

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
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 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

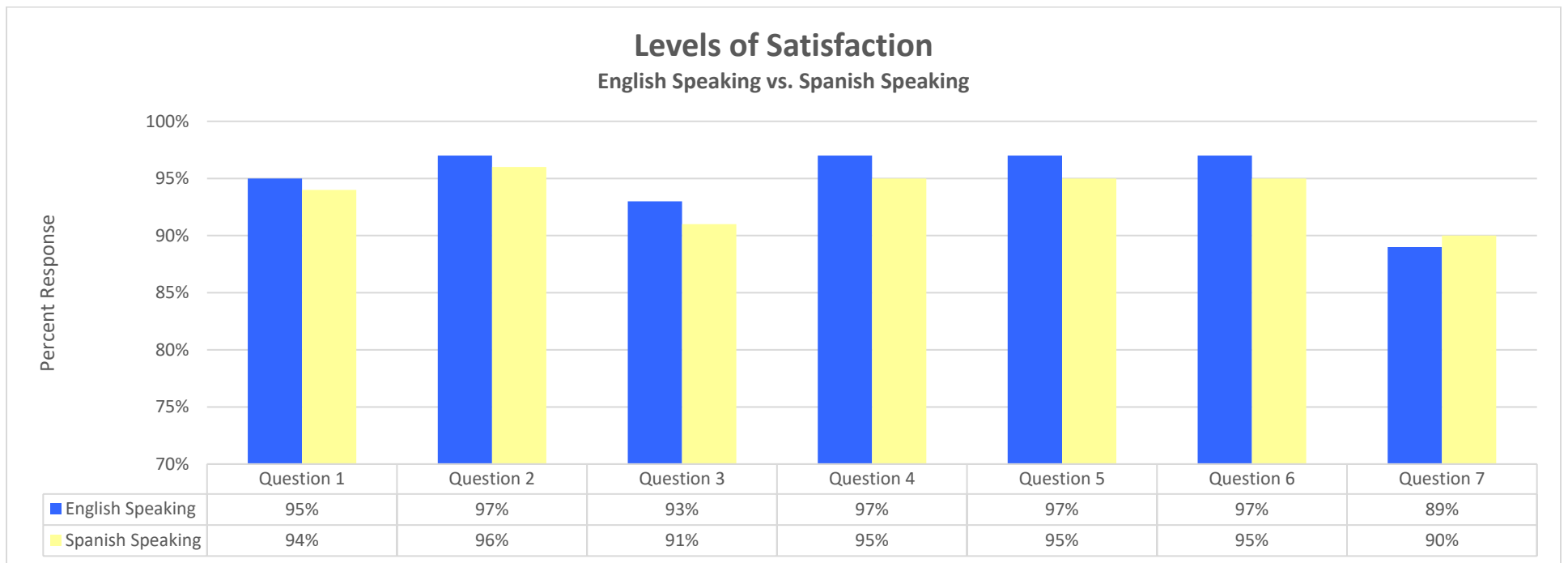
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022	Level of Satisfaction July 2022
1. The phone operator staff and call center	95%	91%	94%	91%
2. The reception staff	96%	92%	94%	92%
3. Receiving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

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%

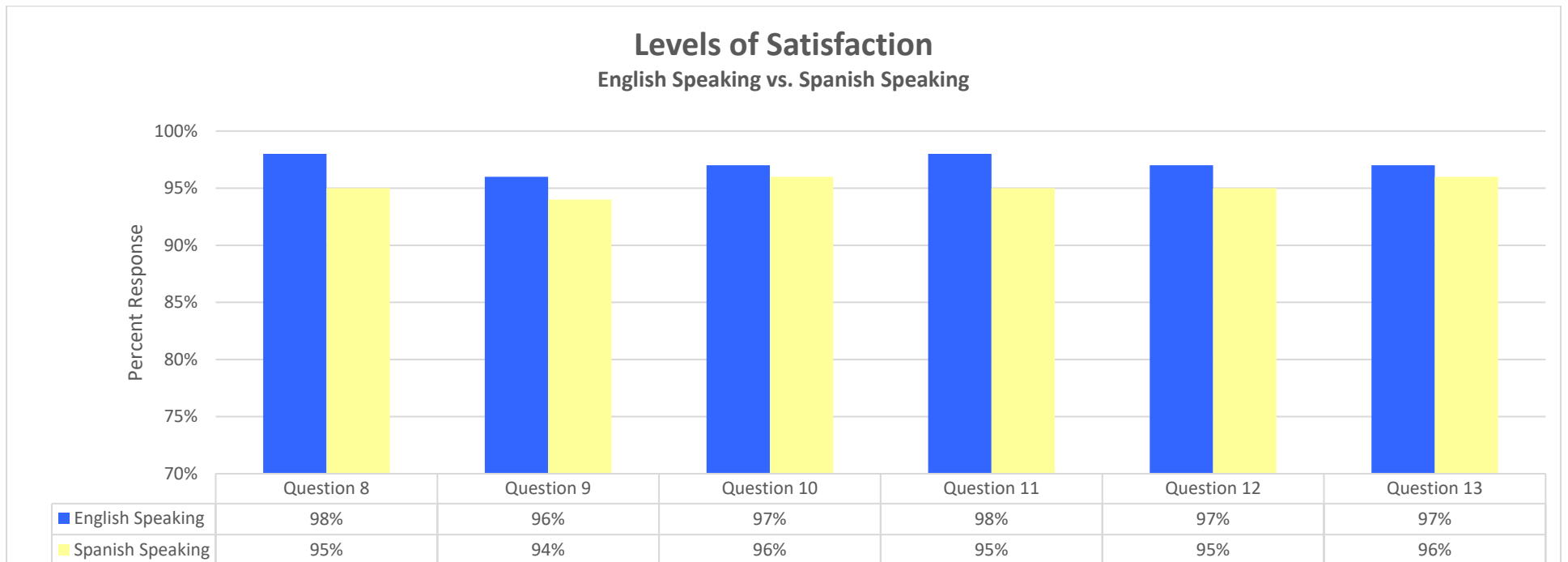
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	68 78%	96 76%	16 18%	26 21%	3 3%	2 2%	0	1 1%	0	1 1%
2. The reception staff	75 86%	104 83%	10 12%	19 15%	2 2%	1 1%	0	0	0	1 1%
3. Receiving a timely appointment	68 78%	86 69%	10 12%	28 22%	7 8%	8 6%	1 1%	2 2%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	76 87%	97 78%	7 8%	27 22%	4 5%	0	0	0	0	1 1%
5. The follow-up and coordination of my care	75 86%	96 77%	11 13%	27 22%	1 1%	0	0	0	0	1 1%
6. The staff addressing my medical needs today	76 87%	100 80%	9 10%	22 18%	2 2%	1 1%	0	0	0	2 2%
7. The time spent waiting	63 72%	83 66%	8 9%	28 22%	9 10%	11 9%	4 5%	2 2%	3 3%	1 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	79 92%	101 80%	5 6%	20 16%	2 2%	3 2%	0	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	71 85%	91 78%	7 8%	19 16%	6 7%	6 5%	0	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	77 89%	102 82%	7 8%	20 16%	3 3%	0	0	1 1%	0	1 1%
11. Your medical assistant	79 92%	97 79%	5 6%	22 18%	2 2%	3 2%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	77 90%	98 80%	7 8%	21 17%	2 2%	2 2%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	76 87%	102 82%	8 9%	22 18%	3 3%	0	0	0	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: 20

N/A: 7

YES: 3

Comments:

1. "No comment." (George)
2. "Yes, I was able to get most questions answered asap and other at a timely manner." (Uy)
3. "Awesome staff!" (Bassi)

Spanish

NO: 19

N/A: 1

YES: 5

Comments:

1. "Very kind." "Muy agradable." (Uy)
2. "Very kind." "Muy bien." (Bassi)
3. "Yes, by chance I had an appointment with my practitioner and she solved it during the consultation." "Si casualidad tenia citacon provedora y me soluciono en la consulta." (Stern)
4. "Yes, it was good so that I don't miss an appointment. That is why I congratulate everyone for the patience." "Si esta bien para que no se me pase mi cita pore so los felicito a todos tambien por su pasiencia." (Uy)
5. "Good experience, the personnel is very kind and that is pleasant." "Buena experencia, las personas son muy amables y eso se agradable." (Jin)

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

English

1. "None." (George)
2. "Price."
3. "N/A." (2)
4. "Staff." (3)
5. "Quick and nice service. Dr. Piper very helping for our family and health education 😊." (Piper)
6. "Location, price, respect."
7. "Helping w/ baby."
8. "Responding in a timely manner." (George)
9. "Staff reassurance, gentleness towards my children." (Quesea)
10. "Good staff." (Guzman)
11. "Answer all my questions."
12. "Easy to schedule appointments."
13. "It's very fast. Service perfect for kids." (Safavinejad)
14. "Helpful and nice staff."
15. "Getting an appointment on time." (McCormick)
16. "The speed and friendly service." (Safavinejad)

Spanish

1. "N/A."
2. "Everything Is good." "Todo bien."
3. "Health." "Salud." (Bassi)
4. "The dentist is excellent." "El dentista exelente." (Quesea)
5. "The economic." "Lo heconomico." (Bassi)
6. "Good service." "Buen servicio." (2)
7. "Their prices." "Sus precios." (Bassi)
8. "Location." "Locacion."
9. "Knowing about my health and the care I have to take." "Conocer sobre mi embarazo y el cuidado que debo tener." (Piper)
10. "The service and that they always help me." "El servicio y que siempre me ayudan." (Piper)
11. "They are very kind." "Son muy amables." (Uy)
12. "It helps me with a dentist for my children and doctor in general." "Me ayuda con su dentista de mis hijos y para doctor en general." (Safavinejad)

17. "Very fast service, nice and respectful." (Piper)
18. "The information provided post appointment." (Piper)
19. "Overall experience is great." (George)
20. "Everyone. Front desk staff mainly." (Bassi)
21. "I have every question I needed." (George)
22. "Everything & everyone. Thanks to all, I get the help and assistance I need." (Piper)
23. "They always meet my friends." (Piper)
24. "Walk-in appointments."
25. "The providers are very knowledgeable and friendly. Very pleased with the service here!! Thank you." (McCormick)
26. "The punctuality of the staff." (Uy)
27. "The services provided in a fast and timely manner. Also being respectful." (Piper)
28. "Walk in appointment availability." (Uy)
13. "The attention from the practitioner." "La atencion de la provedora."
14. "They examen my medical necessities and dentists." "En revisan mis necesidades me dan y odontologicas."
15. "Help with my dental and medical necessities." "Ayudar con mis necesidades odontologica y medicas." (Bassi)
16. "Enormously pleased with all the services." "Complacida enormemente con todos los servicios." (Bassi)
17. "The help even without having insurance." "La ayuda aunque no tenga aseguranza."
18. "The health care for my children and myself." "El cuidado de salud para mi familia y para mi." (Piper)
19. "The service is very good and quick." "Servicio muy bueno y rapido." (Jin)
20. "They are very kind." "Que son muy amables." (Uy)
21. "Dentist and distance from my house." "Dentista y distancia de mi casa." (Safavinejad)
22. "This is my first appointment, but without a doubt I will return." "Apenas es mi primera visita, pero sin duda volvere." (Safavinejad)
23. "Staying on top of my health and my baby's." "A estar al tanto de mi salud y la de mi bebe." (Stern)
24. "That the personnel is very respectful." "Que es un personal muy respetoso."
25. "With care, the kindness." "Los cuidados, la amabilidad." (Stern)
26. "The explanation of my results and the process of my pregnancy." "La explicacion de mis resultados y del proceso de mi embarazo." (Stern)
27. "With my health." "En mi salud." (McCormick)
28. "The attention and the quality is excellent." "La atencion y la calidad es excelente." (Stern)
29. "Everything is very close." "Todo esta muy cerca."
30. "The time spent waiting (short)." "El tiempo de espera (corta)." (Uy)
31. "I am tranquil knowing that I am cared for with respect." "Estar tranquila sabiendo que soy atendida respeto." (Piper)
32. "I like the way I am cared for by the personnel." "Me gusta como me atiende todo su personal." (Uy)
33. "It has helped me with everything, excellent service with everything. Thank you for everything!" "Me ha ayudado en todo, en

todo tieneun excelente servicio, gracias por todo!" (Piper)

34. "That it is a very professional service and that helps me feel good during the consultation . Thank you so much for the service you provide." "Que es un servicio muy profesional y eso hace que uno se sienta muy bien en las consultas muchas gracias por el servicio que dan." (Bassi)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (5)
2. "You are all great!!" (Stern)
3. "Keep doing what you're doing." (George)
4. "Wait time."
5. "It already awesome." (Bassi)
6. "Everything was perfect!" (Bassi)
7. "None needed so far."
8. "Get called when your appointment time comes." (McCormick)
9. "Keeping info so we/I don't have to fill out forms every visit." (Safavinejad)
10. "N/A there isn't anything to improve; I am beyond satisfied with the assistance I get." (Piper)
11. "The reception staff is unaware that the OB providers can access hospital records online." (McComick)
12. "Attend when appointment time."
13. "Updates on wait time while waiting." (Guzman)
14. "Everything is perfect." (Piper)
15. "I think it's always great." (Piper)
16. "Everything was good." (Bassi)
17. "Very good." (George)
18. "More staff coverage." (Uy)

Spanish

1. "N/A." (4)
2. "Everything is great." "Todo bien." (2)
3. "Everything is great." "Todo esta bien." (3)
4. "It appears to me that they provide great services." "Me parece que dan muy buen servicio." (Safavinejad)
5. "The service is excellent." "El servicio es excelente." (Quesea)
6. "More available appointments." "Mas citas disponibles."
7. "The communication is always important." "La comunicación siempre es importante." (Piper)
8. "For the moment I don't have any complaints. Everything is perfect." "Hasta el momento no tengo quejas todo perfecto." (Jin)
9. "For the moment you don't have to improve anything, everything is perfect." "Por el momento no tienen que mejorar nada, todo esta perfecto." (Safavinejad)
10. "I consider it to be great." "Considero que esta bien." (Stern)
11. "I think it is great except there is a wait but everything is fine." "Creo que todo esta bien solo es un poco de espera pero todo bien." (McCormick)
12. "Some practitioners like Tina Hong should take more time with her patients and help the mom feel good." "Para algunas doctoras como Tina Hong deberían tomarse su tiempo con los pacientes y hacer sentir a la mamabien." (Piper)
13. "For me it is great because I don't have to wait too long for my appointments." "Para mi esta bien por que citas que tengo no me hacen esperar tanto." (Uy)
14. "Continue providing the same service." "Seguir dando el mismo servicio." (Piper)
15. "Continue with the professional services provided. Thank you." "Mantenerse con el servicio que dan muy profesional. Gracias." (Bassi)

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

English

- YES: 54
- NO: 0

Spanish

- YES: 62
- NO: 0

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

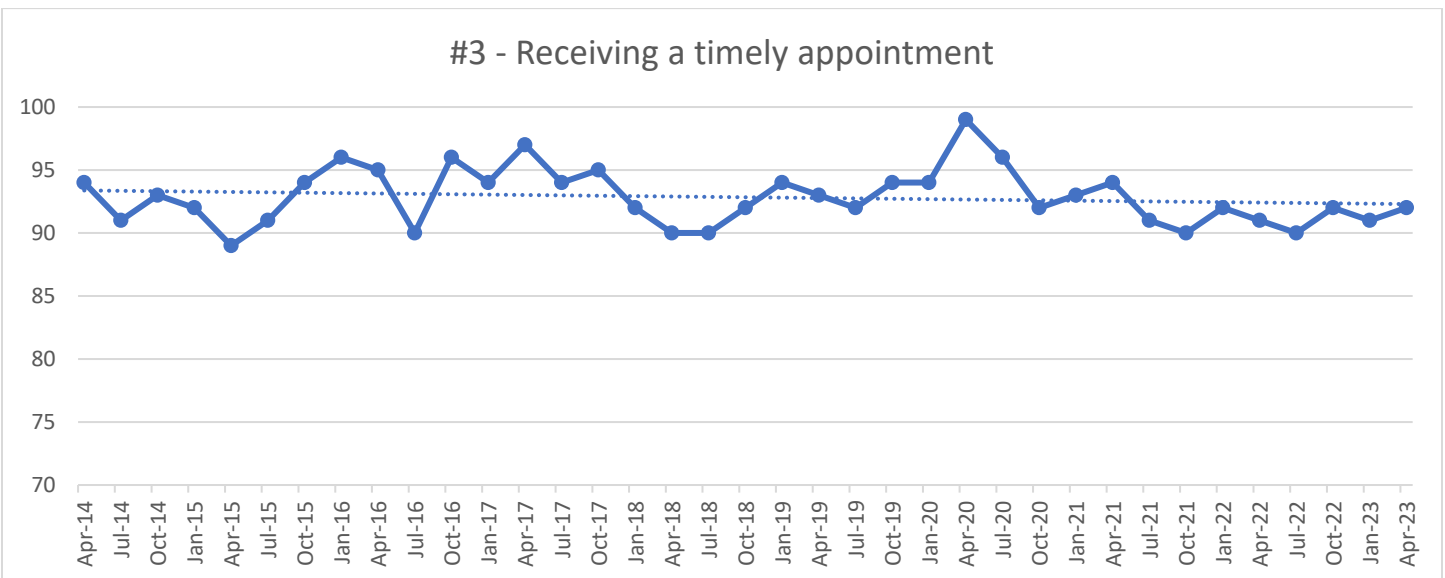
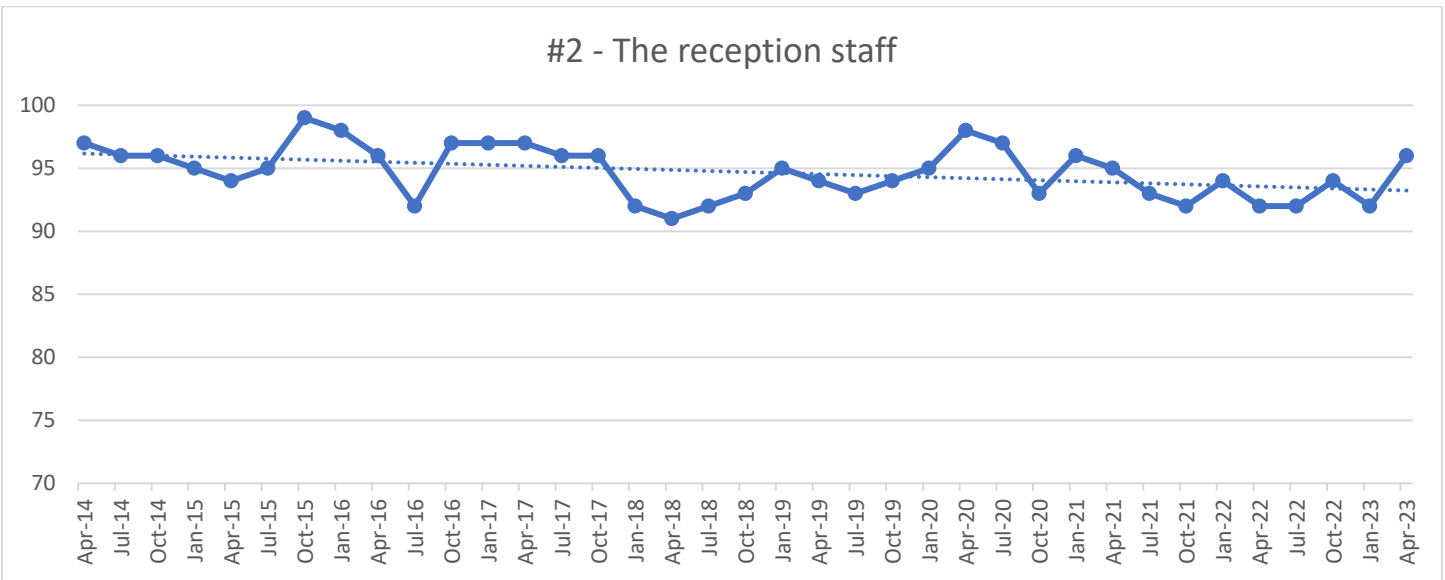
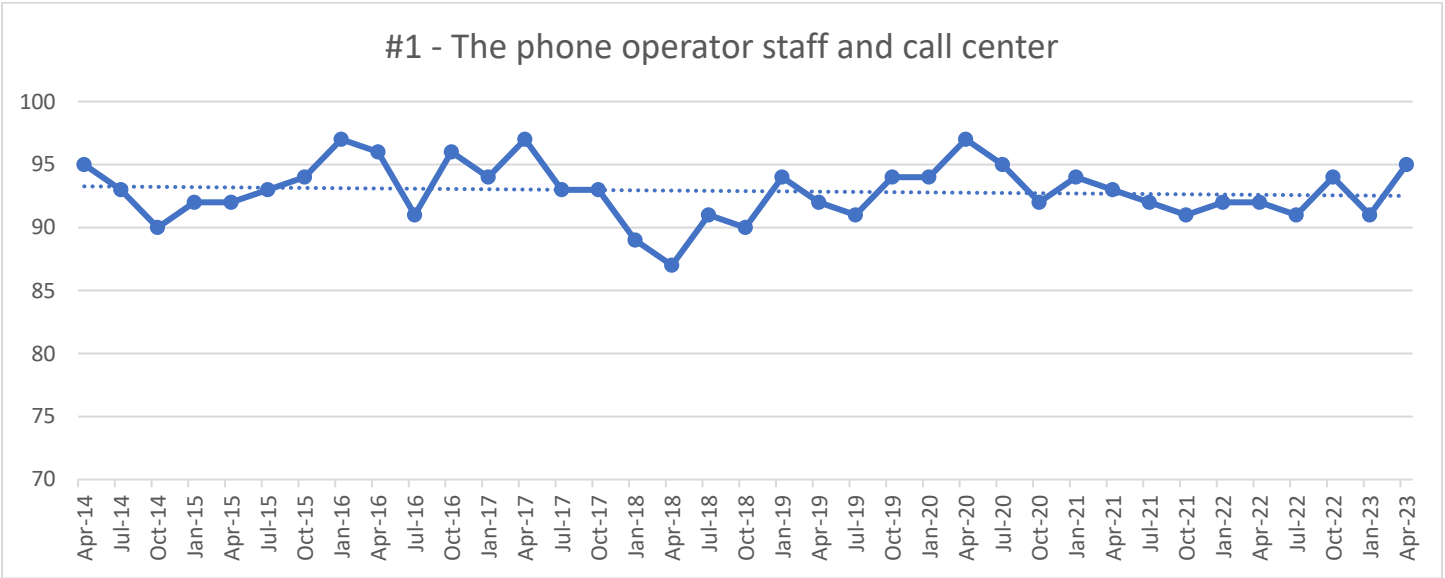
English

- Bassi: 6
- George: 12
- Guzman: 2
- Jin: 3
- McCormick: 4
- Piper: 15
- Quesea: 4
- Safavinejad: 7
- Stern: 10
- Uy: 11

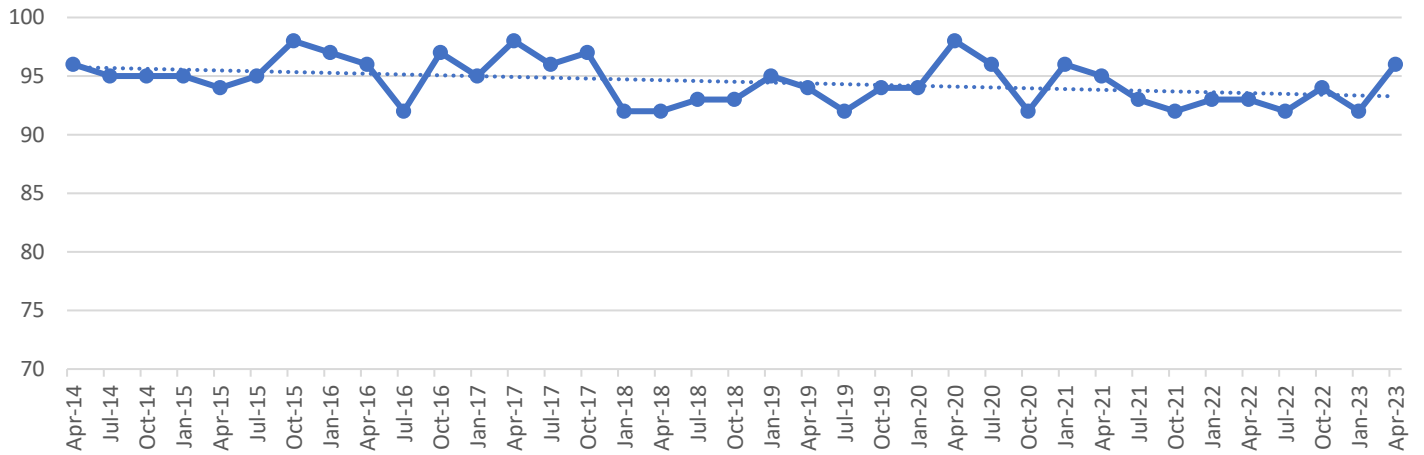
Spanish

- Bassi: 15
- George: 16
- Guzman: 2
- Jin: 4
- McCormick: 3
- Nettleton: 1
- Piper: 13
- Quesea: 13
- Safavinejad: 12
- Stern: 11
- Uy: 15

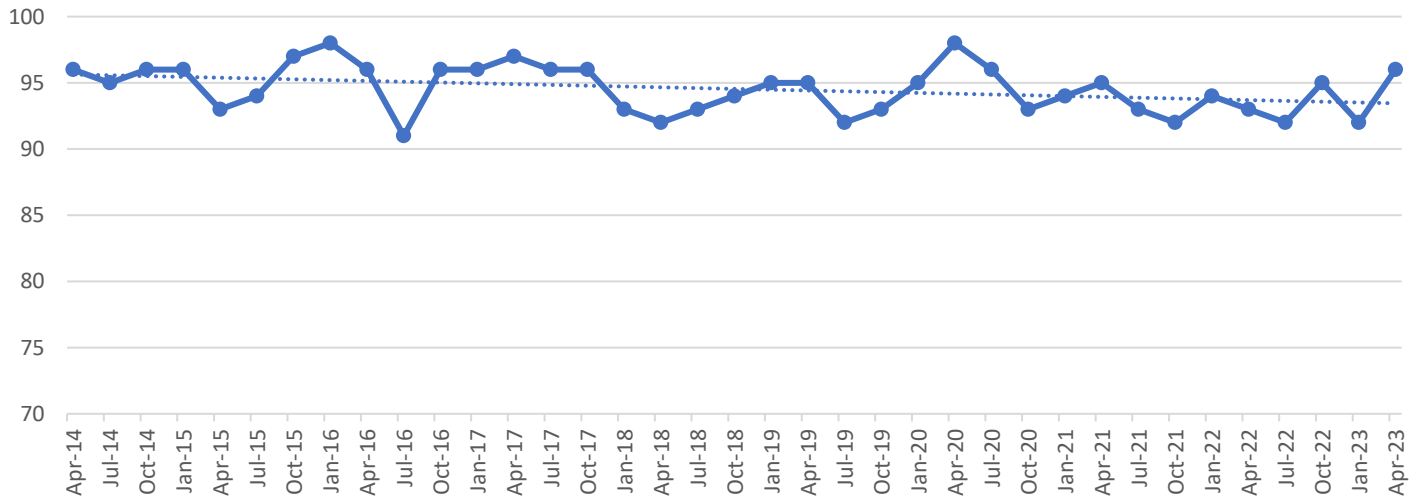
Individual Question Results with Trendlines



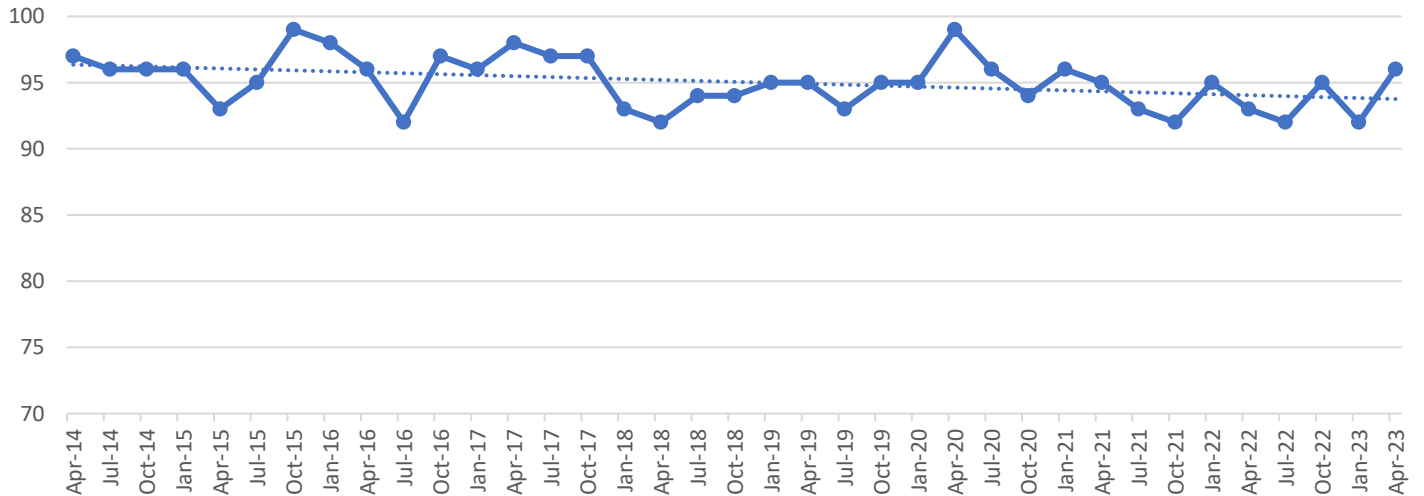
#4 - Education and explanation of plan provided in a way that I can understand



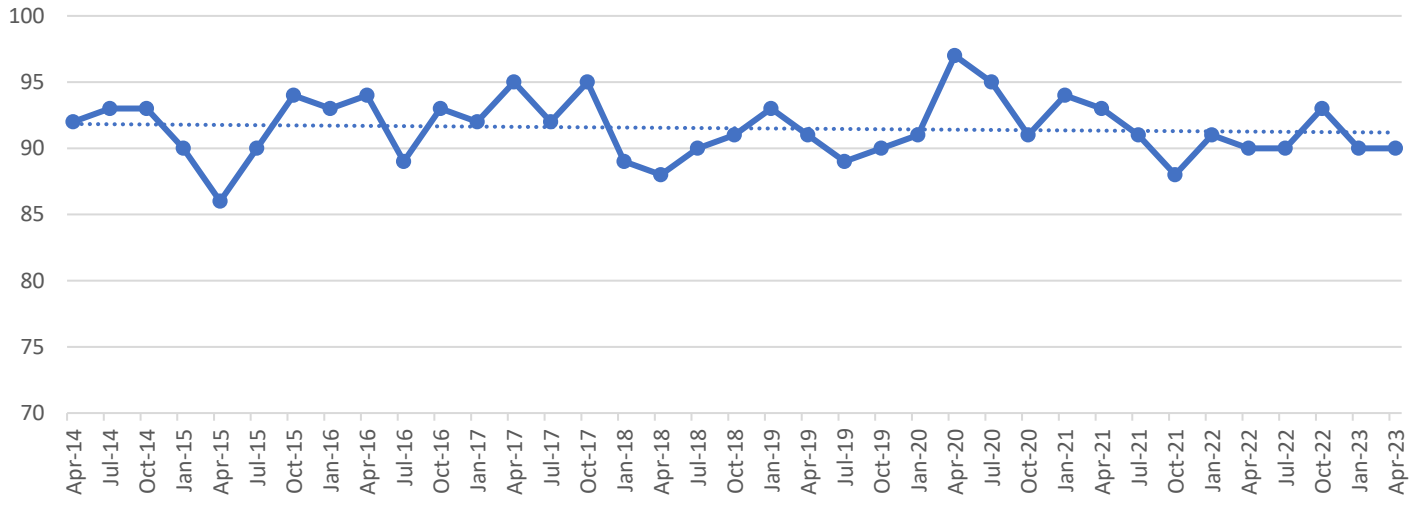
#5 - The follow-up and coordination of my care



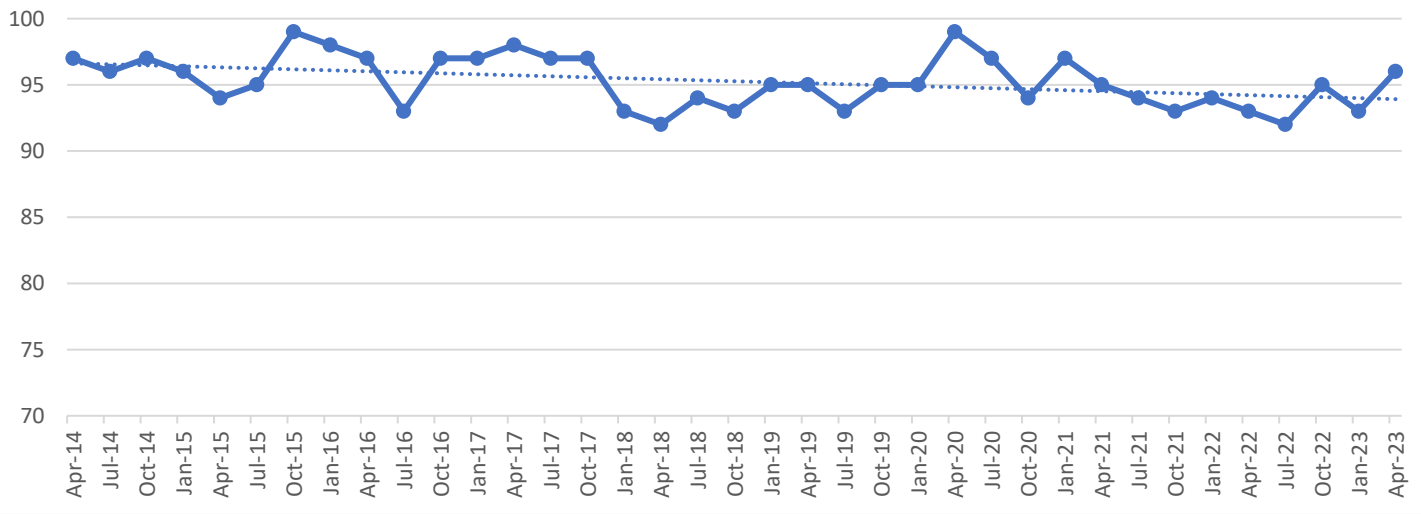
#6 - The staff addressing my medical needs today



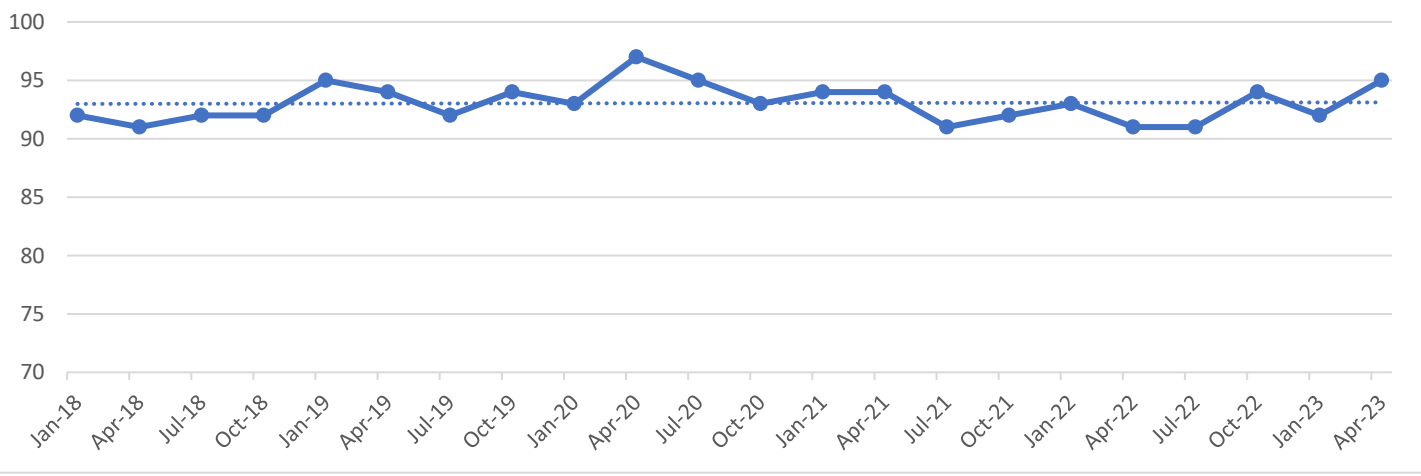
#7 - The time spent waiting



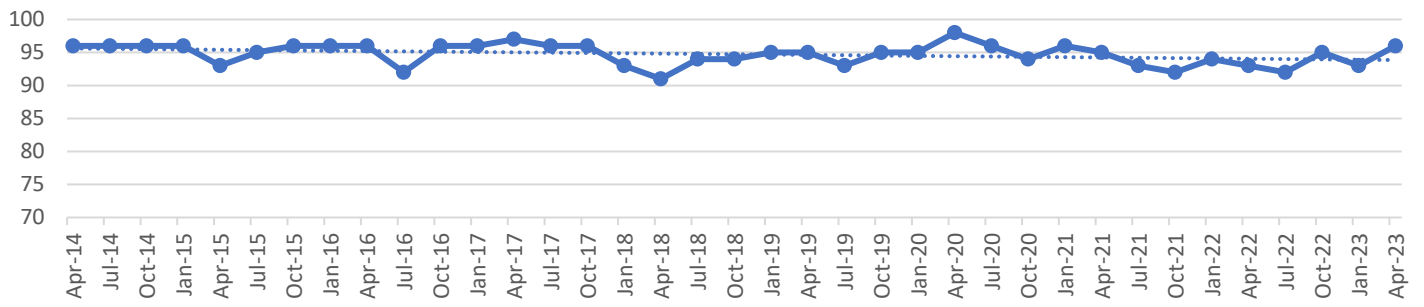
#8 - The respectfulness of staff



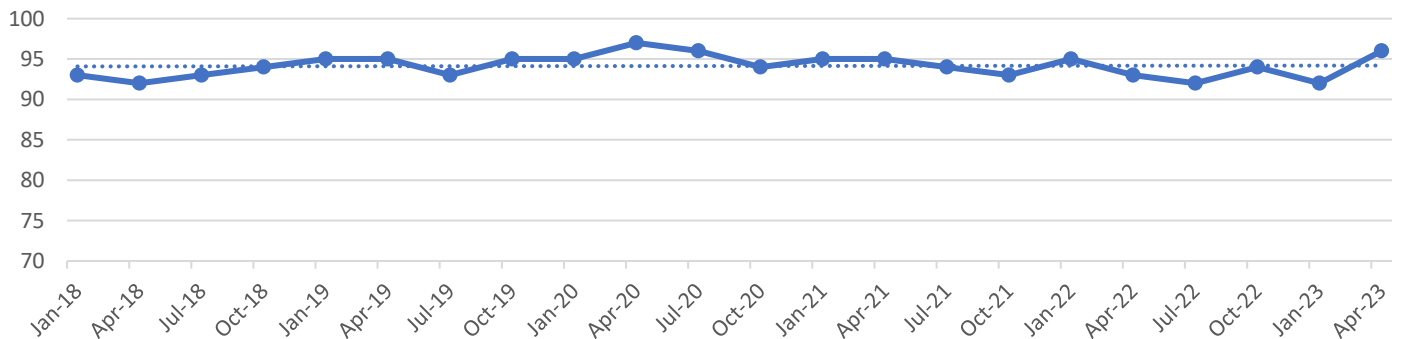
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



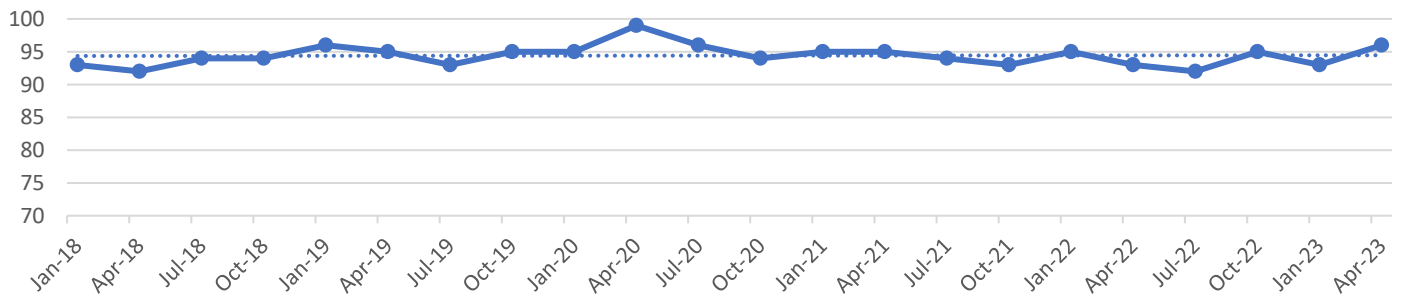
#10 - The handling of my personal medical information in a private and confidential manner



#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?

