

Patient Satisfaction Survey 165 E. Plank Rd, Sycamore 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 90% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

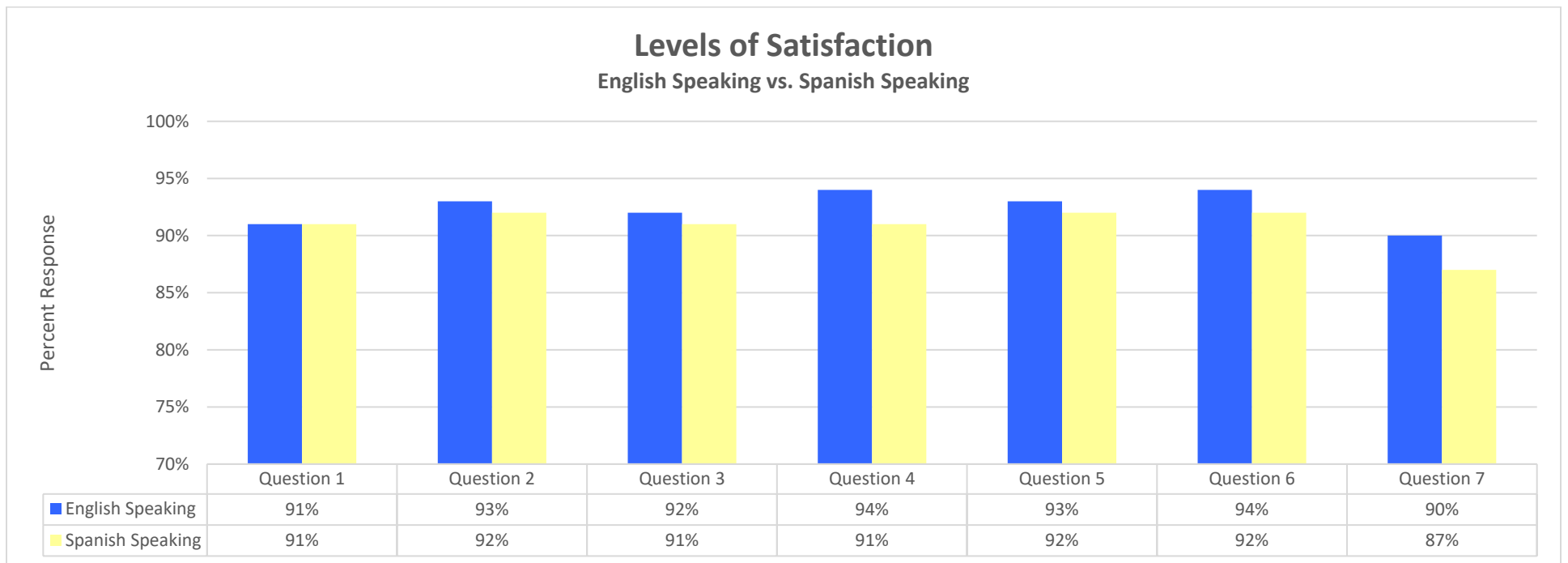
165 E. Plank Rd, Sycamore – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	91%	91%	91%	93%
2. The reception staff	92%	93%	93%	94%
3. Receiving a timely appointment	92%	92%	91%	94%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	92%	94%
5. The follow up and coordination of my care	93%	93%	93%	94%
6. The staff addressing my medical needs today	94%	93%	94%	94%
7. The time spent waiting	90%	89%	88%	92%
8. The respectfulness of staff	94%	93%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	90%	91%	91%
10. The handling of my personal medical information in a private and confidential	93%	93%	93%	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?	93%	93%	93%	94%

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%

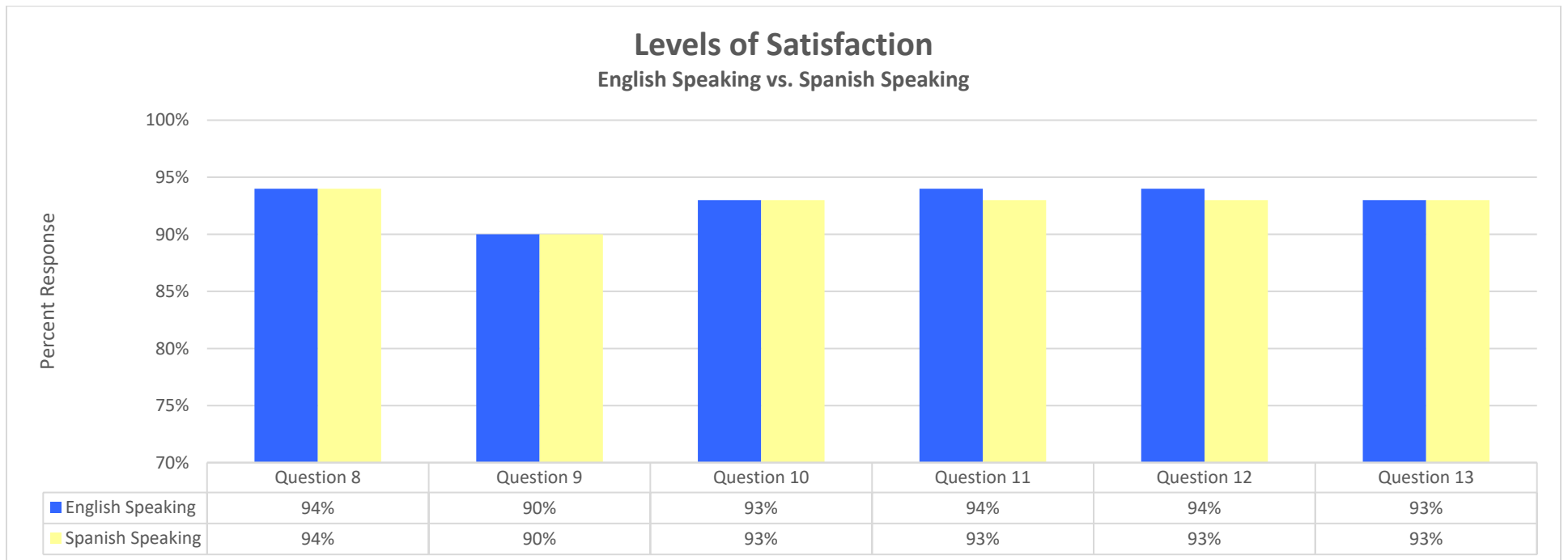
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	145 69%	40 62%	43 20%	21 32%	19 9%	2 3%	2 1%	2 3%	2 1%	0 0%
2. The reception staff	154 73%	40 63%	40 19%	22 34%	14 7%	1 2%	1 1%	1 2%	2 1%	0 0%
3. Receiving a timely appointment	149 70%	40 62%	47 22%	21 32%	14 7%	4 6%	1 1%	0	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	157 74%	38 60%	44 21%	23 37%	10 5%	2 3%	0	0	1 1%	0
5. The follow-up and coordination of my care	153 72%	41 64%	44 21%	21 33%	14 7%	2 3%	0	0	1 1%	0
6. The staff addressing my medical needs today	160 77%	44 68%	39 19%	18 28%	8 4%	2 3%	0	1 2%	1 1%	0
7. The time spent waiting	141 66%	39 60%	47 22%	15 23%	20 9%	8 12%	2 1%	2 3%	3 1%	1 2%



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	162 76%	47 72%	39 18%	17 26%	9 4%	1 2%	1 1%	0	1 1%	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	134 67%	36 58%	38 19%	22 36%	25 12%	4 7%	2 1%	0	2 1%	0
10. The handling of personal medical info in a private and confidential manner	155 74%	45 70%	43 20%	15 23%	11 5%	4 6%	0	0	2 1%	0
11. Your medical assistant	164 77%	42 66%	37 18%	22 34%	10 5%	0	0	0	1 1%	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	164 77%	41 64%	37 18%	23 36%	9 4%	0	0	0	2 1%	0
13. Overall, how satisfied are you with the Health Center?	156 73%	46 72%	45 21%	16 25%	11 5%	1 2%	0	1 2%	1 1%	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: 72

N/A: 25

YES: 6

Comments:

1. "Yes, did not get call back."
2. "Yes, call was returned same day."
3. "Very quick to respond."
4. "Very easy I typically use the portal."
5. "Yes, took too long to call me back."
6. "Yes, got an immediate response."
7. "Kind and courteous and timely."
8. "I left a message for Brian from care management twice and never received a call back, thankfully my provider helped me with the referral as the original place they sent me do not take ped patients."
9. "Yes, I have and I didn't talk to anyone until appointment." (Peifer)

Spanish

NO: 17

N/A: 2

YES: 0

Comments:

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

1. "Dr. Dom." (Sofowora)
2. "N/A." (8)
3. "Our pediatrician is very thorough and explains things clearly." (Sofowora)
4. "Great."
5. "Great service." (Kristiansen)
6. "The attention and care given."
7. "Everything, they are always so kind to me." (Williams)
8. "Doc app." (Kristiansen)
9. "Appointment availability, always open appt that work for me."
10. "Services, seeing the doctor, reception, nurse." (Kristiansen)
11. "Helpful staff." (Sofowora)
12. "Very thorough and good nature." (Sayles)
13. "Making appointments is easy."
14. "Just knowing truth about my health." (Kristiansen)
15. "The time spent." (Peifer)
16. "Time." (Williams)
17. "The location, staff." (Thompson)
18. "The communication."
19. "Fast response."
20. "Same day appointments most of the time."

Spanish

1. "My appointments are fast." "Mis citas son rapidas."
2. "Learn about my health." "Aprender sobre mi salud." (Williams)
3. "Good service." "Buen servicio."
4. "Reasonable prices." "Precios rasonables." (Kristiansen)
5. "Always attentive and available appointments." "Siempre atentos y citas disponibles." (Sayles)
6. "My health and the control of my diabetes." "Con mi salud y control de mi diabetes."
7. "The costs are accessible." "Los costos son accesibles." (Thompson)
8. "They give you appointment fast." "Te dan citas rapido."
9. "They have good service." "Tienen buen servicio." (Sayles)
10. "With my diabetes." "Con mi diabetes." (2)
11. "They are kind and respectful." "Son muy amables y respetuosos." (Williams)
12. "The attention from people." "La tencion de personas." (Peifer)
13. "No." "No."

21. "Good/great staff."
22. "Primary care specially." (Sayles)
23. "Patient portal." (Kristiansen)
24. "The amazing staff that solves my problems in a timely manner." (Sofowora)
25. "The time the doc takes with you." (Peifer)
26. "Staff in a group." (Sayles)
27. "Location."
28. "Staff is awesome." (Sofowora)
29. "Walk-ins."
30. "Same day or next day appointments available." (4)
31. "The staff listens when you speak, and they show that they care." (Peifer)
32. "Close to home." (Williams)
33. "Being able to visit with my choice of health personal/having labs performed on site." (Thompson)
34. "The care and concern the staff have for me and my kid." (Sayles)
35. "Kindness."
36. "The ability of the health care anytime." (Peifer)
37. "Everything." (2)
38. "Late appointment to work around my work schedule is amazing." (Sofowora)
39. "Location and care." (Thompson)
40. "Respect/timeliness/care/compassion." (Thompson)
41. "Nice staff." (2)
42. "The receptionist at the front are the cornerstone for this great service." (Sofowora)
43. "Being seen by my medical provider in a timely fashion and their attention to my medical needs." (Sayles)
44. "The late hours are flexible for work." (Thompson)
45. "All around a great place for us to come and tend to our medical needs."
46. "Communication."
47. "Kind staff for those of use who struggle with anxiety, tone of voice is important." (Sayles)
48. "Everyone is very nice an helpful." (Peifer0)
49. "Showing that care." (Sayles)
50. "Great service."
51. "Convenience." (2)
52. "Easy scheduling."
53. "My provider and her medical assistant." (Kristiansen)
54. "Rocio, N." (Peifer)
55. "Front desk helping me with appointments." (Kristiansen)
56. "All the above."
57. "Knowing that I'm ok."
14. "They treat me well." "Me atieden bien."
15. "They help us a lot when we don't have insurance." "Nos ayudan mucho cuando no temenos aseguranza." (Kristiansen)
16. "Economic." "Economico." (Sayles)
17. "Improve my health." "Mejorar mi salud."
18. "Reasonable prices and the language." "Precios rasonables y el language."
19. "A lot." "Mucho."
20. "Excellent service." "Sercivio excelente."
21. "The follow up from his vaccines." "El seguimiento de sus vacunas."
22. "In general for my health I'm satified." "En general para mi salud estoy satisfecha."

58. "Friendly explanation of my lab results and advice there to." (Kristiansen)
59. "All around good service." (Kristiansen)
60. "Making sure my health is good."
61. "Nurse and front desk."
62. "The attentive staff."
63. "Timely." (Sofowora)
64. "The ability and respect."
65. "Location & takes my insurance."
66. "My appointments." (Sofowora)
67. "Everyone is helpful and explains everything in great detail." (Kristiansen)
68. "The staff explains and answers all of my questions and very patient with me no matter how many questions I have."
69. "Tara completely explained my medicine change and came up with the best plan for me." (Kristiansen)
70. "Getting the help fast." (Peifer)
71. "Helping get things uncontrol."
72. "How easy scheduling is." (Sofowora)

Question 16: How can we improve Greater Family Health?

English

1. "In town dental."
2. "N/A." (23)
3. "Improve patient portal." (Thompson)
4. "The 15 min time limit." (Kristiansen)
5. "Better communication." (Sofowora)
6. "I can't think of anything." (Williams)
7. "By continuing to listen to our health problems."
8. "Great service." (Sofowora)
9. "The thermometers barely work. Consider swapping out for new ones." (Sofowora)
10. "I don't know."
11. "Five stars." (Sayles)
12. "Keep doing what you are doing. A great job."
13. "None." (4)
14. "Stay awesome."
15. "Empathy." (Thompson)
16. "None at the moment." (Williams)
17. "More staff."
18. "Nothing."
19. "No show get rid of it." (Sayles)
20. "No improvement, everything is perfect."
21. "Doctors." (Thompson)
22. "I am 1 minute late don't cancel my appointment." (Thompson)
23. "Nothing everything is good."
24. "Doing great." (Sofowora)
25. "Everything is good." (Sayles)
26. "Nothing was a great visit." (Peifer)

Spanish

1. "They have bilingual personnel that help all the Hispanics." "Tienen personal bilingue que ayuda a los hispanos." (Sayles)
2. "Nothing." "Ninguno."
3. "Continue being kind." "Continue siendo amable."
4. "Everything is good." "Todo esta bien." (3)
5. "The providers be more responsible." "Los doctors sean mas responsables."
6. "To me it is good." "Para mi esta bien." (Sayles)
7. "I think everything is good, everything is well coordinated." "Creo que todo esta bien, bien coodinado todo." (Kristiansen)
8. "No." "No."
9. "Nothing everything good." "Nada, todo bueno."
10. "The wait in the waiting area could be less." "La espera en la sala de espera puede ser menos."
11. "The majority of my appointments get cancelled or changed to a different date, that's a problem." "La mayoria de mis citas las cancelan o las cambian para otro dia, eso es un problema."
12. "I feel happy." "Me siento contenta."
13. "No comments." "No comentarios."

27. "Get rid of your missed appt. policy, it's outdated and inconvenient."
28. "If I have to be here 15 mins early or 10 or I lose my appt I should be crossing the threshold into my appt at scheduled time. My time is important too."
29. "Bad shots."
30. "Continue hiring pleasant and respectful employees."
31. "When getting lab results, I should not have to wait 2 weeks when it should be a few days or week."
32. "Free candy and stickers." (Sofowora)
33. "Give a time frame of still being able to be seen if coming within 10 min of appointment."
34. "Have dr. ask pronouns (example: he/him/his, she/hers)"
35. "While making another appointment for myself I noticed the Medical Assistant being rude to the receptionist I believe her name was Hailey I want everyone to get along."
36. "I have no problems so far so good."
(Kristiansen)
37. "Nothing I can think off."
38. "You are doing great."
39. "Don't need to improve."
40. "Haven't had any issues."
41. "Care management has to actually call or follow up shouldn't take a week or a call to my provider for help." (Kristiansen)

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

English

- YES: 138
- NO: 3

Spanish

- YES: 43
- NO: 1

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

English

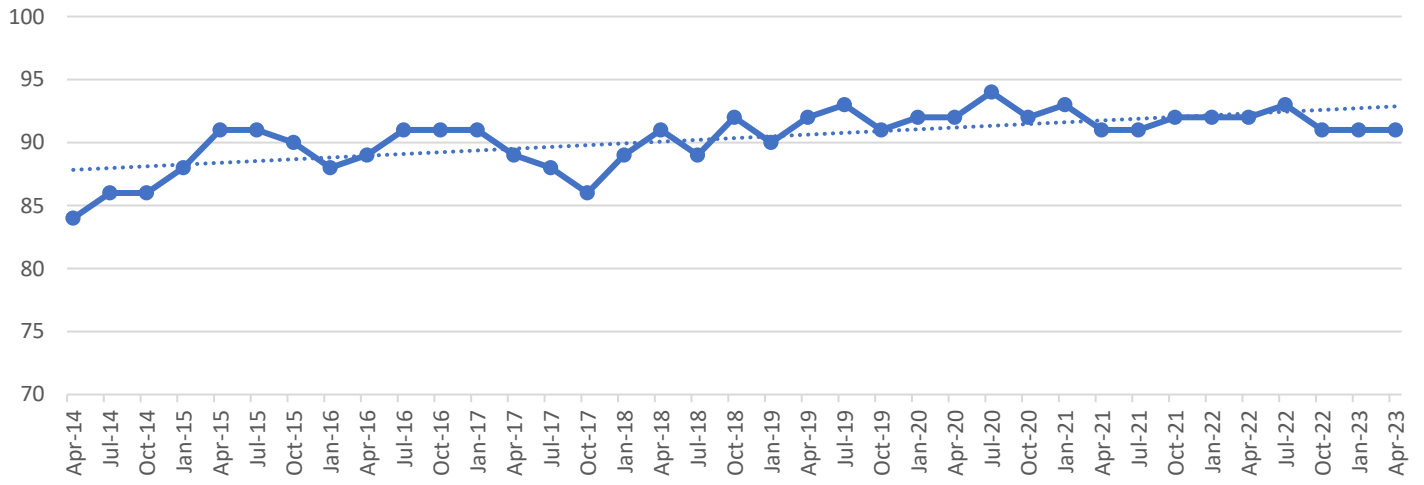
- Kristiansen: 28
- Peifer: 23
- Sayles: 21
- Sofowora: 31
- Thompson: 21
- Williams: 10

Spanish

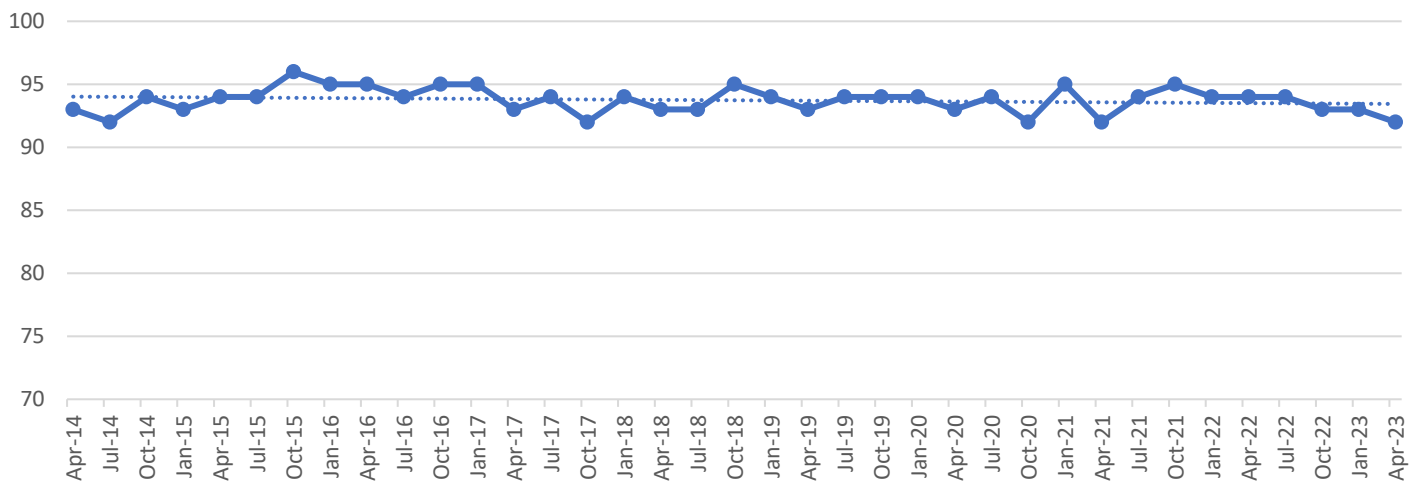
- Kristiansen: 3
- Peifer: 5
- Sayles: 6
- Thompson: 2
- Williams: 2

Individual Question Results with Trendlines

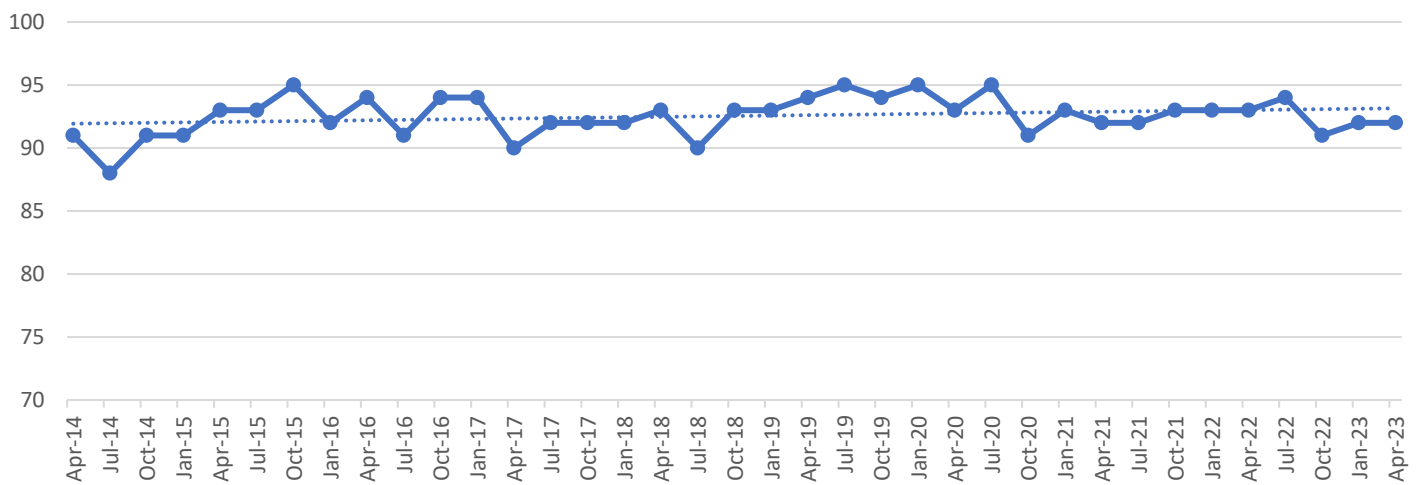
#1 - The phone operator staff and call center



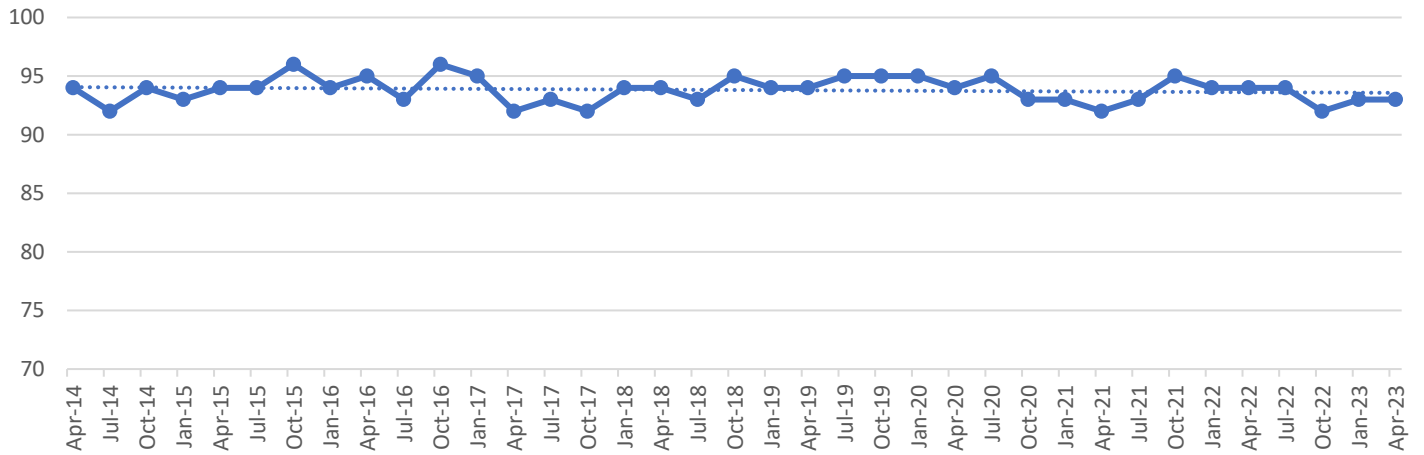
#2 - The reception staff



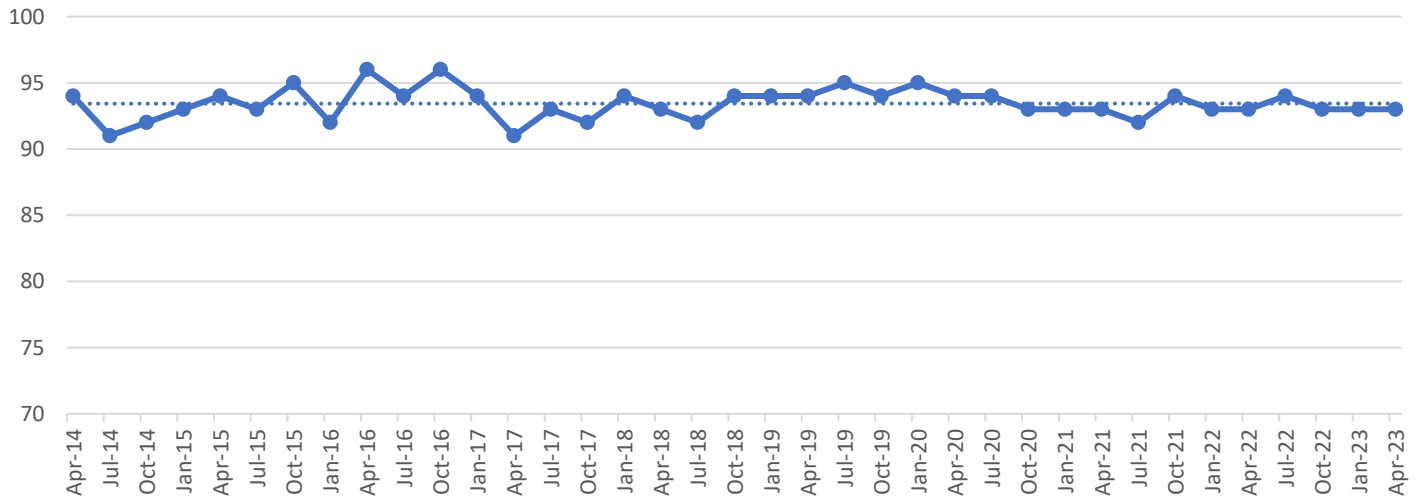
#3 - Receiving a timely appointment



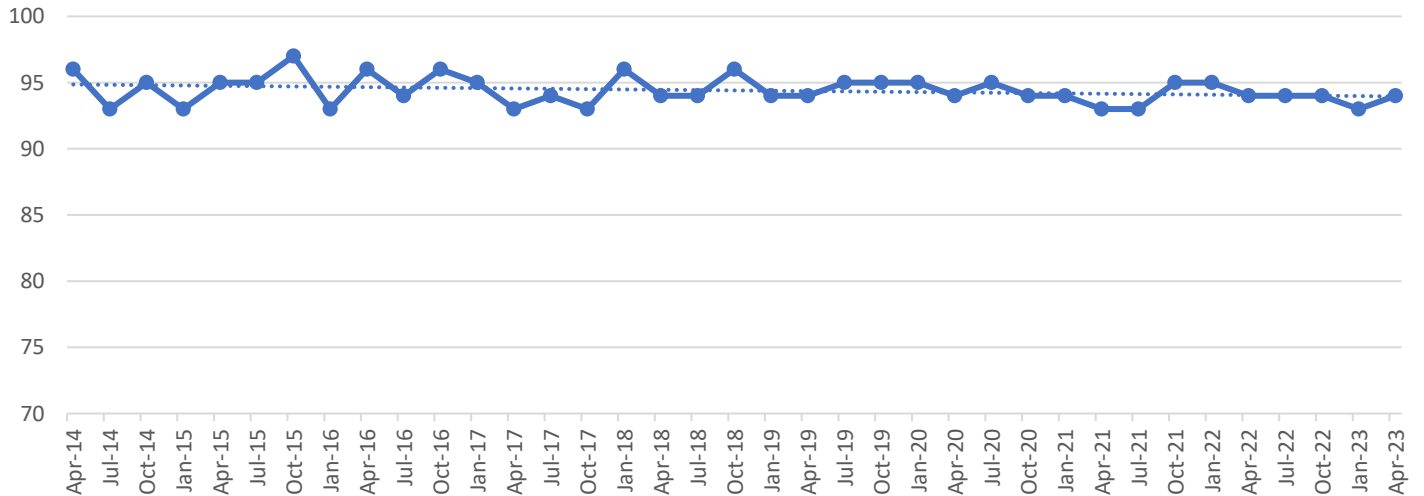
#4 - Education and explanation of plan provided in a way that I can understand



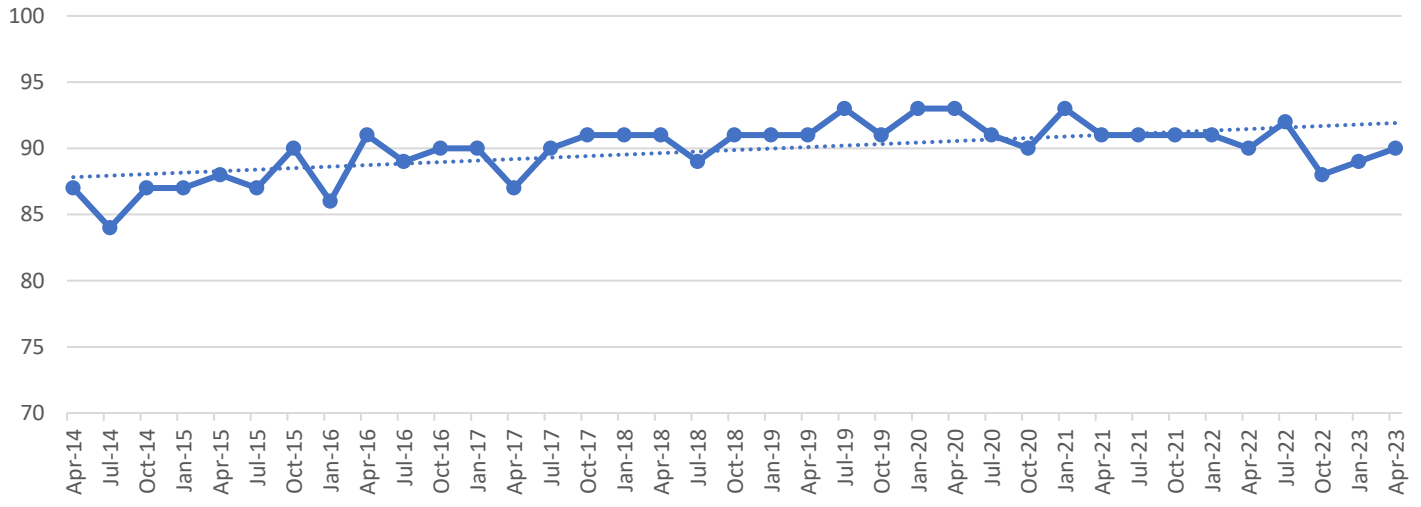
#5 - The follow-up and coordination of my care



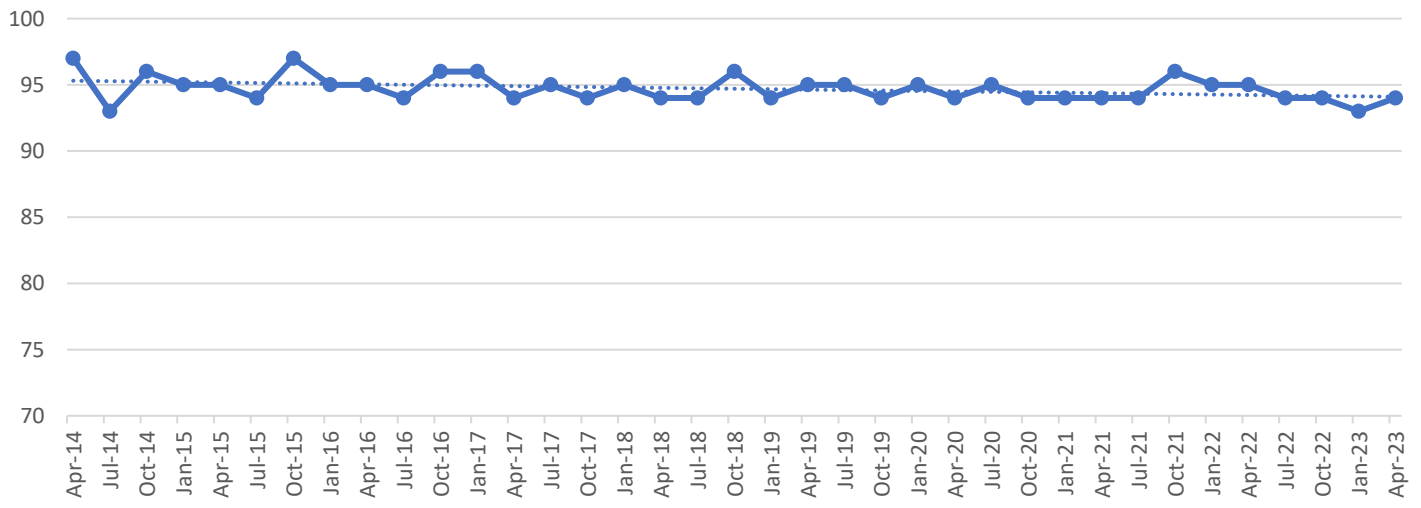
#6 - The staff addressing my medical needs today



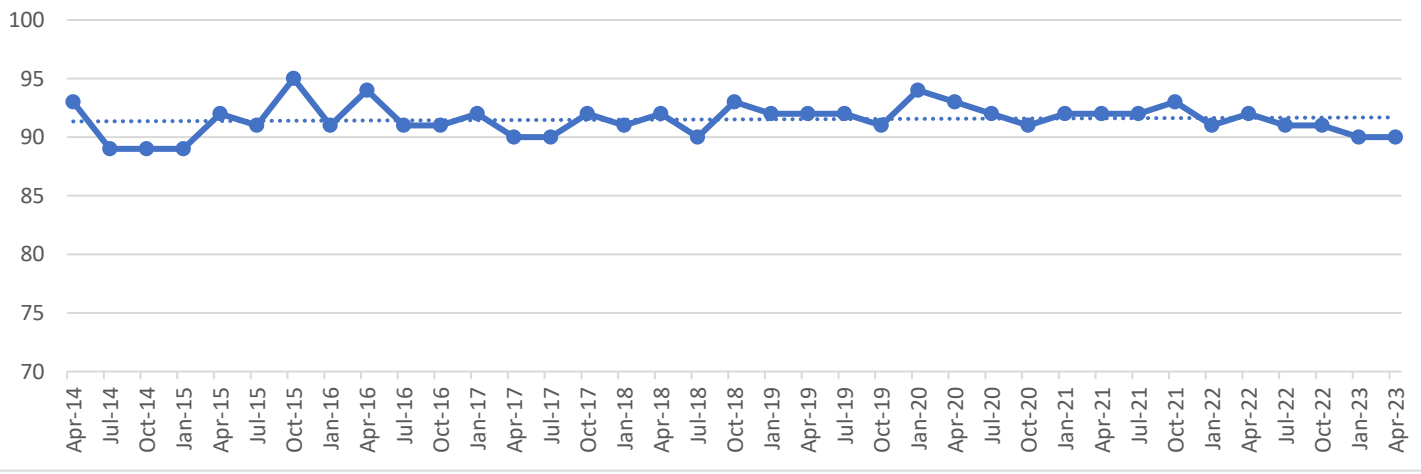
#7 - The time spent waiting



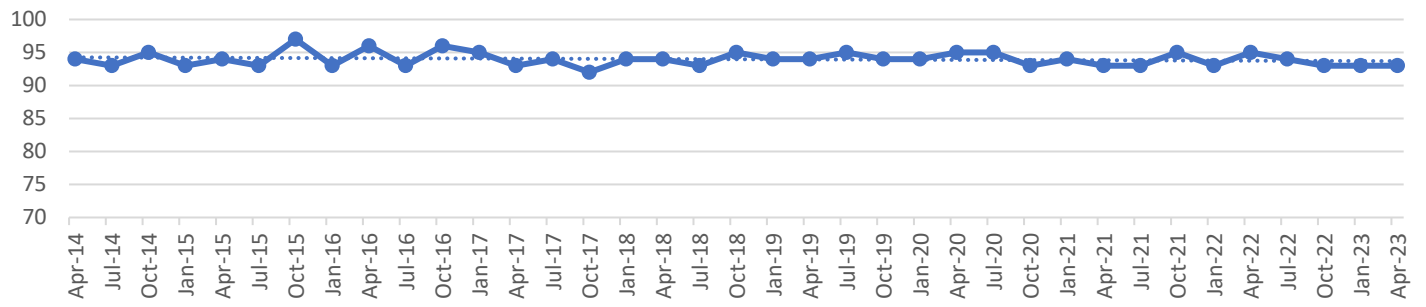
#8 - The respectfulness of staff



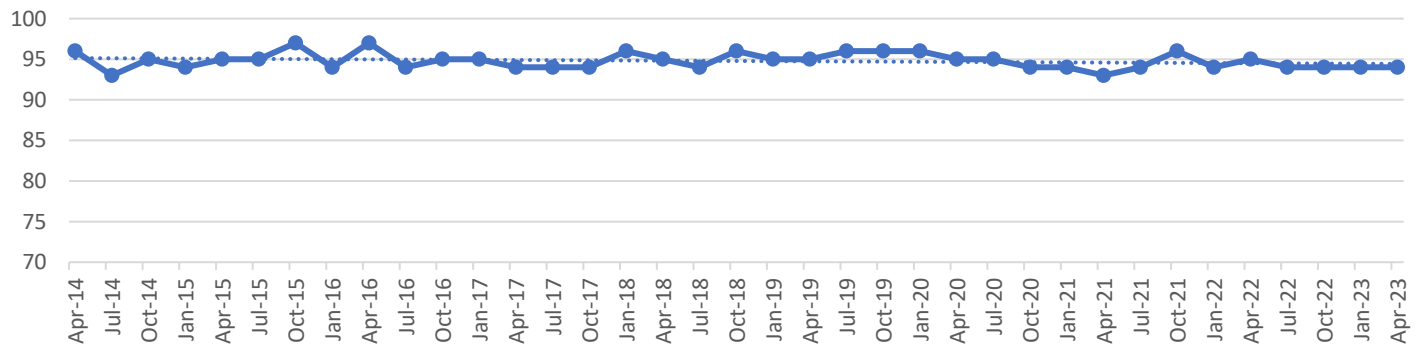
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



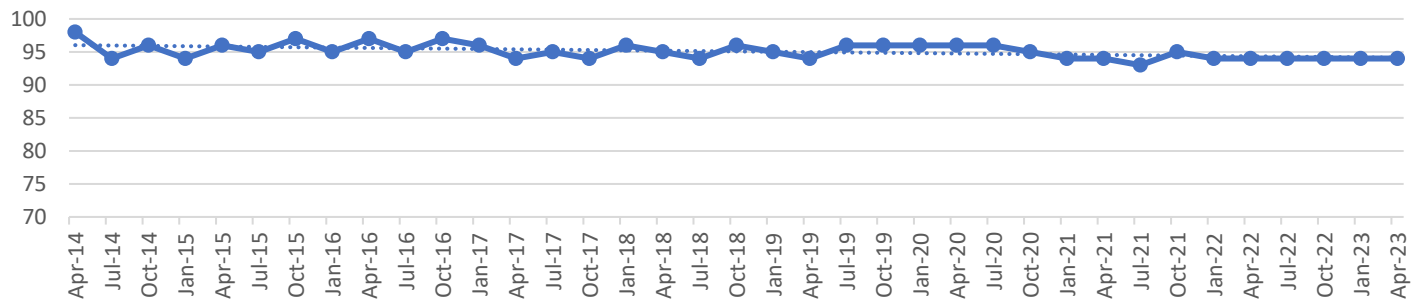
#10 - The handling of my personal medical information in a private and confidential manner



#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?

