

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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 90% 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.

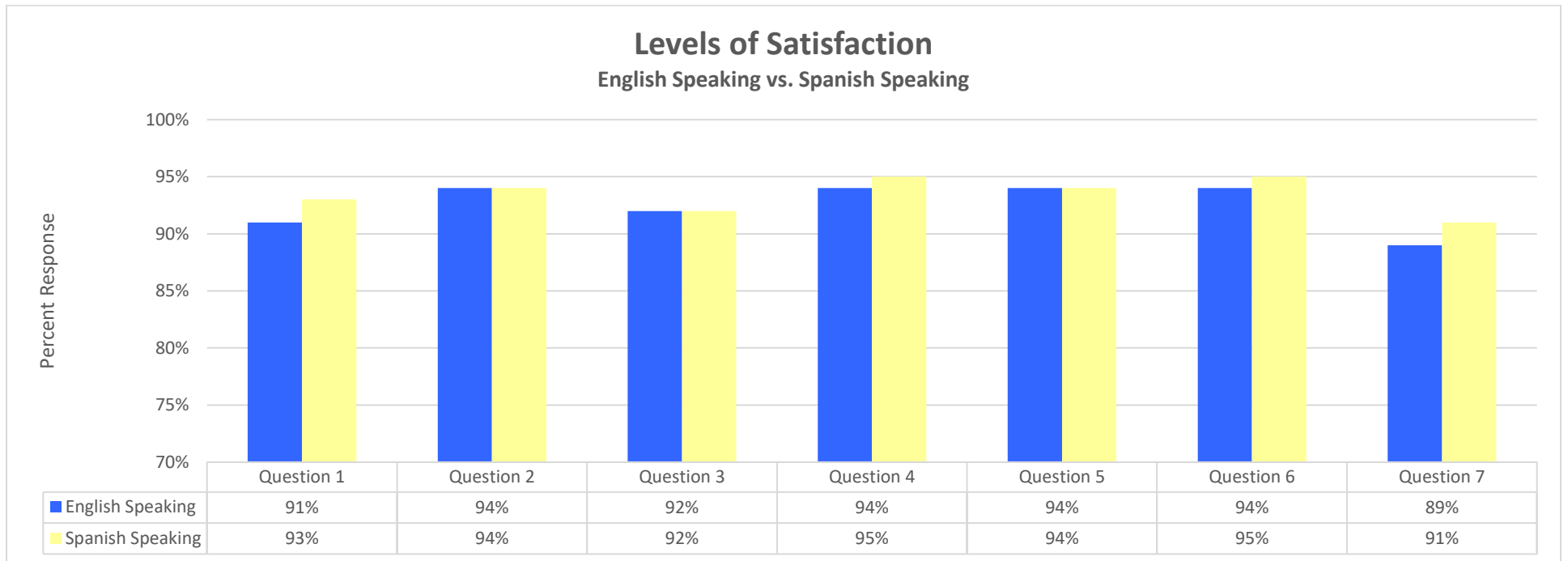
| 450 Dundee Ave, Elgin - Lower Level – Survey Questions | Level of Satisfaction October 2022 | Level of Satisfaction July 2022 | Level of Satisfaction April 2022 | Level of Satisfaction January 2022 |
|--|---|--|---|---|
| 1. The phone operator staff and call center | 92% | 93% | 91% | 91% |
| 2. The reception staff | 94% | 94% | 92% | 92% |
| 3. Receiving a timely appointment | 93% | 93% | 91% | 91% |
| 4. Education and explanation of plan provided in a way that I can understand | 94% | 94% | 92% | 92% |
| 5. The follow up and coordination of my care | 94% | 94% | 92% | 93% |
| 6. The staff addressing my medical needs today | 95% | 95% | 92% | 93% |
| 7. The time spent waiting | 90% | 92% | 91% | 91% |
| 8. The respectfulness of staff | 94% | 95% | 93% | 93% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 92% | 93% | 92% | 90% |
| 10. The handling of my personal medical information in a private and confidential | 94% | 95% | 93% | 93% |
| 11. Your medical assistant | 95% | 95% | 93% | 93% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 96% | 95% | 94% | 94% |
| 13. Overall, how satisfied are you with the Health Center? | 94% | 95% | 93% | 94% |

| 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% |

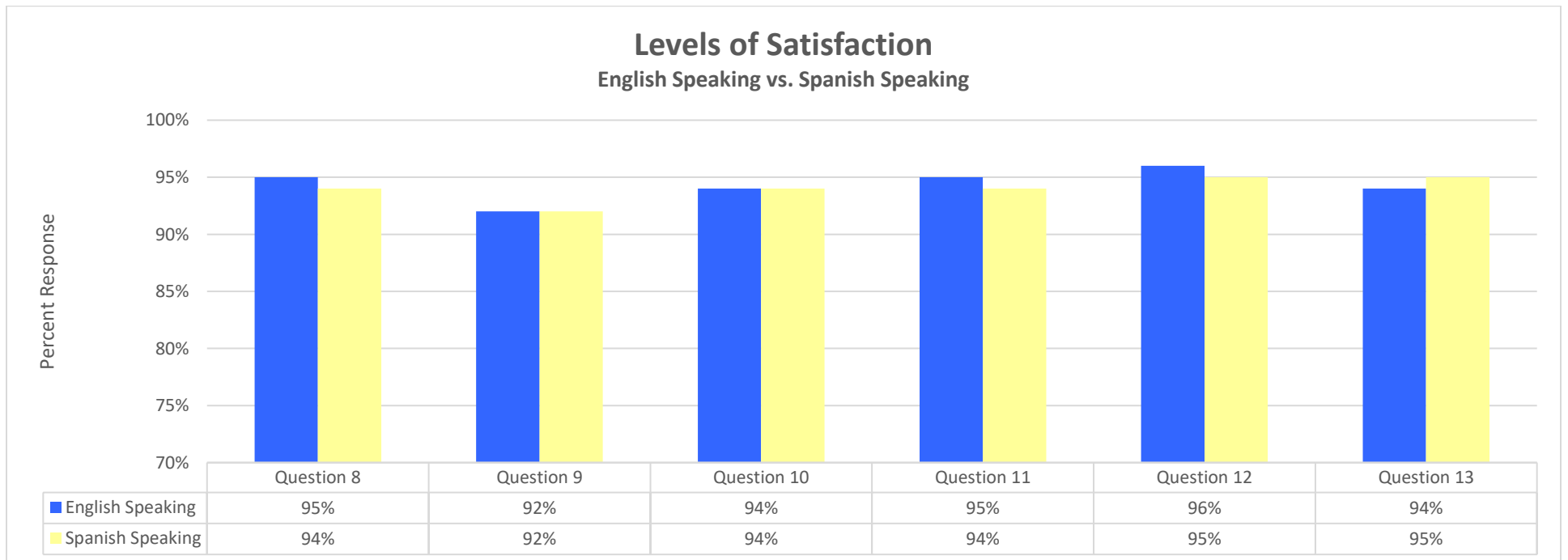
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 104 66% | 121 71% | 41 26% | 39 23% | 12 8% | 10 6% | 0 | 0 | 1 1% | 0 |
| 2. The reception staff | 112 71% | 128 72% | 42 27% | 47 26% | 4 3% | 2 1% | 0 | 1 1% | 0 | 0 |
| 3. Receiving a timely appointment | 110 70% | 119 69% | 36 23% | 42 24% | 11 7% | 8 5% | 1 1% | 3 2% | 0 | 0 |
| 4. Education and explanation of plan provided in a way that I can understand | 113 72% | 132 75% | 42 27% | 42 24% | 3 2% | 3 2% | 0 | 0 | 0 | 0 |
| 5. The follow-up and coordination of my care | 114 73% | 128 72% | 40 26% | 45 25% | 3 2% | 3 2% | 0 | 1 1% | 0 | 0 |
| 6. The staff addressing my medical needs today | 114 72% | 137 77% | 43 27% | 39 22% | 1 1% | 1 1% | 0 | 1 1% | 0 | 0 |
| 7. The time spent waiting | 99 63% | 116 65% | 38 24% | 47 26% | 14 9% | 13 7% | 6 4% | 2 1% | 1 1% | 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 | 118 75% | 130 73% | 37 24% | 42 24% | 2 1% | 4 2% | 0 | 1 1% | 0 | 0 |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 95 67% | 113 67% | 35 25% | 47 28% | 11 8% | 6 4% | 0 | 3 2% | 0 | 0 |
| 10. The handling of personal medical info in a private and confidential manner | 112 71% | 129 73% | 42 27% | 40 23% | 3 2% | 8 5% | 0 | 0 | 0 | 0 |
| 11. Your medical assistant | 119 76% | 132 75% | 37 24% | 40 23% | 1 1% | 4 2% | 0 | 0 | 0 | 1 1% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 127 80% | 139 79% | 30 19% | 35 20% | 1 1% | 2 1% | 0 | 0 | 0 | 1 1% |
| 13. Overall, how satisfied are you with the Health Center? | 117 75% | 132 76% | 36 23% | 38 22% | 3 2% | 2 1% | 1 1% | 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: 43

N/A: 16

YES: 4

Comments:

1. "Thank you."
2. "My calls have been answered in a timely manner." (Triner)
3. "My experience was good. Everyone was nice." (Davies)
4. "Yes, no return call."

Spanish

NO: 10

N/A: 3

YES: 38

Comments:

1. "Regular." "Regular."
2. "Good." "Bien." (2)
3. "Great." "Bueno."
4. "Very good." "Muy bien." (7)
5. "Very good." "Muy buena." (4)
6. "Very good 😊 thank you!" "Muy buena 😊 gracias!"
7. "Very satisfied." "Muy satisfecha." (Piekarz)
8. "Buena." "Good." (3)
9. "Excellent." "Excelente." (3)
10. "Satisfied." "Satisfecha." (2)
11. "Everything is good." "Bien todo." (Davies)
12. "Everything is good." "Todo bien."
13. "Very satisfied." "Muy satisfecha." (2)
14. "It was good and fast." (English response on a Spanish survey)
15. "It is good." "Es buena."
16. "Very good attention." "Una buena atencion."
17. "My experience was good thank you for the help." "Mi experiencia es buena gracias por la ayuda." (Triner)
18. "Good. They always treat me." "Buena me atienden en todo momento." (Buthman)
19. "Satisfied with the medical attention that they provide my child." "Satisfecha con la atencion medica que le brindan a mis hijos." (Triner)
20. "The attention is good." "Esta bien la atencion."
21. "Excellent 😊." (Baum)
22. "For now, very good." "Hasta ahorita muy bien."
23. "Recommendable." "Recomendable."
24. "Very good, excellent personnel." "Muy buena, excellent personal."
25. "My appointment was at 4:15 and it is 5:30. I am barely leaving now. It was too much time spent waiting in the waiting room and in the exam room." "Mi cita era alas 4:15 y son las 5:30 hasta ahorita sali fue mucho tiempo de en la sala y en el cuarto." (Piekarz)

26. "Excellent, I liked the provider that treated him, David." "Excelente me gusto mucho el medico que lo atendio. David." (Baum)
27. "A very good experience." "Una experiencia muy bien." (Baum)

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

English

1. "N/A." (6)
2. "Everything." (3)
3. "Everyone."
4. "Doctor."
5. "Voicemail."
6. "Staff." (2)
7. "Fast."
8. "Communication."
9. "Explanation."
10. "Availability." (Miller)
11. "I don't know." (Davies)
12. "Professionalism care." (Davies)
13. "Yes, great care." (Buthman)
14. "They are very fast."
15. "The patience."
16. "Great location and everybody very helpful."
17. "Answering my questions and concerns." (Triner)
18. "Help with appointments."
19. "How close they are, and they speak Spanish." (Buthman)
20. "They try to schedule my appts accordingly." (Buthman)
21. "It is close by." (Buthman)
22. "The appointments are given as soon as possible."
23. "I always get app soon." (Davies)
24. "Answering questions."
25. "Good drs. and friendly staff." (Buthman)
26. "Nurse & doctors." (Triner)
27. "The staff make it comforting." (Miller)
28. "The visit." (2)
29. "Being treated respectfully." (Triner)
30. "The receptionist." (Hadi)
31. "Very quick and friendly."
32. "The friendly staff and health care provided." (Miller)
33. "All the knowledge give." (Triner)
34. "Calling a day before appointments for reminders." (Miller)
35. "Friendly customer service."
36. "The staff is very helpful and gives constructive information in regard to the care of my children." (Davies)
37. "Everyone is sweet."
38. "Getting in and out on time." (Triner)

Spanish

1. "Treating." "Atender."
2. "N/A." (3)
3. "Everything is good." "Todo bien." (Triner)
4. "Everything." "Todo." (4)
5. "They helped me, Spanish." "Me ayudaron espanol."
6. "The hours." "Los horarios." (Buthman)
7. "The appointments." "Las citas."
8. "With my daughters health." "En la salud de mi hija."
9. "It is in a great location." "Esta en buena ubicacion."
10. "Personally, everything." "Todo en personal."
11. "The quick attention and good service." "La pronta atencion y buen servicio."
12. "That they can treat my child even if I have to wait on the walk-in list." "Que pueden atender a mi hijo aun que tenga que esperar en lista de espera."
13. "I like the organization that they have." "Me encanta la organizacion que tienen." (Triner)
14. "The proximity of the clinic." "La cercania de la clinica."
15. "They have helped me in my time of need regarding my health." "Me an ayudado en los tiempos necesarios sobre mi salud."
16. "Very good service." "Muy buen servicio." (Piekarz)
17. "That they help a lot." "Que ayundan mucho."
18. "With my children's health." "Con la salud para mi hijos." (Piekarz)
19. "That it is a very efficient clinic." "Que es una clinica muy eficiente."
20. "It helps that the doctors are very capable in helping us." "Me ayuda que los doctores estan muy capacitados para ayudarnos." (Triner)
21. "The closeness to my home and the service." "Su cercania a mi hogar y el servicio." (Triner)
22. "Since my pregnancy, they have helped me a considerable amount." "Desde mi embarazo me ha ayudado bastante." (Buthman)
23. "The solution to my doubts and the management of my information." "La

39. "They always have appointments available."
 40. "?"
 41. "Flexible scheduling."
 42. "The reception helping out w/ switching providers."
 43. "Very nice and provide care needed." (Triner)
 44. "They are very nice staff also they explain everything nice if I don't understand they try the way I understand."
 45. "The same day appointment."
 46. "Peds is awesome the building across the street blows."
 47. "It's close by home." (Baum)
 48. "On time appointments." (Piekarz)
- solucion de mis dudas y el manejo de mi informacion." (Triner)
 24. "Always with what I need." "Siempre en lo que necesito."
 25. "With pediatrics." "Con pediatria."
 26. "Medical attention." "Atencion medica."
 27. "The quick attention and kindness." "La atencion rapida y amable."
 28. "The appointments are quick." "Son muy rapidas las citas."
 29. "The closeness to my home." "La cercania a la casa." (Davies)
 30. "Someone without an appointment can come in and I like that very much." "Puede uno venir sin citas eso me gusta mucho."
 31. "Everything is already registered, and it is quick." "Todo ya esta registrado y es rapido."
 32. "The health and wellbeing of my children." "La salud y el bienestar de mis hijos." (Baum)
 33. "That it is close to my home, and they always respond to my doubts." "Que esta cerca de mi casa y siempre responden a mis dudas."
 34. "Improve my child's health." "Mejorar la salud de mis hijos." (Miller)
 35. "The attention and the language." "La atencion y el idioma."
 36. "That they listen to me." "Que me escuchan." (Davies)
 37. "Spanish services." "Servicios en espanol."
 38. "It benefits my family." "Beneficia a mi familia." (Davies)
 39. "The doctors." "Los doctores."
 40. "Professional environment." (English response on a Spanish survey)
 41. "Close to home." "Cerca de casa." (DeGarmo)
 42. "Good attention for my children." "Atencion buena para mis hijos." (Chaudhari)
 43. "They are attentive and speak Spanish." "Que son atentos y hablan espanol." (DeGarmo)
 44. "That they respond to your doubts." "Que te responden tus dudas."
 45. "The attention given to my daughter's." "La atencion para mis hijas."
 46. "My appointments." "Mis citas."
 47. "The care for my family." "Cuidado de mi familia." (Baum)
 48. "The help with my health and family." "Su ayuda con mi salud y familia." (Piekarz)
 49. "The Spanish language." "El idioma espanol." (Piekarz)
 50. "The communication in place." "La comunicacion que hay." (Piekarz)
 51. "Good attention." "Buena atencion." (Piekarz)

52. "Doctor Stephanie is very good, and I like the time availability to schedule appointments."
"La doctora Stephanie es muy buena y la habilidad de los horarios para hacer las citas me gustan." (Davies)
53. "Very satisfied with Dr. Davies." "Muy satisfecha con la doctora Davies." (Davies)
54. "It helps me with my health necessities." "Me ayuda con mis necesidades de salud."
(Piekarz)
55. "With my children's health." "Con la salud de mis niños."
(Newbrander)
56. "That they schedule timely appointments."
"Que me hacen cita rapido." (Piekarz)
57. "That they give me an appointment in the time that I require it." "Que me dan una cita en el tiempo que lo requiero." (Baum)
58. "The attention is brilliant." "Atencion es genial." (Newbrander)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (18)
2. "None."
3. "Timely manner."
4. "Everything is fine." (Buthman)
5. "Keep up good work."
6. "Already doing great."
7. "You guys are great."
8. "Provide more information about healthcare."
9. "Waiting time when waiting to see a dr."
(Davies)
10. "Everything good."
11. "Can't." (Miller)
12. "It's amazing."
13. "Dance party."
14. "More available appointments."
15. "I'm not sure, everything seems fine."
(Davies)
16. "Honestly just the wait time." (Hadi)
17. "Keep being great."
18. "The 15-minute policy is a little too much."
19. "?"
20. "By removing the arriving 15 mins before the appointment time. Sometimes we have to wait more than 20 mins after app time to be seen."
21. "Have had trouble with getting a follow up call on referrals."
22. "Have more appts available when kids are sick." (Triner)
23. "Follow up and call center adjustments NEVER can call on call Dr. Always

Spanish

1. "N/A." (4)
2. "Nothing." "Ningunos."
3. "Everything is good." "Todo bien." (5)
4. "It is good." "Esta bien." (Buthman)
5. "Everything is good." "Todo esta bien." (4)
6. "Everything is very good." "Todo esta muy bien." (3)
7. "It is good how it is." "Asi esta bien." (Triner)
8. "For the moment, I am satisfied." "Por el momento estoy satisfecho." (Piekarz)
9. "Being more infantile with the children."
"Siendo mas infantiles con los niños."
10. "When soliciting dates, do not make them so far in advance." "Cuando solicitan fechas no hacerlas tan lejos." (Buthman)
11. "Personally, everything is good. Do not change anything and far as improving, everything is perfect." "En lo personal todo bien no cambiaria nada y de mejorar todo perfecto." (Buthman)
12. "Nothing to say everything is excellent."
"Nada que decir todo excelente." (Triner)
13. "Remove the 15-minute policy before the appointment time, this does not help your patients." "Quitar su poliza de 15 min. antes de la cita. Eso no ayuda a sus pacientes." (Triner)
14. "For now, everything is good." "Por ahora todo bien."
15. "I believe that it is fine." "Yo pienso que esta bien."

- “unavailable.” Love the peds team + front end. Call center is shit respectfully.”
24. “No improvement needed.” (Piekarz)
25. “More appointment times for children after 5pm.” (Baum)

16. “I think it is good for me.” “Creo que esta bien para mi.”
17. “I don’t have anything.” “No tengo.” (Davies)
18. “I do not have any comments. They provide great services to their patients.” “No tengo comentarios. Le brindan buen servicio a los pacientes.”
19. “To have more medical professionals so the wait is shorter during the appointments.” “Que tengan mas medicos para que no esperes tanto en tus citas.”
20. “Perhaps extending more centers.” “Talvez extender mas centros.”
21. “Don’t change.” “No cambien.”
22. “Nothing everything is good.” “Nada todo bien.” (Baum)
23. “Nothing needs to be improved.” (English response on a Spanish survey)
24. “That we be given the opportunity to arrive 5 min late (sometimes).” “Que haveces nos den la oportunidad de llegar 5 min tarde. (haveces).” (Davies)
25. “Everything is great they don’t need to improve.” “Todo bien no necesitan mejorar.”

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

English

- YES: 98
- NO: 2

Spanish

- YES: 112
- NO: 0

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

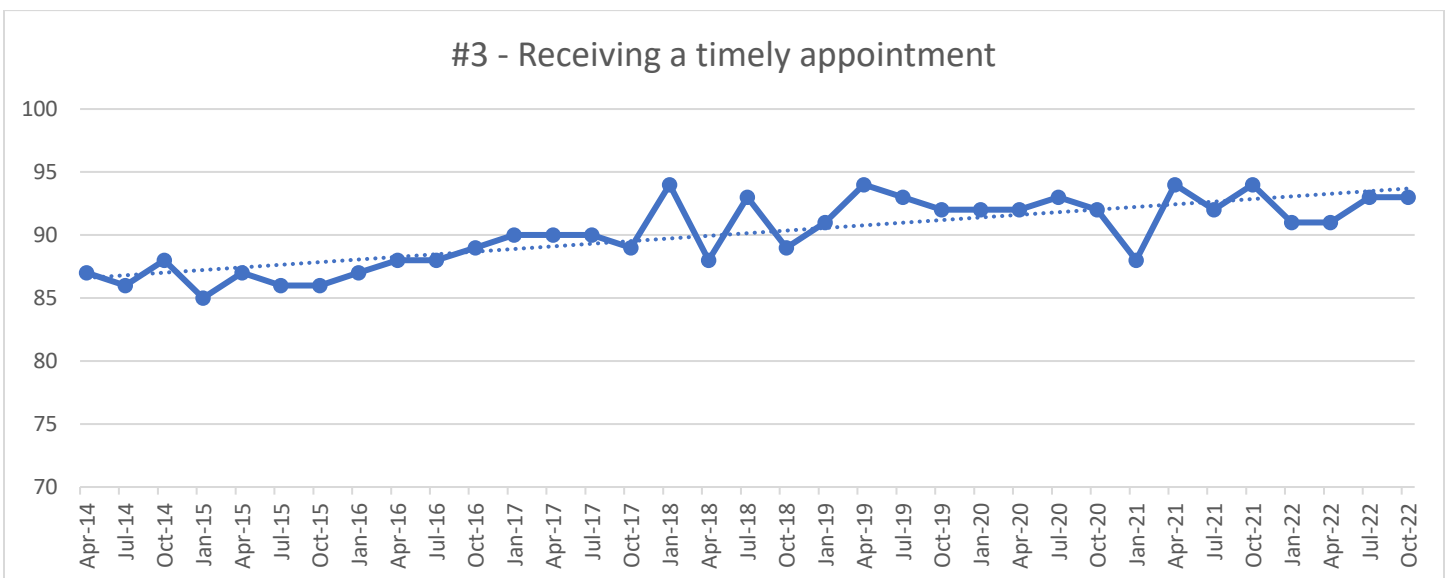
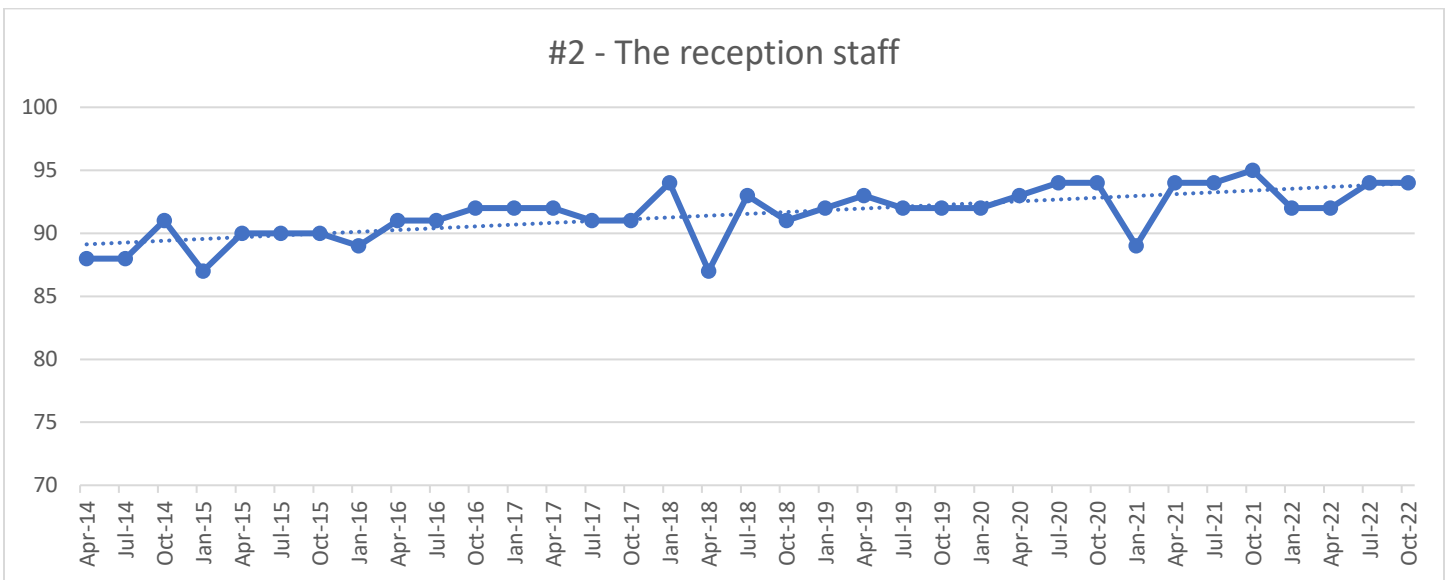
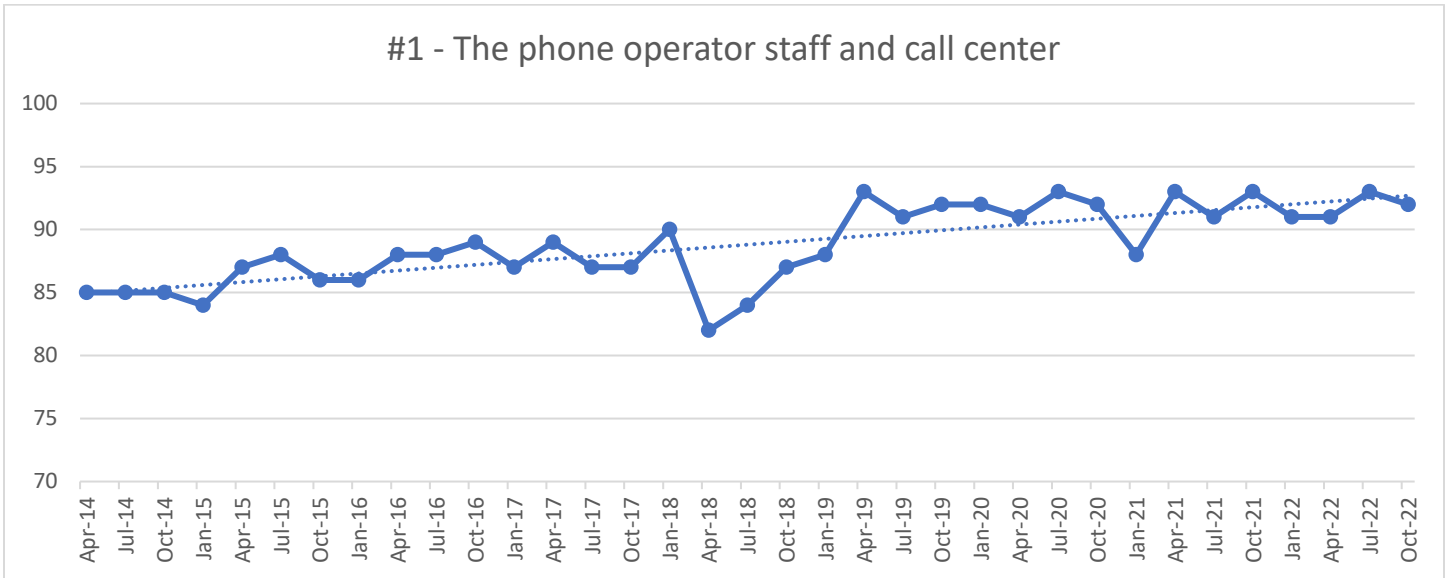
English

- Baum: 20
- Bhowmick: 1
- Buthman: 6
- Davies: 21
- DeGarmo: 1
- Hadi: 1
- Miller: 13
- Newbrander: 3
- Piekarz: 7
- Triner: 20

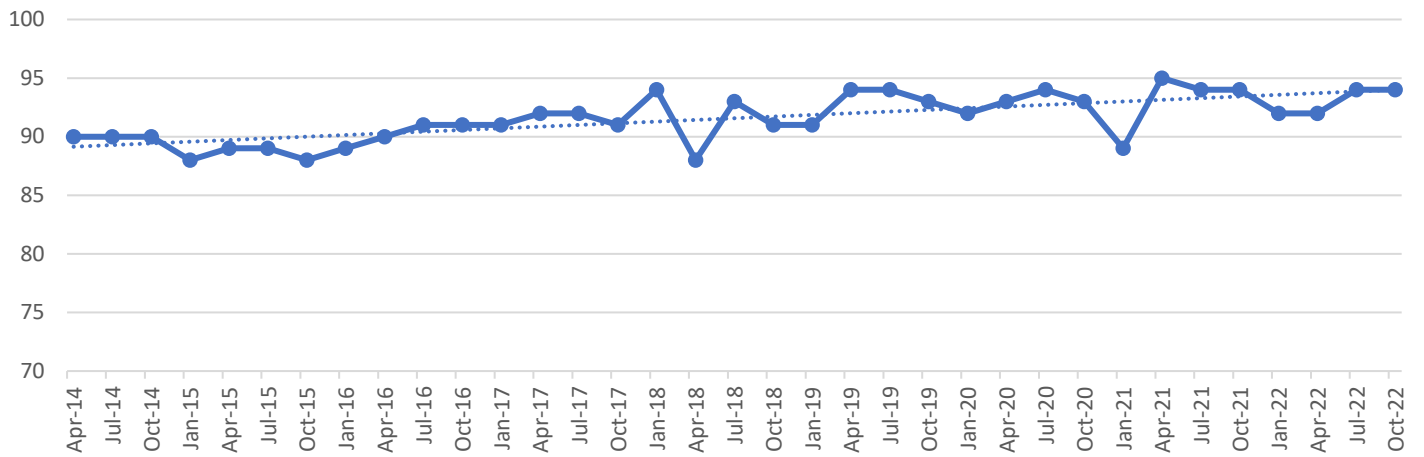
Spanish

- Baum: 15
- Buthman: 7
- Chaudhari: 8
- Davies: 26
- DeGarmo: 3
- Hadi: 2
- Miller: 6
- Newbrander: 7
- Piekarz: 23
- Triner: 17

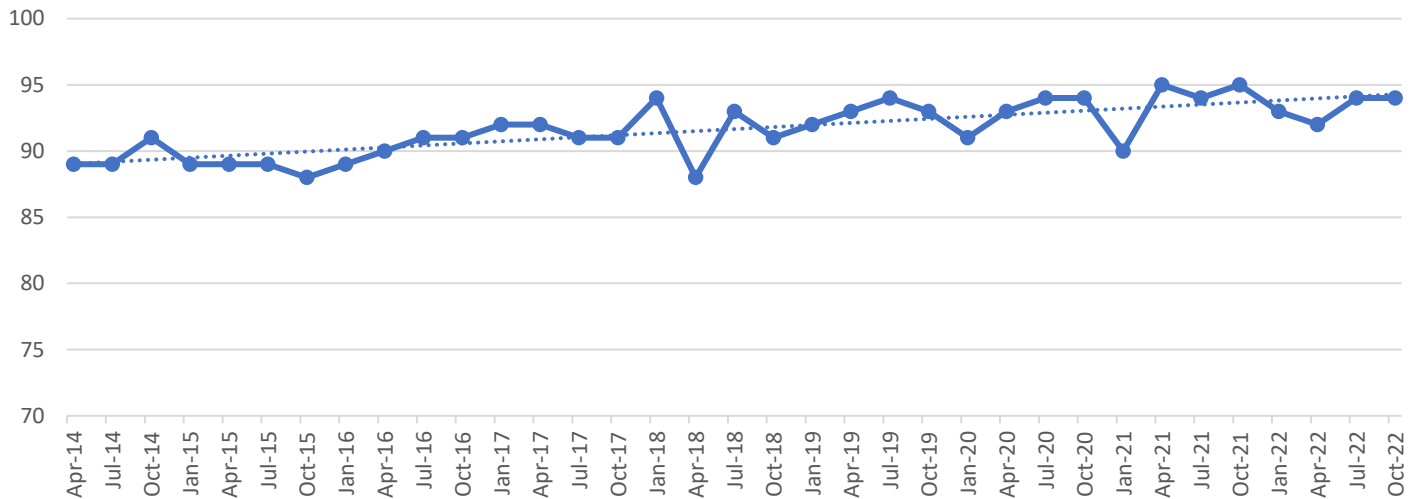
Individual Question Results with Trendlines



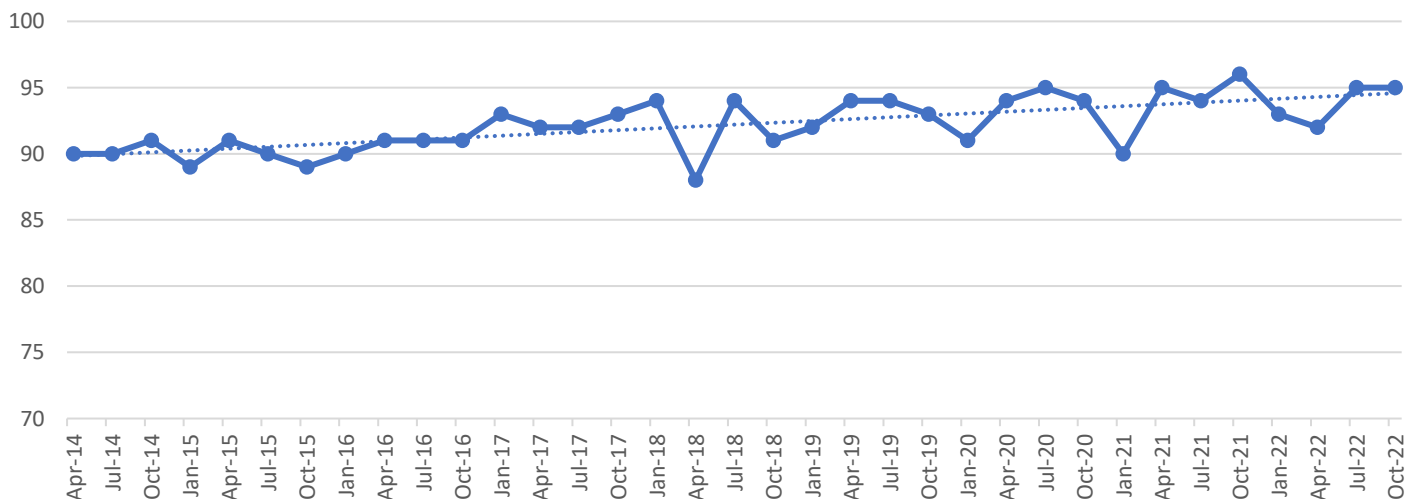
#4 - Education and explanation of plan provided in a way that I can understand



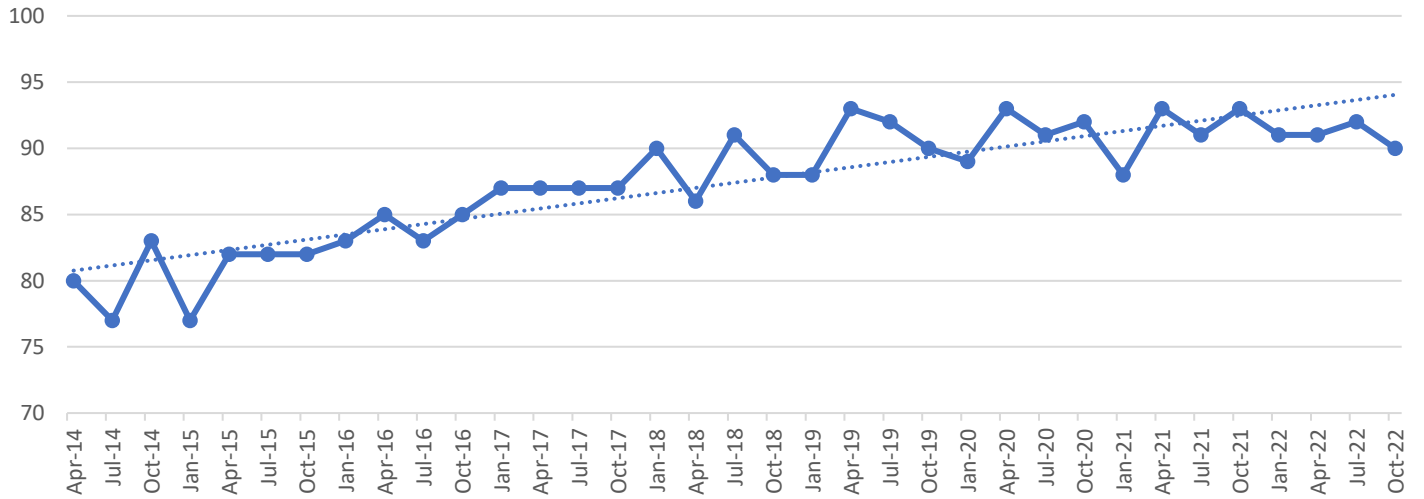
#5 - The follow-up and coordination of my care



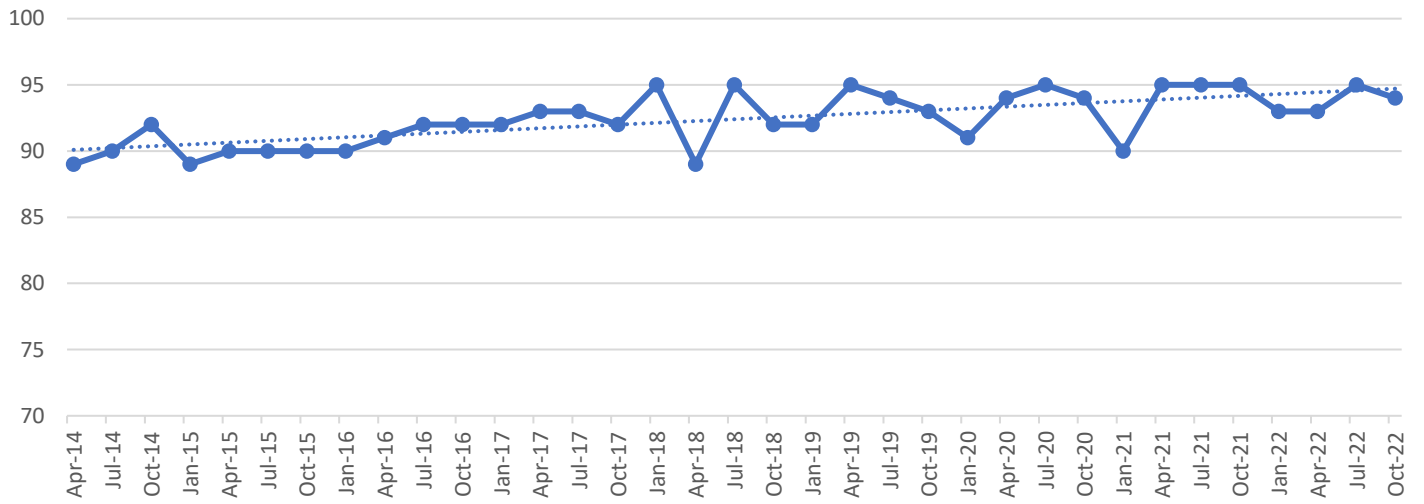
#6 - The staff addressing my medical needs today



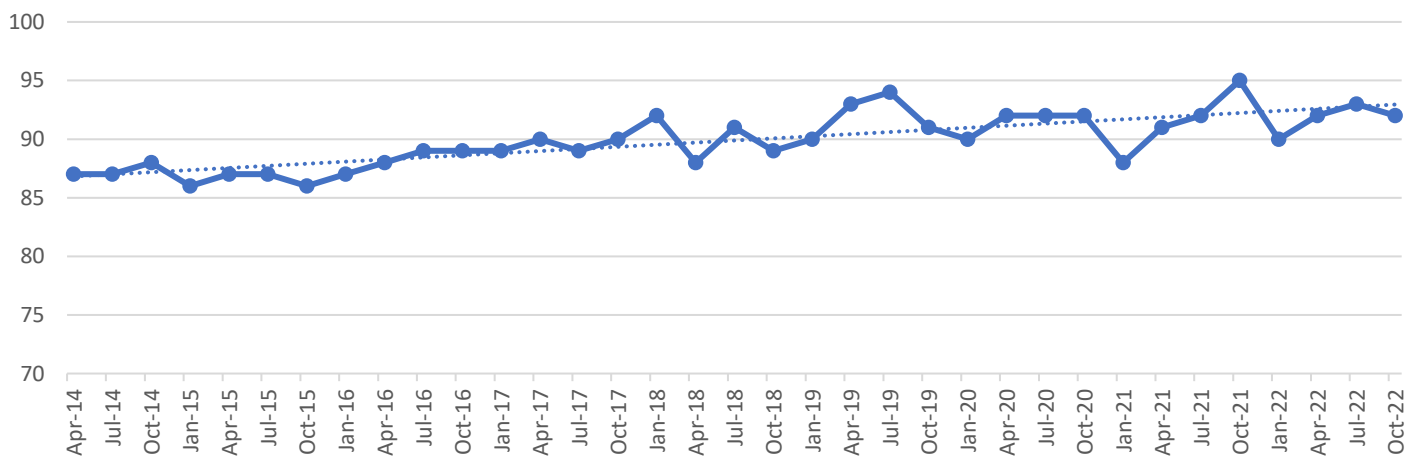
#7 - The time spent waiting



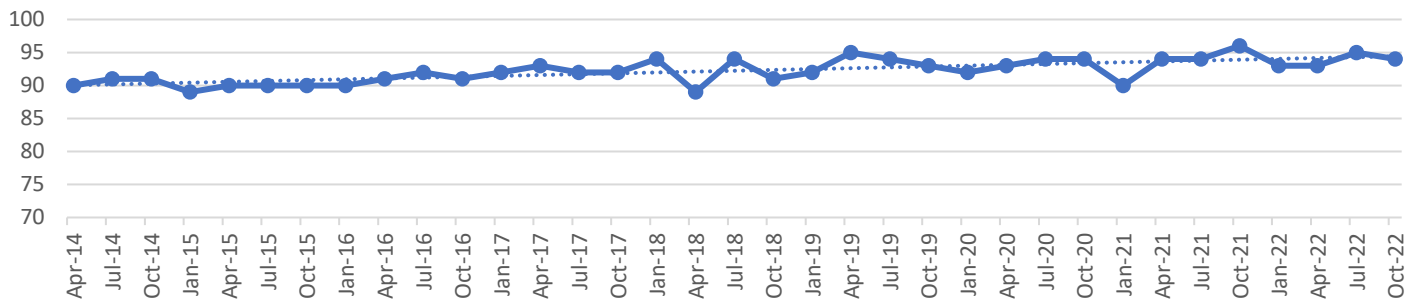
#8 - The respectfulness of staff



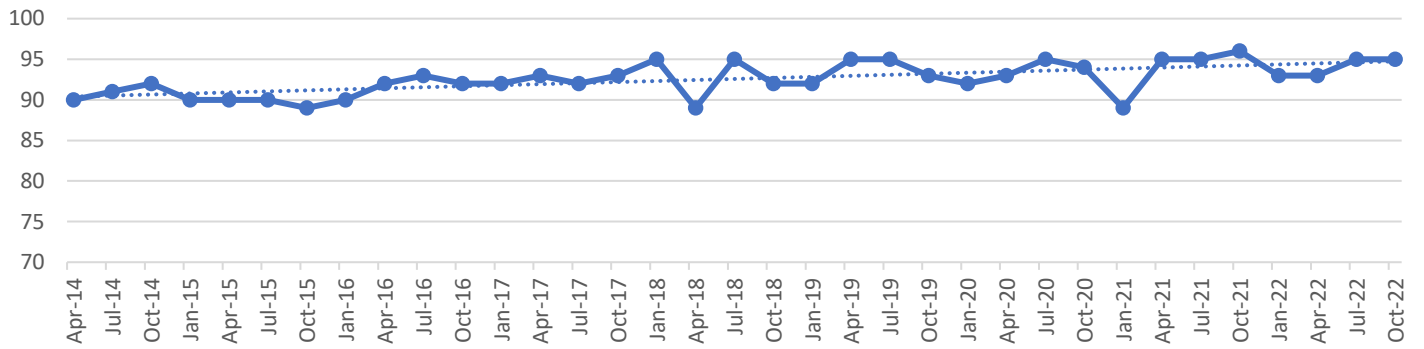
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



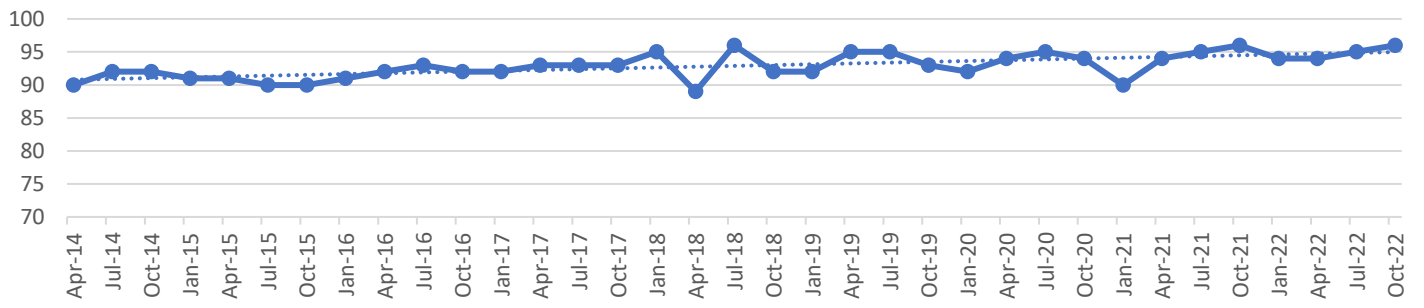
#10 - The handling of my personal medical information in a private and confidential manner



#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?

