

Patient Satisfaction Survey 373 Summit St., Elgin 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 93%. 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.

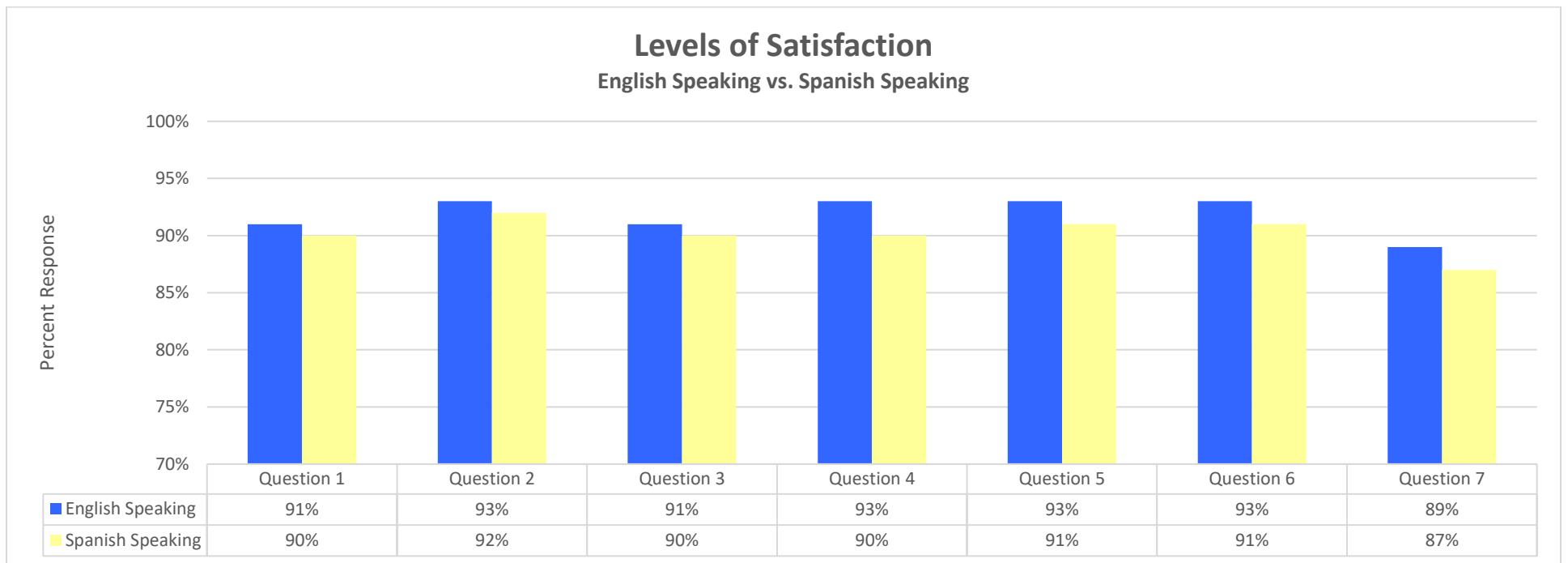
373 Summit St, Elgin – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	91%	92%	90%	90%
2. The reception staff	93%	94%	90%	92%
3. Receiving a timely appointment	91%	91%	90%	90%
4. Education and explanation of plan provided in a way that I can understand	92%	93%	91%	92%
5. The follow up and coordination of my care	92%	92%	91%	91%
6. The staff addressing my medical needs today	92%	93%	92%	93%
7. The time spent waiting	88%	89%	89%	89%
8. The respectfulness of staff	93%	94%	92%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	91%	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%	92%	93%
13. Overall, how satisfied are you with the Health Center?	92%	93%	91%	92%

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%

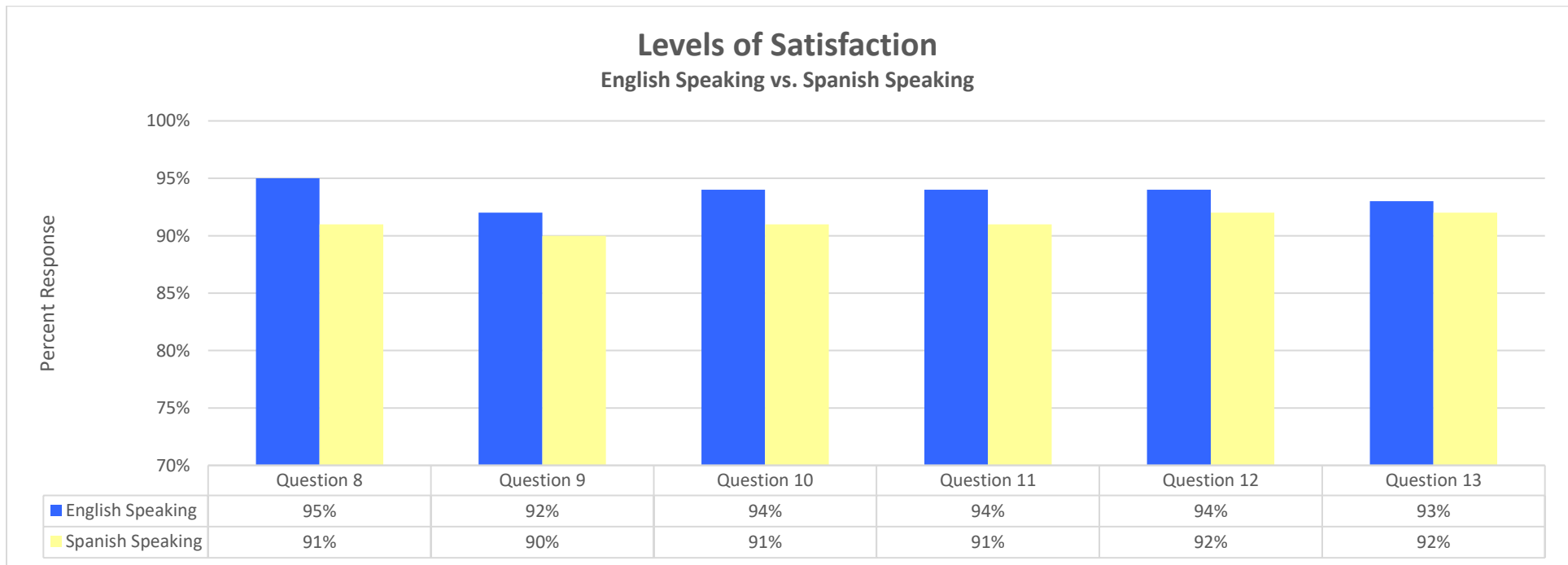
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	151 66%	197 64%	59 26%	86 28%	18 8%	17 6%	1 1%	5 2%	0	5 2%
2. The reception staff	166 73%	218 70%	51 22%	76 24%	11 5%	13 4%	1 1%	1 1%	0	4 1%
3. Receiving a timely appointment	156 68%	196 63%	52 23%	88 28%	17 7%	19 6%	4 2%	4 1%	0	5 2%
4. Education and explanation of plan provided in a way that I can understand	163 71%	198 64%	55 24%	88 28%	11 5%	20 6%	0	2 1%	0	4 1%
5. The follow-up and coordination of my care	155 68%	205 66%	64 28%	85 27%	9 4%	14 5%	0	3 1%	0	5 2%
6. The staff addressing my medical needs today	158 69%	206 66%	62 27%	87 28%	8 4%	10 3%	1 1%	3 1%	0	7 2%
7. The time spent waiting	143 62%	174 57%	60 26%	92 30%	20 9%	29 9%	3 1%	5 2%	3 1%	7 2%



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	177 78%	211 68%	43 19%	76 24%	6 3%	18 6%	1 1%	2 1%	0	4 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	147 68%	178 60%	51 24%	94 32%	19 9%	15 5%	0	3 1%	0	5 2%
10. The handling of personal medical info in a private and confidential manner	163 72%	201 66%	54 24%	85 28%	8 4%	14 5%	0	1 1%	0	4 1%
11. Your medical assistant	170 75%	211 68%	49 22%	77 25%	9 4%	14 5%	0	4 1%	0	4 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	169 74%	212 69%	49 22%	72 23%	10 5%	17 6%	0	3 1%	0	4 1%
13. Overall, how satisfied are you with the Health Center?	159 69%	209 69%	59 26%	75 25%	11 5%	16 5%	0	1 1%	0	4 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: 67

N/A: 12

YES: 3

Comments:

1. "Nice job and good workers."
2. "Everything was answered good."
3. "Yes, the head of psychiatry, to lodge a complaint, two messages and no call back."
4. "Great staff team."
5. "Friendly staff & makes me feel at ease."
(Buthman)
6. "Wonderful experience!" (Buthman)
7. "Yes, with Doug he called back in 3 weeks."

Spanish

NO: 79

N/A: 1

YES: 0

Comments:

1. "To me it is excellent." "Para mi es excelente."

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

English

1. "Nice work." (King)
2. "Same provider, good service." (Newbrander)
3. "Everything." (Newbrander)
4. "Taking care of patients." (Newbrander)
5. "Everything is good." (3)
6. "That all my questions are answered, and everything is well organized." (Him)
7. "In network." (Luettke)
8. "N/A." (7)
9. "None." (Him)
10. "Doctor info." (Newbrander)
11. "Everything is good." (King)
12. "Follow up/location."
13. "Helpful staff."
14. "Everything is on place, lab."
15. "Everyone is super friendly and helpful. Monica is an amazing person and doctor."
(Herdrich)
16. "Communication." (Govinda)
17. "Location." (Reller-Anderson)
18. "The way everything is handled."
(Newbrander)
19. "Scheduling and care." (Govinda)
20. "Accessibility." (King)
21. "They are update w/my health." (Buthman)
22. "They always answer all my questions and they are so nice." (Buthman)
23. "The personal is very nice." (Reller-Anderson)
24. "Efficiency." (Govinda)
25. "Health." (King)

Spanish

1. "Honesty and the low prices." "Los bajos presios y honestidad." (Ariga)
2. "Everything is good, you are all very nice, thank you." "Todo bien, todos son muy lindos gracias." (Newbrander)
3. "No." "No." (1)
4. "Very good attention." "Muy buena atencion."
(Him)
5. "Always a good service." "Siempre un buen servicio." (King)
6. "Check my health." "Checar mi salud."
(Newbrander)
7. "I am very satisfied; they answered all my doubts." "Estoy muy satisfecha, contestaron todas mis dudas." (Herdrich)
8. "They give good service." "Dan buen servicio." (King)
9. "They are kind." "Son amables." (Herdrich)
10. "I can always have control of my health."
"Puedo llevar control de mi salud." (Herdrich)
11. "Same day appointments." "Citas el mismo dia." (Herdrich)
12. "They see when I need to be seen, they explain very well." "Que me atienden cuando nesesito y me explican muy bien." (Ariga)
13. "Fast attention." "Rapida atencion." (Luettke)
14. "The attention." "La atencion." (King)
15. "Good service." "Buen servicio." (Ariga)
16. "Fast appointment." "La cita rapida."
(Luettke)

26. "Courteous and friendly staff."
27. "They were helpful." (Herdrich)
28. "Seeing the doctor." (Luettke)
29. "Experience, all medical info in one place."
30. "Convenience, good doctors."
31. "Affordable." (Govinda)
32. "Good service." (Newbrander)
33. "Counseling." (Blasinski)
34. "Time to wait."
35. "Walk-ins." (DeGarmo)
36. "Physician care."
37. "Dr's."
38. "Everyone is friendly and they call me in on time."
39. "Dr. Govinda." (Govinda)
40. "Nothing everything is good." (Luettke)
41. "Convenience." (Govinda)
42. "I enjoy the consistency of seeing the same provider, the hospital is one of those things that causes anxiety so seeing the same provider is comforting." (Castro)
43. "Attention to deadlines and good treatment."
44. "There friendly and no long waits."
45. "Great service." (Newbrander)
46. "The nurse and the practitioner." (DeGarmo)
47. "Behavioral health." (Acevedo)
48. "The timing manner, concern question." (DeGarmo)
49. "Everyone is helpful."
50. "Friendly staff." (Newbrander)
51. "Always willing to help." (Luettke)
52. "Seeing the doctor on time." (Govinda)
53. "Getting to see the doctor on time." (Govinda)
54. "Many health care problems." (Newbrander)
55. "Appt availability." (King)
56. "The girls help me with my appointments" (Bhowmick)
57. "Asking questions to they physicians." (Buthman)
58. "I like my visits." "I love my Dr. shes the best." (Govinda)
59. "Walk-in appointments."
60. "Appointments." (Blasinski)
61. "Everyone is helpful." (Herdrich)
62. "Having the same doctor when I visit." (Govinda)
63. "The Dr. I saw today." (Govinda)
64. "Same day appt." (Buthman)
65. "Dr. Govinda and the assistant always inforative."
66. "The staff." (Buthman)
67. "Everyone."
68. "Everything." (Govinda)
69. "Nothing."
17. "Everything." "Todo." (3)
18. "My personal necessities." "Mis nesiedades personales."
19. "Resolve my health." "Resolver mi salud."
20. "Fast and good service." "Buen servicio y rapido. (Reller-Anderson)
21. "They treat me in my language." "Me atienden en mi languange." (King)
22. "N/A." (1)
23. "More explanation from my doctor and from the personell." "Mas explicaciones de mi doctora y de todo el personal."
24. "Available appointments." "Citas disponibles." (King)
25. "Everything." "Todo." (3)
26. "Follow up for my diabetes." "Seguimiento para mi diabetes."
27. "They explain things very good." "Que me explican muy bien." (Reller-Anderson)
28. "Fast appointments." "Citas mas rapidas." (Newbrander)
29. "Health and wellness of my kids." "Salud y bienestar de mis hijos."
30. "The assistant is fat and bilingual." "Que la asistente es bilingue y rapida." (King)
31. "Interpreting English to Spanish." (Comment written in English on a Spanish survey) (King)
32. "Bilingual assistance from the personnel." "Asistencia del personal bilingue."
33. "With our health." "Con nuestra salud."
34. "Great service." (English comment written on a spanish survey)
35. "Same day appointments." "Citas el mismo dia."
36. "The doctor." "El doctor." (Him)
37. "The information about my condition." "La informacion acerca de mi condicion."
38. "To improve my health." "A mejorar mi salud." (Castro)
39. "Taking care of my medical necessities and they give me appointments at a reasonable time." "Cuidando mis necesidades medicas y me dan citas en tiempo rasonable." (Castro)
40. "Assessible and good services." "Accesible y buen servicio." (Luettke)
41. "Good service." "Buen servicio." (VanBrunt)
42. "Giving me appointments when I need them." "Dandome citas cuando la necesito." (VanBrunt)
43. "The service." "El servicio." (Newbrander)
44. "They always answer my questions." "Siempre contestan mis preguntas."
45. "They treat me good, they are very kind." "Me atienden bien y siempre son muy amables." (DeGarmo)

46. "It is very accessible financially." "Es muy accesible financieramente."
47. "The attention." "La atencion." (2)
48. "Their ability to find us appointments." "Su avilidad para buscarnos citas." (Govinda)
49. "You have professional providers." "Tienen proveedores profecionales."
50. "Fast service." "Servicio rapido." (Castro)
51. "The laboratory." "El laboratorio."
52. "Assistance." "Asistencia."
53. "The good service to the patient." "El buen sevicio al paciente."
54. "The attention is good." "La atencion es buena."
55. "Spanish." "Espanol." (Castro)
56. "It is close to were I live." "Esta cerca de donde vivo." (Luettke)
57. "Very kind and attentive." "Muy amables y atentos."
58. "The fastness and efficiency from the personnel." "La rapidez y eficiencia del personal." (Luettke)
59. "The hours." "Los horarios."
60. "Discount." "Descuento." (Govinda)
61. "The attention to my health." "La atencion a mi salud." (Govinda)
62. "My doubts." "Mis dudas." (Govinda)

Question 16: How can we improve Greater Family Health?

English

1. "Front desk receptionist- Rude." (Govinda)
2. "N/A." (14)
3. "None." (7)
4. "The same." (Ariga)
5. "No everything is great."
6. "No."
7. "No med." (Govinda)
8. "N/A, love it here." (King)
9. "Staff needs more eye to eye with patients it feels unwelcoming."
10. "Nothing." (Govinda)
11. "The psychiatrist is not helpful, wouldn't refill my prescription." (Reller-Anderson)
12. "Can't think of anything."
13. "Stop paper printouts- do electronic."
14. "Less wait time, location in Geneva, IL."
15. "Keep doing the same." (Herdrich)
16. "Keep doing what you're doing."
17. "Stay friendly." (Vanbrunt)
18. "I think this facility is in good standing."

Spanish

1. "Nothing." "Nada." (5)
2. "N/A." (4)
3. "It is my first time, I don't have experience to comment for now." "Es mi primera vez, no tengo experiencia para opinar por ahora." (Luettke)
4. "To me everything is good." "Para mi todo esta bien." (5)
5. "It is good." "Es bueno." (4)
6. "To me it looks like it has good service." "Para mi parece que tiene buen servicio." (Herdrich)
7. "Faster appointments." "Citas mas rapidas." (Newbrander)
8. "Be better every day." "Ser mejor cada dia."
9. "Good service." "Buen servicio." (Him)
10. "No." (2)
11. "It is perfect." "Es perfecto." (Ariga)
12. "Everything is good." "Todo esta bien." (4)
13. "Better doctors and medical assistants." "Mejores doctoras y asistentes." (King)

19. "Better phone operators, some seem like they don't know what they're doing, giving wrong info." (Buthman)
20. "Improve check in and pre-work or conduct after appointments so as not to stand appointments later and later." (Blasinski)
21. "Everything good." (Newbrander)
22. "Stay the same." (Luettker)
23. "Cut the wait time for appointment." (VanBrunt)
24. "All great."
25. "Medical info page needs to be enlarged so you can see it better." (Govinda)
26. "You guys are great."
27. "Good." (Luettker)
28. "Flexible arrival." (Acevedo)
29. "Great service 10/10." (Newbrander)
30. "Everything is helpful." (Newbrander)
31. "I think everything is fine right now."
32. "The respectfulness of staff and efficiency." (King)
33. "Medical needs." (Govinda)
34. "Not sure." (Govinda)
35. "No ways I can think off." (king)
36. "Appointment booking to be more firm." (Govinda)
37. "More time to talk to the doctor to understand what going on." (Govinda)
38. "Having the doctor spend more time getting to know more whats going on with me." (Govinda)
39. "More direction on lab testing facilities." (Buthman)
40. "Not sure." (Newbrander)
41. "Nothing needs to be improved."
42. "To me sometimes the wait is too long."
43. "Have private conversations with patients. Time and challenging some times." (Govinda)
44. "Less wait time in the waiting area." (Buthman)
45. "Making sure we can get refills on time." (Govinda)
46. "N/A. I guess make it more appointments in the same day would be good." (Govinda)
47. "Nothing."
48. "I have no problems." (Govinda)
49. "You guys are wonderful, great service!" (Buthman)
14. "I think the service is good." "Creo que el servicio esta bien." (King)
15. "More available appointments, since there is no available appointments, people have to go on the walk-in list and it is not fair and be more tolerable when arriving late." "Mas citas disponible al no haber citas la gente se pone en lista de espera y no es justo. Tener mas tolerancia cuando llegan tarde." (Newbrander)
16. "Be more patient when arriving late." "Tener mas paciencia al llegar tarde." (Herdrich)
17. "Treat all the symptoms and not just one." "Atender mas de un sintoma y no solo una cosa." (King)
18. "Less wait time." "Menos tiempo de espera." (VanBrunt)
19. "Less than an hour wait." "Menos de una hora de espera."
20. "Give more arrival time." "Dar mas tiempo para llegar." (Castro)
21. "Less wait time." "Menos tiempo de espera."
22. "Have X-Rays." "Tener X-Rays." (Newbrander)
23. "Add specialist." "Agregar especialistas." (Luettker)
24. "Good service, the times I've come they treat me fast." "Buen servicio, las veces que eh venido me atienden rapido."
25. "They do a very good job." "Hacen muy buen trabajo."
26. "They always give me good service." "Siempre me dan buen servicio."
27. "Have more providers to minimize the wait time." "Tener mas medicos para disminuir el tiempo de espera." (Castro)
28. "Good for now." "Bueno por ahora."
29. "It is perfect, it doesn't need changes." "Esta bien no necesita cambios." (2)
30. "Continue the same." "Continue igual." (Govinda)
31. "Have more available appointments." "Tener mas citas disponibles."
32. "Improve the medical appointments." "Mejorando las citas medicas." "Everything is good my point of view." "Todo esta bien mi punto de vista." (Govinda)
33. "Sometimes good, others wrong information." "Haveces bien otras mal informacion." (Castro)
34. "Personally everything is good" "Personalmente todo bien." (Luettker)

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

English

- YES: 188
- NO: 3

Spanish

- YES: 216
- NO: 3

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

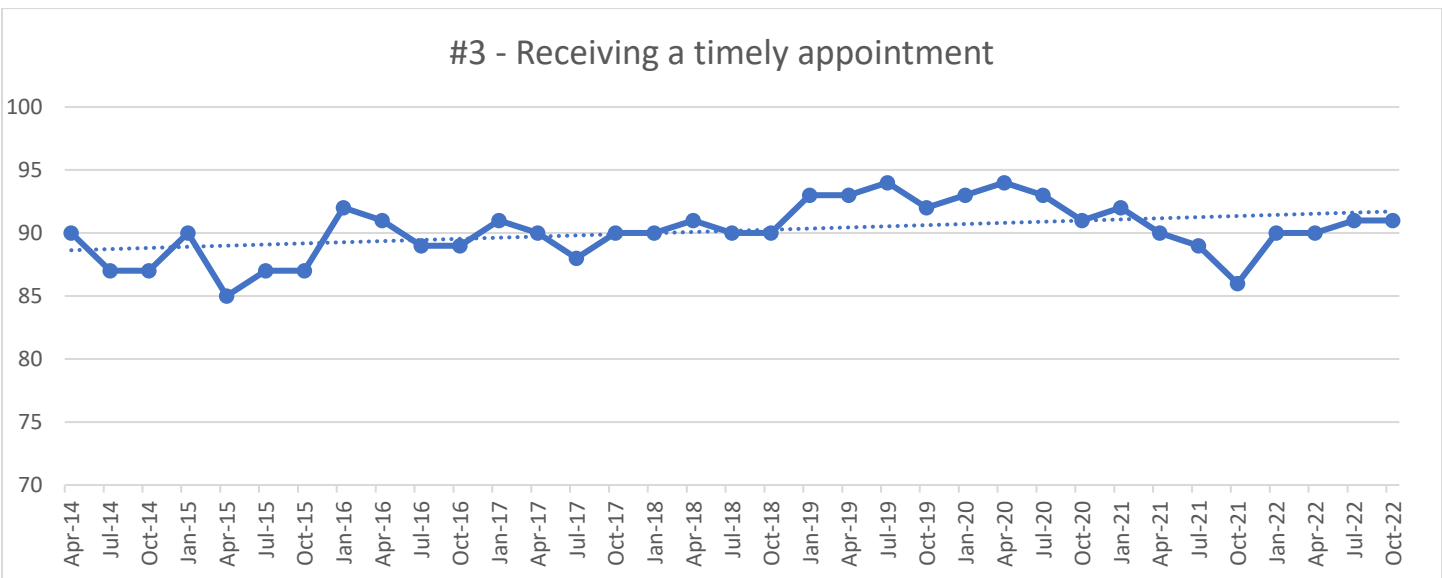
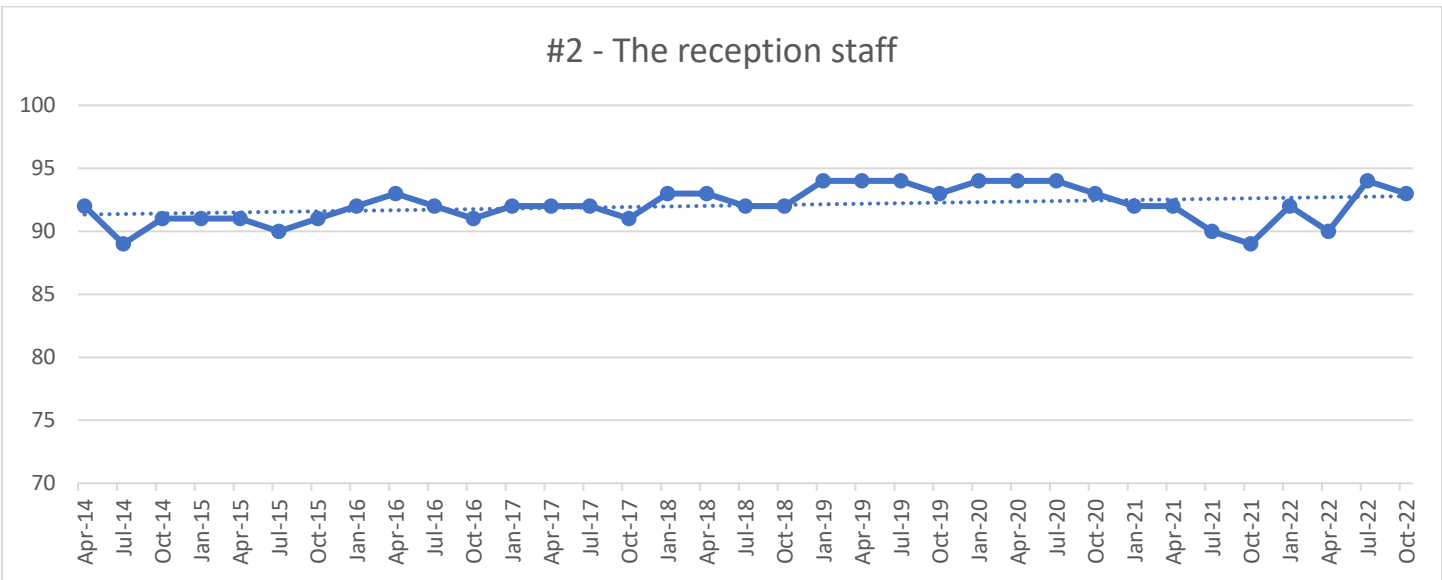
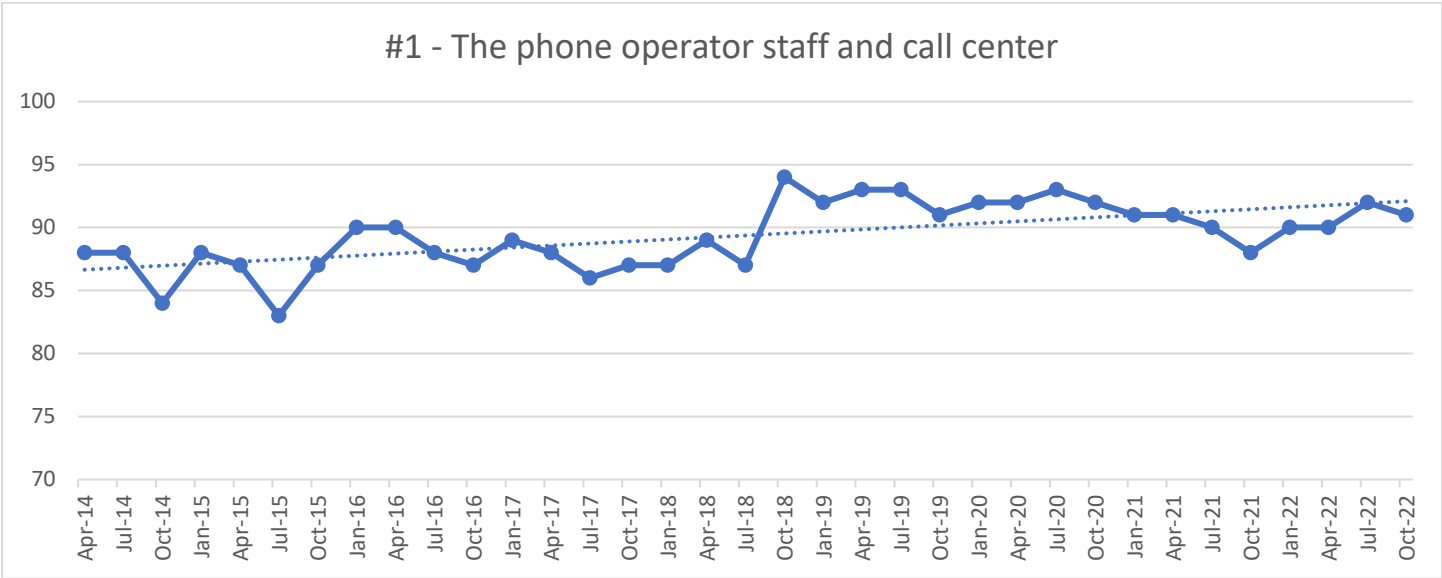
English

- Acevedo: 1
- Ariga: 10
- Bhowmick: 6
- Blasinski: 4
- Buthman: 21
- Castro: 11
- DeGarmo: 10
- Govinda: 29
- Herdrich: 20
- Him: 5
- King: 14
- Luettker: 22
- Newbrander: 31
- Reller-Anderson: 8
- Van Brunt: 7

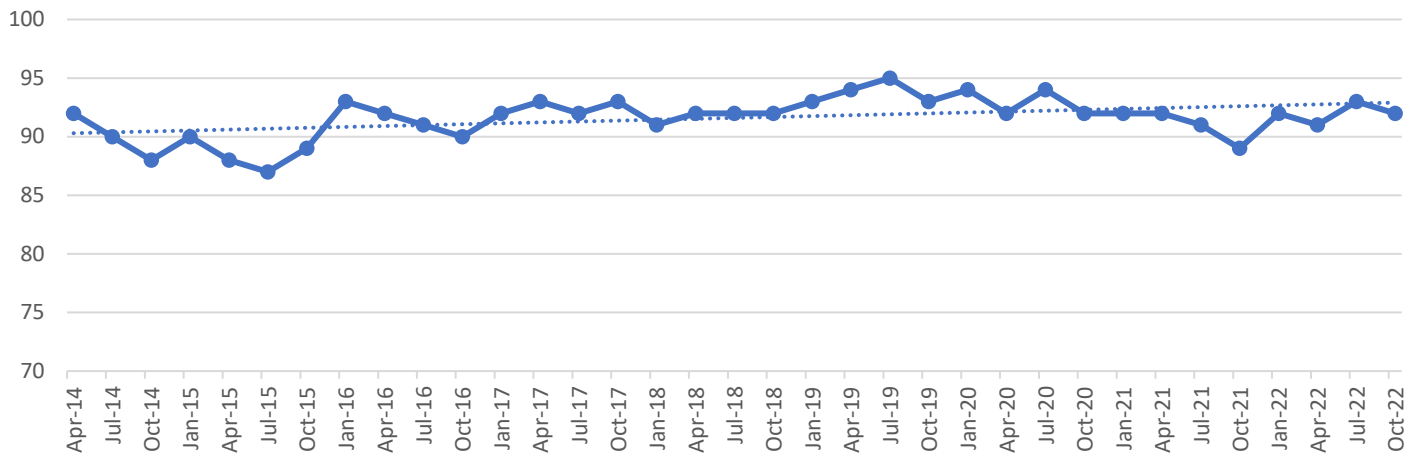
Spanish

- Acevedo: 1
- Ariga: 10
- Bhowmick: 5
- Buthman: 19
- Castro: 33
- DeGarmo: 11
- Govinda: 34
- Herdrich: 26
- Him: 7
- King: 19
- Luettker: 26
- Newbrander: 34
- Reller-Anderson: 10
- Van Brunt: 6

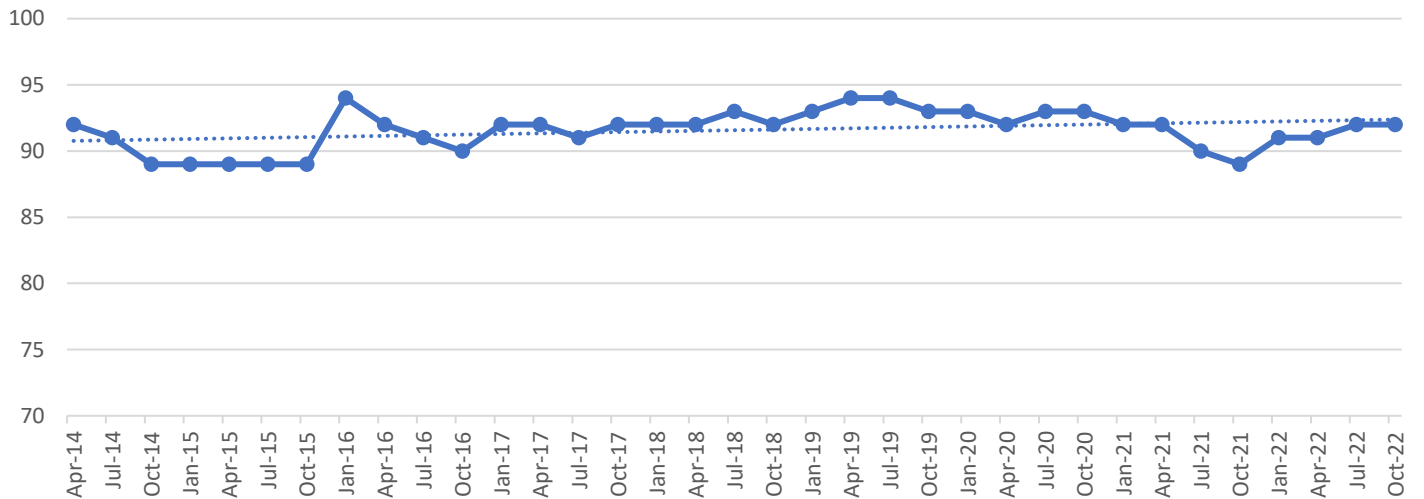
Individual Question Results with Trendlines



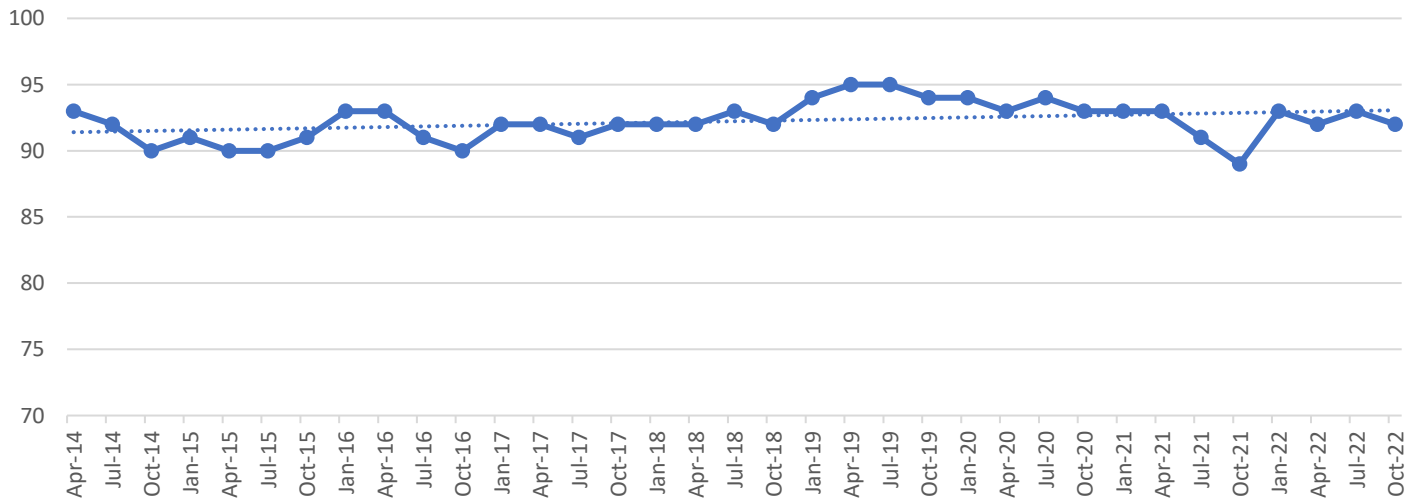
#4 - Education and explanation of plan provided in a way that I can understand



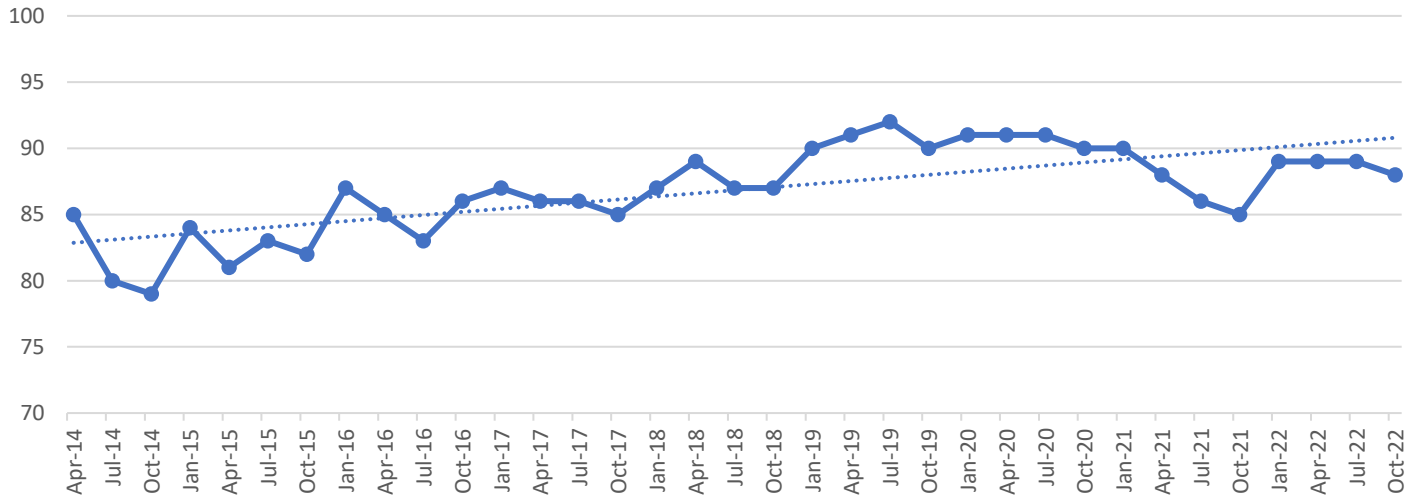
#5 - The follow-up and coordination of my care



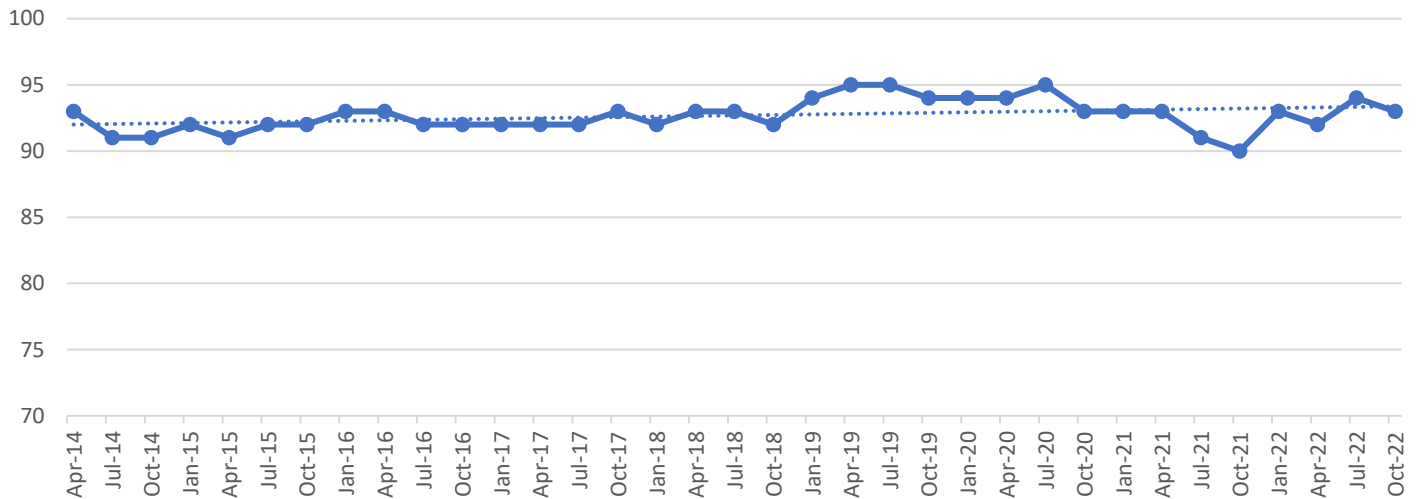
#6 - The staff addressing my medical needs today



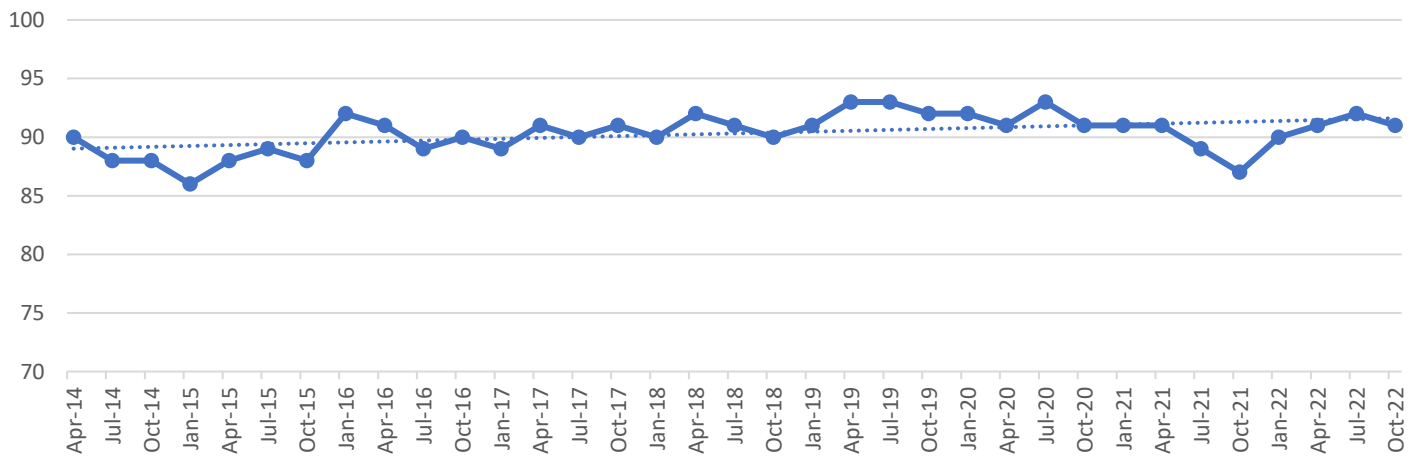
#7 - The time spent waiting



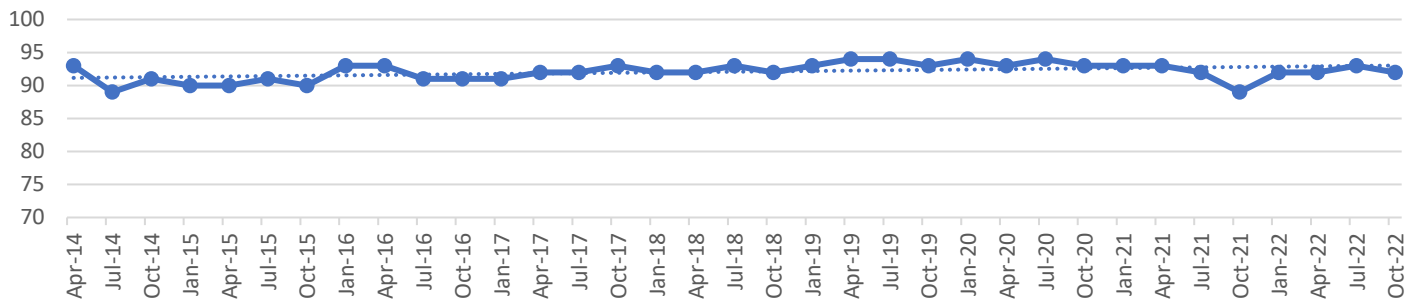
#8 - The respectfulness of staff



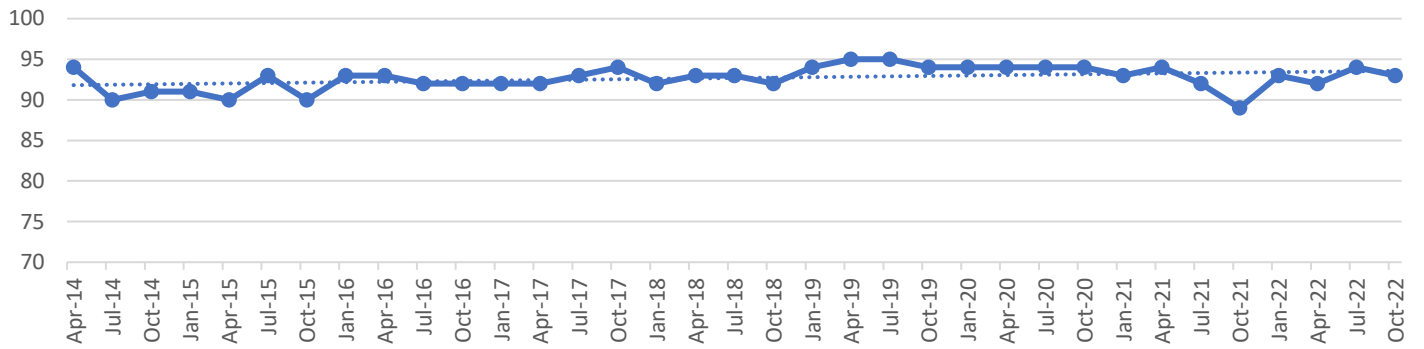
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



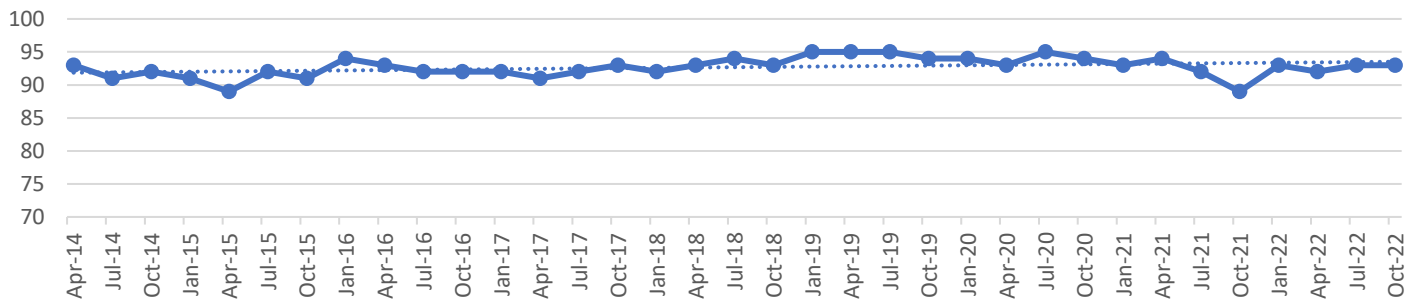
#10 - The handling of my personal medical information in a private and confidential manner



#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?

