

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 94%. 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.

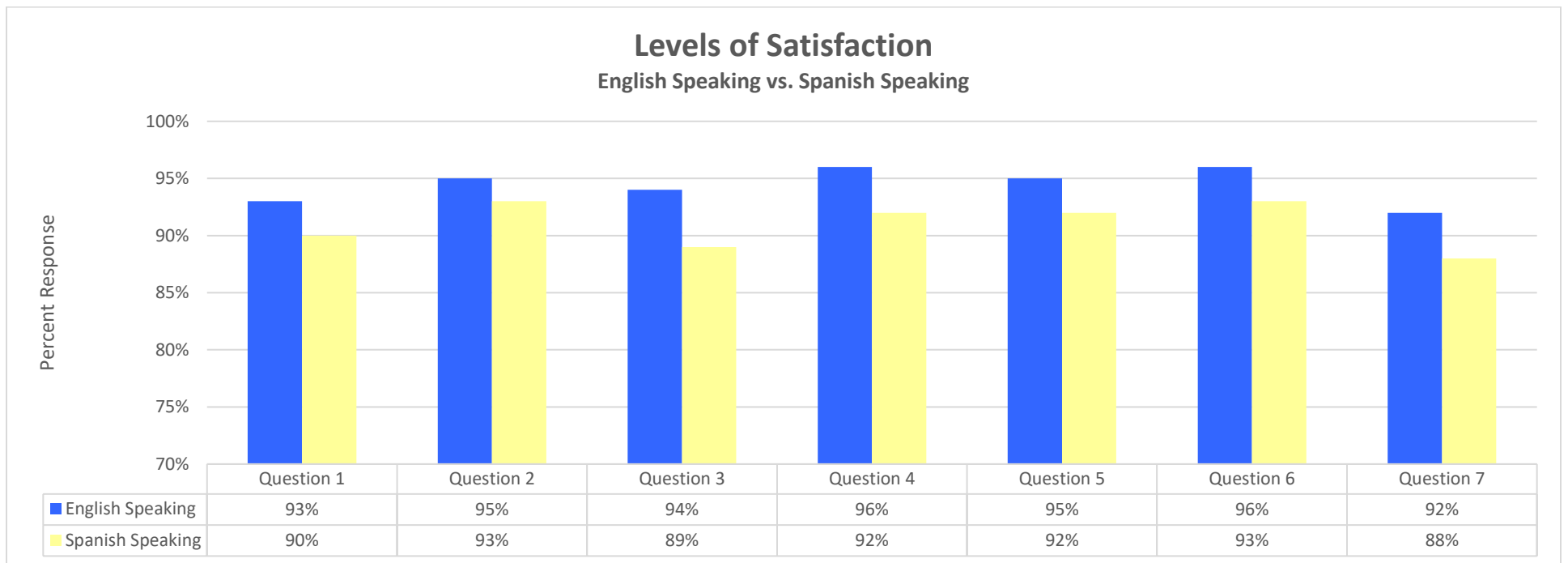
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023	Level of Satisfaction October 2022
1. The phone operator staff and call center	92%	92%	94%	92%
2. The reception staff	94%	94%	96%	94%
3. Receiving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

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%

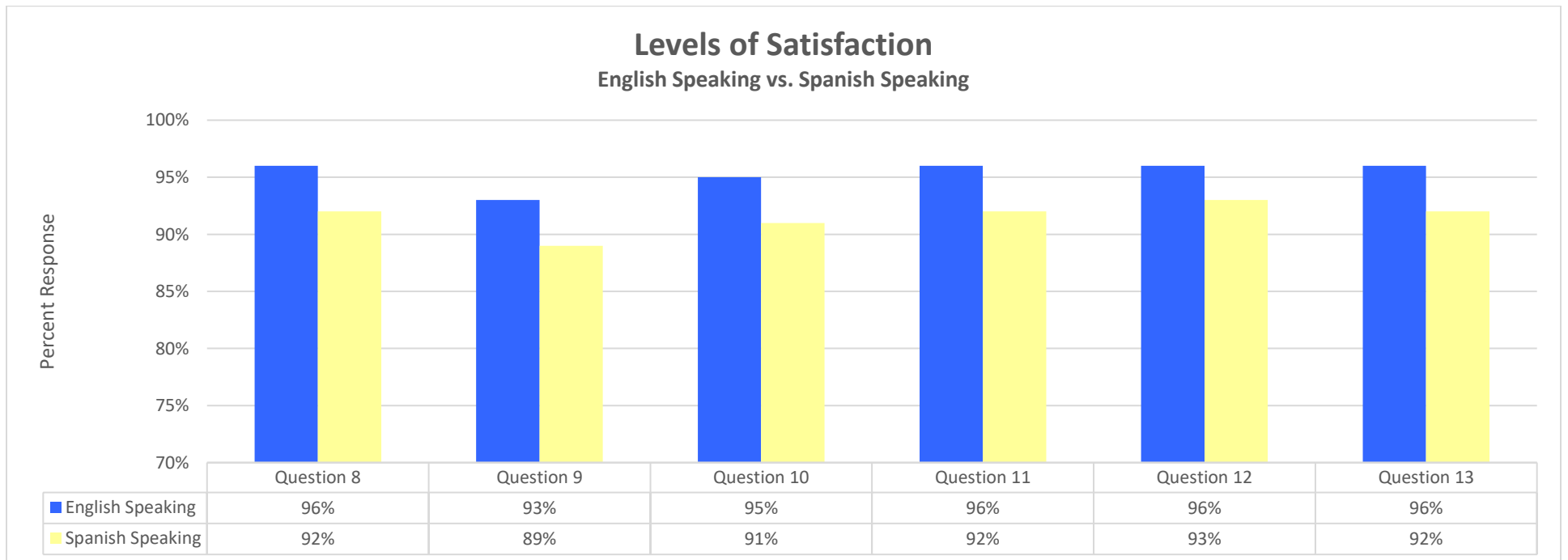
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	153 74%	139 62%	39 19%	70 31%	15 7%	10 5%	0	0	0	5 2%
2. The reception staff	163 79%	159 71%	36 17%	58 26%	8 4%	5 2%	0	0	0	3 1%
3. Receiving a timely appointment	157 76%	133 61%	36 18%	67 31%	12 6%	12 6%	1 1%	1 1%	0	6 3%
4. Education and explanation of plan provided in a way that I can understand	166 81%	150 67%	33 16%	65 29%	6 3%	4 2%	0	0	0	5 2%
5. The follow-up and coordination of my care	159 77%	147 65%	39 19%	71 32%	9 4%	3 1%	0	0	0	4 2%
6. The staff addressing my medical needs today	172 83%	153 69%	28 14%	64 29%	7 3%	0	0	0	0	4 2%
7. The time spent waiting	146 71%	132 59%	35 17%	66 29%	21 10%	16 7%	2 1%	3 1%	1 1%	8 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	172 83%	148 66%	25 12%	66 30%	10 5%	7 3%	0	0	0	3 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	149 77%	117 56%	26 13%	79 38%	19 10%	7 3%	0	2 1%	0	4 2%
10. The handling of personal medical info in a private and confidential manner	167 81%	142 64%	27 13%	71 32%	12 6%	3 1%	0	0	0	5 2%
11. Your medical assistant	172 83%	152 69%	26 13%	63 28%	9 4%	2 1%	0	0	0	5 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	175 85%	156 70%	23 11%	60 27%	8 4%	1 1%	0	0	0	5 2%
13. Overall, how satisfied are you with the Health Center?	167 85%	156 69%	22 11%	58 26%	8 4%	6 3%	0	0	0	5 2%



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: 56

N/A: 22

YES: 7

Comments:

1. "No, staff always answer." (2)
2. "Very helpful." (Dodis)
3. "Never." (Chaudhari)
4. "Good experience." (Piekarz)
5. "Great job!" (Baum)
6. "Really great experience." (Baum)
7. "Keep up the great work!" (Baum)
8. "Keep up the great work. Your all great!" (Baum)
9. "Yes, did get the response in 24 hr which is great as new are concerned." (Baum)

Spanish

NO: 56

N/A: 1

YES: 1

Comments:

1. "Nothing." "Ninguno."
2. "Excellent." "Excelente." (2)
3. "It was good." "Fue Buena." (Davies)
4. "Everything was very good." "Todo muy bien."
5. "Good." "Bien." (Piekarz)
6. "Great." "Buena."
7. "I have not left a message, but the experience and the attention has been good." "No he dejado mensajes, pero la experiencia y la atencion a sido muy buena."

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

English

1. "N/A." (8)
2. "Communication." (Dodis)
3. "Service and patience." (Baum)
4. "The appointments." (2)
5. "Helpful!"
6. "Yes." (4)
7. "The staff." (5)
8. "Availability." (Triner)
9. "Everyone." (Piekarz)
10. "Service." (Piekarz)
11. "Staff clarification." (Chaudhari)
12. "Staff + scheduling." (Davies)
13. "Everything."
14. "Service and patience." (Baum)
15. "Communication." (Dodis)
16. "Phone operators." (Triner)
17. "Location and doctor."
18. "Medical provider." (Triner)
19. "Call backs." (Triner)
20. "Fast appointments." (Triner)
21. "The dr." (Davies)
22. "Walk-in." (Baum)
23. "The info." (Triner)
24. "Walk in list." (Davies)
25. "Explanation." (Triner)
26. "Doctor's explanation." (Triner)
27. "Fast care." (Triner)
28. "Love Dr. Miller." (Miller)
29. "The front desk." (Piekarz)

1. "N/A."
2. "The attention." "La atencion." (Davies)
3. "The communication and the service." "La comunicacion y el servicio."
4. "Excellent service." "Excelente servicio."
5. "Excellent." "Excelente." (Piekarz)
6. "The service." "El servicio." (2)
7. "Location." "Ubicación."
8. "They are efficient and kind." "Son eficientes y amables." (Triner)
9. "That they are very kind." "Que son muy amables." (Triner)
10. "Health." "Salud."
11. "Yes." "Si."
12. "Provider." "Medico."
13. "It is good." "Es bueno."
14. "Hours." "Horarios."
15. "The medical attention for my child." "La atencion medica de mi niño."
16. "Reception A+." "Recepcion A+."
17. "The bilingual personnel." "El personal bilingue."
18. "With health." "En salud." (Newbrander)
19. "Excellent service." "Servicio excelente." (2)
20. "The timely appointments." "La pronto citas." (Piekarz)
21. "With timely appointments." "Con sacar las citas." (Piekarz)
22. "Everything." "Todo." (3)
23. "No." (Davies)

30. "Wonderful care." (Baum)
31. "Appointment availability." (Newbrander)
32. "The care they give." (Davies)
33. "Wait time is fast." (Dodis)
34. "Good explaining, attentive." (2)
35. "Peds and family practice and calls to remind apt." (Chaudhari)
36. "Scheduling & staff." (Miller)
37. "I can call in the morning and be sure to have an appointment same day." (Triner)
38. "Knowing me and my family's health is good." (Baum)
39. "Everything and everyone so helpful everyday." (Newbrander)
40. "We like Doc. Davies, great doctor." (Davies)
41. "That they speak Spanish." "Que hablan Espanol." (Spanish response on an English survey)
42. "Nice staff and little wait time." (2)
43. "Always having fast smooth appointments." (Dodis)
44. "Staff and helpful." (Triner)
45. "Timely appointments, professional staff." (Piekarz)
46. "The reminder calls, thank you." "Que llaman para recordar las citas, gracias." (Spanish response on an English survey)
47. "Friendly and staff survey." (Davies)
48. "Appt reminder." (Chaudhari)
49. "Takes care of my children's health."
50. "How open they are with appointment times." (Baum)
51. "The staff are very welcoming and quick to address any issues I may have with care!" (Newbrander)
52. "They have our medical records already." (Davies)
53. "Health information from the doctor." (Miller)
54. "The helpfulness of staff and location." (Dodis)
55. "Great customer service! It really has improved!"
56. "Very helpful and respectful staff." (Baum)
57. "Very quick and helpful."
24. "With everything." "En todo." (Miller)
25. "With being well with health." "En estar bien de salud." (Dodis)
26. "Their attention and collaboration." "Su atencion y colaboracion." (Dodis)
27. "The quality attention and experience." "La atencion con la mejor calidad y experiencia."
28. "The patients health." "Salud de los pacientes."
29. "They provide timely appointments when needed." "Dan consultas rapidas cuando lo necesito."
30. "That there are good pediatricians and excellent personnel." "Que hay muy buenos pediatras y excelente personal." (Baum)
31. "That they speak Spanish and are very kind." "Que hablan Espanol y son muy amables." (Davies)
32. "It is close to my home." "Es cerca de mi casa." (Davies)
33. "Very good." "Muy bien."
34. "The efficient medical attention and they clarify any doubts." "La atencion medica eficiente y me aclaran mis dudas." (Triner)
35. "My daughter's health." "Salud de mi hija." (Triner)
36. "Appointments in a timely manner." "Citas a corto tiempo."
37. "That they are kind." "Que son amables." (Piekarz)
38. "The best attention I have received." "La mejor atencion que resibo." (Dodis)
39. "My daughter's well-being." "Al bien estar de mi hija." (Dodis)
40. "My daughters' checkup." "Para los chequeos de mi hija." (Triner)
41. "I always receive available appointments." "Siempre consigo citas disponibles." (Chaudhari)
42. "Personnel speak Spanish." "Personal hablan Espanol." (Triner)
43. "Receiving health care." "En recibir buen salud." (Newbrander)
44. "With everything that I need with my children's health." "En todo lo que necesito para la salud de mis hijos." (2)
45. "It is satisfactory." "Es satisfactorio."
46. "Keeping up to date with vaccines etc." "Tenerme al tanto de vacunas etc." (Davies)
47. "They tend to me quickly." "Me atienden rapido." (2)
48. "They help me in my language. The timely appointments." "Me ayudan en mi idioma las citas a tiempo."

49. "Everything relating to my children has been excellent." "Todo lo relacionado con mis hijos a sido excelente."
50. "That they provide good attention to their patients." "Que brindan Buena atencion para el paciente." (Newbrander)
51. "The solution for which we visit the provider." "La solucion por la cual visitamos a medico." (Newbrander)
52. "With everything that I need." "En todo lo que necesito."
53. "Their attention. Medical centers, in general, I am very satisfied with their help and attention they provide." (Chaudhari)
54. "General dental check up and more." "Dental chequen general y mas." (Triner)
55. "The attention to the children." "La atencion a los niños." (Baum)
56. "Resolve all my doubts during the office visit and referrals." "Resolver mis dudas en cuanto a citas y referidos." (Triner)
57. "With everything." "En todo." (Triner)
58. "No comments." "No comentarios."
59. "With my children's health." "Con la salud de mis hijos." (Triner)
60. "With my doubts and health." "Con mis dudas y salud." (Triner)
61. "The closeness and accessibility." "Lo cerca y accesibilidad."
62. "Obtaining my children's health results." "Obtener resultados para la salud de mis hijos." (2)
63. "For my children's health." "Por la salud de mis hijos."
64. "Keeping my family healthy." "Mantener sana a mi familia."
65. "Quick and reliable, everyone is very kind." "Rapido y confiable, muy amables todos."
66. "Help clearing up my doubts." "Ayuda aclarar todas mis dudas."
67. "The good attention from the Greater Family Health personnel." "La Buena atencion de las personas de Greater Family Health."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (17)
2. "Very good."
3. "😊."
4. "Nothing." (2)
5. "Wait time."
6. "Time waiting."
7. "No." (Triner)

Spanish

1. "Yes." "Si."
2. "No."
3. "Everything is great." "Todo bien." (3)
4. "It is great." "Es bueno."
5. "Everything is great." "Todo esta bien." (2)
6. "Everything is perfect." "Todo esta perfecto." (2)
7. "For me, everything is great." "Para mi todo esta perfecto."

8. "Medical assistants should talk more rather than just asking questions. Streamwood has the better medical assistants." (Newbrander)
9. "Nothing everything is fine." (Baum)
10. "Faster apt." (Newbrander)
11. "Everything is good." (Triner)
12. "It is good how it is." (Newbrander)
13. "Keep providing survey." (Piekarz)
14. "N/A doing great!" (Davies)
15. "You guys are awesome." (Triner)
16. "It is great, no problem." (Baum)
17. "More same day appointments."
18. "If no answer leave msg so I can call back." (Davies)
19. "Nothing- it was an okay visit." (Baum)
20. "Nothing needs to be improved." (Davies)
21. "No idea, keep going." (Triner)
22. "Just continue what you're doing only once someone was rude but that was all." (Baum)
23. "We are very satisfied with this location." (Dodis)
24. "Improve on what you are doing." (Triner)
25. "Nothing at the moment." (Chaudhari)
26. "Appt. available sooner when we call to make appt." (Miller)
8. "No comment." "Sin comentarios." (Davies)
9. "Everything is excellent." "Todo excelente." (Piekarz)
10. "More timely appointments." "Citas mas proximo." (Davies)
11. "It is good." "Esta bueno." (2)
12. "It is very good." "Es muy bueno."
13. "They provide great service." "Tienen buen servicio."
14. "For me, it is great." "Me parece todo bien."
15. "Today, everything seemed fine." "Por hoy todo esta bien." (Piekarz)
16. "Everything seems fine how it is." "Todo me parece bien como esta." (Triner)
17. "Everything is really great for me." "Todo es muy bueno para mi."
18. "On occasion, we have to wait a long time in the exam room, that can please improve." "En ocasiones nos hacen esperar mucho en el cuarto, eso se pudiera mejorar porfavor."
19. "The personnel is not so kind and lacks empathy at times." "Hay personal poco amable y empático algunas veces." (Piekarz)
20. "Improving the time spent waiting." "Mejorando el tiempo de espera." (Newbrander)
21. "Continue being kind how it is now with your users. Thank you." "Seguir siendo amables como hasta ahora con los usuarios. Gracias."
22. "Time spent waiting is too long." "Tiempo de espera es muy bueno." (Piekarz)
23. "The time spent waiting at the moment for the consult with the provider should be shorter." "La espera al momento de la consulta con el medico sea un poco mas corta."
24. "No nothing excellent attention." "No ninguno excellent attention." (Piekarz)
25. "Initiating referrals." "Poner los referals." (Triner)
26. "To be given a timely appointment." "Que nos den una cita a corto tiempo." (Miller)
27. "The cellphone service is not great." "Solo el servicio de señal no es bueno." (Triner)
28. "Everything is great excellent service." "Todo bien muy exelente servicio." (Newbrander)
29. "The time spent waiting for appointments." "La espera para las citas."
30. "Continue with the current attention." "Que sigan asi como la atención de ahora."
31. "It is good like it is." "Esta muy bien haci." (Chaudhari)

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

English

- YES: 138
- NO: 1

Spanish

- YES: 130
- NO: 0

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

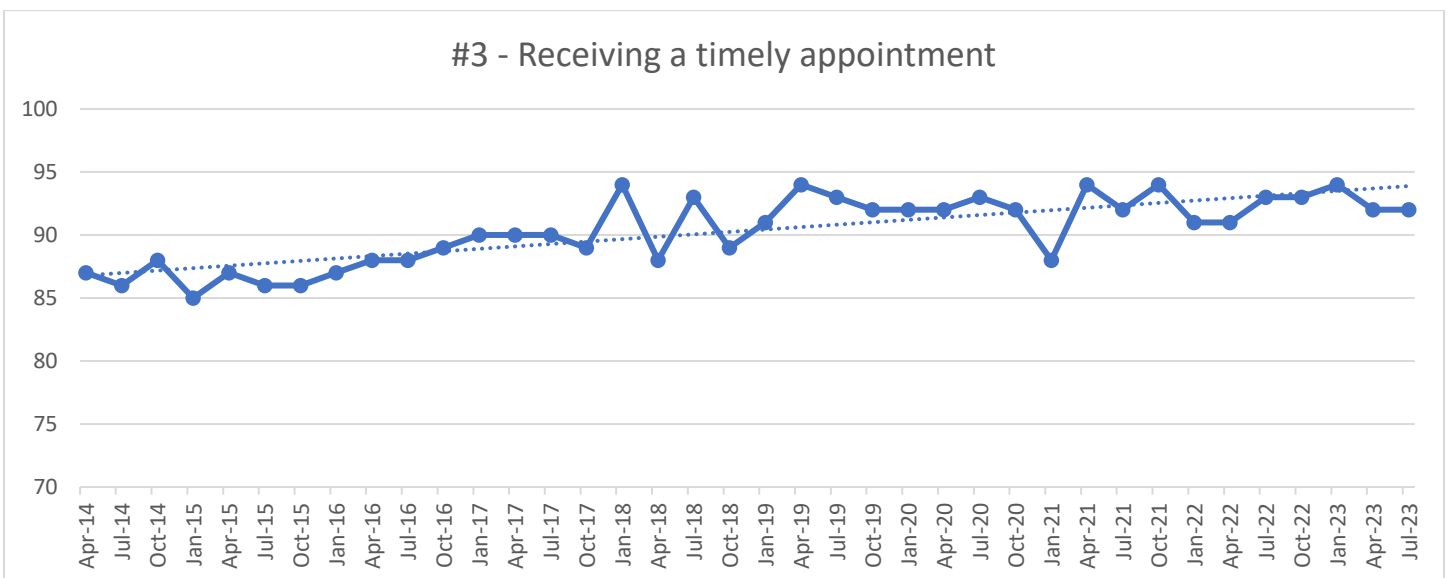
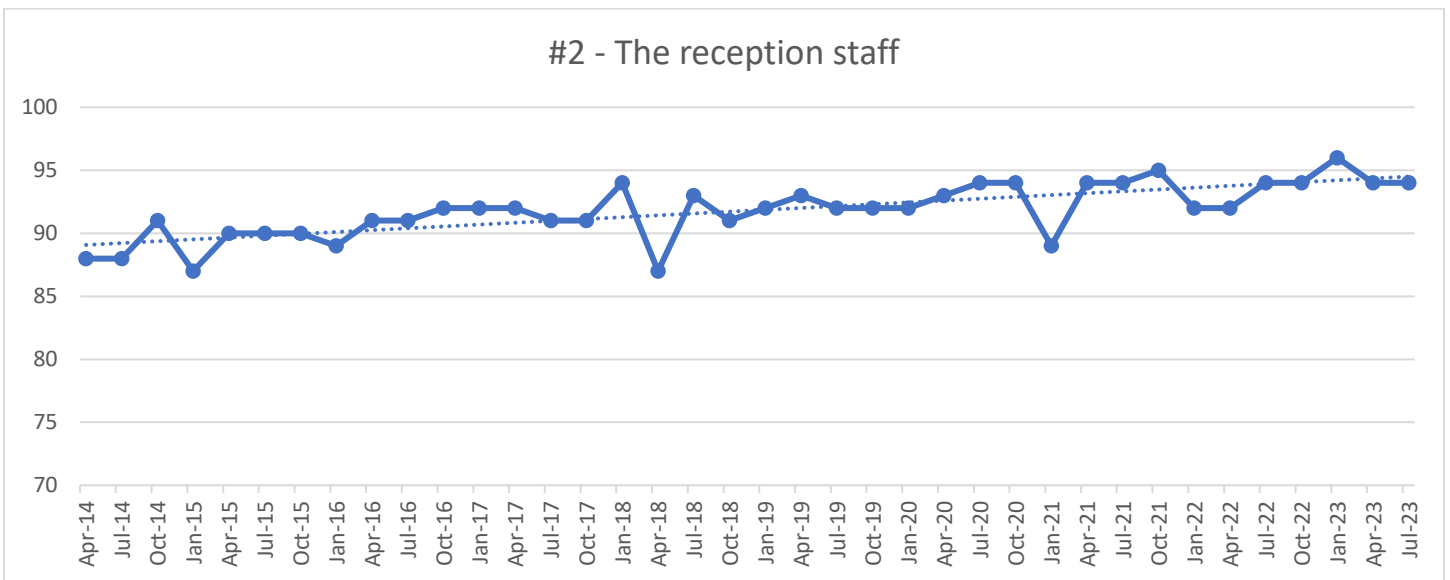
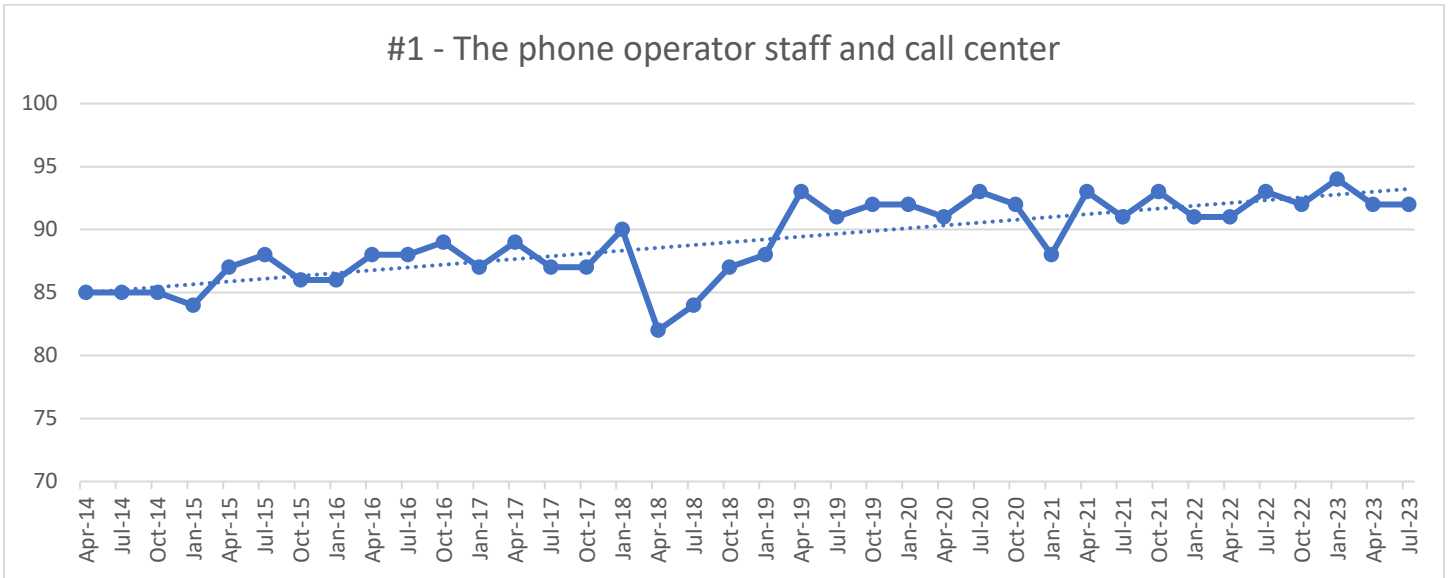
English

- Baum: 26
- Chaudhari: 16
- Davies: 16
- Dodis: 12
- Miller: 11
- Newbrander: 18
- Piekarz: 43
- Triner: 45

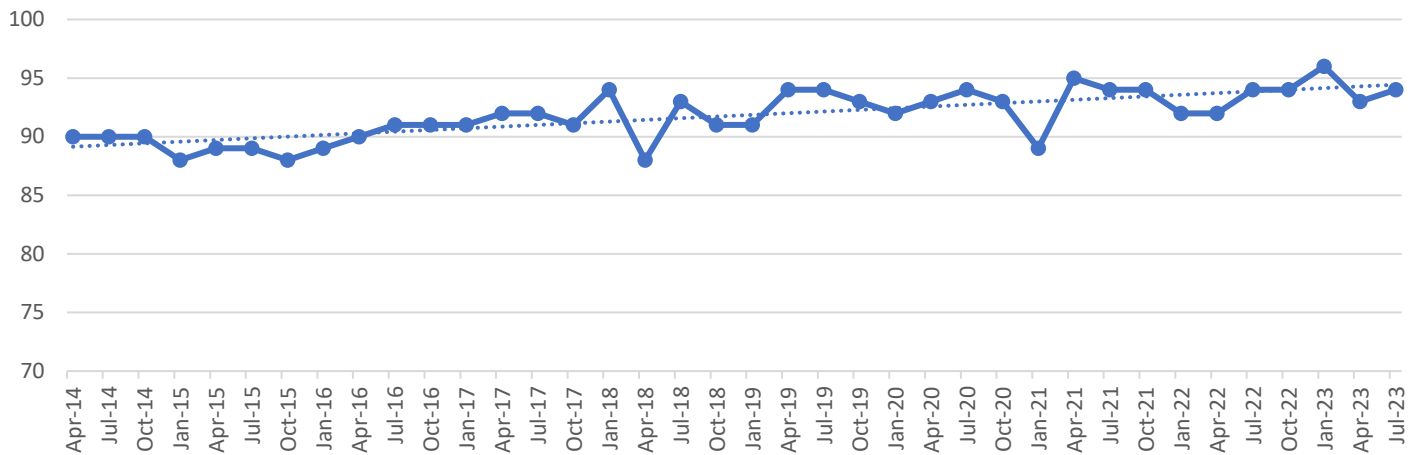
Spanish

- Baum: 19
- Chaudhari: 7
- Davies: 19
- Dodis: 20
- Miller: 11
- Newbrander: 27
- Piekarz: 45
- Triner: 42

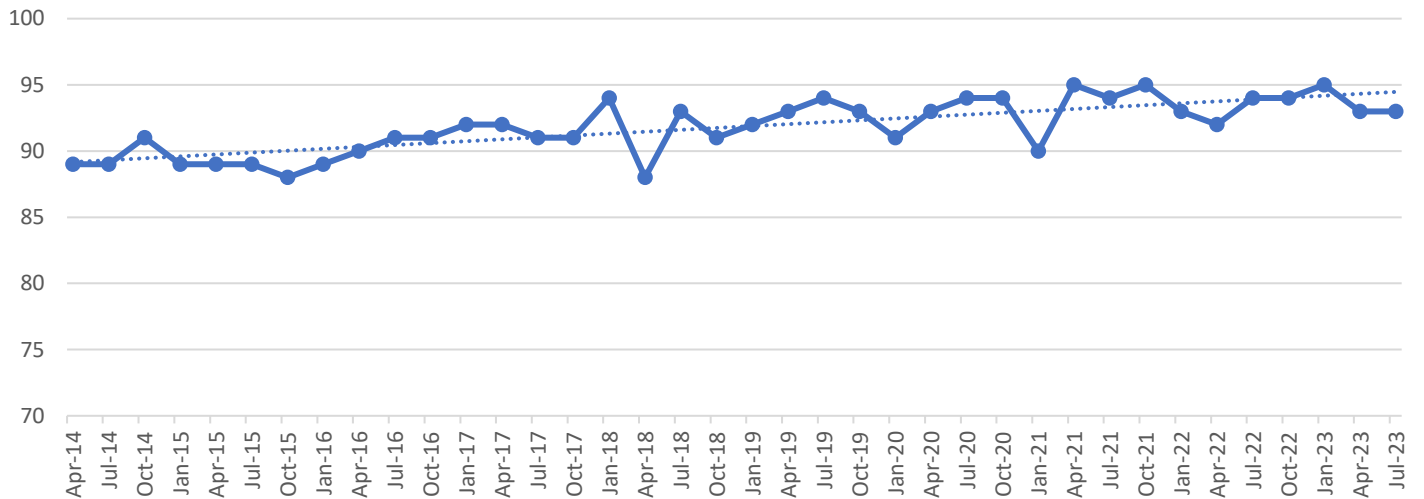
Individual Question Results with Trendlines



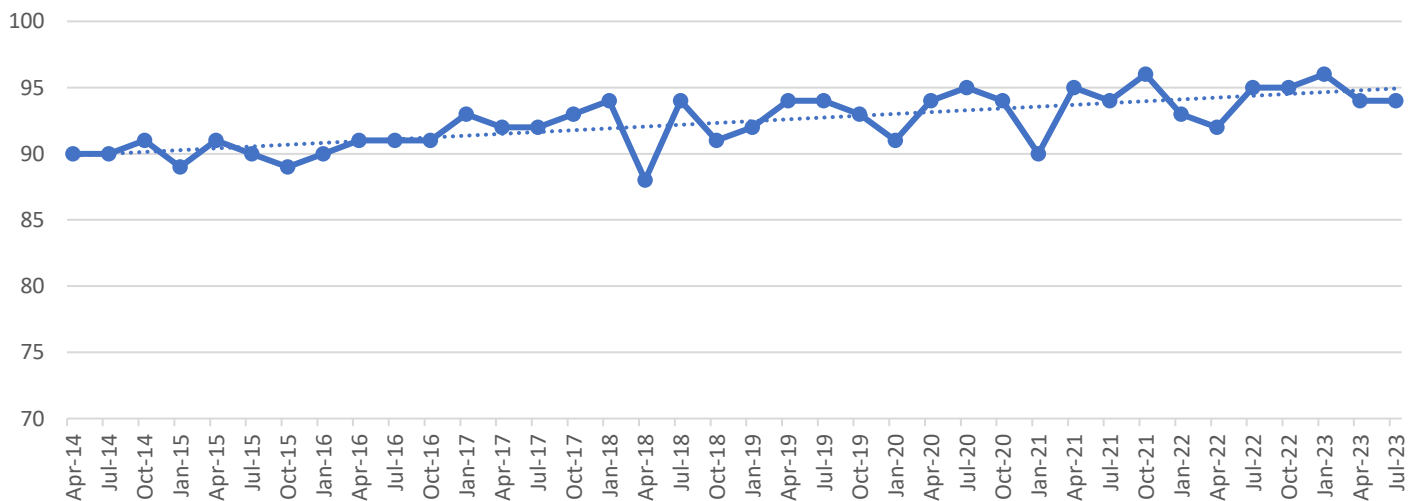
#4 - Education and explanation of plan provided in a way that I can understand



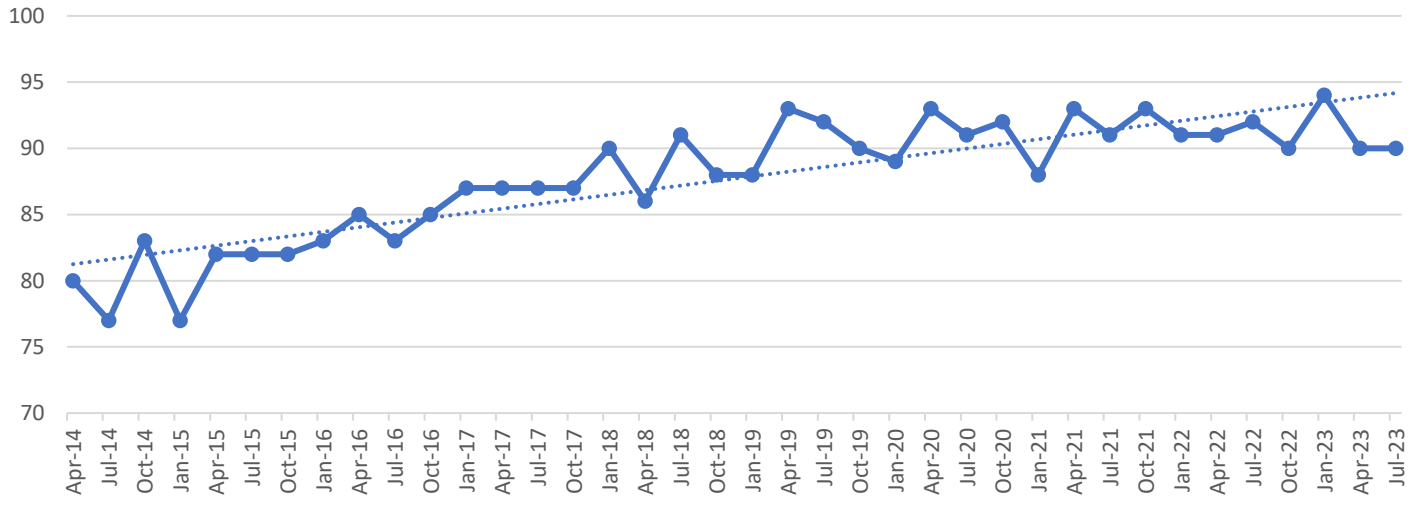
#5 - The follow-up and coordination of my care



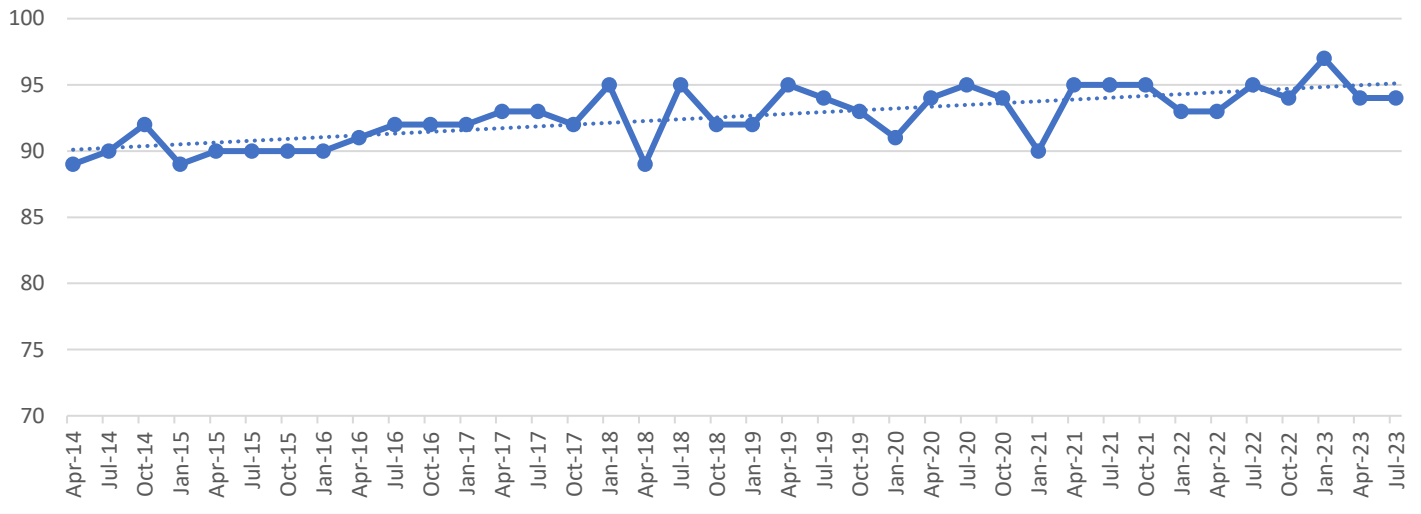
#6 - The staff addressing my medical needs today



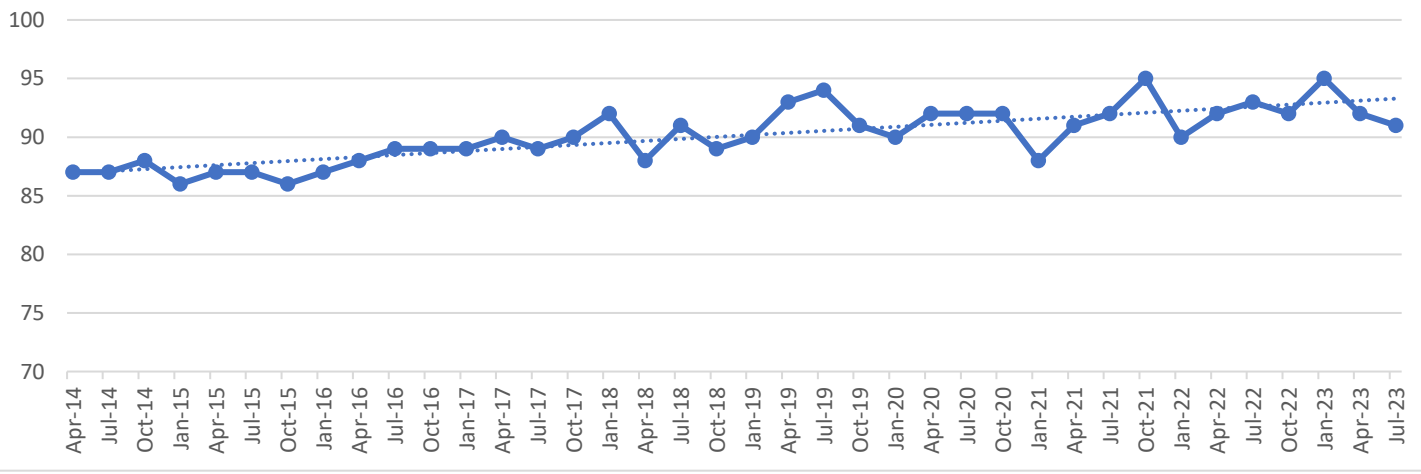
#7 - The time spent waiting



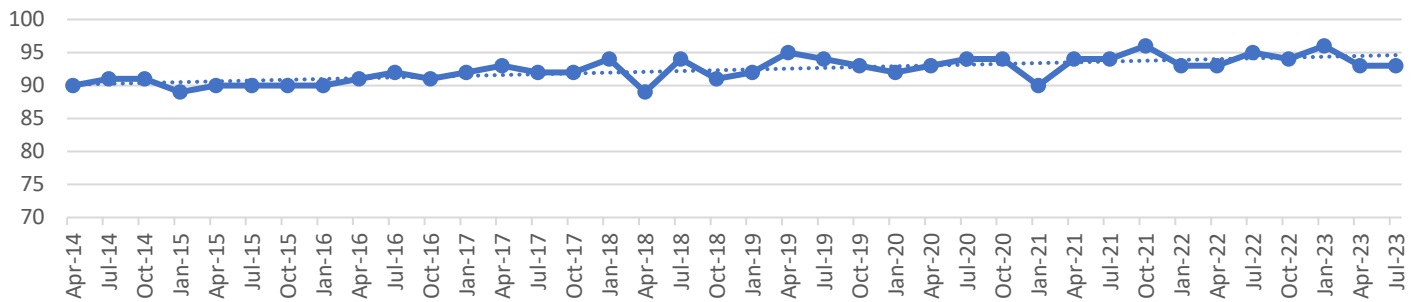
#8 - The respectfulness of staff



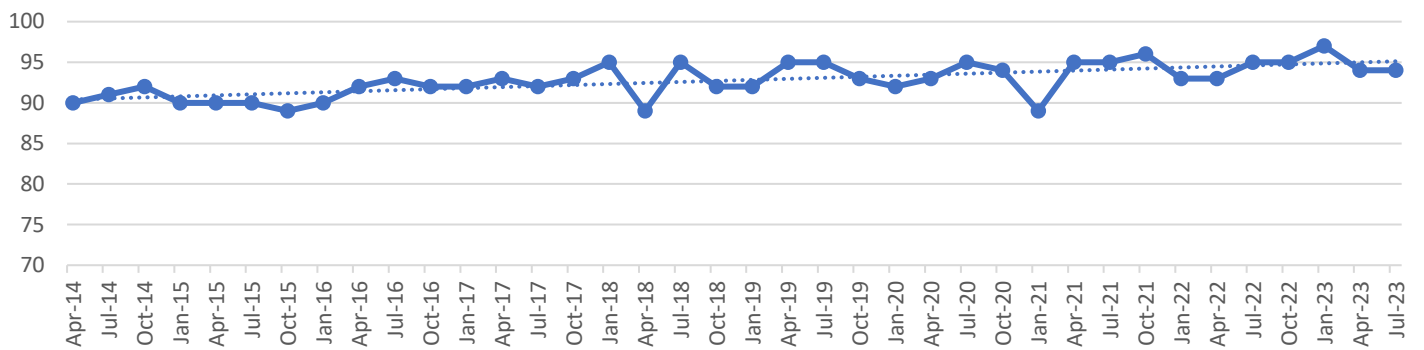
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



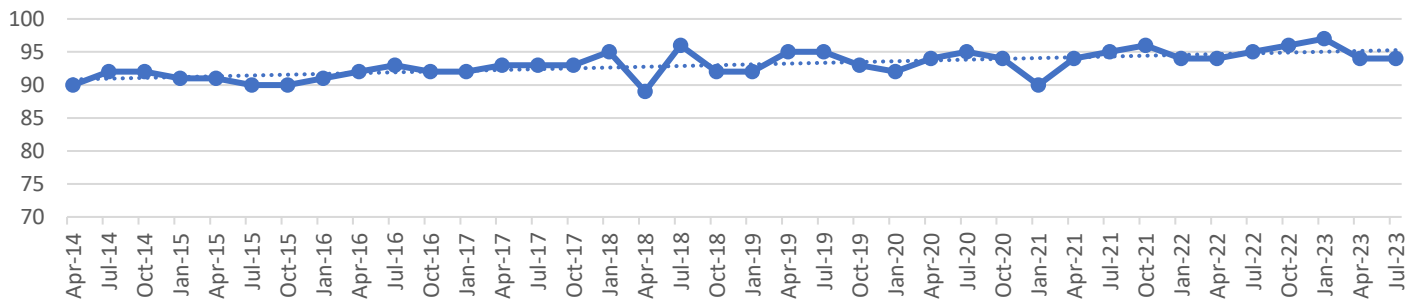
#10 - The handling of my personal medical information in a private and confidential manner



#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?

