

## Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 88% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

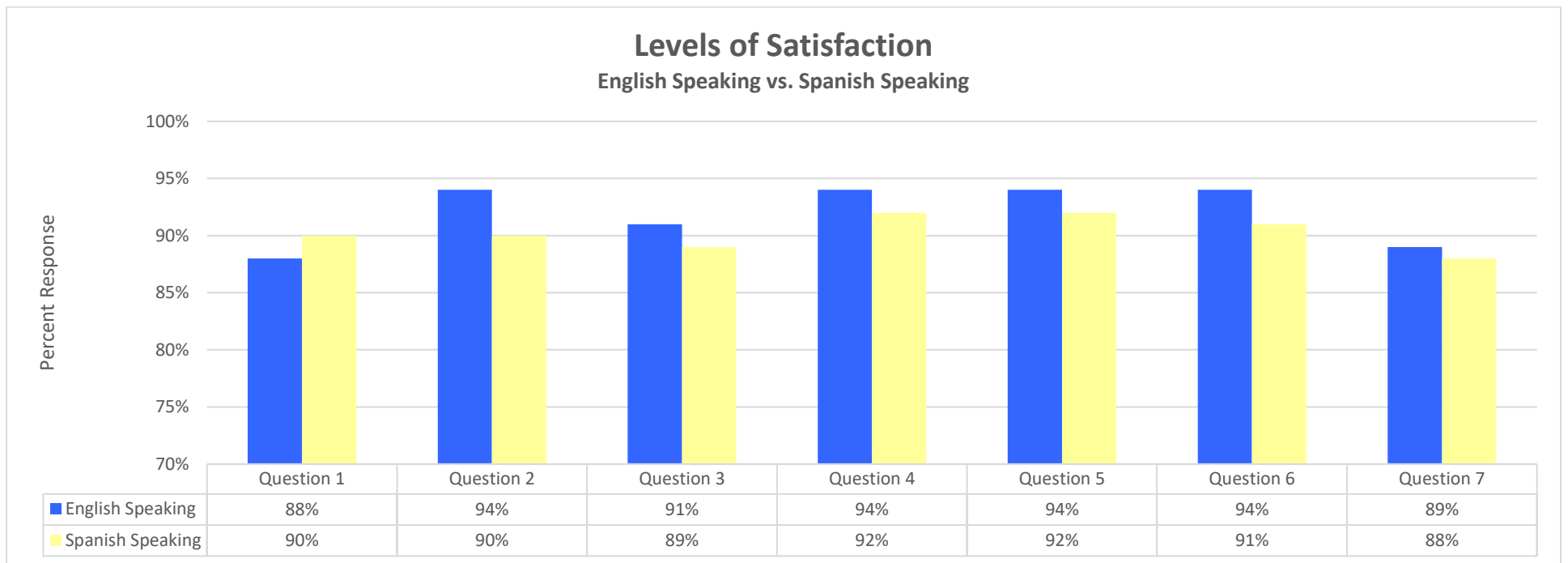
<b>165 E. Plank Rd., Sycamore – Survey Questions</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>
1. The phone operator staff and call center	88%	91%	91%	91%
2. The reception staff	93%	93%	92%	93%
3. Receiving a timely appointment	91%	92%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	93%	93%
5. The follow up and coordination of my care	93%	93%	93%	93%
6. The staff addressing my medical needs today	93%	94%	94%	93%
7. The time spent waiting	89%	91%	90%	89%
8. The respectfulness of staff	93%	94%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	92%	90%	90%
10. The handling of my personal medical information in a private and confidential	93%	94%	93%	93%
11. Your medical assistant	93%	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?	92%	95%	93%	93%

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%

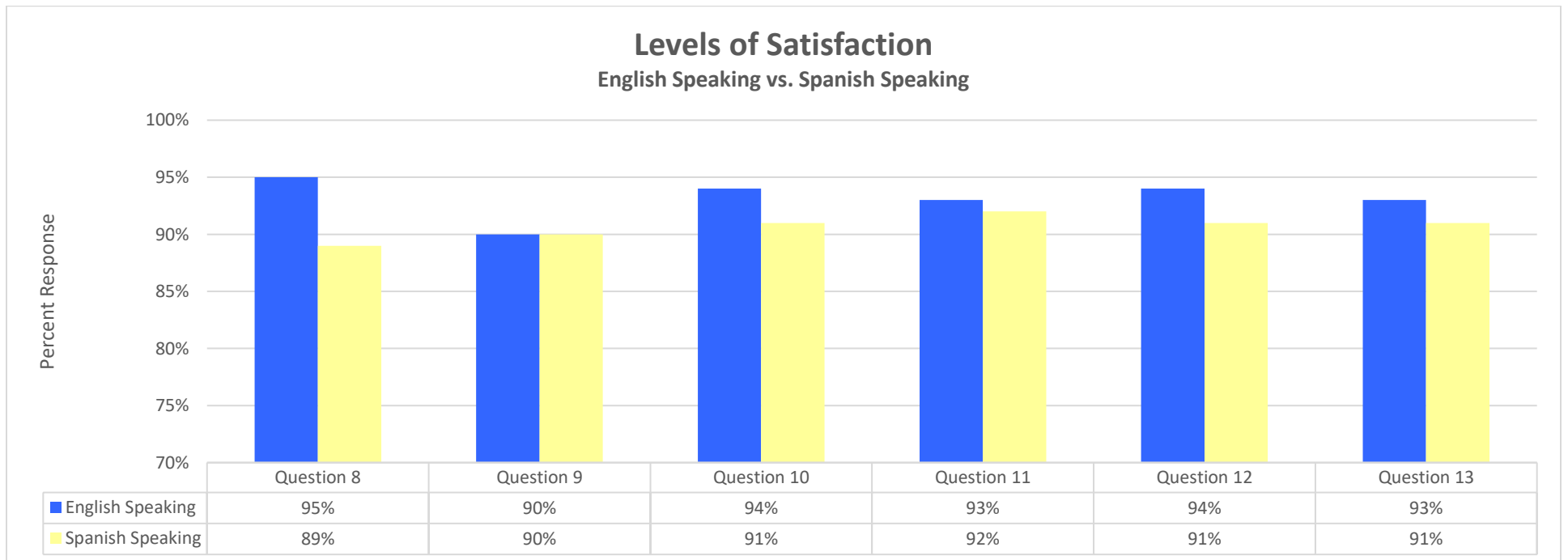
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	91 61%	36 64%	32 22%	15 27%	19 13%	3 5%	6 4%	0	1 1%	2 4%
2. The reception staff	112 75%	38 69%	28 19%	11 20%	10 7%	3 6%	0	0	0	3 6%
3. Receiving a timely appointment	100 67%	36 66%	34 23%	14 26%	15 10%	2 4%	1 1%	0	0	3 6%
4. Education and explanation of plan provided in a way that I can understand	109 74%	39 71%	28 19%	13 24%	10 7%	1 2%	0	0	0	2 4%
5. The follow-up and coordination of my care	111 75%	41 73%	27 18%	12 21%	10 7%	1 2%	0	0	0	2 4%
6. The staff addressing my medical needs today	116 78%	38 68%	22 15%	15 27%	10 7%	1 2%	1 1%	0	0	2 4%
7. The time spent waiting	94 63%	35 63%	34 23%	13 23%	16 11%	5 9%	3 2%	0	2 1%	3 5%



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	117 80%	38 68%	21 14%	12 21%	8 6%	3 5%	0	0	0	3 5%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	92 65%	37 66%	27 19%	15 27%	22 16%	2 4%	0	0	0	2 4%
10. The handling of personal medical info in a private and confidential manner	113 75%	39 70%	26 17%	12 21%	11 7%	3 5%	0	0	0	2 4%
11. Your medical assistant	112 75%	42 74%	24 16%	10 18%	12 8%	3 5%	2 1%	0	0	2 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	119 79%	40 71%	20 13%	11 20%	11 7%	3 5%	0	0	0	2 4%
13. Overall, how satisfied are you with the Health Center?	110 73%	40 70%	28 19%	13 23%	11 7%	1 2%	1 1%	0	0	3 5%



## **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: 40

N/A: 11

YES: 4

#### **Comments:**

1. "Yes, very professional and response was quick."
2. "Staff is very kind and had my appointments done and easy."
3. "Staff always calls back quickly."
4. "Yes, it worked out great for accuracy and efficiency."
5. "No but I did call to ask questions about an order and the receptionist was very helpful."
6. "Yes, received a call back same day."

#### **Spanish**

NO: 15

N/A: 1

YES: 0

#### **Comments:**

1. "With appointment when I call." "Con cita cuado llamo."

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

#### **English**

1. "Hours." (Sayles)
2. "On time for appointment not a long wait." (Peifer)
3. "Follow-up care." (Peifer)
4. "Calling." (Peifer)
5. "The staff is very helpful." (Peifer)
6. "Area near me."
7. "Very caring doctor makes me think she cares." (Peifer)
8. "She's good." (Peifer)
9. "My doctor and staff." (Williams)
10. "Location to residence." (Williams)
11. "Great attitude." (Sofowora)
12. "Pre-visit reminders." (Williams)
13. "They explained things great." (Williams)
14. "N/A." (3)
15. "Everything." (2)
16. "Friendly staff, availability for whole family." (Sofowora)
17. "The doctor." (Sofowora)
18. "Location." (Sofowora)
19. "Communication." (Sofowora)
20. "Timely." (Sofowora)
21. "Very respectful." (Sofowora)
22. "The staff is very nice." (Sofowora)
23. "The appointment times." (Sofowora)
24. "Good communication." (Sofowora)
25. "The staff and doctors." (Sofowora)

#### **Spanish**

1. "The economy." "La economia."
2. "In everything." "En todo."
3. "It is close to home." "Esta cerca a mi casa."
4. "Super kind." "Super amables." (2)
5. "The language in Spanish." "El idioma Espanol." (Sofowora)
6. "They have good service and they have interpreters." "Tienen buen servicio y interprete." (Sayles)
7. "The service and the prices." "El servicio y precios."
8. "The cost." "El costo." (Williams)
9. "Your attention in general." "Su atencion en general."
10. "They help me a lot and they don't charge a lot." "Me ayudan mucho y no cobran mucho."
11. "The help is perfect and the follow up for my condition." "La ayuda es perfecta y el seguimiento a mi condicion." (Sayles)
12. "Having a healthy life." "Teniendo una vida sana."
13. "Your attention." "Su atencion."
14. "In my medical routine." "En mi rutina medica."
15. "Everything is good for now." "Todo esta bien por ahora."
16. "They help me in every moment." "Me ayudan en cualquier momento." (Peifer)

26. "The love and compassion and willingness to address all our children's needs we LOVE Dr. D." (Sofowora)
27. "Previously my experiences have been very negative. The receptionist lacked any bedside manner, were often turning people away for being 5 min EARLY to their appointments. Now it seems like there's some new staff, and the experience has been a lot better my last few visits. Thank you for making the patient experience a priority."
28. "Flexible times to get in quickly."
29. "The pediatrician." (Sofowora)
30. "Getting the help I need." (Peifer)
31. "Answering all my questions."
32. "Respectfulness of staff, feel listened to."
33. "Quick appointment dates."
34. "Feeling heard and understood." (Birkey)
35. "Always friendly & informative."
36. "Finding a place I feel happy with."
17. "It is close to home and they are kind." "Esta cerca a casa y son muy amables." (Peifer)
18. "The service." "El servicio." (Williams)
19. "N/A." "N/A."
20. "It helps the low-income people, and they give excellent service." "Ayuda a las personas con bajos recursos y el servicio es excellent." (Peifer)

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

##### **English**

1. "Nothing." (4)
2. "No." (2)
3. "N/A." (13)
4. "Doing good." (Peifer)
5. "You guys did great." (2)
6. "You all are wonderful."
7. "Not needed."
8. "Great."
9. "Be friendly and attentive to the patient's needs."
10. "At this time no improvement needed." (Sofowora)
11. "You do a fantastic job." (Sofowora)
12. "I want to be able to have two appointments in one day, one with Birkey and one with Sayles." (Birkey)
13. "The wait time."
14. "Nothing."
15. "The carpet is dirty."
16. "I don't know."
17. "Satisfied."
18. "Happy with clinic."
19. "Don't turn people away if they aren't 15 minutes early."
20. "No need for improvement."
21. "Decrease wait times." (Birkey)
22. "You guys are great."
23. "Doing a great job." (Sayles)
24. "All good."

##### **Spanish**

1. "It is good." "Todo esta bien." (5)
2. "Everything is perfect." "Todo esta perfecto."
3. "Everything is excellent." "Todo es excelente." (Sofowora)
4. "All the personnel is good." "Todo el personal esta bien." (Peifer)
5. "Nothing." "Nada."
6. "Everything is good dr. Sayles is excellent." "Todo esta bien la dr. Sayles es excelente." (Sayles)
7. "Good service." "Buen servicio." (Peifer)
8. "Everything is excellent." "Todo esta excelente."
9. "N/A." "N/A."
10. "To me it has been a great help for my physical health and mental health." "Para mi a sido una ayuda para mi salud fisica y salud mental."
11. "Everything is good, thank you for everything." "Todo esta bien, muchas gracias por todo." (Peifer)

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

**English**

- YES: 81
- NO: 2

**Spanish**

- YES: 34
- NO: 1

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

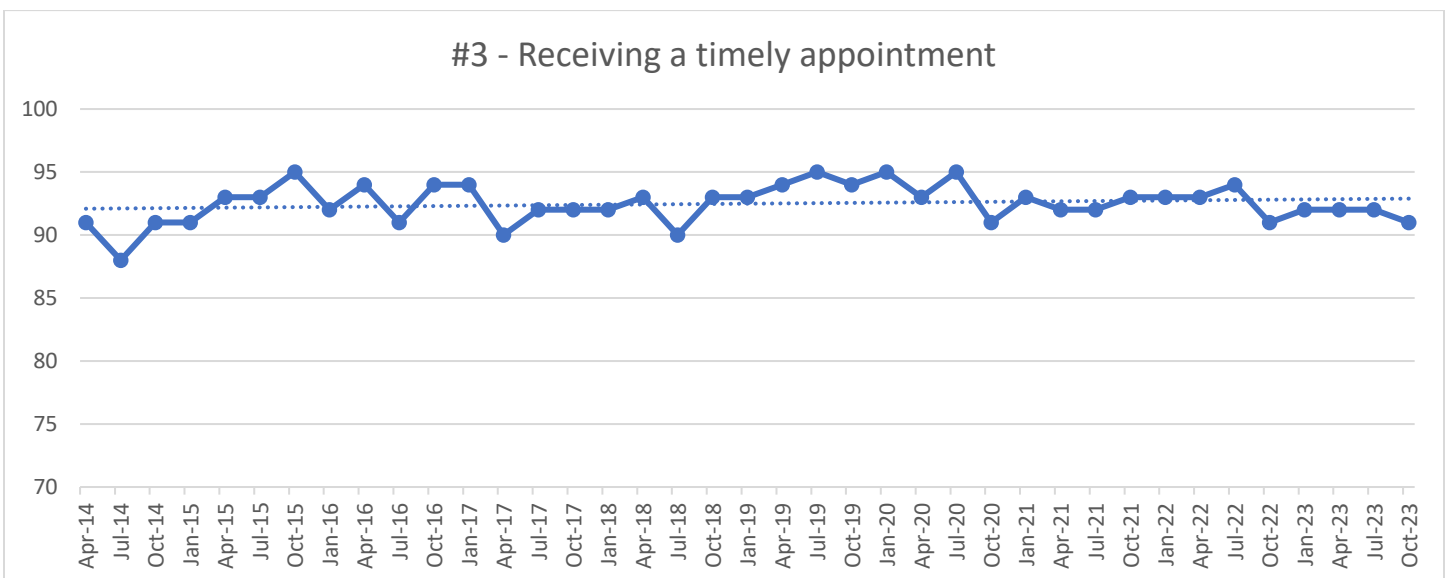
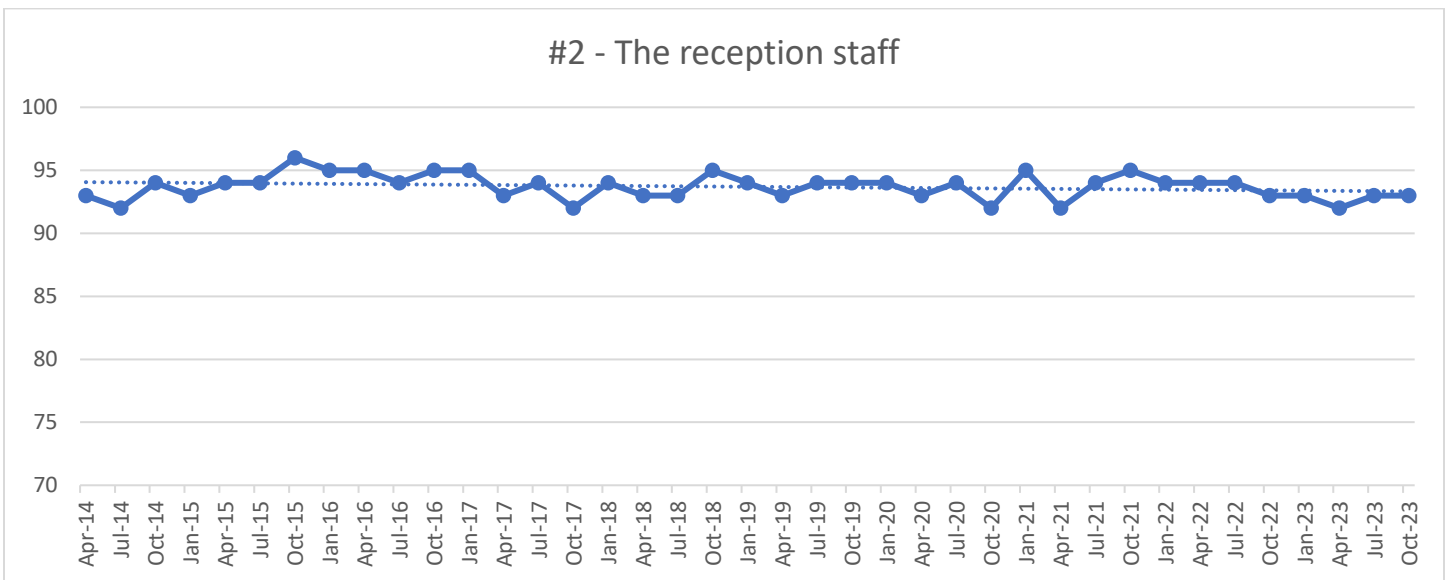
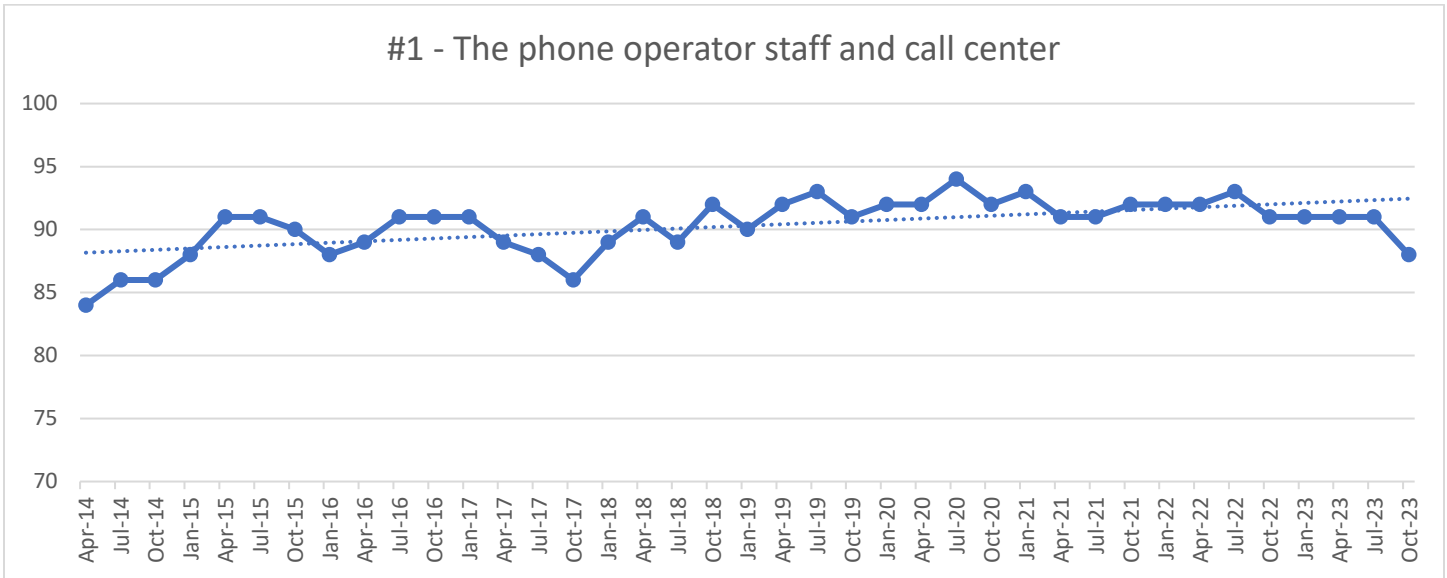
**English**

- Birkey: 8
- Brown: 4
- Peifer: 30
- Sayles: 19
- Sofowora: 45
- Williams: 11

**Spanish**

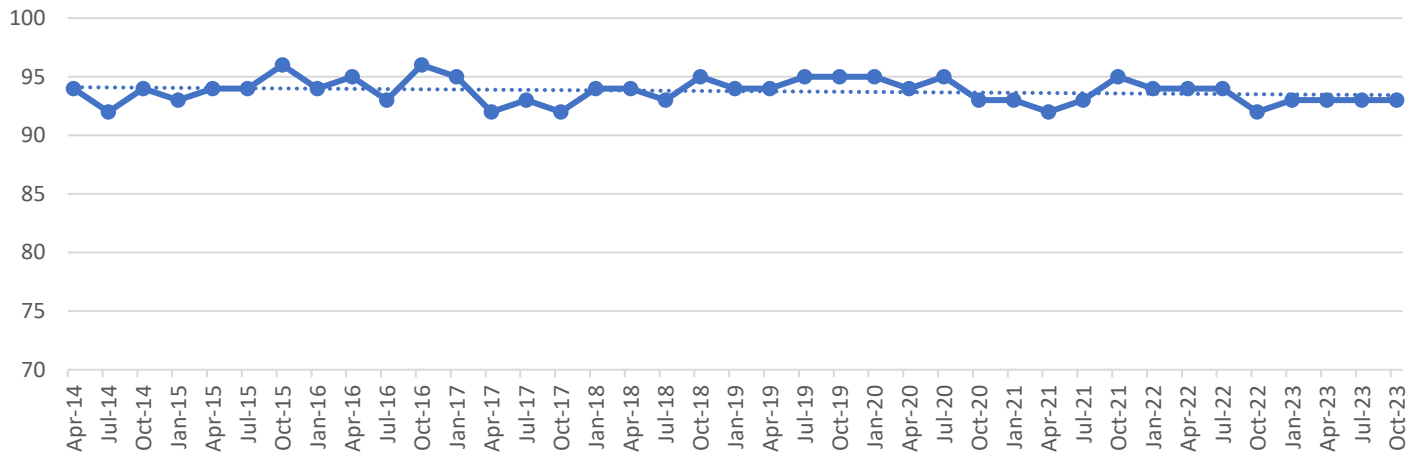
- Brown: 1
- Peifer: 11
- Sayles: 1
- Sofowora: 6
- Williams: 4

# Individual Question Results with Trendlines

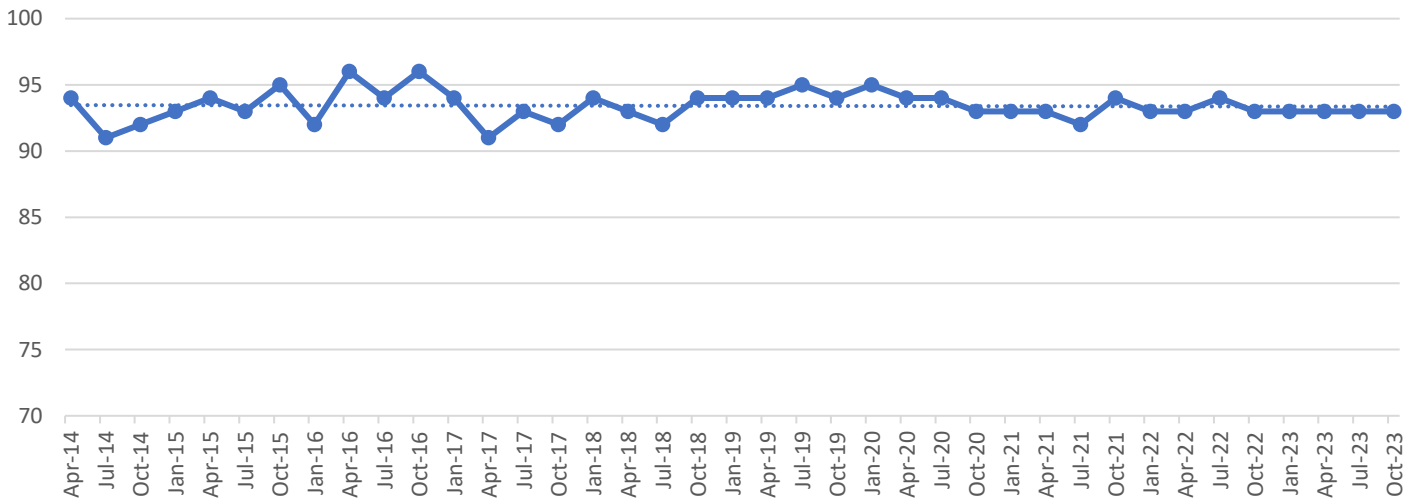




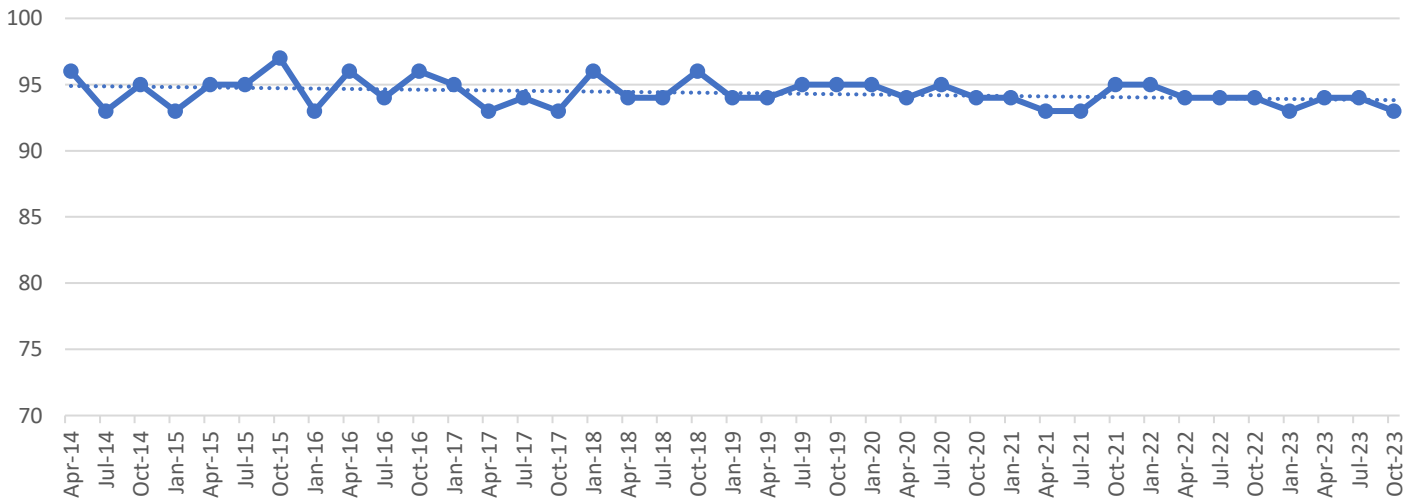
#### #4 - Education and explanation of plan provided in a way that I can understand



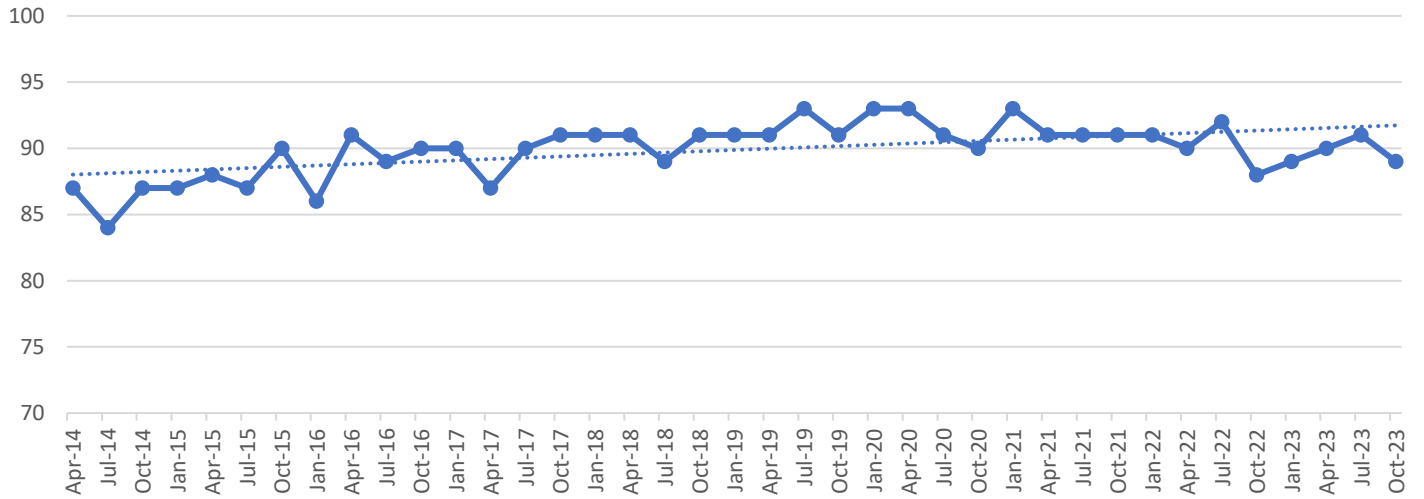
#### #5 - The follow-up and coordination of my care



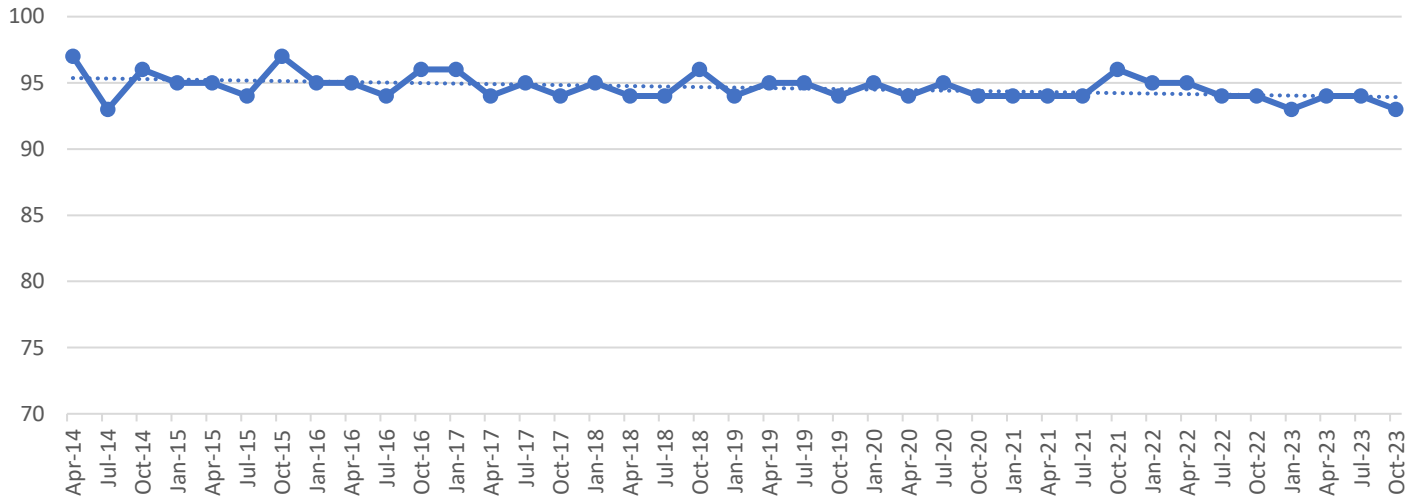
#### #6 - The staff addressing my medical needs today



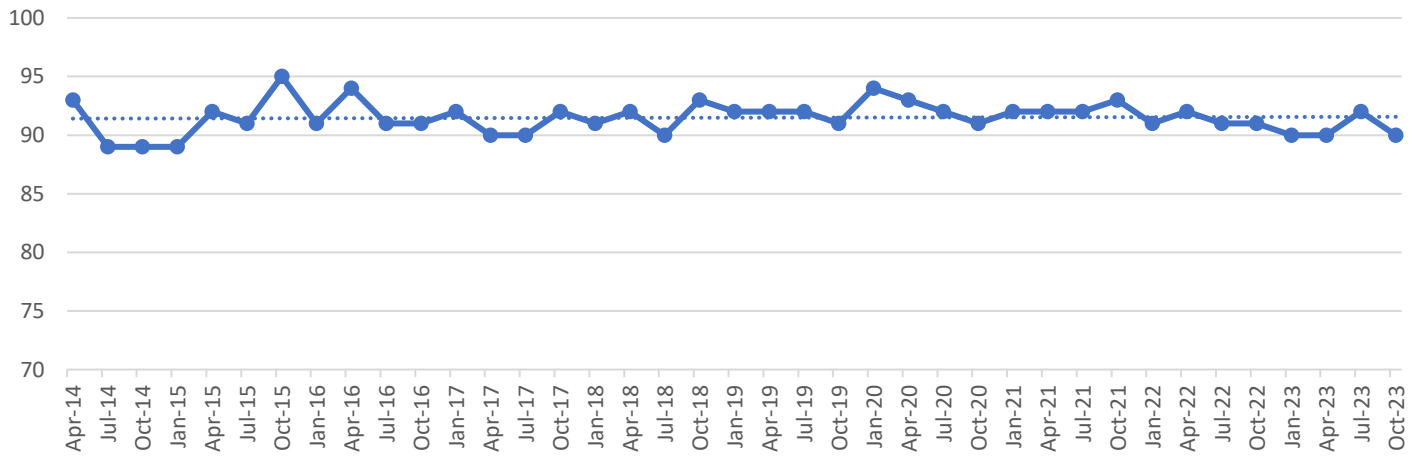
#7 - The time spent waiting



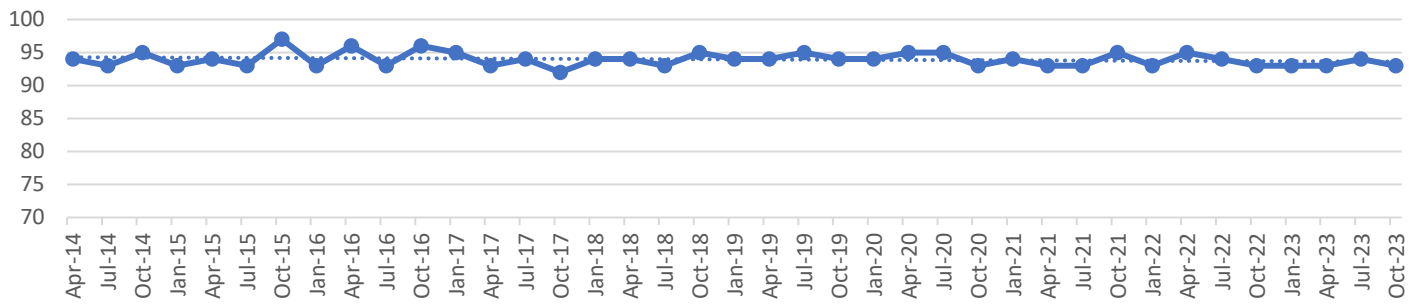
#8 - The respectfulness of staff



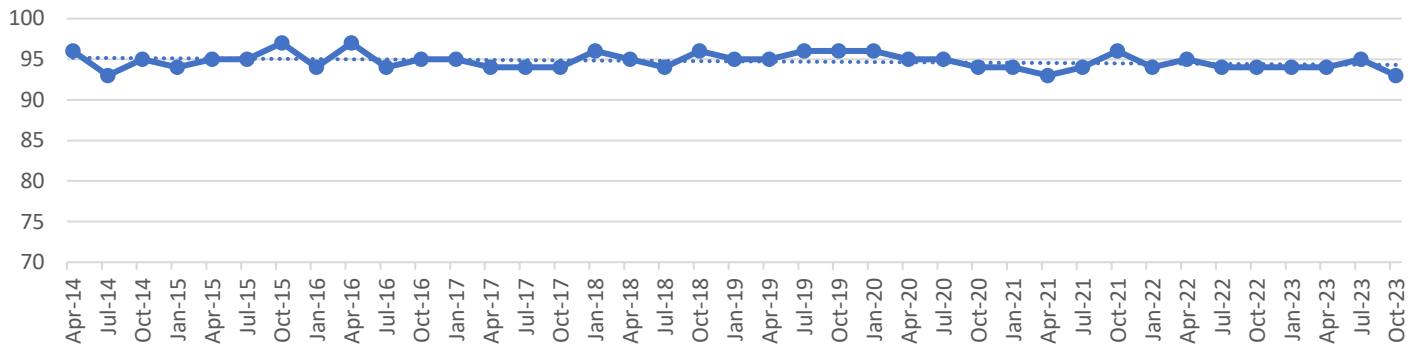
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



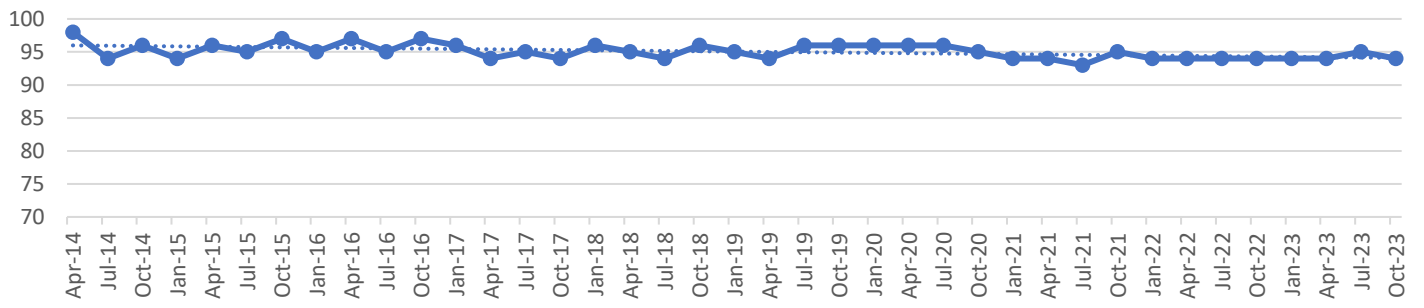
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

