

Patient Satisfaction Survey 450 Dundee Ave., Elgin - Lower Level (Pediatrics) 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 91% to 95%. 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.

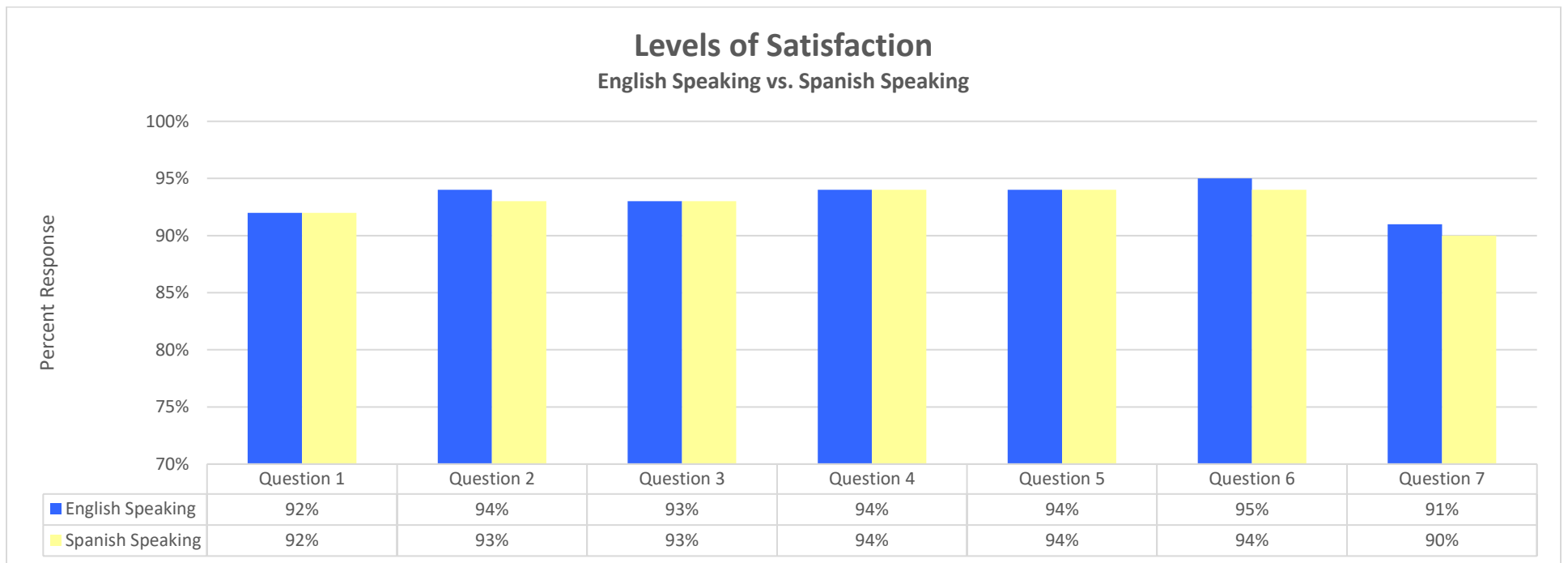
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	92%	94%	94%	92%
2. The reception staff	94%	95%	95%	94%
3. Receiving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

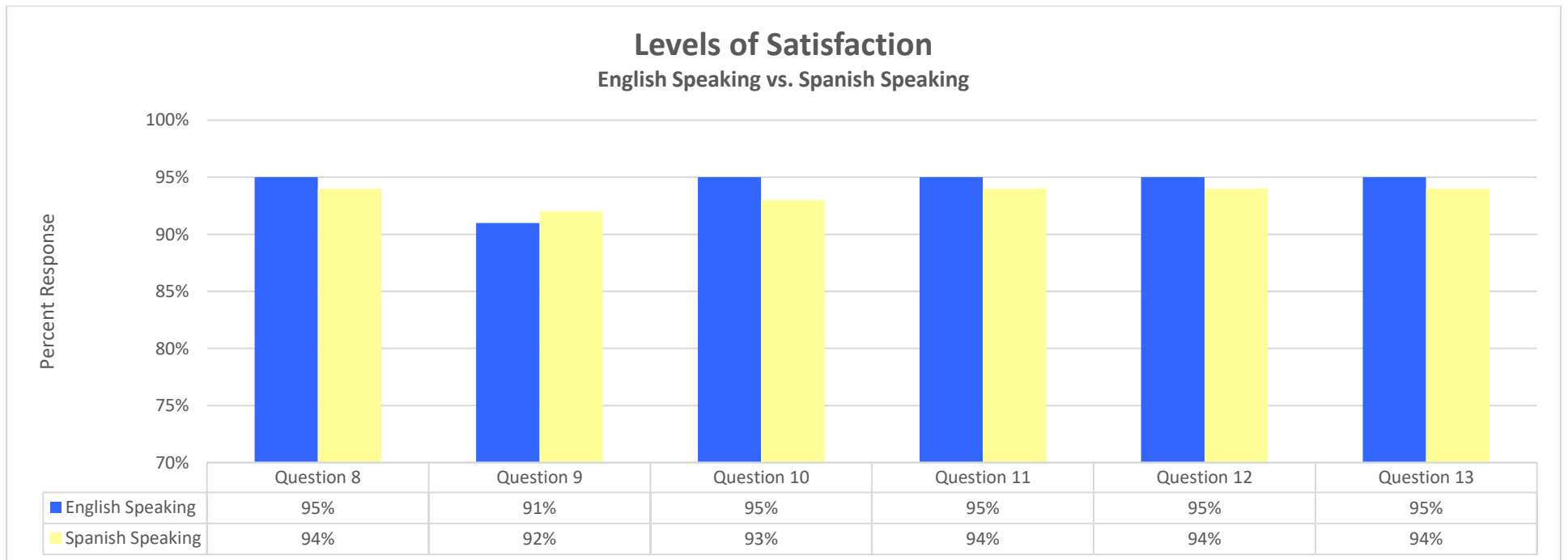
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	147 71%	166 70%	43 21%	57 24%	17 8%	12 5%	0	0	1 1%	3 1%
2. The reception staff	158 75%	171 73%	44 21%	55 23%	8 4%	7 3%	0	0	0	3 1%
3. Receiving a timely appointment	152 73%	169 72%	45 22%	54 23%	11 5%	8 3%	1 1%	3 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	153 73%	172 73%	49 23%	58 25%	8 4%	5 2%	0	0	0	2 1%
5. The follow-up and coordination of my care	157 75%	175 74%	44 21%	56 24%	9 4%	5 2%	0	0	0	2 1%
6. The staff addressing my medical needs today	160 77%	176 74%	42 20%	54 23%	5 2%	5 2%	0	0	0	3 1%
7. The time spent waiting	144 69%	154 65%	46 22%	59 25%	15 7%	15 6%	4 2%	6 3%	1 1%	3 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	164 78%	180 76%	41 20%	48 20%	5 2%	5 2%	0	1 1%	0	3 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	134 67%	156 70%	45 23%	52 23%	19 10%	14 6%	1 1%	0	0	2 1%
10. The handling of personal medical info in a private and confidential manner	160 77%	166 71%	43 21%	56 24%	5 2%	8 3%	0	0	0	3 1%
11. Your medical assistant	160 76%	179 76%	44 21%	46 20%	6 3%	8 3%	0	0	0	3 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	163 78%	178 75%	42 20%	50 21%	5 2%	6 3%	0	0	0	3 1%
13. Overall, how satisfied are you with the Health Center?	162 78%	176 76%	42 20%	48 21%	5 2%	6 3%	0	0	0	3 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: 44

N/A: 24

YES: 2

Comments:

1. "I have and staff delivered message regarding refill." (Weaver)
2. "Good." (Triner)
3. "No, however the service was good and we received plenty info." (Davies)
4. "Good."
5. "None."

Spanish

NO: 29

N/A: 4

YES: 3

Comments:

1. "Very good." "Muy buena." (3)
2. "Very great." "Muy bien." (2)
3. "Very good attention." "Muy buen atencion."

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

English

1. "N/A." (6)
2. "The encouragement from Dr. Davies." (Davies)
3. "Locations are connected." (Newbrander)
4. "Staff." (3)
5. "Everything." (5)
6. "Convenience." (3)
7. "Everyone." (Marepalli)
8. "Good."
9. "Service great." (Dodis)
10. "Appointments." (Piekarz)
11. "Professionalism." (Marepalli)
12. "Getting information."
13. "Reminder phone calls."
14. "Quick appointments." (Dodis)
15. "Pediatrician helped ease all concerns & answered all questions." (Marepalli)
16. "Fast + helpful staff." (Piekarz)
17. "Helpful staff." (Triner)
18. "More locations available." (Triner)
19. "Nothing so far. All is well." (Marepalli)
20. "The staff is very helpful." (Dodis)
21. "Availability of appt."
22. "When communicating my concerns with staff."
23. "Appointment accommodation @ separate location." (Newbrander)
24. "The medical assistant." (Marepalli)
25. "Works w/ insurance." (Weaver)
26. "Everything 😊." (Triner)
27. "The practitioner."
28. "The service." (Weaver)

1. "Very good." "Todo bien." (2)
2. "The attention." "La atencion." (4)
3. "Excellent service." "Excelente servicio." (Triner)
4. "Everything is very good." "Todo muy bien."
5. "Everything is good." "Todo bien."
6. "Excellent." "Excelente." (Marepalli)
7. "With my health." "Con mi salud." (Piekarz)
8. "The kindness and quickness." "Su amabilidad y rapidez."
9. "Efficiency." "Eficiencia."
10. "Communication." "Comunicacion."
11. "That they always tend to us at the time of the appointment, and they are always kind." "Que siempre nos atiende a la hora de la cita y siempre con amabilidad."
12. "With my health and any doubts, I may have." "Con la salud y dudas que he tenido."
13. "To maintain preventative care for illnesses for us." "A mantenernos precavidos con alguna enfermedad para nosotros."
14. "With everything that I may need." "Todo lo que necesito." (Triner)
15. "That I can come without an appointment." "Que puedo venir sin cita."
16. "My son's check-up." "Al chequeo de mi hijo." (Newbrander)
17. "Having same day appointments." "Tener citas para el mismo día."
18. "Information that I can take home." "Informacion que puedo llevar a la casa." (Triner)
19. "The quickness." "Lo rápido."

29. "The kindest and respectful treat from both NP & MA. Thank you, both very helpful." (Triner)
30. "The way they help to provide the needs for my child."
31. "Everything is good keep it up."
32. "The phone calls before my appointments."
33. "They didn't judge when asking questions."
34. "Results- reviewing bloodwork, follow up." (Triner)
35. "How fast they help." (Piekarz)
36. "The providers attention + care." (Triner)
37. "Amazing communication." (Davies)
38. "Helpful doctors and nurses." (Marepalli)
39. "All the workers." (Triner)
40. "Appointment reminders and care summary sheets." (Piekarz)
41. "The doctor being patient and respectful w/ my needs and questions and being very thorough." (Triner)
42. "Everyone was nice and informative." (Triner)
43. "I feel comfortable the way they talk to their patient."
44. "Making sure my family is healthy and safe." (Marepalli)
45. "The help when I have questions about my baby." (Triner)
46. "They speak both language Spanish and English." (Triner)
47. "The communication between provider + patient." (Davies)
48. "Everything!."
49. "Everyone is very kind & helpful." (Dodis)
50. "The friendliness expressed by the workers here."
51. "After visit explaining appointment." (Piekarz)
52. "The information given after visit." (Piekarz)
53. "Kind staff/providers." (Marepalli)
54. "Understanding NEEDS."
20. "That they speak my language." "Que hablan mi idioma." (Marepalli)
21. "No, enjoy the attention 😊." "No encanta su atencion 😊."
22. "Same day appointment." (English response on a Spanish survey)
23. "The attention in general is very great." "La atencion en general es muy buena." (Marepalli)
24. "The attention is very great." "La atencion es muy buena."
25. "The wait time should be shorter." "Que no sea mucha la espera."
26. "The medical attention for my daughter." "La atencion medica a mi hija." (Triner)
27. "The attention and explanation of the problem." "Su atencion y explicacion del problema."
28. "Quality of doctors." "Calidad de doctores." (Piekarz)
29. "For their service." "Por su servicio."
30. "They speak Spanish." "Hablan Espanol." (Marepalli)
31. "My son's health." "La salud de mi hijo." (Dodis)
32. "The closeness to my home and the flexibility of the hours." "La cercania a mi casa y la flexibilidad de los horarios." (Dodis)
33. "To all the people the care of my daughter's." "A toda la gente al cuidado de mis hijas."
34. "The care for health." "El cuidado de la salud." (Triner)
35. "The quickness of the appointments." "La rapidez de sus citas." (Dodis)

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (2)
2. "N/A." (29)
3. "Good." (Tiner)
4. "None." (3)
5. "😊." (Newbrander)
6. "Satisfied." (Piekarz)
7. "It's good." (Triner)
8. "Faster appts available." (Triner)
9. "Mental health." (Weaver)
10. "Keep being kind."
11. "No need all good."
12. "No comments at this time."

Spanish

1. "N/A." (3)
2. "No."
3. "Not necessary." "No necesita." (Piekarz)
4. "Nothing." "Ninguno." (2)
5. "Everything is very good." "Todo muy bien." (Triner)
6. "Everything is great." "Todo bien." (6)
7. "Everything is excellent." "Todo es excelente." (Dodis)
8. "It is fine." "Esta bien."
9. "Personally, everything has been great." "Todo para mi estado bien."

13. "They can improve the appointment time as long you showed up before your apt you still should be seen."
14. "Please add Ms. Weaver to the portal so I can message her directly." (Weaver)
15. "It's great." (Triner)
16. "Check-in procedures."
17. "Donuts." (Marepalli)
18. "Answer the phone." (Marepalli)
19. "Doing great!" (Davies)
20. "It's good to me." (Marepalli)
21. "Visit was great." (Triner)
22. "Continue being kind and respectful." (Marepalli)
23. "I was satisfied with everything, I have no complaints."
24. "Keep up good work."

10. "For the moment, everything has been great." "Por el momento todo bien."
11. "I think everything is perfectly great." "Yo pienso que todo esta perfectamente bien."
12. "I think that everything has been great." "Creo que todo esta bien."
13. "Everything for now has been great, thank you." "Todo hasta ahora bien gracias."
14. "Nothing to improve, everything is perfect." "Nada que mejorar, todo perfecto." (Triner)
15. "I am content with the service and care." "Estoy contento con el servicio y cuidado."
16. "The appointment should be quicker." "Que fuera un poco mas rápida la visita."
17. "For the moment, everything is perfect." "Por el momento todo esta perfecto."
18. "For me it has functioned great without a complaint." "A mi me ha funcionado bien sin queja." (Dodis)

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

English

- YES: 144
- NO: 0

Spanish

- YES: 135
- NO: 0

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

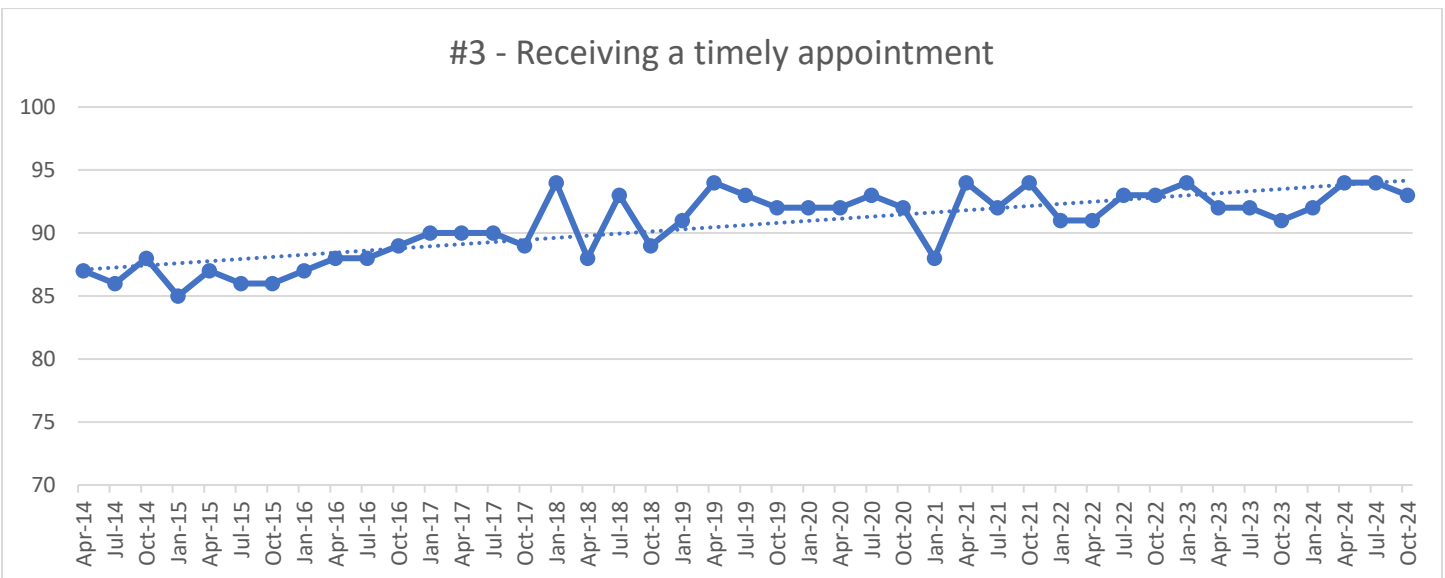
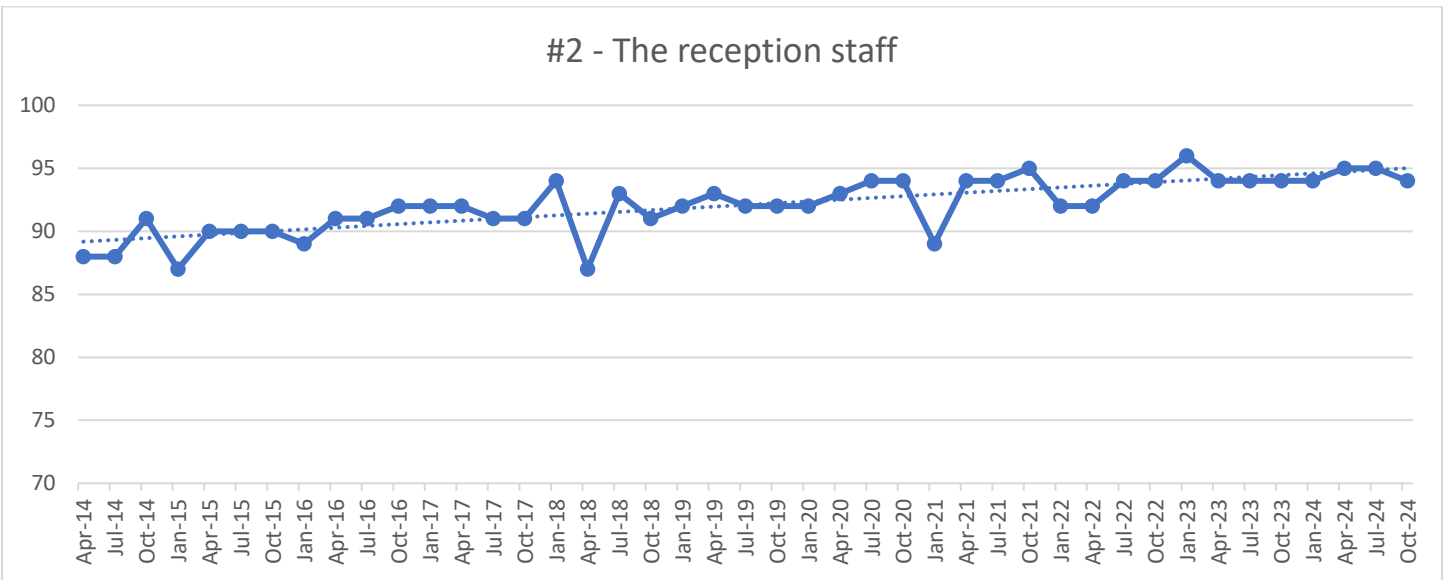
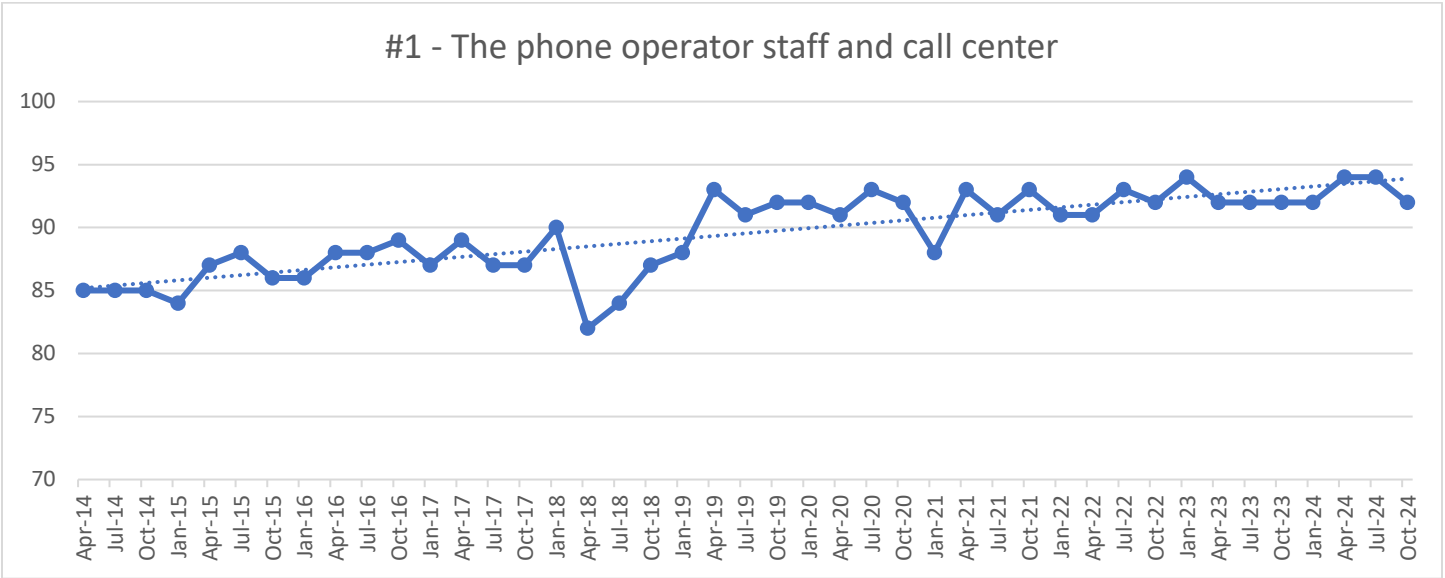
English

- Davies: 15
- Dodis: 16
- Marepalli: 17
- Newbrander: 4
- Piekarz: 27
- Triner: 28
- Weaver: 3

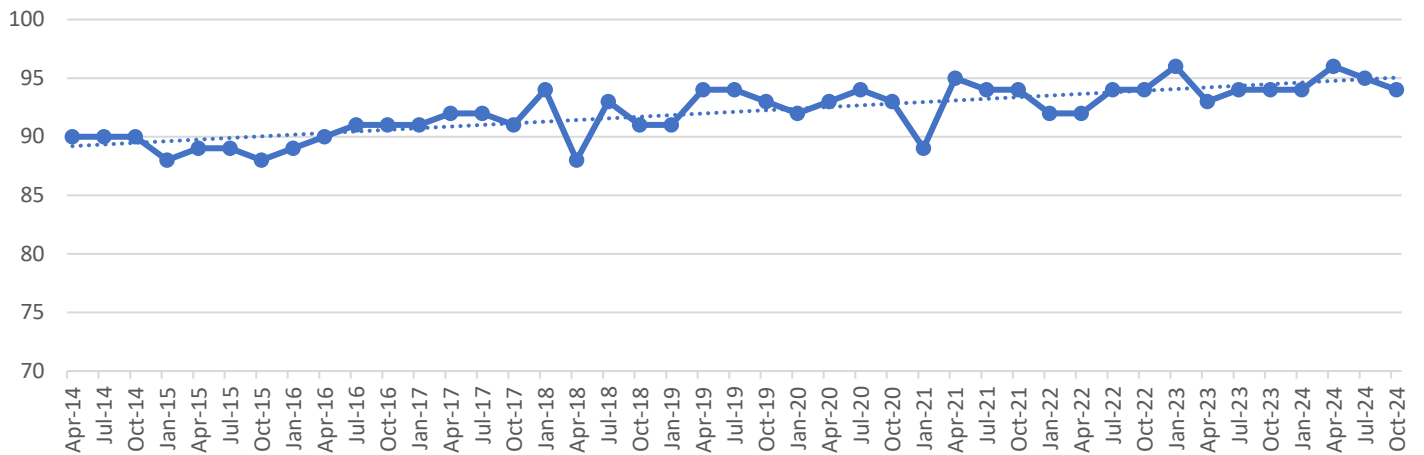
Spanish

- Davies: 3
- Dodis: 18
- Marepalli: 28
- Newbrander: 6
- Piekarz: 24
- Triner: 29
- Weaver: 3

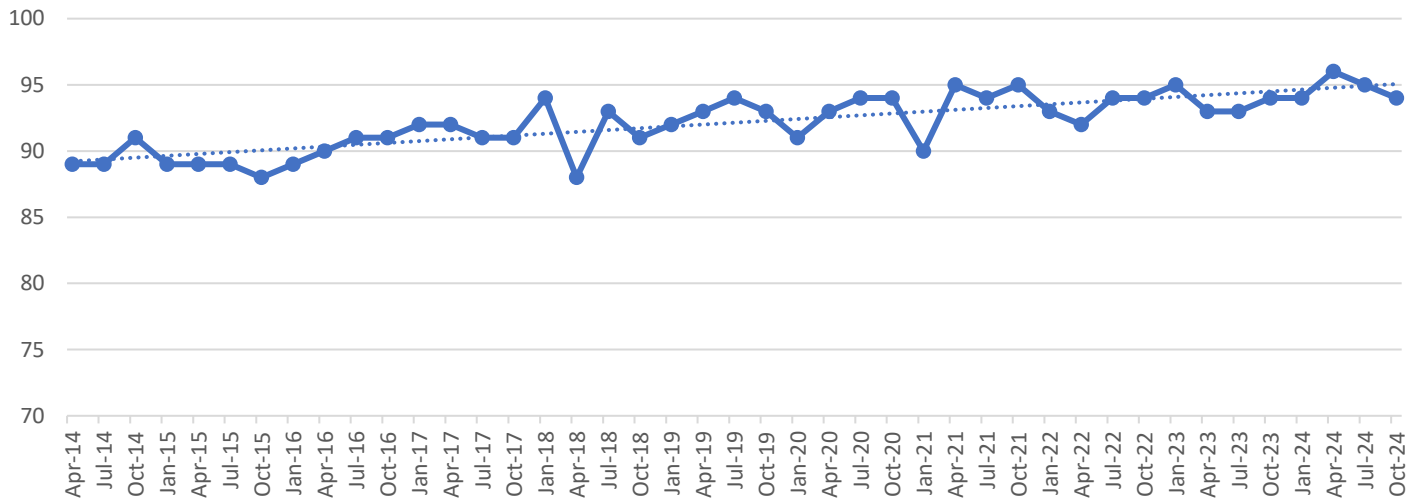
Individual Question Results with Trendlines



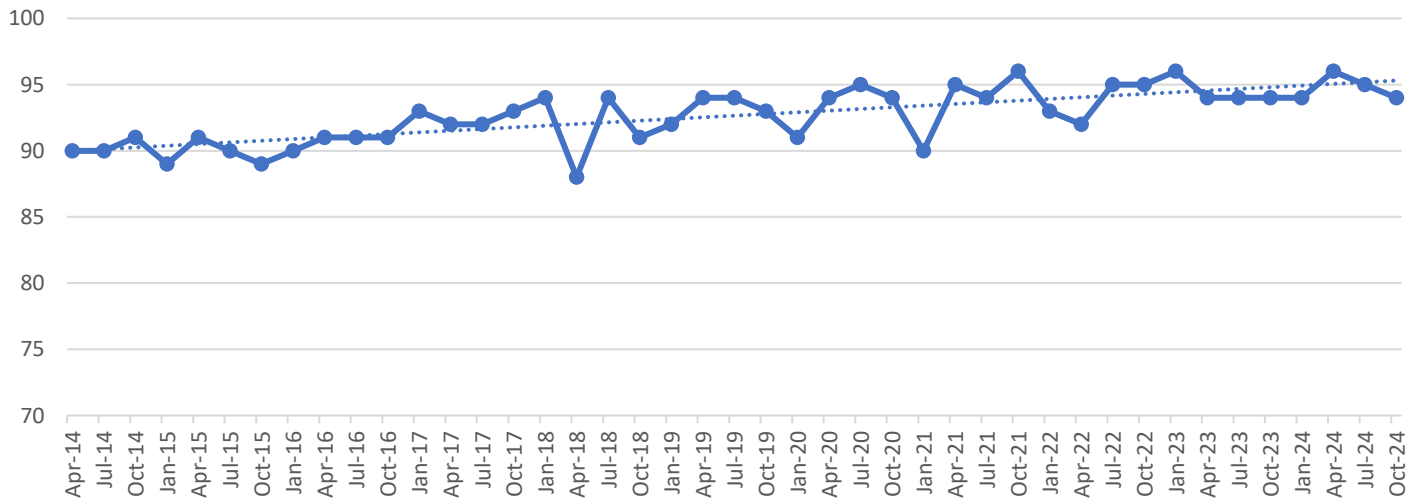
#4 - Education and explanation of plan provided in a way that I can understand



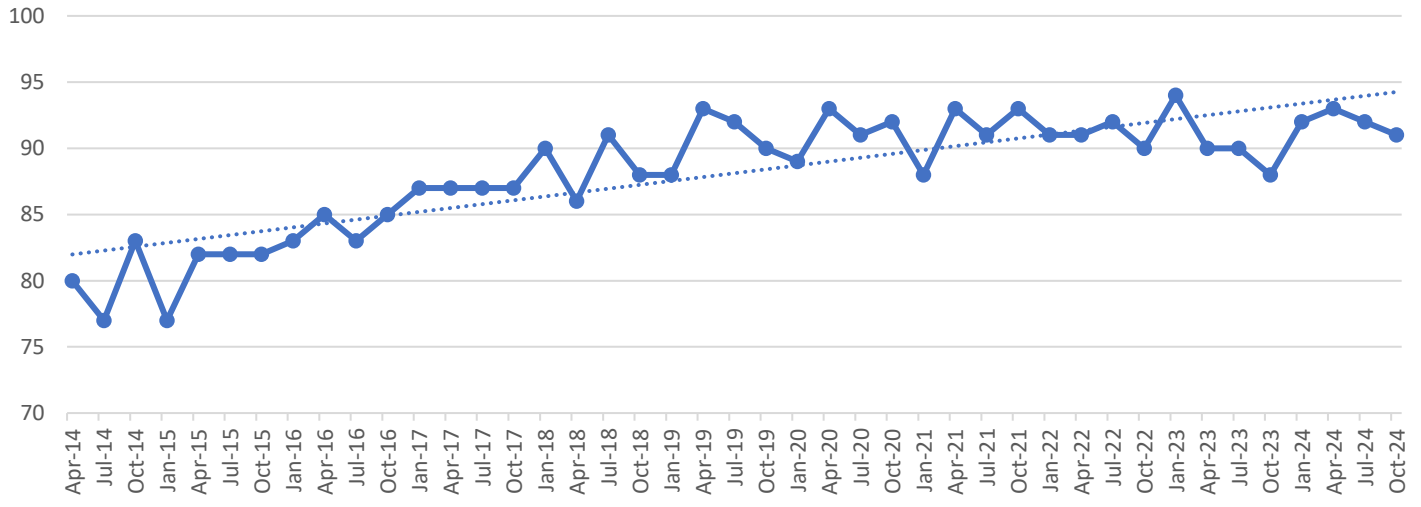
#5 - The follow-up and coordination of my care



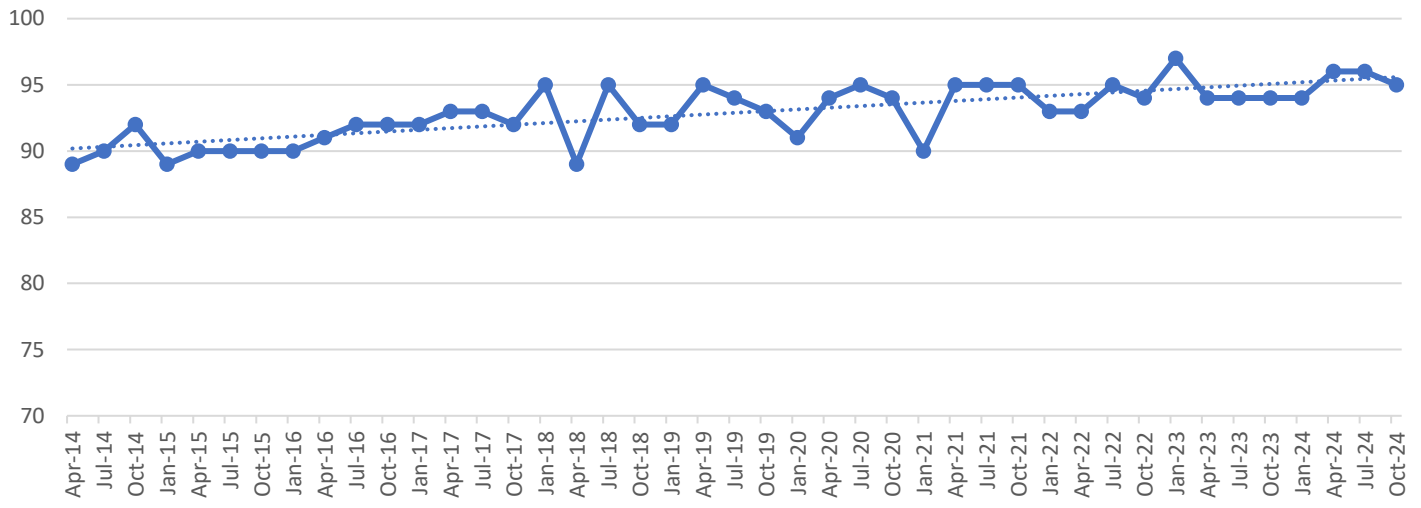
#6 - The staff addressing my medical needs today



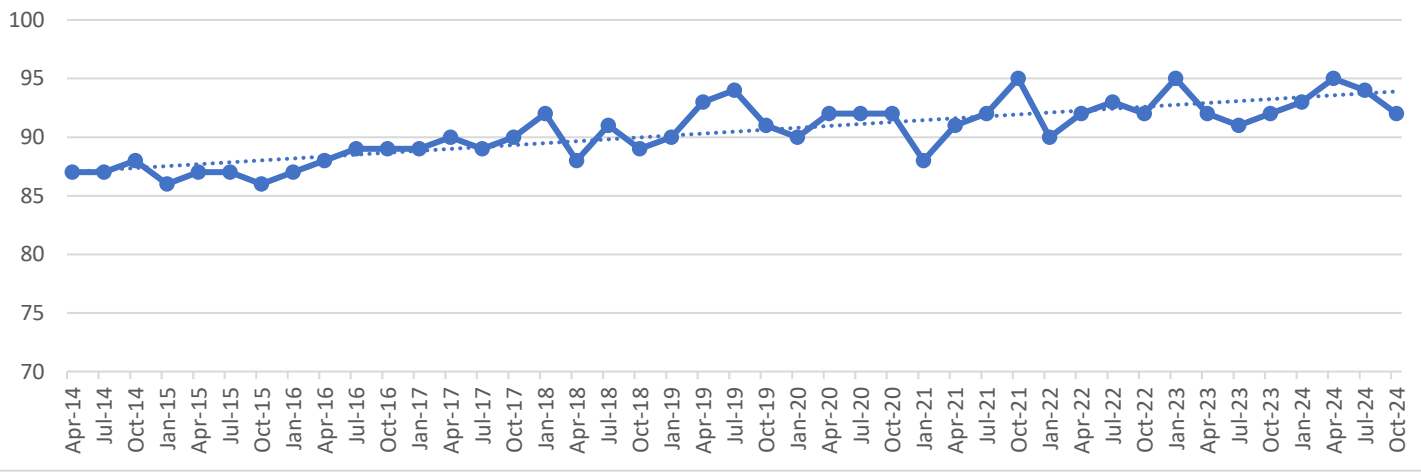
#7 - The time spent waiting



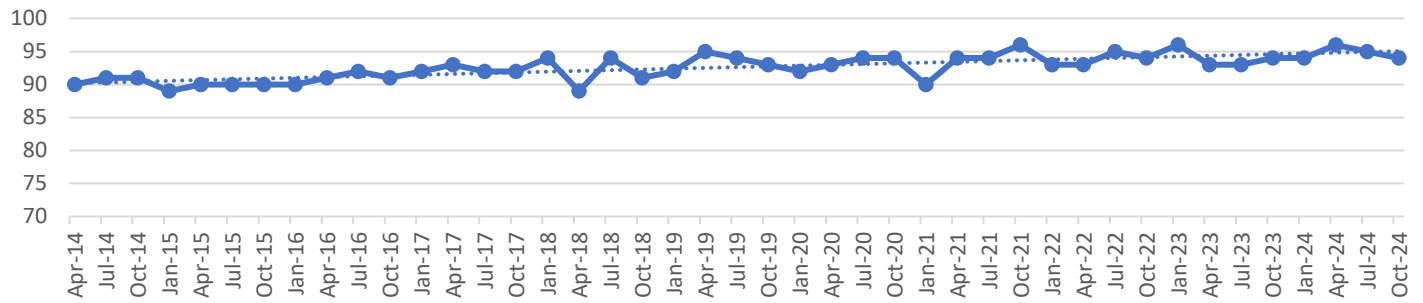
#8 - The respectfulness of staff



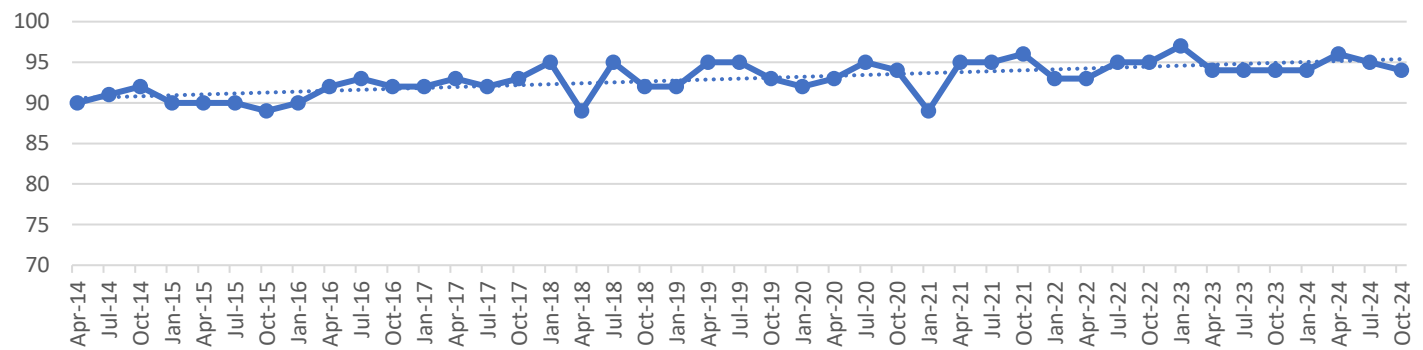
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



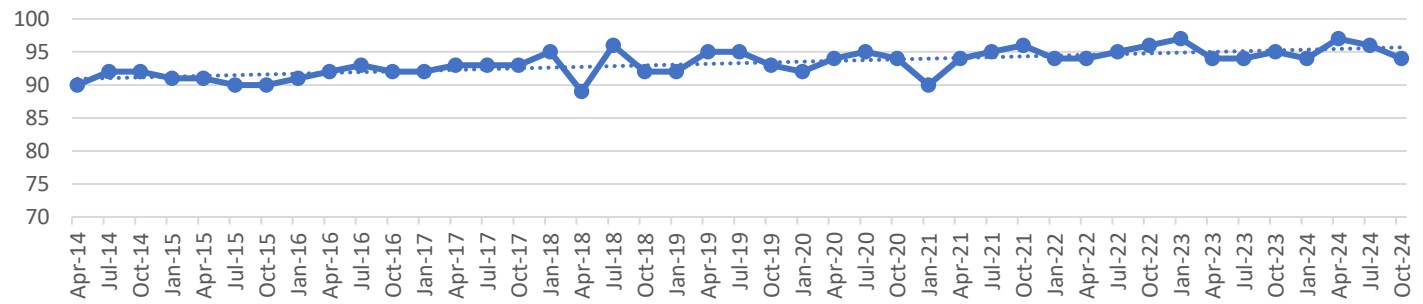
#10 - The handling of my personal medical information in a private and confidential manner



#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?

