

## Patient Satisfaction Survey 165 E. Plank Rd., Sycamore October 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.

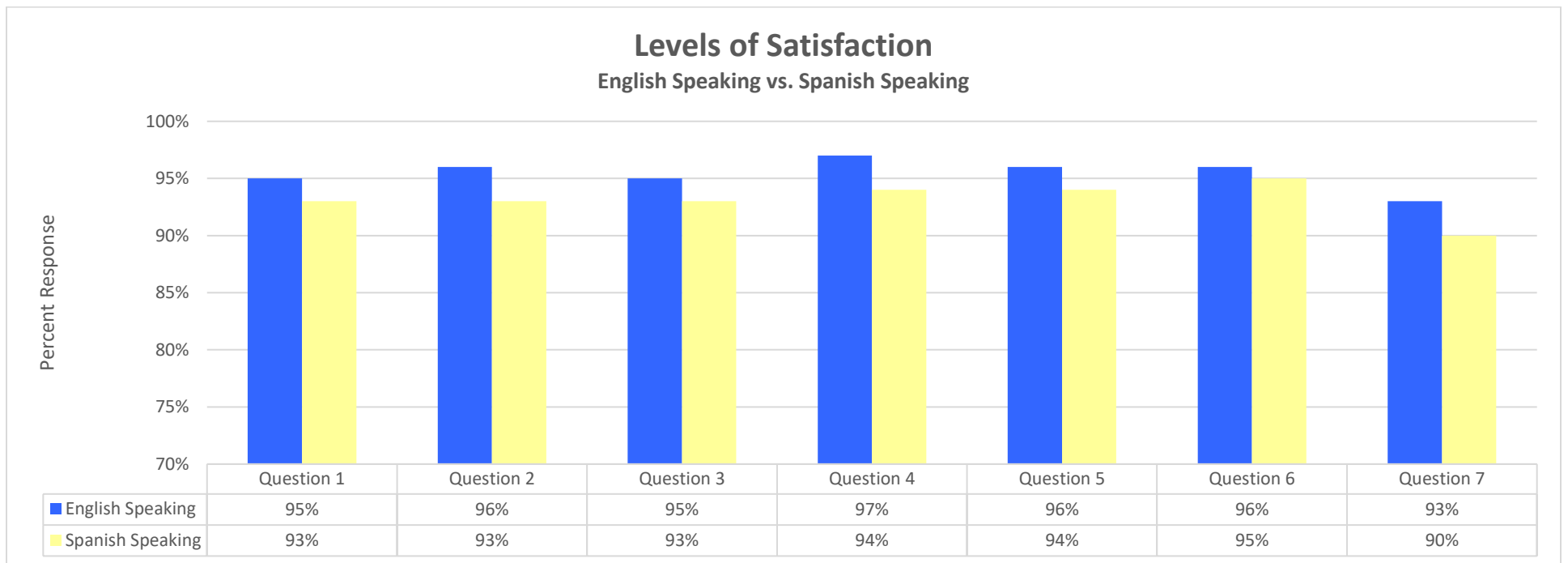
<b>165 E. Plank Rd., Sycamore – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	94%	91%	92%	90%
2. The reception staff	95%	93%	94%	94%
3. Receiving a timely appointment	94%	92%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	96%	92%	94%	93%
5. The follow up and coordination of my care	95%	92%	94%	94%
6. The staff addressing my medical needs today	96%	93%	94%	94%
7. The time spent waiting	92%	91%	91%	92%
8. The respectfulness of staff	96%	93%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	92%	92%	92%
10. The handling of my personal medical information in a private and confidential	95%	93%	94%	93%
11. Your medical assistant	95%	93%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	96%	93%	93%	95%
13. Overall, how satisfied are you with the Health Center?	95%	93%	93%	94%

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

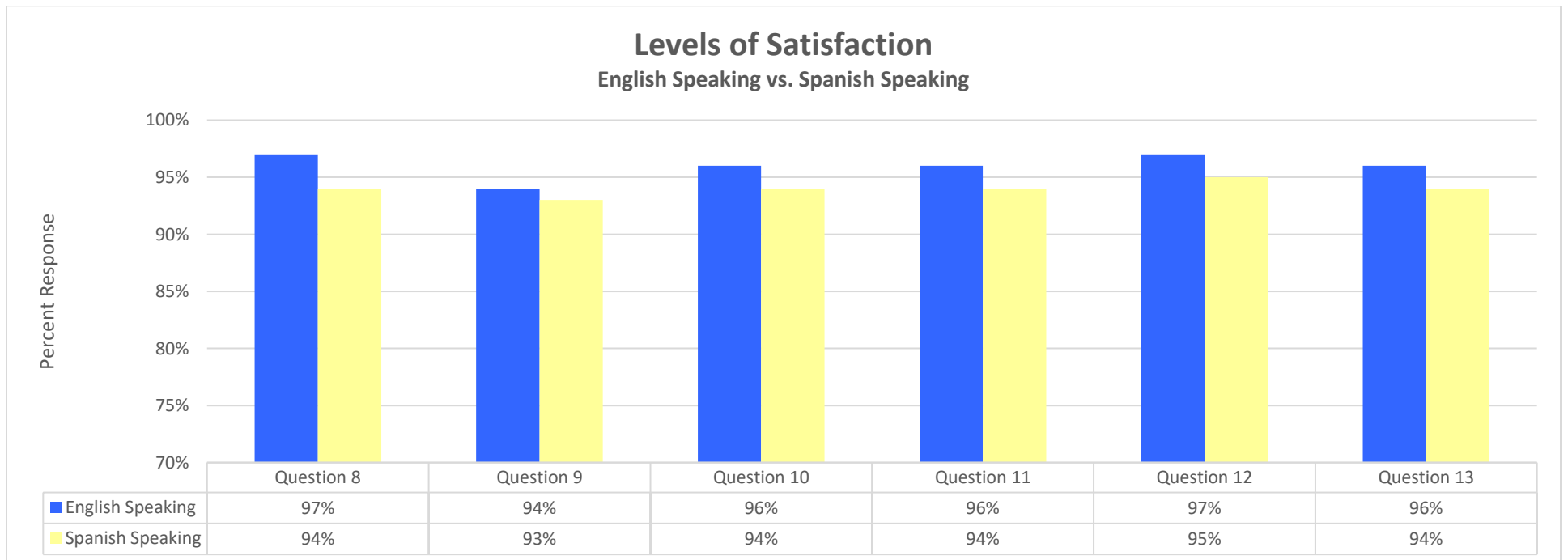
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	172 80%	94 72%	30 14%	27 21%	9 4%	6 5%	2 1%	2 2%	1 1%	1 1%
2. The reception staff	178 83%	99 76%	29 14%	24 19%	6 3%	2 2%	0	3 2%	1 1%	2 2%
3. Receiving a timely appointment	173 81%	98 74%	27 13%	26 20%	9 4%	6 5%	3 1%	1 1%	1 1%	1 1%
4. Education and explanation of plan provided in a way that I can understand	177 84%	100 76%	33 16%	28 21%	2 1%	2 2%	0	1 1%	0	1 1%
5. The follow-up and coordination of my care	174 81%	98 75%	35 16%	31 24%	3 1%	0	1 1%	0	1 1%	2 2%
6. The staff addressing my medical needs today	181 85%	102 78%	26 12%	27 21%	4 2%	0	0	1 1%	1 1%	1 1%
7. The time spent waiting	161 75%	85 65%	37 17%	33 25%	12 6%	6 5%	4 2%	5 4%	0	2 2%



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	183 87%	100 78%	26 12%	25 19%	1 1%	2 2%	0	1 1%	1 1%	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	163 78%	86 68%	32 15%	36 29%	13 6%	2 2%	2 1%	1 1%	0	1 1%
10. The handling of personal medical info in a private and confidential manner	176 83%	99 77%	30 14%	27 21%	5 2%	1 1%	1 1%	0	1 1%	2 2%
11. Your medical assistant	182 85%	99 76%	27 13%	27 21%	4 2%	1 1%	1 1%	0	0	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	182 86%	104 80%	27 13%	24 19%	2 1%	0	0	0	1 1%	2 2%
13. Overall, how satisfied are you with the Health Center?	175 82%	98 76%	35 16%	28 22%	2 1%	1 1%	1 1%	0	1 1%	2 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: 67

N/A: 23

YES: 4

#### **Comments:**

1. "My experience here is good, ya'll doing great job."
2. "They call back within a day or 2."
3. "Yes, -Piper at Elgin- no call back."
4. "Yes, got back to me in a timely manner."
5. "Sometimes my messages get through."
6. "Quickly in responded and very professional."
7. "Great staff and service was fast and efficient. Explained everything in detail and let me know exactly what I needed to know."
8. "My experience was really good."
9. "I said that I had a good experience and staff was respectful."
10. "Yes, they are very patient and understanding."
11. "Go back to me very fast. I love it."
12. "Yes, I have. It was a good experience very satisfied."
13. "Great experience, friendly staff."
14. "Best experience ever."

#### **Spanish**

NO: 34

N/A: 0

YES: 2

#### **Comments:**

1. "Good." "Bueno"
2. "I called to change an appointment the person who answered was nice." "Llame para cambiar cita y fue muy buena la persona que contesto."
3. "It's my first appointment." "Es mi primera cita."

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

#### **English**

1. "Getting my kids check up."
2. "Primary."
3. "Convenience." (Sofowora)
4. "Communication with staff and doctors." (Sofowora)
5. "The staff, friendly in the manner of respond."
6. "Staff knowing what to explain thoroughly."
7. "How friendly everyone is. It helps my nervousness." (Williams)
8. "The info that they help with."
9. "Dr. Sayles listened so well to all my concerns so grateful." (Sayles)
10. "Staff." (7)
11. "Nothing at all very helpful."
12. "Agnus was incredibly kind and explained things very clearly." (Gaszak)
13. "Great doctors and nurses."
14. "Not sure." (Anderson)
15. "Timely visits on time seeing me."

#### **Spanish**

1. "They accept me when I did not have insurance." "Me aceptaron cuando no tenia aseguranza."
2. "Everything." "Todo." (2)
3. "It helps me know more about my health and the doubts I have." "Me ayuda a saber mas acerca de mi salud y mis dudas que tengo." (Thompson)
4. "In my health." "En mi salud." (Williams)
5. "It helps me with everything I need with my health." "Me ayuda en todo lo que necesito en mi salud." (Sayles)
6. "No comments." "No comentarios."
7. "Know more about my health." "Saber mas de mi salud." (Gaszak)
8. "The attention they give me." "La atención que me dan."
9. "They have personnel that helps interpret, excellent service." "Que tiene personal que

16. "Good doctor."
17. "Medication refills."
18. "Accessibility." (2)
19. "Insurance."
20. "N/A." (7)
21. "Pricing."
22. "Answered all questions and concerns." (Gaszak)
23. "Great customer service." (Thompson)
24. "Service." (Sayles)
25. "Everything." (3)
26. "No long wait."
27. "I'm never made to feel stupid." (Sayles)
28. "Close to home like staff."
29. "Great nurses and the Dr!" (Williams)
30. "Reminders of appointments." (Williams)
31. "Appointment availability."
32. "The most helpful is the staff letting me know to be 15 minutes early for my appointments." (Spencer)
33. "Services." (Williams)
34. "They listen and so courteous." (Sayles)
35. "Most helpful was the appointment reminders." (Anderson)
36. "Times." (Sofowora)
37. "Staff and constant communication."
38. "They are very helpful."
39. "Everyone is so caring."
40. "Walk-ins." (Thompson)
41. "Speed of appointments."
42. "The staff is very polite, respectful. They get you in and out in a timely manner."
43. "The staff is amazing." (Gaszak)
44. "To be able to come in for same day appointments and get understandable answers with solutions for everything." (Sayles)
45. "Knowing what are the options for my child and having it explained in a way we understand." (Sofowora)
46. "Everyone; the operator helped me schedule with the right doctor." (Sofowora)
47. "Doctors that listen." (Sayles)
48. "Dr. Thompson." (Thompson)
49. "Convenience."
50. "Has multiple locations, I've moved a while ago was able to continue with doctor." (Sayles)
51. "Very helpful and great." (Williams)
52. "Respect and accommodation." (Sayles)
53. "The reception." (2)
54. "Ease." (Thompson)
55. "Answering my questions and providing info, options, and solutions." (Anderson)
56. "Affordable care." (2)
57. "Time and patient." (Williams)
- ayuda a interpretar- excelente servicio." (Sofowora)
10. "They treat me good." "Me atienden bien."
11. "In my economic and in my health." "En mi economía y en mi salud." (Sayles)
12. "The access to people without medical insurance." "El acceso a personas sin seguro medico." (Anderson)
13. "The control of the diabetes." "El control de mi diabetes." (Thompson)
14. "Your attention." "Su atención." (2)
15. "Everything how they treat me." "Todo como me atienden."
16. "They are always willing to look for an appointment when i need it." "Siempre están dispuestos a buscar una cita cuando la necesito." (Sofowora)
17. "They address me in my language." "Que me atienden en mi idioma."
18. "First time and they treated me good." "Primera vez y me atendieron bien." (Thompson)
19. "The language from the receptionist." "El lenguaje de las recepcionistas."
20. "Fast appointments." "Citas rápidas."
21. "Economic." "Económico."
22. "They treat me good." "Me atienden bien." (Sayles)
23. "There are people there to translate." "Hay personas ahí para traducir."
24. "It is good." "Esta bien."
25. "It helps me maintain my health." "Me ayuda a mantener mi salud."
26. "Your excellent service and personnel very kind, additionally helping people with low resources." "Su excelente servicio y personal muy amable además de ayudar a personas de bajos recursos."
27. "It has helped me in a lot of forms, health and personal." "Me ayudado de muchas formas sobre mi salud y personal."
28. "They take me in without insurance." "Me reciben sin aseguranza." (Anderson)
29. "Economic, my medical insurance does not cover a lot." "Económico, mi seguro médico no tiene mucha cobertura." (Anderson)
30. "Pay according to my income." "Pago según mis ingresos." (Anderson)
31. "The treatment from everyone make me feel good." "El tratamiento de todos me hace sentir bien." (Gaszak)
32. "Understand what I need to know about my appointment." "Entender lo que necesito saber respeto a mi cita." (Thompson)
33. "There is not a lot of wait." "Que no hay mucha espera."

58. "Staff and service."
59. "Yes."
60. "To be listened."
61. "Understanding what is going on within myself and medical wise." (Sayles)
62. "Knowing what is going on with me." (Sayles)
63. "That the staff is welcoming."
64. "Good overall."
65. "Great service."
66. "Amber was helpful and professional." (Sayles)
67. "Timely checkups."
68. "Options to pick MD to see." (Sayles)
69. "All staff cares." (Sayles)
70. "Always makes time to see me quickly."
71. "The whole experience."
72. "So friendly and great listeners." (Sofowora)
73. "Available appointments."
74. "The staff is very polite and understanding."
75. "Easy going process."
34. "The reminder." "El recordatorio." (Anderson)
35. "My health." "Mi salud." (Anderson)
36. "Everything was excellent." "Todo fue excelente." (Anderson)
37. "Very good attention." "Buena atención." (Anderson)
38. "Helping me have my appointment on time." "Ayudándome a tener mi cita a tiempo." (Peifer)
39. "Your service." "Su servicio."
40. "Speaking my language." "Hablando mi idioma."

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "N/A." (30)
2. "Stop moving us reocurrent patients come 15 min early to have us wait 30 min to be seen." (Gaszak)
3. "Everything is going well." (Williams)
4. "Nothing they are doing good." (Anderson)
5. "Keep treating people as humans." (Anderson)
6. "Not sure." (Thompson)
7. "Nothing really." (Sayles)
8. "Better communication on appointments." (Sayles)
9. "Non-appointment related: find way not to print old test requests this will save on paper." (Sayles)
10. "Keep up the great work."
11. "None."
12. "Add another lab room or have someone extra to be aware of others and their own time." (Sayles)
13. "Everyone is great." (Anderson)
14. "No problems."
15. "IDK."
16. "Keep up you all doing great."
17. "Not having a long wait time for patient." (Sofowora)
18. "Don't change." (Spencer)
19. "Another location closer to where I live." (Thompson)
20. "So far everything is great."
21. "Nothing- great experience every time." (Sayles)

##### **Spanish**

1. "Everything is good." "Todo esta bien." (9)
2. "That they always ask the mom about the insurance why don't they take care of that before the appointment." "Que siempre le preguntan a la mama lo de la aseguranza, porque no lo arreglan antes de la cita." (Sofowora)
3. "To me everything is good." "Para mi todo esta bien."
4. "It is excellent." "Es excelente." (Anderson)
5. "Having more specialist." "Tengan mas especialistas." (Sayles)
6. "Do not make us wait too long in the waiting área." "No nos hagan esperar tanto en la sala de espera." (Gaszak)
7. "For the moment, everything is good." "Por el momento todo esta bien." (Williams)
8. "Up until now it is good." "Hasta ahora esta bien."
9. "Be able to have a family consultation instead of just being able to see two patients at a time. I have to drive several times a week just for my family to be seen." "Podría hacer consulta familiar en vez de solo ver a dos pacientes. Tengo que llamar varias veces a la semana para que mi familia pueda ser atendida."
10. "Please don't take too long to see us." "Por favor no tardar tanto tiempo para atendernos."
11. "It is good." "Es bueno."

22. "Friendliness of reception staff."
23. "More people."
24. "Everything good." (3)
25. "Not asking personal questions in lobby."  
(Gaszak)
26. "Wait time."
27. "More doctors."
28. "No improvements."
29. "Nothing to improve love everything about  
greater health."
30. "Doing excellent." (Sayles)
31. "Just keep doing what you're doing."
32. "I really can't say much that they need to  
improve on."
33. "Improve calling Dr. follow up appointments."  
(Sofowora)
34. "Call center getting info right." (Sofowora)
35. "You guys are great." (Sayles)
36. "Everything great in my eyes."
37. "You're good."
38. "Excellent experience (Night appts not as  
efficient)." (Sayles)
39. "Nothing all is great." (Sofowora)
40. "Keep it the way it is." (Anderson)
41. "Don't have patients take their children out of  
school for a follow up on normal results.  
These could have been explained over the  
phone. This caused us to worry as well."
42. "Keep up with the welcoming vibe."
43. "N/A everything is wonderful." (Sayles)
44. "Nothing keep up the good work." (Sayles)
45. "Not much improvement, already great."
46. "They all good."
12. "Attending even if its 5 minutes late."  
"Atendiendo, aunque sea 5 minutos tarde."
13. "Be faster." "Sean mas rápidos."
14. "Nothing." "Nada." (Anderson)
15. "Having people that speak Spanish."  
"Teniendo a personas que hablan español."
16. "Accepting HMO." "Aceptar seguro HMO."
17. "More Spanish speaking people." "Mas  
personas que hablen español." (Anderson)
18. "For the moment everything is good." "Por el  
momento todo esta bien."
19. "Personally, there is nothing to improve."  
"Personalmente no hay nada que mejorar."  
(Sofowora)

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

**English**

- YES: 169
- NO: 1

**Spanish**

- YES: 52
- NO: 0

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

**English**

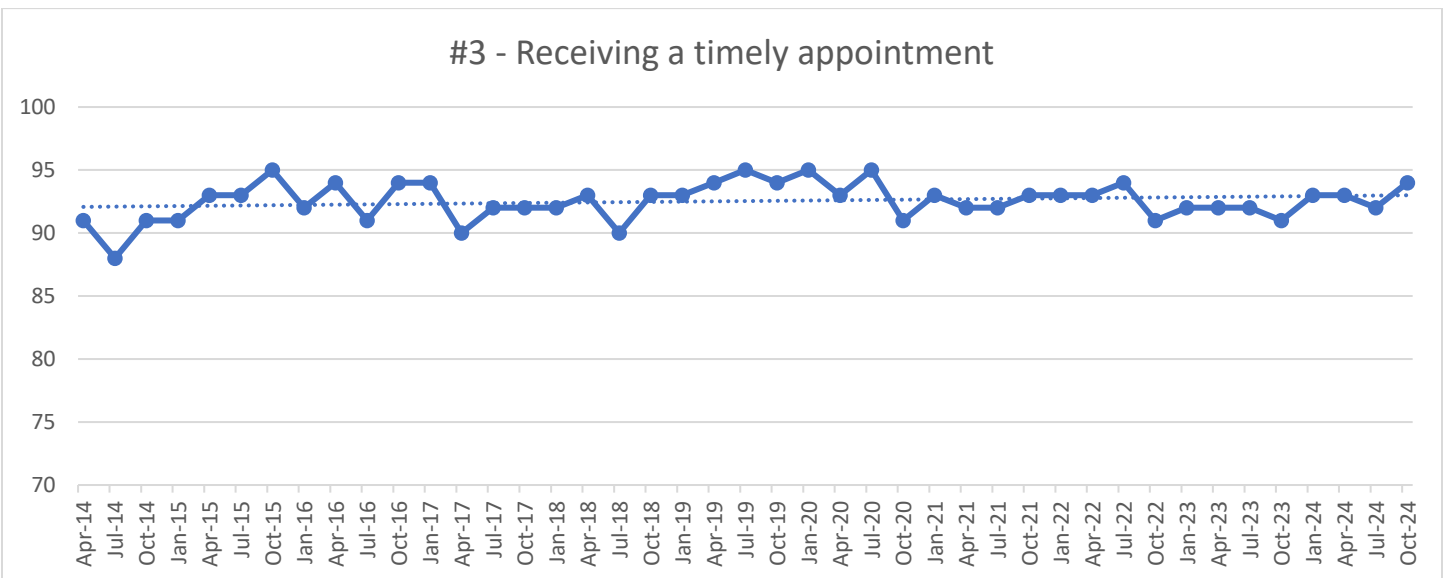
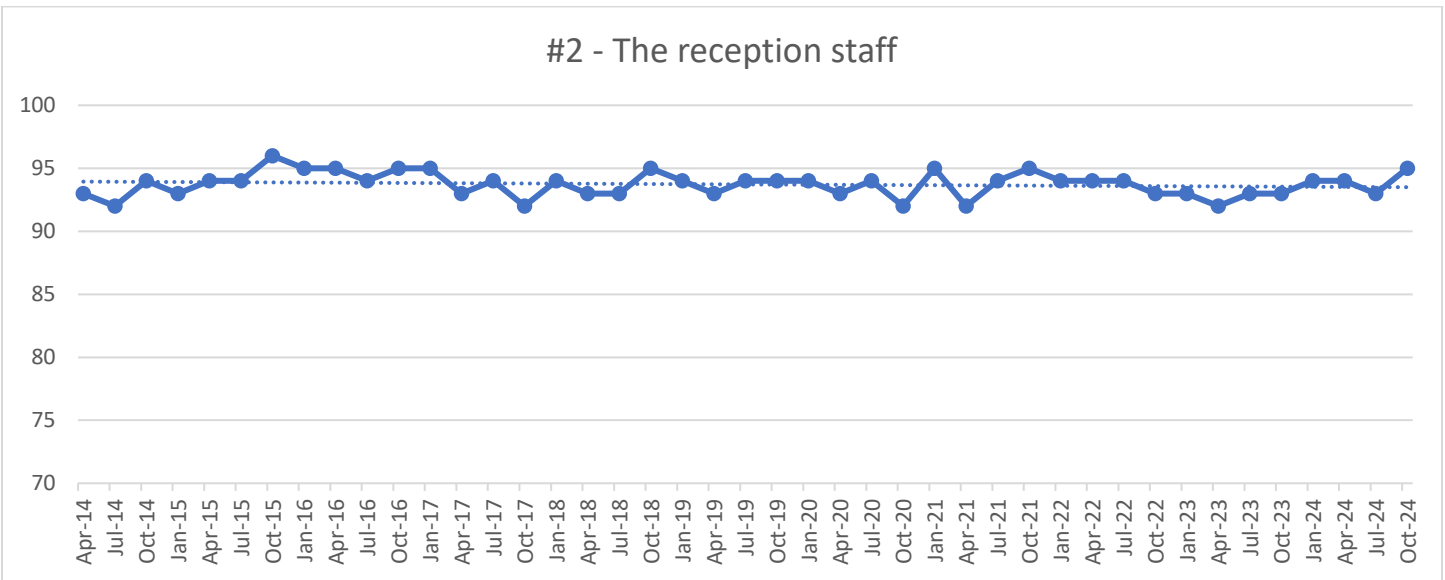
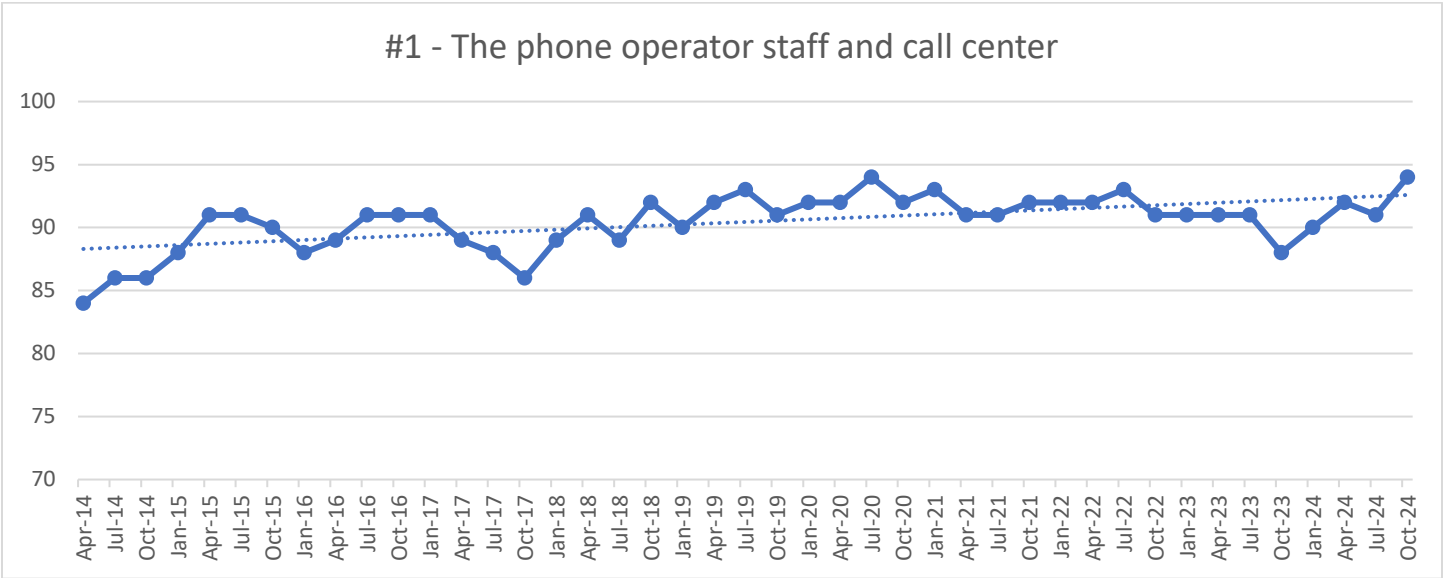
- Anderson: 27
- Gaszak: 18
- Sayles: 38
- Sofowora: 25
- Spencer: 4
- Thompson: 12
- Williams: 11

**Spanish**

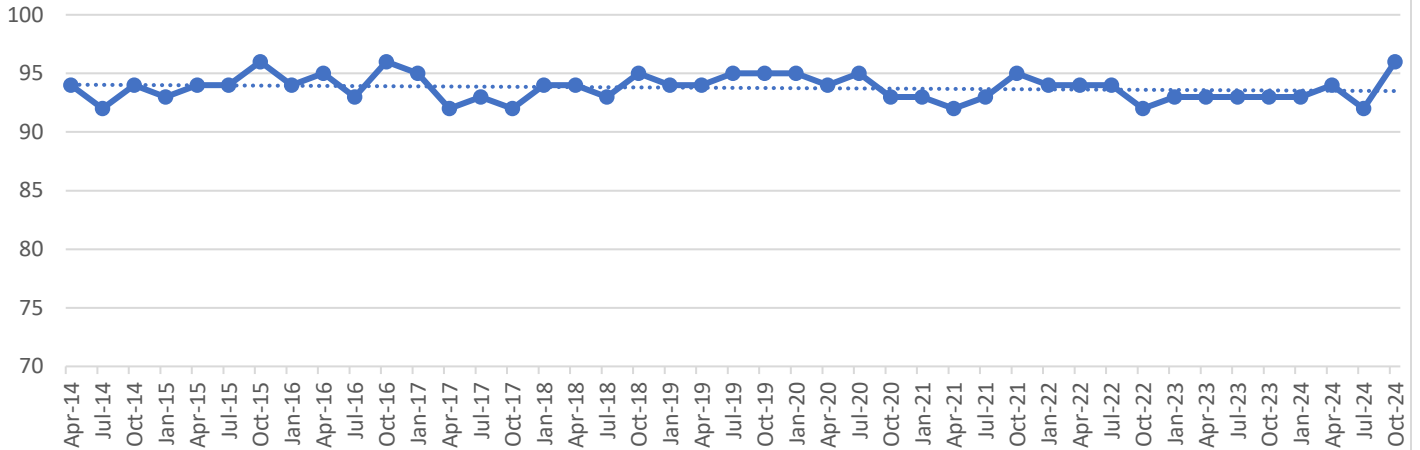
- Anderson: 11
- Gaszak: 9
- Sayles: 10
- Sofowora: 8
- Thompson: 5
- Williams: 2



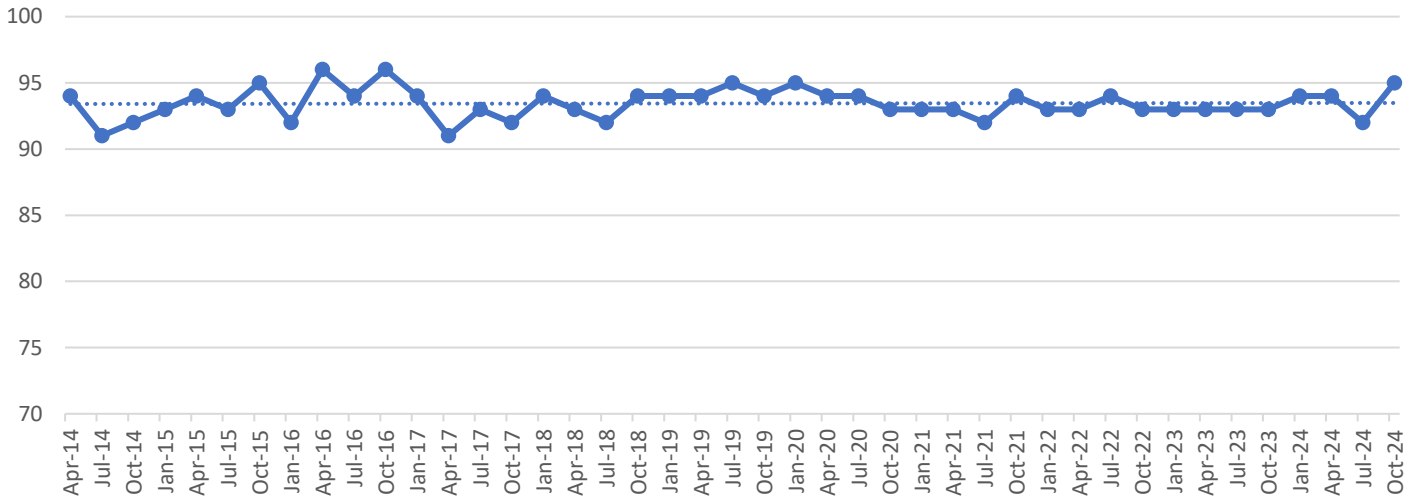
# Individual Question Results with Trendlines



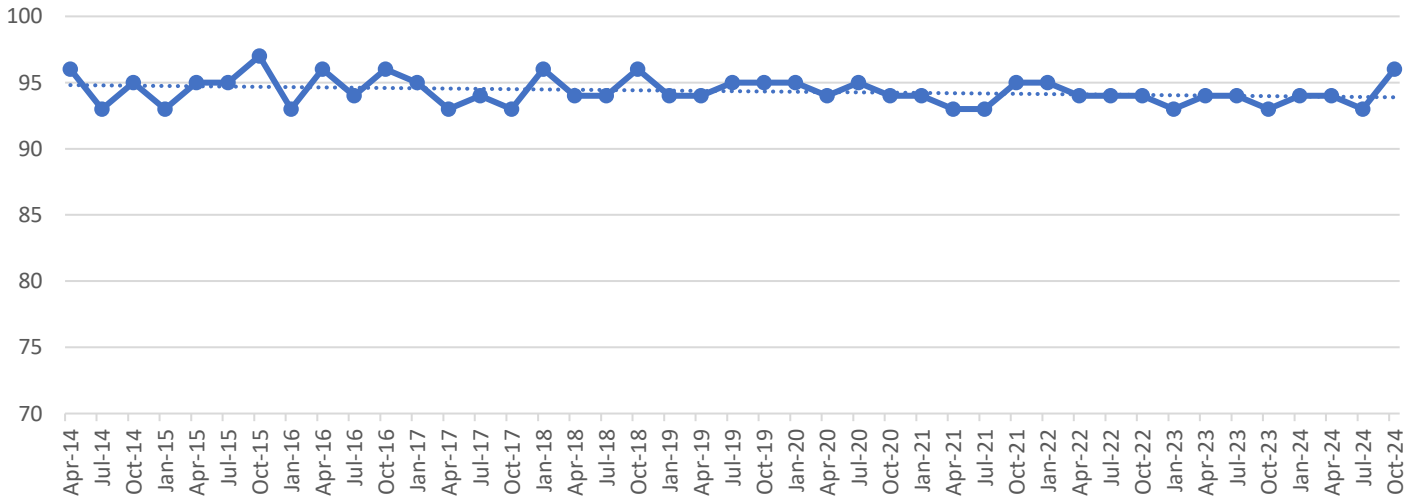
### #4 - Education and explanation of plan provided in a way that I can understand



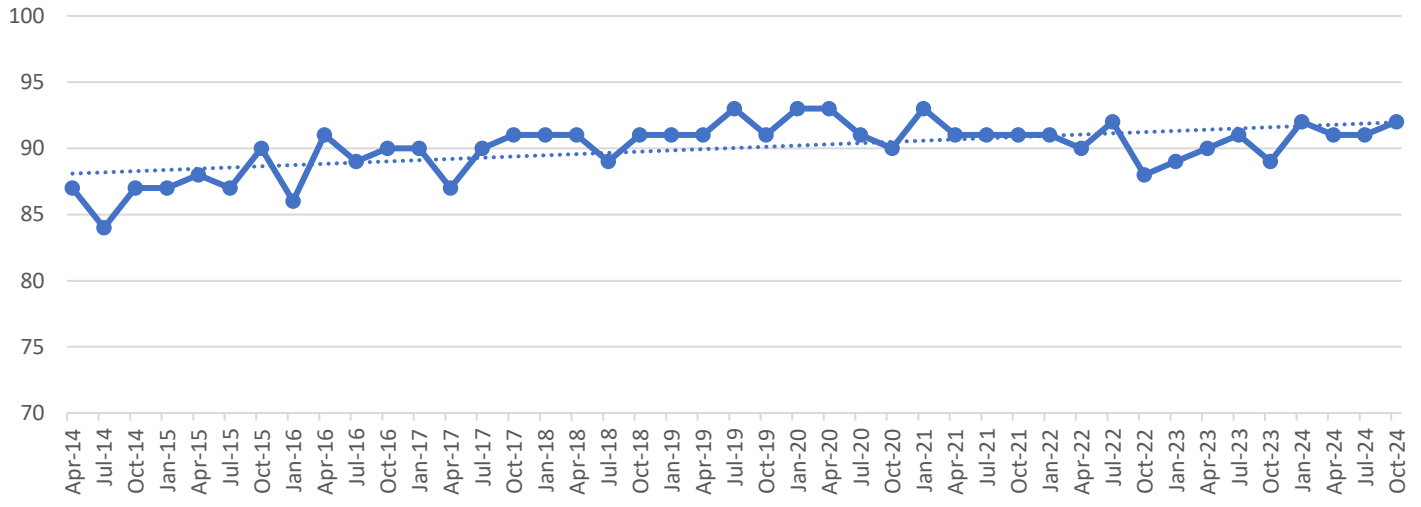
### #5 - The follow-up and coordination of my care



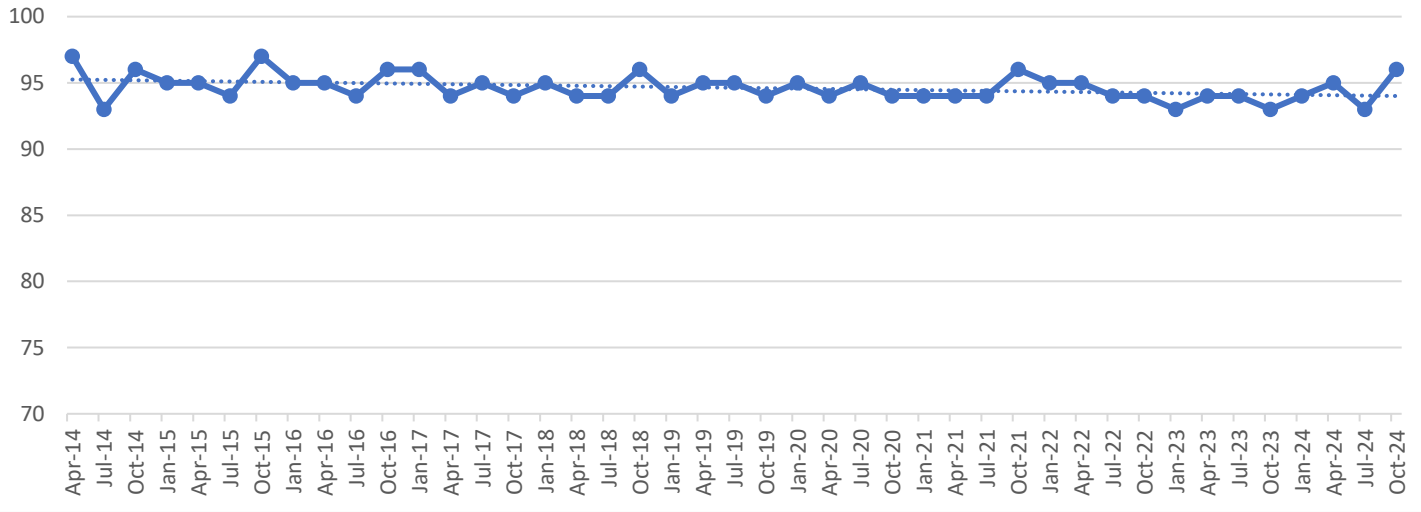
### #6 - The staff addressing my medical needs today



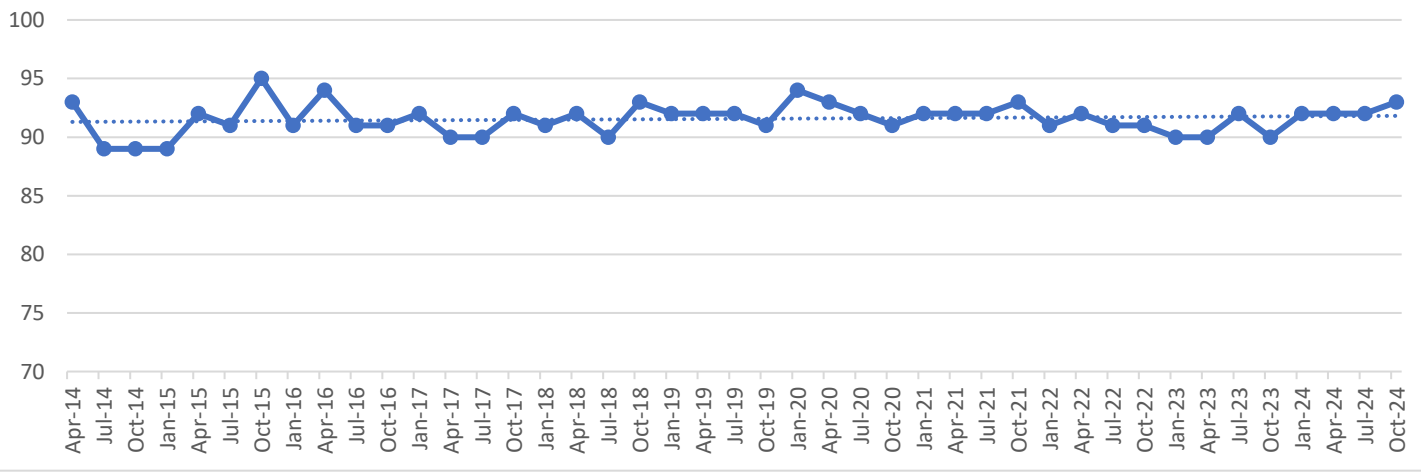
### #7 - The time spent waiting



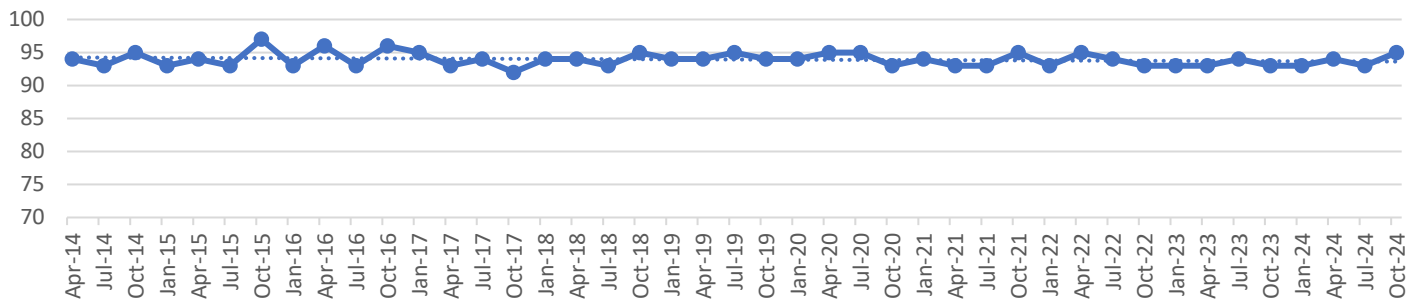
### #8 - The respectfulness of staff



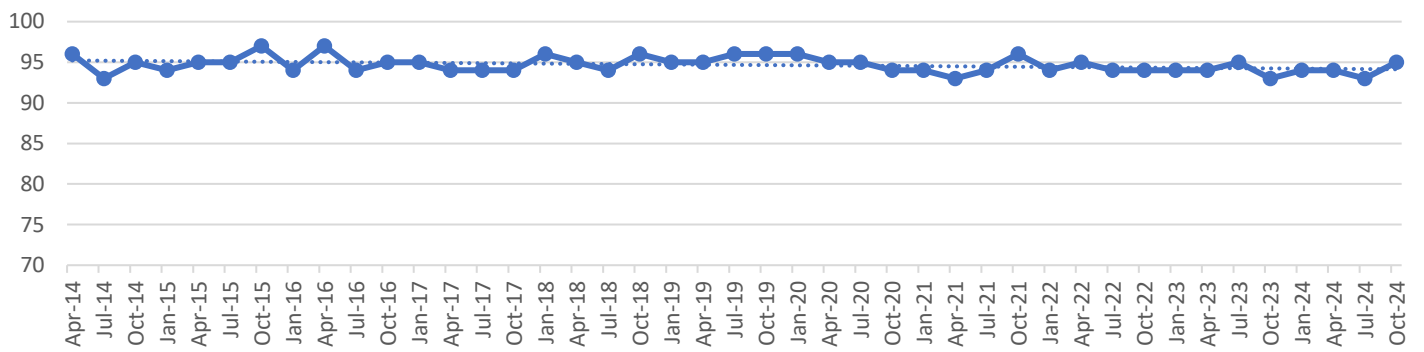
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



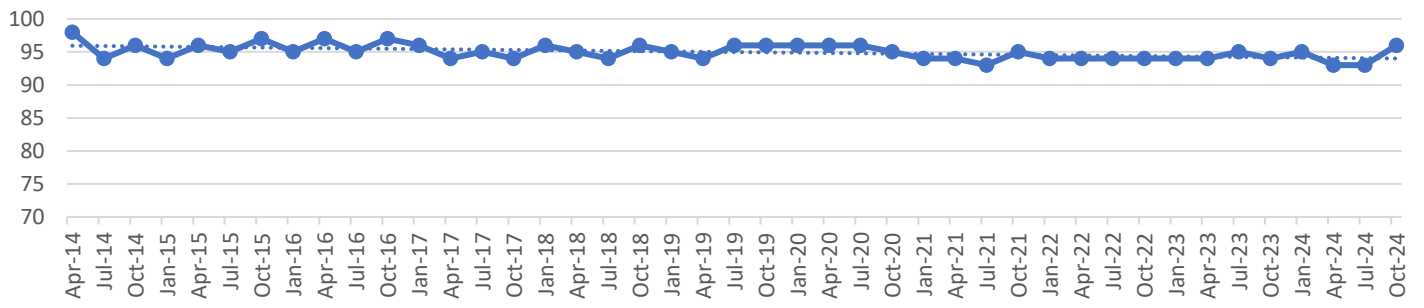
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

