

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 88% to 93%. The mean for all questions was 91% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

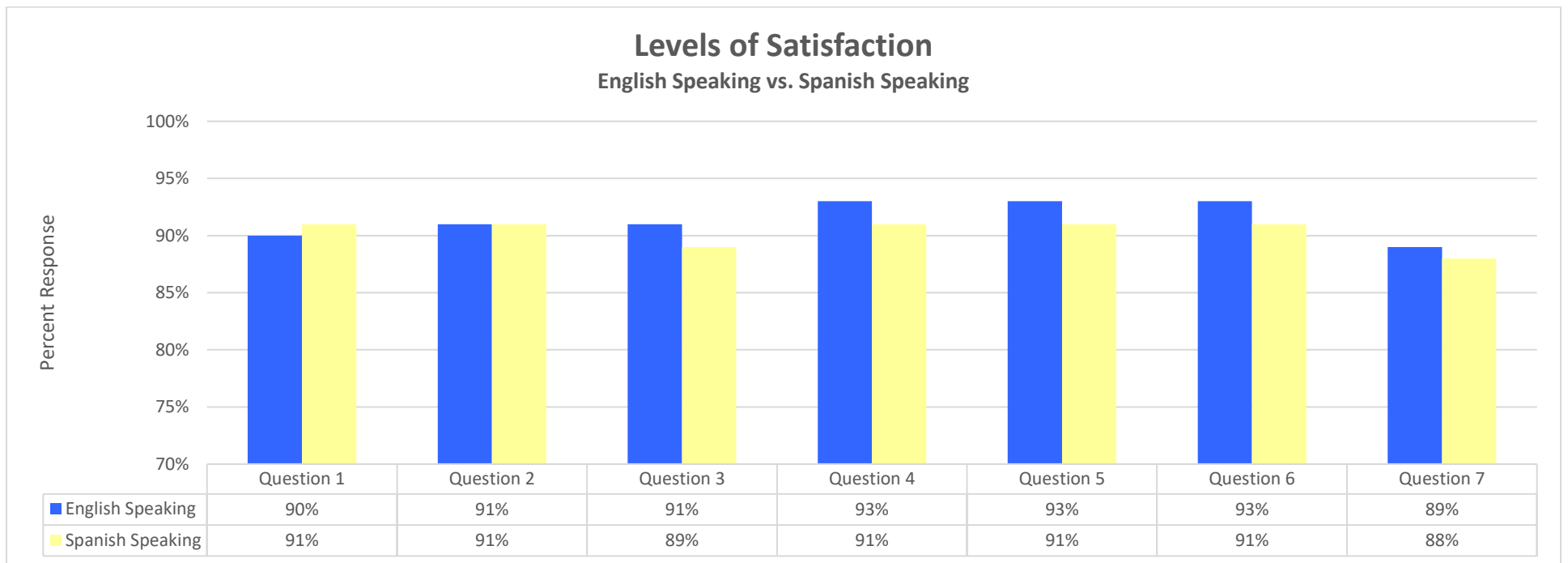
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	90%	92%	90%	91%
2. The reception staff	91%	93%	90%	91%
3. Receiving a timely appointment	90%	92%	89%	90%
4. Education and explanation of plan provided in a way that I can understand	91%	93%	90%	91%
5. The follow up and coordination of my care	92%	93%	90%	92%
6. The staff addressing my medical needs today	92%	93%	91%	92%
7. The time spent waiting	88%	89%	86%	86%
8. The respectfulness of staff	92%	93%	90%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	92%	88%	90%
10. The handling of my personal medical information in a private and confidential	91%	94%	91%	92%
11. Your medical assistant	92%	94%	90%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	94%	91%	93%
13. Overall, how satisfied are you with the Health Center?	92%	93%	90%	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%

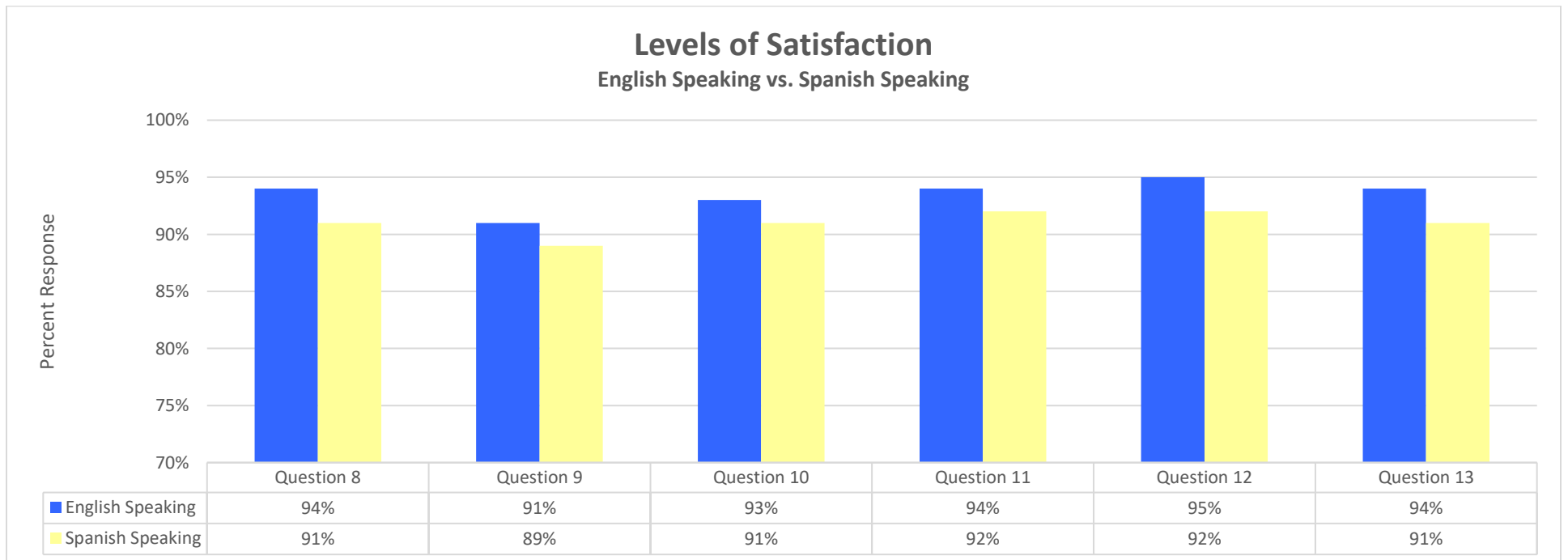
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	97 67%	175 71%	29 20%	48 20%	16 11%	11 5%	3 2%	3 1%	0	9 4%
2. The reception staff	99 68%	173 71%	33 23%	49 20%	11 8%	10 4%	2 1%	2 1%	1 1%	9 4%
3. Receiving a timely appointment	99 68%	162 66%	29 20%	53 22%	15 10%	16 7%	2 1%	3 1%	0	10 4%
4. Education and explanation of plan provided in a way that I can understand	103 72%	168 70%	32 22%	53 22%	8 6%	10 4%	1 1%	1 1%	0	9 4%
5. The follow-up and coordination of my care	103 72%	173 71%	30 21%	53 22%	9 6%	8 3%	1 1%	1 1%	0	9 4%
6. The staff addressing my medical needs today	106 73%	176 72%	29 20%	50 20%	10 7%	8 3%	1 1%	0	0	11 5%
7. The time spent waiting	95 66%	155 63%	26 18%	60 25%	20 14%	15 6%	3 2%	6 2%	1 1%	9 4%



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	106 74%	168 70%	31 22%	54 23%	6 4%	10 4%	1 1%	0	0	8 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	89 66%	151 65%	31 23%	61 26%	14 10%	11 5%	1 1%	2 1%	0	9 4%
10. The handling of personal medical info in a private and confidential manner	103 73%	167 68%	27 19%	59 24%	11 8%	8 3%	1 1%	2 1%	0	8 3%
11. Your medical assistant	109 75%	177 73%	29 20%	49 20%	6 4%	6 3%	2 1%	2 1%	0	8 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	113 78%	180 75%	25 17%	44 18%	6 4%	6 3%	1 1%	1 1%	0	9 4%
13. Overall, how satisfied are you with the Health Center?	111 76%	165 71%	27 19%	52 22%	7 5%	7 3%	1 1%	1 1%	0	9 4%



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: 38

N/A: 18

YES: 7

Comments:

1. "Got a call back in a timely manner." (B. Patel)
2. "Great service for new people and friendly people."
3. "Good."
4. "Yes, prompt reply." (Shirazi)
5. "Yes, it went well."
6. "Awesome people."
7. "Yes, it is good."

Spanish

NO: 53

N/A: 4

YES: 11

Comments:

1. "Very satisfied with the care for my health."
"Muy satisfecho con el cuidado de mi salud."
(Ninkovska)
2. "I am satisfied with everything from reception to nurse and of course the doctor." "Estoy satisfecha en todo desde la reccion, la enfermera y por supuesto la doctora."
(Ninkovska)
3. "Very good." "Muy buena." (Vega)
4. "Very good atmosphere." "Very good ambiente." (C. Patel)
5. "Great." "Beuna."
6. "My experience was excellent." "Mi experiencia fue excelente." (C. Patel)
7. "Dr. Patel is an excellent provider the appointment for my daughter's physical was very good. Additionally, during the consult he gave my adolescent daughter good advice. Thank you for the amazing job as a doctor."
(C. Patel)
8. "They gave me good advice." "Me dieron buen consejos."
9. "Immediate response (pediatrician)."
"Respuesta imediata (pediatra)." (Vega)
10. "Very great." "Muy buena."
11. "Very great." "Muy bien."

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

English

1. "N/A." (6)
2. "All service was so helpful."
3. "Everything." (3)
4. "Everyone's kindness."
5. "To ell staff." (Partial Spanish response on an English survey)
6. "Good staff." (C. Patel)
7. "Everything ok." (B. Patel)
8. "The staff." (2)
9. "Doctors help." (Ninkovska)
10. "Very caring."
11. "Skill and care." (B. Patel)
12. "Service."
13. "Staff." (2)

Spanish

1. "N/A."
2. "With everything." "En todo." (Shirazi)
3. "Everything." "Todo." (3)
4. "They assist with very well." "Atienden muy bien." (Ninkovska)
5. "To feel better." "A centirme vien." (B. Patel)
6. "The attention. Thank you for all that you do."
"La atención." (Partial English response on a Spanish survey)
7. "The attention to the patient." "La atencion a paciente." (Ninkovska)
8. "Very good." "Muy bien."
9. "Illness." "Enfermedad." (Shirazi)

14. "Nice staff." (B. Patel)
15. "No comments."
16. "Location." (B. Patel)
17. "Timing." (2)
18. "Phone calls."
19. "Dr. Shirazi." (Shirazi)
20. "Everyone."
21. "Nice staff."
22. "I can call in the morning for same day appointments."
23. "The time of the appointments." (Ninkovska)
24. "Patient treatments & open communication."
25. "Everyone very helpful." (Lyman)
26. "Price & availability." (B. Patel)
27. "The call center." (Shirazi)
28. "Close to home." (Shirazi)
29. "Excellent service, care, compassion." (Lyman)
30. "Dr are very good when it comes to explaining how to heal or take medicine."
31. "Staff amazing."
32. "Doctor's help in solving my son's health problems." (Shirazi)
33. "I can ask for same day appointment." (Ninkovska)
34. "Availability for sameday appt." (C. Patel)
35. "My appointment was very fast I didn't have to wait long." (C. Patel)
36. "Being close to home."
37. "Close to home."
38. "Discounted visits." (Ninkovska)
39. "Doctor is very understanding." (Ninkovska)
40. "The kindness of medical personnel." (C. Patel)
41. "Location is close to home."
42. "Affordable and good care." (Shirazi)
43. "Ppr work & quick appt."
44. "Respectful & kind people."
45. "The quick access to appointments."
10. "The attention." "La atención." (Shirazi)
11. "Eveyrhting is good." "Todo bien."
12. "The availability." "La disponibilidad." (2)
13. "With everything." "En todo." (B. Patel)
14. "Medical attention." "Atencion medico." (Shirazi)
15. "The service." "El sevicio." (Vega)
16. "They have helped me a lot." "Me ayudado mucho."
17. "Their attention is very personal." "Su atencion muy personal." (Ninkovska)
18. "Their kindness and service quality." "Su amabilidad y calidad de servicio." (2)
19. "It has helped me a lot." "Me alludado mucho." (Ninkovska)
20. "They are attentive and kind." "Son atentos y amables." (Ninkovska)
21. "Excellent service." "Excelente servicio."
22. "The medical attention." "La atencion medica." (B. Patel)
23. "The ease of scheduling an appointment." "La fasilidad para hacer cita." (B. Patel)
24. "Closeness, attention, and financially." "Cerca, atencion, en lo económico." (Ninkovska)
25. "Close to my home." "Cerca de mi casa." (Shirazi)
26. "Helping the community." "Ayuda a la comunidad."
27. "The wait time should lessen for appointments. Not having to wait too long to be seen." "Que no sea mucho la espera para las citas. No esperar mucho a que atiendan."
28. "The explanation from the practitioner." "La explicasion de la proveedora." (B. Patel)
29. "The care for my health is important." "El cuidado de mi salud es importante."
30. "The good care towards my baby from the doctor." "El buen trato de su doctora a mi bebe."
31. "The personnel is very kind." "El personal es muy amable."
32. "Treatment and control of my illnesses (good attention)." "Tratamiento y control de mis enfermedades (buena atención.)"
33. "They are serious and responsible." "Son serios y responsables."
34. "They have flexible hours." "Tienen horarios flexibles."
35. "That they speak our language and are very attentive, kind, and helpful." "Que hablan mi

- idioma y son muy atentos, amables, y serviciales.” (C. Patel)
36. “To improve my health.” “A mejorar mi salud.” (C. Patel)
 37. “The consultations regarding my illness.” “Las consultas sobre mi enfermedad.”
 38. “That if I do not understand, the nurse translates for me.” “Que sino entendio algo me traduce la enfermedad.”
 39. “The attention is very good and excellent medical care.” “La atencion muy bien y cuidado medico excelente.”
 40. “That they call to remind you of appointments.” “Que llaman siempre para recordarte la cita.”
 41. “Resolves my family’s medical problems.” “Resuelve los problemas de salud de mi familia.”
 42. “It is close, and I like the way they assist.” “Porque esta serca y me gusta como me atienden.”
 43. “It has helped me improve my health.” “Me ha ayudado en mejorar mi salud.” (Patel)
 44. “The attention from them is excellent.” “La atencion de ellos muy excelente.” (Shirazi)
 45. “The Access to different medical services.” “El acceso a diferentes servicios médicos.” (Ninkovska)
 46. “They answer all my questions.” “Contestan todas mis preguntas.”
 47. “Help me control my health.” “Leevar el control de mi salud.”
 48. “The immediate attention is great.” “La atencion casi imediata es muy buena.”
 49. “They are very good; they assist every patient well.” “Son muy buenos, atienden bien a cada paciente.”
 50. “That they have a Spanish translator. That way I can understand better.” “Que tienen traductor en Espanol asi puedo entender major.”
 51. “The closeness to my home.” “Lo cercano a mi domicilio.” (B. Patel)
 52. “Very good attention.” “Muy Buena atencion.” (Ninkovska)
 53. “They help my family a lot.” “Ayuda mucho a mi familia.”
 54. “Everything regarding medical health.” “Todo lo que es la salud medica.” (Ninkovska)
 55. “The quickness to assist the patients.” “La rapidez a atender a los pacientes.”

56. "They are very kind." "Por que son muy amables."
57. "That they are always available to help with the appointments." "Que siempre esta disponibles para ayudar con todas las citas." (Ninkovska)
58. "They help me a lot with my children." "Me ayuda mucho con mi salud." (Vega)
59. "Their grand attitude to assist." "Su gran atitud de atender." (C. Patel)
60. "They help me with my health." "Me ayuda a mi salud."
61. "To inform me more regarding my health." "A informarme mas sobre la salud."
62. "Maintaining my health up to date." "A mantenerme mi salud al corriente."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (11)
2. "None." (2)
3. "No." (2)
4. "Nothing perfect."
5. "Everything is great." (3)
6. "Everything ok." (B Patel)
7. "Great people."
8. "Try more."
9. "Nothing." (2)
10. "No comment." (3)
11. "Nothing, everything is great."
12. "You're all ok." (B. Patel)
13. "Excellent service." (Lyman)
14. "Follow up with lab results."
15. "Keep doing a great job!"
16. "Better attitude at front reception is horrible." (Shirazi)
17. "Keep up with the great job."
18. "Everything is just amazing."
19. "I don't know." (Shirazi)
20. "I am satisfied." (Ninkovska)
21. "No improvements necessary. Excellent." (C. Patel)
22. "Keep the good work. Thank you!" (Ninkovska)

Spanish

1. "N/A." (2)
2. "Having patience." "Teniendo paciencia."
3. "Everything is good." "Todo esta bien."
4. "Everything how it is now is fine." "Asi como es todo esta bien." (B. Patel)
5. "For me, everything is great." "Para mi todo esta bien." (Ninkovska)
6. "Everything is good." "Todo bien." (6)
7. "Everything is great." "Todo esta bien." (5)
8. "Very good." "Muy vien."
9. "I don't know." "No se." (Shirazi)
10. "Excellent." "Exelente." (2)
11. "Nothing." "Nada." (Vega)
12. "Better attention in reception." "Mejor atencion en recepcion."
13. "Better telephone response (messages) in obstetrics." "Mejor respuesta Telefonica (mensajes) en obstetrica." (Vega)
14. "Don't have us wait too long today 11:15 and I went in 12:30." "No lo agan esperar tanto hoy 11:11 y pase 12:30."
15. "Being more kind in reception." "Teniendo mas amabilidad en al recepcion."
16. "Time spent waiting before seeing the provider." "Tiempo de espera antes de ver al medico." (Ninkovska)
17. "That the receptionists be more kind and patient." "Que las recepcionistas sean mas amables y pacientes." (B. Patel)
18. "Provide a more holistic approach." "Proveer mas informacion holistico." (C. Patel)
19. "They provide great services." "Prestan buen servicios." (Ninkovska)
20. "The time spent waiting." "El tiempo de espera."

21. "Only with the time spent waiting." "En la espera nadamas." (B. Patel)
22. "Everything is very good." "Todo esta muy bien."
23. "Not having to wait too long." "No esperar mucho." (C. Patel)
24. "I am comformed to their attention." "Estoy conforme con su atención." (B. Patel)
25. "Continue assisiting how you have been. Excellent service." "Seguir sirviendo como lo hacen. Excellent service."
26. "For now everything is great." "Asta ahora todo esta bien."
27. "I do not have any comments." "No tengo ningun cometario." (B. Patel)
28. "It is very great. I do not think there needs to be changes." "Es muy bueno. No creo que pueda aber cambios."
29. "I think it is well organized." "Creo que esta bien organizado." (C. Patel)
30. "Attending to the calls." "Atendiendo las llamadas." (Ninkovska)
31. "Continue helping us in the language that we need translation in." "Siguiendo ayudandonos en el idioma que necesitamos a traducirnos."
32. "In my case, everything was great." "En mi caso muy bien todo." (Ninkovska)
33. "There are times when it does take long to be seen for the appointment." "A veces si se tarda en pasarnos en la cita."
34. "For me, everything seems very good." "Para mi parecer esta muy bien todo." (Ninkovska)
35. "Everything seems great in my experience with the clinic." "Todo esta muy bien con mi experiencia en la clínica." (Ninkovska)
36. "The way it is now." "Asi como esta bien." (Vega)
37. "There is nothing to improve you are the best." "No hay nada que mejorar ustedes son los mejores."

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

English

- YES: 84
- NO: 3

Spanish

- YES: 122
- NO: 1

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

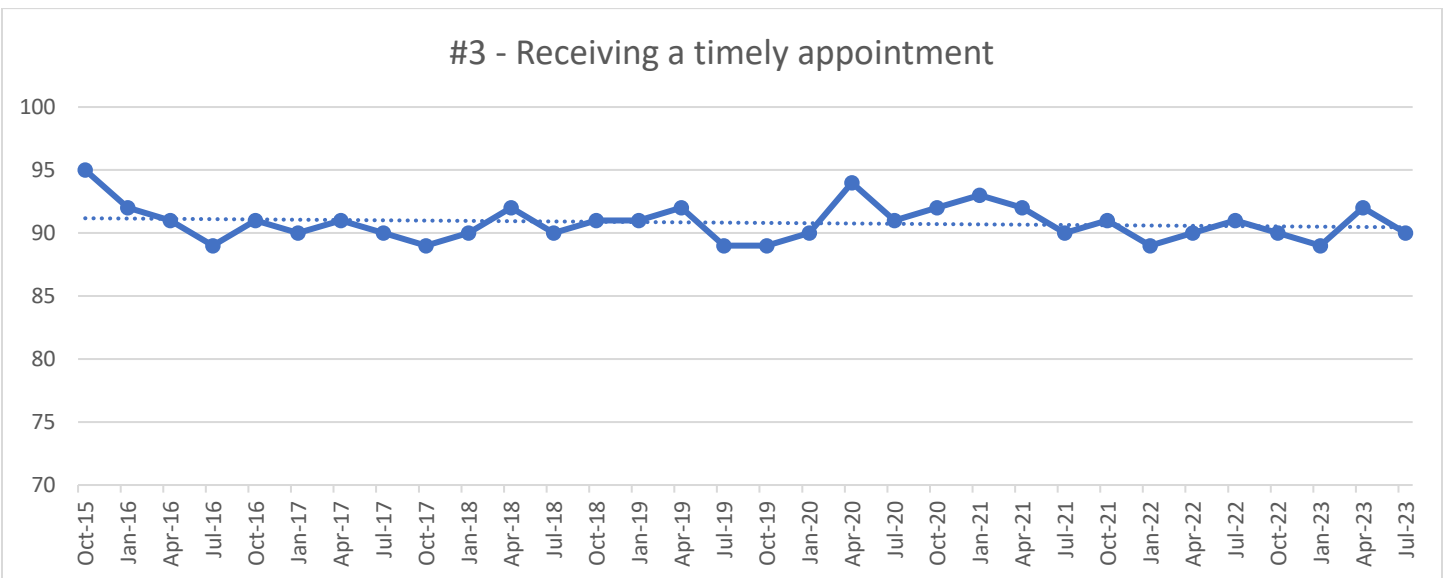
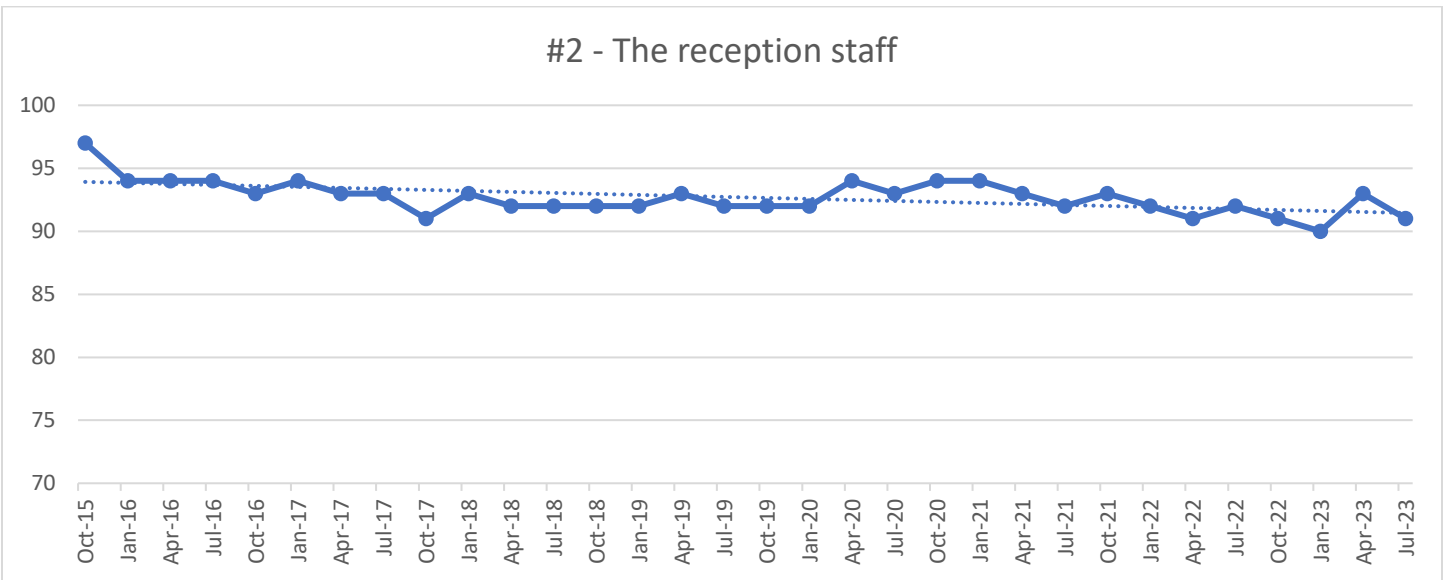
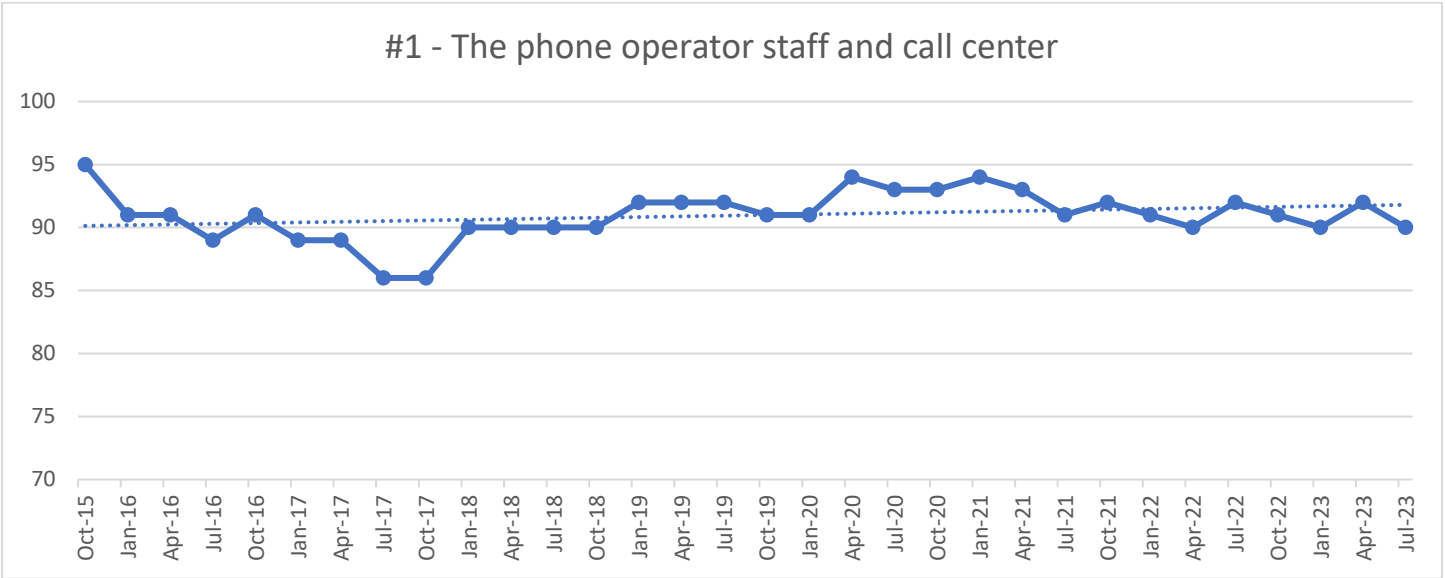
English

- Lyman: 11
- Ninkovska: 24
- Patel, B: 20
- Patel, C: 11
- Shirazi: 24
- Vega: 2

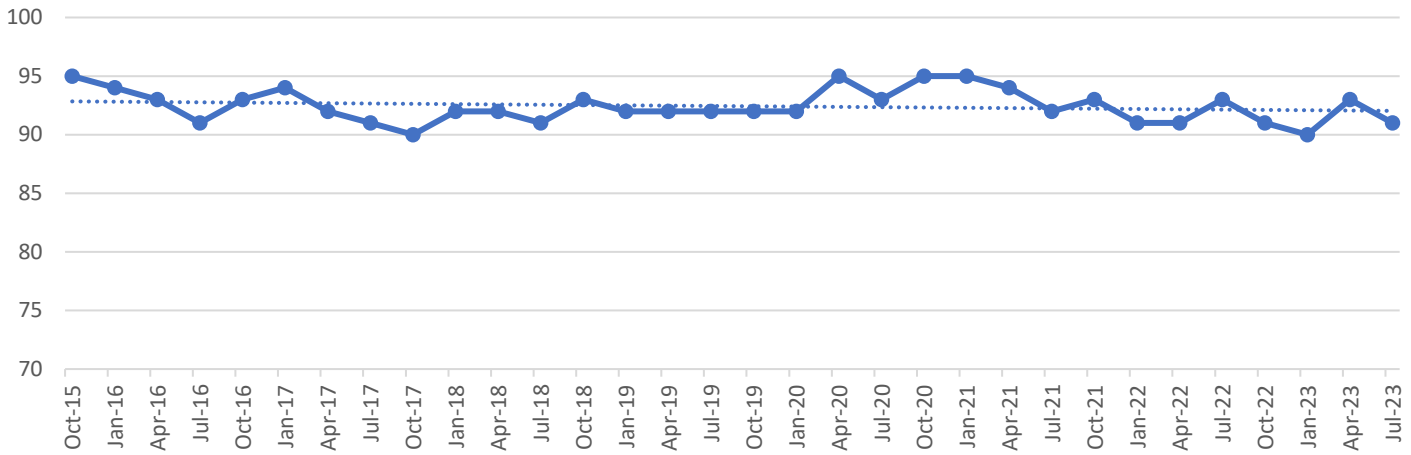
Spanish

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- Vega: 11

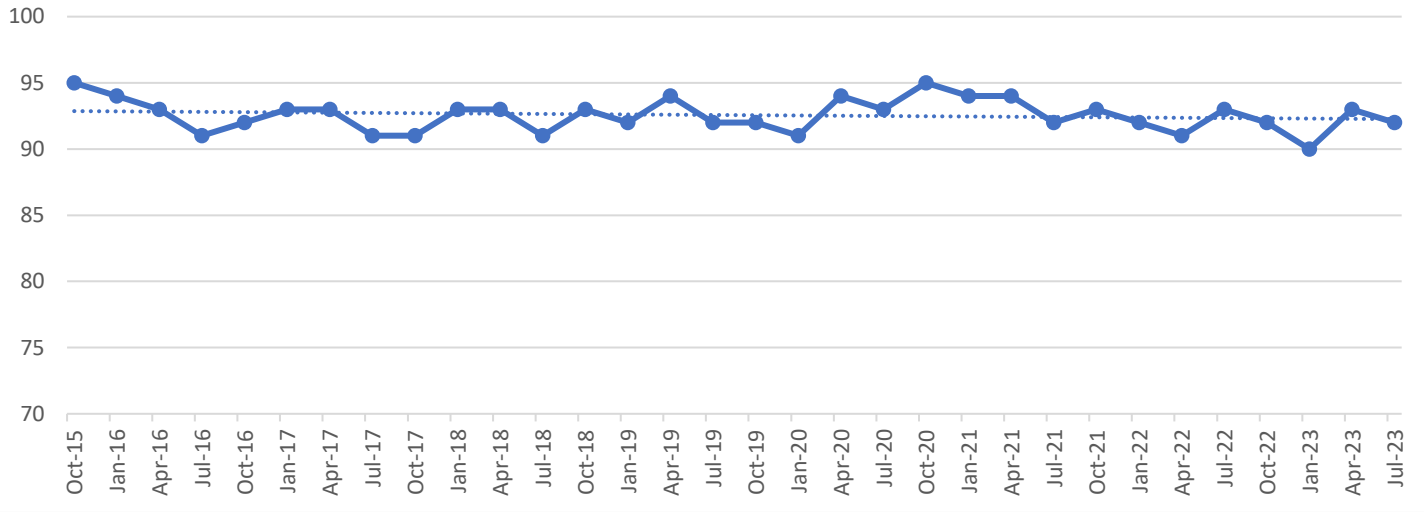
Individual Question Results with Trendlines



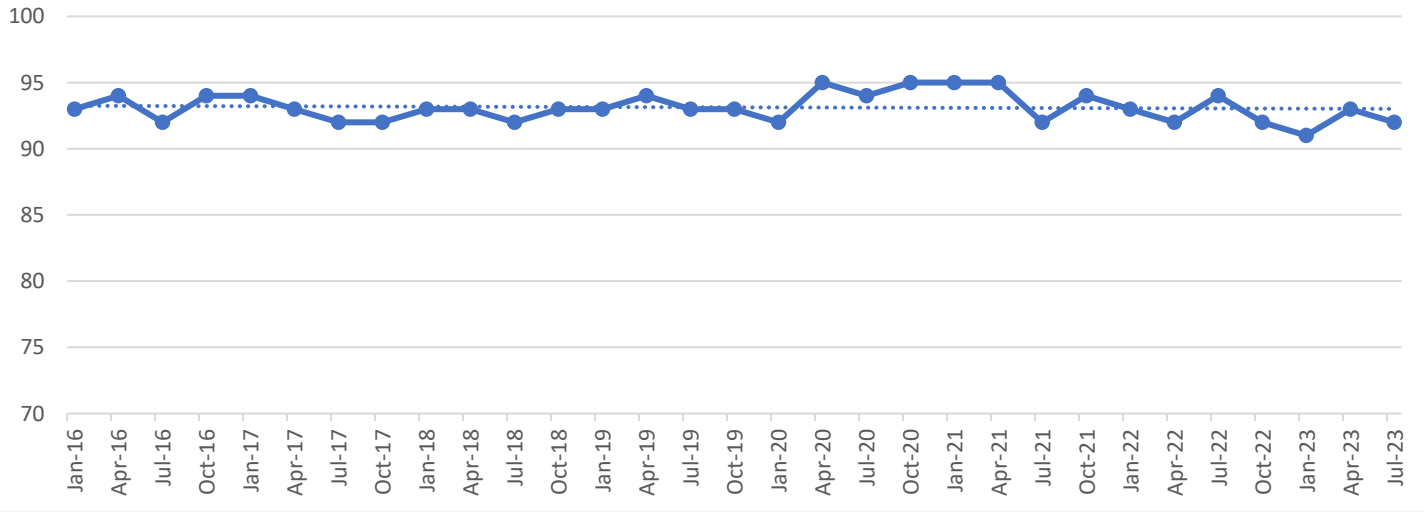
#4 - Education and explanation of plan provided in a way that I can understand



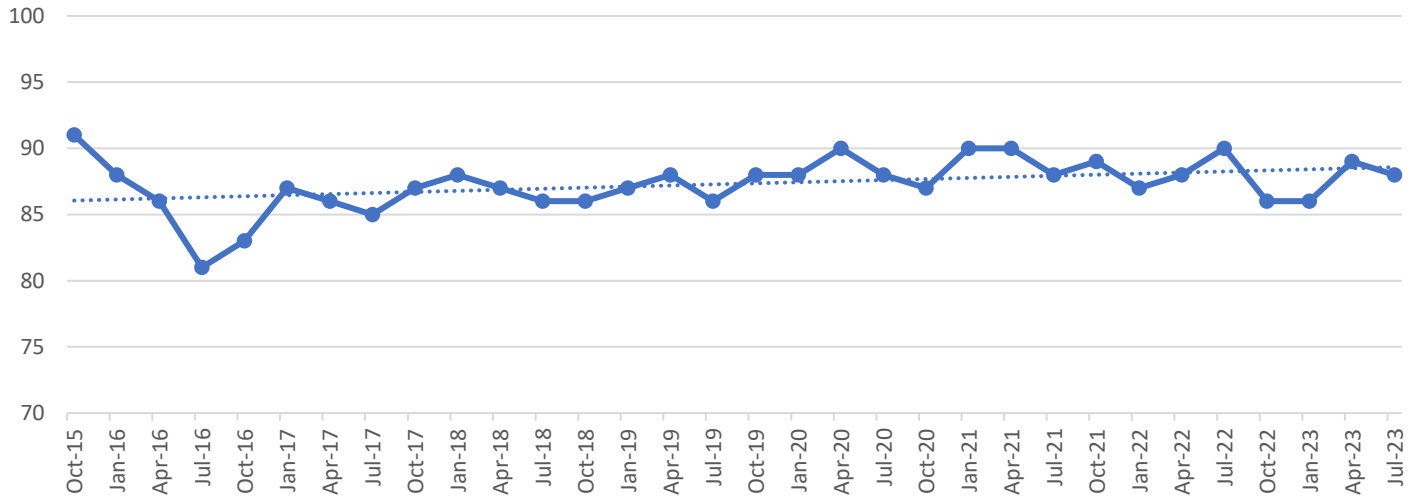
#5 - The follow-up and coordination of my care



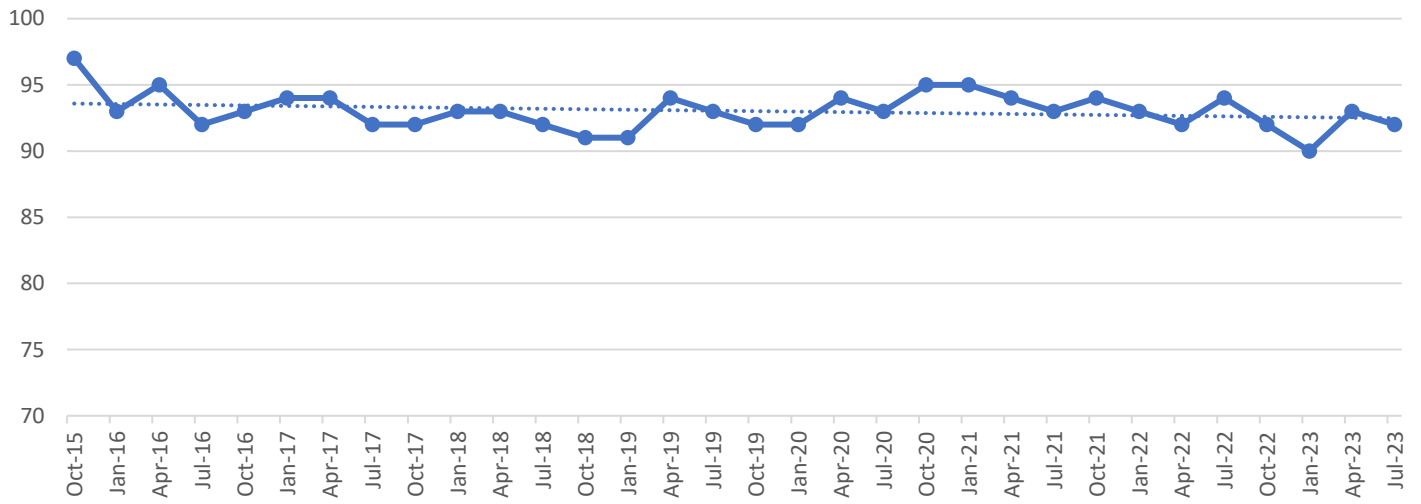
#6 - The staff addressing my medical needs today



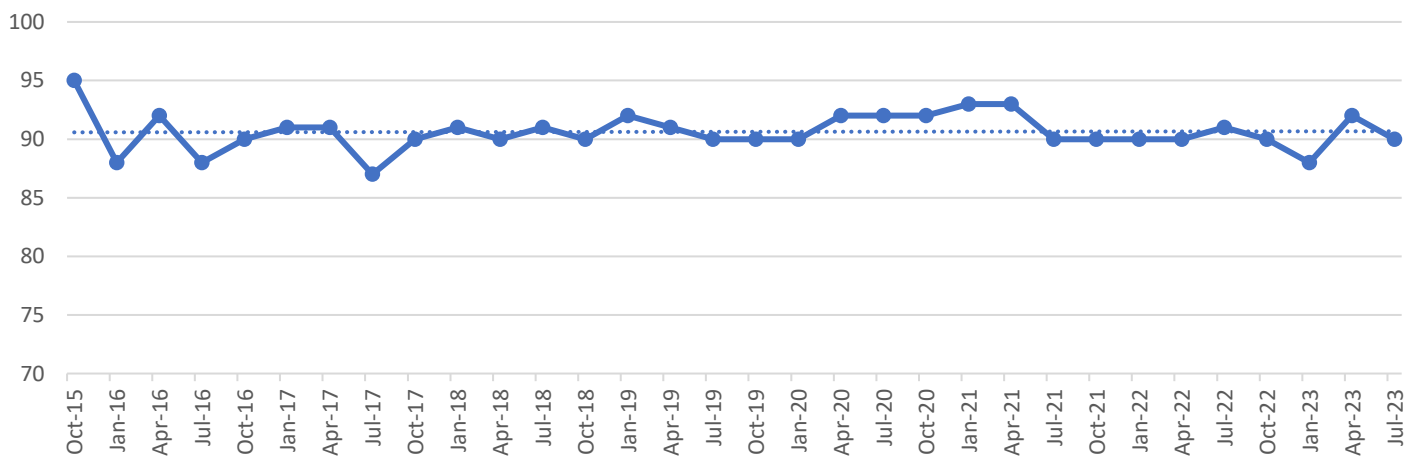
#7 - The time spent waiting



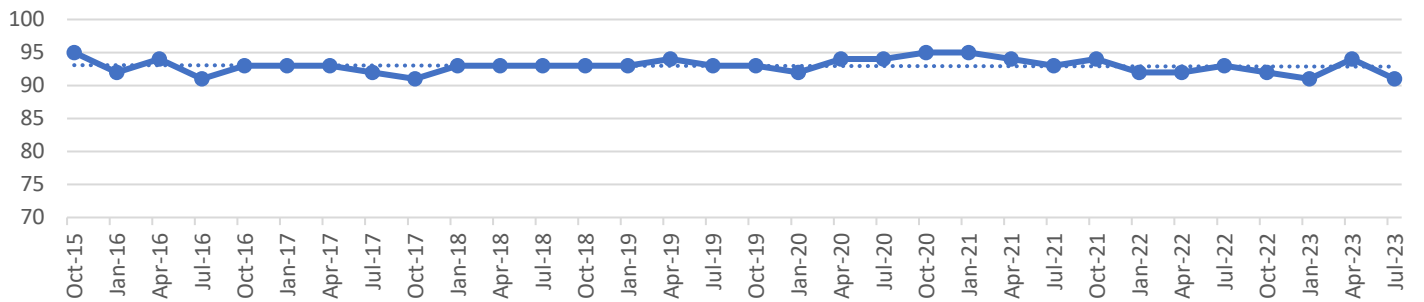
#8 - The respectfulness of staff



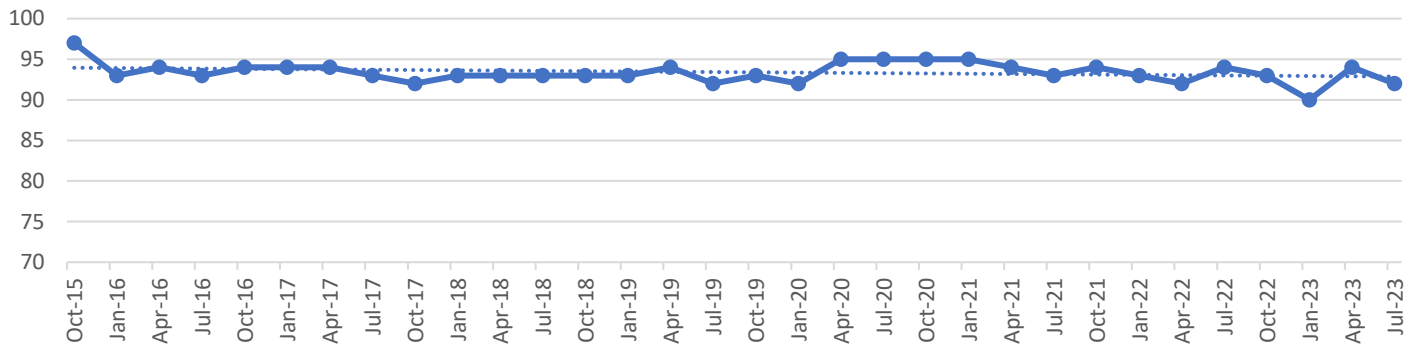
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



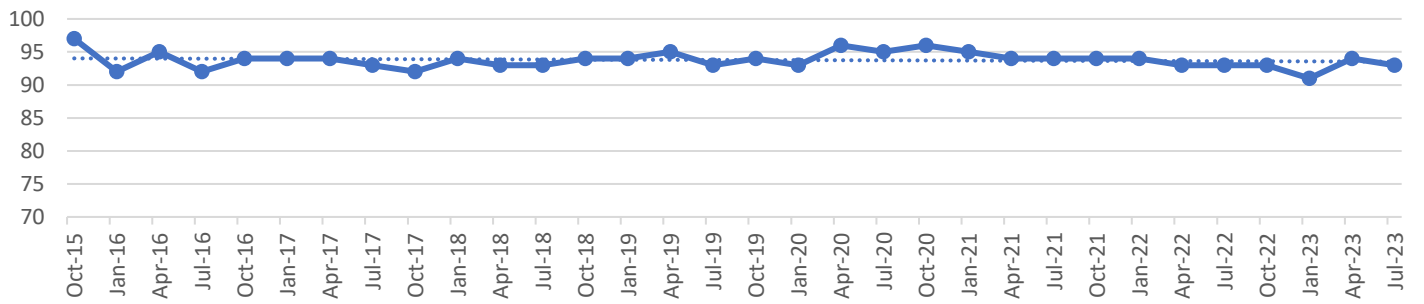
#10 - The handling of my personal medical information in a private and confidential manner



#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?

