



Patient Satisfaction Survey
10225 Grand Ave., Franklin Park
January, 2024

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 98% to 99%. The mean for all questions was 99% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

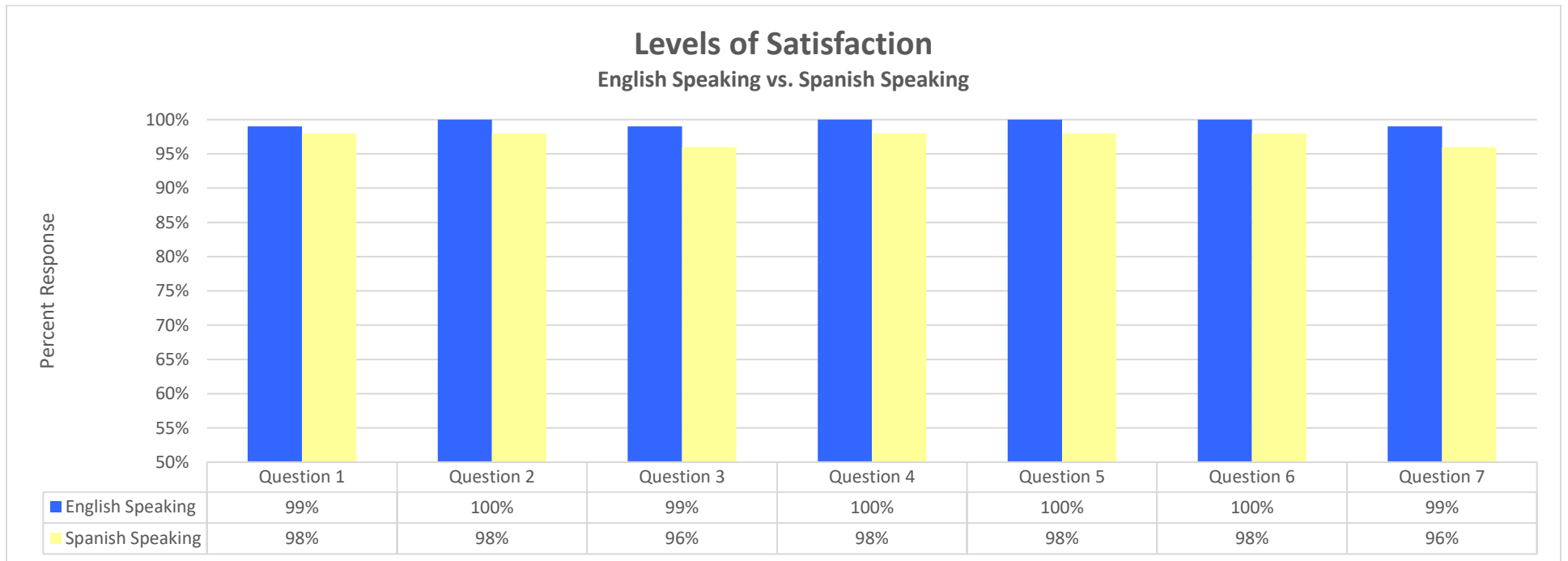
| 10225 Grand Ave., Franklin Park – Survey Questions | Level of Satisfaction January 2024 | Level of Satisfaction October 2023 | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 |
|--|---|---|--|---|
| 1. The phone operator staff and call center | 98% | 96% | 96% | 96% |
| 2. The reception staff | 99% | 97% | 98% | 97% |
| 3. Receiving a timely appointment | 98% | 97% | 96% | 97% |
| 4. Education and explanation of plan provided in a way that I can understand | 99% | 96% | 97% | 97% |
| 5. The follow up and coordination of my care | 99% | 96% | 97% | 97% |
| 6. The staff addressing my medical needs today | 99% | 97% | 98% | 97% |
| 7. The time spent waiting | 98% | 94% | 93% | 94% |
| 8. The respectfulness of staff | 99% | 98% | 98% | 97% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 98% | 94% | 96% | 96% |
| 10. The handling of my personal medical information in a private and confidential | 99% | 97% | 97% | 97% |
| 11. Your medical assistant | 99% | 98% | 97% | 97% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 99% | 98% | 98% | 98% |
| 13. Overall, how satisfied are you with the Health Center? | 99% | 98% | 97% | 97% |

| Total Greater Family Health Survey Question Responses | Level of Satisfaction January 2024 | Level of Satisfaction October 2023 | Level of Satisfaction July 2023 | Level of Satisfaction April 2023 |
|--|------------------------------------|------------------------------------|---------------------------------|----------------------------------|
| 1. The phone operator staff and call center | 93% | 92% | 93% | 92% |
| 2. The reception staff | 94% | 93% | 94% | 94% |
| 3. Receiving a timely appointment | 93% | 92% | 92% | 92% |
| 4. Education and explanation of plan provided in a way that I can understand | 94% | 93% | 94% | 94% |
| 5. The follow up and coordination of my care | 94% | 93% | 94% | 93% |
| 6. The staff addressing my medical needs today | 95% | 94% | 94% | 94% |
| 7. The time spent waiting | 91% | 89% | 90% | 90% |
| 8. The respectfulness of staff | 95% | 94% | 94% | 94% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner* | 93% | 92% | 92% | 92% |
| 10. The handling of my personal medical information in a private and confidential | 94% | 93% | 94% | 94% |
| 11. Your medical assistant | 95% | 94% | 95% | 94% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 95% | 94% | 95% | 94% |
| 13. Overall, how satisfied are you with the Health Center? | 95% | 93% | 94% | 94% |

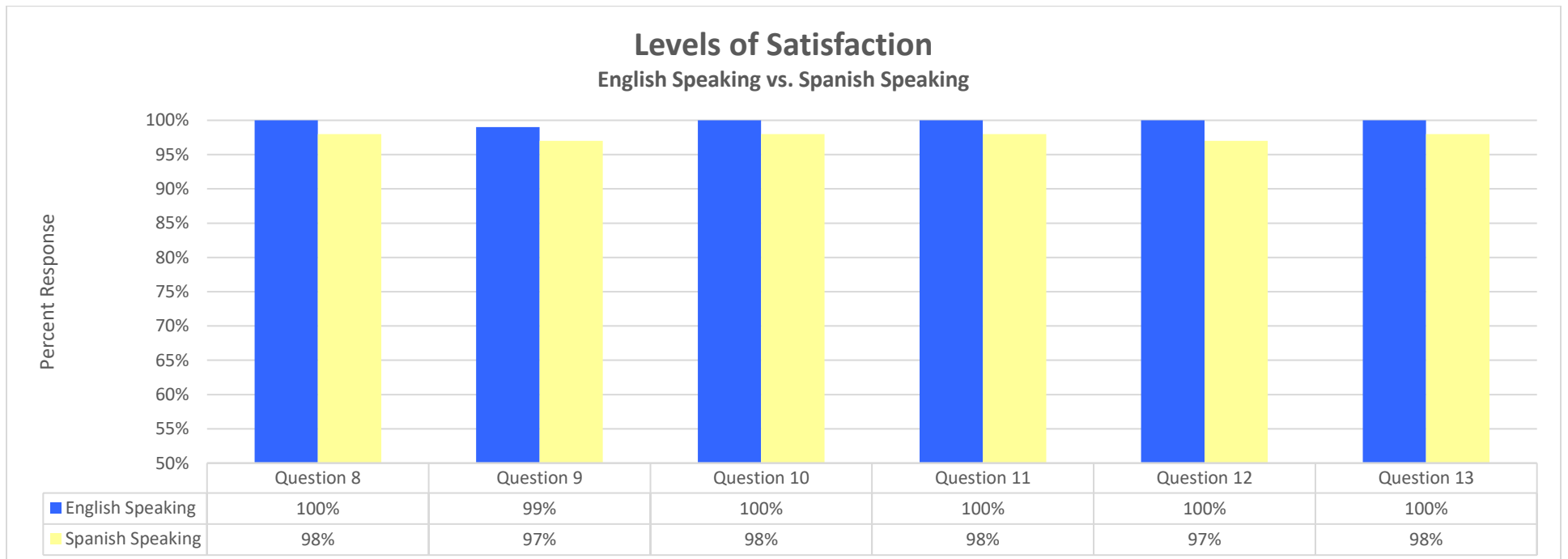
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 105 94% | 62 87% | 7 6% | 9 13% | 0 | 0 | 0 | 0 | 0 | 0 |
| 2. The reception staff | 112 100% | 68 91% | 0 | 6 8% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 3. Receiving a timely appointment | 107 96% | 66 88% | 5 5% | 4 5% | 0 | 5 7% | 0 | 0 | 0 | 0 |
| 4. Education and explanation of plan provided in a way that I can understand | 111 99% | 67 89% | 1 1% | 7 9% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 5. The follow-up and coordination of my care | 111 99% | 65 88% | 0 | 9 12% | 1 1% | 0 | 0 | 0 | 0 | 0 |
| 6. The staff addressing my medical needs today | 111 99% | 69 92% | 1 1% | 6 8% | 0 | 0 | 0 | 0 | 0 | 0 |
| 7. The time spent waiting | 107 96% | 63 86% | 5 5% | 7 10% | 0 | 3 4% | 0 | 0 | 0 | 0 |



| 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 | 111 100% | 70 93% | 0 | 4 5% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 103 95% | 65 90% | 5 5% | 4 6% | 0 | 3 4% | 0 | 0 | 0 | 0 |
| 10. The handling of personal medical info in a private and confidential manner | 112 100% | 66 89% | 0 | 7 10% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 11. Your medical assistant | 112 100% | 67 89% | 0 | 7 9% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 112 100% | 66 88% | 0 | 8 11% | 0 | 1 1% | 0 | 0 | 0 | 0 |
| 13. Overall, how satisfied are you with the Health Center? | 111 100% | 68 91% | 0 | 7 9% | 0 | 0 | 0 | 0 | 0 | 0 |



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: 10

N/A: 3

YES: 0

Comments:

1. "All good."

Spanish

NO: 16

N/A: 2

YES: 0

Comments:

1. "Everything is very good." "Todo muy bien."

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

English

1. "N/A."
2. "The people."
3. "All very good."
4. "The staff members."
5. "Doctors & front desk."
6. "No comments, all is well." (Alcordero)
7. "Everyone is nice and helpful." (Alcordero)
8. "Cleanliness and professional." (Alcordero)
9. "Knowledge + kindness + professionalism test." (Alcordero)
10. "They care about what you are going through and want to help." (Headley)
11. "The provider, staff, proximity of the clinic." (Alcordero)
12. "The quick response and for them to be able to set up an appointment asap." (Sadik)

Spanish

1. "Everything." "Todo." (Rajki)
2. "No."
3. "Medical exams." "Exámenes médicos." (Rajki)
4. "Quick attention." "Rápida atención."
5. "That the time spent waiting for an appointment be lessened." "Que el tiempo de espera para una cita no es tan tardado." (Sadik)
6. "That the doctors explain and take their time with the patients, the receptionists are very kind." "Que los doctores explican y se toman su tiempo con los pacientes, las recepcionistas muy amables." (Alcordero)
7. "I like the attention from the personnel they are very attentive." "Me gusta la atención del personal son muy atentos." (Sadik)
8. "The comfortability regarding my children's health." "La comodidad sobre la salud de mis hijos." (Sadik)
9. "No comment." "No comentarios."
10. "Great team of workers/personnel." "Buen equipo de trabajadores/personal." (Sadik)
11. "That it is very close to my home." "Que es muy cerca de mi casa." (2)
12. "The cost." "Los costos." (Sadik)
13. "They help me with my state of health." "Me ayudan con mi estado de salud."
14. "With the economy." "En lo económico." (Sadik)
15. "Primary care for health." "Cuidado primario de salud."
16. "The personal attention and medical." "La atención personal y médica."
17. "They are clear and quick with their attention." "Son claros y rápidos en su atención."

18. "That they inform us of everything that we have to know regarding our case." "Que nos informan de todo lo que tenemos que saber acerca de nuestro caso." (Rajki)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (Sadik)
2. "Having more language interpreter aside from Spanish." (Alcordero)
3. "First time don't know yet."
4. "Doing good."
5. "So far so good."
6. "Nothing at all." (Alcordero)
7. "More staff." (Alcordero)
8. "Nothing that I have noticed." (Headley)

Spanish

1. "No comment." "No comentarios."
2. "I do not have any complaints." "No tengo queja." (Sadik)
3. "I do not have an observation." "No tengo observación." (Sadik)
4. "No comments." "Sin comentarios."
5. "Everything is very good." "Está todo muy bien." (2)
6. "No."
7. "It is excellent." "Es excelente." (Rajki)
8. "Everything is good." "Todo bien."
9. "___!" (Sadik)
10. "Improve the time spent waiting." "Mejorar tiempo de espera." (Sadik)
11. "I think that it is very great." "Pienso que es muy bueno."
12. "It is good." "Es bien."

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

English

- YES: 91
- NO: 0

Spanish

- YES: 60
- NO: 0

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

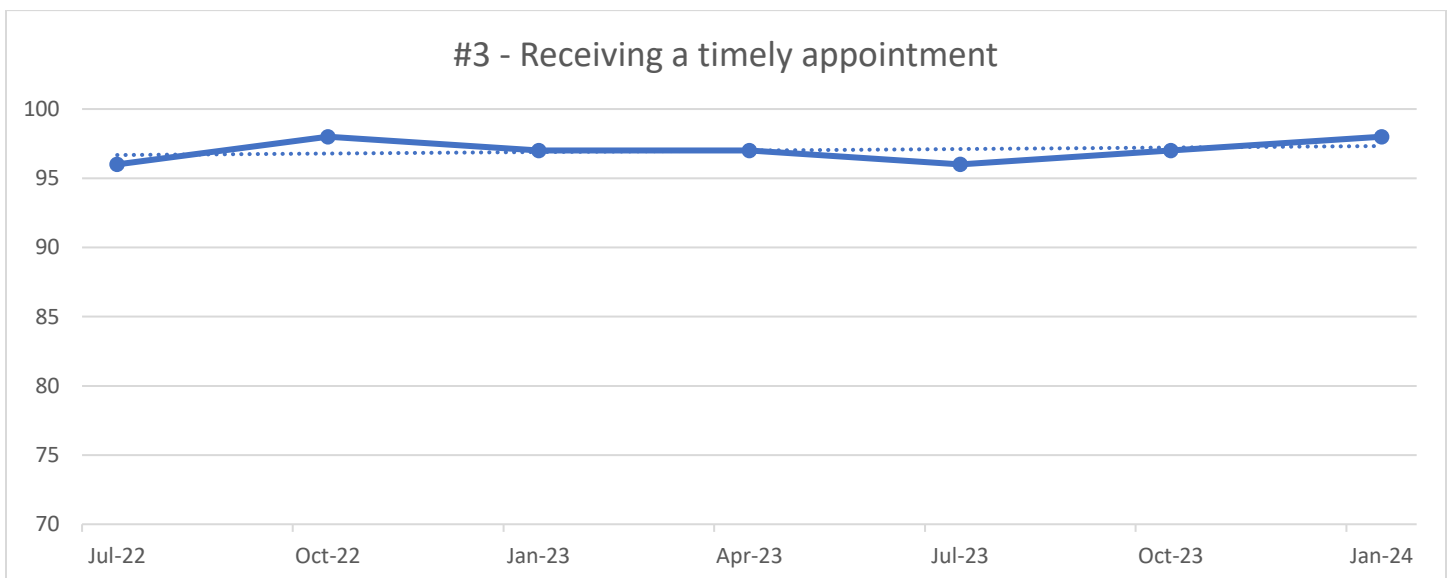
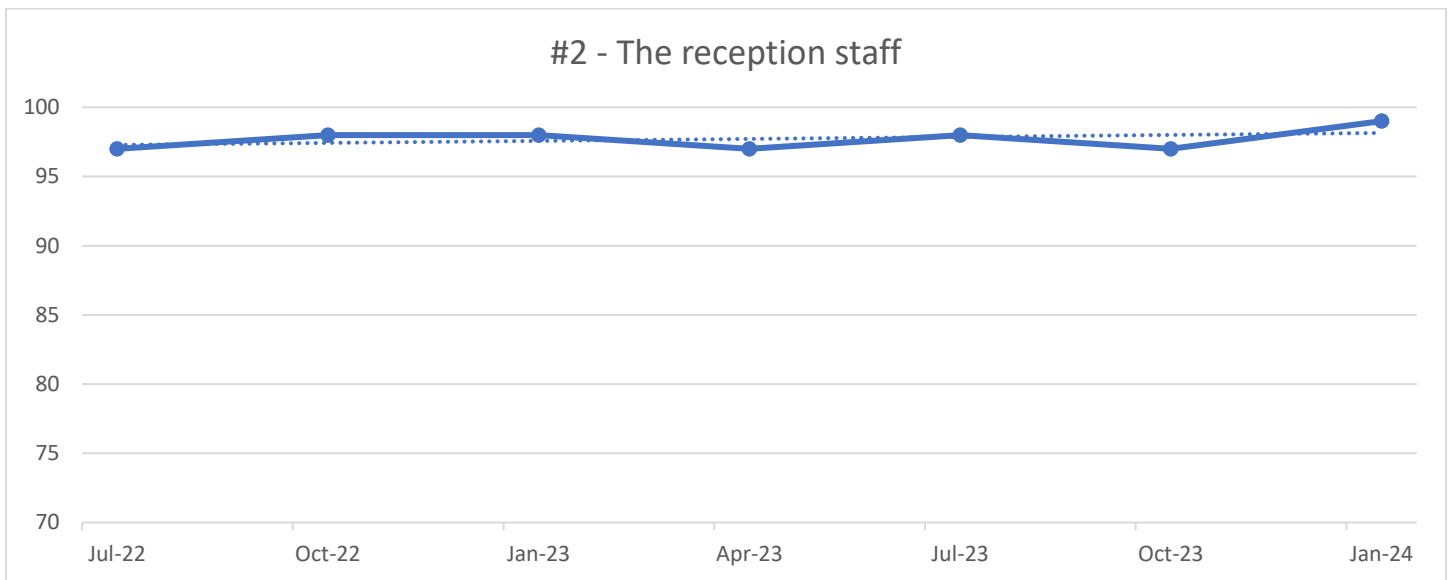
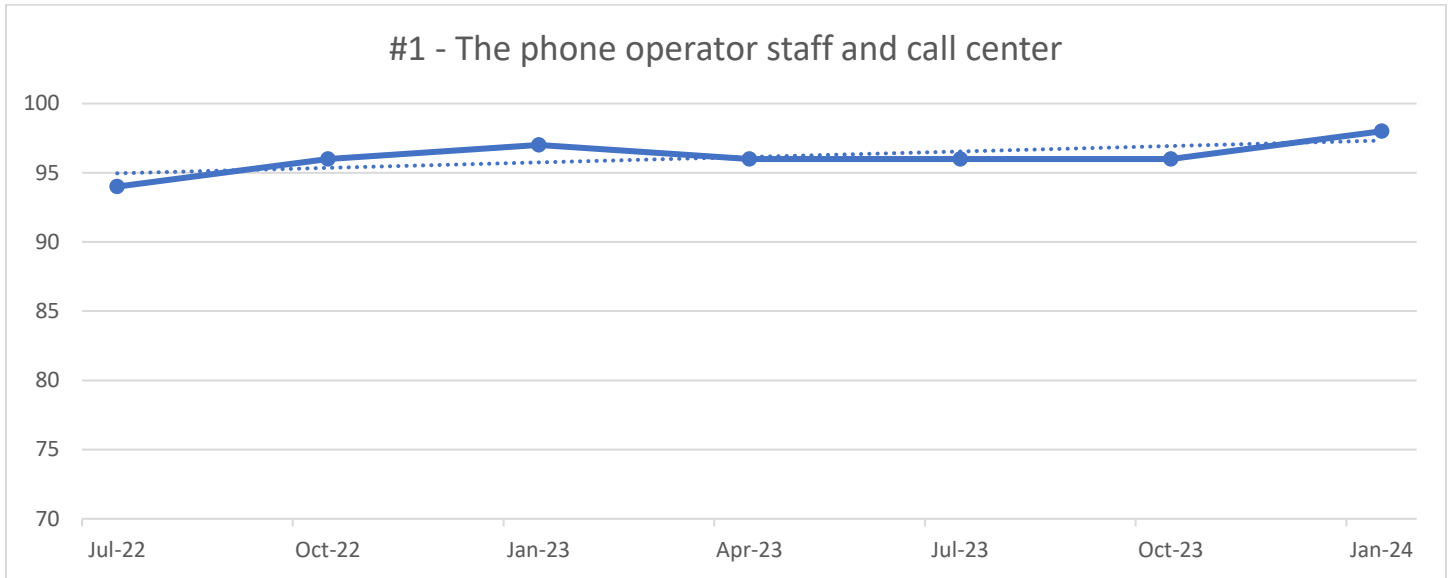
English

- Alcordero: 20
- Headley: 12
- Rajki: 5
- Sadik: 38

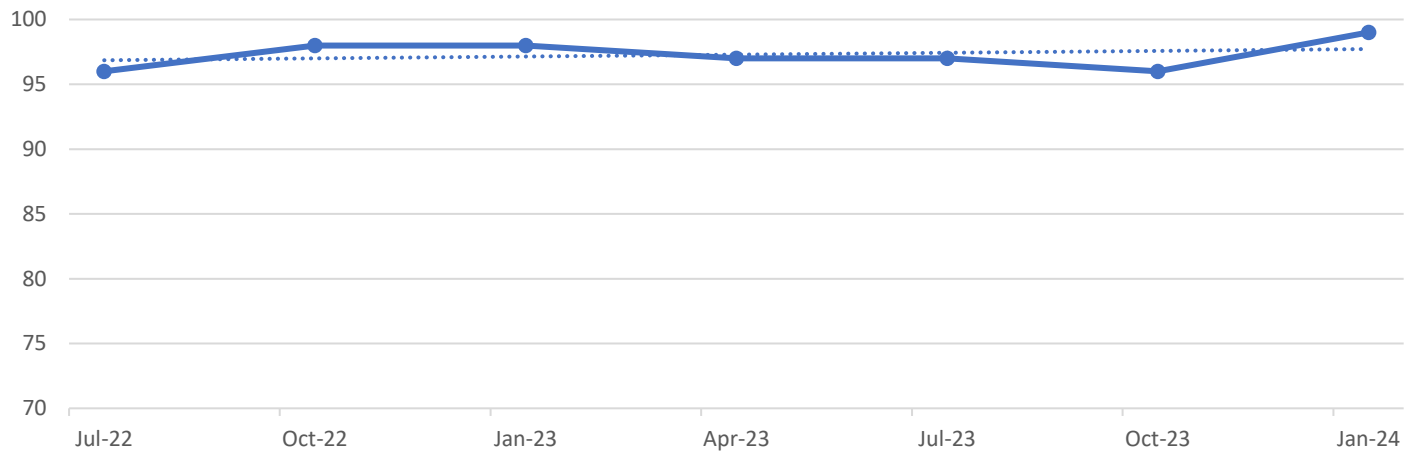
Spanish

- Alcordero: 8
- Headley: 2
- Rajki: 4
- Sadik: 27

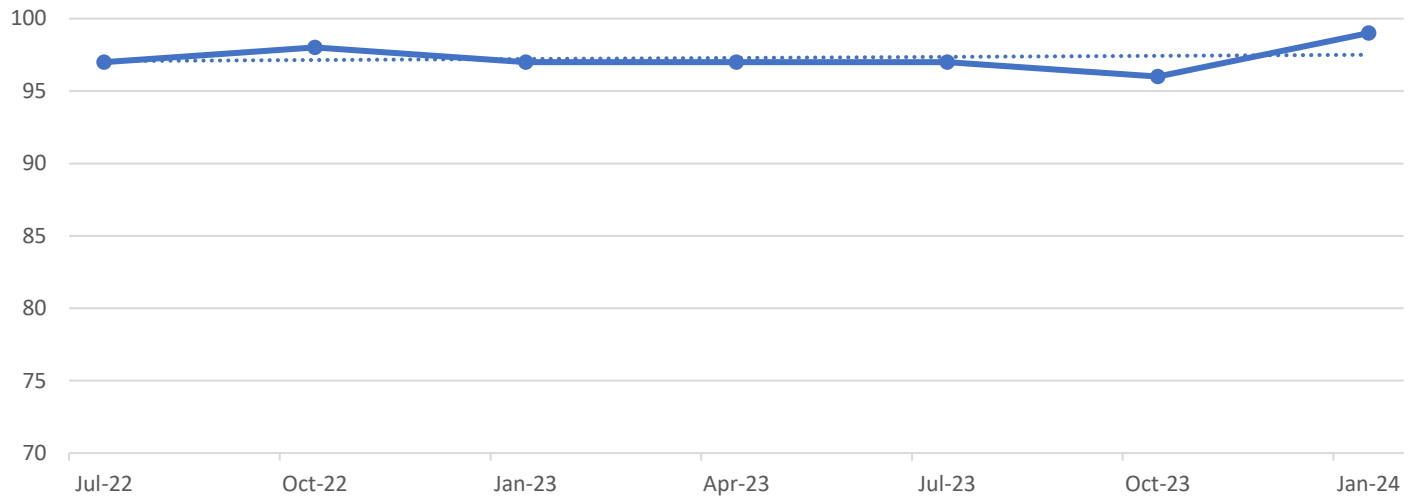
Individual Question Results with Trendlines



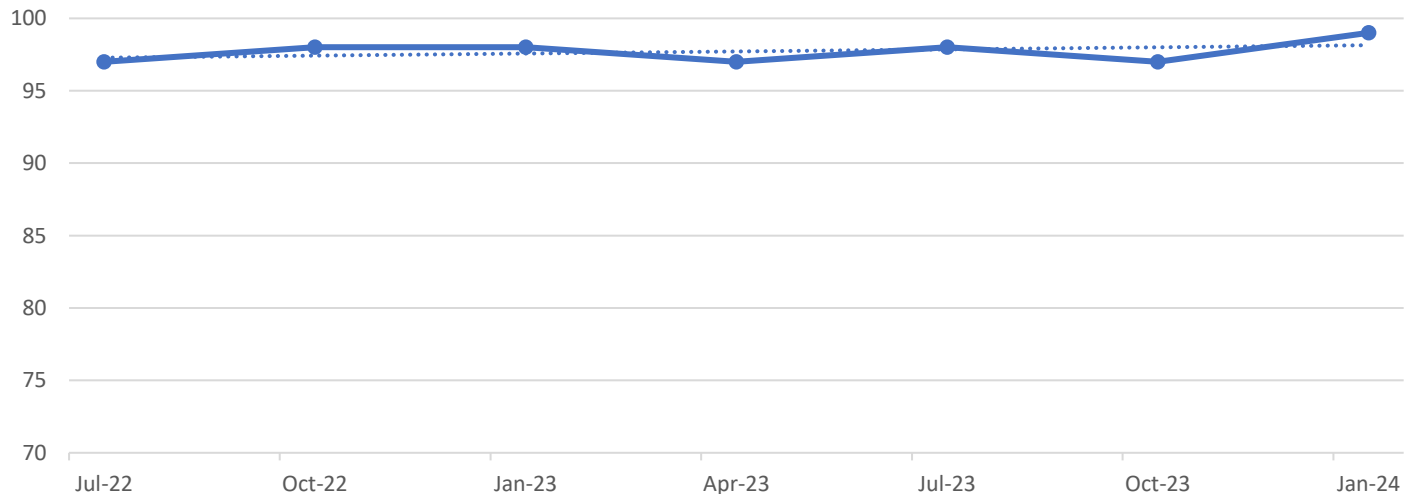
#4 - Education and explanation of plan provided in a way that I can understand



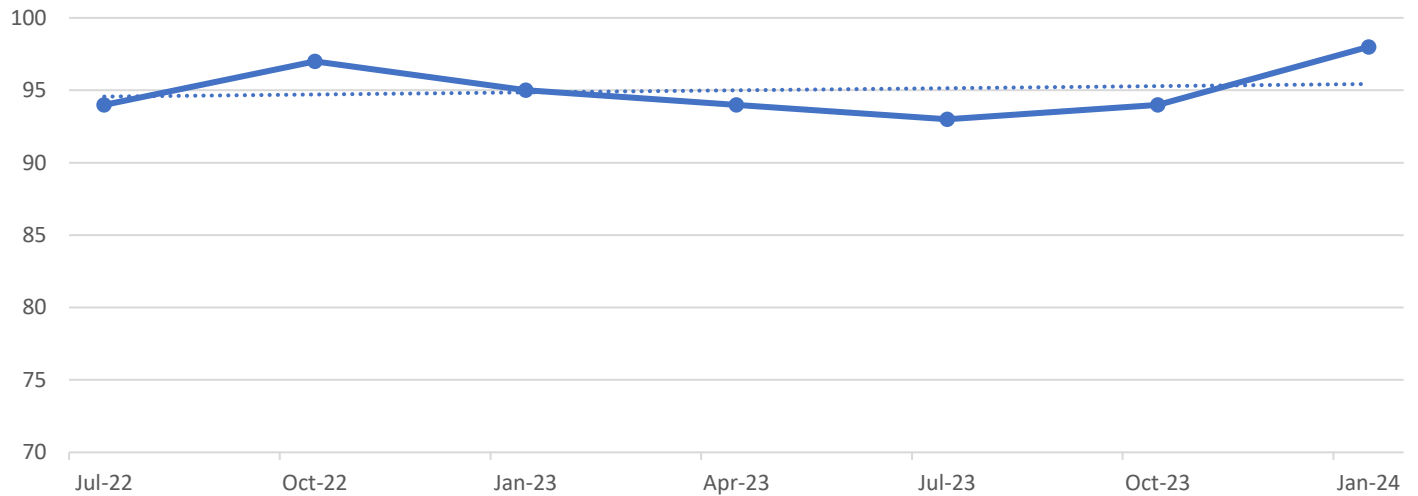
#5 - The follow-up and coordination of my care



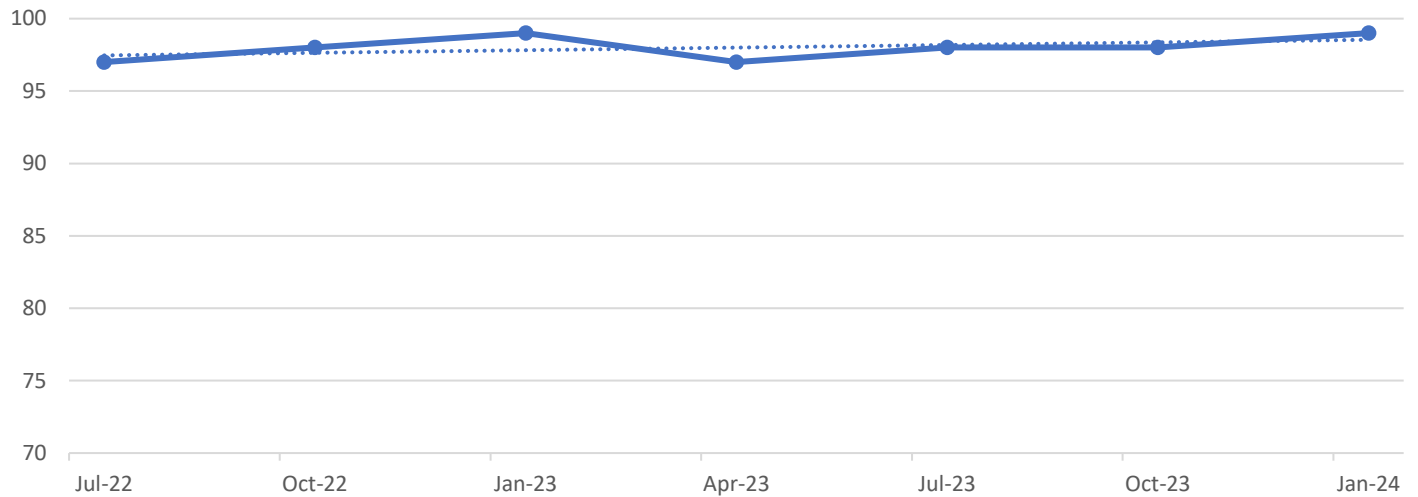
#6 - The staff addressing my medical needs today



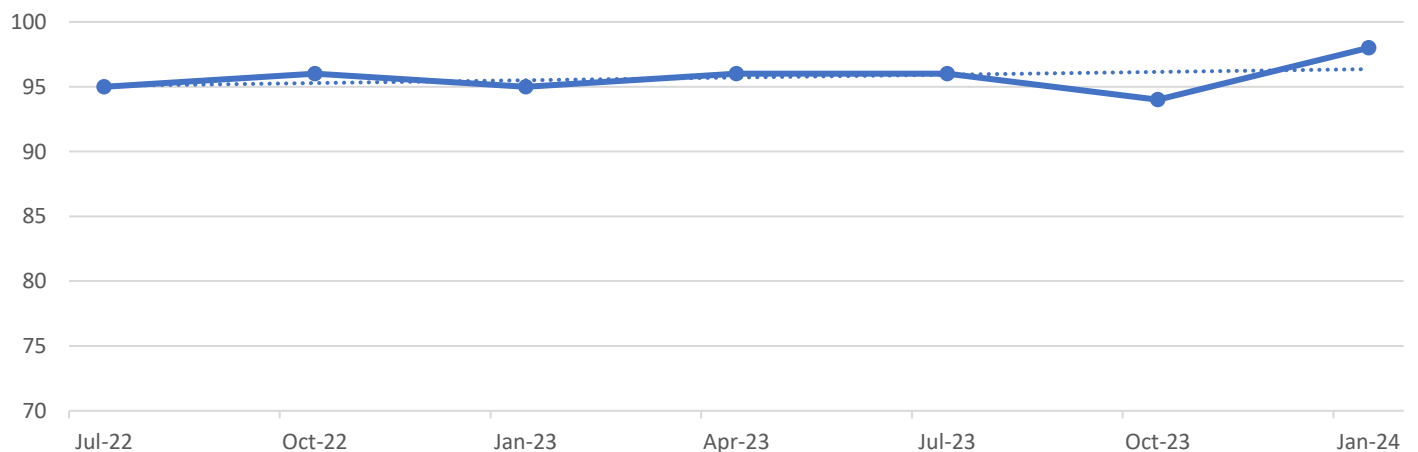
#7 - The time spent waiting



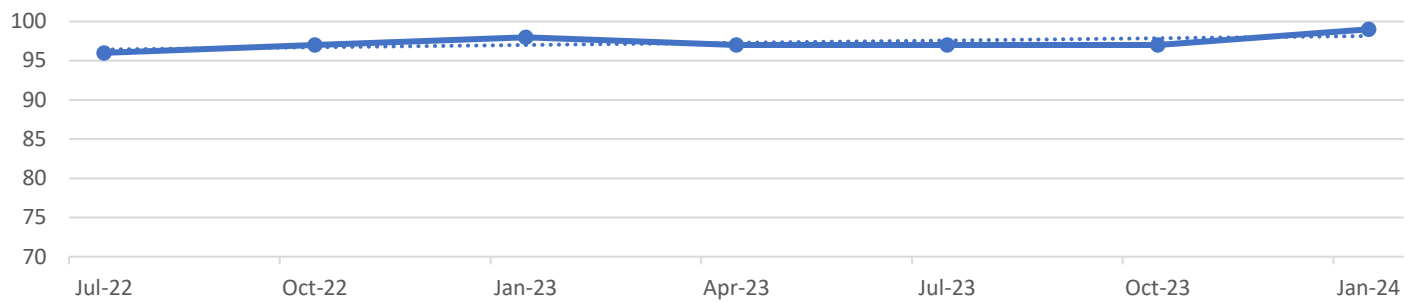
#8 - The respectfulness of staff



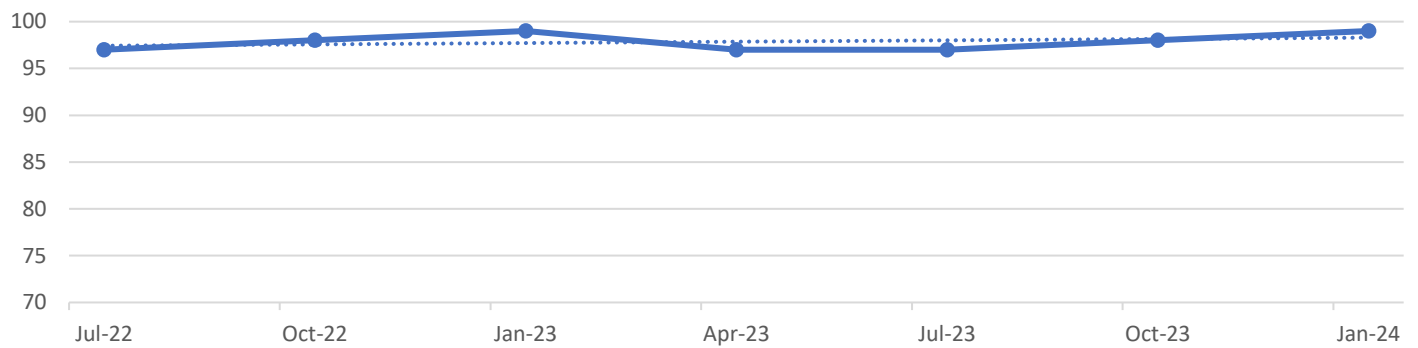
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



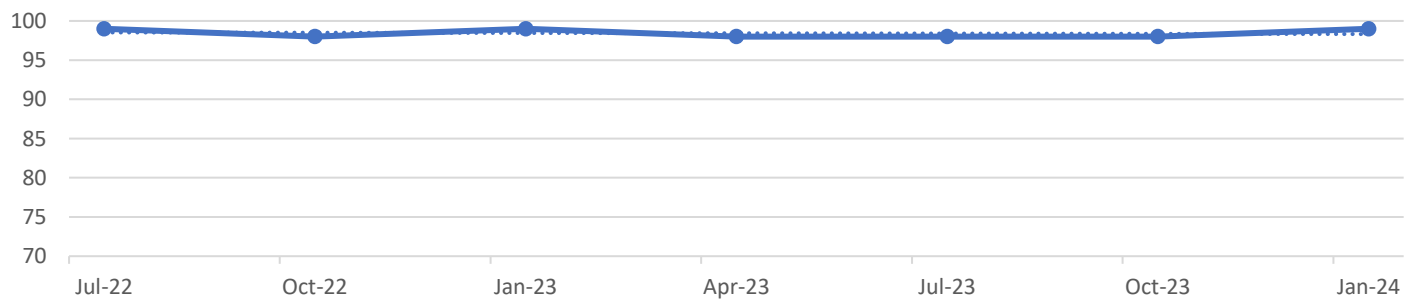
#10 - The handling of my personal medical information in a private and confidential manner



#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?

