

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 91% 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.

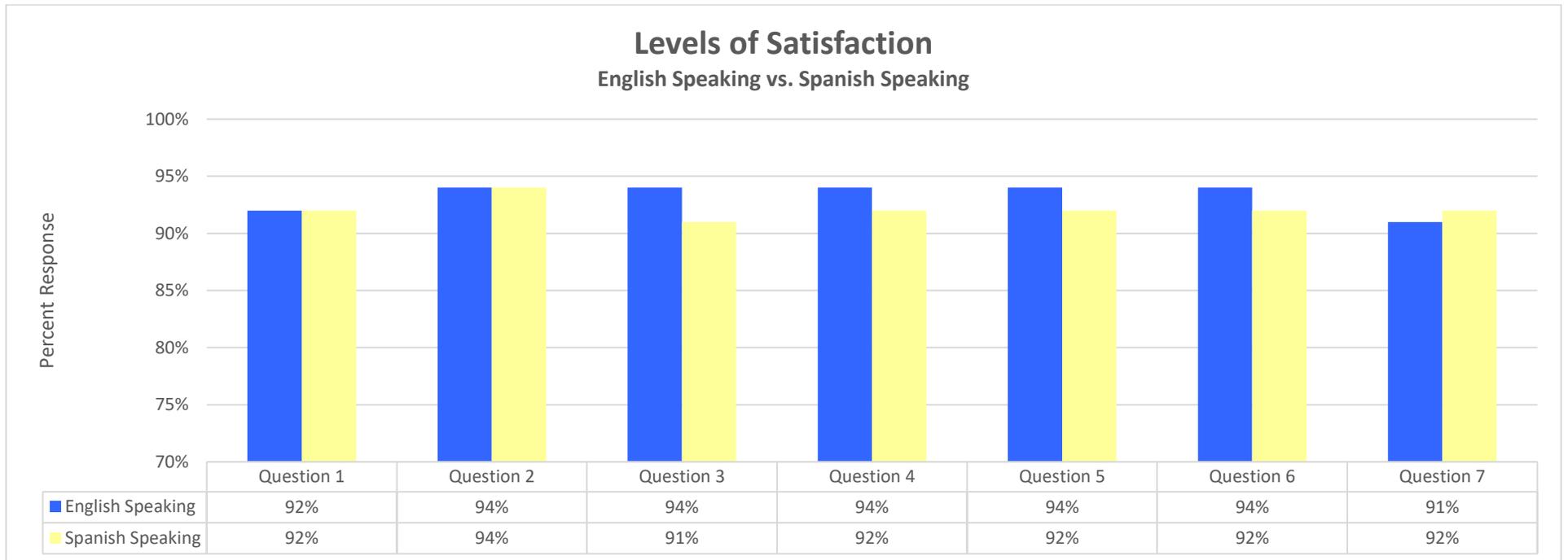
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023
1. The phone operator staff and call center	92%	90%	88%	91%
2. The reception staff	94%	94%	93%	93%
3. Receiving a timely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

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%

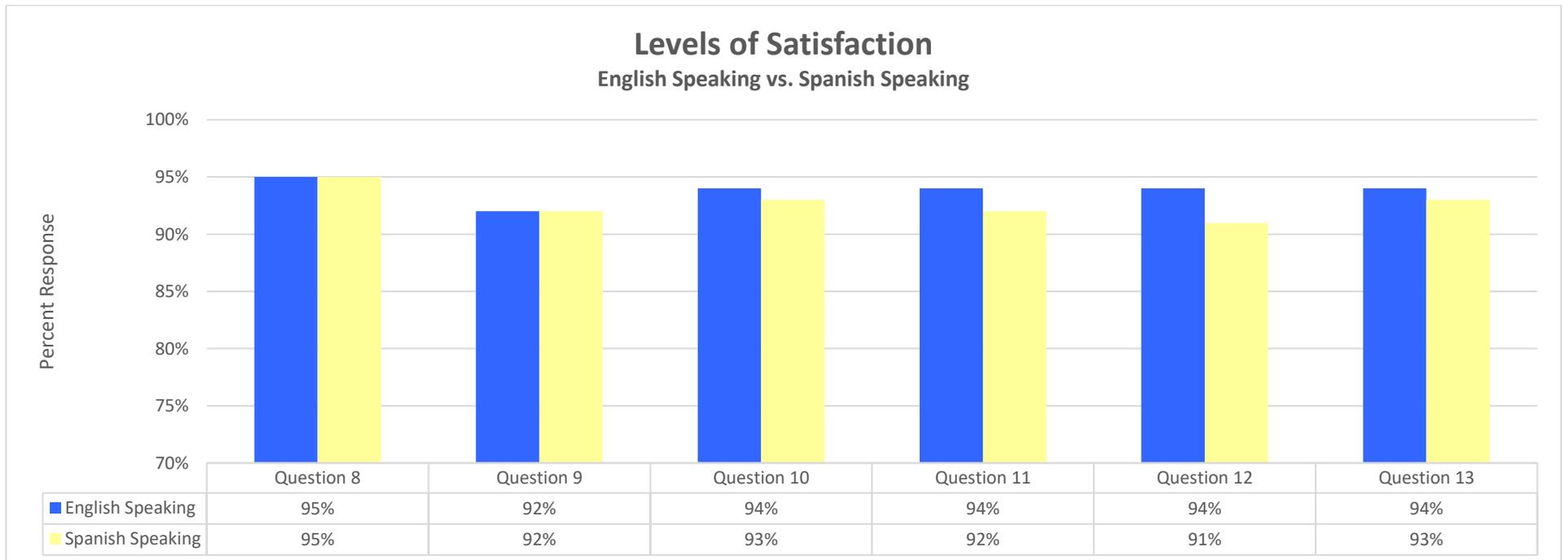
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	145 69%	60 74%	46 22%	14 17%	15 7%	4 5%	4 2%	1 1%	0	2 3%
2. The reception staff	163 77%	66 81%	41 19%	10 12%	6 3%	4 5%	2 1%	0	1 1%	2 2%
3. Receiving a timely appointment	155 74%	57 69%	47 22%	17 21%	5 2%	7 8%	3 1%	0	0	2 2%
4. Education and explanation of plan provided in a way that I can understand	159 75%	61 74%	46 22%	14 17%	4 2%	4 5%	1 1%	1 1%	1 1%	20 2%
5. The follow-up and coordination of my care	161 76%	62 76%	43 20%	11 13%	5 2%	6 7%	2 1%	1 1%	0	2 2%
6. The staff addressing my medical needs today	162 76%	61 74%	43 20%	15 18%	6 3%	3 4%	1 1%	1 1%	0	2 2%
7. The time spent waiting	144 68%	57 70%	48 23%	19 23%	14 7%	4 5%	4 2%	0	2 1%	2 2%



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	164 78%	66 83%	41 19%	10 13%	6 3%	2 3%	0	0	0	2 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	142 70%	53 71%	47 23%	18 24%	12 6%	2 3%	2 1%	0	1 1%	2 3%
10. The handling of personal medical info in a private and confidential manner	158 75%	59 74%	44 21%	16 20%	7 3%	3 4%	1 1%	0	0	2 3%
11. Your medical assistant	157 75%	62 77%	47 22%	12 15%	6 3%	4 5%	0	1 1%	0	2 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	159 75%	60 74%	43 20%	13 16%	4 2%	4 5%	4 2%	0	1 1%	4 5%
13. Overall, how satisfied are you with the Health Center?	152 72%	60 77%	52 25%	12 15%	8 4%	4 5%	0	0	0	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: 73

N/A: 33

YES: 2

Comments:

1. "I haven't but if I were to send a message it would be that I am very happy and comfortable with the staff. Rocio is always ready and prepared for me and treats me with kindness as well as all of the other receptionist. My provider treats me with great care as well."
2. "Wonderful- attentive- check out staff is great."
3. "Overall, very helpful and informative. Explained everything I needed to know thoroughly."
4. "Yes, it was great. Called back quickly."
5. "Yes, called back in a timely manner."

Spanish

NO: 24

N/A: 3

YES: 1

Comments:

1. "Yes, very good they answered fast." "Si, contestaron muy rápido."
2. "My experience was good, they explain my sons' condition." "Mi experiencia fue buena, explicación a la condición de mi hijo."

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

English

1. "The staff helping me maintain my road to recovery and the way I feel when I walk into their facility, they make me feel like family and treat me with great respect."
2. "Stephanie." (Williams)
3. "They are becoming very efficient at getting things done in a timely manner." (Sayles)
4. "N/A." (10)
5. "Location." (Thompson)
6. "Staff is friendly."
7. "Making me feel important." (Kristiansen)
8. "No long waits." (Thompson)
9. "The advice doctor gave me." (Sofowora)
10. "Absolutely." (Thompson)
11. "Overall, everything they are the best and very fast and respectful." (Peifer)
12. "Everything." (3)
13. "Affordable care & quality." (Sofowora)
14. "It is easy to get app."
15. "Quick appointments." (Kristiansen)
16. "The professionalism of the staff." (Peifer)
17. "My provider takes her time to make sure I am educated and understand my health concerns. I never feel rushed like I usually would." (Kristiansen)

Spanish

1. "Attention and speed." "Atencion y rapidez." (Kristiansen)
2. "We have been good with your attention for me and my son." "Pues emos estado bien por su atención para mí y mi hijo." (Kristiansen)
3. "It is an excellent clinic." "Es una clínica excelente." (Kristiansen)
4. "Time." "Tiempo." (Sofowora)
5. "In everything." "En todo." (2)
6. "To know when I am sick." "Saber cuándo estoy enfermo." (Peifer)
7. "The availability of the appointments." "La disponibilidad de las citas." (Kristiansen)
8. "Everything." "Todo."
9. "All the services." "Todos los servicios." (Sofowora)
10. "The testing they do." "Los exámenes que hacen." (Kristiansen)
11. "They are very kind with the patients, well with me." "Son muy amables con los pacientes bueno con migo." (Peifer)
12. "They help us with the interpretation." "No ayudan con la interpretación." (Peifer)

18. "Fast service." (Sofowora)
19. "Always prompt and caring."
20. "Stephanie reassuring me that I am strong and can do this." (Williams)
21. "Everyone is good." (Kristiansen)
22. "Great staff."
23. "Fast appointments." (Sofowora)
24. "To make sure I'm healthy." (Sofowora)
25. "The fact that doctors and staff listen to my concerns and take them seriously." (Kristiansen)
26. "The doctors." (Kristiansen)
27. "Getting the referral." (Williams)
28. "Tara explaining clearly."
29. "Convenience." (Sayles)
30. "The excellence work."
31. "The doctor/staff."
32. "Love my doctor Thompson." (Thompson)
33. "Location & open on Saturdays." (Thompson)
34. "Take care of my kids." (Sofowora)
35. "All good." (Thompson)
36. "Convenient, friendly, and very professional!" (Sayles)
37. "The care, explanations, and the way I am treated as an individual is overall fantastic." (Thompson)
38. "Always giving great explanation on needs." (Sofowora)
39. "They find appointments on my days off." (Kristiansen)
40. "Portal." (Williams)
41. "Provides all my needs." (Sayles)
42. "Very satisfied." (Sofowora)
43. "How close it is to my home." (Kristiansen)
44. "It all good to other." (Thompson)
45. "Everyone is very professional." (Kristiansen)
46. "The doctor." (Sofowora)
47. "The staff nurse and dr." (Sofowora)
48. "Quickness of getting me in to be seen." (Kristiansen)
49. "Location & staff." (Williams)
50. "Faster service gets crazy with 3 kids." (Sofowora)
51. "I would recommend it." (Kristiansen)
52. "The workers." (Peifer)
53. "My Dr is so thorough and ensures that all of my concerns are addressed." (Kristiansen)
54. "Staff and Dr. being timely." (Thompson)
55. "The whole experience." (Peifer)
56. "The most helpful is getting my results." (Peifer)
57. "The communication and the comfort of the staff towards me." (Kristiansen)
58. "Everyone." (2)
59. "Convenient & you guys are very professional and kind." (Kristiansen)
13. "Your help and availability of appointments." "Su ayuda y la disponibilidad de citas." (Sofowora)
14. "My health." "Mi salud." (Sayles)
15. "They are very professional, and it is close to home." "Son muy profesionales y están cerca de mi casa." (Peifer)
16. "Fast and quality attention." "Atencio rapida y Buena."
17. "Control of my medical health." "Control de mi salud médica." (Williams)
18. "It helps me economically and they have interpreters." "Me ayuda económicamente y tienen intérpretes." (Thompson)
19. "It is close to home, and they serve all patients." "Esta cerca de casa y atienden a todos los pacientes."
20. "My health because I don't have insurance and I cannot afford a specialist." "Mi salud porque no tengo aseguranza y no puedo pagar un especialista."
21. "Communication and what you are doing." "comunicación y lo que están haciendo."
22. "It is close to home." "Esta cerca a casa." (Kristiansen)
23. "The availability of appointments and reasonable prices." "Su disponibilidad de citas y precios razonables." (Kristiansen)
24. "Everything is perfect." "Todo esta perfecto." (Sayles)
25. "The control of my disease." "El control de mi enfermedad." (Sayles)
26. "Quality and price." "Calidad y precios." (Peifer)

60. "Close to home." (Peifer)
61. "Quick lab results, good staff members."
(Peifer)
62. "Staff."
63. "It is affordable." (Kristiansen)
64. "Communication, clear instructions."
(Sofowora)
65. "Tara!" (Kristiansen)
66. "Dr. T." (Thompson)
67. "The cost of my visit and the overall
friendliness, attentiveness of the staff. They
are great." (Peifer)
68. "Fast results and gets everything handled in a
timely matter." (Sayles)
69. "Always very informative." (Sofowora)
70. "Very welcoming and willing to answer any
questions." (Kristiansen)
71. "Patient portal for refills." (Williams)
72. "Very quick to get us in on short notice."
(Sofowora)
73. "Fast/kind/dependable." (Kristiansen)
74. "Receiving help from my doctor."
75. "Dr. Peifer and the assistant listen to me and
address my questions." (Peifer)
76. "Provider answering all questions and not
rushing me to leave room is very helpful and
appreciated." (Peifer)
77. "The staff and attention for care." (Peifer)
78. "Staff is very helpful." (Sofowora)
79. "The drs listen well, easy to get an
appointment." (Peifer)

Question 16: How can we improve Greater Family Health?

English

1. "There is no need to improve as far as I'm
concern everything, and everyone is perfectly
great!" (Peifer)
2. "Pony rides, a clown, snacks, better T.V.
programs, a bouncy house and a taco truck,
so there's healthy options for lunch here."
(Peifer)
3. "N/A." (24)
4. "You've improved immensely over the last 2
years, it's really great to see." (Kristiansen)
5. "It's ok." (Peifer)
6. "Faster for waiting area."
7. "Everything was great." (2)
8. "Move in a timely manner." (Sofowora)
9. "It ok to let them know." (Thompson)
10. "Everything is good. Keep it up." (Sofowora)
11. "It's fine." (Sayles)
12. "Messages getting to Dr. correctly." (Sayles)
13. "Chill with the "get here 15 min early"."
(Sofowora)
14. "Get specialist on staff." (Sayles)

Spanish

1. "No comments." "Sin comentarios."
2. "To me it is fine how it is." "Para mi está bien
como es." (Thompson)
3. "Everything is good." "Todo esta bien." (8)
4. "Try to help patients." "Tratar de ayudar a la
gente." (Sayles)
5. "More exams." "Mas examenes." (Sayles)
6. "It is perfect for now." "Esta perfecto por
ahora."
7. "Now it is good." "Ahora es bueno." (Peifer)
8. "Continue to serve like until now." "Seguir
atendiendo como hasta ahora." (Peifer)
9. "Nothing." "Nada."
10. "Add more and new services." "Agregar más
y nuevos servicios." (Peifer)
11. "The service is good, and if you can improve
that is good." "El servicio está bien, y si se
puede mejorar que bien." (Sayles)
12. "Having additional personnel to interpret."
"Teniendo más personal para interpretar."
(Kristiansen)

15. "Just get people in the back faster."
(Thompson)
 16. "No comments at this time." (Sayles)
 17. "All good." (Thompson)
 18. "None." (2)
 19. "No idea."
 20. "Keep Dr. Thompson forever!" (Thompson)
 21. "Don't consider being on time being late."
(Thompson)
 22. "The excellence."
 23. "Open sooner and stay open later." (Sayles)
 24. "You guys are very good."
 25. "Quicker intake." (Williams)
 26. "Just keep doing what you do already."
(Kristiansen)
 27. "You are doing great!" (Kristiansen)
 28. "Don't let providers talk about us in office."
(Sofowora)
 29. "You're doing great."
 30. "Not sure at the moment." (Williams)
 31. "Keep doing what you're doing. I love coming
here."
 32. "Better way to speak to my doctor."
(Kristiansen)
 33. "Get a weight loss special here and not have
to look for one." (Peifer)
 34. "It's hard to say no complaints." (Thompson)
 35. "Call patients with lab results (Add
Telehealth)." (Sayles)
 36. "N/A love it here." (Kristiansen)
 37. "I have nothing that comes to mind, I am very
satisfied."
 38. "Longer appointment times." (Sofowora)
 39. "Longer appointment times, better translator
machines." (Kristiansen)
 40. "More times for behavior health." (Birkey)
 41. "No comment, great facility." (Peifer)
 42. "Charge less." (Williams)
 43. "None right now." (Peifer)
 44. "Dr. K." (Birkey)
 45. "Nothing." (Kristiansen)
 46. "Excellent care, thank you." (Sofowora)
 47. "Check in w/us for results. Not always into the
portal situation." (Kristiansen)
 48. "Keep smiling." (Peifer)
 49. "Just keep being great. No improvement
needed." (Kristiansen)
13. "Everything is good in my point of view."
"Todo está bien en mi punto de vista."

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

English

- YES: 153
- NO: 4

Spanish

- YES: 52
- NO: 1

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

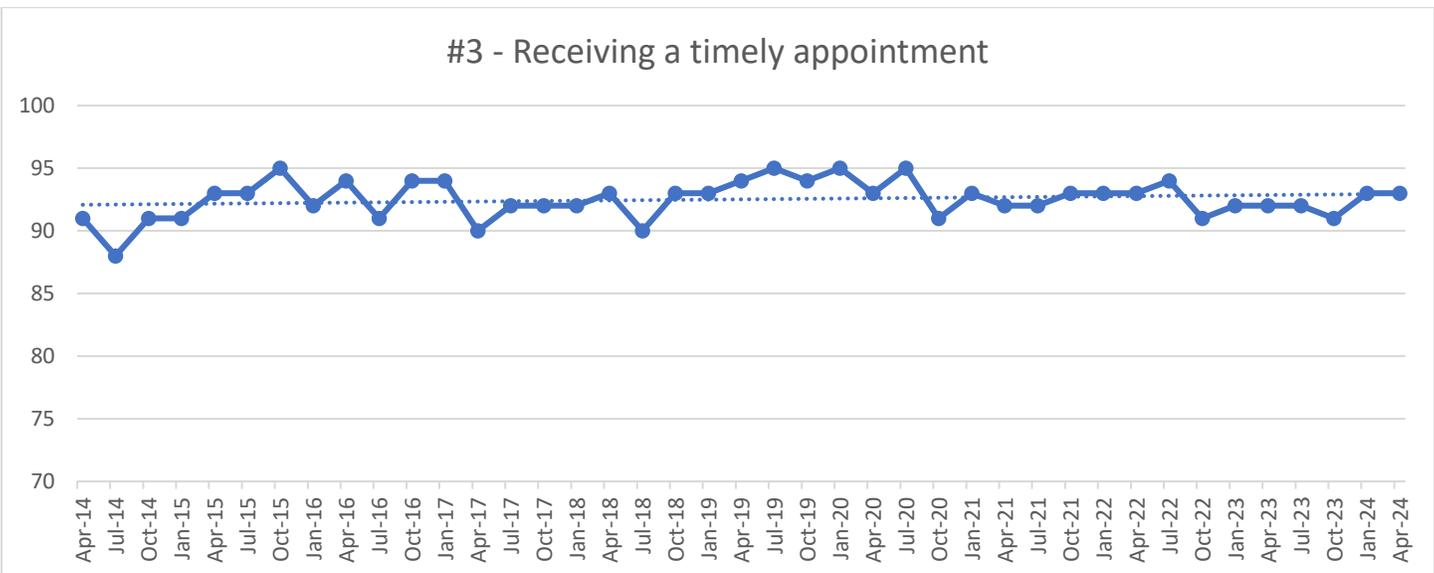
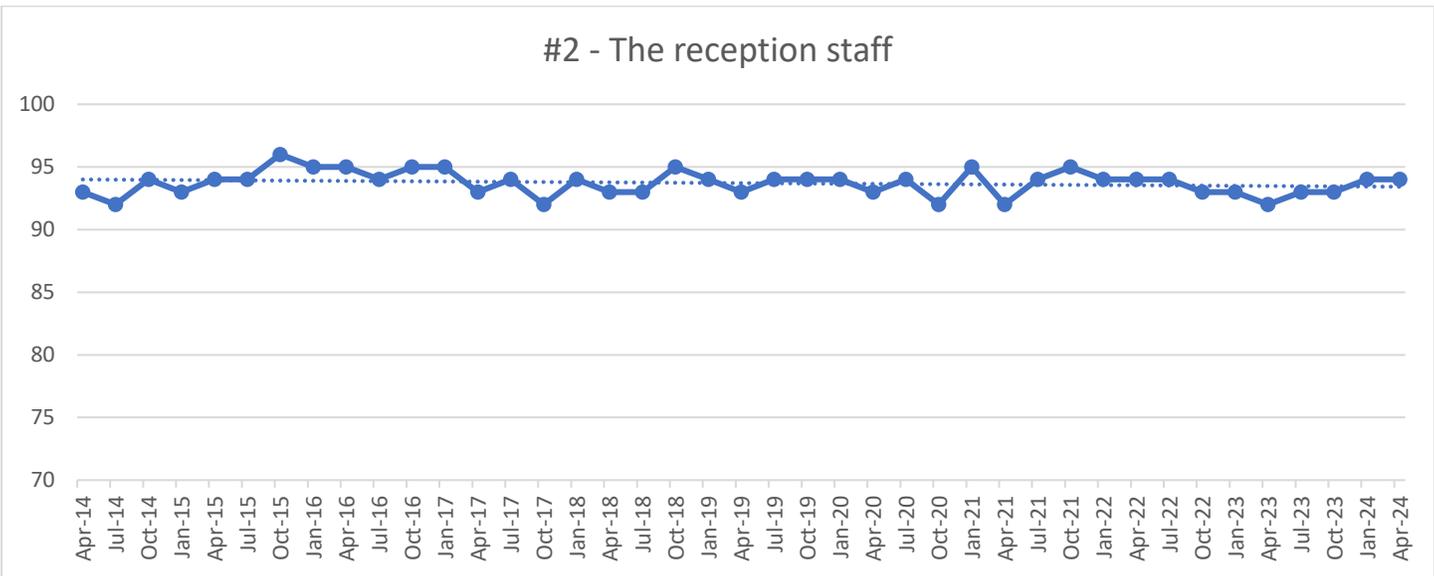
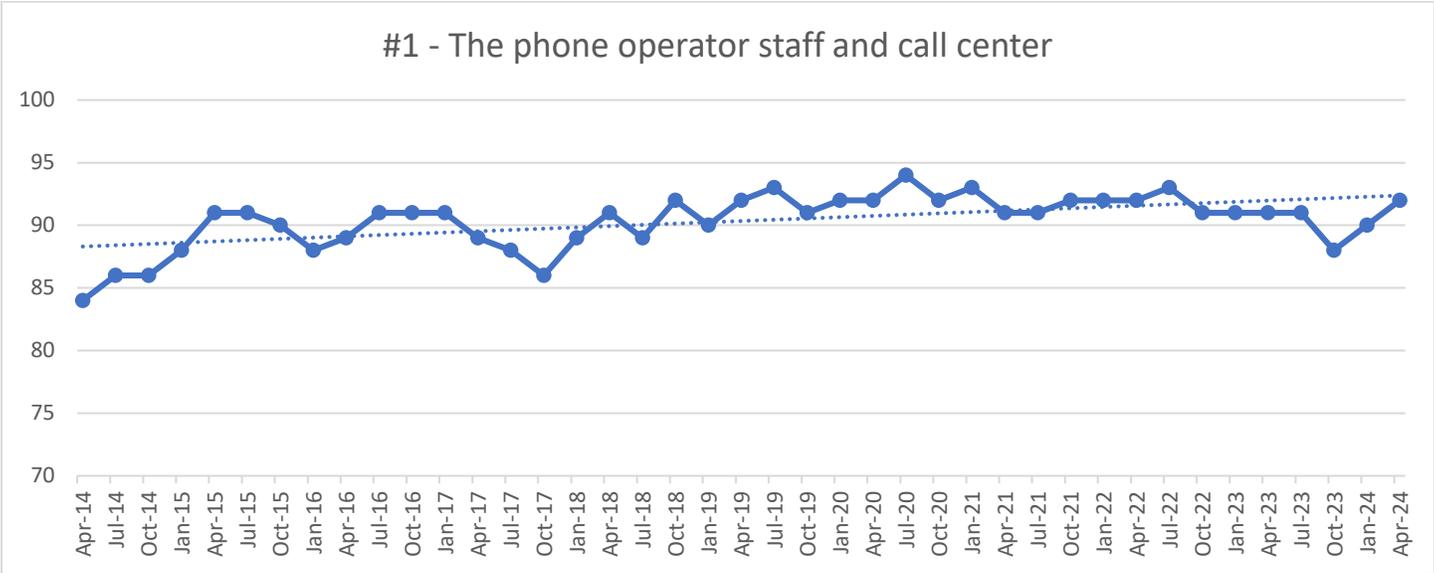
English

- Birkey: 10
- Kristiansen: 43
- Peifer: 29
- Sayles: 14
- Sofowora: 42
- Thompson: 21
- Williams: 13

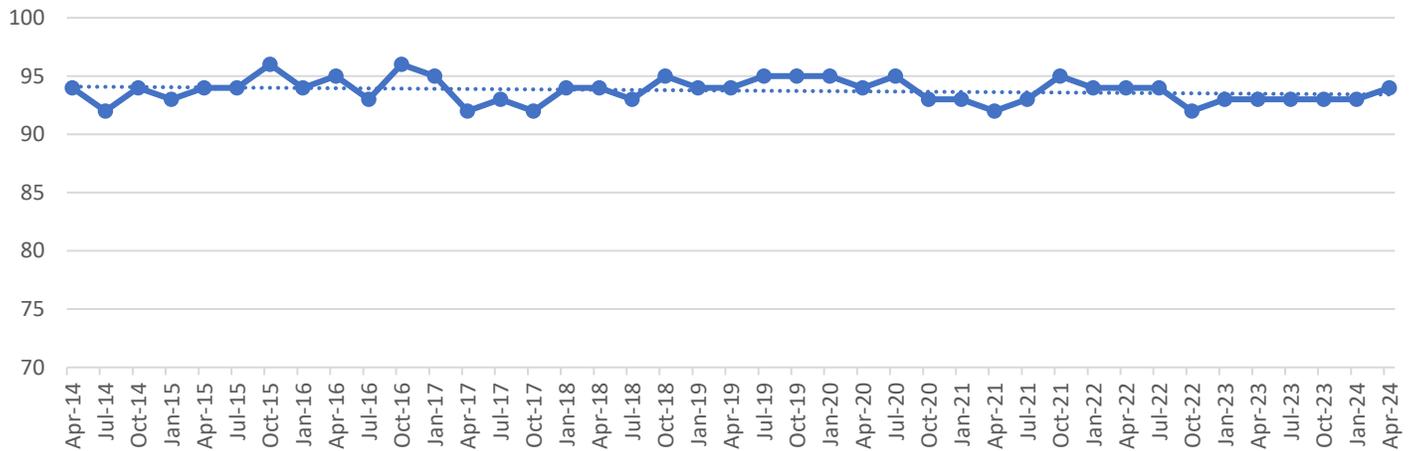
Spanish

- Kristiansen: 16
- Peifer: 16
- Sayles: 11
- Sofowora: 9
- Thompson: 3
- Williams: 5

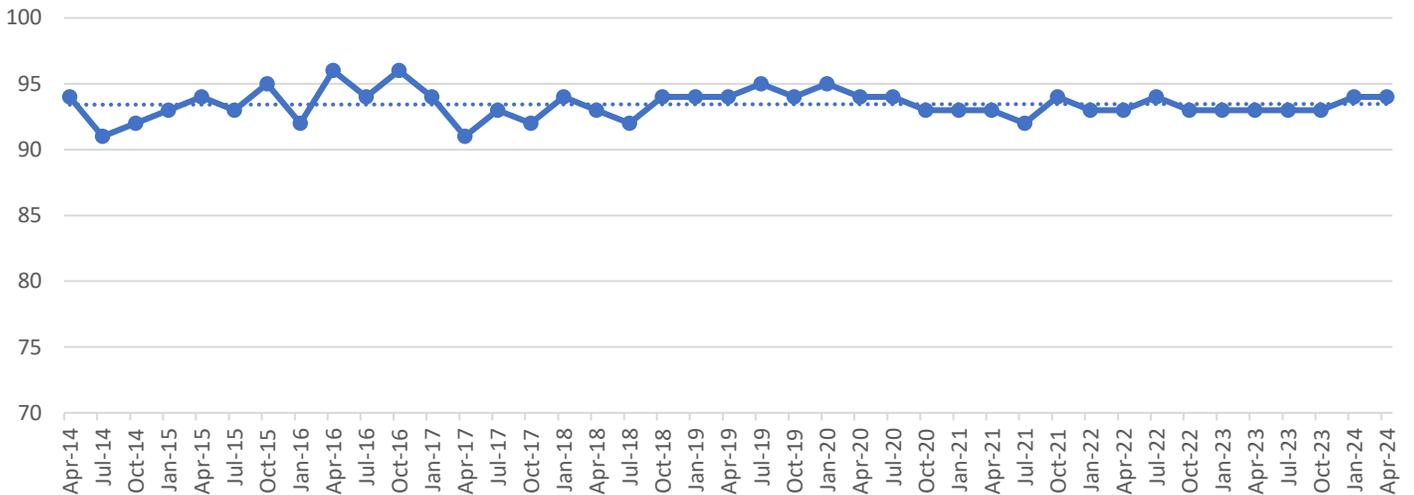
Individual Question Results with Trendlines



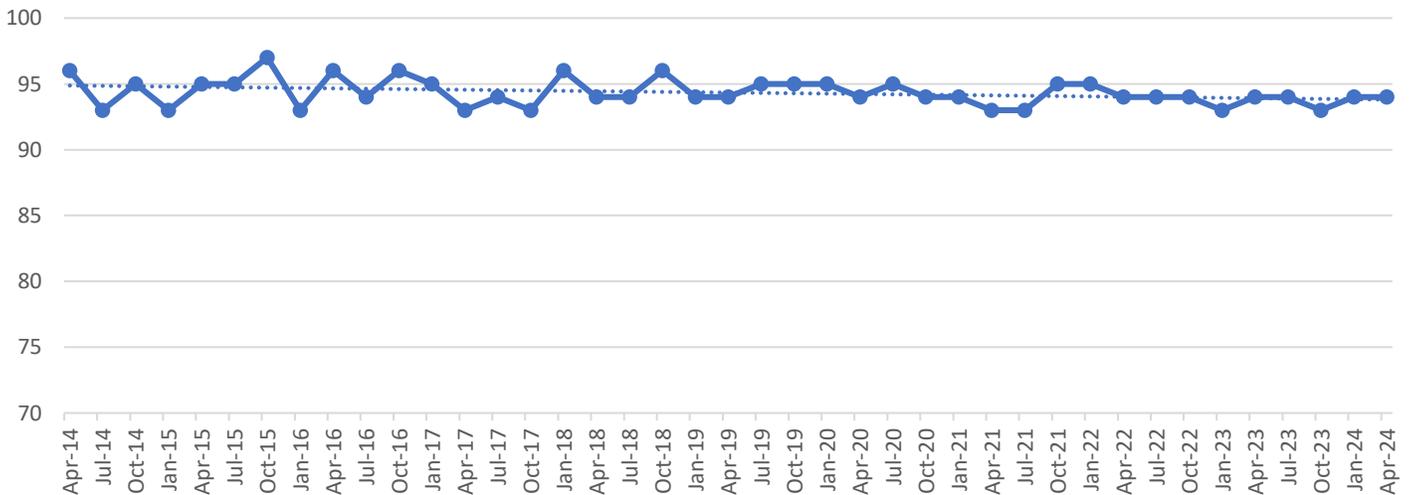
#4 - Education and explanation of plan provided in a way that I can understand



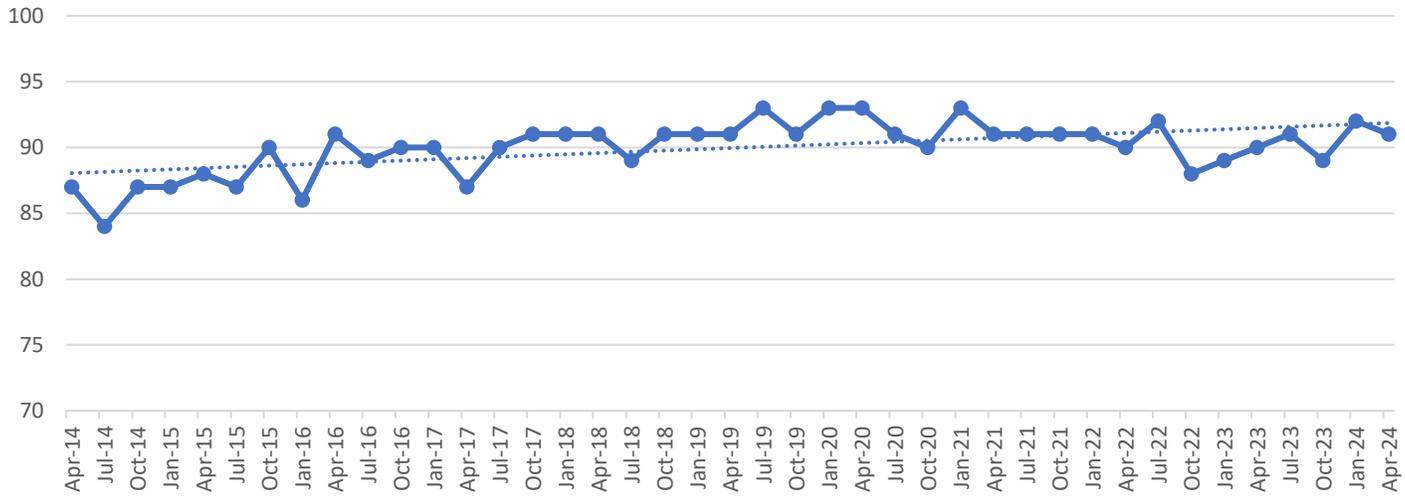
#5 - The follow-up and coordination of my care



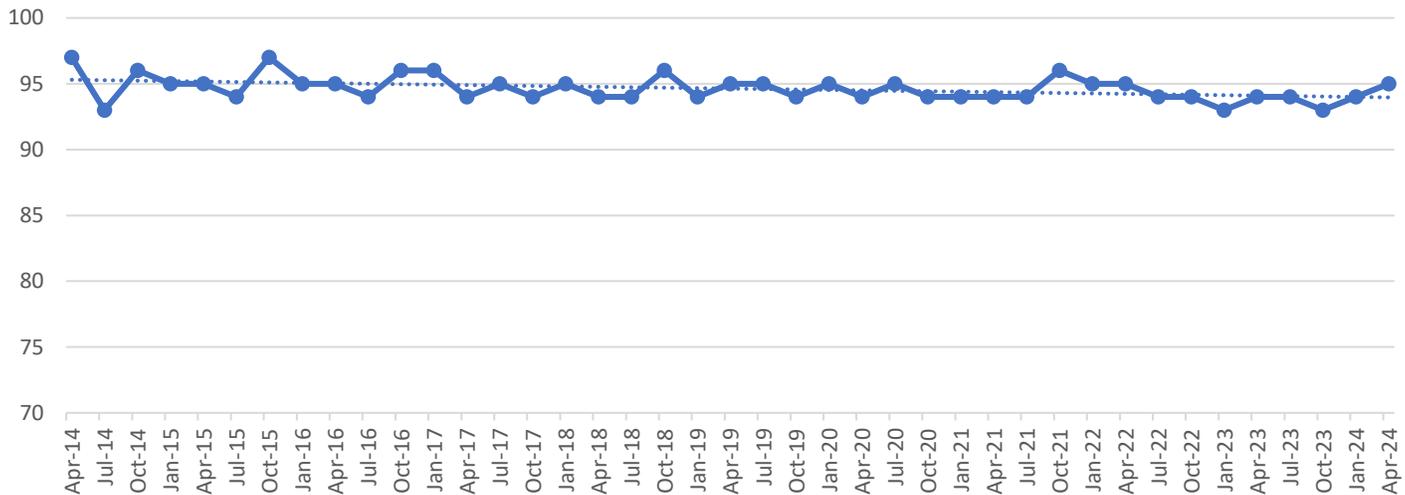
#6 - The staff addressing my medical needs today



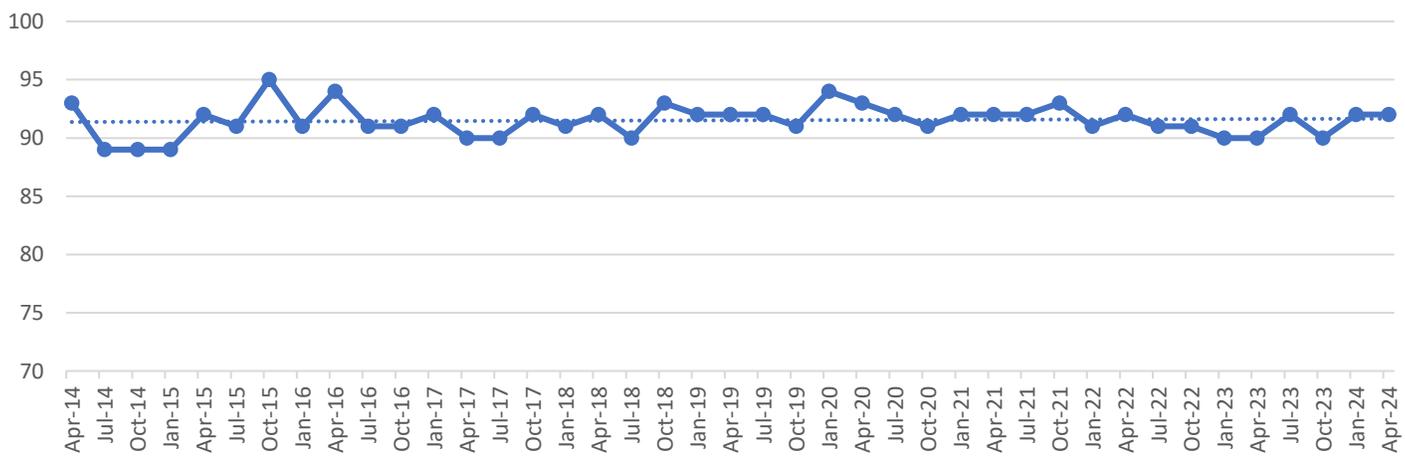
#7 - The time spent waiting



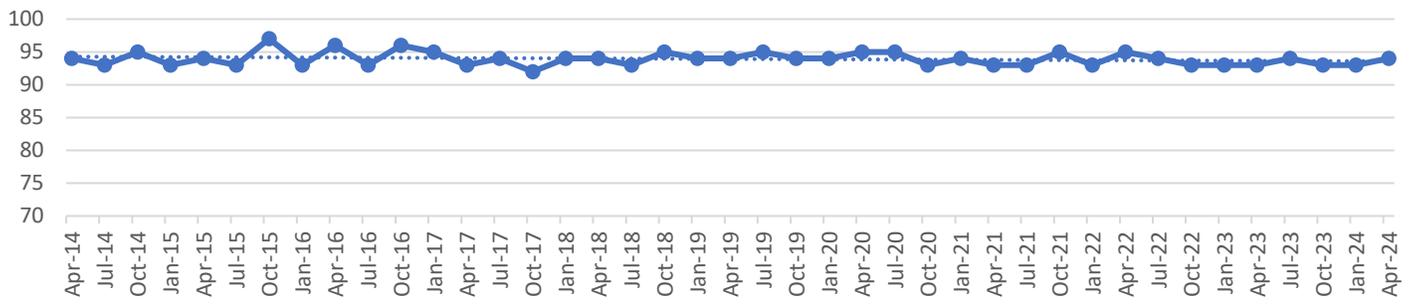
#8 - The respectfulness of staff



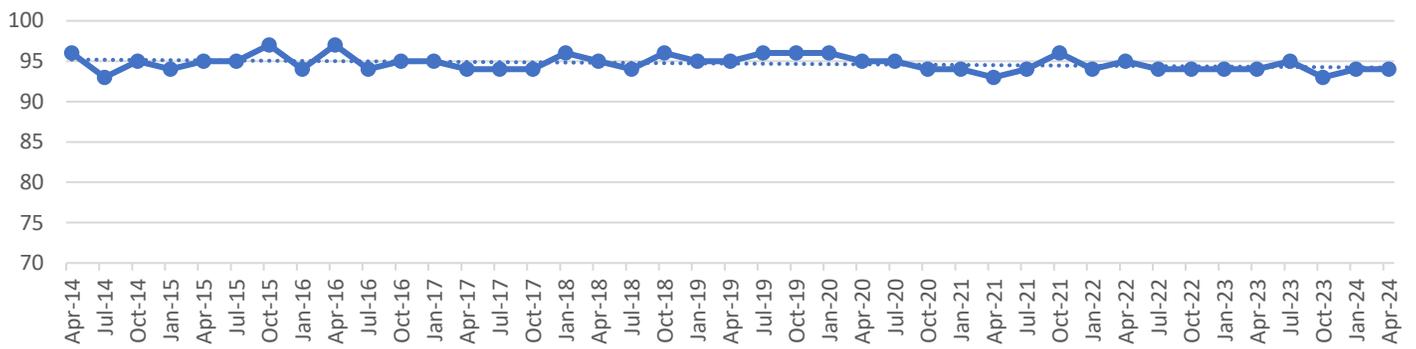
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



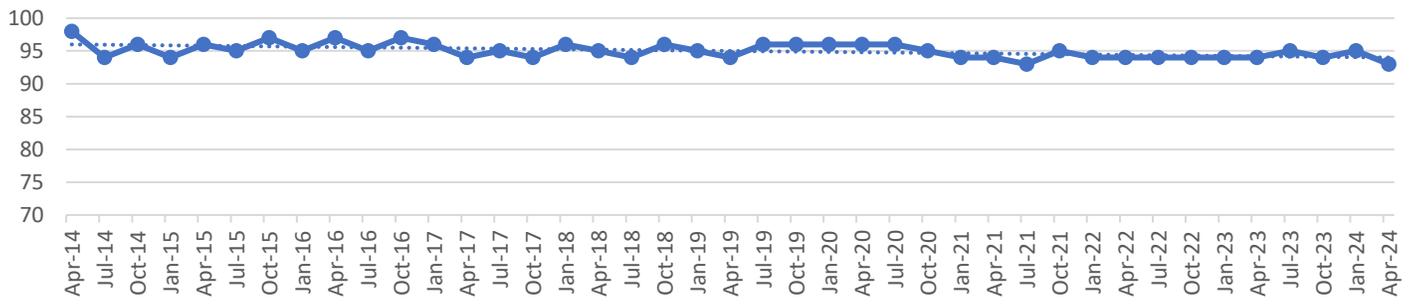
#10 - The handling of my personal medical information in a private and confidential manner



#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?

