

## Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 82% to 88%. The mean for all questions was 87% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

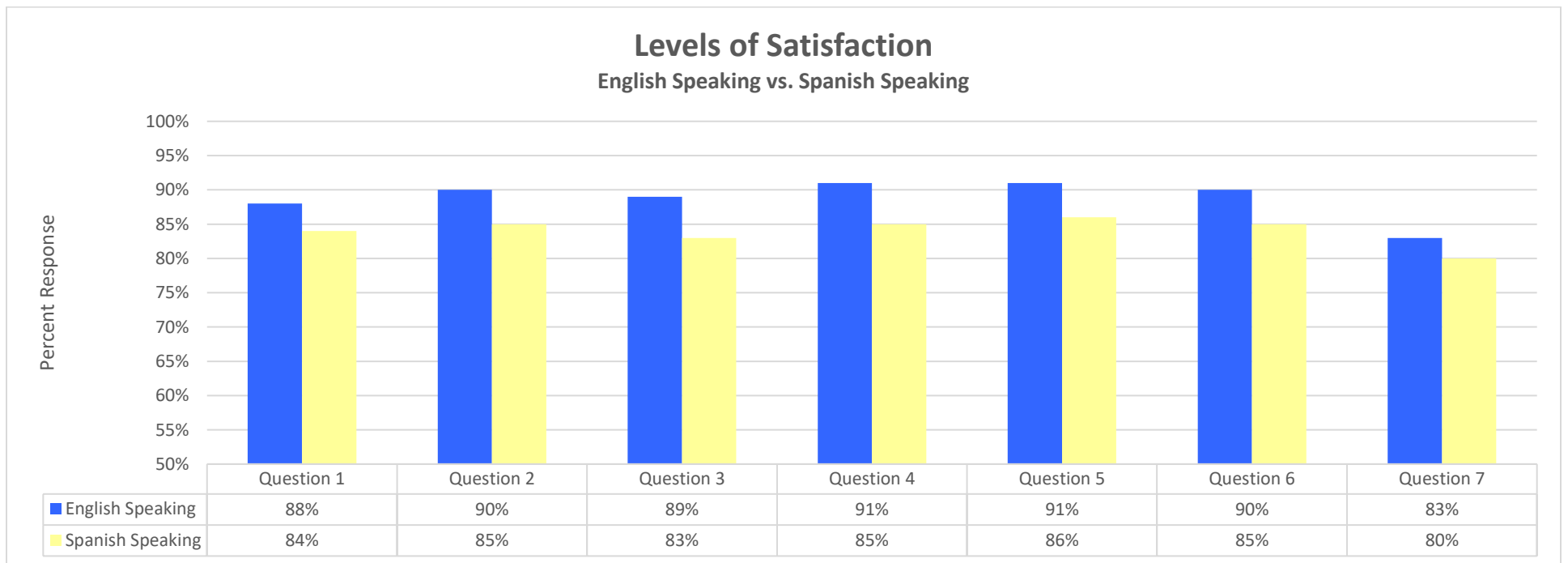
<b>345 W. Northwest Hwy., Palatine – Survey Questions</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>	<b>Level of Satisfaction January 2023</b>
1. The phone operator staff and call center	86%	86%	84%	85%
2. The reception staff	88%	93%	91%	92%
3. Receiving a timely appointment	86%	90%	88%	91%
4. Education and explanation of plan provided in a way that I can understand	88%	91%	90%	92%
5. The follow up and coordination of my care	88%	91%	89%	90%
6. The staff addressing my medical needs today	88%	92%	91%	90%
7. The time spent waiting	82%	87%	88%	89%
8. The respectfulness of staff	88%	93%	92%	91%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	87%	93%	88%	90%
10. The handling of my personal medical information in a private and confidential	88%	94%	90%	91%
11. Your medical assistant	88%	93%	90%	91%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	88%	93%	91%	91%
13. Overall, how satisfied are you with the Health Center?	88%	94%	90%	91%

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%

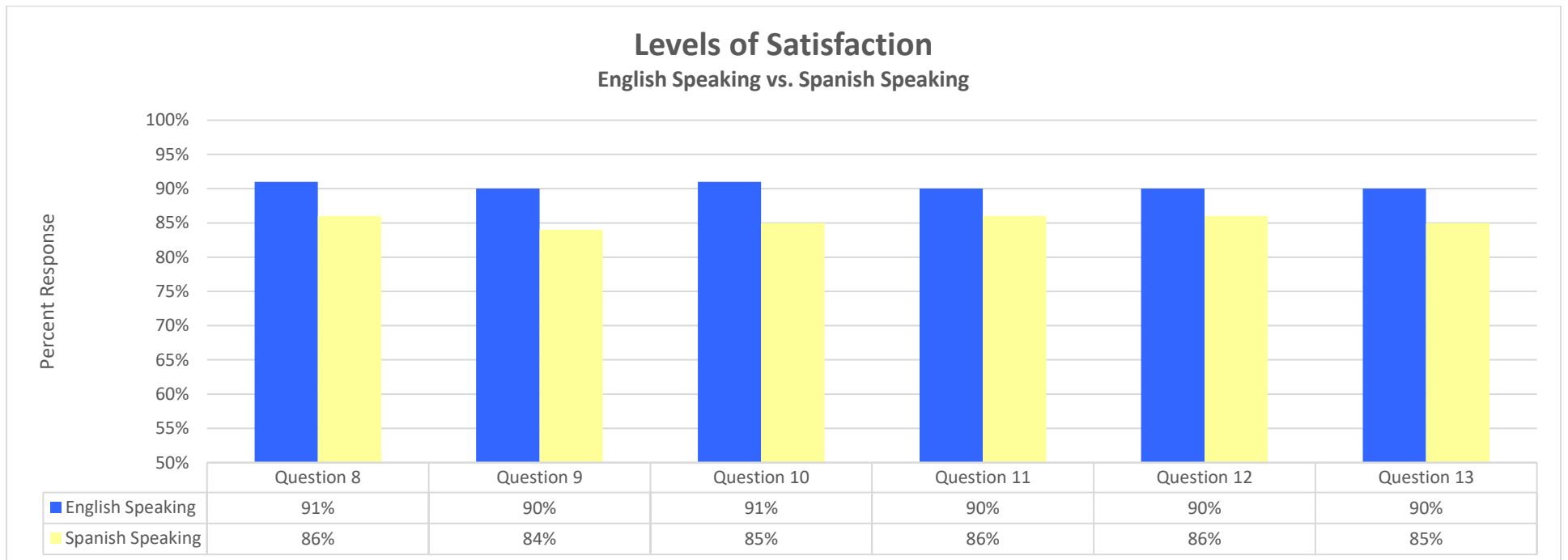
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	68 57%	43 40%	35 29%	44 41%	13 11%	18 17%	4 1%	1 1%	0	1 1%
2. The reception staff	71 59%	48 44%	39 33%	45 41%	10 8%	14 13%	0	1 1%	0	1 1%
3. Receiving a timely appointment	68 57%	37 35%	40 33%	51 48%	12 10%	16 15%	0	1 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	72 60%	46 43%	39 33%	46 43%	9 8%	14 13%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	73 61%	48 44%	37 31%	45 42%	10 8%	13 12%	0	1 1%	0	1 1%
6. The staff addressing my medical needs today	71 60%	49 45%	36 30%	43 39%	11 9%	15 14%	1 1%	1 1%	0	1 1%
7. The time spent waiting	58 49%	40 37%	35 29%	41 38%	16 13%	17 16%	8 7%	6 6%	2 2%	3 3%



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	74 62%	50 46%	34 29%	43 39%	11 9%	14 13%	0	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	73 61%	42 40%	31 26%	45 43%	15 13%	16 15%	0	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	74 62%	46 43%	36 30%	44 42%	10 8%	14 13%	0	1 1%	0	1 1%
11. Your medical assistant	73 61%	51 47%	35 29%	42 39%	12 10%	14 13%	0	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	75 63%	50 46%	32 27%	41 38%	13 11%	15 14%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	72 60%	47 44%	35 29%	43 40%	13 11%	15 14%	0	1 1%	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: 23

N/A: 6

YES: 1

#### **Comments:**

1. "Yes, pretty good experience but had to call several times as call was urgent not emergent."
2. "It was great."
3. "Heather is very nice and sweet."
4. "Very nice and helpful."
5. "She is incredible doctor all the staff is amazing keep up the great work ladies." (Perez)
6. "Very good ob."
7. "Amazing OB always answer my questions."

#### **Spanish**

NO: 19

N/A: 1

YES: 1

#### **Comments:**

1. "Yes, I have and I have received the correct and professional attention, I am one of your proud patients to have you. Thank you Greater Family Health." "Si, lo eh echo y he recibido la atencion corecta y profesional soy una de las pacientes mas orgullosas de tenerlos, gracias Greater Family Health."
2. "I have not left a message but when I call they treat me with kindness and respect." "No eh dejado mensaje pero cuando llamo me tratan con amabilidad y respeto."

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

#### **English**

1. "Providers."
2. "The staff."
3. "My doctor is very detail oriented and caring." (Perez)
4. "The whole helping part." (Headley)
5. "Location." (Mendyuk)
6. "Explain my visit."
7. "N/A." (3)
8. "Good doctor." (Mendyuk)
9. "Staff." (6)
10. "Always explaining everything." (Perez)
11. "Behavioral health."
12. "Everything is good." (Perez)
13. "Good dr." (Mendyuk)
14. "The friendliness, empathy and care."
15. "The staff helping."
16. "Text message." (Mattes)
17. "The help with basic health caring." (Perez)
18. "Everything is always explained in detail." (Mendyuk)
19. "That I can make an appointment." (Mendyuk)
20. "When the provider empathizes with issues I'm having and takes me seriously." (Zgorka)
21. "Seeing a doctor with helpful info." (Mendyuk)

#### **Spanish**

1. "Giving us the service when we don't have insurance and receive the same attention as if we had insurance it is a blessing having you thank you." "Darnos el servicio cuando no temenos aseguranza y recibir la misma atencion como si tuvieramos aseguranza es una bendicion tenerlos gracias."
2. "They help me know if I am good or bad with my health." "Me ayudan a saber si estoy bien o mal con mi salud." (Perez)
3. "Your attention and kindness." "Su atencion y amabilidad." (Zgorka)
4. "Your speed to see a patient." "Su rapidez al ver al paciente." (Perez)
5. "They provide timely attention and the possibility of translation." "Nos brindan una oportuna atencion y la posibilidad de traduccion." (Perez)
6. "Good attention." "Buena atencion." (3)
7. "The best service." "El mejor servicio."
8. "They help me get an appointment." "Me ayudan a conseguir una cita."
9. "The attention from all the personnel." "La atención de todo el personal." (Zgorka)
10. "Everything I am very happy with the service they provide." "Todo estoy muy contenta con el servicio que dan." (Zgorka)
11. "They explain good." "Explican bien." (Mattes)

12. "They take their time with the patient."  
"Toman su tiempo con los pacientes."  
(Zgoroka)
13. "The appointments." "Las citas." (Zgoroka)
14. "The medical and psychologists services."  
"Los servicios medicos y sicologicos."  
(Headley)
15. "Everything is good." "Todo esta bien." (2)
16. "The receptionist." "Las recepcionistas."
17. "They help me understand my daughter  
because she doesn't have insurance." "Me  
ayudan a entender a mi hija que no tiene  
aseguranza." (Zgoroka)

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

**English**

1. "Nothing."
2. "Time spent waiting, too long." (Mendyuk)
3. "N/A." (4)
4. "None."
5. "The time waiting to be called in." (Mendyuk)
6. "Time waiting." (Mendyuk)
7. "No comment."
8. "So far so good." (Mattes)
9. "Time waiting too long after appt time."  
(Headley)
10. "Everything is good."
11. "Love coming here, Lindsay is a great  
person." (Mattes)
12. "Very good."
13. "Wait time." (Perez)
14. "Nothing at the moment." (Headley)
15. "When calling it will be better if the provider  
can respond within hours or at least same  
day." (Perez)
16. "No need to improve." (Zgoroka)
17. "Communication to provider." (Mattes)

**Spanish**

1. "Everything is good, the attention is very  
good." "Todo está bien, la atención es muy  
buena."
2. "The service is excellent." "El servicio es  
excelente." (Zgoroka)
3. "It is Good." "Esta bien." (Nettleton)
4. "Wait time." "Tiempo de espera." (Mendyuk)
5. "Everything is good." "Todo esta bien." (4)
6. "The service is good." "El servicio es bueno."
7. "Everything is Good thank you." "Todo muy  
bien gracias."
8. "A long wait." "Mucho tiempo de espera."
9. "Wait too long." "La espera muy larga."
10. "Less wait time." "Menos tiempo de espera."
11. "I think everything is perfect." "Creo todo  
esta perfecto." (Perez)
12. "Your attention." "Su atención." (Zgoroka)
13. "I think everything is perfect." "Creo que todo  
está perfecto."
14. "Having help with the gynecologist, we should  
have that service here." "Tener ayuda con el  
ginecologo deberíamos tener ese servicio  
aquí."

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

**English**

- YES: 106
- NO: 1

**Spanish**

- YES: 89
- NO: 1

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

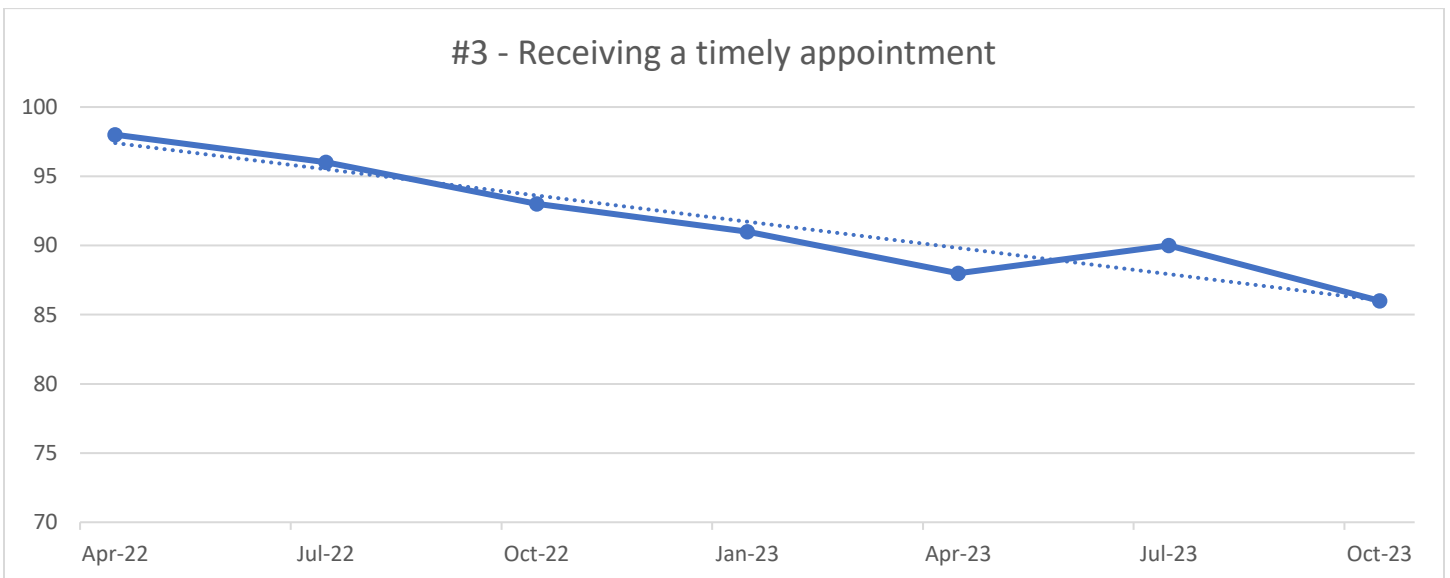
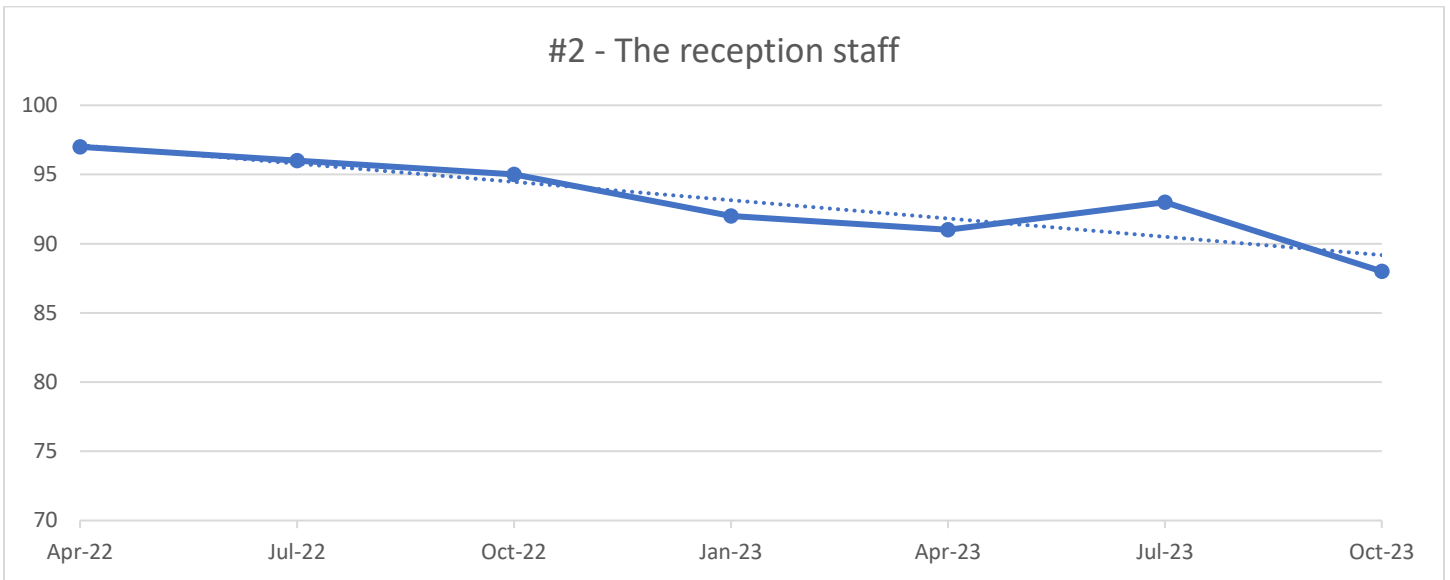
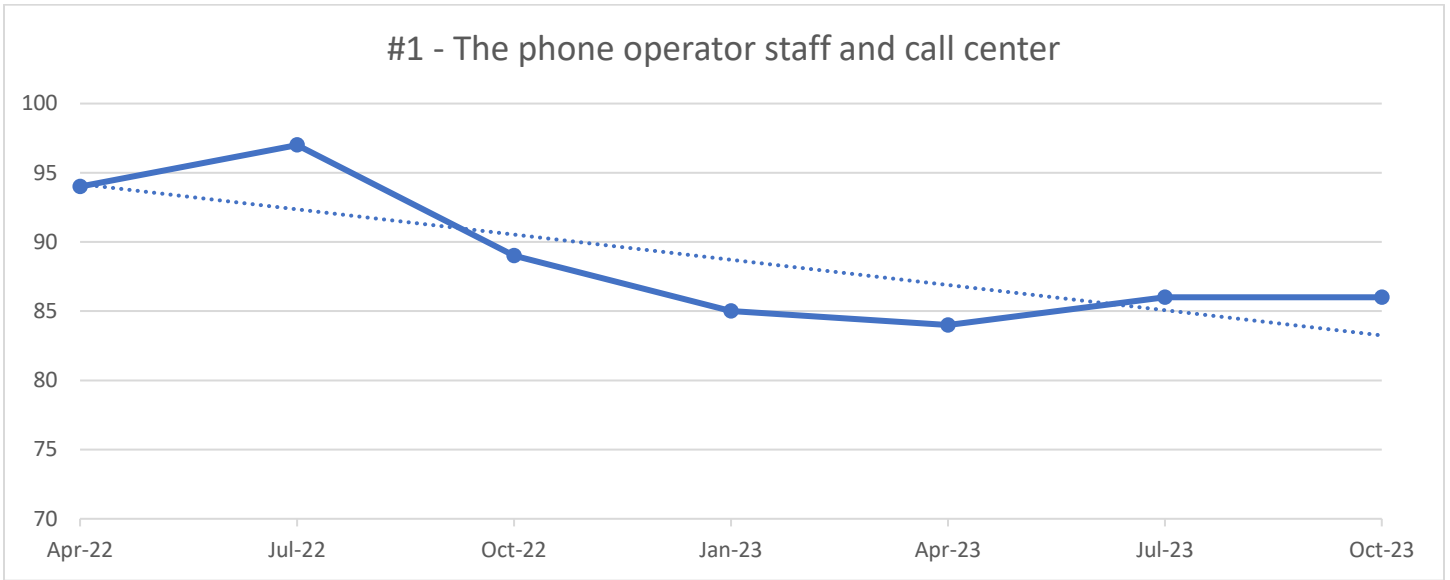
**English**

- Fargotstein: 1
- Headley: 4
- Mattes: 19
- Mendyuk: 31
- Nettleton: 6
- Perez: 24
- Zgoroka: 19

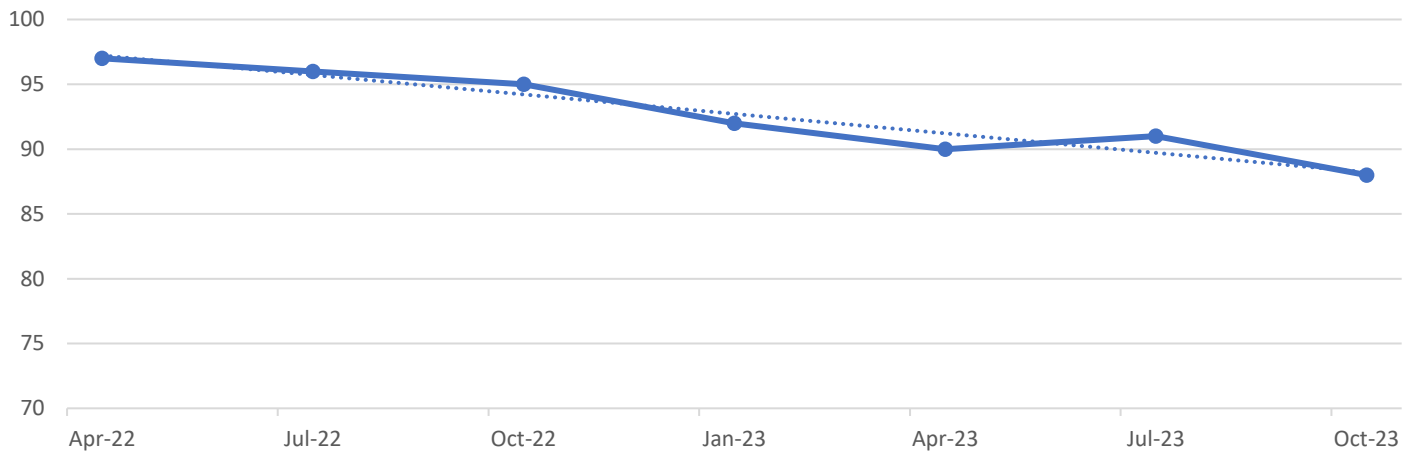
**Spanish**

- Headley: 4
- Mattes: 17
- Mendyuk: 15
- Nettleton: 4
- Perez: 27
- Zgoroka: 27

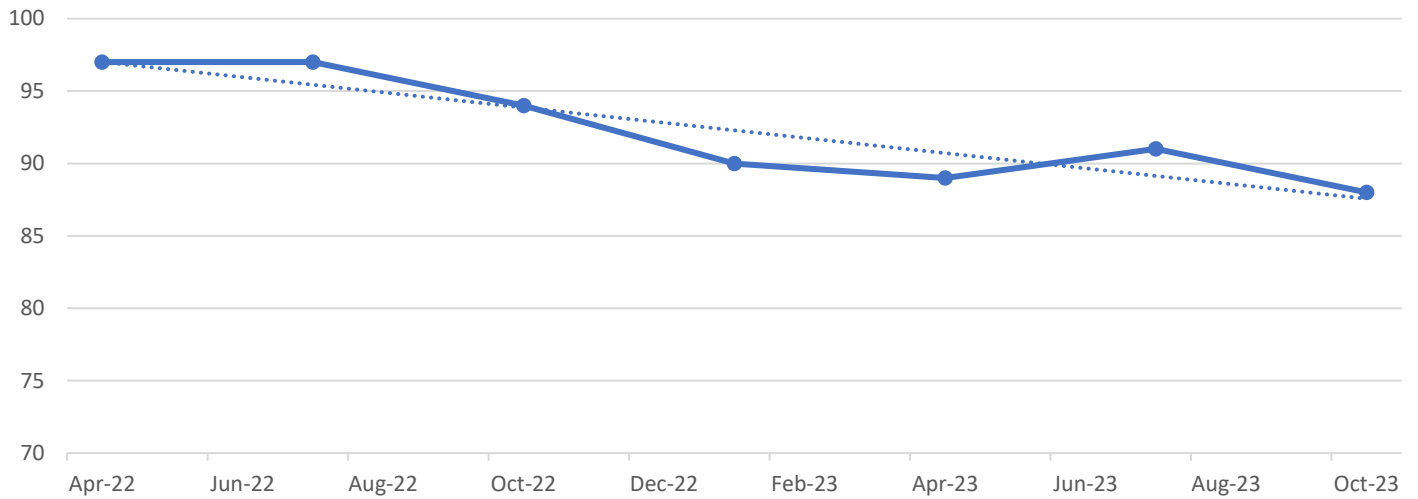
# Individual Question Results with Trendlines



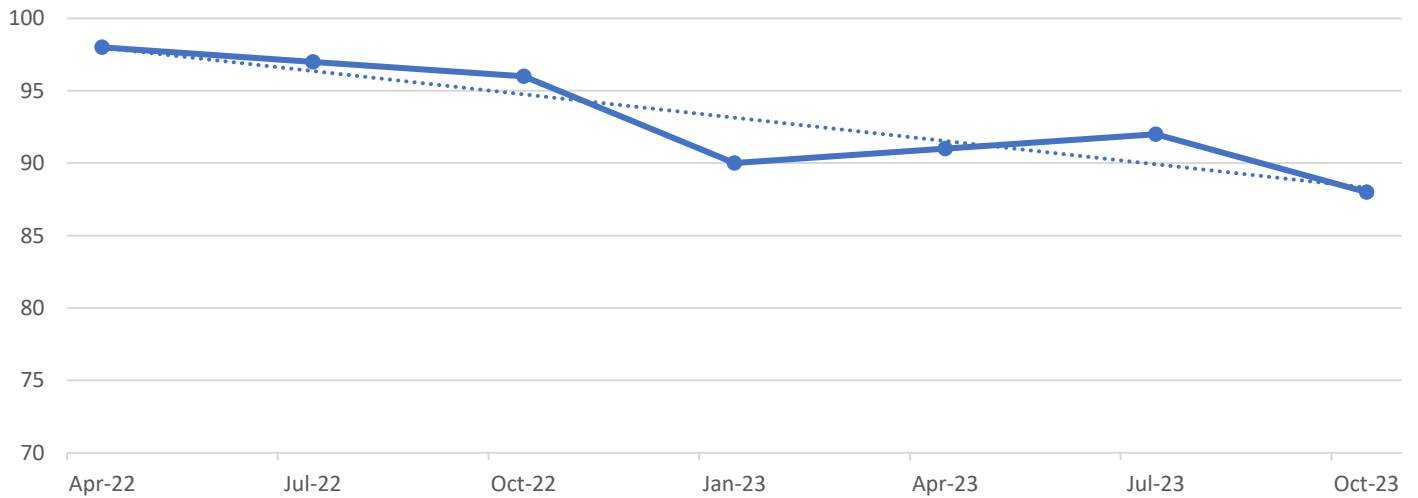
### #4 - Education and explanation of plan provided in a way that I can understand



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

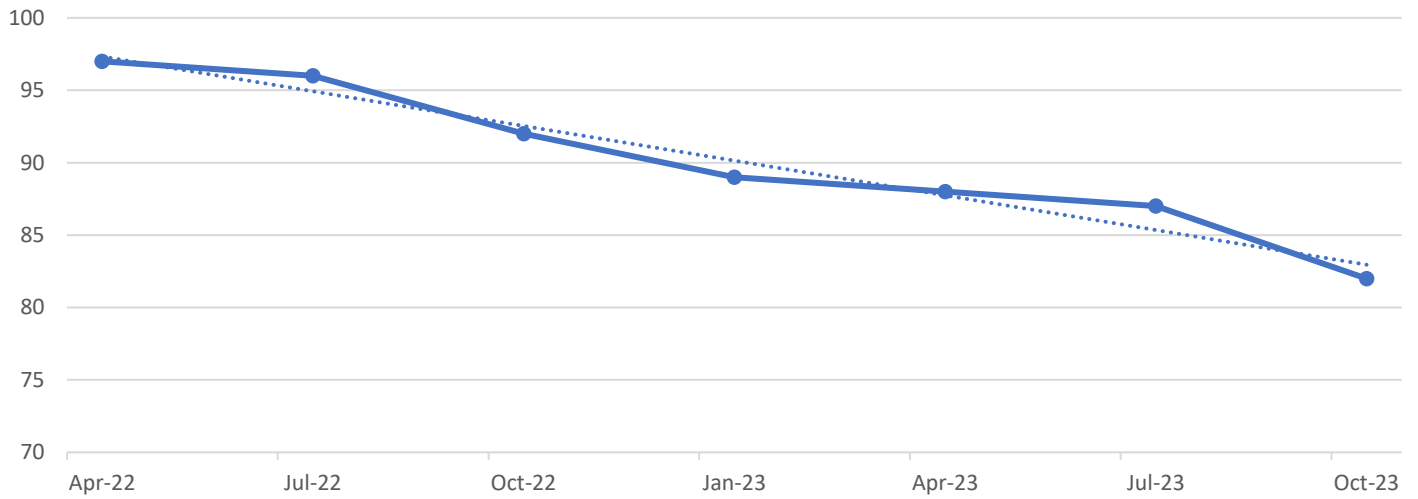


### #6 - The staff addressing my medical needs today

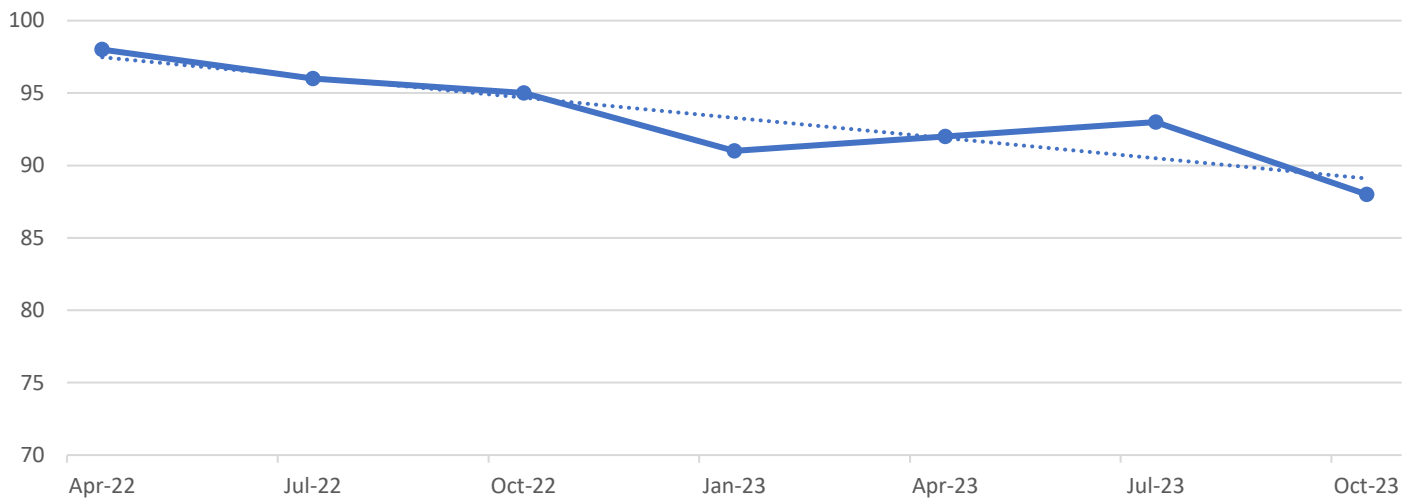




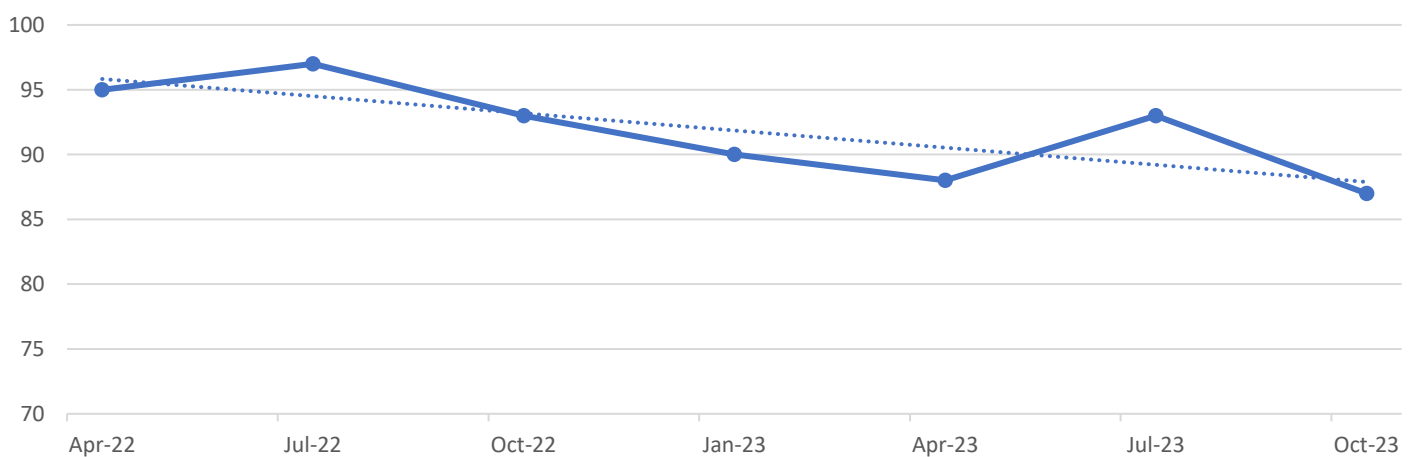
#7 - The time spent waiting



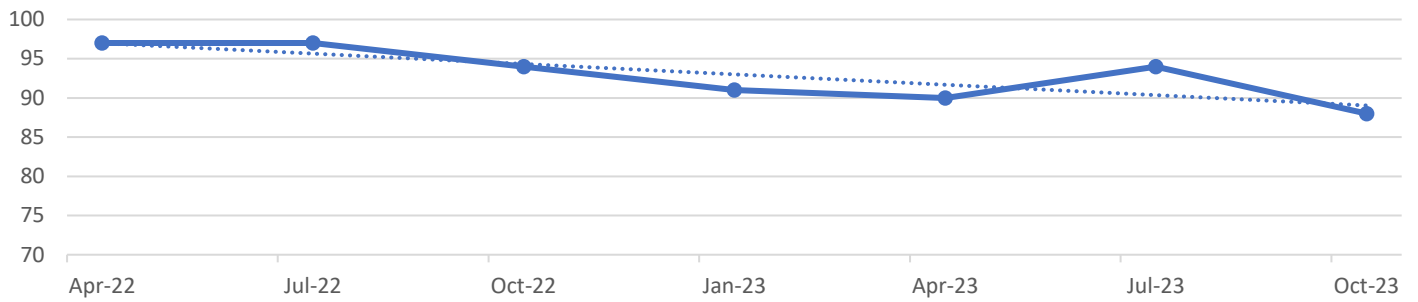
#8 - The respectfulness of staff



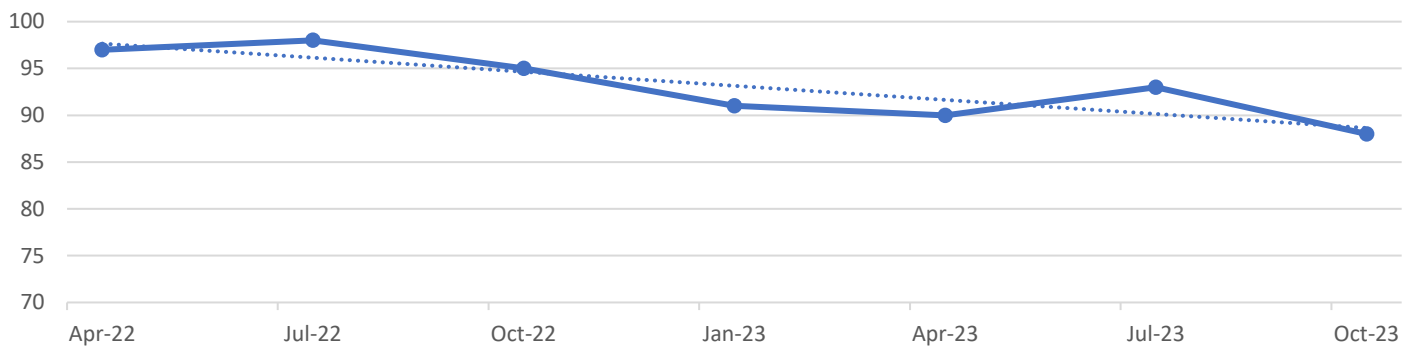
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



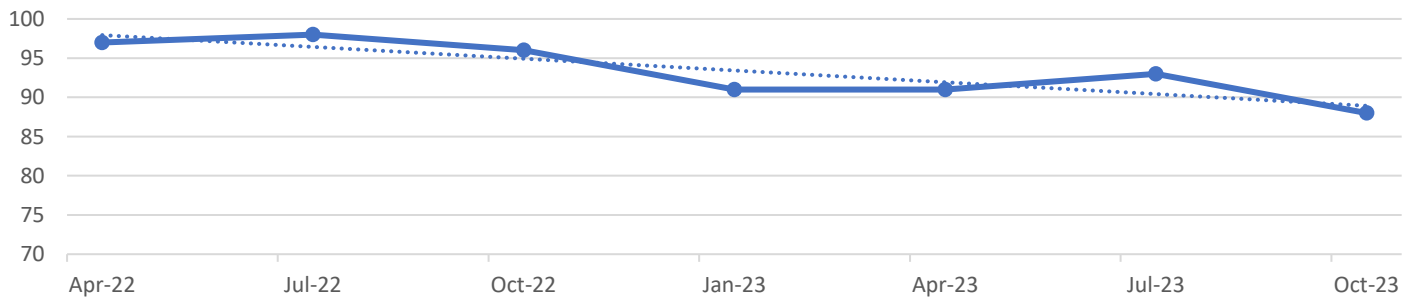
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

