

Patient Satisfaction Survey 373 Summit St., Elgin 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 87% 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.

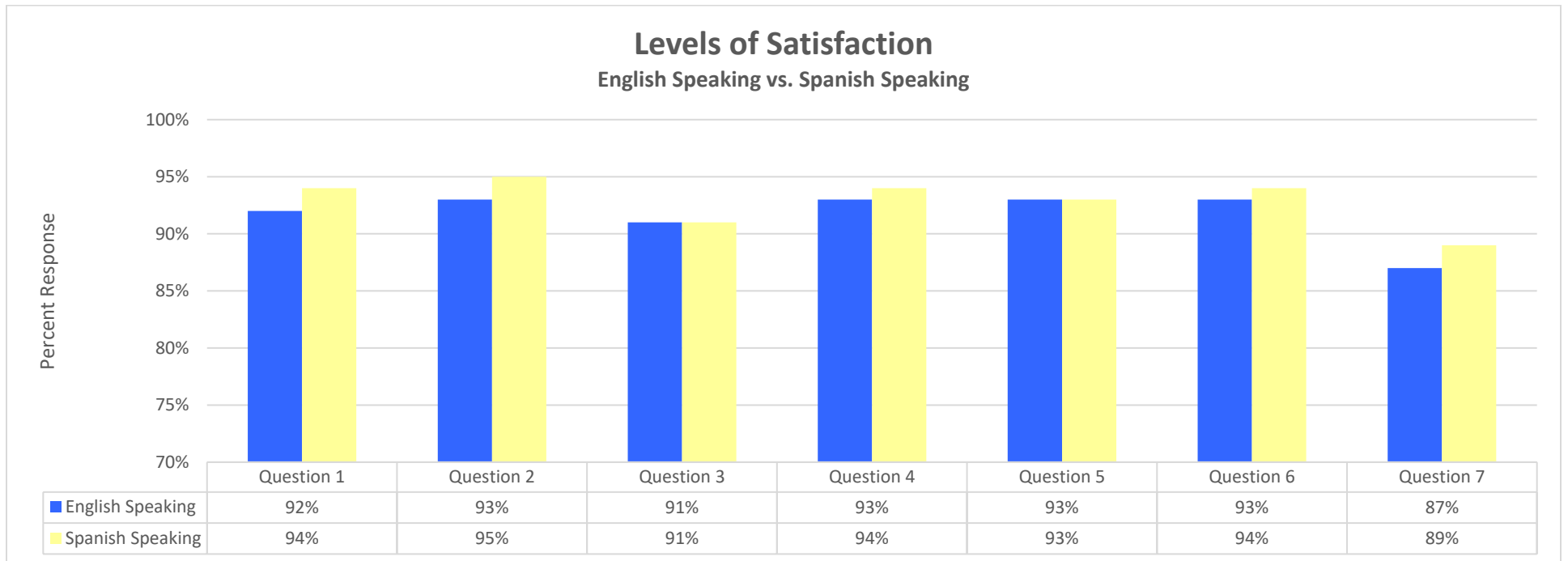
373 Summit St., Elgin – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	93%	93%	91%	92%
2. The reception staff	94%	95%	93%	94%
3. Receiving a timely appointment	91%	93%	91%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	92%	93%
5. The follow up and coordination of my care	93%	94%	92%	92%
6. The staff addressing my medical needs today	94%	94%	92%	93%
7. The time spent waiting	87%	90%	88%	89%
8. The respectfulness of staff	94%	95%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	92%	91%	92%
10. The handling of my personal medical information in a private and confidential	94%	94%	92%	93%
11. Your medical assistant	94%	94%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	93%	93%
13. Overall, how satisfied are you with the Health Center?	94%	94%	92%	93%

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%

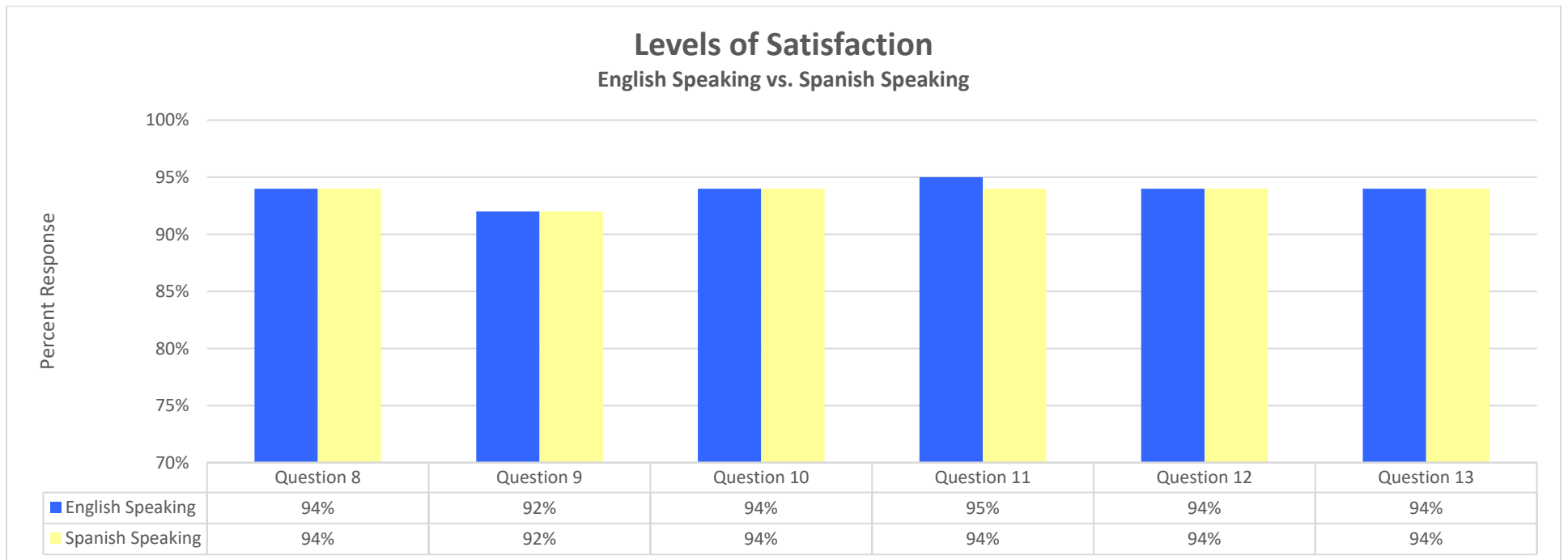
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	202 71%	363 76%	54 19%	100 21%	23 8%	7 2%	1 1%	4 1%	3 1%	5 1%
2. The reception staff	208 74%	379 80%	59 21%	80 17%	13 5%	8 2%	0	3 1%	3 1%	5 1%
3. Receiving a timely appointment	196 70%	328 69%	52 19%	98 21%	26 9%	34 7%	4 1%	7 2%	1 1%	6 1%
4. Education and explanation of plan provided in a way that I can understand	212 75%	356 74%	51 18%	107 22%	15 5%	8 2%	2 1%	2 1%	3 1%	6 1%
5. The follow-up and coordination of my care	207 73%	351 74%	54 19%	104 22%	19 7%	10 2%	0	4 1%	2 1%	6 1%
6. The staff addressing my medical needs today	211 75%	370 78%	55 20%	79 17%	11 4%	12 3%	1 1%	6 1%	4 1%	5 1%
7. The time spent waiting	174 62%	301 64%	58 21%	123 26%	37 13%	29 6%	8 3%	9 2%	6 2%	11 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	220 78%	355 75%	50 18%	97 21%	11 4%	10 2%	0	3 1%	2 1%	6 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	194 72%	323 70%	50 19%	109 24%	24 9%	20 4%	0	3 1%	2 1%	5 1%
10. The handling of personal medical info in a private and confidential manner	215 76%	354 76%	50 18%	98 21%	15 5%	10 2%	0	2 1%	2 1%	4 1%
11. Your medical assistant	229 81%	359 76%	40 14%	96 20%	11 4%	10 2%	0	2 1%	3 1%	4 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	228 81%	365 78%	38 13%	86 18%	10 4%	8 2%	3 1%	5 1%	4 1%	4 1%
13. Overall, how satisfied are you with the Health Center?	218 77%	366 78%	49 17%	84 18%	14 5%	11 2%	0	5 1%	2 1%	5 1%



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: 66

N/A: 23

YES: 5

Comments:

1. "Called to reschedule & they helped me amazingly."
2. "The last time I did not receive a message when they cancelled my appointment."
3. "Very nice services."
4. "Prompt attention was given to my request."
5. "They good leaving messages for appointment."
6. "No heat in room 5."
7. "Will come again."
8. "Received call right back."
9. "No, I haven't been here in a while."
10. "Yes, they returned my call letting me know my prescription had been ready."
11. "Yes, my issue was addressed very quickly. It was a good experience."
12. "Still waiting."

Spanish

NO: 106

N/A: 7

YES: 0

Comments:

1. "It was very good." "Fue muy bueno."

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

English

1. "Health care overall." (Dodis)
2. "Appt time." (Luettke)
3. "Appt availability." (Castro)
4. "Thank you." (Hedberg)
5. "N/A." (13)
6. "The staff & Dr." (Birkey)
7. "How clear the staff is." (Reller-Anderson)
8. "The communication." (Dodis)
9. "Staff & doctors." (Ariga)
10. "I got help in a timely manner." (Westel)
11. "Respectful, kind staff, accessibility- close to home and all in one place." (King)
12. "Staff and Dr. Ariga." (Ariga)
13. "Affordable and so respectful." (Dodis)
14. "Knowing I can come here even if I lose my job again."
15. "Quick appointments."
16. "Whole staff." (Dodis)
17. "Everyone is very pleasant and helpful." (King)
18. "The genuine care of the staff." (Hedberg)
19. "The receptionist." (king)
20. "Not time consuming." (Bhowmick)

Spanish

1. "Medical attention." "Atención medica." (King)
2. "Everything." "Todo." (9)
3. "You have good service." "Tienen buen servicio."
4. "The availability." "La disponibilidad." (Luettke)
5. "Medical attention at my reach and close." "Atencion medica a mi alcance y cerca."
6. "Maintain my medical health." "A mantener el cuidado de mi salud." (Newbrander)
7. "I don't like that the interpreters look when I have a gynecological checkup." "No me gusta cuando las interpretes miren cuando toca un chequeo ginecologico."
8. "They are very kind." "Son muy amables."
9. "Everything in general." "Todo en general."
10. "I wait a reasonable time, the financial help for people who have low income." "Espero un tiempo razonable, y la ayuda financiera para personas que tienen un ingreso bajo."
11. "I don't have any complaints." "No tengo quejas." (Ariga)

21. "Blood work." (Bhowmick)
22. "The care they provide." (Herdrich)
23. "The people."
24. "Friendly service." (King)
25. "Scheduling." (Luettke)
26. "The service deliveries are great." (Govinda)
27. "All staff." (7)
28. "My doctors knowledge." (Newbrander)
29. "Access to healthcare." (Reller-Anderson)
30. "Med Assist."
31. "Doctor explain good." (Govinda)
32. "Doug Blasinski, Elizabeth Berkey." (VanBrunt)
33. "The receptionist." (Bhowmick)
34. "My doctor."
35. "Very nice people." (King)
36. "None." (VanBrunt)
37. "Staff." (Doug)
38. "Staff and service." (King)
39. "Staff and doctors." (Govinda)
40. "Medical Provider." (Westel)
41. "The doctors treat me well." (Reller-Anderson)
42. "Understanding our concerns." (Dodis)
43. "My providers are very well versed & experienced. She can relate to me to my meds. She listens." (Luettke)
44. "Work with me." (Herdrich)
45. "Wonderful doctor." (Luettke)
46. "The facility meets all my health concerns."
47. "Great." (Newbrander)
48. "Great doctor." (VanBrunt)
49. "Having all in premise." (Reller-Anderson)
50. "First call first serve."
51. "The care." (Hedberg)
52. "Being explained something in a way I can understand." (Birkey)
53. "The meds." (Bhowmick)
54. "They are nice and very helpful." (Birkey)
55. "The explanation of treatment." (Westel)
56. "They translate Russian in room." (Reller-Anderson)
57. "Making same day appt." (Castro)
58. "Communication." (Westel)
59. "The people." (Westel)
60. "Appointment reminder calls. I missed an appointment in February due to not getting a reminder call."
61. "Treatment as a whole." (Birkey)
62. "Centralized information. I can ask for appt medical info at any location. Great staff, respectful and friendly." (Birkey)
63. "Smooth care, great communication." (Luettke)
64. "Staff/reception." (Birkey)
12. "They speak Spanish, and they understand." "Que hablan español y entienden." (Hedberg)
13. "They speak Spanish." "Hablan español."
14. "The environment and the treatment." "El ambiente y el trato." (Dodis)
15. "Close to home and short wait time."
16. "The follow up for the patient." "El seguimiento para el paciente." (Westel)
17. "They treat me with or without medical insurance." "Me atiende con o sin Seguro medico."
18. "The attention is excellent." "La atencion es excelente." (6)
19. "The providers when they explain good." "Los doctors cuando te explican bien."
20. "Very satisfied with the care of my diabetes." "Muy satisfecho con el cuidado de mi diabetes." (King)
21. "The prices are accessibles." "Los precios son accesibles."
22. "The hours and the appointments at any time." "Las horas y las citas a cualquier hora."
23. "When they translate." "Cuando me traducen." (Govinda)
24. "With my health." "Con mi salud." (Bhowmick)
25. "The care for my health." "Cuidado de mi salud." (Herdrich)
26. "Your attention and dedication." "Su atencion y dedicacion." (Ariga)
27. "They treated me good." "Me atendieron bien." (Reller-Anderson)
28. "Good service." "Buen servicio." (4)
29. "The services are good." "Los servicios son buenos." (Newbrander)
30. "The information and attention." "La informacion y atencion."
31. "Very good." "Muy Buena."
32. "Made me feel safe and protected." "Sentirme Segura y protegida." (Luettke)
33. "The location." "La locacion." (King)
34. "Your kindness with people." "Su amabilidad con las personas." (3)
35. "Closeness." "Cercania." (King)
36. "I am very thankful they help me a lot." "Estoy muy agradecida me ayudan mucho." (VanBrunt)
37. "They call me to remind me of my appointment." "Me llaman para recorder mi cita." (Hedberg)
38. "The punctuality." "La puntualidad." (Hedberg)
39. "They help me." "Que me ayudan." (Newbrander)

65. "Everyone was nice and fast service." (Newbrander)
66. "Everything." (Govinda)
67. "Fast service." (Westel)
68. "Place and medical care." (Govinda)
69. "The politeness and willingness to listen."
70. "How sweet the staff is." (King)
71. "Options of providers."
72. "Timely appointment." (King)
73. "Location."
74. "No comments." (Herdrich)
75. "The willingness to refer when needed and address the whole person." (Blasinski)
76. "It's environment." (Hedberg)
77. "The receptionist are very kind specially Maria R always happy and helping me with my appointment." (Govinda)
78. "Dr. Monika was really helpful." (Herdrich)
79. "Doctors."
80. "Fast service." (Westel)
81. "Nothing."
82. "The doctor taking time to explain and making sure that I didn't have any questions." (Westel)
83. "Immediate help." (Newbrander)
84. "Very nice."
40. "I like everything in general." "Todo me gusta en general." (Newbrander)
41. "Reminder calls." "Llamadas de recordatorio." (King)
42. "Attention from you and the doctors." "Atencion de ustedes y el doctor." (King)
43. "They care for my health." "Que cuidan de mi salud." (Luettker)
44. "Good service and reasonable prices." (Reller-Anderson)
45. "The attention." "La atencion." (3)
46. "Excellent service." "Servicio excelente."
47. "I like that they remind me of my appointments." "Me gusta que me recuerden las citas." (2)
48. "My health care." "Mi cuidado de salud." (Castro)
49. "I like how they treat me, the service." "Me gusta como me atienden, el servicio." (Luettker)
50. "To maintain my health." "A mantener mi salud." (Westel)
51. "Be more aware of our health." "Mas al pendiente de nuestra salud." (Hedberg)
52. "Good medical service at low prices." "Buen servicio medico y a bajo precios." (Govinda)
53. "Your services are efficient, supper fast and professionals." "Sus servicios son eficientes, super rapidos y muy profesionales." (Bhowmick)
54. "The medical attention you provide." "La atencion medica que proven." (2)
55. "It is economic and releaves my expenses." "Es economico y libera mis gastos." (Dodis)
56. "Accessible prices." "Precios accesibles." (Reller-Anderson)
57. "Everything in general." "Todo en general."
58. "Very satisfied." "Muy satisfecha." (Luettker)
59. "Everyone treats me well." "Todo me atienden bien."
60. "Everything is controlled, the baby, my therapies they help a lot." "Todo controlan, la bebe, mis terapias me ayudan mucho." (Bhowmick)
61. "Check my health and the follow up also economic." "Checar mi salud y seguimiento Tambien economicamente." (VanBrunt)
62. "Excellent service." "Servicio excelente."
63. "They are attentive." "Son atentos."
64. "Kindness." "Amabilidad." (Reller-Anderson)
65. "They give me good attention." "Me dan buean atencion." (Reller-Anderson)
66. "Follow up for my health." "Seguimiento a mi salud." (Westel)

67. "Available appointments." "Citas disponibles."
68. "N/A." "N/A."
69. "They help me with my medical problems." "Me ayudan con mis problemas medicos." (Reller-Anderson)
70. "My health." "Mi salud." (Castro)
71. "I don't know what to say because everything to me is good." "No sabia que decir porque para mi todo esta bien." (Newbrander)
72. "Good medical attention." "Buena atencion medica." (Castro)
73. "Total trust." "Confianza total." (Newbrander)
74. "The access to medical attention, financial help, with discounts for people with low income." "El acceso a la atencion medica y la ayuda financiera, con descuentos para personas de bajos recursos." (King)
75. "Prices." "Precios."

Question 16: How can we improve Greater Family Health?

English

1. "Its good." (Dodis)
2. "Nothing." (Hedberg)
3. "N/A." (17)
4. "Bending machine." (Westel)
5. "No improvements." (Dodis)
6. "As of this moment no comment." (Govinda)
7. "Explain better." (Luettke)
8. "You are doing very well." (Bhowmick)
9. "Improve patient wait time." (Hedberg)
10. "Everything was good." (King)
11. "Nothing at all." (Reller-Anderson)
12. "You guys are doing good." (Reller-Anderson)
13. "Better phone system." (Reller-Anderson)
14. "I'm satisfied." (Govinda)
15. "No need too." (VanBrunt)
16. "Nothing."
17. "I am happy with your services." (Newbrander)
18. "None." (5)
19. "Letting people know that your warning behind." (VanBrunt)
20. "Better receptionist." (Blasinski)
21. "Change the masks there uncomfortable." (Newbrander)
22. "So good." (Westel)
23. "Add Dementia care." (Dodis)
24. "No need." (Westel)
25. "Be on time for appointment I waited 40 mins to be seen." (VanBrunt)
26. "More appt available when making them." (Castro)
27. "Less waiting time."

Spanish

1. "To me the attention is good." "Para mi la atencion esta bien."
2. "I don't think anything, everything is good." "No creo nada, todo esta bien."
3. "Don't make us wait when we have an appointment, the appointment was at 10 and they saw me after half an hour." "No aser esperar mucho la cita era a las 10 me pasaron media hora despues."
4. "Have more medical providers so we can have faster appointments." "Tener mas provedores medicos para tener citas mas pronto."
5. "You already have a good service." "Ya tienen un buen servicio." (Luettke)
6. "Everything is good." "Todo esta bien." (27)
7. "Good service." "Buen servicio." (Ariga)
8. "Nothing." "Nada."
9. "The service is excellent." "El servicio es excelente." (2)
10. "No." "No."
11. "The service is satisfactory." "El servicio es satisfactorio." (Hedberg)
12. "Nothing." "Nada."
13. "Very good, congratulations." "Muy bien, felicidades."
14. "It is good how it is." "Esta bien como esta."
15. "The wait time and the cancelation of appointments." "El tiempo de espera y cancelaciones de citas."
16. "I don't have any." "No tengo." (Newbrander)
17. "Everything is normal." "Todo esta normal." (King)

28. "Nothing my first time here." (Reller-Anderson)
29. "Easier ways to set up appointments online." (Westel)
30. "I think it is perfect the way it is." (Birkey)
31. "Please make the appt longer." (Castro)
32. "It all good! Thank you!" (Reller-Anderson)
33. "To continue doing what they are doing now."
34. "No comment." (King)
35. "You guys are awesome. Smile 😊"
36. "Non at this time." (Newbrander)
37. "The way you feel can increase your services but you are good." (Govinda)
38. "Keep up the good work." (Luettke)
39. "Everything is fantastic." (Birkey)
40. "I'm ok."
41. "So good, so far." (Westel)
42. "Very nice."
43. "Nothing." (2)
44. "Maybe the checking process to be honest PT should be checked in and have forms filled out when they first approach receptionist." (Westel)
18. "Everything is normal nothing to improve." "Todo esta bien no ay que mejorar." (Hedberg)
19. "N/A." "N/A." (4)
20. "That appointments could be made without having to wait so long to get one, by the time they give you the appointment you are already sicker or we simply look somewhere else medical attention is required, more doctors available." "Que se pudieran hacer citas sin tener que esperar tanto tiempo para conseguir una, ya para cuando le dan a uno la cita ya se enfermo mas o simplemente le buscamos por otro lado la atencion medica se require, mas medicos disponibles."
21. "Everything is very organized, Congratulations to my nurse Cristal and my doctor Emely for their attention God bless you." "Todo esta muy organizado. Felicito a mi enfermera Cristal y mi doctora Emely por su atencion dios la bendiga."
22. "Time in between appointments." "Tiempo entre citas." (Bhowmick)
23. "I believe and see that you are doing the best possible." "Creo y veo que hacen lo major posible." (Ariga)
24. "It is perfect." "Es perfecto."
25. "The wait time, there are times that we make it to the appointment right on time and they don't want to see us." "El tiempo de espera, hay veces que llegamos a hora correcta y no nos quieren atender." (King)
26. "Continue the same." "Continue igual." (2)
27. "Everything you do is perfect." "Todo lo que hacen es perfecto." (3)
28. "There is nothing to improve." "No hay nada que mejorar."
29. "Everything is good, just don't take long to call me in from the waiting room." "Todo esta bien, nomas no tarden en llamar a uno de la sala de espera." (King)
30. "Give referrals on time and where they can treat you, better referrals, I have to repeat them serval times." "Entregar referidos a tiempo y donde si atiendan, mejorar lor referidos, tengo que repetir varias veces." (Newbrander)
31. "I don't know." "No se." (2)
32. "Give results in Spanish for those who need them." "Dar resultados en espanol para los que lo nesesian." (Herdrich)
33. "Your service is very professional." "Su servicio es muy professional." (Hedberg)
34. "Define diagnostics and treatments." "Definir diagnosticos y tratamientos." (Govinda)

35. "Continue like until now." "Continue como hasta ahora." (2)
36. "Everything is good, sometimes is us the patients." "Todo bien aveces somos nosotros los pacientes." (Bhowmick)
37. "Satisfied." "Satisfecha."
38. "No comment." "No comentario." (3)
39. "Service is very good." "Servicio es muy bueno."
40. "The appointments are sometimes to far apart or they don't want to give them when the doctor wants." "Las citas son muy apartadas o no quieren darlas cuando el proveedor la quiere." (Castro)
41. "Do not increase the payments." "No aumentando los pagos." (Dodis)
42. "The messages an calls via phone take a long time." "Los mensajes y llamadas por telefono tardan mucho tiempo." (Luettker)
43. "Sometimes the attention over the phone takes a long time." "Hay veces que la atencion por telefono tarda mucho." (Castro)
44. "Giving fast appointments." "Dando citas rapido."
45. "Less wait time." "Menos tiempo de espera." (4)
46. "More providers." "Mas medicos." (3)

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

English

- YES: 205
- NO: 1

Spanish

- YES: 309
- NO: 6

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

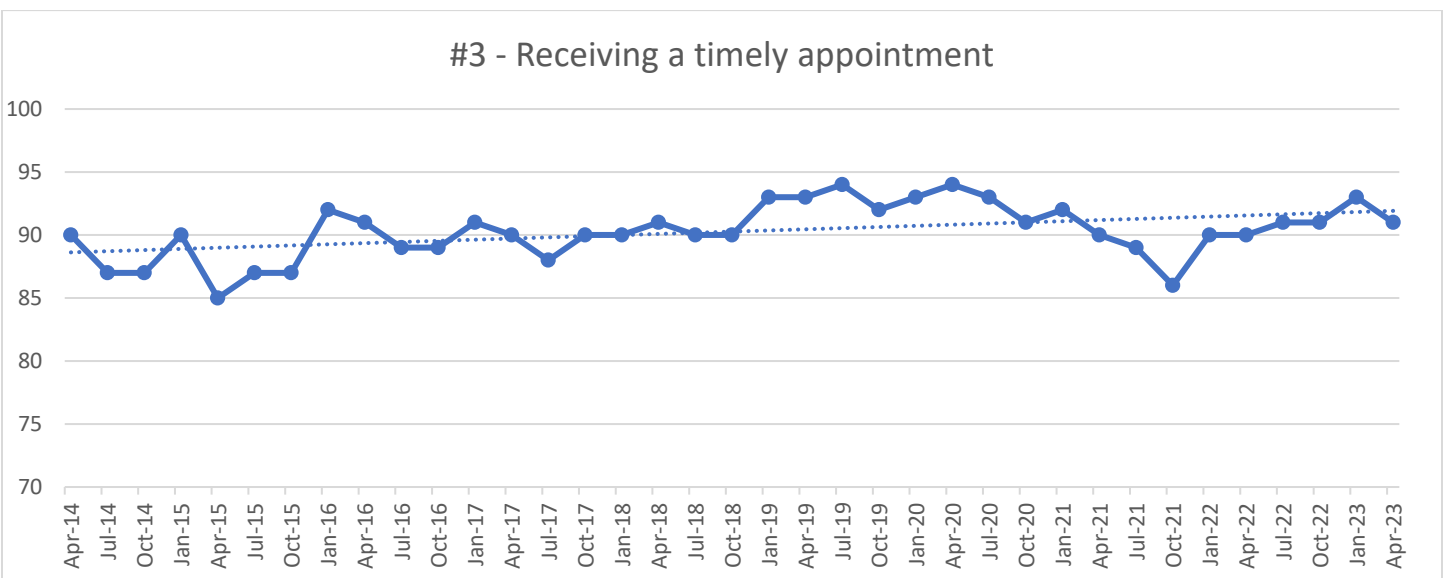
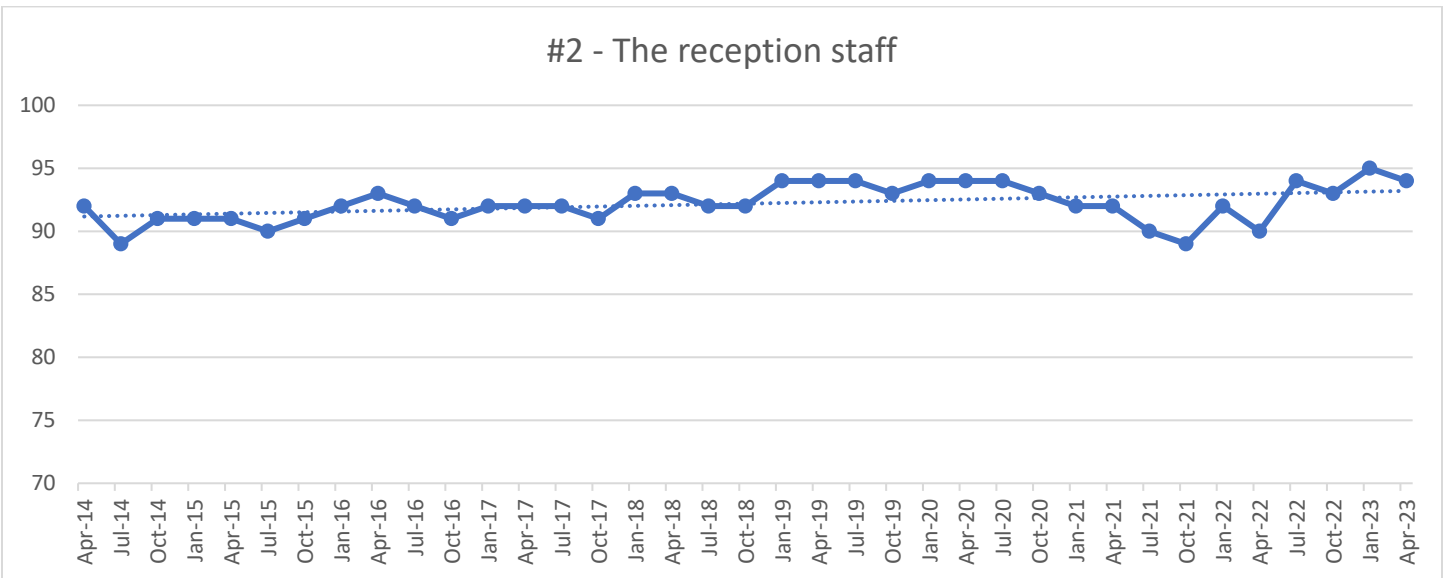
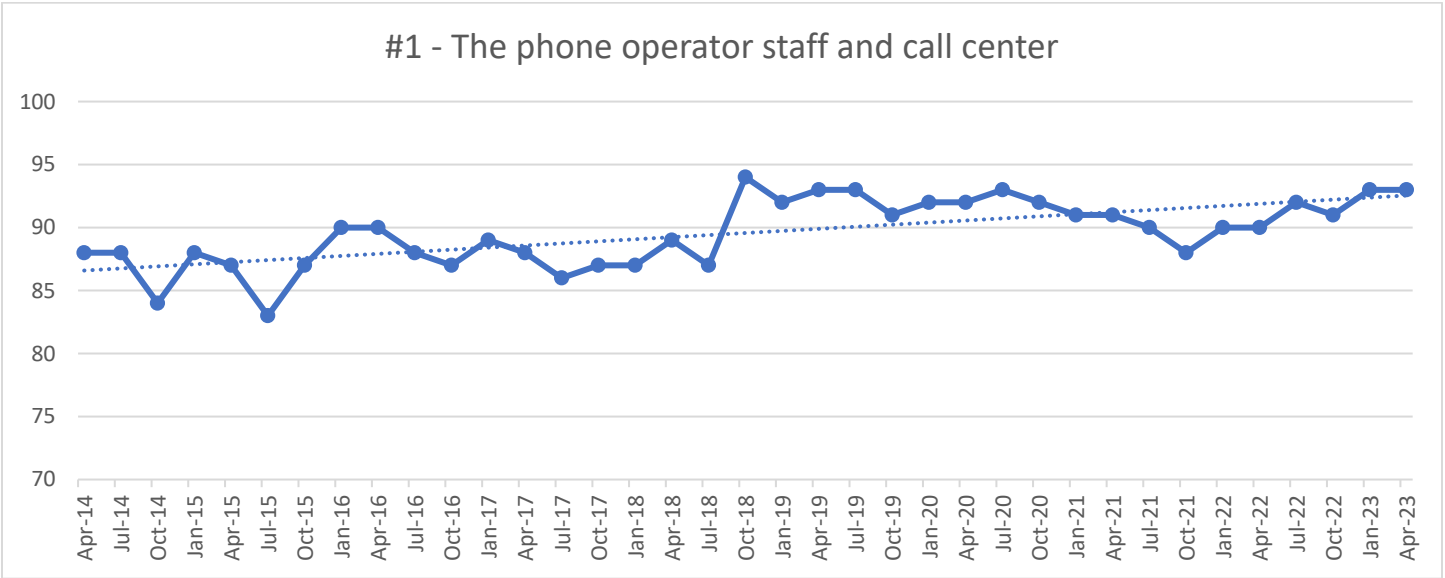
English

- Ariga: 11
- Blasinski: 7
- Bhowmick: 17
- Birkey: 16
- Castro: 8
- Dodis: 13
- Govinda: 21
- Hedberg: 22
- Herdrich: 22
- King: 27
- Luettker: 21
- Newbrander: 26
- Reller-Anderson: 21
- Van Brunt: 9
- Westel: 29

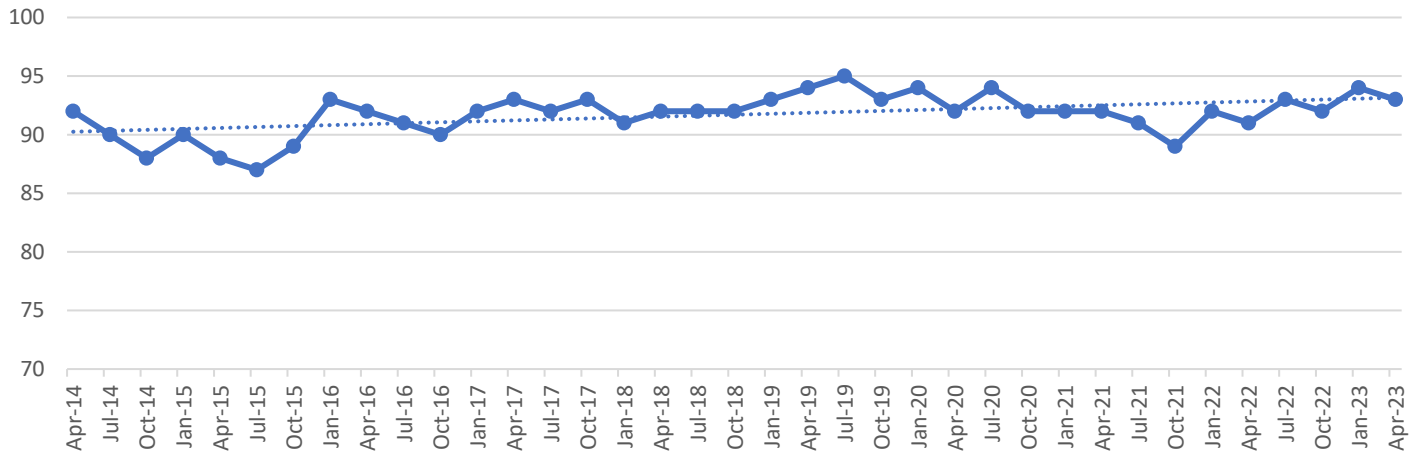
Spanish

- Ariga: 12
- Bhowmick: 20
- Blasinski: 3
- Birkey: 5
- Castro: 33
- Dodis: 23
- Govinda: 35
- Hedberg: 54
- Herdrich: 17
- King: 49
- Luettker: 58
- Newbrander: 49
- Reller-Anderson: 44
- Van Brunt: 16
- Westel: 60

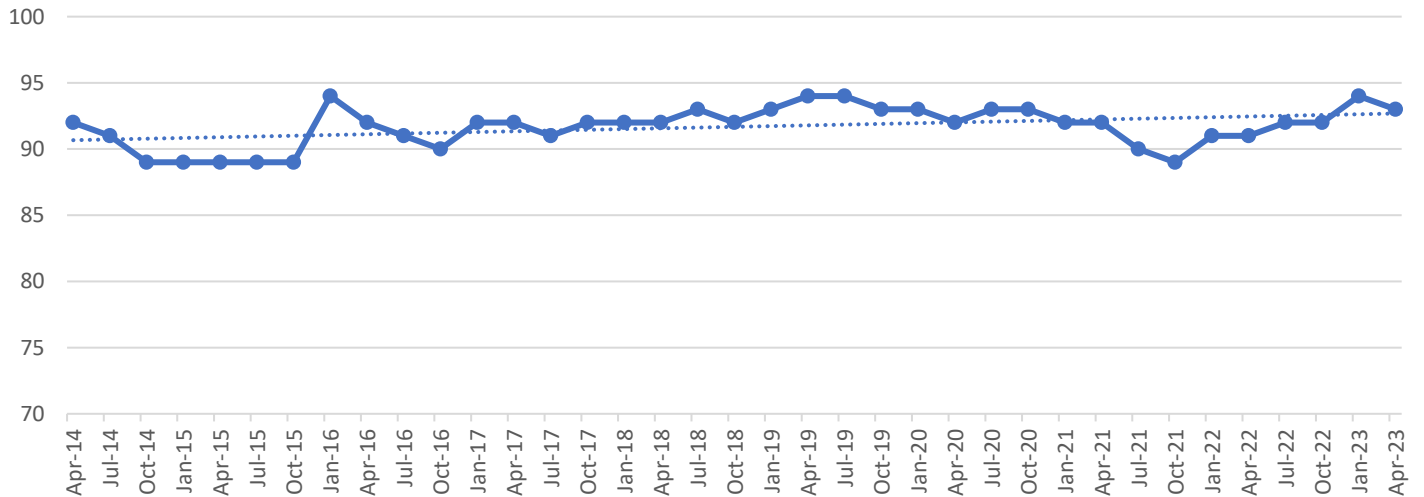
Individual Question Results with Trendlines



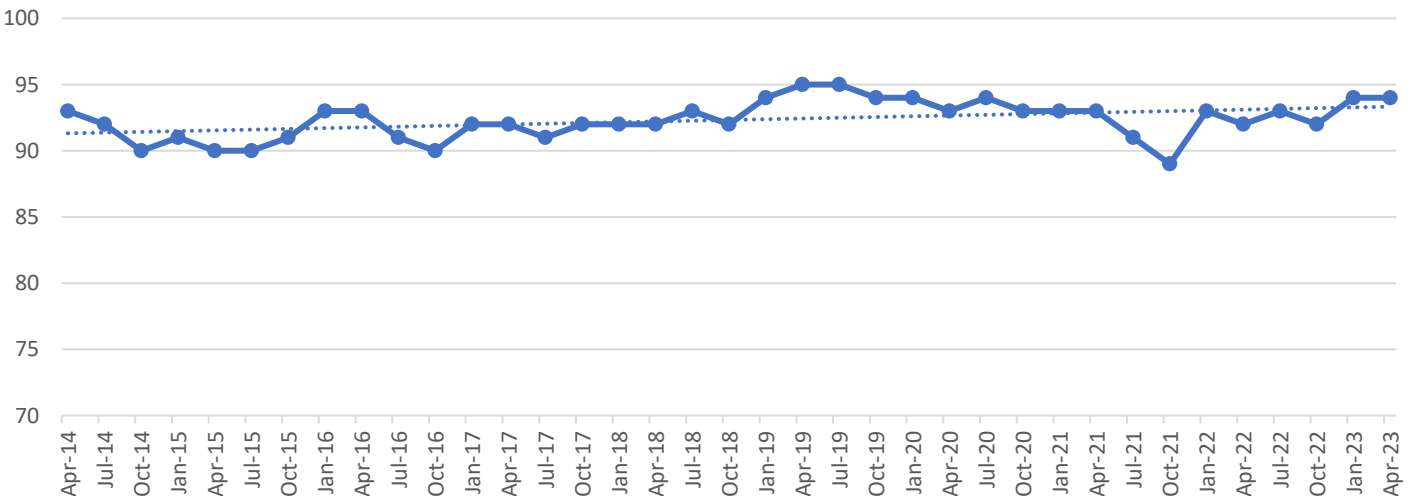
#4 - Education and explanation of plan provided in a way that I can understand



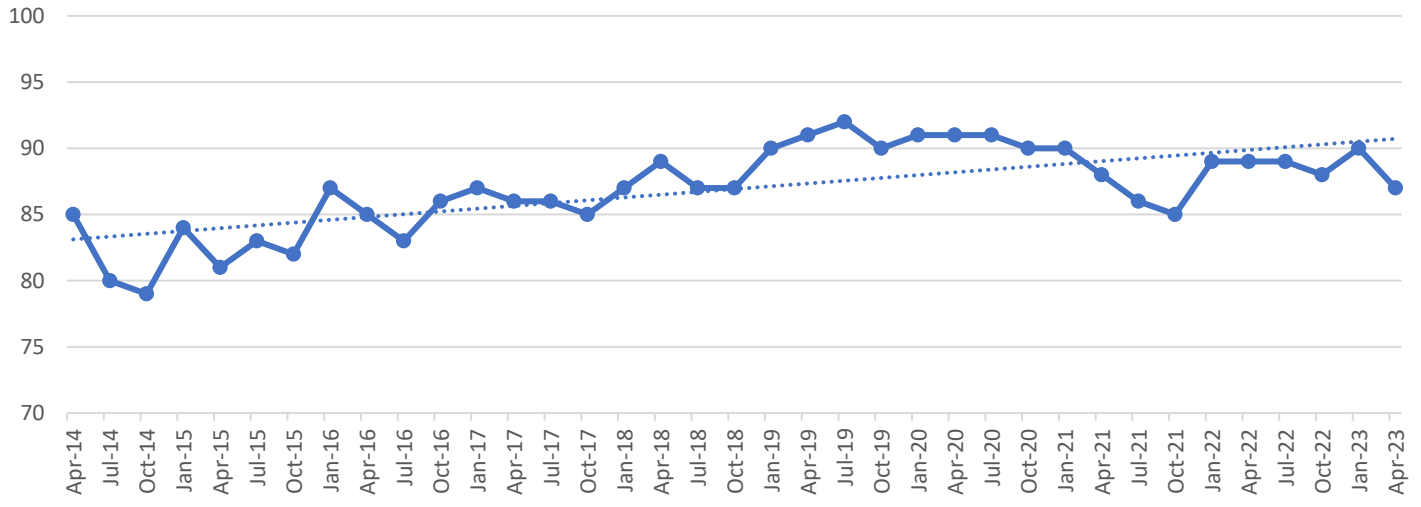
#5 - The follow-up and coordination of my care



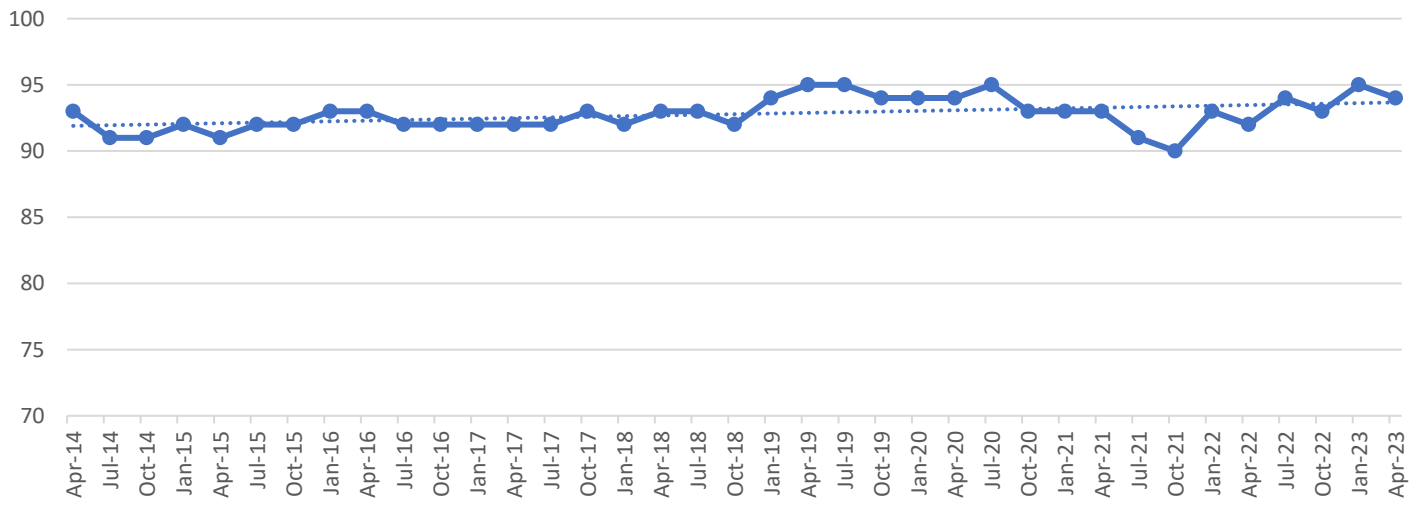
#6 - The staff addressing my medical needs today



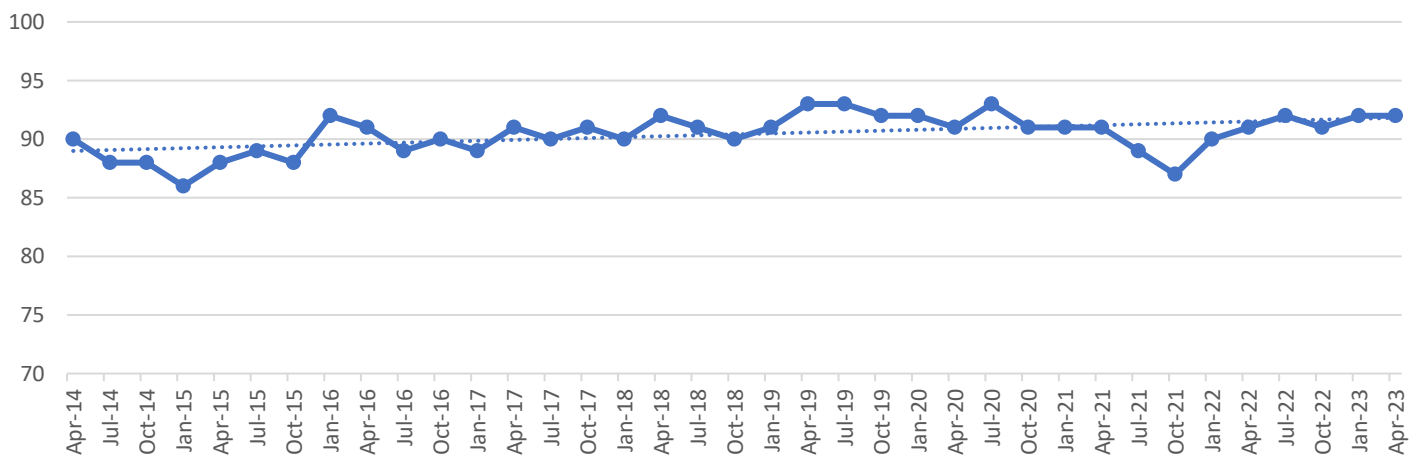
#7 - The time spent waiting



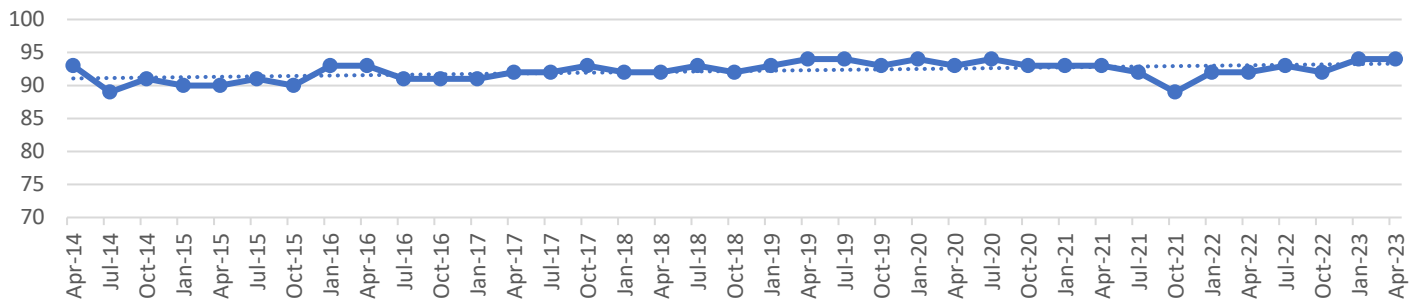
#8 - The respectfulness of staff



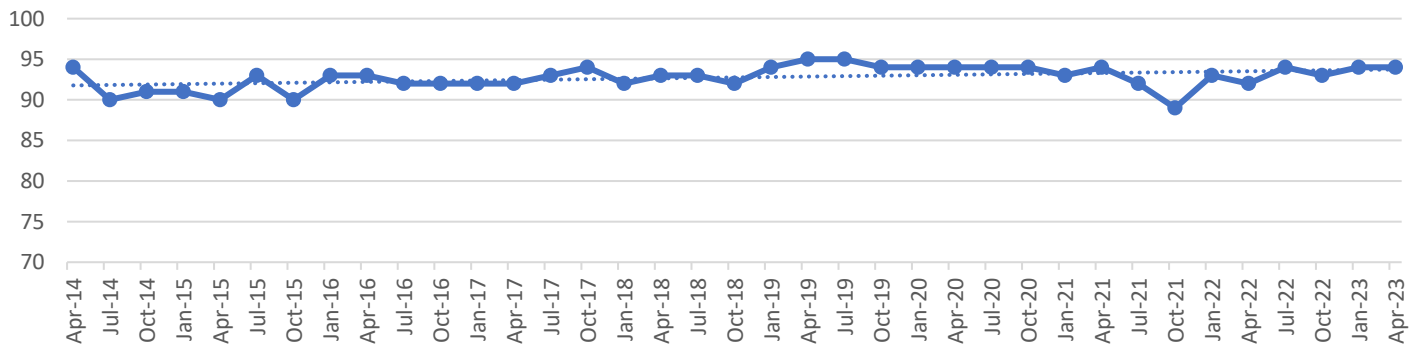
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



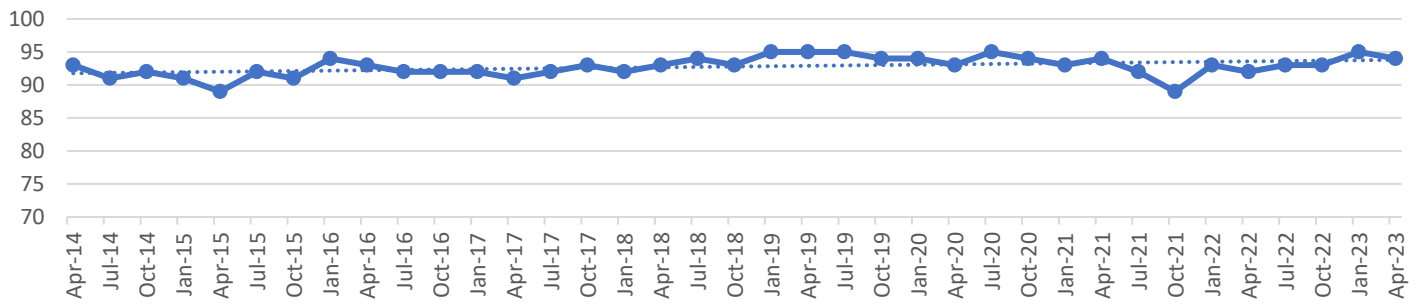
#10 - The handling of my personal medical information in a private and confidential manner



#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?

