

**Patient Satisfaction Survey**  
**2550 N. Annie Glidden Rd., DeKalb**  
**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 94%. 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.

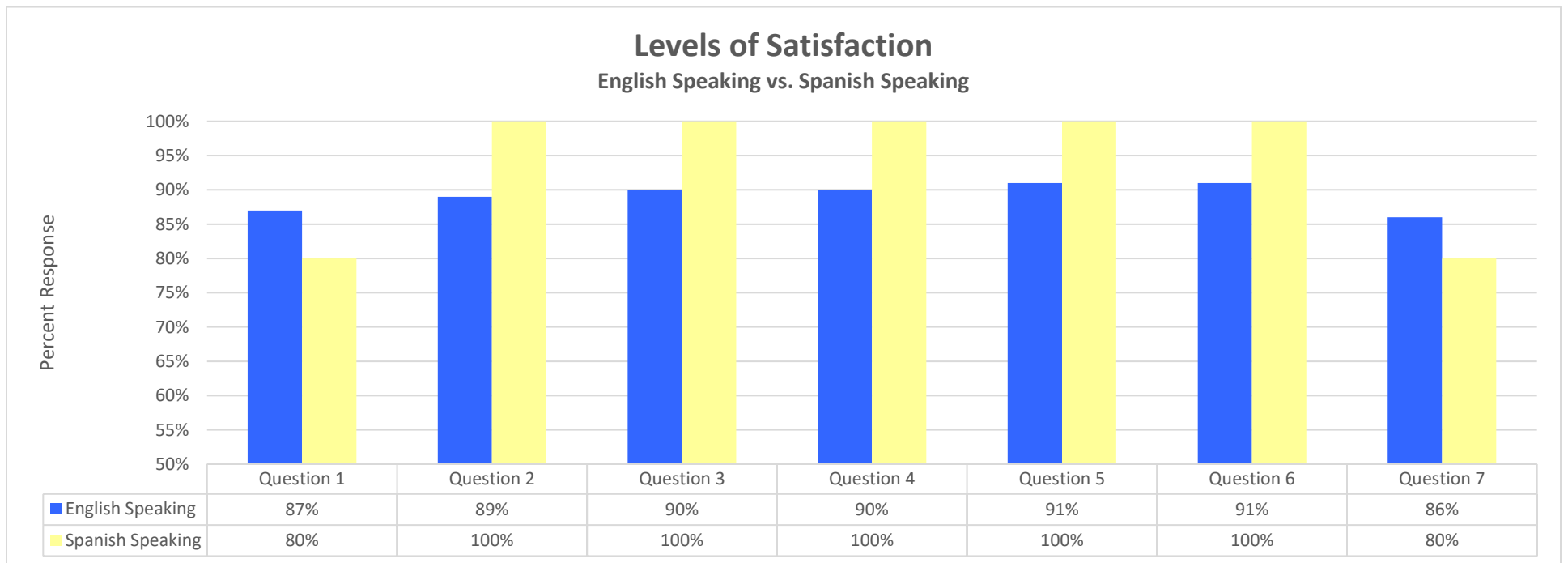
<b>2550 N Annie Glidden Rd, DeKalb – Survey Questions</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>
1. The phone operator staff and call center	86%	90%	91%	93%
2. The reception staff	90%	91%	93%	95%
3. Receiving a timely appointment	90%	92%	93%	95%
4. Education and explanation of plan provided in a way that I can understand	90%	94%	93%	92%
5. The follow up and coordination of my care	91%	94%	93%	93%
6. The staff addressing my medical needs today	91%	94%	93%	95%
7. The time spent waiting	86%	90%	93%	95%
8. The respectfulness of staff	89%	92%	94%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	92%	90%	93%
10. The handling of my personal medical information in a private and confidential	89%	92%	94%	93%
11. Your medical assistant	93%	92%	94%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	93%	96%
13. Overall, how satisfied are you with the Health Center?	92%	92%	92%	96%

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%

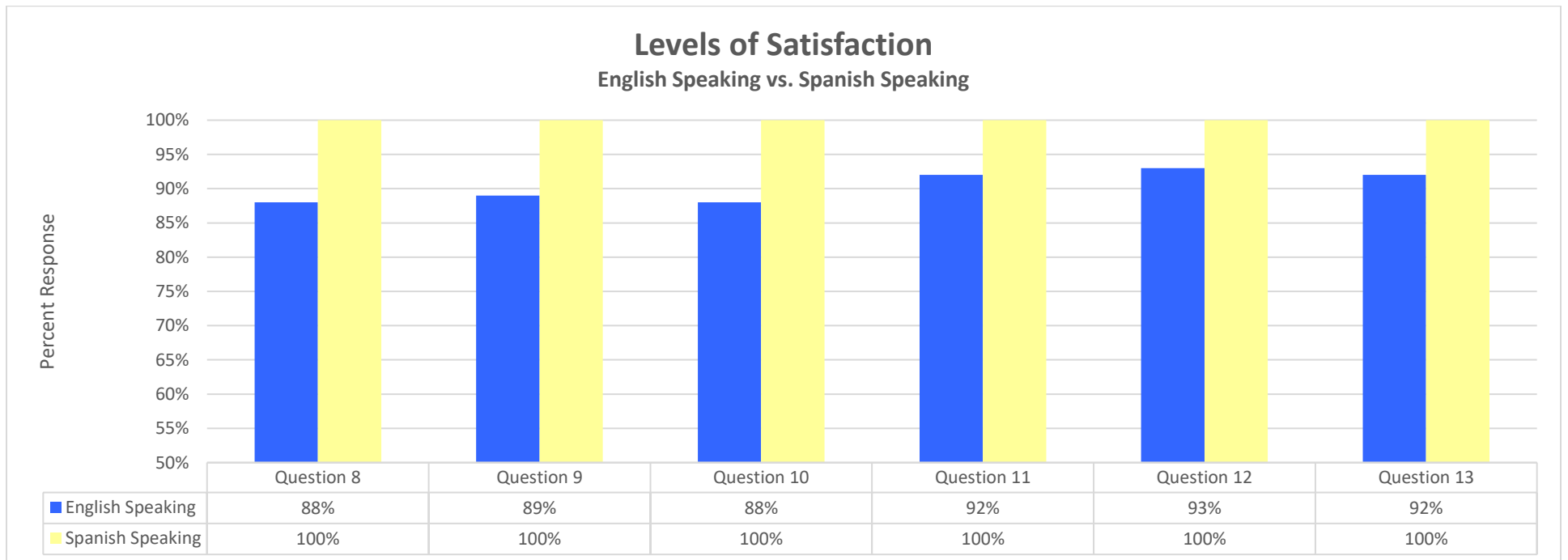
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	15 63%	0	6 25%	1 100%	1 4%	0	0	0	2 8%	0
2. The reception staff	16 67%	1 100%	6 25%	0	0	0	1 4%	0	1 4%	0
3. Receiving a timely appointment	18 75%	1 100%	2 8%	0	3 13%	0	0	0	1 4%	0
4. Education and explanation of plan provided in a way that I can understand	17 71%	1 100%	4 17%	0	2 8%	0	0	0	1 4%	0
5. The follow-up and coordination of my care	17 71%	1 100%	5 21%	0	1 4%	0	0	0	1 4%	0
6. The staff addressing my medical needs today	17 71%	1 100%	5 21%	0	1 4%	0	0	0	1 4%	0
7. The time spent waiting	14 58%	0	5 21%	1 100%	4 17%	0	0	0	1 4%	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	16 67%	1 100%	6 25%	0	0	0	0	0	2 8%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	16 73%	1 100%	2 9%	0	3 14%	0	0	0	1 5%	0
10. The handling of personal medical info in a private and confidential manner	17 71%	1 100%	4 17%	0	1 4%	0	0	0	2 8%	0
11. Your medical assistant	18 78%	1 100%	3 13%	0	1 4%	0	0	0	1 4%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	19 79%	1 100%	4 17%	0	0	0	0	0	1 4%	0
13. Overall, how satisfied are you with the Health Center?	19 79%	1 100%	3 13%	0	0	0	1 4%	0	1 4%	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: 13

N/A: 2

YES: 0

#### **Comments:**

1. "Left tons of messages Feb 2022 to 10/26/2022."

#### **Spanish**

NO: 1

N/A: 0

YES: 0

#### **Comments:**

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

#### **English**

1. "Rhonda Scott Diltz- todays visit Stephanie Williams 10/26/2022."
2. "Same day appointments." (Williams)
3. "The provider being understanding and friendly." (Williams)
4. "N/A."
5. "Good information is giving to stay healthy."
6. "My provider cares about my health now and tell me how to take better care of myself." (Williams)
7. "Customer service."
8. "I like how they helped my family."
9. "I like how they work with my family."
10. "Location."
11. "Provide the information I need to know about my health." (Williams)
12. "Very nice." (Williams)
13. "Everything."
14. "Staff." (Williams)
15. "Getting same day appointments." (Williams)
16. "Everyone is helpful." (Williams)
17. "Fast appointments."

#### **Spanish**

1. "They serve everyone regardless of characteristics." "Que atienden a toda persona sin importar características."

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

#### **English**

1. "Call me if you truly want to know."
2. "N/A." (5)
3. "Shorter wait." (Williams)
4. "It all ok." (Williams)
5. "Just keep doing what you doing." (Williams)
6. "Better appointment grace period procedure." (Williams)
7. "Keep doing what you doing."

#### **Spanish**

1. "It is the first time I've been here, good attention continue to work the same." "Es la primera vez que estoy aqui, fue una atencion buena, continue trabajando asi."

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

**English**

- YES: 20
- NO: 2

**Spanish**

- YES: 1
- NO: 0

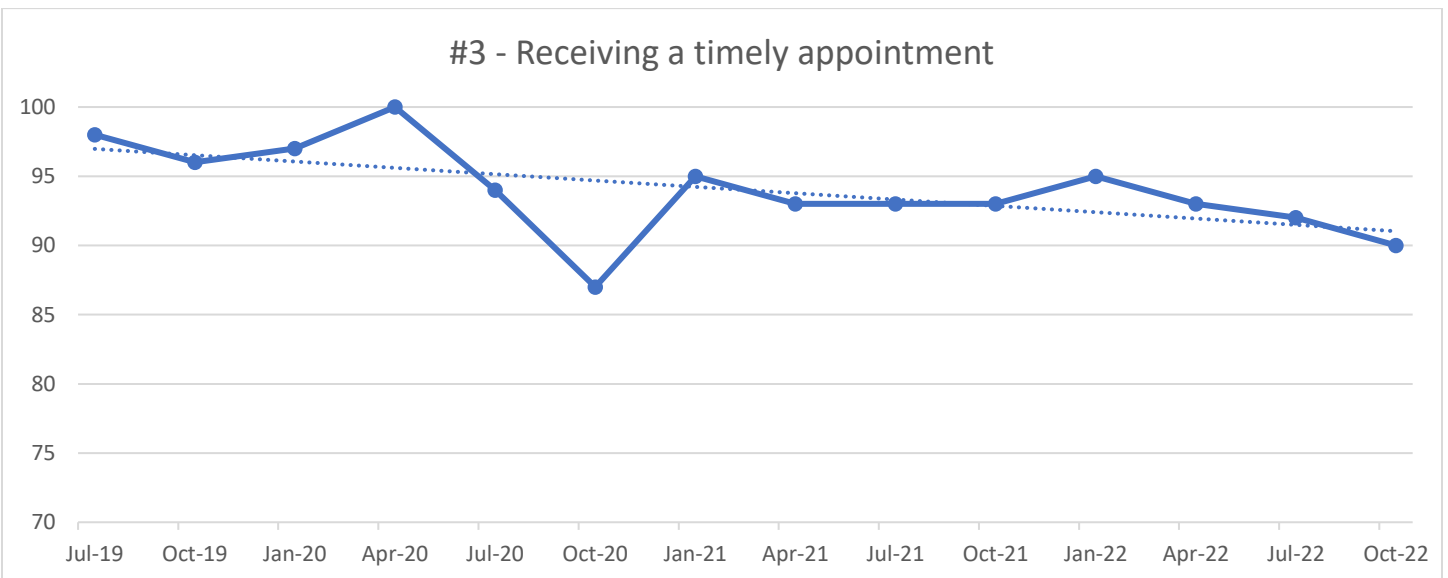
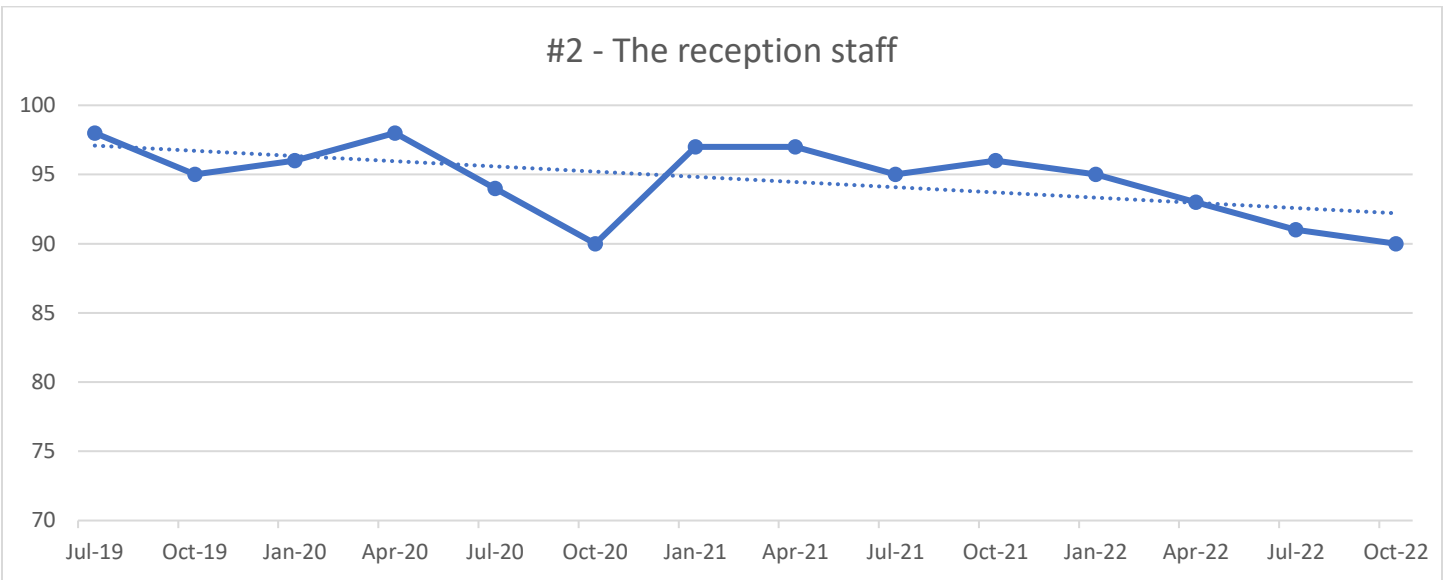
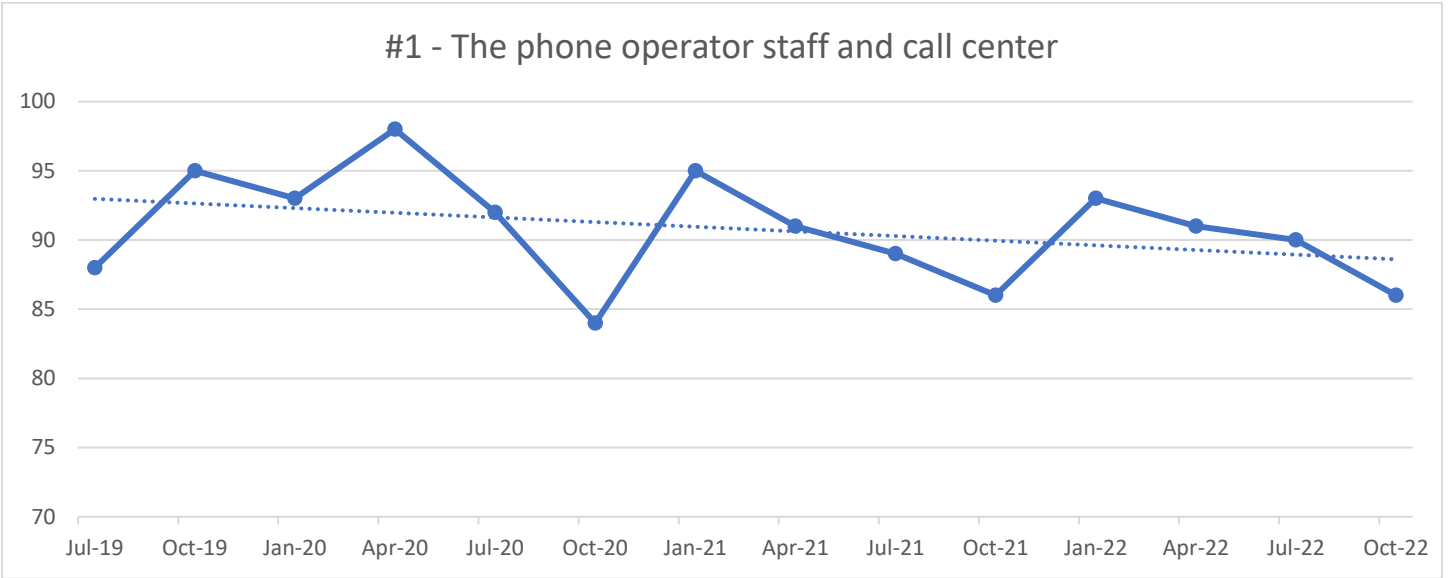
**Question 18:** Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

**English**

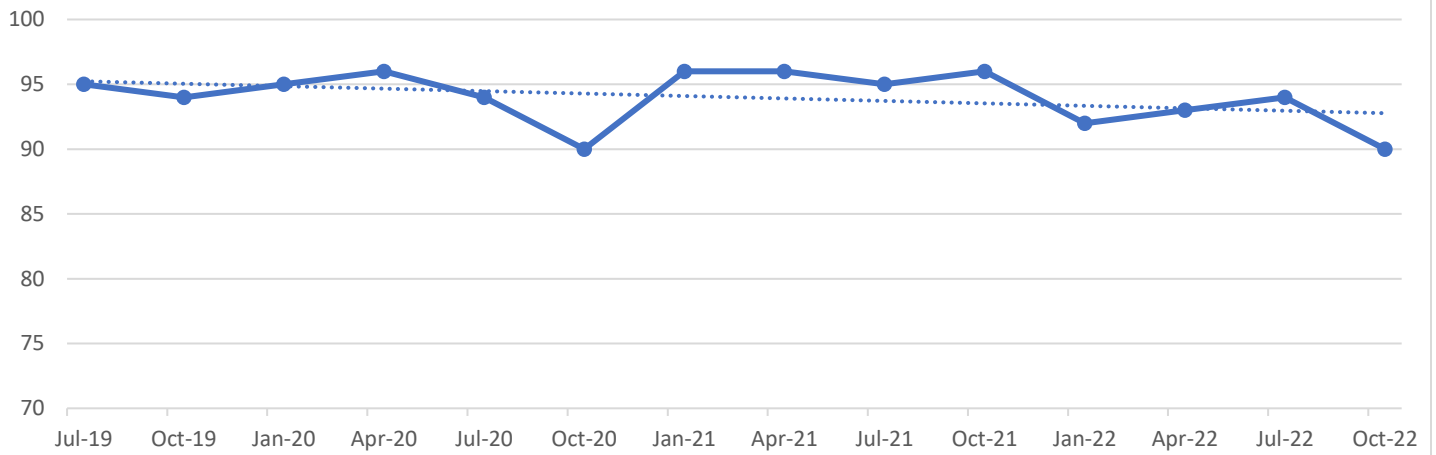
- Williams: 12

**Spanish**

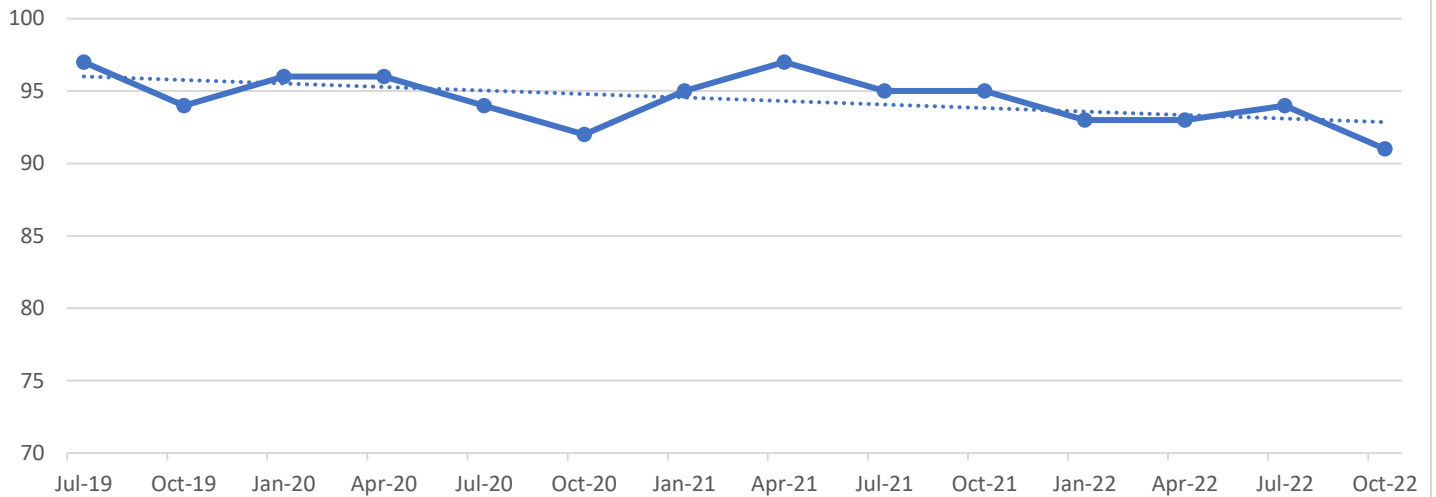
# Individual Question Results with Trendlines



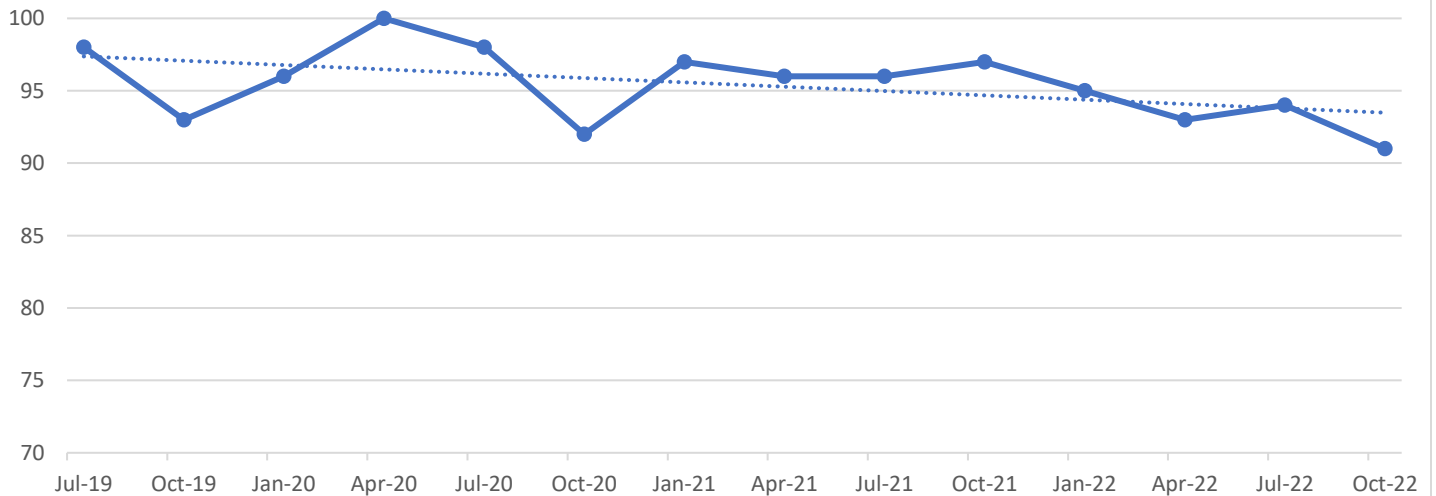
### #4 - Education and explanation of plan provided in a way that I can understand



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

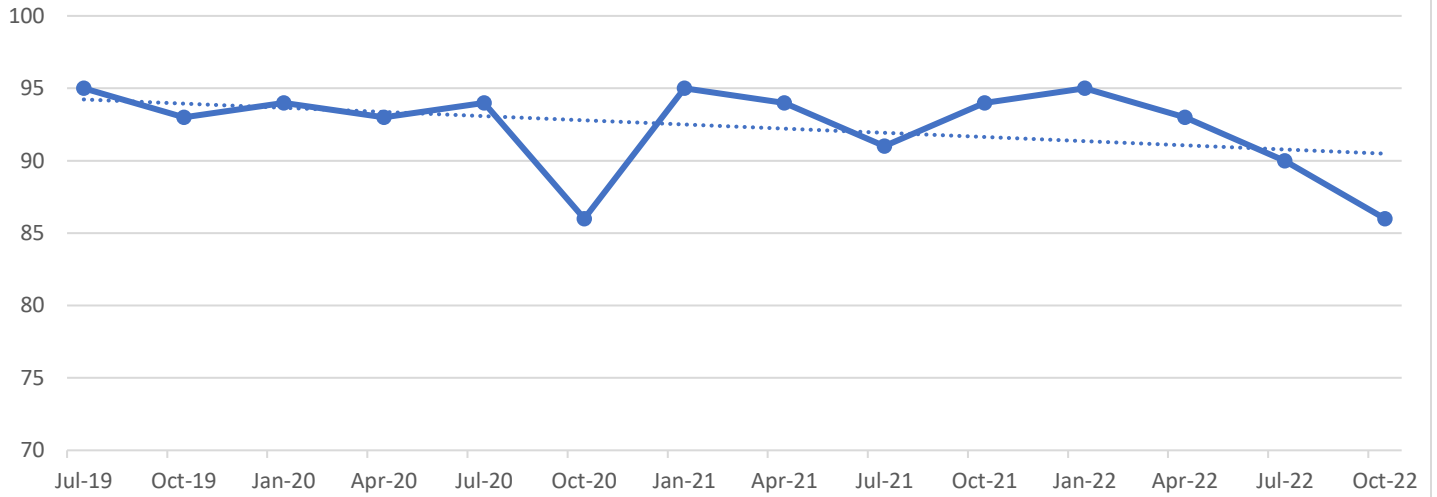


### #6 - The staff addressing my medical needs today

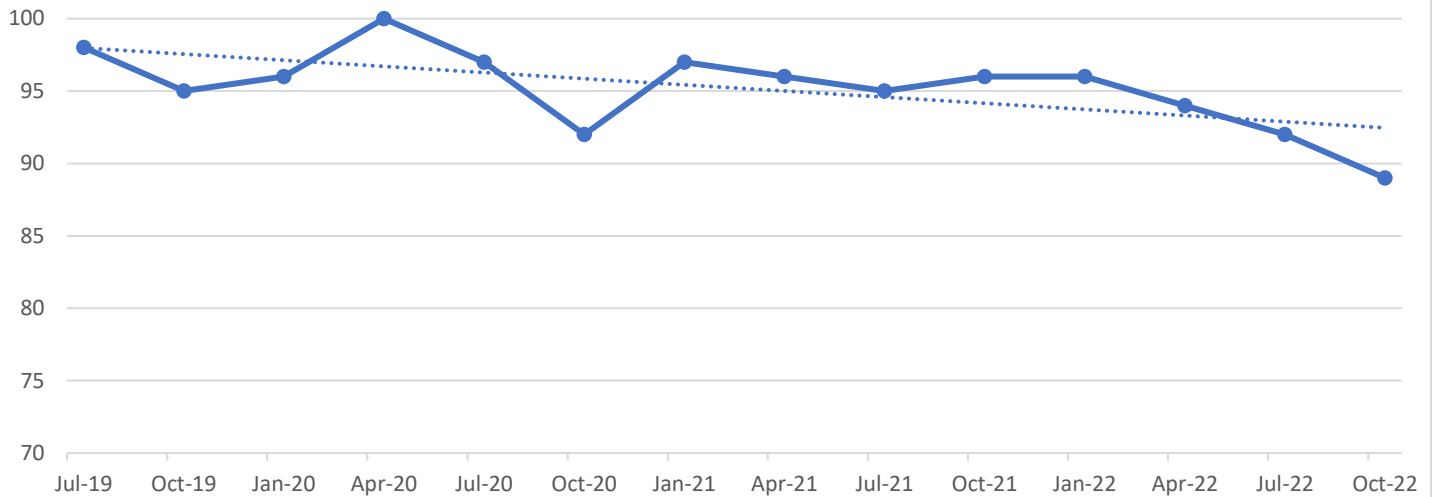




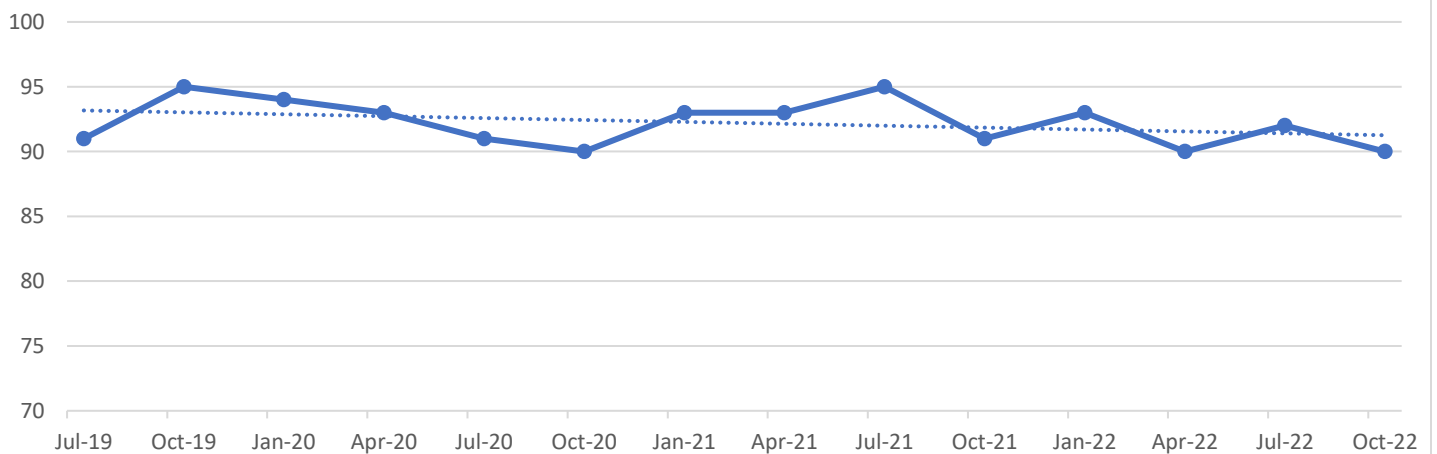
#7 - The time spent waiting



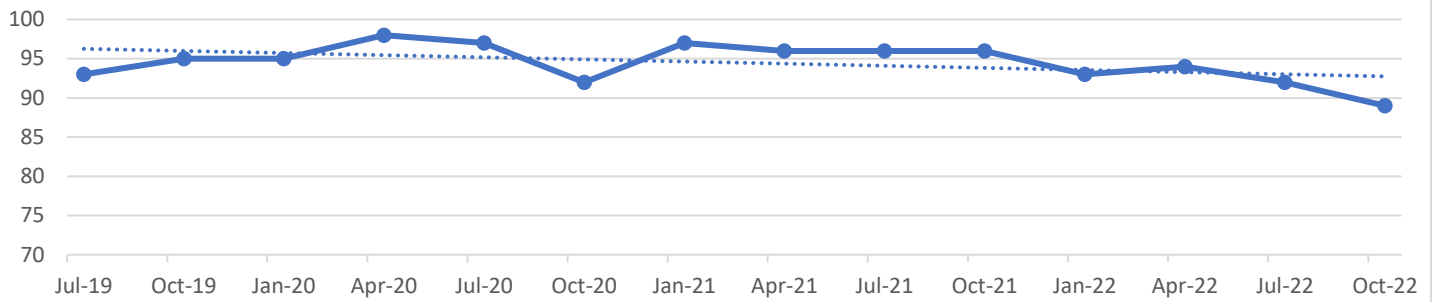
#8 - The respectfulness of staff



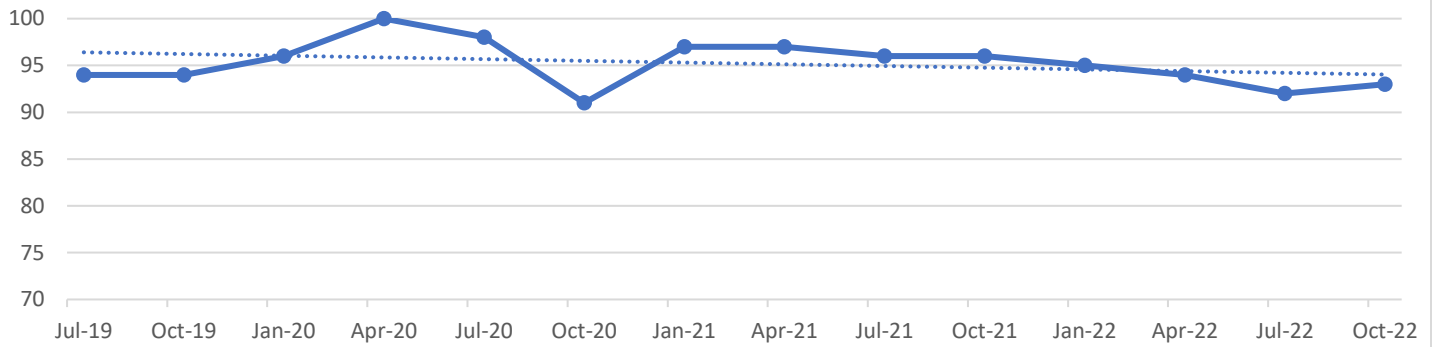
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



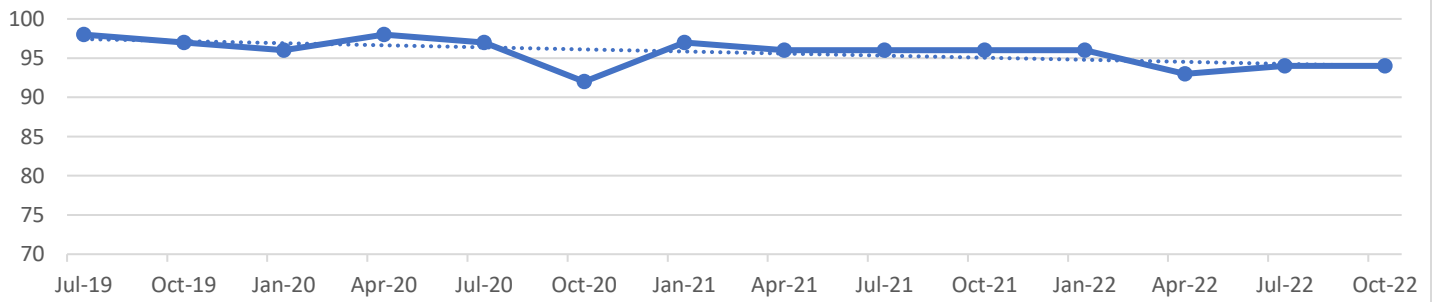
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

