

Patient Satisfaction Survey 10225 Grand Ave, Franklin Park October, 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 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

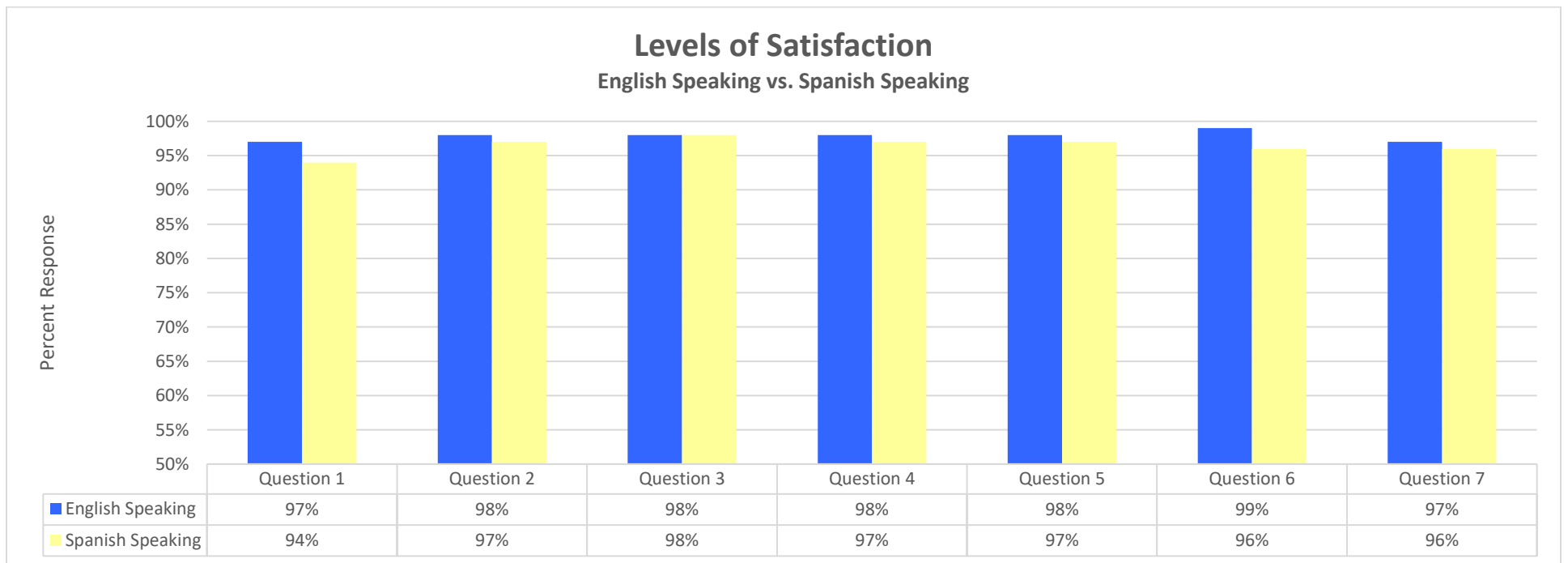
10225 Grand Ave, Franklin Park – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	96%	94%	%	%
2. The reception staff	98%	97%	%	%
3. Receiving a timely appointment	98%	96%	%	%
4. Education and explanation of plan provided in a way that I can understand	98%	96%	%	%
5. The follow up and coordination of my care	98%	97%	%	%
6. The staff addressing my medical needs today	98%	97%	%	%
7. The time spent waiting	97%	94%	%	%
8. The respectfulness of staff	98%	97%	%	%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	95%	%	%
10. The handling of my personal medical information in a private and confidential	97%	96%	%	%
11. Your medical assistant	98%	97%	%	%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	99%	%	%
13. Overall, how satisfied are you with the Health Center?	98%	97%	%	%

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

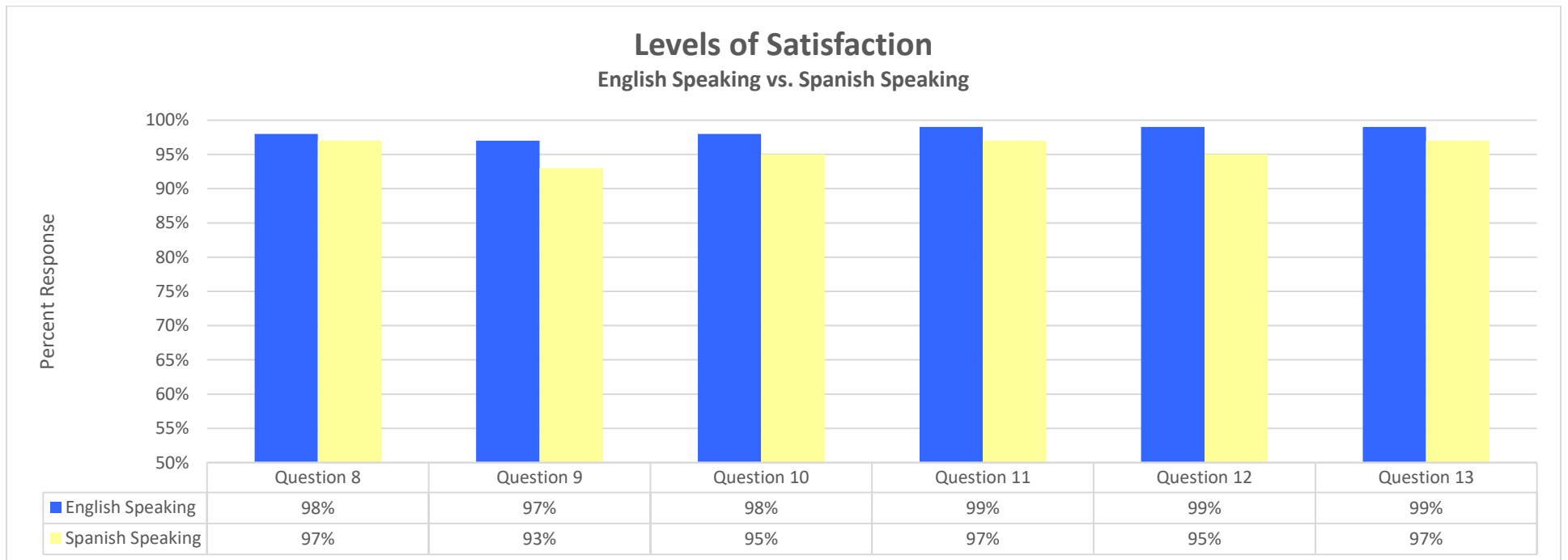
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	102 87%	37 82%	12 10%	4 9%	3 3%	3 7%	0	1 2%	0	0
2. The reception staff	110 93%	41 85%	6 5%	7 15%	2 2%	0	0	0	0	0
3. Receiving a timely appointment	109 92%	43 90%	9 8%	5 10%	1 1%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	109 92%	42 89%	8 7%	4 9%	1 1%	1 2%	0	0	0	0
5. The follow-up and coordination of my care	110 92%	38 83%	8 7%	8 17%	1 1%	0	0	0	0	0
6. The staff addressing my medical needs today	113 94%	39 83%	6 5%	7 15%	1 1%	1 2%	0	0	0	0
7. The time spent waiting	104 88%	37 79%	9 8%	10 21%	5 4%	0	0	0	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	110 92%	40 87%	8 7%	6 13%	1 1%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	91 86%	28 72%	12 11%	8 21%	3 3%	3 8%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	106 91%	36 78%	8 7%	9 20%	3 3%	1 2%	0	0	0	0
11. Your medical assistant	112 94%	40 85%	6 5%	6 13%	1 1%	1 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	112 93%	39 83%	7 6%	6 13%	1 1%	1 2%	0	1 2%	0	0
13. Overall, how satisfied are you with the Health Center?	110 93%	41 85%	7 6%	7 15%	1 1%	0	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: 23

N/A: 12

YES: 9

Comments:

1. "Nise."
2. "Great." (2)
3. "Good job."
4. "Very good." (Sadik)
5. "My experience was overall good and Amanda was very professional in her care."
6. "Yes answered all my questions and needs." (Corral)
7. "No, not needed to leave but nothing bad, all good service."
8. "Highly recommended." (Alcordero)
9. "Thank you for all the help."

Spanish

NO: 20

N/A: 2

YES: 4

Comments:

1. "Ok." (Sadik)
2. "Very satisfactory, their response time is reasonable." "Muy satisfactorio contestan en un tiempo razonable."
3. "That they answer the messages on time." "Que contestan a tiempo los mensajes." (Sadik)
4. "It was great." "Estuvo bien."

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

English

1. "N/A." (4)
2. "Nise."
3. "Everything." (2)
4. "Nice personal." (Alcordero)
5. "The staff; very friendly & courteous."
6. "Doctor explanation, clear." (Sadik)
7. "Engagement." (Sadik)
8. "Fast and on time." (Sadik)
9. "The staff."
10. "Very good." (Alcordero)
11. "Communication."
12. "Wait time is very good!" (Headley)
13. "Close to my house."
14. "Good specialists."
15. "Medical assistants."
16. "Translation."
17. "Awesome."
18. "Personal."
19. "Good." (Sadik)
20. "The care that the staff has for their patients."

Spanish

1. "N/A." (Sadik)
2. "Taking care of my health." "Cuida mi salud." (Sadik)
3. "Availability." "Disponibilidad."
4. "The low cost." "El bajo costo."
5. "People." "Personas."
6. "Service." "Servicio." (Alcordero)
7. "Accessible." "Accesible." (Corral)
8. "Dr. Sadik." (Sadik)
9. "The quick attention with quick available appointments." "La atencion rapida con citas disponibles rapidas." (Alcordero)
10. "That it is accessible." "Que es accesible."
11. "They provide services in Spanish and English. They have many services for the community." "Proveen servicios en espanol y en ingles. Tienen muchos servicios para la comunidad."
12. "The explanation, quick appointments." "Las explicaciones, citas rapidas."
13. "They are very professional." "Son muy profesionales."
14. "They are all very kind." "Todos son muy amables."
15. "The kind attention from the personnel." "La amable atencion del personal." (Corral)

16. "That they look for same day appointments." "Que buscan tener una cita en el mismo dia." (Alcordero)
17. "Good attention." "Buena atencion." (Corral)
18. "Their help and attention." "Su ayuda y atencion,."
19. "That they have same day appointments." "Que dan citas el mismo dia." (Corral)
20. "Their ability to render care in an emergency." "Su habilidad para atenderme en una emergencia." (Corral)
21. "They provide timely appointments." "Que las citas las dan muy rapido." (Corral)
22. "That they look for appointments to render care." "Que buscan donde tener las citas para que te atiendan." (Alcordero)
23. "Very good service." "Muy buen servicio."
24. "Providing efficient services and very attentive." "Proveer servicios eficientes y muy atentos."
25. "I liked their attention, clean and it is a new center." "Me gusto su atencion, limpio y que es un lugar nuevo." (Sadik)
26. "Everything was exceptionally good. Attention with consideration and respect." "Todo estuvo muy bien. Atencion con consideracion y respeto." (Corral)
27. "They have given excellent, service, promptness and kindness." "Me han dado excelente, servicio, prontitud y amabilidad." (Sadik)
28. "It seems very accessible, and I like that the doctors appear interested in doing a great job." "Me parece muy accesible y me gusta que los doctores se notan interesados por hacer bien su trabajo." (Sadik)
29. "The front desk personnel." "El personal de en frente." (Sadik)
30. "If I need specialists, they take care of everything I just need to schedule the appointment." "Que si necesito especialistas ellos se encargan de todo yo solo tengo que hacer la cita."
31. "Their kindness and service." "Su amabilidad y servicio."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (6)
2. "Nice."
3. "Vitamins."
4. "Yes."
5. "Everything is excellent." (Corral)
6. "Everything is good 😊."

Spanish

1. "N/A." (Sadik)
2. "It is very good." "Es muy bien."
3. "Very satisfied." "Muy satisfecha." (Sadik)
4. "Everything is good." "Todo bien."
5. "It is good." "Esta bien." (Sadik)

7. "Nothing, you're amazing 😊."
 8. "Keep doing the same thing."
 9. "Insurance."
 10. "Everything is fine." (Alcordo)
 11. "I don't know."
 12. "More quickly." (Sadik)
 13. "Nothing that I can see. All seems well right now."
 14. "More quickly."
 15. "Everything is good."
 16. "Nice."
 17. "Everything is pretty good." (Corral)
 18. "Keep the energy."
 19. "Keep up with the good work." (Sadik)
6. "Everything is very good." "Todo muy bien." (3)
 7. "Respect and honesty." "Respeto y honestidad.." (Alcordo)
 8. "It is very good & efficient." (English response on a Spanish survey)
 9. "When you leave messages, they do not call back." "Cuando dejas mensajes no llaman para a tras." (Sadik)
 10. "More empathetic practitioners and not rushing to leave when attending to." "Provedores mas empaticos y sin prisa en dejar de atender." (Alcordo)
 11. "Having more services, to avoid going to a different place." "Tener mas servicios, para no tener que ir a otro lugar." (Corral)
 12. "For now, it is excellent." "Hasta ahorra es xelente." (Corral)
 13. "Accepting HMO insurance." "Que acepten la aseguranza HMO."
 14. "Always be kind and attentive, thank you." "Siempre ser amables y atentos, gracias."
 15. "N/A for now. Everything is very good." "N/A por ahora. Todo muy bien." (Sadik)
 16. "I think it is very good." "Creo estan muy bien."
 17. "Better explanation of the types of insurance." "Mejor explicaciones de los tipos de aseguranza." (Corral)
 18. "Everything was good, very kind, thank you." "Todo esta bien muy amable, gracias." (Corral)
 19. "Continue with this excellent service." "Continuen con este excelente servicio." (Sadik)
 20. "Well from my point of view, it is pleasant. I could not ask for more. May god bless the entire personnel and I like that there are people that speak Spanish, thank you." "Pues a mi punto de vista es genial no podria pedir mas. Que dios los bendiga a todo el personal y me gusta que hay muchas personas que hablan espanol gracias." (Sadik)

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

English

- YES: 87
- NO: 0

Spanish

- YES: 42
- NO: 0

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

English

- Alcordo: 30

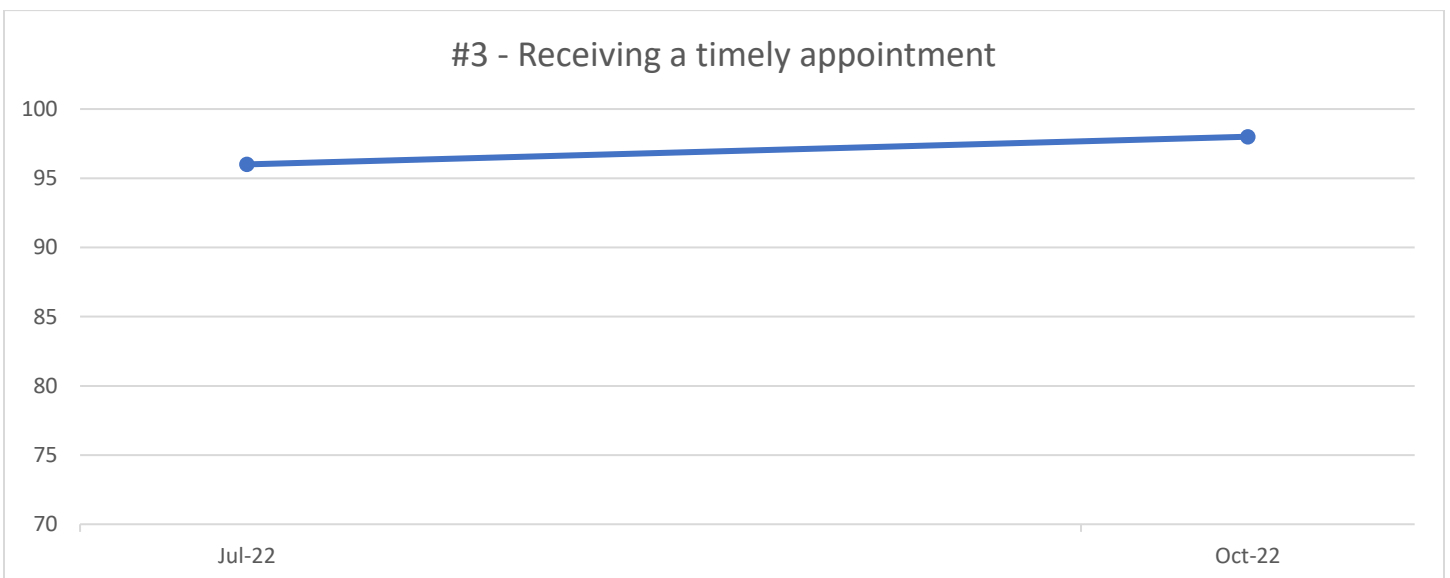
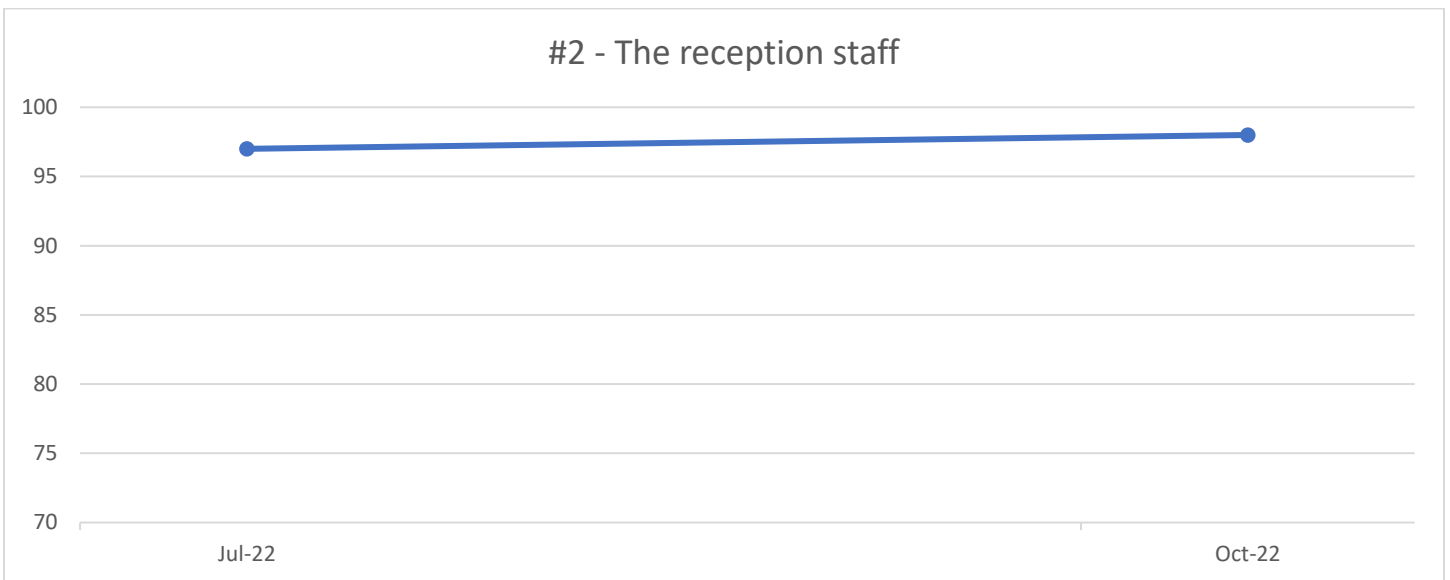
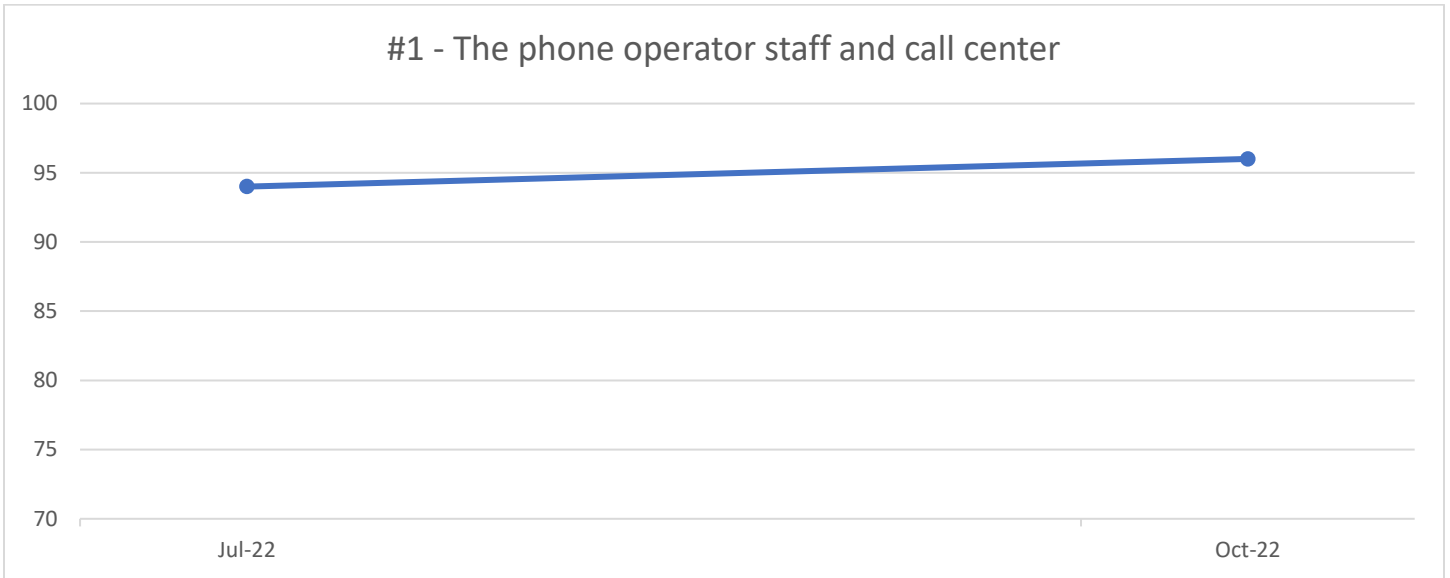
Spanish

- Alcordo: 5

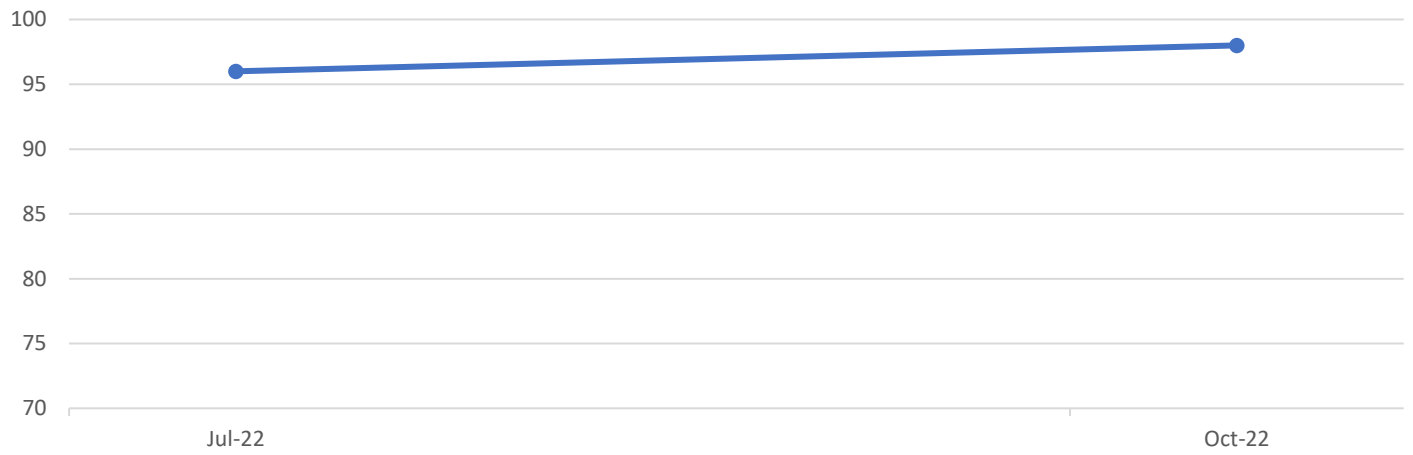
- Corral: 17
- Headley: 3
- Sadik: 28

- Corral: 9
- Sadik: 16

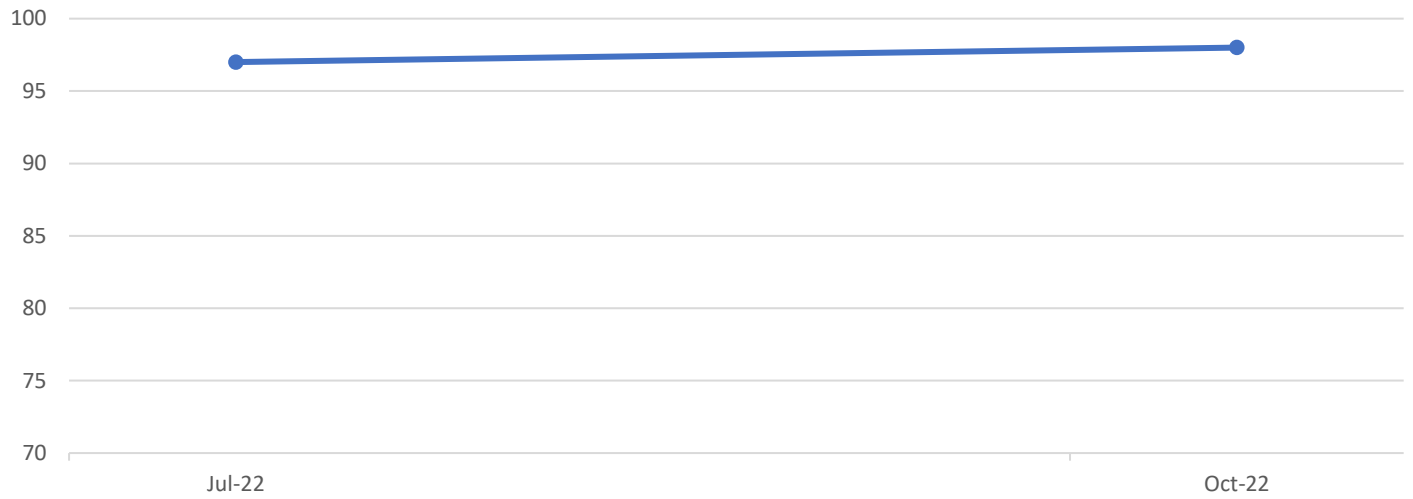
Individual Question Results with Trendlines



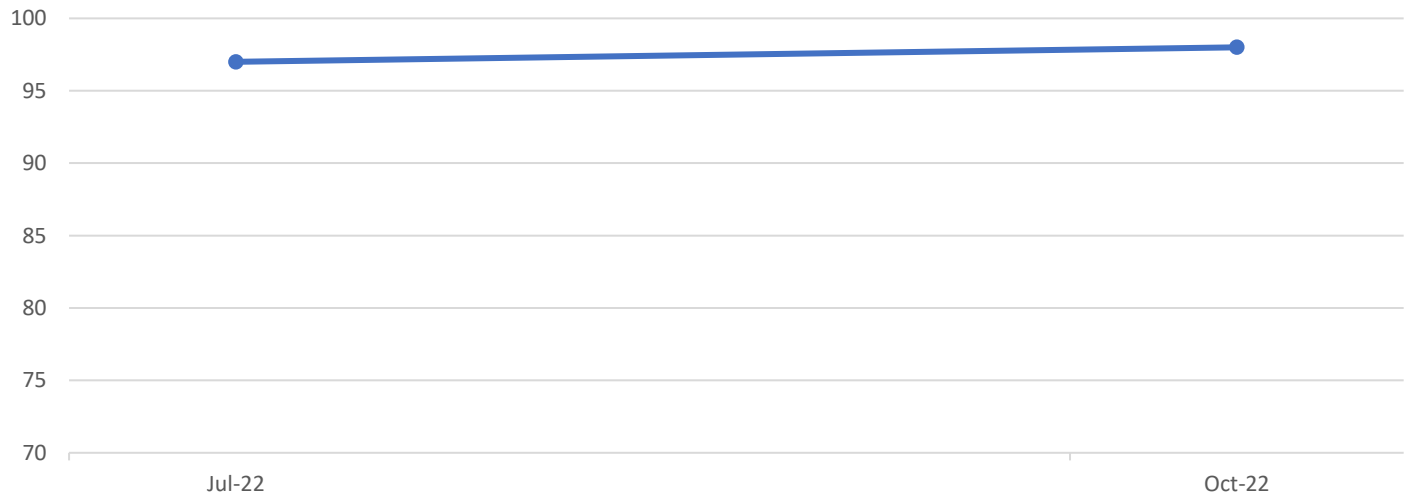
#4 - Education and explanation of plan provided in a way that I can understand

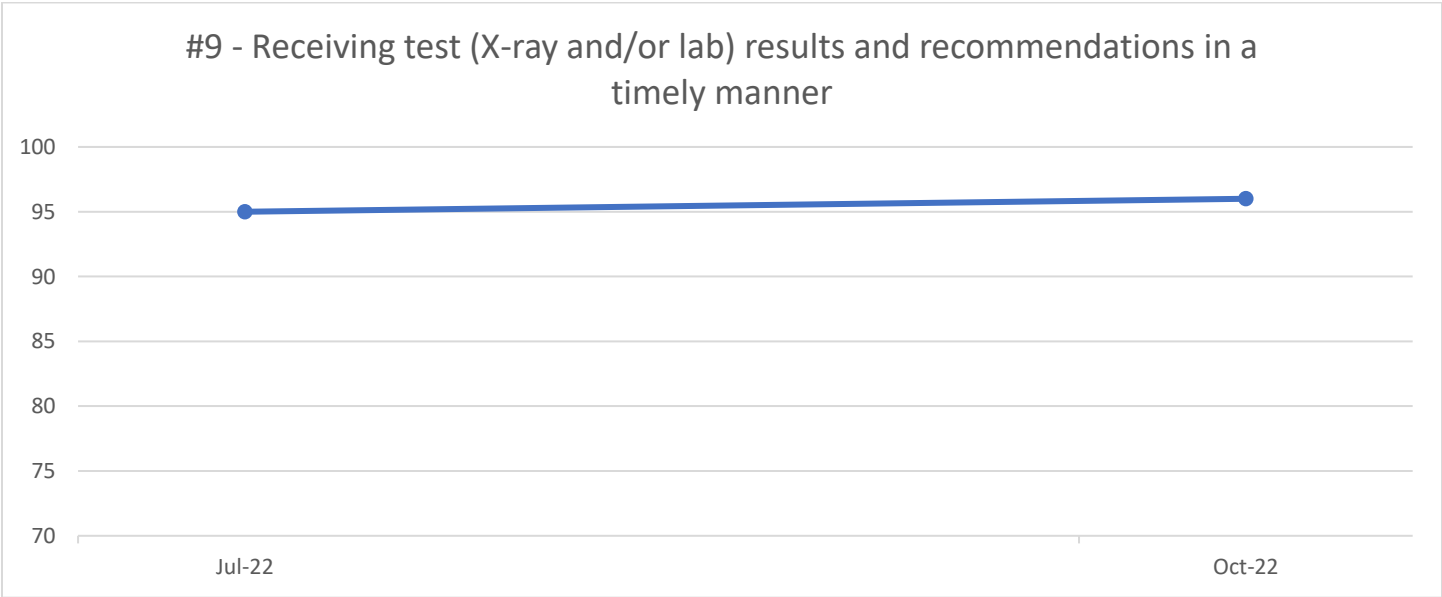
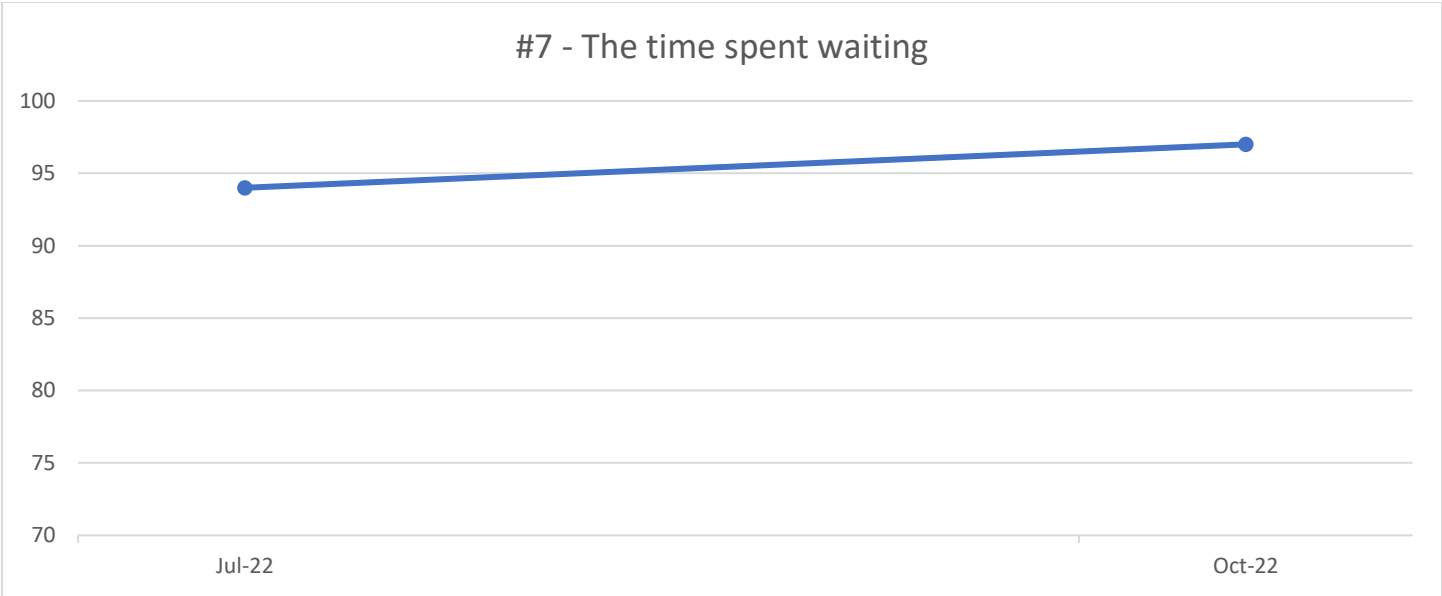


#5 - The follow-up and coordination of my care

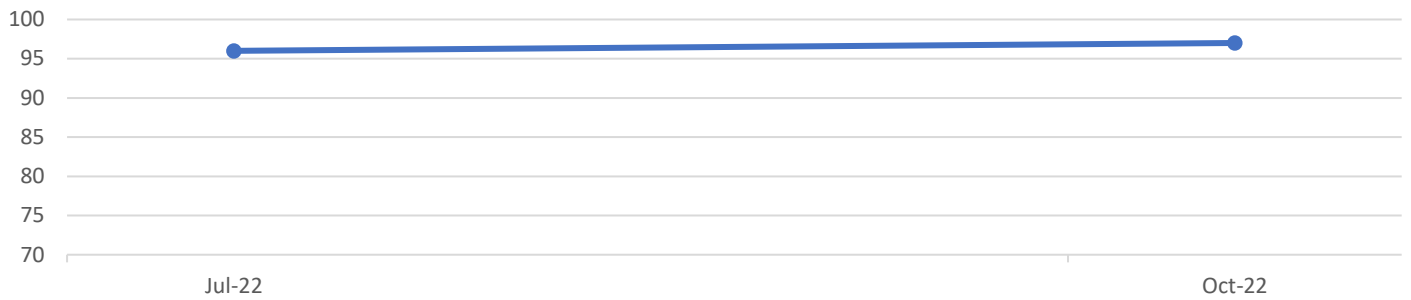


#6 - The staff addressing my medical needs today

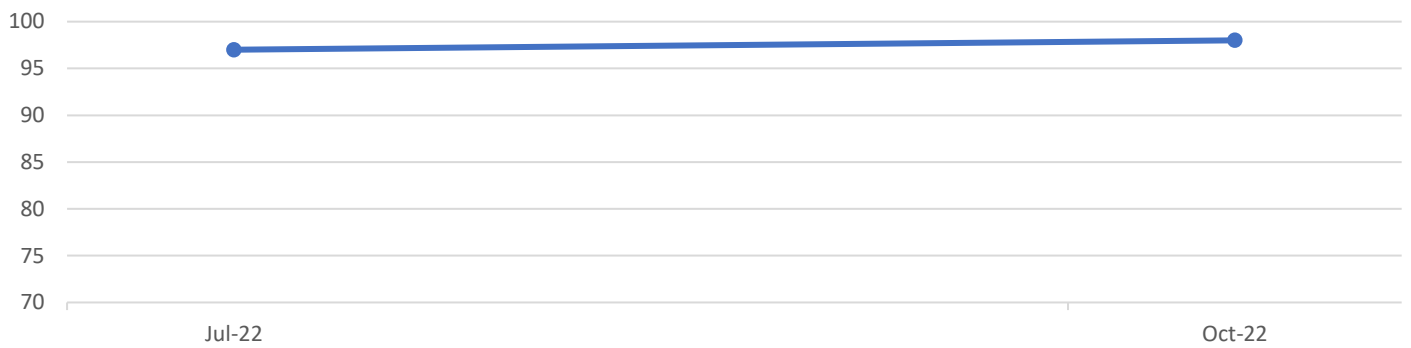




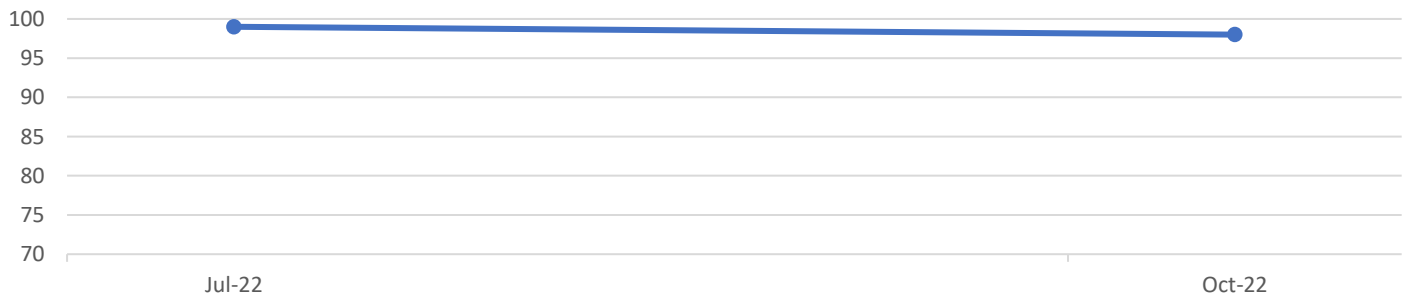
#10 - The handling of my personal medical information in a private and confidential manner



#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?

