

Patient Satisfaction Survey 373 Summit St., Elgin 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 87% to 93%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

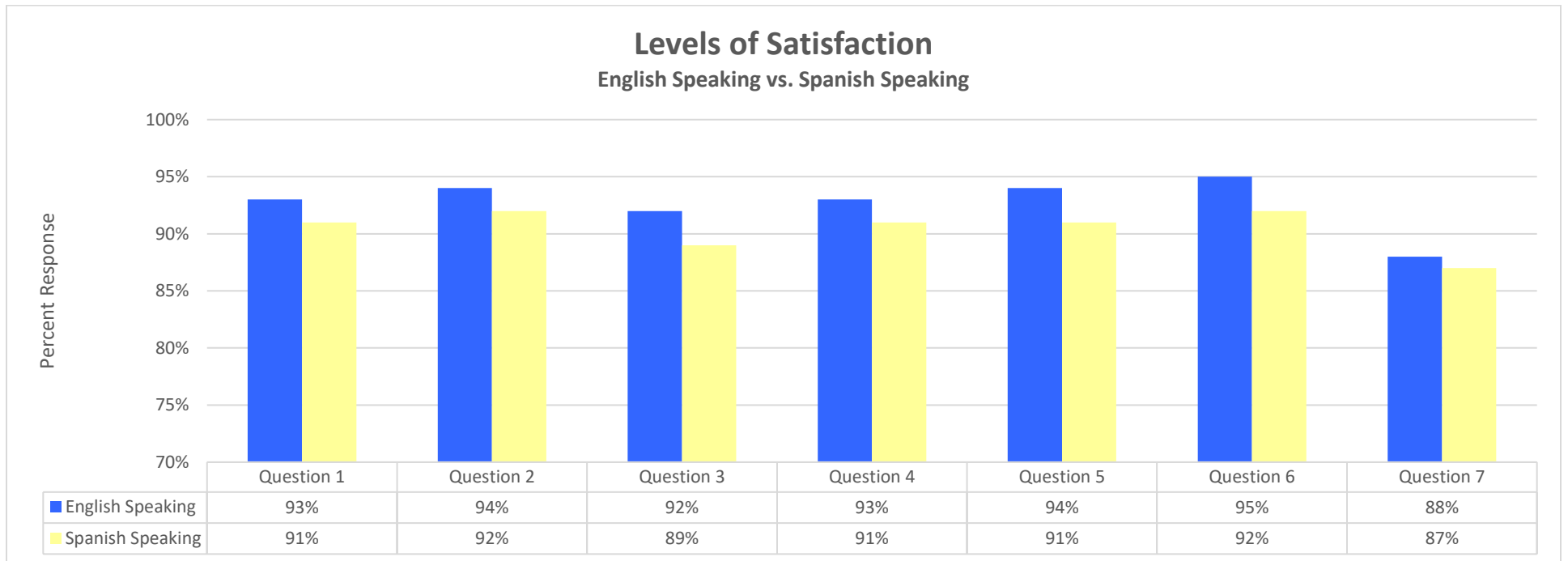
373 Summit St., Elgin – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	92%	93%	93%	91%
2. The reception staff	93%	94%	95%	93%
3. Receiving a timely appointment	90%	91%	93%	91%
4. Education and explanation of plan provided in a way that I can understand	92%	93%	94%	92%
5. The follow up and coordination of my care	92%	93%	94%	92%
6. The staff addressing my medical needs today	93%	94%	94%	92%
7. The time spent waiting	87%	87%	90%	88%
8. The respectfulness of staff	93%	94%	95%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	92%	91%
10. The handling of my personal medical information in a private and confidential	92%	94%	94%	92%
11. Your medical assistant	93%	94%	94%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	94%	95%	93%
13. Overall, how satisfied are you with the Health Center?	93%	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%

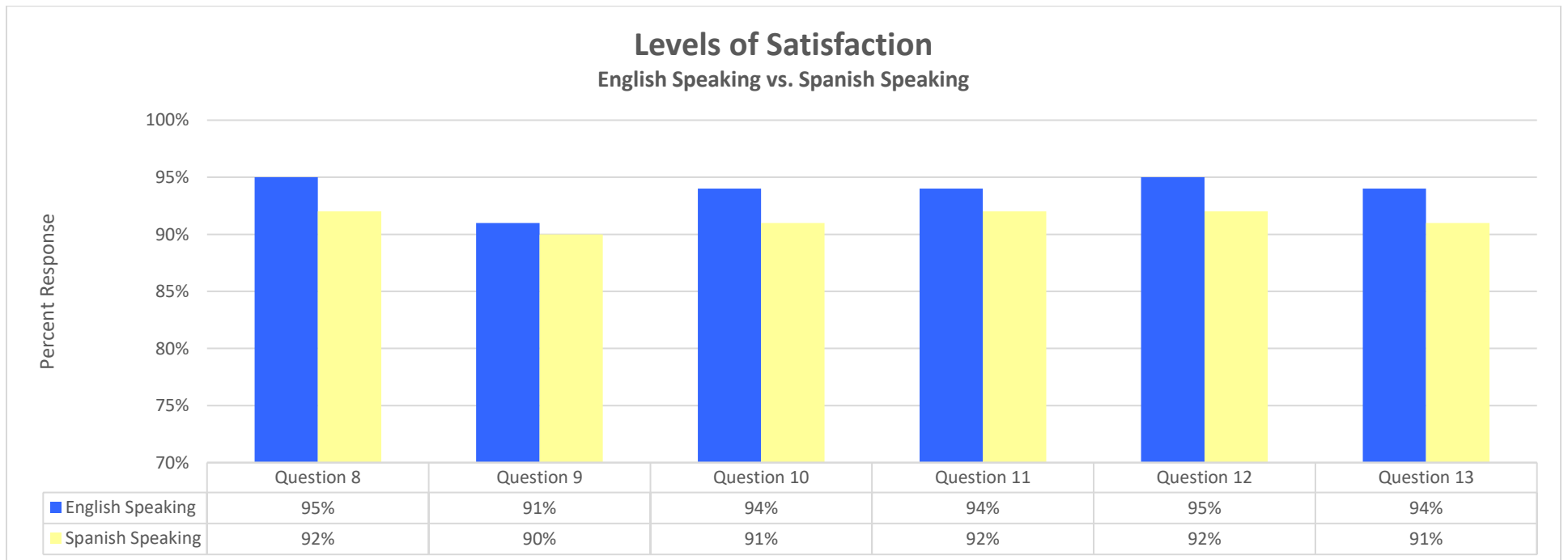
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	257 74%	309 69%	63 18%	99 22%	22 6%	21 5%	3 1%	6 1%	1 1%	13 3%
2. The reception staff	266 77%	325 72%	62 18%	102 23%	18 5%	8 2%	1 1%	3 1%	0	14 3%
3. Receiving a timely appointment	252 74%	288 65%	51 15%	99 22%	30 9%	35 8%	6 2%	11 3%	4 1%	12 3%
4. Education and explanation of plan provided in a way that I can understand	258 74%	311 70%	65 19%	100 23%	22 6%	17 4%	0	6 1%	2 1%	10 1%
5. The follow-up and coordination of my care	261 75%	310 69%	65 19%	105 24%	20 6%	15 3%	1 1%	6 1%	0	11 3%
6. The staff addressing my medical needs today	267 78%	318 71%	60 17%	97 22%	16 5%	14 3%	1 1%	4 1%	0	13 3%
7. The time spent waiting	225 65%	266 60%	62 18%	113 25%	40 12%	35 8%	11 3%	16 4%	6 2%	17 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	268 79%	311 70%	56 17%	103 23%	15 4%	11 3%	0	5 1%	0	12 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	229 69%	289 67%	58 18%	101 24%	43 13%	23 5%	2 1%	5 1%	0	12 3%
10. The handling of personal medical info in a private and confidential manner	262 77%	307 70%	56 16%	104 24%	24 7%	13 3%	0	5 1%	0	12 3%
11. Your medical assistant	268 78%	325 73%	56 16%	90 20%	20 6%	13 3%	0	6 1%	0	12 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	273 80%	330 74%	50 15%	84 19%	19 6%	13 3%	1 1%	5 1%	0	12 3%
13. Overall, how satisfied are you with the Health Center?	260 75%	329 74%	66 19%	85 19%	19 6%	15 3%	1 1%	6 1%	0	12 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: 102

N/A: 51

YES: 4

Comments:

1. "Thank you for being respectful."
2. "Good work."
3. "Leave messages often response sometimes never comes, nobody calls back depending on doctor."
4. "Yes, called back within a day or two."
5. "It was great."
6. "3 weeks ago it was good."
7. "Yes, called back within a day or two."

Spanish

NO: 79

N/A: 55

YES: 1

Comments:

1. "Very good." "Muy Buena."

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

English

1. "Giving me information about my health."
2. "The info on what I need done." (Reller-Anderson)
3. "The service." (Birkey)
4. "Very polite, helpful an accommodating." (Westel)
5. "Fast." (Luettke)
6. "Education."
7. "They always attend to the patients." (King)
8. "Little wait time." (Birkey)
9. "Reminder of appt." (King)
10. "Everyone is overly nice here." (King)
11. "The best experience to deal with." (Ariga)
12. "Clear and timely process, easy to schedule."
13. "N/A." (16)
14. "Walk-in."
15. "They take good care of my needs." (Ariga)
16. "The staff that receive you are not efficient." (King)
17. "Glad you take Medicaid." (Luettke)
18. "Availability." (Reller-Anderson)
19. "The staff." (3)
20. "The care." (Ariga)
21. "The easy care." (Herdrich)
22. "Close to home." (Ariga)
23. "Taking care of my health." (Dodis)
24. "The way my question are answer." (Westel)
25. "Everything was perfect." (Castro)
26. "Speediness of getting seen." (Dodis)
27. "Everything." (2)

Spanish

1. "When I need appointment there is always one available." (Comment written in English on a Spanish survey) (King)
2. "Medicamentos." "Medications." (Bhowmick)
3. "Your attention." "Su atencion." (2)
4. "Everything." "Todo." (3)
5. "N/A." "N/A." (3)
6. "The follow up on my diabetes and my health in general." "Con el seguimiento de mi diabetes y mi salud en general." (Ariga)
7. "The attention is fast." "La atencion es rapida." (Hedberg)
8. "The attention from the receptionist." "La atencion de la recepcionista." (King)
9. "They treat me very well." "Me atienden muy bien." (2)
10. "Very good doctor." "Muy buen doctor." (Newbrander)
11. "The medical attention." "La atencion medica." (Herdrich)
12. "Everything in general." "Todo en general." (Luettke)
13. "My care and the insurance." "Mi cuidado y aseguanza." (Dodis)
14. "Probably more personnel." "Probablemente mas personal." (Bhowmick)
15. "Everything is good." "Todo esta bien." (2)
16. "They remind me of my medical appointments." "Me recuerdan de mis citas medicas." (Dodis)

28. "I receive all my care through here and I love it." (BH)
29. "The location."
30. "Everyone is so helpful and seen happy and relaxed." (Ariga)
31. "Being able to get an appointment." (Bhowmick)
32. "Services." (Reller-Anderson)
33. "Very informative personnel." (King)
34. "Quick." (Ariga)
35. "Able to get in fast on the walk-in list." (Herdrich)
36. "Close to home." (Hedberg)
37. "Blood work." (Bhowmick)
38. "First care first service." (Hedberg)
39. "Awesome!" (King)
40. "I appreciate the online appointments."
41. "Availability." (Dodis)
42. "Easy to understand medical plan." (Birkey)
43. "Efficiency, professionalism." (Herdrich)
44. "All care." (Westel)
45. "Going back on Lamictal." (Birkey)
46. "Having this facility available is beyond helpful."
47. "Quick appointments." (Dodis)
48. "Same day appts." (King)
49. "Great service, fully satisfied." (Bhowmick)
50. "Cost explanation."
51. "Walkins and helpful staff."
52. "I have no comments." (Castro)
53. "Convenience and doctor." (Newbrander)
54. "Change app for no reason appt time doesn't matter." (Bhowmick)
55. "The staff members." (Bhowmick)
56. "Immediate care." (Luettke)
57. "People on call are a little rude/dismissive." (Birkey)
58. "The staff making visits very smooth." (Birkey)
59. "Service." (2)
60. "Emily was amazing and very knowledgeable." (King)
61. "They always helpful and friendly with everyone." (Bhowmick)
62. "The staff is nice and kind attitude." (King)
63. "Phone calls/updates." (Reller-Anderson)
64. "Yes, questions answered and problems/issues regarding health resolved." (Hedberg)
65. "Anything honestly." (Hedberg)
66. "Test lab results." (Reller-Anderson)
67. "Detailed explanation." (Reller-Anderson)
68. "Time." (Reller-Anderson)
69. "Location." (Ariga)
70. "Efficiency." (Westel)
17. "The place feels very pleasant." "El lugar se siente muy agradable." (Westel)
18. "My results are good." "Mis resultados estan bien." (Dodis)
19. "They treat us good." "Nos tratan bien." (Hedberg)
20. "Very good service, very kind, good attention." "Muy buen servicio, Buena amabilidad, buna atencion." (Reller-Anderson)
21. "Affordable prices." (Comment written in English on a spanish survey)
22. "The reasonable prices and they help those who do not have insurance." "Los precios razonables y ayudan a los que no tienen aseguranza." (Castro)
23. "Low cost and good professional service." "Bajo costo y buen servicio professional." (Luettke)
24. "Have the medical help with the discount it is a great help." "Tener la atencion medica con el descuento es de gran ayuda." (Castro)
25. "They are a big help, they always help me when I come to my visits." "Siempre son de muy Buena ayuda cuando vengo a mis sitas." (Reller-Anderson)
26. "It is close to home." "Esta cerca a casa."
27. "It is close to home, reasonable prices." "Me queda cerca de casa y los precios rasonables." (Dodis)
28. "It is close to home and they give me appointments when I call." "Esta cerca de mi casa y me dan cita cuando llamo." (Hedberg)
29. "They are very professional and the personnel is very kind." "Son muy profesionales y el personal es super amable." (Luettke)
30. "They are very fast to treat patients." "Son muy rapidos para atender a los pacientes."
31. "The service and kindness when answering my questions about my health." "El servicio y amabilidad al contestar mis preguntas sobre mi salud." (Hedberg)
32. "It is very good." "Es muy bueno."
33. "Medical Attention." "Atencion medica." (Herdrich)
34. "With my doubts." "Con mis dudas." (Luettke)
35. "Same day appointment." "Citas el mismo dia." (Hedberg)
36. "The service and the attention are excellent." "El servicio y la atencion es excelente." (Westel)
37. "I like the service that Dr. Castro gives." "Me gusta mucho el servicio de la Dr. Castro." (Castro)

71. "They handle my medical needs and Rx's in a timely manner." (Luettkke)
72. "Same day appointments." (Westel)
73. "Staff, Bridget, ease of appts, location, willing to do pay based care." (Hedberg)
74. "Explaining what vaccines I needed & needing to do blood work soon in a nice way." (Hedberg)
75. "Same day appointment." (2)
76. "The nurse Lucy was great, she's friendly and helpful. I love my doctor." (Ariga)
77. "Times of appointments." (Birkey)
78. "Very good job." (Reller-Anderson)
79. "Accessibility." (Castro)
80. "Reception." (Birkey)
81. "Easy appointment set up." (Herdrich)
82. "Excellent Staff." (Hedberg)
83. "Convenient location." (Herdrich)
84. "Very friendly, understanding staff."
85. "Not sure."
86. "Service." (King)
87. "Time." (Ariga)
88. "Gaining knowledge."
89. "Very helpful." (Reller-Anderson)
90. "Location." (Ariga)
91. "The doctors being compliance with insurance." (Luettkke)
92. "Getting information from dr." (King)
93. "Healthcare provider." (King)
94. "Near to my house." (Hedberg)
95. "It is really helpful when they provide information through the portal." (Luettkke)
96. "Appointments."
97. "All is well." (Bhowmick)
98. "A good Dr. and polite staff."
99. "The unicorn stickers." (King)
100. "Follow up's." (King)
101. "Communicative staff."
38. "Easy to make an appointment." "Facilidad para hacer una cita." (Hedberg)
39. "The service." "El servicio." (Hedberg)
40. "Hours." "Horarios." (Ariga)
41. "They see you without an appointment." "Te atienden sin cita."
42. "Attention and price." "Atencion y precio."
43. "Medication, attention, good doctors, they treat me good." "Medicamento, atencion, buenos doctors y me tratan bien." (King)
44. "It is my first time and I like the service." "Es mi primera vez y me gusta el servicio." (Hedberg)
45. "They are very kind and they treat the necessities of the patients." "Son muy amables y atienden las nesidades de los pacientes." (Reller-Anderson)
46. "Prices." "Precios."
47. "Your attention." "Su atencion." (Dodis)
48. "With my health." "Con mi salud." (2)
49. "Help because I don't have insurance." "Ayuda porque no tengo aseguranza." (Ariga)
50. "The price are accessible." "Los precios son accesibles." (Castro)
51. "Speak with the personnel to me they are accessible." "Platicar con el personal para mi son muy accecibles." (Bhowmick)
52. "References to specialist." "Referencias a espeicalistas." (Reller-Anderson)
53. "I always obtain immediate help, they have always answered my questions or doubts I have." "Siempre obtengo respuesta inmediata siempre me han resuelto cada duda o preguanta." (Luettkke)
54. "I get a diagnostic about my health." "A dan un diagnostic sobre tu salud." (Hedberg)
55. "They are on top of your follow up." "Estan al pendiente de tu seguimiento." (VanBrunt)
56. "No." "No."
57. "The attention." "La atencion."
58. "Communication and client services." "Comunicacion y servicio al cliente." (Ariga)
59. "With my appointment and with whatever I need." "Con mis citas y con lo que necesito."
60. "The prices for those of us who do not have insurance." "Los precios para los que no temenos azeguranza." (King)
61. "The service is excellent." "El servicio es excelente."
62. "The good attention by the doctor." "La atencion del doctor."
63. "Professionalism." "Profesionalismo."
64. "Appointments early in the morning how I like it." "Citas temprano como a mi me gusta."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (27)
2. "Listen to phone operators, some are rude and disrespectful." (BH)
3. "Having more appointments." (Castro)
4. "Keep doing the best you are freaking doing."
5. "Can't think of anything." (Ariga)
6. "No need it's good the way it is." (Hedberg)
7. "N/A, great experience." (Hedberg)
8. "Answer to health problems/tests." (King)
9. "By giving results of test over the phone." (Dodis)
10. "No." (Luettke)
11. "Doctor who listen to your needs." (Bhowmick)
12. "None all I can think of." (Ariga)
13. "Keep improving your activities."
14. "Better communication." (Birkey)
15. "IDK."
16. "You and doing good. Keep up your good work." (Bhowmick)
17. "You guys improved already. Outstanding now." (King)
18. "So far everything is good." (Westel)
19. "Shorter wait time." (Westel)
20. "Improve on what you are doing." (King)
21. "Perfect." (Hedberg)
22. "None." (5)
23. "I think everything is great as it is." (Ariga)
24. "Check in as soon as getting here." (Ariga)
25. "Everything was perfect." (Castro)
26. "Its great as is." (Ariga)
27. "Get machine to freeze/burn foot warts." (Luettke)
28. "Nothing comes to mind." (Ariga)
29. "Everything was great." (Westel)
30. "It's good." (Castro)
31. "Lab work results be entered in portal faster."
32. "It is already good." (Hedberg)
33. "NO improvement needed you have a great staff." (Hedberg)
34. "Faster check out time." (Herdrich)
35. "More staff." (Birkey)
36. "Less wait for blood work, waited over an hour when no one was in there." (Castro)
37. "Easier access to doctors." (Birkey)
38. "There's nothing else to do, how can you improve greatness." (Ariga)
39. "More available times when making appt (not same day)" (Herdrich)
40. "You're all amazing as is 😊." (Hedberg)
41. "Less wait time checking in and out of appointment." (Reller-Anderson)
42. "Less wait time." (Hedberg)

Spanish

1. "Maybe giving people more info for the time when we need to be here like 10 minute after the appointment." (Comment written in English on a Spanish survey) (King)
2. "They have left me in the room like if they forget about me." "Me han dejado en el cuarto unas veces como se olvidan de mi." (VanBrunt)
3. "Better attention from receptionist." "Mejor atencion de recepcionistas." (Bhowmick)
4. "N/A." "N/A." (7)
5. "Continue with the good service." "Continue con el buen servicio." (Westel)
6. "Everything good." "Todo bien." (14)
7. "Having more Hispanic providers." "Teniendo mas provedores hispanos." (Westel)
8. "The wait time." "El tiempo de espera." (Reller-Anderson)
9. "Everything." "Todo." (2)
10. "Don't make us wait too long in the room." "No nos tengan esperando tanto tiempo en el cuarto." (Ariga)
11. "I don't know." "No se." (Luettke)
12. "Everything is good, I don't have any commnets." "Todo esta bien, no tengo comentarios." (Castro)
13. "Good service." "Buen servicio." (Westel)
14. "Be kinder when registrating, out of 4 repectionist only one is kind." "Sean mas amables al registrarte de 4 recepcionistas solo una es amable." (Hedberg)
15. "Be kinder with the patients." "Ser mas amables con los pacientes." (Reller-Anderson)
16. "Nothing for now." "Nada por ahora." (2)
17. "Having more personnel to see us faster." "Teniendo mas personal para atendernos mas rapido." (Dodis)
18. "Having more advance equipment so that we didn't have to go anywhere else for example mammograms." "Que tuvieran mas equipo para no ir a ningun lado mas por exemplo mamogramas." (Westel)
19. "I don't know." "No se." (2)
20. "Improve the wait time." "Mejorar el tiempo de espera." (3)
21. "You are excellent." "Son excelentes." (Luettke)
22. "To me it is perfect." "Para mi es perfecto." (2)
23. "The only thing is to have an order as to when someone arrives for lab work." "Lo

- | | |
|--|---|
| <p>43. "Your time."
 44. "Everyone." (King)
 45. "Great experience." (Westel)
 46. "Less wait times." (Luettker)
 47. "Send email reminders about appointments."
 (Birkey)
 48. "No comments." (King)
 49. "More discrete way of handling/asking for
 personal info. HIPPA." (King)
 50. "I am satisfied." (Bhowmick)
 51. "Nothing."
 52. "If 1 minute late don't disregard appointment."
 (Hedberg)
 53. "Warm rooms." (King)
 54. "I have wait two weeks to get results.
 Probably will be better if its gonna be faster."
 55. "Free drinks." (King)
 56. "Everyone to be a little nicer."
 57. "Doing well." (Bhowmick)
 58. "You do not have to." (Newbrander)
 59. "Everything is great. I really enjoy coming to
 the Elgin location." (King)
 60. "No comments."
 61. "Stop having to schedule appointments for
 test results." (Herdrich)
 62. "To decrease wait time." (Hedberg)
 63. "Late policy." (Birkey)</p> | <p>unico es tener orden cuando uno llega para
 los laboratorios."
 24. "I don't think anything has to improve." "No
 creo que tengan que mejorar." (Luettker)
 25. "Just the wait time." (Luettker)
 26. "Improve the translators the one I got today I
 didn't understand anything." "Mejorando las
 traductoras, la que me tocó hoy no le entendí
 nada." (Hedberg)
 27. "To me it is perfect." "Para mí es perfecto."
 (Reller-Anderson)
 28. "Give them more recognition." "Que les den
 más reconocimiento." (Dodis)
 29. "Continue the same." "Continue igual."
 (Hedberg)
 30. "The service is good." "El servicio está bien."
 (3)
 31. "Nothing." "Nada." (2)
 32. "Continue the same." "Continue igual."
 33. "Excellent service." "Servicio excelente."
 34. "I have not had a bad experience." "No he
 tenido mala experiencia." (Hedberg)
 35. "It is excellent, it does not need anything."
 "Es excelente y no necesita nada." (Luettker)
 36. "Good service in general." "Buen servicio en
 general." (Reller-Anderson)
 37. "Continue the same." "Continue igual."
 (Bhowmick)
 38. "Wait time." "Tiempo de espera." (3)</p> |
|--|---|

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

English

- YES: 255
- NO: 0

Spanish

- YES: 256
- NO: 0

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

English

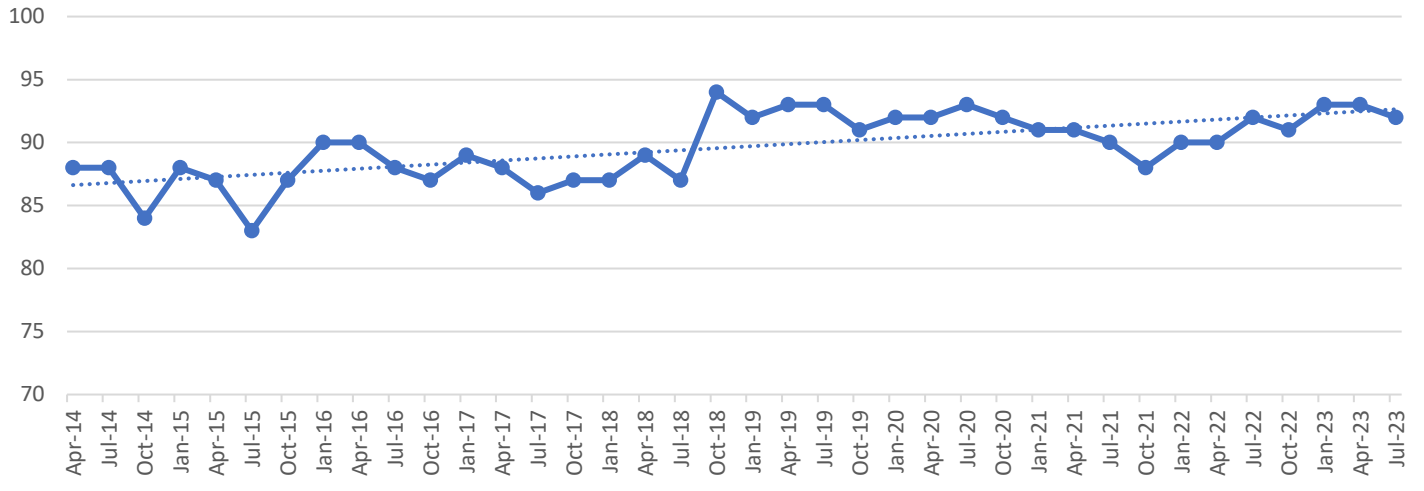
- Ariga: 39
- Bhowmick: 33
- Birkey: 20
- Castro: 9
- Dodis: 12
- Hedberg: 30
- Herdrich: 28
- King: 34
- Luettker: 31
- Newbrander: 14
- Reller-Anderson: 32
- Van Brunt: 7
- Westel: 32

Spanish

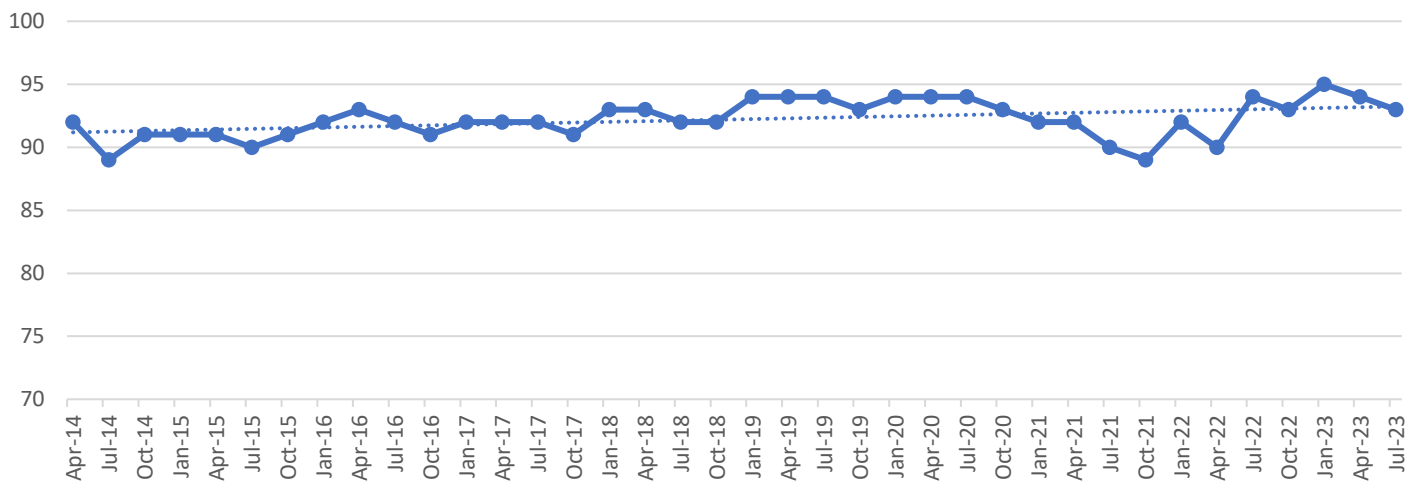
- Ariga: 34
- Bhowmick: 41
- Castro: 24
- Dodis: 22
- Hedberg: 47
- Herdrich: 38
- King: 45
- Luettker: 46
- Newbrander: 31
- Reller-Anderson: 40
- Van Brunt: 20
- Westel: 39

Individual Question Results with Trendlines

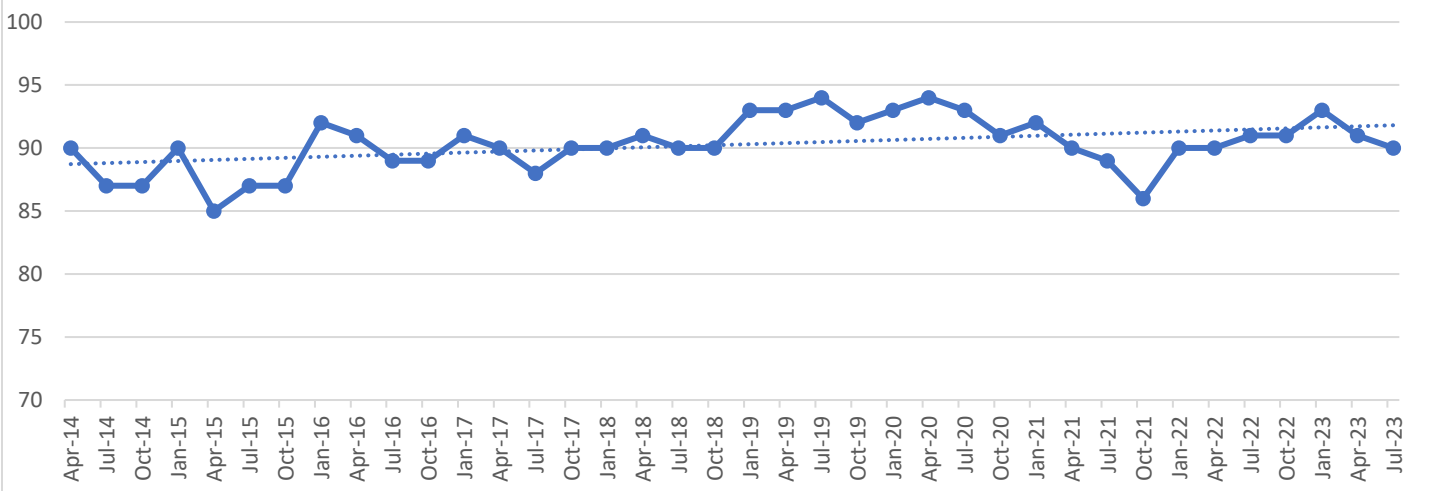
#1 - The phone operator staff and call center



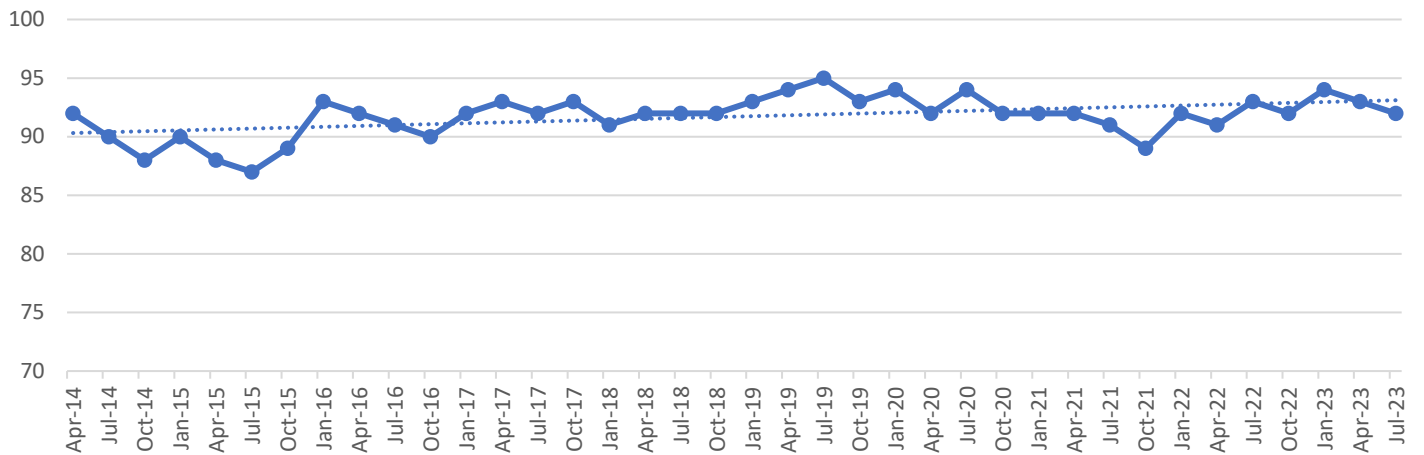
#2 - The reception staff



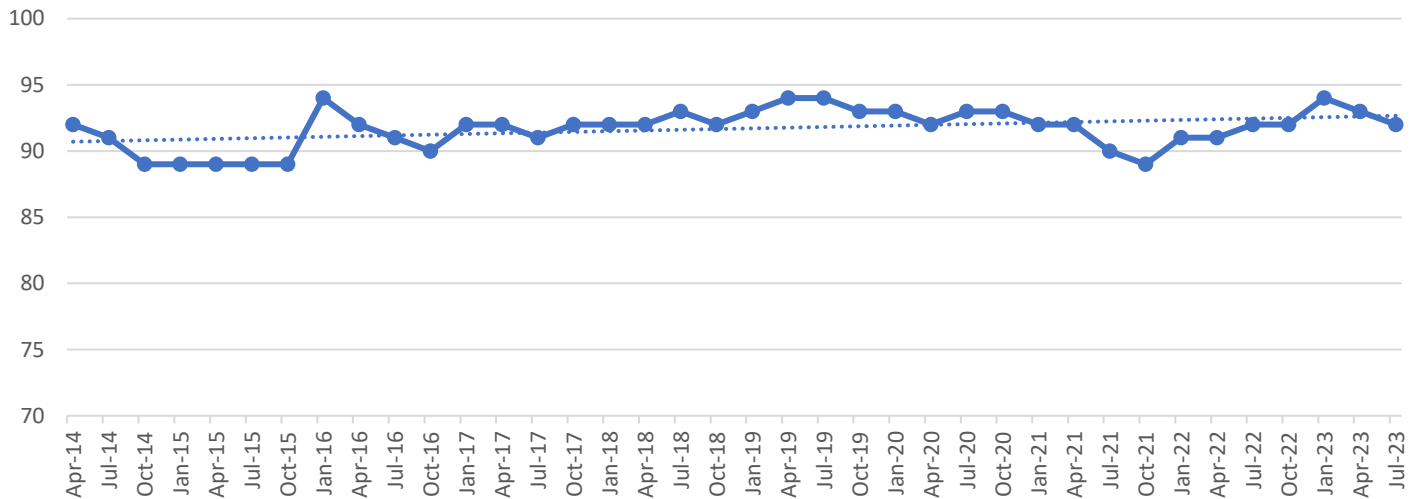
#3 - Receiving a timely appointment



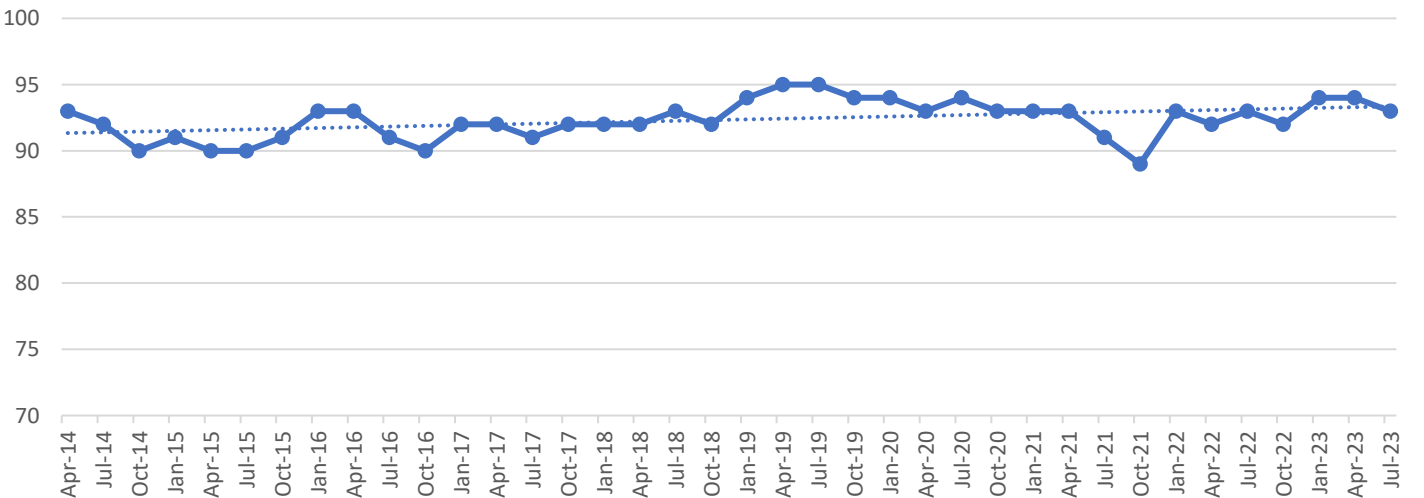
#4 - Education and explanation of plan provided in a way that I can understand



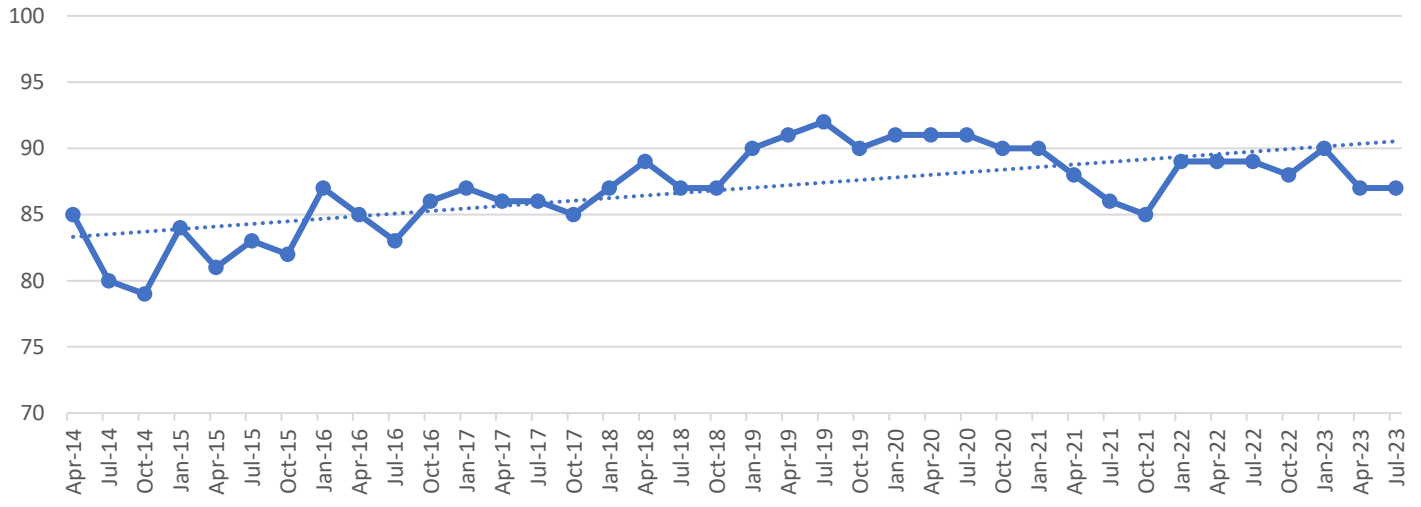
#5 - The follow-up and coordination of my care



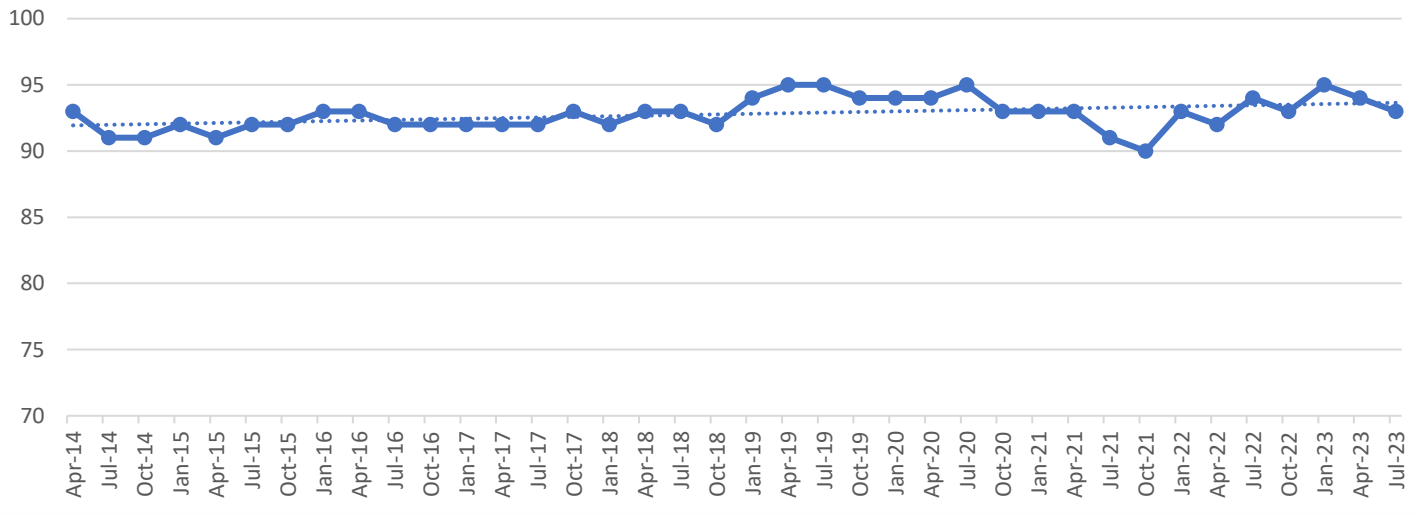
#6 - The staff addressing my medical needs today



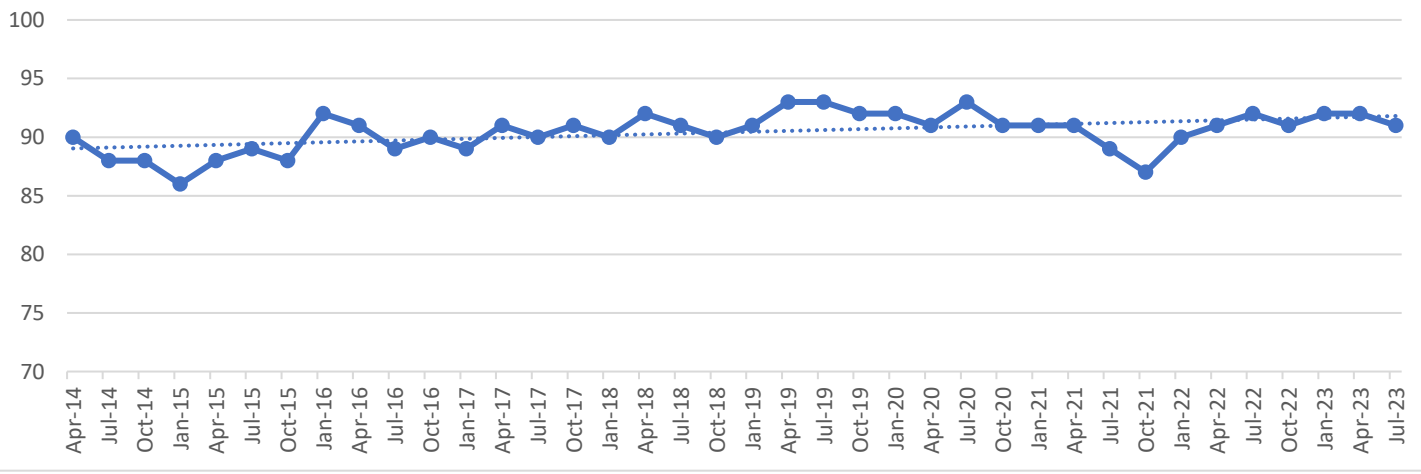
#7 - The time spent waiting



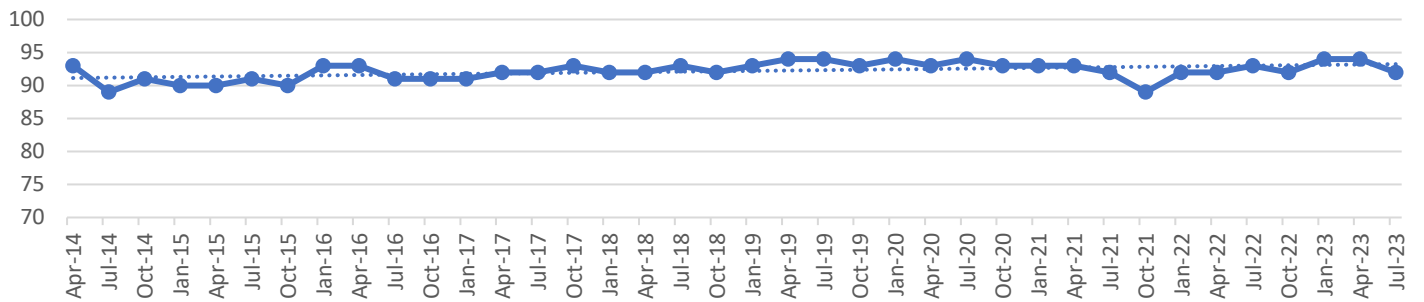
#8 - The respectfulness of staff



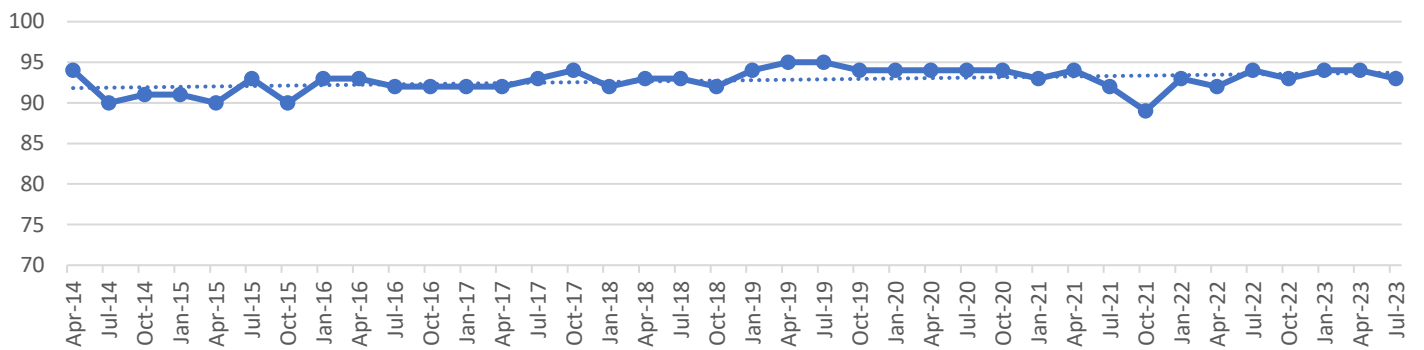
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



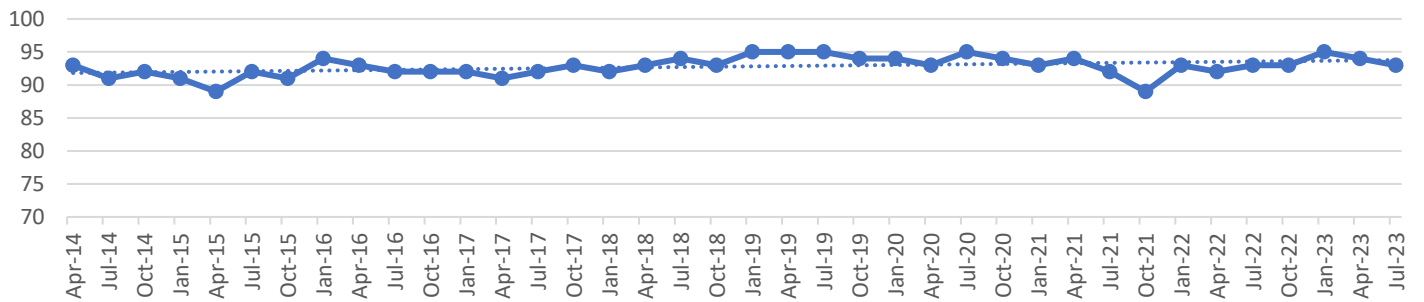
#10 - The handling of my personal medical information in a private and confidential manner



#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?

