



**Patient Satisfaction Survey**  
**1515 E. Lake St., Suite 202, Hanover 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 97% to 100%. 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.

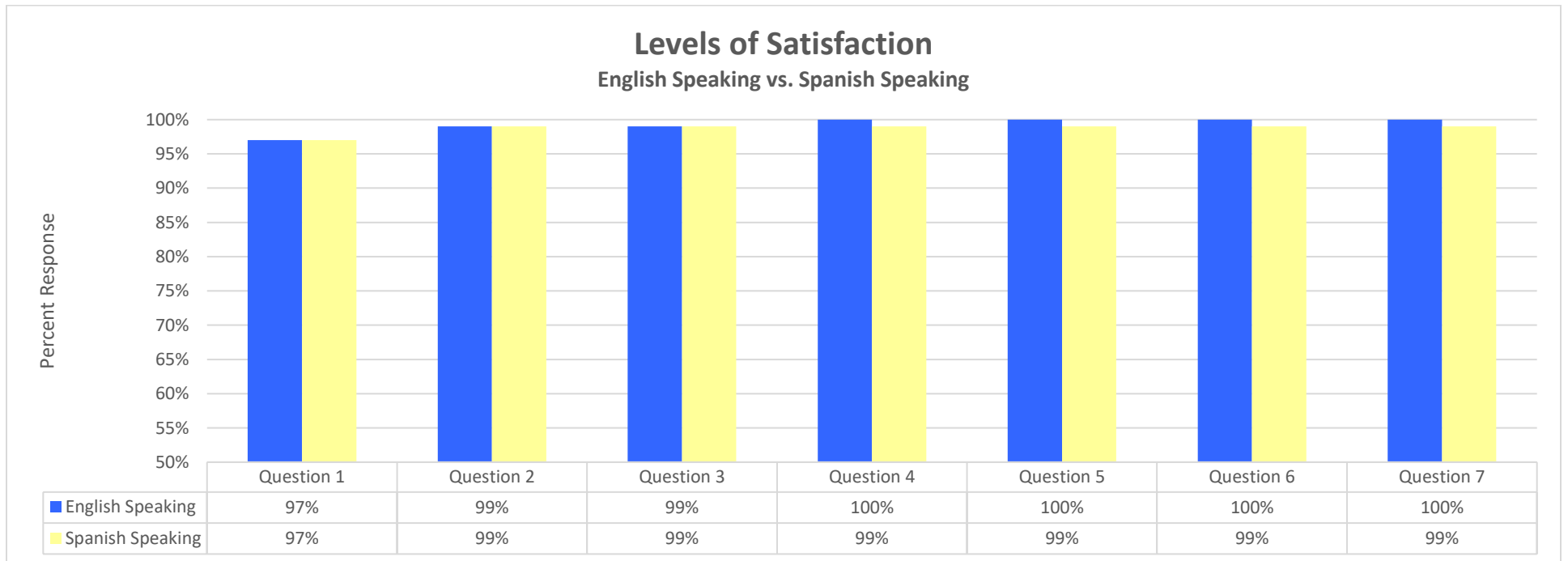
<b>1515 E. Lake St., Suite 202, Hanover Park – Survey Questions</b>	<b>Level of Satisfaction January 2024</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>	<b>Level of Satisfaction April 2023</b>
1. The phone operator staff and call center	97%	94%	97%	98%
2. The reception staff	99%	94%	99%	99%
3. Receiving a timely appointment	99%	93%	99%	99%
4. Education and explanation of plan provided in a way that I can understand	99%	94%	99%	99%
5. The follow up and coordination of my care	99%	94%	99%	99%
6. The staff addressing my medical needs today	100%	94%	98%	99%
7. The time spent waiting	99%	94%	98%	98%
8. The respectfulness of staff	100%	94%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	99%	93%	97%	97%
10. The handling of my personal medical information in a private and confidential	99%	94%	99%	99%
11. Your medical assistant	100%	94%	99%	99%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	100%	95%	99%	99%
13. Overall, how satisfied are you with the Health Center?	99%	94%	99%	99%

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%

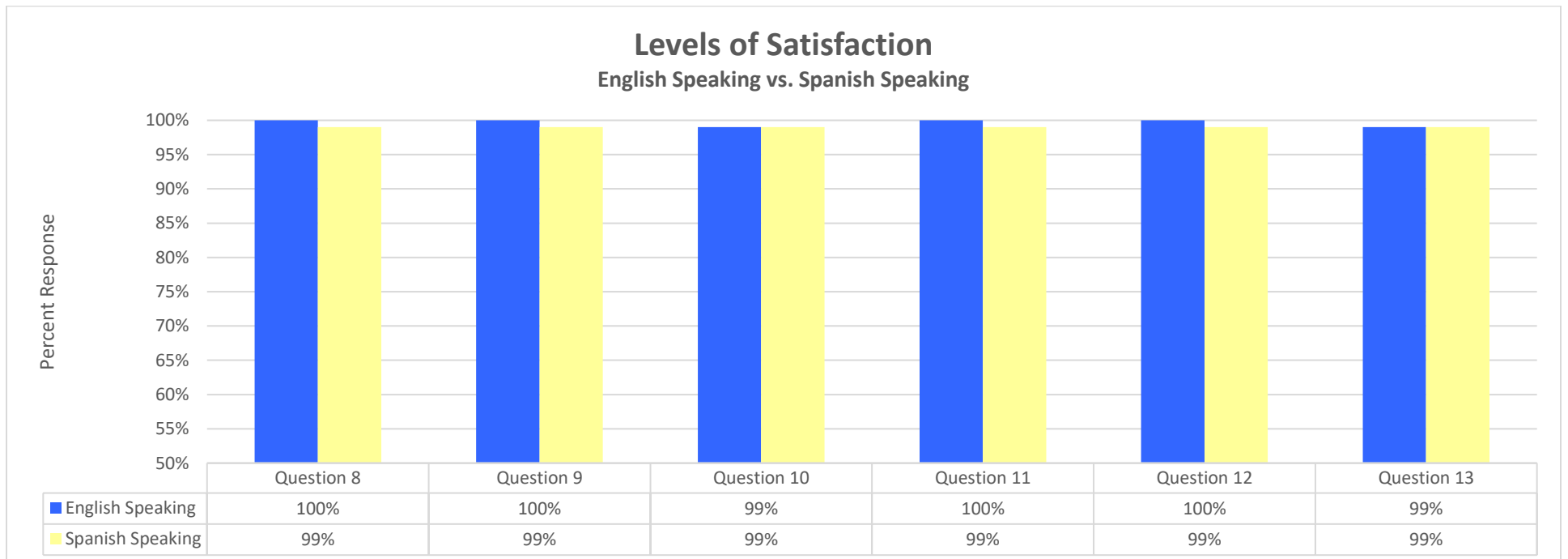
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	42 84%	48 89%	8 16%	5 9%	0	1 2%	0	0	0	0
2. The reception staff	52 96%	51 94%	2 4%	2 4%	0	1 2%	0	0	0	0
3. Receiving a timely appointment	51 96%	51 94%	2 4%	3 6%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	52 98%	51 94%	1 2%	3 6%	0	0	0	0	0	0
5. The follow-up and coordination of my care	52 98%	51 94%	1 2%	3 6%	0	0	0	0	0	0
6. The staff addressing my medical needs today	54 100%	52 96%	0	2 4%	0	0	0	0	0	0
7. The time spent waiting	53 98%	51 94%	1 2%	3 6%	0	0	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	54 100%	52 96%	0	2 4%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	51 100%	50 93%	0	4 7%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	53 98%	51 94%	0	3 6%	1 2%	0	0	0	0	0
11. Your medical assistant	54 100%	52 96%	0	2 4%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	54 100%	51 96%	0	2 4%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	51 96%	51 94%	2 4%	3 6%	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: 11

N/A: 2

YES: 0

##### **Comments:**

1. "It was great."

##### **Spanish**

NO: 7

N/A: 0

YES: 0

##### **Comments:**

1. "Excellent." "Excelente." (Jorgensen)

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

##### **English**

1. "The care and attention and patience is very helpful for a good experience." (Jorgensen)
2. "Time."
3. "Great staff." (3)
4. "Fast service."
5. "Explaining the situations at hand."
6. "Just overall, the staff, cleanliness, when they listen to my needs, everything about this place is wonderful." (Patel, N)
7. "Promptness and attentive to medical needs."
8. "Same day apt." (Jorgensen)
9. "Jovana she is awesome love her! She is the best."

##### **Spanish**

1. "Having control over my health." "Control de mi salud." (Jorgensen)
2. "Everything is very good." "Todo muy bien."
3. "They always see me on time." "Siempre me atienden a tiempo."
4. "With my health." "En la salud."
5. "The continuation of my treatment for thyroid." "A seguir con el tratamiento de mi tiroides."
6. "Maintaining my health and well-being." "A mantener bien mi salud y bienestar." (Jorgensen)

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

##### **English**

1. "Everything's perfect." (Jorgensen)
2. "No comment."
3. "N/A." (2)
4. "Nothing." (Patel, N.)
5. "Shorter recording when calling." (Jorgensen)

##### **Spanish**

1. "Continue the same." "Seguir igual."
2. "Everything is good." "Todo bien."
3. "N/A."
4. "I think that for now everything is great." "Creo que por ahora todo esta bien."
5. "Everything is perfect." "Todo esta perfecto." (Jorgensen)
6. "The attention is excellent." "Es excelente la atencion." (Jorgensen)

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

##### **English**

- YES: 20
- NO: 0

##### **Spanish**

- YES: 16
- NO: 0

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

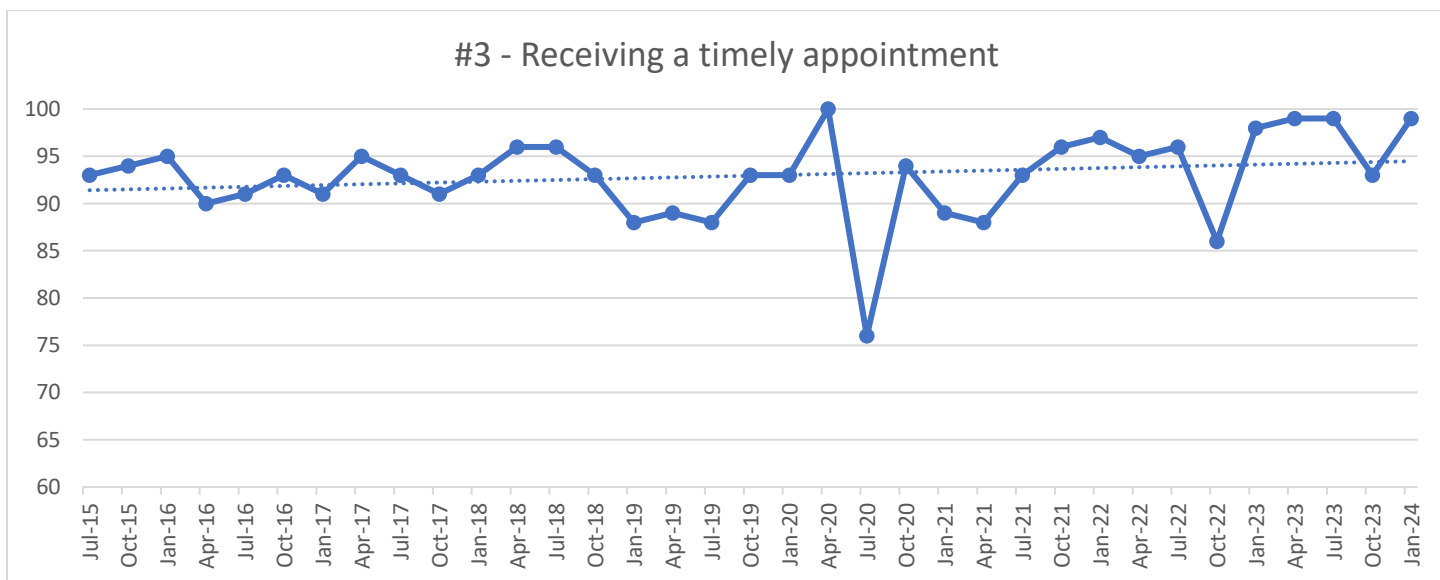
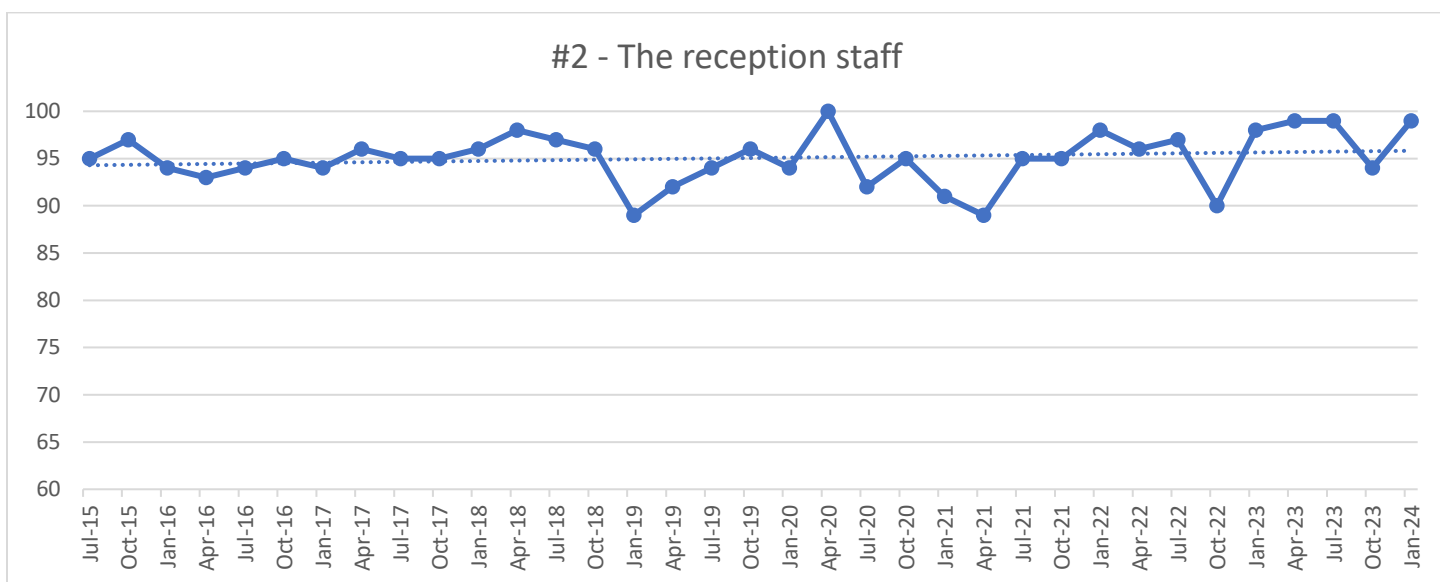
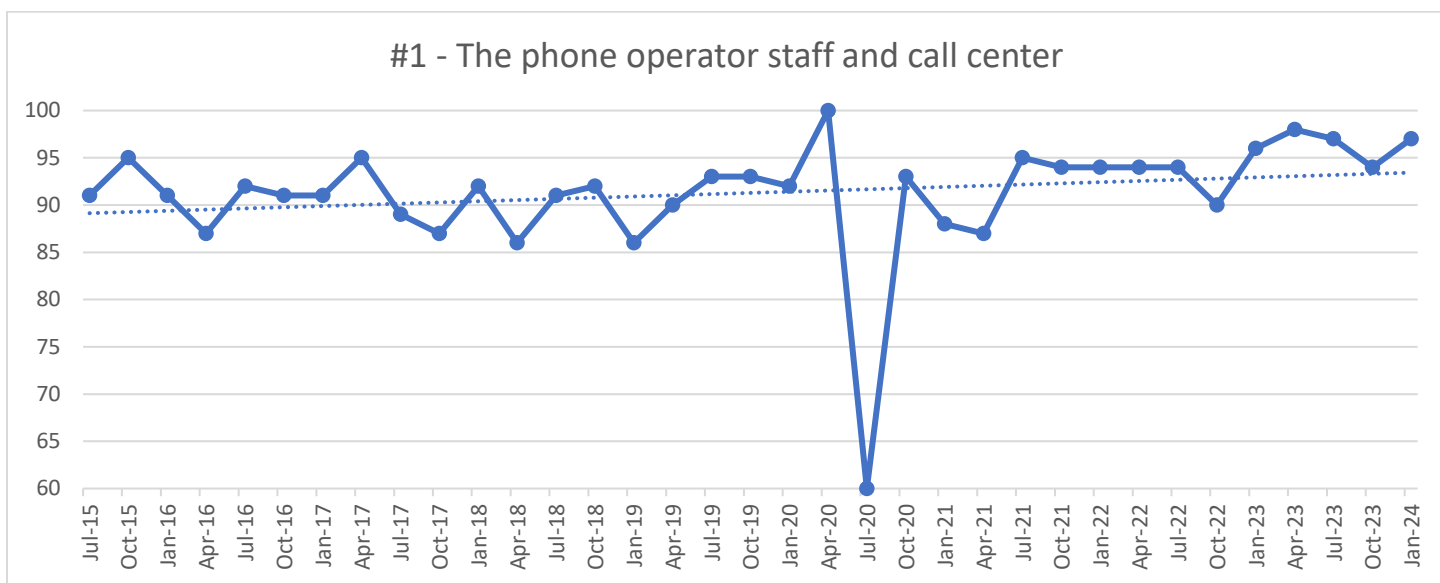
##### **English**

- Jorgensen: 7
- Patel, N: 8

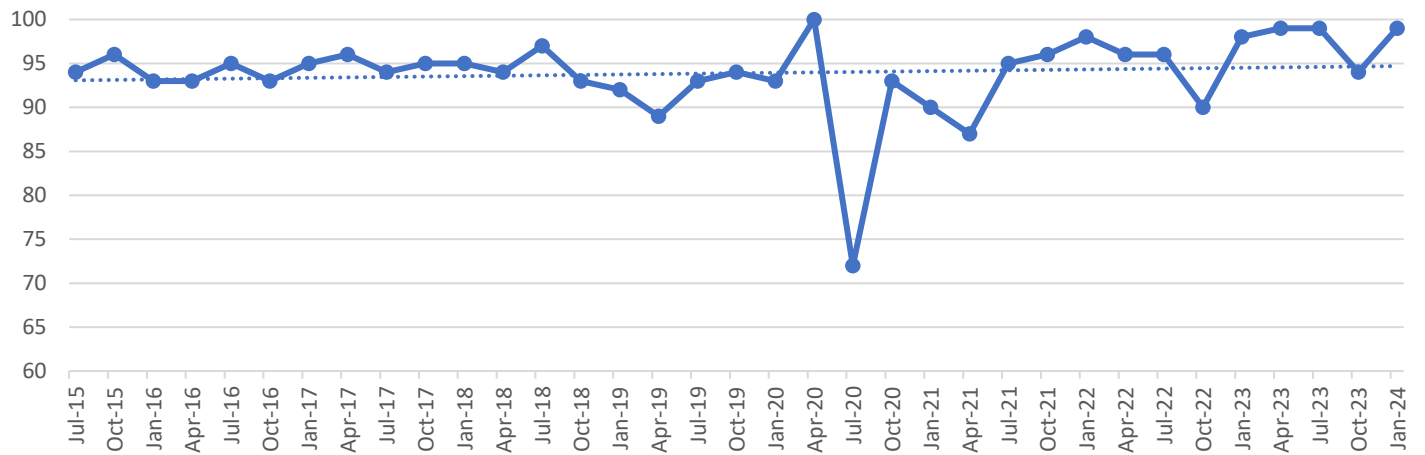
##### **Spanish**

- Jorgensen: 8
- Patel, N: 3

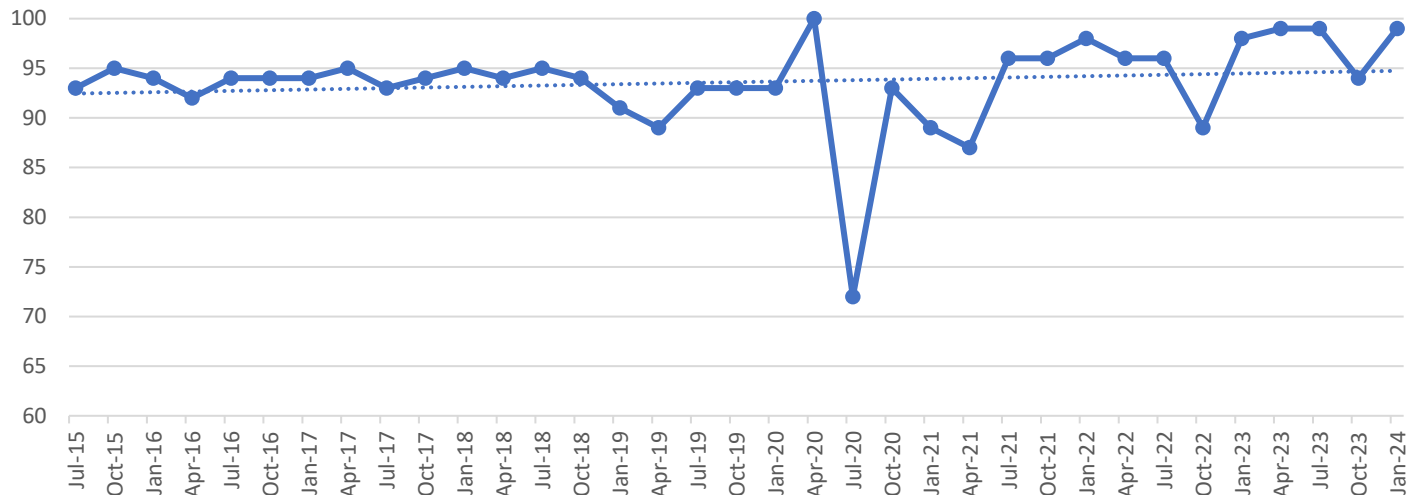
## Individual Question Results with Trendlines



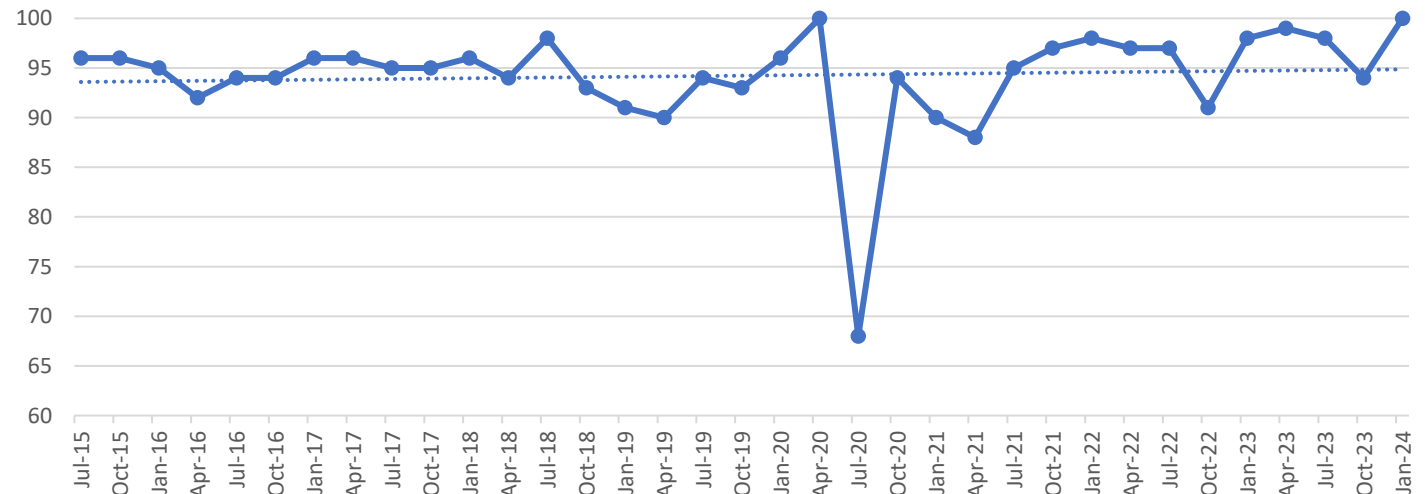
#### #4 - Education and explanation of plan provided in a way that I can understand



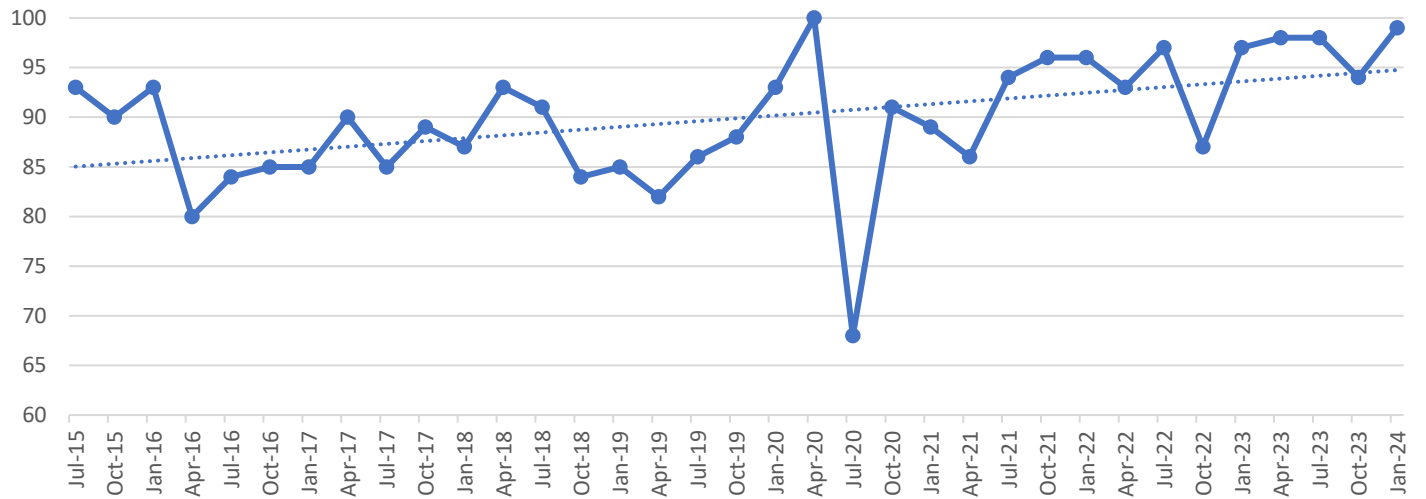
#### #5 - The follow-up and coordination of my care



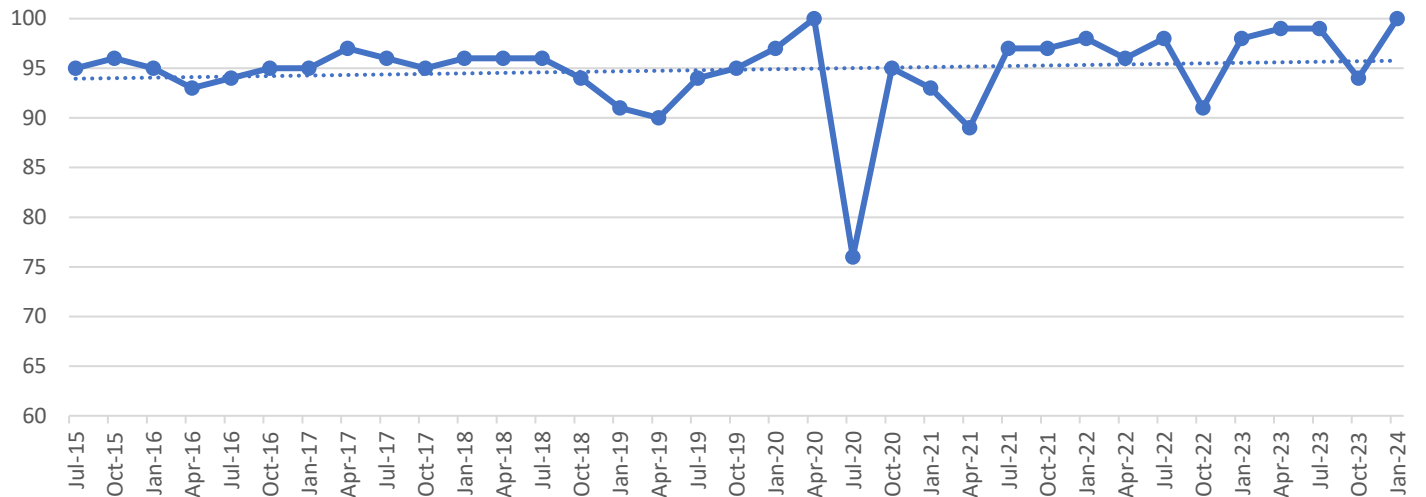
#### #6 - The staff addressing my medical needs today



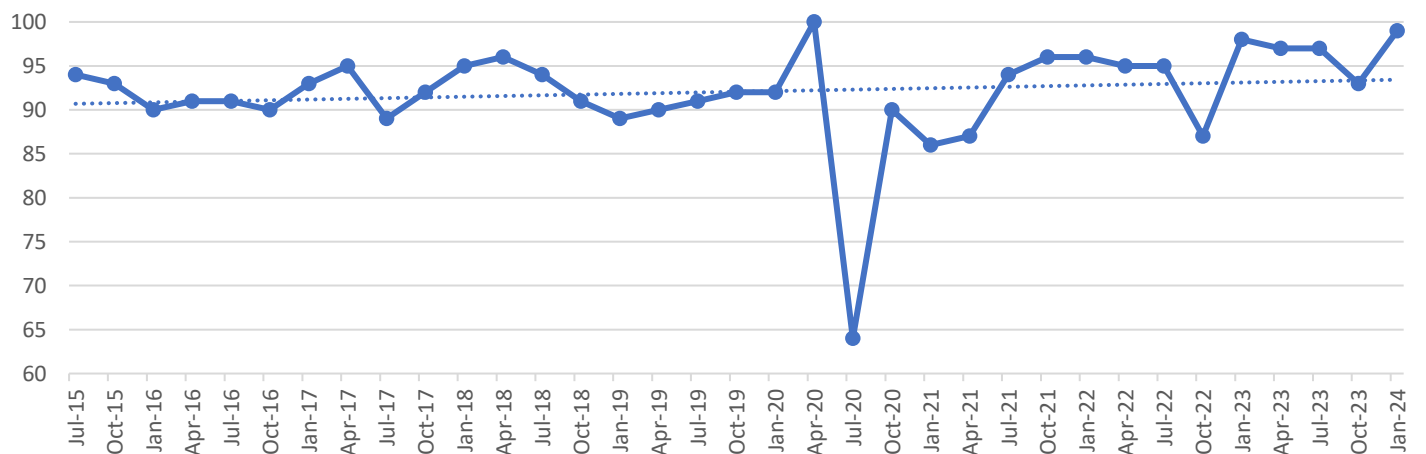
#7 - The time spent waiting



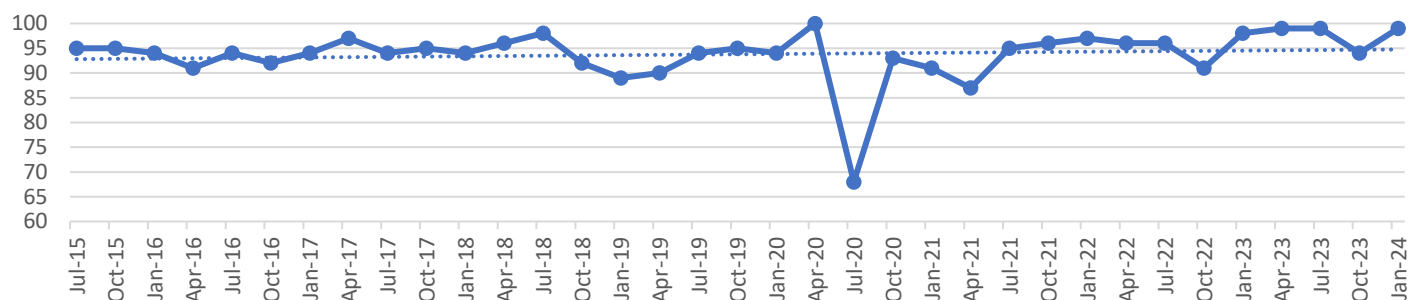
#8 - The respectfulness of staff



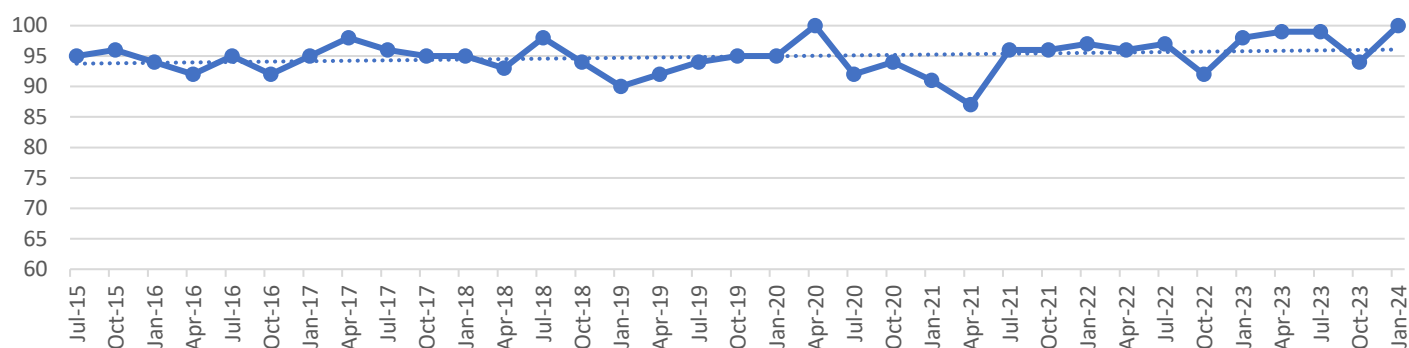
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



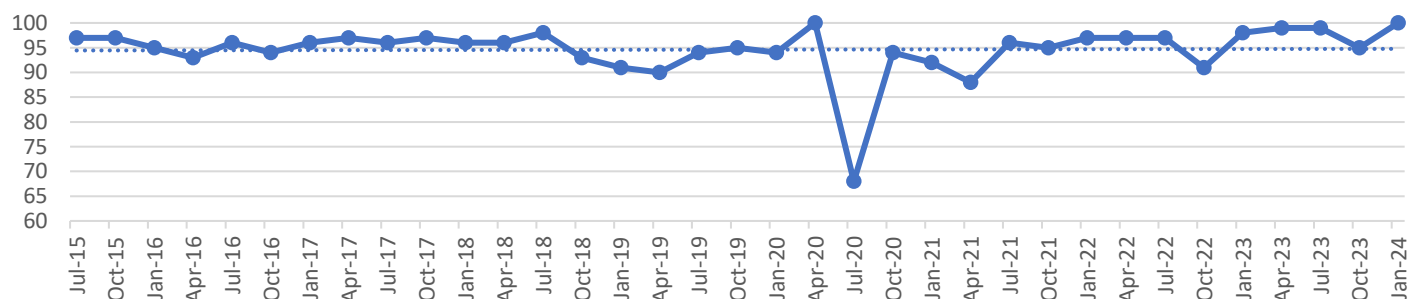
#10 - The handling of my personal medical information in a private and confidential manner



#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?

