

Patient Satisfaction Survey
135 E Irving Park Rd, Streamwood
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 90% to 94%. 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.

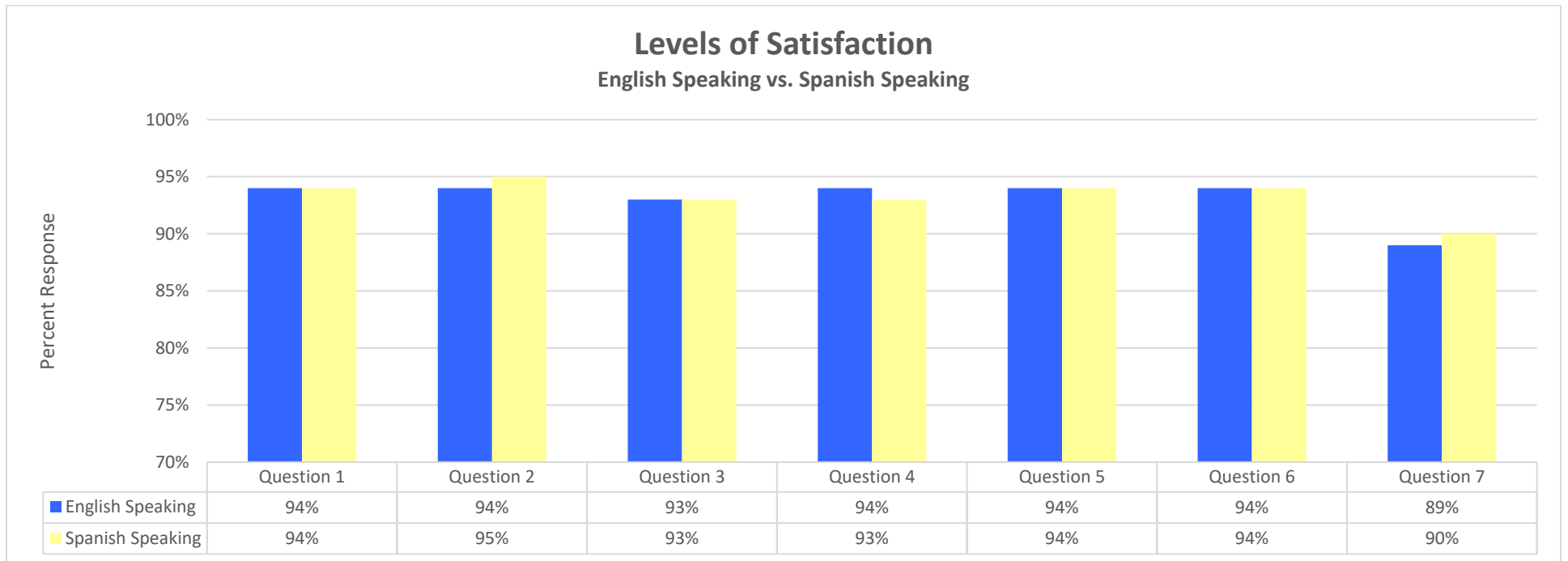
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	94%	91%	90%	92%
2. The reception staff	94%	92%	92%	92%
3. Receiving a timely appointment	93%	89%	88%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	91%	92%	93%
5. The follow up and coordination of my care	94%	92%	91%	93%
6. The staff addressing my medical needs today	94%	93%	93%	94%
7. The time spent waiting	90%	87%	85%	88%
8. The respectfulness of staff	94%	92%	92%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	89%	91%	92%
10. The handling of my personal medical information in a private and confidential	94%	91%	92%	95%
11. Your medical assistant	94%	92%	93%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	93%	93%	95%
13. Overall, how satisfied are you with the Health Center?	94%	92%	92%	94%

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%

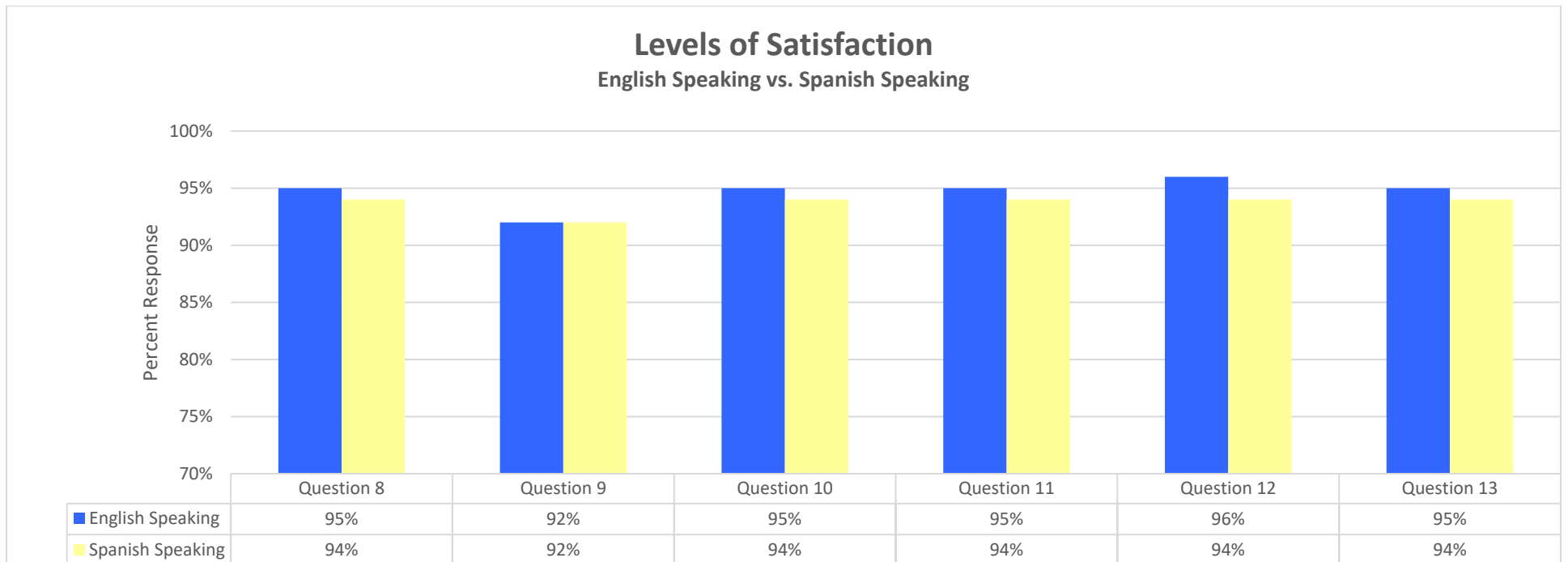
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	123 75%	325 75%	34 21%	94 22%	4 2%	9 2%	2 1%	3 1%	1 1%	3 1%
2. The reception staff	121 73%	332 77%	39 24%	94 22%	4 2%	6 1%	2 1%	0	0	2 1%
3. Receiving a timely appointment	118 71%	299 70%	38 23%	111 26%	8 5%	14 3%	2 1%	3 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	124 75%	311 71%	33 20%	110 25%	8 5%	12 3%	0	1 1%	0	2 1%
5. The follow-up and coordination of my care	122 74%	313 72%	36 22%	108 25%	7 4%	10 2%	0	0	0	3 1%
6. The staff addressing my medical needs today	127 77%	321 74%	30 18%	103 24%	8 5%	7 2%	0	2 1%	0	3 1%
7. The time spent waiting	102 61%	275 63%	43 26%	120 28%	15 9%	26 6%	6 4%	9 2%	0	4 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	131 79%	328 75%	29 18%	95 22%	4 2%	8 2%	2 1%	2 1%	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	110 70%	287 69%	32 20%	107 26%	14 9%	23 6%	0	0	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	126 78%	314 73%	32 20%	106 25%	4 3%	10 2%	0	1 1%	0	2 1%
11. Your medical assistant	129 78%	316 73%	32 19%	99 23%	5 3%	17 4%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	133 81%	326 75%	25 15%	94 22%	6 4%	11 3%	0	2 1%	0	2 1%
13. Overall, how satisfied are you with the Health Center?	126 77%	323 74%	31 19%	99 23%	7 4%	10 2%	0	0	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: 40

N/A: 27

YES: 3

Comments:

1. "Yes, it was great communication was great."
2. "Very good experience."
3. "Last month I had an appointment at 10:30am and I had issue with my car so I came at 10:30 and I was late because I suppose to be there 15 min before they couldn't take me, I was upset."
4. "Yes, quick and easy. Provider gave me a call back very fast."
5. "Yes, good."
6. "Yes, very pleasant & extremely helpful."

Spanish

NO: 60

N/A: 77

YES: 1

Comments:

1. "Very good." "Muy buena."
2. "Yes, they responded fast." "Si, me respondieron rapido."

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

English

1. "Prompt care." (Shah)
2. "Thorough explanation of care plan, recommendations of other health check-ups." (Carlton)
3. "Explaining in a way I could understand." (Nettleton)
4. "N/A." (5)
5. "People are helpful."
6. "Very convenient. Always get appt in a timely manner." (Tran)
7. "The staff." (Carlton)
8. "The doctors and staff." (Chang)
9. "Being able to get appointment & referrals when needed." (Aragones)
10. "My doctor- Aragones." (Aragones)
11. "The staff are great with everything." (Perez-Hernandez)
12. "The caring and customer service." (Friedlein)
13. "Faster appointment." (Tran)
14. "Close to home; seen in a timely fashion. Always on time never have to wait past my appointment time."
15. "Staff and location." (Perez-Hernandez)
16. "The staff take time to listen to patient."
17. "The staff."
18. "Close to home/fast service." (Friedlein)
19. "The Dr." (Aragones)

Spanish

1. "The attention and the professionalism from Dr. Chaudhari." "La atención y profesionalismo de la doctora Chaudhari."
2. "In my health." "En mi salud."
3. "The good attention and low cost for medical attention." "La buena atención y bajo costo por la asistencia médica." (Friedlein)
4. "The service." "El servicio." (Tran)
5. "Same day appointment and they are responsible." "Dan cita al mismo día y son responsables." (Tran)
6. "The kindness." "La amabilidad." (2)
7. "Your treatment." "Su tratamiento." (2)
8. "The treatment for my asthma." "El tratamiento de mi asthma."
9. "Excellent service and follow up for my sugar levels (I'm diabetic)." "Excelente servicio y seguimiento con mis niveles de azúcar (soy diabética)"
10. "The professional service." "El servicio profesional."
11. "They help me with my health, I am safe here." "Me ayuda a mi salud y me siento segura aquí." (Perez-Hernandez)
12. "In everything thank you." "En todo gracias."
13. "Very well organized." "Muy bien organizados." (Perez-Hernandez)
14. "In everything." "En todo." (2)

20. "I speak polish and I can speak here too." (Friedlein)
21. "Nice staff." (White)
22. "Everyone's prompt help." (Chaudhari)
23. "Doctors & nurse." (Chaudhari)
24. "Care provided." (Chang)
25. "Location." (Chaudhari)
26. "Everybody."
27. "Doctor Bee Chang, explaining everything well to me that other never did she great doctor." (Chang)
28. "Good."
29. "The knowledge of the staff as well as their attention to detail. It leads to good thoughtful questions for the patient to better understand issues." (Aragones)
30. "Very good service." (Aragones)
31. "Friendly staff." (Aragones)
32. "Staff giving correct information." (White)
33. "Assistance/nurses/docs." (Carlton)
34. "All." (Carlton)
35. "Different/late hours, same day appointments." (Chaudhari)
36. "Lab is here so we can get the blood work at the same place."
37. "Convenience availability for care." (Tran)
38. "Labs and consultation/evaluation on physical." (White)
39. "Service."
40. "Customer service." (Perez-Hernandez)
41. "Get lab work done." (Perez-Hernandez)
42. "Their spectacular service." (Aragones)
43. "All questions were answered." (Tran)
44. "Dr. Aragones he is so helpful explaining to me about my medical problems. I am very grateful to have him as my dr." (Aragones)
45. "Communication." (Carlton)
46. "Price." (White)
47. "Explanation of my care." (White)
15. "They sometimes give you same day appointments." "Hay veces que te dan citas el mismo día." (Friedlein)
16. "I don't have to come back too many times." "No tengo que regresar muchas veces."
17. "The attention." "La atencion."
18. "My treatment for diabetes." "Mi tratamiento para la diabetes."
19. "I bring all the family." "Traigo a toda la familia."
20. "Personnel be more reasonable with the appointment." "Personal sean más razonables con la cita." (Aragones)
21. "The attention and the personnel." "La atención y el personal." (Friedlein)
22. "Improve my health." "Mejorar mi salud." (Shah)
23. "They are very kind and professional." "Son amables y profesionales." (Chang)
24. "Close to home and good service." "Cerca de casa y buen servicio." (Aragones)
25. "Excellent attention from administration, nurses and doctors." "Excelente atención de administración, enfermeras, y doctores." (Freidlein)
26. "They help us get a faster appointment so that our sickness doesn't advance." "No ayuda a dar citas pronto para que la enfermedad no avance." (Tran)
27. "They always have appointments." "Siempre tienen citas." (Chaudhari)
28. "With medications." "Con medicamentos." (Shah)
29. "Help improve my health." "Ayudar a mejorar mi salud." (Tran)
30. "The cost of the consult." "El costo de la consulta." (Tran)
31. "Nothing." "Nada."
32. "Close to home." "Cerca a casa." (3)
33. "Flexible hours." "Horas flexibles." (Chaudhari)
34. "Everything in reality." "Todo en realidad."
35. "Everyone at the clinic are very nice." "Todos en la clínica son muy amables." (Aragones)
36. "N/A." "N/A."
37. "Care for my health." "Cuidar mi salud."
38. "Professionalism and attention." "Profesionalismo y atencion." (Aragones)
39. "Everyone is professional." "Todos son profesionales." (Aragones)
40. "The wait time is not that long, and the attention is excellent." "El tiempo de espera no es mucho y la atención es excelente."
41. "The doctors are very attentive to the patient's health." "Los doctores son muy

- atentos a la salud del paciente.” (Perez-Hernandez)
42. “The attention.” “La atencion.” (Carlton)
 43. “Have control of my blood pressure.” “Tener control sobre mi presión arterial.” (Perez-Hernandez)
 44. “The attention in general.” “La atencion en general.” (3)
 45. “Everything is good.” “Todo esta bien.”
 46. “Hours.” “Horario.”
 47. “More emergency appointments available.” “Mas citas de emergencia disponible.” (Aragones)
 48. “I have about eight years coming to this clinic, and everything is good.” “Tengo como ocho anos viniendo a esta clínica y todo bien.”
 49. “To improve my health.” “A mejorar mi salud.”
 50. “They treat me very well.” “Me atienden muy bien.”
 51. “They have appointments available when I need them.” “Tienen citas disponibles cuando las necesito.” (White)
 52. “Vaccines and medication in general.” “Vacunas y medicamento en general.”
 53. “Medical evaluation.” “Evaluacion medica.”
 54. “My necessities.” “Mis necesidades.” (Friedlein)
 55. “The service in our language.” “El servicio en nuestro idioma.” (Perez-Hernandez)
 56. “Everything in general.” “Todo en general.”
 57. “To care for my pregnancy.” “A cuidar mi embarazo.”
 58. “Prices.” “Precios.” (Tran)
 59. “It is more economic, and it cares for my necessities.” “Es económico y atiende mis necesidades.” (White)
 60. “Continue with my treatment.” “Continuando con mi tratamiento.”
 61. “In general, everything.” “En general todo.”
 62. “The clinic is close to home and the personnel is kind.” “La clínica está cerca y el personal es amable.”
 63. “The reminder calls and medical recommendations.” “Los recordatorios telefónicos y las recomendaciones médicas.”

Question 16: How can we improve Greater Family Health?

English

1. “Shorter wait time.” (Chang)
2. “Keep the great customer service.” (Carlton)
3. “Already good.”
4. “N/A.” (10)

Spanish

1. “Very satisfied.” “Muy satisfecha.” (Tran)
2. “No comments.” “No comentarios.”
3. “Nothing, everything good.” “Nada, todo bien.”

5. "Overall, always had a good experience." (Nettleton)
 6. "Salad Bar."
 7. "Faster Appointments." (Tran)
 8. "So far so good." (Perez-Hernandez)
 9. "More time with the patients, it look like doctor pushing all the time, the need to ask more questions and check patients more." (Shah)
 10. "Waiting time." (Aragones)
 11. "No comments." (Carlton)
 12. "Very crowded." (Aragones)
 13. "Make health care accessible to everyone." (Aragones)
 14. "Have more transparency in regard to wait time." (Aragones)
 15. "Everything was perfect."
 16. "Nothing."
 17. "It is great." (Chang)
 18. "Have more knowledge on service." (Chang)
 19. "Doing good job keep up." (Carlton)
 20. "May better referral system." (Chang)
 21. "Less wait time." (Chaudhari)
 22. "None."
 23. "Keep up the good work." (White)
 24. "More availability."
 25. "By extended pate time."
 26. "Longer hours." (Friedlein)
 27. "Everything was great." (Perez-Hernandez)
 28. "Sometimes the people that greet you are not nice, but only a few, the rest is fine." (White)
 29. "Nothing, overall good." (Carlton)
 30. "Just keep doing what you guys are doing."
 31. "Attitude and efficiency." (Carlton)
 32. "I'm not sure." (Perez-Hernandez)
 33. "Continue good service."
 34. "You guys don't need to approve anything, great place and workers." (Tran)
 35. "By removing the condition of 15 min early arrival."
4. "It would help a lot if you could tolerate 15 min after the appointment because it is very inconvenient that you are not flexible with the time." "Ayudarían mucho si dan tolerancia 15 minutos después de la cita porque es muy inconveniente que no sean flexibles con el tiempo." (Friedlein)
 5. "You are good." "Estan bien ustedes."
 6. "Continue to have personnel that is prepared for our community, thank you." "Que siga teniendo personal preparado para toda nuestra comunidad gracias." (Perez-Hernandez)
 7. "Continue the same." "Continue igual." (3)
 8. "More available times to make appointments." "Mas citas disponibles para hacer citas."
 9. "I don't have any recommendations at the time." "No tengo ninguna recomendación al momento."
 10. "N/A." (2)
 11. "Everything is perfect." "Todo es perfecto." (3)
 12. "I don't see what you can improve I saw everything good." "No veo en que puedan mejorar todo lo vi bien." (Tran)
 13. "Everything is good." "Todo esta bien." (14)
 14. "Nothing." "Nada."
 15. "Maybe the attitude from the girls in the front (receptionist) they could be kinder and more empathic with patients, the check-out girls are excellent." "Tal vez la actitud de las chicas de enfrente (recepción) pudieran ser un poco más amables y empáticas con los pacientes. Las chicas que cobran son excelente."
 16. "Nothing everything is perfect." "Nada todo esta perfecto."
 17. "Your service is already excellent." "Su servicio ya es excelente."
 18. "I am satisfied with the results from the personnel." "Ya estoy satisfecha con los resultados del personal."
 19. "The service is good." "El servicio es bueno."
 20. "Improve the dental services." "Mejorar los servicios dentales."
 21. "The time for appointments." "El tiempo de las citas." (White)
 22. "Improve the follow ups." "Mejorar los seguimientos de citas."
 23. "Reduce the wait times." "Reducir el tiempo de espera." (Friedlein)
 24. "Improve the people from reception." "Mejorar las personas de recepción." (Perez-Hernandez)

25. "I've never had a bad experience." "Nunca e tenido una mala experiencia."
26. "Be kinder with the patients." "Ser amables con los pacientes."
27. "Be in control with my provider." "Estar en control con mi medico." (Perez-Hernandez)
28. "Continue the same, excellent attention." "Continue igual, excelente atención." (Friedlein)
29. "Up until now it is excellent." "Hasta ahora es excelente."
30. "Reminder of appointments." "Recordatorios de citas." (Tran)
31. "Continue the same." "Continue igual." (Friedlein)
32. "Just the wait time." "Solo el tiempo de espera."
33. "Just when we arrive 5 min late to see us and to understand." "Que cuando uno llega 5 min tarde nos atiendan y comprendan." (Perez-Hernandez)
34. "The service is excellent." "El servicio es excelente." (Friedlein)

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

English

- YES: 120
- NO: 1

Spanish

- YES: 165
- NO: 0

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

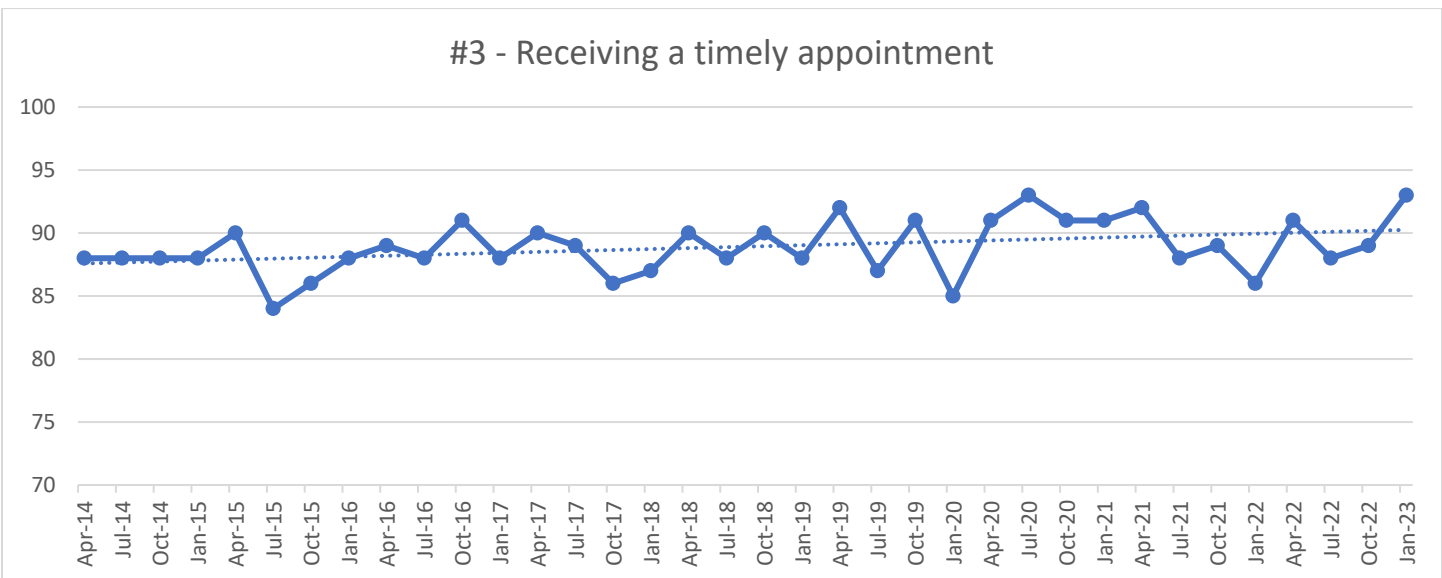
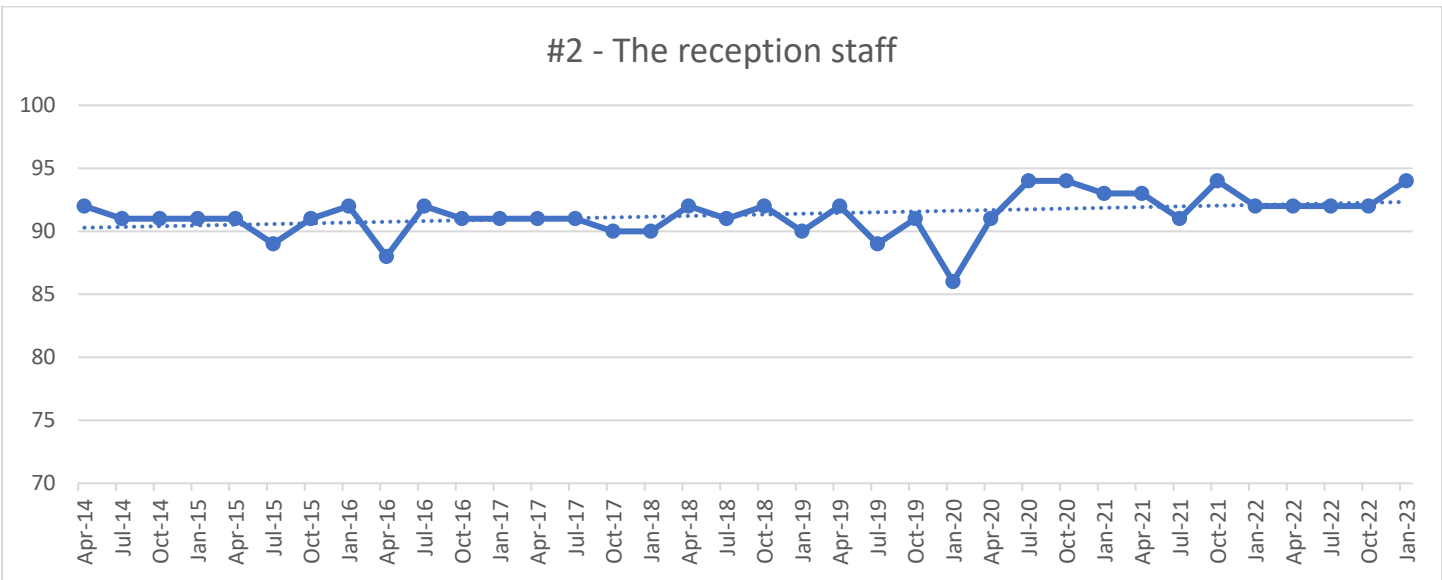
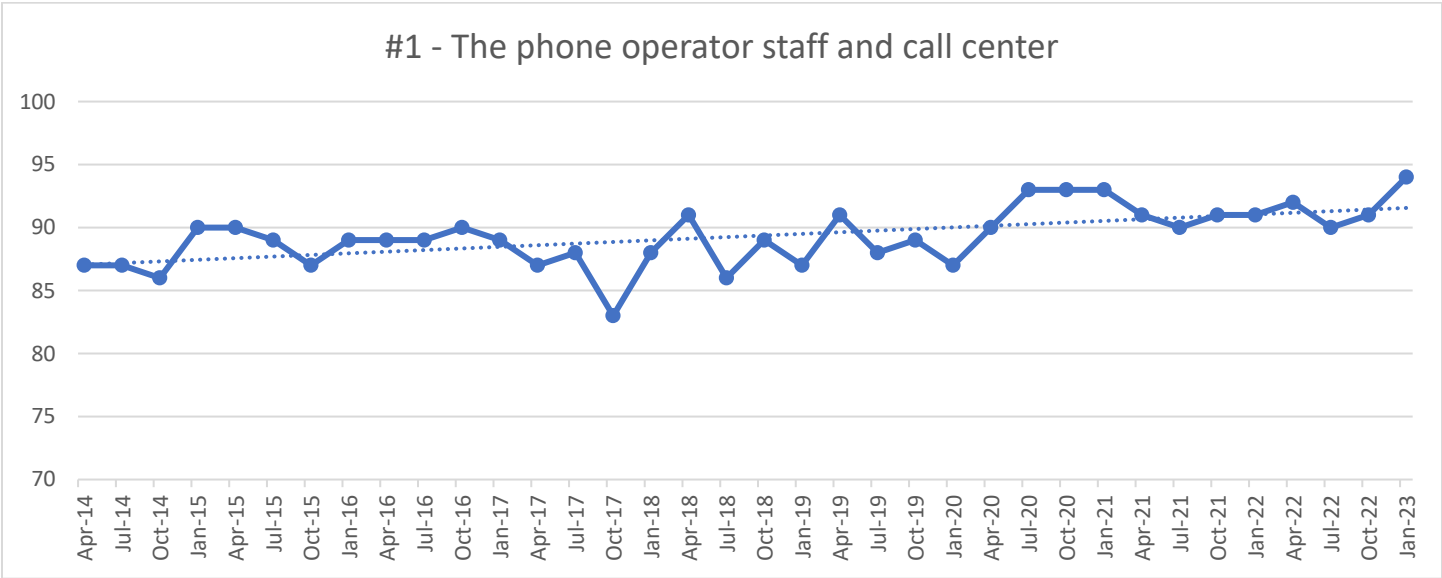
English

- Aragonese: 18
- Carlton: 15
- Chang: 19
- Chaudhari: 9
- Friedlein: 15
- Nettleton: 5
- Perez-Hernandez: 14
- Shah: 7
- Tran: 13
- White: 10

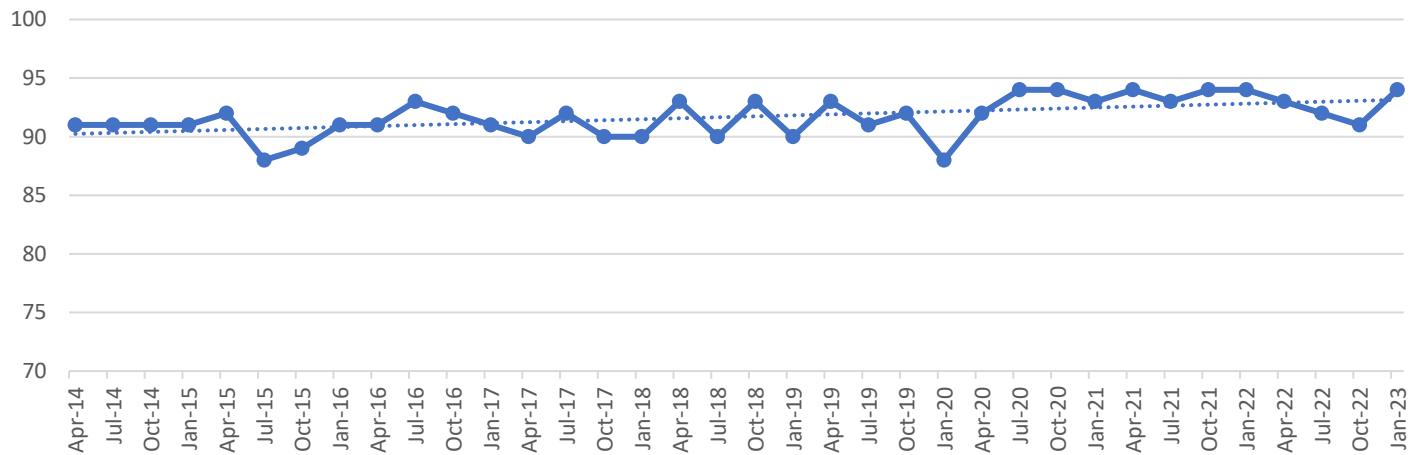
Spanish

- Aragonese: 21
- Carlton: 21
- Chang: 15
- Chaudhari: 16
- Friedlein: 17
- Nettleton: 10
- Perez-Hernandez: 39
- Shah: 19
- Tran: 20
- White: 12

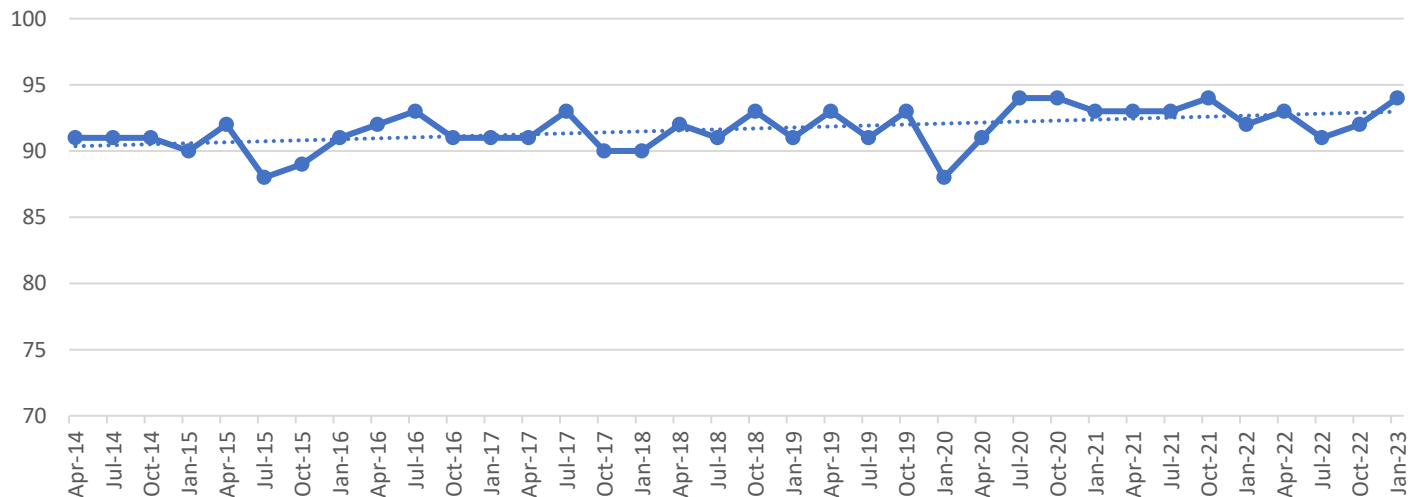
Individual Question Results with Trendlines



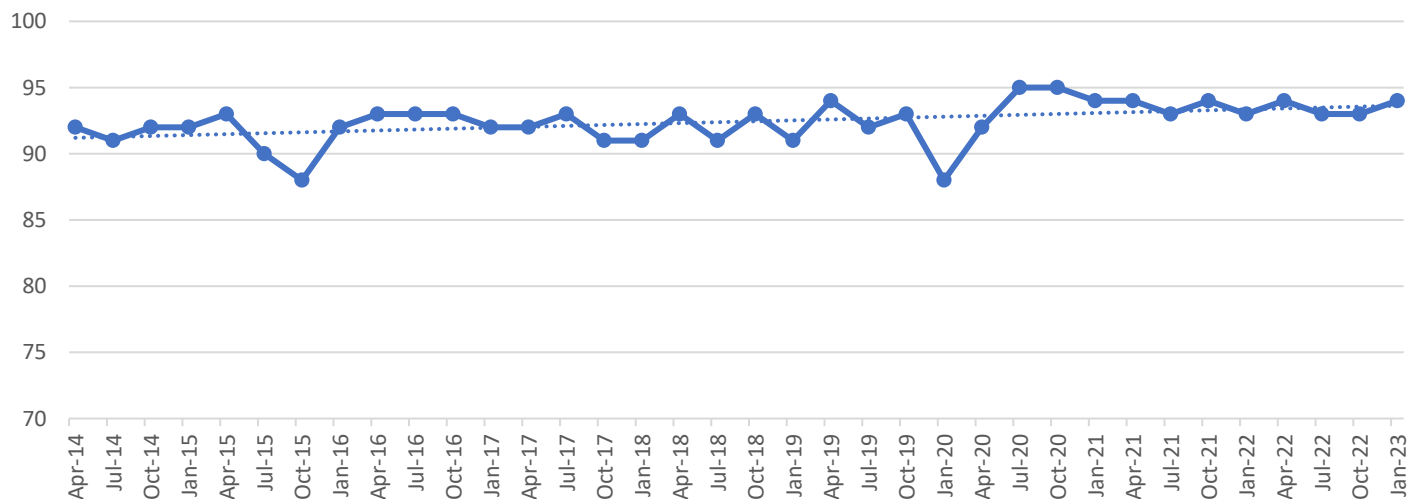
#4 - Education and explanation of plan provided in a way that I can understand



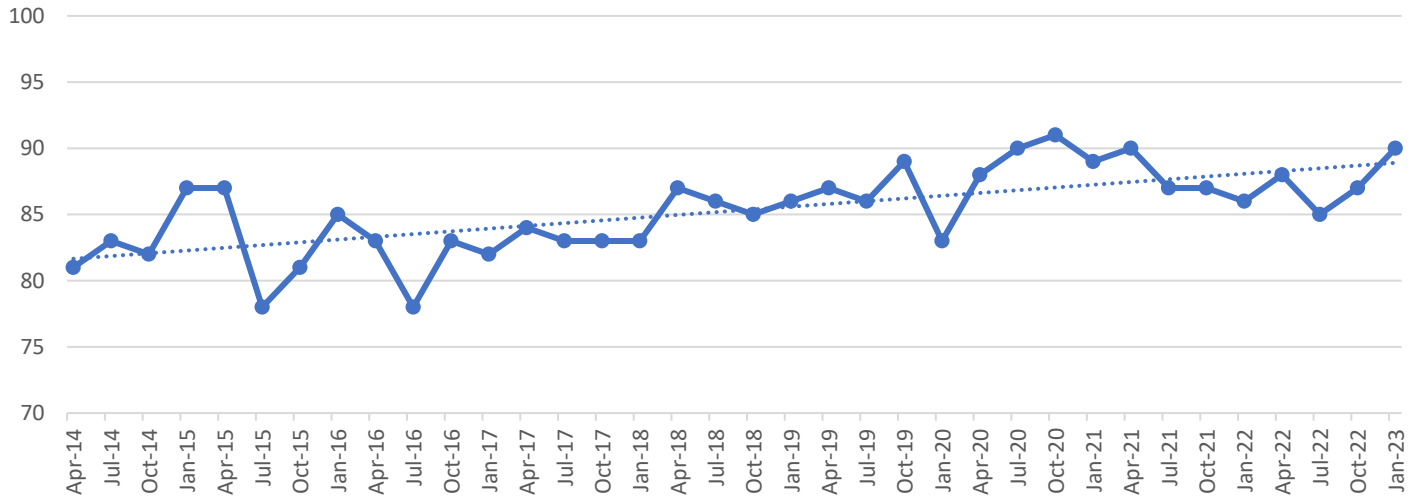
#5 - The follow-up and coordination of my care



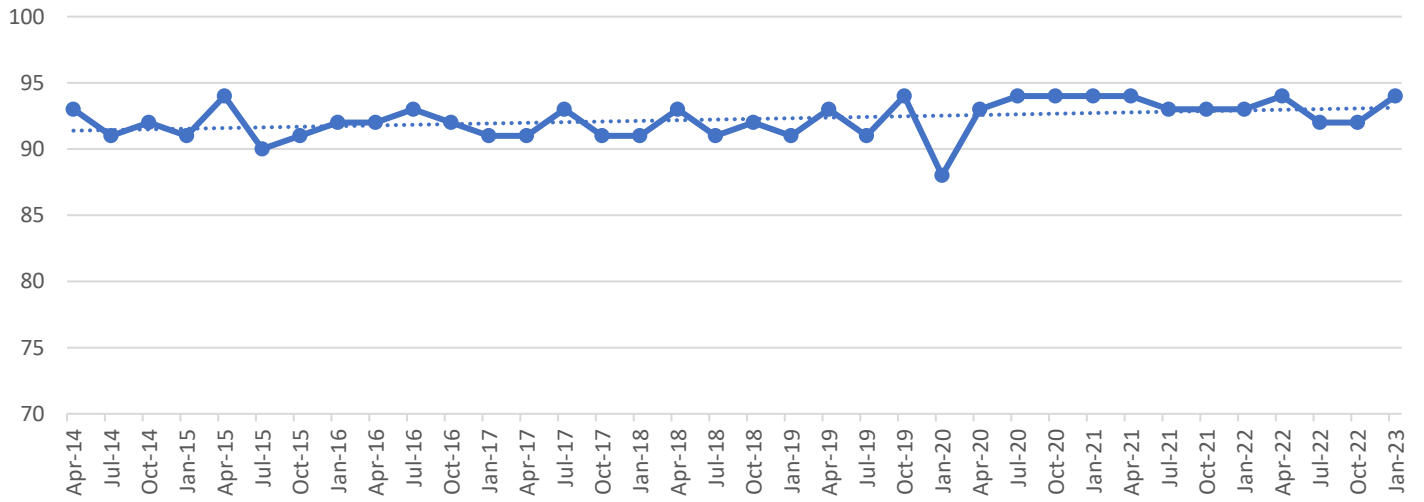
#6 - The staff addressing my medical needs today



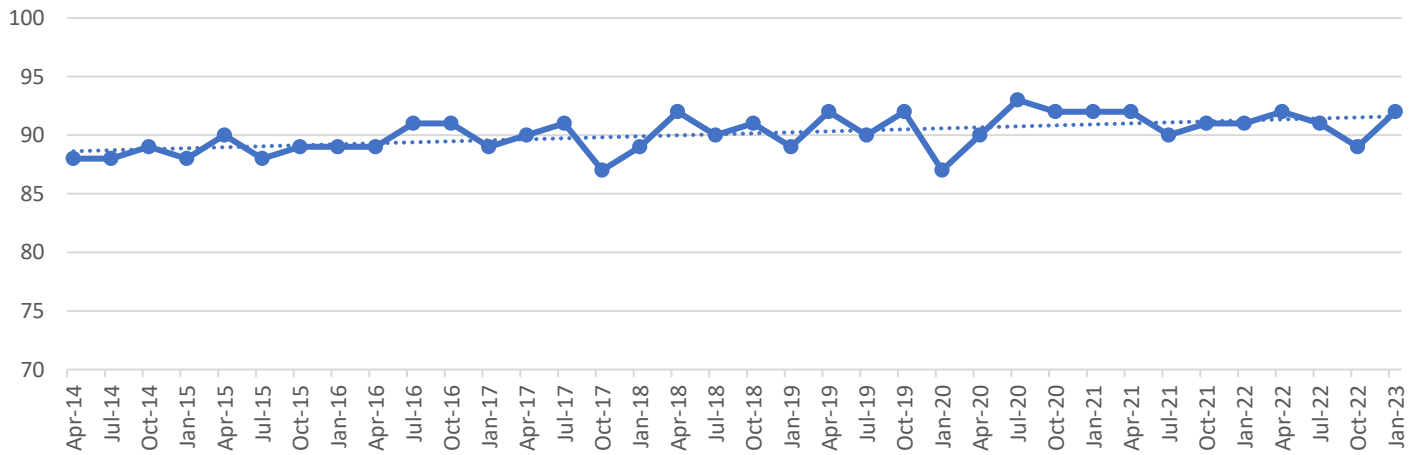
#7 - The time spent waiting



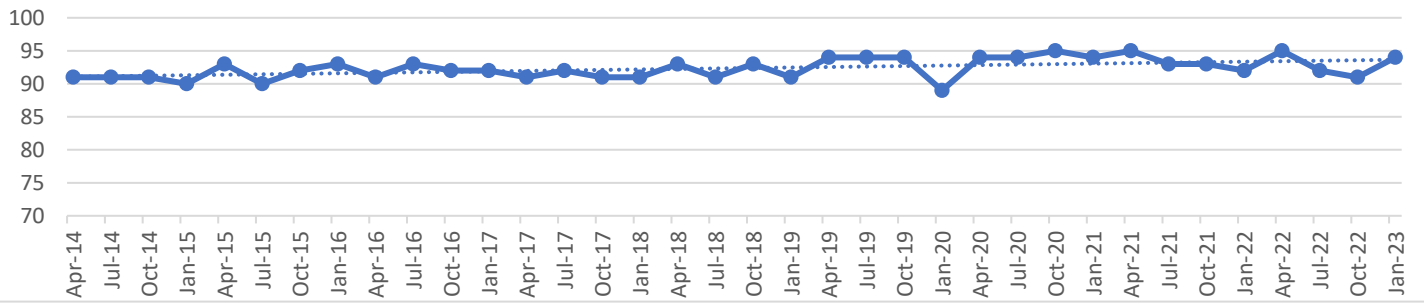
#8 - The respectfulness of staff



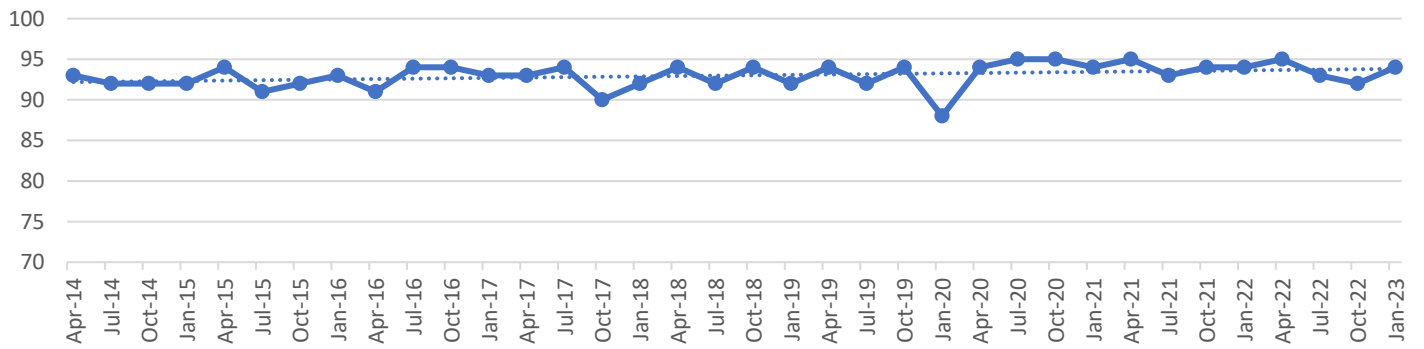
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



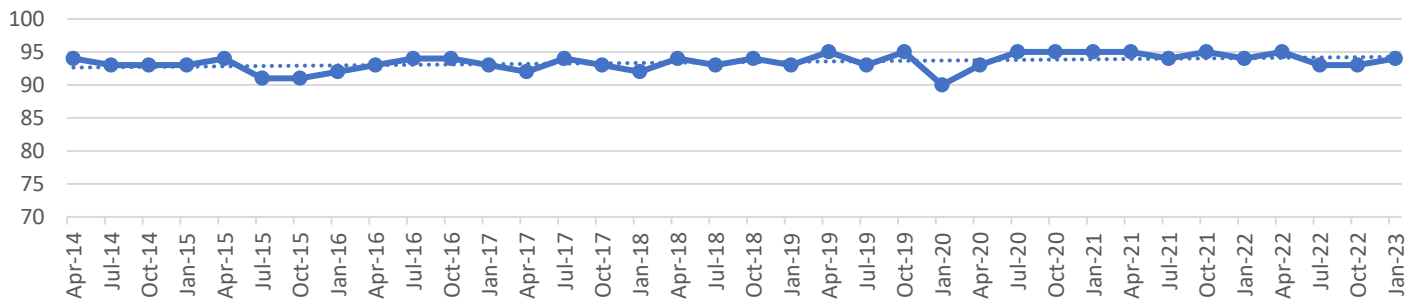
#10 - The handling of my personal medical information in a private and confidential manner



#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?

