

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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.

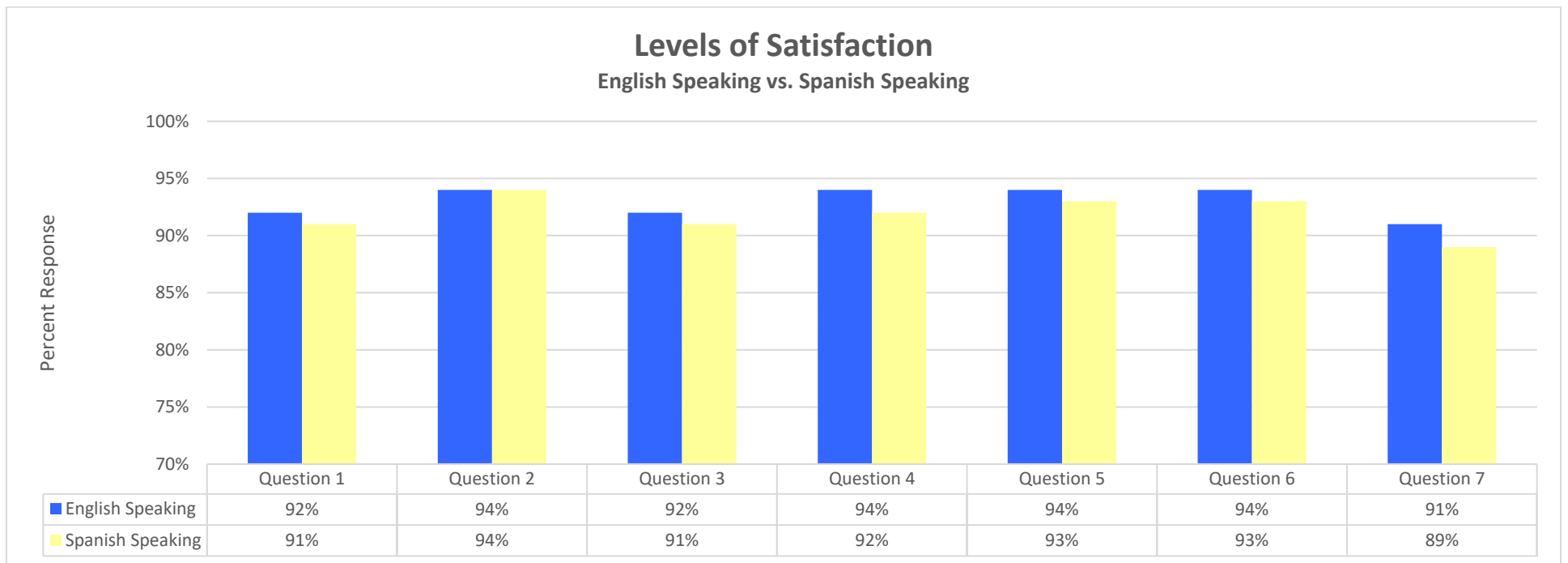
| 450 Dundee Ave., Elgin - Lower Level – Survey Questions | Level of Satisfaction April 2023 | Level of Satisfaction January 2023 | Level of Satisfaction October 2022 | Level of Satisfaction July 2022 |
|----------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------|-------------------------------------------|----------------------------------------|
| 1. The phone operator staff and call center | 92% | 94% | 92% | 93% |
| 2. The reception staff | 94% | 96% | 94% | 94% |
| 3. Receiving a timely appointment | 92% | 94% | 93% | 93% |
| 4. Education and explanation of plan provided in a way that I can understand | 93% | 96% | 94% | 94% |
| 5. The follow up and coordination of my care | 93% | 95% | 94% | 94% |
| 6. The staff addressing my medical needs today | 94% | 96% | 95% | 95% |
| 7. The time spent waiting | 90% | 94% | 90% | 92% |
| 8. The respectfulness of staff | 94% | 97% | 94% | 95% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 92% | 95% | 92% | 93% |
| 10. The handling of my personal medical information in a private and confidential | 93% | 96% | 94% | 95% |
| 11. Your medical assistant | 94% | 97% | 95% | 95% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 94% | 97% | 96% | 95% |
| 13. Overall, how satisfied are you with the Health Center? | 94% | 97% | 94% | 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% |

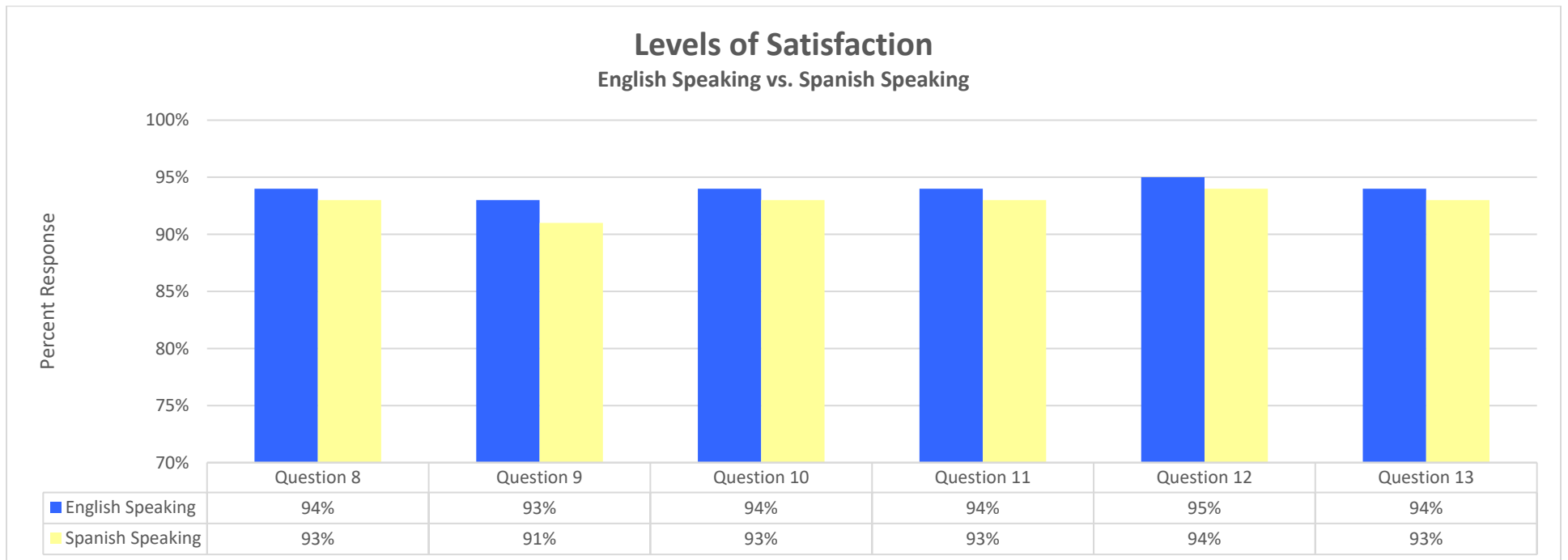
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 101 70% | 97 66% | 35 24% | 42 28% | 7 5% | 6 4% | 1 1% | 2 1% | 1 1% | 1 1% |
| 2. The reception staff | 106 73% | 108 73% | 34 23% | 36 24% | 6 4% | 2 1% | 0 | 1 1% | 0 | 1 1% |
| 3. Receiving a timely appointment | 97 67% | 97 67% | 39 27% | 36 25% | 8 6% | 8 6% | 0 | 2 1% | 0 | 1 1% |
| 4. Education and explanation of plan provided in a way that I can understand | 108 75% | 101 68% | 30 21% | 40 27% | 6 4% | 4 3% | 0 | 2 1% | 0 | 1 1% |
| 5. The follow-up and coordination of my care | 110 75% | 102 69% | 30 21% | 39 27% | 6 4% | 4 3% | 0 | 1 1% | 0 | 1 1% |
| 6. The staff addressing my medical needs today | 111 77% | 105 71% | 26 18% | 35 24% | 8 6% | 5 3% | 0 | 1 1% | 0 | 1 1% |
| 7. The time spent waiting | 95 65% | 91 63% | 34 23% | 39 27% | 17 12% | 8 6% | 0 | 5 3% | 0 | 2 1% |



| 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 | 108 76% | 105 71% | 29 20% | 38 26% | 6 4% | 4 3% | 0 | 1 1% | 0 | 1 1% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 89 71% | 86 63% | 26 21% | 39 29% | 10 8% | 9 7% | 0 | 1 1% | 0 | 1 1% |
| 10. The handling of personal medical info in a private and confidential manner | 108 76% | 100 69% | 27 19% | 38 26% | 7 5% | 4 3% | 0 | 1 1% | 0 | 1 1% |
| 11. Your medical assistant | 112 77% | 105 72% | 26 18% | 33 23% | 8 6% | 5 3% | 0 | 2 1% | 0 | 1 1% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 113 79% | 111 76% | 24 17% | 28 19% | 6 4% | 6 4% | 0 | 1 1% | 0 | 1 1% |
| 13. Overall, how satisfied are you with the Health Center? | 106 73% | 110 74% | 34 23% | 32 22% | 6 4% | 4 3% | 0 | 2 1% | 0 | 1 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: 34

N/A: 13

YES: 1

Comments:

1. "Only problem I have is when I try to get a hold of doctor, she's never in only on Tuesdays and we're stuck waiting for medication refill." (Triner)
2. "Thank you Clair for your patience with my baby." (Triner)
3. "Great experience 😊." (Piekarz)
4. "Awesomeness." (Davies)

Spanish

NO: 21

N/A: 1

YES: 4

Comments:

1. "Great." "Bien."
2. "Very good." "Muy buena."
3. "Very good." "Muy bien." (2)

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

English

1. "N/A." (6)
2. "Appointment availability."
3. "Communication." (Dodis)
4. "Nurse." (Piekarz)
5. "The doctor."
6. "Receptionist assistance."
7. "Staff & doctor."
8. "Overall staff." (Triner)
9. "My provider."
10. "All staff." (Davies)
11. "Friendly staff."
12. "Ma, da."
13. "Helpful." (Dodis)
14. "Patient with kids." (Baum)
15. "Very informative." (Piekarz)
16. "Resources." (Davies)
17. "The care that is given to my child."
18. "Walk-in app available."
19. "Dr. Baum is very helpful." (Baum)
20. "The providers are very educated + don't rush the appt." (Miller)
21. "My doctor, Dr. Davies, very resourceful & polite." (Davies)
22. "Took no time to be seen." (Dodis)
23. "The staff and health provider always have an answer to my questions." (Piekarz)
24. "The staff and explanation."
25. "Everything was done good."
26. "Staff very nice and caring."
27. "Appointments are always on time."
28. "Helped my baby feel better." (Dodis)
29. "Staff is very helpful and polite." (Miller)

1. "N/A."
2. "Everything is very good." "Todo muy bien." (Triner)
3. "With everything." "En todo."
4. "They take care of very well." "Atienden muy bien." (Piekarz)
5. "Attention." "Atencion."
6. "Walk-in." (Spanish comment on an English survey)
7. "Efficiency." "Eficiencia."
8. "Excellent service." "Exelente servicio."
9. "The doctor." "El doctor." (Baum)
10. "Practitioner." "Medico." (Miller)
11. "Appointments." "Citas."
12. "Medical attention." "Atencion medica."
13. "Great attention and services provided." "Buena atencion y servicios prestados." (Triner)
14. "Their medical services and very kind." "Su servicio medico y muy agradable."
15. "Maintaining attention with my health." "A mantener atencion a mi salud."
16. "The practitioner was very helpful." "El medico fue de mucha ayuda."
17. "The organization and the quickness in which they have to care for you." "La organizacion y la rapidez con que atienden." (Miller)
18. "With the opportune medical attention." "En la atencion medica oportuna."
19. "Professional, kind, and respectful." "Profecionales, amables, y respetosas." (Luhrsen)

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| <p>30. "Workers being understanding." (Baum)</p> <p>31. "The availability of late appointments." (Baum)</p> <p>32. "Help, kindness, knowledge, availability."</p> <p>33. "Wal-in always giving a time for visit."</p> <p>34. "The immediate help."</p> <p>35. "The care they provide for the whole family."</p> <p>36. "The dr is very understanding." (Triner)</p> | <p>20. "That they care for my children very well." "Que atienden muy bien a mis hijos." (Miller)</p> <p>21. "The children." "Los ninos."</p> <p>22. "Well rounded revision for my children's health." "Una revision muy arondo en su salud de mis ninos." (Baum)</p> <p>23. "Appointment availability." "Disponibilidad de citas." (Baum)</p> <p>24. "The medical attention." "La atencion medica." (Davies)</p> <p>25. "The care and medical follow up for my children's health." "El cuidado y seguimineto medico para mis hijos." (Piekarz)</p> <p>26. "That it is close to home." "Que esta cerca de mi casa."</p> <p>27. "They care for well and on time." "Atienden bien y atiempo."</p> |
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Question 16: How can we improve Greater Family Health?

English

1. "N/A." (13)
2. "None." (2)
3. "Grace period."
4. "Doing good." (Dodis)
5. "No problems." (Dodis)
6. "It would be great if they could get back to us on time and not have us waiting more than a week!" (Triner)
7. "Am happy overall with services/care."
(Baum)
8. "Keep doing great!" (Piekarz)
9. "Longer grace period for kids appointments."
10. "Everything is already great!" (Piekarz)
11. "I wouldn't change anything."
12. "No need to improve very satisfied."
13. "Get bigger size room." (Baum)

Spanish

1. "N/A."
2. "Everything is good." "Todo bien." (Triner)
3. "Everything is great." "Todo esta bien."
(Davies)
4. "Service is very good." "Servicio muy bien."
5. "I think that it is excellent." "Creo que ya es exelente." (Luhrsen)
6. "Stay the same." "Sigan igual." (Miller)
7. "Nothing." "Nada."
8. "I am satisfied." "Estoy satisfecha,." (Baum)
9. "Improving the time spent waiting."
"Mejorando los tiempos de espera." (Baum)
10. "Personally, everything is great." "Pues en lo personal todo esta bien." (Piekarz)
11. "Appointments should be available throughout the course of the day." "Que tengan citas disponibles en el transcurso del dia."

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

English

- YES: 100
- NO: 1

Spanish

- YES: 69
- NO: 0

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

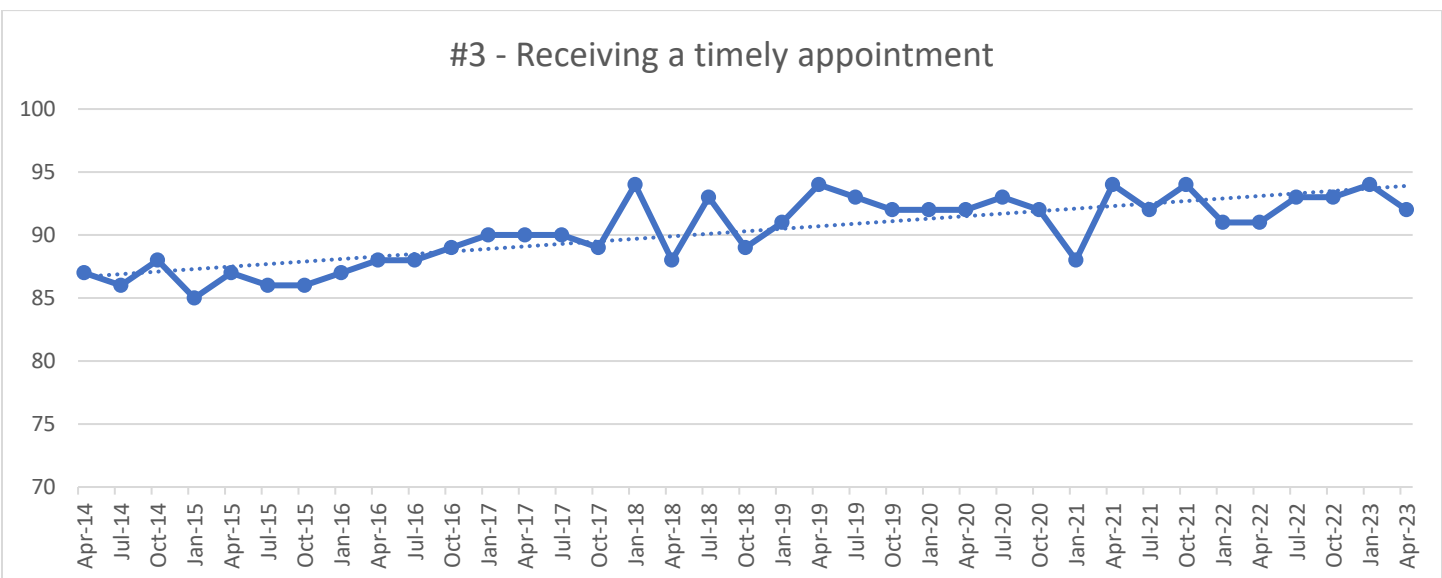
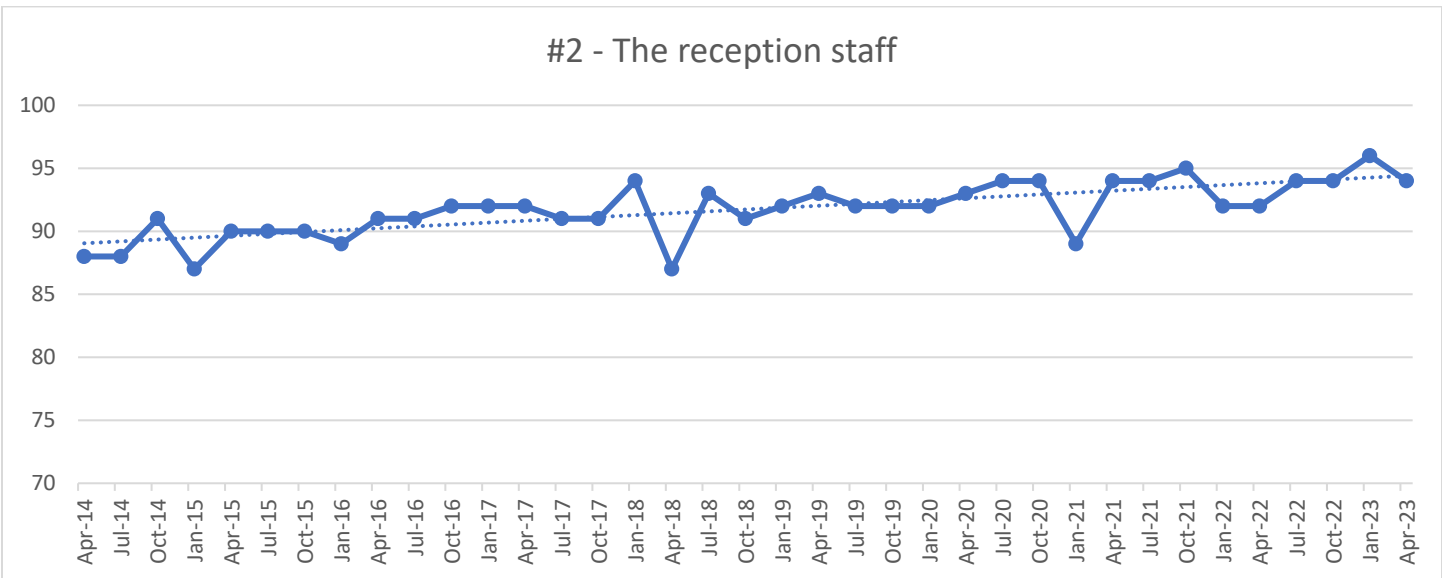
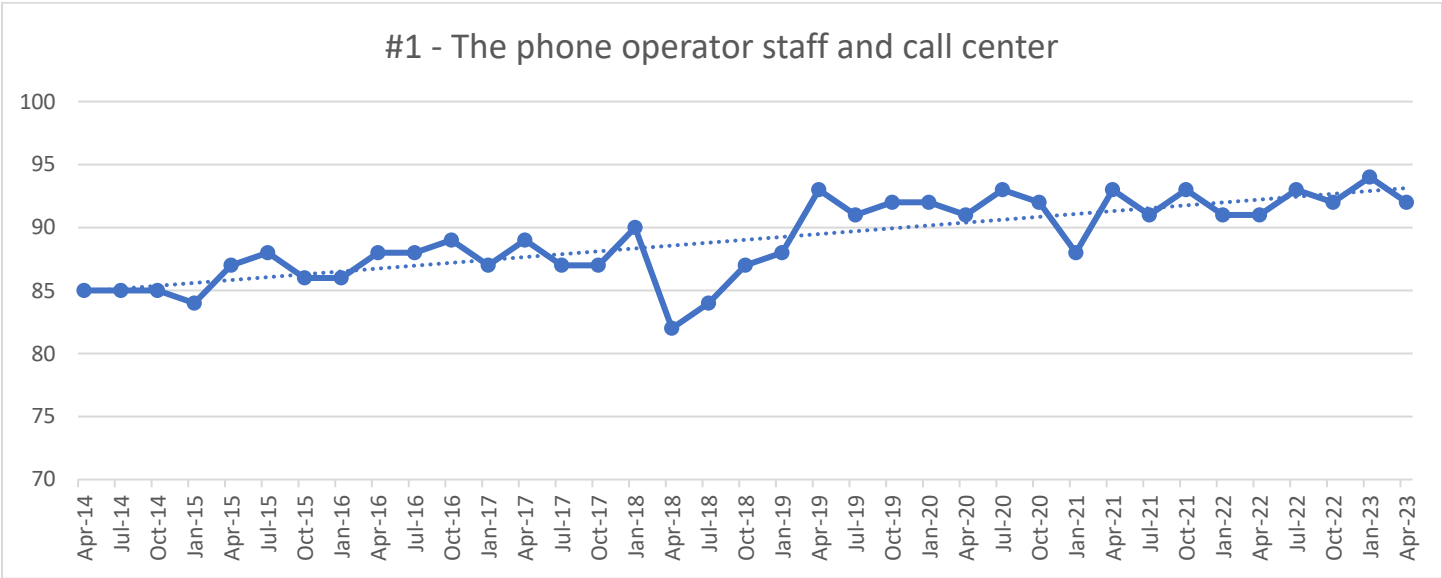
English

- Baum: 14
- Davies: 17
- Dodis: 16
- Hadi: 1
- Miller: 5
- Newbrander: 1
- Piekarz: 8
- Triner: 9

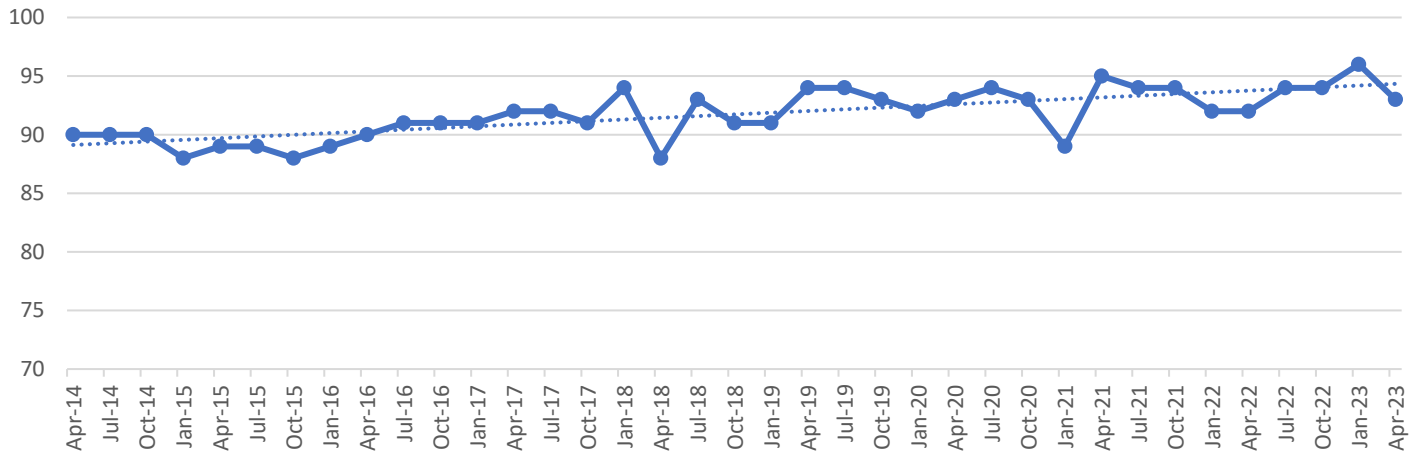
Spanish

- Baum: 10
- Davies: 9
- Dodis: 8
- Hadi: 1
- Luhrsen: 1
- Miller: 6
- Newbrander: 1
- Piekarz: 8
- Triner: 7

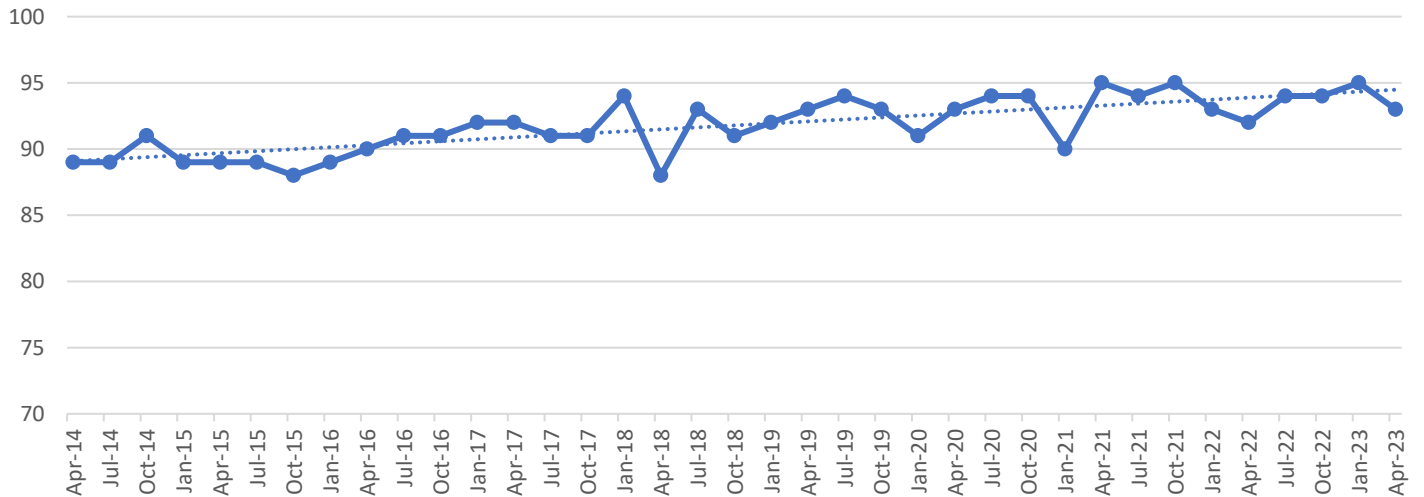
Individual Question Results with Trendlines



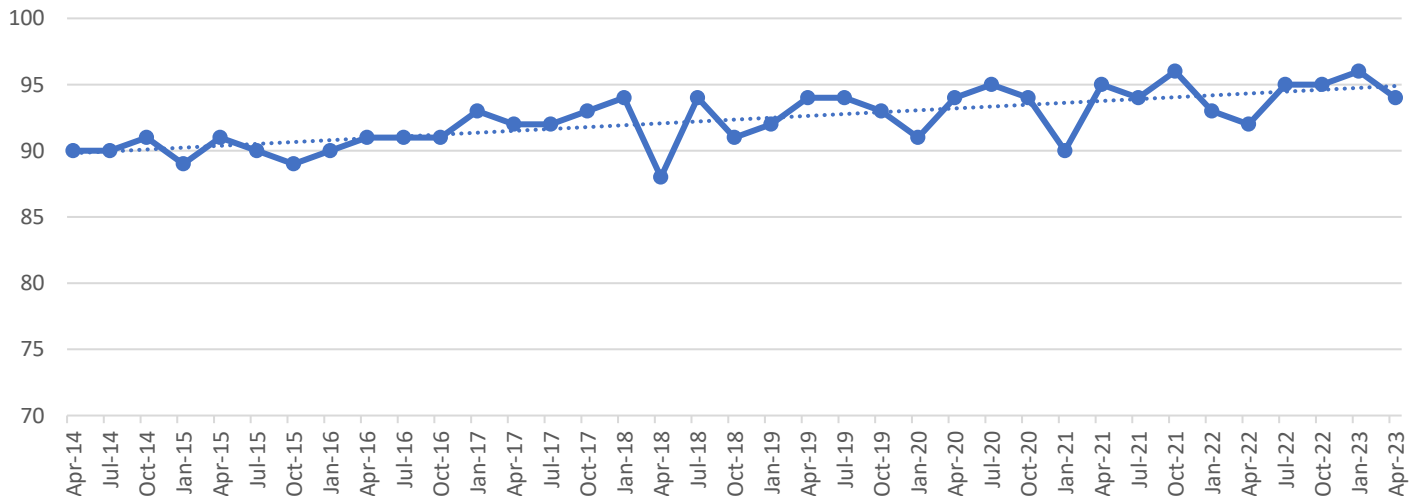
#4 - Education and explanation of plan provided in a way that I can understand



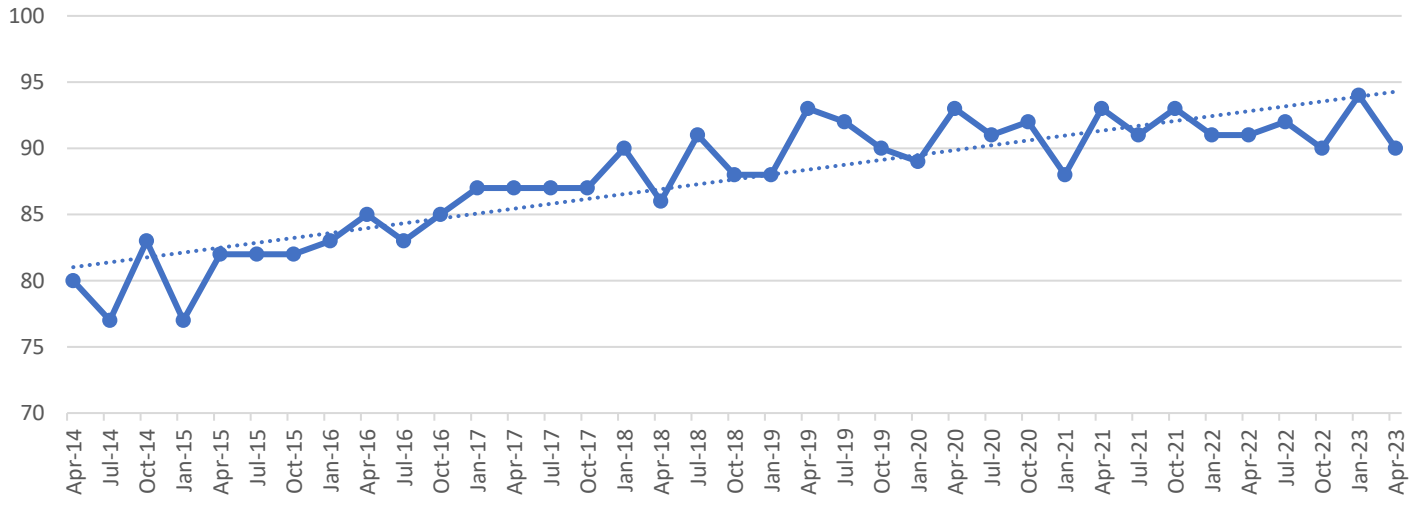
#5 - The follow-up and coordination of my care



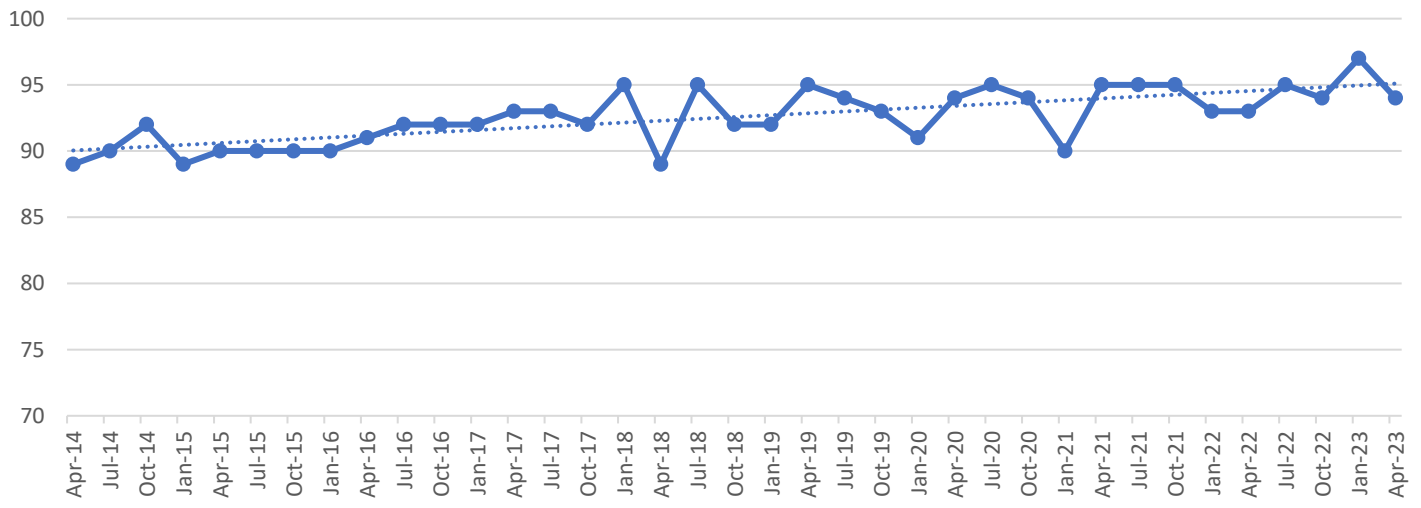
#6 - The staff addressing my medical needs today



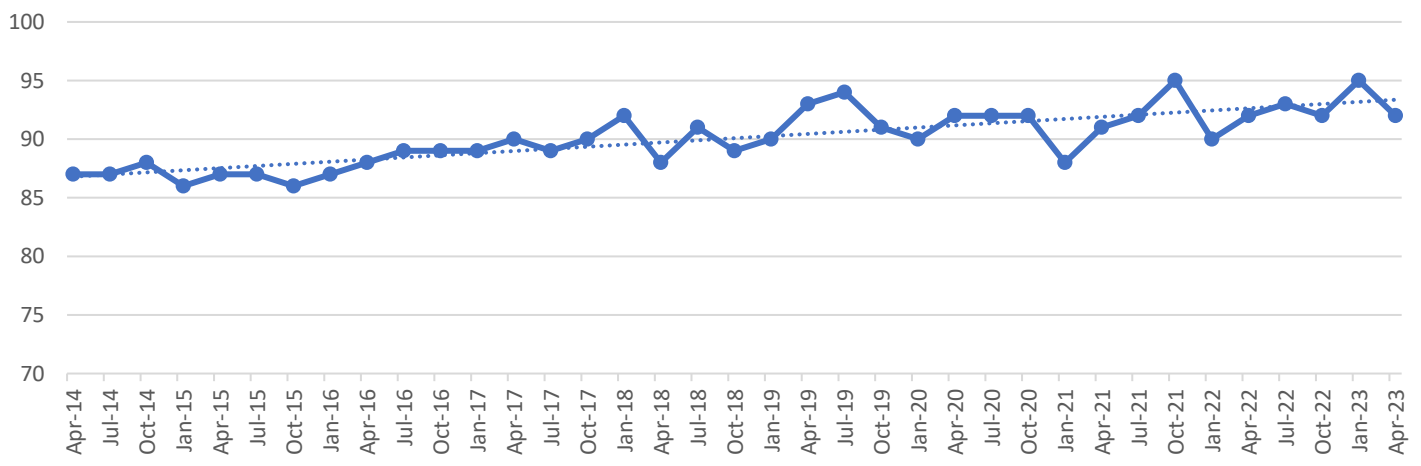
#7 - The time spent waiting



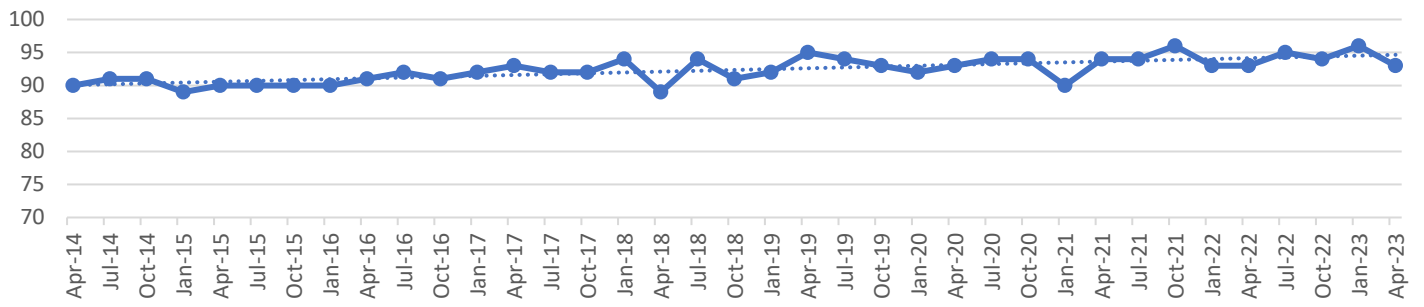
#8 - The respectfulness of staff



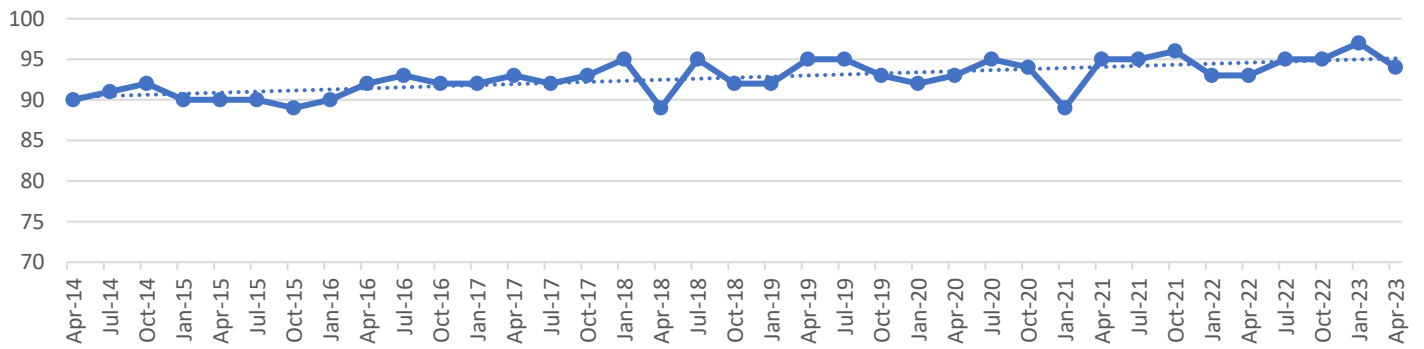
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



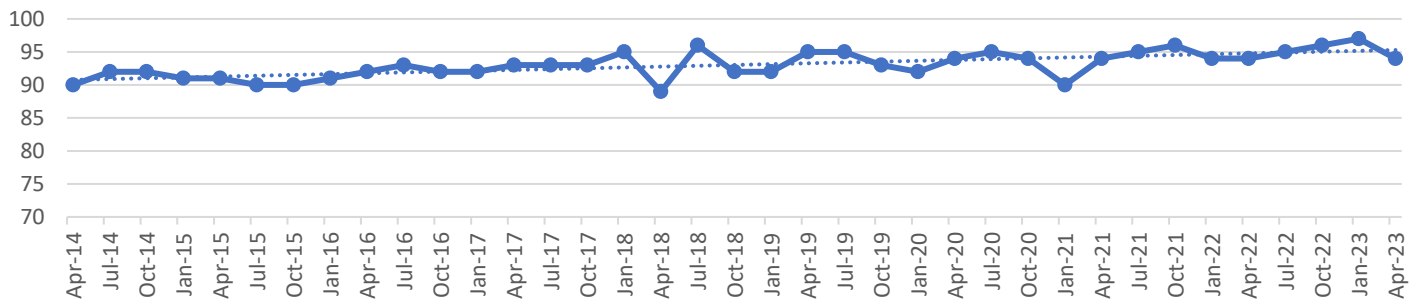
#10 - The handling of my personal medical information in a private and confidential manner



#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?

