

Patient Satisfaction Survey
450 Dundee Ave, Elgin - Upper Level (OB/GYN/Dental)
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 93%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

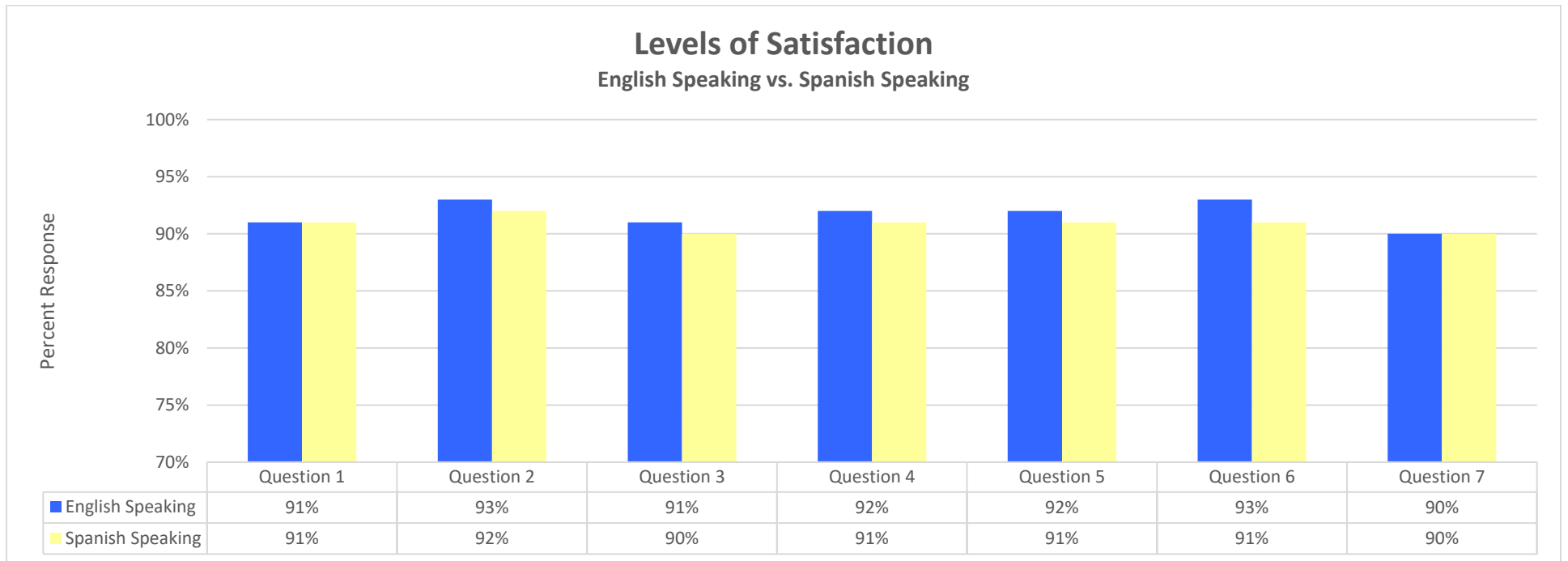
450 Dundee Ave, Elgin - Upper Level – Survey Questions	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022	Level of Satisfaction April 2022
1. The phone operator staff and call center	91%	94%	91%	92%
2. The reception staff	92%	94%	92%	92%
3. Receiving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

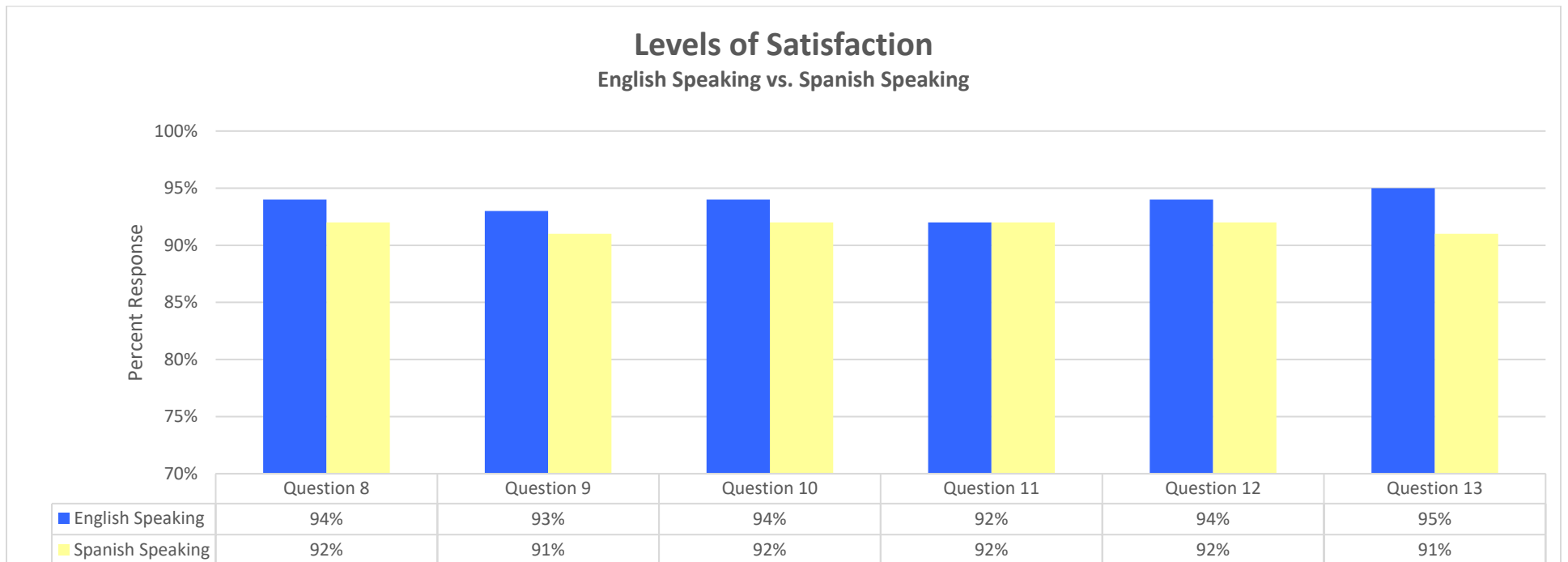
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	60 62%	99 69%	29 30%	32 22%	8 8%	11 8%	0	0	0	2 1%
2. The reception staff	66 67%	101 70%	29 30%	31 22%	3 3%	10 7%	0	0	0	2 1%
3. Receiving a timely appointment	61 63%	95 66%	30 31%	32 22%	5 5%	15 10%	1 1%	0	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	65 66%	99 69%	28 29%	30 21%	5 5%	12 8%	0	1 1%	0	2 1%
5. The follow-up and coordination of my care	63 64%	99 69%	31 32%	31 22%	4 4%	11 8%	0	1 1%	0	2 1%
6. The staff addressing my medical needs today	68 69%	97 68%	25 26%	32 22%	5 5%	11 8%	0	1 1%	0	2 1%
7. The time spent waiting	58 59%	94 66%	33 34%	29 20%	7 7%	15 11%	0	2 1%	0	2 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	73 75%	103 72%	22 22%	28 20%	3 3%	10 7%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	67 70%	94 66%	22 23%	36 25%	7 7%	11 8%	0	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	73 75%	100 69%	21 21%	31 22%	4 4%	11 8%	0	0	0	2 1%
11. Your medical assistant	65 66%	103 72%	28 29%	26 18%	5 5%	13 9%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	73 75%	106 74%	22 22%	23 16%	3 3%	12 8%	0	0	0	2 1%
13. Overall, how satisfied are you with the Health Center?	75 77%	97 69%	20 20%	30 21%	3 3%	12 9%	0	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: 18

N/A: 7

YES: 5

Comments:

1. "No, everything went well."
2. "Yes, very nice and satisfied." (George)
3. "They very friendly and kind."
4. "Very friendly kind people."
5. "Nice people." (Safavinejad)

Spanish

NO: 26

N/A: 2

YES: 9

Comments:

1. "Very good." "Muy buena." (2)
2. "They are very good." "Soy muy buenas." (Piper)
3. "Very good." "Muy buenos." (Piper)
4. "Very good." "Muy bien."
5. "Thank you so much for helping me clean my dentures. May God bless Dr. Safavinejad and personnel." "Muchas gracias por ayudarme a limpiar mi dentadura. Dios le bendiga grandmente Dr. Safavinejad y personal."
6. "The services are very effective and accessible." "Su servicio es muy eficaz y accesible."
7. "Excellent." "Excelente." (Jin)
8. "Yes, very attentive." "Si fue muy atenta." (Jin)

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

English

1. "Everything."
2. "Reminder of upcoming visits."
3. "The care the provider shows."
4. "The scheduled time is seen at a timely manner." (Quesea)
5. "The appointments are paced very smoothly, no extra wait." (Quesea)
6. "They have a range of specialist." (Piper)
7. "Interest in me." (Bassi)
8. "They give the time I can come." (George)
9. "Staff are very understanding."
10. "All the staff are very nice." (George)
11. "No." (2)
12. "N/A." (2)
13. "Good care." (Jin)
14. "Kind." (Piper)
15. "Everyone is very helpful."
16. "How nice staff members are."
17. "Staff is always nice and helpful."
18. "I like the films (movies)."
19. "Very informative on my care." (Jin)
20. "They are friendly and professional."

Spanish

1. "How close to my home." "La cercanía a mi casa." (Quesea)
2. "The cost accessibility." "Accesibilidad de costo." (Uy)
3. "The care and health prevention." "En el cuidado y prevención de salud." (Bassi)
4. "The easy access without health insurance." "La facilidad por no tener asegúrense." (George)
5. "The help and attention is very good." "La ayuda y la atención es muy buena." (Uy)
6. "The hours are flexible." "Son horarios flexibles."
7. "Good service and appointments available fast." "Buen servicio y citas abalibles rápidas." (Bassi)
8. "More necessity in the health of my kids. And I am still trying out the quality of the health center." "Mucho mas en la salud de mis hijos. Y todavía estoy enterando en la calidad de la clínica." (Quesea)
9. "Treatment." "Tratamiento." (Quesea)

21. "Service, quality, staff is very kind and efficient."
22. "The explanation about my medical." (Piper)
23. "Cost in effective and affordable." (Jin)
24. "The professional service & care provided." (Jin)
25. "Our appointment was timely and brief." (Bassi)
26. "Having all of my info in one network w/out struggling with referrals." (Uy)
10. "In the care of my health." "En mi cuidado de salud."
11. "The ability to schedule appointments." "El poder agendar citas." (Uy)
12. "They are very good." "Son muy buenas."
13. "To have better health care for an economic price." "A tener mejor salud a precio económico." (Bassi)
14. "The medical attention." "La atencion medica." (Uy)
15. "They speak Spanish." "Hablan espanol." (Bassi)
16. "N/A." (1)
17. "No." (4)
18. "The kindness." "La amabilidad."
19. "Doctor Safavinejad is very kind and cordial. Congratulations." "La doctora Safavinejad es muy amable y cordial. Felicitaciones."
20. "Timely appointments." "Citas cercanas."
21. "To return my smile. I suffered a lot with dental pain but they helped me clean my mouth." "A devolver mi sonrisa sufri mucho con dolor de dental, pero me ayudaron a limpiar mi boca."
22. "The doctors are very kind and compassionate. Thank you." "Las doctoras son muy amables y comprensivas."
23. "The care for my children and my tiemely appointments, thank you." "El cuidado de mis hijos y mis citas en tiempo razonable gracias."
24. "General medicine." "Medicina general."
25. "We appreciate it because they help us maintain our family healthy." "Nos agrada por ayudarnos en mantenerla salud de toda la familia."
26. "With my families health." "Con la salud de mi familia." (Uy)
27. "Feeling better with my health." "Sentirme mejor de salud."
28. "Consecutive appointments." "Citas mas seguidas." (Jin)
29. "The dental services." "El servicio dental."
30. "Having people that speak Spanish." "Tener personas que hablan español." (Jin)

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (Uy)
2. "It's time."
3. "The dentist are great, front end is very well mannered and polite; very informative." (Quesea)

Spanish

1. "Have closer hours and have professional services." "Teniendo horarios un poco más cercanos y los servicios profesionales." (Quesea)
2. "More appointments." "Mas citas." (Uy)
3. "Excellent job." "Trabajo excelente." (Bassi)

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| <ol style="list-style-type: none"> 4. "Make it easier to get quick appointment for specialist." (Piper) 5. "First visit was very satisfactory." (Bassi) 6. "Nothing, everything is good." 7. "N/A." (7) 8. "No." (2) 9. "Continue with positivity." (Bassi) 10. "Bring emergency after hours dental care or help connect with emergency dental in Fox River Valley area." 11. "5 stars!" 12. "Offer more weekend appointments." (Jin) 13. "I have great respect for your service + the care that goes with it." (Jin) | <ol style="list-style-type: none"> 4. "Maintaining good personnel." "Manteniendo un buen personal." (George) 5. "Continue to be very pleasant." "Seguir como son muy amables." 6. "Continue to be the same." "Seguir igual." (Uy) 7. "Nothing everything is good with the personnel." "Nada todo está bien en lo personal." (Bassi) 8. "It's very good." "Está muy bien." (Uy) 9. "For me, the service is very good." "Para mí el servicio es muy bueno." 10. "Nothing." "Nada." 11. "Let us know what services are not able to be done so an appointment is not made in vain." "Dejarnos saber los servicios que no pueden hacerse aquí para no hacer cita en valde." (Uy) 12. "Yes." "Si." (1) 13. "N/A." (1) 14. "No." (5) 15. "Continue with the great service." "Siguan con el buen servicio." 16. "Don't wait too long to be seen." "No esperar mucho para ser atendido." 17. "The care is very good, thanks." "El cuidado está muy bien gracias." 18. "The appointments should be sooner but it is not possible because of the quantity of people that come to the clinic." "Que las citas sean lo más pronto posible pero no se puede por la cantidad persona que viene a la clínica." 19. "Continue doing a great job as a team." "Seguir haciendo un buen trabajo en equipo." 20. "Excellent attention." "Excelte atencion." (Uy) 21. "Everything is good." "Todo esta bien." (Jin) 22. "More available appointments on Saturday." "Mas citas disponibles Sabados." 23. "I think that it is fine." "Creo que está bien." (Jin) |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 77
- NO: 0

Spanish

- YES: 118
- NO: 0

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

English

- Bassi: 6
- George: 5
- Jin: 6

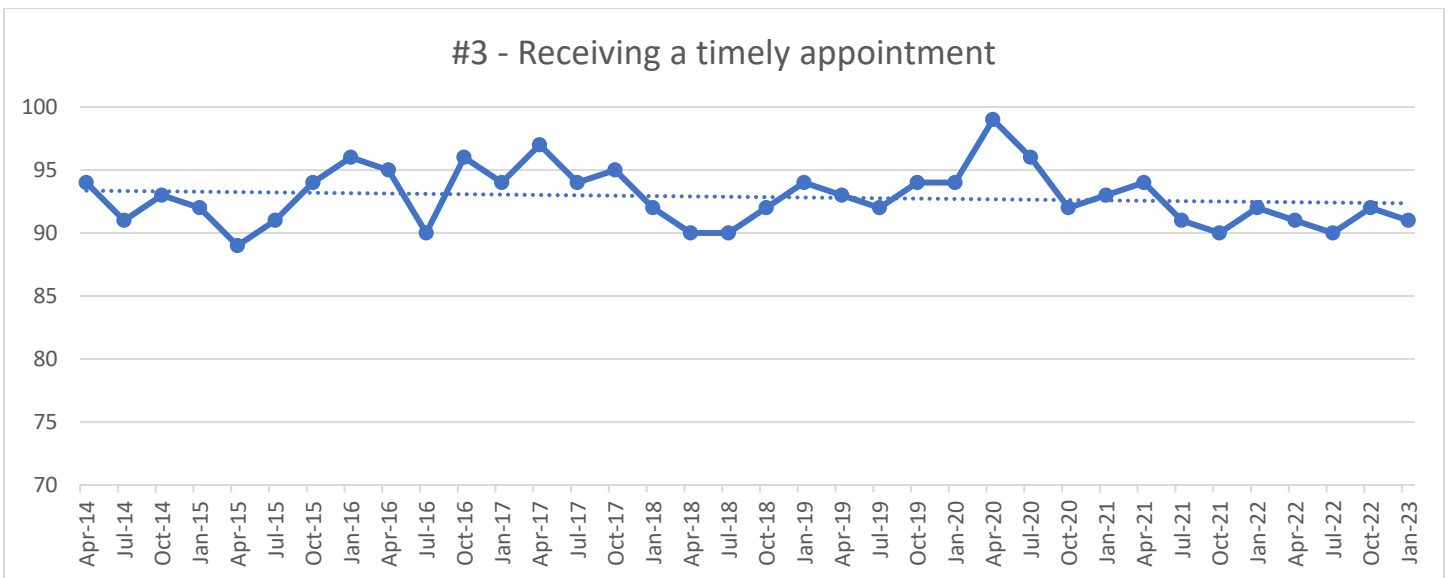
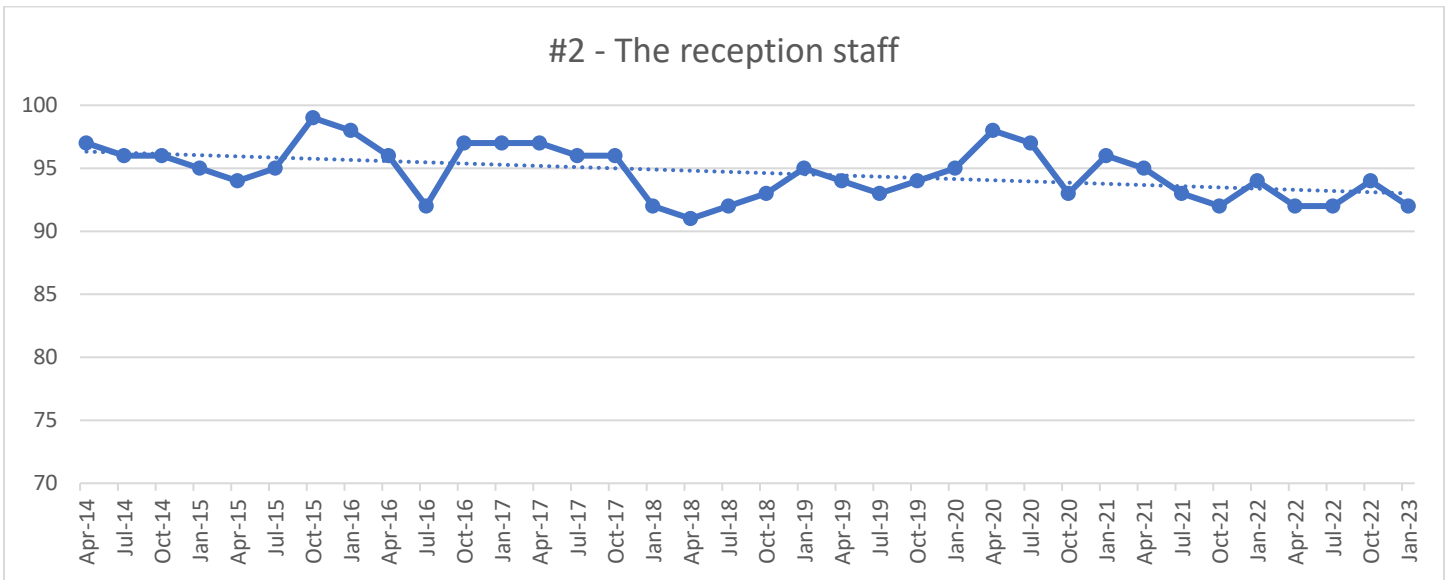
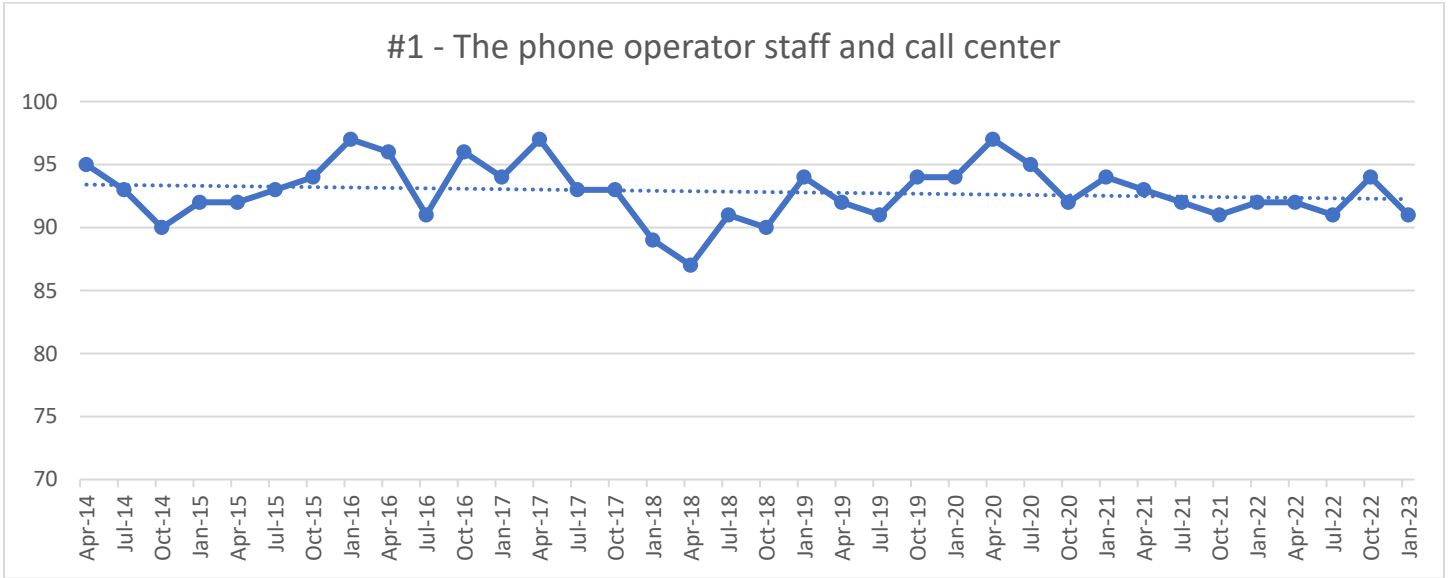
Spanish

- Bassi: 16
- George: 17
- Jin: 10

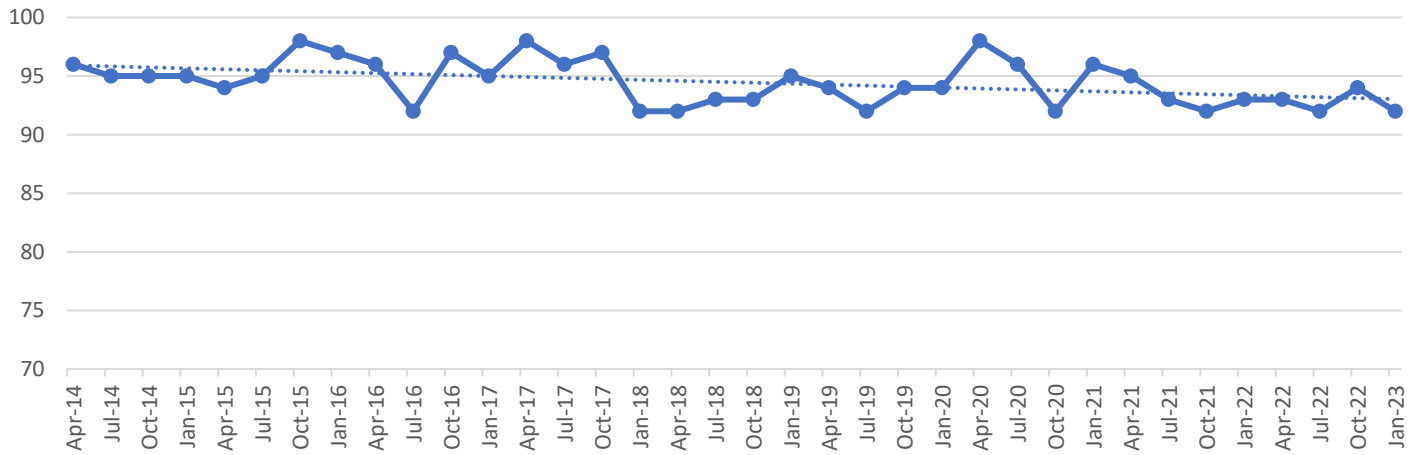
- McCormick: 2
- Piper: 15
- Quesea: 6
- Safavinejad: 3
- Stern: 4
- Uy: 6

- McCormick: 1
- Piper: 13
- Quesea: 8
- Safavinejad: 3
- Stern: 5
- Uy: 23

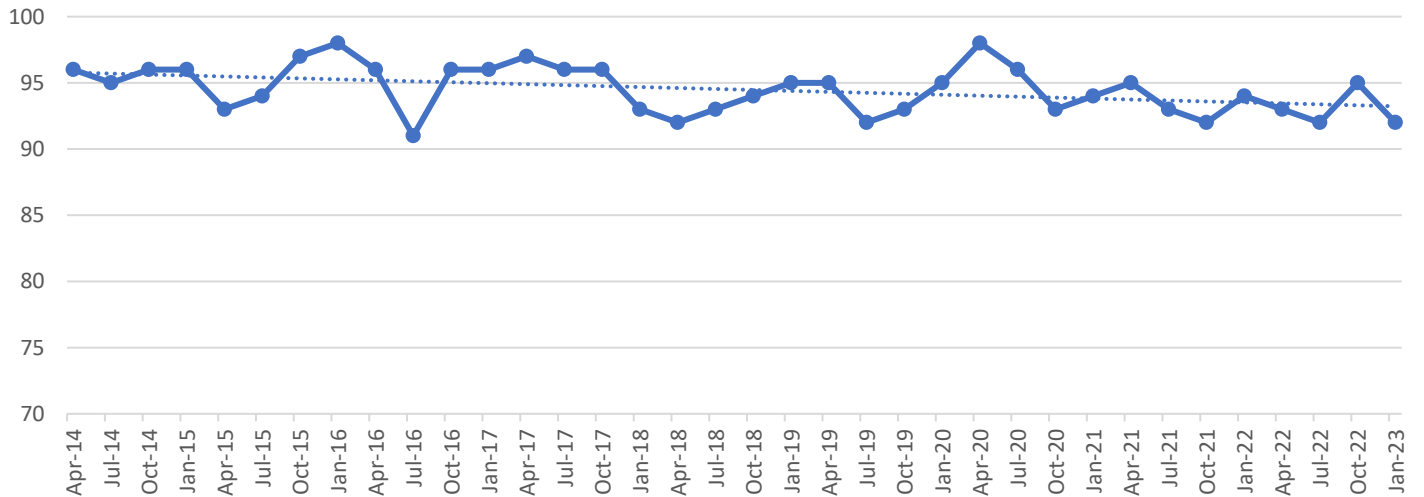
Individual Question Results with Trendlines



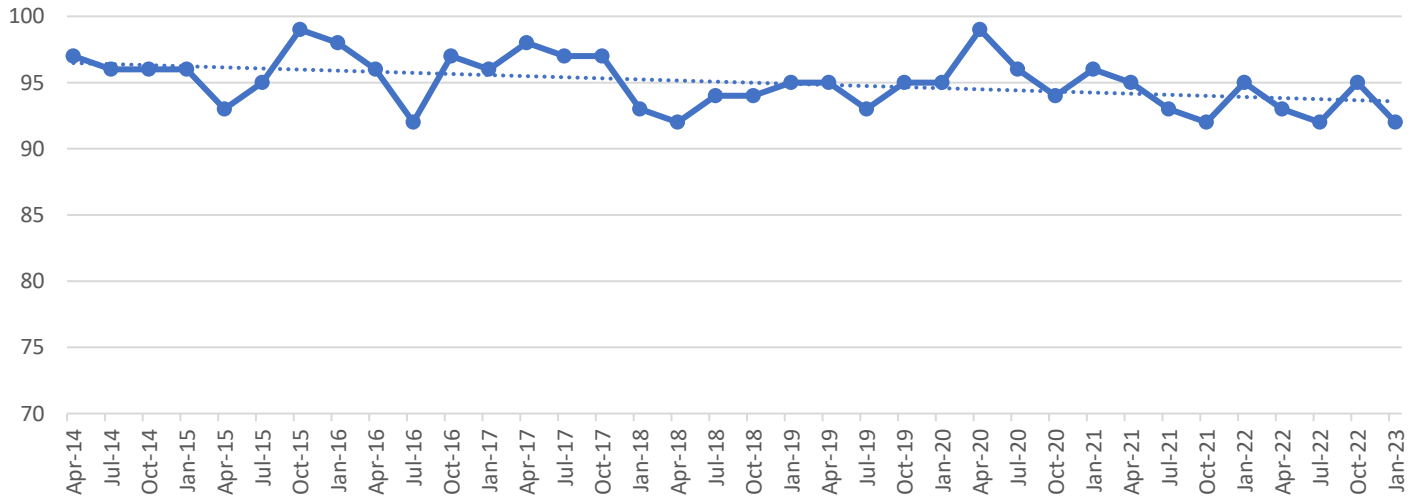
#4 - Education and explanation of plan provided in a way that I can understand



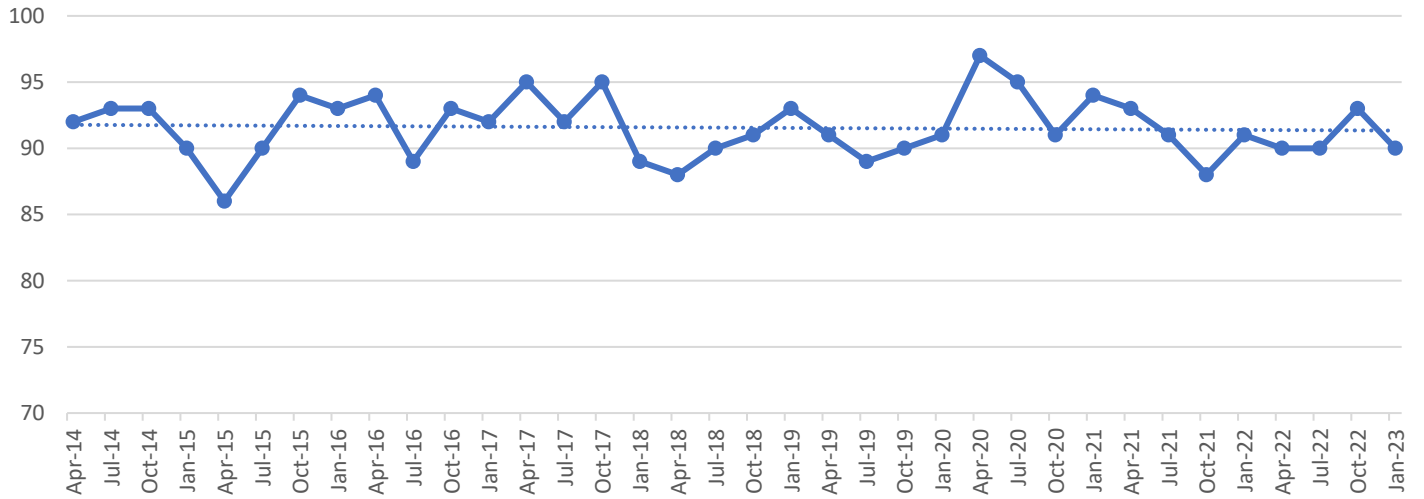
#5 - The follow-up and coordination of my care



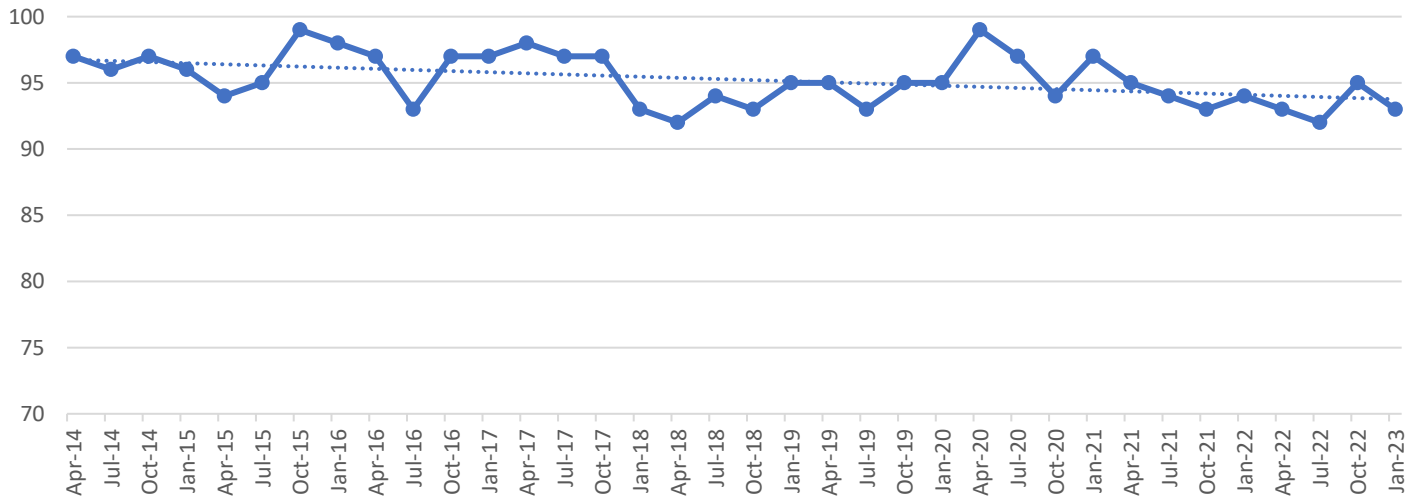
#6 - The staff addressing my medical needs today



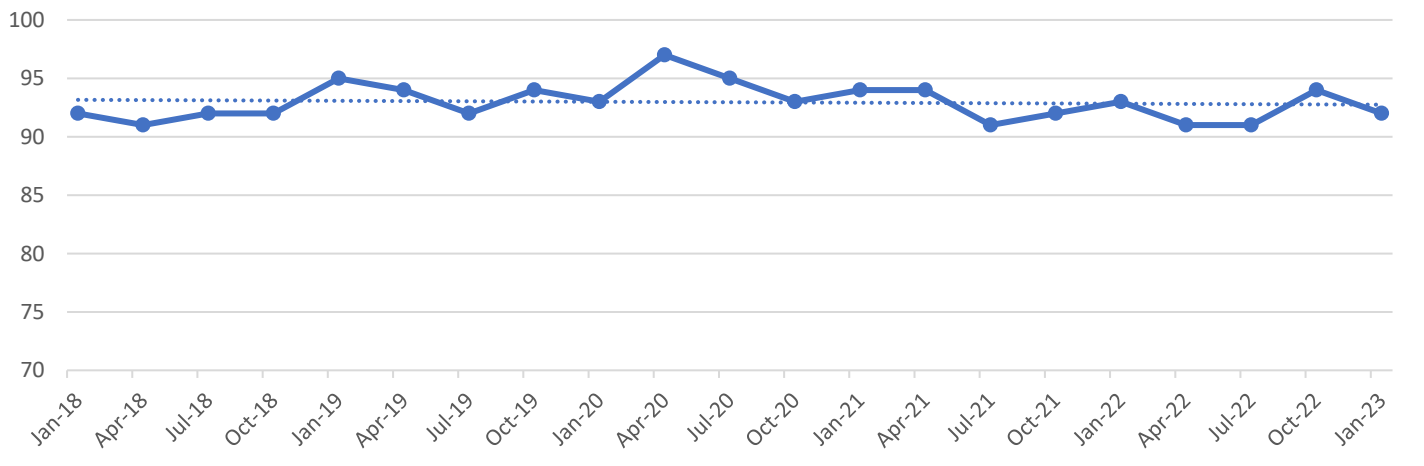
#7 - The time spent waiting



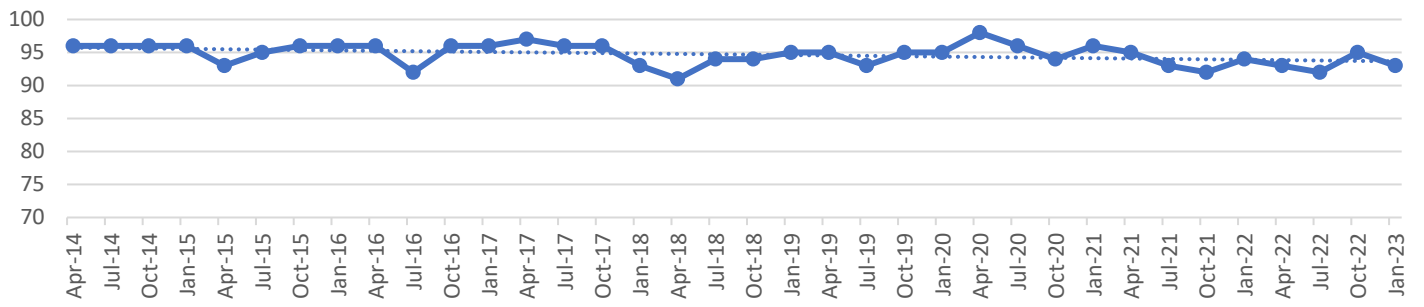
#8 - The respectfulness of staff



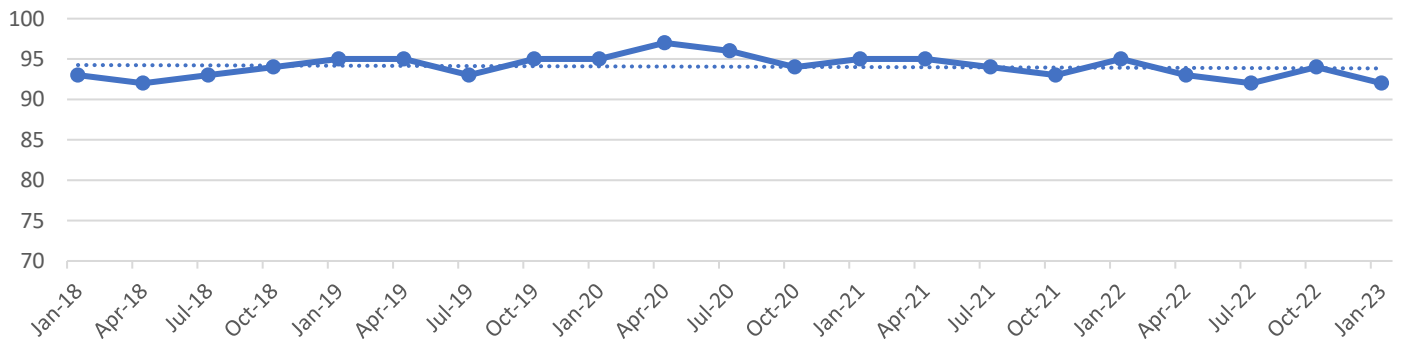
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



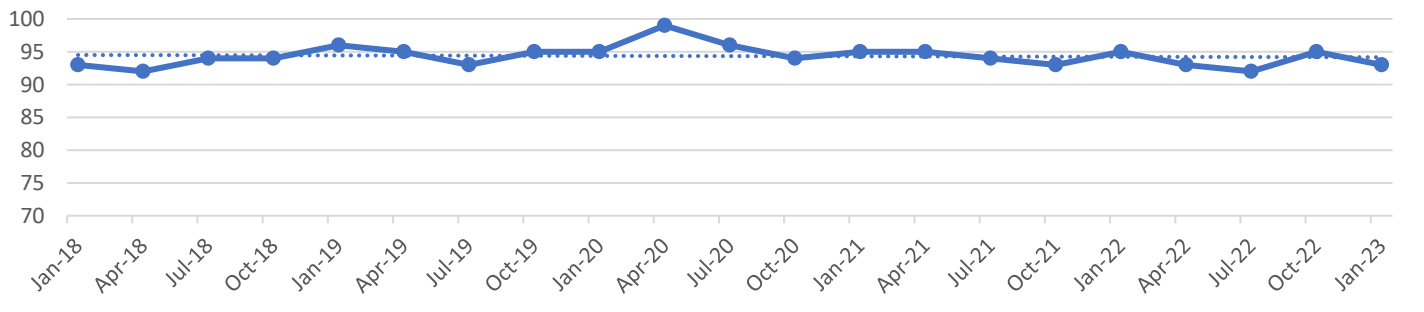
#10 - The handling of my personal medical information in a private and confidential manner



#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?

