

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 79% to 87%. The mean for all questions was 85% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

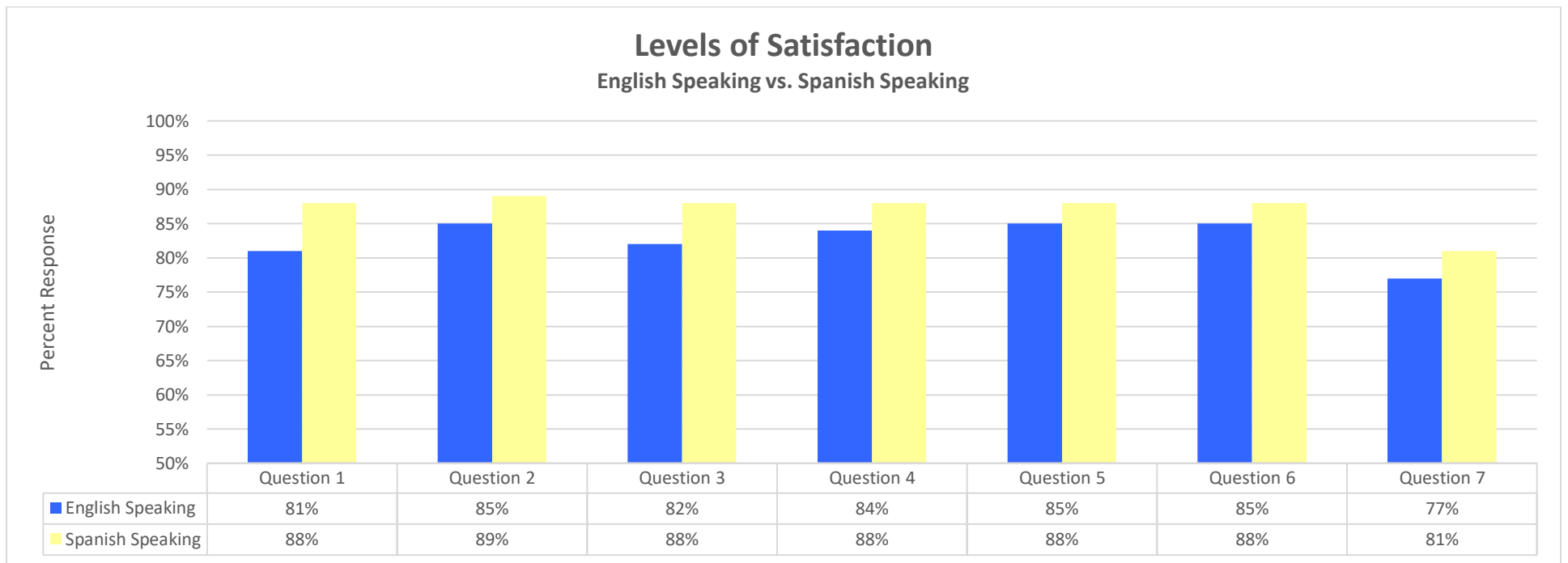
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	84%	87%	88%	86%
2. The reception staff	87%	90%	94%	88%
3. Receiving a timely appointment	84%	88%	90%	86%
4. Education and explanation of plan provided in a way that I can understand	86%	90%	93%	88%
5. The follow up and coordination of my care	86%	90%	94%	88%
6. The staff addressing my medical needs today	86%	90%	94%	88%
7. The time spent waiting	79%	85%	88%	82%
8. The respectfulness of staff	86%	91%	94%	88%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	85%	91%	94%	87%
10. The handling of my personal medical information in a private and confidential	86%	91%	94%	88%
11. Your medical assistant	87%	92%	95%	88%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	87%	92%	95%	88%
13. Overall, how satisfied are you with the Health Center?	86%	91%	95%	88%

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%

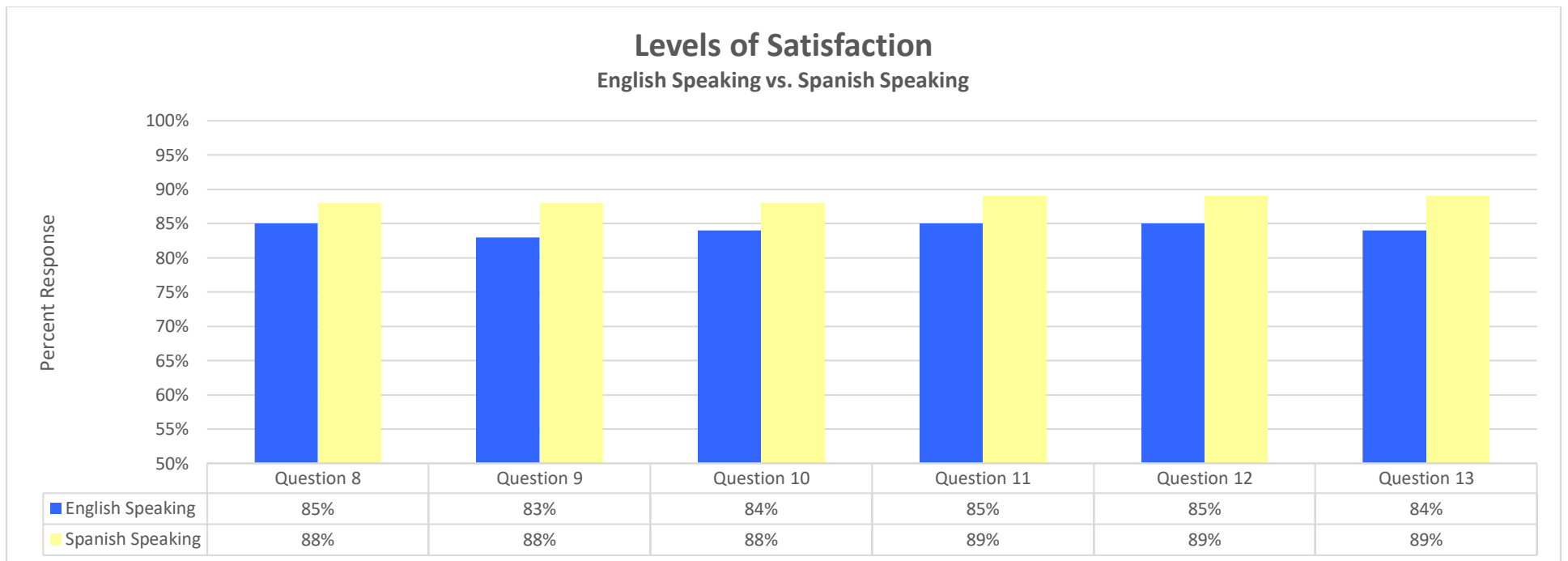
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	37 36%	35 55%	38 37%	21 33%	25 24%	8 13%	3 3%	0	1 1%	0
2. The reception staff	45 43%	36 56%	40 39%	22 34%	18 17%	6 9%	1 1%	0	0	0
3. Receiving a timely appointment	40 39%	33 52%	39 38%	22 34%	22 21%	9 14%	3 3%	0	0	0
4. Education and explanation of plan provided in a way that I can understand	41 39%	33 52%	44 42%	25 39%	18 17%	6 9%	1 1%	0	0	0
5. The follow-up and coordination of my care	44 42%	33 52%	41 39%	24 38%	19 18%	7 11%	0	0	0	0
6. The staff addressing my medical needs today	46 44%	32 50%	39 38%	26 41%	19 18%	6 9%	0	0	0	0
7. The time spent waiting	39 38%	26 41%	30 29%	23 36%	22 21%	10 16%	5 5%	2 3%	7 7%	3 5%



Survey Questions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	43 41%	32 50%	43 41%	26 41%	18 17%	6 9%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	39 39%	33 52%	36 36%	25 39%	23 23%	6 9%	1 1%	0	0	0
10. The handling of personal medical info in a private and confidential manner	42 40%	33 52%	44 42%	25 39%	17 16%	6 9%	1 1%	0	0	0
11. Your medical assistant	46 45%	35 55%	39 38%	23 36%	18 18%	6 9%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	47 45%	35 55%	36 35%	23 36%	21 20%	6 9%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	41 40%	35 55%	44 43%	23 36%	17 17%	6 9%	1 1%	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: 14

N/A: 3

YES: 0

Comments:

1. "The receptionist always have a positive attitude and very friendly."

Spanish

NO: 10

N/A: 1

YES: 0

Comments:

1. "Always kind and they answer my questions fast." "Siempre amables y contestan mis preguntas rápido."

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

English

1. "The doctor always is very helpful." (Mendyuk)
2. "N/A."
3. "The receptionist, medical assistant." (Perez)
4. "Staff very helpful." (Mendyuk)
5. "Staff." (6)
6. "It's nearby." (Perez)
7. "Reception answering my questions." (Zgorka)
8. "Everyone explains everything good." (Zgorka)

Spanish

1. "The doctors and personnel are kind." "Los doctores muy amables y el personal."
2. "Closeness and attention." "Cercanía y atención." (Zgorka)
3. "The attention from the personnel." "La atención del personal."
4. "Attention." "Atención."
5. "Good professionals." "Buenos profesionales." (Mattes)
6. "My health." "Mi salud." (Zgorka)
7. "Accessible payment, convenient distance." "Pago accesible, conveniente distancia." (Zgorka)
8. "The help from people here." "La ayuda de gente aquí." (Zgorka)
9. "They treat me when I need it." "Me atienden cuando necesito."
10. "Location and the attention from personnel." "Atención del personal y locación." (Perez)
11. "Confidence, Agility, solution to my problems." "Confianza, agilidad, solución a mis problemas." (Perez)
12. "In everything." "En todo." (Mattes)
13. "Improve my health." "Mejorando mi salud." (Zgorka)
14. "The care for my children." "El cuidado para mis hijos." (Sofowora)
15. "Receive my follow up for my medication." "Recibir mi seguimiento para mi medicamento." (Perez)
16. "The people who work here." "Las personas que trabajan aquí." (Perez)

Question 16: How can we improve Greater Family Health?

English

1. "Text message." (Mattes)
2. "Everything great." (Mattes)
3. "Everything was okay but the waiting time." (Zgorka)

Spanish

1. "Wait time was a lot." "Tiempo de espera era mucho." (Mendyuk)
2. "Continue like you are." "Continue como hasta ahora." (2)

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| <ol style="list-style-type: none"> 4. "Too much time waiting." (Mendyuk) 5. "Too long of a wait! Ridiculous." (Medyuk) 6. "Send text message." (Zgorka) 7. "Waiting time too long." (Zgorka) 8. "Time waiting to be seen too long." (Zgorka) 9. "Time spent waiting." (Zgorka) 10. "Nothing." (Mendyuk) 11. "Answer calls." (Perez) 12. "Text messages." (3) 13. "Text message appt." (Zgorka) 14. "Wait time very long." (3) 15. "Stay how you are." (Perez) 16. "I don't know." (Medyuk) | <ol style="list-style-type: none"> 3. "Prioritize the care of children." "Priorisen cuidado de niños." (Sofowora) 4. "Very good service, I have received good attention." "Es muy buen servicio, eh recibido Buena atención." (Zgorka) 5. "No need to improve, everything is good." "No necesitan mejorar, todo esta bien." (Mattes) 6. "Faster appointments with specialist." "Citas con especialistas mas rapido." (Perez) 7. "Do not make us wait in the waiting area." "No nos hagan esperar en la sala de espera." 8. "Send messages." "Mandar mensaje." (Zgorka) 9. "The wait time." "El tiempo de espera." 10. "More available appointments." "Mas citas disponibles." (Zgorka) 11. "Everything is good." "Todo esta bien." (Mattes) 12. "Too Long wait." (Message written in English on a Spanish survey) (Mendyuk) 13. "To me everything is good." "Para mi todo esta bien." |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 73
- NO: 2

Spanish

- YES: 57
- NO: 0

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

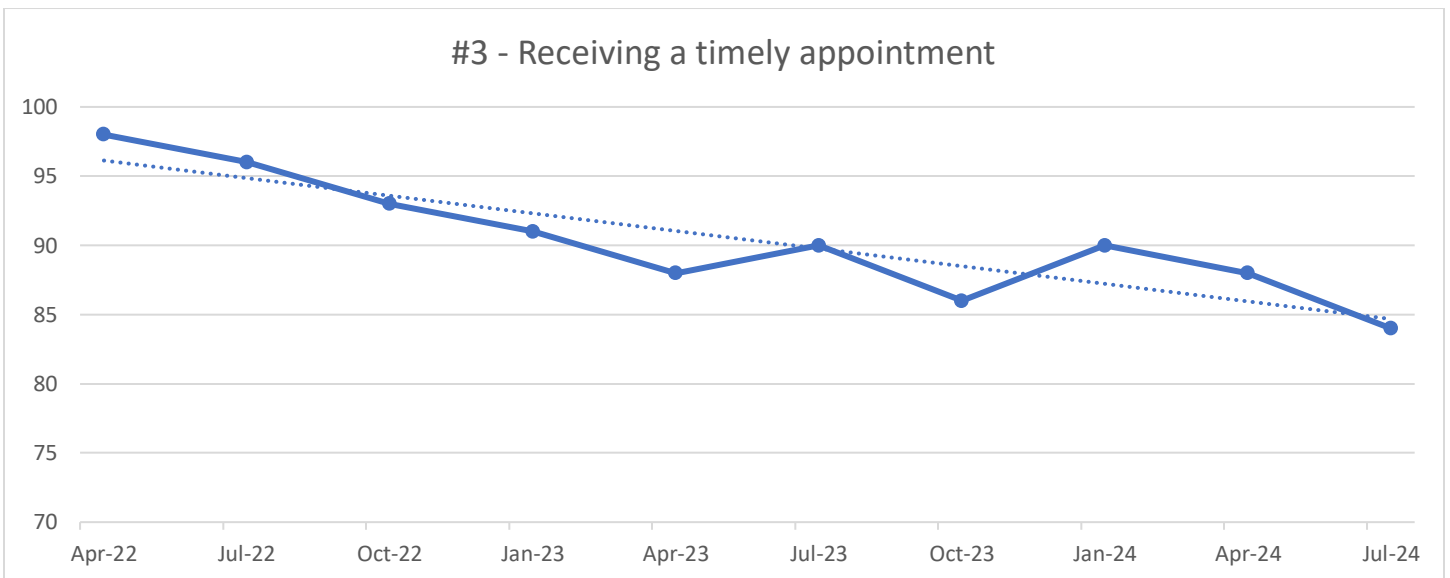
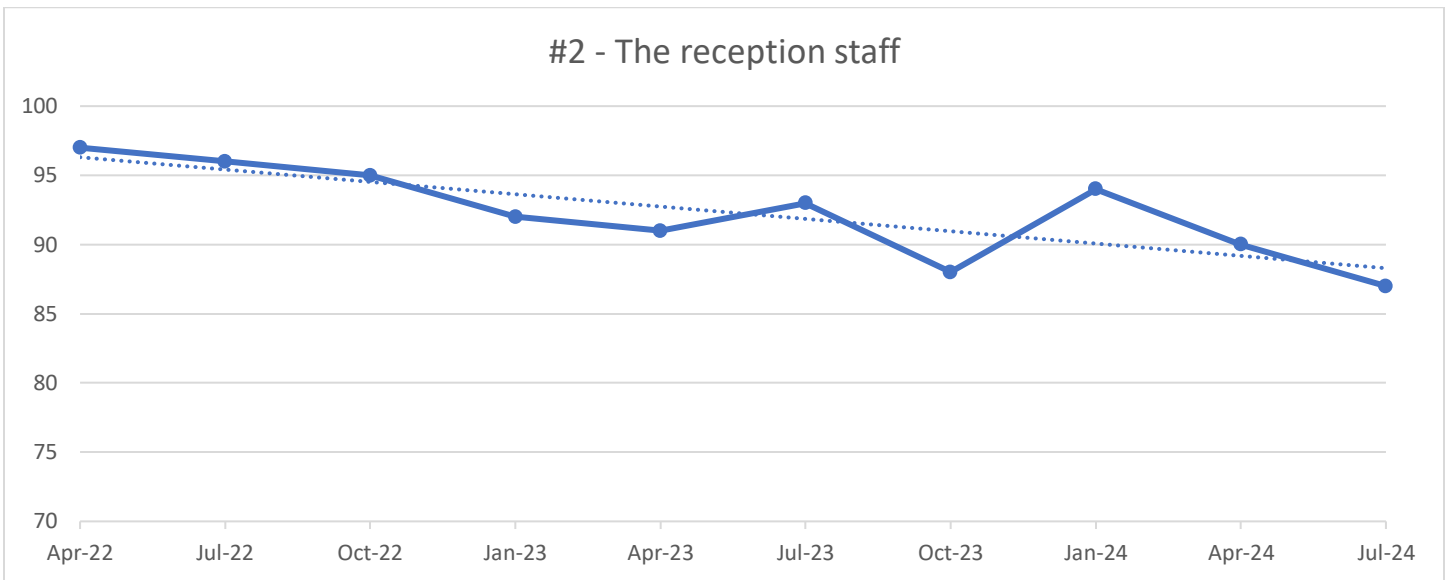
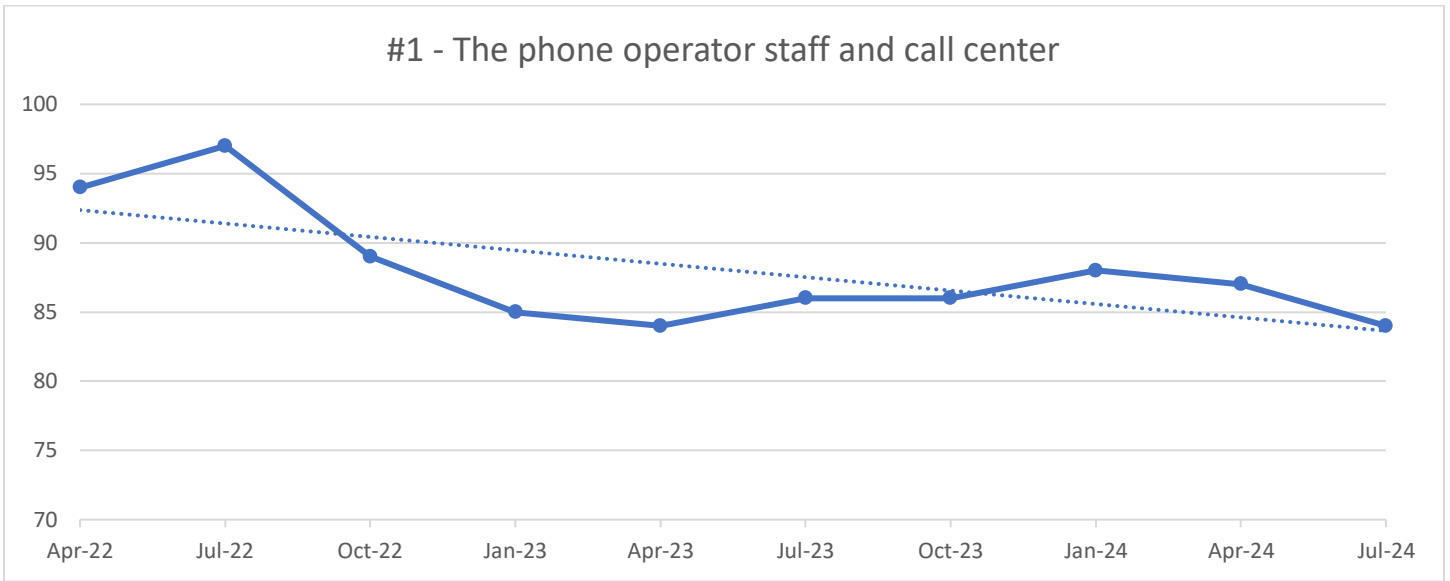
English

- Fargotstein: 2
- Headley: 11
- Mattes: 11
- Mendyuk: 14
- Nettleton: 6
- Perez: 23
- Zgorka: 18

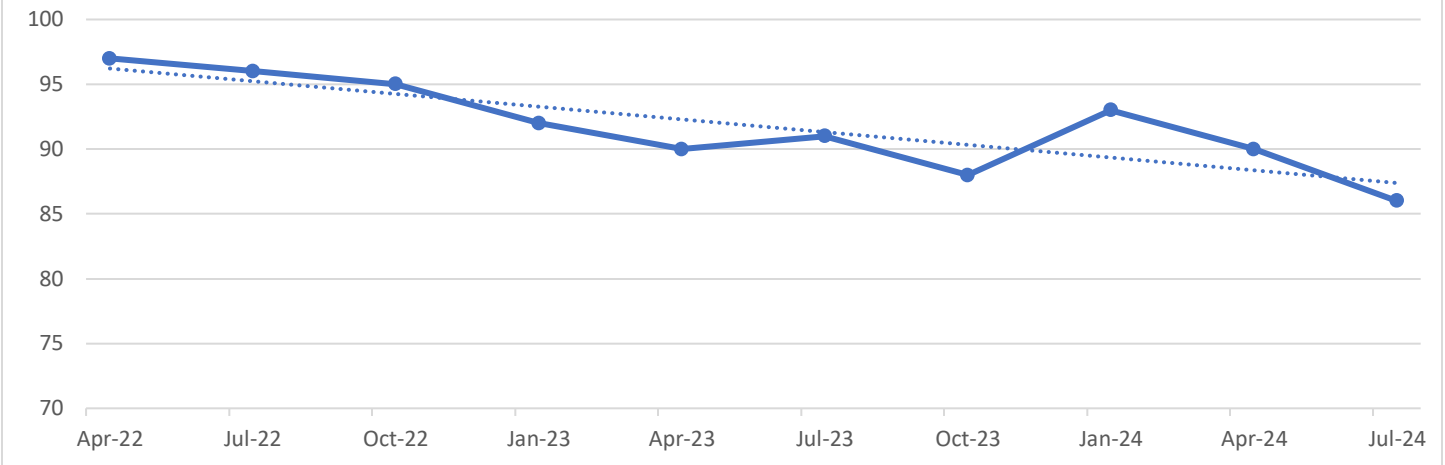
Spanish

- Headley: 2
- Mattes: 10
- Mendyuk: 10
- Perez: 21
- Sofowora: 1
- Zgorka: 10

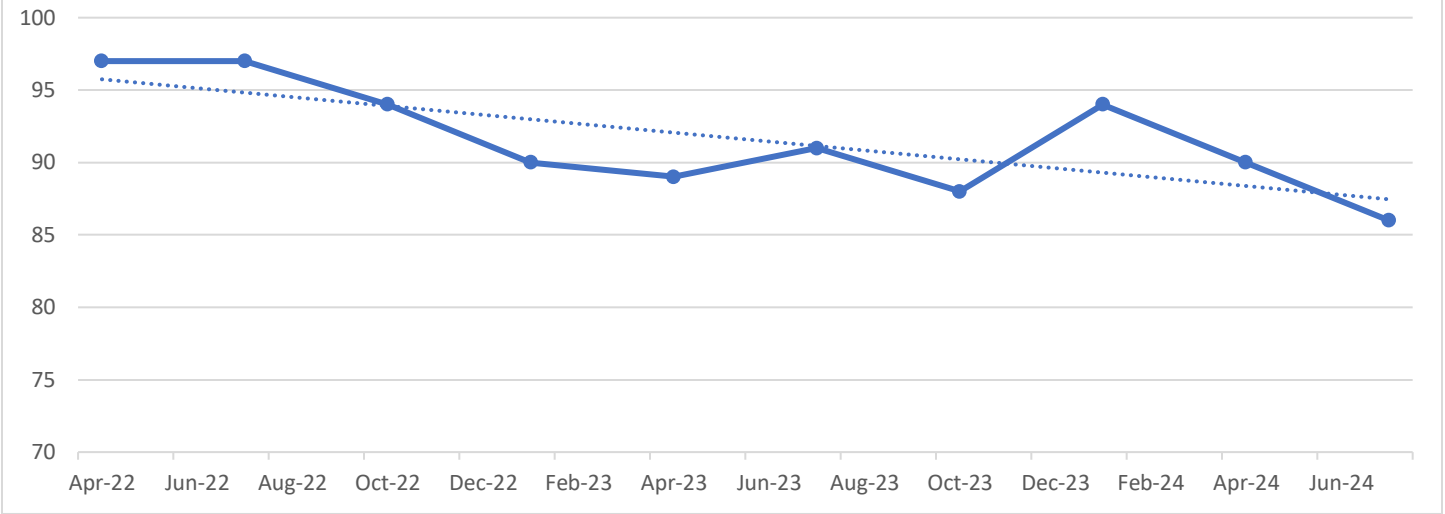
Individual Question Results with Trendlines



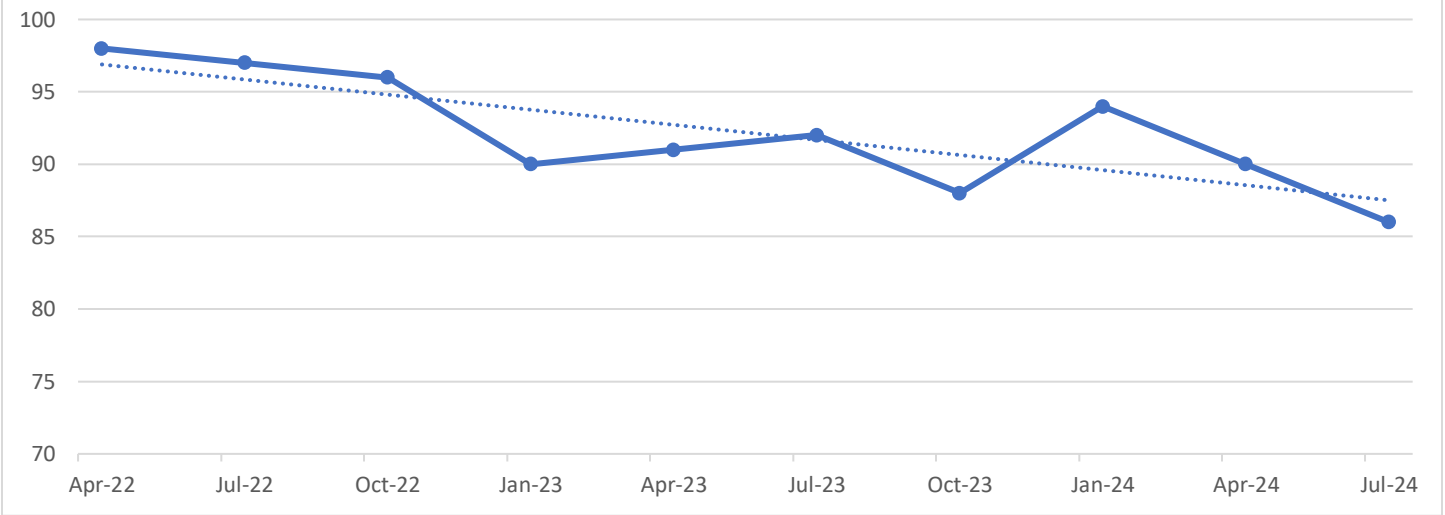
#4 - Education and explanation of plan provided in a way that I can understand



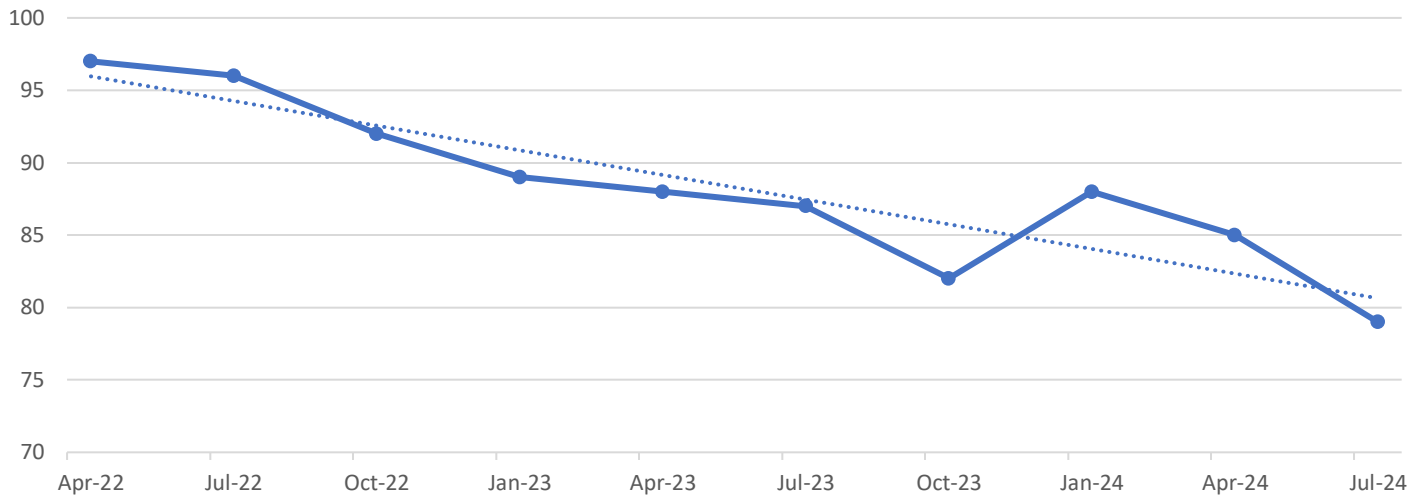
#5 - The follow-up and coordination of my care



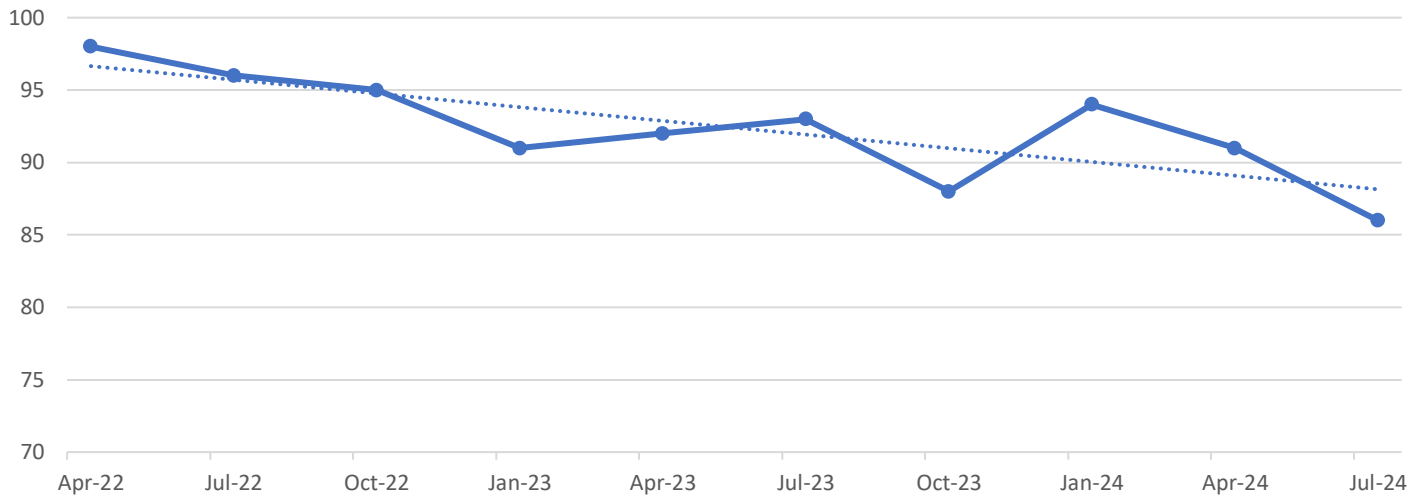
#6 - The staff addressing my medical needs today



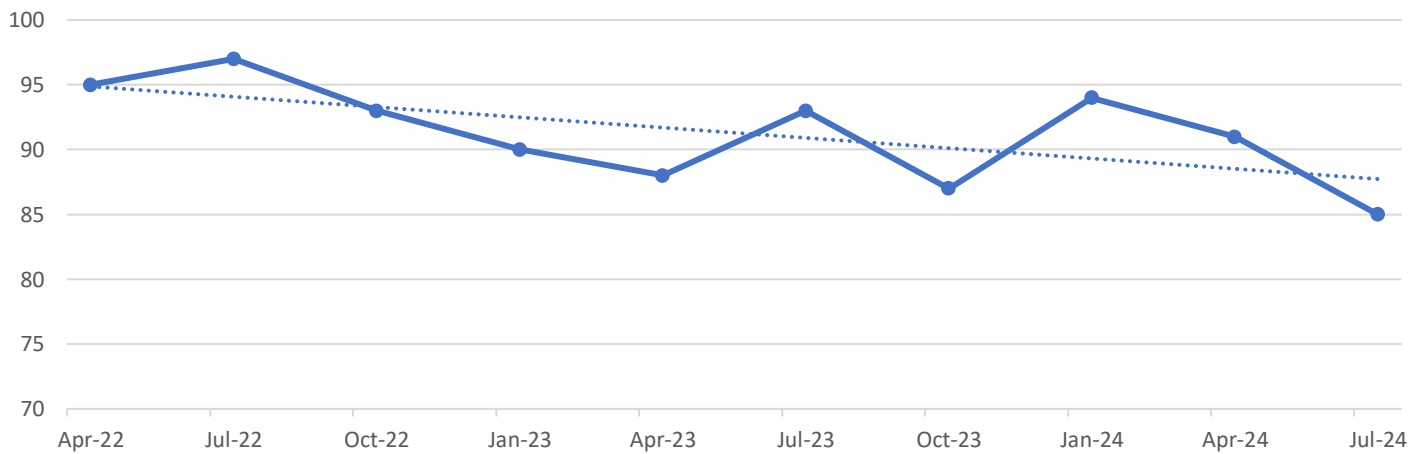
#7 - The time spent waiting



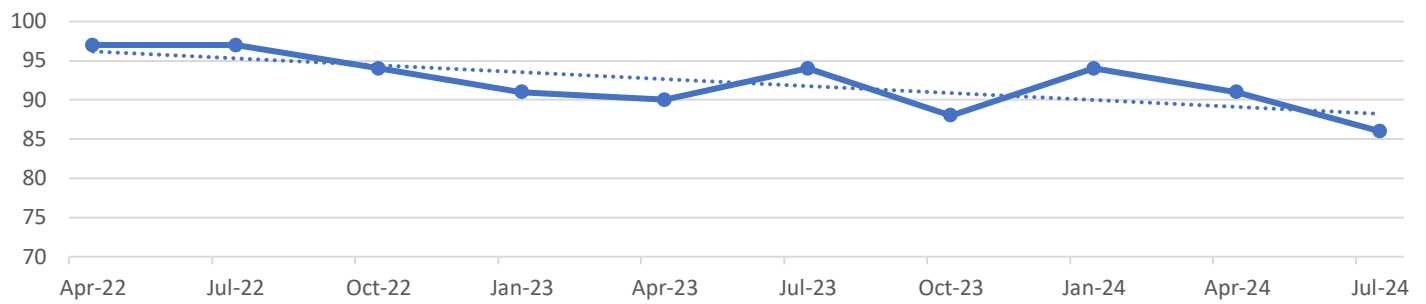
#8 - The respectfulness of staff



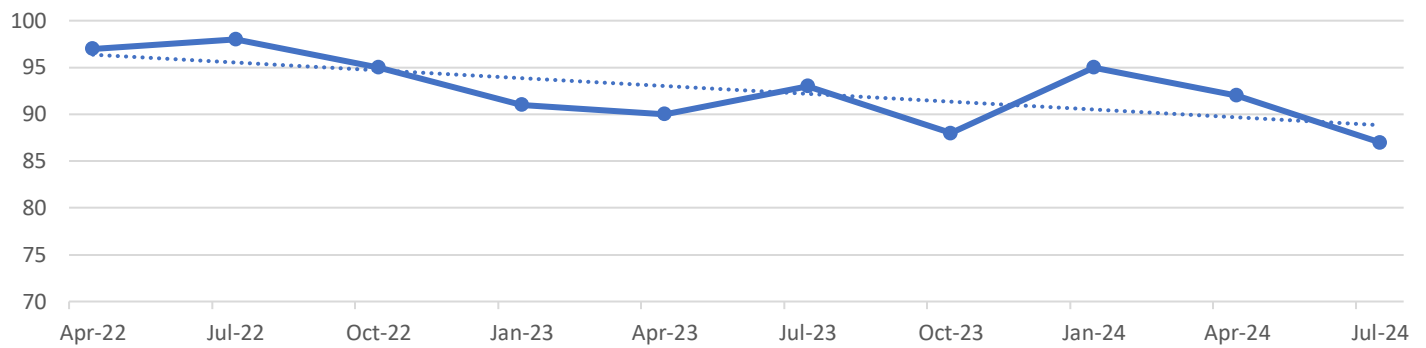
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



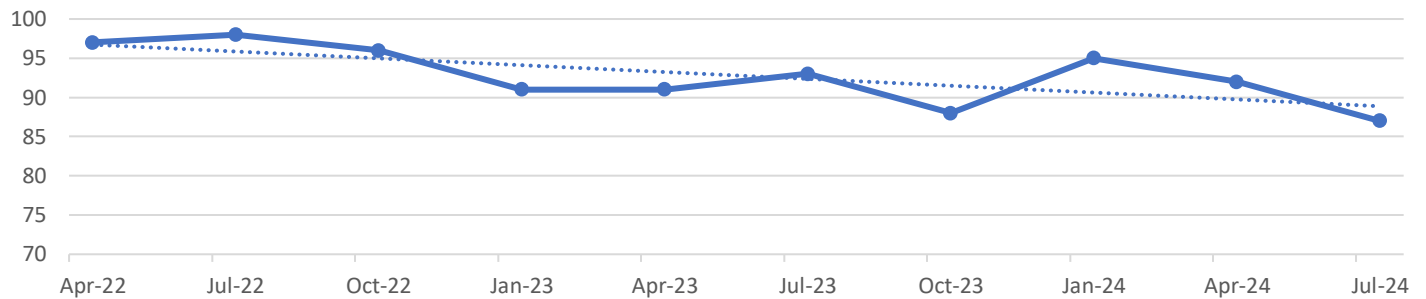
#10 - The handling of my personal medical information in a private and confidential manner



#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?

