

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 95%. 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.

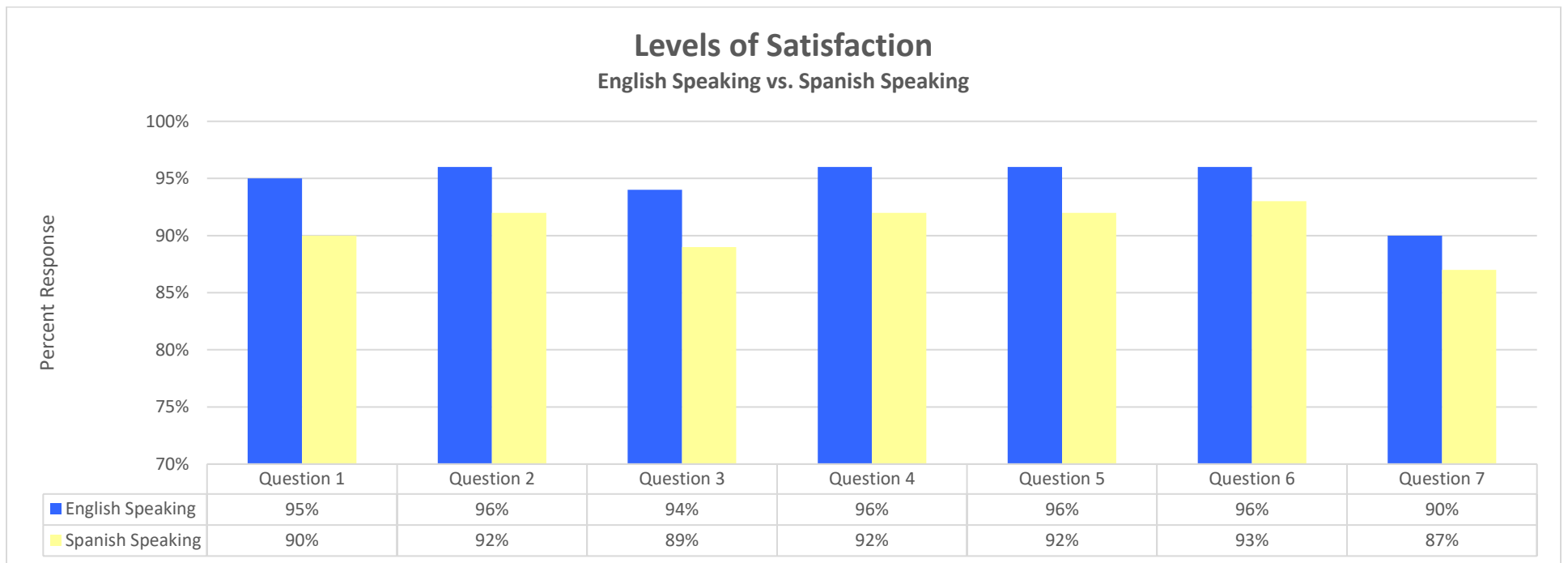
| 450 Dundee Ave., Elgin - Lower Level – Survey Questions | Level of Satisfaction October 2023 | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 | Level of Satisfaction January 2023 |
|--|---|--|---|---|
| 1. The phone operator staff and call center | 92% | 92% | 92% | 94% |
| 2. The reception staff | 94% | 94% | 94% | 96% |
| 3. Receiving a timely appointment | 91% | 92% | 92% | 94% |
| 4. Education and explanation of plan provided in a way that I can understand | 94% | 94% | 93% | 96% |
| 5. The follow up and coordination of my care | 94% | 93% | 93% | 95% |
| 6. The staff addressing my medical needs today | 94% | 94% | 94% | 96% |
| 7. The time spent waiting | 88% | 90% | 90% | 94% |
| 8. The respectfulness of staff | 94% | 94% | 94% | 97% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 92% | 91% | 92% | 95% |
| 10. The handling of my personal medical information in a private and confidential | 94% | 93% | 93% | 96% |
| 11. Your medical assistant | 94% | 94% | 94% | 97% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 95% | 94% | 94% | 97% |
| 13. Overall, how satisfied are you with the Health Center? | 94% | 94% | 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% |

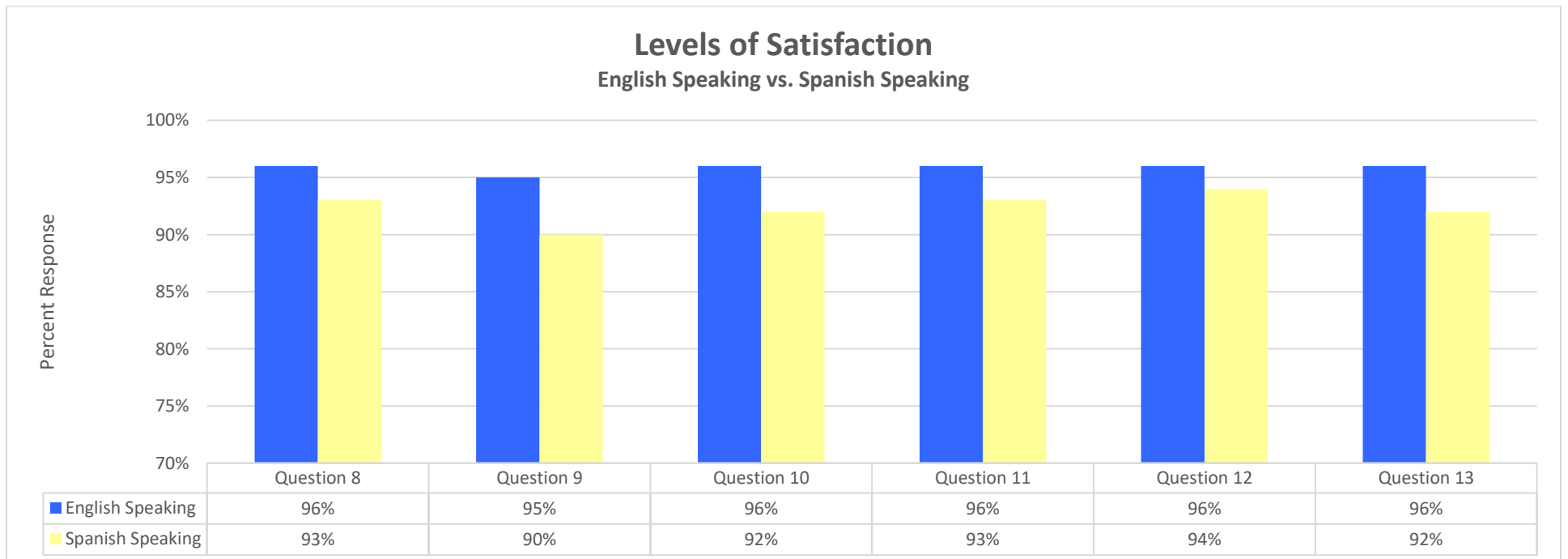
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 150 77% | 152 66% | 39 20% | 57 25% | 5 3% | 0 | 0 | 0 | 0 | 8 4% |
| 2. The reception staff | 161 82% | 165 71% | 30 15% | 50 22% | 5 3% | 2 1% | 0 | 0 | 0 | 6 3% |
| 3. Receiving a timely appointment | 144 74% | 152 65% | 41 21% | 51 22% | 11 6% | 2 1% | 0 | 0 | 0 | 6 3% |
| 4. Education and explanation of plan provided in a way that I can understand | 157 80% | 162 70% | 35 18% | 56 24% | 4 2% | 0 | 0 | 0 | 0 | 6 3% |
| 5. The follow-up and coordination of my care | 157 80% | 162 70% | 36 18% | 54 23% | 3 2% | 0 | 0 | 0 | 0 | 6 3% |
| 6. The staff addressing my medical needs today | 159 81% | 172 74% | 33 17% | 47 20% | 4 2% | 0 | 0 | 0 | 0 | 6 3% |
| 7. The time spent waiting | 132 67% | 136 59% | 36 18% | 63 27% | 21 11% | 2 1% | 4 2% | 0 | 3 2% | 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 | 157 81% | 173 75% | 35 18% | 45 20% | 3 2% | 6 3% | 0 | 0 | 0 | 6 3% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 137 78% | 132 63% | 31 18% | 58 28% | 7 4% | 12 6% | 0 | 1 1% | 0 | 6 3% |
| 10. The handling of personal medical info in a private and confidential manner | 161 83% | 164 71% | 30 15% | 52 23% | 4 2% | 8 4% | 0 | 0 | 0 | 6 3% |
| 11. Your medical assistant | 161 82% | 176 76% | 29 15% | 43 19% | 5 3% | 6 3% | 1 1% | 0 | 0 | 6 3% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 165 84% | 181 78% | 26 13% | 39 17% | 5 3% | 5 2% | 0 | 0 | 0 | 6 3% |
| 13. Overall, how satisfied are you with the Health Center? | 159 82% | 165 73% | 28 15% | 48 21% | 6 3% | 7 3% | 0 | 0 | 0 | 6 3% |



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: 37

N/A: 26

YES: 7

Comments:

1. "Great staff." (Miller)
2. "Thanks for all the hard work everyone does." (Baum)
3. "Very good and quick response." (Piekarz)
4. "Follow up on symptoms, it was great very helpful."
5. "They have been excellent and kind every time." "Todo el tiempo han sido muy amables y excelentes." (Triner) (Spanish response on an English survey)
6. "Good." (Newbrander)
7. "Satisfied." (Baum)
8. "No, very happy how my family is taking care every time we come to an appointment."
9. "No comment."
10. "Very good."

Spanish

NO: 49

N/A: 5

YES: 2

Comments:

1. "Great."
2. "Excellent reminder." "Excelente recordatorio."
3. "On my end, everything is always great I am always treated well." "Por mi parte todo esta bien siempre me atienden muy bien." (Dodis)

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

English

1. "N/A." (5)
2. "Location." (2)
3. "Yes." "Si." (Spanish response on an English survey)
4. "Medical assistant." (2)
5. "Staff." (7)
6. "No comment." (Davies)
7. "Communication."
8. "None." (Baum)
9. "Everything." (2)
10. "No comment."
11. "Location." (2)
12. "No."
13. "Assistance." (Davies)
14. "Convenience." (Baum)
15. "Fast service." (Newbrander)
16. "The quickness during the appointments." "La rapidez de las citas." (Triner)
17. "Availability is great, very helpful overall."
18. "Yes, to get health plan." (Miller)
19. "Doctor's explain very well." (Baum)
20. "They are always helpful and love my kids doctor." (Miller)

1. "The people." "La gente." (Miller)
2. "The care for my daughter." "El cuidado de mi hija." (Piekarz)
3. "Everything." "Todo." (4)
4. "Everything is great." "Todo bien."
5. "Health." "Salud."
6. "The attention." "La atención." (Triner)
7. "Everything is great." "Todo bien."
8. "None." (English response on a Spanish survey)
9. "To be on top of my health and my children's." "A estar al tanto de mi salud y la de mis hijas." (Piekarz)
10. "That they help my children." "Que le ayudan a mis hijos." (Newbrander)
11. "That they tend to well." "Que atienden bien." (Triner)
12. "The flexibility in hours and the closeness." "La flexibilidad de horario y la cercanía." (Triner)
13. "With the communication." "Con la comunicacion." (Baum)
14. "The quick efficiency for available appointments." "La rápida eficacia para citas disponibles."

21. "Staff is wonderful and understanding." (Baum)
 22. "It's close by." (Baum)
 23. "Excellent clinic great staff& doctors." (Triner)
 24. "Flexible appointments to chose from." (Piekarz)
 25. "The information staff & the care we received." (Davies)
 26. "The systematic appointment & detailed check up on my baby." (Newbrander)
 27. "Lizbeth was so nice." (Miller)
 28. "My family health." (Baum)
 29. "They are always on time." (Baum)
 30. "Making appointments are easy." (Baum)
 31. "Organized, caring staff." (Triner)
 32. "Great doctors & staff excellent clinic." (Triner)
 33. "Getting all questions answered." (Baum)
 34. "The staff helping with my concerns." (Davies)
 35. "They answer all my concerns." (Triner)
 36. "Reception." (Baum)
 37. "Doctors explanations." (Piekarz)
 38. "Availability to make my appointments." (Piekarz)
 39. "Time care of medical needs." (Dodis)
 40. "Same day appointment." (Dodis)
 41. "Service." (Davies)
 42. "The bilingual staff (professional) (kind)." (Piekarz)
 43. "The office is close to home and the staff is great! 😊." (Davies)
 44. "Face to face communication." (Dodis)
 45. "The people." (Baum)
 46. "Having a doctor who listens and cares." (Triner)
 47. "Reminder calls." "Llamadas de recordatorio." (Spanish response on an English survey)
 48. "Everything was fast." (Triner)
 49. "At the moment Greater Family Health is doing good."
 50. "No comment."
15. "The attention." "La atención." (Triner)
 16. "The care for our health." "El cuidado de nuestra salud."
 17. "Everything in general." "Todo en general." (Triner)
 18. "In general everything is very good, attention, assistants are respectful." "En general todo es muy bueno, atención, asistencia son respetuosas." (Triner)
 19. "The attention is very quick." "Que atienden muy rápido." (Baum)
 20. "They can find an appointment when I need to bring in my sick child." "Siempre encuentran una cita cuando necesito traer a mi hijo enfermo." (Triner)
 21. "The hours." "Los horarios." (Baum)
 22. "The practitioners are great for my children." "Los médicos son buenos para mis hijos."
 23. "It is close to home and they are very efficient." (Triner)
 24. "They are very kind." "Son muy amables." (Davies)
 25. "That they always help me obtain an appointment." "Que siempre me ayudan conseguir las citas."
 26. "The accessibility of the hours." "La accesibilidad del horario." (Triner)
 27. "With the development and growth of my children." "Con el Desarrollo y cercamineto con mis hijas."
 28. "It is close to home." "Cerca de casa." (Piekarz)
 29. "The appointments on a Saturday." "Las citas en sábado." (Davies)
 30. "I do not know." "No se." (Davies)
 31. "That I can schedule a same day appointment."
 32. "The medical attention and explanation." "La atención médica y la explicación." (Triner)
 33. "The control of my children." "Los controles de mis niños." (Piekarz)
 34. "It is perfect." "Es perfecto."
 35. "Very kind." "Muy amable." (Baum)
 36. "Available appointments and the hours." "Citas disponibles y el horario." (Dodis)
 37. "The attention." "La atención." (Davies)
 38. "The economy, health." "La economía, salud." (Triner)
 39. "That they always treat us quickly and I can have evening appointments or when it works for us. Also, the way in which we are helped." "Que siempre nos atienden rápido y que puedo tener citas en las tardes o cuando mejor funciona para nosotros. También la forma en que nos tratan y nos ayudan." (Baum)

40. "The quickness in which our calls are answered and the timely appointments." "La rapidez con la que toman mis llamadas y cercano de las citas." (Dodis)
41. "I can speak my language without a problem and grant and excellent service." "Puedo hablar mi idioma sin problema y orgogan un excelente servicio." (Piekarz)
42. "That they adapt to my necessities." "Que se adapta a mi necesidad."
43. "The vaccines and the control for my daughter." "Las vacunas y el control de mi hija." (Triner)
44. "Follow up with my children's pediatricians." "Seguimiento de pediaatra de mis hijos."
45. "They always have available appointments." "Siempre tiene citas disponibles." (Piekarz)
46. "That they always find the soonest appointment." "Que siempre me buscan una cita próxima."
47. "The medical attention received." "La atencion medica resivida."
48. "Warm humanitarian, excellent attention." "Calidez humana, excelente atención." (Piekarz)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (23)
2. "No comment."
3. "None." (2)
4. "Nothing." (3)
5. "Phone operator."
6. "Nonething."
7. "Everything was fine." (Triner)
8. "Everything is good."
9. "None that I can think of." (Baum)
10. "Nothing that I can think of." (Baum)
11. "It's great." (Newbrander)
12. "On my end, everything is great." "Por mi parte todo está bien." (Triner)
13. "You guys are amazing." (Baum)
14. "Doing very good." (Newbrander)
15. "Just with waiting on your appt." (Baum)
16. "No comment."
17. "No complain detail."
18. "Wait time." (Piekarz)
19. "Time spent waiting." (Dodis)
20. "Doing great so far." (Davies)
21. "You are all doing great." (Dodis)
22. "All good for me." (Piekarz)
23. "Good job." (Dodis)
24. "The ability to schedule appts." (Dodis)
25. "Send appointment reminders though text." "Mandar recordatorios de text." (Spanish response on an English survey)

Spanish

1. "Everything is perfect." "Todo perfecto."
2. "For me everything is great." "Para mi todo está bien." (2)
3. "Everything is great." "Todo bien." (5)
4. "Everything seems very good." "Me parece todo muy bien." (Triner)
5. "It is excellent." "Esta excelente."
6. "Everything is fine." "Todo esta bien."
7. "Everything is perfect." "Todo perfecto."
8. "Everything is great for now." "Esta ahorita todo bien." (Baum)
9. "With the wait time." "En la espera."
10. "For me it is great how it is now." "Para mi está bien así." (Triner)
11. "For the moment I feel like everything is functioning well." "Por el momento siento que funciona bien." (Triner)
12. "I would not change anything. Personally, everything is great." "No cambiaria nada en lo personal está bien todo." (Triner)
13. "Everything seems very good to me." "Me parece todo muy bien." (Triner)
14. "I think they should attempt to improve the wait time. At times it is out of their hands because each patient is distinct but other than that the service is excellent."
15. "For now, improve the arrival policy for the patients. Demanding 15 minutes prior but

sometimes we need more flexibility because things happen that are out of our hands and to arrive 10 to 15 minutes late, you won't tend to our children." "Hasta ahora solo mejorar en cuanto a la hora de llegada de los pacientes, exigen 15 minutos antes, pero a veces necesitamos un poco más de flexibilidad porque nos ocurren cosas que se escapan de las manos y por llegar 10 o 15 min tardes dejan de atender a los niños."

16. "Everything was clear and good treatment with the baby. Nurse and doctor." "Todo claro y buen trato con el bebe enfermera y provedora."
17. "Appointments." "Citas." (Triner)
18. "No." (Davies)
19. "Making the medical appointments sooner because it costs a lot." "Hacer las citas medicas mas seguido porque cuesta mucho."
20. "Always respect our decision for our health care and not intend to impose something I am against my rights." "Siempre respetar decisiones de nuestro cuidado de salud y no intentar imponer algo que yo no apruebo en contra de mi derecho." (Davies)
21. "Time spent waiting." "Tiempo esperando."
22. "It is perfect." "Es perfecto."
23. "Taking in patients more rapidly." "Pasar a pacientes rápido." (Dodis)
24. "More capacity in same day appointments." "Citas del mismo día con mayor capacidad."
25. "The time spent waiting is sometimes too long." "El tiempo de espera a veces es muy alto." (Dodis)
26. "It seems that everything is fine." "Me parece que todo está perfecto."
27. "Now it is perfect." "Ya esta perfecto."

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

English

- YES: 128
- NO: 1

Spanish

- YES: 124
- NO: 1

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

English

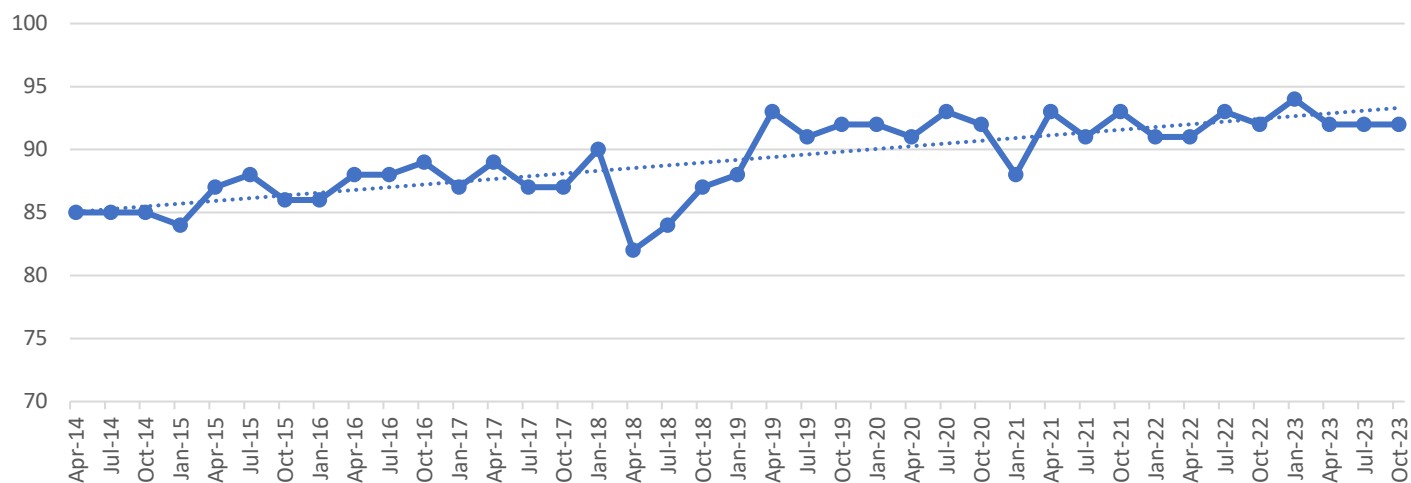
- Baum: 37
- Davies: 31
- Dodis: 13
- Hadi: 2
- Miller: 11
- Newbrander: 8
- Piekarz: 18
- Triner: 34

Spanish

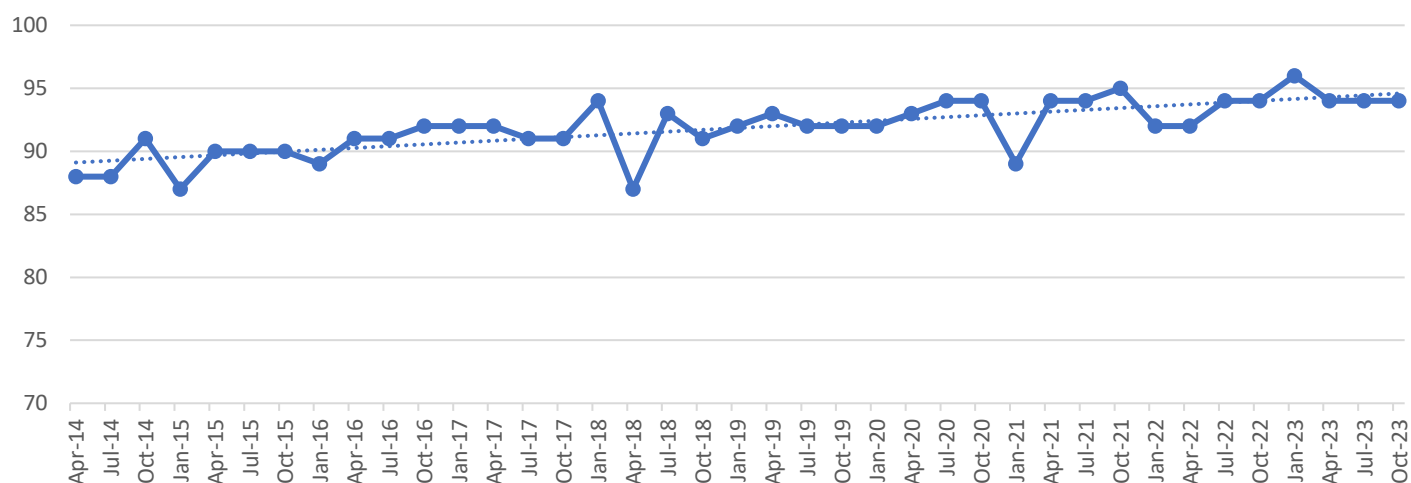
- Baum: 19
- Davies: 19
- Dodis: 24
- Miller: 13
- Newbrander: 9
- Piekarz: 35
- Triner: 38

Individual Question Results with Trendlines

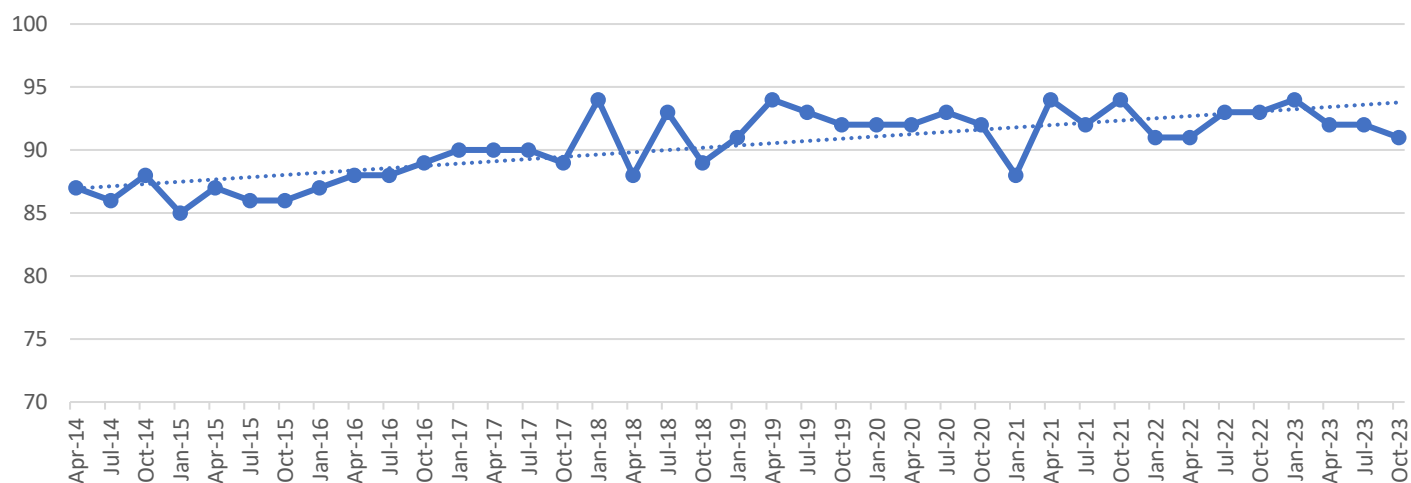
#1 - The phone operator staff and call center



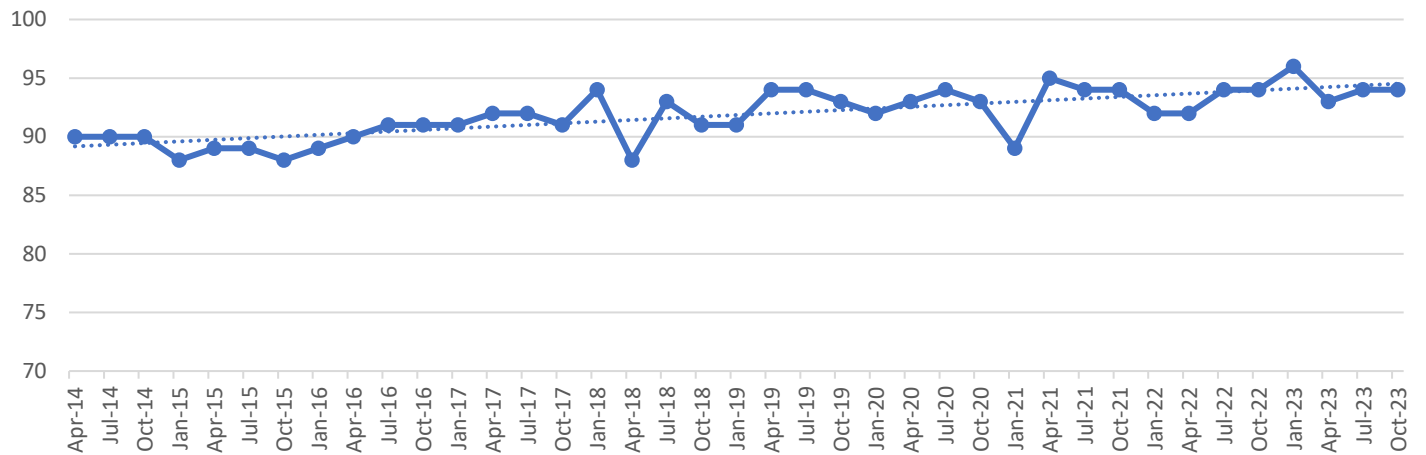
#2 - The reception staff



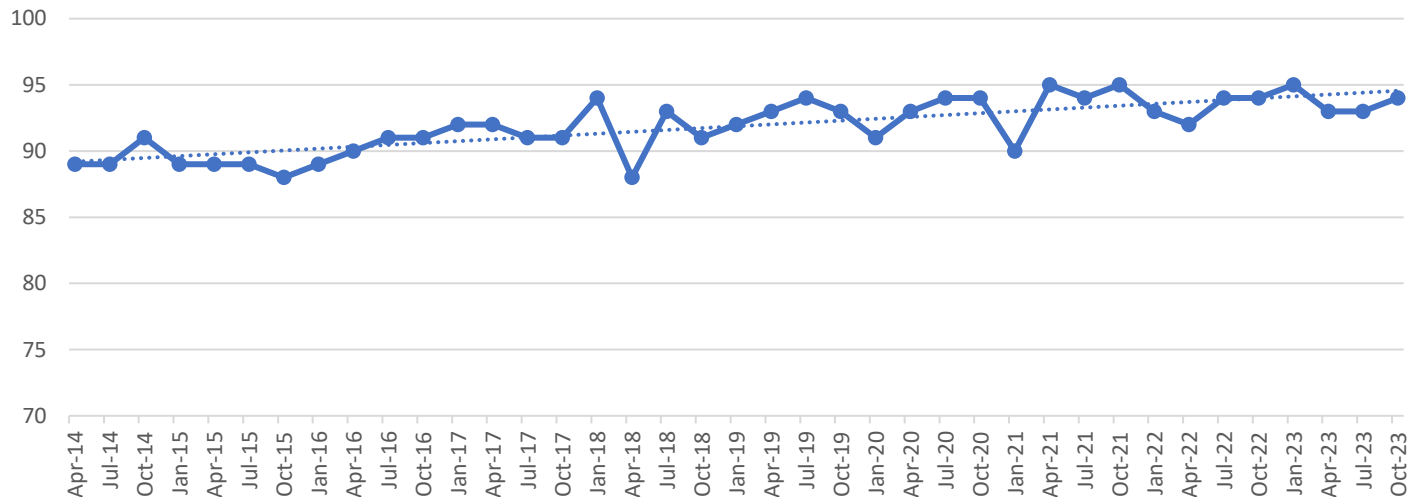
#3 - Receiving a timely appointment



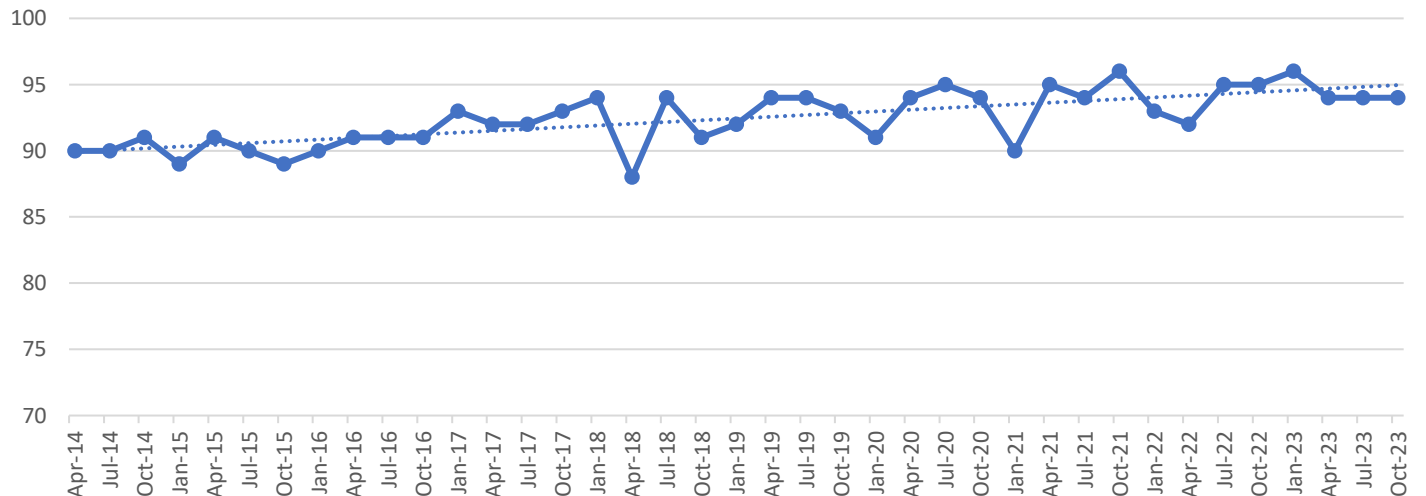
#4 - Education and explanation of plan provided in a way that I can understand



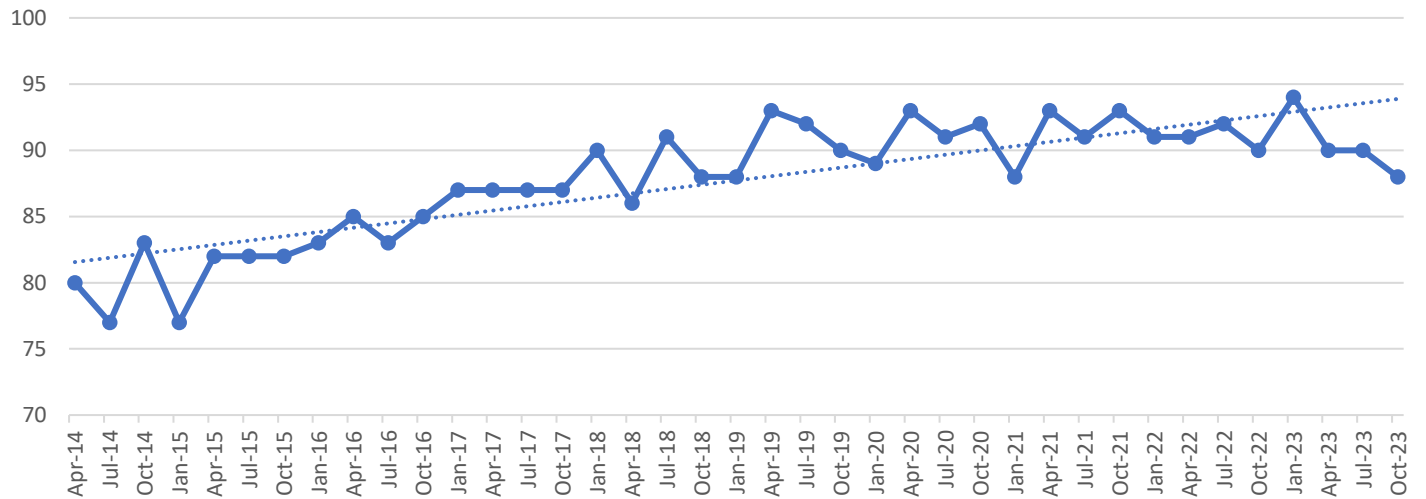
#5 - The follow-up and coordination of my care



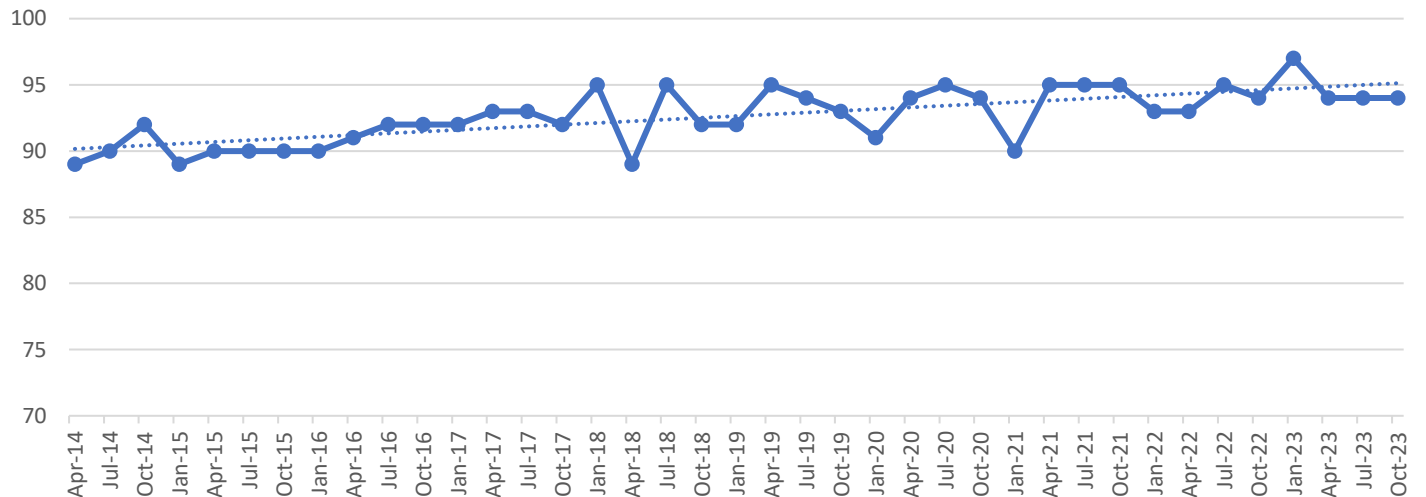
#6 - The staff addressing my medical needs today



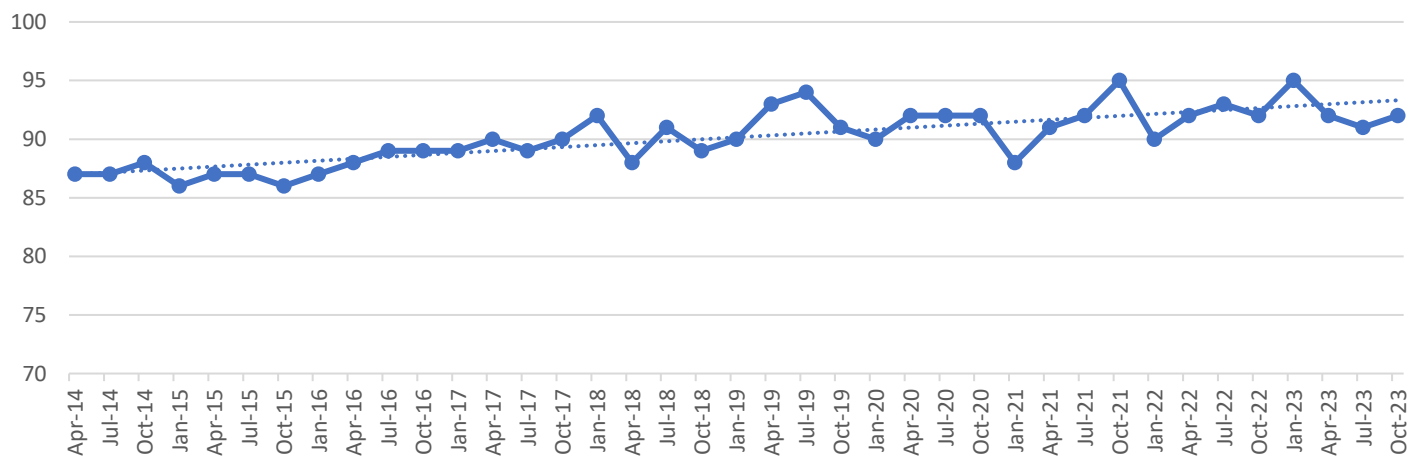
#7 - The time spent waiting



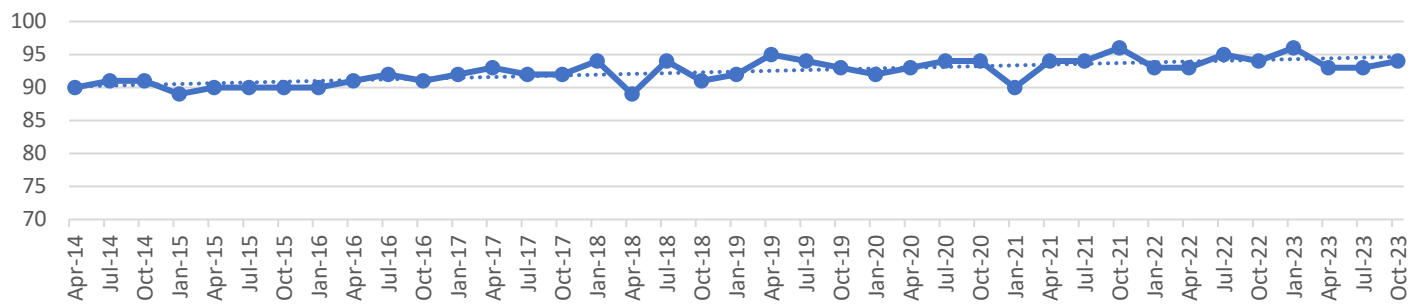
#8 - The respectfulness of staff



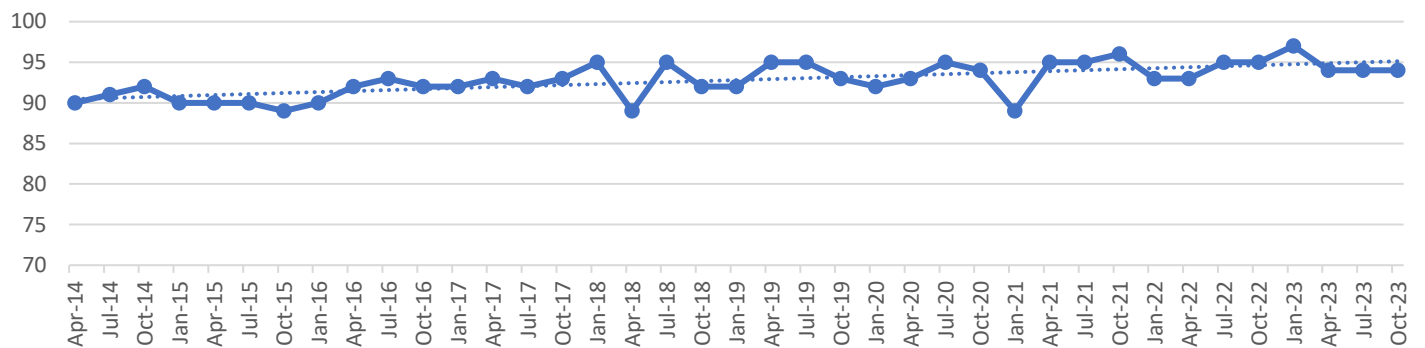
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



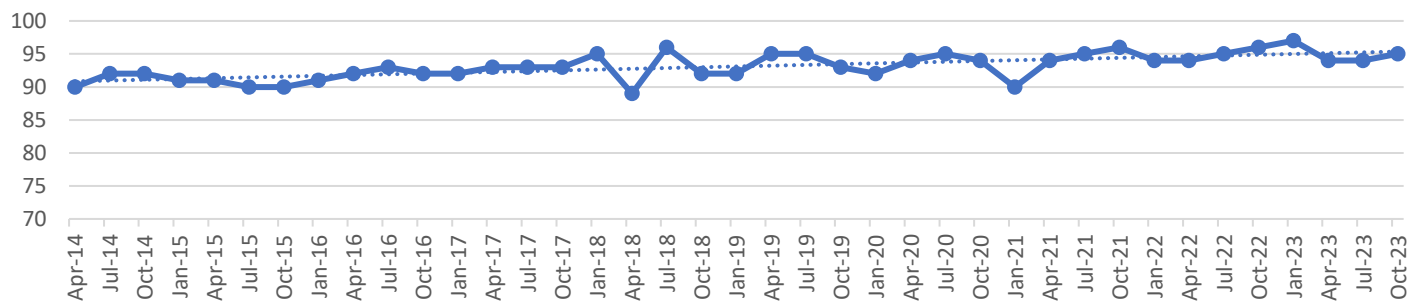
#10 - The handling of my personal medical information in a private and confidential manner



#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?

