

## Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 85% to 92%. The mean for all questions was 90% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

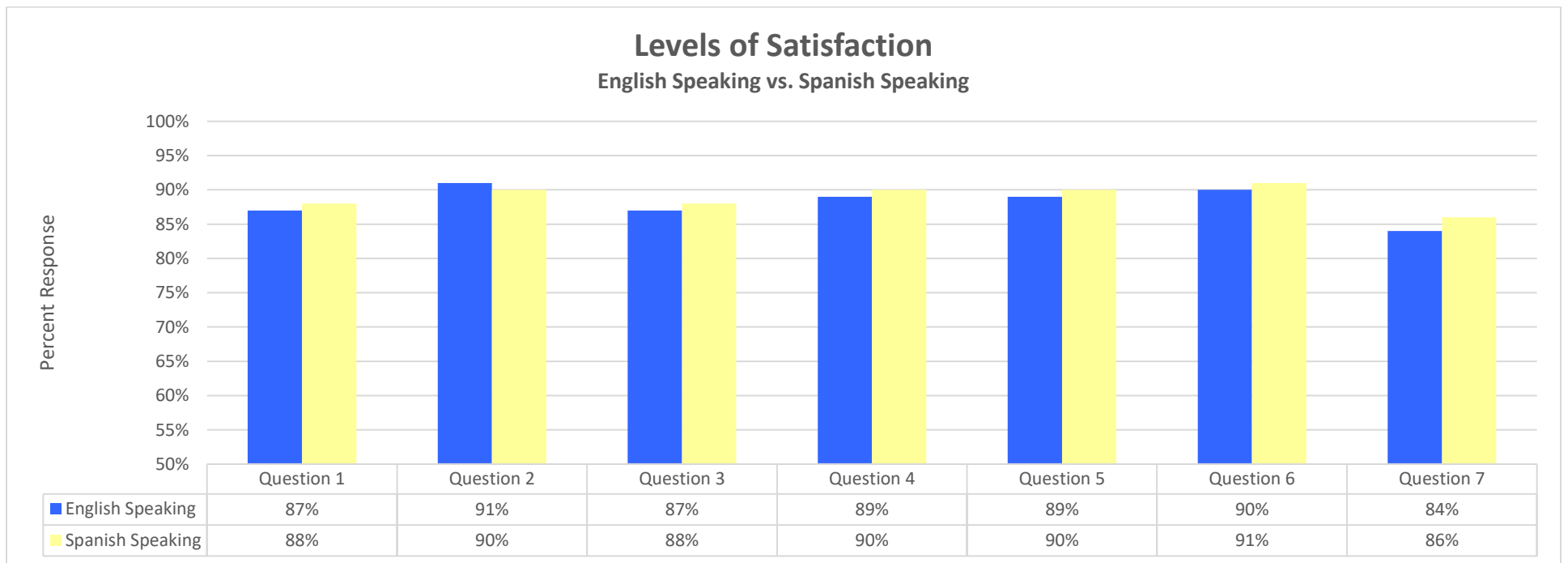
<b>345 W. Northwest Hwy., Palatine – Survey Questions</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>	<b>Level of Satisfaction October 2023</b>	<b>Level of Satisfaction July 2023</b>
1. The phone operator staff and call center	87%	88%	86%	86%
2. The reception staff	90%	94%	88%	93%
3. Receiving a timely appointment	88%	90%	86%	90%
4. Education and explanation of plan provided in a way that I can understand	90%	93%	88%	91%
5. The follow up and coordination of my care	90%	94%	88%	91%
6. The staff addressing my medical needs today	90%	94%	88%	92%
7. The time spent waiting	85%	88%	82%	87%
8. The respectfulness of staff	91%	94%	88%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	94%	87%	93%
10. The handling of my personal medical information in a private and confidential	91%	94%	88%	94%
11. Your medical assistant	92%	95%	88%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	92%	95%	88%	93%
13. Overall, how satisfied are you with the Health Center?	91%	95%	88%	94%

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%

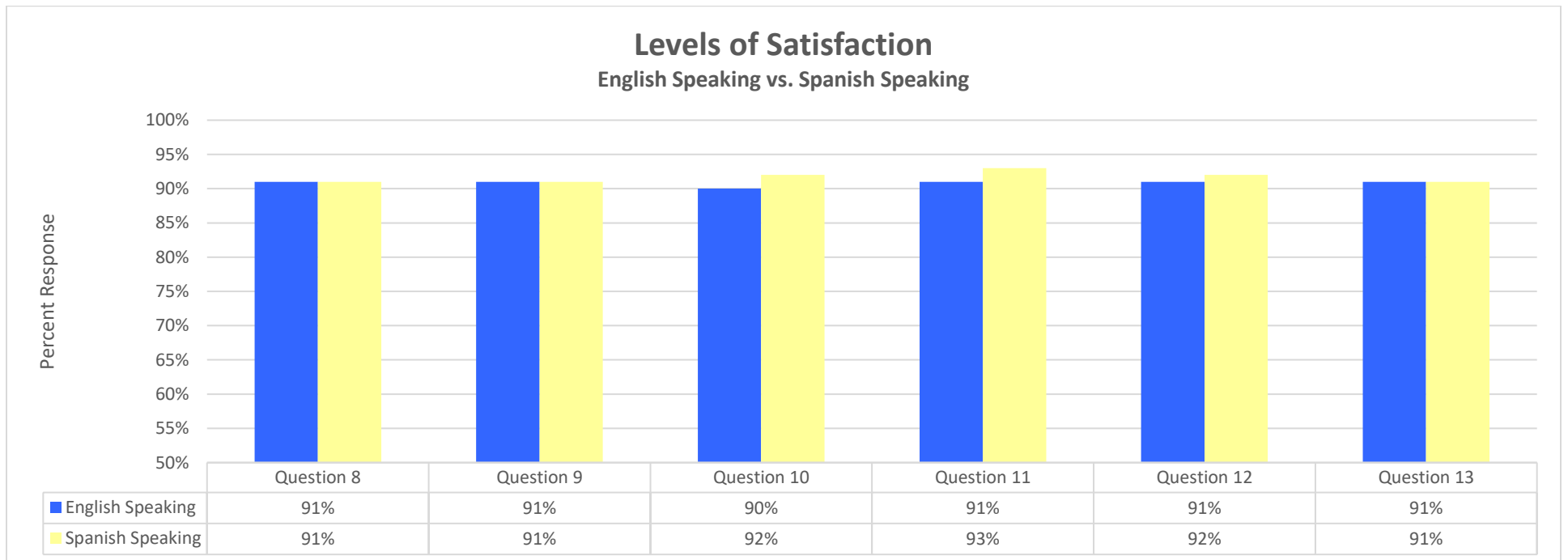
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	48 52%	59 60%	29 32%	25 26%	14 15%	8 8%	1 1%	4 4%	0	2 2%
2. The reception staff	60 64%	65 66%	26 28%	23 24%	8 9%	5 5%	0	3 3%	0	2 2%
3. Receiving a timely appointment	51 54%	59 60%	27 29%	23 24%	16 17%	14 14%	0	1 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	51 54%	62 64%	34 37%	25 26%	8 9%	8 8%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	50 53%	62 64%	37 39%	27 28%	7 7%	8 8%	0	0	0	1 1%
6. The staff addressing my medical needs today	53 56%	64 65%	33 35%	25 26%	8 9%	7 7%	0	1 1%	0	1 1%
7. The time spent waiting	49 52%	56 57%	23 25%	22 22%	14 15%	15 15%	7 7%	3 3%	1 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	59 63%	66 68%	28 30%	23 24%	6 7%	5 5%	0	1 1%	0	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	53 63%	62 65%	24 29%	25 26%	7 8%	8 8%	0	0	0	1 1%
10. The handling of personal medical info in a private and confidential manner	55 59%	66 68%	30 32%	24 25%	9 10%	6 6%	0	0	0	1 1%
11. Your medical assistant	59 63%	70 71%	27 29%	22 22%	8 9%	5 5%	0	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	60 64%	69 70%	25 27%	22 22%	9 10%	6 6%	0	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	57 61%	66 67%	30 32%	23 24%	7 7%	8 8%	0	0	0	1 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: 24

N/A: 6

YES: 0

#### **Comments:**

1. "It was good, goes smooth and gentle people."
2. "Felicia is amazing all the staff here is so nice."

#### **Spanish**

NO: 30

N/A: 1

YES: 1

#### **Comments:**

1. "Yes, the receptionist helped me." "Si, las de recepción me ayudaron."
2. "Everyone has always been kind, respectful, and they help a lot. The girls in reception." "Todas siempre has sido amables, Respetuosas y ayudan mucho las chicas de recepción."

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

#### **English**

1. "They take you over with no unnecessary waiting time." (Nettleton)
2. "The receptionist." (2)
3. "IDK."
4. "Friendly staff." (Zgorka)
5. "When I get all my Q's answered and am not rushed in and out." (Zgorka)
6. "Good." (Perez)
7. "N/A." (Nettleton)
8. "Staff." (4)
9. "Everything." (2)
10. "Having a timely appointment and friendly staff." (Mattes)
11. "Professionalism of all staff." (Perez)
12. "They were able to schedule appointment the next day." (Zgorka)
13. "Front desk." (Zgorka)
14. "Getting help quick for an appointment." (Zgorka)
15. "Everyone is so polite, I feel that is very helpful." (Headley)
16. "Nothing." (Perez)
17. "Everyone."
18. "The medical assistant." (Perez)
19. "Front desk." (2)

#### **Spanish**

1. "The workers." "Los que trabajan."
2. "Reasonable prices." "Precios razonables."
3. "Everything very good." "Todo muy bien." (2)
4. "They explain my medical necessities." "Me explican mis necesidades médicas." (Mattes)
5. "The receptionist." "Las recepcionistas." (2)
6. "They speak Spanish." "Que hablan Español." (3)
7. "They take their time to treat the patient." "Se toman su tiempo para atender al paciente."
8. "The workers and the language." "Las trabajadoras y el idioma." (Zgorka)
9. "The accessible appointments, hours and attention." "Las citas, horas y atención accesible." (Zgorka)
10. "The people who work here." "Las personas que trabajan aquí." (Zgorka)
11. "Everything is positive." "Todo positivo." (Mattes)
12. "Excellent attention." "Atención excelente." (Perez)
13. "With everything." "En todo."
14. "The organization in appointments and attention." "La organización en citas y la atención." (Headley)
15. "With health." "En la salud." (3)
16. "The location." "La ubicación." (Zgorka)
17. "The doctor and assistant." "La doctora y la asistente."
18. "The attention for my baby." "La atención para mi bebe."
19. "Close to home." "Cerca a casa." (Perez)

20. "They explain good." "Explican bien." (Zgorka)
21. "The information and attention." "La información y atención." (Perez)
22. "They are very attentive." "Son muy atentos."
23. "Health." "Salud."
24. "They attend me good." "Me atienden bien." (Perez)
25. "It is economic." "Es económico." (Perez)
26. "The follow up and the attention to time." "El seguimiento y la atención a tiempo." (Zgorka)
27. "They attend you immediately and they give options to book appointments." "Que te atienden de manera inmediata y dan opciones para programar citas." (Zgorka)

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

**English**

1. "Nothing." (Zgorka)
2. "Staff was very professional." (Perez)
3. "N/A." (5)
4. "Pt wait time too long; respect pt time as well." (Zgorka)
5. "Send message for reminder of appt." (Zgorka)
6. "Good." (2)
7. "Great."
8. "Nothing right now!" (Headley)
9. "Send text messages for appointment." (Mendyuk)
10. "Text message for reminder." (Mattes)
11. "Send reminder text for my appt." (Perez)
12. "More advice on medical results to improve."
13. "Way people talk to you like a patient and not a number in the appt book." (Zgorka)
14. "Send messages for my reminder appt." (Zgorka)
15. "All good so far." (Nettleton)
16. "The wait time." (Perez)
17. "Nothing." (Perez)
18. "Can't think of anything." (Perez)

**Spanish**

1. "Everything is good." "Todo esta bien." (6)
2. "You are very kind thank you." "Son muy amables gracias." (Zgorka)
3. "Your attention, everything is good." "Su atencion todo está bien." (Zgorka)
4. "Nothing to add." "Nada que agregar." (Perez)
5. "Personnel that speaks Spanish." "Personal que habla Espanol." (Mattes)
6. "Everything is perfect." "Todo esta perfecto."
7. "N/A." "N/A." (2)
8. "Send text messages because I cannot answer the phone at work." "Mandar mensaje de texto porque no puedo contestar en el trabajo." (Zgorka)
9. "Send text messages for appointments." "Mandar mensaje de texto para citas." (Zgorka)
10. "Wait time." "Tiempo de espera." (Zgorka)
11. "More receptionist they are very busy." "Mas recepcionistas están muy ocupadas." (Zgorka)
12. "Wait time is too long." "Tiempo de espera es muy largo." (Zgorka)
13. "Nothing, everything is good." "Nada todo esta bien." (Nettleton)
14. "I don't have any suggestions because I have always been treated well." "No tengo sugerencias porque a mí me ha atendido muy bien." (Mattes)
15. "Value your patients time and if they come 20 minutes early don't make them wait over an hour." (Comment written in English on a Spanish survey)
16. "I don't know, continue the same." "No se, continue igual."

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

**English**

- YES: 80
- NO: 0

**Spanish**

- YES: 81
- NO: 2

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

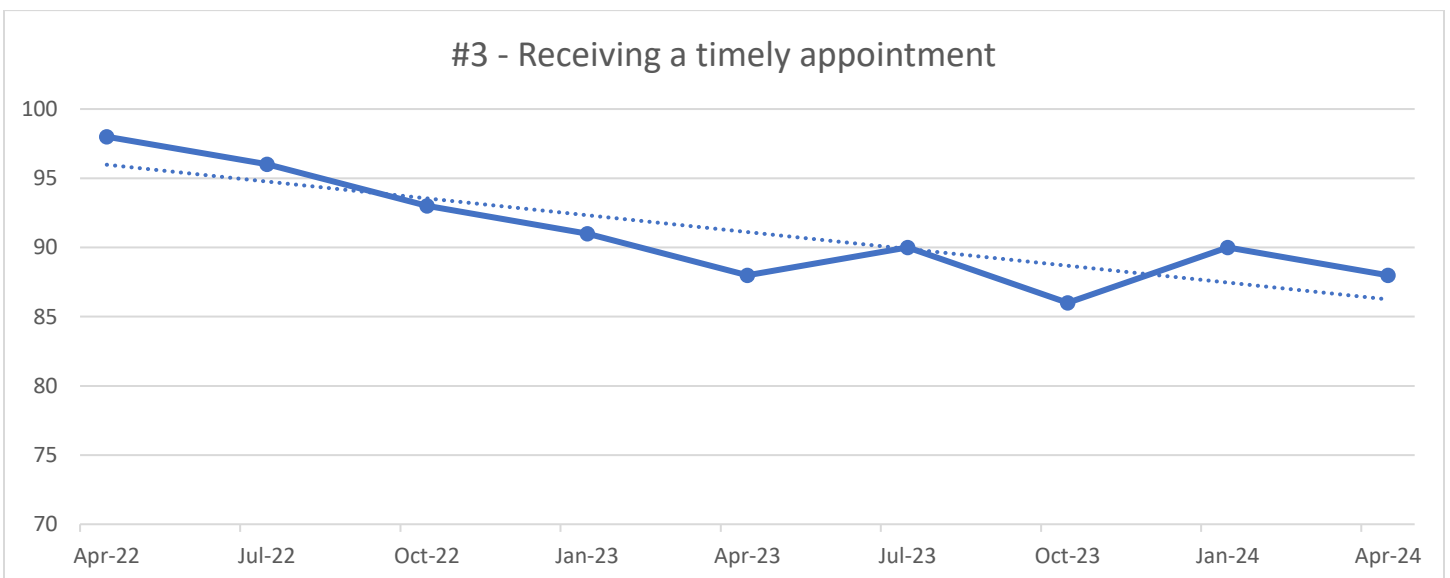
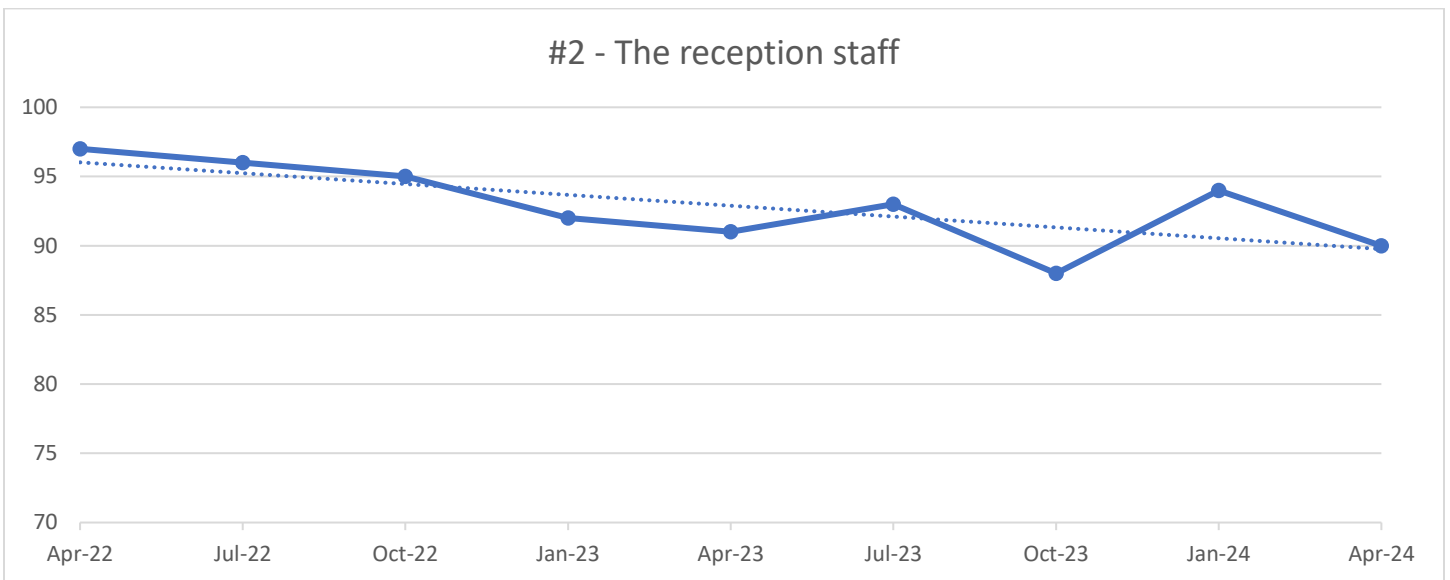
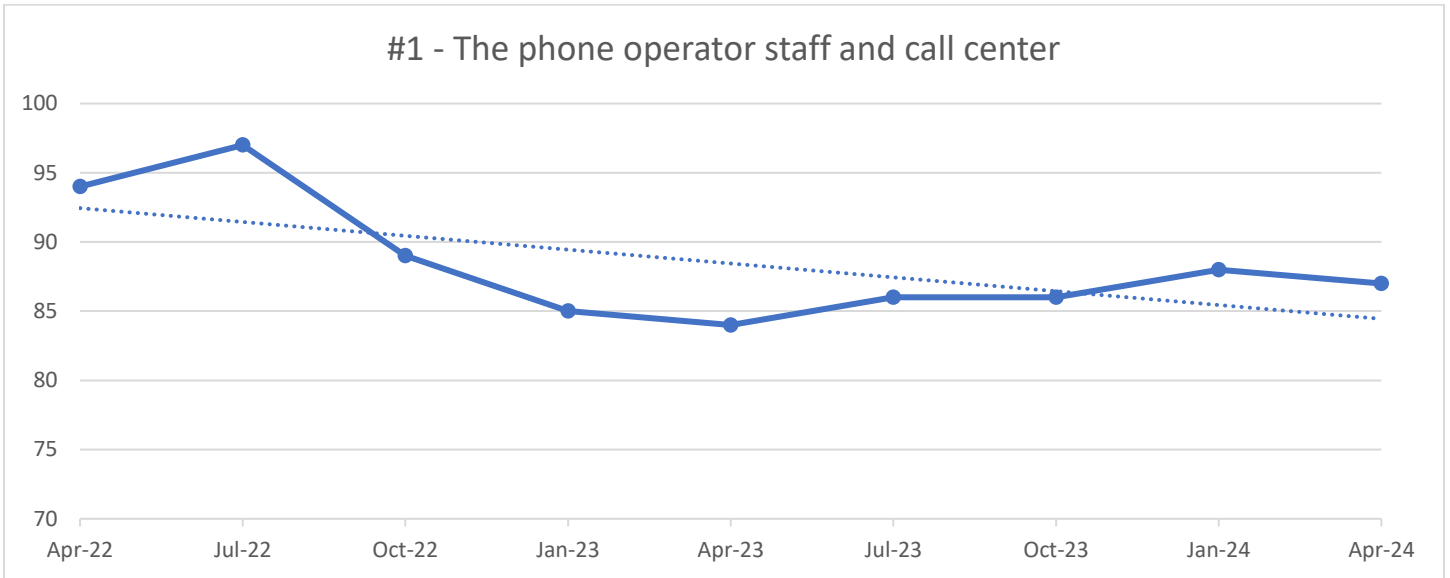
**English**

- Headley: 7
- Mattes: 9
- Mendyuk: 5
- Nettleton: 7
- Perez: 27
- Vega: 4
- Zgoroka: 24

**Spanish**

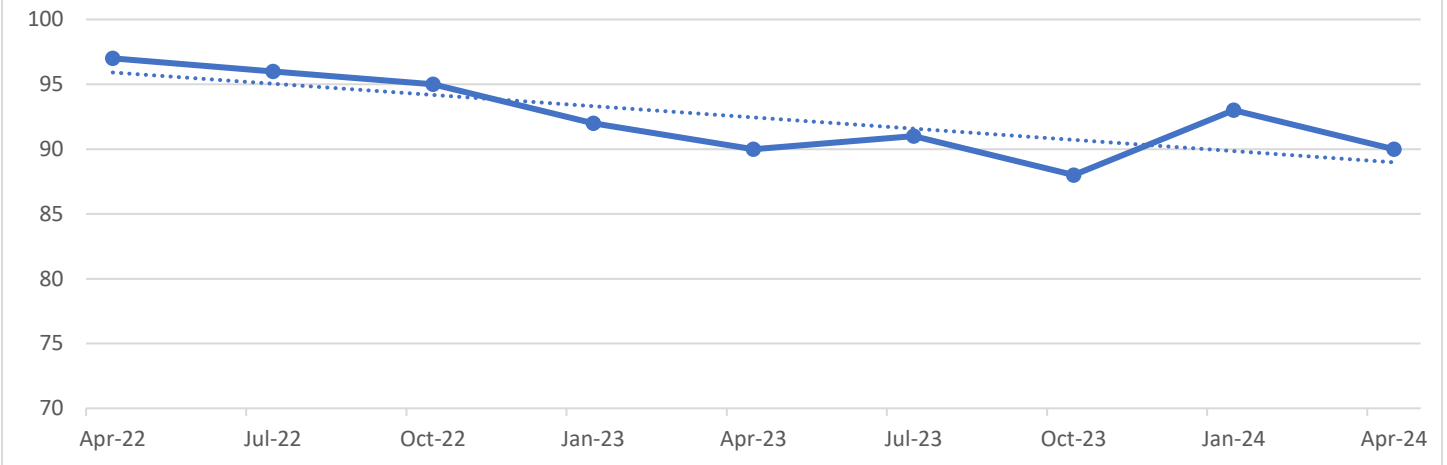
- Headley: 4
- Mattes: 8
- Mendyuk: 1
- Nettleton: 7
- Perez: 19
- Zgoroka: 30

# Individual Question Results with Trendlines

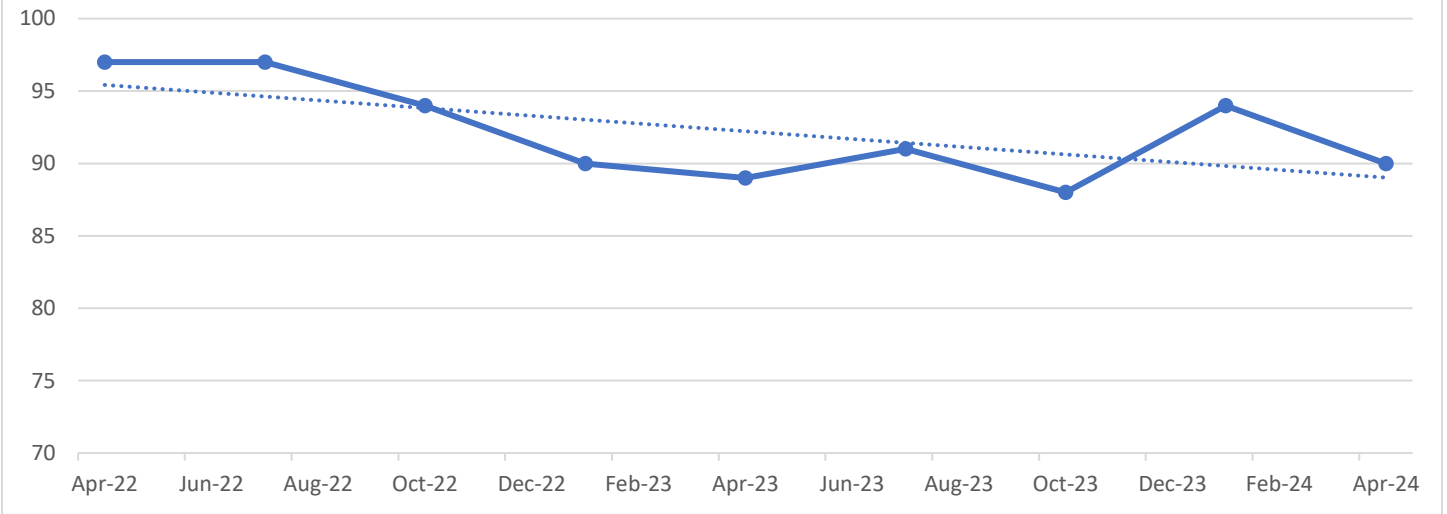




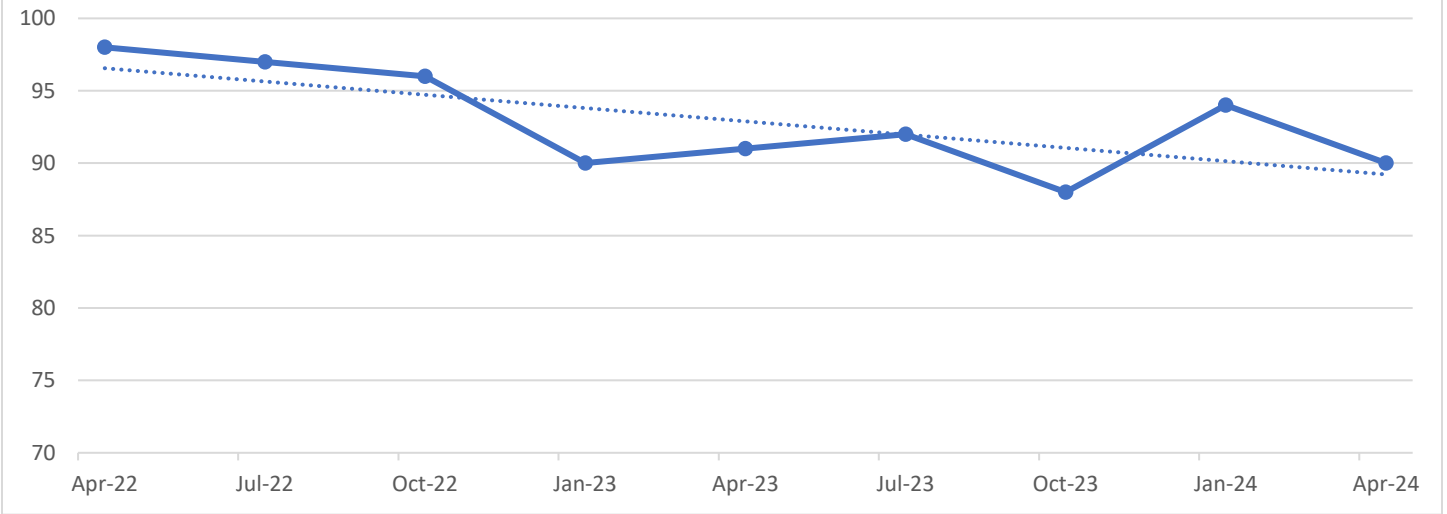
### #4 - Education and explanation of plan provided in a way that I can understand

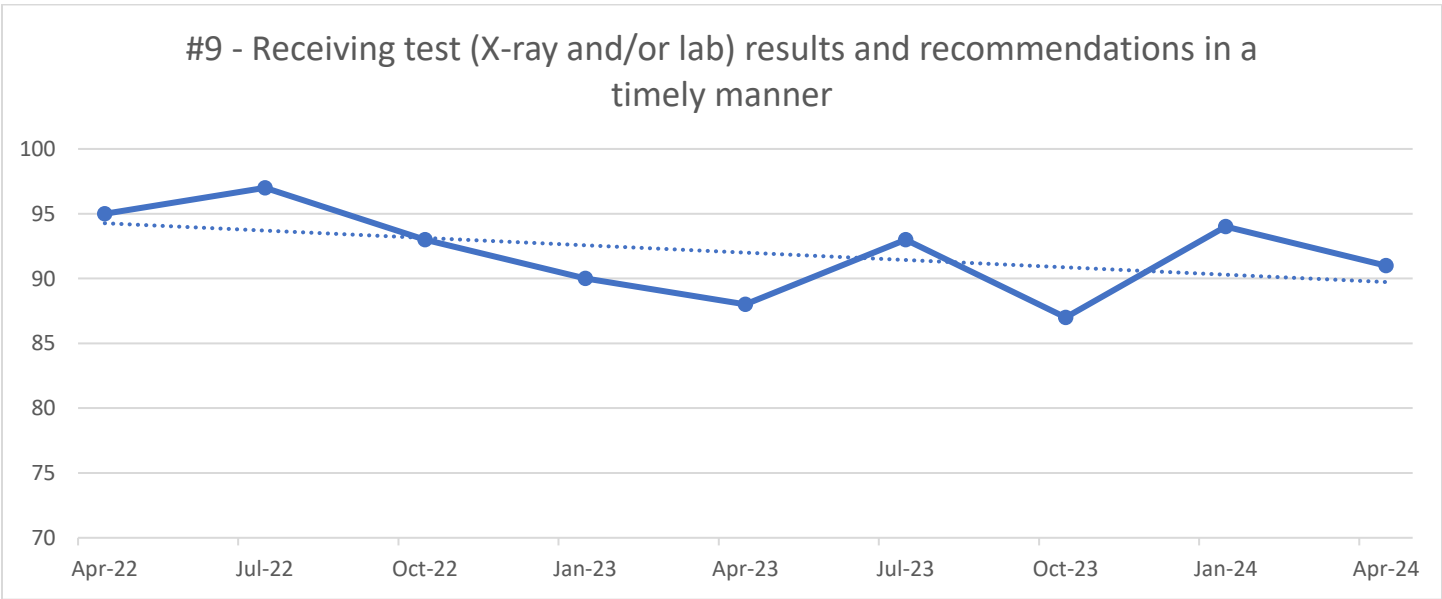
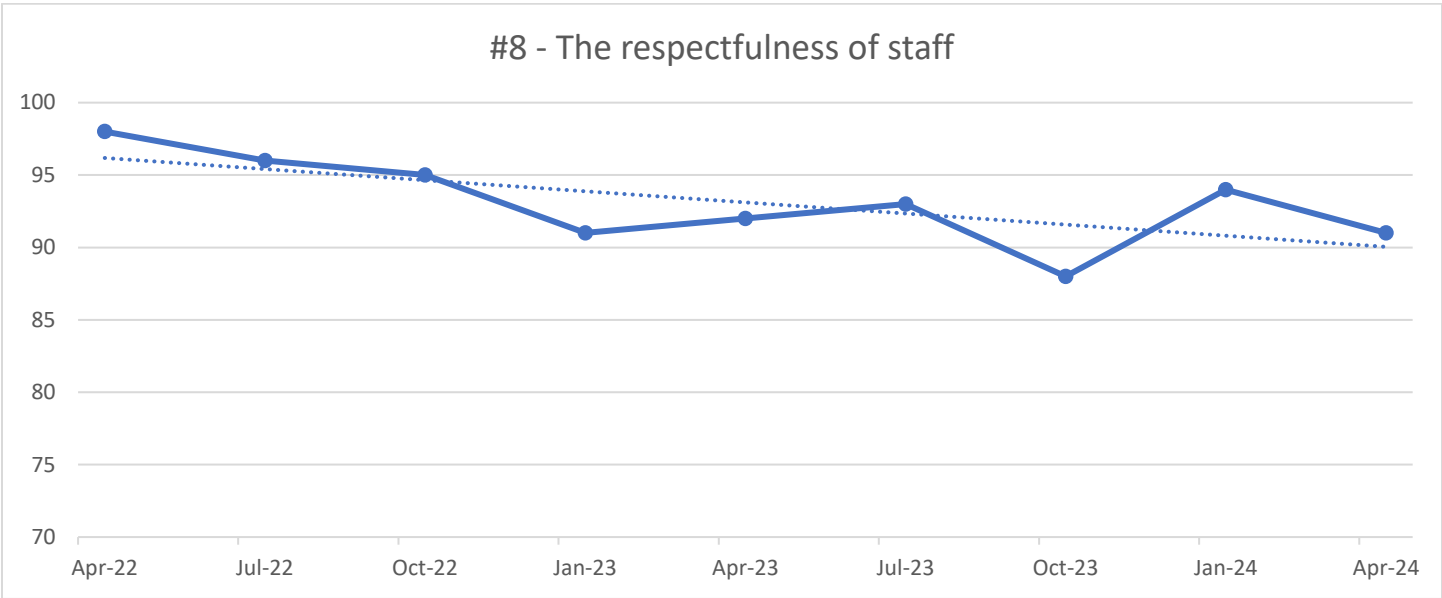
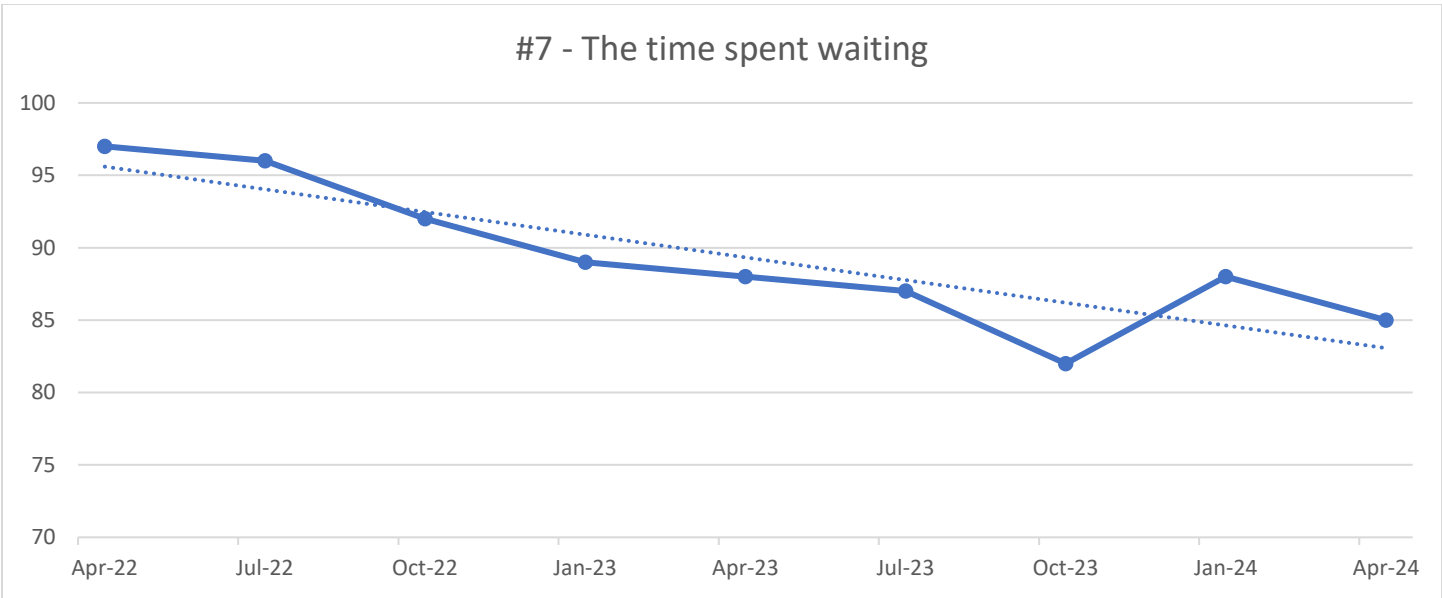


### #5 - The follow-up and coordination of my care

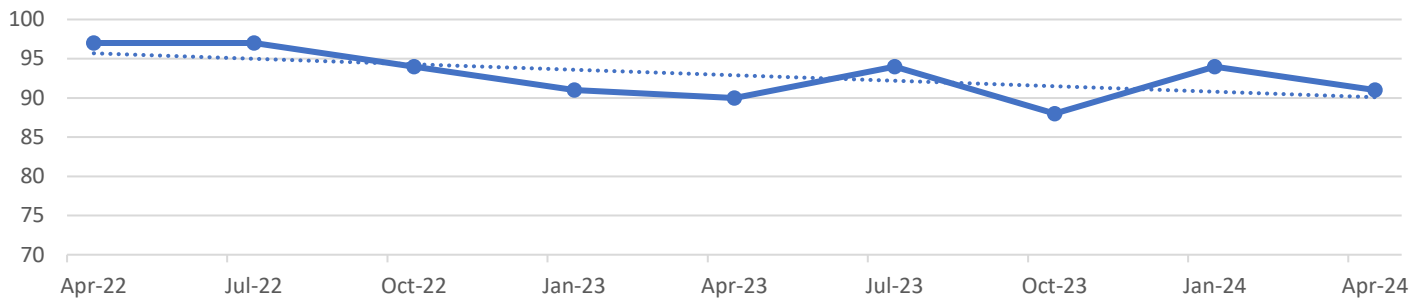


### #6 - The staff addressing my medical needs today

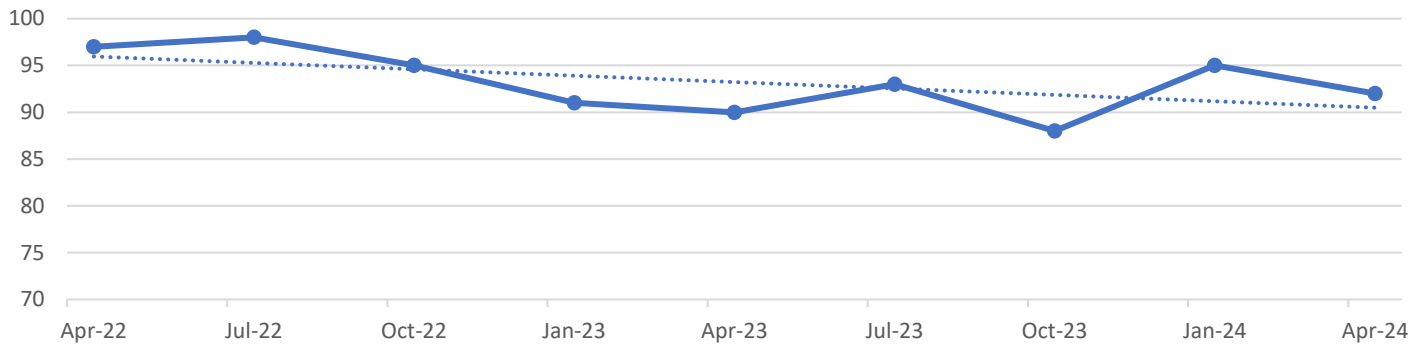




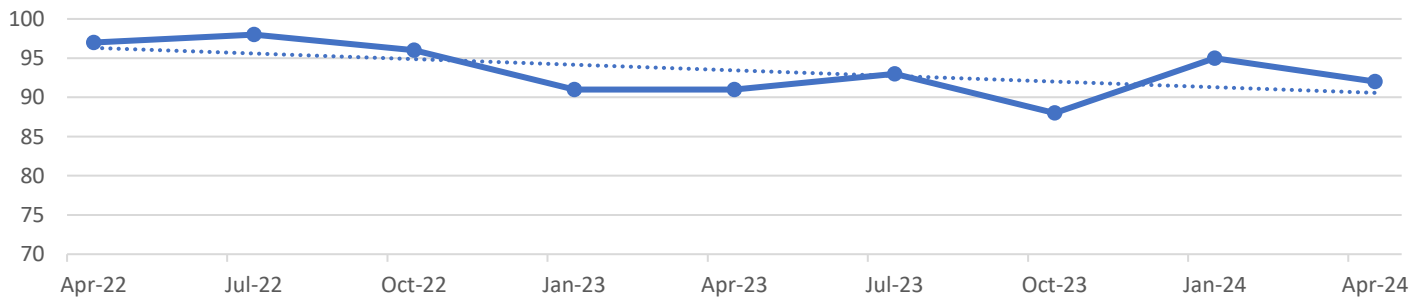
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

