

**Patient Satisfaction Survey
1515 E Lake St Suite 202, Hanover 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 96% 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.

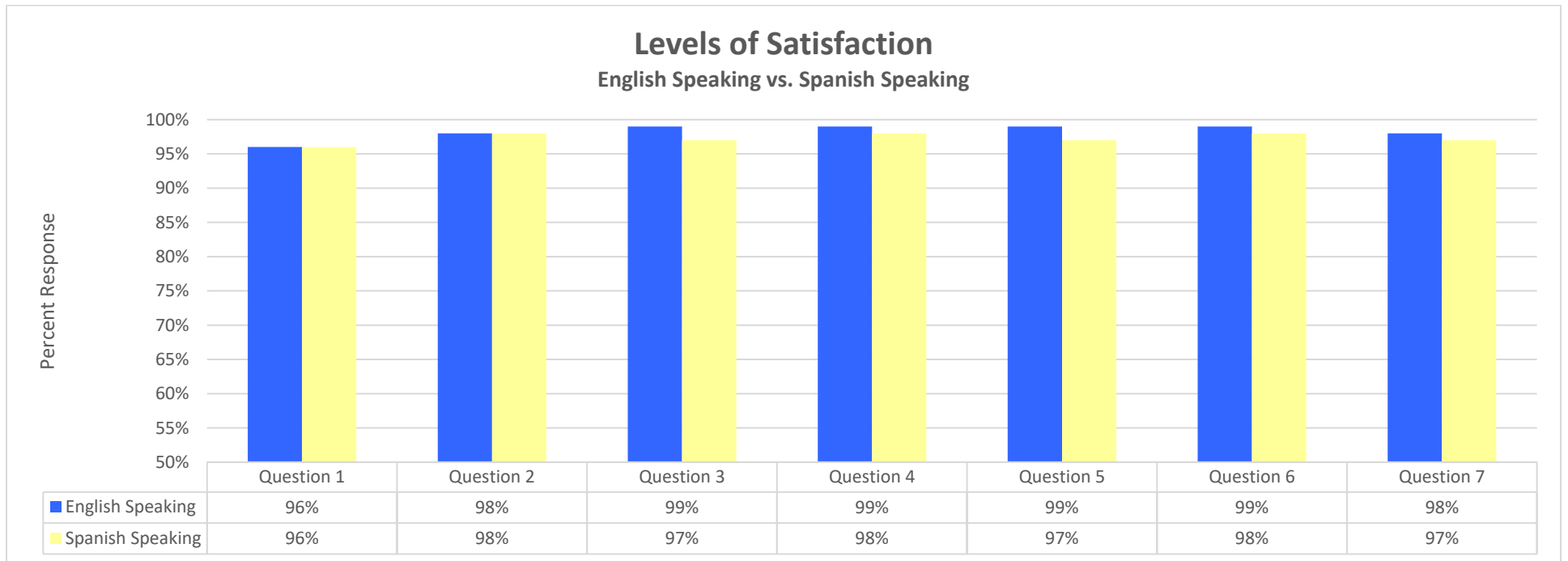
1515 E Lake St Suite 202, Hanover Park – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	96%	90%	94%	94%
2. The reception staff	98%	90%	97%	96%
3. Receiving a timely appointment	98%	86%	96%	95%
4. Education and explanation of plan provided in a way that I can understand	98%	90%	96%	96%
5. The follow up and coordination of my care	98%	89%	96%	96%
6. The staff addressing my medical needs today	98%	91%	97%	97%
7. The time spent waiting	97%	87%	97%	93%
8. The respectfulness of staff	98%	91%	98%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	98%	87%	95%	95%
10. The handling of my personal medical information in a private and confidential	98%	91%	96%	96%
11. Your medical assistant	98%	92%	97%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	91%	97%	97%
13. Overall, how satisfied are you with the Health Center?	99%	91%	97%	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%

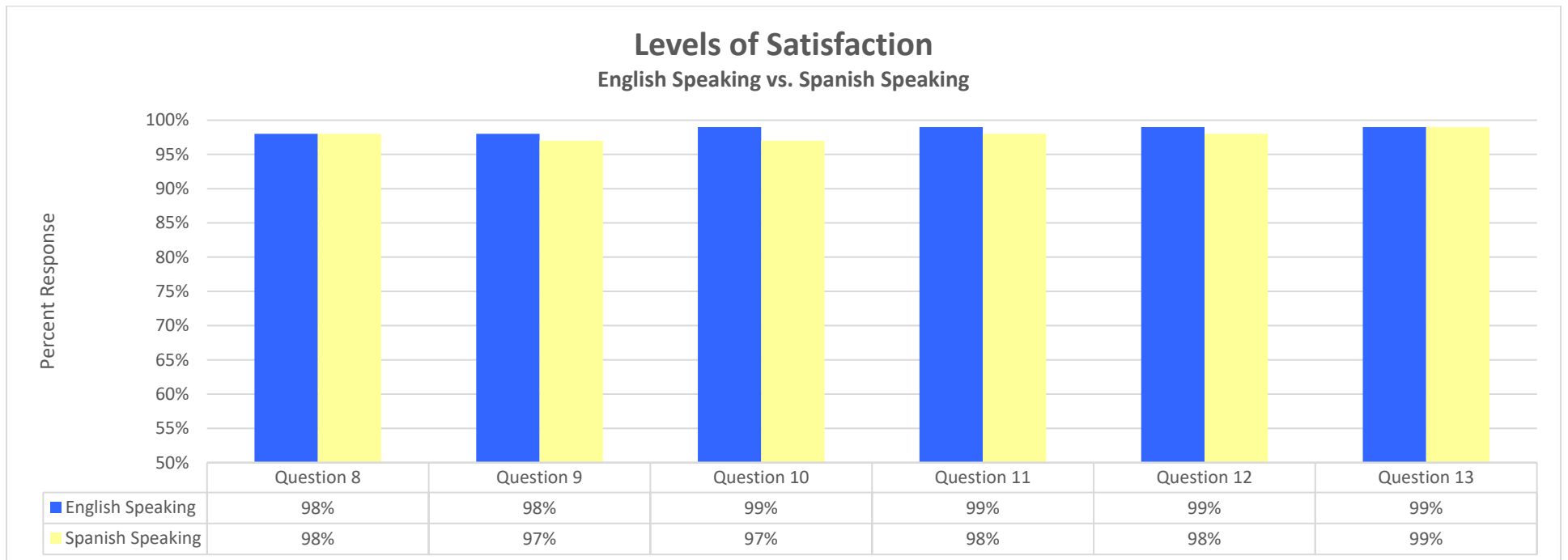
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	35 83%	29 85%	6 14%	4 12%	1 1%	0	0	1 3%	0	0
2. The reception staff	38 91%	30 88%	4 10%	4 12%	0	0	0	0	0	0
3. Receiving a timely appointment	39 93%	28 85%	3 7%	5 15%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	39 95%	30 88%	2 5%	4 12%	0	0	0	0	0	0
5. The follow-up and coordination of my care	38 93%	30 88%	3 7%	3 9%	0	1 3%	0	0	0	0
6. The staff addressing my medical needs today	39 93%	31 91%	3 7%	3 9%	0	0	0	0	0	0
7. The time spent waiting	37 88%	29 85%	5 12%	4 12%	0	1 3%	0	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	38 91%	31 91%	3 7%	3 9%	1 2%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	34 90%	28 90%	4 11%	2 7%	0	1 3%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	38 93%	30 88%	3 7%	3 9%	0	1 3%	0	0	0	0	0
11. Your medical assistant	39 93%	31 91%	3 7%	3 9%	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	38 93%	30 91%	3 7%	3 9%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	39 95%	31 94%	2 5%	2 6%	0	0	0	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: 12

N/A: 9

YES: 0

Comments:

Spanish

NO: 6

N/A: 1

YES: 1

Comments:

1. "Very good." "Muy bien."

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

English

1. "The staff." (3)
2. "Tools to help w/ anxiety." (Ceisel)
3. "The fact that if my provider is not available someone else is." (Jorgensen)
4. "Same day appointments." (Jorgensen)
5. "The communication." (Jorgensen)
6. "Stephanie is an amazing listener and has very mature perspectives and suggestions." (Ceisel)
7. "Everything, the staff is great!" (Ceisel)
8. "The ease of location & time spent @ the medical appointment."
9. "Staff + nurse." (Jorgensen)

Spanish

1. "The language and how they assist us by helping us understand." "El idioma y como le ayudan a uno para entender todo."
2. "Everything." "Todo."
3. "Close to home." "Cerca de casa."
4. "Flexibility." "Flexibilidad." (White)
5. "With my health." "En mi salud." (Jorgensen)
6. "With everything." "En todo." (Jorgensen)
7. "The language and health." "El idioma y la salud." (Jorgensen)

Question 16: How can we improve Greater Family Health?

English

1. "I feel like the late policy for appointments should be adjusted a little bit." (Jorgensen)
2. "Very kind + empathetic staff. Caring + kind." (Ceisel)
3. "No comment, I've been very happy." (Jorgensen)
4. "N/A."
5. "Nothing at the moment." (Jorgensen)
6. "Nothing off the top of my head." (Ceisel)
7. "Don't charge anything." (Jorgensen)
8. "No comment, yall are amazing." (Ceisel)
9. "The flexibility on late appts. Maybe allow up to 10 min late." (Jorgensen)

Spanish

1. "Everything is very good." "Todo bien." (2)
2. "It is 100%." "Estan al 100%."
3. "No."
4. "It is very good." "Esta muy bien todo." (Jorgensen)

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

English

- YES: 27
- NO: 0

Spanish

- YES: 15
- NO: 0

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

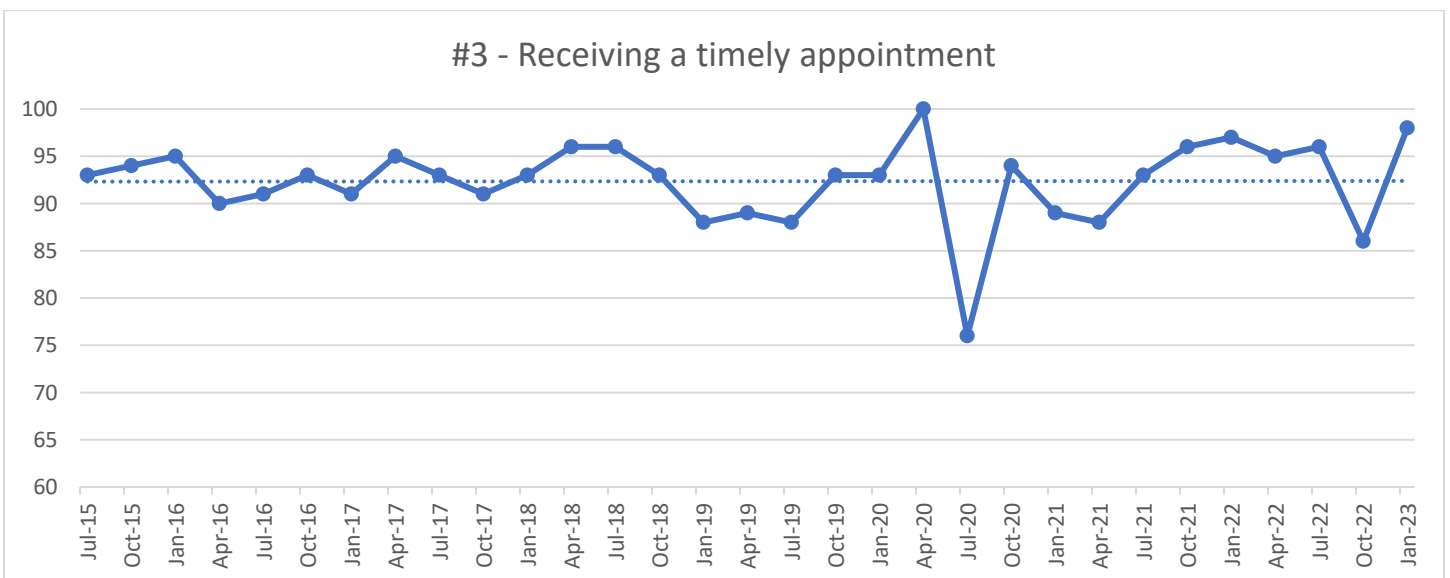
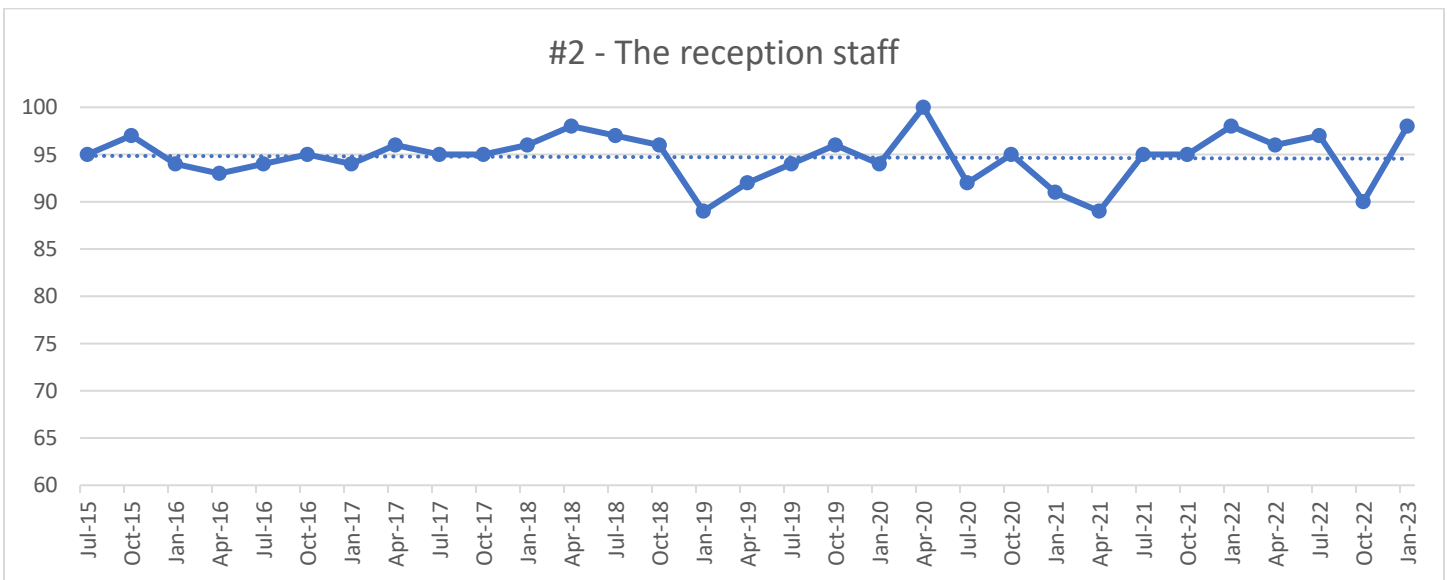
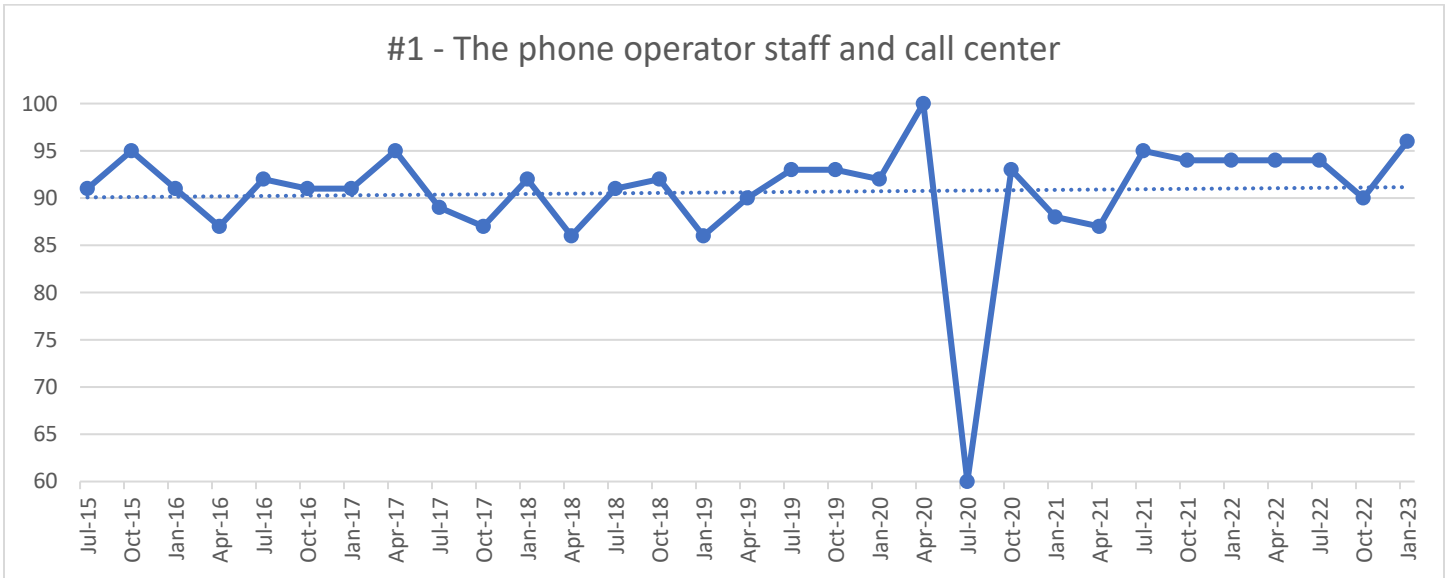
English

- Ceisel: 9
- Jorgensen: 25
- White: 1

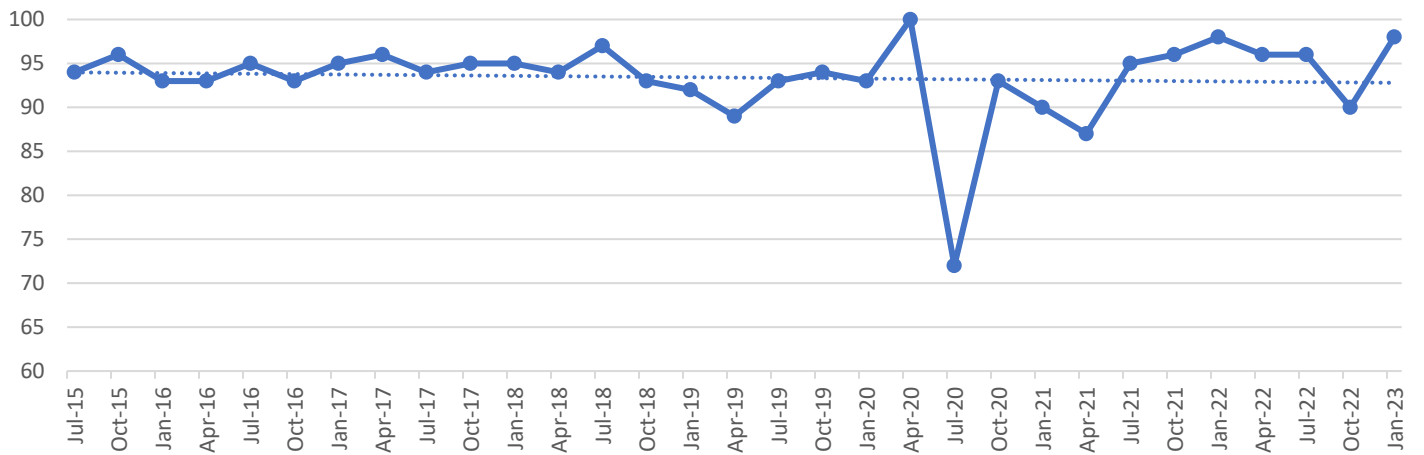
Spanish

- Ceisel: 4
- Jorgensen: 16
- White: 4

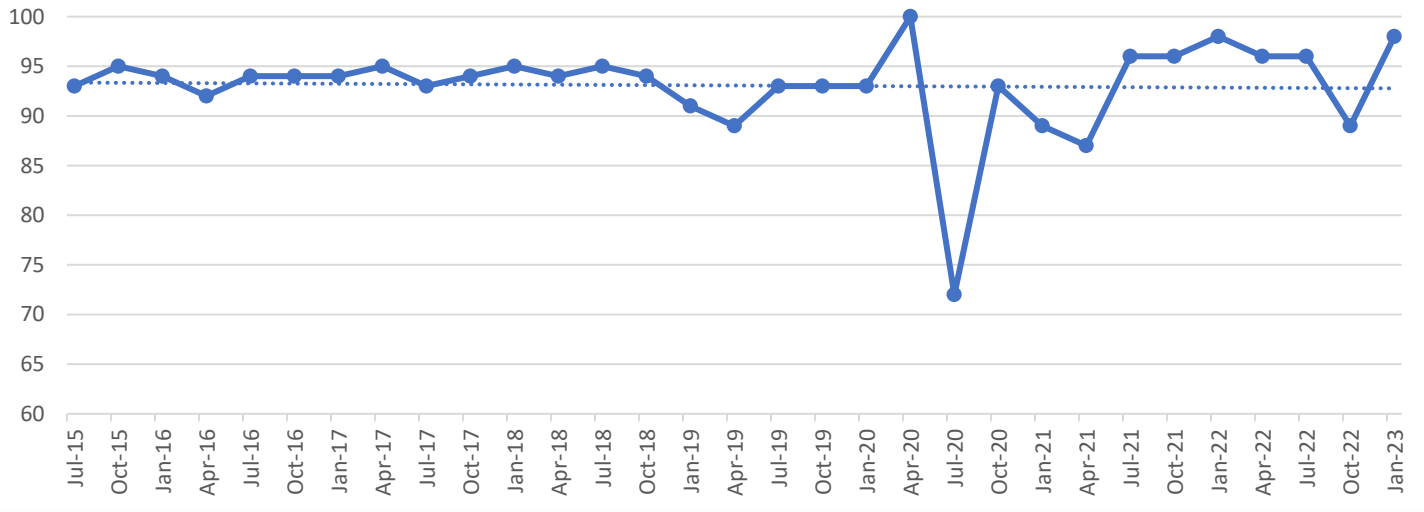
Individual Question Results with Trendlines



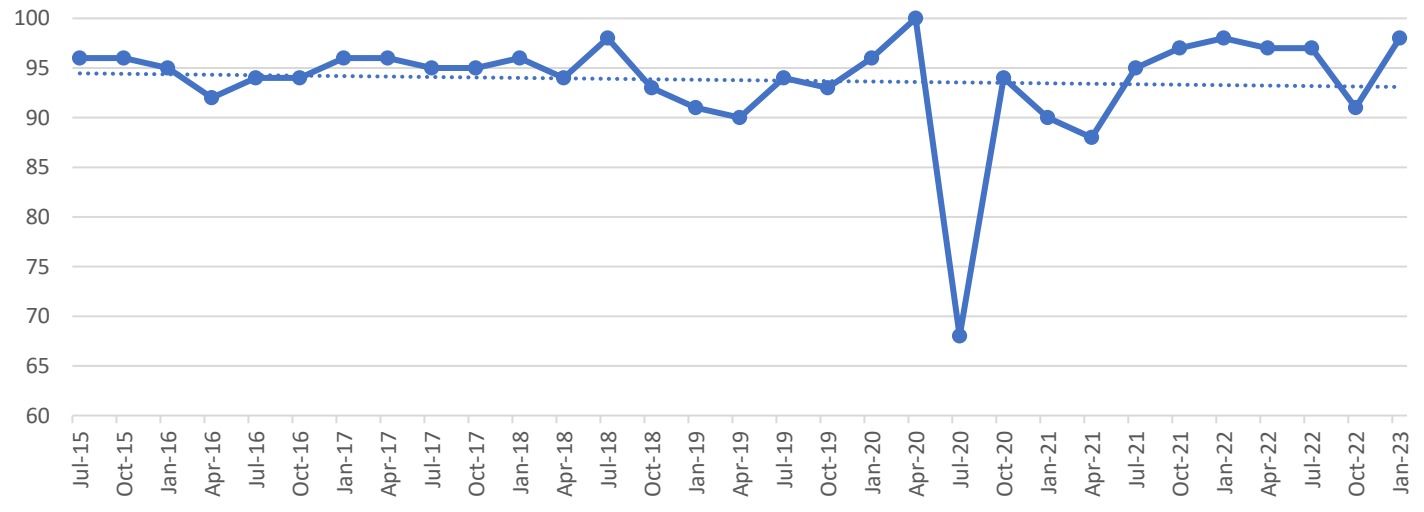
#4 - Education and explanation of plan provided in a way that I can understand



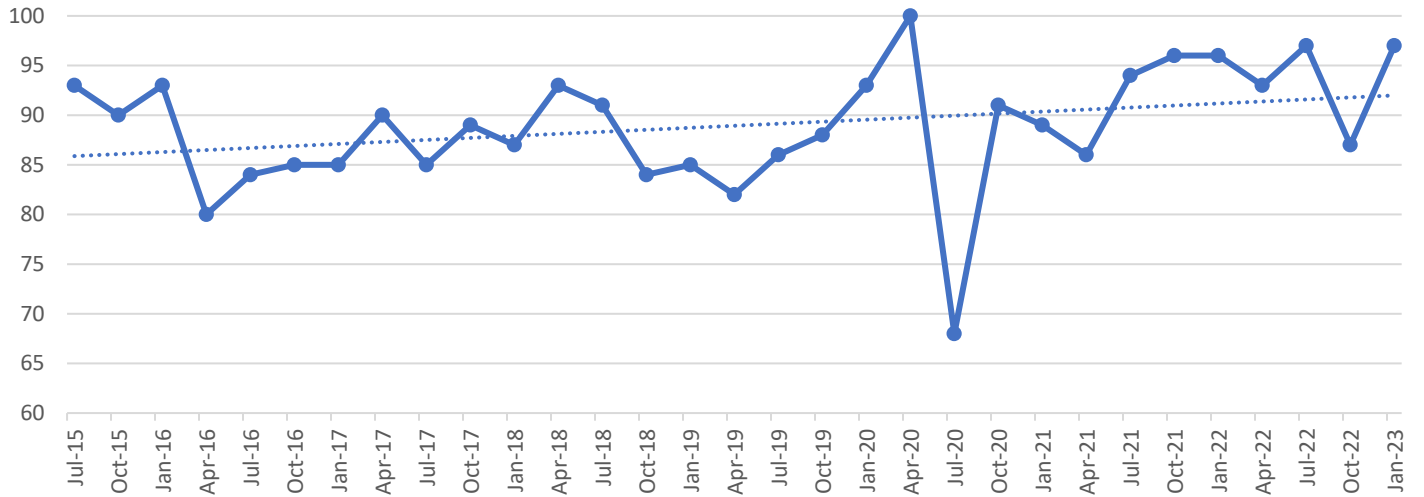
#5 - The follow-up and coordination of my care



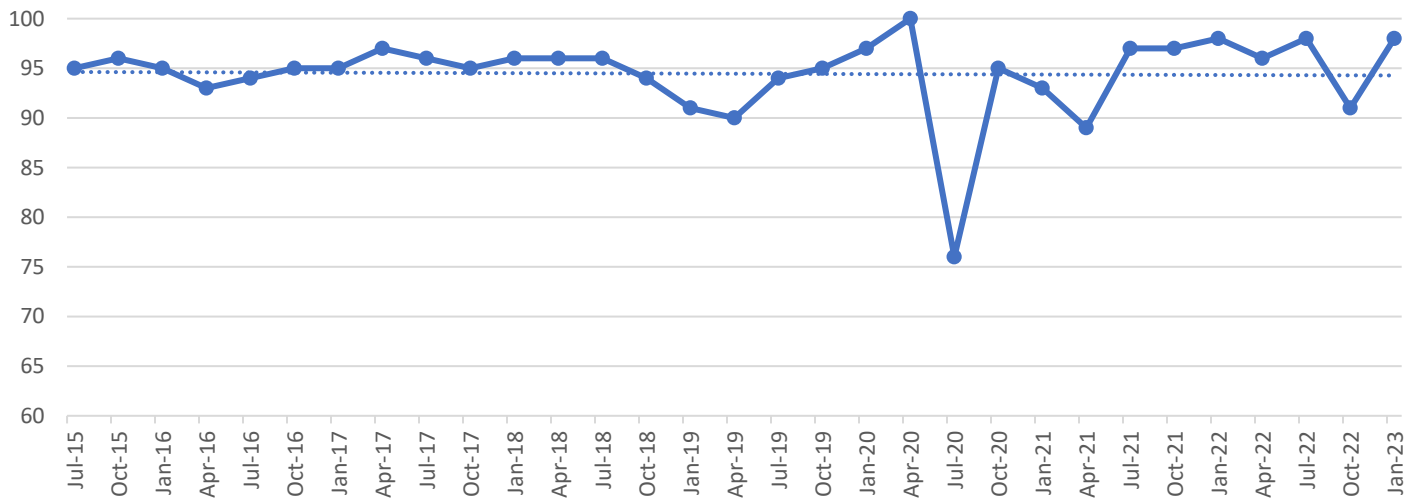
#6 - The staff addressing my medical needs today



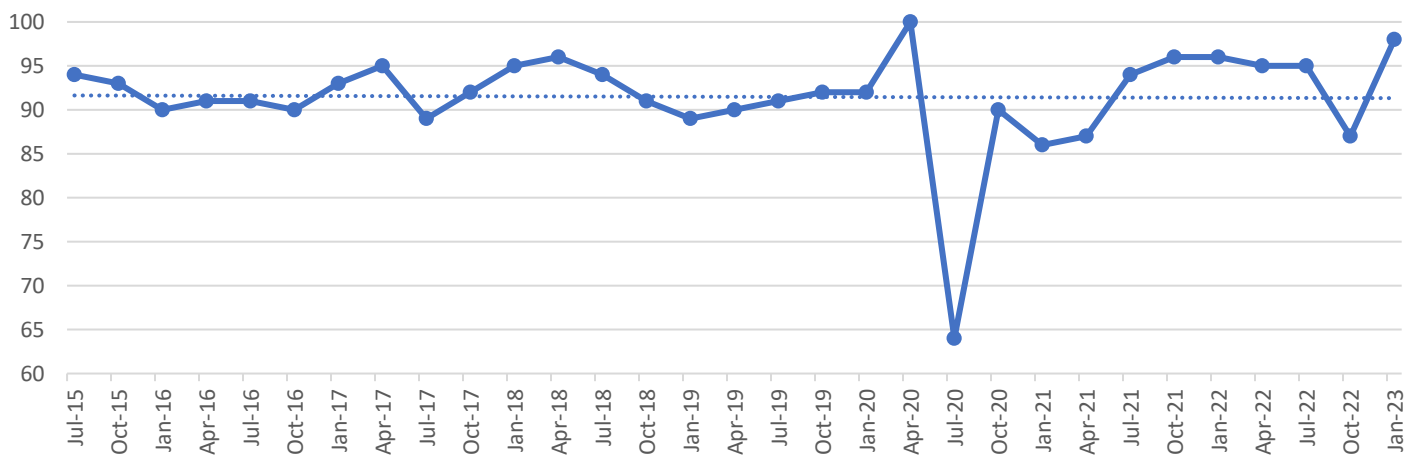
#7 - The time spent waiting



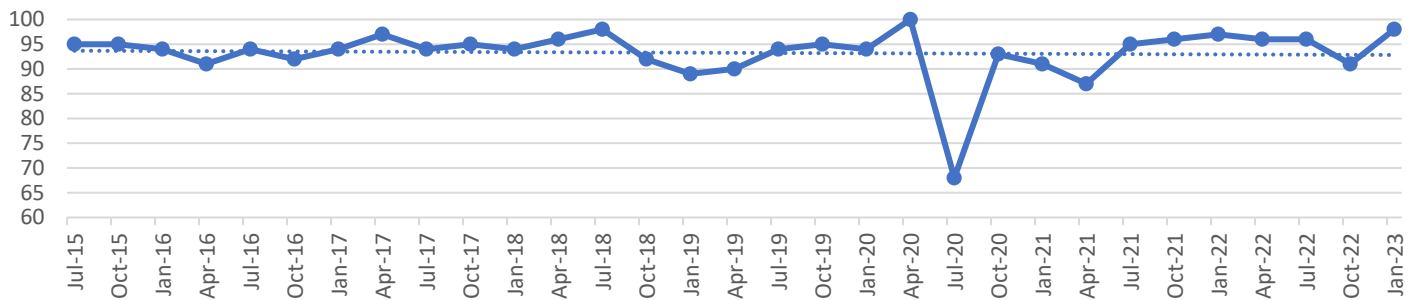
#8 - The respectfulness of staff



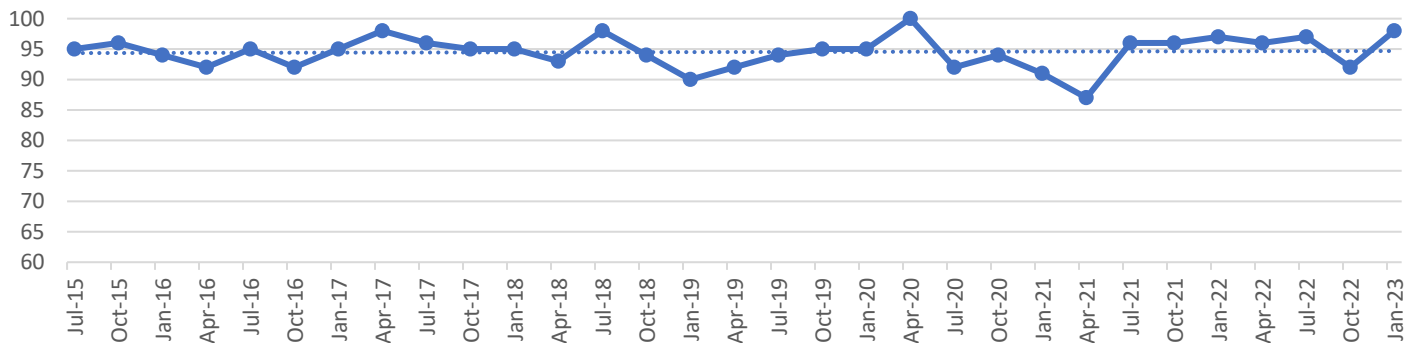
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



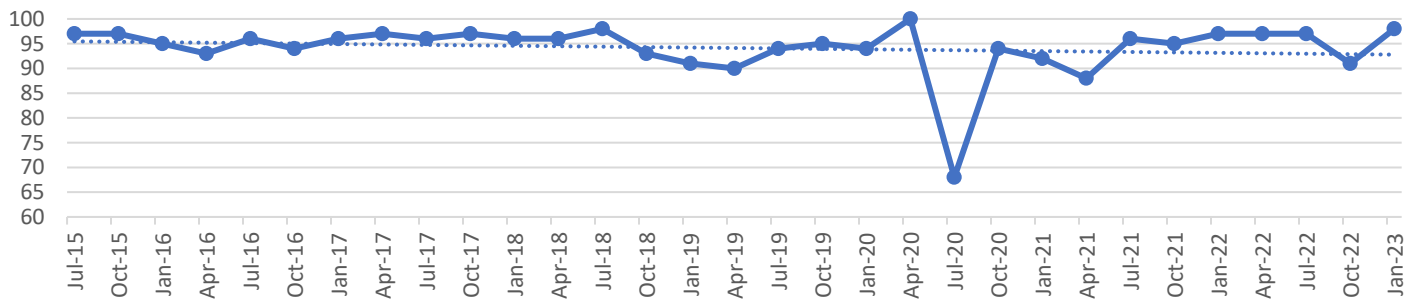
#10 - The handling of my personal medical information in a private and confidential manner



#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?

