

## Patient Satisfaction Survey 10225 Grand Ave., Franklin Park July, 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 93% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

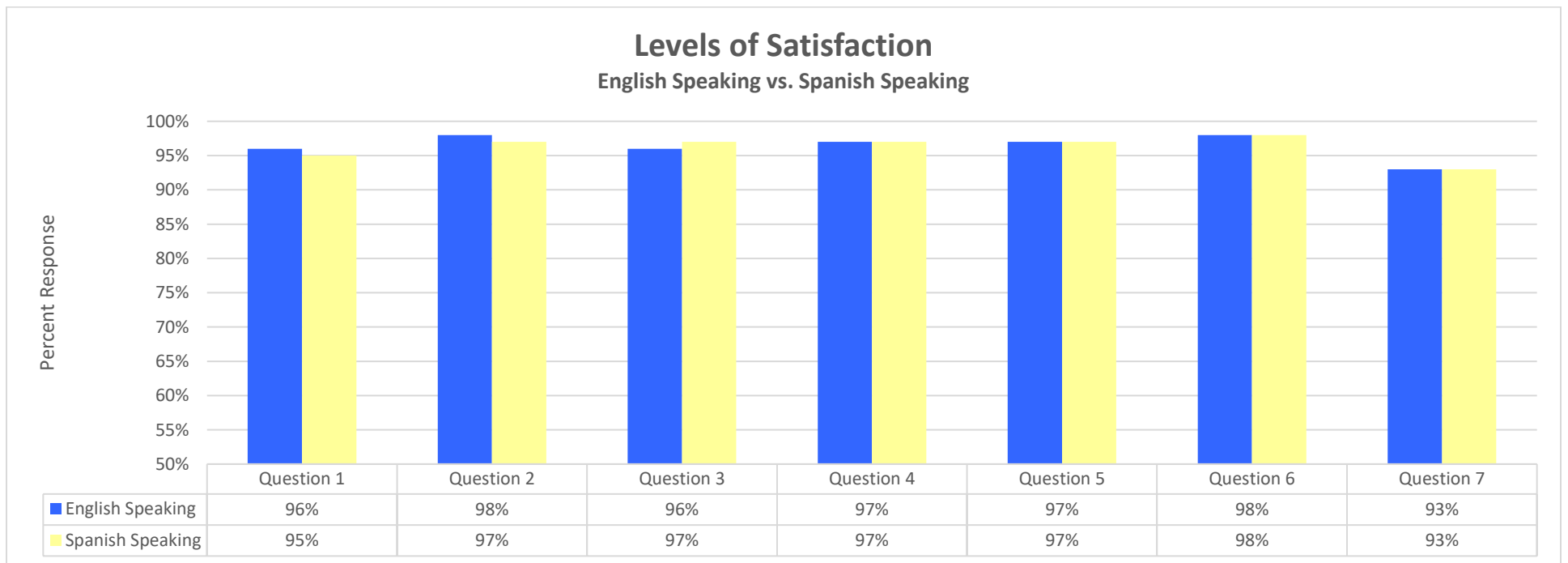
<b>10225 Grand Ave., Franklin Park – Survey Questions</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>	<b>Level of Satisfaction October 2022</b>
1. The phone operator staff and call center	96%	96%	97%	96%
2. The reception staff	98%	97%	98%	98%
3. Receiving a timely appointment	96%	97%	97%	98%
4. Education and explanation of plan provided in a way that I can understand	97%	97%	98%	98%
5. The follow up and coordination of my care	97%	97%	97%	98%
6. The staff addressing my medical needs today	98%	97%	98%	98%
7. The time spent waiting	93%	94%	95%	97%
8. The respectfulness of staff	98%	97%	99%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	96%	95%	96%
10. The handling of my personal medical information in a private and confidential	97%	97%	98%	97%
11. Your medical assistant	97%	97%	99%	98%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	98%	99%	98%
13. Overall, how satisfied are you with the Health Center?	97%	97%	99%	98%

Total Greater Family Health Survey Question Responses	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	93%	92%	93%	92%
2. The reception staff	94%	94%	94%	94%
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%	94%	93%
5. The follow up and coordination of my care	94%	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	95%	94%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	94%	94%
13. Overall, how satisfied are you with the Health Center?	94%	94%	94%	94%

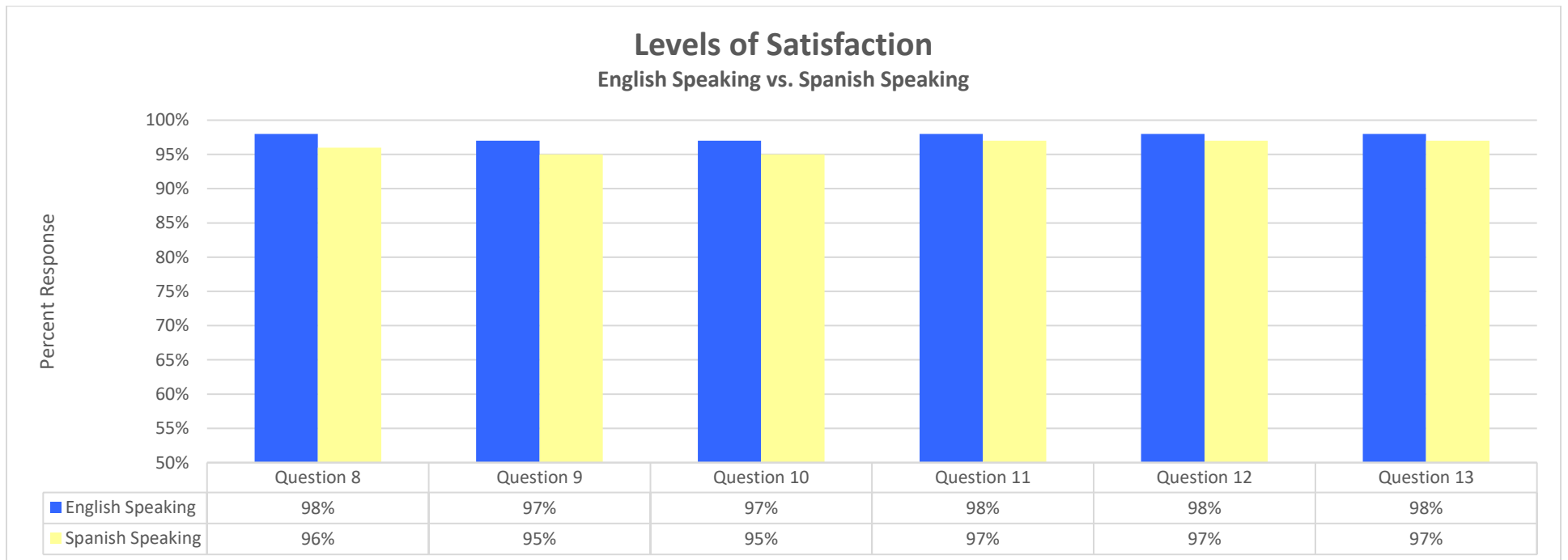
\*Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	84 84%	48 80%	13 13%	10 17%	2 2%	2 3%	0	0	1 1%	0
2. The reception staff	91 90%	53 86%	10 10%	9 15%	0	0	0	0	0	0
3. Receiving a timely appointment	88 87%	51 85%	8 8%	8 13%	4 4%	1 2%	1 1%	0	0	0
4. Education and explanation of plan provided in a way that I can understand	88 87%	52 85%	13 13%	9 15%	0	0	0	0	0	0
5. The follow-up and coordination of my care	86 86%	53 86%	12 12%	9 15%	2 2%	0	0	0	0	0
6. The staff addressing my medical needs today	91 90%	55 89%	10 10%	7 11%	0	0	0	0	0	0
7. The time spent waiting	76 75%	45 74%	14 14%	11 18%	10 10%	4 7%	0	1 2%	1 1%	0



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	92 92%	52 85%	8 8%	6 10%	0	3 5%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	80 87%	39 74%	10 11%	14 26%	2 2%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	88 88%	51 84%	10 10%	10 16%	2 2%	0	0	0	0	0
11. Your medical assistant	89 88%	53 86%	12 12%	9 15%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	94 93%	52 87%	6 6%	8 13%	1 1%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	91 90%	51 82%	10 10%	11 18%	0	0	0	0	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: 21

N/A: 9

YES: 2

#### Comments:

1. "No, this is our first time here."
2. "N/A but usually gets back within a few hours 😊." (Alcordero)
3. "Yes, I was called back same day."
4. "Ok."
5. "No message needed." (Sadik)

#### Spanish

NO: 15

N/A: 0

YES: 4

#### Comments:

1. "Very good service." "Muy buen servicio." (Corral)
2. "Very good and quick." "Muy Buena y rapido."
3. "Everything is very good, thank you." "Todo muy bien, gracias."
4. "Good service." "Buen servicio."

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

#### English

1. "N/A." (3)
2. "Everyone." (Corral)
3. "Fast service." (Sadik)
4. "Walk-ins."
5. "The staff." (3)
6. "Understanding. Respect." (Headley)
7. "Therapy." (Headley)
8. "Respectful staff." (Alcordero)
9. "Location." (Sadik)
10. "Everything." (Sadik)
11. "Experience."
12. "The people." (Sadik)
13. "Communication and proper guidance."
14. "Proper guidance and great communication."
15. "They help cater to what you need."
16. "I already left review in other paper."
17. "I left another feedback review yesterday."
18. "When the health provider listens entirely to what the patient is feeling with symptoms." (Alcordero)
19. "A fast appointment when needed." (Alcordero)
20. "Service done efficiently + in a timely manner."
21. "Nice persons (staff)."
22. "Friendliness of staff and making sure my needs are heard." (Sadik)
23. "In so many ways. Explaining details/info that you need to know in respectful manner is helpful." (Acordero)
24. "Staff is very helpful."
25. "Get the appointment the same day." (Corral)

#### Spanish

1. "That it is close to my home." "Que esta cerca de mi domicilio."
2. "The doctor and the assistant very good. I am very content since I have visited the doctor I have been feeling better." "La doctora y la asistente muy bien estoy muy bien estoy contenta desde que visito a la doctora me siento muy bien." (Corral)
3. "They are very kind." "Son muy amable."
4. "The quick appointment." "Las citas rapidas."
5. "Take care of my health." "Cuidar mi salud."
6. "They are very attentive." "Son muy atentos."
7. "The closeness and flexible hours." "La cercania y los horarios flexibles." (Corral)
8. "Great attention and good help for an immigrant." "Buena atencion y buena ayuda para el inmigrante."
9. "That they assist you with haste." "Que te atienden rapidamente." (Corral)
10. "Everything." "Todo." (2)
11. "They Schedule timely appointments, and the results too." "Que hacen citas rapido y los resultados tambien."
12. "Helpful with everything." "En todo muy serviciales."
13. "They provided the appointment today." "Me dieron la cita hoy." (Sadik)
14. "The quickness to assist us." "La rapidez de atender."

26. "Service done correctly + in a timely manner."
27. "They went out of the way to help (Dr. Headley)." (Headley)
28. "Friendly staff, knowledgeable doctors and convenience of locations."
29. "Their friendliness, makes me feel like I'm not a bother lol." (Alcordero)
30. "My dr. is great Sadique." (Sadik)
31. "Dr. Sadik and the Franklin Park group are amazing. Thorough, kind, and helpful. Office is clean." (Sadik)
15. "That there are same day appointments available." "Que se pueden acer citas para el mismo día."
16. "Quick appointments." "Cita rápida."
17. "Cordial." "Cordiales."
18. "The service and the prices." "El servicio y el precio." (Corral)
19. "Satisfied. Everything is good." "Satisfecho. Todo bien." (Corral)
20. "They are very efficient." "Son mu eficientes."

### **Question 16: How can we improve Greater Family Health?**

#### **English**

1. "N/A." (8)
2. "Great!" (Sadik)
3. "Everything is good." (2)
4. "More staff." (Headley)
5. "I can't think of anything." (Alcordero)
6. "Everything seems to be working fine- no adjustments."
7. "Nothing comes to mind."
8. "All good except the scheduling times + dental department."
9. "Doing so great."
10. "Just making sure you guys always have the good customer treatment and timely appointments. Not taking on too many patients to the point where quality service goes down." (Alcordero)
11. "No comment at this time. Place is great."
12. "The dental department needs to lengthen the treatment time a bit longer in Elgin."
13. "N/A, it's pretty good. Good attitudes." (Alcordero)
14. "24-48 hrs. response is very late. It should be easy."
15. "This location is fantastic. Staff and doctors at Streamwood aren't helpful or considerate, unfortunately. Rush you and don't tell the truth about giving out and printing lab results." (Sadik)

#### **Spanish**

1. "Everything is very good." "Todo muy bien"
2. "It is very good." "Esta muy bien."
3. "For me it is great." "Para mi es bien."
4. "Everything is good." "Todo bien."
5. "The provider should spend more time with the patient. They should take more time with us." (Corral)
6. "Everything is very good. Everyone is very good and kind." "Todo esta muy bien todos son muy buenos y amables."
7. "I am satisfied with the service. I do not have any inconvenience." "Con el servicio estoy muy satisfecho no tengo ningun inconveniente."
8. "Excellent service and professionalism." "Exelente servicio y profesionalismo."
9. "They are very good with the attention towards the patients." "Son muy buenos en la atención con los pacientes."
10. "With a pediatric psychologist." "Con un psicologo pediastra." (Corral)
11. "They help any person obtain medical insurance to pay for medical studies." "Ayudando a cualquiera persona a obtener un Seguro medico sea pago del estusio."
12. "I do not have any complaints, for me it is fine." "No tengo ninguna queja para mi esta bien así."
13. "I am content with the services." "Estoy agusto con el servicio."
14. "That they are affiliated with the hospital." "Que se afilian al hospital."
15. "Lessen the wait time after the medical attention." "No tan larga espera después de la atención medica."
16. "They do a great job." "Hacen buen trabajo."
17. "Have more availability for closer appointments." "Tener mas espacio para citas mas cercanas." (Corral)

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

**English**

- YES: 52
- NO: 0

**Spanish**

- YES: 37
- NO: 0

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

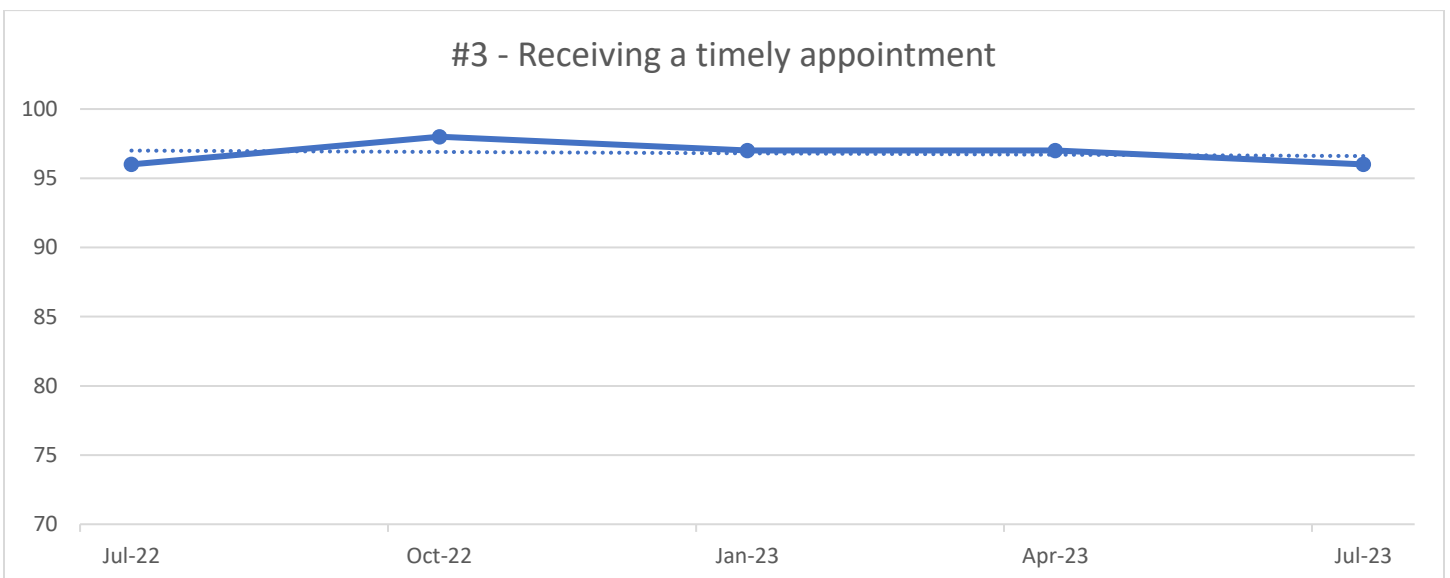
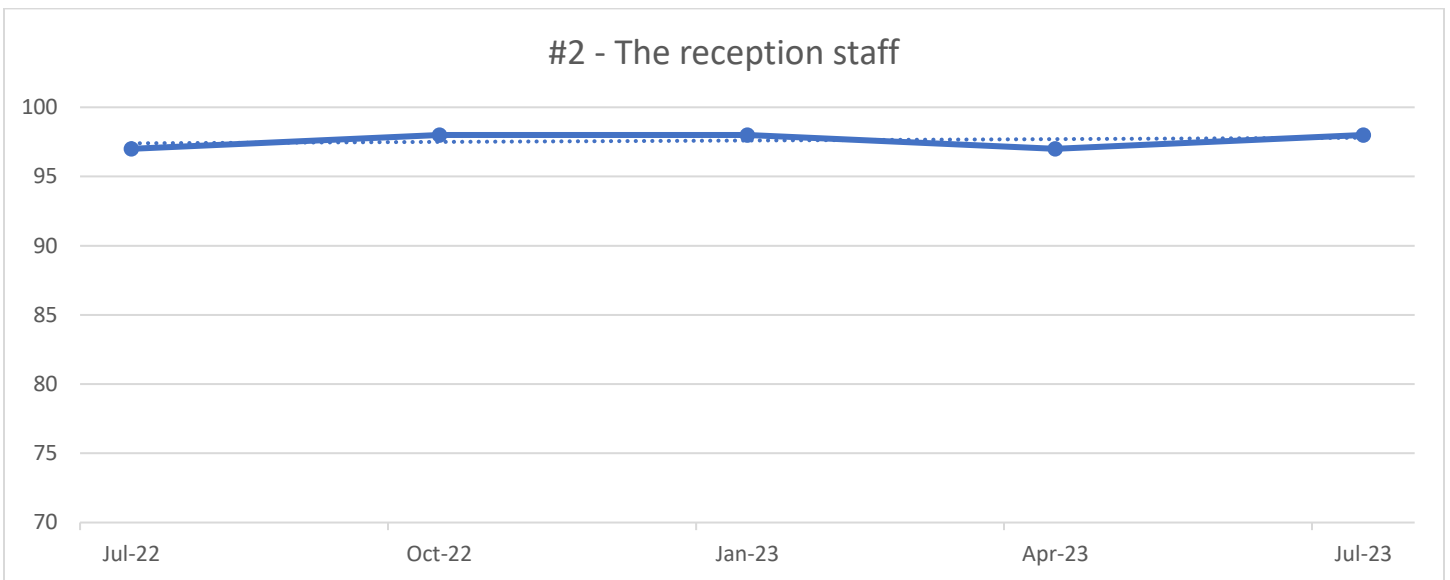
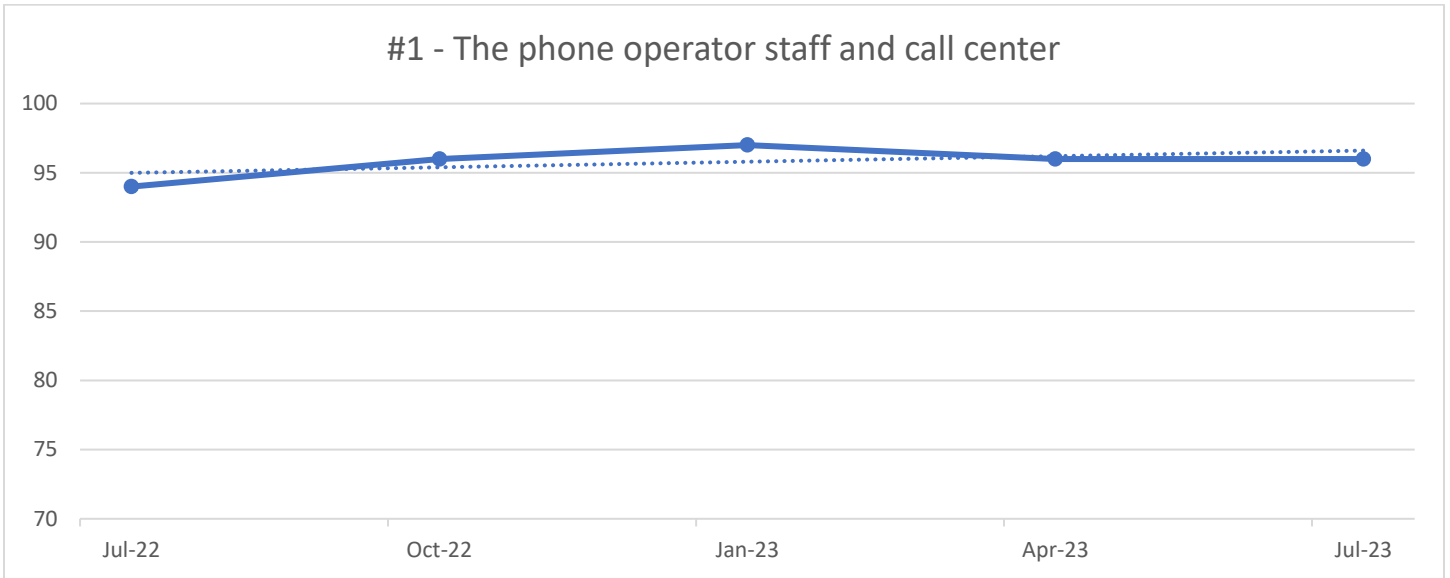
**English**

- Alcordo: 16
- Corral: 19
- Headley: 4
- Rajki: 1
- Sadik: 16

**Spanish**

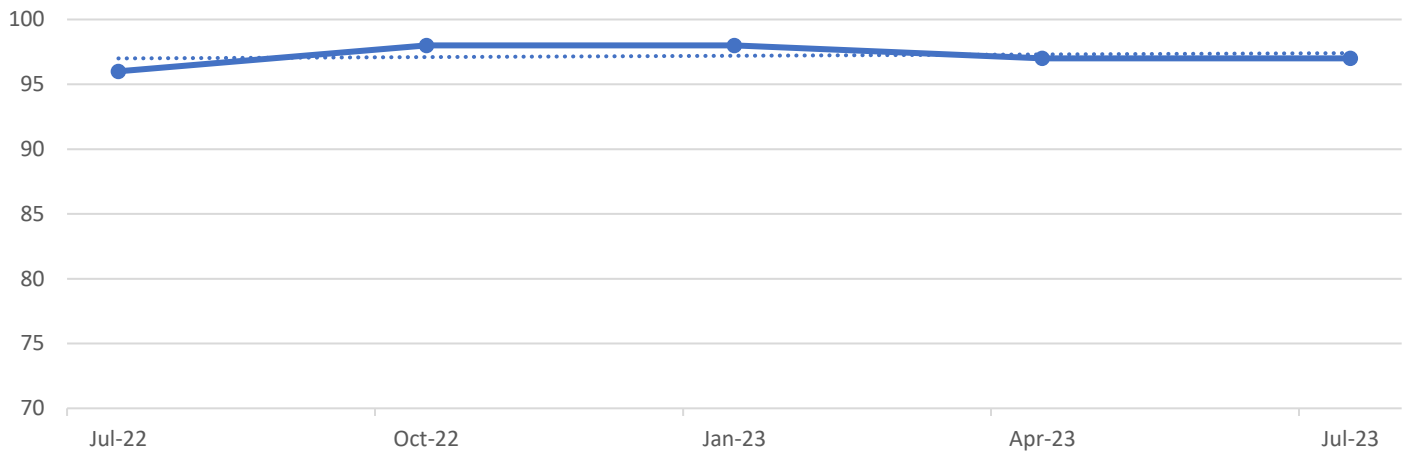
- Alcordo: 4
- Corral: 12
- Rajki: 2
- Sadik: 2

# Individual Question Results with Trendlines

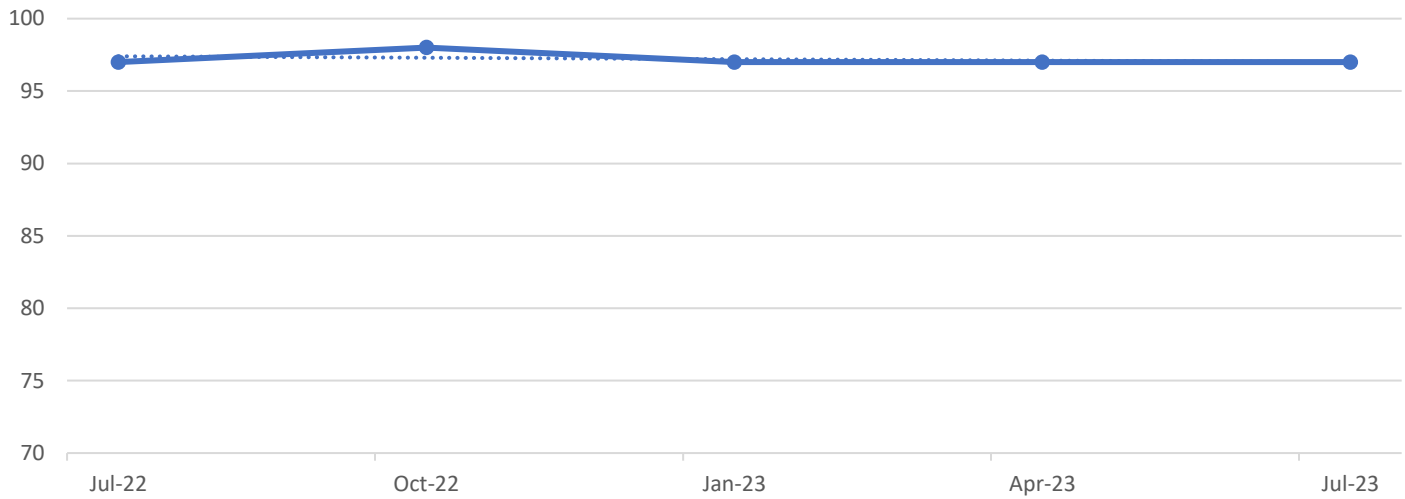




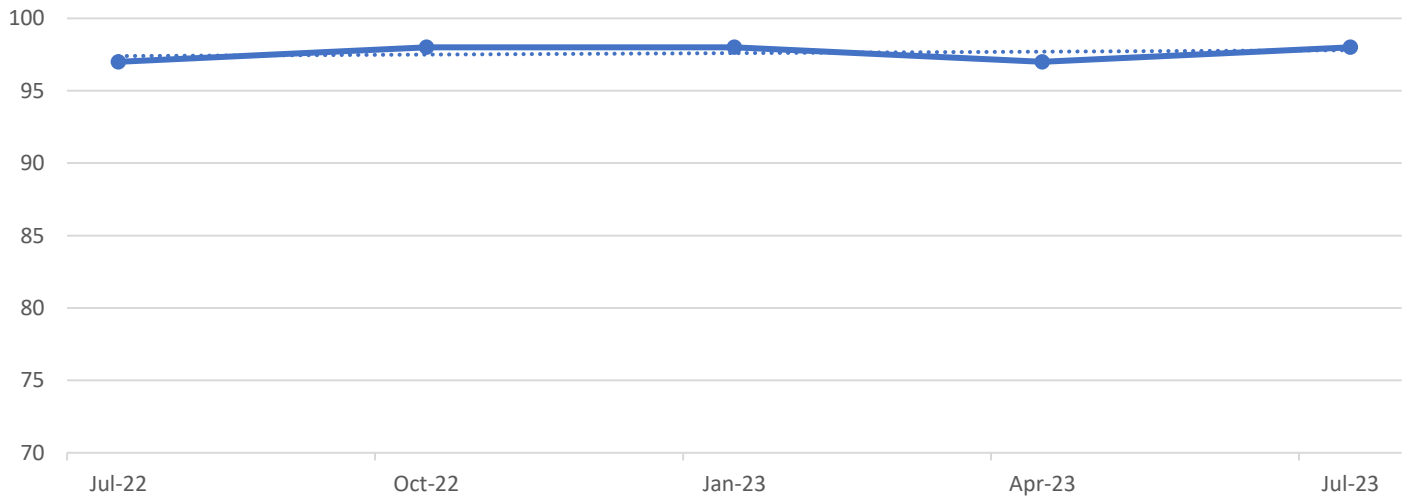
#### #4 - Education and explanation of plan provided in a way that I can understand



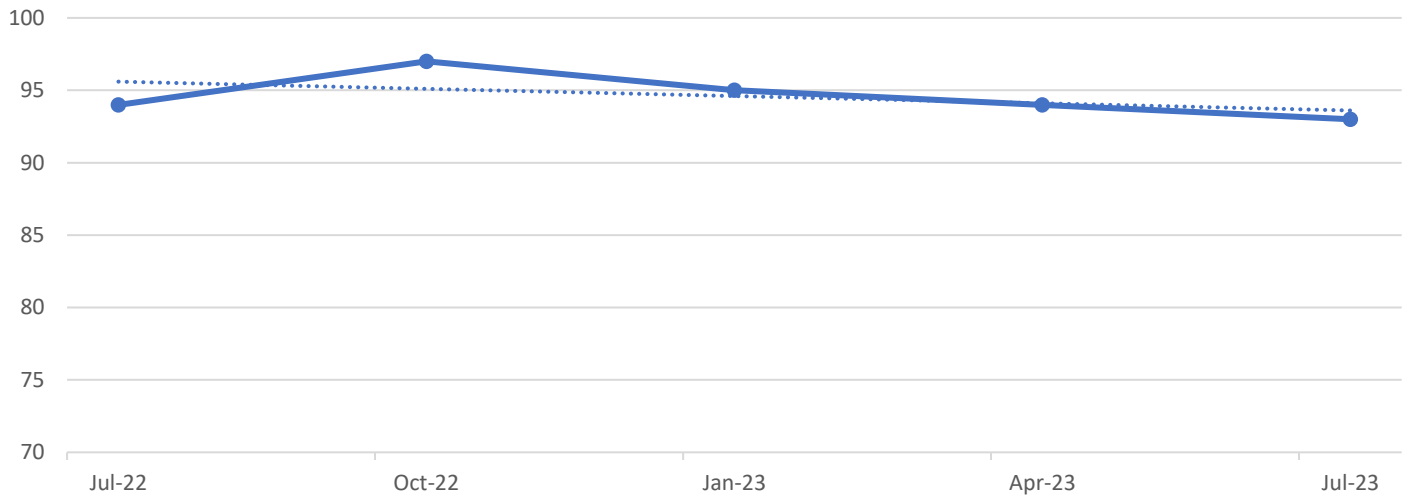
#### #5 - The follow-up and coordination of my care



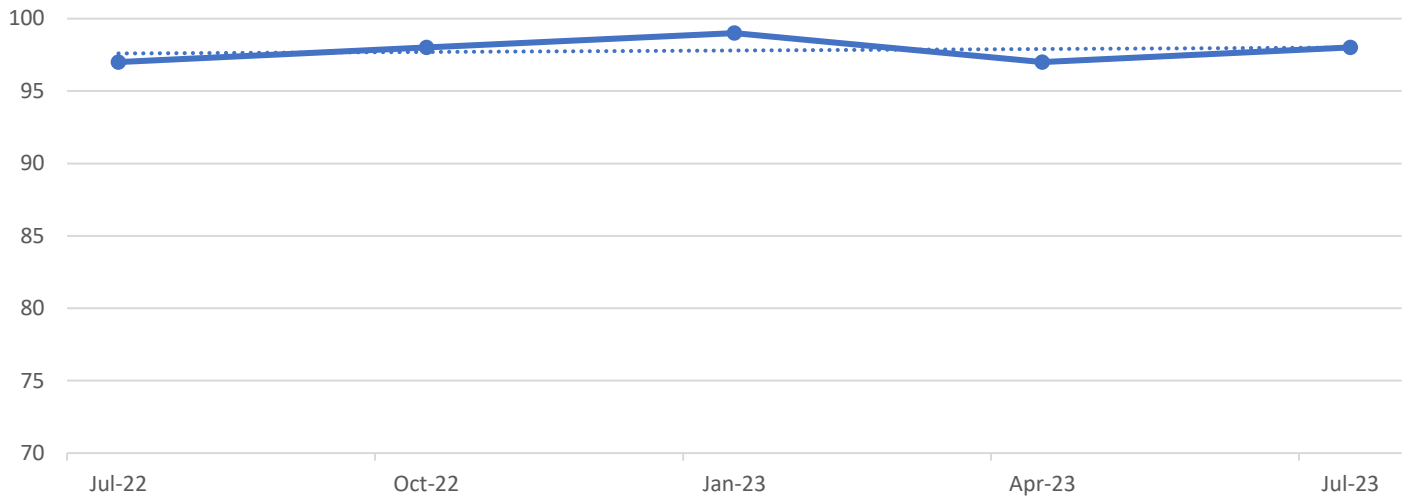
#### #6 - The staff addressing my medical needs today



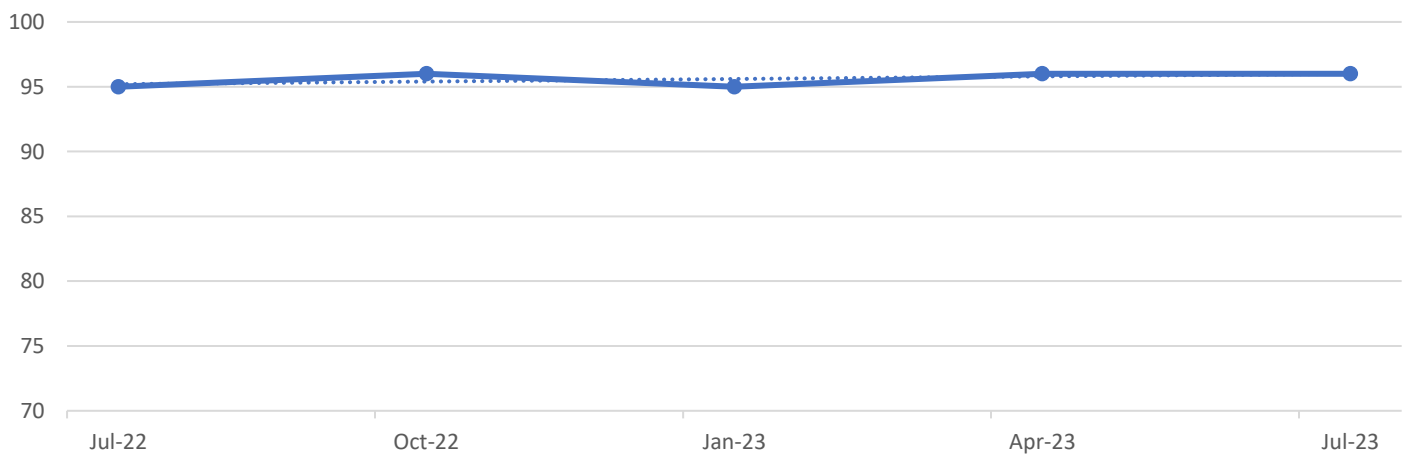
#7 - The time spent waiting



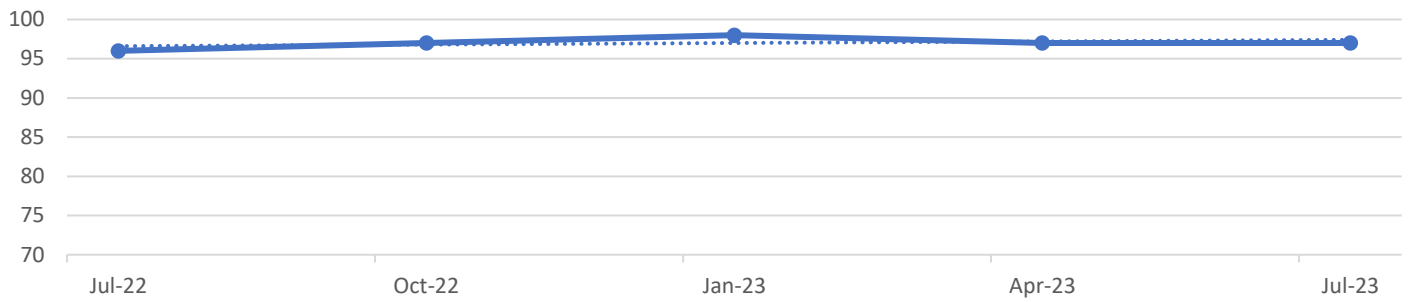
#8 - The respectfulness of staff



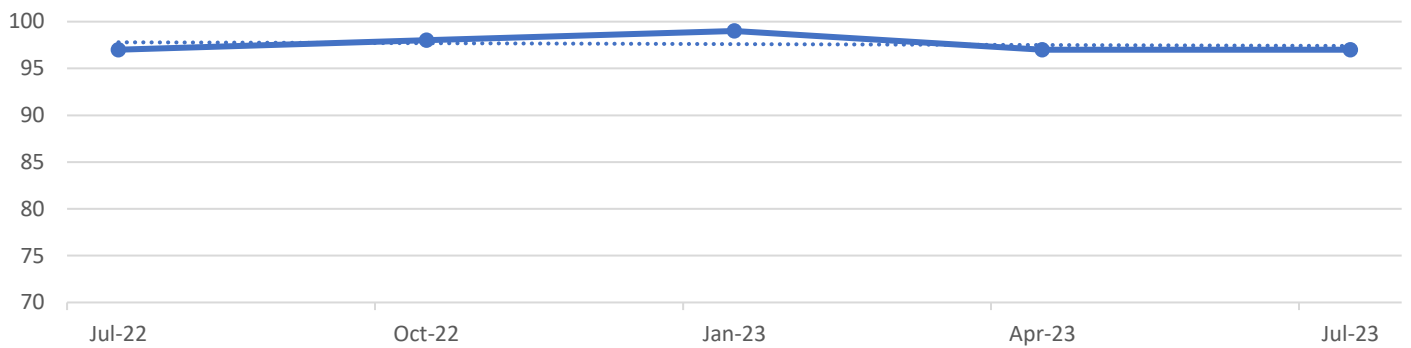
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



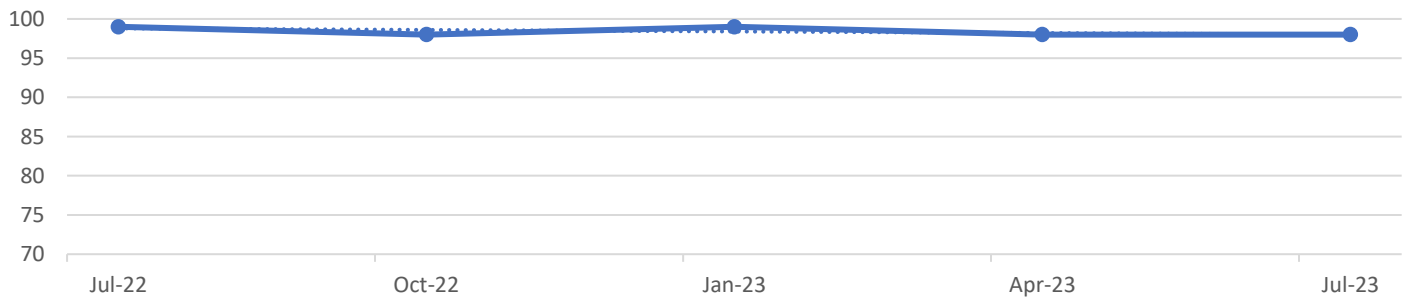
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

