

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 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.

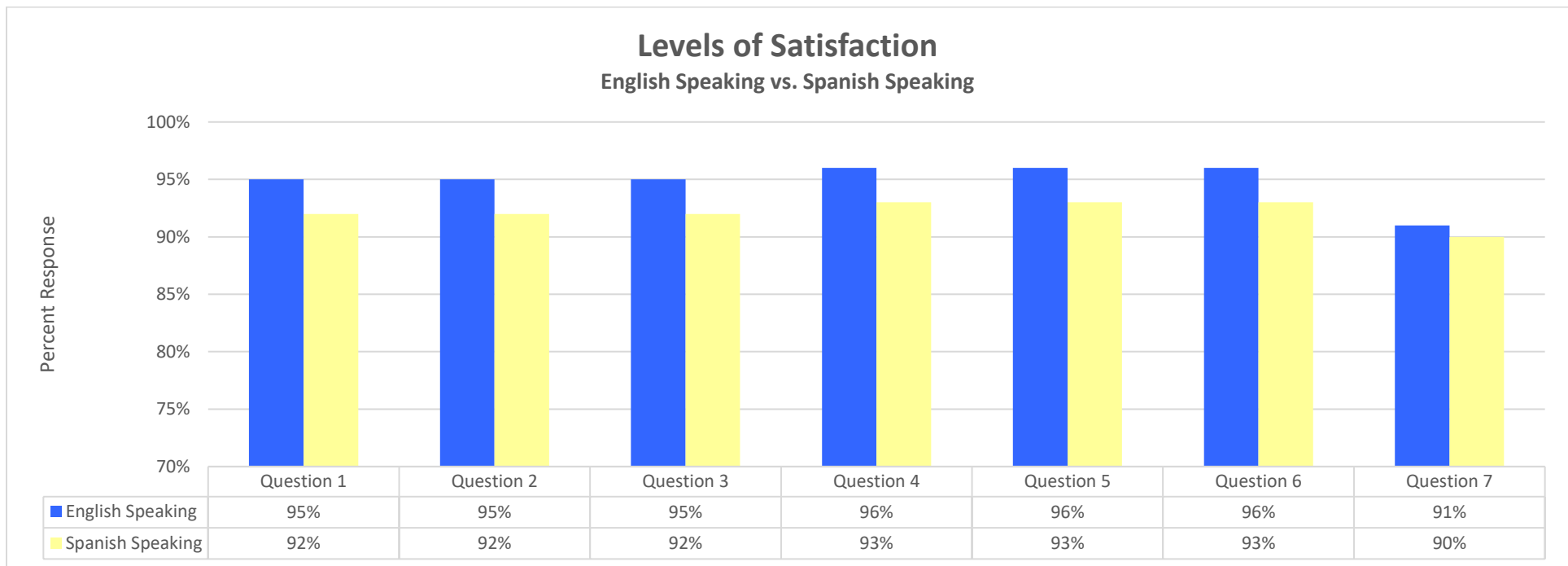
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	93%	92%	93%	97%
2. The reception staff	94%	93%	94%	97%
3. Receiving a timely appointment	93%	92%	92%	97%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	94%	97%
5. The follow up and coordination of my care	94%	93%	94%	97%
6. The staff addressing my medical needs today	94%	94%	94%	97%
7. The time spent waiting	91%	90%	91%	96%
8. The respectfulness of staff	94%	93%	95%	97%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	92%	96%
10. The handling of my personal medical information in a private and confidential	94%	93%	94%	97%
11. Your medical assistant	95%	93%	95%	97%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	95%	97%
13. Overall, how satisfied are you with the Health Center?	94%	94%	94%	97%

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%

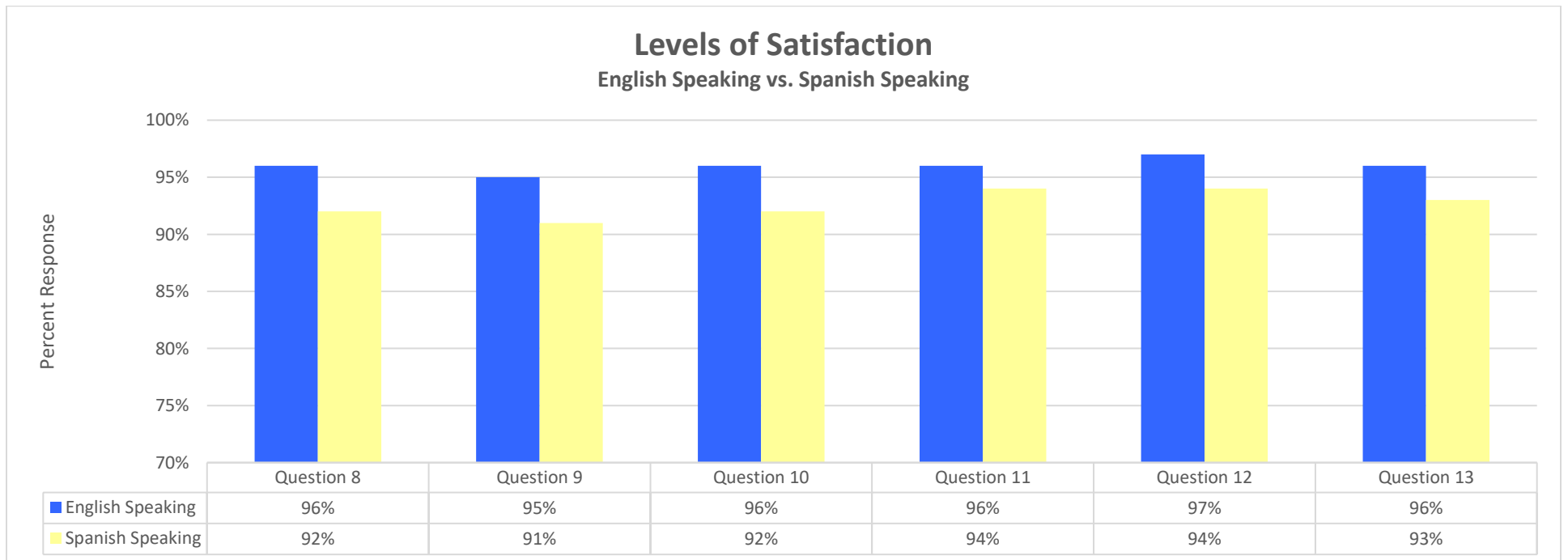
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	159 80%	146 72%	35 18%	42 21%	1 1%	8 4%	1 1%	0	3 2%	7 3%
2. The reception staff	167 84%	145 73%	26 13%	41 21%	3 2%	6 3%	1 1%	1 1%	3 2%	6 3%
3. Receiving a timely appointment	160 80%	143 72%	33 17%	41 21%	4 2%	7 4%	0	1 1%	3 2%	6 3%
4. Education and explanation of plan provided in a way that I can understand	171 86%	151 76%	24 12%	35 18%	2 1%	5 3%	1 1%	2 1%	2 1%	6 3%
5. The follow-up and coordination of my care	167 84%	154 77%	27 14%	35 18%	3 2%	4 2%	1 1%	0	2 1%	6 3%
6. The staff addressing my medical needs today	165 83%	153 77%	28 14%	33 17%	4 2%	7 4%	0	1 1%	2 1%	6 3%
7. The time spent waiting	139 70%	131 66%	43 22%	47 24%	11 6%	14 7%	0	2 1%	5 3%	6 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	167 85%	150 75%	26 13%	37 18%	3 2%	7 4%	0	1 1%	1 1%	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	152 81%	129 67%	25 13%	52 27%	9 5%	6 3%	0	1 1%	1 1%	6 3%
10. The handling of personal medical info in a private and confidential manner	166 85%	143 72%	25 13%	45 23%	3 2%	5 3%	0	0	2 1%	6 3%
11. Your medical assistant	173 87%	158 79%	22 11%	34 17%	3 2%	2 1%	0	0	2 1%	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	174 87%	159 80%	20 10%	30 15%	3 2%	3 2%	0	0	2 1%	6 3%
13. Overall, how satisfied are you with the Health Center?	168 84%	151 77%	25 13%	35 18%	4 2%	4 2%	0	0	2 1%	7 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: 63

N/A: 28

YES: 2

Comments:

1. "No, I have previously and never got a return call on multiple occasions."
2. "Yes, was delivered in a timely fashion."
3. "Yes, they got back to me very quickly."

Spanish

NO: 48

N/A: 2

YES: 2

Comments:

1. "They returned my call the same day." "Regreso la llamada en el mismo dia."
2. "I didn't have to leave a message, they answered me fast." "No tuve que dejar mensaje me contestaron rapido."
3. "Yes, my doctor responded fast." "Si mi doctor me respondio rapido."
4. "Yes, they returned my call fast." "Si, me regresaron la llamada."
5. "A few, to the personnel who is in charge of the referrals they never answer and when they do answer they are not the person incharge of the referral they tell you to leave a message and nothing. It is very frustrating they take a long time for the referrals." "Varios, para personal encargado de referidos nunca contestan y cuando contestan no son la persona encargada del caso entonces dicen deje mensaje y nada. Frustrante que tarden tanto para un referido!"

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

English

1. "Location." (3)
2. "Same day appointments." (Aphaivong)
3. "My child's health is getting her in fast."
4. "Ease of location." (Ali)
5. "Easy appointments."
6. "N/A." (3)
7. "The hours of appts." (Ali)
8. "Speedy appointments." (Ali)
9. "Dr. Ali has been a huge asset to our family & my son's care for ADHD." (Ali)
10. "Receiving a detailed plan on what the procedure is like." (Nambo)
11. "Communication."
12. "Staff." (2)
13. "They listen to your needs and help you and they move fast." (Nambo)
14. "Quick service."
15. "Friendly staff & diverse caregivers." (Siddiqui)
16. "It is close to home." (Siddiqui)

Spanish

1. "The availability for appts." "La disponibilidad de citas."
2. "They help me with my health, and the ladies are very kind." "Me ayudan con mi salud, las muchachas muy amables."
3. "The health." "La salud." (2)
4. "Very well." "Muy bien."
5. "In everything from what I need." "En todo lo que necesito."
6. "The medical attention." "La atencion medica." (Siddiqui)
7. "They speak Spanish." "Que hablan Espanol." (7)
8. "Very good people." "Muy buenas personas."
9. "With my health." "Con mi salud." (Siddiqui)
10. "The attention." "La atencion." (2)
11. "The care for my family." "El cuidado de mi familia." (Aphaivong)

17. "The call center."
18. "Everything."
19. "The doctors explain things and are very nice." (Ali)
20. "Same day appointment by calling at 7am." (Origer)
21. "Candy is amazing my son loves her." (Aphaivong)
22. "I'm diabetic and have been greatly helped." (Siddiqui)
23. "When they call to remind appts." (Beall)
24. "Reminder calls to confirm appointments."
25. "The doctors." (Beall)
26. "Staff." (Malanfent)
27. "Quick responses, professionalism, friendly."
28. "Very simplistic." (Origer)
29. "The team." (Malanfent)
30. "Communication." (Aphaivong)
31. "Everyone is so nice."
32. "Walk ins if needed."
33. "Good doctor." (Malanfent)
34. "Everyone is understanding."
35. "All."
36. "Service and care from doctor." (Siddiqui)
37. "Same day appointment you can call at 7am is what I think is helpful for me."
38. "Getting good healthcare." (Ali)
39. "Location." (Siddiqui)
40. "Easy to communicate with everybody, easy to make an appointment." (Siddiqui)
41. "That I can almost always get in with someone as needed if I can't get in with the doctor." (Aphaivong)
42. "Courteous."
43. "Appointment availability."
44. "How friendly everyone is." (Cekova)
45. "Receiving follow up phone calls." (Cekova)
46. "Getting timely appointments." (Ali)
47. "Everyone is very polite and professional."
48. "Availability." (Ali)
49. "Nothing."
50. "Dr. answering all our questions." (Ali)
51. "Very informative & always are so kind & helpful here." (Origer)
52. "Coming in 15 min early." (Origer)
53. "They explain things well." (Siddiqui)
54. "How much and how quickly they were to help."
55. "Receptionist. (Origer)
56. "Explanations are well detailed, short and understandable." (Ali)
57. "All the dr & lab in one place/everyone so wonderful." (Hernandez)
58. "Front desk associate." (Siddiqui)
59. "The reminder call- love it."
12. "Everything is excellent I'm an old patient." "Todo es excelente soy paciente Viejo." (Aphaivong)
13. "They speak the same language, and the personnel is kind." "Que hablan el mismo language and y son amables."
14. "The care for my baby." "El cuidado de mi baby." (Beall)
15. "They explain things good." "Explican muy bien." (Origer)
16. "Everything." "Todo." (2)
17. "All the service is good." "Todo el servicio es bueno." (Cekova)
18. "Medical Assistance." "Asistencia medica." (Nambo)
19. "They help me with my payments." "Me ayuda con mis pagos." (Siddiqui)
20. "Same day appointments." "Citas el mismo dia." (Ali)
21. "Everything is good." "Todo esta bien." (2)
22. "I don't tend to go to the doctor often but when I go I get good service." "No acostumbro a ir al doctor seguido pero cuando voy me dan buen servicio." (Hernandez)
23. "Having a health center close to home, available appointments with a reasonable time and good service." "Tener un centro de salud cercano citas disponibles en tiempo razonable y buen servicio."
24. "The reception staff are incredible, everyone in front are very educated and very efficient, they all help a lot." "El personal de recepcion es increíble, todos son de lo mas educados y muy eficientes en todo. Todos ayudan mucho." (Nambo)
25. "The immediate attention when seeking an appointment." "La atencion inmediata al solicitar una cita."
26. "Close to me." "Cerca a mi."
27. "Satisfied in the explanation and way of answering my necessities." "Satisfecho en la manera de responder a mis nesidades." (Cekova)
28. "Assistance." "Asistencia."
29. "They speak Spanish and they treat you good." "Hablan Espanol y atienden bien." (Ali)
30. "They are very responsible." "Son muy responsables." (Nambo)
31. "The best to me, they see me when I need them." "Lo mejor para mi, me ven cuando lo nesito." (Origer)
32. "The cost of consults." "Los cobros de las consultas." (Aphaivong)

60. "Hardly no wait." (Siddiqui)
61. "Close to home, great staff." (Nambo)
62. "Doctors and staff."
63. "Dr. is very thoughtful and concerned."
(Siddiqui)
64. "Location & friendliness of staff." (Aphaivong)
65. "Everything is perfect." (Ali)
66. "The providers are very helpful and explaining things well. I enjoyed having Mary as my provider today and liked talking to her."
(Origer)
67. "Dr. Ali." (Ali)
68. "Kind staff."
69. "Same day appointment." (Hernadez)
70. "Fast results."
71. "Giving care to people without insurance."
(Siddiqui)
72. "Not sure."
73. "Flexibility."
74. "Pediatric health." (Ali)
75. "Not at this time." (Siddiqui)
76. "Timely service." (Hernadez)
77. "Dr- Nurses." (Chang)
78. "I like how friendly everyone is makes me feel welcome."
79. "Having all my family in one office."
80. "Variety of services in one place."
81. "She willing to hear what been bothering me."
82. "Getting timely appointment, specially follow up."
(Origer)
83. "Answer all my questions." (Chang)
84. "Great communication."
33. "They are bilingual, the provider and personnel." "Que son bilingues los doctores y personal."
34. "The kindness and assistance." "La amabilidad y asistencia." (Aphaivong)
35. "The medical attention." "La asistencia medica."
36. "It is economic." "Es economico."
37. "The service." "El servicio."
38. "They answer all the questions." "Contestan todas la preguntas." (Siddiqui)
39. "Excellent service." "Servicio excelente."
(Hernandez)
40. "Information in Spanish." "Informacion en Espanol." (Hernandez)
41. "Everyone happy, kind and they help answering all my questions." "Feliz, amables y me ayudan contestando todas mis preguntas." (Hernandez)
42. "Excellent medical service and excellent personnel." "Excelente servicio medico, y excelente personal." (Hernandez)
43. "Everyone is very kind." "Todos son muy amables." (Hernadez)
44. "The recommendations." "Las recomendaciones."
45. "Same day appointment." "Citas el mismo dia." (Siddiqui)
46. "The attention and help are good." "La atencion y ayuda son muy buenos." (Nambo)
47. "Professionalism." "Profesionalismo."

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (3)
2. "2 days before reminder."
3. "Not making appointments for a certain time and then when I get here for my appointment time, they say I'm late. Appointments are made to be here at your time. I would understand a 15 min late grace period but not, not being here 15 years later than my appointment time." (Aphaivong)
4. "No need." (Ali)
5. "Leave it alone." (Siddiqui)
6. "N/A." (20)
7. "More respectful front desk people."
(Siddiqui)
8. "Minimize waiting time." (Ali)
9. "I have no complaints."
10. "Nothing at this time." (Siddiqui)
11. "Not sure." (3)

Spanish

1. "Everything is perfect." "Todo es perfecto."
(4)
2. "It is perfect for me, they are kind." "Es perfecto para mi y son amables." (Nambo)
3. "Fast and kind." "Rápidos y amables."
4. "Everything is Good." "Todo esta bien." (12)
5. "Faster service." "Rápido servicio." (Beall)
6. "Less wait time." "Menos tiempo de espera."
7. "N/A." "N/A." (2)
8. "Good personnel." "Buen personal."
9. "Be on time." "Estar a tiempo." (Ali)
10. "Keep up the Good job." (English comment written on a Spanish survey)
11. "To me it is good." "Para mi esta bien." (2)
12. "Very good." "Muy bueno."
13. "Spanish on Drs." "Español en Dras."
14. "I don't think you need to improve." "No creo que necesitan mejorar."

12. "You can't."
13. "Everything is great." (3)
14. "Keep doing what you do." (Aphaivong)
15. "Naaa, its good." (Malanfant)
16. "It's great."
17. "Not scheduling separate appointments for lab work & other." (Origer)
18. "More availability." (Origer)
19. "None." (2)
20. "Less wait time." (Ali)
21. "Very happy." (Ali)
22. "Improve the 3 late/missed appointment rule."
23. "I've left recommendations, and nothing has improved." (Malanfant)
24. "Coodination & collab btwn different doctors my psychiatrist pcp tell me diff. things sometimes." (Origer)
25. "Include 15 min early appointment time."
26. "Health info/care."
27. "Maybe being more clear with the patient plan since last week I was told one thing and then today I was told differently." (Siddiqui)
28. "At this point everything is great." (Ali)
29. "Nothing, everything is good."
30. "You're 100% 😊" (Hernandez)
31. "Have the care managers call when referrals." (Origer)
32. "I think everything is great."
33. "It is great so far." (Siddiqui)
34. "No complaints." (Origer)
35. "Keep up the good work." (Origer)
36. "Nothing you guys are great." (Cekova)
37. "Keep rocking."
38. "Everything good." (Ali)
39. "Nothing I can think of." (Nambo)
15. "I'm satisfied." "Estoy satisfecha."
16. "Continue like unitl now." "Continua como hasta ahora."
17. "It is perfect." "Es perfecto."
18. "Everything is excelente." "Todo es excelente."
19. "Thank you." "Gracias."
20. "Continue to have bilingual personnel." "Continue teniendo personal bilingüe."
21. "All your services are good." "Todos los servicios son excelentes." (Nambo)
22. "Train the referral people better, they need to be more responsable and considérate of the pain and or discomfort and punctual towards people." "Entrenar mejor al personal de referidos necesitan ser mas responsables y considerados del dolor y o malestar y puntualidad hacia la gente."
23. "Having a laboratory personnel on Saturday afternoons." "Teniendo una persona de laboratorio los sábados por la tarde." (Ali)
24. "Don't change anything my point of view." "No cambien nada en mi punto de vista."

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

English

- YES: 97
- NO: 2

Spanish

- YES: 107
- NO: 0

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

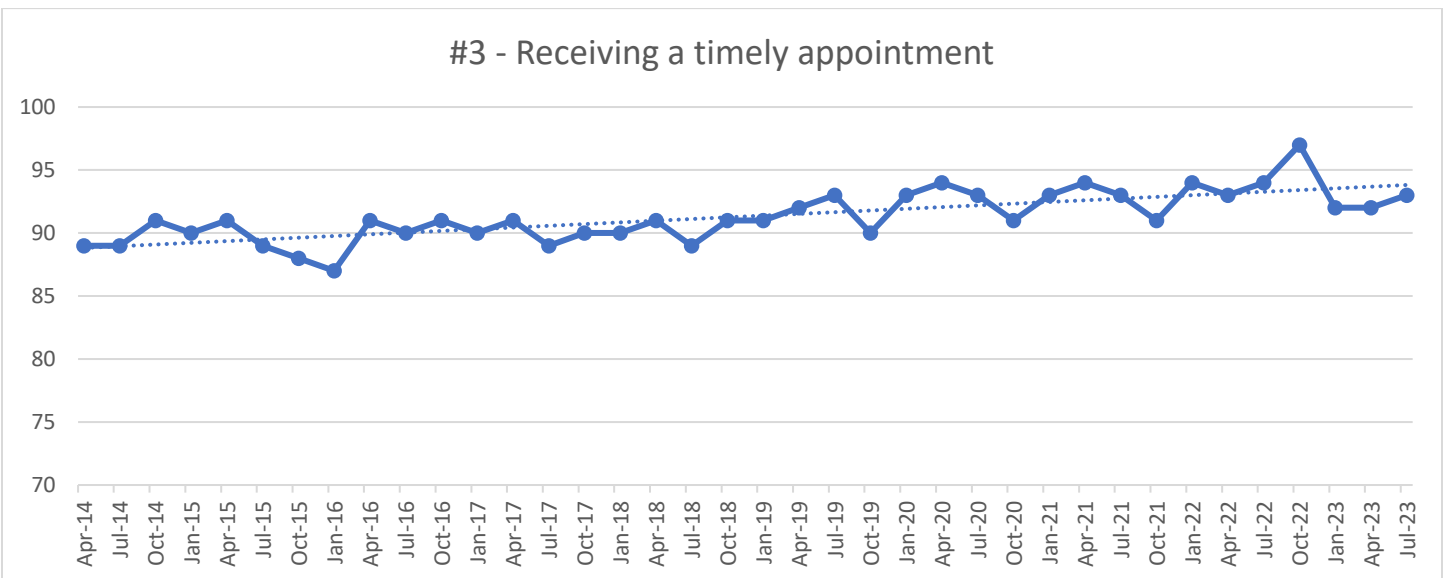
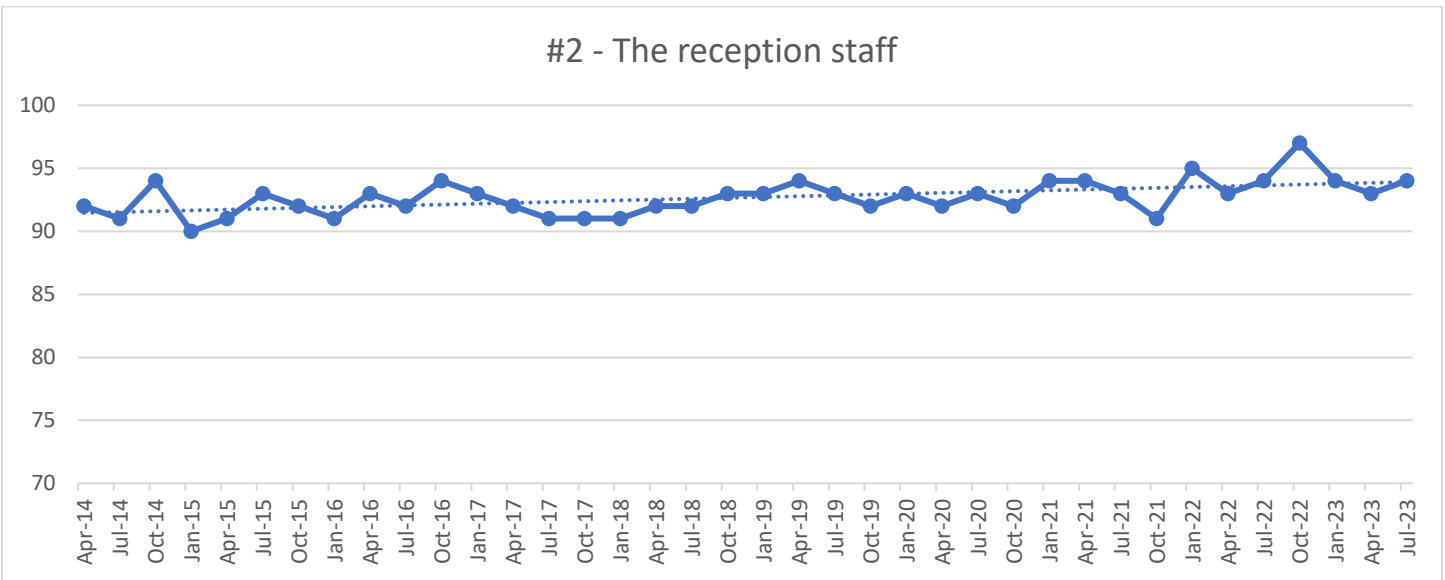
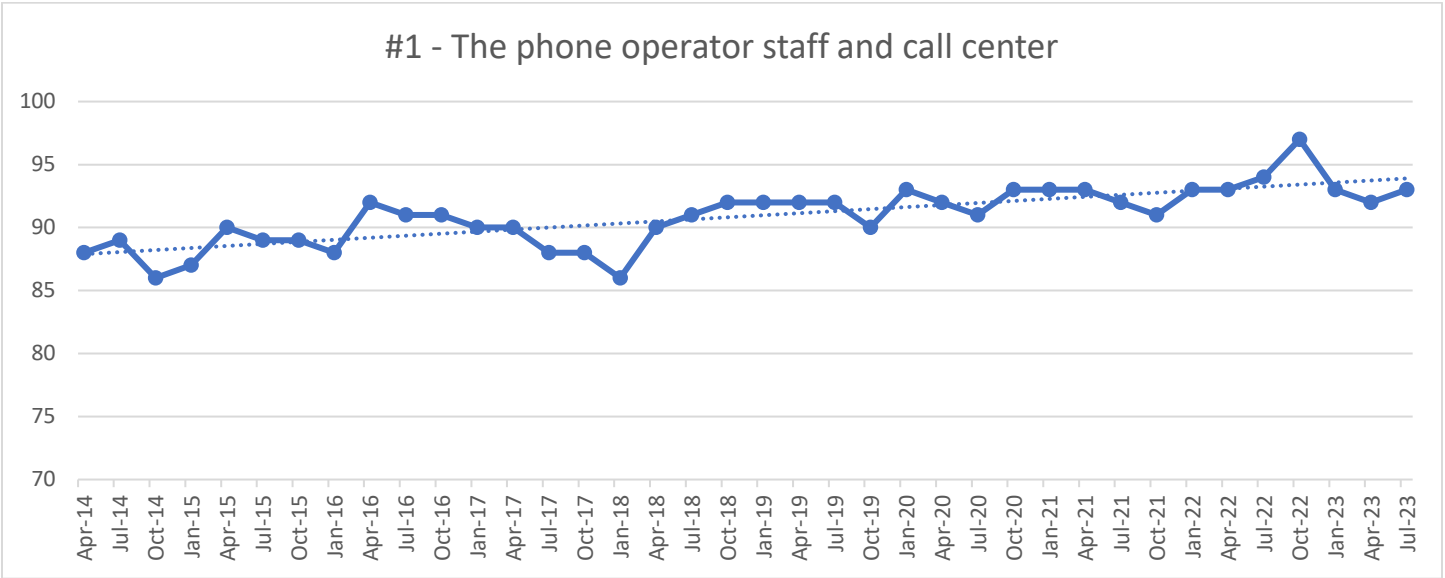
English

- Ali: 23
- Aphaivong: 13
- Beall: 4
- Cekova: 11
- Chang: 5
- Hernandez: 13
- Malanfant: 6
- Nambo: 12
- Origer: 20
- Siddiqui: 29

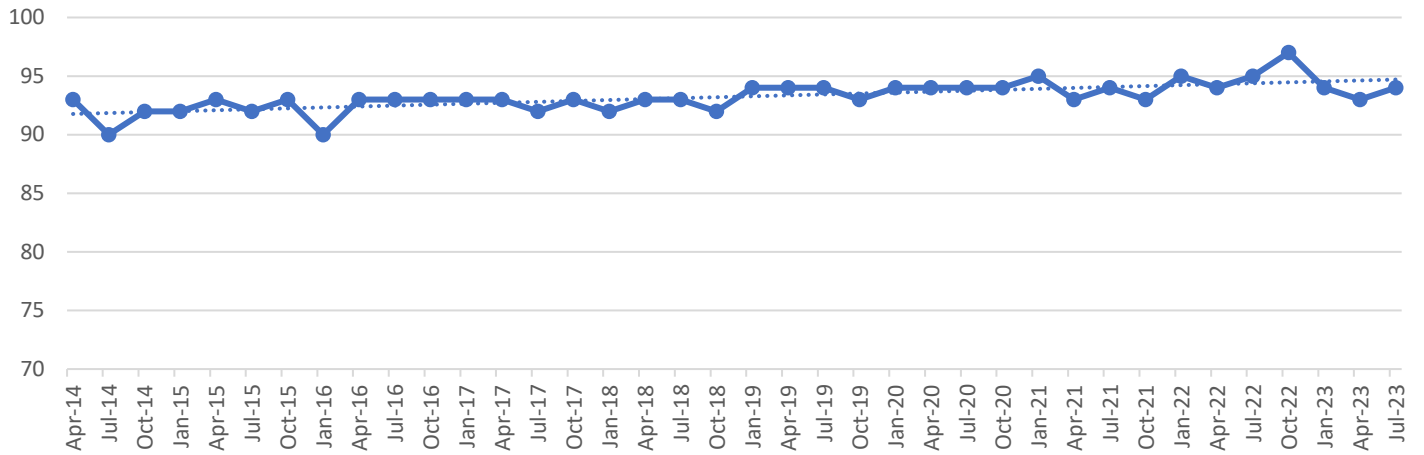
Spanish

- Ali: 17
- Aphaivong: 18
- Beall: 4
- Cekova: 10
- Chang: 1
- Hernandez: 23
- Nambo: 20
- Origer: 17
- Siddiqui: 12

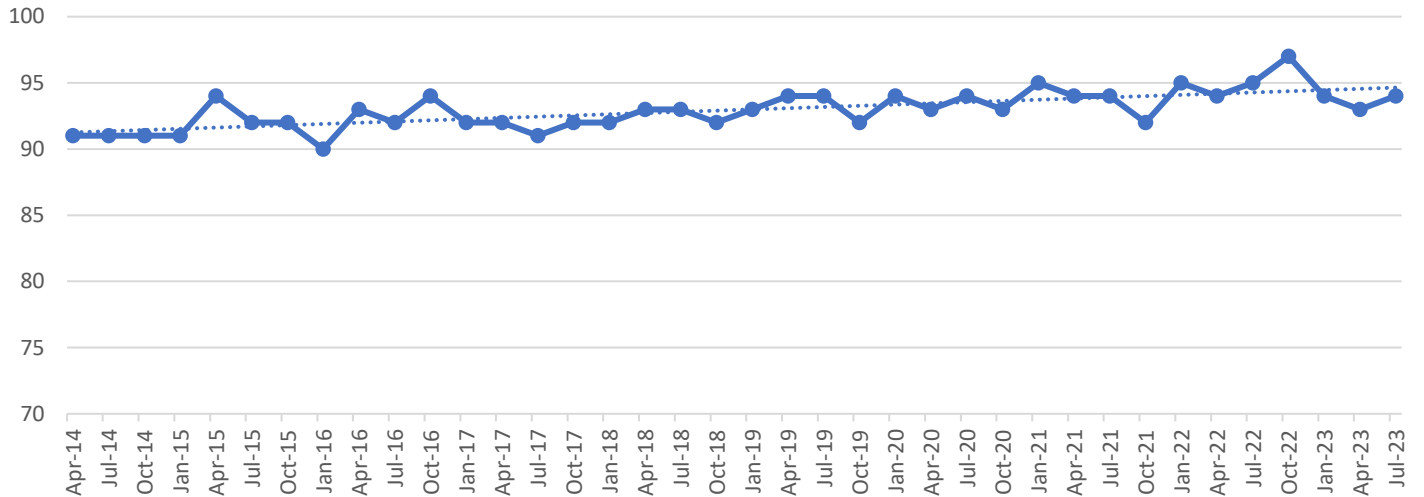
Individual Question Results with Trendlines



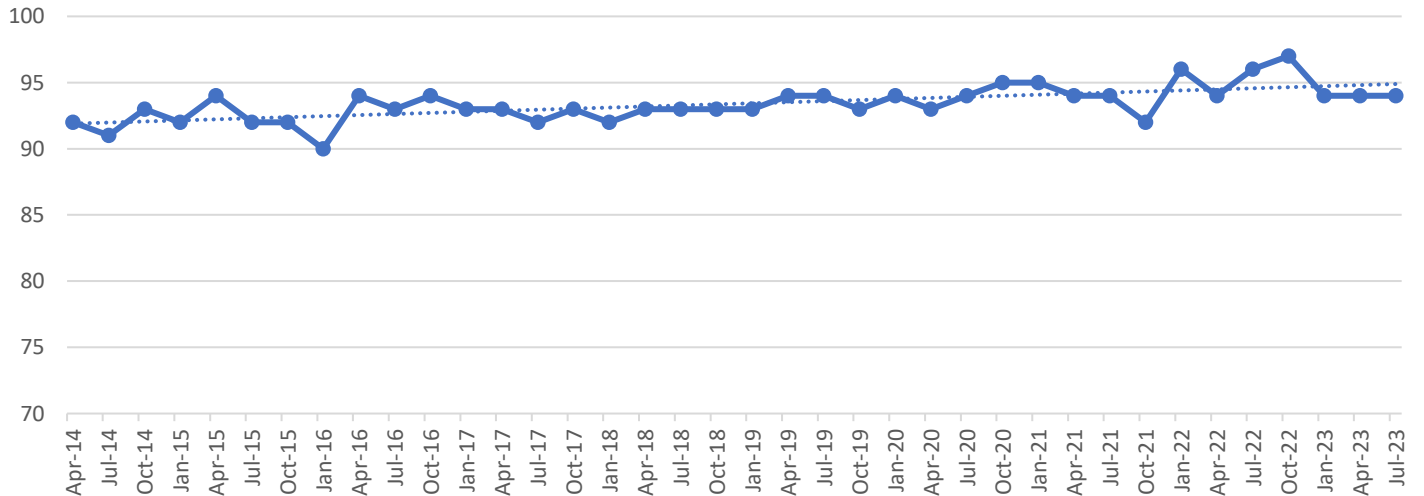
#4 - Education and explanation of plan provided in a way that I can understand



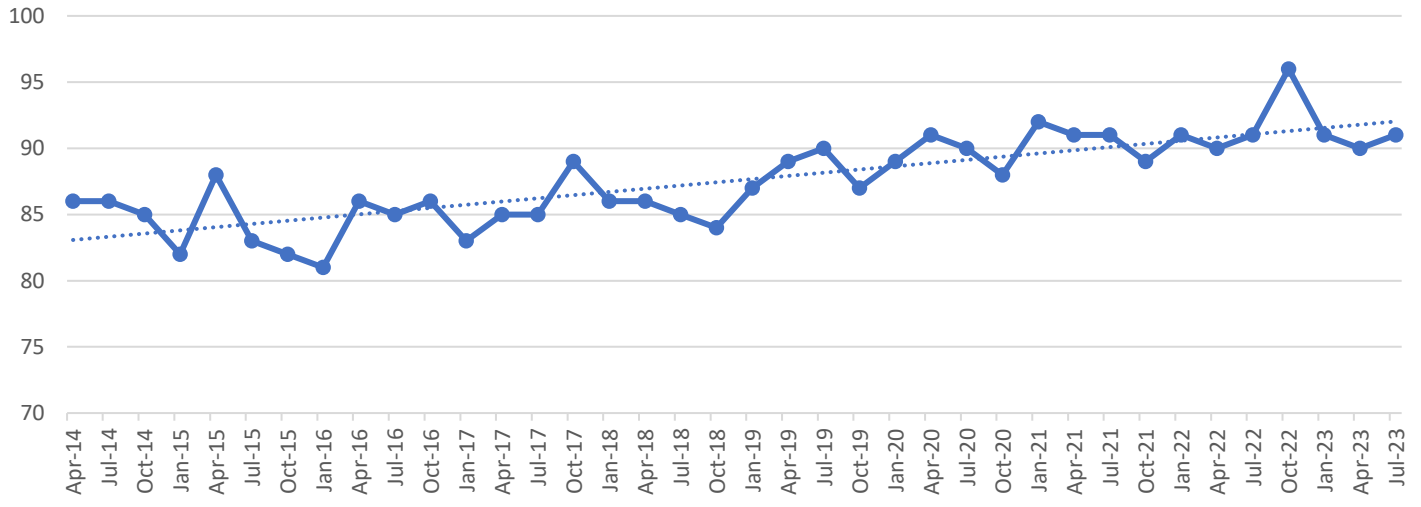
#5 - The follow-up and coordination of my care



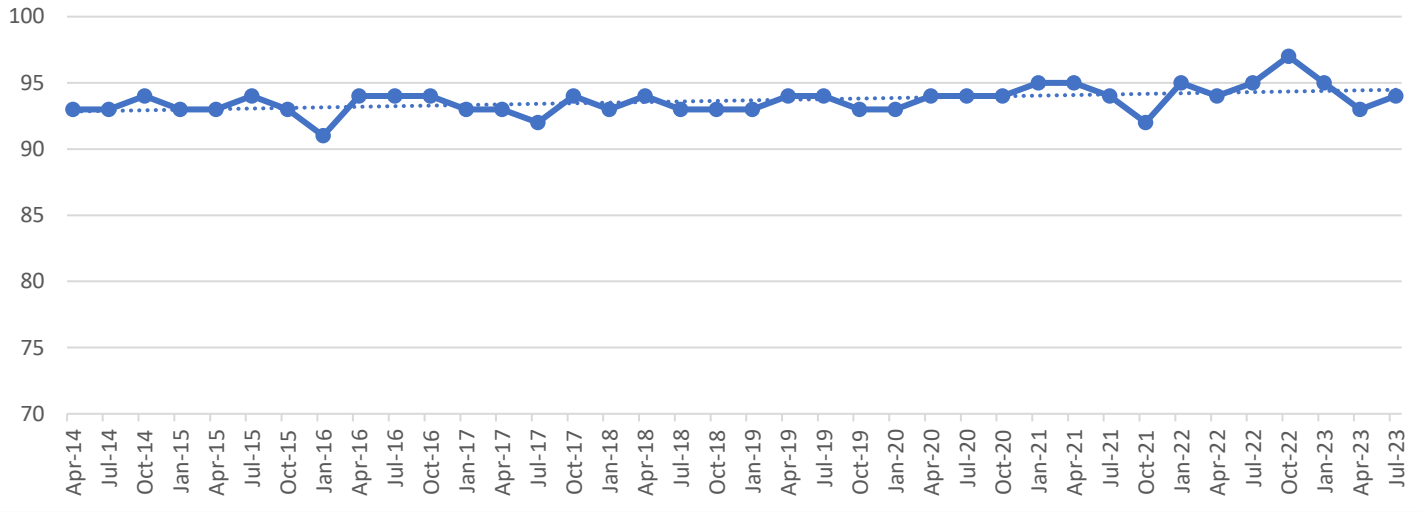
#6 - The staff addressing my medical needs today



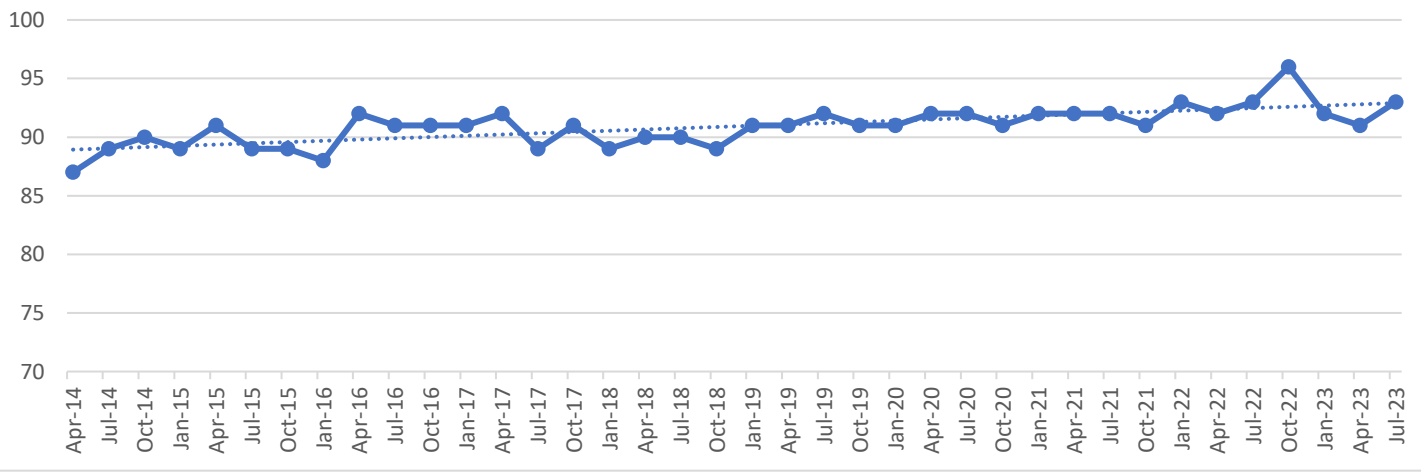
#7 - The time spent waiting



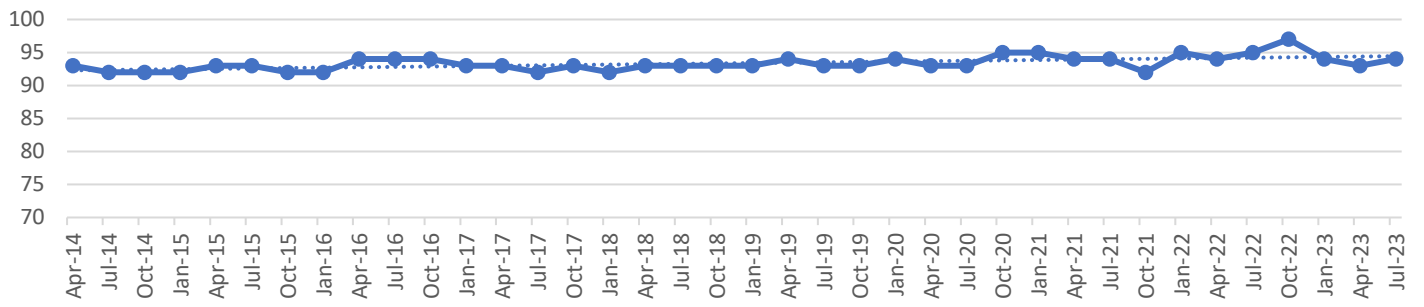
#8 - The respectfulness of staff



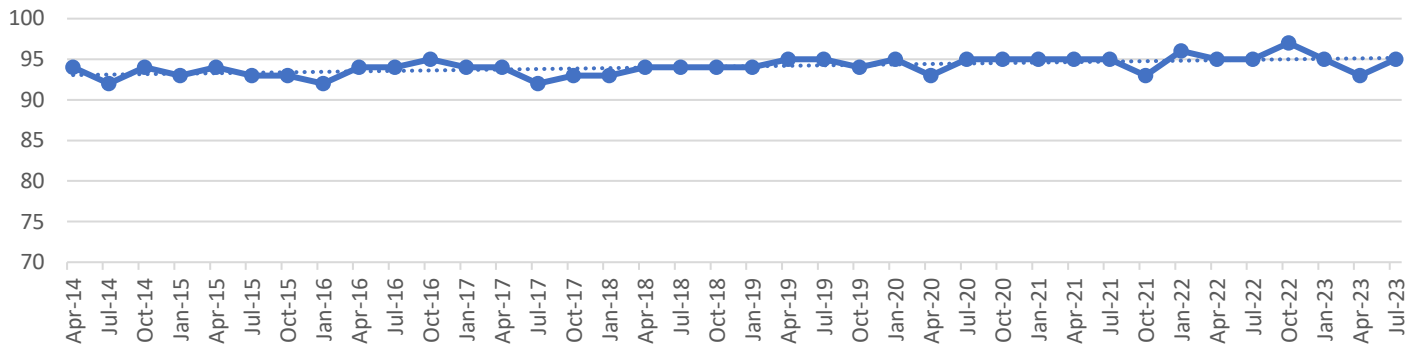
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



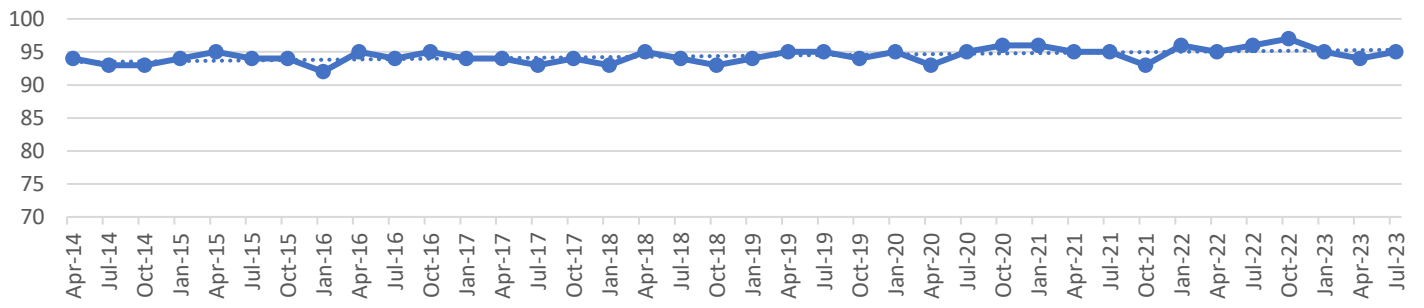
#10 - The handling of my personal medical information in a private and confidential manner



#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?

