

## Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 80% to 87%. The mean for all questions was 85% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

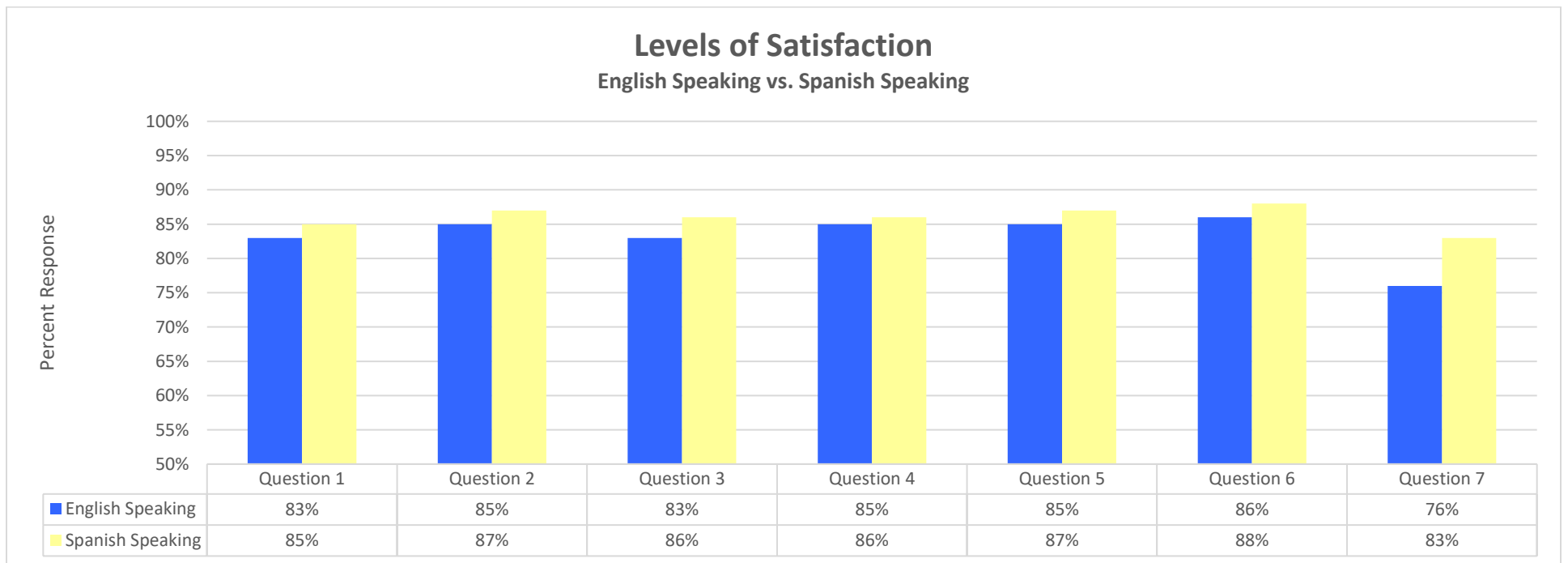
<b>345 W. Northwest Hwy., Palatine – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	84%	84%	87%	88%
2. The reception staff	86%	87%	90%	94%
3. Receiving a timely appointment	85%	84%	88%	90%
4. Education and explanation of plan provided in a way that I can understand	85%	86%	90%	93%
5. The follow up and coordination of my care	86%	86%	90%	94%
6. The staff addressing my medical needs today	87%	86%	90%	94%
7. The time spent waiting	80%	79%	85%	88%
8. The respectfulness of staff	87%	86%	91%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	86%	85%	91%	94%
10. The handling of my personal medical information in a private and confidential	86%	86%	91%	94%
11. Your medical assistant	87%	87%	92%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	87%	87%	92%	95%
13. Overall, how satisfied are you with the Health Center?	87%	86%	91%	95%

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%

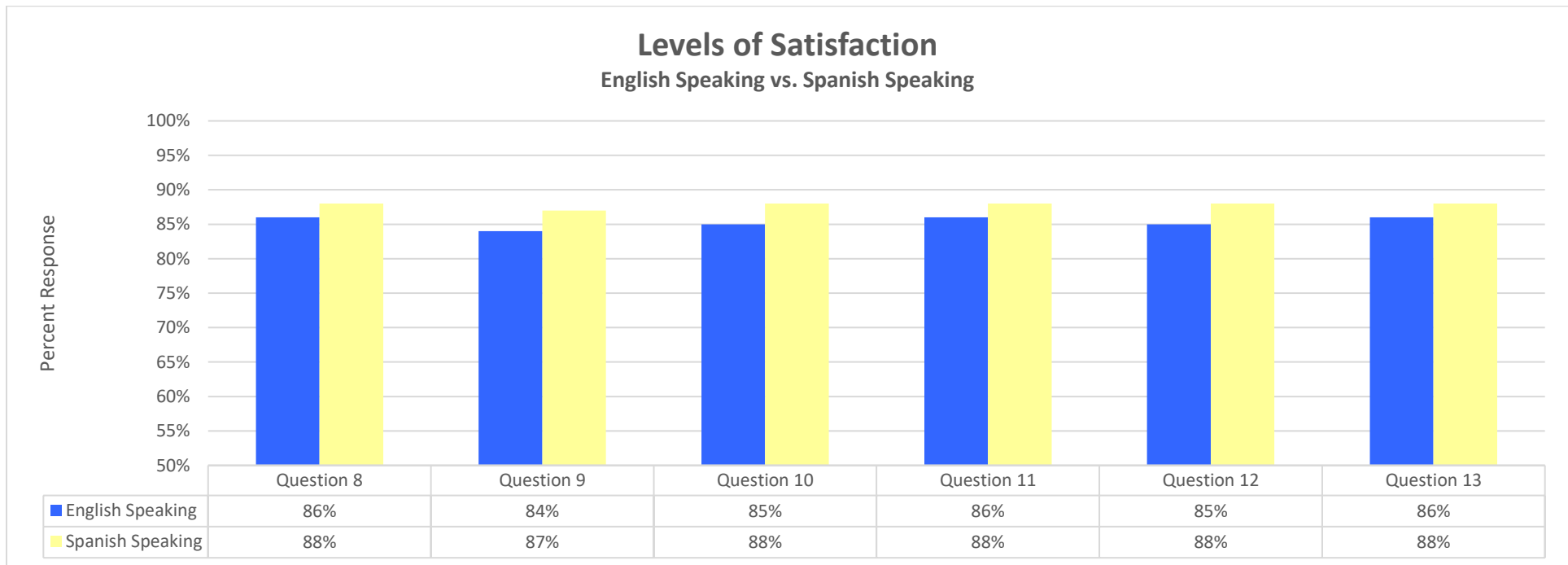
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	36 44%	30 43%	25 31%	28 40%	19 23%	12 17%	2 2%	0	0	0	0
2. The reception staff	40 48%	35 50%	24 29%	25 36%	19 23%	10 14%	0	0	0	0	0
3. Receiving a timely appointment	33 40%	32 46%	30 36%	26 38%	20 24%	11 16%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	38 46%	32 46%	27 33%	27 39%	18 22%	11 16%	0	0	0	0	0
5. The follow-up and coordination of my care	38 46%	34 49%	28 34%	27 39%	17 21%	9 13%	0	0	0	0	0
6. The staff addressing my medical needs today	41 49%	35 51%	25 30%	26 38%	17 21%	8 12%	0	0	0	0	0
7. The time spent waiting	32 39%	32 46%	23 28%	25 36%	18 22%	8 11%	1 1%	2 3%	9 11%	3 4%	



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	39 47%	36 52%	28 34%	24 35%	16 19%	9 13%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	37 46%	33 49%	23 29%	27 40%	20 25%	8 12%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	41 49%	37 54%	22 27%	24 35%	19 23%	8 12%	1 1%	0	0	0
11. Your medical assistant	40 49%	36 52%	25 31%	24 35%	17 21%	9 13%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	40 49%	36 52%	25 31%	25 36%	16 20%	8 12%	1 1%	0	0	0
13. Overall, how satisfied are you with the Health Center?	40 49%	36 52%	25 31%	25 36%	17 21%	8 12%	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: 14

N/A: 6

YES: 0

**Comments:**

#### **Spanish**

NO: 6

N/A: 1

YES: 0

**Comments:**

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

#### **English**

1. "Lots of important information given." (Zgorka)
2. "Getting in, in a timely manner." (Zgorka)
3. "The explanations and thorough communication about my health." (Zgorka)
4. "Reception and calling in." (Vega)
5. "Ease of access to care." (Headley)
6. "Happy and respectful staff." (Headley)
7. "The staff and health info." (Zgorka)
8. "Staff and reception." (Zgorka)
9. "Reception/staff." (Zgorka)
10. "Services provided." (Mendyuk)
11. "Easy to get an appointment no long waiting period." (Headley)
12. "Staff." (Zgorka)
13. "Phylcia cares about patient." (Headley)
14. "N/A." (2)
15. "Reminders of appointments makes it great help." (Perez)
16. "Everyone."
17. "Remind my appointment, easy and quick service." (Mendyuk)
18. "Good at changing appointments." (Mendyuk)
19. "Hand sanitizer."
20. "Reception making me feel comfortable."

#### **Spanish**

1. "I like how they treat me." "Me gusta cómo me atienden."
2. "This is the third time we come here and all three times we have had different medical assistants. They are all rude, at first, we thought it was just a bad day but now we see that they are rude." "Esta es la tercera vez que venimos y las tres veces hemos tenido a diferentes asistentes médicas. Todas son rudas. Al principio pensamos que fue un mal día ahora vemos que no y que son rudas." (Zgorka)
3. "It is convenient regarding prices. The attention from the provider is good." "Es conveniente en cuanto los precios. La atención del médico es buena." (Perez)
4. "Closeness, assistance for all the family." "Cercanía, asistencia a toda la familia." (Perez)
5. "My health." "Mi salud." (Perez)
6. "The kindness." "La amabilidad." (Perez)
7. "N/A." "N/A."
8. "Good service." "Buen servicio." (Perez)
9. "Thank you for the help." "Gracias por la ayuda."
10. "It is accessible." "Es accesible." (Vega)

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

#### **English**

1. "Send out text msg for reminder." (2)
2. "Wait time is too excessive." (Zgorka)
3. "Remove 15 minute arrive early or except a call in." (Sofowora)
4. "Not sure."
5. "Great job so far." (Perez)
6. "N/A." (3)
7. "Send out reminder text instead of calls." (Zgorka)

#### **Spanish**

1. "A lot of wait time." "Mucho tiempo de espera." (Zgorka)
2. "Wait time." "Tiempo de espera." (2)
3. "It is always hours of wait time." "Siempre son horas de espera."
4. "All the service is good." "Todo el servicio está bien."
5. "Good work thank you." "Buen trabajo gracias."

8. "I like everything about it." (Headley)
9. "Less wait time."
10. "Nothing."
11. "Time spent waiting." (Zgorka)
12. "Wait time too long." (Zgorka)
13. "Nothing everything flows great."
14. "No need."

6. "N/A." "N/A."
7. "Keep in mind the working hours for the patients." "Tomando en cuenta los horarios de trabajo para los pacientes."
8. "That the medical assistant be less rude. The only reason we come here is because of Dr. Heather otherwise we would have left already. Hopefully, the medical assistants learn to be nicer and kind." "Las asistentes medicas que sean menos rudadas. La única razón por la que venimos aquí es por la Dr. Heather de otra manera ya nos hubieramos ido a otro lugar. Ojalá las asistentes medicas aprendan a ser más amables y respetuosas." (Zgorka)
9. "I think it is fine how it is." "Creo que están bien como están."

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

**English**

- YES: 78
- NO: 4

**Spanish**

- YES: 65
- NO: 2

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

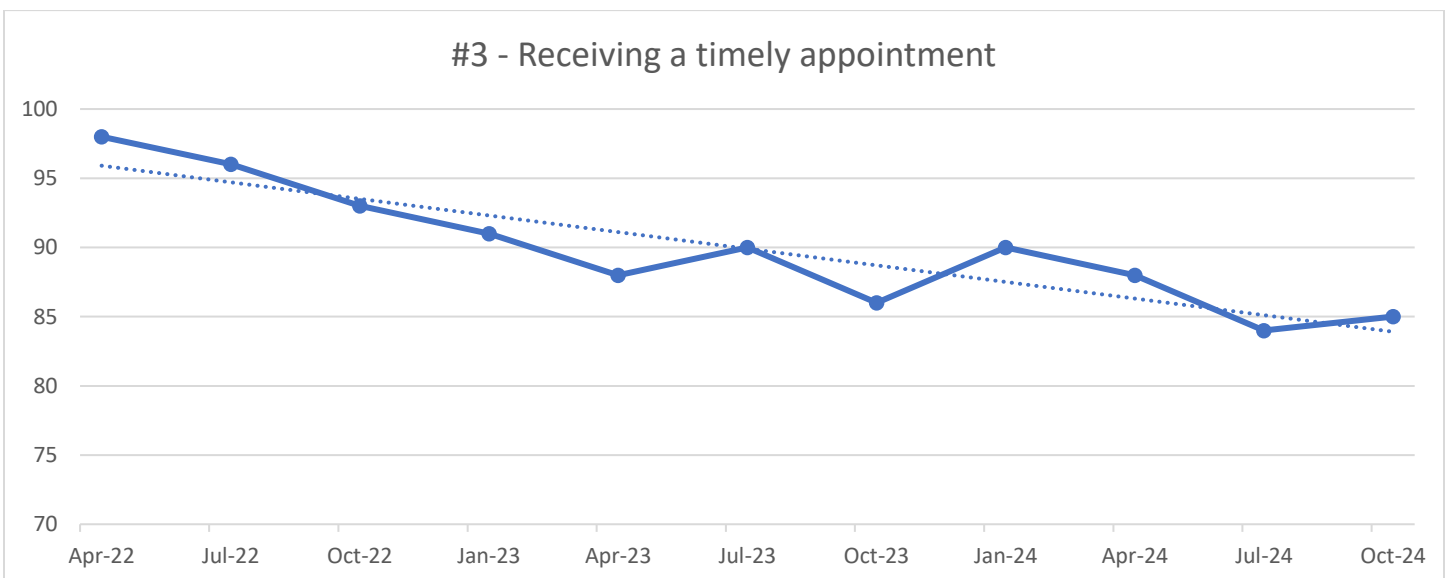
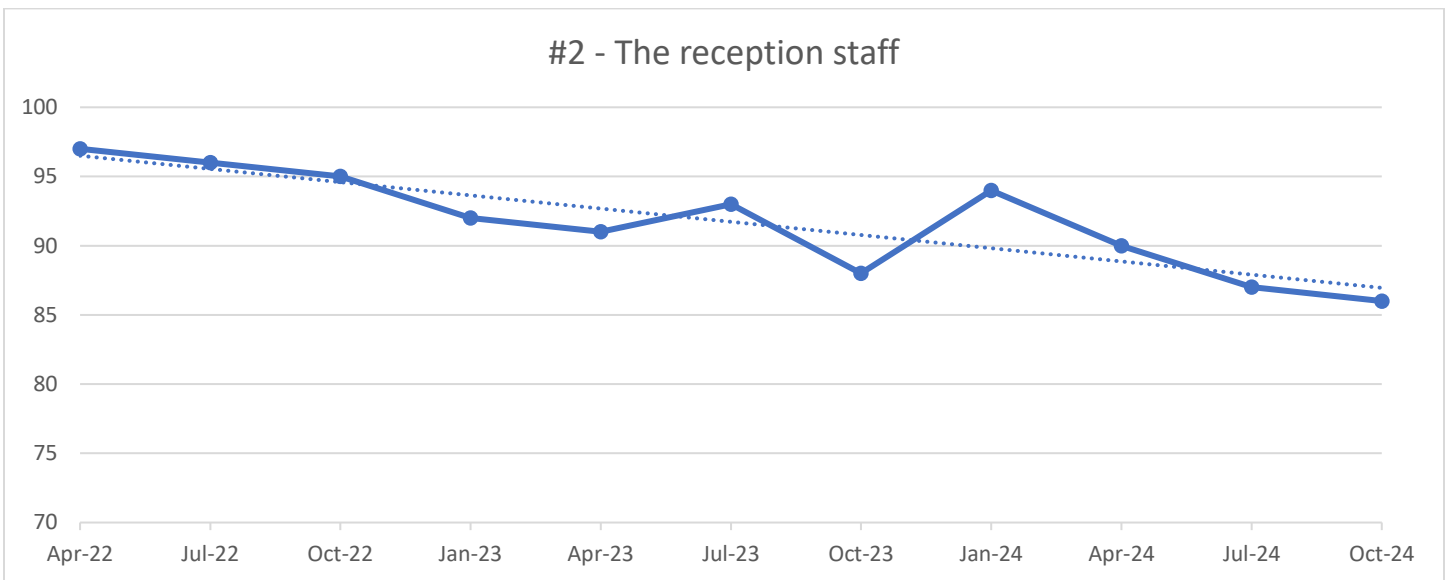
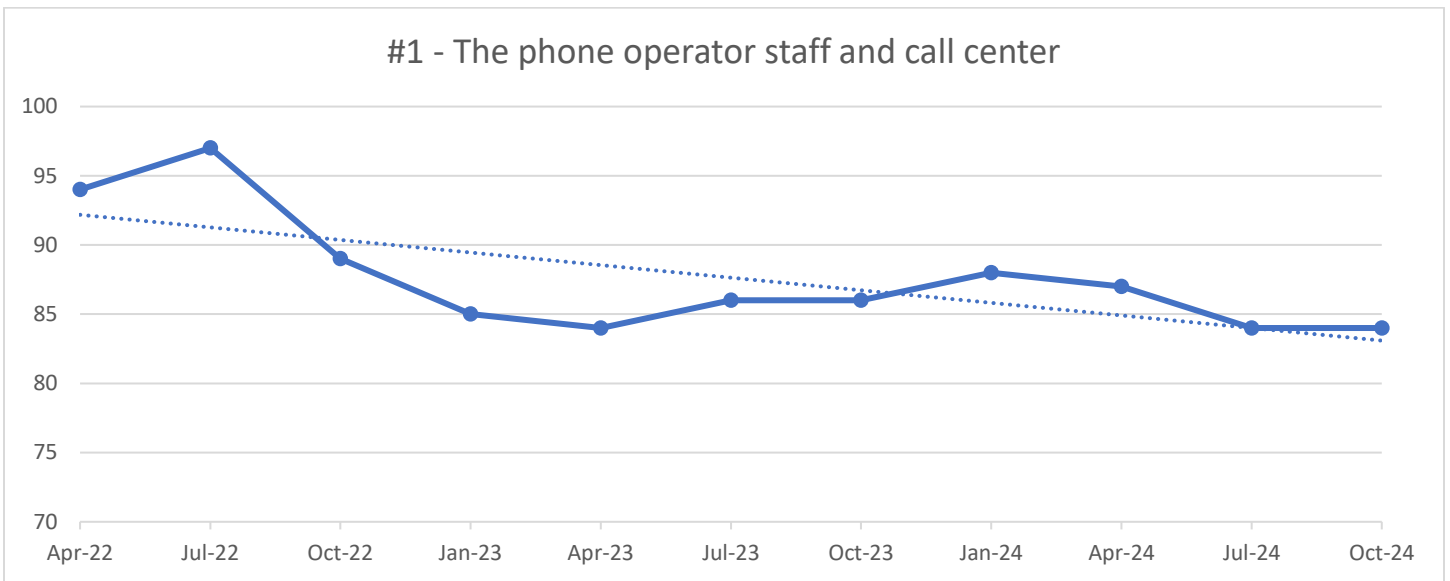
**English**

- Headley: 4
- Mendyuk: 3
- Perez: 20
- Sofowora: 1
- Vega: 2
- Zgorka: 33

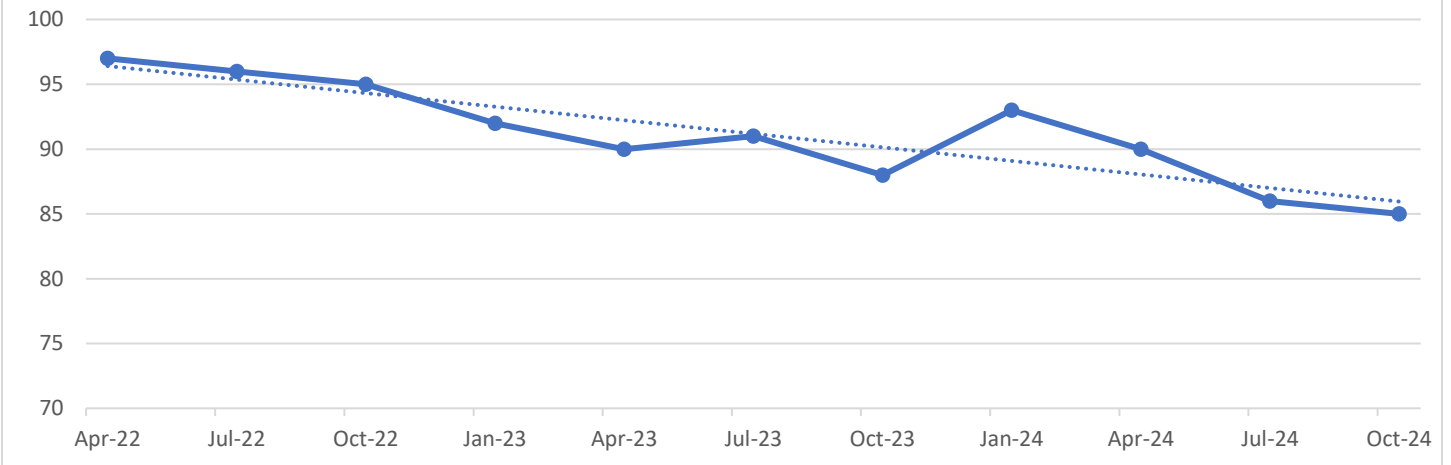
**Spanish**

- Headley: 1
- Perez: 28
- Shirazi: 1
- Sofowora: 1
- Vega: 6
- Zgorka: 17

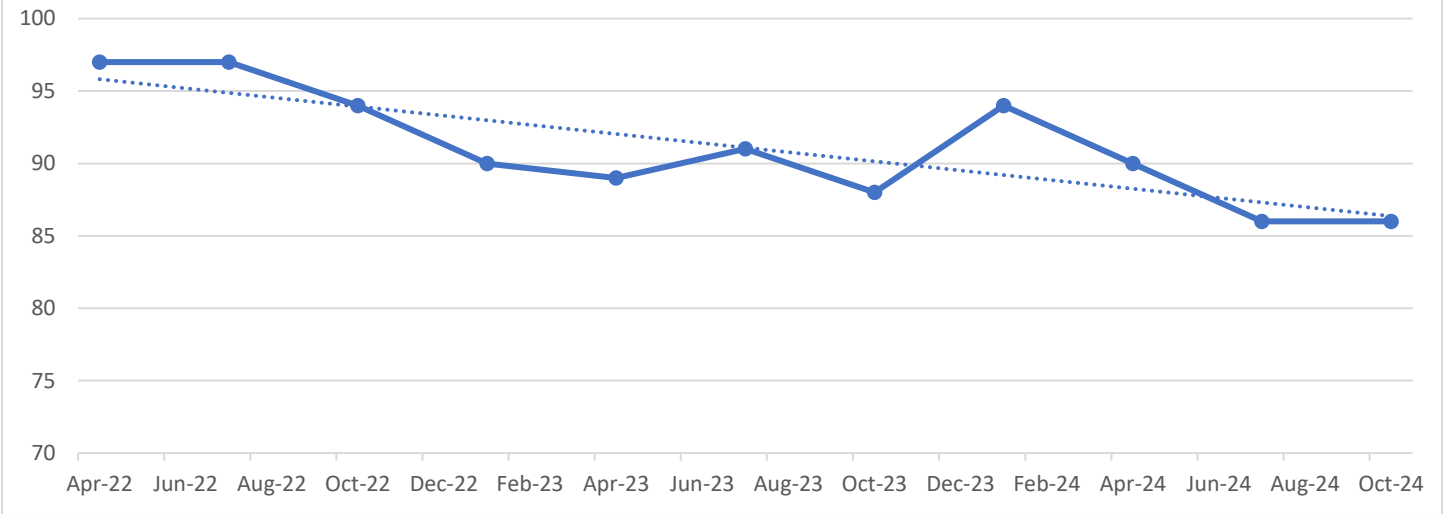
## Individual Question Results with Trendlines



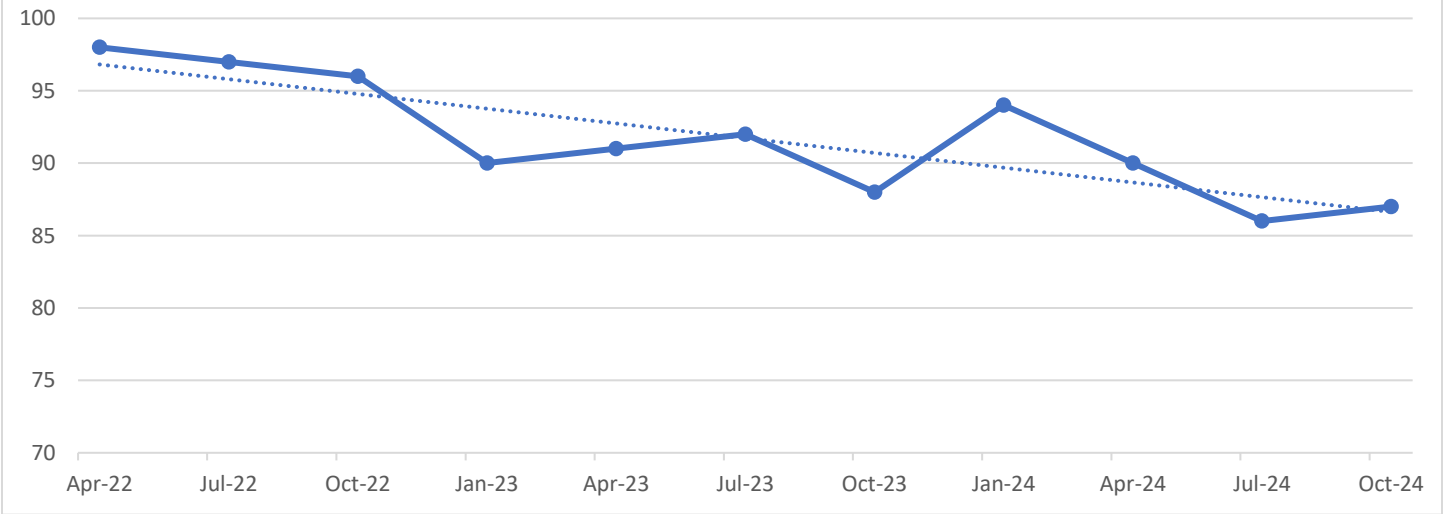
### #4 - Education and explanation of plan provided in a way that I can understand



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

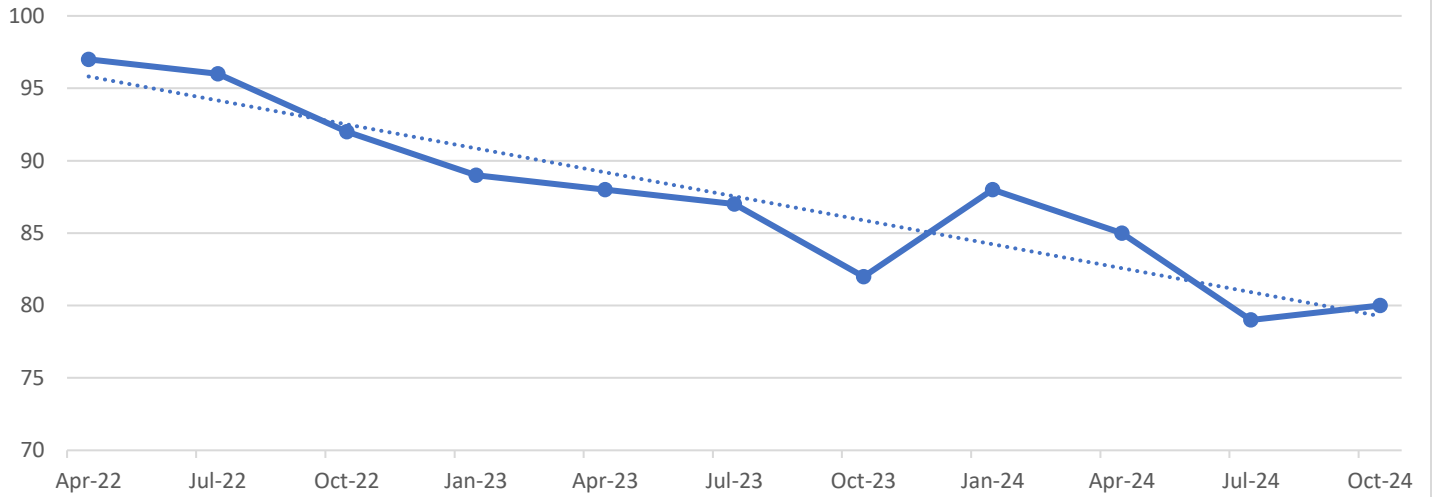


### #6 - The staff addressing my medical needs today

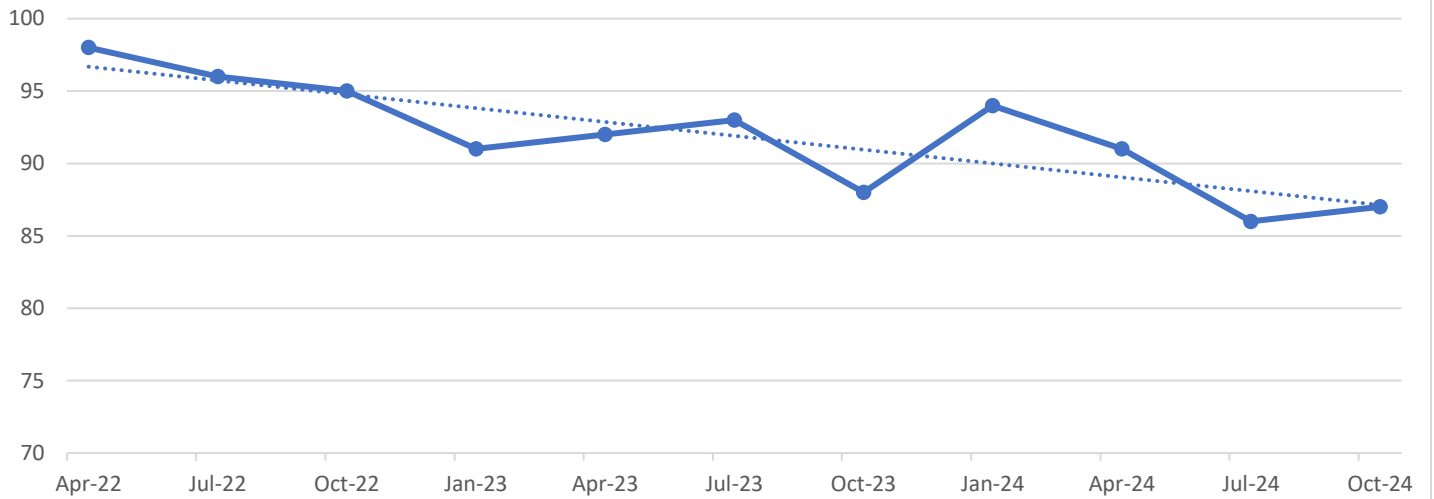




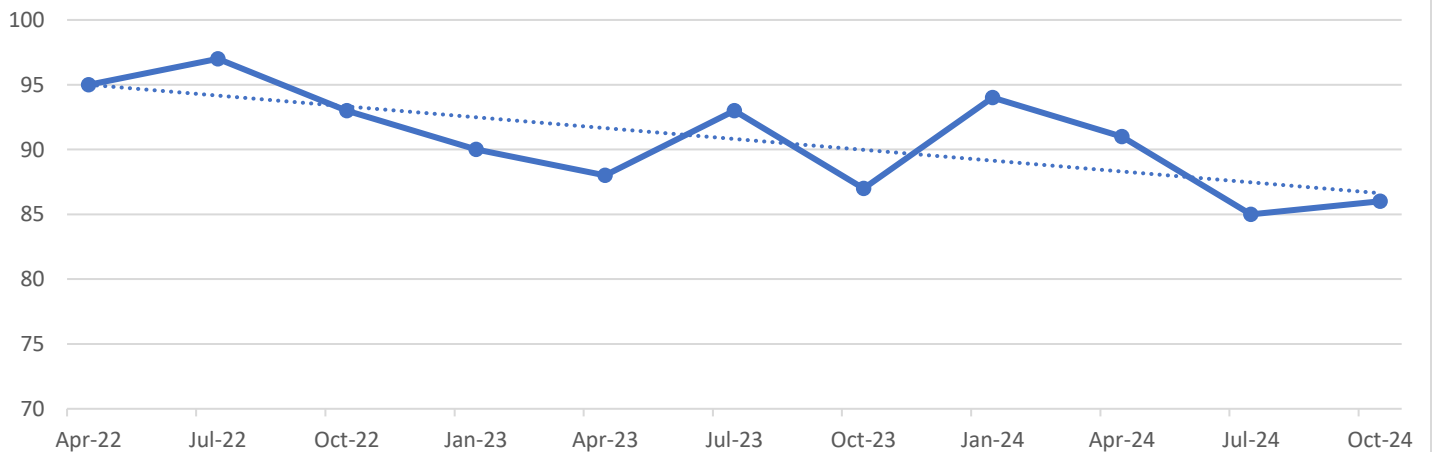
#7 - The time spent waiting



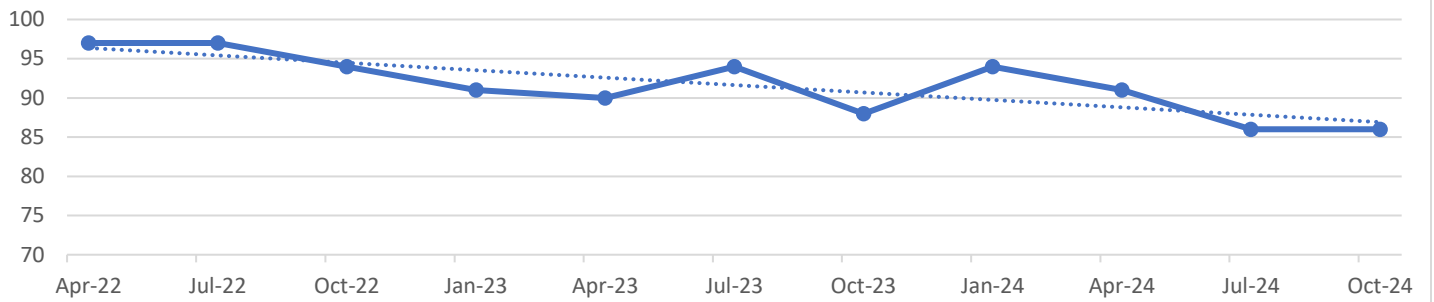
#8 - The respectfulness of staff



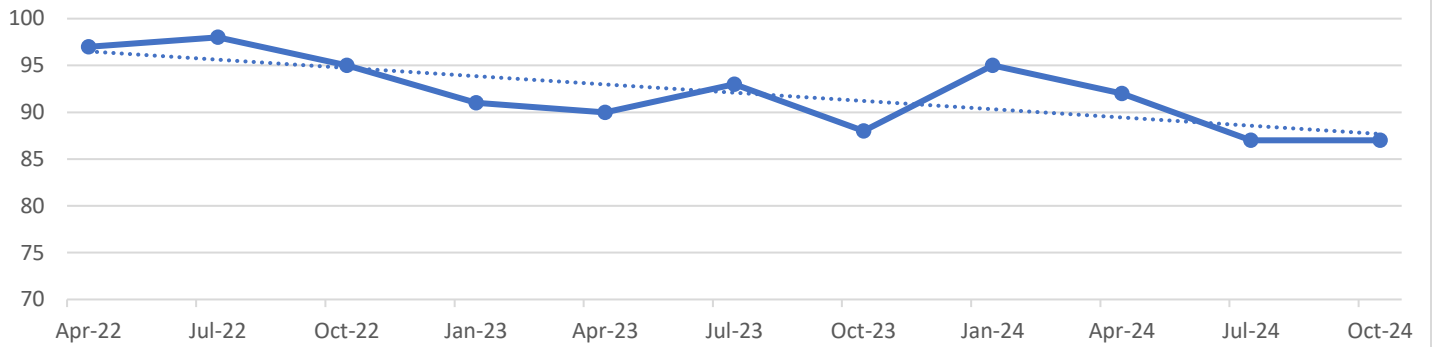
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



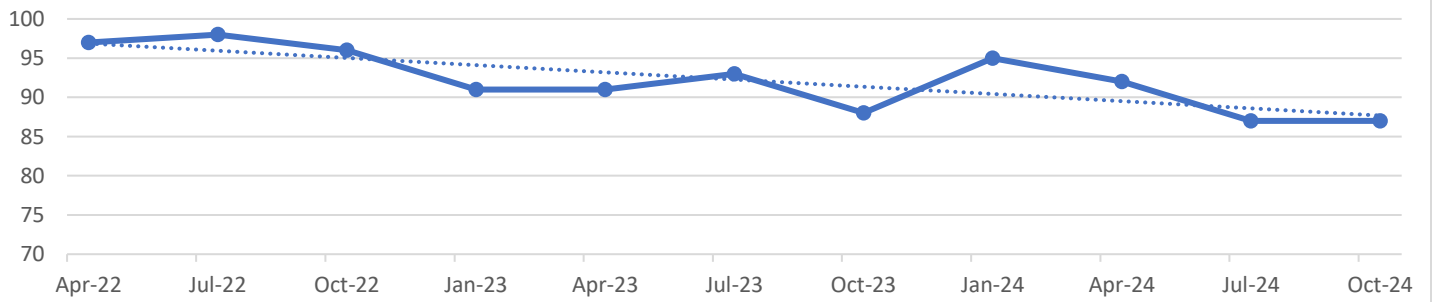
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

