

Patient Satisfaction Survey 373 Summit St., Elgin 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.

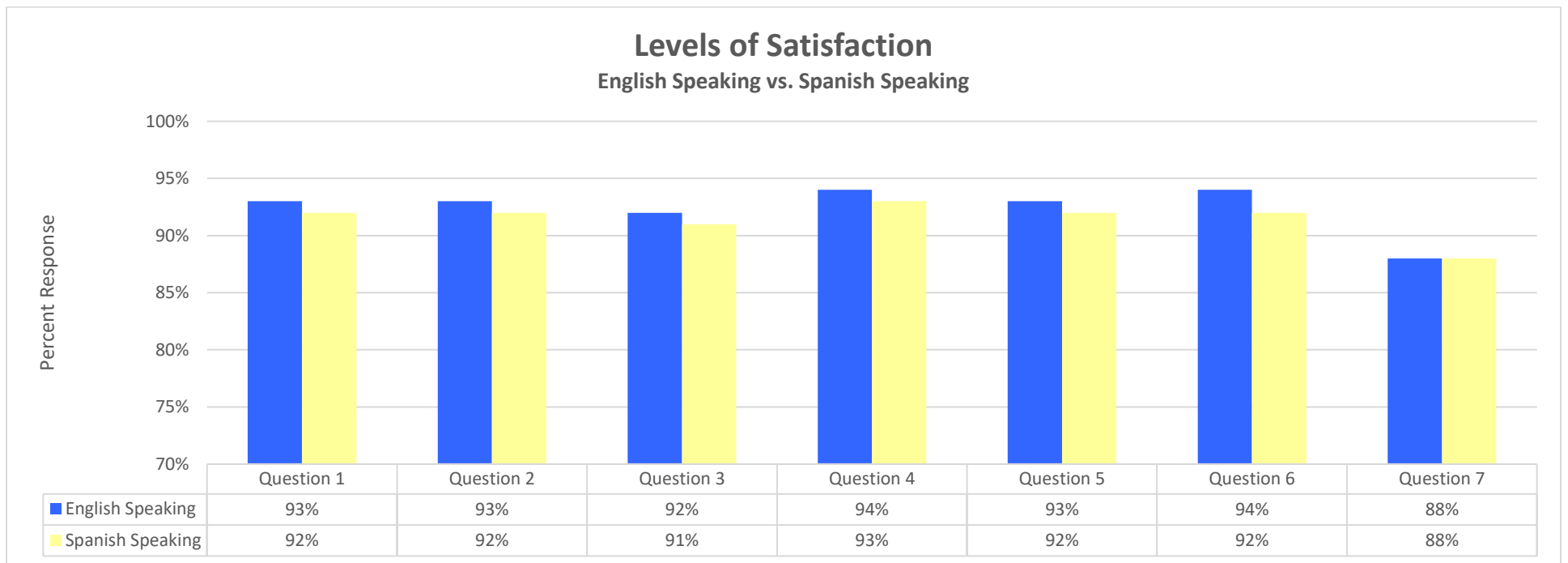
373 Summit St., Elgin – Survey Questions	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	92%	92%	93%	93%
2. The reception staff	92%	93%	94%	95%
3. Receiving a timely appointment	92%	90%	91%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	92%	93%	94%
5. The follow up and coordination of my care	93%	92%	93%	94%
6. The staff addressing my medical needs today	93%	93%	94%	94%
7. The time spent waiting	88%	87%	87%	90%
8. The respectfulness of staff	93%	93%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	92%	92%
10. The handling of my personal medical information in a private and confidential	93%	92%	94%	94%
11. Your medical assistant	93%	93%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	93%	94%	95%
13. Overall, how satisfied are you with the Health Center?	93%	93%	94%	94%

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%

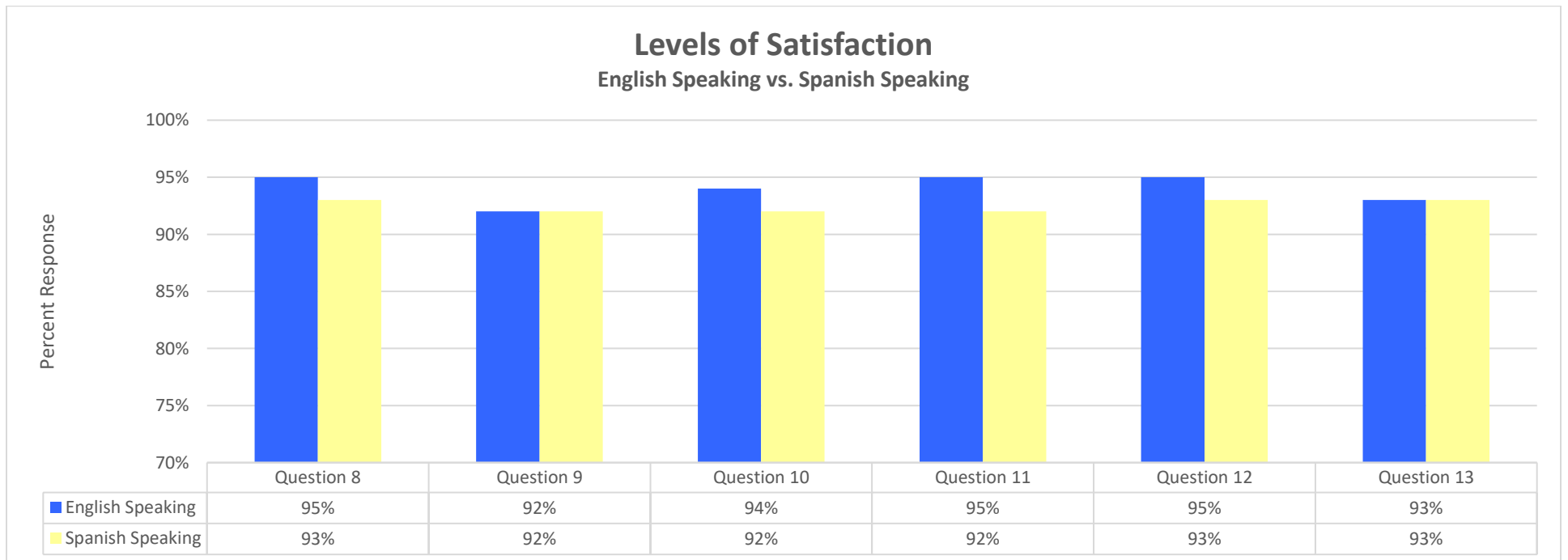
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	295 71%	394 71%	94 23%	120 22%	24 6%	23 4%	0	5 1%	3 1%	13 2%
2. The reception staff	306 73%	409 73%	83 20%	116 21%	26 6%	15 3%	1 2%	4 1%	2 1%	17 3%
3. Receiving a timely appointment	299 72%	389 70%	82 20%	123 22%	25 6%	27 5%	6 1%	3 1%	2 1%	14 3%
4. Education and explanation of plan provided in a way that I can understand	308 74%	400 73%	88 21%	123 22%	18 4%	15 3%	2 1%	2 1%	1 1%	12 2%
5. The follow-up and coordination of my care	300 72%	396 72%	98 24%	127 23%	16 4%	12 2%	1 1%	2 1%	1 1%	14 3%
6. The staff addressing my medical needs today	317 76%	402 73%	81 19%	123 22%	18 4%	11 2%	1 1%	3 1%	1 1%	15 3%
7. The time spent waiting	261 62%	353 63%	91 22%	136 24%	47 11%	37 7%	16 4%	16 3%	4 1%	18 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	321 77%	402 73%	76 18%	119 22%	17 4%	18 3%	1 1%	4 1%	1 1%	10 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	270 70%	380 70%	81 21%	129 24%	35 9%	19 4%	1 1%	5 1%	1 1%	10 2%
10. The handling of personal medical info in a private and confidential manner	310 75%	397 72%	84 20%	122 22%	17 4%	16 3%	0	4 1%	1 1%	12 2%
11. Your medical assistant	325 78%	405 73%	75 18%	118 21%	14 3%	16 3%	1 1%	4 1%	2 1%	14 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	331 79%	415 75%	69 17%	114 21%	15 4%	12 2%	1 1%	4 1%	1 1%	11 2%
13. Overall, how satisfied are you with the Health Center?	307 74%	404 73%	84 20%	120 22%	24 6%	12 2%	1 1%	6 1%	1 1%	10 2%



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: 112

N/A: 32

YES: 4

Comments:

1. "Everything is perfect."
2. "Always been very good at getting everything I need."
3. "I'm satisfied."
4. "Thank you so much for being so kind and making me feel comfortable enough to explain everything that's going on." (King)
5. "Meds not available for subscription."
6. "Yes, Monday for Dr. Birkey on Monday. I am still waiting for a response, It is urgent."
7. "Nice phone machine."
8. "I was never contacted back."
9. "Yes, to confirm appt."
10. "Left message, no response."
11. "The appointment was easy and fast. Thank you."
12. "Lucy did a phenomenal job with my sister who has special needs."
13. "Yes, able to reschedule."
14. "Yes, never called back."

Spanish

NO: 124

N/A: 8

YES: 4

Comments:

1. "Very good, Dr. Ariga explains very good."
"Muy Buena y el Dr. Ariga explica muy bien."
2. "Yes, it was Saturday 10/21/23, unsatisfied."
"Si, fue el sábado 10/21/23 insatisfecha."
3. "Yes, they responded fast." "Si, me respondieron rapido."
4. "Good service from the nurse and good service from the doctor, thank you." "Good service from the nurse and the doctor."
5. "Veronica."
6. "Yes, excellent." "Si, excelente."

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

English

1. "Time, professional." (Westel)
2. "Monica" (Herdrich)
3. "Kindness."
4. "N/A." (15)
5. "Availability of psychological services." (Blasinsky)
6. "Education/information." (Herdrich)
7. "Patience with me." (Ariga)
8. "The well-organized staff." (King)
9. "Staff." (4)
10. "Helpful staff."
11. "Take care of your feet."
12. "Getting me in and out quickly." (Ariga)
13. "Same date appointments." (2)
14. "Elena, environment." (Newbrander)
15. "The receptionist was helpful." (Dodis)
16. "Good plans." (Luettker)
17. "To know my health status." (Bhowmick)
18. "My health."
19. "Appointment availability."

Spanish

1. "Everything." "Todo." (3)
2. "The cost." "El costo."
3. "All the personnel." "Todo el personal." (2)
4. "Translation." "Traducción."
5. "Hours." "Horarios."
6. "The medical care, excellent service i leave here happy." "El cuidado de mi salud, excelente servicio me voy de aquí feliz." (Westel)
7. "The medical assistant Lucy." "La asistene medica Lucy." (Ariga)
8. "The attention on time." "La atención a tiempo." (Westel)
9. "It is close to home." "Esta cerca a mi casa."
10. "N/A." "N/A."
11. "Low cost and good service." "Bajo costo y buen servicio." (Ariga)
12. "Everything is good." "Todo esta bien." (12)
13. "Attention." "Atención." (2)

20. "Vacinity." (Le)
21. "Location." (King)
22. "Good staff." (2)
23. "I like everything about this place from doctors to nurses." (Le)
24. "Feedback I get." (Hedberg)
25. "Everyone." (2)
26. "Great customer service." (Herdrich)
27. "Daily calls easy access." (Westel)
28. "The online portal and the wait time is never super long." (Herdrich)
29. "Appointments quickly." (Ariga)
30. "Good communication about my health." (Herdrich)
31. "Helpful staff, very cooperative." (Jamison)
32. "Variety of staff and services." (Ariga)
33. "Convenience of same day app." (Dodis)
34. "Location." (Jamison)
35. "The comprehensive level of care." (Ariga)
36. "No comment." (5)
37. "Case management and doctor follow up." (Herdrich)
38. "Location and flexibility."
39. "Nice patient care." (Luettke)
40. "Affordable." (Ariga)
41. "They are very helpful." (Hedberg)
42. "The doctor."
43. "Dr. Newbrander." (Newbrander)
44. "Everything." (2)
45. "Wifi." (Le)
46. "Greater Family Health moves on a timely manner and always thorough." (Jamison)
47. "Convenient." (Reller-Anderson)
48. "Close to home." (Jamison)
49. "The staff is very friendly and kind."
50. "Close to home. Good staff." (Bhowmick)
51. "Wait time." (Reller-Anderson)
52. "How nice and respectful everyone is." (Herdrich)
53. "Satisfied overall." (Hedberg)
54. "All." (Le)
55. "Simple feedback/questions." (Reller-Anderson)
56. "They are bilingual." (Herdrich)
57. "Receptionist." (Herdrich)
58. "Number of doctors & availability." (Reller-Anderson)
59. "Close to home/location." (Reller-Anderson)
60. "People are helpful."
61. "The physicians are very patient, they listen and are helpful." (Reller-Anderson)
62. "Patient Plan." (Westel)
63. "Everyone who was working." (Reller-Anderson)
64. "Dr. Abigail examination." (Dodis)
65. "Good care." (Luettke)
14. "The support they give me since i don't understand things." "El apollo que me dan al no entender algunas cosas."
15. "Maintain my results." "Mantener mis resultados." (Jamison)
16. "The responsibility from all the staff." "La responsabilidad de todo el personal." (Dodis)
17. "The consults." "Las consultas." (King)
18. "My son feels safe with the doctor." "Mi hijo se siente seguro con su doctor." (King)
19. "My health is in order." "Mi salud esta en orden." (Jamison)
20. "Language and price of consults." "Lenguaje y precio de consultas."
21. "They help me a lot and it is close to home." "Me ayuda mucho y está cerca de casa."
22. "Follow up about my health." "Seguimiento sobre mi salud." (Herdrich)
23. "They give me services according to my necessities." "Me dan servicios de acuerdo a mis necesidades." (Jamison)
24. "They speak Spanish." "Hablan español."
25. "Prices." "Precios."
26. "The attention and control." "La atención y control." (Ariga)
27. "It is fast." "Es rápido." (Hedberg)
28. "They treat me with attention and respect." "Me atienden con atención y respeto." (Le)
29. "Your efficiency." "Su eficiencia." (Newbrander)
30. "The communication." "La comunicación."
31. "They help me with my health." "Me ayudan con mi salud." (Ariga)
32. "With my diabetes." "Con mi diabetes." (Reller-Anderson)
33. "The attention to my medical needs." "La atención a mis necesidades de salud." (2)
34. "All the services that are required." "Todos los servicios que se requieren." (VanBrunt)
35. "They listen." "Que escuchan." (Herdrich)
36. "It is satisfactory for my health." "Esta satisfecho para mi salud." (Herdrich)
37. "Your kindness." "Su amabilidad."
38. "Health." "Salud." (Reller-Anderson)
39. "Good service." "Buen servicio." (Bhowmick)
40. "The dr explains very good and helps alot." "Explica muy bien la dr y ayuda mucho." (Hedberg)
41. "The personnel and the doctors." "El personal y los doctores." (Reller-Anderson)
42. "Excellent attention." "Atención excelente." (Newbrander)
43. "They always help you with everything and they try to give you appointments when you need them." "Que siempre te ayudan en todo"

66. "Friendliness." (Westel)
67. "Location." (2)
68. "The help." (Birkey)
69. "The doctor explaining meds." (Birkey)
70. "How detailed they are with their explanations to improve our health." (Le)
71. "Talking with doctor and staff." (Newbrander)
72. "Making appointments." (Birkey)
73. "Service." (Jamison)
74. "Information they provider."
75. "The nurses." (VanBrunt)
76. "Respectful and attentive staff." (Bhowmick)
77. "Medical advice & knowledge." (Hedberg)
78. "The behavior health department." (Birkey)
79. "Everything." (5)
80. "How fast." (Reller-Anderson)
81. "Insurance knowledge."
82. "Understanding of medical issues." (Hedberg)
83. "Communication." (King)
84. "The staff is good to their patients." (Jamison)
85. "Walk-ins." (Jamison)
86. "No."
87. "General care." (Westel)
88. "It is nerby my home." (Luettke)
89. "It is convenient and serves my needs." (Luettke)
90. "I really like dr. king she is very personable and sweet." (King)
91. "Very nice and always on time." (King)
92. "Comfortable seats." (Jamison)
93. "The different kinds of health care." (Herdrich)
94. "Notified for appointment." (Jamison)
95. "Not sure!." (Newbrander)
96. "Place is clean, I hope you continue like this to help the community." (Jamison)
97. "Quick response." (King)
98. "There's always someone it seems like." (Westel)
99. "Having no insurance, they help with a very low cost no matter what the problem is." (Newbrander)
100. "Close to home and fast services." (Jamison)
101. "Fast and understanding." (Reller-Anderson)
102. "Call center is knowledgeable." (Newbrander)
103. "Advice." (Le)
104. "Service is excellent." (Westel)
105. "Nurses and doctors." (Ariga)
- y tratan de darte citas cuando uno las necesita." (Bhowmick)
44. "Fast service." "Servicio rápido." (Le)
45. "Checking, control of my heath." "Checar, control de mi salud." (Reller-Anderson)
46. "Everything, why complain, everything is good." "Todo, para que quejarse todo esta bien." (Le)
47. "Faster appointments." "Citas mas rápidas."
48. "They always treat me satisfactory." "Siempre me atienden satisfactoriamente."
49. "For now the service is good." "Por ahora el servicio esta bien." (Le)
50. "They give me medication and labwork." "Me dan medicamento y análisis." (VanBrunt)
51. "All my diseases." "Todas mis enfermedades."
52. "My medication, they treat me very Good." "Mis medicamentos, atienden muy bien."
53. "Virtual visit." "Telecita." (Newbrander)
54. "With the appointments and medications." "Con las citas y medicamentos." (Ariga)
55. "Fast attention." "Atención rápida." (4)
56. "Thank you for all the help and conprehension for all my family." "Gracias por toda la ayuda y comprensión hacia mi familia." (Ariga)
57. "With my thyroid treatment." "Con mi tratamiento de tiroides." (Luettke)
58. "Your help for medication and for our health." "Su ayuda para medicamentos y para nuestra salud." (Dodis)
59. "The girls from reception are always kind and of course Emily Westel is really profesional and excellent." "Las chicas de recepción siempre amable y por supuesto Emily Westel es muy profesional y excelente." (Westel)
60. "Nurses." "Enfermeras." (Le)
61. "Good attention." "Buena atención."
62. "Everything is organized and in one place and i can have my labs done." "Todo esta organizado en un solo lugar puedo tener mis laboratorios." (Reller-Anderson)
63. "Good service." "Buen servicio." (Le)
64. "They spanish and I don't have doubts." "Que hablan español y no me quedo con dudas." (Le)
65. "They treat you fast." "Atienden rápido." (Newbrander)
66. "In general all is good." "En general todo esta bien." (Bhowmick)
67. "With all my mediation." "Con toda mis medicinas." (Hedberg)
68. "No." "No."
69. "They treat us very good." "Nos tratan muy bien." (Luettke)

70. "Same day appointment." "Cita el mismo día." (King)
71. "Respond to all my questions." "Responder a todas mis preguntas." (Luettker)
72. "They have appointments in reasonable times." "Hay citas disponibles en tiempo razonable." (King)
73. "They speak spanish." "Hablan español."
74. "Everything in general, very attentive and kind, I am very satisfied with the service and care for my health." "Todo en general, muy atentos y amables muy satisfecha con el servicio de cuidado de salud." (Ariga)
75. "The prices and the service with the doctor." "Los precios y el servicio con el doctor."
76. "With my health." "Con mi salud." (Hedberg)
77. "They worry about their patients." "Se preocupa por sus pacientes." (Hedberg)
78. "No comments." "Sin comentarios."
79. "We are new it was fast it was good." "Somos nuevos fue rápido está bien."
80. "They translate." "Me traducen." (Jamison)
81. "They give me medicine, I have years coming here." "Me dan medicina llevo años viniendo aquí." (Newbrander)
82. "The discount they give." "El descuento que dan." (Jamison)
83. "My payments are \$25." "Mis pagos son \$25." (Jamison)
84. "Maintain my health." "Mantener mi salud."
85. "Fast service." "Servicio rápido." (Westel)
86. "The medical personnel and the assistance from the nurses." "El personal medico y la asistencia de enfermeras." (Westel)
87. "They help with insurance." "Ayudan con aseguranza." (Ariga)
88. "Bilingual help." "Ayuda bilingüe." (Westel)
89. "It helps me maintain my health." "Me ayuda a mantenerme saludable."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (30)
2. "Everything is good with you guys." (Westel)
3. "I love it here." (Herdrich)
4. "Nothing you're doing your job." (Herdrich)
5. "All is well." (Ariga)
6. "No comments." (3)
7. "My satisfied with everything as it is." (Ariga)
8. "JL" phone staff customer service needs re-training." (Jamison)
9. "Continue doing the same as today." (Dodis)
10. "It's fine so far." (Jamison)
11. "Good."
12. "Front desk, reception needs improvement." (Ariga)

Spanish

1. "It is perfect." "Es perfecto." (2)
2. "N/A." "N/A." (4)
3. "Better Spanish interpreters I need a professional translator." "Mejores interpretes en Espanol necesito una traduccion profesional." (Hedberg)
4. "Continue like that congratulations." "Continue asi felicidades." (Dodis)
5. "Up until now I think all is excellent." "Asta ahorita pienso todo esta excelente." (Ariga)
6. "Everything is good." "Todo esta bien." (38)
7. "More information about payments and costs." "Mas informacion sobre pagos y costos." (Bhowmick)

13. "Everything is just fine how it is." (Herdrich)
14. "Not much." (Ariga)
15. "Referrals wish they wouldn't take a week or more." (Luettke)
16. "You are great, don't change anything." (Ariga)
17. "None." (4)
18. "No comment." (Ariga)
19. "Be more courteous." (Herdrich)
20. "IDK." (2)
21. "Just keep up the good work." (Newbrander)
22. "My white cells were up a little bit & she send it to the lab instead of giving me medicine." "it is just a UTI"
23. "Simple feedback/questions." (Reller-Anderson)
24. "The staff." (Blasinsky)
25. "Wait time."
26. "Allowing 15 min to be late for appointment." (Jamison)
27. "Nothing." (3)
28. "So far it is good."
29. "Keep doing what you are doing." (Ariga)
30. "More time with patients." (Herdrich)
31. "Cool." (Newbrander)
32. "None it's great." (4)
33. "Needs need to be provided." (Le)
34. "Everything is good." (3)
35. "Lower the wait time." (Luettke)
36. "Appointments should be a the time of arrival not 15 min before." (Hedberg)
37. "The waiting process." (Bhowmick)
38. "Improve wait time." (VanBrunt)
39. "Bettering my well being, and movement weight loss." (Newbrander)
40. "Wait time."
41. "Keep doing great work."
42. "Keep it up." (Reller-Anderson)
43. "Nothing."
44. "Keep the excellent service." (Westel)
45. "More communication." (Le)
46. "Shorter wait times." (Luettke)
47. "No suggestions, possibly bigger/more staff." (Newbrander)
48. "You are improving here in Elgin, I went to Streamwood and they are rude." (Jamison)
49. "Shorter wait times to see the doctor."
50. "No improvement needed." (King)
51. "I'd prefer to state my last name/DOB just a few seconds after they ask (when out of the waiting room where others can hear)." (King)
52. "Give fast and speedy appointments." (Luettke)
53. "Nothing, love Rachel as my provider, very knowledgeable." (Luettke)
8. "I am very satisfied with the service." "Estoy muy satisfecha con el servicio." (Luettke)
9. "Change receptionist bad attitude." "Cambiar recepcionistas mala actitud."
10. "Everything good, nothing bad." "Todo bien, nada mal." (Jamison)
11. "Excellent." "Excelente." (3)
12. "Continue with the excellent attention." "Continue con la excelente atencion." (3)
13. "More appointments." "Mas citas." (Hedberg)
14. "No comments." "No comentarios." (3)
15. "Everything is good for now." "Todo esta bien por ahora." (2)
16. "The telephone service, everyone is respectful." "El servicio de telefono, todos son respetuoso." (Le)
17. "Nothing." "Nada." (VanBrunt)
18. "Everything is perfect, no need to change." "Todo perfecto, no tienen que cambiar." (2)
19. "No suggestions." "No sugerencias."
20. "I told the dr I have something on my face and she ignored me." "Le dije a la dr que tengo algo en la cara y me ignoro." (VanBrunt)
21. "I don't know." "No se." (2)
22. "The service is good." "El servicio esta bien." (Le)
23. "Continue the same." "Continue igual." (Le)
24. "More time with the patient, doctor respond to our questions because she didn't do it." "Mas tiempo con el paciente y el doctor responder a preguntas porque no lo hace." (VanBrunt)
25. "I wouldn't know what to answer." "No sabria que contestar." (VanBrunt)
26. "The bathrooms are disgusting!! Please hire someone that can clean the bathrooms. Thank you." "Los banos estan asquerosos!! Por favor contraten gente qye liempnen los banos gracias."
27. "It stinks." "Huele feo." (Bhowmick)
28. "Have closer appointments." "Tener citas mas pronto."
29. "Don't make us wait too long." "No hacernos esperar tanto." (VanBrunt)
30. "Answer calls." "Atender llamadas." (King)
31. "Continue taking care of me." "Continue atendiendome." (Jasmison)
32. "Honestly I don't see what you can improve on." "Honestamente no se que puedan mejorar." (King)
33. "Check the patient better, they treat you really fast." "Checar al paciente major, solo atienden muy rapido." (VanBrunt)
34. "More appointments." "Mas citas." (Jamison)

54. "Voice mail messages are very hard to understand." (Jamison)
55. "If I find it well improved already." (Jamison)
56. "Can't you're the best." (Newbrander)
57. "You all do a great job." (Hedberg)
58. "Doctors staying longer not leaving going somewhere else." (Ariga)
59. "Sometimes waiting time is too long. If it can be done at one time that should be great." (Luettke)
60. "So far so good." (Le)
61. "Everything good." (Jamison)
35. "Giving appointments when I'm sick." "Dando citas cuando estoy enfermo."
36. "Nothing." "Nada." (4)
37. "No." "No." (2)
38. "Closer appointments." "Citas mas cercanas." (Westel)
39. "They don't make me wait too long." "No me hacen esperar tanto." (Bhowmick)
40. "No comments." "No comentarios."
41. "Take time with each patient." "Tomar tiempo con cada paciente." (Le)
42. "Wait time for the provider is a lot." "Tiempo de espera para la dra es mucho."
43. "I recommend the receptionist to be more kind." "Recomiendo a las recepcionistas ser mas amables." (Luettke)
44. "The wait time." "El tiempo de espera."
45. "Seeing patients on time." (English comment on a spanish survey) (King)
46. "The time to answer the phone is too long and the operator very rude." "El tiempo para contestar el telefono es muy largo y la operadora muy grosera." (Bhowmick)
47. "Continue the same." "Continue igual."
48. "Call center." "Centro de llamadas."
49. "There has been twice that I drop off paperwork and they lose it." "Ya van dos veces que entrego papeles y los pierden."

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

English

- YES: 304
- NO: 4

Spanish

- YES: 391
- NO: 3

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

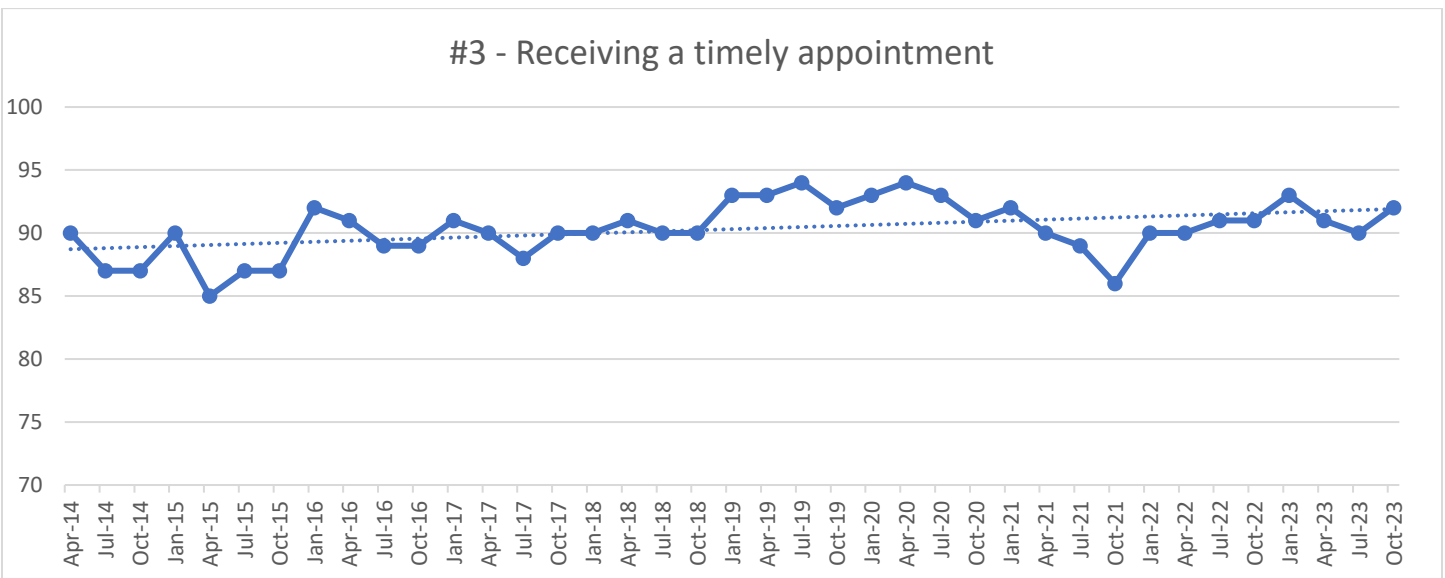
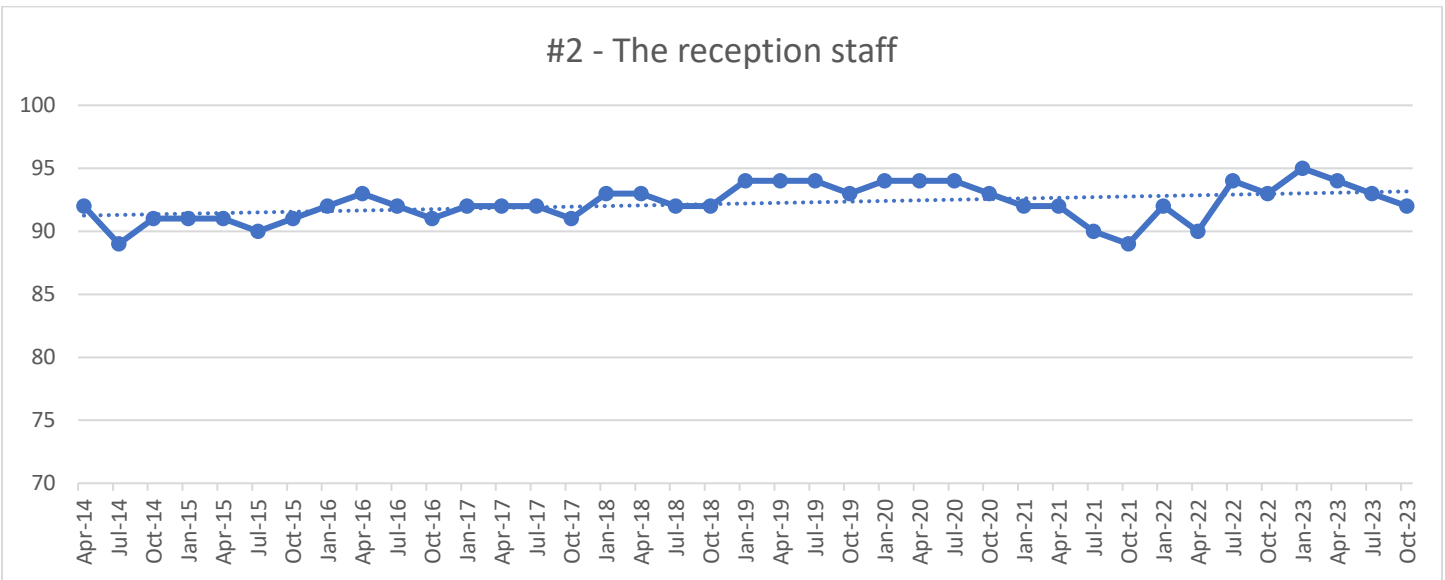
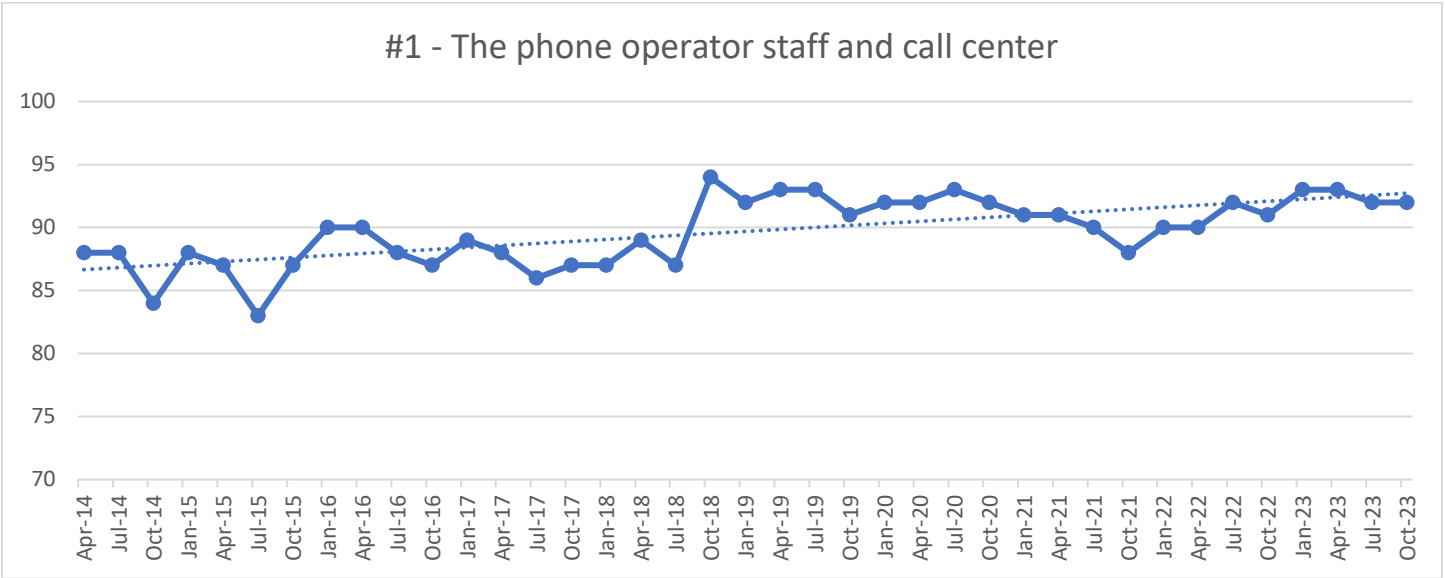
English

- Ariga: 41
- Bhowmick: 26
- Birkey: 26
- Blasinsky: 2
- Dodis: 13
- Headley: 1
- Hedberg: 34
- Herdrich: 31
- Jamison: 36
- King: 20
- Le: 29
- Luettke: 39
- Newbrander: 20
- Reller-Anderson: 20
- Van Brunt: 9
- Westel: 31

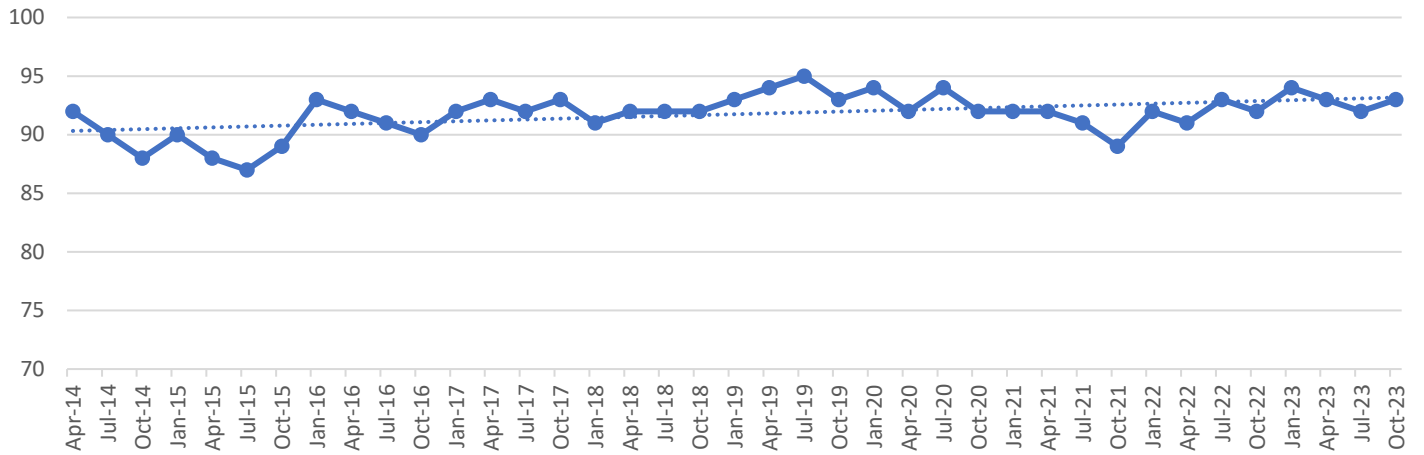
Spanish

- Ariga: 45
- Blasinsky: 1
- Bhowmick: 37
- Birkey: 2
- Dodis: 29
- Hedberg: 35
- Herdrich: 44
- Jamison: 44
- King: 50
- Le: 34
- Luettke: 57
- Newbrander: 35
- Reller-Anderson: 49
- Van Brunt: 19
- Westel: 55

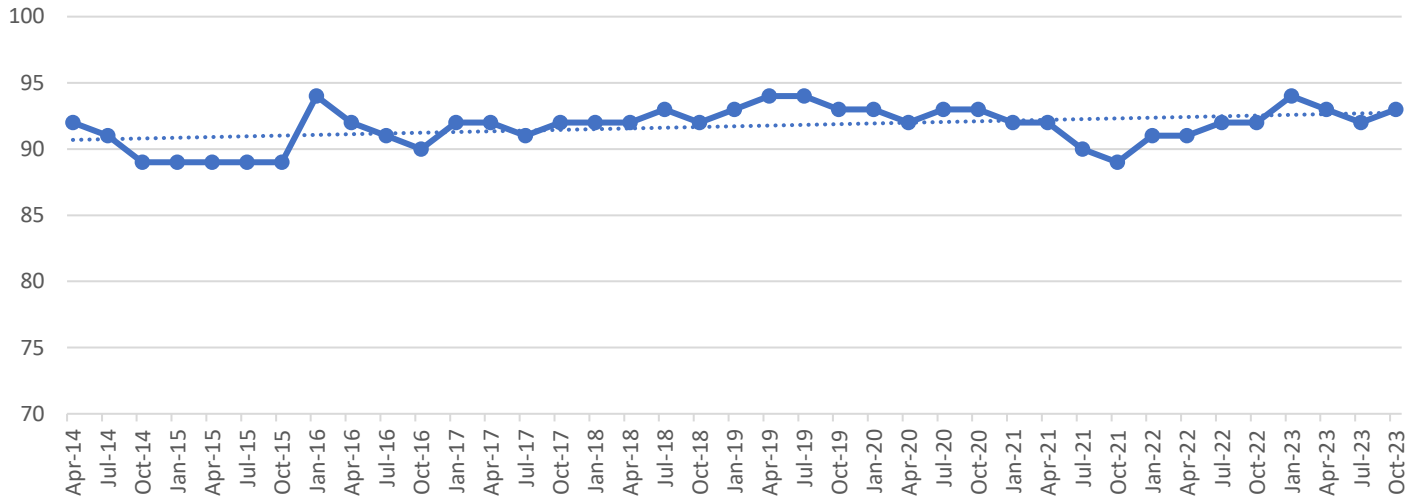
Individual Question Results with Trendlines



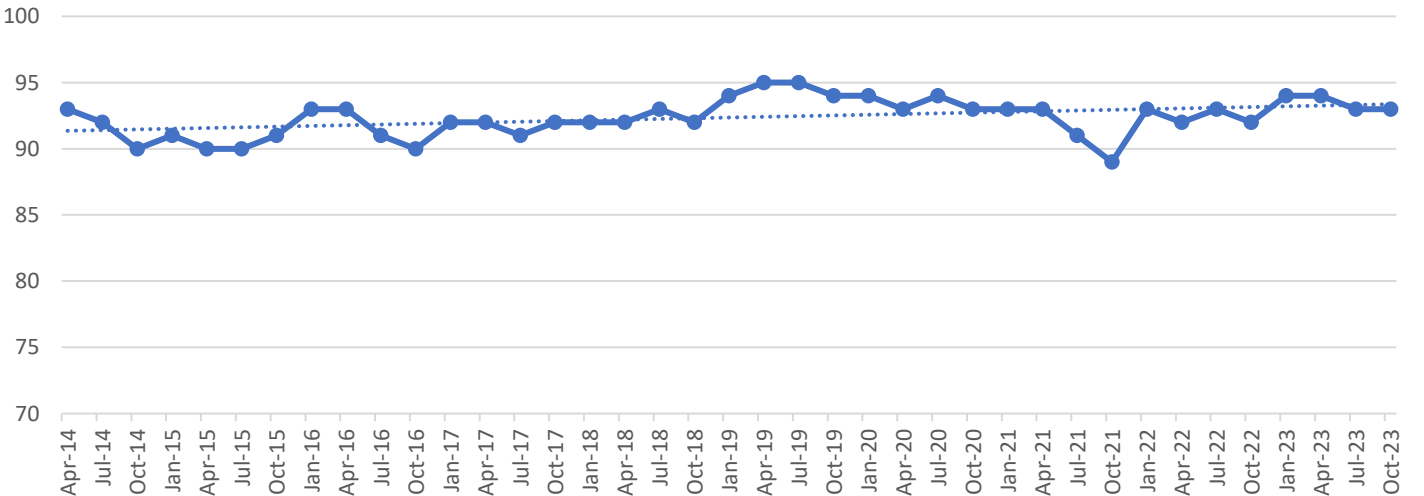
#4 - Education and explanation of plan provided in a way that I can understand



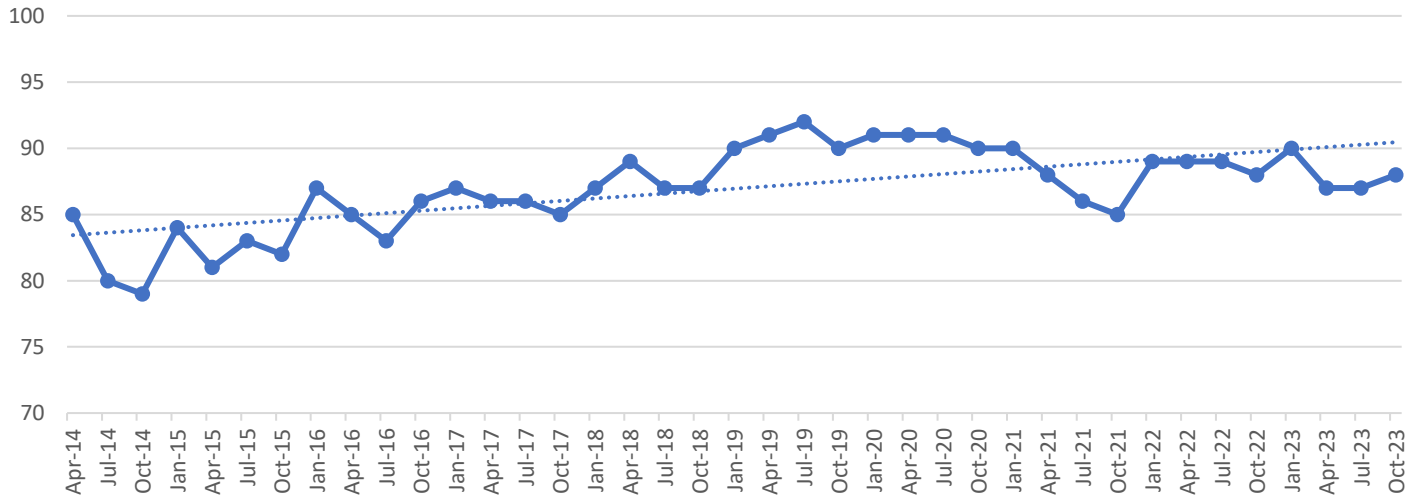
#5 - The follow-up and coordination of my care



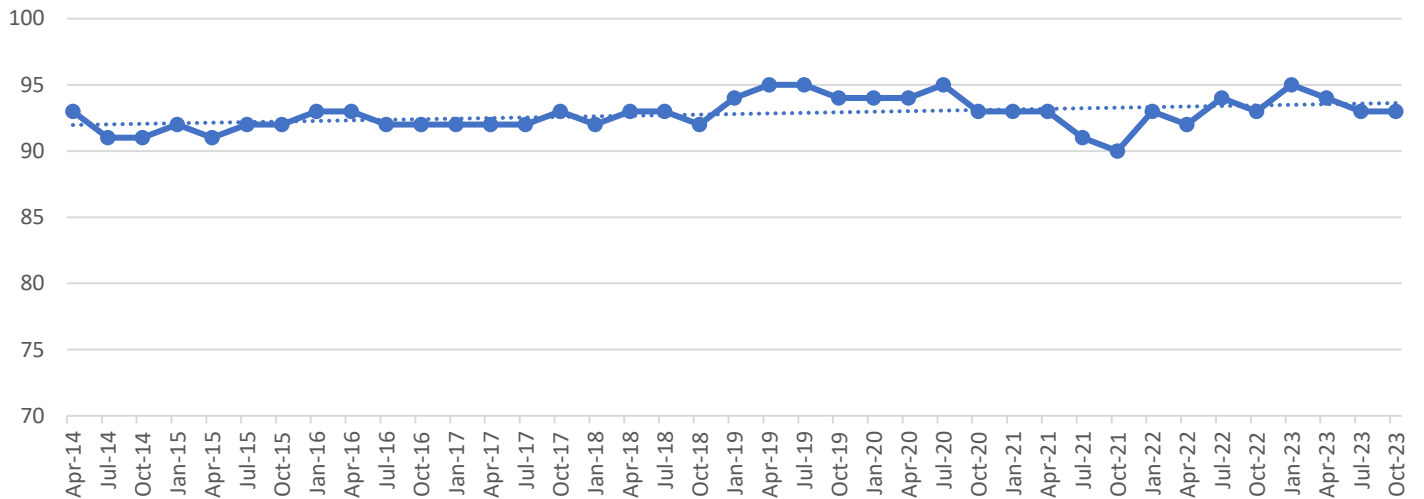
#6 - The staff addressing my medical needs today



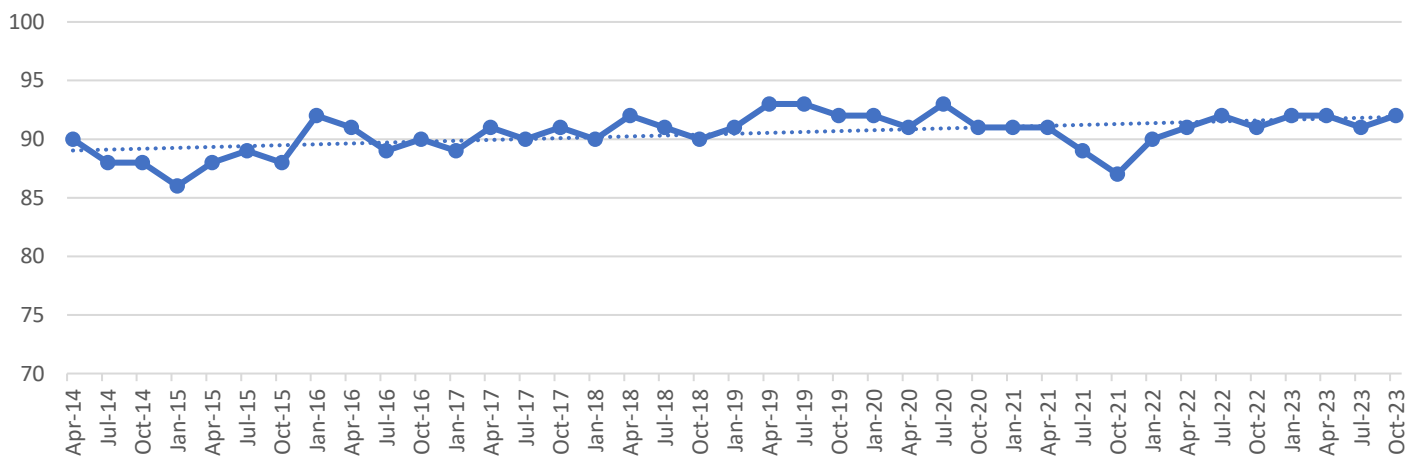
#7 - The time spent waiting



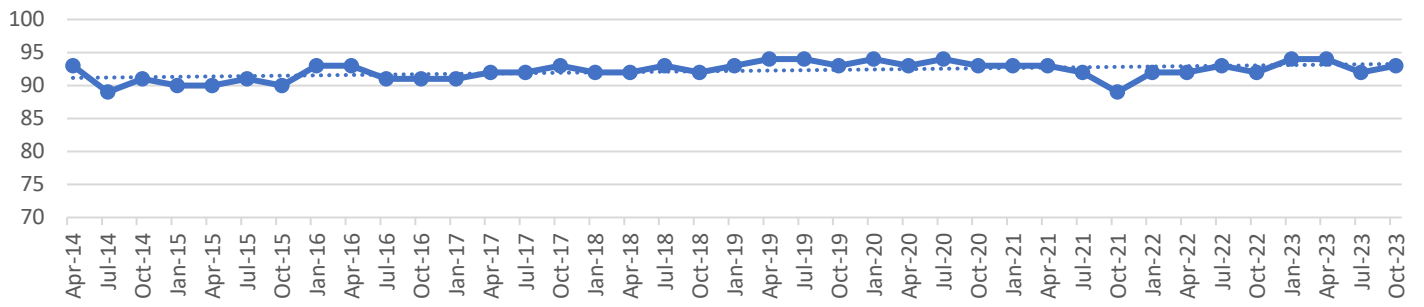
#8 - The respectfulness of staff



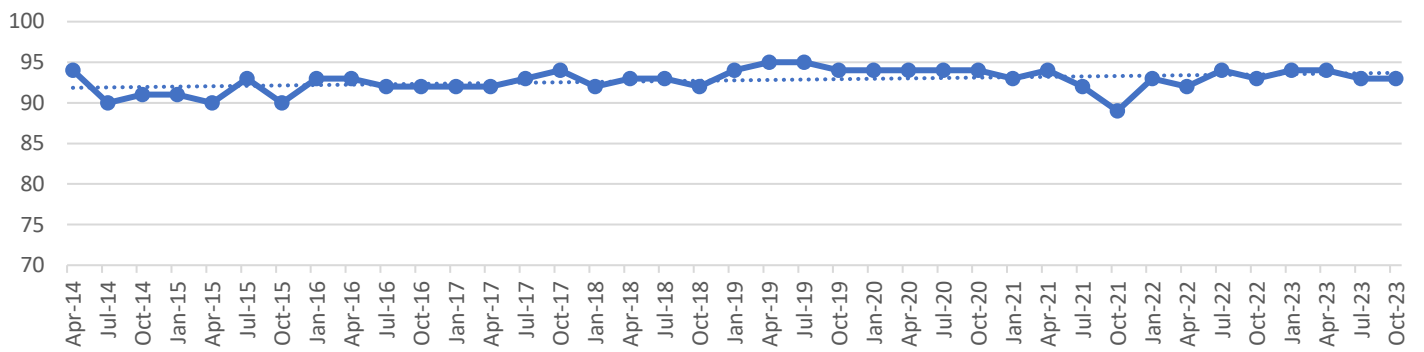
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



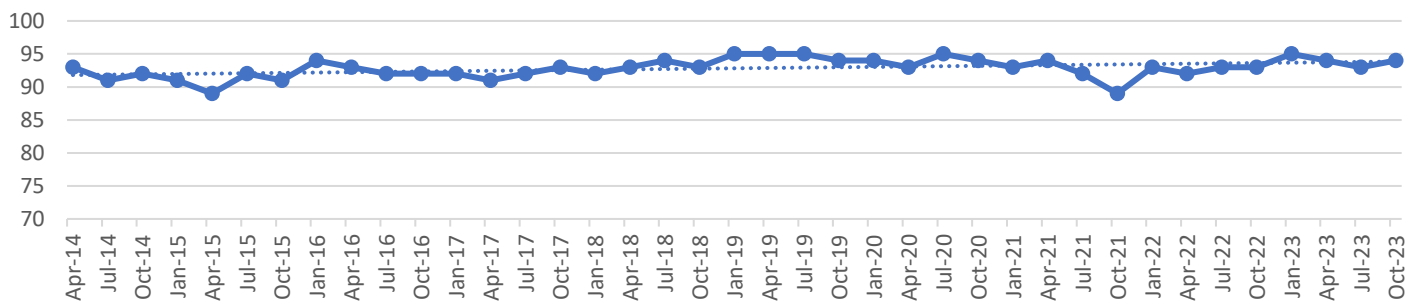
#10 - The handling of my personal medical information in a private and confidential manner



#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?

