

## Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 90% to 96%. 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.

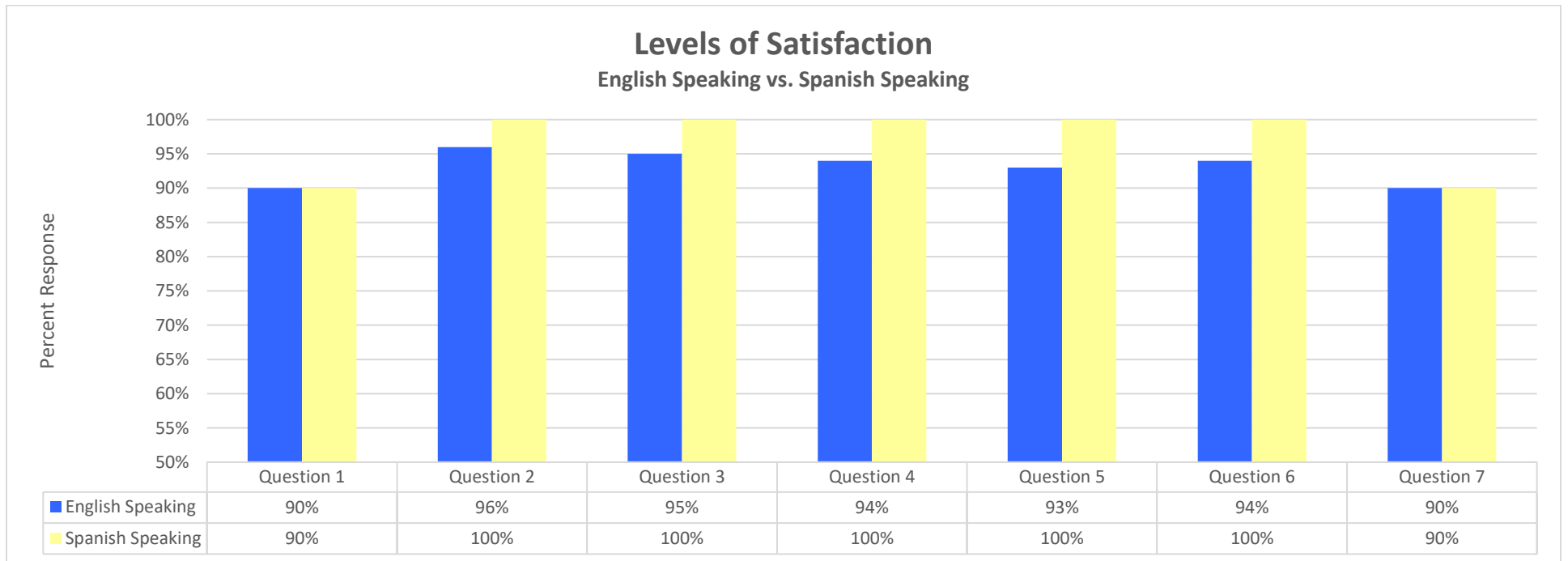
<b>2550 N. Annie Glidden Rd., DeKalb – Survey Questions</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>
1. The phone operator staff and call center	90%	93%	89%	93%
2. The reception staff	96%	95%	92%	93%
3. Receiving a timely appointment	95%	91%	92%	96%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	92%	94%
5. The follow up and coordination of my care	94%	94%	94%	94%
6. The staff addressing my medical needs today	94%	94%	93%	98%
7. The time spent waiting	90%	90%	91%	91%
8. The respectfulness of staff	95%	94%	94%	96%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	92%	94%
10. The handling of my personal medical information in a private and confidential	94%	95%	93%	97%
11. Your medical assistant	95%	95%	94%	96%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	95%	95%	98%
13. Overall, how satisfied are you with the Health Center?	94%	95%	94%	97%

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%

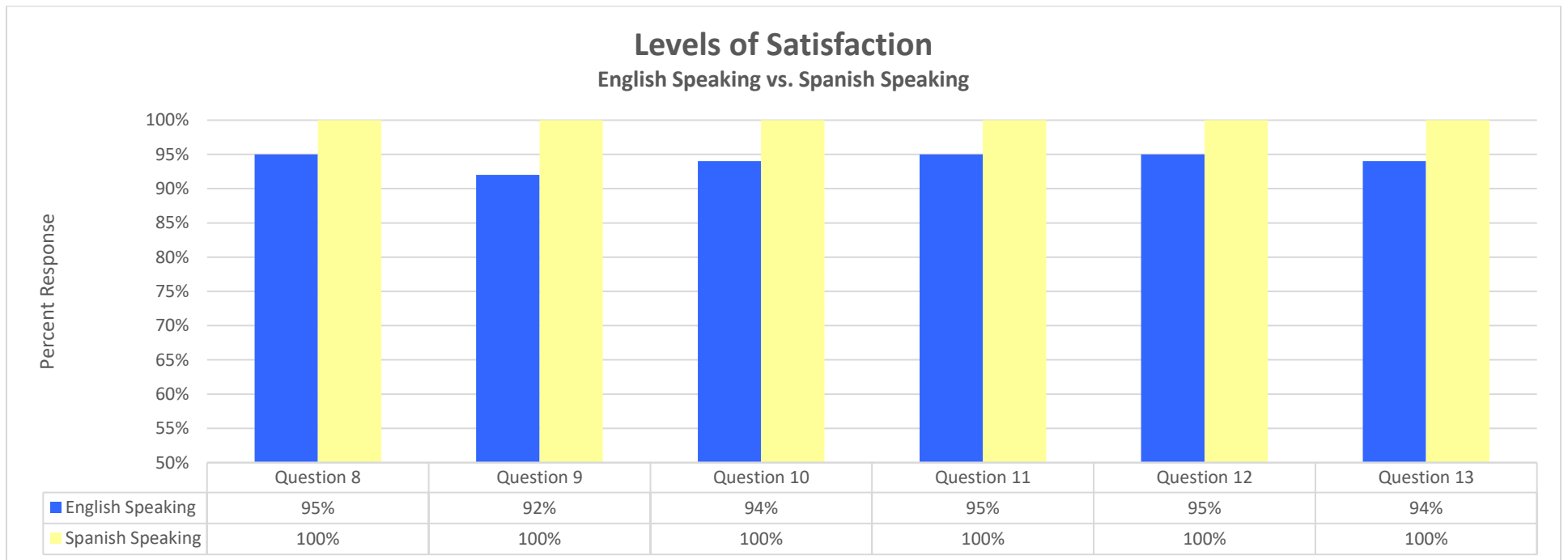
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	16 70%	1 50%	3 13%	1 50%	4 17%	0	0	0	0	0	0
2. The reception staff	20 87%	2 100%	1 4%	0	2 9%	0	0	0	0	0	0
3. Receiving a timely appointment	19 83%	2 100%	2 9%	0	2 9%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	19 83%	2 100%	1 4%	0	3 13%	0	0	0	0	0	0
5. The follow-up and coordination of my care	17 74%	2 100%	4 17%	0	2 9%	0	0	0	0	0	0
6. The staff addressing my medical needs today	18 78%	2 100%	3 13%	0	2 9%	0	0	0	0	0	0
7. The time spent waiting	14 61%	1 50%	6 26%	1 50%	3 13%	0	0	0	0	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	19 83%	2 100%	2 9%	0	2 9%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	17 74%	2 100%	3 13%	0	3 13%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	18 78%	2 100%	3 13%	0	1 9%	0	0	0	0	0
11. Your medical assistant	18 78%	2 100%	4 17%	0	1 4%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	18 78%	2 100%	4 17%	0	1 4%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	18 78%	2 100%	3 13%	0	2 9%	0	0	0	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: 8

N/A: 2

YES: 0

**Comments:**

##### **Spanish**

NO: 1

N/A: 0

YES: 0

**Comments:**

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

##### **English**

1. "The convenience." (Williams)
2. "Location." (Williams)
3. "N/A."
4. "Now that I am with Stephanie, Dr. Thompson is a disrespectful D\*\*\*."
5. "Provider at DeKalb."
6. "Friendly, honest." (Williams)
7. "Dr. Williams nurse asst. reception."
8. "The dr. answering all my questions honestly." (Williams)
9. "Friendly." (Williams)
10. "Medical assistants explaining the plan." (Williams)
11. "The reception staff assisting me in making my appointments." (Williams)

##### **Spanish**

1. "They answer all my questions and they are attentive." "Contestan todas mis preguntas y son atentos." (Williams)

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

##### **English**

1. "Nothing."
2. "Not sure."
3. "Doing a very good job." (Williams)
4. "You guys did a great job."
5. "Better communication."

##### **Spanish**

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

##### **English**

- YES: 14
- NO: 0

##### **Spanish**

- YES: 1
- NO: 0

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

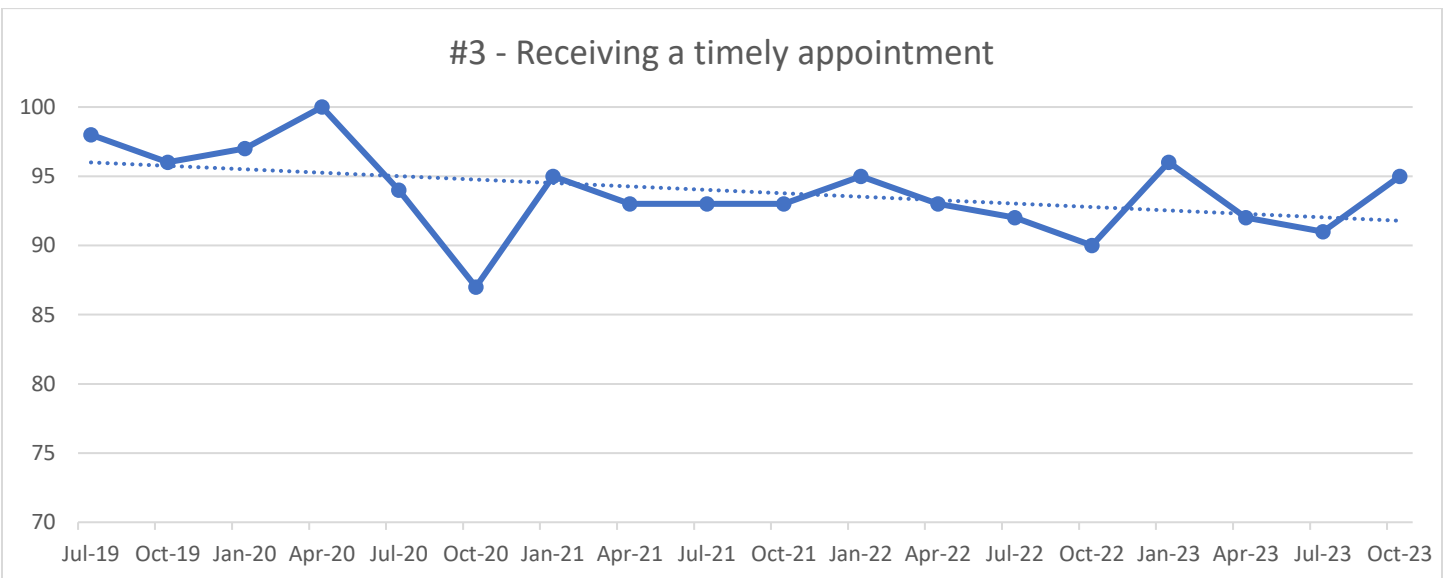
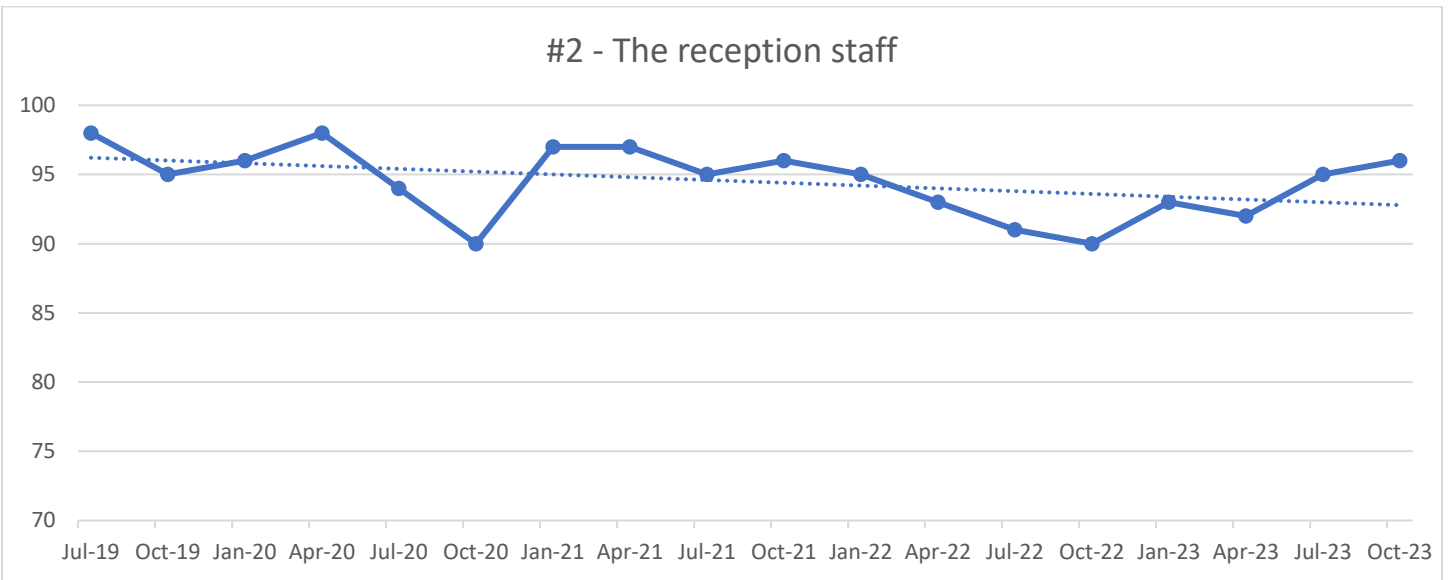
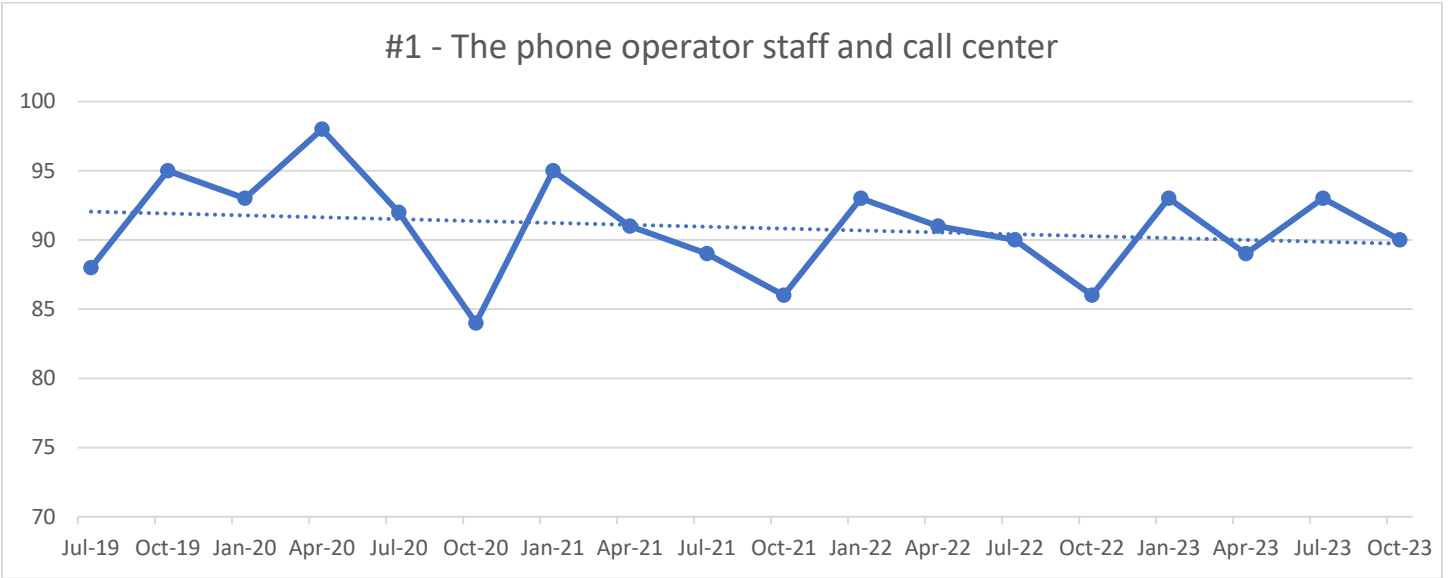
##### **English**

- Williams: 19

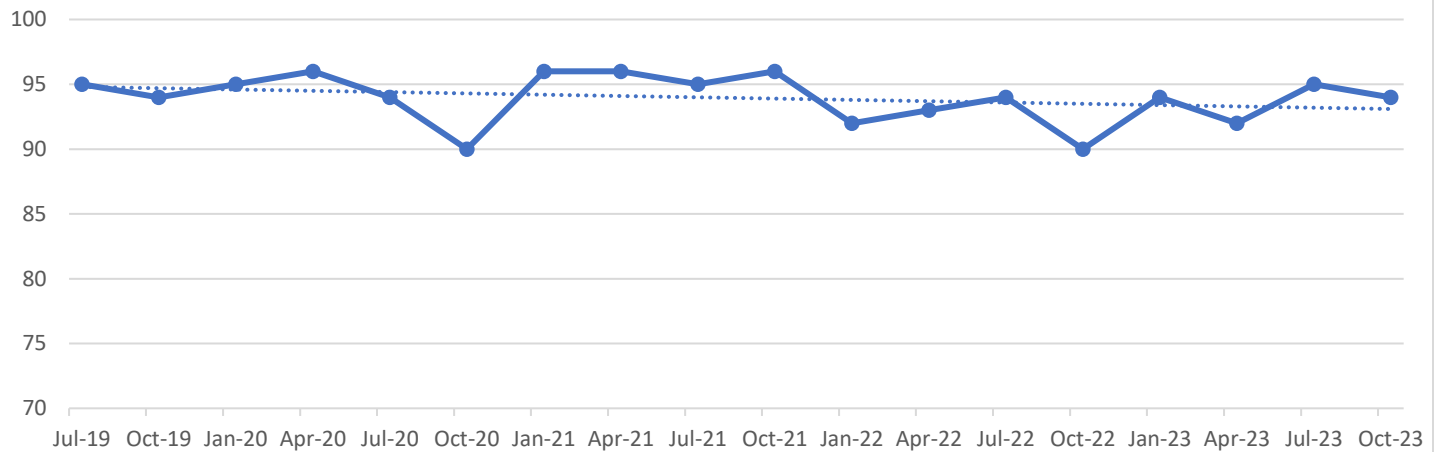
##### **Spanish**

- Williams: 2

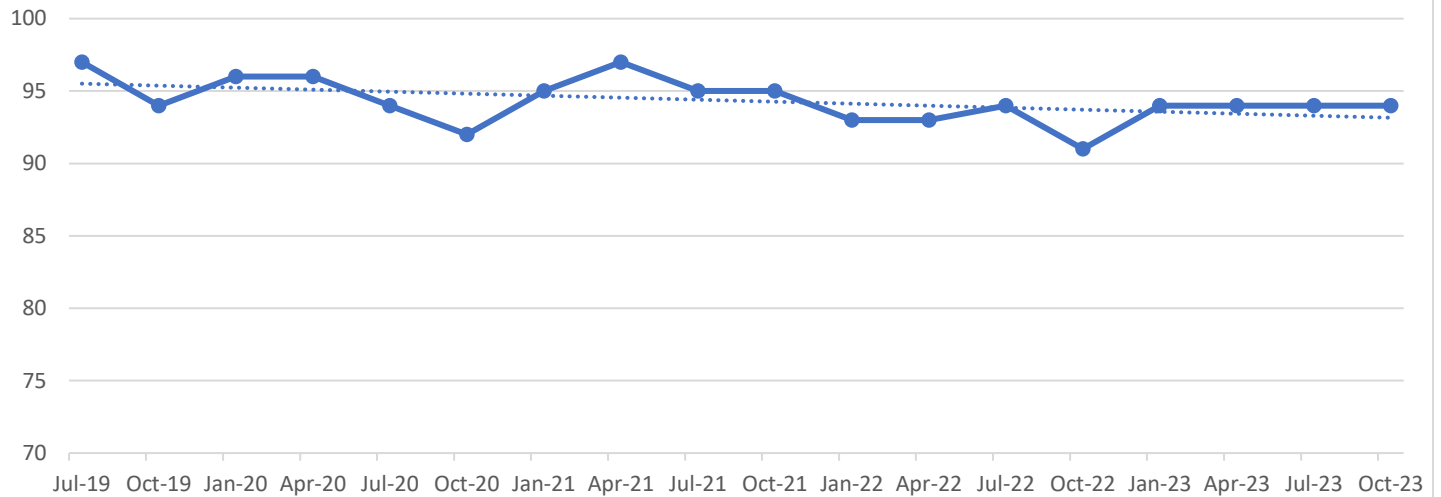
# Individual Question Results with Trendlines



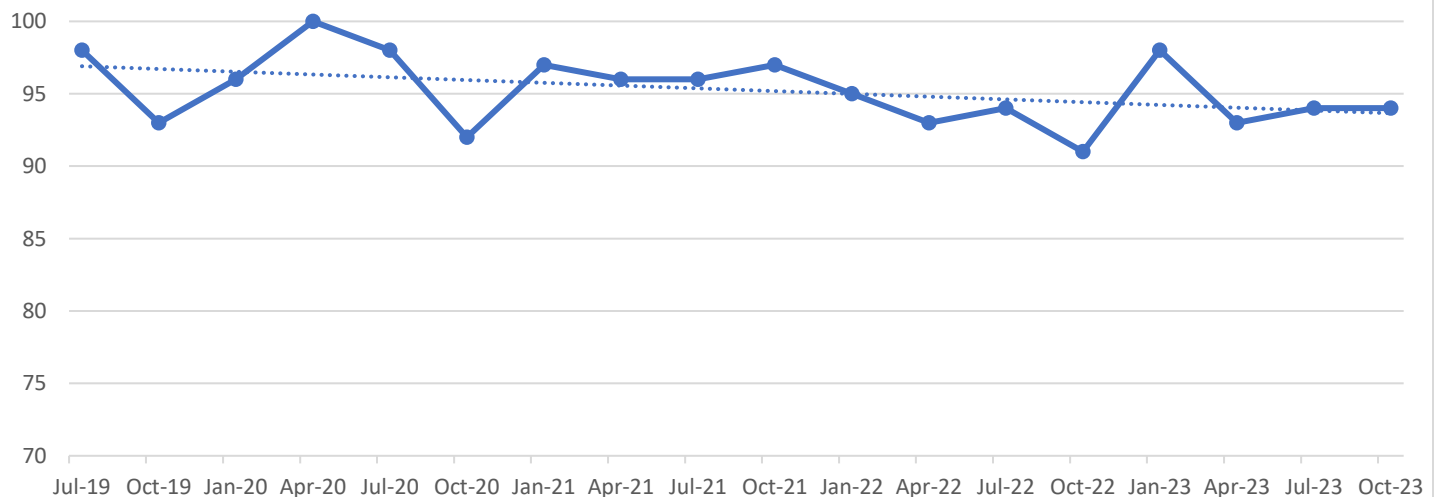
### #4 - Education and explanation of plan provided in a way that I can understand

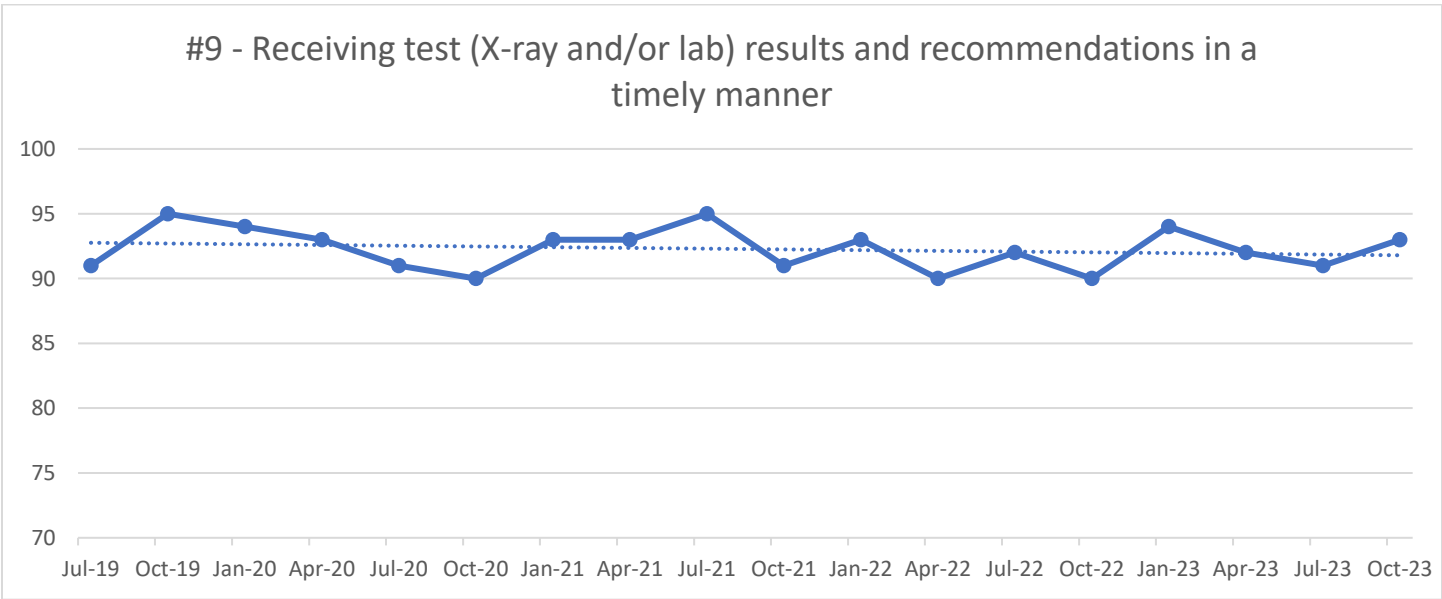
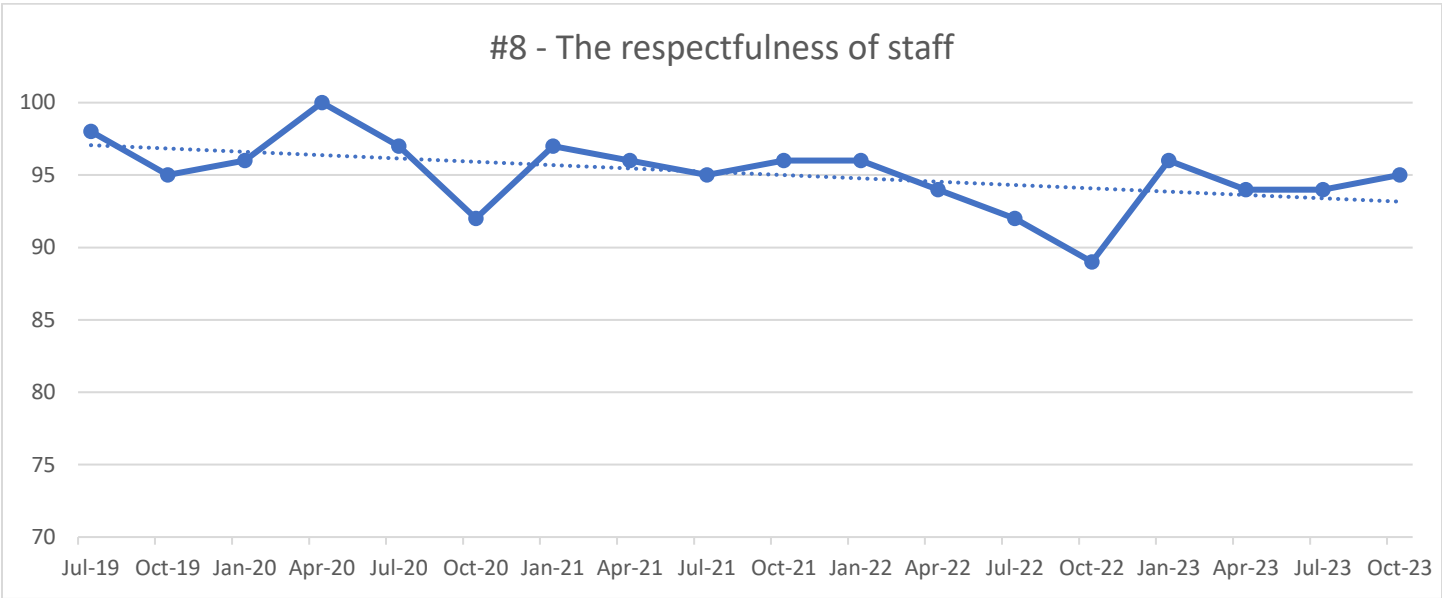
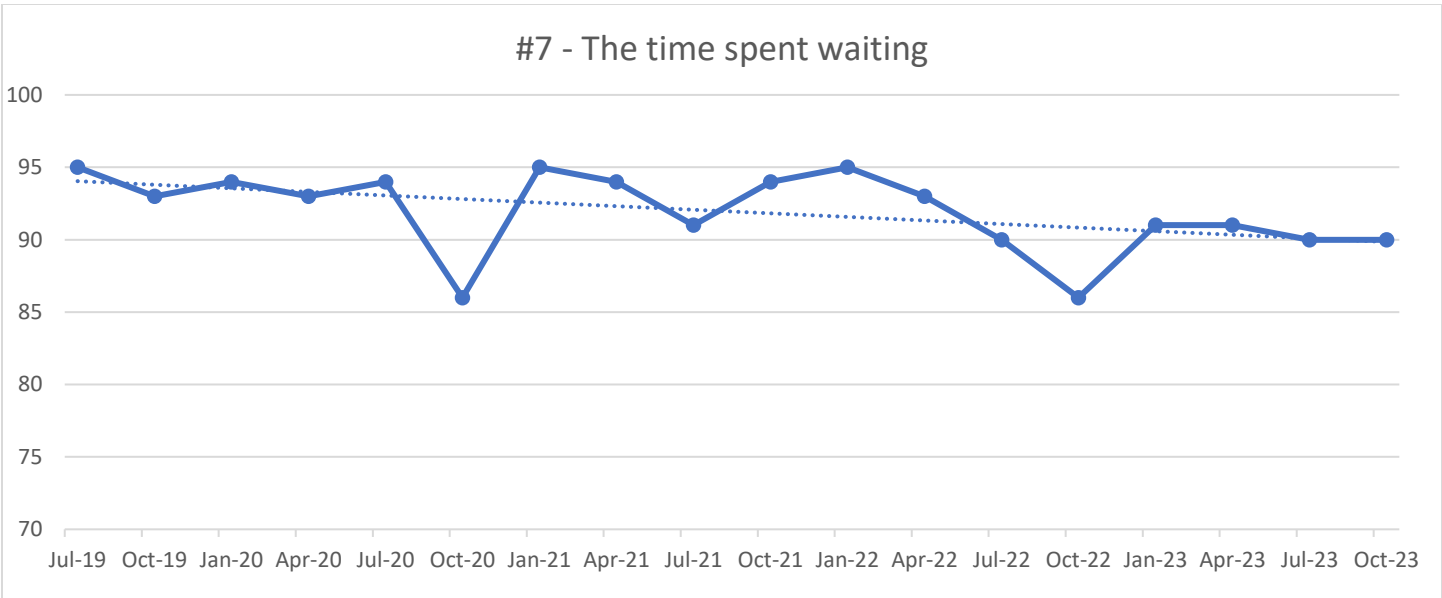


### #5 - The follow-up and coordination of my care



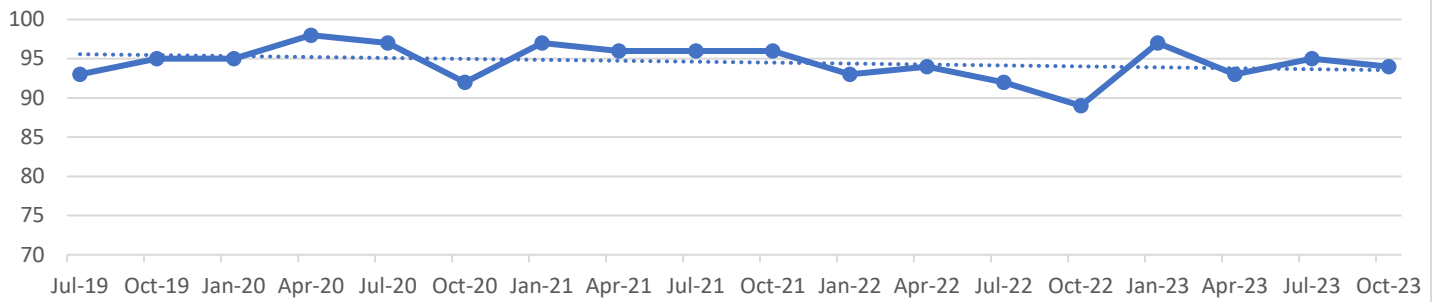
### #6 - The staff addressing my medical needs today



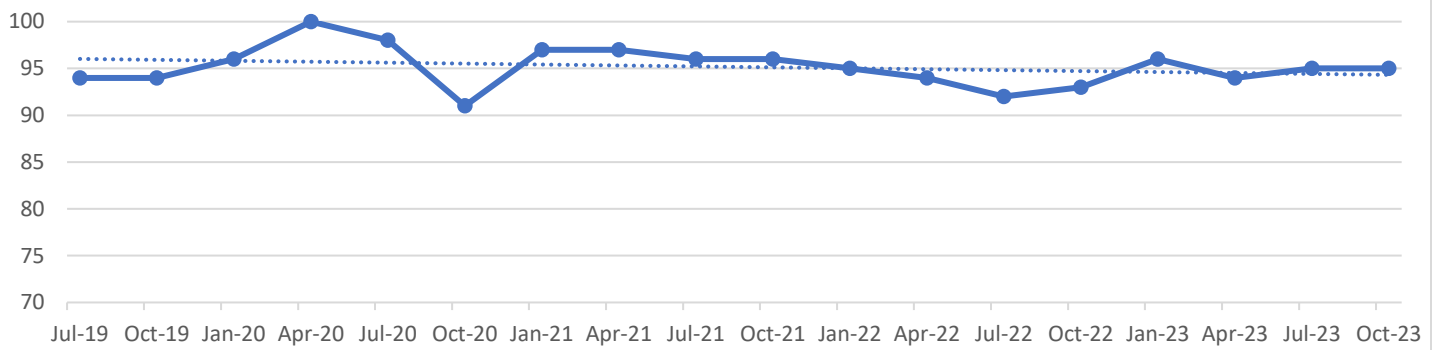




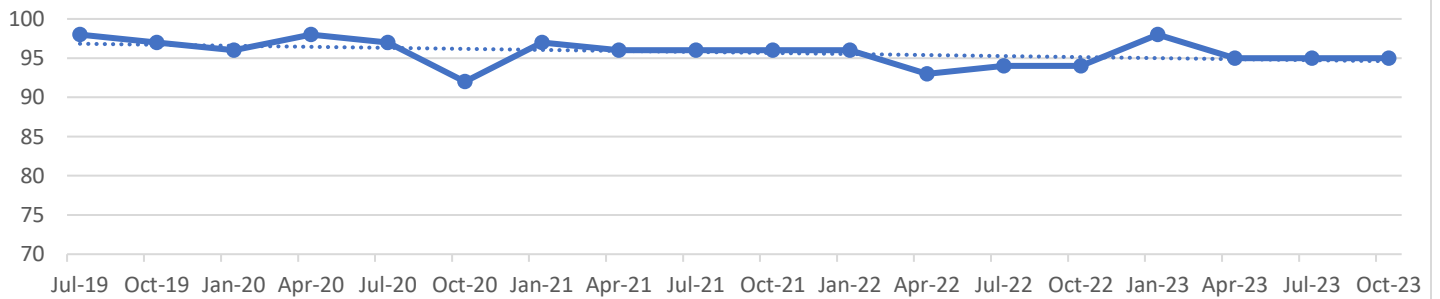
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

