

## Patient Satisfaction Survey 3901 Mercy Drive, McHenry 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 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.

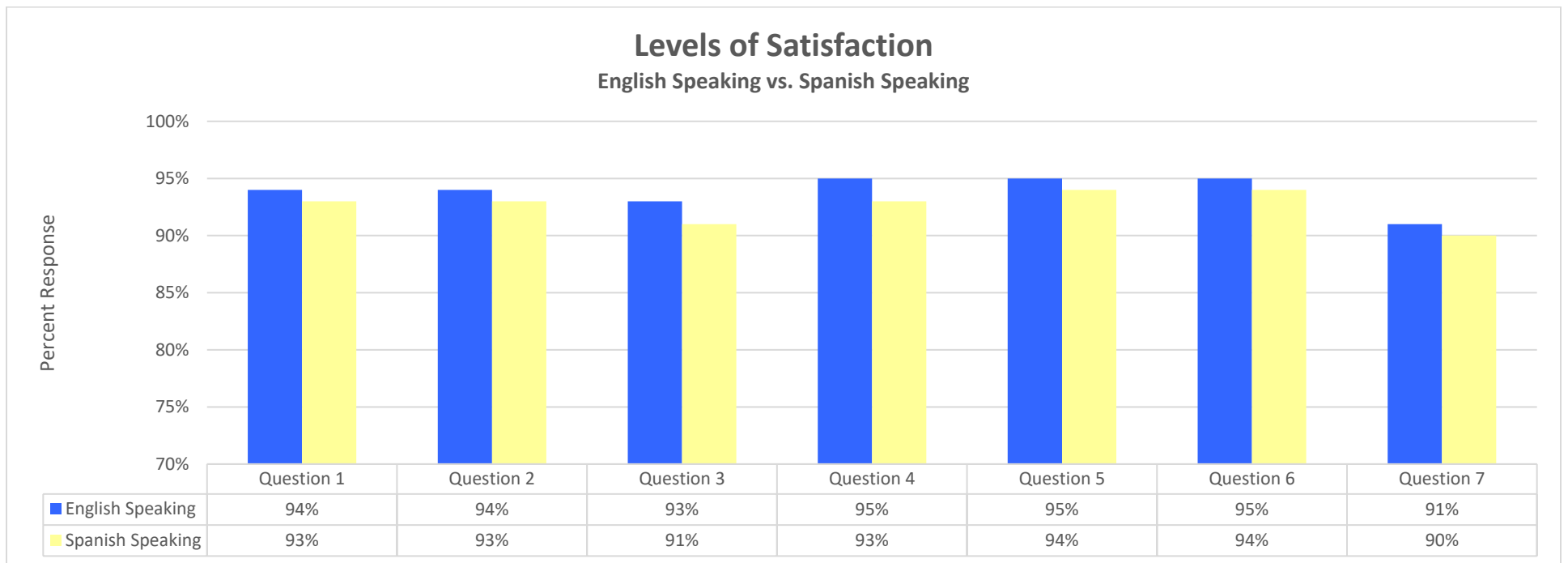
<b>3901 Mercy Drive, McHenry – Survey Questions</b>	<b>Level of Satisfaction January 2023</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>	<b>Level of Satisfaction April 2022</b>
1. The phone operator staff and call center	93%	97%	94%	93%
2. The reception staff	94%	97%	94%	93%
3. Receiving a timely appointment	92%	97%	94%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	97%	95%	94%
5. The follow up and coordination of my care	94%	97%	95%	94%
6. The staff addressing my medical needs today	94%	97%	96%	94%
7. The time spent waiting	91%	96%	91%	90%
8. The respectfulness of staff	95%	97%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	96%	93%	92%
10. The handling of my personal medical information in a private and confidential	94%	97%	95%	94%
11. Your medical assistant	95%	97%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	97%	96%	95%
13. Overall, how satisfied are you with the Health Center?	94%	97%	95%	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%

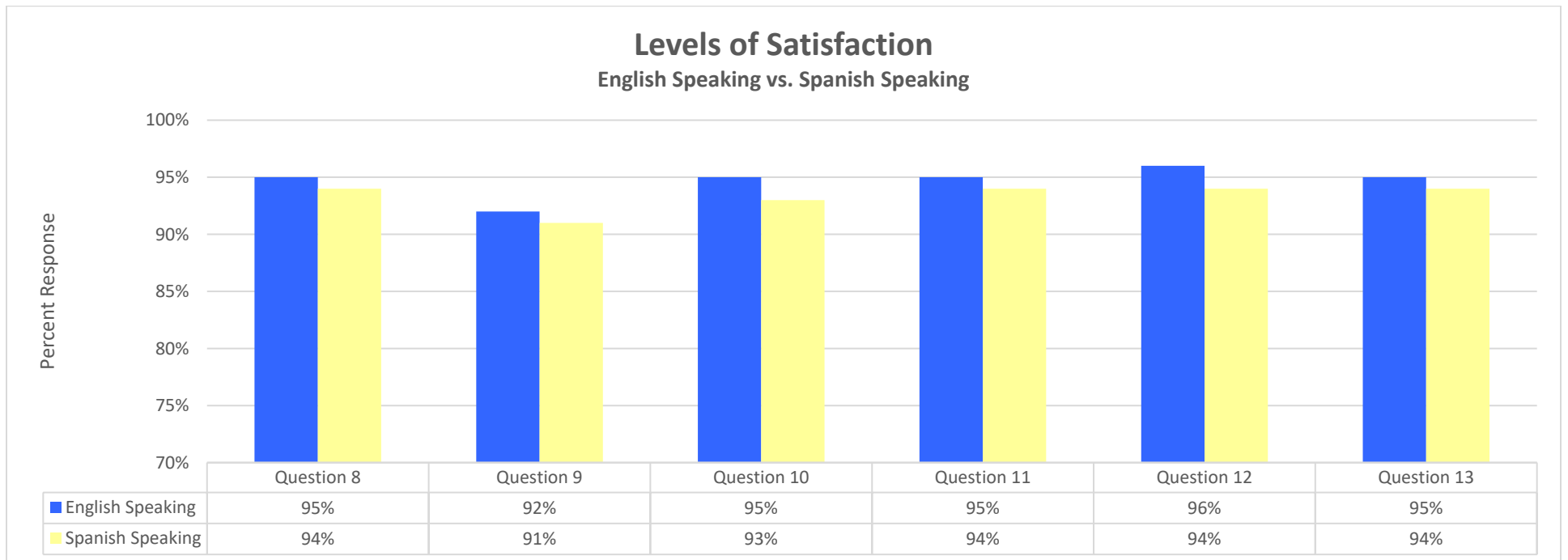
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	138 77%	120 73%	32 18%	38 23%	6 3%	3 2%	1 1%	0	2 1%	4 2%
2. The reception staff	141 79%	124 75%	30 17%	32 19%	5 3%	6 4%	0	0	3 2%	4 2%
3. Receiving a timely appointment	135 75%	110 67%	33 18%	46 28%	9 5%	4 2%	0	0	2 1%	5 3%
4. Education and explanation of plan provided in a way that I can understand	140 79%	123 74%	32 18%	36 22%	3 2%	3 2%	0	0	2 1%	4 2%
5. The follow-up and coordination of my care	139 78%	128 77%	33 19%	33 20%	4 2%	2 1%	0	0	2 1%	4 2%
6. The staff addressing my medical needs today	143 81%	127 76%	29 16%	35 21%	3 2%	1 1%	0	0	2 1%	4 2%
7. The time spent waiting	124 69%	105 63%	38 21%	49 30%	12 7%	6 4%	3 2%	2 1%	2 1%	4 2%



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	140 80%	128 78%	31 18%	31 19%	2 1%	2 1%	0	0	2 1%	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	126 73%	110 68%	31 18%	41 25%	14 8%	6 4%	0	1 1%	2 1%	4 3%
10. The handling of personal medical info in a private and confidential manner	140 79%	122 75%	31 18%	34 21%	4 2%	3 2%	0	0	2 1%	4 3%
11. Your medical assistant	145 81%	129 79%	30 17%	28 17%	2 1%	2 1%	0	0	2 1%	4 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	147 83%	128 78%	27 15%	32 19%	2 1%	1 1%	0	0	2 1%	4 2%
13. Overall, how satisfied are you with the Health Center?	143 80%	129 79%	29 16%	30 18%	4 2%	1 1%	1 1%	0	2 1%	4 2%



## 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: 38

N/A: 41

YES: 1

#### **Comments:**

1. "Nope they answered right away."
2. "Yes, no call back from Dr. Hadi."
3. "Good, nice and polite."
4. "Please work on calling clients back, I once did not get my blood test results till almost 2 weeks."

#### **Spanish**

NO: 41

N/A: 1

YES: 1

#### **Comments:**

1. "Two weeks ago I called asking for test results and they sent them to me." "Hace dos semanas llame pedi mis resultados y me los mandaron."
2. "Yes, and they responded at a reasonable time." "Si, respondio en tiempo razonable."

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

#### **English**

1. "The staff." (Siddiqui)
2. "Medical Assistants." (Ali)
3. "Kind doctors." (Origer)
4. "I like the convenience of having everything at one place and I've never had an issue with anything here." (Siddiqui)
5. "Scheduling." (Ali)
6. "The overall service." (Origer)
7. "Great people on the staff."
8. "Everything in one building." (Aphaivong)
9. "Schedule appointments."
10. "Able to keep the same day appointment with a different doctor."
11. "N/A." (7)
12. "Staff is friendly, and it feels like a warm atmosphere."
13. "Having appointments, the same day." (Ali)
14. "Ease of same day appt."
15. "Satisfied." (Aphaivong)
16. "Setting up an appointment."
17. "Availability." (Aphaivong)
18. "Everyone is friendly and fast."
19. "Doctors/nurses." (2)
20. "Good work."
21. "Timely appointments." (2)
22. "I can get the same respectable care for my children as I do myself." (Schlaeg)
23. "Time management."
24. "The staff." (Origer)
25. "A friendly group of practitioners and ability to be seen quickly."
26. "New email reminders as well as calls." (Origer)

#### **Spanish**

1. "In everything, the PA Ryan Colon and Dr. Siddiqui has saved my life, I'm very thankful." "En todo el PA Ryan Colon y la Dr. Siddiqui me han salvado la vida estoy muy agradecida." (Colon)
2. "The service from the personnel." "El servicio del personal."
3. "To care for my health and schedule my appointments and the medical attention." "A cuidar mi salud, programar mis citas y atención médica." (Siddiqui)
4. "The doctors are very nice." "Los doctores son muy buenos."
5. "It is economic." "Es economico." (Siddiqui)
6. "Cost of consult and very kind." "Precio de consulta y son muy amables."
7. "The availability of appointments." "La disponibilidad de citas." (Ali)
8. "In everything for medical care." "En todo para cuidado médico."
9. "Close to home." "Cerca a casa."
10. "Financial assistance." "Asistencia financiera."
11. "Very accessible and I don't struggle with the language." "Muy accesible no batallo con el idioma." (Aphaivong)
12. "My necessities." "Mis nesidades." (Ali)
13. "They treat you good." "Te atienden bien."
14. "They explain the procedure." "Me explican el procedimiento."
15. "Everything." "Todo." (4)
16. "Having same day appointments." "Teniendo citas el mismo dia." (2)

27. "Friendly staff."
28. "Very respectful and helping always."  
(Nambo)
29. "Treated with respect and kindness."  
(Cekova)
30. "Late appt time." (Ali)
31. "Everyone is nice and explains everything."
32. "Nice job." (Colon)
33. "Helpful staff." (Cekova)
34. "Convenience (location) (Colon)
35. "Great quality care." (Nambo)
36. "Insurance was very helpful." (Cekova)
37. "Everything."
38. "Time with patients."
39. "The explanations."
40. "Everyone is great."
41. "Everyone is so nice."
42. "How convenient it is to schedule appt."
43. "Resources." (Ali)
44. "Getting same day appointment."
45. "Fast appointments." (Ali)
46. "Seen in a timely manner."
47. "The reminder call before appt- love that."  
(Aphaivong)
48. "Wonderful staff." (Origer)
49. "Getting the right medication." (Siddiqui)
50. "Close to home."
51. "Everyone quicker appt." (Nambo)
52. "Very helpful." (Nambo)
53. "Appt availability."
54. "Dr. Nambo was very helpful and explained  
everything well." (Nambo)
55. "Availability."
56. "Everyone is very polite." (Siddiqui)
57. "Helping me and listening to my concerns."  
(Aphaivong)
58. "Everyone."
59. "Great provider."
60. "Overall care." (Origer)
61. "Location/Available." (Colon)
62. "Everything, lab in office."
63. "Keep doing what you guys doing."
64. "The info given." (Origer)
65. "Brief explanation."
17. "They have appointments when I need them."  
"Tienen citas cuando las necesito."
18. "Continue with the care of my health."  
"Continuar con el bienestar de mi salud."  
(Schlaeg)
19. "The communication with Ryan Colon." "La  
comunicación con Ryan Colon." (Colon)
20. "It is my first time I have to get to know you  
more." "Es mi primera vez tengo que  
conocerme mejor."
21. "My health." "Mi salud." (Cekova)
22. "They give you fast appointments." "Te dan  
citas rapidas."
23. "They take care of your patients." "Están al  
pendiente de sus pacientes."
24. "Good service at a low cost." "Buen servicio  
a bajo costo." (Aphaivong)
25. "The attention and help for the patients." "La  
atención y ayuda a los pacientes." (Cekova)
26. "Very kind." "Muy amables."
27. "Everything was good." "Todo estuvo bien."
28. "Excellent." "Excelente." (Colon)
29. "It is close to home and the service is great."  
"Esta cerca de casa y el servicio es  
excelente." (Cekova)
30. "Your flexibility to help." "Su flexibilidad para  
ayudar."
31. "I'm very satisfied." "Estoy muy satisfecho."
32. "They treat you very well." "Te tratan muy  
bien." (2)
33. "It is my first visit I'm satisfied." "Es mi  
primera visita estoy satisfecha."
34. "Hours and price for the consults." "Horas y  
el precio de las consultas."
35. "Everything is perfect." "Todo es perfecto."
36. "I don't know." "Yo no se." (Aphaivong)
37. "Know about my baby." "Saber el estado de  
mi bebe."
38. "Kindness from all staff." "Amabilidad de todo  
el personal."
39. "They are very professional." "Son muy  
profesionales." (Beall)
40. "They speak Spanish." "Hablan espanol."  
(Origer)
41. "With my health." "Con mi salud."
42. "They help me in Spanish." "Me ayudan en  
español." (Nambo)
43. "The assistance that the providers provides."  
"La asistencia que los doctores provén."  
(Origer)
44. "With my medical nessesites." "Con mis  
necesidades medicas." (Nambo)
45. "Same day appointments." "Citas el mismo  
dia."
46. "The best." "Lo mejor."

47. "They listen to my neccessites/ bilingual." "Escucharon mis neesidades/ bilingues."
48. "The good service." "El buen servicio."
49. "Location, insurance accepted." (English comment on a Spanish survey.)

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

**English**

1. "N/A." (22)
2. "Respond to messages and deliver messages to provider." (Colon)
3. "Specialized medical attention." (Ali)
4. "Nothing you're great." (Aphaivong)
5. "Everything is great." (3)
6. "I love it here." (Origer)
7. "Have doctors call back in a timely manner." (Ali)
8. "Keep doing what you're doing." (Siddiqui)
9. "Not sure needs improvement."
10. "Nothing really great job here." (Siddiqui)
11. "Doing great."
12. "Better waiting area sitting." (Ali)
13. "I don't see that you need to change anything. Great job!" (Origer)
14. "Less time wait."
15. "It is perfect." (Cekova)
16. "Keep doing great." (Nambo)
17. "Time spent waiting, but overall good."
18. "More flexible appointment times."
19. "Wish a same day appointment would be easier to get. Usually filled up by the time I get through. When my kids were sick & needed to be seen went to the immediate care." (Origer)
20. "Keep the same."
21. "Doing a great job." (Schlaeg)
22. "Online."
23. "Nothing." (4)
24. "Very good as is."
25. "I don't know."
26. "Call clients back sooner."

**Spanish**

1. "In all honesty they give good service." "En honestidad dan buen servicio."
2. "A little more punctual." "Un poco mas puntual." (Ali)
3. "To me it is good." "Para mi está bien." (12)
4. "I am happy with the service." "Estoy contenta con el servicio."
5. "Door for handicaps." "Puerta para inválidos."
6. "No comments, everything is good." "No comentarios, todo está bien."
7. "I think is the best attention i've received." "Creo es la mejor atención que eh recibido."
8. "If your file can be shared with Northwestern." (English comment written on a Spanish survey)
9. "They treat us fast." "Nos atienden rápido." (Aphaivong)
10. "Nothing, all perfect." "Nada, todo perfecto."
11. "You're excellent." "Son excelentes." (Siddiqui)
12. "Nothing." "Nada."
13. "Everyone is very kind." "Todos son muy amables."
14. "Be a little faster." "Ser un poquito mas rápidos."
15. "Continue the same." "Continue igual."
16. "The service is excellent." "El servicio es excelente." (Nambo)
17. "Very accesible and the low cost." "Son accesibel y costos bajos."
18. "It is my first time i don't have any opinions." "Es mi primera vez no tengo opinión."
19. "Be punctual." "Ser puntuales." (Colon)
20. "Have a better service and be kínder with the patietns." "Tener mejor servicio y ser mas amable con los pacientes"
21. "It is Good." "Esta bien."
22. "Everything is excellent." "Todo excelente."
23. "Very Good." "Muy bueno."

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

**English**

- YES: 127
- NO: 0

**Spanish**

- YES: 86
- NO: 0

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

**English**

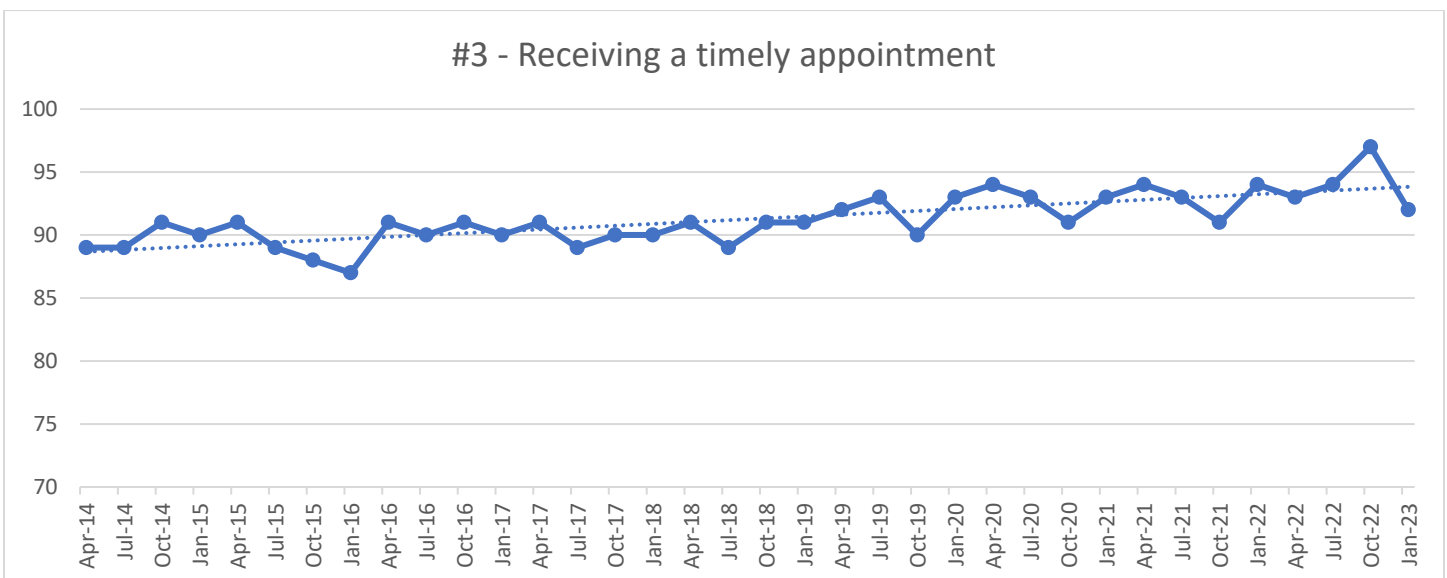
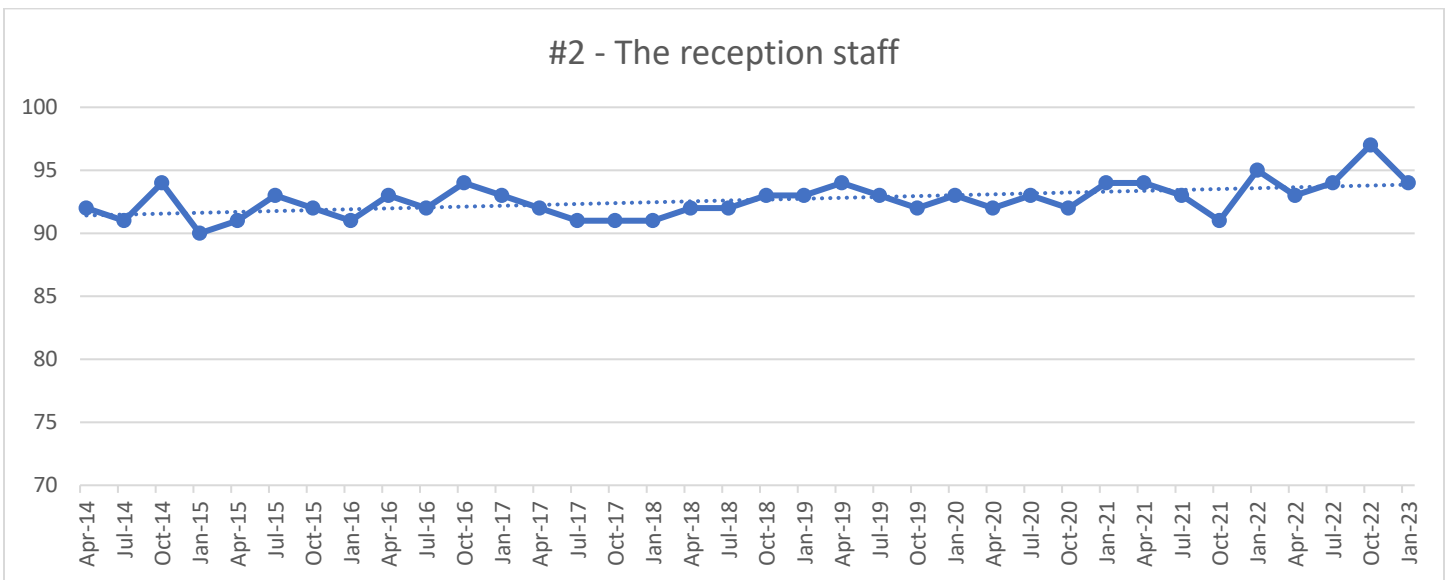
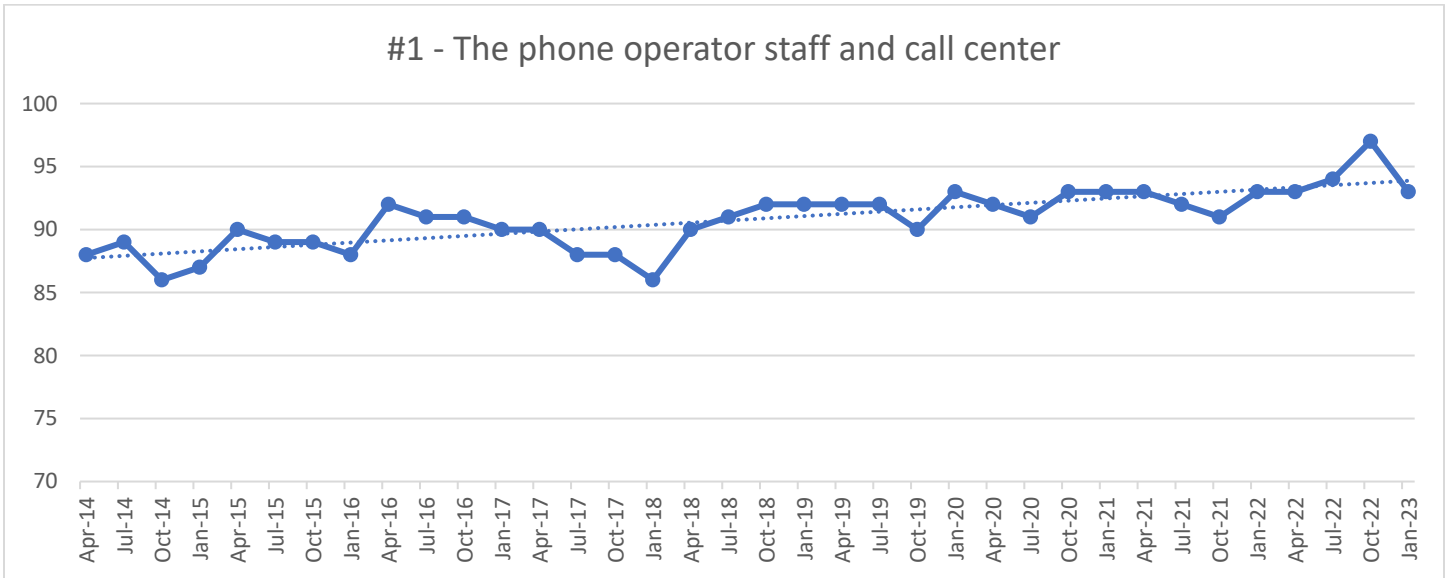
- Ali: 12
- Aphaivong: 22
- Beall: 1
- Cekova: 8
- Colon: 12
- Nambo: 9
- Origer: 21
- Schlaeg: 7
- Siddiqui: 9
- Talwar: 3

**Spanish**

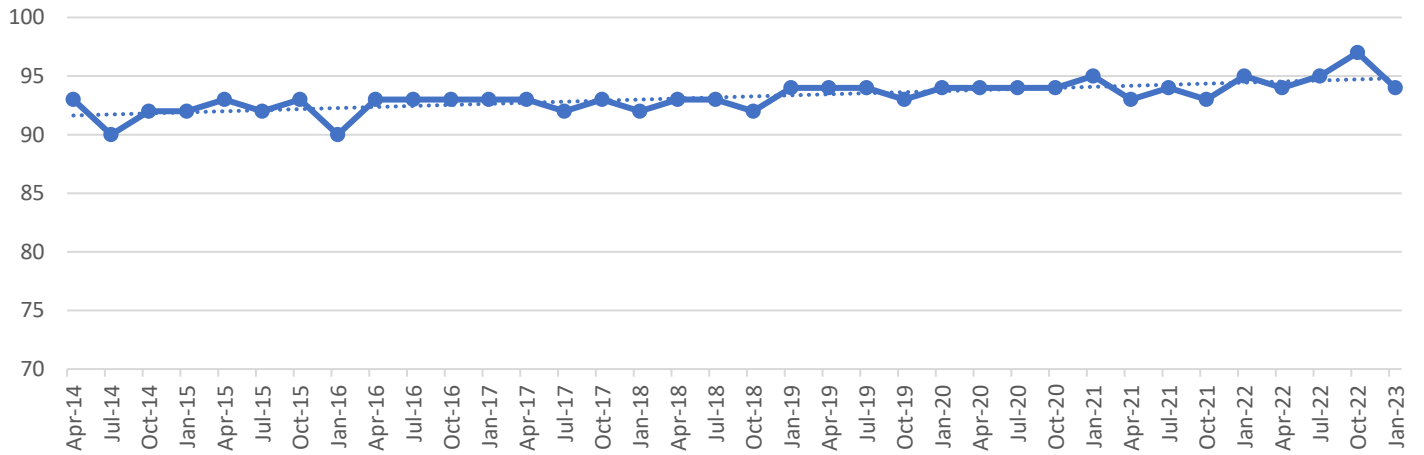
- Ali: 10
- Aphaivong: 10
- Beall: 4
- Cekova: 4
- Colon: 12
- Nambo: 17
- Origer: 14
- Schlaeg: 8
- Siddiqui: 7



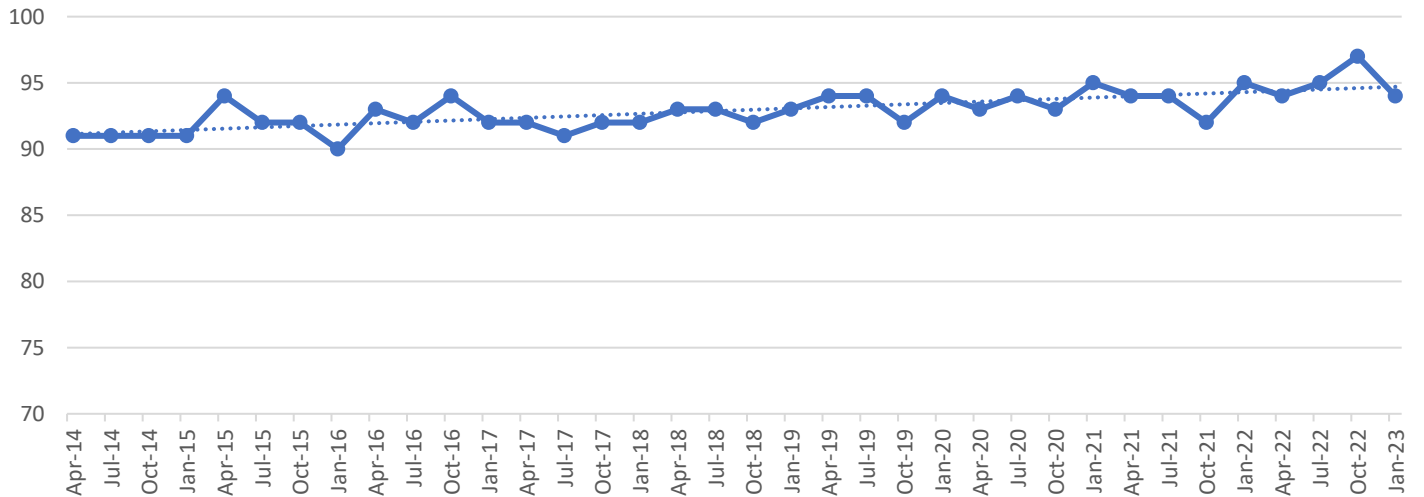
# Individual Question Results with Trendlines



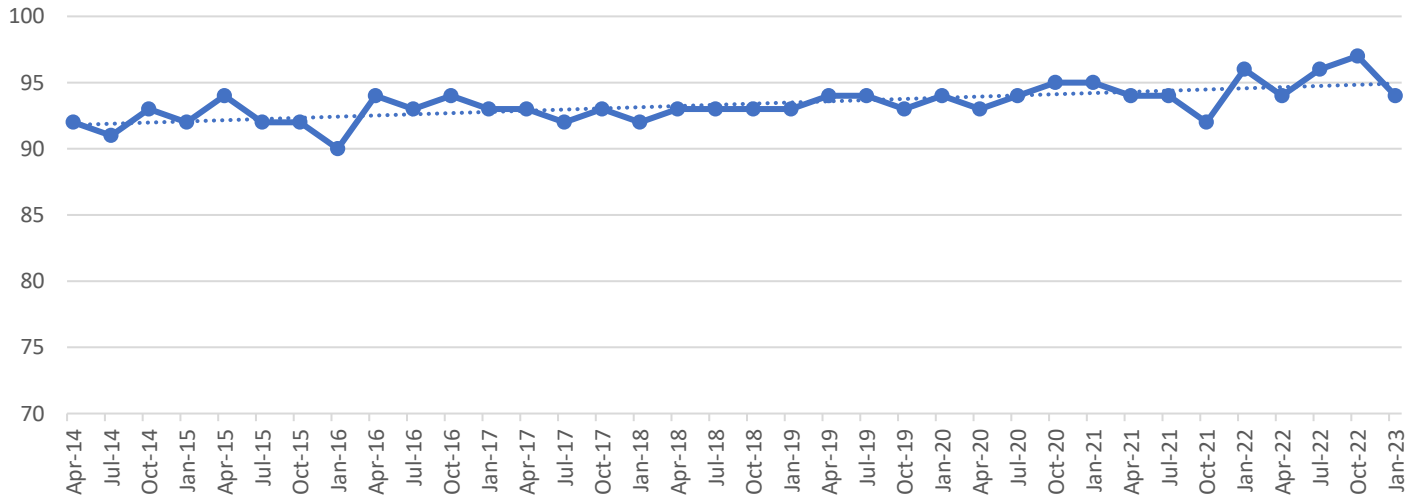
### #4 - Education and explanation of plan provided in a way that I can understand



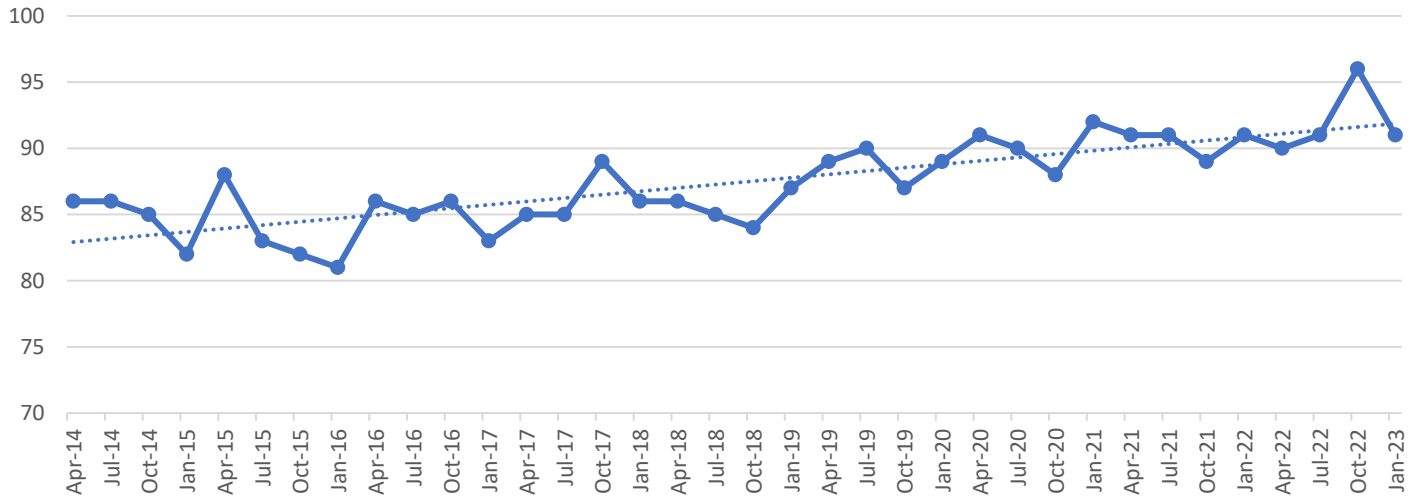
### #5 - The follow-up and coordination of my care



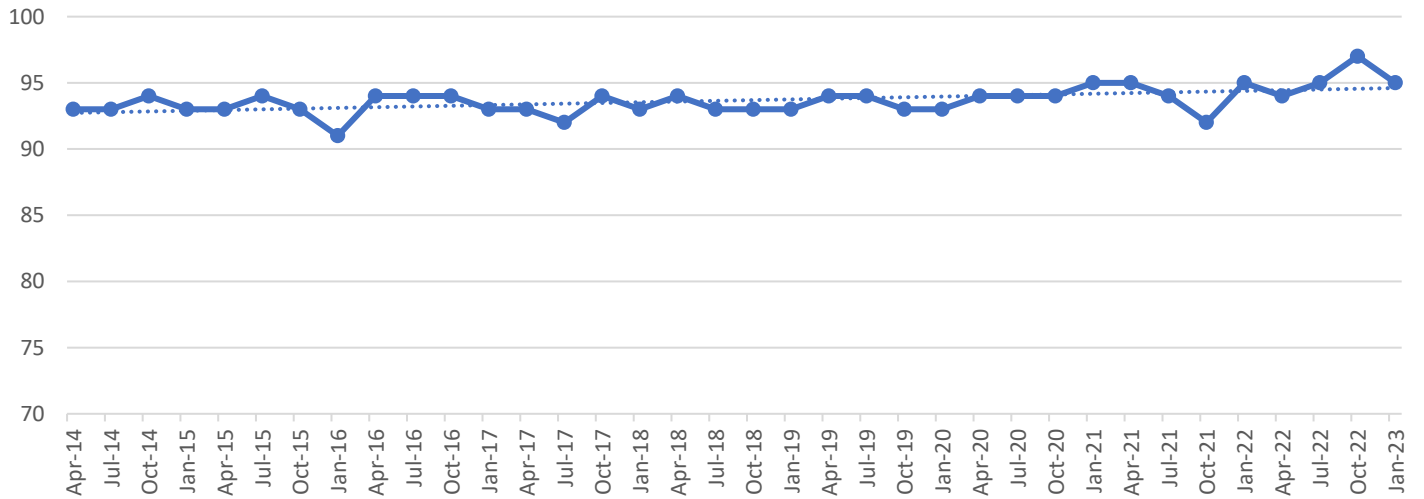
### #6 - The staff addressing my medical needs today



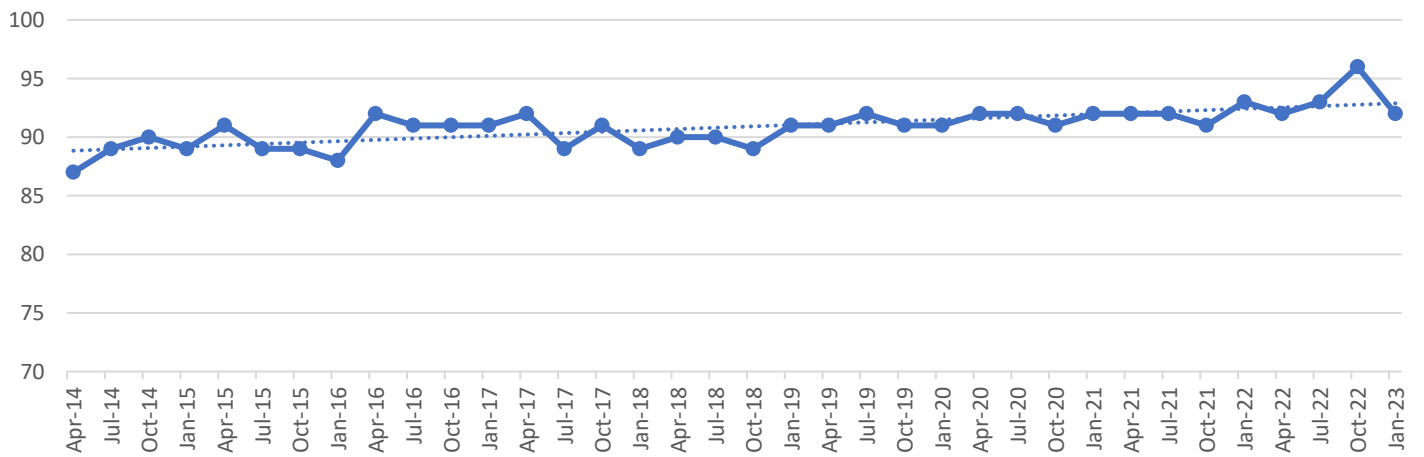
#7 - The time spent waiting



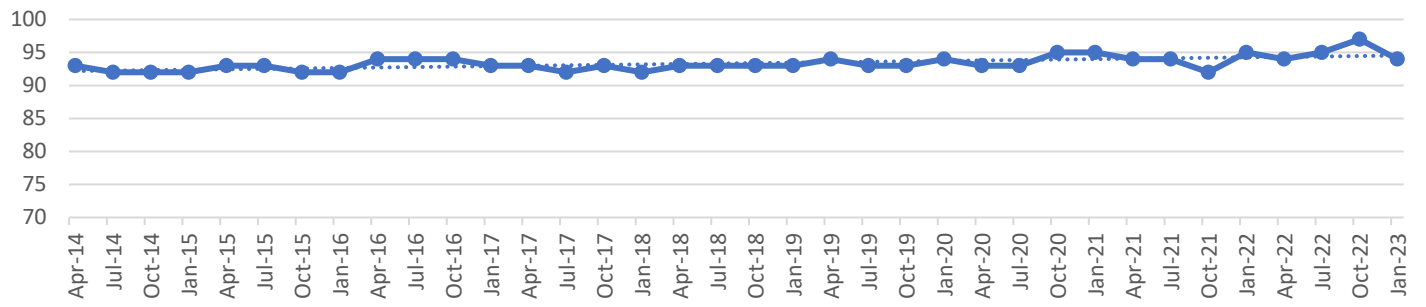
#8 - The respectfulness of staff



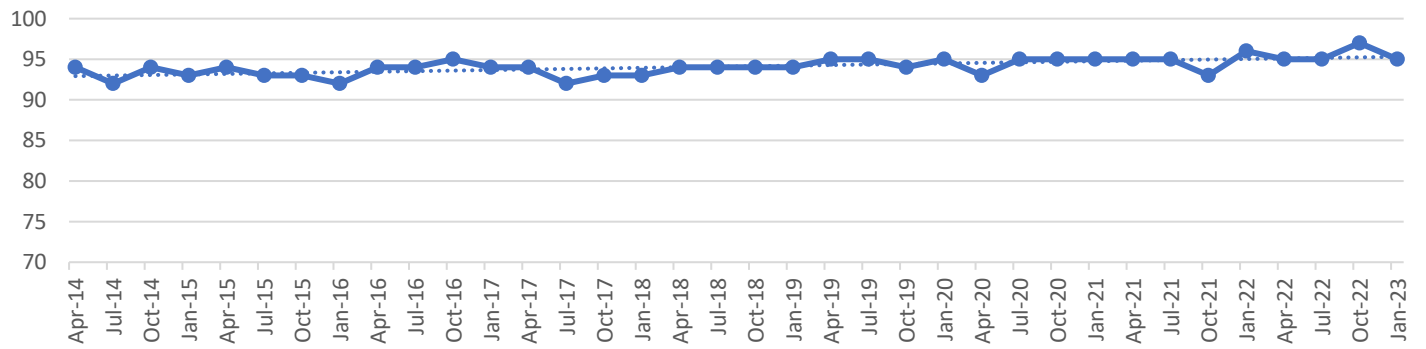
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



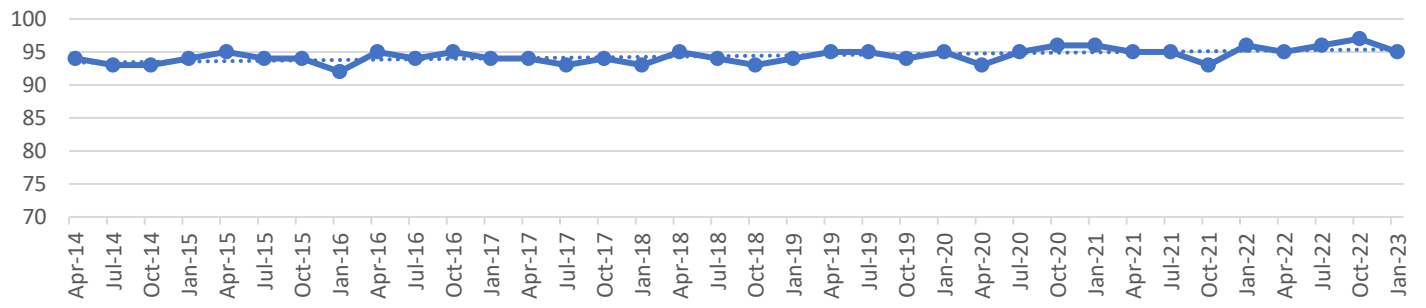
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

