

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover 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 95% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

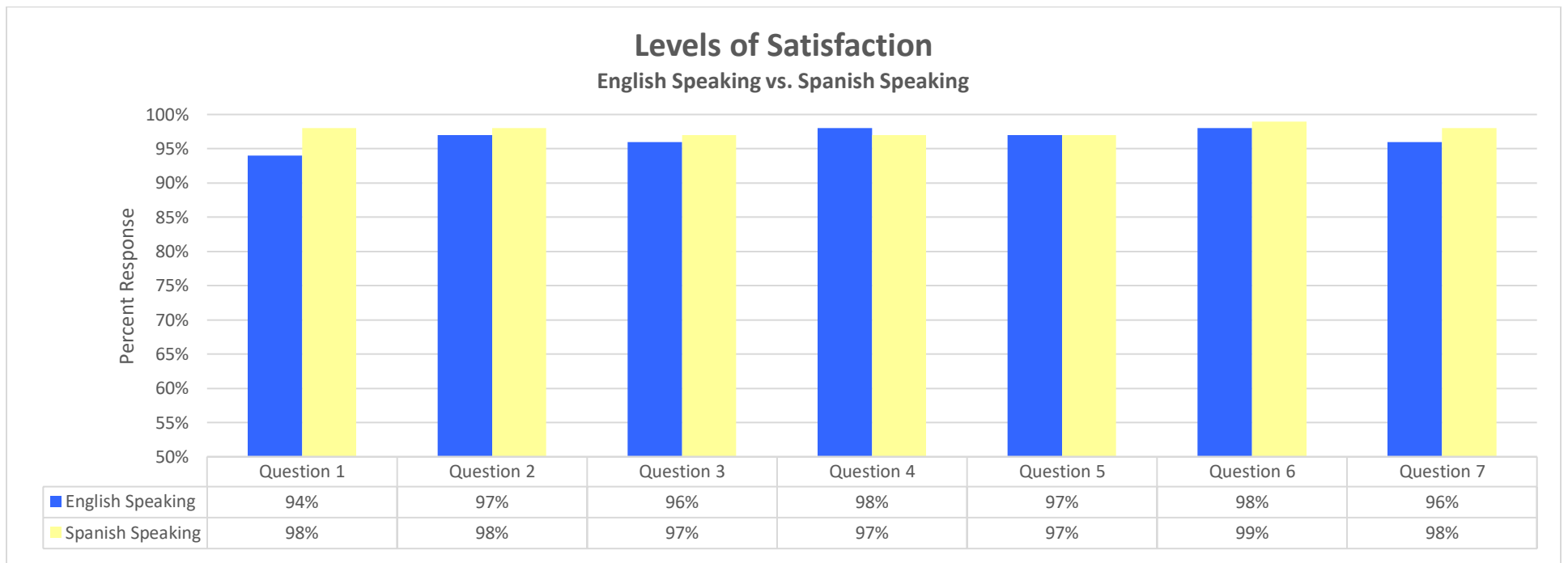
1515 E. Lake St., Suite 202, Hanover Park- Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	95%	96%	97%	94%
2. The reception staff	97%	95%	99%	94%
3. Receiving a timely appointment	96%	97%	99%	93%
4. Education and explanation of plan provided in a way that I can understand	98%	97%	99%	94%
5. The follow up and coordination of my care	97%	96%	99%	94%
6. The staff addressing my medical needs today	98%	97%	100%	94%
7. The time spent waiting	97%	96%	99%	94%
8. The respectfulness of staff	99%	98%	100%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	97%	99%	93%
10. The handling of my personal medical information in a private and confidential	98%	98%	99%	94%
11. Your medical assistant	98%	98%	100%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	98%	100%	95%
13. Overall, how satisfied are you with the Health Center?	98%	98%	99%	94%

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%

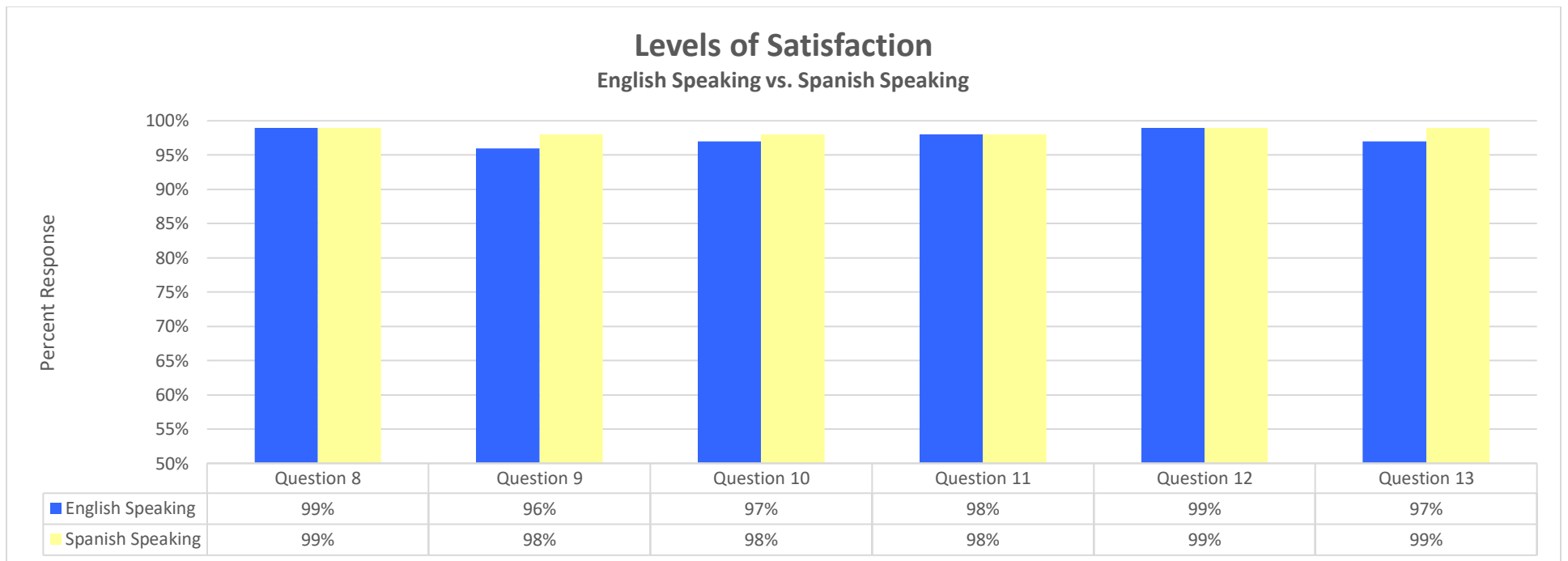
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	41 75%	41 89%	10 18%	5 11%	4 7%	0	0	0	0	0	0
2. The reception staff	46 84%	42 91%	9 16%	4 9%	0	0	0	0	0	0	0
3. Receiving a timely appointment	47 86%	39 85%	7 13%	6 13%	0	1 2%	1 2%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	48 89%	40 87%	6 11%	6 13%	0	0	0	0	0	0	0
5. The follow-up and coordination of my care	47 87%	40 87%	7 13%	6 13%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	50 91%	43 94%	5 9%	0	0	0	0	0	0	0	0
7. The time spent waiting	43 80%	41 89%	10 19%	0	1 2%	0	0	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	52 95%	43 94%	3 6%	3 7%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	41 82%	41 91%	8 16%	4 9%	1 2%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	46 85%	40 91%	8 15%	4 9%	0	0	0	0	0	0
11. Your medical assistant	48 91%	42 91%	5 9%	4 9%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	50 93%	43 94%	4 7%	3 7%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	46 85%	41 93%	8 15%	3 7%	0	0	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: 12

N/A: 6

YES: 0

Comments:

1. "Pretty good."
2. "Good."
3. "I received call back within 24hrs of leaving message."

Spanish

NO: 9

N/A: 2

YES: 1

Comments:

1. "Yes, very satisfied." "Si muy satisfecha."

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

English

1. "N/A."
2. "Near home." (Jorgensen)
3. "Test respond." (Jorgensen)
4. "A lot of stuff."
5. "Staff."
6. "The doctors." (Jorgensen)
7. "PA listened to my concerns." (Patel)
8. "That they speak 2 languages." "Que hablan 2 idiomas." (Spanish response on an English survey)
9. "Phone calls courtesy of staff." (Patel)
10. "Keep up the good work." (Jorgensen)
11. "Explaining each medication to me."
12. "That they try to help you one way or another."
13. "Everyone is cooperative." (Patel)
14. "Prompt care, answers." (Patel)
15. "The nurses and Dr. Patel." (Patel)
16. "Short wait, consistency of experience." (Patel)
17. "I am sober today because of this Healthcare center." (Patel)
18. "Getting fast appointments overall attention is great." (Tran)
19. "The hours available." (Finnander)
20. "All their staff are super helpful." (Patel)
21. "Friendly receptionists and easy to make appointments." (Finnander)
22. "Being assisted properly and answering my direct questions." (Patel)

Spanish

1. "All of the service and how they care for." "Todo el servicio y como atienden." (Jorgensen)
2. "The entire service." "Todo el servicio." (Jorgensen)
3. "With the control of my current state of health and the follow up that I receive is very good." "Para el control de mi estado de salud actual lo seguimientos que me hacen son muy bueno." (Jorgensen)
4. "Continue to control my ailments." "Mantener controlando mis enfermedades." (Jorgensen)
5. "They have great personnel and providers as well." "Tiene muy buen personal y médicos también."
6. "Attention and orientation." "Atención y orientacion."
7. "Accessible prices." "Precios accesibles."
8. "It helps me with everything, confidence, security and kindness from the personnel." "Me ayuda en todo, confianza, seguridad y la amabilidad del personal."
9. "The willingness from the doctor and from the entire personnel in the clinic." "La disposicion de la doctora y de todo el personal de la clinca." (Jorgensen)
10. "They are very efficient." "Son muy eficientes." (Jorgensen)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (8)
2. "It's good how it is."
3. "Phone operator." (Patel)

Spanish

1. "Continue how it is now." "Sigan asi." (2)

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|---|---|
| <ul style="list-style-type: none"> 4. "Just do what your doing." (Jorgensen) 5. "It's perfect." 23. "Dedicating more time to patients and ensuring that there are no doubts."
"Dedicando mas tiempo a los pacientes asegurándose que no tengan mas dudas."
(Spanish response on an English survey) 24. "Keep it up." (Patel) 25. "Perfect." (Patel) 26. "Facilitate scheduling + portal." (Patel) | <ul style="list-style-type: none"> 2. "For now, more dental practices, thank you."
"De pronto, mas centros odontológicos, gracias." (Jorgensen) 3. "I think that everything is fine." "Creo que todo esta bien." 4. "It is very saddening to hear that Doctor Laura is departing she is a very great doctor."
"Es muy triste que la doctora Laura se vaya es una muy buena doctora." 5. "I see a very great service." "Yo veo muy buen servicio." (Jorgensen) 6. "They are excellent." "Son excelentes." 7. "Everything is very good." "Todo esta muy bien." (Jorgensen) 8. "I feel satisfied with the attention, thank you."
"Me siento satisfecho con la atención, gracias." 9. "Very good service." "Muy buen servicio." (Jorgensen) |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 31
- NO: 0

Spanish

- YES: 24
- NO: 0

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

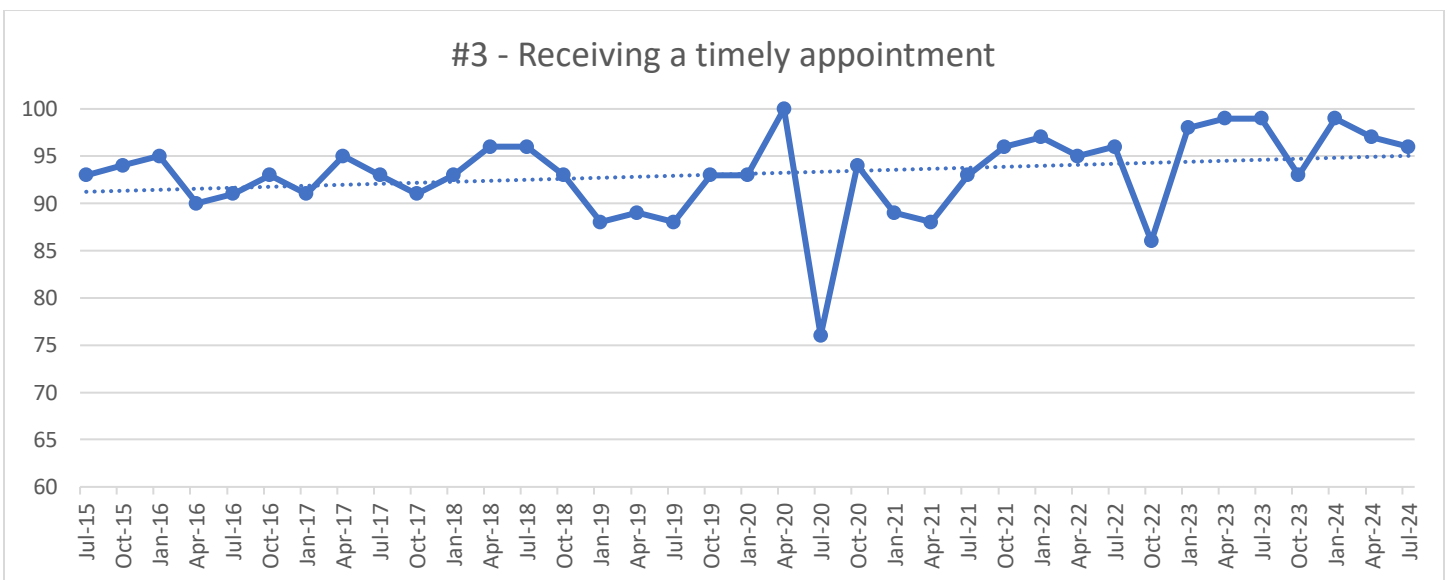
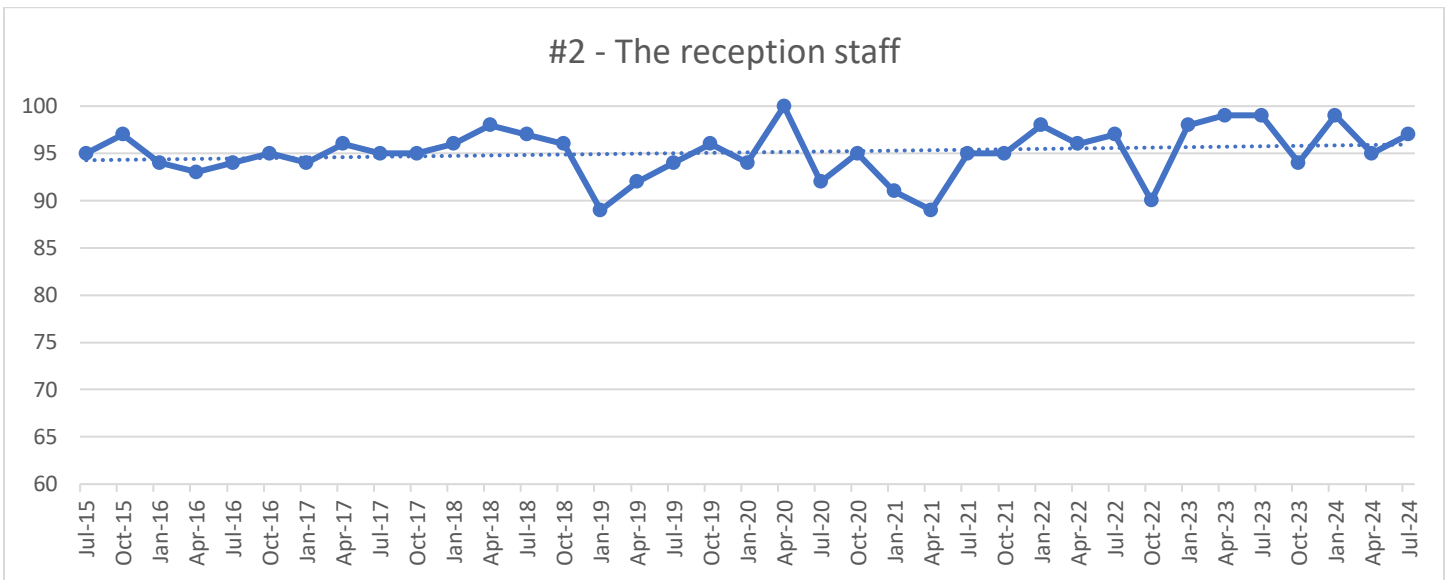
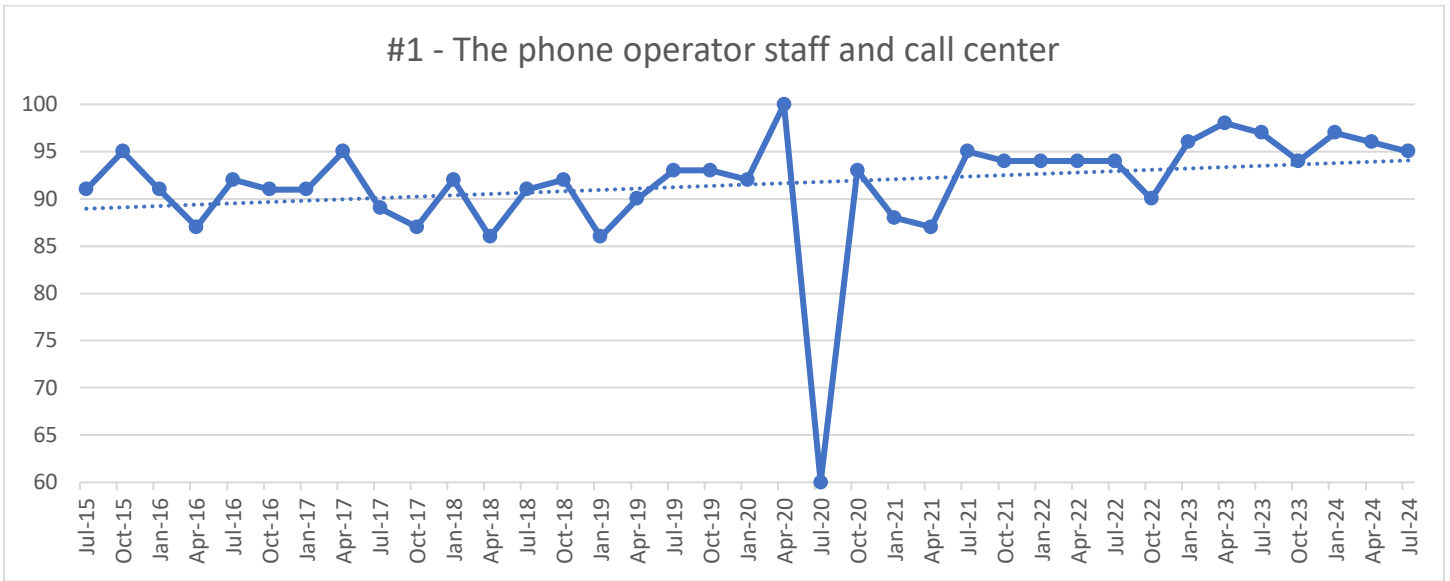
English

- Finnander: 7
- Jorgensen: 13
- Patel, N: 25
- Tran: 1

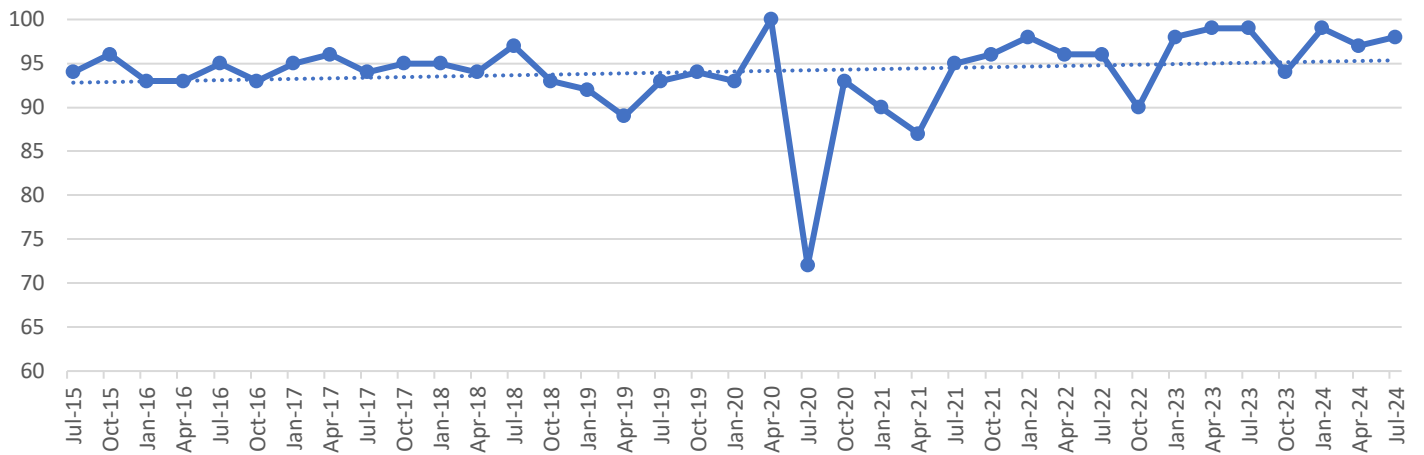
Spanish

- Finnander: 1
- Jorgensen: 19
- Patel, N: 10

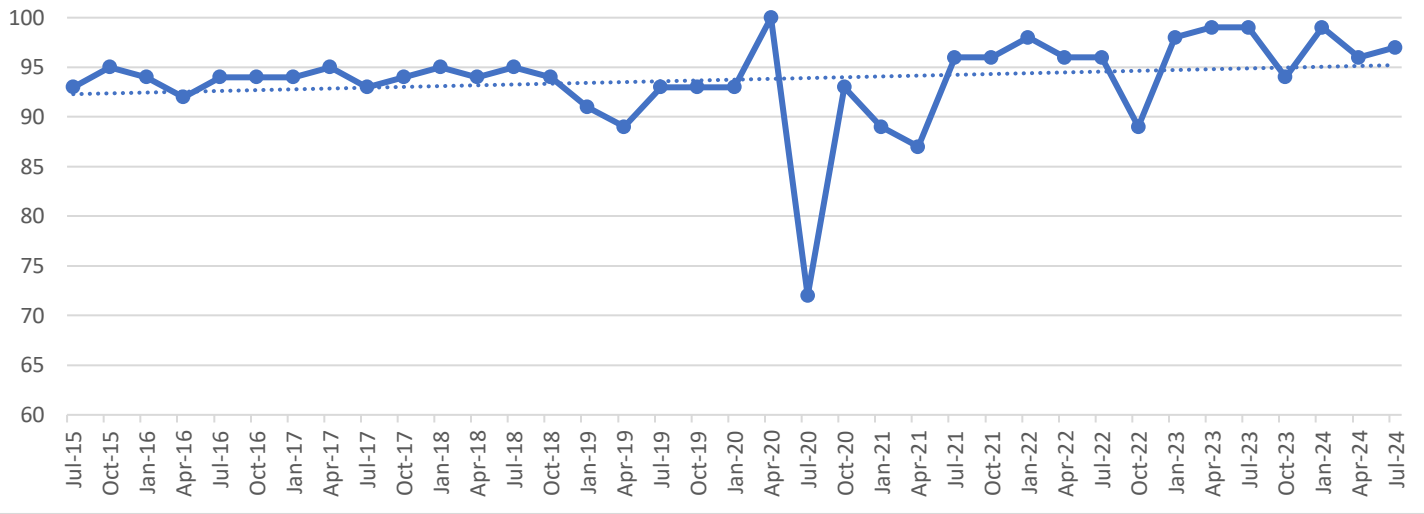
Individual Question Results with Trendlines



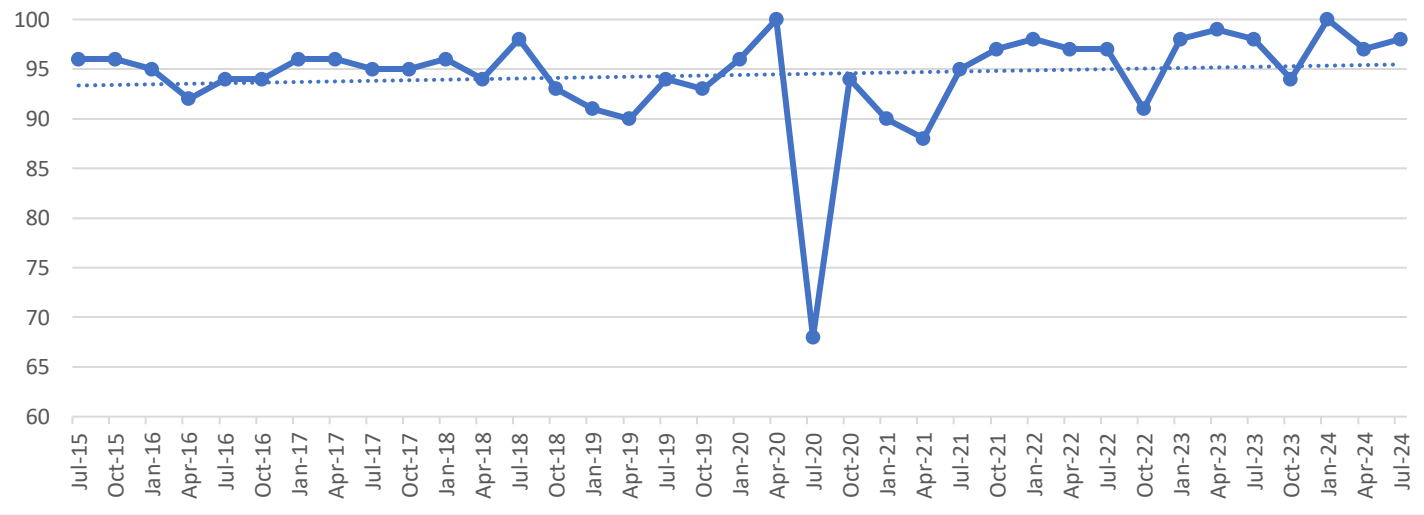
#4 - Education and explanation of plan provided in a way that I can understand



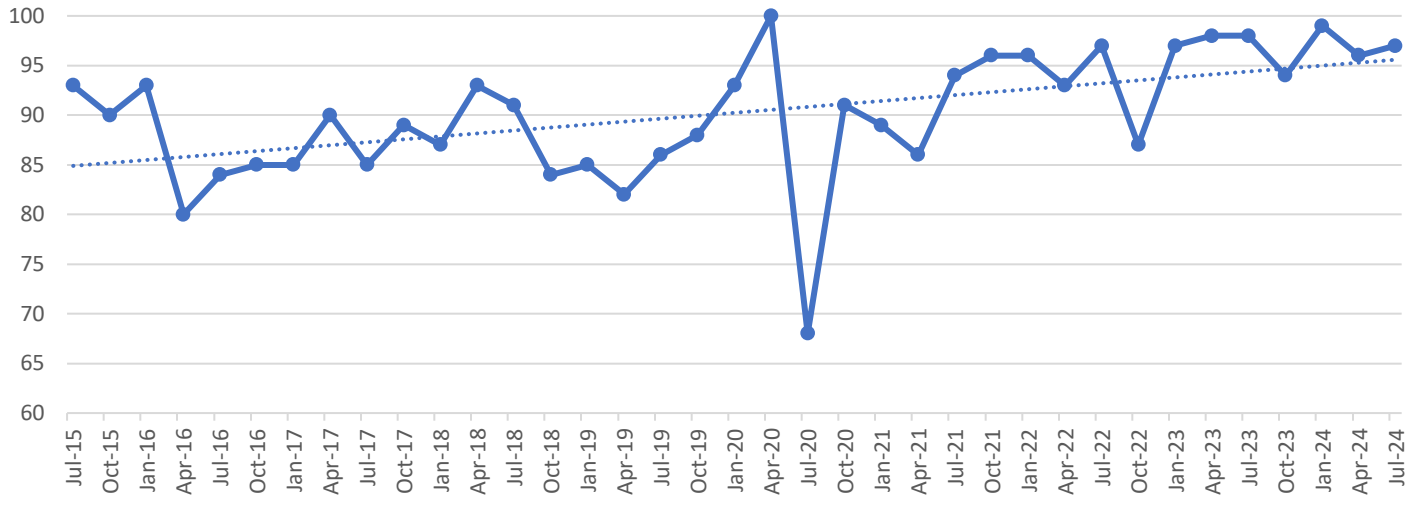
#5 - The follow-up and coordination of my care



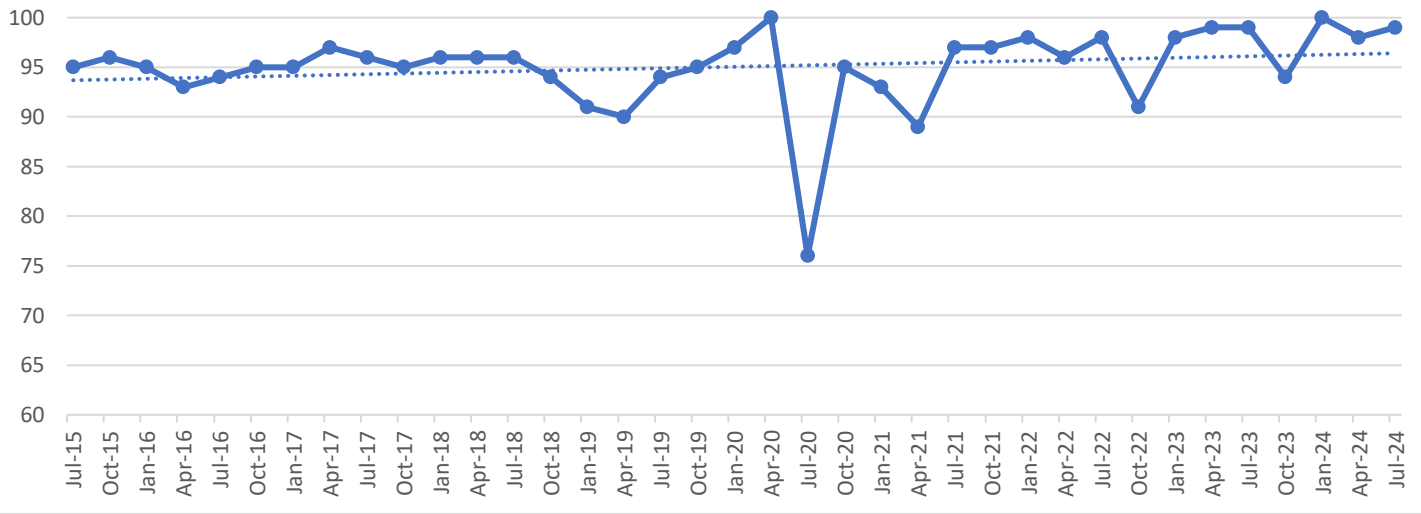
#6 - The staff addressing my medical needs today



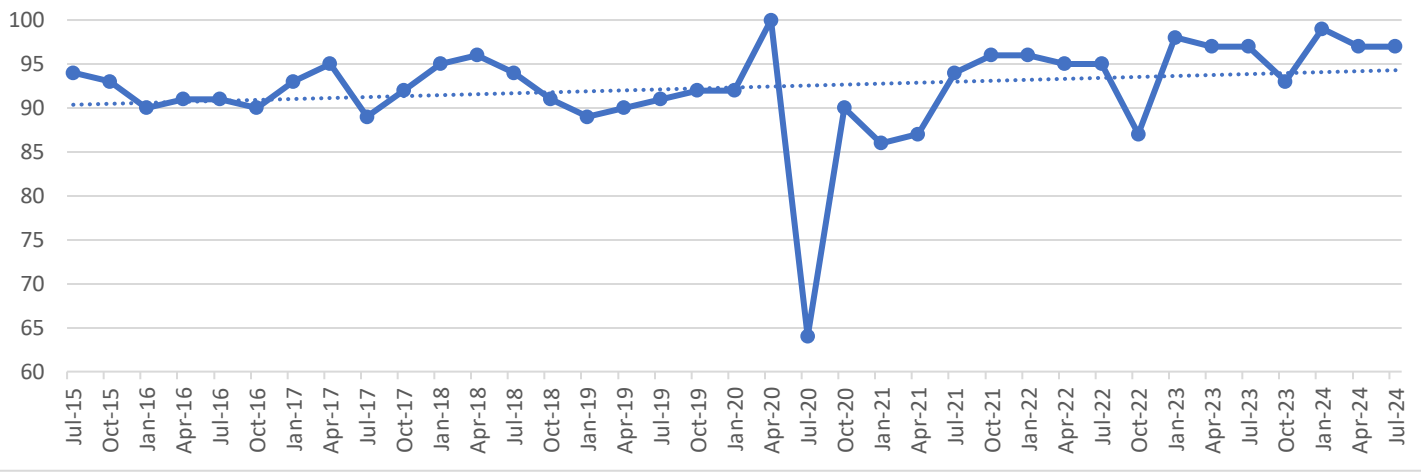
#7 - The time spent waiting



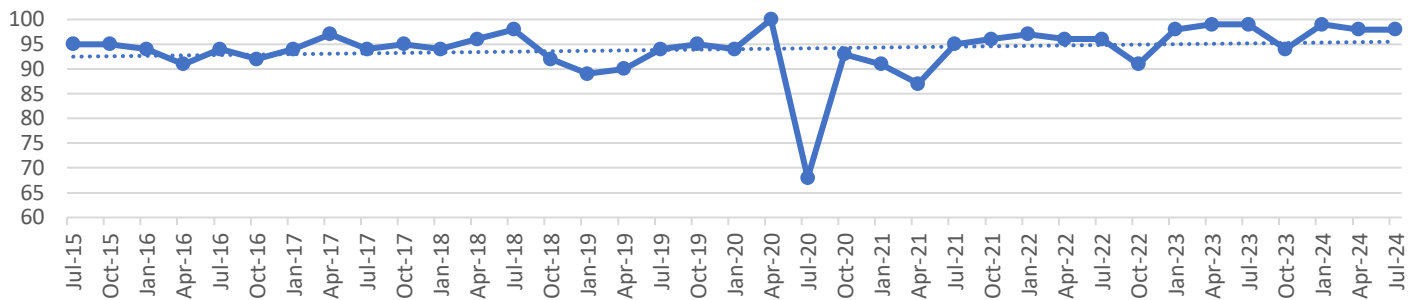
#8 - The respectfulness of staff



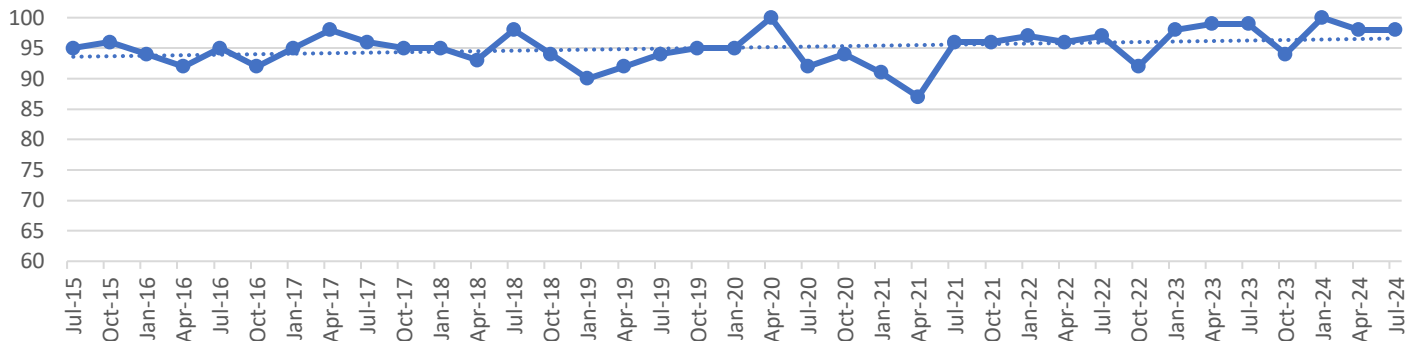
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



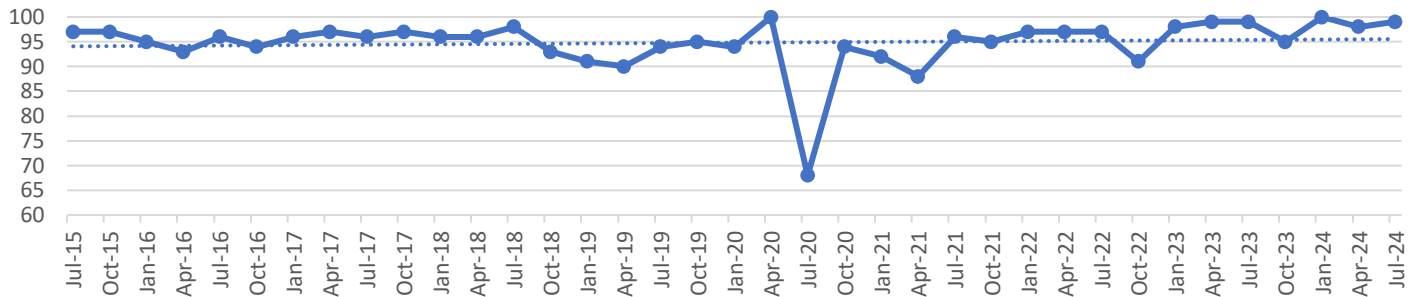
#10 - The handling of my personal medical information in a private and confidential manner



#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?

