

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 88% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

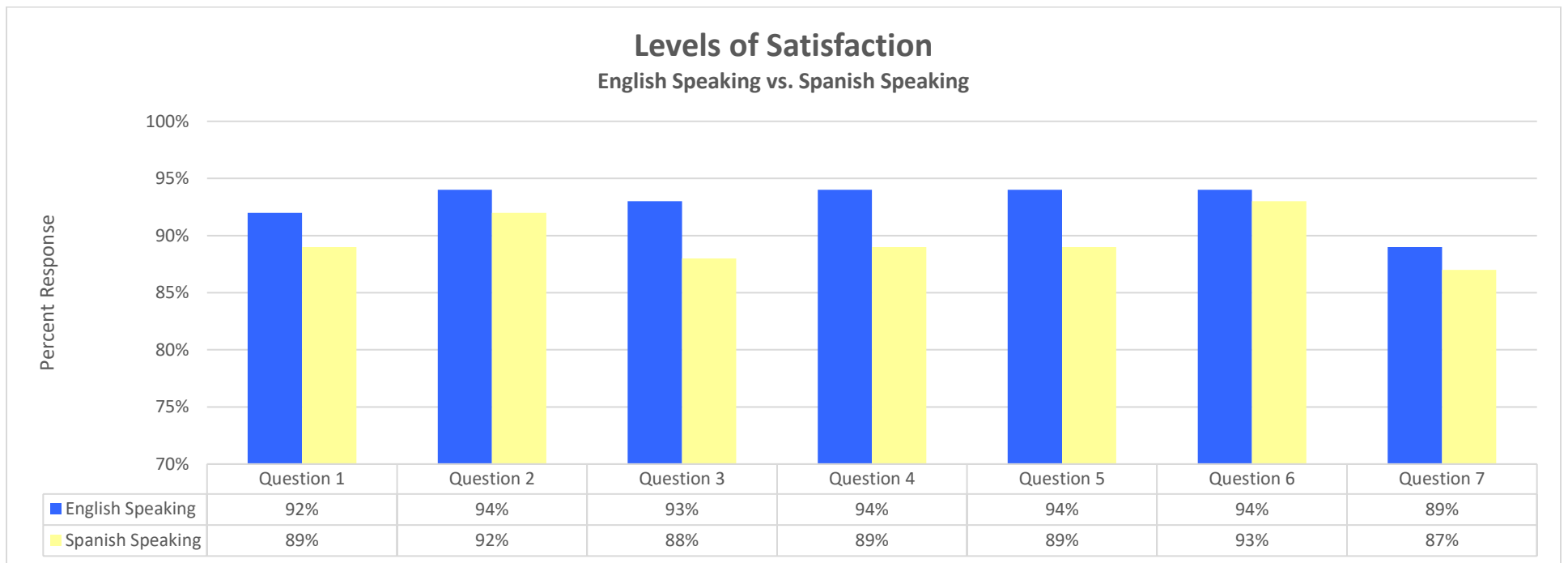
165 E. Plank Rd, Sycamore – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	91%	93%	92%	92%
2. The reception staff	93%	94%	94%	94%
3. Receiving a timely appointment	91%	94%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	94%	94%
5. The follow up and coordination of my care	93%	94%	93%	93%
6. The staff addressing my medical needs today	94%	94%	94%	95%
7. The time spent waiting	88%	92%	90%	91%
8. The respectfulness of staff	94%	94%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	91%	92%	91%
10. The handling of my personal medical information in a private and confidential	93%	94%	95%	93%
11. Your medical assistant	94%	94%	95%	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?	93%	94%	94%	95%

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%

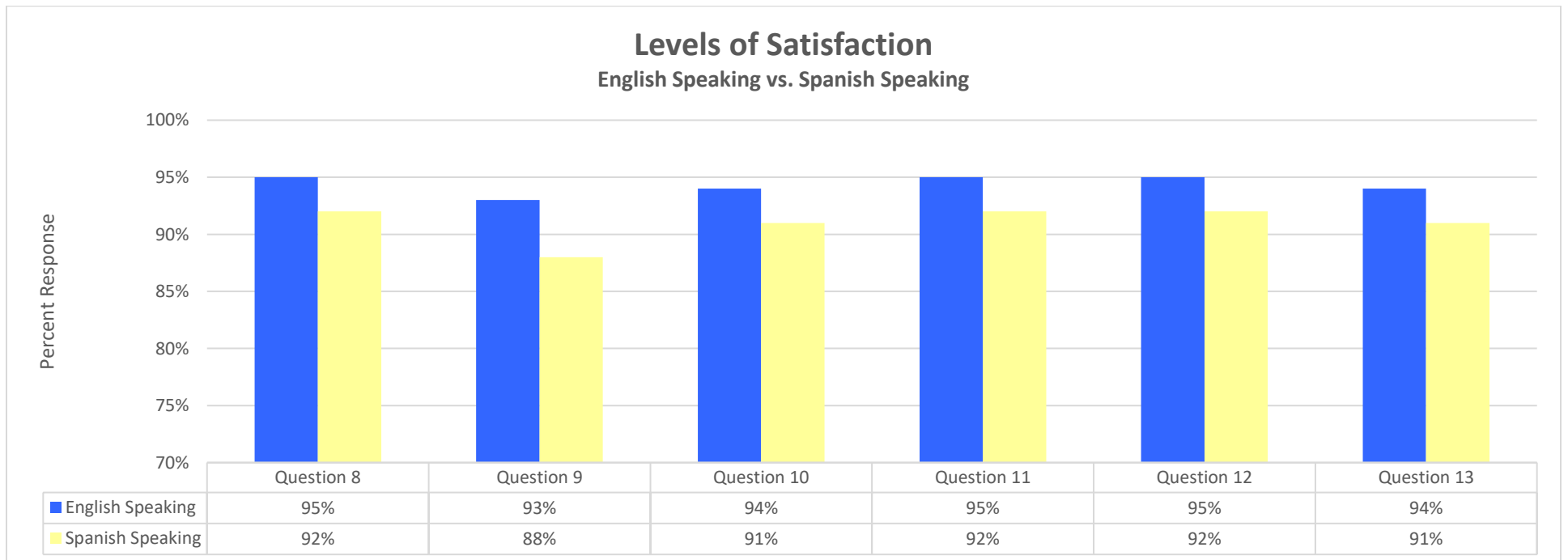
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	137 73%	48 59%	34 18%	24 30%	8 4%	8 10%	7 4%	0	1 1%	1 1%
2. The reception staff	148 78%	56 69%	29 15%	21 26%	7 4%	3 4%	5 3%	0	0	1 1%
3. Receiving a timely appointment	138 74%	44 54%	33 18%	27 33%	10 5%	8 10%	4 2%	1 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	142 76%	45 56%	35 19%	30 37%	6 3%	5 6%	4 2%	0	0	1 1%
5. The follow-up and coordination of my care	146 77%	45 56%	33 18%	29 36%	7 4%	5 6%	3 2%	0	0	1 1%
6. The staff addressing my medical needs today	149 79%	57 71%	28 15%	18 23%	8 4%	4 5%	3 2%	0	0	1 1%
7. The time spent waiting	122 65%	40 50%	37 20%	27 34%	20 11%	12 15%	8 4%	1 1%	1 1%	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	151 80%	54 69%	26 14%	19 24%	7 4%	3 4%	4 2%	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	134 73%	41 53%	34 19%	26 34%	13 7%	9 12%	3 2%	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	150 79%	49 62%	26 14%	25 32%	10 5%	4 5%	3 2%	0	0	1 1%
11. Your medical assistant	154 82%	55 69%	26 14%	20 25%	6 3%	4 5%	3 2%	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	153 82%	54 68%	24 13%	19 24%	7 4%	5 6%	3 2%	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	145 77%	53 66%	31 16%	20 25%	10 5%	5 6%	3 2%	0	0	2 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: 75

N/A: 29

YES: 5

Comments:

1. "Yes, and responded quickly."
2. "Call center they suck!"
3. "They responded on a timely matter."
4. "Yes, called me back pretty fast."
5. "Keep up the great care."
6. "Never received a call from office manager."
7. "Yes, they called me back in less than 24 hours."
8. "No, I was there on time and I couldn't see anyone."
9. "Keep up the great work."
10. "All the female physicians are excellent, especially my physician today."
11. "Yes, my experience was good."
12. "Yes, it took a while but it is ok."

Spanish

NO: 19

N/A: 1

YES: 0

Comments:

1. "Im satisfied." "Estoy satifecho."

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

1. "Explaining what's going on with me my reports." (Williams)
2. "Staff." (8)
3. "N/A" (13)
4. "No comment." (4)
5. "None." (2)
6. "How the provider explains everything." (Williams)
7. "Nothing."
8. "They also explain and have great service."
9. "All people are helpful." (Sofowora)
10. "It's close and flexible hours." (Kristiansen)
11. "Yes."
12. "Better call center."
13. "Solution." (Kristiansen)
14. "Answering my questions with helpful explanations." (Kristiansen)
15. "Everyone is very nice and respectful."
16. "Everything." (3)
17. "Friendly and helpful staff, quality service."
18. "Can usually get appt fairly quick." (Sayles)
19. "Consistent care." (Sofowora)
20. "Its quick."

Spanish

1. "Your personnel." "Su personal." (Sayles)
2. "Good service and they treat me in my language." "Buen servicio y me atienden en mi idioma."
3. "Good attention." "Buena atencion."
4. "The respect and good communication." (Comment written in English on a Spanish survey)
5. "The doctor." "El doctor." (Sofowora)
6. "They answer my questions." "Contestan mis preguntas." (Sayles)
7. "For my health." "Para mi salud." (Kristiansen)
8. "They treat me fast, they are kind and I'm close to them." "Me atienden rapido, son amables y estoy cerca a ellos."
9. "If I have a medical problem they see me." "SI tengo un problema medico me atienden."
10. "Tanslation." "Traduccion." (Sayles)
11. "Everything." "Todo." (2)
12. "Good service and the people are kind." "Buen servicio y son amables."

21. "I think her name is Donna? Helps at the desk and Rhonda."
22. "Staff concern for my health."
23. "The level of care in explaining to me in terms I can easily understand." (Kristiansen)
24. "I really like the Doctor my son sees I feel like she really cares and is not just getting us in and out." (Sayles)
25. "Shorter wait times appointment at 3:45 called back at 4:20." (Kristiansen)
26. "The staff here is incredible at their jobs."
27. "The people."
28. "Services provided & convenience." (Sofowora)
29. "Appt are on time." (Kristiansen)
30. "To get to learn how to live healthy and smart." (Williams)
31. "The lady at the desk fixed my apt because of the miss communication." (Sofowora)
32. "Easy to schedule appointments."
33. "To not make us reschedule if we come in less than 15 min early."
34. "I am blind so reminding me." (Sayles)
35. "Everything, everyone is great!" (Sayles)
36. "Great service."
37. "Good location."
38. "Walk in service is great." (Sofowora)
39. "I believe whose service and stuff but for people without insurance I wish I could be free."
40. "Location and ease of appt everyone is very nice." (Sayles)
41. "Getting seen in a timely manner." (Sayles)
42. "Info given written." (Sayles)
43. "Helping my insurance and still keeping the appt."
44. "Everything the staff is great."
45. "Helpfulness of staff cost for no insurance is great."
46. "The scheduling department."
47. "Many great staff members make every visit progressive." (Williams)
48. "Large range of services all at the same place."
49. "Walk-ins."
50. "The time, everything was quick."
51. "Explanation." (Sofowora)
52. "Keeping up with patient appt."
53. "The way they run everything so quickly and efficiently." (Sofowora)
54. "Help with children's appt." (Sofowora)
55. "The assistant of the Dr was very nice." (Sayles)
56. "How quick they respond with information." (Sofowora)
13. "They treat me when I need it and in Spanish." "Me atienden cuando ocupo y en espanol."
14. "My diabetes and thyroid are controlled." "Me tienen controlada mi diabetes y tiroides." (Kristiansen)
15. "Family." "Familia."
16. "Comfortable price." "Precio comfortable."
17. "The care for my health." "El cuidado de mi salud."
18. "The translators." "Los traductores."
19. "No."

57. "That they care about treating patients."
(Sayles)
58. "Location & quick appointments." (Sayles)
59. "Talking with the staff."
60. "Timely appointments." (Sofowora)
61. "Very friendly staff."
62. "The receptionist." (Sayles)
63. "Great discussion about my healthcare and makes sure I understand." (Kristiansen)
64. "Local location and children has same doc for years." (Sofowora)
65. "Help with no insurance."
66. "People are so nice and helpful to work around my schedule." (Sayles)
67. "The patience." (Sofowora)
68. "Staff and my primary doctor."

Question 16: How can we improve Greater Family Health?

English

1. "No suggestions."
2. "N/A" (25)
3. "Better management."
4. "Everything was ok." (6)
5. "You guys are great."
6. "Nothing you guys are great." (2)
7. "Doesn't need improvement."
8. "No comment" (4)
9. "No issues."
10. "Nothing." (3)
11. "Nothing location is great." (Williams)
12. "Continue being polite, helpful, knowledgeable about patient care and listening to the patient." (Sayles)
13. "No need for improvements." (Kristiansen)
14. "Make follow up call to remind appointments."
15. "Not have walk-in policy instead charge people if missed to many appts." (Sofowora)
16. "Fine."
17. "None." (3)
18. "Everything is perfect but the fees for the people without insurance."
19. "Stay the same." (Sayles)
20. "Give a taco." (Sayles)
21. "Nothing at all." (Sofowora)
22. "If our appointment is at 3 don't make us reschedule it we come in at 2:57 check in usually doesn't take so long when you're already a patient."
23. "IDK yet." (Williams)
24. "Everything was great."
25. "I'm happy the wait it is."
26. "Nothing that I can see or think."
27. "Keep up the good work."
28. "It was a great time and very helpful."

Spanish

1. "No."
2. "Everything is good." "Todo esta bien." (3)
3. "The wait time to see the doctor was an hour." "El tiempo de espera fue una hora."
4. "Nothing to me it is good." "Para mi esta bien."

29. "Start caring about the clientele."
30. "Let people know about time and be on time."
31. "Toy for kids to play with."
32. "You guys are good." (Williams)
33. "Making sure when children appointment and a parent is on the same day may them 30 min apart." (Sofowora)
34. "Its perfect no improvement needed."
35. "Don't change a thing." (Sofowora)
36. "She is very nice, the venting time could have been better." (Kristiansen)
37. "Why is the wait time so long for everything."
38. "More specialist."
39. "Wait times."
40. "Telling patients they will be turned away if they aren't 15 min early. Nobody told me." (Sayles)
41. "You need to get better call center. They made a big mistake with my appointment."

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

English

- YES: 128
- NO: 4

Spanish

- YES: 45
- NO: 1

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

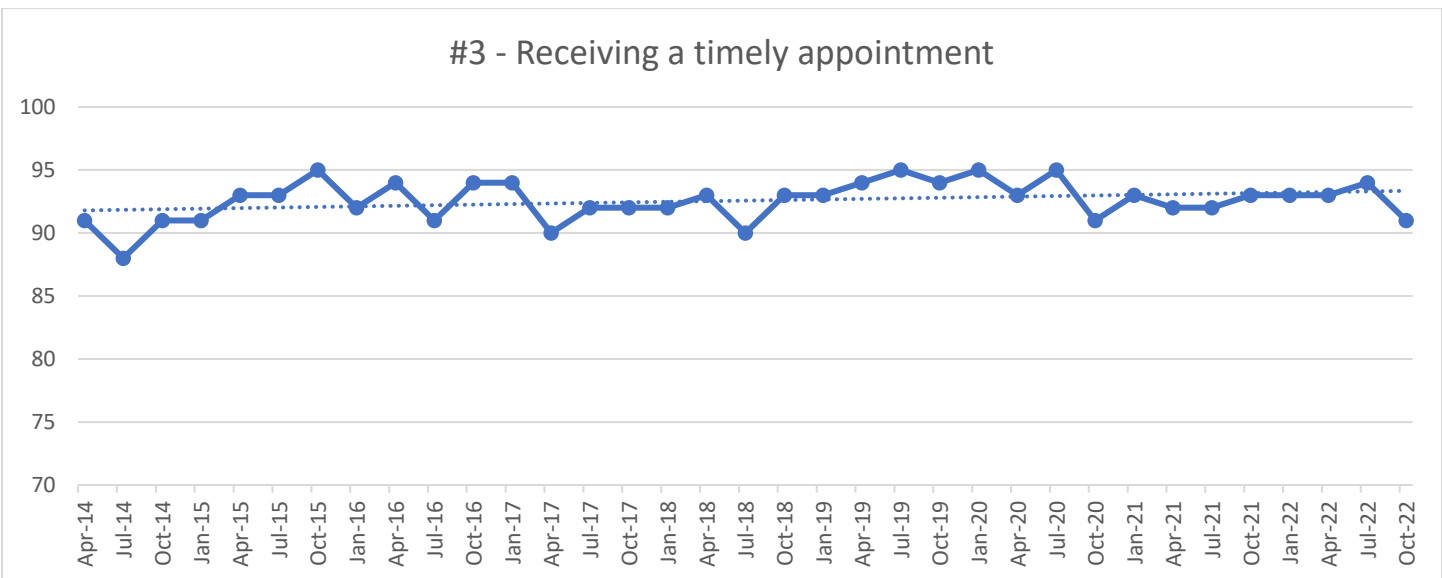
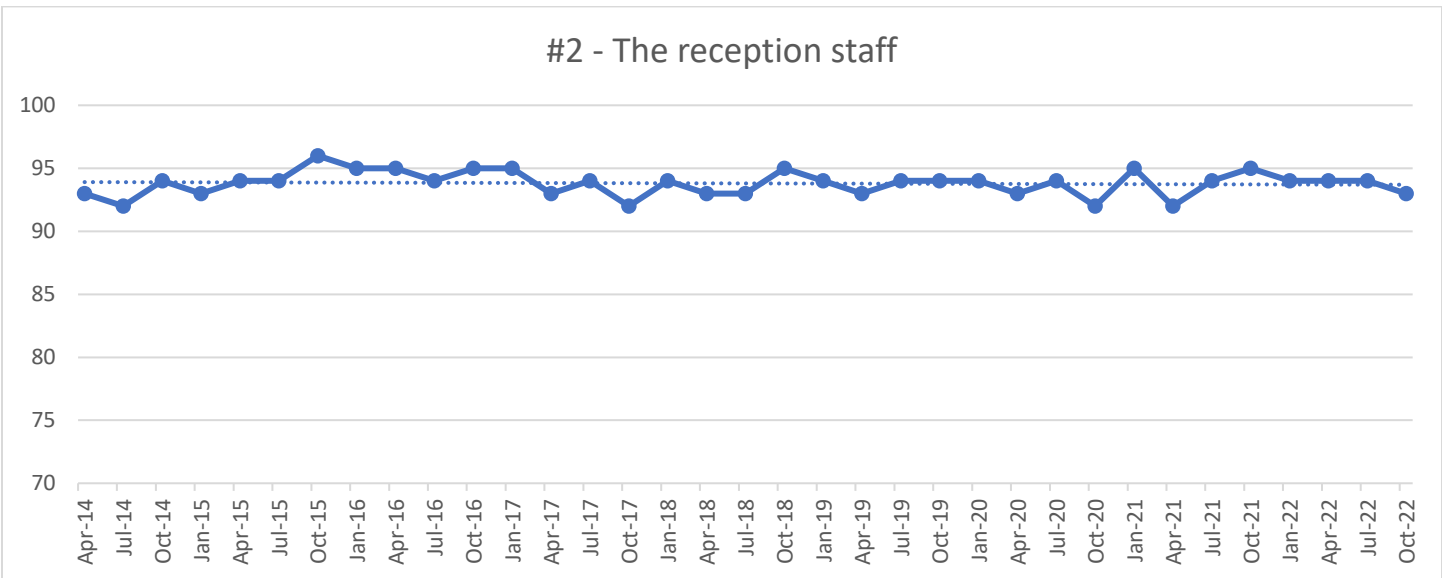
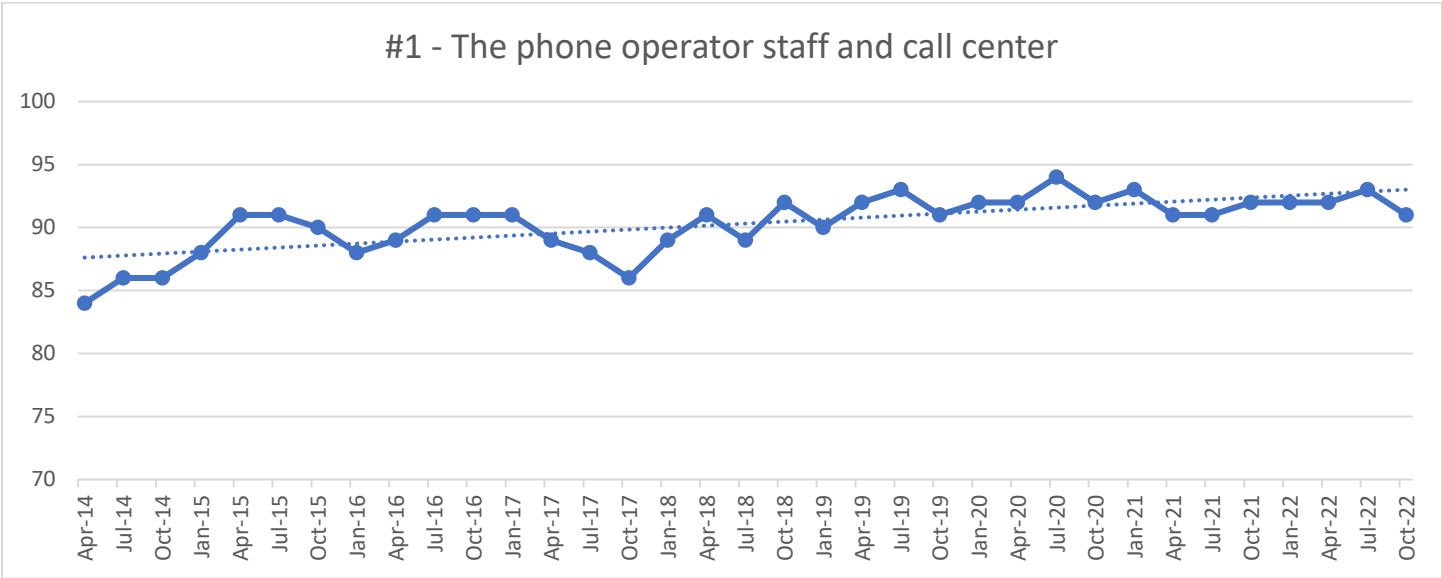
English

- Kristiansen: 28
- Sayles: 19
- Sofowora: 45
- Williams: 12

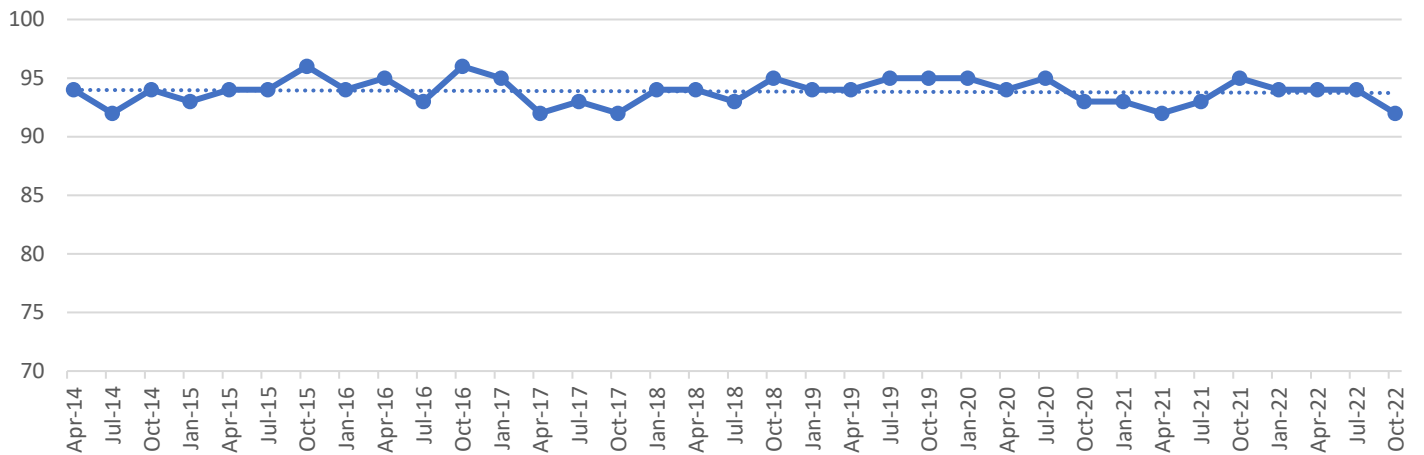
Spanish

- Kristiansen: 7
- Sayles: 8
- Sofowora: 11
- Williams: 5

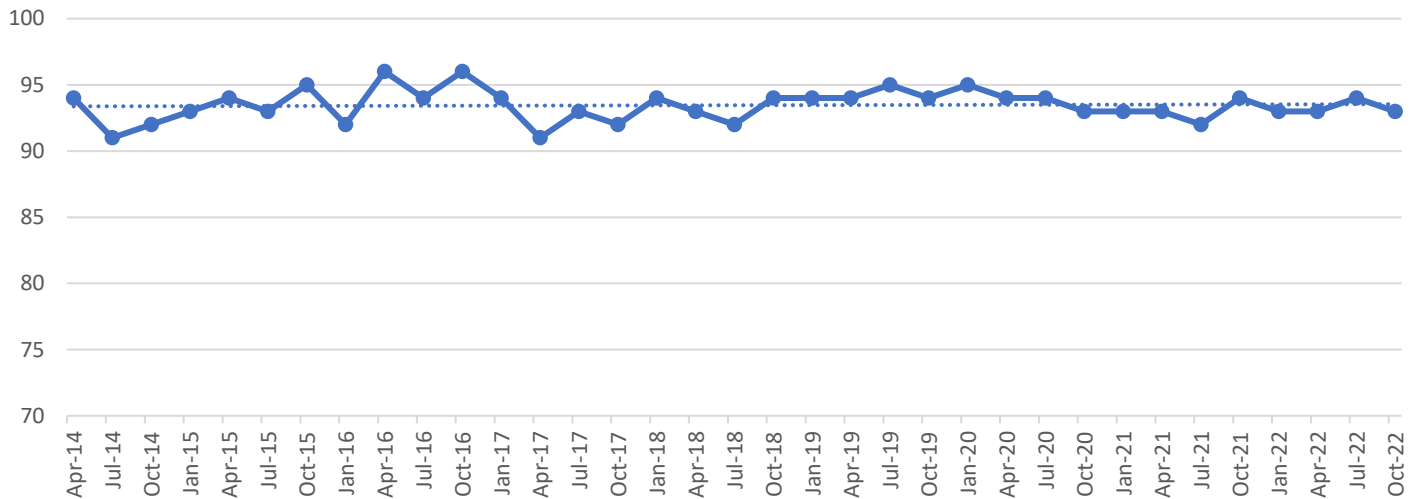
Individual Question Results with Trendlines



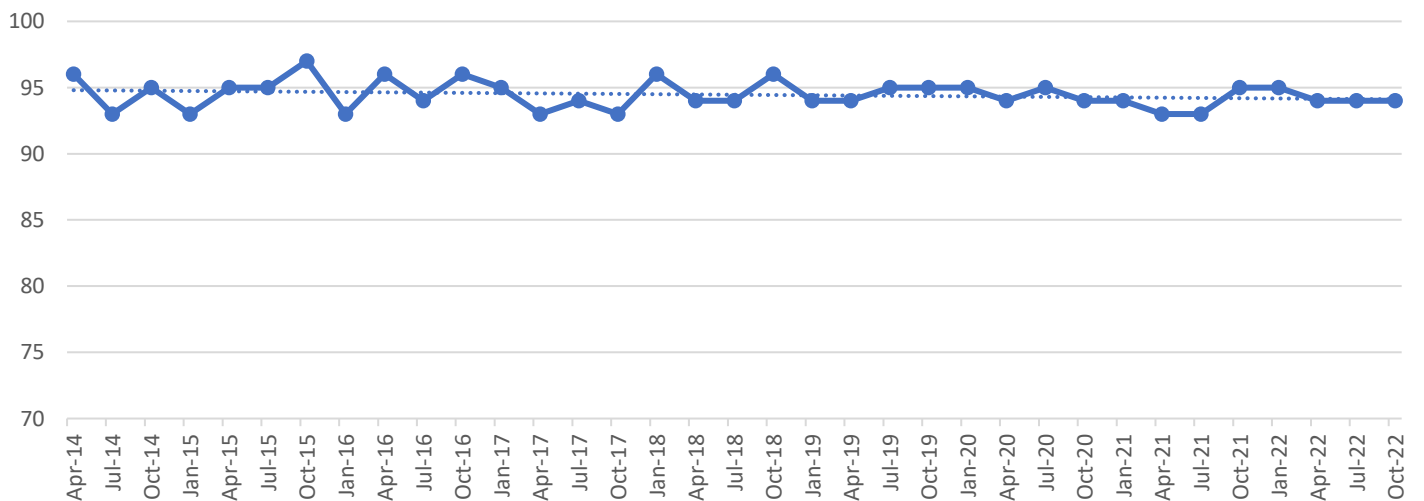
#4 - Education and explanation of plan provided in a way that I can understand



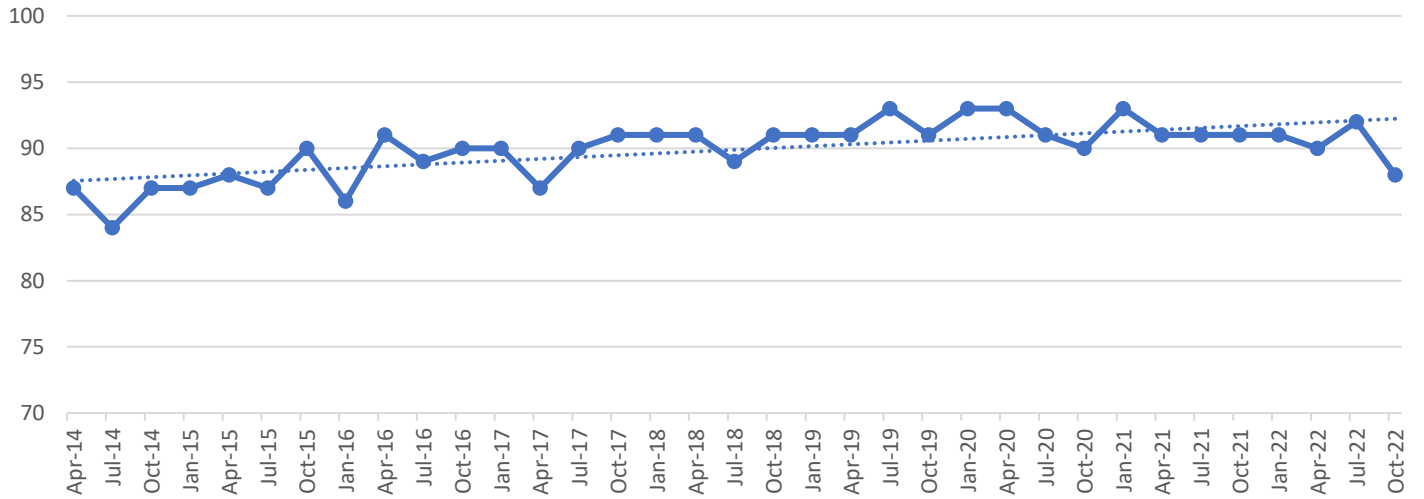
#5 - The follow-up and coordination of my care



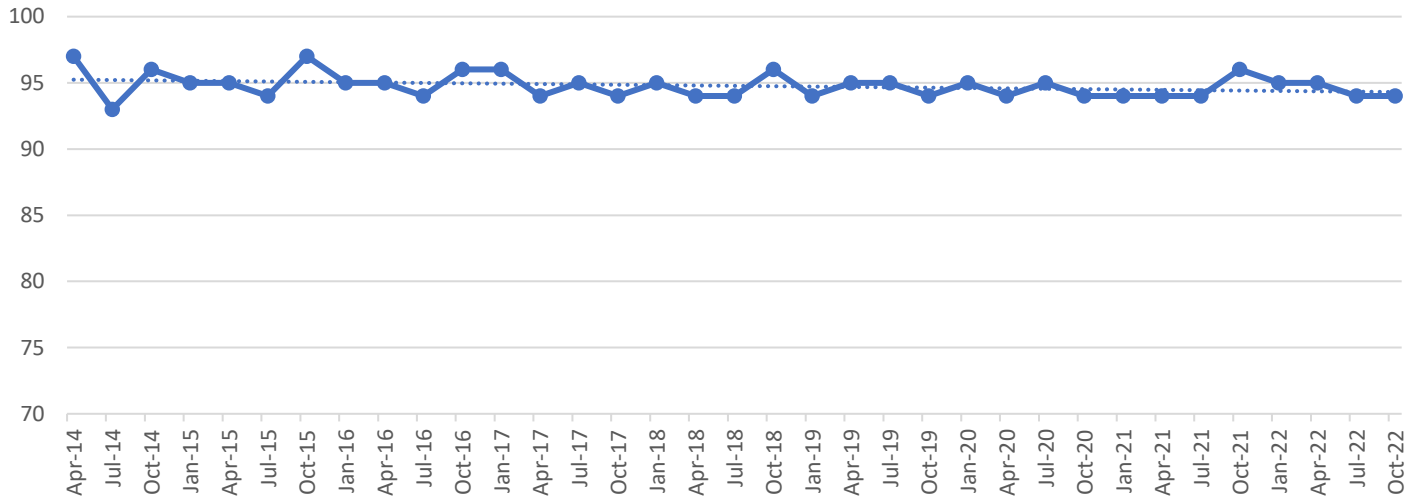
#6 - The staff addressing my medical needs today



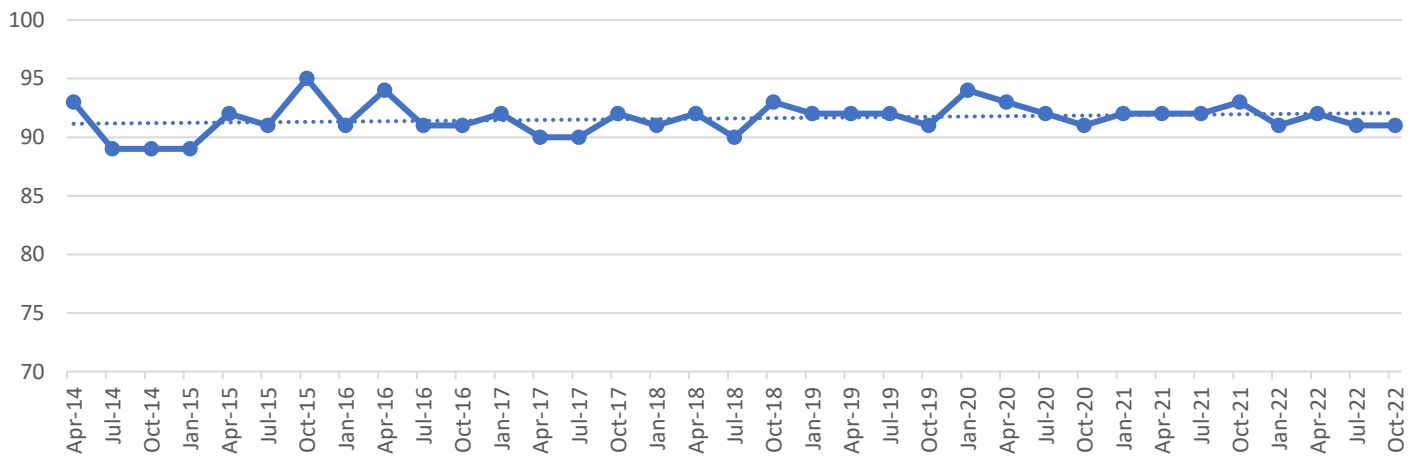
#7 - The time spent waiting



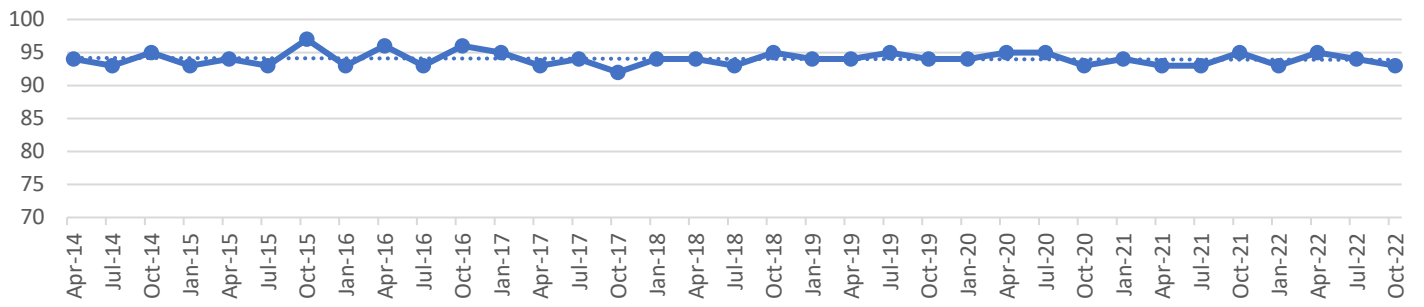
#8 - The respectfulness of staff



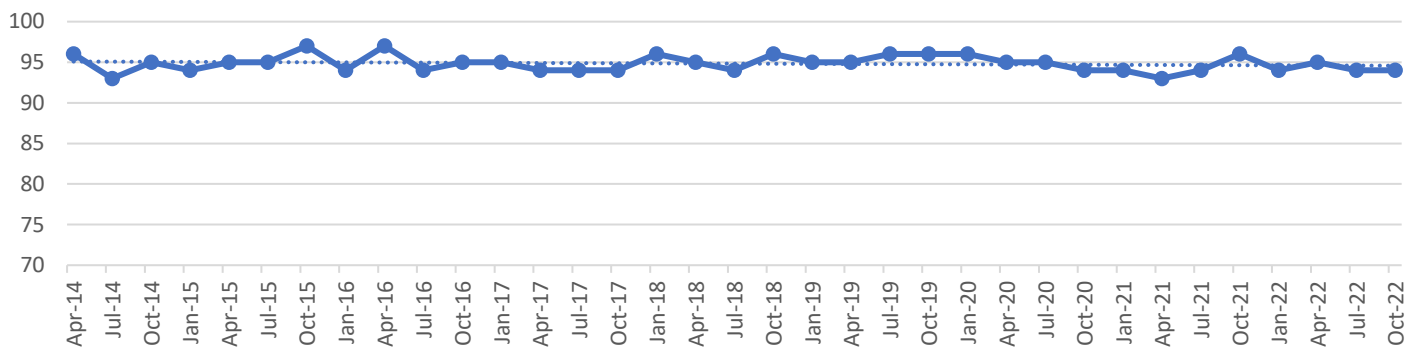
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



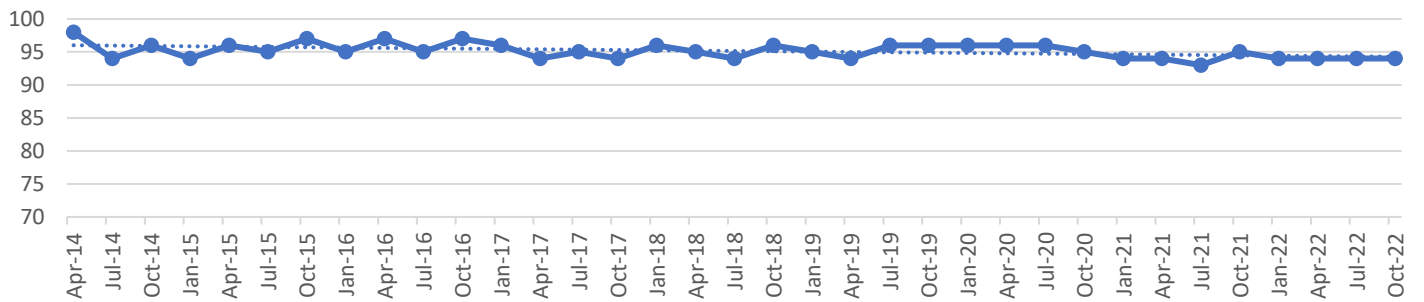
#10 - The handling of my personal medical information in a private and confidential manner



#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?

