

Patient Satisfaction Survey 3901 Mercy Drive, McHenry 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 96% to 97%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

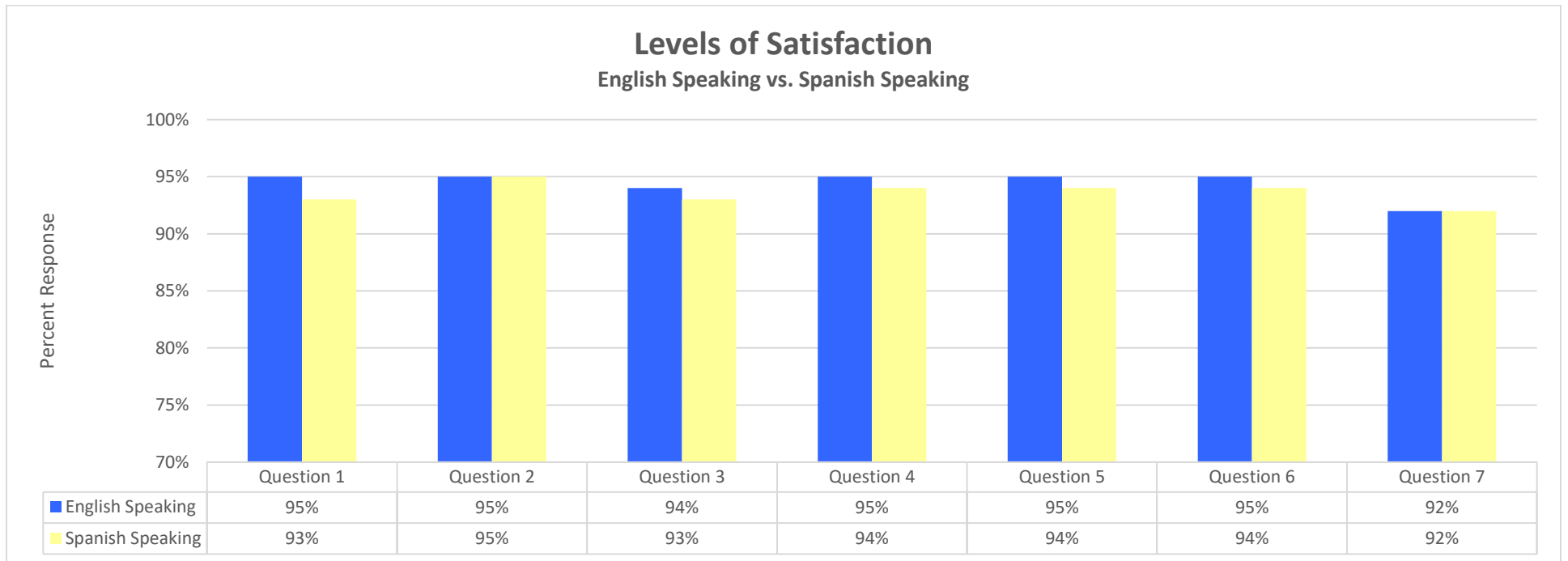
3901 Mercy Drive, McHenry – Survey Questions	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022	Level of Satisfaction January 2022
1. The phone operator staff and call center	97%	94%	93%	93%
2. The reception staff	97%	94%	93%	95%
3. Receiving a timely appointment	97%	94%	93%	94%
4. Education and explanation of plan provided in a way that I can understand	97%	95%	94%	95%
5. The follow up and coordination of my care	97%	95%	94%	95%
6. The staff addressing my medical needs today	97%	96%	94%	96%
7. The time spent waiting	96%	91%	90%	91%
8. The respectfulness of staff	97%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	97%	95%	94%	95%
11. Your medical assistant	97%	95%	95%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	96%	95%	96%
13. Overall, how satisfied are you with the Health Center?	97%	95%	94%	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%

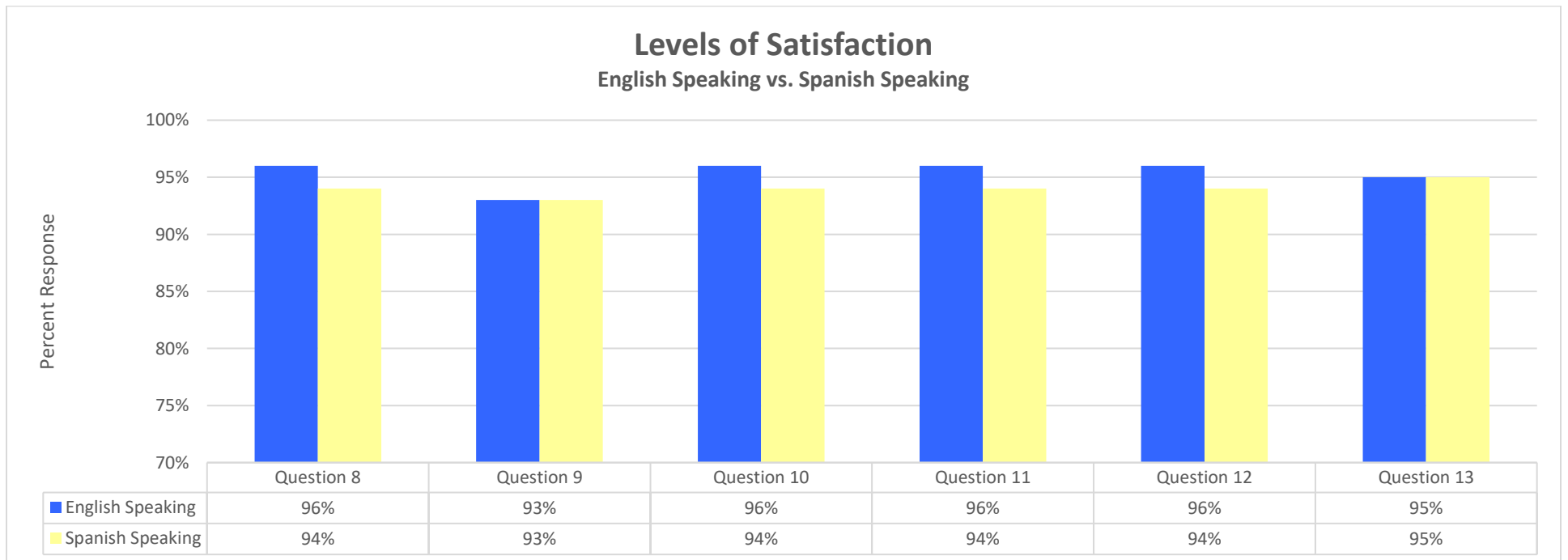
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	148 78%	122 74%	35 18%	34 21%	7 4%	5 3%	1 1%	1 1%	0	2 1%
2. The reception staff	151 79%	131 80%	30 16%	28 17%	10 5%	3 2%	0	0	0	2 1%
3. Receiving a timely appointment	141 74%	117 73%	39 21%	37 23%	9 5%	6 4%	1 1%	0	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	149 79%	126 77%	34 18%	32 20%	5 3%	4 2%	1 1%	0	0	2 1%
5. The follow-up and coordination of my care	152 80%	119 73%	31 16%	40 25%	7 4%	2 1%	0	0	0	2 1%
6. The staff addressing my medical needs today	150 79%	122 75%	34 18%	37 23%	6 3%	1 1%	1 1%	0	0	2 1%
7. The time spent waiting	129 68%	112 70%	48 25%	41 26%	13 7%	3 2%	0	3 2%	0	2 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	155 81%	124 78%	32 17%	31 19%	4 2%	3 2%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	133 76%	109 71%	26 15%	38 25%	17 10%	4 3%	0	1 1%	0	2 1%
10. The handling of personal medical info in a private and confidential manner	151 81%	119 75%	28 15%	37 23%	7 4%	1 1%	0	0	0	2 1%
11. Your medical assistant	154 82%	120 76%	30 16%	35 22%	5 3%	1 1%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	160 85%	122 76%	23 12%	35 22%	5 3%	1 1%	1 1%	0	0	2 1%
13. Overall, how satisfied are you with the Health Center?	152 80%	128 79%	31 16%	31 19%	6 3%	1 1%	0	1 1%	0	2 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: 13

YES: 34

Comments:

1. "Be a little better about calling in refills."
2. "Always calls back."
3. "Yes, good I asked for an appointment verification."
4. "Got a call back."
5. "Not last week maybe, another never got a call."
6. "Yes, did not call back."
7. "I did and was called back immediately."
8. "Yes, for refills meds all was done well."

Spanish

NO: 30

N/A: 3

YES: 0

Comments:

1. "Good." "Bien." (2)
2. "The lady at reception is very kind and helped a lot with my necessities for my appointment thank you." "La senorita de recepcion muy amable y ayudo mucho con mis necesidades para mi cita muchas gracias."
3. "It was good." "Fue buena."

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

English

1. "The helpful staff." (Cekova)
2. "Very nice options to get appointments." (Nambo)
3. "Friendly." (Nambo)
4. "The resources."
5. "The staff is really helpful with information." (Ali)
6. "N/A." (5)
7. "Everyone was so nice." (Origer)
8. "How fast they get appointments in." (Cekova)
9. "I've always felt everyone esp drs are top notch!"
10. "The kindness of staff." (Ali)
11. "Doctors explains clearly." (Nambo)
12. "My health."
13. "How fast they help you." (Malanfent)
14. "Receptionist making phone call to my insurance company to change doctors."
15. "The staff and Dr."
16. "The receptionist very kind." (Ali)
17. "Trying stay in touch with my health here at Family health." (Origer)
18. "Good." (Ali)
19. "It is fine." (Origer)
20. "Get the appointments early." (Origer)
21. "Friendly assistance." (Origer)
22. "Mental health therapist." (Acevedo)
23. "Proximity."

Spanish

1. "Fast service." "Servicio rapido."
2. "Ana and Dr. Ali are always professional and very nice, they always answer all my questions." "Ana y doctora Ali siempre de lo mas profesionales y muy lindos siempre contestan todos mis preguntas." (Ali)
3. "The attention on time." "La atencion a tiempo." (Nambo)
4. "They help my necessities." "Ayudan a mis nesidades."
5. "My pregnancy appointments." "Mis citas de embarazo."
6. "Have good health." "Tener buena salud."
7. "All in general." "Todo en general." (Cekova)
8. "They treat you fast and on time and they are nice." "Te atienden rapido, con tiempo y son muy buenos."
9. "The help with the language." "La ayuda del language." (Cekova)
10. "They are very kind." "Son muy amables." (Beall)
11. "Medical attention for all the family." "Atencion medica para toda la familia."
12. "The attention and explanation of all the doubts." "La atencion y explicacion de dudas."
13. "Good service." "Buen servicio." (Origer)

24. "Provider."
25. "It has all the services."
26. "All attention."
27. "The doctor." (Schlaeg)
28. "You can get appointment next day if you call at 7am." (Origer)
29. "Lesly was awesome! Staff was great. Thank you." (Nambo)
30. "Everything and everyone was excellent." (Nambo)
31. "Convenience and curtesy." (Nambo)
32. "Convenience of making same day appts and making the providers care." (Nambo)
33. "Times they offer for appts." (Cekova)
34. "Friendliness." (Cekova)
35. "Everything." (2)
36. "Helpfulness and convenience." (Nambo)
37. "Easily accessible." (Ali)
38. "Calling in and getting a good appointment." (Hering)
39. "Been here for 10 years and love the convenience." (Hering)
40. "Pediatric & mom care." (Hering)
41. "Covid testing." (Origer)
42. "Being seen even w/o insurance." (Talwar)
43. "Timely appointment and service." (Origer)
44. "The whole think." (Talwar)
45. "All the help I got." (Hering)
46. "Getting the care I need." (Talwar)
47. "On site insurance" (Origer)
48. "Timely manner." (Hering)
49. "Consulting with the Dr." (Talwar)
50. "Convenient location."
51. "The diverse staff & departments."
52. "Positive, no improvement needed."
53. "Access."
54. "Availability."
55. "Income price matching." (Schaleg)
56. "Communication."
57. "The time management."
58. "The hours."
59. "Confidence to share info."
14. "They speak Spanish and I understand my patient plan." "Que hablan espanol y entiendo mi plan de paciente."
15. "The attention and efficiency." "La atencion y eficiencia."
16. "Your personnel is very good." "Su personal muy bueno."
17. "There aren't any barriers with the language and they can always see us." "Que no hay barreras con el language y siempre nos pueden atender." (Origer)
18. "Not having any doubts about my health." "No teniendo dudas sobre mi salud." (Origer)
19. "Everyone is very kind." "Todos son muy amables."
20. "Everything is good." "Todo esta bien."
21. "My medical appointments." "Mis citas medicas."
22. "They are very efficient." "Son muy eficientes"
23. "Comfort of health." "Comodidad de salud."
24. "Good presentation and responsibility." "Buena presentacion y responsabilidad." (Nambo)
25. "All of the service is good." "Todo su servicio es bueno."
26. "N/A."
27. "It is a good clinic." "Es buena clinica." (Nambo)
28. "Good." (Comment written in English in a Spanish survey)
29. "The help." "La ayuda." (Hering)
30. "They treat you good." "Te atienden bien."
31. "Kindness and attention." "Amabilidad y atencion." (Nambo)
32. "Nothing." "Nada."
33. "Your excellence and kindness on all visits." "Su excelencia y amabilidad en todas las visitas."

Question 16: How can we improve Greater Family Health?

English

1. "Weird electrical outlet covering on floor is a tripping safety hazard."
2. "More appointments available for emergencies." (Cekova)
3. "N/A." (16)
4. "Keep up the good -work." (Origer)
5. "Text reminders." (Ali)
6. "Doing great!" (Schlaeg)
7. "Everything is great." (Malanfent)

Spanish

1. "Everything is Good." "Todo esta bien." (6)
2. "N/A." (2)
3. "More personell that speak spanish." "Mas personal que hable español."
4. "Same day emergencies." "Emergencias el mismo día."
5. "I don't think is needed." "No creo que es necesario." (Beall)
6. "Nothing." "Nada." (Cekova)

8. "Keep doing what you do."
9. "You're doing excellent job." (Nambo)
10. "It seems good to me." (Ali)
11. "Allowing five minutes after the appointment to keep appointment."
12. "Its run good."
13. "Nothing you're great." (Origer)
14. "Keeping up with patients with results." (Ali)
15. "Very satisfied with this office." (Origer)
16. "Keep being awesome." (Origer)
17. "Having better appointment times." (Hering)
18. "Free beverages." (Hering)
19. "More same day appointments/future appointments hire more NPs if need be." (Origer)
20. "Overall, have been very happy." (Nambo)
21. "No improvements." (Hering)
22. "I like this place."
23. "It's already great." (Nambo)
24. "Nothing."
25. "Be more readily available. I've never been able to receive same day emergency care." (Cekova)
26. "No comments."
27. "More doctors."
28. "Change the 15-minute early policy." (Schlaeg)
29. "None at the moment." (Talwar)
30. "Yall know what you're doing."
31. "Stop making the waiting time long please." (Nambo)
32. "Cannot it is excellent."

7. "Continue with what you're doing." "Continue con lo que hacen." (Cekova)
8. "With Good attention." "Con buena atención."
9. "I don't know." "No se."
10. "N/A."
11. "It is excellent." "Es excelente." (2)
12. "To me it is Good until now." "Para mi esta bien hasta ahora."
13. "No comments." "No comentarios." (Nambo)
14. "Have more available appointments." "Tener mas citas disponibles."
15. "Everything excellent." "Todo muy excelente."
16. "Refer us to someone else when you don't hace the service that we need and look like you are interested in the patient." "Referir cuando no tengan los servicios que buscamos y parecer mas interesados con los pacientes." (Origer)
17. "Be kínder." "Ser mas amables."
18. "I think you do an excellent work and should continue like that." "Yo creo hacen un excelente trabajo y deben continuar hazi."

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

English

- YES: 127
- NO: 3

Spanish

- YES: 66
- NO: 1

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

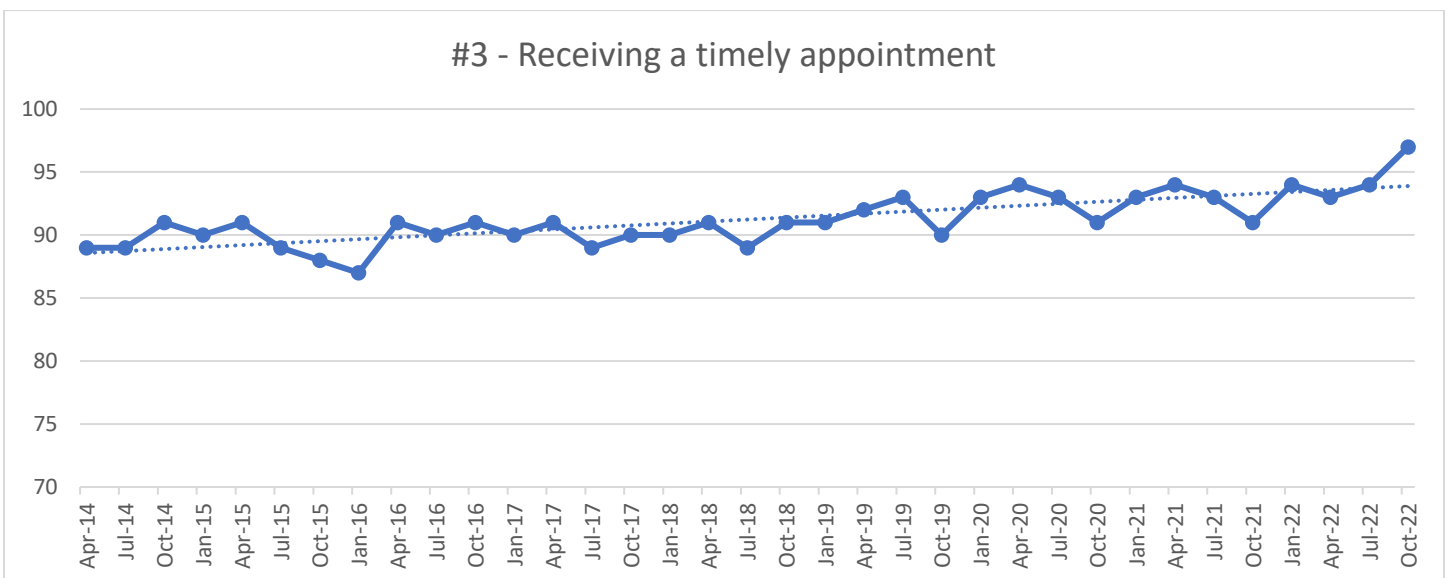
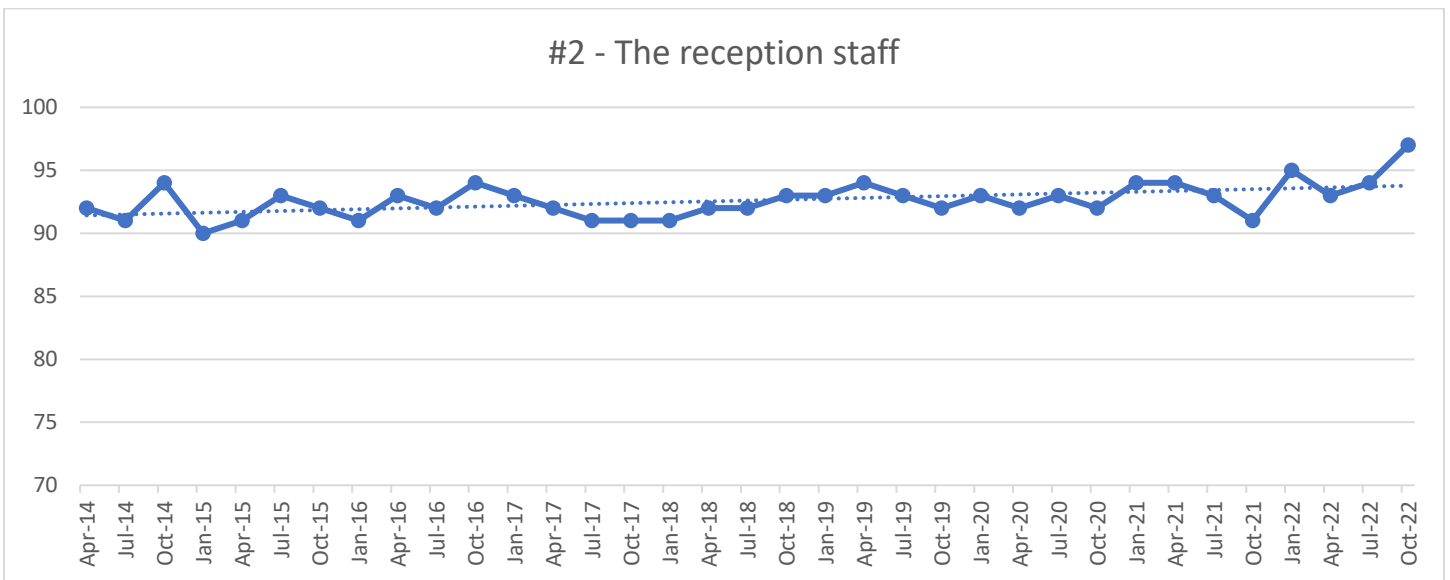
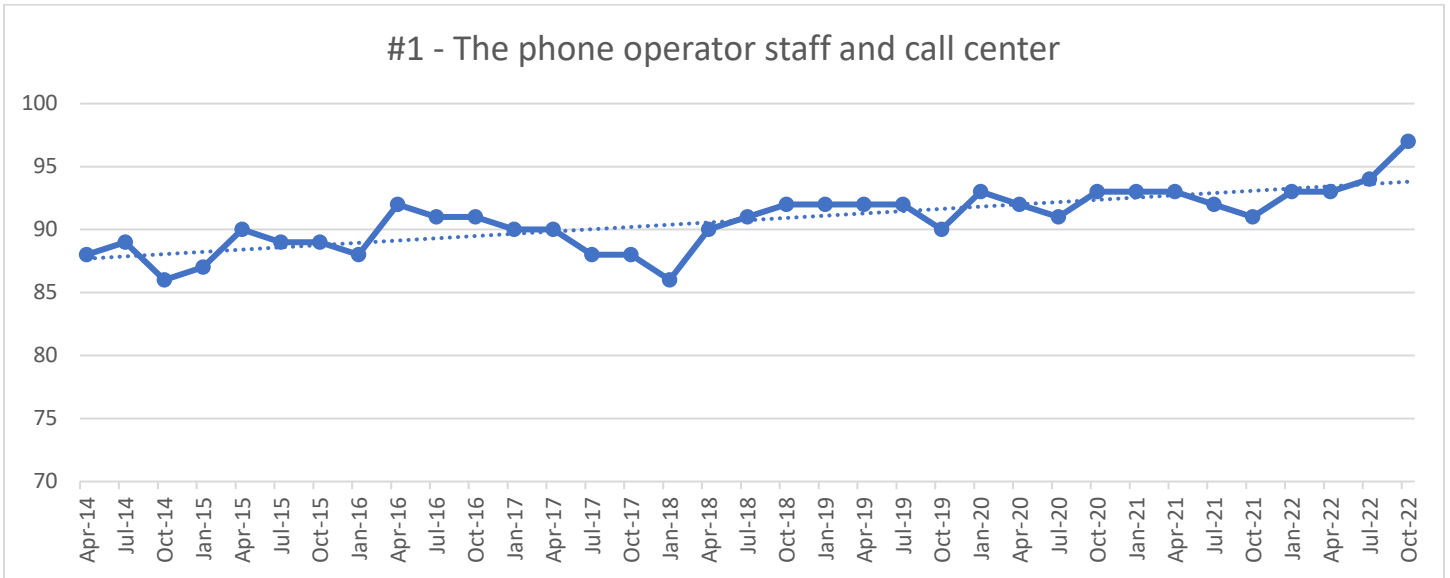
English

- Acevedo: 7
- Ali: 15
- Aphaivong: 1
- Cekova: 6
- Hering: 8
- Malanfant: 4
- Nambo: 26
- Origer: 34
- Schlaeg: 24
- Talwar: 14

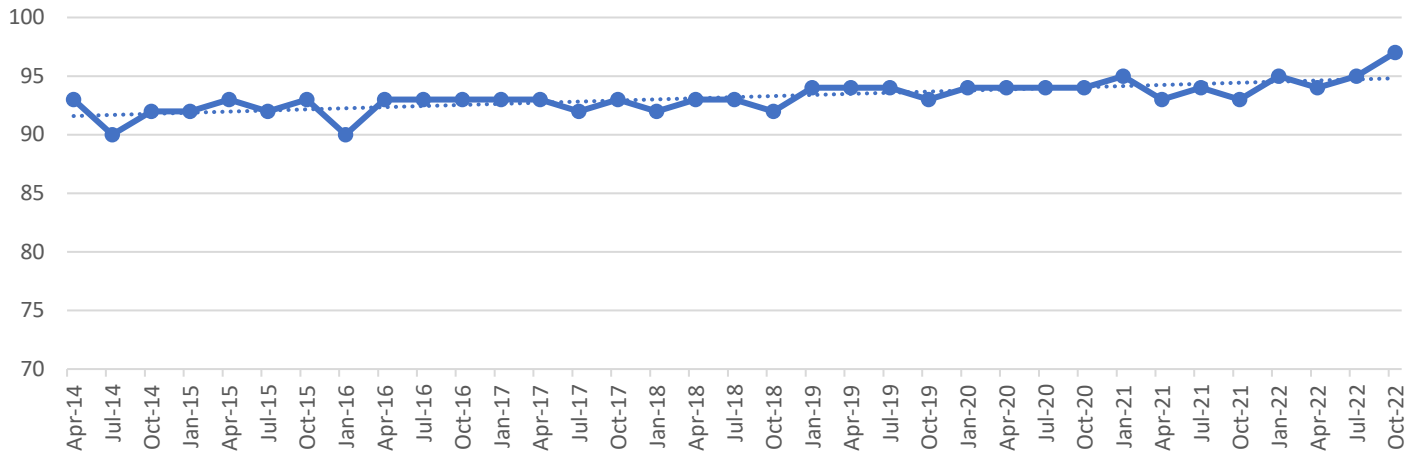
Spanish

- Acevedo: 1
- Ali: 6
- Beall: 6
- Cekova: 8
- Hering: 4
- Nambo: 31
- Origer: 20
- Schlaeg: 19

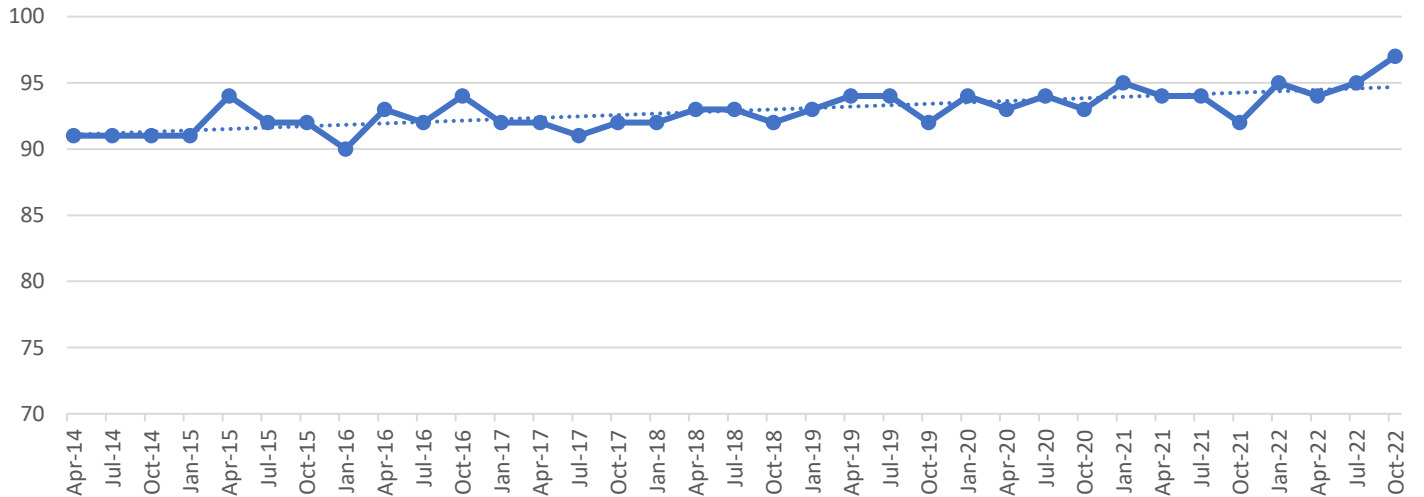
Individual Question Results with Trendlines



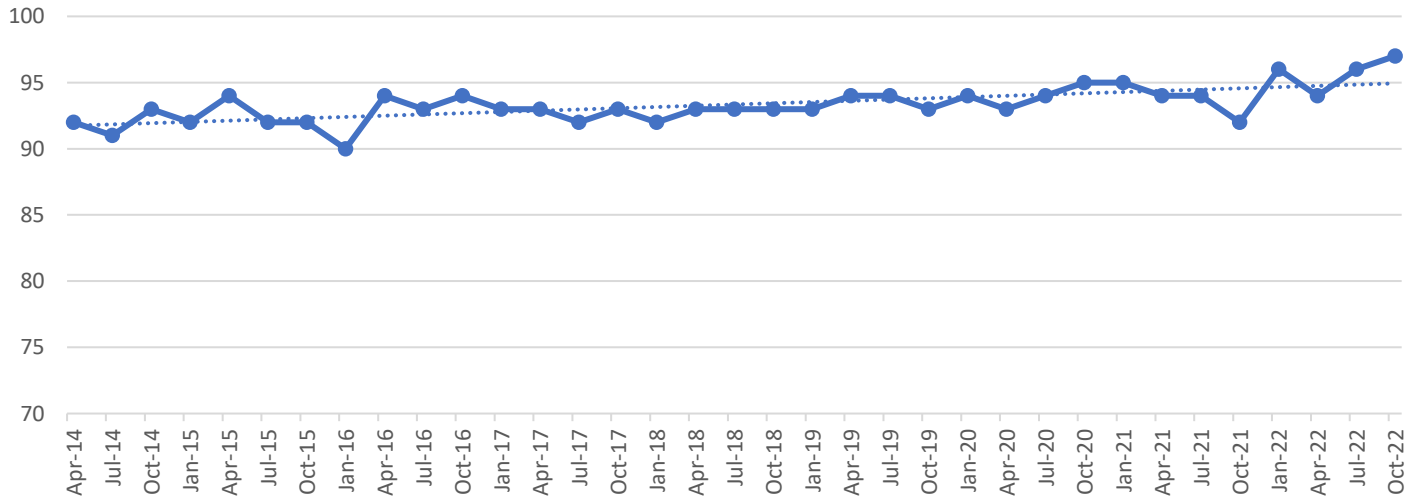
#4 - Education and explanation of plan provided in a way that I can understand



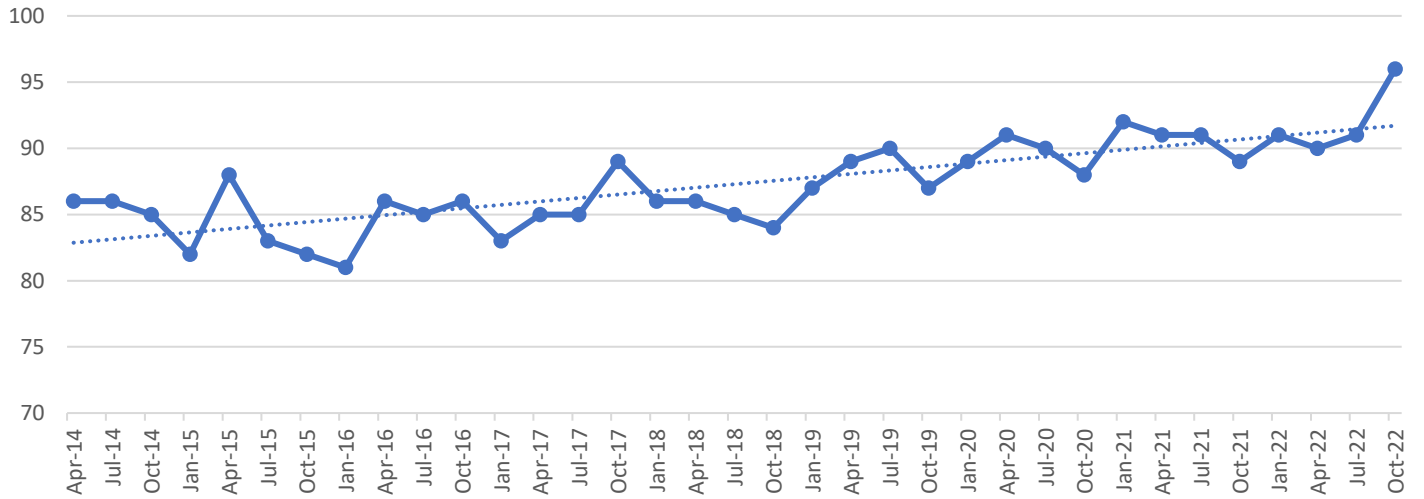
#5 - The follow-up and coordination of my care



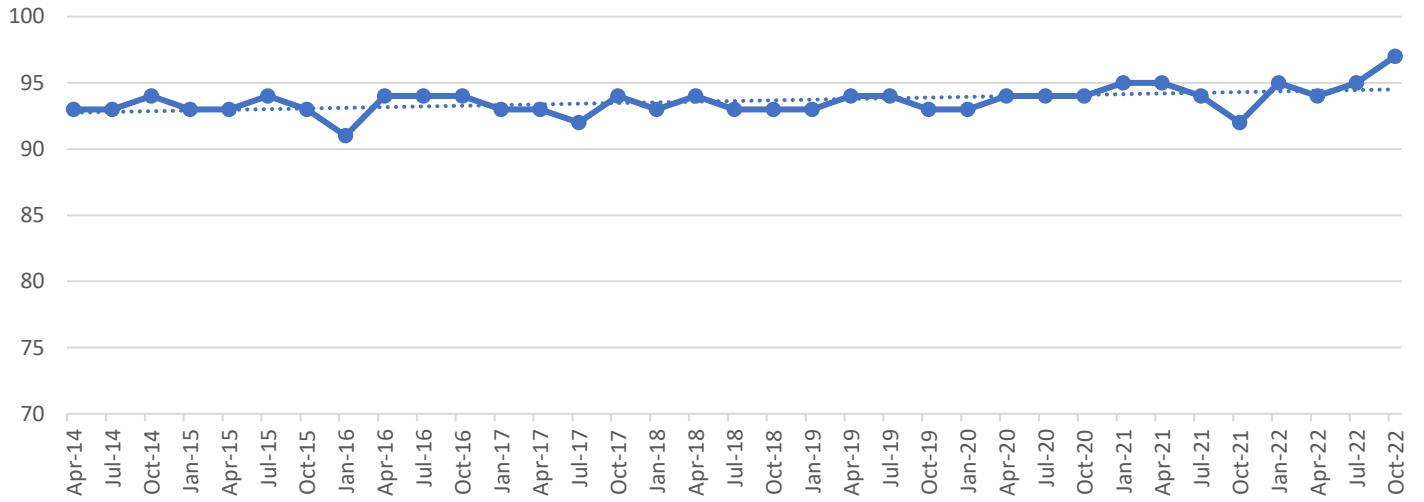
#6 - The staff addressing my medical needs today



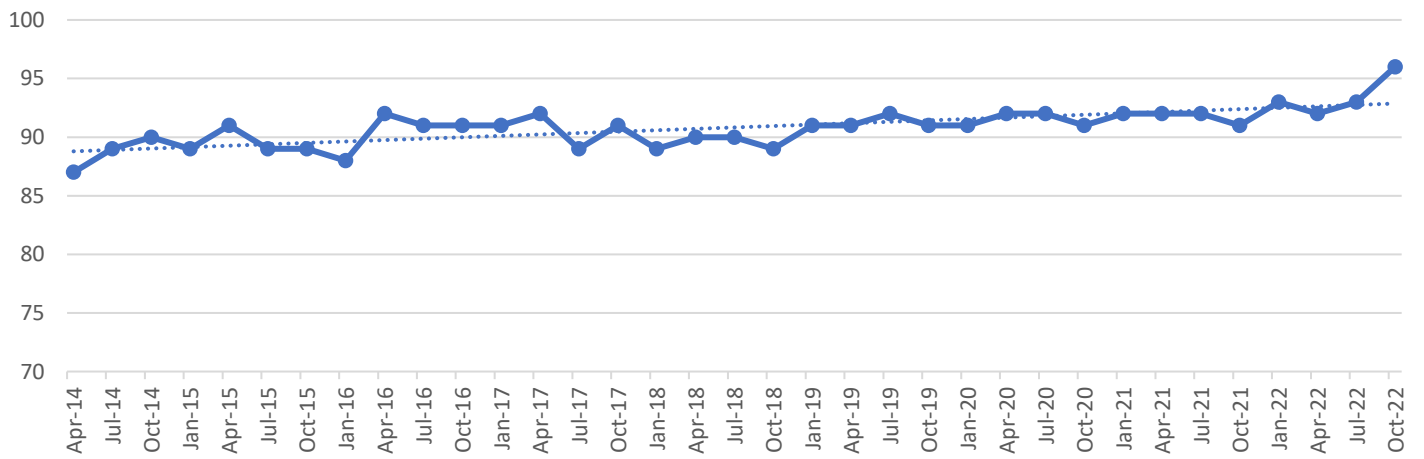
#7 - The time spent waiting



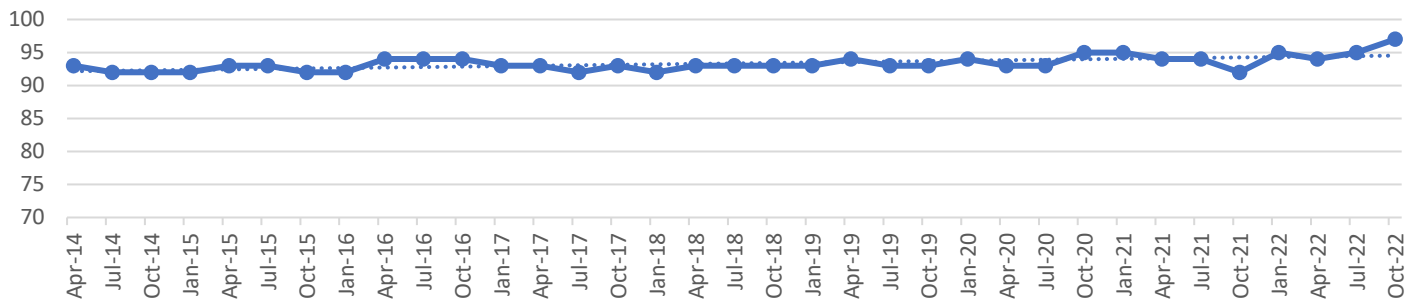
#8 - The respectfulness of staff



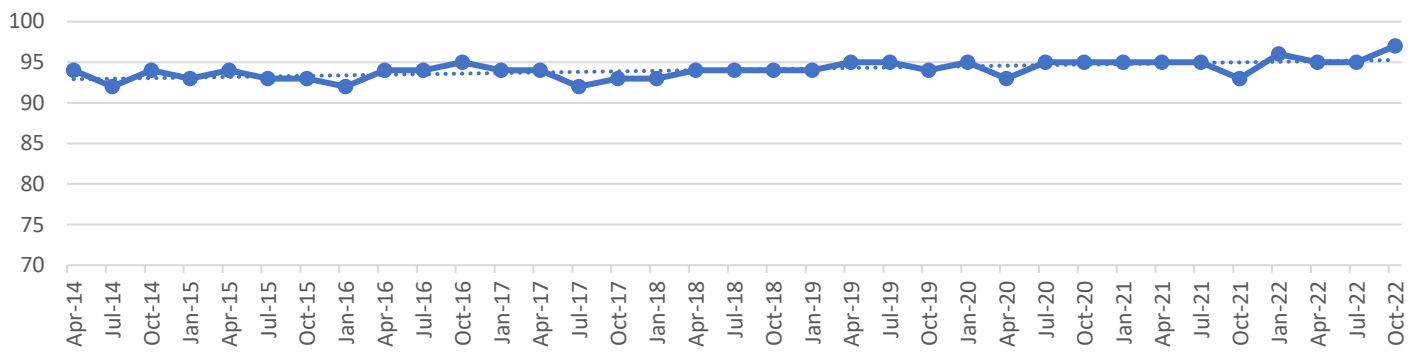
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



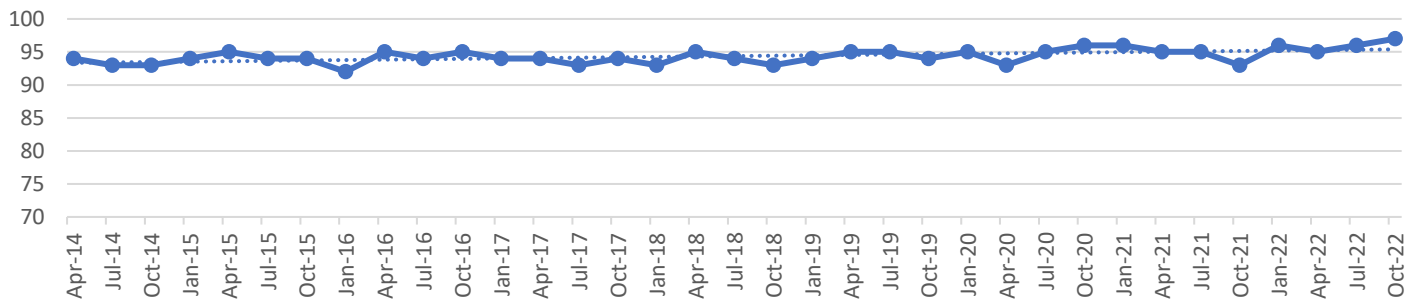
#10 - The handling of my personal medical information in a private and confidential manner



#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?

