

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 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.

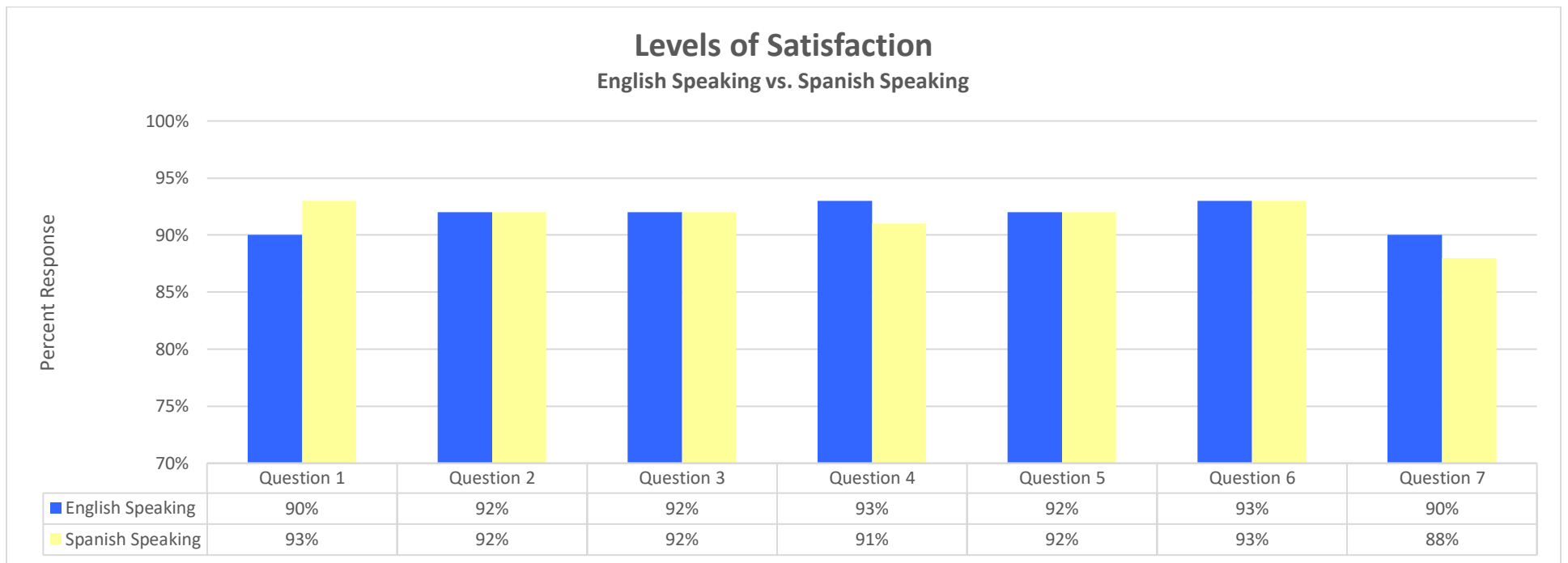
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	91%	93%	92%	92%
2. The reception staff	92%	93%	92%	93%
3. Receiving a timely appointment	92%	93%	91%	92%
4. Education and explanation of plan provided in a way that I can understand	92%	94%	92%	94%
5. The follow up and coordination of my care	92%	94%	92%	93%
6. The staff addressing my medical needs today	93%	94%	93%	94%
7. The time spent waiting	89%	91%	89%	89%
8. The respectfulness of staff	93%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	92%	90%	91%
10. The handling of my personal medical information in a private and confidential	93%	94%	92%	93%
11. Your medical assistant	93%	95%	93%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	93%	95%	94%	94%
13. Overall, how satisfied are you with the Health Center?	93%	94%	93%	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.

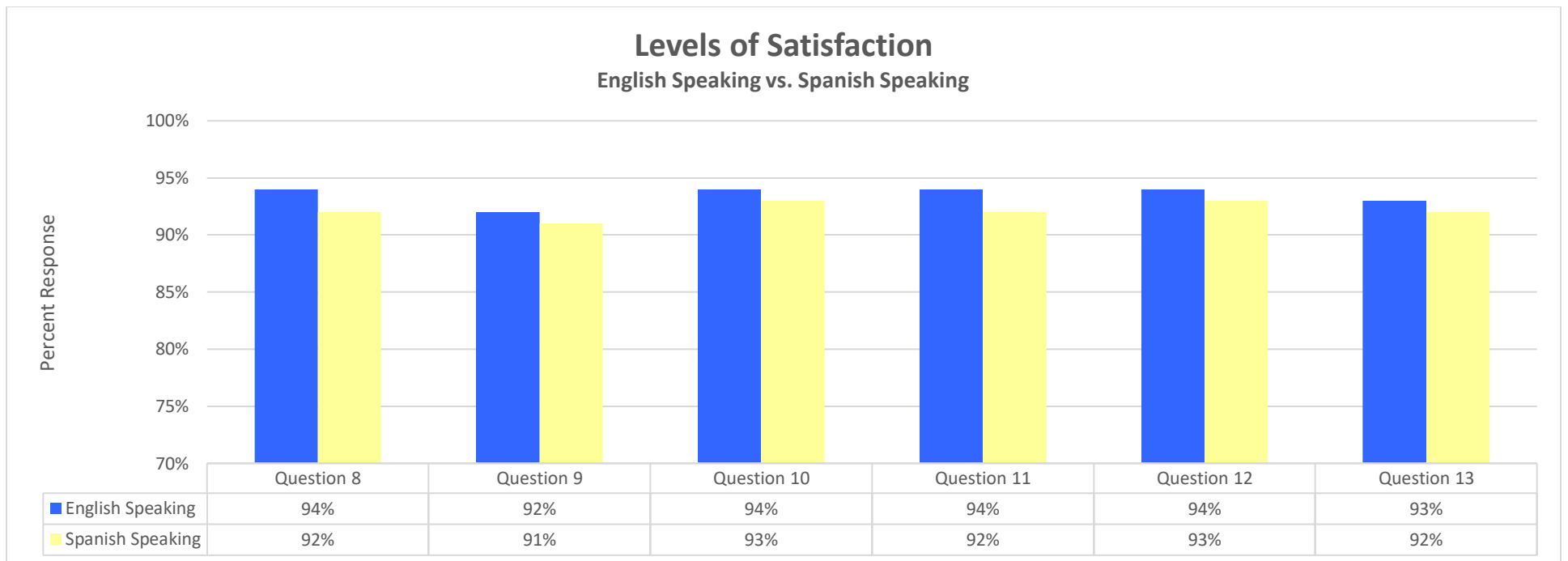


Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	70 68%	72 75%	20 19%	18 19%	9 9%	3 3%	1 1%	0	3 3%	3 3%
2. The reception staff	76 74%	72 75%	16 16%	16 17%	10 10%	5 5%	1 1%	0	0	3 3%
3. Receiving a timely appointment	73 71%	72 75%	18 18%	14 15%	10 10%	7 7%	2 2%	0	0	3 3%
4. Education and explanation of plan provided in a way that I can understand	75 73%	70 72%	20 19%	18 19%	7 7%	6 6%	0	0	1 1%	3 3%
5. The follow-up and coordination of my care	75 73%	70 72%	19 18%	19 20%	8 8%	5 5%	0	0	1 1%	3 3%
6. The staff addressing my medical needs today	78 76%	75 77%	15 15%	15 16%	9 9%	4 4%	0	0	1 1%	3 3%
7. The time spent waiting	68 66%	62 64%	20 19%	23 24%	12 12%	6 6%	3 3%	2 2%	0	4 4%



	(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	79 78%	70 73%	13 13%	19 20%	8 8%	4 4%	0	0	1 1%	3 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	71 70%	67 70%	17 17%	20 21%	13 13%	6 6%	0	0	0	3 3%
10. The handling of personal medical info in a private and confidential manner	80 %	76 78%	13 13%	14 14%	9 9%	5 5%	0	0	0	3 3%
11. Your medical assistant	78 78%	73 77%	14 14%	13 14%	8 8%	6 6%	0	0	0	3 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	82 80%	76 79%	11 11%	12 13%	9 9%	5 5%	0	0	1 1%	3 3%
13. Overall, how satisfied are you with the Health Center?	78 76%	73 77%	15 15%	13 14%	8 8%	6 6%	2 2%	0	0	3 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: 33

N/A: 6

YES: 2

Comments:

1. "Every time I leave a message I receive a timely reply."
2. "Everyone here is so nice I recommend it here."
3. "Yes, it was good."
4. "Yes, contradicting, few different workers."
5. "Every message I've left for staff has gone unanswered." (Hering)
6. "No replies ever. Phone system is worse than prison phone system. Terrible."
7. "No, overall have been great with returning calls."

Spanish

NO: 15

N/A: 2

YES: 0

Comments:

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

English

1. "Dr. Cekova has been amazing! Love the insurance help at reception." (Cekova)
2. "Having nice workers and doctors."
3. "The accessibility of appointments." (Ali)
4. "None."
5. "Call center staff." (Chang)
6. "For them to listen to me." (Aphaivong)
7. "The phone line." (Siddiqui)
8. "N/A." (3)
9. "Education materials." (Chang)
10. "Over the phone information." (Keclik)
11. "Time of appointment." (Ali)
12. "Dr. Beall went out of her way to see me for a follow up checkup." (Beall)
13. "Caring." (Siddiqui)
14. "In and out Dr. Chang was very informative." (Chang)
15. "No vaccine pressure."
16. "Drs." (2)
17. "Nothing."
18. "Availability of same day appointment." (Weaver)
19. "In network." (Siddiqui)
20. "Honestly not much but the lab tech is great!"
21. "Front desk & insurance help lady." (Hering)
22. "Staff doctor." (Hering)
23. "Kindness." (Ropinski)
24. "Kind staff." (Aphaivong)
25. "Everything." (Aphaivong)

Spanish

1. "Attention." "Atención." (2)
2. "The medical attention and the low cost." "La atención medica y bajo costo."
3. "Everything is good." "Todo esta bien." (3)
4. "Appointments on time." "Citas a tiempo."
5. "I don't know." "No se."
6. "They can give me fast appointments." "Me pueden dar citas rápido." (Keclik)
7. "In general, it is good." "En general esta bien." (Chang)
8. "They help people without insurance." "Ayudan a gente sin aseguranza." (Keclik)
9. "The help and service in Spanish." "La ayuda y servicio en español." (Ali)
10. "Everything." "Todo."
11. "The service is excellent." "El servicio es excelente."
12. "The service from all the personnel in general and the help from the doctor." "El servicio de todo el personal en general y la ayuda del doctor." (Cekova)
13. "Mainly the good attention for all of my family." "Principalmente buena atención para toda mi familia."
14. "Being able to have quality medical care that fits my budget." "Poder tener cuidado de salud de calidad que se acople a mi presupuesto." (Chang)

26. "Time wait on time." (Siddiqui)
27. "Patient portal." (Origer)
28. "The people on staff."
29. "No."

15. "In everything, thank you." "En todo, gracias."
16. "It is efficient and they help me." "Que es eficiente y me ayudan." (Origer)
17. "The attention and kindness towards the patients." "La atención y amabilidad con los pacientes." (Siddiqui)
18. "Be more healthy." "Estar mas saludable." (Nambo)
19. "In all aspects, I receive help." "En todos los aspectos, recibo ayuda." (Keclik)
20. "They speak Spanish." "Hablan español." (Nambo)
21. "Helpful staff." (Comment written in English on a Spanish survey.)
22. "Everything is good with my health." "Todo esta bien con mi salud."
23. "Good attention, kind personnel." "Buena atención y personal amable." (Nambo)

Question 16: How can we improve Greater Family Health?

English

1. "It was very pleasant experience." (Chang)
2. "The front desk staff need to be friendlier and softer spoken." (Siddiqui)
3. "N/A." (9)
4. "This was my first time we didn't wait otherwise we always waited a while." (Weaver)
5. "Clean bathrooms." (Weaver)
6. "Nothing so far." (Weaver)
7. "None at the moment." (Ali)
8. "Providing more locations if possible." (Keclik)
9. "Not make people miss their appt if they are early for the appt but not 15 min." (Ali)
10. "Nothing." (Siddiqui)
11. "None." (Keclik)
12. "You guys are doing a great job."
13. "Call all the time with urgency and get voicemail and no call back, call center could not be worse!" (Hering)
14. "No."
15. "It's good."
16. "Better communication." (Origer)
17. "Make it easy to reach managers."
18. "Very good receptionist!"
19. "Send text as reminders."
20. "I hope so."
21. "Keep up the good work." (Aphaivong)
22. "Your phone operators are a bit rude." (Hering)
23. "Fix the phones- pregnant women need answers when bleeding." (Hering)
24. "Answer phones, get answers in a timely manner." (Hering)

Spanish

1. "Everything is good." "Todo esta bien." (8)
2. "N/A." "N/A."
3. "Treat us at the time of the appointment." "Nos atienden a la hora de la cita." (Aphaivong)
4. "It would be nice for you to do ultrasounds here." "Seria bueno que hicieran ultrasonidos aquí." (Cekova)
5. "In general it is perfect." "En general esta perfecto." (Beall)
6. "You're doing a good job." "Están haciendo un buen trabajo." (Origer)
7. "Nothing." "Nada."
8. "Better medical assistants." "Mejores asistentes medicas."
9. "Send text messages." "Mandar mensaje de texto."
10. "It is excellent." "Es excelente." (Nambo)
11. "For now, continue the same." "Por ahora continue igual." (Origer)
12. "I'm satisfied." "Estoy satisfecha."

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

English

- YES: 54
- NO: 4

Spanish

- YES: 38
- NO: 3

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

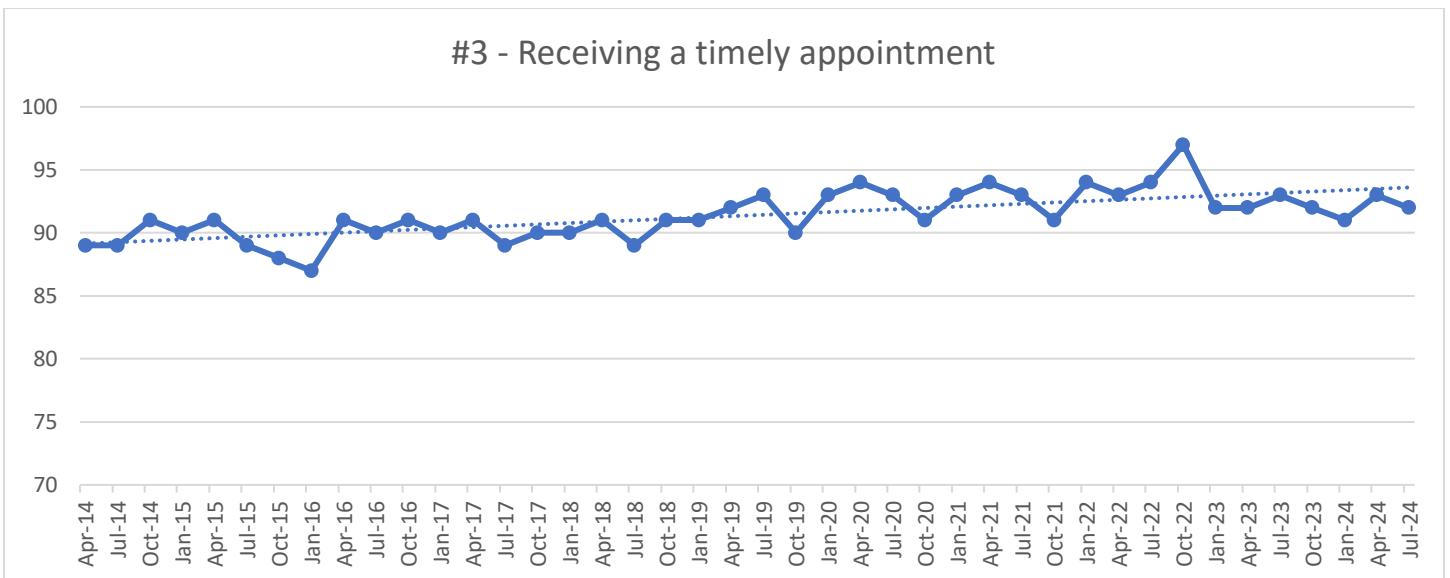
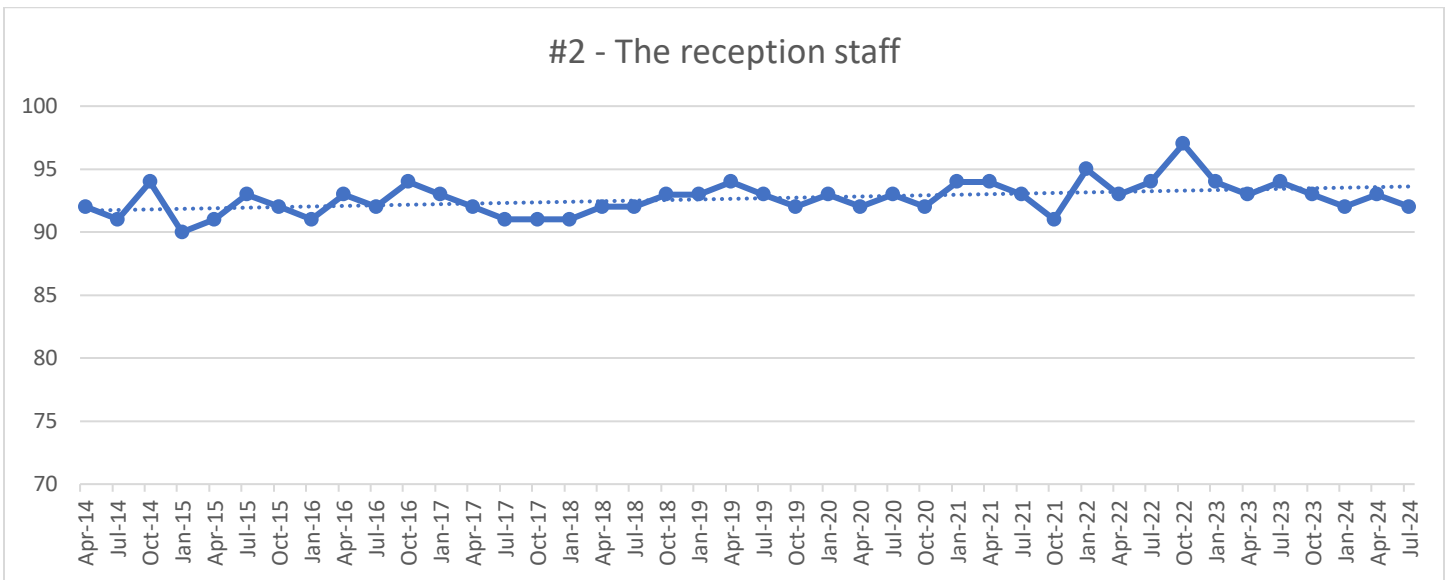
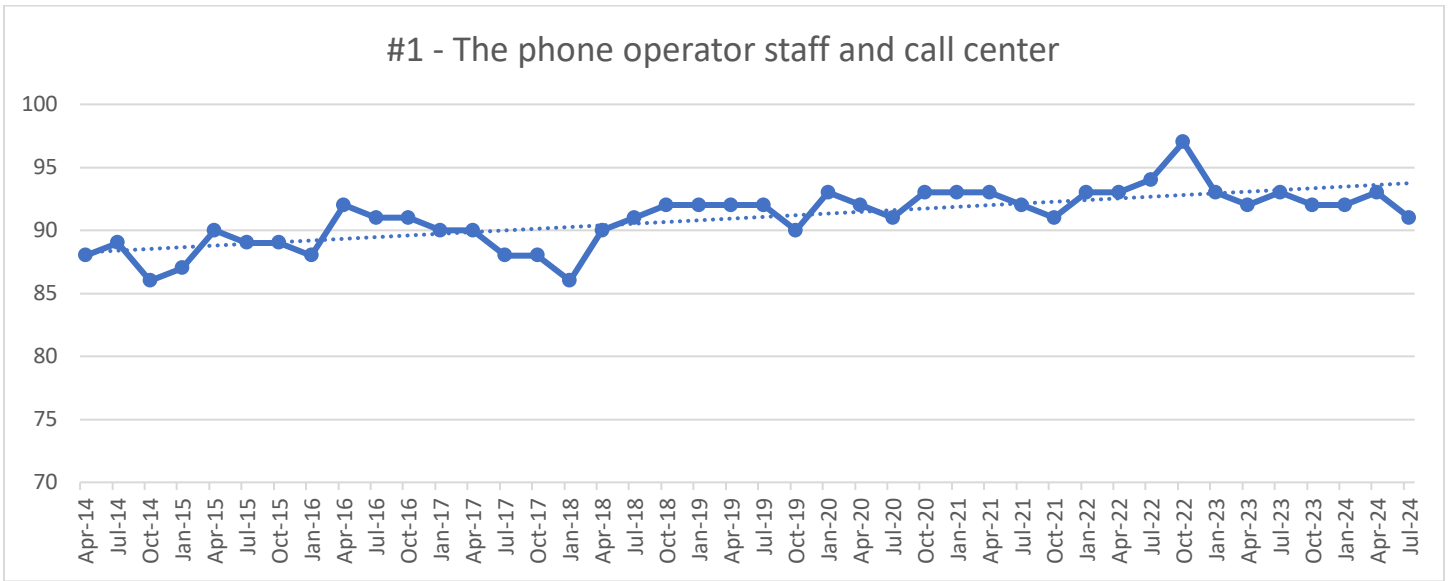
English

- Ali: 8
- Aphaivong: 10
- Beall: 2
- Cekova: 3
- Chang: 11
- Fisher: 1
- Hering: 3
- Keclik: 8
- Nambo: 4
- Origer: 9
- Ropinski: 2
- Siddiqui: 12
- Talwar: 2
- Weaver: 3

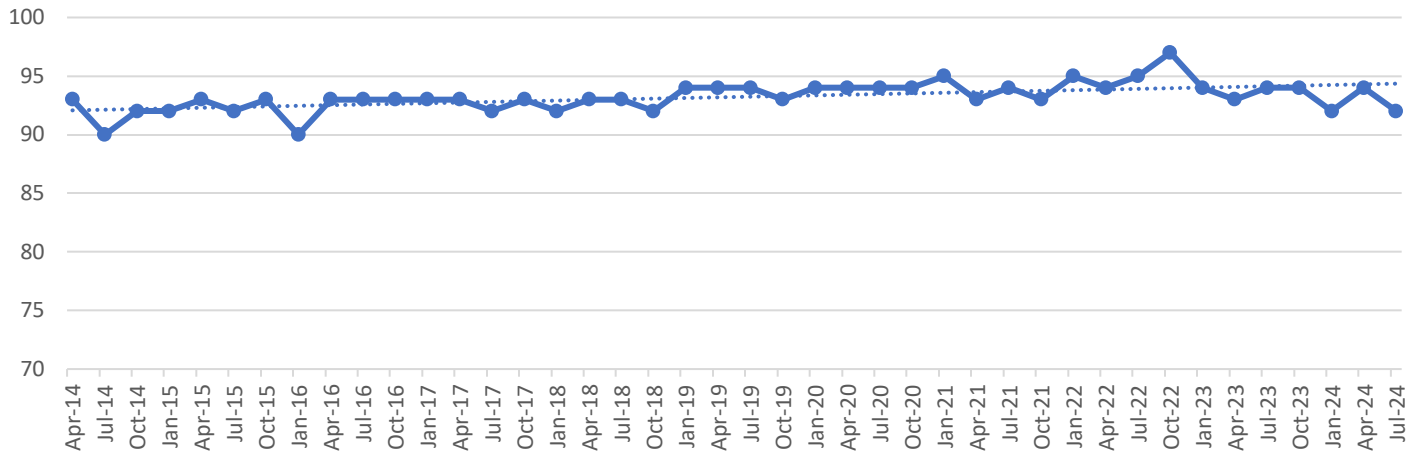
Spanish

- Ali: 4
- Aphaivong: 12
- Beall: 2
- Cekova: 7
- Chang: 5
- Hering: 1
- Keclik: 13
- Kiel: 1
- Nambo: 13
- Origer: 4
- Siddiqui: 3

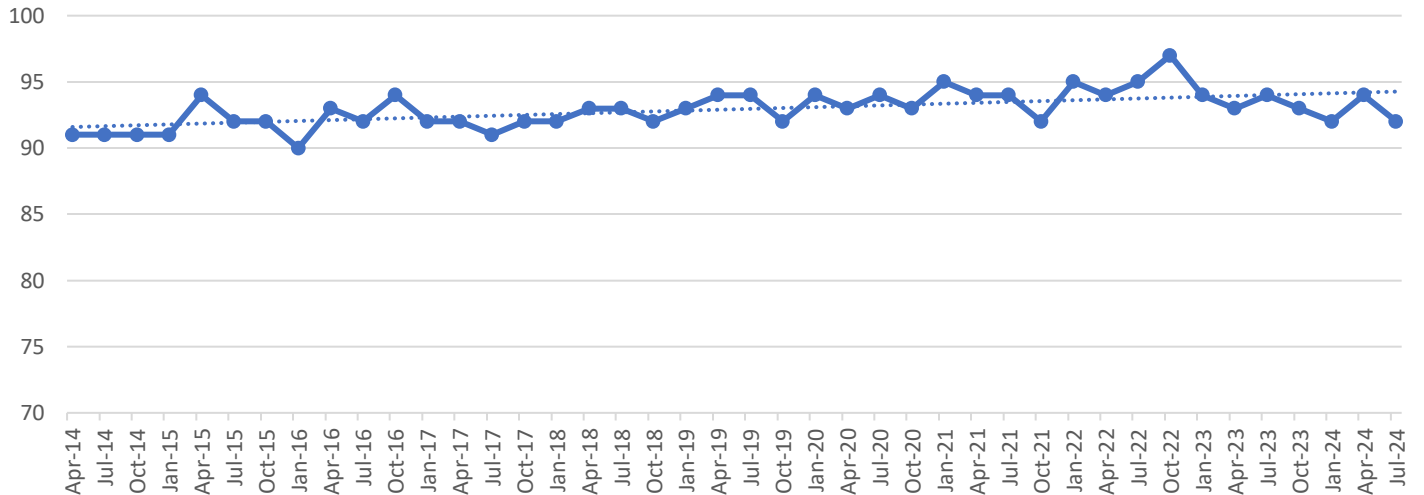
Individual Question Results with Trendlines



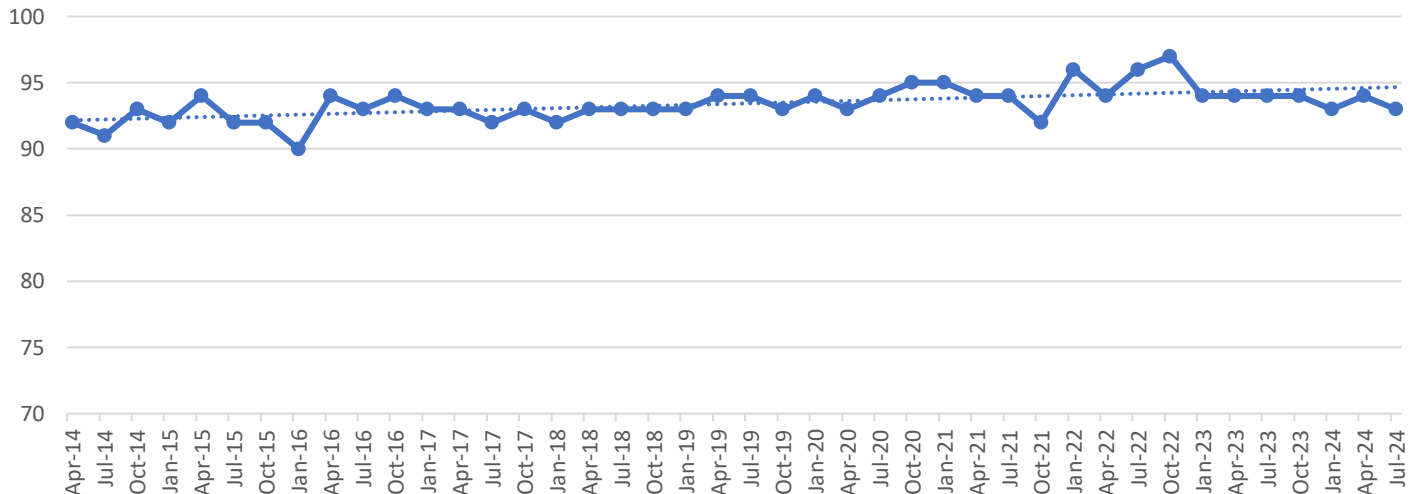
#4 - Education and explanation of plan provided in a way that I can understand



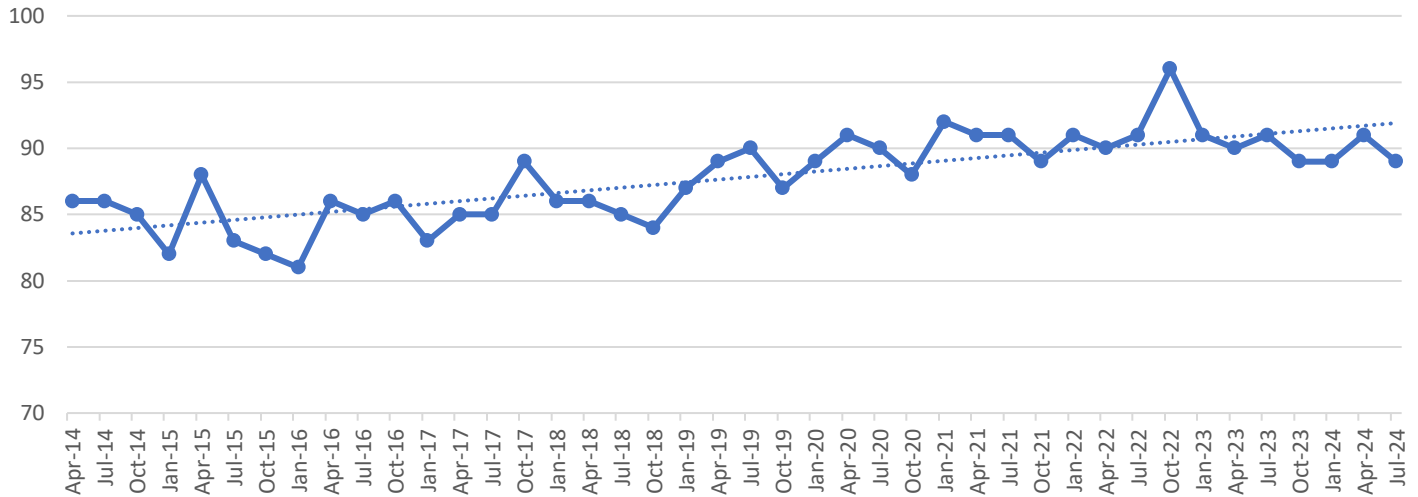
#5 - The follow-up and coordination of my care



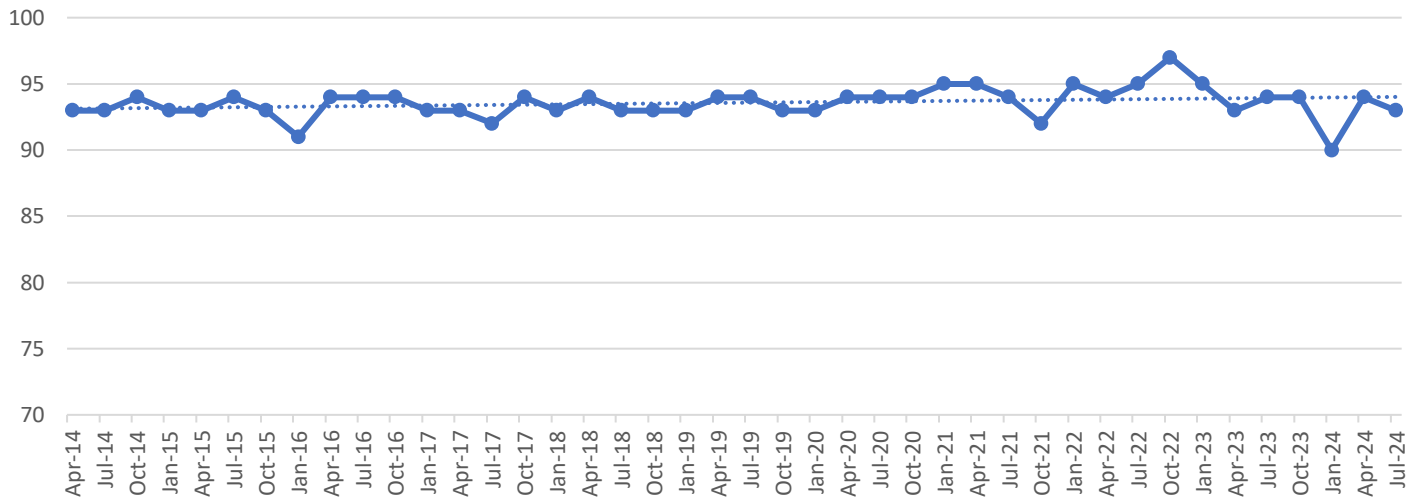
#6 - The staff addressing my medical needs today



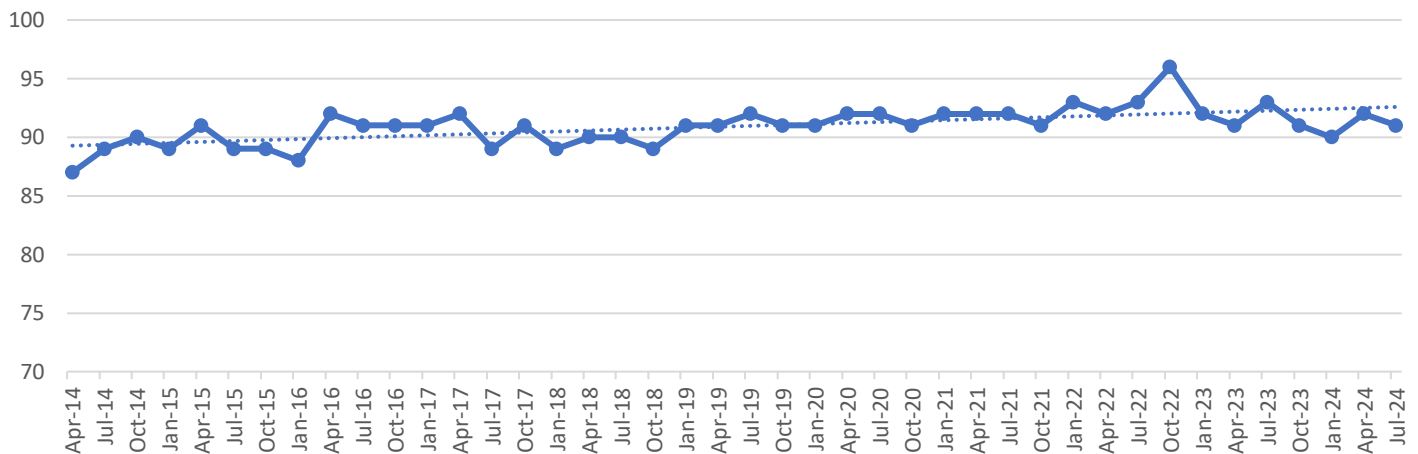
#7 - The time spent waiting



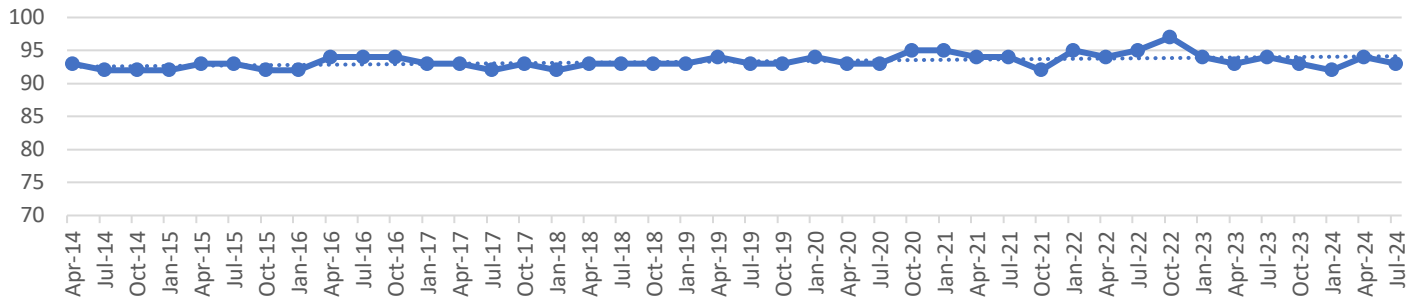
#8 - The respectfulness of staff



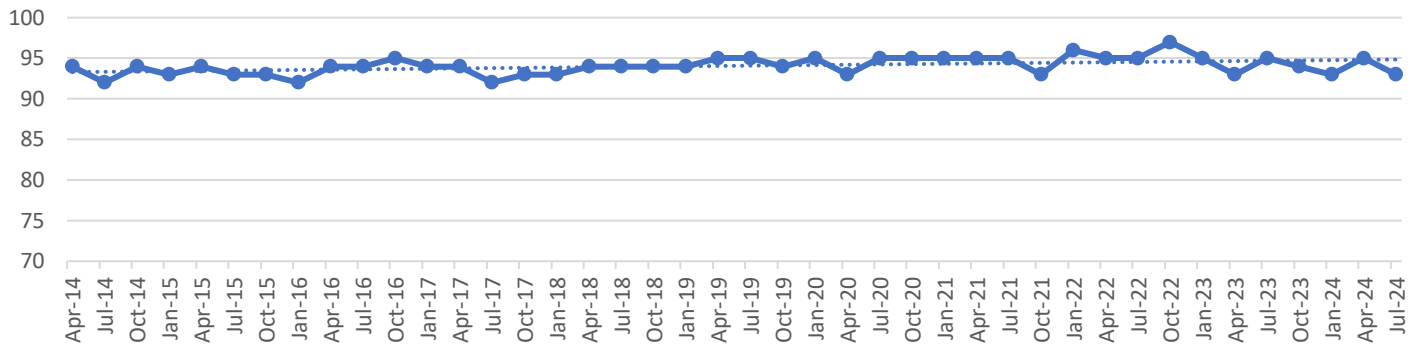
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



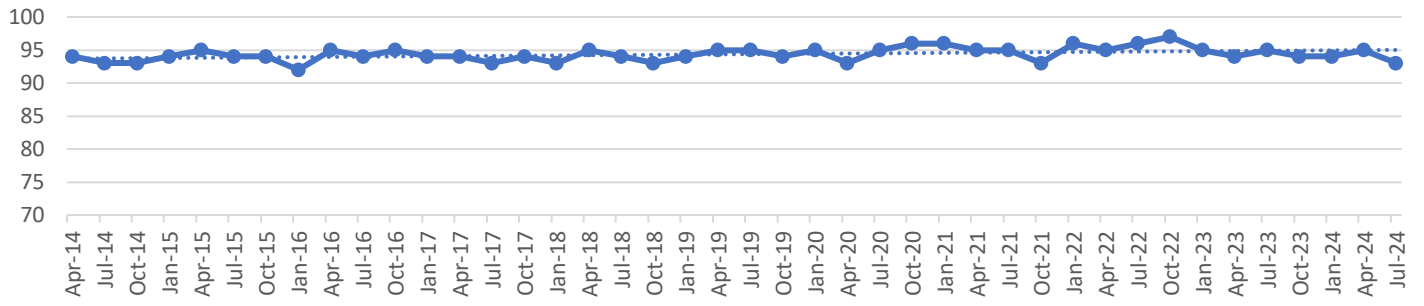
#10 - The handling of my personal medical information in a private and confidential manner



#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?

