 84%	6 13%	3 8%	3 6%	2 5%	0	0	0	1 3%
2. The reception staff	42 88%	35 95%	6 13%	2 5%	0	0	0	0	0	0
3. Receiving a timely appointment	41 85%	29 78%	4 8%	6 16%	3 6%	2 5%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	41 85%	29 78%	5 10%	6 16%	2 4%	2 5%	0	0	0	0
5. The follow-up and coordination of my care	42 88%	28 76%	6 13%	7 19%	0	2 5%	0	0	0	0
6. The staff addressing my medical needs today	43 90%	29 78%	5 10%	8 22%	0	0	0	0	0	0
7. The time spent waiting	43 90%	31 84%	3 6%	5 14%	0	0	1 2%	1 3%	1 2%	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	45 94%	31 84%	3 6%	5 13%	0	1 3%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	39 85%	29 78%	3 7%	6 16%	4 9%	2 5%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	43 92%	30 81%	4 9%	5 14%	0	2 5%	0	0	0	0
11. Your medical assistant	43 90%	32 87%	4 8%	4 11%	1 2%	1 3%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	46 96%	32 87%	2 4%	5 14%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	45 94%	32 87%	3 6%	4 11%	0	1 3%	0	0	0	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: 19

N/A: 5

YES:

Comments:

1. "Neelam Patel is very nice and sweet."
2. "It is a lovely location."
3. "Reception are very nice and kind and always smiling keep up the great work ladies."
4. "No, I didn't leave any message nor staff member."

Spanish

NO: 12

N/A: 4

YES:

Comments:

1. "The receptionist with the long brown hair is very kind and helps me a lot." "La recepcionista con pelo largo café me ayuda y es muy amable."
2. "Very good." "Muy bien."

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

English

1. "They give us good explanation about what's going on." (Patel, N)
2. "Helpful."
3. "Everyone is kind and receptive to questions." (Mattes)
4. "N/A." (6)
5. "Explanation." (Mendyuk)
6. "Availability." (Mattes)
7. "The staff, I was having a bad morning, and I was greeted by Christina and from the start she was so kind and helpful. She truly helped in turning my day around including Lindsay they are awesome." (Mattes)
8. "Very patient and listener." (Patel, N)
9. "Everyone is very kind, and everything is done in a timely manner." (Patel, N)
10. "All the staff."
11. "Communication."
12. "Timely appts." (Patel)
13. "Lindsey is amazing and Debbie her assistant (front desk very nice) & helpful. Lindsey has gone above and beyond for me & has a HUGE HEART, she truly cares for her patients, and it shows. Thank you for everything it was a great experience here. I will be a patient forever." (Mattes)
14. "No waiting, professional, friendly."
15. "Helpful very nice." (Mattes)
16. "Everyone is kind."
17. "Respectful." (Mendyuk)
18. "Cleanliness." (Mattes)
19. "Very helpful." (Patel, N)
20. "Good service." (Mattes)

Spanish

1. "Everything." "Todo." (Mendyuk)
2. "I'm happy with the attention." "Estoy contenta con sus atenciones."
3. "Bilingual personnel." "Personal bilingue."
4. "Very clean." "Muy limpio." (Mattes)
5. "Very good doctor." "Muy buena doctora." (Mendyuk)
6. "They are on top of my health, helping and everything so fast." "Estan al pendiente de mi salud ayudando y todo muy rapido." (Patel, N)
7. "N/A." (3)
8. "They don't rush you, they take their time." "No apresuran nada, toman su tiempo." (Mattes)
9. "Very clean clinic, everyone is very respectful." "Muy limpio la clinica, respetuosos todos." (Patel, N)
10. "Greater Family Health has always helped me when I go and don't feel good." "Greater Family Health me ha ayudado siempre que voy cuando no me siento bien."
11. "Laboratory." "Laboratorio."
12. "Everyone very kind." "Todos muy amables." (Vega)
13. "Communication." "Comunicacion." (Vega)
14. "The tests." "Los estudios." (Patel, N)
15. "Fast appointments and attention." "Citas rapidas y atencion."
16. "With my families health." "Con la salud de mi familia."
17. "The facility." "La facilidad." (Mattes)

21. "Very kind people." (Mattes)
22. "Nice environment." (Mattes)
23. "Very informative."
24. "Friendly staff." (Mattes)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (8)
2. "No suggestions." (Mattes)
3. "Have sooner appointments."
4. "Nothing at the moment." (2)
5. "Nothing, everything was great." (Mattes)
6. "Nothing." (5)
7. "Everything is great."
8. "More medical staff and have more rooms for checkup."
9. "You can't." (Mattes)
10. "We had an overall good experience."
11. "It is good from my point of view."

Spanish

1. "N/A." (3)
2. "The service looks good." "El servicio me parece bien."
3. "Nothing." "Nada." (2)
4. "Nothing at the moment." "Nada al momento." (2)
5. "Give all the information and results to the patients." "Dar toda la informacion y resultados a los pacientes."
6. "Nothing. All is great thanks." "Nada, todo esta bien gracias." (Patel, N)
7. "To me I believe it is a great service, nothing to improve." "Para mi siento que es un buen servicio, nada que mejorar." (Patel, N)
8. "I am satisfied." "Estoy satisfecha."
9. "For the moment everything is fine." "Por el momento todo esta bien." (Mattes)

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

English

- YES: 45
- NO:

Spanish

- YES:33
- NO:

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

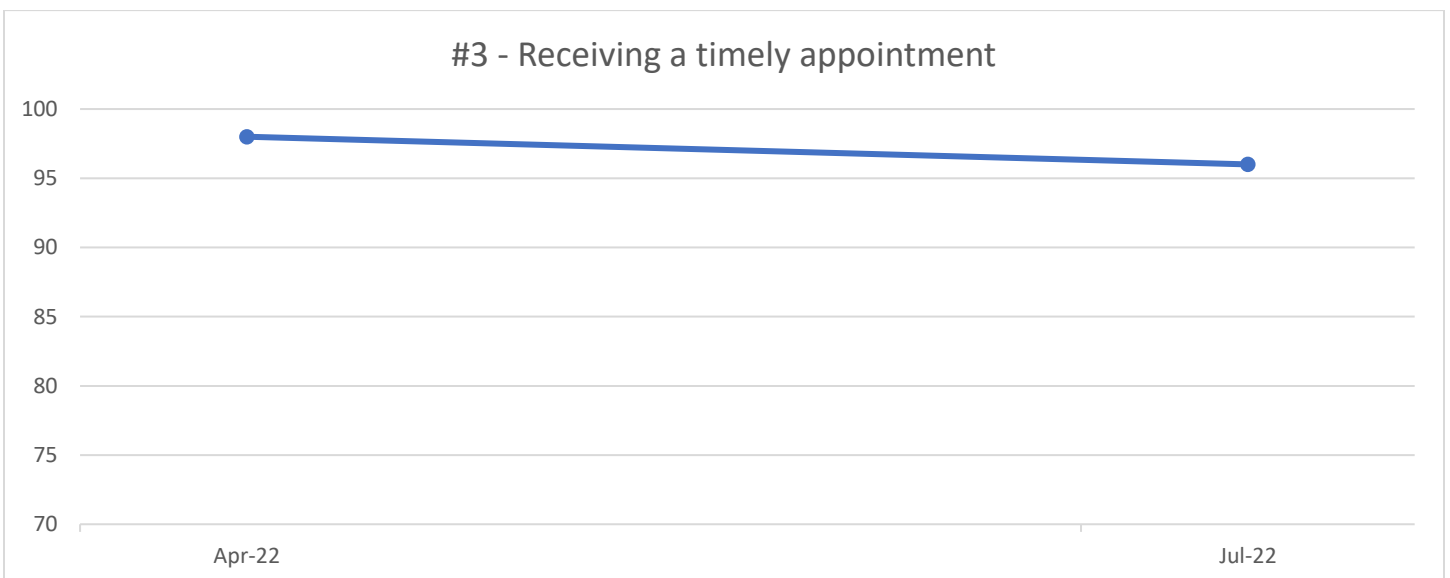
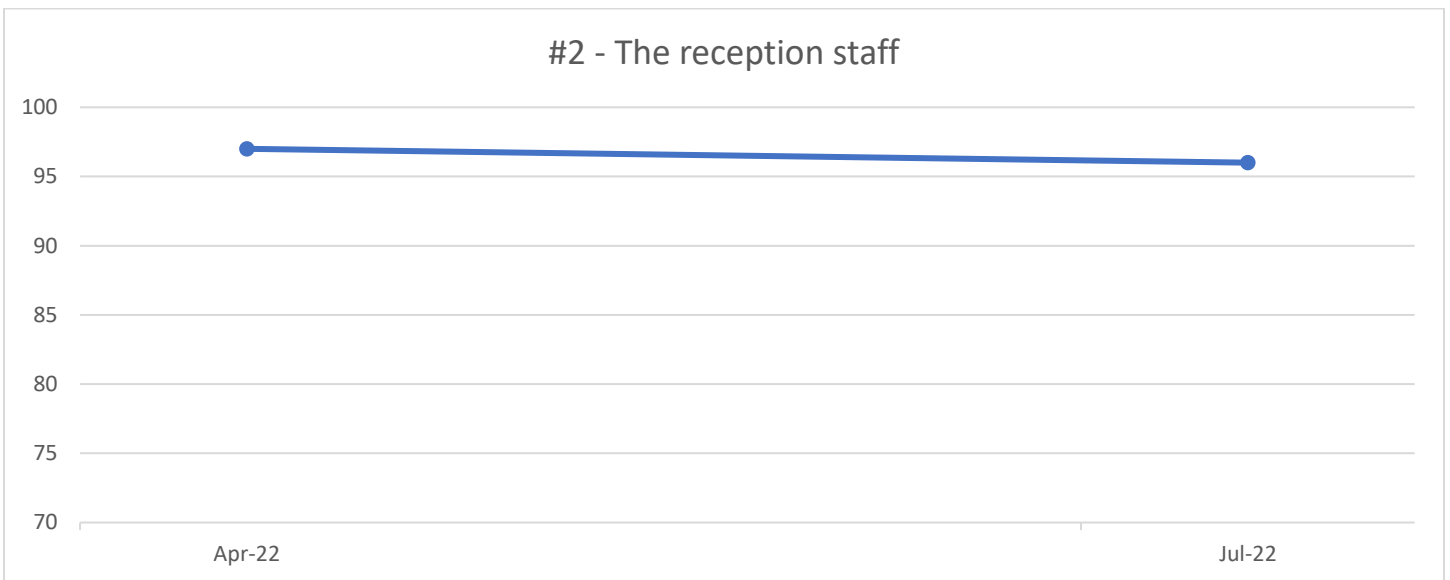
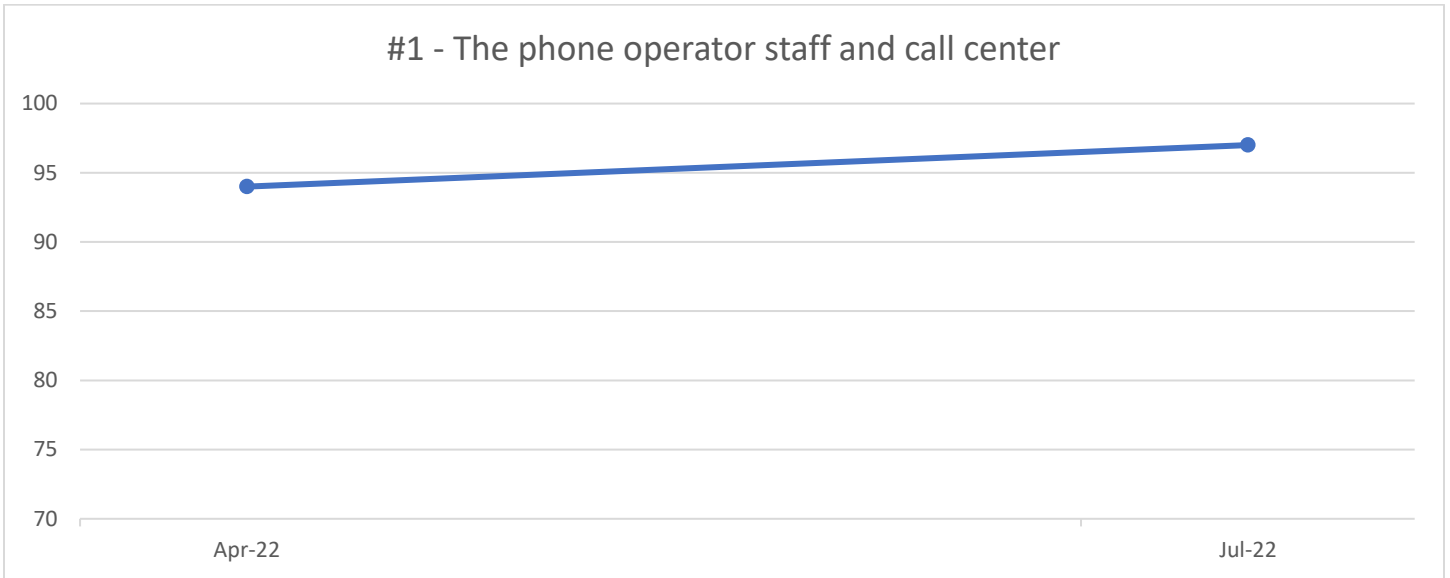
English

- Headley: 1
- Mattes: 18
- Mendyuk: 4
- Patel, N: 11

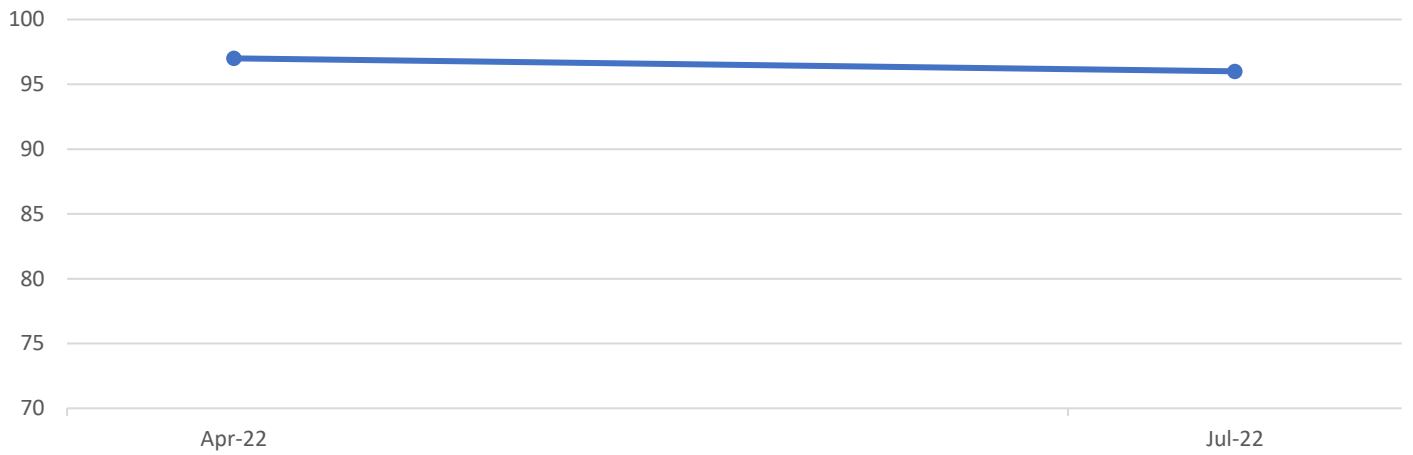
Spanish

- Headley: 1
- Mattes: 10
- Mendyuk: 3
- Patel, N: 8
- VanBrunt: 1
- Vega: 2

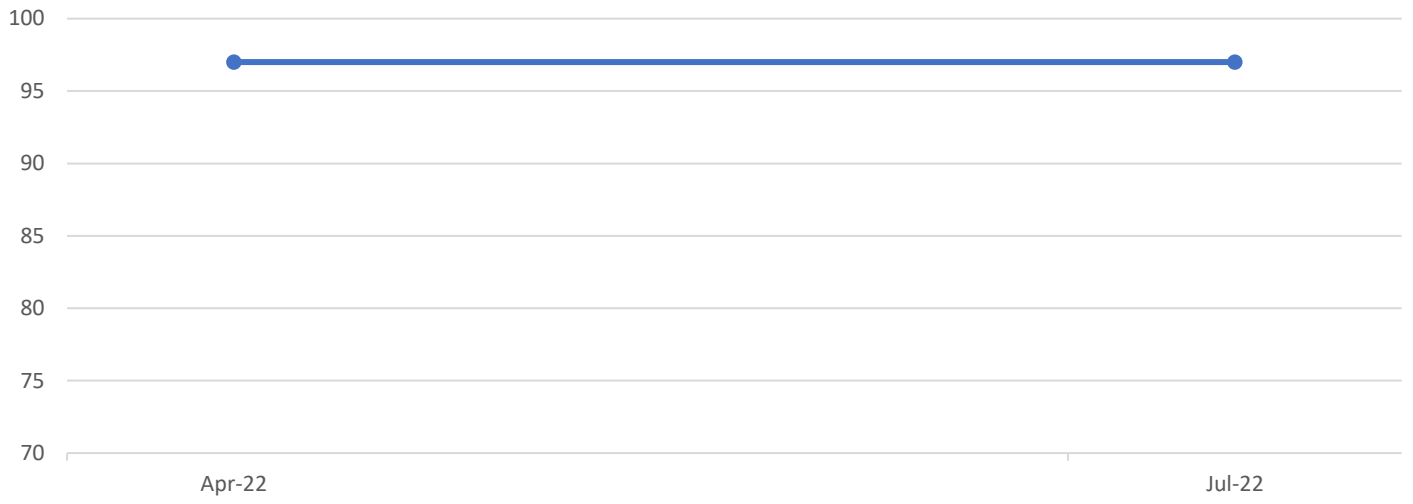
Individual Question Results with Trendlines



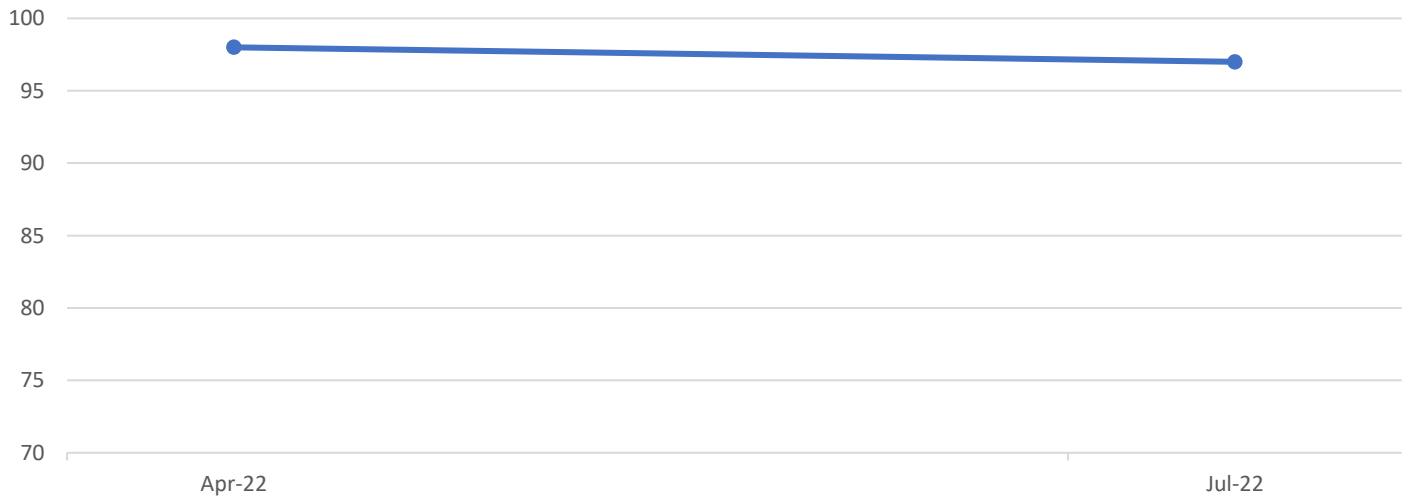
#4 - Education and explanation of plan provided in a way that I can understand



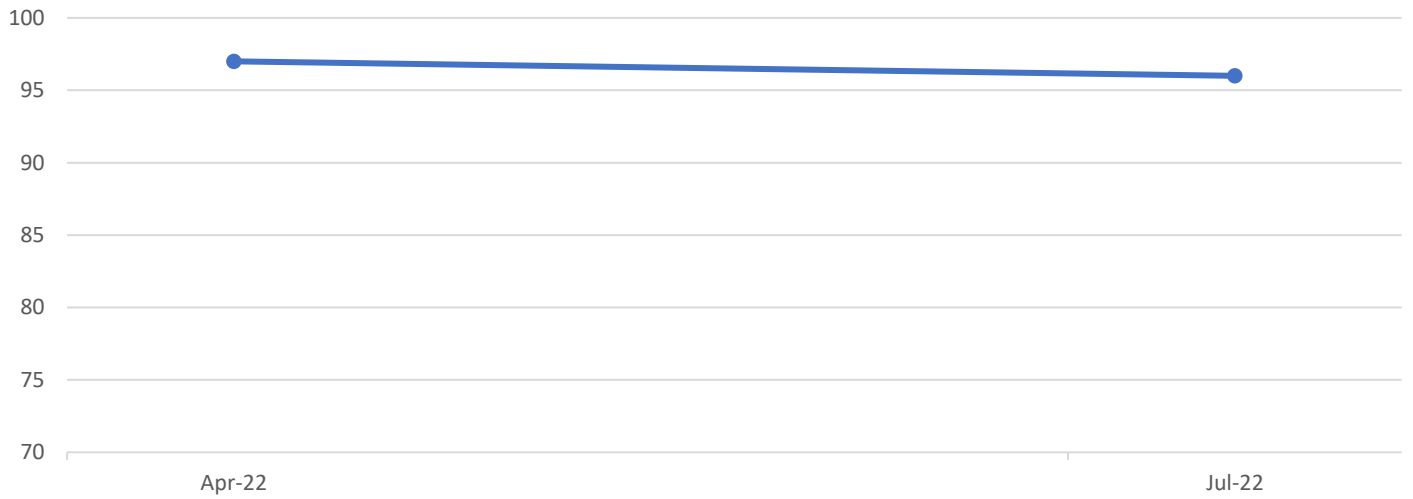
#5 - The follow-up and coordination of my care



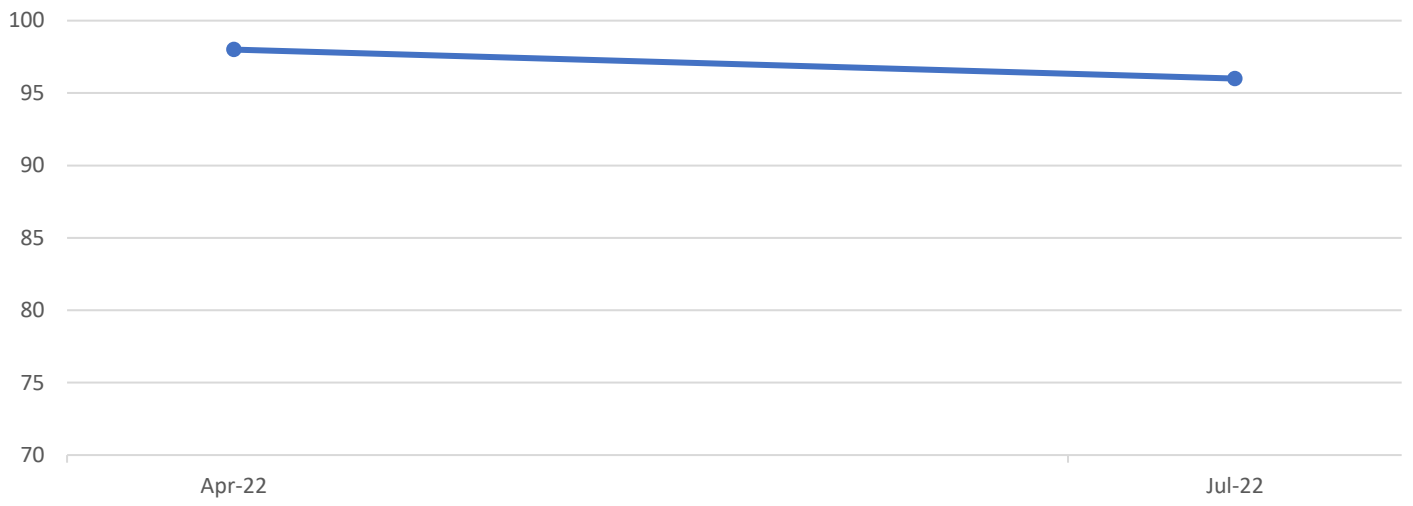
#6 - The staff addressing my medical needs today



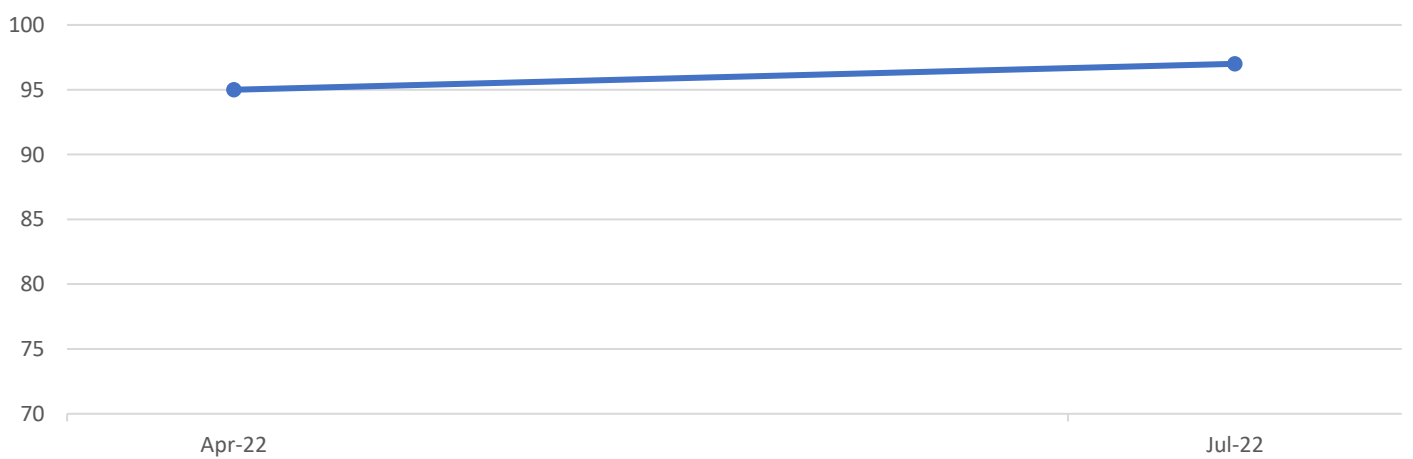
#7 - The time spent waiting



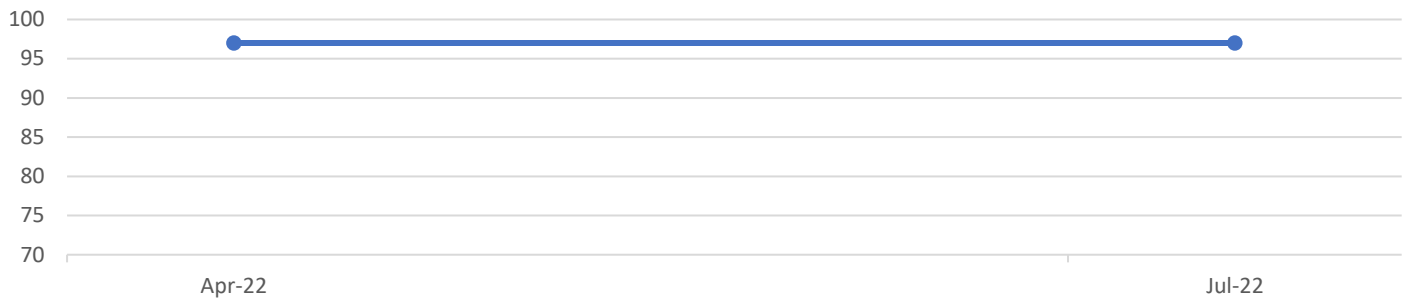
#8 - The respectfulness of staff



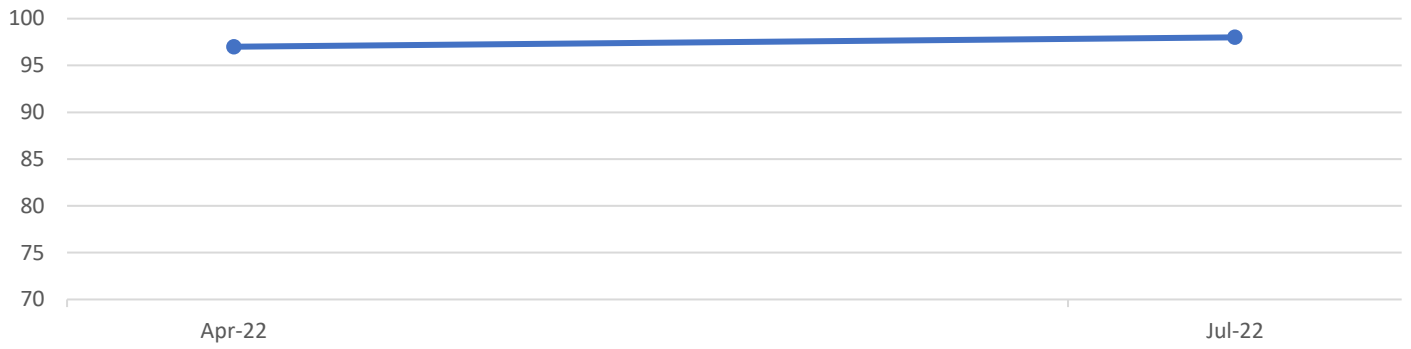
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



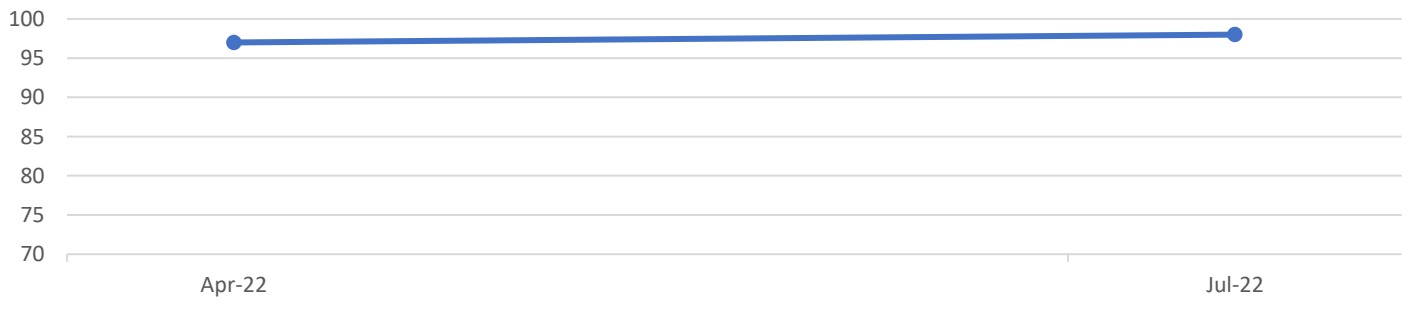
#10 - The handling of my personal medical information in a private and confidential manner



#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?

