

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 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.

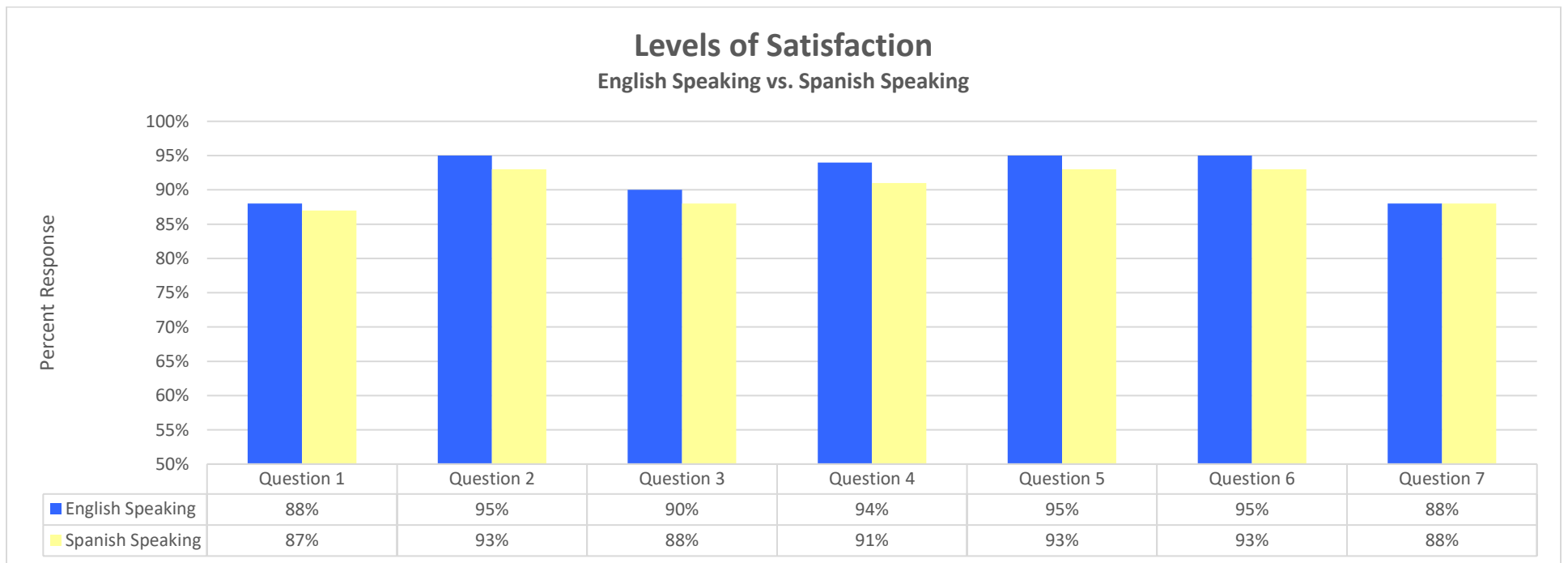
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	88%	86%	86%	84%
2. The reception staff	94%	88%	93%	91%
3. Receiving a timely appointment	90%	86%	90%	88%
4. Education and explanation of plan provided in a way that I can understand	93%	88%	91%	90%
5. The follow up and coordination of my care	94%	88%	91%	89%
6. The staff addressing my medical needs today	94%	88%	92%	91%
7. The time spent waiting	88%	82%	87%	88%
8. The respectfulness of staff	94%	88%	93%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	87%	93%	88%
10. The handling of my personal medical information in a private and confidential	94%	88%	94%	90%
11. Your medical assistant	95%	88%	93%	90%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	88%	93%	91%
13. Overall, how satisfied are you with the Health Center?	95%	88%	94%	90%

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%

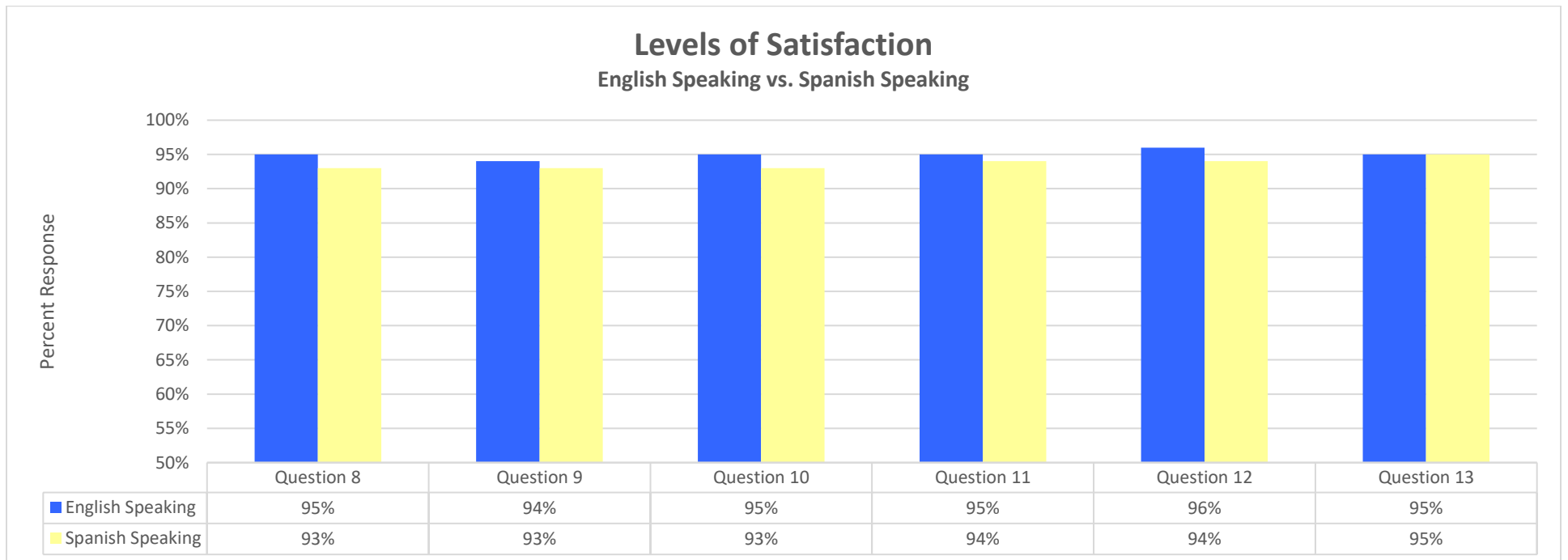
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	63 64%	46 69%	21 21%	8 12%	8 8%	5 8%	6 6%	7 10%	1 1%	1 2%
2. The reception staff	80 80%	53 79%	17 17%	9 13%	2 2%	3 5%	0	0	1 1%	2 3%
3. Receiving a timely appointment	65 65%	42 63%	26 26%	16 24%	5 5%	6 9%	3 3%	1 2%	1 1%	2 3%
4. Education and explanation of plan provided in a way that I can understand	74 75%	47 69%	24 24%	16 24%	0	3 4%	0	0	1 1%	2 3%
5. The follow-up and coordination of my care	78 78%	49 73%	19 19%	16 24%	2 2%	0	0	0	1 1%	2 3%
6. The staff addressing my medical needs today	78 79%	50 74%	18 18%	15 22%	2 2%	1 2%	0	0	1 1%	2 3%
7. The time spent waiting	62 62%	40 60%	22 22%	20 30%	9 9%	2 3%	6 6%	3 5%	1 1%	2 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	77 79%	49 72%	18 18%	17 25%	2 2%	0	0	0	1 1%	2 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	76 77%	48 74%	20 20%	14 22%	2 2%	1 2%	0	0	1 1%	2 3%
10. The handling of personal medical info in a private and confidential manner	78 79%	53 78%	20 20%	11 16%	0	2 3%	0	0	1 1%	2 3%
11. Your medical assistant	78 78%	53 79%	21 21%	11 16%	0	1 2%	0	0	1 1%	2 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	81 81%	54 79%	18 18%	11 16%	0	1 2%	0	0	1 1%	2 3%
13. Overall, how satisfied are you with the Health Center?	79 80%	57 84%	18 18%	8 12%	1 1%	1 2%	0	0	1 1%	2 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: 15

N/A: 7

YES: 0

Comments:

1. "I always have a great experience here; the staff always carry a good mood on them that's why I love coming to this location."
2. "Made an appointment for today good exp."

Spanish

NO: 7

N/A: 0

YES: 0

Comments:

1. "All the service is excellent." "Todo el servicio es excelente."

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

English

1. "I like how my PCP is able to break things down for me to help me better understand what's going on with my body it helps ease my mind."
2. "Ease of appointments- always have convenient availability, also staff is always nice." (Perez)
3. "That staff if friendly."
4. "Fast." (Perez)
5. "Linsey Mattes- she knows me & my son problems- soooo- willing to follow her from McHenry to Palatine." (Mattes)
6. "The staff was very friendly and helpful."
7. "The kindness and expert help."
8. "Swift response."
9. "Availability."
10. "Easy."
11. "N/A." (2)
12. "Quick response." (Mattes)
13. "How timely everything is." (Perez)
14. "Near home and very attentive staff."
15. "Information given."
16. "Staff approach."
17. "Staff." (Mattes)
18. "Communication." (Mendyuk)
19. "Accessible, closer to home." (Zgorka)
20. "The thorough explanations from the doctor in assessing the root cause of the visit." (Zgorka)
21. "It's near my home. Staff are very attentive and patient." (Mattes)
22. "The doctor and reception are very informative." (Zgorka)
23. "Referrals & Lindsay is so great at addressing my concerns." (Mattes)

Spanish

1. "It is close to my house." "Esta cerca a mi casa." (Perez)
2. "My health." "Mi salud."
3. "Good treatment, immediate assistance, kindness and great collaboration, thank you." "El buen trato, asistencia inmediata, amabilidad y mayor colaboracion, muchas gracias."
4. "Control my health with assessable costs." "Controlar mi salud con costos accesibles." (Mattes)
5. "If I want to communicate with my provider everything is good, she returns my calls." "Si quiero comunicarme con mi provedora todo esta bien ella me regresa la llamada." (Mattes)
6. "They treat me fast." "Me atienden rapido." (Zgorka)
7. "It is in my language." "Es en mi idioma." (Mattes)
8. "The attention that Lindsey pays to my questions and the time she gives me." "La atencion que Lindsay me da a mis preguntas y el tiempo que me da." (Mattes)
9. "They always give me appointments when my family and I need them." "Siempre me dan cita cuando mi familia y yo la neseditamos." (Mattes)

24. "Location and availability to be assigned to a doc." (Mattes)

Question 16: How can we improve Greater Family Health?

English

1. "No recommendations at this time." (Zgorka)
2. "N/A." (7)
3. "Everything is fine." (2)
4. "Nothing staff has been very helpful since first visit." (Zgorka)
5. "Nothing, all good." (Mendyuk)
6. "More Flyers." (Zgorka)
7. "Not sure." (Mattes)
8. "On time."
9. "You are always the bad."
10. "I think everything, and everyone is great here no complaints."
11. "None."
12. "You're fine, nothing." (Perez)
13. "On my behalf I don't think they need to improve because they go above and beyond already, thank you."

Spanish

1. "I am very satisfied, I don't have any comments as to how to improve." "Estoy muy satisfecha no tengo comentarios para mejorar." (Mattes)
2. "It is excellent to me, the only thing would be the wait time." "Para mi es excelente, la única cosa seria el tiempo de espera." (Mattes)
3. "Text messages." "Mensajes de texto."
4. "To me the assistance is good." "Para mi la asistencia esta bien." (Mattes)
5. "Service is excellent." "Servicio es excelente."
6. "The service is excellent, but it would be better if the doctors speak Spanish too." "El servicio es excelente pero seria mejor que los doctores también hablaran español." (Mattes)
7. "Everything is excelente." "Todo es excelente."
8. "Everything is good." "Todo esta bien."

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

English

- YES: 89
- NO: 0

Spanish

- YES: 58
- NO: 0

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

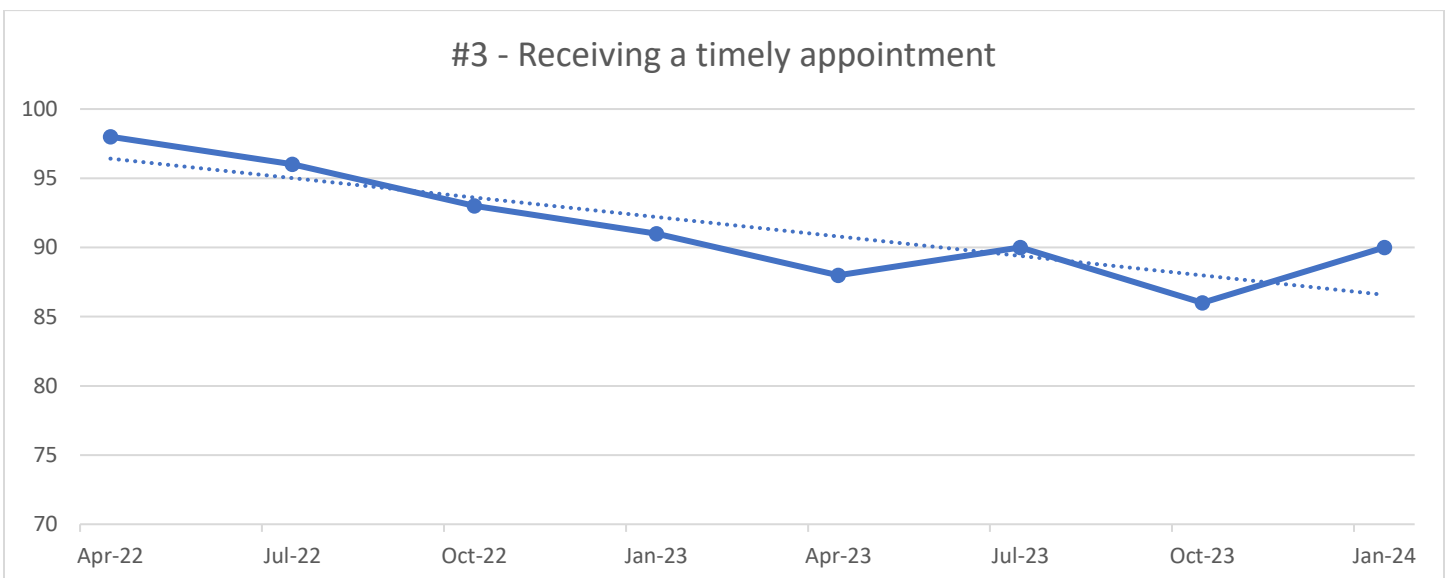
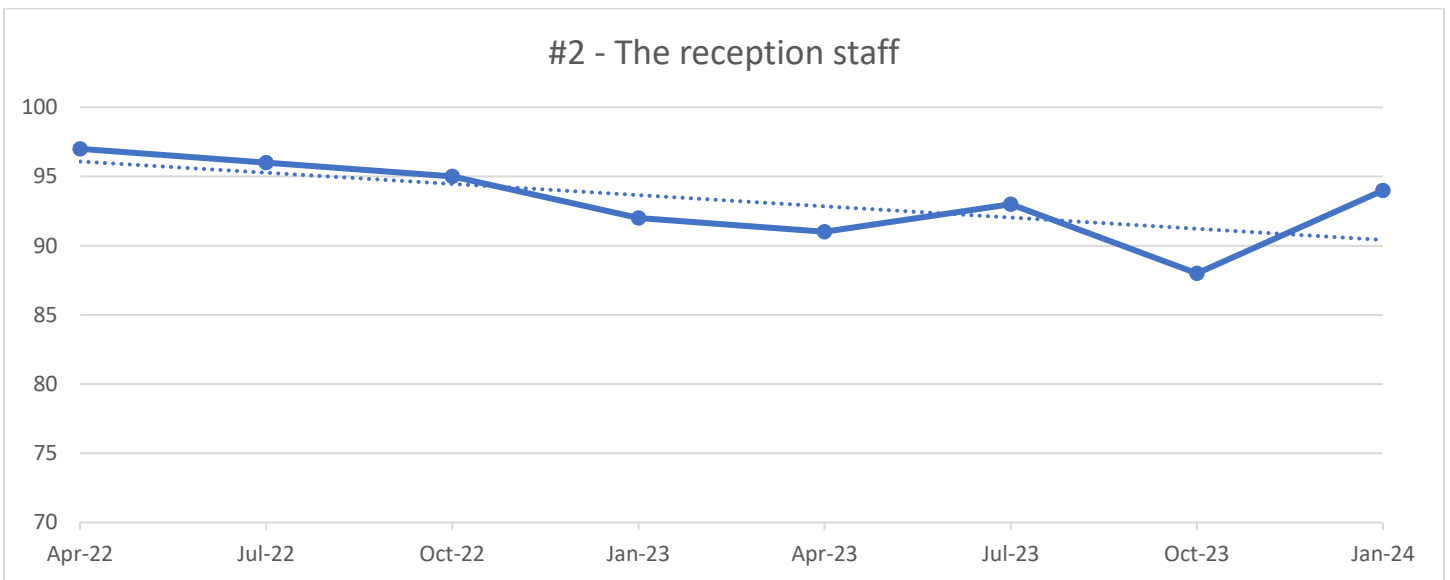
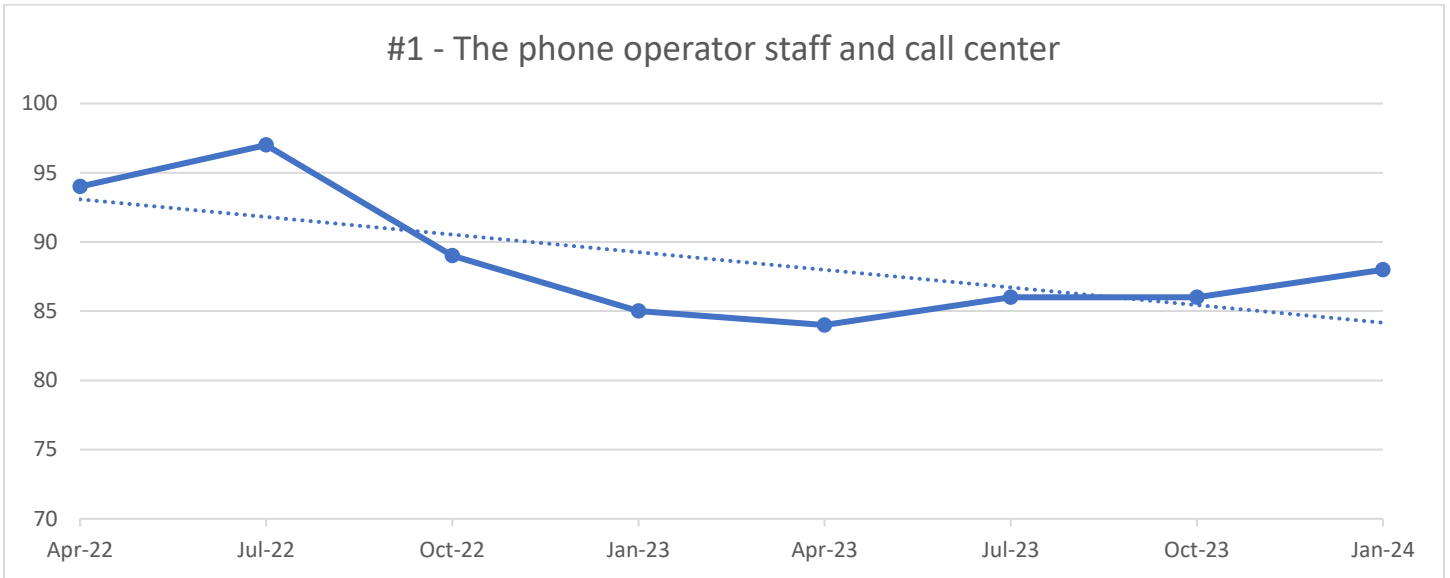
English

- Headley: 2
- Mattes: 16
- Mendyuk: 15
- Nettleton: 3
- Perez: 9
- Zgorka: 12

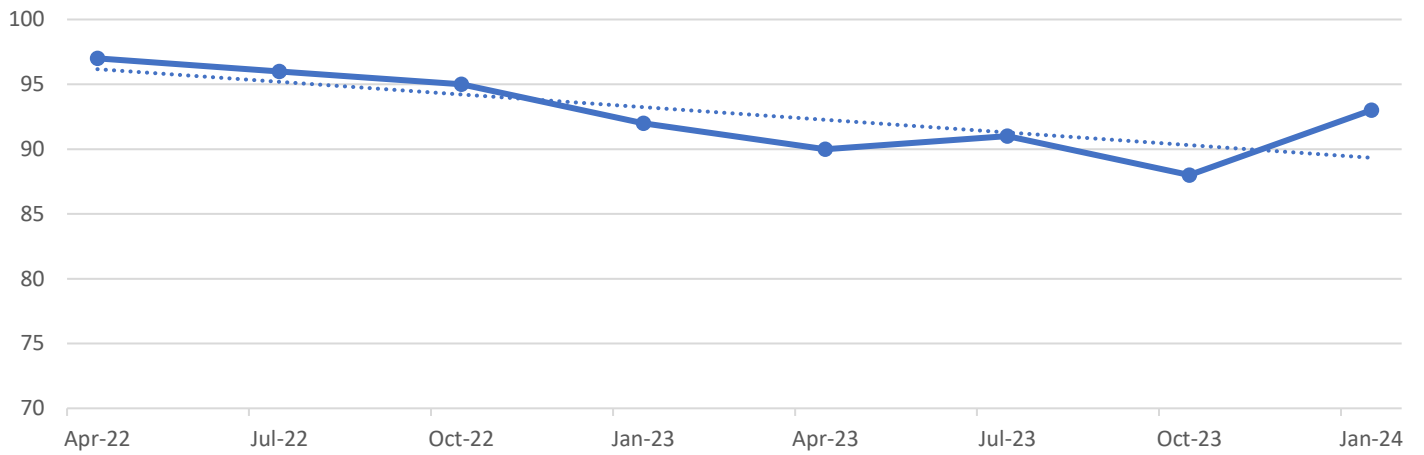
Spanish

- Mattes: 16
- Mendyuk: 2
- Perez: 14
- Zgorka: 3

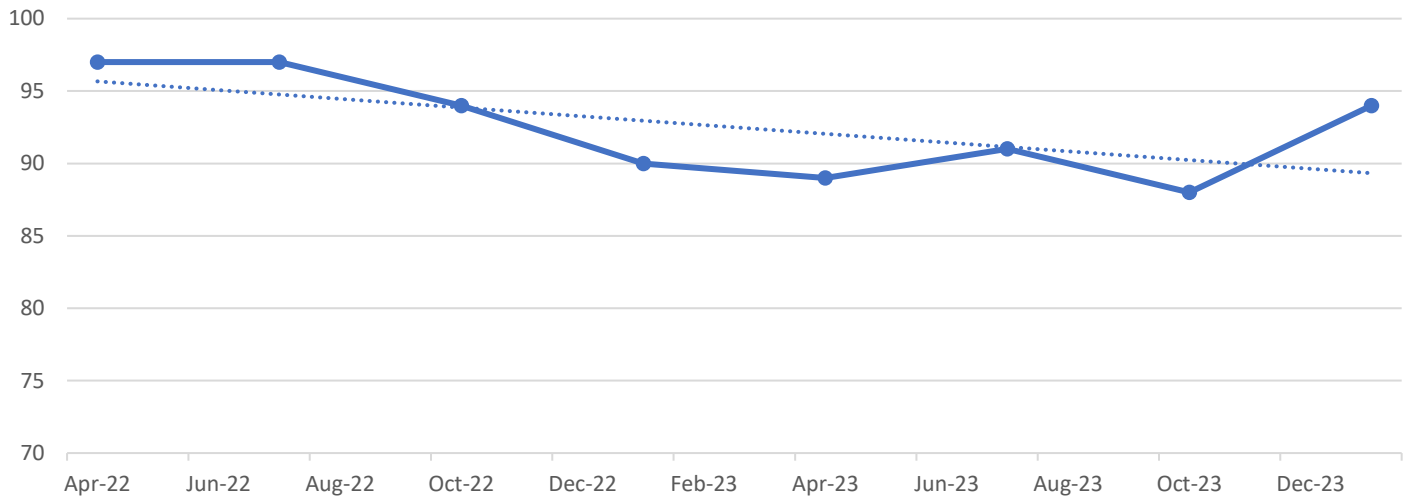
Individual Question Results with Trendlines



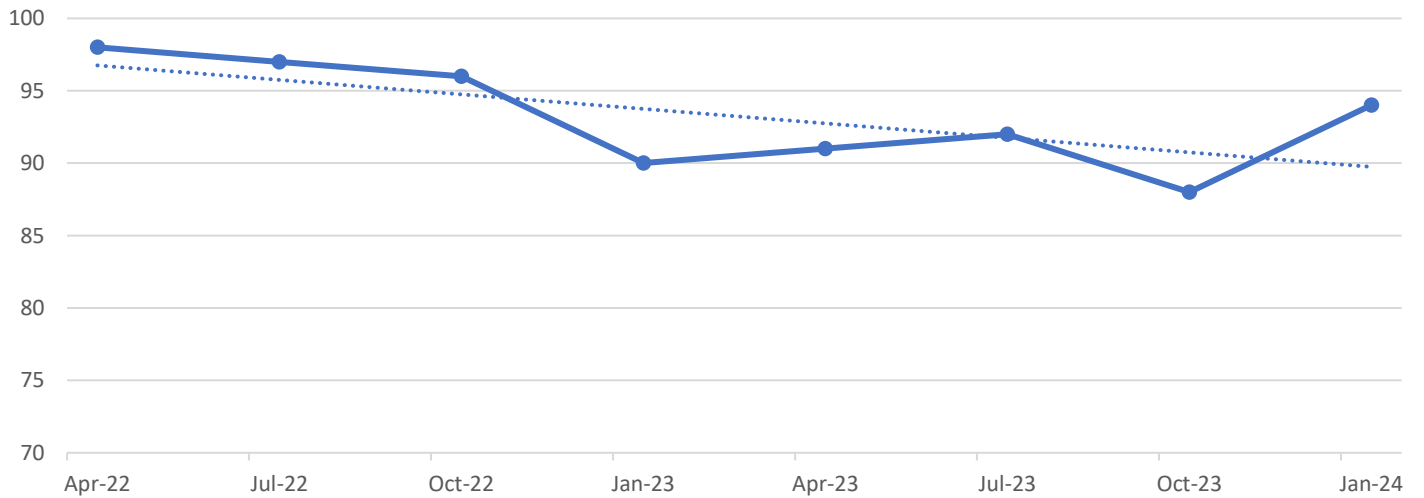
#4 - Education and explanation of plan provided in a way that I can understand



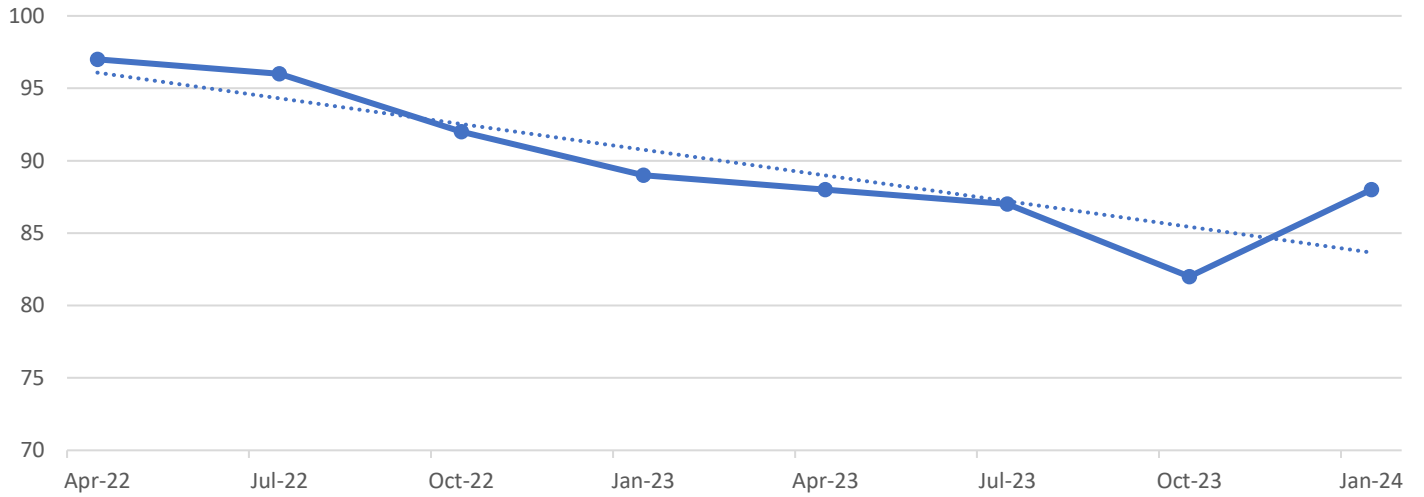
#5 - The follow-up and coordination of my care



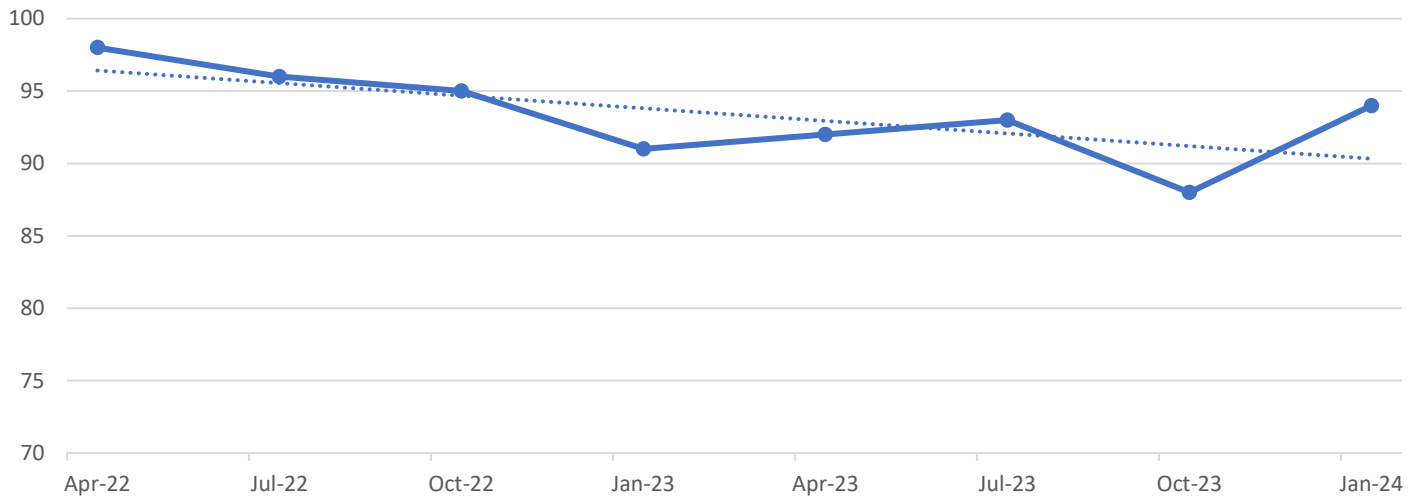
#6 - The staff addressing my medical needs today



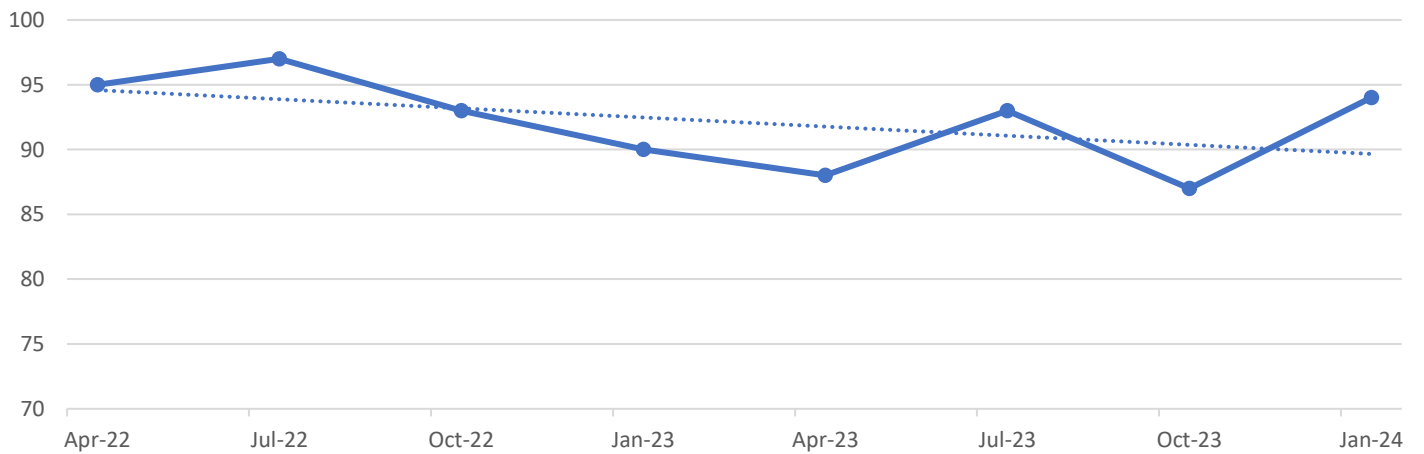
#7 - The time spent waiting



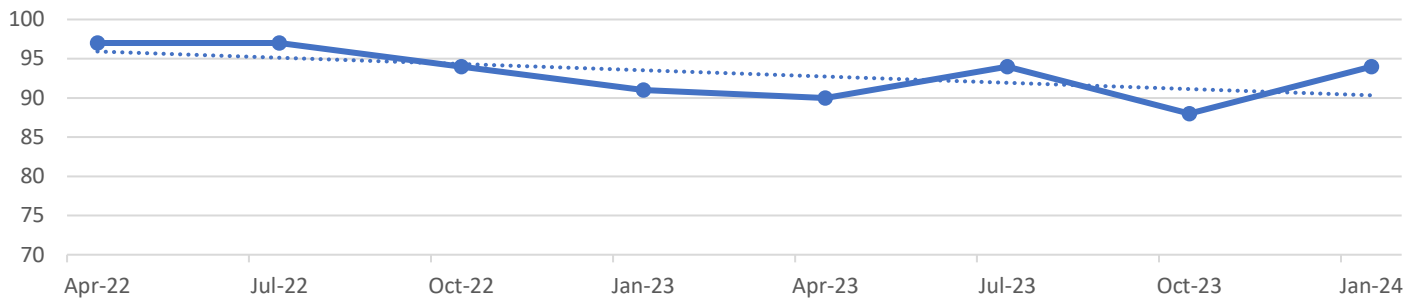
#8 - The respectfulness of staff



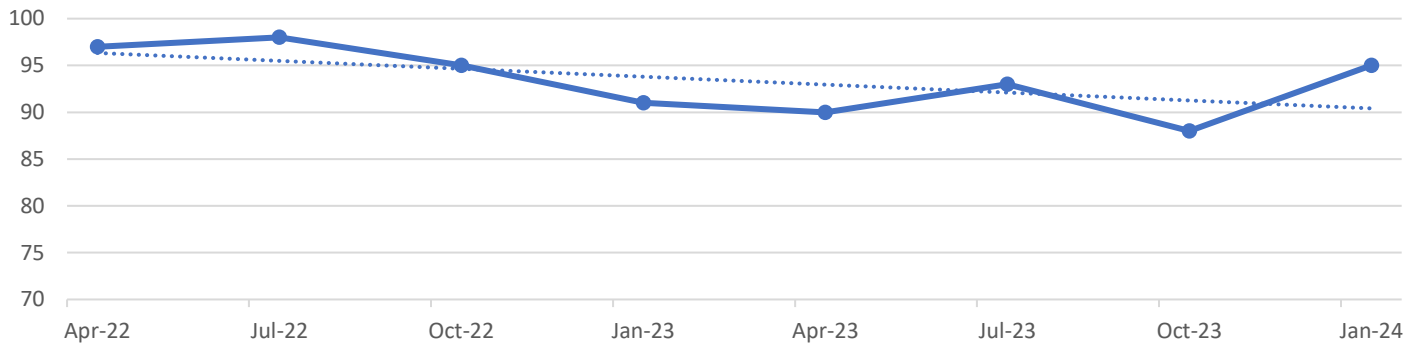
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



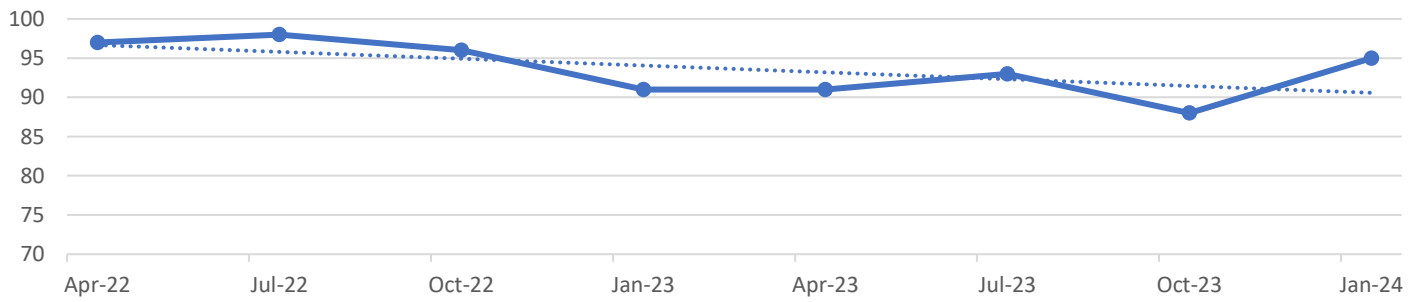
#10 - The handling of my personal medical information in a private and confidential manner



#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?

