

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park April, 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 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	96%	97%	96%	94%
2. The reception staff	97%	98%	98%	97%
3. Receiving a timely appointment	97%	97%	98%	96%
4. Education and explanation of plan provided in a way that I can understand	97%	98%	98%	96%
5. The follow up and coordination of my care	97%	97%	98%	97%
6. The staff addressing my medical needs today	97%	98%	98%	97%
7. The time spent waiting	94%	95%	97%	94%
8. The respectfulness of staff	97%	99%	98%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	95%	96%	95%
10. The handling of my personal medical information in a private and confidential	97%	98%	97%	96%
11. Your medical assistant	97%	99%	98%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	99%	98%	99%
13. Overall, how satisfied are you with the Health Center?	97%	99%	98%	97%

Total Greater Family Health Survey Question Responses	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	92%	93%	92%	92%
2. The reception staff	94%	94%	94%	93%
3. Receiving a timely appointment	92%	92%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	93%	93%
5. The follow up and coordination of my care	93%	93%	93%	93%
6. The staff addressing my medical needs today	94%	94%	94%	94%
7. The time spent waiting	90%	90%	90%	90%
8. The respectfulness of staff	94%	94%	94%	94%
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%	94%
11. Your medical assistant	94%	94%	94%	94%
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%	94%

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



Based on the results of this survey, the following comments and analysis are offered:

1. This survey period, 10225 Grand Ave., Franklin Park received an average satisfaction score of 97%. As compared to the previous survey period, patient satisfaction scores: **improved on 1 of 13 questions**; *maintained the same score on 2 of 13 questions*; and declined on 10 of 13 questions. The current average score (97%) decreased by 1% compared to the previous average score (98%).

Compared to the organization-wide average scores for this survey period, 10225 Grand Ave., Franklin Park matched or exceeded the average satisfaction scores on 13 of 13 questions. A review of the trend graphs at the end of this document depicts a Health Center with strong satisfaction scores that continue to trend upward with a few questions in a constant state. Very commendable!

2. The **highest score** this survey period was **98%** on question #12 (Your health provider). The **second highest score** was **97%** on questions #2 (Reception staff), #3 (Receiving a timely appointment), #4 (Education and explanation of plan), #5 (Follow up and coordination), #6 (Staff addressing my needs), #8 (Respectfulness of staff), #10 (Handling of my personal medical information), #11 (Your medical assistant), and #13 (Overall satisfaction).

Questions that improved this survey period include #9 (Receiving test results timely).

3. The lowest score this survey period was 94% on question #7 (Time spent waiting). The second lowest score was 96% on questions #1 (Phone operator staff) and #9 (Receiving test results timely).

Questions that declined this survey period include #1 (Phone operator staff), #2 (Reception staff), #4 (Education and explanation of plan), #6 (Staff addressing my needs), #7 (Time spent waiting), #8 (Respectfulness of staff), #10 (Handling of my personal medical information), #11 (Your medical assistant), #12 (Your health provider), and #13 (Overall satisfaction).

4. A total of 126 surveys were returned this quarter for 10225 Grand Ave., Franklin Park. Of the 1,599 total responses reported, 24 (2% of responses) were neutral. The most neutral response was seen on question #9 (Receiving test results timely).
5. For question #14 (Have you left a message for a staff member in the last week? If so, what was your experience), all 10 comments provided were favorable. Health Center professionals should continue to return calls promptly, timely empty voicemail boxes and adequately address patient needs. Also, please remember to always provide your name and state that you are from Greater Family Health - 10225 Grand Ave., Franklin Park. Finally, please speak clearly and do not rush. Overall, excellent job Health Center professionals!
6. For question #15 (What is most helpful for you at Greater Family Health?), the following were mentioned most-frequently: friendliness, attention, location, timely results, appointment availability.

For question #16 (How can we improve Greater Family Health?), a few comments mentioned more staff and appointment availability. However, most comments said the Health Center is doing an excellent job.

7. Of the 126 patients that responded, 44% were Spanish speakers and 56% were English speakers. Equal satisfaction was reported on 6 questions, and English speakers reported higher satisfaction on 5 questions.

The largest difference in scores was 2% on question #7 (Time spent waiting). Health Center

professionals should remember to treat all patients equally, regardless of the language spoken.

8. For question #17 (Would you recommend this Health Center to your friends and family), 100% of English-speaking patients that responded said “yes” and 100% of Spanish-speaking respondents said “yes”. Excellent job!
9. This Health Center attained a 91% return rate (Excellent) this period, which represents a 9% decrease compared to the previous survey period. There is no historical data to compare for this period one year ago. Let’s maintain the Excellent return rate for the next survey period.

II. Methodology

English and Spanish Patient Satisfaction surveys were offered to every exiting patient or parent/guardian receiving care at 10225 Grand Ave., Franklin Park by exiting professionals during the period of April 24 – 29, 2023. The survey contained 13 grading scale questions and three open-ended questions. It should be noted that a total of 126 surveys were returned out of 139 patients that visited 10225 Grand Ave., Franklin Park on the dates stated (44% were Spanish speakers and 56% were English speakers). The total response/return rate was 91%; therefore, there is an Excellent level of confidence in the validity of the results of this survey.

III. Variables

Variables for this survey period include that surveys were placed in a locked metal response box by the patients; therefore, no staff handling of the surveys after patient completion occurred. Patients were instructed that the staff could not receive completed surveys and patients placed the completed surveys into the secured metal box themselves to assure confidentiality and remain anonymous.

IV. Administering

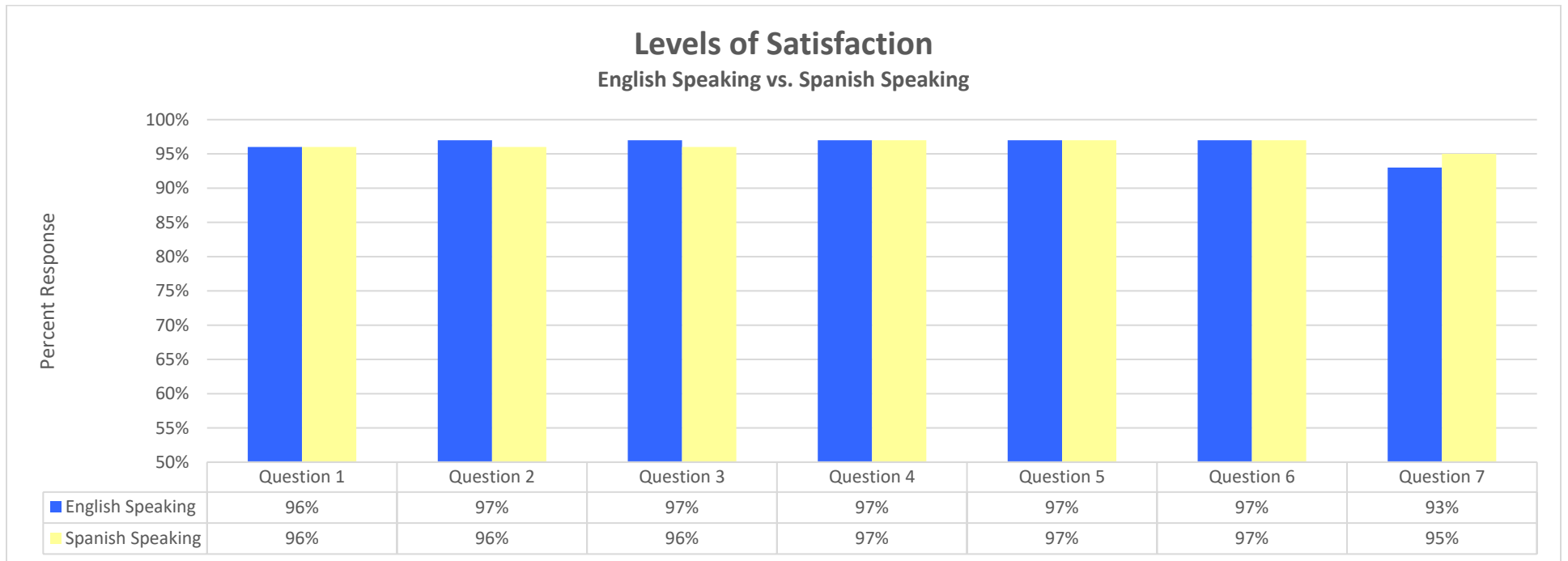
Questions on the survey asked patients about how they felt about specific areas of service at 10225 Grand Ave., Franklin Park. Site staff requested that each exiting patient or parent/guardian take a moment to complete a questionnaire and offered to read the questionnaire and record scores for those who chose that option. Patients were not required to participate but, rather, encouraged to participate in the satisfaction surveying process. A secured drop box was used for patients to place completed surveys in to ensure their confidentiality. The Administrative Assistant regularly collected responses during the six days of the survey.

V. Results

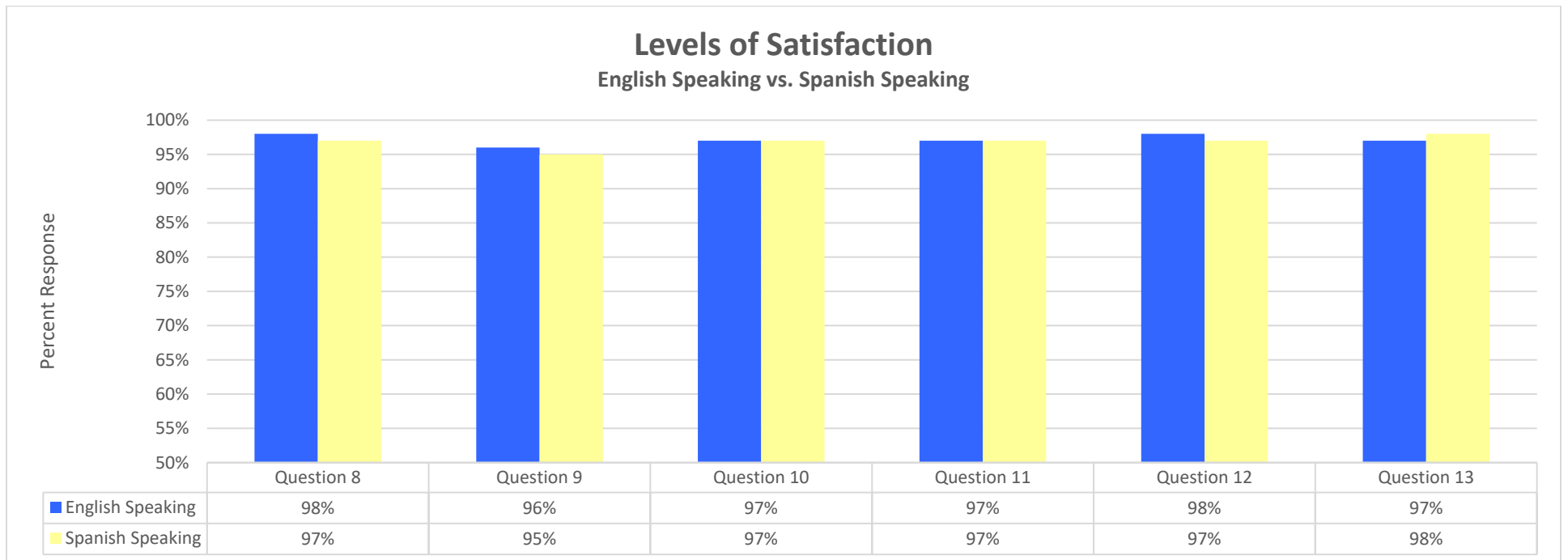
The charts below itemize the Patient Satisfaction Survey results. The number of responses for each question is noted under the appropriate category. Below that number is the corresponding percentage of respondents who gave this answer. A Level of Satisfaction (LOS) was calculated for each question using the following formula:

Each response was assigned a point value (e.g., Very Satisfied, 5 points, Satisfied, 4 points, etc.). An Average Weighted Score was tallied for each question by dividing the Total Weight Score (sum of all the weighted values) by the number of respondents. The Level of Satisfaction is calculated by dividing the Average Weight Score for each question by the maximum value that can be given to a question, in this case 5. The resulting percentage gives a relative Level of Satisfaction, with 100% being the maximum value that can be attained.

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	59 84%	42 78%	8 11%	12 22%	2 3%	0	1 1%	0	0	0
2. The reception staff	62 89%	45 83%	6 9%	8 15%	2 3%	1 2%	0	0	0	0
3. Receiving a timely appointment	61 87%	43 81%	8 11%	10 19%	1 1%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	62 87%	46 85%	7 10%	8 15%	2 3%	0	0	0	0	0
5. The follow-up and coordination of my care	60 87%	45 85%	7 10%	8 15%	2 3%	0	0	0	0	0
6. The staff addressing my medical needs today	62 87%	45 83%	8 11%	9 17%	1 1%	0	0	0	0	0
7. The time spent waiting	57 80%	43 80%	8 11%	10 19%	3 4%	0	2 3%	1 2%	1 1%	0



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	63 90%	46 85%	6 9%	8 15%	1 1%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	54 84%	36 75%	8 13%	11 23%	2 3%	1 2%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	62 89%	45 87%	7 10%	7 14%	1 1%	0	0	0	0	0
11. Your medical assistant	62 87%	47 87%	8 11%	7 13%	1 1%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	64 90%	47 89%	6 9%	5 9%	1 1%	1 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	61 86%	47 89%	8 11%	6 11%	2 3%	0	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: 17

N/A: 2

YES: 4

Comments:

1. "Very good."
2. "Hot."
3. "Very nice staff." (Sadik)
4. "The staff was good." (Sadik)

Spanish

NO: 19

N/A: 1

YES: 6

Comments:

1. "Good." "Bueno."
2. "Very kind people." "Gente muy amable." (Sadik)
3. "Very good." "Muy buena." (2)
4. "Perfect." "Perfecta."
5. "Excellent!" "Excelente!"

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

English

1. "N/A." (2)
2. "Everything." (3)
3. "Easy parking, nice workers, clean, short wait."
4. "The staff." (Sadik)
5. "Location." (2)
6. "Doctor check-up."
7. "Fast appointment." (Corral)
8. "First call first serve."
9. "They do their best to treat you with respect and be as professional as possible." (Headley)
10. "Thank you."
11. "I was able to get an appointment very fast and I was not expecting that." (Corral)
12. "Friendly."
13. "Therapy." (Corral)
14. "Personal attention & highly professional."
15. "Convenience." (Corral)
16. "Being treated with respect." (Headley)
17. "Very good clinic."
18. "The doctor was very friendly." (Sadik)

Spanish

1. "They are kind and help the patient during the consultation that they have." "Son amables y ayudan de forma paciente a las consultas que se tienen." (Sadik)
2. "N/A."
3. "The attention." "La atencion."
4. "Receiving an appointment is quick and people are very kind." "Las citas son rapidas de conseguir, las personas muy amables." (Sadik)
5. "That they always find a quick and efficient solution." "Que siempre buscan una solucion rapida y eficiente." (Alcordero)
6. "The flexibility to obtain an appointment quickly." "La flexibilidad para obtener una cita rapido."
7. "The service is great and the personnel is kind." "El servicio es bueno el personal amable." (Sadik)
8. "There are results." "Hay resultados."
9. "With health and they worry about the patients." "Ha salud y quese preocupan por el pasiente."
10. "With my health." "En mi salud."
11. "The medical assistance." "La asistencia medica."
12. "Their excellent attention." "Su excelente atencion."
13. "The times for the attention are quick and very cordial." "Los tiempos de atencion son rapidos y muy cordials."

14. "The great attention towards the patient." "Su buena atencion al paciente." (Sadik)
15. "They provide great services." "Tienen un buen servicio."
16. "The therapies for my daughter." "Las terapias para mi hija."
17. "The care for my children." "El cuidado de mis hijos."
18. "They help me improve my health and obtain medications at a great price." "Me ayuda a mejorar mi salud , conseguir medicamentos a buen precio."
19. "The attention from the practitioner." "La atencion del medico."
20. "The medical attention is very good." "La atencion medica muy buena." (Alcordero)
21. "Convenience." (English response on a Spanish survey)
22. "They care for quickly and are very kind." "Atienden rapido y son muy amables." (Sadik)
23. "With my health and economics." "Con mi salud y economicamente." (Alcordero)
24. "I noticed the changes in the code of conduct." "Miro los resultados del cambio de conducta."
25. "Closeness, they speak my language and the quickness in receiving an appointment time." "Cercania, hablan mi idioma y la rapidez de las citas." (Corral)
26. "To check my children." "A checar a mis hijos." (Corral)
27. "The complete medical attention and location." "La atencion completa y la ubicacion."
28. "They help me with my sickness." "Me ayudan con mi enfermedad." (Sadik)
29. "A very great attention towards the patient." "Una atencion muy buena al paciente." (Sadik)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (3)
2. "Thank you."
3. "It's great."
4. "Nothing at this time." (Corral)
5. "All excellent."
6. "No comments." (Corral)
7. "More staff." (Headley)
8. "Everything is very good." (Sadik)
9. "Reduce time for wait to appointment." (2)
10. "No need to improve."
11. "Too much signing." (Sadik)

Spanish

1. "N/A." (4)
2. "It is perfect." "Esta perfecto."
3. "It is a great service." "Es un buen servicio."
4. "They are perfect." "Son perfectos." (Sadik)
5. "Everything is good." "Todo bien." (3)
6. "Everything is very good." "Todo esta muy bien." (3)
7. "More appointments near the location that I live by." "Mas citas en el lugar donde vivo."
8. "The service is very good." "El servicio es muy bueno."

12. "It was very good."

9. "Only continue with the great service from the personnel." "Solo continuar con el buen servicio de el personal." (Sadik)
10. "Excellent." "Excelente."
11. "Having more available appointments." "Tener mas citas disponibles."
12. "Continue the same with your service." "Seguir con sus servicios." (Alcordo)
13. "Everything is great with the services." "Todo esta bien con su servicio." (Corral)
14. "The time spent waiting is long." "El horario de la cita es un poco tradado."
15. "How it is now is great, very Good service, thank you." "Como están, es un buen servicio, gracias." (Sadik)

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

English

- YES: 44
- NO: 0

Spanish

- YES: 35
- NO: 0

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

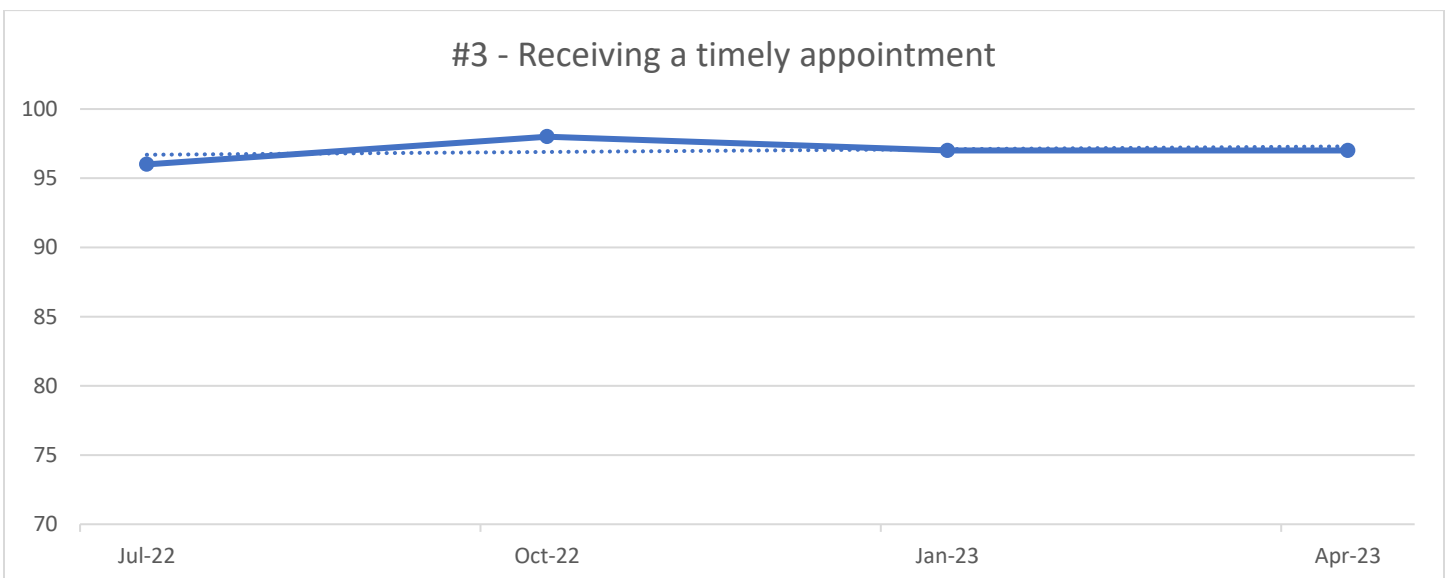
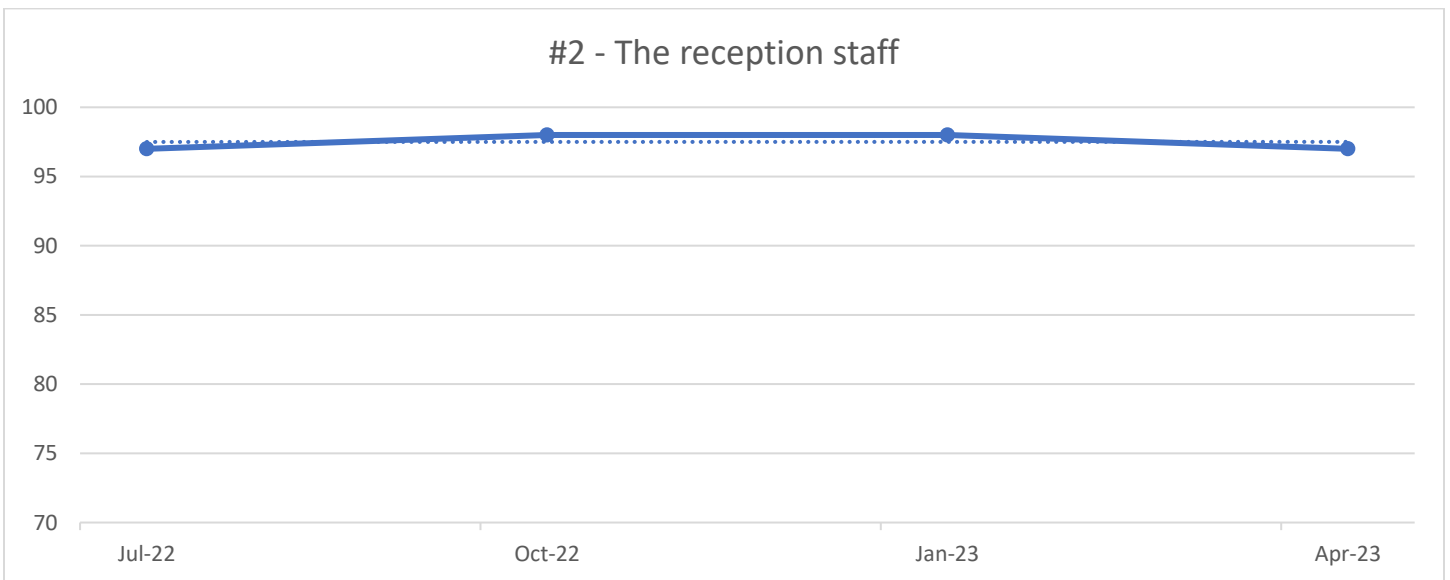
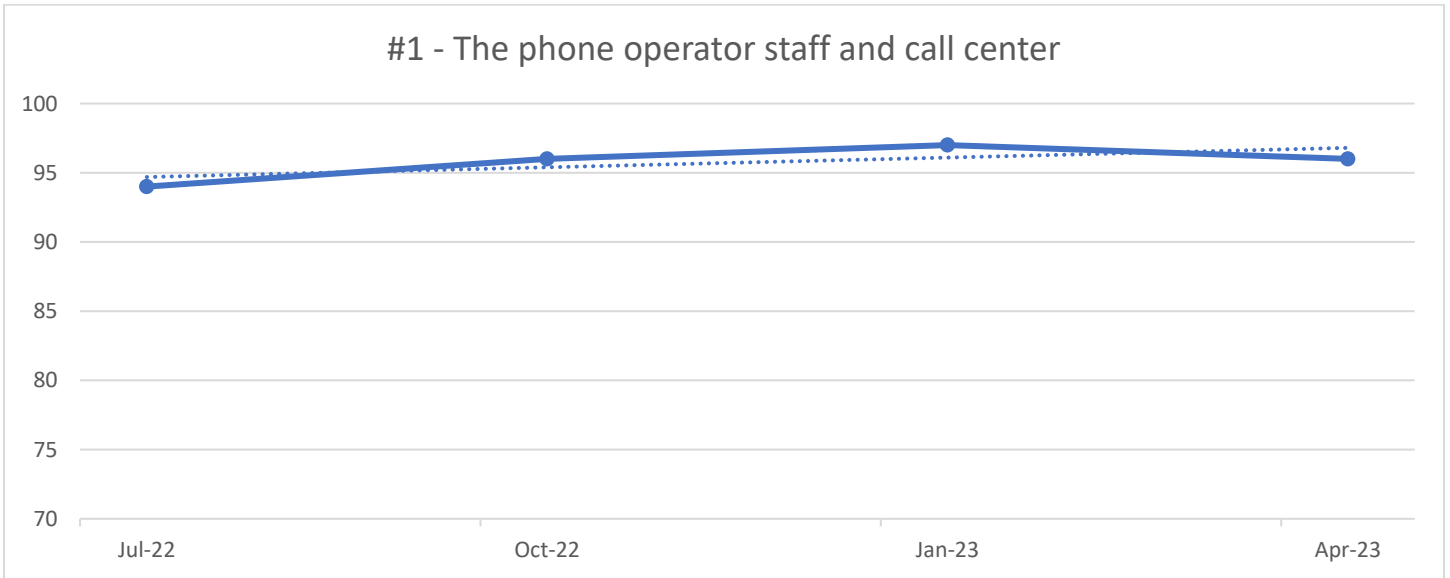
English

- Alcordo: 8
- Corral: 14
- Headley: 4
- Sadik: 15

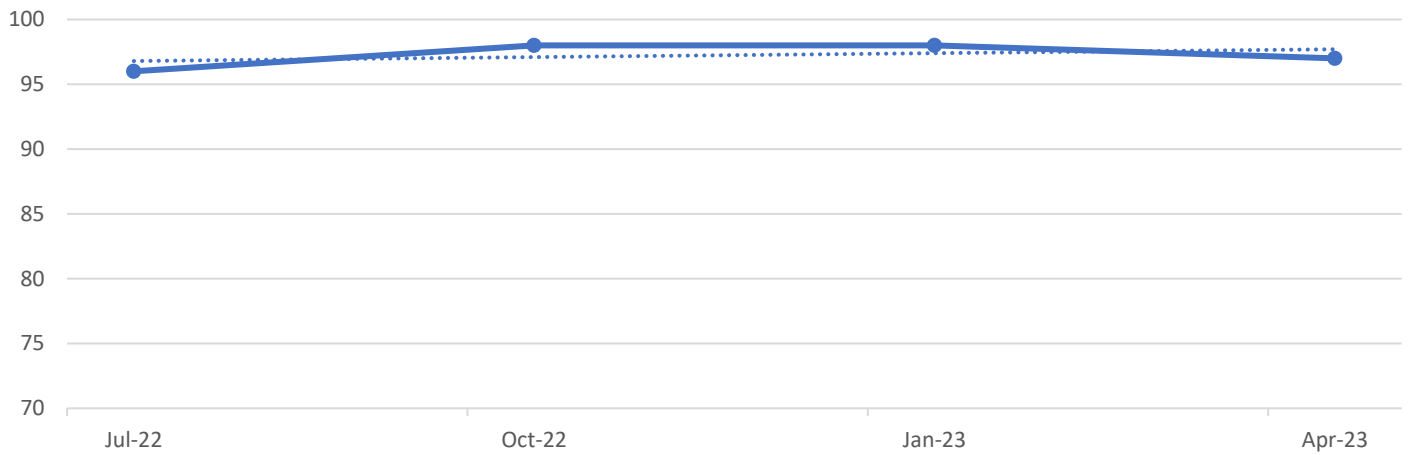
Spanish

- Alcordo: 4
- Corral: 6
- Headley: 3
- Sadik: 15

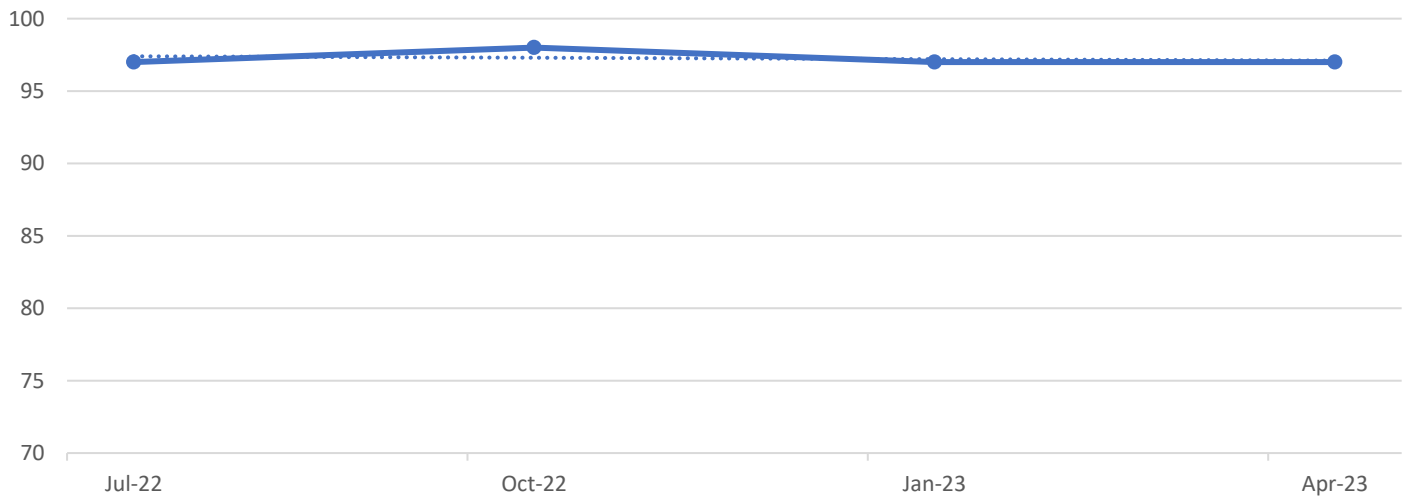
Individual Question Results with Trendlines



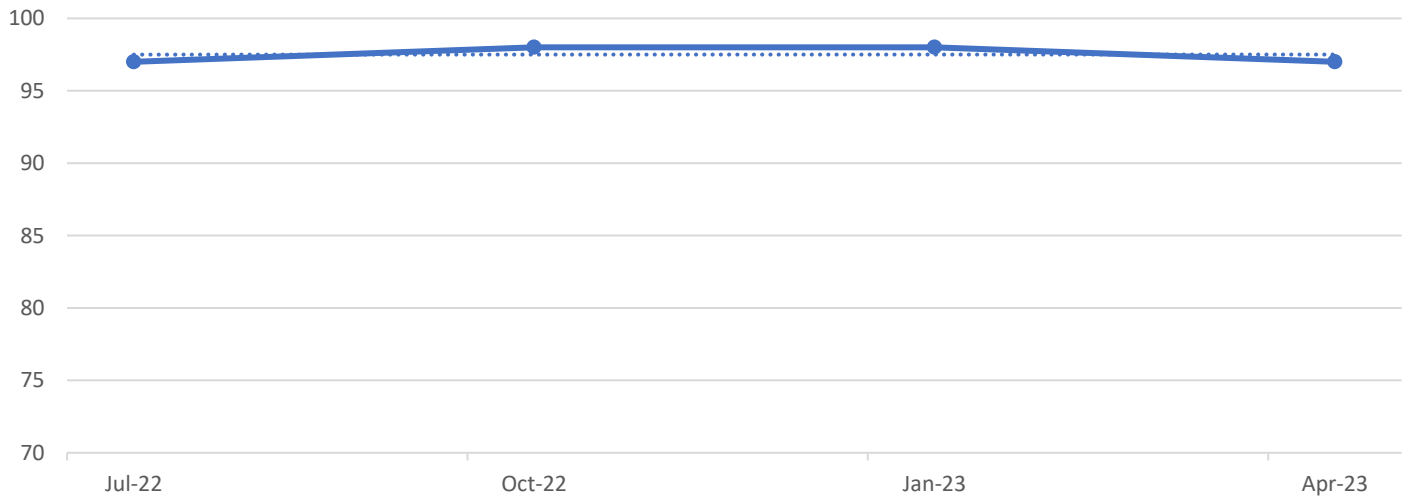
#4 - Education and explanation of plan provided in a way that I can understand

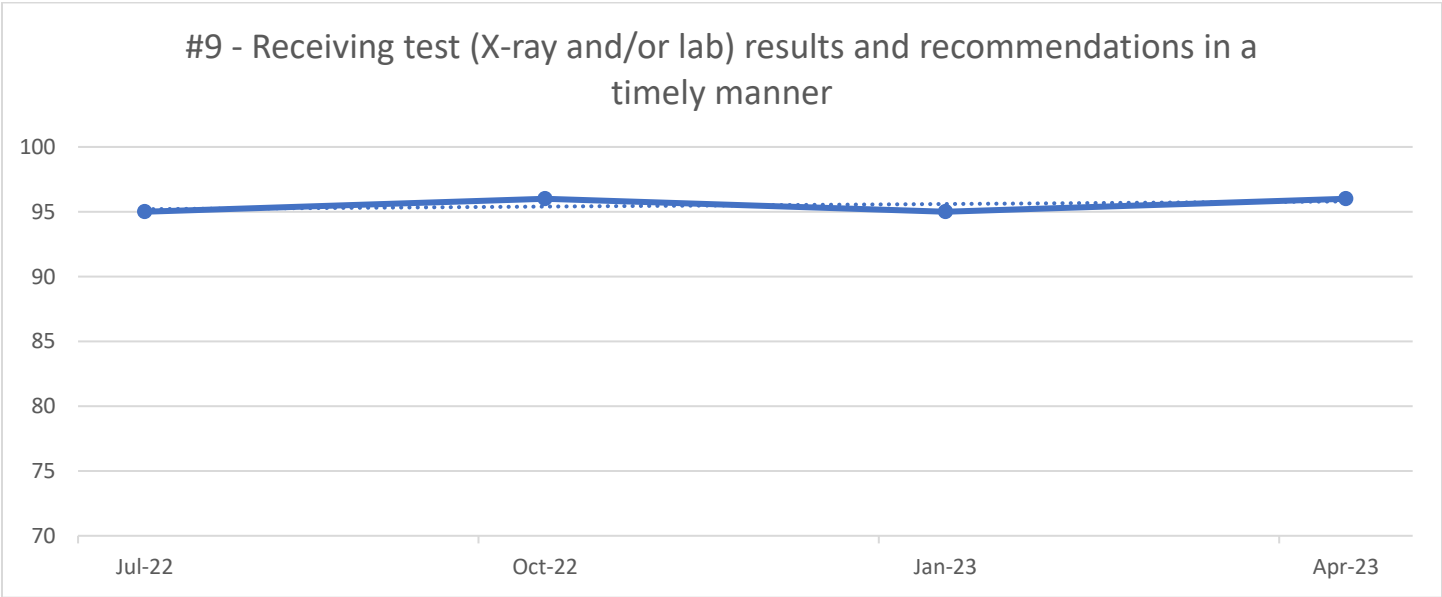
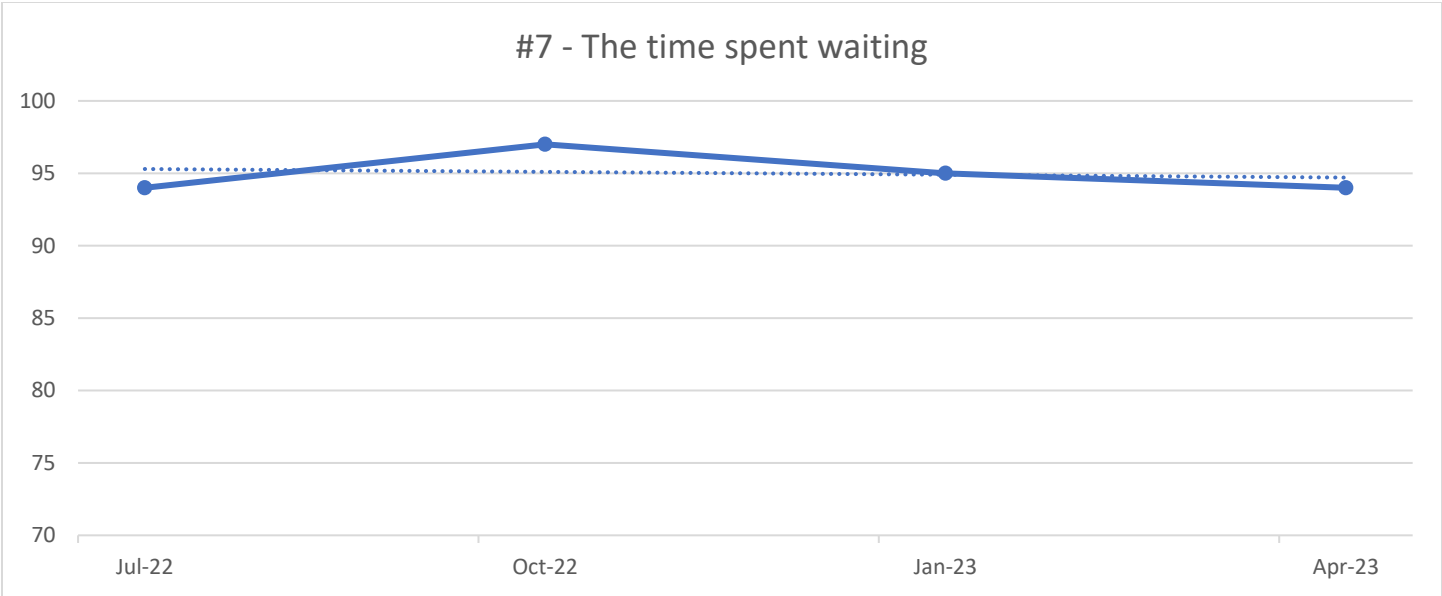


#5 - The follow-up and coordination of my care

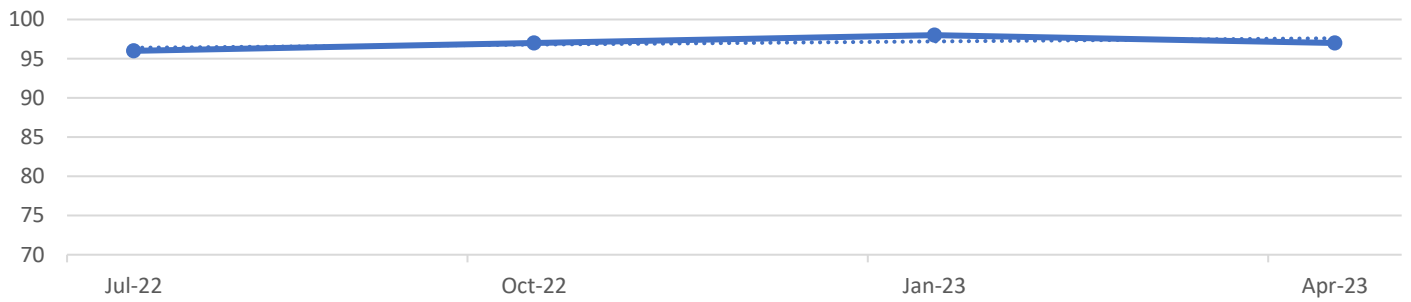


#6 - The staff addressing my medical needs today

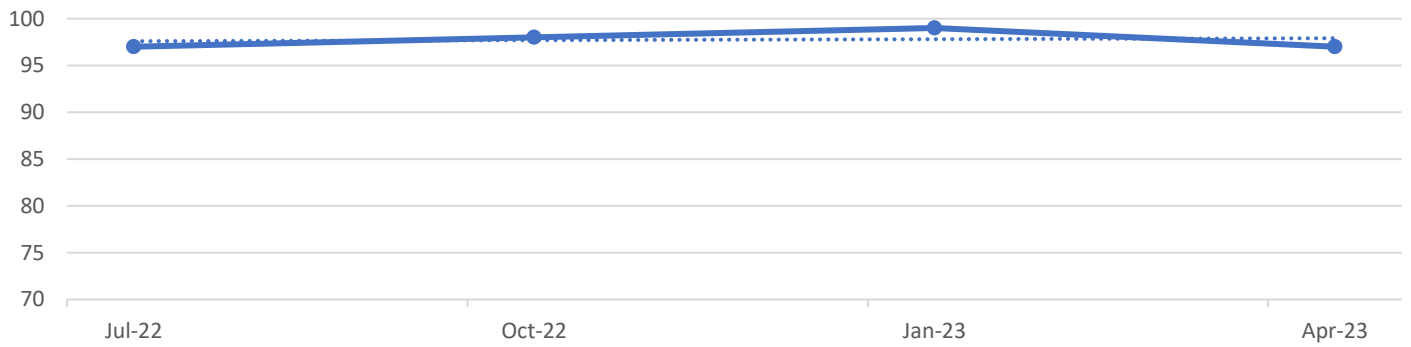




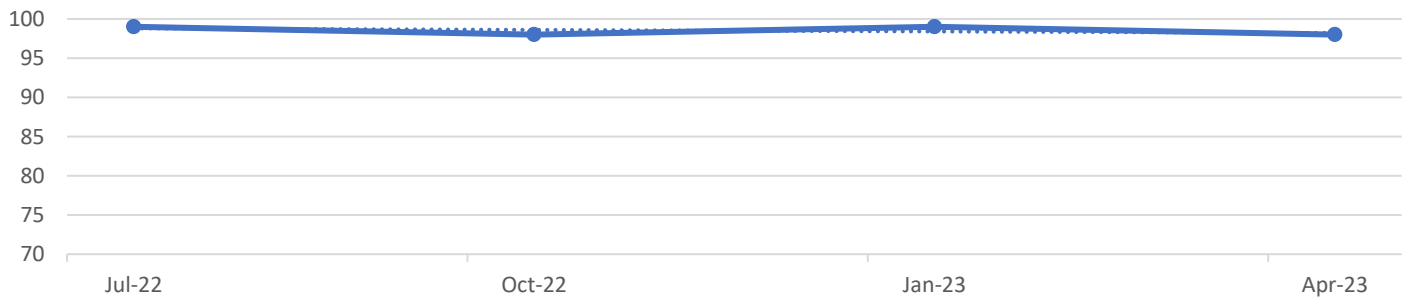
#10 - The handling of my personal medical information in a private and confidential manner



#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?

