

**Patient Satisfaction Survey
450 Dundee Ave, Elgin - Lower Level (Pediatrics)
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 94% to 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

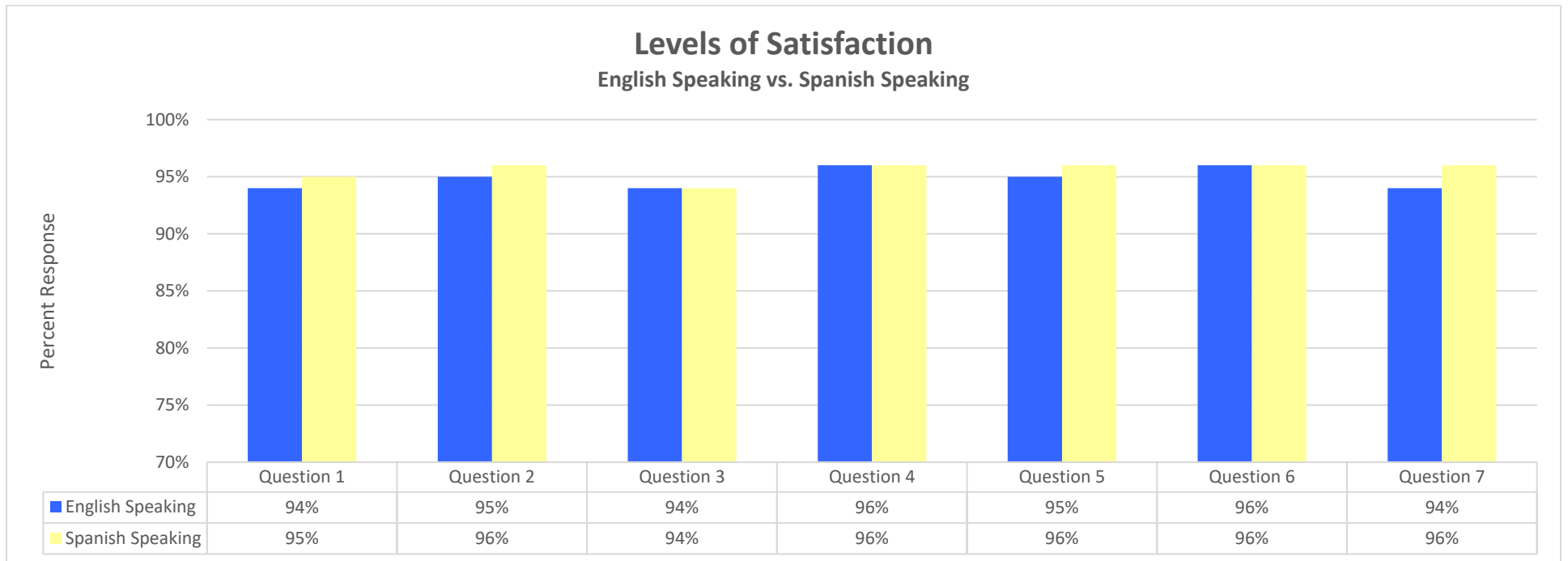
450 Dundee Ave, Elgin - Lower Level – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	94%	92%	93%	91%
2. The reception staff	96%	94%	94%	92%
3. Receiving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

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%

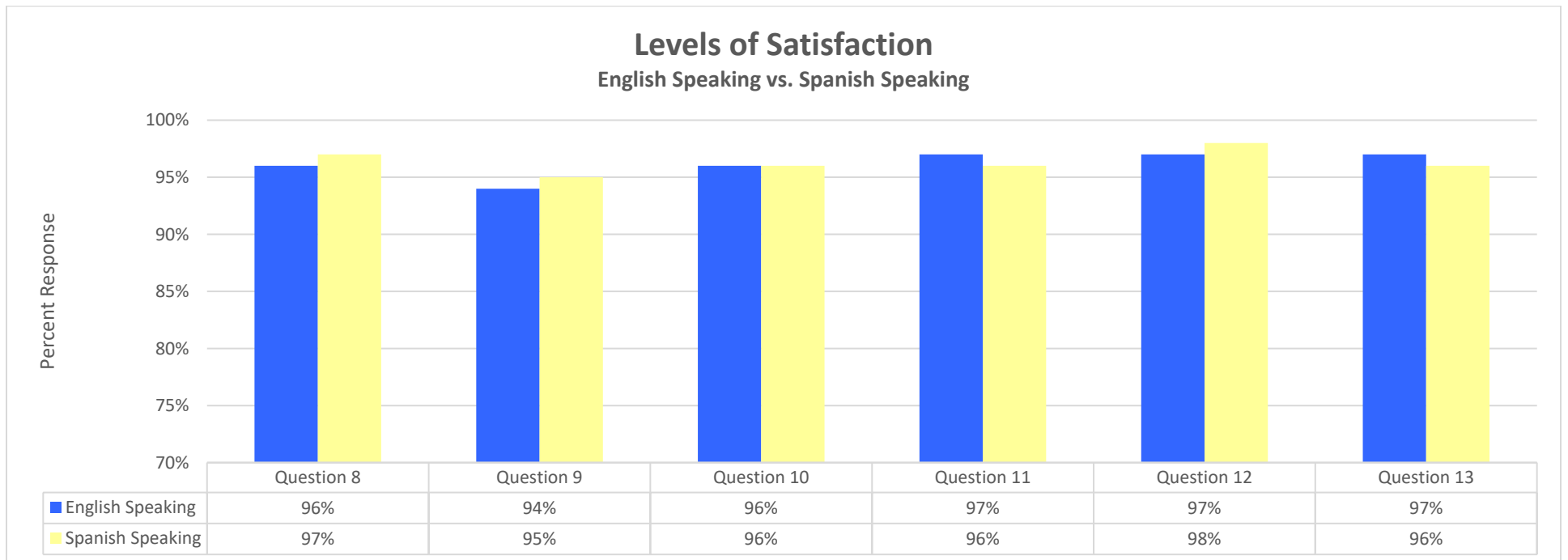
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	98 78%	132 76%	16 13%	34 20%	11 9%	7 4%	0	0	0	0
2. The reception staff	102 81%	142 83%	18 14%	25 15%	6 5%	5 3%	0	0	0	0
3. Receiving a timely appointment	100 81%	129 76%	16 13%	32 19%	6 5%	8 5%	1 1%	1 1%	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	107 85%	141 82%	14 11%	29 17%	5 4%	3 2%	0	0	0	0
5. The follow-up and coordination of my care	102 81%	142 82%	17 14%	25 14%	7 6%	7 4%	0	0	0	0
6. The staff addressing my medical needs today	105 83%	147 85%	15 12%	21 12%	6 5%	5 3%	0	0	0	0
7. The time spent waiting	97 78%	126 73%	19 15%	39 23%	8 6%	6 4%	1 1%	1 1%	0	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	107 86%	143 86%	13 10%	20 12%	5 4%	4 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	94 80%	121 77%	15 13%	29 19%	9 8%	7 5%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	107 85%	140 81%	14 11%	27 16%	5 4%	6 4%	0	0	0	0
11. Your medical assistant	109 87%	145 84%	13 10%	25 15%	4 3%	3 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	111 89%	153 88%	8 6%	19 11%	6 5%	1 1%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	111 88%	144 84%	10 8%	23 14%	5 4%	4 2%	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: 29

N/A: 17

YES: 2

Comments:

1. "Staffs are very helpful." (Davies)
2. "Dr. Davies is a very caring doctor. We love your doctor. Thank you for your service." (Davies)

Spanish

NO: 34

N/A: 4

YES: 7

Comments:

1. "The entire personnel in general is very kind and attentive." "Todo el personal en general es muy amable y atento." (Triner)
2. "The entire personnel in general treated me well and were very kind." "Todo el personal en general me atendieron muy amables." (Triner)
3. "Very good." "Muy bien." (Baum)
4. "Excellent." "Excelente." (Piekarz)
5. "Very good." "Muy buena."
6. "No because I know my appointment." "No porque ya se mi cita."
7. "It was very good." "Fue muy bien." (Davies)

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

English

1. "No."
2. "N/A." (8)
3. "Dr Miller was very helpful and explained everything." (Miller)
4. "Appointments are available fast." (Baum)
5. "The provider explains things well." (Piekarz)
6. "Always friendly + present to the needs of the patient. My grandkids." (Triner)
7. "Getting proper service." (Davies)
8. "Very caring and informative." (Davies)
9. "Friendly staff." (Miller)
10. "Expedient, concerned." (Triner)
11. "They are friendly." (Triner)
12. "Quick appointments." (Triner)
13. "Great service."
14. "Great staff." (Triner)
15. "Been seen quick." (Piekarz)
16. "Receptionist was very helpful." (Triner)
17. "Case manager." (Triner)
18. "Making appointments." (Triner)
19. "The phone calls." (Davies)
20. "Everyone very helpful." (Piekarz)
21. "Doctors." (Davies)
22. "Staff & doctors."
23. "Excellent services." (2)

1. "They attend me when I need it." "Que me atienden cuando lo necesito." (Newbrander)
2. "Close to home." "Cerca a mi casa." (Davies)
3. "The care of my baby and follow up in their growth." "El cuidado de mi bebe y su seguimiento en su crecimiento." (Triner)
4. "The attention." "La atencion."
5. "With everything." "En todo." (Davies)
6. "That they speak Spanish." "Que hablan espanol." (Davies)
7. "The educated medical attention." "La atencion medica educada." (Triner)
8. "It's close to home." "Esta cerca de casa." (Piekarz)
9. "The language." "El idioma." (Piekarz)
10. "Attention at a very good time." "Atención en muy buen tiempo." (Baum)
11. "Closeness." "Cercania." (Triner)
12. "I get attended when I need it." "Que me atienden cuando lo necesito." (Daniel)
13. "Orientation and satisfaction for health necessities." "Orientación y satisfacción para los necesidades de salud." (Triner)
14. "Appointment." "Cita." (Miller)
15. "They attend to my necessities." "Atienden mis necesidades." (Triner)

24. "Very respectful." (Piekarz)
25. "Same day appt. Dr and staff are great." (Piekarz)
26. "How quick it is to get an appointment when needed." (Piekarz)
27. "Everyone is nice?"
28. "Can always be walk-in if not appt. avail." (Dodis)
29. "The attentiveness to my child's health and comfort." (Davies)
16. "They attend my sons necessities." "Atienden las necesidades de mi hijo." (Triner)
17. "They attended us." "Nos atendieron luego." (Piekarz)
18. "Navigating and controlling the health of my baby as well as their growth and vaccines." "Llevando un control de salud de mi bebe con su crecimiento and vaccines." (Miller)
19. "Very good clinic." "Muy buena clinica." (Miller)
20. "The manner in which the attend and kindness." "La manera que atiended y la amabilidad." (Triner)
21. "When I request help they attend to me and when I need an appointment with my doctor they give it to me fast." "Que cuando hablo me atienden y si ocupo una cita con el doctor me la dan rápido." (Triner)
22. "The medical attention for my kids." "La atención médica para mis hijos." (Miller)
23. "The care and health of my son." "Al cuidado y salud de mi hijo." (Baum)
24. "The attention." "Su atención." (2)
25. "The way they attend my necessities and of my kids." "La manera en que atienden mis necesidades y las de mi bebe." (Triner)
26. "They always attend to me very good and we really like this place." "Siempre me atienden muy bien y nos gusta mucho este lugar." (Davies)
27. "No comment." "Sin comentario."
28. "They give me the hours that are convenient for me." "Me puede dar los horarios que son más favorables para mi." (Piekarz)
29. "Suggestions." "Consejos." (Davies)
30. "Everything is good." "Bien todo." (Triner)
31. "The attention, the kindness, and the convenient attention." "La atención y la amabilidad y la atención oportuna." (Baum)
32. "Bilingual" "Bilingue." (Baum)
33. "When I need an urgent appointment it is given to me." "Que cuando ocupo alguna cita de emergencia me ayudan." (Piekarz)
34. "They give you a fast response." "Que te dan respuestas rápidas." (Baum)
35. "The truth is this is my second time coming here and so far it has been very good." "La verdad es que es la segunda vez que vengo aqui y me aparecido muy bien."
36. "The attention and information given to us about specialties." "La atención y la información sobre especialistas." (Davies)
37. "The medical care for my family." "Revicion médica a mi familia." (Miller)

38. "It is a clean place and very good service." "Es un lugar limpio y muy servicial." (Triner)
39. "They help me with any concerns and questions regarding my sons health." "Me ayudo con las dudas y preguntas de la salud de mi niño." (Triner)
40. "They accept my sons insurance." "Que reciben la aseguranza de mi hijo." (Baum)
41. "The support of the initial education for my kids." "Apoyo con el inicio del educativo de mis hijos." (Piekarz)
42. "Good attention." "Buena atencion." (Baum)
43. "They help protect our family." "Nos ayuda protjer nuestra familia." (Baum)
44. "The attention from the personnel." "La atención del personal." (Baum)
45. "That they help me with any doubts and are kind." "Que me ayudan con las dudas y sean amables." (Piekarz)
46. "The medical attention." "La atencion medica." (Baum)
47. "Quick appointments." "Citas rapidas." (Triner)
48. "The doctors and nurses." "Los doctores y enfermeas." (Baum)

Question 16: How can we improve Greater Family Health?

English

1. "?"
2. "N/A." (15)
3. "Keep up the good work 😊."
4. "Nothing thank you." (Triner)
5. "Dr. Miller was amazing 😊." (Miller)
6. "All is good." (Davies)
7. "Being able to still go to your appointment if you are late." (Davies)
8. "N/A maybe play area for siblings." (Miller)
9. "Nothing everything is great." (Davies)
10. "The wait list w/out apt." (Davies)
11. "Perfect job keep it up." (2)
12. "Yall are great."

Spanish

1. "No."
2. "N/A." (2)
3. "I do not have a comment." "No tengo comentario." (Davies)
4. "No comments." "Sin comentario." (Piekarz)
5. "Stay the same." "Sigan asi." (Piekarz)
6. "Everything is very good." "Todo esta muy bien." (4)
7. "Eveyrthing is very good." "Todo muy bien." (Baum)
8. "Very good." "Muy bueno." (Davies)
9. "Very good." "Muy bueno." (Davies)
10. "Everything is good." "Todo bien." (Triner)
11. "I am currently satisfied." "Estoy satisfecha asi." (Triner)
12. "Everything is perfect." "Todo perfecto." (Baum)
13. "They are excellent." "Lo hacen excelente." (Triner)
14. "It is great the way it is now." "Asi esta bien." (Baum)
15. "Less time spent waiting for appointments." "Menor espera para citas." (Triner)
16. "Speed up the process for referrals." "Agilsar el proceso de referidos." (Triner)
17. "You do not have to improve anything. You are very good people." "No tienen que

mejorar nada son muy buenas personas.”
(Miller)

18. “On my end, everything is great.” “Por mi parte todo esta bien.” (Triner)
19. “Well, I do not have a complaint.” “Pues no tengo ceja.” (Davies)
20. “From my perspective, they do their job very well.” “Por mi parte hacen muy bien su trabajo.” (Baum)
21. “Arrive at the time of the appointment.” “Yegar a la hora de la cita.”
22. “Improving on time spent waiting for appointments. I spent 40 minutes waiting.” “Mejorando los tiempos de espera mi espera para pasar a la cita fue de 40 minutos.”
23. “Don’t schedule appointments too far out.” “No dar consultas o citas muy lejanas.”
24. “Access to call center 7/24.” “Tener servicio telefonico 7/24.” (Davies)

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

English

- YES: 64
- NO: 0

Spanish

- YES: 76
- NO: 0

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

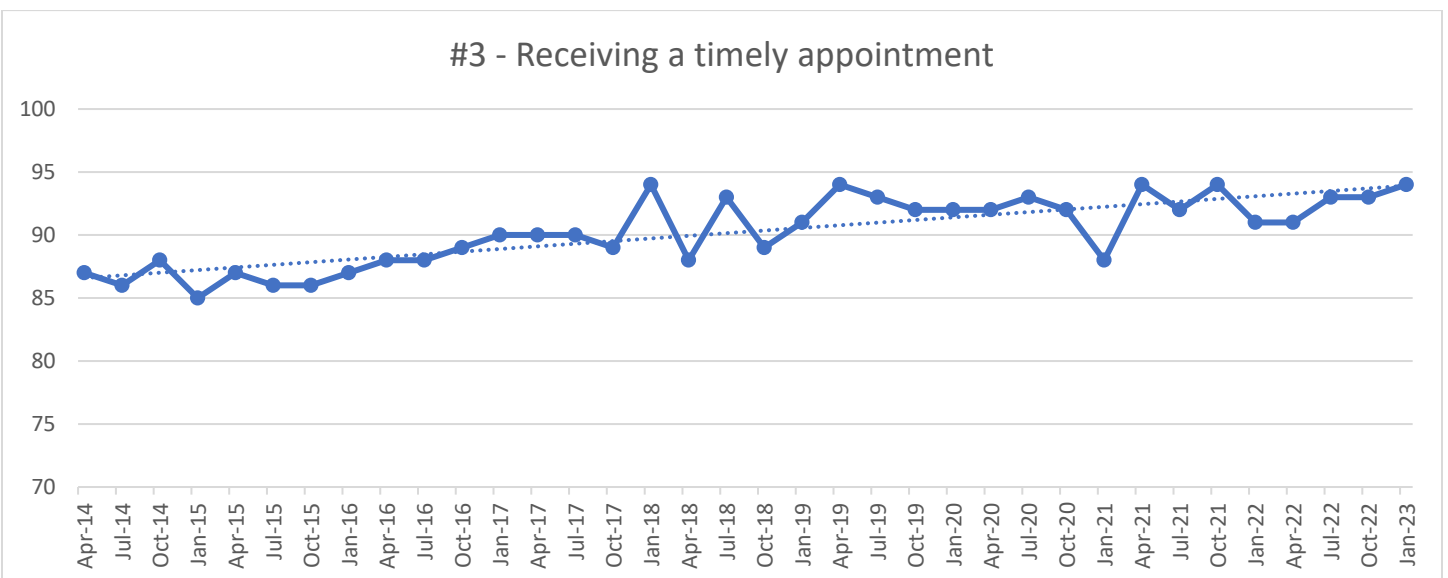
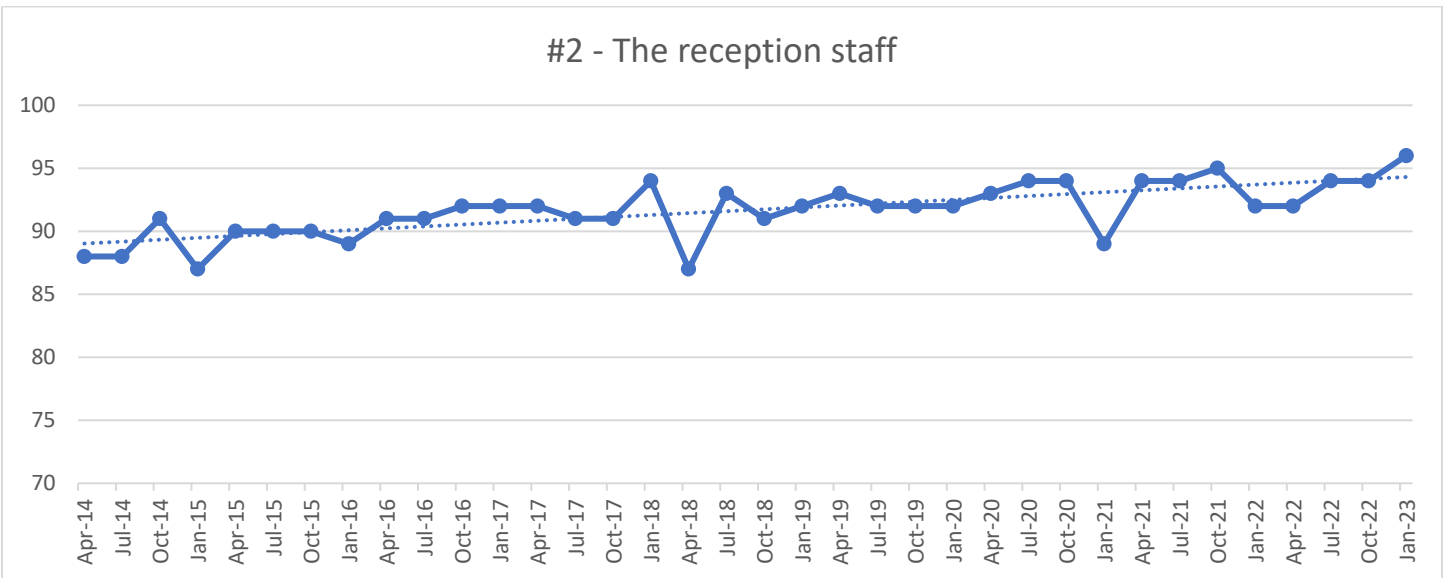
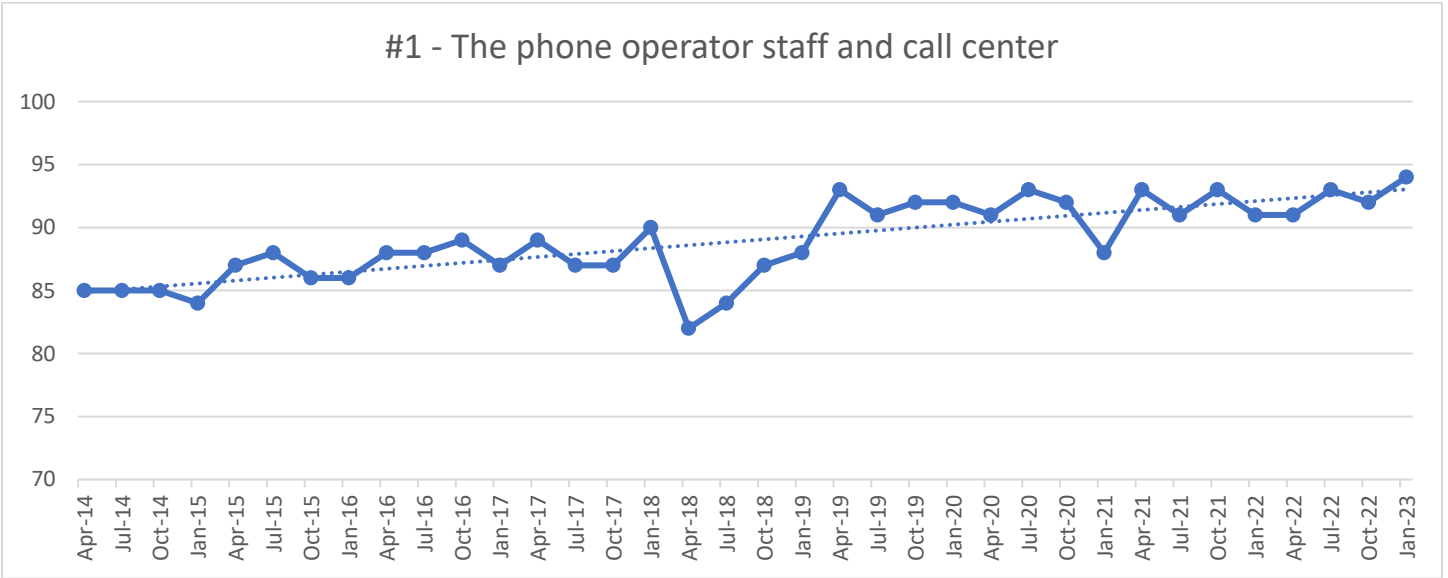
English

- Baum: 15
- Davies: 25
- DeGarmo:
- Dodis: 5
- Miller: 9
- Newbrander: 2
- Piekarz: 22
- Triner: 37

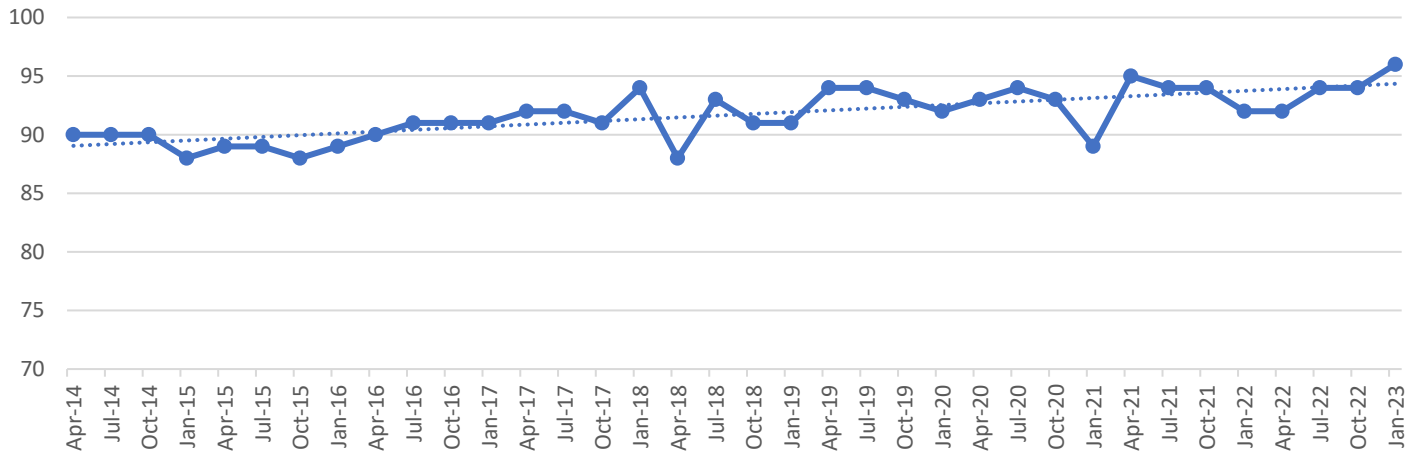
Spanish

- Baum: 22
- Davies: 30
- Dodis: 7
- Hadi: 1
- Miller: 16
- Newbrander: 4
- Piekarz: 34
- Triner: 45

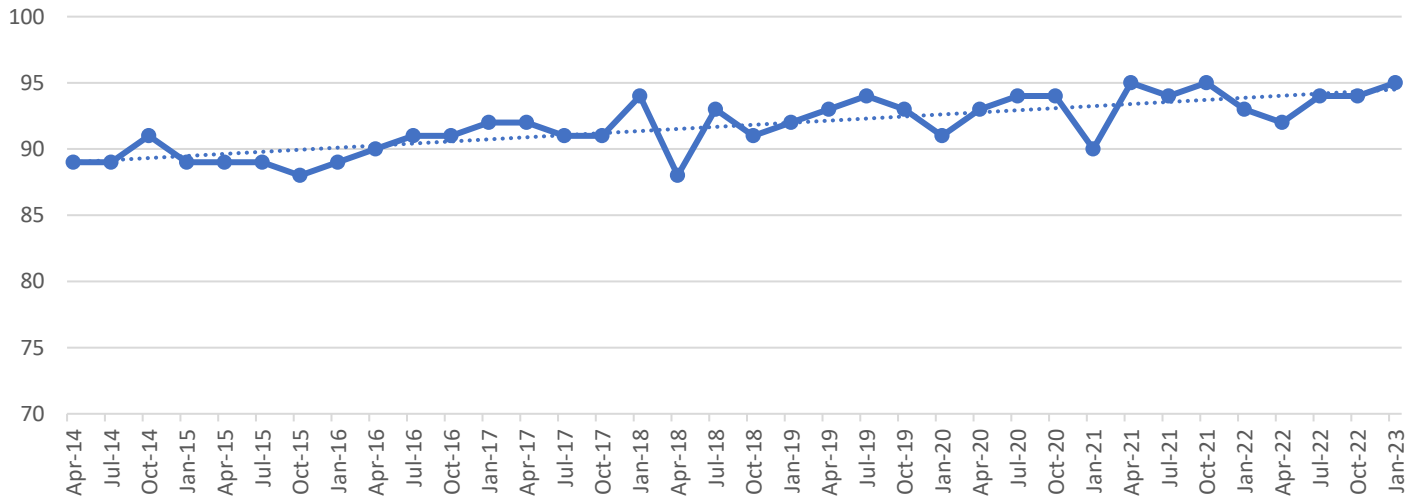
Individual Question Results with Trendlines



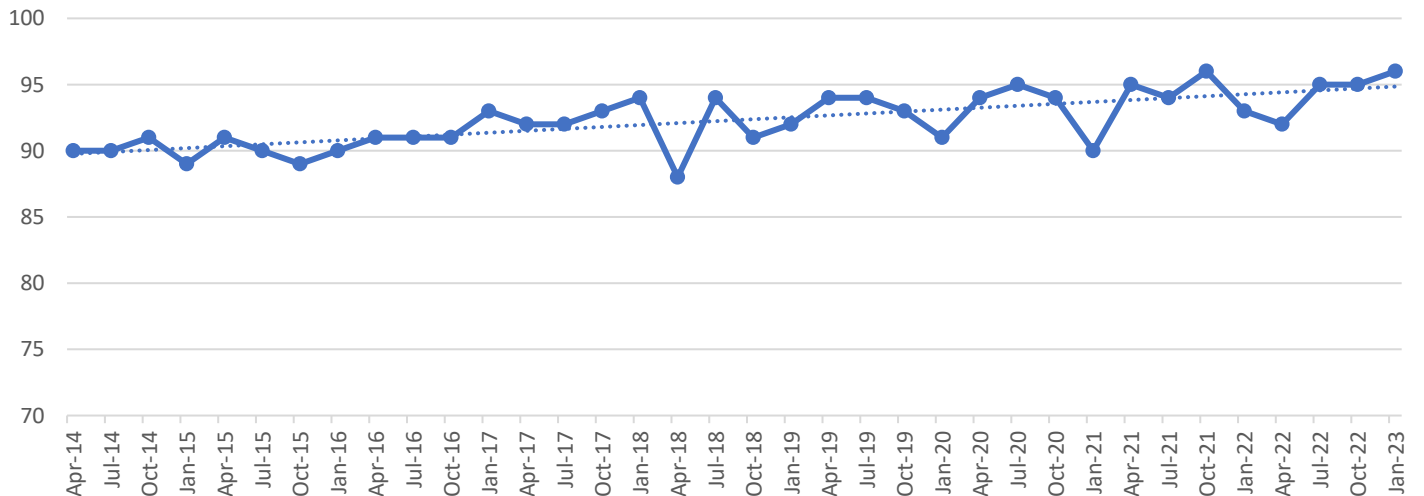
#4 - Education and explanation of plan provided in a way that I can understand



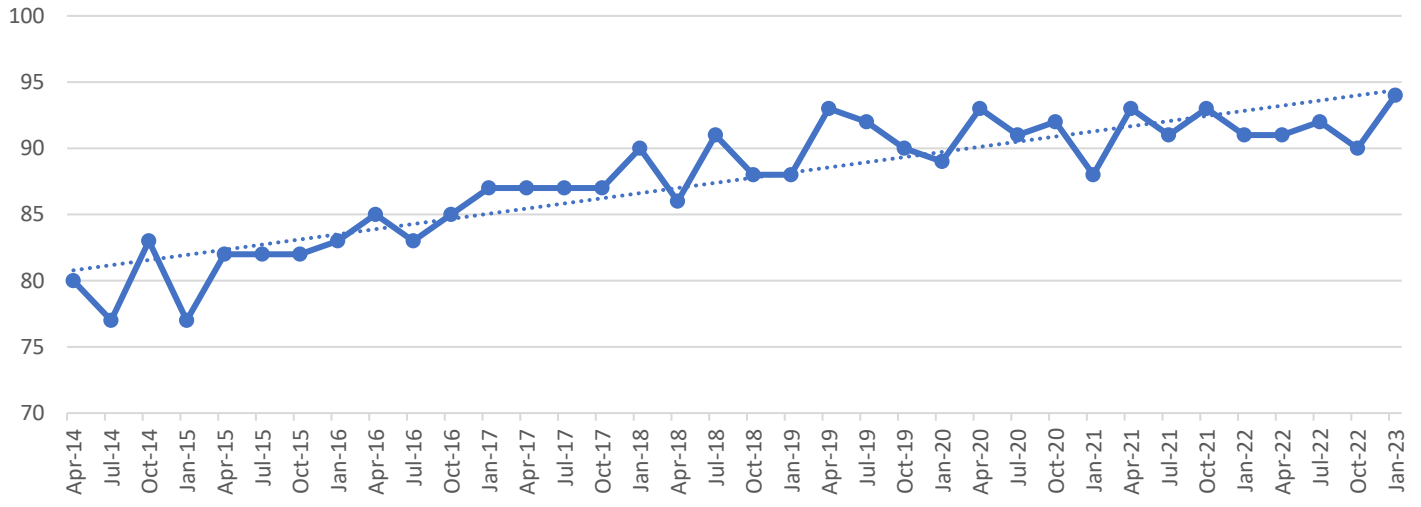
#5 - The follow-up and coordination of my care



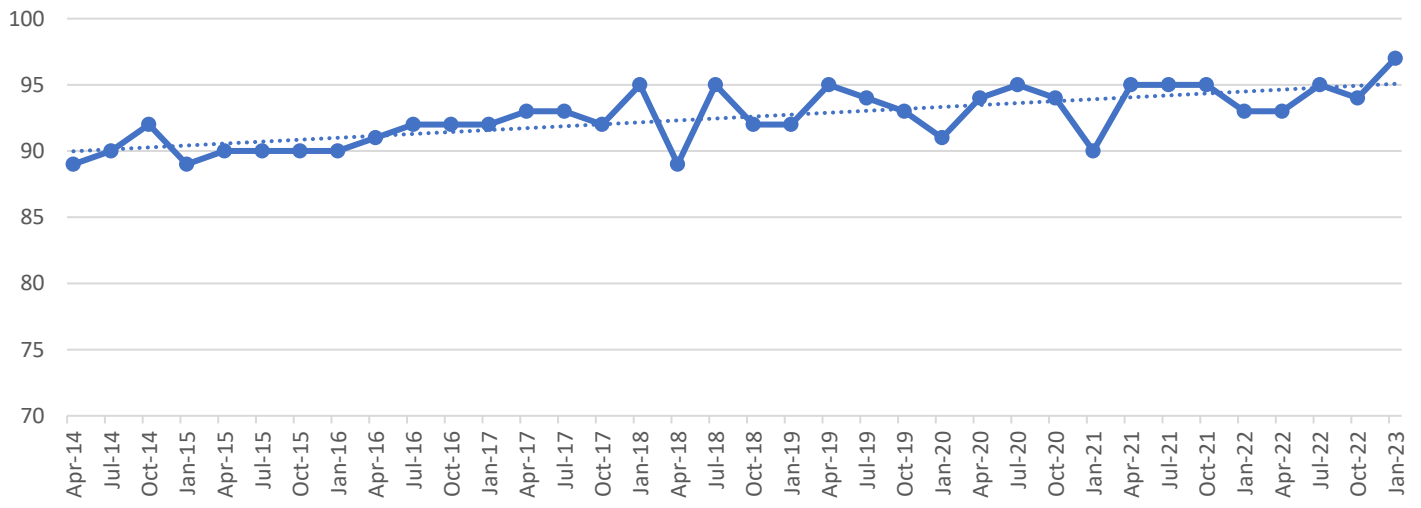
#6 - The staff addressing my medical needs today



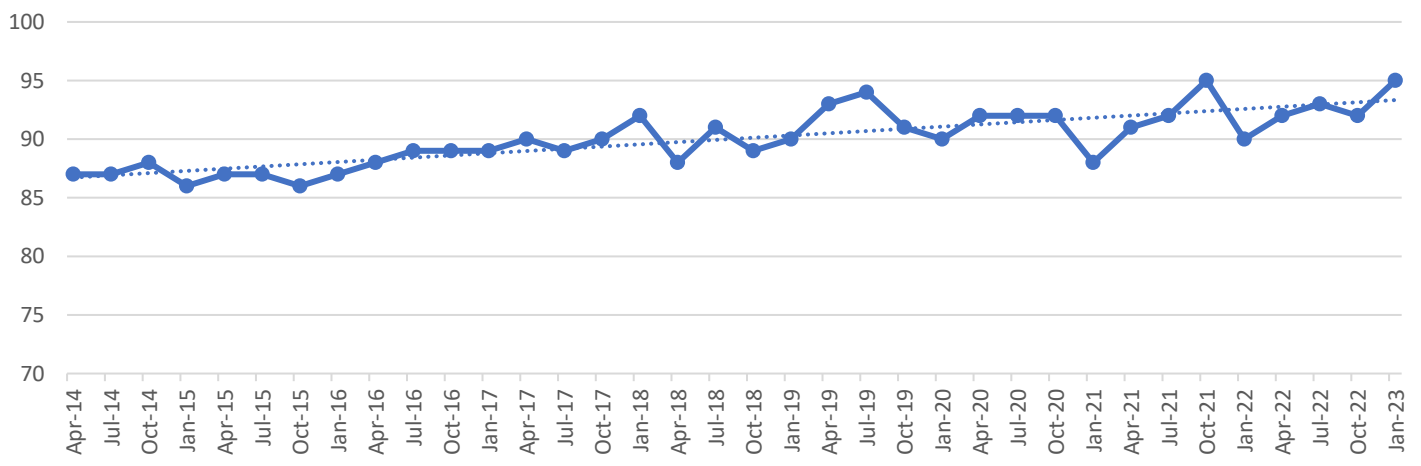
#7 - The time spent waiting



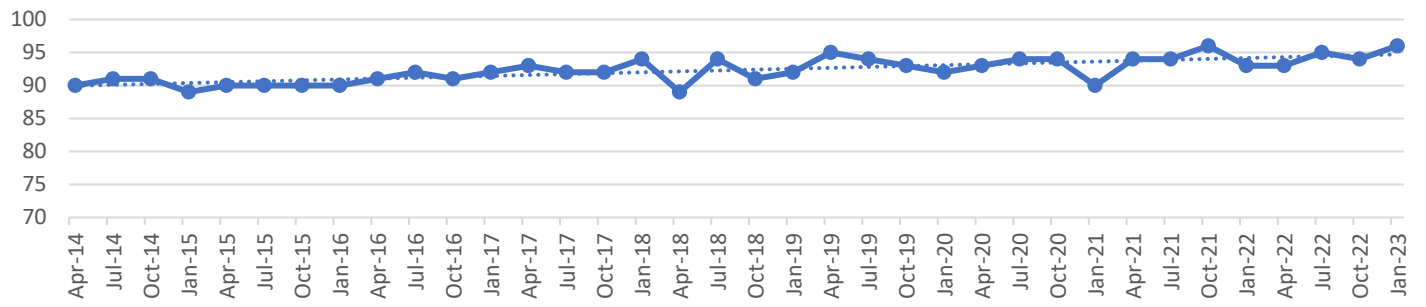
#8 - The respectfulness of staff



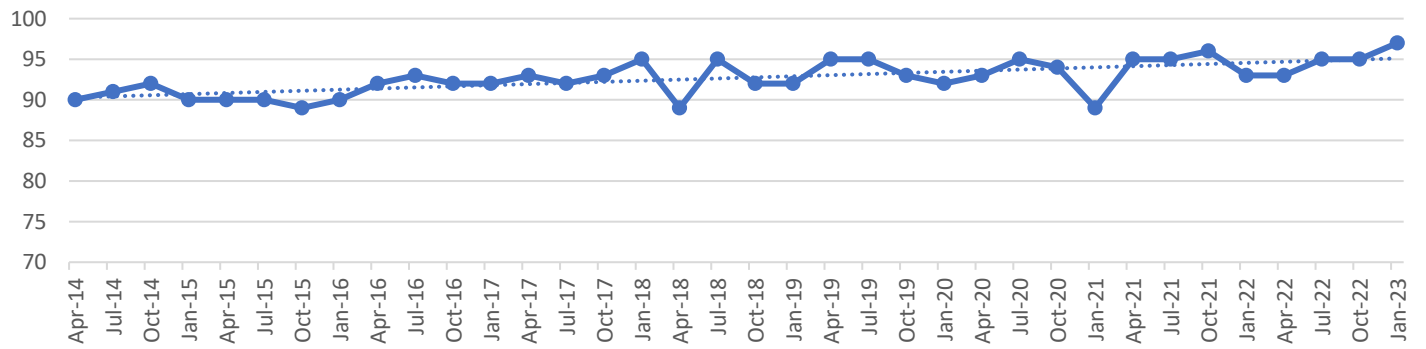
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



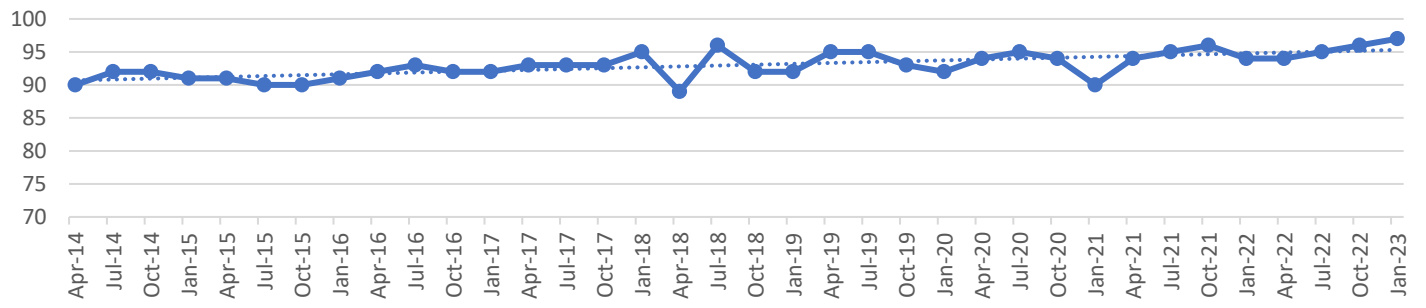
#10 - The handling of my personal medical information in a private and confidential manner



#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?

