

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) 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 93% to 97%. 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.

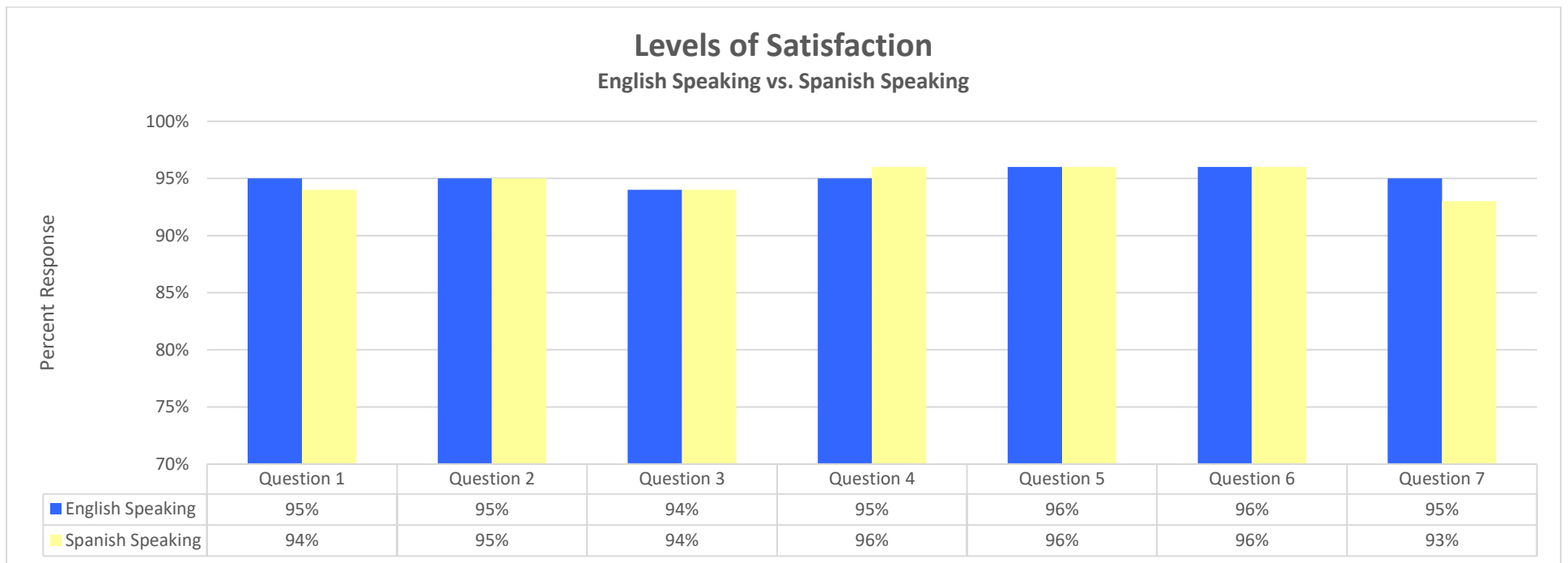
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023	Level of Satisfaction July 2023
1. The phone operator staff and call center	94%	92%	92%	92%
2. The reception staff	95%	94%	94%	94%
3. Receiving a timely appointment	94%	92%	91%	92%
4. Education and explanation of plan provided in a way that I can understand	96%	94%	94%	94%
5. The follow up and coordination of my care	96%	94%	94%	93%
6. The staff addressing my medical needs today	96%	94%	94%	94%
7. The time spent waiting	93%	92%	88%	90%
8. The respectfulness of staff	96%	94%	94%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	93%	92%	91%
10. The handling of my personal medical information in a private and confidential	96%	94%	94%	93%
11. Your medical assistant	96%	94%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	94%	95%	94%
13. Overall, how satisfied are you with the Health Center?	96%	94%	94%	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%

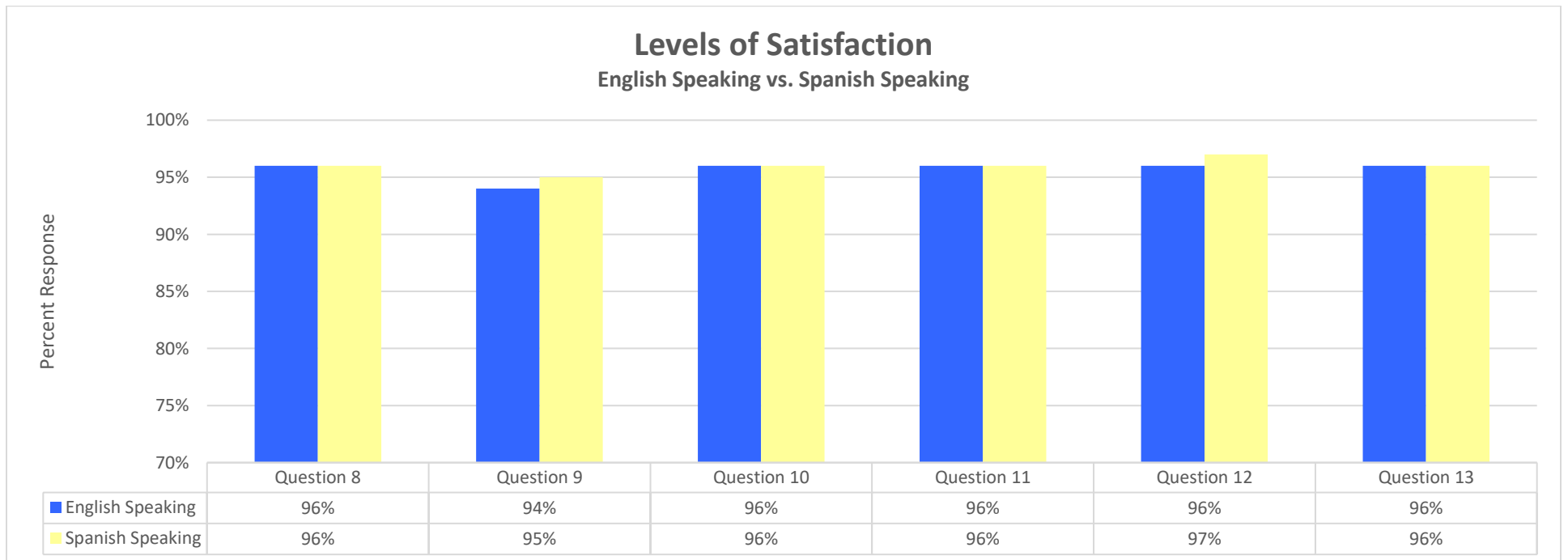
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	127 77%	202 75%	31 19%	62 23%	5 3%	2 1%	1 1%	1 1%	0	2 1%
2. The reception staff	125 77%	214 79%	35 22%	53 20%	2 1%	1 1%	1 1%	0	0	3 1%
3. Receiving a timely appointment	127 77%	199 75%	32 20%	58 22%	2 1%	7 3%	2 1%	1 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	131 80%	214 79%	30 18%	54 20%	2 1%	1 1%	0	0	1 1%	1 1%
5. The follow-up and coordination of my care	133 81%	212 79%	29 18%	54 20%	1 1%	0	0	0	1 1%	1 1%
6. The staff addressing my medical needs today	134 82%	221 82%	28 17%	49 18%	1 1%	0	0	0	1 1%	1 1%
7. The time spent waiting	126 77%	186 70%	30 18%	69 26%	7 4%	8 3%	0	3 1%	0	1 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	133 83%	215 80%	26 16%	54 20%	0	0	0	0	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	119 77%	191 75%	28 18%	61 24%	6 4%	3 2%	1 1%	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	135 82%	214 80%	27 17%	52 19%	1 1%	1 1%	0	0	1 1%	1 1%
11. Your medical assistant	138 84%	223 82%	24 15%	47 17%	1 1%	0	0	0	1 1%	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	138 84%	228 84%	24 15%	41 15%	1 1%	1 1%	0	0	1 1%	1 1%
13. Overall, how satisfied are you with the Health Center?	135 82%	222 83%	26 16%	44 16%	2 1%	2 1%	1 1%	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: 38

N/A: 11

YES: 2

Comments:

1. "Staff members were helpful and answered all my questions." (Newbrander)
2. "Yes, I came here three times before I see the next doctor." (Weaver)
3. "I haven't but great service."
4. "It was awesome."
5. "It was great all around." (Miller)
6. "Ok."
7. "Very satisfied." (Piekarz)
8. "I love how they treat us." (Piekarz)

Spanish

NO: 53

N/A: 4

YES: 1

Comments:

1. "Great." "Buena."
2. "Excellent." "Excelente." (Davies)
3. "Great, I did receive a call back." "Buena si me regresaron la llamada." (Weaver)
4. "Good." "Bien." (Triner)
5. "Yes, great." "Si, buena."
6. "My experience was excellent." "Mi experiencia fue excelente." (Piekarz)
7. "The experience was great." "La experiencia estuvo bien." (Baum)
8. "Everything is excellent." "Todo excelente." (Piekarz)
9. "Very good." "Muy bien."

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

English

1. "Great communication." (Newbrander)
2. "N/A."
3. "Everything." (2)
4. "Setting up appointments fast. Same day appointments." (Piekarz)
5. "Helpful staff." (Piekarz)
6. "The staff." (4)
7. "Staff."
8. "Very nice." (Newbrander)
9. "Good staff and helpful providers." (Davies)
10. "So nice." (Piekarz)
11. "Reception." (Triner)
12. "Everything's good! 😊" (2)
13. "The staff." (Triner)
14. "Staff and providers." (Piekarz)
15. "Fast appointments." (2)
16. "Yes."
17. "Providers, staff!" (Davie)
18. "My daughters' pediatrician." (Triner)
19. "Overall." (Triner)
20. "The providers." (Miller)
21. "All ok."
22. "Everyone's nice and respectful."
23. "The people are so nice, I don't feel judged here." (Weaver)
24. "The staff getting the information & resources." (Weaver)

1. "N/A." (1)
2. "Everything." "Todo." (Newbrander)
3. "Nothing." "Nada." (2)
4. "Everything is perfect." "Todo perfecto." (Triner)
5. "Everything is great." "Todo bien." (2)
6. "Everything is great, employees!" "Todo bien, empleados!" (Davies)
7. "That they tended to me quickly and provide prompt appointments. Also, the respect and the assistance." "Que me atienden muy rápido y me dan las citas pronto. También el respeto y la ayuda." (Triner)
8. "That they always tend to me." "Que siempre me atienden." (Newbrander)
9. "That they have great attention in general and the location is accessible." "Que tienen buena atención en general y su ubicación es asecible." (Triner)
10. "Quick attention with my children." "Atención rápida con mis hijos." (Piekarz)
11. "The medical attention." "La atencion medica." (Newbrander)
12. "The personnel are very kind." "Personal son muy amables." (Piekarz)
13. "Personnel is very kind when tending to patients." "Personal son muy amables a tender el paciente." (Piekarz)

25. "The front staff are always above & beyond." (Weaver)
26. "Convenient appointments timely visits." (Weaver)
27. "Most staff are good." (Weaver)
28. "They are bilingual." (Davies)
29. "The most helpful for you at Grater Family Health to return the same service they got year ago." (Weaver)
30. "The friendly staff."
31. "The staff very nice & helpful & fast."
32. "Appointment reminders." (Davies)
33. "I was told exactly what to bring so no issues."
34. "I was told exactly what to bring so no issues." (Triner)
35. "The fact that they take time to answer all questions." (Davies)
36. "I like how they help you and see what the kids have wen their sicky." (Piekarz)
37. "It's close." (Dodis)
38. "The doctor & receptionist very helpful." (Triner)
39. "Getting timely appointments." (Baum)
40. "They are quick to respond." (Piekarz)
41. "The hours of operation, available around work hours." (Baum)
42. "The flexibility in schedule." (Newbrander)
43. "Doctor explanation." (Baum)
44. "Close and always help in a timely manner." (Baum)
45. "There always appointments available." (Dodis)
46. "App reminder." (Triner)
47. "That they speak Spanish and English." (Dodis)
48. "Explanation of doctors." (Dodis)
49. "Everything so fast." (Piekarz)
50. "Jenny you rock!" (Triner)
51. "Lorena 😊 Dr. Laurena Baum the best!" (Baum)
14. "Pediatician." "Pediatra." (Triner)
15. "The great service, close to home." "El buen servicio, cercanía de la casa." (Davies)
16. "My sons check-up." "El chequeo de mi hijo."
17. "That they have adequate appointments within our hours and the personnel is really good with people." "Que tienen citas adecuadas a nuestro horarios y el personal es muy bien con la gente."
18. "I really like how patient they are with the children." "Me gusta como son de pacientes con los niños." (Miller)
19. "The assistants are not as kind as the front desk." "Las asistentes no son amables como las de enfrente." (Davies)
20. "Sufficient personnel speak Spanish, and it helps me understand." "Bastante personal habla Espanol me ayuda a comprender." (2)
21. "Accessible, kind, and close." "Accesible, amables, cercano." (Miller)
22. "That it has helped manage all of my necessities." "Que ha ayudado a gestionar todas mis necesidades."
23. "Great attention." "Buena atención." (Davies)
24. "The service is great." "El servicio es bueno." (Weaver)
25. "They help me with my health." "Me ayuda con mi salud." (Triner)
26. "They tend to me very well." "Que me atienden muy bien." (Baum)
27. "A great service." "Un buen servicio." (Baum)
28. "With everything in general, the vaccinations for school for my children." "Con todo en general las vacunas para la escuela de mis hijos." (Baum)
29. "The form in which they help me. They are kind, attentive, and everything." "De la forma de cómo me ayudan son amables y atentos y todo." (Baum)
30. "Hours, locations, personnel." "Horarios locacion personal." (Triner)
31. "When I need a doctor in an emergency, they see me immediately." "Cuando nesecito a un doctor de emergencia me atienden de inmediato." (Baum)
32. "When I need a doctor in an emergency, they are available." "Cuando necesito de emergencia aun medico están a disposición." (Baum)
33. "With my son's health." "E la salud de mi hijo."
34. "Same day appointments and that they accept my daughter's medical insurance." "Citas del mismo día y que aceptan el seguro médico de mi hija." (Triner)

35. "When I need it immediately, tending to my children." "Cuando necesito de inmediata atender a mis hijos." (Triner)
36. "They are very profesional and they always have appointments available." "Son muy profesionales y siempre tienen citas disponibles." (Piekarz)
37. "With my children's well-being." "Con el bien estar de mis hijos." (Piekarz)
38. "Their service and people that speak Spanish." "Su servicio y personas que hablan español." (Triner)
39. "Having medical services at the reach of our necessities." "Tener servicios médicos al alcance de nuestras necesidades."
40. "With my children's health." "En la salud de mis hijos." (Piekarz)
41. "Medical attention." "Atención médica." (Dodis)
42. "Kindness from the personnel." "Amabilidad del personal."
43. "They are very kind." "Son muy amables."
44. "Thy speak Spanish." "Hablan Espanol." (Piekarz)
45. "My health." "Mi salud." (Newbrander)
46. "Hours." "Horarios." (Dodis)
47. "The medical attention." "La atencion medica." (Triner)
48. "Excellent service." "Exelente servicio." (Triner)
49. "That they are kind." "Que son amables." (2)
50. "Maintaining my children's health." "Mantener la salud de mis hijos."
51. "How they tend to their patients. They are kind and attentive." "De como atienden a los pacientes son amables y atentos." (Dodis)
52. "They are very well organized and tend to well." "Son muy organizados y atienden muy bien." (Baum)
53. "The availability with the hours." "La disponibilidad de horarios." (Piekarz)
54. "The communication in your language." "La comunicación en tu idioma." (Baum)
55. "The attention is excellent." "La atención es excelente." (Piekarz)
56. "That they see you without an appointment and it is great to arrive without one and be seen when it is necessary." "Que atienden sin cita y eso es bueno llegar sin cita, cuando es necesario." (Baum)
57. "High quality medical attention." "Atención medica de alta calidad." (Newbrander)
58. "The attention towards my children." "La atención a mis hijos."
59. "They respond to all of my worries, and they are flexible and quick when I need a referral."

“Responden a todas mis preocupaciones y son flexibles y rápidos cuando necesito un referido.”

Question 16: How can we improve Greater Family Health?

English

1. “N/A.” (11)
2. “Nothing.” (Piekarz)
3. “None.” (2)
4. “Everything’s good.” (2)
5. “Good.”
6. “All good.”
7. “Already awesome.” (Weaver)
8. “Online portal>signing up today.” (Weaver)
9. “I wish there was a psychiatrist at the McHenry location or that could do virtual appointments.” (2)
10. “All good keep it up.” (Triner)
11. “Better on phone appointments.” (Miller)
12. “Have a behavioral specialist available at Sycamore location.” (Weaver)
13. “Have virtual appointments available for psychiatrist.” (Weaver)
14. “Nothing everything is amazing.” (Davies)
15. “We improve Greater Family Health to support more services to people.” (Weaver)
16. “Don’t you’re great!”
17. “Everything is perfect.”
18. “The wait times are long sometimes.” (Davies)
19. “They do good job.” (Piekarz)
20. “N/A – everyone is great!”
21. “All good.” (Dodis)
22. “You guys are doing a good job.” (Baum)
23. “Maybe wait times, but it wasn’t too long.”
24. “No need.” (Newbrander)
25. “Long phone wait.” (Baum)
26. “You’re all doing great!!” (Baum)
27. “Everything is perfect no need to improve.” (Dodis)
28. “You guys are doing good.” (Piekarz)

Spanish

1. “N/A.” (4)
2. “Nothing.” “Nada.” (2)
3. “Everyone is very kind.” “Muy amables todos.”
4. “Everything is great.” “Todo esta bien.” (4)
5. “Everything is great.” “Todo bien.” (5)
6. “Everything is perfect.” “Todo esta perfecto.” (Piekarz)
7. “No.” “No.”
8. “They are great.” “Estan bien.”
9. “Only with time spent waiting in the waiting room it is quite long.” “Solo el tiempo de espera en el cuarto es largo.”
10. “For me, everything is excellent.” “Para mmi es ecelente.”
11. “Everyone is very kind.” “Muy amables todos.” (Triner)
12. “For now, everything is great.” “Por ahora todo bien.” (Triner)
13. “Receiving timely appointments without a wait.” “Tomando citas sin tanta espera.” (Newbrander)
14. “The doctor should be more timely.” “Que pase la doctora más rápido.” (Piekarz)
15. “The doctor should be more timely to tend to the patients.” “Que pase la doctora más rápido a tender el paciente.” (Piekarz)
16. “With the call center services because the majority people are not capable for that assignment regards to information and kindness.” “En el servicio de llamadas porque la mayoría de las personas no están capacitadas para ese trabajo en cuestión de información y de amabilidad.” (Triner)
17. “Providing prompt appointments, the dates are too far out, and I was on hold for more than 30 minutes on the phone.” “Dando citas más cercas, las fechas son muy largas y contestando el teléfono estuve en espera más de 30 min.” (Triner)
18. “Everything is very good.” “Esta bien todo.” (Newbrander)
19. “Immediate care.” (English response on a Spanish survey)
20. “Perhaps, with an immediate care service.” “Quizas con un servicio de immediate care.” (Triner)

21. "For now, I am satisfied with the service."
"Hasta ahora, estoy satisfecha con el servicio." (Miller)
22. "From my perspective, everything is great."
"De mi parte está todo bien." (Triner)
23. "Nothing, everything is great." "Nada todo vien."
24. "All good." (English response on a Spanish survey)
25. "Discontinue asking for the 15 min arrival before the appointment." "Dejar de pedir los 15 min antes de las citas." (Piekarz)
26. "Available appointments without weeks of waiting." "Teniendo citas sin tantas semanas de espera." (Triner)
27. "Not arriving 15 minutes in anticipation for the appointments." "No venir 15 min de anticipacion a las citas." (Triner)
28. "Everything is very good, sometimes the time spent waiting is long." "Todo está muy bien, solo a veces el tiempo de espera un poco." (Piekarz)
29. "For me it is perfect." "Para mi esta perfecto." (Baum)
30. "On other occasions, not Elgin but Streamwood, the attention from reception to medical it is lousy." "En otras veces, no Elgin sino strembook. La atención desde recepción hasta medica es pésima." (Newbrander)
31. "Sometimes the wait time for certain appointments have been too long." "A veces las esperas de algunas citas han sido muy largos."

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

English

- YES: 109
- NO: 0

Spanish

- YES: 140
- NO: 1

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

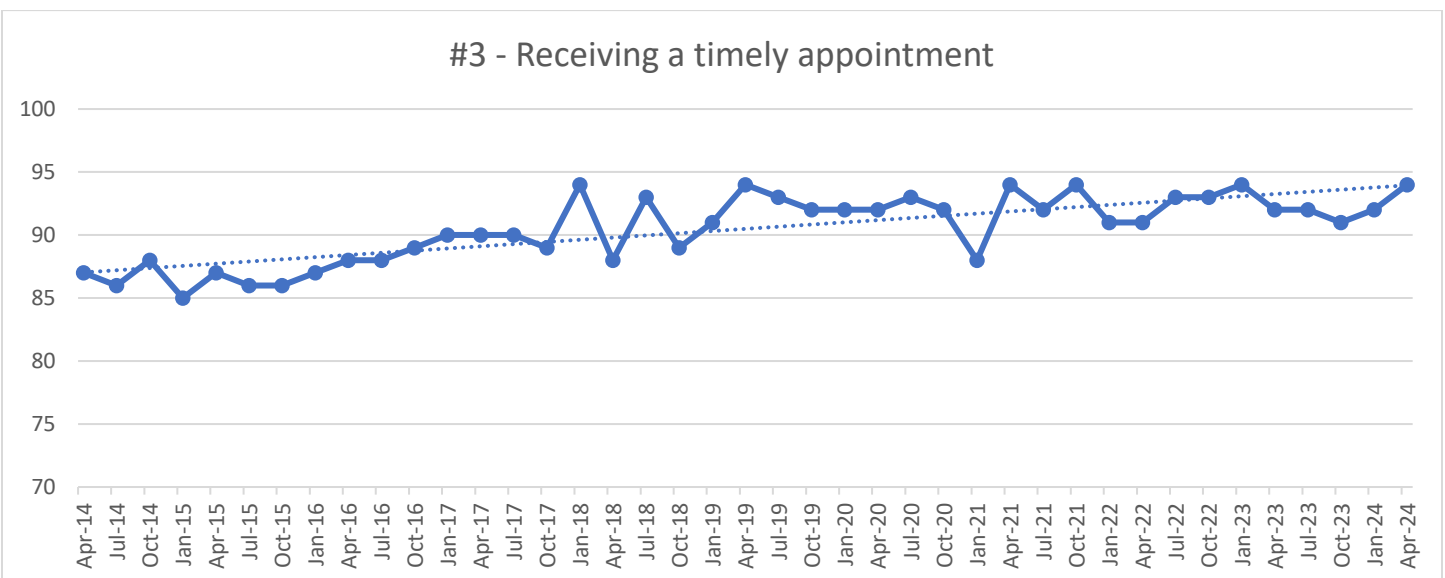
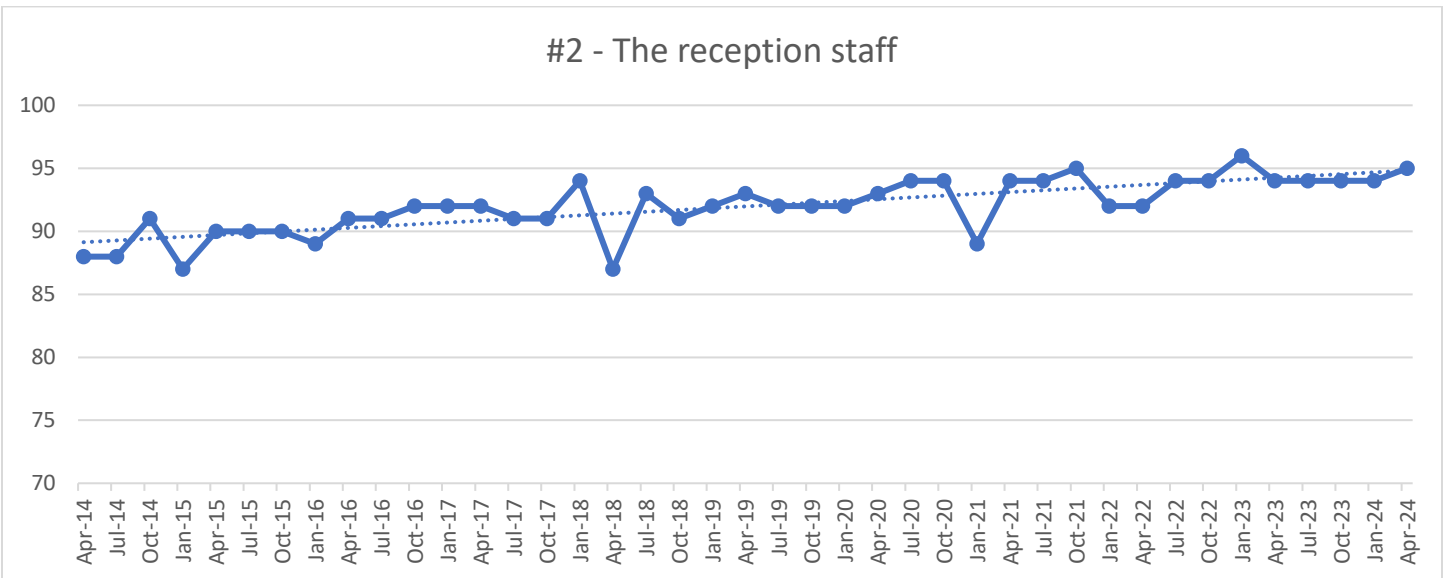
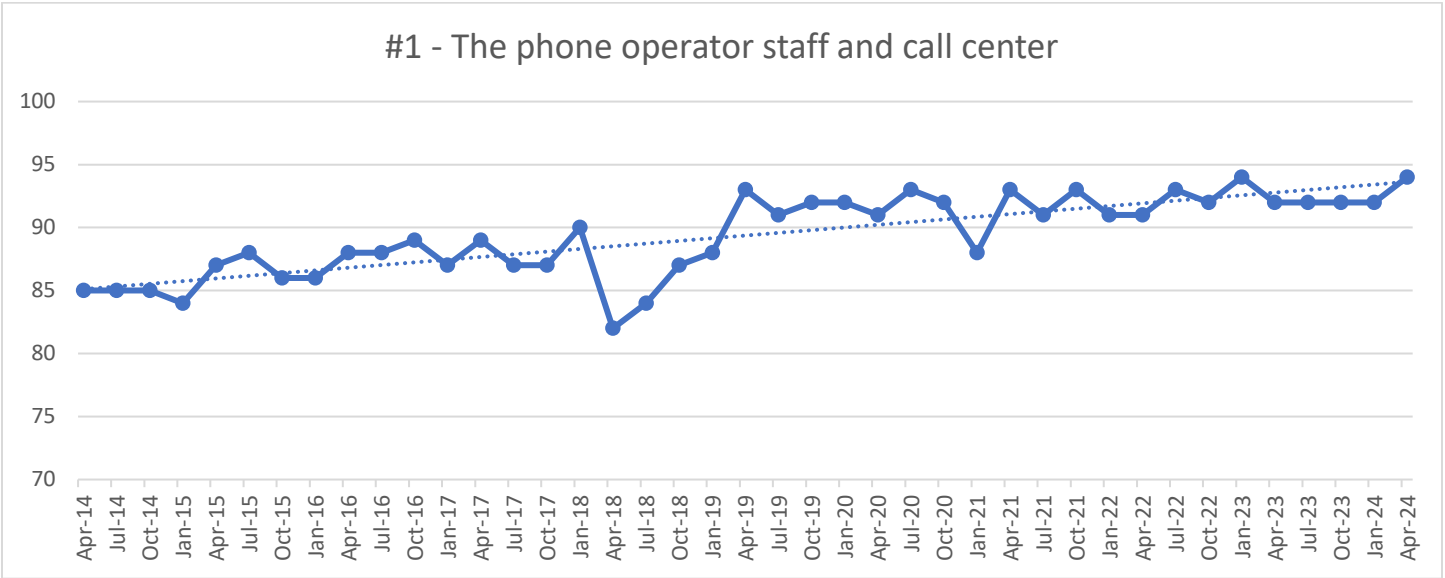
English

- Baum: 29
- Davies: 17
- Dodis: 10
- Miller: 7
- Newbrander: 13
- Piekarz: 30
- Triner: 30
- Weaver: 14

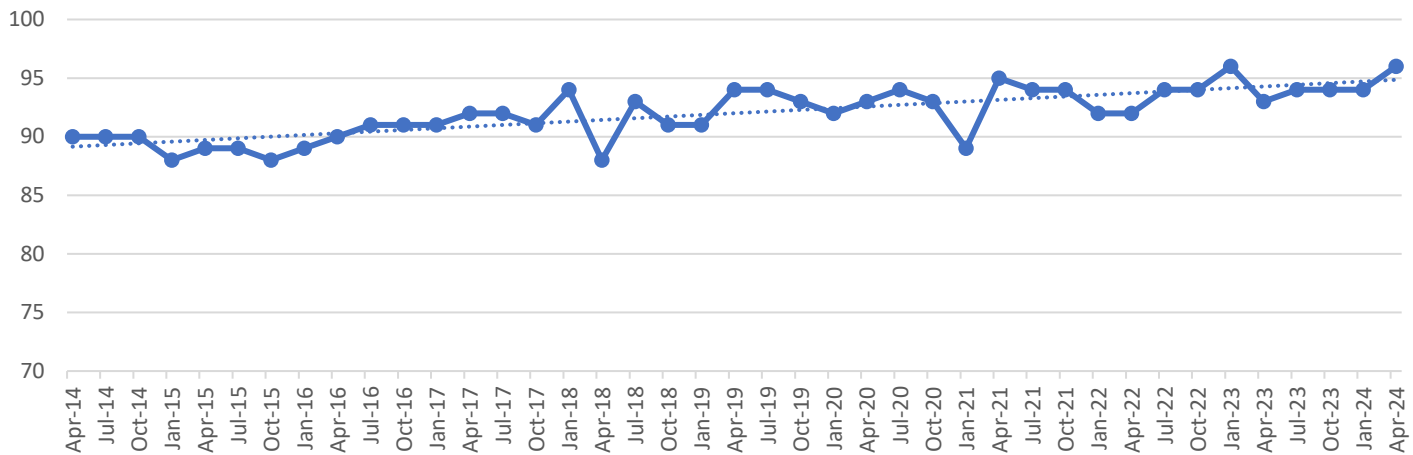
Spanish

- Baum: 46
- Davies: 32
- Dodis: 11
- Miller: 10
- Newbrander: 31
- Piekarz: 35
- Triner: 66
- Weaver: 1

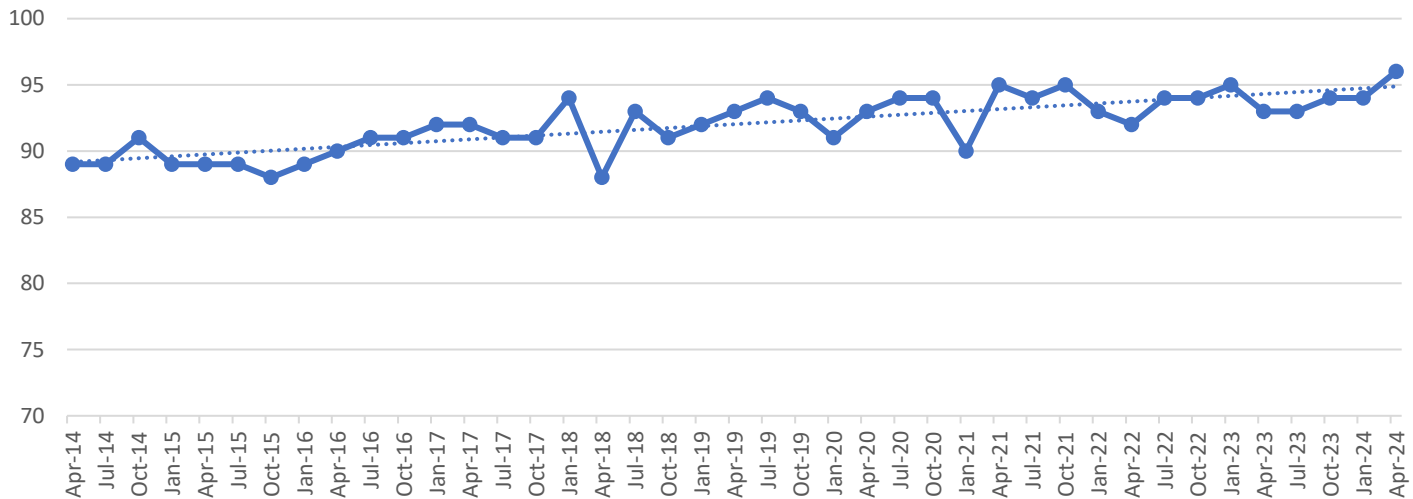
Individual Question Results with Trendlines



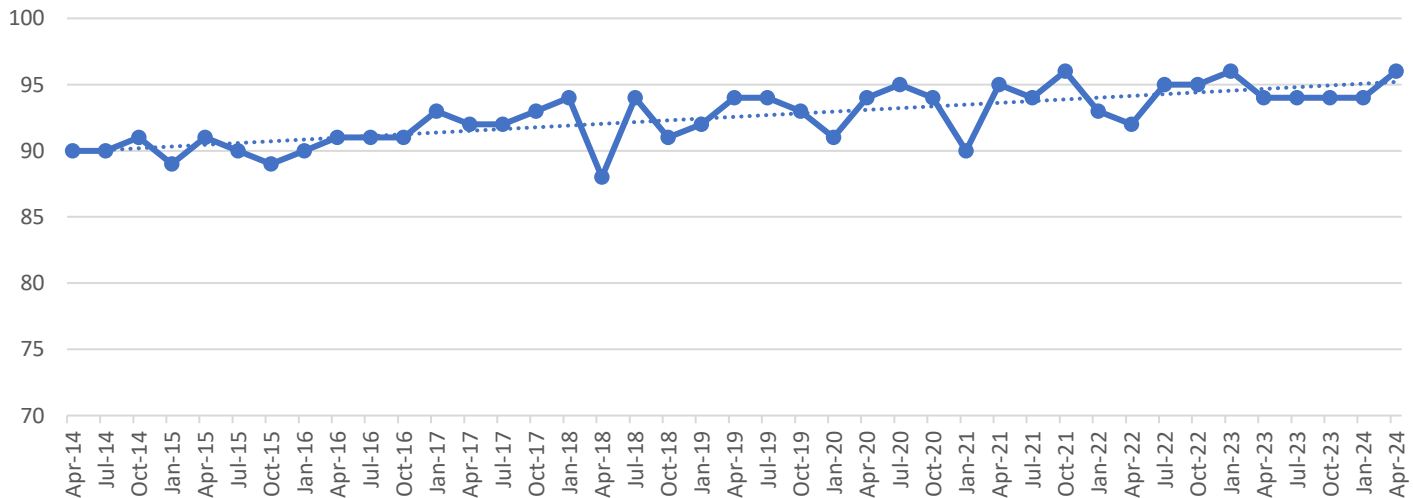
#4 - Education and explanation of plan provided in a way that I can understand



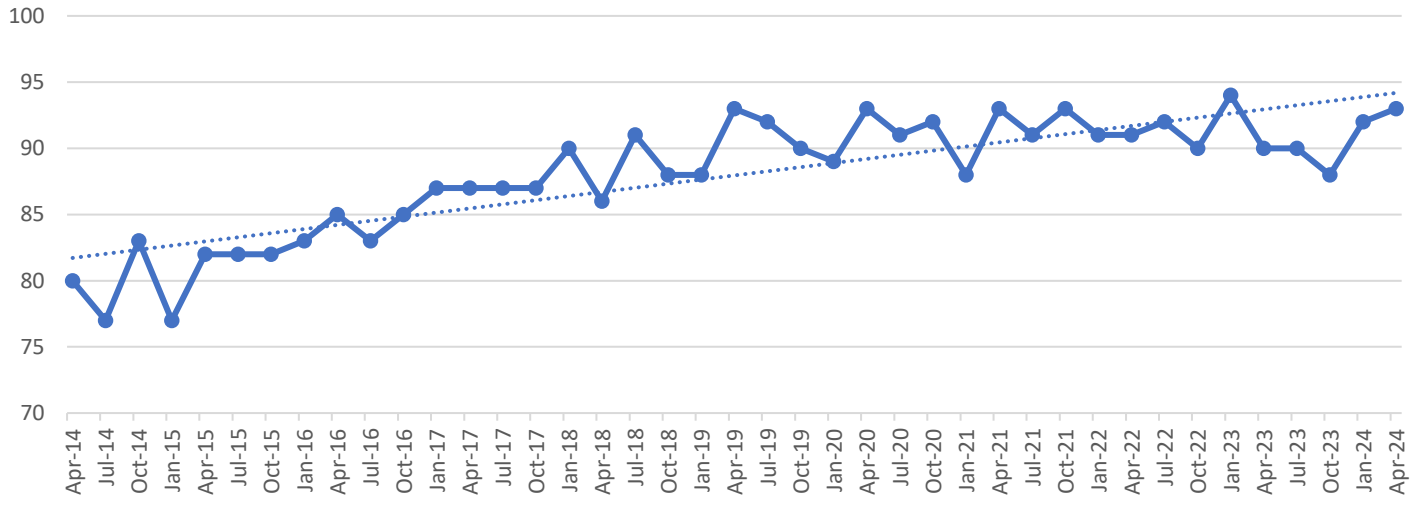
#5 - The follow-up and coordination of my care



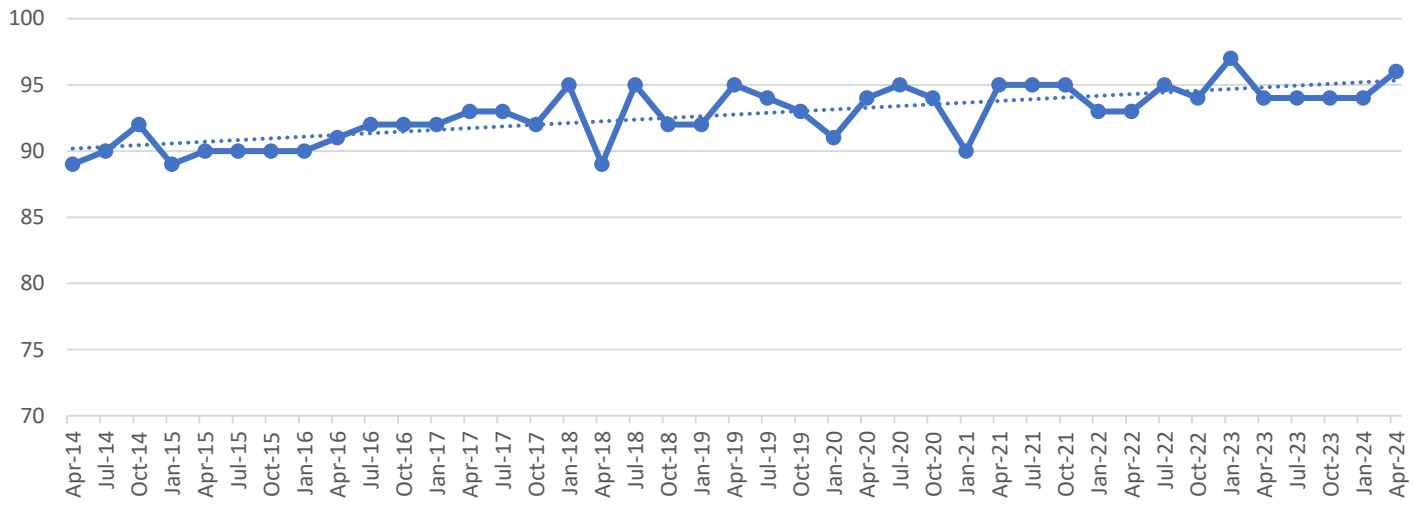
#6 - The staff addressing my medical needs today



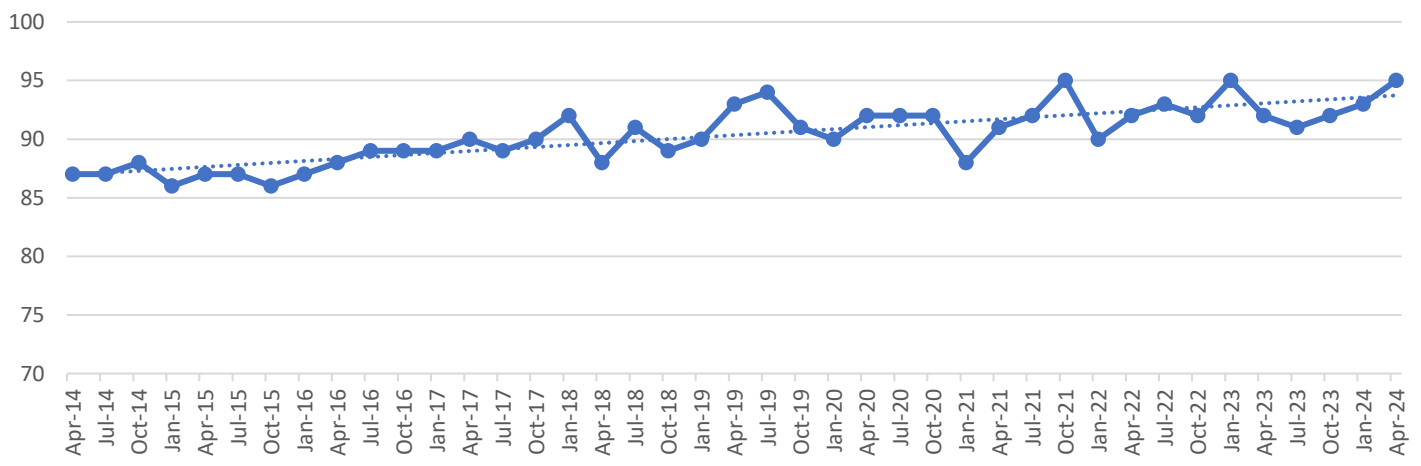
#7 - The time spent waiting



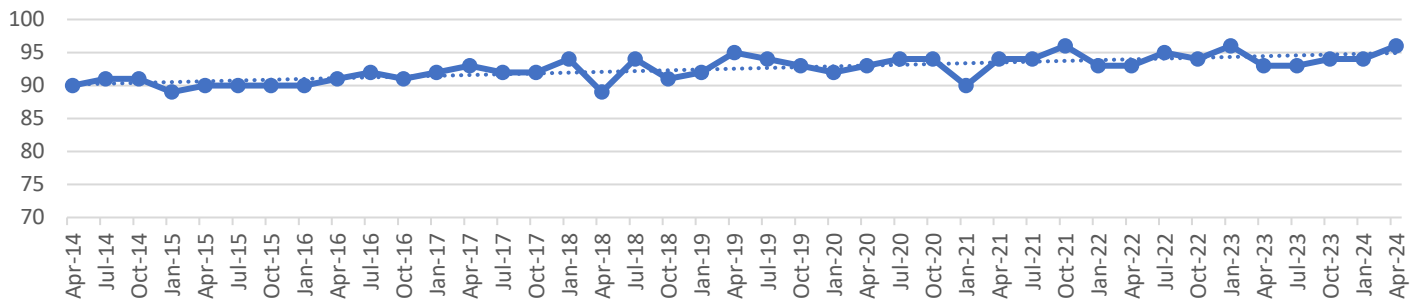
#8 - The respectfulness of staff



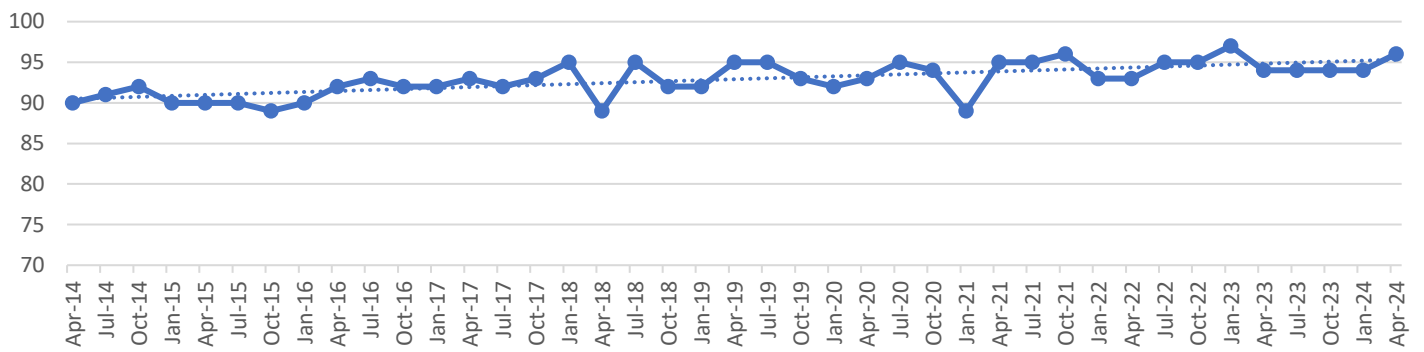
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



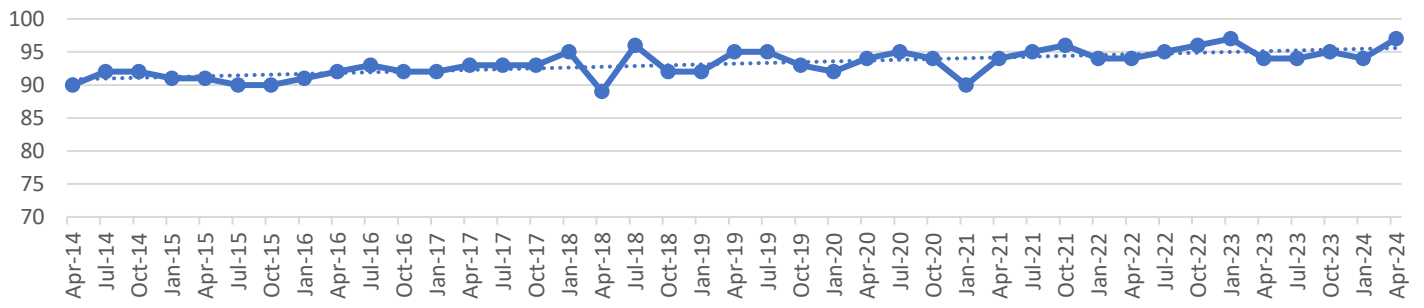
#10 - The handling of my personal medical information in a private and confidential manner



#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?

