

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental) 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 96%. 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.

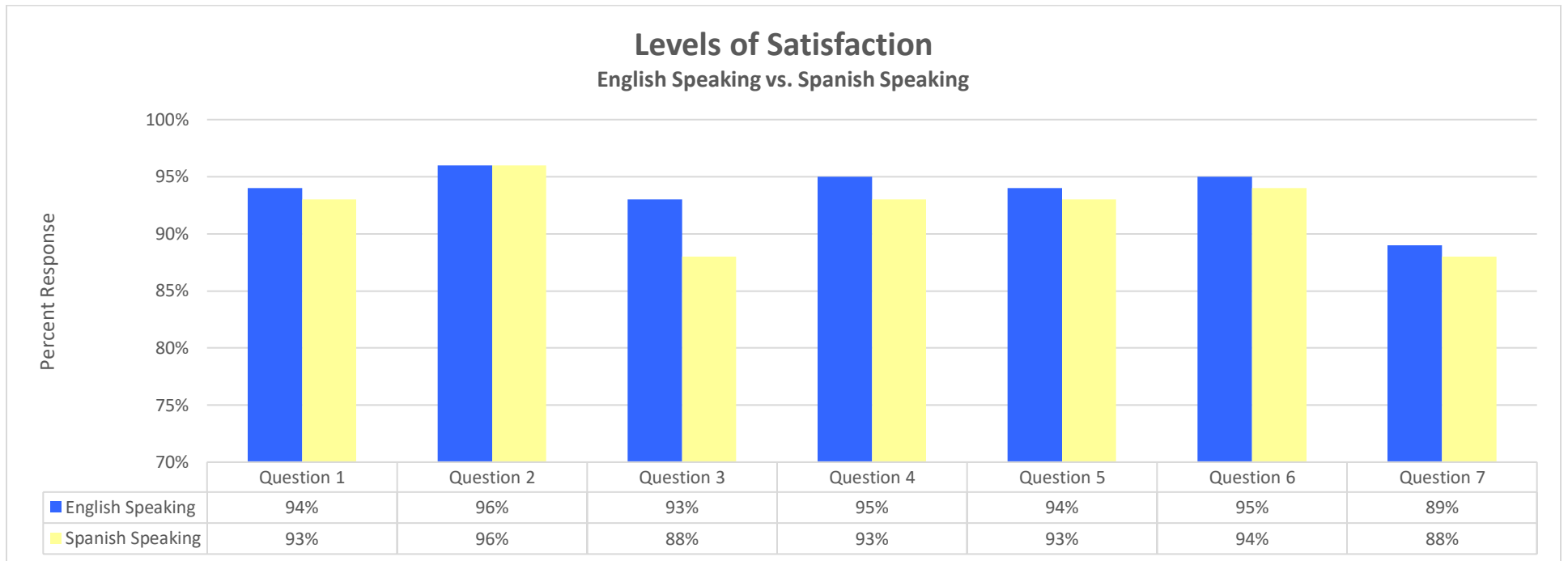
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024	Level of Satisfaction October 2023
1. The phone operator staff and call center	93%	93%	92%	92%
2. The reception staff	96%	96%	95%	95%
3. Receiving a timely appointment	90%	89%	88%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	92%	94%
5. The follow up and coordination of my care	93%	92%	92%	94%
6. The staff addressing my medical needs today	95%	94%	92%	95%
7. The time spent waiting	89%	90%	89%	89%
8. The respectfulness of staff	95%	94%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	91%	92%
10. The handling of my personal medical information in a private and confidential	95%	94%	93%	94%
11. Your medical/dental assistant	94%	93%	93%	93%
12. Your health/dental provider (MD/DO, nurse practitioner, midwife, PA, DDS/DMD, RDH)	94%	93%	93%	94%
13. Overall, how satisfied are you with the Health Center?	95%	93%	94%	95%

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%

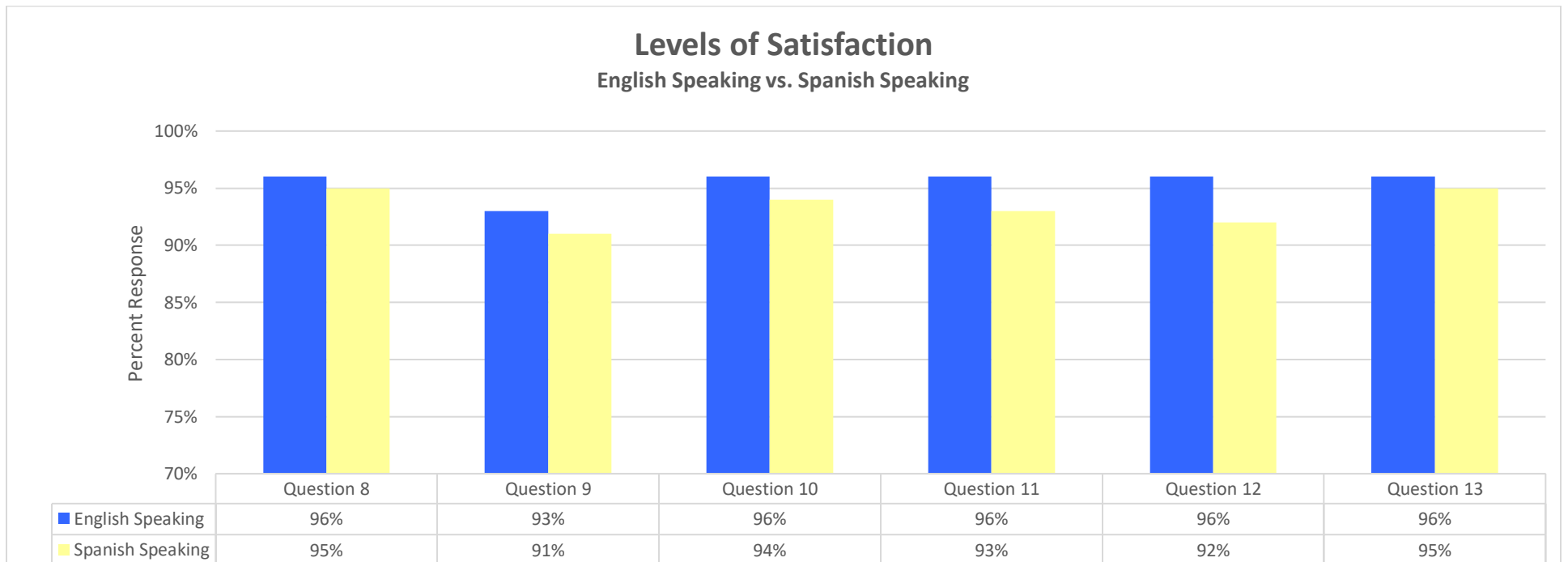
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	145 73%	194 71%	47 24%	71 26%	4 2%	7 3%	3 2%	3 1%	0	0
2. The reception staff	158 79%	225 82%	40 20%	46 17%	1 1%	4 2%	0	0	0	0
3. Receiving a timely appointment	144 74%	167 61%	36 18%	66 24%	11 6%	28 10%	5 3%	11 4%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	149 76%	184 68%	44 22%	75 28%	4 2%	11 4%	0	0	0	1 1%
5. The follow-up and coordination of my care	141 72%	193 70%	50 26%	68 25%	5 3%	12 4%	0	3 1%	0	0
6. The staff addressing my medical needs today	150 76%	202 74%	46 23%	65 24%	1 1%	4 2%	0	1 1%	0	0
7. The time spent waiting	124 64%	152 56%	45 23%	87 32%	19 10%	27 10%	7 4%	5 2%	0	2 1%



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	160 81%	207 77%	36 18%	52 19%	1 1%	9 3%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	139 72%	166 63%	41 21%	82 31%	12 6%	16 6%	0	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	154 79%	201 75%	40 20%	56 21%	2 1%	11 4%	0	0	0	0
11. Your medical assistant	165 83%	178 70%	29 15%	62 24%	4 2%	15 6%	0	1 1%	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	162 82%	173 68%	31 16%	70 28%	4 2%	9 4%	0	3 1%	0	0
13. Overall, how satisfied are you with the Health Center?	158 81%	202 75%	34 17%	60 22%	4 2%	6 2%	0	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: 51

N/A: 18

YES: 4

Comments:

1. "All staff are nice!" (George)
2. "Keep it like that." (Guzman)
3. "Yes, and it was okay." (Piper)
4. "The experience is well." (George)
5. "Doctor rapidly contacted me about my concerns within 1 day." (Lamond)
6. "Not in the last week, but when I have left messages in the past, providers respond in a timely manner." (Lamond)
7. "Very good, they get back to me."
8. "Yes, received a return call w/in 24 hours or less." (Piper)
9. "Very good! 😊."
10. "Everything is perfect with this clinic I love this place." (Uy)
11. "I left a message for my test results and took 3 days to return my call." (McCormick)
12. "Yes, it was satisfactory." "Si fue satisfactorio." (Spanish response on an English survey)
13. "No, but when I have they get back to me in a very timely manner." (Piper)

Spanish

NO: 64

N/A: 3

YES: 0

Comments:

1. "Very good." "Muy buena." (2)
2. "Very great." "Muy bien."
3. "Good." "Bueno." (McCormick)
4. "Yes, I have not received a call back." "Si, no he recibido una llamada de regreso."
5. "I received great treatment from the personnel and reception was very kind." "Tuve un trato muy bueno por parte del personal y de las de recepcion muy amables." (Piper)
6. "Nothing." "Ninguno." (Stern)
7. "I have left a message for the person that assists with the insurance medical card and an email and as of yet, I have not received a response." "Deje mensaje para la persona que ayuda con la tarjeta medica y correo electrónico y hasta ahorita jamás recibí respuesta." (Stern)
8. "Great with the referral person." "Bien con la persona de referidos." (Piper)

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

English

1. "N/A." (5)
2. "WIC services."
3. "None."
4. "My doctor." (Stern)
5. "The care." (Guzman)
6. "Location." (Akroush)
7. "Staff."
8. "Appt reminders." (Guzman)
9. "Voicemails."
10. "Speaking Spanish staff." (George)
11. "Great care." (George)
12. "Friendly environment." (Piper)
13. "Appointments are fast." (Guzman)
14. "The staff is very kind." (Piper)
15. "Reasonable price." (Akroush)
16. "Advice and suggestions from Doctor's Anna & Akroush." (Akroush)

Spanish

1. "The hours." "Los horarios."
2. "No." (2)
3. "Nothing." "Nada." (Piper)
4. "Everything." "Todo." (2)
5. "Everything is good." "Todo bien."
6. "Service." "Servicio."
7. "Communication." "Comunicación." (Akroush)
8. "Great communication." "Buena comunicación." (Akroush)
9. "Their attention." "Su atencion." (Uy)
10. "The accesible prices." "Los accesibles en precios."
11. "Excellent attention." "Excelent atención." (George)

17. "They did a great job knowing that some of these patients can't afford for all these services." (Uy)
18. "It's close to my area, everyone is respectful." (Guzman)
19. "The Elgin location staff is amazing! Friendly, efficient, helpful, and patient!" (Piper)
20. "The kindness, responsiveness, caring, & respectfulness of the staff. Concerns are immediately addressed and taken care of." (Piper)
21. "Everyone is very helpful." (Akroush)
22. "The personal they are so professional." (Guzman)
23. "Everything is helpful." (Stern)
24. "How everyone is so helpful." (Lamond)
25. "Timely appt."
26. "Closer to my house." (Stern)
27. "The doctors talking to me letting me know everything." (George)
28. "Quick service."
29. "Medicare during pregnancy." (Stern)
30. "Test results are available in a timely manner & I can view them from my phone." (Lamond)
31. "Appointment availability."
32. "Close to home." (Piper)
33. "My ob doctor Heather P." (Piper)
34. "Ability to be seen quickly." (Uy)
35. "How helpful the doctors are about my health." (Piper)
36. "Appointment reminders and text messages." (piper)
37. "Close from home and answers my question really well."
38. "The attentiveness and clear communication with process and recommendations." (Uy)
39. "The ease and convenience of appointments and the staff and doctors explaining things thoroughly." (George)
40. "Clean nice." (Safavinejad)
41. "Service." (McCormick)
42. "Nothing." (George)
43. "Patient plan."
44. "Elgin." (George)
45. "Location." (Safavinejad)
46. "Everything!"
47. "Receptionists are patient & understanding." (George)
48. "Everybody is so nice." (George)
49. "Not sure." (Uy)
50. "The packets to take home w/ information." (McCormick)
51. "The late afternoon appt." (Piper)
52. "Very helpful and satisfying." (McCormick)
53. "The phone calls to remind me my upcoming appointments." (Uy)
12. "The attention from the personnel is super great." "Su atencion del personal super bien." (McCormick)
13. "McCormick (excellent doctor along with her assistant)." "McCormick (exelente doctora al igual que su asistente)."
14. "Their services are very kind." "Sus servicios son muy amables." (Uy)
15. "When you schedule an appointment, and the call is very cordial." "Cuando hacen una cita y la llamada muy cordial."
16. "Improving my health." "Amejorar mi salud." (Guzman)
17. "That they care for me very well and it is close to home." "Que me atiende muy bien y esta cerca de casa." (George)
18. "That they speak Spanish." "Que hablan Espanol." (Guzman)
19. "They help me with my health." "Me ayuda en toda la salud." (Guzman)
20. "Taking care of my health." "Cuidar mi salud." (Piper)
21. "The consultations and what I may need." "Las consultas y lo que necesito."
22. "With everything in respect to my children's health." "En todo con respecto a la salud de mis hijos." (Uy)
23. "It is close to me." "Esta cerca de mi." (Safavinejad)
24. "That there are afternoon appointments." "Que hay citas por la tarde." (Safavinejad)
25. "That they care for us well." "Que lo atienden muy bien." (Guzman)
26. "Dentist." "Dentista." (Akroush)
27. "The attention of any kind." "La atencion de cualquier tipo." (Safavinejad)
28. "The quality of the service and the dental services are economically easily accessible for those of us without dental insurance." "La calidad del servicio y el servicio dental es de fácil acceso económicamente para quienes no tenemos seguro dental." (Safavinejad)
29. "Control of pregnancy." "Control de embarazo." (Guzman)
30. "The entire personnel in general, the calls to confirm medical appointments." "Todo el personal en general, las llamadas para confirmar las citas medicas." (Piper)
31. "General medical services and dental services and laboratory." "Servicios medicos general y dentales servicio y laboratorio." (Safavinejad)
32. "The attention from the doctor and receptionist." "La atencion de la doctora y recepcionistas." (Piper)

54. "I really like my doctor." (McCormick)
55. "Punctuality and how they tend to."
"Puntualidad y como atienden." (Spanish response on an English survey)
56. "The staff is incredibly helpful." (Piper)
33. "The doctors take their time to explain to us and understand us. The personnel is very kind." "Los doctores se toman el tiempo para explicarnos y atendernos/ el personal es muy amable." (Safavinejad)
34. "Maintaining great health." "Mantener una buena salud." (Akroush)
35. "The appointments are easy to schedule."
"Las citas son faciles de aser." (Uy)
36. "Appointments for my children and medical care." "Citas de mis hijos y cuidado medico." (Safavinejad)
37. "The area where this clinic is located is secure and very accessible to the community." "El lugar donde se encuentra esta clinica es un lugar seguro y muy acceisible para la comunidad." (Safavinejad)
38. "Economical." "Lo económico." (George)
39. "Appointment reminders." "Recordar citas." (Stern)
40. "Their attention." "Su atencion." (Lamond)
41. "That I receive medical attention." "Que recibo la atencion medica." (George)
42. "With the attention towards my health." "Con la atencion a mi salud." (Stern)
43. "It helps me in the absolute, now with the help of your services, I feel well and everything in my pregnancy is great." "Me ayuda en lo absolute, ya que gracias a sus servicios me siento bien y todo en mi embarazo esta bien." (Lamond)
44. "With my medical appointments." "En mis citas medicas." (Stern)
45. "The personnel that they have and that my children have a great medical process." "El personal q tienen y que mis hijos tengan un buen procedimiento medico."
46. "My family's entire health and accessible with everything." "En la salud de toda mi familia y accesible en todo." (Stern)
47. "The distance and the attention in Spanish."
"La distancia y la atención en Español." (Stern)
48. "The appointment reminder." "El recordatorio de las citas." (Uy)
49. "The calls before my appointments help me so I do not miss appointments." "Las llamadas antes de mis citas me ayuda mucho para no faltar a mis citas." (Lamond)
50. "Caring for my health." "Cuidar de mi salud."
51. "Their afternoon hours and weekends." "Su horario en la tarde y fin de semanas." (Stern)
52. "The medical service." "El servicio medico." (Piper)
53. "The service." "El servicio."

54. "It is a very clean location, the personnel are very kind." "Es un lugar muy limpio, el personal muy amable."
55. "Very kind, thank you." "Muy amables gracias." (Akroush)
56. "Having a better understanding of the state of my pregnancy." "A comprender mejor el estado de mi embarazo." (Piper)
57. "It is very clean." "Es muy limpio."
58. "With everything, all of the services we have received my family, and I are excellent." "En todo, los servicios que hemos recibido yo y mi familia es un excelente." (Piper)
59. "More dentistry." "Mas odontología." (Akroush)
60. "All of the services that my daughter and I have received have been excellent." "Todos los servicios que he recibido con mis hijas han sido excelente servicio."
61. "Knowing the state of my health and my baby's." "Para saber la salud de mi y mi bebe." (Piper)
62. "With the improvement of my health." "En el mejoramiento de mi salud." (Piper)
63. "To maintain better oral health." "A mantener una salud bucal mejor."
64. "The attention in general is very great." "La atencion en general es muy buena." (Piper)
65. "With my children's health." "En la salud de mis hijos." (Akroush)
66. "The price." "El precio." (Uy)
67. "They understand me well." "Me entienden bien." (Piper)
68. "Control of my pregnancy." "Control de embarazo." (Piper)
69. "The social treatment." "El tratamiento social." (Uy)
70. "Good." "Bueno."
71. "Immediate service, great attention." "Servicio inmediato, buena atencion." (Akroush)
72. "That they speak Spanish so much as the receptionists and the doctor and I understand all of the indications." "Que hablan Espanol tanto recepcionistas como la doctora y entiendo toda indicacion." (Piper)
73. "They are very kind and they will explain to you until you understand." "Son muy amables y te explican asta que entiendas." (McCormick)
74. "It helps me be calmer regarding my health." "Me ayuda a estar mas tranquila sobre mi salud." (McCormick)
75. "With my care and my daughter's care." "En mi cuidado y el cuidado de mis hijas." (McCormick)

76. "That they provide me with a great explanation regarding my health." "Que me dan una muy buena explicacion sobre mi salud."
77. "It is a comfortable place for medical checkups, the attention is great, and it is comforting how close it is to home." "Es un lugar confortante para tus chequos medicos la atención es buena, y me resulta muy cómodo por la cercanía de mi casa."
78. "They provide help regardless of not having insurance." "Prestar ayuda a pesar de no poseer seguro." (McCormick)
79. "With my family's health." "Con la salud de mi familia." (Akroush)
80. "The dental treatments." "Mi tratamiento dental."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (17)
2. "None."
3. "Nothing." (2)
4. "No."
5. "No comment." (Piper)
6. "No complaints." (Piper)
7. "Waiting time." (McCormick)
8. "More dental locations." (Guzman)
9. "Open another dental clinic." (George)
10. "More appointments, another dental location?" (Akroush)
11. "More available appts." (Akroush)
12. "Everything good." (George)
13. "Getting ahold of our dental x-rays easier way. Like getting them same day." (Uy)
14. "More availability on weekends." (Guzman)
15. "The wait... now they have days that are better than others." (Piper)
16. "Additional healthcare services." (Uy)
17. "Nothing you guys are doing good." (Guzman)
18. "Operator staff + call center could use some help everyone seems very confused." (Piper)
19. "If we have to arrive 15 min early or be canceled, I expect to be called around my appt time. Sometimes it is 15 to 20 mins after my time I'm called." (Guzman)
20. "Everything was okay." (George)
21. "Everything is great." (Stern)
22. "Informing delay of wait time."
23. "I feel like Greater Family Health is a good clinic I don't think they need to improve anything." (Stern)
24. "Time waiting for appt, every time I'm not seen till about 20 min past appt time."

Spanish

1. "No comments." "Sin comentarios." (2)
2. "More doctors." "Mas doctores." (Guzman)
3. "Nothing." "Nada." 4)
4. "I do not know." "No se." (2)
5. "More appointments." "Mas citas."
6. "Everything is great until now." "Todo esta muy bien esta ahora." (Piper)
7. "Everything is good." "Todo bien." (3)
8. "Everything is very good." "Todo muy bien." (3)
9. "Everything is very good at the moment." "Todo ha sido muy bien hasta el momento." (Piper)
10. "It is very good." "Es muy bueno." (Uy)
11. "Very great." "Muy bueno." (Uy)
12. "None." "Ninguno." (George)
13. "Another dental clinic." "Otra clinica dental." (Akroush)
14. "Everything is very satisfactory." "Todo es muy satisfecho." (McCormick)
15. "I think that everything is very good." "Pienso que todo esta muy bien." (McCormick)
16. "That the doctor's medical assistants be kinder." "Las asistentes del doctor sean mas amables." (Akroush)
17. "With nearer appointments." "Con citas mas cercanas." (Uy)
18. "Not having to wait so long during the appointment." "Que no tengan esperar tanto con tu cita." (George)
19. "I feel satisfied with the service." "Yo me siento satisfecha con su servicio." (Guzman)
20. "I have not had a problem as of yet. I do not have suggestions." "No e tenido algun problema hasta ahora no tengo sugerencia."

25. "Overall, really good experience, and a very good environment to be at."
26. "You are great. Thank you so much."
(McCormick)
27. "Immediate/emergency appt availability."
(Safavinejad)
28. "Everything is good."
29. "Everything is good so far." (Uy)
30. "Continue to do what you are doing."
31. "Nothing. I love this place as it is." (Uy)
32. "Wait times for appointments. I waited 45 min." (McCormick)
33. "Make a cancellation list to get in sooner."
(Piper)
21. "Educating the doctor's assistants." "Educar mas a los ayudantes de doctor." (Safavinejad)
22. "Personally, everything is great." "Para mi en lo personal todo esta bien." (Guzman)
23. "Leaving messages with the location that we have an appointment with." "Dejando los mensajes con el lugar q uno tiene la cita."
24. "Improving the dental appointment times and adding vision services." "Mejorar los tiempos de agendar cita dental y agregar el servicio de vision." (Akroush)
25. "I like the treatment." "Me gusta como es el trato." (Safavinejad)
26. "It is great with medical assistance." "Asi esta bien para asistencias medicas."
(Safavinejad)
27. "Improving the time spent waiting." "Mejorar el tiempo de espera." (Uy)
28. "For me, I received kind treatment." "Pues para mi tuve un trato muy amable." (Piper)
29. "Providing nearer appointments and not providing them in two or three weeks for lab results." "Talvez dar las citas un poco mas cerca y no darlas como a las dos o tres semanas para los resultados de exámenes."
30. "Continue how it is now with the professionalism that you have and the service you provide, thank you."
"Manteniendose como hasta ahora con ese profesionalismo que tienen en el servicio que dan gracias." (Safavinejad)
31. "Establishing more clinics with dental services." "Poniendo mas clinicas con servicio dental." (George)
32. "I think that you are fine." "Yo pienso que estan bien."
33. "Explaining all the information to the patient and taking the necessary time, not just dismiss patients." "Explicar bien al paciente la informacion y tomar el tiempo necesario, no casi correr al paciente." (Stern)
34. "Capable able to be cared with 2 modes of consults." "Poder atender con 2 medios de consulta." (Uy)
35. "From my point of view, it is very good, you are tending to great, thank you very much."
"A mi punto de vista esta muy bien esta atendiendo muy bien muchas gracias."
(Lamond)
36. "The personnel should be patient and ethical." "Que el personal tenga paciencia y ética con todos." (Stern)
37. "Excellent service." "Ecelente servicio."
(Piper)

38. "Continue treating u show you have been to this day." "Seguir atendiendo como lo vienen haciendo hasta la fecha."
39. "Providing great service to patients." "Dando un buen servicio al paciente." (Piper)
40. "For the momento, it has been very good with the services rendered." "Hasta el momento todo ha sido muy bien con los servicios que nos ha brindado."
41. "That we work together." "Que trabajamos juntos." (Akroush)
42. "Do not have us wait too long." "No dejar tanto tiempo en espera." (McCormick)
43. "More services and less referrals." "Mas servicios y menos referidos." (Uy)
44. "For me, it is perfect." "Para mi es perfecto." (George)
45. "Having timely appointments." "Teniendo citas mas cerca." (Uy)
46. "It appears that nothing has to change." "Me parece que no lo tienen que cambiar." (Piper)
47. "In this moment, everything is great." "En este momento esta bien todo."
48. "They have patients arrive 15 minutes before the appointment, but sometimes they won't tend to us until an hour after the appointment." "Hacen que los pacientes lleguen 15 minutos antes de la cita, pero aveces no atienden en la hora de cita."

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

English

- YES: 139
- NO: 1

Spanish

- YES: 242
- NO: 0

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

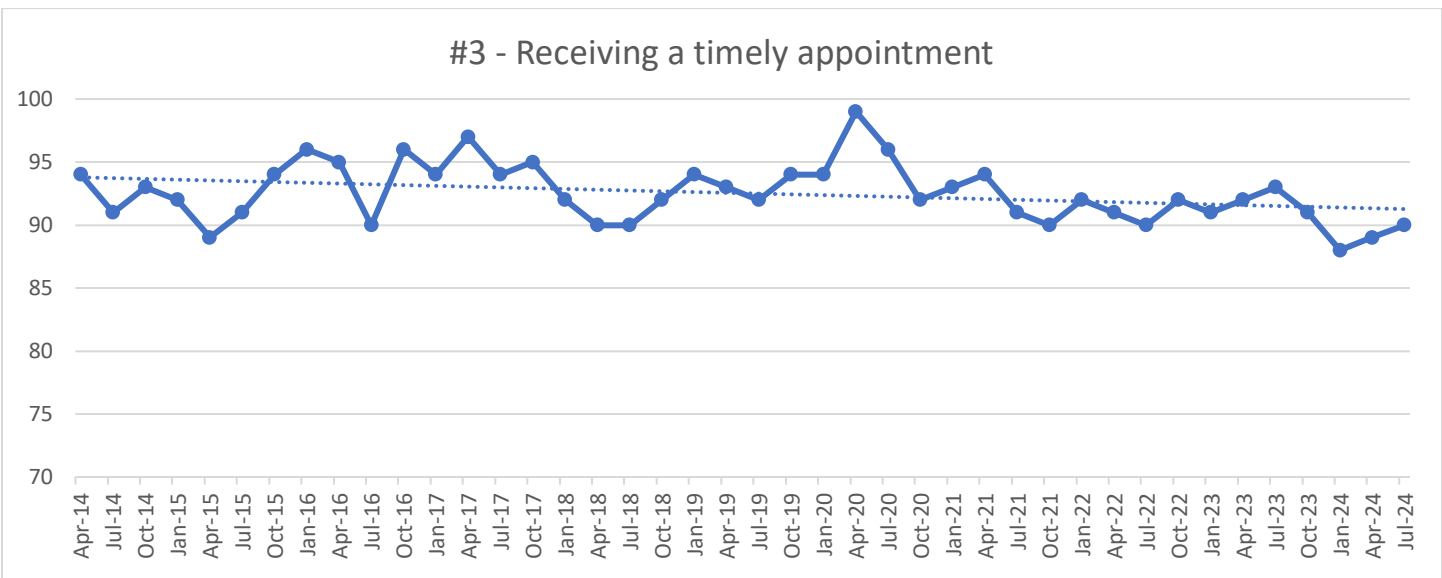
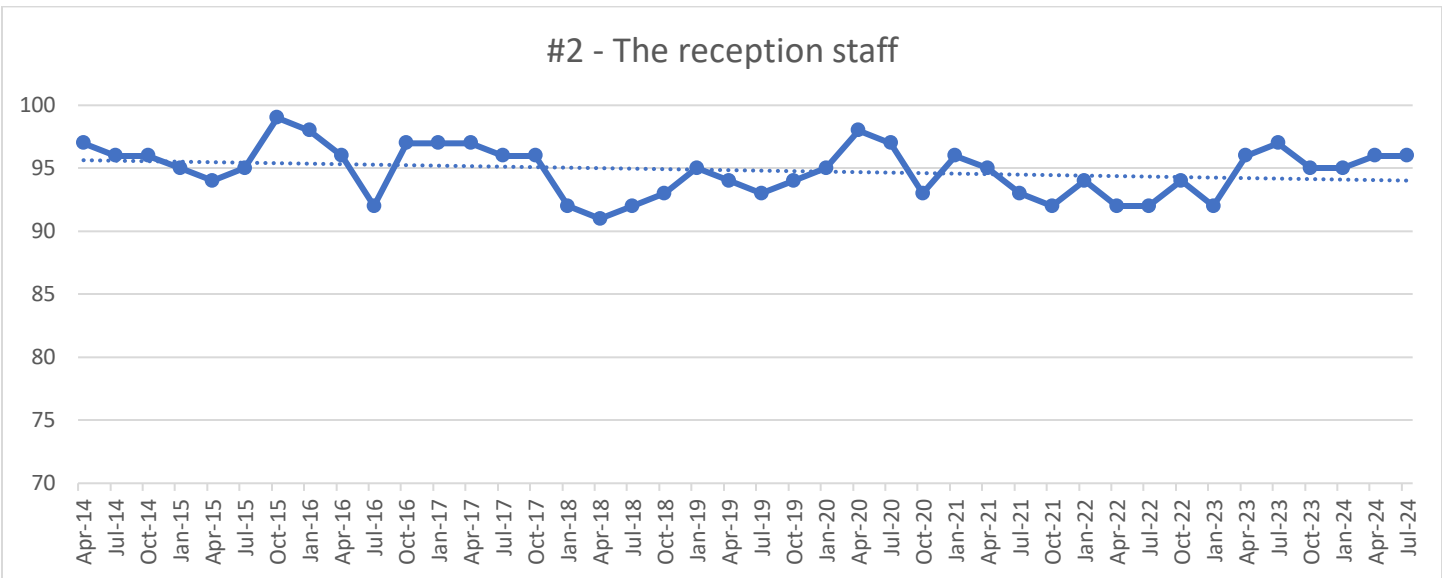
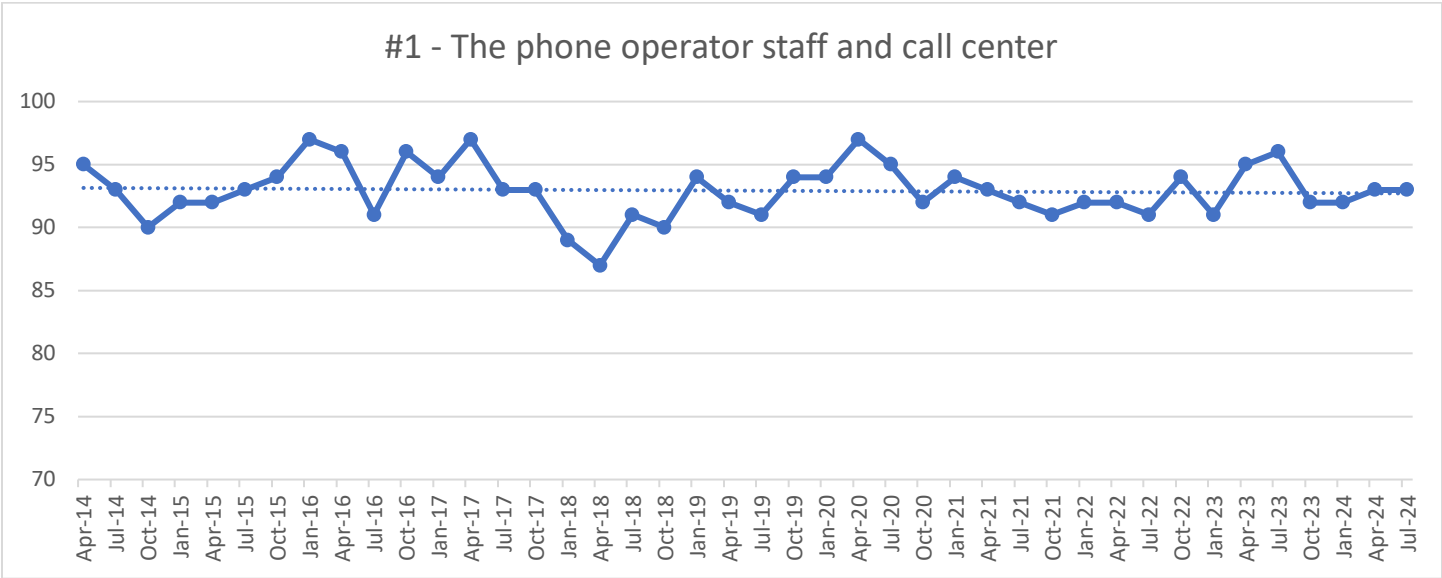
English

- Akroush: 16
- George: 20
- Guzman: 8
- Lamond: 10
- Piper: 16
- Safavinejad: 8
- Stern: 9
- Uy: 22

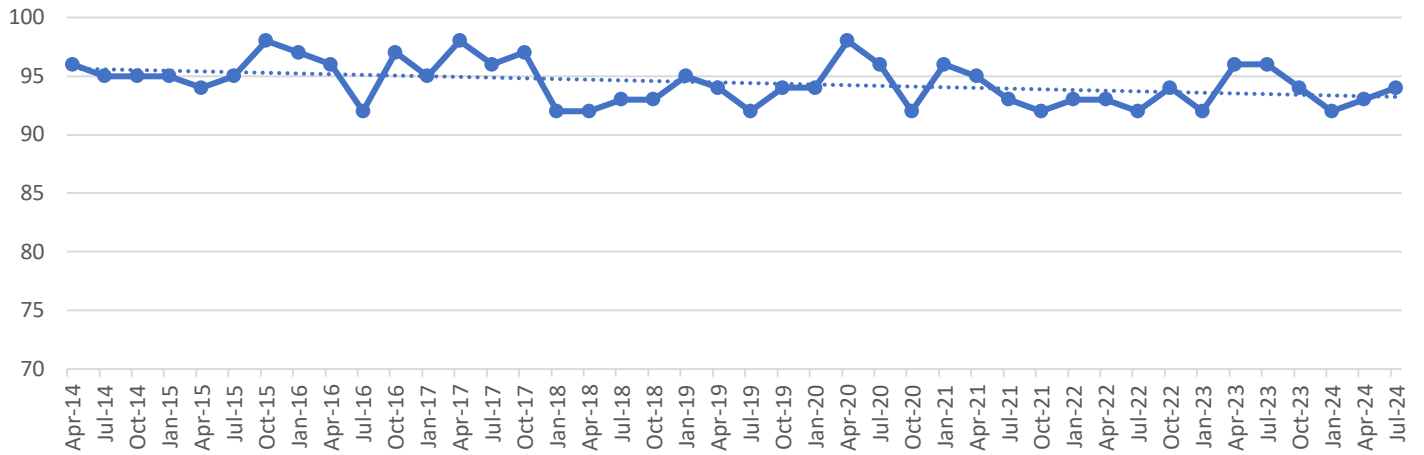
Spanish

- Akroush: 48
- George: 36
- Guzman: 12
- Lamond: 11
- McCormick: 21
- Piper: 45
- Safavinejad: 27
- Stern: 19
- Uy: 44

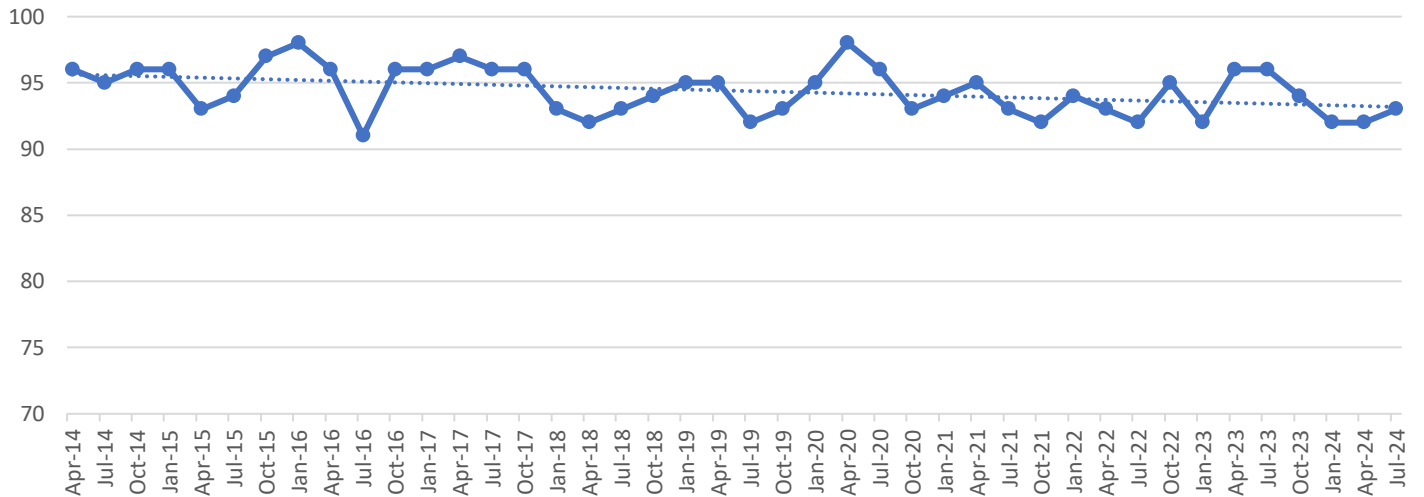
Individual Question Results with Trendlines



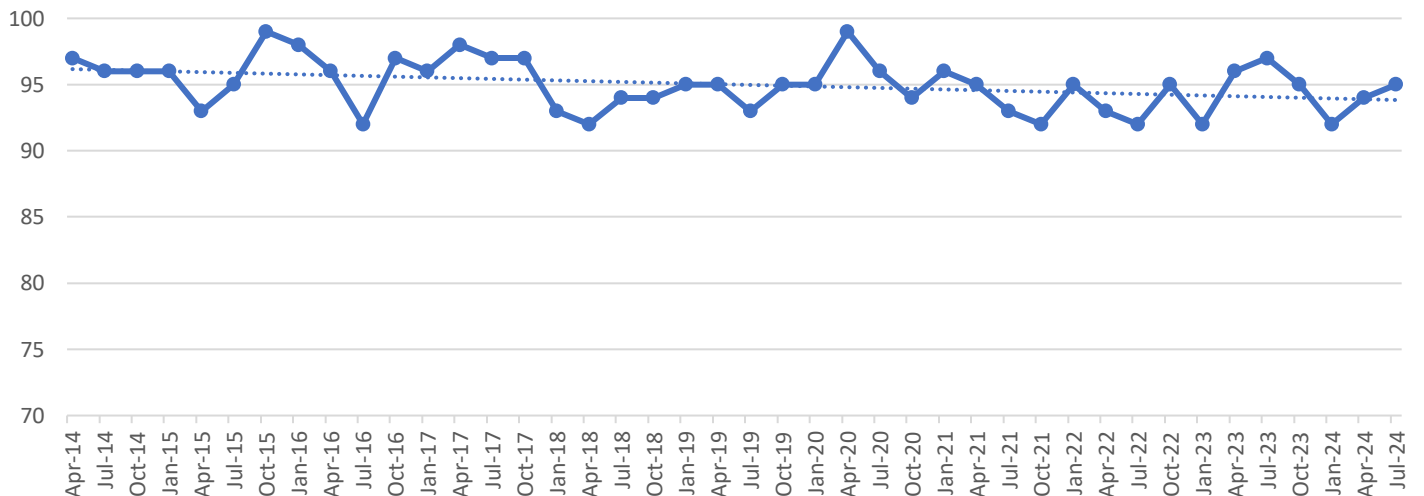
#4 - Education and explanation of plan provided in a way that I can understand



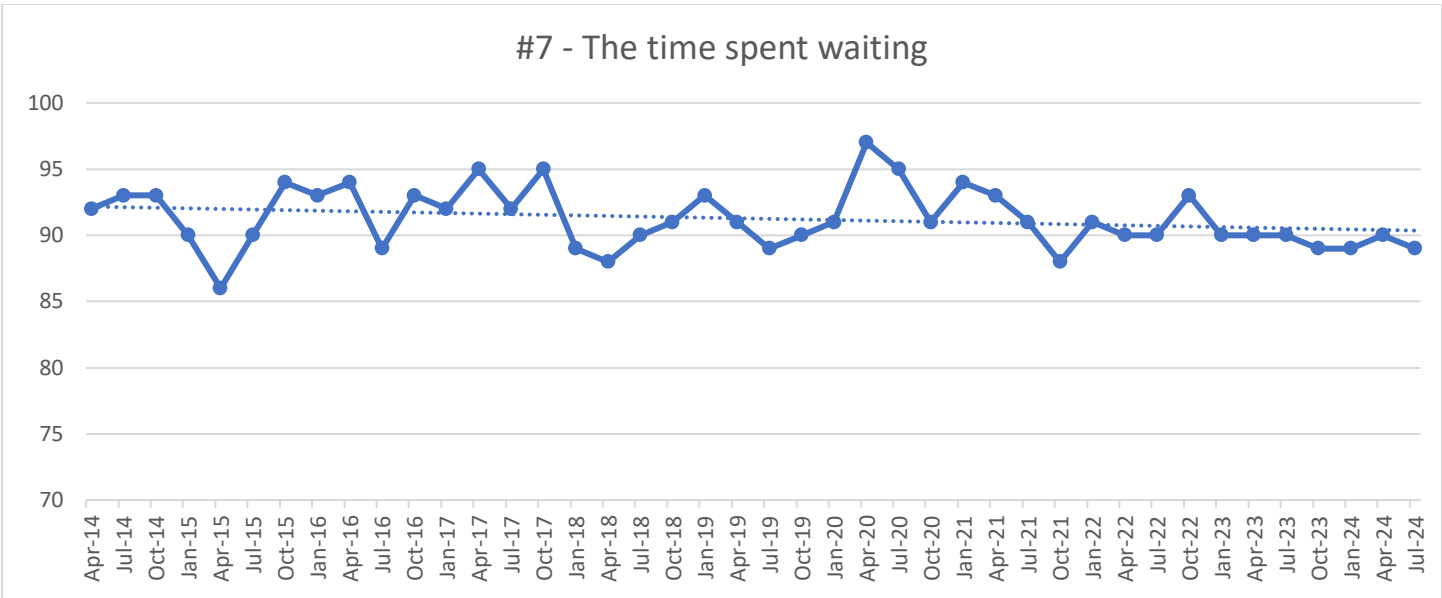
#5 - The follow-up and coordination of my care



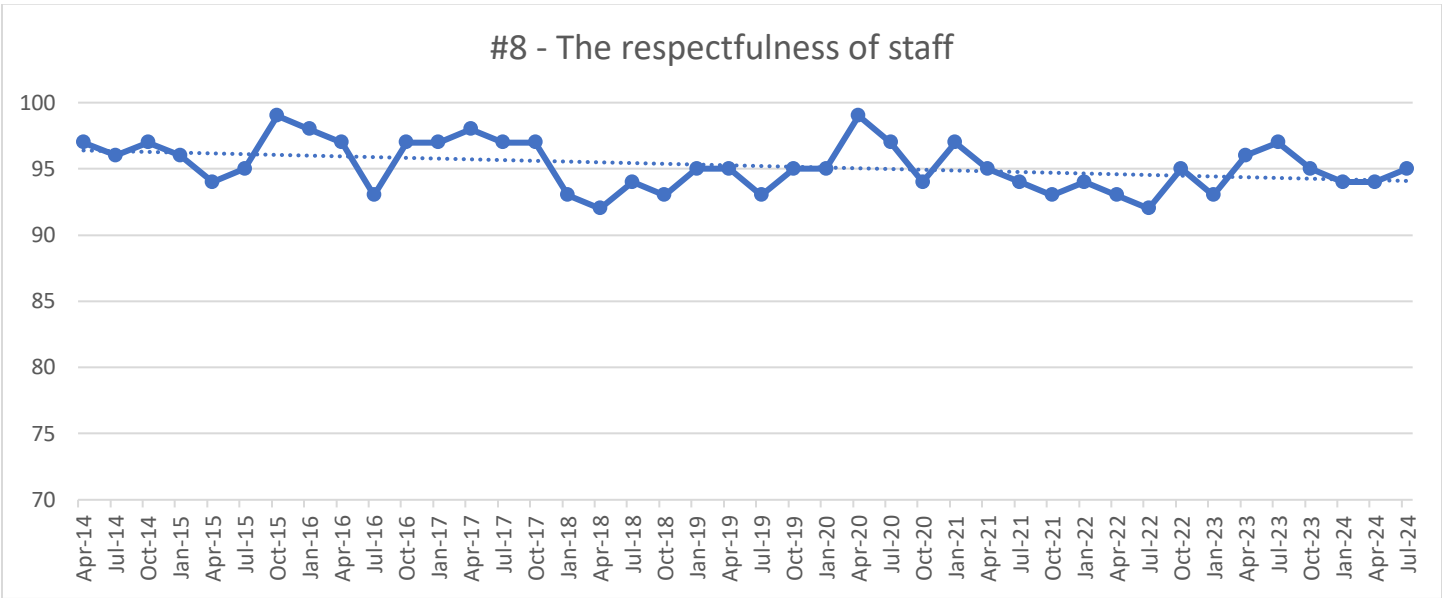
#6 - The staff addressing my medical needs today



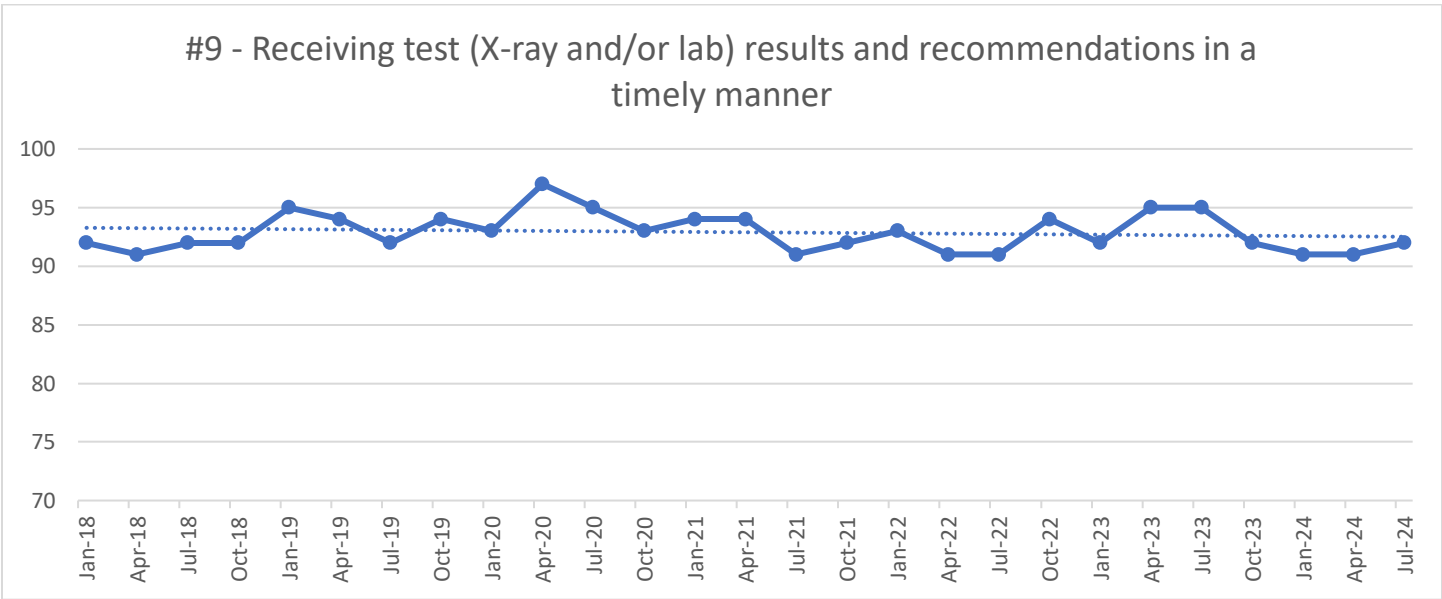
#7 - The time spent waiting



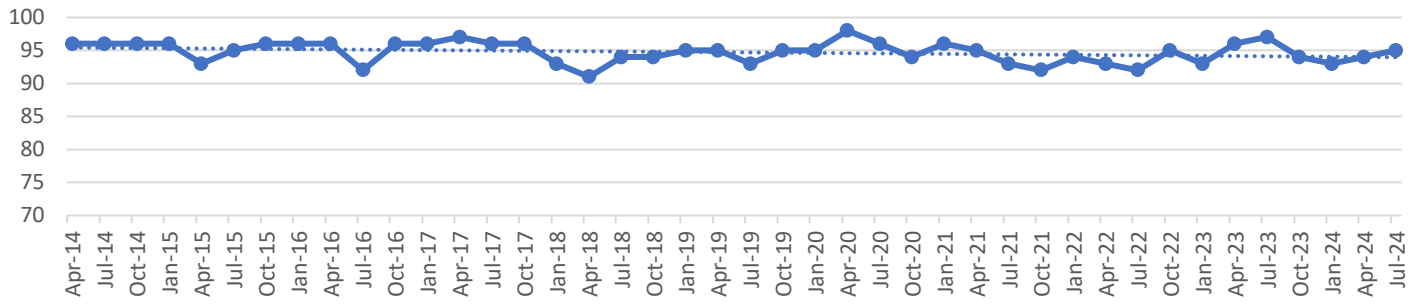
#8 - The respectfulness of staff



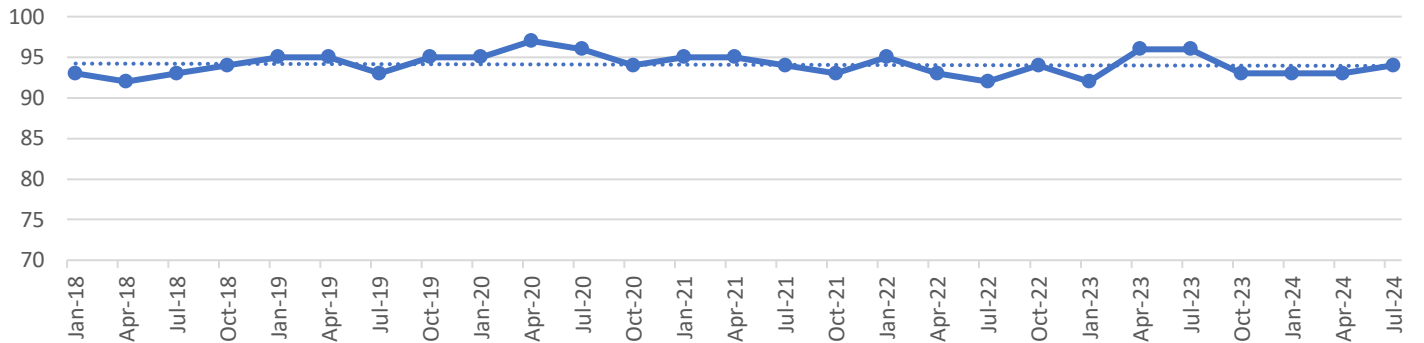
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



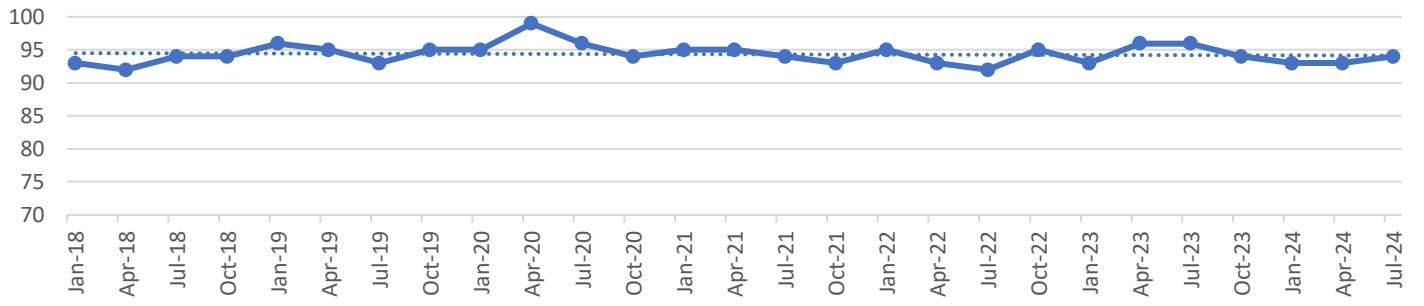
#10 - The handling of my personal medical information in a private and confidential manner



#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?

