

Patient Satisfaction Survey 373 Summit St., Elgin 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 90% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

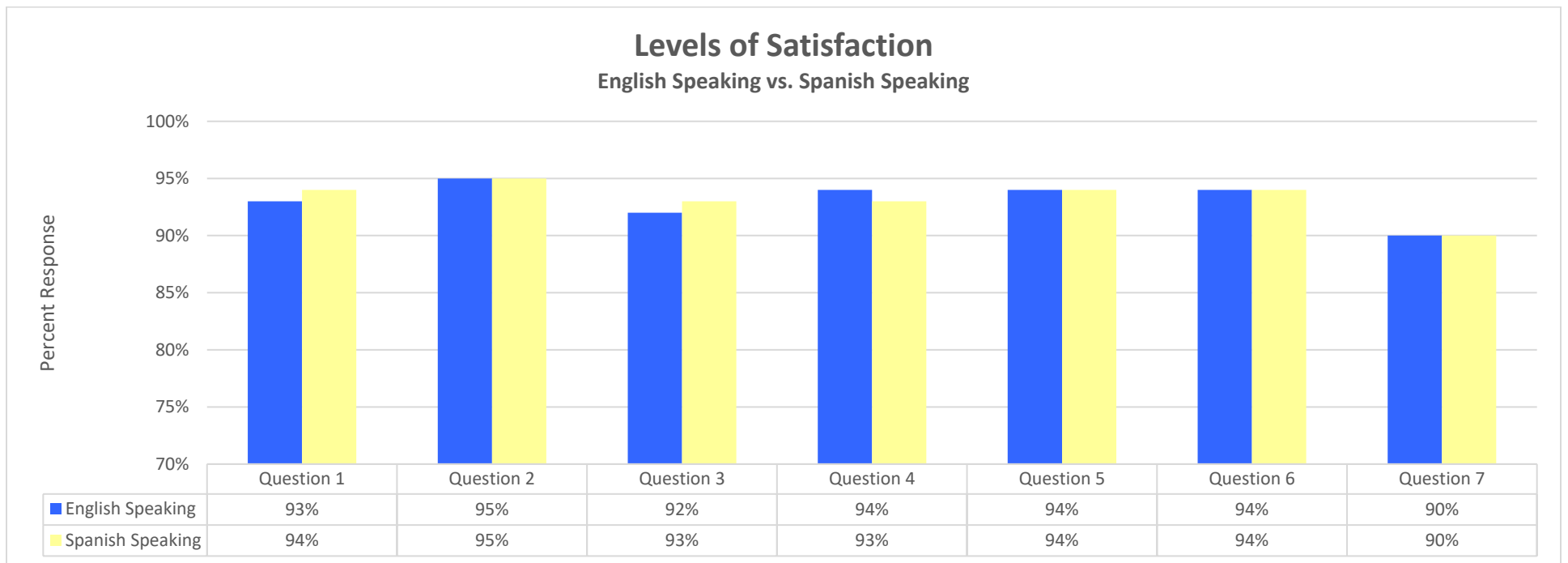
| 373 Summit St., Elgin – Survey Questions | Level of Satisfaction January 2023 | Level of Satisfaction October 2022 | Level of Satisfaction July 2022 | Level of Satisfaction April 2022 |
|--|---|---|--|---|
| 1. The phone operator staff and call center | 93% | 91% | 92% | 90% |
| 2. The reception staff | 95% | 93% | 94% | 90% |
| 3. Receiving a timely appointment | 93% | 91% | 91% | 90% |
| 4. Education and explanation of plan provided in a way that I can understand | 94% | 92% | 93% | 91% |
| 5. The follow up and coordination of my care | 94% | 92% | 92% | 91% |
| 6. The staff addressing my medical needs today | 94% | 92% | 93% | 92% |
| 7. The time spent waiting | 90% | 88% | 89% | 89% |
| 8. The respectfulness of staff | 95% | 93% | 94% | 92% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 92% | 91% | 92% | 91% |
| 10. The handling of my personal medical information in a private and confidential | 94% | 92% | 93% | 92% |
| 11. Your medical assistant | 94% | 93% | 94% | 92% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 95% | 93% | 93% | 92% |
| 13. Overall, how satisfied are you with the Health Center? | 94% | 92% | 93% | 91% |

| 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% |

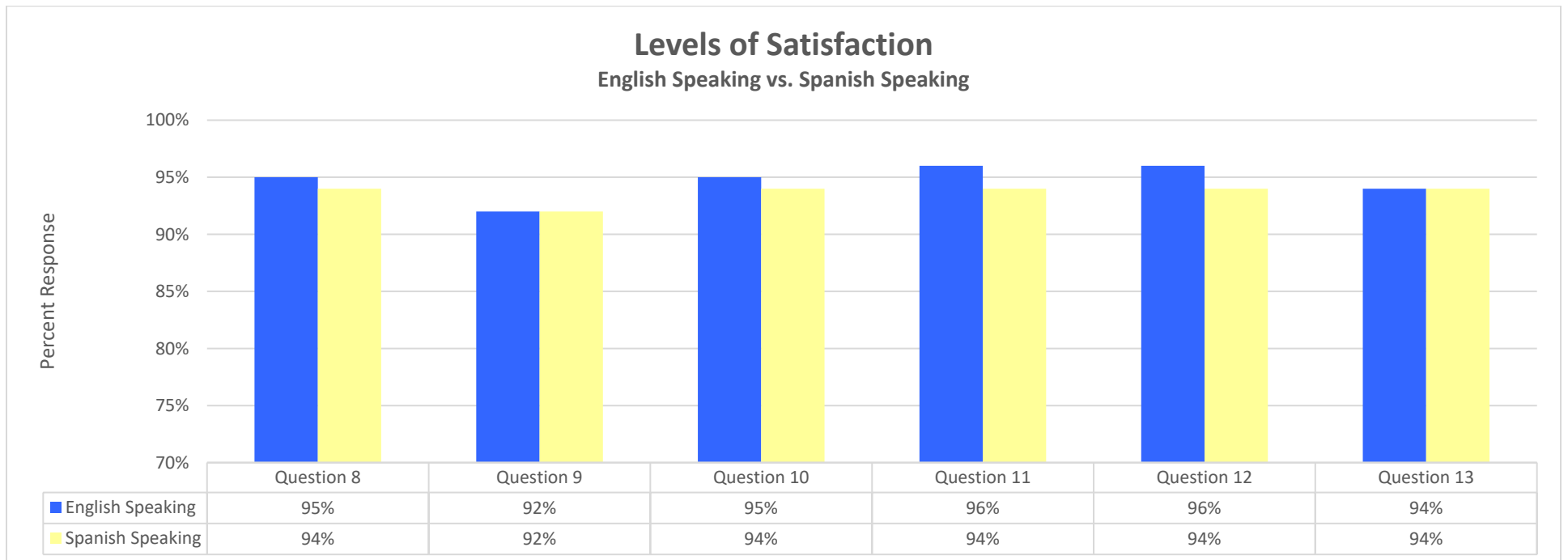
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 211 72% | 325 75% | 57 20% | 94 22% | 23 8% | 9 2% | 1 1% | 3 1% | 0 | 3 1% |
| 2. The reception staff | 229 78% | 332 77% | 49 17% | 94 22% | 14 5% | 6 1% | 0 | 0 | 0 | 2 1% |
| 3. Receiving a timely appointment | 214 73% | 299 70% | 52 18% | 111 26% | 19 7% | 14 3% | 6 2% | 3 1% | 1 1% | 2 1% |
| 4. Education and explanation of plan provided in a way that I can understand | 225 77% | 311 71% | 52 18% | 110 25% | 11 4% | 12 3% | 2 1% | 1 1% | 1 1% | 2 1% |
| 5. The follow-up and coordination of my care | 222 79% | 313 72% | 40 14% | 108 25% | 16 6% | 10 2% | 3 1% | 0 | 0 | 3 1% |
| 6. The staff addressing my medical needs today | 226 78% | 321 74% | 48 17% | 103 24% | 15 5% | 7 2% | 0 | 2 1% | 1 1% | 3 1% |
| 7. The time spent waiting | 201 69% | 275 63% | 54 19% | 120 28% | 28 10% | 26 6% | 6 2% | 9 2% | 3 1% | 4 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 | 232 81% | 328 75% | 46 16% | 95 22% | 10 4% | 8 2% | 0 | 2 1% | 0 | 2 1% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 197 72% | 287 69% | 46 17% | 107 26% | 27 10% | 23 6% | 4 2% | 0 | 0 | 2 1% |
| 10. The handling of personal medical info in a private and confidential manner | 236 82% | 314 73% | 33 11% | 106 25% | 17 6% | 10 2% | 3 1% | 1 1% | 0 | 2 1% |
| 11. Your medical assistant | 239 82% | 316 73% | 43 15% | 99 23% | 9 3% | 17 4% | 1 1% | 0 | 0 | 2 1% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 244 84% | 326 75% | 38 13% | 94 22% | 8 3% | 11 3% | 1 1% | 2 1% | 1 1% | 2 1% |
| 13. Overall, how satisfied are you with the Health Center? | 224 77% | 323 74% | 52 18% | 99 23% | 13 5% | 10 2% | 2 1% | 0 | 0 | 2 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: 82

N/A: 20

YES: 4

Comments:

1. "I tried to get an appointment on your website & there was no response, no follow up or explanation why."
2. "Good."
3. "Perfect."
4. "Yes, no call back."
5. "Yes, no call back from the nurse."
6. "Left message and within 8-9 hours received call back."
7. "No, but I did request to pick up a referral, came and it wasn't here."
8. "No, but the call center is rude."
9. "Always welcoming."

Spanish

NO: 90

N/A: 8

YES: 1

Comments:

1. "Very satisfied, thank you." "Muy satisfecho, gracias."
2. "Everything is perfect." "Todo esta perfecto."
3. "They do answer the messages." "Si contestan los mensajes."
4. "Good." "Buena."
5. "Perfect." "Perfecta."
6. "Yes, they responded fast." "Si, me respondieron rapido."

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

English

1. "Getting an appointment quickly." (Bhowmick)
2. "Them explaining everything in detail." (Newbrander)
3. "Convenience and nice staff." (Luettke)
4. "Not sure." (Dodis)
5. "Time & Days of the week." (Newbrander)
6. "The doctor and nurses." (Herdrich)
7. "The translators."
8. "Close to home." (2)
9. "Attentive care." (King)
10. "Melissa is my absolute best!" (Reller-Anderson)
11. "Good experience." (Bhowmick)
12. "They always help with referrals and go beyond for it." (Birkey)
13. "Everyone is friendly/understanding me." (Reller-Anderson)
14. "The proper & Monica." (Herdrich)
15. "Staff." (Luettke)
16. "Affordable." (Govinda)
17. "Being able to get same day appointments." (Govinda)
18. "Availability." (Ariga)
19. "N/A." (10)
20. "My doctor."
21. "Great experience."

Spanish

1. "Be in control." "A estar en control." (Ariga)
2. "The medical attention, they have treated me very good." "La atención medica me han tratado muy bien." (Herdrich)
3. "Everything." "Todo." (4)
4. "The service you have." "El servicio que tienen."
5. "Very attentive with the patients." "Son muy atentos con los pacientes."
6. "You are very kind and efficient." "Son muy amables y eficientes."
7. "They treat you very well." "Te tratan muy bien."
8. "Everything in general." "Todo en general."
9. "They treat you very well." "Te tratan muy bien." (Herdrich)
10. "It is the first time I come." "Es la primera vez que vengo." (Reller-Anderson)
11. "Good attention with the patients." "Buena atención para los pacientes."
12. "Economically." "Economicamente." (Newbrander)
13. "Always when I need an emergency appointment." "Siempre cuando necesito una cita de emergencia." (Luettke)

22. "Melissa and Crystal super great to work with." (Reller-Anderson)
23. "They make sure all my health needs are taken care of on time." (Reller-Anderson)
24. "Everything."
25. "Having onsite labs." (Herdrich)
26. "Be told extra what problem is and how to correct it." (Newbrander)
27. "Service." (Van Brunt)
28. "Staff." (3)
29. "None."
30. "Great staff." (King)
31. "Doctor/care." (Herdrich)
32. "Receptionist/support staff is great!" (Bhowmick)
33. "Total care." (Reller-Anderson)
34. "Good service." (Newbrander)
35. "Drs are nice & helpful." (Dodis)
36. "Communication with my doctor." (Govinda)
37. "Explanation of results, checkups, test." (Bhowmick)
38. "Location (near home)." (Reller-Anderson)
39. "Let me understand all about my problem." (Ariga)
40. "An appointment can be gotten same day usually." (Dodis)
41. "The staff." (Reller-Anderson)
42. "Friendliness of staff, ability to get me in to see another dr. when mine wasn't here for my appointment & I didn't get a call to change appointment date." (Govinda)
43. "Great patient care." (Castro)
44. "Being able to get labs done the same day." (Luettke)
45. "Very detailed explanations, and timely." (Dodis)
46. "Therapist." (Birkey)
47. "The fact that they offer services regarding psychiatrist. Something other than just receiving medication."
48. "Being treated."
49. "The people." (King)
50. "The fast appointments and location." (Reller-Anderson)
51. "Attention and physician." (Luettke)
52. "Getting me an appointment asap! Everything of my visit was well."
53. "Great service, prompt attention." (Bhowmick)
54. "Close to home and I like it, I like Castro a lot." (Castro)
55. "Convenience of all healthcare issues." (Bhowmick)
56. "The supper staff."
57. "The front desk staff." (VanBrunt)
14. "All the personnel is kind and they speak Spanish." "Que todo el personal es amable y habla español." (Ariga)
15. "Care for my health." "Cuidado de mi salud." (Bhowmick)
16. "The doctors." "Los doctores." (Herdrich)
17. "Improve the calls." "Mejorar las llamadas." (Newbrander)
18. "All the service is good." "Todo el servicio es bueno." (Newbrander)
19. "That my health is good." "Que mi salud está bien." (Luettke)
20. "They always attend my necessities." "Siempre atienden mis nesesidades." (Herdrich)
21. "They treat you with respect, and at the time it should be." "Te atienden con respeto y a la hora que es." (Newbrander)
22. "Answer the calls faster when we call." "Contersar las llamadas más pronto." (Herdrich)
23. "The low cost." "Los costos bajos." (Luettke)
24. "Immediate assistance." "Asistencia medica." (Dodis)
25. "All the personnel and the service was good." "Todo el personal y el servicio son buenos." (Ariga)
26. "Ability to care for their patients." "La disponibilidad para atender a sus pacientes." (Newbrander)
27. "Reliable and capable staff." "Personal confinable and capaz." (Newbrander)
28. "They treat me very well." "Me atienden muy bien." (Bhowmick)
29. "The kindness of the personnel." "La amabilidad del personal." (Newbrander)
30. "Hours." "Horas." (Newbrander)
31. "Medication refills." "Rellenar medicamento." (Dodis)
32. "The medicine." "La medicina." (Newbrander)
33. "Appointments at the time I'm available." "Citas a la hora que yo estoy disponible." (Newbrander)
34. "They help improve your health." "Ayudan a mejorar la salud." (Newbrander)
35. "Reception." "Recepcion." (Herdrich)
36. "It is economic." "Es economico." (Govinda)
37. "Fast assistance." "Pronta asistencia." (Newbrander)
38. "My health." "Mi salud." (Newbrander)
39. "They help even though I don't have insiurance." "Ayudan aunque no tenga aseguranza." (Ariga)
40. "In my health and my family." "En mi salud y en la de mi familia." (VanBrunt)
41. "Health." "Salud." (Newbrander)
42. "The professional way they treat the patient." "La manera profesional de tratar al paciente." (King)

58. "Always feeling like they listen." (Newbrander)
59. "Everyone."
60. "The way they give me back lab results /medications." (Luettke)
61. "Everything is great." (Bhowmick)
62. "Care and follow up." (Newbrander)
63. "The knowledge given during visit." (Reller-Anderson)
64. "Everyone is very friendly." (King)
65. "Making my appointments & calling to remind me." (Newbrander)
66. "Keep doing a good job." (Herdrich)
67. "Everything, everyone." (Bhowmick)
68. "My doctor." (Castro)
69. "Convenience." (Govinda)
70. "Payment options." (Herdrich)
71. "Everyone is helpful." (Reller-Anderson)
72. "The suggestions." (Ariga)
73. "In and out." (Ariga)
74. "How close they are and services." (Luettke)
75. "Appointment flexibility." (Luettke)
76. "Walk-ins." (King)
77. "All staff are very helpful." (Ariga)
78. "Everyone is very friendly and helpful." (King)
43. "Appointments on time." "Citas a tiempo." (King)
44. "Excellent people." "Personas excelentes." (King)
45. "Economic not expensive at all, very helpful." (English comment on a Spanish survey) (King)
46. "They help me with Spanish." "Me ayudan con español." (Newbrander)
47. "To improve my health they worry." "A mejorar mi salud se preocupan." (Ariga)
48. "Bilingual." "Bilingue." (Bhowmick)
49. "Maintaining myself informed about my health and prevent sickness." "Mantenerme informados sobre mi salud y prevenir enfermedades."
50. "Efficiency in the service." "Eficiencia en el servicio." (Reller-Anderson)
51. "Everything is fast." "Todo es rapido." (2)
52. "They always have appointments available without having to wait too long." "Siempre hay citas sin tener que esperar mucho tiempo."
53. "Your service and kindness." "Su servicio y amabiliad." (Luettke)
54. "Convenience." "Convenencia."
55. "Good attention." "Buena atencion." (Reller-Anderson)
56. "Close to home." "Cerca a casa." (Castro)
57. "They always give me appointments when I need them and the price and help to pay." "Siempre me dan citas cuando las necesito y el precio y ayuda para pagar." (VanBrunt)
58. "Close to home and service." "Cerca de casa y servicio." (Govinda)
59. "They treat me fast and very good." "Me atienden rápido y muy bien." (Castro)
60. "Medical assistance." "Asistencia medica."
61. "They help me a lot with all the questions I ask." "Me ayudan mucho con todas las preguntas que hago." (Govinda)
62. "The excellent service." "El exelente servicio." (Reller-Anderson)
63. "Nothing." "Nada."
64. "The payment method." "El metodo de pago." (Castro)
65. "Economic, and good assistance." "Economico y buena asistencia." (Castro)
66. "N/A." "N/A." (4)
67. "Good service." "Buen servicio."
68. "My follow up appointments." "Mis citas de seguimiento." (2Ariga)
69. "Remind me of my appointments." "Me recuerdan a mis citas."
70. "They are kind and speak Spanish." "Que son muy amables y hablan español."

71. "Financing." "Financiamiento." (Bhowmick)
72. "They have appointments when I need them." "Tienen citas cuando las necesito." (Govinda)
73. "Your personnel, efficiency and speed." "Su personal, eficiencia y rapidez." (Luettkke)
74. "My results." "Mis resultados." (Newbrander)
75. "That they help me when I don't understand or I can't read." "Que me ayudan cuando no entiendo o no puedo leer."
76. "They speak Spanish and English." "Que hablan español y ingles." (Ariga)
77. "Great service and closeness." "Gran servicio y cercania." (Luettkke)
78. "With my health." "Con mi salud." (3)
79. "Maintain myself healthy." "Mantenerme saludable." (Reller-Anderson)
80. "The assistance in Spanish." "La asistencia en espanol." (King)
81. "Everything is well organized." "Todo esta bien organizado." (Reller-Anderson)
82. "It is not expensive." "No es caro."
83. "They receive me well and in everything." "Me reciben bien y en todo."
84. "That they attended me." "Que me atendieron."

Question 16: How can we improve Greater Family Health?

English

1. "Fix your website appointment scheduling." (Herdrich)
2. "They are doing just fine." (Newbrander)
3. "N/A." (15)
4. "I don't know." (Dodis)
5. "Shorten wait time to be called." (Newbrander)
6. "Everything is fine." (2)
7. "Everything is good how it is." (Luettkke)
8. "The place is great." (King)
9. "Keep up the good work." (Bhowmick)
10. "You guys are great stay great 😊" (Reller-Anderson)
11. "Keep doing what you are doing." (Reller-Anderson)
12. "No waiting."
13. "I'm satisfied."
14. "Keep up the good work." (Reller-Anderson)
15. "Acceptance of patience, harsh timelines in the 15 min range." (Herdrich)
16. "Nothing I can think of." (VanBrunt)
17. "Excellent."
18. "For me nothing." (Newbrander)
19. "Doing a great job." (Herdrich)

Spanish

1. "It is good." "Asi esta bien." (Ariga)
2. "Continue with the same attention." "Continue con la misma atención." (Herdrich)
3. "It is perfect." "Esta perfecto."
4. "Everything is good." "Todo esta bien." (15)
5. "Having more same day appointments available." "Teniendo más citas del mismo día."
6. "Continue the same with the patients." "Continue igual con los pacientes."
7. "Continue giving good service." "Siguiendo dando buen servicio."
8. "That they serve us in the order we arrived." "Que nos atiendan en el orden que llegamos." (Herdrich)
9. "I think everything is good until now." "Creo que todo está bien hasta ahora." (3)
10. "Excellent service." "Excelente servicio." (2)
11. "I think it is good." "Creo que todo está bien."
12. "I like how it is." "Me gusta como es." (Newbrander)
13. "Having sooner appointments." (Luettkke)
14. "I don't have negative comments, for me it has been good until now." "No tengo

20. "Call backs." (Bhowmick)
21. "For doctors to tell patients of any recommended blood work, tests, ect. Instead of leaving it up to the finalizing staff to say." (Dodis)
22. "All is great." (Reller-Anderson)
23. "Easier way to get a hold of someone, not having to wait a month or weeks for an appointment."
24. "Length of appointment."
25. "Add neurology dept; I have multiple sclerosis- it sucks." (Bhowmick)
26. "Keep up the good work." (Bhowmick)
27. "All is well."
28. "Nothing y'all are great!" (King)
29. "Understanding that some people drive an hour or longer to get here so if they happen to be late 5-10 min turning them away is very irritating & not respecting the fact that they drove all that way, all that gas." (Govinda)
30. "Everything is great." (Birkey)
31. "All good." (Dodis)
32. "When your late the 15 min you have to be in a rush." (Govinda)
33. "It's all good." (Bhowmick)
34. "Communication with providers and staff." (Bhowmick)
35. "Give referrals when need and follow back with patients." (King)
36. "Ask patient in room if there are any other questions before they step-out." (Luettkke)
37. "Getting appointment quicker."
38. "Make faster appt for emergency visits." (Ariga)
39. "Nothing, everything went well." (Luettkke)
40. "No need to."
41. "Wait times." (Bhowmick)
42. "Scheduling." (Govinda)
43. "More longer appointments."
- comentarios negativos, para mí ha sido bueno hasta ahora." (Dodis)
15. "N/A." "N/A," (6)
16. "No." "No." (2)
17. "The service is good." "El servicio está bien." (Newbrander)
18. "Nothing." "Nada." (2)
19. "Improve the phone assistance, they gave me one time and it was another one and I missed my appointment." "Mejorar la atención telefónica porque me dieron una hora y era otra y perdí mi cita."
20. "As of now I think it is good serive." "Hasta ahora creo que es buen servicio."
21. "Very good." "Bastante bien."
22. "Nothing for now." "Nada por ahorita." (Newbrander)
23. "I think from my experience everything is good." "Creo que en mi experiencia todo es muy bueno." (King)
24. "With your service, I'm very satisfied." "Con su servicio estoy satisfecha." (King)
25. "No idea." "No idea." (Dodis)
26. "I feel very satisfied." "Me siento muy satisfecha." (Reller-Anderson)
27. "You're excellent." "Son excelentes." (Luettkke)
28. "I think you give good service." "Creo que dan buen servicio."
29. "No comments." "No comentarios." (Castro)
30. "Satisfied." "Satisfecha." (King)
31. "You're doing good." "Lo están hacienda bien." (Luettkke)
32. "Less wait." "Menos espera."
33. "It is perfect." "Esta perfecto." (Ariga)
34. "You guys excellent." "Ustedes son excelentes." (Ariga)
35. "Everything is good for now." "Todo muy bien por ahora."
36. "It is not necessary." "No es nesesario."

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

English

- YES: 254
- NO: 0

Spanish

- YES: 306
- NO: 0

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

English

- Ariga: 20
- Bhowmick: 23
- Birkey: 8
- Castro: 22
- Dodis: 14

Spanish

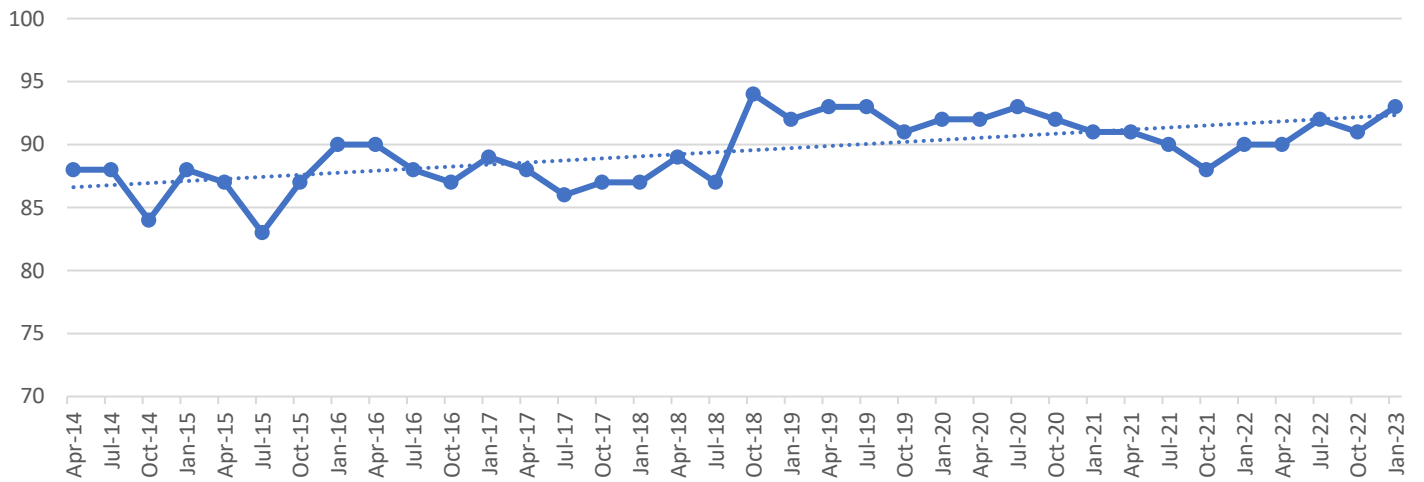
- Ariga: 39
- Bhowmick: 33
- Birkey: 2
- Castro: 24
- Dodis: 30

- Govinda: 24
- Herdrich: 28
- King: 27
- Luettkke: 20
- Newbrander: 23
- Reller-Anderson: 23
- Van Brunt: 10

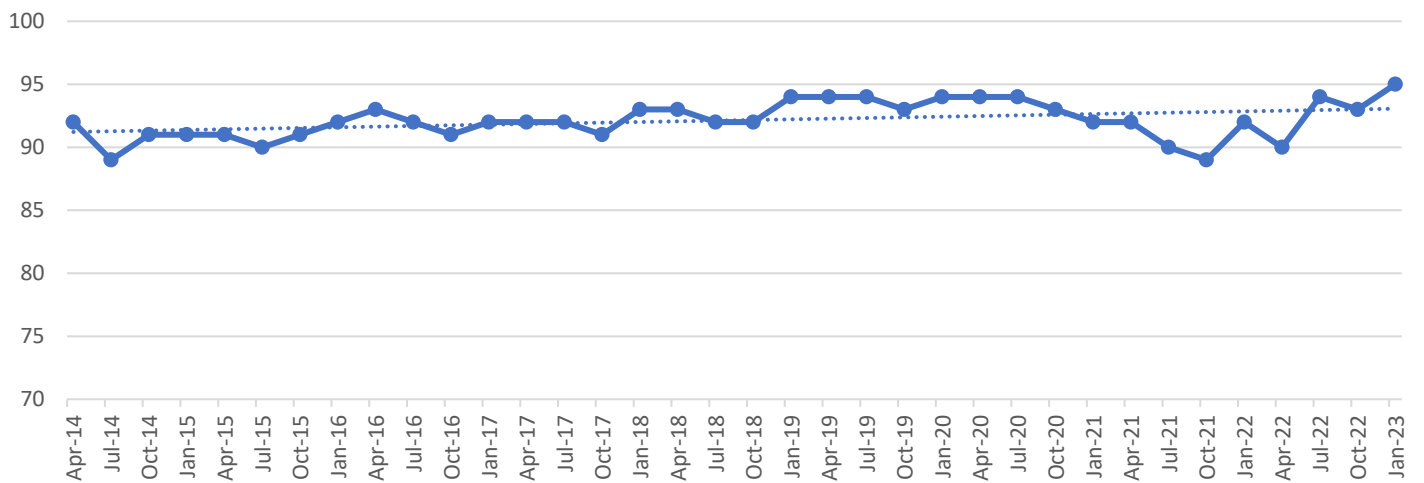
- Govinda: 30
- Herdrich: 33
- King: 49
- Luettkke: 49
- Newbrander: 39
- Reller-Anderson: 44
- Van Brunt: 11

Individual Question Results with Trendlines

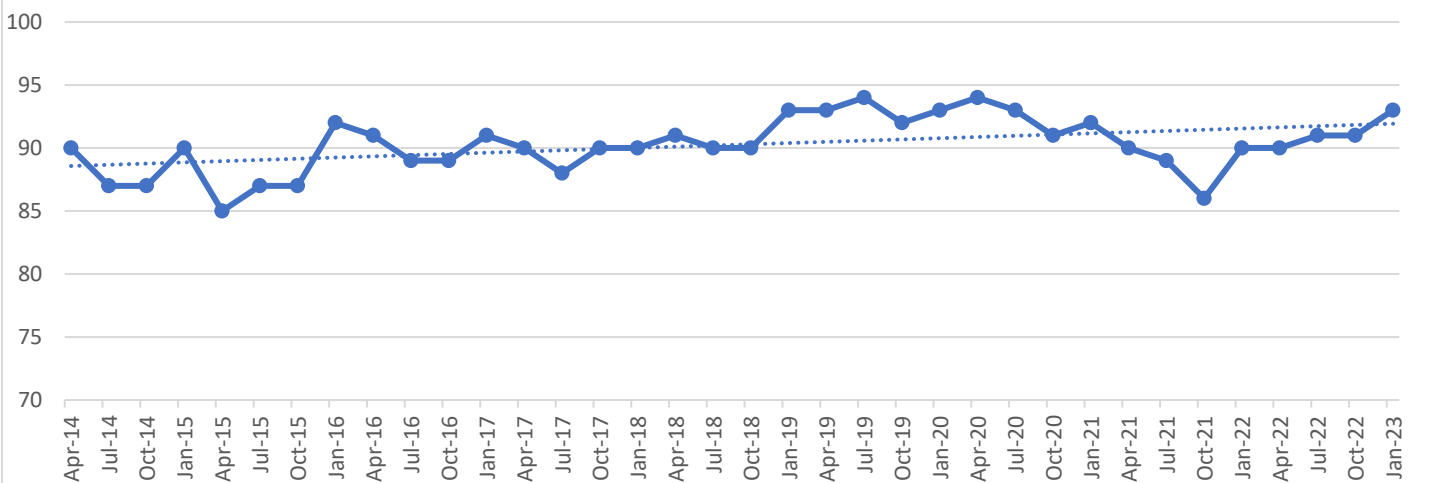
#1 - The phone operator staff and call center



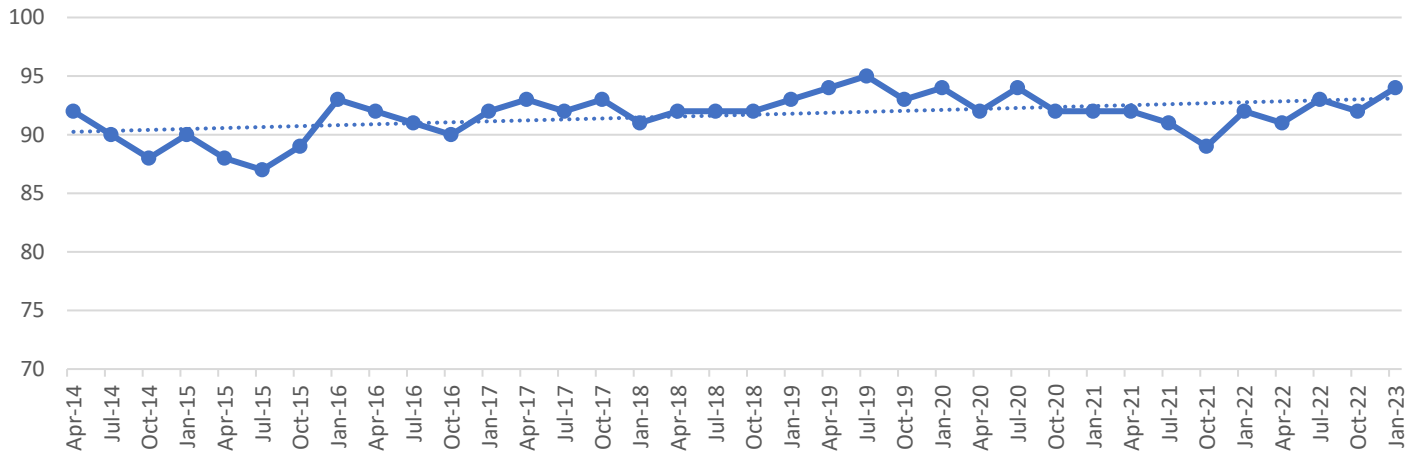
#2 - The reception staff



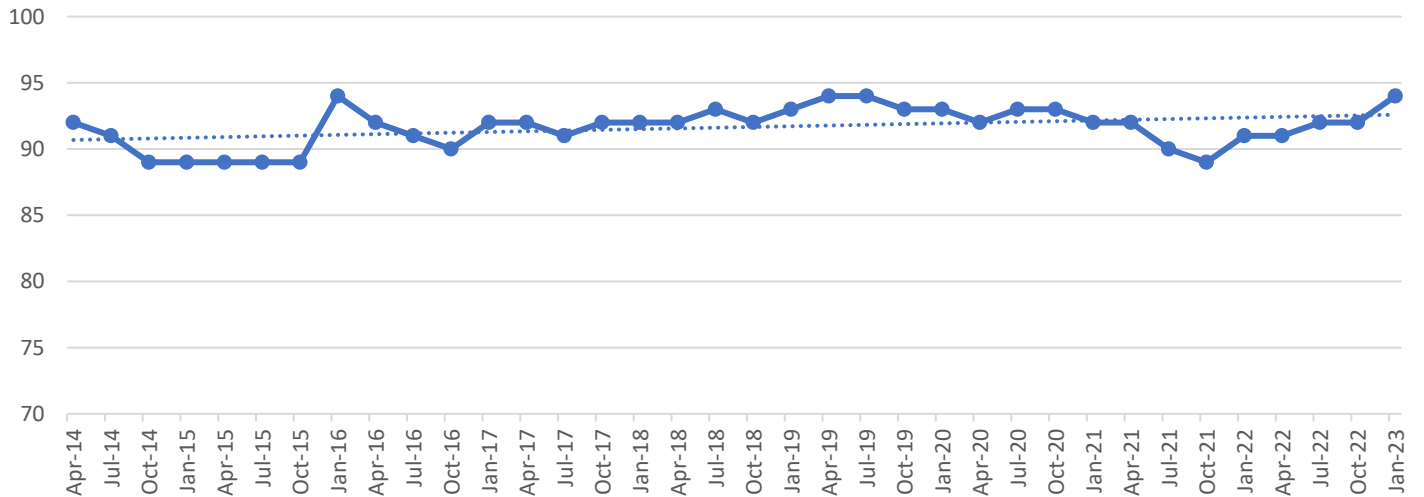
#3 - Receiving a timely appointment



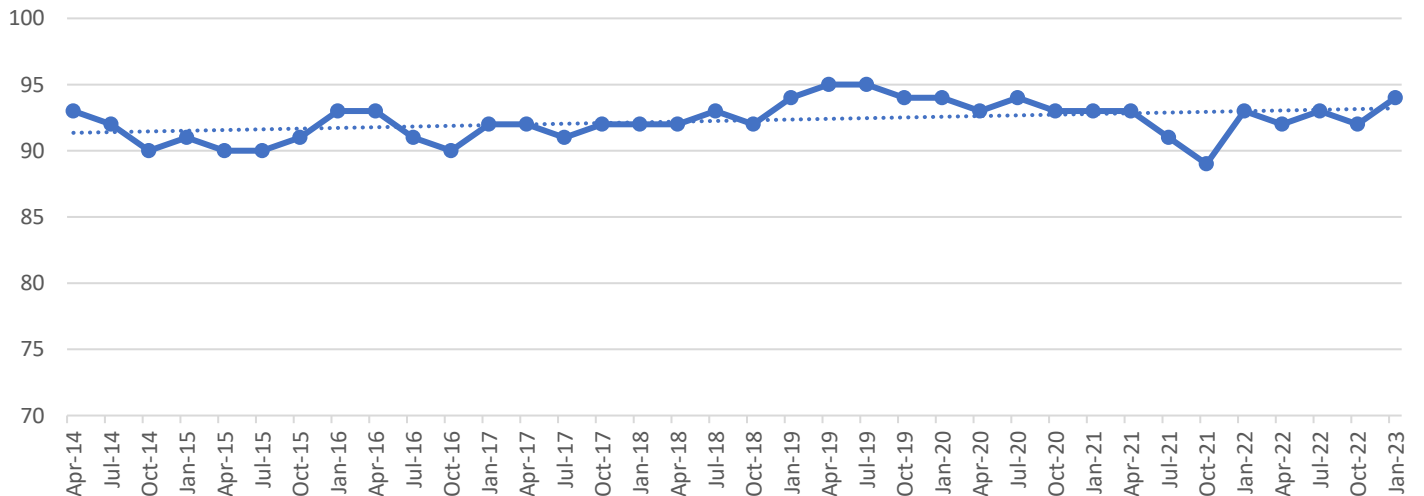
#4 - Education and explanation of plan provided in a way that I can understand



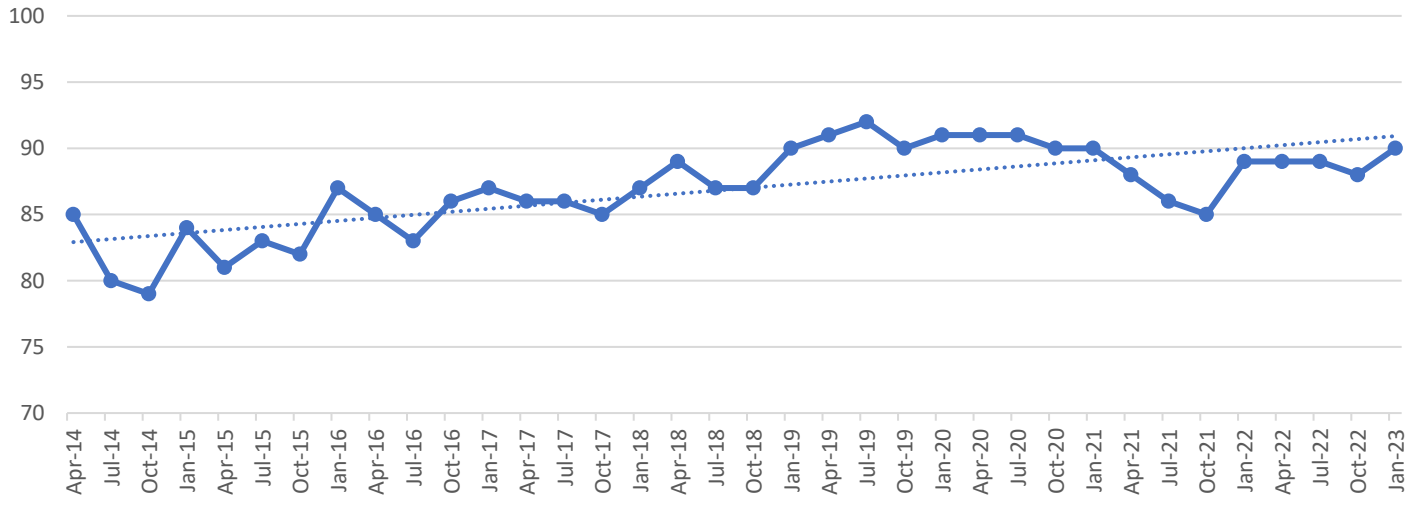
#5 - The follow-up and coordination of my care



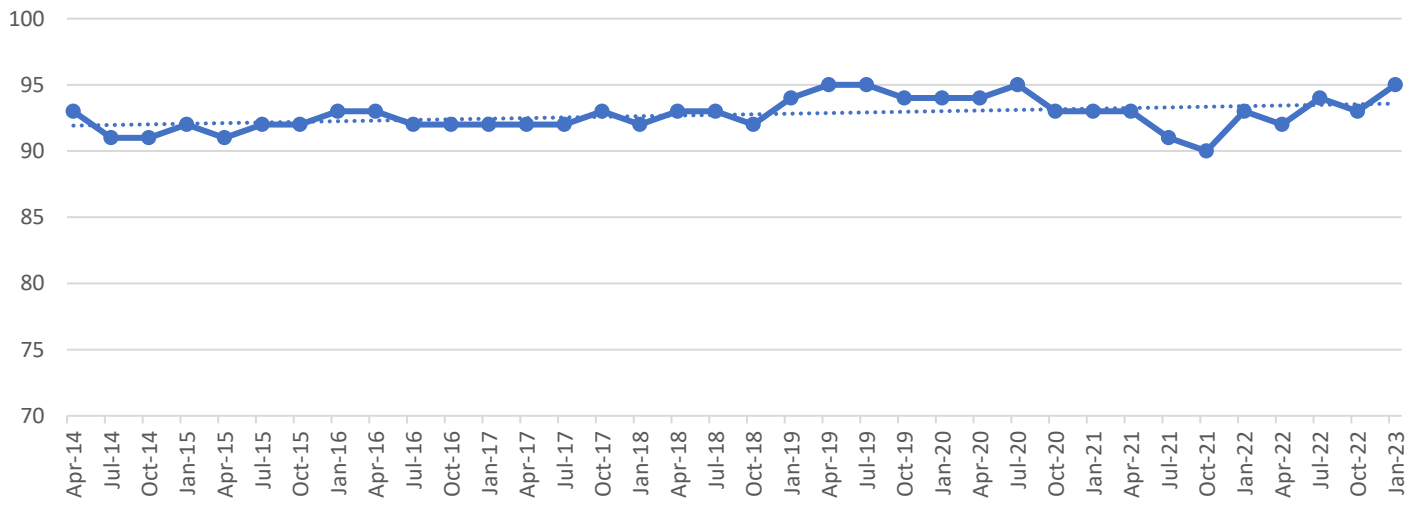
#6 - The staff addressing my medical needs today



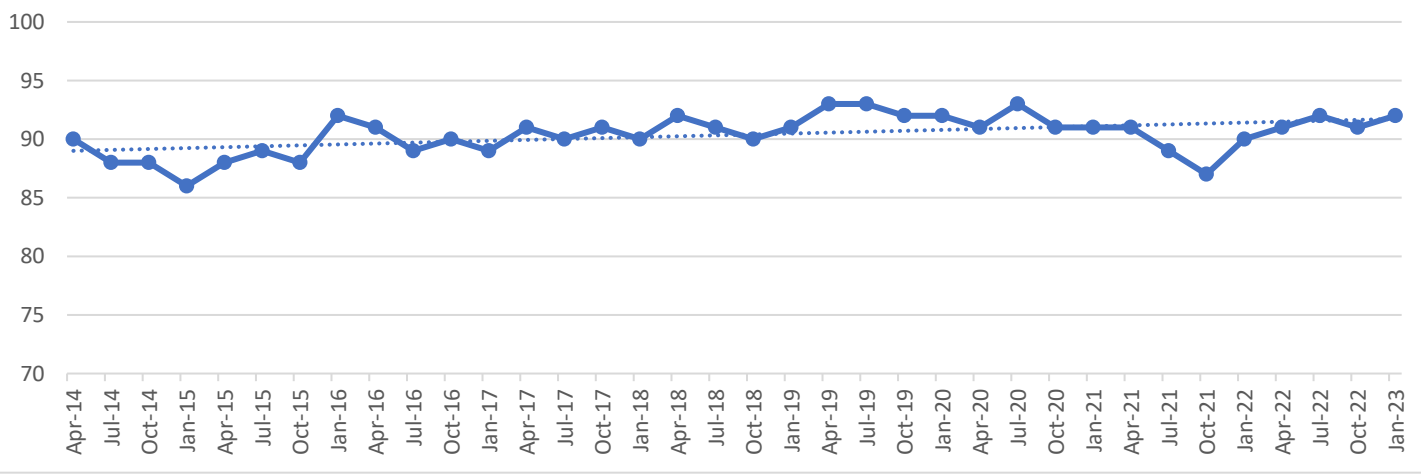
#7 - The time spent waiting



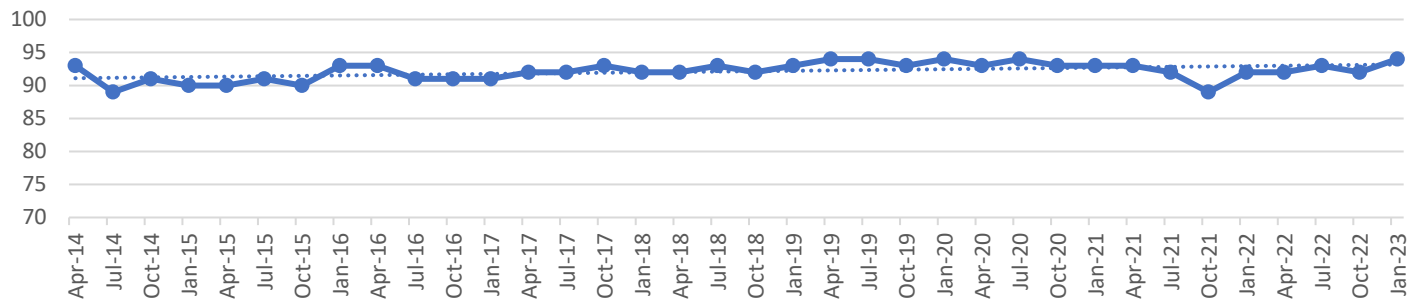
#8 - The respectfulness of staff



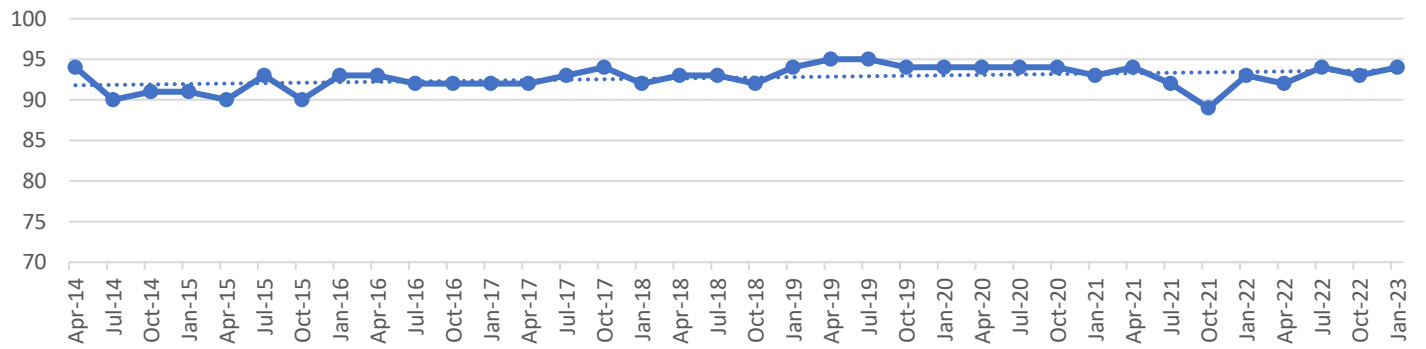
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



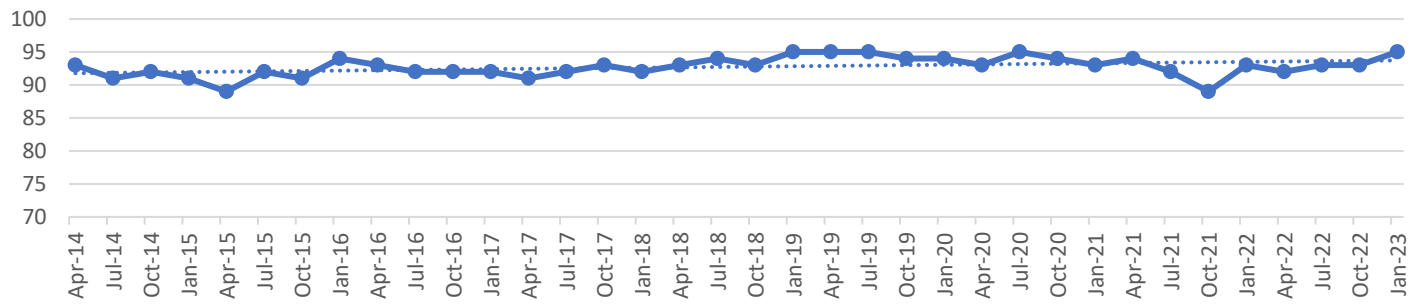
#10 - The handling of my personal medical information in a private and confidential manner



#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?

