

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
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 97%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

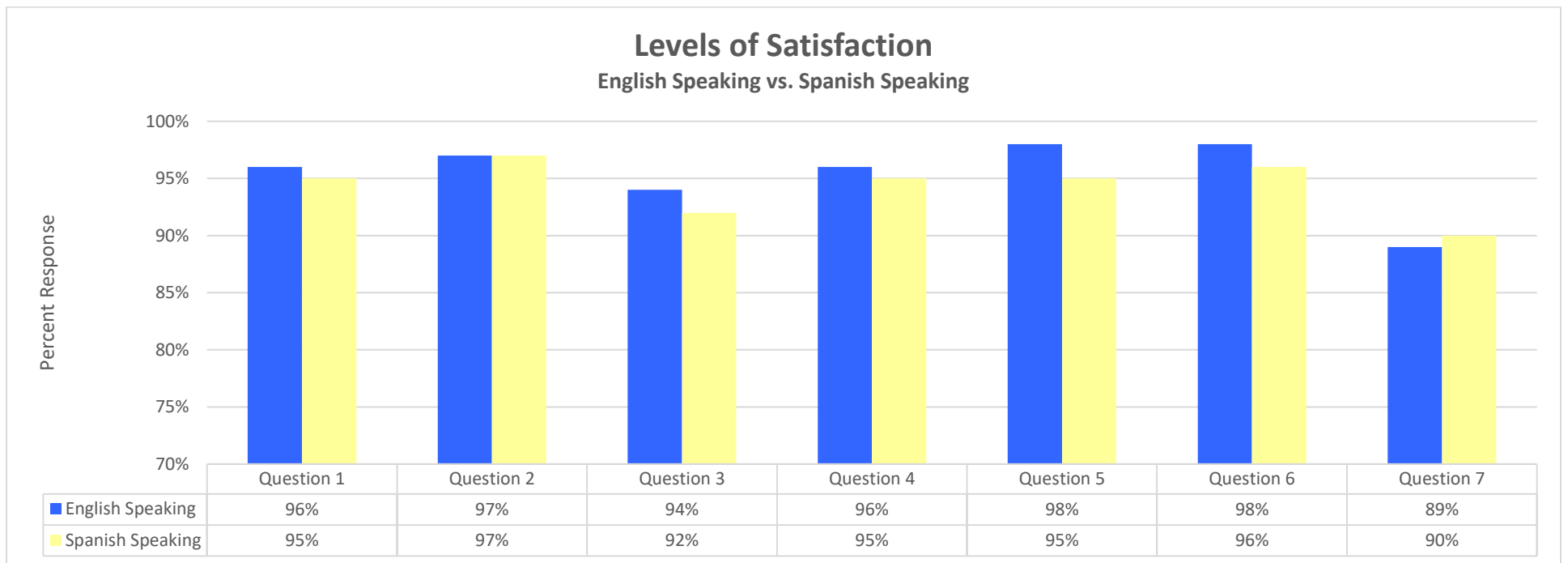
| 450 Dundee Ave., Elgin - Upper Level – Survey Questions | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 | Level of Satisfaction January 2023 | Level of Satisfaction October 2022 |
|--|--|---|---|---|
| 1. The phone operator staff and call center | 96% | 95% | 91% | 94% |
| 2. The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

| 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% |

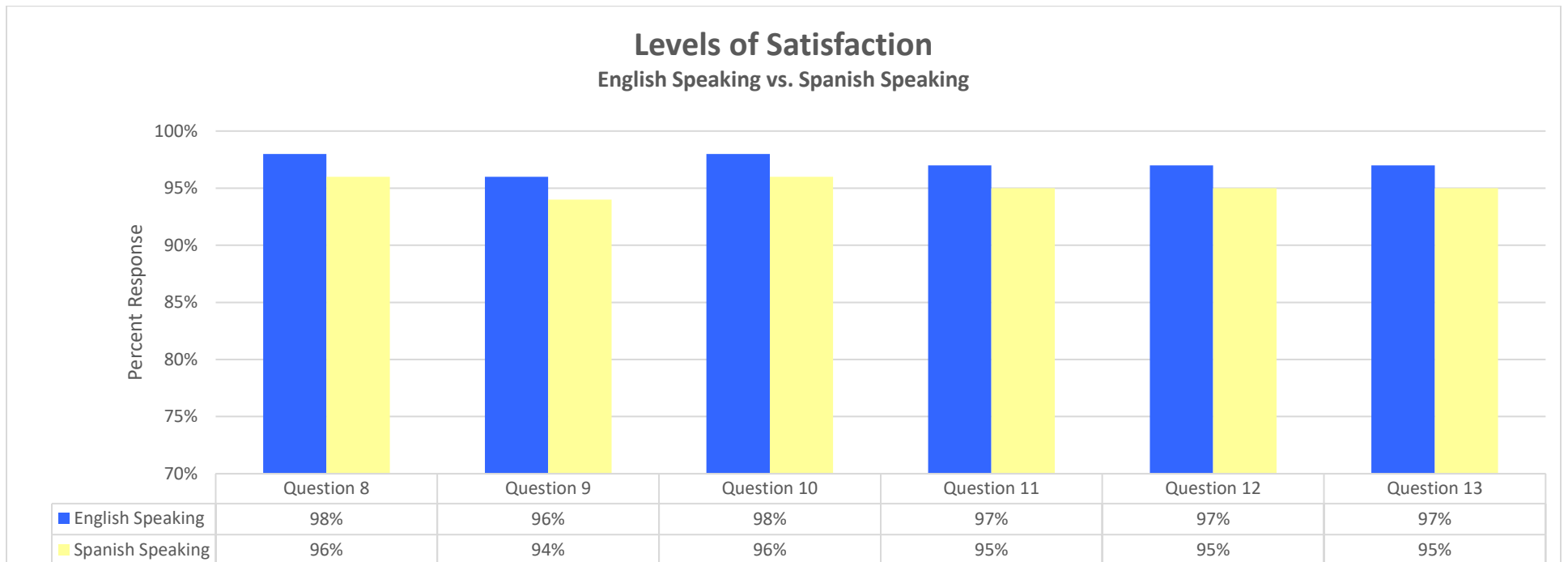
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 52 83% | 86 82% | 10 16% | 16 15% | 1 2% | 1 1% | 0 | 0 | 0 | 2 2% |
| 2. The reception staff | 55 85% | 93 89% | 10 15% | 8 7% | 0 | 1 1% | 0 | 0 | 0 | 2 2% |
| 3. Receiving a timely appointment | 50 78% | 73 72% | 11 17% | 23 23% | 2 3% | 4 4% | 1 1% | 0 | 0 | 2 2% |
| 4. Education and explanation of plan provided in a way that I can understand | 53 84% | 87 83% | 8 13% | 16 15% | 2 3% | 0 | 0 | 0 | 0 | 2 2% |
| 5. The follow-up and coordination of my care | 56 88% | 87 83% | 8 13% | 16 15% | 0 | 0 | 0 | 0 | 0 | 2 2% |
| 6. The staff addressing my medical needs today | 57 89% | 90 86% | 7 11% | 12 11% | 0 | 1 1% | 0 | 0 | 0 | 2 2% |
| 7. The time spent waiting | 41 64% | 69 67% | 15 23% | 23 22% | 5 8% | 5 5% | 3 5% | 3 3% | 0 | 3 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 | 57 89% | 89 86% | 7 11% | 11 11% | 0 | 1 1% | 0 | 0 | 0 | 2 2% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 52 81% | 78 76% | 10 16% | 22 21% | 2 3% | 1 1% | 0 | 0 | 0 | 2 2% |
| 10. The handling of personal medical info in a private and confidential manner | 57 88% | 90 86% | 8 12% | 12 11% | 0 | 1 1% | 0 | 0 | 0 | 2 2% |
| 11. Your medical assistant | 56 86% | 79 83% | 8 12% | 11 12% | 1 2% | 3 3% | 0 | 0 | 0 | 2 2% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 55 86% | 85 83% | 9 14% | 14 14% | 0 | 0 | 0 | 0 | 0 | 3 3% |
| 13. Overall, how satisfied are you with the Health Center? | 54 84% | 90 86% | 10 16% | 12 11% | 0 | 0 | 0 | 0 | 0 | 3 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: 23

N/A: 2

YES: 2

Comments:

1. "Great! Nice staff."
2. "Good."

Spanish

NO: 14

N/A: 3

YES: 7

Comments:

1. "Very good excellent." "Muy vien excelente."
2. "Very good." "Muy buena."
3. "They returned my call to resolve my doubts." "Me regresaron mi llamada para resolver mis dudas." (Piper)
4. "Yes, it was very efficient once I left the message, I was taken care of." "Si fue muy eficiente ya que deje el mensaje y luego fue atendido." (George)
5. "Congratulations to the assisstant she was very professional with the explanation and her professional preparation." "Una felicitacion a la senorita asistente muy profesional en su explicaciony su preparaci3n profesional." (Safavinejad)
6. "Yes, their attention and hasteness with their response was very efficient." "Si, su atencion y rapidez con su respuesta are muy eficiente." (Stern)

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

English

1. "Information."
2. "Kindness of staff." (Piper)
3. "Appt reminder calls."
4. "Great staff." (Piper)
5. "Staff." (2)
6. "No."
7. "Service, friendly staff." (Stern)
8. "The dental doctor is patient with my daughter." (Quesea)
9. "Being able to discuss things with my OB and feeling comfortable." (Piper)
10. "Easy to make the appointments." (George)
11. "Everything is great." (Piper)
12. "Option of getting care at different places." (Piper)
13. "The environment being so clean." (Piper)
14. "All the staff being respectful and kind, makes it a good experience."
15. "The nice staff."
16. "The care and follow up calls." (Quesea)
17. "The reminder/confirmation calls a day prior."

Spanish

1. "No." (Guzman)
2. "Kindness." "Amables." (Piper)
3. "Their compassion." "Su compacion."
4. "Excellent." "Excelente."
5. "The attention and respect." "La atencion y respeto." (Quesea)
6. "Very good attention." "Muy Buena atencion." (Quesea)
7. "Everything is great." "Todo esta bien." (Quesea)
8. "The service with my appointments. I congratulate the ladies in information." "El servicio con mis citas, y felicito a las ni1as de informaci3n." (Piper)
9. "Medical consults and assistance." "Consultas medicas y asistencia."
10. "Keeping me informed regarding my appointment time and date." "Mantener informada para el d1a y horario de mi cita." (Piper)

18. "The staff, both admin & medical, are all so respectful and kind, making the clinic visitation and medical processes move at ease." (Stern)
 19. "Easy to talk to + planning." (Stern)
 20. "Everyone answered all my questions I had." (Quesea)
 21. "The reception staff are very helpful and kind." (Quesea)
 22. "Everyone was helpful and explained everything needed." (Stern)
 23. "Everyone is very nice & always call to remind me of my appointment."
11. "Taking care of my health. Low cost now that I do not have insurance." "Cuidar de mi salud. A un bajo costo ya no tengo aseguranza."
 12. "My health and medication that they provide me and my child." "La salud y el medicamento que me dan para mi y mi criatura."
 13. "A reasonable cost for appointments." "Su costo razonable en las citas." (Quesea)
 14. "They provide me with timely appointments." "Me dan citas pronto." (Quesea)
 15. "They always support and help me with everything." "Siempre apoyan y ayudan en todo."
 16. "I do not have any comments." "No tengo comentarios."
 17. "The services, communication, and information." "Los servicios, comunicacion e informacion." (Guzman)
 18. "The attention and dental health." "La atencion y la salud para mi dentadura."
 19. "That they provide me with all the information." "Que me dan toda la información que uno pide." (Piper)
 20. "That they always find a way to solve my concerns." "Que siempre buscan una manera de solucionar mis inquietudes." (George)
 21. "That they provide quality and comfort to their patients." "Que brindan calidad y comodidad a sus pacientes." (Safavinejad)
 22. "The care during my health and I have received good attention. They worry about my health and they deserve good, continue everything the same. Congratulations." "El cuidado durante mi embarazo creosido muy Buena atención se preocupan por mi salud y de a todos marecen bien continúen así, felisidades." (Stern)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (3)
2. "Nothing."
3. "No."
4. "Everything is good." (Piper)
5. "Open later." (Piper)
6. "Special needs dentists are needed."
7. "None- thank you!" (Quesea)
8. "Doing amazing."
9. "Not much had a great experience." (Quesea)
10. "Needs sooner appointments." (Safavinejad)
11. "Doing well keep up good work."

Spanish

1. "No." (Guzman)
2. "I would not change anything." "No cambiaria nada." (Stern)
3. "Everything is great." "Todo bien." (Guzman)
4. "Everything is good." "Todo esta bien." (2)
5. "For me, everything went well." "Para mi todo fue bien."
6. "Everything seems fine to me." "Todo me parece bien." (Quesea)
7. "Time spent waiting for the appointment." "No tardar tanto para pasar a cita."

12. "I think the clinic overall is very good and professional." (Piper)
13. "You guys good job." (Piper)
14. "In my opinion, Greater Family health is doing great service." (Stern)
15. "Sometimes I wait almost an hour for a scheduled appointment so maybe just time management."
8. "You guys are great." (English response on Spanish survey)
9. "Having more availability for people that need appointments the same day." "Tener mas espacios abiertos para las personas que necesitan cita el mismo día." (Quesea)
10. "They do an excellent job. The doctors are very professional and excellent services just like their assistants and secretaries." "Hacen un exelente trabajo. Las doctoras son muy profecional y excelente servicios de sus asistentes y secretarias."
11. "They are always improving." "Siempre estan mejorando."
12. "For now, everything has been done well." "Por ahora todo lo han hecho muy bien." (George)
13. "I believe they are on the right path and continue providing these great and economic services." "Me parece que van en un buen camino y que continúen brindando estos servicios tan buenos y económicos." (Safavinejad)

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

English

- YES: 47
- NO: 0

Spanish

- YES: 55
- NO: 0

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

English

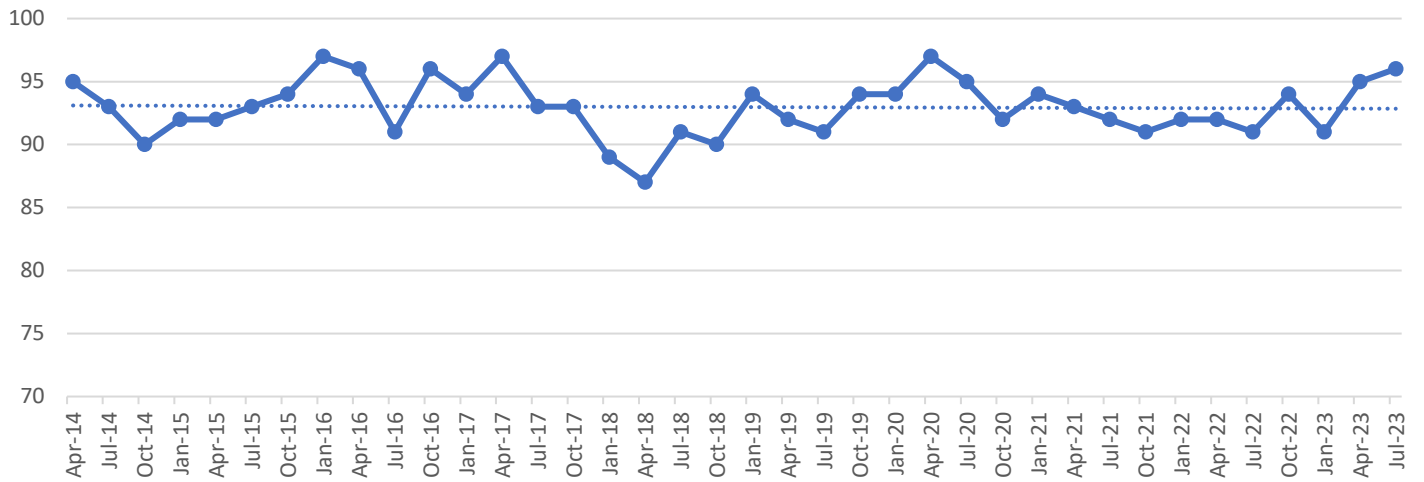
- George: 8
- Guzman: 2
- Jin: 3
- McCormick: 2
- Piper: 13
- Quesea: 7
- Safavinejad: 1
- Stern: 7

Spanish

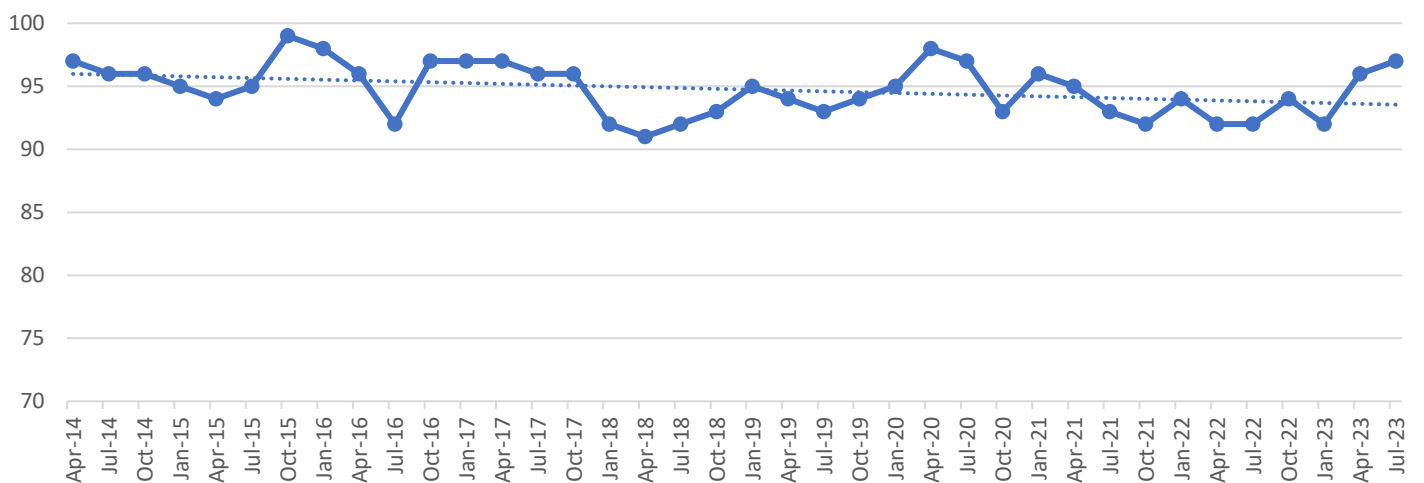
- George: 10
- Guzman: 3
- Jin: 5
- McCormick: 4
- Piper: 19
- Quesea: 13
- Safavinejad: 9
- Stern: 2

Individual Question Results with Trendlines

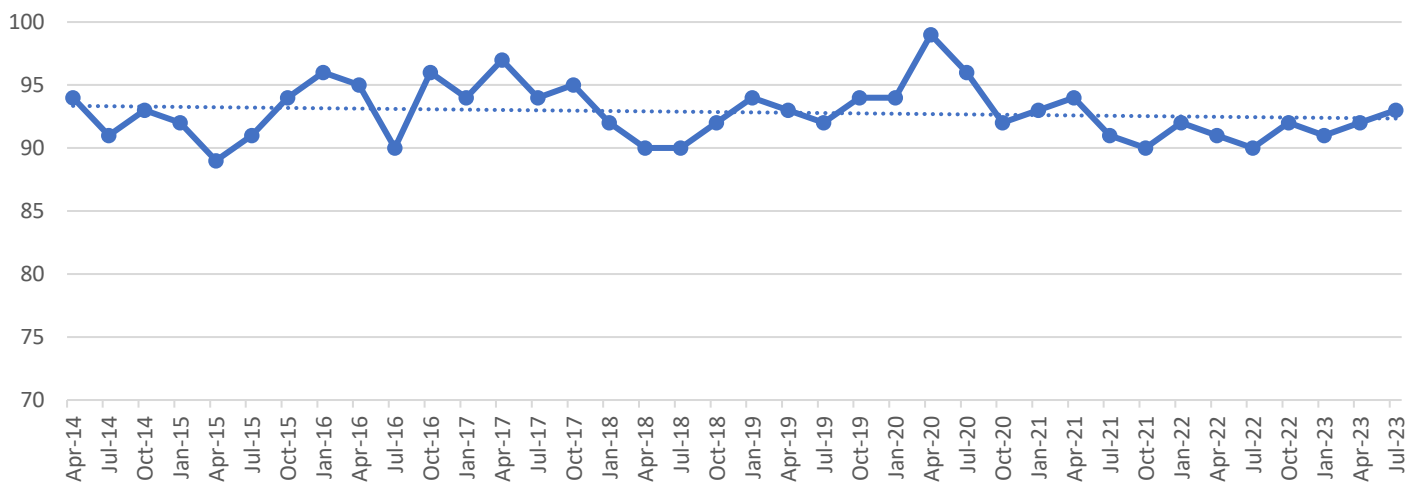
#1 - The phone operator staff and call center



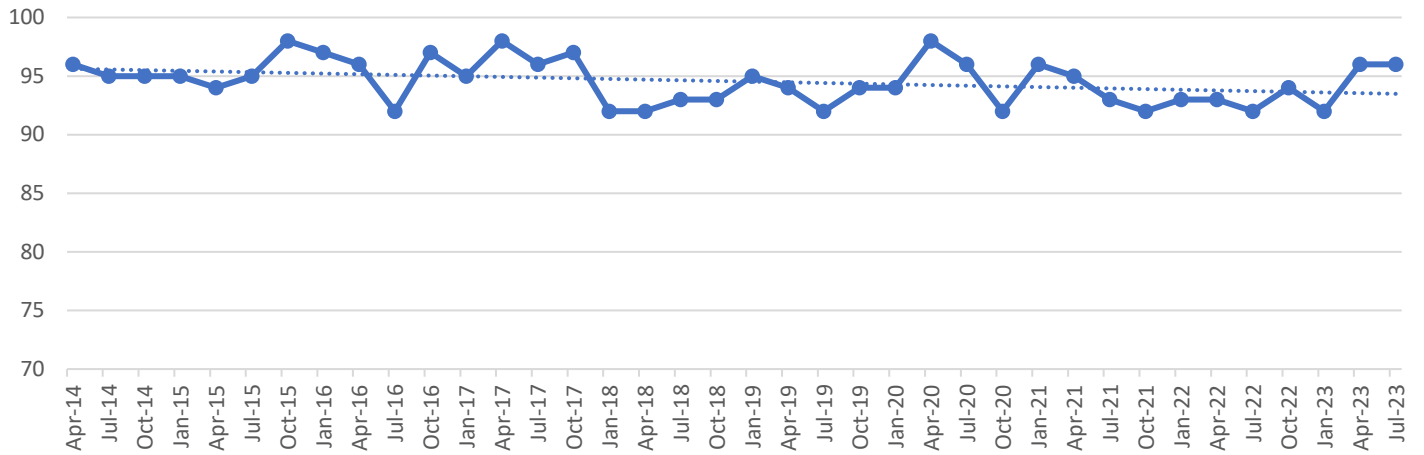
#2 - The reception staff



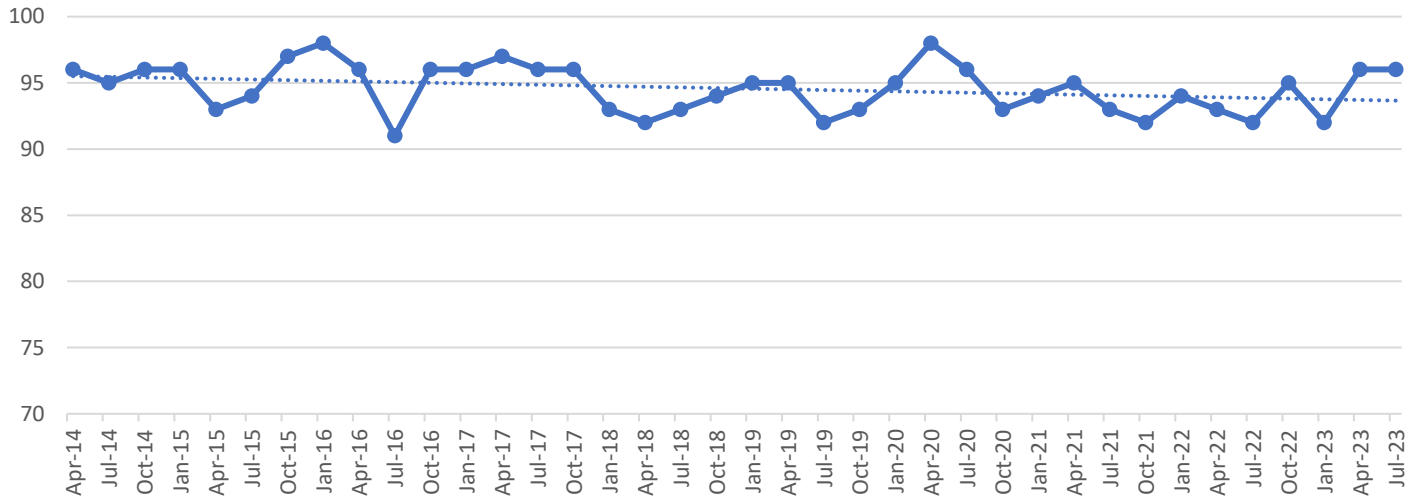
#3 - Receiving a timely appointment



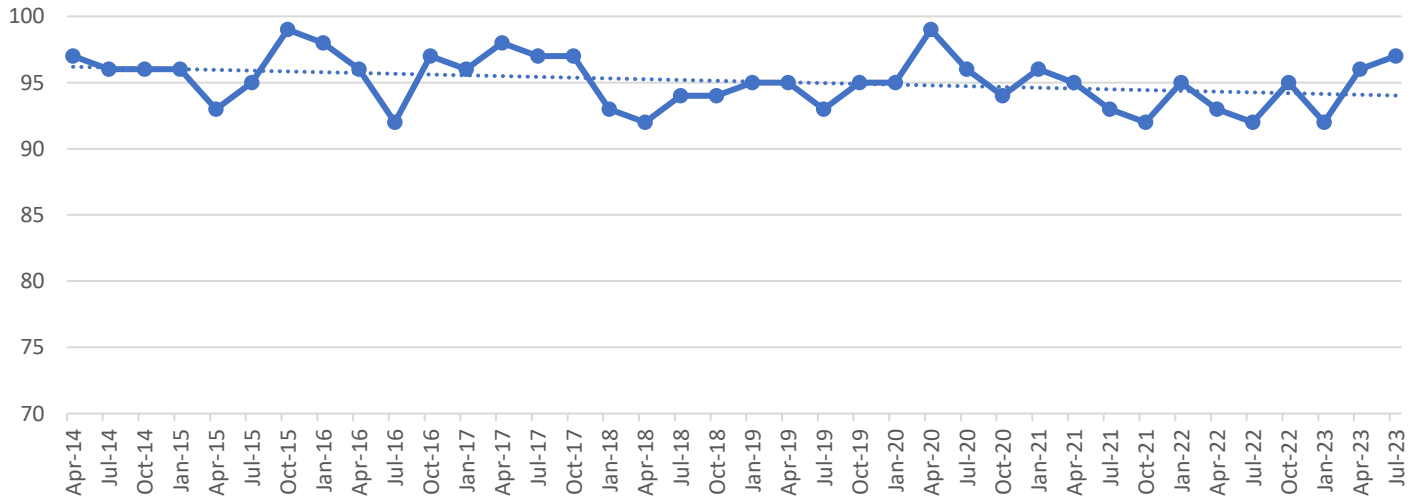
#4 - Education and explanation of plan provided in a way that I can understand



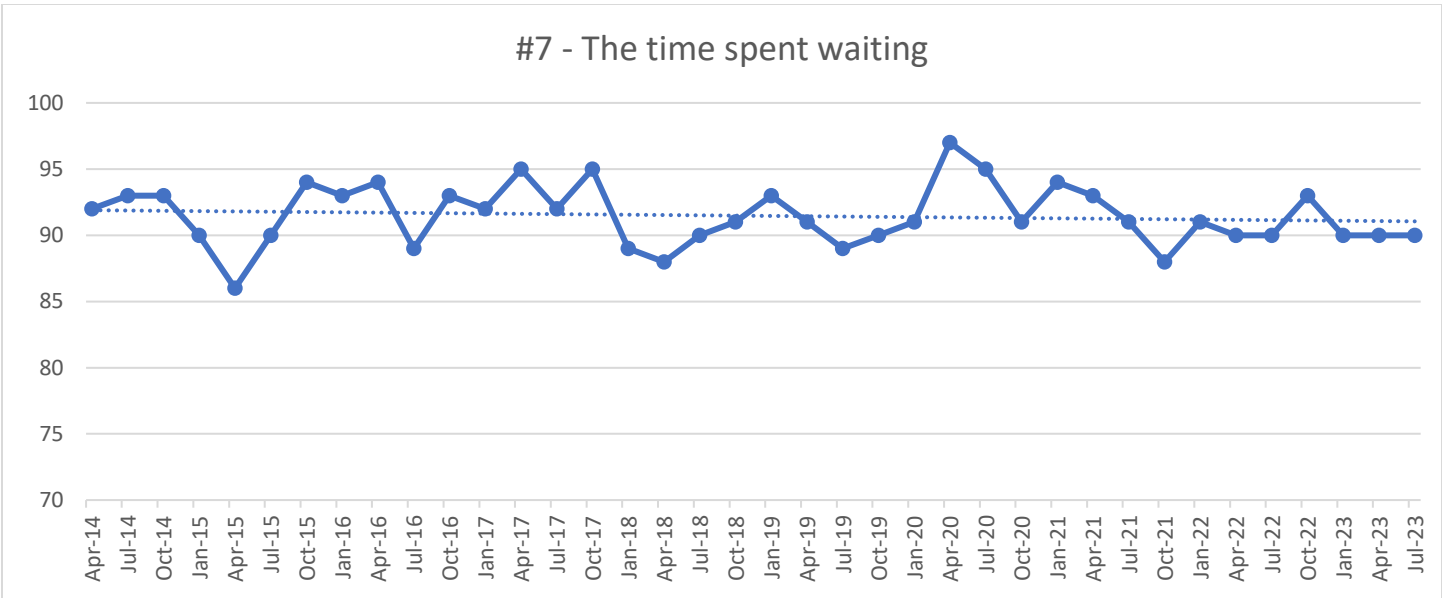
#5 - The follow-up and coordination of my care



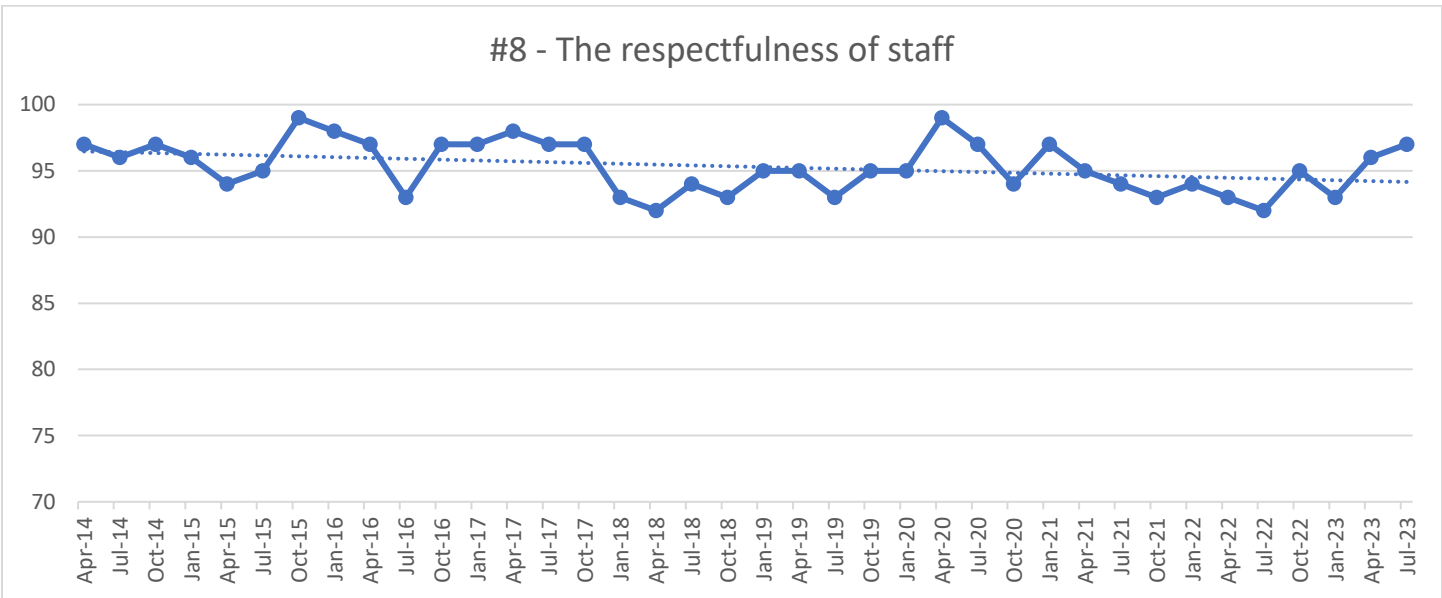
#6 - The staff addressing my medical needs today



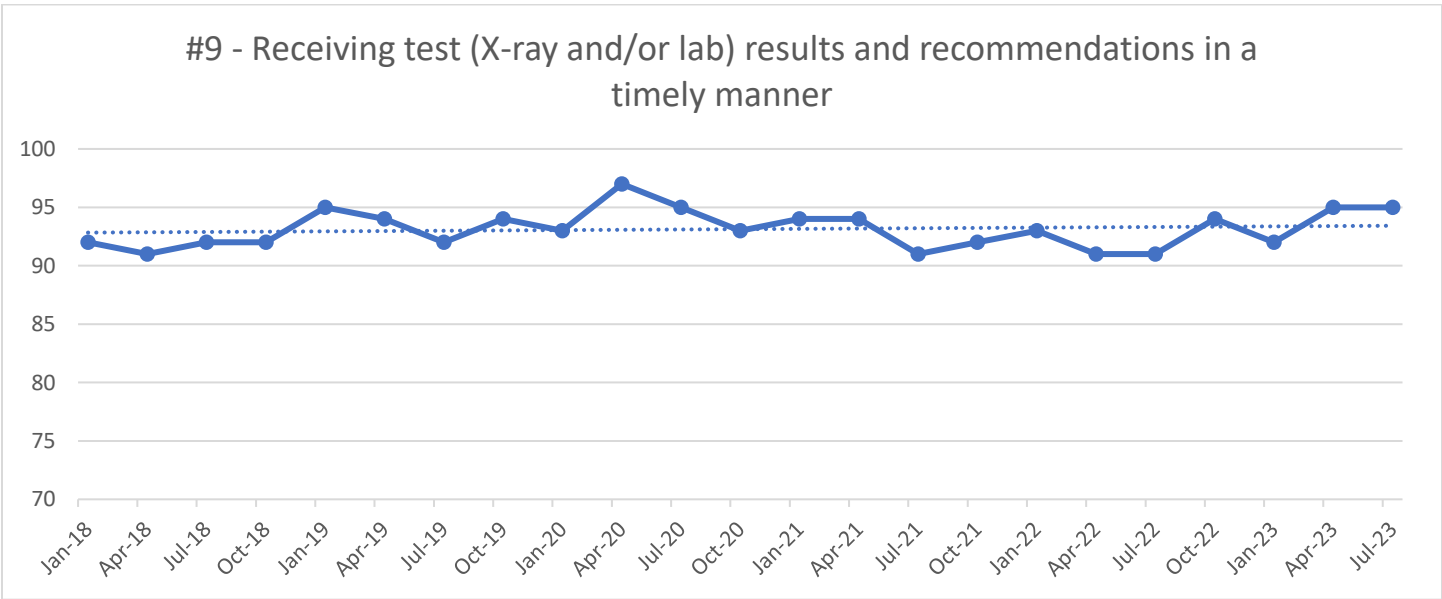
#7 - The time spent waiting



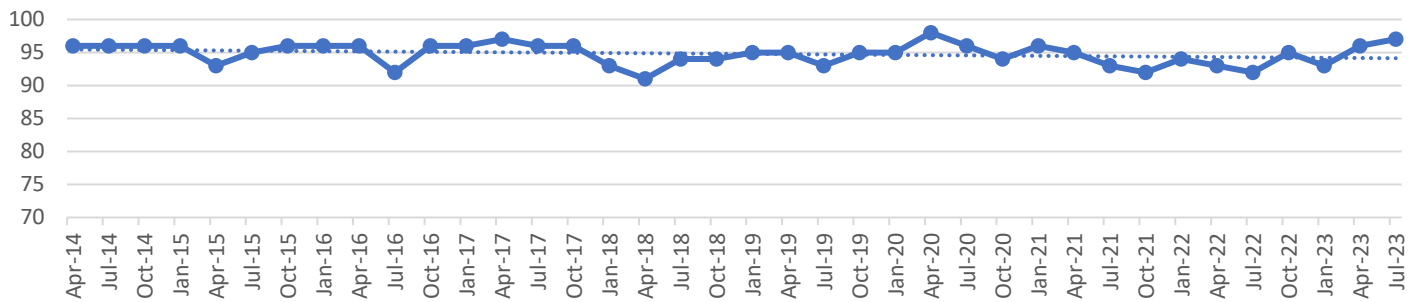
#8 - The respectfulness of staff



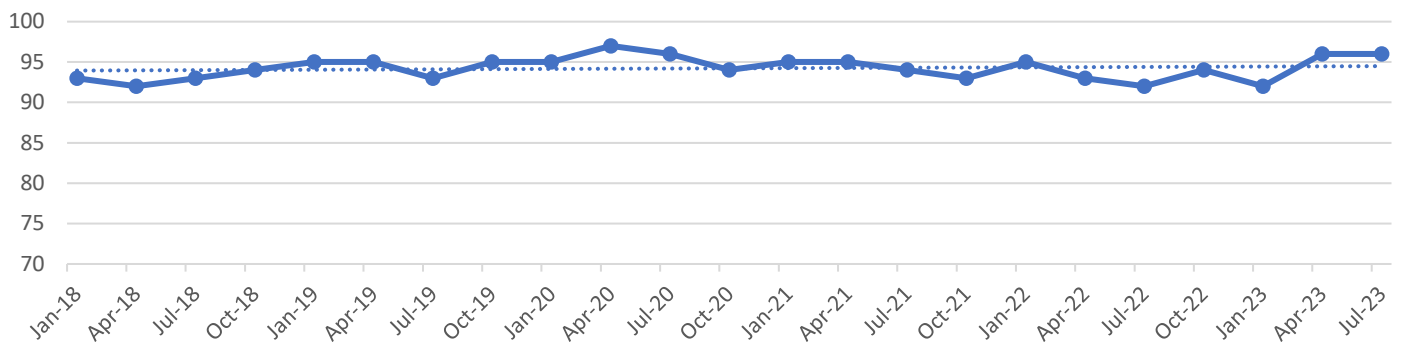
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



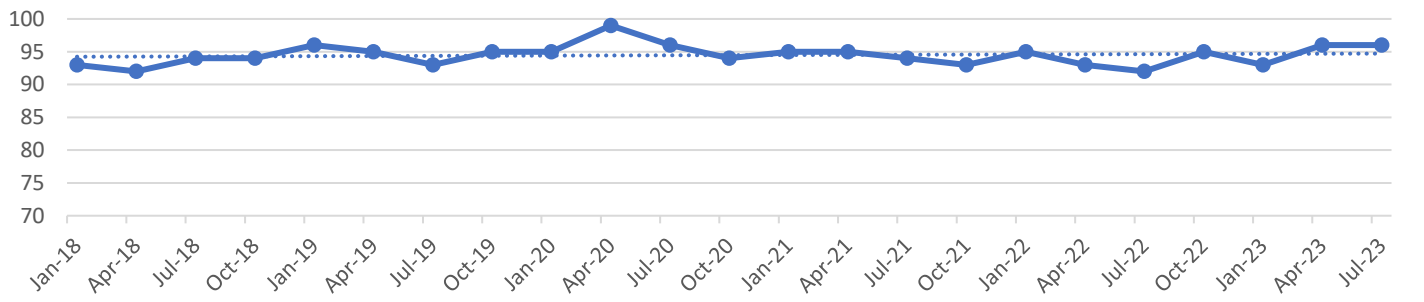
#10 - The handling of my personal medical information in a private and confidential manner



#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?

