

## Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 96% to 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

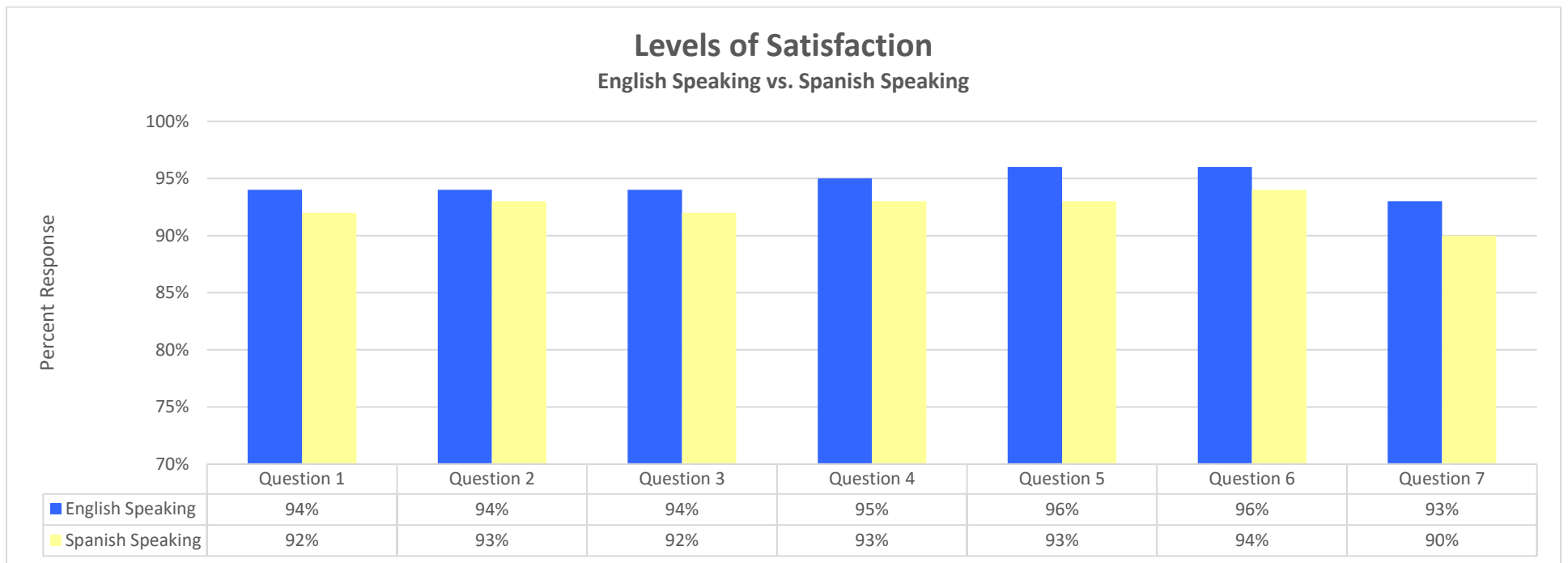
<b>3901 Mercy Dr., McHenry – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	97%	91%	93%	92%
2. The reception staff	97%	92%	93%	92%
3. Receiving a timely appointment	97%	92%	93%	91%
4. Education and explanation of plan provided in a way that I can understand	97%	92%	94%	92%
5. The follow up and coordination of my care	98%	92%	94%	92%
6. The staff addressing my medical needs today	98%	93%	94%	93%
7. The time spent waiting	96%	89%	91%	89%
8. The respectfulness of staff	98%	93%	94%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	91%	92%	90%
10. The handling of my personal medical information in a private and confidential	97%	93%	94%	92%
11. Your medical assistant	98%	93%	95%	93%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	98%	93%	95%	94%
13. Overall, how satisfied are you with the Health Center?	98%	93%	94%	93%

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%

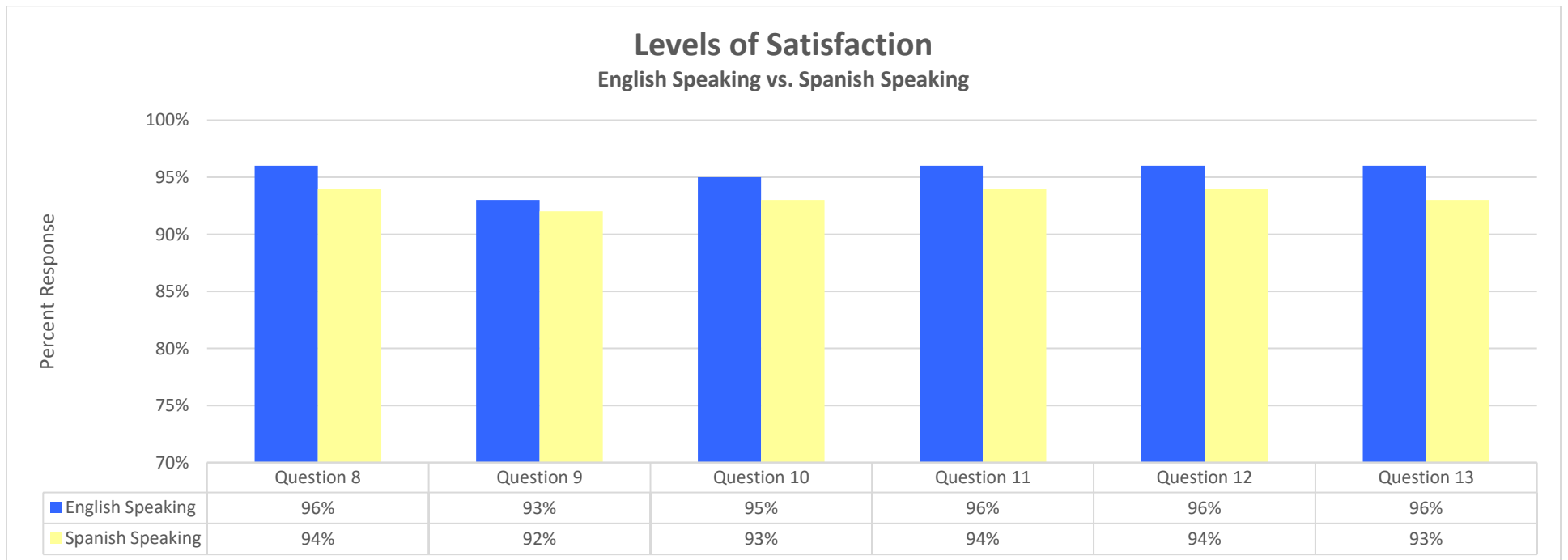
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	227 77%	216 73%	50 17%	60 20%	15 5%	11 4%	2 1%	3 1%	1 1%	7 2%
2. The reception staff	231 78%	230 77%	49 17%	49 16%	13 4%	10 3%	1 1%	3 1%	1 1%	6 2%
3. Receiving a timely appointment	230 79%	214 72%	50 17%	55 19%	8 3%	18 6%	3 1%	2 1%	2 1%	7 2%
4. Education and explanation of plan provided in a way that I can understand	239 81%	224 75%	45 15%	57 19%	9 3%	8 3%	1 1%	2 1%	1 1%	7 2%
5. The follow-up and coordination of my care	241 82%	228 77%	42 14%	54 18%	10 3%	7 2%	0	3 1%	1 1%	6 2%
6. The staff addressing my medical needs today	247 84%	237 79%	38 13%	49 16%	7 2%	5 2%	0	2 1%	1 1%	6 2%
7. The time spent waiting	221 75%	203 68%	45 15%	62 21%	25 9%	21 7%	2 1%	5 2%	2 1%	8 3%



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	245 84%	235 79%	40 14%	51 17%	7 2%	5 2%	0	2 1%	1 1%	6 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	210 75%	200 70%	45 16%	67 23%	21 8%	12 4%	1 1%	2 1%	2 1%	6 2%
10. The handling of personal medical info in a private and confidential manner	239 81%	225 76%	44 15%	56 19%	8 3%	6 2%	2 1%	2 1%	1 1%	6 2%
11. Your medical assistant	245 83%	235 79%	38 13%	48 16%	10 3%	6 2%	1 1%	2 1%	1 1%	6 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	252 85%	236 80%	35 12%	47 16%	6 2%	6 2%	1 1%	2 1%	1 1%	6 2%
13. Overall, how satisfied are you with the Health Center?	248 84%	230 78%	36 12%	49 17%	10 3%	9 3%	0	2 1%	1 1%	6 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: 104

N/A: 31

YES: 4

#### **Comments:**

1. "Yes, she called back same day."
2. "I left appointment message, and they responded asap." (Chang)
3. "Very pleasant she was super fun!"
4. "Good and timely."
5. "Staff is very professional and friendly."
6. "Good- always get response back within in a couple days."
7. "Good well delivered message."
8. "Yes, it went well."
9. "They got back to me fast."
10. "Yes, polite."
11. "I left a message for OB concert & didn't hear anything for 2 weeks, just got one at appt." (Cekova)
12. "It was great, very patient and I saw a lot of professionalism."

#### **Spanish**

NO: 53

N/A: 8

YES: 1

#### **Comments:**

1. "Yes, they answered at a reasonable time."  
"Si, contestaron en un tiempo razonable."

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

#### **English**

1. "Same day appointments." (2)
2. "The amazing staff."
3. "Everyone is very kind."
4. "Good explanations." (Keclik)
5. "They always take the time for me and answer my questions."
6. "Caring doctors."
7. "The flexibility with appointments." (Chang)
8. "The front staff." (Kiel)
9. "Staff and location."
10. "N/A." (11)
11. "The reliability and quickness."
12. "The bilingual skills that the staff has."
13. "Available staff." (Weaver)
14. "Whenever I called, they are always available to take my call and respond timely."
15. "Friendly/accommodating/professional."
16. "None." (2)
17. "We love Dr. Ali, very caring and very kind." (Ali)
18. "Great explanation and communication."
19. "Timeliness."

#### **Spanish**

1. "They help me find a specialist according to my needs." "Ayudan a encontrar especialista de acuerdo a las necesidades."
2. "Employees speak 2 languages." "Empleados hablan 2 idiomas." (Siddiqui)
3. "They are all kind and good service." "Todos muy amables y muy buen servicio." (Hering)
4. "Laboratories." "Laboratorios."
5. "They speak Spanish." "Que hablan español." (2)
6. "They address me in my language." "Me atienden en mi lenguaje." (Nambo)
7. "The control of my pregnancy." "El control de mi embarazo." (Cekova)
8. "Good service." "Buen servicio." (Keclik)
9. "They give appointments at a good time, I do not have to wait." "Nos dan las citas a buen tiempo. No tengo que esperar." (Aphaivong)
10. "In general, everything." "En general todo."
11. "Quality service." "Servicio de calidad." (Siddiqui)

20. "My psychiatrist is easily accessible." (Talwar)
21. "Staff." (5)
22. "Follow up my pregnancy." (Cekova)
23. "Everyone is courteous, kind and pleasant to be around!" (Keclik)
24. "Dr. Mary, she is the best." (Origer)
25. "The NP giving good advice." (Aphaivong)
26. "Doctors and providers." (Chang)
27. "\$25 fee for appointment."
28. "King."
29. "I love Dr. Cekova and her nurses so helpful and kind." (Cekova)
30. "Very communicative." (Talwar)
31. "Getting checked." (Talwar)
32. "My doctor listens and staff always kind." (Siddiqui)
33. "Fast and good service." (Nambo)
34. "My doctor."
35. "Easy."
36. "Understanding options." (Nambo)
37. "They help you checking for any openings for appointments." (Aphaivong)
38. "Fast quick appointments." (Nambo)
39. "Flexibility in scheduling." (Aphaivong)
40. "The knowledge I receive in caring for my kids." (Ali)
41. "Explaining care." (Ali)
42. "To get treatment." (Siddiqui)
43. "App in a timely manner." (Aphaivong)
44. "Meds 😊"
45. "Service."
46. "The follow up and timing."
47. "The people."
48. "Doctor is awesome." (Siddiqui)
49. "The friendly and helpful staff." (Ali)
50. "Location and service." (Origer)
51. "Timely." (Nambo)
52. "Staff is friendly and organized." (2)
53. "The staff and doctors." (Ali)
54. "Uber paid if can't find ride." (Siddiqui)
55. "Help." (Chang)
56. "Getting seen in a timely matter." (Siddiqui)
57. "That everything is explained well, where I can understand." (Chang)
58. "Getting care." (Chang)
59. "Doctors and staff."
60. "Appt availability. Helpful staff." (Ali)
61. "Convenience and timeliness." (Cekova)
62. "Convenient location and good medical care."
63. "Great communication." (Chang)
64. "The reminder calls."
65. "Getting care for my son." (Kiel)
66. "Being able to get an appointment quick."
12. "Know my diseases and know how to control them." "Conocer mis enfermedades y saber controlarlas." (Keclik)
13. "Health." "Salud."
14. "Close to home." "Cerca de casa." (2)
15. "Accessibility." "Accesibilidad." (Siddiqui)
16. "Appointments when I need them." "Citas cuando las necesito." (Siddiqui)
17. "The medical attention." "La atención médica." (Siddiqui)
18. "The attention." "La atención." (Nambo)
19. "In everything." "En todo."
20. "The location." "La ubicación." (Siddiqui)
21. "Same day appointment." "Citas el mismo día." (2)
22. "Explaining everything to me." "Me explican todo a mi."
23. "The good attention they give you." "La buena atención que brindan."
24. "The physicals for my daughters." "Los físicos para mis hijas." (Aphaivong)
25. "They treat me in my language." "Me atienden en mi idioma." (Keclik)
26. "Very attentive." "Muy atentos."
27. "The medical appointments." "Las citas médicas." (Keclik)
28. "N/A." "N/A."
29. "Economic and good service." "Económico y buen servicio."
30. "I can choose day and time of my appointment." "Que puedo elegir día y hora para mi cita." (Aphaivong)
31. "The speed." "La rapidez."
32. "It is close to home, the people at the clinic are kind and respectful." "Que está cerca de casa y las personas en la clínica son amables y respetuoso." (Nambo)
33. "Care for my health." "Cuidar mi salud."
34. "They are kind, and they speak Spanish." "Son amables y hablan español." (Nambo)
35. "In everything." "En todo."
36. "The available appointments." "Las citas disponibles."
37. "Very professional." "Son profesionales."
38. "In everything good attention." "En todo buena atención."
39. "The consults for my baby." "Las consultas para mi bebe." (Aphaivong)
40. "They treat you when you are sick." "Te atienden cuando estas enfermo."
41. "The attention from the doctor." "La atención del doctor."
42. "The kindness of the personnel, the language and the reminders of appointments." "La amabilidad del personal, el idioma, y los recordatorios de las citas." (Siddiqui)

67. "When appt are available during my time of working and when doctors don't cancel my appt." (Origer)
68. "The staff and times." (Siddiqui)
69. "The waiting time."
70. "My provider." (Chang)
71. "The staff get me in and out quickly." (Aphaivong)
72. "Time/days open."
73. "Dr. Alex is amazing." (Nambo)
74. "Convenience." (Ali)
75. "How my PCP explain everything in detail on my health issues." (Origer)
76. "Everything." (2)
77. "Keep up the great hospitality." (Keclik)
78. "Fast appointments." (Chang)
79. "Staff." (Kiel)
80. "Late night appointments after normal work hours." (Ali)
81. "Efficiency & kindness, knowledgeable."
82. "Attention to detail." (Ali)
83. "Available when I need it."
84. "Check in speed." (Weaver)
85. "I drive an hour to see Candice because she is amazing."
86. "Everyone was understanding."
87. "NP Bee." (Chang)
88. "Accommodating my appt when I am at in the wait list." (Nambo)
89. "Availability is great."
90. "No."
91. "Phone scheduling."
92. "Timely responses." (2)
43. "The attention and speed." "La atención y rapidez." (Keclik)
44. "Speed." "Rapidez." (2)
45. "The language everyone is kind." "El idioma todos son amables." (Keclik)
46. "The prices and the help to low-income people and the interpreters." "Los precios y la ayuda a personas de bajos recursos y las intérpretes." (Aphaivong)
47. "The attention towards the patients." "La atención hacia los pacientes."
48. "Most of the time they treat you good." "La mayoría del tiempo te tratan bien." (Nambo)
49. "Maintain my health." "Mantener mi salud."
50. "The service." "El servicio."
51. "The availability of appointments." "La disponibilidad de las citas." (Origer)
52. "Reminder of appointments." "Recordatorios de citas." (Keclik)
53. "Everything is perfect." "Todo es perfecto."
54. "The communication." "La comunicación."
55. "The hours and availability of appointments." "Las horas y la disponibilidad de citas." (Nambo)
56. "They have prices within my necessities." "Tienen precio dentro de mis necesidades."
57. "Good doctor good service." "Buena doctora buen servicio."
58. "Good service." "Buen servicio." (Siddiqui)
59. "In everything my doctor is kind and compassionate." "En toda mi doctora es amable y compasiva." (Keclik)
60. "They speak Spanish, and they treat you fast." "Hablan español y te tratan rápido."

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

#### **English**

1. "N/A" (41)
2. "Fix brightness on TV for the children." (Ali)
3. "IDK." (2)
4. "None."
5. "Continue with the great services."
6. "You're doing a good job." (Malanfent)
7. "I would like the operator to be able to directly inform the staff at the location I'm going to if there's a delay from my end." (Ali)
8. "You're doing great." (Nambo)
9. "Ask more questions." (Nambo)
10. "You are all very nice."
11. "Nothing."
12. "Have receptionist be more professional as in talking too much and answering phones with a good attitude." (Talwar)
13. "Keep it up. Keep up the good work. Thank you."

#### **Spanish**

1. "Everything is good." "Todo está bien." (18)
2. "Organizing your appointments to minimize the wait time." "Organizando sus citas para menos tiempo de espera." (Aphaivong)
3. "Continue the way it is now." "Continue como hasta ahora." (Aphaivong)
4. "Everything has been good for me." "Todo a sido bueno para mi." (Keclik)
5. "Good." "Bueno." (Nambo)
6. "Being able to get appointments any day of the week and in the afternoon." "Poder hacer citas cualquier día de la semana y en la tarde." (Siddiqui)
7. "Everything is excellent." "Todo es excelente." (Weaver)
8. "Treat new patients." "Atender a pacientes nuevos."

14. "Wait time."
15. "No need." (2)
16. "Did a good job."
17. "Nothing." (5)
18. "Very happy overall with our experience." (Ali)
19. "Nothing I was satisfied."
20. "All good."
21. "More wiggle room for being late to appointment." (Kiel)
22. "More grace period to be late."
23. "Nothing at this time."
24. "Faster." (Chang)
25. "Follow up w/referrals." (Siddiqui)
26. "Do your jobs."
27. "Not sure."
28. "More professional receptionist." (Keclik)
29. "PCP able to refill script."
30. "Perfect."
31. "Reception."
32. "Just keep up the good work everyone on staff are very nice."
33. "Just keep a smile on your face because y'all are amazing." (Chang)
34. "I think some chairs could be rolling, spinning, or just fidgety in general so that the patients can have more relaxation." (Fischer)
35. "The attentive Drs. And NPs and staff." (Origer)
36. "Reminders for upcoming appointments and care providing." (Origer)
37. "Today was fast and efficient."
38. "To get answers to my questions on health concerns." (Origer)
39. "Walk-in appointments!" (Siddiqui)
40. "The ease of appointment setting and staff."
41. "Miriam and Rene." (Keclik)
42. "I like how they are patient and nice." (Fischer)
43. "Dr. Siddiqui and other staff members are very polite and helpful." (Siddiqui)
44. "Timely appointments." (Talwar)
45. "Friendly, knowledgeable staff." (Origer)
46. "The kindness of staff." (Fischer)
47. "Staff, location, service availability."
48. "Dr. Keclik is the best doctor. She is very helpful, and always answers my questions."
49. "Therapy."
50. "Referral help to address health issues." (Origer)
51. "Let us speak with providers when there is an emergency or concern." (Origer)
52. "Nothing, doing great." (Origer)
53. "The bathroom- not nice smelling."
54. "Everything is great." (2)
55. "Provide support and recommendations." (Talwar)
9. "Have more frequent available appointments." "Haber citas disponibles más frecuentes." (Cekova)
10. "Your attention is excellent." "Su atención es excelente."
11. "Continue like until now." "Continue como hasta ahora." (Keclik)
12. "Everything is perfect." "Todo está perfecto." (2)
13. "I understand that you have a lot of patients, and we all need services and sometimes it is difficult to return all the calls, but it would be nice if you could return them. In my case i needed medication." "Yo entiendo que hay mucha gente necesitando servicios y tal vez es difícil devolver todas las llamadas. Pero sería bueno devolverlas. En mi caso yo necesitaba medicamento." (Nambo)
14. "I'm satisfied." "Estoy satisfecha." (Aphaivong)
15. "It is good, I do not know what else is needed." "Es muy bueno no sé qué sea necesario."
16. "No comments." "No comentarios." (2)
17. "You do an excellent job." "Hacen un excelente trabajo."
18. "Having more available appointments because sometimes we have emergencies." "Que tengas más citas disponibles porque a veces necesitamos citas de emergencia." (Chang)
19. "N/A." "N/A." (2)
20. "Continue the same." "Continue igual."
21. "Continue helping me." "Continue ayudándome." (Aphaivong)
22. "Do not make us wait too long." "No nos hagan esperar tanto."
23. "Don't make the patients wait too long." "No hacer a los pacientes esperar tanto tiempo."
24. "To me the attention is good." "Para mí la atención es buena."
25. "Being able to give us test results over the phone." "Que pudieran darnos resultados médicos por teléfono." (Siddiqui)
26. "Offer more help for those of us who do not have medical insurance." "Ofrecer más ayuda para los que no tenemos aseguranza."
27. "Give appointments to new patients." "Dar citas para pacientes nuevos." (Origer)
28. "Continue doing what you are doing." "Continue haciendo lo que están haciendo."
29. "You do a great job with the service." "Hacen un buen trabajo con el servicio." (Aphaivong)
30. "Don't think that because a patient does not have medical insurance they do not qualify to be treated or to buy certain medications."



- 56. "By reducing wait time." (Siddiqui)
- 57. "I don't have any suggestions." (Fisher)
- 58. "I like the service very well." (Origer)
- 59. "Better waiting time, improve the wait for patients." (Fisher)
- 60. "Longer visits, 15-day intervals." (Siddiqui)
- 61. "Overall, everything is great."
- 62. "More fidgety chairs, and maybe toys and book bins in each section so that the fidget people and young kids have something to do." (Fisher)

- "No piensen que porque no hay un seguro médico un paciente no califique para atenderse o comprar ciertos medicamentos."
- 31. "Continue being kind and good service."  
"Continue siendo amables y buen servicio."

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

**English**

- YES: 197
- NO: 1

**Spanish**

- YES: 131
- NO: 0

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

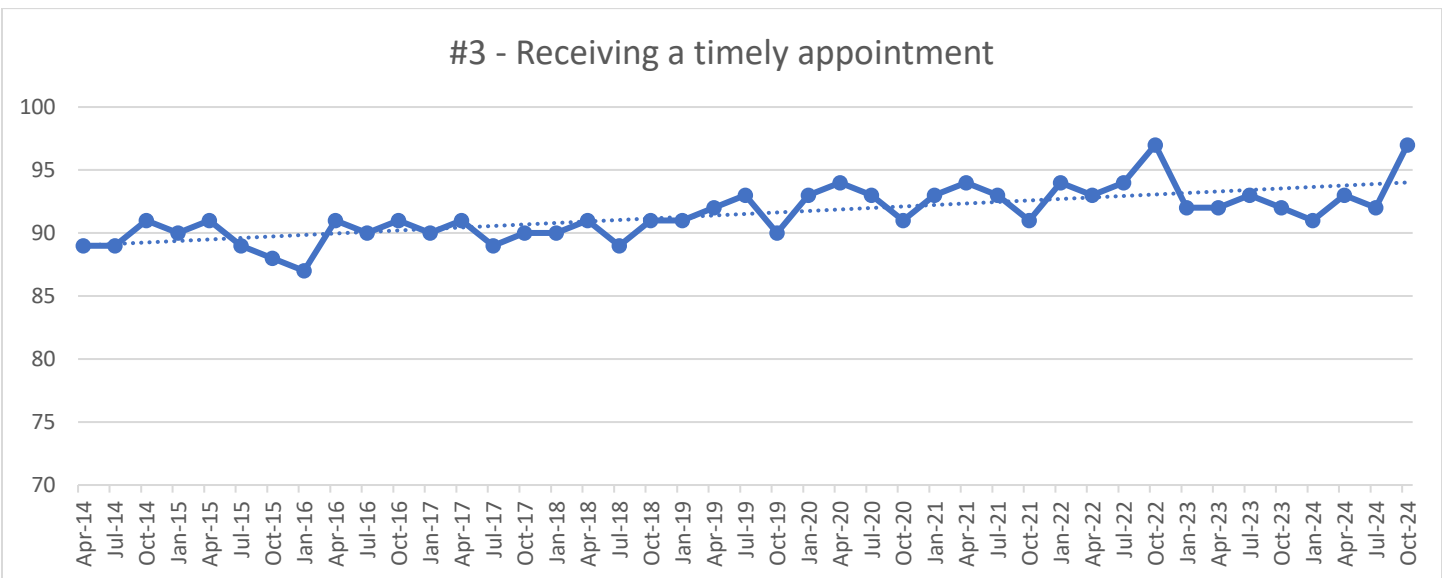
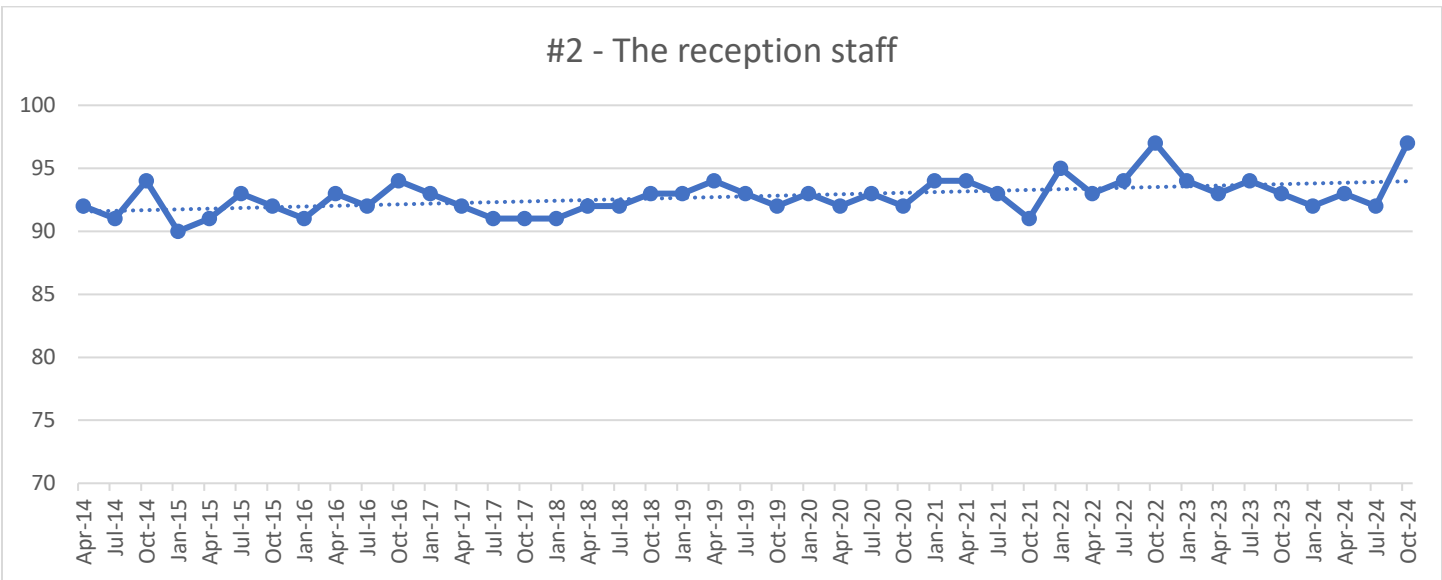
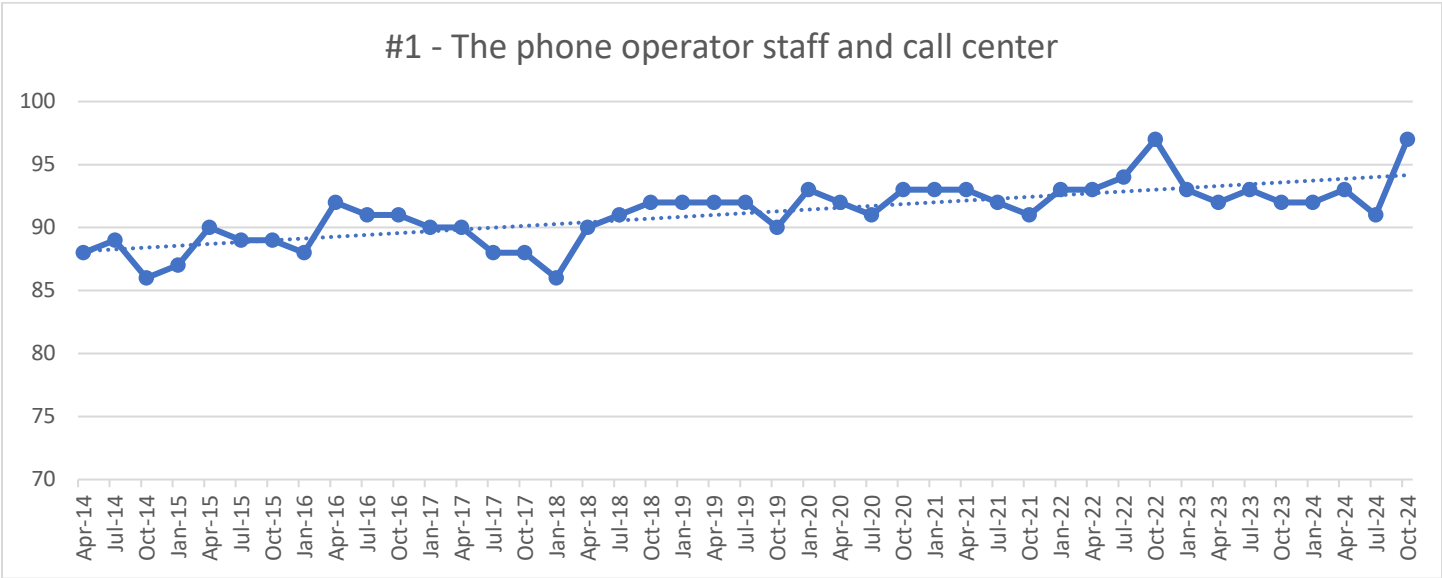
**English**

- Ali: 30
- Aphaivong: 26
- Cekova: 11
- Chang: 28
- Fischer: 4
- Hering: 1
- Keclik: 10
- Keil: 6
- Malanfant: 7
- Nambo: 18
- Origer: 39
- Siddiqui: 30
- Talwar: 8
- Weaver: 3

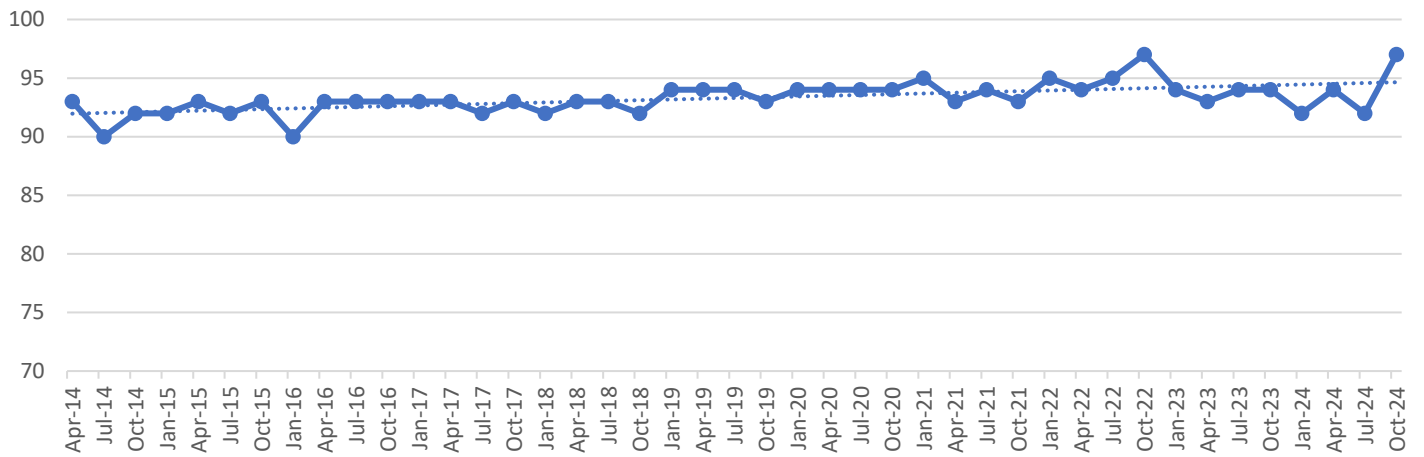
**Spanish**

- Ali: 15
- Aphaivong: 19
- Cekova: 9
- Chang: 25
- Hering: 3
- Keclik: 48
- Malanfant: 1
- Nambo: 36
- Origer: 32
- Siddiqui: 24
- Weaver: 1

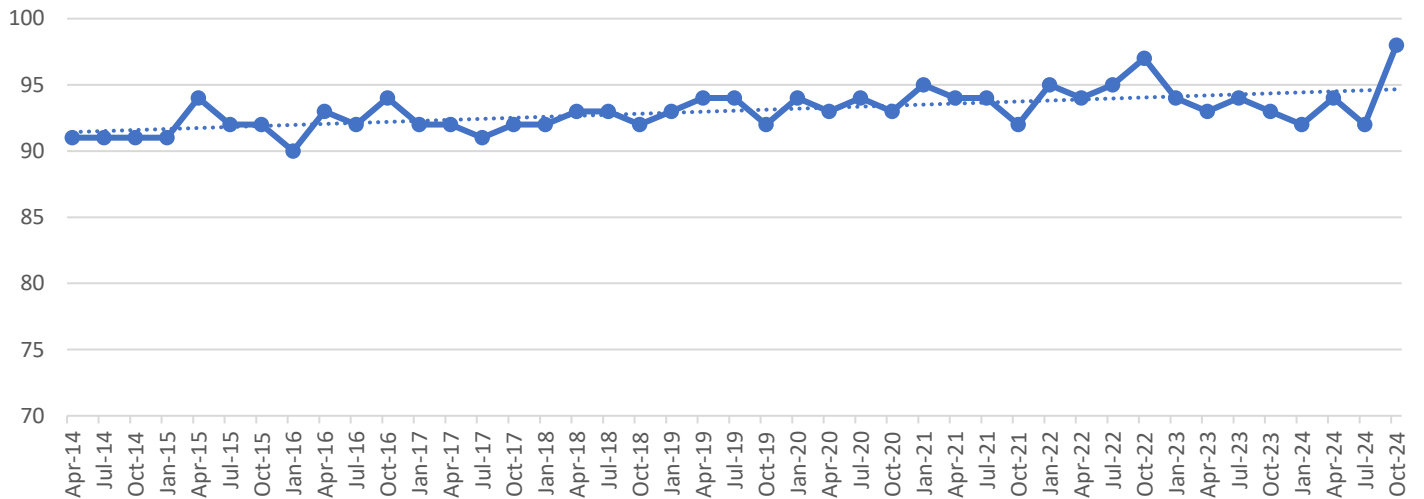
# Individual Question Results with Trendlines



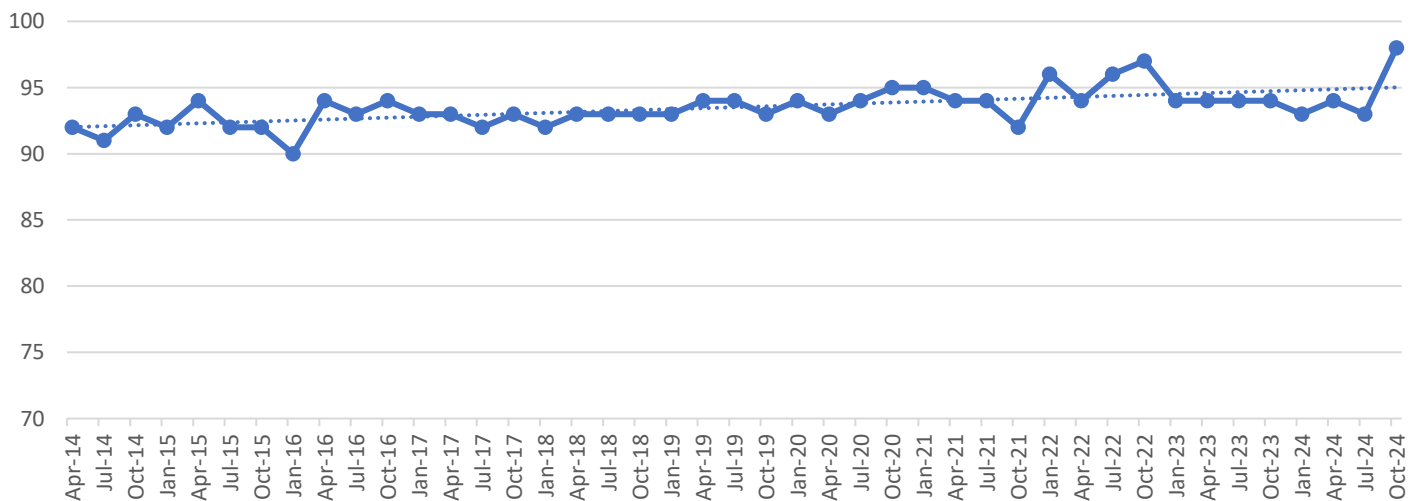
### #4 - Education and explanation of plan provided in a way that I can understand



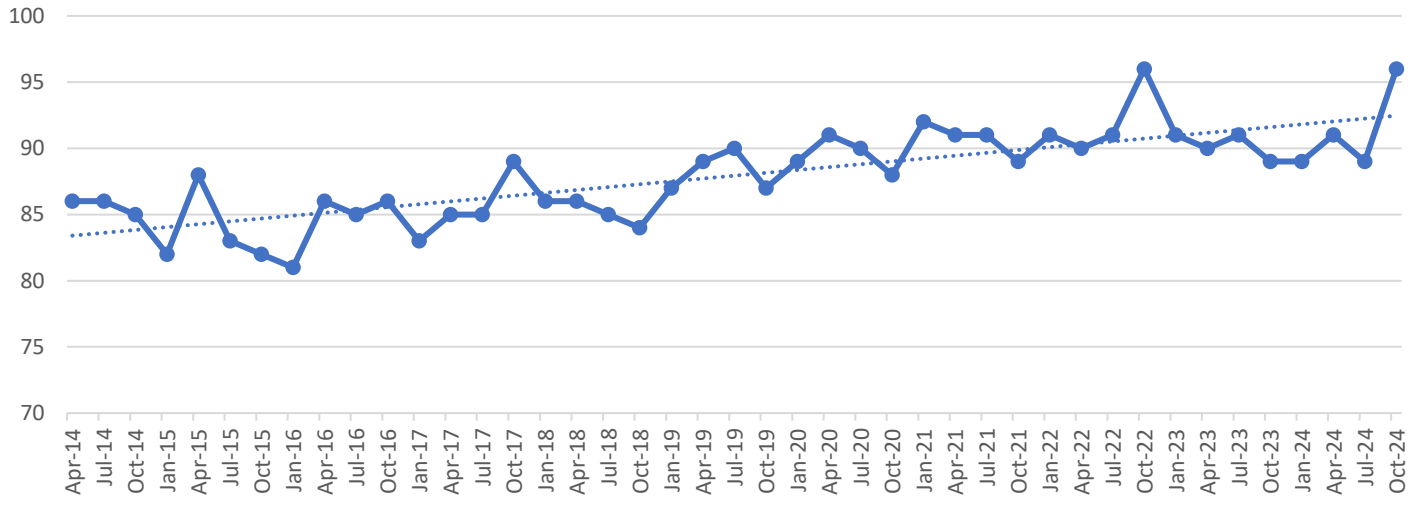
### #5 - The follow-up and coordination of my care



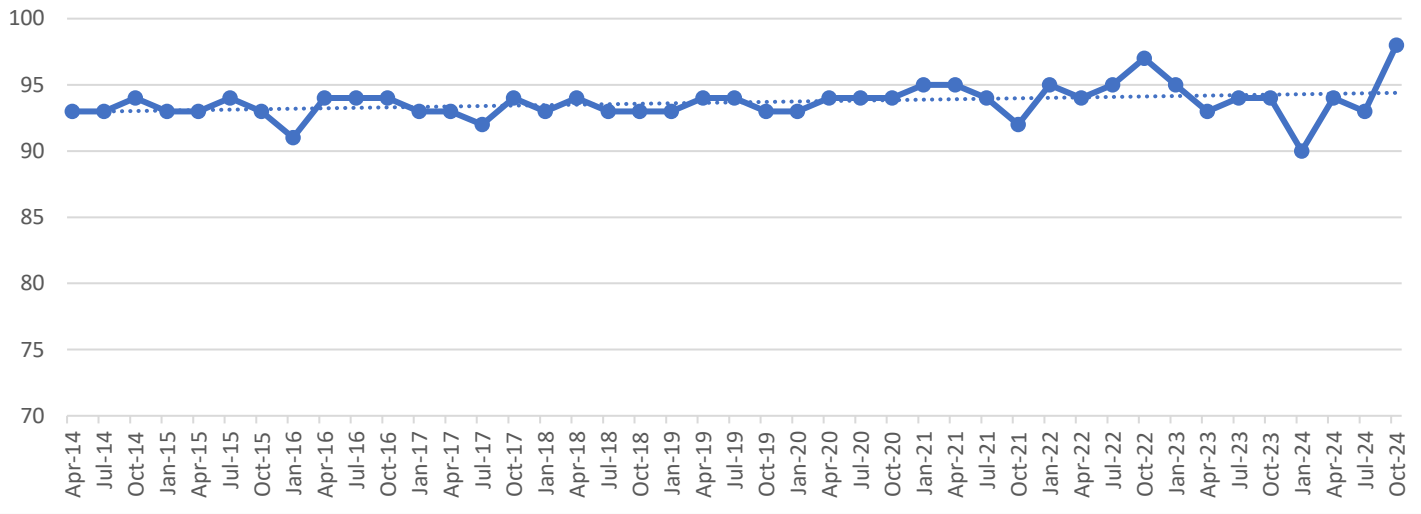
### #6 - The staff addressing my medical needs today



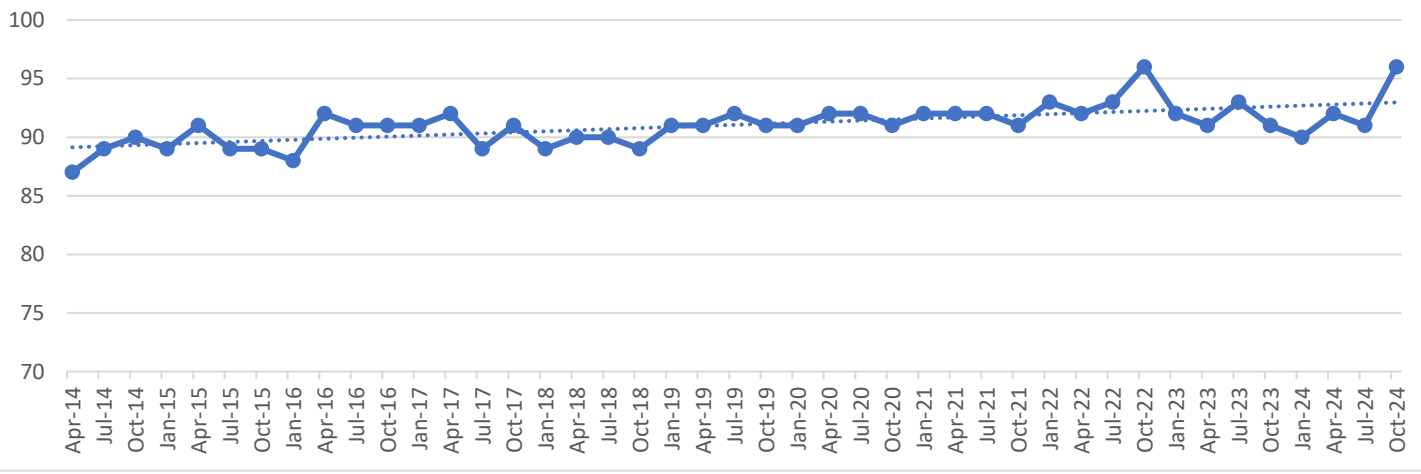
### #7 - The time spent waiting



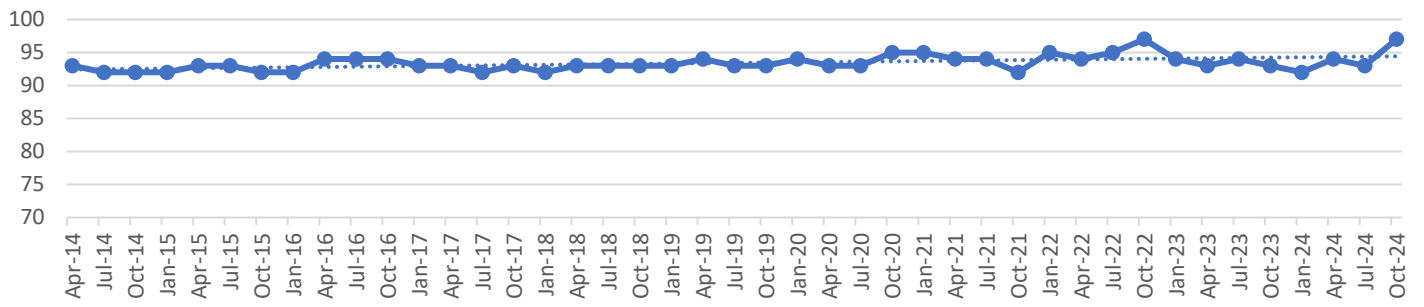
### #8 - The respectfulness of staff



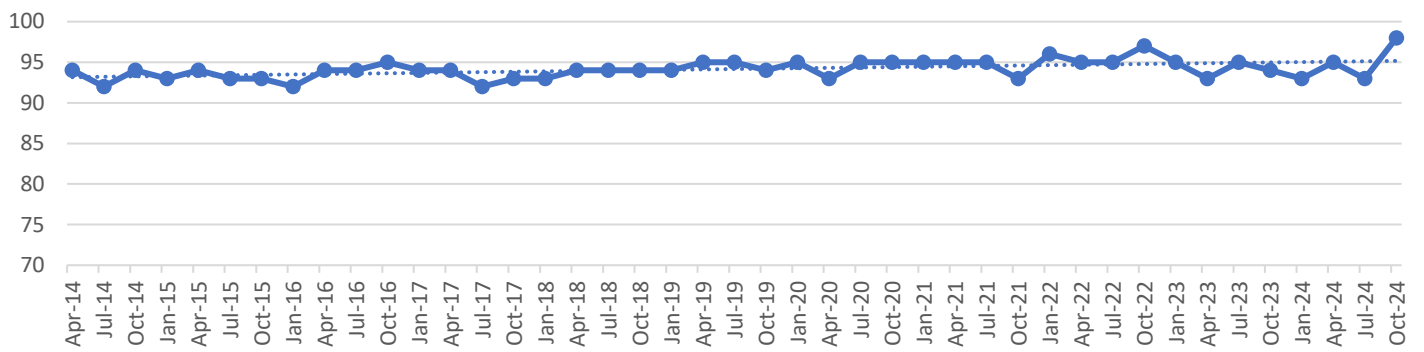
### #9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



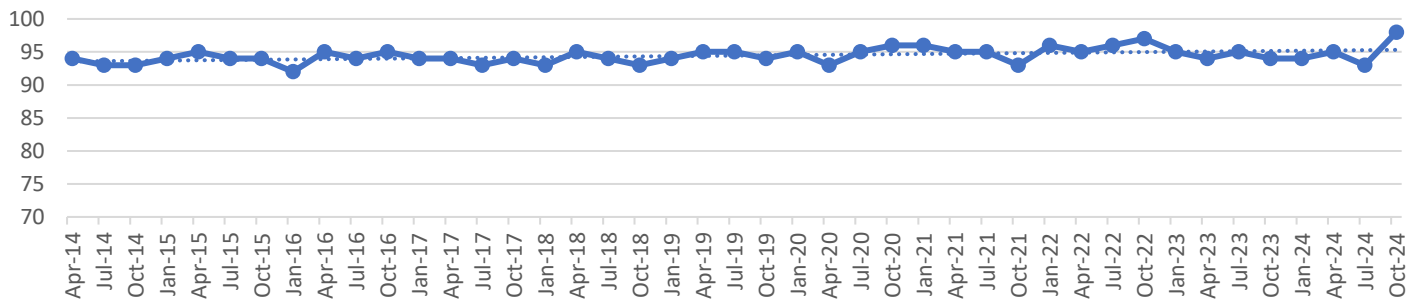
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

