

Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 90% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

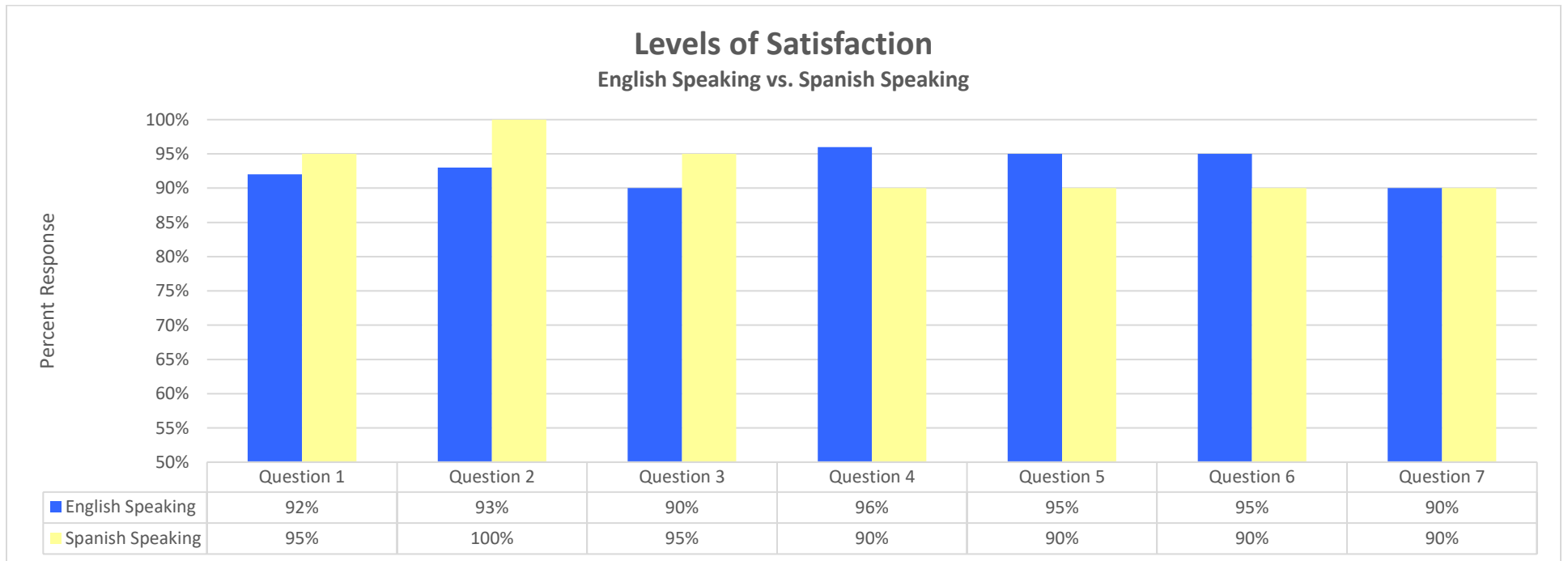
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	93%	89%	93%	86%
2. The reception staff	95%	92%	93%	90%
3. Receiving a timely appointment	91%	92%	96%	90%
4. Education and explanation of plan provided in a way that I can understand	95%	92%	94%	90%
5. The follow up and coordination of my care	94%	94%	94%	91%
6. The staff addressing my medical needs today	94%	93%	98%	91%
7. The time spent waiting	90%	91%	91%	86%
8. The respectfulness of staff	94%	94%	96%	89%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	94%	90%
10. The handling of my personal medical information in a private and confidential	95%	93%	97%	89%
11. Your medical assistant	95%	94%	96%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	95%	98%	94%
13. Overall, how satisfied are you with the Health Center?	95%	94%	97%	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%

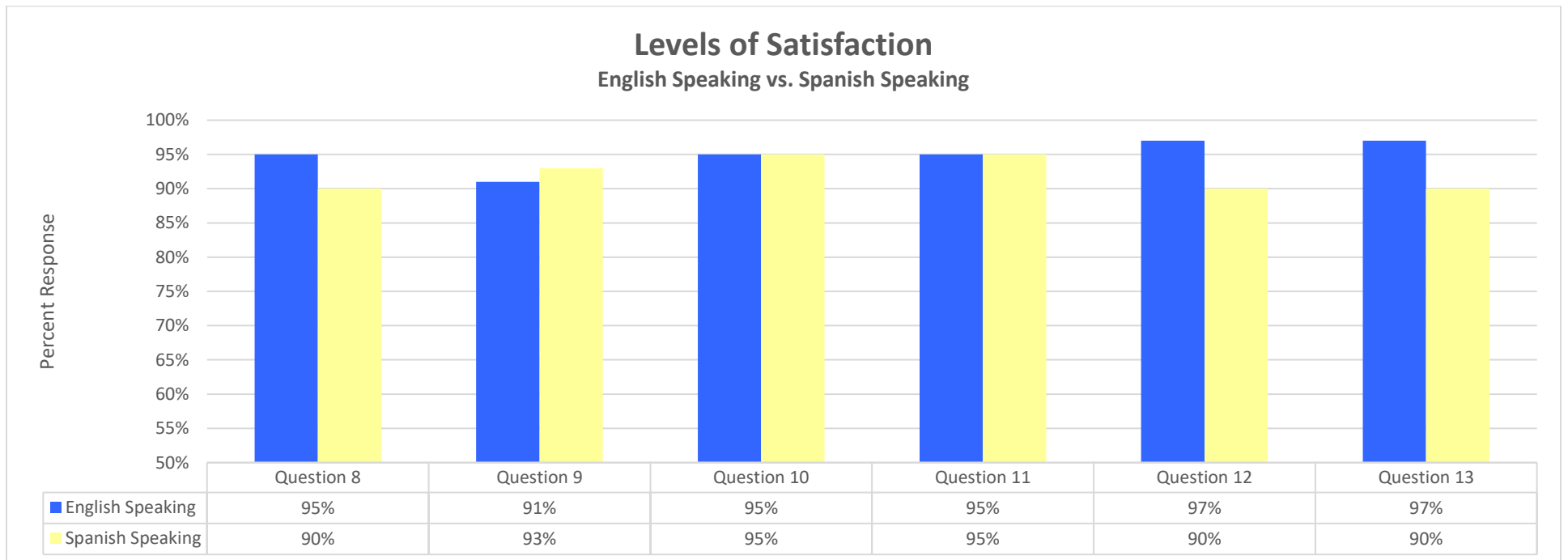
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	9 75%	3 75%	1 8%	1 25%	2 17%	0	0	0	0	0	0
2. The reception staff	10 83%	4 100%	0	0	2 17%	0	0	0	0	0	0
3. Receiving a timely appointment	9 75%	3 75%	0	1 25%	3 25%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	10 91%	3 75%	0	0	1 9%	1 25%	0	0	0	0	0
5. The follow-up and coordination of my care	10 83%	3 75%	1 8%	0	1 8%	1 25%	0	0	0	0	0
6. The staff addressing my medical needs today	10 83%	3 75%	1 8%	0	1 8%	1 25%	0	0	0	0	0
7. The time spent waiting	8 67%	2 50%	2 17%	2 50%	2 17%	0	0	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	10 83%	2 50%	1 8%	2 50%	1 8%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	8 73%	2 67%	1 9%	1 33%	2 18%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	10 83%	3 75%	1 8%	1 25%	1 8%	0	0	0	0	0	0
11. Your medical assistant	10 83%	3 75%	1 8%	1 25%	1 8%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	11 92%	3 75%	0	0	1 8%	1 25%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	11 92%	3 75%	0	0	1 8%	1 25%	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: 6

N/A: 1

YES: 0

Comments:

1. "Quick and everyone very friendly."
2. "They were very helpful."

Spanish

NO: 0

N/A: 0

YES: 0

Comments:

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

English

1. "Being able to set up an appointment for my son quickly." (Williams)
2. "Medicine."
3. "Good relationship and Ms. Williams is the best PCP I've ever had." (Williams)
4. "They stay on top of my appointment and my conditions." (Williams)
5. "Everything." (Williams)
6. "The doctors patience and how well she explains things."
7. "Medical provider & assistant."

Spanish

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Nothing."
3. "They are doing great." (Williams)
4. "Location dates only here 2 times a week." (Williams)
5. "Continue great customer service." (Williams)
6. "I feel its fine."
7. "It is ok the way things are."

Spanish

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

English

- YES: 8
- NO: 0

Spanish

- YES: 3
- NO: 0

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

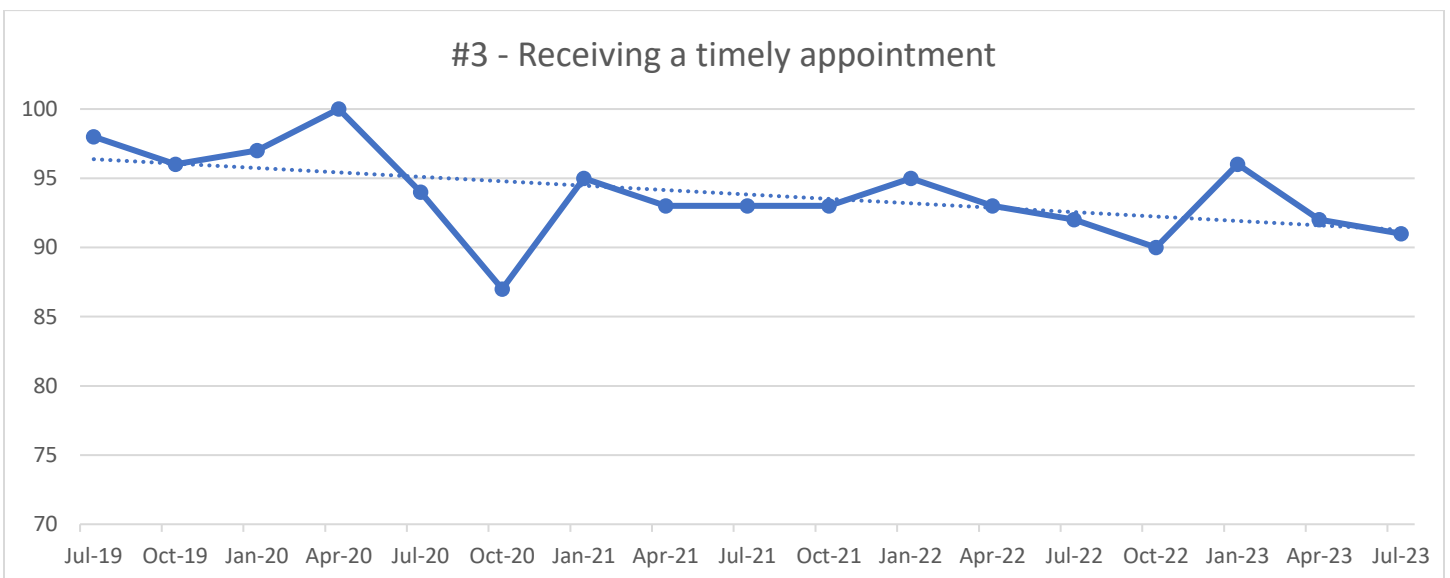
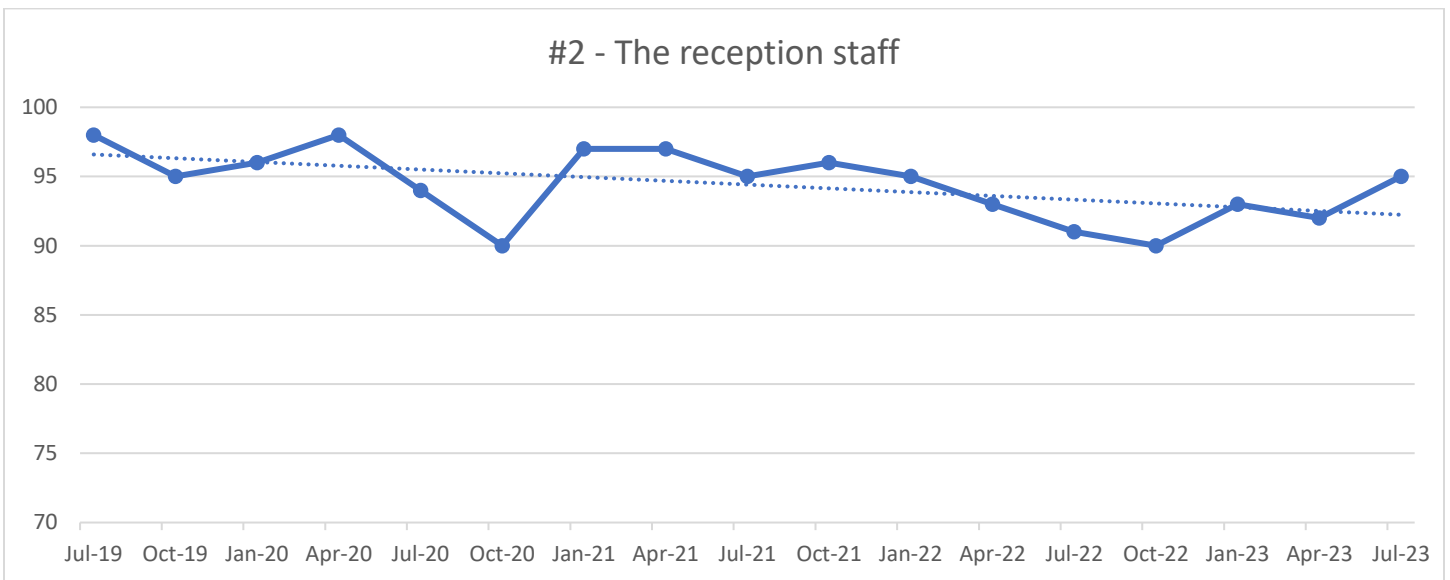
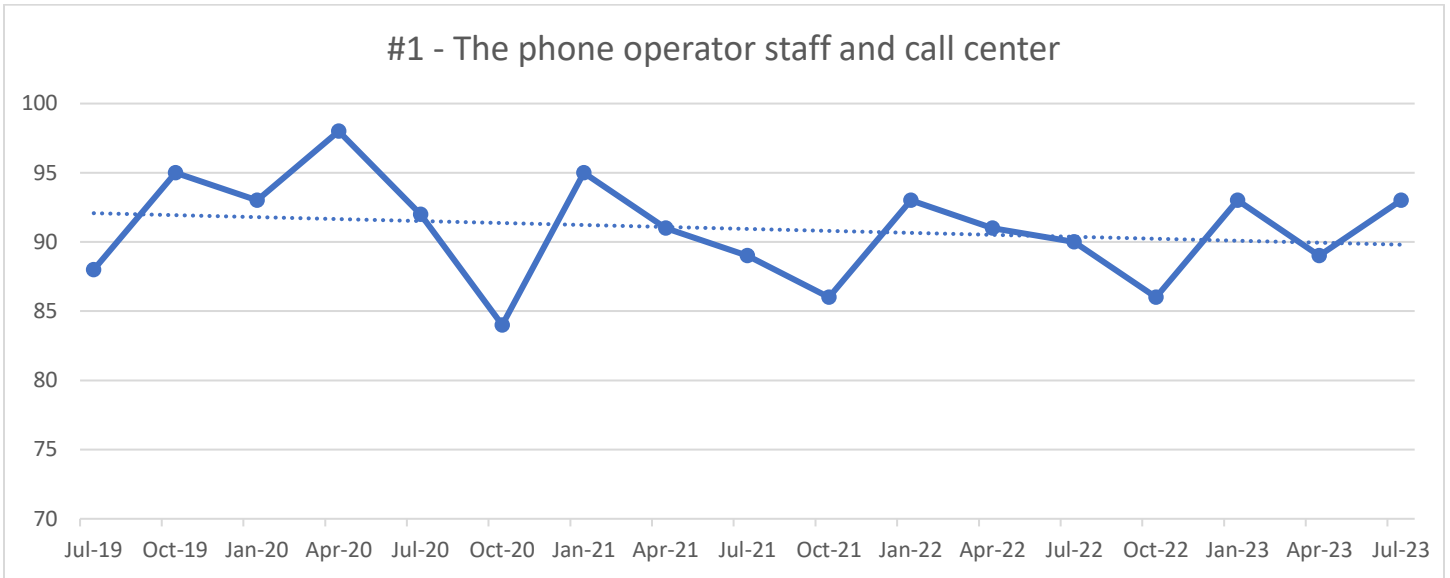
English

- Williams: 5

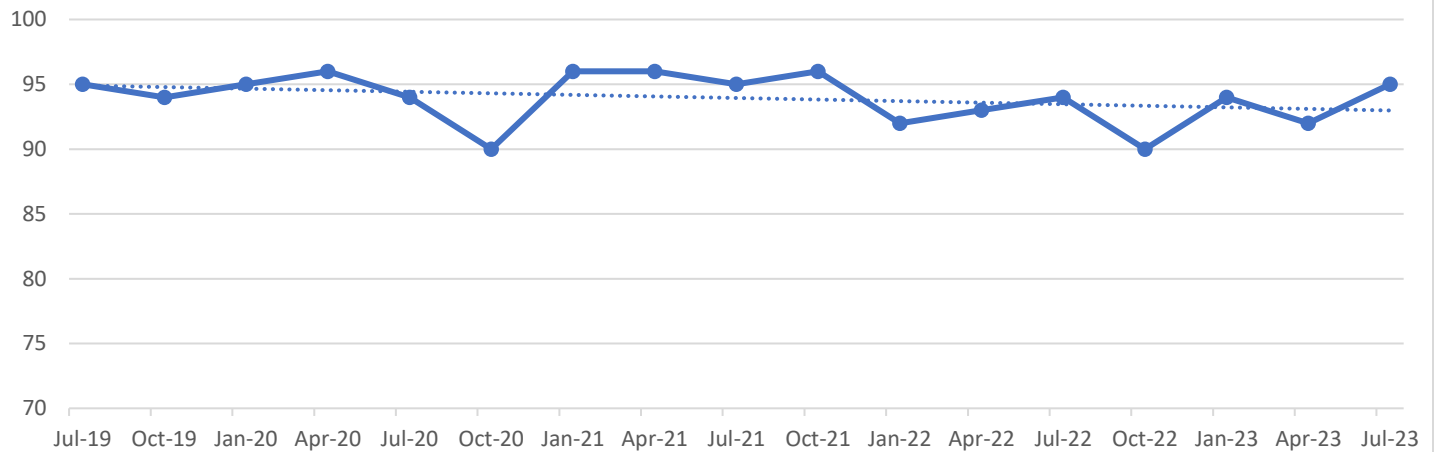
Spanish

- Williams: 2

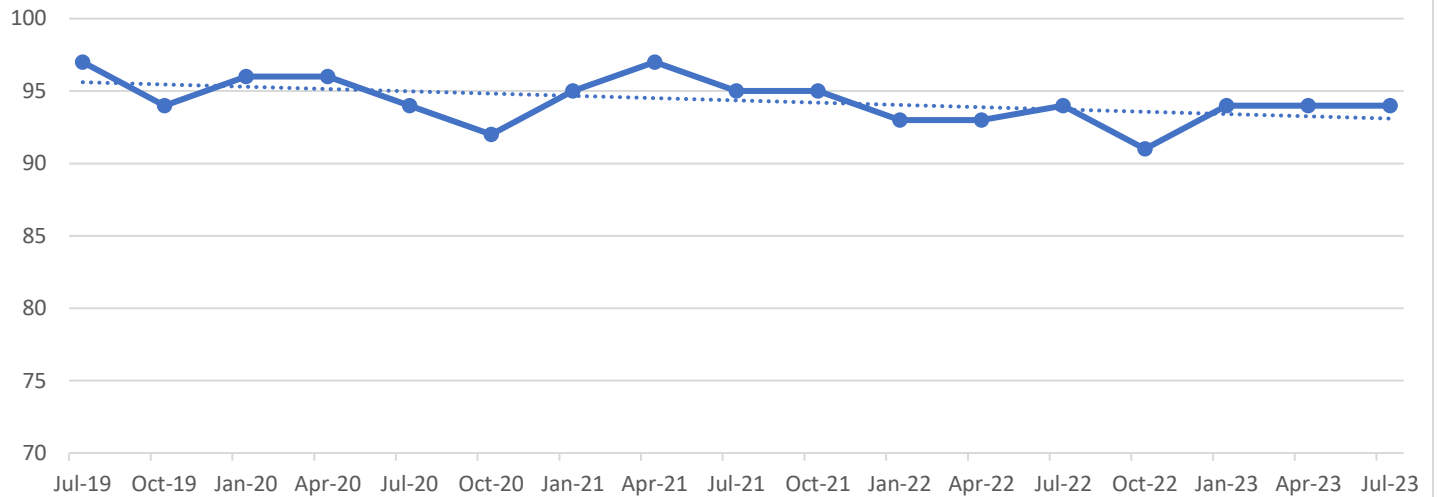
Individual Question Results with Trendlines



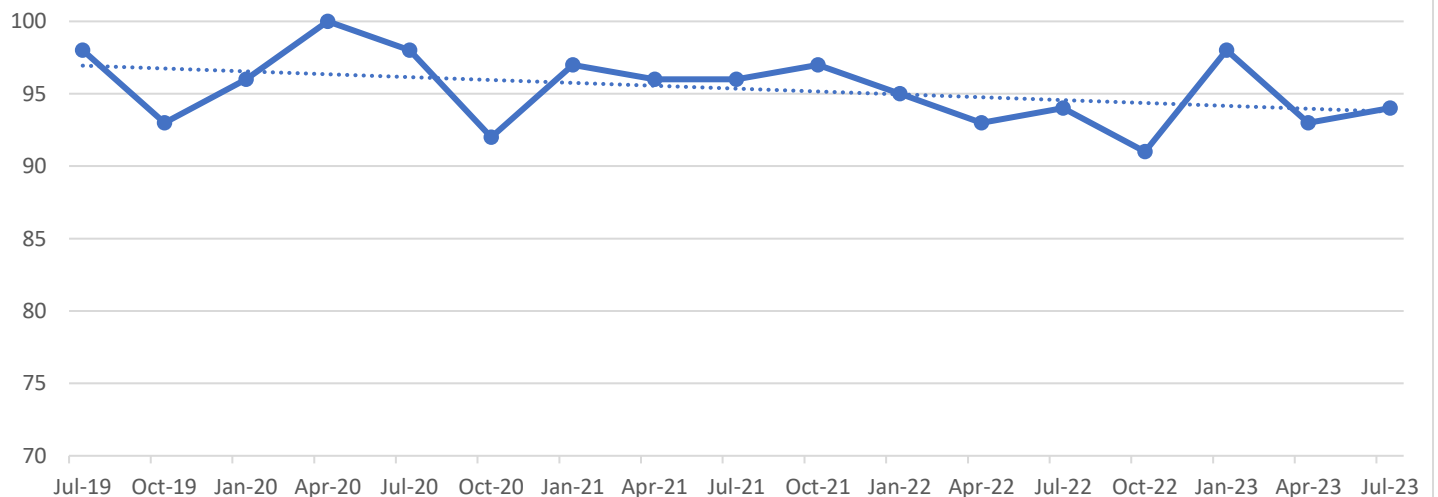
#4 - Education and explanation of plan provided in a way that I can understand

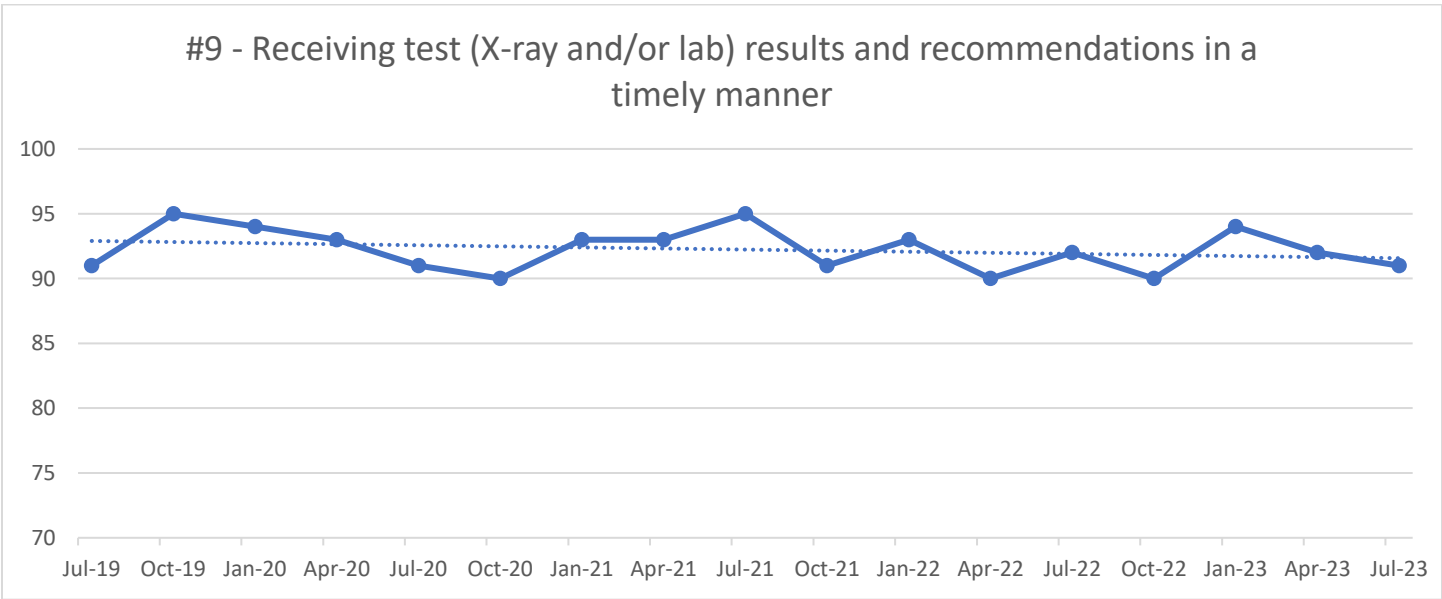
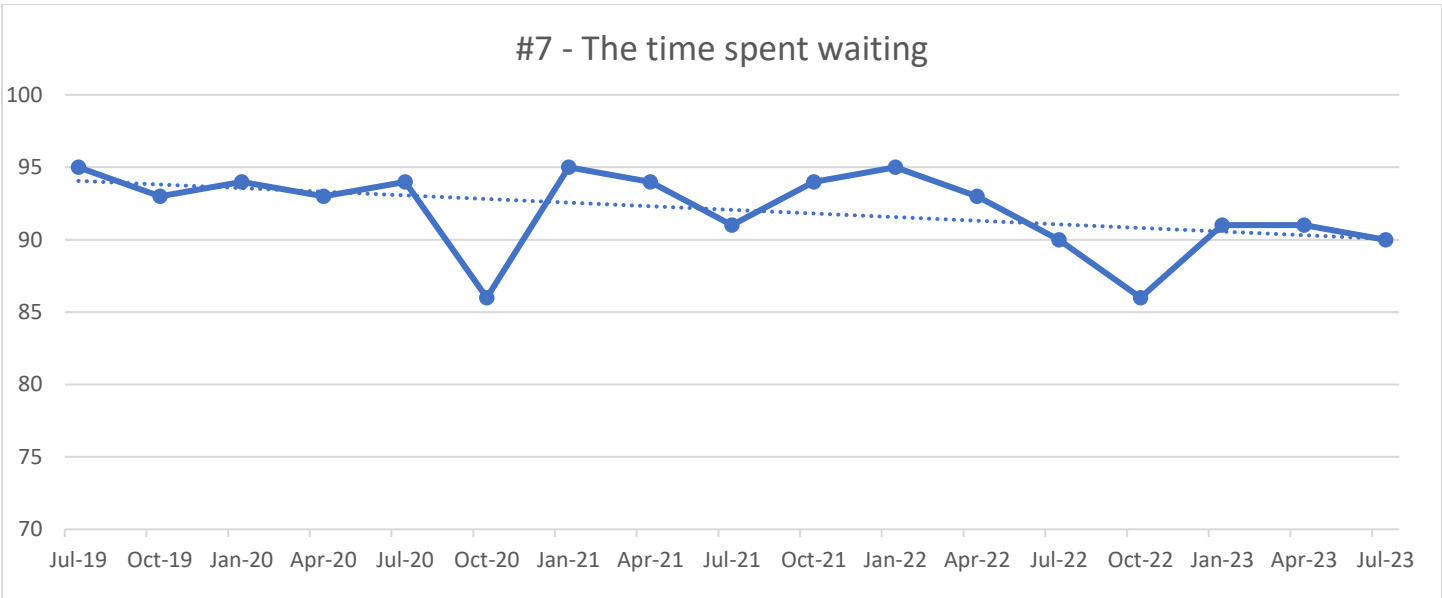


#5 - The follow-up and coordination of my care

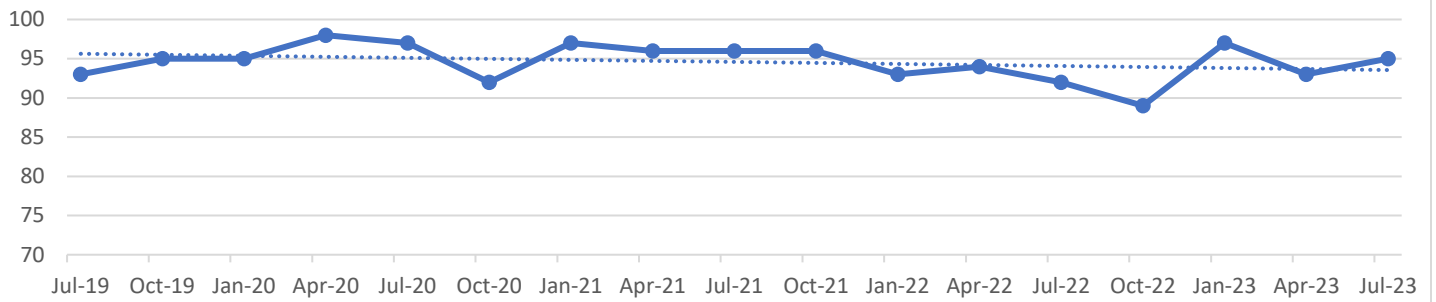


#6 - The staff addressing my medical needs today

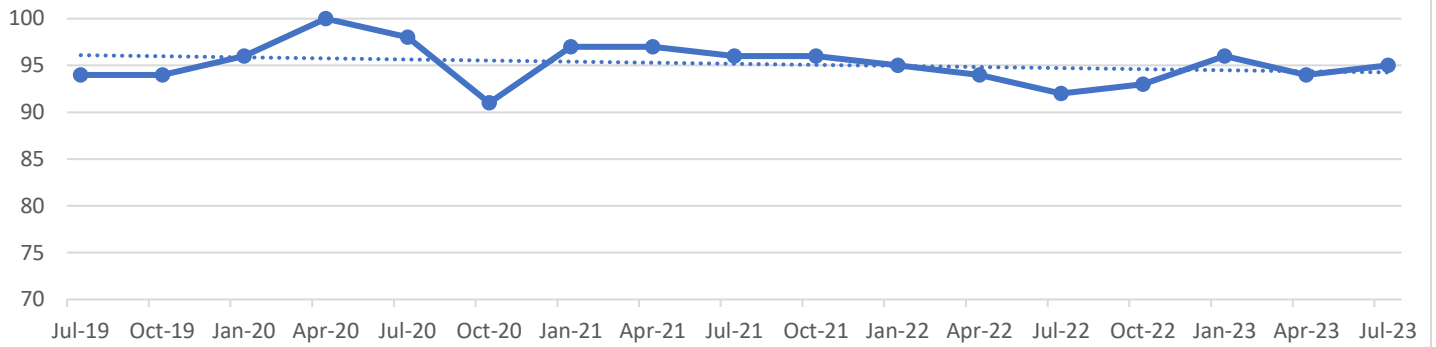




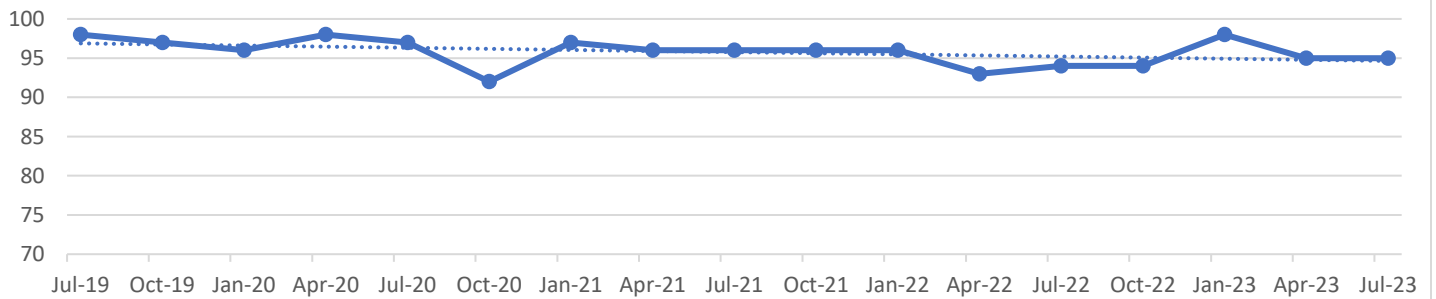
#10 - The handling of my personal medical information in a private and confidential manner



#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?

