

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover 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 97% to 99%. The mean for all questions was 99% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

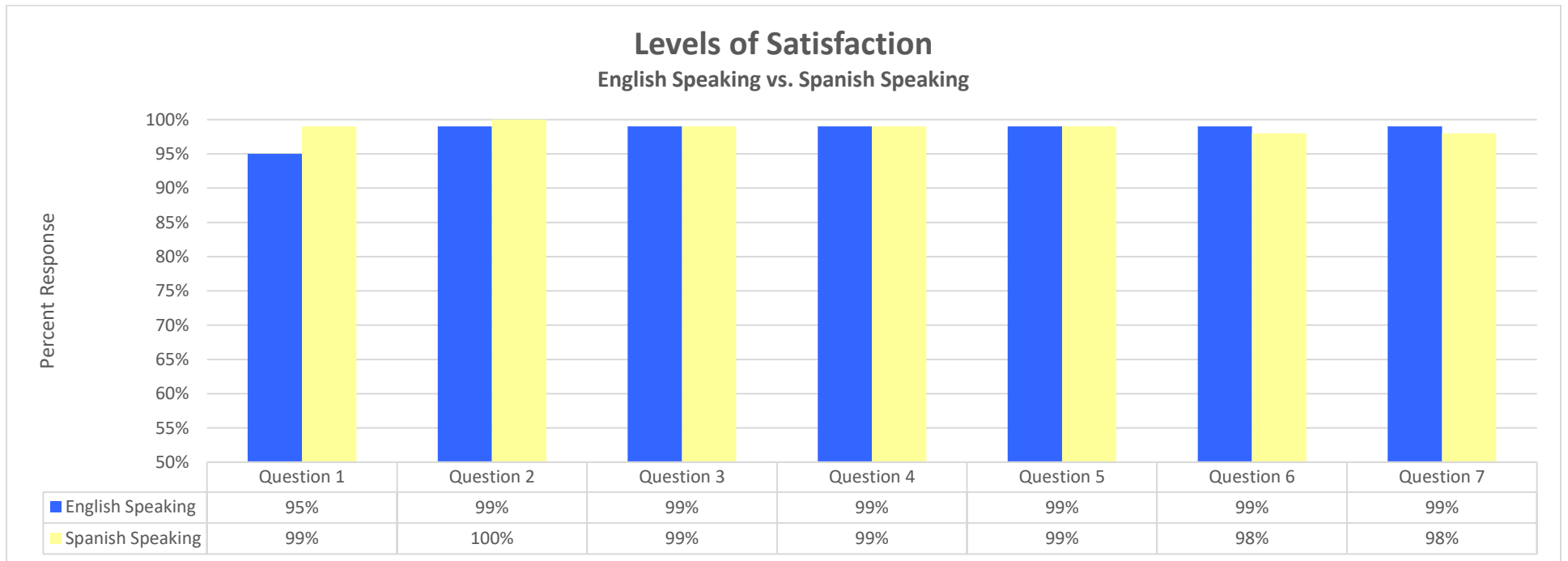
1515 E. Lake St., Suite 202, Hanover Park – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	97%	98%	96%	90%
2. The reception staff	99%	99%	98%	90%
3. Receiving a timely appointment	99%	99%	98%	86%
4. Education and explanation of plan provided in a way that I can understand	99%	99%	98%	90%
5. The follow up and coordination of my care	99%	99%	98%	89%
6. The staff addressing my medical needs today	98%	99%	98%	91%
7. The time spent waiting	98%	98%	97%	87%
8. The respectfulness of staff	99%	99%	98%	91%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	97%	98%	87%
10. The handling of my personal medical information in a private and confidential	99%	99%	98%	91%
11. Your medical assistant	99%	99%	98%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	99%	98%	91%
13. Overall, how satisfied are you with the Health Center?	99%	99%	99%	91%

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%

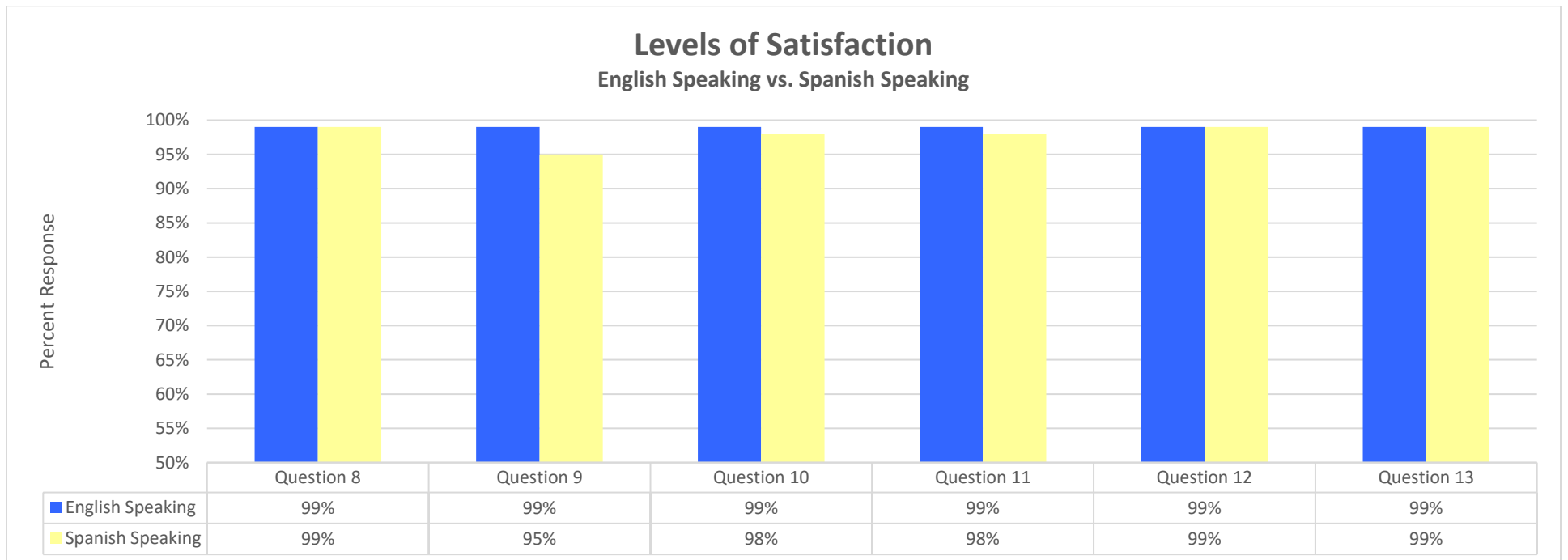
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	36 92%	33 97%	0	0	0	1 3%	2 5%	0	1 3%	0
2. The reception staff	38 97%	34 100%	0	0	1 3%	0	0	0	0	0
3. Receiving a timely appointment	37 95%	33 97%	1 3%	0	1 3%	1 3%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	37 95%	32 94%	1 3%	2 6%	1 3%	0	0	0	0	0
5. The follow-up and coordination of my care	37 95%	33 97%	1 3%	0	1 3%	1 3%	0	0	0	0
6. The staff addressing my medical needs today	37 95%	32 94%	1 3%	1 3%	1 3%	1 3%	0	0	0	0
7. The time spent waiting	37 95%	31 94%	1 3%	1 3%	1 3%	1 3%	0	0	0	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	38 97%	32 97%	0	1 3%	1 3%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	38 97%	30 88%	0	1 3%	1 3%	2 6%	0	1 3%	0	0
10. The handling of personal medical info in a private and confidential manner	38 97%	31 94%	0	1 3%	1 3%	1 3%	0	0	0	0
11. Your medical assistant	38 97%	31 92%	0	3 9%	1 3%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	38 97%	32 94%	0	2 6%	1 3%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	38 97%	33 97%	0	1 3%	1 3%	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: 0

N/A: 4

YES: 1

Comments:

1. "Great! Received a call back in a timely manner." (Jorgensen)

Spanish

NO: 1

N/A: 0

YES: 0

Comments:

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

English

1. "N/A."
2. "The appointments." (Jorgensen)
3. "Laura." (Jorgensen)
4. "Very good." (Jorgensen)
5. "Staff."
6. "I feel like they listen." (Jorgensen)
7. "How kind and wonderful that staff is!!!" (Jorgensen)
8. "Time and great service." (Jorgensen)
9. "It appears they have new staff (receptionist) which is much more friendly + accommodating than before." (Jorgensen)

Spanish

1. "Everything is good 😊." "Todo bien 😊."
2. "The appointments." "Las citas." (Jorgensen)
3. "Everyone is very kind." "Todos muy amables." (Jorgensen)
4. "That they are close and can communicate in my language (Spanish), and that treatment plan is clear (easy to understand)." "Que esta cerca a mi, que se pueden comunicar en mi idioma (Español), y que todo el tratamiento es claro (fácil de entender)." (Jorgensen)

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Nothing."
3. "Better phone operators." (Jorgensen)
4. "There isn't nothing to improve. They are doing great." (Jorgensen)
5. "It is perfect the way it is now." (Jorgensen)

Spanish

1. "No."
2. "More appointments." (Carlton)

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

English

- YES: 25
- NO: 0

Spanish

- YES: 20
- NO: 0

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

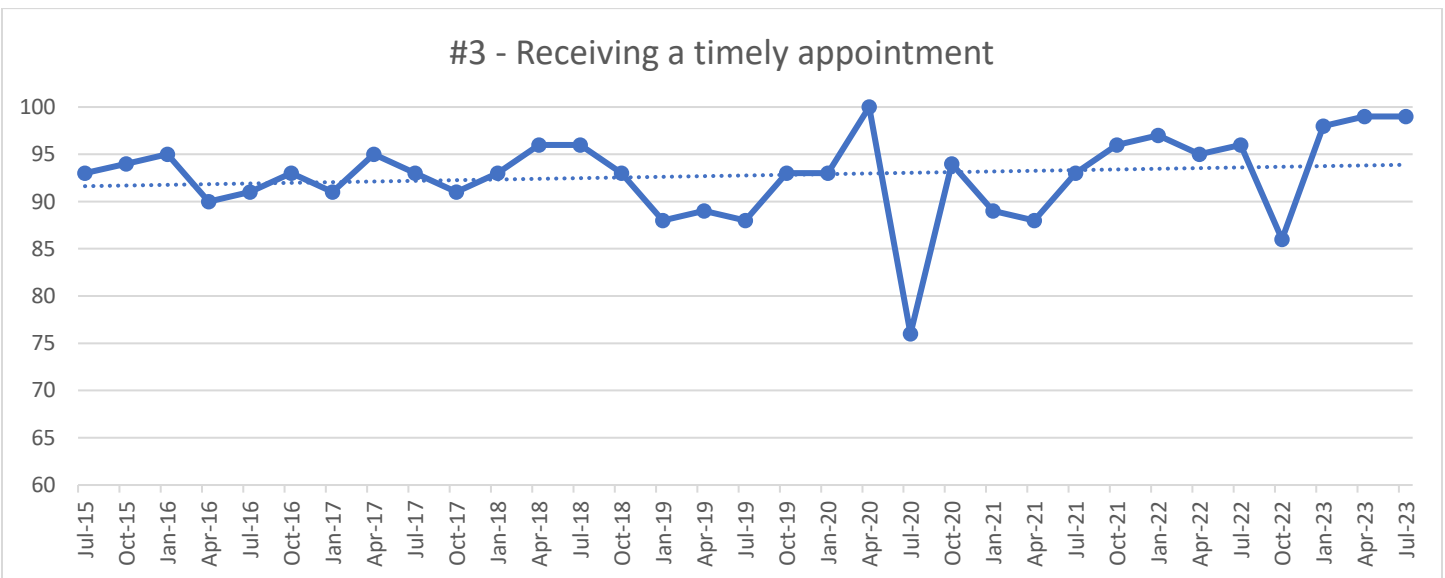
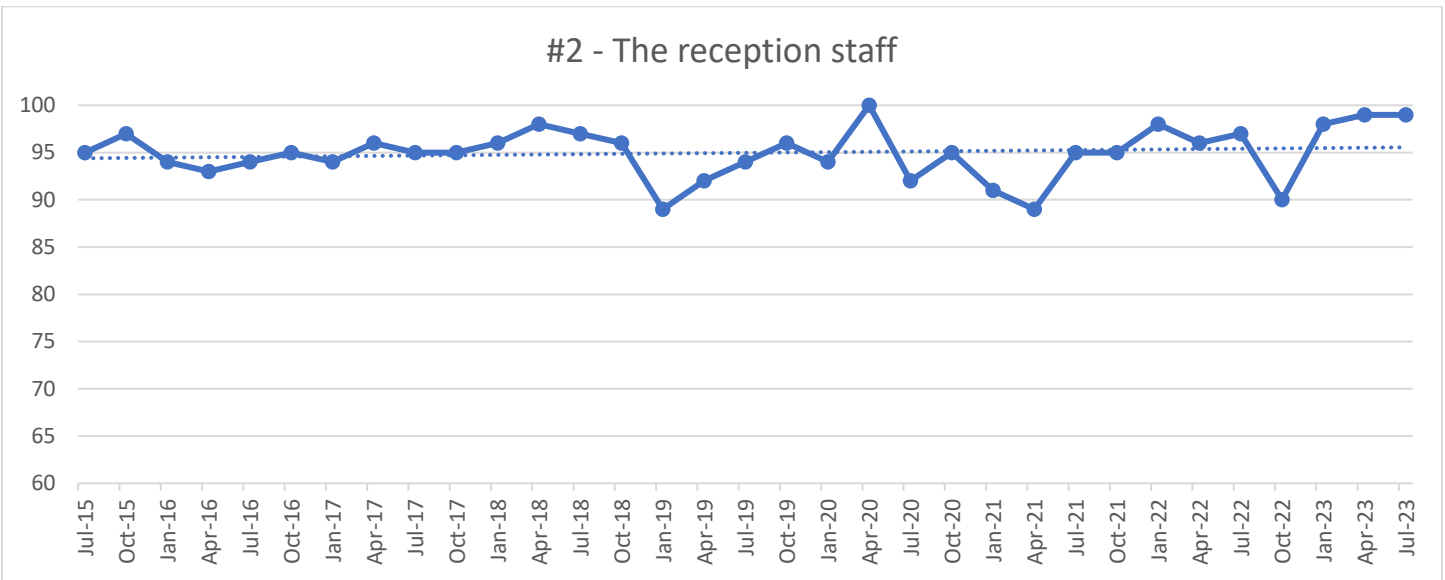
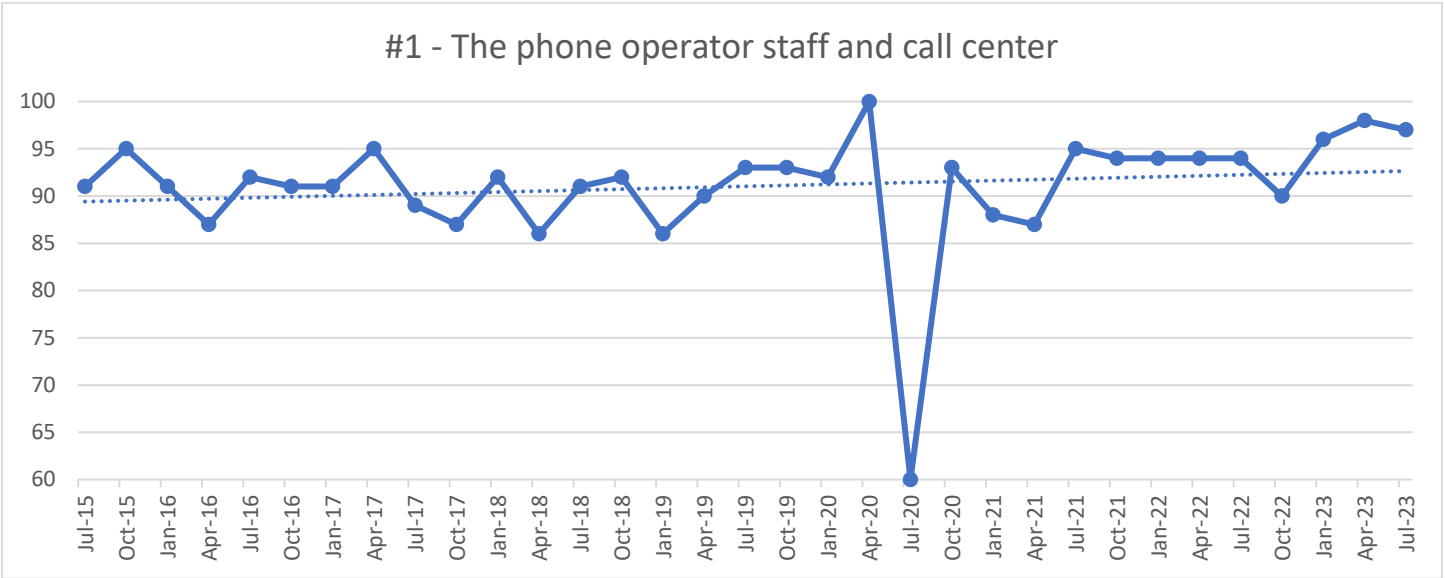
English

- Carlton: 12
- Jorgensen: 24

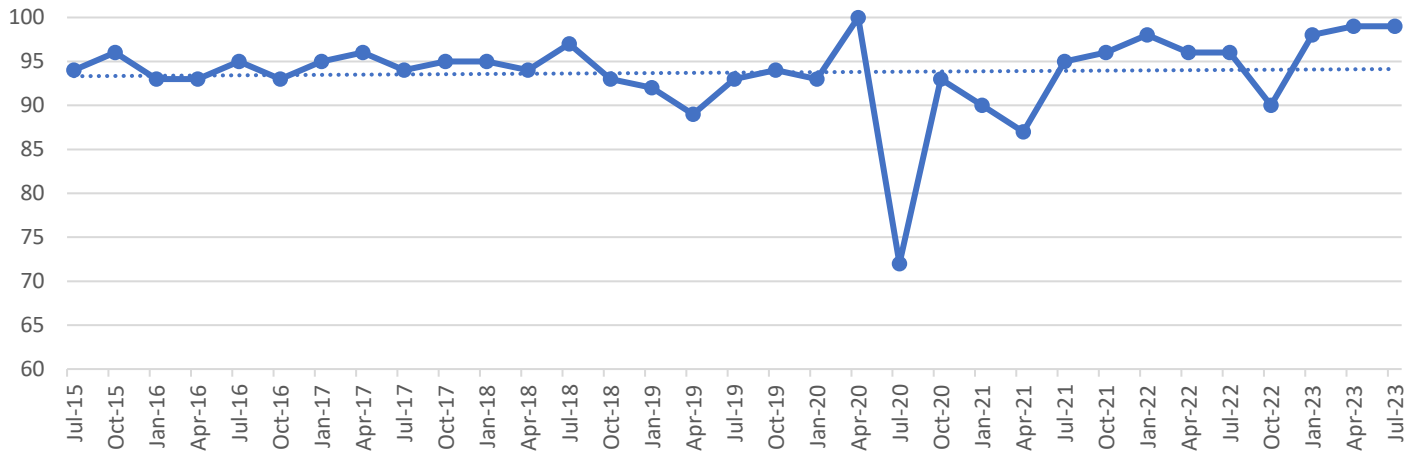
Spanish

- Carlton: 13
- Jorgensen: 19

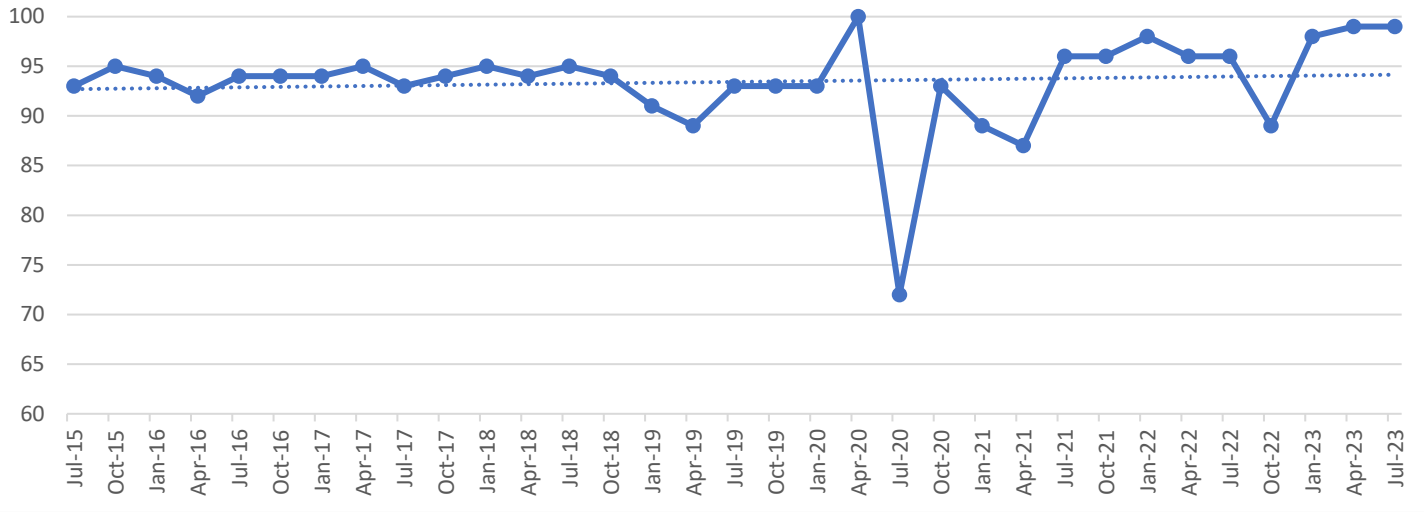
Individual Question Results with Trendlines



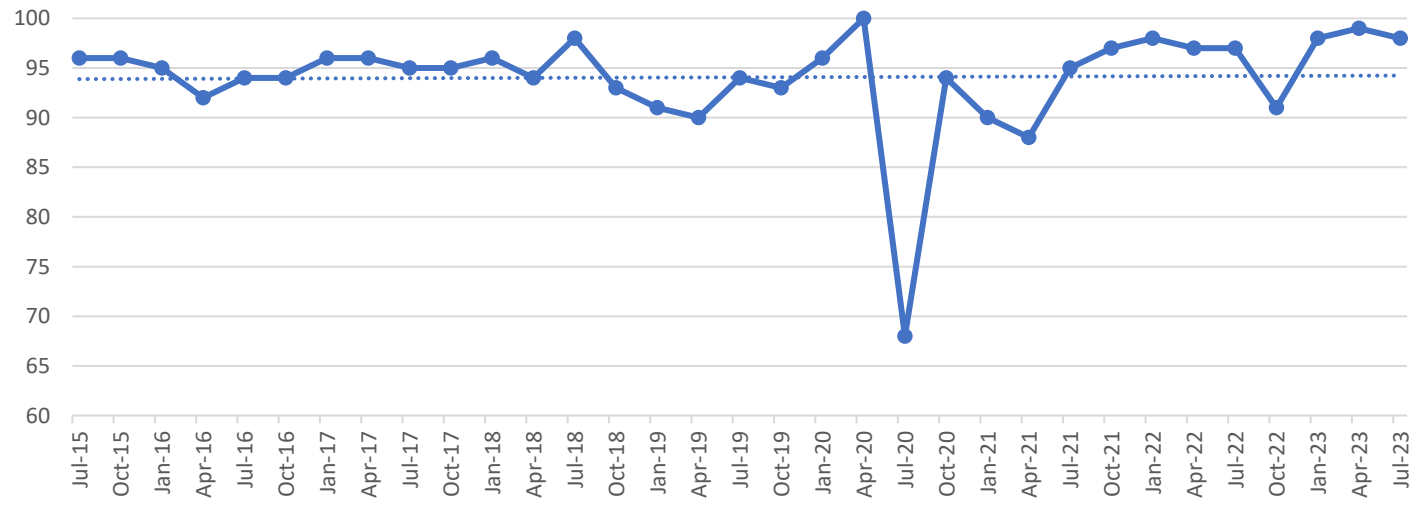
#4 - Education and explanation of plan provided in a way that I can understand



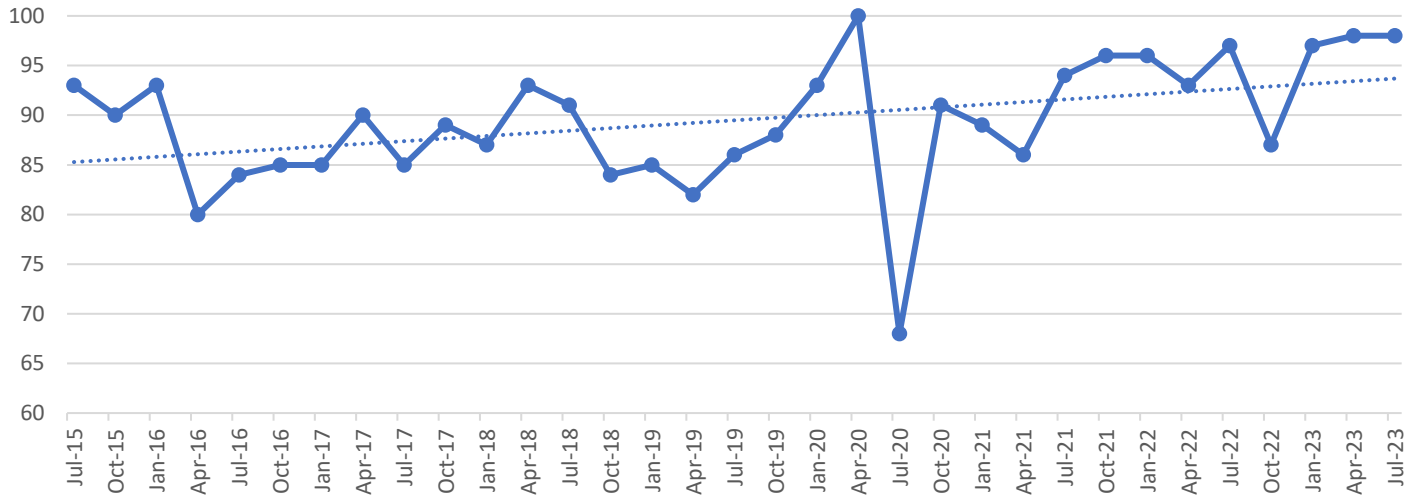
#5 - The follow-up and coordination of my care



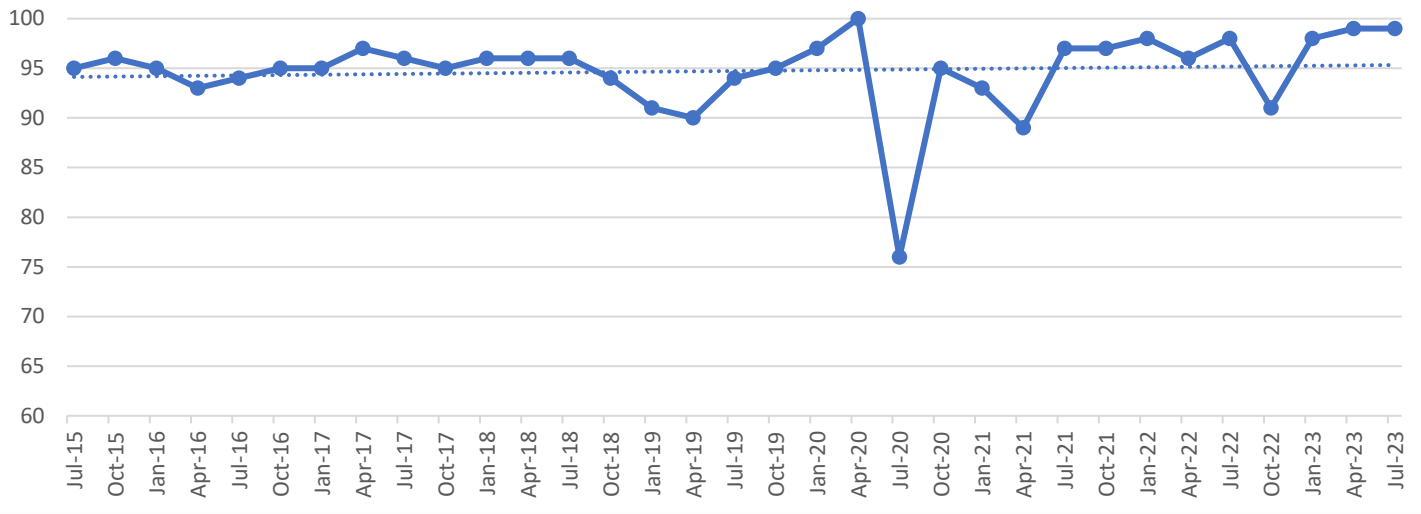
#6 - The staff addressing my medical needs today



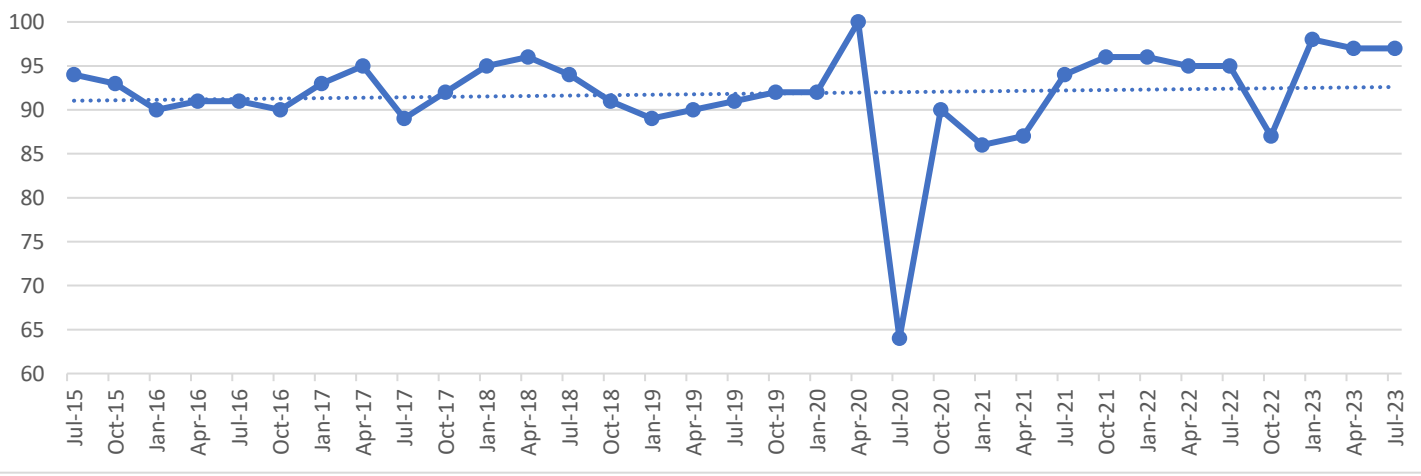
#7 - The time spent waiting



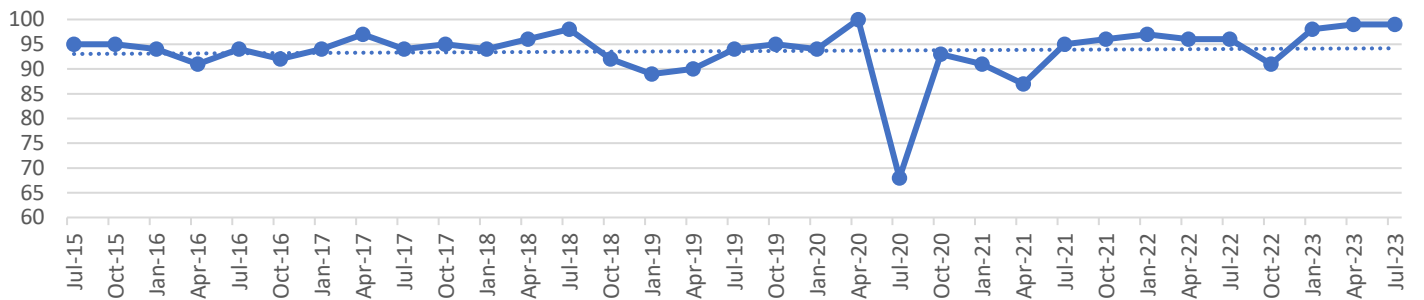
#8 - The respectfulness of staff



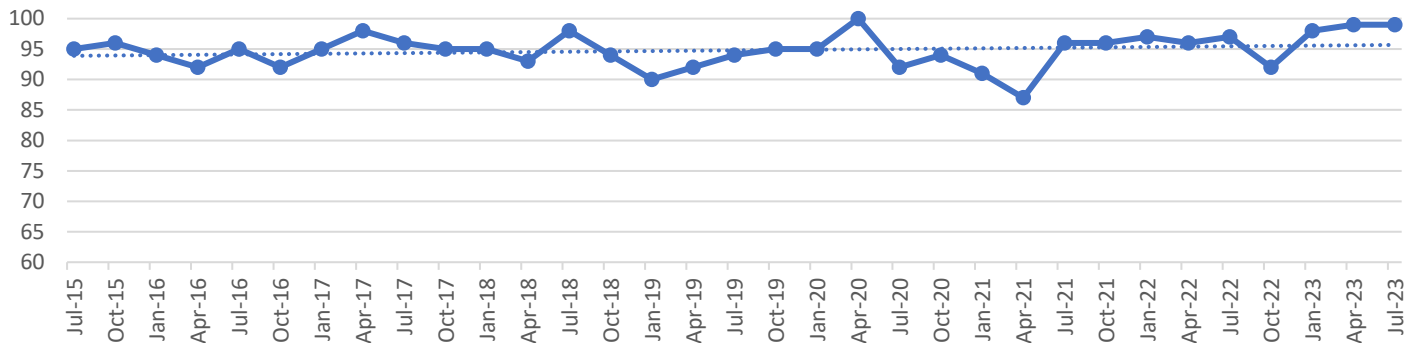
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



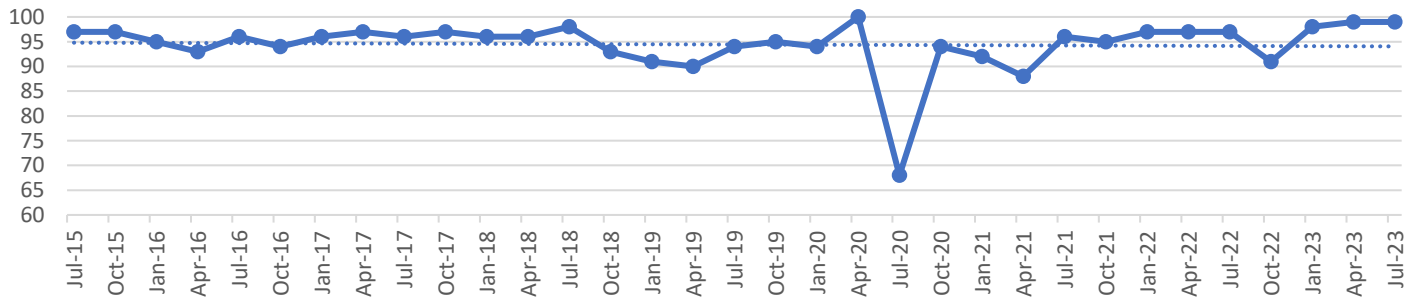
#10 - The handling of my personal medical information in a private and confidential manner



#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?

