

Patient Satisfaction Survey
135 E Irving Park Rd, Streamwood
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 87% to 93%. 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.

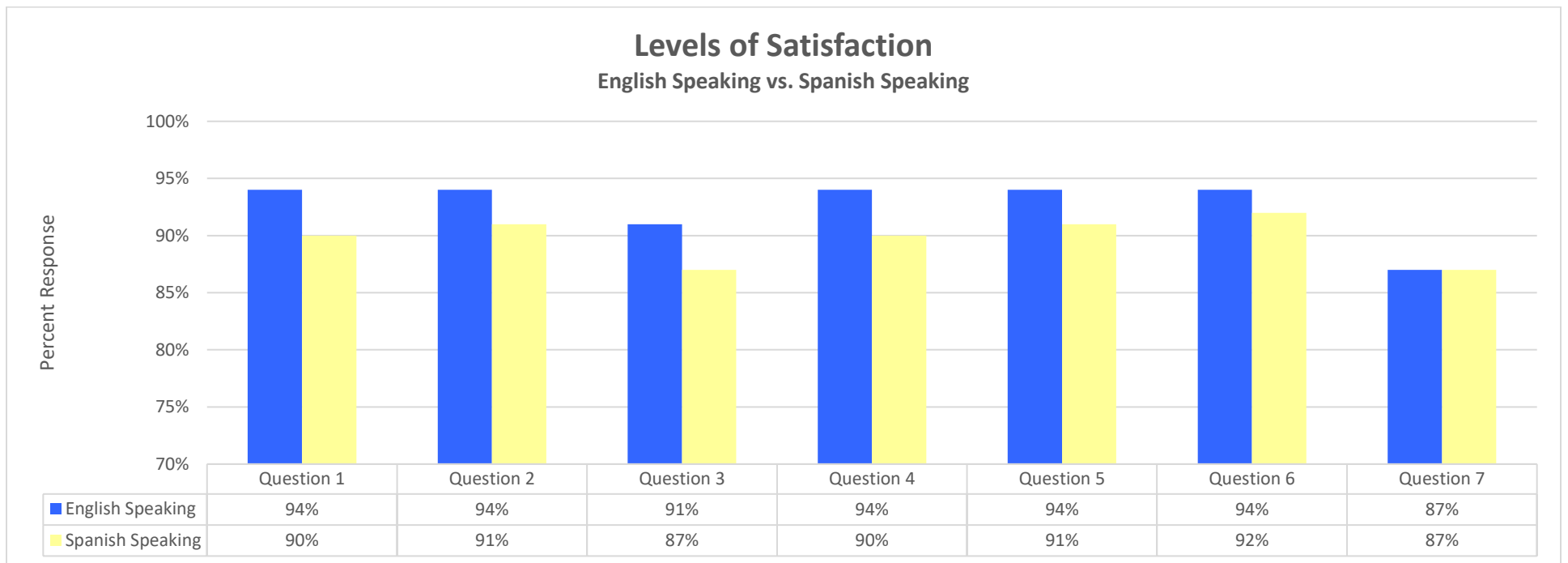
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	91%	90%	92%	91%
2. The reception staff	92%	92%	92%	92%
3. Receiving a timely appointment	89%	88%	91%	89%
4. Education and explanation of plan provided in a way that I can understand	91%	92%	93%	94%
5. The follow up and coordination of my care	92%	91%	93%	92%
6. The staff addressing my medical needs today	93%	93%	94%	93%
7. The time spent waiting	87%	85%	88%	86%
8. The respectfulness of staff	92%	92%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	89%	91%	92%	91%
10. The handling of my personal medical information in a private and confidential	91%	92%	95%	92%
11. Your medical assistant	92%	93%	95%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	93%	95%	94%
13. Overall, how satisfied are you with the Health Center?	92%	92%	94%	93%

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%

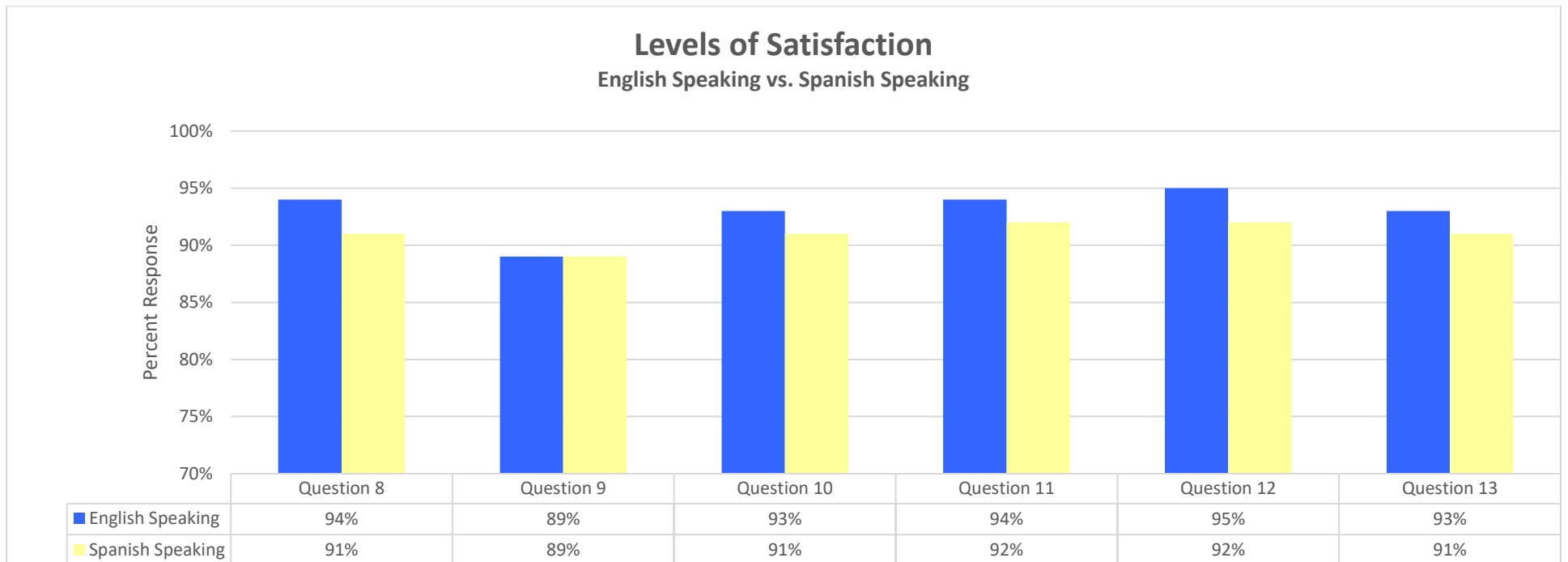
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	66 73%	124 63%	19 21%	59 30%	5 6%	7 4%	0	1 1%	0	5 3%
2. The reception staff	66 73%	132 68%	22 24%	47 24%	2 2%	9 5%	1 1%	1 1%	0	5 3%
3. Receiving a timely appointment	66 73%	123 63%	13 14%	41 21%	9 10%	18 9%	2 2%	5 3%	1 1%	8 4%
4. Education and explanation of plan provided in a way that I can understand	67 74%	124 64%	21 23%	55 28%	3 3%	8 4%	0	2 1%	0	5 3%
5. The follow-up and coordination of my care	68 76%	129 66%	16 18%	53 27%	6 7%	9 5%	0	1 1%	0	5 3%
6. The staff addressing my medical needs today	70 77%	144 73%	16 18%	40 20%	5 6%	5 3%	0	3 2%	0	5 3%
7. The time spent waiting	58 64%	108 56%	16 18%	57 29%	12 13%	19 10%	1 1%	5 3%	4 4%	5 3%



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	71 78%	129 67%	14 15%	50 26%	5 6%	7 4%	1 1%	2 1%	0	5 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	52 64%	108 59%	15 19%	56 31%	14 17%	10 6%	0	4 2%	0	4 2%
10. The handling of personal medical info in a private and confidential manner	65 74%	129 67%	17 19%	49 26%	6 7%	6 3%	0	2 1%	0	6 3%
11. Your medical assistant	68 76%	138 71%	18 20%	42 22%	3 3%	7 4%	1 1%	2 1%	0	5 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	71 80%	141 73%	15 17%	40 21%	3 3%	4 2%	0	2 1%	0	5 3%
13. Overall, how satisfied are you with the Health Center?	65 72%	132 70%	21 23%	43 23%	3 3%	8 4%	1 1%	1 1%	0	6 3%



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: 27

N/A: 12

YES: 3

Comments:

1. "It was great." (Carlton)
2. "Very well." (Friedlein)
3. "Yes got back in a good timely manner." (Carlton)

Spanish

NO: 43

N/A: 5

YES: 7

Comments:

1. "Very good service." "Muy buena servicio."
2. "Very good." "Muy bien." (Perez-Hernandez)
3. "Good." "Bien." (Carlton)
4. "Great." "Buena."
5. "I called for an appointment. She is sick with a cough unfortunately there were not any. The only thing we could do was wait. There was not point as there was no availability." "Llame para una cita. Esta enfermera de toz lammentablemente no abia y solo tocaba esperar que no tenia caso pues no abia cupo."
6. "Only with some doubts that I called with but did not receive a call back." "Solo con dudas yo llame no me han devuelto llamada." (Carlton)
7. "Yes, I had to wait some time to receive a call back." "Si tuve que esperar un tiempo para la respuesta." (Chang)

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

English

1. "N/A." (5)
2. "Good."
3. "The front desk." (Nettleton)
4. "Good doctors." (Carlton)
5. "Good service." (Chaudhari)
6. "The people helping." (Shah)
7. "Professional." (Carlton)
8. "Customer service." (Chaudhari)
9. "Everything." (2)
10. "Location." (Aragones)
11. "Resolved my concerns." (Shah)
12. "Explanation of reason for medication." (Perez Hernandez)
13. "Very professional and caring staff." (Tran)
14. "Getting serviced on time." (Chang)
15. "All my medical needs."
16. "Getting proper information about my health." (Nettleton)

Spanish

1. "N/A."
2. "Everything is very good." "Todo muy bien." (Chang)
3. "Health." "La salud."
4. "Attention and professionalism." "Atencion y profesionalidad."
5. "The doctor." "La doctora."
6. "My medications." "Mis medicamentos." (Perez Hernandez)
7. "The communication." "La comunicacion."
8. "They treat me well." "Me atienden bien." (Chang)
9. "Lab work." (English response on a Spanish survey)
10. "The staff is nice."
11. "Everyone is kind." "Todos amables." (Perez Hernandez)
12. "The service that they provide." "El servicio que me brindan."

17. "How the doctors and nurses take their time with my children even when they are scared and crying." (Shah)
18. "Appointment making takes a while." (Tran)
19. "Great communication from staff." (Shah)
20. "Everything is direct, I get the help I need." (Shah)
21. "The doctors sharing information."
22. "Results, learning more abt my body." (Chang)
23. "The providers are always so welcoming and compassionate. Puts my children at ease."
24. "We can get blood test at the same place." (Perez Hernandez)
25. "The staff and medical are great." (Aragones)
26. "Be here 15 minutes ahead of time." (Chaudhari)
27. "Having the facilities near to my house." (Tran)
28. "Angelica Tran, she was very informative & helpful!! 😊." (Tran)
29. "Courtesy call reminder for appt." (Aragones)
30. "The kindness + thoroughness of the explanations." (Chang)
31. "They try to accommodate my needs every time." (Shah)
32. "Timely appointments."
33. "Flexibility of appt." (Nettleton)
34. "Friendliness of staff."
35. "The thoroughness of the dr." (Aragones)
36. "They were very respondent to my questions." (Carlton)
37. "They call the day before appt." (Friedlein)
38. "Accommodating appt." (Carlton)
13. "Excellent personnel and support in regard to health." "Excelente personal y apoyo en la salud." (Chang)
14. "The closeness and that they speak Spanish." "Lo cerca que estan y que hablan espanol." (Perez Hernandez)
15. "More personnel, so they may quickly address emergencies." "Mas personal, para que atienden rapido a las emergencias."
16. "Doctors and nurses that speak Spanish." "Doctores y enfermeras que hablan espanol." (Tran)
17. "I am satisfied. It covers all my health necessities and my family's." "Que estoy satisfecha cubre todas las necesidades de mi salud y de mi familia." (Perez Hernandez)
18. "Their excellent attention." "Su excelente atencion." (Aragones)
19. "That they treat us well." "Que nos atienden bien."
20. "The closeness to my home." "Es serca de mi casa." (Chang)
21. "Kind they treat us very well." "Amables atienden muy bien."
22. "Learn about my test results." (English response on a Spanish survey)
23. "The attention from the practitioners." "La atencion de los proveedores." (Perez Hernandez)
24. "They are very professional." "Son muy profesionales." (Perez Hernandez)
25. "It is close, they speak Spanish, it is accessible." "Esta cerca, hablan espanol, es acesible." (Perez Hernandez)
26. "The attention they provide to their patients." "La atencion que le brindan a los pacientes." (Nettleton)
27. "I do not have comments. Everything is great." "No tengo comentario. Todo esta bien." (Aragones)
28. "The attention from the personnel and doctors." "La atencion del personal y doctores." (Chaudhari)
29. "My doctor, the closeness to my home and the attention from the personnel." "Mi doctora lo cerca de mi casa y la atencion del personal." (Perez Hernandez)
30. "The clinic personnel is very kind." "El personal de la clinica es muy amable." (Carlton)
31. "Everything in respect to health." "Todo respeto a la salud." (Perez Hernandez)
32. "The attention that they provide, from scheduling the appointment to the attention."

- “La atencion que brindan, desde hacer la cita y la atencion.” (Tran)
33. “The reminder calls.” “Los recordatorios telefonicos.” (Tran)
 34. “Their personnel is very capable.” “Su personal muy util.” (Aragones)
 35. “It is good service.” “Es buen servicio.” (Carlton)
 36. “The quick attention and it is excellent.” “La atencion rapida y exelente.” (Carlton)
 37. “That they treat me when I need it.” “Que me atienden cuando nesecito.” (Carlton)
 38. “Same day appointments.” “Las citas en el mismo dia.”
 39. “Their excellent attention and the help with the cost.” “Su excelente atencion y la ayuda en los costos.” (Perez Hernandez)
 40. “With the insurance they provide.” “En la aseguranza que brindan.” (Tran)
 41. “That it is close to my home and that they speak Spanish.” “Ques esta cerca de mi casa y tambien que hablan espanol.”
 42. “That they worry about my health.” “Q se preocupan por mi salud.”
 43. “Having control of my health.” “A llevar buen control de salud.” (Nettleton)
 44. “That they are very attentive and immediately treat us in a sweet manner.” “Queson muy attentos y pronto atienden auno con muy bonita manera.” (Perez Hernandez)
 45. “They provide the best follow up care.” “Me dan la mejor atencion en el seguimiento sobre mi salud.” (Perez Hernandez)
 46. “Their attention and very good medical guidance.” “Su atencion y orientacion medica muy buena.” (Shah)
 47. “That they treat me quickly.” “Que atienden muy rapido.” (Chaudhari)
 48. “The excellent attention and professional service.” “La excelente atencion y el servicio profesional.” (Perez Hernandez)
 49. “They speak Spanish and are kind.” “Hablan espanol y son amables.” (Shah)
 50. “Great help with referrals and appointments.” (English response on a Spanish survey)
 51. “It is close to my home.” “Que es cerca de casa.”
 52. “The way the personnel treats us.” “Su forma de atender el personal.” (Carlton)
 53. “The doctor explains very well and the kind receptionists.” “La doctora muy bien explicando y los resepcionistas amables.” (Perez Hernandez)
 54. “The reminder in informing anticipated appointments, this is very good, thanks.” “El

- recordatorio informar anticipadamente la cita, es muy bueno esto, gracias.” (Aragones)
55. “The serenity and good treatment.” “La serenania y buen trato.”
 56. “Everything. Excellent attention and they help by solving my health.” “Todo excelente atencion y me ayudan en poder solucionar la salud.” (Carlton)
 57. “Good attention and the comprehensive care they provide.” “Buen atencion y comprension brindan el cuidado.” (Carlton)
 58. “That it is close to my home, and they speak Spanish.” “Que esta cerca de mi domicilio y hablan espanol.” (Chang)

Question 16: How can we improve Greater Family Health?

English

1. “N/A.” (6)
2. “Less waiting time.”
3. “Yall good.” (Chang)
4. “Lab wait time.” (Shah)
5. “More timely.” (Nettleton)
6. “Service.” (Carlton)
7. “Yes.” (Chaudhari)
8. “Fine how it is.” (Carlton)
9. “All good.” (Aragones)
10. “Waiting time.” (2)
11. “*It would help a lot if this place stopped making people wear these stupid masks!!!” (Tran)
12. “Yall doing a great job.” (Carlton)
13. “Keep doing what you guys do here, good health care delivery.”
14. “It’s already good enough.” (Nettleton)
15. “Time wait sometimes long wait but not all the time 😊.” (Nettleton)
16. “Everything is well maintained.” (Shah)
17. “I think with medical assistant person who is checking with the patient to the room, would be nicer if they do a little bit more respect and attention.” (Shah)
18. “More availability w/ same day/ urgent appointments.”
19. “By cutting off the 15 minutes early condition before appointment time.” (Perez Hernandez)
20. “Front desk could be a little more empathetic.” (Shah)
21. “Maybe sooner appt. Did not mind to wait for appt, (no emergency).” (Aragones)
22. “Continue to be patient friendly.” (Carlton)

Spanish

1. “N/A.” (2)
2. “Nothing.” “Ninguno.”
3. “With various telephone lines.” “Con varias lineas telefonicas.” (Chang)
4. “More doctors.” “Mas doctores.” (Tran)
5. “Service is grateful.” (English response on a Spanish survey)
6. “Excellent.” “Excelente.” (Carlton)
7. “Now, it is great.” “Ya es muy bueno.”
8. “Everything is excellent, thank you.” “Todo exelente, gracias.” (Aragones)
9. “Everything was perfect.” “Todo fue perfecto.” (Perez Hernandez)
10. “Everything is perfect.” “Todo esta perfecto.”
11. “Treating us with respect.” “Atendiendo con respeto.”
12. “In general, everything is very good.” “En general todo esta perfecto.” (Carlton)
13. “Nothing, everything is good.” “Nada todo muy bien.” (Perez Hernandez)
14. “Everything is excellent; good attention.” “Todo es excelente; buena atencion.” (Aragones)
15. “Everything is very good for me.” “Todo esta muy bien para mi.” (Perez Hernandez) (2)
16. “It appears good to me.” “Me parece buena.” (Shah)
17. “I think everything is good.” “Creo todo esta bien.” (Chaudhari)
18. “Everything is good.” “Todo esta bien.” (Perez Hernandez) (2)
19. “Everything is good.” “Todo bien.” (Carlton)
20. “They treated me very good.” “Me atienden muy bien.” (Chang)
21. “Giving a timely appointment and appointment time.” “Dar un cita a tiempo y el horario tambien.”

22. "Shorter messages for the call center."
"Centro de llamadas mas corto los mensajes."
23. "Less time spent waiting." "Menos tiempo de espera." (Shah)
24. "Do your best and continue to move forward."
"Echandole ganas y sigan adelante." (Chang)
25. "Advise patients of coming in fasting for 10 hrs." (English response on a Spanish survey)
26. "Shorter waiting times for psychology attention." "Tiempos de espera mas cortos para atencion psicologica." (Perez Hernandez)
27. "Continue to call when we do not answer or leave a number and extension to return the call." "Estar regresando las llamdas cuando no contestamos o dejas un numero y extencion para llamar de regreso."
28. "No comment. I have been with Greater Family Health for 6 years and I am satisfied with the medical services." "Sin comentarios. Eh estado con Greater Family Health por 6 anos y estoy satisfecha con sus servicios de salud." (Tran)
29. "Having more appointments that are not too far out." "Tener mas citas no tardadas." (Chang)
30. "Excellent services continue with the way it has been." "Exelente servicio sigan asi."
31. "Have more same day appointments." "Dar mas citas en el mismo dia." (Perez Hernandez)
32. "Continue being more efficient." "Seguir siendo mas eficiente." (Nettleton)
33. "Continue how it is now, with a lot of attention towards your patients." "Siguir como hasta ahora, con mucha atencion a sus pacientes."
34. "Ensure the appointment time because they have changed mine." "Aseguransen de las citas porque me las han cambiado." (Tran)
35. "I do not have any complaints." "No tengo queja."
36. "Shortening the wait time." "Hacer mas corta la espera."
37. "To always keep the Health Center clean." "Que siempre sea un centro de salud limpio." (Perez Hernandez)
38. "They should create more space to see the doctor in case he gets sick. That way we can be seen." "Deveria de hacer mas spacio para ver al doctor en caso de que se esta enfermo y asi poder ser atendidos."

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

English

- YES: 58
- NO: 1

Spanish

- YES: 104
- NO: 0

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

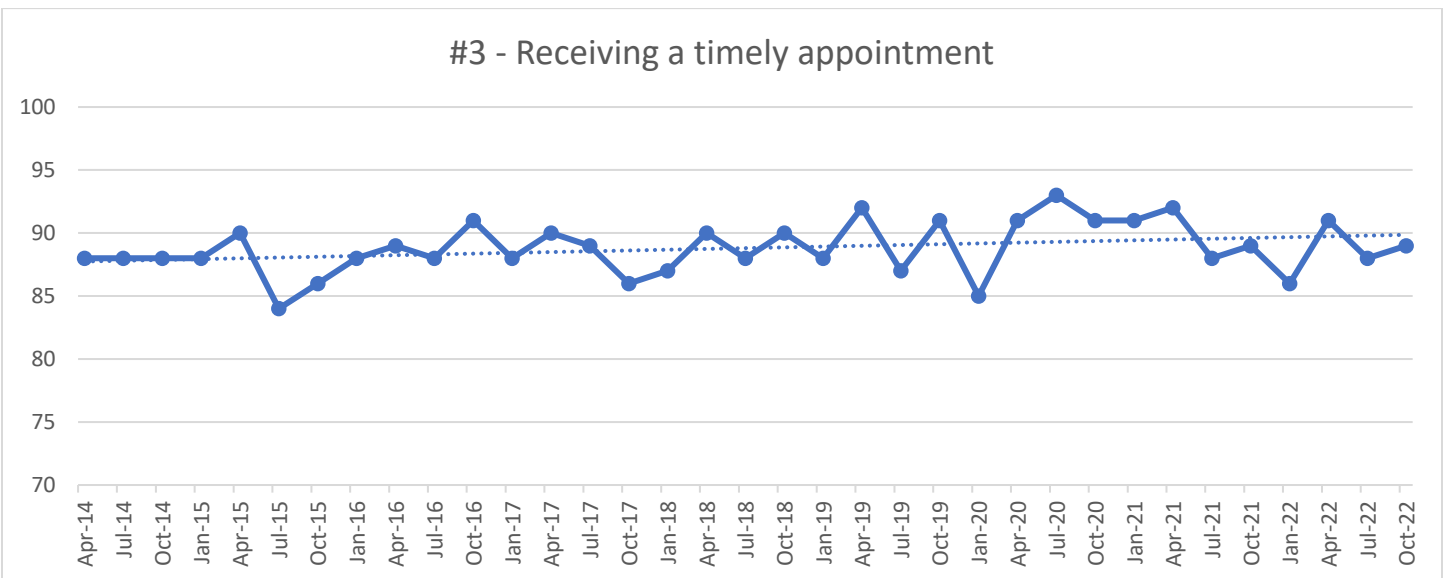
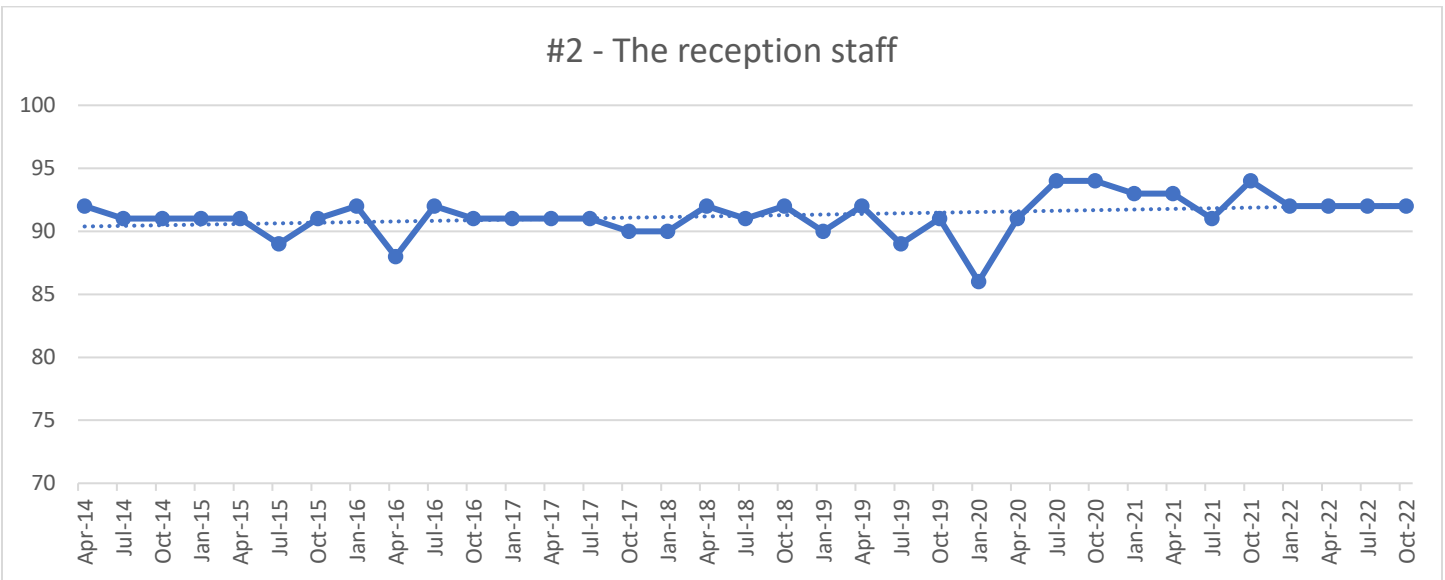
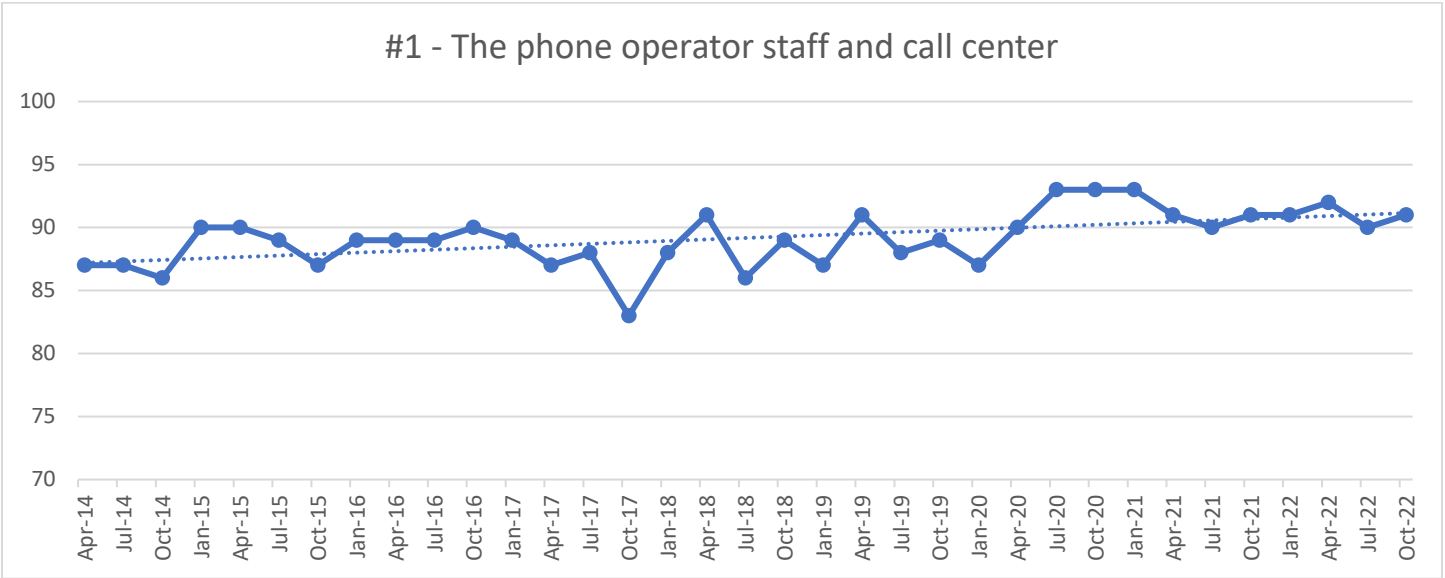
English

- Aragonese: 8
- Carlton: 12
- Chang: 8
- Chaudhari: 8
- Friedlein: 1
- Nettleton: 7
- Perez-Hernandez: 6
- Shah: 12
- Tran: 15

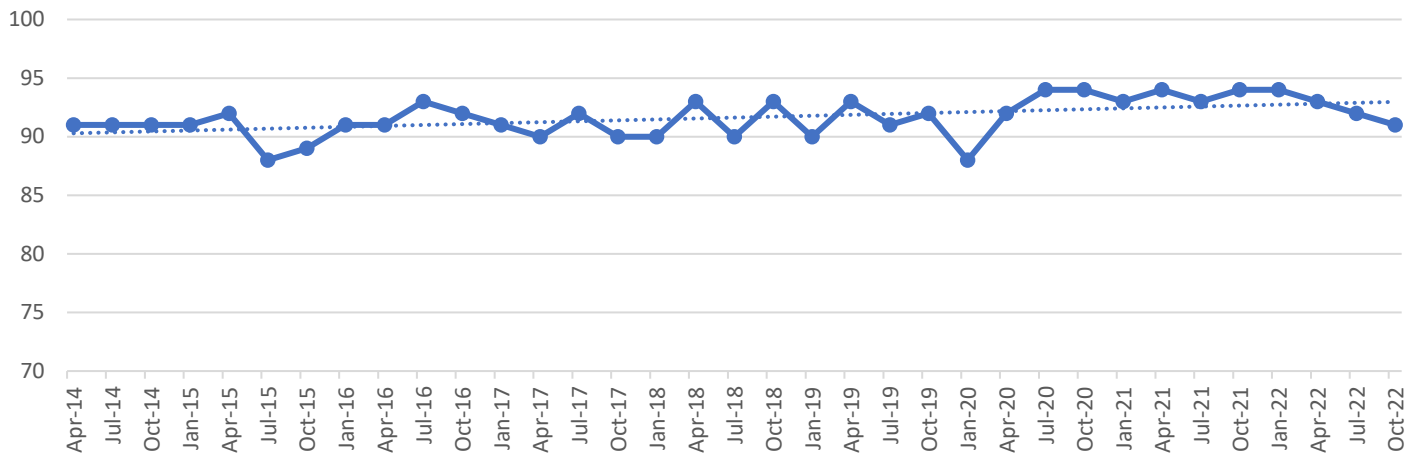
Spanish

- Aragonese: 22
- Carlton: 13
- Chang: 17
- Chaudhari: 13
- Nettleton: 7
- Perez-Hernandez: 37
- Shah: 11
- Tran: 26

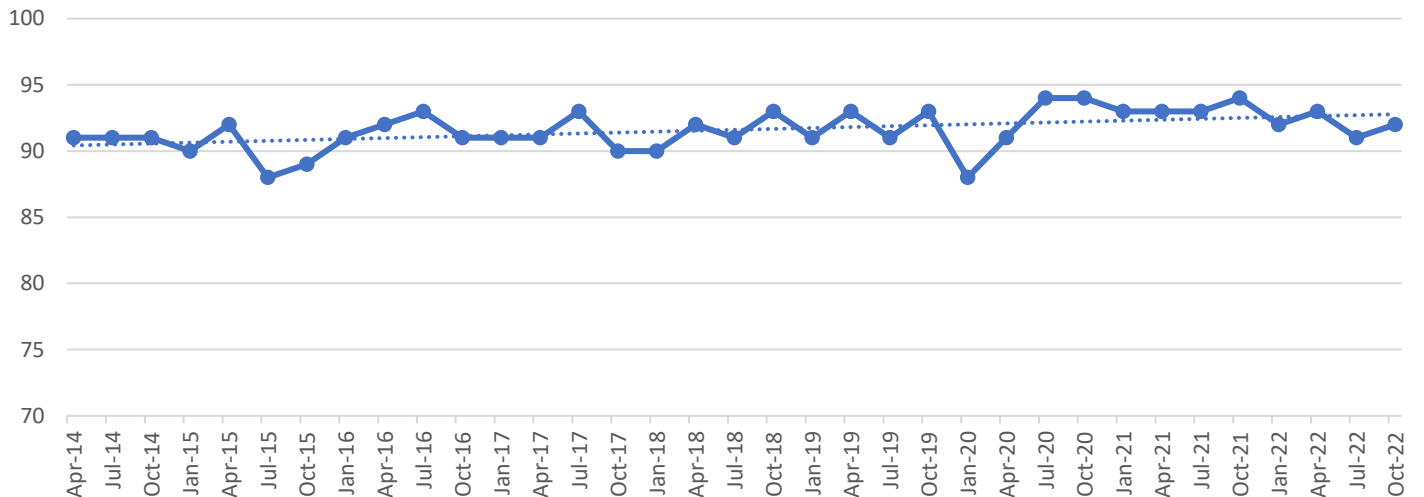
Individual Question Results with Trendlines



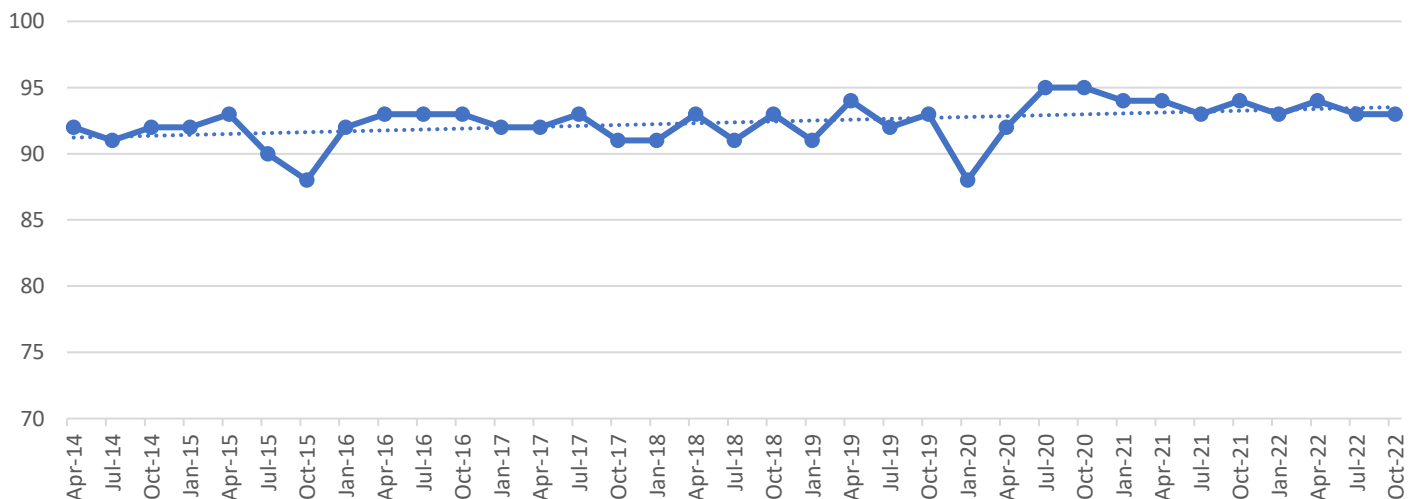
#4 - Education and explanation of plan provided in a way that I can understand



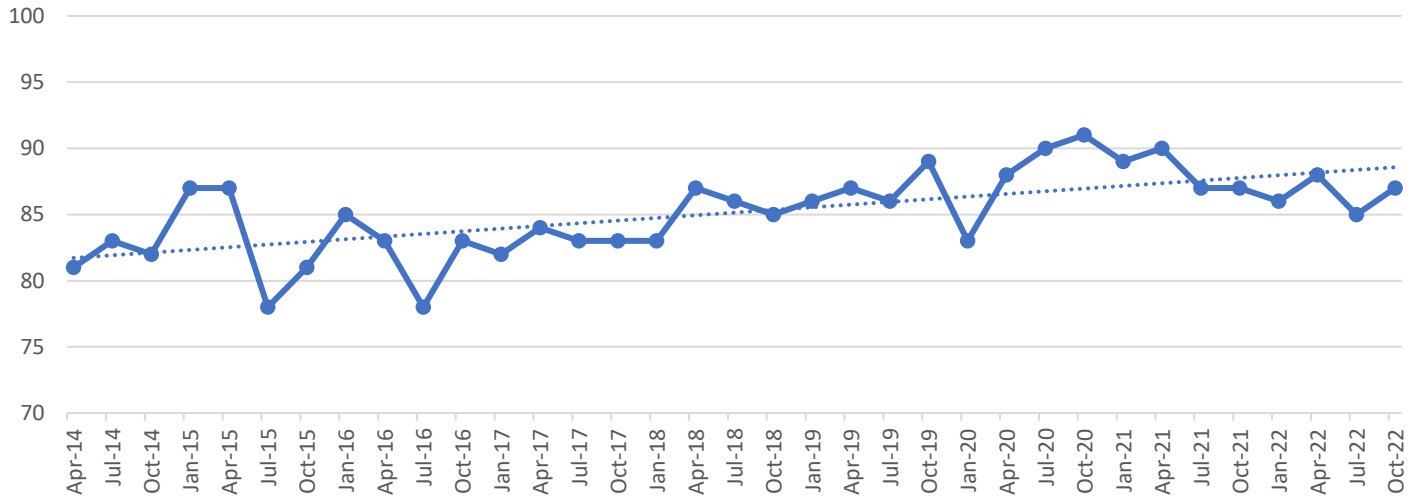
#5 - The follow-up and coordination of my care



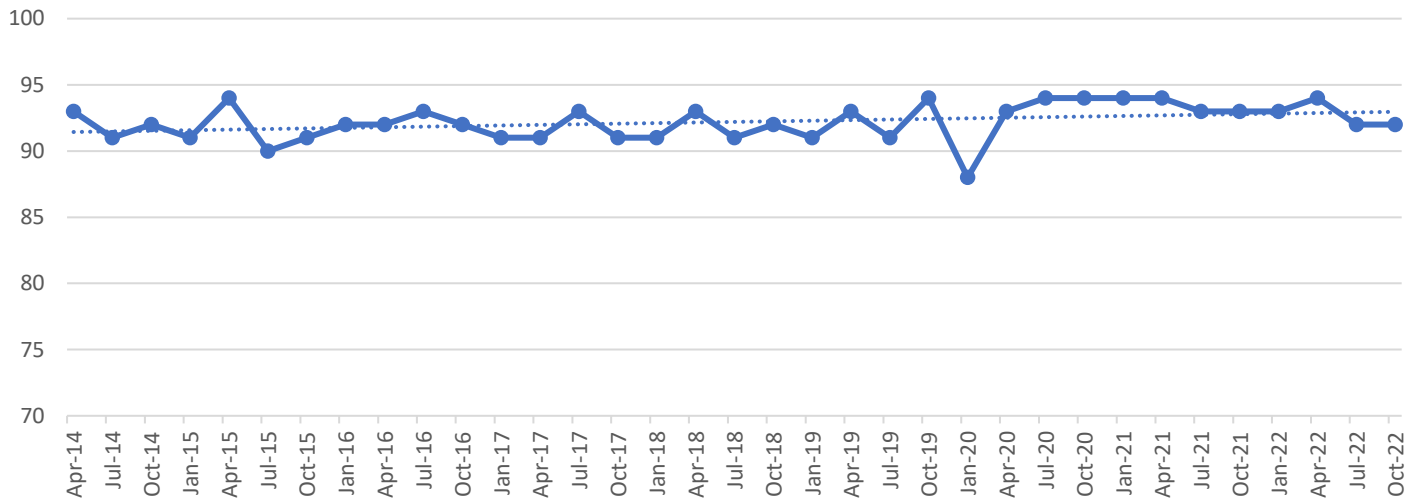
#6 - The staff addressing my medical needs today



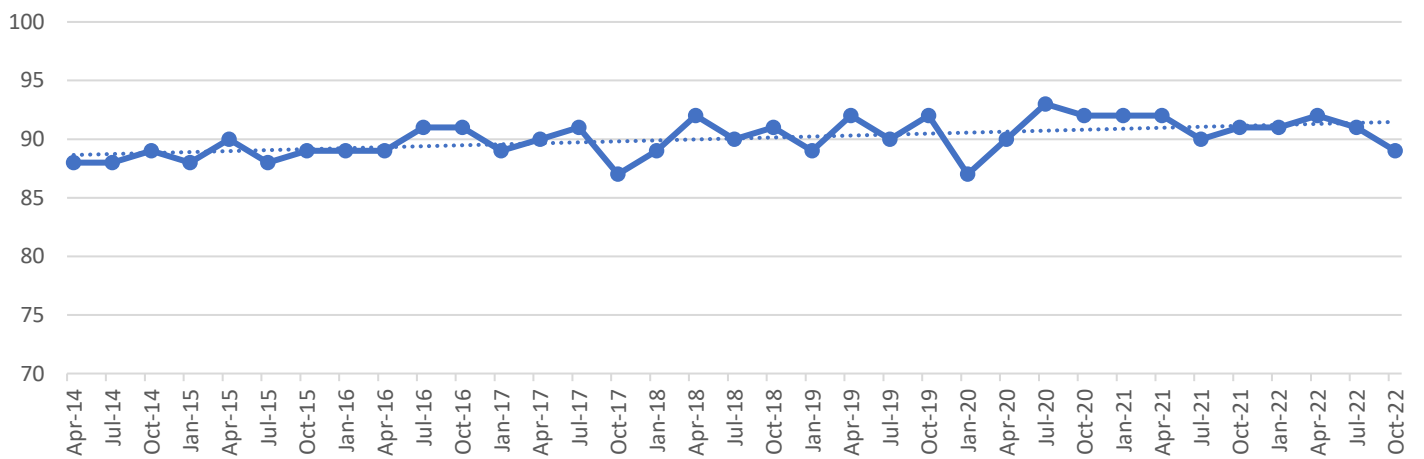
#7 - The time spent waiting



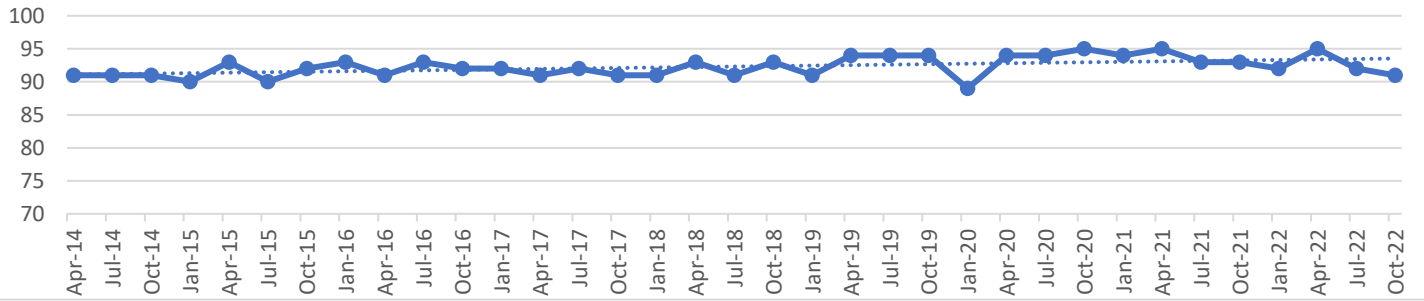
#8 - The respectfulness of staff



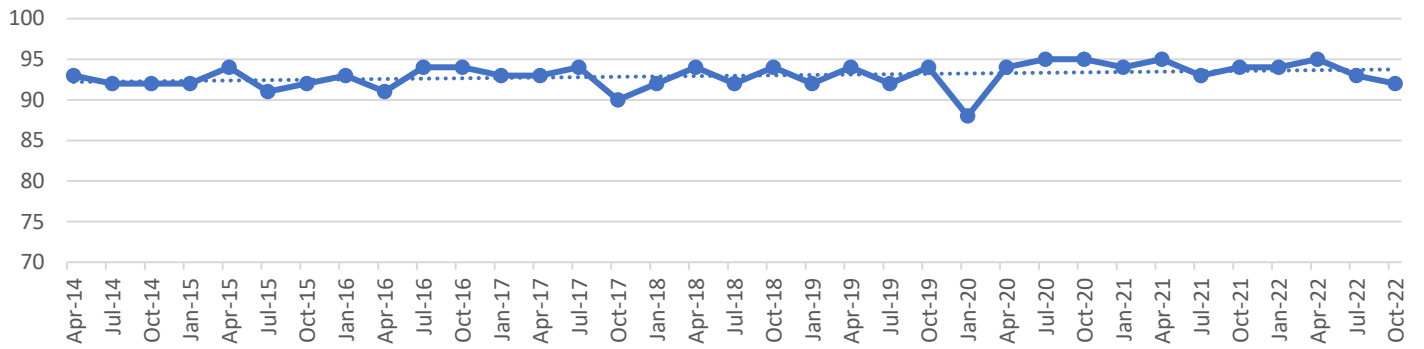
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



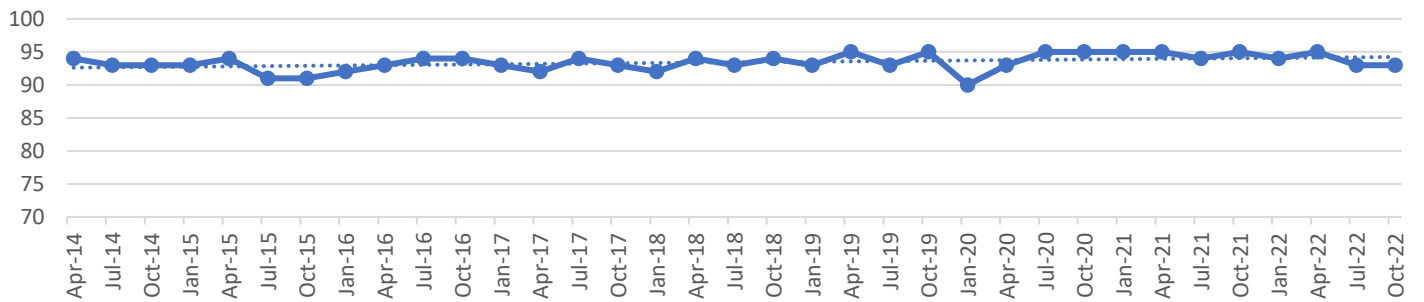
#10 - The handling of my personal medical information in a private and confidential manner



#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?

