

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 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.

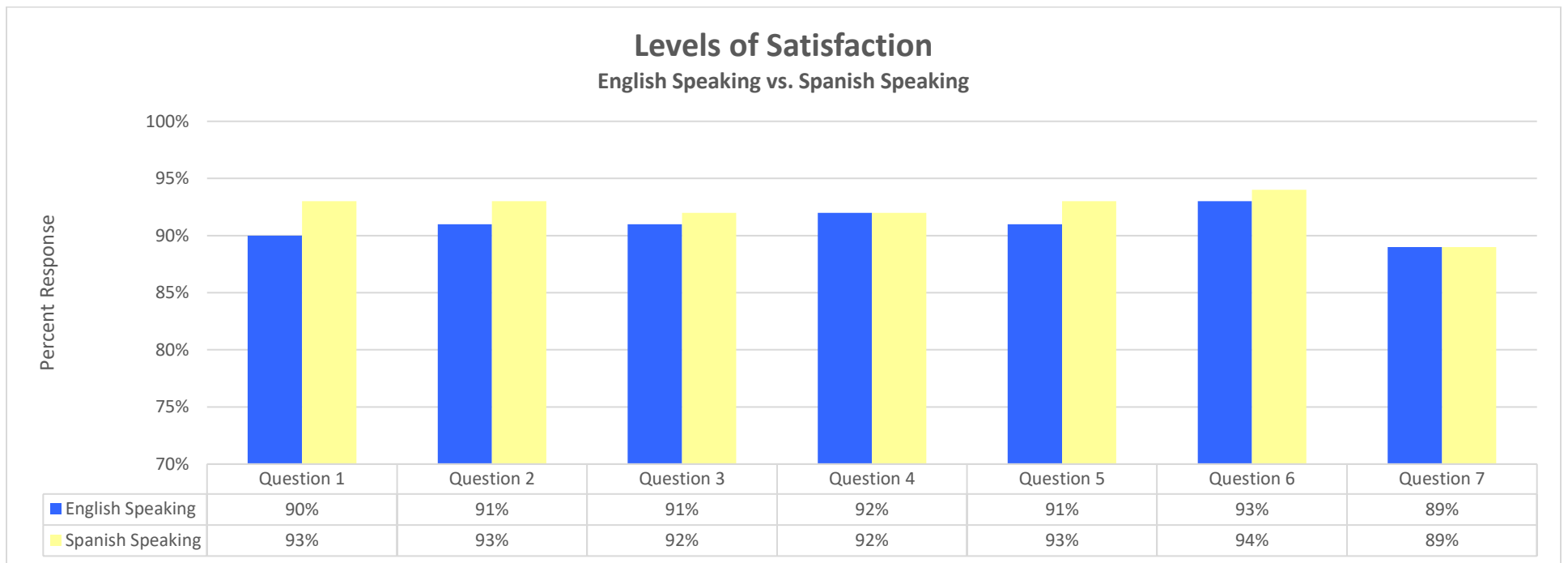
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023
1. The phone operator staff and call center	92%	94%	91%	90%
2. The reception staff	93%	94%	91%	91%
3. Receiving a timely appointment	91%	93%	89%	90%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	91%	91%
5. The follow up and coordination of my care	92%	94%	91%	92%
6. The staff addressing my medical needs today	94%	95%	92%	92%
7. The time spent waiting	89%	91%	86%	88%
8. The respectfulness of staff	93%	94%	91%	92%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	93%	90%	90%
10. The handling of my personal medical information in a private and confidential	93%	94%	91%	91%
11. Your medical assistant	93%	95%	92%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	95%	92%	93%
13. Overall, how satisfied are you with the Health Center?	93%	94%	90%	92%

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%

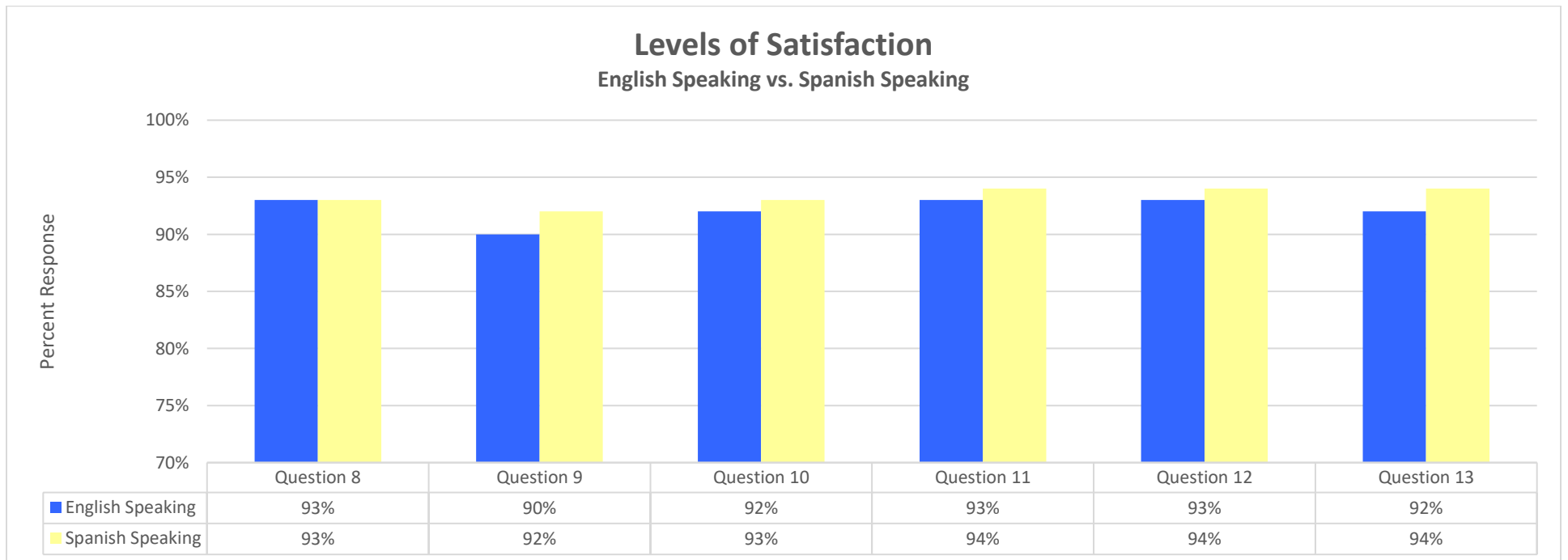
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	58 64%	161 75%	28 31%	39 18%	2 2%	9 4%	0	2 1%	3 3%	4 2%
2. The reception staff	61 67%	163 76%	25 28%	41 19%	2 2%	4 2%	0	1 1%	3 3%	5 2%
3. Receiving a timely appointment	65 71%	143 68%	20 22%	52 25%	3 3%	11 5%	1 1%	1 1%	3 3%	4 2%
4. Education and explanation of plan provided in a way that I can understand	67 74%	154 72%	17 19%	49 23%	3 3%	5 2%	0	1 1%	3 3%	5 2%
5. The follow-up and coordination of my care	65 71%	156 74%	20 22%	46 22%	4 4%	4 2%	0	1 1%	3 3%	5 2%
6. The staff addressing my medical needs today	69 75%	170 79%	20 22%	37 17%	0	2 1%	0	1 1%	3 3%	5 2%
7. The time spent waiting	59 64%	125 59%	25 27%	66 31%	3 3%	17 18%	1 1%	1 1%	4 4%	4 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	70 76%	158 74%	19 21%	50 23%	0	1 1%	0	1 1%	3 3%	5 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	55 65%	138 67%	24 28%	59 29%	3 4%	4 2%	0	1 1%	3 3%	3 2%
10. The handling of personal medical info in a private and confidential manner	68 74%	162 75%	19 21%	43 20%	2 2%	4 2%	0	1 1%	3 3%	5 2%
11. Your medical assistant	68 74%	161 77%	20 22%	41 20%	1 1%	3 1%	0	1 1%	3 3%	4 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	71 78%	169 79%	16 18%	37 17%	1 1%	2 1%	0	1 1%	3 3%	5 2%
13. Overall, how satisfied are you with the Health Center?	67 73%	165 79%	20 22%	35 17%	2 2%	2 1%	0	2 1%	3 3%	5 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: 30

N/A: 8

YES: 4

Comments:

1. "None." (2)
2. "It was good."
3. "Yes, actually don't think I got a call back, but I usually do." (Lyman)
4. "Yes, good." (2)
5. "Good." (Shirazi)

Spanish

NO: 47

N/A: 4

YES: 0

Comments:

1. "Good." (English response on a Spanish survey)
2. "Everything is good." "Todo bien." (Lyman)
3. "Very good experience." "Muy buena experiencia." (Lyman)
4. "Very good." "Muy bien." (2)
5. "No, they have always answered me." "No me han contestado siempre."
6. "Great." "Buena." (2)

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

English

1. "N/A."
2. "No."
3. "Everything." (4)
4. "Yes."
5. "Good." (2)
6. "The help." (Patel, B.)
7. "Interpreter." (Vega)
8. "None."
9. "Everything good." (Vega)
10. "Friendly."
11. "Doctor Shirazi."
12. "Provider." (Shirazi)
13. "All is great." (Ninkovska)
14. "My needs." (Vega)
15. "The nurse." (Vega)
16. "The timely appointments." (Patel)
17. "Location/accessibility."
18. "The doctors."
19. "Dr. Patel & staff."
20. "Information given." (Shirazi)
21. "Health care." (Patel, C.)
22. "Questions answered." (Patel, C.)
23. "The kindness & hospitality." (Lyman)
24. "Everyone is very nice."
25. "Same day appts." (Ninkovska)
26. "Dr. Shirazi listens & care." (2)
27. "Ability to get an appointments w/ MD."
28. "Fast service and cordial staff." (Lyman)
29. "Extended hours they are open."
30. "No wait time."

Spanish

1. "Everything." (English response on a Spanish survey)
2. "Everything." "Todo." (3)
3. "To care for my health." "A cuidar mi salud." (Patel, B.)
4. "The practitioners and appointment length." "Los proveedores y tiempo en la cita."
5. "The communication." "La comunicación."
6. "Medical." "Medico." (Ninkovska)
7. "The attention." "La atención."
8. "The language option." "La opción del idioma."
9. "It is very good." "Es muy bueno."
10. "Attention." "Atencion." (Lyman)
11. "Maintaining better health." "Tener buena salud." (Lyman)
12. "With my treatment." "En mi tratamiento." (Patel)
13. "The location." "La ubicación."
14. "The security." "La seguridad."
15. "Health." "Salud."
16. "Medical attention." "Atencion medica." (Ninkovska)
17. "The health." "La health." (Shirazi)
18. "For my health." "Para mi salud."
19. "The attention." "La atencion." (2)
20. "With the care for my health." "En el cuidado de mi salud."

31. "Everything is great." (Lyman)
 32. "When explaining what I have."
 33. "The quality of care." (Ninkovska)
 34. "The ease to establish myself as a new patient." (Lyman)
 35. "Dr. Shirazi. She is amazing!" (Lyman)
 36. "The reminders, the overall staff is great." (Patel, B.)
 37. "She's great." (Patel, B.)
 38. "Fast wait time and suggestions for different tests to run." (Ninkovska)
 39. "How they explain stuff simply." (Weaver)
 40. "To explain + Dr Patel is a great doctor and I ask questions he takes an interest in me."
 41. "Close to home. Have here medical assistance I need." (Ninkovska)
21. "With my health." "Con mi salud." (Ninkovska)
 22. "The attention and results." "La atencion y resultados." (Patel)
 23. "The great attention." "La buena atencion." (Ninkovska)
 24. "The service has always been excellent, infinitely appreciative." "El servicio siempre ah sido excelente agradezio infinitamente." (Lyman)
 25. "The discounts and the appointment accessibility." "Los documentos y la accesibilidad para las citas."
 26. "Personally, it helps with my entire pregnancy." "En lo personal me ayuda en todo lo de mi embarazo." (Vega)
 27. "I am satisfied the doctor is very kind she helps me with everything." "Estoy satisfecha la doctora muy amable y me ayuda con todo." (Ninkovska)
 28. "With my appointments." "A mis citas."
 29. "That they are always attentive with patients and helping." "Que siempre están atentos con la paciente y ayudando."
 30. "That they tend to me quickly." "Que me atienden muy rápido."
 31. "Their service regarding my health." "Su servicio en cuanto a mi salud."
 32. "Quick attention and support with the Spanish language." "Atención rápida y apoyo con el idioma español."
 33. "To improve my health." "A mejorar mi salud." (Lyman)
 34. "The medical attention and the explanation when I have any doubts." "La atencion medica y explicacion cuando tengo alguna duda."
 35. "Everything, to remain in control of my care and life." "Todo, para tener controlada mi calidad de salud y vida." (Patel)
 36. "Everyone is very kind, and they help everyone with everything." "Todos son muy amables y ayudan a los pacientes con todo."
 37. "That they are attentive with my health." "Que están al pendiente de mi salud."
 38. "Great responses." "Buenas respuestas." (Ninkovska)
 39. "The assistance with the medications." "La ayuda con medicamentos." (Lyman)
 40. "With the care for my health." "Con mi cuidado de salud."

41. "That they have people that help with the language." "Que tienen personas que le ayudan con el lenguaje."
42. "Knowing about my health." "Saber sobre mi salud." (Lyman)
43. "The attention and the kindness." "La atención y la amabilidad." (Lyman)
44. "That they assist us with consultations even though we are immigrants and without having medical insurance. There is no discrimination." "Que nos ayudan a pasar consulta aunque seamos inmigrantes y sin tener aseguranza medica no hay discriminación." (Lyman)
45. "For the moment, everything is great." "Por el momento para mi todo está bien." (Bansi)
46. "They are kind, and they provide adequate information." "Son amables y proporcionan información adecuada." (Lyman)
47. "They are attentive to what I need along with the interpreter." "Esto al pendiente de lo que necesito al igual que el intérprete." (Shirazi)
48. "For me, it is very satisfying, the entire personnel, and it helps me with everything." "Para mí es muy satisfactorio, todo el personal, y me ayuda en todo."
49. "My daughter's health." "La salud de mi hija." (Shirazi)
50. "Appointment reminder cards to remind me of all my appointments." "Tarjetas para recordarme de todas mis citas." (Shirazi)
51. "Very good attention." "Muy buena atención." (Lyman)
52. "Their kindness towards my family and myself." "Su amabilidad para con mi persona y mi familia."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (3)
2. "Nothing." (2)
3. "None." (2)
4. "Walk-ins."
5. "Perfect." (Weaver)
6. "All good." (2)
7. "Good." (2)
8. "Less waiting." (Patel, C)
9. "Get more staff lol."
10. "Everything is ok for me." (Lyman)
11. "Grace period on your apt."
12. "I am satisfied." (Lyman)

Spanish

1. "N/A." (2)
2. "Everything is great." "Todo bien." (6)
3. "It is fine." "Esta bien." (2)
4. "Everything is great." "Todo esta bien." (3)
5. "I think that it is fine." "Creo que esta bien."
6. "Everything is very good." "Todo esta muy bien." (3)
7. "Very service." "Muy servicio."
8. "Great work." "Buen trabajo."
9. "All good." (English response on a Spanish survey)
10. "Great service." "Buen servicio."

13. "Less wait time."
14. "Improve measuring height."
15. "Nothing all is good." (Ninkovska)
16. "Very good service." (Vega)
17. "It's good the way it is." (Vega)
18. "Excellent job every visit." (Lyman)
19. "You guys are doing great, keep up the good work!" (Lyman)
20. "Nothing, y'all are great, thank you." (Patel, B.)
21. "Very thing is fine."
22. "They're perfect." (Patel, B.)
23. "Very satisfied." (Ninkovska)
11. "It is great how it is now." "Esta bien asi."
12. "The service is excellent." "Es excelente el servicio." (Lyman)
13. "For me everything is excellent." "Para mi todo es excelente." (Patel)
14. "It is perfect." "Esta perfecto."
15. "It is excellent." "Esta exelente."
16. "I am satisfied." "Estoy satisfecha." (Lyman)
17. "Provide timely appointments." "Dar cita mas pronto." (Ninkovska)
18. "Tending to us as soon as possible." "Atendiendales mas pronto posible."
19. "Recommending patients to economical specialists." "Recomendar a los pacientes a especialistas económicos."
20. "Providing appointments as soon as possible." "Dando citas más pronto posible."
21. "More options for appointments and there are emergency appointments. The appointments should be more timely." "Mas opciones de citas y que pueden atender citas de emergencia y que las citas no sean con tanto tiempo de espera."
22. "It is great for the moment." "Está bien por el momento."
23. "Personally, it was great." "En el personal son buenos." (Ninkovska)
24. "Improve the portal." "Mejorar su portal."
25. "They are very great and responsible." "Son muy buenos y responsables."
26. "Continue doing everything the same." "Siguiendo todo como lo están haciendo." (Patel)
27. "Respecting the appointment time." "Solo respetando los horarios de consulta."
28. "Entering the consultation sooner." "Pasando un poco más pronto a las consultas."
29. "Staying on time with the appointment time." "Siendo a tiempo las citas a su hora." (Lyman)
30. "Continue with the same kindness they currently have with their patients." "Seguir con la misma amabilidad que tienen con sus pacientes." (Shirazi)
31. "Staying consistent always." "Siendo constantes siempre."

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

English

- YES: 62
- NO: 2

Spanish

- YES: 101
- NO: 0

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

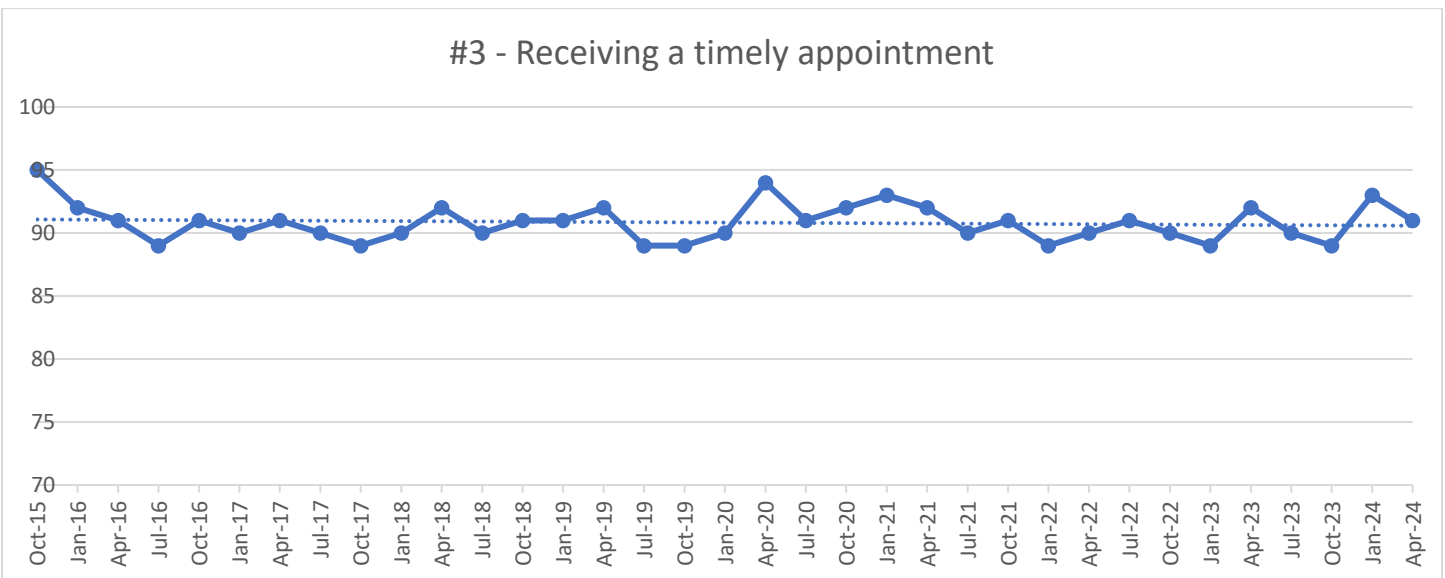
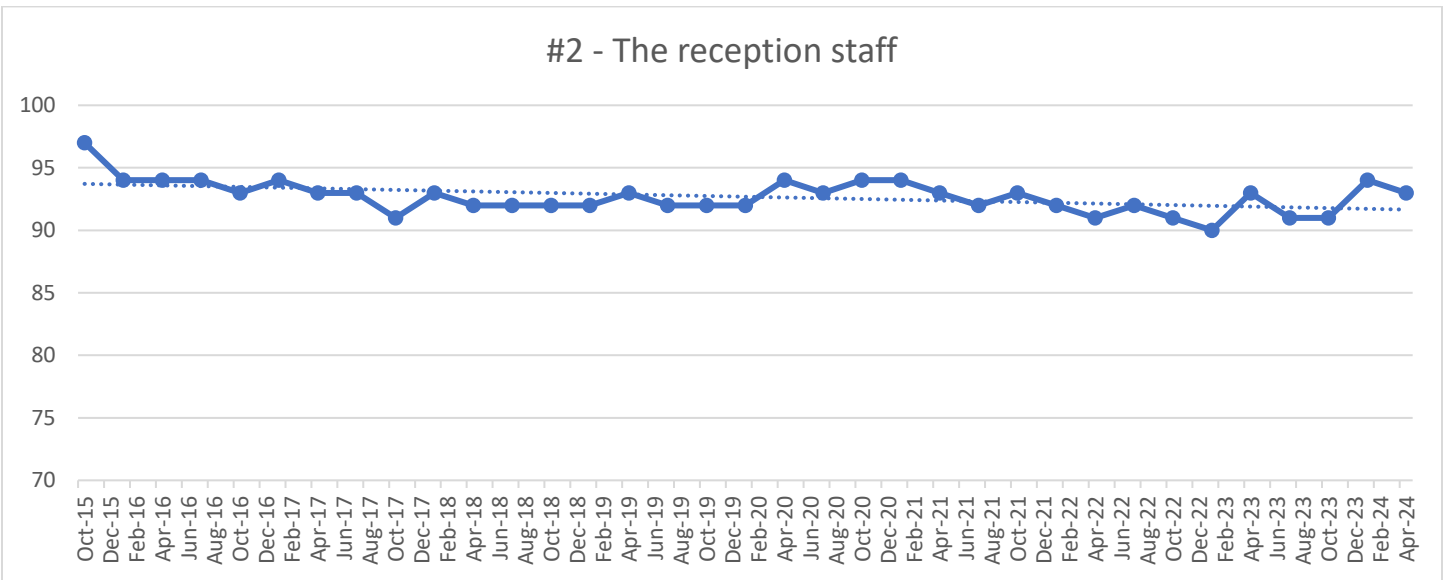
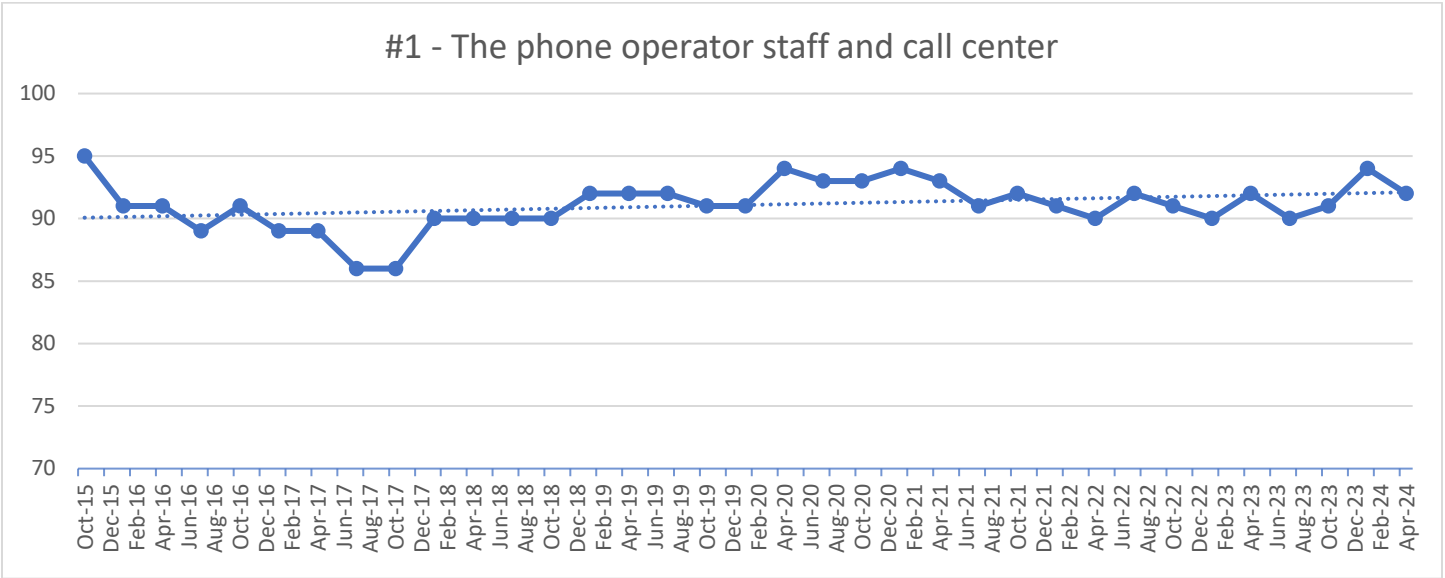
English

- Lyman: 12
- Ninkovska: 8
- Patel, B: 7
- Patel, C: 11
- Shirazi: 12
- Vega: 7
- Weaver: 1

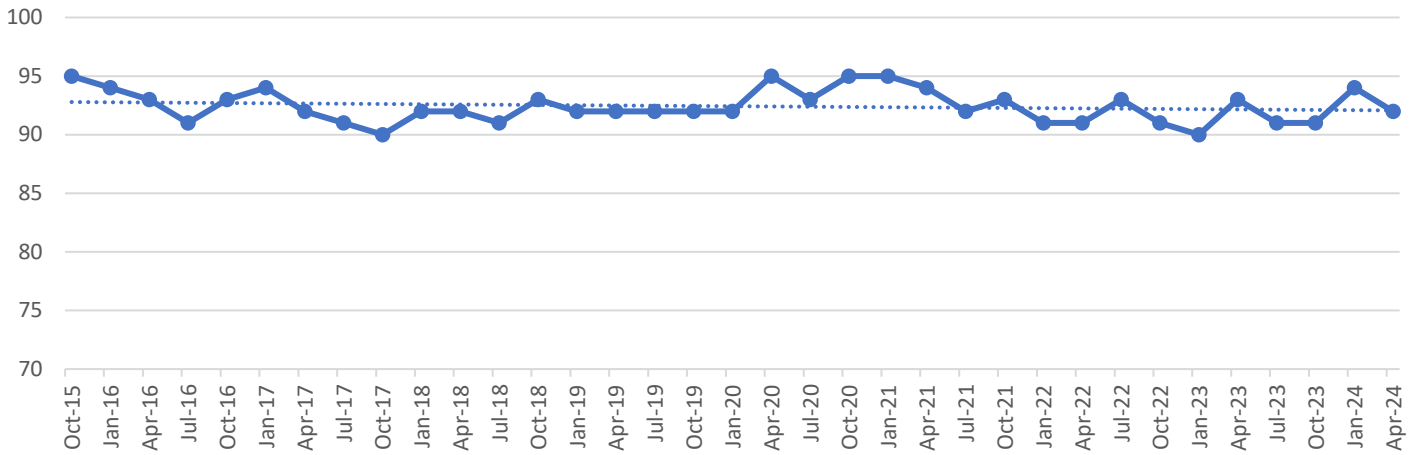
Spanish

- Lyman: 29
- Ninkovska: 19
- Patel, B: 15
- Patel, C: 19
- Shirazi: 12
- Vega: 6

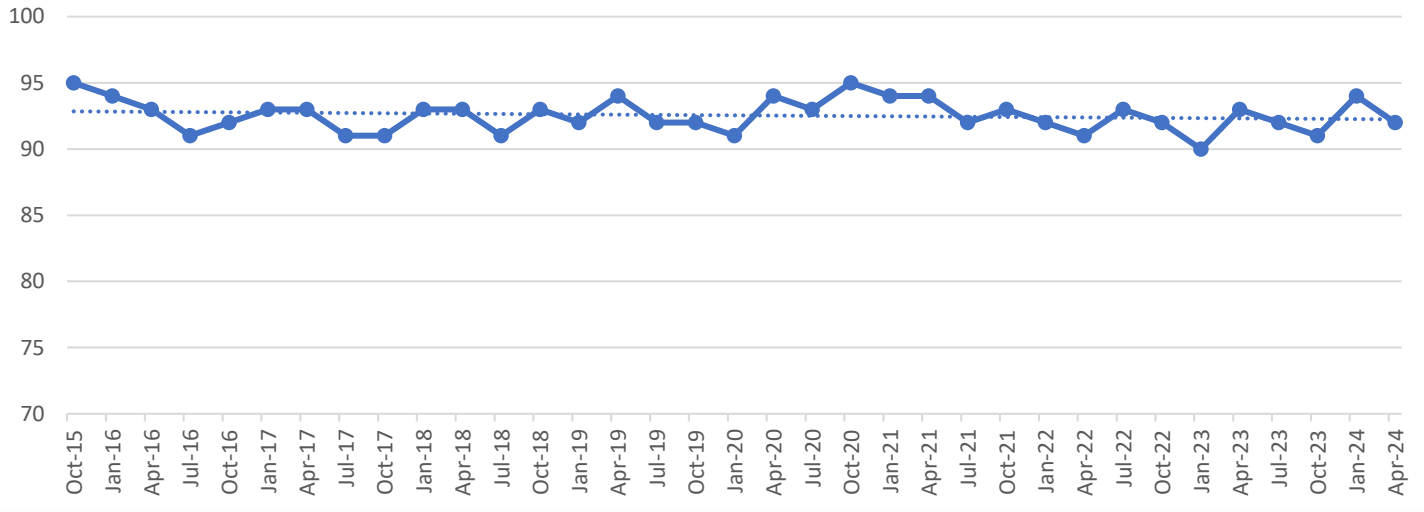
Individual Question Results with Trendlines



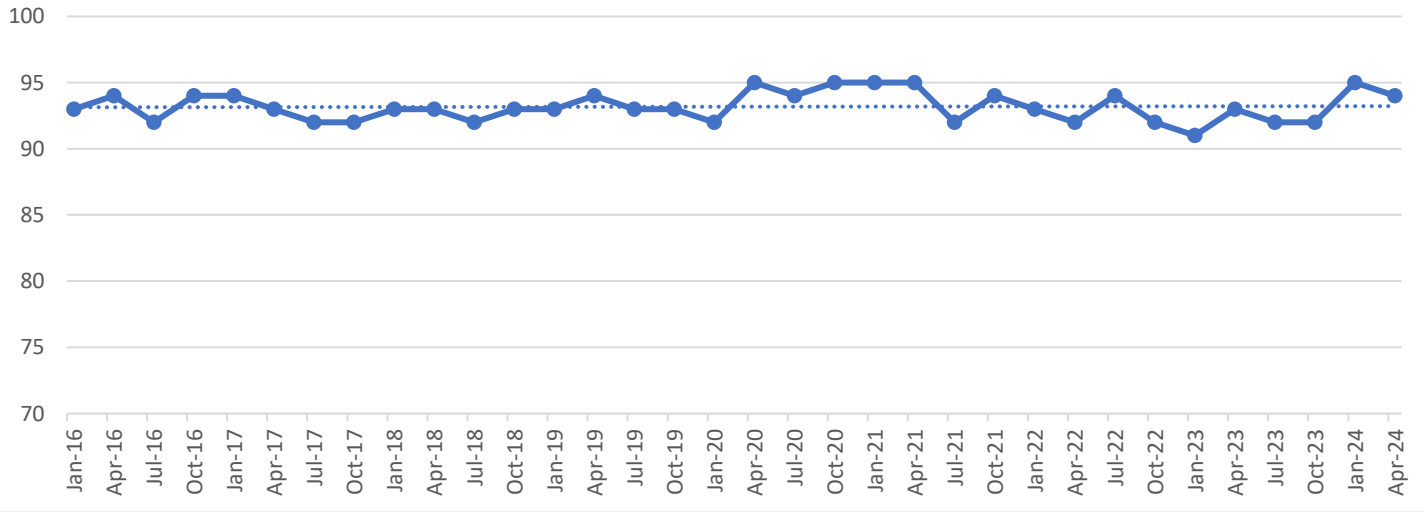
#4 - Education and explanation of plan provided in a way that I can understand



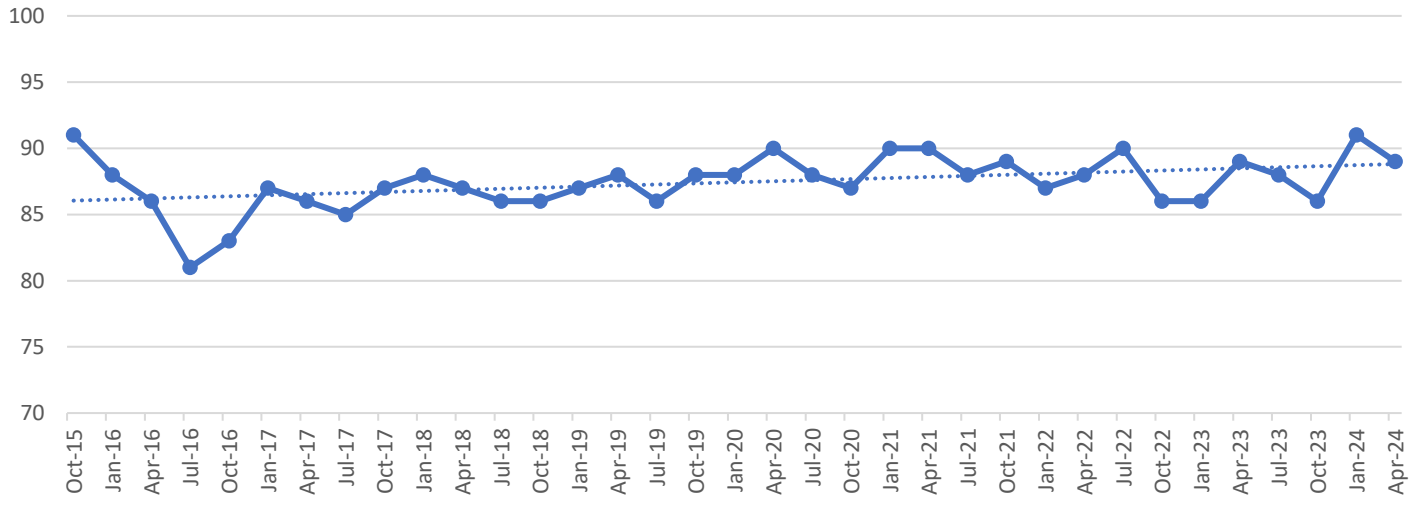
#5 - The follow-up and coordination of my care



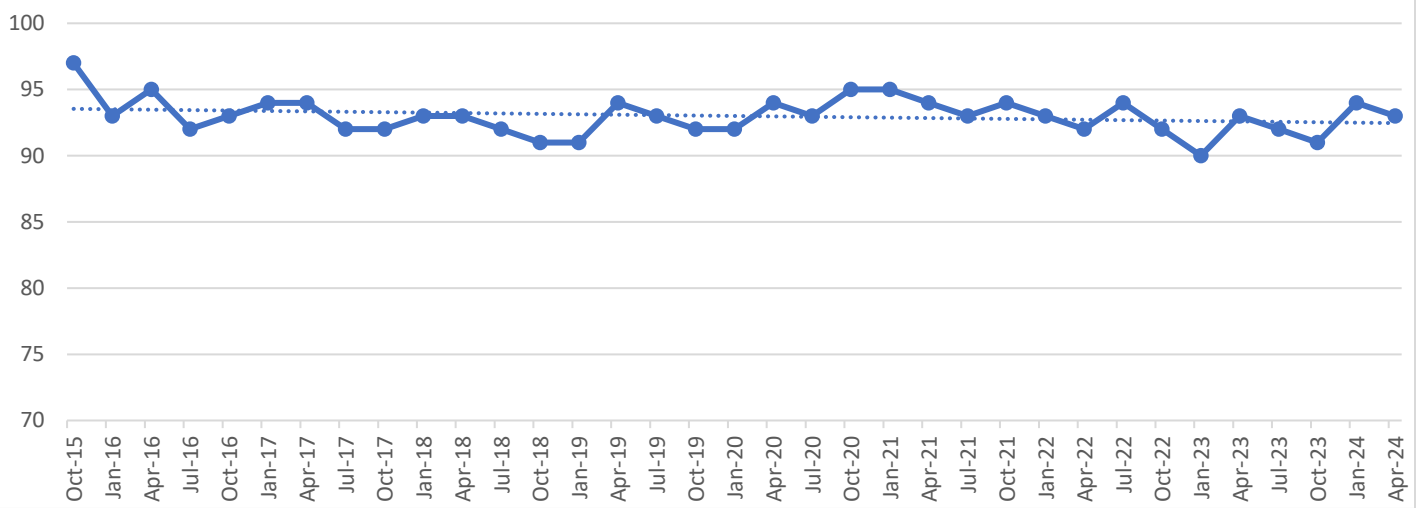
#6 - The staff addressing my medical needs today



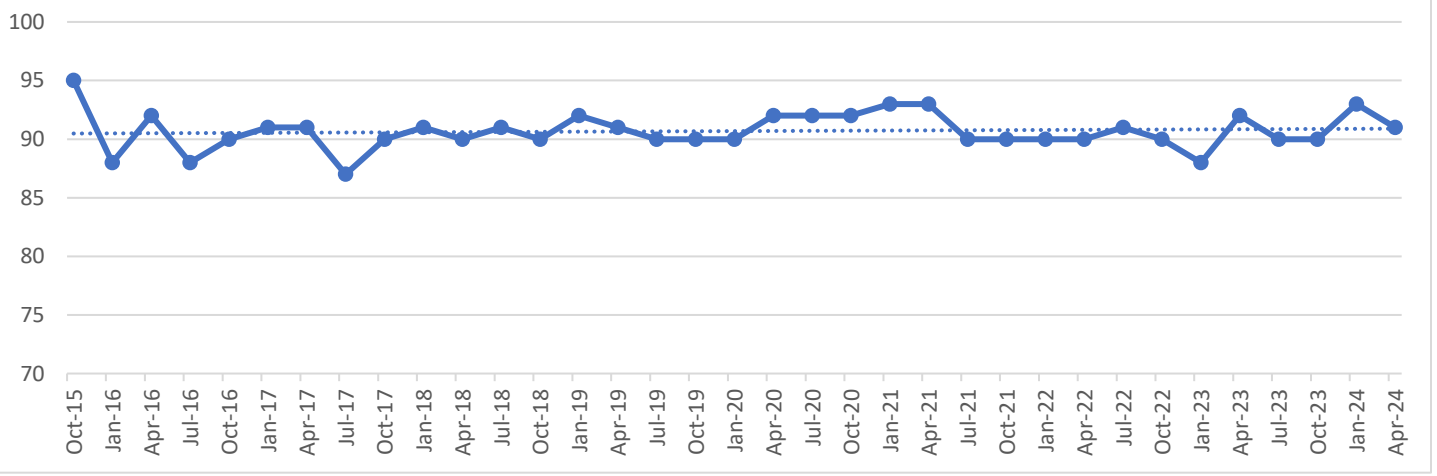
#7 - The time spent waiting



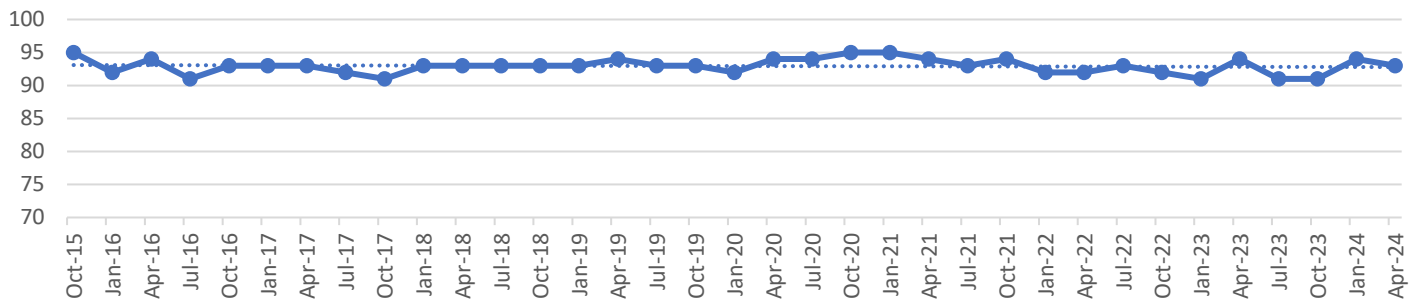
#8 - The respectfulness of staff



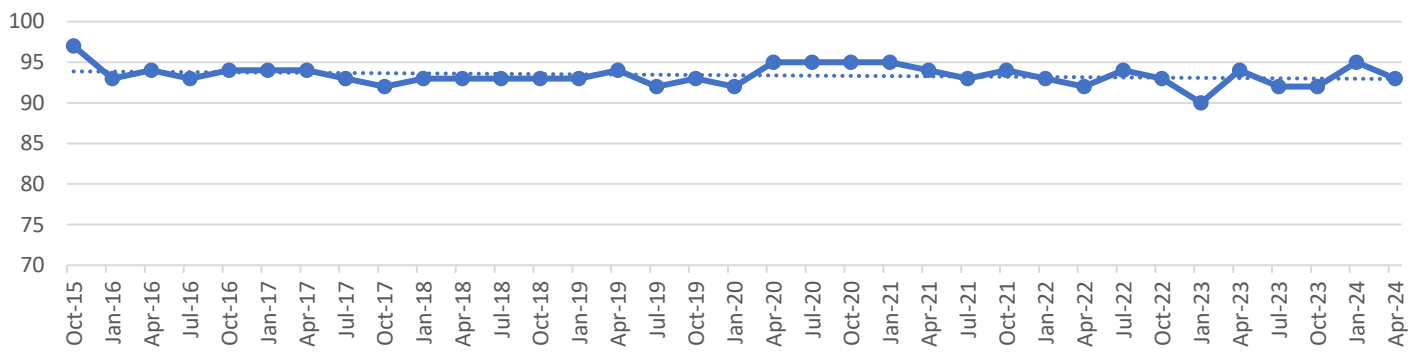
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



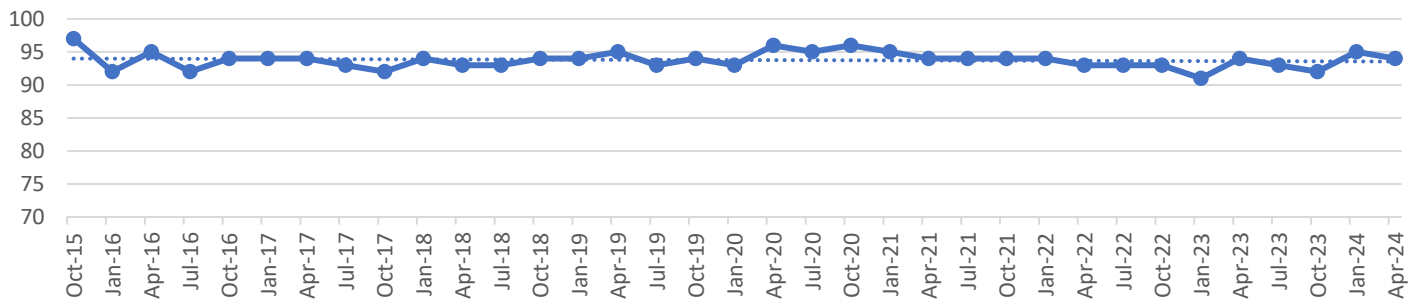
#10 - The handling of my personal medical information in a private and confidential manner



#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?

