



**Patient Satisfaction Survey**  
**135 E. Irving Park Rd., Streamwood**  
**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 92% to 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

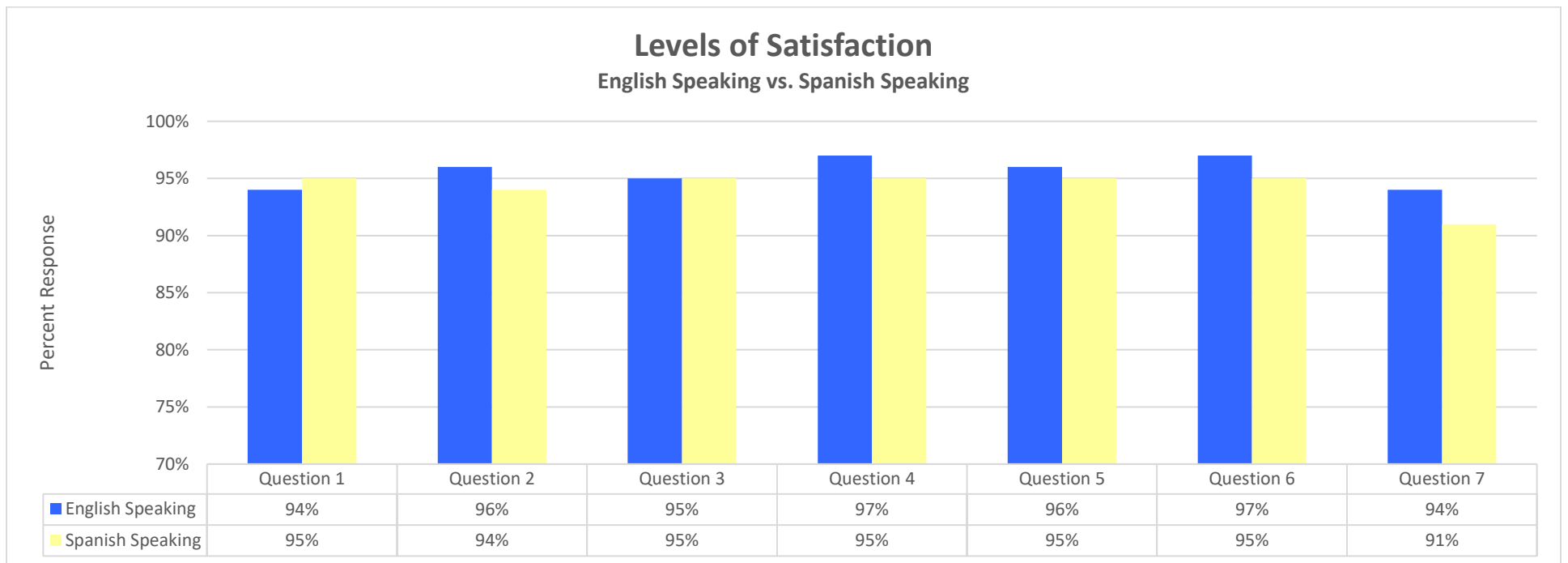
<b>135 E. Irving Park Rd., Streamwood – Survey Questions</b>	<b>Level of Satisfaction January 2024</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>
1. The phone operator staff and call center	95%	95%	96%	93%
2. The reception staff	95%	95%	96%	93%
3. Receiving a timely appointment	95%	95%	95%	92%
4. Education and explanation of plan provided in a way that I can understand	96%	96%	96%	94%
5. The follow up and coordination of my care	95%	96%	96%	94%
6. The staff addressing my medical needs today	96%	97%	97%	95%
7. The time spent waiting	92%	93%	94%	91%
8. The respectfulness of staff	96%	96%	96%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	95%	95%	92%
10. The handling of my personal medical information in a private and confidential	96%	97%	96%	95%
11. Your medical assistant	96%	97%	97%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	96%	97%	97%	95%
13. Overall, how satisfied are you with the Health Center?	96%	97%	96%	94%

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%

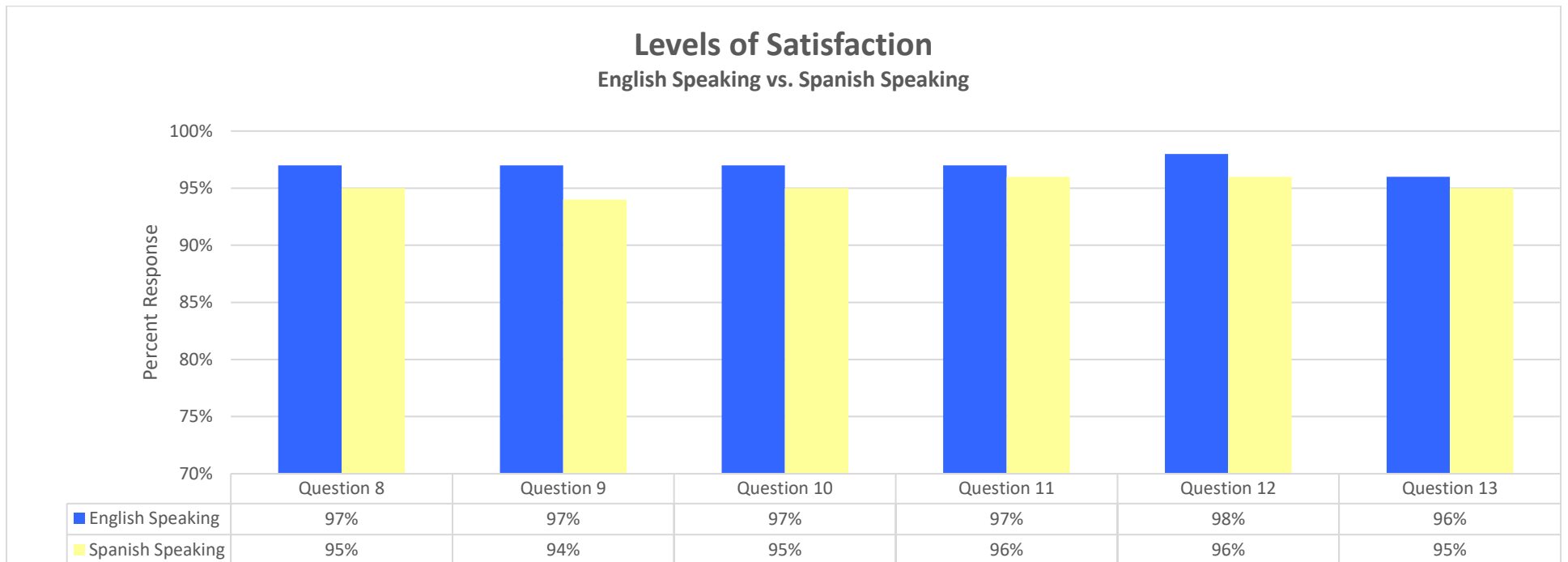
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	138 77%	279 79%	34 19%	65 19%	5 3%	4 1%	1 1%	1 1%	2 1%	3 1%
2. The reception staff	149 83%	279 79%	27 15%	59 17%	2 1%	8 2%	2 1%	3 1%	0	5 1%
3. Receiving a timely appointment	144 80%	285 81%	31 17%	55 16%	5 3%	7 2%	0	0	0	5 1%
4. Education and explanation of plan provided in a way that I can understand	154 85%	283 81%	26 14%	59 17%	1 1%	4 1%	0	1 1%	0	5 1%
5. The follow-up and coordination of my care	150 83%	284 81%	28 16%	60 17%	2 1%	2 1%	0	1 1%	1 1%	5 1%
6. The staff addressing my medical needs today	155 87%	287 81%	19 11%	58 16%	5 3%	5 1%	0	1 1%	0	4 1%
7. The time spent waiting	137 76%	246 70%	34 19%	72 20%	7 4%	26 7%	3 2%	4 1%	0	6 2%



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	155 86%	284 81%	24 13%	57 16%	1 1%	5 1%	1 1%	2 1%	0	3 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	142 85%	257 75%	22 13%	71 21%	2 1%	8 2%	1 1%	1 1%	0	4 1%
10. The handling of personal medical info in a private and confidential manner	152 84%	285 82%	25 14%	56 16%	3 2%	2 1%	0	0	0	5 1%
11. Your medical assistant	156 86%	299 85%	21 12%	48 14%	3 2%	2 1%	1 1%	0	0	5 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	164 91%	297 84%	14 8%	49 14%	1 1%	2 1%	1 1%	0	1 1%	5 1%
13. Overall, how satisfied are you with the Health Center?	152 84%	282 81%	25 14%	60 17%	2 1%	2 1%	0	0	1 %	5 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: 34

N/A: 10

YES: 4

#### Comments:

1. "No call back." (Carlton)
2. "I have not, but when I first scheduled it was very fast + informative!" (Perez-Hernandez)
3. "I have never had to leave a message cause they are so good at picking up the phone calls."
4. "She so understanding." (Carlton)
5. "Dr. Chaudhari is the best." (Chaudhari)
6. "Good service 😊." (White)
7. "Very good staff." (Aragones)
8. "Super nice." (Hinds)
9. "Very friendly provider." (Hinds)
10. "Good."
11. "Yes, awesome quick follow-up." (Carlton)
12. "Arielle, I love her." (McComb)
13. "Very friendly." (Chaudhari)
14. "Was everything good." (Shah)
15. "She's the best." (McComb)
16. "Everything was taking care of."
17. "Very good always." (Bhowmick)
18. "Everyone is very nice 😊."
19. "Yes, no call back."

#### Spanish

NO: 38

N/A: 1

YES: 8

#### Comments:

1. "She's the bomb." (English response on a Spanish survey)
2. "First appointment." "Primera cita." (McComb)
3. "I enjoy Lorena, very good." "Me encanta Lorena muy buena." (Perez-Hernandez)
4. "In reality, very kind." "Muy gentil realmente." (Aragones)
5. "Very good." "Muy bien." (Shah)
6. "Great." "Bien."
7. "Very good ob." (English response on a Spanish survey)
8. "Very good." "Muy bien." (Aragones)
9. "I have not left a message." "No he dejado mensaje." (Aragones)
10. "Nothing." "Ninguna." (Shah)
11. "Very kind." "Muy amable." (Aragones)
12. "Very alert." "Muy alertos." (Aragones)
13. "Good." "Buena." (Aragones)
14. "McComb was very friendly." (English response on a Spanish survey)
15. "Everything is great." "Todo bien." (Friedlein)
16. "Very good experience." (English response on a Spanish survey)

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

#### English

1. "N/A." (2)
2. "Everything." (2)
3. "None." (White)
4. "Nothing." (Tran)
5. "Very good 😊." (Hinds)
6. "Communication." (3)
7. "Staff."
8. "Dr." (Aragones)
9. "Bilingual staff." (Carlton)
10. "Yes." (Chaudhari)
11. "Is ok." (Aragones)
12. "Convenience." (Aragones)
13. "Dr." (Shah)
14. "The explanation of my blood results." (Perez-Hernandez)

#### Spanish

1. "No." (2)
2. "N/A."
3. "Everything." "Todo." (4)
4. "Professionalism." "Profesionalismo." (Aragones)
5. "In general, everything is very good." "Todo en general muy bien."
6. "They are efficient with my medial needs." "Atiende con eficiencia mis necesidades de salud." (Hinds)
7. "Reasonable cost." "Precios razonables." (McComb)
8. "To manage my family's health and to have more confidence." "A llevar el control de la salud de mi familia y tener más confianza." (Perez-Hernandez)

15. "Close to home, flexible appt. hours, respectful of my health needs." (Carlton)
  16. "The staff explaining everything clearly is great." (McComb)
  17. "Dr. Aragonés very thorough & helpful. He is very knowledgeable and an excellent provider." (Aragones)
  18. "What is helpful to me is the friendliness of the staff and there knowledgeable." (Friedlein)
  19. "Everyone being friendly and helpful." (White)
  20. "The kindness + patient with us." (Aragones)
  21. "The communication." (Perez-Hernandez)
  22. "Doctor's suggestions." (Tran)
  23. "Same day appointments are a life saver." (McComb)
  24. "The great attention that is offered." "La buena atención que ofrecen." (Spanish response on an English survey)
  25. "Being treated respectfully." (Friedlein)
  26. "Dr. Aragonés takes care of my health needs." (Aragones)
  27. "Dr. Carlton and her staff." (Carlton)
  28. "The friendly, professional and respectful environment of all staff." (Perez-Hernandez)
  29. "Scheduling my son last minute."
  30. "Great."
  31. "Everybody is very understandable." (McComb)
  32. "Same day appointments." (Aragones)
  33. "The helpfulness of the staff." (Carlton)
  34. "My treatment plan." (Tran)
  35. "Doctor explanation." (Carlton)
  36. "Phone people/communication." (Shah)
  37. "Staff/medical care." (Aragones)
  38. "Text or email and call for when my appointment is close to happening." (McComb)
  39. "The care & concern of Dr & staff." (Aragones)
  40. "The staff and doctors." (Carlton)
  41. "Explanations are thorough." (Aragones)
  42. "The documentation provided at the end of each visit." (Carlton)
  43. "The front staff is very attentive and called back with available appts."
9. "Their medical attention and the person that assists the doctor, great treatment, and excellent attention." "Su atención médica y de la persona que asiste a la doctora, buen trato, y excelente atención." (Shah)
  10. "Resolve my doubts." "Resolver mis dudas." (Aragones)
  11. "That they see me in a welcoming way and efficient." "Que me atienden de manera gratis y eficientes." (McComb)
  12. "Very good assistance." "Muy Buena asistencia." (Aragones)
  13. "Tending to me on time." "Atender me a tiempo de mi salud."
  14. "The attention from the nurse." "La atención de la enfermera." (McComb)
  15. "Appointment availability." "Disponibilidad de citas." (Carlton)
  16. "They help by informing me over mi children's health." "Me ayuda a saber la salud de mis hijos." (Chaudhari)
  17. "Their employees in Spanish." "Sus empleados en español." (Perez Hernandez)
  18. "They are very accessible and great providers." "Son muy accesibles y buenos médicos." (Carlton)
  19. "Primary attention." "Atención primaria." (Shah)
  20. "It is economic, and the personnel is very attentive. Professional and kind." "Es económico y el personal es muy atentos. Profesional y amable." (Chaudhari)
  21. "The patience the personnel has with my baby and the explanation for the processes that they provide." "La paciencia que tiene el personal con mi bebe y las explicaciones de los procesos que hacen."
  22. "Personnel is very kind. The assistant was excellent. Dr. Lorena very efficient." "Personal muy amable asistente excelente. Dra Lorena muy eficiente." (Perez-Hernandez)
  23. "The personal assistance." "La asistencia personal."
  24. "With their complete medical system." "En su Sistema clínica completo." (Shah)
  25. "Flexible with their consult times." "Flexible con los horarios de consulta." (Perez Hernandez)
  26. "Accessible prices and personnel are very attentive." "Precios accesibles y el personal muy atento." (Friedlein)
  27. "Meeting the medical appointment times." "Cumplir con el horario de las citas médicas." (Shah)

28. "A very good service and it helps me a lot with my children's health." "Un buen servicio y me ayuda mucho con la salud de mis hijos."
29. "It is my first time, I liked the treatment." "Es primera vez, me gusto trato." (McComb)
30. "Their services." "Sus servicios." (Shah)
31. "The doctor Lorena is very professional and personable. I love the treatment here. At the same time, they do well at what they do." "La doctora Lorena es una super profesional y personal me encanta el trato aquí. Al igual que todos aquí son super buenos en lo que hacen."
32. "Health." "Salud." (Shah)
33. "Their service." "Su servicio."
34. "The attention." "La atención." (Aragones)
35. "The doctor." "La doctora." (Friedlein)
36. "The nurses they translate to Spanish." "Las enfermeras me traducen en español."
37. "The services are economic, Kindness from the entire personnel." "Los servicios son económico. Amabilidad de todo el personal." (Shah)
38. "They explain everything that is going on and clear up any doubts." "Nos explican todo lo que tenemos y aclaran nuestras dudas." (Carlton)
39. "With my daughter's appointments and mine." "Con citas de mi hija y yo." (Carlton)
40. "Dr. Aragones is very professional, and he pays attention to the patient's medical history." "El Dr. Aragones es muy profesional y pone atención a tu historial médico del paciente." (Aragones)
41. "With everything that I need thank you for helping me." "En todo lo que necesito gracia por ayudarme."
42. "All of the attention that has been rendered to me." "Toda la atención que me han brindado."
43. "I am a new patient and they have been very kind and professional." "Soy paciente nueva y han sido muy amables y profesionales."
44. "The attention from the Doctor Lorena." "La atención de la doctora." (Perez Hernandez)
45. "With my health." "En mi salud."
46. "That they always treat me well." "Que siempre me atienden bien."
47. "Personnel is very kind, excellent treatment and a very pleasant atmosphere." "Personal muy amable, excelente trato y un ambiente muy agradable." (Shah)
48. "That they always see me, and they complete my medical exams." "Que siempre me atienden y me hacen mis chequeos exámenes." (Friedlein)

49. "The proximity to my home and the attention from the personnel regarding my healthcare." "Lo cercano que me queda a mi domicilio y la atención de su personal a mi cuidado de salud."
50. "With my health and my children's." "En mi salud y de mi familia." (Carlton)
51. "The Spanish language." "El idioma español." (Aragones)
52. "The entire team, yes." "Todo equipo si." (Aragones)
53. "The way they worry about my health." "En cómo se preocupan por mi salud." (Aragones)
54. "The medical attention." "La atención medica." (Aragones)

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

##### **English**

1. "N/A." (11)
2. "Nothing." (2)
3. "No." (Chaudhari)
4. "Nothing so far." (Carlton)
5. "All is great." (Perez-Hernandez)
6. "Already satisfied." (Tran)
7. "All is good." (Aragones)
8. "Availability for appts offering quicker appts due to cancellation no show." (Carlton)
9. "Not sure, need to come back first." (Aragones)
10. "More polite on call." (Shah)
11. "Better trained NP, AFNP, and assisting staff." (Aragones)
12. "Just keep up the good teamwork." (Friedlein)
13. "Continue the service you're giving us." (Aragones)
14. "Make better call center." (Carlton)
15. "You're great the way you are."
16. "Text alerts." (McComb)
17. "I was satisfied."
18. "Everything already good."
19. "Be able to let x-rays taken." (Aragones)
20. "Waiting time."
21. "It's only been my first time." (Carlton)
22. "Just continue to do great job." (Carlton)

##### **Spanish**

1. "The time spent waiting." "El tiempo de espera." (Shah)
2. "Everything is great." "Todo está bien." (2)
3. "N/A."
4. "No." (2)
5. "Nothing." "Nada."
6. "Nothing." "Ninguno."
7. "Everything is excellent." "Todo excelente." (Hinds)
8. "Everything is very great." "Todo está muy bien." (4)
9. "For me, everything is great." "Para mi todo está bien." (Carlton)
10. "It is great how it is." "Está bien así." (Shah)
11. "Very good." "Muy bien." (Shah)
12. "Continue to do the same." "Seguir así." (McComb)
13. "I believe everything is great." "Pienso que todo está bien." (McComb)
14. "Extend the ultrasound to everyone." "Ampliar para tener ultrasonidos a todo personal."
15. "For me, it is sufficient." "Para mí es suficiente." (McComb)
16. "It is ok." "Is ok." (Carlton)
17. "More Health Center's like this." "Mas clínicas como esta." (Hinds)
18. "I think that this being my first visit, I am very satisfied with the provider." "Creo que para ser mi primera visita estoy muy satisfecha con el proveedor." (Perez Hernandez)
19. "Continue to work how it is and kindness." "Seguir como siguen trabajando y amigables." (Friedlein)
20. "More medical personnel." "Mas personal medico." (Shah)

21. "I do not have an opinion." "No tengo ninguna opinión." (Aragones)
22. "Satisfied." "Satisfecho." (Shah)
23. "Time spent waiting." "Tiempo de espera." (Friedlein)
24. "The time spent waiting is far too long. They book 3 at a time and one hour after your appointment time. With the selection of providers, some do not know how to care for you." "El tiempo de espera es demasiado te atienden en 3 y de 1 hora después de tu hora de cita. En la selección de médicos, algunos no saben atenderte." (Aragones)
25. "Well, everything is great I will give you a 100." "Pues están muy bien les doy un 100."
26. "For me, everything is great." "Para mi así está bien."
27. "In this moment, I would not change anything." "En este momento no cambiaría nada." (White)
28. "Nothing to say. It has been great." "Nada que decir. Ha sido muy bueno." (Shah)
29. "For me, everything has been great. Thank you." "Para mi todo ha estado bien. Gracias."
30. "For me, it is great." "Para mi está bien."
31. "Continue to improve the attention at reception." "Seguir mejorar la atención en la recepción." (Aragones)
32. "It is very great." "Es muy bueno."
33. "Continue to work as a team." "Seguir trabajando en equipo." (Aragones)

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

**English**

- YES: 140
- NO: 1

**Spanish**

- YES: 239
- NO: 5

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

**English**

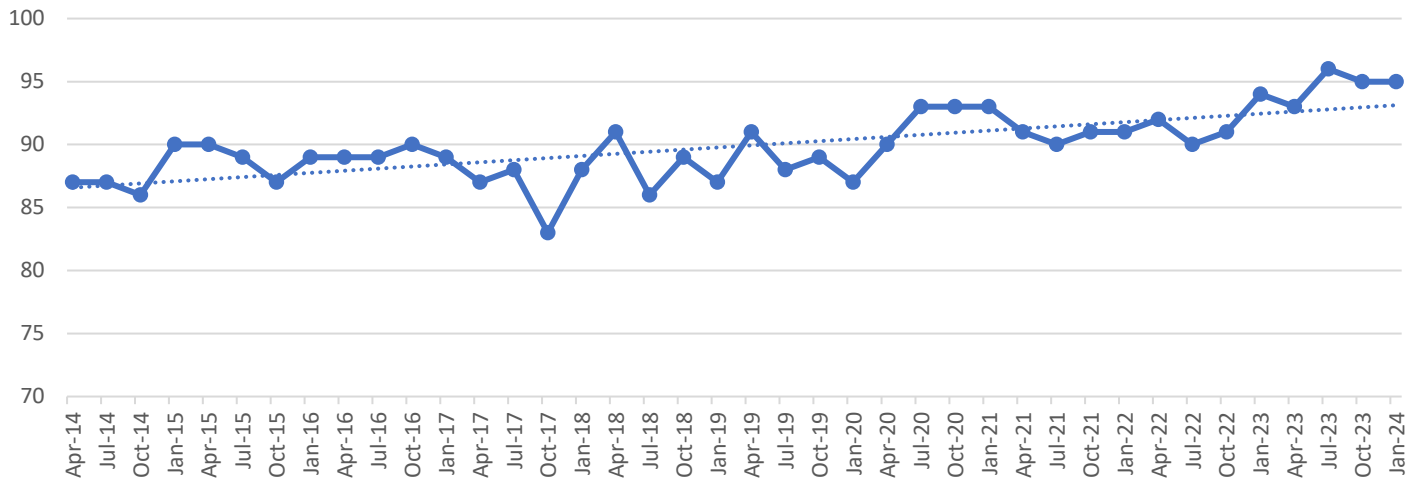
- Aragones: 27
- Bhowmick: 1
- Carlton: 19
- Chaudhari: 16
- Friedlein: 9
- Hinds: 10
- McComb: 17
- Nettleton: 5
- Perez-Hernandez: 10
- Shah: 17
- Tran: 12
- White: 12

**Spanish**

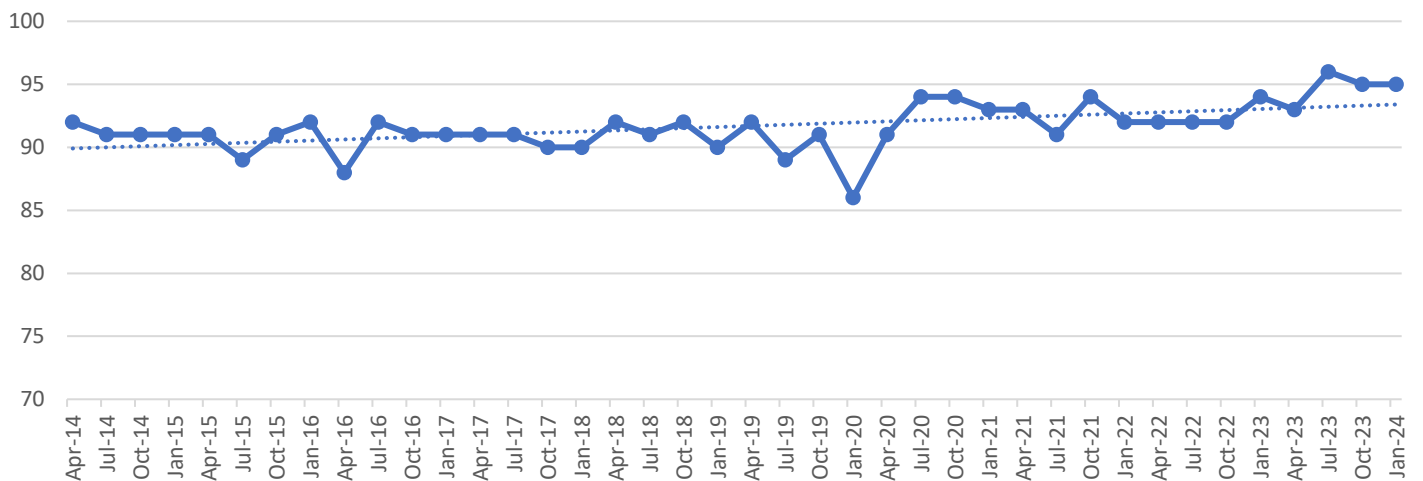
- Aragones: 41
- Carlton: 31
- Chaudhari: 23
- Friedlein: 11
- Hinds: 32
- McComb: 34
- Nettleton: 19
- Perez-Hernandez: 36
- Shah: 34
- Tran: 28
- White: 19

## Individual Question Results with Trendlines

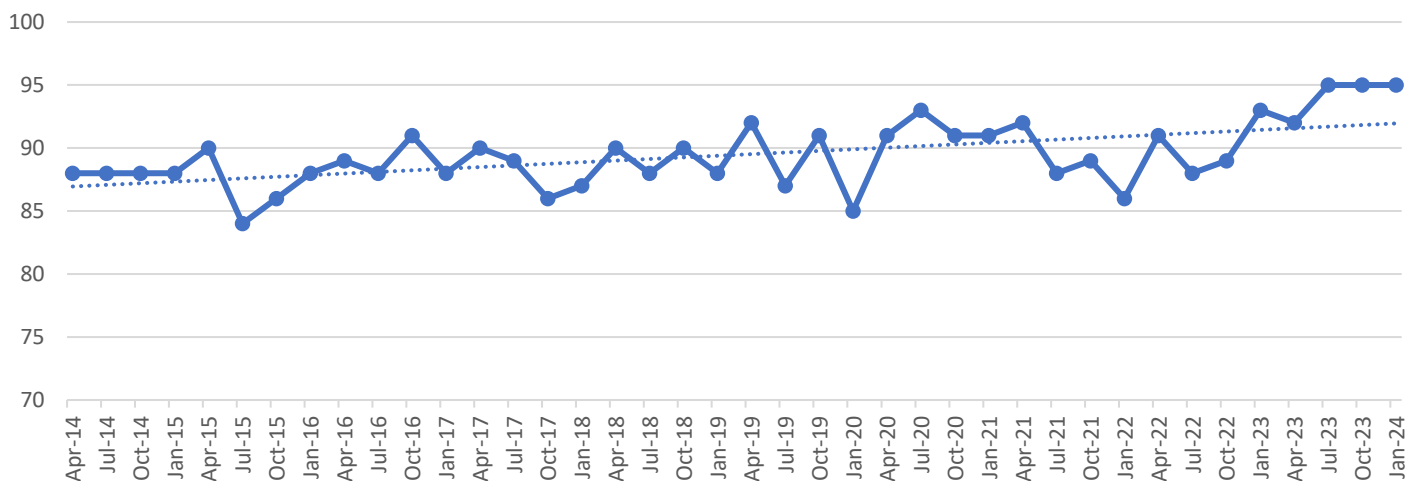
#1 - The phone operator staff and call center



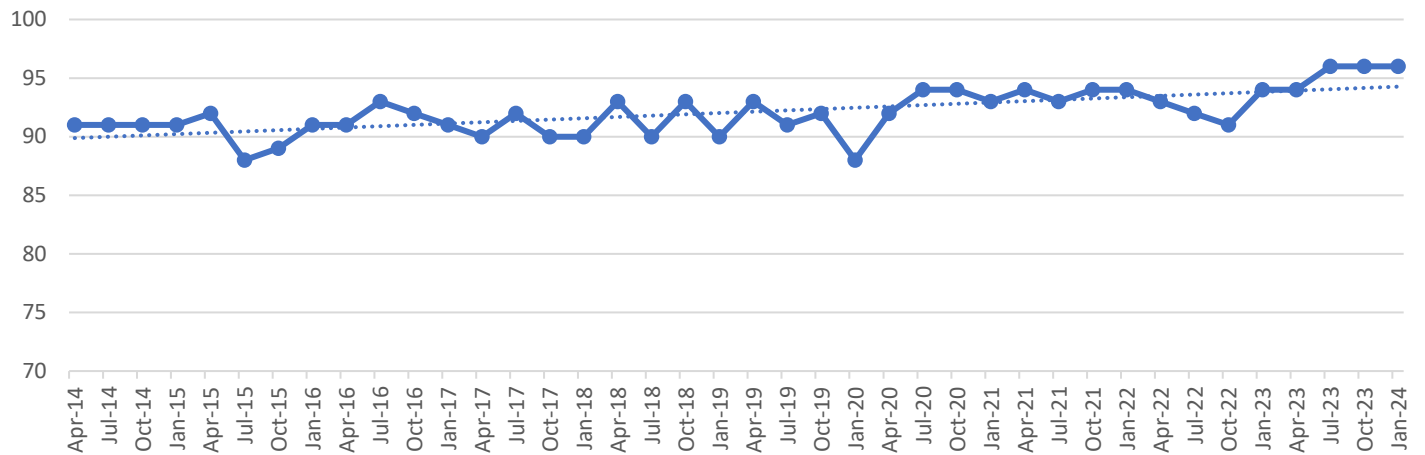
#2 - The reception staff



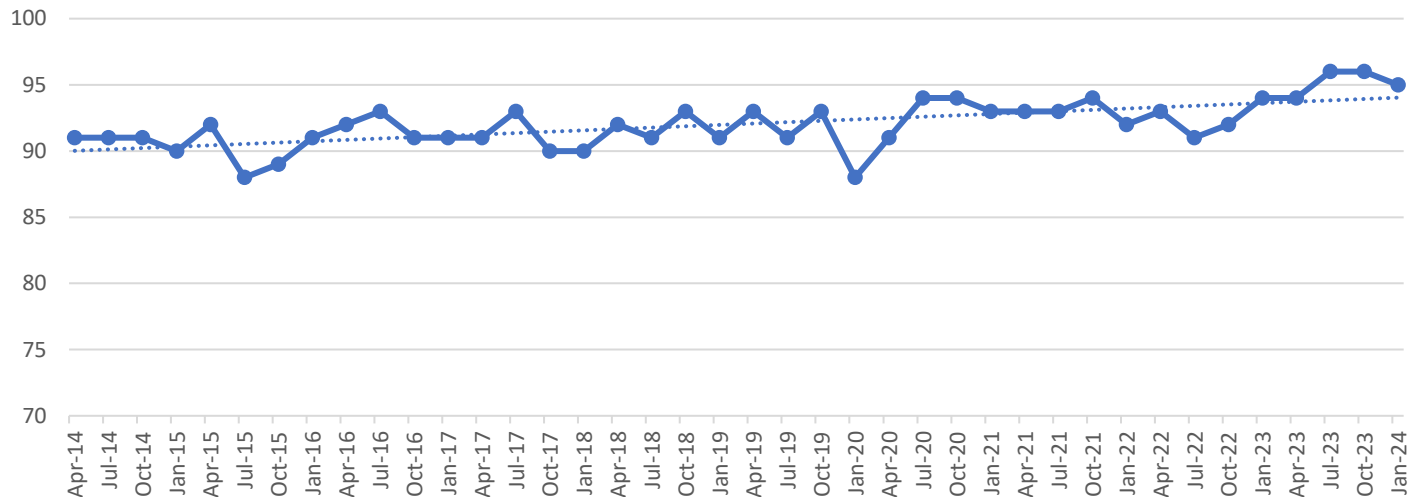
#3 - Receiving a timely appointment



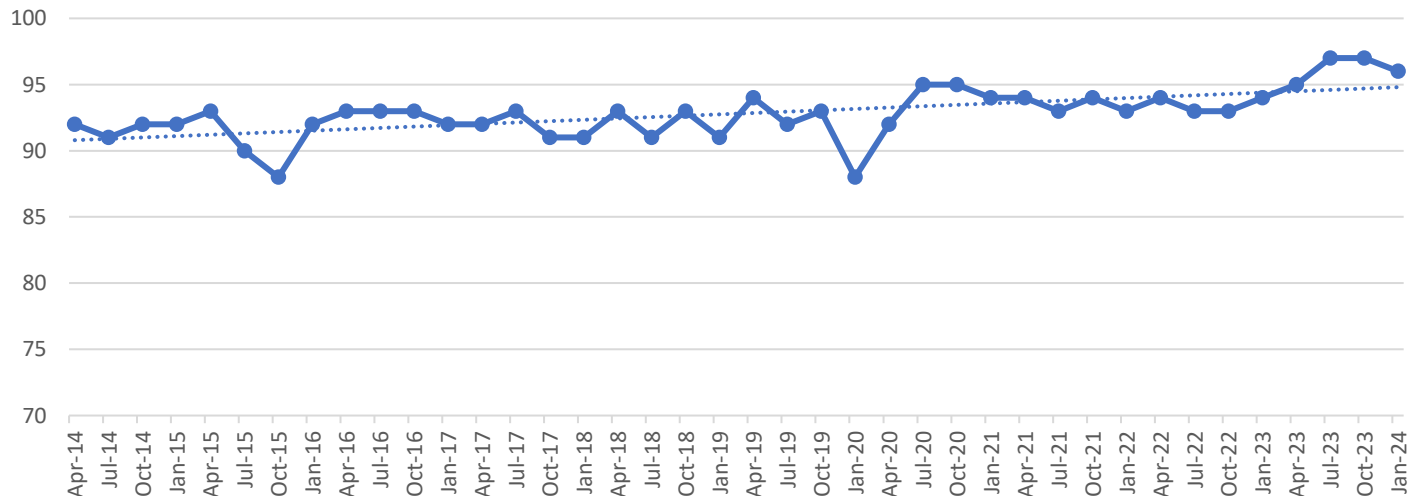
#### #4 - Education and explanation of plan provided in a way that I can understand



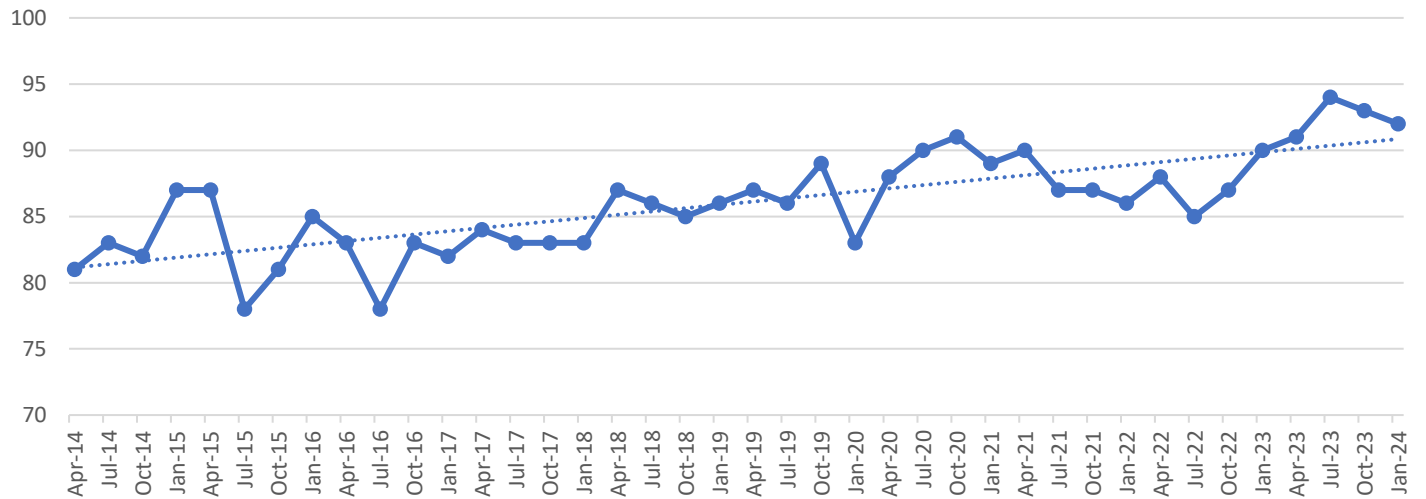
#### #5 - The follow-up and coordination of my care



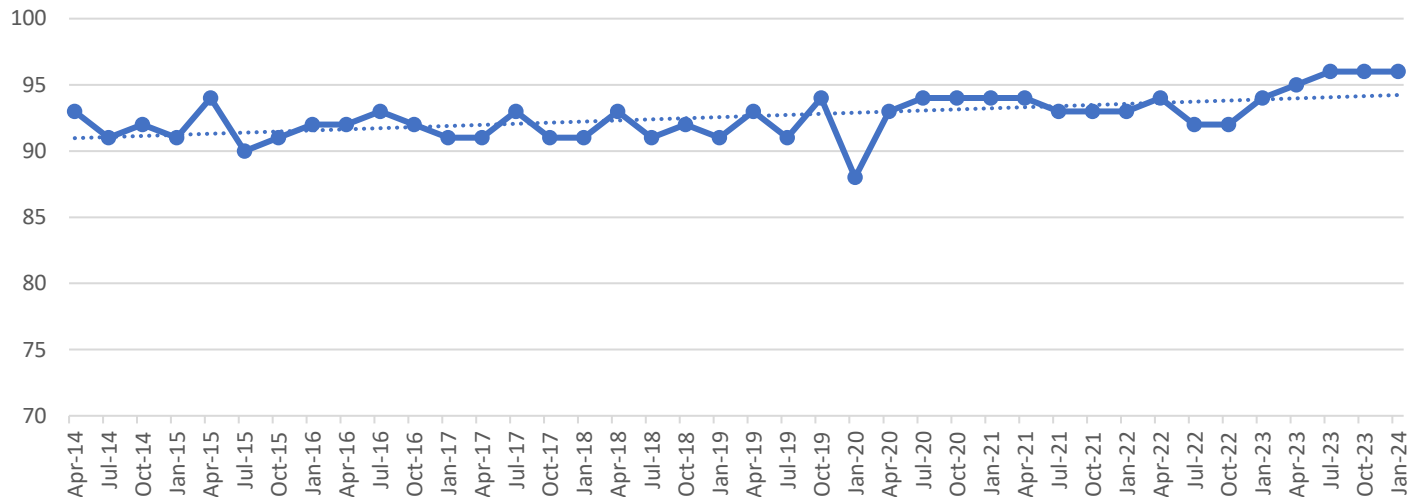
#### #6 - The staff addressing my medical needs today



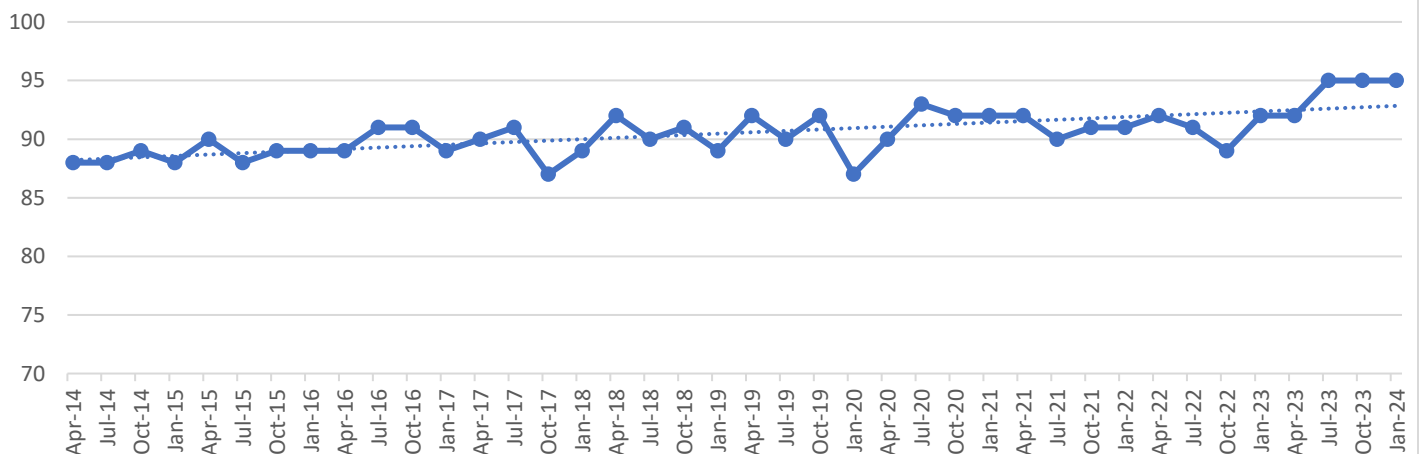
#7 - The time spent waiting



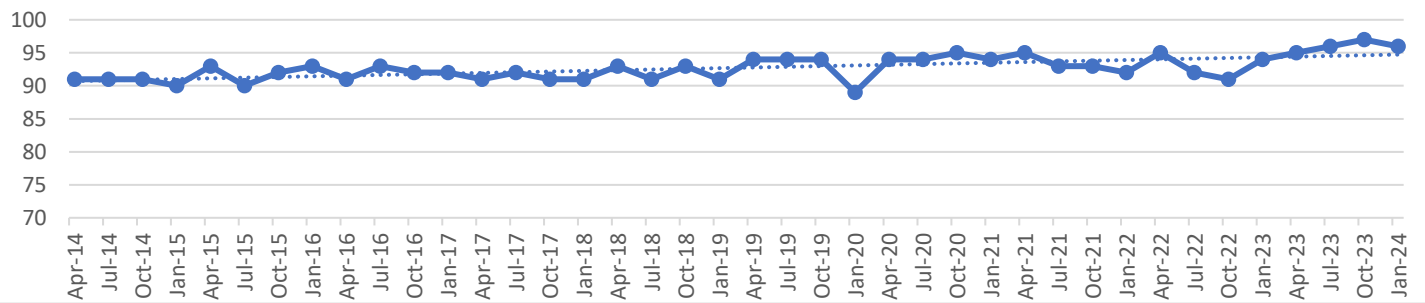
#8 - The respectfulness of staff



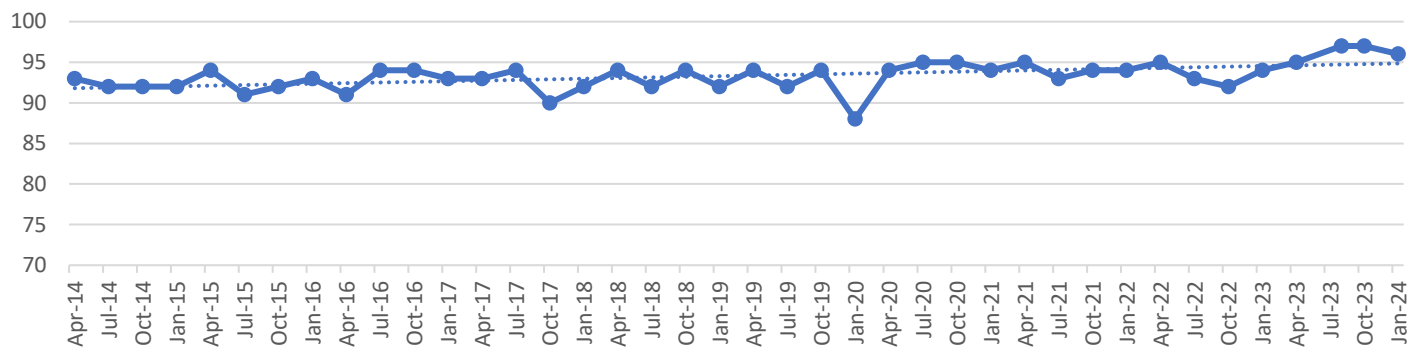
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



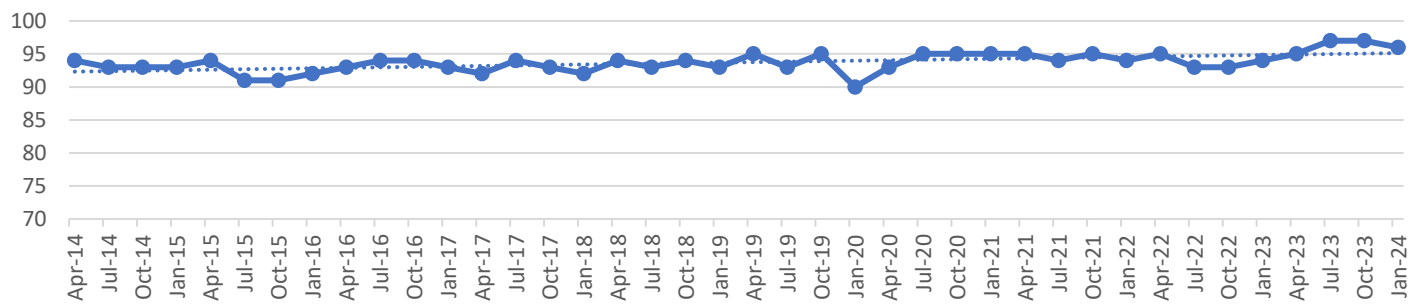
## #10 - The handling of my personal medical information in a private and confidential manner



## #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?

