

Patient Satisfaction Survey
135 E Irving Park Rd, Streamwood
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 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.

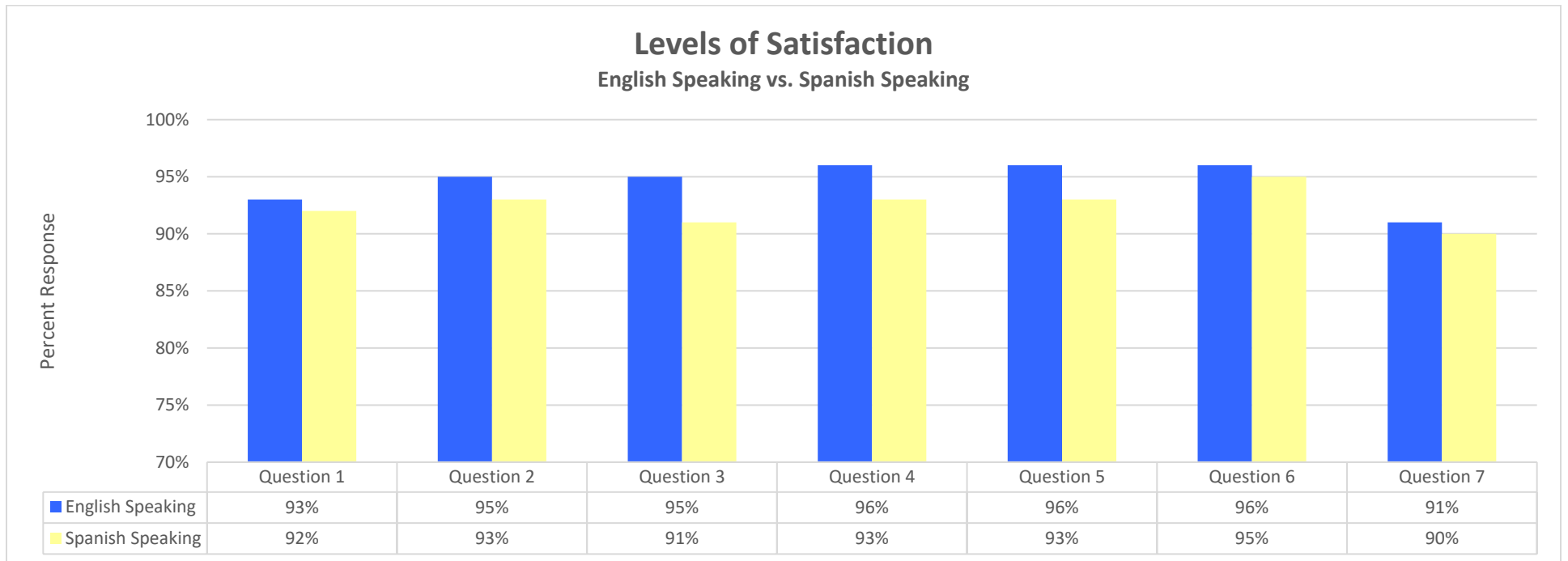
135 E Irving Park Rd, Streamwood – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	93%	94%	91%	90%
2. The reception staff	93%	94%	92%	92%
3. Receiving a timely appointment	92%	93%	89%	88%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	91%	92%
5. The follow up and coordination of my care	94%	94%	92%	91%
6. The staff addressing my medical needs today	95%	94%	93%	93%
7. The time spent waiting	91%	90%	87%	85%
8. The respectfulness of staff	95%	94%	92%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	92%	89%	91%
10. The handling of my personal medical information in a private and confidential	95%	94%	91%	92%
11. Your medical assistant	95%	94%	92%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	93%	93%
13. Overall, how satisfied are you with the Health Center?	94%	94%	92%	92%

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%

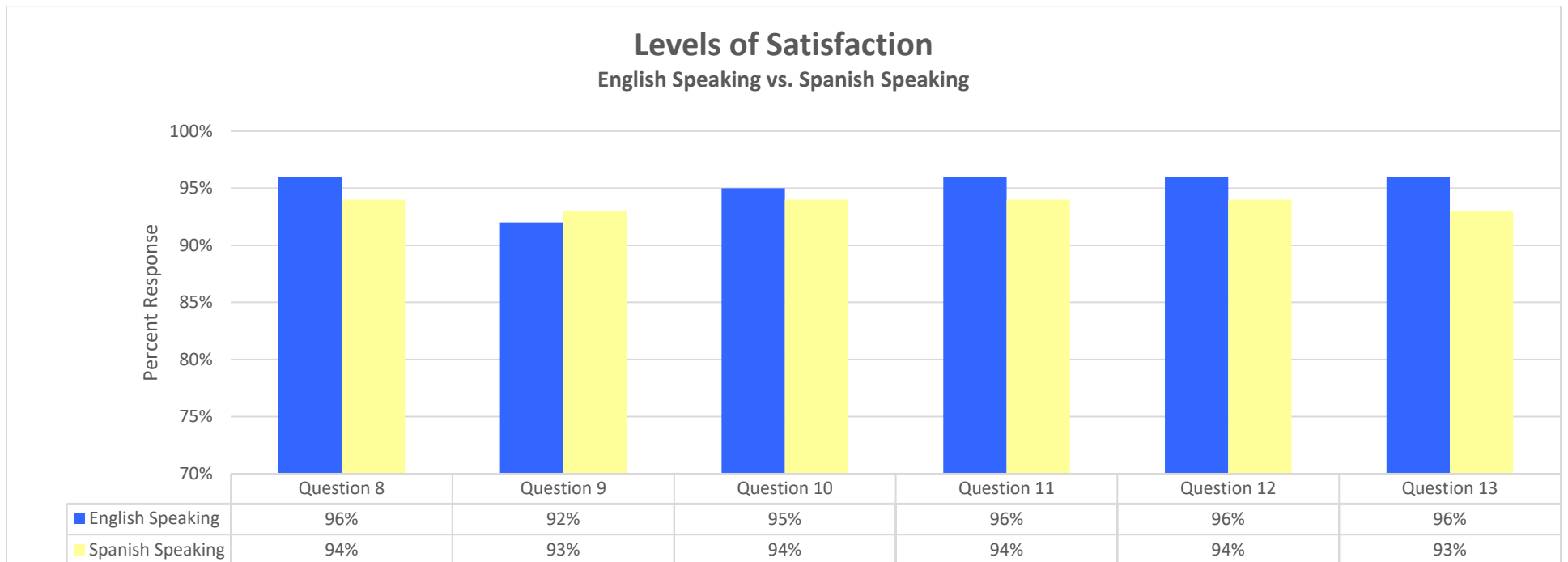
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	57 74%	110 70%	15 20%	38 24%	4 5%	6 4%	1 1%	0	0	3 2%
2. The reception staff	59 77%	116 74%	15 20%	32 20%	3 4%	6 4%	0	0	0	3 2%
3. Receiving a timely appointment	59 79%	100 65%	14 19%	41 27%	2 3%	8 5%	0	1 1%	0	3 2%
4. Education and explanation of plan provided in a way that I can understand	61 80%	112 72%	14 19%	35 23%	1 1%	5 3%	0	0	0	3 2%
5. The follow-up and coordination of my care	62 81%	114 74%	13 17%	34 22%	2 3%	3 2%	0	0	0	3 2%
6. The staff addressing my medical needs today	64 83%	122 79%	11 14%	29 19%	2 3%	2 1%	0	0	0	2 1%
7. The time spent waiting	52 68%	101 65%	17 22%	41 27%	5 7%	7 5%	1 1%	4 3%	1 1%	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	62 81%	121 78%	13 17%	30 19%	2 3%	3 2%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	46 68%	108 72%	18 27%	34 23%	3 4%	5 3%	1 2%	0	0	3 2%
10. The handling of personal medical info in a private and confidential manner	60 78%	122 78%	16 21%	29 19%	1 1%	2 1%	0	0	0	3 2%
11. Your medical assistant	62 82%	120 77%	13 17%	31 20%	1 1%	2 1%	0	0	0	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	64 83%	122 78%	11 14%	28 18%	2 3%	3 2%	0	0	0	3 2%
13. Overall, how satisfied are you with the Health Center?	61 80%	116 74%	13 17%	34 22%	2 3%	4 3%	0	0	0	3 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: 22

N/A: 9

YES: 3

Comments:

1. "Not so good." (Tran)
2. "Yes, no call back." (Friedlein)
3. "Call was answered right away." (Chaudhari)

Spanish

NO: 36

N/A: 6

YES: 6

Comments:

1. "Good." "Bien."
2. "It is great." "Esta bien." (Aragones)
3. "Very great." "Muy bueno." (McComb)
4. "Very great." "Muy buena." (Perez Hernandez)
5. "Yes, everything is great." "Si toda bien." (McComb)
6. "Excellent." "Excelente." (Perez Hernandez)

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

English

1. "N/A." (3)
2. "Convenience."
3. "Attention." (Tran)
4. "None." (Friedlein)
5. "Everything."
6. "Good service!!!" (Nettleton)
7. "The doctors." (Chaudhari)
8. "Great care." (Friedlein)
9. "Am good."
10. "Staff." (Chaudhari)
11. "Very good service."
12. "The check out ladies are the best and fast & quick." (Friedlein)
13. "The check out receptionist was so nice and sweet 😊." (Perez Hernandez)
14. "Explanations of health and steps to improve." (Lorena Perez)
15. "They will call you to remember appointments." (Tran)
16. "All staff being informative." (Friedlein)
17. "Everyone is nice and works with me." (Nettleton)
18. "Staff & knowledge of employees late hours." (McComb)
19. "The service." (McComb)
20. "Easy membership." (Aragones)
21. "Everything thank you." (Nettleton)
22. "Sexual health testing." (McComb)
23. "Seen on time for appointments."
24. "Dr. visit, staff helpful especially Dr. Aragones." (Aragones)

Spanish

1. "N/A." (4)
2. "No."
3. "Very good." "Muy bien."
4. "Very kind." "Muy amables." (2)
5. "Nothing." "Nada." (White)
6. "The medical attention." "La atención medica."
7. "Very good service." "Muy bien servicio." (2)
8. "The calls." "La llamada." (Tran)
9. "Good." "Bueno."
10. "The location." "La locación." (Perez Hernandez)
11. "Their medical attention." "Su atención medica." (Friedlein)
12. "The attention." "La atención." (Perez Hernandez)
13. "With everything." "En todo." (Perez Hernandez)
14. "Everything." "Todo."
15. "It is good." "Esta bien." (Tran)
16. "Quick." "Rápido." (McComb)
17. "Satisfied." "Satisfecha."
18. "Yes." "Si." (Perez Hernandez)
19. "That they care for well." "Que atienden bien." (Tran)
20. "Very kind with the people." "Muy amables con la jente." (McComb)
21. "Very efficient with the attention and services." "Muy eficientes con su atención y servicios." (Tran)

25. "That they have people who speak Spanish." (Friedlein)
26. "Location is convenient for me. It is covered by my insurance." (McComb)
27. "They're very nice 😊 Thank you for everything."
28. "Location plus good doctor." (Tran)
29. "They are very fast + caring." (Friedlein)
30. "Timely apts." (Chaudhari)
22. "That the personnel speaks Spanish." "Que el personal habla español." (Friedlein)
23. "That I am cared for when I do not feel well." "Que se me atiende luego para cuando me siento mal."
24. "My diabetic treatment." "Mi tratamiento para diabetes." (Tran)
25. "That they are very kind." "Que son muy amables." (Tran)
26. "Their kindness." "Su amabilidad." (McComb)
27. "They are very kind." "Son muy amables." (Perez Hernandez)
28. "Help in cases of low income and current on immigration processes." "Ayuda en caso de bajos recursos y estar entrando en proceso migratorios." (Friedlein)
29. "My health in general." "Mi salud en general."
30. "I like the personnel." "Me gusta el personal."
31. "The great attention." "La buena atención."
32. "That it is close to my home." "Que esta muy cerca de mi hogar." (Tran)
33. "Everything and currently my pregnancy." "Todo y por ahorita mi embarazo." (Nettleton)
34. "Reception helps more than anything." "Reception ayuda mas que nada." (Tran)
35. "Very good the attention." "Muy buena la atención." (Nettleton)
36. "The attention to the medical problema." "La atención al problema medico." (McComb)
37. "The attention and trust they provide." "La atención y confianza q dan."
38. "They care for my needs at the moment." "Atienden mis necesidades en su momento." (Perez Hernandez)
39. "Excellent with my children." "Excelente con mis hijos." (Chaudhari)
40. "They speak Spanish." "Hablan español." (Aragones)
41. "The care for my health." "El cuidado de mi salud." (Perez Hernandez)
42. "Keeping me current with my health." "Mantenerme informado de mi bien estar."
43. "That I can get the check up I need and in that way I am well." "Que me puedo hacer el chequeo que yo necesito y de esa manera estoy bien." (McComb)
44. "It helps me with my necessities everything is very great, thank you." "Me ayuda en mis necesidades de salud todos es muy bueno, gracias." (McComb)
45. "It is the first time I come here and I can say that I like the attention and they tend to my necessities." "Primera vez que vengo y solo puedo decir que me gusta la atención y atienden mis necesidades." (McComb)

46. "With my treatments." "Con mi tratamiento." (Aragones)
47. "Thank you eveything went well." "Gracias fue todo muy bien." (Perez Hernandez)
48. "All the services are exceptional." "Todo los servicios son excepciones." (Friedlein)
49. "They tend to me quickly." "Me atienden pronto." (Chaudhari)
50. "N/A call with my results because you don't allow picking up paper copies." "N/A llamen para mis resultados porque no dejan que alguien recoja mis papeles." (Tran)
51. "Everyone in reception." "Todas las de afrente." (Perez Hernandez)
52. "It is close to my home and great service." "Me queda cerca de mi casa x buen servicio." (Perez Hernandez)
53. "The service is very quick." "El servicio es muy rápido." (McComb)
54. "With all the necessary." "En todo lo necesario." (Perez Hernandez)
55. "Very good attention." "Muy buena atención." (Perez Hernandez)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (6)
2. "Everything good." (Friedlein)
3. "Everything is fine." (Nettleton)
4. "Friendlier receptionists 😊." (Nettleton)
5. "Waiting time." (Friedlein)
6. "Nothing."
7. "Perfect!"
8. "None." (2)
9. "Are good."
10. "No complaints." (McComb)
11. "Always remind patients about their appointment." (Nettleton)
12. "Some not all phy: better bedside manner." (Aragones)
13. "To take the 15 minutes prior away!" (Nettleton)
14. "It's good like that." (Tran)
15. "None, I've never had problems. I've left good reviews on google." (Friedlein)
16. "I have no input I love it here." (Nettleton)
17. "If we can receive the referrals at the office instead of being mailed out." (McComb)
18. "You guys are amazing."
19. "They already doing it." (Tran)

Spanish

1. "N/A." (5)
2. "Nothing." "Ninguno." (2)
3. "No."
4. "Everything is great." "Todo bien." (5)
5. "For me, everything is great." "Para mi esta todo bien." (2)
6. "Everything is great." "Todo esta bien." (2)
7. "It is great." "Estan bien." (2)
8. "Everything is excellent now." "Lla es todo excelente." (Perez Hernandez)
9. "Everything is very good." "Todo muy bien." (Tran)
10. "It is very great now." "Ya es muy bueno." (McComb)
11. "It is great." "Esta bien."
12. "I think it is good how it is now." "Creo que asi estan bien." (Perez Hernandez)
13. "I think it is excellent now." "Creo lla son excelentes." (McComb)
14. "Scheduling appointments." "Dando citas." (Perez Hernandez)
15. "I am satisfied." "Estoy satisfecha." (Tran)
16. "Tending to at the time of the appointment." "Atender a la hora de la cita."
17. "Tending to quickly." "Atender mas rapido." (Aragones)

18. "Respecting appointment times." "Respetar horarios de citas." (Nettleton)
19. "It appears to me that everything is great." "Me parece que todo esta bien." (Perez Hernandez)
20. "It has improved so much." "Han mejorado muchisimo."
21. "For me it is perfect they they tend to me well and I like that a lot." "Para mi esta perfecto me atienden muy bien y eso me gusta muhco." (Nettleton)
22. "Changing the no show policy." "Cambiar el no show policy." (Tran)
23. "The service is very good." "Asi el servicio esta muy bien." (Nettleton)
24. "To call to schedule a same day appointment it is difficult to be seen." "A llamar para pedir cita del dia cuesta mucho que atiendan." (Perez Hernandez)
25. "Don't delay the attention to the public." "No tarden tanto en la atencion al publico." (Perez Hernandez)
26. "For me everything is great except the portal that is not current to review my results." "Para mi todo esta bien ecepto el portal que no esta al dia para ver los resultados." (McComb)
27. "Truthfully, with nothing. Everything is really great." "La verdad que en nada, todo es muy bueno." (McComb)
28. "Lorena tends to me well but the other doctors take more time ☹️." "Lorena me atiende muy bien pero los otros doctores toman mas tiempo ☹️." (Perez Hernandez)

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

English

- YES: 61
- NO: 0

Spanish

- YES: 110
- NO: 0

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

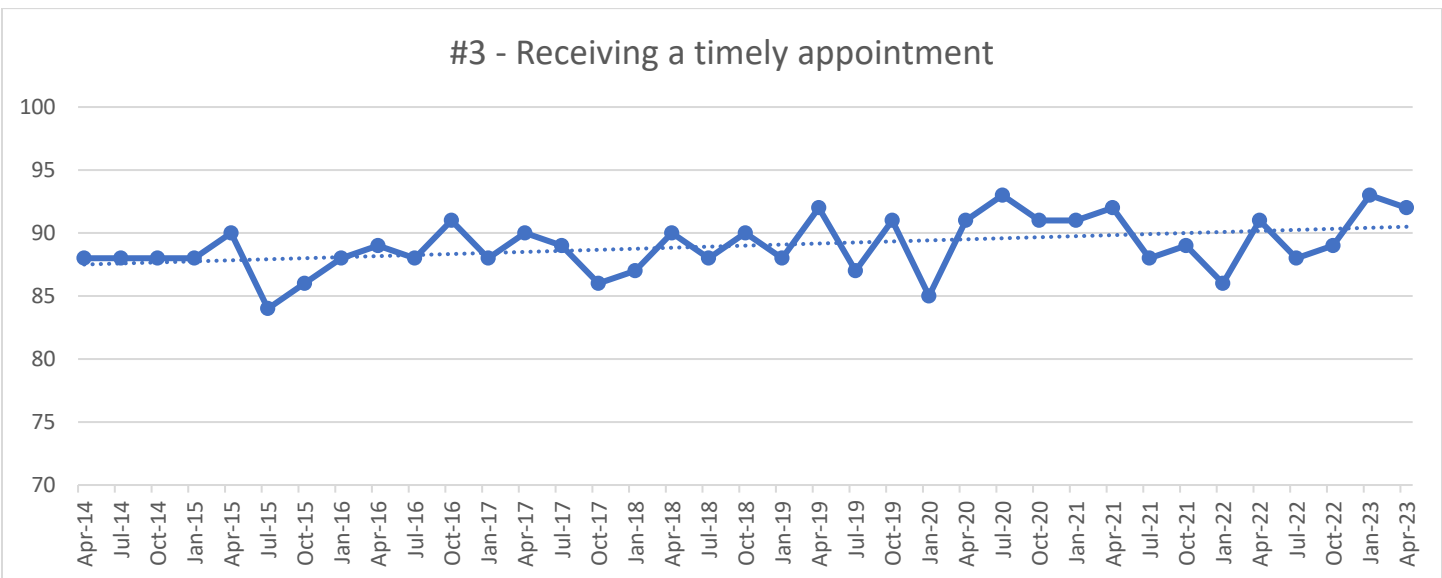
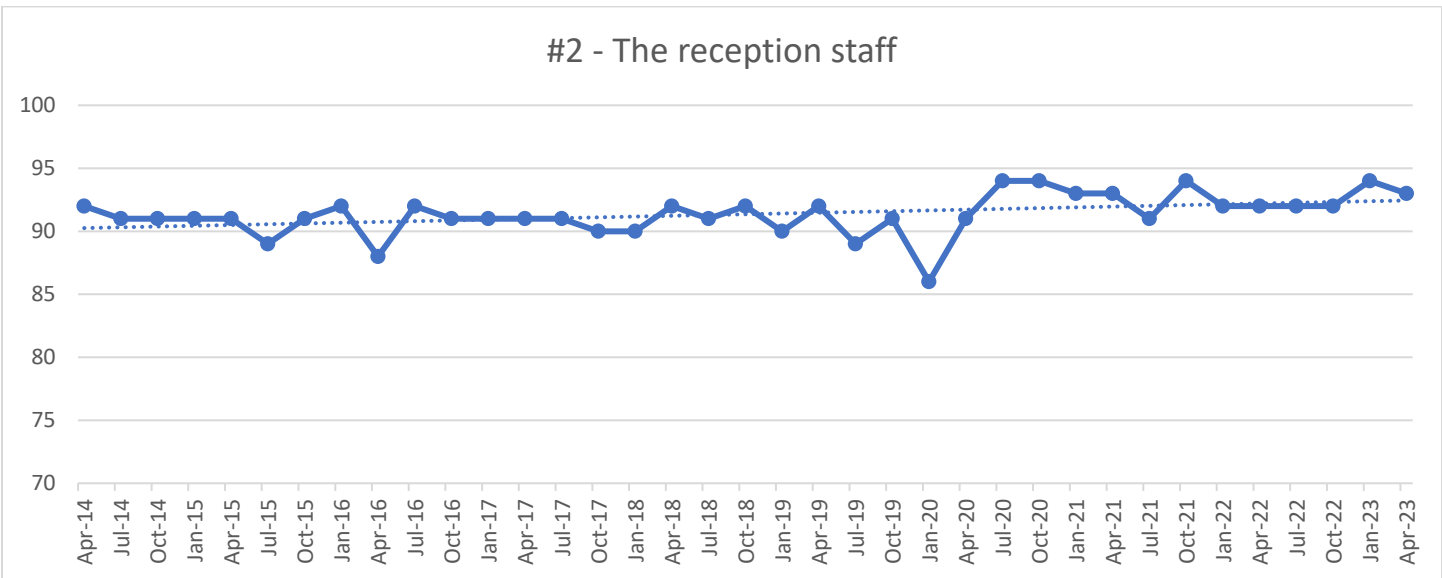
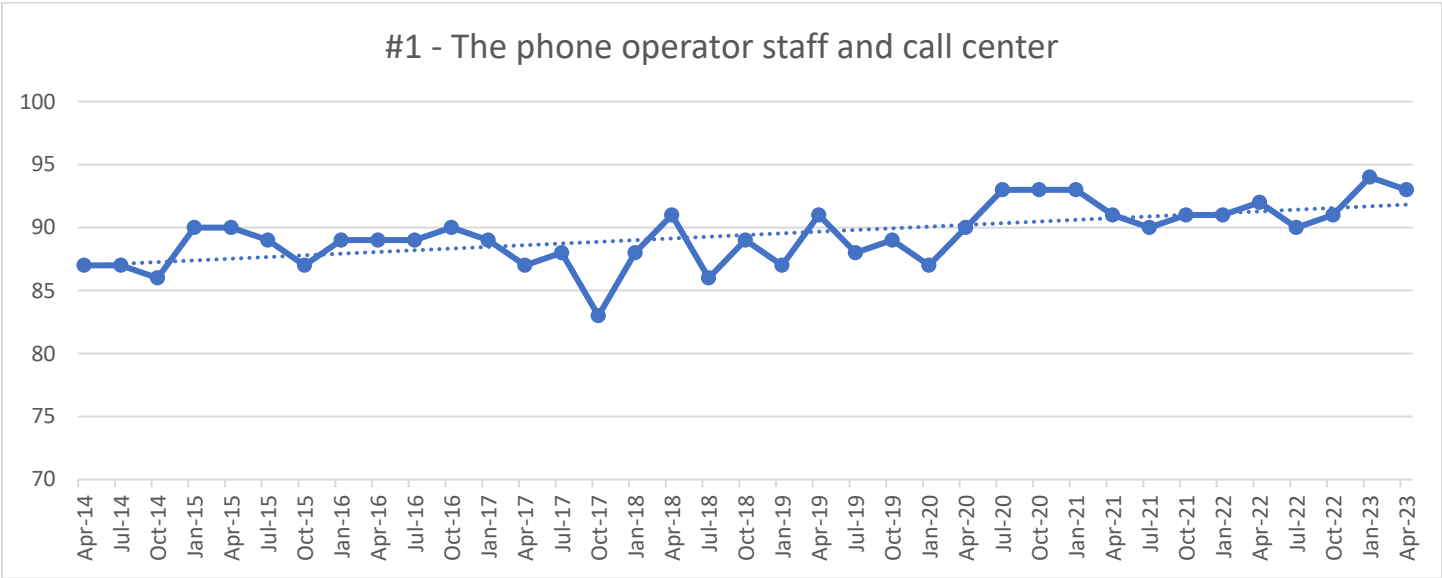
English

- Aragonese: 9
- Chaudhari: 9
- Friedlein: 13
- McComb: 11
- Nettleton: 11
- Perez-Hernandez: 3
- Tran: 8
- White: 1

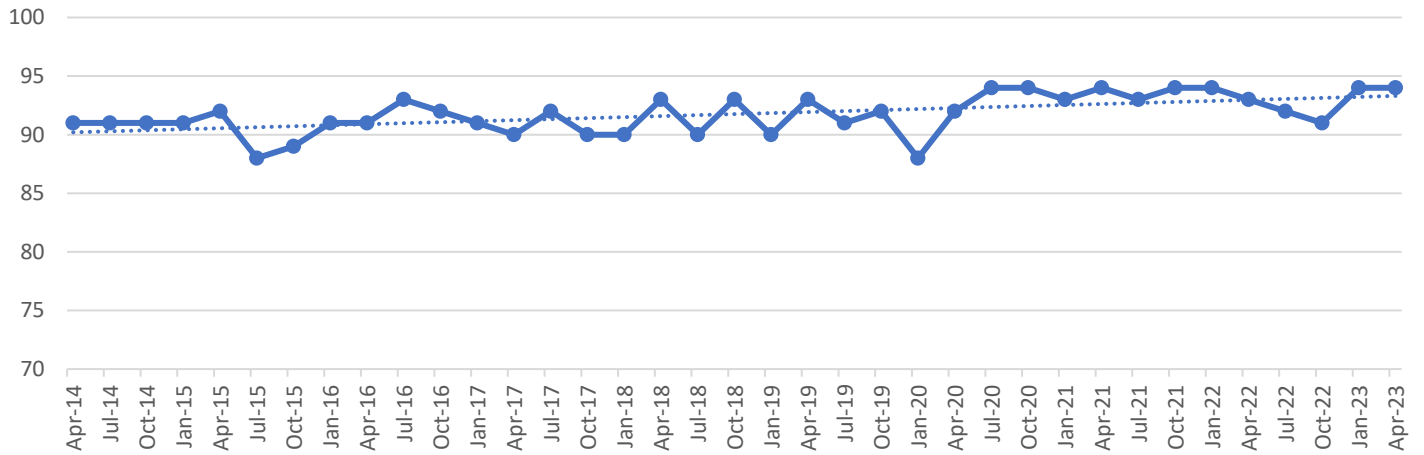
Spanish

- Aragonese: 17
- Carlton: 1
- Chaudhari: 10
- Friedlein: 14
- McComb: 32
- Nettleton: 17
- Perez-Hernandez: 29
- Tran: 24
- White: 3

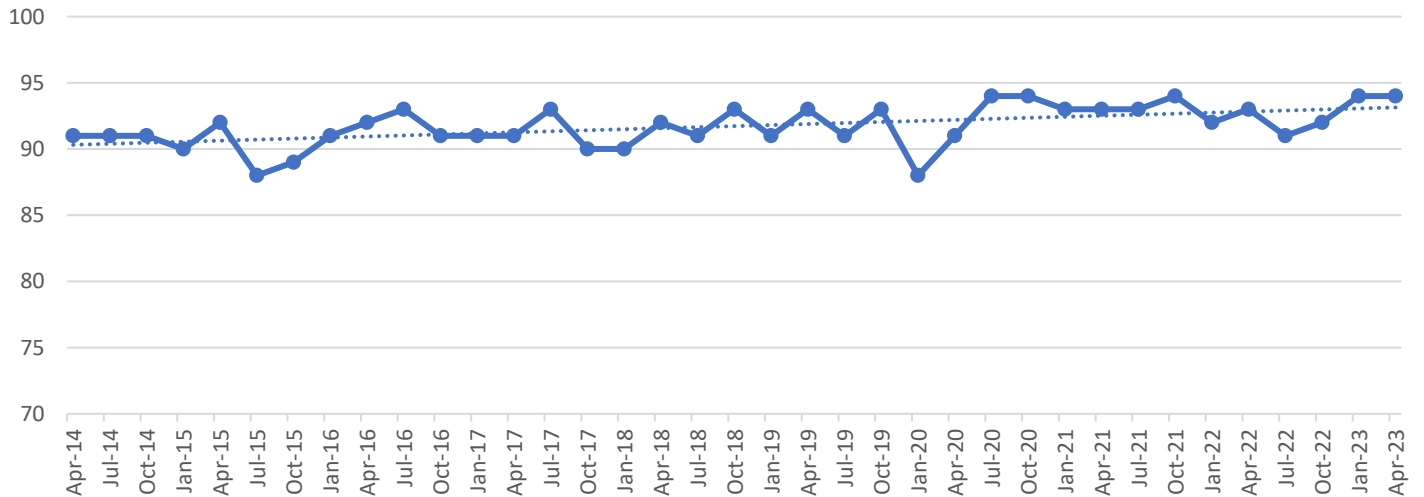
Individual Question Results with Trendlines



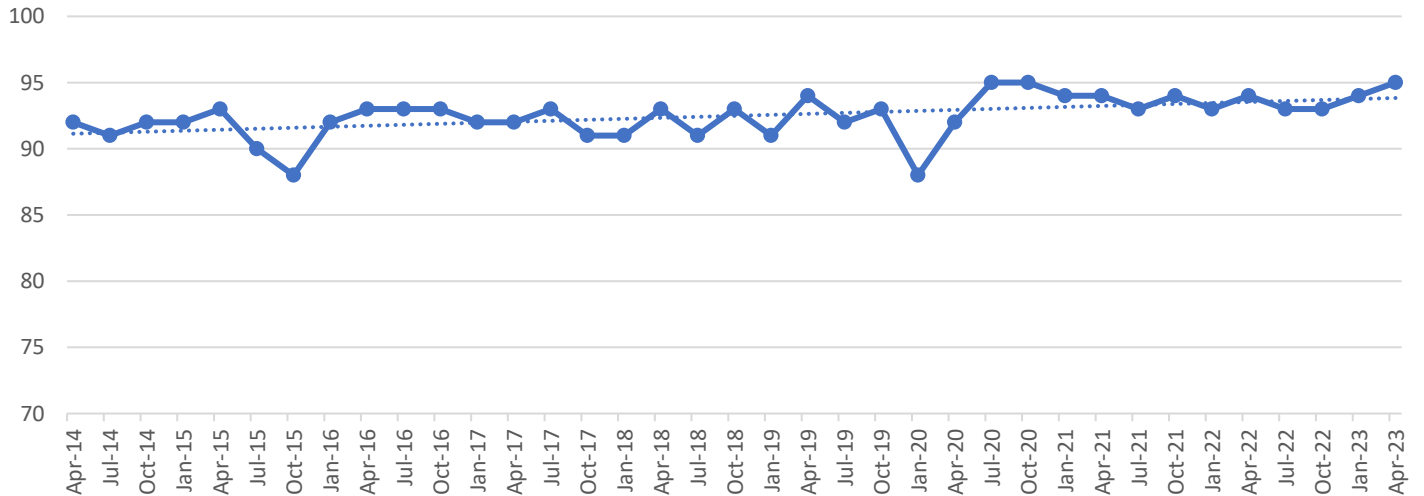
#4 - Education and explanation of plan provided in a way that I can understand



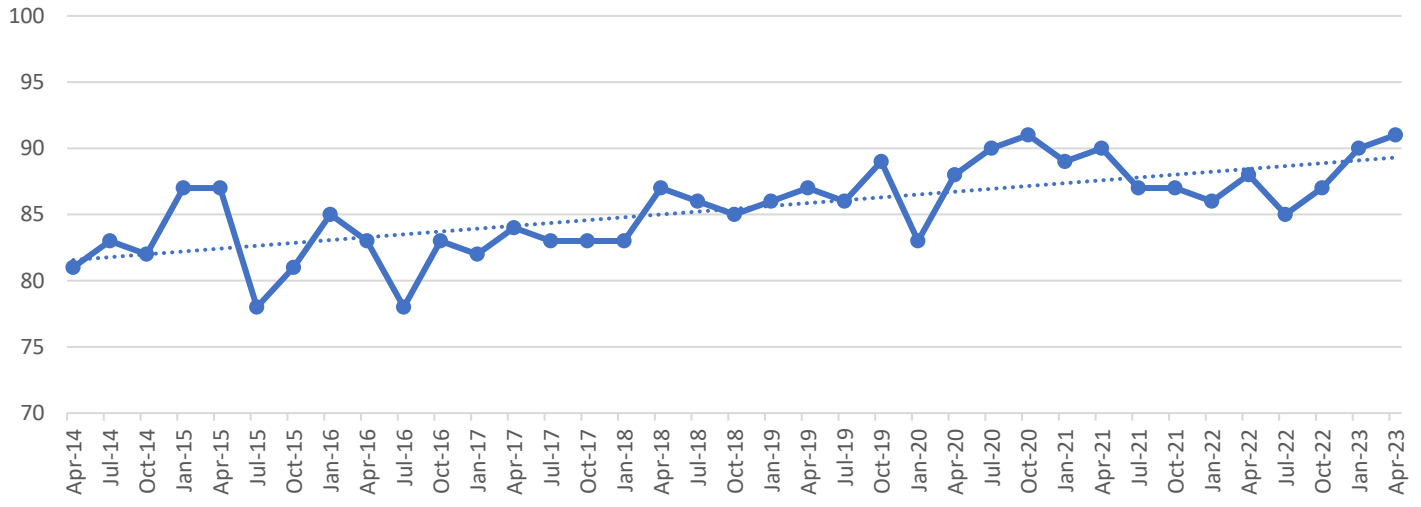
#5 - The follow-up and coordination of my care



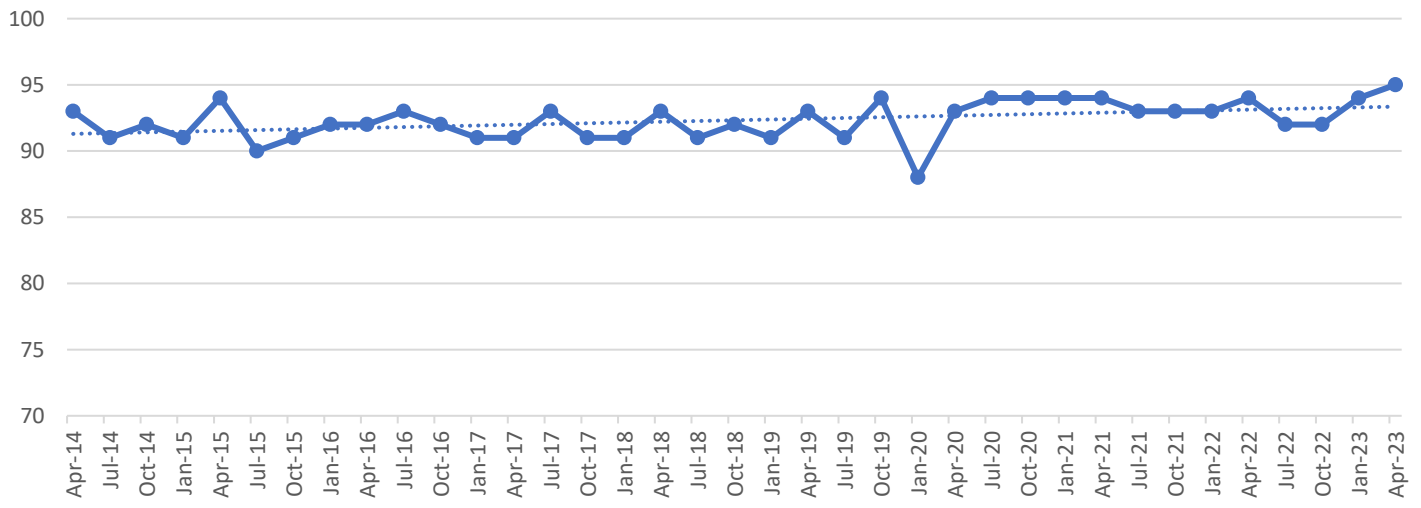
#6 - The staff addressing my medical needs today



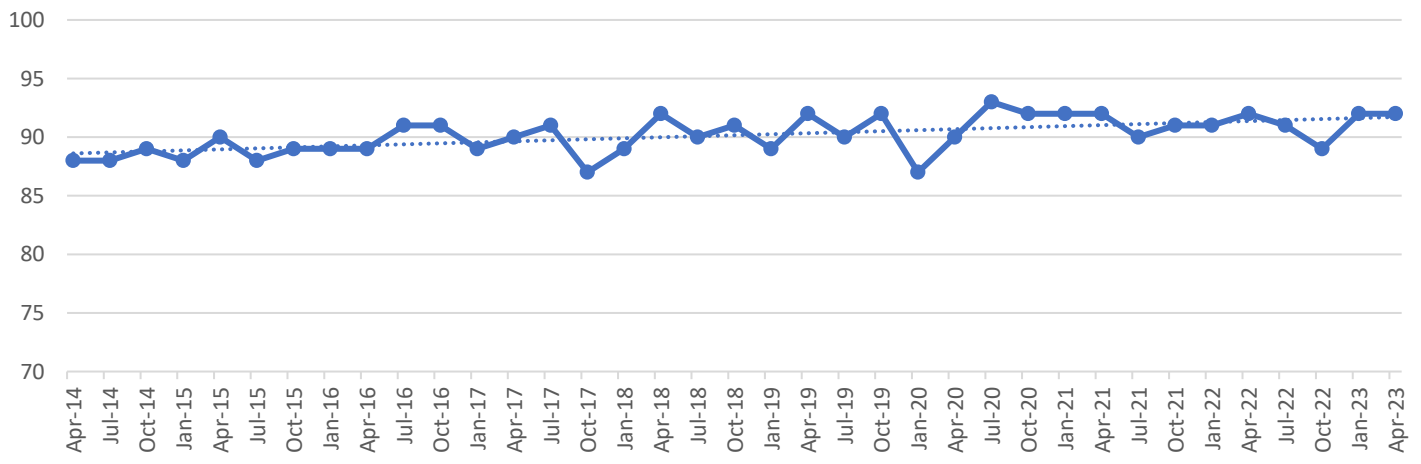
#7 - The time spent waiting



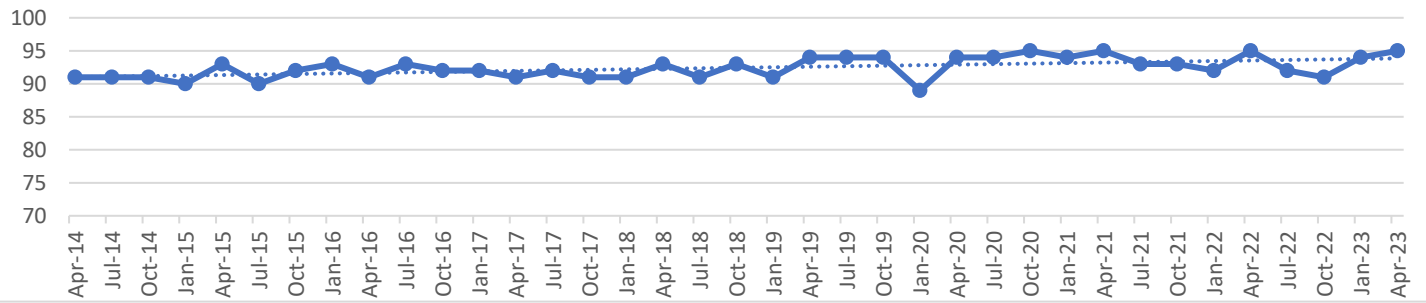
#8 - The respectfulness of staff



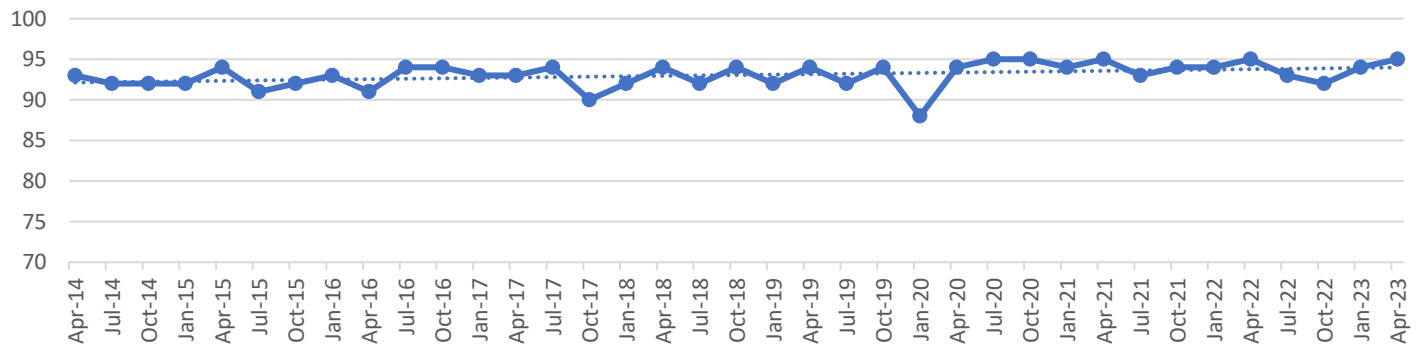
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



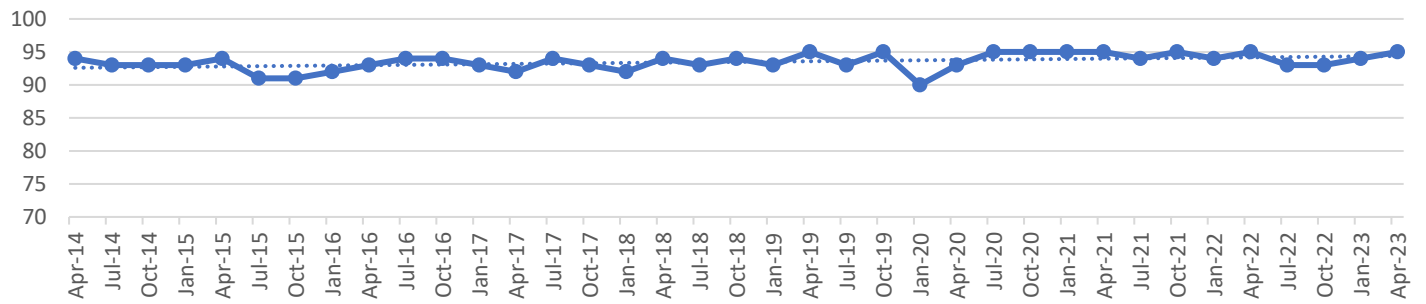
#10 - The handling of my personal medical information in a private and confidential manner



#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?

