

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 90% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

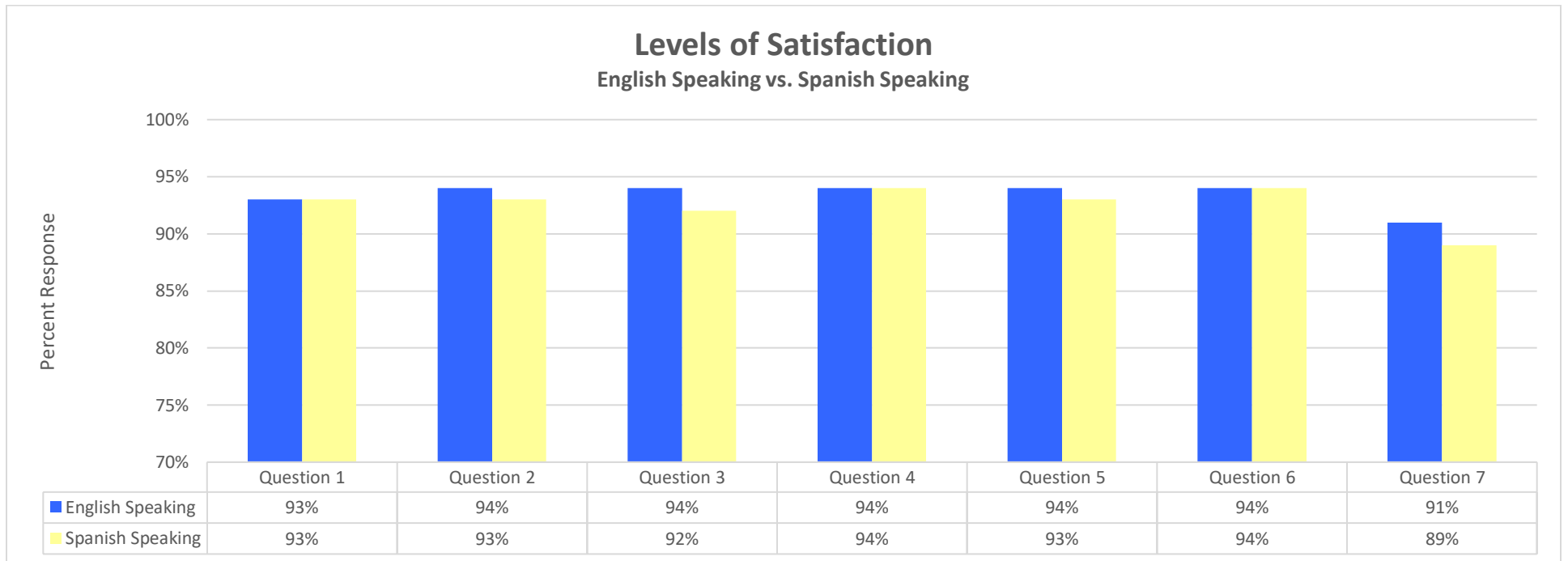
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	93%	92%	94%	91%
2. The reception staff	93%	93%	94%	91%
3. Receiving a timely appointment	92%	91%	93%	89%
4. Education and explanation of plan provided in a way that I can understand	94%	92%	94%	91%
5. The follow up and coordination of my care	94%	92%	94%	91%
6. The staff addressing my medical needs today	94%	94%	95%	92%
7. The time spent waiting	90%	89%	91%	86%
8. The respectfulness of staff	94%	93%	94%	91%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	93%	90%
10. The handling of my personal medical information in a private and confidential	94%	93%	94%	91%
11. Your medical assistant	94%	93%	95%	92%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	94%	94%	95%	92%
13. Overall, how satisfied are you with the Health Center?	94%	93%	94%	90%

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%

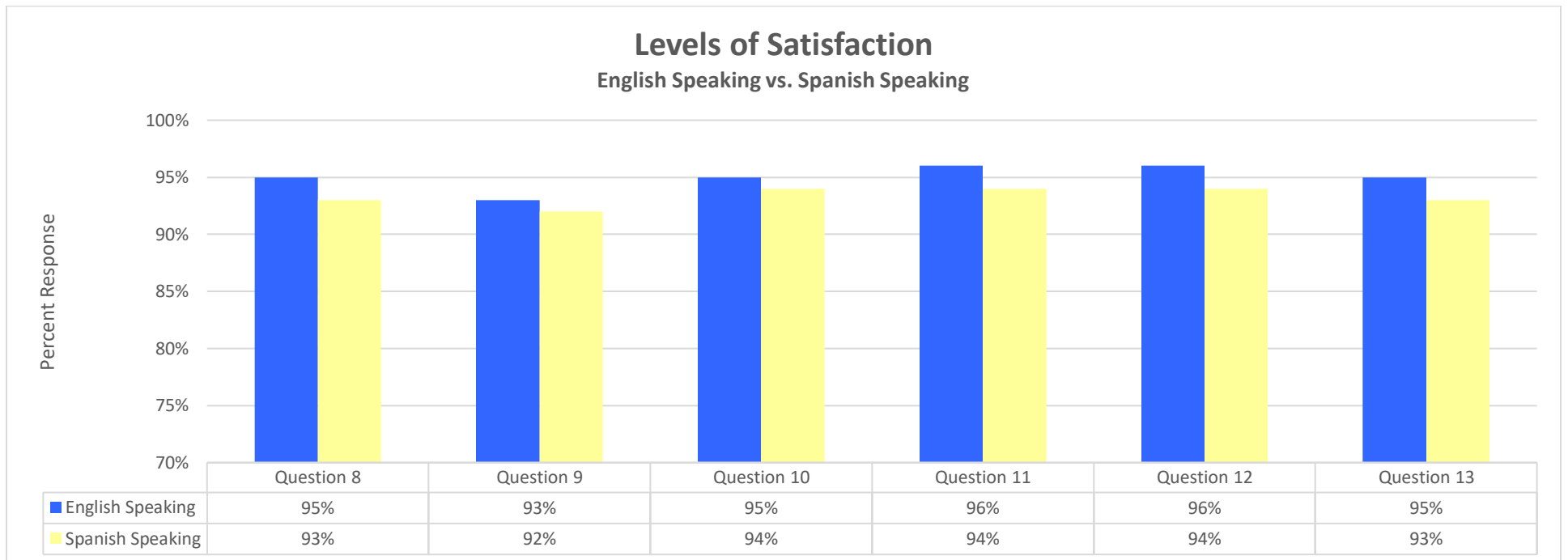
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	81 74%	182 77%	19 17%	40 17%	9 8%	8 3%	0	1 1%	0	6 3%
2. The reception staff	85 77%	180 75%	20 18%	44 18%	4 4%	7 3%	1 1%	3 1%	0	5 2%
3. Receiving a timely appointment	81 74%	166 71%	22 20%	55 23%	7 6%	8 3%	0	0	0	6 3%
4. Education and explanation of plan provided in a way that I can understand	86 79%	178 76%	15 14%	45 19%	8 7%	6 3%	0	1 1%	0	4 2%
5. The follow-up and coordination of my care	84 76%	179 76%	19 17%	46 20%	7 6%	4 2%	0	1 1%	0	5 2%
6. The staff addressing my medical needs today	82 75%	186 79%	20 18%	37 16%	8 7%	5 2%	0	3 1%	0	4 2%
7. The time spent waiting	73 66%	151 65%	26 24%	59 25%	10 9%	13 6%	1 1%	4 2%	0	7 3%



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	85 77%	182 77%	20 20%	40 17%	3 3%	7 3%	0	1 1%	0	5 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	79 75%	162 70%	19 18%	58 25%	7 7%	8 3%	1 1%	1 1%	0	3 1%
10. The handling of personal medical info in a private and confidential manner	86 78%	177 76%	21 19%	46 20%	2 2%	5 2%	1 1%	1 1%	0	3 1%
11. Your medical assistant	89 81%	182 77%	19 17%	45 19%	2 2%	4 2%	0	0	0	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	90 82%	183 78%	17 16%	41 18%	2 2%	4 2%	1 1%	0	0	6 3%
13. Overall, how satisfied are you with the Health Center?	87 80%	181 78%	17 16%	37 16%	4 4%	6 3%	1 1%	1 1%	0	6 3%



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: 26

N/A: 11

YES: 0

Comments:

1. "Helpful." (Pate, B)
2. "Reception check in/out very friendly the MA was wonderful & Vega actually listened and heard my concerns." (Vega)
3. "Yes, and then two days later I got a call back from my psychiatrist." (Weaver)
4. "Wonderful experience!"

Spanish

NO: 42

N/A: 2

YES: 0

Comments:

1. "Very good all the people are very kind." "Muy buena todas las personas muy amables." (Patel, B.)
2. "Yes, and they returned my call and responded to my request." "Si y me han devuelto la llamada y respondieron mi solicitud." (Vega)
3. "When they called me confirm my presence when I was unable to communicate." "Cuando me llame para confirmar mi asistencia no me fue posible comunicarme." (Ninkovska)
4. "Doctor Bansi is excellent." "Es excelente doctora Bansi." (Patel, B.)
5. "Excellent." "Excelente." (Patel, B)
6. "Very good." "Muy bien." (Ninkovska)
7. "Very satisfied with my appointments." "Muy satisfecha con mi citas." (Shirazi)
8. "This week I have not." "Esta semana no." (Patel, B.)
9. "Very good." "Muy buena." (3)
10. "Everyone is very kind." "Muy amables todos."
11. "The service seems really great to me the entire personnel." "Me parece muy bien servicio todo el personal." (Ninkovska)
12. "Always a grand experience." "Siempre gran experiencia." (Patel)
13. "The experience has been great." "La experiencia hasisa buena." (Patel)
14. "Excellent." "Excelente." (Vega)

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

English

1. "N/A." (6)
2. "Fast appointment." (Patel, B.)
3. "Flexibility of appointments." (Shirazi)
4. "Knowledgeable staff." (Shirazi)
5. "Hours."
6. "Timely appts." (Patel, B)
7. "Everything." (Lyman)
8. "Doctor." (Vega)

Spanish

1. "The attention." "La atencion." (Patel, B.)
2. "My health." "Mi salud."
3. "It is economical." "Es económico." (Shirazi)
4. "With my doubts." "Con mi dudas." (Shirazi)
5. "The medical attention." "La atencion medica." (Vega)
6. "With everything." "En todo." (Vega)
7. "Very good." "Muy bien." (Lyman)

9. "Friendly, accessible." (Vega)
 10. "Respect given by staff." (Shirazi)
 11. "Not far from my home." (Vega)
 12. "All good." (Ninkovska)
 13. "No comments." (Lyman)
 14. "The location & scheduling." (Patel, B.)
 15. "Staff." (Patel, B.)
 16. "Patient portal." (Finnander)
 17. "Behavioral health services." (Finnander)
 18. "Location." (Lyman)
 19. "Respect."
 20. "Great service."
 21. "Patient portal."
 22. "Follow up." (Patel)
 23. "Staff/time."
 24. "Satisfied."
 25. "Quality care." (Patel, B)
 26. "Psychiatrist." (Weaver)
 27. "Availability of same day appt." (Shah)
 28. "Good attendance and detail attention." (Ninkovska)
 29. "Location + communication- everyone has been amazing!!!" (Ninkovska)
 30. "So nice! Amazing!!!" (Ninkovska)
 31. "Conveniency, attentiveness, & great in call backs for followings." (Vega)
 32. "Prices without insurance." (Patel)
 33. "The reminder cards for appointments." (Vega)
 34. "She is amazing!" (Weaver)
8. "Great attention." "Buena atencion." (Lyman)
 9. "The service." "El servicio." (Patel, B.)
 10. "The health." "La salud." (Patel, B.)
 11. "Their excellence." "Su exelencia." (Patel, B.)
 12. "That they are very kind." "Que es muy amable." (Shirazi)
 13. "Thank God with everything." "Gracias a dios en todo." (Lyman)
 14. "The doctors are extraordinary." "Los doctores son extraordinarios." (Lyman)
 15. "That it is accessible to me, and it is economical." "Que es assecible para mi y económico." (Lyman)
 16. "Maintain the appointment on time. The closeness to home. Capability for my mom." "Mantener cita a tiempo. Lo cercano de casa. Abilidad para mi mama." (Lyman)
 17. "That it is close to home, they speak Spanish, the personnel are very kind." "Que esta cerca de mi casa, hablan Espanol y el personal es amable." (Lyman)
 18. "Great help with everything." "Buen ayuda en todo." (Bansi)
 19. "The quality that is provided, attention when we need it, I am very appreciative." "Su Calidad de brindarnos, atencion cuando necesitamos, estoy muy agradecida." (Shirazi)
 20. "To improve my health." "A que mejore mi salud." (Patel, C.)
 21. "My health in general." "Mi salud en general." (Patel, B)
 22. "They are very efficient." "Son muy eficientes." (Lyman)
 23. "Very good service, close to my home excellent attention." "Muy buen servicio, cerca a casa atencion exelente." (Patel, B.)
 24. "The personnel are very kind and qualified." "El personal muy amables y calificadas." (Ninkovska)
 25. "For the moment, great medical services and great attention." "Hasta el momento buen servicio medico y buena atención." (Vega)
 26. "Staying on top of my health." "Estar al pendiente de mi salud." (Ninkovska)
 27. "Their bilingual personnel." "Su personal bilingüe." (Patel, B.)
 28. "I leave content I am treated super well." "Me boy contenta me atienden super bien." (Ninkovska)

29. "With their kindness and availability to care for." "Con su amabilidad y disponibilidad para atender." (Shirazi)
30. "Everything has been great." "Todo a sido muy bien."
31. "Everything is excellent." "Todo esta exelente." (Patel, B)
32. "The attention are very kind." "La atencion son muy amables."
33. "That they tend to well." "Que atienden bien."
34. "They answer the calls quickly." "Responden las llamdadas rapido." (Lyman)
35. "Care for my family." "Cuidado de mi familia." (Shirazi)
36. "Everything is great and I recommend friends." "Todo bien y recomiendo amigos." (Patel)
37. "Prompt attention." "Pronta atención." (Patel)
38. "It resolves everything." "Resuelve todo." (Vega)
39. "With my necessities." "En mis necesidades."
40. "They have great attention." "Tiene muy buena atencion." (Vega)
41. "That they tend to my children well." "Que atienden bien a mis hijos." (Patel)
42. "Improving my health." "Mejorar mi salud." (Lyman)
43. "In that they are very kind when tending to." "En que son muy amables para atender." (Bansi)
44. "Medical attention." "Atención medica."
45. "That they tend to well." "Que atienden bien." (Patel)
46. "Monitoring my health." "Monitorear mi salud."
47. "Attention in Spanish." "Atencion en Espanol." (Vega)
48. "It resolves all my doubts and takes care of my health." "Me resuelve toda duda y cuida mi salud." (Patel)
49. "With my health, thank you." "Con mi salud, gracias." (Patel)
50. "That they tend to well." "Que atienden bien."
51. "The doctor is great and so is the assistant." "Muy buena doctora y la ayudante también."
52. "The service and very kind." "Su servicio y muy amables." (Ninkovska)
53. "That they help me with translating and the follow ups for the control of my ailments." "Que me alludan interpreter y entiendo mejor"

tu de mi seguimiento al control de mi enfermedad.” (Patel, B)

54. “Very good treatment, great medical attention and hours and that it is close to home.” “Muy buen trato, buen atención medica y horarios y me queda cerca de casa.” (Vega)
55. “Medical attention.” “Atención medica.” (Patel)

Question 16: How can we improve Greater Family Health?

English

1. “A.”
2. “N/A.” (12)
3. “Love it.” (Shirazi)
4. “Good.”
5. “You’re doing great!!!!!!” (Lyman)
6. “Communication.” (Shirazi)
7. “?” (Vega)
8. “All good.” (Ninkovska)
9. “No comments.” (Lyman)
10. “One receptionist at this location is always rude and annoyed with people. She really shouldn’t work front desk.” (Patel, B.)
11. “I have no suggestions at the moment.” (Finnander)
12. “More availability.”
13. “Satisfied.”
14. “Getting my very first appointment set up was very hard -> called the provided # for weeks, and no one would get back to me until a month later.” (Weaver)
15. “Provide more department like dental x eye.” (Ninkovska)

Spanish

1. “N/A.”
2. “Yes.” “Si.”
3. “Communication.” “Comunicazion.”
4. “No comments.” “Sin comentarios.” (Patel, B.)
5. “Continue how it is now.” “Continuar asi.” (Ninkovska)
6. “Improve your kindness.” “Mejorar su amabilidad.” (Ninkovska)
7. “Nothing, everything is great.” “Nada todo bien.” (Shirazi)
8. “Everything is great.” “To esta bien.” (2)
9. “Everything is perfect.” “Todo esta perfecto.” (Patel, B.)
10. “Everything is very good.” “Todo esta muy bien.” (Vega)
11. “Everything is great.” “Todo bien.”
12. “Everything seems great.” “Todo me parece bien.” (Patel, B.)
13. “It is perfect how it is, thanks. Excellent service.” “Estan perfectos asi gracias. Excelente servicio.” (Shirazi)
14. “To me, they are the best.” “Para mi son los mejores.” (Ninkovska)
15. “In my case, I have always been punctual to my appointments but when I arrive sometimes the wait period is long.” “En mi caso he sido puntual para mis citas pero cuando llego aveces me hacen esperar mucho.” (Ninkovska)
16. “I do not have a complaint it is great how it is.” “No tengo queja asi esta bien.” (Vega)
17. “Not necessary, everyone is very kind.” “No necesitas todos son muy amables.” (Lyman)
18. “I do not have any problems any time I need to bring my son, from my end it is fine.” “No tengo problemas cada vez que necesito traer a mi hijo, por mi parte estoy bien.” (Shirazi)
19. “Perhaps improve the time spent waiting to be seen.” “Tal vez podrian mejorar el tiempo de espera para ser atendida.” (Lyman)

20. "Maintain the appointments on time. 1 hour wait time." "Mantener citas a tiempo. 1 hora de espera." (Lyman)
21. "The people, not everyone, the receptionists are very rude many of the times." "Las personas, no todas de recepcion son muy rudas muchas veces." (Lyman)
22. "The service is great now." "El servicio esta muy bien." (Patel, B.)
23. "Providing better information regarding the pharmacy." "Dando mejor informacion sobre la farmacia." (Shirazi)
24. "Complying with the appointment times, just as patients are required to comply with the protocols." "Cumpliendo con los horarios de las citas asi como le exigen al paciente cumplir con sus protocolos." (Shirazi)
25. "Improving the personnel at reception." "Mejorar el personal de recepcion." (Vega)
26. "Charging less." "Cobrando menos." (Patel, C)
27. "For the moment everything is great." "Por el momento todo bien."
28. "I do not know." "No lo se."
29. "Everything is great." "Todo esta bien." (Lyman)
30. "Everything is perfect for me." "Todo es perfecto para mi."
31. "Have more providers that speak Spanish." "Que tengan mas medicos que hablan español."
32. "I think that it is great how it is now." "Creo que esta muy bien como esta." (Patel, C)
33. "Well, every day we can count on excellent personnel." "Bueno cada dia cuentan con un excelente personal." (Vega)
34. "I think that everything is great." "Yo creo que todo esta bien." (Ninkovska)
35. "It is great it brings assistance and treat you adequately." "Esta bien te brindan alluda y te atienden adecuadamente." (Patel, B)
36. "Better receptionists, more kindness." "Mejorar recepcionistas. Mas amabilidad." (Patel)

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

English

- YES: 65
- NO: 0

Spanish

- YES: 95
- NO: 2

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

English

- Finnander: 2

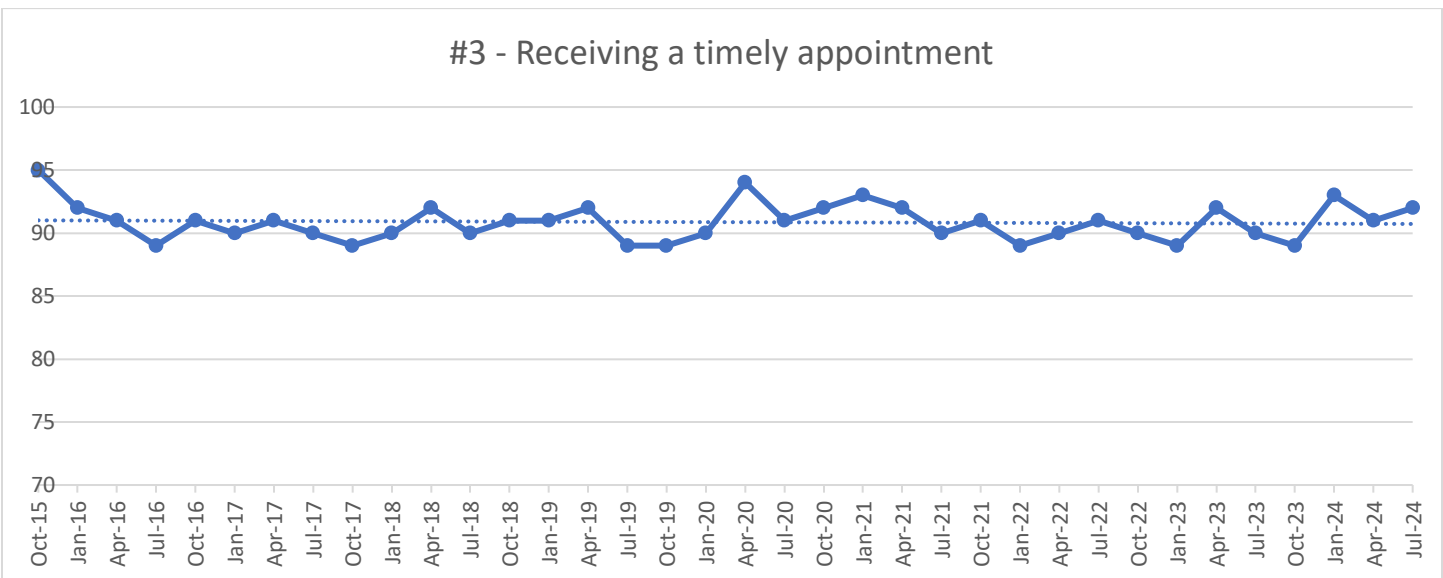
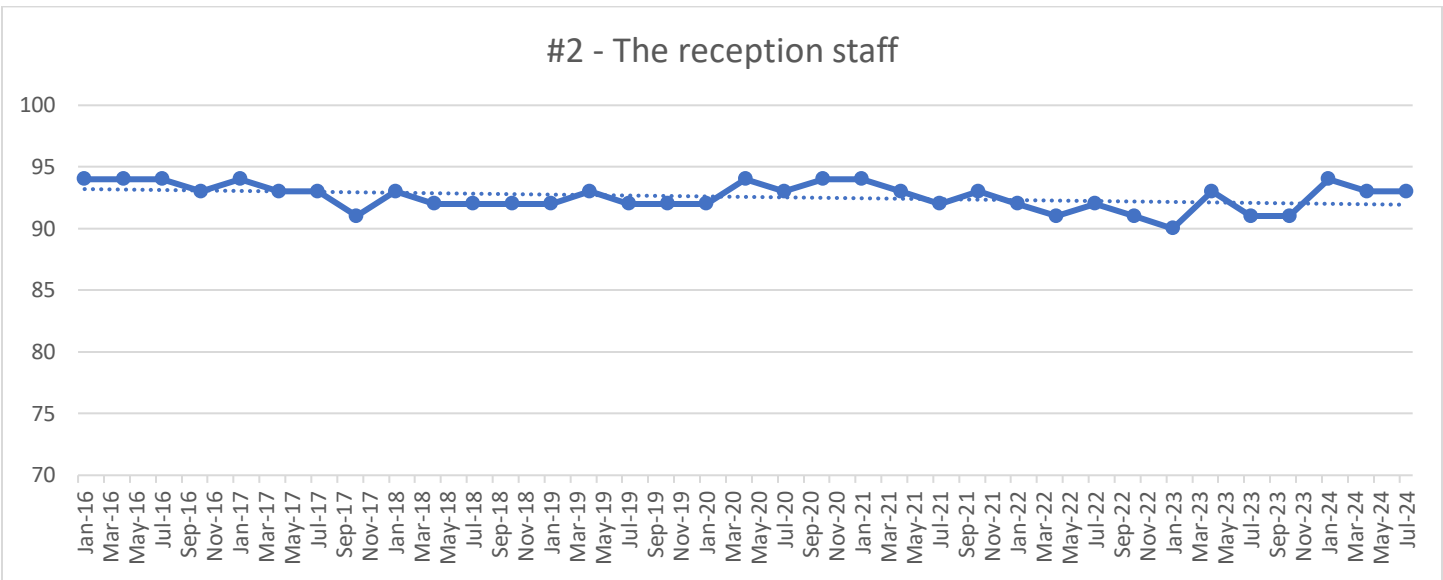
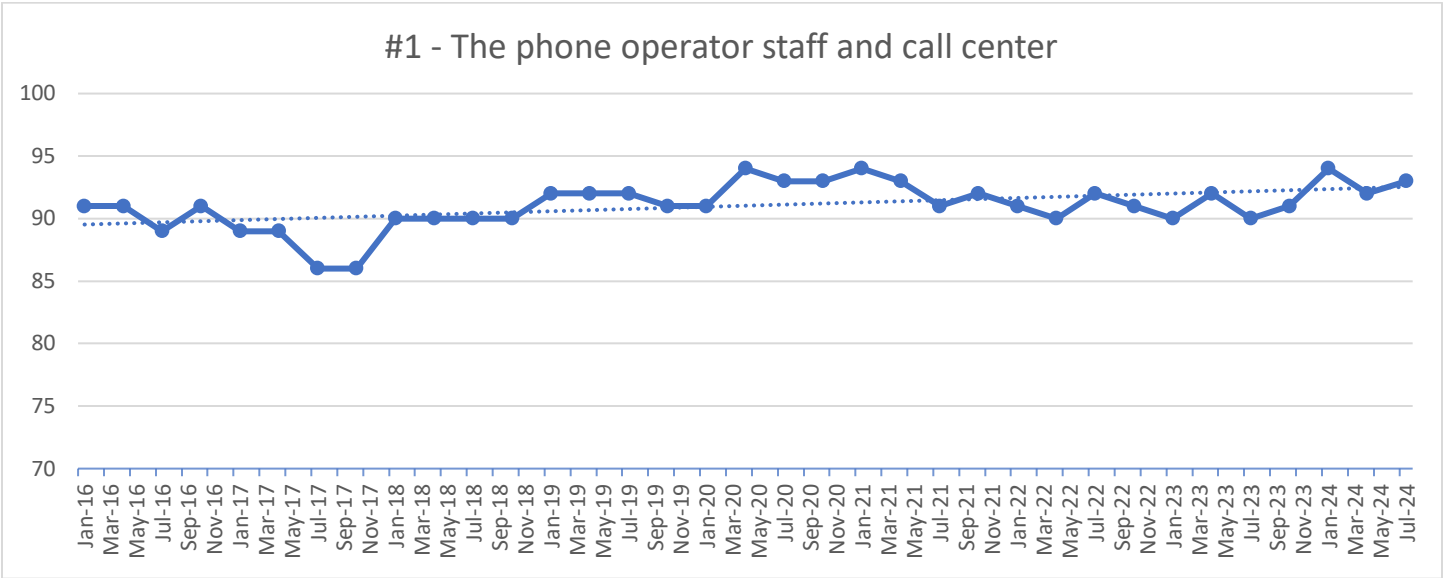
Spanish

- Lyman: 32

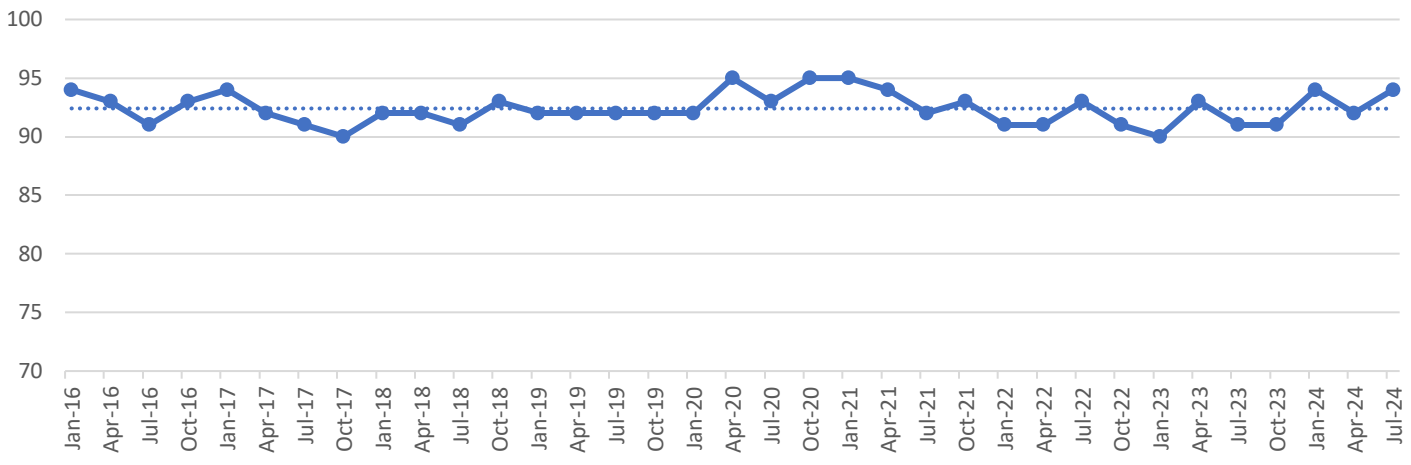
- Lyman: 6
- Ninkovska: 17
- Patel, B: 13
- Patel, C: 6
- Shah: 2
- Shirazi: 18
- Vega: 9
- Weaver: 1

- Ninkovska: 32
- Patel, B: 45
- Patel, C: 22
- Shirazi: 33
- Vega: 14

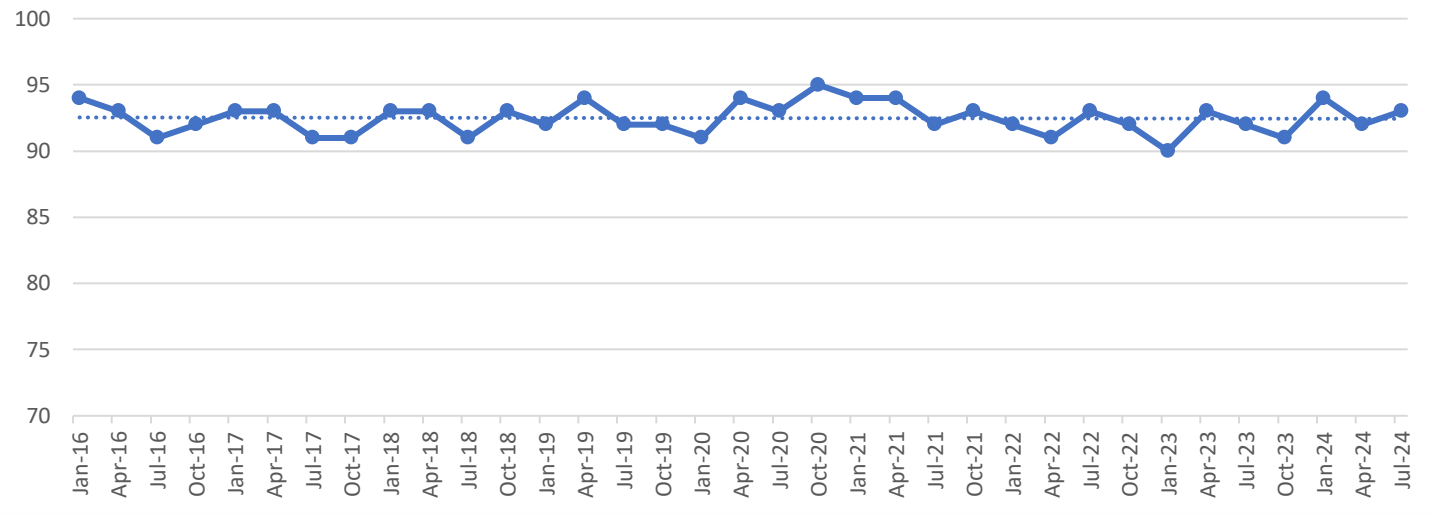
Individual Question Results with Trendlines



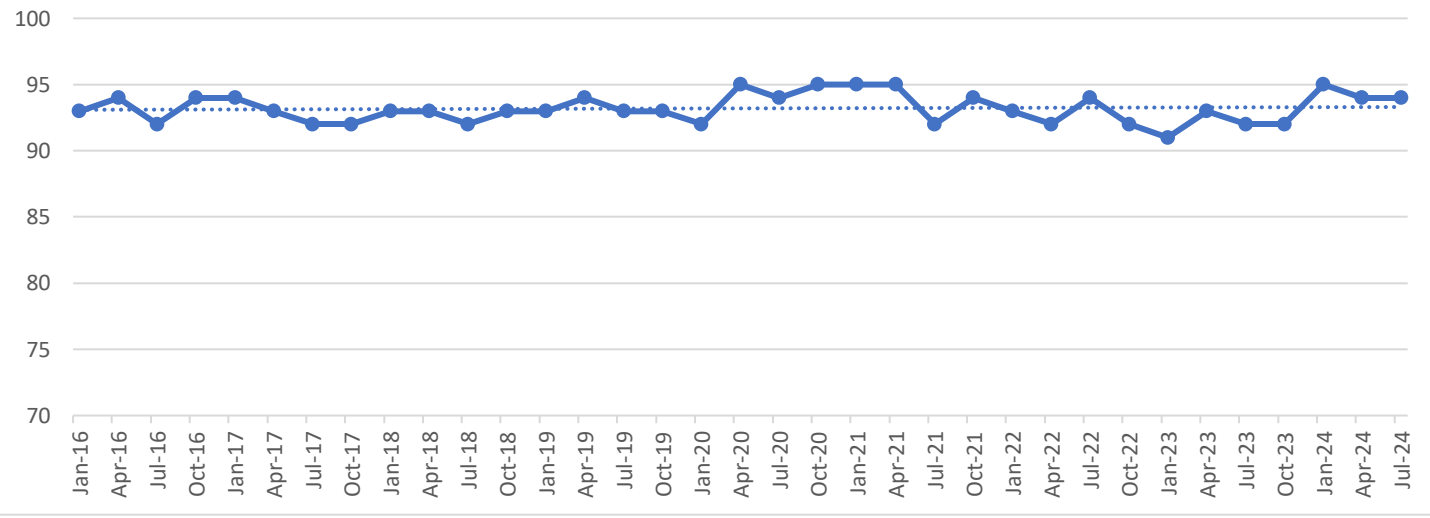
#4 - Education and explanation of plan provided in a way that I can understand



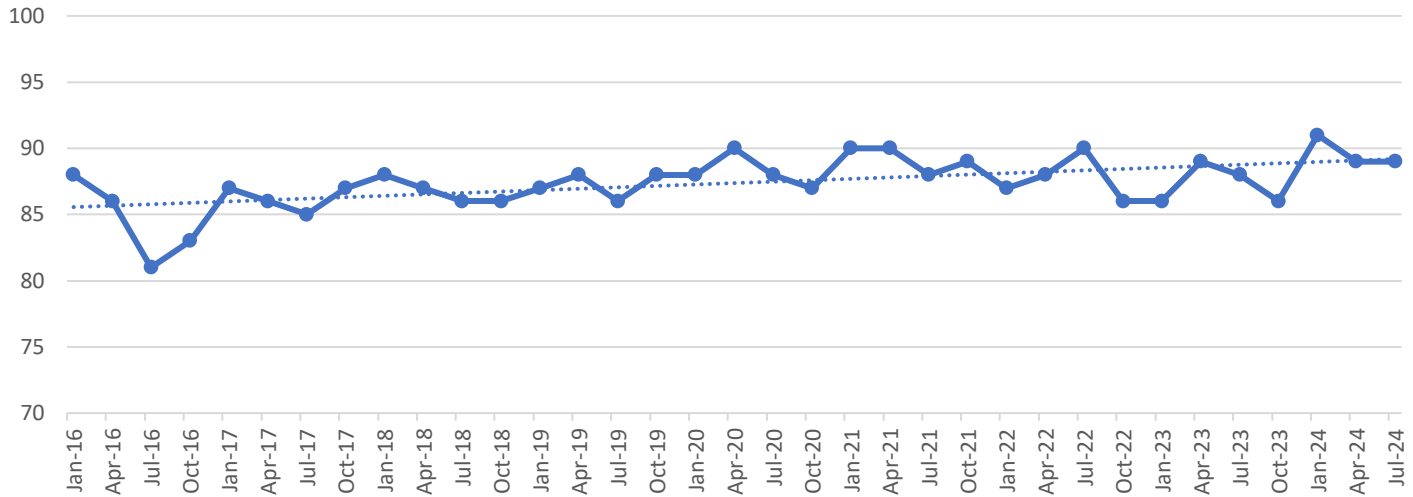
#5 - The follow-up and coordination of my care



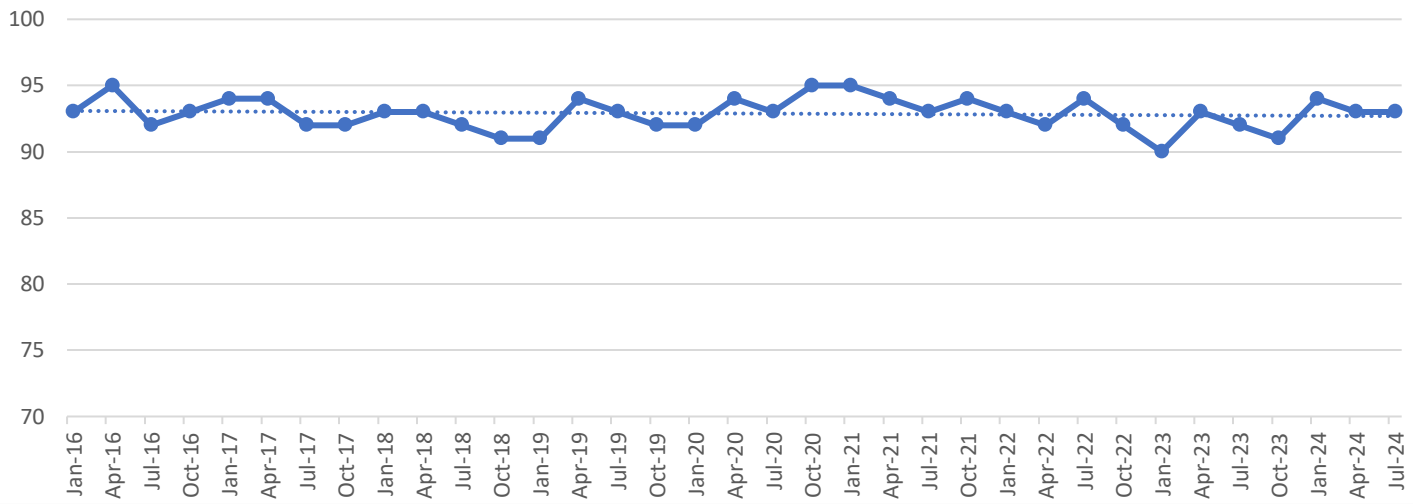
#6 - The staff addressing my medical needs today



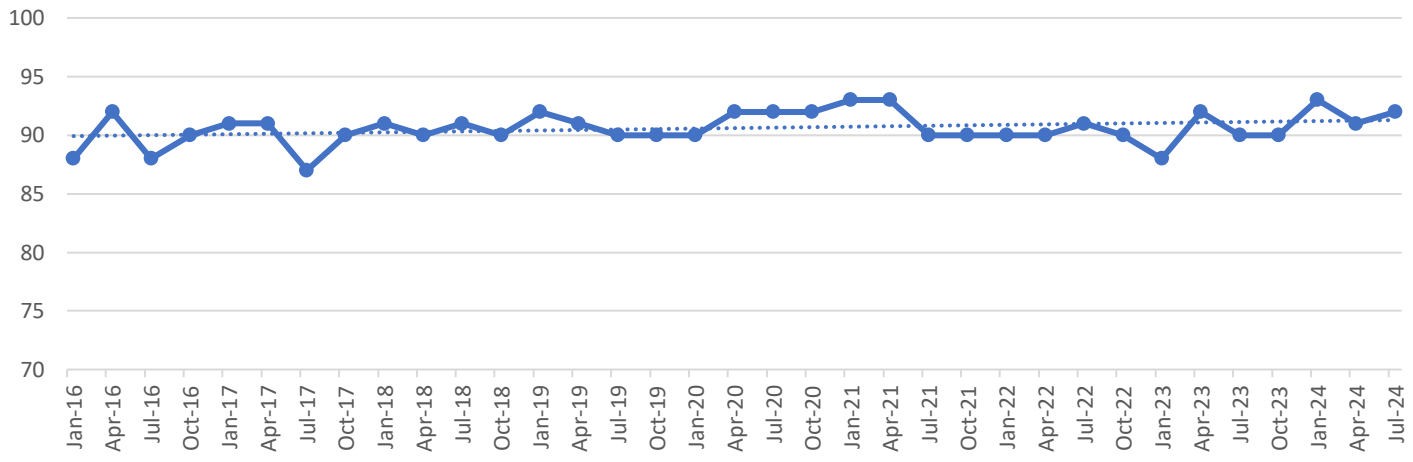
#7 - The time spent waiting



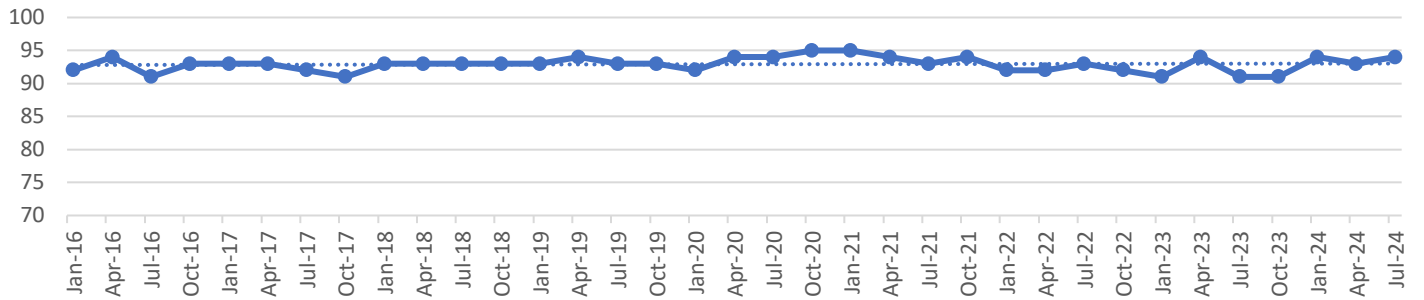
#8 - The respectfulness of staff



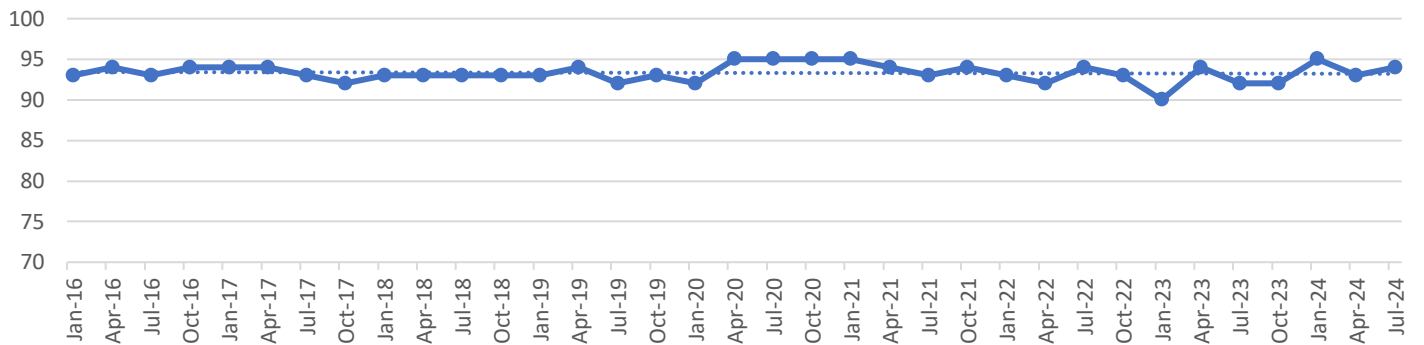
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



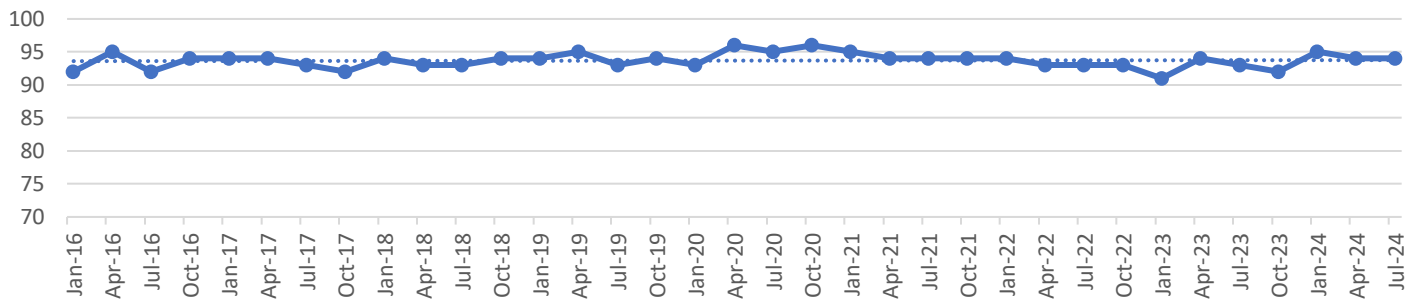
#10 - The handling of my personal medical information in a private and confidential manner



#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?

