

## Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 89% to 94%. 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.

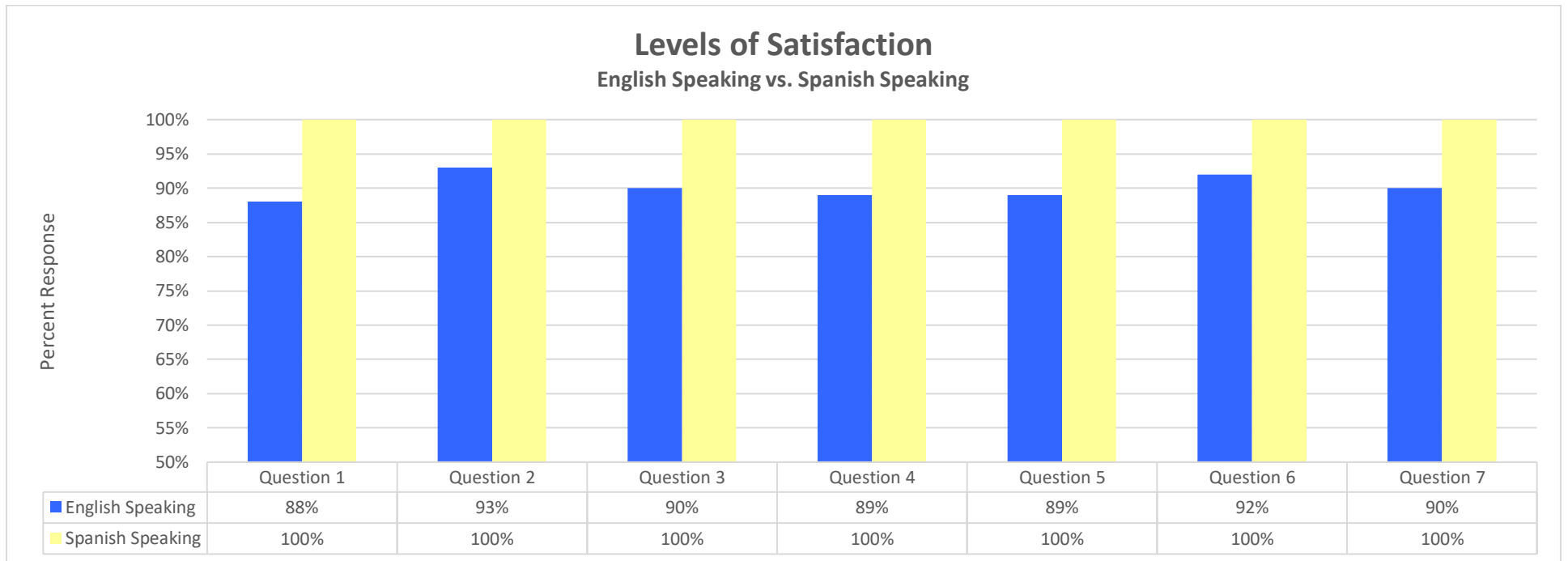
<b>2550 N. Annie Glidden Rd., DeKalb – Survey Questions</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>	<b>Level of Satisfaction October 2023</b>
1. The phone operator staff and call center	89%	89%	88%	90%
2. The reception staff	93%	91%	100%	96%
3. Receiving a timely appointment	91%	89%	97%	95%
4. Education and explanation of plan provided in a way that I can understand	90%	91%	99%	94%
5. The follow up and coordination of my care	90%	91%	99%	94%
6. The staff addressing my medical needs today	92%	90%	100%	94%
7. The time spent waiting	91%	89%	99%	90%
8. The respectfulness of staff	93%	87%	99%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	90%	88%	99%	93%
10. The handling of my personal medical information in a private and confidential	94%	94%	99%	94%
11. Your medical assistant	93%	87%	99%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	93%	99%	95%
13. Overall, how satisfied are you with the Health Center?	94%	87%	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%

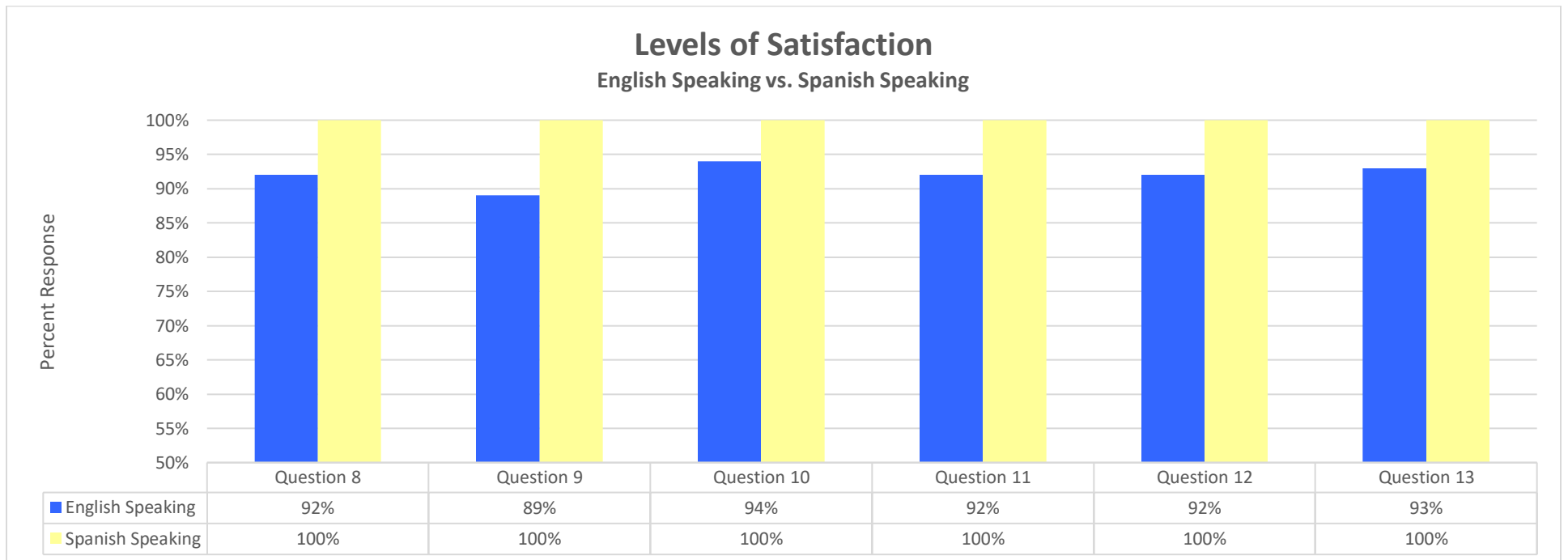
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	15 58%	2 100%	6 23%	0	5 19%	0	0	0	0	0
2. The reception staff	19 70%	2 100%	6 22%	0	2 7%	0	0	0	0	0
3. Receiving a timely appointment	17 63%	2 100%	7 26%	0	3 11%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	16 59%	2 100%	7 26%	0	4 15%	0	0	0	0	0
5. The follow-up and coordination of my care	16 59%	2 100%	8 30%	0	2 7%	0	1 4%	0	0	0
6. The staff addressing my medical needs today	18 67%	2 100%	7 26%	0	2 7%	0	0	0	0	0
7. The time spent waiting	18 67%	2 100%	5 19%	0	4 15%	0	0	0	0	0



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	17 68%	2 100%	6 24%	0	2 8%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	17 65%	2 100%	4 15%	0	5 19%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	20 77%	2 100%	4 15%	0	2 8%	0	0	0	0	0
11. Your medical assistant	18 69%	2 100%	6 23%	0	2 8%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	18 69%	2 100%	6 23%	0	2 8%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	20 74%	2 100%	5 19%	0	2 7%	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: 7

N/A: 4

YES: 0

##### **Comments:**

1. "Response was very good."
2. "Everyone has been doing a great job no complaints."
3. "Timely manner- great!"

##### **Spanish**

NO: 2

N/A: 0

YES: 0

##### **Comments:**

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

##### **English**

1. "The attention I receive from the staff and the education about my health." (Peifer)
2. "Stephanie care overall of my physical and mental health and care with the MAT program is wonderful." (Williams)
3. "Everyone."
4. "Everything, they come to Dekalb Health Department which is up the street from my house. Love it."
5. "N/A." (2)
6. "The convenience of how long it is."
7. "Resources around and helpful booklets."
8. "Staff is always willing to help, very friendly." (Peifer)
9. "Care." (Peifer)
10. "The information." (Peifer)

##### **Spanish**

1. "Good attention." "Buena atencion." (2)

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

##### **English**

1. "Smile more." (Peifer)
2. "N/A." (5)
3. "Keep being great."
4. "Faster appointments." (Williams)
5. "Get the good work up."
6. "Nothing."
7. "Good." (Williams)
8. "Nothing keep up the good work." (Peifer)

##### **Spanish**

1. "I think everything is good." "Creo que todo esta bien." (Peifer)

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

##### **English**

- YES: 15
- NO: 0

##### **Spanish**

- YES: 2
- NO: 0

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

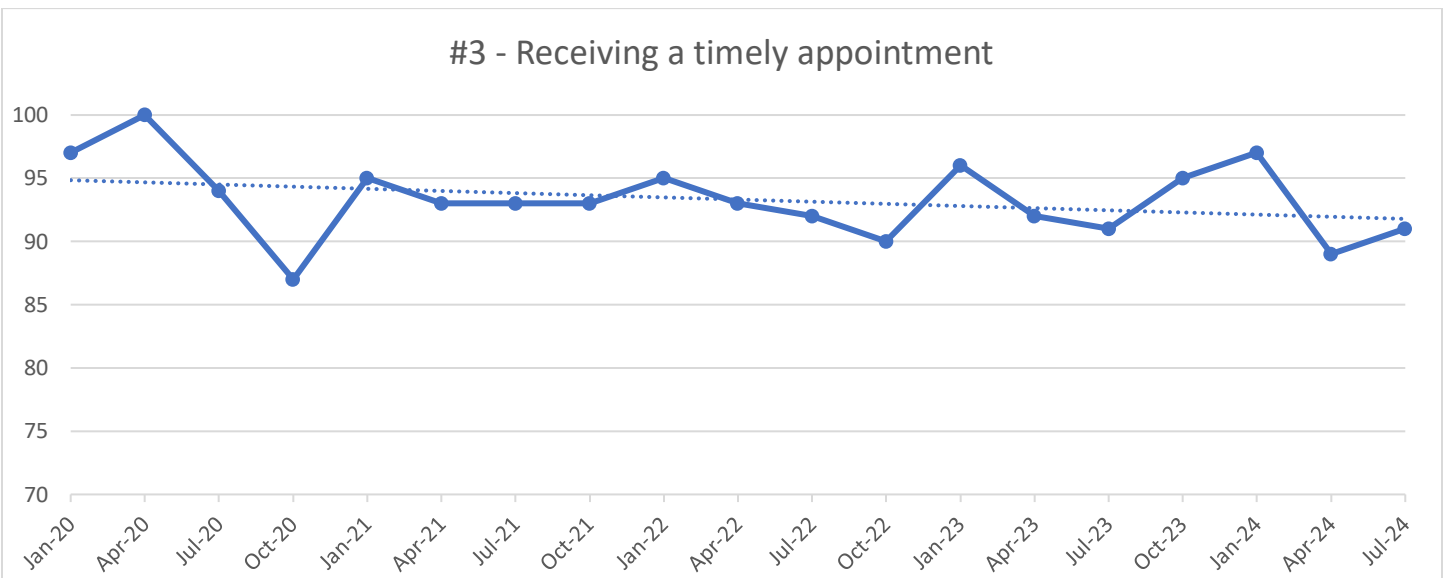
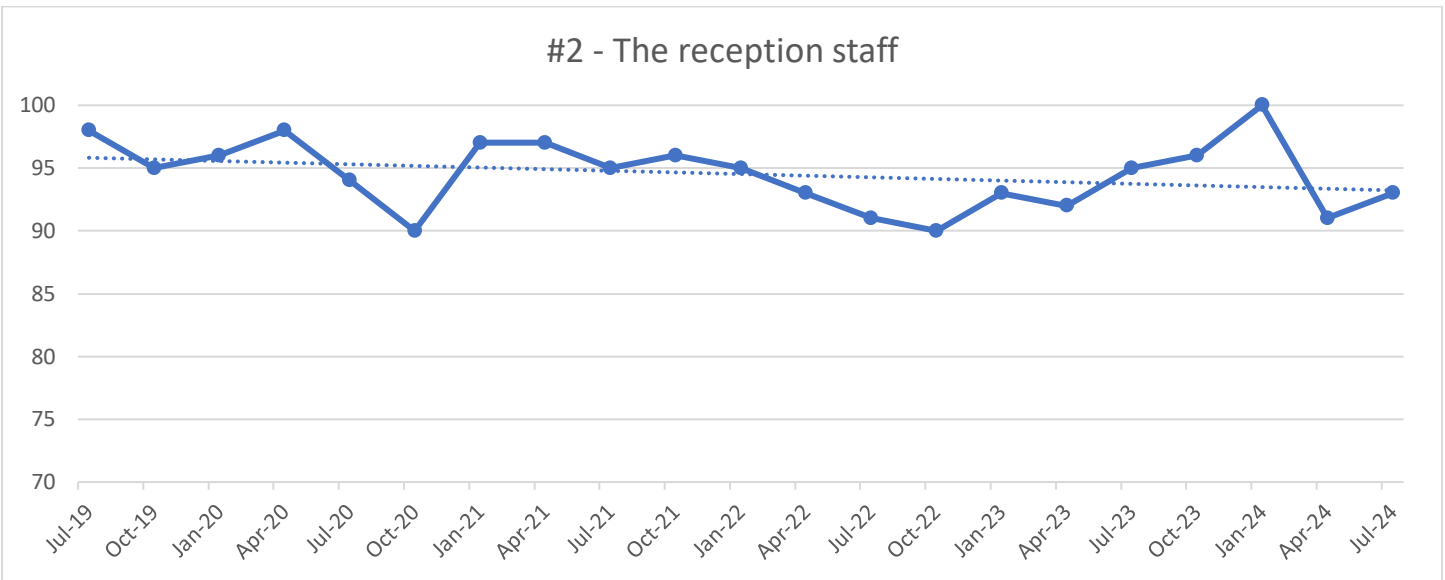
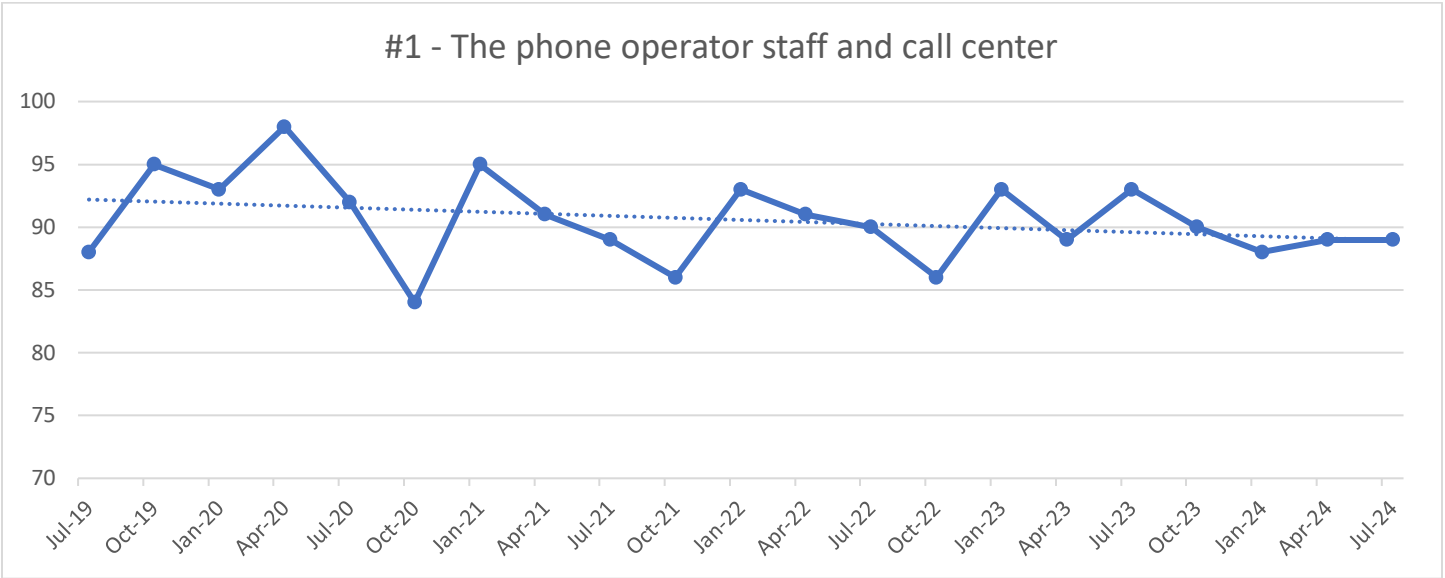
##### **English**

- Peifer: 12
- Williams: 10

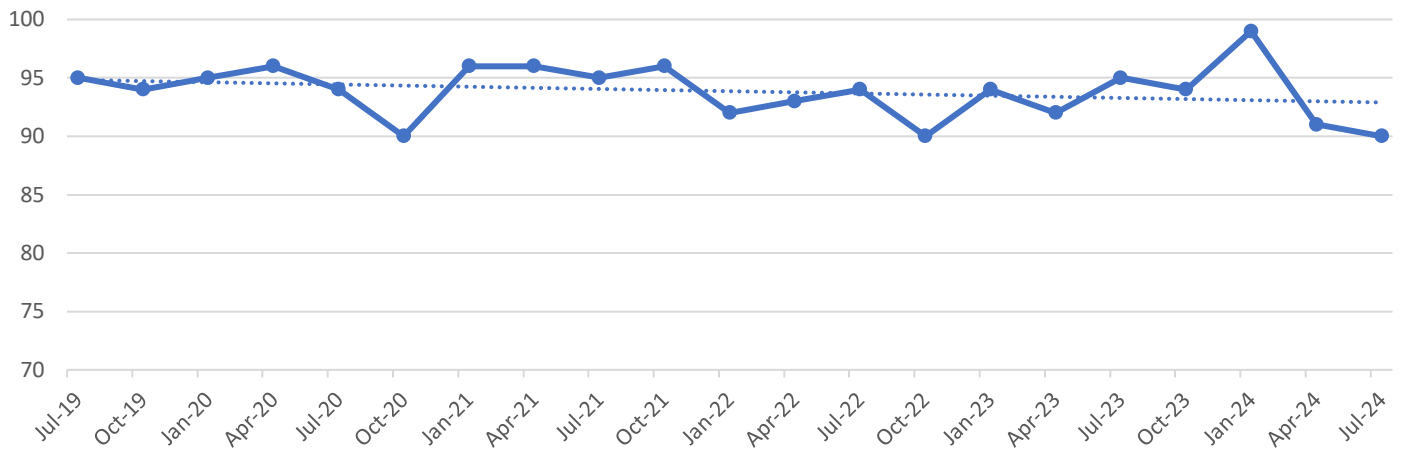
##### **Spanish**

- Peifer: 2

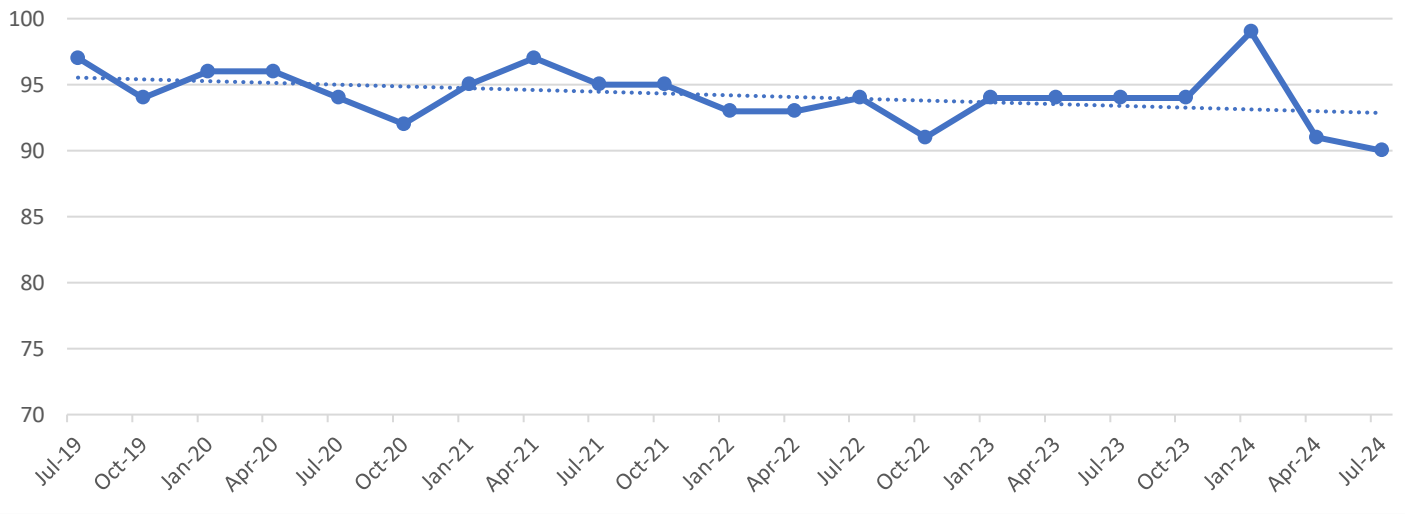
# Individual Question Results with Trendlines



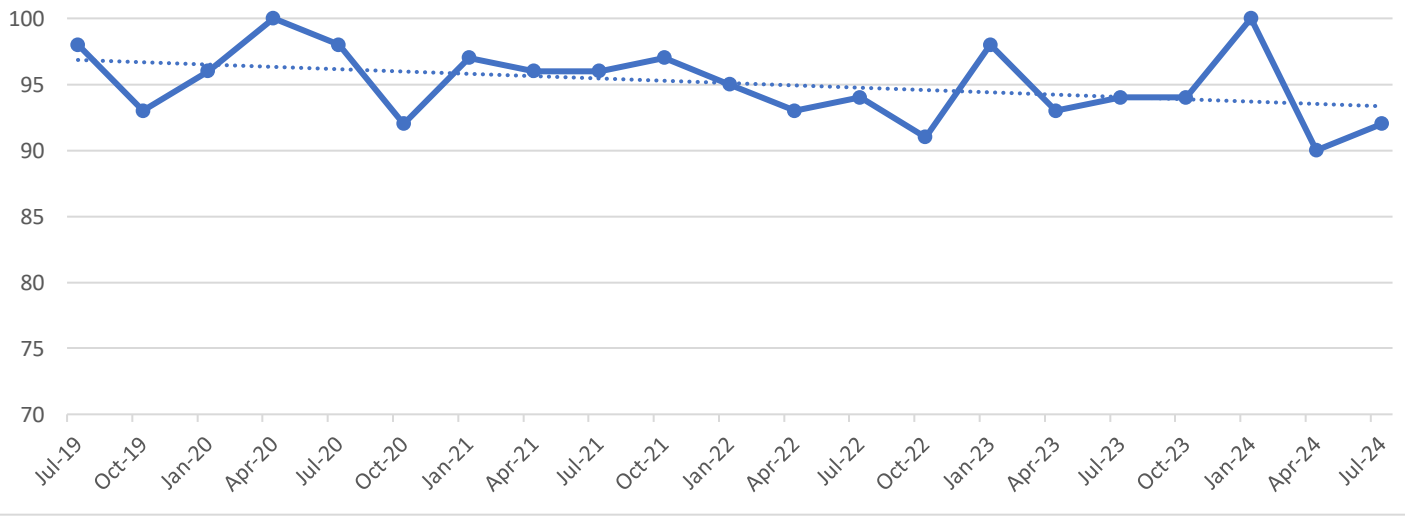
### #4 - Education and explanation of plan provided in a way that I can understand

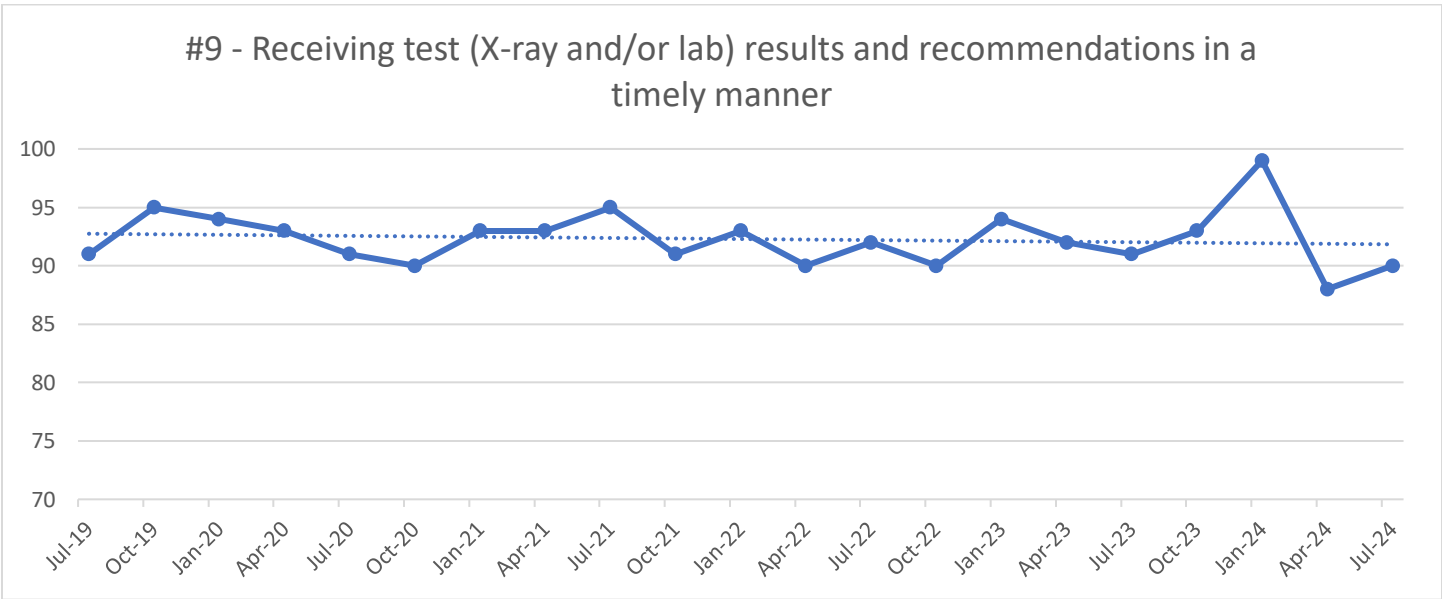
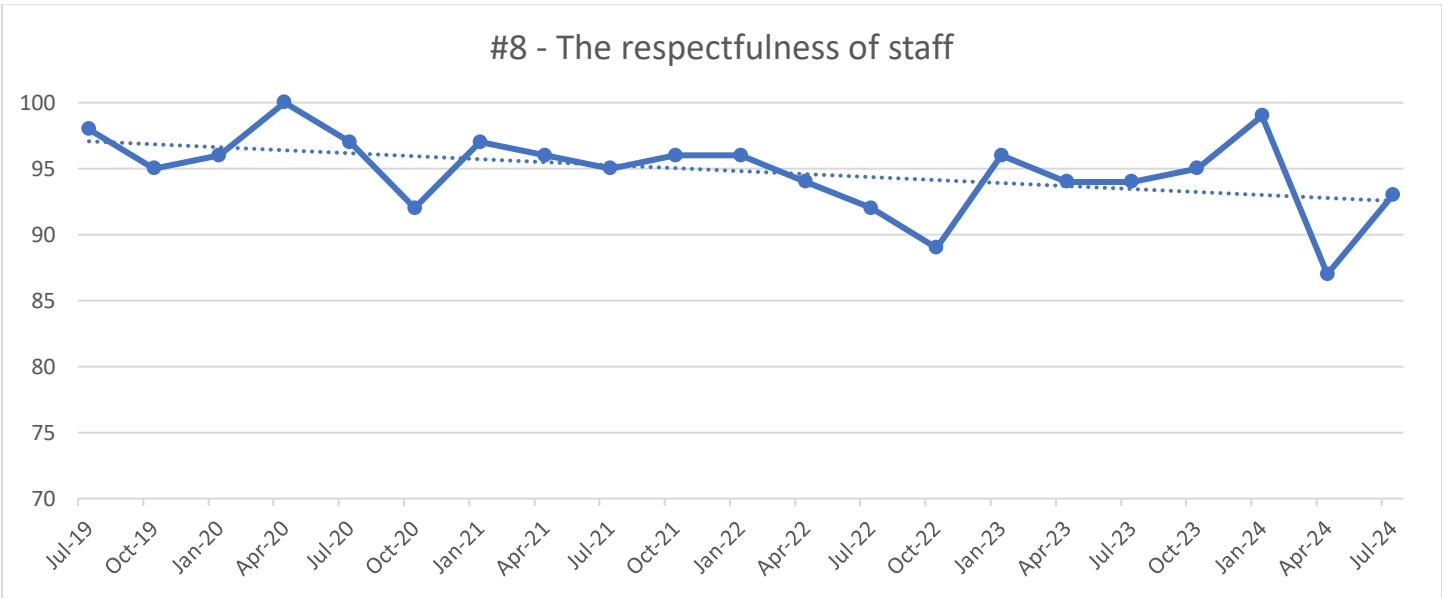
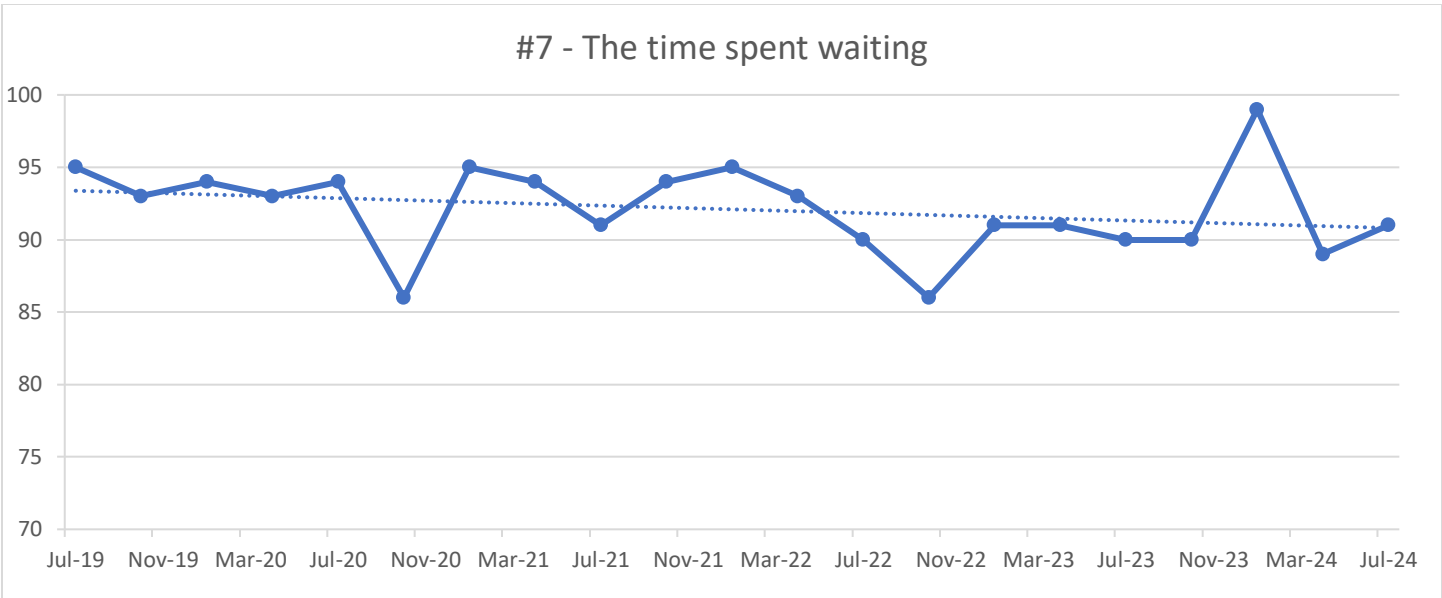


### #5 - The follow-up and coordination of my care



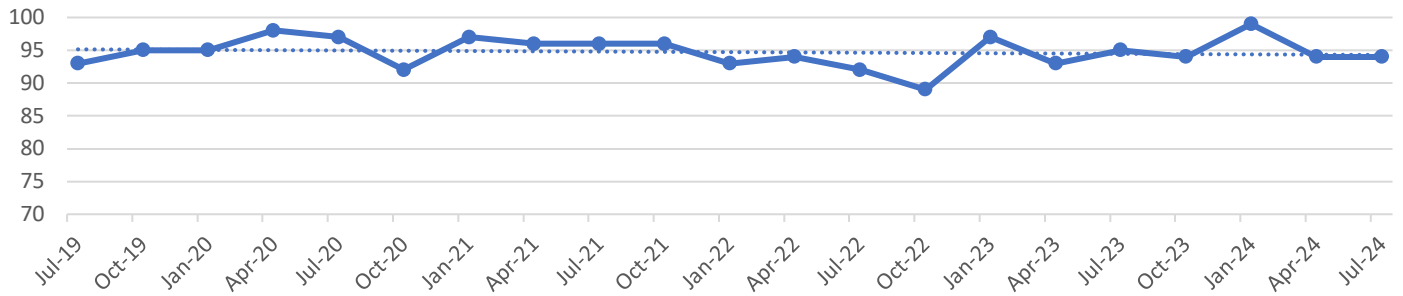
### #6 - The staff addressing my medical needs today



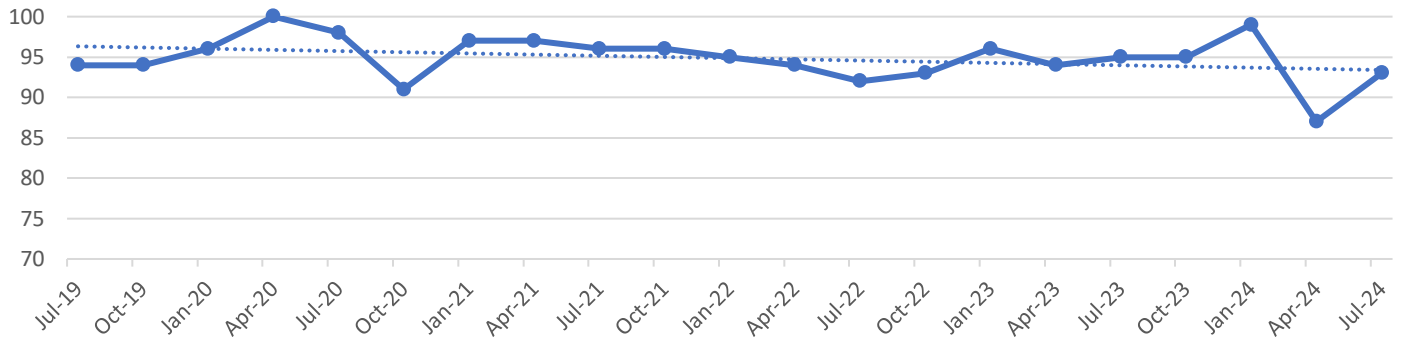




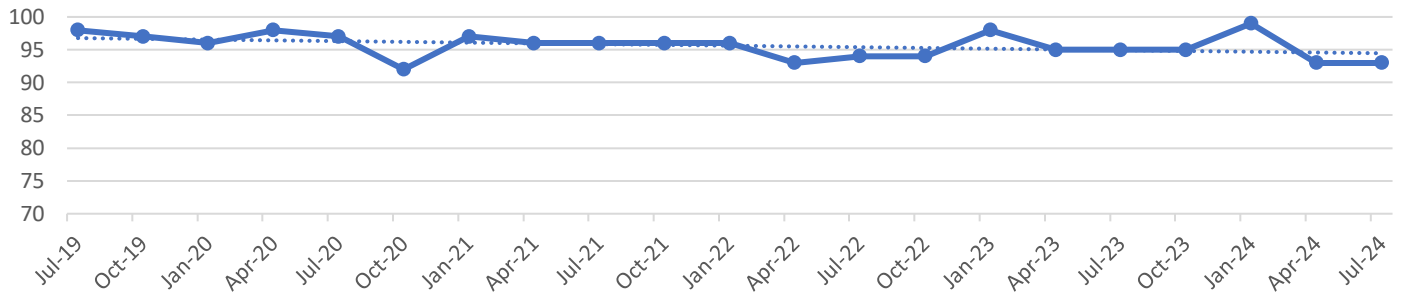
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

