

Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood April, 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 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

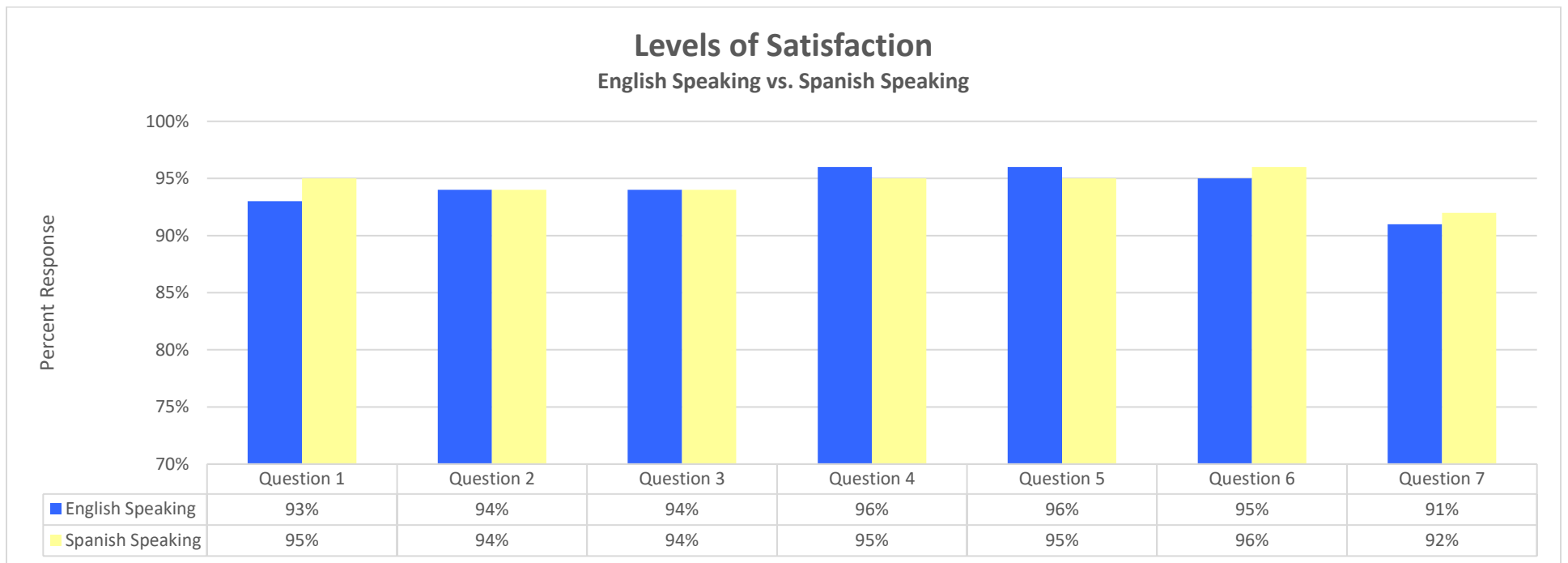
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023
1. The phone operator staff and call center	94%	95%	95%	96%
2. The reception staff	94%	95%	95%	96%
3. Receiving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

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

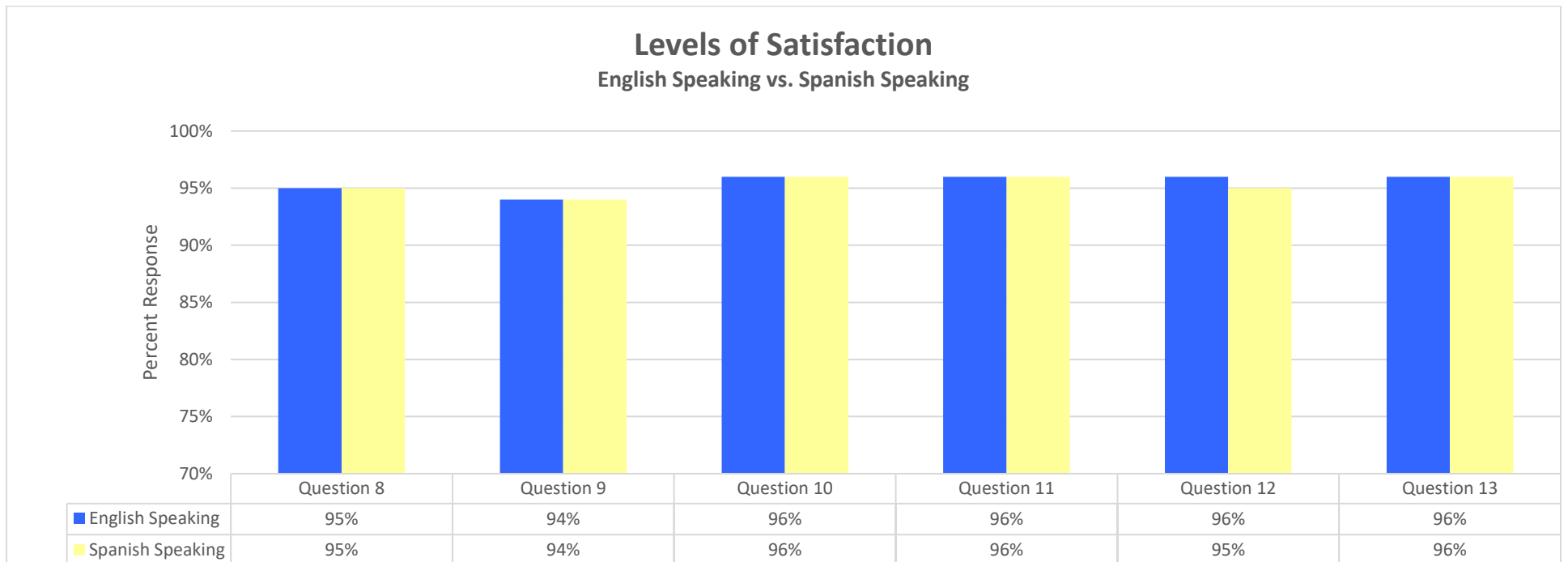
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	90 75%	155 78%	22 18%	40 20%	7 6%	3 2%	0	0	1 1%	2 1%
2. The reception staff	89 74%	150 75%	26 22%	40 20%	5 4%	7 4%	1 1%	1 1%	0	2 1%
3. Receiving a timely appointment	93 78%	151 76%	19 16%	41 21%	6 5%	4 2%	2 2%	1 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	100 83%	158 79%	17 14%	36 18%	4 3%	5 3%	0	0	0	2 1%
5. The follow-up and coordination of my care	97 81%	156 78%	19 16%	39 19%	4 3%	4 2%	0	0	0	2 1%
6. The staff addressing my medical needs today	95 79%	167 82%	21 18%	30 15%	3 3%	4 2%	1 1%	0	0	2 1%
7. The time spent waiting	82 68%	139 70%	23 19%	47 24%	12 10%	10 5%	2 2%	1 1%	1 1%	2 1%



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	96 80%	156 79%	19 16%	36 18%	5 4%	4 2%	0	0	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	79 75%	144 74%	19 18%	41 21%	6 6%	7 4%	1 1%	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	98 83%	161 83%	17 14%	29 15%	2 2%	3 2%	1 1%	0	0	2 1%
11. Your medical assistant	99 83%	166 83%	19 16%	29 15%	2 2%	2 1%	0	0	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	99 83%	163 83%	18 15%	27 14%	2 2%	4 2%	0	0	0	3 2%
13. Overall, how satisfied are you with the Health Center?	97 82%	162 83%	18 15%	27 14%	2 2%	4 2%	1 1%	0	0	2 1%



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: 33

N/A: 11

YES: 0

Comments:

1. "Yes, my experience was good." (McComb)
2. "Overall very well." (McComb)
3. "Good."
4. "No call back." (Carlton)
5. "This week." (Friedlein)
6. "It's a great." (McComb)
7. "Good." (Hinds)
8. "Perfect."
9. "God bless you all guys."
10. "The info was not clear." (Hinds)
11. "Yes, very helpful." (Shah)

Spanish

NO: 40

N/A: 3

YES: 0

Comments:

1. "Great." "Buena." (Perez Hernandez)
2. "It was good." "Fue bueno." (Perez Hernandez)
3. "Excellent." "Excelente." (2)
4. "Yes, very satisfied." "Si, muy satisfecha." (McComb)
5. "Very good." "Muy buena." (Perez Hernandez)
6. "The member of the Link program has not responded to me." "Miembro de programa de Link no ha respondido a mi mensaje."
7. "Nothing." "Ninguna." (McComb)
8. "Very good." "Muy buena."
9. "Everything is excellent." "Todo exelente." (White)

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

English

1. "N/A." (9)
2. "Helpful staff."
3. "Everything." (3)
4. "Doctor." (2)
5. "Very good." (Nettleton)
6. "The service." (Nettleton)
7. "Information." (Nettleton)
8. "Fast appointments."
9. "Simple explanations and time to waiting."
10. "The staff are all very nice, helpful, and friendly. Would, and have, recommended this office to friends& family." (Tran)
11. "Getting all my questions answered and being heard." (Tran)
12. "How efficient the staff ran the clinic despite no appointments."
13. "All the resources made available."
14. "The doctor's follow up." (Carlton)
15. "Dr. was very helpful." (Friedlein)
16. "Getting help with insurance & the doctor are friendly." (Nettleton)
17. "The flexibility to open appointments within the same day." (Tran)
18. "The insurance help, thanks." (McComb)

Spanish

1. "Attention." "Atención." (Perez Hernandez)
2. "N/A." (2)
3. "Everything is great." "Todo bien." (2)
4. "Everything." "Todo." (2)
5. "Very great people." "Muy buena jentes." (Hinds)
6. "The attention is great." "La atencion es buena." (Hinds)
7. "Excellent attention professional." "Excelente atencion profesional." (Shah)
8. "That they speak Spanish and the laboratory." "Que hablan Espanol y el laboratorio." (Carlton)
9. "It's a clinic that is affordable allowing me to receive healthcare that I otherwise wouldn't have been able to afford." (English response on a Spanish survey)
10. "The closeness to my home." "La cercania a mi hogar." (McComb)
11. "Having kind people that knows how to treat people." "Tener gente amable que sepa tratar a la gente." (Tran)
12. "It has a great service." "Tiene buen servicio."

19. "Friendly staff and helpful."
 20. "You're doing well." (Hinds)
 21. "Receiving good medical care." (Hinds)
 22. "Spanish/English translation." (Shah)
 23. "They always attend my needs." (Hinds)
 24. "The availability." (McComb)
 25. "Fast." (Carlton)
 26. "V. good."
 27. "Very convenient." (Hinds)
 28. "Medical check up." (Hinds)
 29. "The staff is wonderful." (McComb)
 30. "Time with dr. not to be rushed and appreciate explanation of my visit." (Hinds)
 31. "Everything excellent." (Tran)
 32. "Dr. Aragonés." (Aragones)
 33. "The staff." (Tran)
 34. "Calls day before appt." (Nettleton)
 35. "Friendly staff." (Carlton)
 36. "Good customer service." (Friedlein)
 37. "They are very nice to talk and time wise punctual." (McCormick)
13. "With my entire health." "En toda mi salud." (Nettleton)
 14. "Maintain healthiness." "Mantener sano." (Hinds)
 15. "With the consults." "Con las consultas." (Nettleton)
 16. "Same day – appt." (English response on a Spanish survey) (2)
 17. "Attention and teamwork." "Atencion y equipo." (Perez Hernandez)
 18. "That they tend to well." "Que atienden bien." (Perez Hernandez)
 19. "To guide my health." "A llevar mi salud." (Hinds)
 20. "All of the benefits are great." "Todos los beneficios son buenos." (Nettleton)
 21. "That they provide quick attention when needed." "Que nos dan atencion lo mas rápido que se puede." (Perez Hernandez)
 22. "Excellent service." "Excelente cervisio." (Friedlein)
 23. "Their kindness with people." "Su amabilidad con las personas."
 24. "The service that they have with everyone they are very attentive." "El servicio que tienen todos son muy atentos."
 25. "Spanish personnel and effective help." "Personal en Espanol y ayuda efectivo." (Hinds)
 26. "When I need a prompt appointment, they assist you with receiving the appointment as soon as possible." "Que cuando necesito cita pronto te ayudan a conseguirla lo mas pronto que pueden." (Perez Hernandez)
 27. "They help me gain control of my pregnancy." "Me ayuda a llevar el control de mi embarazo." (Nettleton)
 28. "They are always available." "Siempre están disponibles." (Carlton)
 29. "The attention is very profesional. Very appreciative." "La atencion muy profesional. Muy agradecida." (Carlton)
 30. "The closeness to my home and the service from my provider." "La cercania a mi hogar y el servicio de mi proveedora." (Perez Hernandez)
 31. "The care and knowledge of my condition diabetes type 2." "El cuidado y conocimiento de mi condición diabetes tipo 2." (Perez Hernandez)
 32. "Maintaining my health care." "Mantener mi cuidado de salud." (Perez Hernandez)
 33. "That they provide you with confidence to express topics of your health that may be complicated and provide you with the best attention and kindness." "Que te dan mucha

- confianza para expresar temas de salud complicado y que te dan la mejor atención y amabilidad.” (McComb)
34. “That I have a good understanding with my doctor and nurses.” “Que me entiendo muy bien con mi doctora y enfermeras.” (Perez Hernandez)
 35. “Identifying health problems.” “Identificar problemas en mi salud.” (Carlton)
 36. “The attention.” “La atención.”
 37. “Thus far, with everything.” “Hasta hoy dia en todo.”
 38. “That every time I require of them, they assist me.” “Que siempre que requiero a ellos es rapida la atención.” (Carlton)
 39. “It helps me because of the great attention, and it is economic.” “Me ayuda porque tienen un buen servicio y es económico.”
 40. “Helps me improve my health.” “Me ayuda a mejorar mi salud.” (Shah)
 41. “The medical attention and efficiency from the personnel, and it is close to my home.” “La atencion medica y la eficcia del personal y esta cerca de mu ubcacion.” (Friedlein)
 42. “It is very close to my home.” “Esta muy serca de mi domicilio.” (Hinds)
 43. “Excellent attention.” “Excelente atención.”
 44. “The prompt attention and attainable cost.” “La pronta atencion y costos al alcance mio.”
 45. “That they call me with anticipation of my appointment to remind me of it.” “Que me llaman con anticipation para recordar la cita.”
 46. “That they provide medical attention with anything we may need.” “Que dan atencion medica a todo lo que uno necesita.” (Nettleton)
 47. “The information they provide.” “La informacion que dan.” (McComb)
 48. “Quick appointments.” “Citas rápido.” (Hinds)
 49. “The medical service.” “El servicio medico.” (Hinds)
 50. “The translation and the attention.” “La traduccion y la atención.” (McComb)
 51. “Everything is excellent.” “Todo exelente.” (White)

Question 16: How can we improve Greater Family Health?

English

1. “Their service was very perfect.” (McComb)
2. “N/A.” (16)
3. “Good services.” (Nettleton)
4. “Nothing in my opinion.”
5. “Overall I feel like no improvements are needed. I give this office a 10/10.”
6. “I wouldn’t know my experience wa.”

Spanish

1. “For me, everything is great.” “Para mi todo vien.” (Perez Hernandez)
2. “N/A.” (2)
3. “Everything is excellent.” “Todo esta exelente.”
4. “It is going great.” “Vamos bien.” (Nettleton)
5. “It is great.” “Esta bien.” (2)

7. "Continue doing what you're doing." (Hinds)
8. "Keep it up!" (Hinds)
9. "Just waiting time is problem."
10. "None."
11. "Everything ok."
12. "I don't know."
13. "Better call center rep." (Carlton)
14. "You're doing well." (Hinds)
15. "Not sure." (McComb)
16. "Responsibility for papers!" (Carlton)
17. "V. good."
18. "More provider or doctor like Dr. Jasmine hinds." (Hinds)
19. "Continuing what you are doing and doing well." (Hinds)
20. "It's been great." (Aragones)
21. "Keep it up." (Carlton)
22. "Getting my lab results sooner." (Friedlein)
23. "All are perfect." (McComb)
6. "It appears great to me." "Me parece que todo esta bien." (Nettleton)
7. "Right now, everything is great." "Hasta ahorita todo bien." (Carlton)
8. "Everything is great, perfect." "Todo muy bien, perfecto." (Carlton)
9. "Everything is excellent, thanks." "Todo es excelente, gracias." (Perez Hernandez)
10. "Everything excellent." "Todo excelente." (2)
11. "Not having us wait too long outside." "No dejar esperando mucho afuera." (Hinds)
12. "The service functions very well." "El servicio funciona muy bien." (Perez Hernandez)
13. "Continue like this always kind." "Seguir asi siempre amables."
14. "Providing more same day appointments." "Dando mas citas del mismo día." (Perez Hernandez)
15. "With more technology, for the patients." "Con mas tecnologia, para los pacientes." (McComb)
16. "Continue improving." "Seguir mejorando."
17. "It is excellent." "Esta excelente."
18. "Great attention." "Buena atencion." (Shah)
19. "The wait during the consult." "En la espera de la consulta." (Friedlein)
20. "Providing more same day appointments." "Dando mas citas de mismo día." (McComb)
21. "The quality of the character." "Con Calidad de caracter." (Tran)
22. "More timely appointments." "Citas mas rapidas." (Carlton)
23. "With more service centers in the USA example Florida." "Con otras servicios centro en USA ejemplo Florida." (Carlton)
24. "There is no way to improve it, it is excellent." "No se puede mejorarlo mas es ecselente." (Hinds)
25. "The attention is great." "Es buena la atencion."
26. "Be more timely during visits." "Atender mas rapido." (Hinds)
27. "Please continue with the great service." "Favor continuan con su buen servicio." (White)

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

English

- YES: 78
- NO: 1

Spanish

- YES: 89
- NO: 0

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

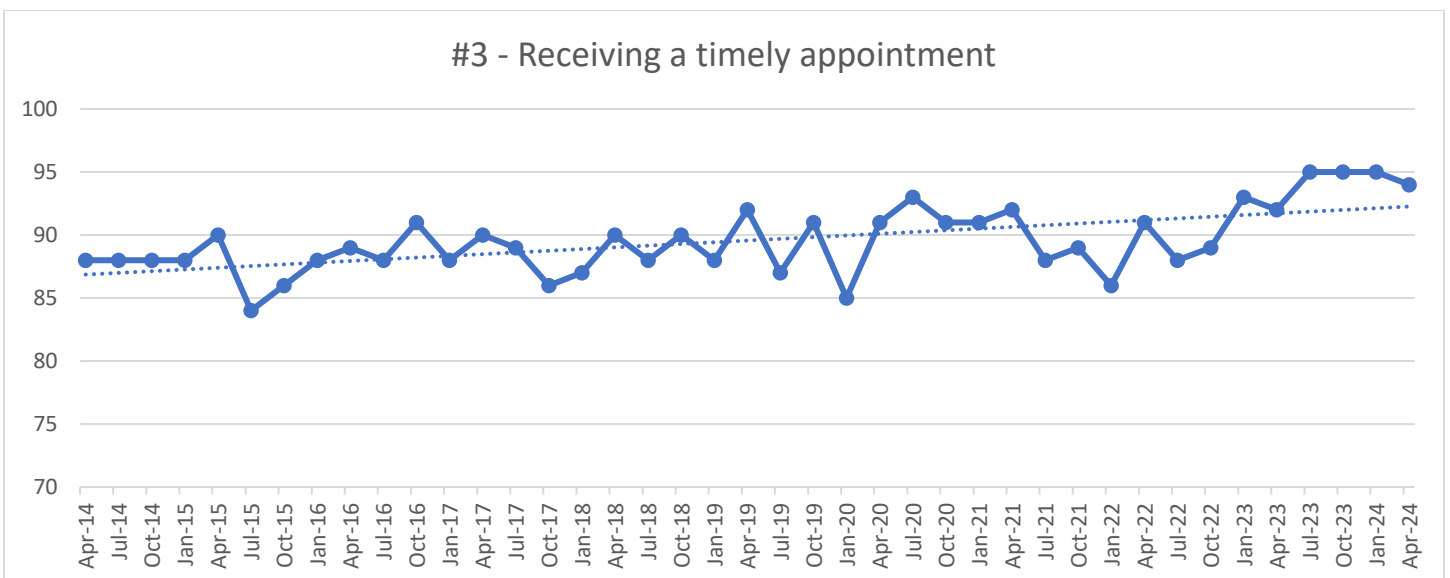
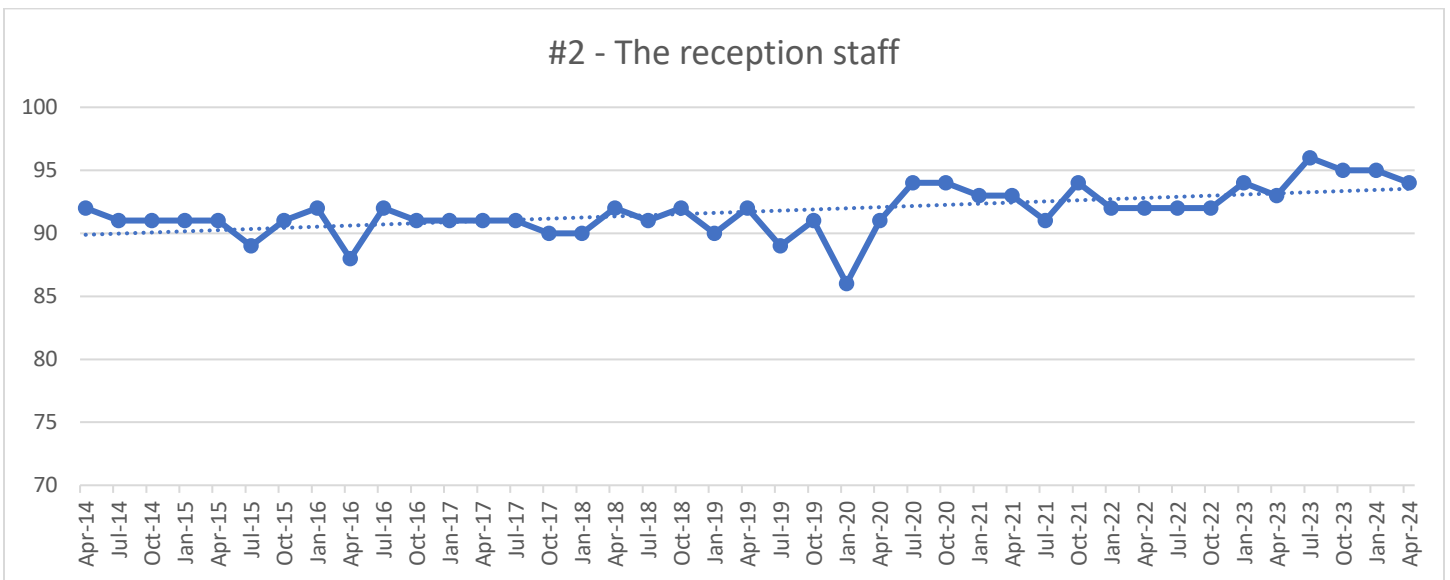
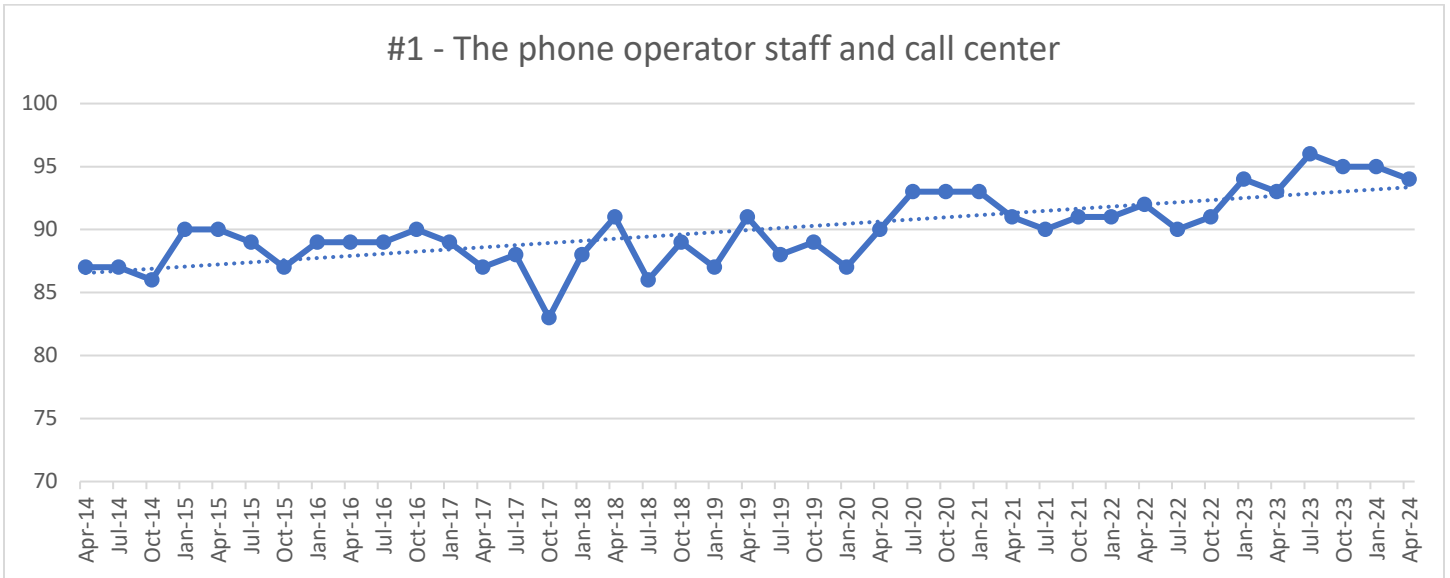
English

- Aragonés: 3
- Bhowmick:
- Carlton: 13
- Friedlein: 9
- Hinds: 17
- McComb: 11
- Nettleton: 11
- Perez-Hernandez: 6
- Shah: 14
- Tran: 9

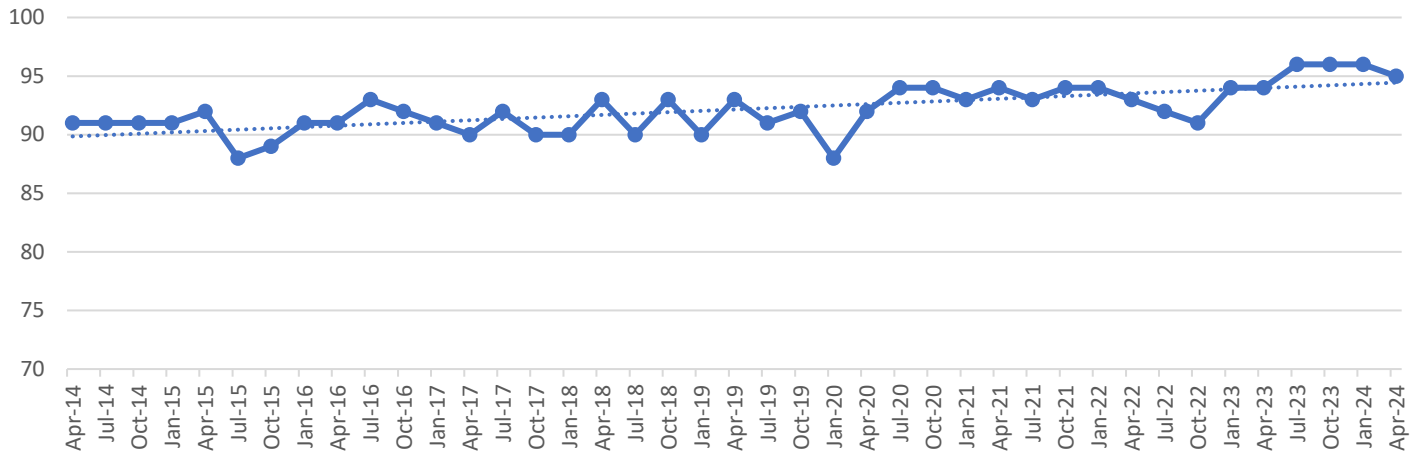
Spanish

- Aragonés: 4
- Carlton: 16
- Davies: 2
- Friedlein: 9
- Hinds: 27
- McComb: 17
- Nettleton: 19
- Perez-Hernandez: 22
- Shah: 15
- Tran: 15
- White: 1

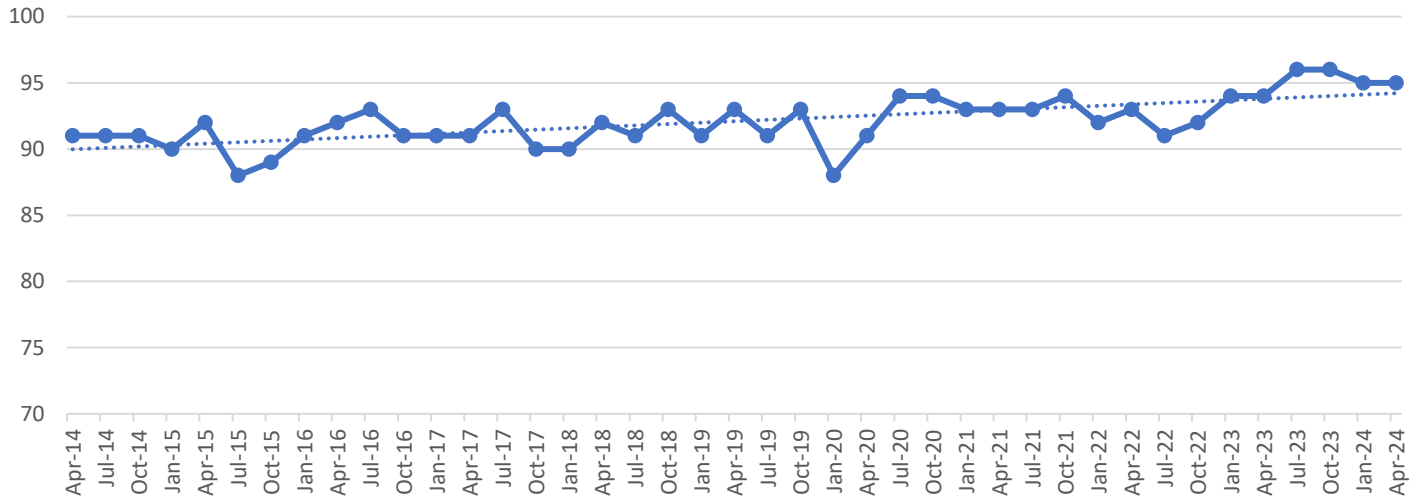
Individual Question Results with Trendlines



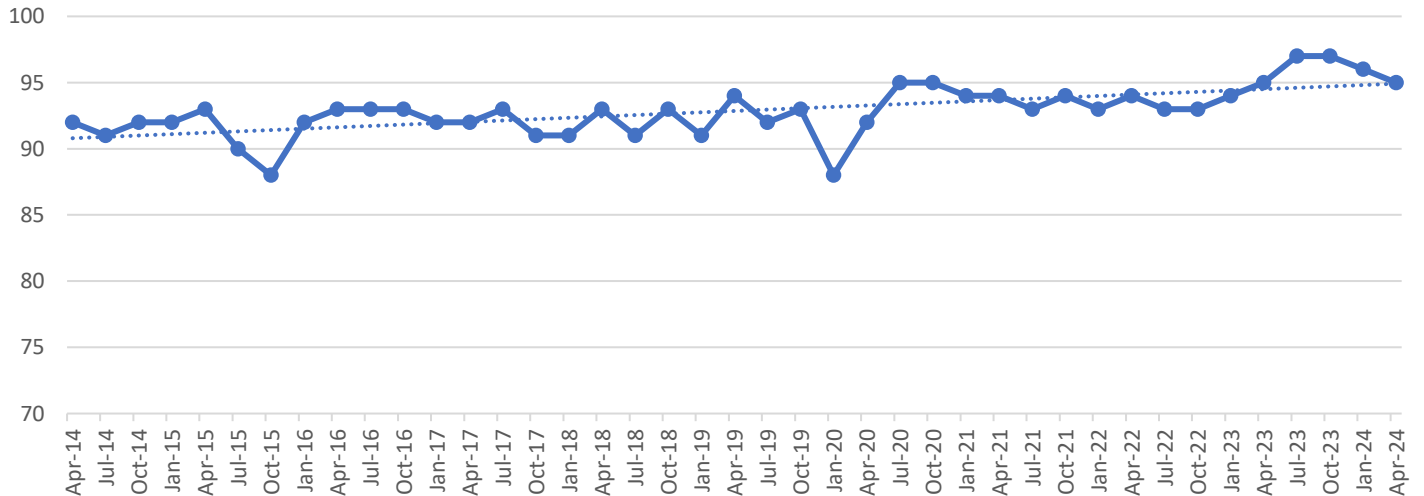
#4 - Education and explanation of plan provided in a way that I can understand



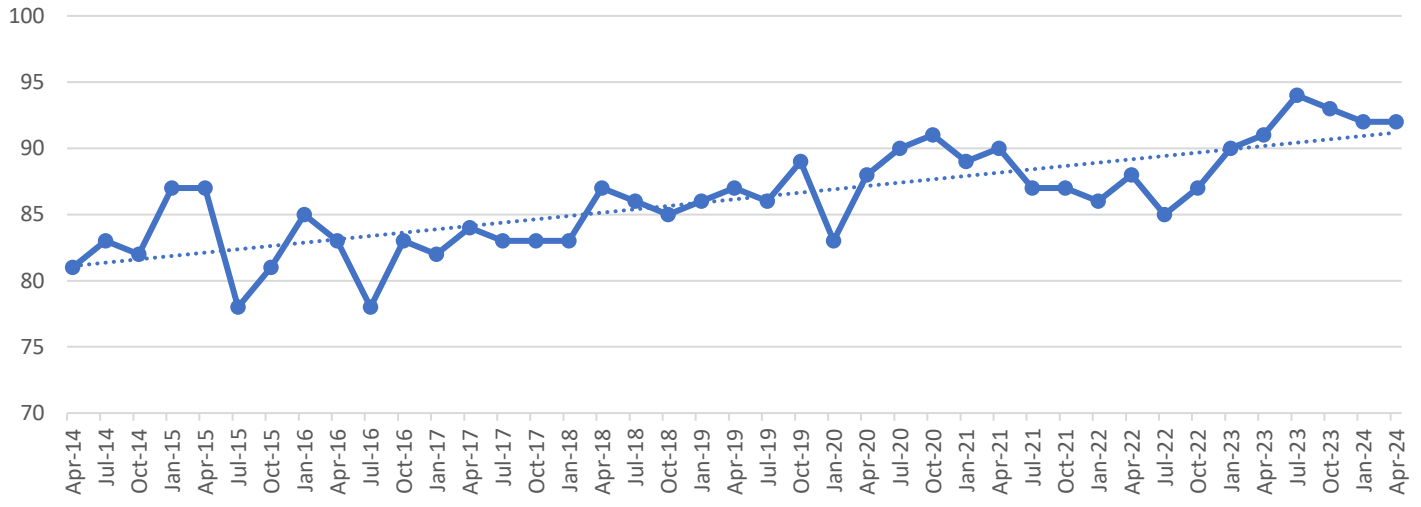
#5 - The follow-up and coordination of my care



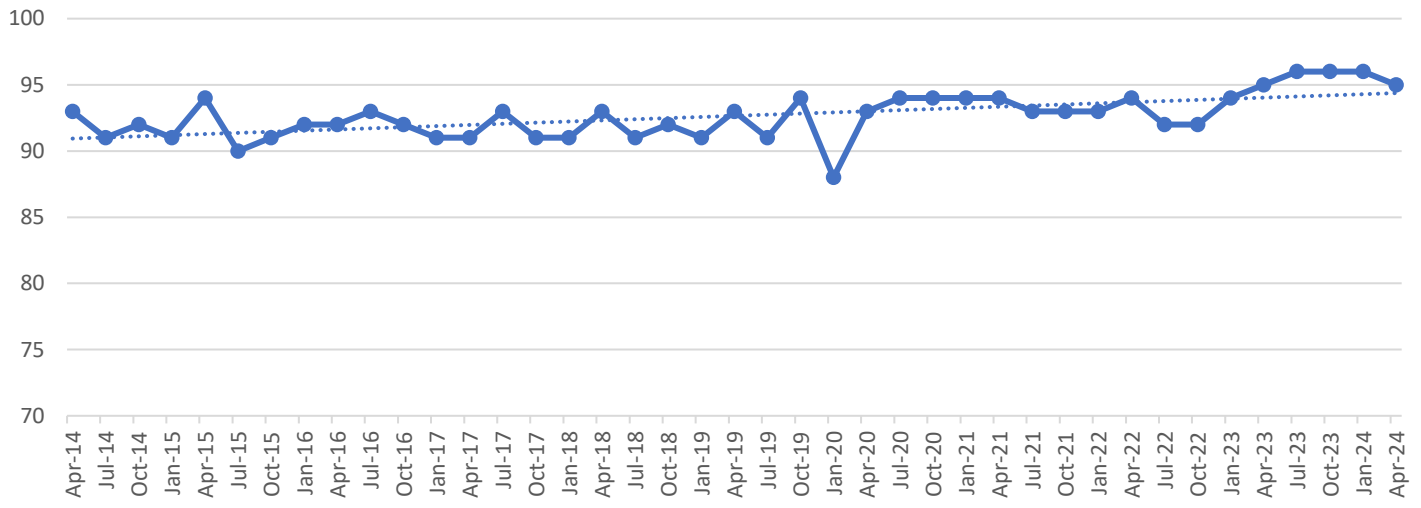
#6 - The staff addressing my medical needs today



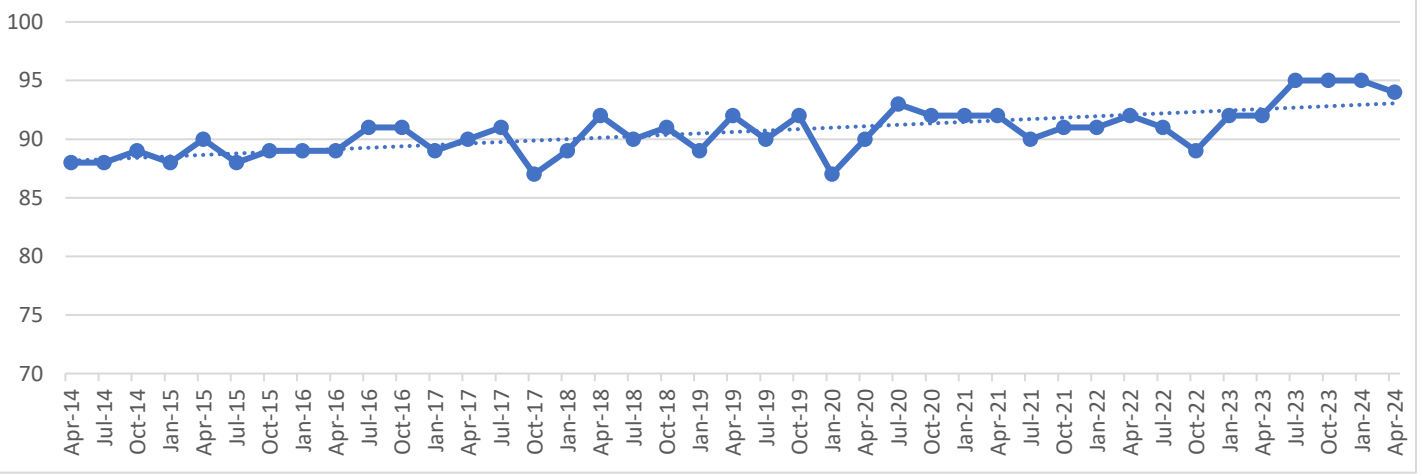
#7 - The time spent waiting



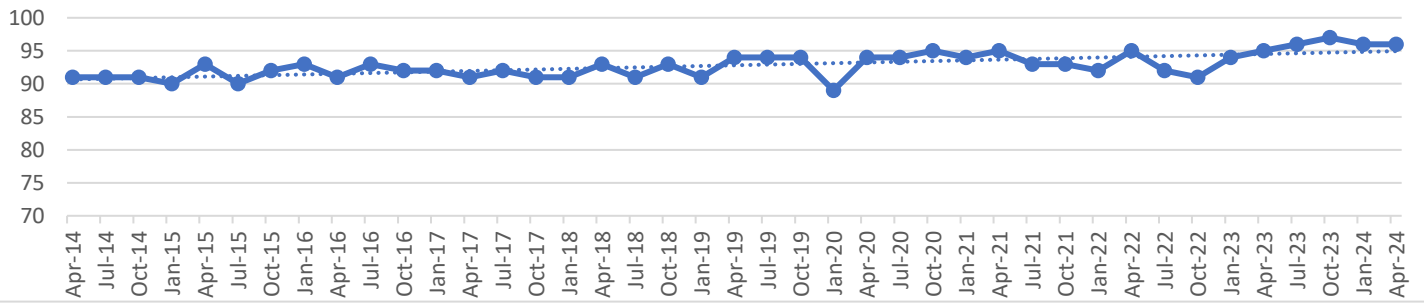
#8 - The respectfulness of staff



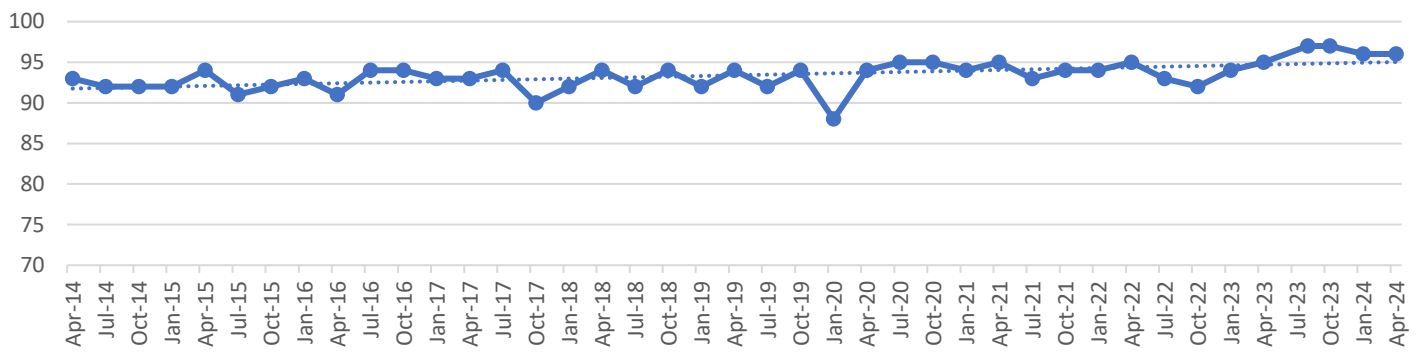
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



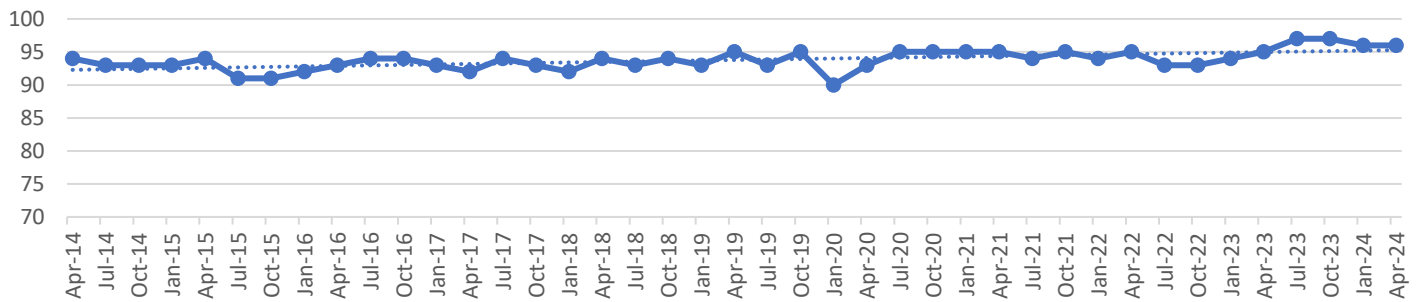
#10 - The handling of my personal medical information in a private and confidential manner



#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?

