

## Patient Satisfaction Survey 300 McHenry Rd, Wheeling 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 86% to 91%. The mean for all questions was 90% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

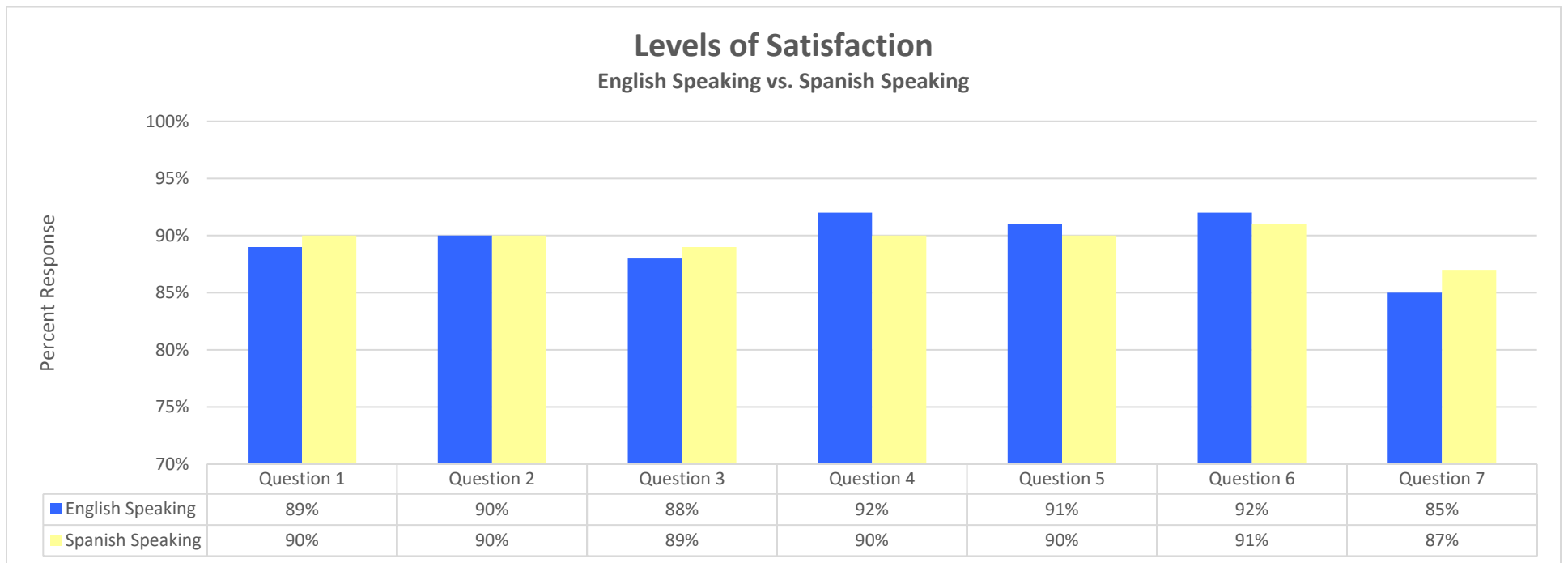
<b>300 McHenry Rd, Wheeling – Survey Questions</b>	<b>Level of Satisfaction January 2023</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>
1. The phone operator staff and call center	90%	91%	92%	90%
2. The reception staff	90%	91%	92%	91%
3. Receiving a timely appointment	89%	90%	91%	90%
4. Education and explanation of plan provided in a way that I can understand	90%	91%	93%	91%
5. The follow up and coordination of my care	90%	92%	93%	91%
6. The staff addressing my medical needs today	91%	92%	94%	92%
7. The time spent waiting	86%	86%	90%	88%
8. The respectfulness of staff	90%	92%	94%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	88%	90%	91%	90%
10. The handling of my personal medical information in a private and confidential	91%	92%	93%	92%
11. Your medical assistant	90%	93%	94%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	91%	93%	93%	93%
13. Overall, how satisfied are you with the Health Center?	90%	92%	94%	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%

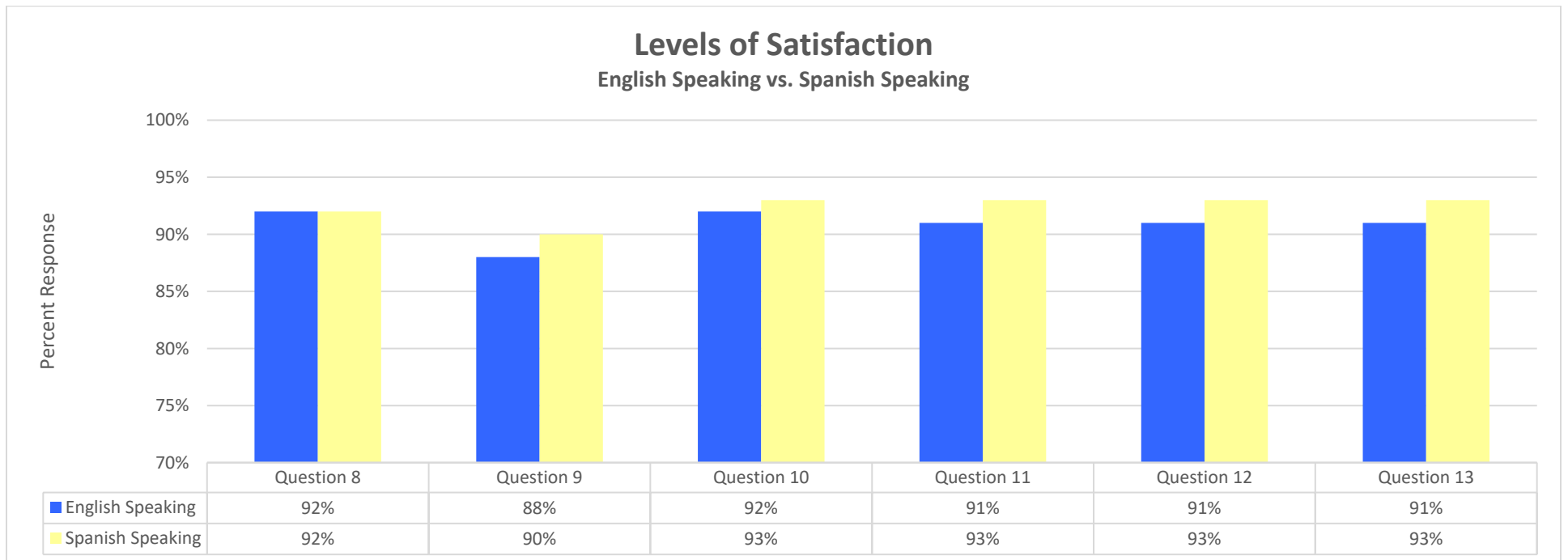
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	73 62%	161 67%	30 25%	59 25%	13 11%	11 5%	1 1%	3 1%	1 1%	7 3%
2. The reception staff	77 64%	160 67%	29 24%	59 25%	13 11%	12 5%	0	2 1%	1 1%	7 3%
3. Receiving a timely appointment	68 57%	149 63%	34 29%	65 27%	13 11%	14 6%	2 2%	2 1%	2 2%	7 3%
4. Education and explanation of plan provided in a way that I can understand	83 70%	154 65%	26 22%	63 27%	9 8%	10 4%	0	3 1%	1 1%	8 3%
5. The follow-up and coordination of my care	80 67%	157 66%	29 24%	61 26%	10 8%	10 4%	0	1 1%	1 1%	9 4%
6. The staff addressing my medical needs today	82 69%	166 69%	27 23%	56 23%	8 7%	10 4%	1 1%	2 1%	1 1%	8 3%
7. The time spent waiting	61 51%	124 52%	37 31%	87 36%	14 12%	21 9%	5 4%	0	3 3%	7 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	81 69%	155 65%	28 24%	59 25%	7 6%	13 6%	1 1%	2 1%	1 1%	8 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	65 58%	136 58%	31 27%	71 30%	15 13%	19 8%	1 1%	2 1%	1 1%	6 3%
10. The handling of personal medical info in a private and confidential manner	84 71%	159 67%	24 20%	58 25%	10 8%	11 5%	0	2 1%	1 1%	7 3%
11. Your medical assistant	82 68%	153 65%	26 22%	62 26%	10 8%	10 4%	1 1%	0	1 1%	10 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	81 69%	158 67%	26 22%	57 24%	9 8%	11 5%	1 1%	0	1 1%	9 4%
13. Overall, how satisfied are you with the Health Center?	82 69%	158 68%	22 19%	55 24%	13 11%	9 4%	1 1%	1 1%	1 1%	10 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: 27

N/A: 16

YES: 3

#### **Comments:**

1. "My experience is great."
2. "It was just ok." (Shirazi)
3. "Didn't hear back but Dr. Patel resolved issue for now." (Patel)

#### **Spanish**

NO: 76

N/A: 7

YES: 0

#### **Comments:**

1. "Great." "Bueno." (3)
2. "Good." "Bien."
3. "Very great." "Muy bien." (3)
4. "Very good experience." "Muy buena experiencia."
5. "Good excellent." "Buena exelente."
6. "Yes, last week and I never received a response." "Si la semana pasada y nunca tube respuesta."
7. "Yes, they left a message in reference to my appointment." "Si han dejado mensaje referente a mi cita."
8. "To everyone, thank you very much for being so kind." "Para todos muchas gracias porcer tan amables." (Ninkovska)
9. "They have left messages for all of my appointments." "Si han dejado mensajes para todas mis citas." (Ninkovska)
10. "Yes, I left a message for my sons provider and they never returned my call." "Si deje al proveedor de mi hijo y nunca me regresaron la llamada." (Lyman)
11. "Very good attention and very kind, thank you." "Muy buena atencion y muy amables gracias."
12. "Yes, it went well." "Si fue muy buena." (Shirazi)
13. "Sort of." "Mas oh menos."

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

#### **English**

1. "N/A." (12)
2. "Location and cost."
3. "Providers." (Ninkovska)
4. "The staff." (2)
5. "The doctors." (2)
6. "Convenient appointment." (B. Patel)
7. "Medicine." (C. Patel)
8. "Phone call."
9. "Everything." (B. Patel)
10. "The receptionist." (Shirazi)
11. "The communication." (Vega)

#### **Spanish**

1. "N/A." (5)
2. "No." (2)
3. "Availability." "Disponibilidad." (Ninkovska)
4. "Great attention." "Buena atencion." (2)
5. "The time." "El tiempo."
6. "The attention." "La atencion." (4)
7. "Their attention." "Su atencion." (2)
8. "With everything." "En todo." (2)
9. "Kind." "Amables." (Lyman)
10. "Their assistance." "Su atencion."

12. "Doctor Patel."
13. "Services."
14. "The helpful staff when I call with questions." (B. Patel)
15. "The doctors & nurses, any staff member." (Shirazi)
16. "Making appointments ahead of time at the building." (Shirazi)
17. "Expert professional guidance on medication."
18. "Good price and enough appointments always." (Lyman)
19. "Every staff hospitality x care including the doctor." (C. Patel)
20. "Everyone is very helpful and sweet." (Ninkovska)
21. "Explanations are great and are willing to actually help you." (C. Patel)
22. "Very convenient for me. I live close by." (Ceisel)
23. "Everything is explained to me." (Shirazi)
24. "The receptionist they always helping me." (Shirazi)
25. "The staff are very understanding."
26. "The doctor disposition." (C. Patel)
27. "Great service + staff." (Ninkovska)
28. "The kind and courteous staff."
29. "Everyone is very helpful."
30. "Friendly & knowledgeable staff & Doctor." (Patel)
11. "Everything is good." "Todo bien." (2)
12. "With my health." "Con mi salud." (B Patel)
13. "Close to my home." "Cerca de mi casa." (C. Patel)
14. "Their accessibility." "Su asecibility."
15. "The medical attention." "La atencion medica." (3)
16. "The services." "Los servicios."
17. "Personnel." "Personal." (Ninkovska)
18. "That they care for us well." "Que atienden muy bien." (3)
19. "The good attention." "La buena atencion." (2)
20. "How fast and quick." (English response on a Spanish survey)
21. "Service, price." "Servicio, precio." (B Patel)
22. "The cost." "El costo." (White)
23. "Hours." (English response on a Spanish survey)
24. "The economic." "Lo economico." (Lyman)
25. "Taking care of my health." "Cuidar mi salud." (C. Patel)
26. "The nurses and the doctors." "Las enfermeras y doctores."
27. "The services and the quickness to receive an appointment." "El servicio y la rapides de tener una consulta." (B Patel)
28. "They care for my necessities correctly and at an accessible cost." "Atienden mis necesidades correctamente y a un costo accebile."
29. "Caring for me when I need it." "Atenderme cuando lo nesecito."
30. "Taking care of my child's health." "Cuidar la salud de mi hijo." (Shirazi)
31. "With everything health and wellbeing etc." "En todo salud vienestar etc."
32. "That they speak Spanish." "Que hablan espanol."
33. "I think the system that you have is very great." "Yo creo que el sistema que tienen esta muy bien." (C. Patel)
34. "They charge us inexpensively." "Nos cobra varato."
35. "When they call." "Cuando llaman."
36. "The good assistance." "La buena asistencia."
37. "The attention to my life ailments." "La atencion de bida amis padesimalientos."

38. "They provide timely appointments when available." "Las citas las dan rapidas cuando hay disponibilidad." (B. Patel)
39. "The complete health." "La salud complete." (Ninkovska)
40. "I live close and accessible prices." "Vivo cerca precios accesibles."
41. "The good attention." "La buena atencion."
42. "The consultations are economic." "Que es economica las consultas."
43. "They care for us quickly and flexible hours." "Atienden muy rapido y horarios flexibles." (Shirazi)
44. "The attention to the patient." "Atencion al paciente." (Ninkovska)
45. "It is close to my home, they speak Spanish, the services are inexpensive." "Esta cerca de mi casa, hablan español, no es costoso el servicio."
46. "When I need the appointment they provide it to me." "Es q cuando necesito sita luego me la dan."
47. "The entire language." "Todo el idioma." (B Patel)
48. "The service they provide." "El servicio que dan."
49. "Care for my health." "Cuidar mi salud." (Shirazi)
50. "That I can have very low discounts." "Que puedo tener descuentos muy bajos." (C. Patel)
51. "They help me be up to date with my family's health." "M ayuda estar al corriente con la salud de mi familia."
52. "They provide very good information." "Que dan muy buena informacion." (B. Patel)
53. "I recommend teaching basic manners to their employees." "Les recomiendo enseñar modales basicos a los empleados."
54. "Their attention and close to my home." "Su atencion y cerca a mi domicilio," (B. Patel)
55. "When I call, they care for me." "Cuando llamo, me atienden bien." (Ninkovska)
56. "That it is close, that they speak in my language, and that they are attentive with us." "Que esta serca, que me hablan en mi idioma, que son atentos con nosotros."
57. ""That they care for us." "Que nos atienden bien." (Lyman)

58. "Location, time management, and distance." "Locacion y tiempo de manejo y distancia." (Ninkovska)
59. "Being in a better state of health." "Estar en mejor salud."
60. "It is close to my home." "Es cercano a mi casa." (Ninkovska)
61. "The medical attention at a good cost. Very good service for those of us that do not have economic means." "La atencion medica a buen costo muy buen servicio para los que no tenemos solucion economica." (B Patel)
62. "The appointments are timely." "Las citas son en tiempo reasonable." (B. Patel)
63. "The treatment they provide." "El trato que me dieron."
64. "Their personal attention." "Su asistencia personal." (Lyman)
65. "That they truly want to help." "Que realmente te quieren ayudar." (C. Patel)
66. "It is very good." "Es muy bueno."
67. "Personnel is very kind." "Personal muy amable." (B. Patel)
68. "The great follow up for my care." "El buen seguimiento d la casa." (Shirazi)
69. "Very well cared for, thank you." "Bien atendida, gracias."
70. "The medical attention for my son." "La atencion medica para mi hijo."
71. "The daily appointments." "Las citas diarias."
72. "They always help me." "Siempre me ayuda." (B. Patel)
73. "Improving my health." "Mejorar mi salud."
74. "That they explain everything well." "Que explican bien." (B. Patel)
75. "The assistance and our necessities." "La asistencia y nuestras necesidades."
76. "Their kindness and good service." "Su amabilidad y buen servicio." (Shirazi)

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

**English**

1. "N/A." (14)
2. "Waiting time." (2)
3. "Nothing." (3)
4. "Waiting."
5. "None."
6. "Don't know."
7. "Lollipops." (Patel)
8. "Everything is good."
9. "No comments."

**Spanish**

1. "N/A." (8)
2. "Good." "Bien."
3. "No."
4. "Everything is very good." "Todo esta muy bien." (2)
5. "Everything is good." "Todo esta bien." (6)
6. "Everything is great." "Todo bien." (10)
7. "I am satisfied." "Estoy satisfecha."



10. "Allow patient to be seen on time." (Shirazi)
11. "You guys are great."
12. "More bilingual providers."
13. "The timing by that I mean the waiting for long time almost fell asleep." (Ninkovska)
14. "Receptionist needed to be a little more careful with their tone." (B. Patel)
15. "Continuous improvement customer service."
16. "Help for walk-in for existing patients without racially discriminating (I was here yesterday on walk-in while in serious pain but couldn't get any attention from customer service after spending 4 hours." (C. Patel)
17. "Nothing at the moment." (C. Patel)
18. "Everything is always great." (Ninkovska)
19. "The waiting time even with appointment." (C. Patel)
8. "Everything is perfect." "Todo es perfecto." (Ninkovska)
9. "Everything is good perfect." "Todo bien perfecto."
10. "It is very good." "Esta muy bien." (Lyman)
11. "No comment." (English response on a Spanish survey)
12. "No comment." "No comentarios."
13. "No comment." "Sin comentarios." (B. Patel)
14. "For me, everything went well." "Para mi todo fue muy bien." (2)
15. "Everything is normal." "Todo normal."
16. "It is excellent." "Es exelente." (2)
17. "Nothing." "Nada." (Lyman)
18. "Continue the way it is." "Seguir asi."
19. "The service is fine." "El servicio esta bien." (Ninkovska)
20. "In general, it is good." "En lo general esta bien." (B. Patel)
21. "It is fine now." "Ya es bueno."
22. "The service is perfect." "Es perfecto el servicio."
23. "With their personnel." "Con su personal." (Lyman)
24. "Time." "Tiempo."
25. "I am satisfied. No comment." "Estoy satisfecha. Sin comentario." (2)
26. "It is great for me." "Esta muy bien para mi." (Ninkovska)
27. "I am satisfied." "Yo estoy satisfecha." (B. Patel)
28. "With more timely available appointments. When the patient requires it and they need it." "Con mas citas disponibles atiempo. Cuando el paciente lo require y lo necesita."
29. "Not have us wait too long at times." "No hacer espera tanto aveces."
30. "Only by respecting appointment times. My appointment was delayed 1 hour." "Solo respetar un poco los horarios se retrazo mi cita 1 hora."
31. "For me, the personnel everything was great." "Para mi el personal todo bien."
32. "I see everything is fine." "Yo lo veo muy bien." (B. Patel)
33. "The operators could speak slower because they speak too fast and it is hard to understand." "Podrian las operadoras ablar mas despacio porque ablan muy rapido y casi no se entiende."
34. "I am satisfactory satisfied with the services." "Estoy satisfechamente satisfecha con sus servicios." (C. Patel)
35. "Basic manners from the employees." "Modales basicos a los empleados."

- 36. "I think that they have a great organization."  
"Yo pienzo que tienen buena organizacion."
- 37. "I think the service is great." "Creo que esta bien el servicio."
- 38. "It would be ideal to receive medications inside this medical center and pay for the costs at a good price." "Ceria bueno recibir medicamentos dentro de este centro de salud y pagar los costos a buenos precios."  
(B Patel)
- 39. "Continue being kind and professional."  
"Seguir siendo igual de amables y profesionales." (Shirazi)
- 40. "Continue being kind and cordial with your patients." "Sigan siendo amables y cortes con los pacientes."
- 41. "Tending to well and good services to people." "Atendiendo bien y buen servicio a las personas." (Shirazi)

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

**English**

- YES: 65
- NO: 0

**Spanish**

- YES: 139
- NO: 1

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

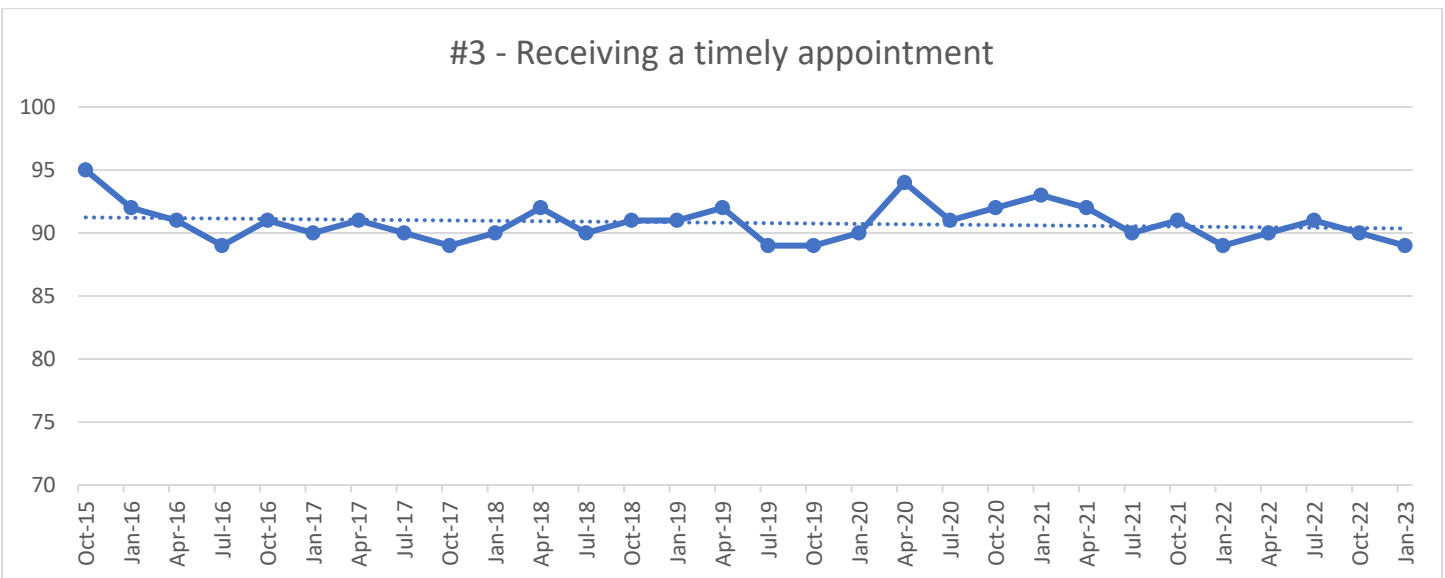
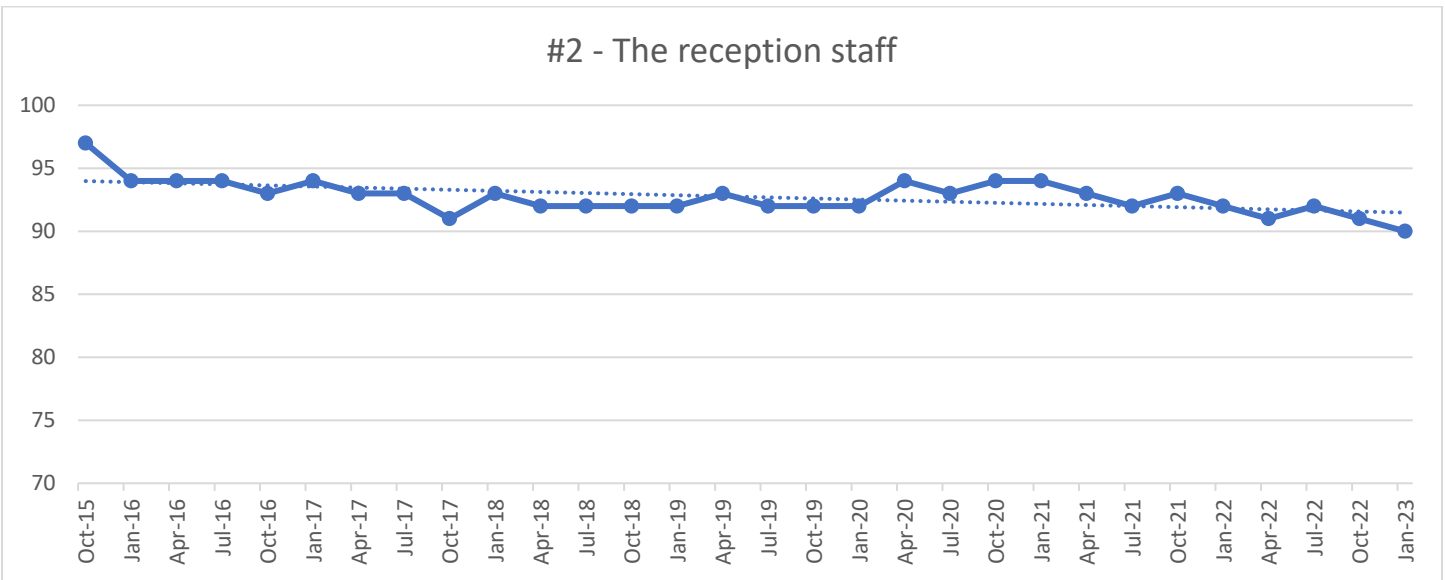
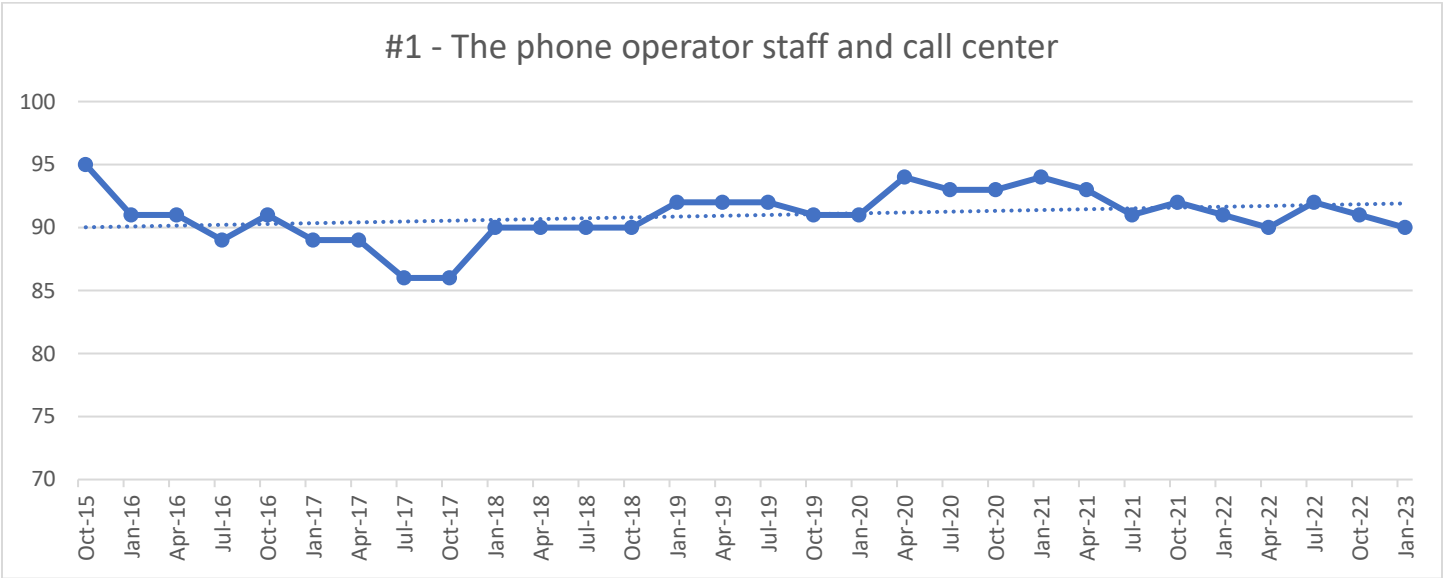
**English**

- Ceisel: 7
- Lyman: 9
- Ninkovska: 15
- Patel, B: 15
- Patel, C: 18
- Shirazi: 24
- Vega: 8

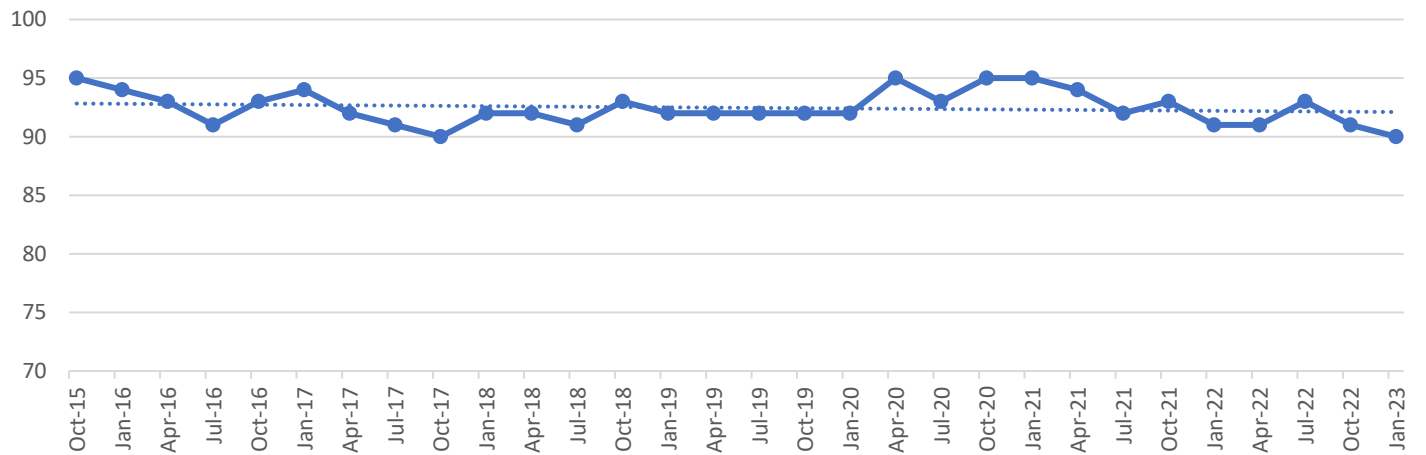
**Spanish**

- Ceisel: 3
- Lyman: 24
- Mendyuk: 1
- Ninkovska: 31
- Patel, B: 36
- Patel, C: 18
- Shirazi: 34
- Thompson: 2
- Vega: 12
- White: 1

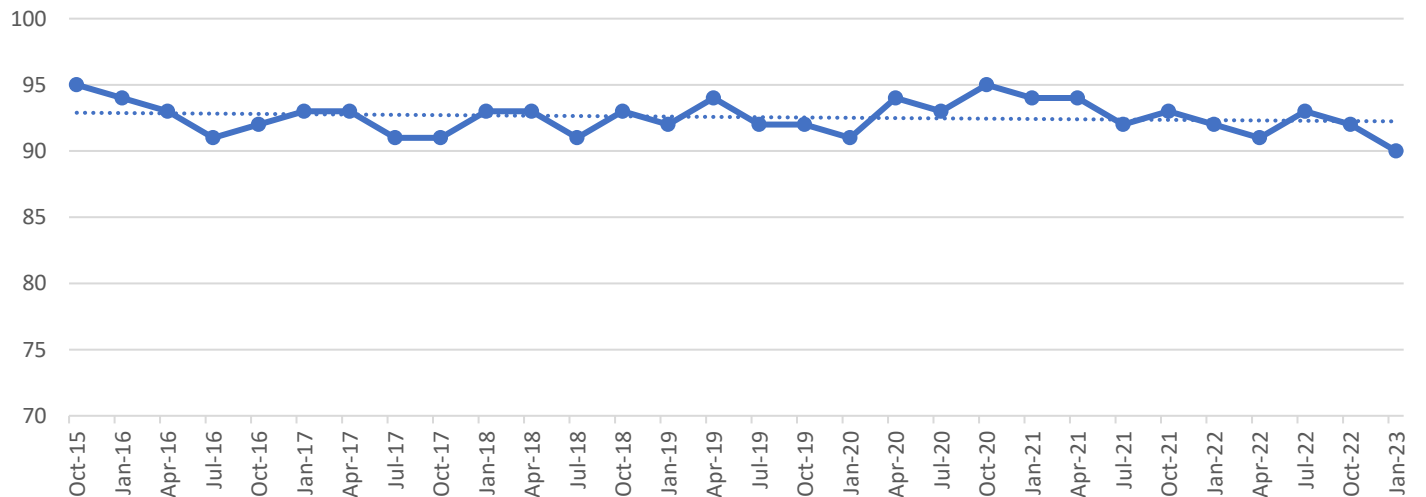
# Individual Question Results with Trendlines



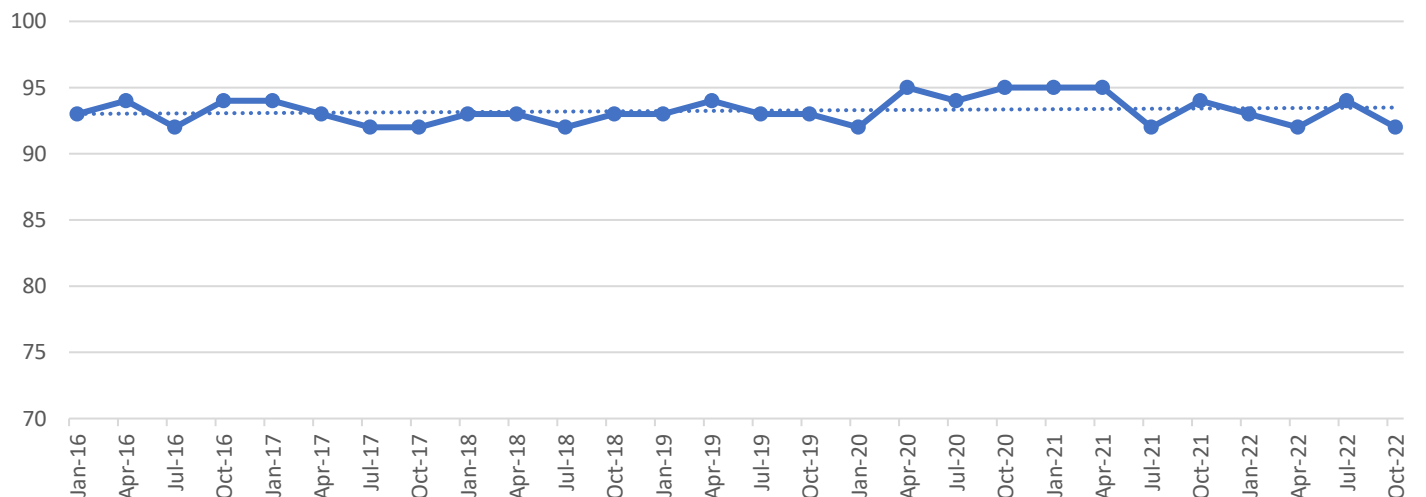
#### #4 - Education and explanation of plan provided in a way that I can understand



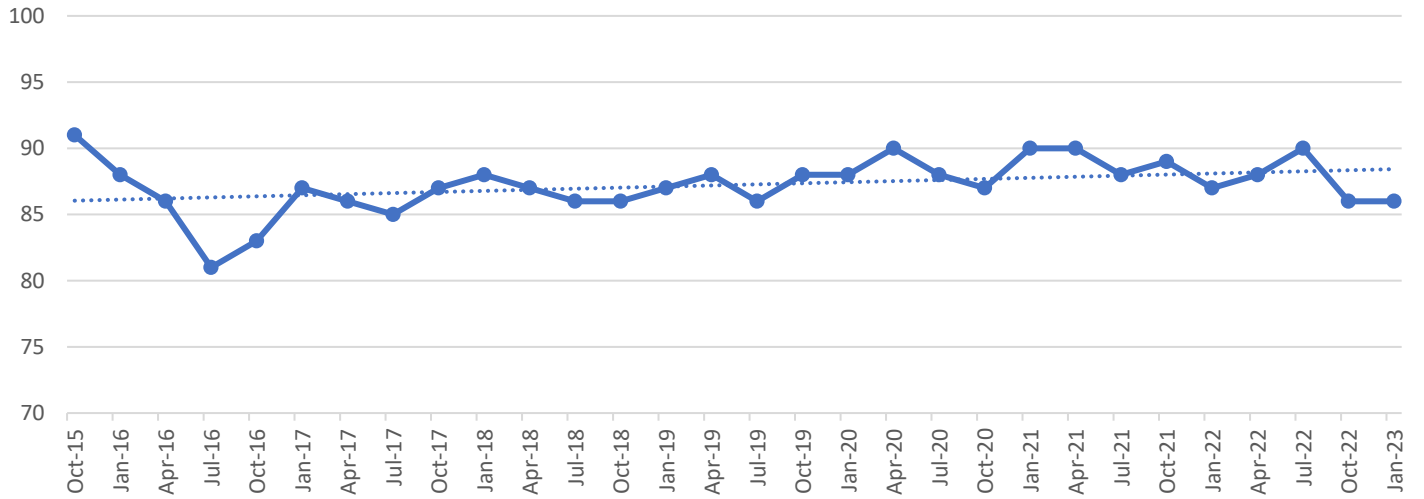
#### #5 - The follow-up and coordination of my care



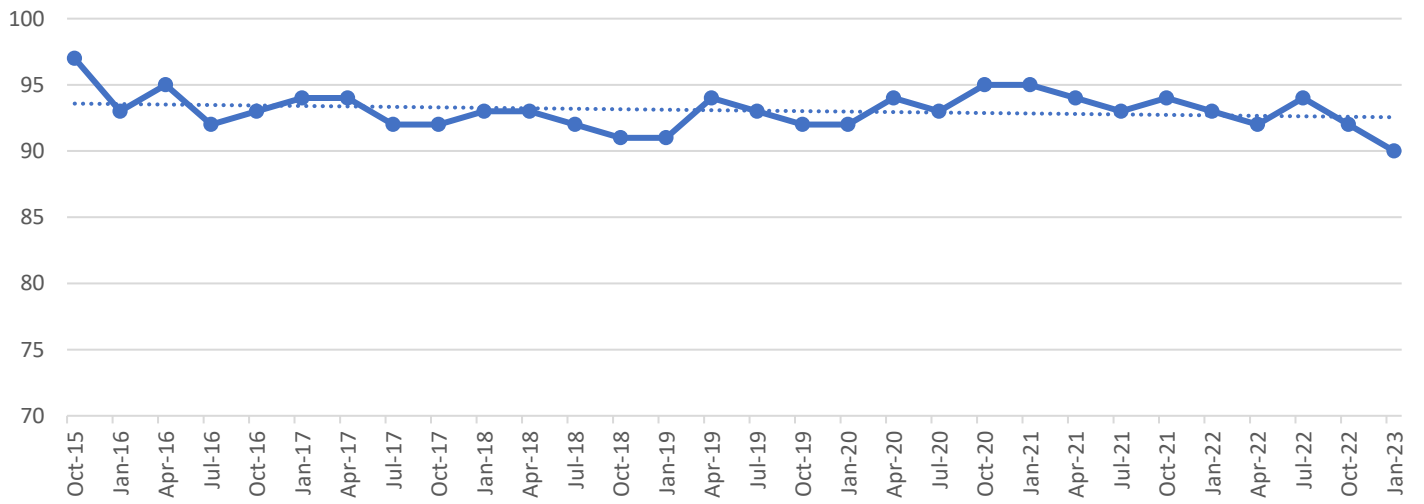
#### #6 - The staff addressing my medical needs today



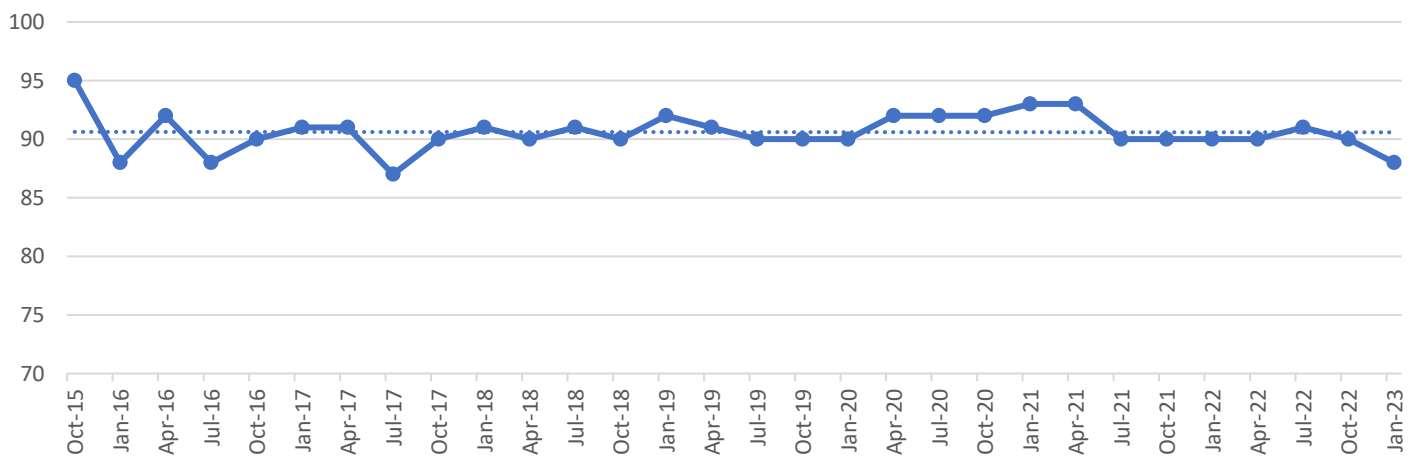
#7 - The time spent waiting



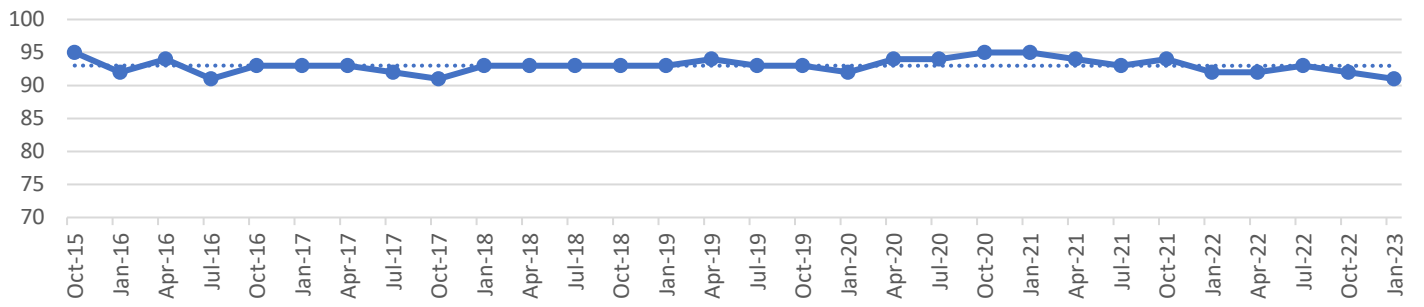
#8 - The respectfulness of staff



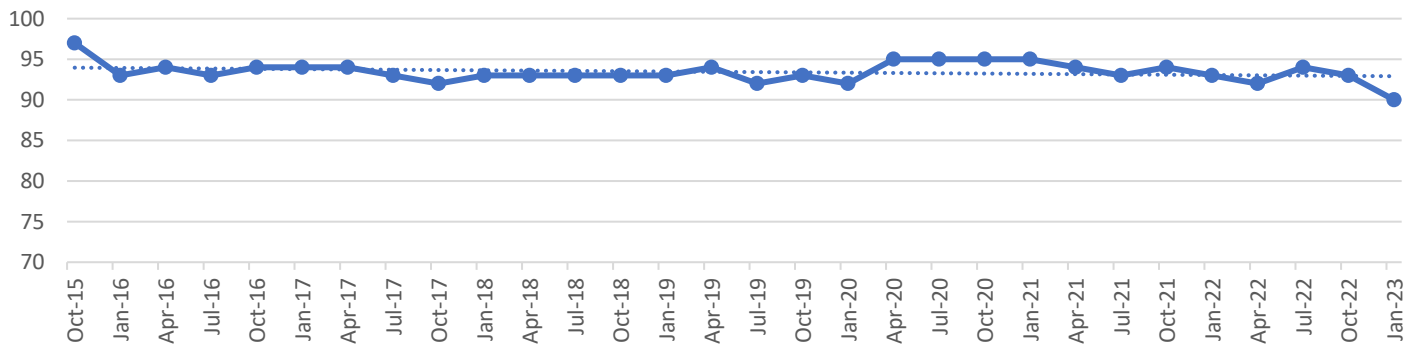
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



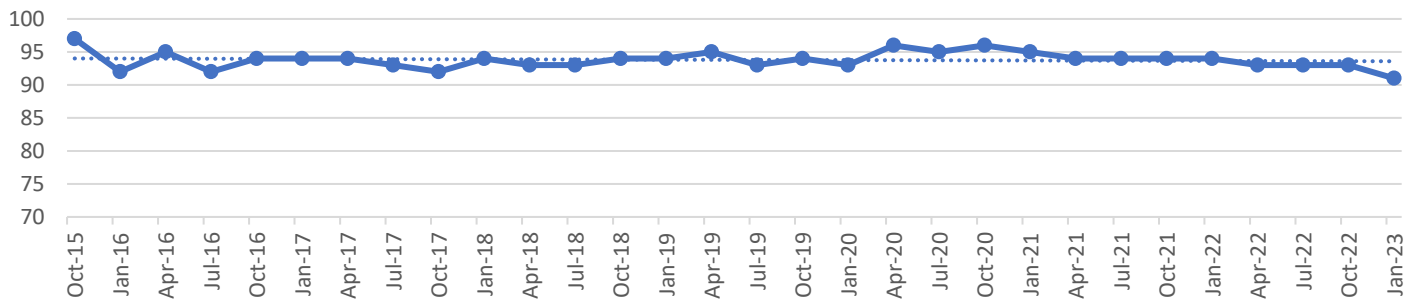
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

