

Patient Satisfaction Survey 345 W. Northwest Highway, Palatine 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 85% to 92%. 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.

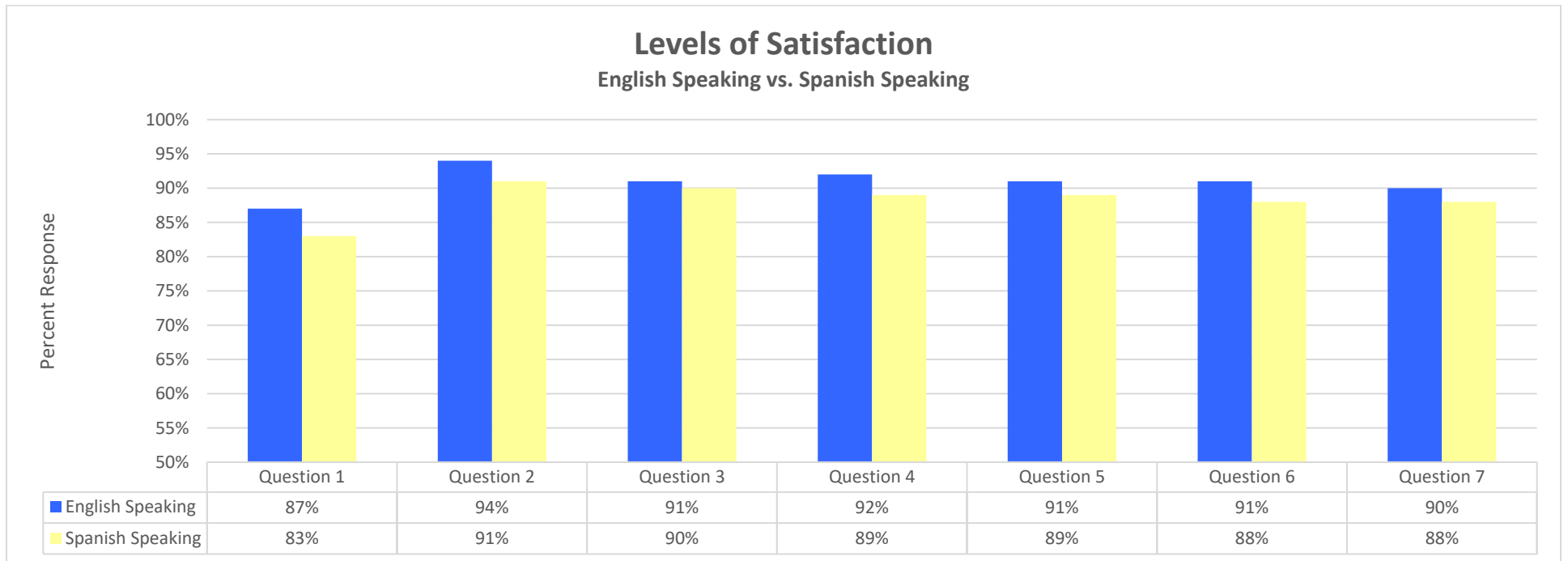
345 W. Northwest Hwy, Palatine – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	85%	89%	97%	94%
2. The reception staff	92%	95%	96%	97%
3. Receiving a timely appointment	91%	93%	96%	98%
4. Education and explanation of plan provided in a way that I can understand	92%	95%	96%	97%
5. The follow up and coordination of my care	90%	94%	97%	97%
6. The staff addressing my medical needs today	90%	96%	97%	98%
7. The time spent waiting	89%	92%	96%	97%
8. The respectfulness of staff	91%	95%	96%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	93%	97%	95%
10. The handling of my personal medical information in a private and confidential	91%	94%	97%	97%
11. Your medical assistant	91%	95%	98%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	91%	96%	98%	97%
13. Overall, how satisfied are you with the Health Center?	91%	96%	98%	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%

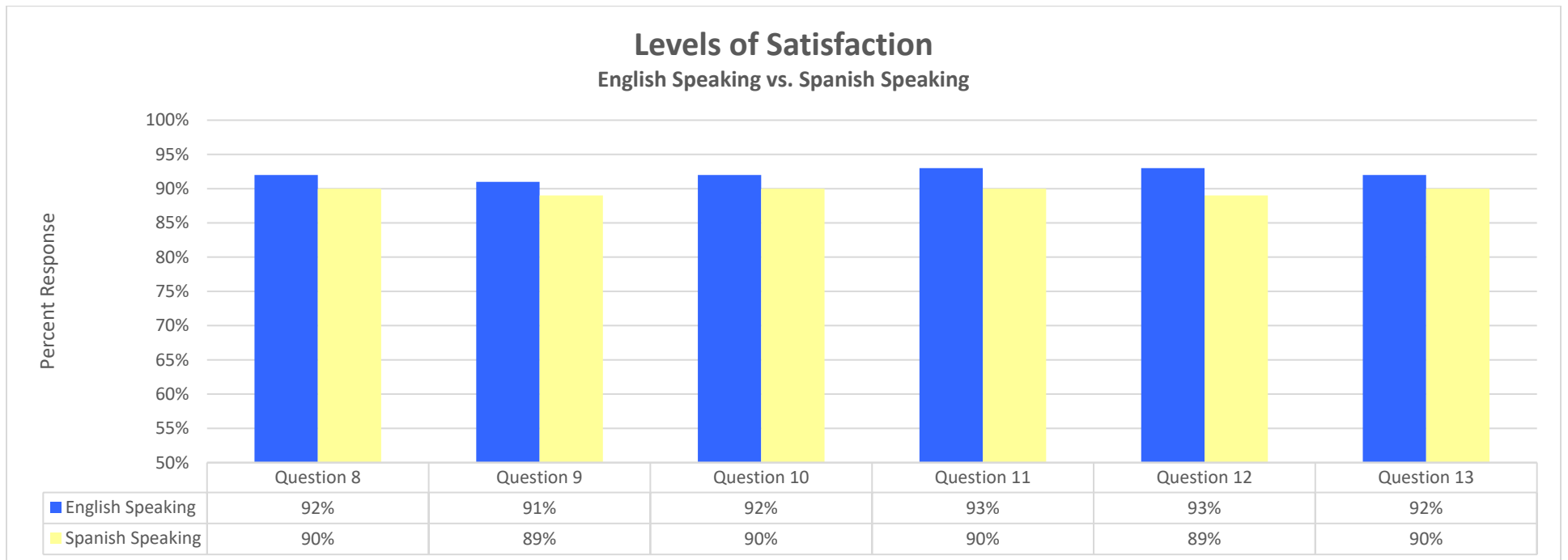
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	53 56%	38 46%	27 28%	30 37%	11 12%	6 7%	3 3%	5 6%	1 1%	3 4%
2. The reception staff	69 73%	51 61%	21 22%	28 34%	5 5%	3 4%	0	1 1%	0	0
3. Receiving a timely appointment	61 64%	47 57%	27 28%	32 39%	7 7%	4 5%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	64 68%	46 55%	23 25%	33 40%	6 6%	2 2%	1 1%	1 1%	0	1 1%
5. The follow-up and coordination of my care	60 63%	45 55%	29 31%	32 39%	6 6%	2 2%	0	2 2%	0	1 1%
6. The staff addressing my medical needs today	60 63%	44 53%	29 31%	33 40%	6 6%	4 5%	0	1 1%	0	1 1%
7. The time spent waiting	58 61%	44 53%	30 32%	30 36%	5 5%	7 8%	0	1 1%	2 2%	1 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	61 64%	49 59%	30 32%	29 35%	4 4%	4 5%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	60 65%	45 54%	26 28%	32 39%	7 8%	5 6%	0	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	62 67%	47 57%	24 26%	29 35%	7 8%	6 7%	0	1 1%	0	0
11. Your medical assistant	65 69%	48 58%	23 25%	30 36%	6 6%	3 4%	0	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	67 71%	48 58%	22 23%	29 35%	6 6%	4 5%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	65 69%	50 61%	24 25%	27 33%	6 6%	3 4%	0	1 1%	0	1 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: 12

N/A: 2

YES: 0

Comments:

1. "Reception staff very friendly keep up the good work."
2. "Only clinic I drive too."
3. "Best experience."

Spanish

NO: 7

N/A: 2

YES: 0

Comments:

1. "My experience was good." "Mi experiencia fue buena."
2. "Good." "Buena."

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

English

1. "Everything." (3)
2. "The staff."
3. "Staff." (2)
4. "No." (3)
5. "Everyone is helpful." (Mendyuk)
6. "Friendly." (Mattes)
7. "N/A."
8. "Timely, respectful, I feel heard." (Patel, N)
9. "Follow ups or expectations with my pregnancy." (Nettleton)
10. "Professionalism of the staff." (Mendyuk)
11. "My doctor is so helpful." (Patel, N)
12. "People."
13. "The location and staff." (Nettleton)
14. "Doctor."
15. "The staff is great." (Mendyuk)

Spanish

1. "It helps me with my depression." "Me ayuda con mi depresión."
2. "The good service." "El buen servicio."
3. "Continue with the same amiability." "Continue con la misma amabilidad." (Vega)
4. "Everything." "Todo."
5. "No." "No." (2)
6. "It helps us be good without health." "Nos ayuda estar bien con nuestra salud."
7. "N/A." "N/A." (2)
8. "Less wait time to see the doctor." "Menos tiempo de espera para ver al doctor." (Mendyuk)
9. "They listen to our necessities." "Escuchas a nuestras necesidades." (Headley)
10. "Everything is excellent." "Todo esta excelente."
11. "It helps me with my babies health." "Me ayuda con el cuidado de mi bebe." (Nettleton)

Question 16: How can we improve Greater Family Health?

English

1. "Send reminder text." (Mattes)
2. "I really do like the staff here but the wait time is getting ridiculous. Please work on that." (Mendyuk)
3. "Good job guys."
4. "Send text." (2)
5. "N/A." (5)
6. "No." (4)
7. "Time waiting." (2)
8. "10/10 honestly." (Patel, N)
9. "Faster service." (Mattes)

Spanish

1. "Be kinder." "Ser más amables." (Nettleton)
2. "N/A." "N/A."
3. "No." "No." (2)
4. "Send text messages." "Mandar mensaje de texto." (Mendyuk)
5. "Good." "Bien."
6. "Text reminder." "Recordamiento de texto." (Mendyuk)
7. "Reminder of appointments with text messages." "Avisos de citas en textos." (Patel)

10. "Nothing."

8. "Send text messages." "Mandar mensaje de texto." (Headley)
9. "I really like this health center except the wait time, my doctor is always behind." "Me gusta mucho este centro de salud menos la espera siempre esta atrasada mi doctora."
(Mendyuk)
10. "Everything is good." "Todo esta bien." (2)
11. "The service is very good." "El servicio es muy bueno."

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

English

- YES: 92
- NO: 0

Spanish

- YES: 82
- NO: 0

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

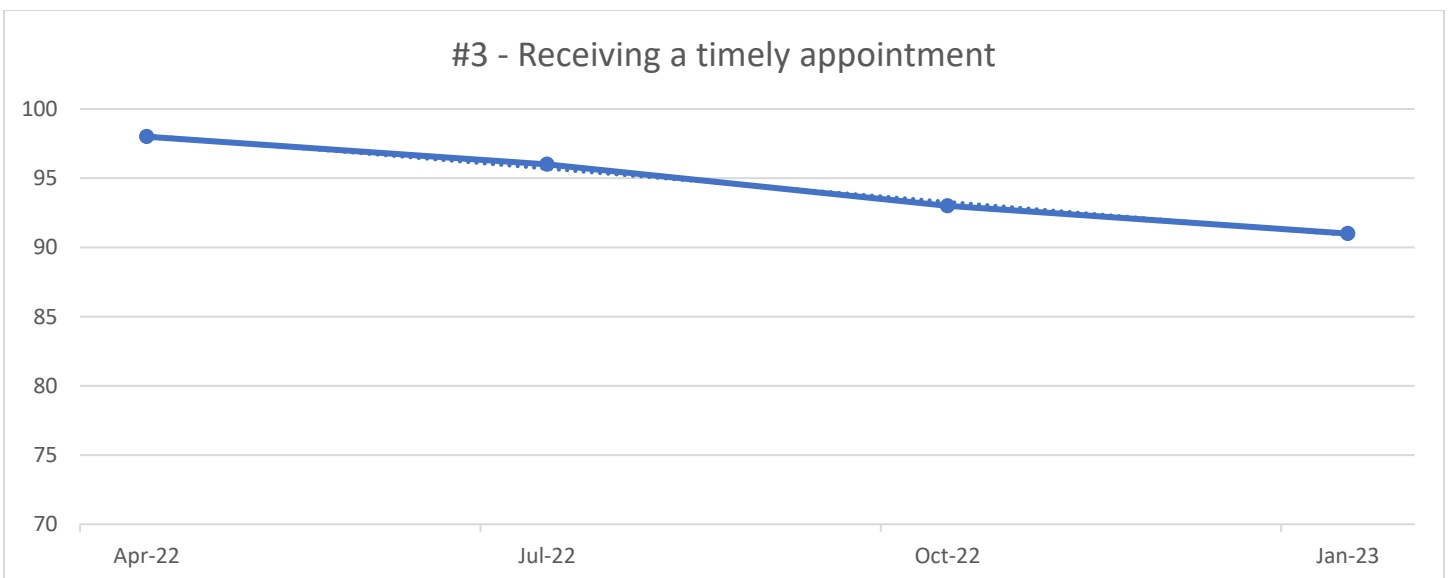
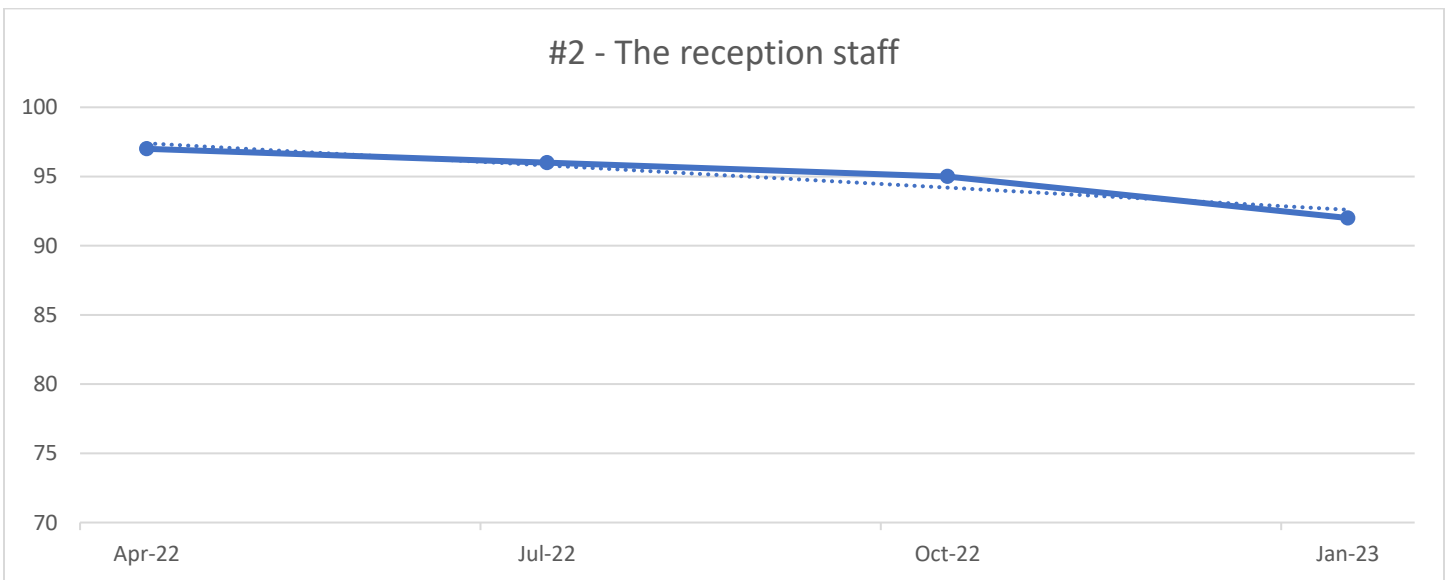
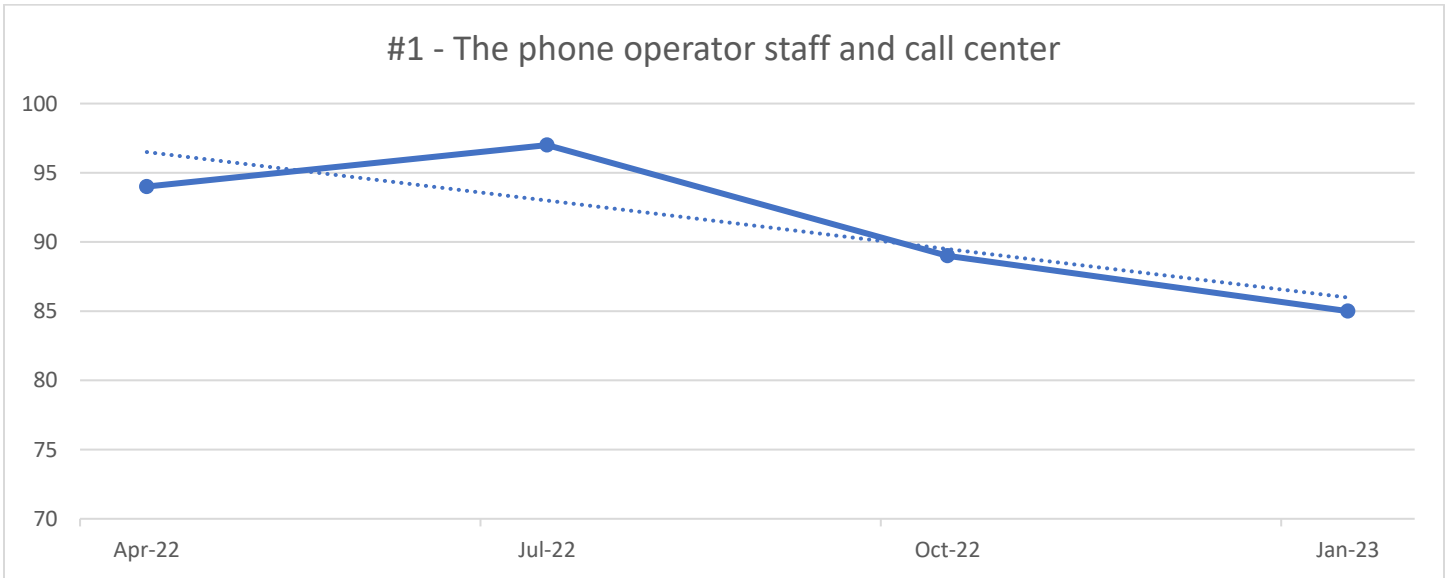
English

- Mattes: 14
- Mendyuk: 29
- Nettleton: 4
- Patel, N: 11
- Vega: 1

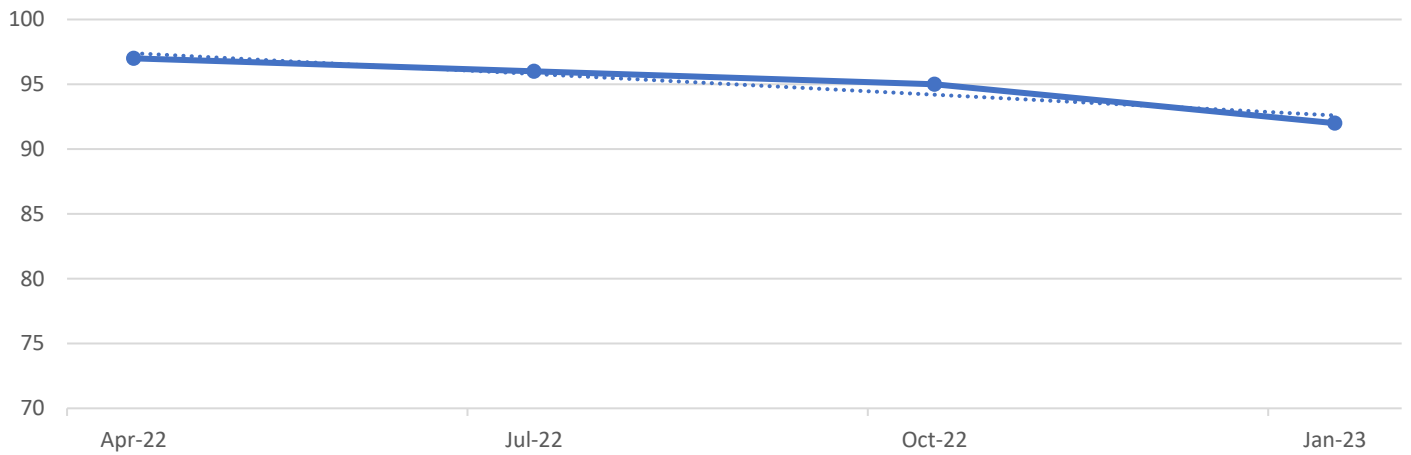
Spanish

- Headley: 3
- Mattes: 16
- Mendyuk: 13
- Nettleton: 4
- Patel, N: 10
- Vega: 1

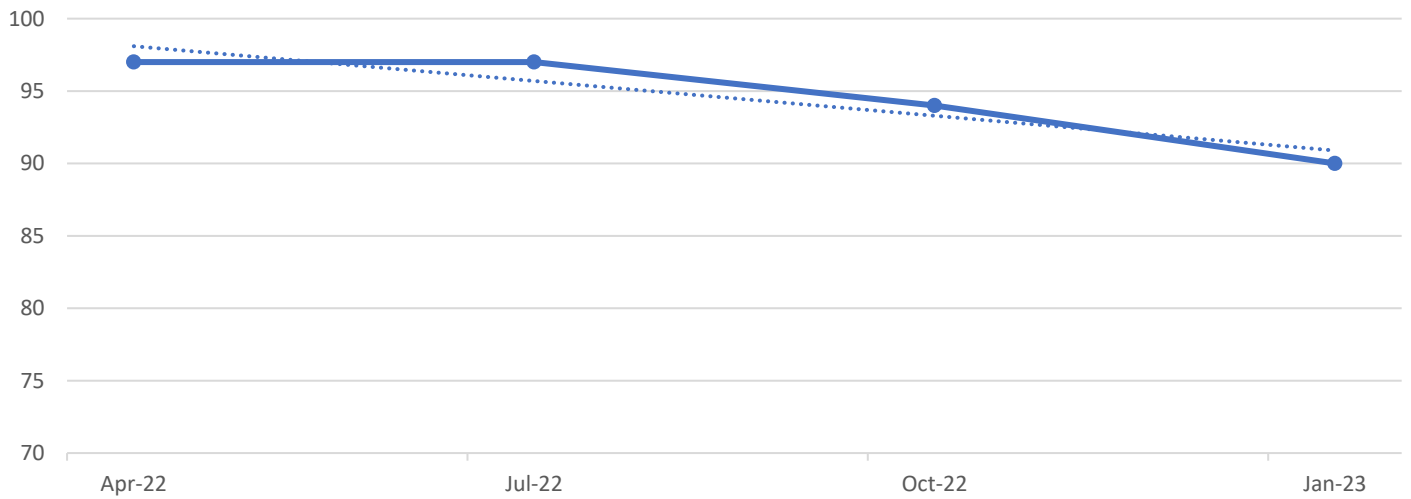
Individual Question Results with Trendlines



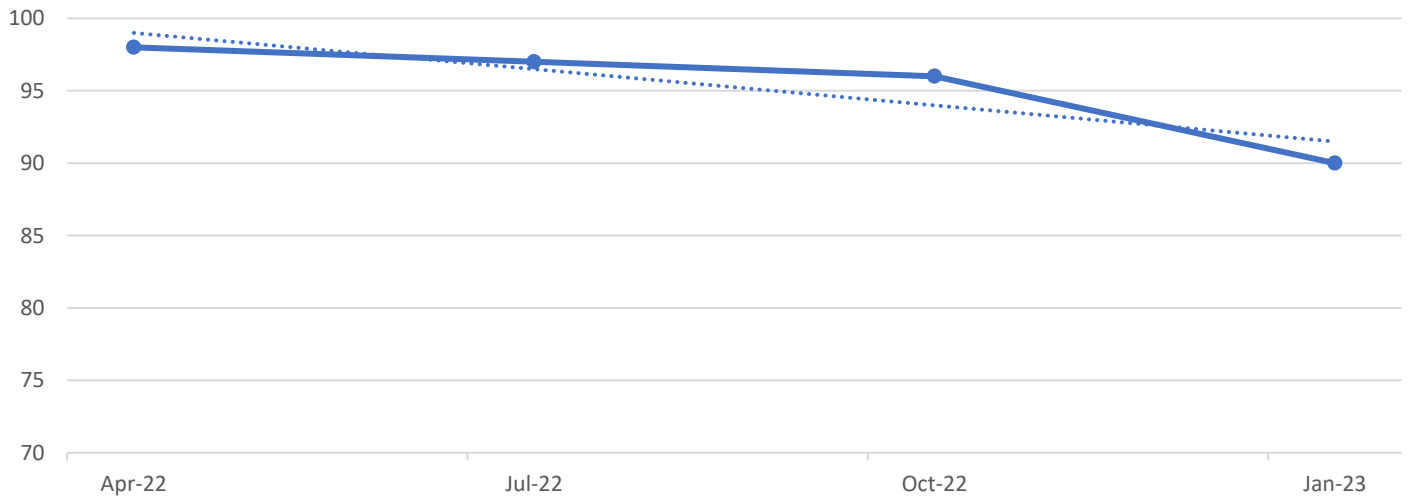
#4 - Education and explanation of plan provided in a way that I can understand



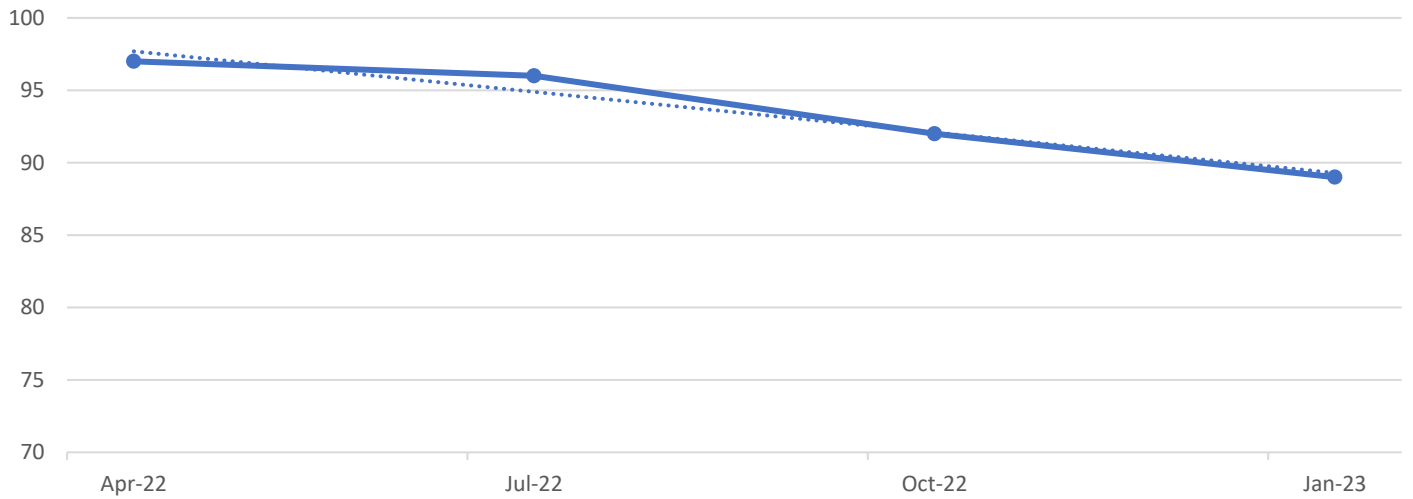
#5 - The follow-up and coordination of my care



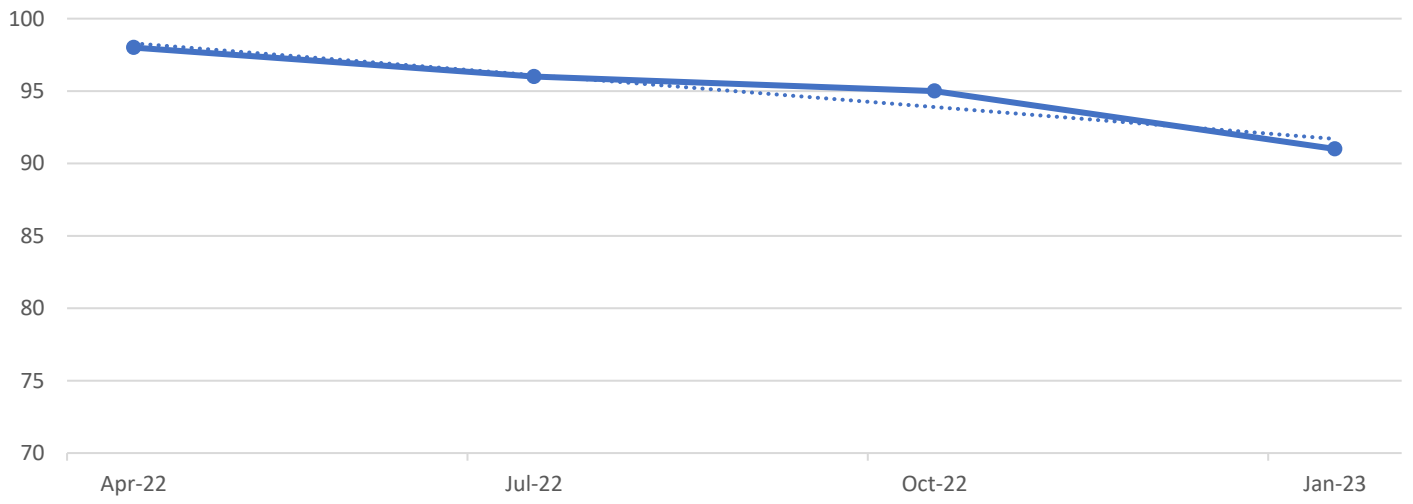
#6 - The staff addressing my medical needs today



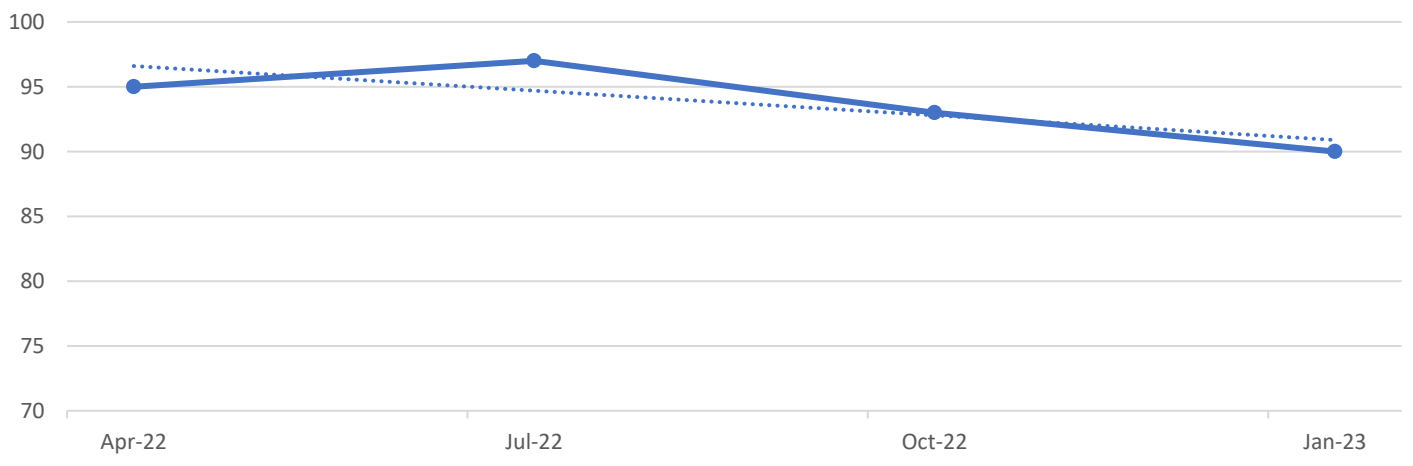
#7 - The time spent waiting



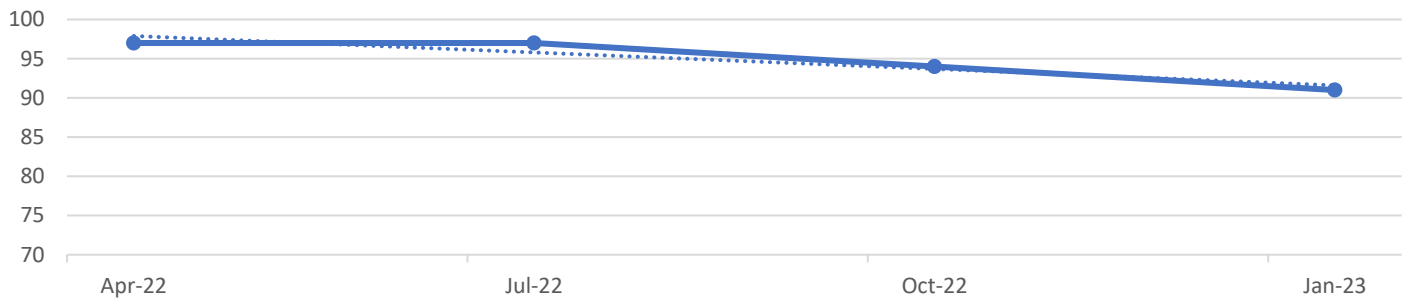
#8 - The respectfulness of staff



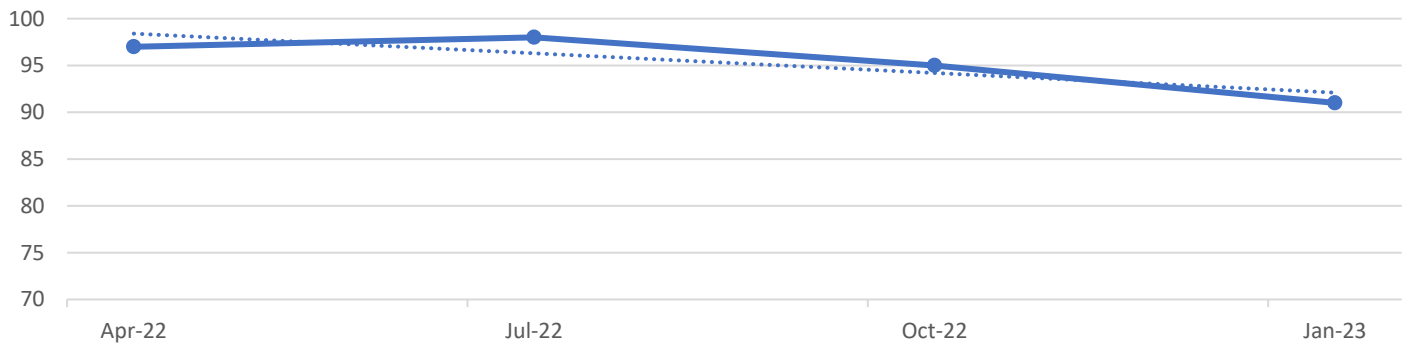
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



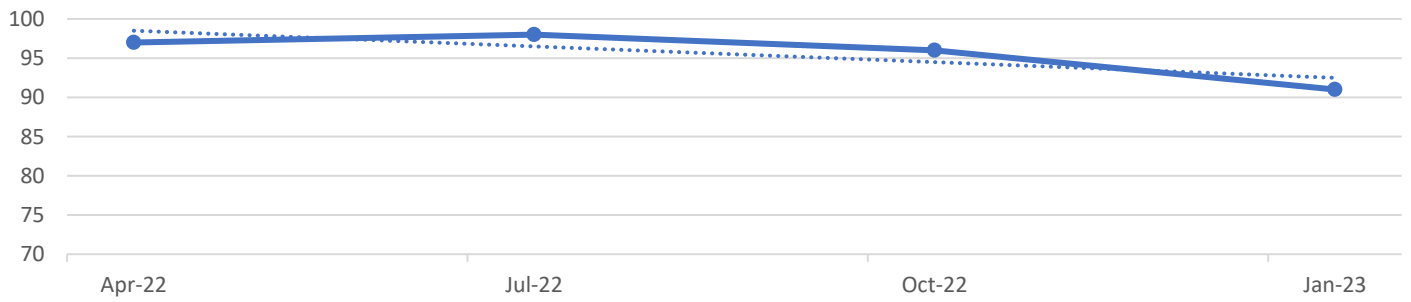
#10 - The handling of my personal medical information in a private and confidential manner



#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?

