

Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood 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 94% to 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

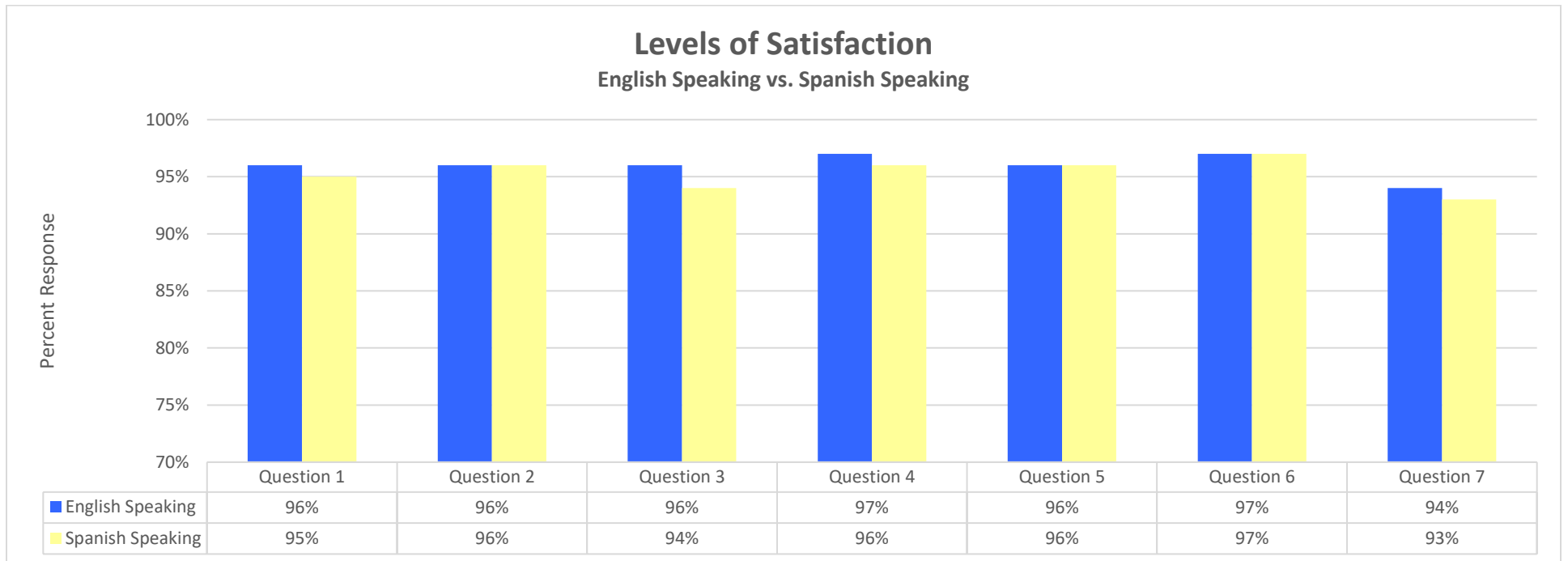
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	96%	93%	94%	91%
2. The reception staff	96%	93%	94%	92%
3. Receiving a timely appointment	95%	92%	93%	89%
4. Education and explanation of plan provided in a way that I can understand	96%	94%	94%	91%
5. The follow up and coordination of my care	96%	94%	94%	92%
6. The staff addressing my medical needs today	97%	95%	94%	93%
7. The time spent waiting	94%	91%	90%	87%
8. The respectfulness of staff	96%	95%	94%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	92%	92%	89%
10. The handling of my personal medical information in a private and confidential	96%	95%	94%	91%
11. Your medical assistant	97%	95%	94%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	95%	94%	93%
13. Overall, how satisfied are you with the Health Center?	96%	94%	94%	92%

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%

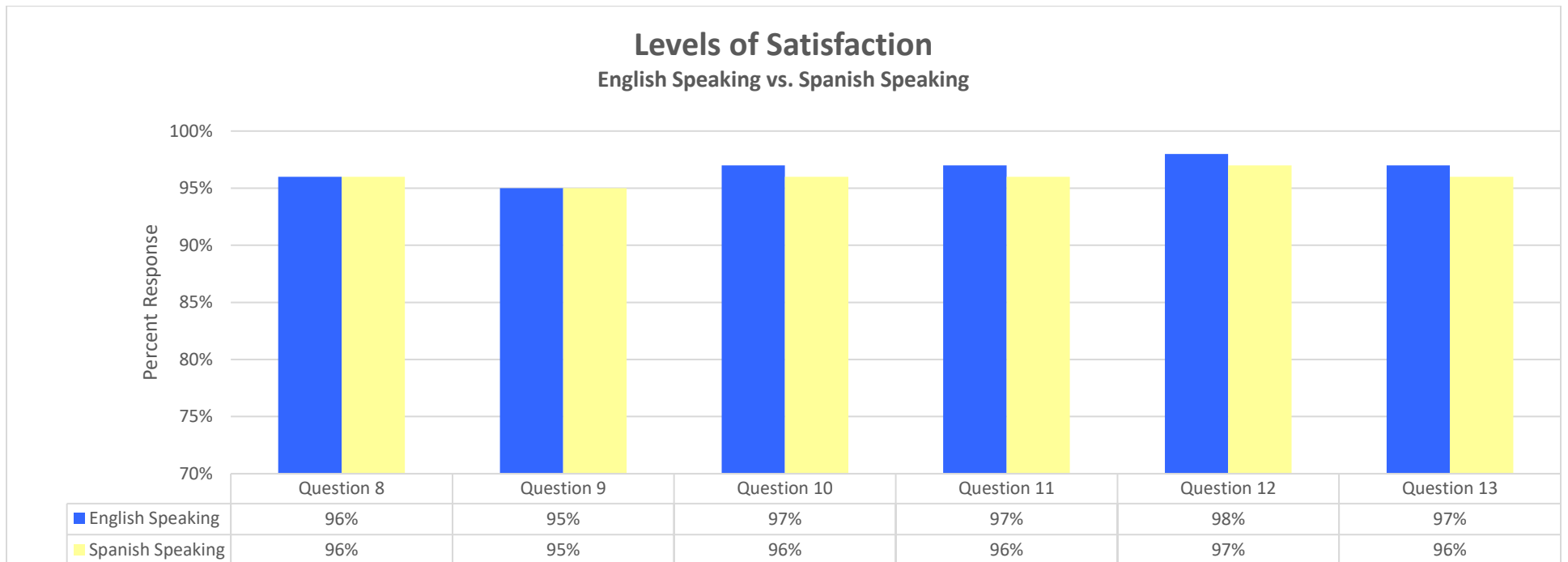
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	154 81%	261 81%	34 18%	52 16%	3 2%	9 3%	0	2 1%	0	0
2. The reception staff	155 81%	266 82%	31 16%	47 15%	5 3%	9 3%	0	1 1%	0	0
3. Receiving a timely appointment	153 80%	249 76%	36 19%	60 18%	2 1%	13 4%	1 1%	4 2%	0	0
4. Education and explanation of plan provided in a way that I can understand	161 84%	264 81%	29 15%	57 17%	1 1%	4 1%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	159 83%	260 80%	29 15%	60 19%	3 2%	4 1%	0	1 1%	0	0
6. The staff addressing my medical needs today	165 86%	277 85%	26 14%	45 14%	1 1%	5 2%	0	1 1%	0	0
7. The time spent waiting	147 77%	241 74%	33 17%	64 20%	12 6%	18 6%	0	1 1%	0	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	158 83%	272 83%	30 16%	47 14%	3 2%	6 2%	0	1 1%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	144 77%	247 78%	34 18%	57 18%	8 4%	11 4%	0	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	160 84%	270 83%	30 16%	51 16%	1 1%	4 1%	0	1 1%	0	0
11. Your medical assistant	165 86%	274 84%	25 13%	48 15%	2 1%	4 1%	0	1 1%	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	169 88%	278 85%	23 12%	45 14%	0	4 1%	0	1 1%	0	0
13. Overall, how satisfied are you with the Health Center?	160 83%	268 84%	31 16%	47 15%	1 1%	5 2%	0	1 1%	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: 83

N/A: 17

YES: 14

Comments:

1. "Super friendly." (Nettleton)
2. "Friendly workers." (Nettleton)
3. "Very nice receptionist." (Shah)
4. "Very good." "Muy bien." (Spanish response on an English survey) (2)
5. "Fast response." (Shah)
6. "Great staff. Great customer service."
7. "Excellent service." (Chaudhari)
8. "Everything is good." (Aragones)
9. "Excellent service." (Chaudhari)
10. "Everything is amazing." (Perez Hernandez)
11. "Jessica is amazing." (Chaudhari)
12. "Love this place. Staff was very kind!"
13. "Amazing with my kids!" (Chaudhari)

Spanish

NO: 111

N/A: 13

YES: 19

Comments:

1. "Very kind people." "Muy buena jente." (Shah)
2. "Great." "Buena."
3. "Very professional the person tended to me via phone." "Muy profesional me atendio por teléfono." (Aragones)
4. "Very kind with reception and nurses." "Muy amable en la recesión y enfermeras."
5. "I feel very content and confident with my doctor Lorena Perez." "Me siento muy contenta y en confianza con mi doctora Lorena Perez."
6. "Very good." "Muy bien." (Chaudhari)
7. "Very great." "Muy Buena."
8. "Good." "Bien."
9. "I enjoy Dr. Aragones' service." "Me gusta el servicio de el Dr. Aragones." (Aragones)
10. "Excellent experience." "Excelente experiencia." (McComb)
11. "Well understood." "Muy entendido." (Chaudhari)
12. "Everyone is very kind." "Muy amables todo." (Aragones)
13. "Excellent medical attention." "Excelente atención medica." (Chaudhari)
14. "Everything went very well. The best. Everyone is very kind." "Todo fue muy bien. Lo mejor. Todos fueron muy amable." (Aragones)
15. "They answered very quickly." "Me contestaron muy pronto." (Friedlein)
16. "Excellent." "Excelente." (Perez Hernandez)
17. "Yes, very good quick response." "Si, muy Buena respuesta rápida." (McComb)
18. "Great." "Bien."
19. "It was all great." "Toda bien." (Perez Hernandez)

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

English

1. "N/A." (13)
2. "Yes."

Spanish

1. "N/A." (21)
2. "No." (2)

3. "The calls." (McComb)
4. "Explain everything very well." (White)
5. "Good staff." (Chaudhari)
6. "The doctors." (White)
7. "Communication." (White)
8. "Friendly receptionist!" (Chaudhari)
9. "Very fast." (White)
10. "Fast service."
11. "Everything." (2)
12. "Fast appointments." (Friedlein)
13. "Great service." (Friedlein)
14. "No comment." (Perez Hernandez)
15. "Good."
16. "Everyone in the front!" (Chaudhari)
17. "Timeliness." (White)
18. "Professional staff." (Friedlein)
19. "Very friendly." (White)
20. "Ease of communication." (McComb)
21. "Great staff. Great and professional team, thanks again."
22. "Very good." "Muy bien." (Spanish response on an English survey)
23. "Nothing everything is great."
24. "Good."
25. "When I called in the morning most of the time they can find me an appointment."
26. "Government and I love the staff." (McComb)
27. "All the resources at one clinic no need to make multiple trips." (Chaudhari)
28. "Direct correction of problems/issues." (Chaudhari)
29. "Bilingual staff and service." (White)
30. "Called in for my daughter and I had a same day." (Friedlein)
31. "The staff and services offered." (McComb)
32. "The level of care." (Shah)
33. "Timely schedule & reminder phone call most of the time friendly staff." (Nettleton)
34. "They really were through with the visit." (McComb)
35. "The well-paced environment." (White)
36. "The treatment you get as a patient." (Perez Hernandez)
37. "Very helpful receptionist." (Nettleton)
38. "The receptionists were fast and good listeners." (White)
39. "Local, great staff, very helpful and accessible." (Friedlein)
40. "Morgan is excellent and addresses all my concerns and takes them seriously." (White)
41. "Everyone is very kind." (Friedlein)
42. "Convenient same day appointments." (Perez Hernandez)
43. "Convenient location, great doctor." (Aragones)
3. "The calls." "Las llamadas." (2)
4. "That they speak Spanish." "Que hablan Espanol." (White)
5. "Everything." "Todo." (2)
6. "With the time spent waiting." "En la espera." (Chaudhari)
7. "Service." "Servicio."
8. "Affordable." (English response on a Spanish survey)
9. "All the services are great." "Todos los servicios muy bien." (Perez Hernandez)
10. "The service is very kind." "El servicio muy amable." (White)
11. "The medical check ups." "Los chequeos medicos." (Chaudhari)
12. "Very good." "Muy buenas." (Chaudhari)
13. "Nothing." "Nada." (2)
14. "That they are very kind." "Que son muy amables."
15. "Very good very kind." "Muy buenas muy amables."
16. "Very great." "Muy buenas."
17. "The employees." "Los trabajadores."
18. "That they speak Spanish and are very kind with their treatment." "Que hablan Espanol y son muy amables en el trato." (Aragones)
19. "The medical consults." "Las consultas medicas." (Shah)
20. "It's close by." (English response on a Spanish survey)
21. "Great attention." "Buen atencion." (Friedlein)
22. "The prices." "Los precios."
23. "More appointments." "Mas citas." (Chaudhari)
24. "Perfect." "Perfecto."
25. "The attention." "La atencion." (Perez Hernandez)
26. "Yes." "Si." (Perez Hernandez)
27. "The opportune attention and kindness." "La atencion oportuna y amable."
28. "That they have tended to me well." "Que me han atendido bien." (Perez Hernandez)
29. "They provide great service in our language." "Brindan un buen servicio en nuestro idioma." (McComb)
30. "Keep up with everything!" (English response on a Spanish survey)
31. "That I can schedule same day appointments." "Que puedo hacer cita para el mismo dia." (Perez Hernandez)
32. "The closeness of the location and the affordable consults." "La sercania del lugar lo economico de las consultas." (Aragones)

44. "Always there when I need help."
45. "Friendly people (Dr. Chaudhari)."
(Chaudhari)
46. "How understanding they are." (McComb)
47. "Some doctor's assistance some very friendly." (Shah)
33. "Their medical attention and their prices."
"Su atencion medica y sus precio."
(McComb)
34. "That they provide great services, they are very kind." "Que tienen un buen servicio, son muy amables." (Shah)
35. "My consistent thyroid check ups." "Mis chequeos constantes de tiroides." (White)
36. "That I can always Schedule an appointment." "Que siempre puedo tomar una cita." (Friedlein)
37. "With the consultations, close to my home and quick." "Con las consultas. Cerca de mi casa y rapido." (Friedlein)
38. "That it is in my language, Spanish, I can explain my symptoms." "Que es en mi idioma Espanol puedo explicar los síntomas." (Aragones)
39. "The reminders for my next appointments." "Los recordatorios de mi siguiente citas." (Aragones)
40. "With my medical assistance." "Con mi asistencia medica." (Aragones)
41. "The quick response from the personnel. The provider and specialist." "La pronta respuesta de su personal. Medico y especialista." (Friedlein)
42. "Their service towards my health." "Su servicio a mi salud." (White)
43. "With everything, thank you very much." "En todo. Muchas gracias." (Friedlein)
44. "It helps me with my health and to be well." "Me ayuda a mi salud a hestar bien." (Aragones)
45. "They transmit tranquility and confidence." "Me transmiten tranquilidad y confianza." (Perez Hernandez)
46. "With alot, thank you." "En mucho, muchas gracias." (Friedlein)
47. "Close & friendly staff! Wonderful doctor!" "Cerca y amable trabajadores! Maravillosa doctora." (Chaudhari)
48. "With the necessary that I need." "En lo nesesario que necesito."
49. "Assisting with all me necessities." "Atender todos mis necesidades." (Perez Hernandez)
50. "They assist me with all of my medical necessities." "Me ayuda a mis necesidades de salud."
51. "The prices are acessible." "Los precios son aseccibles." (Shah)
52. "It helps me a lot with my health." "Me ayuda con mi salud." (Aragones)
53. "They speak Spanish and the excellent attention to the client." "Hablan Espanol y excelencia en la atencion al cliente." (White)

54. "The prices are reasonable, they work with us according to our financial situation." "Los precios son razonables trabajan de acuerdo a nuestra situación económica." (Friedlein)
55. "The doctor is a good person." "El doctor Buena persona." (Aragones)
56. "I have been using these services for 5 years and it has changed a lot regarding attention from reception, they are now very kind." "Llevo usando este servicio por casi 5 años y ha cambiado mucho en cuanto atención de recepción ahora son muy amables." (McComb)
57. "Everything, it is close to me, there is a lot of kind personnel." "Todo, me queda cerca, hay mucho personal amable." (Nettleton)
58. "I can have access to a doctor very easily." "Puedo tener acceso a un doctor muy fácil." (Shah)
59. "I like that they always have translators." "Me ayuda que siempre ponen traducción." (McComb)
60. "Taking care of my health to gain control of my diabetes." "Al cuidado de mi salud para llevar el control de mi diabetes." (Perez Hernandez)
61. "The great medical team that they have and the way they work with their patients." "El buen equipo de médicos que tienen y la forma de trabajar con los pacientes." (Aragones)
62. "Medical appointments and personnel." "Citas médicas y personal." (McComb)
63. "They assist rapidly." "Atienden rápido." (Chaudhari)
64. "With everything specially my health." "En todo especial con mi salud." (Aragones)
65. "That when I need an emergency appointment they provide it to me. If they don't have availability in one clinic, they have it in another." "Que cuando necesito una cita de emergencia me la dan si no hay en una clínica si tienen en otra."
66. "With my health very good." "En mi salud muy bien."
67. "My children's health." "El cuidado de mis hijos." (Chaudhari)
68. "Everything is the best." "Todo de lo mejor." (Aragones)
69. "The closeness, medical attention, Daniela Valadez is an excellent receptionist." "La cercanía, atención médica, Daniela Valadez una excelente recepcionista." (Friedlein)
70. "Continue doing well." "Seguir así haciendo bien." (Perez Hernandez)

71. "The treatment and responsibility from the personnel." "El trato y responsabilidad del personal." (McComb)

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (Shah)
2. "N/A." (22)
3. "Wait time." (Shah)
4. "All good." (Chaudhari)
5. "Faster service." (White)
6. "Nothing." (4)
7. "Good." (2)
8. "All good." (2)
9. "More availability." (White)
10. "Fine as is."
11. "Yes."
12. "😊."
13. "No."
14. "Open."
15. "No comments." (White)
16. "No."
17. "Less waiting time/ 15 mins prior appt." (Aragones)
18. "Providing results over the phone." (McComb)
19. "Continue doing the great job." (Chaudhari)
20. "Nothing everything is great."
21. "Sometimes receptionist are very rude."
22. "You guys rock!"
23. "Stop asking birthday." (Perez Hernandez)

Spanish

1. "N/A." (21)
2. "Nothing." "Nada." (3)
3. "No." (2)
4. "Nothing." "Ninguno." (2)
5. "Satisfied." "Satisfecha."
6. "Everything is great." "Todo esta bien." (4)
7. "Everything is good." "Todo bien."
8. "Everything is very good." "Todo muy bien."
9. "Continue this way." "Continuar asi." (Aragones)
10. "It is very good." "Esta muy bien."
11. "Everything is great." (English response on a Spanish survey)
12. "More personal help." "Mas ayuda personal." (Chaudhari)
13. "Everything is great." "Es bueno todo." (Friedlein)
14. "For me it's great." (English response on a Spanish survey)
15. "Dental." "Odontologia." (Friedlein)
16. "Better impossible." "Mejor imposible." (Perez Hernandez)
17. "They have a really good team." "Tienen muy buen quipo." (Friedlein)
18. "Everything functions well." "Todo funciona muy bien." (Shah)
19. "There is nothing to improve." "No hay nada que mejorar."
20. "Everything is very well." "Todo esta muy bien." (Aragones)
21. "Keep it this way." "Mantenersen aqui." (Perez Hernandez)
22. "The appointments are not timely, after a month." "Las citas las dan muy tarde después de un mez." (White)
23. "In my opinion it is excellent." "En mi opinion esta excelente." (Perez Hernandez)
24. "Results over the pone." "Resultados por telefono." (Aragones)
25. "Today they took awhile to assist me, but generally they have been very kind to me." "Hoy tardaron un poco en atenderme, pero en general han sido muy amables conmigo." (Aragones)
26. "For now everything is great and we are satisfied with the services." "Por ahora todo

- es bueno y estamos satisfechos con el servicio.” (McComb)
27. “Nothing personally everything is very good.”
“Nada en lo personal todo esta muy bien.”
(Perez Hernandez)
 28. “I do not think the service needs to improve. I think the patients need to be more prudent and respectful towards the workers.” “No creo que necesite mejorar el servicio yo creo que los pacientes deben ser mas prudentes y respetosas con los trabajadores.” (Aragones)
 29. “Adding sooner appointments.” “Agregando cita mas pronto.” (McComb)
 30. “Appointments could be more near.” “Citas podrian ser mas próximas.”
 31. “I would like if the wait time was shorter.”
“Me gustaria que la espera fuera menos.”
 32. “Respecting the time spent waiting.” “Con respecto a e tiempo de espera.” (Aragones)
 33. “For the moment they are very attentive, they are doing well.” “Por el tiempo son muy atentas, están haciendo bien.” (Friedlein)
 34. “For the moment I like the changes.” “Por el momento me gustan los cambios.” (McComb)
 35. “For me, at the moment, it is great how it is, I do not have any complaints.” “Para mi en lo personal esta bien asi, no tengo quejas.” (Nettleton)
 36. “Continue how it is now.” “Sigam como estan hasta ahora.” (Aragones)
 37. “Everyone is pleasant, only once there was a person that was not.” “Todos son agradable, solo a veces una persona en lo que he venido a sido un poco no.” (Chaudhari)
 38. “Some employees are not kind.” “Algunos empleados no son amables.” (Friedlein)

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

English

- YES: 163
- NO: 0

Spanish

- YES: 266
- NO: 0

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

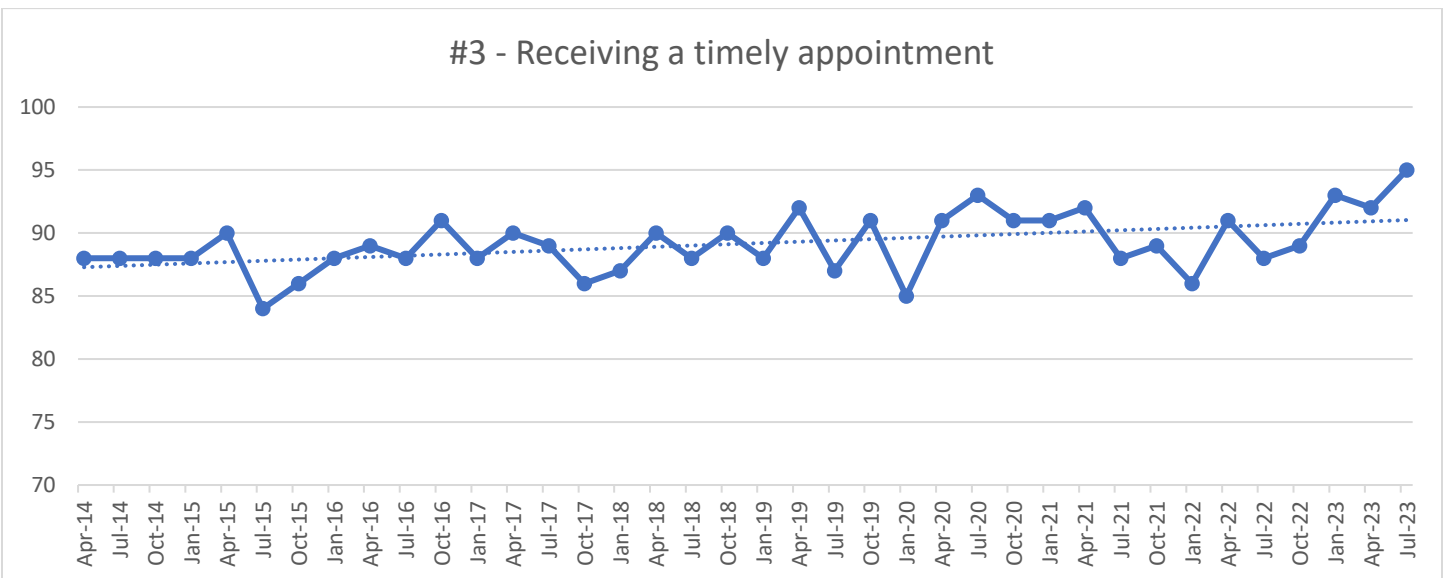
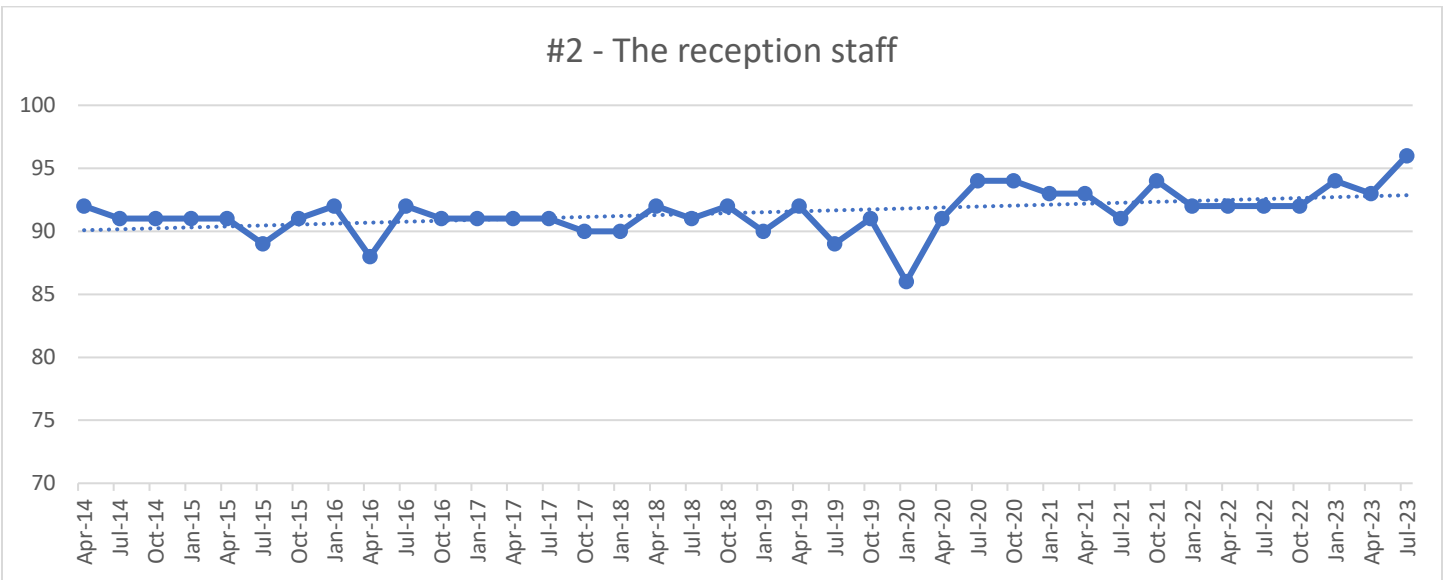
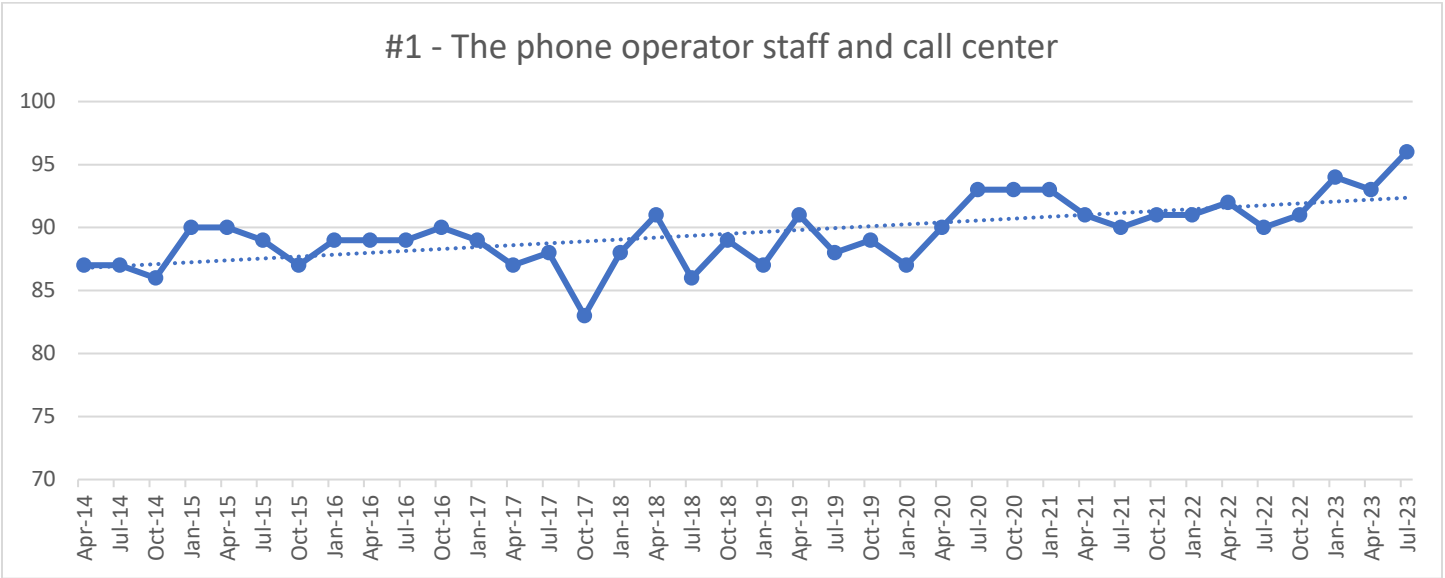
English

- Aragonese: 18
- Chaudhari: 26
- Friedlein: 25
- McComb: 20
- Nettleton: 16
- Perez-Hernandez: 16
- Shah: 31
- White: 25

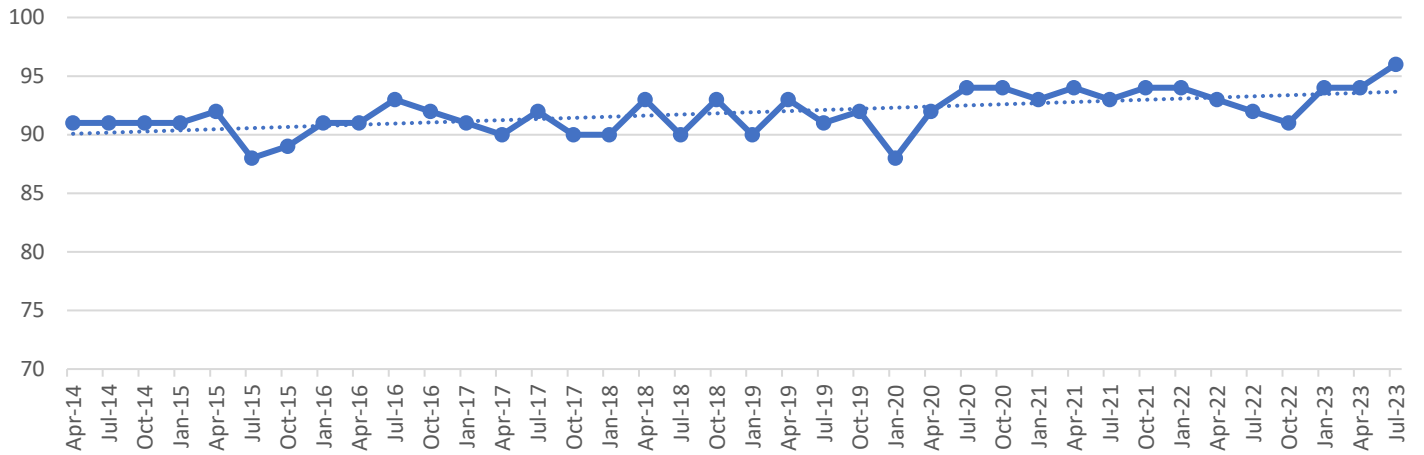
Spanish

- Aragonese: 41
- Chaudhari: 37
- Friedlein: 45
- McComb: 40
- Nettleton: 26
- Perez-Hernandez: 42
- Shah: 32
- White: 45

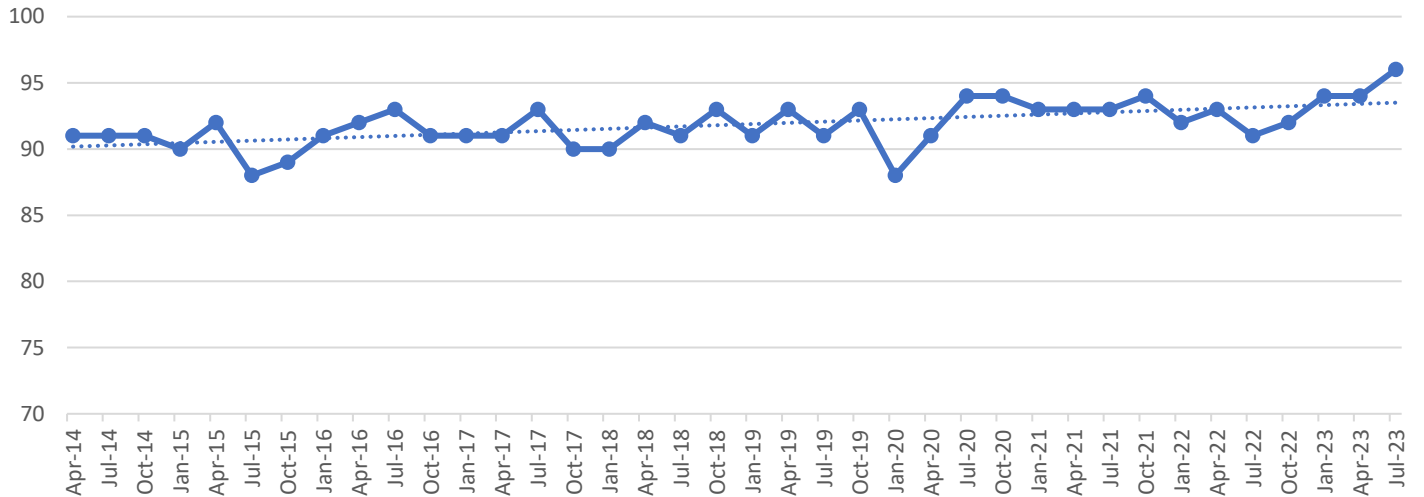
Individual Question Results with Trendlines



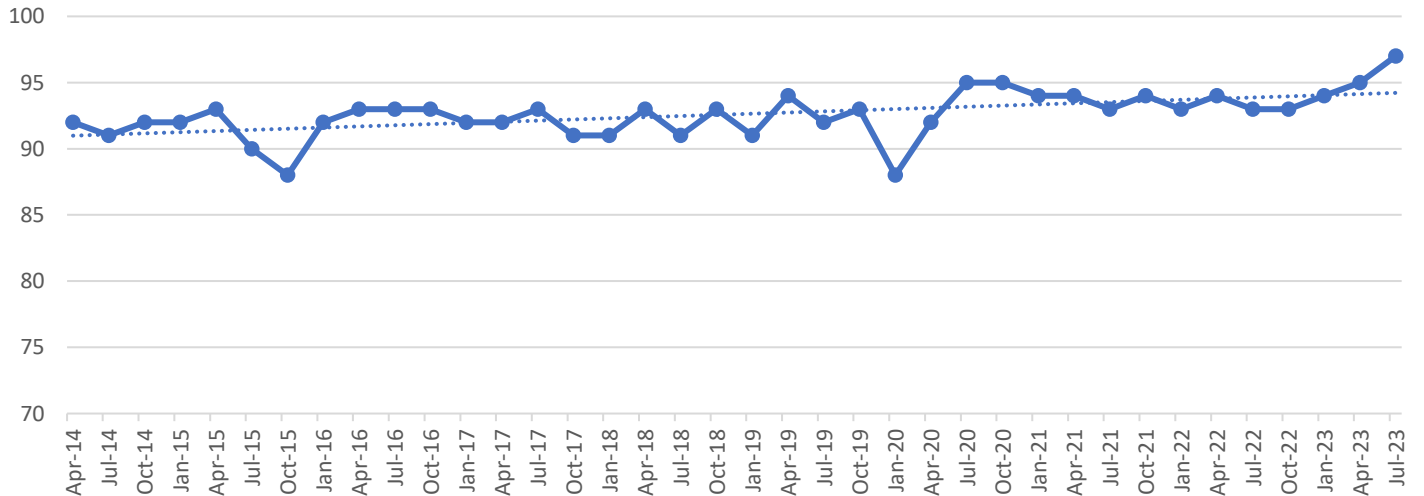
#4 - Education and explanation of plan provided in a way that I can understand



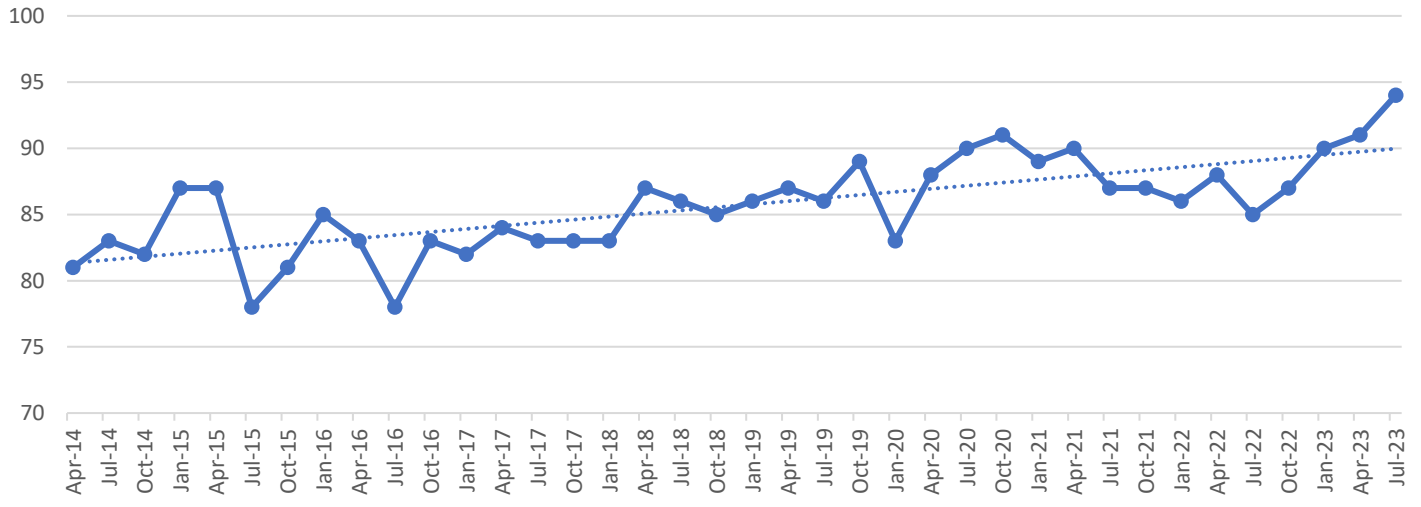
#5 - The follow-up and coordination of my care



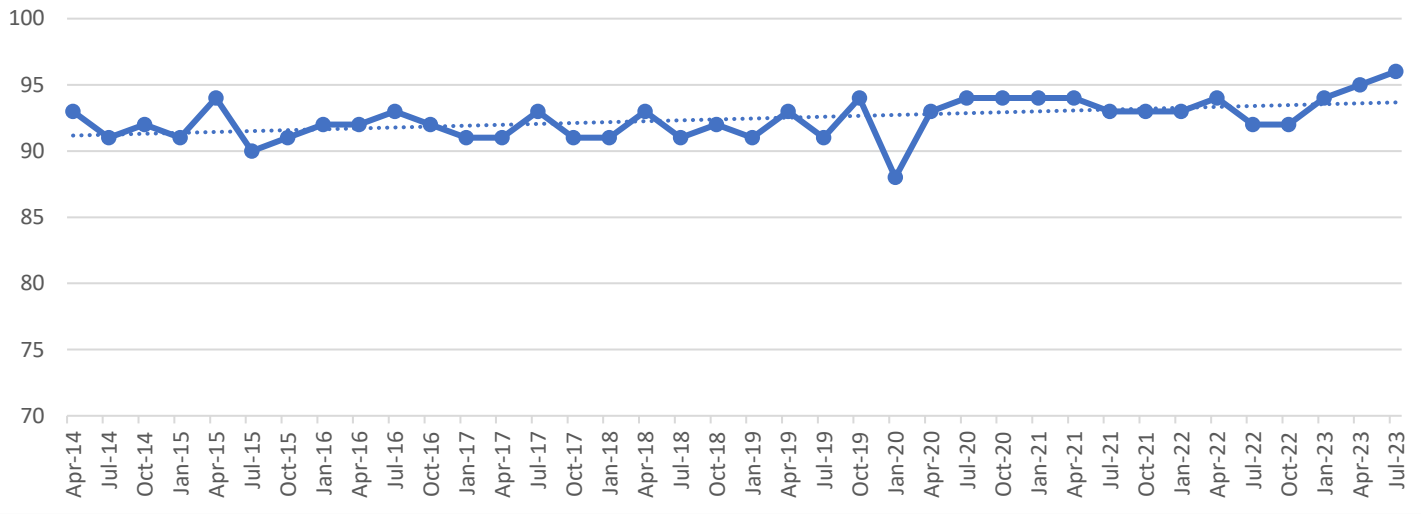
#6 - The staff addressing my medical needs today



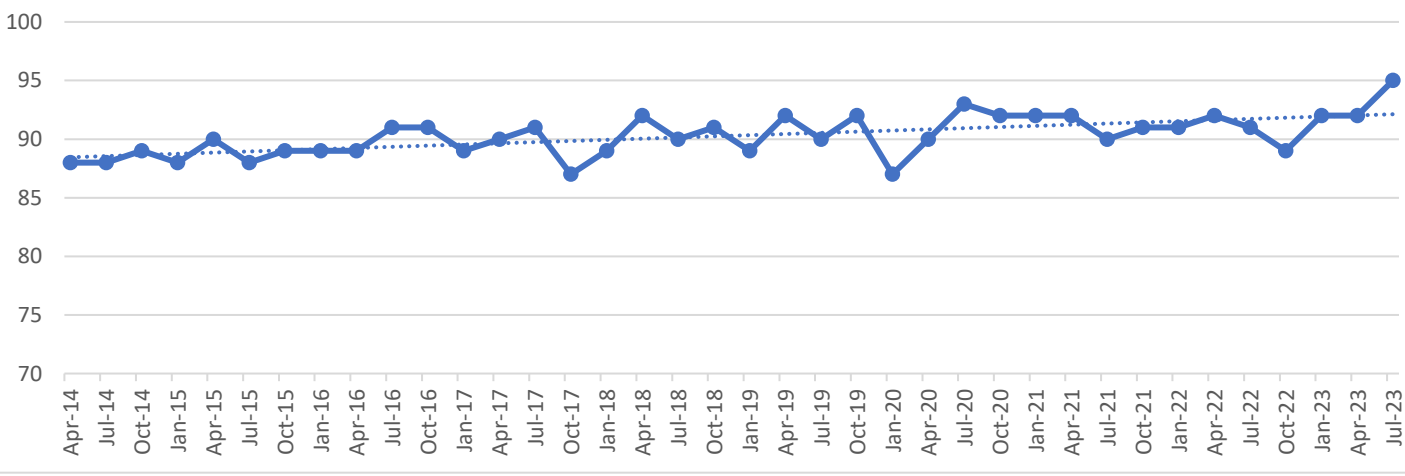
#7 - The time spent waiting



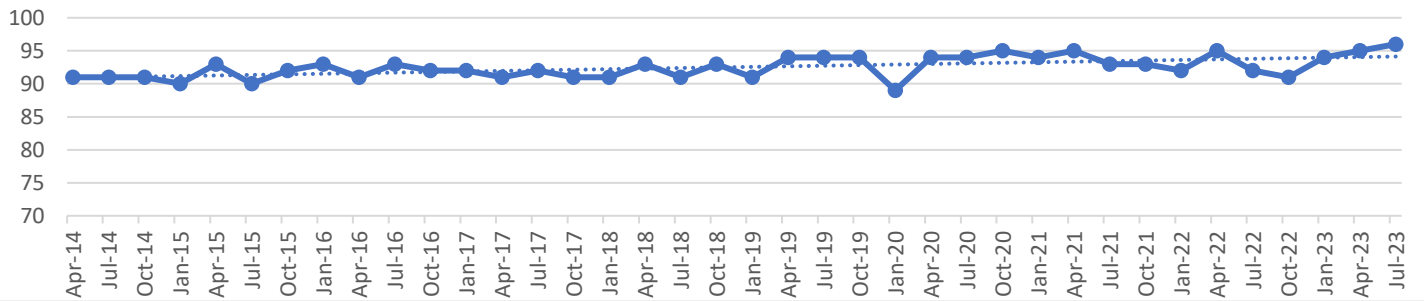
#8 - The respectfulness of staff



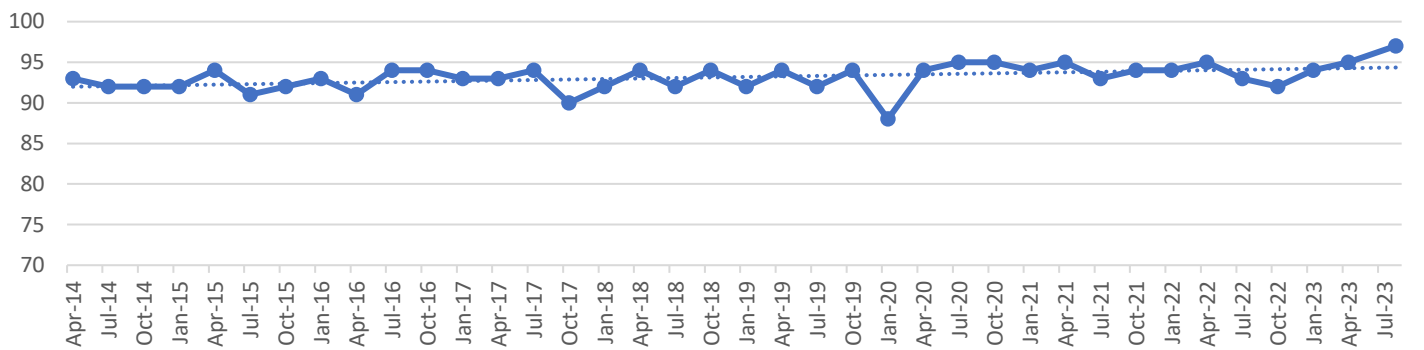
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



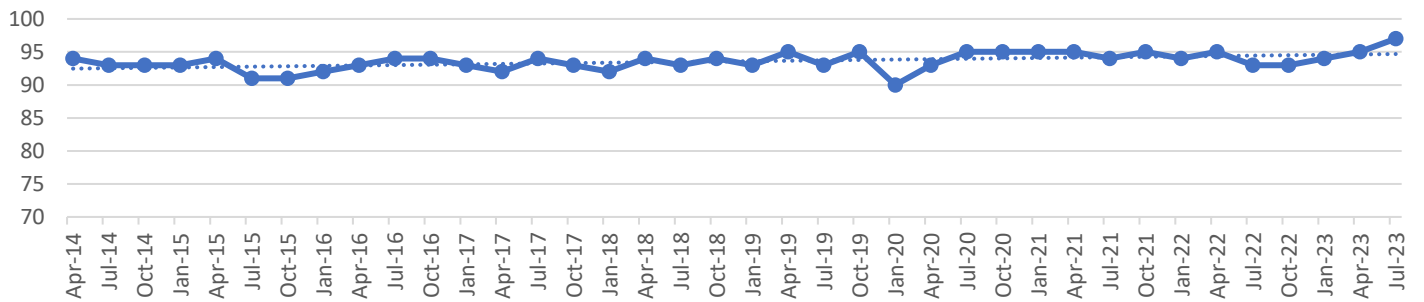
#10 - The handling of my personal medical information in a private and confidential manner



#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?

