

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 86% to 92%. The mean for all questions was 91% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

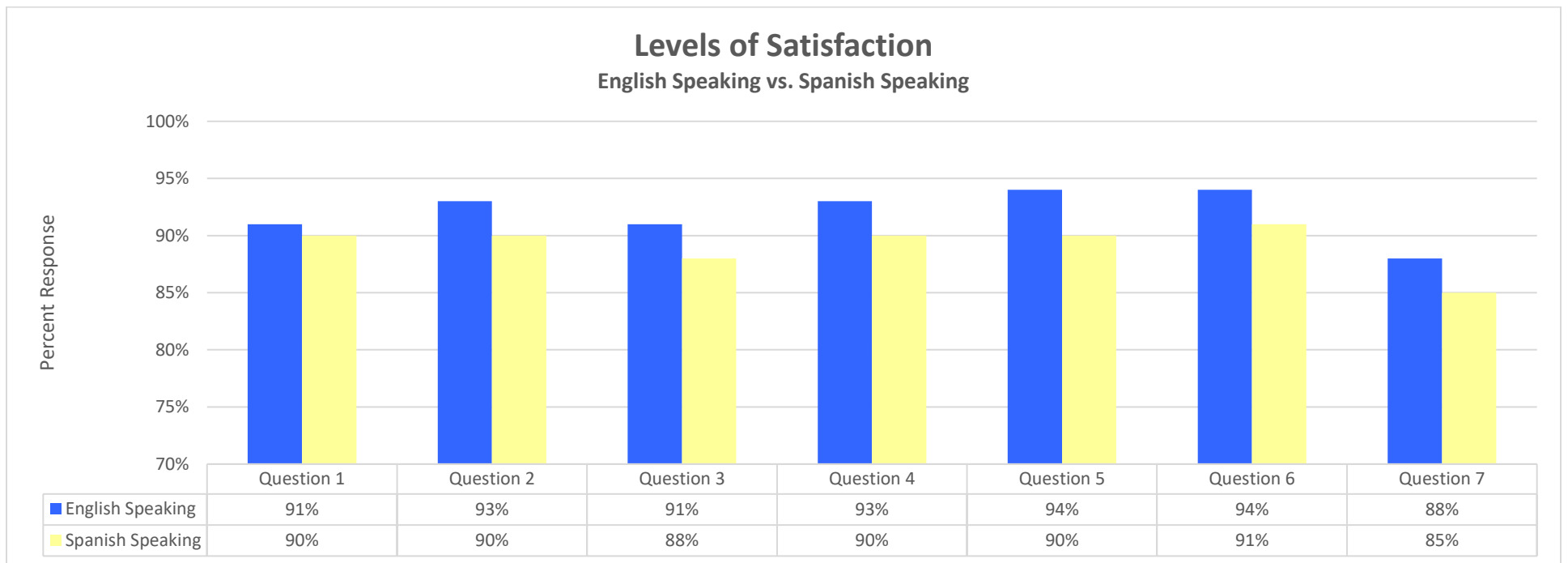
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	91%	90%	92%	90%
2. The reception staff	91%	91%	93%	90%
3. Receiving a timely appointment	89%	90%	92%	89%
4. Education and explanation of plan provided in a way that I can understand	91%	91%	93%	90%
5. The follow up and coordination of my care	91%	92%	93%	90%
6. The staff addressing my medical needs today	92%	92%	93%	91%
7. The time spent waiting	86%	88%	89%	86%
8. The respectfulness of staff	91%	92%	93%	90%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	90%	92%	88%
10. The handling of my personal medical information in a private and confidential	91%	91%	94%	91%
11. Your medical assistant	92%	92%	94%	90%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	92%	93%	94%	91%
13. Overall, how satisfied are you with the Health Center?	90%	92%	93%	90%

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%

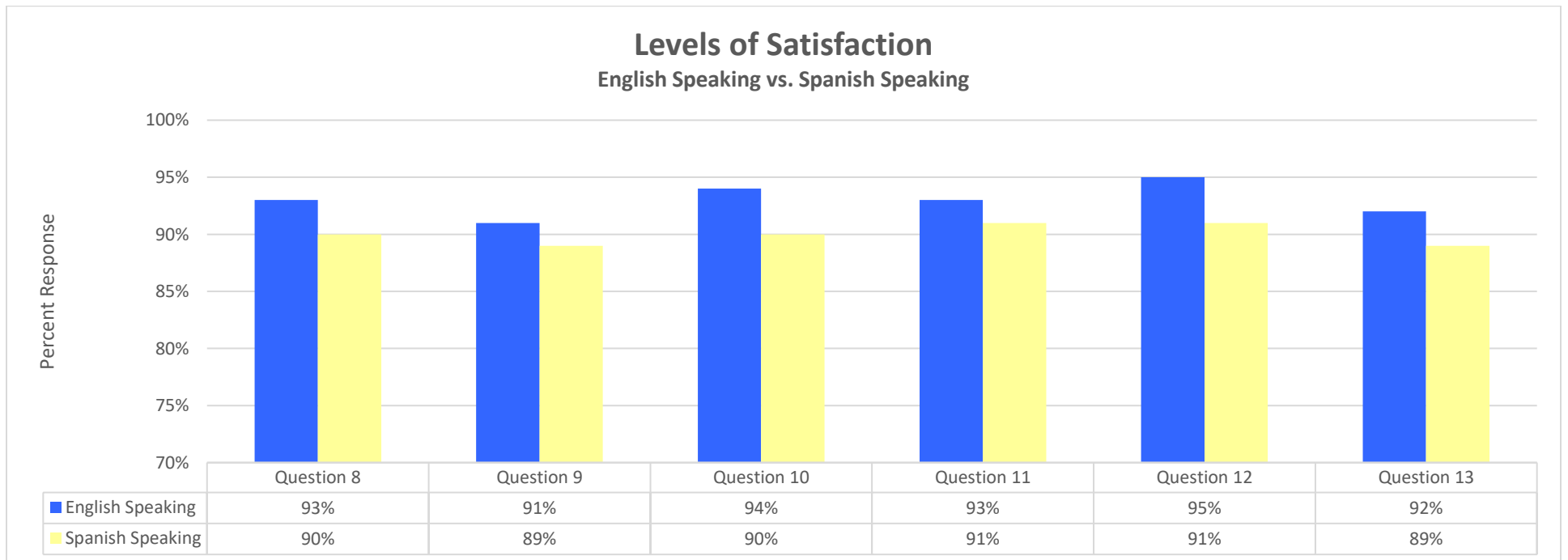
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	86 70%	155 69%	24 20%	47 21%	11 9%	14 6%	0	0	2 2%	9 4%
2. The reception staff	92 74%	153 68%	20 16%	47 21%	12 10%	15 7%	0	1 1%	0	9 4%
3. Receiving a timely appointment	85 71%	139 63%	20 17%	46 21%	12 10%	26 12%	1 1%	1 1%	2 2%	9 4%
4. Education and explanation of plan provided in a way that I can understand	89 72%	148 66%	26 21%	56 25%	9 7%	11 5%	0	0	0	9 4%
5. The follow-up and coordination of my care	92 75%	152 68%	23 19%	50 22%	8 7%	13 6%	0	0	0	9 4%
6. The staff addressing my medical needs today	94 77%	162 71%	20 16%	43 19%	8 7%	15 7%	0	0	0	9 4%
7. The time spent waiting	79 64%	118 53%	20 16%	66 30%	19 15%	31 14%	5 4%	0	0	9 4%



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	90 73%	152 68%	25 20%	50 22%	9 7%	13 6%	0	0	0	9 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	82 72%	138 64%	15 13%	54 25%	15 13%	18 8%	2 2%	0	0	7 3%
10. The handling of personal medical info in a private and confidential manner	93 77%	152 67%	18 15%	53 24%	10 8%	12 5%	0	0	0	9 4%
11. Your medical assistant	94 77%	156 70%	16 13%	48 21%	11 9%	11 5%	1 1%	0	0	9 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	97 80%	159 72%	17 14%	43 19%	8 7%	12 5%	0	0	0	8 4%
13. Overall, how satisfied are you with the Health Center?	90 74%	141 66%	21 17%	50 23%	9 7%	13 6%	0	1 1%	2 2%	9 4%



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: 21

N/A: 14

YES: 3

Comments:

1. "Reception."
2. "None."
3. "Okay."
4. "Yes, it was great assured me that my message is marked as a priority."
5. "Very nice." (Ninkovska)
6. "Very nice staff." (Shirazi)
7. "Was good."
8. "Very nice."
9. "Not at this time." (Shirazi)
10. "It very good service." (Patel, C.)
11. "We love our doctor and nurses here." (Shirazi)
12. "Very nice." (Ninkovska)
13. "It was good." (Lyman)
14. "Yes, was able to hear back within an hour + was able to help and give advice." (Shirazi)
15. "Reception really nice." (Shirazi)

Spanish

NO: 45

N/A: 4

YES: 3

Comments:

1. "Nothing." "Ninguno." (Shirazi)
2. "Great." "Buena." (2)
3. "Very great." "Muy buena." (3)
4. "Excellent." "Exelente." (Patel, C)
5. "Good." "Bien."
6. "Satisfied." "Satisfecha." (Patel, C)
7. "Nice doctor." (English response on a Spanish survey)
8. "The appointments have been very satisfactory, the attention and the commitment to treat patients." "A sido satisfactorio las citas, la atencion y compromiso en atender a los pacientes." (Shirazi)
9. "I have not left messages, but I have called and they have been of great help from the personnel." "No he dejado mensajes pero he llamado han sido de mucha ayuda el personal."
10. "Enjoy my visit nice people thank you." (English response on a Spanish survey)
11. "Good people very respectful." (English response on a Spanish survey)
12. "Thank you so much doctor- the best Teodora excellent attention- may god bless you- you were very kind, thanks." "Muchas gracias doctora- lo major- Teodora exelente- atencion- dios bendig- muy amable. Gracias." (Ninkovska)
13. Yes, I never received a response to my message." "Si, no respondieron nunca mi mensaje." (Shirazi)
14. "Very nice people." (English response on a Spanish survey)

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

English

1. "N/A." (6)
2. "The people!!" (Ninkovska)
3. "Clean environment." (Ceisel)
4. "Proximity to house job." (Lyman)
5. "Friendly staff."
6. "The staff!" (Ninkovska)

Spanish

1. "N/A." (2)
2. "No." (Ninkovska)
3. "Everything." "Todo." (Ninkovska)
4. "Very attentive." "Muy atentos." (Lyman)
5. "The attention." "La atencion." (3)

7. "Neat."
8. "Affordable."
9. "Yes."
10. "Flexible appointment."
11. "Reception."
12. "Appointment easily available which is really helpful."
13. "Doctors/staff very friendly." (Ninkovska)
14. "Getting my medicine."
15. "All staff very good and helpful." (Shirazi)
16. "Location and convenience." (Lyman)
17. "The way of treatment explain by doctor." (Lyman)
18. "Staff explaining everything to max."
19. "All staff very good and helpful." (Shirazi)
20. "Helping with seeing a provider today." (Patel, C)
21. "Teodora Ninkovska's help and knowledge!" (Ninkovska)
22. "Very quick/friendly staff." (Lyman)
23. "They can explain everything well." (Vega)
24. "Affordable and all staff were great!" (Shirazi)
25. "The staff overall." (Patel, C)
26. "The thoroughness of Dr. Patel." (Patel, C)
27. "All good." (Shirazi)
28. "The blood work team." (Vega)
29. "Phone operator always is so helpful & patient!!" (Patel, C)
30. "Availability and excess." (Lyman)
31. "Staff and doctors are very nice and cooperating." (Vega)
32. "Usually get appointments quick." (Shirazi)
33. "The staff always make it easy for me to understand." (Shirazi)
34. "My wife have blood pressure and my disabilities." (Patel, C)
35. "Change appt policy, I call for sick kid and get app. After 20 days or I call for follow up app after er need to be up to 24th and they give me app after more than month." (Shirazi)
36. "Location, staff was excellent." (Lyman)
37. "Great friendly and helpful staff." (Shirazi)
6. "Everything is very good." "Todo muy bien." (Ninkovska)
7. "Their attention." "Su attention."
8. "With everything." "Con todo."
9. "Everything in general." "Todo en general." (Shirazi)
10. "The doctors." "Los doctors." (Ninkovska)
11. "Convenience and care." "Convenienza y cuidado." (Ninkovska)
12. "Good service." "Buen servicio." (Lyman)
13. "The care." "Los cuidados."
14. "The cost." "El costo." (Ninkovska)
15. "Their services." "Sus servicios."
16. "The quick attention." "La atencion rapida." (Ninkovska)
17. "All of my consults." "Todo mis consultas." (Lyman)
18. "The communication." "La comunicasion."
19. "The attention rendered to patients, and the reminder phone calls for the medical appointments." "La atencion dada a los pacientes, y la llamadas que hacen a los pacientes para recordarles de su cita medica." (Shirazi)
20. "They have helped me immensely, thank you to them I am up to date with my health." "Me han ayudado bastante, gracias a ellos estoy al tanto con mi salud."
21. "That they are good people." "Que son buenas personas."
22. "The care of my help." "El cuidado de mi salud."
23. "They provide a lot of support." "Dan mucho apoyo." (Lyman)
24. "Everything in general." "Todo en general." (Ninkovska)
25. "With my health and doubts with medical results." "En mi salud y dudas sobre resultados médicos." (Ninkovska)
26. "With my family's health." "Con la salud de mi familia." (Shirazi)
27. "The quality of the attention, and improve. From the provider to the receptionist. Very good attention, very great." "La calidad de la atencion y mejorar. Desde el medico a la recepcionista. Muy buena atención, muy buena."
28. "Everything that I need." "Todo lo que necesito." (Ninkovska)
29. "Well in reality the personnel tends is very good thank you for your service." "Pues que

realmente es un personal que atiende muy bien gracias por su servicio.”

30. “Well they help by the care to be more easy organized medications.” “Que pueden ayudar que el cuidado sea mas facil organizando medicinas.” (Patel, C)
31. “The attention from reception to doctors.” “La atencion desde recepcion hasta doctores.”
32. “To have better quality of life.” “A tener una mayor calidad de vida.” (Lyman)
33. “They are always on the lookout for their patients.” “Siempre estan pendiente de los pacientes.” (Lyman)
34. “They tend to us very good.” “Atienden muy bien.” (Ninkovska)
35. “Their attention, very kind.” “Sus atenciones, very kind.” (Abraham)
36. “Appointments reminders, everything in general.” “Recordatorios citas todo en general.”
37. “Their medical providers and nurses the attention they offer.” “Sus medicos y enfermeras la atención que ofrecen.” (Shirazi)
38. “Being able to come to the doctor.” “Poner venir al doctor.”
39. “That they speak in my language.” “Que hablan mi idioma.”
40. “They help me a lot with my children’s health. Thank you.” “Me ayuda mucho con la salud de mi hijo. Gracias.”
41. “Attention and respect.” “Atención y respeto.” (Shirazi)
42. “They are very kind.” “Son muy amables.”
43. “The vaccines for my children.” “Las vacunas de mis hijos.”
44. “With my health.” “En mi salud.”
45. “That they tend to very well and are very kind.” “Que atienden muy bien y son muy amables.” (Lyman)
46. “The price and the excellent attention from the providers and people that assist the providers.” “El precio y la excelente atencion de los medicos y personas que asisten a los médicos.” (Lyman)
47. “Good service, location cost.” “Buen servicio, ubicaciones, costos.”
48. “That they treat you well.” “Que atienden bien.”

49. "Everything helps me with my health and well-being." "Todos me ayuda a mi salud y bienestar." (Ninkovska)
50. "The closeness to my home, and that the providers are very attentive with their patients." "La sercania a mi domicilio y que los medicos son muy atentos con sus pacientes." (Shirazi)
51. "Keeping up to date with my medical history." "Manternerme al dia en mi historial medico." (Ninkovska)
52. "The location, and the reasonable cost of the services." "La locacion y el cosyto razonable del servicio."
53. "That they treat us at the exact hour." "Que nos atienden en la hora escata." (Lyman)
54. "Getting to know the state of my health and clear up any doubts." "A conocer mi estado de salud y a clarar mis dudas."
55. "That they treat my daughter quickly." "Que me atienden rapido a mi hija."
56. "Their moral support and that they treat us well." "Su apoyo moral y nos atienden muy bien." (Vega)
57. "The attention received." "Por la atencion resivida." (Ninkovska)
58. "With many health ítems." "En muchas cosas de salud."
59. "It is very close to my home." "Es muy sercas a mi casa." (Lyman)
60. "Medical attention for my family." "Atencion medica para mi familia."
61. "Everyone is very profesional and attentive." "Todos my profecionalesy atentos." (Patel, C)
62. "The patient necessities, good service." "Las necesidades del paciente, buen servicio." (Shirazi)
63. "Maintaining the control of my sickness and the continuity of my treatments." "Mantener en control de mis enfermedades y a llevar un seguimiento para mis tratamientos."
64. "Teodora Ninkovska, assistant. Thank you." "Teodora Ninkovska, asistente, gracias." (Ninkovska)
65. "The closeness of the clinic to where I live and their providers are very good." "La cercania de la clinica al lugar donde vivo y sus proveedores son muy buenos." (Shirazi)

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

1. "N/A." (9)
2. "Nothing." (2)
3. "Friendliness." (Shirazi)
4. "None." (2)
5. "Neat."
6. "Yes."
7. "All good." (2)
8. "N/A nothing I can think about." (Ceisel)
9. "Wait time." (Lyman)
10. "Better appointment timeframe."
11. "At the moment no need to improve."
(Shirazi)
12. "No improvement needed."
13. "At the moment no need to improve."
(Shirazi)
14. "I think you all do great work." (Ninkovska)
15. "Sooner appts." (Lyman)
16. "Everything is great." (Vega)
17. "No suggestion needed." (Patel, C)
18. "When getting outside call for r/x refills in a
more timely manner." (Patel, C)
19. "No improvement. Always awesome + I refer
people to Greater F.H. if they need it." (Patel,
C)
20. "Just keep doing better." (Shirazi)
21. "They cancel appt because I come 10
minutes before app not 15 and most times
you have to wait 30-40 min and more."
(Shirazi)
22. "Nothing at the moment." (Lyman)

Spanish

1. "N/A." (3)
2. "No."
3. "The times." "Los tiempos."
4. "Satisfied." "Satisfecho."
5. "The best." "Lo mejor." (Ninkovska)
6. "Nothing." "Nada." (Lyman)
7. "Ok." (Shirazi)
8. "Treat during emergencies." "Que atiendas
de emergencias." (Lyman)
9. "I am great with the services." "Estoy bien
con el servicio."
10. "Everything is great." "Todo esta bien." (6)
11. "Everything is very great." "Todo esta muy
bien." (Patel, C)
12. "Everything is excellent." "Todo es exelente."
(2)
13. "Everything is great." "Todo bien." (4)
14. "For now everything is great." "Por ahora
todo esta bien." (2)
15. "Having more available appointments for
same day." "Tener mas citas disponibles
para el mismo día." (Shirazi)
16. "Through the experiences." "Atraves de las
esperencias." (Lyman)
17. "For now nothing to improve, everything is
very good." "Hasta el momento nada que
mejorar, todo muy bien." (Ninkovska)
18. "Personally, for me everything is very good."
"En lo personal para mi todo muy bien."
(Ninkovska)
19. "They always do the possible, that is the best
service." "Siempre hacen lo posible, eso es
el mayor servicio." (Ninkovska)
20. "It appears great the way it is." "Me parese
bien asi como esta." (Ninkovska)
21. "Continue with everything how it is,
everything is great." "Que sigan siendo todo
bien." (Lyman)
22. "Don't change the kindness that you have
towards your patients." "Que no cambien la
amabilidad que tienen con los pacientes."
23. "Well sometimes I think it would be
reasonable if an appointment would be given
if we have pain and it is not possible that we
are not seen." "Pues creo que seria
razonable que darian un cita cuando uno
tiene el dolor ya que aveces no es posible
que uno lo atiendan."
24. "For us everything is very good." "Para
nosotros todo esta muy bien." (Patel, C)
25. "Continue doing the same great job." "Sigán
hacienda el mismo trabajo."
26. "For me personally, everything is very great."
"Para mi persona esta muy bien."

27. "Continue with the great labor." "Continuar con la gran labor."
28. "Everything is really great there is nothing to improve." "Todo esta muy bien no tiene nada que mejorar."
29. "For me I am very satisfied." "Para mi estoy muy satisfecha." (Lyman)
30. "Add dental services in the Wheeling installation." "Aumentar servicios como dental en la instalación de Wheeling." (Lyman)
31. "Have more available appointments when a person does not have medical insurance." "Que tenga citas mas disponibles cuando una persona no tenga seguro medico." (Shirazi)
32. "Everything is perfect for me thank you for the excellent services." "Todo esta perfecto para mi gracias por sus excelentes servicios."
33. "They are very kind and everything is good." "Son muy amables y todo bien." (Lyman)
34. "If you ask to arrive 15 munites before you should have to wait less, now that I have waited in other occasions up to more than an hour, but if I arrive 5 minutes late my appointment gets cancelled." "Si piden llegar 15 minutos antes deberian hacer esperar menos, ya que he esperado en otras ocasiones hasta mas de una hora para ser atendida, pero si llego 5 min tarde me cancelan la cita." (Shirazi)

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

English

- YES: 70
- NO: 2

Spanish

- YES: 106
- NO: 1

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

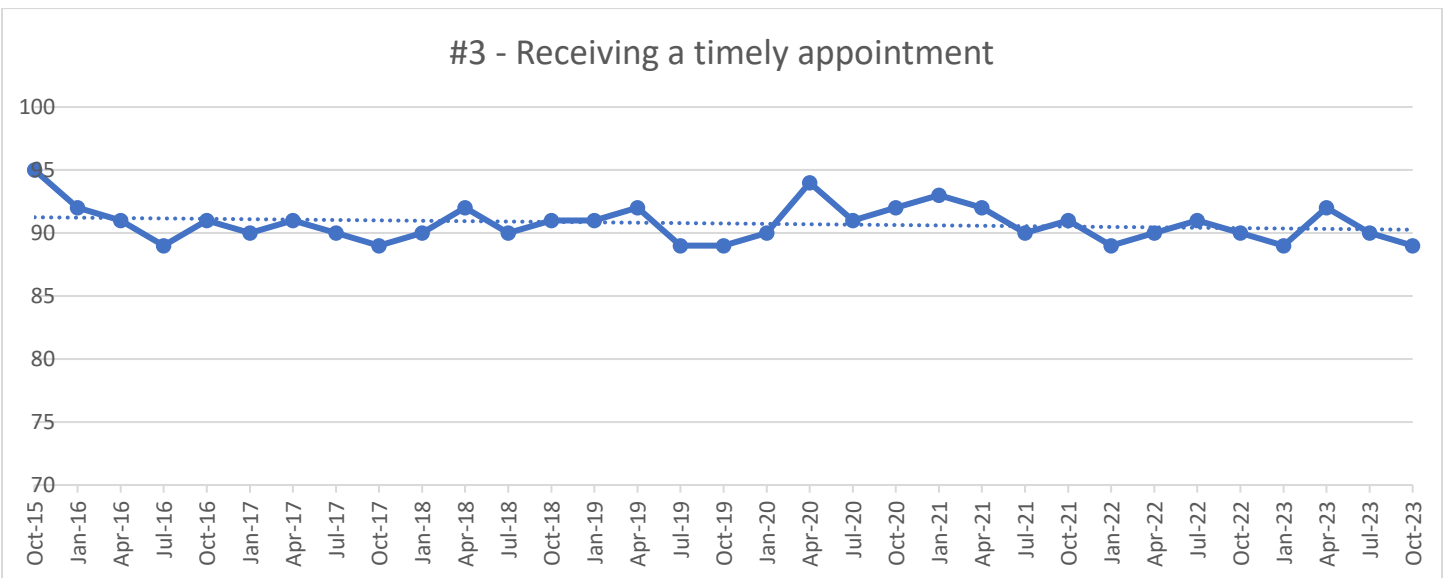
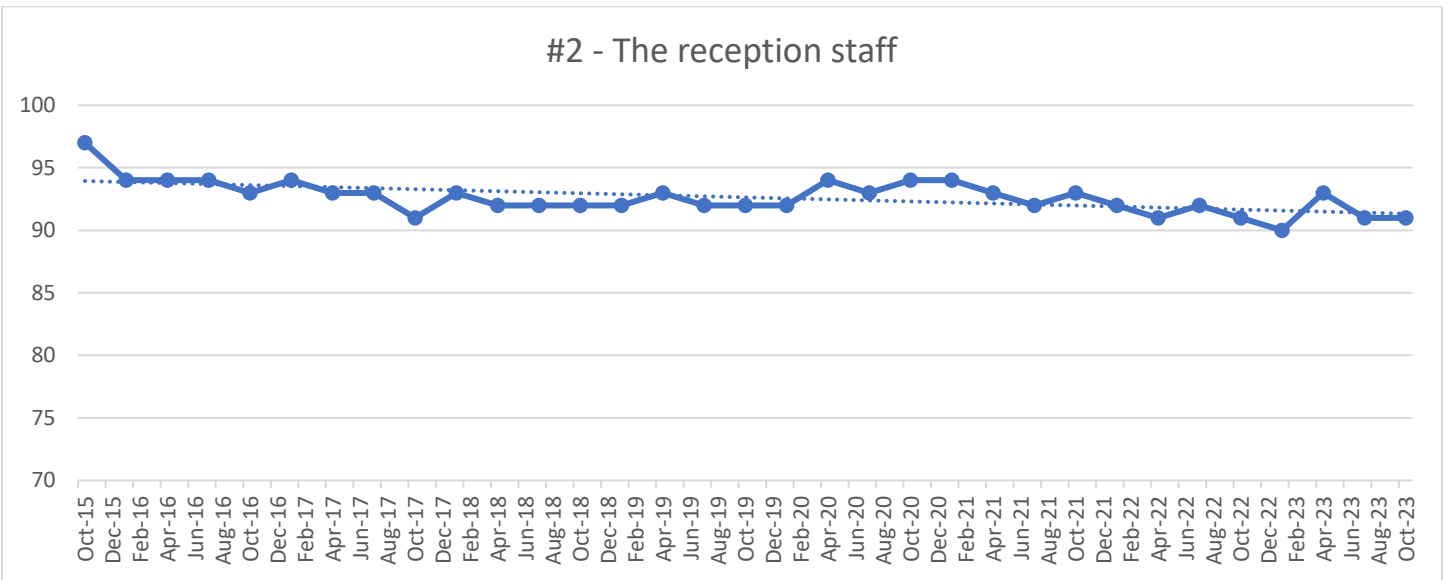
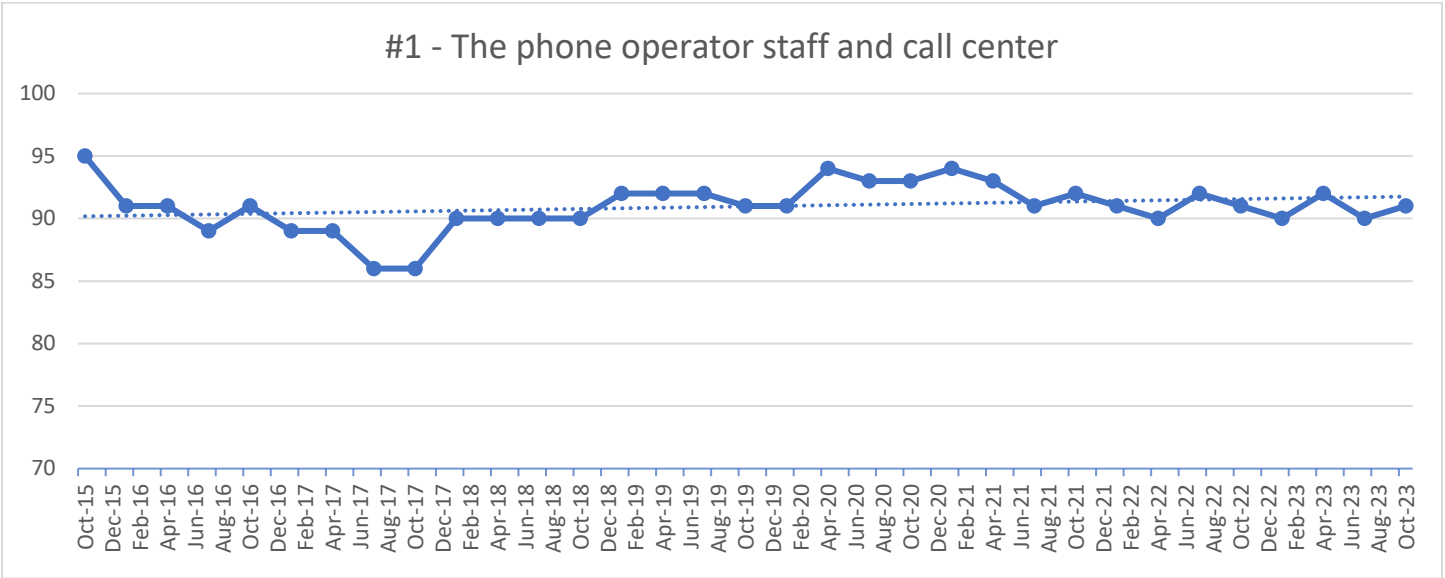
English

- Abraham: 3
- Ceisel: 3
- Lyman: 16
- Ninkovska: 18
- Patel, B: 0
- Patel, C: 16
- Shirazi: 31
- Vega: 7

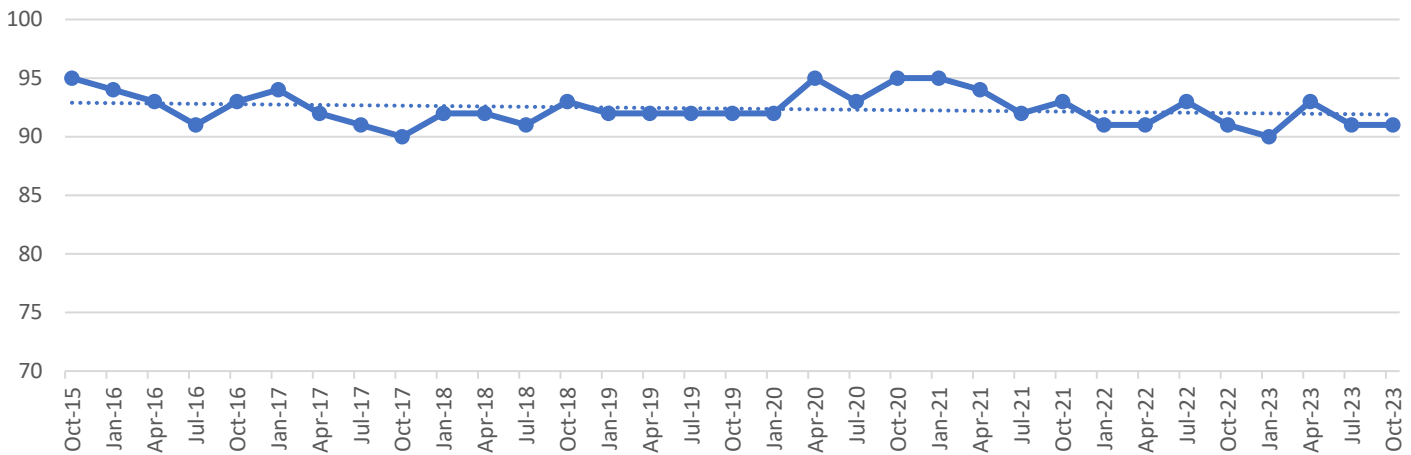
Spanish

- Abraham: 33
- Lyman: 33
- Ninkovska: 38
- Patel, C: 23
- Shirazi: 26
- Vega: 6

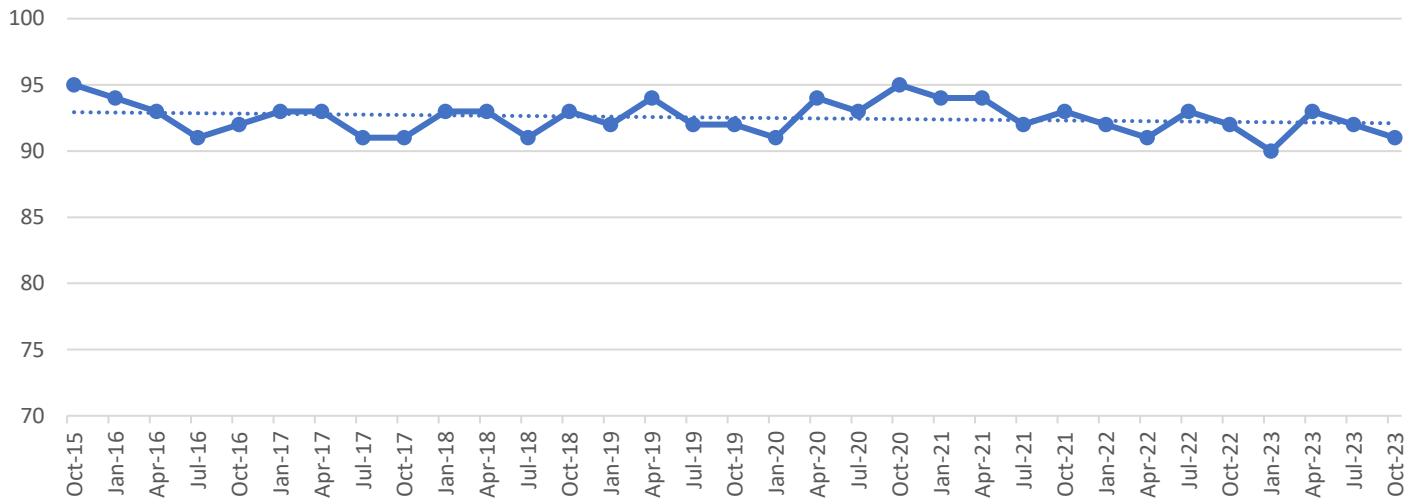
Individual Question Results with Trendlines



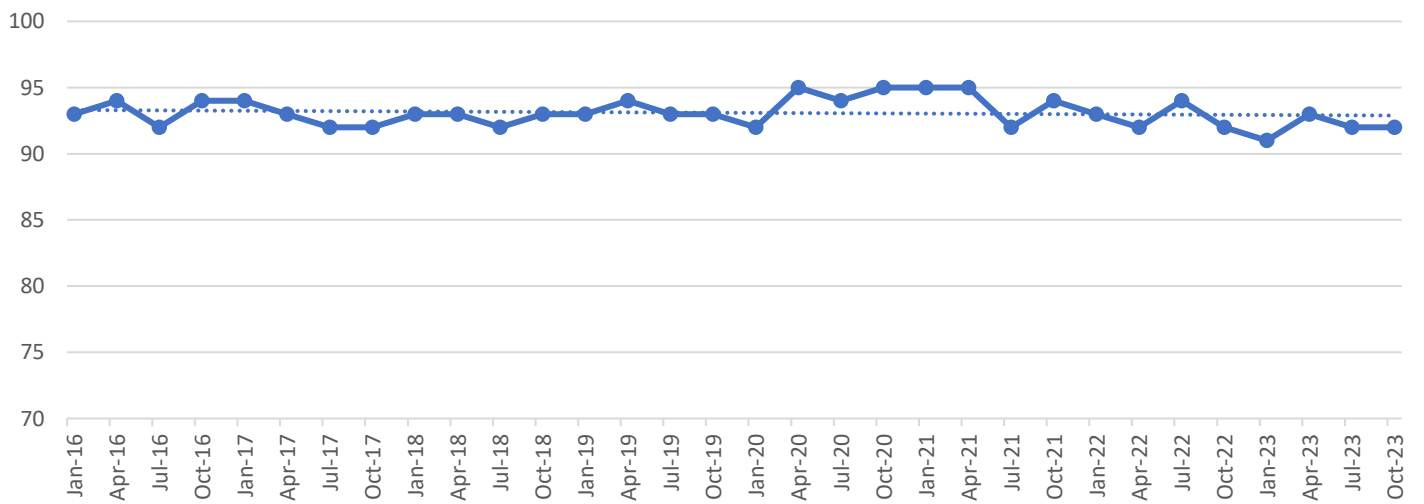
#4 - Education and explanation of plan provided in a way that I can understand



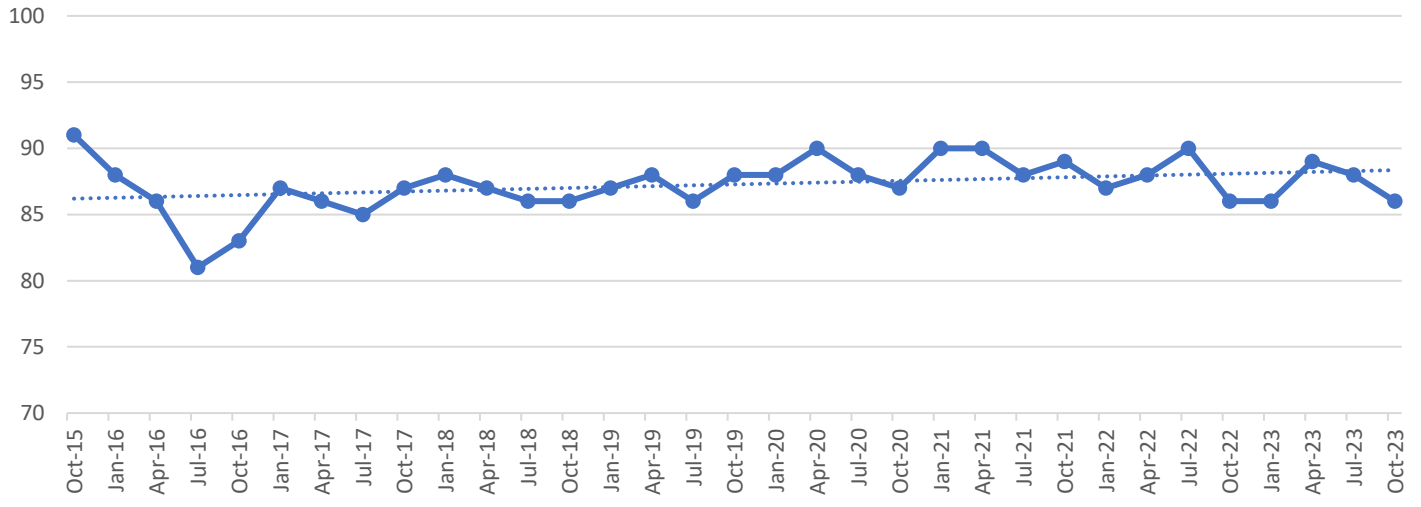
#5 - The follow-up and coordination of my care



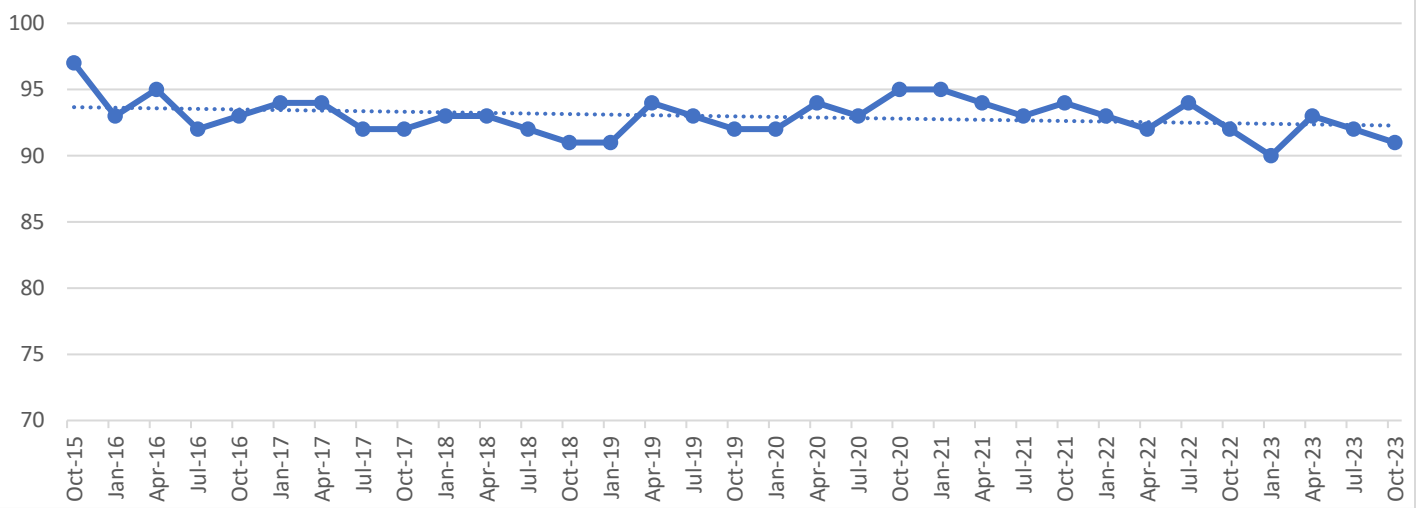
#6 - The staff addressing my medical needs today



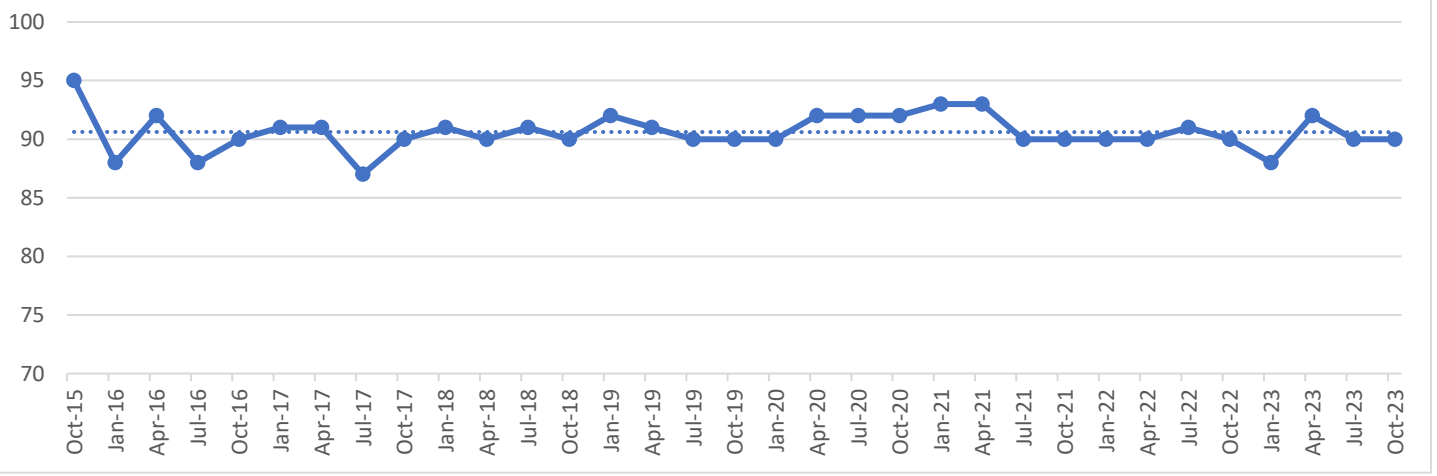
#7 - The time spent waiting



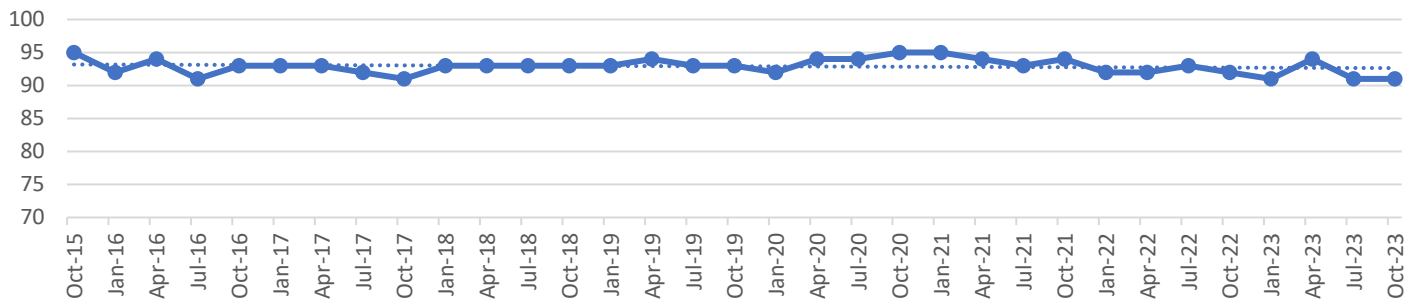
#8 - The respectfulness of staff



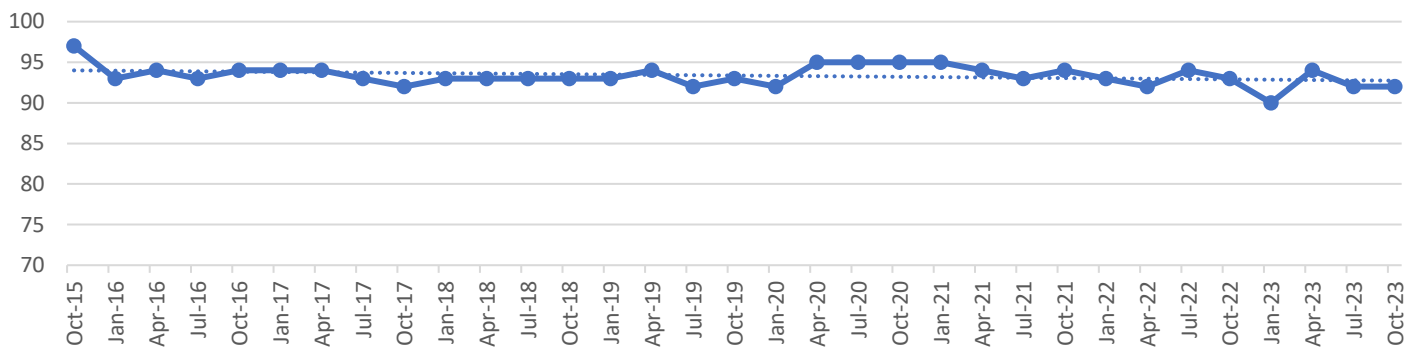
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



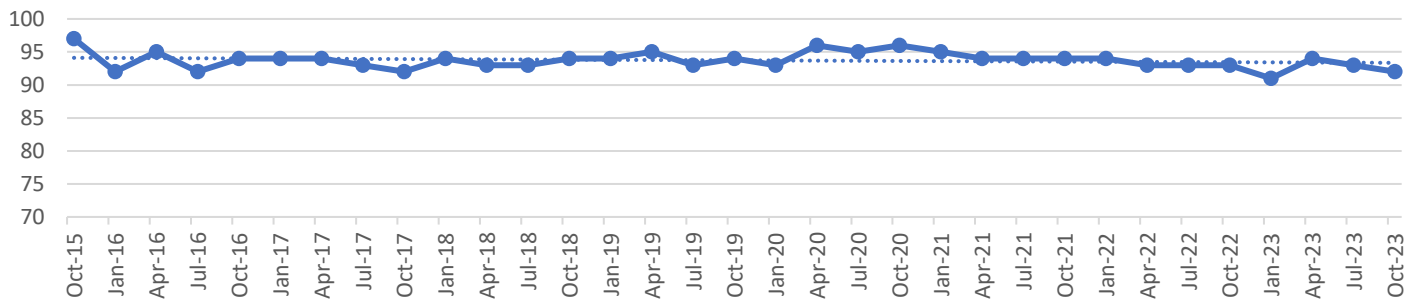
#10 - The handling of my personal medical information in a private and confidential manner



#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?

