

Patient Satisfaction Survey 345 W. Northwest Highway, Palatine 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 89% to 96%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

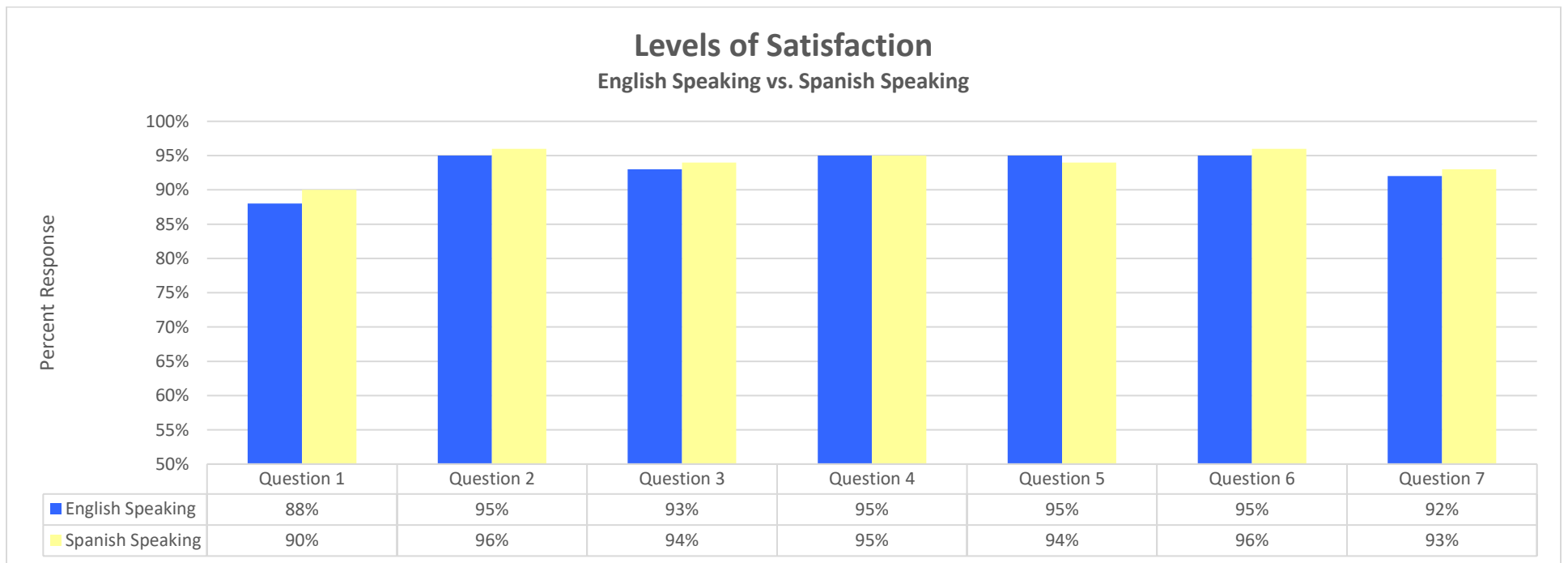
345 W. Northwest Hwy, Palatine – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	89%	97%	94%	%
2. The reception staff	95%	96%	97%	%
3. Receiving a timely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

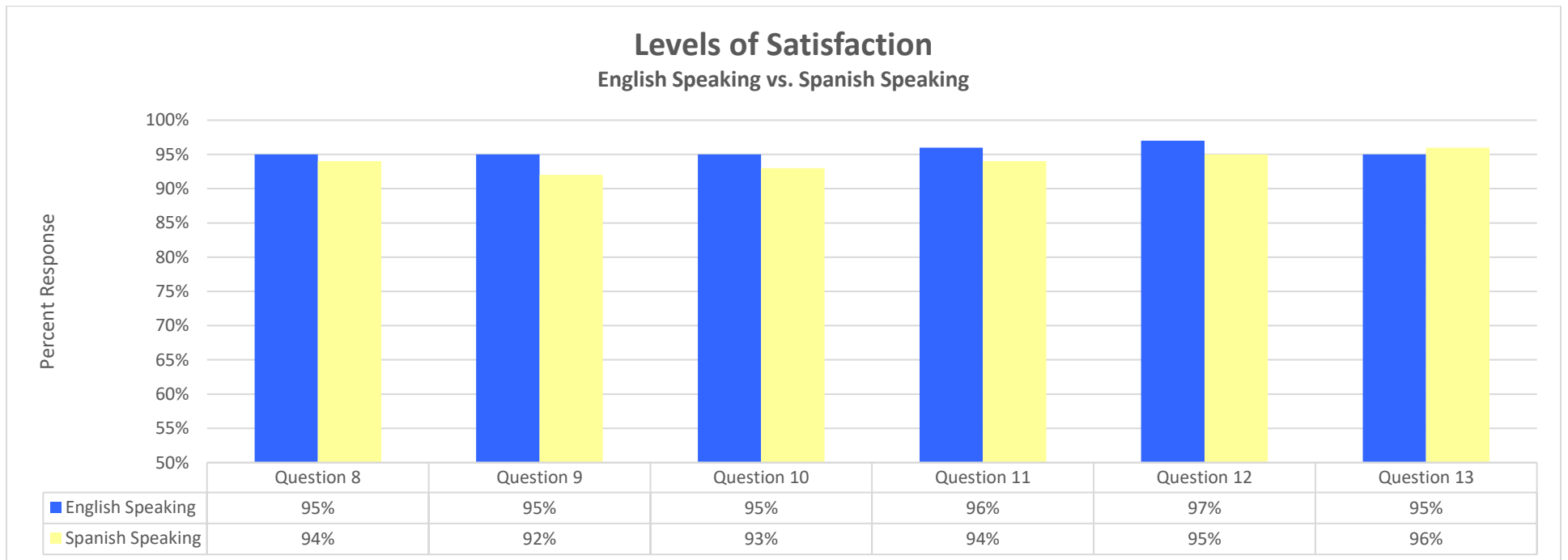
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	82 65%	65 71%	22 18%	17 19%	16 13%	5 5%	5 4%	3 3%	1 1%	2 2%
2. The reception staff	102 81%	77 84%	16 13%	13 14%	8 6%	1 1%	0 0%	0 0%	0 0%	1 1%
3. Receiving a timely appointment	88 70%	68 75%	28 22%	19 21%	9 7%	3 3%	0 0%	0 0%	0 0%	1 1%
4. Education and explanation of plan provided in a way that I can understand	100 80%	74 81%	20 16%	14 15%	5 4%	2 2%	0 0%	0 0%	0 0%	1 1%
5. The follow-up and coordination of my care	98 78%	71 77%	22 18%	15 16%	6 5%	5 5%	0 0%	0 0%	0 0%	1 1%
6. The staff addressing my medical needs today	100 79%	78 85%	22 18%	12 13%	4 3%	1 1%	0 0%	0 0%	0 0%	1 1%
7. The time spent waiting	91 72%	68 75%	21 17%	15 17%	11 9%	7 8%	3 2%	0 0%	0 0%	1 1%



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	102 81%	72 78%	17 14%	16 17%	7 6%	3 3%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	95 79%	63 70%	17 14%	19 21%	8 7%	7 8%	0	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	99 79%	70 76%	25 20%	15 16%	2 2%	5 5%	0	0	0	2 2%
11. Your medical assistant	105 83%	74 80%	15 12%	13 14%	6 5%	3 3%	0	0	0	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	107 85%	73 79%	17 14%	15 16%	2 2%	3 3%	0	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	101 80%	80 87%	21 17%	9 10%	4 3%	2 2%	0	0	0	1 1%



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: 36

N/A: 17

YES: 1

Comments:

1. "No, always spoke to staff member."
2. "The receptionist are always positive and kind great job ladies keep it up."
3. "Yes, fine experience."
4. "They got to me in the same day."
5. "The receptionist are wonderful and kind."

Spanish

NO: 33

N/A: 2

YES: 0

Comments:

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

English

1. "N/A." (3)
2. "The staff." (3)
3. "Detecting my ailment follow with laboratory investigating and making referral to a specialist." (Mattes)
4. "Timely appointment for sick infant." (Shirazi)
5. "Close to home." (3)
6. "The staff is really helpful and very nice people."
7. "Location and ease of access of info." (Mattes)
8. "Having good providers."
9. "Helpful service."
10. "All aspects."
11. "Everyone is kind, fast & helpful." (Headley)
12. "No." (4)
13. "Everyone is so nice." (Mendyuk)
14. "Friendliness of staff." (Mattes)
15. "Location." (2)
16. "To keep my body healthy."
17. "The way they explain things."
18. "Very friendly and qualified."
19. "Everything." (2)
20. "Availability, distance." (Mendyuk)
21. "Doing good job."
22. "Responsive service."
23. "Scheduling an appointment a timely manner and friendly staff." (Mattes)
24. "The staff and the portal." (Headley)
25. "Location and appointment availability." (Medyuk)
26. "Appt same day." (Mendyuk)
27. "Explanation."

Spanish

1. "The hours are flexible and there isn't any discrimination." "El horario es flexible y no hay discriminacion." (Mattes)
2. "Send text messages." "Mandar mensajes de texto." (Mendyuk)
3. "Excellent service, wow." "Excelente servicio wow."
4. "The girls are respectful, and the providers give the best attention." "Muchachas son respetuosas y las proveedoras dan la mejor atencion." (Mendyuk)
5. "Location, not too long wait time." "Ubicacion, no mucho tiempo de espera."
6. "Your services and kindness." "Sus servicios y amabilidad."
7. "N/A."
8. "With my kids health." "Con la salud de mis hijos."
9. "The hours." "Los horarios." (Mendyuk)
10. "It helps me a lot the great service they offer the clients, note: I love the clinic and Ohla is very nice I feel blessed to have a clinic close to home the care and services from everyone is very good thank you." "Ayuda mucho el gran servicio que le brindan a sus clientes nota: Me gusta mucho esta clinica y Ohla es muy buena esta cerca a mi casa y el cuidado y servicio de todos es muy bueno gracias." (Mendyuk)
11. "Very punctual." "Son muy puntuales."
12. "That they speak Spanish and they explain so that I can understand." "Que hablan español y me explican hasta que entienda." (Mattes)

28. "The provider answering my questions." (Patel, N)
29. "Friendly and high qualified 😊"
30. "There is a translator." (2)
31. "Phylicia has been great at helping us following up when client was discharged for services." (Headley)
32. "Care."
33. "The staff is incredible."
34. "Great people and great service." (Mendyuk)
35. "Doctor Olha Mendyuk." (Mendyuk)
13. "Resolve my health problem." "Resolver mi salud."
14. "Everything is good." "Todo esta bien." (2)
15. "Very cordial attention." "Es cordial su attention."
16. "Your attention very satisfactory." "Su atencion muy satisfecha."
17. "Available appointments soon." "Citas disponibles pronto." (Patel, N)
18. "They are very accessible." "Son muy accesibles."
19. "I have felt very satisfied with the medical attention." "Me eh sentido muy satisfecha con la atencion medica."
20. "Maintain good health and care for my pregnancy." "Manterner buena salud y cuidados de mi embarazo." (Nettleton)
21. "I love how they treat us." "Me gusta mucho como me atienden." (Mendyuk)
22. "No." (2)
23. "In my case with my depression they have helped me a lot." "En mi situacion con la depresion me han ayudado mucho." (Headley)
24. "Nothing." "Ninguno." (2)
25. "Your services and there is now an office close to me." "Sus servicios y que ahora hay una oficina cerca a mi." (Mendyu)
26. "N/A" (2)
27. "Close to home." "Cerca a casa."
28. "Good attention from personnel." "Buena atencion del personal." (Mendyuk)
29. "From this clinic they treat you better than all others." "De esta clinica atienden mejor que las otras." (Patel, N)
30. "Lots of locations and ease of scheduling appointments." (English comment written on a Spanish survey)
31. "The service they give." "El servicio que dan."
32. "In my health." "En mi salud." (Patel, N)

Question 16: How can we improve Greater Family Health?

English

1. "Staff need to be more friendly." (Mattes)
2. "N/A." (12)
3. "More availability." (Patel.N)
4. "Keep doing what you doing."
5. "Send reminder text." (2)
6. "Waiting time."
7. "Nothing." (4)
8. "No." (5)
9. "Satisfied at the moment." (Mendyuk)

Spanish

1. "Everything is good." "Todo esta bien." (6)
2. "Continue like until now." "Continue como hasta ahora."
3. "No." (4)
4. "Very good servicio." "Muy buen servicio."
5. "I have had bad experiences with the Elgin clinic, the providers have treated me good with the exception of the receptionist they are very short." "He tenido malas experiencias en la clinica de elgin los doctores ma han

10. "With more accurate phone returning back faster."
11. "Doing great." (Headley)
12. "No improvements." (Mattes)
13. "Keep doing what you doing."
14. "Perfect, no comments."
15. "IDC."
16. "This office is great."
17. "You are the best."
18. "Not needed."
19. "Staff needs to be more friendly." (Mattes)
20. "No comment for now." (Mattes)

- atendido muy bien con excepcion de algunas de recepcion son muy cortas."
6. "With more availability to lower cost studies." "Con mas posibilidades de estudios a bajo costo." (Patel,N)
 7. "N/A."
 8. "You guys are great." (Comment written in English on a Spanish survey)
 9. "Nothing." "Nada."
 10. "The service is good." "El servicio es bueno." (Headley)
 11. "Up until now everything is very organized, and they have good service." "Hasta el momento todo esta bien organizadoy han tenido buen servicio." (Nettleton)
 12. "Find a better way to help lose weight and avoid diabetes." "Buscar mejores opciones para bajar de peso y evitar diabetes."
 13. "Excellent servicios." "Excelente servicios."
 14. "To me it is very good, I don't think you need to improve anything." "Pues para mi son muy buenos, no pienso que tengan que mejorar nada." (Mendyuk)
 15. "That the ultrasounds would be good." "Que los ultrasonidos sean aqui."
 16. "Send text messages." "Mandar mensaje de texto."

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

English

- YES: 123
- NO: 1

Spanish

- YES: 91
- NO: 0

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

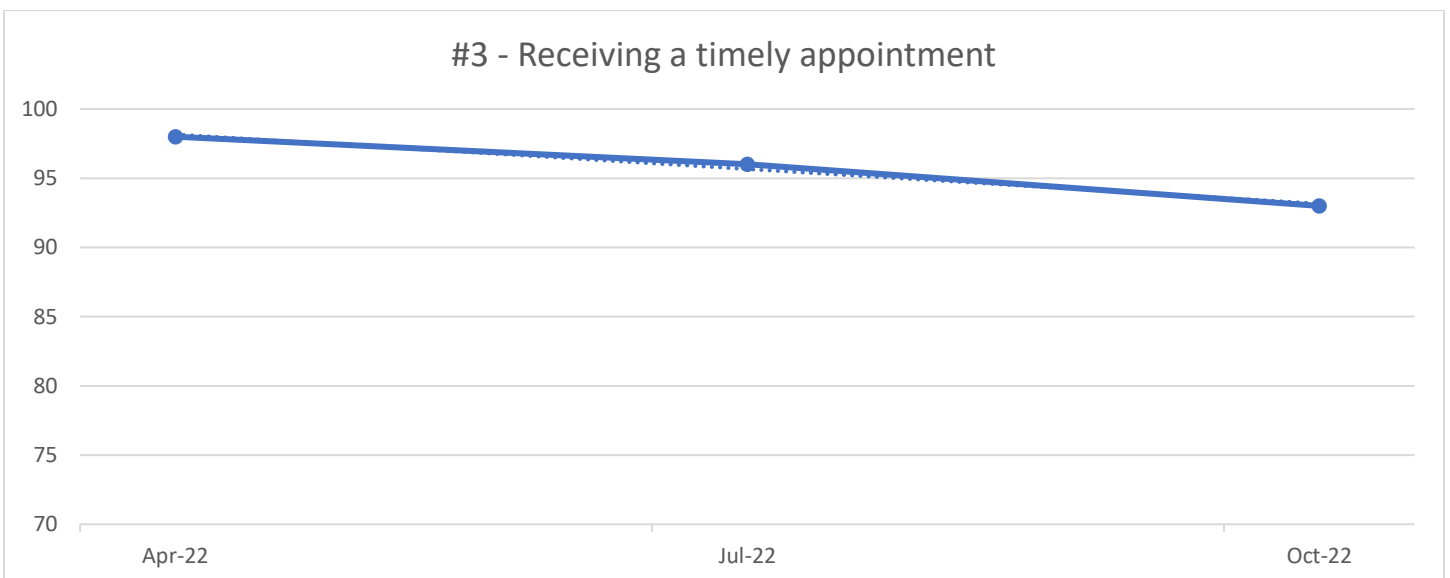
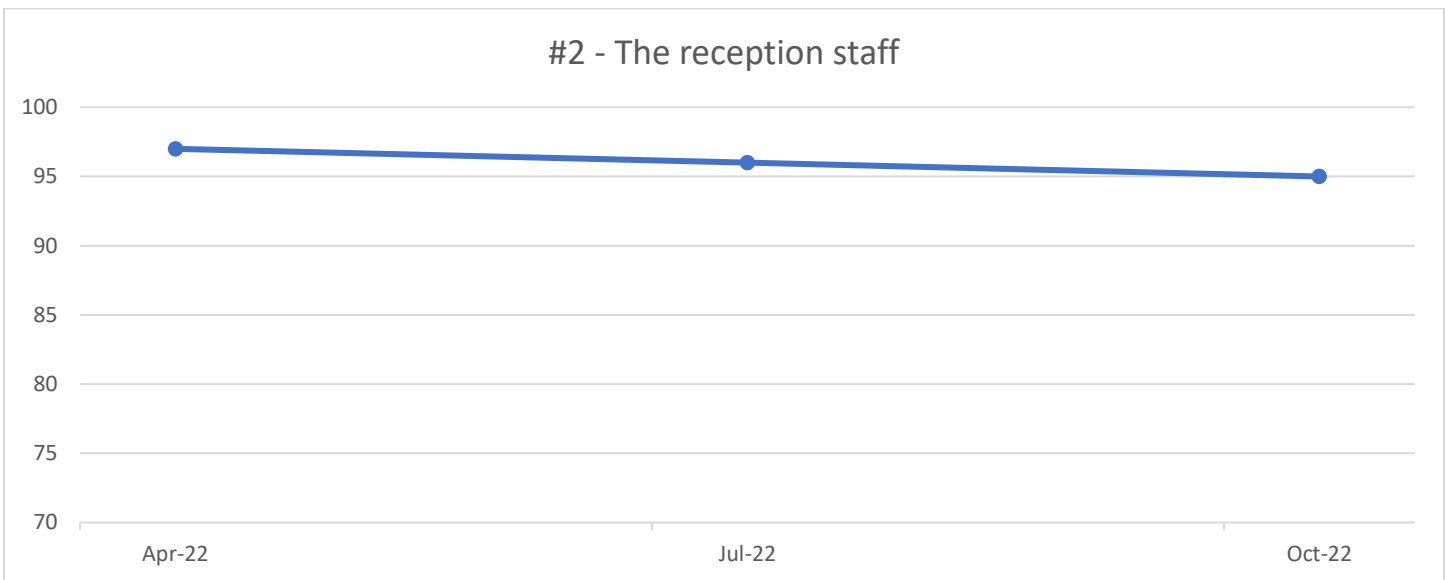
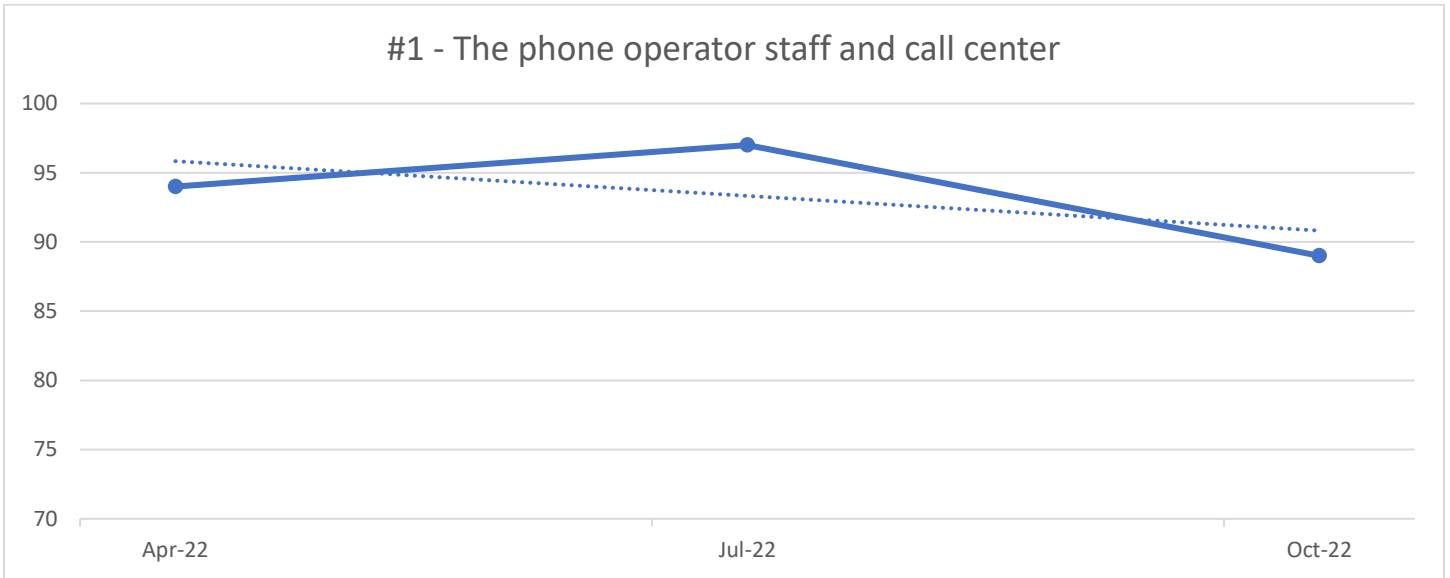
English

- Headley: 9
- Mattes: 16
- Mendyuk: 27
- Nettleton: 1
- Patel, N: 13
- Shirazi: 1

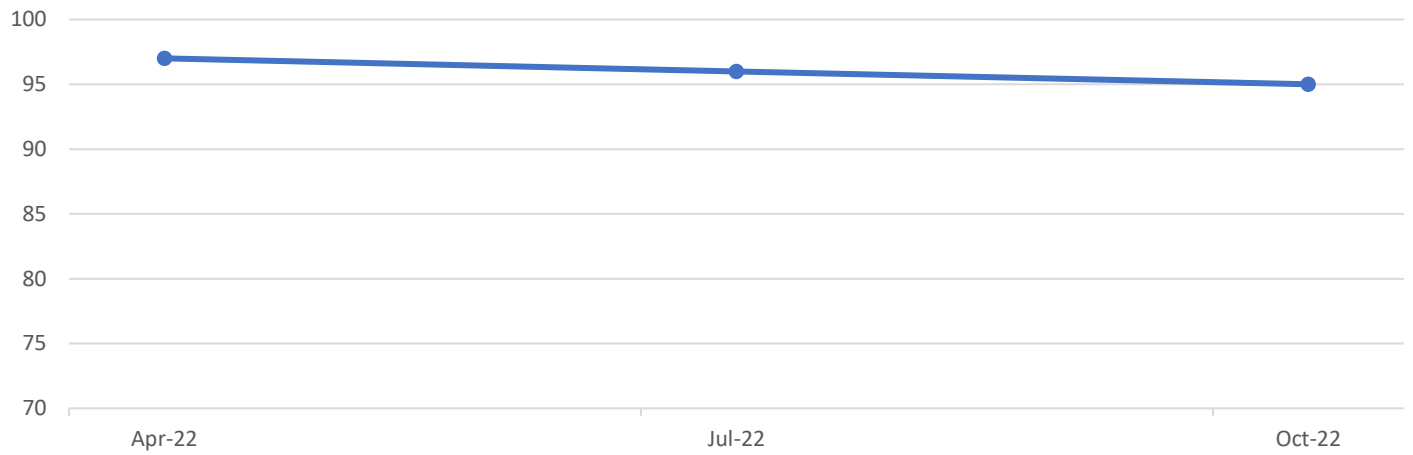
Spanish

- Headley: 1
- Mattes: 19
- Mendyuk: 12
- Nettleton: 3
- Patel, N: 19
- Vega: 1

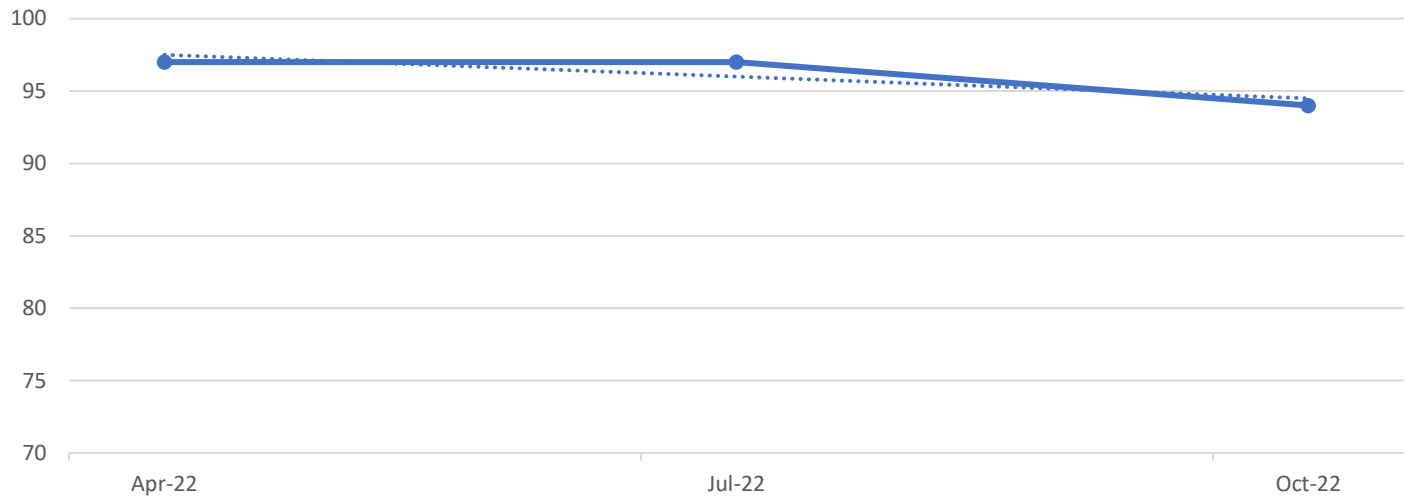
Individual Question Results with Trendlines



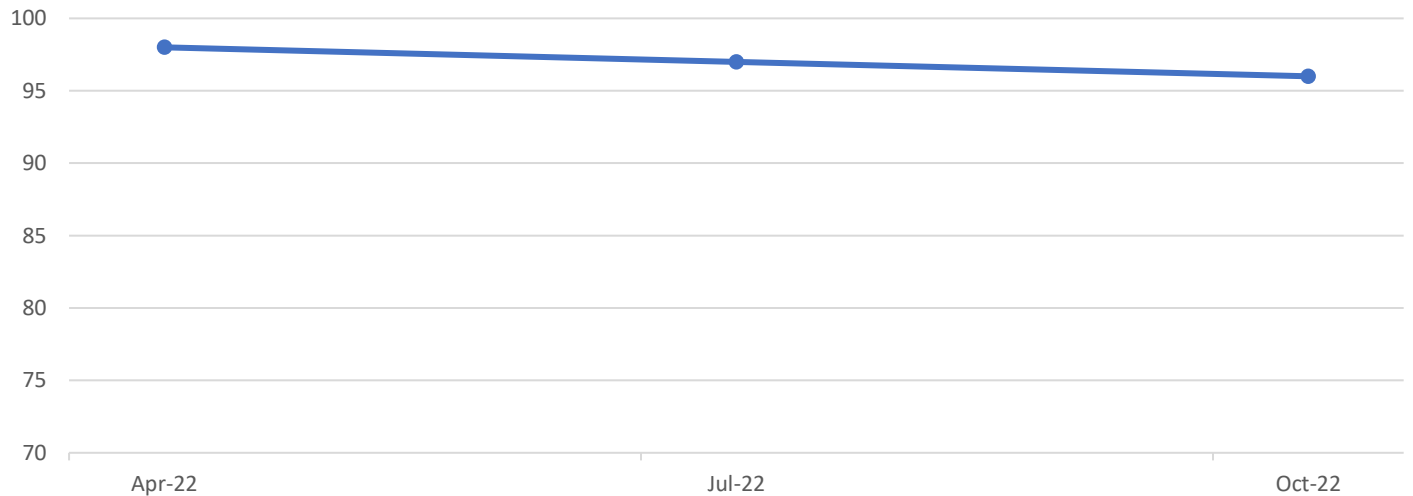
#4 - Education and explanation of plan provided in a way that I can understand



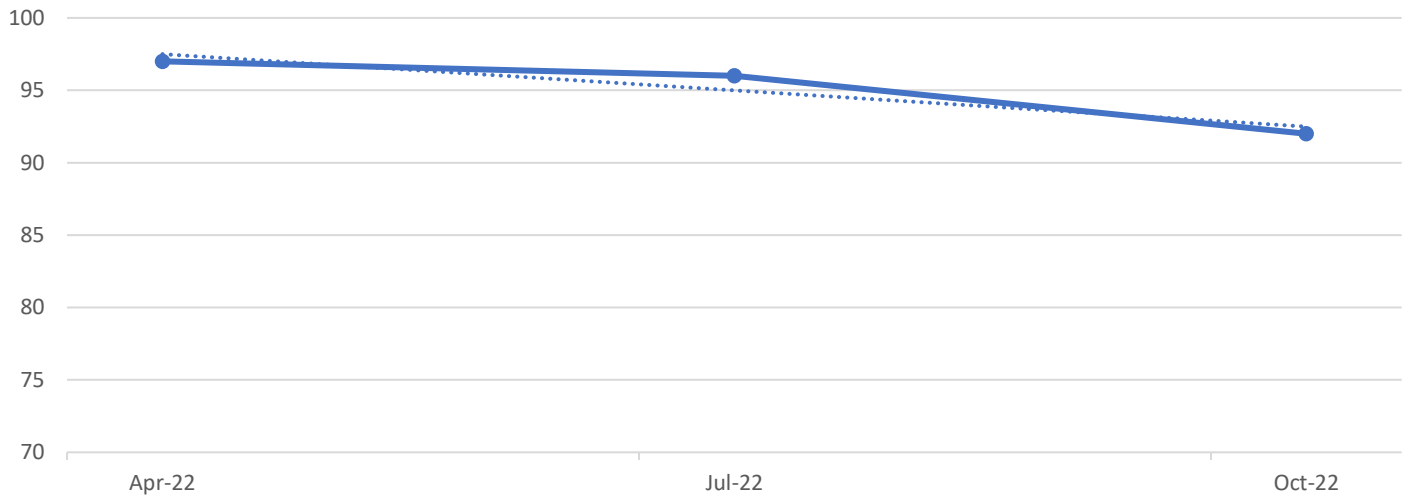
#5 - The follow-up and coordination of my care



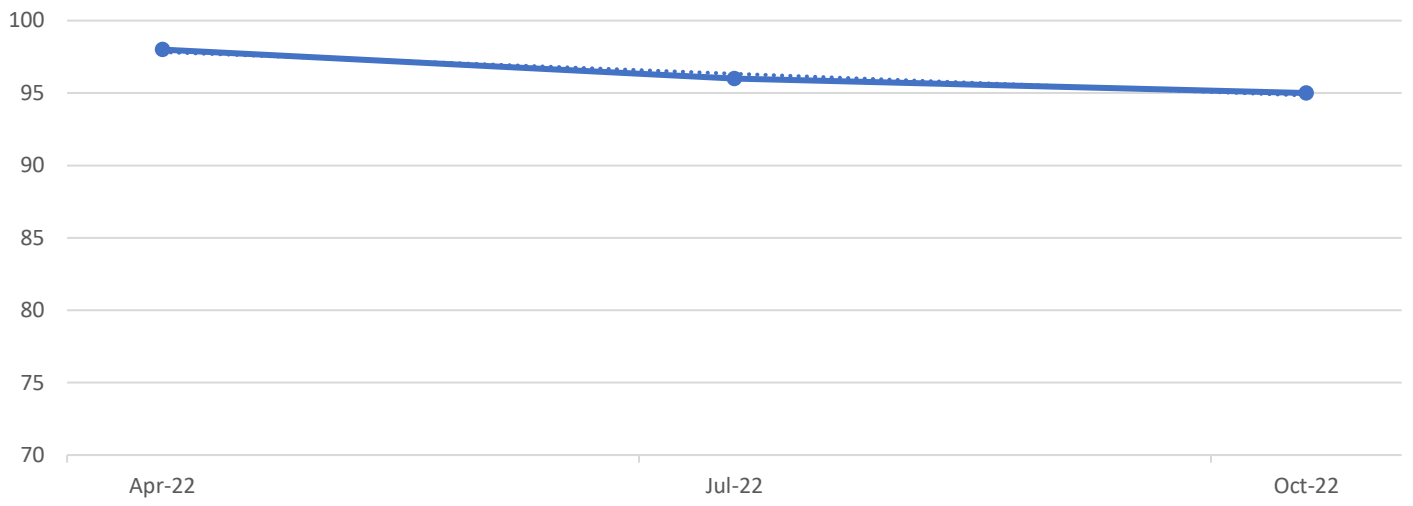
#6 - The staff addressing my medical needs today



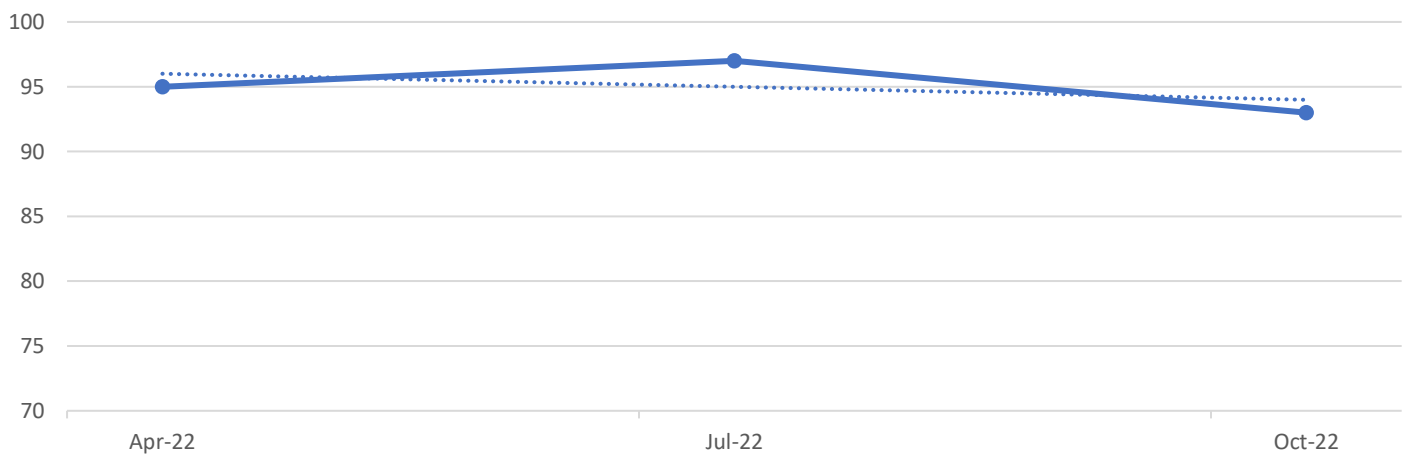
#7 - The time spent waiting



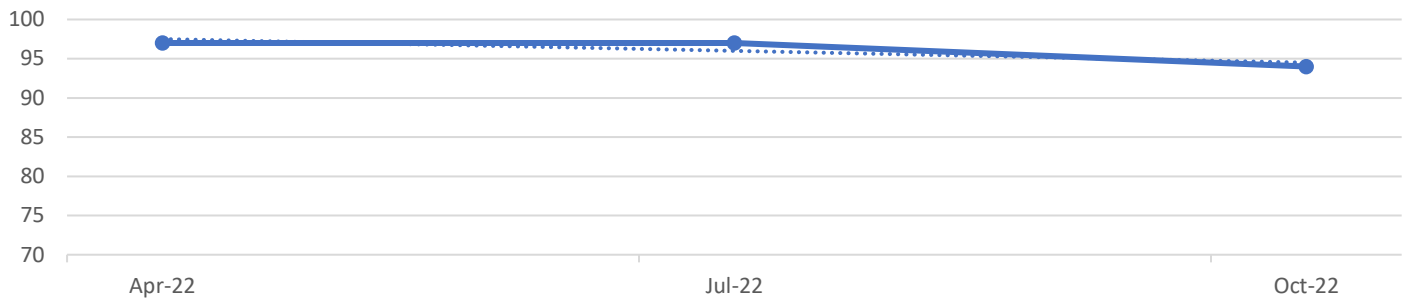
#8 - The respectfulness of staff



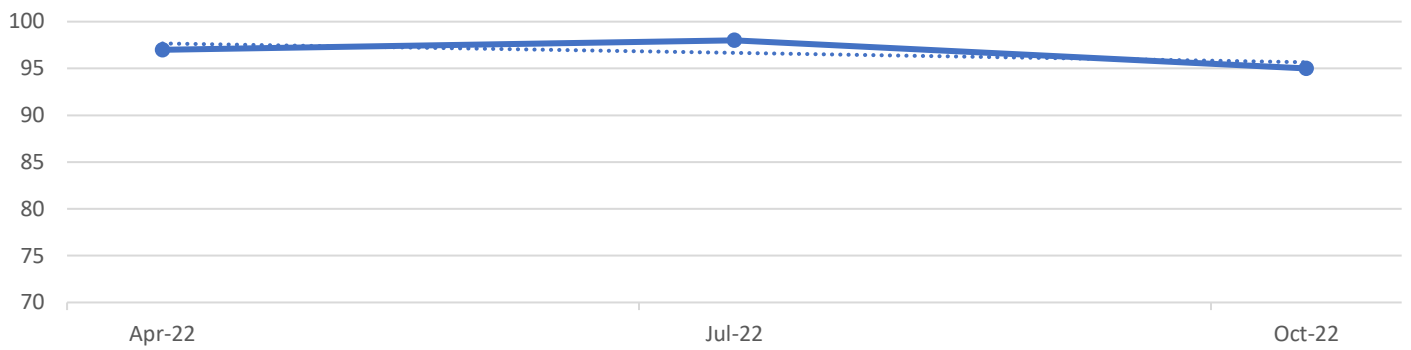
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



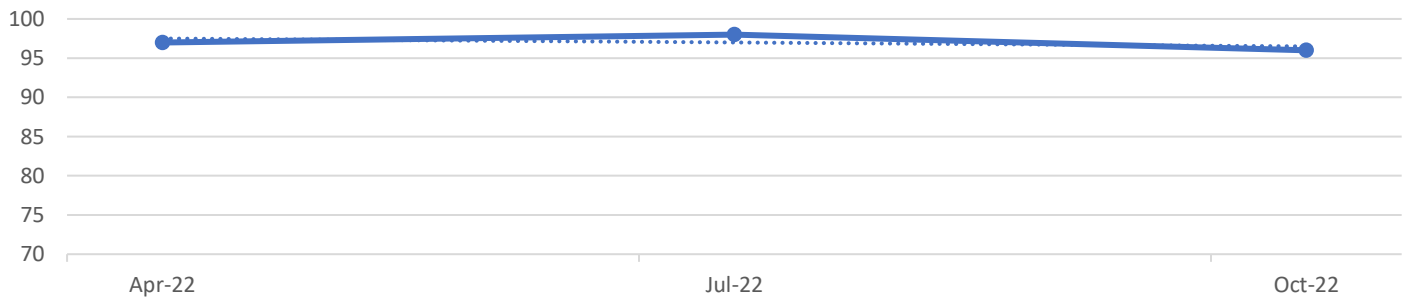
#10 - The handling of my personal medical information in a private and confidential manner



#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?

