

## Patient Satisfaction Survey 10225 Grand Ave, Franklin Park January, 2023

### **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 95% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

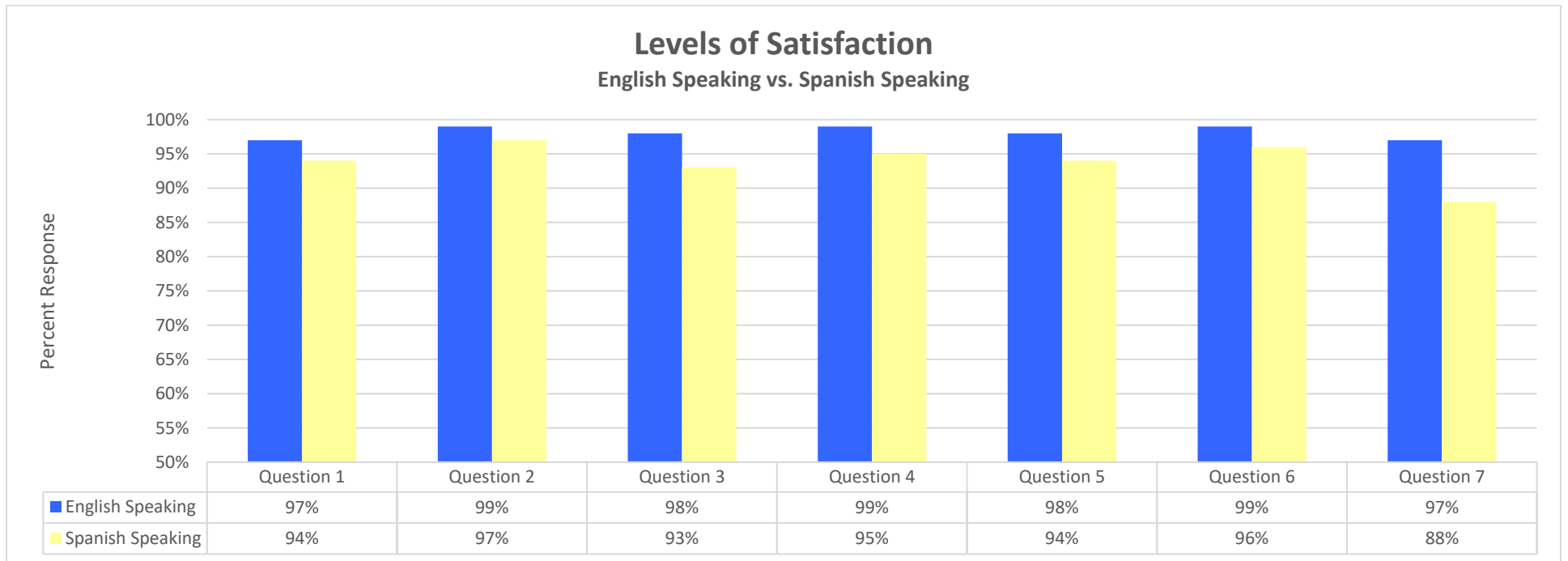
<b>10225 Grand Ave, Franklin Park – Survey Questions</b>	<b>Level of Satisfaction January 2023</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>
1. The phone operator staff and call center	97%	96%	94%	%
2. The reception staff	98%	98%	97%	%
3. Receiving a timely appointment	97%	98%	96%	%
4. Education and explanation of plan provided in a way that I can understand	98%	98%	96%	%
5. The follow up and coordination of my care	97%	98%	97%	%
6. The staff addressing my medical needs today	98%	98%	97%	%
7. The time spent waiting	95%	97%	94%	%
8. The respectfulness of staff	99%	98%	97%	%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	96%	95%	%
10. The handling of my personal medical information in a private and confidential	98%	97%	96%	%
11. Your medical assistant	99%	98%	97%	%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	98%	99%	%
13. Overall, how satisfied are you with the Health Center?	99%	98%	97%	%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	93%	92%	92%	92%
2. The reception staff	94%	94%	93%	92%
3. Receiving a timely appointment	92%	92%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	93%	93%
5. The follow up and coordination of my care	93%	93%	93%	92%
6. The staff addressing my medical needs today	94%	94%	94%	93%
7. The time spent waiting	90%	90%	90%	90%
8. The respectfulness of staff	94%	94%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	92%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	94%	94%	94%	93%
11. Your medical assistant	94%	94%	94%	93%
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%	94%	93%

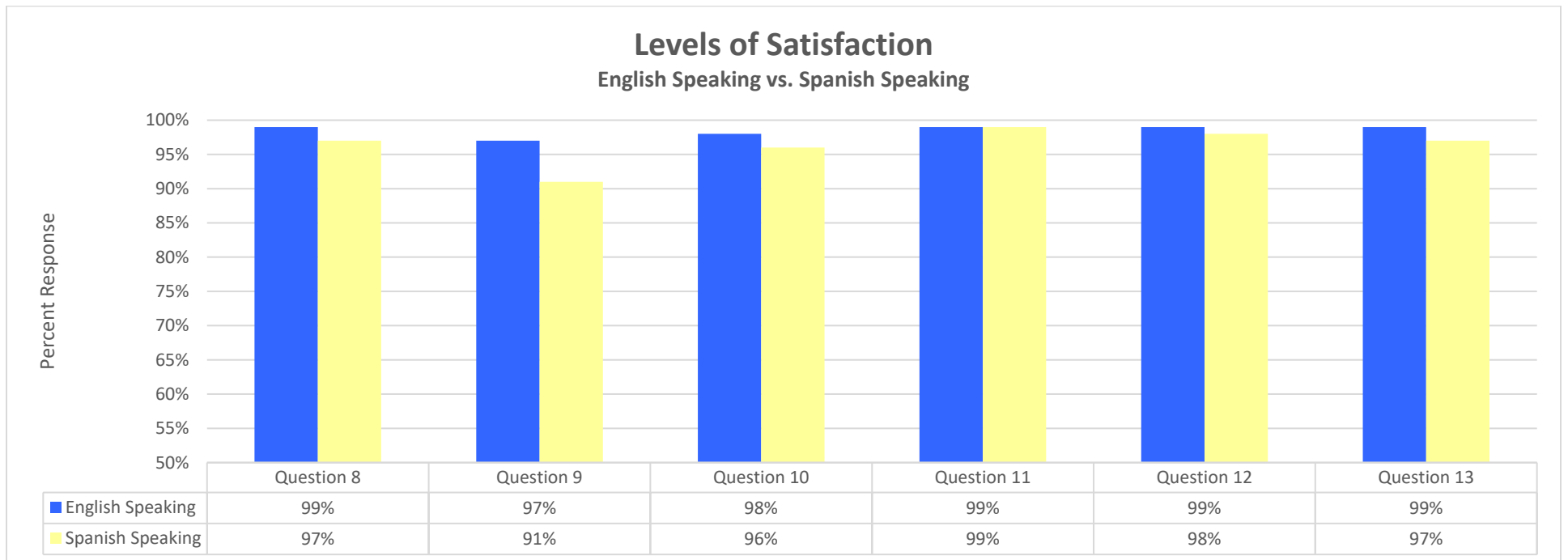
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	106 88%	34 83%	12 10%	5 12%	2 2%	0	0	1 2%	0	1 2%
2. The reception staff	111 94%	34 83%	7 6%	7 17%	0	0	0	0	0	0
3. Receiving a timely appointment	107 91%	27 69%	8 7%	11 28%	3 3%	1 3%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	110 93%	30 77%	7 6%	9 23%	1 1%	0	0	0	0	0
5. The follow-up and coordination of my care	110 92%	28 74%	10 8%	8 21%	0	2 5%	0	0	0	0
6. The staff addressing my medical needs today	111 94%	33 83%	7 6%	6 15%	0	1 3%	0	0	0	0
7. The time spent waiting	104 89%	23 58%	9 8%	10 25%	3 3%	7 18%	1 1%	0	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	116 97%	35 85%	4 3%	5 12%	0	1 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	96 87%	21 60%	11 10%	12 34%	3 3%	2 6%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	109 94%	32 82%	5 4%	6 15%	2 2%	1 3%	0	0	0	0
11. Your medical assistant	111 95%	38 93%	4 3%	3 7%	2 2%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	112 96%	36 90%	5 4%	4 10%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	111 97%	35 88%	3 3%	4 10%	1 1%	1 3%	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: 28

N/A: 25

YES: 5

#### **Comments:**

1. "Yes, I made a recording for a TB test. Everything was fast and convenient." (Sadik)
2. "Yes- call back was right away." (Sadik)
3. "No, very nice staff. Veronica and Amanda were amazing." (Corral)
4. "Wonderful experience."
5. "It was good."
6. "Very good."

#### **Spanish**

NO: 7

N/A: 2

YES: 6

#### **Comments:**

1. "Good." "Buena."
2. "Everything was very good." "Todo estubo muy bien." (Sadik)
3. "Very good." "Muy buena." (Sadik)
4. "Very appreciative, good attention, and excellent care." "Muy agradecido buena atención excelente trato." (Alcordero)
5. "Everyone is very kind." "Todos son muy amable."
6. "My experience had always been great." "Mi experiencia siempre es muy buena." (Corral)

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

#### **English**

1. "Dr. Headley has changed my life in just two months. I started out, severe depression, crying on the couch almost every night, suicidal, to now starting to rebuild my life, I am better, and life is truly getting better daily. I literally owe my life to Greater Family Health, doctors and nurses. You will never know how many lives you have changed, you changed mine."
2. "N/A." (5)
3. "Friendliness & long hours of operation." (Corral)
4. "Help with the your health."
5. "I really like it here, because I understand that they can help me here." (Sadik)
6. "The attitude of doctors and staff towards, patients." (Sadik)
7. "Keep up the good work. Awesome staff." (Alcordero)
8. "That all staff is helpful. From the front desk to the doctors."
9. "Number of locations." (Corral)
10. "Explanation of aftercare etc."
11. "Polite customer service." (Corral)
12. "That I can get appointment on the same day."
13. "Attention and how doctor or nurse take care of what I need." (Sadik)

#### **Spanish**

1. "Very good attention." "Muy buena atencion."
2. "Problems with my health and wellbeing." "Problemas con mi salud y bienestar." (Sadik)
3. "Their attention. Incredibly good." "Su atencion. Muy bueno."
4. "In all the aspects." "Todas los aspectos." (Corral)
5. "It is the first time and I leave very content with the care." "Es la primera vez y me voy muy contenta por la atención." (Corral)
6. "Everyone is very kind." "Todos so muy amable." (Alcordero)
7. "The quick care." "La atención rápida." (Sadik)
8. "Their good attention." "Su buena atencion." (Alcordero)
9. "The calls should be directed to the clinic when we call." "Que la clínica entren las llamadas directamente cuando uno habla." (Sadik)
10. "That they listen to my problems, make their plan. They encourage you that everything will be fine." "Que escuchan mis problemas, ponens u plan. Te dan ánimos que todo estará bien." (Alcordero)
11. "Attention to the patient." "Atencion al paciente."

14. "Be able to see the doctor and not waiting for a long time (date)."
15. "They are great with my child."
16. "Locations." (Sadik)
17. "Quick appointment." (Corral)
18. "Timeliness." (Sadik)
19. "The location & friendliness."
20. "Getting quick appointments." (Alcordo)
21. "How nice they are."
22. "I wouldn't. They are all respectful, kind, and friendly and especially understanding." (Corral)
23. "They provide you with the care and attention that is needed."
24. "Care provide."
25. "Dr. Sadik." (Sadik)
26. "The nurses and doctors are very respectful and helpful." (Corral)
27. "Doc took all the time needed."
28. "How quick we can get in & out! Appt scheduling amazing!" (Sadik)
29. "The staff." (Alcordo)
30. "Great service."
31. "Friendly staff + providers." (Sadik)
32. "All willing to do what they can." (Sadik)
33. "Appointment availability."
34. "Everyone is kind and genuinely seem to care." (Alcordo)
35. "Information that employees have and help." (Sadik)
36. "Nice staff very welcoming."
37. "Everyone's kindness."
38. "The people are nice."
39. "Everything."
12. "I really enjoy the quality of services provided." "Me gusta mucho la calidad de servicio que ofrecen." (Corral)
13. "Clinic close to patients." "Clínicas cerca de los pacientes." (Sadik)
14. "That I do not have to find specialist doctors the personnel takes care of everything." "Que no tengo que buscar doctores especialistas el personal se encarga de todo." (Sadik)
15. "Helpful with everything." "Servisiales en todo."
16. "When I need an appointments I receive it in a timely manner." "Cuando necesito una cita me la dan rápido." (Corral)

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

#### **English**

1. "N/A." (13)
2. "Everything is good."
3. "Everything is good for me." (Sadik)
4. "Everything is great!"
5. "Everything is fine." (Sadik)
6. "Everything went very well."
7. "More walk-in availability." (Corral)
8. "Always great!"
9. "Doing great, thanks." (Sadik)
10. "You are doing a good job."
11. "I wouldn't. They are all respectful, kind, and friendly and especially understanding." (Headley)
12. "None came to mind."
13. "Can you? It's great."
14. "Doing great!" (Alcordo)
15. "More employee. Higher pay for them."

#### **Spanish**

1. "N/A." (2)
2. "Everything is very good. The cost." "Todo muy bien. Los costos."
3. "Implement an order for the charts." "Llevar un orden en los expedientes."
4. "Everything is excellent, humanitarian qualities." "Todo exelente, calidad humana."
5. "If I could obtain referrals in a more timely manner that would be excellent." "Si pudiera obtener referrals en mejor tiempo seria excelente." (Sadik)
6. "For me, everything is good." "Por mi todo está bien." (Alcordo)
7. "Nothing the service is great. They take care of us quickly we do not have a long wait time." "No nada el servicio está muy bien"

16. "It's a good place."

atienden rapido no tiene uno mucho que esperar." (Sadik)

8. "It seems fine so far." "Me parece bien hasta ahora." (Alcordo)

9. "Everything is perfect." "Todo es perfecto." (2)

10. "Thank you so much for your time. I was surprised by their kindness." "Muchísimas gracias por su tiempo me sorprendí con su amabilidad."

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

**English**

- YES: 72
- NO: 0

**Spanish**

- YES: 28
- NO: 0

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

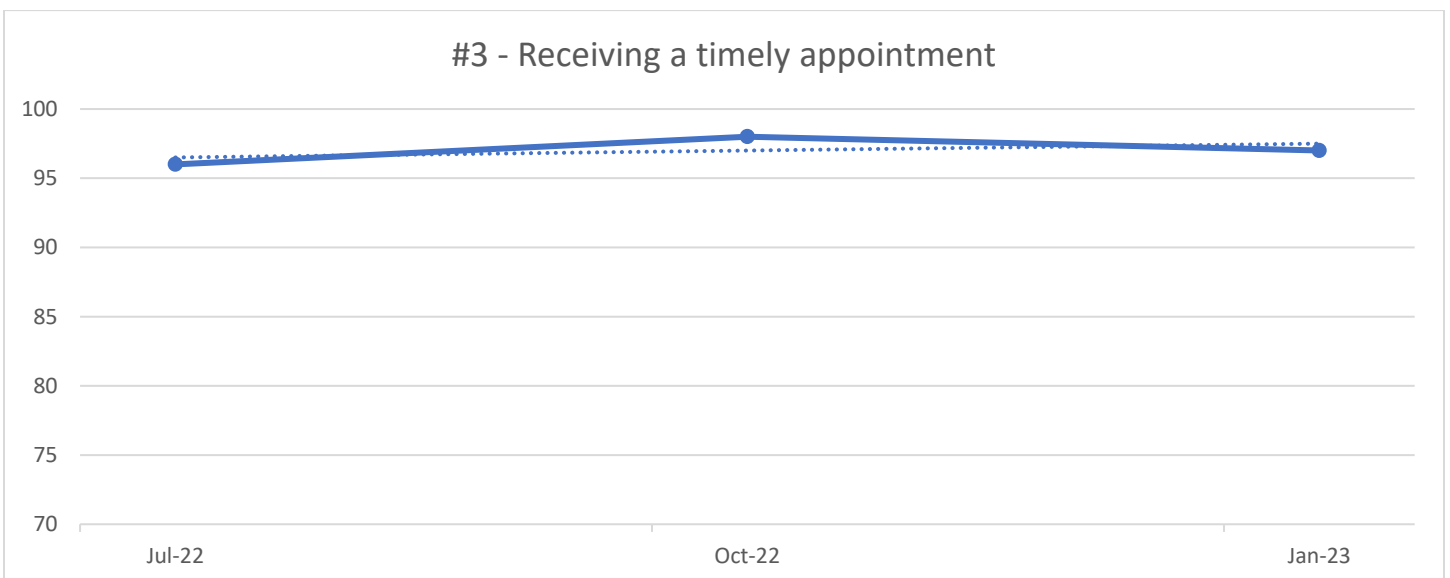
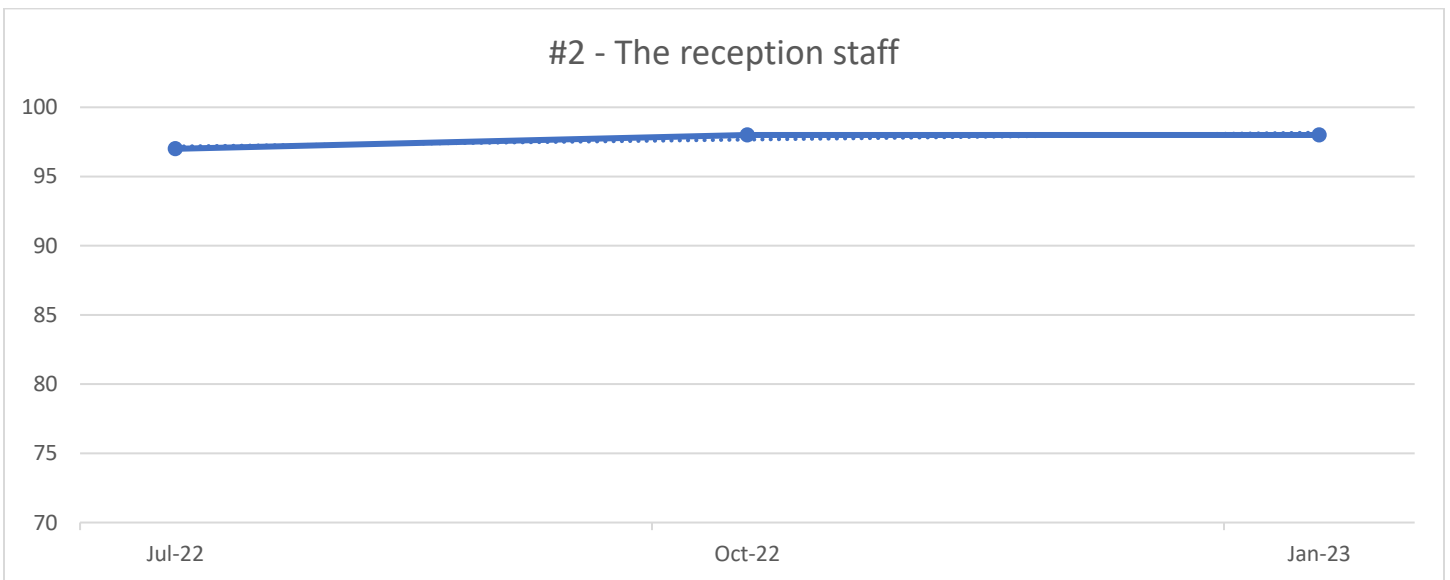
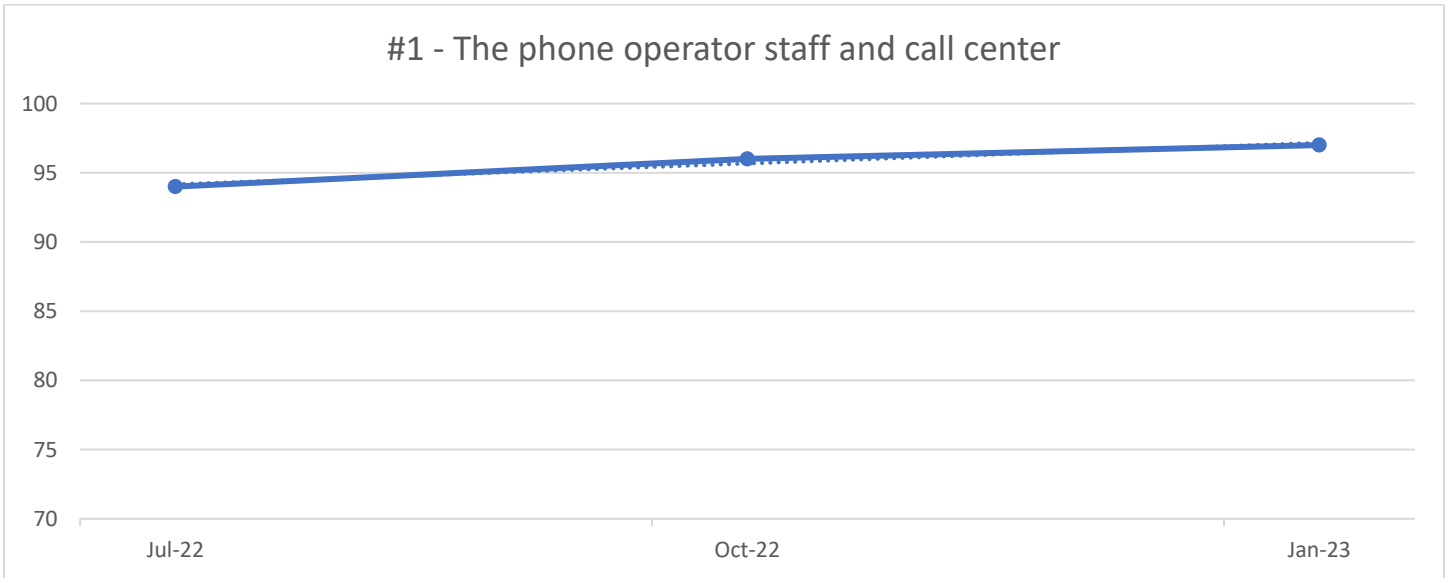
**English**

- Alcordo: 22
- Corral: 22
- Headley: 1
- Sadik: 27

**Spanish**

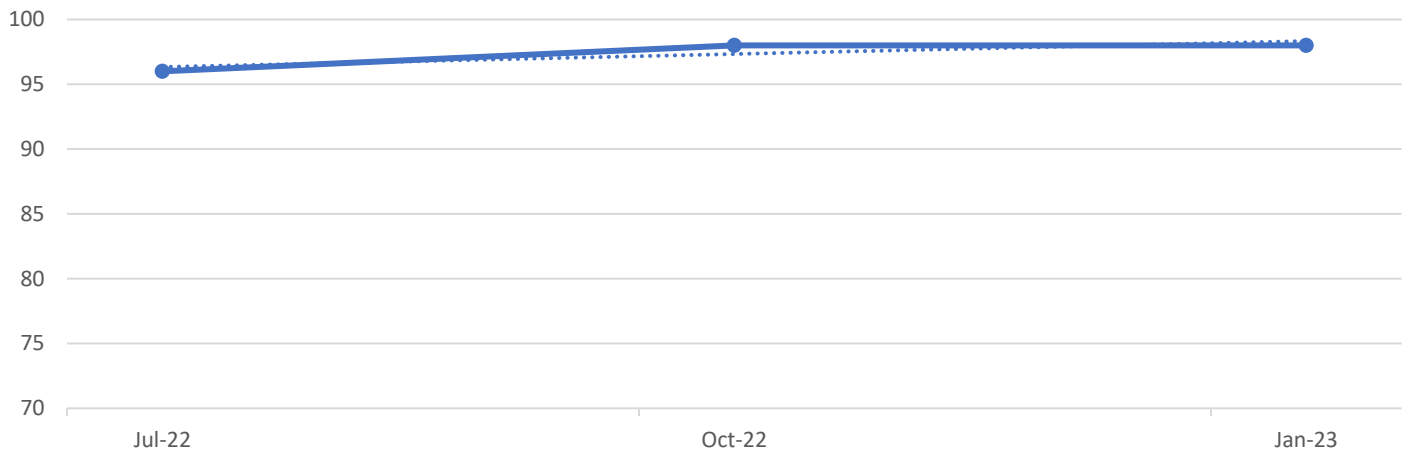
- Alcordo: 5
- Corral: 10
- Sadik: 7

# Individual Question Results with Trendlines

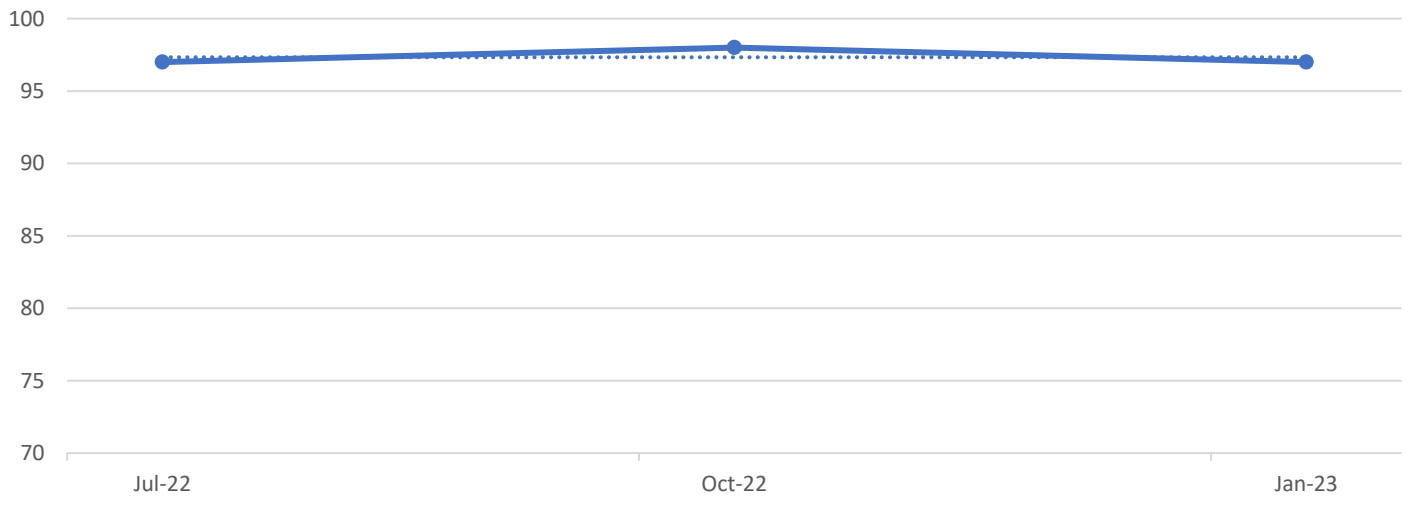




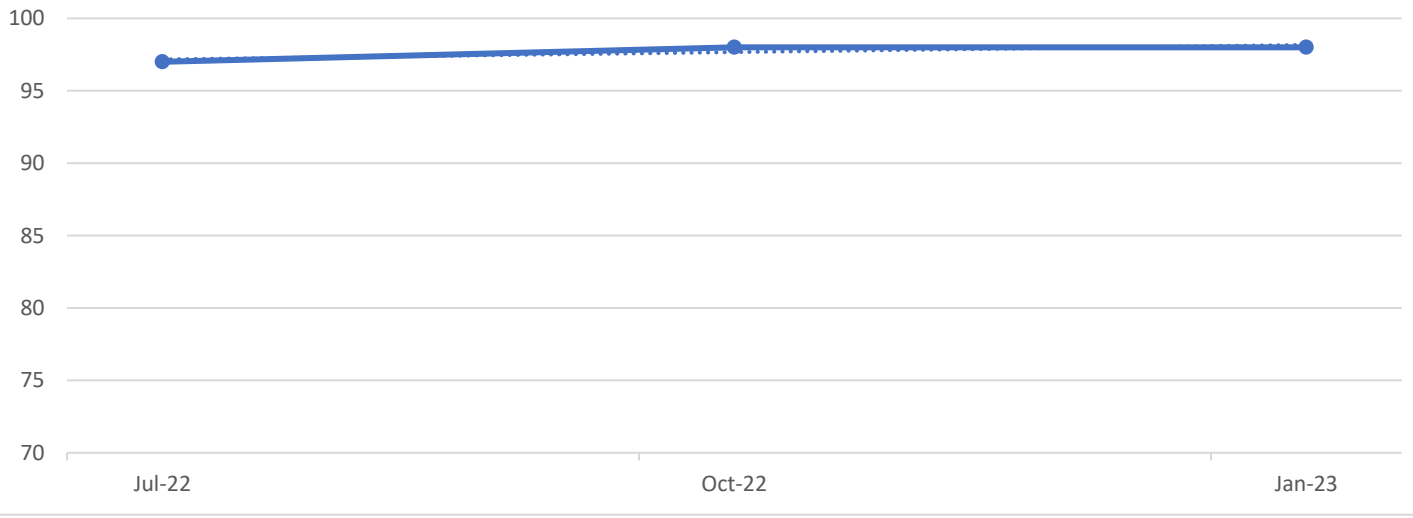
### #4 - Education and explanation of plan provided in a way that I can understand



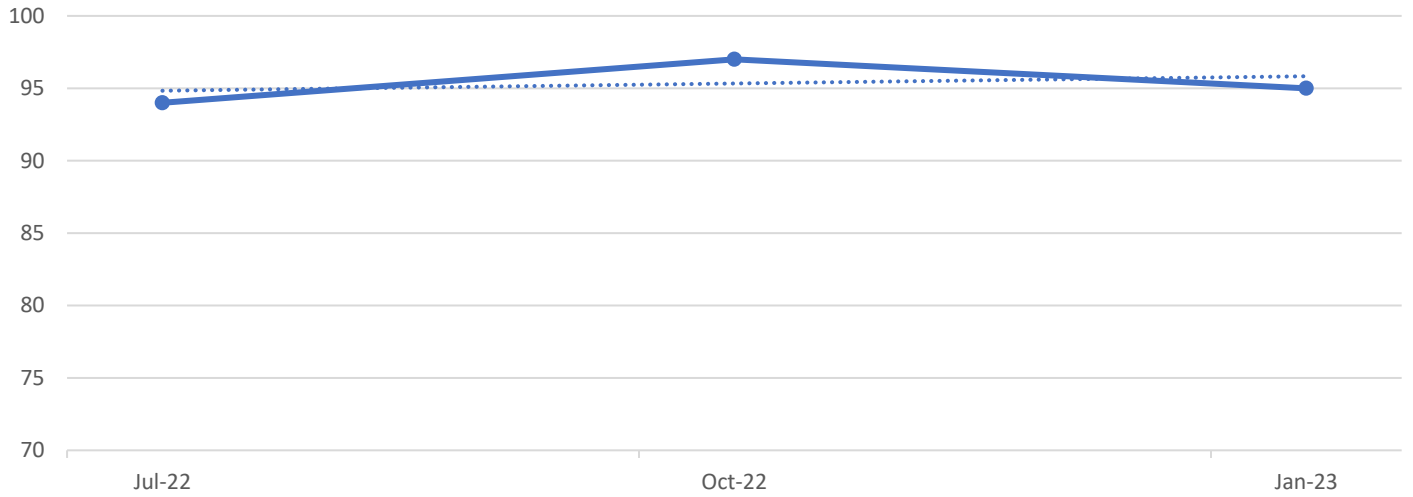
### #5 - The follow-up and coordination of my care



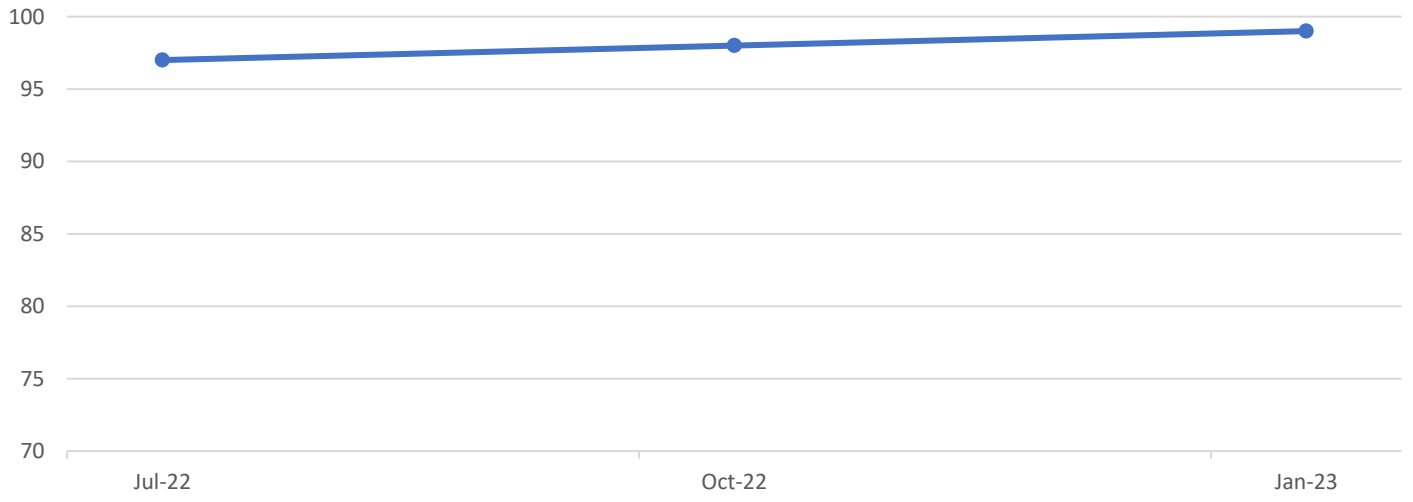
### #6 - The staff addressing my medical needs today



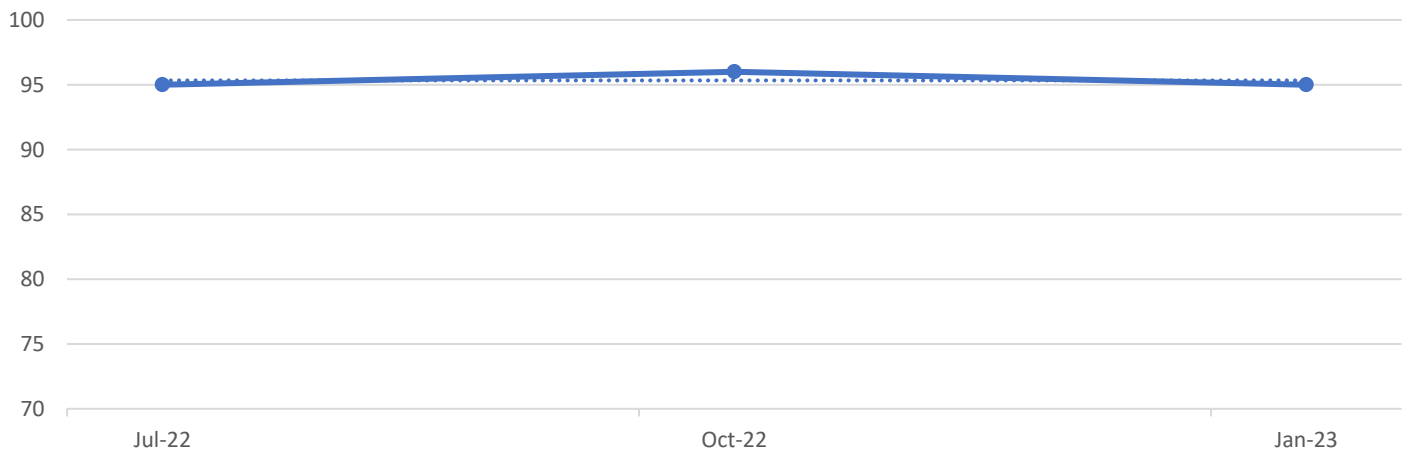
#7 - The time spent waiting



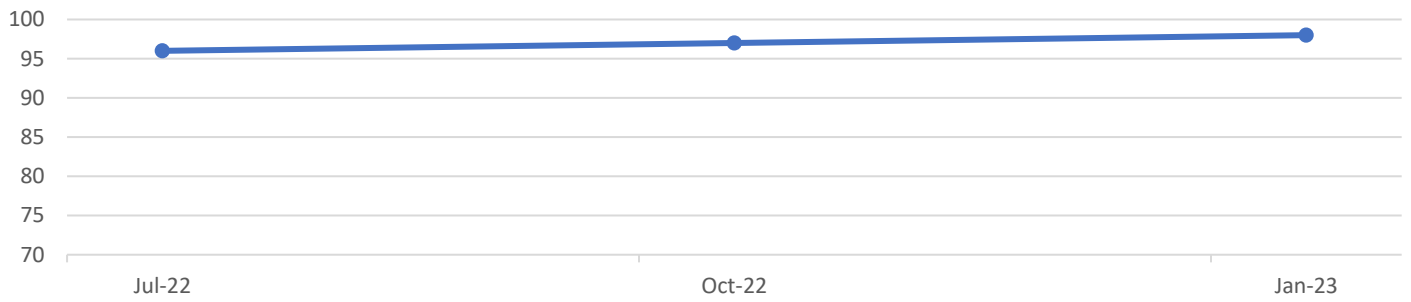
#8 - The respectfulness of staff



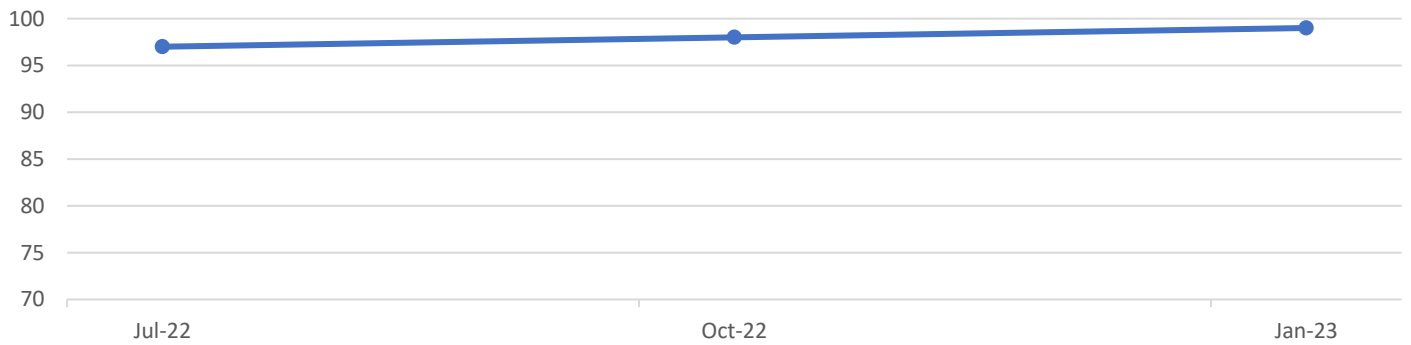
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



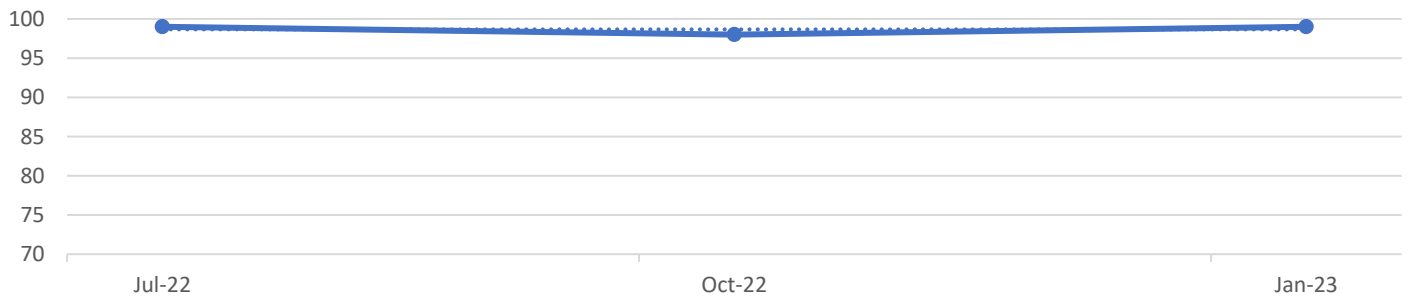
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

