

Patient Satisfaction Survey
2550 N. Annie Glidden Rd., DeKalb
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 89% to 95%. 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.

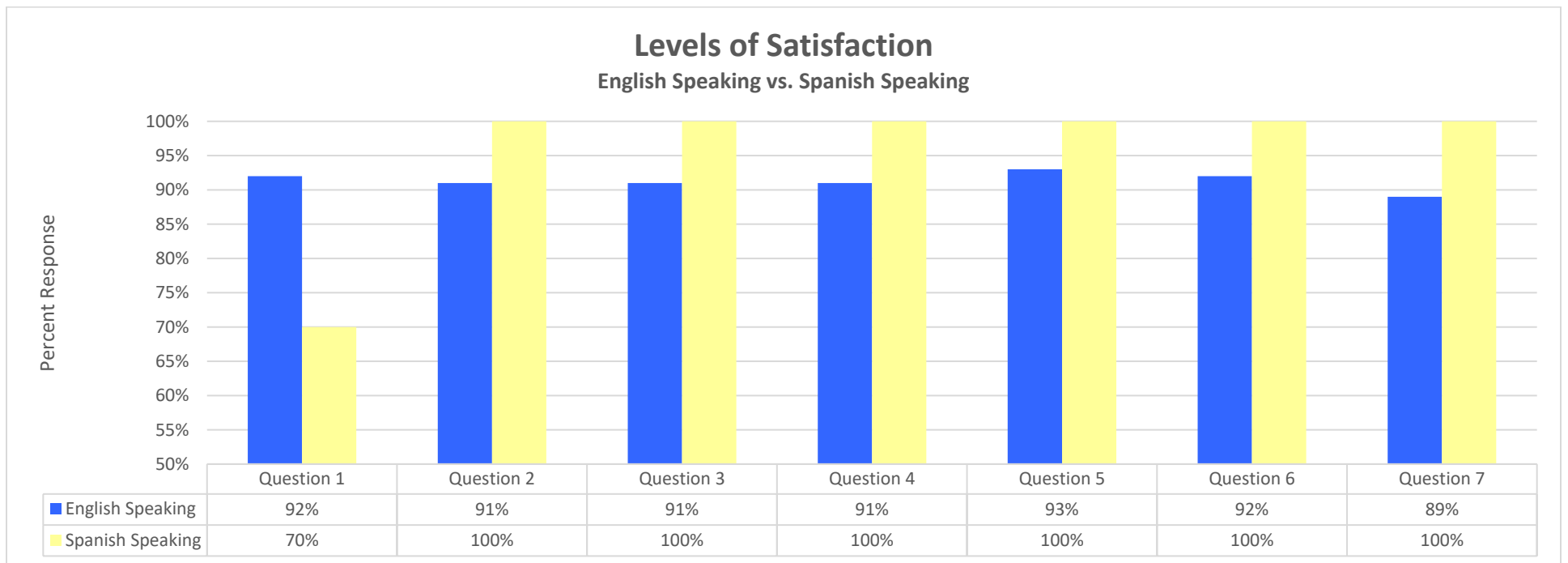
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	89%	93%	86%	90%
2. The reception staff	92%	93%	90%	91%
3. Receiving a timely appointment	92%	96%	90%	92%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	90%	94%
5. The follow up and coordination of my care	94%	94%	91%	94%
6. The staff addressing my medical needs today	93%	98%	91%	94%
7. The time spent waiting	91%	91%	86%	90%
8. The respectfulness of staff	94%	96%	89%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	94%	90%	92%
10. The handling of my personal medical information in a private and confidential	93%	97%	89%	92%
11. Your medical assistant	94%	96%	93%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	98%	94%	94%
13. Overall, how satisfied are you with the Health Center?	94%	97%	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%

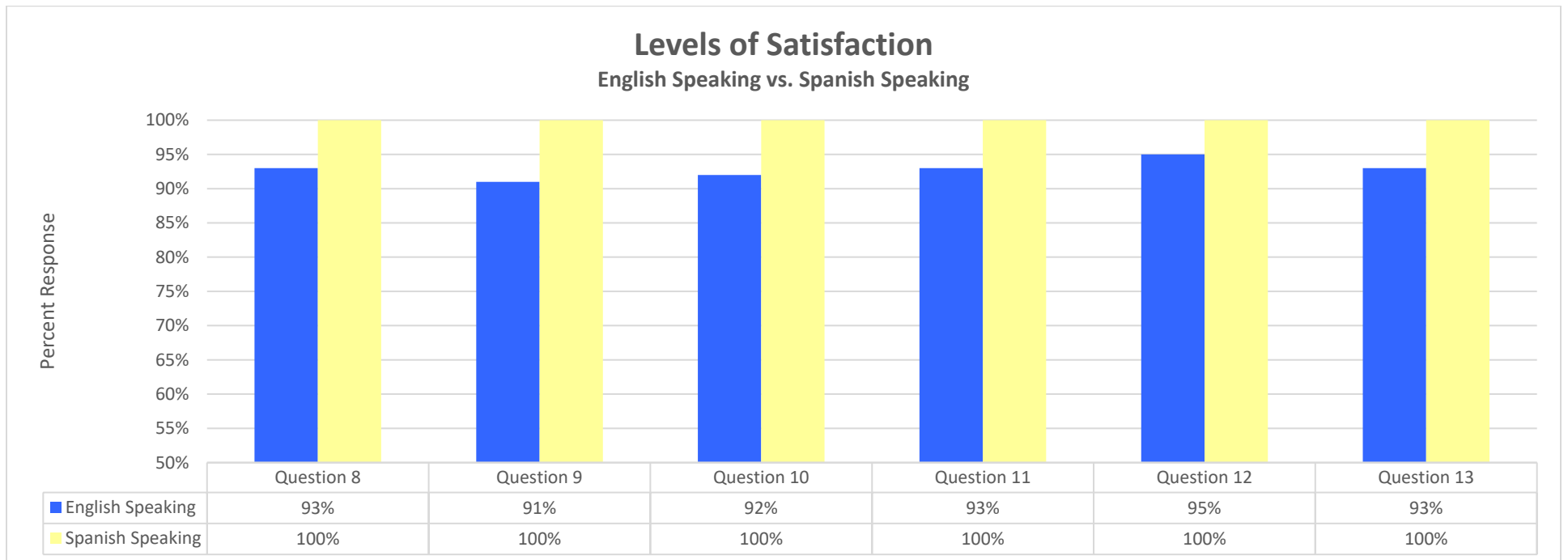
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	10 67%	1 50%	4 27%	0	1 7%	0	0	1 50%	0	0
2. The reception staff	9 60%	2 100%	5 33%	0	1 7%	0	0	0	0	0
3. Receiving a timely appointment	10 67%	2 100%	3 20%	0	2 13%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	9 60%	2 100%	5 33%	0	1 7%	0	0	0	0	0
5. The follow-up and coordination of my care	11 73%	2 100%	3 20%	0	1 7%	0	0	0	0	0
6. The staff addressing my medical needs today	10 67%	2 100%	4 27%	0	1 7%	0	0	0	0	0
7. The time spent waiting	9 60%	2 100%	4 27%	0	2 13%	0	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	11 73%	2 100%	3 20%	0	1 7%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	9 60%	2 100%	5 33%	0	1 7%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	10 67%	2 100%	4 27%	0	1 7%	0	0	0	0	0
11. Your medical assistant	11 73%	2 100%	3 20%	0	1 7%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	12 80%	2 100%	2 13%	0	1 7%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	11 73%	2 100%	3 20%	0	1 7%	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: 2

YES: 0

Comments:

1. "No, great."
2. "They returned my call in a timely manner."

Spanish

NO: 0

N/A: 0

YES: 0

Comments:

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

English

1. "Good help." (Williams)
2. "My doctor is very helpful."
3. "N/A." (2)
4. "They always been there to help." (Williams)
5. "P.A. that listens to me and provides feedback." (Williams)
6. "The overall staff."
7. "When information I needed to get sent to a different was going to be sent." (Williams)

Spanish

Question 16: How can we improve Greater Family Health?

English

1. "Good job."
2. "Ok as is." (Williams)
3. "Wouldn't change." (Williams)
4. "N/A." (2)

Spanish

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

English

- YES: 8
- NO: 0

Spanish

- YES: 1
- NO: 0

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

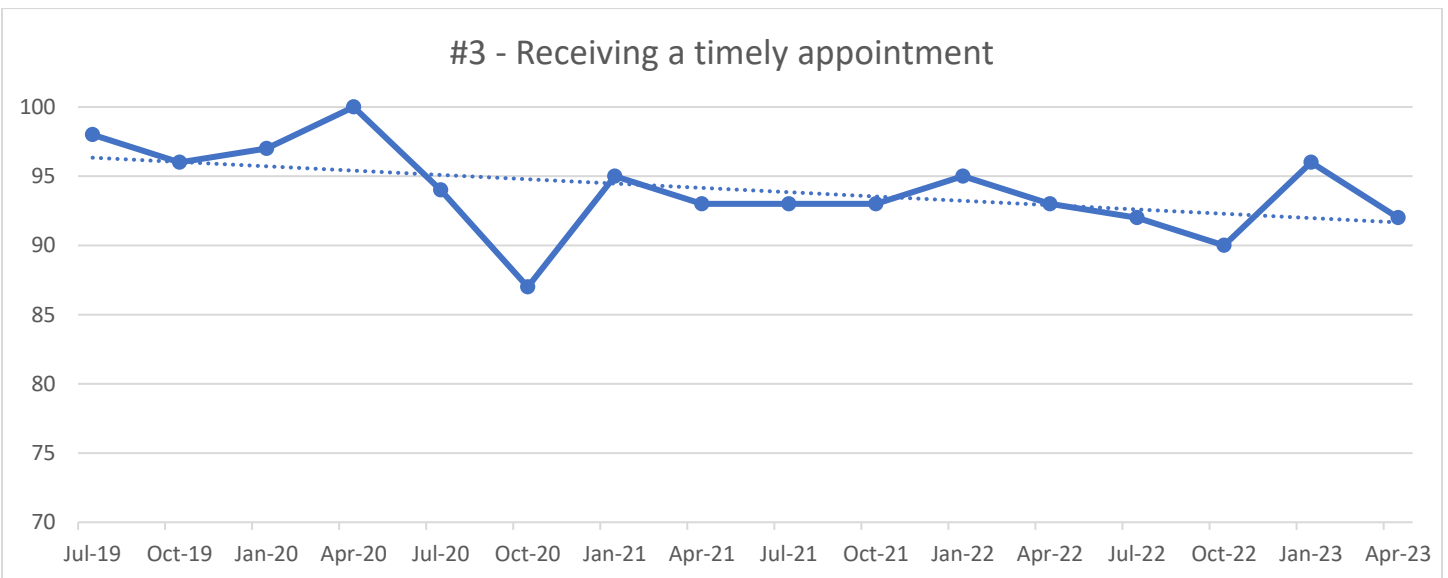
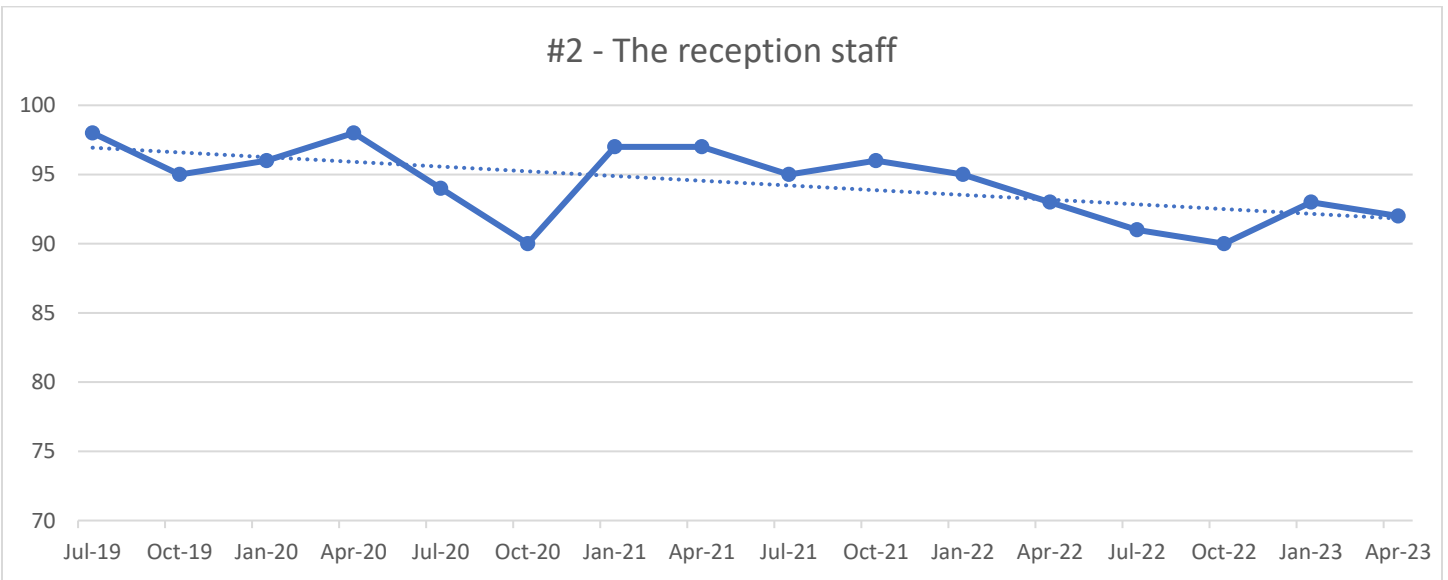
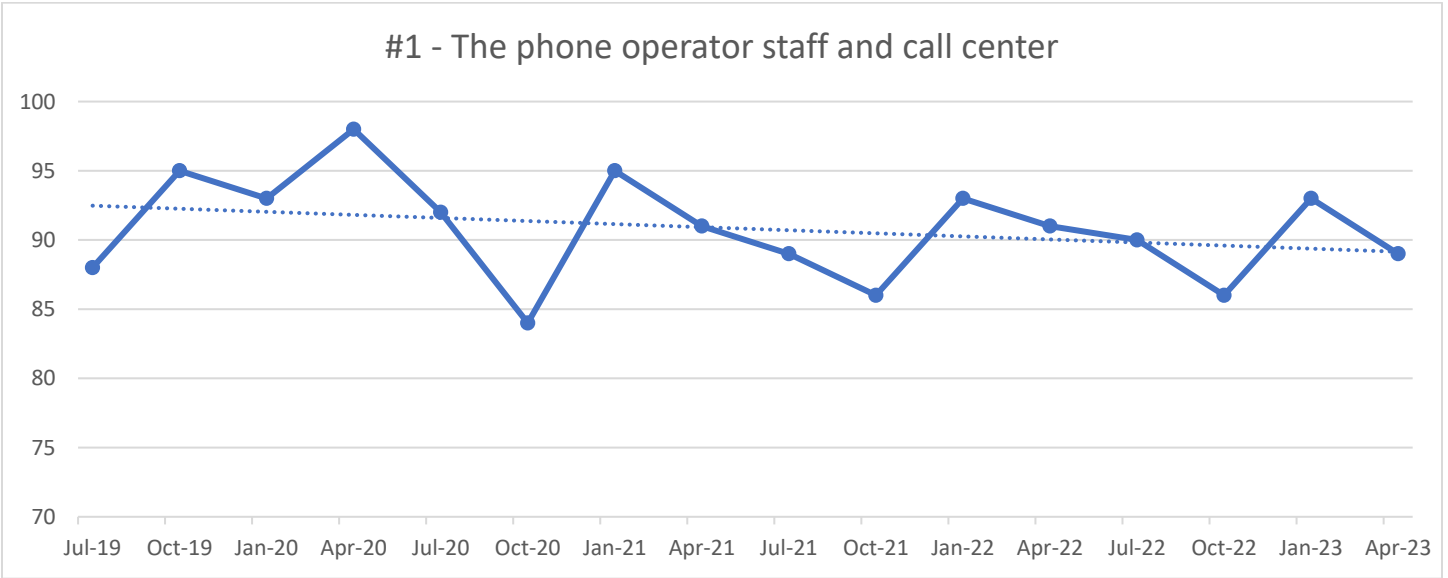
English

- Williams: 6

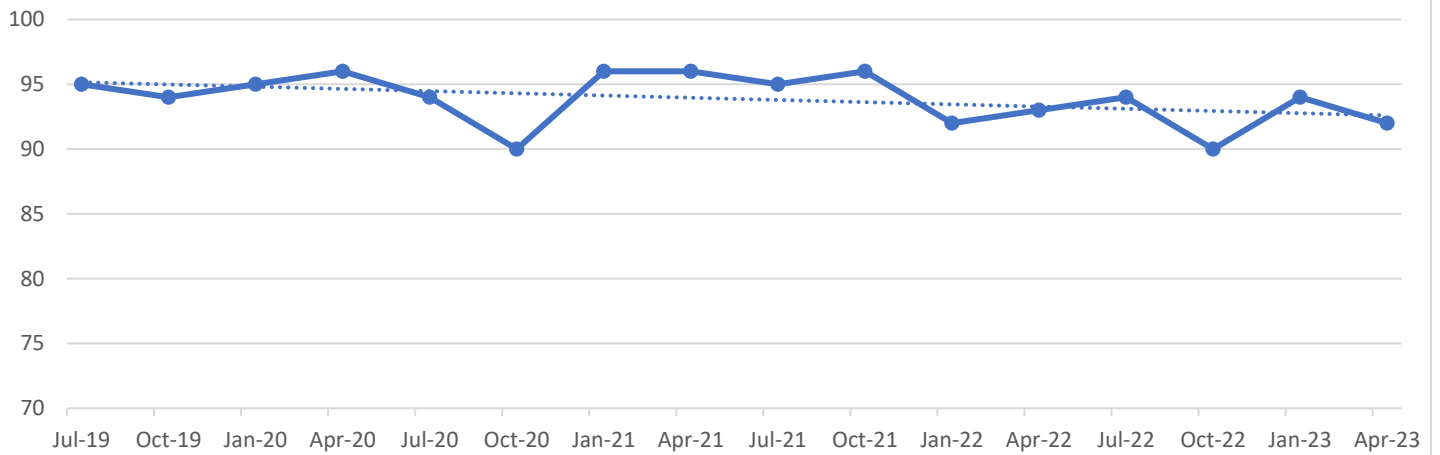
Spanish

- Williams: 0

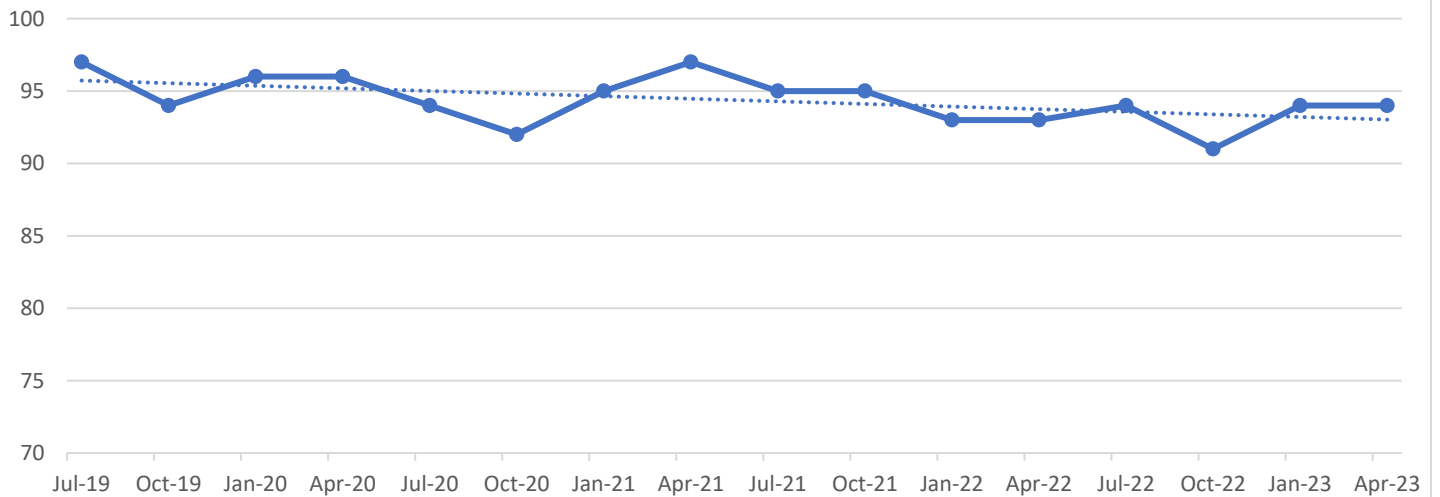
Individual Question Results with Trendlines



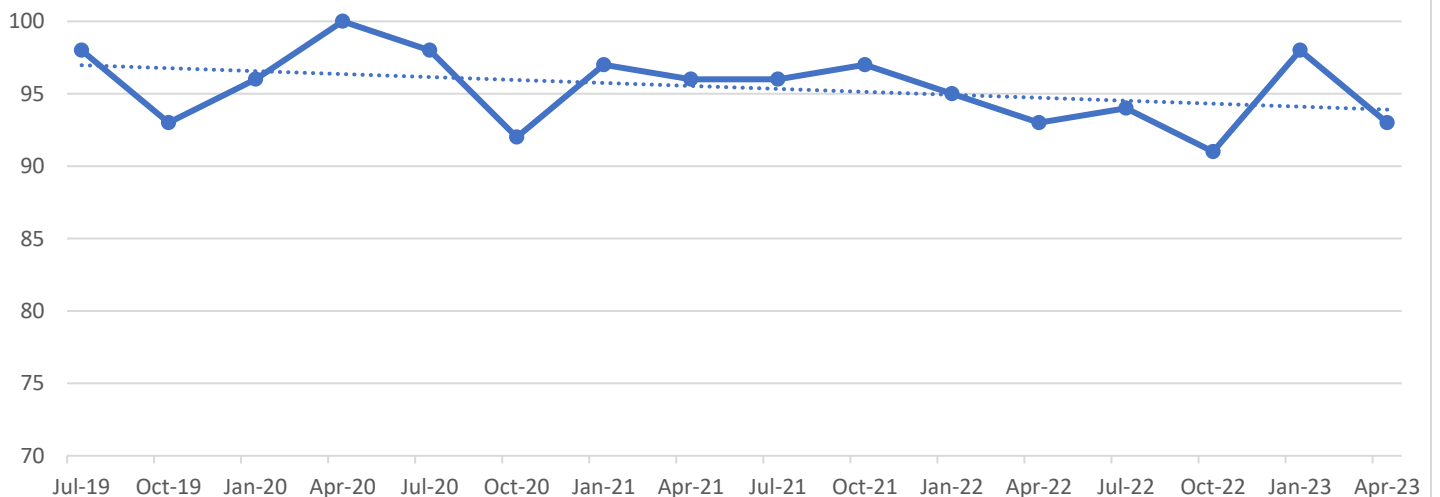
#4 - Education and explanation of plan provided in a way that I can understand



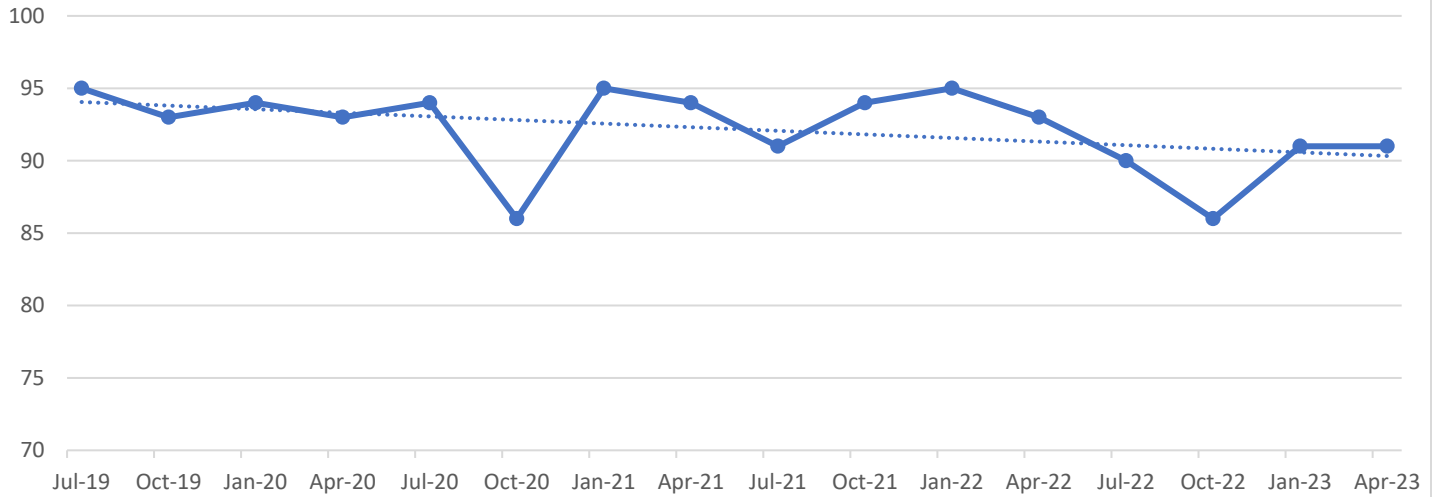
#5 - The follow-up and coordination of my care



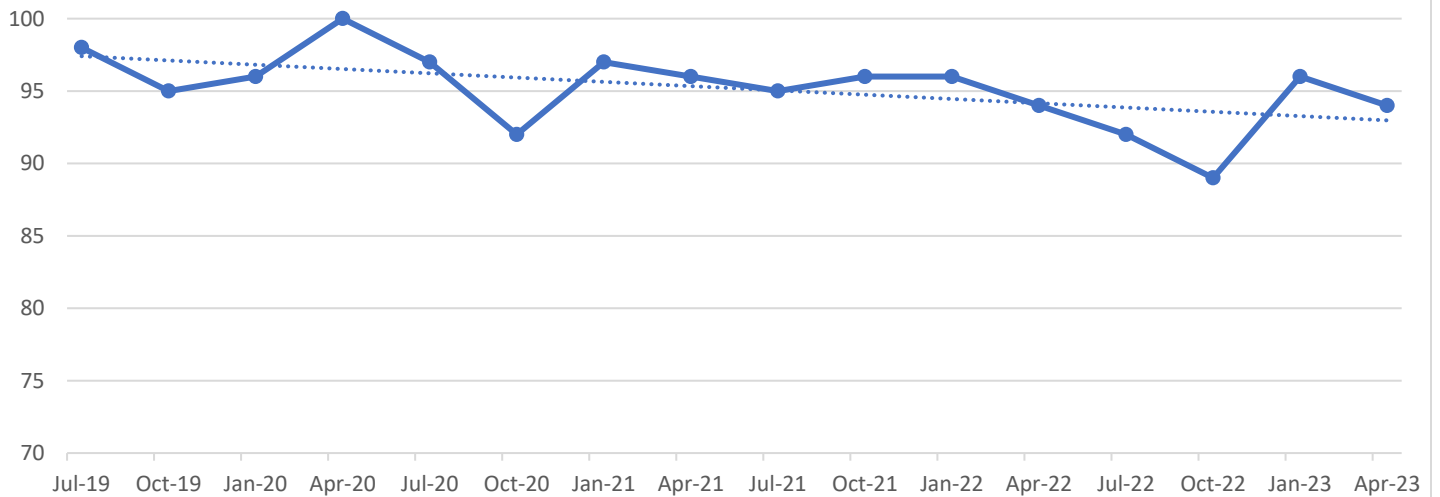
#6 - The staff addressing my medical needs today



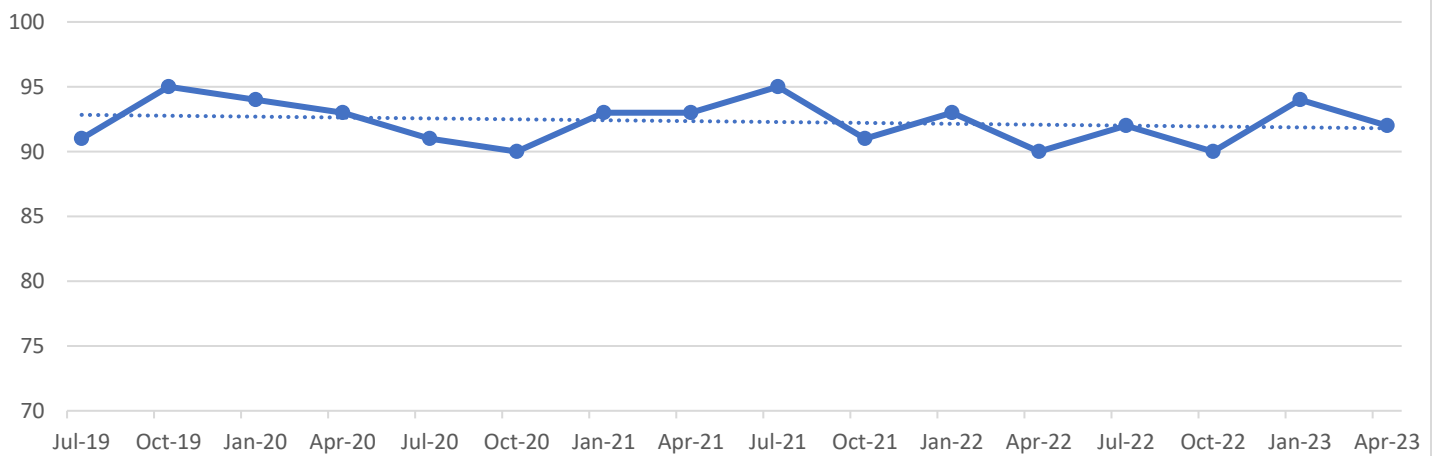
#7 - The time spent waiting



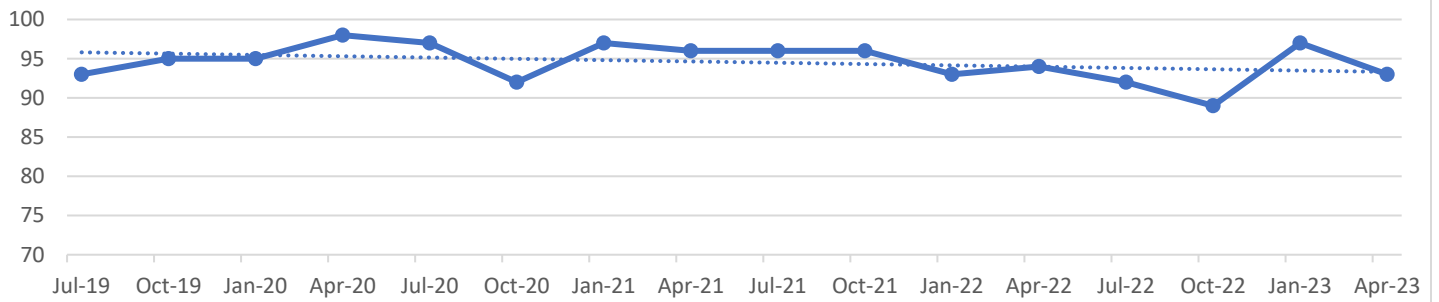
#8 - The respectfulness of staff



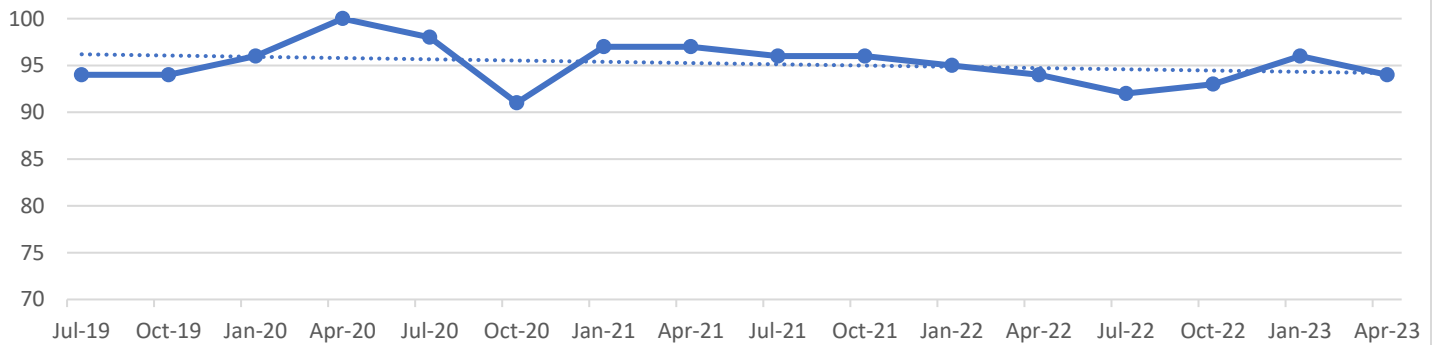
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



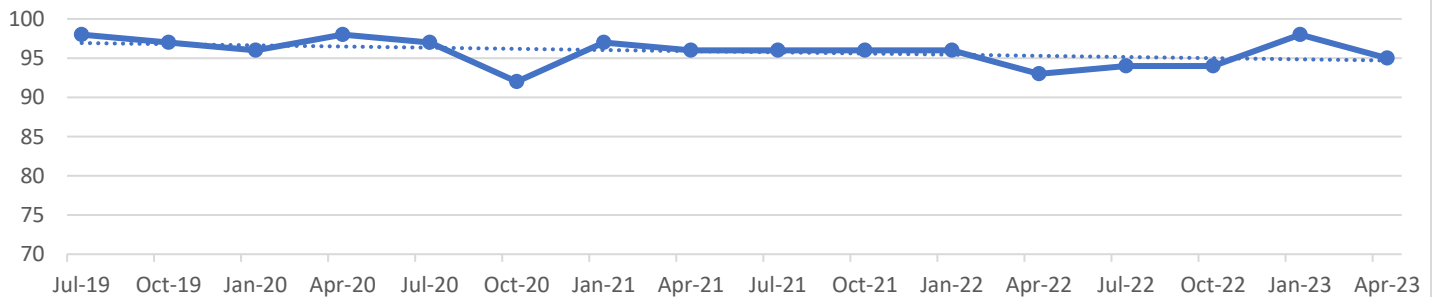
#10 - The handling of my personal medical information in a private and confidential manner



#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?

