

Patient Satisfaction Survey 165 E Plank Rd, Sycamore 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 89% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

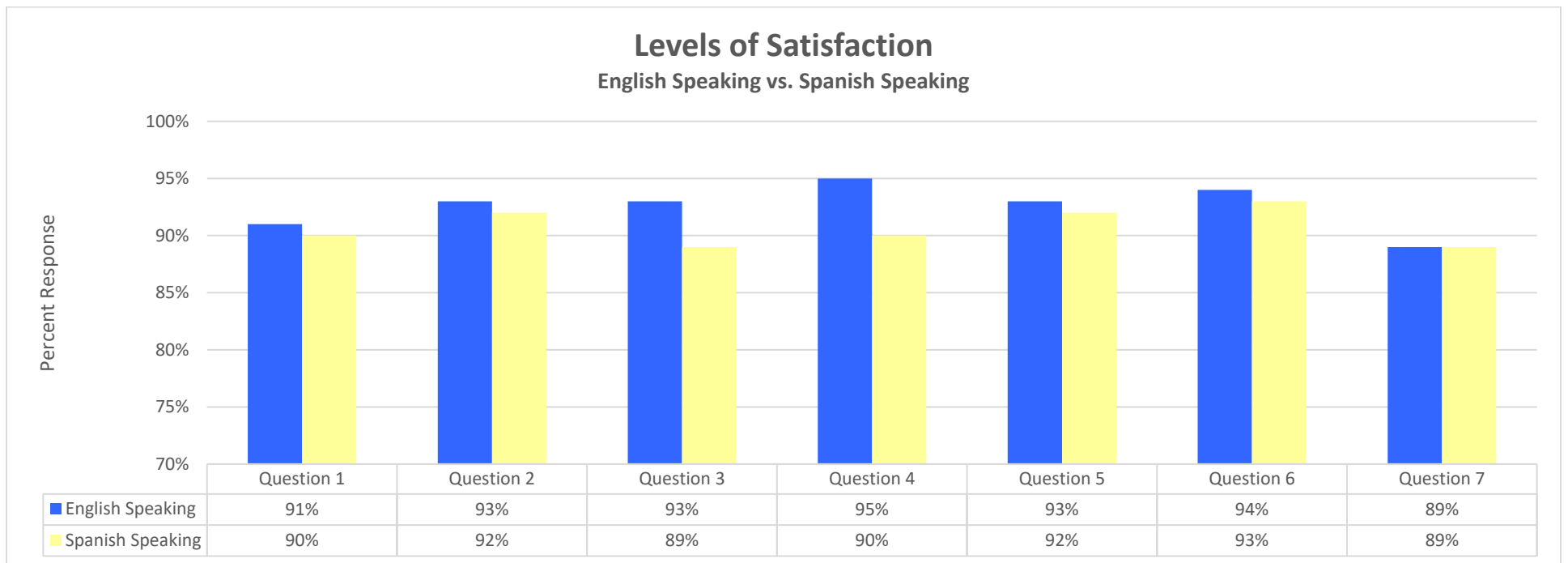
165 E. Plank Rd, Sycamore – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	91%	91%	93%	92%
2. The reception staff	93%	93%	94%	94%
3. Receiving a timely appointment	92%	91%	94%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	94%	94%
5. The follow up and coordination of my care	93%	93%	94%	93%
6. The staff addressing my medical needs today	93%	94%	94%	94%
7. The time spent waiting	89%	88%	92%	90%
8. The respectfulness of staff	93%	94%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	91%	91%	92%
10. The handling of my personal medical information in a private and confidential	93%	93%	94%	95%
11. Your medical assistant	94%	94%	94%	95%
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?	93%	93%	94%	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%

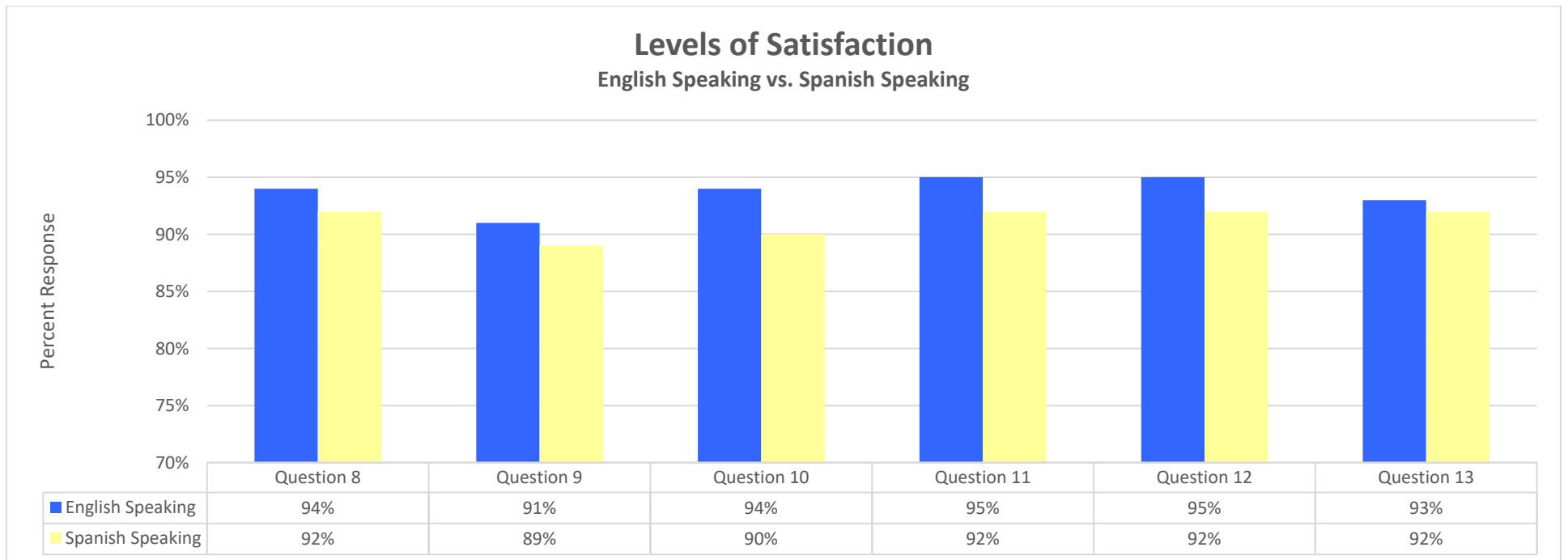
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	137 70%	58 66%	42 21%	21 24%	14 7%	5 6%	1 1%	2 2%	3 2%	2 2%
2. The reception staff	141 72%	63 73%	45 23%	16 19%	9 5%	4 5%	1 1%	1 1%	1 1%	2 2%
3. Receiving a timely appointment	147 75%	57 65%	34 17%	20 23%	14 7%	7 8%	0	1 1%	2 1%	3 3%
4. Education and explanation of plan provided in a way that I can understand	151 77%	61 70%	36 18%	18 21%	9 5%	2 2%	0	2 2%	0	4 5%
5. The follow-up and coordination of my care	142 73%	66 76%	41 21%	15 17%	12 6%	2 2%	0	1 1%	0	3 3%
6. The staff addressing my medical needs today	146 75%	68 78%	36 19%	13 15%	13 7%	2 2%	0	1 1%	0	3 3%
7. The time spent waiting	123 62%	57 66%	50 25%	19 22%	17 9%	7 8%	6 3%	1 1%	1 1%	3 3%



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	149 76%	64 74%	38 19%	16 19%	9 5%	3 4%	0	1 1%	1 1%	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	128 68%	57 67%	38 20%	18 21%	23 12%	5 6%	0	1 1%	0	4 5%
10. The handling of personal medical info in a private and confidential manner	146 75%	61 71%	39 20%	17 20%	9 5%	3 4%	1 1%	1 1%	0	4 5%
11. Your medical assistant	152 77%	63 73%	36 18%	18 21%	9 5%	1 1%	0	1 1%	0	3 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	156 79%	63 73%	32 16%	18 21%	8 4%	1 1%	2 1%	1 1%	0	3 4%
13. Overall, how satisfied are you with the Health Center?	143 72%	66 76%	41 21%	15 17%	12 6%	2 2%	2 1%	1 1%	0	3 4%



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: 76

N/A: 23

YES: 3

Comments:

1. "Yes, was straight forward and simple."
2. "Very horrible. Called & made appointment for a procedure they don't do in DeKalb. They called me 1 hour b4 appt. to tell me. Many problems."
3. "Wasn't here last week but any time I come it's great service."
4. "Yes, prompt return."
5. "Yes, I had it was very helpful moving my appointment two weeks into the future."
6. "Great service."
7. "They are amazing."
8. "Everyone is so helpful."

Spanish

NO: 25

N/A: 4

YES: 0

Comments:

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

1. "Appointment reminders."
2. "They lets me know the right thing I need to do to care for myself." (Sayles)
3. "You're easy ability to reschedule appointments and that you have blood draws on Saturdays." (Thompson)
4. "Staff telling me be on this time before my appointment for me to be on time."
5. "Quick appointments." (Sofowora)
6. "Everything."
7. "Everyone is nice and communicates well." (Sayles)
8. "Do not assume I don't know what dust is."
9. "Knowledgeable staff/providers." (Kristiansen)
10. "Front desk."
11. "Everyone is amazing and helpful always polite and ready to answer questions." (Williams)
12. "The doctors." (Thompson)
13. "Very affordable." (Sofowora)
14. "Nurse Tara is informative, resourceful, friendly and kind KEEP HER @ ALL COSTS! Specially for women of color (I feel heard)." (Kristiansen)
15. "Patience."
16. "Whole family can be seen here." (Sofowora)

Spanish

1. "The service and it is very accessible." "El servicio y es muy accesible." (Kristiansen)
2. "Very good assistance." "Muy buena asistencia."
3. "The way they treat you is nice and professional." "La forma de atender es buena y profesional." (Peifer)
4. "The follow up of my health." "El seguimiento de mi salud."
5. "The translation since I don't speak English, that is why I love this health center because they help me with that and a lot more." "Me ayudan con la traducción porque no hablo ingles por eso me encanta este centro de salud porque me ayuda con eso y mucho más." (Thompson)
6. "The low payments if you don't have insurance." "Los pagos bajos si no tienen aseguranza." (Sayles)
7. "It is close to home." (Comment written in English on a Spanish survey)
8. "It helps me a lot since I don't have insurance." "Me ayuda mucho porque no tengo aseguranza." (Peifer)

17. "All of it."
18. "N/A." (7)
19. "The staff and everyone else." (Kristiansen)
20. "Fast appointments."
21. "The friendly knowledge staff."
22. "The girls at the front desk."
23. "The staff timely manner."
24. "Timely appt." (Peifer)
25. "Walk in appointments and getting quick appointments." (Sayles)
26. "Dr. Thompson." (2)
27. "That I can get better thank you."
28. "Staff." (6)
29. "Flexible." (Sayles)
30. "Everyone."
31. "Being able to take care of my diabetes." (Peifer)
32. "I'm a new patient." (2)
33. "They work well with my baby." (Sofowora)
34. "Convenience of appointments."
35. "The medical assistants are kind and patient."
36. "They answer all my questions." (Peifer)
37. "Easy scheduling- quick." (Sofowora)
38. "A friendly staff everyone seems very nice and helpful." (Thompson)
39. "The referral help." (Thompson)
40. "Getting A1C down and losing weight." (Williams)
41. "Everyone everything." (Thompson)
42. "Staff are always great & they are quick if I ever have a perception issue." (Peifer)
43. "Customer service." (Sofowora)
44. "The staff & providers being so knowledgeable." (Kristiansen)
45. "Availability of care even low income." (Sofowora)
46. "Timely and kind, needs met." (Sayles)
47. "They are very helpful and answered all my questions."
48. "It is close to home and simple to make appts."
49. "Location." (Peifer)
50. "Professionalism." (Thompson)
51. "Get my health back on track and weight up." (Peifer)
52. "Having quick care."
53. "The fast appointments."
54. "Great communication, punctual, compassionate/caring." (Sofowora)
55. "Take their time with me." (Sayles)
56. "The pay. I don't have insurance and I love that. Greater Family Health helps people like me." (Williams)
57. "No." (Kristiansen)
9. "They see me when in need to be seen." "Me atienden cuando lo necesito." (Kristiansen)
10. "The treatment from the people." "El tratamiento de las personas."
11. "Continue with the medical care for my son and myself." "Continuar con el cuidado médico para mí y para mi hijo." (Thompson)
12. "Bilingual." "Bilingue."
13. "The appointments for all the family, no matter race, color or language." "Las citas para toda la familia, sin importar raza, color o idioma." (Sofowora)
14. "They have sooner appointments." "Tienen citas pronto." (Sofowora)
15. "Close to home and the discount." "Cerca de casa y el descuento." (Peifer)
16. "The help." "La ayuda."
17. "Very good service, very kind." "Muy buen servicio y amables."
18. "Your late hours." "Sus horarios tarde."
19. "Good people." "Buenas personas."
20. "Having translators." "Teniendo traductoras."
21. "With my health." "Con mi salud."
22. "Medical health." "Ayuda medica."
23. "You should treat more than one thing not just one." "Deberían atender más de una cosa no solo una cosa a la vez."
24. "They treat me good." "Me atendieron bien."
25. "Help with the payments if you don't have insurance." "Ayuda de pagos si no tiene aseguranza." (Sayles)
26. "That they speak Spanish." "Que hablan espanol." (Williams)
27. "Nothing." "Nada." (Williams)
28. "N/A." "N/A."

58. "How Tara listens and assess everything."
(Kristiansen)
59. "They take Medicaid and you don't have to wait a long time to get an appointment."
(Sofowora)
60. "The time I have to show up."
61. "Appointments always available and close location to home." (Sayles)
62. "The hours." (Kristiansen)
63. "They are very nice and respectful. Makes it comfy to come here." (Sofowora)
64. "Very nice." (Sofowora)
65. "The waiting time very little." (Peifer)
66. "No comment."
67. "I really like how the staff is really nice."
68. "Ease of availability."
69. "The call people."
70. "Behavior services." (Birkey)
71. "They schedule you in at a good timely manner." (Kristiansen)
72. "No long waits."
73. "My provider was amazing & listened to my needs." (Kristiansen)

Question 16: How can we improve Greater Family Health?

English

1. "More same day availability for emergencies."
2. "N/A." (24)
3. "Always strive to do better." (Thompson)
4. "I have nothing to say, I'm satisfied."
5. "Get rid of the 15 min before arrive late it can be confusing." (Sofowora)
6. "Shorter appointment scheduling times."
(Peifer)
7. "Don't need to." (Thompson)
8. "Leaving message when appointments are cancelled." (Peifer)
9. "Call center needs better training."
(Thompson)
10. "Nothing." (3)
11. "More doctors like Dr. Thompson."
12. "It is good." (Sayles)
13. "I'm happy as it is." (Sayles)
14. "Your call center."
15. "Everything is great."
16. "Clean floors." (Thompson)
17. "Staffing."
18. "Doctor cancels appointments often and isn't very attentive when seen. Often feel rushes out." (Sofowora)
19. "Everything getting done."
20. "Not kicking me out when I'm 5 min late in my window of 15 mins."
21. "Keep asking for our opinions." (Kristiansen)

Spanish

1. "Everything is excellent." "Todo esta excelente." (2)
2. "Continue the same because you are special." "Continue igual porque son especiales."
3. Be and continue the same." "Ser y mantener igual." (Kristiansen)
4. "I think everything is good." "Creo que todo está bien." (Kristiansen)
5. "Satisfied." "Satisfecho." (Peifer)
6. "The service is great." (Comment written in English on a Spanish survey)
7. "It is good how it is." "Esta bien como esta."
8. "They see me even when I arrive sooner than my appointment." "Si llego antes de mi cita me atienden pronto." (Thompson)
9. "I think you need additional providers for other areas." "Creo que necesitan más doctores para más áreas."
10. "I have no complaints." "No tengo quejas."
11. "For the moment I'm satisfied." "Por el momento estoy satisfecha."
12. "N/A." "N/A." (4)
13. "Nothing." "Nada."
14. "Everything good." "Todo bien." (4)
15. "Just in the lab work, maybe more people so that the wait isn't too long." "Solo en los

22. "Shorter wait times on phone when calling to make appointments." (Sofowora)
23. "Nothing all good." (Thompson)
24. "Nothing, always happy." (Williams)
25. "Often have to wait 30-60 minutes post my appointment time." (Kristiansen)
26. "Be less condescending to patients."
27. "Nothing to improve, everything is good."
28. "You're doing all wonderful ." (Thompson)
29. "Call staff needs to be more competent. I've had many problems with appointments thru the years."
30. "Candy and stickers."
31. "Unsure." (Kristiansen)
32. "Good."
33. "I don't know still." (2)
34. "Cooler off ☺" (Sofowora)
35. "Consider the people time. Be respectful."
36. "Everything is greater."
37. "No comments." (Peifer)
38. "Faster service." (Sofowora)
39. "Better phone operators." (Sofowora)
40. "It was great." (Sayles)
41. "5 min late should be able to still keep appointment."
42. "Less wait time." (Kristiansen)
43. "Keep doing what you're doing." (Williams)

- exámenes de sangre más personal para que la espera sea menor."
16. "Less wait time." "Menos espera."

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

English

- YES: 142
- NO: 3

Spanish

- YES: 51
- NO: 0

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

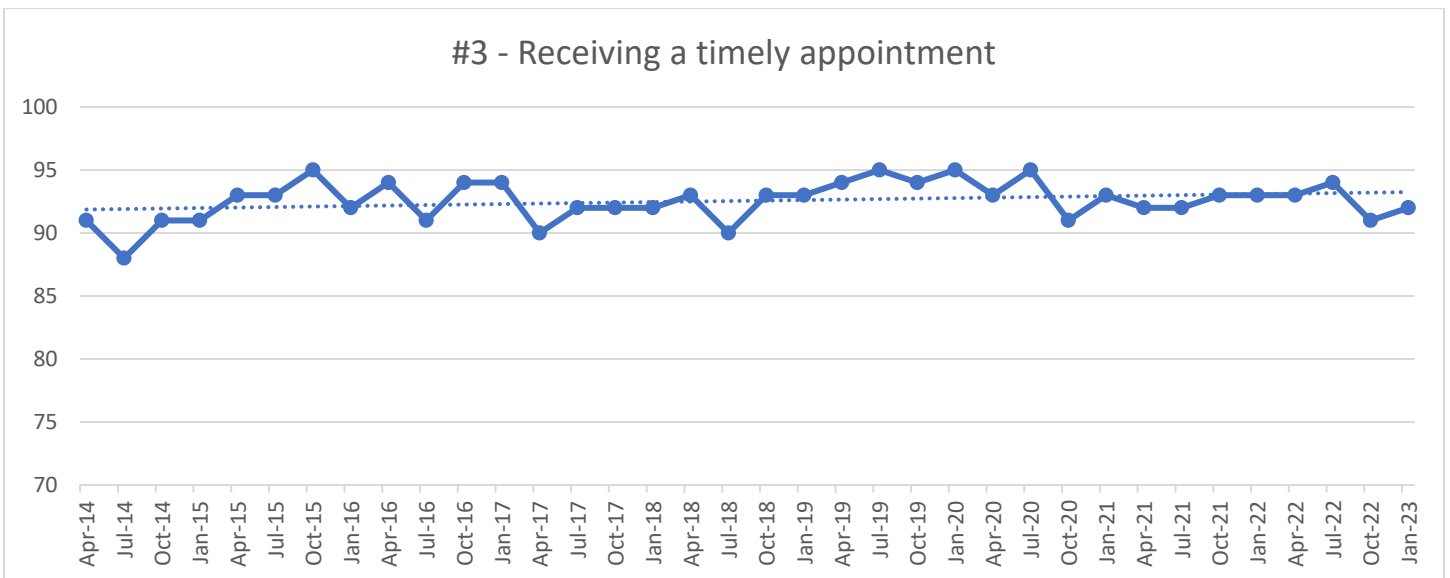
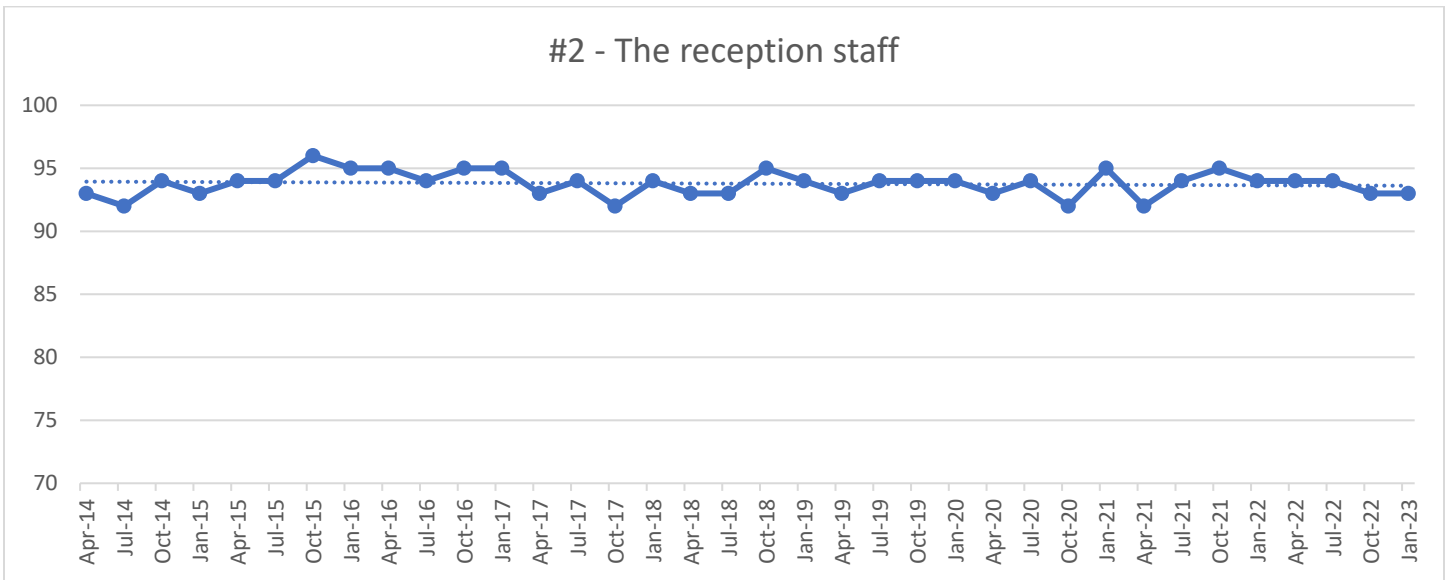
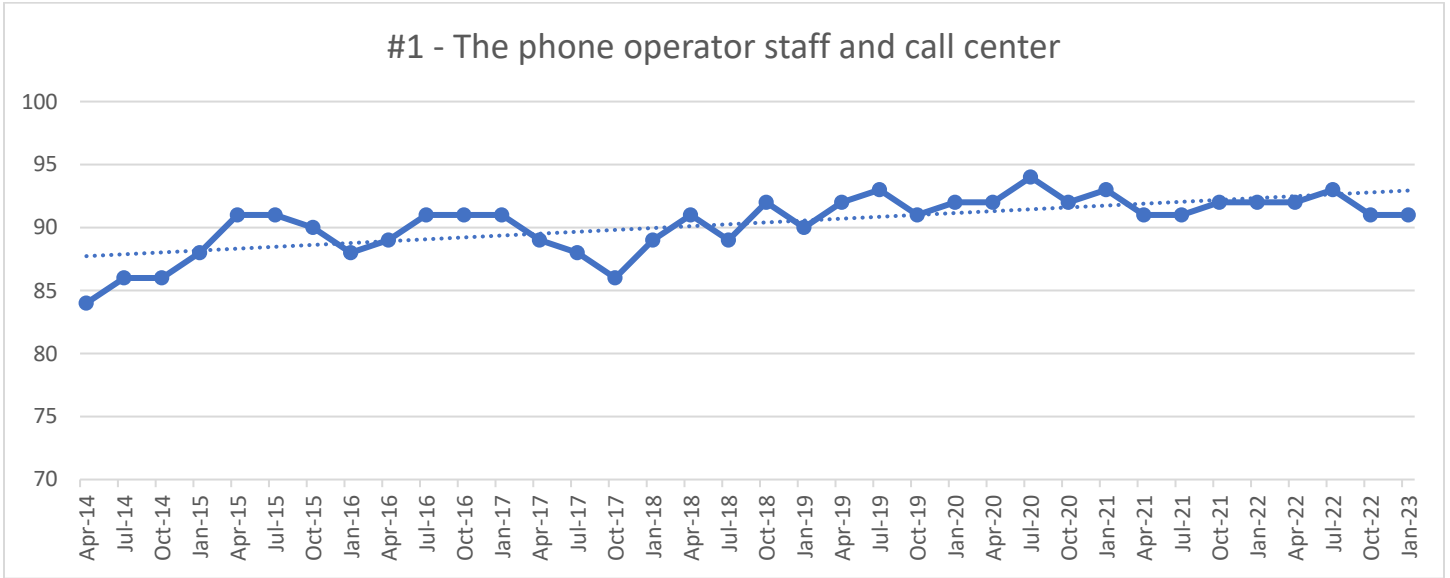
English

- Birkey: 1
- Kristiansen: 20
- Peifer: 19
- Sayles: 17
- Sofowora: 28
- Thompson: 17
- Williams: 7

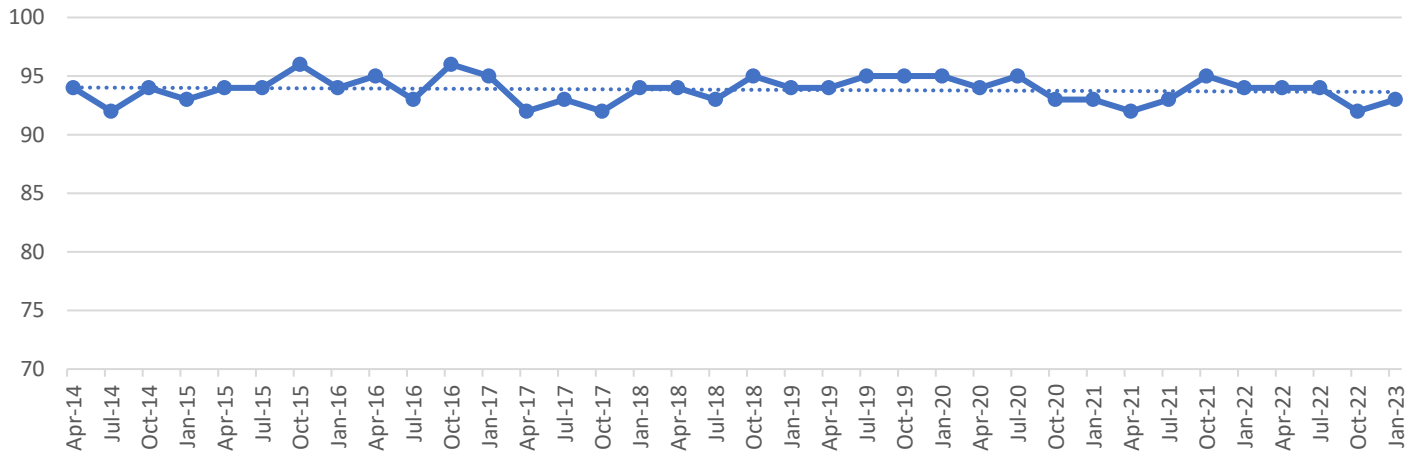
Spanish

- Kristiansen: 13
- Peifer: 8
- Sayles: 3
- Sofowora: 4
- Thompson: 3
- Williams: 6

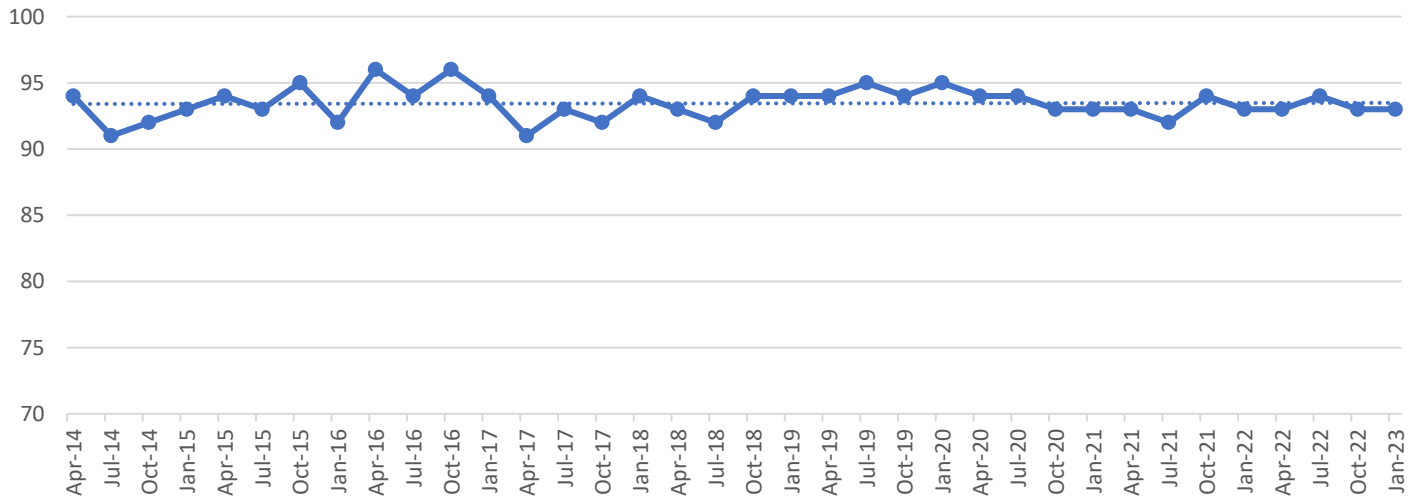
Individual Question Results with Trendlines



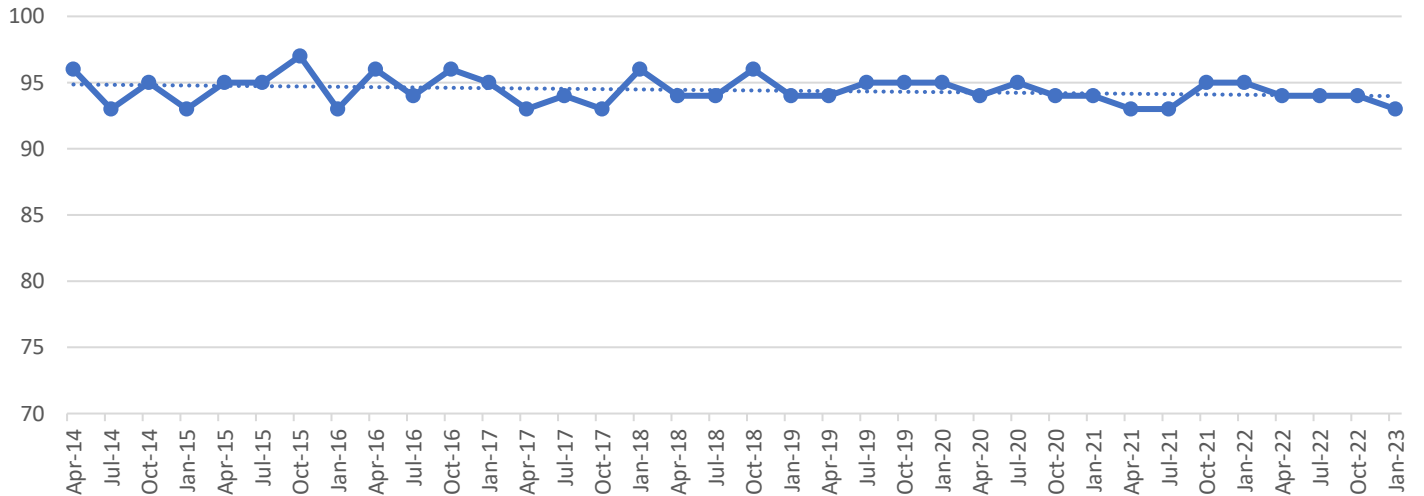
#4 - Education and explanation of plan provided in a way that I can understand



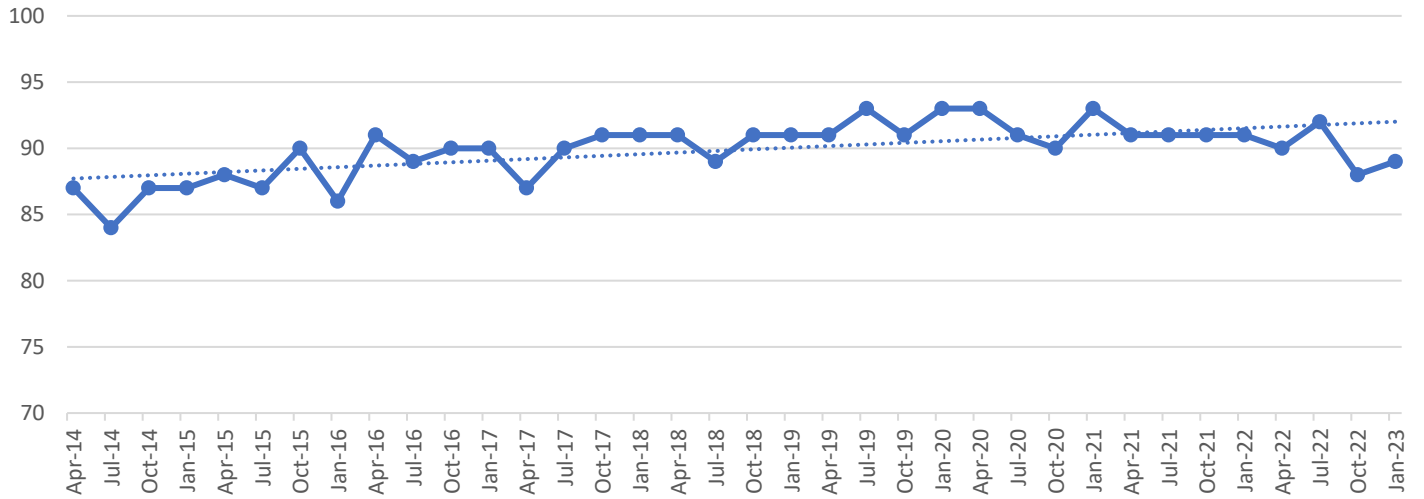
#5 - The follow-up and coordination of my care



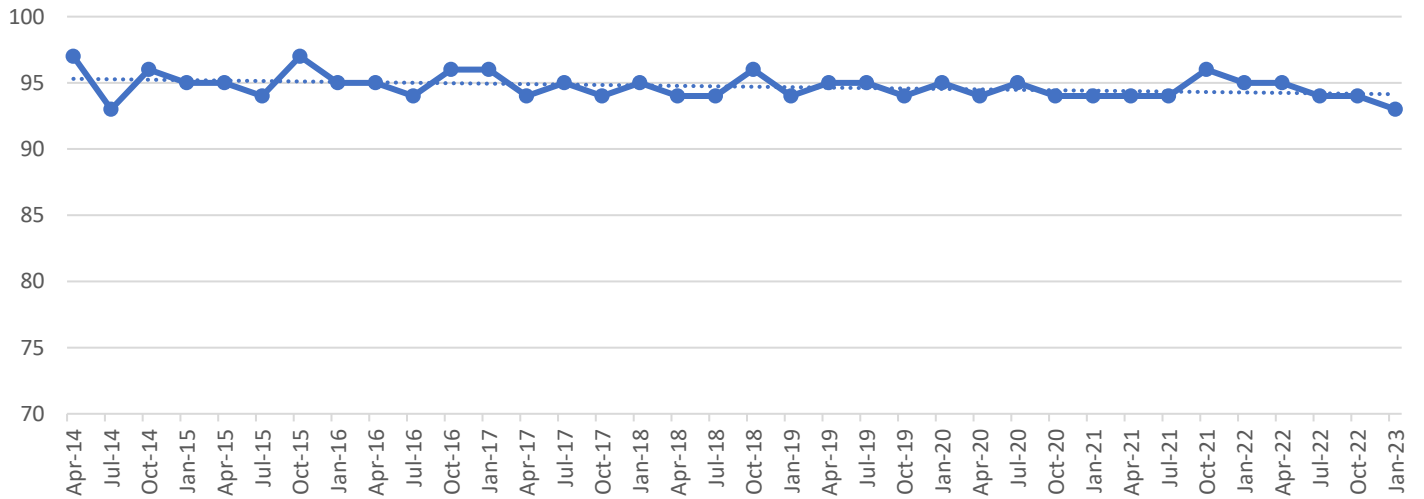
#6 - The staff addressing my medical needs today



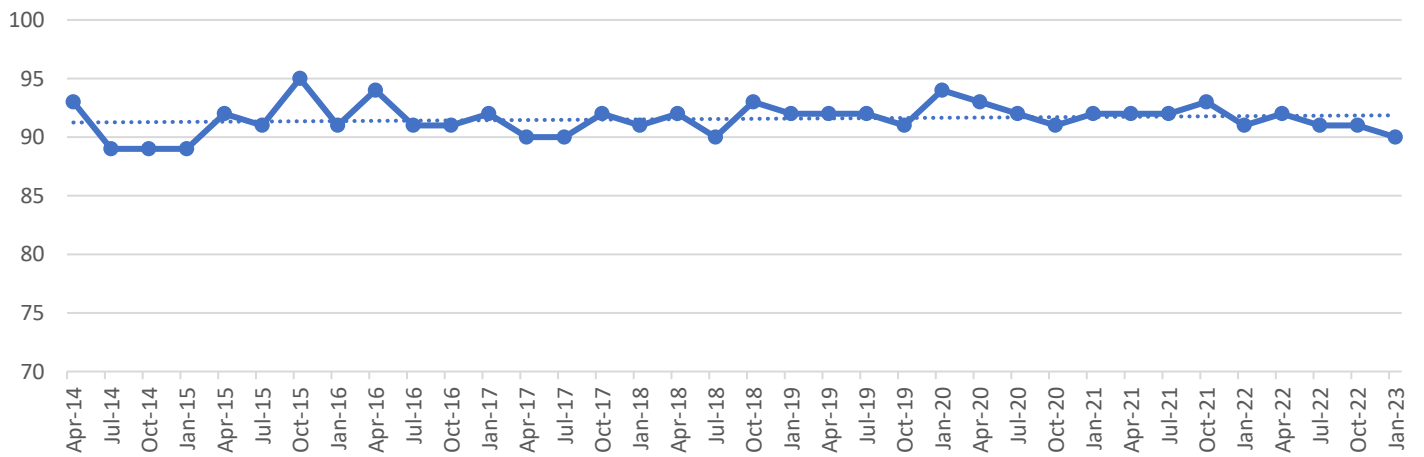
#7 - The time spent waiting



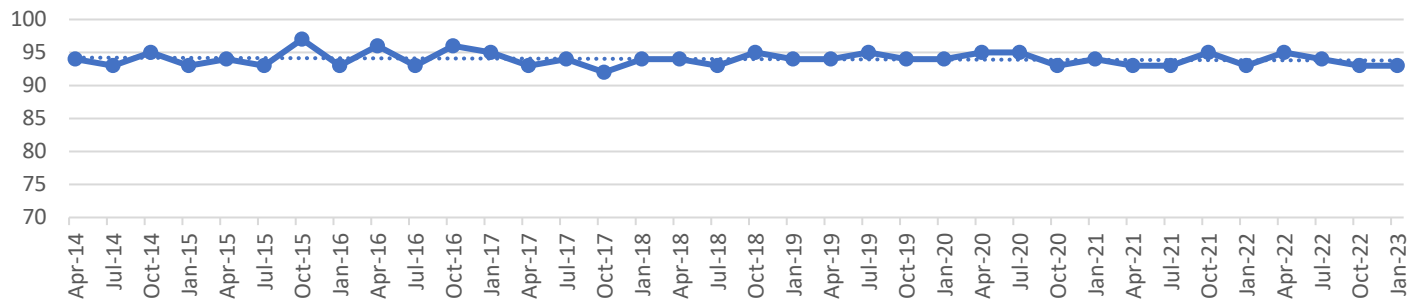
#8 - The respectfulness of staff



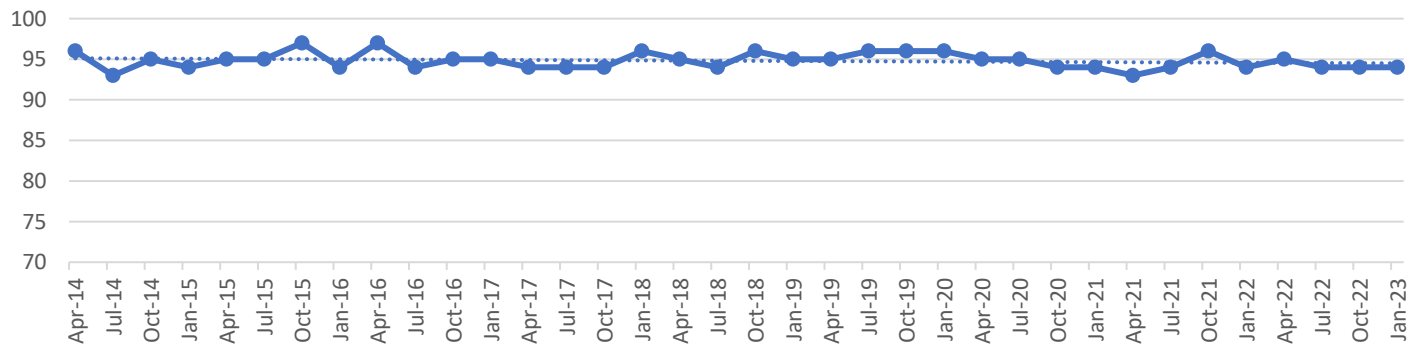
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



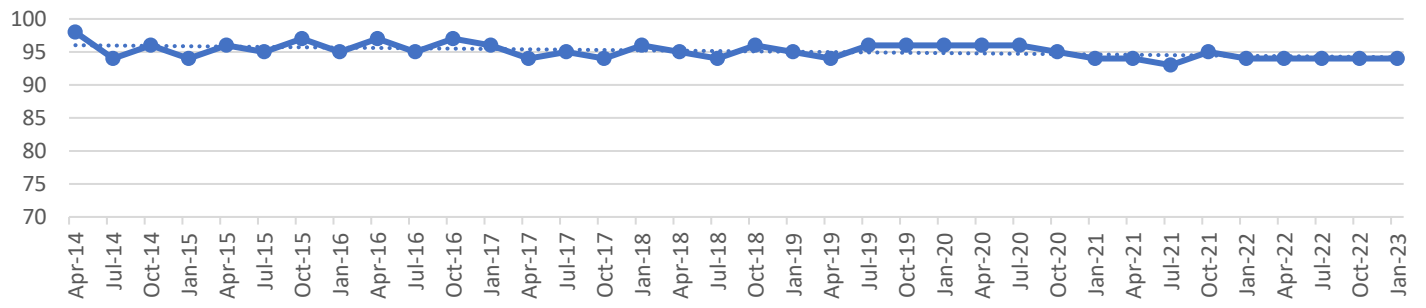
#10 - The handling of my personal medical information in a private and confidential manner



#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?

