

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 91% to 95%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

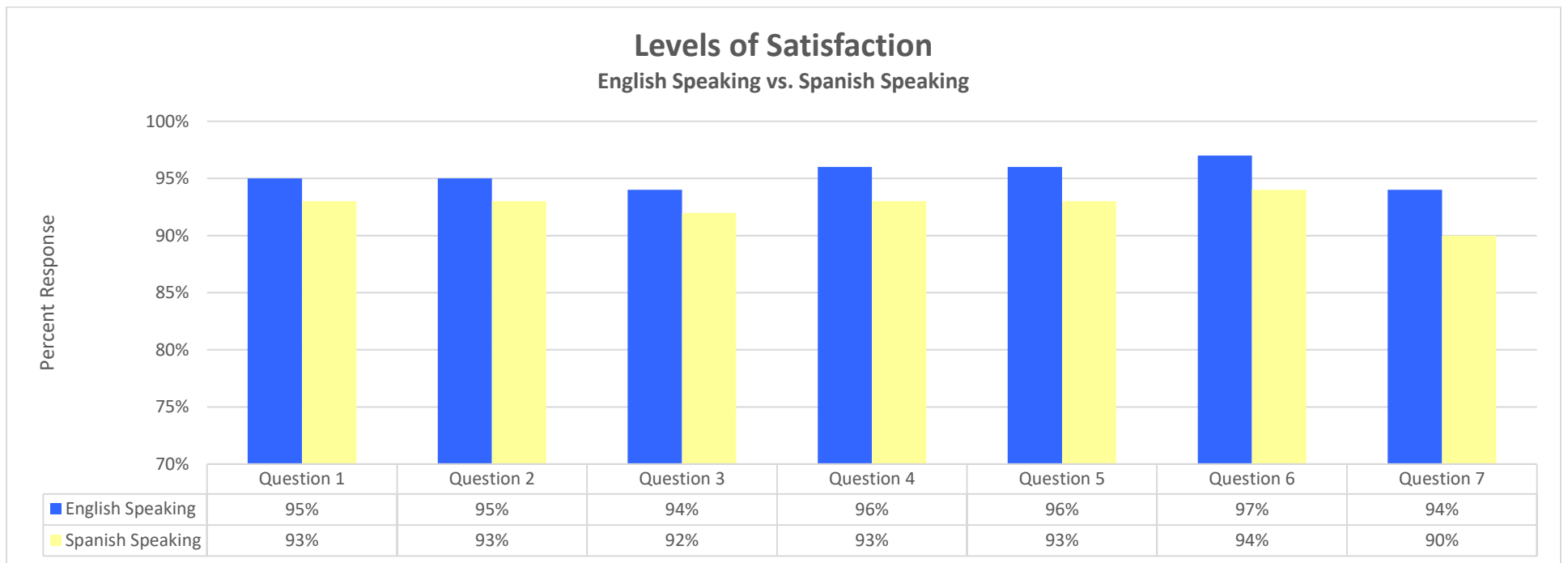
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	94%	91%	90%	92%
2. The reception staff	94%	91%	91%	93%
3. Receiving a timely appointment	93%	89%	90%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	91%	91%	93%
5. The follow up and coordination of my care	94%	91%	92%	93%
6. The staff addressing my medical needs today	95%	92%	92%	93%
7. The time spent waiting	91%	86%	88%	89%
8. The respectfulness of staff	94%	91%	92%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	90%	90%	92%
10. The handling of my personal medical information in a private and confidential	94%	91%	91%	94%
11. Your medical assistant	95%	92%	92%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	92%	93%	94%
13. Overall, how satisfied are you with the Health Center?	94%	90%	92%	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%

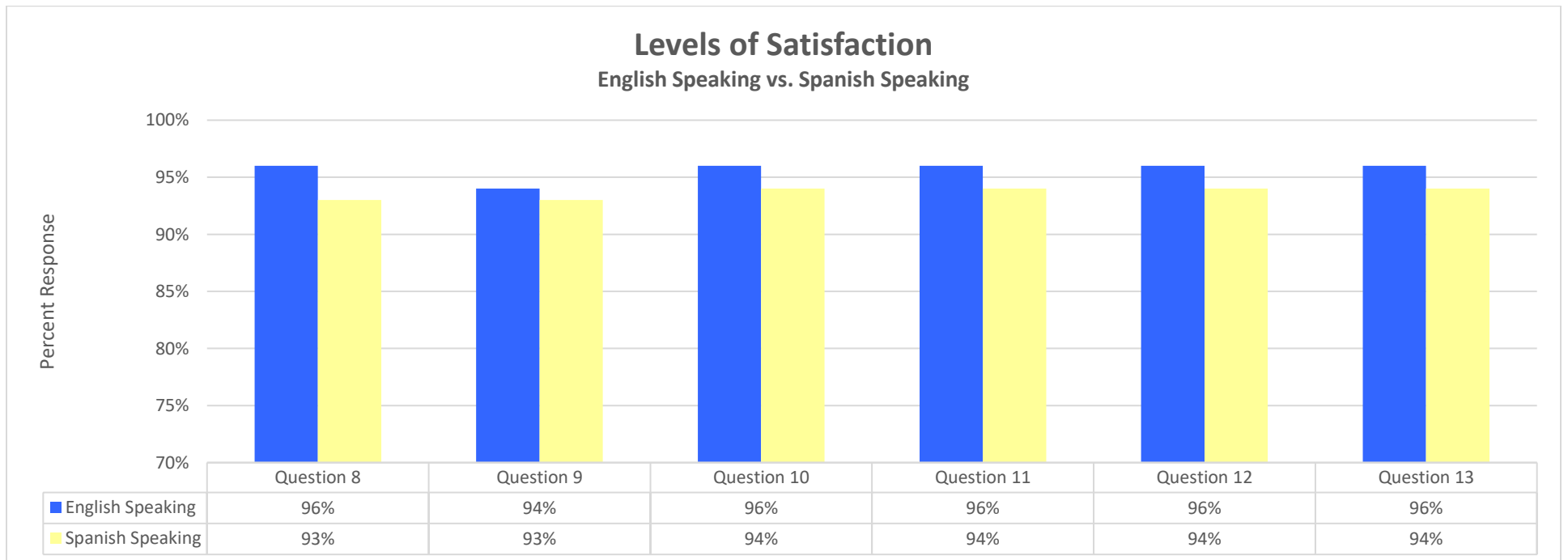
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	99 80%	183 75%	18 15%	48 20%	6 5%	5 2%	1 1%	1 1%	0	6 3%
2. The reception staff	100 81%	189 77%	18 15%	43 18%	6 5%	6 2%	0	1 1%	0	6 2%
3. Receiving a timely appointment	97 78%	176 73%	19 15%	46 19%	6 5%	11 5%	2 2%	1 1%	0	7 3%
4. Education and explanation of plan provided in a way that I can understand	103 82%	185 75%	19 15%	50 20%	3 2%	5 2%	0	1 1%	0	6 2%
5. The follow-up and coordination of my care	104 84%	186 75%	17 14%	51 21%	3 2%	3 1%	0	1 1%	0	6 2%
6. The staff addressing my medical needs today	105 85%	199 80%	16 13%	39 16%	3 2%	3 1%	0	1 1%	0	6 2%
7. The time spent waiting	97 78%	159 66%	17 14%	56 23%	11 9%	16 7%	0	2 1%	0	8 3%



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	105 85%	187 78%	15 12%	40 17%	4 3%	6 3%	0	1 1%	0	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	87 79%	171 74%	15 14%	50 22%	7 6%	5 2%	0	1 1%	1 1%	5 2%
10. The handling of personal medical info in a private and confidential manner	102 83%	186 77%	18 15%	49 20%	3 2%	1 1%	0	1 1%	0	6 3%
11. Your medical assistant	104 83%	199 82%	19 15%	34 14%	2 2%	4 2%	0	1 %	0	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	105 84%	190 79%	16 13%	39 16%	4 3%	4 2%	0	1 1%	0	6 3%
13. Overall, how satisfied are you with the Health Center?	102 82%	187 79%	19 15%	40 17%	4 3%	4 2%	0	1 1%	0	6 3%



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: 37

N/A: 13

YES: 10

Comments:

1. "Good." (Lyman)
2. "It was good." (Patel, B.)
3. "Great fast response." (Shirazi)
4. "Yes, for a refill."
5. "Yes, the experience was great." (Shirazi)
6. "My experience went very well and attended well."
7. "It was very good." (Ninkovska)
8. "Great experience, thank you." (Ninkovska)
9. "Perfect! Dr. Patel called me right back!" (Patel, C.)
10. "Already spoke to dr about it." (Shirazi)

Spanish

NO: 68

N/A: 0

YES: 5

Comments:

1. "Yes, it was answered." "Si fue contestada." (Patel)
2. "Very content with the way the personnel is treated." "Muy contenta siempre como trataba al personal."
3. "Great." "Bien."
4. "Excellent." "Excelente." (Ninkovska)
5. "Very good." "Muy bien." (2)
6. "Everything is very good." "Muy bien todo." (Shirazi)

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

English

1. "Everything." (4)
2. "N/A." (4)
3. "No comment." (Patel, C.)
4. "Late appointments." (Shirazi)
5. "Really good." (Patel)
6. "All the staff."
7. "Very promising, very helpful and friendly. Very good." (Lyman)
8. "The number of appointments available. We don't have to wait too long for appointments to be given." (Patel, B.)
9. "Staff and doctor." (Shirazi)
10. "They take care well of people." (Lyman)
11. "They provide the means for me to be seen by a doctor."
12. "Call back are always returned." (Weaver)
13. "Affordable healthcare; helpful + kind physicians." (Lyman)
14. "The staff." (Vega)
15. "They are great + kind to everybody." (Shirazi)
16. "Easy + fast check in." (Shirazi)
17. "Very close to home/ amazing staff."
18. "Friendly staff."
19. "The staff is patient and understanding." (Patel, C.)
20. "Efficiency in their work." (Patel, C.)

Spanish

1. "With everything." "En todo." (Patel, B.)
2. "Everything." "Todo." (4)
3. "Everything is great." "Todo bien." (Lyman)
4. "Everything that I need." "Todo lo que necesito."
5. "Everything in general." "Todo en general."
6. "Everything is great." "Todo bien." (Ninkovska)
7. "Physical health." "Salud fisica."
8. "Medical nurses." "Medicos enfermeras." (Shirazi)
9. "Attention." "Atención." (Patel, B.)
10. "The attention." "La atención." (Lyman)
11. "Great." "Buena." (Patel, B.)
12. "Good." (English response on a Spanish survey)
13. "Their service." "Su servicio." (Shirazi)
14. "Everything in general." "Todo en general."
15. "Super doctor." "Super doctor."
16. "Very kind." "Muy amables." (Shirazi)
17. "They take care of my health 😊." "Cuidar mi salud 😊."
18. "The bilingual personnel." "El personal bilingue."
19. "With my health." "En mi salud." (Shirazi)

21. "Phone operator."
22. "The service they provide in time." (Shirazi)
23. "Bansi takes good care of me and answers my questions." (Patel, B.)
24. "The health provider and medical assistant staff not so much." (Shirazi)
25. "My health check ups."
26. "Reminder of appointment." (Patel, C.)
27. "The staff was very helpful."
28. "Helpful staff." (Vega)
29. "Nice & knowledgeable staff."
30. "Everything is very clearly explained." (Lyman)
31. "Yes, very informative." (Patel, C.)
32. "Everything, Everyone is nice, helpful, etc." (Patel, C.)
33. "Time/efficiency." (Lyman)
34. "Fees/time convenience." (Shirazi)
35. "Timely appointments." (Lyman)
36. "Doctor." (Shirazi)
37. "Location options."
38. "The dr and staff is very helpful."
39. "Reception was cooperating." (Patel, B.)
40. "Nice & respectful staff." (Shirazi)
41. "They are very kind." (Ninkovska)
42. "All the staff was wonderful." (Ninkovska)
43. "MAT program." (Patel)

20. "The explanations." "Las explicaciones."
21. "My asthma." "Mi asma."
22. "Attention that they are kind." "Atencion que sean amables." (Lyman)
23. "The security that they provide." "La seguridad que dan." (Patel, B.)
24. "Everyone is very attentive." "Todos muy atentos."
25. "The medical assistance and the hours available." "La asistencia médica y los tiempos de horario disponibles." (Shirazi)
26. "The great attention from the personnel and practitioners." "La buena atencion del personal y médicos." (Patel, B.)
27. "Close to my home." "Cerca de mi casa."
28. "That they tend to me well." "Que me atienden bien."
29. "A lot because they help me with my problems with blood pressure." "Mucho porque me ayudaron con mis problemas de presion."
30. "To receive check-ups regarding my health." "A llevar un chequeo sobre mi salud." (Ninkovska)
31. "Mainly, with the economic they charge me very little." "Principalmente en lo economico me cobran poco."
32. "With my health and my son's health." "En mi salud y la de mi hijo."
33. "To figure out how to care for my baby. The attention is very good." "A entender como puedo cuidar a mi bebe es muy buena la atención." (Shirazi)
34. "The help rendered." "La ayuda brindada."
35. "Everything is very good." "Todo muy bien." (Patel, C.)
36. "The attention received." "La atencion recibida."
37. "That we are examined very well." "Que lo examinan muy bien."
38. "In general, everything is great, It helps me a lot that you are bilingual, to understand the doctors better." "En general todo bien, me ayuda mucho que sean bilingües, para entender mejor a los doctores." (Shirazi)
39. "That their personnel are very kind." "Que el personal muy amable." (Lyman)
40. "That it is very close to my home." "Que esta cerca de mi casa." (Shirazi)

41. "The form in which the Doctor worries about my health." "La forma en que el doctor se preocupa por mi salud." (Patel, C)
42. "Their experience to treat the diagnosis." "Su experiencia para tratar el diagnóstico." (Shirazi)
43. "To be patient and more so with elder people." "Que sean pacientes y mas con las personas mayores."
44. "That it is very close and it is excellent." "Que lo tengo muy cerca y es excelente." (Lyman)
45. "Practically, with everything they care for us well." "Practicamente en todo nos atienden muy bien." (Lyman)
46. "Excellent help." (English response on a Spanish survey)
47. "Back pain." "Dolor de espalda." (Patel, B.)
48. "That it is very close to home." "Que esta muy cerca de mi casa." (Shirazi)
49. "The two languages." "Los dos lenguajes." (Lyman)
50. "Less than 10 minutes away from me." "Menos de 10 minutos de mi." (Lyman)
51. "That I am satisfied because tend to me well." "Que estoy satisfecha por que me atienden bien." (Patel, B.)
52. "Care for my health." "Cuidado de salud."
53. "With the pay." "Son con el pago."
54. "Everything, in general from the language to the attention." "Todo en general desde el idioma hasta la atención." (Vega)
55. "How they care for my child is great." "Como atienden a mi hijo es muy bueno."
56. "When I need an interpreter, they are always willing. The doctor is always very kind and always help me feel better." "Cuando necesito interprete siempre estan dispuestos la doctora siempre muy amable y siempre me hace sentir mejor." (Ninkovska)
57. "To control my diabetes." "A controlar mi diabetes." (Lyman)
58. "Helps me maintain my health." "Me ayuda a mantener mi salud."
59. "Help with remembering my appointment perhaps." "Ayuda no sabia a recordar mi cita tal vez." (Ninkovska)
60. "To continue with my treatment to feel better." "A seguir mi tratamiento para estar mejor."
61. "To care for my health example: diabetes." "A tener cuidado de mi salud ejemplo: diabetes."

62. "Note the secretary that is in the front to the left of the principal entrance, does not have the kindness necessary to tend to patients."
"Nota la secretaria que esta enfrente del lado izquierdo entando de la puerta principal, no tiene la amabilidad necesaria para atender a las personas."
63. "The medications that the provider prescribes." "Los medicamentos que me da la doctora." (Ninkovska)
64. "With my health." "Con mi salud." (Lyman)
65. "Regarding my medial health." "Sobre mi cuidado de salud."
66. "To monitor my health." "A monitonear mi salud." (Lyman)
67. "With the care and health for my family."
"Con el cuidado y salud de mi familia."
(Shirazi)
68. "That they remind me of my appointment."
"Que me recuerda mi cita."
69. "They help us achieve better health and at a low cost." "Nos allude a tener mejor salud y un presio bajo." (Lyman)
70. "Their service is very good and very kind."
"Su servicio muy bien y muy amables." (2)
71. "Their attention." "Su atención."
72. "With my care and family's health." "Con el cuidado y salud de mi familia." (Shirazi)
73. "How they treat me." "Como me atienden."
74. "With my family's health." "A la salud de mi familia."
75. "The cost, the good attention, and great service." "El costo, la buena atención y buen servicio." (Patel, B.)
76. "They cared for me well, very well explained at the front desk very kind." "Me atendieron bien, muy bien explicado front desk muy amables." (Ninkovska)
77. "The entire service and personal." "Todo el servicio y personal."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (11)
2. "None." (Shirazi)
3. "I don't know."
4. "Waiting time." (Patel)
5. "Keep up the great work."
6. "On time appointments." (Shirazi)
7. "Nothing." (Shirazi)

Spanish

1. "No."
2. "Yes." "Si." (Patel)
3. "N/A."
4. "Everything satisfied." "Todo satisfecho."
(Patel, B.)
5. "I am satisfied." "Estoy satisfecha."
6. "More personnel." "Mas personal."

8. "There is nothing that we can change or improve because everything is perfect." (Lyman)
9. "Everything is good."
10. "No comment." (Patel, C.)
11. "Nothing needs improvement."
12. "You already did a great job." (Lyman)
13. "Excellent place! None at this time!!"
14. "Some confusion/miscommunication scheduling my appointment." (Lyman)
15. "Nothing, everything is great." (Shirazi)
16. "Cannot think of a way to as of right now." (Patel)
17. "Pay particular attention to confirmation of personal ids got mixed up papers from the laboratory for another person (name) which may jeopardize the treatment of clients." (Dr. Patel)
18. "I like everything." (Shirazi)
19. "Shrink needed." (Patel, B.)
20. "Prep staff in the front desk to be a little more polite." (Shirazi)
21. "Everything ok." (Dr. Patel)
22. "Nothing. You guys are great 😊."
23. "Emphasize patient needs to arrive 15 mins early."
24. "Stay the same." (Lyman)
25. "Thank you for all you do." (Shirazi)
26. "Keeping the staff nice & respectful." (Shirazi)
27. "Excellent people I recommend his place." (Ninkovska)
7. "Continue the same." "Seguir igual." (Patel, B.)
8. "No comment." "Sin comentarios." (Lyman)
9. "So good attention." (English response on a Spanish survey)
10. "I do not know." "No se." (Patel, B.)
11. "It is great for me." "Esta bien para mi."
12. "Excellent service." "Excelente servicio." (Ninkovska)
13. "No, everything is very good." "No todo esta muy bien."
14. "Everything is very good." "Todo muy bien." (Shirazi)
15. "Everything is great." "Todo bien." (4)
16. "Everything is perfect." "Esta todo perfecto."
17. "Everything is perfect." "Todo perfecto." (Ninkovska)
18. "Everything is very great." "Todo muy vien."
19. "Everything is great." "Todo esta bien." (2)
20. "Normal." "Normal."
21. "Treating quickly because they delay too much." "Atendiendo rapido porque se tardan demasiado." (Shirazi)
22. "Improve the attention for the patient in the call center." "Mejorar la atencion al paciente en el centro de llamadas."
23. "The operators should be more kind and patient." "Las operadoras sean mas amables y pacientes." (Ninkovska)
24. "Continue with our necessities for the patients." "Sigan las nesesidades de los pacientes." (Patel, B.)
25. "Everything is very great for me." "Todo esta muy bien para mi."
26. "It is great, thanks." "Esta muy bien, gracias."
27. "Everything seems great to me." "Todo me parece muy bien."
28. "Respect our appointment time." "Respetar el tiempo de nuestras citas." (Patel, C.)
29. "Continue helping and informing." "Seguir ayudando e informando." (Patel, C.)
30. "Placing friendlier receptionists, because the truth is that they do not know of to treat people." "Poner recepcionistas mas amables porque la verdad algunas no saben tratar a las personas." (Patel, C.)
31. "To provide timely appointments when we are sick." "Que dieran las citas un poco mas cerca cuando uno esta enfermo." (Lyman)
32. "Respect the time of the appointments." "Respetar las horas de las citas." (Shirazi)
33. "You are doing an amazing job!" (English response on a Spanish survey)
34. "For the moment, everything is great." "Por el momento todo bien." (Patel, B.)

35. "It is great. T=The only think I would like is appointments were quicker." "Esta bien. Solo que me gustaria que las citas fueran mas rápidas."
36. "To promptly prograss the patients in this service." "Que pasen mas rapido a los clientes en este servicio." (Ninkovska)
37. Continue with the great treatment and respect towards your patients." "Seguir con buenos tratos y respect a sus pacientes." (Shirazi)
38. "Personally, everything seems great." "Para mi en lo personal muy buen servicio." (Lyman)
39. "Continue with the great service." "Continuar con su gran servicio." (Patel, B.)
40. "Continue helping patients with respect." "Seguir ayudando a sus pacientes con respecto." (Shirazi)
41. "I am satisfied how it is now." "Asy estoy satisfecha."
42. "Continue with the same care with your patients." "Seguir con el mismo cuidado de sus pacientes."
43. "Right now I think everything is great." "Ahorita creo que todo esta bien." (Patel, B.)
44. "How it was today, everything should stay kind." "Como esta hoy muy que todo sigan asiendo amables." (Shirazi)

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

English

- YES: 78
- NO: 0

Spanish

- YES: 125
- NO: 1

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

English

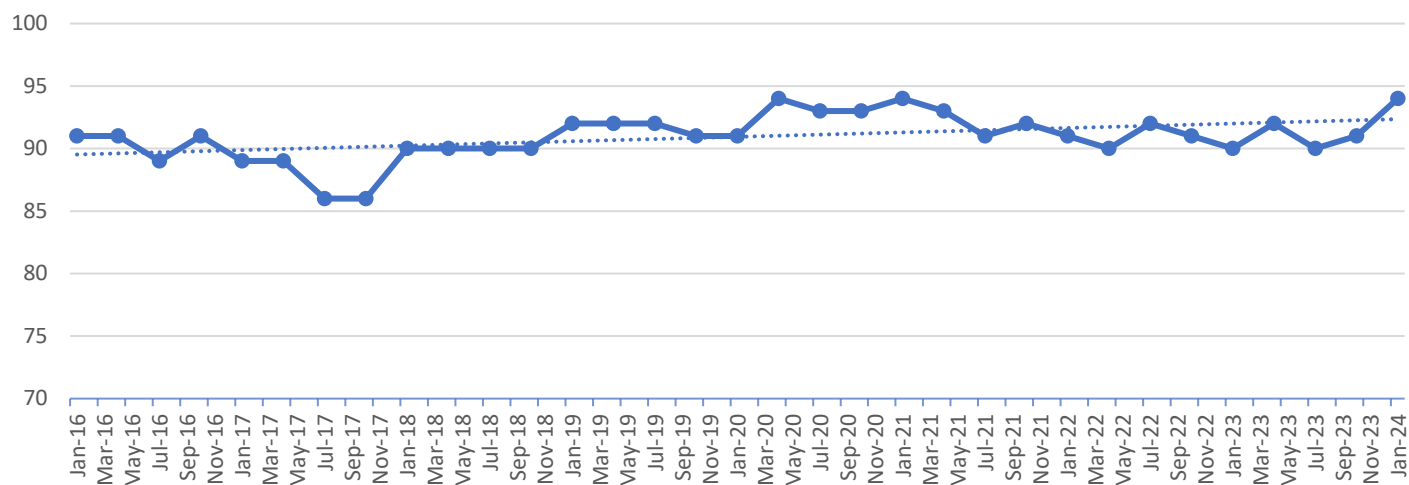
- Lyman: 12
- Ninkovska: 6
- Patel, B: 10
- Patel, C: 13
- Shirazi: 34
- Vega: 7
- Weaver: 1

Spanish

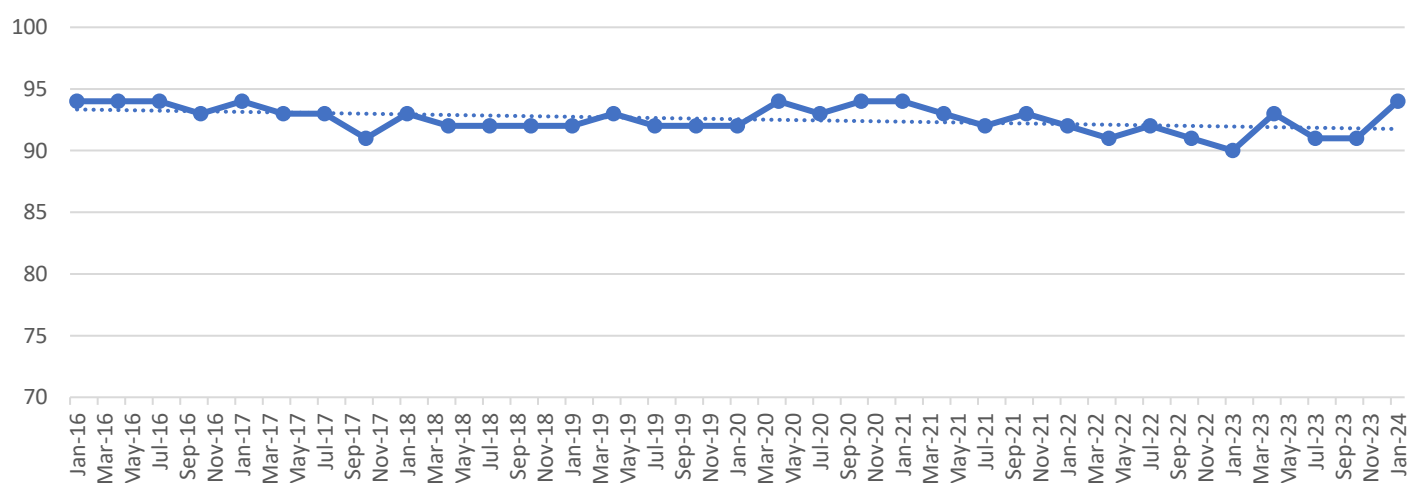
- Lyman: 28
- Ninkovska: 9
- Patel, B: 24
- Patel, C: 15
- Shirazi: 30
- Vega: 9

Individual Question Results with Trendlines

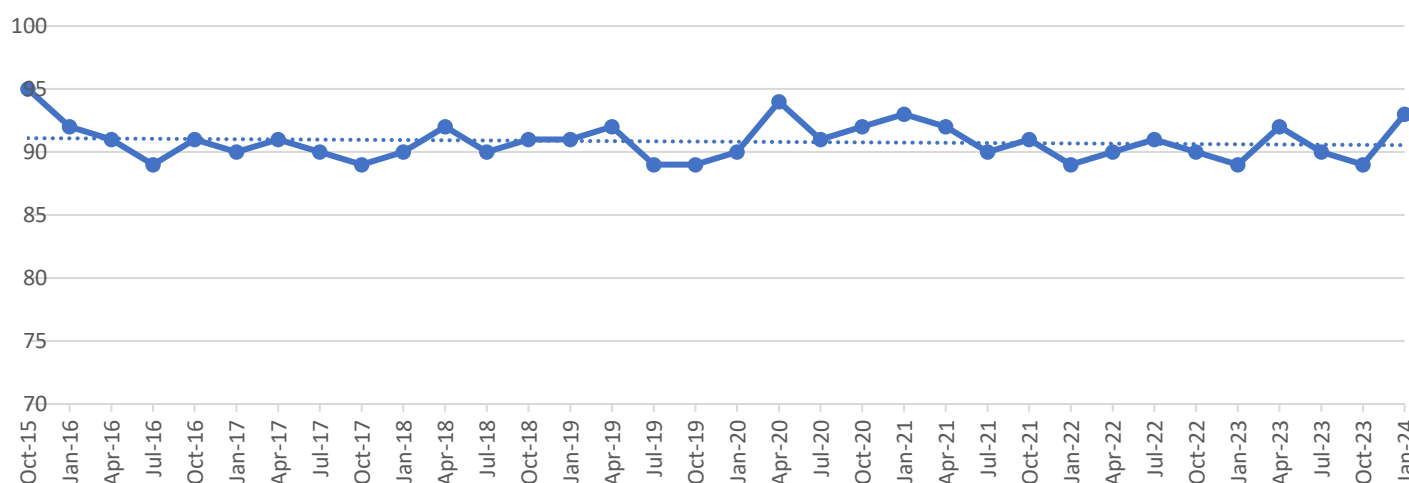
#1 - The phone operator staff and call center



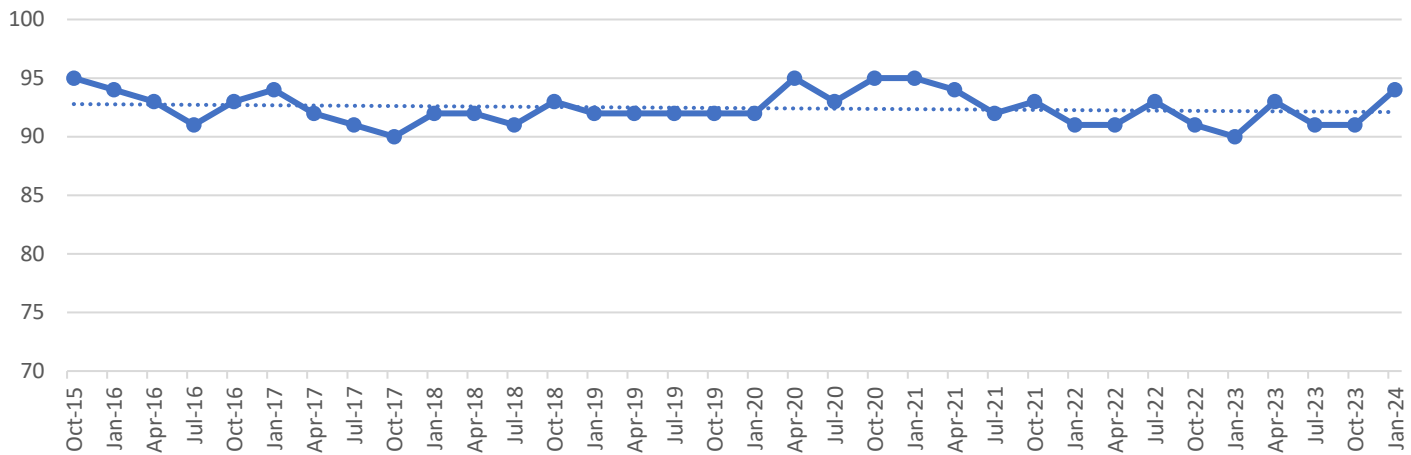
#2 - The reception staff



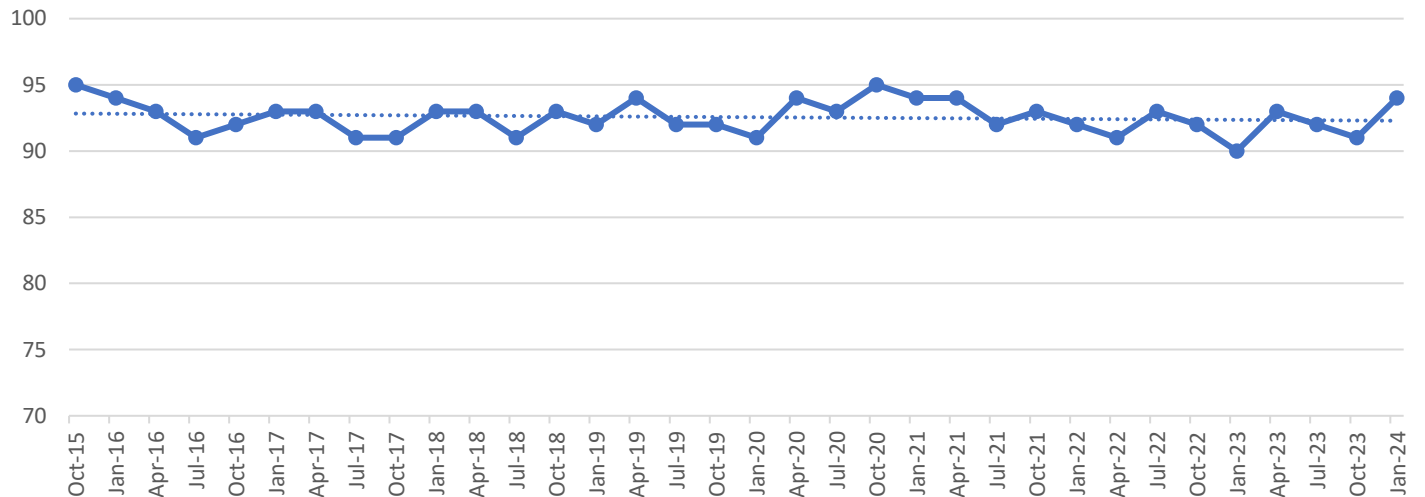
#3 - Receiving a timely appointment



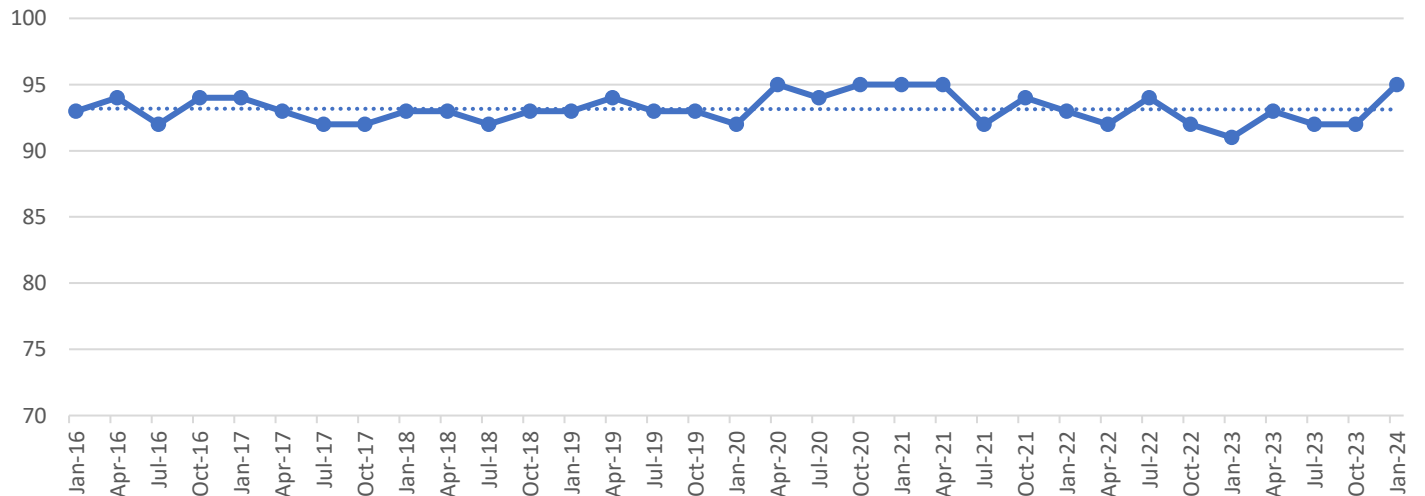
#4 - Education and explanation of plan provided in a way that I can understand



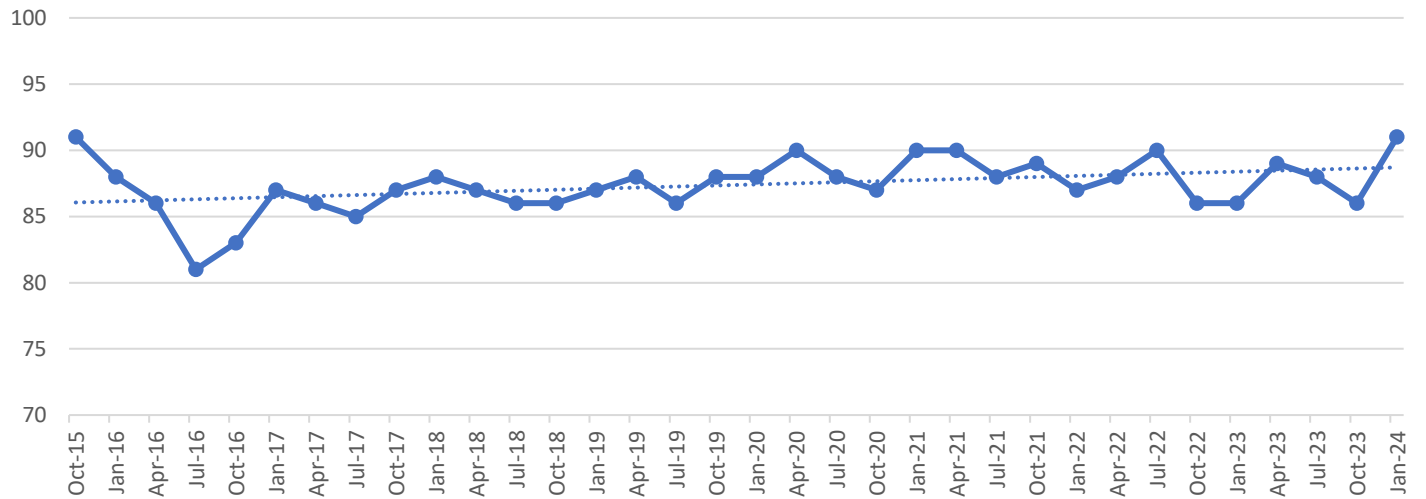
#5 - The follow-up and coordination of my care



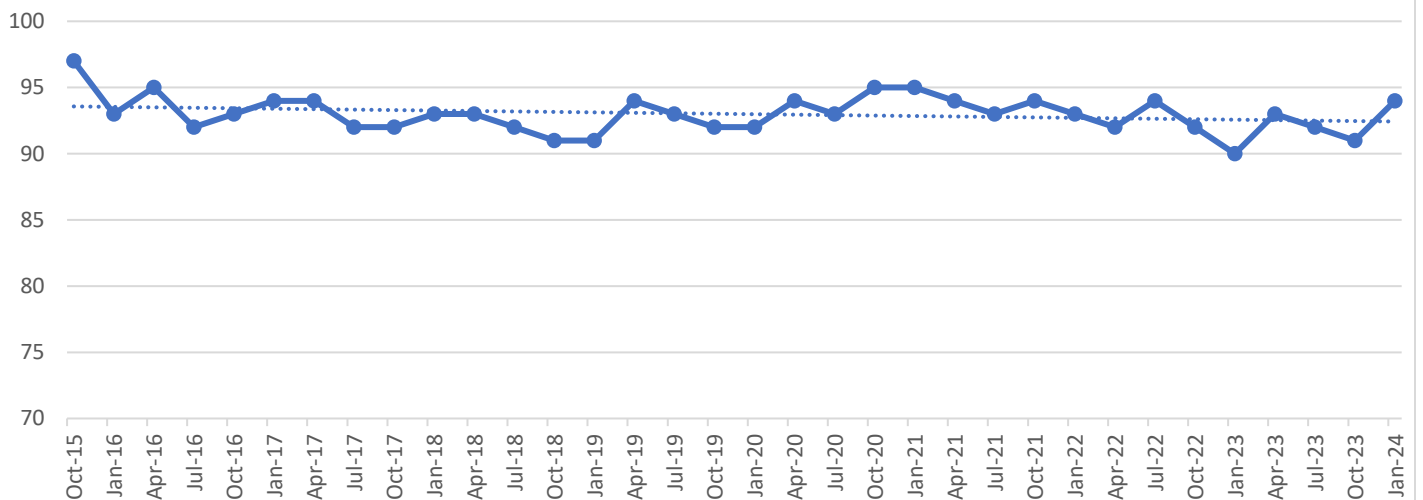
#6 - The staff addressing my medical needs today



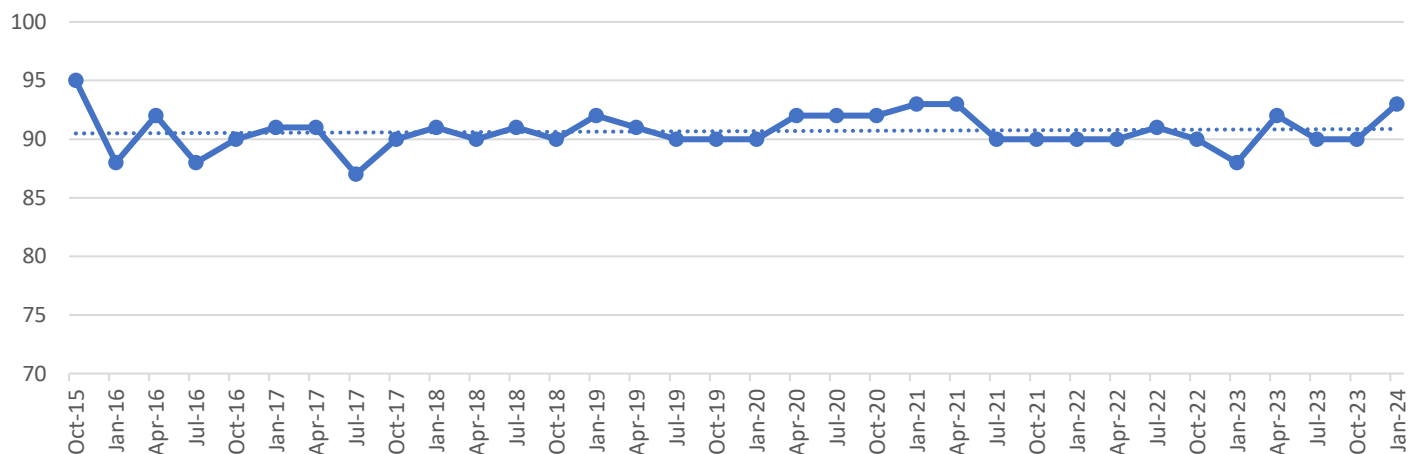
#7 - The time spent waiting



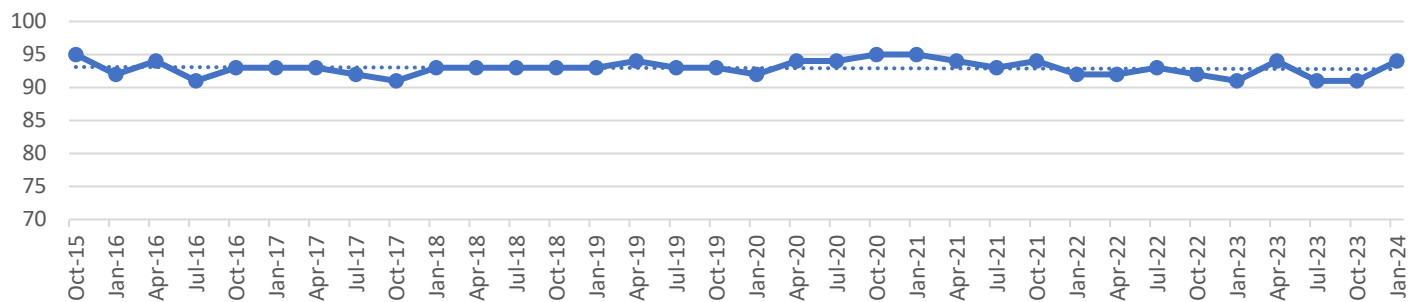
#8 - The respectfulness of staff



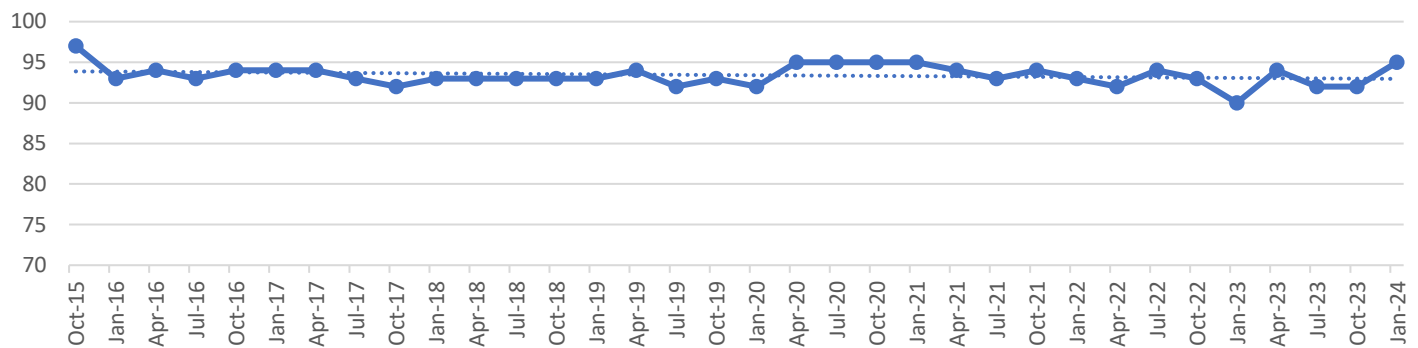
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



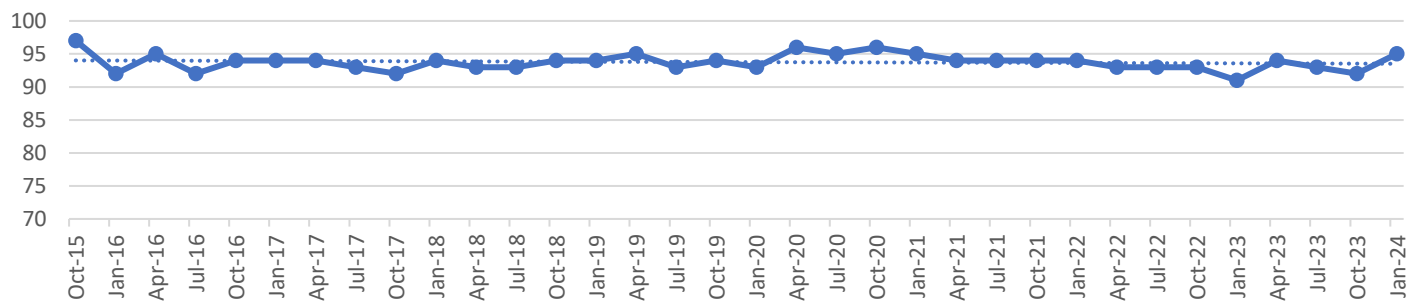
#10 - The handling of my personal medical information in a private and confidential manner



#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?

