

## Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 88% to 100%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

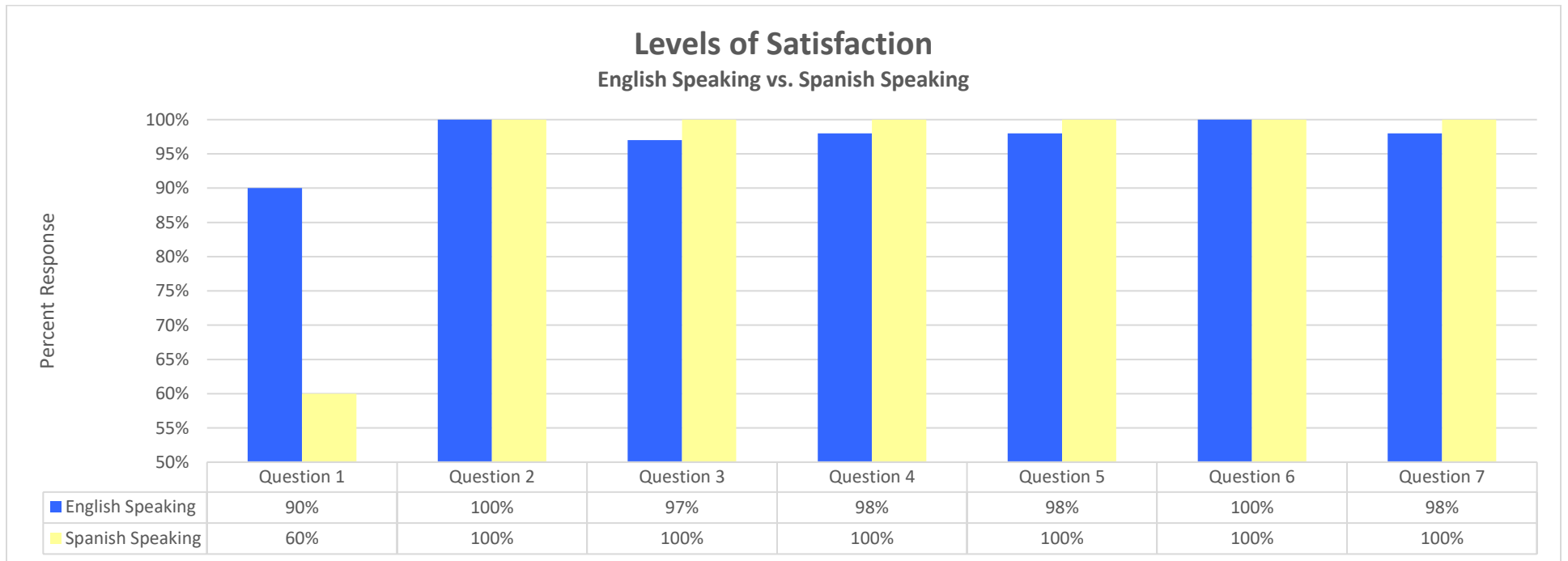
| <b>2550 N. Annie Glidden Rd., DeKalb –<br/>Survey Questions</b>                        | <b>Level of<br/>Satisfaction<br/>January<br/>2024</b> | <b>Level of<br/>Satisfaction<br/>October<br/>2023</b> | <b>Level of<br/>Satisfaction<br/>July<br/>2023</b> | <b>Level of<br/>Satisfaction<br/>April<br/>2023</b> |
|--|---|---|--|---|
| 1. The phone operator staff and call center  | 88%   | 90%   | 93%  | 89%   |
| 2. The reception staff   | 100%  | 96%   | 95%  | 92%   |
| 3. Receiving a timely appointment  | 97%   | 95%   | 91%  | 92%   |
| 4. Education and explanation of plan provided in a way that I can understand           | 99%   | 94%   | 95%  | 92%   |
| 5. The follow up and coordination of my care   | 99%   | 94%   | 94%  | 94%   |
| 6. The staff addressing my medical needs today   | 100%  | 94%   | 94%  | 93%   |
| 7. The time spent waiting  | 99%   | 90%   | 90%  | 91%   |
| 8. The respectfulness of staff   | 99%   | 95%   | 94%  | 94%   |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner    | 99%   | 93%   | 91%  | 92%   |
| 10. The handling of my personal medical information in a private and confidential      | 99%   | 94%   | 95%  | 93%   |
| 11. Your medical assistant   | 99%   | 95%   | 95%  | 94%   |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 99%   | 95%   | 95%  | 95%   |
| 13. Overall, how satisfied are you with the Health Center?                             | 99%   | 94%   | 95%  | 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%                              |

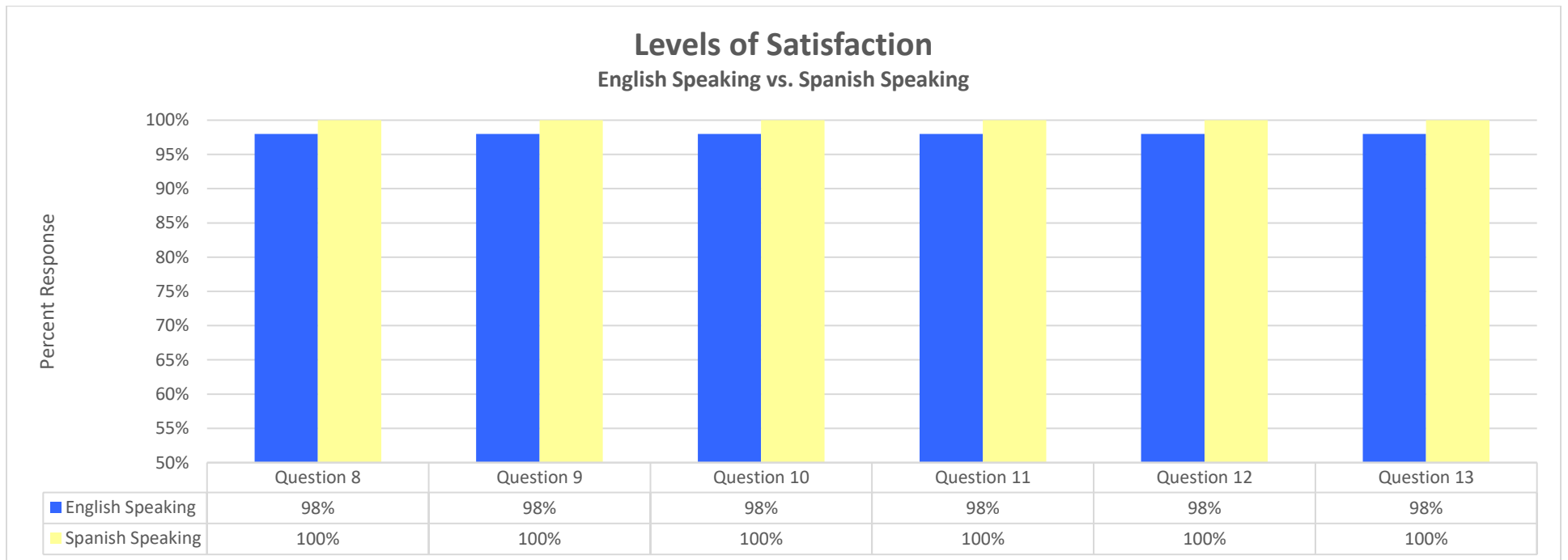
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| Survey Questions   | (5)<br>Very Satisfied |           | (4)<br>Satisfied |         | (3)<br>Neutral |           | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|--|-----------------------|-----------|------------------|---------|----------------|-----------|---------------------|---------|--------------------------|---------|
|  | English               | Spanish   | English          | Spanish | English        | Spanish   | English             | Spanish | English                  | Spanish |
| 1. The phone operator staff and call center                                  | 7<br>58%              | 0         | 4<br>33%         | 0       | 1<br>8%        | 1<br>100% | 0                   | 0       | 0                        | 0       |
| 2. The reception staff   | 12<br>100%            | 1<br>100% | 0                | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |
| 3. Receiving a timely appointment  | 10<br>83%             | 1<br>100% | 2<br>17%         | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |
| 4. Education and explanation of plan provided in a way that I can understand | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |
| 5. The follow-up and coordination of my care                                 | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |
| 6. The staff addressing my medical needs today                               | 11<br>100%            | 1<br>100% | 0                | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |
| 7. The time spent waiting  | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0         | 0                   | 0       | 0                        | 0       |



| Survey Questions  | (5)<br>Very Satisfied |           | (4)<br>Satisfied |         | (3)<br>Neutral |         | (2)<br>Dissatisfied |         | (1)<br>Very Dissatisfied |         |
|---|-----------------------|-----------|------------------|---------|----------------|---------|---------------------|---------|--------------------------|---------|
|   | English               | Spanish   | English          | Spanish | English        | Spanish | English             | Spanish | English                  | Spanish |
| 8. The respectfulness of staff  | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 10. The handling of personal medical info in a private and confidential manner    | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 11. Your medical assistant  | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 12. Your health provider (MD/DO, NP, Midwife, or PA)                              | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 0              | 0       | 0                   | 0       | 0                        | 0       |
| 13. Overall, how satisfied are you with the Health Center?                        | 11<br>92%             | 1<br>100% | 1<br>8%          | 0       | 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: 5

N/A: 0

YES: 1

##### **Comments:**

"Yes, everything worked out well."

##### **Spanish**

NO: 0

N/A: 0

YES: 0

##### **Comments:**

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

##### **English**

1. "How close it is/easy access to any situation that needs attention."
2. "The information they provide."
3. "Everything." (2)
4. "The care." (Williams)
5. "Everybody helpful."
6. "Yes, I love the way Dr. Stephanie listens to me." (Williams)

##### **Spanish**

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

##### **English**

1. "Put Dr. in front of Stephanie Williams."
2. "None." (Williams)
3. "There is nothing." (Williams)
4. "N/A." (2)

##### **Spanish**

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

##### **English**

- YES: 7
- NO: 0

##### **Spanish**

- YES: 0
- NO: 0

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

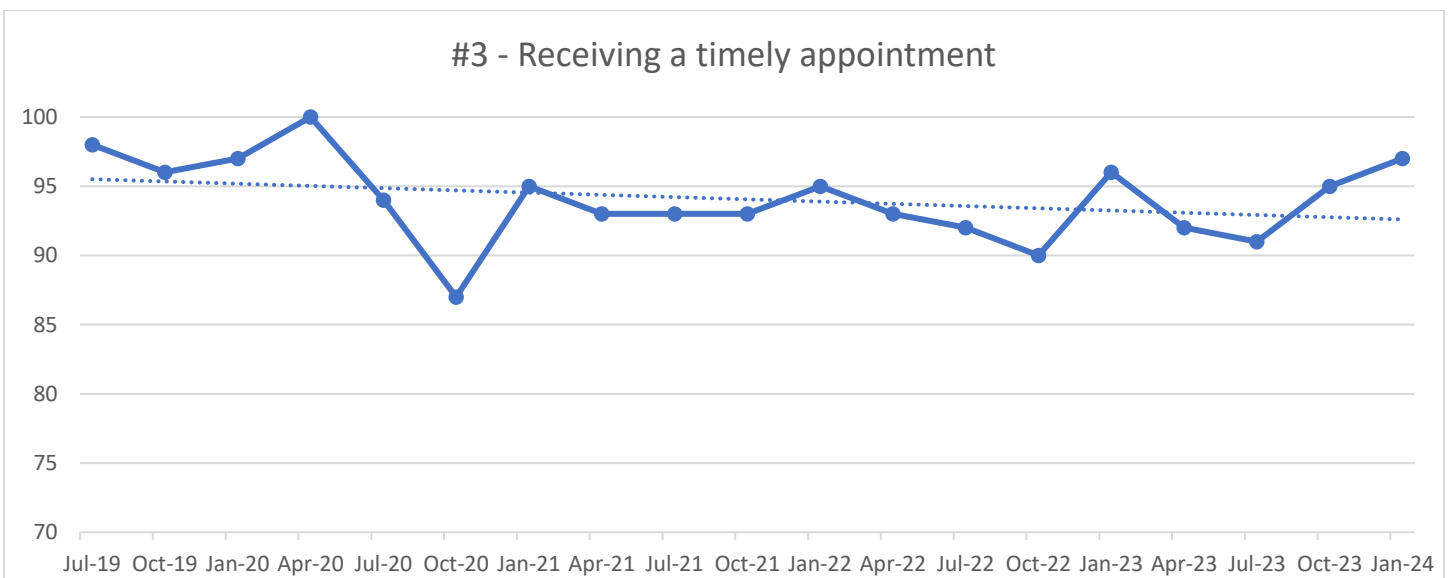
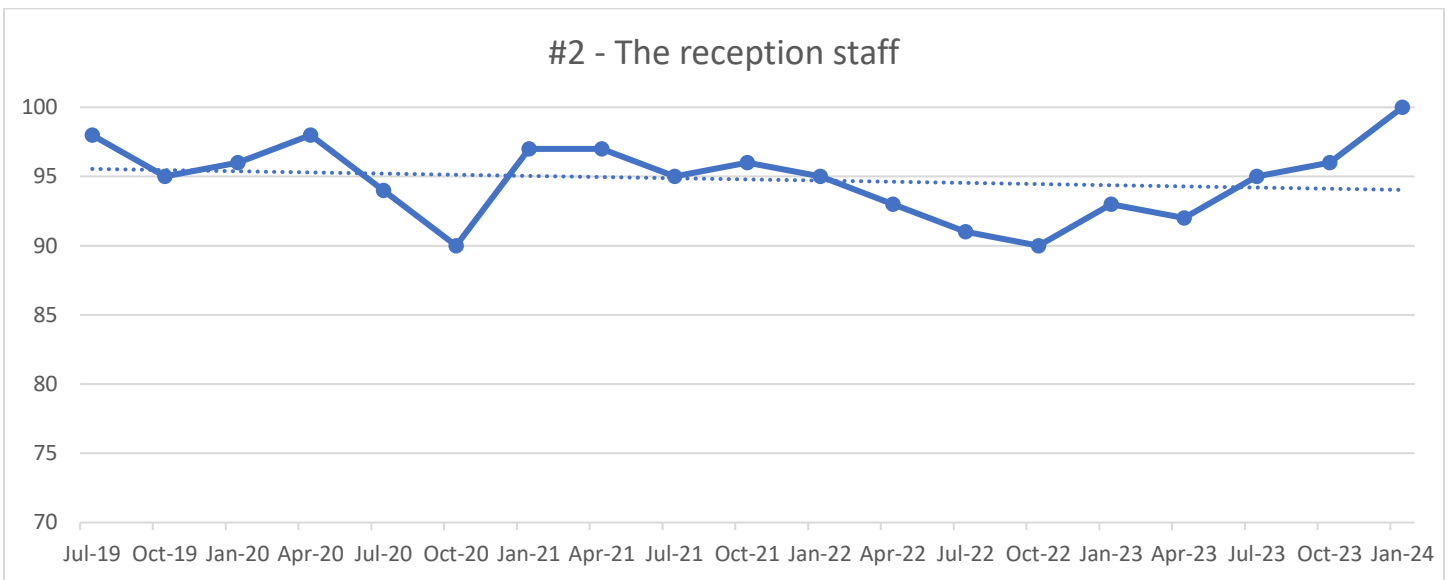
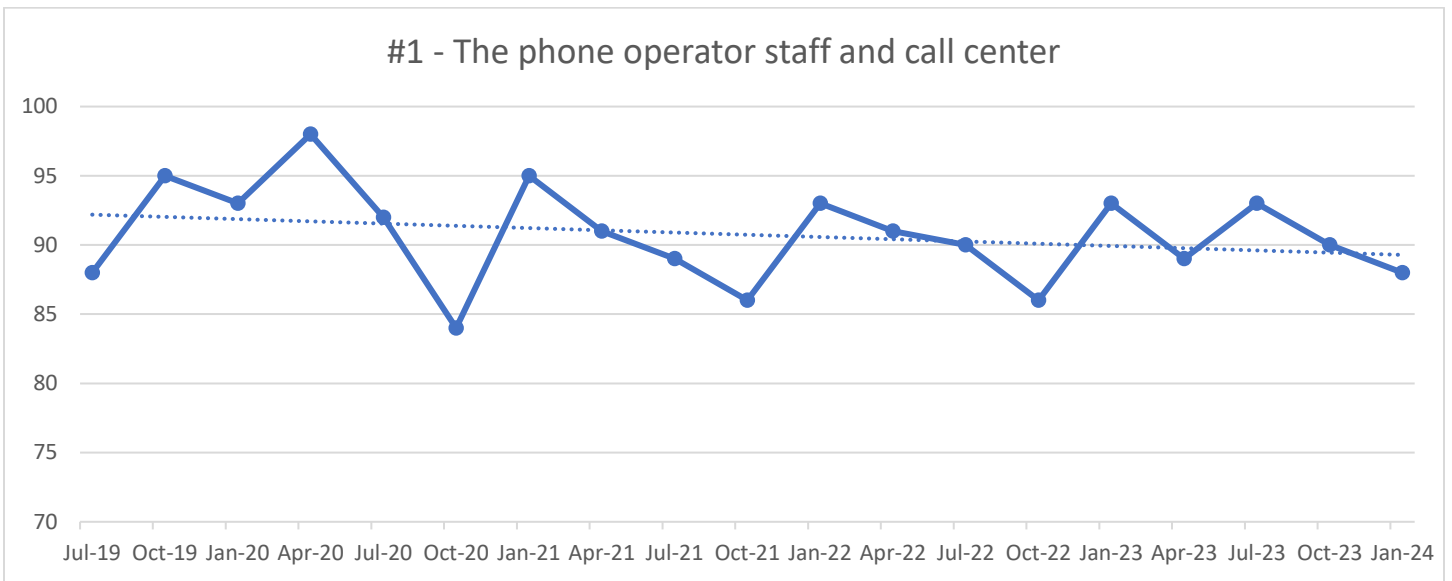
##### **English**

- Williams: 10

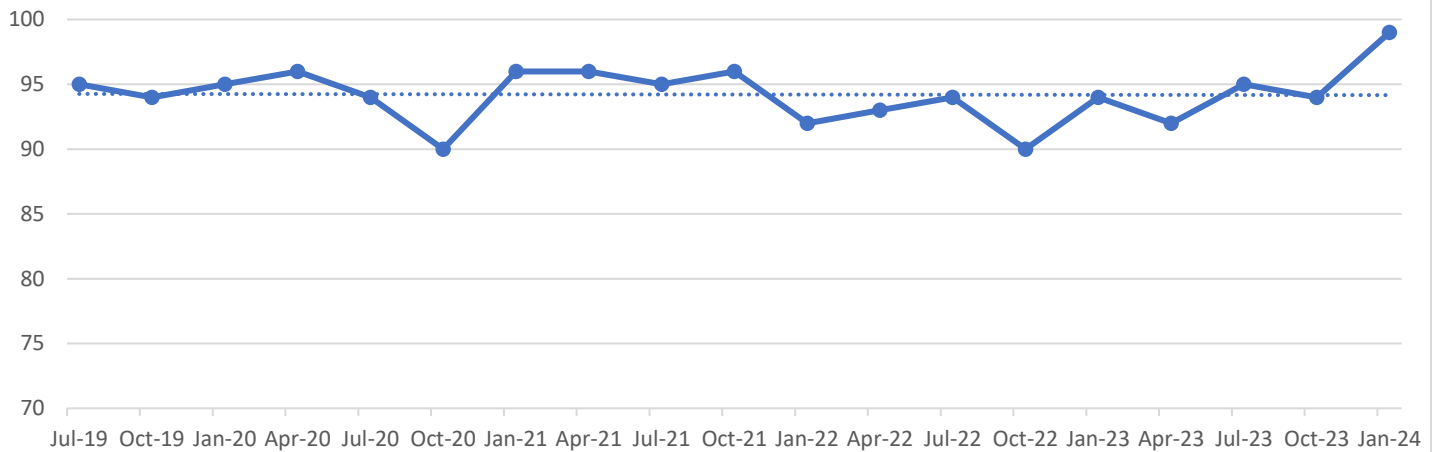
##### **Spanish**

- Williams: 0

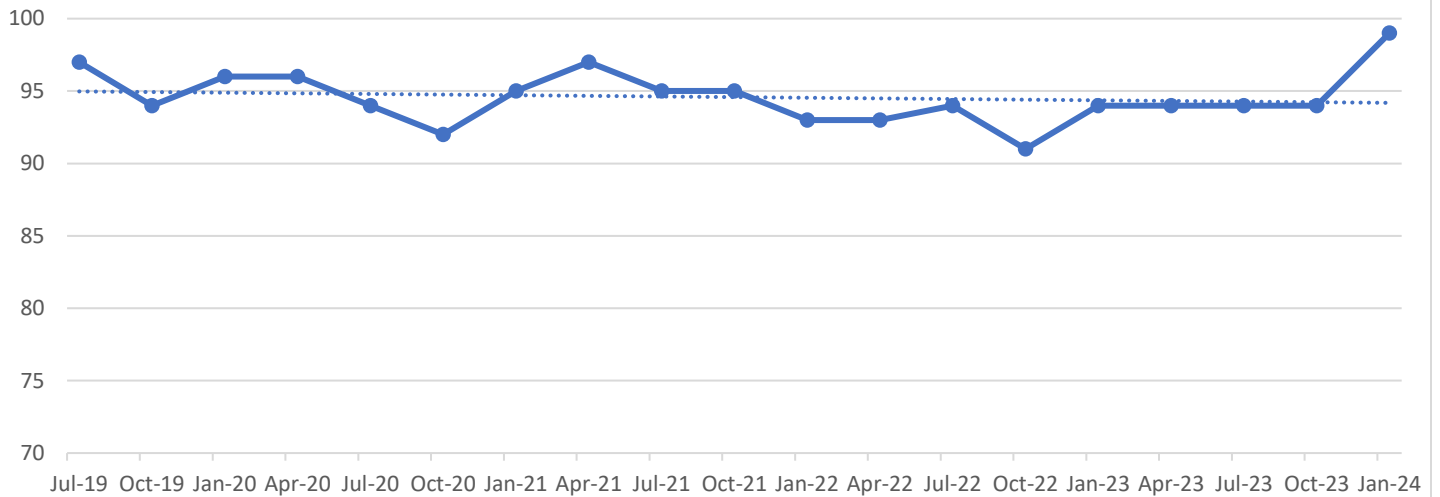
## Individual Question Results with Trendlines



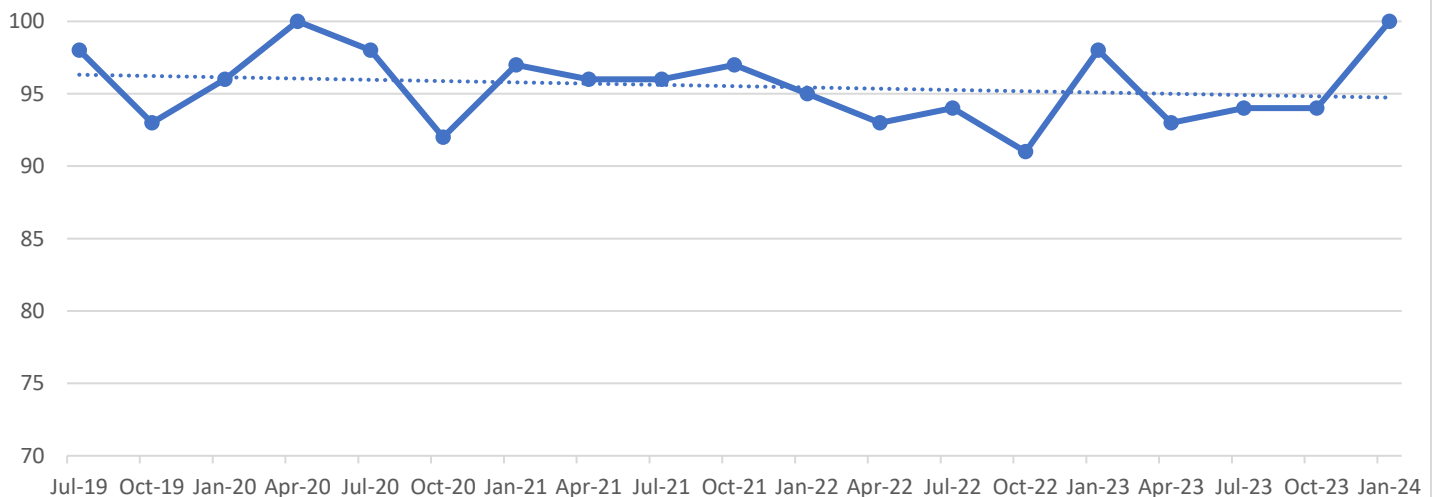
### #4 - Education and explanation of plan provided in a way that I can understand

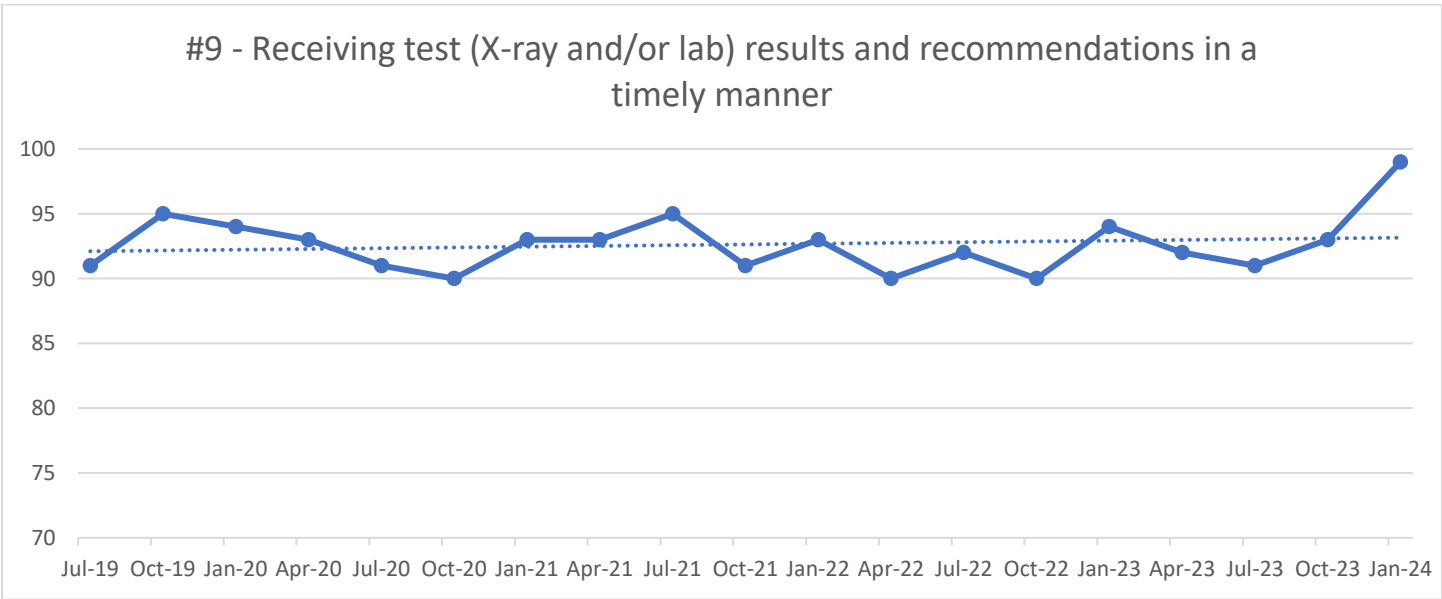
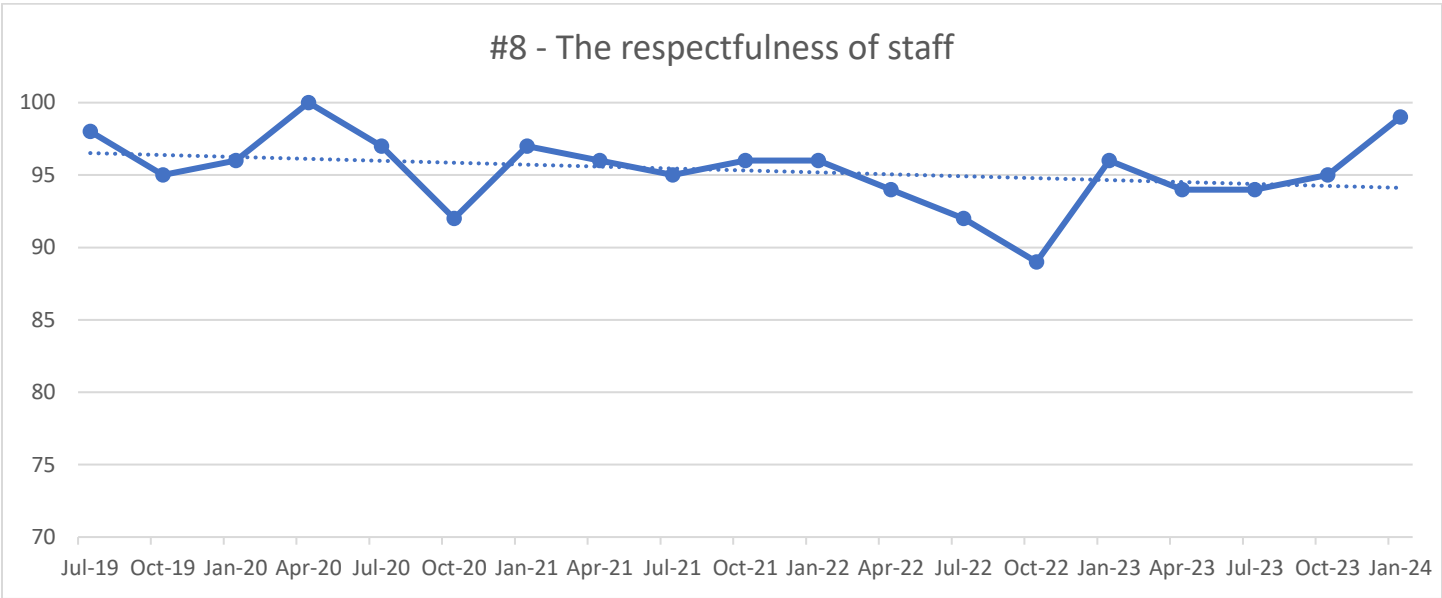
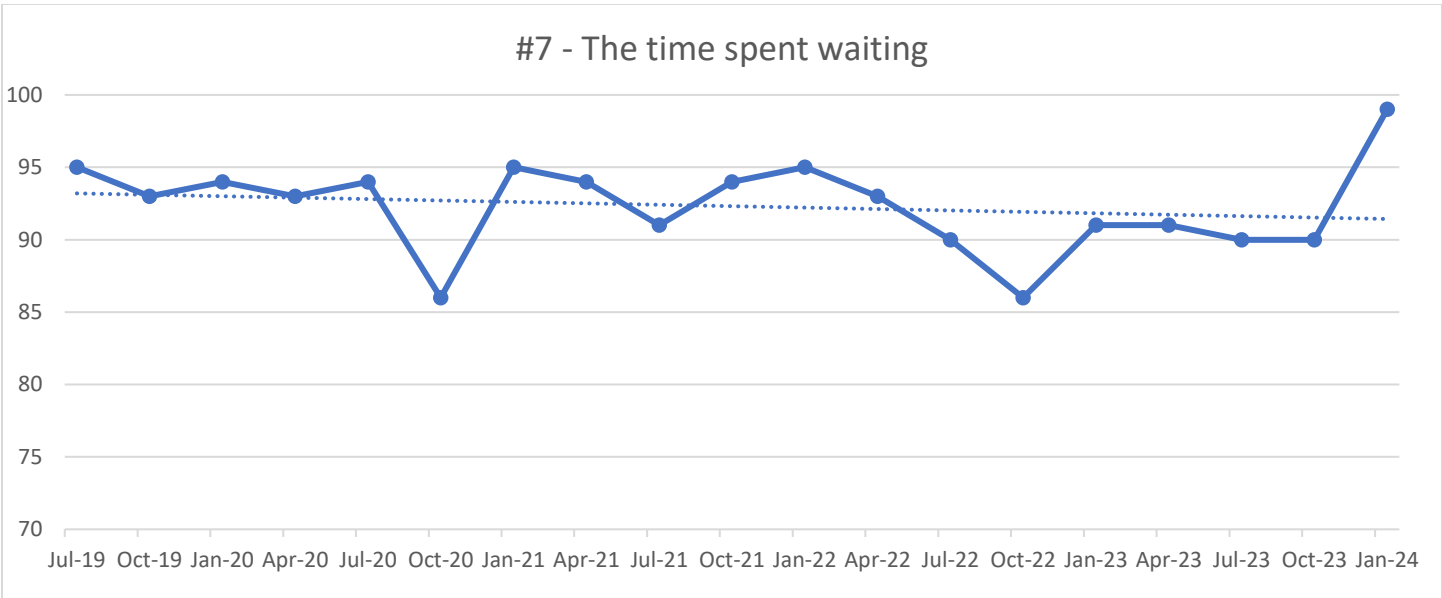


### #5 - The follow-up and coordination of my care



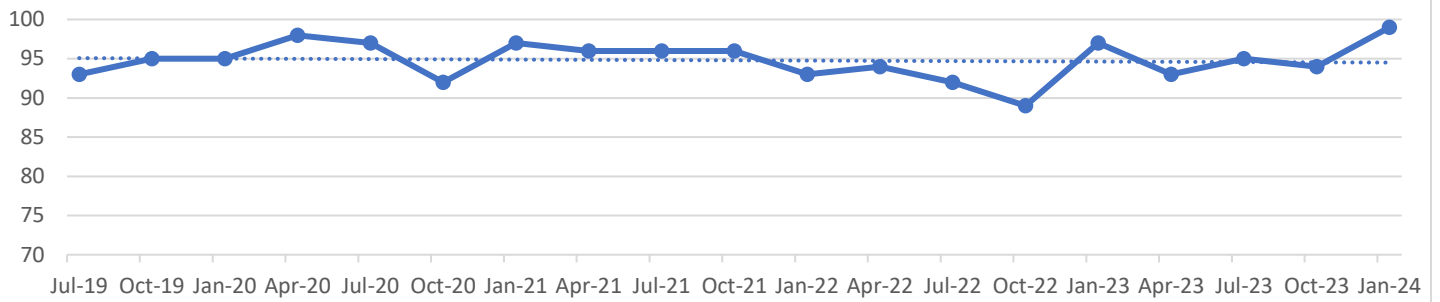
### #6 - The staff addressing my medical needs today



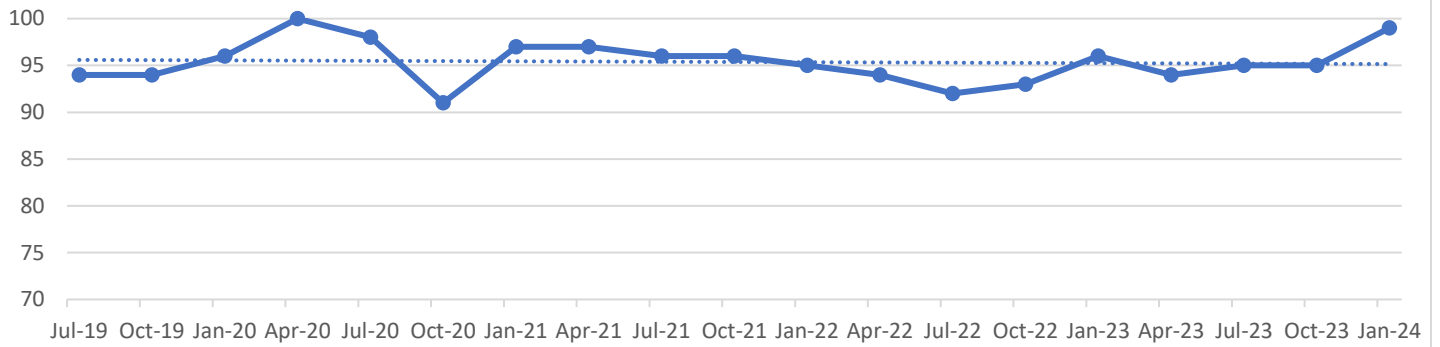




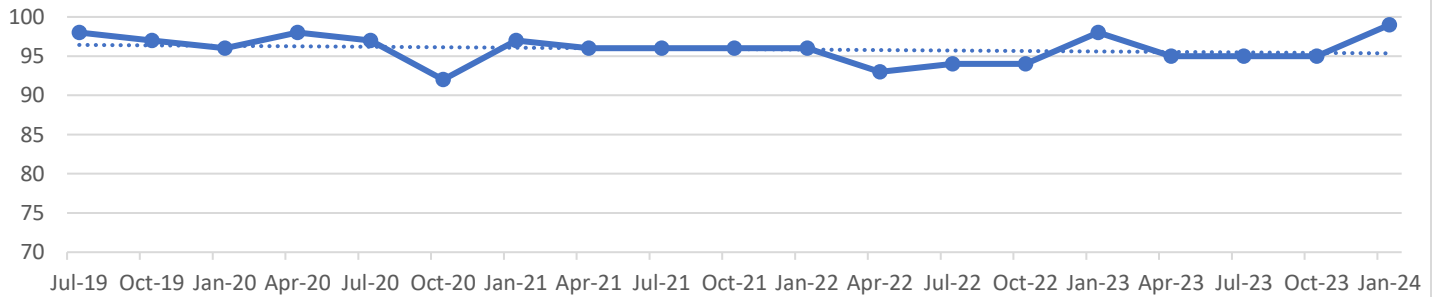
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

