

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 89% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

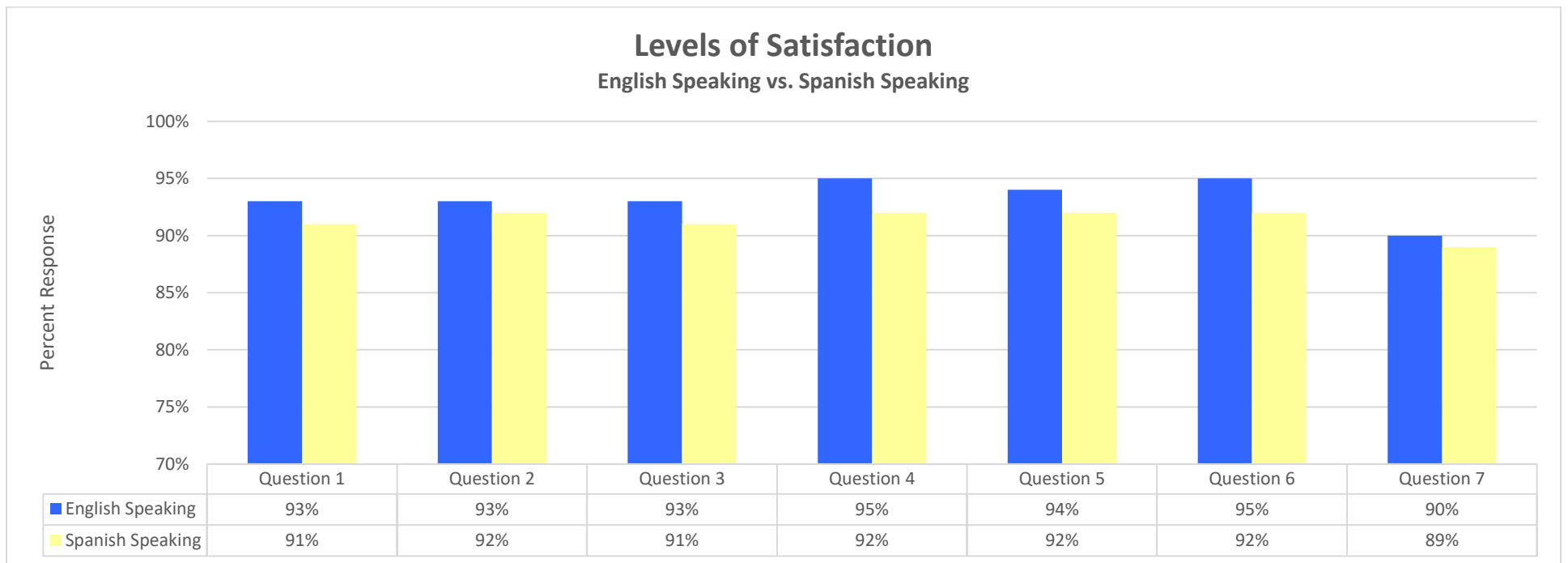
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023	Level of Satisfaction January 2023
1. The phone operator staff and call center	92%	93%	92%	93%
2. The reception staff	93%	94%	93%	94%
3. Receiving a timely appointment	92%	93%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	93%	94%
5. The follow up and coordination of my care	93%	94%	93%	94%
6. The staff addressing my medical needs today	94%	94%	94%	94%
7. The time spent waiting	89%	91%	90%	91%
8. The respectfulness of staff	94%	94%	93%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	93%	91%	92%
10. The handling of my personal medical information in a private and confidential	93%	94%	93%	94%
11. Your medical assistant	94%	95%	93%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	94%	94%	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%

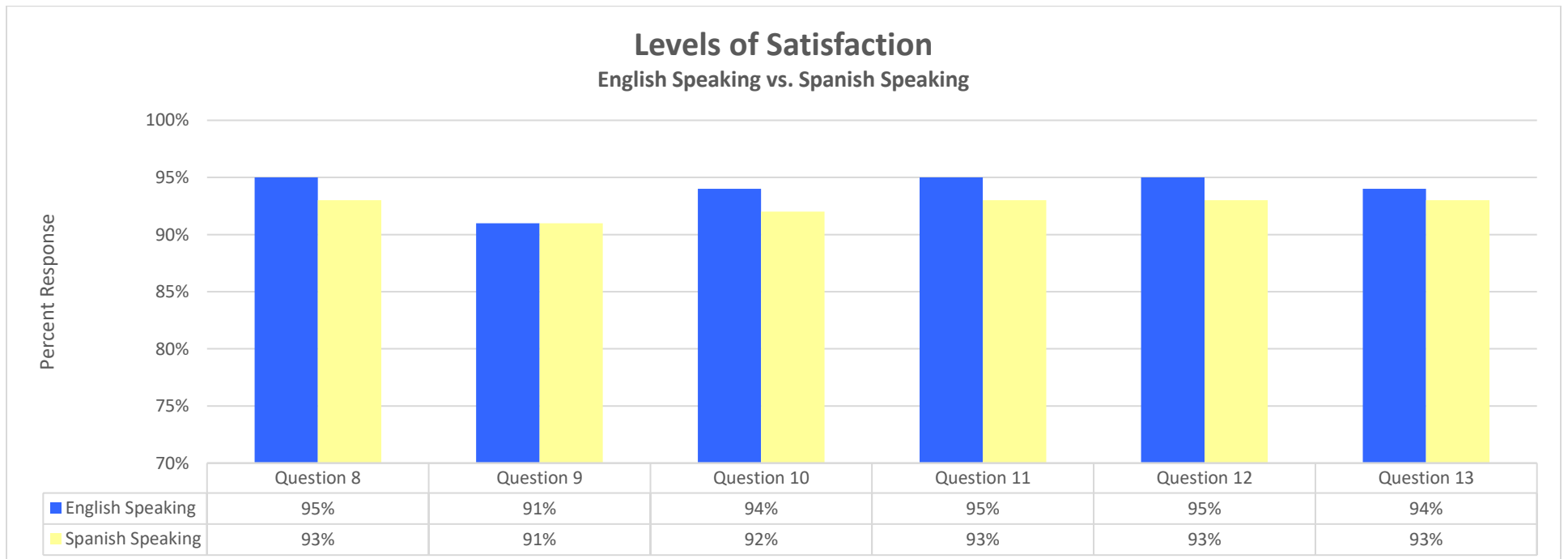
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	181 76%	147 69%	39 16%	50 24%	13 6%	7 3%	0 1%	2 1%	5 2%	7 3%
2. The reception staff	186 78%	153 72%	37 15%	47 22%	11 5%	5 2%	2 1%	0	4 2%	7 3%
3. Receiving a timely appointment	181 75%	143 68%	42 18%	58 27%	11 5%	5 2%	2 1%	1 1%	4 2%	5 4%
4. Education and explanation of plan provided in a way that I can understand	195 81%	151 71%	35 15%	52 25%	6 3%	3 1%	0	0	4 2%	6 3%
5. The follow-up and coordination of my care	191 80%	149 70%	38 16%	55 26%	3 1%	3 1%	3 1%	0	4 2%	6 3%
6. The staff addressing my medical needs today	194 81%	155 73%	36 15%	47 22%	4 2%	5 2%	2 1%	0	4 2%	6 3%
7. The time spent waiting	163 68%	125 59%	49 20%	67 32%	19 8%	12 6%	3 1%	2 1%	6 3%	6 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	199 83%	153 72%	30 13%	50 24%	4 2%	3 1%	2 1%	0	4 2%	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	168 73%	139 66%	33 14%	56 27%	25 11%	9 4%	0	0	4 2%	6 3%
10. The handling of personal medical info in a private and confidential manner	193 80%	150 71%	31 13%	51 24%	12 5%	3 1%	0	2 1%	4 2%	5 2%
11. Your medical assistant	195 81%	159 75%	36 15%	47 22%	5 2%	0	0	1 1%	4 2%	5 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	204 85%	160 75%	26 11%	45 21%	2 1%	1 1%	1 1%	1 1%	6 3%	6 3%
13. Overall, how satisfied are you with the Health Center?	193 80%	158 74%	34 14%	46 22%	7 3%	2 1%	2 1%	2 1%	4 2%	5 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: 92

N/A: 26

YES: 4

Comments:

1. "Yes, they got back in a timely fashion."
2. "Yes, great."
3. "Yes, reply ASAP."
4. "Not in the last week, however, I've left several messages that have not been returned."
5. "Yes, answers usually same day."
6. "Never received a call back."
7. "I was seen in a timely manner."
8. "Timely no complaints."
9. "My experience was great I was in and out in a very short amount of time."

Spanish

NO: 36

N/A: 4

YES: 1

Comments:

1. "Yes, I received a call back." "Si, recibí llamada."
2. "Well I left various messages, they would change the information I would give maybe the communication was not good they sent me 6 referrals with the wrong information." "Pues deje varios mensajes, me cambiaban la informacion quizas la comunicacion no fue Buena, me enviaron 6 referidos con la información incorrecta."
3. "They answer my questions." "Me contestan mis preguntas."

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

English

1. "Getting appointments." (Talwar)
2. "Knowledgeable staff, nurses, doctors." (Origer)
3. "When I can get advice on what medicine to take with certain medicines." (Origer)
4. "When I call to confirm appointment, easy access." (Aphaivong)
5. "Everyone."
6. "Location/availability."
7. "Love the reminder call for appt." (Aphaivong)
8. "The doctor was very understanding and patient with my autistic daughter." (Hernandez)
9. "Availability for appointment, respectful staff."
10. "All the benefits." (Aphaivong)
11. "The people."
12. "Nearby." (Aphaivong)
13. "Continuous/consistent care."
14. "The doctor was amazing. I like my kids seeing her." (Hernandez)
15. "Good medical experience."
16. "Everything." (4)
17. "N/A." (12)
18. "Everyone is very friendly and helpful." (Hering)
19. "The appointment times/fast visits." (Ali)
20. "Easy to get seen right away." (Hernandez)

Spanish

1. "They support single mothers and they speak spanish." "Que apoyan a madres solteras y hablan español."
2. "My health." "Mi salud." (2)
3. "They help me alot with my pregnancy and when i bring my daughter as well." "En mi embarazo y cuando traigo a mi niña también." (Beall)
4. "The language and the insurance." "El lenguaje y la aseguranza." (Hernandez)
5. "The attention is good and fast." "La atencion es buena y rapida."
6. "Everything is good." "Todo esta bien." (3)
7. "Attention on time." "Atencion a tiempo." (Origer)
8. "Your services." "Sus servicios."
9. "Care for my health." "Cuidado de salud." (2)
10. "Everything about my doubts." "Todo sobre mis dudas."
11. "They speak Spanish." "Que hablan Espanol." (2)
12. "Care for my kids." "Cuidado de mis hijos." (Cekova)
13. "Close to home." "Cerca a casa." (2)
14. "They help you, guide you and explain in a English or Spanish." "Te ayudan, te guian y te explican ya sea en ingles o Espanol."

21. "Good communication." (Ali)
22. "Friendly staff." (2)
23. "Checked everything."
24. "Service."
25. "Everyone very nice and they care I would recommend anyone to use your facility."
26. "I am always treated very good."
27. "Front desk."
28. "Accessibility."
29. "Schedule adjustability."
30. "The staff and providers are amazing."
31. "Respect my time, good & service."
32. "Availability of appointments."
33. "Answers." (Cekova)
34. "Nothing." (3)
35. "Fast appointments."
36. "The staff were all very helpful."
37. "Just great customer service."
38. "Convenience /hours." (Hernandez)
39. "Location appointments/hours." (Hernandez)
40. "Convenience." (Aphaivong)
41. "The nurse was awesome."
42. "Taking us as a walk-in."
43. "Attentive to needs."
44. "Phone call reminders/bilingual stuff."
45. "Doctors treatment with me and my family."
46. "Close to home."
47. "Attention to detail." (Origer)
48. "My doctor." (Malanfent)
49. "Great service." (Malanfent)
50. "The quick, convenient healthcare for my kiddos."
51. "Them being helpful when something goes wrong EX: MD not being here." (Nambo)
52. "The consistent, timely care."
53. "Dr. Ali's attentiveness & staffs bedside manner is incredible." (Ali)
54. "Informative."
55. "Dr. Ali is the most helpful." (Ali)
56. "Having an understanding & great staff."
57. "Front staff." (Nambo)
58. "Visual guides."
59. "Kindness."
60. "The promptness and comprehensiveness."
61. "Walk in /same day."
62. "Fast staff." (Nambo)
63. "They care."
64. "Understanding the information given."
65. "Easy of setting appointments/hours."
66. "Appointment reminder calls."
67. "Easy to talk to and they listen." (Aphaivong)
68. "Location to home."
69. "Drs care."
70. "Someone who listens to my concerns and treats accordingly." (Aphaivong)
71. "Walk-in welcome."
15. "Very good." "Muy bien."
16. "Medical help." "Ayuda medica."
17. "They speak my language Spanish." "Hablan mi language espanol."
18. "Reminder calls." "Llamadas de recordatorio."
19. "The attention is fast." "La atencion es rapida."
20. "Treatment for my diabetes and high blood pressure." "Tratamiento para mi diabetes y alta presion." (Aphaivong)
21. "The cost of my consult." "El pago de mi consulta." (Aphaivong)
22. "Everything." "Todo." (3)
23. "The attention." "La atencion." (2)
24. "They are very respectful." "Son muy respetuosos." (Hering)
25. "Good in general." "Bueno en general." (Origer)
26. "Fast appointments." "Citas rapidas." (Nambo)
27. "The attention and service is perfect." "El servicio y la atención son perfecto."
28. "I always find close appointments, they have good doctors." "Siempre encuentro citas cercanas y tienen buenos doctores." (Hering)
29. "N/A." "N/A."
30. "Health." "Salud."
31. "They are bilingual and they always have available appointments." "Que son bilingue y siempre hay citas disponibles." (Hernandez)
32. "The pediatrician is good doctor." "La pediatra es buena doctora."

72. "Being seen with doctors that understand."
73. "Always easy to contact."
74. "Getting appts in a timely manner." (Siddiqui)
75. "Everything under one roof." (Malanfand)
76. "The doctor is nice."
77. "Quick sick appointment." (Origer)
78. "Speak not too fast, patiently re-explain info."
79. "Providers."
80. "Timely appointments."
81. "The promptness for appointment."
82. "Availability." (Aphaivong)

Question 16: How can we improve Greater Family Health?

English

1. "Keep up the good work." (Origer)
2. "Waiting time/check in waiting." (Siddiqui)
3. "A little more open to tardy patients for appointments." (Aphaivong)
4. "Don't know I'm happy." (Aphaivong)
5. "Time spent waiting." (Ali)
6. "Don't like the 15 min before time for apt." (Chang)
7. "N/A." (28)
8. "You're great."
9. "Well, an exhaust would be nice in lobby bathroom." (Siddiqui)
10. "Nothing." (2)
11. "Do everything here."
12. "Bathroom smell 😊" (Origer)
13. "Quick sick appointment." (Origer)
14. "Front staff could great you nicer! Or great you at all." (Ali)
15. "Keep doing what you doing."
16. "Not sure, place seems great." (Nambo)
17. "Walk in same day"
18. "A little more staff." (Aphaivong)
19. "Improve appointment wait time." (Hernandez)
20. "Play area."
21. "Doing great."
22. "No comment." (Origer)
23. "Everything is great."
24. "Keep doing the same." (Talwar)
25. "Great an ultrasound machine."
26. "None." (3)
27. "On much slight improvement on wait times." (Siddiqui)
28. "It's fine."
29. "Water."
30. "You're doing amazing."
31. "The referral process has not worked well for me." (Nambo)
32. "Respond to concerned parents."

Spanish

1. "Better organization." "Mejor organizacion." (Cekova)
2. "To me it is good." "Para mi esta bien." (2)
3. "Giving test results over the phone without having to do an appointment." (Hernandez)
4. "The wait time." "El tiempo de espera." (Aphaivong)
5. "It is satisfactory." "Es satisfecho."
6. "The personnel from reception is rude (Juliana) reception." "El personal de recepcion es grocero (Juliana) recepción."
7. "N/A." "N/A." (3)
8. "Thank you." "Gracias."
9. "Sometimes the wait time is too long." "Hay veces la espera es mucha."
10. "Kind personnel." "Personal amable."
11. "You have improved alot from before." "Han mejorado mucho de como era antes."
12. "It is perfect for me." "Esta perfecto para mi."
13. "Everything is good." "Todo esta bien." (11)
14. "More people that speak Spanish." "Mas personas que hablan español."
15. "The people from the front desk should be friendlier." "Las personas en front desk deberían ser mas amigables."
16. "Excellent." "Excelente." (Nambo)
17. "I think appointments are a bit too far." "Pienso que las citas están un poco lejanas."
18. "I don't think you need to change." "No creo que necesita mejorar." (Chang)
19. "The service is excellent." "El servicio es excelente." (Nambo)

33. "You guys are great no improvement needed." (Hernandez)
34. "You can't it's the best."
35. "Faster reception."
36. "Actually, call the places you plan for patient."
37. "It has improved since previous visits."
(Chang)
38. "It is good." (Siddiqui)
39. "I'm satisfied."
40. "Everything is wonderful, lovely staff."
41. "Work on helping the patient when 10 mins being late. If scheduled for certain time, make it so that time is honored." (Chang)

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

English

- YES: 164
- NO: 3

Spanish

- YES: 97
- NO: 0

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

English

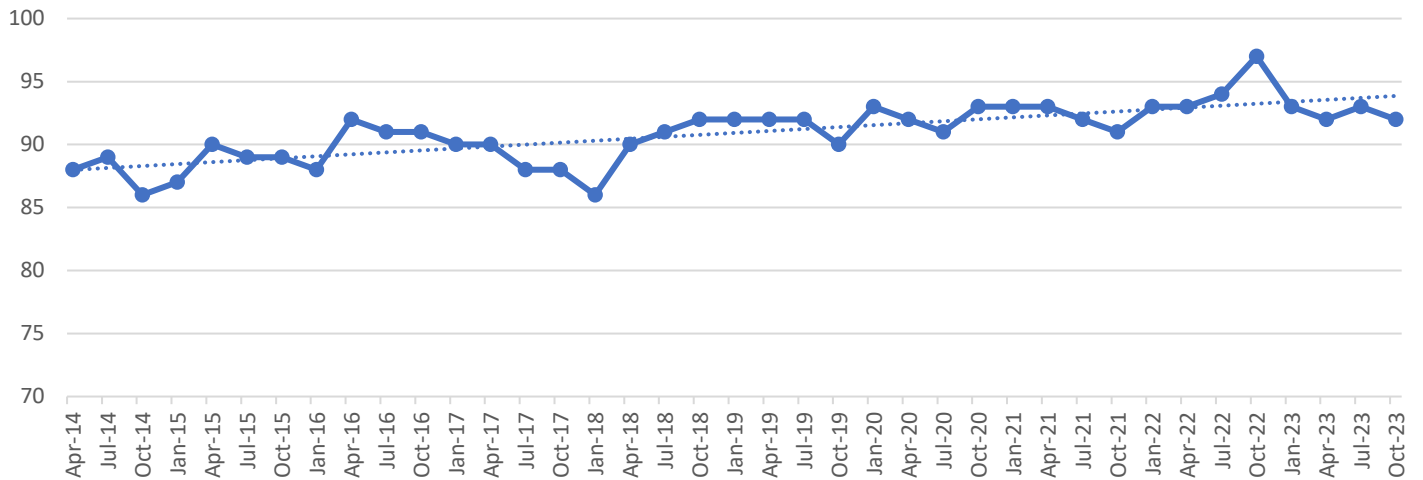
- Ali: 16
- Aphaivong: 23
- Beall: 4
- Cekova: 9
- Chang: 16
- Hering: 3
- Hernandez: 18
- Kiel: 3
- Malanfant: 6
- Nambo: 18
- Origer: 28
- Siddiqui: 18
- Talwar: 3

Spanish

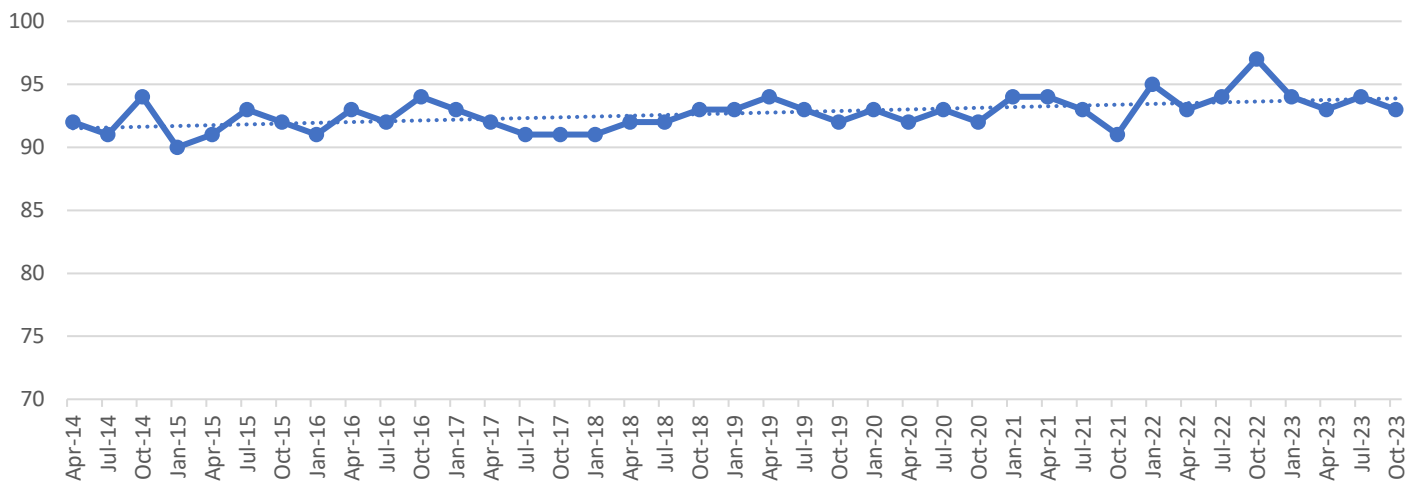
- Ali: 5
- Aphaivong: 15
- Beall: 11
- Cekova: 7
- Chang: 14
- Hering: 5
- Hernandez: 28
- Malanfant: 1
- Nambo: 22
- Origer: 18
- Siddiqui: 10

Individual Question Results with Trendlines

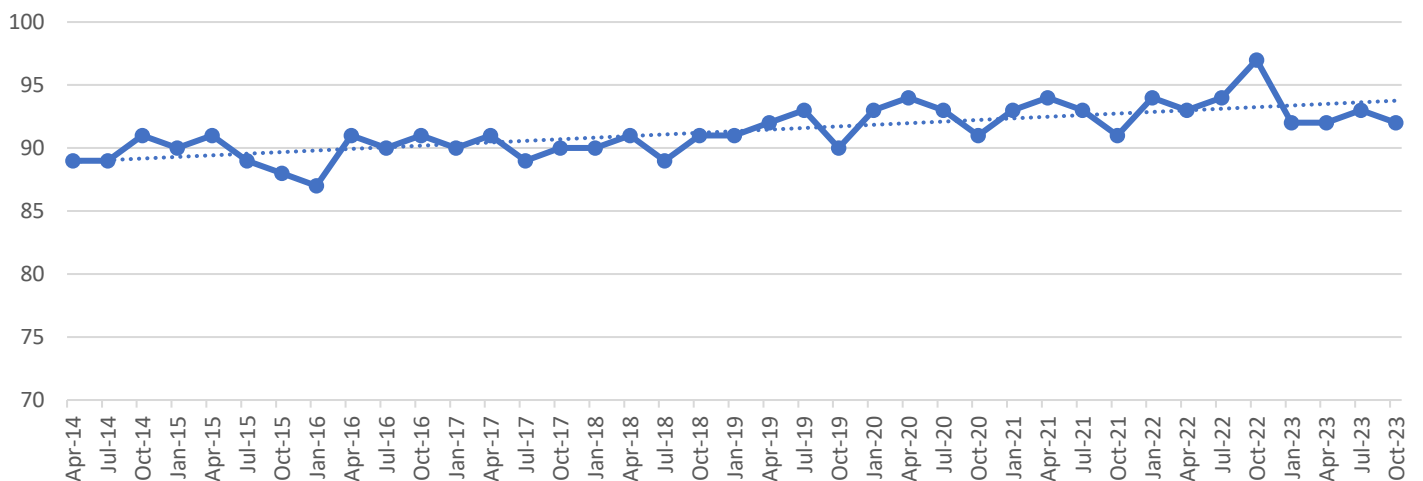
#1 - The phone operator staff and call center



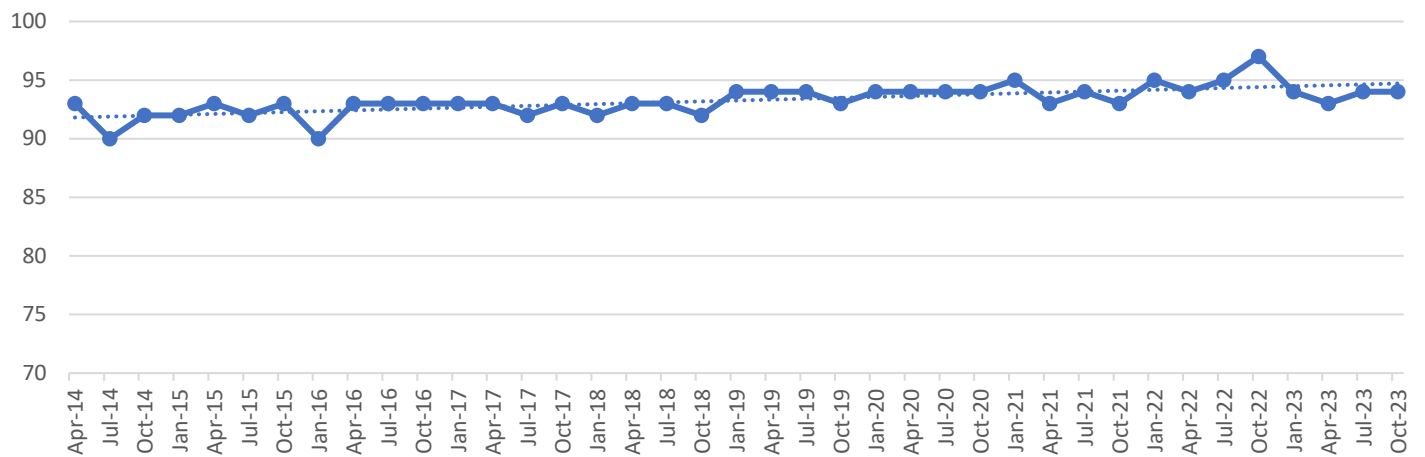
#2 - The reception staff



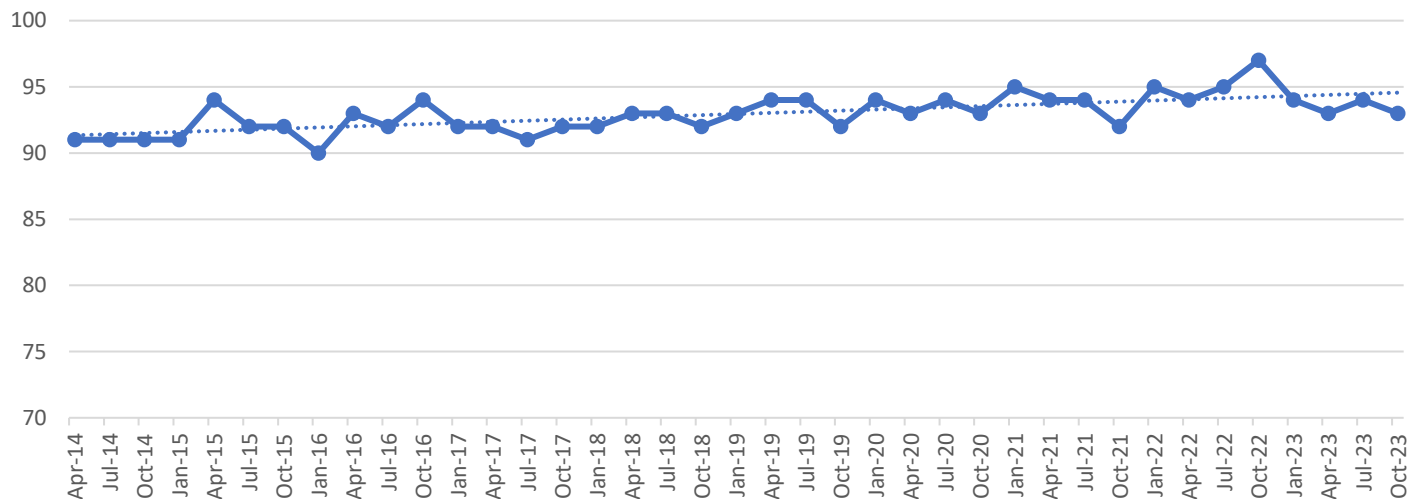
#3 - Receiving a timely appointment



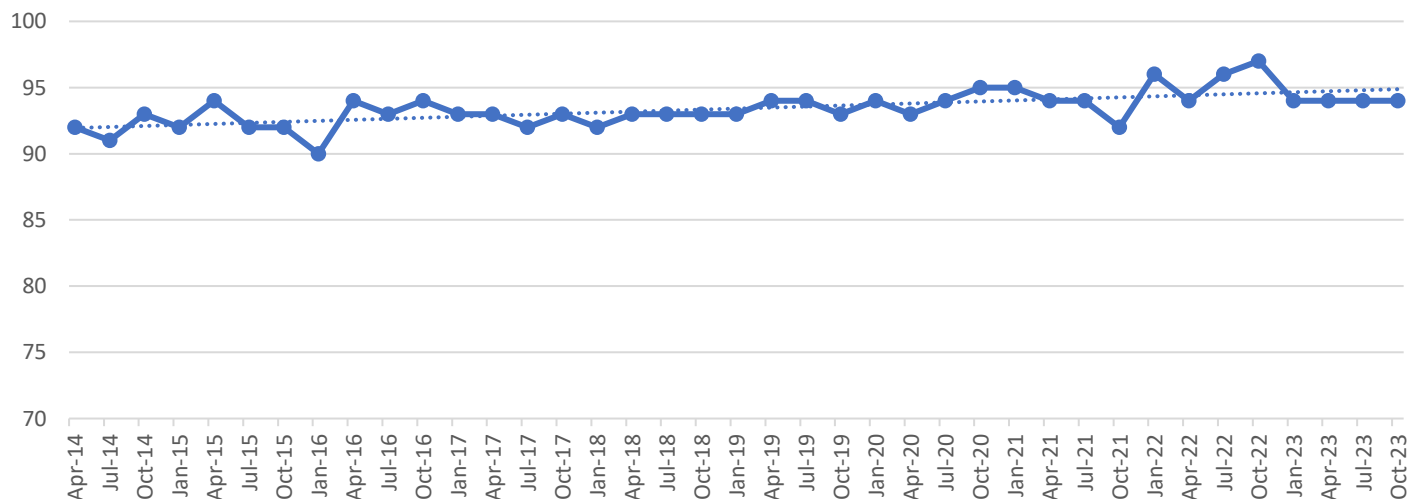
#4 - Education and explanation of plan provided in a way that I can understand



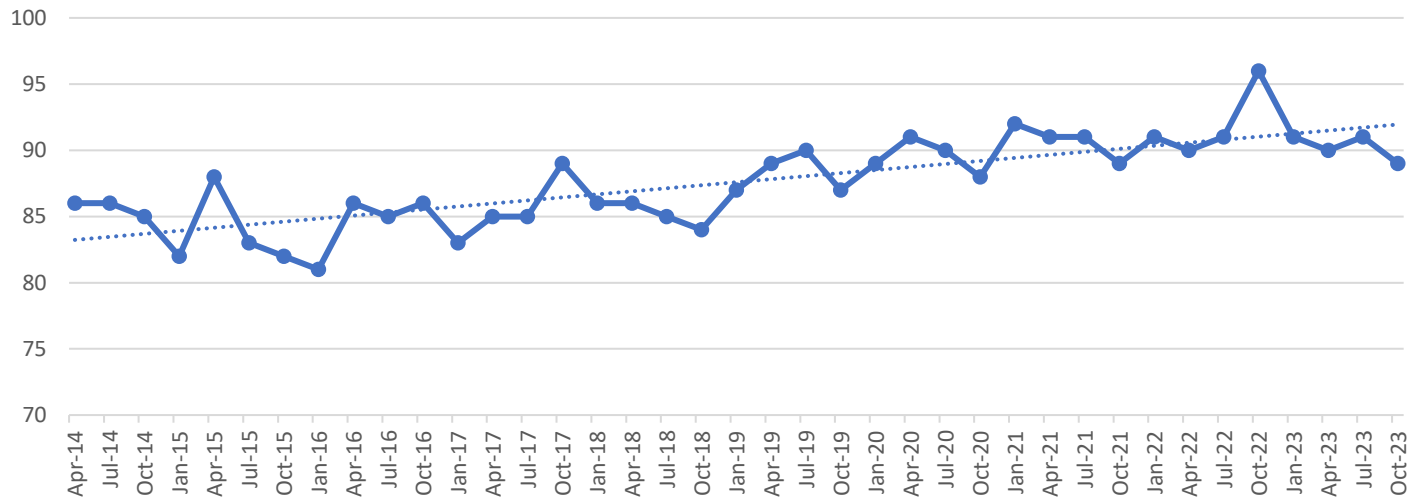
#5 - The follow-up and coordination of my care



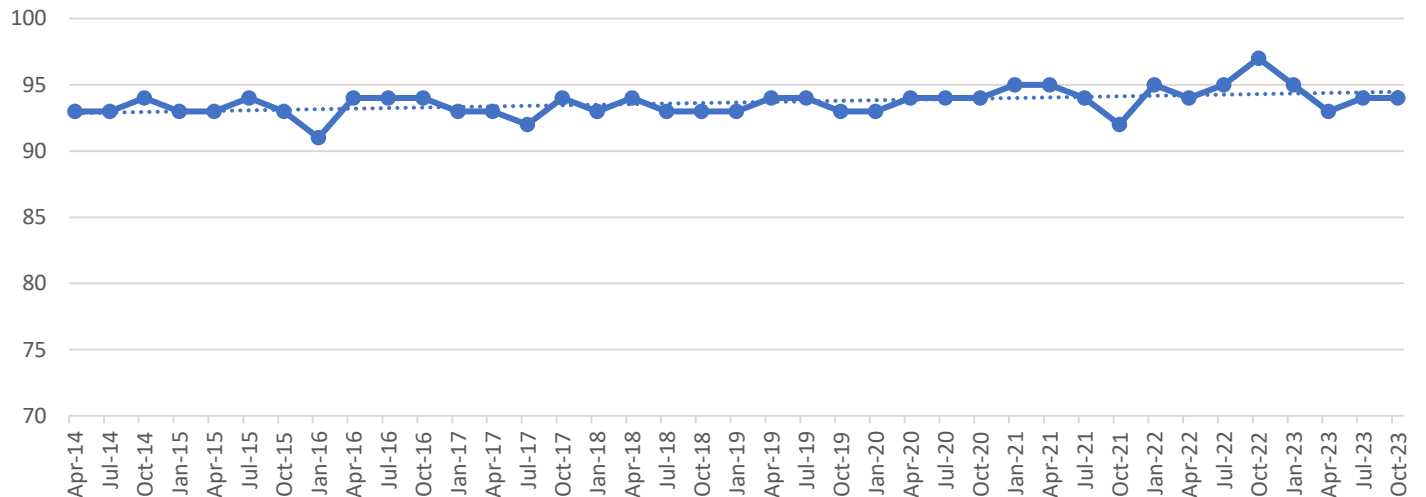
#6 - The staff addressing my medical needs today



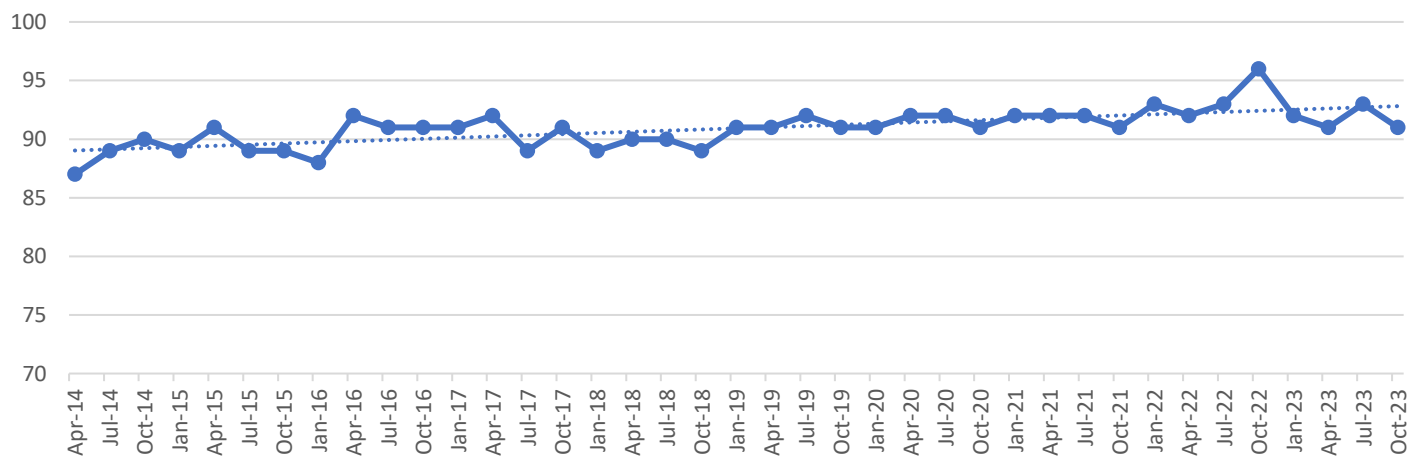
#7 - The time spent waiting



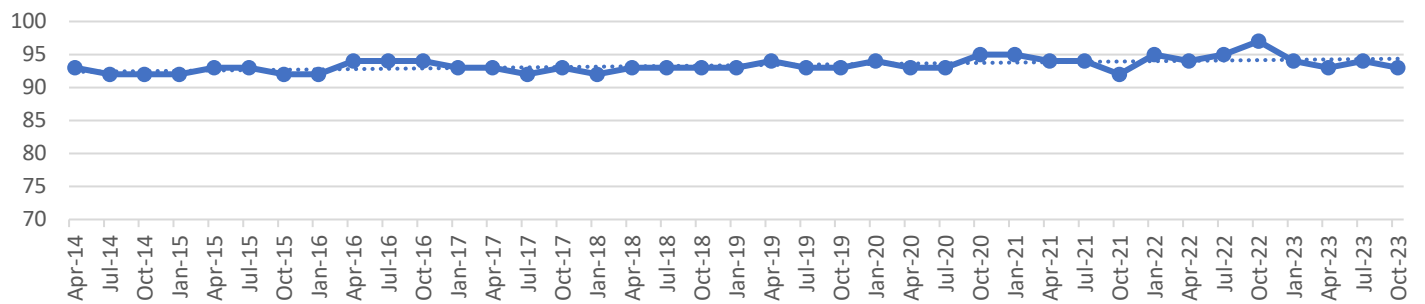
#8 - The respectfulness of staff



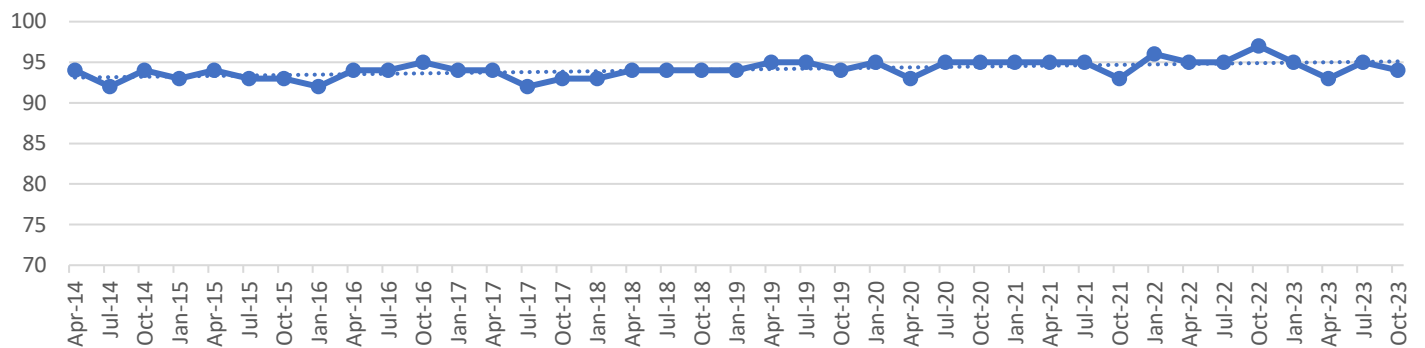
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



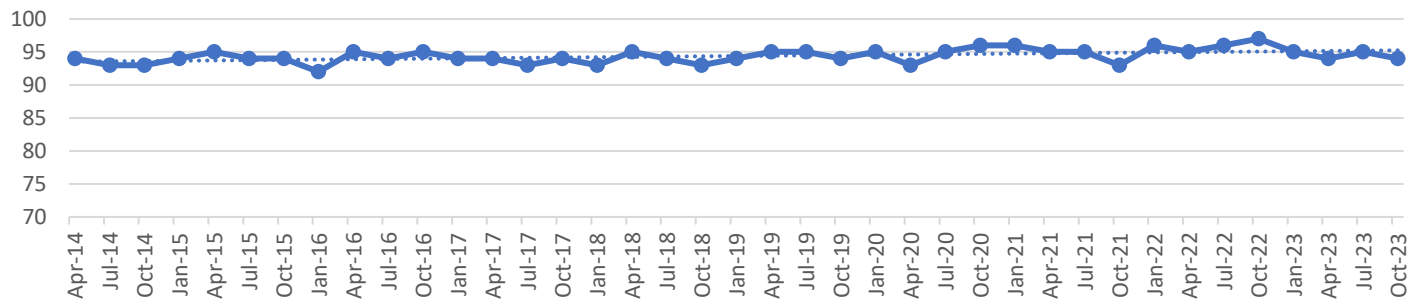
#10 - The handling of my personal medical information in a private and confidential manner



#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?

