

**Patient Satisfaction Survey**  
**1515 E. Lake St., Suite 202, Hanover Park**  
**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 95% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

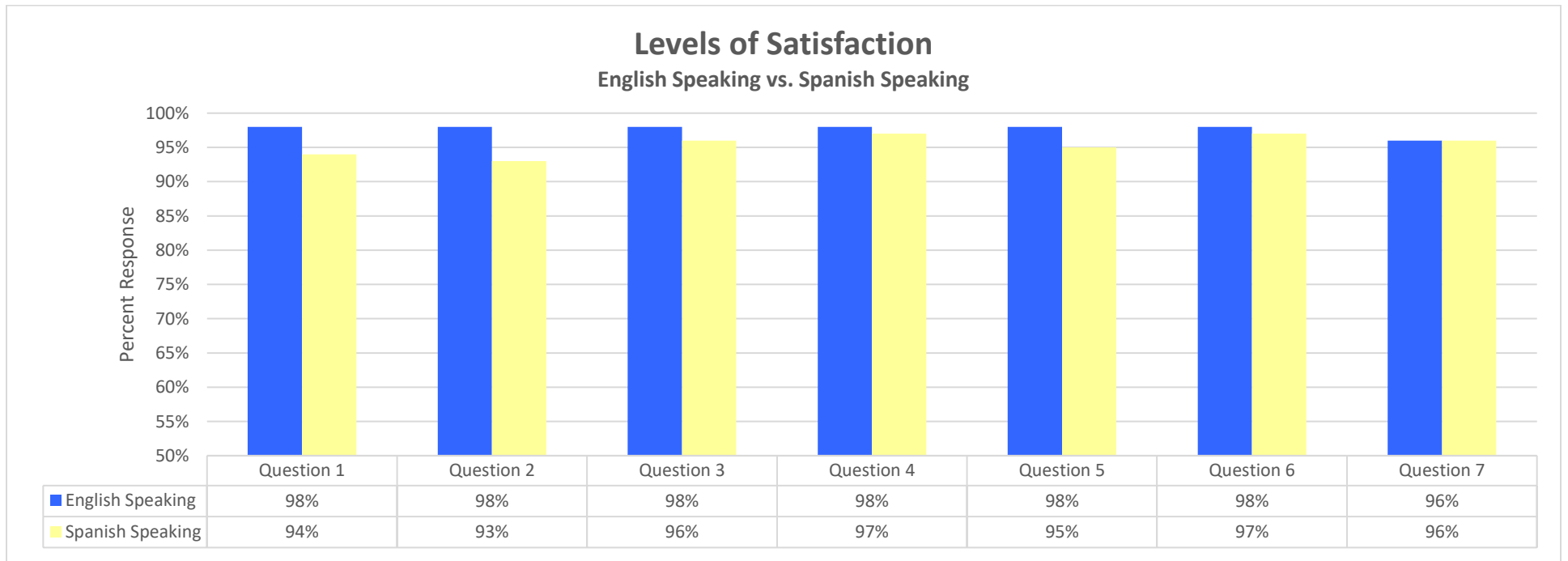
<b>1515 E. Lake St., Suite 202, Hanover Park- Survey Questions</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>
1. The phone operator staff and call center	96%	97%	94%	97%
2. The reception staff	95%	99%	94%	99%
3. Receiving a timely appointment	97%	99%	93%	99%
4. Education and explanation of plan provided in a way that I can understand	97%	99%	94%	99%
5. The follow up and coordination of my care	96%	99%	94%	99%
6. The staff addressing my medical needs today	97%	100%	94%	98%
7. The time spent waiting	96%	99%	94%	98%
8. The respectfulness of staff	98%	100%	94%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	99%	93%	97%
10. The handling of my personal medical information in a private and confidential	98%	99%	94%	99%
11. Your medical assistant	98%	100%	94%	99%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	100%	95%	99%
13. Overall, how satisfied are you with the Health Center?	98%	99%	94%	99%

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%

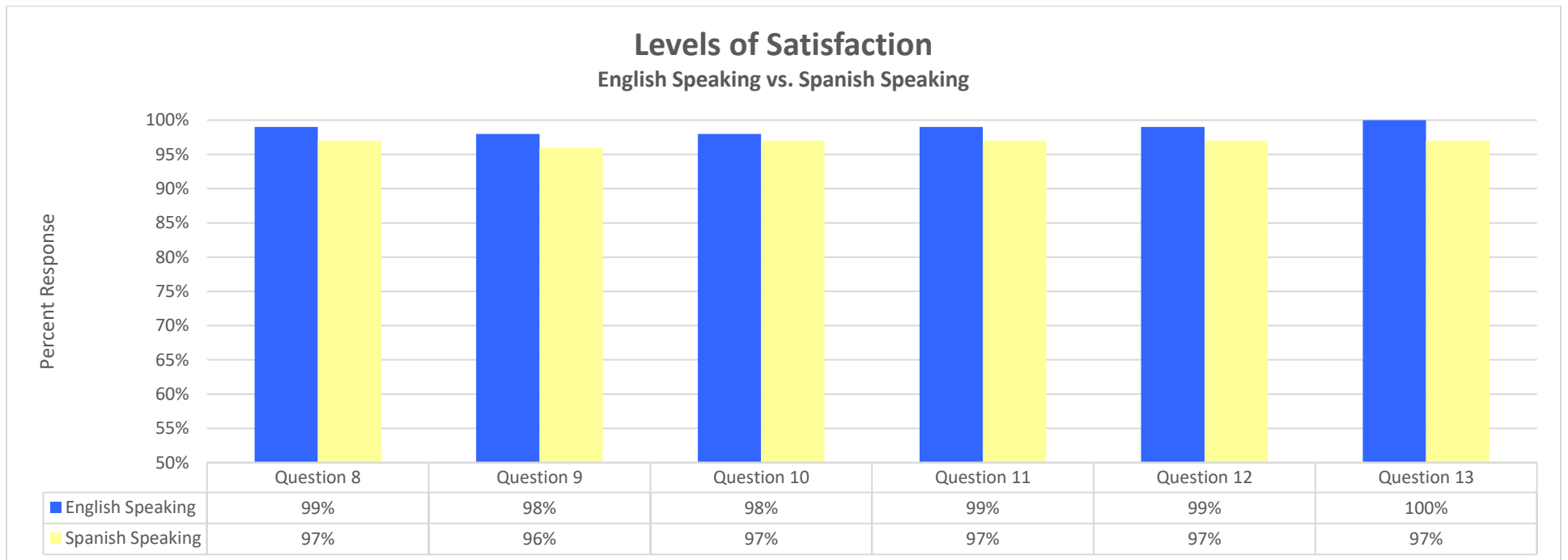
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	22 88%	25 81%	3 12%	3 10%	0	3 10%	0	0	0	0
2. The reception staff	23 92%	24 77%	2 8%	4 13%	0	2 7%	0	1 3%	0	0
3. Receiving a timely appointment	23 92%	26 84%	2 8%	3 10%	0	2 7%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	21 88%	26 84%	3 13%	5 16%	0	0	0	0	0	0
5. The follow-up and coordination of my care	22 88%	24 77%	3 12%	6 19%	0	1 3%	0	0	0	0
6. The staff addressing my medical needs today	22 88%	26 87%	3 12%	3 10%	0	1 3%	0	0	0	0
7. The time spent waiting	21 84%	24 80%	3 12%	6 20%	1 4%	0	0	0	0	0



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	24 96%	26 87%	1 4%	3 10%	0	1 3%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	22 92%	24 83%	2 8%	4 14%	0	1 3%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	23 92%	26 87%	2 8%	4 13%	0	0	0	0	0	0
11. Your medical assistant	24 96%	26 87%	1 4%	4 13%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	24 96%	26 87%	1 4%	4 13%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	25 100%	25 86%	0	3 10%	0	1 3%	0	0	0	0



## **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: 7

N/A: 1

YES: 0

#### **Comments:**

1. "Experience was outstanding."
2. "Yes, in the past with no responses."
3. "Nice."

#### **Spanish**

NO: 5

N/A: 0

YES: 0

#### **Comments:**

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

#### **English**

1. "Everything is fast and good friendly staff." (Patel, N)
2. "Staff were attentive and friendly. Environment was clean and quiet." (Jorgensen)
3. "Communication and understand."
4. "Fast and easy scheduling. Professionalism." (Jorgensen)
5. "Professional, knowledgeable, friendly team." (Jorgensen)
6. "All around great service & care @ H.P. location." (Patel)
7. "Quick, peaceful service." (Patel)
8. "The doctor is very kind and informative as well as the nurse." (Patel)
9. "What's most helpful is the communication and the patience with my kid."
10. "How close the place is to my home."

#### **Spanish**

1. "The attention from the workers." "La atención de sus trabajadores." (Patel, N)
2. "Quick attention." "Rápida atención." (Patel, N)
3. "The price is accessible." "El precio es accesible."

### **Question 16: How can we improve Greater Family Health?**

#### **English**

1. "Everything is fast and good friendly staff." (Patel, N)
2. "Make visit \$0 payment." (Jorgensen)
3. "You great."
4. "Improve is good. Excellent."
5. "Keep up the great work." (Jorgensen)
6. "Keep doing what you're doing." (Patel)
7. "Very satisfied no complaints."
8. "I think all staff is doing a wonderful and keep up the good job 😊."
9. "N/A."

#### **Spanish**

1. "That the personnel from reception be more kind." "Que el personal de recepción sea mas amable."
2. "No comment." "Sin comentarios."
3. "Placing a TV in the waiting room." "Poner un TV en la sala de espera."

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

#### **English**

- YES: 15
- NO: 0

#### **Spanish**

- YES: 12
- NO: 0

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

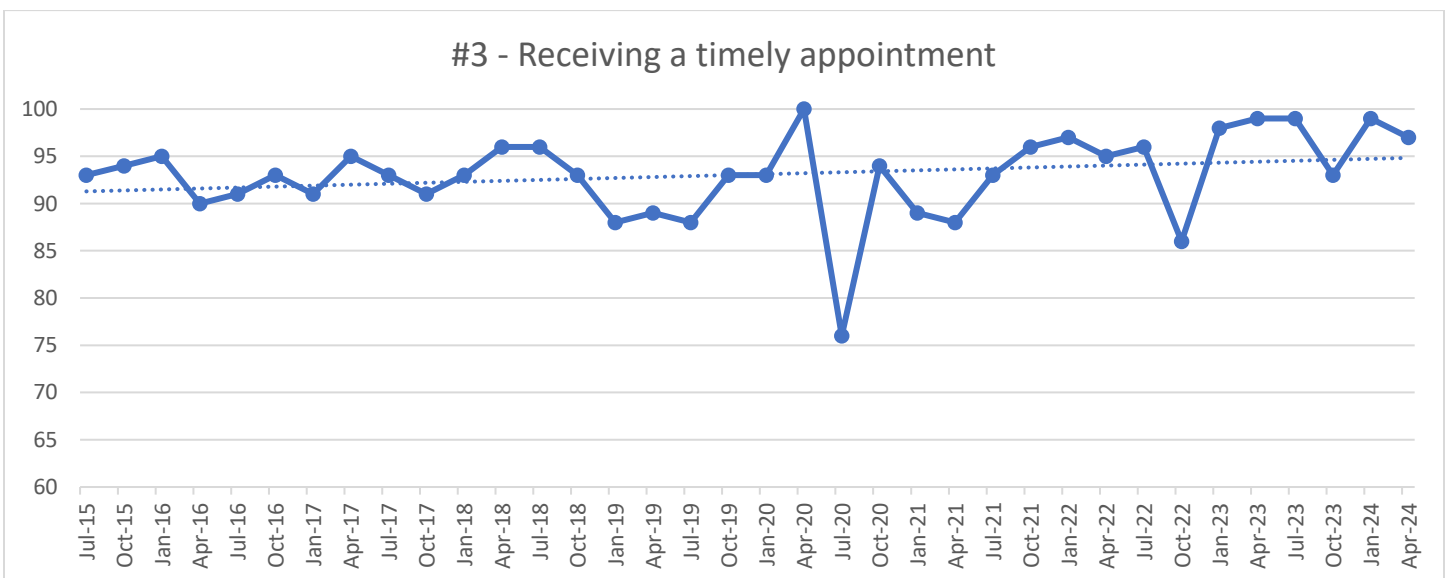
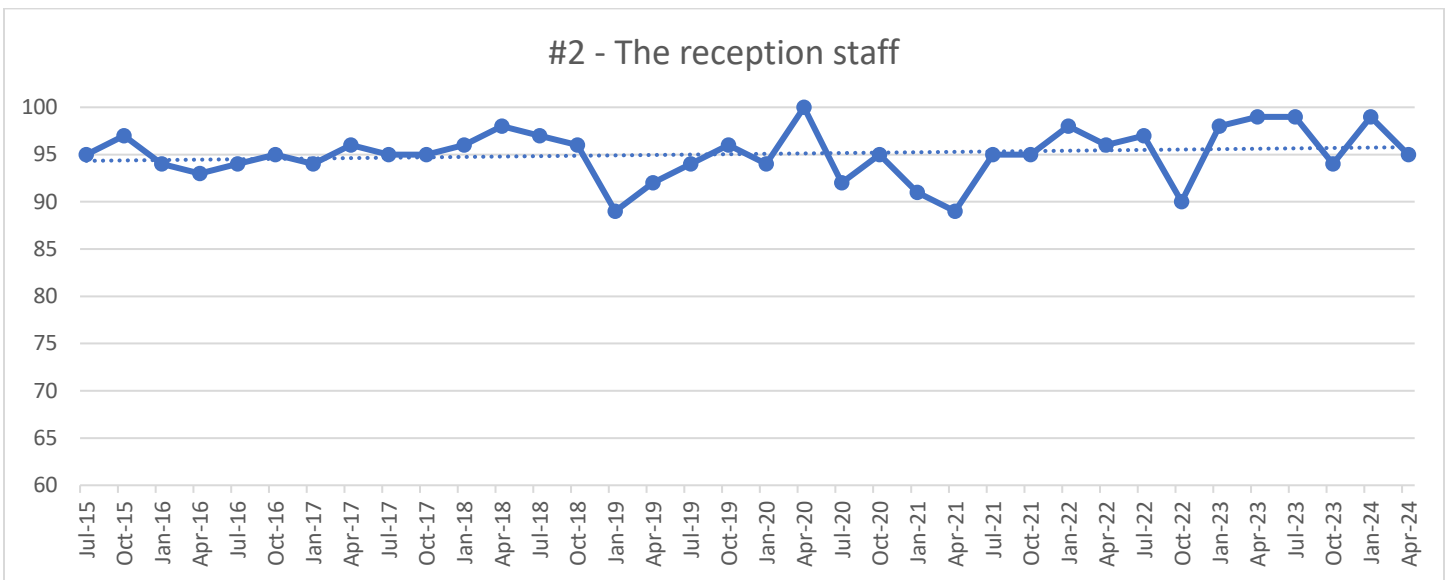
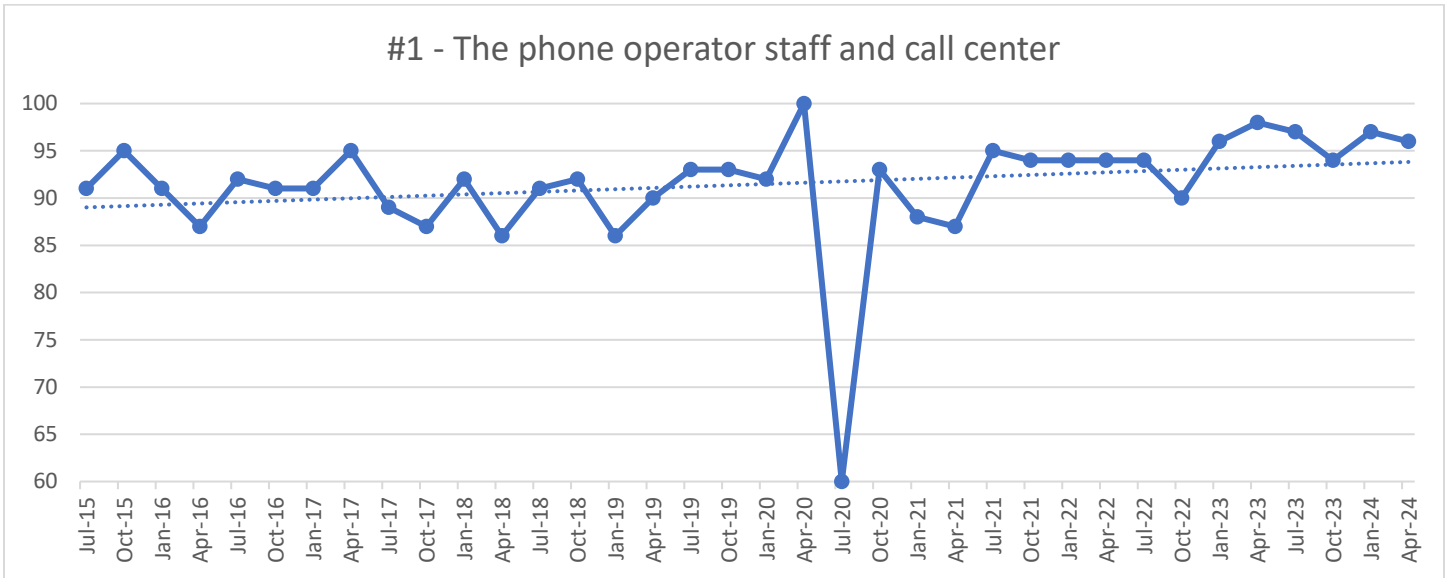
**English**

- Jorgensen: 6
- Patel, N: 10

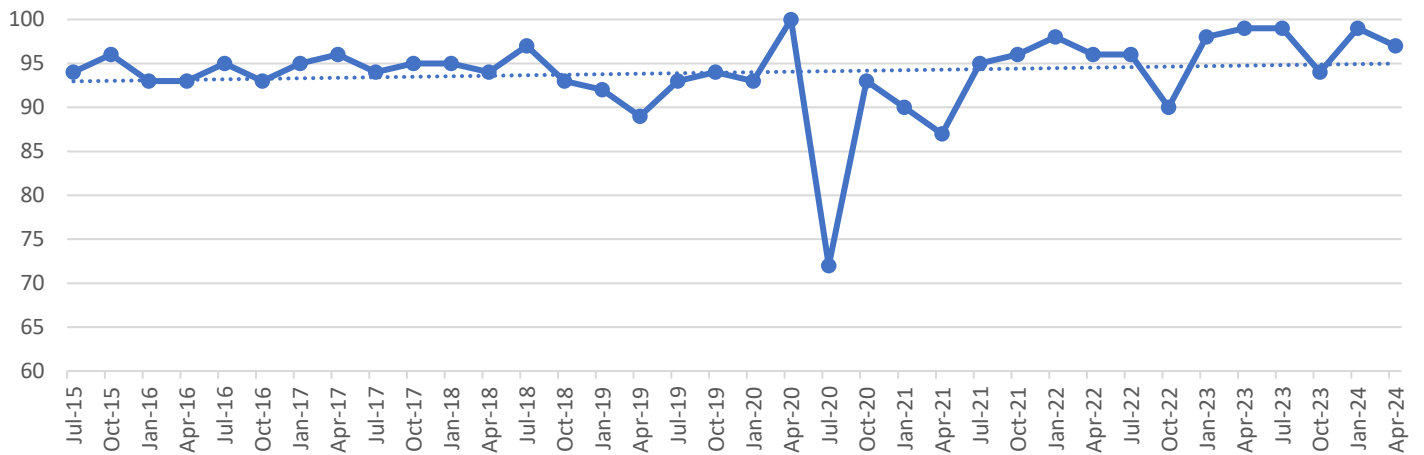
**Spanish**

- Jorgensen: 6
- Patel, N: 10

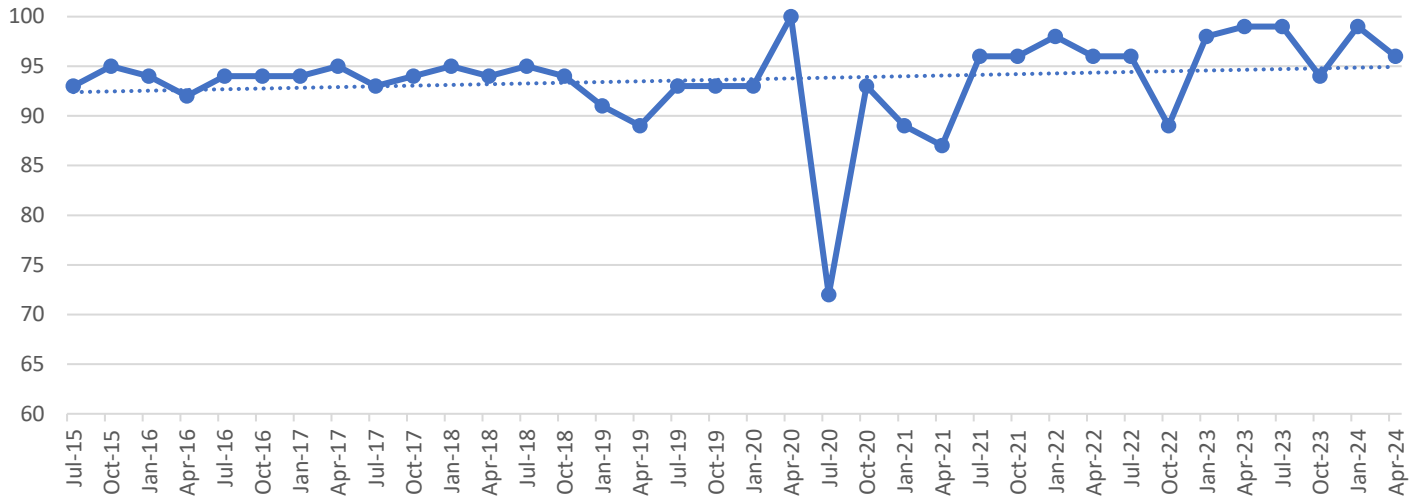
# Individual Question Results with Trendlines



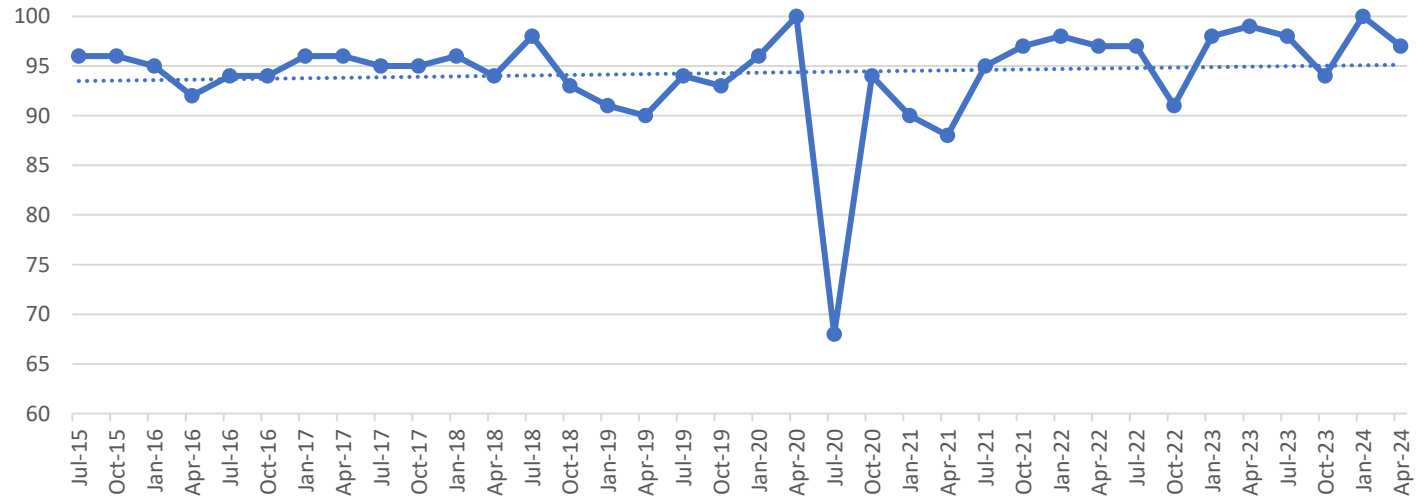
### #4 - Education and explanation of plan provided in a way that I can understand



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

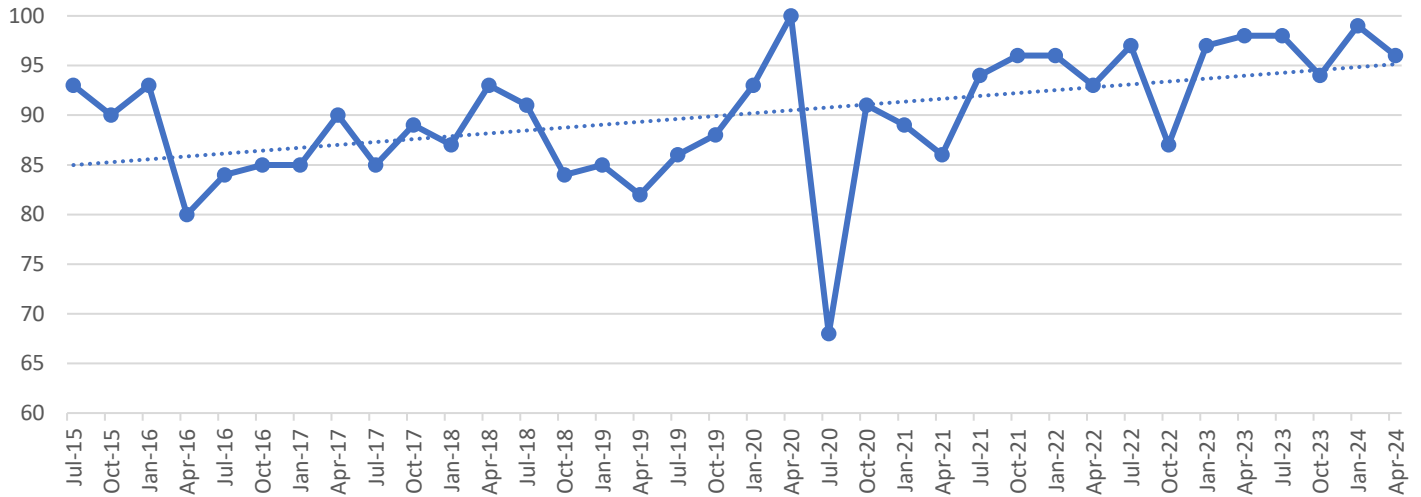


### #6 - The staff addressing my medical needs today

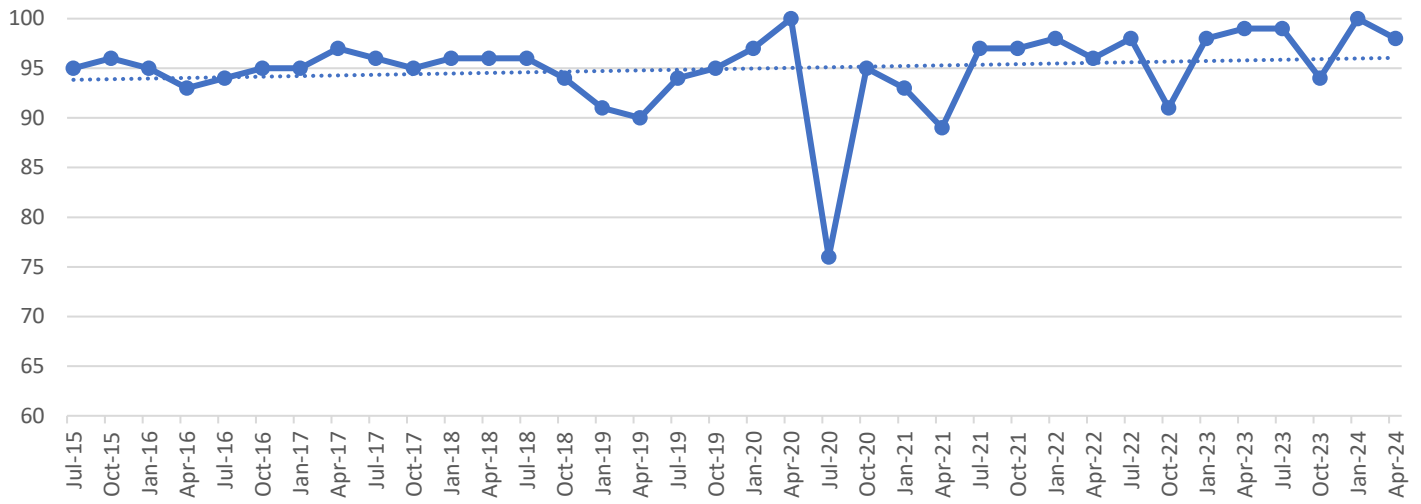




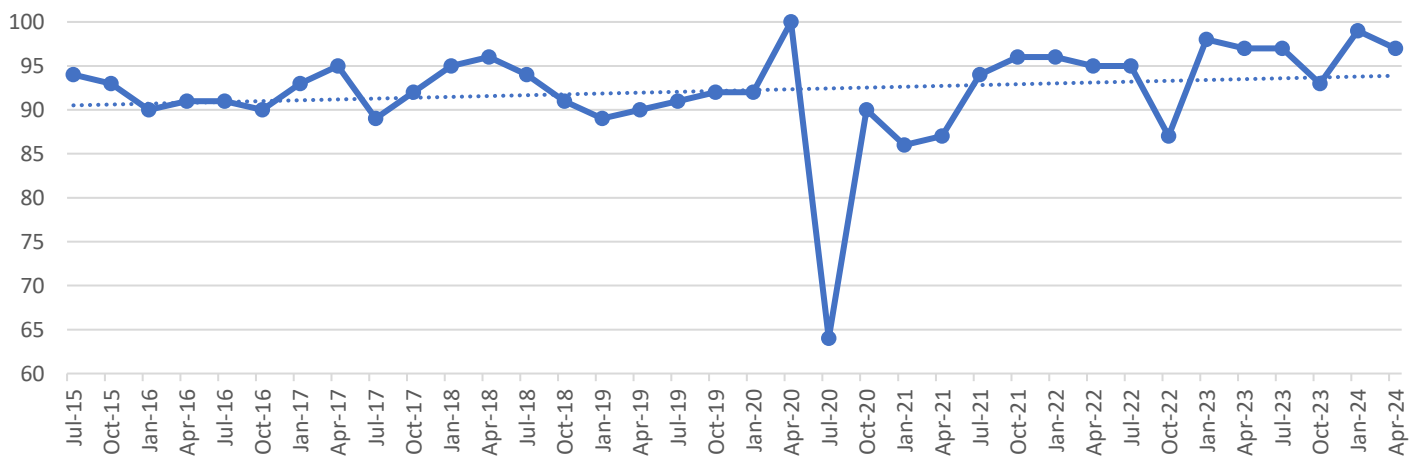
#7 - The time spent waiting



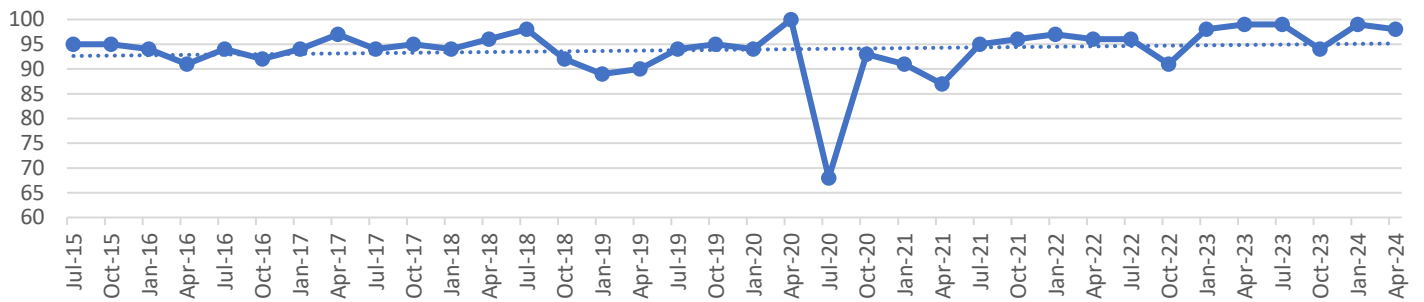
#8 - The respectfulness of staff



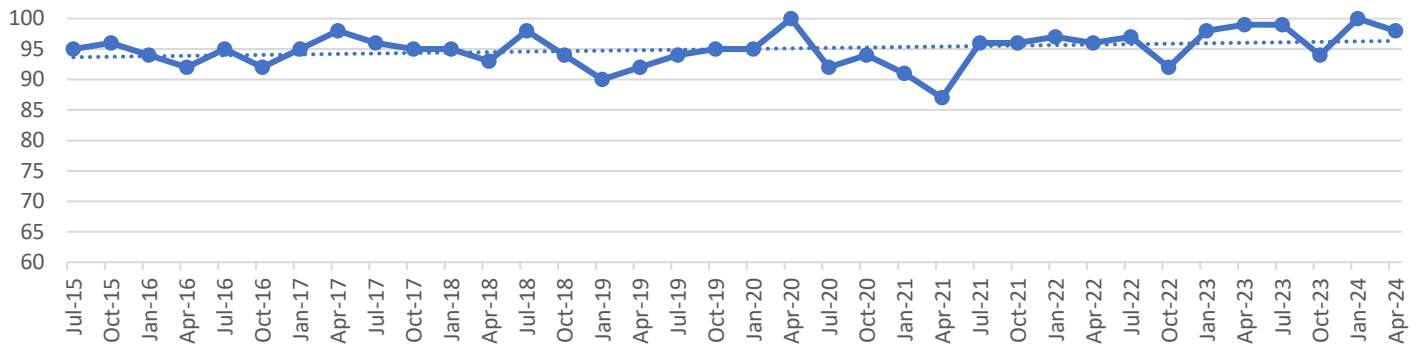
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



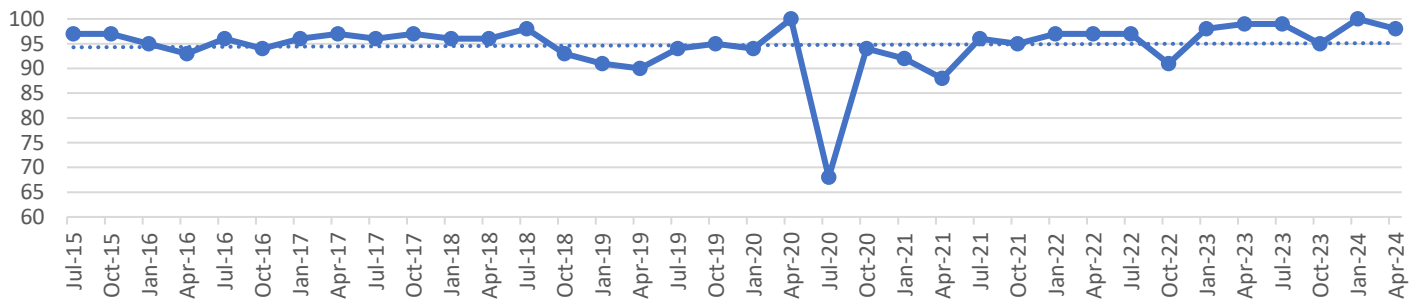
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

