

Patient Satisfaction Survey 300 McHenry Rd, Wheeling 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 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.

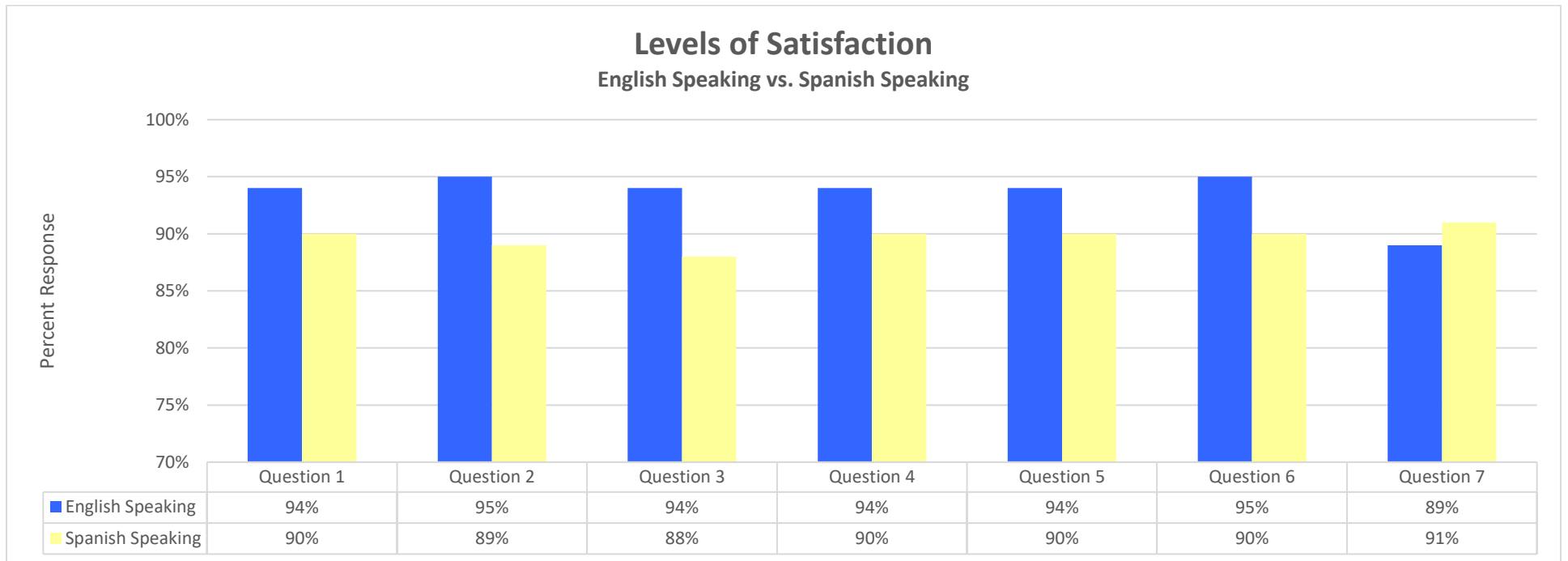
300 McHenry Rd, Wheeling – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	91%	92%	90%	91%
2. The reception staff	91%	92%	91%	92%
3. Receiving a timely appointment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

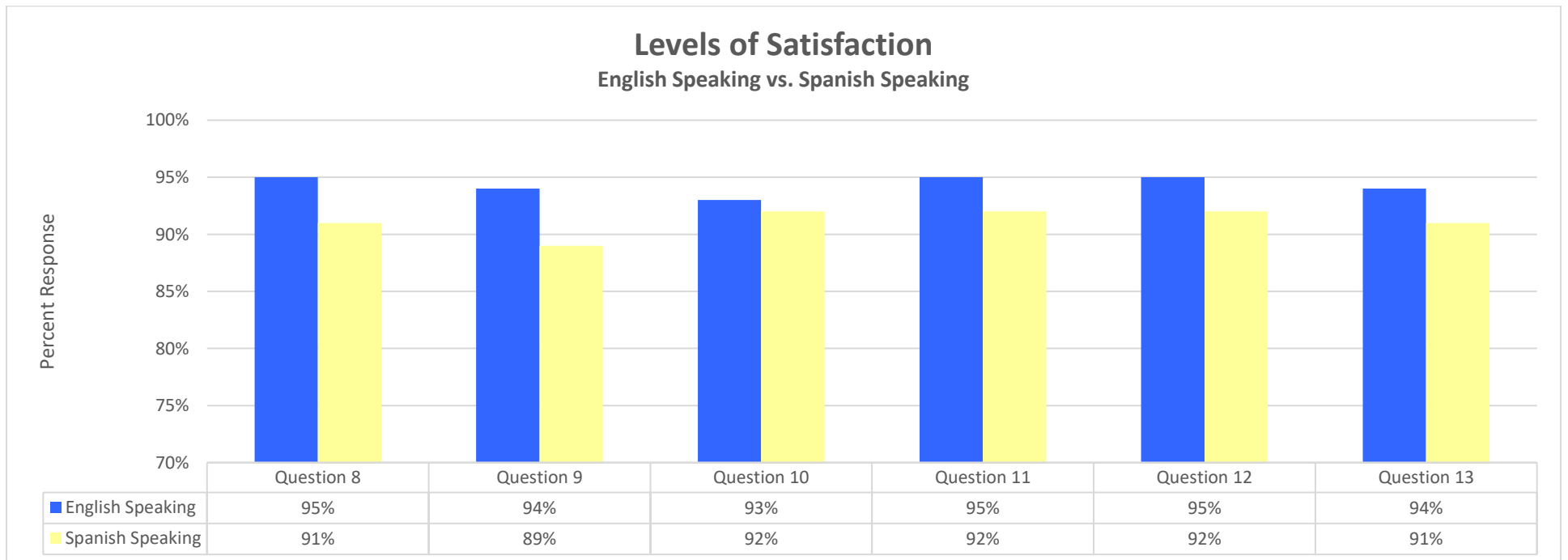
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	97 80%	153 62%	16 13%	75 30%	7 6%	11 5%	0	3 1%	1 1%	5 2%
2. The reception staff	96 80%	146 60%	19 16%	72 30%	4 3%	18 7%	0	2 1%	1 1%	6 3%
3. Receiving a timely appointment	93 78%	142 59%	17 14%	74 31%	9 8%	15 6%	0	4 2%	1 1%	6 3%
4. Education and explanation of plan provided in a way that I can understand	95 79%	147 61%	19 16%	76 31%	5 4%	11 5%	0	3 1%	2 2%	5 2%
5. The follow-up and coordination of my care	95 79%	155 64%	20 17%	68 28%	4 3%	10 4%	0	2 1%	2 2%	6 3%
6. The staff addressing my medical needs today	98 82%	163 67%	17 14%	65 27%	3 3%	9 4%	0	2 1%	2 2%	6 2%
7. The time spent waiting	83 69%	121 50%	17 14%	76 31%	13 11%	26 11%	3 3%	12 5%	4 3%	7 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	96 81%	153 64%	17 14%	71 30%	4 3%	10 4%	0	1 1%	2 2%	5 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	86 78%	137 59%	17 16%	72 31%	4 4%	19 8%	1 1%	2 1%	2 2%	4 2%
10. The handling of personal medical info in a private and confidential manner	94 78%	164 68%	18 15%	67 28%	4 3%	4 2%	2 2%	1 1%	2 2%	6 3%
11. Your medical assistant	101 84%	169 70%	13 11%	58 24%	4 3%	8 3%	0	1 1%	2 2%	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	99 84%	165 69%	14 12%	64 27%	3 3%	7 3%	0	1 1%	2 2%	4 2%
13. Overall, how satisfied are you with the Health Center?	92 79%	163 68%	18 16%	61 25%	5 4%	10 4%	0	1 1%	2 2%	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: 34

N/A: 10

YES: 9

Comments:

1. "No, I haven't but I'm very satisfied!" (Vega)
2. "Good experience."
3. "It was great."
4. "N/A. operating center."
5. "Yes, very efficient." (B. Patel)
6. "Yes, good." (Shirazi)
7. "Good."
8. "It was good." (2)
9. "It was a very nice experience."

Spanish

NO: 72

N/A: 1

YES: 12

Comments:

1. "Very kind." "Muy amables." (C. Patel)
2. "Very good." "Muy buena." (3)
3. "Very good." "Muy bien."
4. "Good." "Buena."
5. "Great, they answer calls promptly." "Bien, contestan las llamadas a tiempo." (Shirazi)
6. "Thank you for helping us with my family's medical care." "Gracias por ayudarnos con el cuidado de la salud para mi familia." (B. Patel)
7. "I am always satisfied with the doctor and the nurses are very kind." "Siempre estoy satisfecha con la doctora y las enfermeras son muy amables." (Shirazi)
8. "I like that they are very kind." "Me gusta que son muy amables."
9. "Yes, I needed to refill medications and receive something for a throat infection, but I never received the sufficient support to receive the medications." "Si, necesitaba rellenar medicamentos y recibir algo para una infeccion en la garganta pero nunca tube la suficiente ayuda para recibir los medicamentos."

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

English

1. "N/A." (4)
2. "None." (2)
3. "Docs."
4. "Service is good."
5. "Explanation." (Ninkovska)
6. "All the staff."
7. "Proximity."
8. "Simplicity." (Ceisel)
9. "Communication."
10. "Satisfied." (Shirazi)
11. "Staff." (3)
12. "Everything,"
13. "Dr. Patel."
14. "Fast." (Shirazi)
15. "Good doctor."

Spanish

1. "N/A."
2. "Everything." "Todo." (2)
3. "Attention." "Atencion."
4. "Everything is good." "Todo bien." (3)
5. "It is good." "Esta bien."
6. "How kind." "Lo amable."
7. "Health care." "Cuidado de salud."
8. "Very kind." "Muy amables." (White)
9. "The kindness." "La amabilidad."
10. "Good personnel." "Buen personal." (Vega)
11. "The service." "El servicio."
12. "Excellent service." "Excelente servicio." (B. Patel)

16. "Getting in as a walk-in, thank you!"
17. "Explain & answer my questions." (Vega)
18. "Same day appointments." (Shirazi)
19. "Great doctor and other staff."
20. "The information given."
21. "How well they explain everything."
22. "Explaining until I understand about my health." (Lyman)
23. "They always can find time to see me when I need it."
24. "Great communication." (C. Patel)
25. "The staff is very professional."
26. "Giving a reminder a day before the appointments."
27. "I really appreciate the pride flag and asking for my pronouns in my first appointment. Felt like I was in the right place." (Ceisel)
28. "Getting seen + being heard about my concerns." (C. Patel)
29. "The staff is amazing."
30. "Getting the medication & help." (Lyman)
31. "The staff being good with communication and understanding." (Vega)
32. "Seeing patient on time same day."
33. "Pay of lab testing."
34. "Respect and timely help." (B. Patel)
35. "Same day appointment available."
13. "With my laboratory exams." "Con mis exámenes del laboratorio."
14. "Taking care of my health." "A cuidado mi salud." (2)
15. "The location." "La localización."
16. "The information." "La información." (Shirazi)
17. "The hours." "Los horarios."
18. "With my health." "En mi salud." (2)
19. "The attention." "La atención."
20. "It is a good clinic." "Es buena clínica." (B. Patel)
21. "Close to my home." "Cerca de mi hogar." (B. Patel)
22. "That it is close to my house." "Que esta cerca de mi casa." (Shirazi)
23. "What makes me feel satisfied is that I am close enough to be able to be early for the appointments." "Lo que me hace sentirme satisfecho es porque estoy cerca para poder estar temprano a las citas." (Shirazi)
24. "The attention from the clinic." "Su atención en la clínica."
25. "To be healthy." "Para una salud." (Patel)
26. "With my children's health." "Con la salud de mis hijos."
27. "To improve my health." "A mejorar mi salud."
28. "The help provided to people with low resources." "La ayuda con las personas de bajos recursos."
29. "The attention is excellent, and they help you erase our doubts." "La atención es excelente y te ayudan a borrar tus dudas."
30. "The discounts and the help they can provide." "El descuento y la ayuda que nos pueden dar."
31. "That they help people with low resources." "Que ayudan a las personas de bajos recursos." (C. Patel)
32. "They treat me well." "Me atienden muy bien."
33. "That they are accessible, and the medical care is great." "Que son accesible y el cuidado med es bueno."
34. "That when I need an appointment they always find a way for me to schedule one." "Que cuando tengo necesidad de una cita siempre buscan la manera para hacer la cita."
35. "They are very kind." "Son muy amables."
36. "They treat my health." "Atiende mi salud."

37. "My health's wellbeing." "El bienestar de la salud." (Vega)
38. "They are very tender and kind." "Son muy calidos y amables."
39. "That we can communicate in a language we understand." "Que nos comunicamos en un lenguaje que podemos entender."
40. "To continue my medical treatment." "A continuar con mi tratamiento medico."
41. "Excellent service." "Exelente servicio."
42. "That they are checking my health." "Que me estan chequeando mi salud." (B. Patel)
43. "The proximity to my home." "Lo cercas que me queda de casa."
44. "That they treat me well." "Que atienden muy bien."
45. "The help provided in my language." "La ayuda prestada en mi idioma."
46. "The discount." "El descuento." (2)
47. "Maintaining my best possible health." "Mantener mi salud lo mejor posible."
48. "That I can obtain a same day appointment." "Que puedo obtener una cita el mismo dia."
49. "That they provide us with help." "Que nos brindan la ayuda."
50. "That it is within my financial reach, and they can treat me." "Que esta al alcance de mis presupuestos y pueden atenderme."
51. "That they speak Spanish." "Que hablan espanol." (B. Patel)
52. "That there are bilingual nurses." "Que hay enfermeras bilingues." (Vega)
53. "The medical attention is very clear." "La atencion medica muy clara."
54. "They answer my questions and doubts." "Contestan mis preguntas y dudas." (C. Patel)
55. "Doctor Shirazi explains everything well to me and is very patient with my children. They also answer all my questions." "La doctora Shirazi me explica todo y es muy paciente con mis hijos. Y contesta todas mis preguntas." (Shirazi)
56. "For my health." "Para mi salud."
57. "They provide very good medical services, their doctors are excellent." "Provee muy buen servicio medico, sus doctores exelentes."
58. "Their kindness, their attention, and respect." "Su amabilidad, su atencion, y respeto."

59. "That there is a family practice doctor and pediatrician." "Que hay doctor familiar y peditras."
60. "That they answer all my questions very well." "Que contestan todas mis preguntas muy bien." (B. Patel)
61. "It is close to my home, and they treat me in the best possible way." "Me queda cercas de mi casa y atieden lo mejor posible." (Shirazi)
62. "That it is within reach, and they treat me promptly." " Que esta a mi alcance y me atienden pronto."
63. "With my children's consultations." "Con las consultas de mis hijos."
64. "With the care for my diabetes and medication." "En el cuidado de mi diabetes y el medicamento." (B. Patel)
65. "Keeping me informed about my health." "Estar informarme de nuestra salud."
66. "Today, good attention from the doctor. Additionally, effective communication." "Hoy buena atencion del doctor. Ademas de buena comunicacion."
67. "The bilingual personnel." "El personal bilingue."
68. "The care for my daughter." "Para el cuidado de mi hija."
69. "The good attention." "La buena atension."
70. "The good service." "El servicio bueno."
71. "That they have available appointments on my schedule." "Que tienen cita disponible a mi horario."
72. "That they always treat me well." "Que siempre me atienden vien."
73. "That there would always be consistency with the doctor or practitioner that treats me. Almost always it is a different doctor or practitioner that sees me and that does not help me." "Que siempre fuera un doctor o proveedor quien me atendiera porque casi siempre es un doctor o proveedor diferente y esto no me ayuda mucho."

Question 16: How can we improve Greater Family Health?

English

1. "Waiting time should be better."
2. "N/A." (11)
3. "Not sure." (Vega)
4. "None." (2)
5. "Nothing!"

Spanish

1. "N/A." (2)
2. "No comment." (English response on a Spanish survey)
3. "No comment." "Sin comentarios." (B. Patel)

6. "Satisfied."
 7. "Perfect."
 8. "It's perfect."
 9. "More appointments (not same day)."
 10. "Waiting time there are time's where we have to wait an hour." (Patel, B.)
 11. "No show policy; time after appt."
 12. "Less wait time." (Ninkovska)
 13. "No improvement needed."
 14. "Just the waiting time. My appointments are at a certain time and I get seen 20 mins later. Sometimes 30 mins." (Shirazi)
 15. "None love it just the way it is." (Lyman)
 16. "Faster reception/desk staff? I understand if you are short staffed right now." (Ceisel)
 17. "Allow patient not to wait for long."
 18. "Confirm health insurance."
4. "Be more kind." "Ser un poco mas amables." (B. Patel)
 5. "They have good service." "Tienen un buen servicio."
 6. "Time spent waiting." "El tiempo de espera." (C. Patel)
 7. "It is very excellent." "Es muy exelente." (C. Patel)
 8. "It is perfect." "Es perfecto." (B. Patel)
 9. "Everything is perfect." "Todo es perfecto." (B. Patel)
 10. "They are perfect." "Estan perfectos."
 11. "Very good." "Muy bueno."
 12. "It is very good." "Es muy bueno."
 13. "Everything is good." "Todo bien." (6)
 14. "For me, it is very good." "Para mi esta muy bien." (2)
 15. "It is good as is." "Esta bien asi."
 16. "Everything is very good." "Todo esta muy bien." (6)
 17. "No, everything is good." "No todo bien."
 18. "Having people that are more kind that can cope with adults and are able to respond with kindness." "A tener personas mas amables y sepan lidiar con personas adultas y tener amabilidad al contestarles." (Patel)
 19. "Only with the operators that speak too fast, and it is hard to understand what they are saying." "Solo las operadoras que ablan muy rapido que no se logra entender lo que disen." (Shirazi)
 20. "The wait time should be shorter." "No tan larga la espera."
 21. "Better communication, be transparent with patients." "Mejor comunicasion, ser transparente a los pacientes."
 22. "I think it is well coordinated. Sometimes the wait time can be long." "Creo que esta bien coordinado. Solo la espera a veces es muy larga." (C. Patel)
 23. "Hello, if a person arrives 5 minutes after the 15 minutes they should be able to be seen. That would be a great action." "Hola que si una persona llega 5 minutos despues de los 15 minutos lo atienda seria una buena asion."
 24. "I do not have suggestions for improvement." "No tengo sugerencias para mejorar."
 25. "Continue being kind." "Siguir asi de amables,"
 26. "The operating services should be quicker." "Los servicios de operadora serian mas rapidos."
 27. "For the moment continue being kind." "Por el momento que siganasi de amables."

28. "Improving the wait time." "Mejorando el tiempo de espera."
29. "I would prefer that the wait be shorter (the time)." "Solo me gustaria que la espera fuera mas corto (el tiempo)."
30. "More medical services perhaps." "Mas servicios medicos talvez."
31. "Being attentive and helping people." "Ciendo atentos y ayudar a las personas."
32. "Congratulations, continue how it is now." "Siga asi felicidades."
33. "Scheduling timely appointments depending on the persons necessities." "Dando citas mas pronto dependiendo la necesidades de la persona." (C. Patel)
34. "More kind and more time." "Mas amables y mas tiempo."
35. "To extend your hours." "Que extendieran sus horarios."
36. "Be more kind in reception." "En la reception ser mas amables."
37. "From my perspective, I feel as though everything is fine." "Por mi parte siento que todo esta vien."
38. "Time spent waiting. I waited an hour to be seen. I almost left. Only because I like the services rendered by the doctor." "El tiempo de espera. Espere una hora para ser atendida. Ya me iba a ir. Solo porque me gusta el servicio de la doctora." (Shirazi)
39. "Well, when someone without an appointment gets here, that he be called up when it is their turn." "Bueno para que cuando uno yege no tenga un cita que lo yamen aun cuando sea su turno."
40. "For now, they are doing great." "Por ahora hacen muy bien."
41. "Take into consideration the time spent waiting." "Tener en cuenta el tiempo de espera."

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

English

- YES: 73
- NO: 1

Spanish

- YES: 125
- NO: 2

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

English

- Ceisel: 5
- Lyman: 5
- Mendyuk: 1
- Ninkovska: 7
- Patel, B: 10

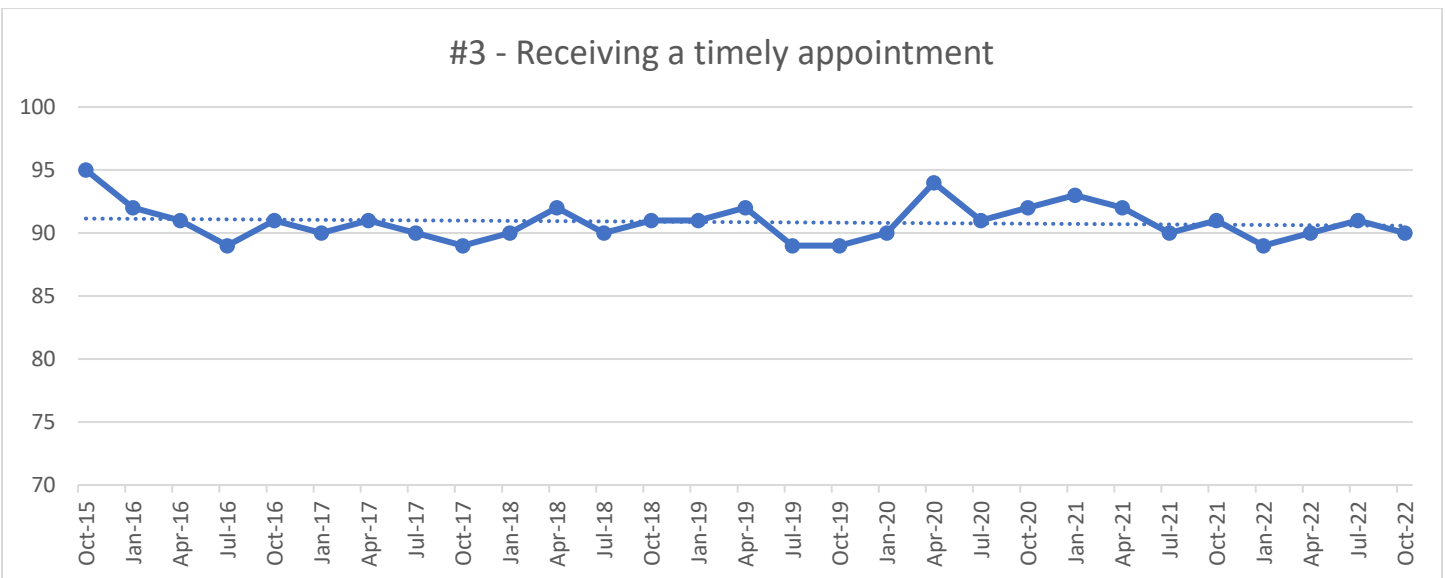
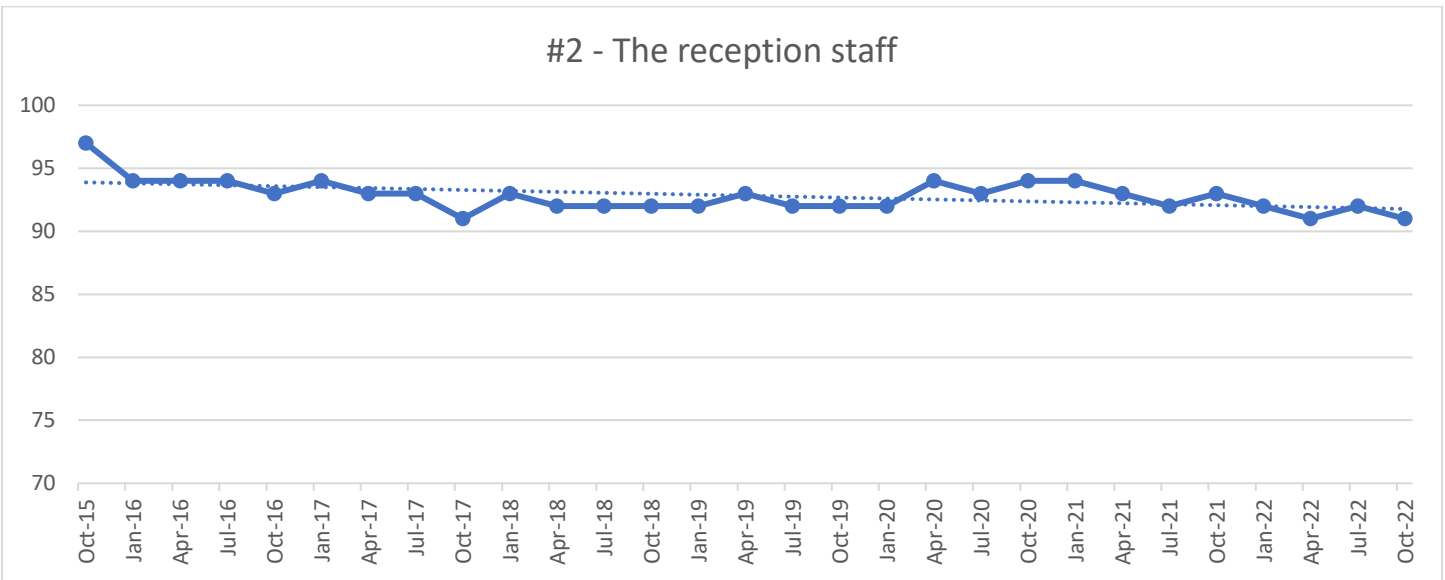
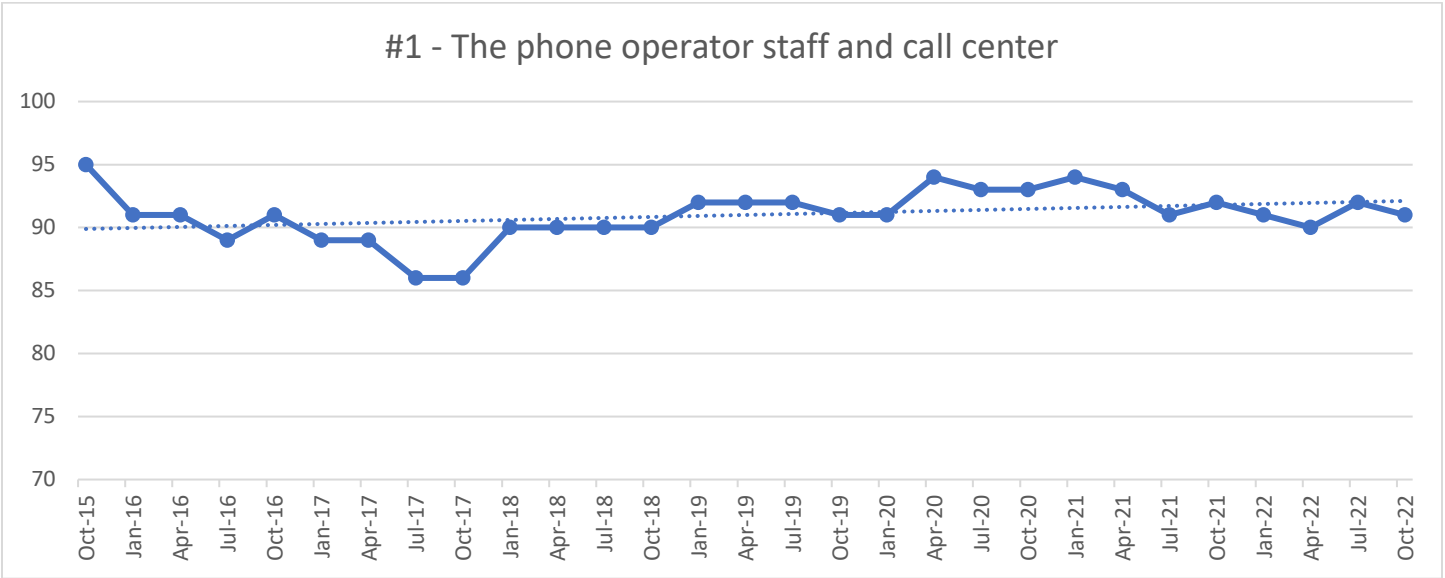
Spanish

- Ceisel: 1
- Lyman: 15
- Ninkovska: 15
- Patel, B: 27
- Patel, C: 25

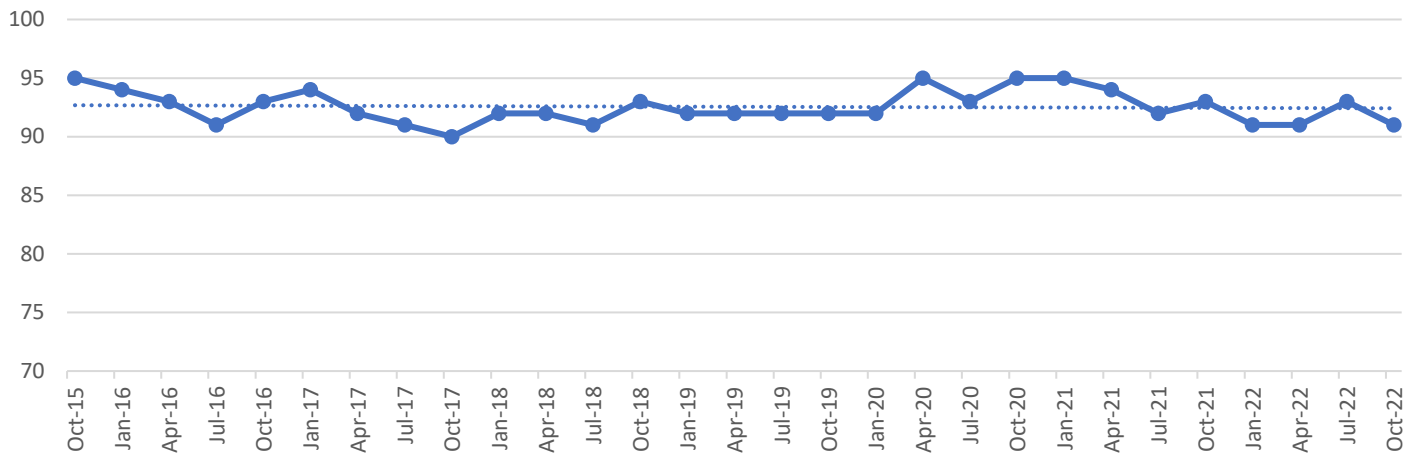
- Patel, C: 17
- Shirazi: 14
- Vega: 4

- Shirazi: 18
- Vega: 8
- White: 1

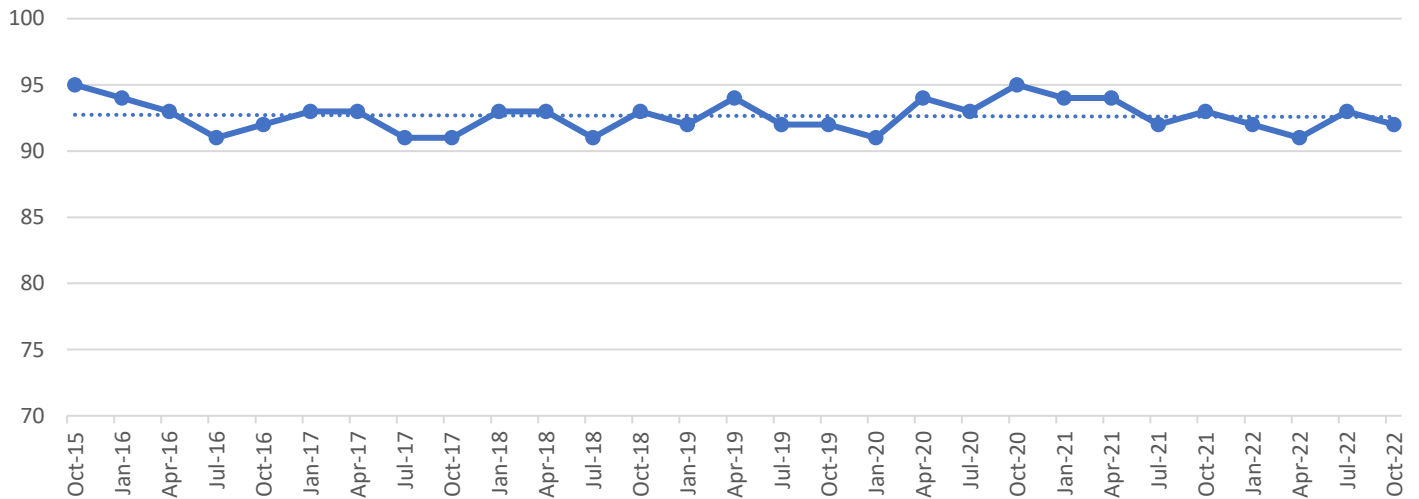
Individual Question Results with Trendlines



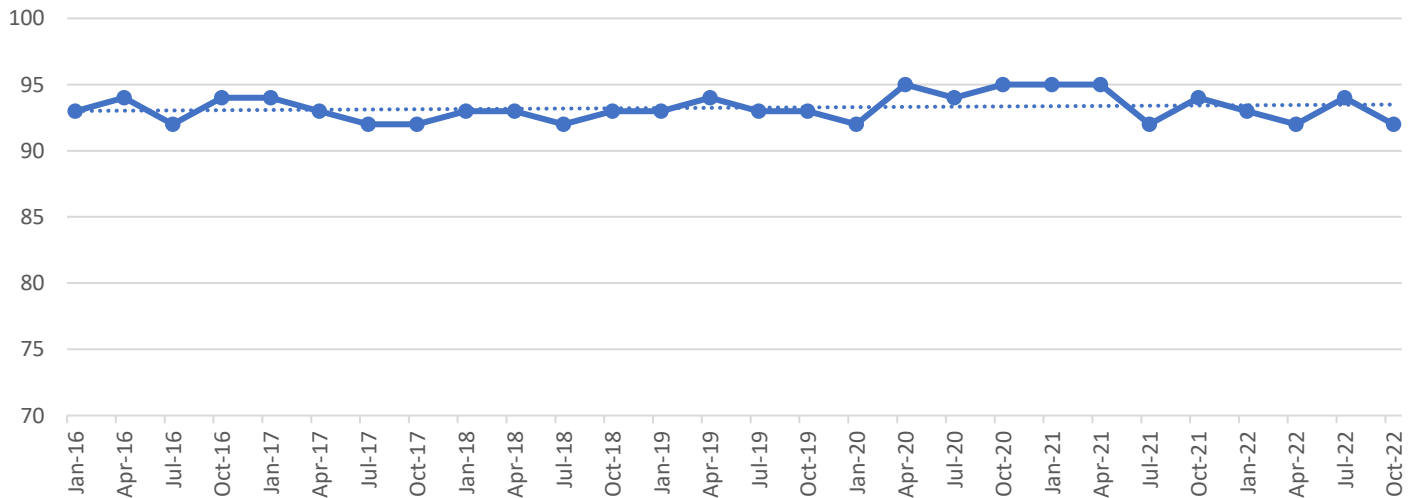
#4 - Education and explanation of plan provided in a way that I can understand



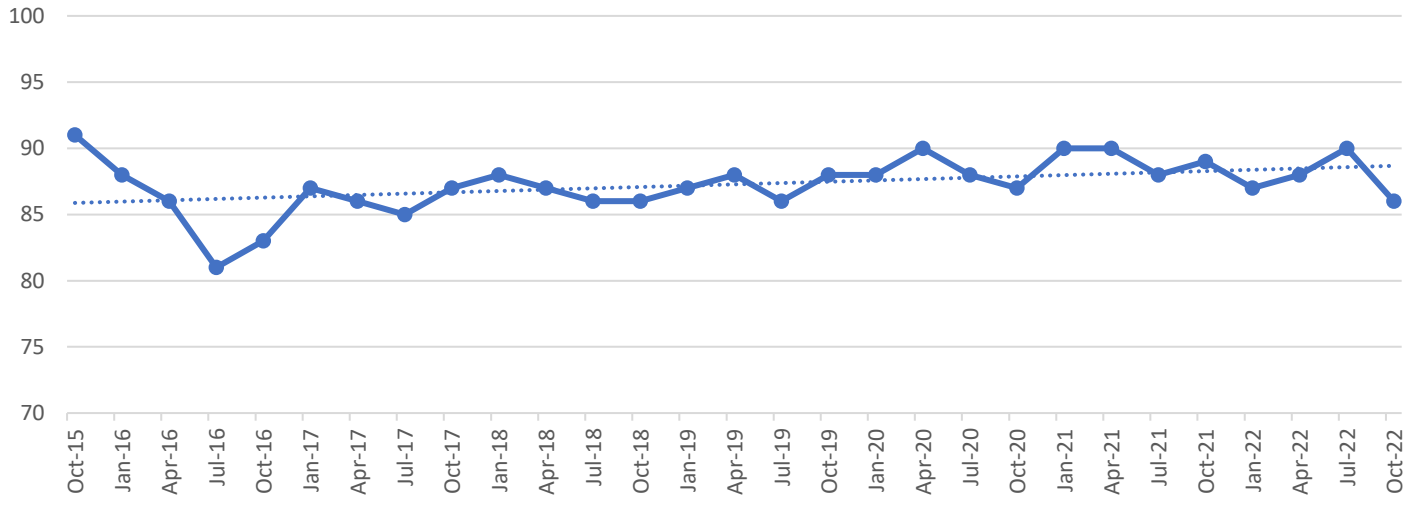
#5 - The follow-up and coordination of my care



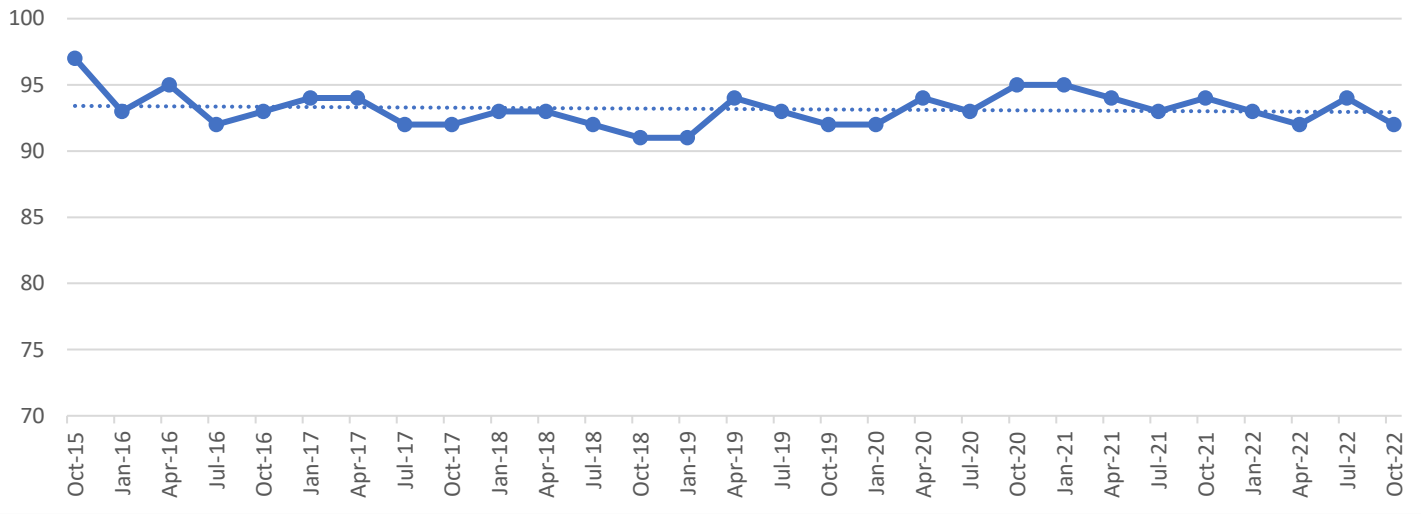
#6 - The staff addressing my medical needs today



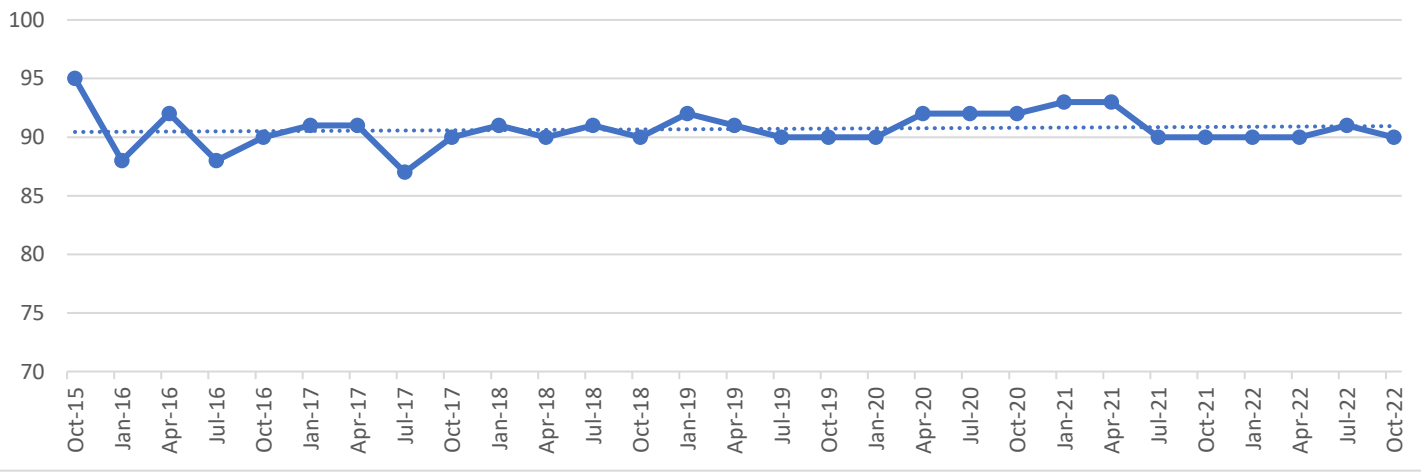
#7 - The time spent waiting



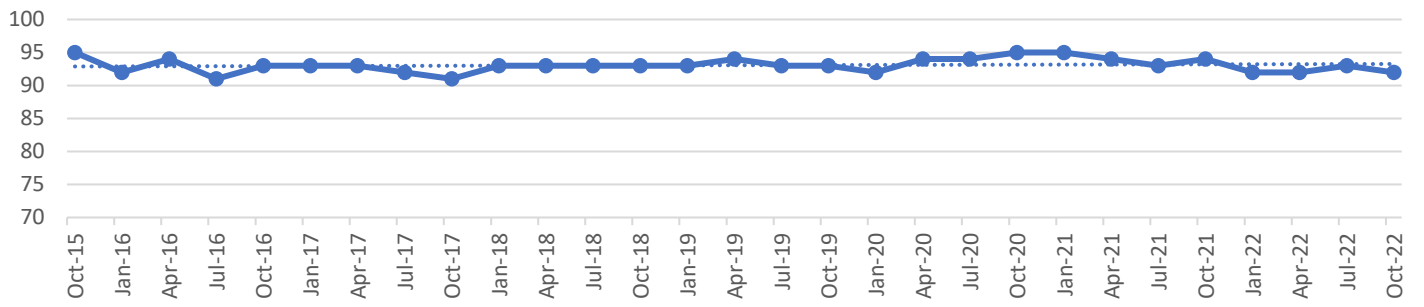
#8 - The respectfulness of staff



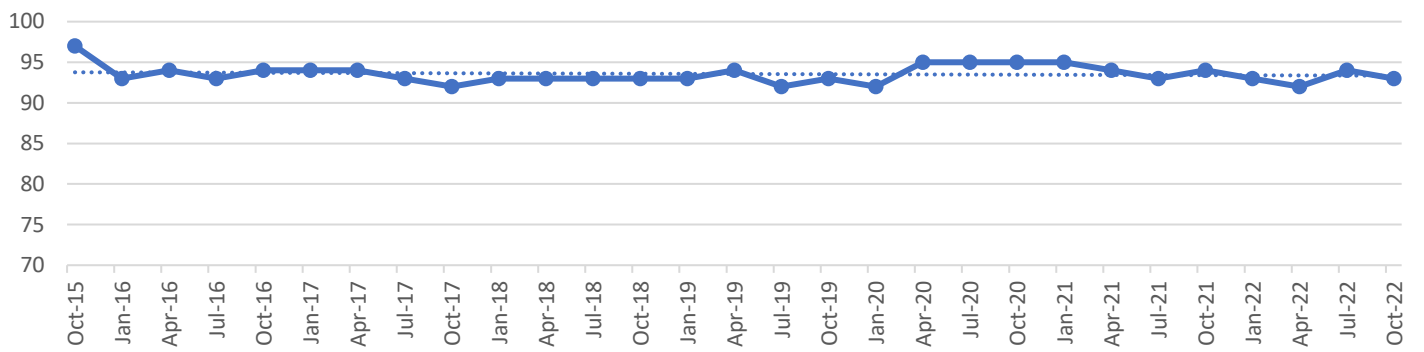
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



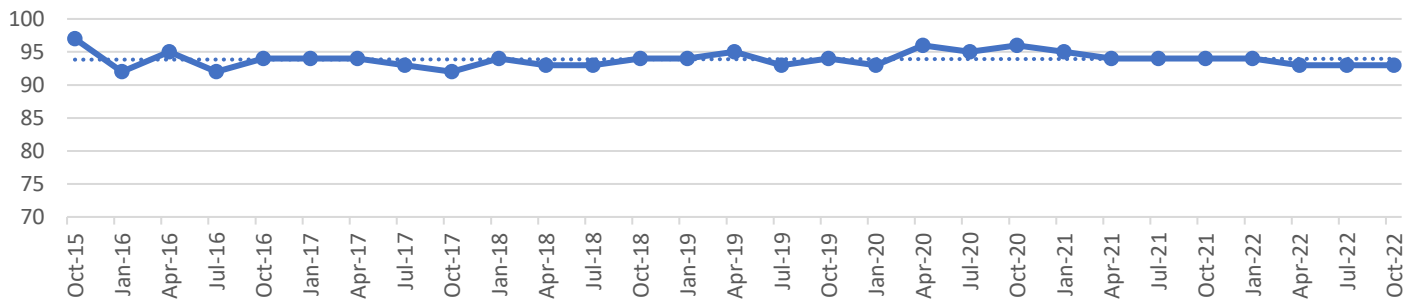
#10 - The handling of my personal medical information in a private and confidential manner



#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?

