

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 84% to 92%. The mean for all questions was 89% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

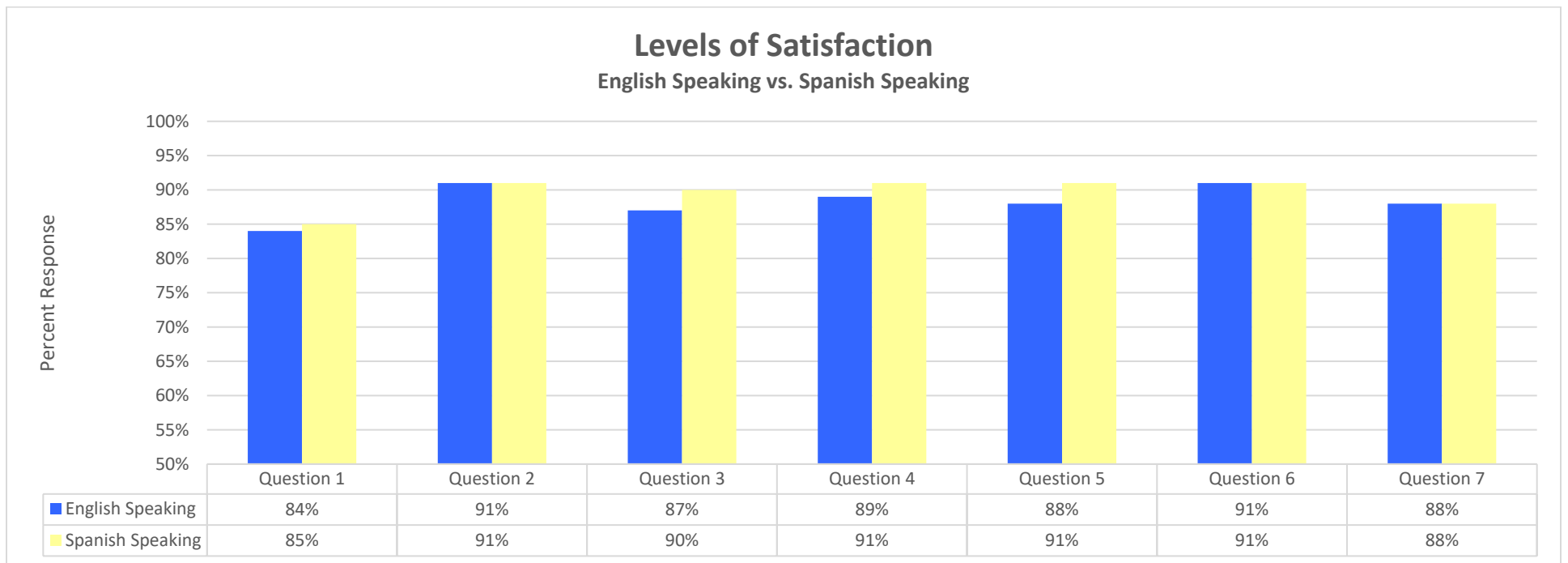
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2023
1. The phone operator staff and call center	84%	85%	89%	97%
2. The reception staff	91%	92%	95%	96%
3. Receiving a timely appointment	88%	91%	93%	96%
4. Education and explanation of plan provided in a way that I can understand	90%	92%	95%	96%
5. The follow up and coordination of my care	89%	90%	94%	97%
6. The staff addressing my medical needs today	91%	90%	96%	97%
7. The time spent waiting	88%	89%	92%	96%
8. The respectfulness of staff	92%	91%	95%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	88%	90%	93%	97%
10. The handling of my personal medical information in a private and confidential	90%	91%	94%	97%
11. Your medical assistant	90%	91%	95%	98%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	91%	91%	96%	98%
13. Overall, how satisfied are you with the Health Center?	90%	91%	96%	98%

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%

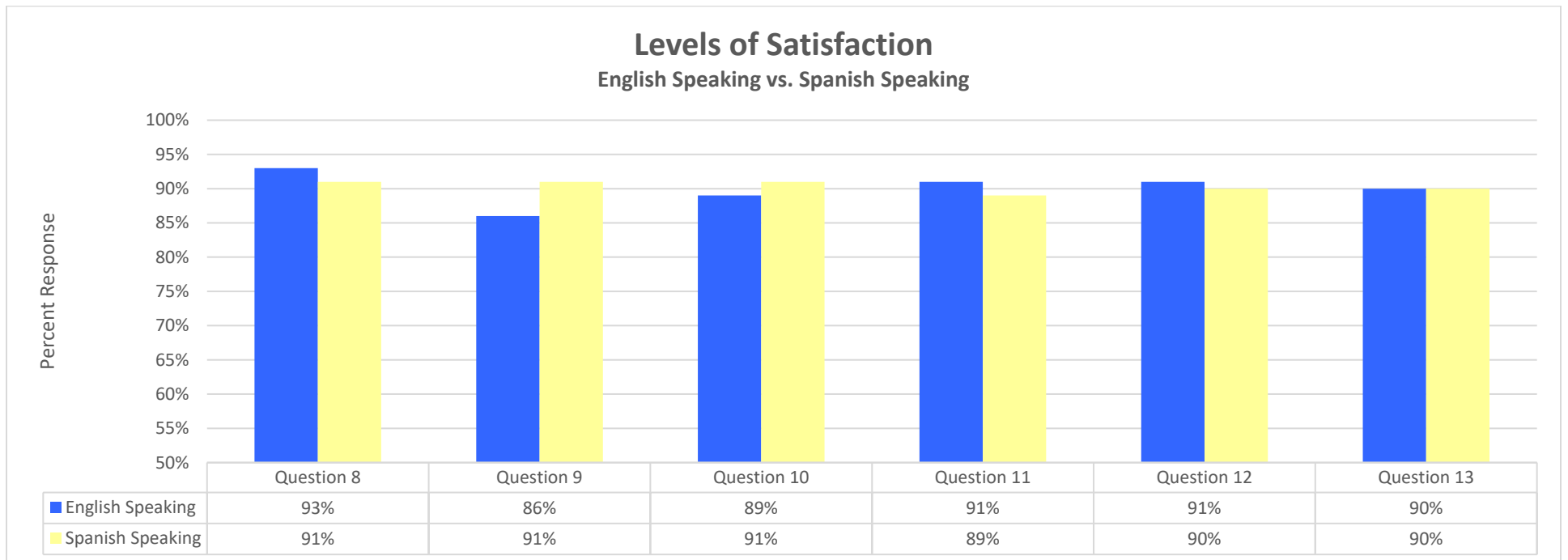
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	32 47%	23 48%	21 31%	15 31%	10 15%	8 17%	5 7%	2 4%	0	0
2. The reception staff	42 62%	33 67%	22 32%	11 22%	4 6%	4 8%	0	1 2%	0	0
3. Receiving a timely appointment	36 53%	30 61%	19 28%	14 29%	12 18%	4 8%	1 2%	1 2%	0	0
4. Education and explanation of plan provided in a way that I can understand	39 57%	32 65%	22 32%	13 27%	7 10%	3 6%	0	1 2%	0	0
5. The follow-up and coordination of my care	35 52%	31 63%	26 38%	14 29%	7 10%	3 6%	0	1 2%	0	0
6. The staff addressing my medical needs today	41 62%	33 67%	20 30%	11 22%	5 8%	4 8%	0	1 2%	0	0
7. The time spent waiting	40 60%	32 67%	17 25%	9 19%	8 12%	3 6%	1 2%	1 2%	1 2%	3 6%



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	49 72%	34 71%	14 21%	9 19%	5 7%	3 6%	0	2 4%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	33 51%	33 70%	20 31%	9 19%	10 15%	3 6%	2 3%	2 4%	0	0
10. The handling of personal medical info in a private and confidential manner	40 60%	33 69%	17 25%	10 21%	9 13%	4 8%	1 2%	1 2%	0	0
11. Your medical assistant	44 65%	30 64%	17 25%	11 23%	7 10%	4 9%	0	2 4%	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	44 65%	32 67%	18 27%	10 21%	5 7%	4 8%	1 2%	2 4%	0	0
13. Overall, how satisfied are you with the Health Center?	43 63%	33 69%	17 25%	9 19%	7 10%	4 8%	1 2%	2 4%	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: 10

N/A: 8

YES: 2

Comments:

1. "I had an emergency question, but the response was couple days later."
2. "Yes, overall fine."

Spanish

NO: 9

N/A: 1

YES: 0

Comments:

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

English

1. "All staff are very kind and helpful."
2. "Close to home." (Nettleton)
3. "Reception is very nice staff is very nice."
4. "Staff." (Mendyuk)
5. "N/A." (3)
6. "The staff are always friendly & super helpful." (Headley)
7. "Dr. Olha Mendyuk is phenomenal at everything very nice, helpful and informative. I am extremely satisfied with her. She is the best 😊" (Mendyuk)
8. "Friendly staff." (2)
9. "The personal conversations w/my doctor & how the rest of the staff is helpful."
10. "Doctor is very friendly and knowledgeable." (Patel, N)
11. "Always listens to my needs." (Mattes)
12. "Everyone treats me like a highly valued patient."
13. "Fast service." (Patel, N)
14. "The friendliness of staff." (Mattes)
15. "Great care."

Spanish

1. "The accessibility of the personnel and the clinic." "La accesibilidad del personal y la clinica."
2. "How they treat me and the help from my doctor." "Como me atiende y la ayuda de mi doctora."
3. "The doctor and the nurses are very kind." "la doctora y las enfermeras son muy amables." (Patel, N)

Question 16: How can we improve Greater Family Health?

English

1. "Reminder text messages with addresses and have a policy for disruptive patients." (Mendyuk)
2. "Text us for reminders." (Mendyuk)
3. "Not so much waiting time." (Mendyuk)
4. "Send message as reminder." (2)
5. "N/A." (4)
6. "Doing a great job." (2)
7. "Great work." (mattes)
8. "Keep up the good work, Dr Olha is great."

Spanish

1. "Send text messages." "Mandar mensaje de texto." (2)
2. "Maintain the friendly treatment and respect towards the patients." "Mantener el trato amigable y el respeto hacia los pacientes."
3. "Nothing." "Nada."
4. "Everything is good." "Todo esta bien." (3)
5. "Just like we saw, treatment from the people who register you always continue the same (today respectful and kind attitude)." "Sigam

- 9. "Vending machines." (Mendyuk)
- 10. "Nothing." (Patel, N)
- 11. "I wouldn't change anything."

así como vimos el trato de las personas que registran sean siempre (hoy actitud amable y con respeto)

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

English

- YES: 65
- NO: 0

Spanish

- YES: 47
- NO: 1

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

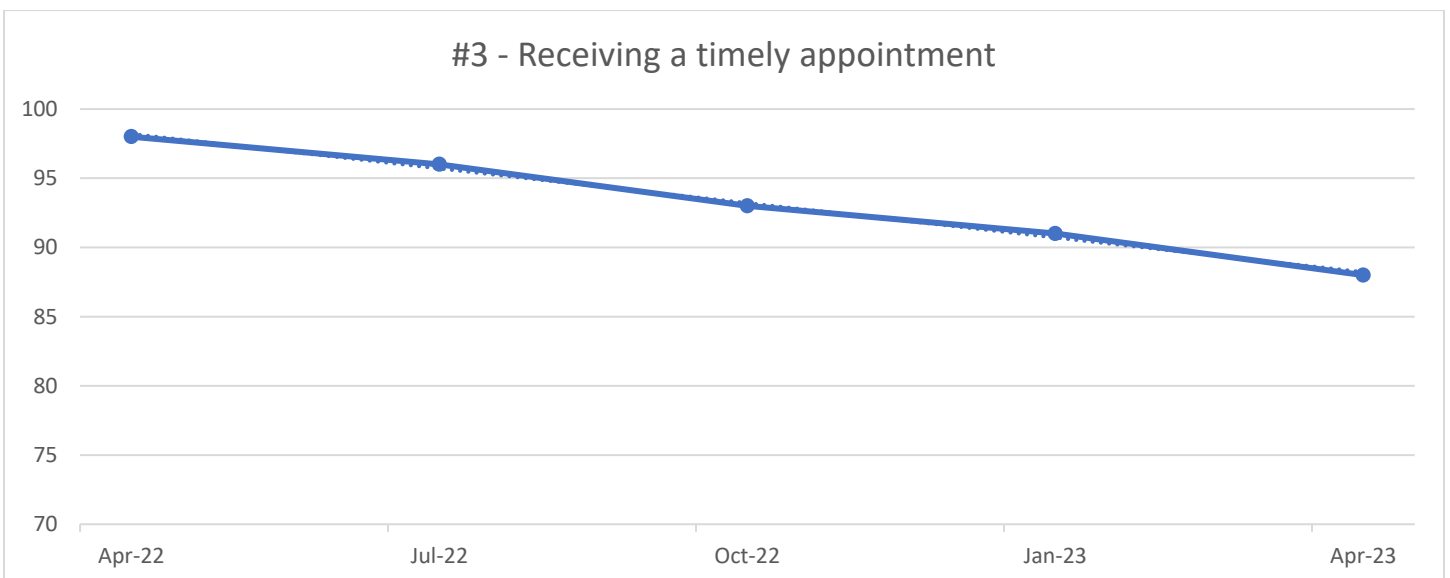
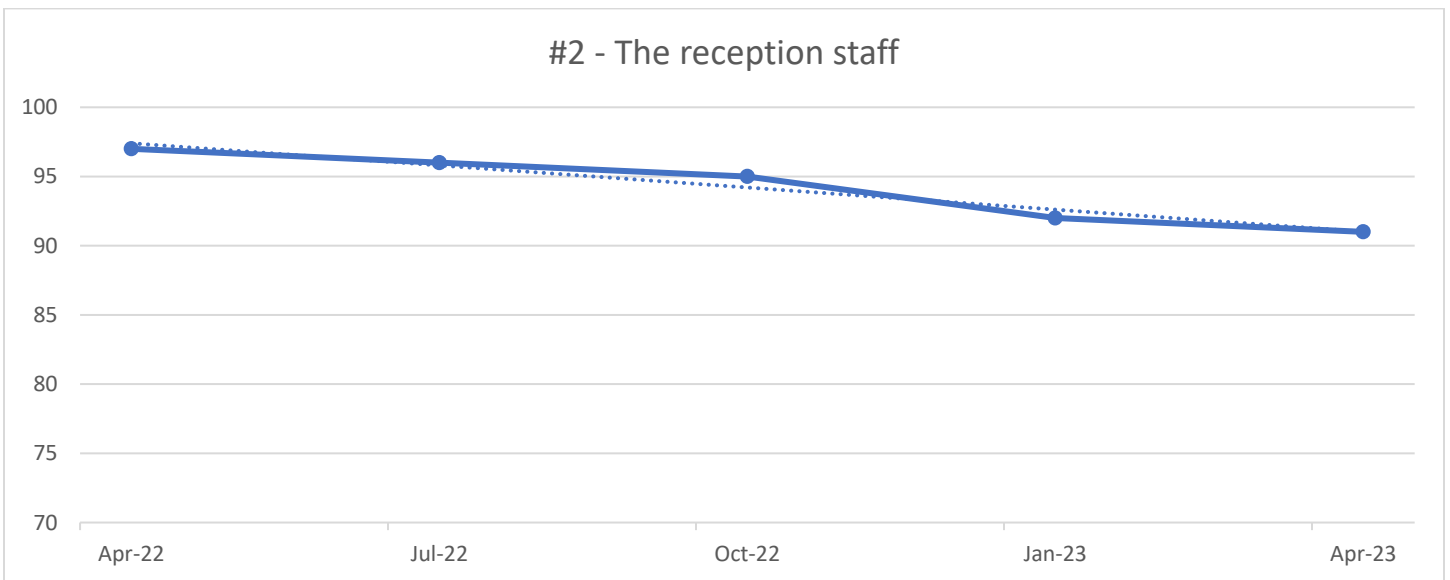
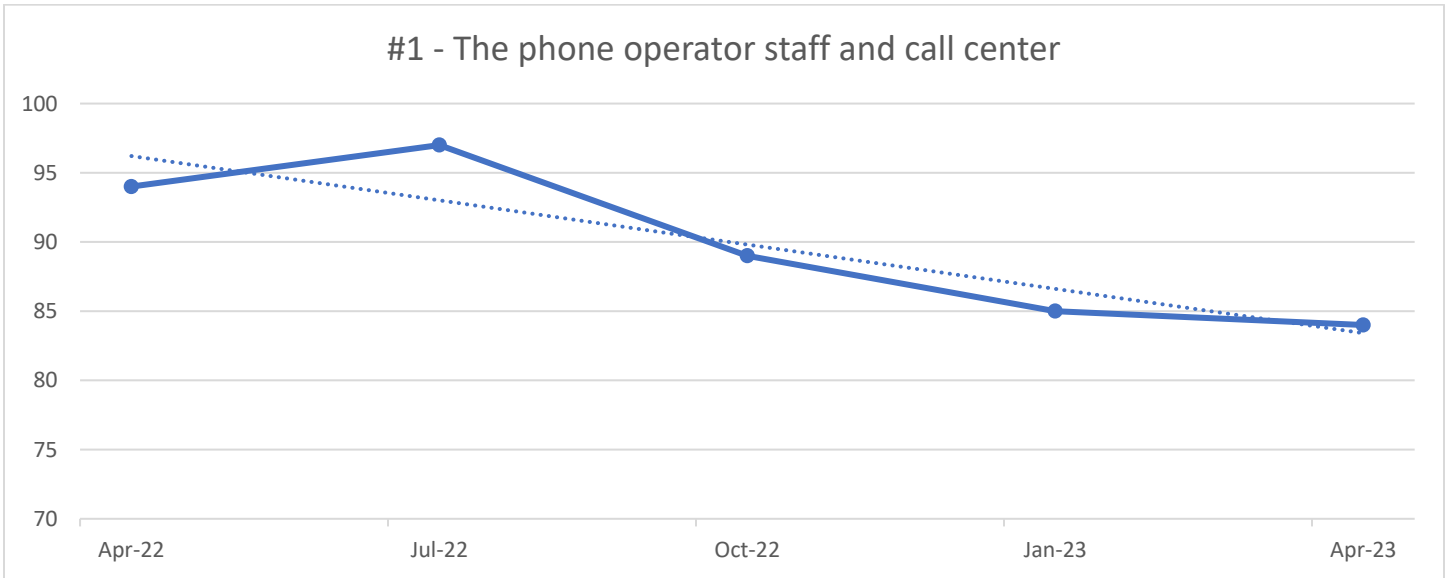
English

- Headley: 2
- Mattes: 8
- Mendyuk: 16
- Nettleton: 3
- Patel, N: 7

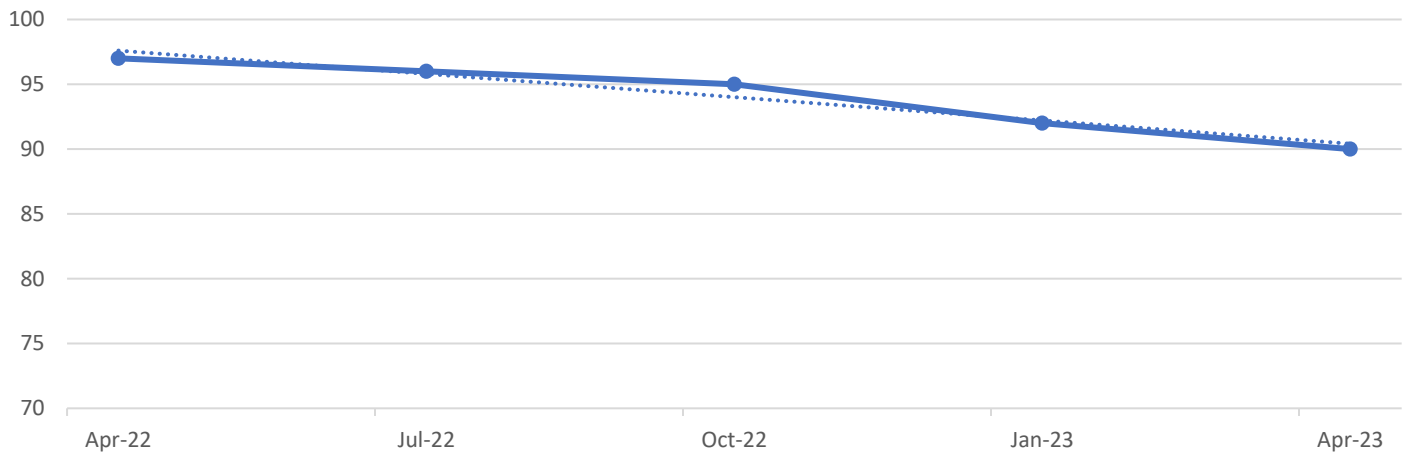
Spanish

- Headley: 1
- Mattes: 5
- Mendyuk: 7
- Patel, N: 3

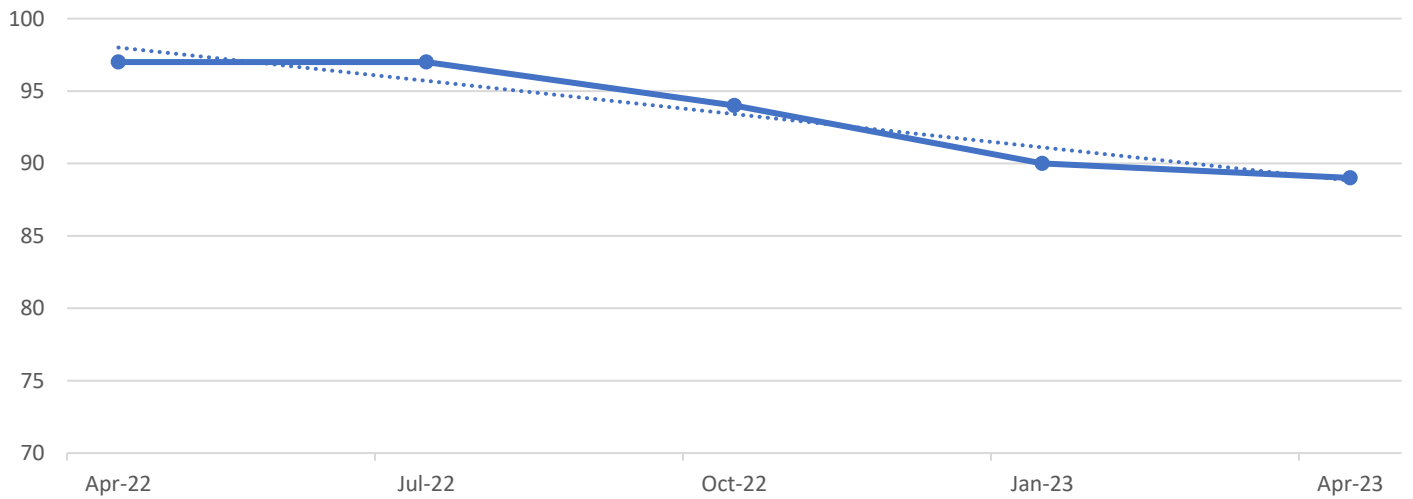
Individual Question Results with Trendlines



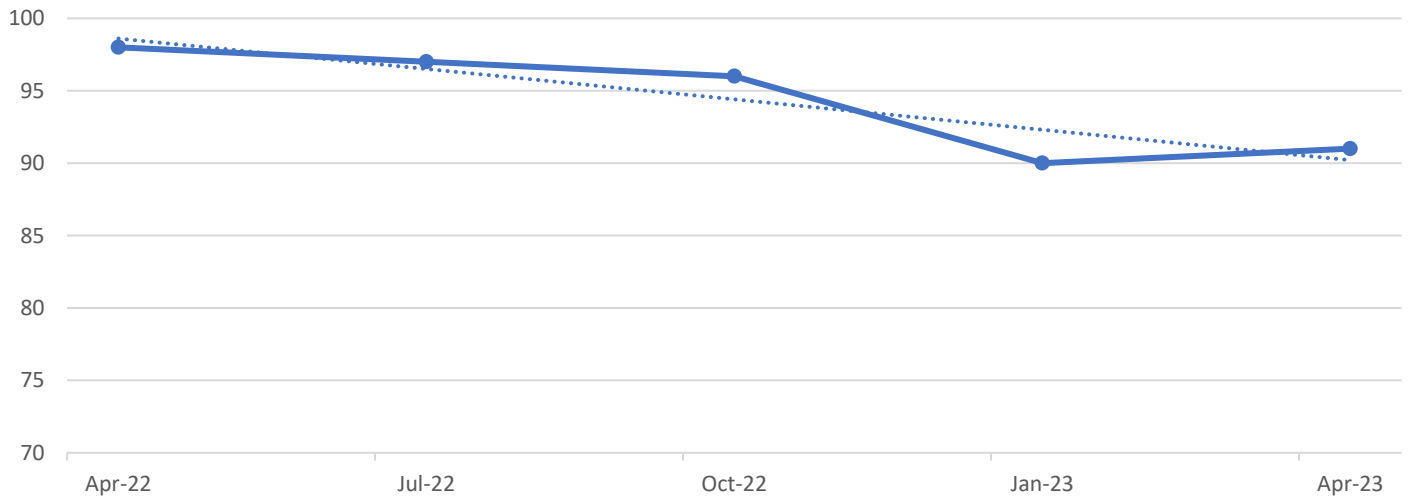
#4 - Education and explanation of plan provided in a way that I can understand



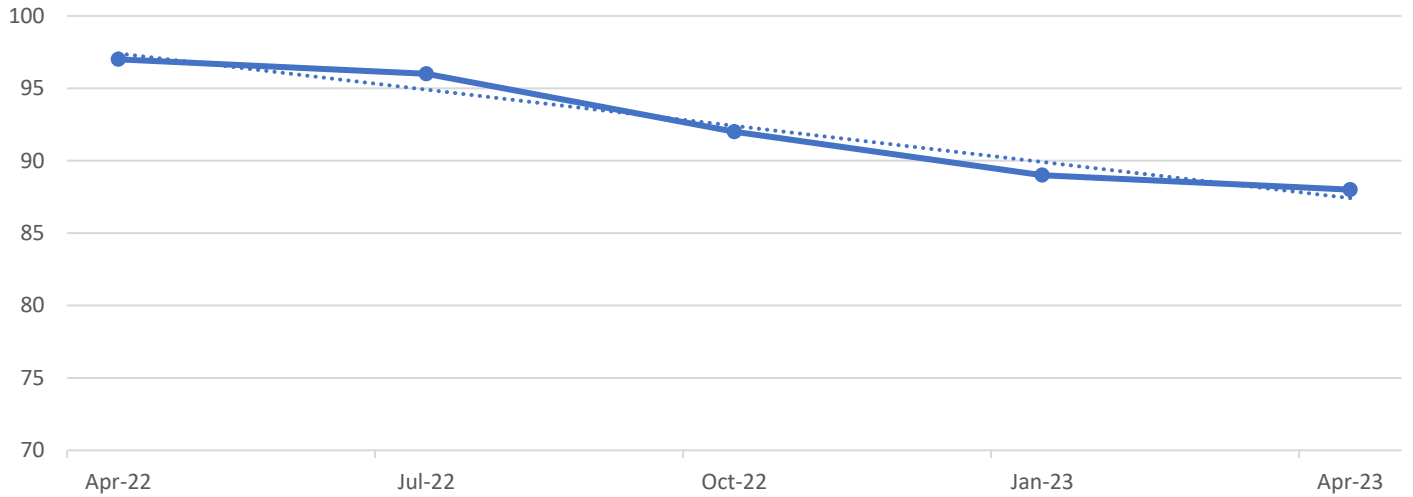
#5 - The follow-up and coordination of my care



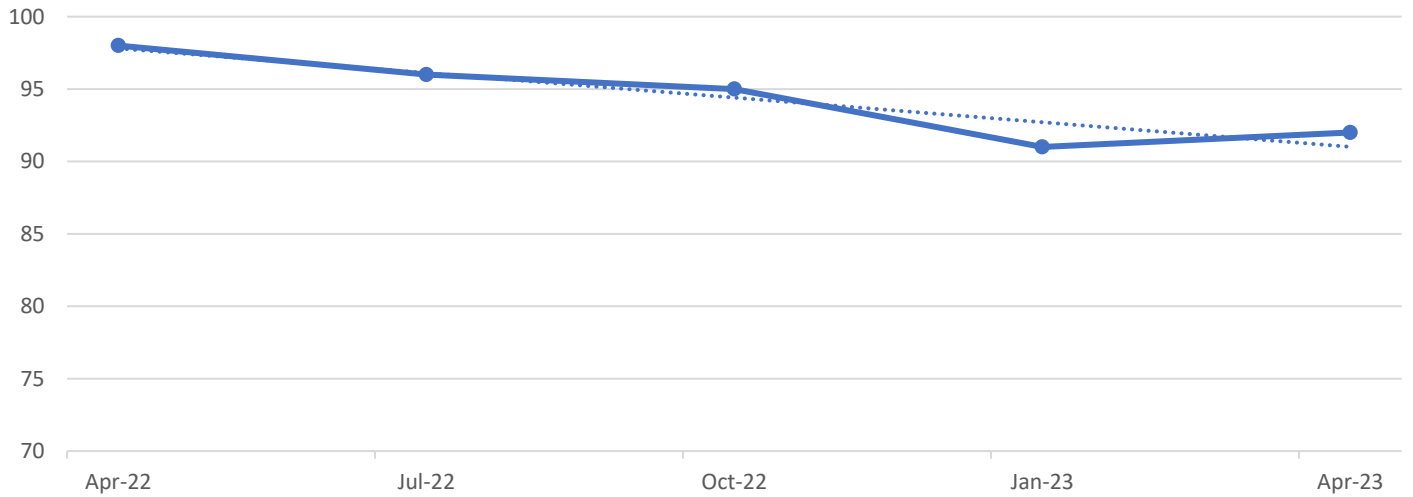
#6 - The staff addressing my medical needs today



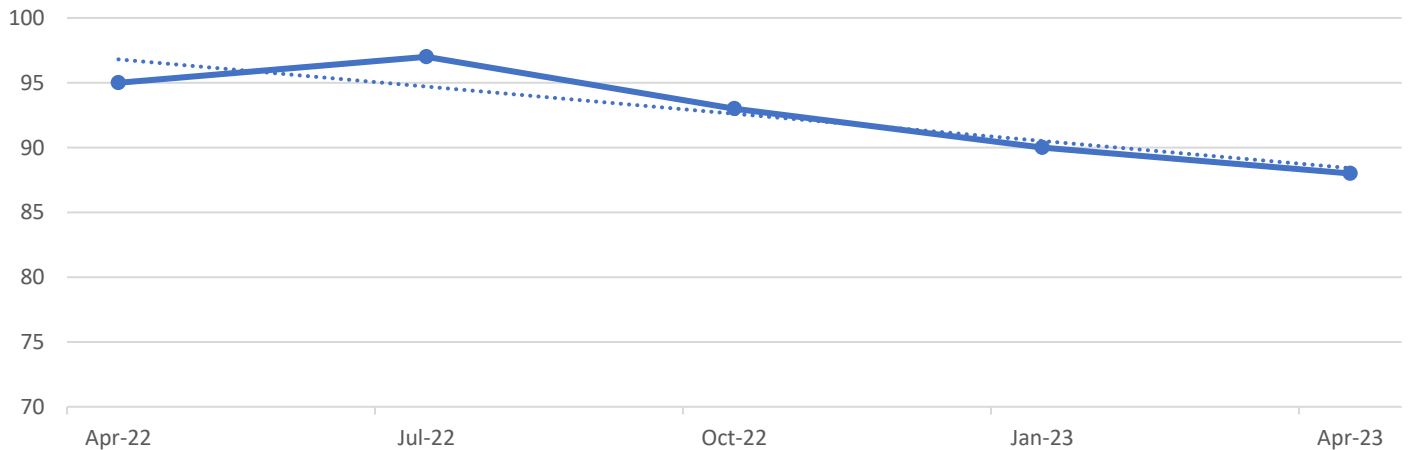
#7 - The time spent waiting



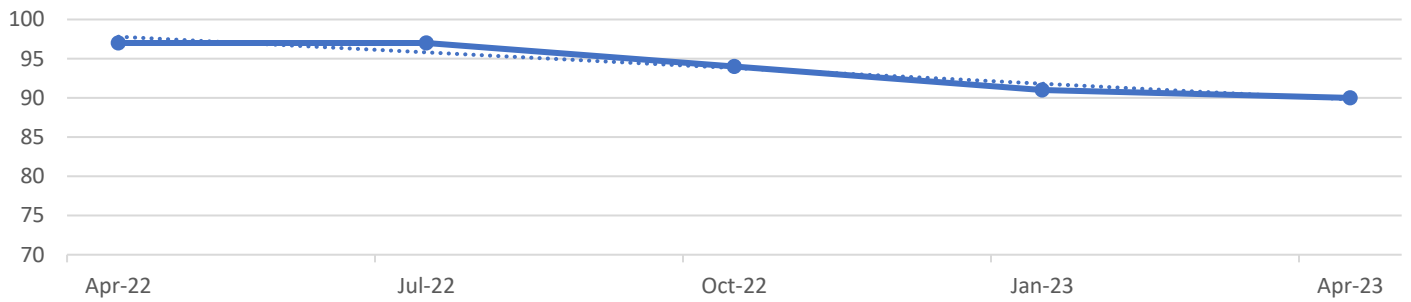
#8 - The respectfulness of staff



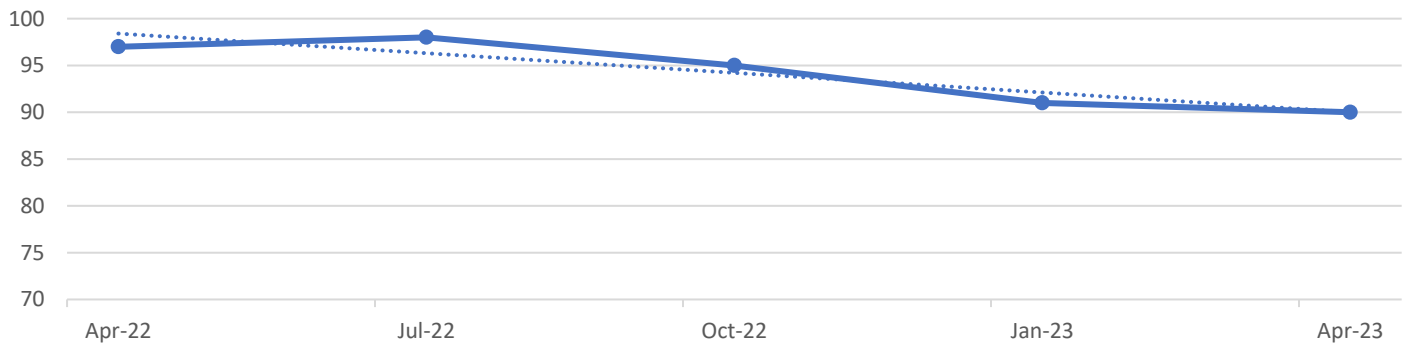
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



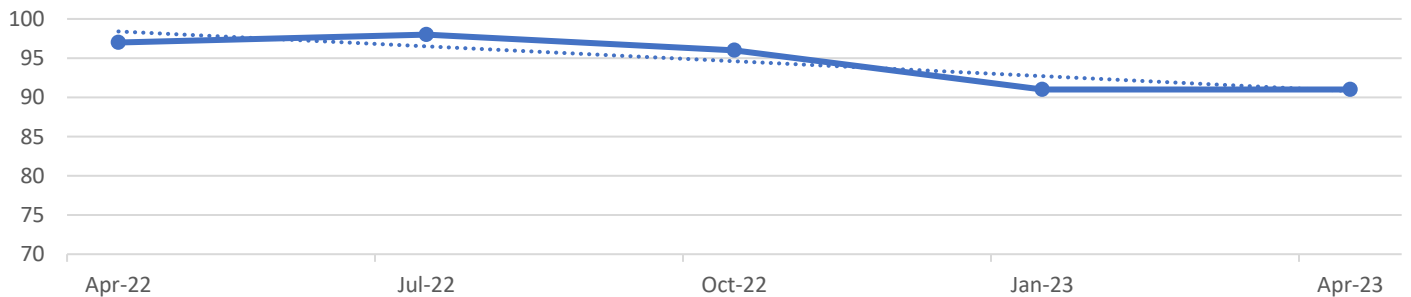
#10 - The handling of my personal medical information in a private and confidential manner



#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?

