

**Patient Satisfaction Survey**  
**1515 E. Lake St., Suite 202, Hanover 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 93% 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.

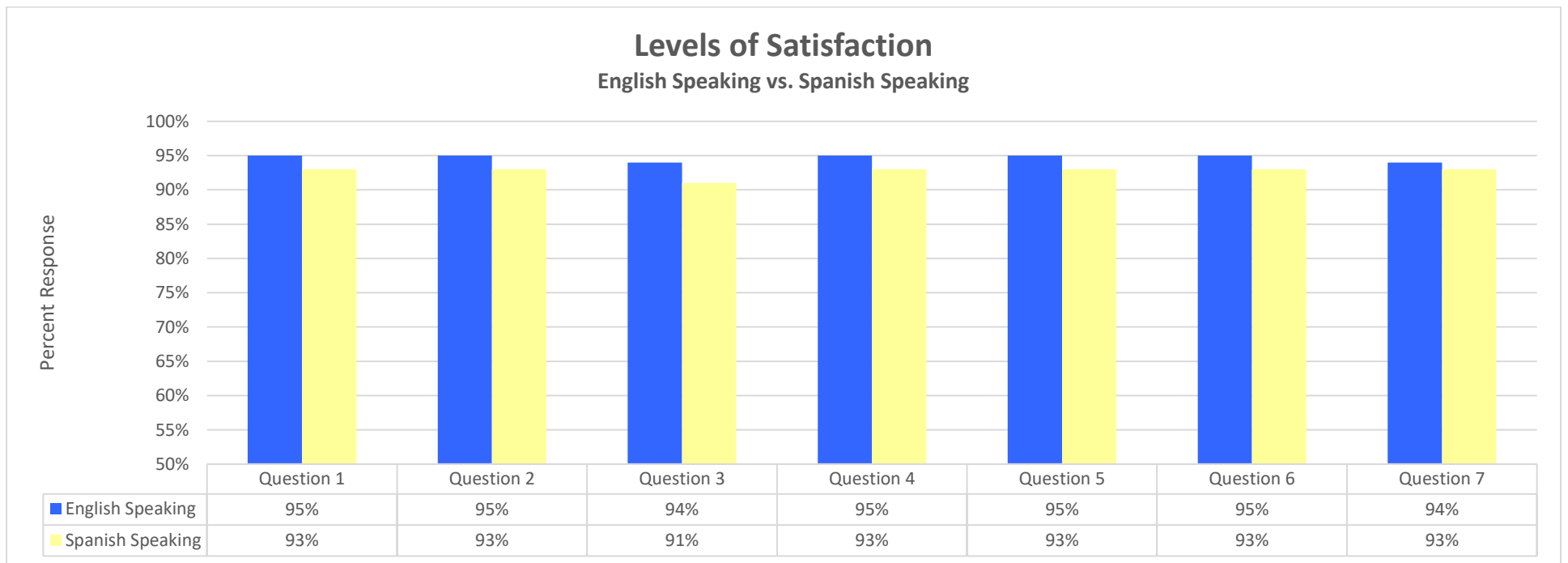
<b>1515 E. Lake St., Suite 202, Hanover Park – Survey Questions</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>
1. The phone operator staff and call center	94%	97%	98%	96%
2. The reception staff	94%	99%	99%	98%
3. Receiving a timely appointment	93%	99%	99%	98%
4. Education and explanation of plan provided in a way that I can understand	94%	99%	99%	98%
5. The follow up and coordination of my care	94%	99%	99%	98%
6. The staff addressing my medical needs today	94%	98%	99%	98%
7. The time spent waiting	94%	98%	98%	97%
8. The respectfulness of staff	94%	99%	99%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	97%	97%	98%
10. The handling of my personal medical information in a private and confidential	94%	99%	99%	98%
11. Your medical assistant	94%	99%	99%	98%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	99%	99%	98%
13. Overall, how satisfied are you with the Health Center?	94%	99%	99%	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%

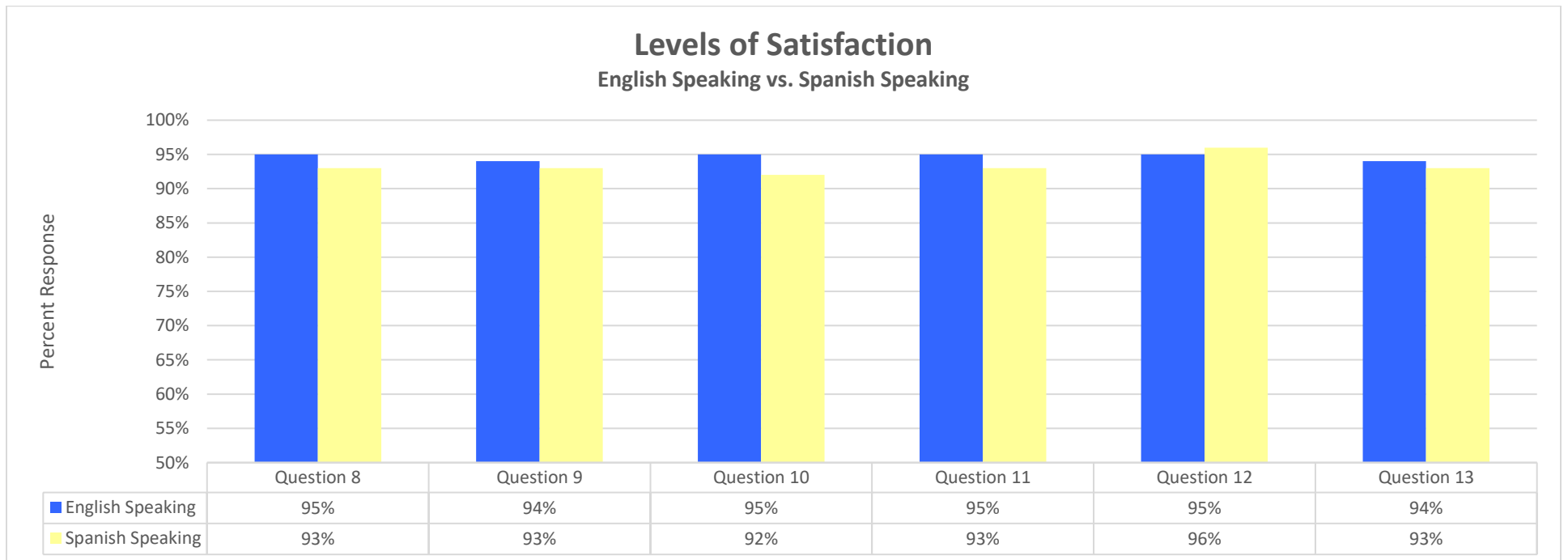
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	31 82%	21 75%	5 13%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
2. The reception staff	33 85%	21 75%	4 10%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
3. Receiving a timely appointment	32 82%	19 70%	4 10%	5 19%	2 5%	2 7%	1 3%	1 4%	0	0
4. Education and explanation of plan provided in a way that I can understand	32 84%	21 75%	4 11%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
5. The follow-up and coordination of my care	33 85%	21 75%	4 10%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
6. The staff addressing my medical needs today	32 82%	21 75%	5 13%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
7. The time spent waiting	31 80%	21 75%	6 15%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0



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	32 82%	21 75%	5 13%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	29 81%	21 75%	4 11%	5 18%	2 6%	1 4%	1 3%	1 4%	0	0
10. The handling of personal medical info in a private and confidential manner	32 82%	20 71%	5 13%	6 21%	1 3%	1 4%	1 3%	1 4%	0	0
11. Your medical assistant	32 82%	21 75%	5 13%	5 18%	1 3%	1 4%	1 3%	1 4%	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	32 82%	21 81%	5 13%	5 19%	1 3%	0	1 3%	0	0	0
13. Overall, how satisfied are you with the Health Center?	31 80%	21 75%	6 15%	5 18%	1 3%	1 4%	1 3%	1 4%	0	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: 2

N/A: 1

YES: 0

##### **Comments:**

1. "A phone to confirm my upcoming appointment call was great and always helpful." (Jorgensen)
2. "Efficient and fast." (N. Patel)

##### **Spanish**

NO: 2

N/A: 0

YES: 0

##### **Comments:**

1. "I have not left messages, but my experience has been great." "No he dehadado mensajes pero la experiencia ha sido muy buena."

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

##### **English**

1. "Very friendly staff." (Patel, N)
2. "Walk-ins." (Patel, N)
3. "Great service." (Jorgensen)
4. "N/A the like my doctor currently and ones I have had previous." (Jorgensen)

##### **Spanish**

1. "N/A."
2. "Everything is great." "Todo esta bien."
3. "That they adapt to my necessities." "Que se adapta a mis necesidades."

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

##### **English**

1. "N/A."
2. "It's my first time so nothing really." (Patel, N)
3. "Nothing." (Jorgensen)
4. "The policy." (Patel, N)
5. "Online scheduling portal." (Patel, N)
6. "No need for improvement." (Jorgensen)

##### **Spanish**

1. "N/A."
2. "Nothing." "Nada."
3. "I do not have any comments." "No tengo comentarios."

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

##### **English**

- YES: 15
- NO: 0

##### **Spanish**

- YES: 10
- NO: 0

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

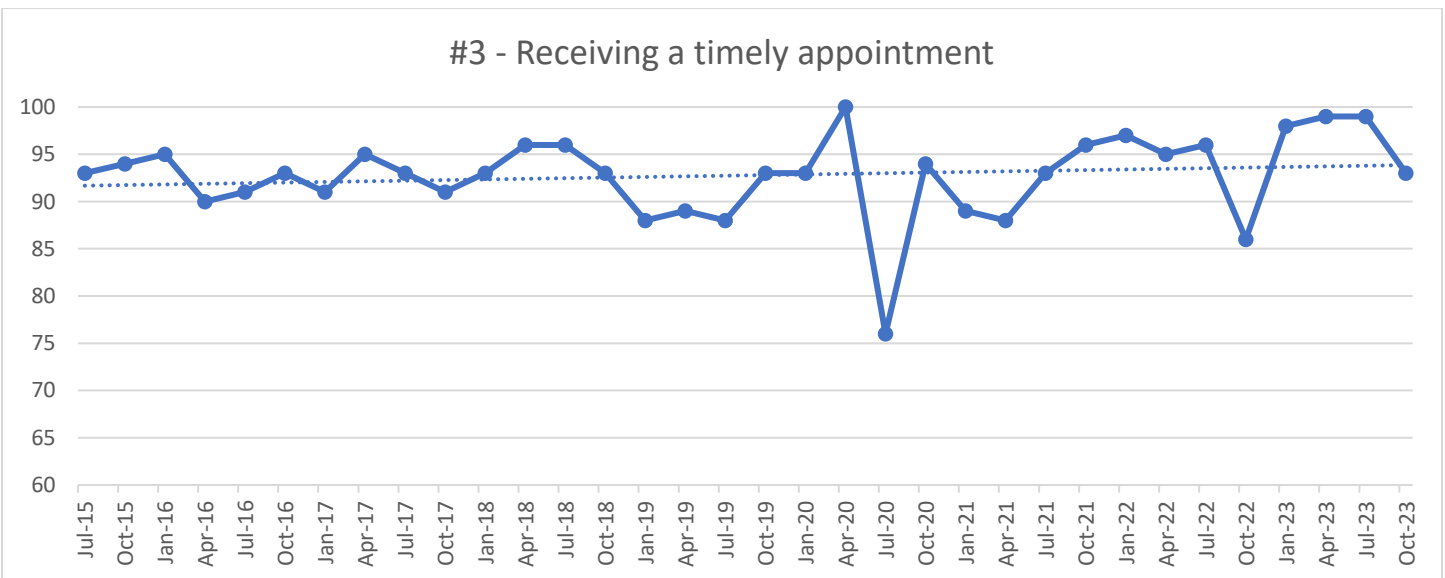
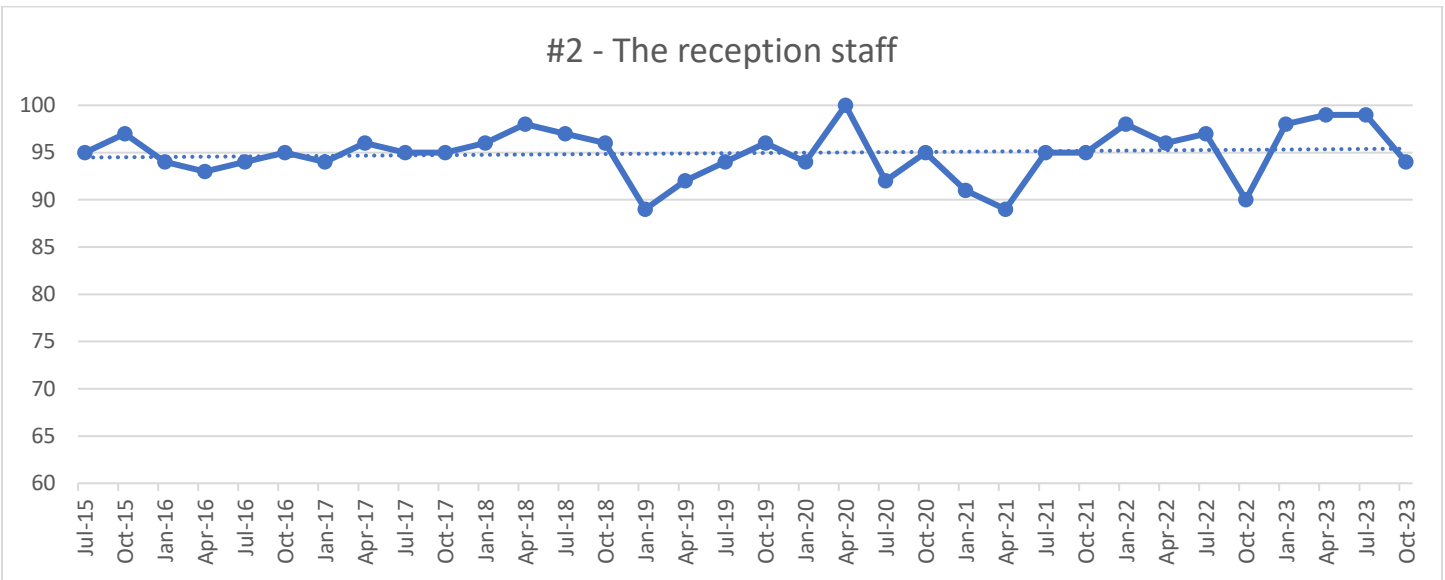
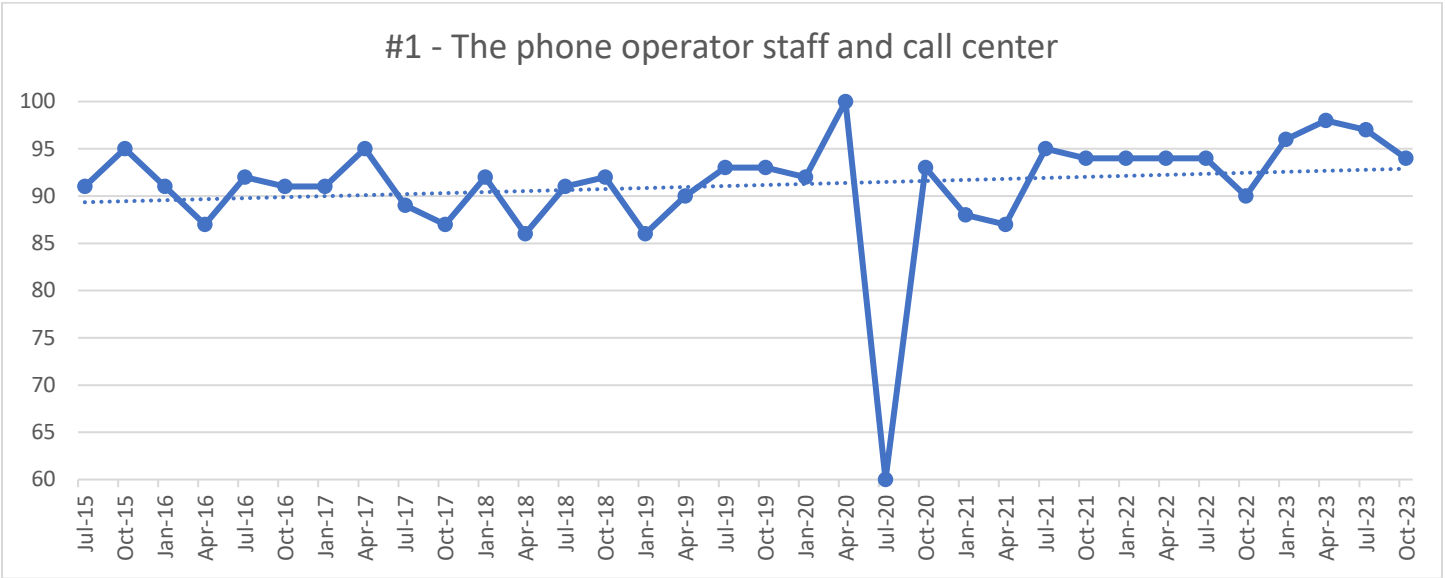
##### **English**

- Ceisel: 3
- Jorgensen: 15
- Patel, N: 22

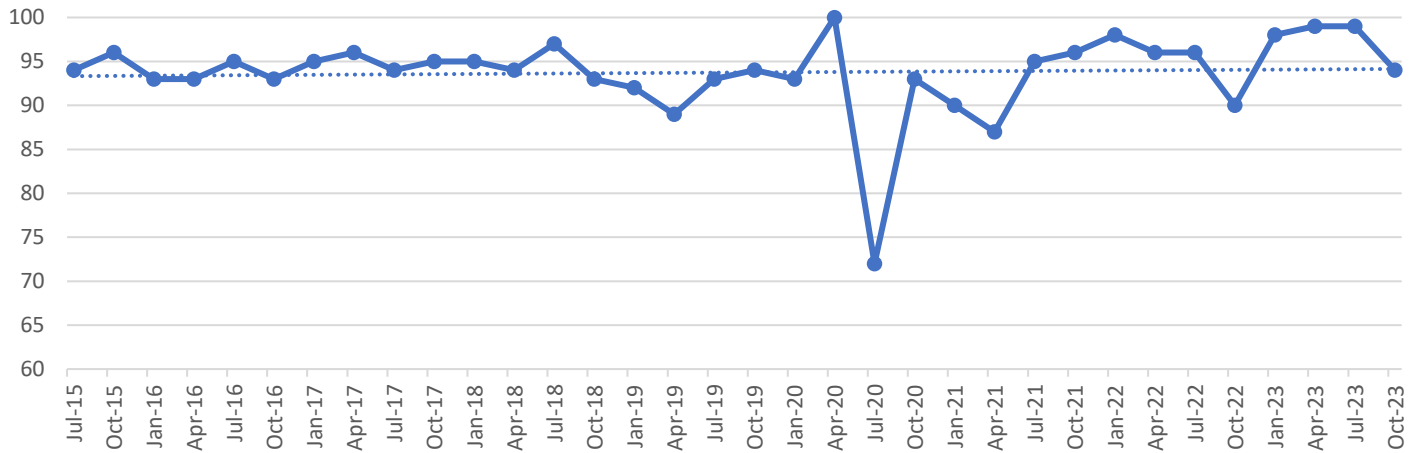
##### **Spanish**

- Ceisel: 1
- Jorgensen: 12
- Patel, N: 14

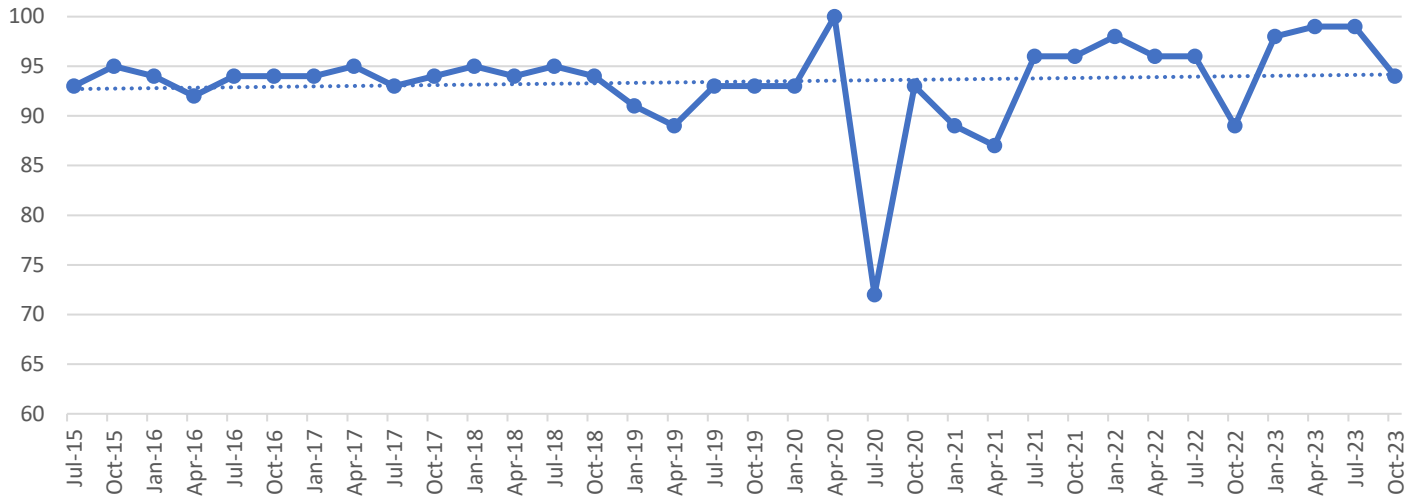
# Individual Question Results with Trendlines



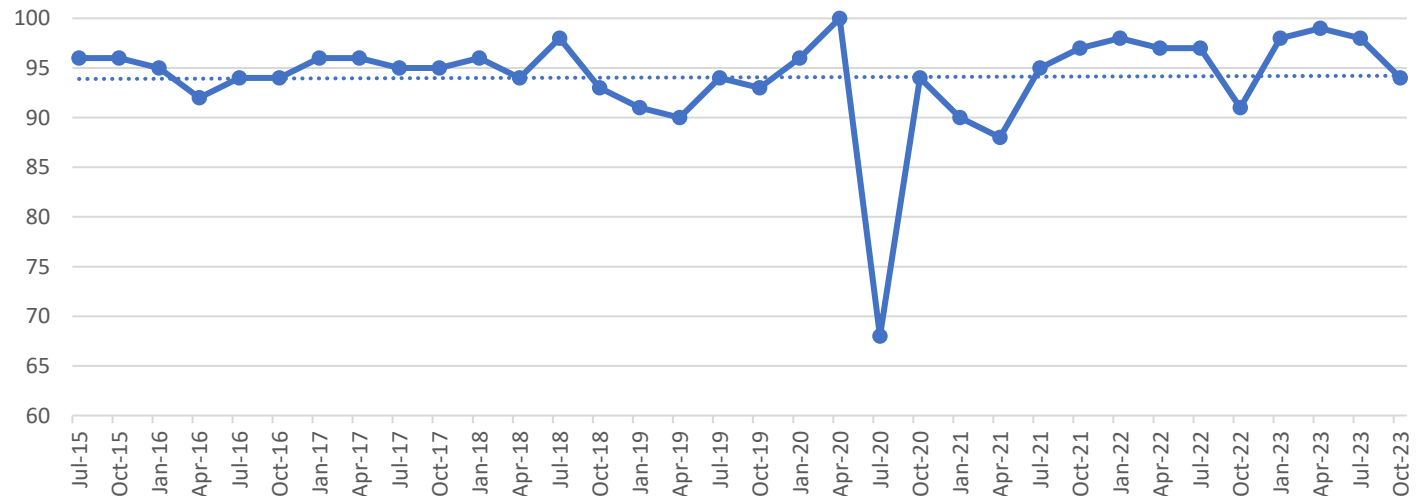
### #4 - Education and explanation of plan provided in a way that I can understand



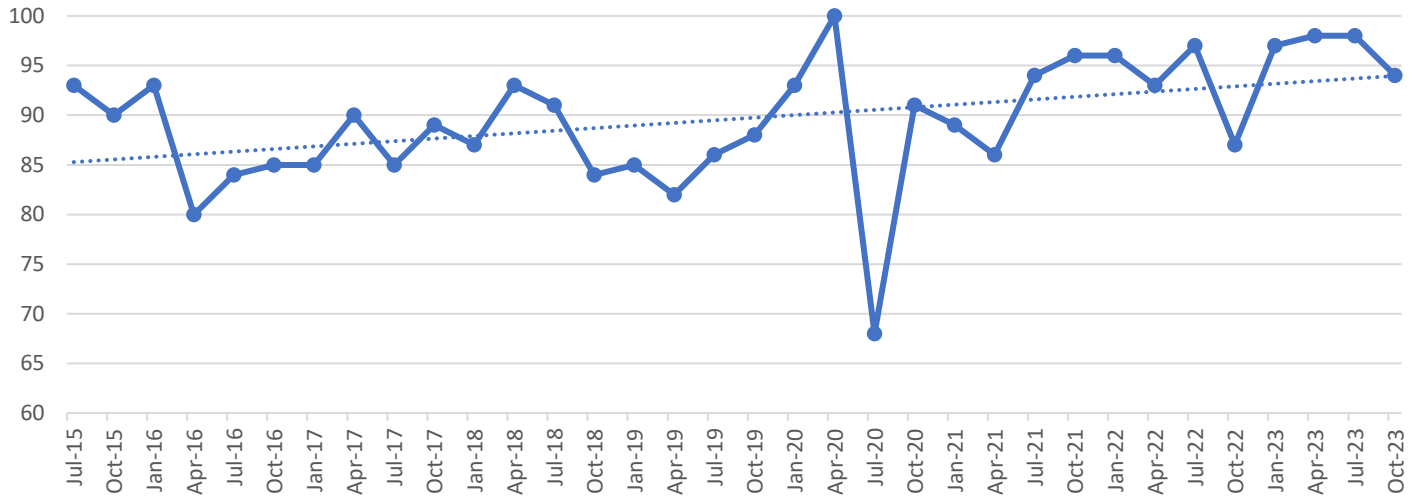
### #5 - The follow-up and coordination of my care



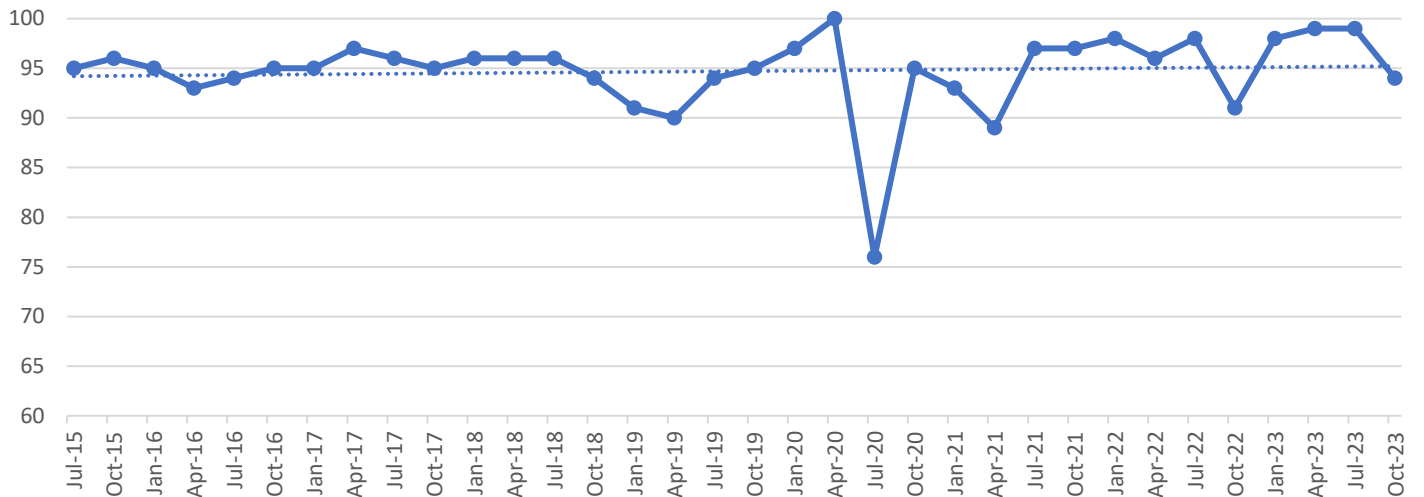
### #6 - The staff addressing my medical needs today



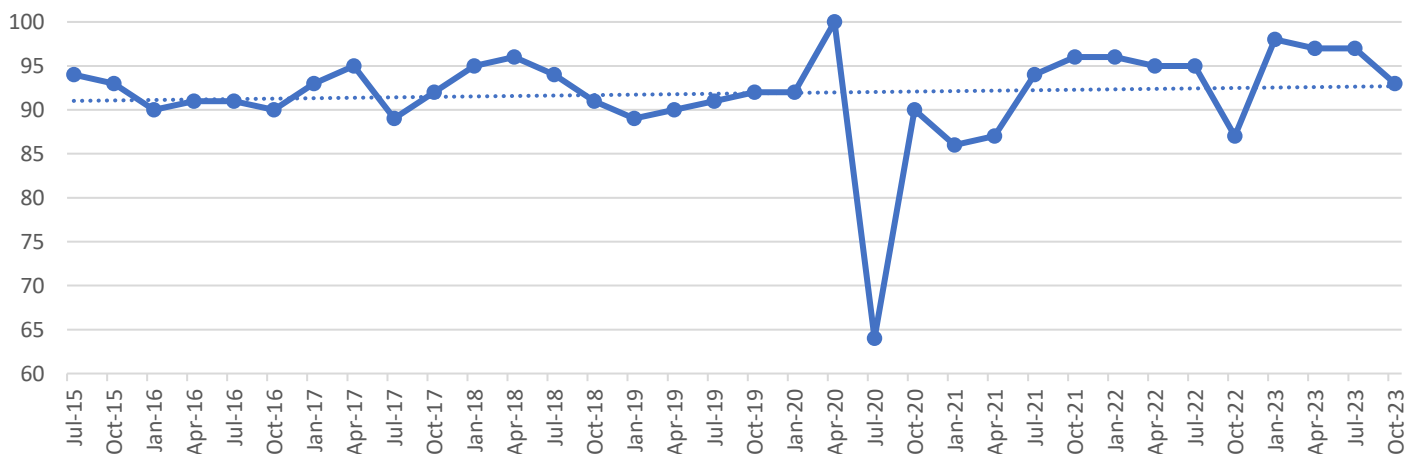
#7 - The time spent waiting



#8 - The respectfulness of staff

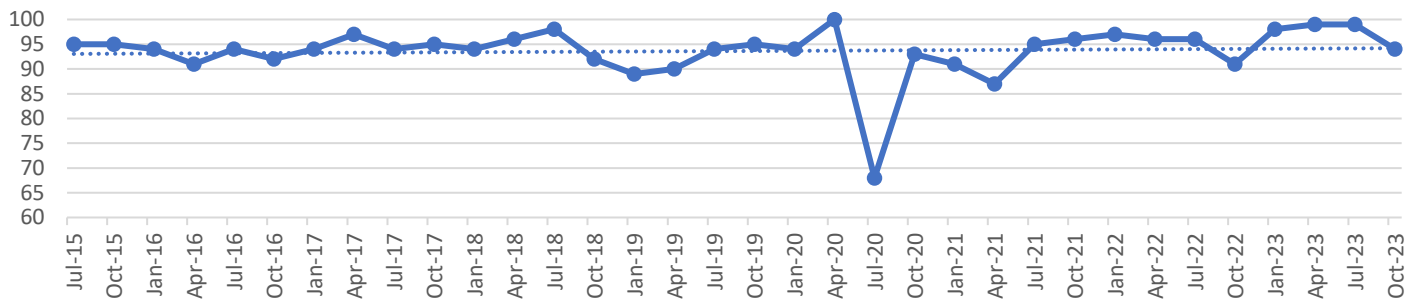


#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner

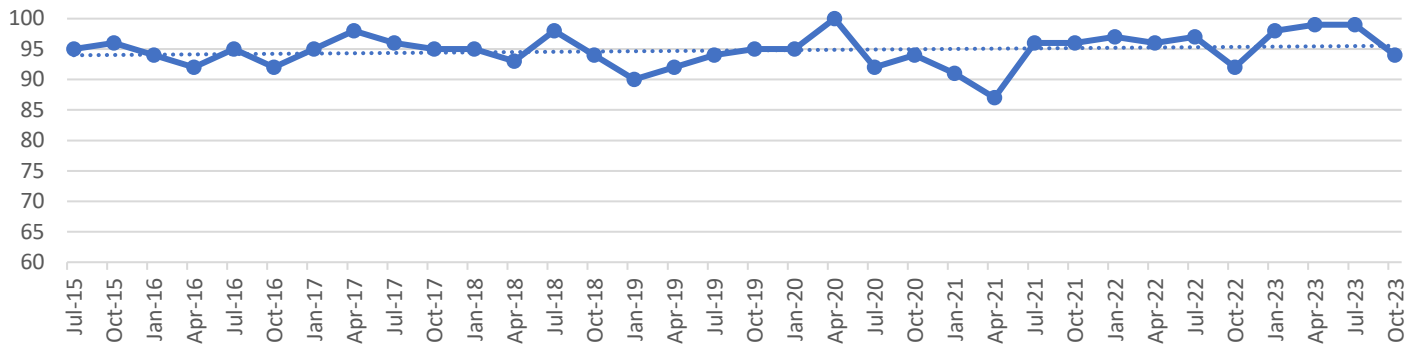




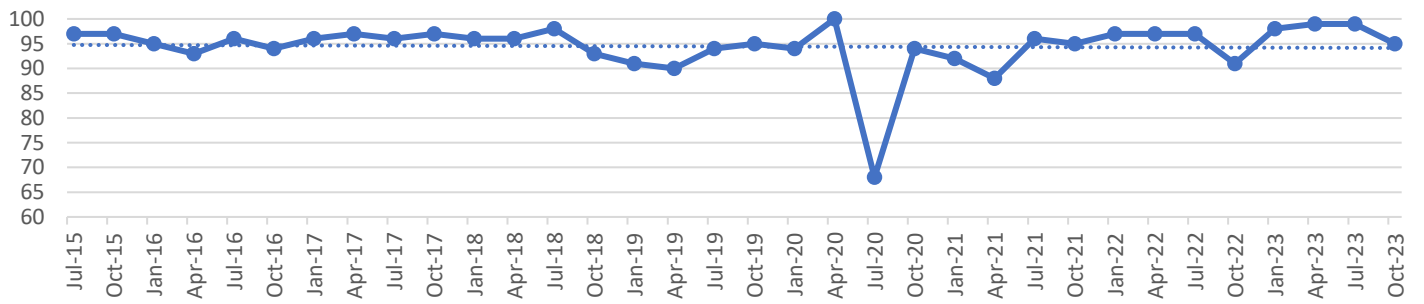
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

