

## Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 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.

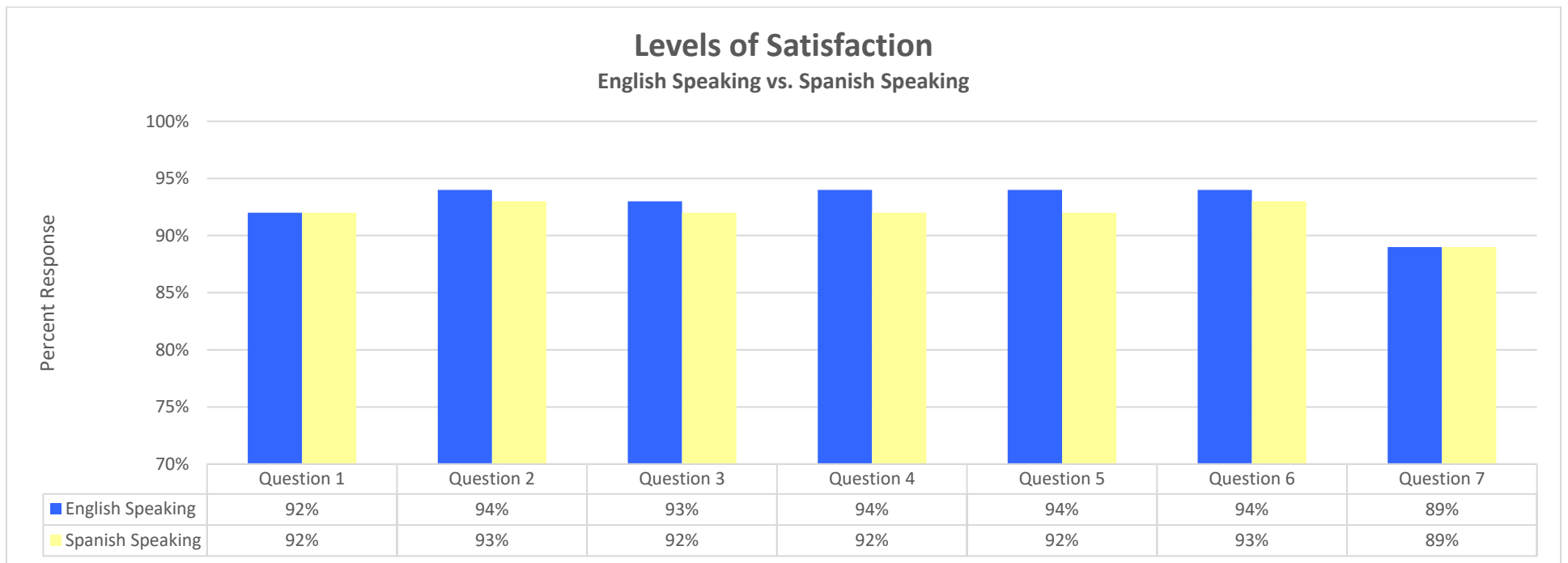
<b>300 McHenry Rd., Wheeling – Survey Questions</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>	<b>Level of Satisfaction October 2022</b>	<b>Level of Satisfaction July 2022</b>
1. The phone operator staff and call center	92%	90%	91%	92%
2. The reception staff	93%	90%	91%	92%
3. Receiving a timely appointment	92%	89%	90%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	90%	91%	93%
5. The follow up and coordination of my care	93%	90%	92%	93%
6. The staff addressing my medical needs today	93%	91%	92%	94%
7. The time spent waiting	89%	86%	86%	90%
8. The respectfulness of staff	93%	90%	92%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	88%	90%	91%
10. The handling of my personal medical information in a private and confidential	94%	91%	92%	93%
11. Your medical assistant	94%	90%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	91%	93%	93%
13. Overall, how satisfied are you with the Health Center?	93%	90%	92%	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%

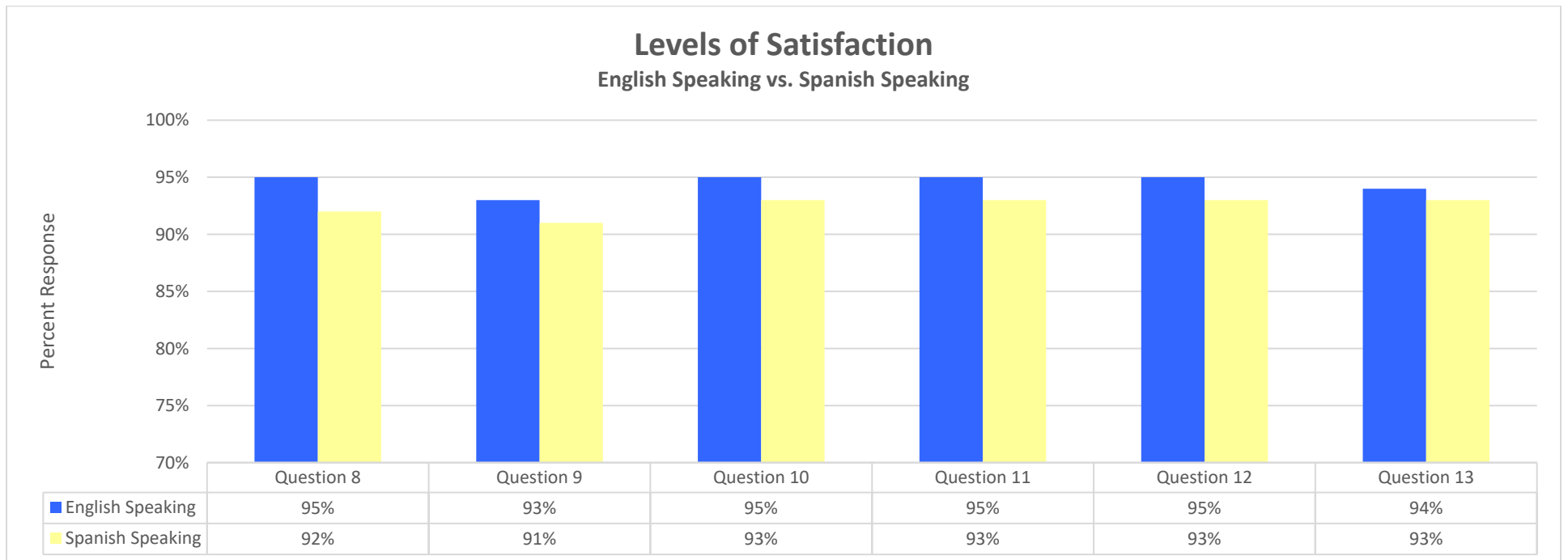
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	102 75%	177 68%	17 12%	67 26%	15 11%	8 3%	2 2%	1 1%	1 1%	6 2%
2. The reception staff	107 78%	193 74%	19 14%	54 21%	11 8%	7 3%	0	0	1 1%	6 2%
3. Receiving a timely appointment	103 75%	179 69%	24 17%	60 23%	8 6%	13 5%	2 1%	1 1%	1 1%	5 2%
4. Education and explanation of plan provided in a way that I can understand	106 79%	183 70%	20 15%	63 24%	7 5%	8 3%	2 2%	1 1%	0	5 2%
5. The follow-up and coordination of my care	104 75%	189 73%	26 19%	53 20%	8 6%	12 5%	0	1 1%	0	5 2%
6. The staff addressing my medical needs today	107 78%	192 73%	23 17%	57 22%	8 6%	6 2%	0	1 1%	0	6 2%
7. The time spent waiting	91 66%	159 62%	29 21%	68 26%	14 10%	25 10%	0	1 1%	4 3%	5 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	109 80%	185 71%	18 13%	60 23%	10 7%	8 3%	0	1 1%	0	5 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	97 74%	159 65%	22 17%	69 28%	12 9%	11 5%	0	1 1%	0	5 2%
10. The handling of personal medical info in a private and confidential manner	111 81%	185 72%	19 14%	61 24%	7 5%	6 2%	0	1 1%	0	5 2%
11. Your medical assistant	111 80%	190 74%	20 15%	55 21%	7 5%	7 3%	0	1 1%	0	5 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	111 81%	195 75%	19 14%	54 21%	6 4%	6 2%	0	1 1%	1 1%	5 2%
13. Overall, how satisfied are you with the Health Center?	108 78%	188 74%	19 14%	53 21%	10 7%	5 2%	0	2 1%	1 1%	5 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: 31

N/A: 21

YES: 0

#### **Comments:**

1. "Everything."
2. "Very satisfied." (Shirazi)
3. "Very nice staff." (B. Patel)
4. "They got back to me very quickly." (Lyman)
5. "I actually did they done called me back." (Ninkovska)
6. "Everything good."
7. "Great."
8. "Thanks to everyone you guys have been great!" (B. Patel)
9. "Yes and it was good." (Shirazi)
10. "All good." (B. Patel)
11. "Not the last time, but previous times I left a message staff member called me back very shortly and helped with all of my questions! Thank you." (Lyman)

#### **Spanish**

NO: 64

N/A: 4

YES: 8

#### **Comments:**

1. "Congratulations they do a great job. I felt very comfortable." "Felicidades hacen muy buen trabajo. ce siente uno muy comodo." (Bansi)
2. "Great." "Buena." (3)
3. "Very good." "Muy buena." (5)
4. "My experience was very great." "Mi experencia fue muy bueno."
5. "Very satisfactory." "Muy satisfactoria." (C. Patel)

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

#### **English**

1. "N/A." (7)
2. "Reminder of appointment." (Patel)
3. "Available appointments."
4. "Appointments always available."
5. "They're very attentive."
6. "First time here very friendly." (Lyman)
7. "Whole staff.."
8. "Doctor feedback."
9. "They give free masks." (B. Patel)
10. "Timely appointments."
11. "Everything."
12. "The doctor." (Lyman)
13. "Discount pay bilingual." (B. Patel)
14. "Location."
15. "Dr. Shirazi."
16. "Pediatrics." (Shirazi)
17. "Physician." (Shirazi)
18. "Provider." (Shirazi)
19. "Location." (Shirazi)
20. "Easy processing." (C. Patel)
21. "Not sure."
22. "Convenience." (Ninkovska)
23. "Kind professional service." (Ninkovska)

#### **Spanish**

1. "N/A." (2)
2. "Being at ease with my health." "Estar tranquila esobre mi salud." (Ninkovska)
3. "The closeness to my home." "La cercania a mi casa."
4. "That my family and I are able to understand our health." "Que mi familia y yo podemos conocer en nuestro estado de salud."
5. "My health care." "El cuidado de salud."
6. "With my physicals and pap smears." "En mis fisicos, papanicolao."
7. "With medical attention." "En atencion medica."
8. "That they help me with my appointments on the day that I am available." "Que me ayudan con mis citas en el dia que yo tengo disponible." (Patel)
9. "The medical attention." "La atencion medica." (B. Patel)
10. "The doctors are really great." "Los doctores son realmente buenos." (Ninkovska)

24. "Very helpful."
25. "Everything." (2)
26. "The communication." (Shirazi)
27. "Receptionist." (B. Patel)
28. "Doctor Shirazi always making sure to do what's best." (Shirazi)
29. "The lifestyle advice and guidance." (C. Patel)
30. "A great health plan." (Lyman)
31. "Very convenient for me." (Ceisel)
32. "Everything, especially the doctor. The doctor was very nice and helpful."
33. "Everything was very helpful."
34. "Always timely." (Shirazi)
35. "The explanations about a test work I may have to have."
36. "They all their for me." (C. Patel)
37. "Dr. Patel honesty and knowledge." (C. Patel)
38. "They answer every question I had specifically." (Lyman)
39. "Online portal access."
40. "The phone operators they help me the best (reception)." (Lyman)
41. "The system is professional." (Ninkovska)
42. "All excellent."
43. "Everything good."
44. "Complete staff & doctor." (Shirazi)
45. "Friendly staff, knowledgeable doctors, nurses and assistants affordable care and overall amazing facility." (Lyman)
11. "The interest for my health." "El interes a mi buena salud." (Ninkovska)
12. "That they care for me on the same day and I always receive a call back." "Que me atienden el mismo dia y siempre regresan las llamadas."
13. "It is close to my home." "Esta cerca de mi vivienda." (Ninkovska)
14. "That they are very efficient and the cost is low which helps." "Que son muy eficientes y cobran poco ayudan."
15. "More appointment options." "Mas opciones de citas."
16. "That they care for us when we need it and thank you for the collaboration." "Que los atienden cuando los necesitamos y gracias por su colaboracion." (B. Patel)
17. "I feel fine and it is easy to schedule an appointment in every sense." "Me siento bien y se me hace facil hacer cita aqui en todo centido."
18. "Quick service and the language." "Servicio rapido y el idioma."
19. "I have been cared for appropriately and I have received very good medical attention." "He sido atendido muy oportunamente y he recibido muy buena atencion medica."
20. "Very good with everything. I am very appreciative, thank you." "Muy bien en todo estoy muy agradecida gracias." (Ninkovska)
21. "With my health and economically with their financial help." "Con mi salud y a mi economia por su ayuda economica."
22. "With my health and my pregnancy." "Con mi salud y en mi embarazo."
23. "That they care for you when we need it." "Que te atienden rapido cuando uno lo necesita."
24. "Knowing more about my health." "Saber mas de mi salud." (2)
25. "They care for it when I need a consultation and it is close to me." "Pues que me atienden cuando necesito una consulta y me queda muy cerca."
26. "The attention seems very efficient. It helps me understand my pregnancy and they worry about my well-being as a patient." "Me parece muy eficz la atencion me ayuda a entender como mi embarazo y se preocupan por el bien estar de uno como paciente."

27. "They help me with translations in my language." "Me ayudan con traductor en mi idioma." (Ninkovska)
28. "That they answer quickly." "Que contestan rapido." (B. Patel)
29. "Care for people with low income." "Cuidado de salud para personas de bajos recursos."
30. "The professionalism from the doctors." "El profesionalismo de los doctores."
31. "With great health for my children." "A una buena salud a mis hijos."
32. "Always kind and I always feel comfortable." "Siempre amables y siempre me siento en confianza."
33. "That they provide appointments quickly." "Que me dan mis citas muy rapido."
34. "Their attention toward.s us as people, the kindness." "Su atencion asia uno como persona, amabilidad."
35. "That it is close to my home, the service, the personnel, and the economic assistance." "Que esta cerca a mi domicilio el servicio el personal y lo economico."
36. "That they schedule available appointments and they tend to on time." "Que te dan sitas disponibles te atienden a tiempo."
37. "Their kindness and everything in general." "Su gran amabilidad y en general todo."
38. "I feel in confidence." "Me siento en confianza."
39. "The entire process is very quick and close to me." "Todo el proceso es muy rapido y esta cerca de mi."
40. "Having great health." "Tener buena salud."
41. "Everything is very good." "Todo muy bueno."
42. "Everything 😊." "Todo 😊."
43. "Kind personnel." "Personal amables."
44. "Their attention." "Su atencion." (2)
45. "My appointment." "Mis cita."
46. "The medical attention." "La atencion medica."
47. "The doctors." "Los doctores."
48. "With everything." "En todo." (C. Patel)
49. "The health." "La salud."
50. "The accessibility." "La accesibilidad."
51. "Good practitioners." "Buenos medicos."
52. "Everything is good." "Todo bien."
53. "To improve." "A mejorar."
54. "The money." "El dinero."
55. "Their service." "Su servicio."

56. "The help with translations." "K ayuda interprete."
57. "The attention from everyone." "La atencion de todas." (Vega)
58. "Being up to date with my health." "Estar al dia con mi salud."
59. "Their personnel." "Su personal." (Shirazi)
60. "Accessible prices." "Precio accesible." (Shirazi)
61. "The psychologist." "La sicologa." (Ceisel)
62. "Good attention." "Buena atencion."
63. "To care for my health." "A cuidar la salud."
64. "Improve my health." "Mejorar mi salud."
65. "To feel better." "A sentir mejor."
66. "The caretaking." "Los cuidados."
67. "Flexible hours." "Horario flexible." (B. Patel)
68. "Their accessibility." "Su accesibilidad." (B. Patel)
69. "With the appointments." "Con las citas."
70. "Very good attention." "Muy buena atencion."
71. "With my health." "A mi salud."
72. "Continue with my health." "Seguir con la salud."
73. "That they are honest." "Son onestos." (C. Patel)

**Question 16: How can we improve Greater Family Health?**

**English**

1. "N/A." (12)
2. "None, super nice."
3. "Everything ok."
4. "Nothing really."
5. "Nothing." (3)
6. "Wait time." (2)
7. "Nothing, I liked my first experience." (Lyman)
8. "None-all excellent." (C. Patel)
9. "Be on time!"
10. "Don't know." (Lyman)
11. "Wait time, staff attitude."
12. "Less wait time." (Shirazi)
13. "Not sure."
14. "Easier to make appointment (implement online systems)." (Ninkovska)
15. "No notes." (Ninkovska)
16. "Everything was great."
17. "I like it here so there's not much to say."
18. "You guys are ok." (C. Patel)
19. "They doing good job." (Lyman)
20. "Dental provider/dental services for Medicaid."
21. "Calling when blood work comes in." (Lyman)

**Spanish**

1. "N/A." (3)
2. "Waiting time." (English response on a Spanish survey)
3. "Everything is very good!" "Todo muy bien!"
4. "For me it is excellent, thanks." "Para mi es exelente gracias."
5. "They are efficient." "Son eficientes."
6. "Nothing." "Ninguno." (B. Patel)
7. "For me it is great." "Para mi esta bien."
8. "Everything perfect." "Todo perfecto."
9. "What they do seems excellent." "Lo que hacen me parece muy exelente."
10. "For me everything seems fine." "Para mi todo esta muy bien." (2)
11. "Everything seems great to me." "Para mi esta todo bien."
12. "It is great how it is." "Esta muy bien asi." (Ninkovska)
13. "It is a great service." "Es un buen servicio."
14. "Everything to me seems great." "Todo para mi esta muy bien."
15. "Very satisfied until now." "Muy satisfecha hasta ahora."



16. "Their service is excellent." "Su servicio es excelente." (B. Patel)
17. "Everything is fine." "Muy bien todo."
18. "Everything is great." "Todo bien." (4)
19. "Giving timely appointments." "Dando las citas mas rapidas." (2)
20. "It's fine how it is." "Esta bien asi."
21. "Everything is very good." "Todo esta muy bien." (4)
22. "It is good." "Esta bien."
23. "Everything is perfect." "Todo perfecto."
24. "Everything is perfect 😊." "Todo esta perfecto 😊."
25. "It is perfect." "Esta perfecto."
26. "Just to respect the appointment times since we arrive 15 minutes ahead of time." "No mas que le respeten las horas de las citas ya que uno siempre llega los 15 minutos antes."
27. "That the practitioners pay closer attention to patient ailments." "Que los medicos pongan mas atencion con los malestares de los pacientes." (Patel)
28. "Help us with the appointments." "Ayudanos con las citas." (B. Patel)
29. "Being able to be care for without an appointment, when it is necessary since that service is not offered." "Poder atender sin cita, cuando sea necesario ya que no ofrecen ese servicio." (Ninkovska)
30. "Nothing. The entire service is great." "Pues nada que todo el servicio es bueno."
31. "Continue caring for us with kindness just like now." "Seguir atendiendo con amabilidad como hasta ahora."
32. "Well for me, the service is very good." "Pues para mi es muy buen servicio."
33. "Having more available appointments, more doctors." "Tener mas citas disponibles, mas doctores." (B. Patel)
34. "Provide better service and educate and have education with the people that come here."
35. "The operators should speak slower because they speak too fast." "Solo que las operadoras hablen un poquito mas lento porque hablan muy rapido."
36. "If there was dental, mammogram, and other medical exams at low costs." "Si hubiera servicio dental, mastografia, y otros estudios medicos al costo accesibles."
37. "Continue being kind like how you are now." "Siempre ser amables como los son."
38. "What I do not like is how the operators speak too fast and it is hard to understand." "Lo que no me gusta es que contestan las

operadoras ablan muy rapido y asi no se les entiende.”

39. “Greater importance to the patient during their appointments and recommendations.”  
“Mejor importancia al paciente consus citas y recomendaciones.”

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

**English**

- YES: 82
- NO: 3

**Spanish**

- YES: 111
- NO: 0

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

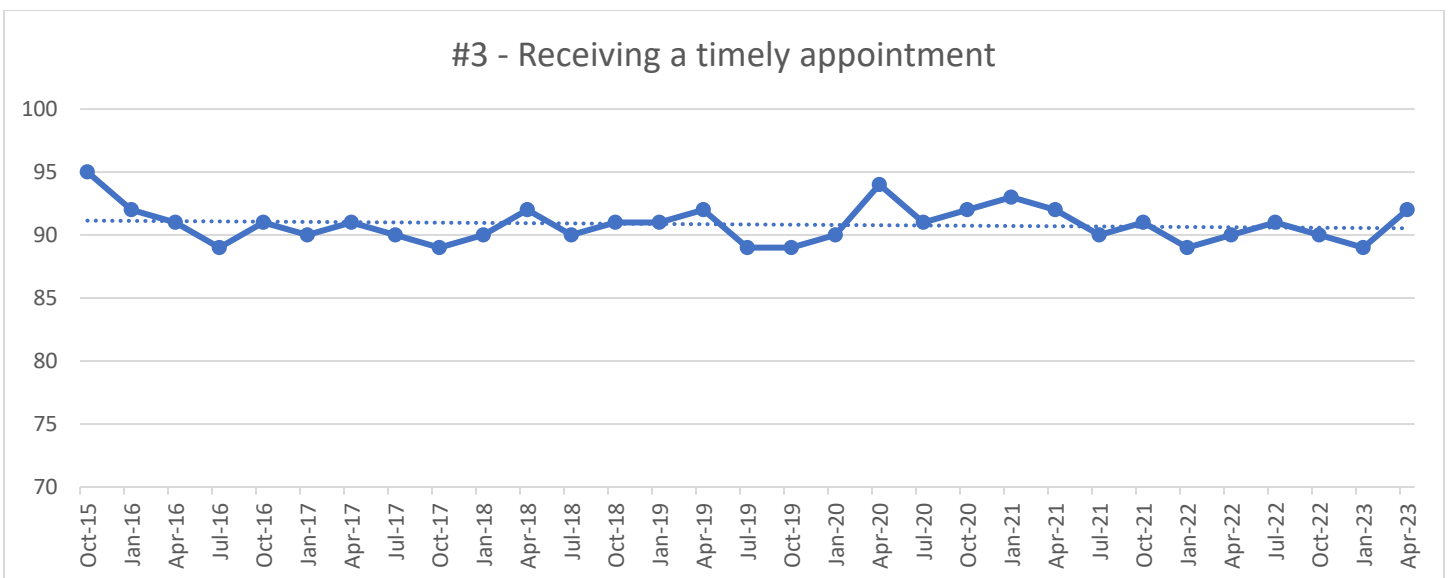
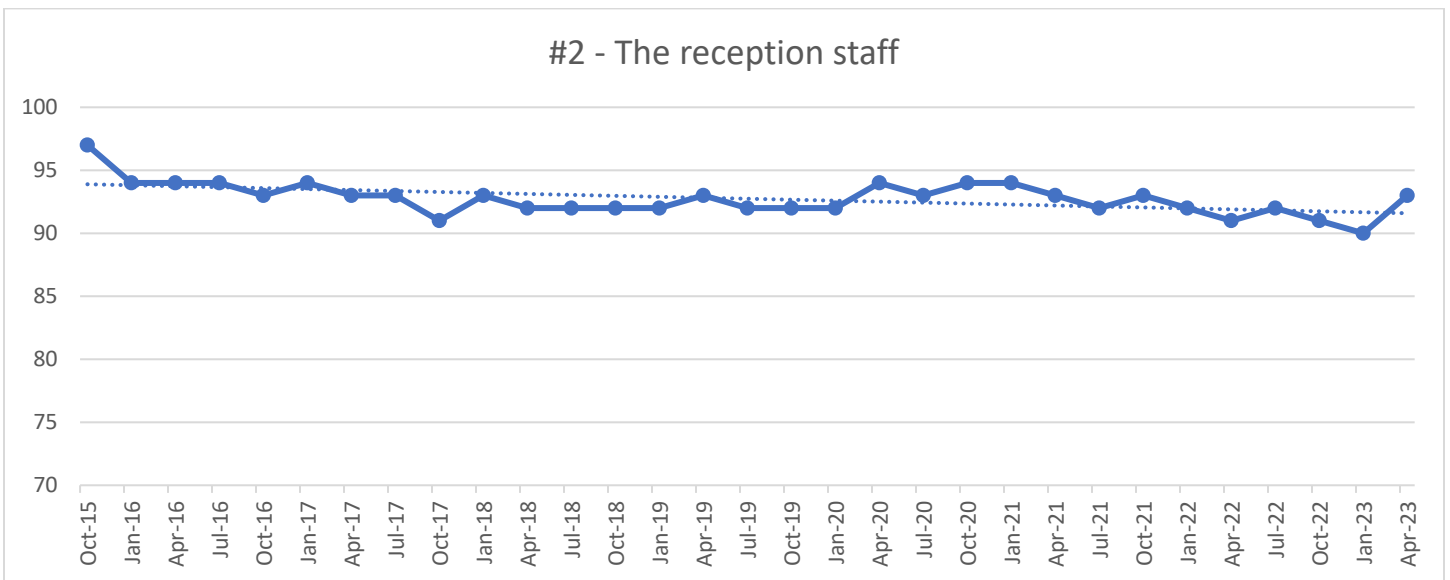
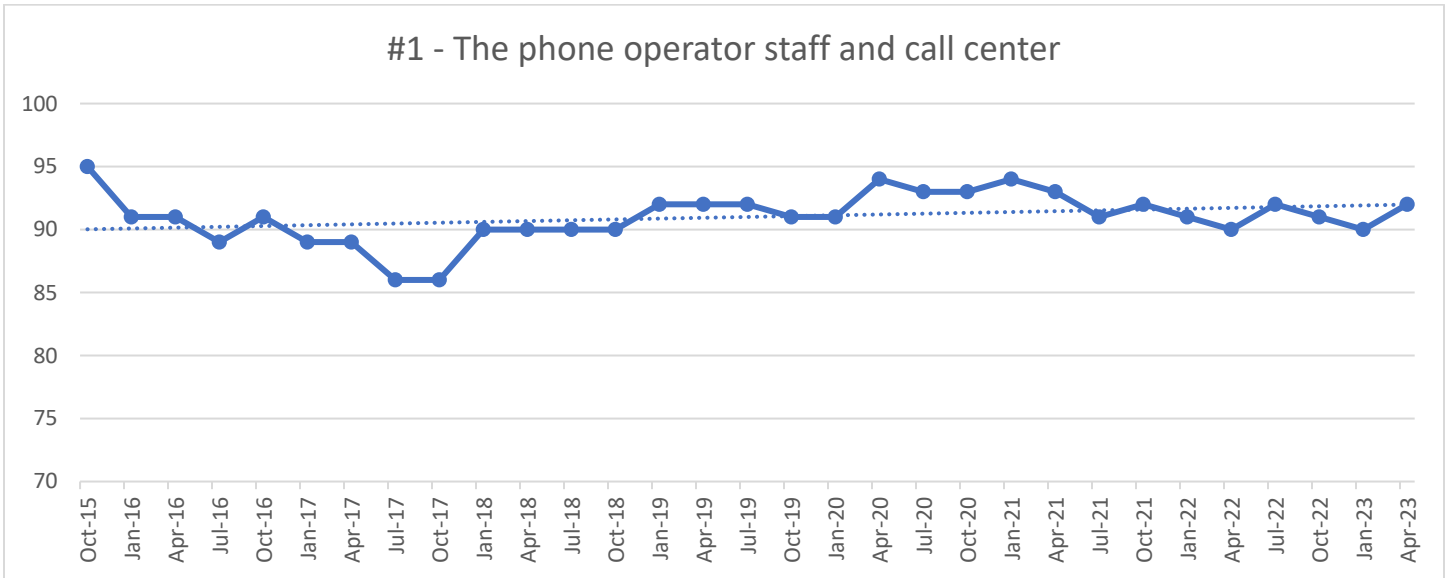
**English**

- Abraham: 1
- Ali: 1
- Ceisel: 1
- Lyman: 8
- Ninkovska: 13
- Patel, B: 14
- Patel, C: 12
- Shirazi: 19
- Vega: 6

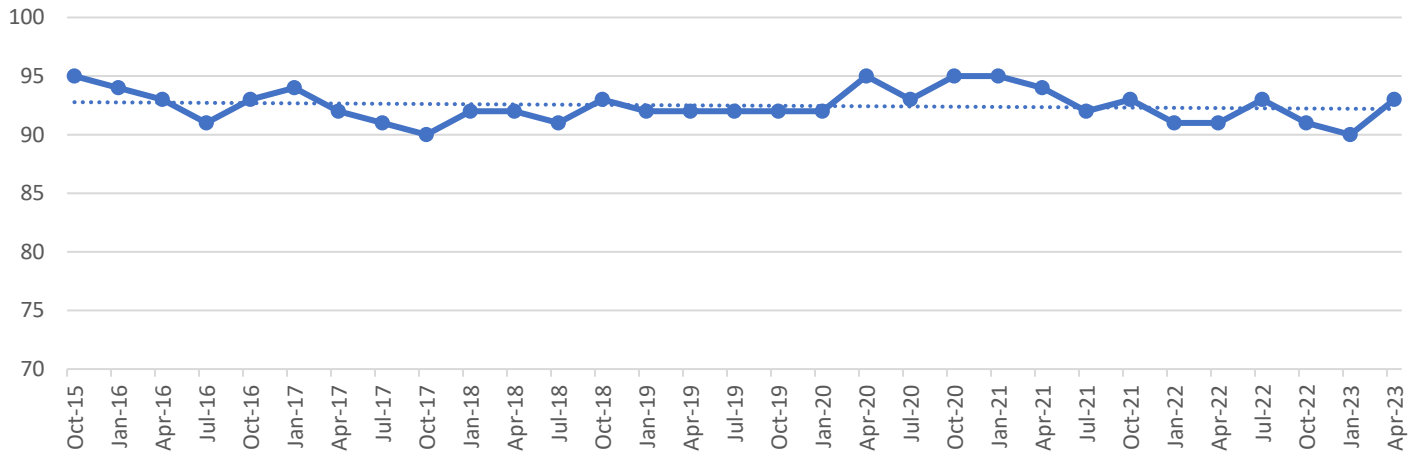
**Spanish**

- Ceisel: 1
- Lyman: 9
- Ninkovska: 15
- Patel, B: 23
- Patel, C: 27
- Shirazi: 17
- Vega: 4

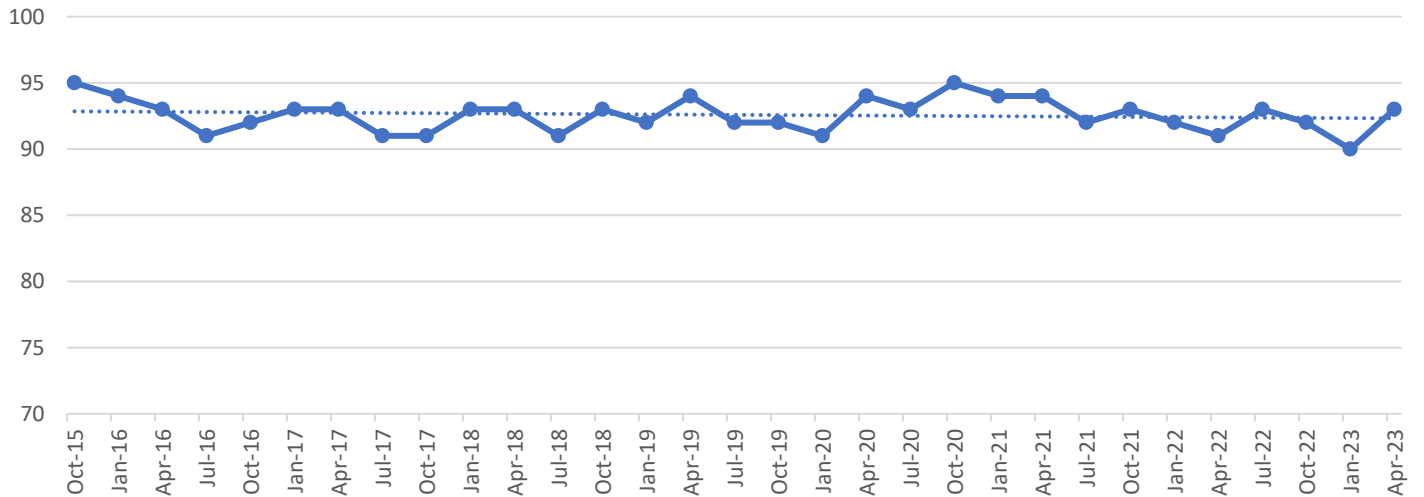
# Individual Question Results with Trendlines



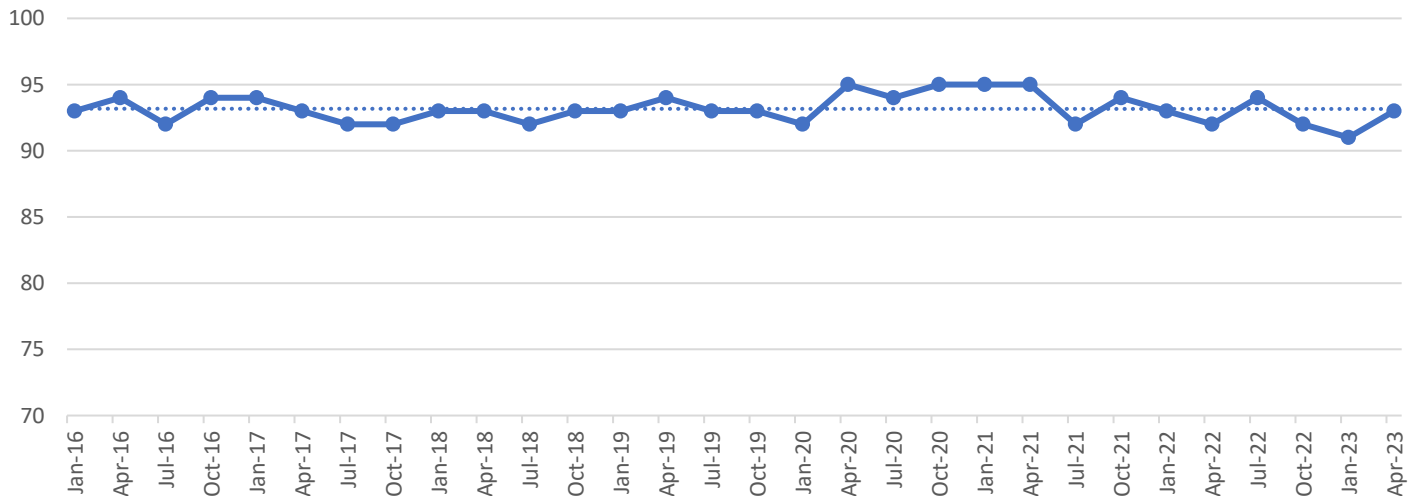
### #4 - Education and explanation of plan provided in a way that I can understand



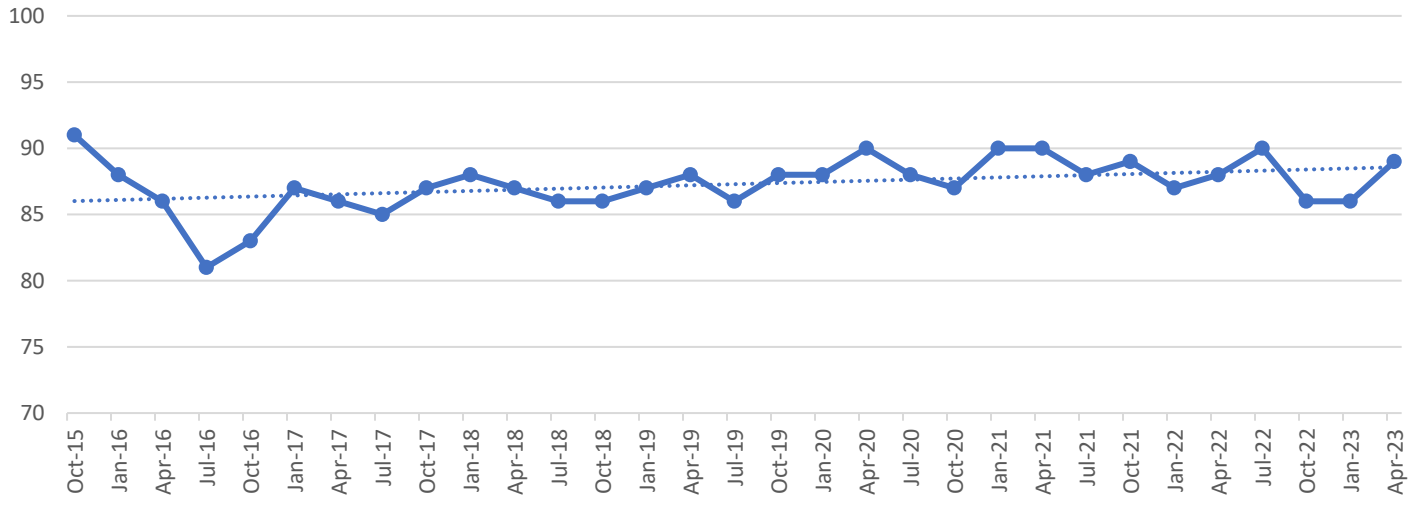
### #5 - The follow-up and coordination of my care



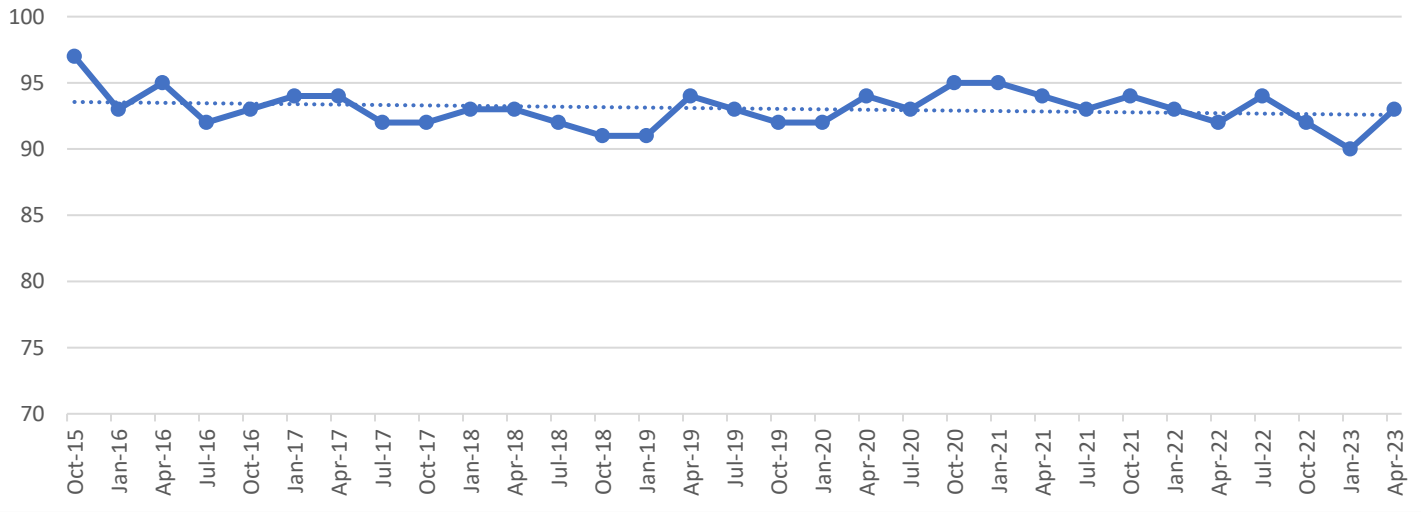
### #6 - The staff addressing my medical needs today



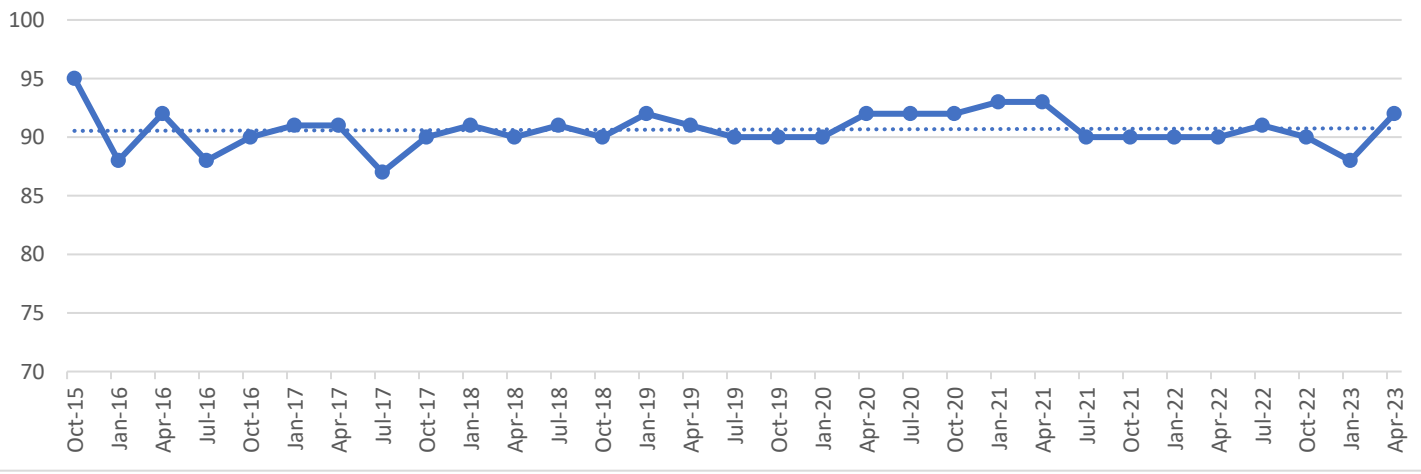
#7 - The time spent waiting



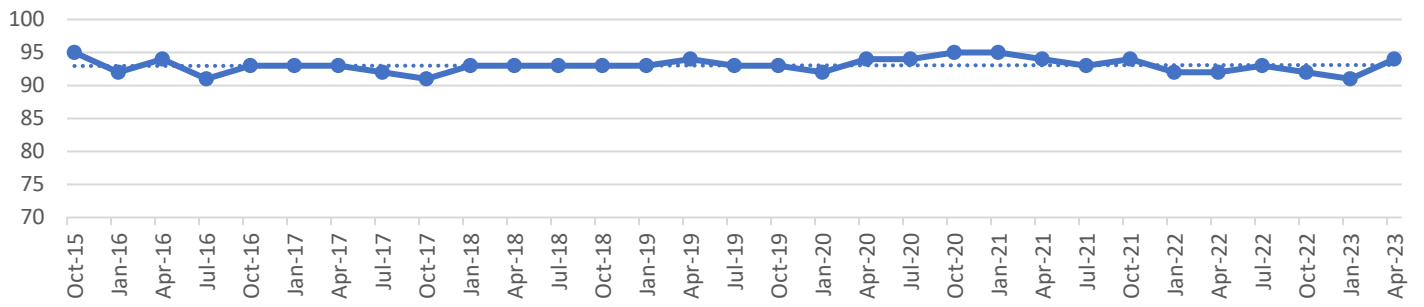
#8 - The respectfulness of staff



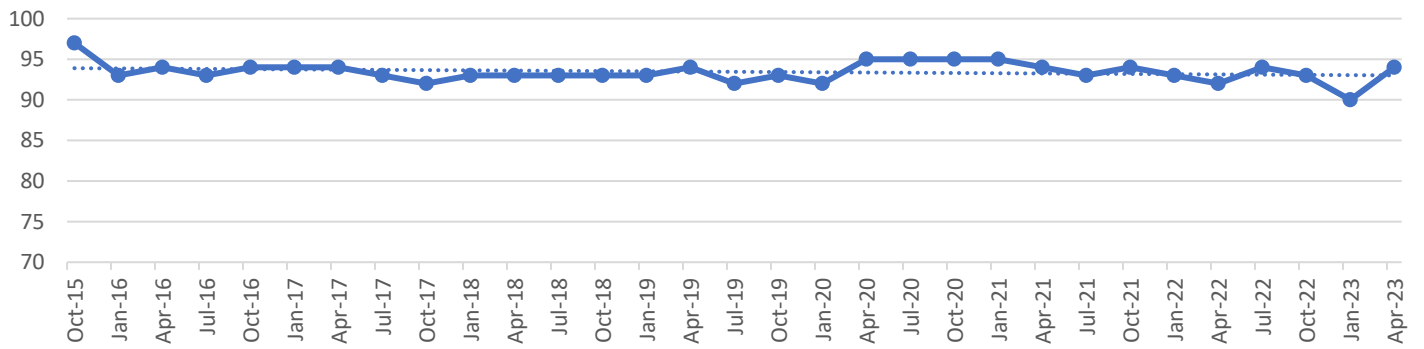
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



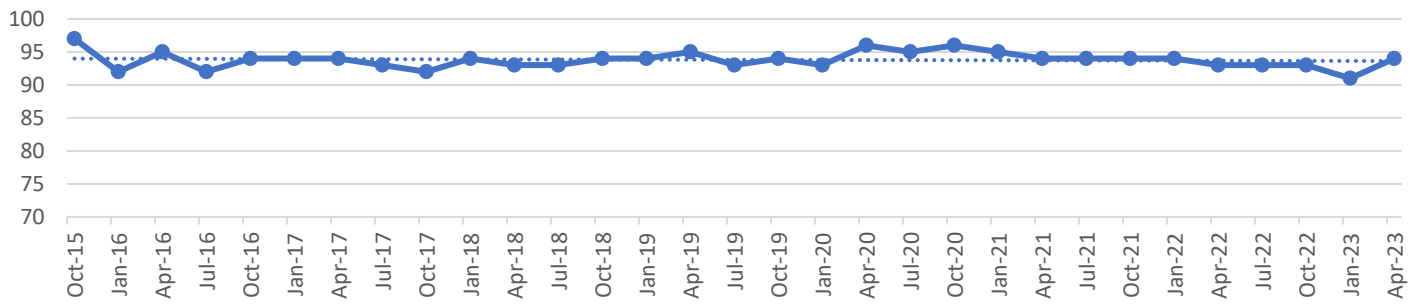
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

