

Patient Satisfaction Survey
10225 Grand Ave., Franklin Park
October, 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 94% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

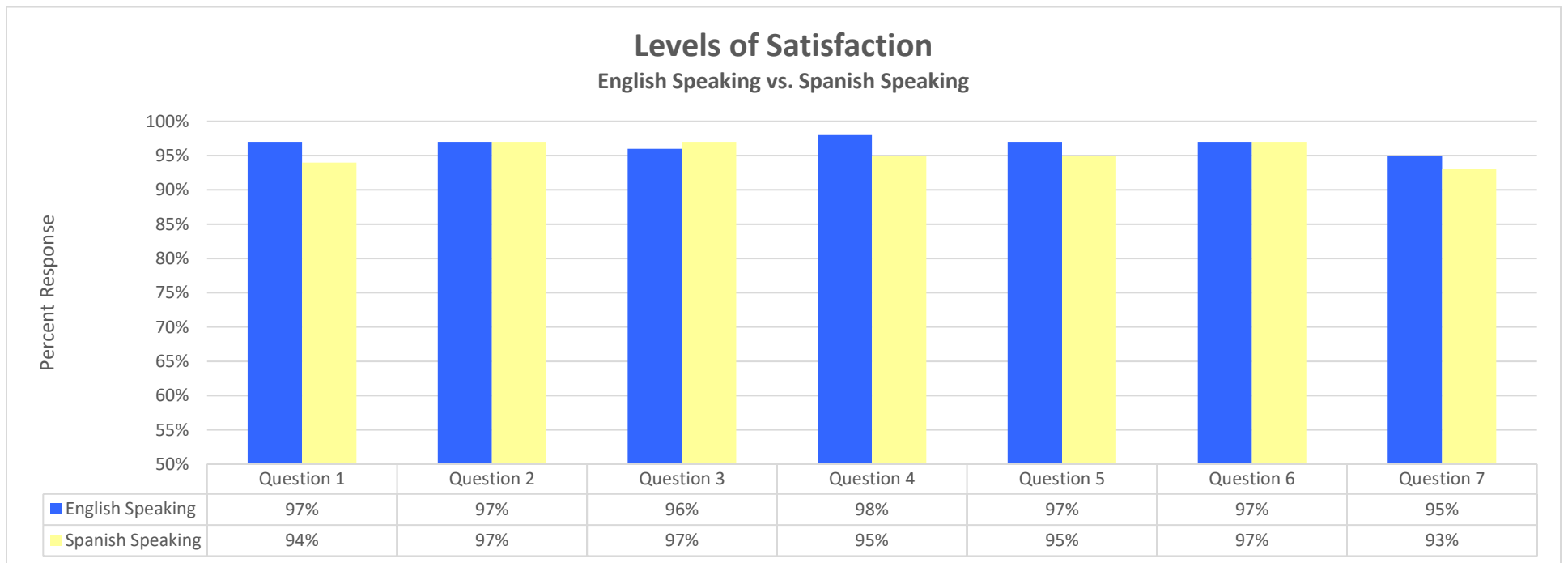
| 10225 Grand Ave., Franklin Park – Survey Questions | Level of Satisfaction October 2023 | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 | Level of Satisfaction January 2023 |
|--|------------------------------------|---------------------------------|----------------------------------|------------------------------------|
| 1. The phone operator staff and call center | 96% | 96% | 96% | 97% |
| 2. The reception staff | 97% | 98% | 97% | 98% |
| 3. Receiving a timely appointment | 97% | 96% | 97% | 97% |
| 4. Education and explanation of plan provided in a way that I can understand | 96% | 97% | 97% | 98% |
| 5. The follow up and coordination of my care | 96% | 97% | 97% | 97% |
| 6. The staff addressing my medical needs today | 97% | 98% | 97% | 98% |
| 7. The time spent waiting | 94% | 93% | 94% | 95% |
| 8. The respectfulness of staff | 98% | 98% | 97% | 99% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 94% | 96% | 96% | 95% |
| 10. The handling of my personal medical information in a private and confidential | 97% | 97% | 97% | 98% |
| 11. Your medical assistant | 98% | 97% | 97% | 99% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 98% | 98% | 98% | 99% |
| 13. Overall, how satisfied are you with the Health Center? | 98% | 97% | 97% | 99% |

| Total Greater Family Health Survey Question Responses | Level of Satisfaction October 2023 | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 | Level of Satisfaction January 2023 |
|--|------------------------------------|---------------------------------|----------------------------------|------------------------------------|
| 1. The phone operator staff and call center | 92% | 93% | 92% | 93% |
| 2. The reception staff | 93% | 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 | 93% | 94% | 94% | 94% |
| 5. The follow up and coordination of my care | 93% | 94% | 93% | 93% |
| 6. The staff addressing my medical needs today | 94% | 94% | 94% | 94% |
| 7. The time spent waiting | 89% | 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 | 93% | 94% | 94% | 94% |
| 11. Your medical assistant | 94% | 95% | 94% | 94% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 94% | 95% | 94% | 94% |
| 13. Overall, how satisfied are you with the Health Center? | 93% | 94% | 94% | 94% |

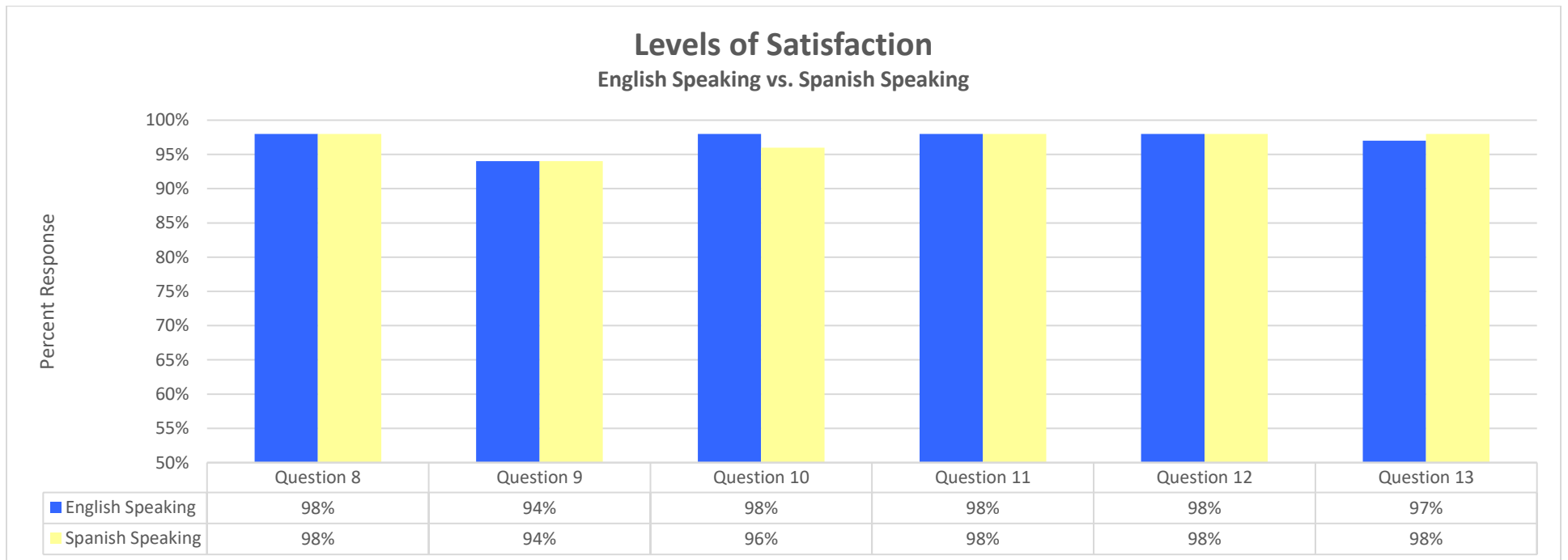
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 62 89% | 38 78% | 6 9% | 9 18% | 1 1% | 1 2% | 0 | 1 2% | 1 1% | 0 |
| 2. The reception staff | 64 91% | 46 89% | 5 7% | 5 10% | 0 | 1 2% | 0 | 0 | 1 1% | 0 |
| 3. Receiving a timely appointment | 62 89% | 45 87% | 5 7% | 6 12% | 2 3% | 1 2% | 0 | 0 | 1 1% | 0 |
| 4. Education and explanation of plan provided in a way that I can understand | 65 93% | 41 79% | 4 6% | 8 15% | 0 | 3 6% | 0 | 0 | 1 1% | 0 |
| 5. The follow-up and coordination of my care | 63 90% | 40 77% | 5 7% | 11 21% | 1 1% | 1 2% | 0 | 0 | 1 1% | 0 |
| 6. The staff addressing my medical needs today | 65 93% | 45 87% | 3 4% | 6 12% | 1 1% | 1 2% | 0 | 0 | 1 1% | 0 |
| 7. The time spent waiting | 60 86% | 39 75% | 4 6% | 9 17% | 5 7% | 3 6% | 0 | 0 | 1 1% | 1 2% |



| 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 | 64 93% | 46 90% | 4 6% | 4 8% | 0 | 1 2% | 0 | 0 | 1 1% | 0 |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 58 84% | 39 78% | 2 3% | 8 16% | 8 12% | 3 6% | 0 | 0 | 1 1% | 0 |
| 10. The handling of personal medical info in a private and confidential manner | 65 93% | 42 82% | 4 6% | 8 16% | 0 | 1 2% | 0 | 0 | 1 1% | 0 |
| 11. Your medical assistant | 67 96% | 46 90% | 2 3% | 5 10% | 0 | 0 | 0 | 0 | 1 1% | 0 |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 66 96% | 46 90% | 2 3% | 5 10% | 0 | 0 | 0 | 0 | 1 1% | 0 |
| 13. Overall, how satisfied are you with the Health Center? | 64 91% | 46 90% | 5 7% | 5 10% | 0 | 0 | 0 | 0 | 1 1% | 0 |



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: 14

N/A: 3

YES: 3

Comments:

1. "This is my first appointment with staff."
2. "Yes, good."
3. "Great experience." (Alcordo)

Spanish

NO: 14

N/A: 1

YES: 1

Comments:

1. "None." "Ninguno." (Corral)
2. "The Doctor Amanda Corral and very good experience now that she treated my application." "A la doctora Amanda Corral y muy buena experiencia ya que atendió mi solicitud." (Alcordo)

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

English

1. "The walk in."
2. "Location." (Alcordo)
3. "Fast appointments." (Alcordo)
4. "Yes." (Alcordo)
5. "Good experience with the staff."
6. "Access to medical care." (Alcordo)
7. "Very respectful and understanding."
8. "Convenience of appointments." (Alcordo)
9. "To have available appointments in the same day needed." (Rajki)
10. "The most helpful thing is that my appointment went well and fast."
11. "Checking my health."
12. "My Doctor Dr. Sadik." (Sadik)
13. "Explaining everything in detail." (Rajki)
14. "Patience for client."

Spanish

1. "N/A."
2. "The accessible appointments, cost." "La accesibilidad a citas, costo." (Sadik)
3. "Improve my health." "Mejorar mi salud."
4. "The excellent medical attention." "La excelente atención médica."
5. "The quality medical attention." "Atención médica de calidad."
6. "Their attention, very kind." "Sus atenciones, muy amable." (Abraham)
7. "The therapy for my daughter, she feels very happy with her doctor." "Las terapias de mi niña ella se siente muy contenta con su doctora."
8. "It is close, personnel is very kind." "Esta cerca, personal muy amable." (Corral)
9. "It is very close to my home." "Me queda muy cerca de mi casa."
10. "That it is adapted to my earnings." "Que se adapto de lo que gano."
11. "My health." "Mi salud."
12. "The attention and the help they provide to obtain an appointment to have an appointment." "La atención y la ayuda a brindar para poder obtener una cita en tener cita."
13. "The medical attention." "La atención médica."
14. "That when I call over the phone the person that answers should be more kind." "Que cuando llame por teléfono la persona que conteste sea más amable." (Alcordo)

15. "It is close to home and quick with their services." "Esta cerca de mi casa y son rápidos en el servicio."
16. "It is close to my home, they always treat us in a short wait time." "Queda cerca a mi hogar, siempre nos atienden en un tiempo no tan largo." (Corral)
17. "Very clean and great employees and providers." "Muy limpio y buenos empleados y médicos." (Alcordo)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (Alcordo)
2. "None." (2)
3. "Nothing." (Alcordo)
4. "No improvements needed staff was friendly + kind. I felt comfortable." (Alcordo)
5. "The walk in."
6. "None. It's great." (Alcordo)
7. "More staff."
8. "Patient portal." (Alcordo)
9. "Less waiting for walk-ins." (Rajki)
10. "Nothing that I can think of."
11. "Everything good."
12. "No improvements needed." (Sadik)

Spanish

1. "For me everything is super great." "Para mi todo esta super bien."
2. "Everything is excellent." "Todo exelente." (Abraham)
3. "For me it was excellent." "Para mi fue exelente."
4. "No, everything is great." "No todo esta bien."
5. "Everything is great." "Todo esta bien."
6. "Giving more priority to children that arrive with pain and do not have an appointment." "Dando un poco mas de prioridad a los ninos que llegan con dolor y no tienen cita." (Rajki)
7. "The time spent waiting in the waiting room." "Los tiempos de espera en la sala."
8. "Their services are great and of quality." "Su servicio es muy bueno y de calidad."
9. "Continue with the great work." "Continuar hacienda un buen trabajo." (Corral)
10. "Having an area for children." "Tener una cita de niños."
11. "To have all of the specialties for assistance and gynecologists I have had to commute for more than an hour." "Que esten todas las especialidades ya que para asistencia y ginecólogos me he tenido que desplatar has mas de 1 hora." (Corral)

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

English

- YES: 53
- NO: 1

Spanish

- YES: 42
- NO: 0

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

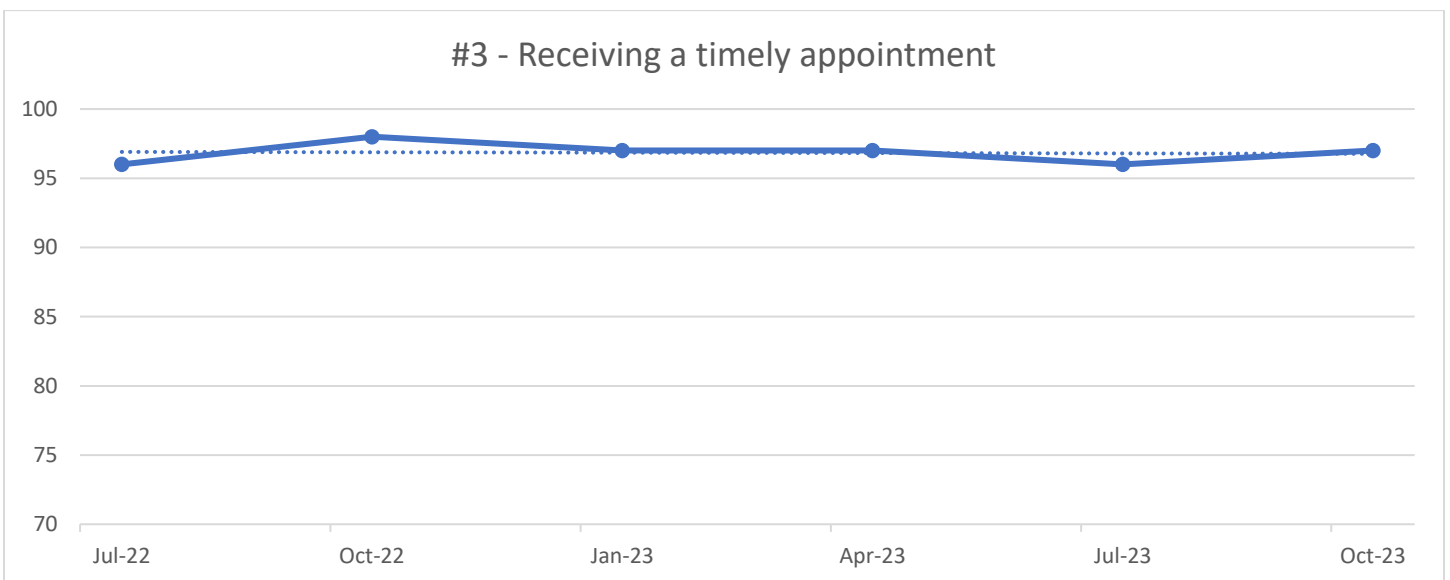
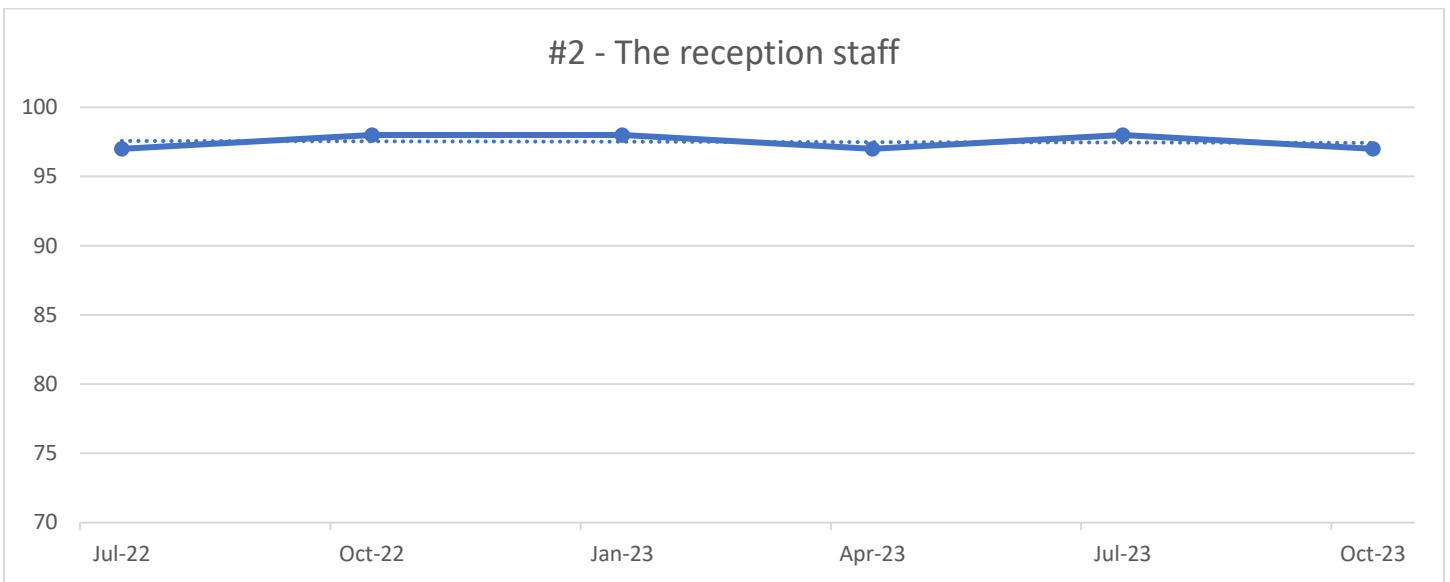
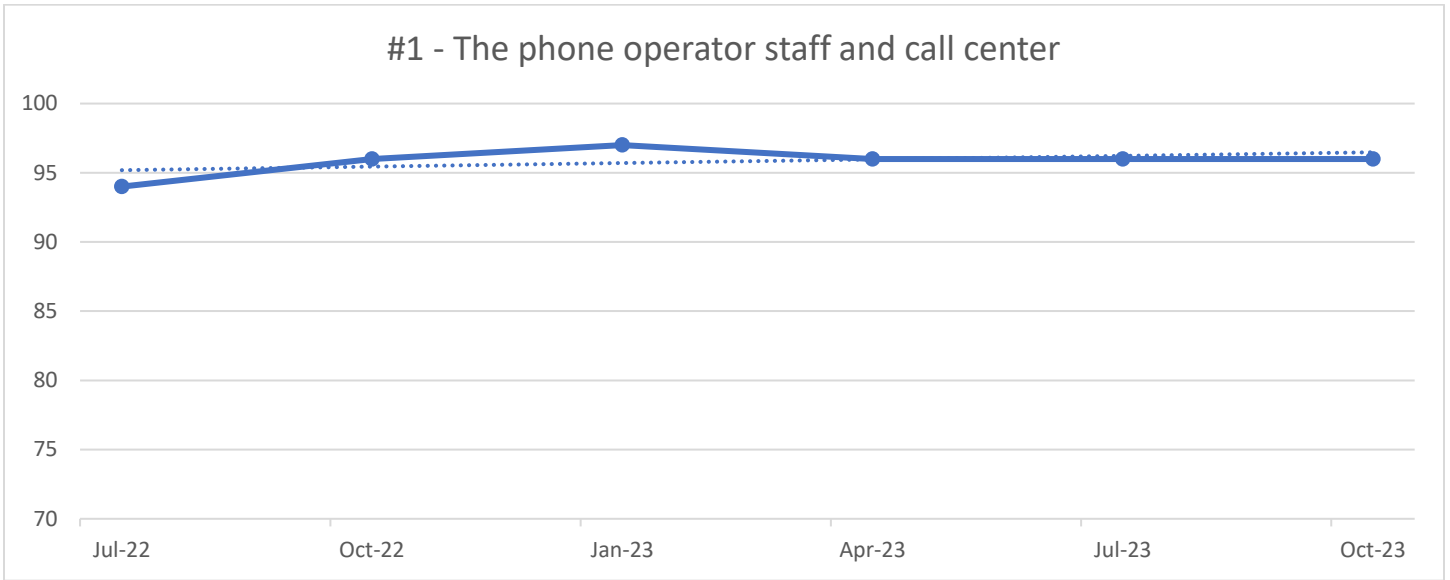
English

- Alcordo: 23
- Corral: 2
- Headley: 1
- Rajki: 13
- Sadik: 7

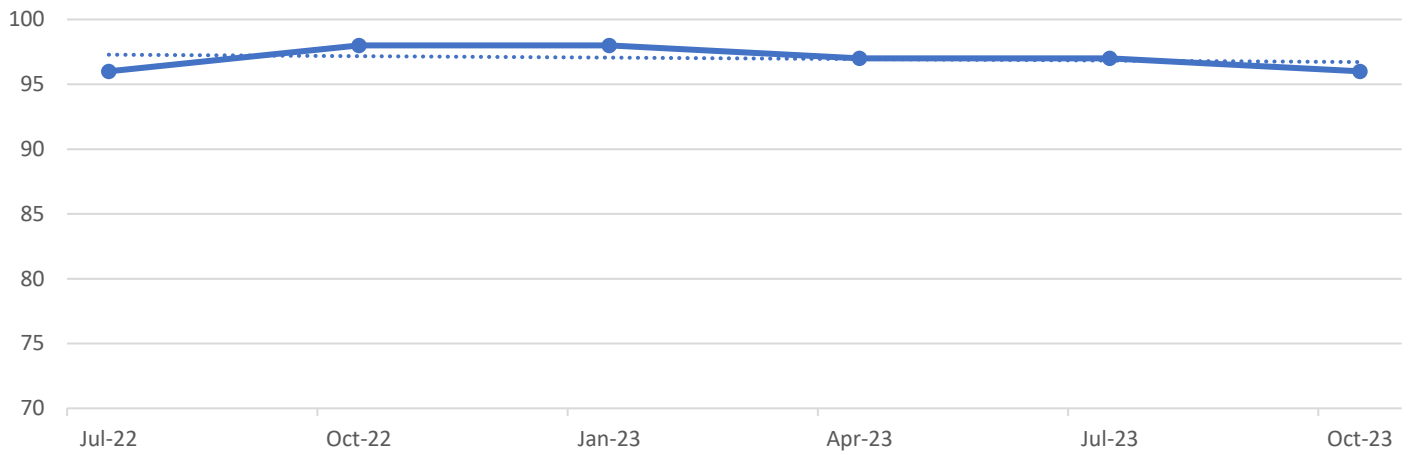
Spanish

- Abraham: 1
- Alcordo: 11
- Corral: 3
- Headley: 1
- Patel: 2
- Rajki: 7
- Sadik: 2

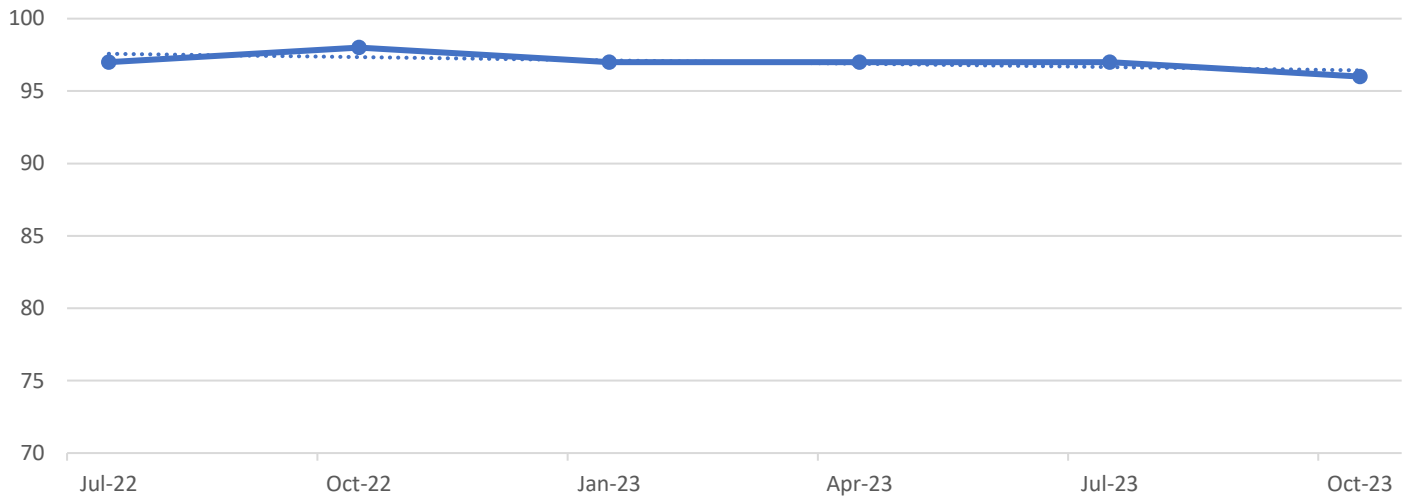
Individual Question Results with Trendlines



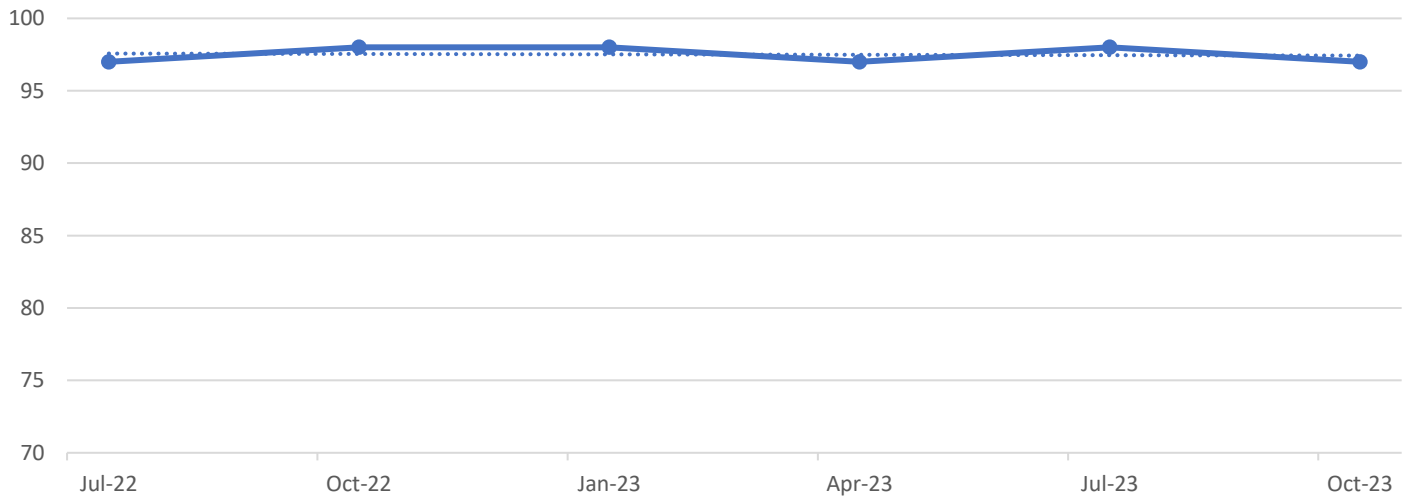
#4 - Education and explanation of plan provided in a way that I can understand

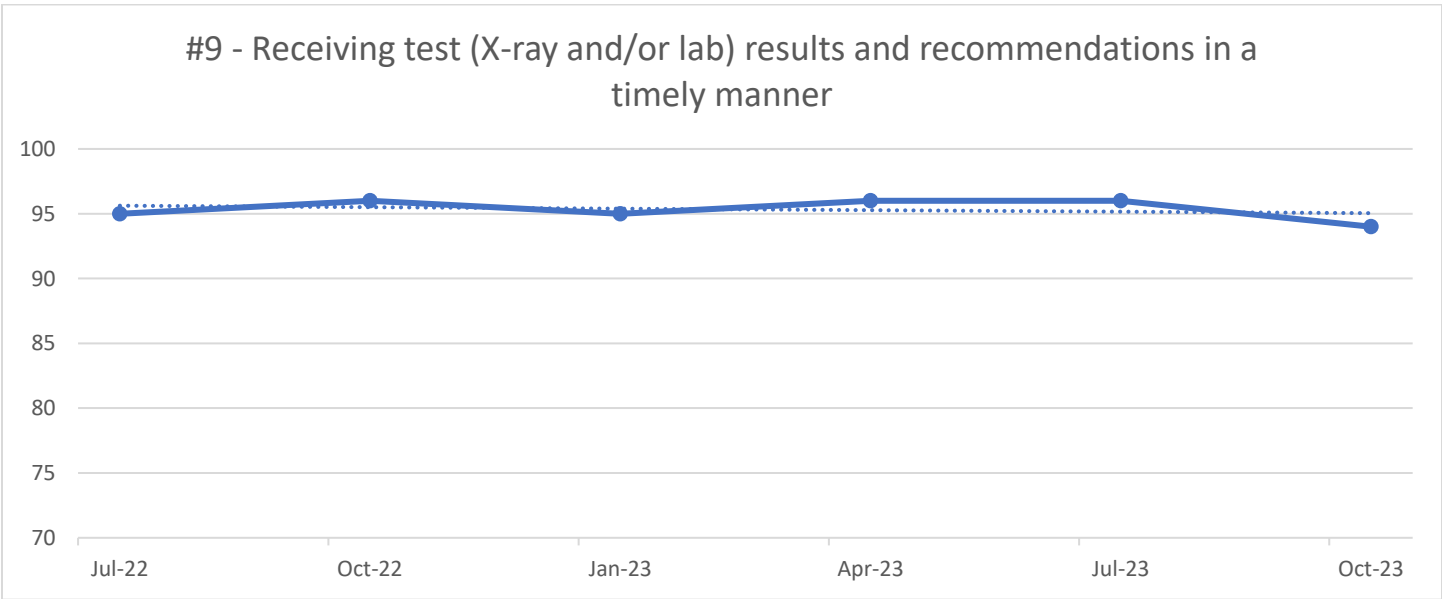
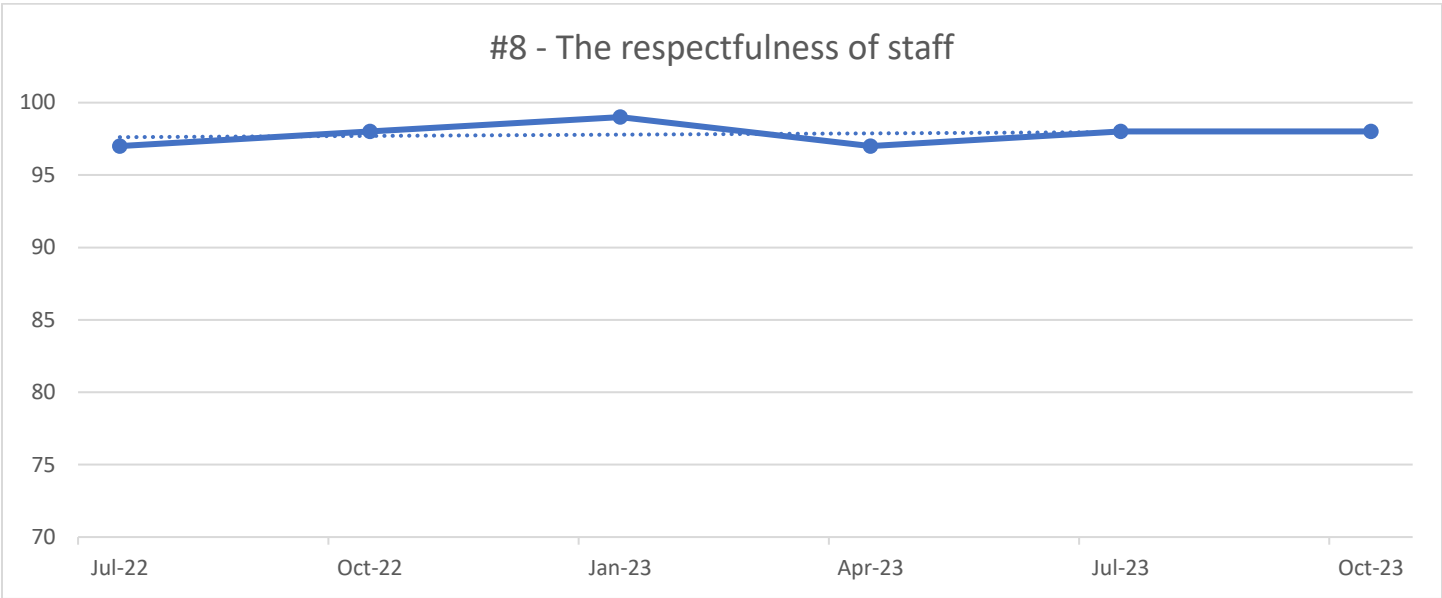
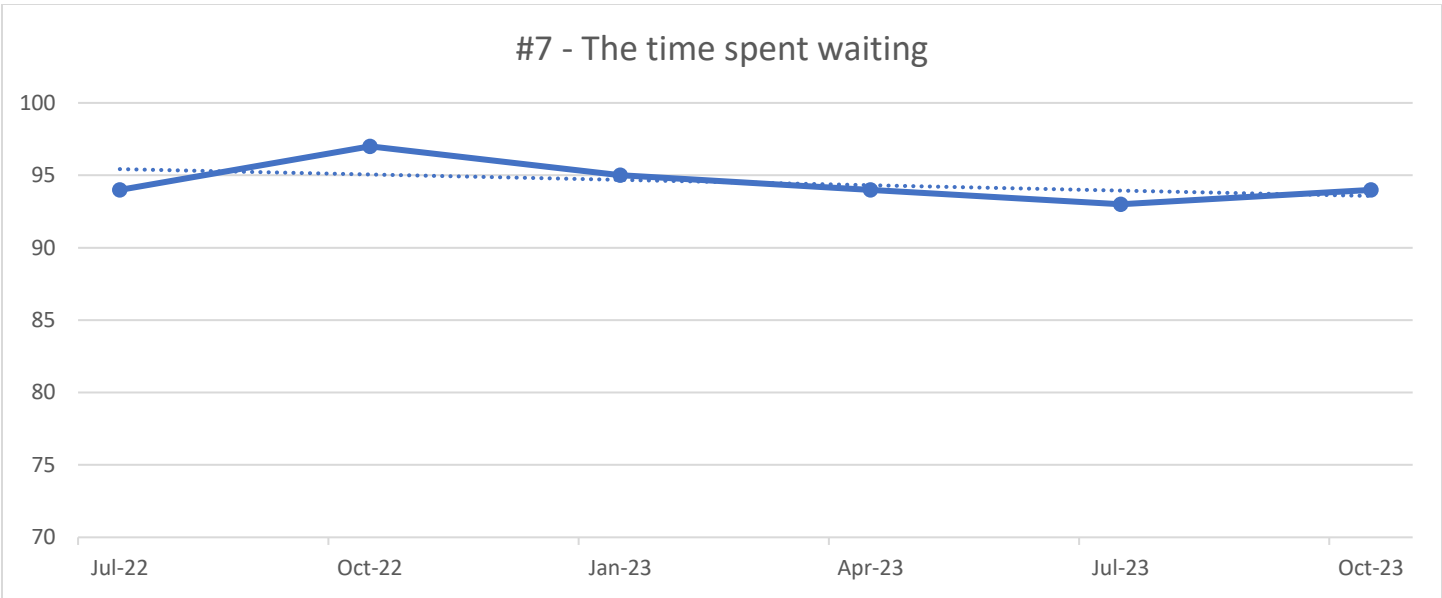


#5 - The follow-up and coordination of my care

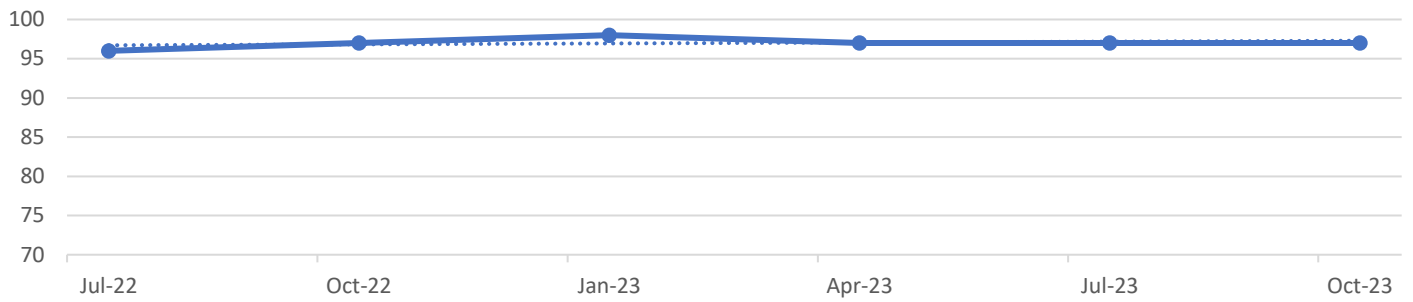


#6 - The staff addressing my medical needs today

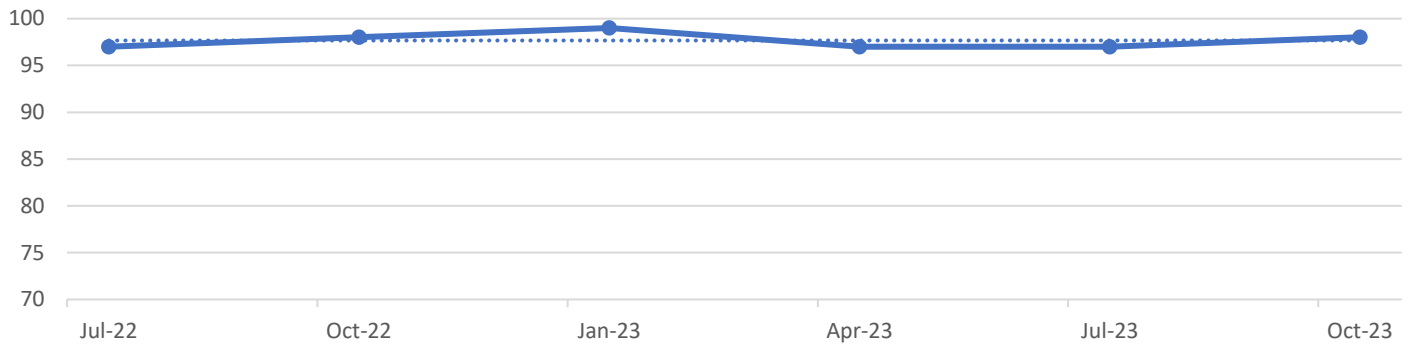




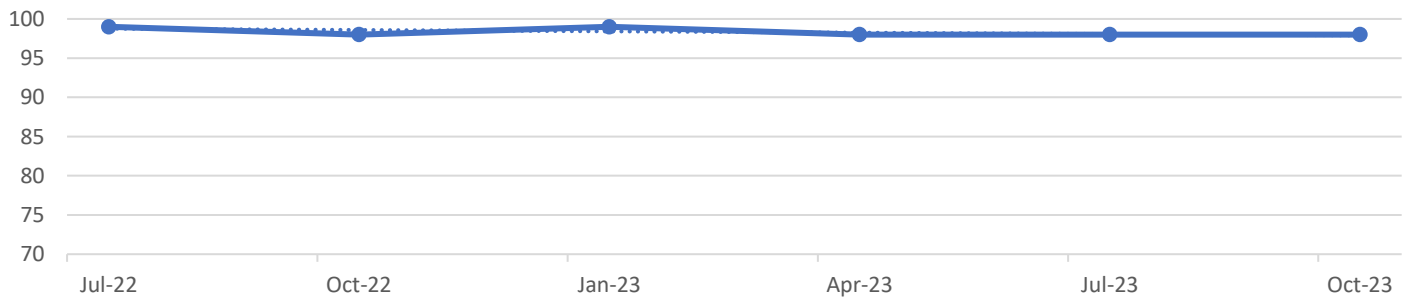
#10 - The handling of my personal medical information in a private and confidential manner



#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?

