

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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.

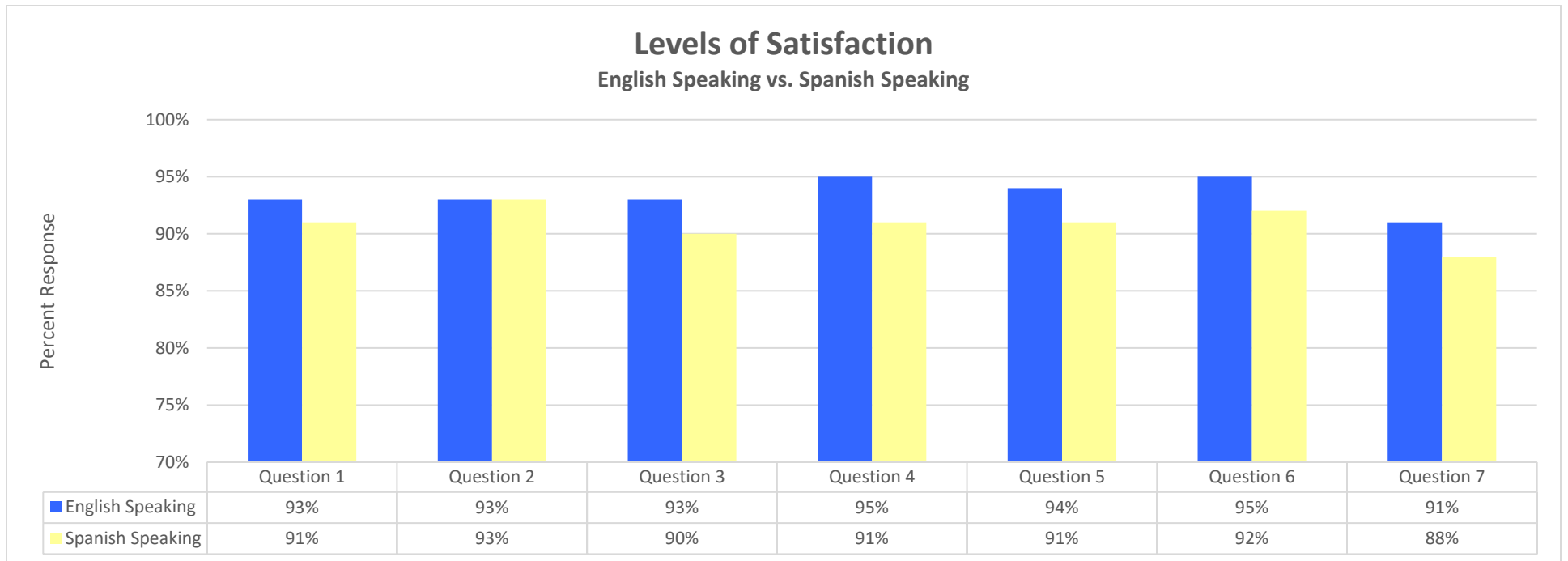
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	92%	93%	97%	94%
2. The reception staff	93%	94%	97%	94%
3. Receiving a timely appointment	92%	92%	97%	94%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	97%	95%
5. The follow up and coordination of my care	93%	94%	97%	95%
6. The staff addressing my medical needs today	94%	94%	97%	96%
7. The time spent waiting	90%	91%	96%	91%
8. The respectfulness of staff	93%	95%	97%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	96%	93%
10. The handling of my personal medical information in a private and confidential	93%	94%	97%	95%
11. Your medical assistant	93%	95%	97%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	97%	96%
13. Overall, how satisfied are you with the Health Center?	94%	94%	97%	95%

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%

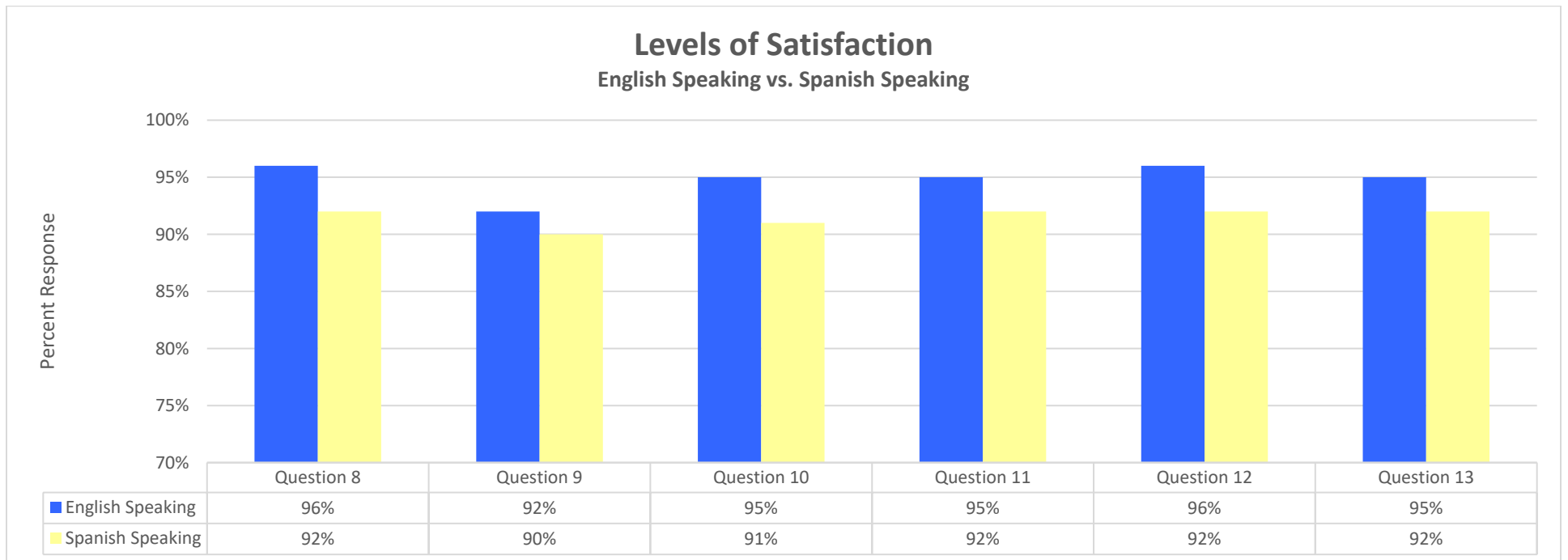
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	154 73%	174 71%	44 21%	53 22%	10 5%	8 3%	1 1%	1 1%	2 1%	9 4%
2. The reception staff	157 74%	178 74%	42 20%	51 21%	11 5%	2 1%	0	1 1%	2 1%	8 3%
3. Receiving a timely appointment	157 74%	161 67%	40 19%	61 25%	13 6%	10 4%	0	1 1%	2 1%	8 3%
4. Education and explanation of plan provided in a way that I can understand	169 80%	164 68%	35 17%	61 25%	4 2%	6 3%	2 1%	1 1%	2 1%	9 4%
5. The follow-up and coordination of my care	164 78%	170 71%	39 19%	56 23%	3 1%	4 2%	3 1%	1 1%	2 1%	9 4%
6. The staff addressing my medical needs today	170 80%	182 75%	34 16%	49 20%	4 2%	3 1%	3 1%	1 1%	1 1%	9 4%
7. The time spent waiting	146 69%	149 62%	44 21%	63 26%	14 7%	17 7%	6 3%	2 1%	2 1%	9 4%



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	173 83%	172 72%	27 13%	55 23%	8 4%	2 1%	0	2 1%	1 1%	9 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	144 75%	158 67%	27 14%	65 27%	21 11%	3 1%	0	1 1%	1 1%	10 4%
10. The handling of personal medical info in a private and confidential manner	165 79%	163 67%	34 16%	68 28%	8 4%	2 1%	1 1%	1 1%	1 1%	9 4%
11. Your medical assistant	169 81%	180 74%	32 15%	53 22%	4 2%	2 1%	3 1%	1 1%	1 1%	9 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	178 84%	177 73%	27 13%	54 22%	4 2%	1 1%	1 1%	1 1%	1 1%	9 4%
13. Overall, how satisfied are you with the Health Center?	168 80%	180 75%	34 16%	49 20%	7 3%	2 1%	0	1 1%	1 1%	9 4%



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: 70

N/A: 28

YES: 3

Comments:

1. "I like them very respectful."
2. "Yes, I received call back about my questions, very satisfied."
3. "Was handled quickly."
4. "I have not left a message for staff member."
5. "Yes, quick and easy."

Spanish

NO: 67

N/A: 4

YES: 0

Comments:

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

English

1. "Keep em good work."
2. "I really like the concerned expressed and how I am listened to." (Nambo)
3. "Location & hours."
4. "Just being there when I need it." (Siddiqui)
5. "Family portal access." (Ali)
6. "My doctor, health provider." (Siddiqui)
7. "Always have appointments open." (Siddiqui)
8. "The care we receive." (Ali)
9. "Dr. S is fantastic." (Siddiqui)
10. "Everything was great." (Siddiqui)
11. "Great staff." (Hernandez)
12. "N/A." (6)
13. "Convenience." (Ali)
14. "Dr. Siddiqui answered all my questions & was very helpful in helping me understand the follow-up." (Siddiqui)
15. "The way the staff addresses my self is the most helpful. I like that they explain things to me clearly an deficiently." (Nambo)
16. "The wait." (Aphaivong)
17. "Easy to talk to staff." (Chang)
18. "Doug was understanding and I feel he can help my daughter in the concealing." (Blasinski)
19. "Great staff, respectful, helpful." (Hernandez)
20. "We were heard that there is an actual issue going on." (Nambo)
21. "Ease of appointment making." (Malanfent)
22. "The information given at the appointment."
23. "Easy appointment/ scheduling/attentive staff on time appointment." (Chang)
24. "Clear explanations." (Siddiqui)

Spanish

1. "Taking care of my health." "Cuidando mi salud." (Chang)
2. "Hours and it is close to home." "Horas y esta cerca a casa."
3. "Good attention towards my health." "Buena atencion hacia mi salud." (Siddiqui)
4. "Feel satisfied with my health." "Sentirme satisfecha con mi salud."
5. "Be healthy." "Estar saludable." (Nambo)
6. "Very attentive." "Muy atentos."
7. "Fast answers." "Respuestas rapidas." (Aphaivong)
8. "They speak my language." "Hablan mi idioma." (Siddiqui)
9. "Appointments." "Citas." (Aphaivong)
10. "Attention." "Atencion."
11. "Everything." "Todo." (4)
12. "Language." "Lenguage." (Hernandez)
13. "Very good communication." "Buena comunicacion."
14. "Medical attention." "Atencion medica."
15. "Fast appointments." "Citas rapidas." (Nambo)
16. "The economic help and good treatment." "Apoyo economico y buen trato."
17. "With my medical check ups." "Con mis chequeos medicos." (Chang)
18. "The information." "La informacion." (2)
19. "All the personnel is kind." "Todo el personal es amable." (Aphaivong)
20. "We don't pay much." "No pagamos mucho."
21. "They speak Spanish." "Que hablan espanol." (2)

25. "They are nice." (Ali)
26. "Good." (Hernandez)
27. "Speed for appointments." (Origer)
28. "Good staff." (Origer)
29. "Dr. Cekova is so helpful and patient. She explains things thoroughly and fully." (Cekova)
30. "Access to same day appts." (Ali)
31. "Getting seen in a timely matter." (Cekova)
32. "How information was explained." (Blasinski)
33. "Time."
34. "Patient portal."
35. "Location- friendly staff." (Siddiqui)
36. "Candice has always been helpful & knowledgeable." (Aphaivong)
37. "The doctors being generous and helpful." (Siddiqui)
38. "Friendly staff and convenient location." (Nambo)
39. "It's fast service." (Origer)
40. "Getting helped." (Siddiqui)
41. "Meeting my needs and my daughters."
42. "Timely return of calls and the follow up to remind me of my upcoming appointment." (Origer)
43. "The staff."
44. "How kind, caring, and helpful everyone is." (Talwar)
45. "Staff is always friendly."
46. "Today same day appt. especially when late."
47. "Good team staff." (Siddiqui)
48. "Same day appointment." (Nambo)
49. "Everything is good, everything on time." (Origer)
50. "Scheduling appointments."
51. "Fast service." (Nambo)
52. "Doctors helping identify underlying causes."
53. "No comment at this time." (Siddiqui)
54. "Staff front desk." (Nambo)
55. "Easy to get an appointment." (Siddiqui)
56. "Dr. Ali just beyond amazing. Best doctor." (Ali)
57. "They listen to all my concerns." (Siddiqui)
58. "Everything." (Siddiqui)
59. "Convenient location helpful & courteous staff." (Talwar)
60. "Local and friendly." (Talwar)
61. "King and helpful staff." (Talwar)
62. "The attention, staff experience to be professional and caring." (Ali)
63. "Time spent making an app." (Nambo)
64. "Pleasant experience, friendly, listen to me." (Talwar)
65. "Location." (Talwar)
66. "Doctor explaining everything." (Talwar)
22. "Price." "Precio." (2)
23. "With the medical care for my kids." "Con el cuidado medico para mis hijos."
24. "Remind the appointments." "Recordar las citas." (Cekova)
25. "Maintain my health." "Mantener mi salud." (Cekova)
26. "With the attention and information they offer to patients." "Con la atencion y informacion que brindan a los pacientes." (Cekova)
27. "All medical necessities." "A todas las necesidades medicas." (Aphaivong)
28. "Feel safe." (Aphaivong)
29. "The excellent service." "Su excelente servicio." (Origer)
30. "Your time." "Su tiempo." (Aphaivong)
31. "The care for our health." "El cuidado a nuestra salud." (Cekova)
32. "They help me with my kids health and the follow ups." "Me ayudan con la salud de mis niños y los seguimientos." (Ali)
33. "To improve my health." "A mejorar mi salud." (2)
34. "They are bilingual." "Son bilingues."
35. "They have available appointments." "Tienes citas disponibles." (Hernandez)
36. "Same day appointment." "Cita de mismo dia." (Aphaivong)
37. "Very attentive." "Muy atentos." (Cekova)
38. "The attention you have is excellent." "La atencion que tienen es excelente." (Nambo)
39. "With my health." "Con mi salud." (Nambo)
40. "None." "Nada."
41. "Place and hours." "Lugar y horario."
42. "The help without medical insurance." "La ayuda medica sin seguro."
43. "Your services." "Sus servicios." (Chang)
44. "Communication in Spanish." "Comunicacion en español." (Chang)
45. "Your attention." "Su atencion." (2)
46. "Medical attention." "Atencion medica." (4)
47. "The attention and economically." "La atencion y economicamente." (Origer)
48. "Help me with everything." "Ayudarme con todo." (Hernandez)
49. "They speak Spanish." "Hablan espanol."
50. "The attention they provide." "La atencion que me dan." (Hernandez)
51. "They accept my medical card." "Aceptan mi tarjeta medica." (Hernandez)

67. "Getting me have insurance and health care."
(Ali)
68. "Talk." (Hernandez)
69. "Convenience." (Siddiqui)
70. "Timely appointments and being able to get in
at the same day." (Siddiqui)
71. "Everyone is friendly." (Origer)
72. "Communication and having my health needs
addressed." (Siddiqui)
73. "Dr. Siddiqui." (Siddiqui)
74. "Compassion."
75. "Understanding of lost of insurance."

Question 16: How can we improve Greater Family Health?

English

1. "If possible, to start appointments on time
instead of 15 min later." (Siddiqui)
2. "N/A." (20)
3. "Nothing." (2)
4. "Very happy."
5. "Whatever you think 😊, my care has been
good." (Nambo)
6. "All very good."
7. "Nothing to be improved, really great staff
and doctors." (Hernandez)
8. "Seems good." (Siddiqui)
9. "Continue with the great customer service
😊." (Siddiqui)
10. "All good."
11. "Doing fine." (Blasinski)
12. "15 mins ahead of my appointment is a lot! I
make my times for the time id like to arrive."
(Aphaivong)
13. "More appointment times."
14. "Front desk a call phone can connect
information better." (Cekova)
15. "Keep up the good work." (Chang)
16. "More same day appointments." (Ali)
17. "New patient no ideas at the moment."
(Nambo)
18. "I'm not sure."
19. "Good service." (Aphaivong)
20. "No improvements needed." (Talwar)
21. "Receptionist and the time frame for arriving
late for couple minutes do not send us back."
22. "As of now nothing." (Siddiqui)
23. "Like you are." (Hernandez)
24. "Minimize the waiting time." (Ali)
25. "So far everything is good." (Talwar)
26. "Keep up the good work." (Talwar)
27. "Nothing."
28. "Everything is great love the service at his
clinic." (Origer)

Spanish

1. "Everything is good." "Todo esta bien." (15)
2. "With kindness." "Con amabilidad." (Nambo)
3. "I don't have anything to say." "No tengo
nada que decir." (Hernandez)
4. "I think you have excellent service." "Pienso
que tienen excelente servicio." (Aphaivong)
5. "To me it is excellent." "Para mi esta
excelente" (Chang)
6. "N/A." (4)
7. "The service is Good." "El servicio es
bueno."
8. "Better attitude from the nurses. 😊" "Mejor
actitud de las enfermeras 😊"
9. "Try to stay on time." "Tratar de estar a
tiempo." (Aphaivong)
10. "Give emergency appointments." "Dar citas
de emergencia." (Ali)
11. "Doctors assistance." "Assitencia de doctor."
12. "I think everything is satisfactory." "Creo que
todo es satisfactorio." (Origer)
13. "Nothing to improve to me is a Good service."
"Nada que mejorar para mi es buen servicio."
(Cekova)
14. "More providers." "Mas médicos." (Cekova)
15. "Don't make us wait too long." "No dejar
esperando mucho." (Cekova)
16. "Doctors need more time for each patient."
(English comment written on a spanish
survey.) (Nambo)
17. "All Good, walk at the pace of the patient."
"Todo bien, caminar al paso del paciente."
18. "The nurses could be more patient." "Las
enfermeras pueden ser mas pacientes."
(Hernandez)
19. "Everything is excellent." "Todo es
excelente." (2)
20. "Everything is perfect." "Todo es perfecto."
(2)

- 29. "Improve the receptionist attitude and other employees. (Siddiqui)
- 30. "Cost effective for older patients." (Nambo)
- 31. "Its pretty great."
- 32. "Be able to call clinic directly if running late rather then operator." (Nambo)
- 33. "None."
- 34. "Little less on waiting on the lobby and room." (Aphaivong)

- 21. "Very satisfied with your service." "Muy satisfecha con su servicio." (2r)
- 22. "Satisfied." "Satisfecha." (Nambo)
- 23. "Answer the pone faster and less wait time on the phone." "Que contesten los teléfonos mas rápido y menos tiempo de espera en el teléfono."
- 24. "Continue with the Good service." "Continue con el buen servicio." (Nambo)
- 25. "More spanish speaking doctors." "Mas doctores en español."
- 26. "Continue the same." "Continue igual."

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

English

- YES: 152
- NO: 0

Spanish

- YES: 120
- NO: 0

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

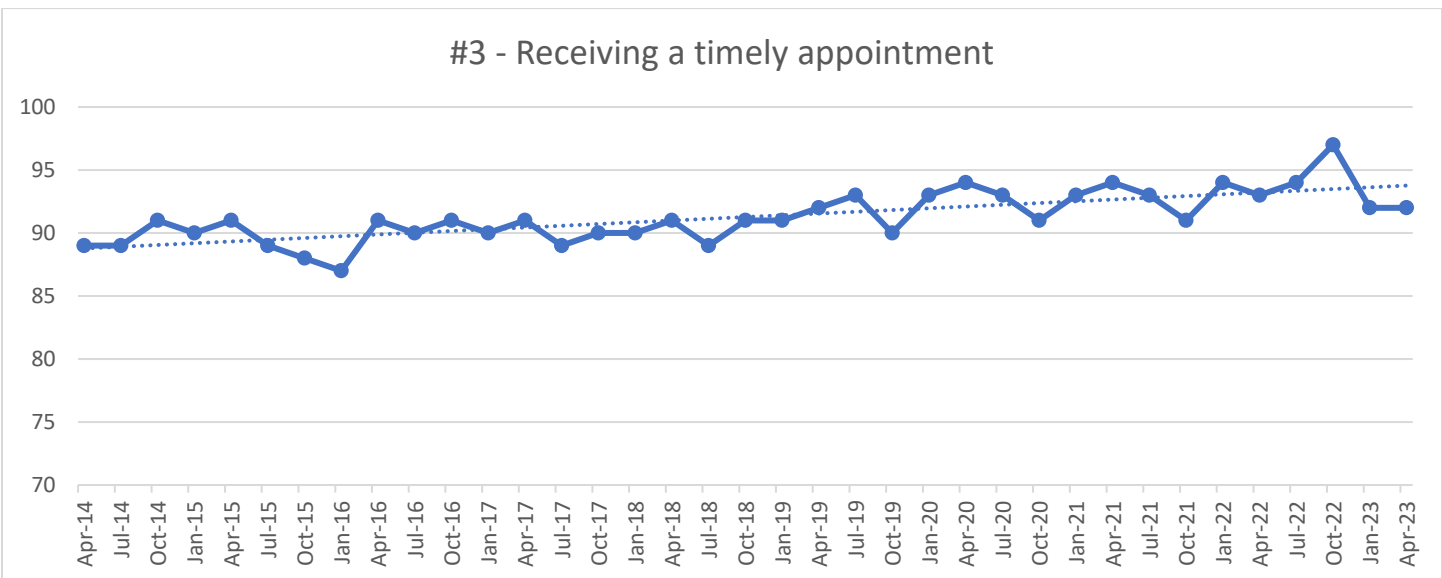
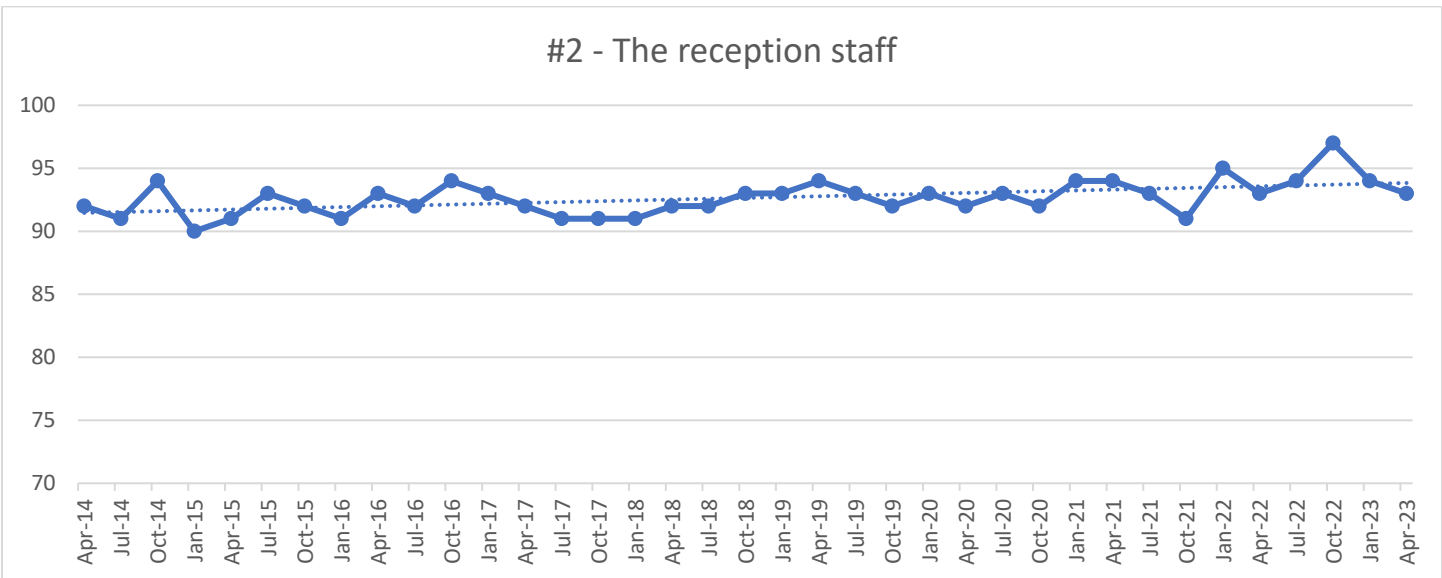
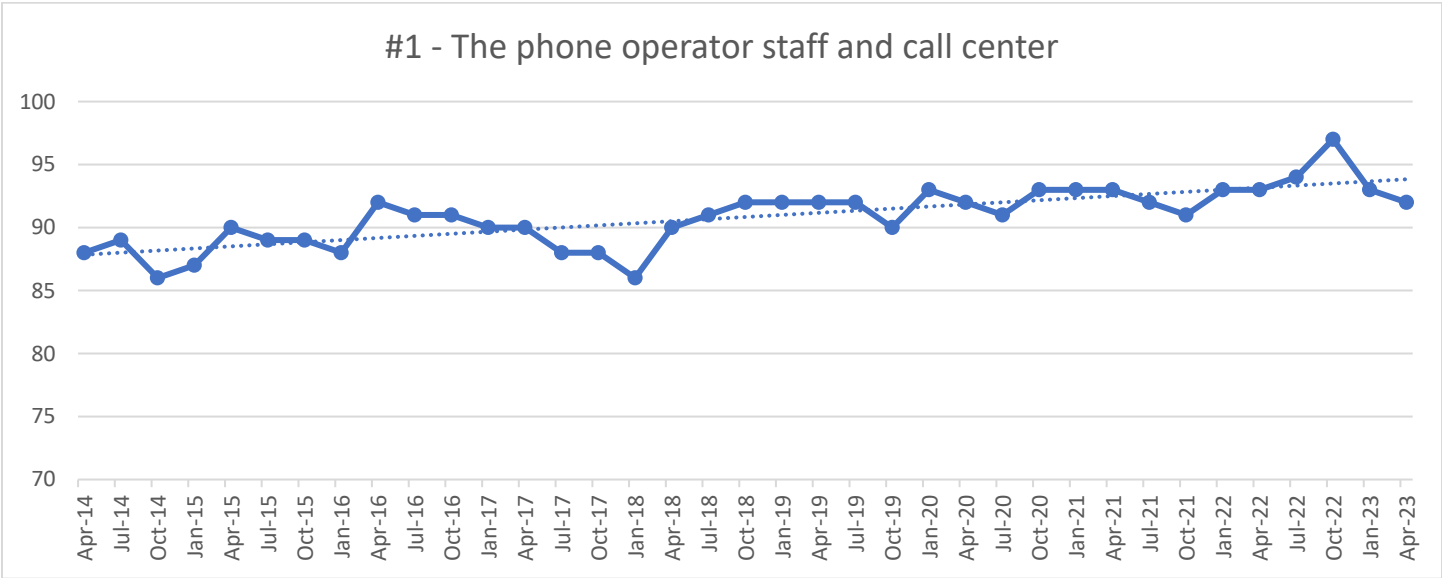
English

- Ali: 26
- Aphaivong: 14
- Blasinski: 4
- Beall: 2
- Cekova: 7
- Chang: 15
- Hernandez: 18
- Malanfant: 2
- Nambo: 17
- Origer: 18
- Siddiqui: 36
- Talwar: 18

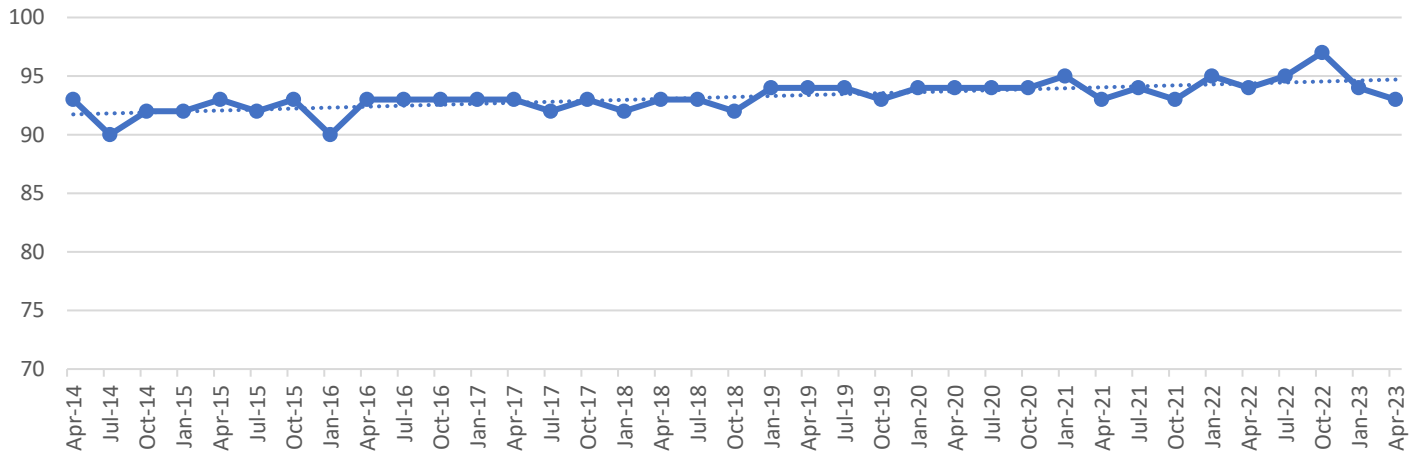
Spanish

- Ali: 15
- Aphaivong: 31
- Beall: 4
- Cekova: 16
- Chang: 22
- Hernandez: 32
- Malanfant: 1
- Nambo: 35
- Origer: 15
- Siddiqui: 26

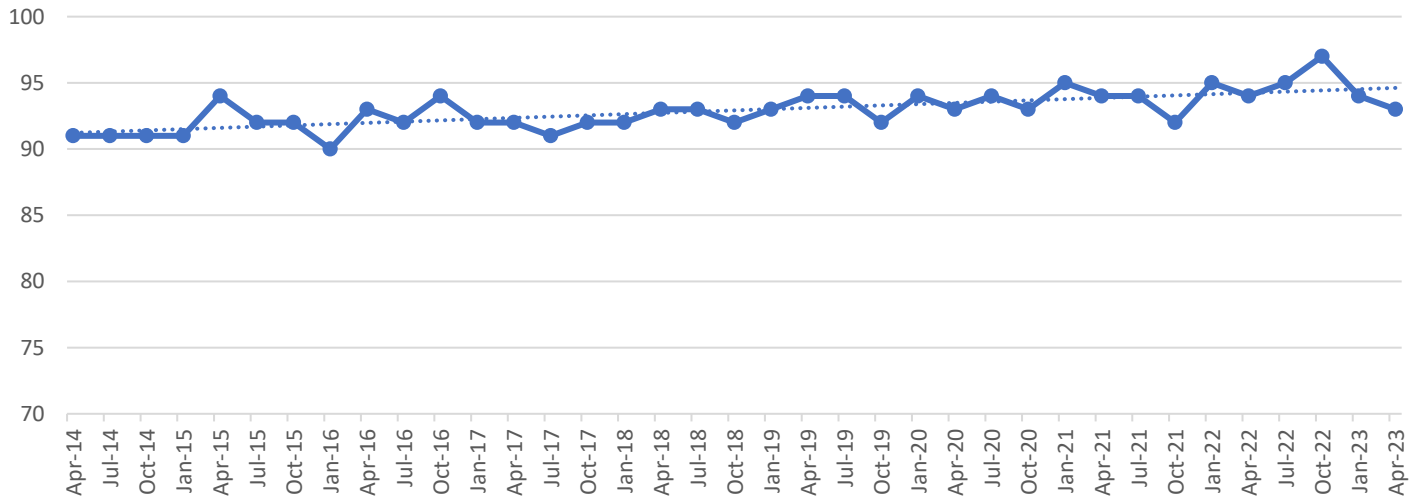
Individual Question Results with Trendlines



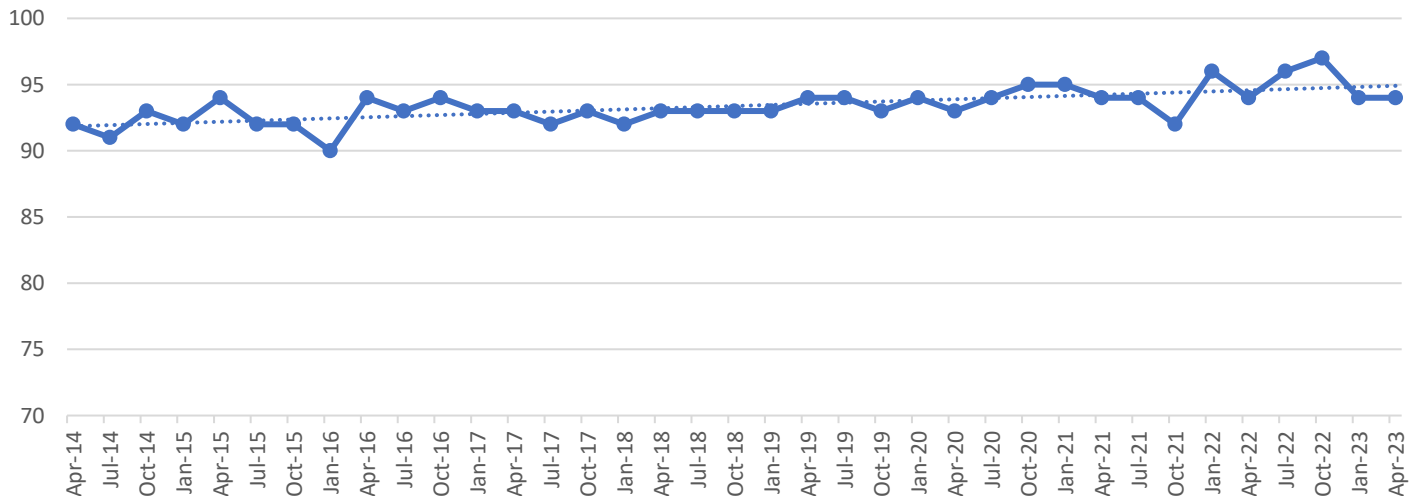
#4 - Education and explanation of plan provided in a way that I can understand



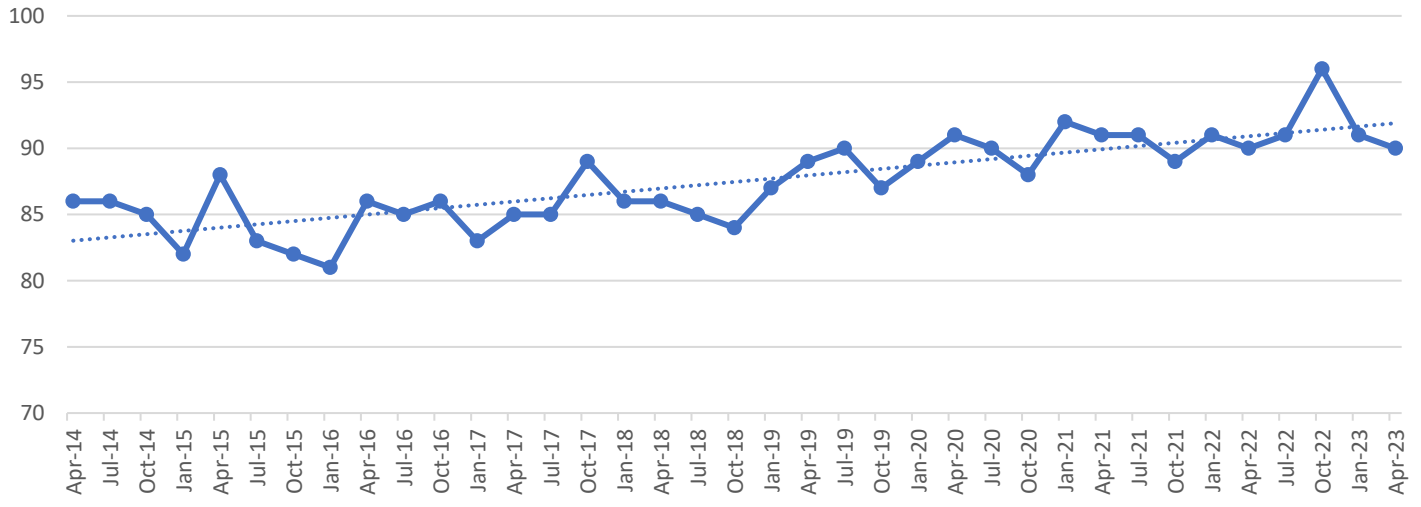
#5 - The follow-up and coordination of my care



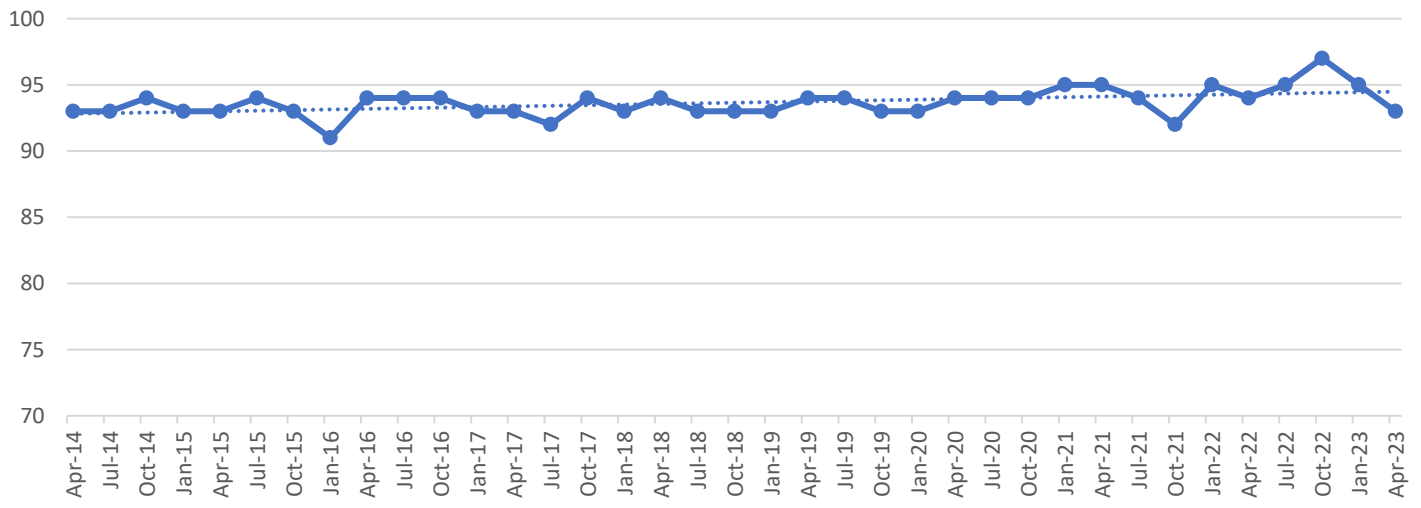
#6 - The staff addressing my medical needs today



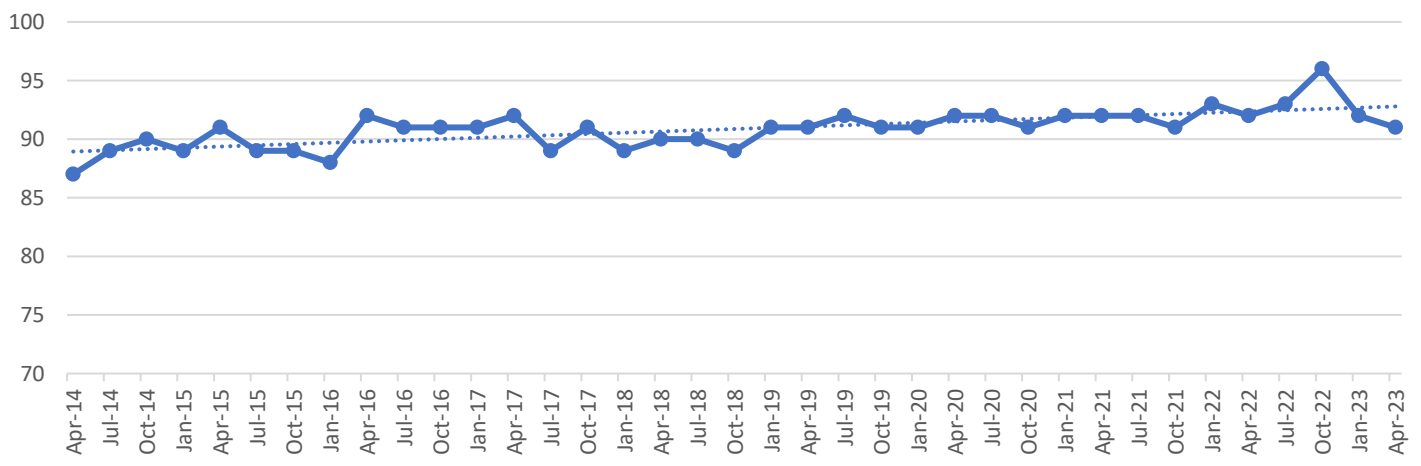
#7 - The time spent waiting



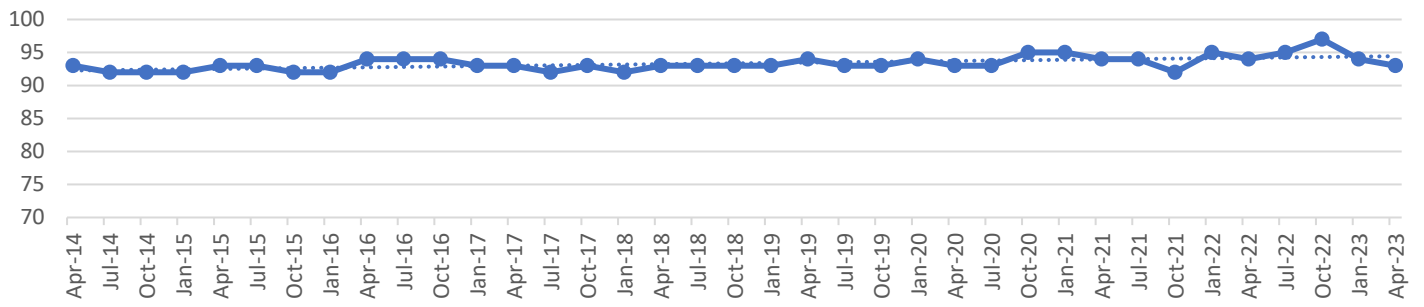
#8 - The respectfulness of staff



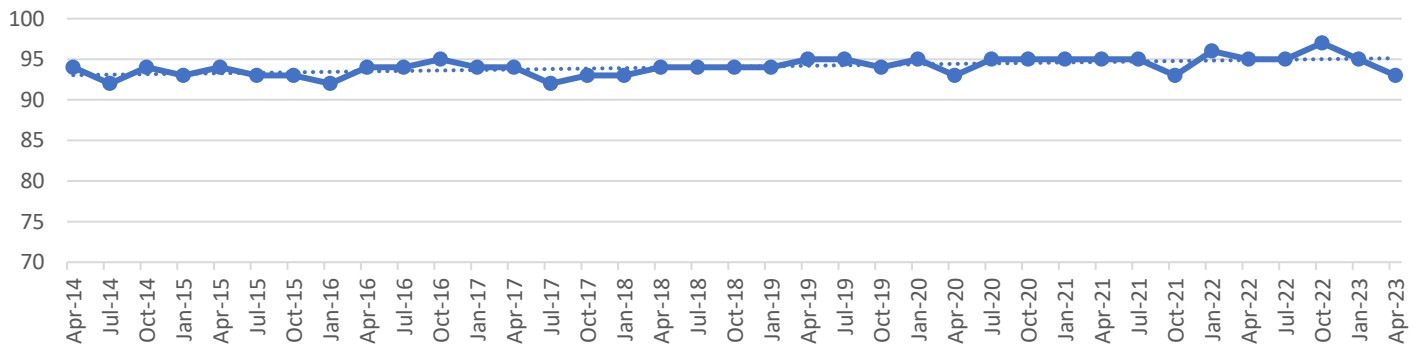
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



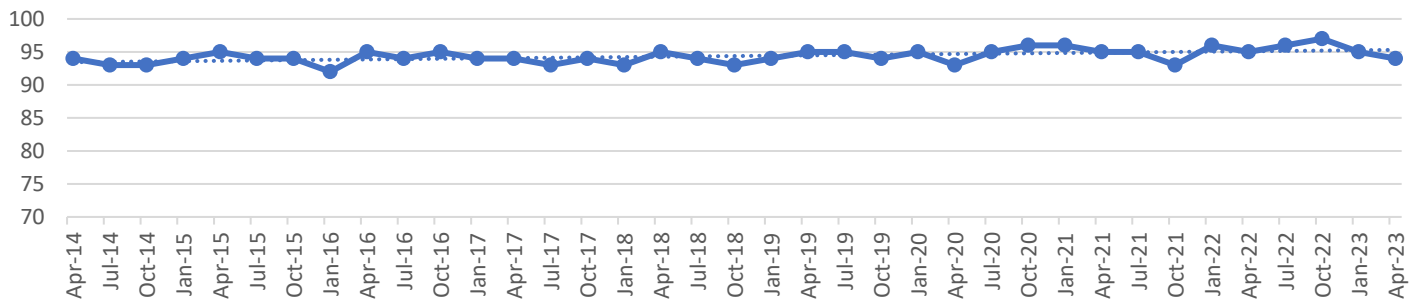
#10 - The handling of my personal medical information in a private and confidential manner



#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?

