

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 90% 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.

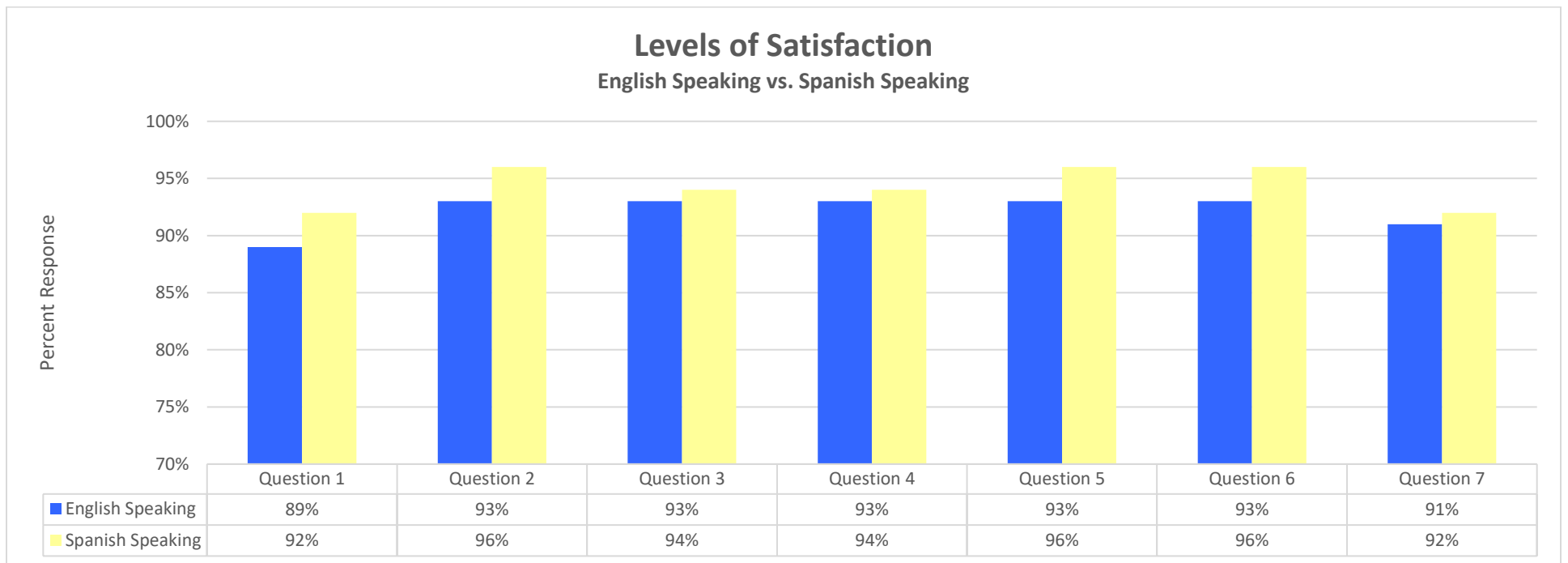
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	90%	88%	91%	91%
2. The reception staff	94%	93%	93%	92%
3. Receiving a timely appointment	93%	91%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	93%	93%	93%
5. The follow up and coordination of my care	94%	93%	93%	93%
6. The staff addressing my medical needs today	94%	93%	94%	94%
7. The time spent waiting	92%	89%	91%	90%
8. The respectfulness of staff	94%	93%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	90%	92%	90%
10. The handling of my personal medical information in a private and confidential	93%	93%	94%	93%
11. Your medical assistant	94%	93%	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?	94%	92%	95%	93%

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%

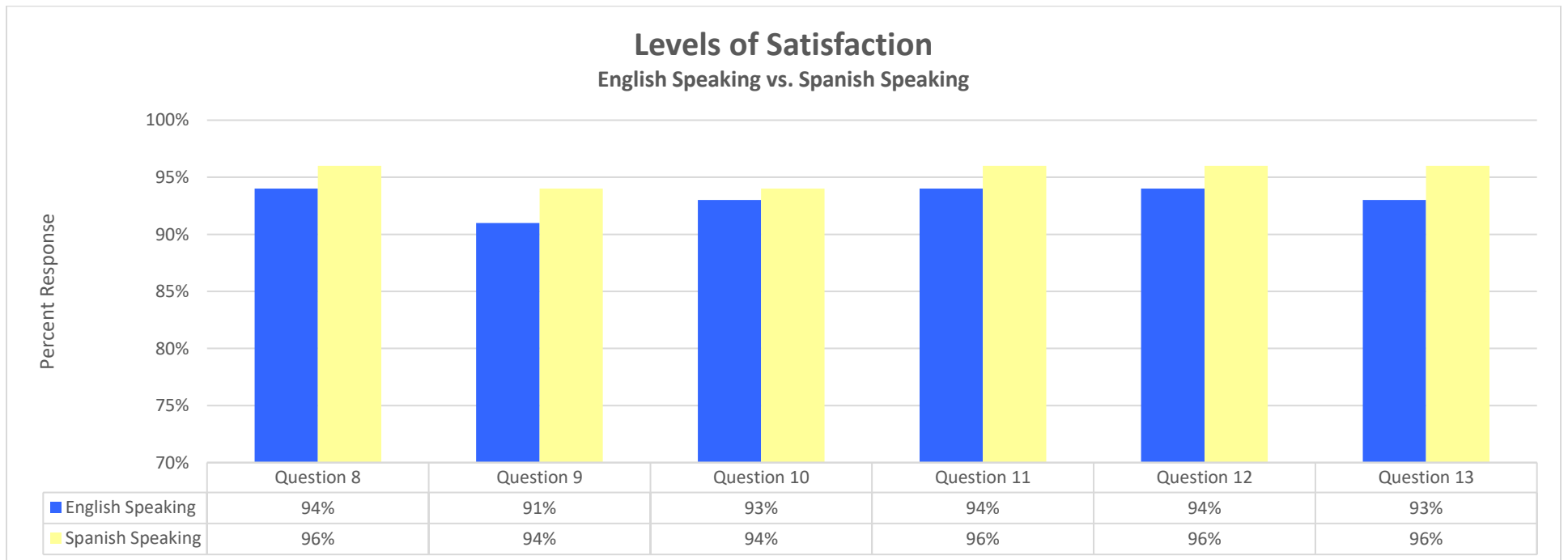
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	126 62%	63 71%	51 25%	19 21%	20 10%	5 6%	5 2%	2 2%	3 2%	0
2. The reception staff	148 72%	73 82%	44 22%	14 16%	12 6%	2 2%	1 1%	0	0	0
3. Receiving a timely appointment	148 72%	65 73%	41 20%	22 25%	13 6%	2 2%	2 1%	0	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	148 72%	68 76%	43 21%	17 19%	13 6%	4 5%	1 1%	0	0	0
5. The follow-up and coordination of my care	144 70%	72 81%	48 23%	16 18%	12 6%	1 1%	1 1%	0	0	0
6. The staff addressing my medical needs today	149 73%	73 82%	41 20%	14 16%	13 6%	2 2%	1 1%	0	0	0
7. The time spent waiting	136 67%	62 70%	50 25%	21 24%	16 8%	5 6%	2 1%	1 1%	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	150 74%	70 81%	43 21%	15 17%	9 4%	2 2%	1 1%	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	134 67%	63 71%	37 19%	24 27%	27 14%	2 2%	1 1%	0	0	0
10. The handling of personal medical info in a private and confidential manner	147 72%	66 74%	43 21%	18 20%	12 6%	5 6%	2 1%	0	0	0
11. Your medical assistant	154 75%	73 82%	37 18%	14 16%	12 6%	2 2%	2 1%	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	158 77%	73 82%	31 15%	15 17%	15 7%	1 1%	1 1%	0	0	0
13. Overall, how satisfied are you with the Health Center?	152 74%	72 82%	38 19%	14 16%	14 7%	2 2%	1 1%	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: 56

N/A: 28

YES: 2

Comments:

1. "Yes, no one called back."
2. "Good experience with all."
3. "The phone operator had asked to come in on 1/22/24 @ 12:00 because NP has opening. We drove over here only to be told that we were not scheduled and that they can't see me today."
4. "Yes, the response was a little delayed, but the care was great!"
5. "Responded within 24 hours."
6. "Always quick to call back and resolve the issue."

Spanish

NO: 21

N/A: 0

YES: 0

Comments:

1. "I haven't left a message recently, but I have in the past and they helped me thank you."
"No eh dejado mensaje recientemente pero en el pasado si y me ayudaron."
2. "No, but they always treat me very kind."
"No, pero siempre me atienden muy amables."

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

English

1. "Everyone is helpful." (Sayles)
2. "Location/availability." (Sofowora)
3. "They help when you need it not 2 months later." (Thompson)
4. "Doctors educational experience."
5. "Doctor and friendly staff." (Thompson)
6. "The staff is great same day appointments. Amber Sayles is a great doctor." (Sayles)
7. "Close to home." (Williams)
8. "Good." (Peifer)
9. "Intake are nice." (Thompson)
10. "Staff is very nice." (Peifer)
11. "The staff at Sycamore is respectful and honest. This is very helpful to me." (Thompson)
12. "I love the way they address my concerns about my health." (Thompson)
13. "The website is easy to use."
14. "Close to home." (Thompson)
15. "The friendly staff makes me feel safe." (Sayles)
16. "The doctors listen to your issues."
17. "Convenience."
18. "Husband told can schedule own appt @ the same time."
19. "The providers are fantastic." (Kristiansen)
20. "The care, my questions answered." (Sayles)
21. "Friendly staff." (Kristiansen)

Spanish

1. "Having the appointments and refer to the specialist." "Tener las citas y referi a los especialistas." (Thompson)
2. "They always attend him." "Siempre lo atienden."
3. "The attention from the doctor very professional." "La atencion de la doctora muy profesional." (Sayles)
4. "The appointments are not long." "Las citas no son largas." (Thompson)
5. "The attention." "La atencion."
6. "They have nurses who speak Spanish." "Que tienen enfermeras que hablan Español." (Williams)
7. "The hours, they speak my language, they are kind." "Los horarios, hablan mi idioma y son amables." (Williams)
8. "To have a healthier lifestyle." "A tener un estilo de vida mas saludable." (Sayles)
9. "Your attention." "Su atencion." (Sayles)
10. "Good service." "Buen servicio." (Sayles)
11. "They always appointments available." "Siempre tienen citas disponibles." (Sayles)
12. "The attention and care, the hours." "La atencion y el cuidado, las horas." (Sayles)
13. "It is close to home and I don't have insurance the cost is very low." "Esta cerca a

22. "Everything." (4)
23. "The patience of the doctors." (Peifer)
24. "Yes, I was late to my apt and they were still able to see me less than 30 min of me being there."
25. "Having a caring doctor." (Sayles)
26. "Amber is amazing."
27. "The doctors advice/information." (Sayles)
28. "N/A." (2)
29. "Front desk staff are friendly & helpful." (Peifer)
30. "The provider Tara is great and awesome." (2)
31. "Took time to go over test." (Kristiansen)
32. "The great support." (Kristiansen)
33. "Same day appointment." (Kristiansen)
34. "The information." (Kristiansen)
35. "The receptionist helping with insurance issues." (Sofowora)
36. "Having the whole family at one location." (Sofowora)
37. "Great staff easy to make appointments." (Sayles)
38. "It is our first appointment, will have a review after couple more visits but for today's my first visit I am happy." (Sayles)
39. "The kindness, efficiency and thoroughness." (Sayles)
40. "Same day appt are really convenient." (Sofowora)
41. "Flexibility." (Sofowora)
42. "Flexibility of appointment." (Kristiansen)
43. "Medical assistants & NP are knowledgeable" (Kristiansen)
44. "Staff."
45. "Procedures are excellent." (Peifer)
46. "They help you with everything you need." (Sayles)
47. "When call staff is very helpful." (Sofowora)
48. "The great staff." (Sayles)
49. "Flexibility with future appointments." (Sayles)
50. "Staff really cares." (Thompson)
51. "The providers." (Sayles)
52. "That they explain best." (Sayles)
53. "Fast appt times." (Sayles)
54. "Detailed information of results and care." (Sayles)
55. "They are quick to get my son in when needed." (Sofowora)
56. "Nice stuff." (Peifer)
57. "Fast response." (Sofowora)
58. "What kind of a question is this?"
59. "Everyone is always ready to help." (Thompson)
- mi casa y no tengo seguridad el cobro es bajo." (Williams)
14. "The attention to the patient." "La atención al paciente." (Peifer)
15. "In my medical necessities and the closeness to home." "En mis necesidades médicas y lo cerca a mi casa." (Kristiansen)
16. "It is good." "Es bueno." (Kristiansen)
17. "They treat you fast." "Te atienden rápido." (2)
18. "To improve my health." "A mejorar mi salud."
19. "The medical attention." "La atención médica." (Kristiansen)
20. "They are very practical and clarify any doubts." (English response on a Spanish survey)

60. "Holy cow- you fit me into your schedule the very next day after I called to schedule! Holy shit, thank you." (Thompson)
61. "I get my questions answered well." (Sayles)
62. "Insurance problems resolved quickly." (Sofowora)
63. "Respectful, punctual, and always available."
64. "Nice staff, quick appointments." (Kristiansen)
65. "Location, Amber Sayles is amazing." (Sayles)
66. "Answered questions clearly." (Peifer)
67. "Easy to make appointments & proximity to home."
68. "Service." (Kristensen)
69. "Dr. was very helpful explaining moms care."

Question 16: How can we improve Greater Family Health?

English

1. "Please take pronoun seriously." (Sofowora)
2. "N/A all is perfect."
3. "Let me call and keep my appointment if I'm running late for a valid reason so long as it's before my actual appt time." (Thompson)
4. "Nothing."
5. "Faster." (Williams)
6. "Not much." (Williams)
7. "Good." (Peifer)
8. "No need for improvement." (Thompson)
9. "Doing a great job." (Peifer)
10. "Fix your 15 min prior. I showed up on time and had to reschedule. Your call center is jerks and gave me a lot of hassle. Already feel like shit I don't need it from them too." "Hate the call center!" (Thompson)
11. "You all are great." (Sayles)
12. "OK."
13. "You are doing great." (Sayles)
14. "If we're late we get wrote up, but not like I was trying to be late or not show up."
15. "N/A." (14)
16. "Being able to call my local office." (Sofowora)
17. "Local office number."
18. "You do amazing."
19. "Doing the same service that you are." (Kristiansen)
20. "Doing a good job." (Peifer)
21. "Running eligibility prior to appointment." (Peifer)
22. "Been great so far." (Sofowora)
23. "You guys are great." (Sayles)
24. "Better direct phone access to building where care is taking place- ditch the call center or offer transfer service." (Thompson)
25. "Put another TV in waiting room." (Sofowora)

Spanish

1. "When patients with mental disabilities come for their consultation, they are treated a little sooner to avoid a crisis." "Cuando los pacientes con discapacidad mental vengan a consulta sean atendidos un poco mas pronto para evitar crisis." (Thompson)
2. "Good service." "Buen servicio."
3. "To me everything is good." "Para mi todo esta bien." (3)
4. "Wait times." "Tiempo de espera."
5. "Everything is good." "Todo esta bien." (5)
6. "Continue the same." "Continue igual." (Sayles)
7. "They don't charge you if you are low income." "No te cobran si es bajo recursos." (Kristiansen)
8. "Have an X-Ray machine." "Tener una maquina para hacer Rayos X." (Peifer)
9. "It is better service." "Es mejor servicio."
10. "I think everything is good for the moment." "Creo que todo esta bien por el momento." (Sayles)
11. "Personally, I think everything is perfect, I can't ask for improvement when everything is good." "Personalmente pienso que todo esta perfecto, no puedo pedir mejor cuando todo esta bien." (Williams)

26. "Size and more healthcare providers & staff."
(Sayles)
27. "Just keep up the great work." (Thompson)
28. "DNA." (Sayles)
29. "You guys don't have to improve nothing."
(Sayles)
30. "More staff and longer appt." (Kristiansen)
31. "Longer appointments times." (Kristiansen)
32. "More time in room." (Sofowora)
33. "Free pizza." (Sayles)
34. "Provide a safe space for more holistic
options for children." (Sofowora)
35. "Specify you have to arrive 15 min before."
36. "Phone operators." (Kristiansen)
37. "Phone operators need exact information,
educate phone ops on clinic hours when are
they open and closed and how Greater
Family Health works thank you." (Kristiansen)
38. "Keep up the good work." (Sayles)
39. "Talk a little quietly than usual sometimes I
can hear people/results though the other
door. That's scary." (Peifer)
40. "Everything is perfect." (Sayles)
41. "Nothing." (Kristiansen)

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

English

- YES: 266
- NO: 1

Spanish

- YES: 52
- NO: 1

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

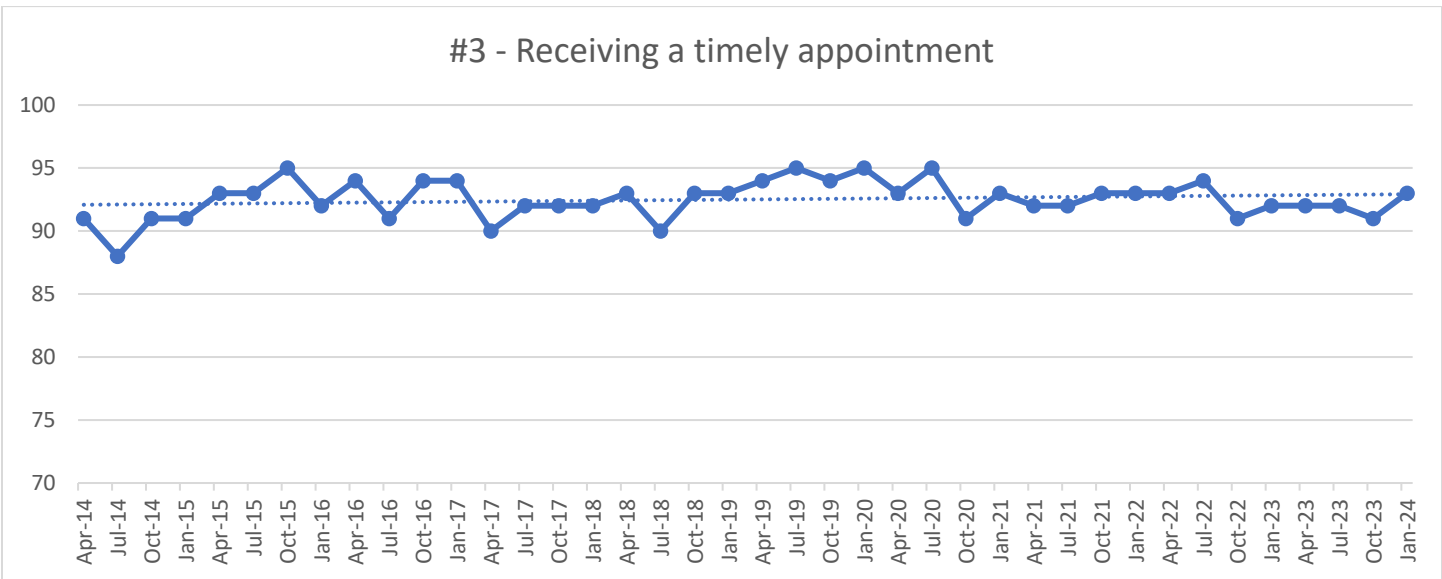
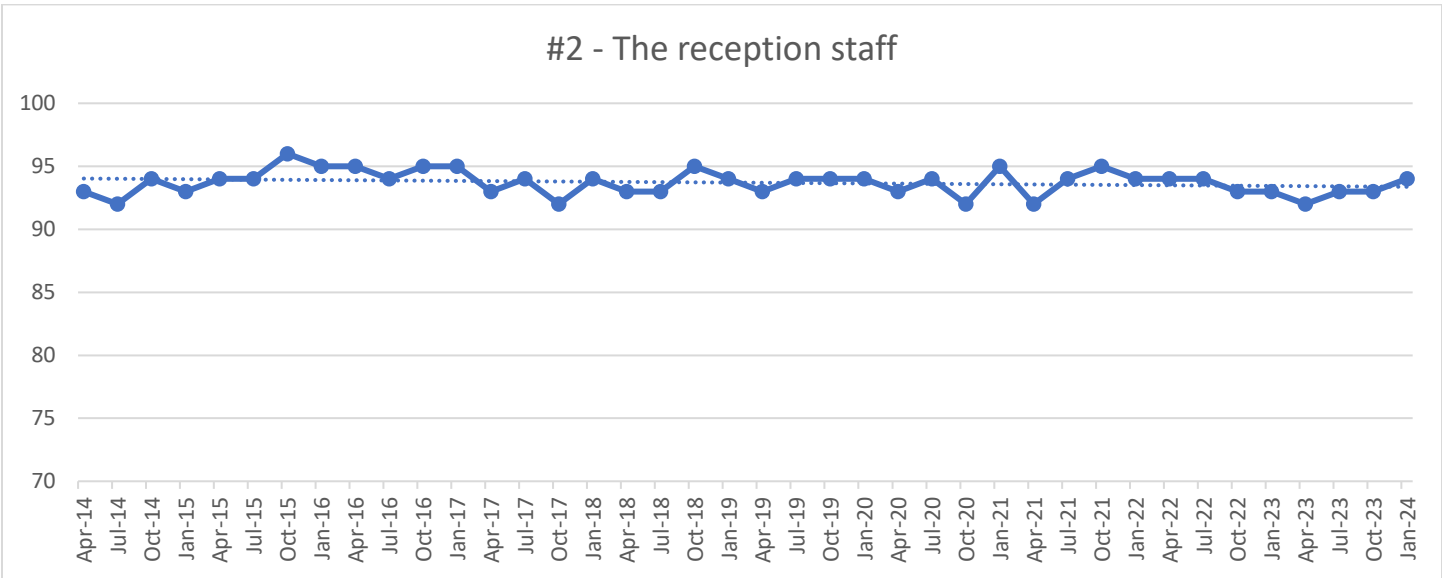
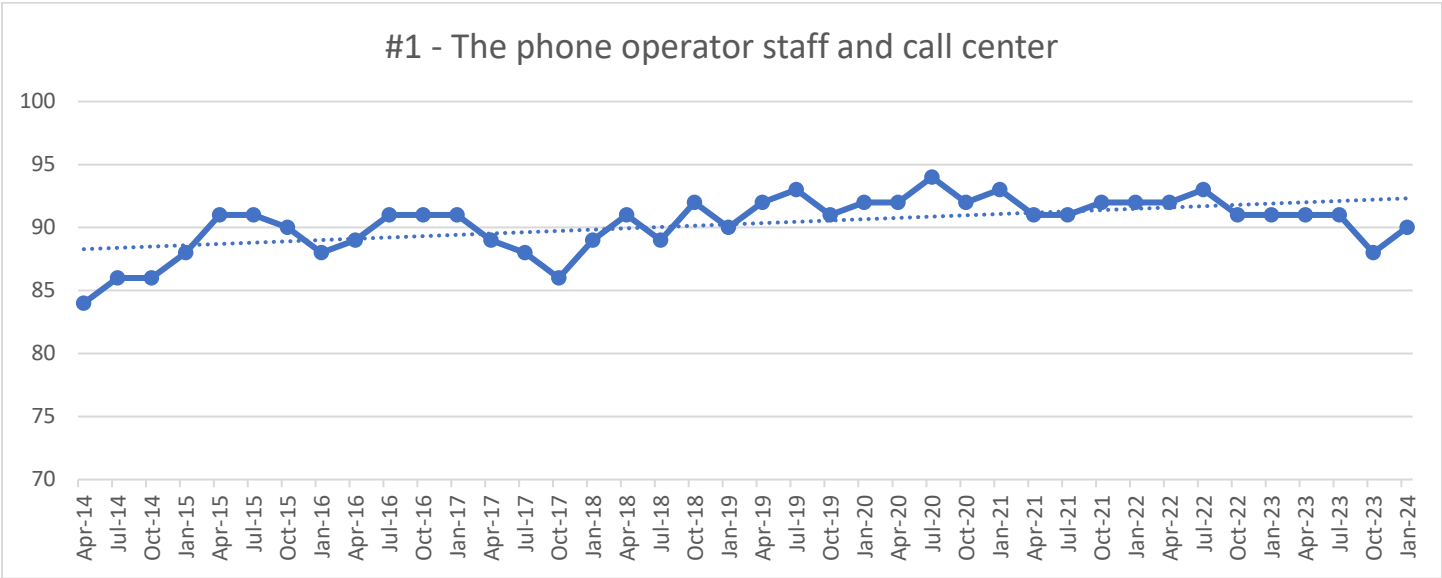
English

- Kristiansen: 33
- Peifer: 20
- Sayles: 37
- Sofowora: 43
- Thompson: 17
- Williams: 9

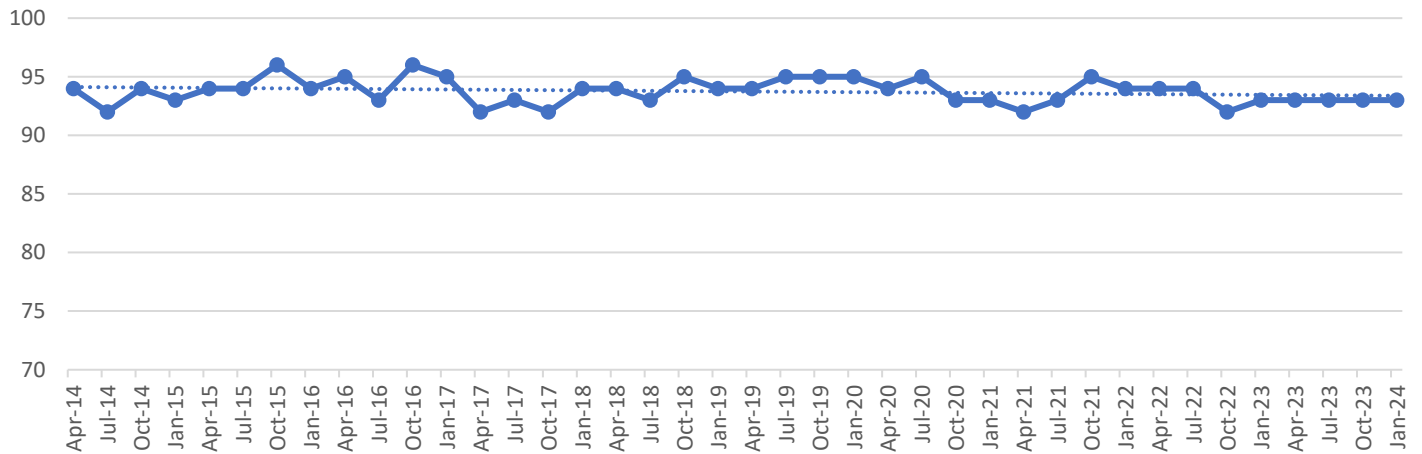
Spanish

- Kristiansen: 22
- Peifer: 12
- Sayles: 19
- Sofowora: 14
- Thompson: 2
- Williams: 8

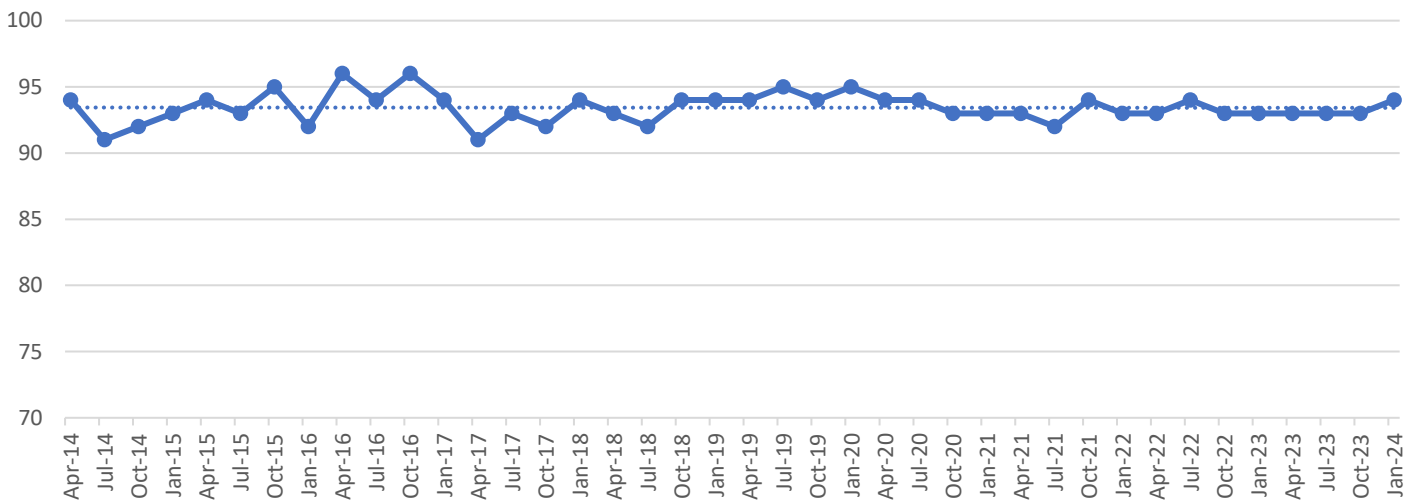
Individual Question Results with Trendlines



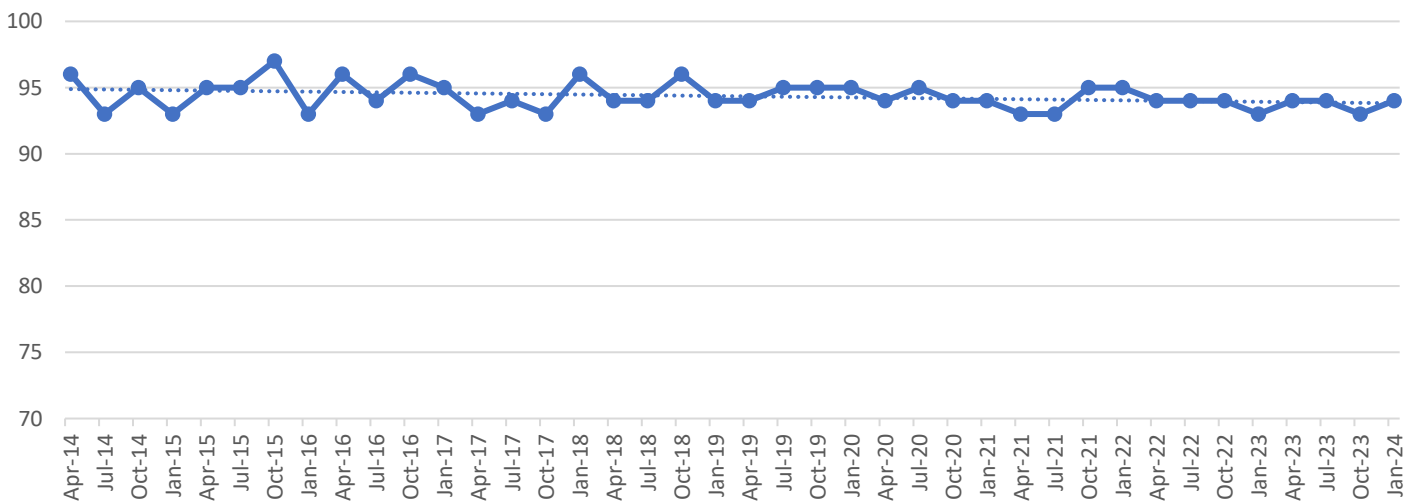
#4 - Education and explanation of plan provided in a way that I can understand



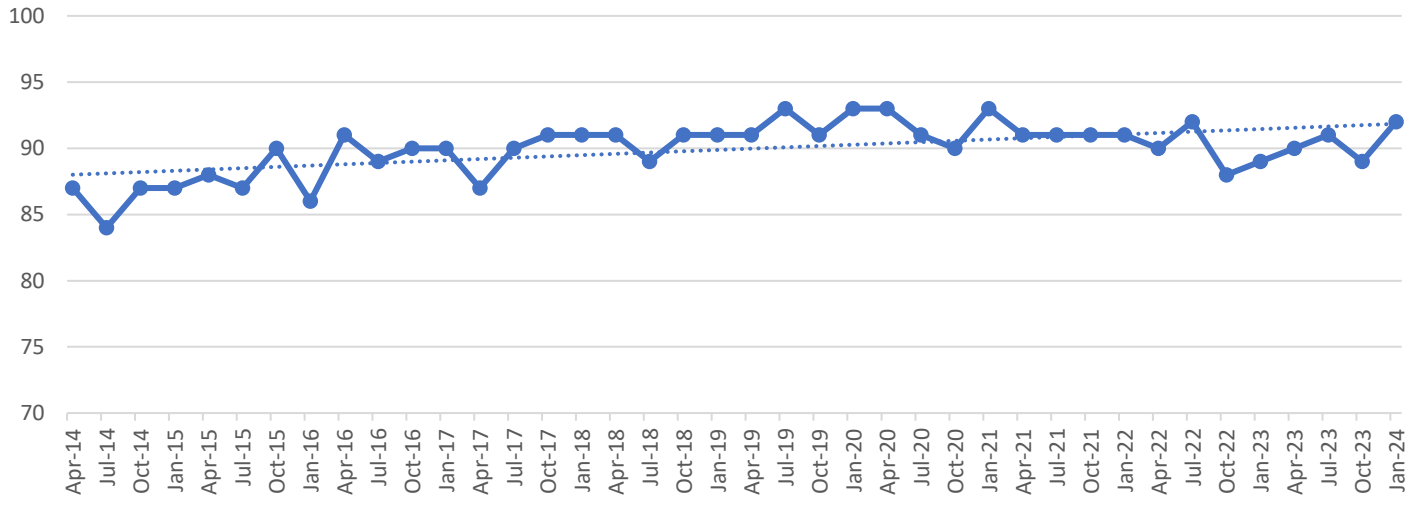
#5 - The follow-up and coordination of my care



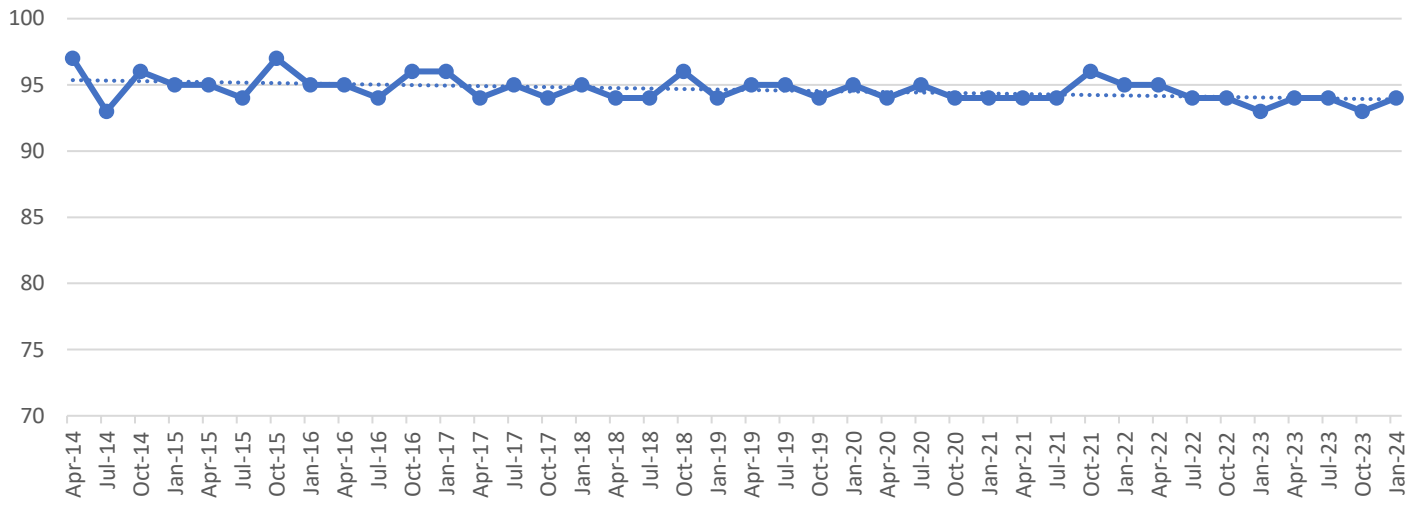
#6 - The staff addressing my medical needs today



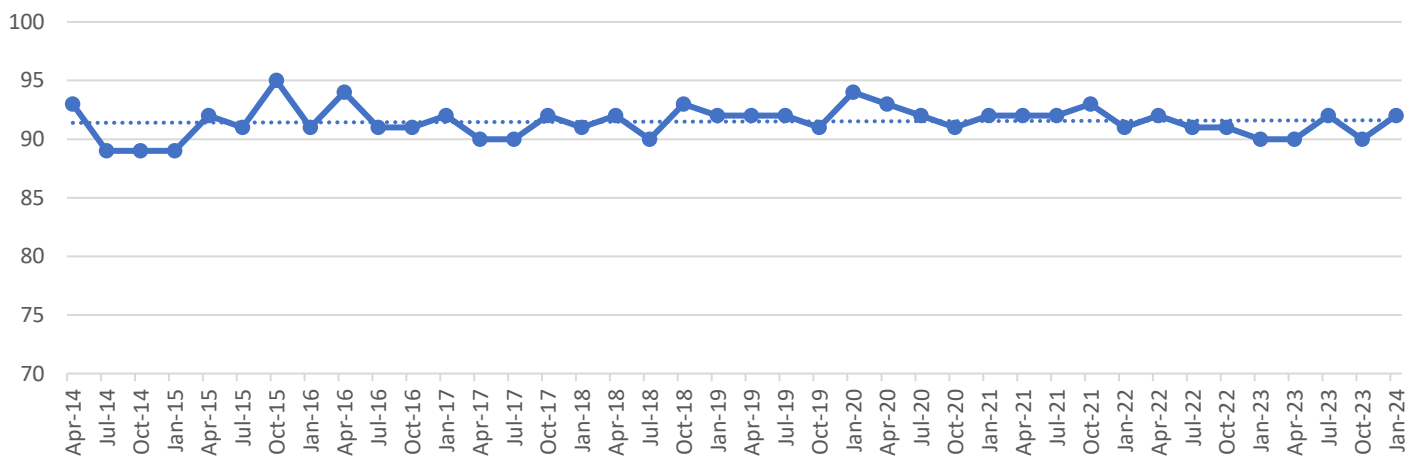
#7 - The time spent waiting



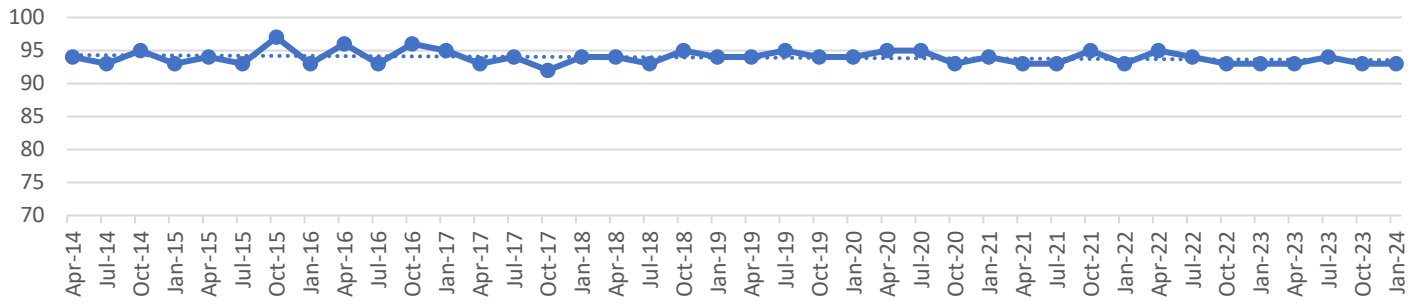
#8 - The respectfulness of staff



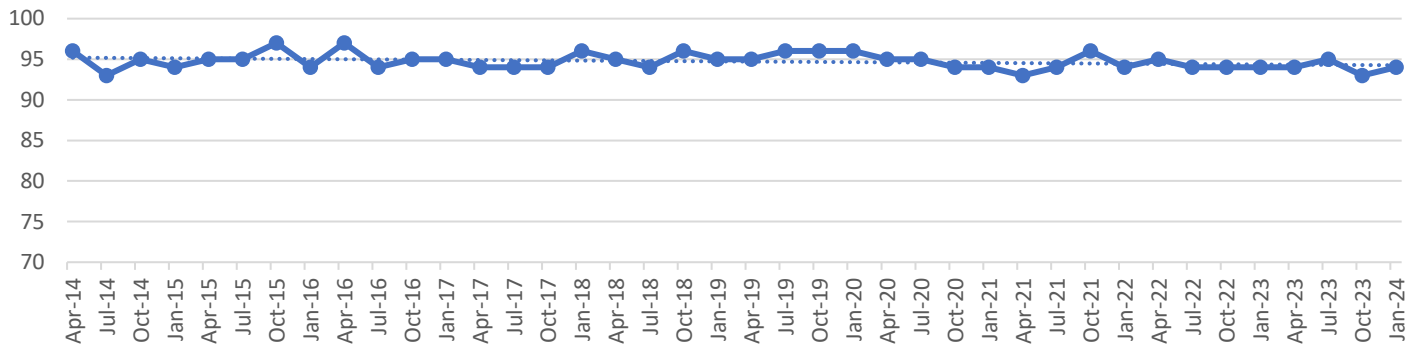
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



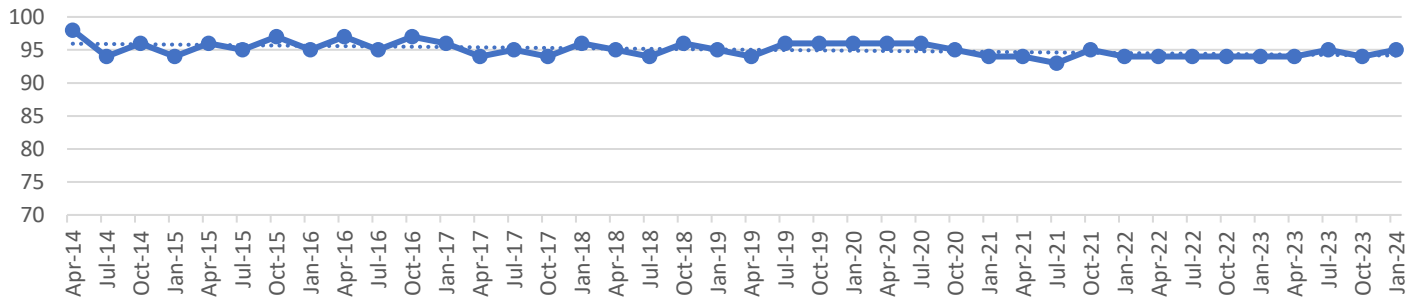
#10 - The handling of my personal medical information in a private and confidential manner



#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?

