

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 91% to 95%. 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.

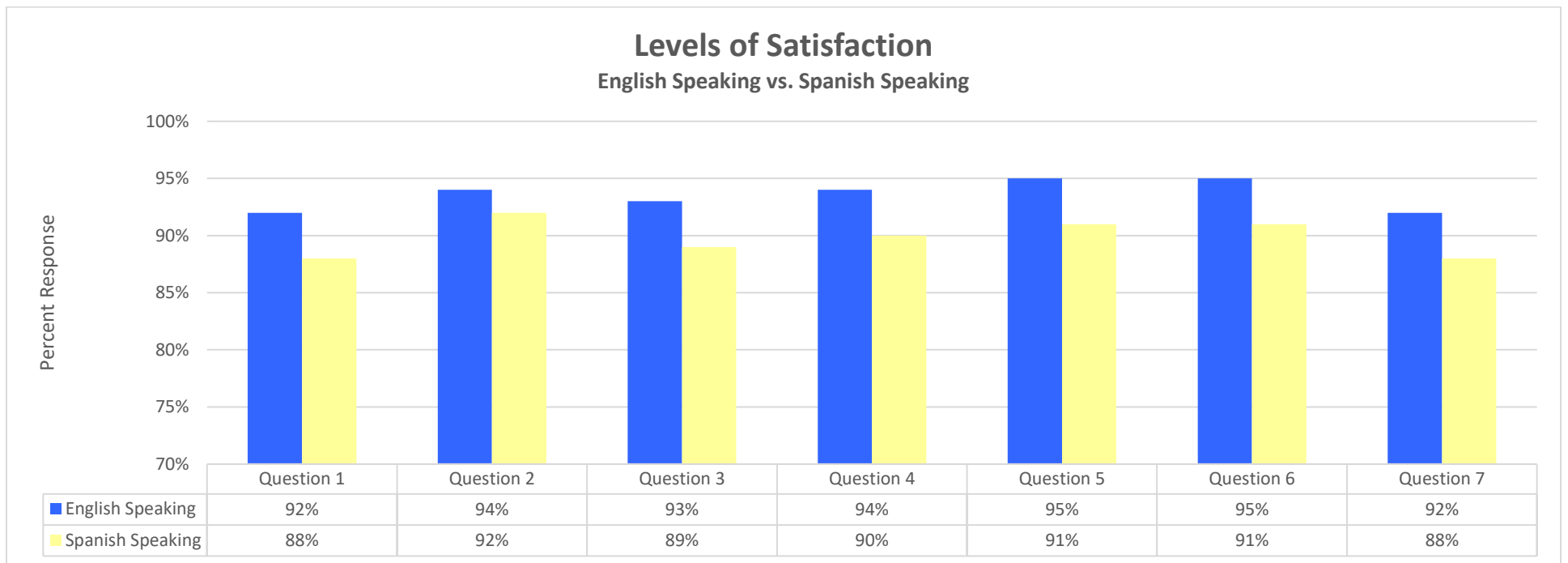
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	91%	91%	91%	91%
2. The reception staff	93%	92%	93%	93%
3. Receiving a timely appointment	92%	92%	92%	91%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	93%	92%
5. The follow up and coordination of my care	93%	93%	93%	93%
6. The staff addressing my medical needs today	94%	94%	93%	94%
7. The time spent waiting	91%	90%	89%	88%
8. The respectfulness of staff	94%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	90%	90%	91%
10. The handling of my personal medical information in a private and confidential	94%	93%	93%	93%
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?	95%	93%	93%	93%

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%

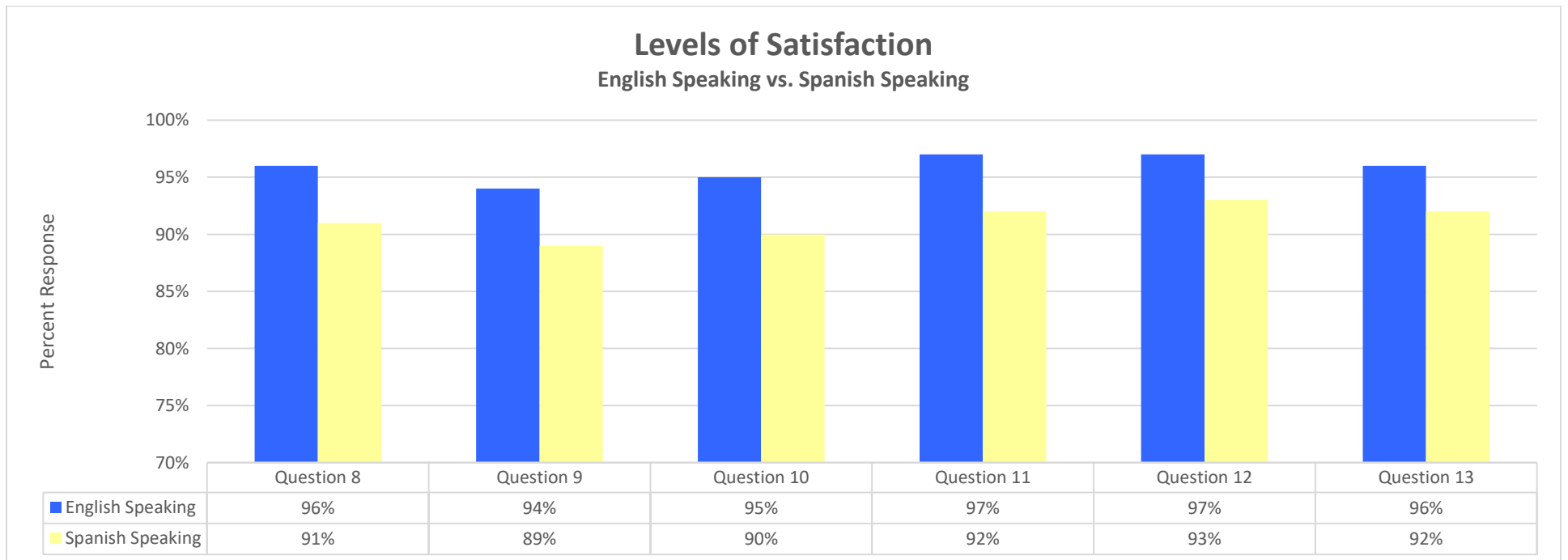
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	105 73%	45 62%	26 18%	20 27%	7 5%	4 6%	5 4%	1 1%	1 1%	3 4%
2. The reception staff	112 77%	53 73%	23 16%	15 21%	10 7%	3 4%	0	0	0	2 3%
3. Receiving a timely appointment	106 74%	45 63%	28 19%	19 26%	9 6%	5 7%	1 1%	1 1%	0	2 3%
4. Education and explanation of plan provided in a way that I can understand	111 77%	45 62%	27 19%	22 30%	7 5%	4 6%	0	0	0	2 3%
5. The follow-up and coordination of my care	113 79%	48 67%	24 17%	18 25%	7 5%	4 6%	0	0	0	2 3%
6. The staff addressing my medical needs today	117 81%	51 71%	20 14%	15 21%	8 6%	4 6%	0	0	0	2 3%
7. The time spent waiting	104 72%	45 62%	27 19%	18 25%	11 8%	6 8%	1 1%	2 3%	1 1%	2 3%



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	118 83%	50 69%	19 13%	16 22%	6 4%	4 6%	0	0	0	2 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	104 75%	44 62%	23 17%	20 28%	11 8%	5 7%	0	0	0	2 3%
10. The handling of personal medical info in a private and confidential manner	114 81%	48 66%	20 14%	19 26%	7 5%	4 6%	0	0	0	2 3%
11. Your medical assistant	123 85%	52 71%	18 13%	16 22%	3 2%	3 4%	0	0	0	2 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	124 87%	54 75%	14 10%	13 18%	5 4%	3 4%	0	0	0	2 3%
13. Overall, how satisfied are you with the Health Center?	121 85%	52 72%	18 13%	15 21%	4 3%	3 4%	0	0	0	2 3%



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: 51

N/A: 20

YES: 6

Comments:

1. "Yes, Amber received the message. I love her."
2. "Staff was very kind and understanding."
3. "Yes, regarding my sons testing."
4. "Dr. Sofowora always calls the same day of our call."
5. "Yes, good."
6. "Yes, I had a good experience. I felt like I was cared for and listened to. My appt didn't feel rushed needs met. Thank you!" (Peifer)
7. "Yes, two weeks ago and they never returned my call."
8. "No, first time being here."
9. "Yes, interaction was great."

Spanish

NO: 8

N/A: 3

YES: 0

Comments:

1. "Yes, for the provider all the time." "Si para el proveedor, todo el tiempo."

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

English

1. "She helps me." (Sayles)
2. "In/out friendly." (Williams)
3. "Alejandra, Stephanie Williams and reception." (Williams)
4. "Provider, medical assistant." (Williams)
5. "Fast and great service." (Williams)
6. "Everyone."
7. "The time wait was amazing."
8. "N/A." (7)
9. "The wonderful customer service and fast service." (Sayles)
10. "Timely appt."
11. "Tara did an amazing job on the physical for my son she was very thorough." (Kristiansen)
12. "Appt availability."
13. "Understanding and willingness to help." (Williams)
14. "Speed of appointment." (Sayles)
15. "Appointments." (Kristiansen)
16. "MA's/MD/NPS." (Williams)
17. "Everyone was nice."
18. "Being able to have a timely appointment." (Peifer)
19. "Doctors and nurses, receptionist."
20. "A consistent provider has been very helpful we have built a rapport 😊." (Thompson)

Spanish

1. "The cost is low." "El costo es bajo."
2. "It is economic to come here." "Es economico venir aqui." (Kristiansen)
3. "The service is good and economic." "El servicio es bueno y economico." (Peifer)
4. "All the service." "Todo el servicio." (Williams)
5. "The help from my doctor is good." "La ayuda de mi doctor es muy Buena." (Thompson)
6. "Medical assistant." "Asistente medica." (Williams)
7. "Providers." "Provedores." (Sofowora)
8. "Everything is good." "Todo esta bien." (3)
9. "I like all of the service." "Me gusta todo el servicio." (Thompson)
10. "The majority of the people speak Spanish and they are kind." "La mayoría de las personal hablan Espanol y son amables."
11. "N/A." "N/A."
12. "It is excellent how it is." "Es excelente como esta."
13. "They have language availability and close to home." "Tienen disponibilidad de language y cercania a mi hogar." (Kristiansen)

21. "Comfortable with staff, available appointments." (Sayles)
22. "Telling about issues." (Thompson)
23. "They seemed organized and I feel like they take care of any health/medical concerns I may have."
24. "Timely answer from operator."
25. "Dr. Dom Sofowora is our fav doctor, We love him. My daughter has an awful TBI and Dr. always makes time for us no matter how big or small. He's been amazing with ALL our children."
26. "I don't know." (2)
27. "Doctor Patient relationship is a priority."
28. "I love my doctor."
29. "My care."
30. "Nice staff." (Kristiansen)
31. "Seeing me fast."
32. "Getting good care very easily, everyone here is always helpful." (Kristiansen)
33. "Getting vaccination records." (Peifer)
34. "In and out." (2)
35. "Scheduling appointments that work for me." (Sayles)
36. "Helpful."
37. "Easy appointment scheduling."
38. "Location, familiar staff." (Peifer)
39. "The staff is always kind and extremely helpful."
40. "Got me in fast." (Sofowora)
41. "Communication." (Sayles)
42. "The staff."
43. "The service."
44. "The quick RX's." (Sayles)
45. "Time, didn't have to wait." (Sofowora)
46. "Everyone seems very patient and kind."
47. "Great staff." (Kristiansen)
48. "Reception is very helpful sweet ladies."
49. "Female doctors."
50. "Confirming appointments." (Sofowora)
51. "Having a good doctor and getting in."
52. "Staff is helpful and kind." (Peifer)
53. "The service of everyone." (Sofowora)
54. "Reminder calls."
55. "Explaining everything to me so I understand." (Sayles)
56. "Convenient." (Peifer)
57. "Everyone is so nice." (Sayles)
58. "Service."
59. "Doctors responsiveness to concerns."
60. "Everyone is so helpful and kind." (Thompson)
61. "The nice employees." (Sayles)
62. "The time the physician spends to help educate and make some informed decisions."
14. "Very good, doctors and receptionist are very kind." "Muy bien doctores y recepcionistas son muy amables."
15. "My daughters provider is very good and kind." "La provedora de mi hija es muy Buena y amable." (Sayles)
16. "Be healthy." "Estar saludable."
17. "They speak Spanish my first language." "Hablan Espanol que es mi primer language." (Sofowora)
18. "Accessible." "Accesible." (Thompson)
19. "Everything." "Todo." (Peifer)

63. "Patience with listening & help w/finding resources."

Question 16: How can we improve Greater Family Health?

English

1. "I am not sure." (Thompson)
2. "Update rooms/facility." (Sayles)
3. "Everything is great."
4. "Realizing that patients have lives/ that hard 15 minutes early rule is very unforgiving." (Peifer)
5. "I am satisfied with staff and care." (Sofowora)
6. "No improvement, I like how you guys help."
7. "None." (3)
8. "Nothing."
9. "Let Tara do all peds physical." (Kristiansen)
10. "Have no issues."
11. "Just continue what you're doing."
12. "Phone ops and messages." (Williams)
13. "I was pretty pleased with all." (Williams)
14. "The timing of appointments its shouldn't be consider late if you make it at scheduled time." (Sayles)
15. "N/A." (11)
16. "You're doing a great job." (Sayles)
17. "Just keep up the great work." (Sofowora)
18. "Nothing much."
19. "No 15 minute early rule." (Sofowora)
20. "Nothing comes to mind." (Sayles)
21. "It's perfect." (Sayles)
22. "Time waiting to be called in." (Sayles)
23. "Doing a better and great job this visit." (Sofowora)
24. "Keep it up!" (Peifer)
25. "Keep up the good work, service is excellent."
26. "Nothing much."
27. "You can't unless you can duplicate Sofowora!"
28. "All is well." (Peifer)

Spanish

1. "Continue maintaining the low prices." "Continue manteniendo los precios bajos." (Kristiansen)
2. "The floor from the waiting room is a little dirty." "El piso de la sala de espera esta un poco susio." (Peifer)
3. "Nothing." "Ninguno."
4. "I don't think theres nothing to improve." "No hay nada que mejorar."
5. "Everything good." "Todo bien." (2)
6. "Giving closer appointments." "Dando las citas mas cercanas."
7. "Wait time." "Tiempo de espera." (Thompson)
8. "Continue the same." "Continue igual."
9. "N/A." "N/A."
10. "Be more astute." "Ponganse las pilas."

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

English

- YES: 102
- NO: 0

Spanish

- YES: 34
- NO: 0

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

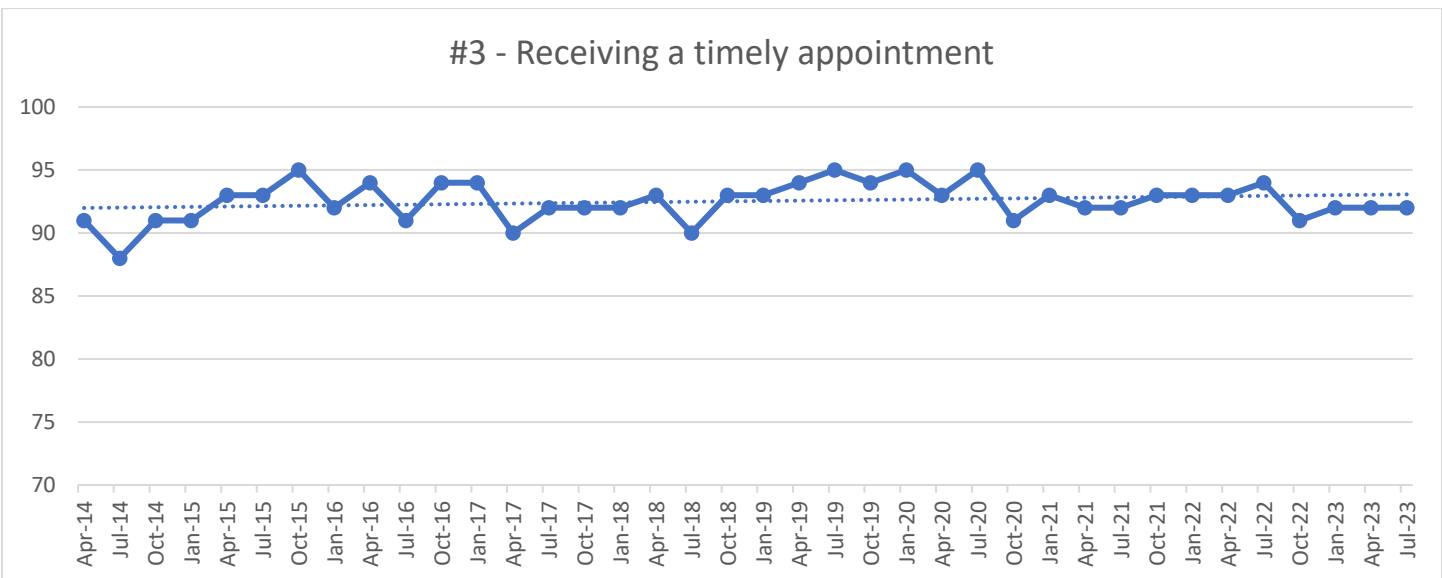
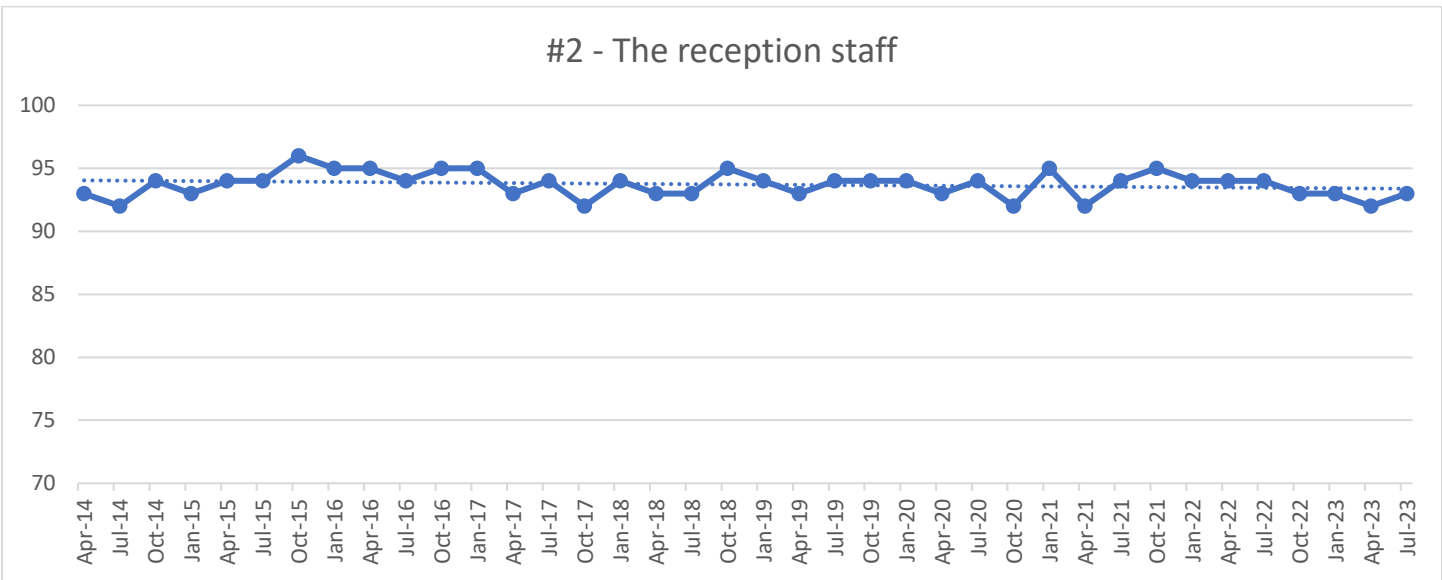
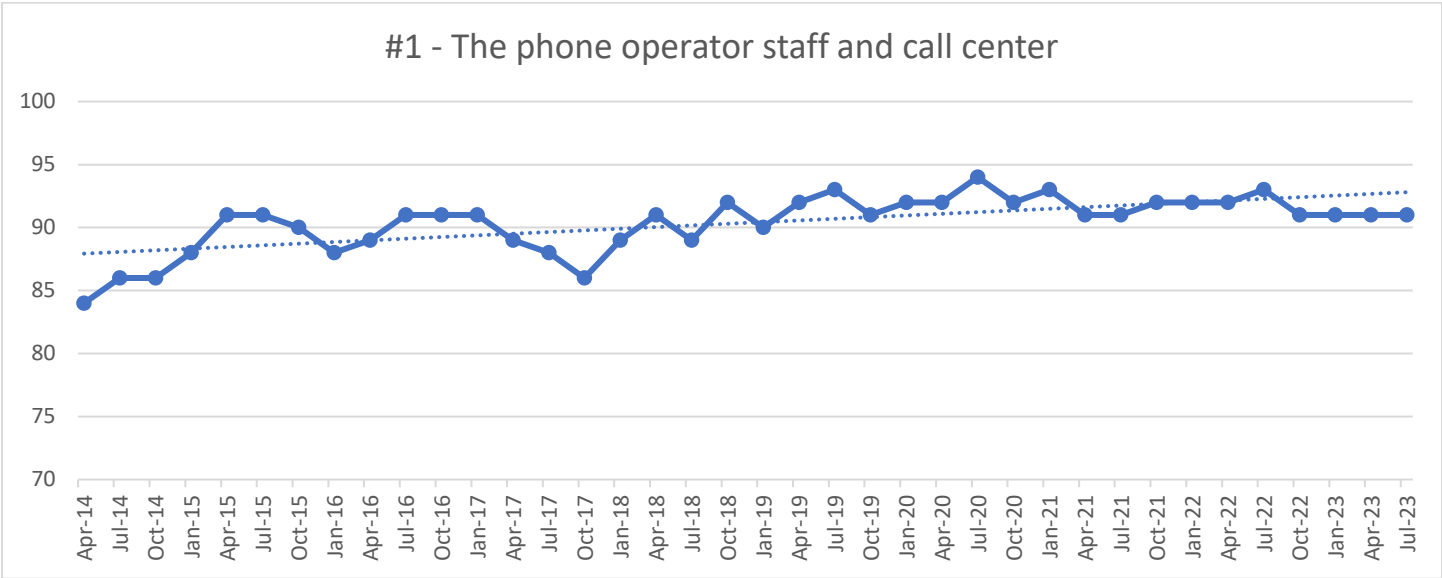
English

- Kristiansen: 12
- Peifer: 15
- Sayles: 18
- Sofowora: 13
- Thompson: 5
- Williams: 8

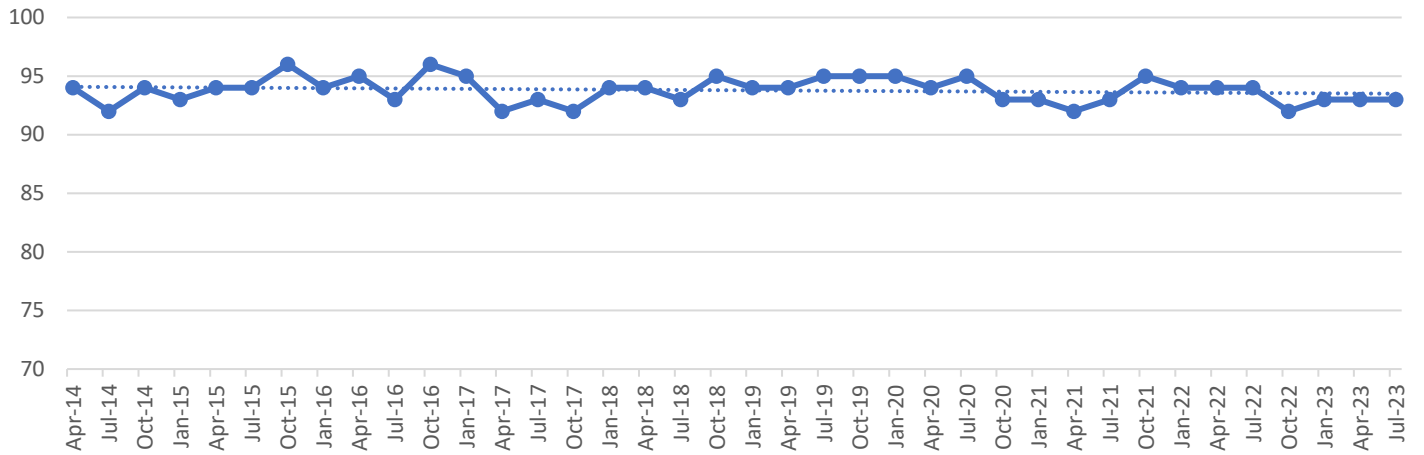
Spanish

- Brown: 1
- Kristiansen: 8
- Peifer: 7
- Sayles: 6
- Sofowora: 7
- Thompson: 4
- Williams: 3

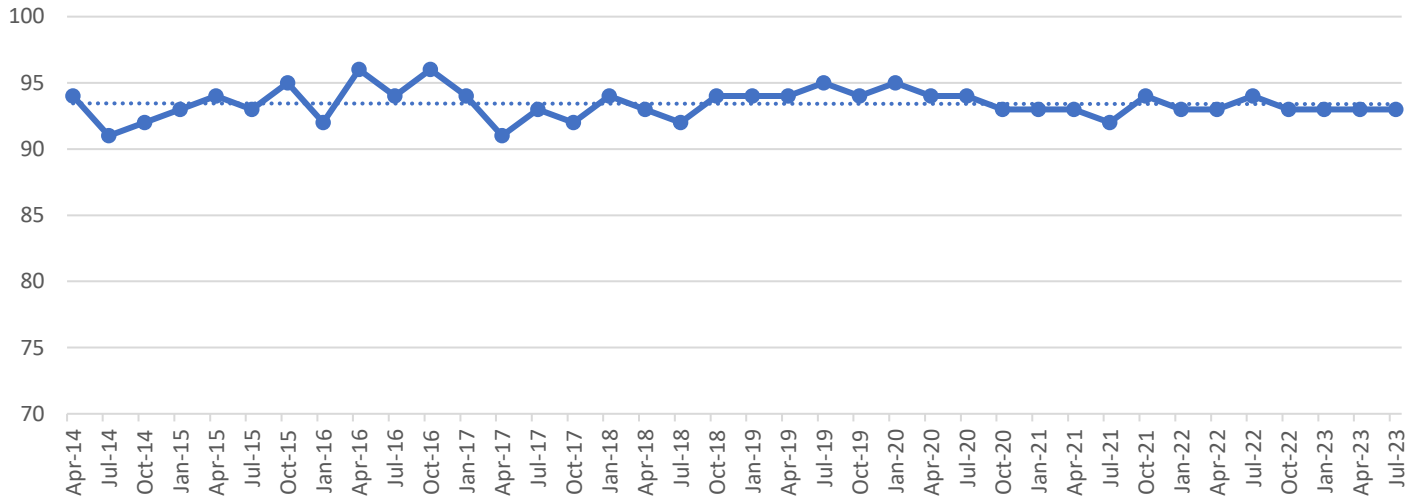
Individual Question Results with Trendlines



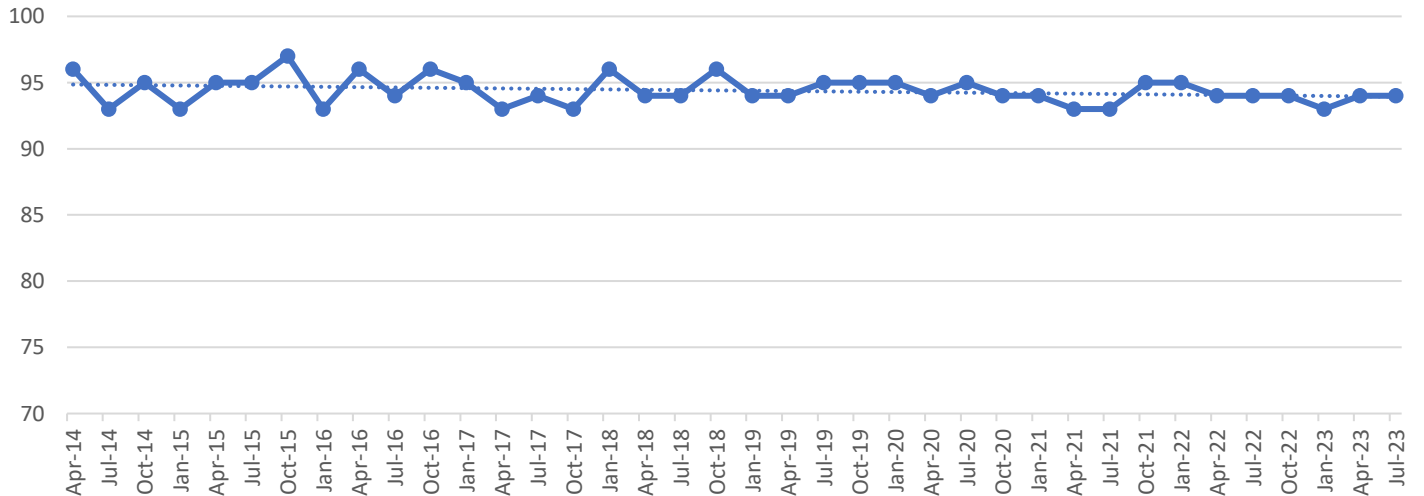
#4 - Education and explanation of plan provided in a way that I can understand



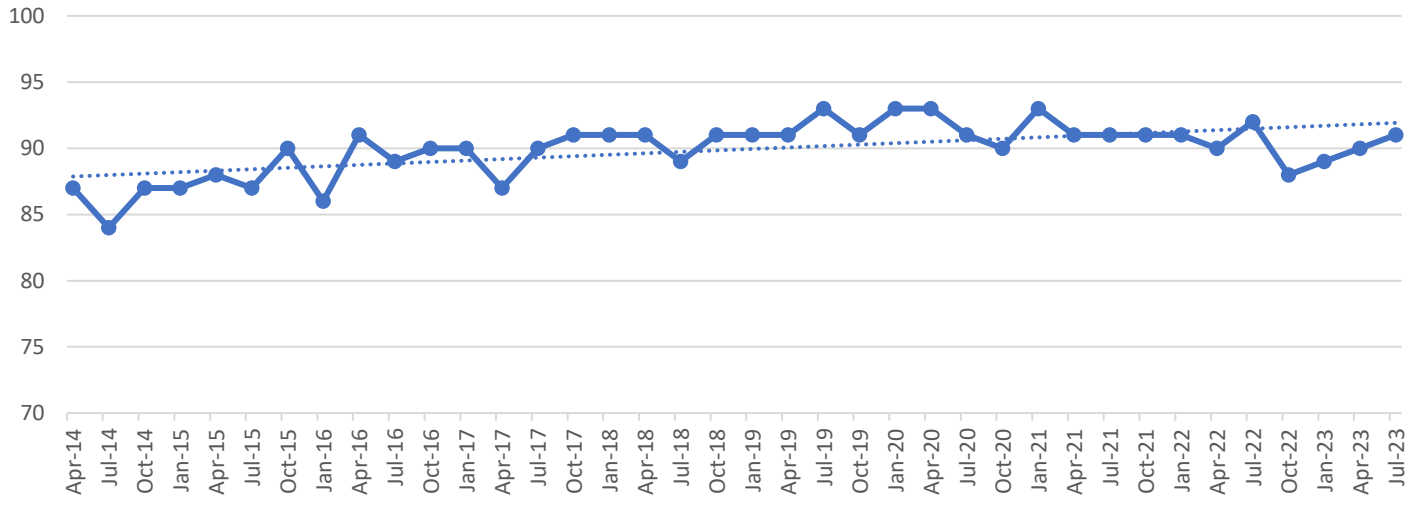
#5 - The follow-up and coordination of my care



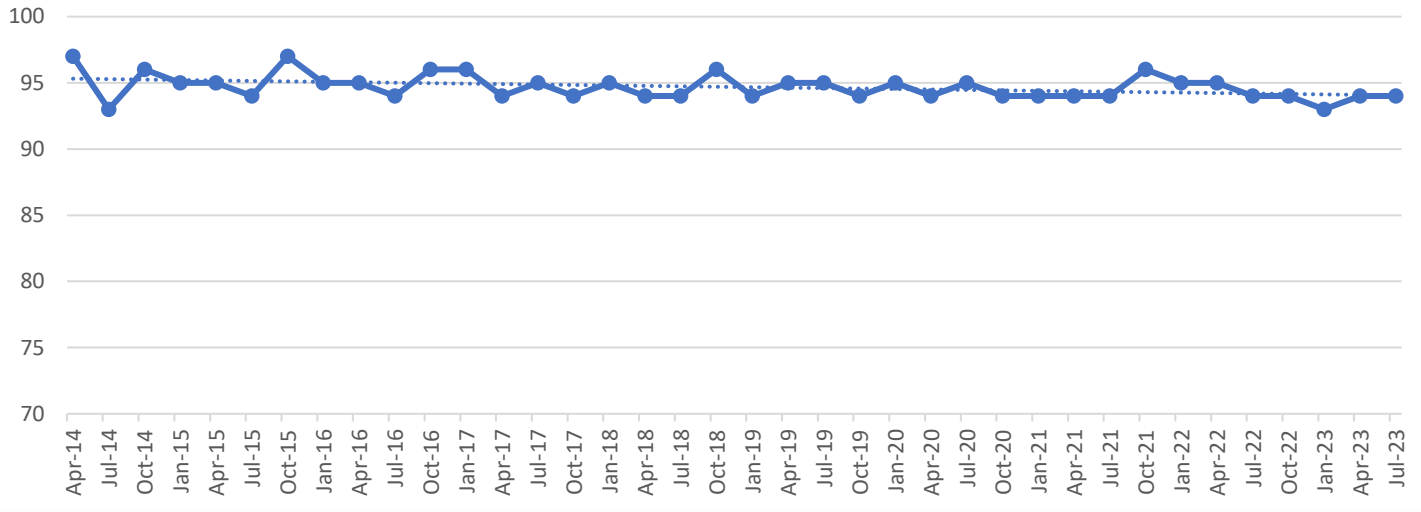
#6 - The staff addressing my medical needs today



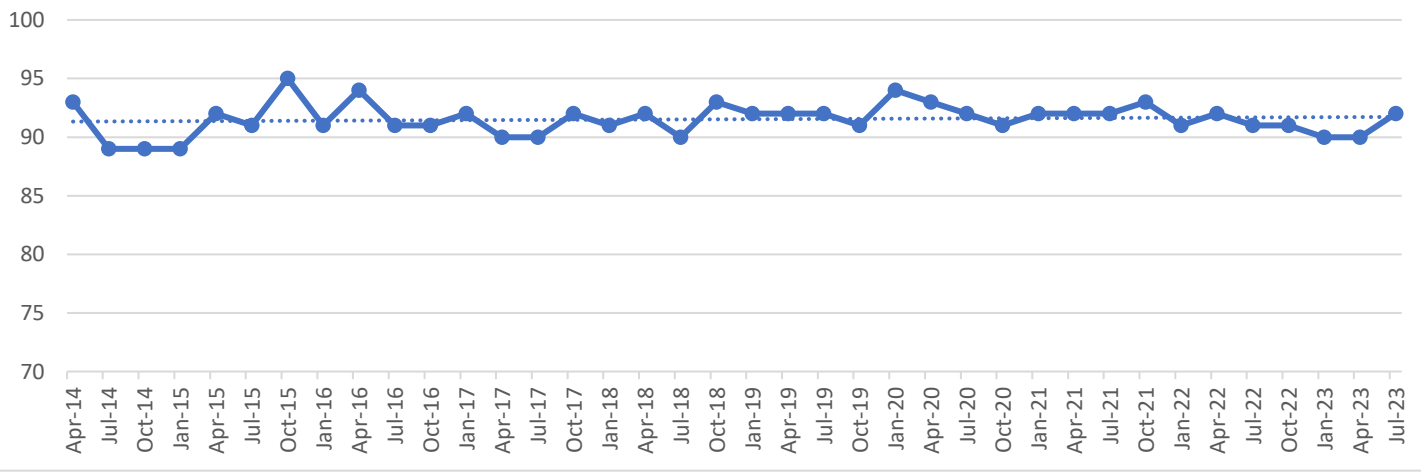
#7 - The time spent waiting



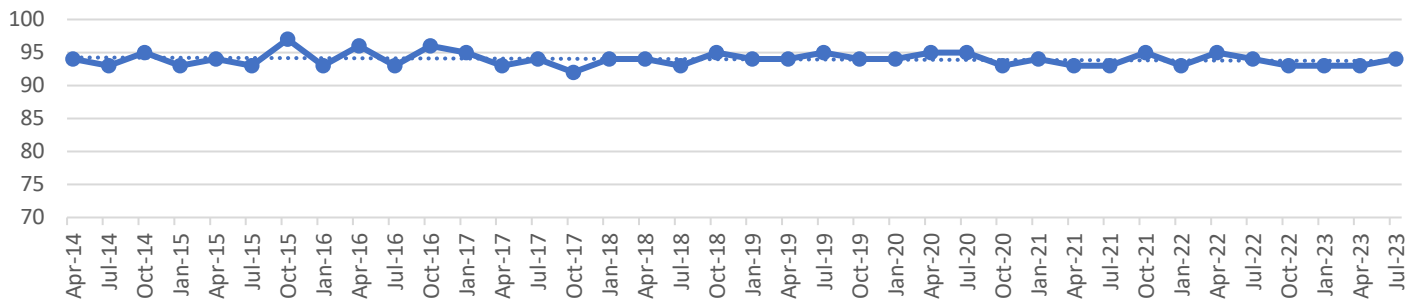
#8 - The respectfulness of staff



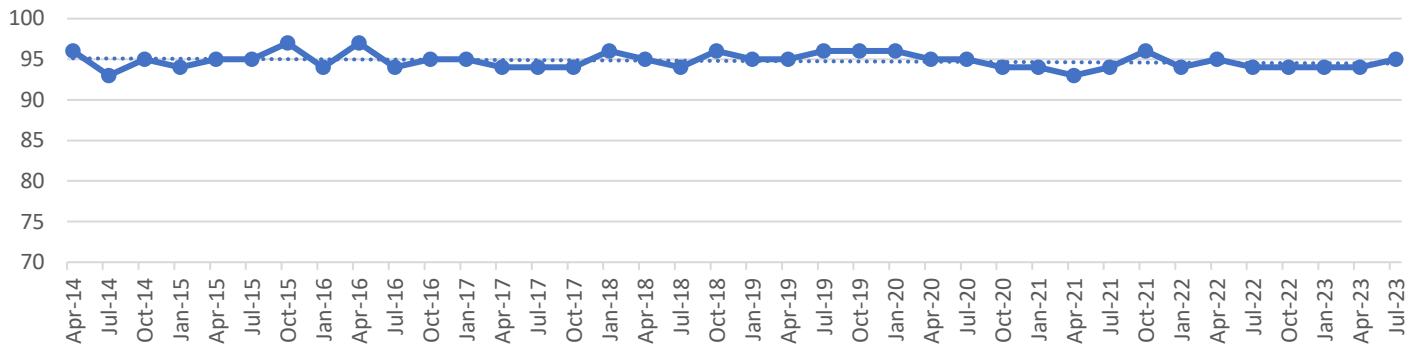
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



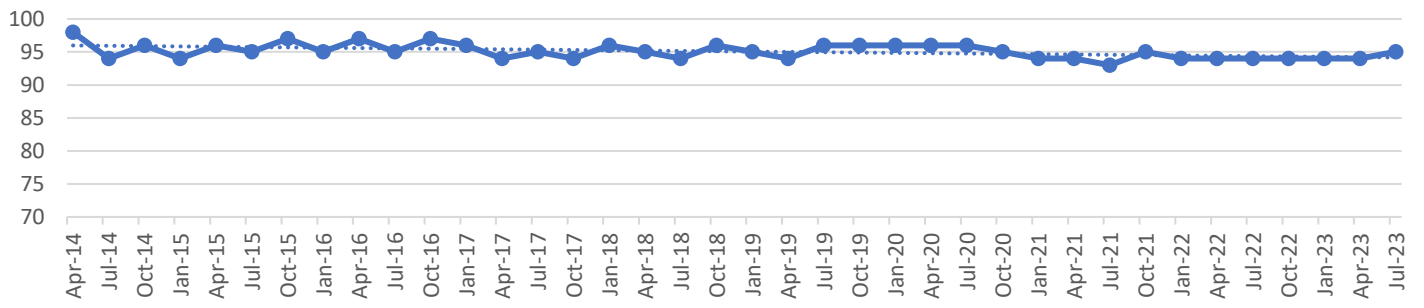
#10 - The handling of my personal medical information in a private and confidential manner



#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?

