

Patient Satisfaction Survey 373 Summit St., Elgin 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.

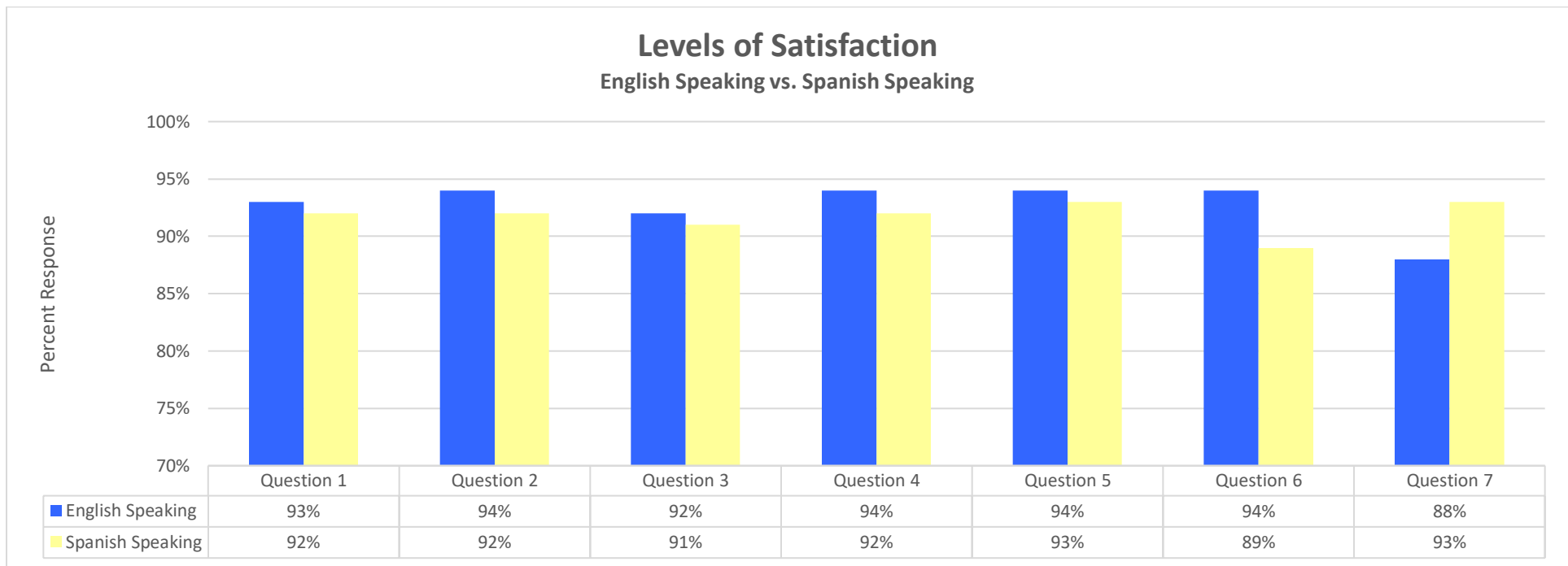
373 Summit St., Elgin – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	92%	93%	94%	92%
2. The reception staff	93%	94%	95%	92%
3. Receiving a timely appointment	91%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	94%	93%
5. The follow up and coordination of my care	93%	94%	94%	93%
6. The staff addressing my medical needs today	94%	94%	95%	93%
7. The time spent waiting	89%	90%	91%	88%
8. The respectfulness of staff	94%	94%	95%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	93%	92%
10. The handling of my personal medical information in a private and confidential	93%	94%	94%	93%
11. Your medical assistant	94%	94%	95%	93%
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?	93%	94%	94%	93%

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.

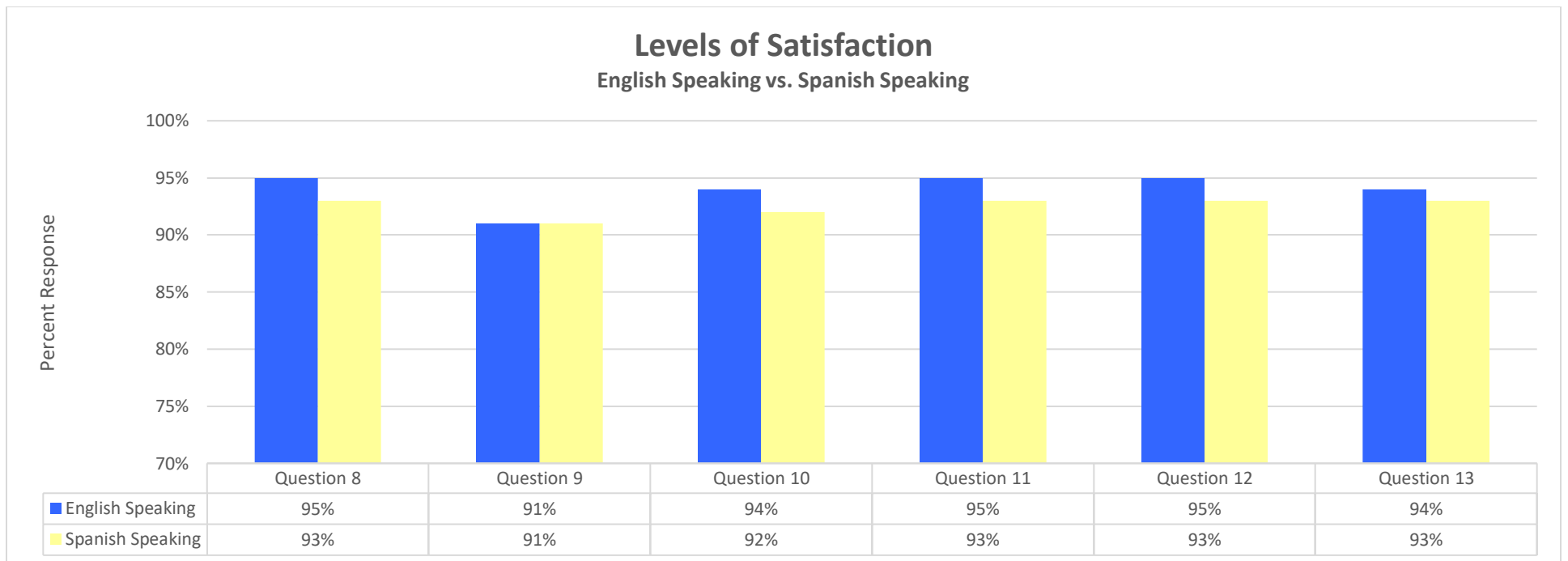


Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	235 75%	412 72%	55 18%	122 21%	15 5%	22 4%	3 1%	7 1%	6 2%	13 2%
2. The reception staff	243 77%	421 73%	54 17%	118 21%	13 4%	16 3%	1 1%	4 1%	4 1%	15 3%
3. Receiving a timely appointment	229 74%	396 70%	55 18%	123 22%	17 6%	30 5%	1 1%	7 1%	8 3%	14 3%
4. Education and explanation of plan provided in a way that I can understand	246 78%	420 73%	49 16%	122 21%	15 5%	20 4%	0	2 1%	4 1%	13 2%
5. The follow-up and coordination of my care	247 79%	427 74%	49 16%	117 20%	14 5%	16 3%	0	1 1%	4 1%	14 2%
6. The staff addressing my medical needs today	249 80%	437 76%	49 16%	109 19%	10 3%	10 2%	1 1%	2 1%	4 1%	16 3%
7. The time spent waiting	199 63%	365 64%	61 19%	135 24%	42 13%	43 8%	6 2%	14 3%	7 2%	14 3%



	(5)	(4)	(3)	(2)	(1)
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Survey Questions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	253 80%	434 76%	47 15%	103 18%	10 3%	15 3%	1 1%	5 1%	4 1%	14 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	213 70%	385 68%	56 18%	135 24%	31 10%	21 4%	1 1%	8 1%	5 2%	14 3%
10. The handling of personal medical info in a private and confidential manner	246 78%	409 72%	48 15%	128 22%	16 5%	17 3%	0	5 1%	4 1%	13 2%
11. Your medical assistant	257 82%	433 75%	43 14%	114 20%	10 3%	9 2%	0	2 1%	4 1%	17 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	255 82%	441 77%	41 13%	105 18%	12 4%	6 1%	1 1%	3 1%	4 1%	17 3%
13. Overall, how satisfied are you with the Health Center?	244 78%	429 75%	50 16%	108 19%	15 5%	18 3%	1 1%	3 1%	4 1%	14 2%



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: 104

N/A: 55

YES: 4

Comments:

1. "Yes, positive, I've received a reply fairly quickly."
2. "Yes, very nice I love coming here."
3. "Yes, was looking for a pill refill and it was filled in timely manner."
4. "Very respectful."
5. "This is my first visit, but staff is very nice."
6. "They were all respectful."
7. "Left message about extending my medical leave and was helped within the next 24 hour."
8. "Very nice and easy to talk too."
9. "Yes, tried to schedule appt online and never heard back."
10. "The service has improved. The medical assistants are nice and medical provider very informative and takes her time." (Westel)
11. "Very satisfied."
12. "Great, Dr. Le was very nice and friendly and prescribed some medication." (Le)

Spanish

NO: 155

N/A: 14

YES: 3

Comments:

1. "Everything very good." "Todo muy bien."
2. "Yes, it was regular." "Si, fue regular."
3. "Brilliant." "Genial."
4. "Very satisfied, all the personnel is very profesional." (English response on a Spanish survey)
5. "Never received an answer." "Nunca recibí respuesta." (Castro)
6. "They have always answered me." "Siempre me an contestado."
7. "Very good." "Muy bien."

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

English

1. "I don't have any comments." (Birkey)
2. "Helpful."
3. "Understanding."
4. "Timely appointments."
5. "The staff." (3)
6. "Being treated fairly." (Dodis)
7. "My overall health concerns and being addressed." (Luettkke)
8. "The practitioner." (Luettkke)
9. "Everyone was so knowledgeable and courteous."
10. "Very helpful and kind." (Herdrich)
11. "The staff." (Birkey)
12. "Walk-ins."
13. "My pref doc." (Herdrich)
14. "The wait times." (Luettkke)
15. "Same day appointment." (Westel)
16. "Everybody is great friendly." (Dodis)
17. "Consistency." (Herdrich)
18. "The service is pretty quick." (Dodis)
19. "Careful explanation." (Westel)

Spanish

1. "Everything good." "Todo bien." (6)
2. "They can attend kids and adults." "Pueden atender a niños y adultos."
3. "The medical attention." "La atencion medica." (2)
4. "Even though there were no appointments available at our location, they gave us an appointment at another location." "Aunque no hubo citas en nuestra locacion de siempre, pudieron darnos una cita en otra locacion."
5. "In everything." "En todo." (4)
6. "N/A." "N/A." (7)
7. "Economic." "Economico."
8. "The doctors." "Los doctores."
9. "I'm satisfied because they give me same day appointments." "Estoy satisfecha porque me dan citas el mismo dia." (Hedberg)
10. "The health for my daughter and myself." "La salud de mi hija y para mi." (King)

20. "Staff are nice." (Hedberg)
21. "Very good services."
22. "Variety of services." (Spencer)
23. "Kindness from everyone." (Birkey)
24. "Price and staff." (Westel)
25. "How well they explain things to you." (Dodis)
26. "They are very helpful." (Jamison)
27. "Know what I need to do to follow up my health issues." (Dodis)
28. "Good level." (Dodis)
29. "N/A." (27)
30. "They provide good info problem I come in for." (King)
31. "Always nice." (Bhowmick)
32. "Receptionist." (Jamison)
33. "Location, doctor." (Herdrich)
34. "Being able to be seen in a timely manner." (Westel)
35. "Having a doctor knowledgeable about my health care needs. Always respectful, kind and understanding." (Herdrich)
36. "Great communication." (Jamison)
37. "Time, very quick." (Luettkke)
38. "Provider Tempest is excellent." (Jamison)
39. "The timely fashion patients get seen." (Le)
40. "None."
41. "Friendly." (Jamison)
42. "Friendly staff." (Herdrich)
43. "I get appointments fast."
44. "They're very respectful." (Luettkke)
45. "The location is convenient." (Hedberg)
46. "The respectfulness and timely handling of my care." (Reller-Anderson)
47. "My case worker." (Herdrich)
48. "They offer clarity of my medical needs if I wasn't able to understand." (Westel)
49. "Timely appointments."
50. "Not waiting long after appointment time." (Le)
51. "The nurses and reception are great."
52. "Finding out what is wrong."
53. "Service." (Bhowmick)
54. "Customer service and the checkup I received concerning my health." (Herdrich)
55. "Close to my house." (Zhu)
56. "Keep doing what you're doing." (Bhowmick)
57. "Everything they are so welcoming." (Herdrich)
58. "The most helpful is the staff, all of them being nice and patient." (Le)
59. "First visit." (Jamison)
60. "The care and professionalism of the staff and medical staff provider." (Reller-Anderson)
61. "Available." (Jamison)
62. "Rapid answers in voice calls." (Zhu)
63. "The timeliness and attention to care." (Hedberg)
11. "The personnel is always kind." "El personal es siempre amable" (Jamison)
12. "Good service and economical." "Buen servicio y economico." (Herdrich)
13. "Same day appt due to illness/work." (English comments written on a Spanish survey) (King)
14. "The attention." "La atencion." (4)
15. "I like that it is always clean." "Me gusta que siempre esta limpio." (Herberg)
16. "The professionalism from all staff, thank you for your services." "Lo profesionales que son los empleados y sus servicios." (Herdrich)
17. "Availability of appointments." "Disponibilidad de citas." (Birkey)
18. "Medications and medical attention." "Medicamentos y atencion medica." (Jamison)
19. "Very well treated." "Muy bien atendidos." (Zhu)
20. "There are several locations, and we have more options for an appointment." "Hay varias locaciones y Podemos tener mas opciones para la cita." (Le)
21. "Attention." "Atencion." (Zhu)
22. "The kindness for the personnel." "La amabilidad del personal." (Bhowmick)
23. "I can find a same day appointment." "Puedo encontrar una cita el mismo dia." (Reller-Anderson)
24. "I like the medical service." "Me gusta el servicio medico." (Zhu)
25. "They treat you nicely, efficiently and in Spanish." "Que atienden amable, eficientemente y en Espanol." (Jamison)
26. "No comments." "No comentarios." (Westel)
27. "It is fast." "Es rapido." (Dodis)
28. "They give me timely appointments." "Me dan citas a tiempo." (Dodis)
29. "Resolve my medical problems." "Resolver mis problemas medicos." (Herdrich)
30. "It is economic." "Es economico." (4)
31. "They send me to specialist that I can afford because I do not have insurance." "Que me mandan con especialistas que yo puedo pagar porque no tengo aseguranza." (Zhu)
32. "The appointments with my primary doctor." "Las citas con mi doctor primario." (Westel)
33. "The responsibility regarding work and fulfillment of their work. Communication with the patient and respect for all." "La responsabilidad en cuanto al cumplimiento de su trabajo y la comunicacion hacia al paciente y el respeto por todos." (Herdrich)
34. "The kindness and the attention from the providers." "La amabilidad y la atencion de los doctores."

64. "Location."
65. "Low cost no insurance." (King)
66. "The discounted rate for self-pay." (Le)
67. "We were all taken care of." (Zhu)
68. "Douglas and Birkey." (Blasinski)
69. "Follow – up and appointment confirmation." (Blasinski)
70. "Nice consultation." (VanBrunt)
71. "Some staff is very helpful." (Reller-Anderson)
72. "Everything." (3)
73. "How much they care about your time." (Castro)
74. "P.A."
75. "The quick response even for unscheduled patients." (Le)
76. "Care is great."
77. "Availability, reliable and respectful." (Bhowmick)
78. "Everything is explained with detail." (Bhowmick)
79. "Commute." (Hedberg)
80. "Great staff." (Bhowmick)
81. "The quick help." (Castro)
82. "Getting blood test done and basic checkup." (Dodis)
83. "Every staff including D. Ariga and Dr. Monica are very friendly and knowledgeable. More friendly (way more) than any physician." (Herdrich)
84. "Nurse." (Hedberg)
85. "Easy in and out, friendly & helpful staff, local." (Castro)
86. "The staff." (Dodis)
87. "My doctor, advocating for my health w/insurance issues, helping me w/medication options." (Luettke)
88. "Timely manner response to my concern." (Reller-Anderson)
89. "The operators are very helpful." (Castro)
90. "Communication." (Le)
91. "Good staff easy system." (Bhowmick)
92. "With the time." (Hedberg)
93. "Kind people/patience." (Luettke)
94. "They are pretty good with me." (Jamison)
95. "The provider (Natalie) gives good explanations of pros and cons of all medications." (Weaver)
96. "Great staff." (Luettke)
97. "The location is convenient and also flexible times available." (Westel)
98. "The availability." (Jamison)
99. "Customer service." (Jamison)
100. "No improvement needed." (Le)
101. "Satisfied." (Jamison)
102. "Less wait time." (Castro)
103. "Nothing."
35. "Having efficient medical care." "Teniendo atencion medica eficaz."
36. "They treat all my doubts and necessities." "Atienden todas mis dudas y necesidades."
37. "The kindness and follow up from providers." "La amabilidad y el seguimiento de los doctores."
38. "They treated me on time." "Me atendieron a tiempo." (Reller-Anderson)
39. "Referring to specialist." "Referencia a especialista." (Le)
40. "Learn how to take care of my health." "Aprender a cuidar mi salud." (Reller-Anderson)
41. "Very good attention." "Muy Buena atencion." (King)
42. "Flexibility of times." "Flexibilidad de horarios." (Le)
43. "The service from the assistants is very good." "El servicio de las asistentes es bueno." (VanBrunt)
44. "They always have what I need." "Siempre tienen lo que necesito." (Luettke)
45. "They are very responsible." "Son muy responsables." (Zhu)
46. "Good service." "Buen servicio."
47. "The ladies from reception are very kind and they explain things good." "Las señoritas de recepcion muy amables y explican bien." (Reller-Anderson)
48. "Your attention is excellent." "Su atencion es excelente." (2)
49. "With my appointments." "Con mis citas." (2)
50. "With my health." "Con mi salud." (3)
51. "Very kind." "Muy amables." (3)
52. "Improve my health." "Mejorar mi salud." (Bhowmick)
53. "They are kind, and they treat you on time." "Son amables y atienden a tiempo." (Jamison)
54. "Your attention and service." "Su atencion y servicio." (3)
55. "They speak my language." "Hablan mi idioma." (Luettke)
56. "They help my kids with their health." "Ayudan a mis hijos en su salud." (Dodis)
57. "With my appointments with the doctor." "Con mis citas con el doctor."
58. "It is close to home, and they treat me good." "Esta cerca a casa y me atienden bien." (Herdrich)
59. "Service Medical attention." "Servicio atencion medica." (Westel)
60. "The service." "El servicio."
61. "My health." "Mi salud." (2)
62. "It helps me with my medical care." "Me ayuda en mi salud medica." (Birkey)

104. "It's pretty great."
105. "Faster updated times."
106. "Easier app access."
107. "Keep doing what you're doing." (Zhu)
108. "Get more information about mold poison." (Luettker)
109. "Healthcare form." (Spencer)
110. "Waiting time to finalize visit."
111. "Not sure you're great." (Herdrich)
112. "Faster check out." (Hedberg)
113. "You guys are doing great." (Le)
114. "Notices for vaccine availability (vaccine stocks)."
115. "Online booking appts."
63. "The interest they show their patients." "El interes que enseñan al paciente." (Dodis)
64. "Location." "Ubicacion." (Zhu)
65. "Low cost." "Bajo costo." (4)
66. "The service is good." "El servicio es bueno." (2)
67. "They help even without insurance." "Ayudan sin seguro medico." (Zhu)
68. "Good service." "Buen servicio." (2)
69. "Everything, Lucy is wonderful love her." "Todo, Lucy es maravillosa la quiero." (Zhu)
70. "All personnel is very kind and dedicated to their work." "Todo el personal es muy amable y dedicado a su trabajo." (Le)
71. "Nothing everything is good." "Nada todo esta bien." (Hedberg)
72. "Have a good health." "Tener buena salud." (Castro)
73. "Know my sickness." "Saber mi enfermedad." (Castro)
74. "The payment for those of us that are low income." "Con el pago para nosotros que somos de bajos recursos." (Dodis)
75. "Your attention." "Su atencion."
76. "Fast appointments." "Citas rapidas."
77. "They are attentive." "Son atentos." (Westel)
78. "Medical attention." "Atencion medica." (Herdrich)
79. "The kindness." "La amabilidad."
80. "They resolve my health problems efficiently." "Resuelven mis problemas medicos eficientemente." (Westel)
81. "Spanish language and time management from doctors to provide the best quality of care." "El language en Espanol y el tiempo que toma los doctores para dar mejor Calidad de tiempo." (Westel)
82. "Being able to have two or more reasons for consultations." "Poder tener mas de dos motivos de consulta." (Castro)
83. "They speak Spanish." "Que hablan Espanol." (2)
84. "The price." "El precio." (Hedrich)
85. "The health and care." "La salud y el cuidado." (Zhu)
86. "They speak Spanish." "Ellos hablan Espanol." (Westel) (2)
87. "They help me a lot with my pregnancy and consultation for vaccines for my kids." "Me ayudan mucho con mi embarazo y las consulta de vacunas para mis hijos." (Castro)
88. "The service they gave me was excellent." "El servicio que me dieron fue excelente."
89. "They help me with what I need." "Me ayudan con lo que necesito." (Jamison)

Question 16: How can we improve Greater Family Health?

English

1. "Being able to get patients in and out without long wait time. Get older workers!!" (Luettke)
2. "First time here, love the staff and doctors." (Dodis)
3. "Less waiting." (Birkey)
4. "Everything is fine."
5. "Nothing." (4)
6. "Everything is okay."
7. "Don't have any comments." (Birkey)
8. "All good." (3)
9. "Expediate referrals quicker." (Spencer)
10. "Doing just fine." (Hedberg)
11. "I have no complaints." (Dodis)
12. "N/A." (34)
13. "Microphones when calling patient." (Westel)
14. "Less time to wait for appointments, the ability to make appointment a year out." (Reller-Anderson)
15. "Appointments times/days." (Herdrich)
16. "Less wait time in office."
17. "Very satisfied with the service."
18. "Already very nice." (Herdrich)
19. "Offer water in waiting room." (Le)
20. "You guys were excellent and fast." (Westel)
21. "Add more psychiatric doctors." (Herdrich)
22. "Continue with your doing."
23. "Everything is good." (2)
24. "All good so far, no complaints." (Herdrich)
25. "Keep doing what you're doing." (Westel)
26. "Faster checkout."
27. "There is nothing to fix."
28. "A better timely appointment." (Bhowmick)
29. "You are good."
30. "Tell customers if their doctor is on vacation or sick so I know." (Jamison)
31. "No idea." (Dodis)
32. "Same as is."
33. "Good job." (Zhu)
34. "More appointments available." (Reller-Anderson)
35. "No comment."
36. "It is good as is." (Zhu)
37. "Everything is perfect." (Zhu)
38. "First visit."
39. "Great place."
40. "The appointment, you need to schedule 3 weeks ahead."
41. "Wait time." (Bhowmick)
42. "Everything is good no complains."
43. "More Hindi, cevjarati speaking staff, physician." (Bhowmick)
44. "Decreasing waiting times." (Luettke)
45. "No improvements needed." (Dodis)
46. "Everything is great." (Reller-Anderson)
47. "You're doing great." (Dodis)

Spanish

1. "Everything is good." "Todo esta bien." (36)
2. "It is good." "Esta bien." (5)
3. "Closer appointments." "Citas mas cercanas."
4. "It is ok." "Es ok." (Westel)
5. "Faster." "Mas rapidos." (2)
6. "I think it is good." "Creo que esta bien." (2)
7. "Nothing." "Nada." (3)
8. "No." "No."
9. "Improve the wait time." "Mejorar el tiempo de espera."
10. "N/A." "N/A." (10)
11. "The price is excellent." "El precio es excelente."
12. "No comments." "No comentario." (3)
13. "Clean the waiting area specially the chairs they are dirty and attention from the reception at the end." "Limpieza de area de espera, sillas estan sucias y atencion de repescionista a la Saluda." (Castro)
14. "Everything is perfect." "Todo esta perfecto."
15. "The service is very good." "El servicio es muy bueno."
16. "No need to." "No hace falta."
17. "Maintaining the same characteristics." "Manteniendo las mismas caracateristicas."
18. "Having more available appointments because sometimes they don't have any." "Teniendo mas citas disponibles porque haveces no tienen."
19. "The service is very good." "El servicio es bueno." (Zhu)
20. "To me it is the best." "Para mi es el mejor."
21. "Wait time." "Tiempo de espera." (Jamison)
22. "The service is very efficient continue doing the same." "El servicio es eficiente continue hacienda lo mismo." (Zhu)
23. "Be kind on the phone." "Ser amables en el telefono." (Reller-Anderson)
24. "Continue on the same rhythm, continue treating the patients the same." "Continue con el mismo ritmo, seguir con el mismo trato." (Herdrich)
25. "No comments." "No comentarios." (2)
26. "Find specialist that take my insurance." "Encontrar especialistas que reciban mi asegurnza." (Bhowmick)
27. "Communication." "Comunicacion." (Castro)
28. "Sometimes receptionists are friendly sometimes not." (English comments written on a Spanish survey) (King)
29. "Do not fine people after three violations." "No multar a las personas despues de faltar tres citas." (Bhowmick)

48. "You can't." (Le)
49. "Psych appointments for initial appointment."
50. "As of right now, yall doing great."
30. "In reality the service is excellent, and the medics are dedicated." "En realidad el servicio es excelente y los medicos son dedicados." (Westel)
31. "The service is excellent; everyone is always professional." "El servicio es excelente todos muy professional." (Herdrich)
32. "Having patience." "Teniendo paciencia." (Hedberg)
33. "I have arrived 15 minutes before but in ocasiones they can't see me until much after my appointment." "Eh llegado 15 minutos antes y en ocasiones no me atienden hasta mucho despues de mi cita."
34. "Be faster with specialist appointments." "Sean mas rapidos con las citas de especialistas." (Westel)
35. "For now it is good." "Por ahora esta bien." (Zhu)
36. "Less wait time." "Menos tiempo de espera." (2)
37. "Everything seems good but the wait in the room is a lot." "Todo me parece bien pero la espera en el cuarto es mucha." (Luettke)
38. "It is excellent." "Es excelente." (Dodis)
39. "Continue with the services you provide." "Continue con los servicios que ofrecen."
40. "Helping people with low income." "Ayudando a personas de bajos recursos."
41. "Having closer appointments sometimes I have to wait a month for an appointment." "Teniendo citas mas cercanas hay veces me tengo que esperar un mes." (Dodis)
42. "Everything is satisfactory." "Todo es satisfecho." (Le)
43. "Improve the wait times." "Mejorar el tiempo de espera." (Newbrander)
44. "Have emergency services." "Tener servicios de emergencia." (Le)
45. "Closer appointments." "Citas mas cercanas." (Reller-Anderson)
46. "I would like for the receptionist to be kinder." "Me gustaria que las senoritas de recepcion fueran mas amables." (Jamison)
47. "Have the providers dedicate more time to the patients." "Los doctores dediquen mas tiempo al paciente." (Reller-Anderson)
48. "Have online information." "Tener mas informacion online." (Zhu)
49. "I'm satisfied." "Estoy satisfecha." (2)
50. "Continue the same." "Continue igual." (4)
51. "Sometimes my appointments are at 10:00 and they don't see me until very late." "Hay veces que mi citas es a las 10:00 y me ven hasta muy tarde." (Dodis)
52. "Having interpreters." "Teniendo interpretes." (Reller-Anderson)

- 53. "Nothing to improve." "Nada para mejorar." (Spencer)
- 54. "Be able to give appointments faster when there is an emergency." "Poder dar citas mas pronto cuando hay una emergencia." (VanBrunt)
- 55. "When we call for appointments, they tell us there isn't but don't want to help you look for one they just say there isn't any." "Cuando llamamos por una cita te dicen que no hay y no te ayudan a buscar una solo dicen no hay."
- 56. "When we call to make appointments please make them, sometimes we get to the appointments and there is no appointment made." "Cuando llamamos para hacer citas que las agenden, cuando llegamos a las citas no hay cita agendada." (Zhu)

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

English

- YES: 275
- NO: 3

Spanish

- YES: 463
- NO: 1

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

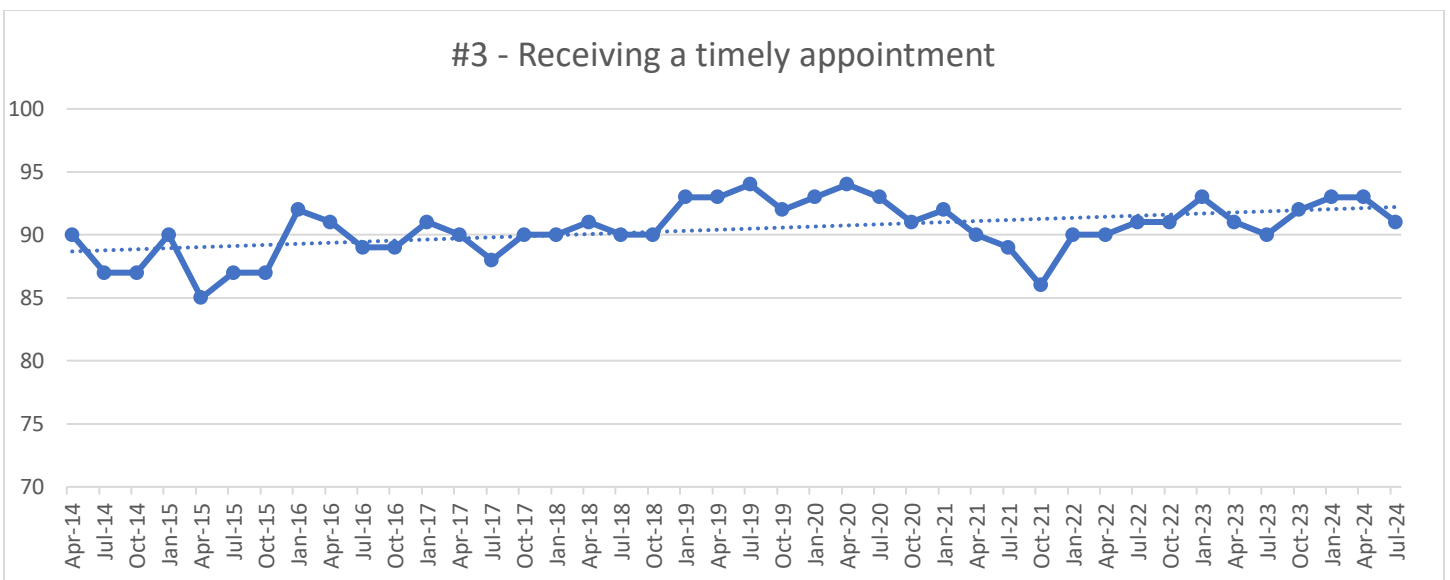
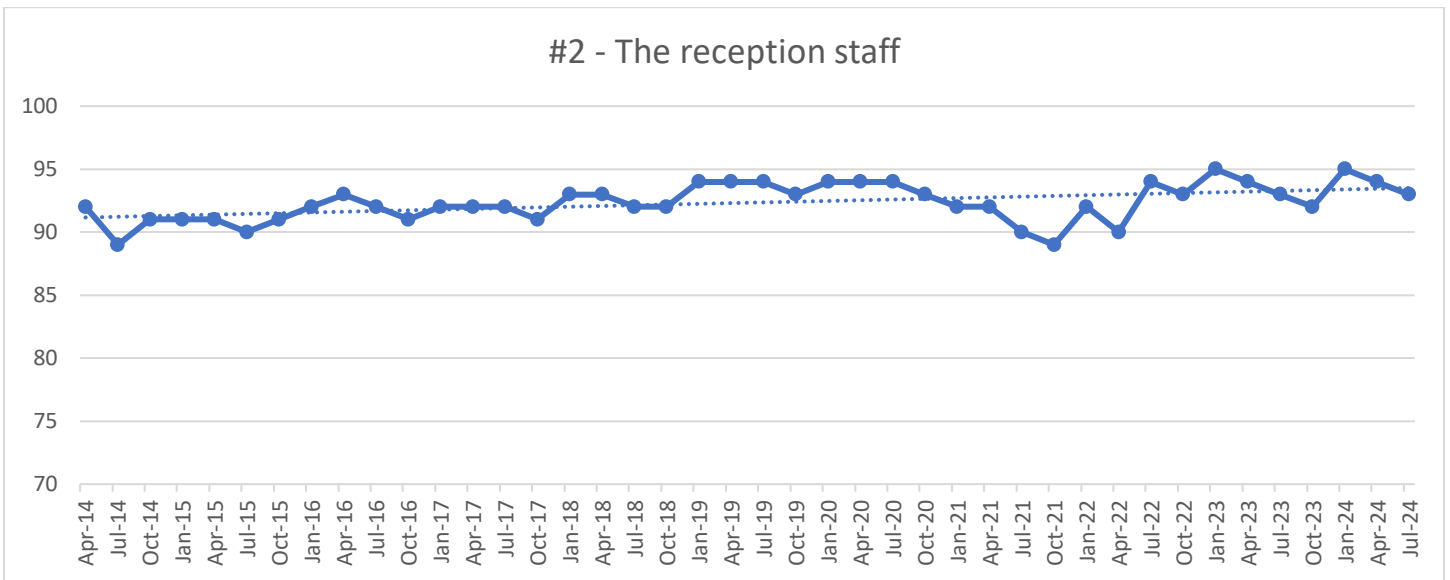
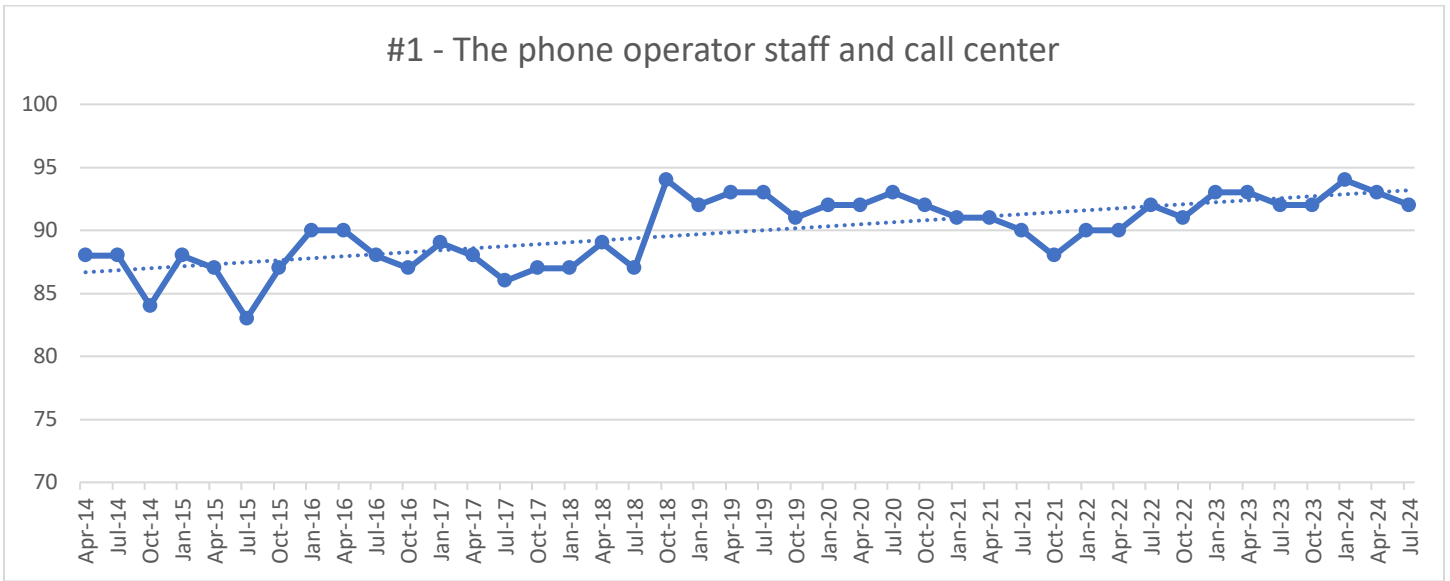
English

- Bhowmick: 20
- Birkey: 8
- Blasinski: 3
- Castro: 12
- Dodis: 16
- Hedberg: 22
- Herdrich: 16
- Jamison: 18
- King: 12
- Le: 17
- Luettker: 20
- Newbrander: 10
- Reller-Anderson: 20
- Spencer: 4
- Van Brunt: 5
- Weaver: 3
- Westel: 16
- Zhu: 20

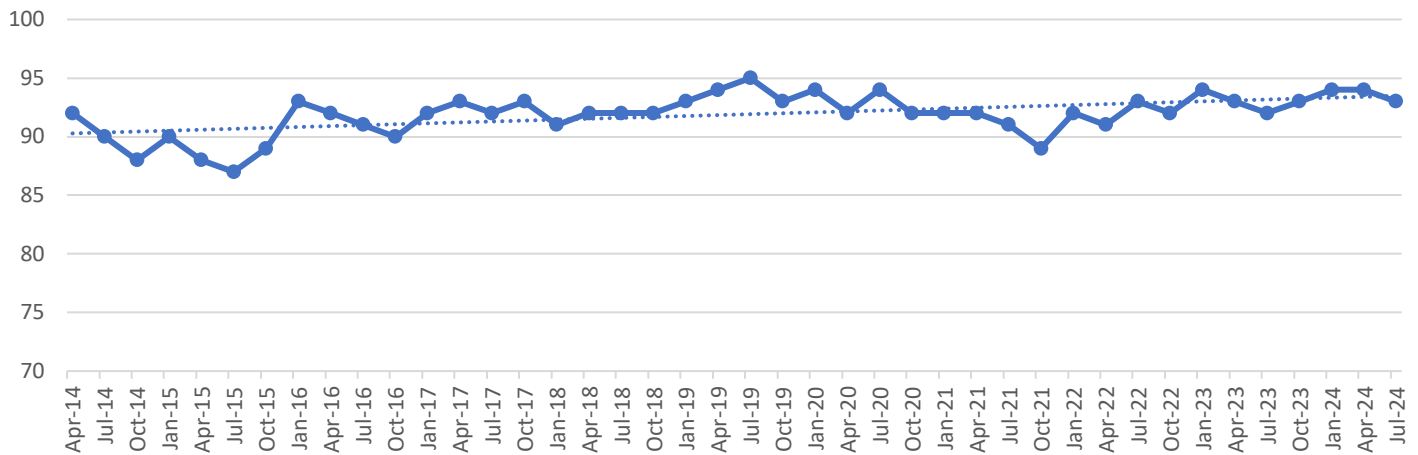
Spanish

- Bhowmick: 39
- Birkey: 2
- Castro: 37
- Dodis: 24
- Hedberg: 44
- Herdrich: 34
- Jamison: 49
- King: 40
- Le: 57
- Luettker: 47
- Newbrander: 22
- Reller-Anderson: 42
- Spenser: 7
- Van Brunt: 26
- Weaver: 4
- Westel: 49
- Zhu: 56

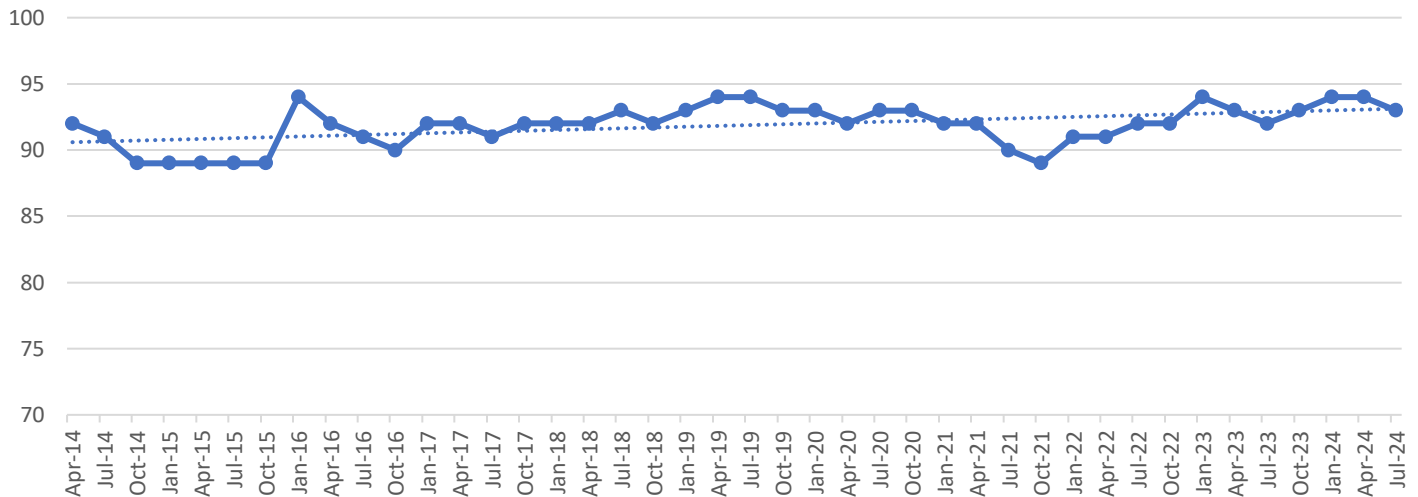
Individual Question Results with Trendlines



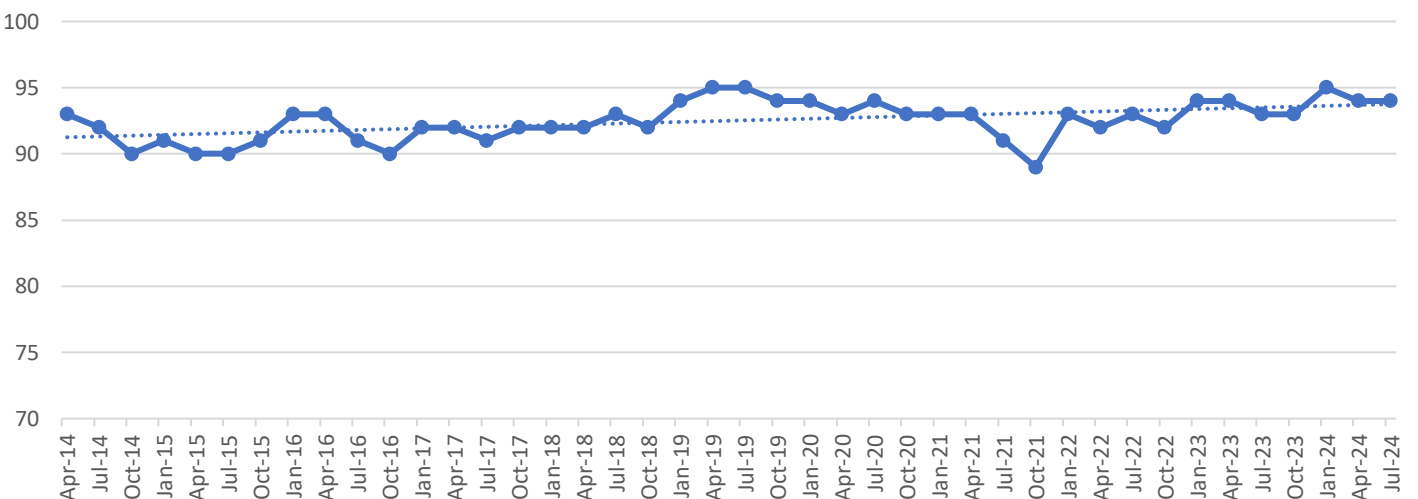
#4 - Education and explanation of plan provided in a way that I can understand



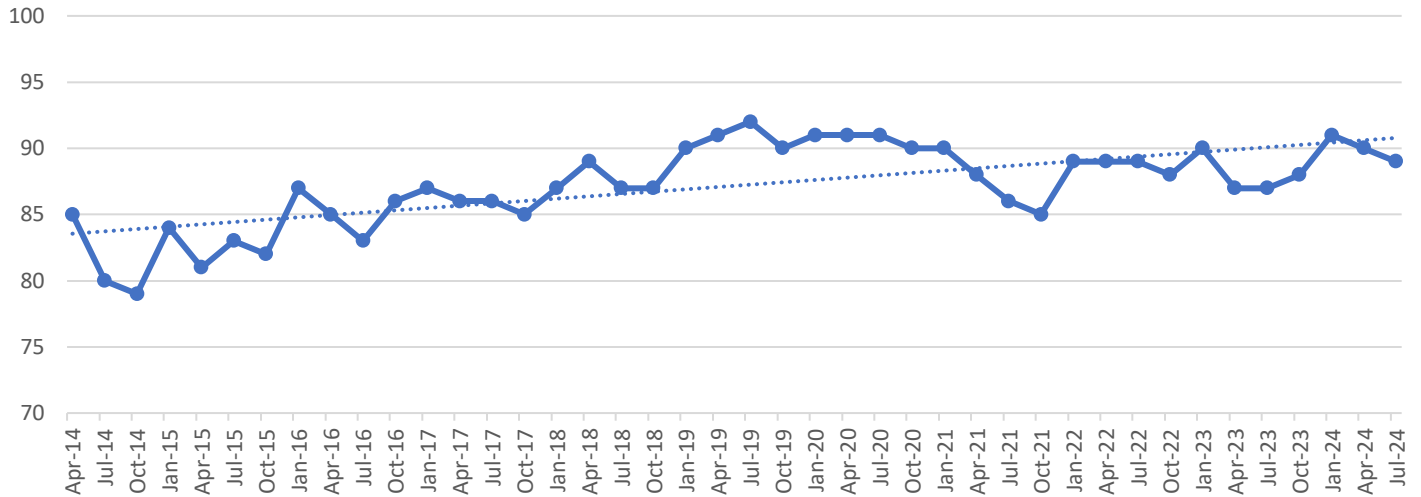
#5 - The follow-up and coordination of my care



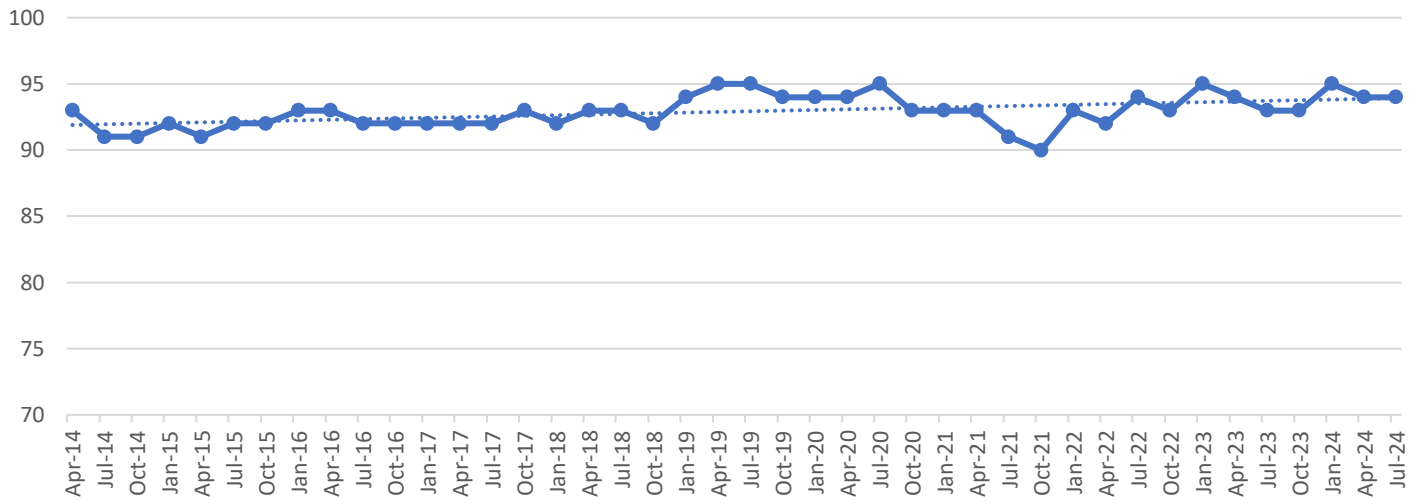
#6 - The staff addressing my medical needs today



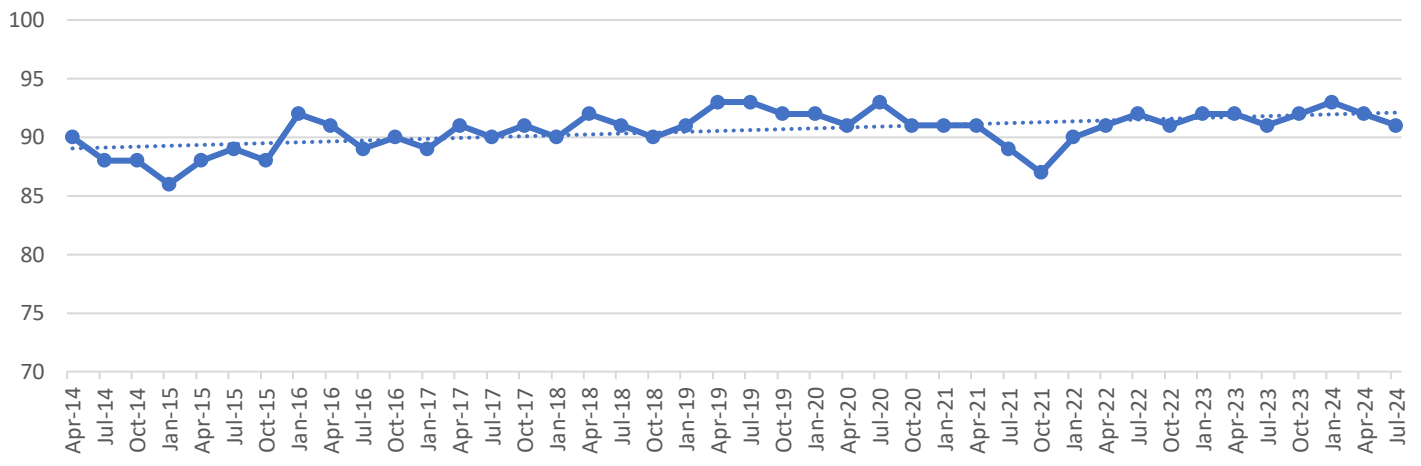
#7 - The time spent waiting



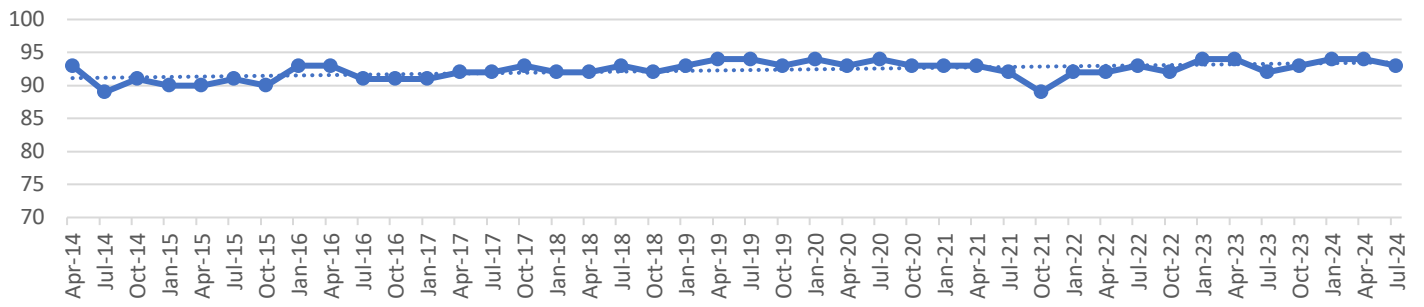
#8 - The respectfulness of staff



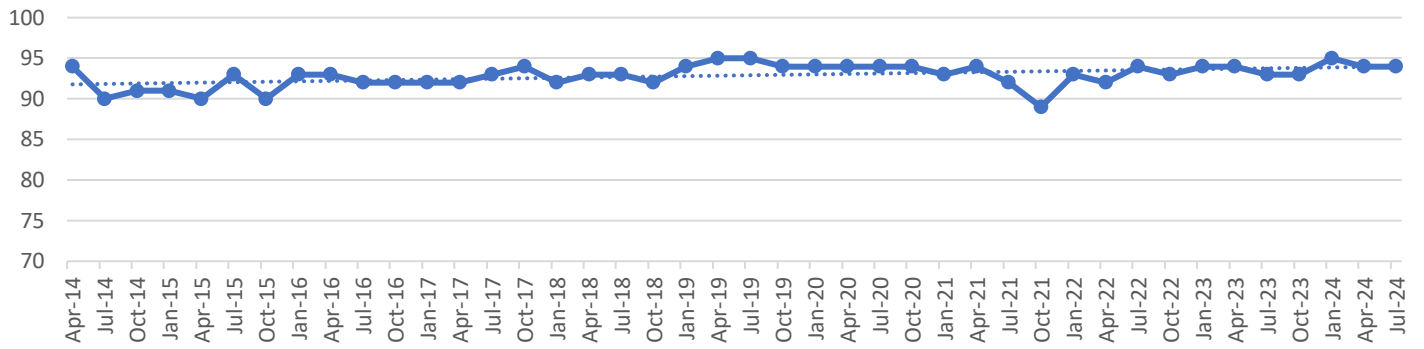
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



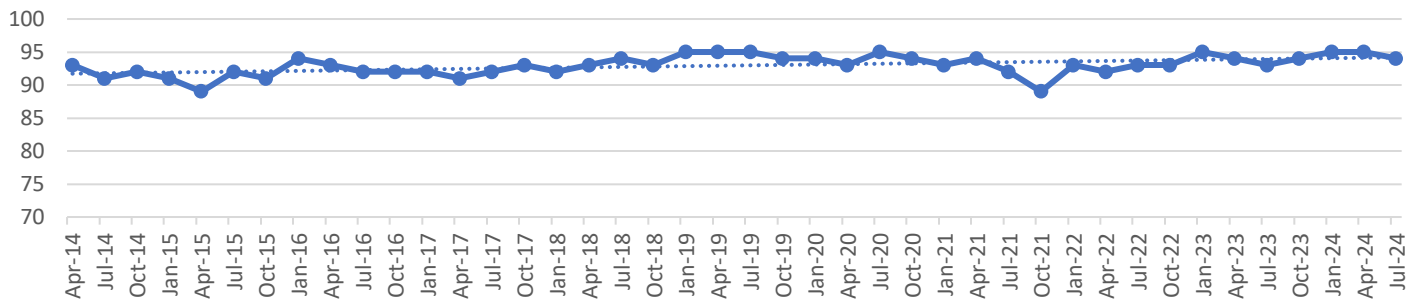
#10 - The handling of my personal medical information in a private and confidential manner



#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?

