

Patient Satisfaction Survey
2550 N. Annie Glidden Rd., DeKalb
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 91% to 98%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

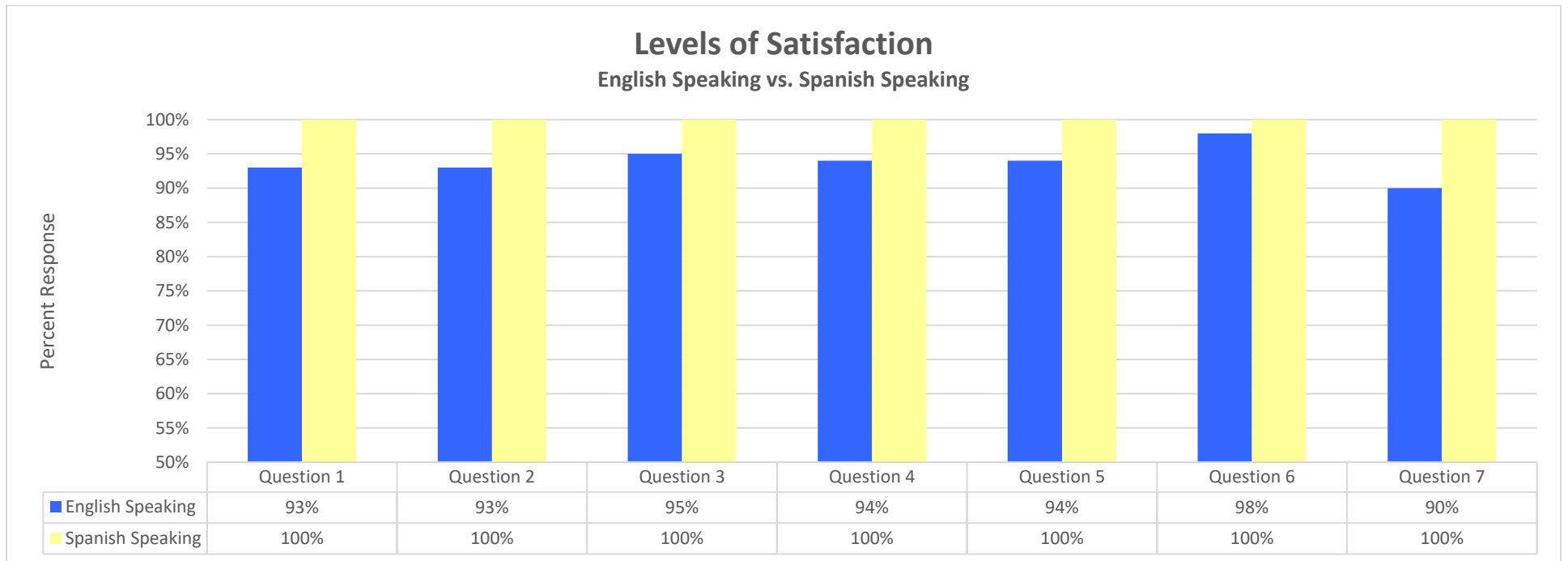
2550 N Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	93%	86%	90%	91%
2. The reception staff	93%	90%	91%	93%
3. Receiving a timely appointment	96%	90%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	90%	94%	93%
5. The follow up and coordination of my care	94%	91%	94%	93%
6. The staff addressing my medical needs today	98%	91%	94%	93%
7. The time spent waiting	91%	86%	90%	93%
8. The respectfulness of staff	96%	89%	92%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	90%	92%	90%
10. The handling of my personal medical information in a private and confidential	97%	89%	92%	94%
11. Your medical assistant	96%	93%	92%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	94%	94%	93%
13. Overall, how satisfied are you with the Health Center?	97%	92%	92%	92%

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%

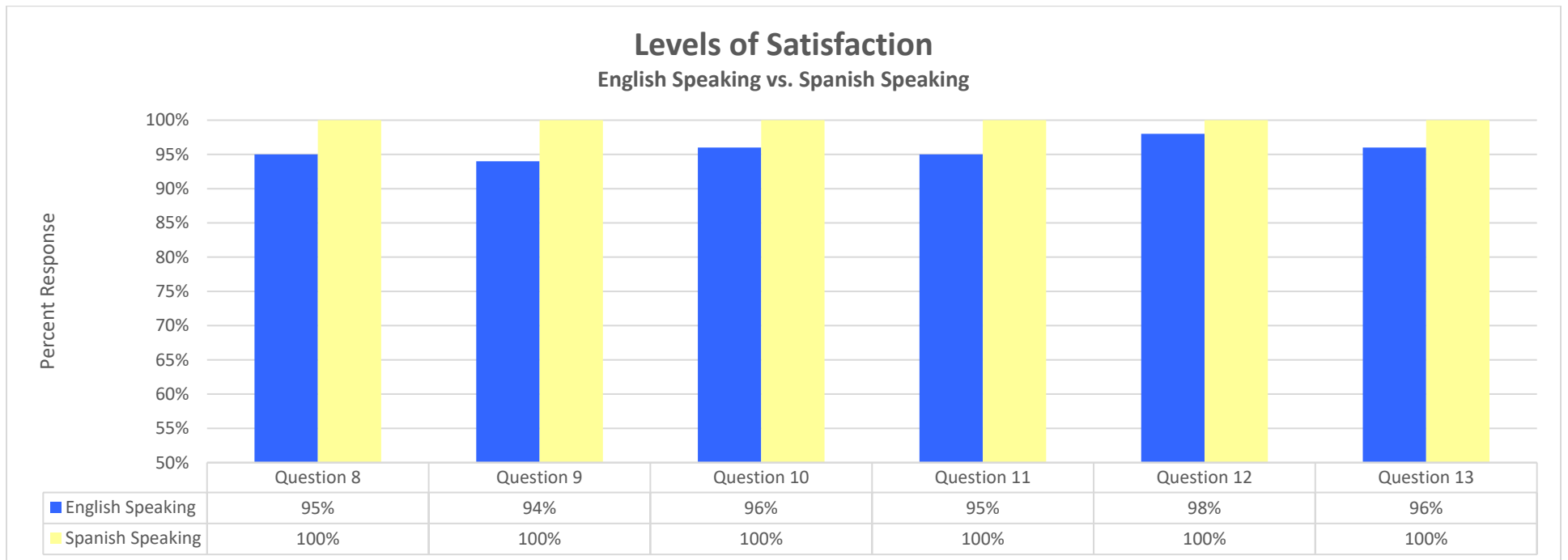
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	11 69%	2 100%	4 25%	0	1 6%	0	0	0	0	0
2. The reception staff	11 69%	2 100%	4 25%	0	1 6%	0	0	0	0	0
3. Receiving a timely appointment	12 75%	2 100%	4 25%	0	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	11 69%	2 100%	5 31%	0	0	0	0	0	0	0
5. The follow-up and coordination of my care	11 69%	2 100%	5 31%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	14 88%	2 100%	2 13%	0	0	0	0	0	0	0
7. The time spent waiting	10 63%	2 100%	4 25%	0	2 13%	0	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	12 75%	2 100%	4 25%	0	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	11 69%	2 100%	5 31%	0	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	13 81%	2 100%	3 19%	0	0	0	0	0	0	0
11. Your medical assistant	12 75%	2 100%	4 25%	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	14 88%	2 100%	2 13%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	13 81%	2 100%	3 19%	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: 5

N/A: 0

YES: 2

Comments:

1. "Yes, she always responds quickly."
2. "Yes, she was very helpful and found a solution to my problem."

Spanish

NO: 0

N/A: 0

YES: 0

Comments:

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

English

1. "Web portal." (Williams)
2. "The receptionist. They're very helpful they make it easier to book appointments."
3. "It is close to my home. I receive great recommendation if needed." (Williams)
4. "Understanding and polite."
5. "Close to my house great doctor & nurses."
6. "I really like Stephanie & Ale (they are awesome)." (Williams)

Spanish

Question 16: How can we improve Greater Family Health?

English

1. "No comments at this time." (Williams)
2. "Direct line to clinic to make appointments."
3. "Fine that way it is."
4. "Less wait time." (Williams)
5. "Keep on with positive attitudes. It helps to make patients comfortable." (Williams)
6. "N/A."

Spanish

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

English

- YES: 8
- NO: 0

Spanish

- YES: 1
- NO: 0

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

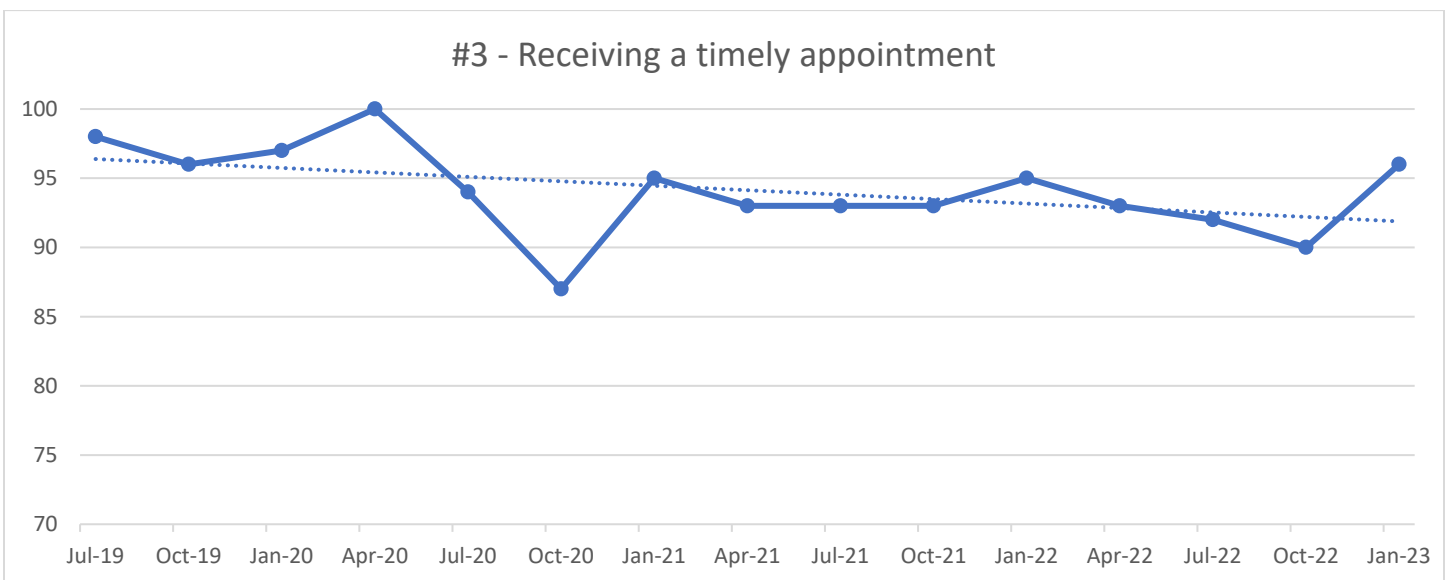
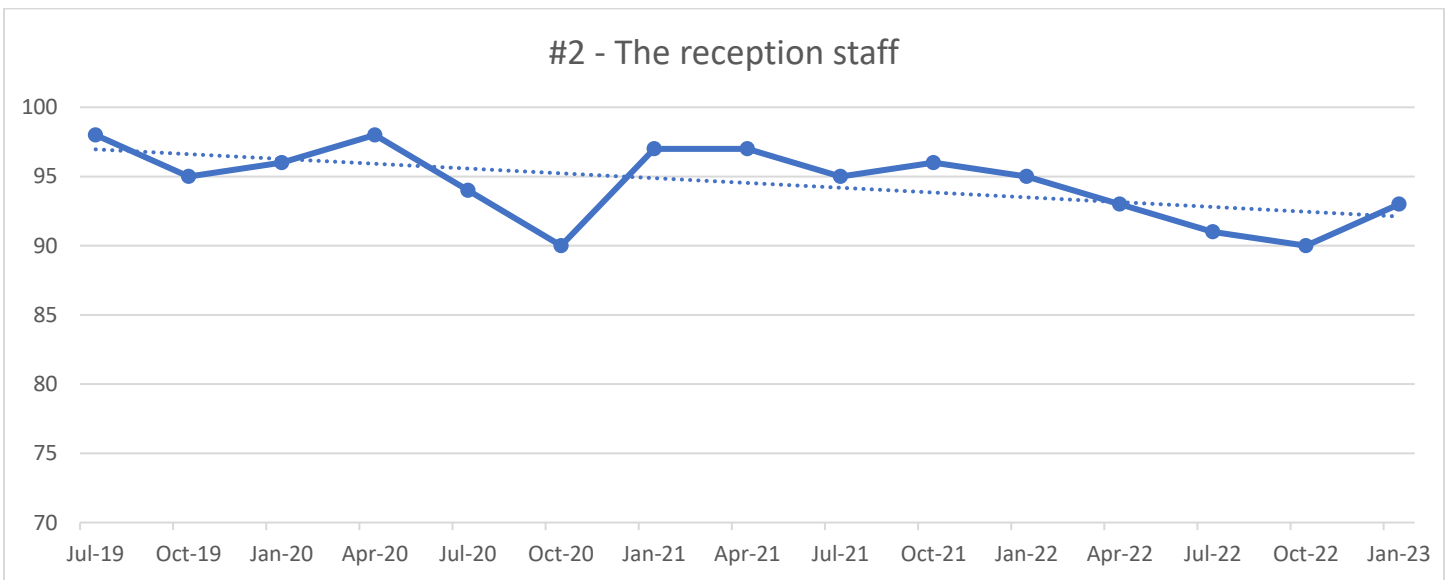
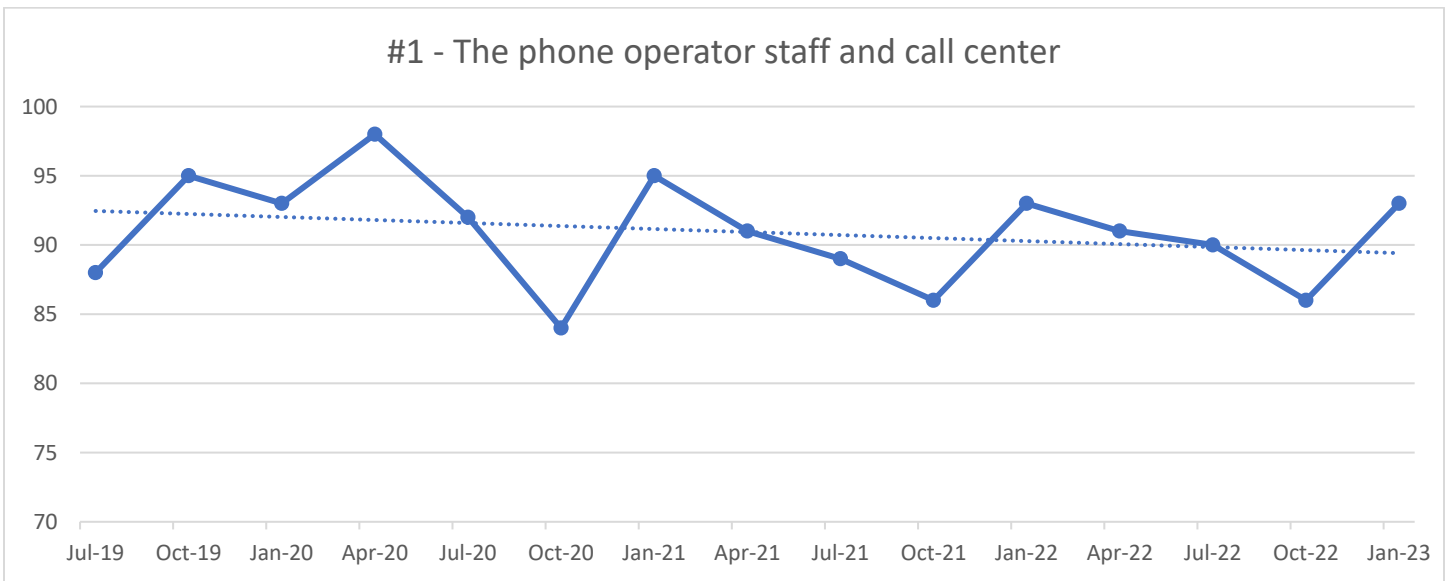
English

- Williams: 10

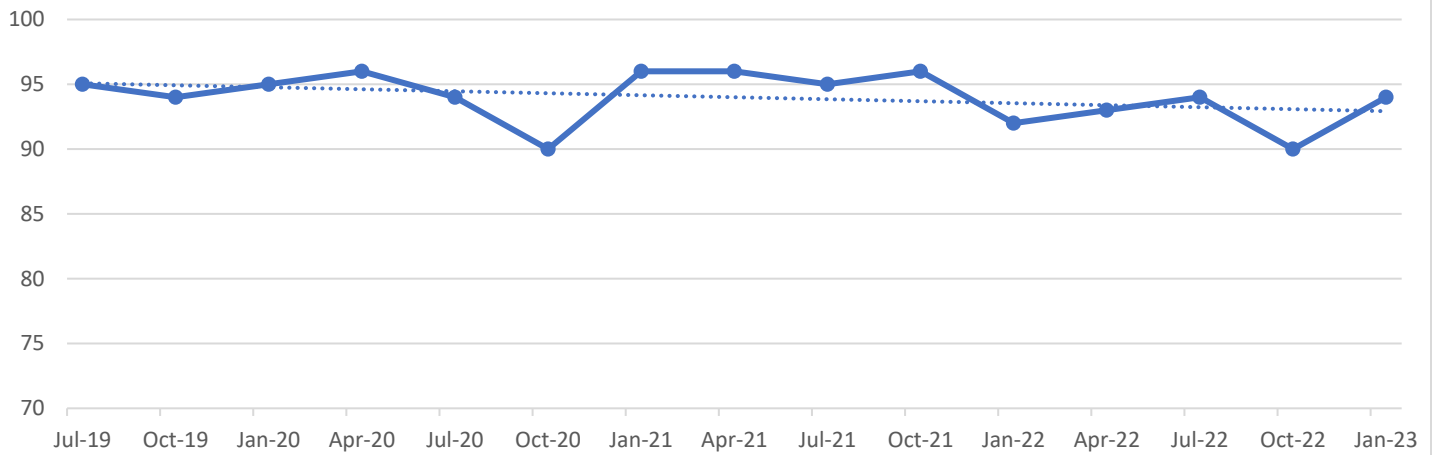
Spanish

- Williams: 1

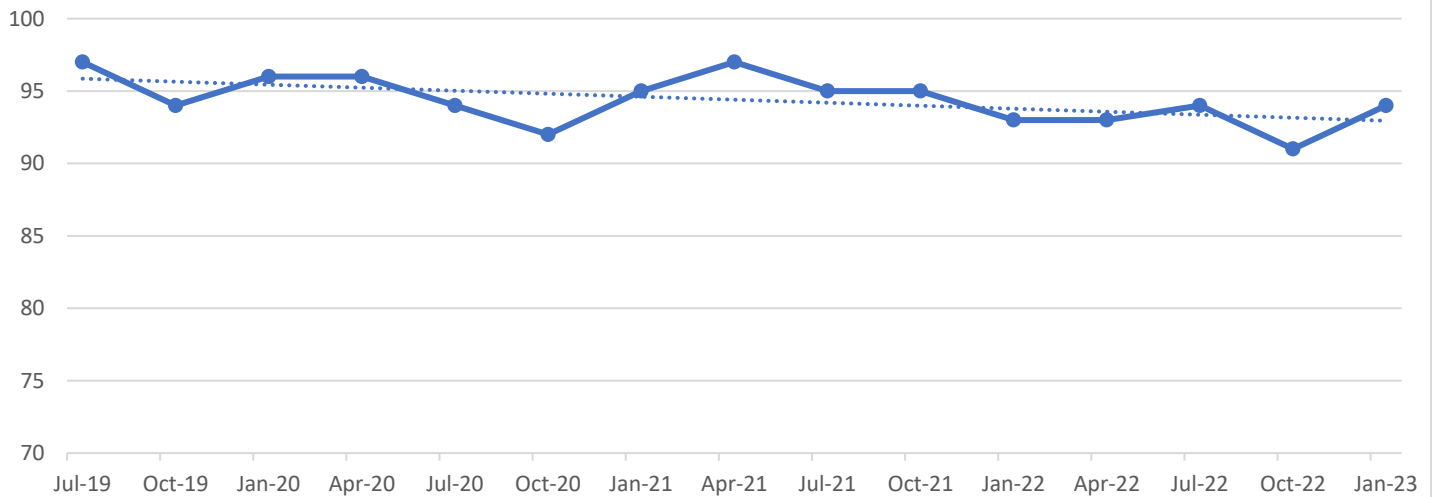
Individual Question Results with Trendlines



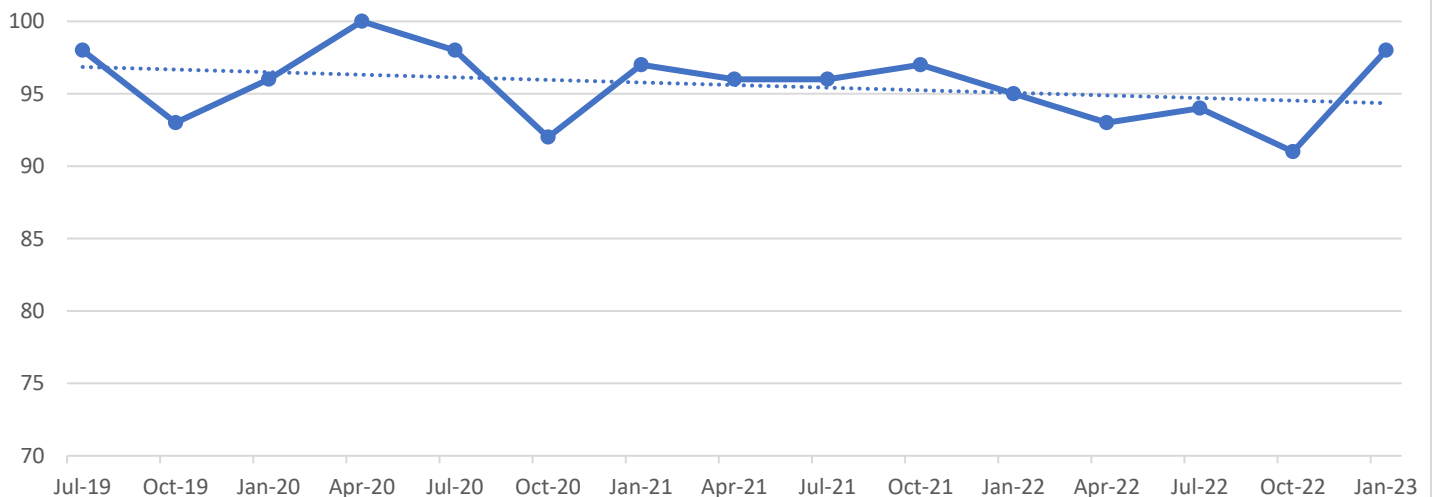
#4 - Education and explanation of plan provided in a way that I can understand



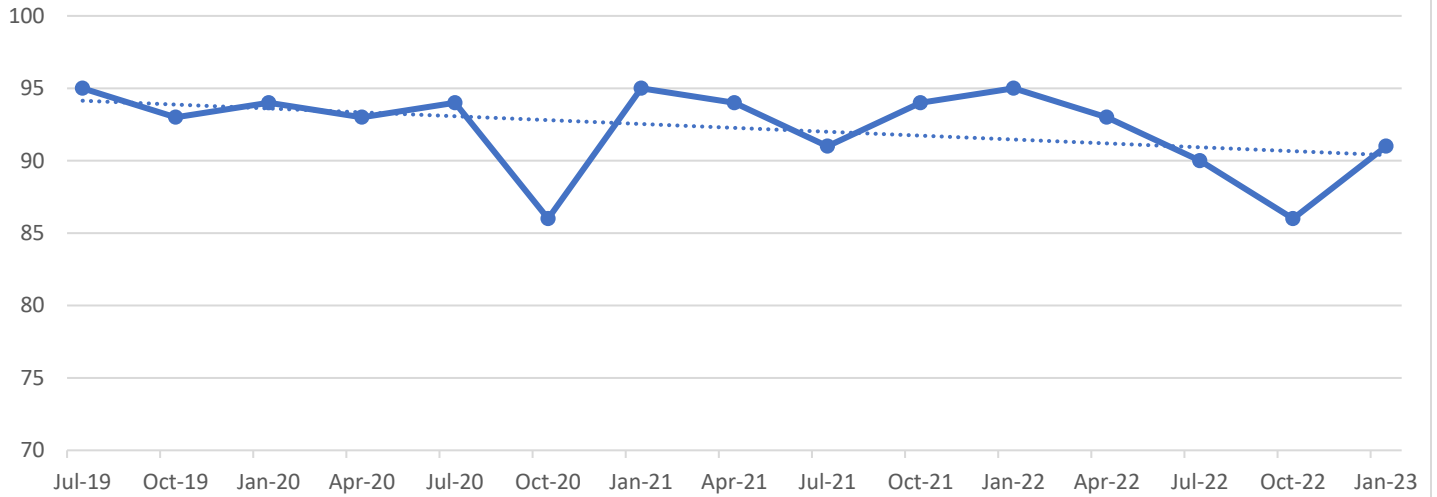
#5 - The follow-up and coordination of my care



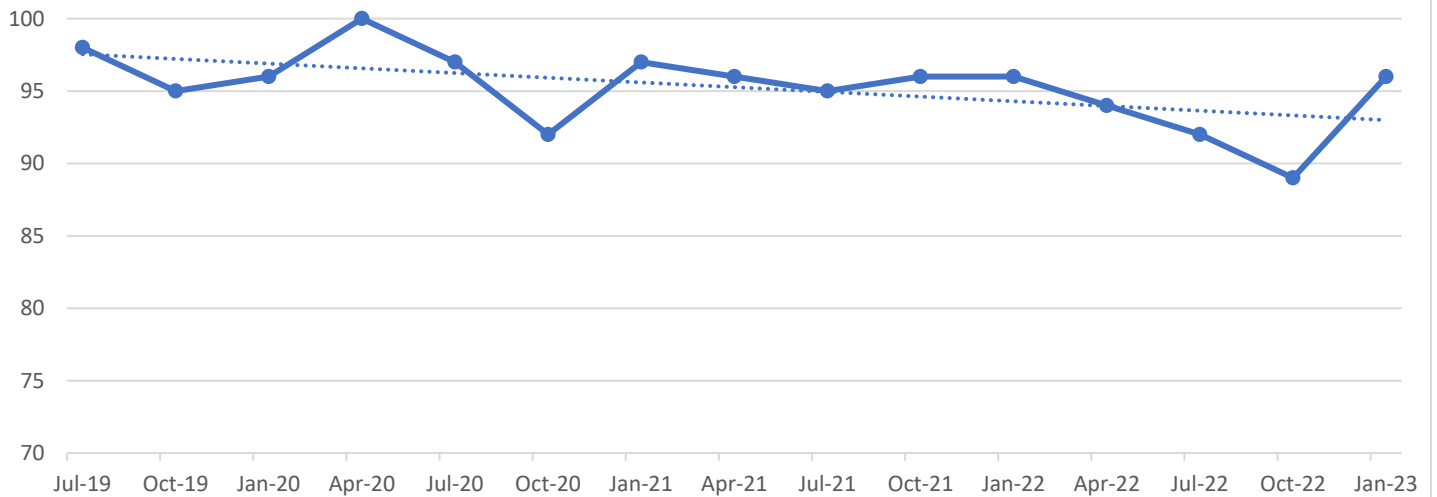
#6 - The staff addressing my medical needs today



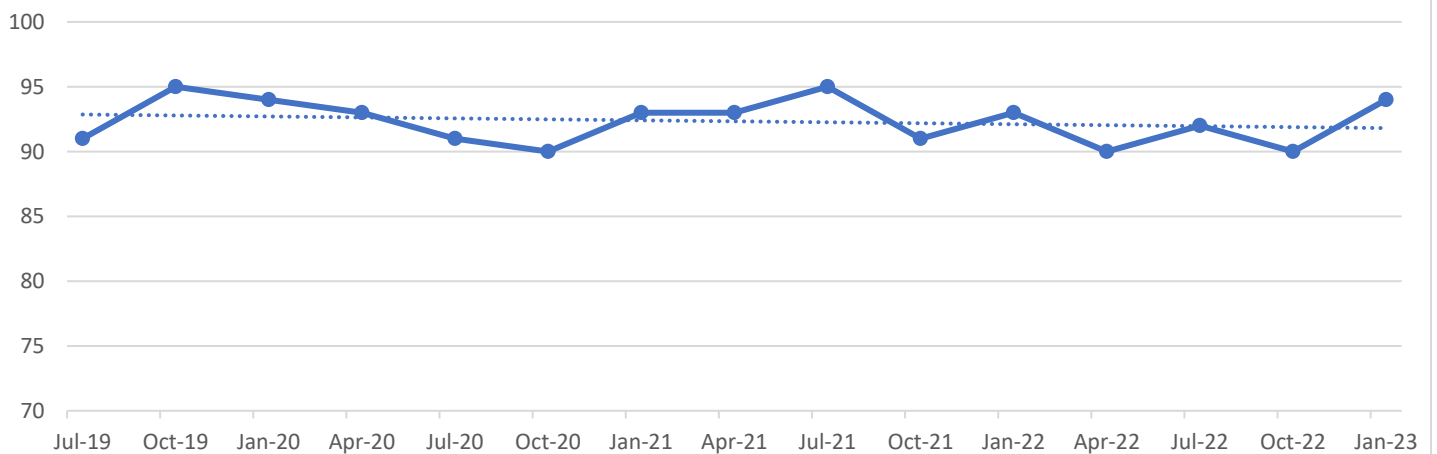
#7 - The time spent waiting



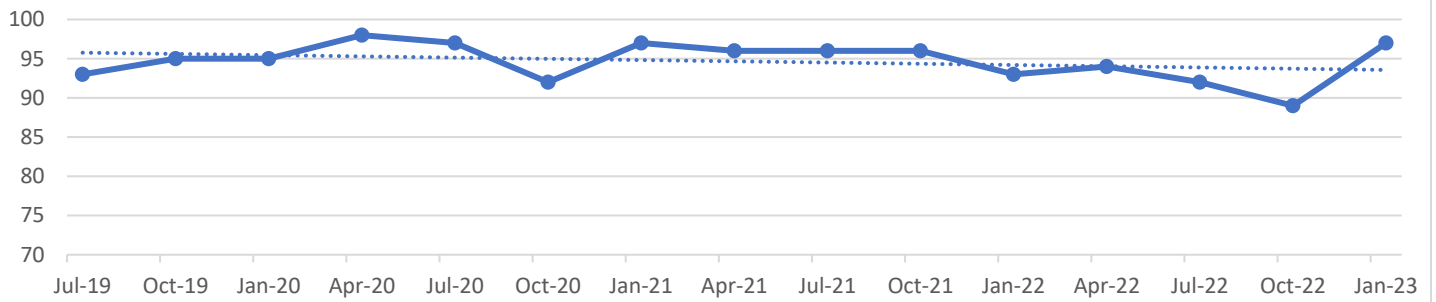
#8 - The respectfulness of staff



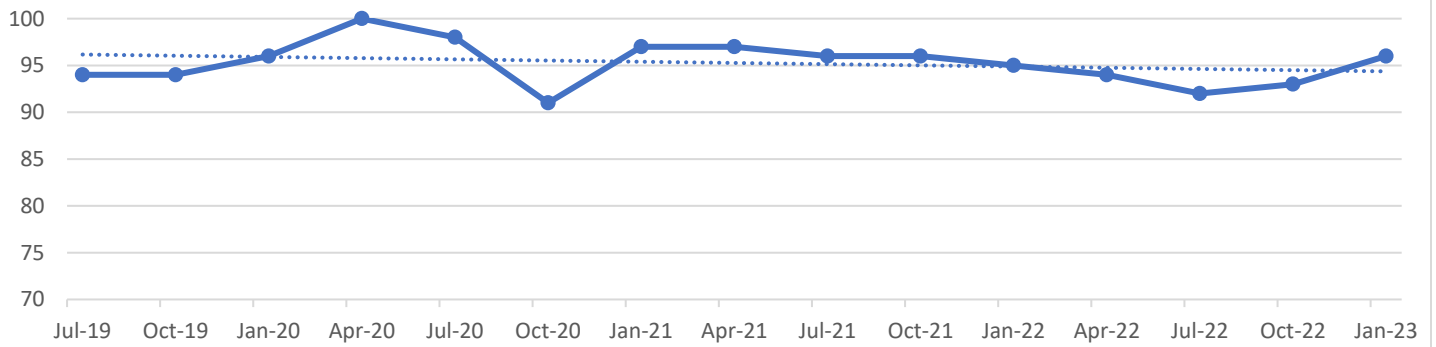
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



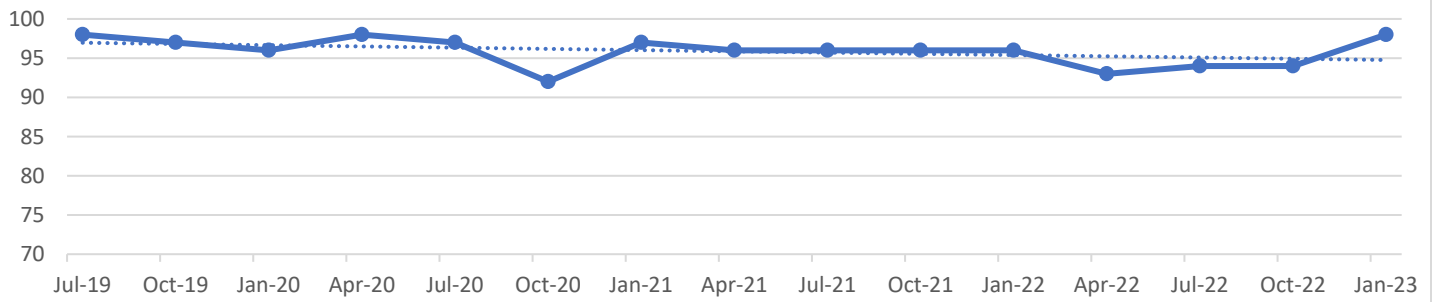
#10 - The handling of my personal medical information in a private and confidential manner



#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?

