

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 89% to 94%. The mean for all questions was 92% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

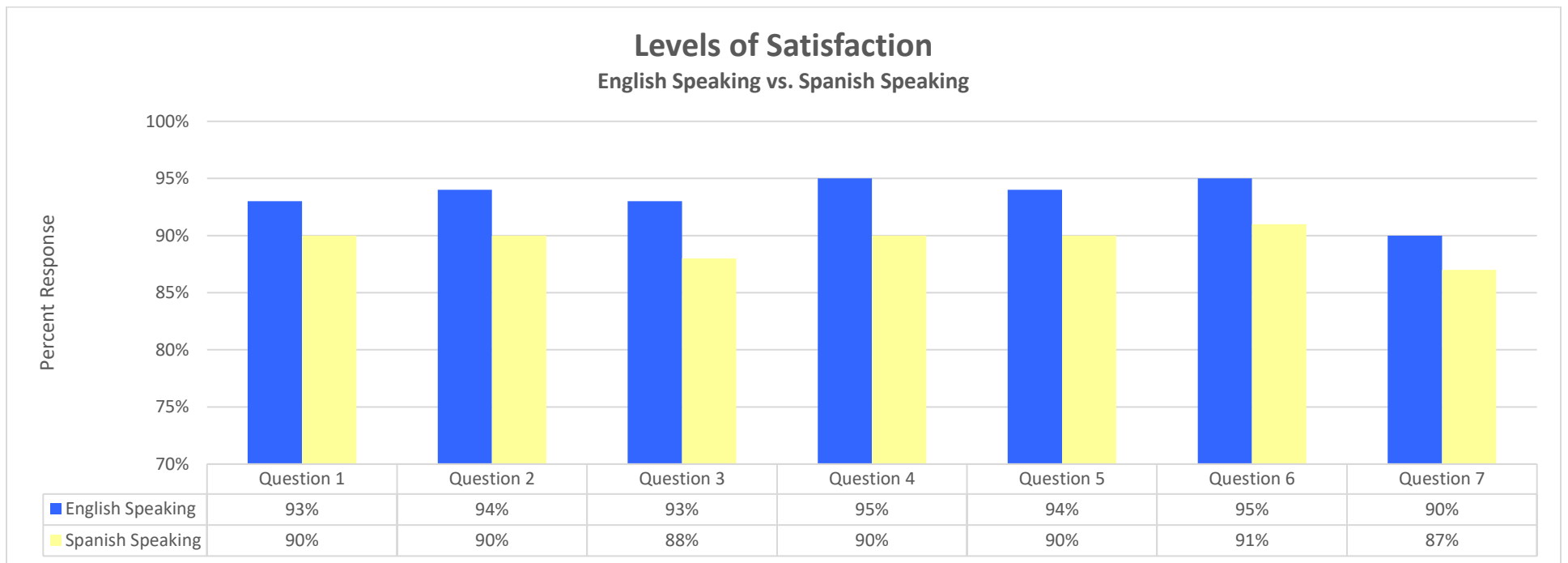
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	92%	92%	93%	92%
2. The reception staff	92%	93%	94%	93%
3. Receiving a timely appointment	91%	92%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	94%	93%
5. The follow up and coordination of my care	92%	93%	94%	93%
6. The staff addressing my medical needs today	93%	94%	94%	94%
7. The time spent waiting	89%	89%	91%	90%
8. The respectfulness of staff	93%	94%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	91%	93%	91%
10. The handling of my personal medical information in a private and confidential	92%	93%	94%	93%
11. Your medical assistant	93%	94%	95%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	95%	94%
13. Overall, how satisfied are you with the Health Center?	93%	94%	94%	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%

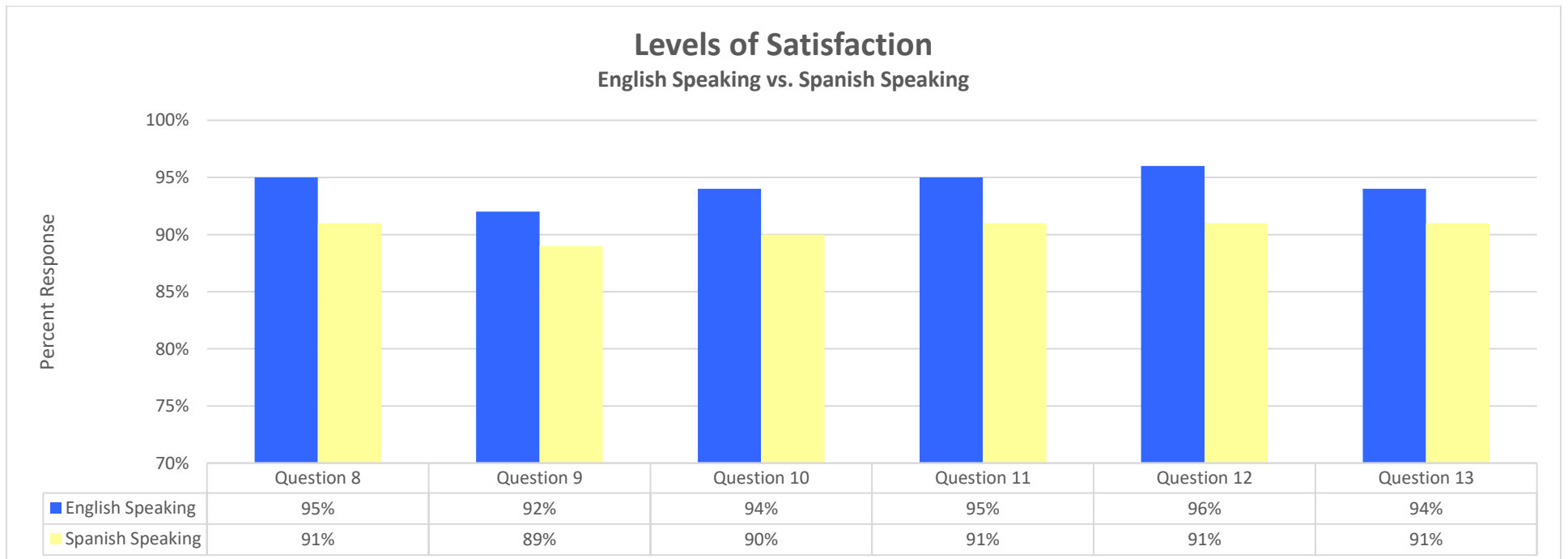
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



Survey Questions	(5) 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	177 72%	177 74%	55 22%	39 16%	12 5%	7 3%	0	1 1%	2 1%	15 6%
2. The reception staff	185 74%	171 73%	54 22%	38 16%	8 3%	7 3%	0	5 2%	2 1%	14 6%
3. Receiving a timely appointment	182 73%	160 68%	52 21%	45 19%	9 4%	12 5%	3 1%	4 2%	2 1%	15 6%
4. Education and explanation of plan provided in a way that I can understand	195 79%	170 72%	43 18%	43 18%	6 2%	8 3%	0	1 1%	2 1%	15 6%
5. The follow-up and coordination of my care	190 77%	173 73%	48 19%	44 19%	8 3%	5 2%	0	1 1%	2 1%	15 6%
6. The staff addressing my medical needs today	196 79%	180 76%	45 18%	34 14%	5 2%	7 3%	1 1%	1 1%	2 1%	15 6%
7. The time spent waiting	162 65%	153 64%	61 25%	51 21%	15 6%	15 6%	5 2%	4 2%	5 2%	15 6%



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	195 79%	177 75%	44 18%	37 16%	6 2%	5 2%	1 1%	1 1%	2 1%	15 6%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	170 71%	164 70%	47 20%	43 19%	18 8%	7 3%	2 1%	4 2%	2 1%	15 6%
10. The handling of personal medical info in a private and confidential manner	185 75%	171 73%	49 20%	42 18%	12 5%	6 3%	0	1 1%	2 1%	15 6%
11. Your medical assistant	201 81%	179 76%	41 17%	37 16%	5 2%	3 1%	0	1 1%	2 1%	15 6%
12. Your health provider (MD/DO, NP, Midwife, or PA)	208 84%	181 77%	36 15%	33 14%	3 1%	5 2%	0	1 1%	2 1%	15 6%
13. Overall, how satisfied are you with the Health Center?	190 77%	184 78%	50 20%	31 13%	5 2%	1 2%	1 1%	0	2 1%	15 6%



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: 88

N/A: 26

YES: 2

Comments:

1. "Yes, I was well taken care off."
2. "Call to confirm appointment, everyone is always so nice and helpful."
3. "Yes, they were prompt and friendly."

Spanish

NO: 52

N/A: 2

YES: 0

Comments:

1. "Not this week, but when I did, they helped me." "No esta semana pero cuando lo hice me ayudaron."

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

English

1. "The respectful doctors and nurses." (Ali)
2. "The convenience." (Malenfant)
3. "Nice people very helpful."
4. "The staff are great." (2)
5. "The recommendations on how to treat."
6. "The staff." (6)
7. "Timeliness in and out quick." (Weaver)
8. "I always can get in fast." (Hernandez)
9. "The doctor."
10. "Hours." (Aphaivong)
11. "The staff are great at helping me." (Nambo)
12. "Everything." (6)
13. "Friendly, attentive, punctual, addressed concerns." (Origer)
14. "Respond back right." (Aphaivong)
15. "Everyone here is very helpful and super polite." (Hernandez)
16. "The way they speak both English and Spanish."
17. "Doctor is very helpful takes her time to answer my questions." (Beall)
18. "Communication."
19. "The helpful Drs, when I am not sure of things they help me with all questions." (Beall)
20. "Having same day appointment." (Nambo)
21. "Talking about results/illness/understanly."
22. "The staff." (Kiel)
23. "MA, OB."
24. "Candice always thoroughly explains everything to me to help me understand & I really appreciate that!" (Aphaivong)
25. "Convenient- lab work." (Aphaivong)
26. "Available appointment with a great doctor." (Siddiqui)

Spanish

1. "I am very comfortable, all the staff is very friendly." "Estoy muy agusto, todo el personal es muy amable."
2. "The attention." "La atención." (7)
3. "Good service." "Buen servicio." (2)
4. "Do immediate studies and lab work." "Hacer estudios inmediatos y laboratorio." (Ali)
5. "Know how my health is." "Saber cómo esta mi salud." (Nambo)
6. "The medical attention is good." "La atención medica es buena." (Beall)
7. "Kind." "Amables." (3)
8. "That I can get an appointment when I need it and they are open late." "Que puedo conseguir una cita cuando la necesito y esta abiertos tarde." (Ali)
9. "Available appointments." "Citas disponibles." (Hernandez)
10. "Everything is good." "Todo esta bien."
11. "I like the medical attention and the service." "Me gusta la atención medica y el servicio." (Hernandez)
12. "More employees." "Mas empleados." (Origer)
13. "They are kind." "Son amables." (Siddiqui)
14. "The hours." "Los horarios." (Ali)
15. "All the staff." "Todo el personal."
16. "To be in better health." "A estar mejor de salud."
17. "N/A." "N/A."
18. "Everything." "Todo." (2)
19. "The cost." "El cobro." (Siddiqui)
20. "The hours, they always a provider available." "Las horas siempre tienen a un proveedor disponible."

27. "The helpful staff and how great they are." (Ali)
28. "Appointment reminders." (Hernandez)
29. "All staff was very helpful."
30. "Everyone is respectful."
31. "Treat and cared for both of my kids amazing." (Ali)
32. "The availability." (Hernandez)
33. "Easy to make appointments." (Siddiqui)
34. "Scheduling." (Nambo)
35. "The Drs and staff." (Beall)
36. "Quick appointments at this location & palatine." (Malanfent)
37. "The services." (Malanfent)
38. "Affordable & knowledgeable care every visit." (Siddiqui)
39. "Knowledgeable Docs/PAs." (Aphaivong)
40. "Quick same day visits essential with small children 😊." (Hernandez)
41. "N/A." (3)
42. "Call for appts." (Hernandez)
43. "Clear communication, great at listening."
44. "Great staff." (3)
45. "The online chat is very helpful." (Ali)
46. "Staff is always helpful." (Ali)
47. "Same day availability." (Hernandez)
48. "Saw me quick." (Aphaivong)
49. "Dr. Siddiqui is amazing! He is on point regarding diagnosis." (Siddiqui)
50. "The doctors are very understanding." (Siddiqui)
51. "Availability."
52. "Doctor was very clear and answered all questions and concerns."
53. "Willingness to hear there is a problem."
54. "Close to home and staff are very helpful."
55. "The great care."
56. "Location."
57. "Therapist & Psychiatrist."
58. "Getting the help I need."
59. "Nothing."
60. "Doing things on a timely manner." (Nambo)
61. "Quick appointments to see provider." (Ali)
62. "Telehealth."
63. "Doctor Siddiqui." (Siddiqui)
64. "Bilingual staff." (Hernandez)
65. "The care the staff takes with patients."
66. "The portal that they now have." (Hernandez)
67. "Location, ability to get appt, staff." (Aphaivong)
68. "Timely appointments."
69. "They are always willing to help in any way they can." (Origer)
70. "Mary is great." (Origer)
71. "Reminder calls."
21. "Keep my health safe." "Mantener mi salud segura."
22. "Very kind and attentive." "Muy amables y atentos."
23. "The staff is very professional." "El personal es muy profesional." (Hering)
24. "The staff speaking Spanish." "El personal hablando español." (Hering)
25. "They have helped me with all my necessities." "Me han ayudado con todas mis necesidades."
26. "To have better health and care for my pregnancy." "Tener mejor salud y cuidado para mi embarazo." (Cekova)
27. "Your service." "Su servicio." (2)
28. "The language." "El idioma." (Cekova)
29. "I really like the attention and results." "Me gusta mucho la atención y resultados." (Aphaivong)
30. "Same day appointments." "Citas el mismo día."
31. "They treat you very good." "Te tratan muy bien." (Aphaivong)
32. "All the staff treats you well." "Todo el personal te trata bien." (Siddiqui)
33. "They always have available appointments day and time when I need them." "Siempre tienen citas disponibles en el día y hora que necesito." (Nambo)
34. "The services that they offer." "Los servicios que ofrecen." (Aphaivong)
35. "The hours and the receptionist." "Los horarios y recepcionistas." (Siddiqui)
36. "Be more explicit." "Sean mas explícitos." (Nambo)
37. "They treat me when I need it." "Me atienden cuando lo necesito." (Hernandez)
38. "Translation." "Traducción."
39. "Fits the Budget." "Se adapta al presupuesto." (Aphaivong)
40. "It is accesible." "Es accesible."
41. "Good prices for the consultations and the staff is kind." "Buenos precios de consultas y el personal es amable." (Siddiqui)
42. "They have appointment available when I need them." "Tienen citas disponibles cuando lo necesito."

72. "Dr. Ali." (Ali)
73. "Close to home." (Origer)

Question 16: How can we improve Greater Family Health?

English

1. "Everything was great."
2. "Call center be able to fix things that are already in ones portal." (Aphaivong)
3. "Doing great." (2)
4. "Everything is good." (2)
5. "When I call at clinic and asking about scheduling appointment girl from clinic did not save my appointment. When I got to clinic they told me I had no appointment." (Nambo)
6. "None." (Siddiqui)
7. "N/A." (22)
8. "Waiting time." (2)
9. "Pretty satisfied." (Hernandez)
10. "Completely satisfied." (Siddiqui)
11. "No comment."
12. "Nothing to improve." (Siddiqui)
13. "Love it here."
14. "Let me be up to 10 minutes late 😊" (Hernandez)
15. "Don't do the referrals so far away. There are doctors available much closer." (Origer)
16. "Doing great already." (Malanfamt)
17. "Nothing." (7)
18. "Good so far." (Aphaivong)
19. "Everything is great at the moment." (Beall)
20. "No need for improvement."
21. "It works."
22. "I am satisfied."
23. "The call directory." (Aphaivong)
24. "Have had some issues with referral letters not arriving." (Aphaivong)
25. "Keep being great, be kind share kindness." (Aphaivong)
26. "No, you guys are great." (2)
27. "Less rude and judging, be nicer."
28. "I'm happy." (Hernandez)
29. "Additional training or use of preferred names and pronouns."
30. "All good." (2)
31. "It's very good."
32. "Nothing you guys are awesome."
33. "Everything is great." (2)
34. "I've had no problems here."
35. "Maybe make more medical providers for easier scheduling of appointments." (Malanfamt)
36. "You're doing great." (Ali)
37. "Just fine as it is." (Origer)

Spanish

1. "To me it is good." "Para mi esta bien." (4)
2. "The service is really good." "El servicio es muy bueno." (2)
3. "It is perfect." "Es perfecto." (3)
4. "Continue the same." "Continue igual." (3)
5. "Everything is excellent." "Todo esta excelente." (4)
6. "I have a hard time making appointments with my sons provider, I don't like that." "Tengo dificultad haciendo citas con la doctora de mi hijo, eso no me gusta."
7. "Less wait time." "Menos tiempo de espera." (Beall)
8. "Everything is good." "Todo esta bien." (9)
9. "Nothing for now." "Nada por ahora." (Nambo)
10. "Continue working like until now." "Continue trabajando como hasta ahora." (Ali)
11. "You have very good service." "Tienen buen servicio."
12. "Continue ahead." "Continue adelante."
13. "No comments satisfied." "No comentarios, satisfecha." (Hernandez)
14. "The waiting area is very uncomfortable." "La zona de espera es muy incomoda." (Hernandez)
15. "When someone is late one minute, let the doctor see you." "Cuando uno se tarde un minute dejar que el doctor te atienda."
16. "Help with the interpreter." "Ayuda con la interprete." (Origer)
17. "Attitude with staff." "Actitud con el personal." (Origer)
18. "Don't make us wait too long." "No nos hagan esperar tanto tiempo."
19. "You have a good service." "Tienen buen servicio."
20. "N/A." "N/A."

38. "Phone center." (Origer)

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

English

- YES: 161
- NO: 1

Spanish

- YES: 117
- NO: 1

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

English

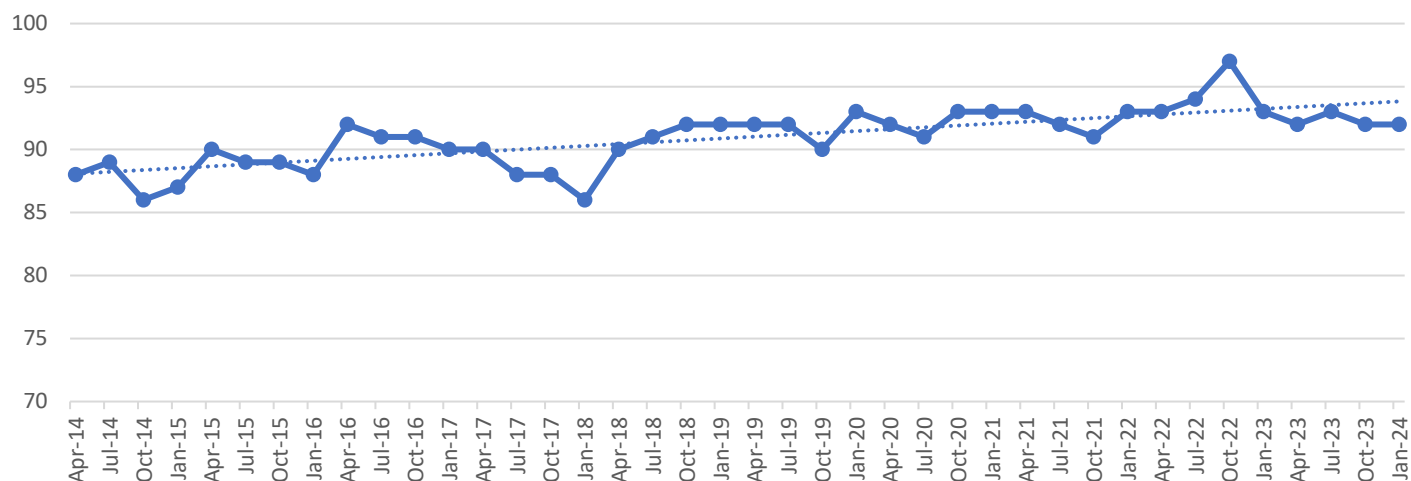
- Ali: 20
- Aphaivong: 23
- Beall: 4
- Blasinski: 5
- Cekova: 6
- Hernandez: 27
- Kiel: 2
- Malanfant: 6
- Nambo: 19
- Origer: 25
- Siddiqui: 28
- Talwar: 10
- Weaver: 1

Spanish

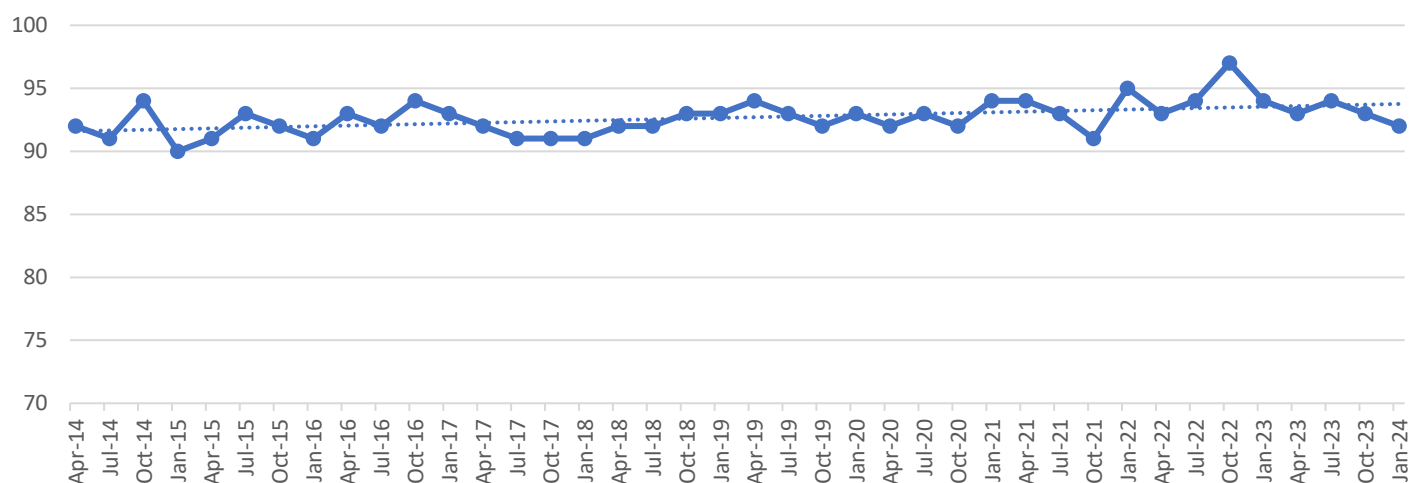
- Ali: 14
- Aphaivong: 21
- Beall: 2
- Blasinski: 1
- Cekova: 4
- Hering: 5
- Hernandez: 35
- Nambo: 34
- Origer: 13
- Siddiqui: 34
- Weaver: 1

Individual Question Results with Trendlines

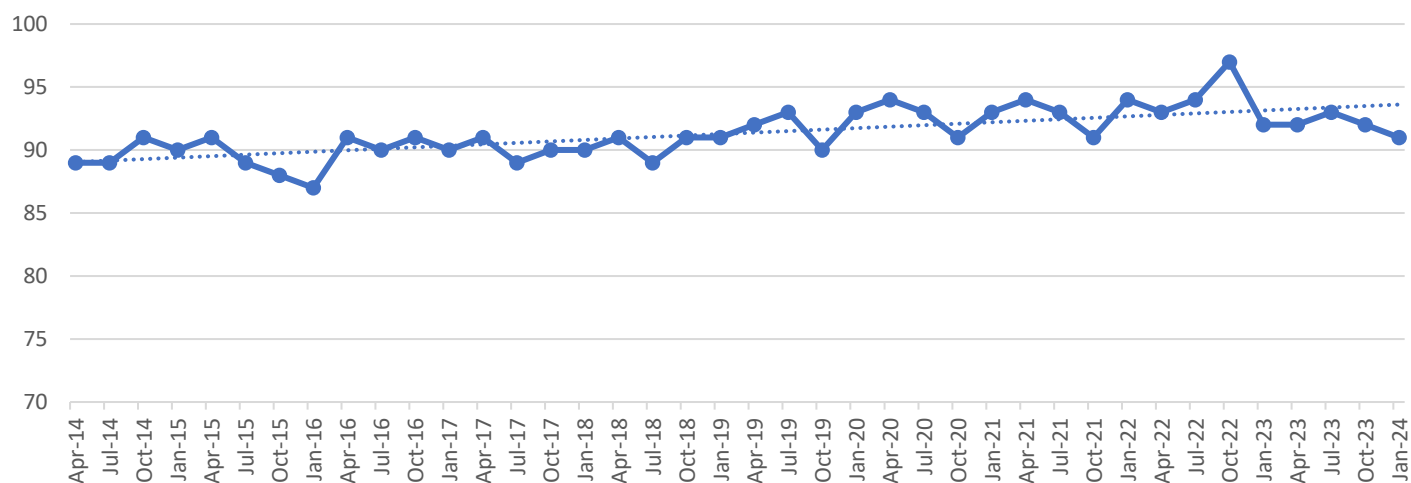
#1 - The phone operator staff and call center



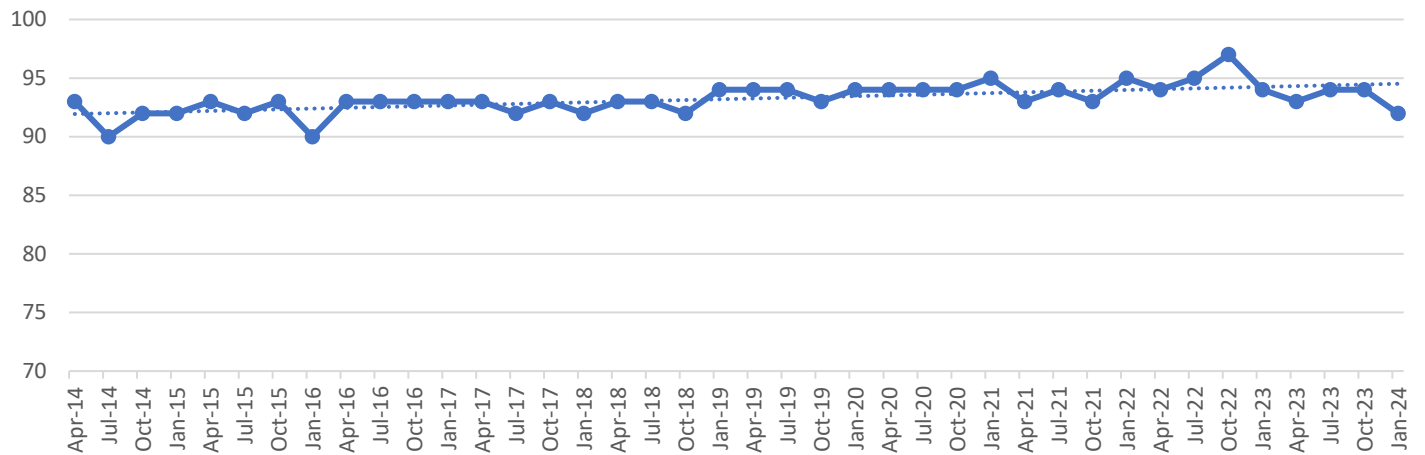
#2 - The reception staff



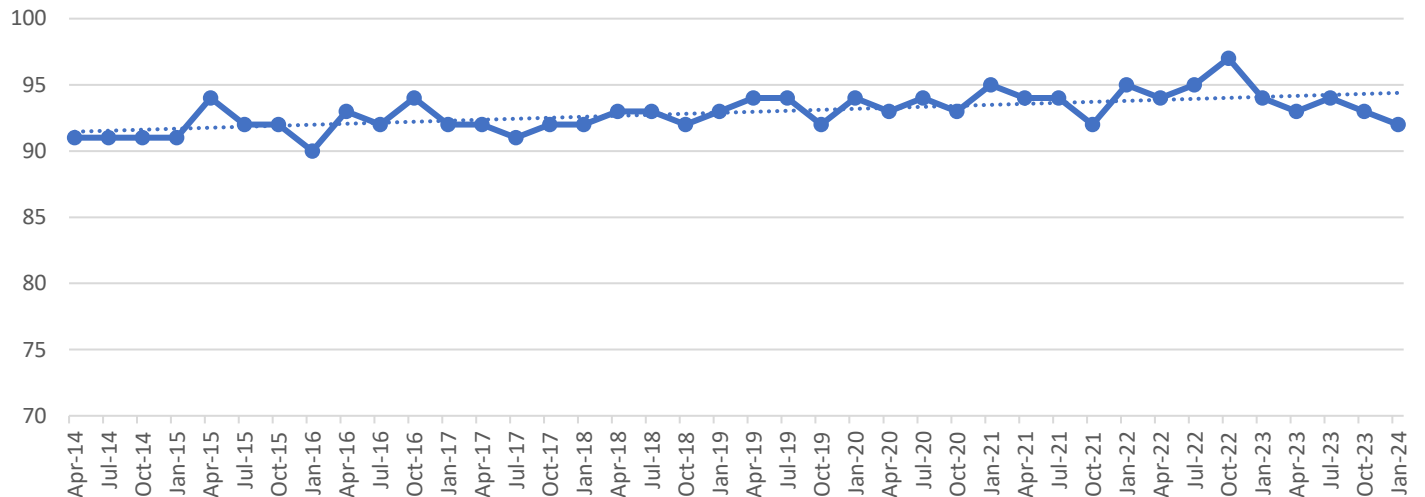
#3 - Receiving a timely appointment



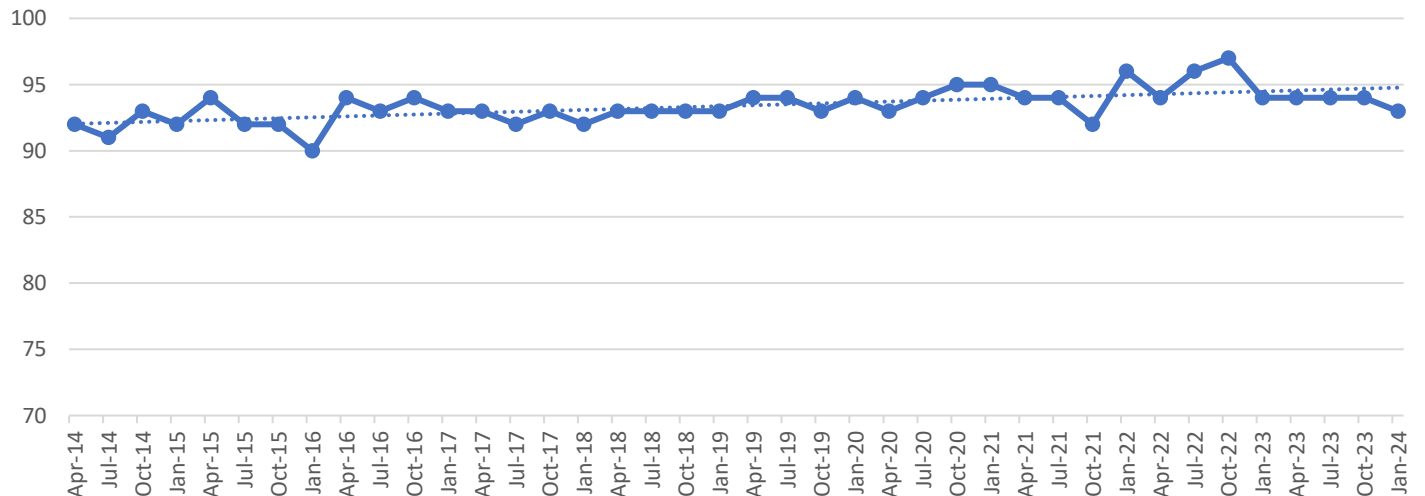
#4 - Education and explanation of plan provided in a way that I can understand



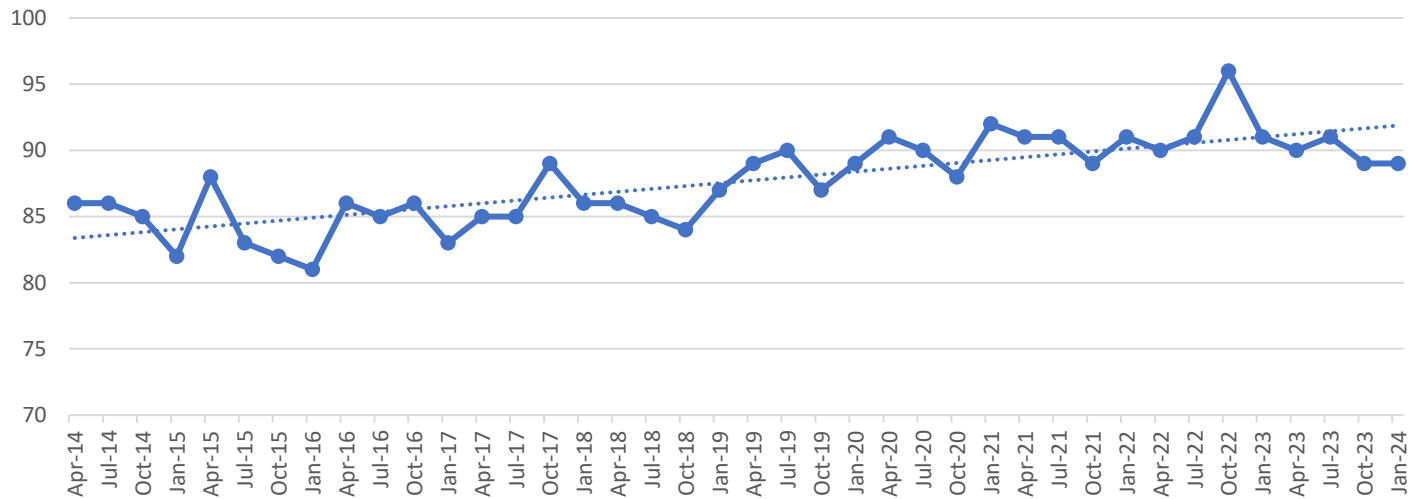
#5 - The follow-up and coordination of my care



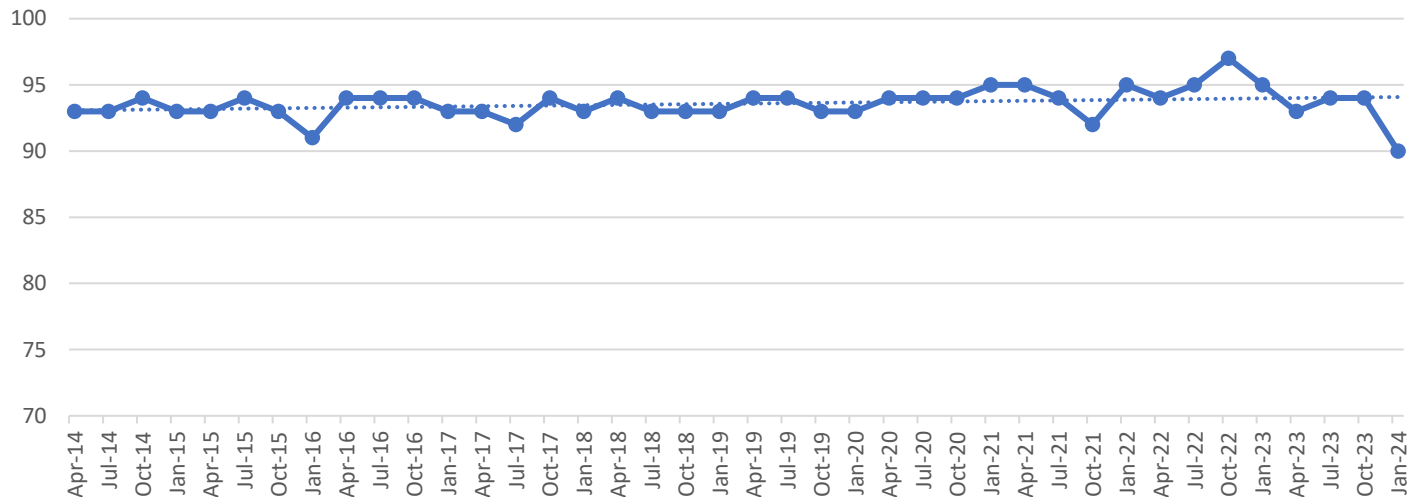
#6 - The staff addressing my medical needs today



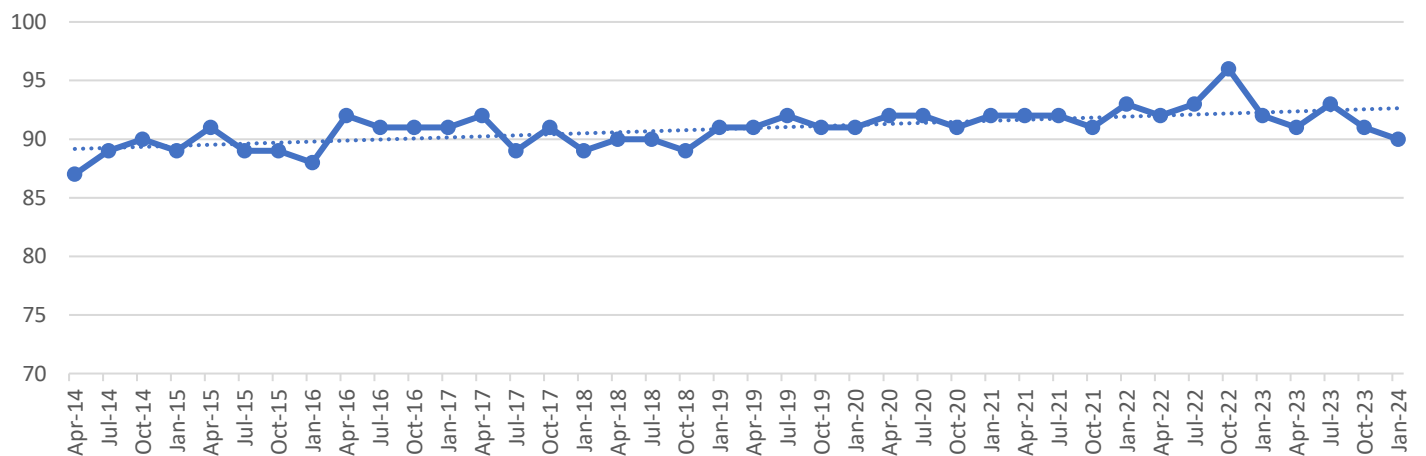
#7 - The time spent waiting



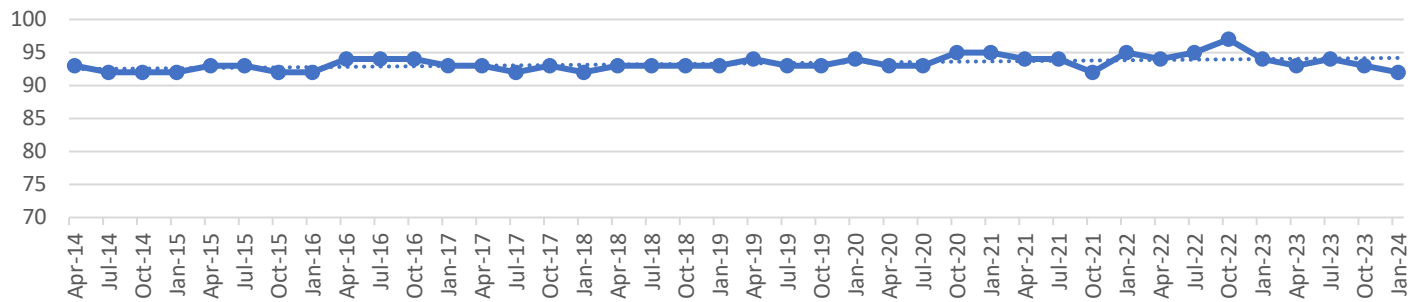
#8 - The respectfulness of staff



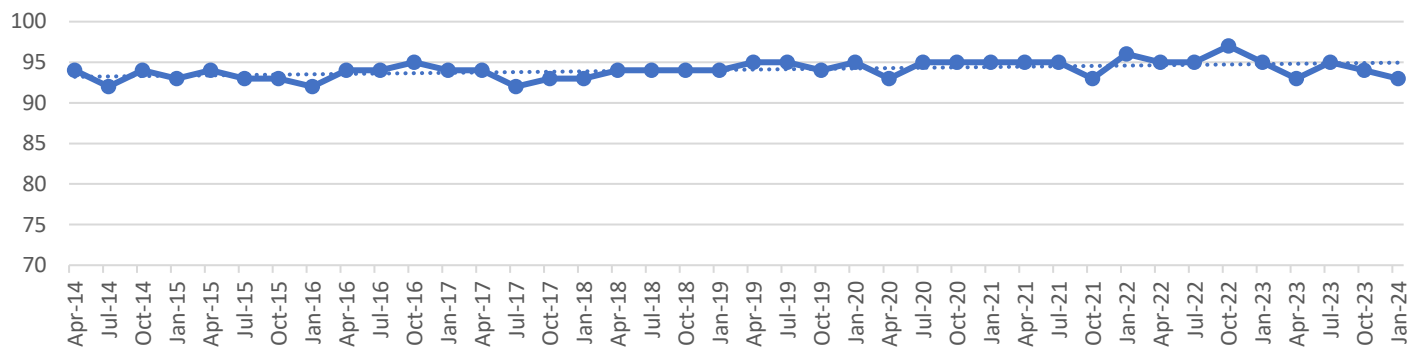
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



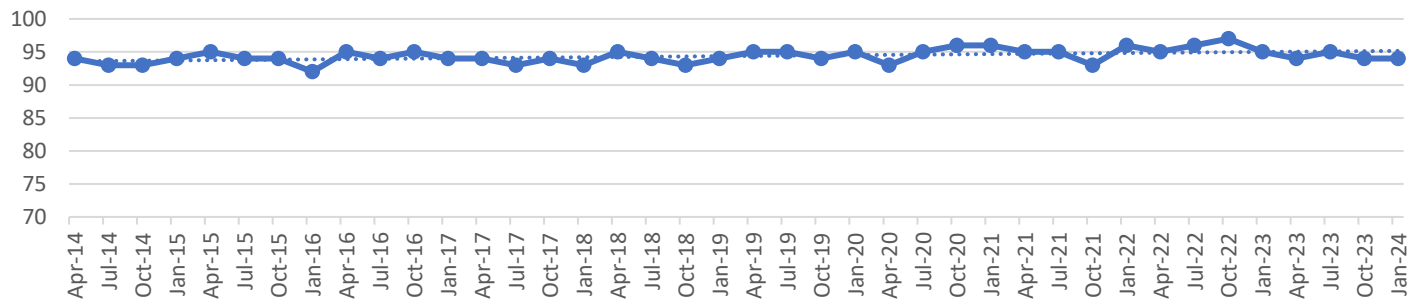
#10 - The handling of my personal medical information in a private and confidential manner



#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?

