

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 91% to 93%. 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.

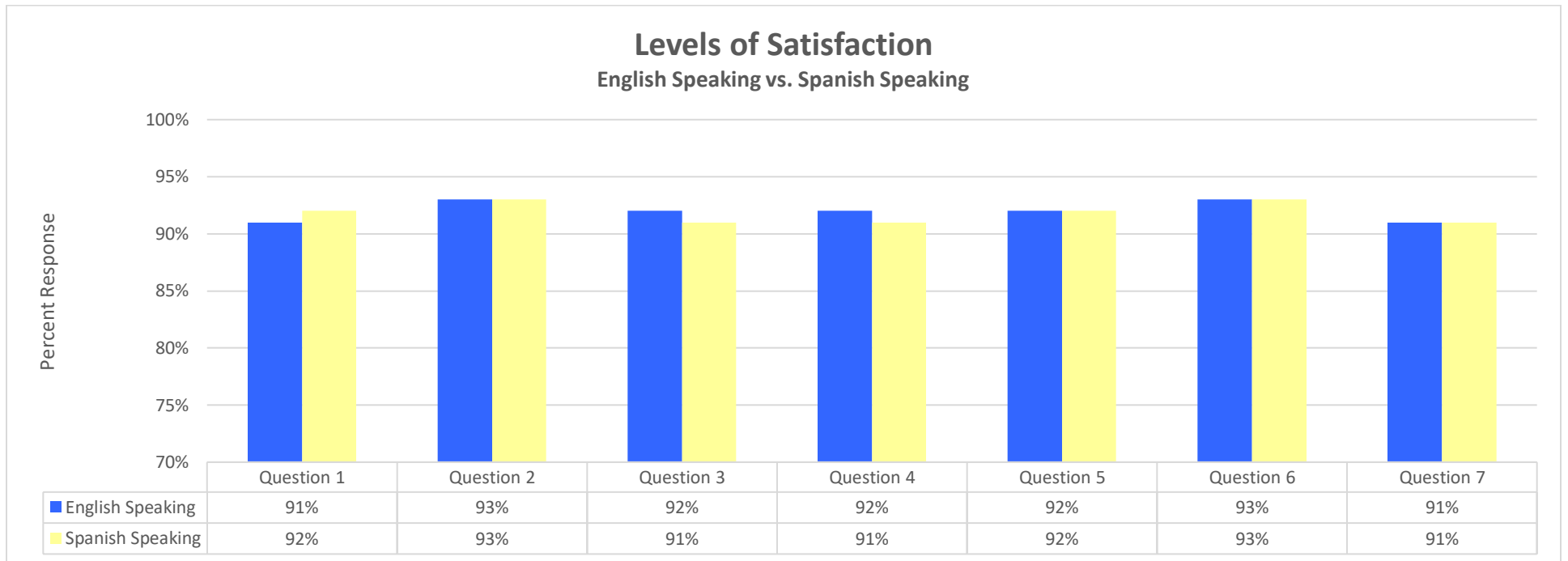
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	91%	92%	90%	88%
2. The reception staff	93%	94%	94%	93%
3. Receiving a timely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

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%

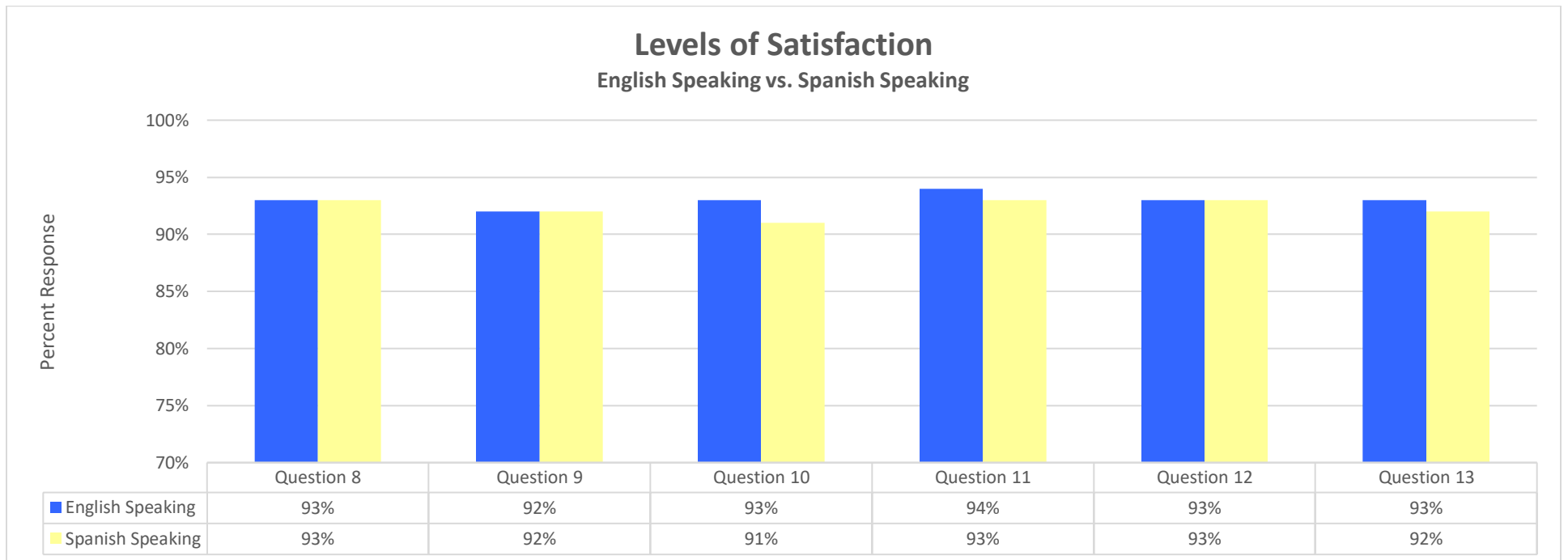
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	115 67%	55 72%	39 23%	15 20%	15 9%	4 5%	1 1%	0	1 1%	2 3%
2. The reception staff	127 73%	58 75%	35 20%	15 20%	10 6%	1 1%	0	0	1 1%	3 4%
3. Receiving a timely appointment	121 70%	57 75%	39 23%	13 17%	11 6%	2 3%	0	0	1 1%	4 5%
4. Education and explanation of plan provided in a way that I can understand	118 69%	51 66%	43 25%	23 30%	10 6%	0	0	0	1 1%	3 4%
5. The follow-up and coordination of my care	123 72%	55 72%	35 20%	17 22%	13 8%	1 1%	0	0	1 1%	3 4%
6. The staff addressing my medical needs today	122 71%	59 77%	41 24%	14 18%	9 5%	1 1%	0	0	1 1%	3 4%
7. The time spent waiting	116 67%	53 69%	38 22%	18 23%	14 8%	3 4%	2 1%	0	2 1%	3 4%



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	124 72%	59 77%	42 24%	14 18%	6 4%	1 1%	0	0	1 1%	3 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	118 70%	51 68%	37 22%	21 28%	12 7%	1 1%	1 1%	0	1 1%	2 3%
10. The handling of personal medical info in a private and confidential manner	126 73%	51 70%	39 23%	18 25%	7 4%	1 1%	0	0	1 1%	3 4%
11. Your medical assistant	127 73%	57 74%	39 23%	17 22%	6 4%	0	0	0	1 1%	3 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	124 72%	59 79%	37 22%	13 17%	7 4%	0	3 2%	0	1 1%	3 4%
13. Overall, how satisfied are you with the Health Center?	127 74%	57 74%	36 21%	15 20%	7 4%	2 3%	1 1%	0	1 1%	3 4%



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: 57

N/A: 24

YES: 3

Comments:

1. "Yes, responded quickly."
2. "All staff members are nice and great."
3. "Great experience."
4. "All good."
5. "Excellent." (2)
6. "Excellent good doctor and staff member work here."
7. "Assistant is best and professional."
(Sofowora)
8. "Yes, assisted my concerns."
9. "I left a message, and they got back to me in a timely manner." (Sofowora)

Spanish

NO: 18

N/A: 2

YES: 1

Comments:

1. "Cristal is excellent, good attention." "Cristal es excelente buena atencion."
2. "Yes, I have and they been really kind." "Si, eh dejado y an sido muy amables."
3. "Good, the dr called me to give me results because I could not attend the appointment." "Buena, el Dr. Me llamo para darme resultados porque no puede atender a mi cita." (Thompson)

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

English

1. "The education on every visit." (Kristiansen)
2. "They take there time checking on my child to see what's wrong." (Sofowora)
3. "Easy access to making appointments."
(Sofowora)
4. "All good."
5. "I know the receptionist have a lot of people to deal with they are all so helpful and kind."
(Peifer)
6. "No problem." (Thompson)
7. "Very convenient, great staff."
8. "Walk-in appt when needed." (Sofowora)
9. "Having a great doctor." (Kristiansen)
10. "Fast care." (Williams)
11. "Quick and easy." (Williams)
12. "My physician." (Kristiansen)
13. "N/A." (9)
14. "The people are nice and attentive."
15. "Getting checked precisely." (Thompson)
16. "Small personal care." (Kristiansen)
17. "Variety of service." (Kristiansen)
18. "Very flexible." (Peifer)
19. "Easy and fast communication."
20. "My health."
21. "Great people, great doctor." (Thompson)
22. "Realistic doctor." (Thompson)
23. "Quickness." (Thompson)

Spanish

1. "It is close to home, and they have good personnel." "Esta cerca de mi casa y tienen buen personal." (Thompson)
2. "In all honesty they help me economically, I'm thankful for the low cost you have." "La verdad me ayuda mucho económicamente y estoy agradecida por los bajos costos."
3. "Medical appointments." "Citas medicas."
4. "They have Spanish speaking personnel; I feel better without any doubts." "Hay personal que habla Español y me siento mejor sin dudas."
5. "The language." "El lenguaje."
6. "The attention without appointment." "La atencion sin cita." (Peifer)
7. "They help me improve my health." "Me ayudan a mejorar mi salud."
8. "They have available appointments in the morning or afternoon." "Tienen citas disponibles en la mañana o en la tarde."
9. "Spanish interpreters." "Interpretes en Español." (Kristiansen)
10. "Wait time is low." "Tiempo de espera es corto." (Sofowora)
11. "Fast appointments." "Citas rapidas." (Kristiansen)

24. "The advice." (Kristiansen)
25. "Respect." (Kristiansen)
26. "The friendly staff and they explain things well." (Kristiansen)
27. "The doctors' explanations and how he works with my child with autism." (Sofowora)
28. "Location." (Williams)
29. "Short waiting periods." (Sofowora)
30. "How understanding they are." (Kristiansen)
31. "Dr. Thompson is the best, prompt, professional and friendly." (Thompson)
32. "When they follow through with my insurance/referral #'s." (Williams)
33. "Staff are very helpful/ my provider was so good in addressing my health." (Thompson)
34. "Staff is wonderful." (Peifer)
35. "The patient portal where we can chat without appointments." (Kristiansen)
36. "Dr. Thompson is the best." (Thompson)
37. "Everyone, honesty, and opens and trust in AA and BGC."
38. "The overall happens and friendly staff." (Kristiansen)
39. "Dr. Sofowora always manages all of my daughters' disabilities! We love you Dr. Sofowora." (Sofowora)
40. "The staff is always helpful and Dr. Sofowora is AMAZING!" (Sofowora)
41. "Love our Dr." (Sofowora)
42. "Dr. is awesome." (Spencer)
43. "Doctor's and staff are very friendly." (Sofowora)
44. "Doctor good with answering my questions." (Thompson)
45. "I am able to get appointments quickly, also being reminded the previous day helps immensely." (Thompson)
46. "Transparency of appt times." (Spencer)
47. "Service is fast." (2)
48. "Friendly, caring, and patient people." (Sofowora)
49. "Flexibility." (Sofowora)
50. "Everyone is helpful and nice." (Sofowora)
51. "Walk-in appointments." (Williams)
52. "Doctors advice." (Spencer)
53. "The convenience of getting to see a doctor." (Sofowora)
54. "Efficient and understanding." (Thompson)
55. "Price." (Peifer)
56. "Being able to do same day appointment."
57. "The staff clearly explaining all of my questions and concerns." (Peifer)
58. "Availability."
59. "Friendly staff." (Sofowora)
60. "Patient portal." (Peifer)
61. "Providers." (Kristiansen)
12. "Medical care." "Cuidado médico." (Sofowora)
13. "The accessible hours." "Las horas accesibles." (Thompson)
14. "The service has been good." "El servicio a sido bueno." (Thompson)
15. "Economical." "Economico." (Kristiansen)
16. "Convenient and good prices." "Conveniente y buen precio." (Peifer)
17. "Everything is good." "Todo esta bien."
18. "Good doctor." "Buen doctor."
19. "Good service at low cost." "Buen servicio a bajo costo." (Williams)
20. "My diabetes problem." "Mi problema de diabetes." (Peifer)
21. "Fast and efficient." "Rapidos y eficientes." (Thompson)
22. "The attention from the personnel, they are kind and same with the doctors." "La atencion y el personal son amables igual con los doctores." (Kristiansen)
23. "The personnel and doctors are kind." "El personal y los doctores son amables." (Peifer)
24. "Very good service from when you walk in at reception to the doctor, excellent." "Muy buen servicio desde que entras en recepcion hasta los doctores, excelente."
25. "My medical needs." "Mis neseidades medicas."
26. "They are effective in their work." "Son efectivos en su trabajo."
27. "They give me fast appointments." "Me dan citas rapido." (Sofowora)
28. "I like that they have interpreters so that I understand 100% what the doctor says." "Me gusta que aiga interpretes para enternder 100% lo que diga el doctor."

62. "They are very professional."
63. "Pep talks for shots." (Kristiansen)
64. "Labs."
65. "Everything." (Kristiansen)
66. "Doctors."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (19)
2. "Keep it 100%."
3. "Continue with same day appointments and overall facility functioning." (Kristiansen)
4. "Maybe more testing availability on site."
5. "Nothing you are all great receptionists were very helpful." (Williams)
6. "None." (2)
7. "Not sure."
8. "Keep doing what you're doing." (Kristiansen)
9. "Universal health care." (Thompson)
10. "I think everything went well so nothing." (Thompson)
11. "The wait time could be reduced."
12. "No comment." (Williams)
13. "All good."
14. "Continue being great." (Kristiansen)
15. "Change policy for no show appt." (Sofowora)
16. "No improvements you guys are wonderful."
17. "No need to improve, staff is awesome." (Sofowora)
18. "Nothing." (2)
19. "I don't think you can." (Sofowora)
20. "It is fine the way it is." (Kristiansen)
21. "Follow up apt." (Sofowora)
22. "Keep the kindness going."
23. "Thank you, everyone is so kind."
24. "I was in waiting area for a long time." (Kristiansen)
25. "Everything is good."
26. "I have no complaints." (Peifer)
27. "Everything is great." (Kristiansen)
28. "Time management."
29. "Direct line to my clinic." (Williams)
30. "Unknown."
31. "No more 15 min wait." (2)
32. "Keep up the great work." (Thompson)
33. "I hate being called by my first, I go by my middle name Daron but I get called Gary a lot of the time." (Thompson)
34. "I am already very satisfied." (Thompson)
35. "Great healthcare." (Thompson)
36. "Just one person on phone when making appt was rude but others were very helpful & nice." (Spencer)
37. "Unless you provide snacks! LOL j-kidding."

Spanish

1. "I think everything is good." "Creo que todo está bien."
2. "I'm satisfied." "Estoy satisfecha." (2)
3. "All personnel is better than before." "Todo del personal es mejor que antes."
4. "Everything is good for the moment." "Todo está bien por el momento."
5. "Everything is good." "Todo esta bien." (4)
6. "It is excellent." "Es excelente."
7. "Maybe with personnel that speaks Spanish." "Alamejor con personal que hable español." (Kristiansen)
8. "Not having to make an appointment to get blood test results." "No teniendo que hacer citas para obtener resultados de análisis." (Peifer)
9. "It is perfect." "Es perfecto." (2)
10. "I like how they treat my kids." "Me gusta como tratan a mis hijos."

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

English

- YES: 123
- NO: 1

Spanish

- YES: 45
- NO: 0

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

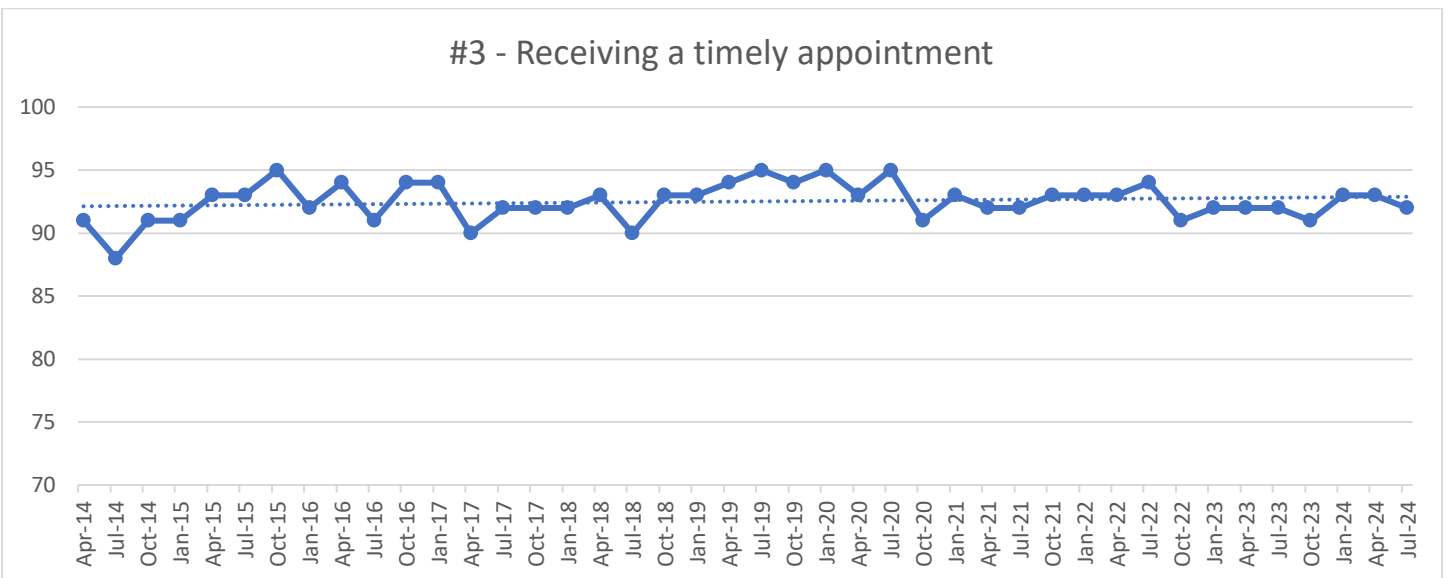
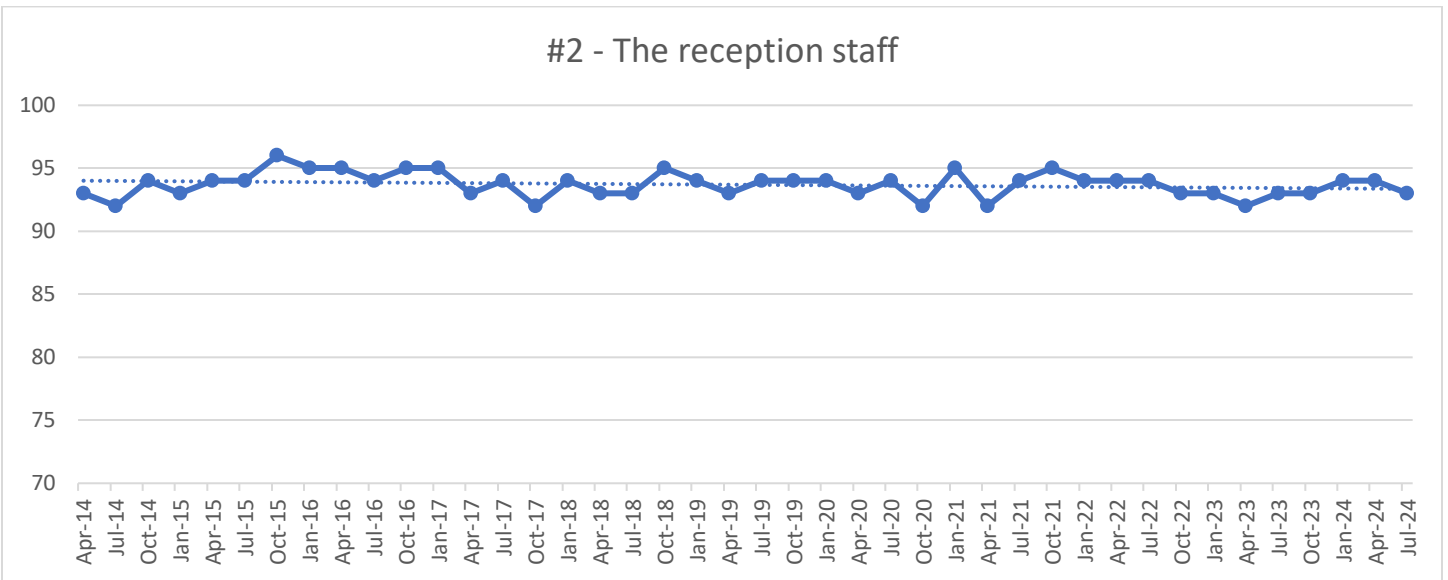
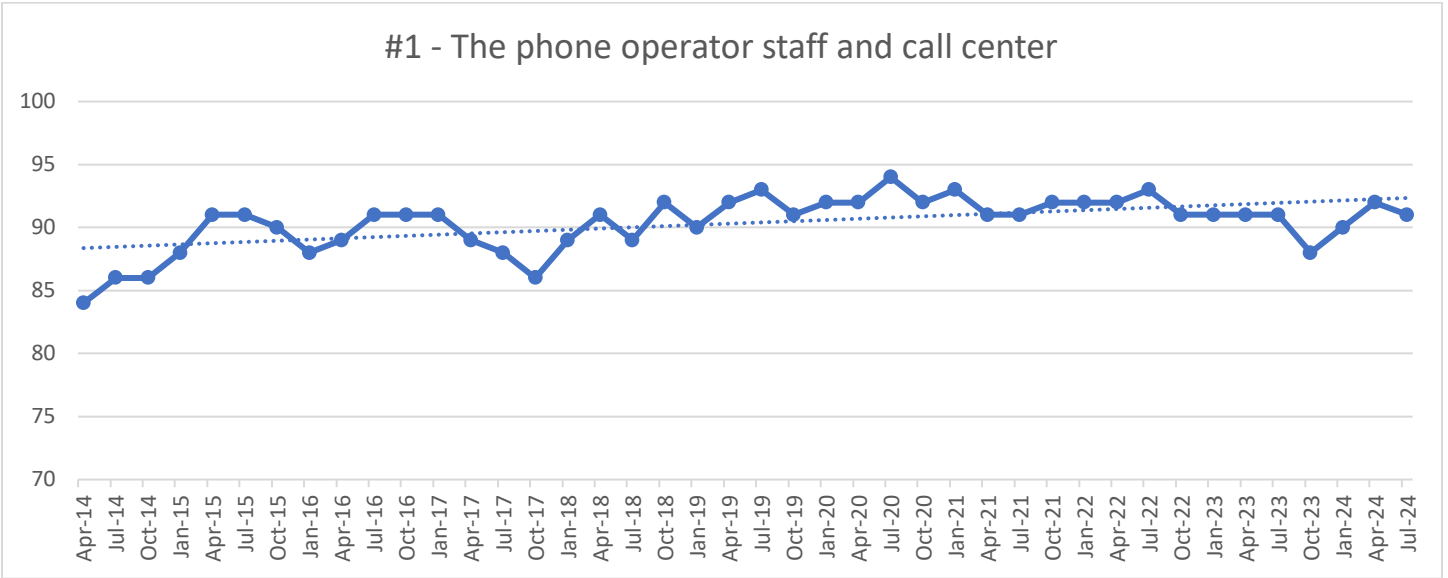
English

- Birkey: 13
- Kristiansen: 34
- Peifer: 17
- Sayles: 1
- Sofowora: 40
- Spencer: 4
- Thompson: 25
- Williams: 13

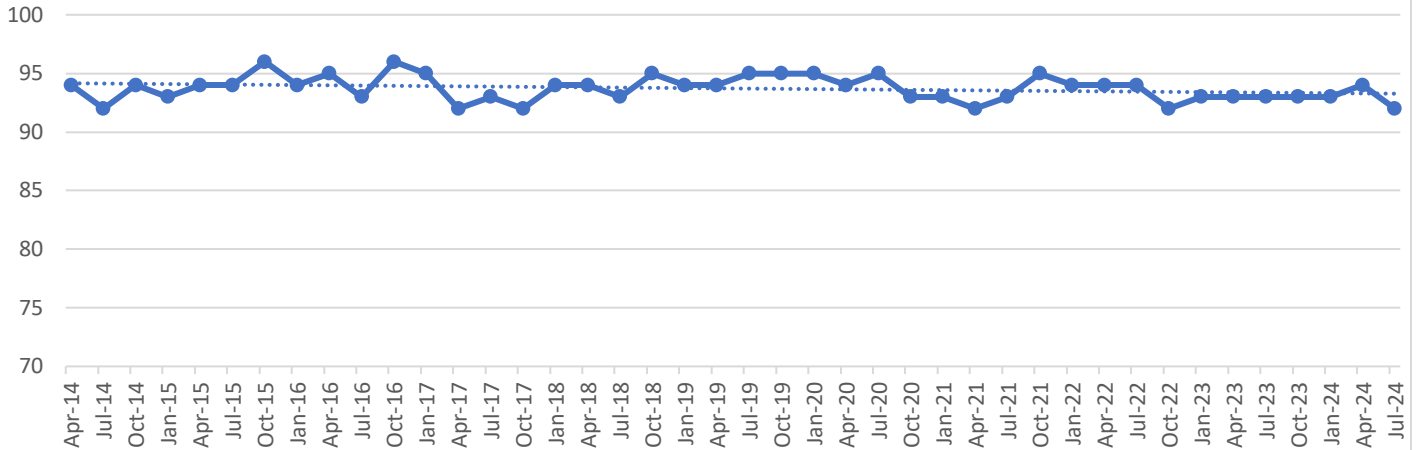
Spanish

- Kristiansen: 13
- Peifer: 14
- Sayles: 1
- Sofowora: 10
- Thompson: 7
- Williams: 4

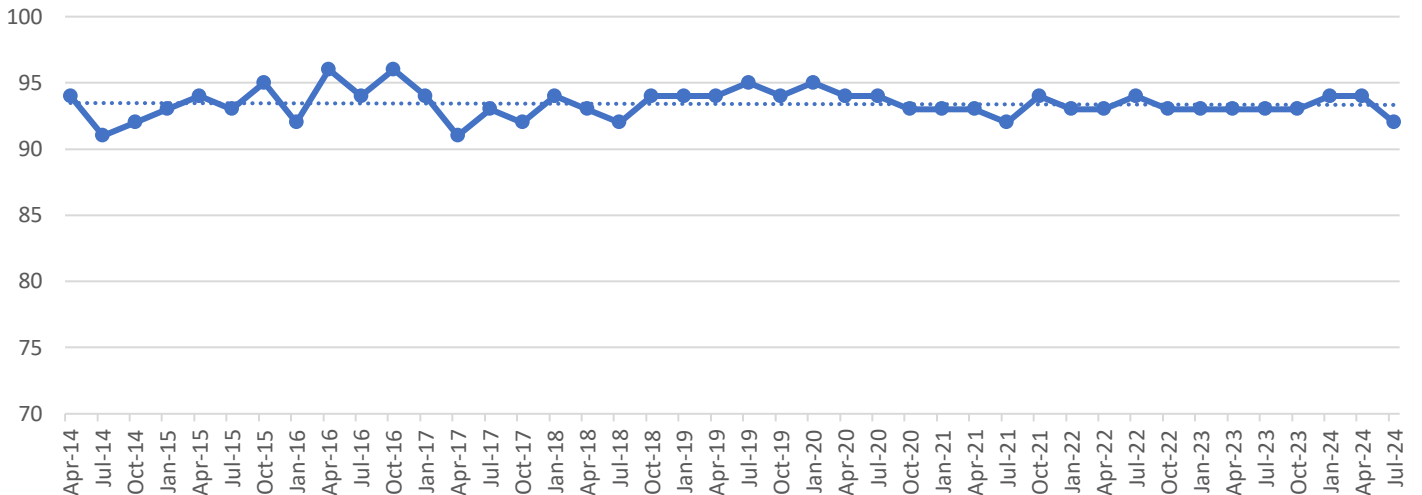
Individual Question Results with Trendlines



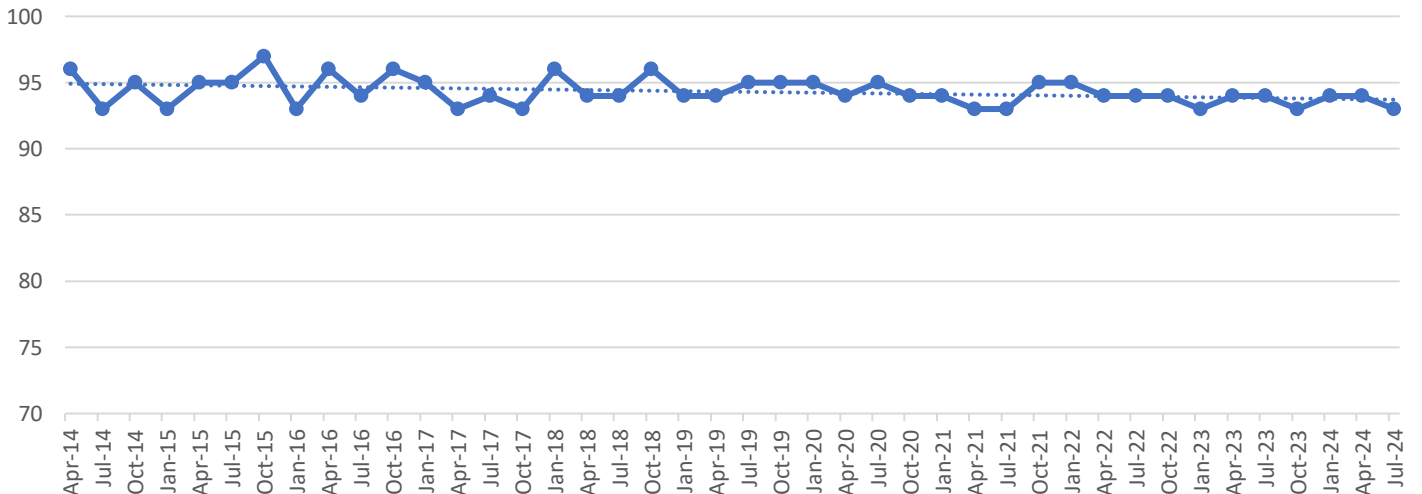
#4 - Education and explanation of plan provided in a way that I can understand



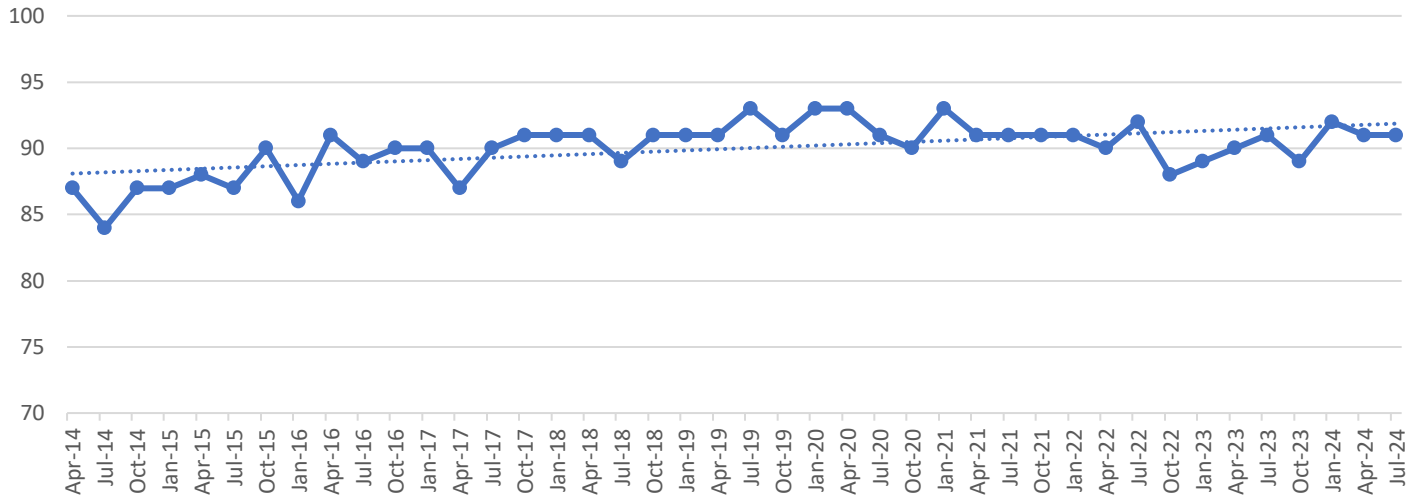
#5 - The follow-up and coordination of my care



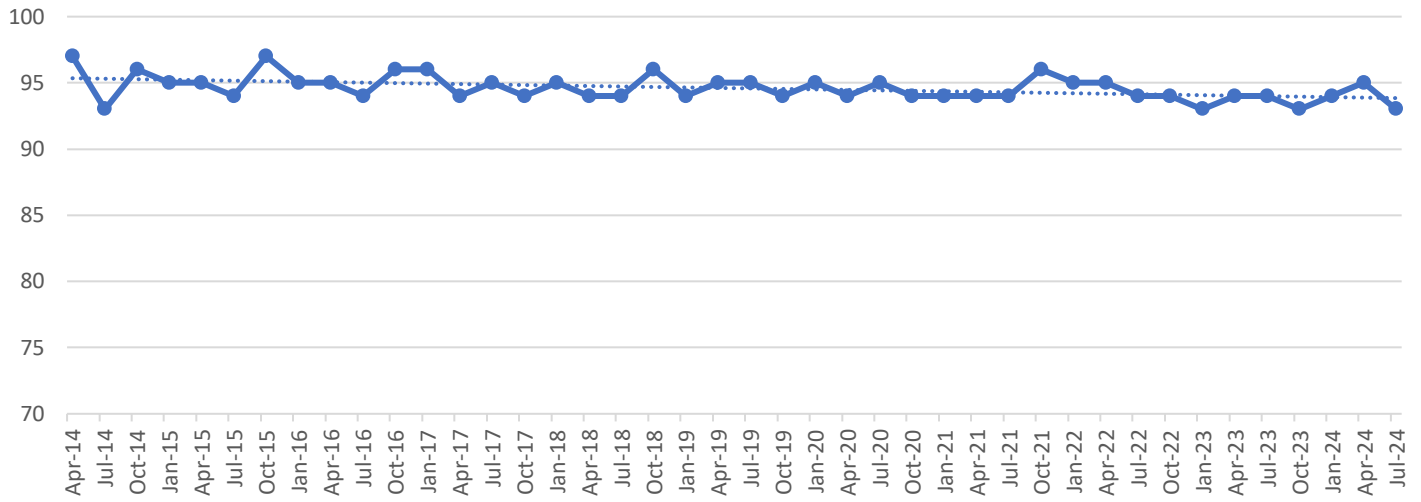
#6 - The staff addressing my medical needs today



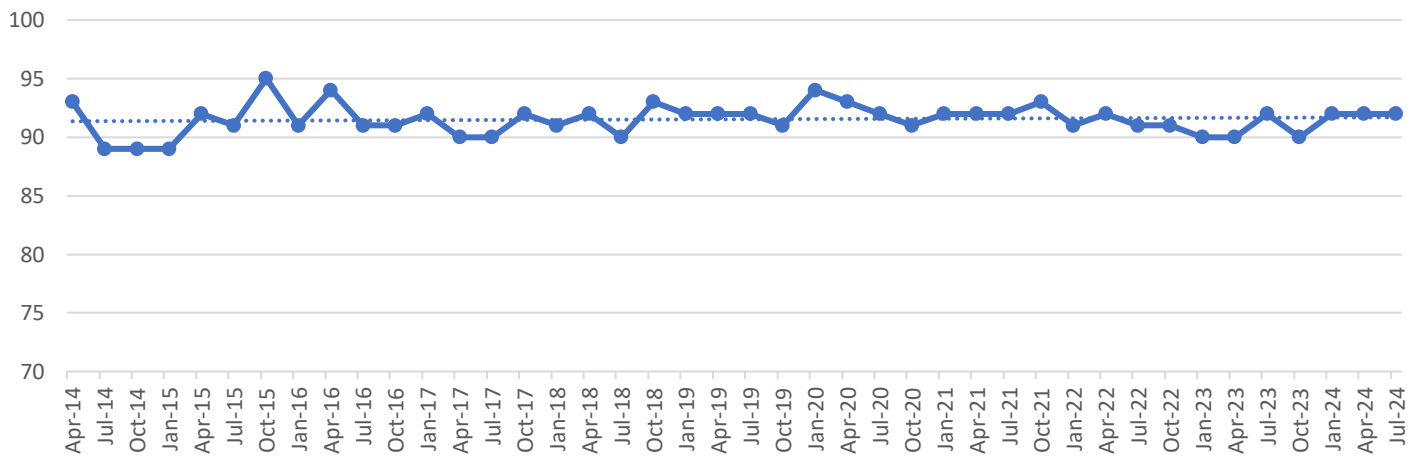
#7 - The time spent waiting



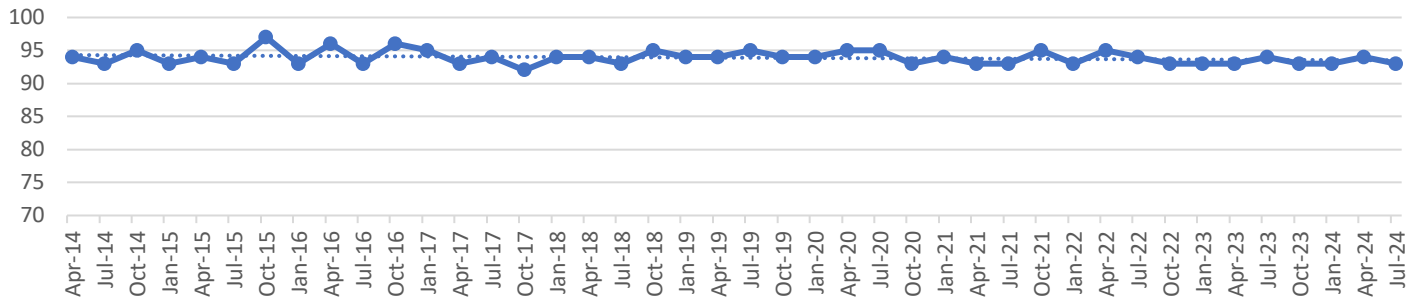
#8 - The respectfulness of staff



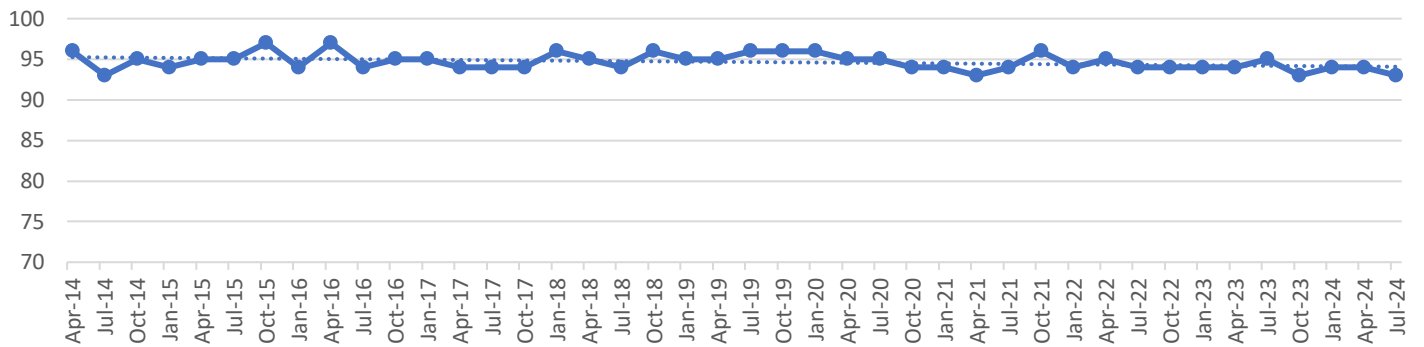
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



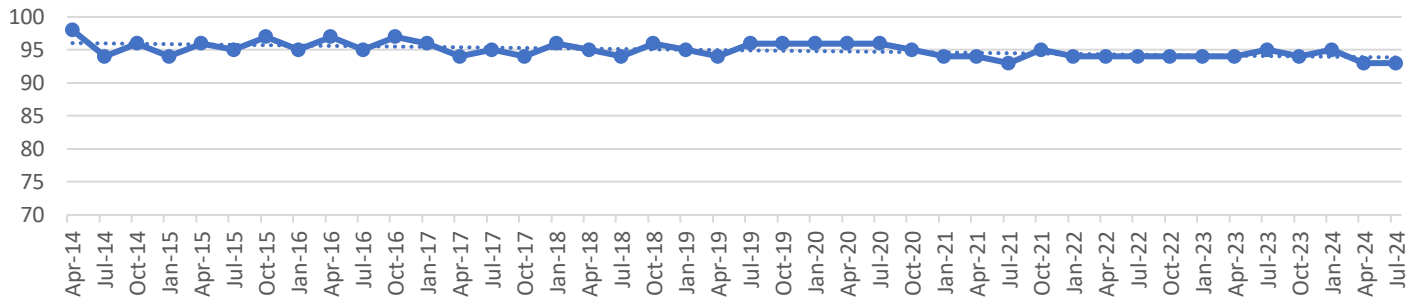
#10 - The handling of my personal medical information in a private and confidential manner



#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?

