

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park July 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 98% to 99%. The mean for all questions was 99% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

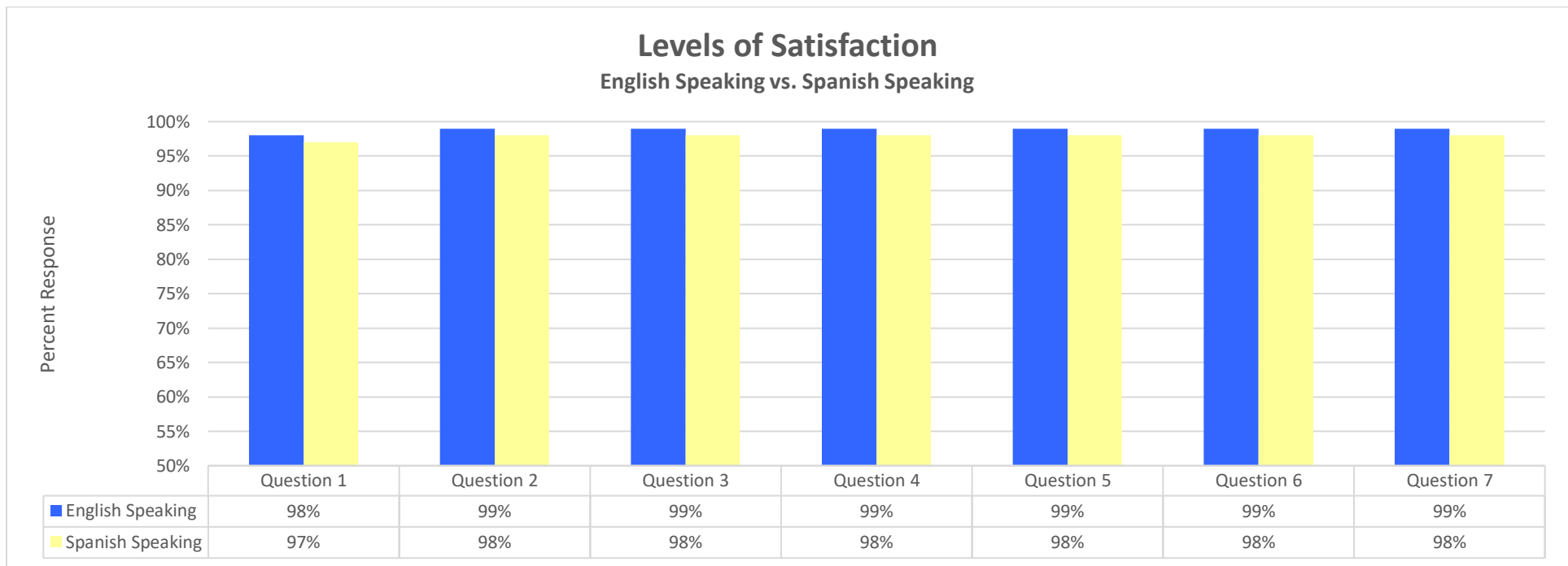
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	98%	98%	98%	96%
2. The reception staff	99%	99%	99%	97%
3. Receiving a timely appointment	99%	99%	98%	97%
4. Education and explanation of plan provided in a way that I can understand	99%	99%	99%	96%
5. The follow up and coordination of my care	99%	99%	99%	96%
6. The staff addressing my medical needs today	99%	99%	99%	97%
7. The time spent waiting	99%	98%	98%	94%
8. The respectfulness of staff	99%	99%	99%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	99%	99%	98%	94%
10. The handling of my personal medical information in a private and confidential	99%	99%	99%	97%
11. Your medical assistant	99%	99%	99%	98%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	99%	99%	98%
13. Overall, how satisfied are you with the Health Center?	99%	99%	99%	98%

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

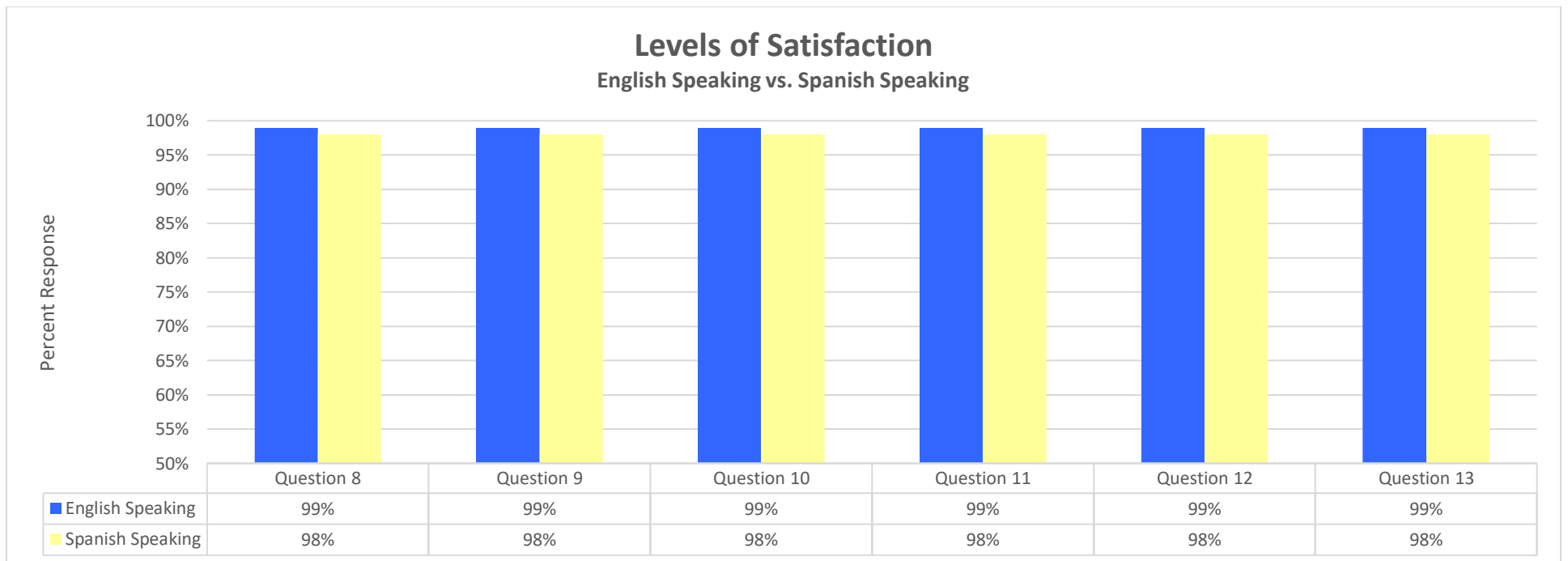
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	95 95%	90 90%	4 4%	7 7%	0	2 2%	0	0	0	1 1%
2. The reception staff	98 98%	93 93%	2 2%	4 4%	0	3 3%	0	0	0	0
3. Receiving a timely appointment	99 99%	92 92%	1 1%	6 6%	0	2 2%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	99 99%	93 93%	1 1%	5 5%	0	2 2%	0	0	0	0
5. The follow-up and coordination of my care	99 99%	93 93%	1 1%	5 5%	0	2 2%	0	0	0	0
6. The staff addressing my medical needs today	98 99%	92 92%	1 1%	6 6%	0	2 2%	0	0	0	0
7. The time spent waiting	97 97%	92 92%	3 3%	5 5%	0	2 2%	0	0	0	0



Survey Questions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	98 98%	92 93%	2 2%	5 5%	0	2 2%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	97 99%	93 93%	1 1%	5 5%	0	2 2%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	99 99%	93 93%	1 1%	5 5%	0	2 2%	0	0	0	0
11. Your medical assistant	99 99%	93 93%	1 1%	5 5%	0	2 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	98 98%	92 93%	1 1%	5 5%	1 1%	2 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	99 99%	88 94%	1 1%	4 4%	0	2 2%	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: 6

N/A: 3

YES: 0

Comments:

1. "Provider gets back to you quickly."
2. "Everything on high level." (Corral)

Spanish

NO: 1

N/A: 2

YES: 0

Comments:

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

English

1. "N/A."
2. "The staff." (3)
3. "The pay." (Corral)
4. "The ma's." (Sadik)
5. "The ma's were really helpful." (Alcordero)
6. "The staff members." (Corral)
7. "Walk in clinic." (Sadik)
8. "The providers were amazing." (Rajki)
9. "Very understanding of my situation, health."
10. "Reception was really helpful."
11. "Christen listens to me and love how she helps me out." (Alcordero)
12. "Finding right appointments w/ my schedule."
13. "Fast service and close to home."
14. "Quickly and friendly." (Corral)

Spanish

1. "The payments." "Los pagos."

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Amazing clinic." (Alcordero)
3. "Doing fantastic job!"
4. "Keep up the good work." (Alcordero)
5. "Some receptionists need to be nicer!!!
Especially if we need authorization for bringing a family member. Wasn't told I need a sign paper w/ authorization."

Spanish

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

English

- YES: 73
- NO: 0

Spanish

- YES: 66
- NO: 0

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

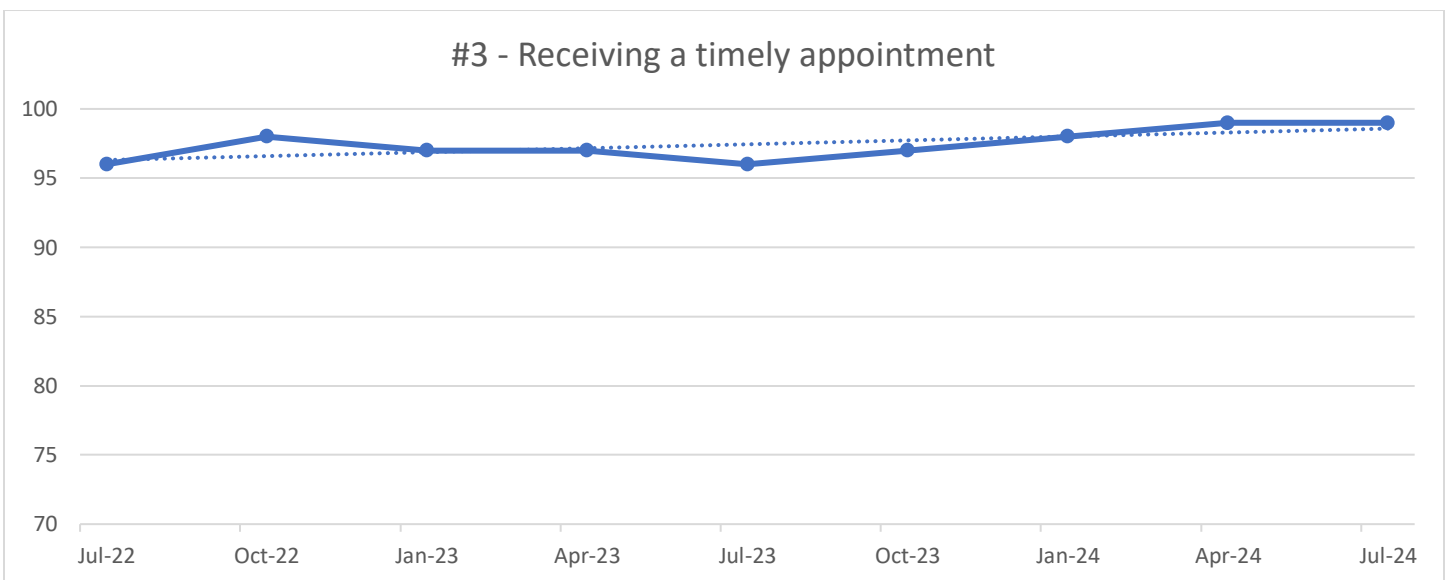
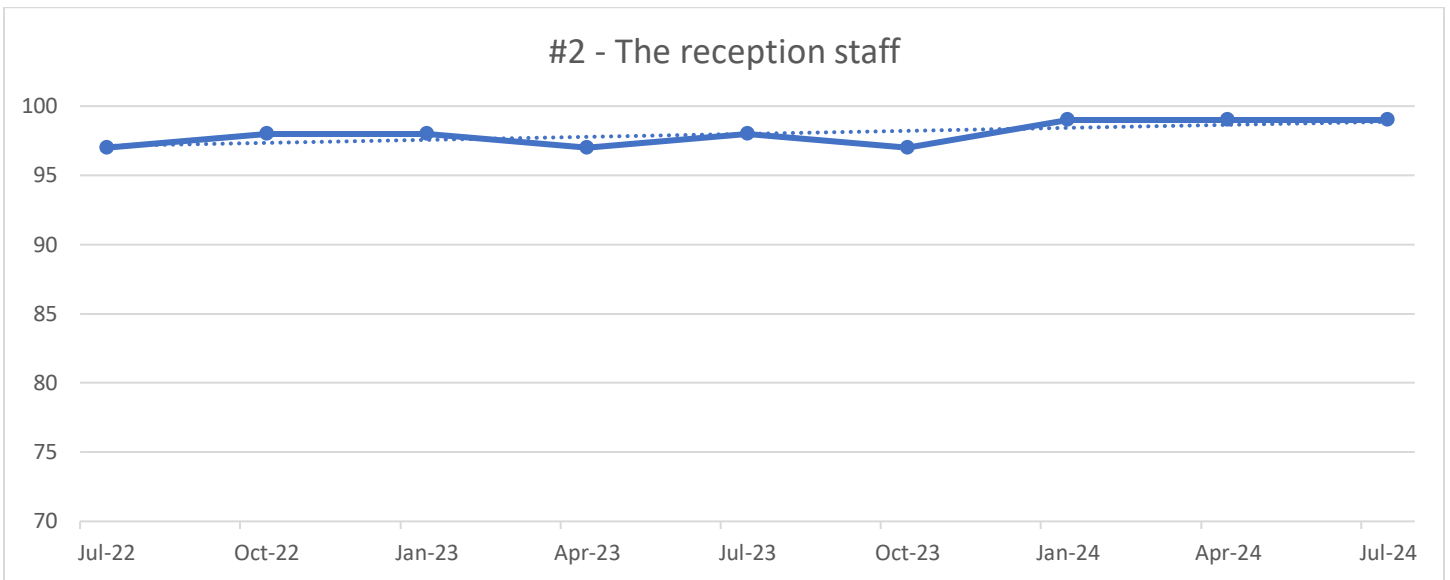
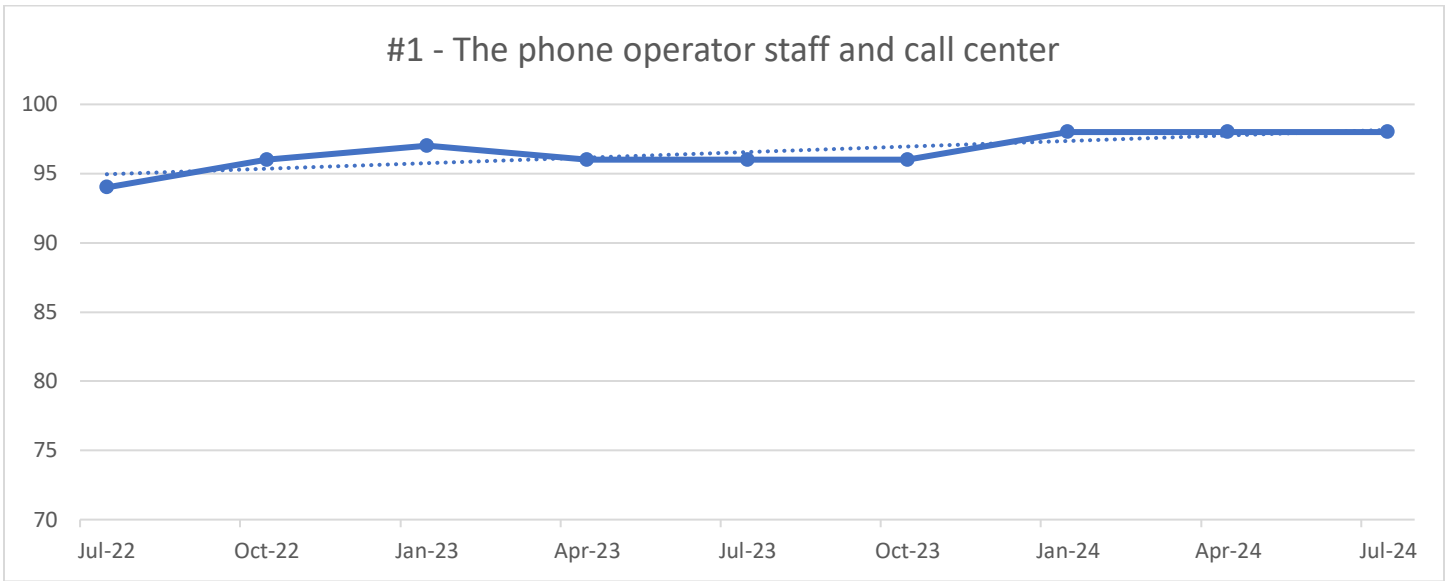
English

- Alcordero: 8
- Corral: 6
- Rajki: 2
- Sadik: 6

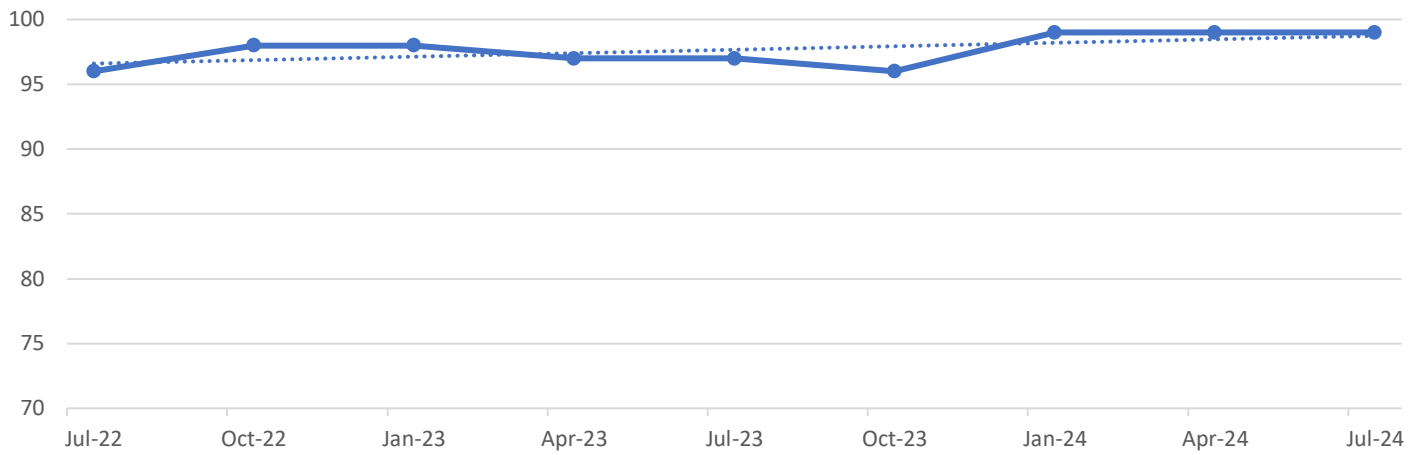
Spanish

- Alcordero: 3
- Corral: 2
- Headley: 1
- Rajki: 1
- Sadik: 6

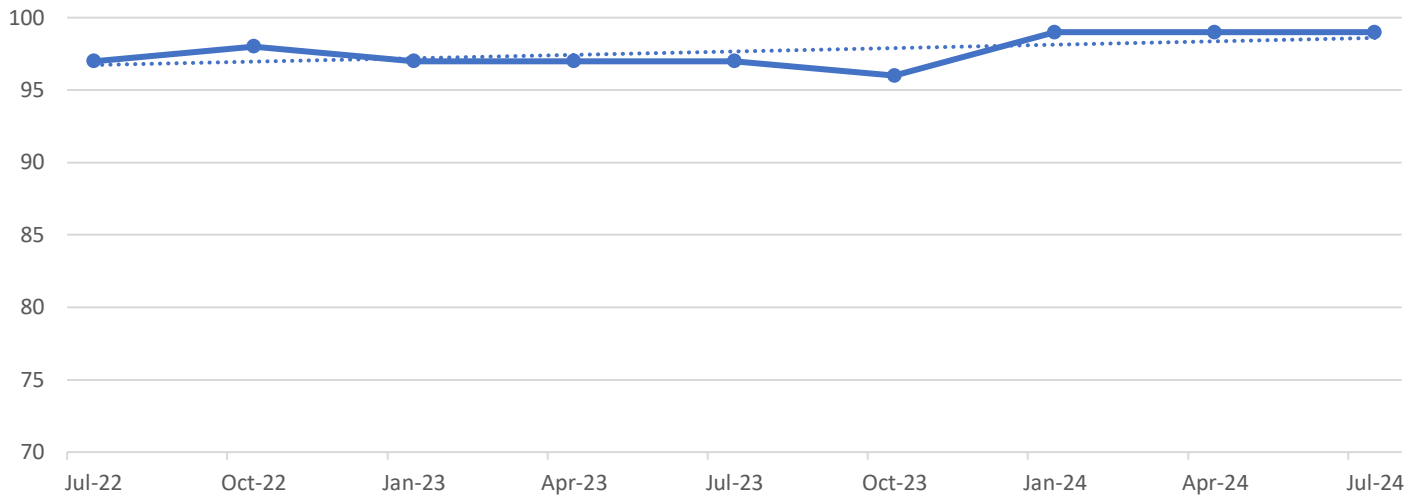
Individual Question Results with Trendlines



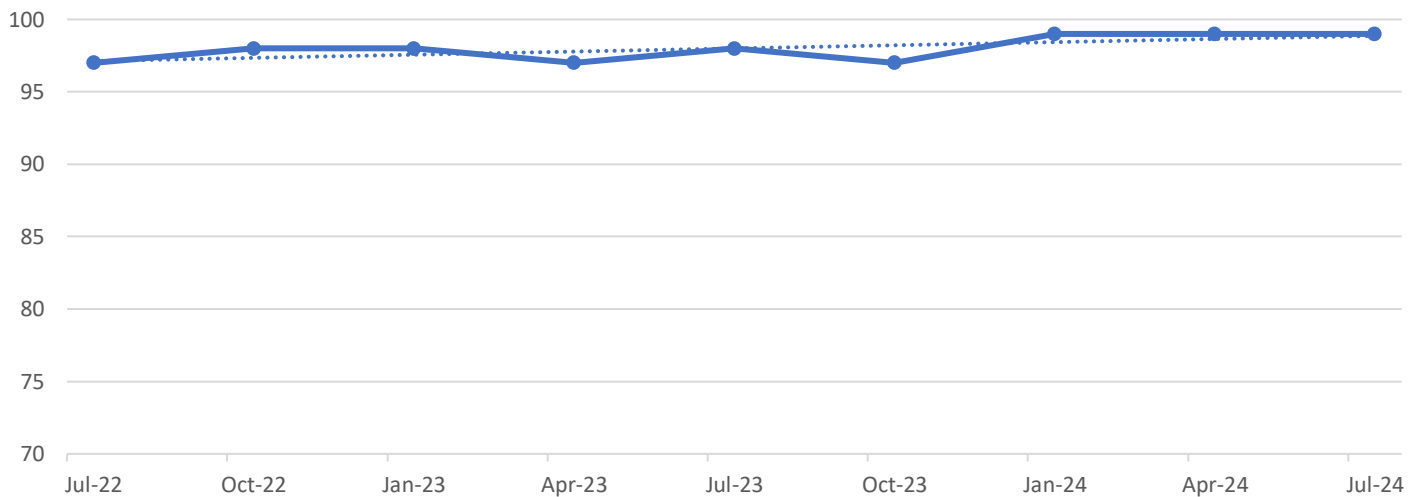
#4 - Education and explanation of plan provided in a way that I can understand

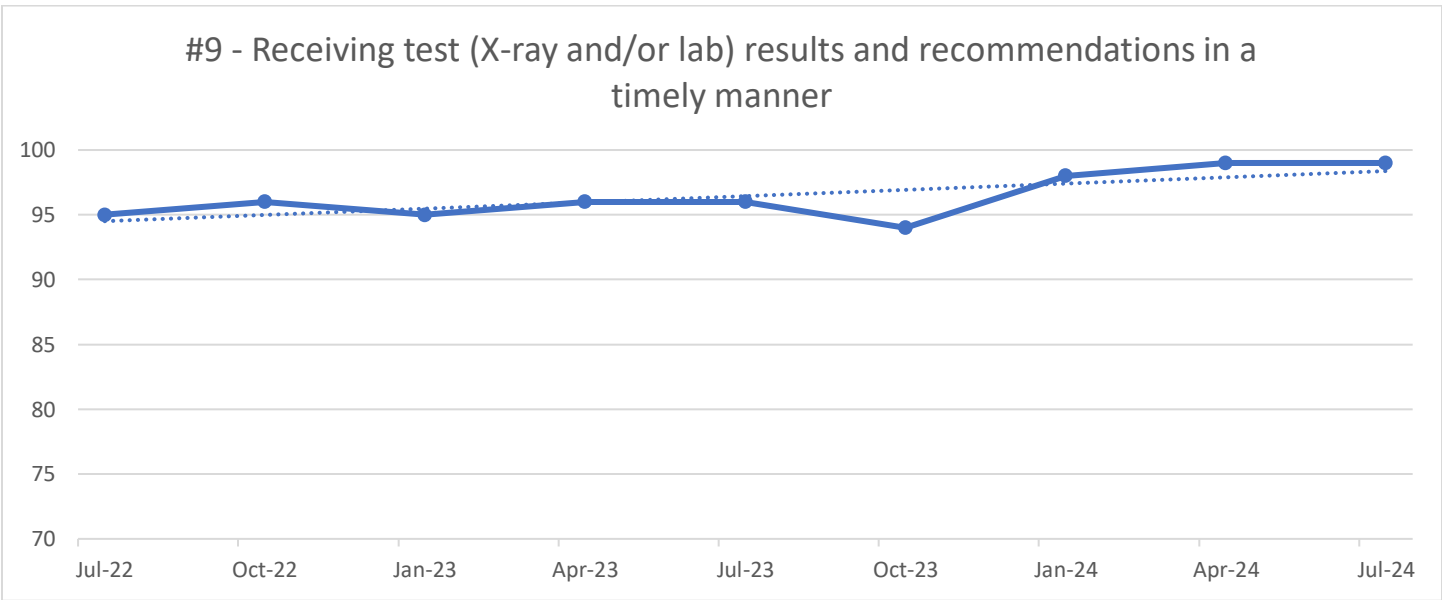
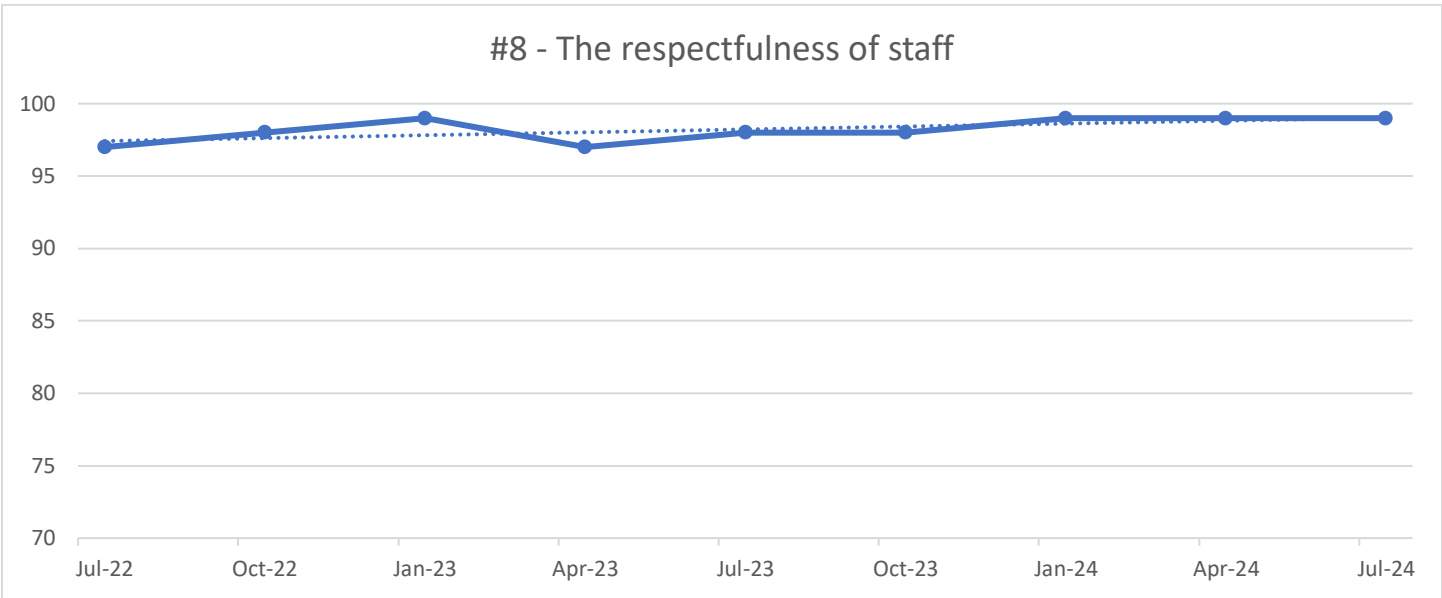
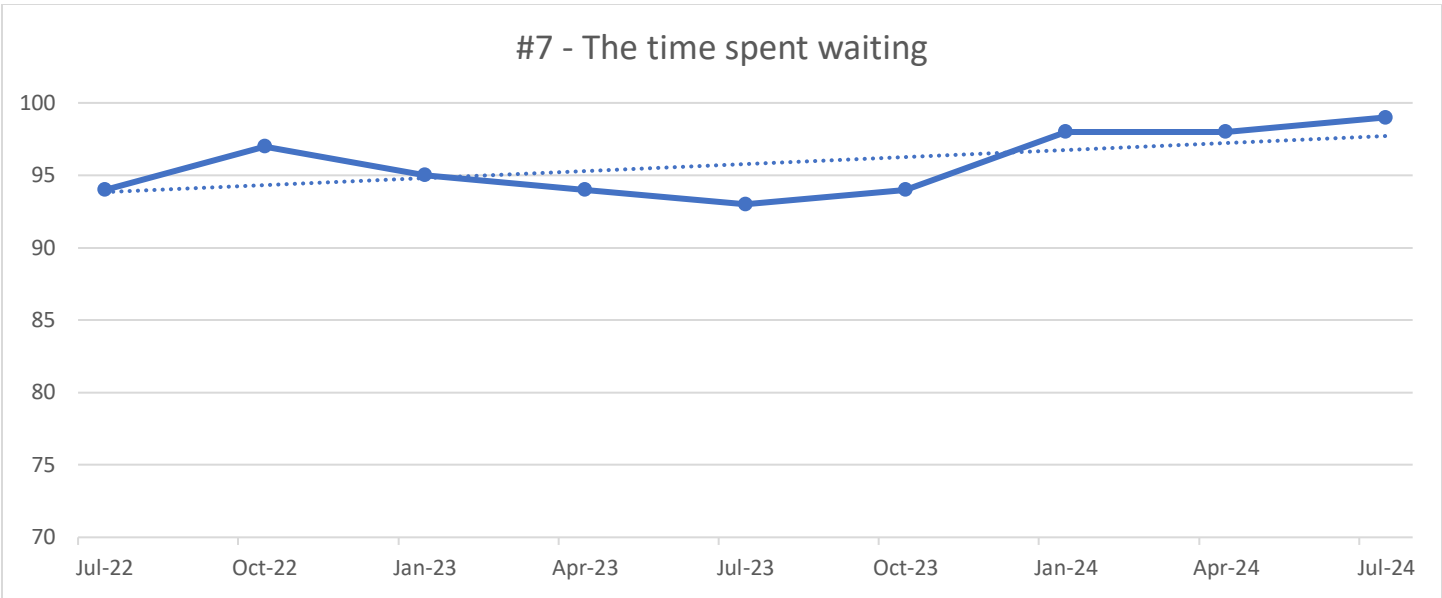


#5 - The follow-up and coordination of my care

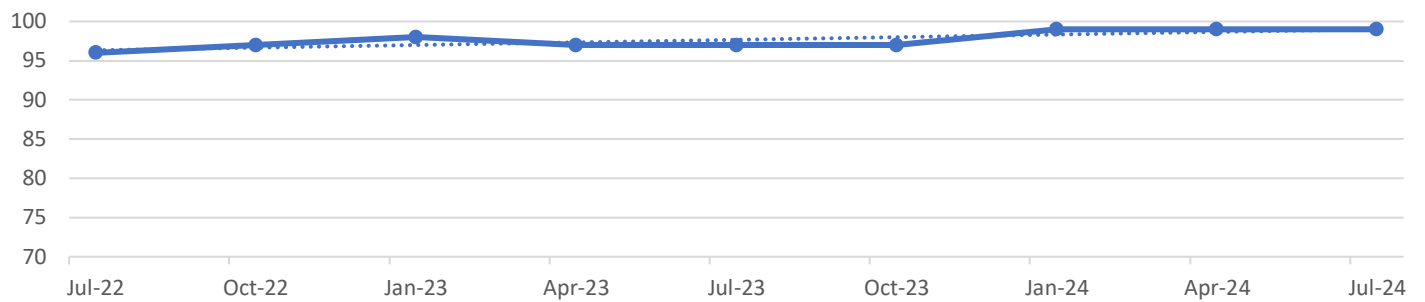


#6 - The staff addressing my medical needs today

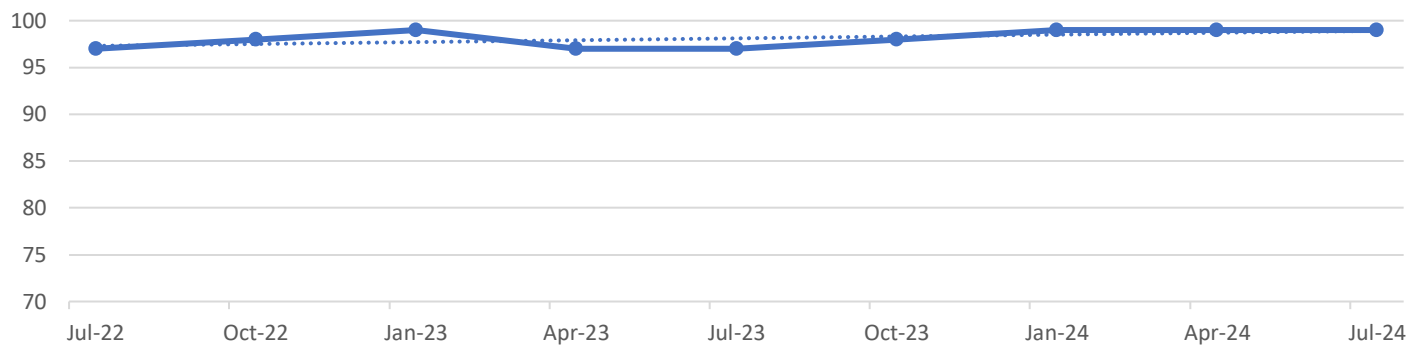




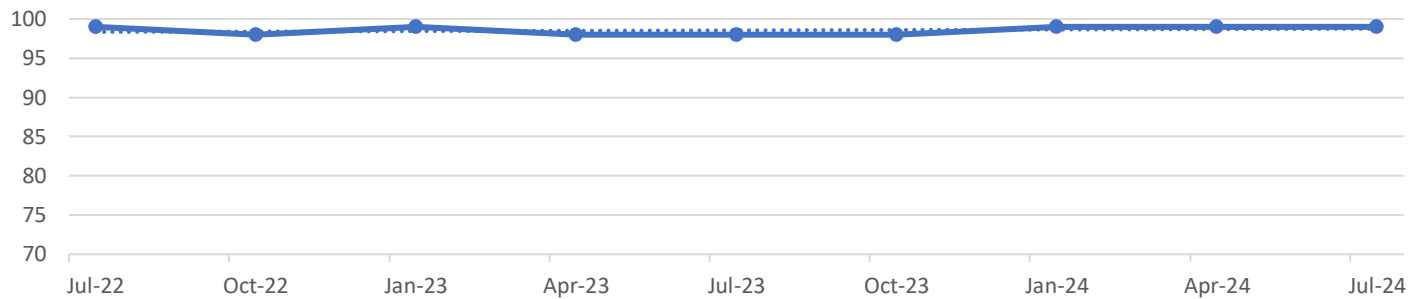
#10 - The handling of my personal medical information in a private and confidential manner



#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?

