

Patient Satisfaction Survey
1515 E. Lake St Suite 202, Hanover 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 97% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

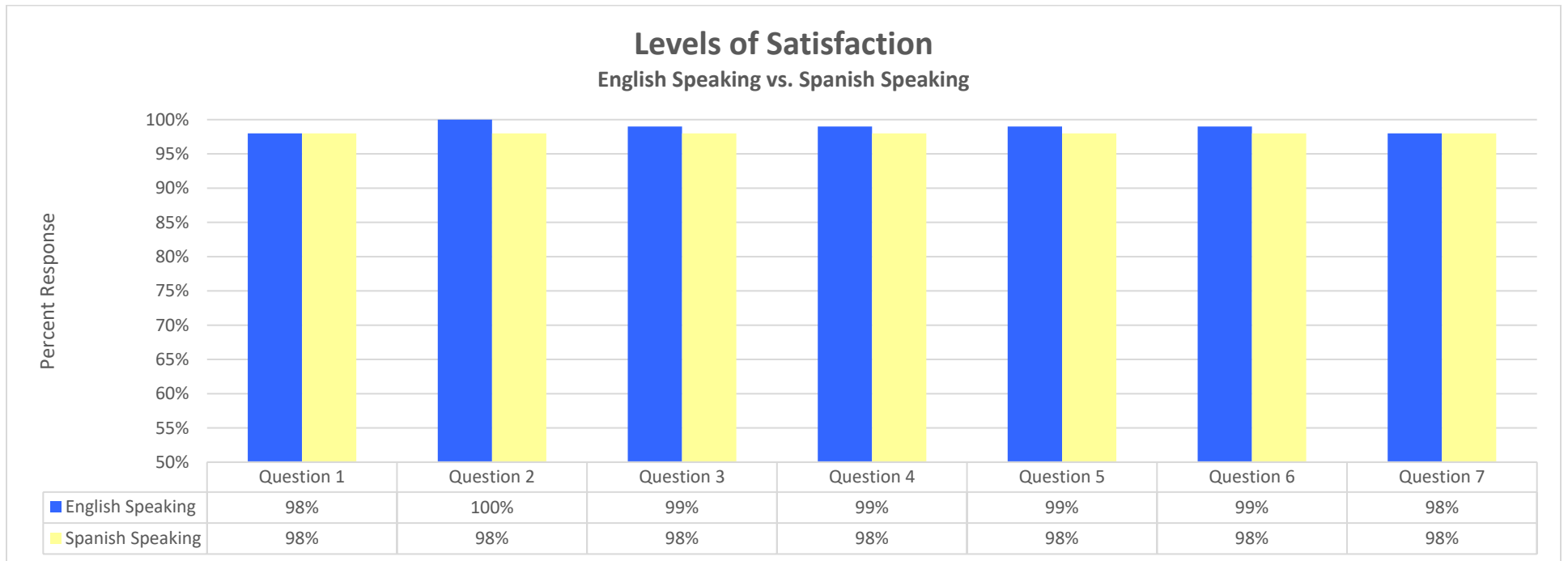
1515 E. Lake St Suite 202, Hanover Park – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	98%	96%	90%	94%
2. The reception staff	99%	98%	90%	97%
3. Receiving a timely appointment	99%	98%	86%	96%
4. Education and explanation of plan provided in a way that I can understand	99%	98%	90%	96%
5. The follow up and coordination of my care	99%	98%	89%	96%
6. The staff addressing my medical needs today	99%	98%	91%	97%
7. The time spent waiting	98%	97%	87%	97%
8. The respectfulness of staff	99%	98%	91%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	98%	87%	95%
10. The handling of my personal medical information in a private and confidential	99%	98%	91%	96%
11. Your medical assistant	99%	98%	92%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	98%	91%	97%
13. Overall, how satisfied are you with the Health Center?	99%	99%	91%	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%

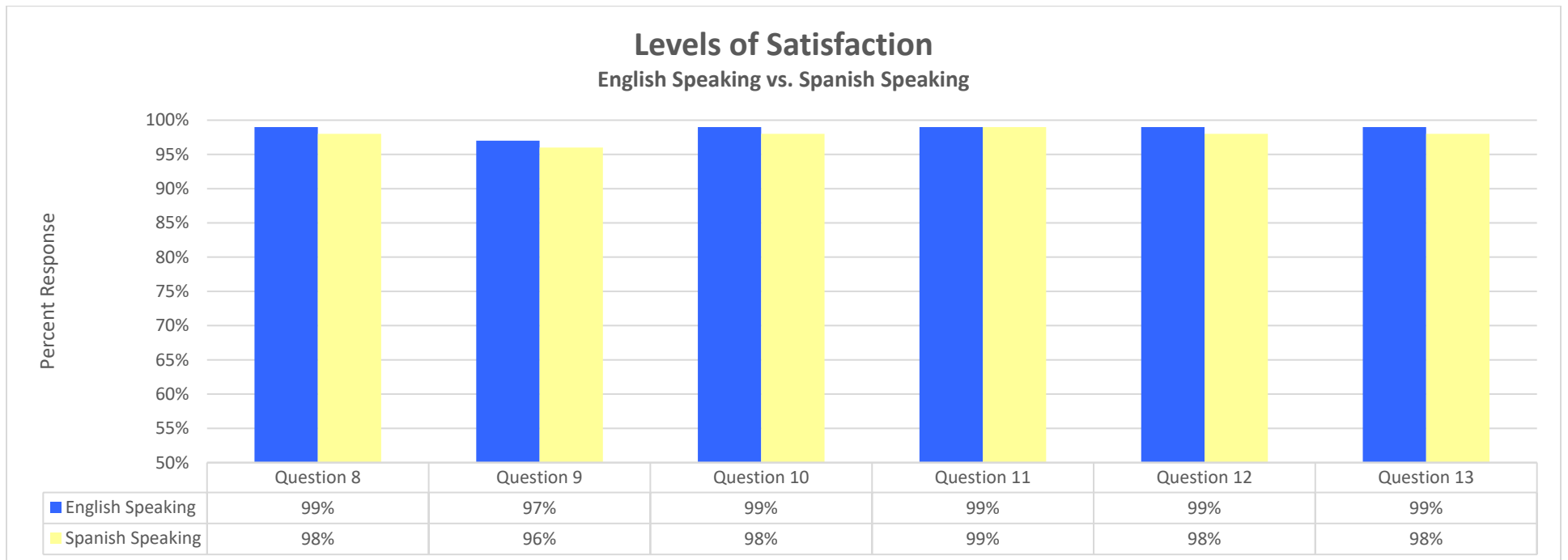
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	46 94%	30 91%	1 2%	2 6%	1 2%	1 3%	1 2%	0	0	0
2. The reception staff	48 98%	30 91%	1 2%	3 9%	0	0	0	0	0	0
3. Receiving a timely appointment	47 96%	29 91%	1 2%	3 9%	1 2%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	47 96%	29 91%	1 2%	3 9%	1 2%	0	0	0	0	0
5. The follow-up and coordination of my care	47 96%	30 91%	1 2%	3 9%	1 2%	0	0	0	0	0
6. The staff addressing my medical needs today	47 96%	30 91%	1 2%	3 9%	1 2%	0	0	0	0	0
7. The time spent waiting	46 94%	29 91%	2 4%	2 6%	1 2%	1 3%	0	0	0	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	47 96%	29 91%	1 2%	3 9%	1 2%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	43 90%	28 88%	2 4%	2 6%	3 6%	2 6%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	47 96%	29 91%	1 2%	3 9%	1 2%	0	0	0	0	0
11. Your medical assistant	47 96%	30 94%	1 2%	2 6%	1 2%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	47 96%	30 91%	1 2%	3 9%	1 2%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	47 96%	30 91%	1 2%	3 9%	1 2%	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: 5

N/A: 3

YES: 0

Comments:

Spanish

NO: 2

N/A: 0

YES: 1

Comments:

1. "Everyone is really great." "Todas son muy buenas." (Ceisel)

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

English

1. "N/A." (2)
2. "The care." (Jorgensen)
3. "Everyone is nice." (Carlton)
4. "The staff." (Carlton)
5. "Great staff." (Ceisel)
6. "Great communication w/ dr." (Jorgensen)
7. "Laura!" (Jorgensen)
8. "Convenience- 1st visit." (Jorgensen)
9. "Kind people here are, love the staff!" (Jorgensen)
10. "Everyone is so friendly." (Jorgensen)
11. "The flexibility of scheduling." (Carlton)
12. "Everyone is so wonderful." (Ceisel)
13. "Everyone was friendly and understanding." (Jorgensen)
14. "The business hours." (Ceisel)

Spanish

1. "Everything." "Todo." (Jorgensen)
2. "The personnel." "El personal." (2)
3. "Same day appointments." "Sitas del dia." (Friedlein)
4. "The efficiency." "La eficiencia." (Jorgensen)
5. "Everyone is very kind." "Todos son muy amables." (Jorgensen)
6. "Stephanie is very kind." "Stephanie muy amable." (Ceisel)
7. "They help me a lot with my mental health." "Me ayuda mucho con mi salud mental." (Ceisel)
8. "The people at the front desk." "Las personas de afrente." (Ceisel)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (7)
2. "Faster responses with phone operators." (Jorgensen)
3. "Providing more counselors in the area." (Ceisel)

Spanish

1. "Nothing." "Nada." (Jorgensen)
2. "Everything is great." "Todo bien." (Ceisel)
3. "For me, everything is great." "Para mi todo esta bien." (Jorgensen)
4. "For now all the services are excellent, I am very happy to receive the services." (English response on a Spanish survey)

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

English

- YES: 30
- NO: 1

Spanish

- YES: 19
- NO: 0

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

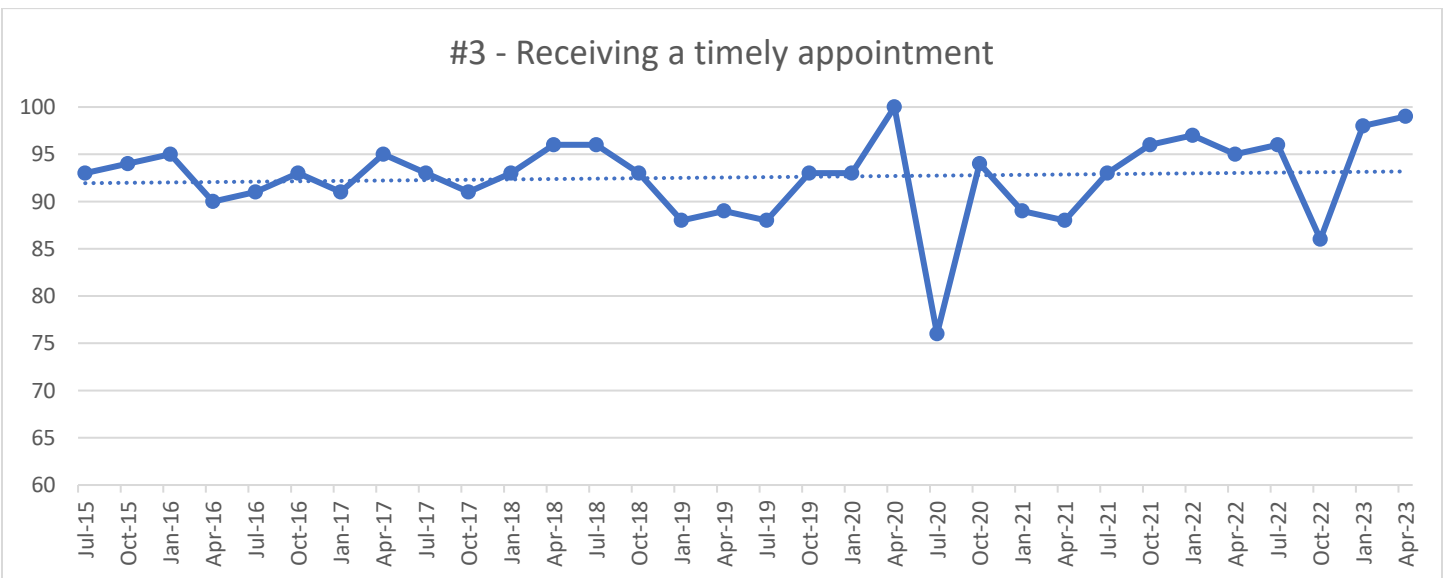
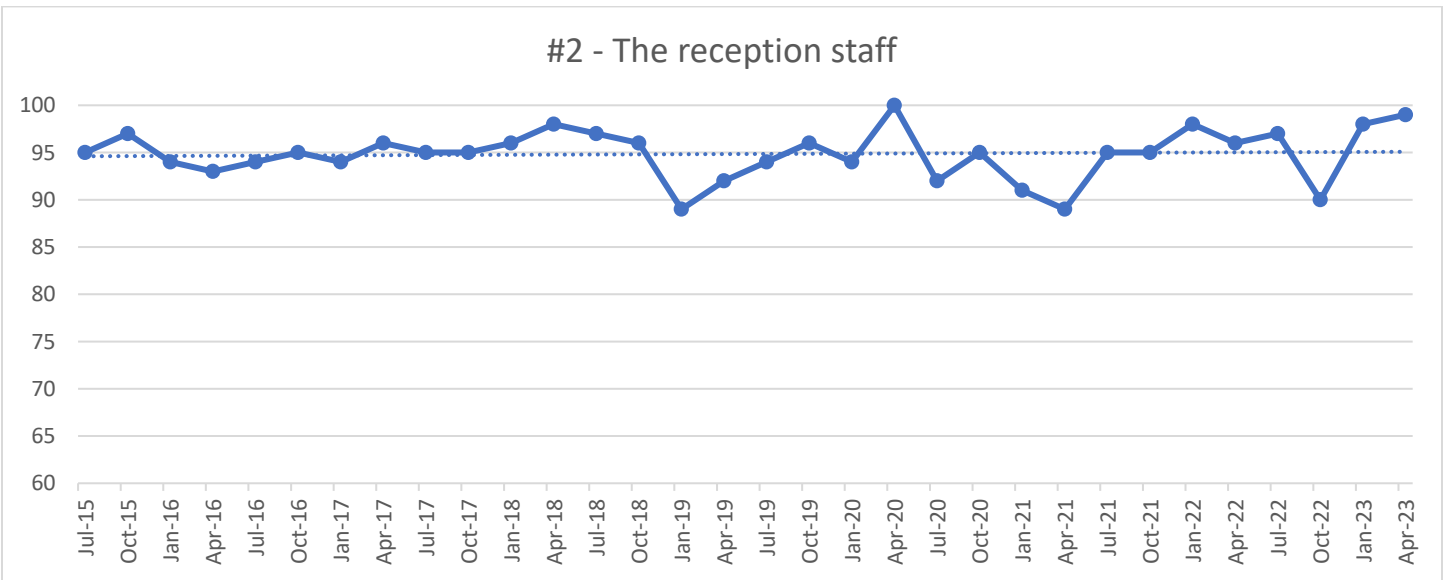
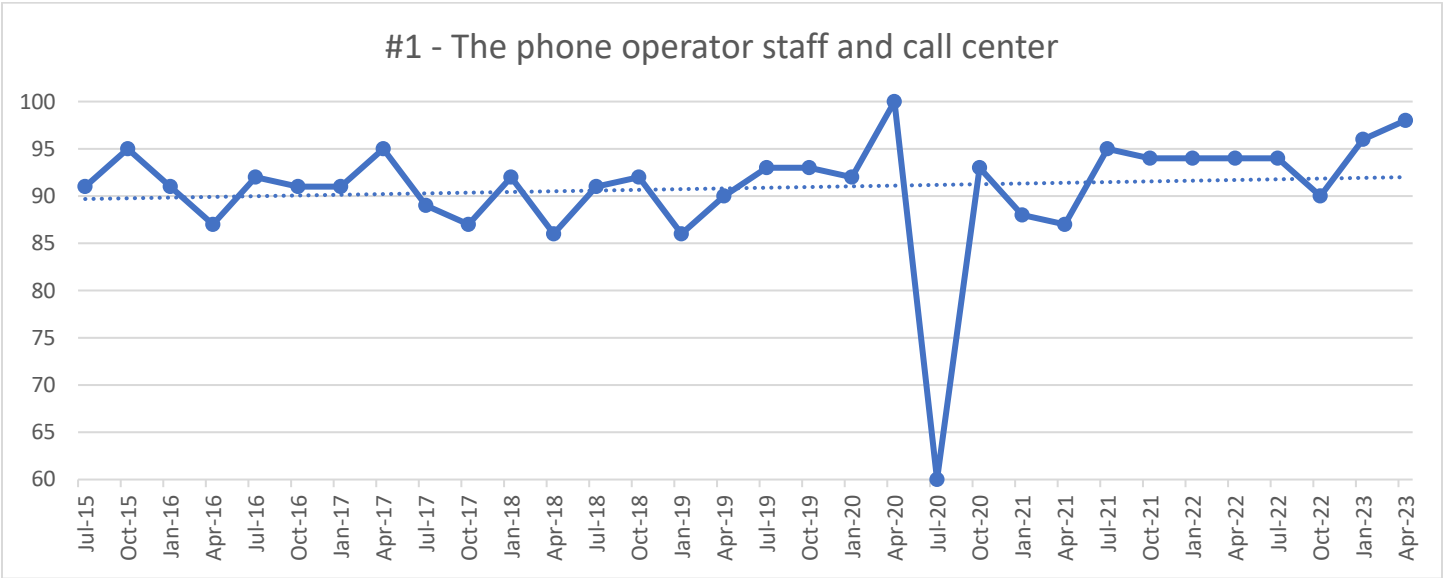
English

- Ceisel: 10
- Carlton: 8
- Friedlein: 2
- Jorgensen: 27

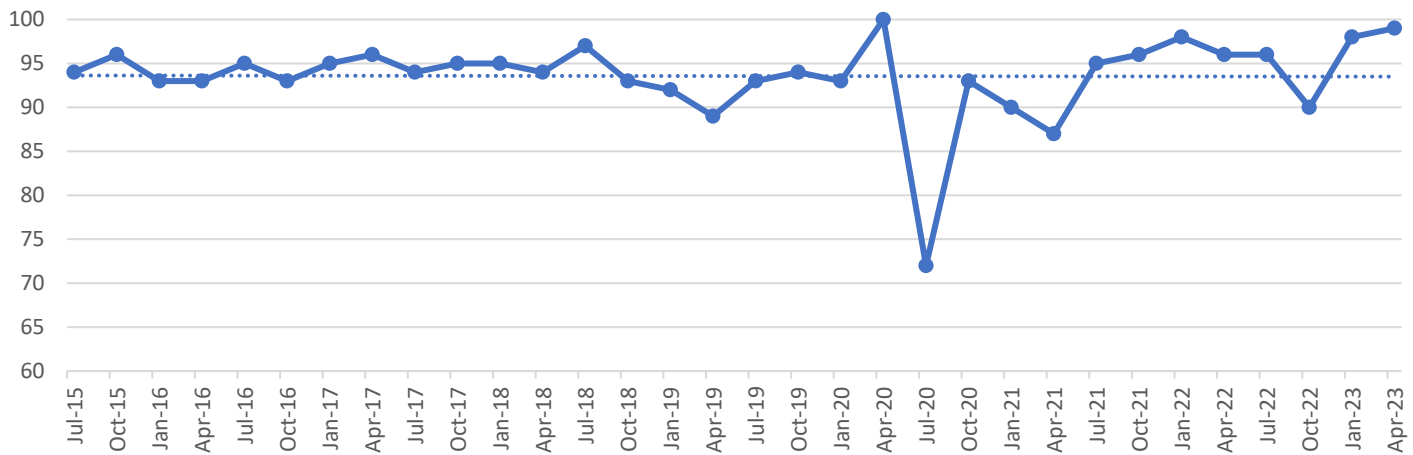
Spanish

- Carlton: 7
- Ceisel: 6
- Friedlein: 4
- Jorgensen: 14

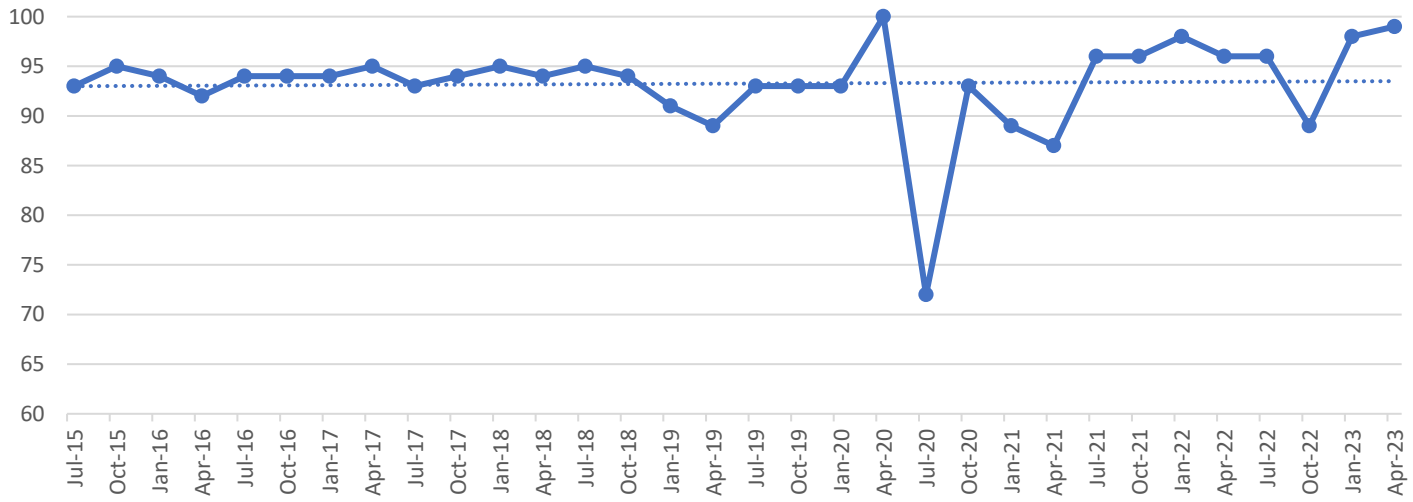
Individual Question Results with Trendlines



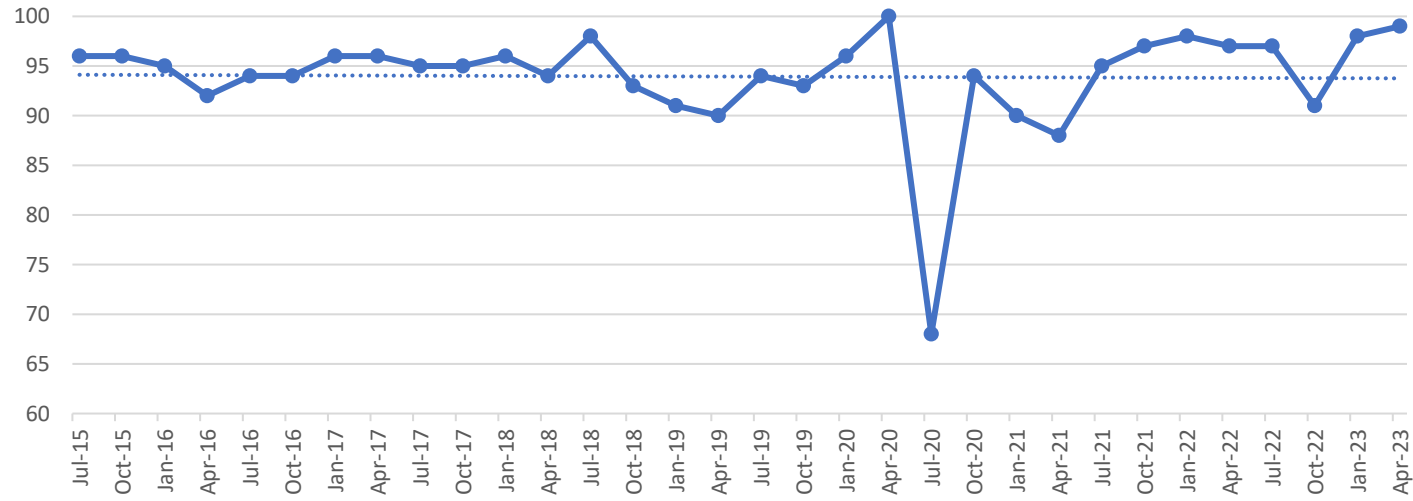
#4 - Education and explanation of plan provided in a way that I can understand



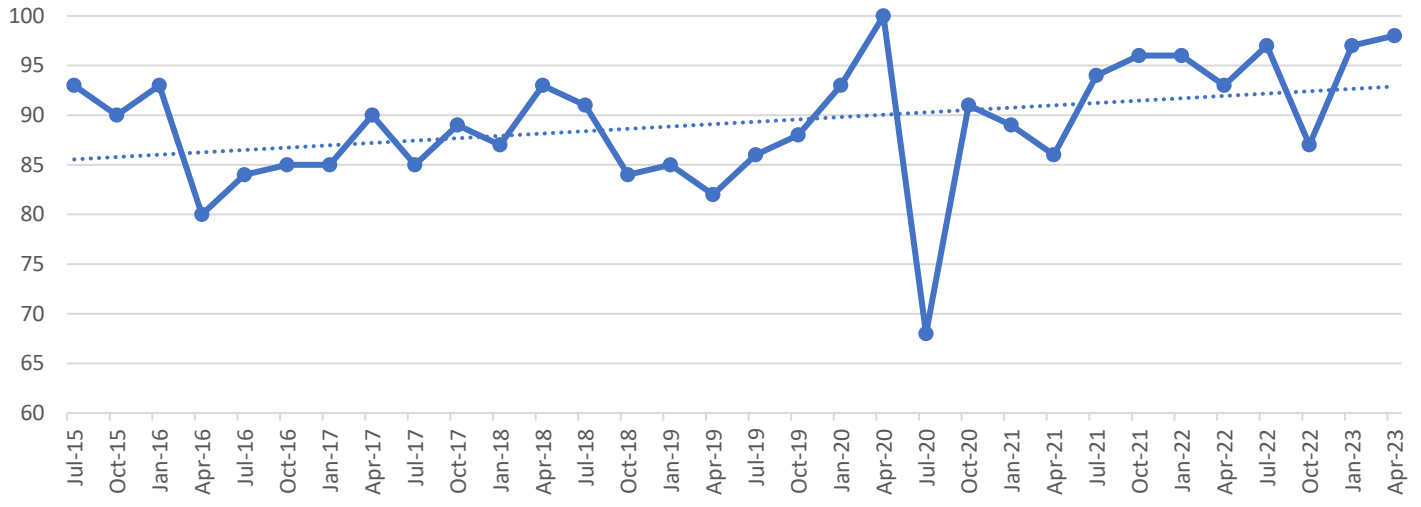
#5 - The follow-up and coordination of my care



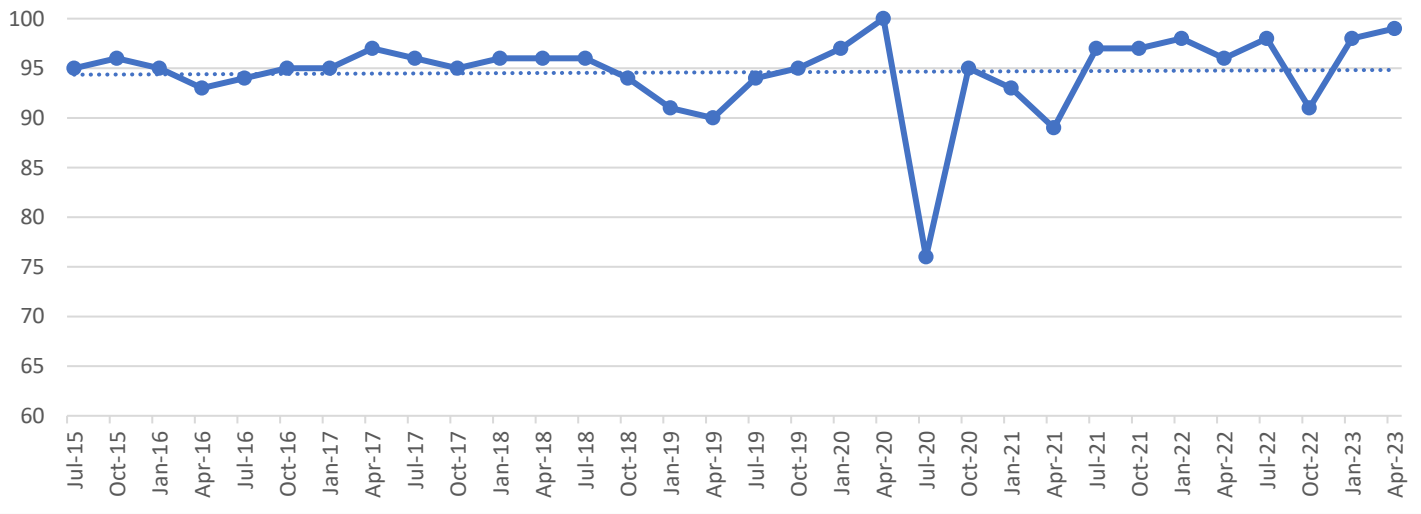
#6 - The staff addressing my medical needs today



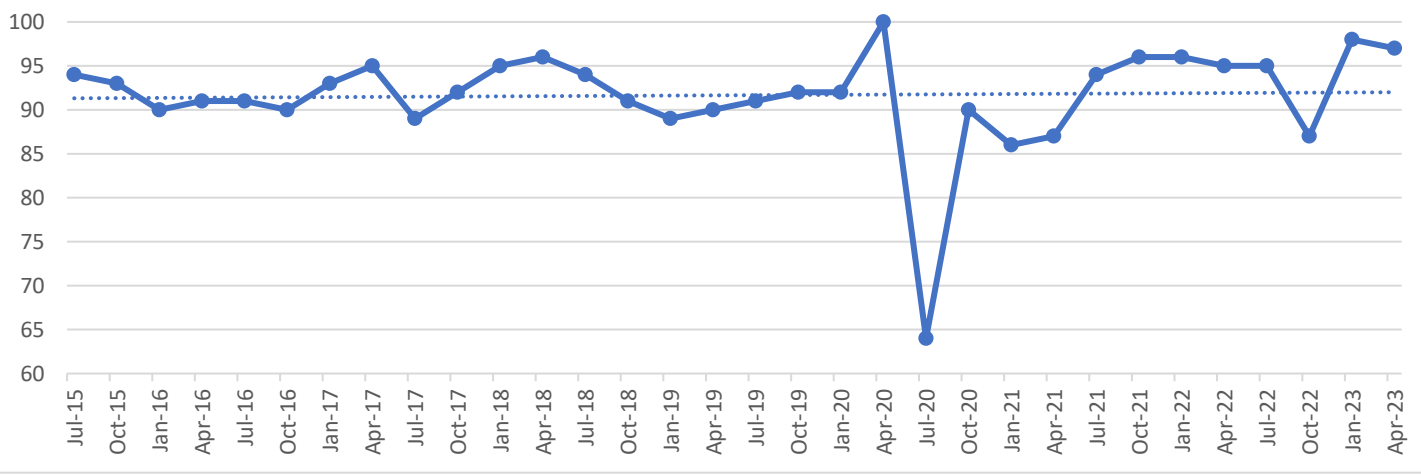
#7 - The time spent waiting



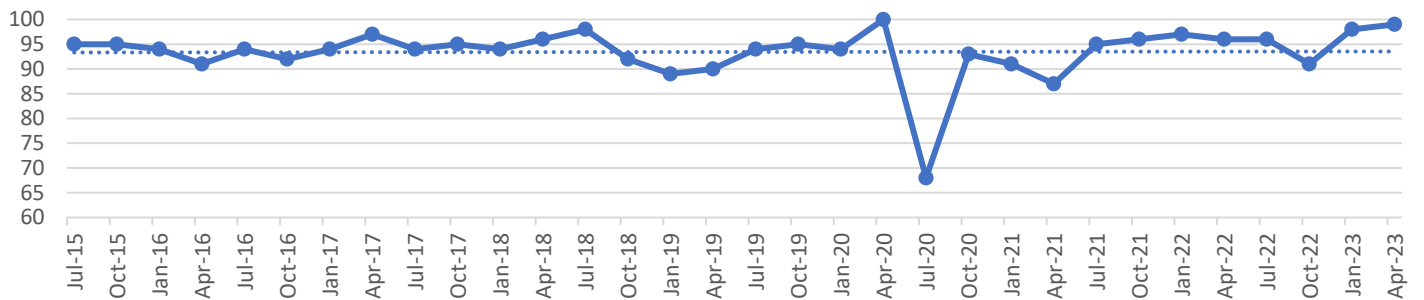
#8 - The respectfulness of staff



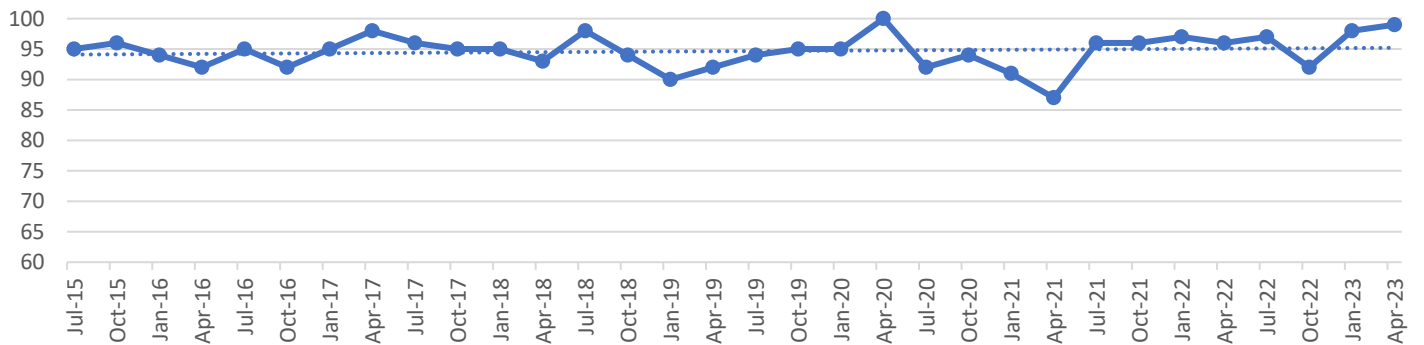
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



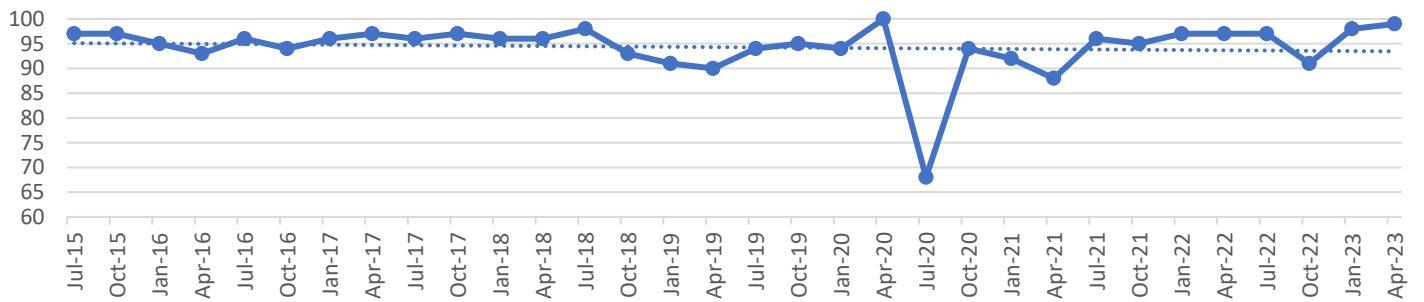
#10 - The handling of my personal medical information in a private and confidential manner



#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?

