

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) 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 92% to 96%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

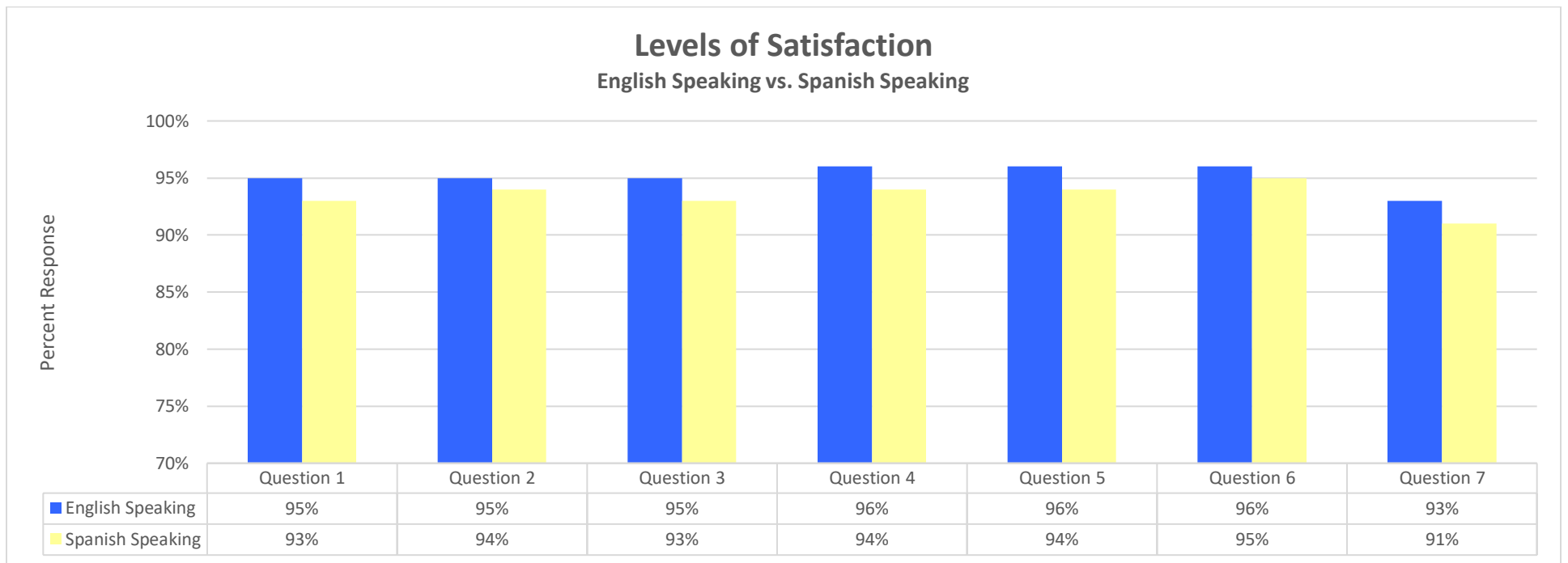
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	94%	94%	92%	92%
2. The reception staff	95%	95%	94%	94%
3. Receiving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

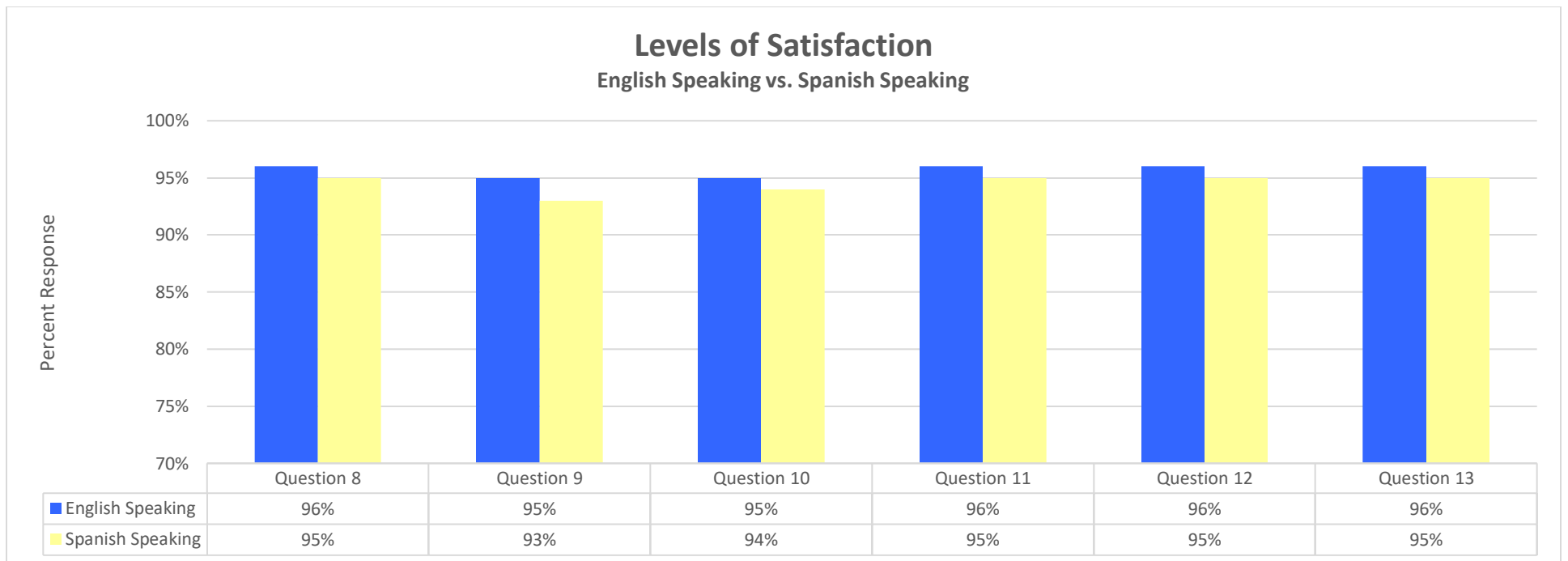
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	195 78%	194 70%	49 20%	73 26%	7 3%	8 3%	0	1 1%	0	0
2. The reception staff	201 79%	206 74%	47 19%	69 25%	5 2%	2 1%	1 1%	1 1%	0	1 1%
3. Receiving a timely appointment	194 78%	196 71%	46 19%	65 24%	8 3%	12 4%	1 1%	2 1%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	199 79%	206 74%	53 21%	69 25%	1 1%	2 1%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	202 80%	206 74%	48 19%	68 25%	3 1%	2 1%	0	1 1%	0	1 1%
6. The staff addressing my medical needs today	199 78%	214 77%	53 21%	61 22%	2 1%	1 1%	0	2 1%	0	1 1%
7. The time spent waiting	184 72%	180 65%	57 22%	76 27%	12 5%	17 6%	1 1%	4 1%	0	2 1%



Survey Questions	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	205 81%	213 77%	48 19%	61 22%	1 1%	0	0	1 1%	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	185 77%	180 68%	52 22%	76 29%	4 2%	8 3%	0	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	206 81%	204 73%	45 18%	71 26%	2 1%	1 1%	0	1 1%	0	1 1%
11. Your medical assistant	202 80%	213 76%	49 19%	61 22%	3 1%	3 1%	0	1 1%	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	208 82%	219 79%	43 17%	54 20%	2 1%	2 1%	0	1 1%	0	1 1%
13. Overall, how satisfied are you with the Health Center?	203 81%	212 79%	48 19%	52 19%	1 1%	4 2%	0	0	0	2 1%



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: 73

N/A: 29

YES: 0

Comments:

1. "Good." (2)
2. "Excellent." (Triner)
3. "Very satisfied with our care." (Triner)
4. "Thank you!" (Marepalli)
5. "Everything great."
6. "I'm always in and out very quick and to the point." (Triner)
7. "I had a great experience with the nurse she was nice and kind."
8. "No + it was great." (Piekarz)
9. "😊."
10. "Yes, decent took a while to hear back."
11. "They are very nice." (Piekarz)
12. "Very respectful." (Marepalli)
13. "Yes, they got him in a timely manner and get his treatment quick!" (Triner)
14. "Great."
15. "It was very respectful."

Spanish

NO: 16

N/A: 3

YES: 0

Comments:

1. "Great." "Bueno."
2. "Great, satisfied." "Buena satisfecho."
3. "Very good." "Muy bien." (2)
4. "Excellent service." "Excelente servicio."
5. "Good." "Buena."

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

English

1. "N/A." (13)
2. "No." (3)
3. "Everyone." (2)
4. "Everything." (4)
5. "Friendly." (Davies)
6. "All." (Triner)
7. "Great." (Newbrander)
8. "Location." (Marepalli)
9. "Very nice." (2)
10. "Health and WIC services." (Triner)
11. "Gives good advice & suggestions." (Triner)
12. "Quick appointment set up." (Triner)
13. "Que son muy amables." (Marepalli)
14. "Kindness." (Baum)
15. "Medical assistants are very nice." (Miller)
16. "Patient care." (2)
17. "Everything is great." (Marepalli)
18. "Different locations." (2)
19. "Everything good!" (3)
20. "The staff." (3)
21. "Everything was great." (Piekarz)
22. "Appointments are always available."
23. "Fast answering calls." (Piekarz)

1. "Nothing." "Nada." (2)
2. "No." (4)
3. "Excellent!" "Excelente!" (2)
4. "Practitioners." "Proveedores." (2)
5. "Doctor's." "Doctores."
6. "Everything is great." "Todo bien." (3)
7. "Everything is great!" "Todo bien!"
8. "Everything is great 😊." "Todo bien 😊."
9. "Everything." "Todo." (4)
10. "Closeness." "Cercania." (2)
11. "Appointment." "Cita."
12. "The closeness." "La cercania." (Baum)
13. "Closeness-price." "Cercania-precio." (Piekarz)
14. "The kindness." "La amabilidad." (Baum)
15. "Very great doctors." "Muy buenos doctores."
16. "Low prices." (English response on a Spanish survey)
17. "They are very kind with their attention." "Son muy amables en la atención." (Baum)
18. "Their great attention." "Su buena atencion." (Miller)
19. "I can't read, and they assist me." "No puedo leer me ayudan." (Baum)

24. "Great people! Nice!" (Piekarz)
25. "Dr. recommendations." (Davies)
26. "The people nice and helpful." (Triner)
27. "Love Dr. Weaver and her staff." (Weaver)
28. "Staff & dr is friendly and efficient." (Weaver)
29. "Yes, very respectful workers." (Baum)
30. "In depth care." (Davies)
31. "The staff is very kind and informative."
(Triner)
32. "How well everything is explained to my kids."
(Triner)
33. "The information given to me is very helpful."
(Triner)
34. "The care and them letting me know
everything that's going on."
35. "Knowing the health of my baby." (Piekarz)
36. "Same day appointments."
37. "There is time to explain and answering my
questions."
38. "Good service." (2)
39. "Staff is helpful quick and good quality."
40. "Dr. Baum's attentiveness." (Baum)
41. "Being able to make an appointment."
42. "The availability of services." (Davies)
43. "Convenience/cost." (Baum)
44. "Staff friendliness."
45. "The people." (Piekarz)
46. "WIC services." (Baum)
47. "Great communication." (Davies)
48. "Great service."
49. "Close to home/large staff." (Piekarz)
50. "Accessible." (Marepalli)
51. "Later appointments are always available."
(Dodis)
52. "Ease and convenience of appointments,
staff, and doctor explain things thoroughly."
(Marepalli)
53. "They always answer my questions and
concerns." (Marepalli)
54. "How close it is to home."
55. "Staff is resp."
56. "The staff members."
57. "Appt reminders."
58. "Doctors & staff."
59. "The staff." (2)
60. "Same day appointments." (Triner)
61. "Always nice." (Marepalli)
62. "Triner is good I would love for her to be my
son's permanent provider." (Triner)
63. "Everything good."
64. "My provider answers all my questions and is
very kind." (Triner)
65. "Everyone being attentive and fast paced."
(Triner)
66. "Always willing to help." (Marepalli)
67. "Having a better understanding of my son's
health."
20. "That they have personnel that speak
Spanish." "Que tienen personal que habla
español."
21. "Having timely appointments." "Las citas mas
rapido." (Weaver)
22. "Maintaining my family well." "Mantener mi
familia bien." (2)
23. "Close to home and availability." "Esta cerca
de casa y disponibilidad." (Triner)
24. "With our health and medical attention." "En
la salud y atención medica." (2)
25. "Keeping us healthy." "A mantenernos sanos."
26. "The service and the attention." "El servicio y
la atención." (Piekarz)
27. "The quickness with attention." "La rapidez
de atención." (Triner)
28. "The great treatment towards the patients."
"El buen trato a los pacientes." (Piekarz)
29. "I like how the doctor tends to my son." "Me
gusta como atienden la dra a mi niño."
(Triner)
30. "That it is accessible, and it is close and there
are great medical personnel." "Que es
accesible y esta cerca y hay buen personal
medico." (Triner)
31. "Help with the follow-up for my son." "Ayuda
al seguimiento de mi hijo." (Piekarz)
32. "The health." "La salud." (Piekarz)
33. "Timely appointments." "Cita muy prontas."
(Baum)
34. "I can schedule same day appointments and
they care for adults and children." "Puedo
hacer citas del mismo dia y atienden adultos
y niños."
35. "Caring for my baby's health and mine."
"Cuidar la salud de mi bebe y mia."
(Marepalli)
36. "That they speak Spanish and English." "Que
hablan Espanol y Ingles." (Piekarz)
37. "The attention and facilitation of the
language. In general, the service is genius."
"La atención y la facilitación del idioma en
general el servicio es genial."
38. "With my medical appointments and my
children's vaccines." "En mis citas medicas y
en las vacunas de mis hijos." (Davies)
39. "The closeness to my home & bilingual
personnel." "Lo cercanía con mi hogar & el
personal bilingüe."
40. "Great for my children's health." "Vien x la
salud de mis hijos." (Marepalli)
41. "The attention offered to my family." "La
atención ofrecida a mi familia." (Dodis)
42. "Caring for my family's wellbeing." "Cuidar
del bienestar de mi familia." (2)
43. "All of their medical services." "Todo su
servicio medico." (Newbrander)

68. "Being able to talk to dr one on one."
69. "There is always someone available to answer questions." (Dodis)
70. "Every staff member thank you 😊."
71. "How well they inform you about what they are doing to the patient."

44. "That they speak Spanish." "Que hablan Espanol." (Baum)
45. "Spanish speaking." "Hablan Espanol." (2)
46. "That they explain everything adequately." "Me explican todo adecuadamente." (2)
47. "It is available on weekends." "Esta disponible en fin de semana."
48. "Maintaining my daughter's health care follow ups." "Mantener un seguimiento en salud de mis hijas." (2)
49. "That they explain everything in a manner that is comprehensible. The great treatment." "Que te explican todo de manera que sea entendible. El buen trato." (Marepalli)
50. "The attention they provide." "La atencion que brindan." (Piekarz)
51. "Great attention." "Buena atención." (Baum)
52. "Their kind treatment." "Su trato amable." (Marepalli)
53. "How accessible it is for me." "Lo accesible que es para mi."
54. "The medical attention." "La atención medica." (Baum)
55. "That they help and they translation." "Que ayudan y la traducion." (Baum)
56. "Great attention, great doctors." "Buena atencion, buenas doctores." (Marepalli)
57. "Attention with kindness." "Atención con amabilidad."
58. "Excellent service." "Excelente servicio."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (24)
2. "No." (3)
3. "Wait times." (Davies)
4. "Nothing." (8)
5. "Nothing really." (Baum)
6. "None." (2)
7. "Not sure."
8. "Nothing." (Piekarz)
9. "No comment." (Piekarz)
10. "Everything is great!" (3)
11. "Everything was great!"
12. "Very friendly staff and reception." (Piekarz)
13. "No need improve keep it up."
14. "No improvements needed."
15. "More doctors (no doctor's ass) appointment availability." (2)
16. "It's great as is."
17. "No improvements needed." (Piekarz)
18. "Already doing very good." (Triner)
19. "Personally, I think everything is great." (Triner)
20. "We love Dr. Davies!" (Davies)

Spanish

1. "N/A."
2. "Great 😊." "Bien 😊." (3)
3. "No." (4)
4. "Eveything is great!!!" "Todo bien!!!"
5. "Appointments at their time." "Citas a su tiempo." (Miller)
6. "Great." "Bueno." (Piekarz)
7. "Everything is great." "Todo esta bien." (Baum)
8. "It is great." "Es bueno."
9. "Everything is great." "Todo bien." (7)
10. "Everything is very great." "Todo esta muy bien." (2)
11. "Everything is excellent." "Todo esta excelente." (2)
12. "It is perfect." "Es perfecto." (Dodis)
13. "They are great." "Estan bien." (Baum)
14. "Everything is perfect." "Todo perfecto." (Baum)
15. "I think that up until today, the services offered are very good." "Creo que hasta hoy veo muy bien los servicios ofrecidos." (Dodis)

21. "Yes." "Si." (English response on a Spanish survey)
22. "😊." (Davies)
23. "Everything great!"
24. "You guys are doing very well." (Davies)
25. "Everything is fine to me."
26. "Sooner appointments more availability for emergency appointments."
27. "So great." (Baum)
28. "Keep it like now." (Newbrander)
29. "Doing great."
30. "All is good." (Dodis)
31. "No everyone has a great personality."
32. "Medical assistant to be more informed."
33. "More kid friendly area (toys)."
34. "Longer grace period."
35. "Everything has been good." (Triner)
36. "Pay them more money lol." (Marepalli)
37. "Everything is fine."
38. "You guys did a great job."
39. "A/c in the rooms."
16. "Nothing, it is very great." "Nada es muy bueno." (Piekarz)
17. "It is great." "Esta bien." (2)
18. "Everything is ok!!" "Todo esta ok!!" (Triner)
19. "It takes a while to obtain appointments. They are usually booked." "Se tarda un poco en obtener citas. Casi siempre tienen lleno." (Marepalli)
20. "The doctor was too sarcastic. I would not return with her again. I am not sure." "La doctora fue muy sarcastica no regresare con ella de nuevo no lo se."
21. "Do not improve, everything is in order." "No mejorar, todo en orden." (Triner)
22. "Do not stop caring for in this matter." "No dejar de atender de esta manera." (Triner)
23. "Continue the service." "Mantener el serviico."
24. "Sending out referrals sooner." "Para los referidos enviarlos mas pronto."
25. "I have had the best attention I do not present any grievances." "He tenido la mejor atencion no presento quejas." (Marepalli)
26. "I am super content, I have nothing to say." "Yo estoy super contenta no tengo nada que decir." (Davies)
27. "Very good service." "Muy buen servicio." (2)
28. "Everything seems great to me." "Todo esta muy bien para mi."
29. "Everything is great I do not have a problem with anything." "Todo bien no tengo problema en nada." (Newbrander)
30. "I think everything is fine, thank you." "Para mi todo es excelente gracias."
31. "Everything is very good I like the service a lot." "Todo esta muy bien me gusta mucho su servicio." (Piekarz)
32. "For now, the service is great." "Por ahorita esta bien el servicio."

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

English

- YES: 175
- NO: 0

Spanish

- YES: 149
- NO: 0

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

English

- Baum: 37
- Davies: 18
- Dodis: 6
- Marepalli: 20
- Miller: 4
- Newbrander: 6
- Piekarz: 36

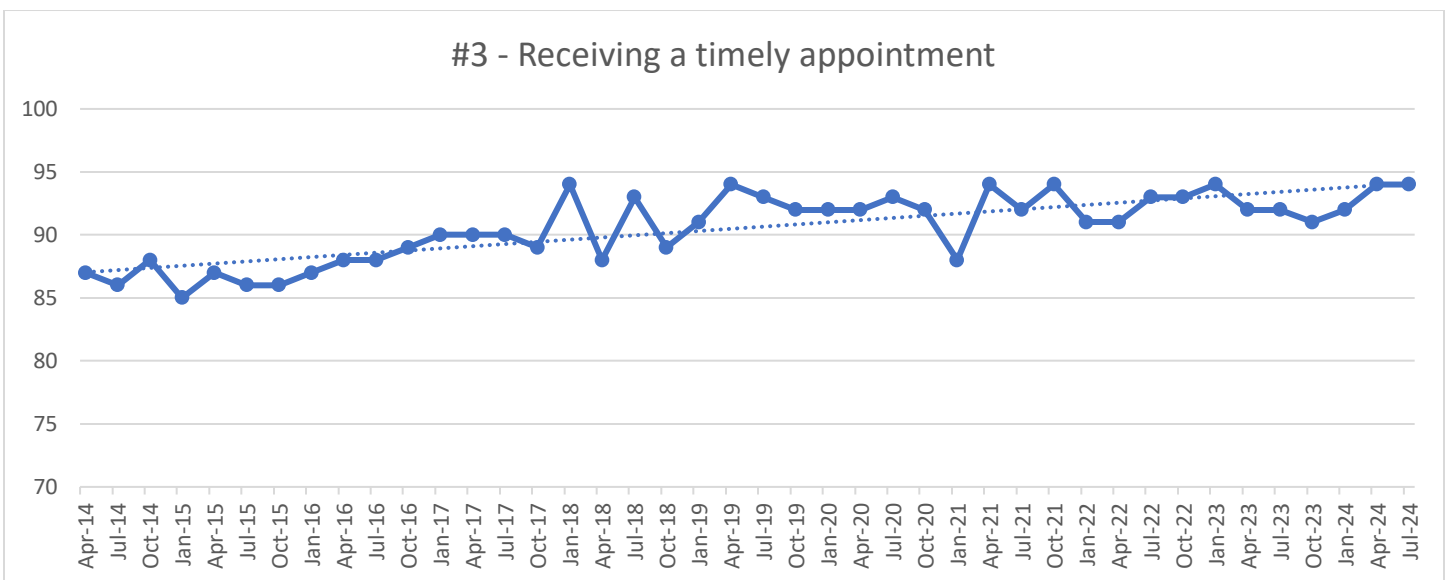
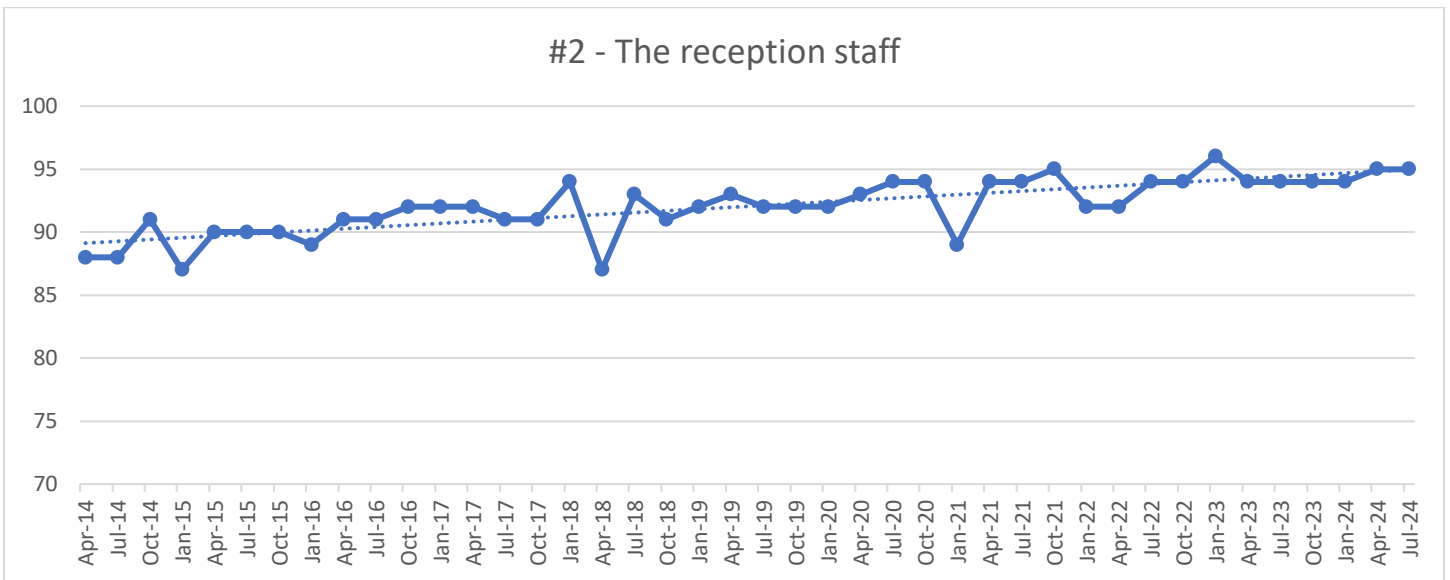
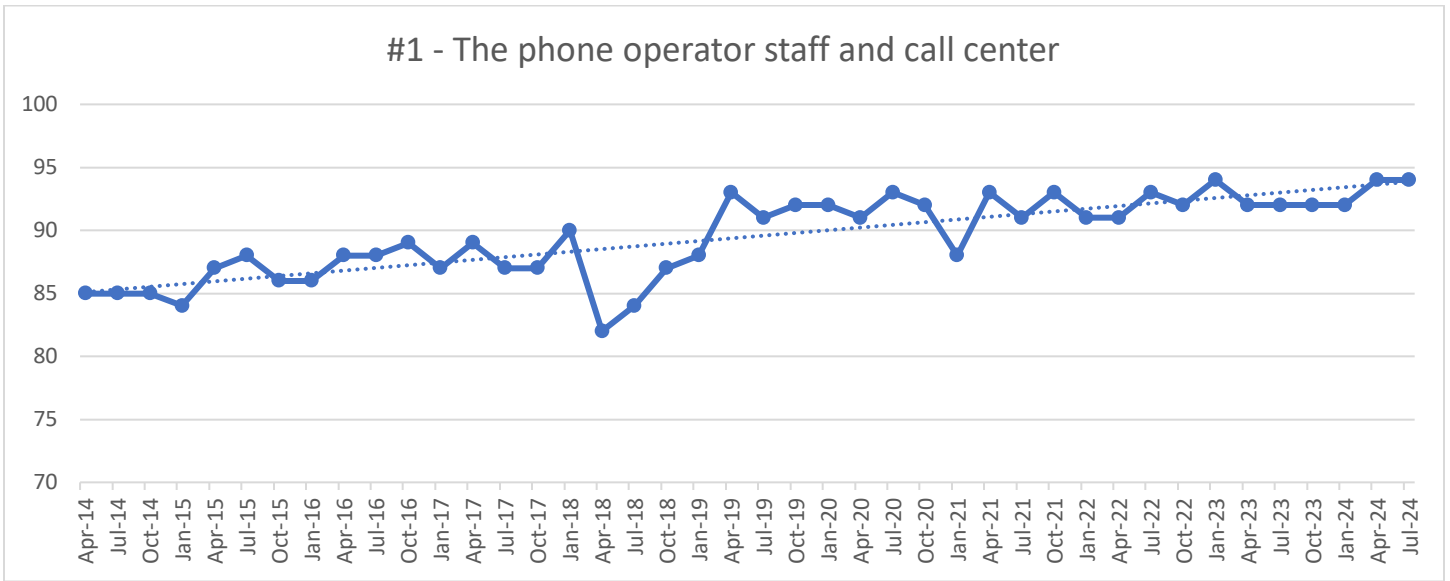
Spanish

- Baum: 35
- Davies: 12
- Dodis: 22
- Marepalli: 26
- Miller: 9
- Newbrander: 6
- Piekarz: 40

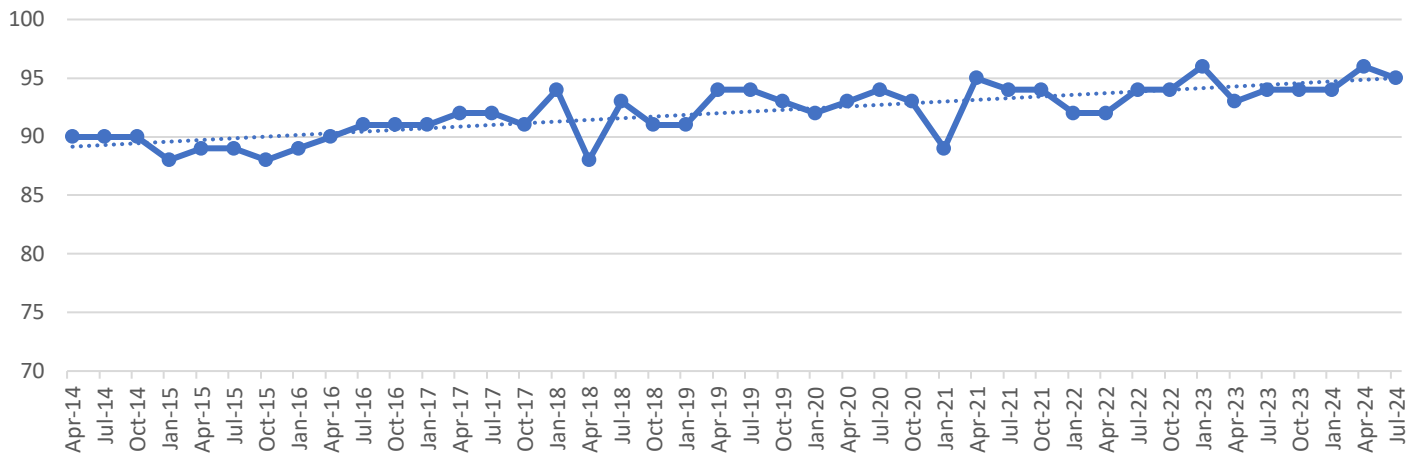
- Triner: 35
- Weaver: 5

- Triner: 34
- Weaver: 1

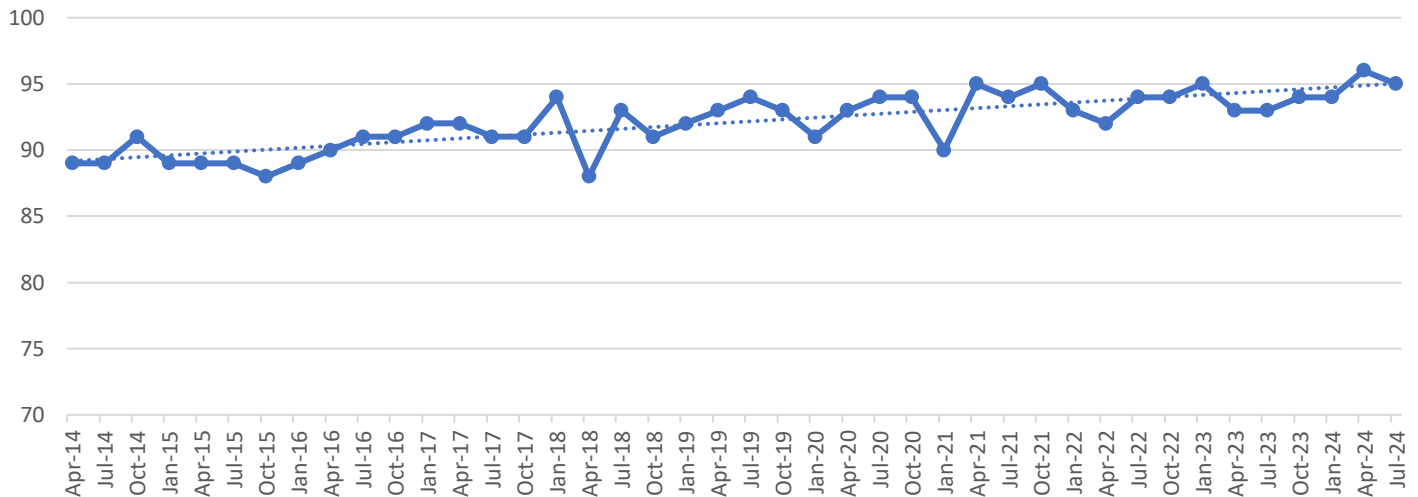
Individual Question Results with Trendlines



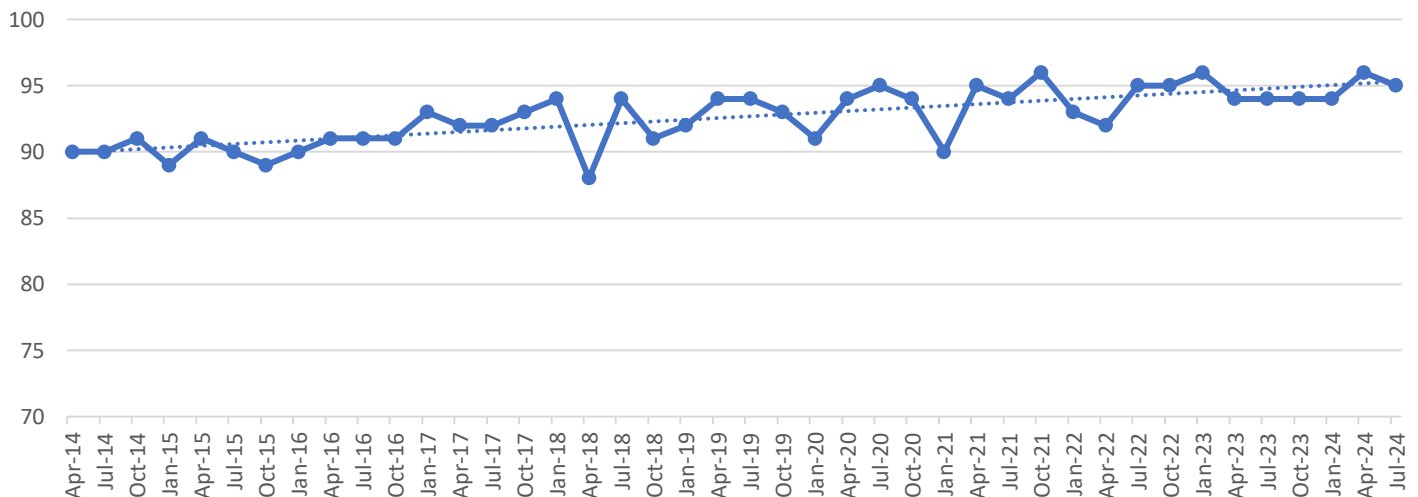
#4 - Education and explanation of plan provided in a way that I can understand



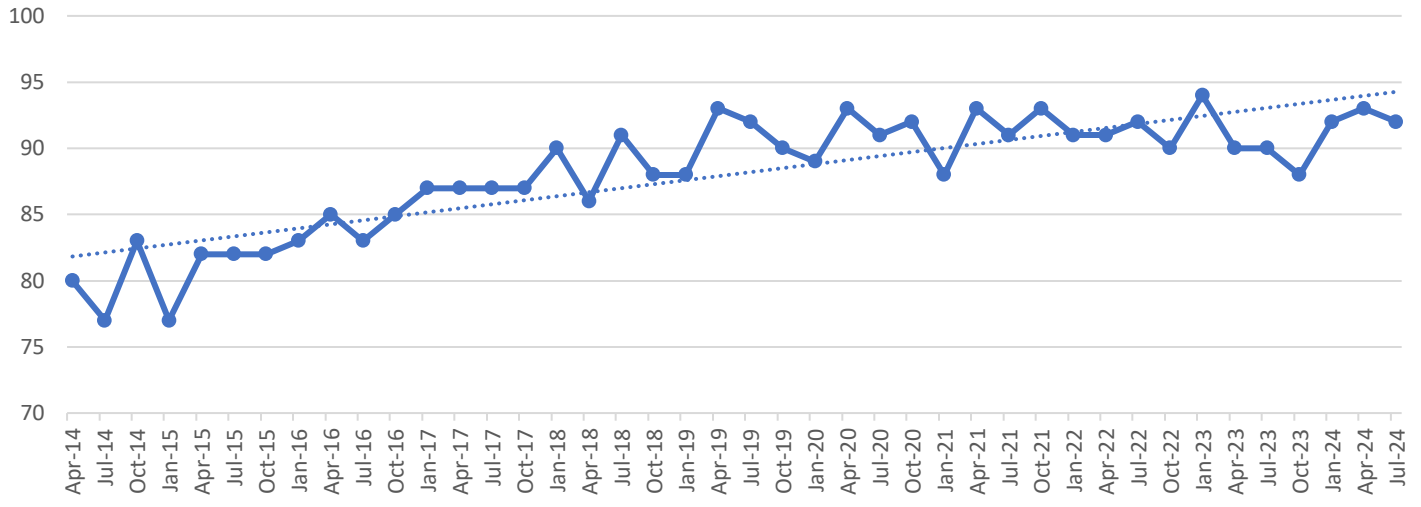
#5 - The follow-up and coordination of my care



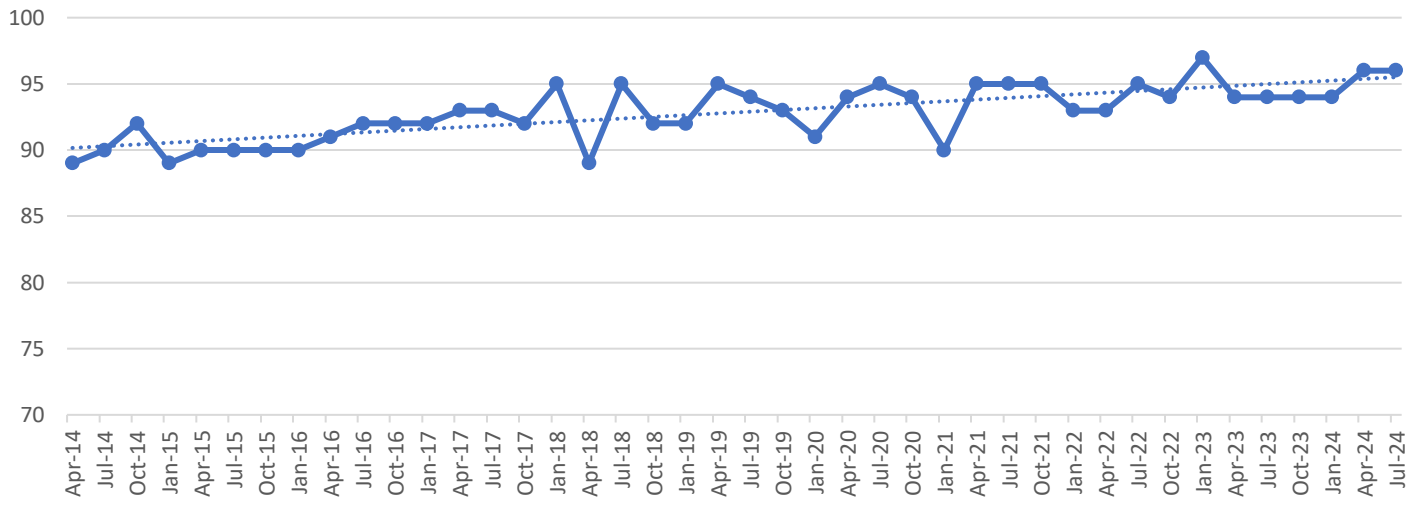
#6 - The staff addressing my medical needs today



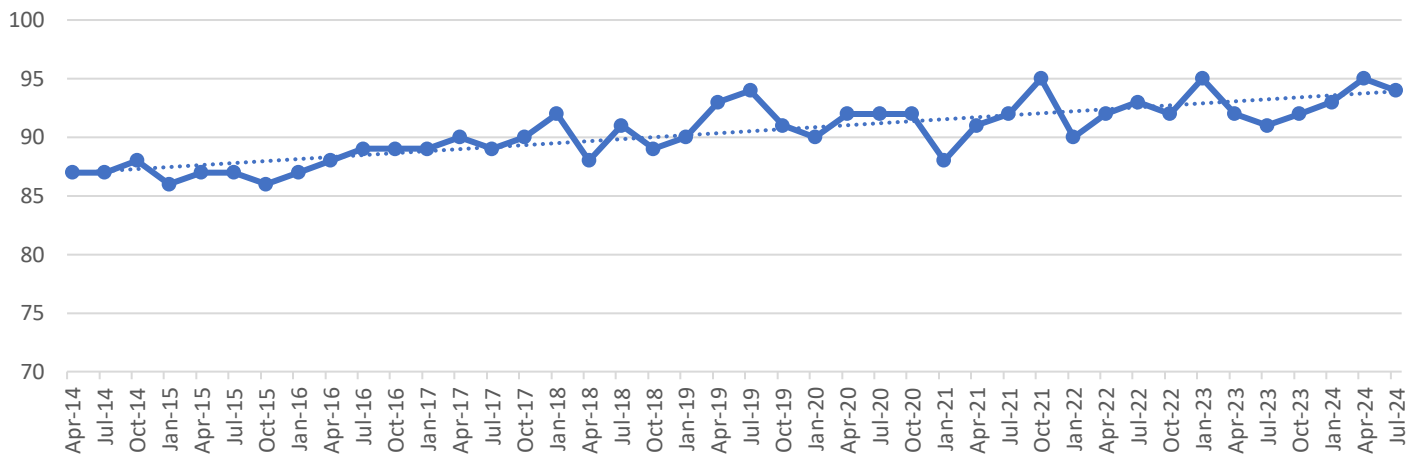
#7 - The time spent waiting



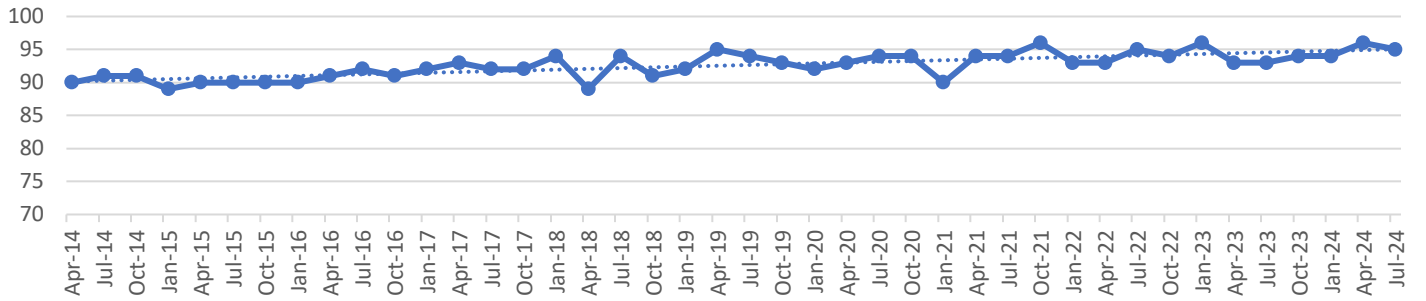
#8 - The respectfulness of staff



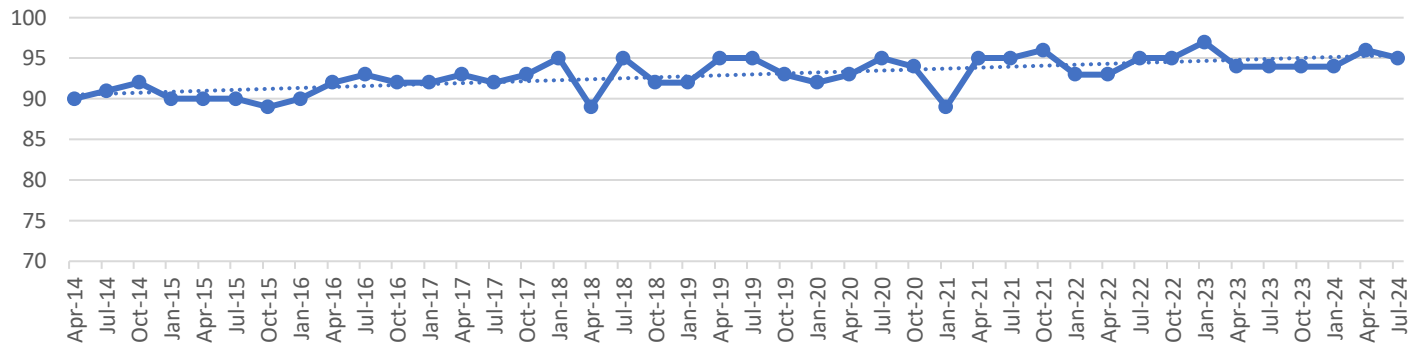
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



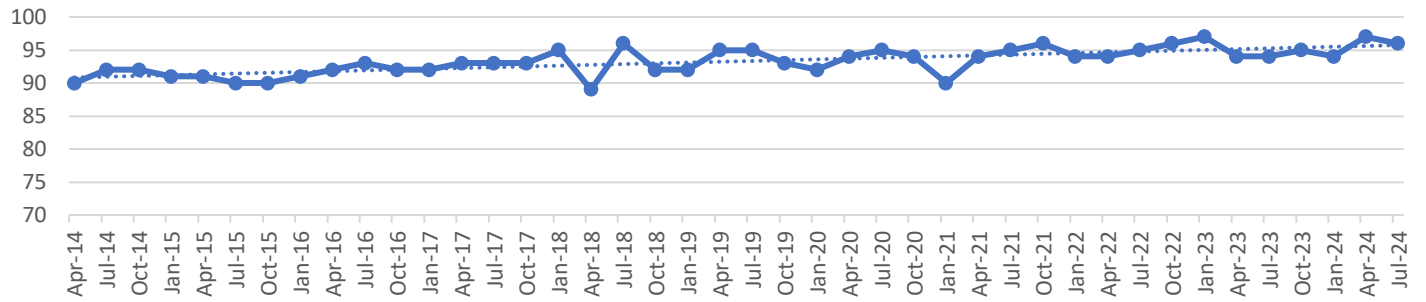
#10 - The handling of my personal medical information in a private and confidential manner



#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?

