

**Patient Satisfaction Survey**  
**450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental)**  
**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 92% to 95%. 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.

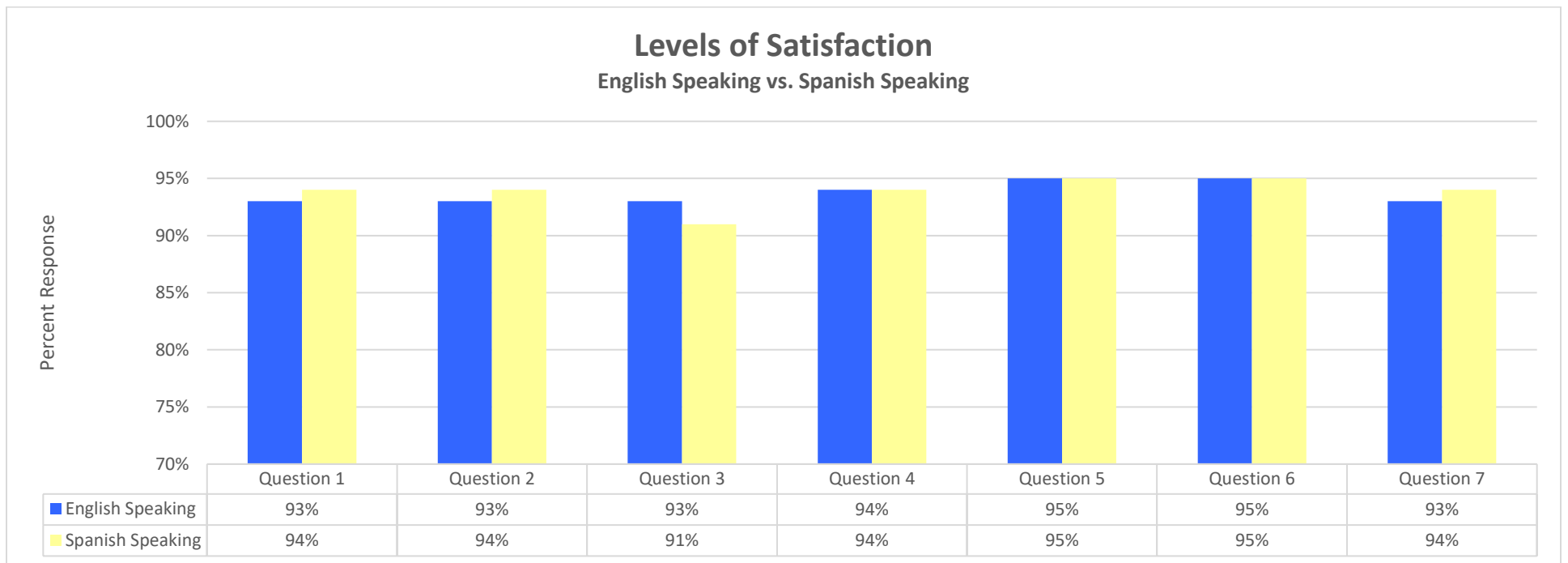
<b>450 Dundee Ave, Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>	<b>Level of Satisfaction January 2022</b>
1. The phone operator staff and call center	94%	91%	92%	92%
2. The reception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

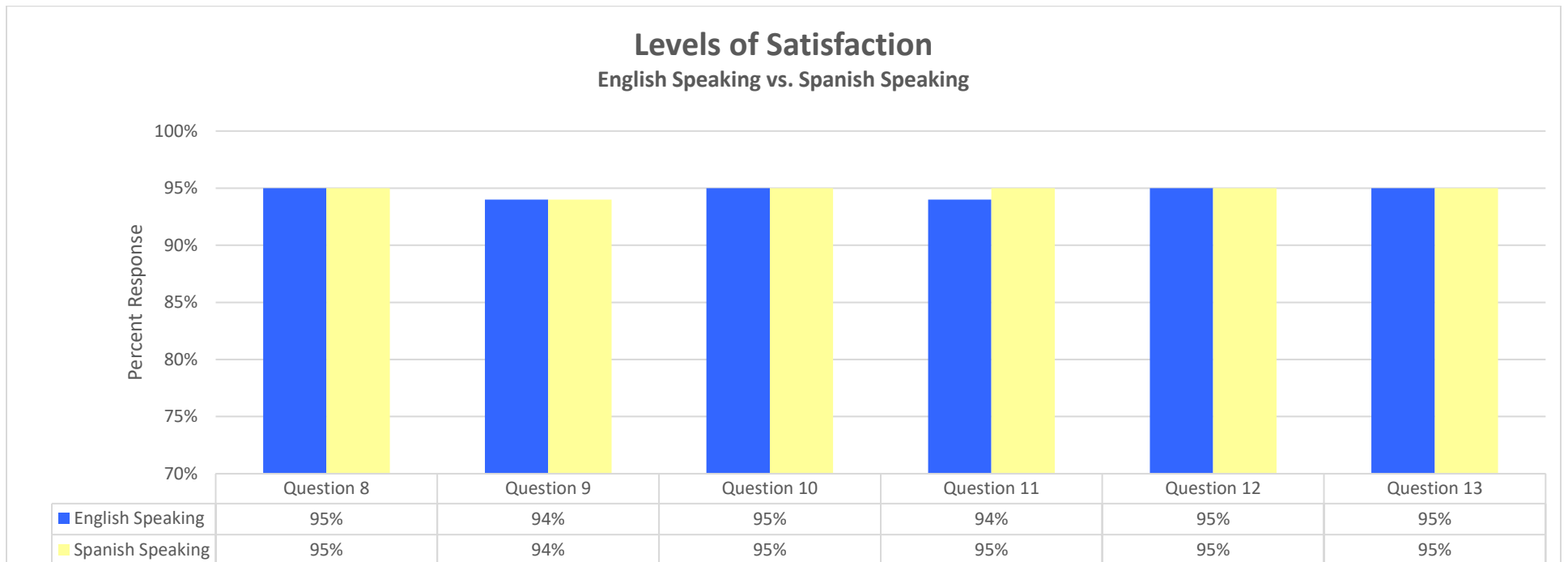
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	73 69%	129 74%	29 27%	40 23%	4 4%	5 3%	0	1 1%	0	0
2. The reception staff	71 67%	132 75%	33 31%	38 22%	2 2%	4 2%	0	1 1%	0	0
3. Receiving a timely appointment	73 70%	112 66%	28 27%	42 25%	4 4%	13 8%	0	3 2%	0	0
4. Education and explanation of plan provided in a way that I can understand	76 72%	129 73%	26 25%	43 24%	3 3%	4 2%	0	0	0	0
5. The follow-up and coordination of my care	81 76%	131 74%	24 23%	42 24%	1 1%	3 2%	0	0	0	0
6. The staff addressing my medical needs today	81 76%	135 77%	22 21%	38 22%	3 3%	2 1%	0	1 1%	0	0
7. The time spent waiting	72 68%	127 72%	30 28%	42 24%	4 4%	6 3%	0	1 1%	0	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	81 76%	135 77%	24 23%	36 21%	1 1%	4 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	78 74%	124 73%	25 24%	40 24%	3 3%	3 2%	0	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	80 76%	131 75%	25 24%	40 23%	1 1%	4 2%	0	0	0	0
11. Your medical assistant	75 71%	131 75%	27 26%	40 23%	3 3%	4 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	79 75%	131 77%	26 25%	35 21%	1 1%	5 3%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	79 75%	132 77%	24 23%	36 21%	2 2%	3 2%	0	0	0	0



## **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: 13

N/A: 2

YES: 8

#### **Comments:**

1. "None."
2. "The receptionist Daniela was very kind."
3. "Satisfied."
4. "Nice and friendly."
5. "The lady from check out was very nice and friendly."
6. "Check out lady was great 😊."
7. "Pretty good." (Piper)
8. "Receptionist really nice."

#### **Spanish**

NO: 28

N/A: 3

YES: 13

#### **Comments:**

1. "Daniela, the receptionists, was very kind to me." "La receptionista Daniela era muy buena con migo."
2. "Daniela was very kind to me." "Daniela era muy buena conmigo."
3. "Everything was very good." "Todo estuvo muy bien."
4. "Daniela, the receptionist, was very kind." "La recepcionista Daniela era muy amable." (Piper)
5. "The ladies are very kind." "Son muy amables las chicas."
6. "Daniela was very kind to me." "Daniela era muy amable con migo."
7. "Everything is very good." "Todo muy bien." (George)
8. "Everything is great." "Todo bien." (Bassi)
9. "Thank you, it was great." "Gracias fue muy buena." (Bassi)
10. "Daniela is very kind." "Daniela muy amable."
11. "The young woman was very kind the one who scheduled my appointment." "La muchacha era muy linda conmigo la que me iso la sita."
12. "Very kind." "Muy amable."
13. "Yes, good." "Si buena." (Hong)

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

#### **English**

1. "N/A." (4)
2. "Everything." (2)
3. "None."
4. "Staff." (3)
5. "Patience."
6. "All of the things are helpful."
7. "Staff and doctor is great with communication."
8. "Great staff. Like the way they treat people." (Hong)
9. "Always on time."
10. "Staff are always helpful."
11. "Services, staff." (George)

#### **Spanish**

1. "N/A." (3)
2. "No."
3. "Everything." "Todo."
4. "Always on time." "Siempre a tiempo."
5. "Attention and readiness." "Atencion y prontitud."
6. "They address us quickly." "Atienden muy rapido."
7. "That they speak Spanish." "Que hablan espanol." (Hong)
8. "The doctors." "Los doctores." (George)

12. "Friendly and helpful."
13. "Good communication."
14. "You don't wait a lot of your appointment."
15. "I got the appointment really fast. Like the next day and the no wait time."
16. "Front desk."
17. "Customer service."
18. "The staff & resources."
19. "Everything was explained to me very well."
20. "An outstanding personality."
21. "Making and keeping appts; Also getting information necessary for my care and child's care."
22. "Distance from home."
23. "I get in and out on timely matter. Dr. was very through." (George)
9. "They always treat us on time, and they are very kind." "Siempre atienden a tiempo y son muy amables."
10. "That it is close to the neighborhood." "Esta cerca del vecindario."
11. "That they help resolve health problems." "Que ayudan solucionar los problemas de salud." (Safavinejad)
12. "Everything helps me." "Todo me ayuda." (Piper)
13. "On time appointments." "Mis citas a tiempo."
14. "That they can speak the same language and having the capability of communicating with them." "Que pueden hablar el mismo idioma y poder comunicarlo con ellos." (Quesea)
15. "That they speak Spanish and treat us quickly." "Que hablan espanol y atienden muy rapido."
16. "That the personnel can speak the same language as me." "Que el personal puede habla mi mismo idioma." (Quesea)
17. "The dental consultation for my children." "La consulta del dentista de mis hijos."
18. "The medical assistance." "Su asistencia medica."
19. "Accessible appointments in schedules." "Citas accesibles en los horarios." (Piper)
20. "That they help me with all my medical necessities." "Que me ayudan con todas mis necesidades medicos."
21. "With my teeth." "En mis dientes." (George)
22. "The cost." "El costo." (Bassi)
23. "The attention provided. The services they offer." "La atencion brindada. Los servicios que ofrecen."
24. "Doctor George." "La doctora George."
25. "In general, the service." "El servicio en general."
26. "Their attention towards patients." "Su atencion hacia los pacientes."
27. "They always have appointments available." "Siempre tienen citas disponibles."
28. "That they have bilingual staff." "Que tienen trabajadores bilingues."
29. "With my health and my baby's." "En la salud mia y de mi bebe." (Hong)
30. "Fillings." "Rellenos."

### **Question 16: How can we improve Greater Family Health?**

#### **English**

1. "N/A." (5)
2. "Nothing." (3)
3. "None."
4. "Good." (Hong)

#### **Spanish**

1. "N/A." (3)
2. "Nothing." "Ninguno."
3. "No."
4. "Everything is good." "Todo esta bien."

5. "No."
6. "I don't have comments."
7. "Comfortable couches waiting room."
8. "Not much, like this doctor."
9. "More info on referrals, when sent to outside dr."
10. "It's perfect."
11. "It's good enough."
12. "Allow me to be up to 5 min late if I am running late." (George)

5. "Everything is good." "Todo bien." (2)
6. "Everything is very good." "Todo esta muy bien."
7. "No comment." "Sin comentario."
8. "I like how they treat me. I think that everything is perfect." "Me gusta como me atienden creo que todo esta perfecto."
9. "As of now, everything is excellent." "Hasta ahora todo excelente."
10. "I do not know everything is great." "No se todo esta bien."
11. "Having more available appointments." "Tener mas citas disponibles."
12. "I think wait times for appointments shouldn't be as long (on occasion it has happened to me)." "Creo que las citas no deberian ser tan larga la espera (en ocasiones me ha pasado)."
13. "The appointments should not be as long from one to another. I think that everything is fine." "La citas no deben ser tan largas de una a otra. Creo que todo esta bien." (Quesea)
14. "Continue with the good service that is provided." "Seguir con el buen servicio que ofrecen." (Piper)
15. "Everything is excellent." "Todo exelente."
16. "It is good for me." "Esta bien para mi."
17. "With the dental services, the time spent waiting is too long." "En el servicio dental la espera por cita es muy alta."
18. "It is fine the way it is." "Haci esta bien."
19. "Have more timely appointments, they shouldn't be too far out." "Dar citas mas pronto, que no las den tan retiradas."
20. "The quickness in receiving, it takes too long. At times it is excellent." "Rapidez en recibir, tarda mucho del rato es excelente."

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

**English**

- YES: 98
- NO: 1

**Spanish**

- YES: 147
- NO: 2

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

**English**

- George: 6
- Hong: 4
- Jin: 1
- McCormick: 3
- Piper: 2
- Quesea: 2

**Spanish**

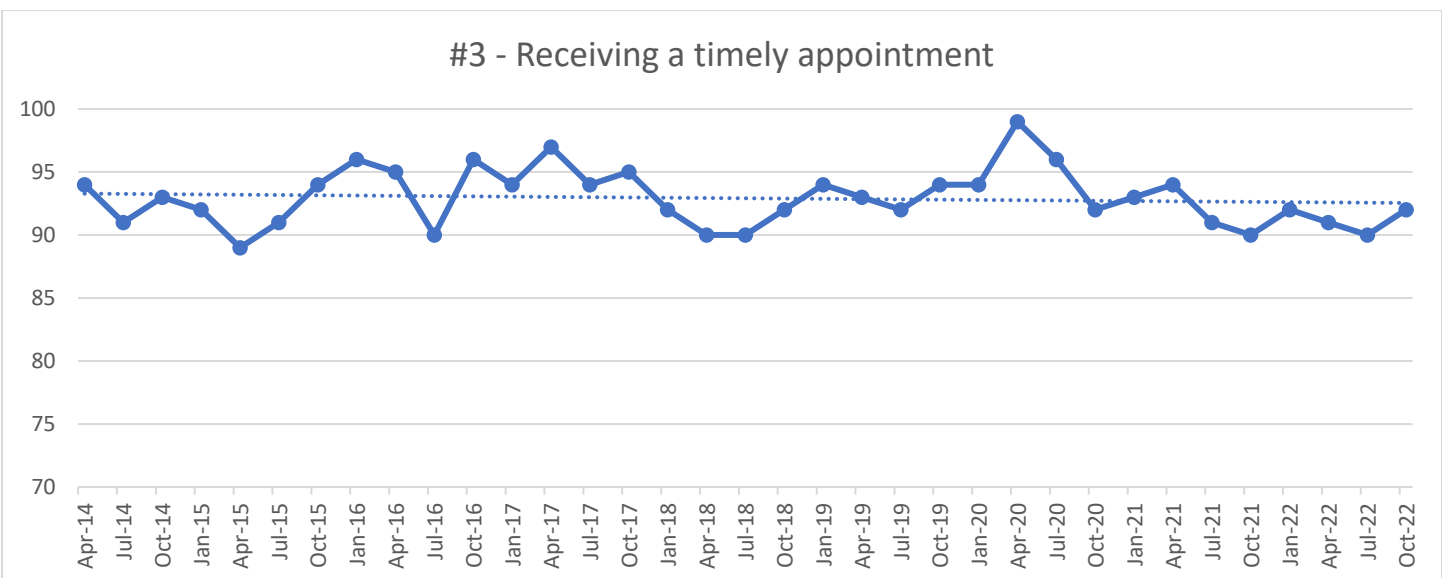
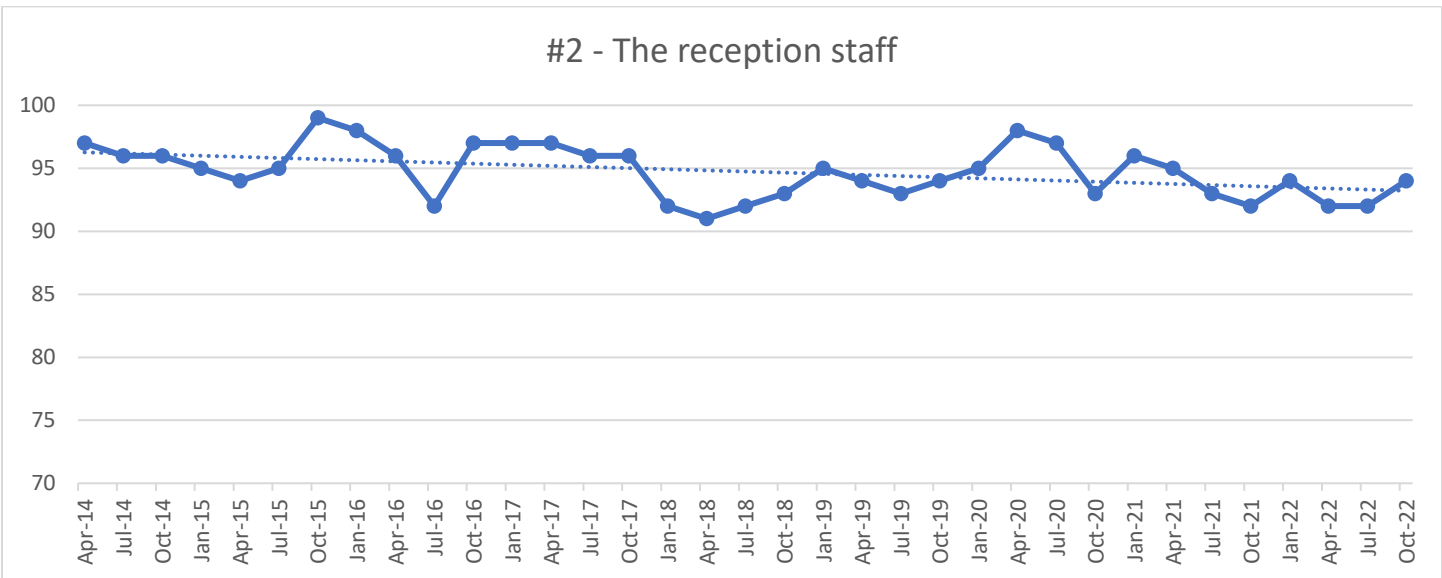
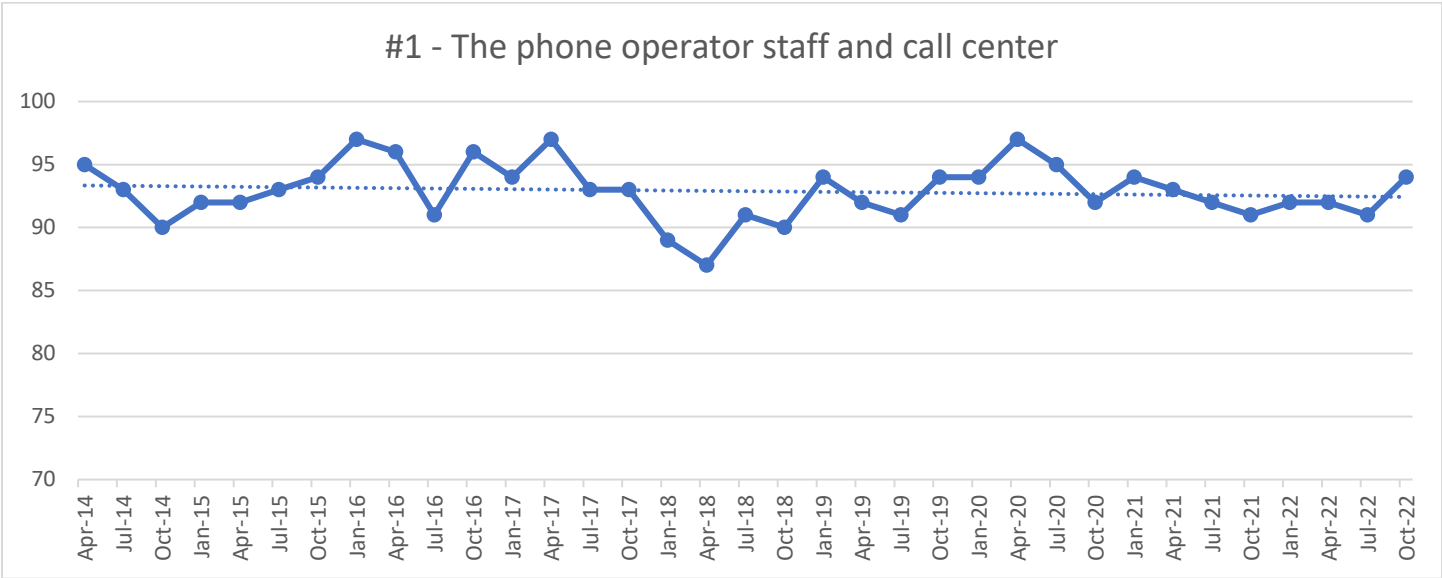
- Bassi: 6
- George: 5
- Hong: 8
- Jin: 2
- McCormick: 6
- Piper: 8

- Safavinejad: 1
- Uy: 6

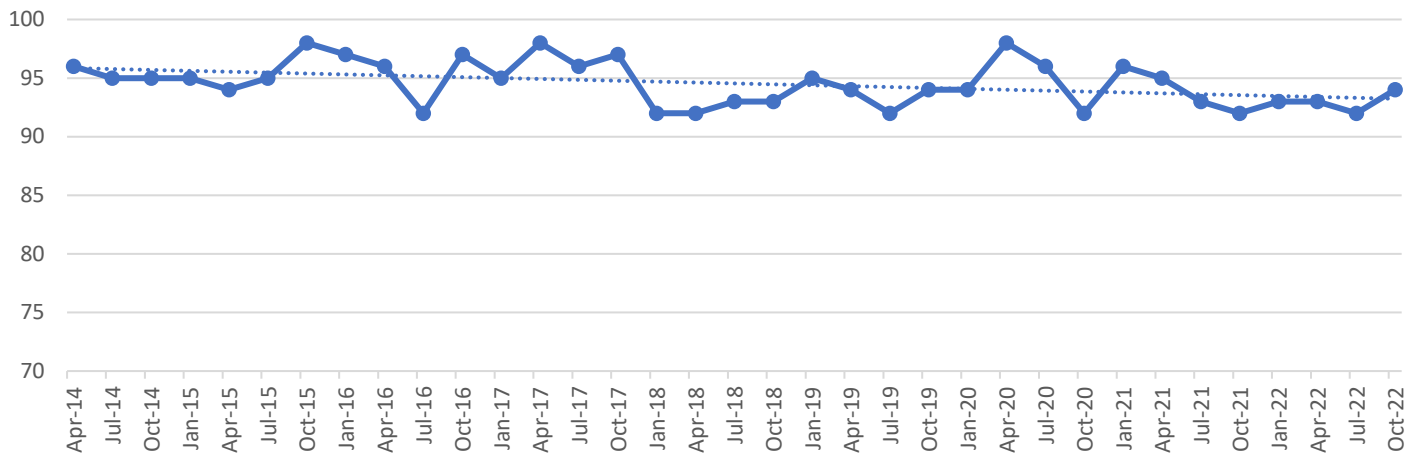
- Quesea: 2
- Safavinejad: 9
- Uy: 6



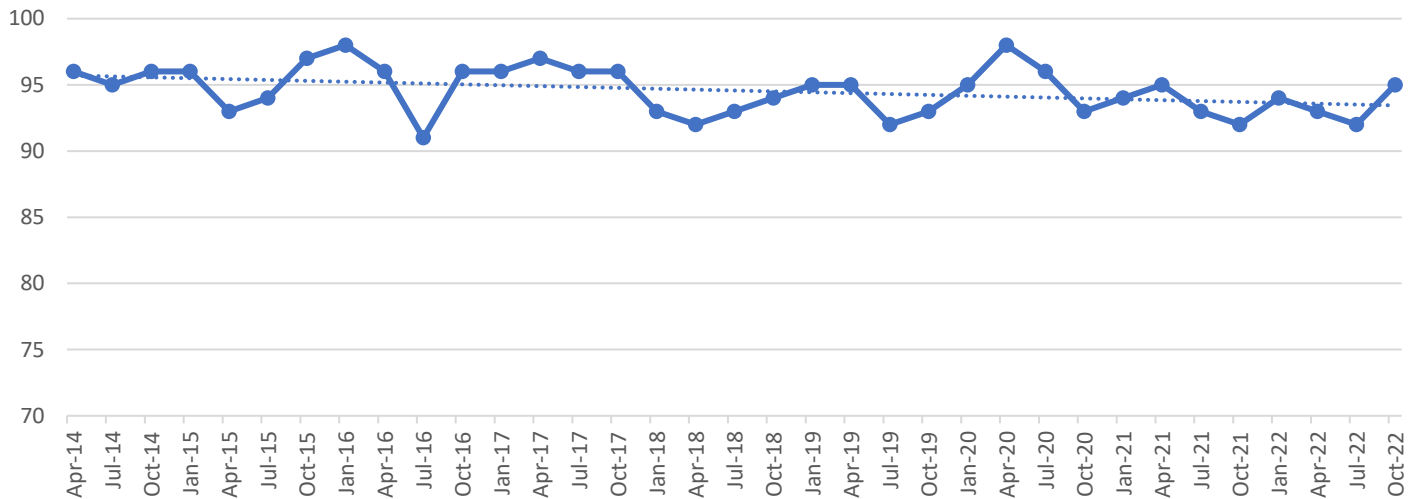
# Individual Question Results with Trendlines



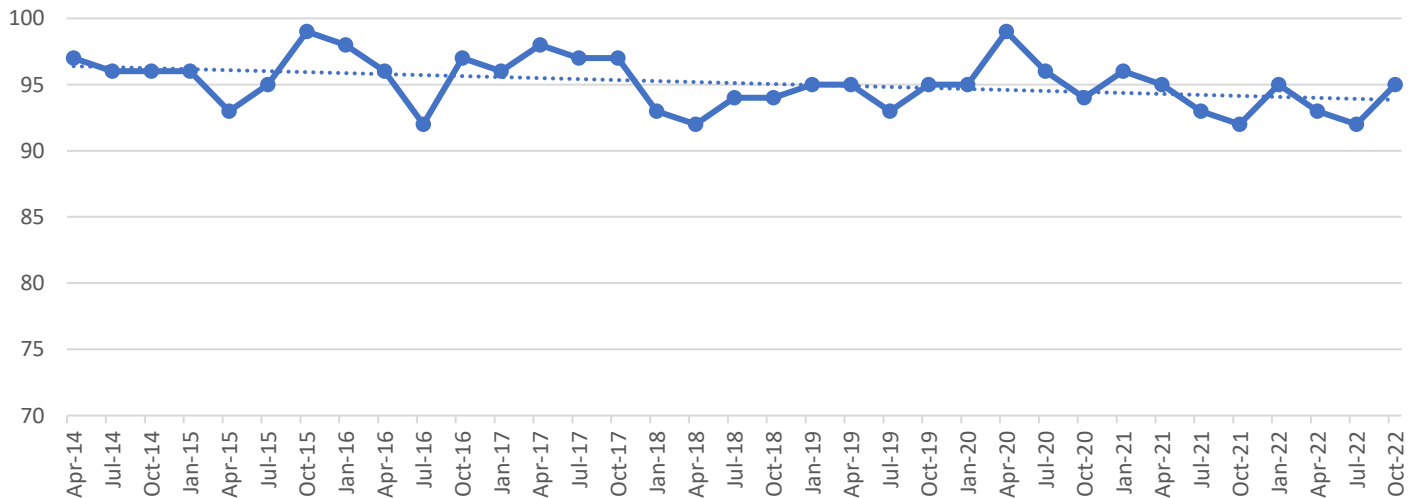
### #4 - Education and explanation of plan provided in a way that I can understand



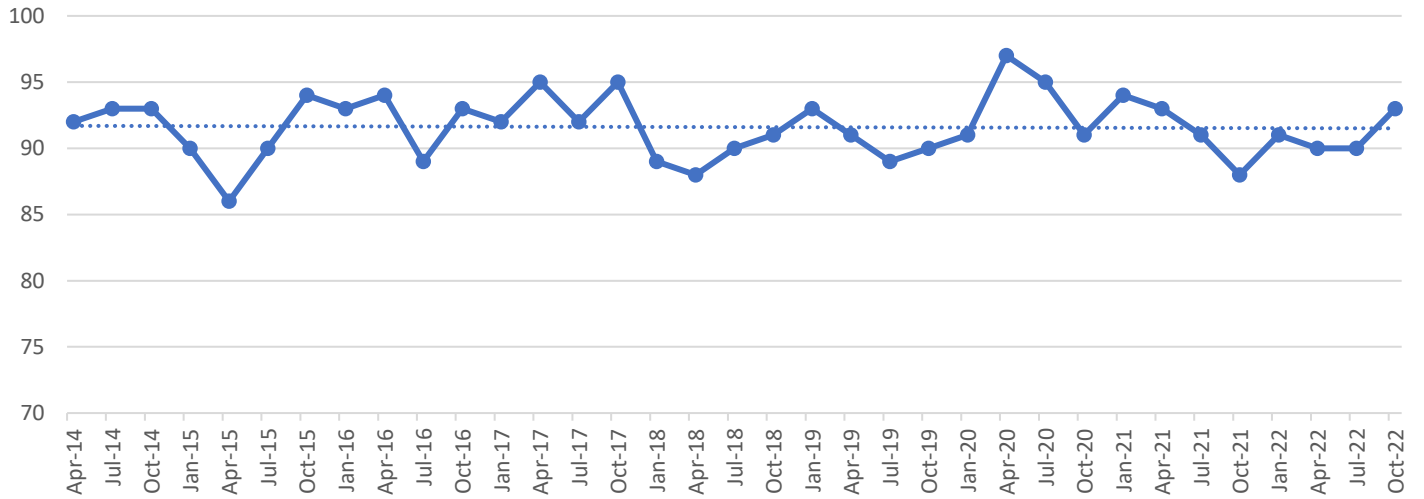
### #5 - The follow-up and coordination of my care



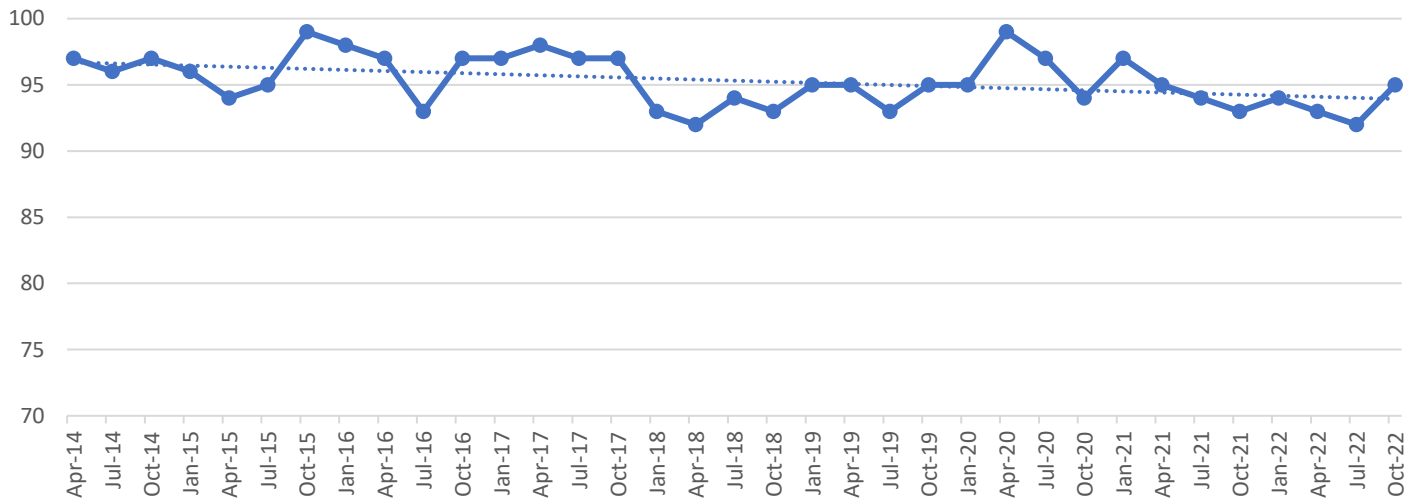
### #6 - The staff addressing my medical needs today



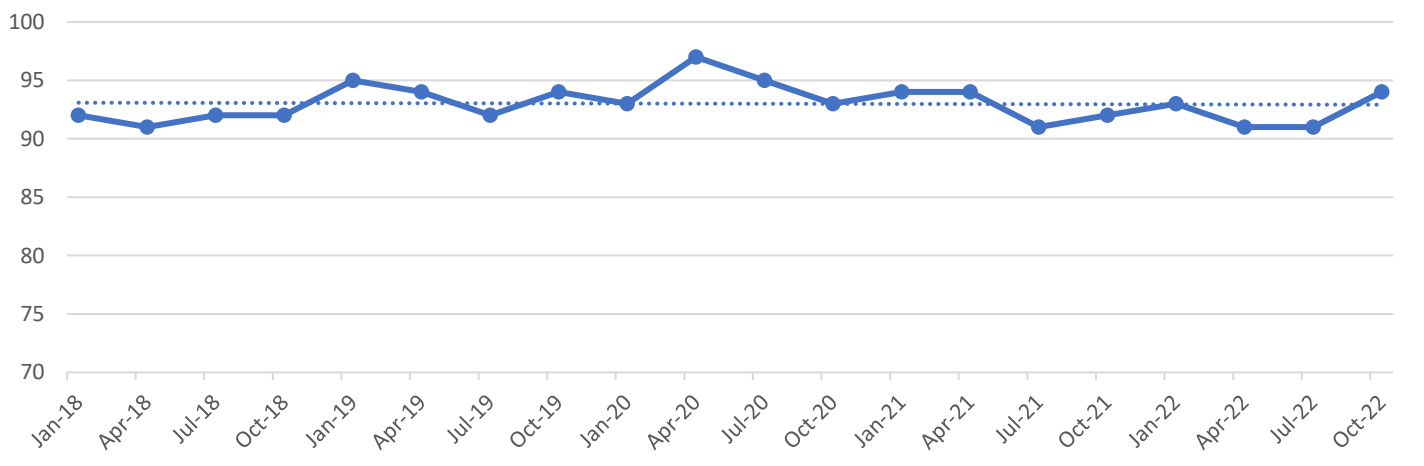
#7 - The time spent waiting



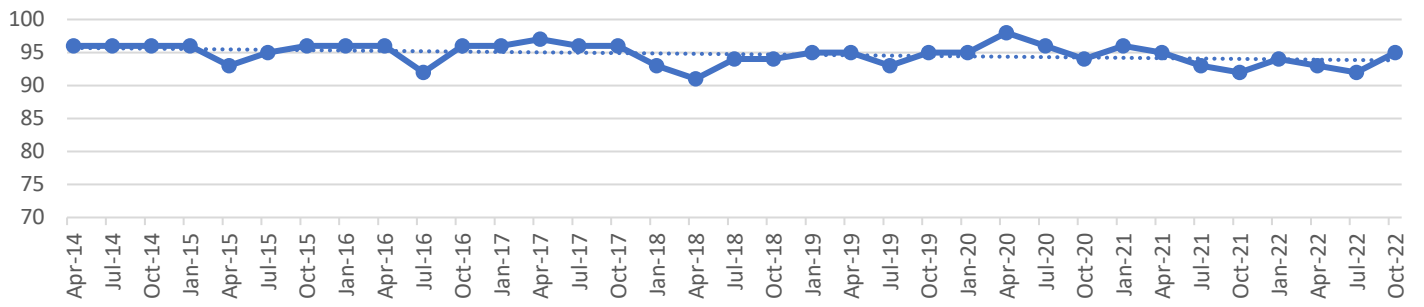
#8 - The respectfulness of staff



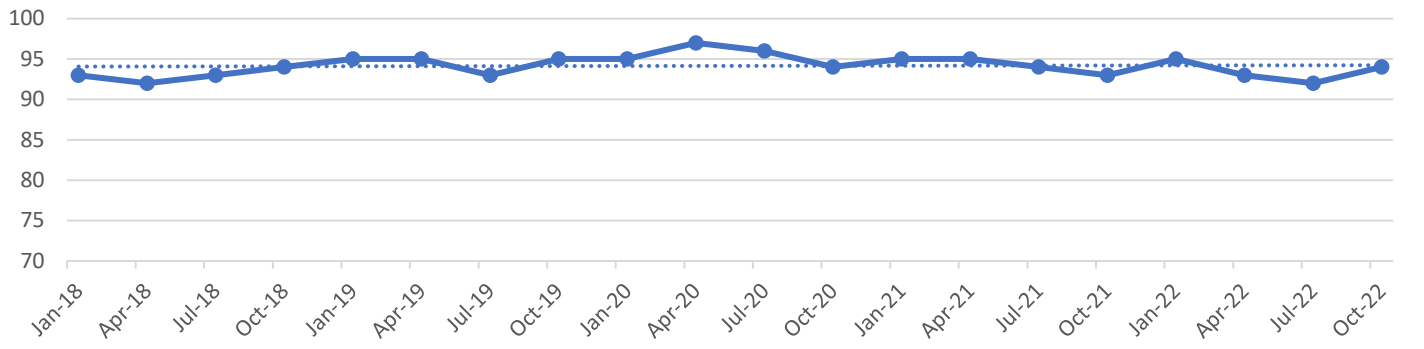
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



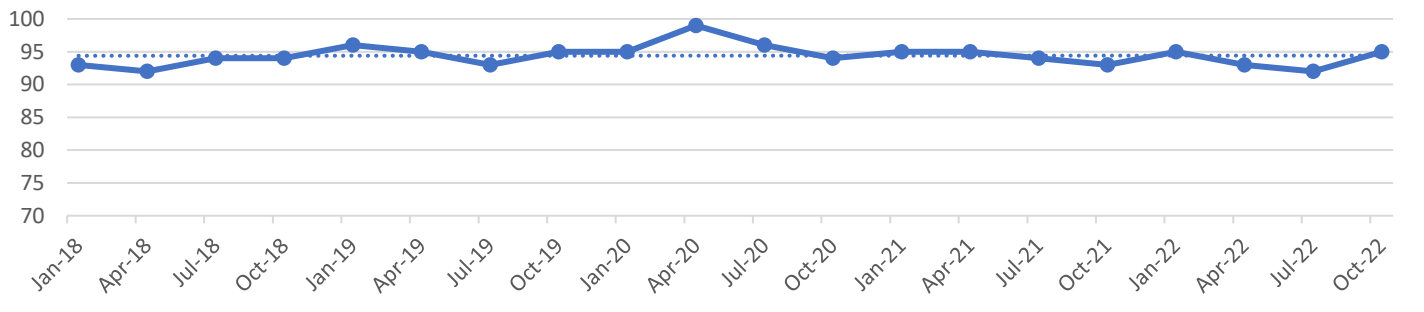
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

