

## Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood 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 93% to 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

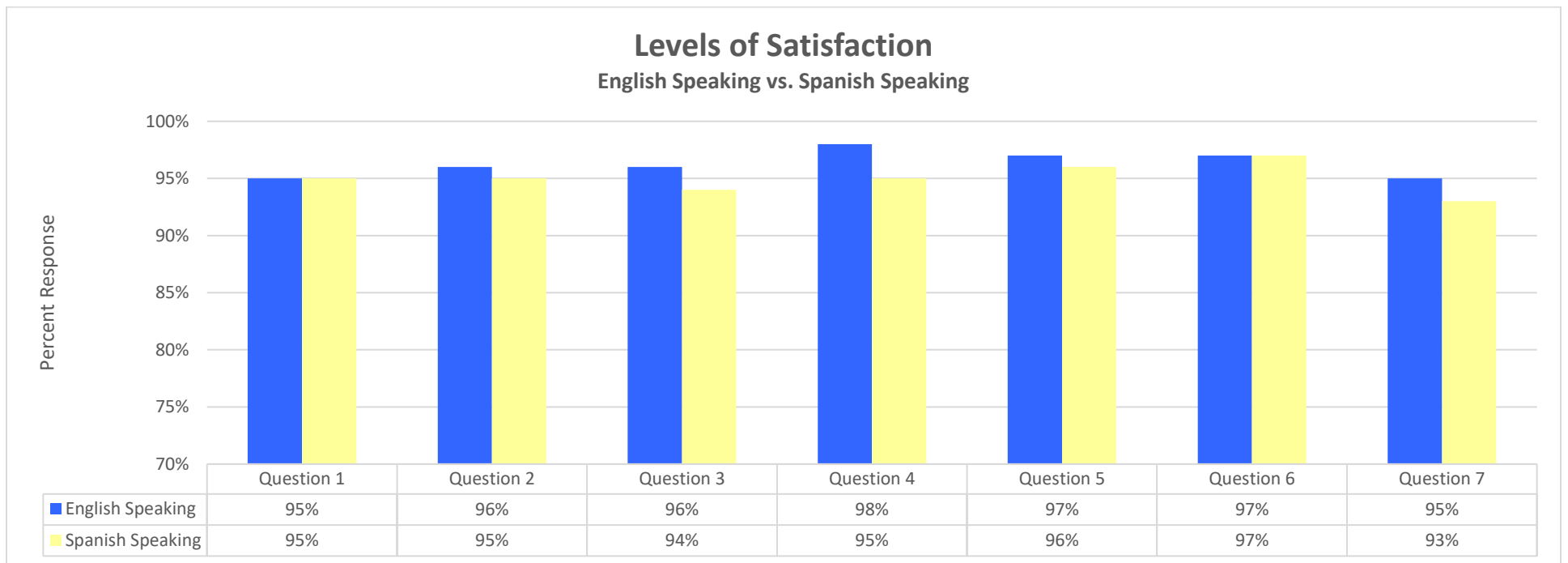
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	95%	96%	93%	94%
2. The reception staff	95%	96%	93%	94%
3. Receiving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

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%

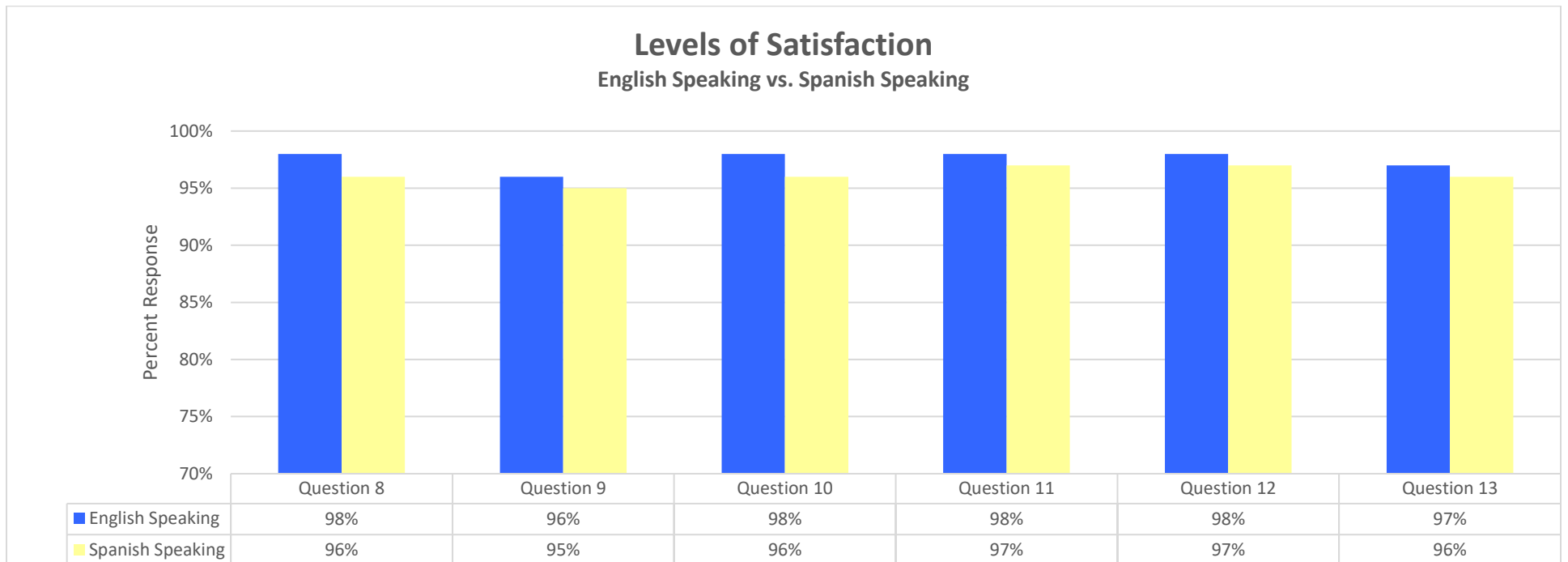
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	101 77%	250 79%	25 19%	60 19%	4 3%	5 2%	1 1%	0	0	1 1%
2. The reception staff	110 83%	248 79%	19 14%	56 18%	3 2%	10 3%	0	0	0	1 1%
3. Receiving a timely appointment	109 83%	226 73%	20 15%	70 23%	1 1%	11 4%	1 1%	0	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	114 89%	245 78%	13 10%	63 20%	1 1%	5 2%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	115 87%	251 80%	17 13%	60 19%	0	3 1%	0	0	0	1 1%
6. The staff addressing my medical needs today	117 89%	266 84%	13 10%	48 15%	2 2%	0	0	0	0	1 1%
7. The time spent waiting	103 78%	224 72%	23 17%	67 22%	5 4%	17 5%	1 1%	3 1%	0	1 1%



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	114 88%	253 81%	16 12%	56 18%	0	4 1%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	100 83%	234 77%	16 13%	66 27%	5 4%	3 1%	0	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	119 91%	254 82%	12 9%	55 18%	0	1 1%	0	0	0	1 1%
11. Your medical assistant	121 92%	267 86%	11 8%	42 14%	0	0	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	121 92%	265 85%	11 8%	44 14%	0	1 1%	0	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	115 87%	257 83%	16 12%	49 16%	1 1%	1 1%	0	0	0	1 1%



## 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: 25

N/A: 6

YES: 2

#### **Comments:**

1. "Good service." (4)
2. "Good." (2)
3. "Daniela was super nice." (McComb)
4. "Very good." (Carlton)
5. "Great doctor." (Aragones)
6. "Very good." "Muy bien." (Spanish response on an English survey)
7. "She's the best." (2)
8. "Great service." (Friedlein)
9. "Very good people." (Tran)
10. "Fast response." (Perez Hernandez)
11. "Very helpful." (Friedlein)
12. "Great quick." (Carlton)
13. "Super friendly and nice." (White)
14. "I am very good." (Friedlein)
15. "Not last week but a month ago. I was able to refill meds quickly." (Friedlein)
16. "All the nurses are nice."
17. "Yes, it was about asking rx to be sent to pharmacy. They called back to inform me it's done – very satisfied and appreciative of the outstanding service." (Carlton)

#### **Spanish**

NO: 59

N/A: 2

YES: 4

#### **Comments:**

1. "Excellent." "Excelente." (4)
2. "Perfect." "Perfecta."
3. "Very great." "Muy bien." (8)
4. "Yes, they do an excellent job 😊." "Si hacen excelente trabajo 😊." (Chaudhari)
5. "No, everything is fine." "No todo bien."
6. "Very good service." "Muy bien servicio." (Tran)
7. "Very kind." "Muy amables." (Tran)
8. "She the best." (English response on a Spanish survey)
9. "No, I have not done it yet, but the personnel is very attentive." "No, todavia no lo he hecho, pero el personal siempre muy atento."
10. "Satisfactory." "Satisfactoria." (Aragones)
11. "Very good service." "Muy bien servicio."
12. "Very good attention." "Muy bien atencion."
13. "The medical assistant that tended to me was very kind." "El asistente del medico que me atendió fue muy amable."
14. "Good service." (English response on a Spanish survey) (2)
15. "Everything has been great." "Todo esta muy bien." (Carlton)
16. "Continue with your great work." "Que sigan con su buen trabajo." (Shah)
17. "Very great." "Muy buenas." (Tran)
18. "Very sweet." "Muy lindas." (Aragones)
19. "Very good and great." "Muy bien y buenas." (Aragones)
20. "Very kind." "Muy amables." (Shah)
21. "Nice people." (English response on a Spanish survey)
22. "Very great." "Muy buena." (Hinds)
23. "Very great!" "Muy bien!" (Tran)

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

#### **English**

1. "N/A."
2. "Doctor being concerned about my health care; the staff from call center to medical assistants are very helpful and respectful." (Carlton)

#### **Spanish**

1. "N/A."
2. "No." (10)
3. "My stable health." (English response on a Spanish survey)
4. "Staff/ Jose."

3. "Yes." (Carlton)
4. "No." (2)
5. "Staff." (2)
6. "Perfect." (Carlton)
7. "Good job!" (Friedlein)
8. "I satisfy." (Friedlein)
9. "Care is nice."
10. "Availability." (Friedlein)
11. "The provider." (Perez Hernandez)
12. "Everything." (Friedlein)
13. "Knowledge about their work." (Shah)
14. "Being able to seen fast." (Perez Hernandez)
15. "Everyone is very nice." (McComb)
16. "That they speak Spanish."
17. "I get adequate attention from the staff most especially Morgan White." (White)
18. "Doctor was sweet and timely."
19. "Thoroughly addressing my concerns." (Friedlein)
20. "The lab provided."
21. "Helpful staff."
22. "The appointment reminder calls." (Tran)
23. "Getting help with my problems." (Carlton)
24. "My pcp understanding my health concerns and giving me proper treatment." (McComb)
25. "All the helpful resources." (Chaudhari)
26. "My doctor gives me good information." (Aragones)
27. "Healthfullness and professional." (Chaudhari)
28. "Quick appointments." (McComb)
29. "My daughters doctor Colleen is the best." (Friedlein)
30. "Everything well explained." (Shah)
31. "Always helpful and respectful." (Friedlein)
32. "Staff in clinic." (Tran)
33. "More availability on same day appointments." (Friedlein)
34. "Knowing my health."
35. "Availability is great." (Friedlein)
36. "The importance of my life." (Carlton)
37. "Yes, very professional, caring." (Tran)
38. "Dr. Chaudhari the best!" (Chaudhari)
5. "Time and attention." "Tiempo y atencion." (Shah)
6. "My mental peace." "Mi paz mental." (Hinds)
7. "Very good." "Muy bien."
8. "Everything." (English response on Spanish survey)
9. "Cost-benefit." "Costo-beneficio."
10. "More personnel." "Mas personal." (Aragones)
11. "With everything." "En todo."
12. "Everyone." "Todos." (Carlton)
13. "The personnel." "El personal." (Shah)
14. "The quickness." "La rapidez."
15. "Everyone." "Todas."
16. "Helping me maintain my health at a reasonable cost without insurance." "A poder mantener mi salud a un precio accesible sin aseguranza." (Carlton)
17. "The excellent attention." "La excelente atencion." (Tran)
18. "They are very kind and professional. They have all the services available." "Son muy amables y profesionales. Tienen todos los servicios disponibles." (White)
19. "Everything is very great." "Todo muy bien."
20. "Location and medical attention." "Ubicacion y atencion medica." (Carlton)
21. "With everything, thank you so much." "En todo muchas gracias." (Carlton)
22. "They help us because they tend to our needs." "Nos ayudan porque nos atienden a nuestras necesidades."
23. "That they satisfy my needs." "Que satisfecha mis necesidades." (White)
24. "Easy Access." "Fácil acceso." (White)
25. "The treatment from the doctors." "El trato de los doctores."
26. "The same day appointments." "Las citas del mismo día." (Perez Hernandez)
27. "That they tend to me in a favorable manner and compassionate providers." "Que me atienden de manera favorable y compassion los médicos."
28. "With the medical attention." "Con la asistencia medica."
29. "With my daughters health and my health." "En la salud de mi hija y mia." (White)
30. "That there are workers that speak Spanish." "Que hay trabajadores que hablan español." (Chaudhari)
31. "The service is great." "Todo muy buen servicio." (Perez Hernandez)
32. "With my health and everything." "Por mi salud en todo." (Perez Hernandez)
33. "The attention." "La atención." (Aragones)

34. "The confidence that I can deposit. I feel very content and appreciative with you all for the attention." "La confianza que puedo depositar me siento muy contenta y agradecible con ustedes por la atención." (Perez Hernandez)
35. "With my treatments, thank you." "Con mis tratamientos, gracias." (McComb)
36. "Everything has helped me." "Todo me ayudado." (Hinds)
37. "The support during the consults, accessible prices." "El apoyo en las consultas precio accesible." (Shah)
38. "The access to the cost of the consult." "El acceso a los costos de la consulta." (Carlton)
39. "Keeping me healthy." "A mantener me saludable." (Aragonés)
40. "I feel comfortable." "Me siento en confianza." (Aragones)
41. "They clear up the doubts I have and offer good information." "Aclaran las dudas que tengo y ofrecen buena información." (Aragones)
42. "Take care of my health with great interest." "A cuidar mi salud con gran interés." (Aragones)
43. "Routine medical care." "Cuidados médicos de rutina." (Carlton)
44. "Taking control of my health." "A controlar mi salud." (Shah)
45. "The attention." "La atención." (Hinds)
46. "The great attention." "La buena atención." (Perez Hernandez)
47. "They are very kind." "Son muy amables." (Perez Hernandez)
48. "With my health because I do not have insurance and it is a lot of help." "Con mi salud porque no tengo aseguranza y es mucha ayuda." (Perez Hernandez)
49. "Their attention and punctuality." "Su atención y puntualidad."
50. "With the care for my baby's health." "Con el cuidado de mi bebe." (Friedlein)
51. "It is close to me." "Me queda cerca." (Perez Hernandez)
52. "The consistency with the services." "La constancia en el servicio."
53. "Efficiency with my health." "Eficiencia en la salud."
54. "The kindness." "La amabilidad."
55. "That they are quick." "Que son rapidos." (Chaudhari)
56. "That they provide me with an appointment the same day I call." "Que me dan cita el mismo dia que llamo."

57. "I am pregnant and they are helping me with the process." "Esto yen embarazo y me están ayudando con todo el proceso." (Carlton)
58. "Close to home, kindness, professionalism." "Cerca de casa, amabilidad, profesionalismo."
59. "When I need an appointment, I simply call early and can obtain an appointment." "Cuando necesito una cita solo llamo temprano y puedo conseguir mi cita." (Aragones)
60. "Medical consult for my son." "Consulta medica para mi hijo." (Friedlein)
61. "The quick attention." "La atencion rapida." (Shah)
62. "The economy is great." "La economia es Buena." (White)
63. "That everyone is very kind 😊." "Que todos son muy amables 😊." (Chaudhari)
64. "It is economic and professional attention." "Es económico y atención profesional."
65. "To improve my health." "A mejorar mi salud." (Hinds)
66. "To conserve my stable health." "A conserbar mi salud estable." (Perez Hernandez)

**Question 16: How can we improve Greater Family Health?**

**English**

1. "N/A." (7)
2. "Can't think of anything- you're already doing a great job." (Carlton).
3. "No." (3)
4. "Nothing." (Carlton)
5. "Perfect." (Carlton)
6. "Timing." (Friedlein)
7. "All good." (McComb)
8. "I don't know." (Carlton)
9. "No comment."
10. "Not sure." (Carlton)
11. "Beginning in faster service."
12. "Any good." (Friedlein)
13. "More fast time." (Perez Hernandez)
14. "So far, so good." (White)
15. "Everything was fine, great staff."
16. "So far, so good!" (McComb)
17. "Everything was great." (Chaudhari)
18. "Whoever schedules appointments takes too long on the phone." (Tran)
19. "More Spanish speaking Doctors, and to improve the receptionist manners. Some may be a little rude." (Friedlein)
20. "More same day appt." (Tran)

**Spanish**

1. "N/A."
2. "No." (11)
3. "Nothing." "Nada." (3)
4. "Insurance." "Azeguranza." (Aragones)
5. "None." (English response on a Spanish survey)
6. "None." "Ninguna." (White)
7. "Everything is great." "Todo bien." (4)
8. "Very good." "Muy bien."
9. "Everything is correct." "Todo esta correcto."
10. "They do well 😊." "Hacen bien 😊." (Chaudhari)
11. "Everything is great." "Todo esta bien." (3)
12. "I am satisfied." "Estoy satisfecha."
13. "Continue to be kind." "Sigan amables." (Aragones)
14. "It is very good." "Esta muy bien." (Aragones)
15. "Time spent waiting." "Tiempo de espera." (Carlton)
16. "It great how it is done now." "Esta bien como lo hacen ahora." (McComb)
17. "XR service in all the facilities." (English response on a Spanish survey)



18. "Having timely appointments in a short period of time." "Tener citas disponibles en un periodo de corto tiempo."
19. "Continue how it is now." "Siguen igual."
20. "Everything is very good." "Esta todo bien."
21. "Continue having a great work atmosphere." "Que sigan teniendo buen ambiente laboral."
22. "Everything seems fine to me." "Todo me parece bien." (White)
23. "Teach reception staff to be more kind." "Ensenar a personal de recepción a ser mas amable." (Carlton)
24. "On my end, there are no complaints. Everything is great." "De mi parte no hay quejas todo muy bien." (Carlton)
25. "Everything appears to be fine." "Todo parece que esta bien." (Perez Hernandez)
26. "No comments, everything is excellent." "Si comentarios todo excelente." (White)
27. "For me it is excellent." "Para mi es excelente." (Perez Hernandez)
28. "For me everything has been excellent." "Para mi ha sido todo excelente."
29. "For me it is satisfactory." "Para mi satisfecho." (McComb)
30. "Everything is excellent." "Todo excelente."
31. "Scheduling timely appointments." "Agendando citas mas cercanas." (Carlton)
32. "With more doctors." "Con mas doctors."
33. "Exceeds my expectations." "Exceden mis expectativas."
34. "For me, it is great how it is, thank you very much." "Para mi esta bien así muchas gracias." (Aragones)
35. "Provide results quicker." "Dar los resultados mas rápido." (White)

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

**English**

- YES: 92
- NO: 0

**Spanish**

- YES: 196
- NO: 1

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

**English**

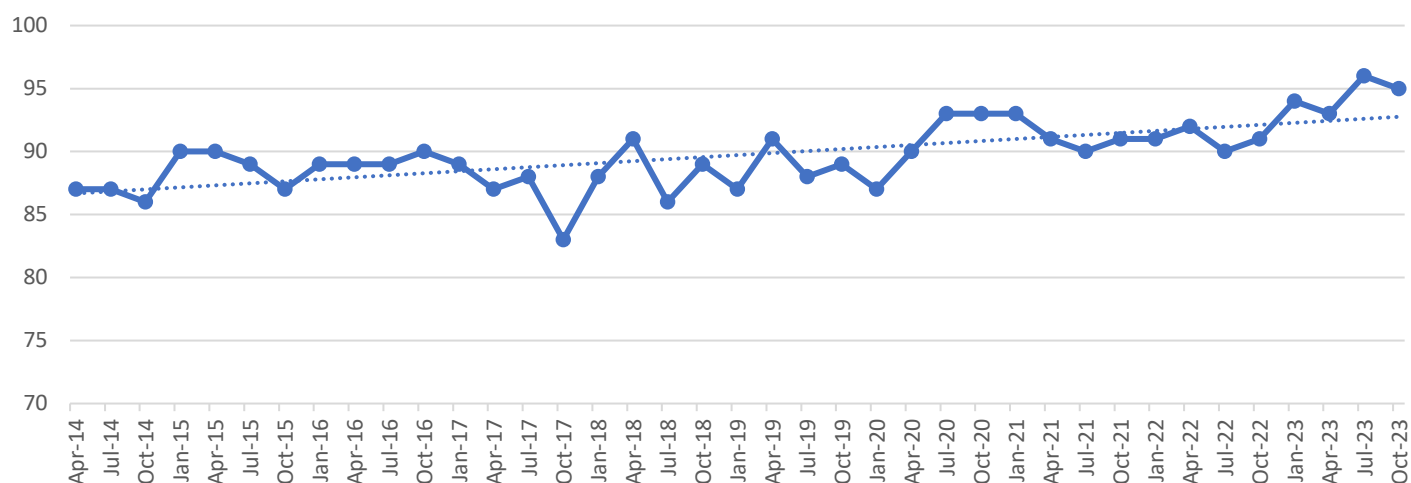
- Aragonese: 5
- Carlton: 13
- Chaudhari: 18
- Friedlein: 20
- Hinds: 7
- McComb: 10
- Nettleton: 2
- Perez-Hernandez: 7
- Shah: 16
- Tran: 10
- White: 5

**Spanish**

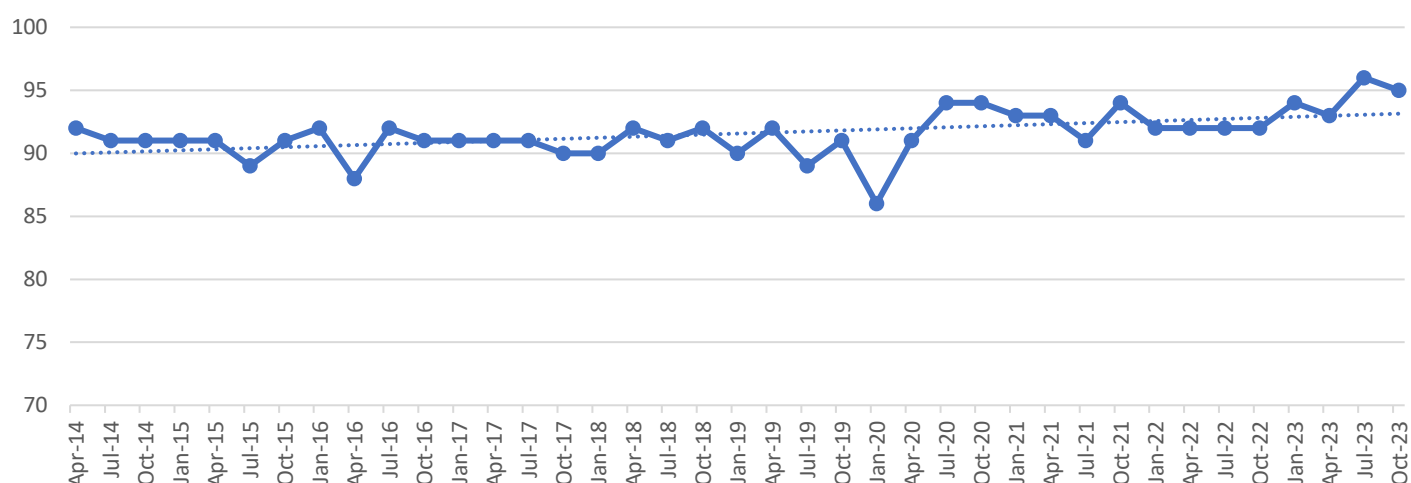
- Aragonese: 39
- Carlton: 18
- Chaudhari: 16
- Friedlein: 18
- Hinds: 19
- McComb: 23
- Nettleton: 11
- Perez-Hernandez: 37
- Shah: 22
- Tran: 33
- White: 22

## Individual Question Results with Trendlines

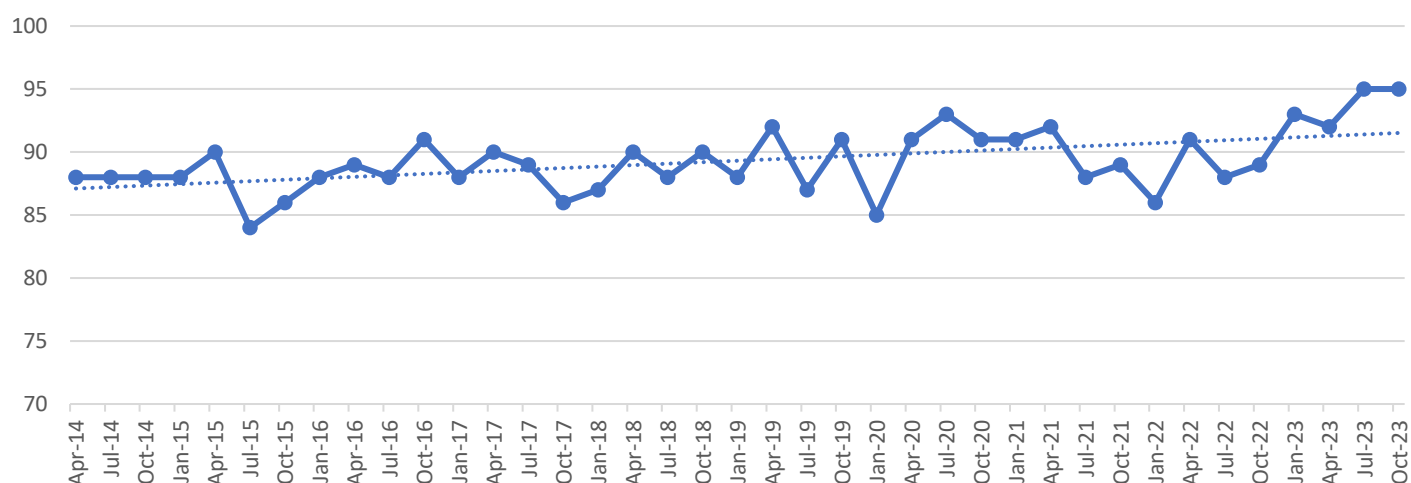
### #1 - The phone operator staff and call center



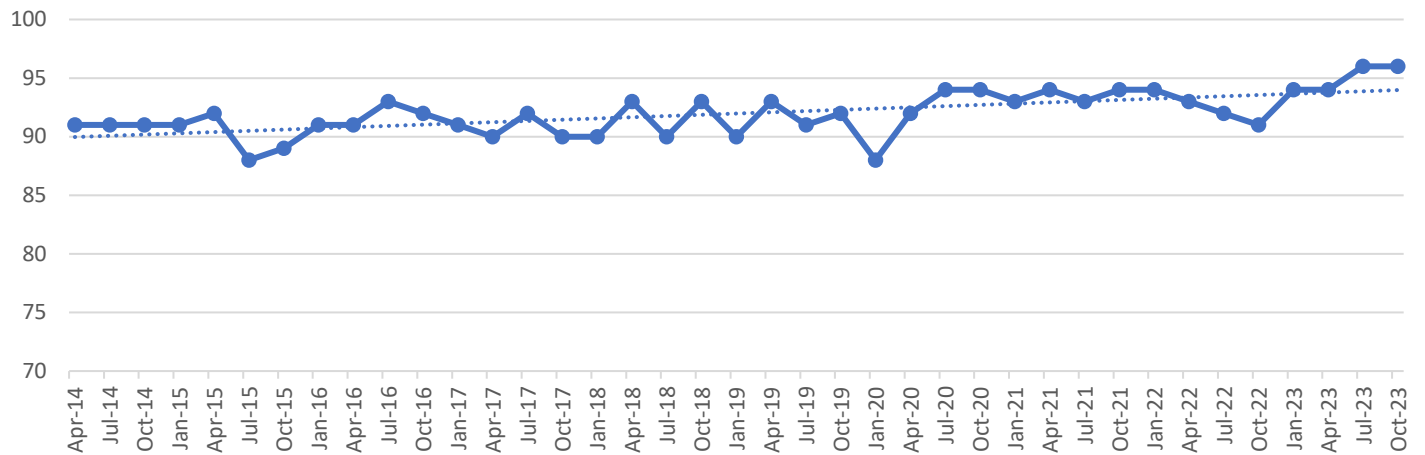
### #2 - The reception staff



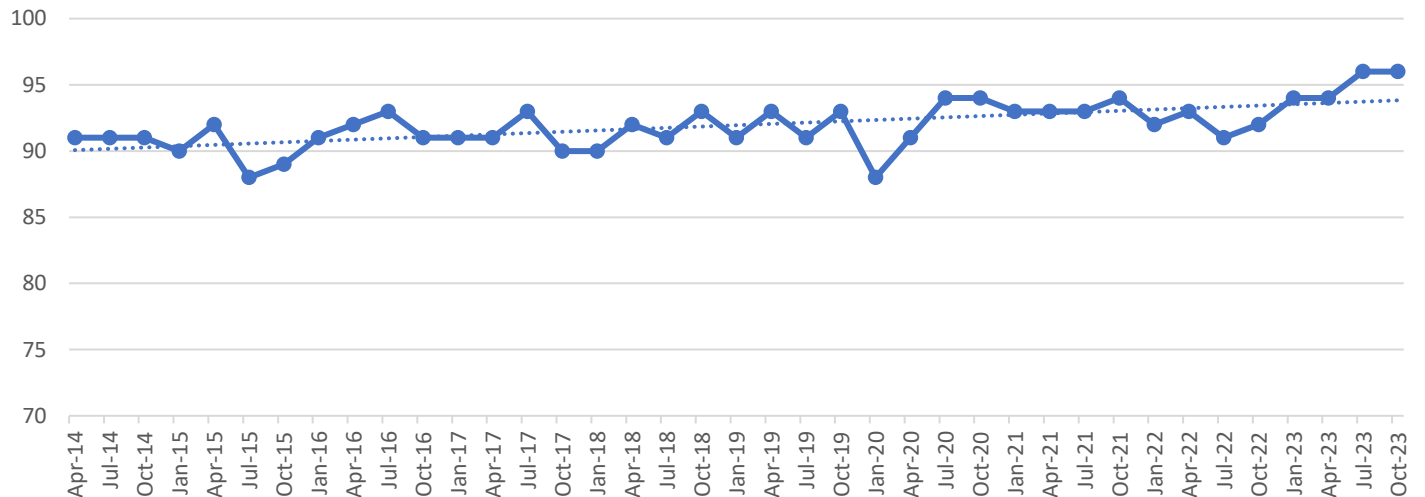
### #3 - Receiving a timely appointment



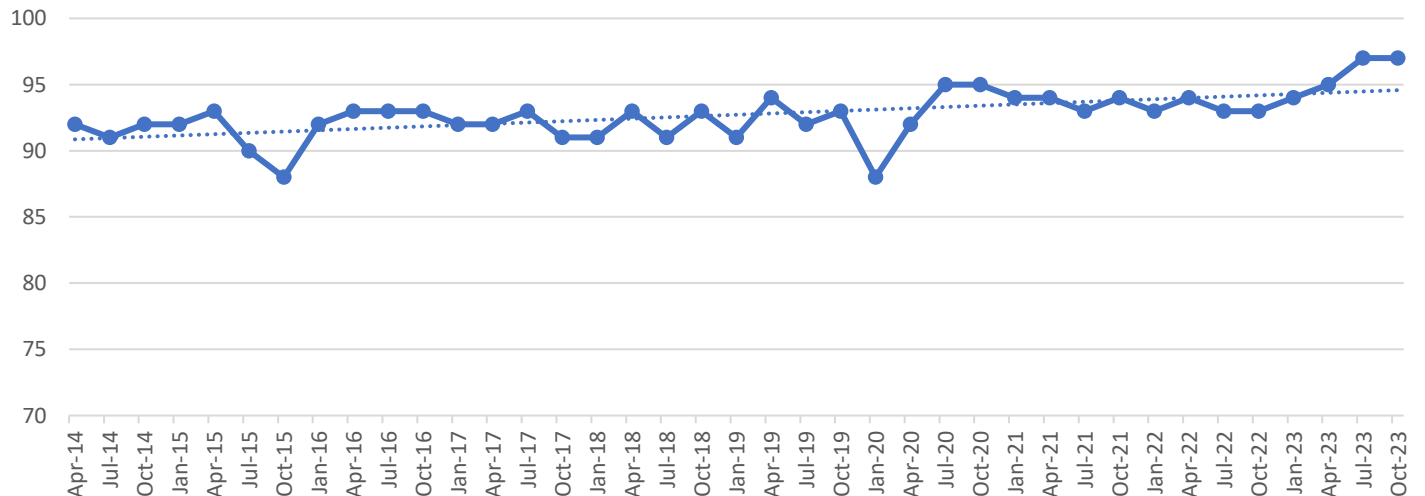
#### #4 - Education and explanation of plan provided in a way that I can understand



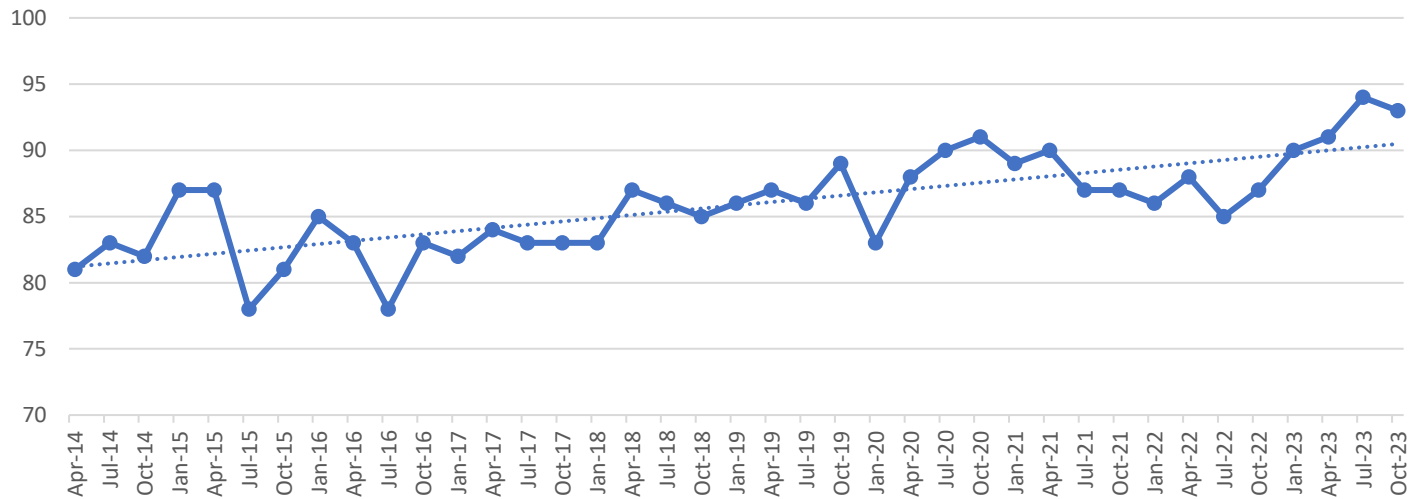
#### #5 - The follow-up and coordination of my care



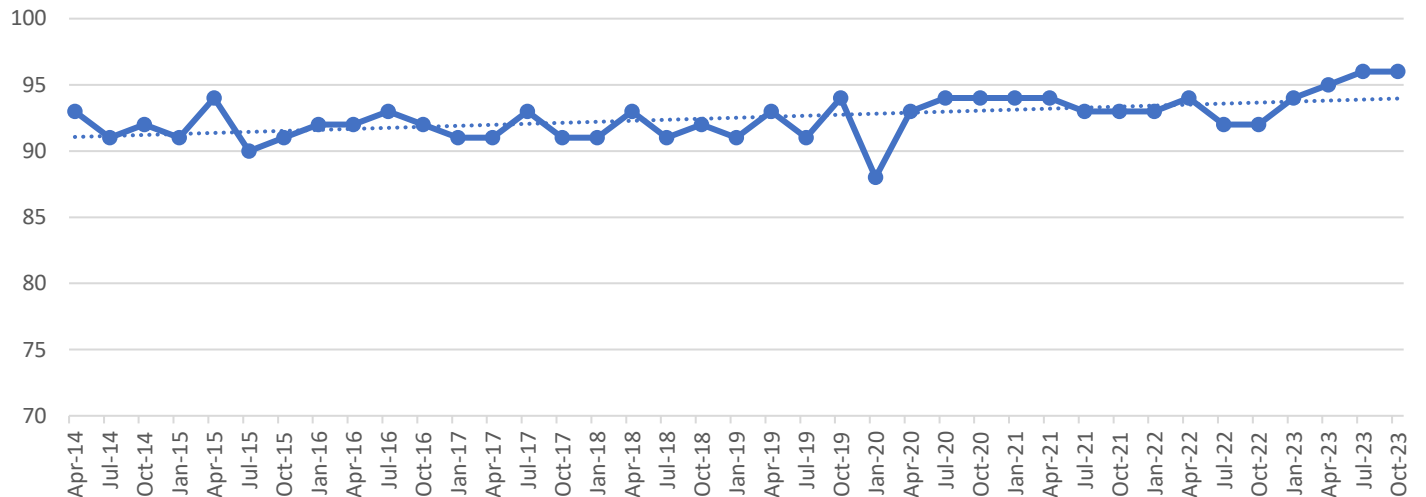
#### #6 - The staff addressing my medical needs today



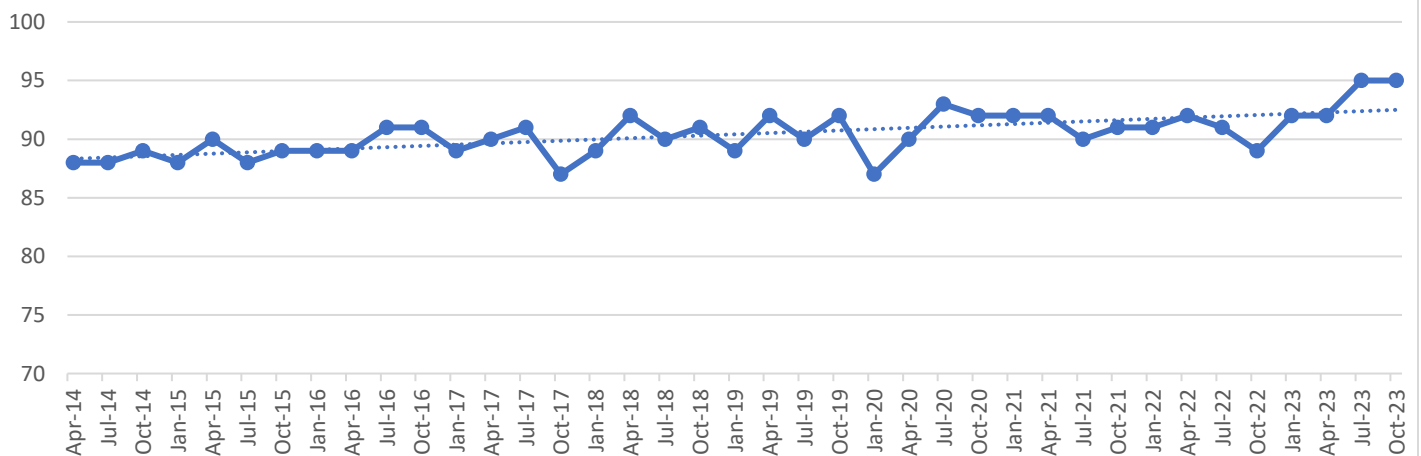
### #7 - The time spent waiting



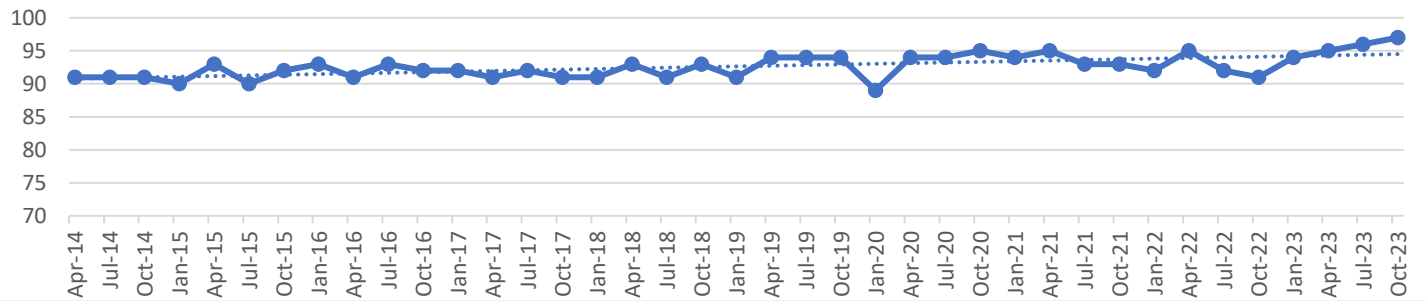
### #8 - The respectfulness of staff



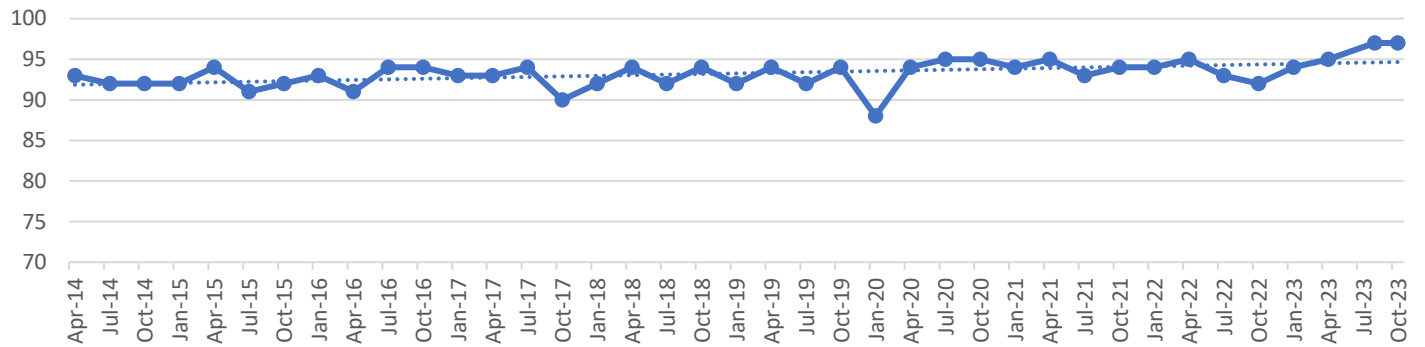
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



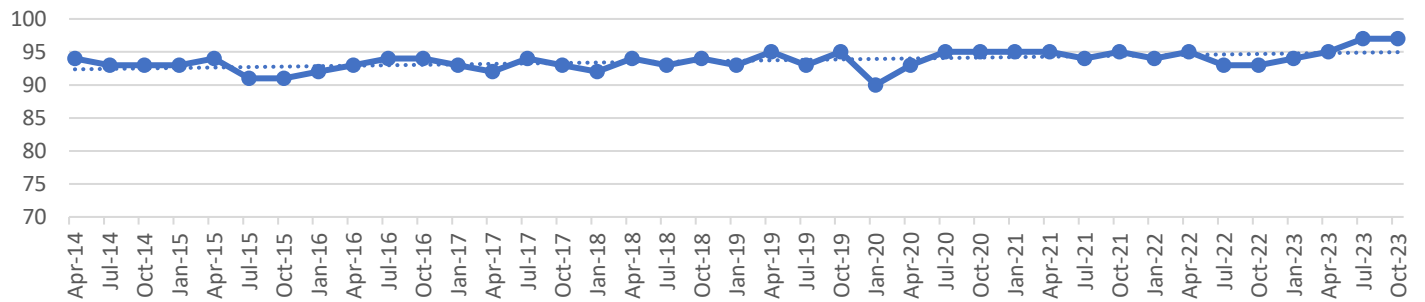
## #10 - The handling of my personal medical information in a private and confidential manner



## #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?

