

**Patient Satisfaction Survey**  
**1515 E Lake St Suite 202, Hanover 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 86% to 92%. The mean for all questions was 90% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

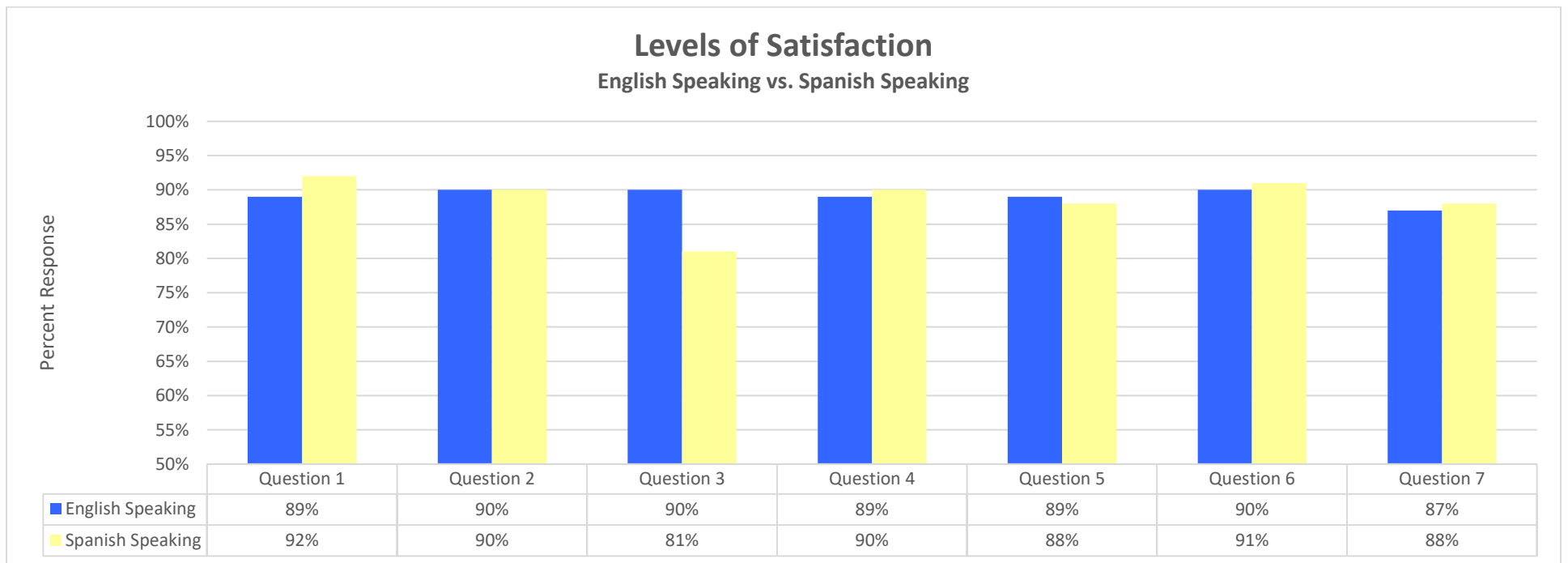
<b>1515 E Lake St Suite 202, Hanover Park – Survey Questions</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>
1. The phone operator staff and call center	90%	94%	94%	94%
2. The reception staff	90%	97%	96%	98%
3. Receiving a timely appointment	86%	96%	95%	97%
4. Education and explanation of plan provided in a way that I can understand	90%	96%	96%	98%
5. The follow up and coordination of my care	89%	96%	96%	98%
6. The staff addressing my medical needs today	91%	97%	97%	98%
7. The time spent waiting	87%	97%	93%	96%
8. The respectfulness of staff	91%	98%	96%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	87%	95%	95%	96%
10. The handling of my personal medical information in a private and confidential	91%	96%	96%	97%
11. Your medical assistant	92%	97%	96%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	91%	97%	97%	97%
13. Overall, how satisfied are you with the Health Center?	91%	97%	97%	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%

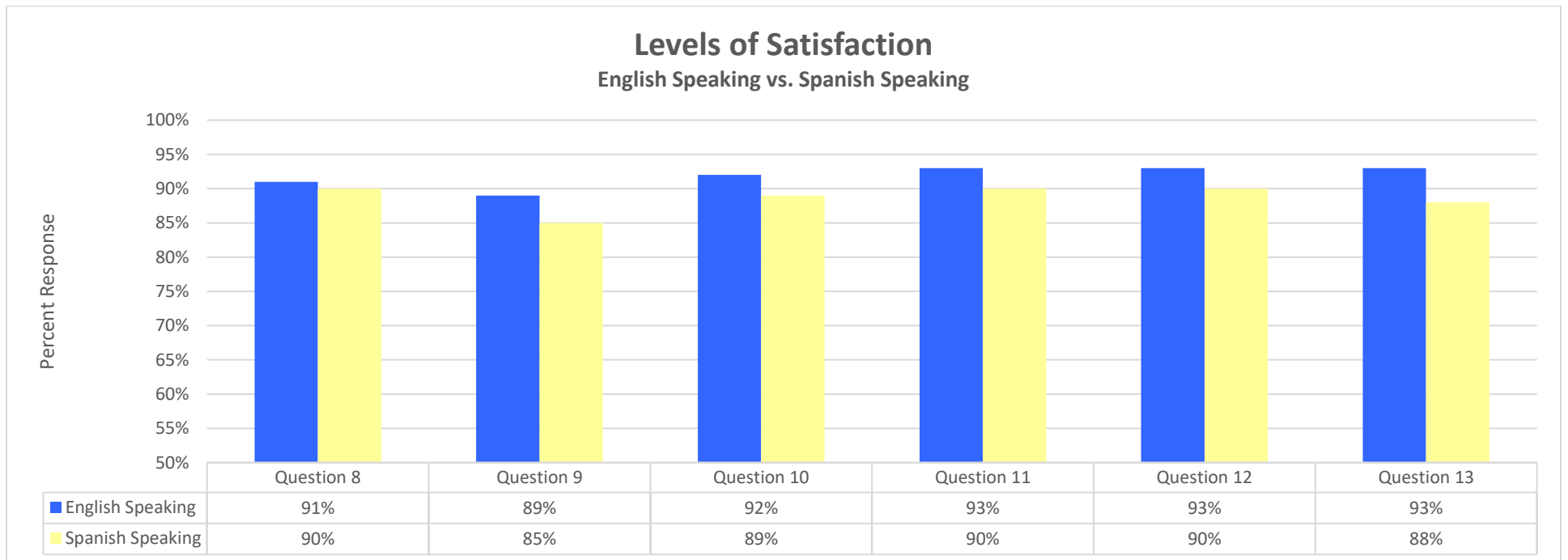
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	20 57%	17 71%	12 34%	6 25%	2 6%	0	0	0	1 3%	1 4%
2. The reception staff	21 62%	16 64%	11 32%	7 28%	1 3%	1 4%	0	0	1 3%	1 4%
3. Receiving a timely appointment	23 66%	14 58%	9 26%	2 8%	2 6%	5 21%	0	1 4%	1 3%	2 8%
4. Education and explanation of plan provided in a way that I can understand	20 63%	16 64%	9 28%	7 28%	2 6%	1 4%	0	0	3 3%	1 4%
5. The follow-up and coordination of my care	21 60%	15 63%	11 31%	6 25%	2 6%	2 8%	0	0	1 3%	1 4%
6. The staff addressing my medical needs today	21 64%	18 72%	10 30%	5 20%	1 3%	1 4%	0	0	1 3%	1 4%
7. The time spent waiting	20 61%	14 58%	7 21%	7 29%	5 15%	2 8%	0	0	1 3%	1 4%



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	24 69%	16 64%	8 23%	8 32%	2 6%	0	0	0	1 3%	1 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	19 66%	14 56%	6 21%	5 20%	3 10%	5 20%	0	0	1 3%	1 4%
10. The handling of personal medical info in a private and confidential manner	24 73%	16 64%	7 21%	6 24%	1 3%	2 8%	0	0	1 3%	1 4%
11. Your medical assistant	25 76%	16 64%	7 21%	7 28%	0	1 4%	0	0	1 3%	1 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	25 76%	16 64%	6 18%	7 28%	1 3%	1 4%	0	0	1 3%	1 4%
13. Overall, how satisfied are you with the Health Center?	24 73%	15 63%	8 24%	6 25%	0	2 8%	0	0	1 3%	1 4%



## **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: 5

N/A: 2

YES: 2

#### **Comments:**

1. "I received a call back the next day."
2. "Experience was great."

#### **Spanish**

NO: 4

N/A: 1

YES: 2

#### **Comments:**

1. "Department of referrals for doctors from the primary doctor. I still have not received a response (3 weeks)." "Departamento de doctor referidos por el doctor primario. Aun no tengo respuesta alguna (3 semanas)." (Ceisel)
2. "Good." "Buena." (Jorgensen)

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

#### **English**

1. "N/A."
2. "Friendly staff." (Jorgensen)
3. "Doctors."
4. "Everything."
5. "All of the staff is so amazing here I really feel as though I'm getting great medical care." (Ceisel)
6. "Convenient location; convenient appointments available; courteous & respectful personnel." (Jorgensen)
7. "Call morning to get a same day appointment is very helpful." (Jorgensen)
8. "The reimbursement for Uber & just having everything in one clinic."
9. "Explanation." (Carlton)
10. "Quick service." (Jorgensen)
11. "Location." (Jorgensen)
12. "Yes."
13. "Great care." (Ceisel)

#### **Spanish**

1. "N/A." (2)
2. "When soliciting medical attention they are there for me." "Cuando solicito atencion medica estan conmigo." (Ceisel)
3. "The language." "El lenguaje." (Jorgensen)
4. "Inexpensive." "Barato." (Ceisel)
5. "Close to home." "Cerca de casa." (Jorgensen)
6. "My health." "Mi salud." (Jorgensen)

### **Question 16: How can we improve Greater Family Health?**

#### **English**

1. "N/A." (4)
2. "Nothing." (Jorgensen)
3. "Nothing at all everything is the correct way."
4. "Walk-ins should be guaranteed in case of emergency." (Jorgensen)
5. "I'm pretty new, so ask me in a few months lol."

#### **Spanish**

1. "N/A."
2. "Communication." "Comunicacion." (Jorgensen)

6. "The 15 min coming early not good."  
(Jorgensen)
7. "So far so good." (Ceisel)
8. "Everything is great." (Ceisel)
9. "Be more empathetic listeners." (Jorgensen)

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

**English**

- YES: 17
- NO: 1

**Spanish**

- YES: 12
- NO: 0

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

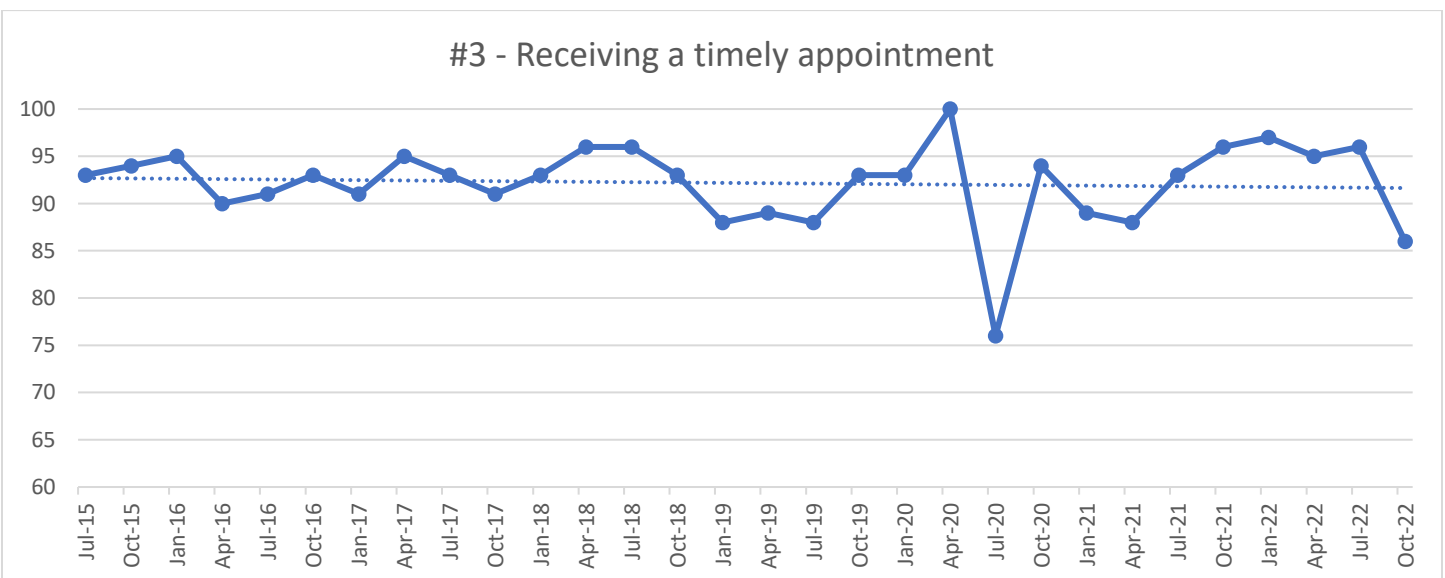
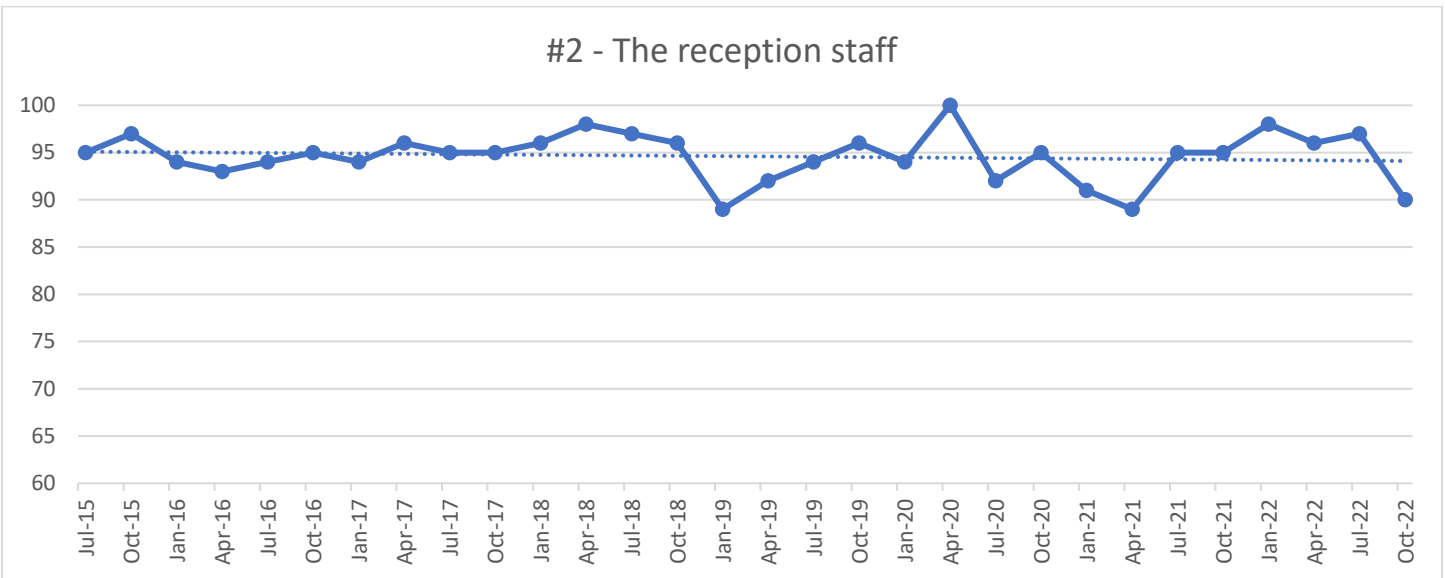
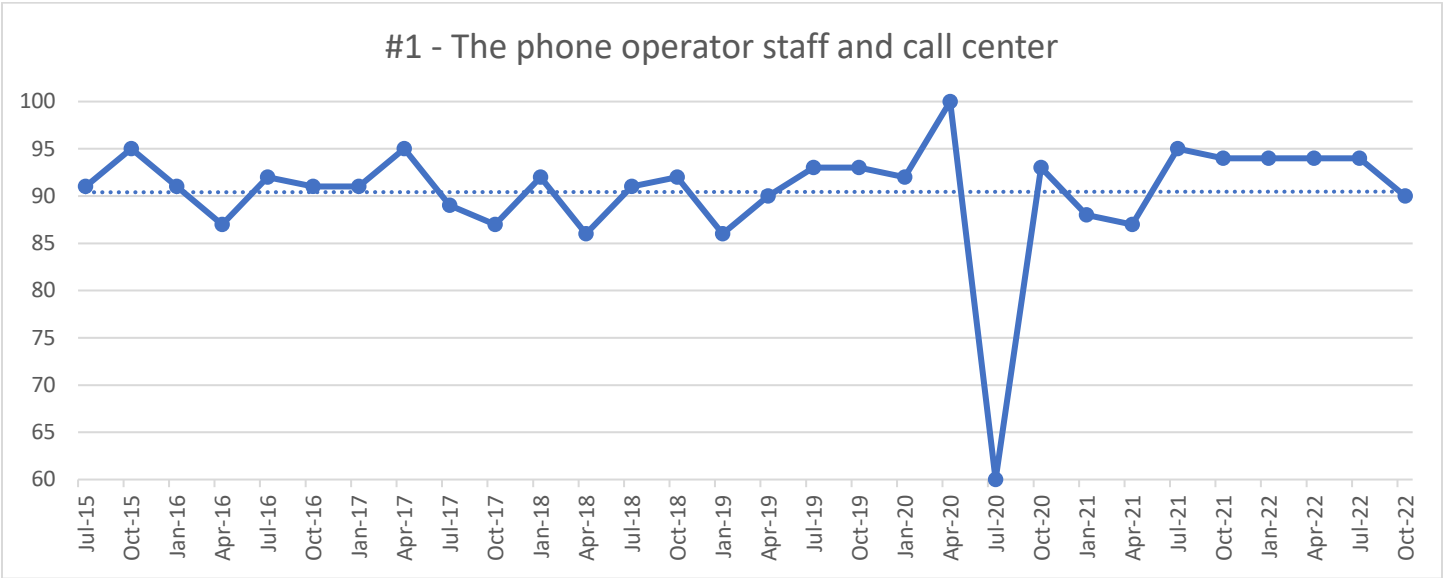
**English**

- Aragoes: 1
- Carlton: 1
- Ceisel: 5
- Jorgensen: 18

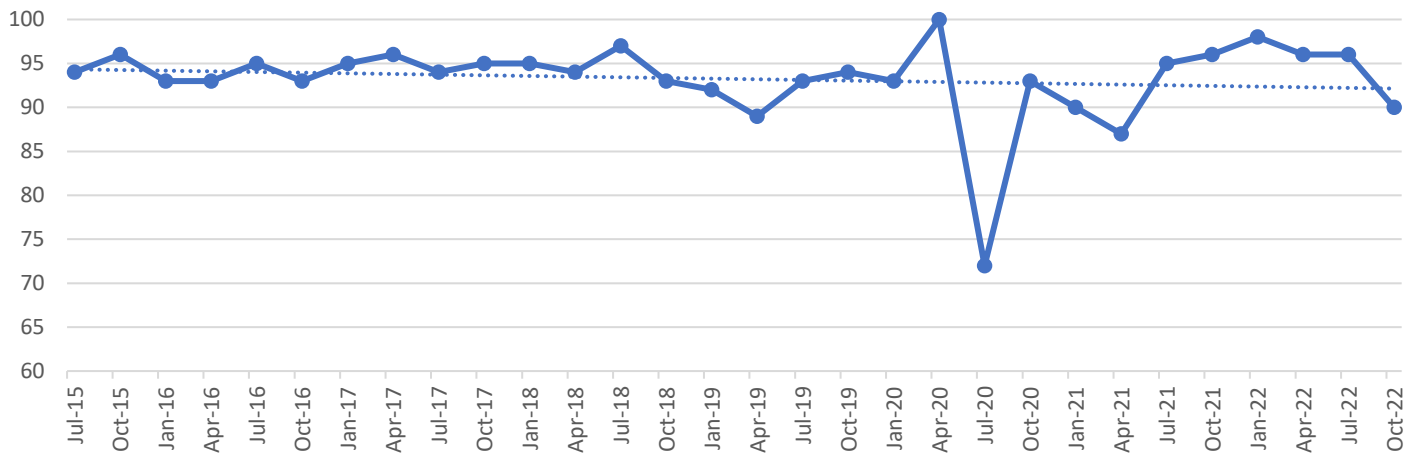
**Spanish**

- Carlton: 1
- Ceisel: 5
- Jorgensen: 11

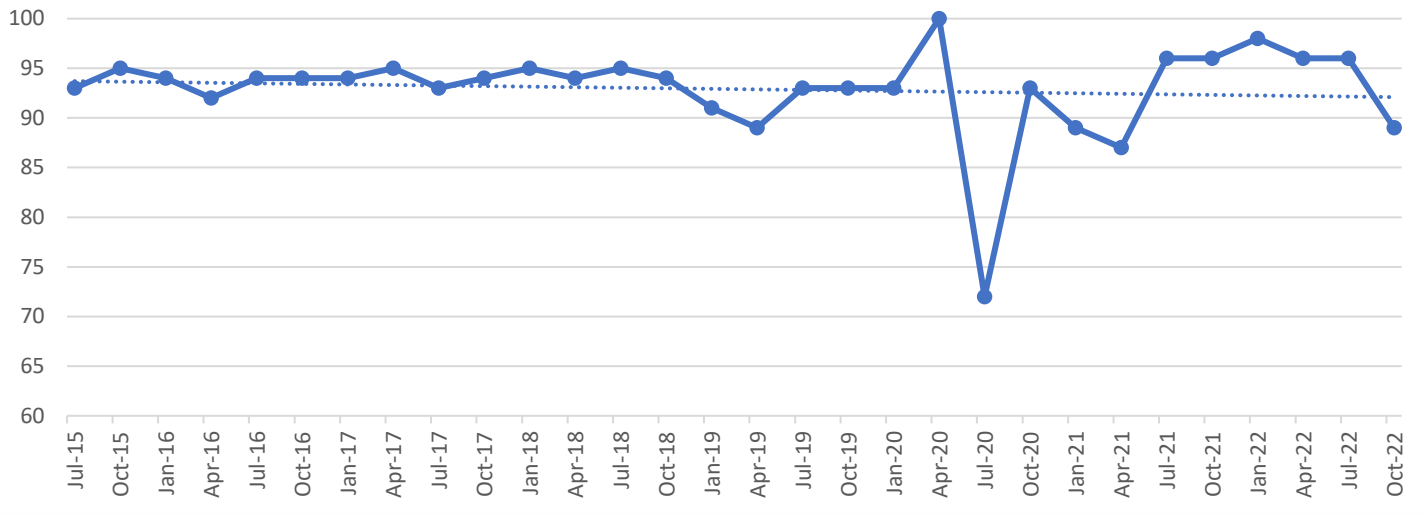
# Individual Question Results with Trendlines



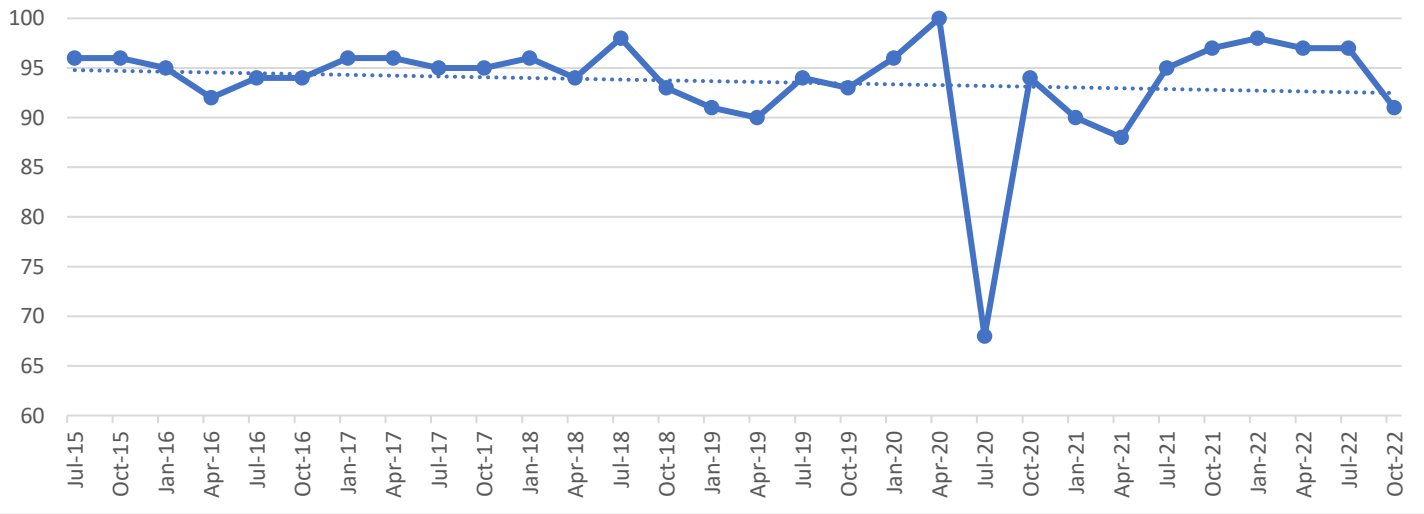
#### #4 - Education and explanation of plan provided in a way that I can understand



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

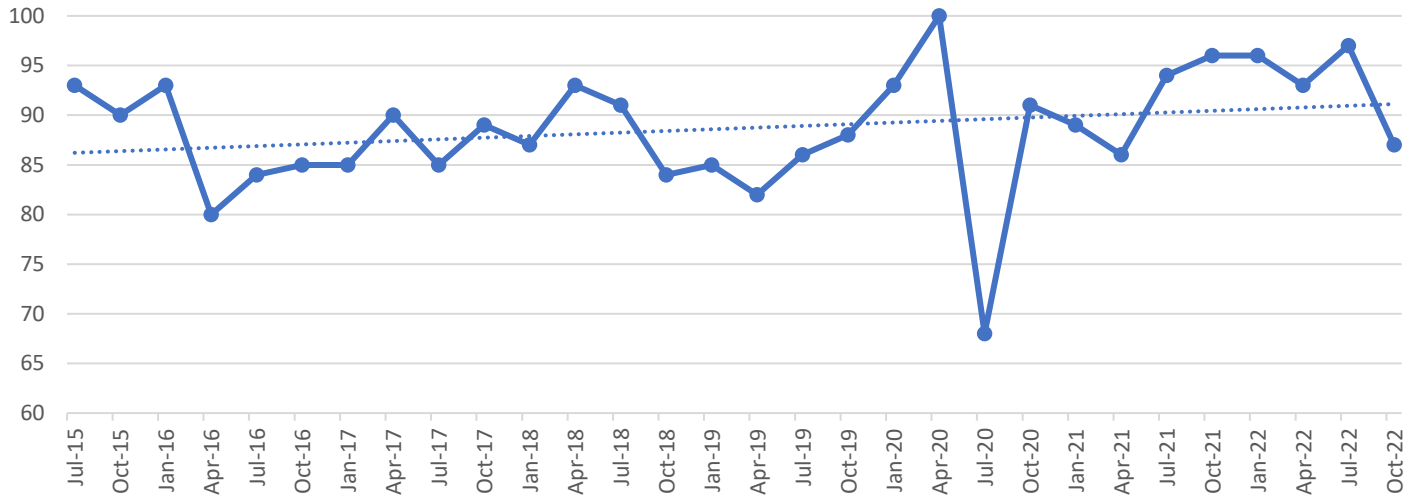


#### #6 - The staff addressing my medical needs today

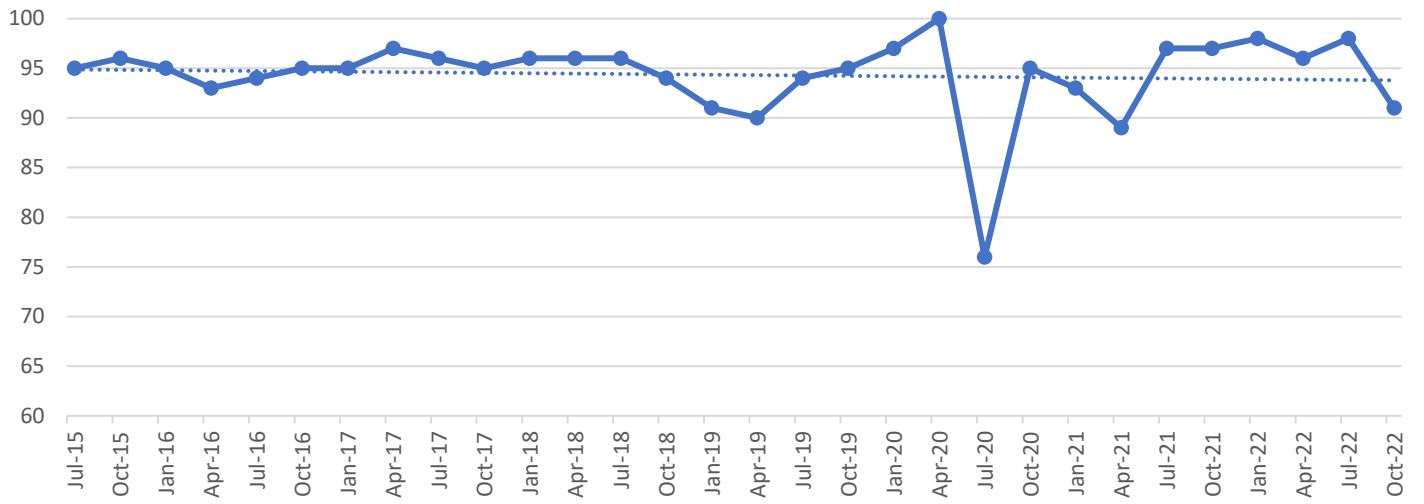




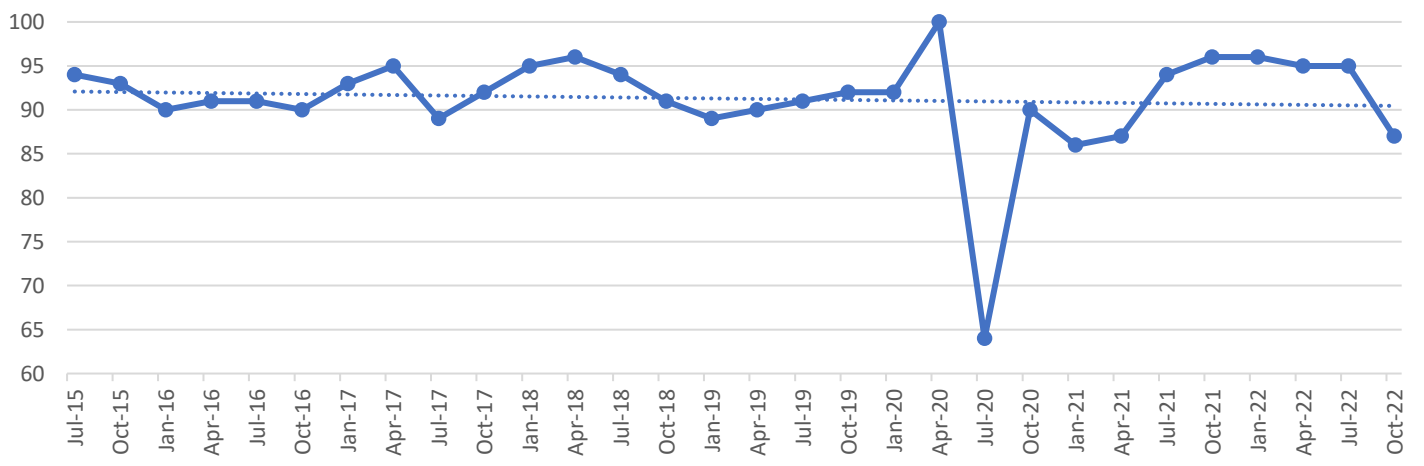
#7 - The time spent waiting



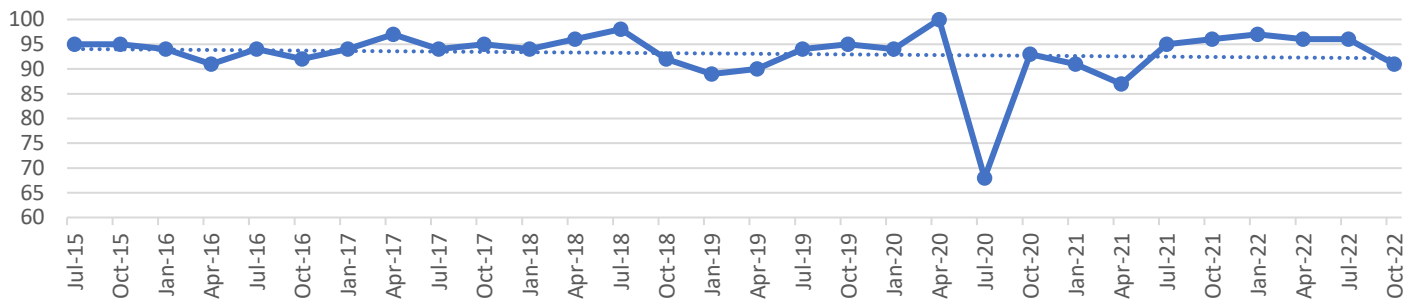
#8 - The respectfulness of staff



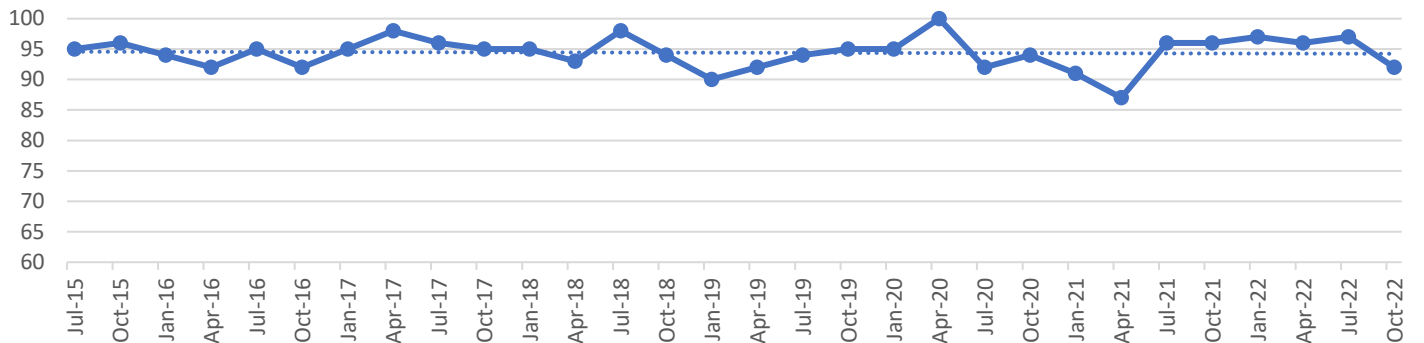
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



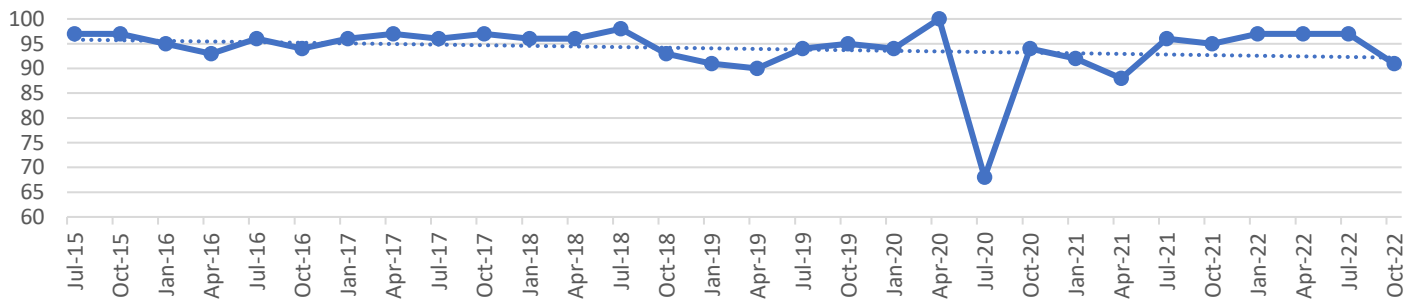
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

