

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 92% to 94%. 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.

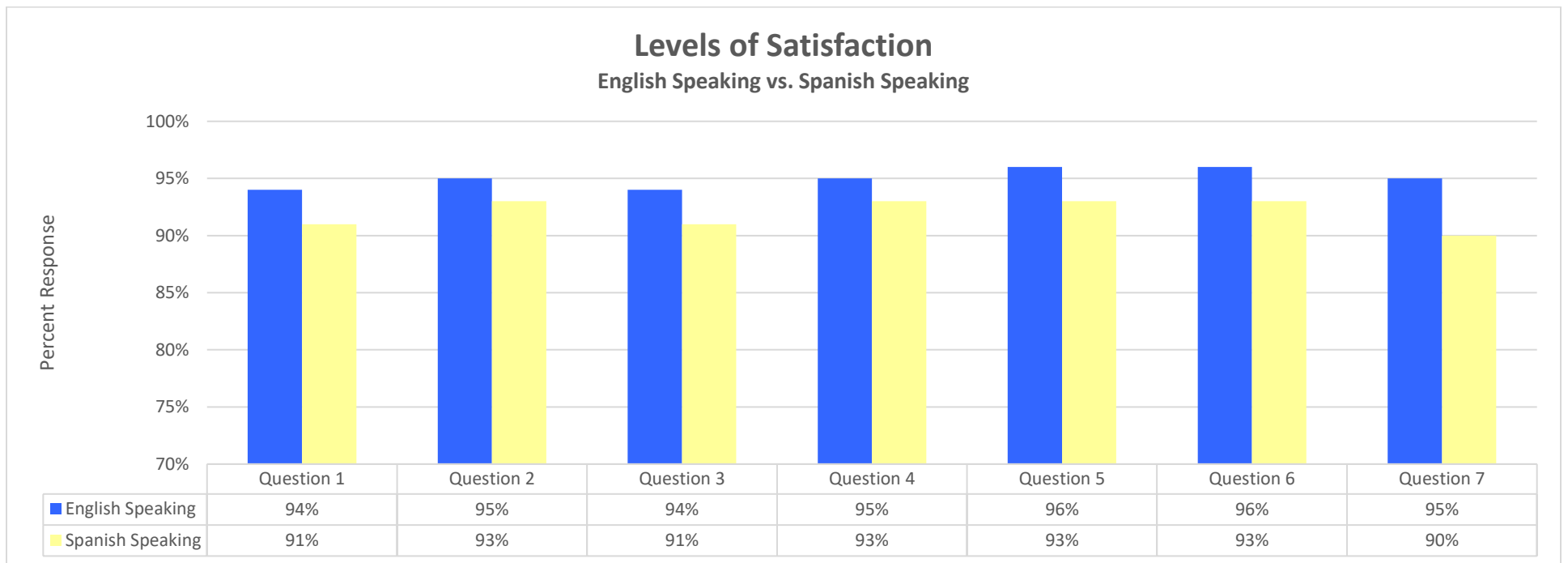
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023	Level of Satisfaction April 2023
1. The phone operator staff and call center	92%	92%	92%	92%
2. The reception staff	94%	94%	94%	94%
3. Receiving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

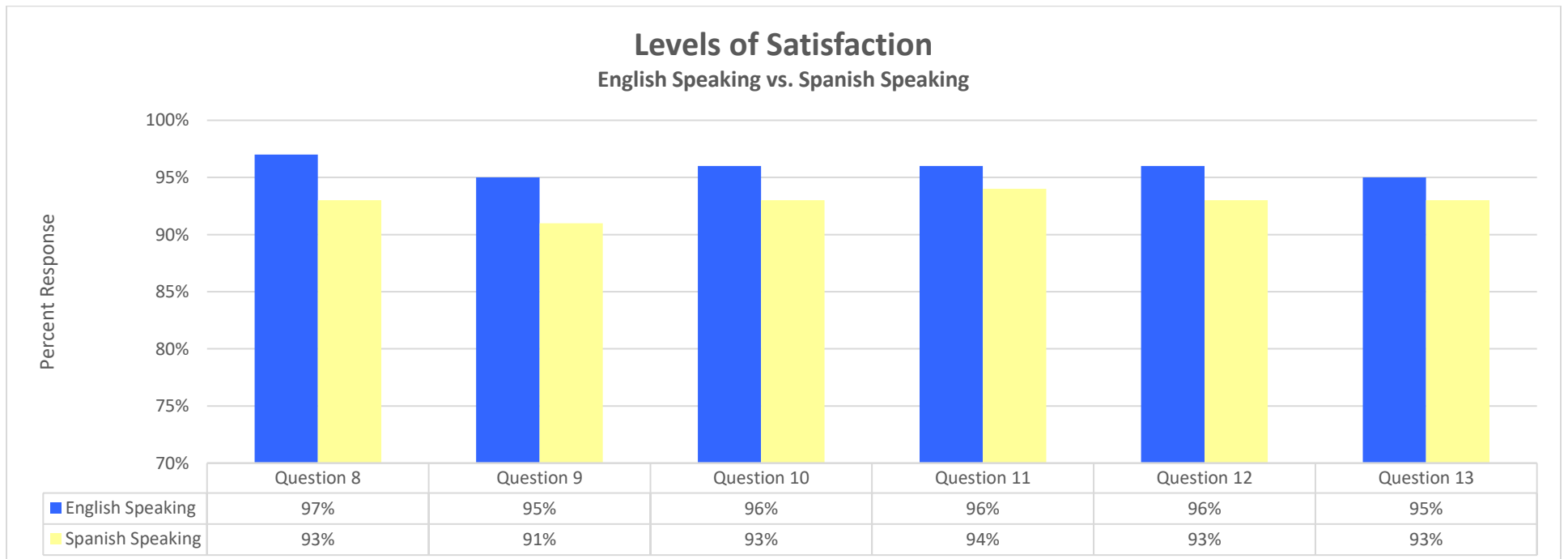
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	101 72%	156 67%	34 24%	63 27%	5 4%	7 3%	0	1 1%	0	5 2%
2. The reception staff	108 78%	166 71%	28 20%	61 26%	3 2%	2 1%	0	0	0	4 2%
3. Receiving a timely appointment	106 76%	152 66%	25 18%	63 27%	6 4%	9 4%	2 1%	0	0	6 3%
4. Education and explanation of plan provided in a way that I can understand	112 81%	165 71%	23 17%	61 26%	3 2%	2 1%	1 1%	1 1%	0	4 2%
5. The follow-up and coordination of my care	114 82%	164 70%	19 14%	61 26%	6 4%	4 2%	0	0	0	4 2%
6. The staff addressing my medical needs today	116 83%	169 73%	20 14%	55 24%	4 3%	3 1%	0	0	0	4 2%
7. The time spent waiting	111 79%	147 63%	21 15%	65 28%	8 6%	12 5%	0	2 1%	0	6 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	116 85%	165 72%	18 13%	58 25%	3 2%	3 1%	0	0	0	4 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	107 81%	137 62%	21 16%	72 33%	5 4%	8 4%	0	0	0	3 1%
10. The handling of personal medical info in a private and confidential manner	113 81%	158 69%	21 15%	65 28%	5 4%	2 1%	0	0	0	4 2%
11. Your medical assistant	113 81%	169 74%	24 17%	56 24%	3 2%	1 1%	0	0	0	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	117 84%	171 74%	19 14%	53 23%	4 3%	2 1%	0	2 1%	0	4 2%
13. Overall, how satisfied are you with the Health Center?	112 81%	164 72%	22 16%	58 25%	5 4%	2 1%	0	1 1%	0	4 2%



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: 24

N/A: 6

YES: 4

Comments:

1. "Everything is great 😊." (Triner)
2. "Thank you for your time and dedication." (Newbrander)
3. "Yes, answered back within an hour." (Triner)
4. "Yes, answer in timely manner."

Spanish

NO: 35

N/A: 3

YES: 0

Comments:

1. "Very good." "Muy bien." (Piekarz)
2. "Great." "Bien." (Davies)
3. "Good." "Buena."
4. "No, for now." "No por ahora." (Piekarz)
5. "Very great." "Muy buena." (Piekarz)

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

English

1. "N/A." (2)
2. "Yes." (Weaver)
3. "Schedule appointment." (Newbrander)
4. "Everything!! Love Greater Family Health." (Baum)
5. "Everything." (2)
6. "Staff, doctors!" (Triner)
7. "😊." (Triner)
8. "Availability."
9. "Bilingual." (Triner)
10. "Quality service." (Brown)
11. "Staff 😊." (2)
12. "Staff!" (2)
13. "The staff." (3)
14. "Getting walk in app." (Davies)
15. "I don't have no oppshing." (Piekarz)
16. "Having same day appointment." (Piekarz)
17. "The reception/phone staff." (Piekarz)
18. "That the people working here, are willing to help you with everything." (Piekarz)
19. "It's close by my house + my appointments are on time. People are friendly."
20. "My children health."
21. "Many aspects of health." (Weaver)
22. "Doctor's suggestions." (Piekarz)
23. "Reception is always pleasant." (Piekarz)
24. "Shorter wait times." (Newbrander)
25. "They are always nice and give me all my appointments for dates that I am available." (Piekarz)
26. "Amazing!"

1. "Everything." "Todo." (2)
2. "Good service." "Buen servicio." (2)
3. "Very great." "Muy bien." (Triner)
4. "That they are kind." "Que son amables." (Piekarz)
5. "With health." "Con la salud." (Triner)
6. "The hours." "Los horarios." (Triner)
7. "Reception." (2)
8. "Claudia." (Davies)
9. "Great attention." "Buena atención." (Piekarz)
10. "No." (2)
11. "Medical attention." (Triner)
12. "The medical attention." "La atención medica." (Piekarz)
13. "Great attention." (English response on a Spanish survey)
14. "The attention." "La atención."
15. "Available appointments." "Citas disponibles." (Newbrander)
16. "Accessible appointments." "Citas accesibles." (Newbrander)
17. "The people 😊." "La gente 😊."
18. "I like that they have interpreters in Spanish." "Me gusta que tienen interpretes en español." (Triner)
19. "Staying up to date with my health." "Estar al tanto de mi salud." (Piekarz)
20. "It is a close place and the majority of the time they cover the necessities that we may have." "Es un lugar cerca y la mayoría de las veces cubren las necesidades que tenemos." (Piekarz)
21. "They are respectful very good treatment from the personnel." "Son muy respetosos muy buen trato del personal." (Piekarz)

22. "Quick response to my problems."
"Respuesta rápida a mis problemas." (Miller)
23. "That everyone is very kind and respectful."
"Que todos son muy amables y respetuosos."
24. "Celina Miller and her nurse very kind and pleasant very appreciative thank you."
"Celina Miller y su enfermera muy amable y agradable muy agradecida gracias."
25. "Care for my children's health." "Cuidado de la salud de mis hijos." (2)
26. "The punctuality and treatment towards the patients." "La puntualidad y el trato a los pacientes." (Davies)
27. "The family health." "La salud familiar."
28. "My children's check-ups." "El chequeo de mi hijo." (Triner)
29. "They tend to the children very well."
"Atienden muy bien a los niños." (Miller)
30. "The services that they have." "Los servicios que tienen." (Miller)
31. "That they speak Spanish and a great service." "Que hablan español y un buen servicio."
32. "It is excellent with the care for our health for my daughter's." "Es excelente con el cuidado de la salud de mis hijas." (Triner)
33. "That they offer great services, that they have excellent practitioners and that it is close to home." "Que dan buen servicio, que tienen excelentes médicas y que me queda cerca de casa." (Triner)
34. "My daughter's health." "La salud de mis hijas." (Davies)
35. "Appointments on Saturday." "Citas los sábados." (Davies)
36. "The care for what I need." "Al cuidado de los necesita."
37. "They are available when my family and I needs them." "Están disponibles cuando mi familia y yo lo necesitamos."
38. "The attention from the personnel." "La atención del personal." (Piekarz)

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (Baum)
2. "N/A." (4)
3. "😊." (Triner)
4. "Nothing I can think of." (Weaver)
5. "No improve." (Piekarz)
6. "The wait time."
7. "Wait times." (Newbrander)
8. "It great as it is." (Piekarz)
9. "Everything has been great recently." (Triner)
10. "Dental- appointment availability." (Davies)

Spanish

1. "N/A." (2)
2. "Everything is great." "Todo bien."
3. "Everything is very good." "Todo está muy bien." (Triner)
4. "It is perfect." "Esta perfecto." (Davies)
5. "Nothing, very great 😊." "Nada, muy bien 😊." (Triner)
6. "Everything good." (English response on a Spanish survey)

11. "I don't think you guys need to do something else y'all do a great job." (Piekarz)
12. "Already very satisfied no need of improvement." (Piekarz)
13. "Keep doing what you're doing." (Piekarz)
14. "Everything is good everyone is very helpful." (Piekarz)
7. "Everything is excellent." "Todo excelente." (2)
8. "It is perfect." "Es perfecto." (Triner)
9. "Excellent service." "Excelente servicio." (Newbrander)
10. "The service is great I do not have any problem." "Está bien el servicio no tengo ningún problema." (Davies)
11. "Giving timely appointments." "Dando citas un poco antes." (Piekarz)
12. "Seeing us at our time of the appointment." "Atendiendo a la hora que es." (Piekarz)
13. "Not having us wait too long during the appointment." "No dejarnos esperar tanto en una cita." (Piekarz)
14. "For my children, they have seen a great pediatrician." "Para mis niños hasta ahorita le ha tocado muy buena pediatra." (Triner)
15. "Appointment reminders the day before." "Recordar un día antes las citas." (Davies)
16. "Continue to be kind." "Siguiendo ser amables." (Piekarz)
17. "Very good service, there is nothing to improve." "Muy bueno servicio, no hay nada que mejorar." (Triner)
18. "Improve the form in which the appointment operators speak or communicate with us. Many times, they are very impatient, or they do not help with questions that we have." "Mejorar la forma en que las operadoras de citas hablan o se comunican con nosotros muchas veces son muy impacientes o no ayudan en las preguntas que tenemos." (Piekarz)
19. "Keep expanding." "Sigan credendo."
20. "In my opinion it is very great." "En mi opinión está muy bien." (Miller)
21. "Nothing to improve." "Nada que mejorar." (Piekarz)

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

English

- YES: 78
- NO: 0

Spanish

- YES: 114
- NO: 0

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

English

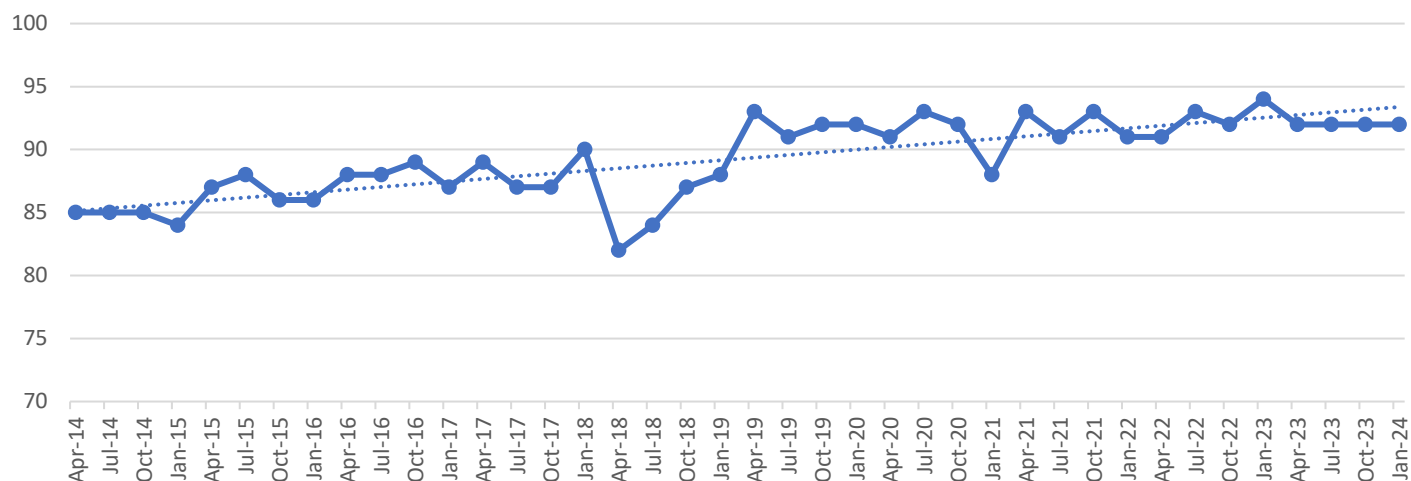
- Baum: 21
- Davies: 20
- Dodis: 10
- Miller: 6
- Newbrander: 10
- Piekarz: 24
- Triner: 33
- Weaver: 4

Spanish

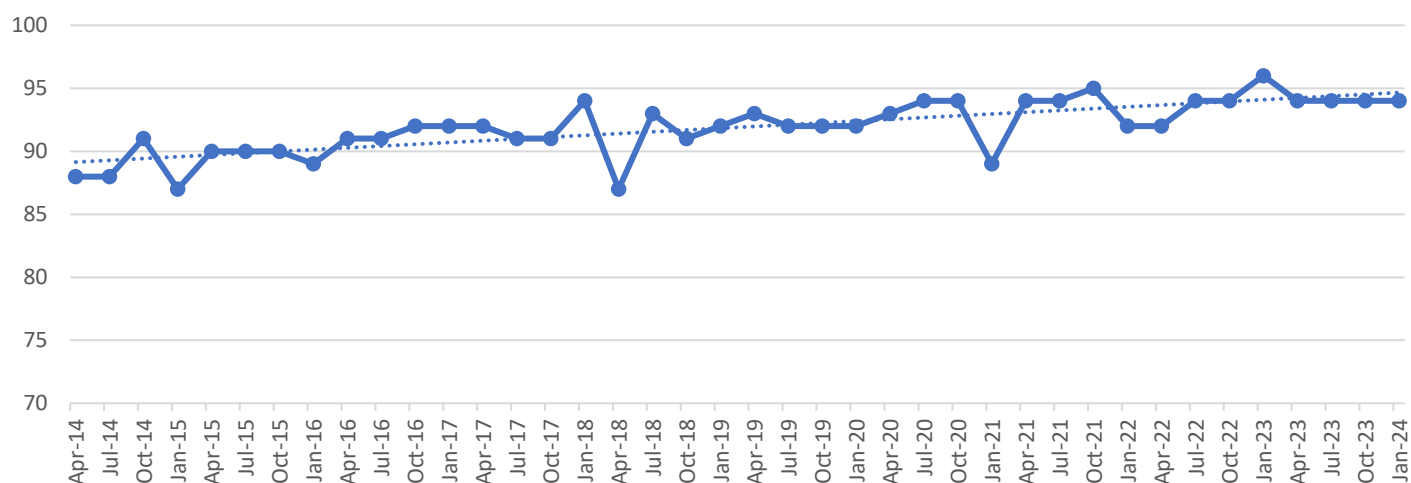
- Baum: 22
- Davies: 45
- Dodis: 7
- Miller: 13
- Newbrander: 18
- Piekarz: 52
- Triner: 40
- Weaver: 3

Individual Question Results with Trendlines

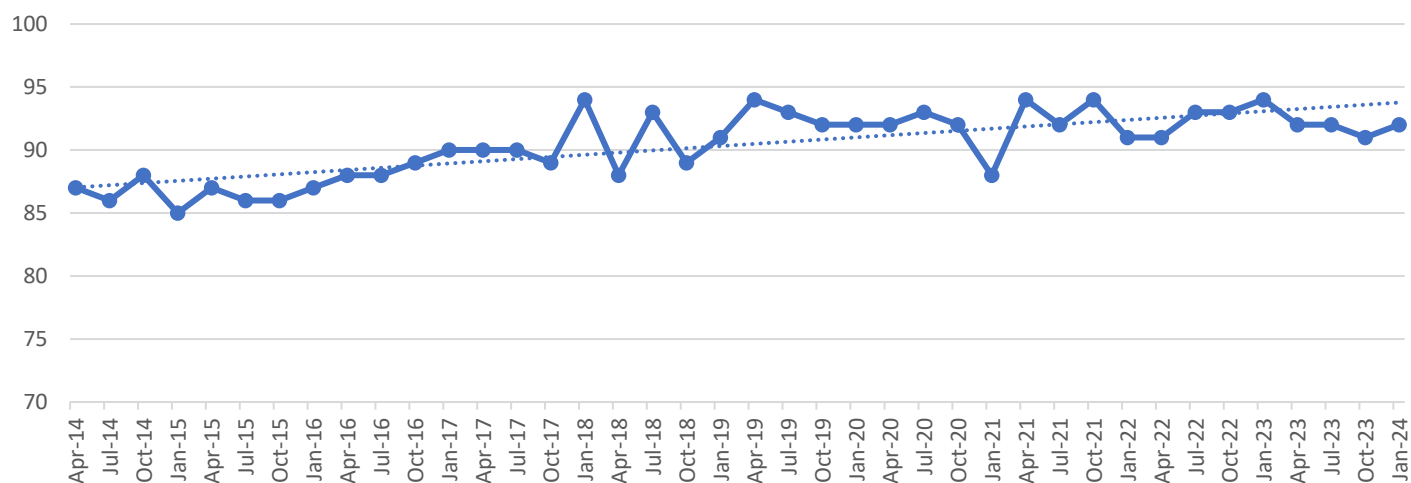
#1 - The phone operator staff and call center



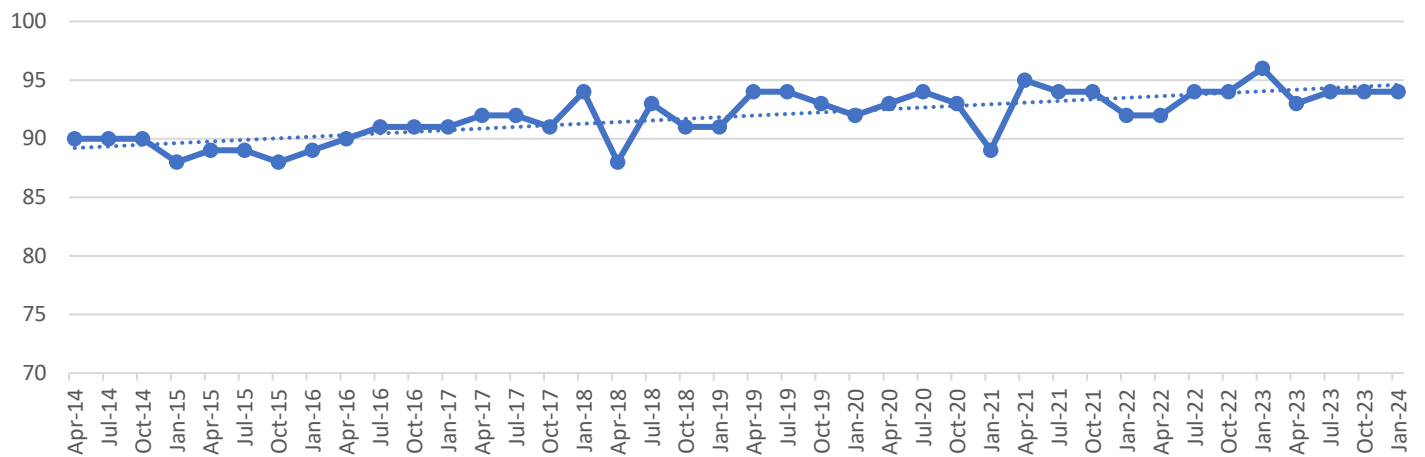
#2 - The reception staff



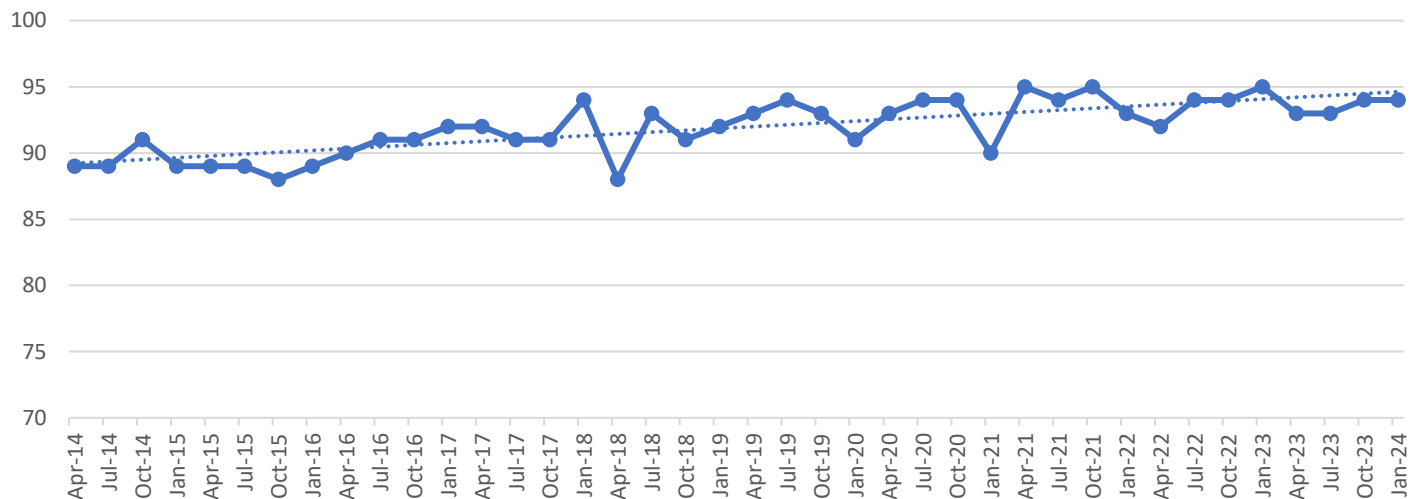
#3 - Receiving a timely appointment



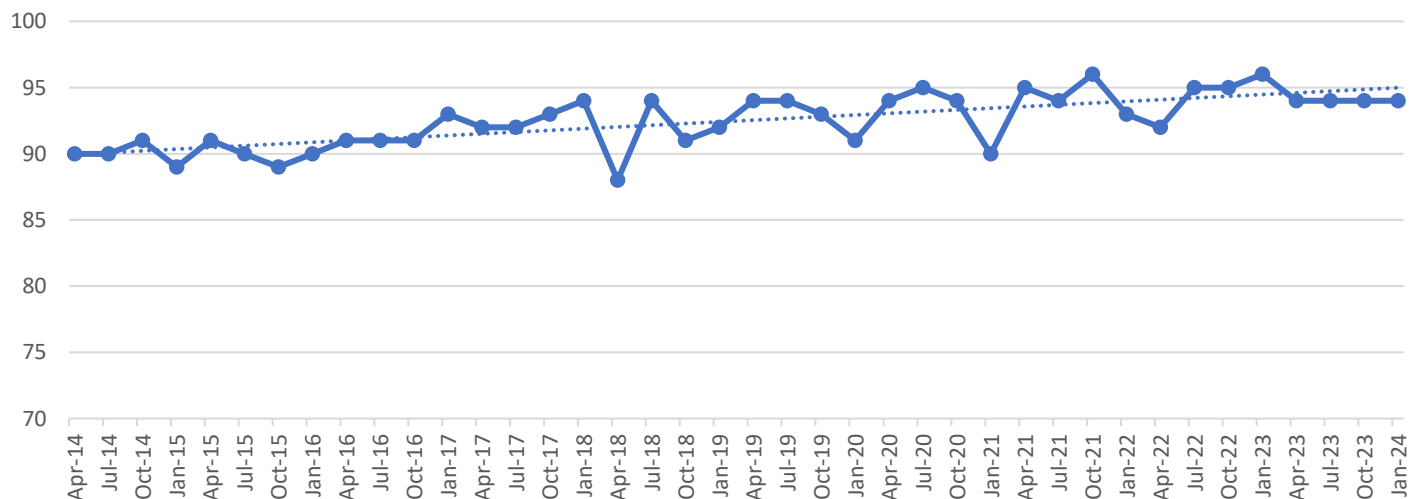
#4 - Education and explanation of plan provided in a way that I can understand



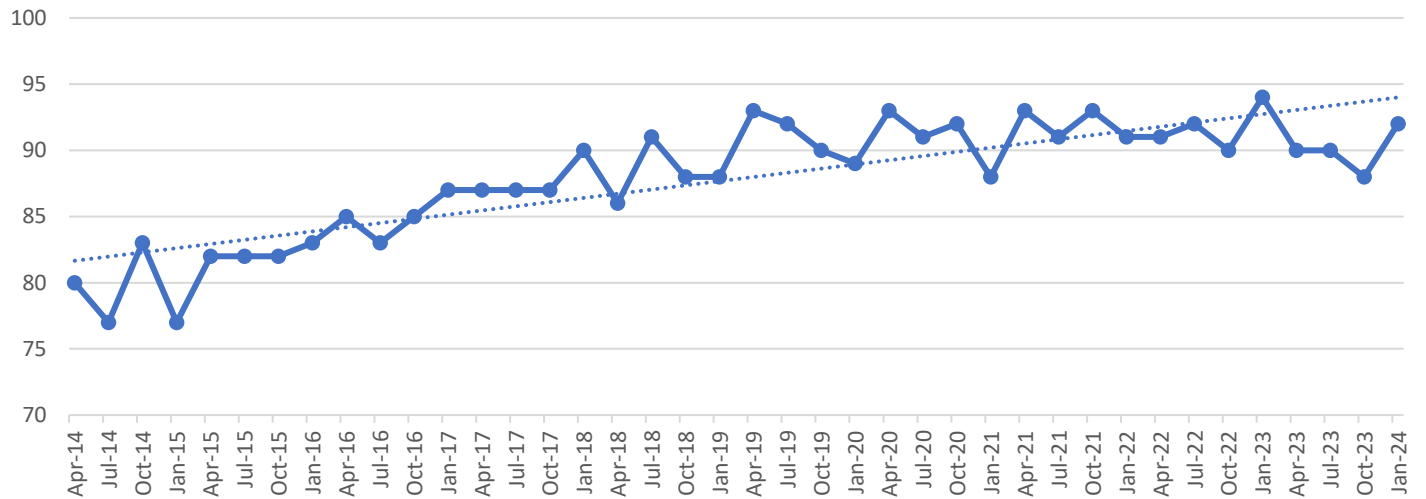
#5 - The follow-up and coordination of my care



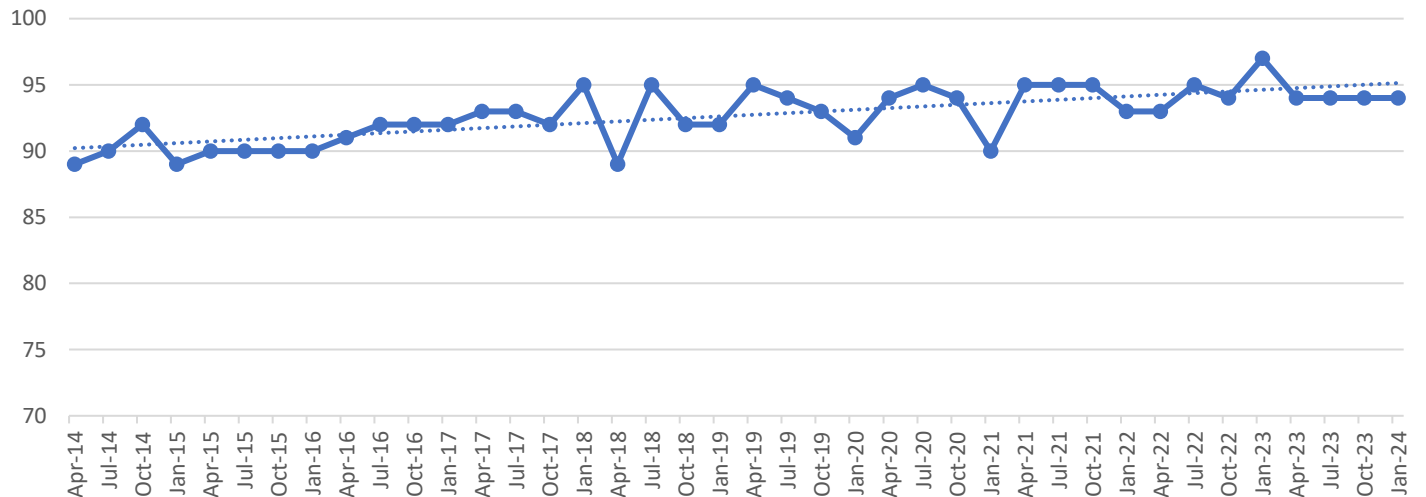
#6 - The staff addressing my medical needs today



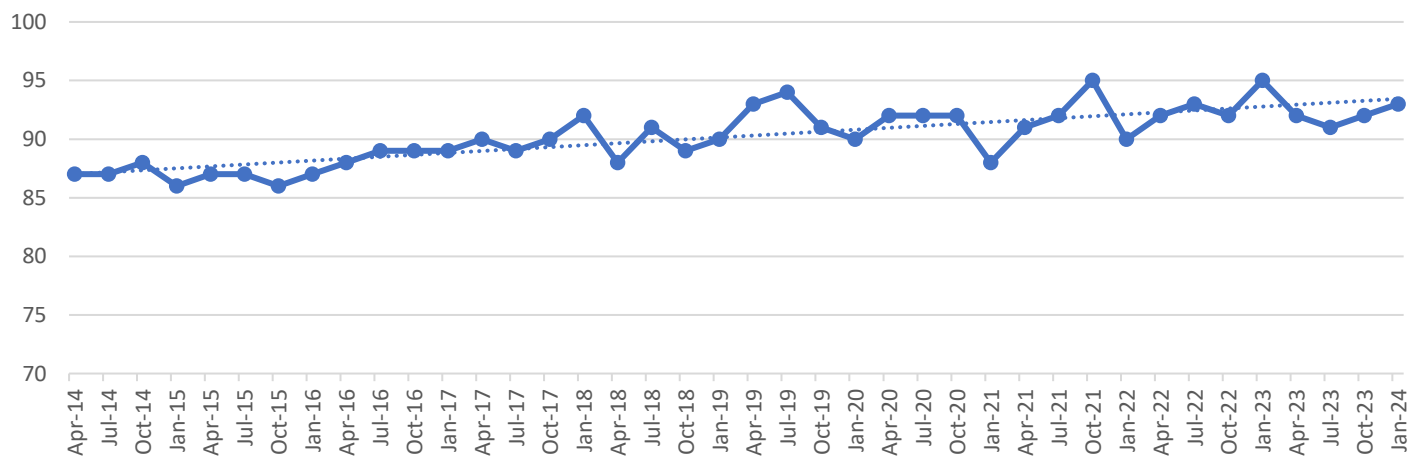
#7 - The time spent waiting



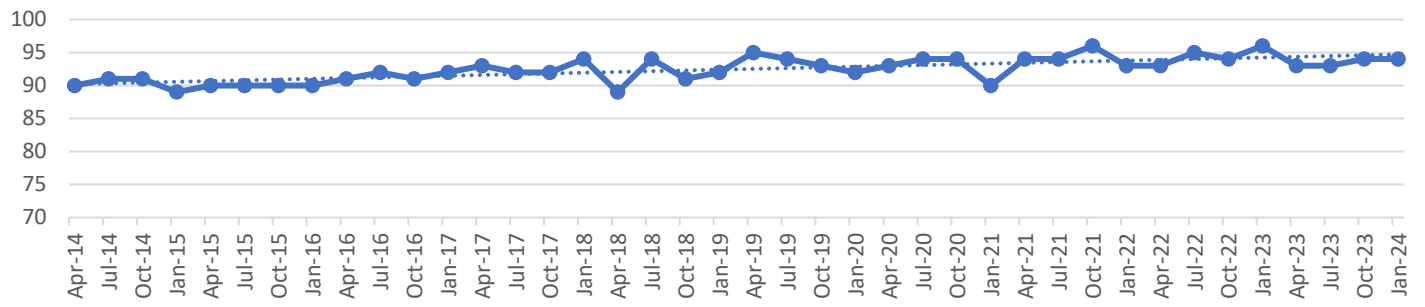
#8 - The respectfulness of staff



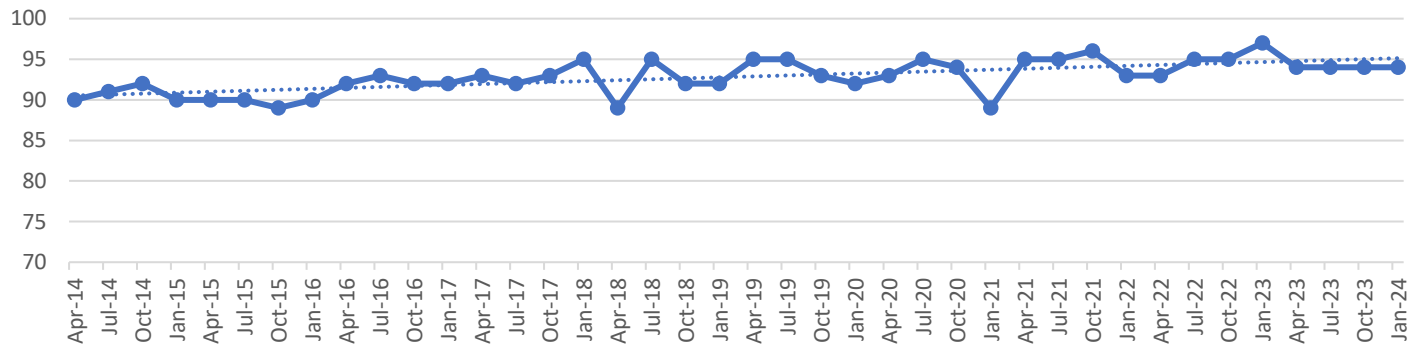
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



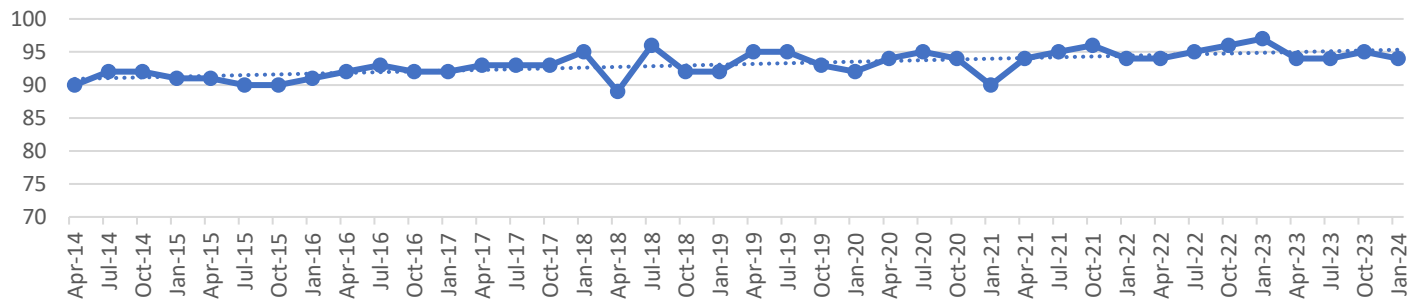
#10 - The handling of my personal medical information in a private and confidential manner



#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?

