

**Patient Satisfaction Survey  
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)  
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 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

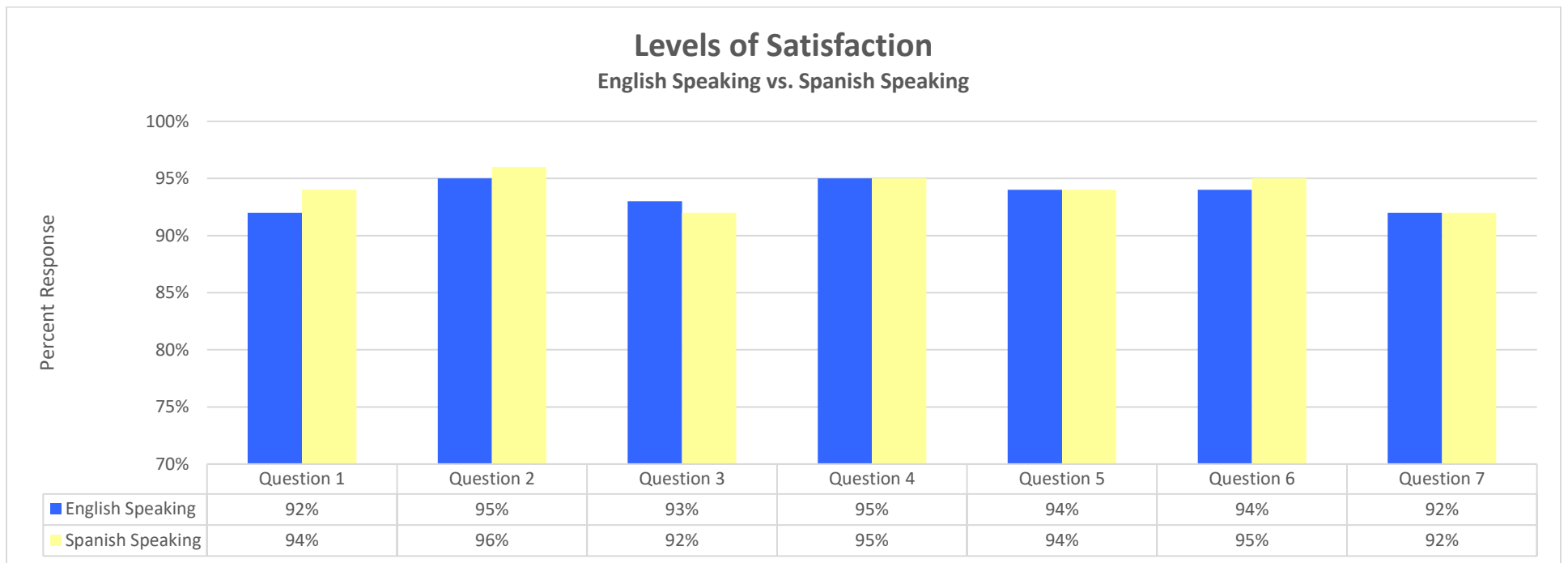
<b>450 Dundee Ave., Elgin - Upper Level – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	94%	93%	93%	92%
2. The reception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

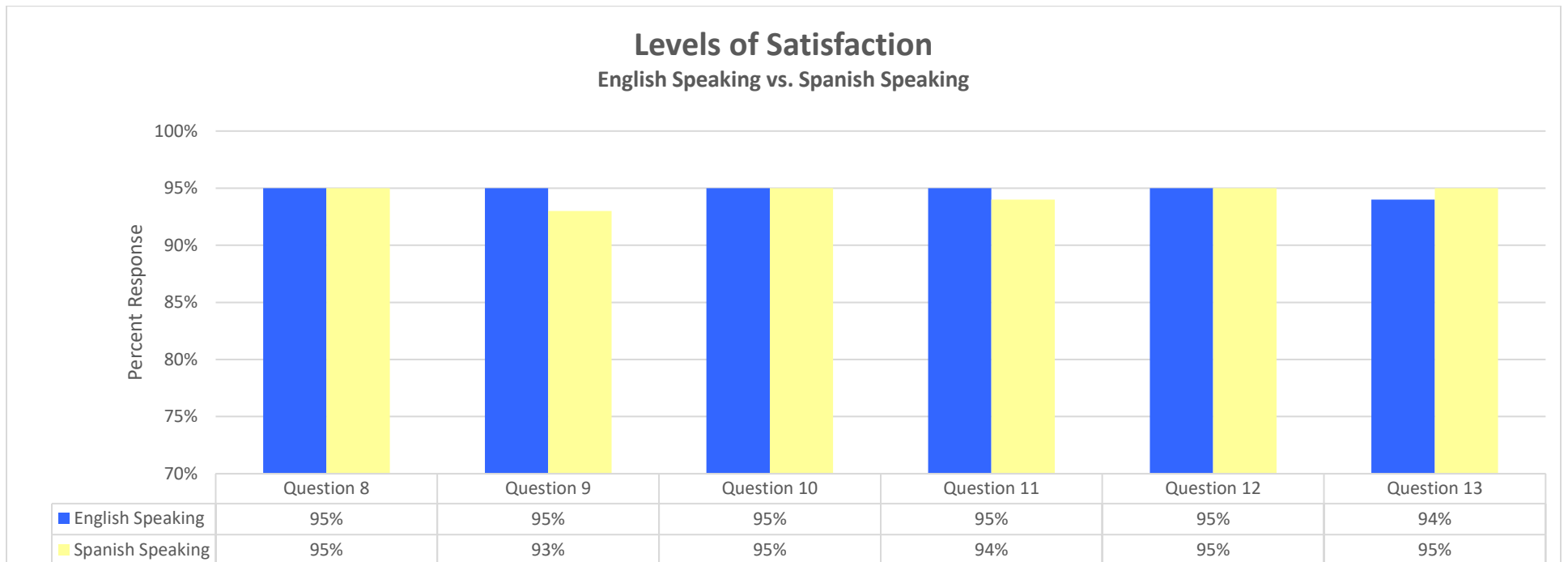
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	97 72%	140 73%	29 22%	47 25%	6 4%	4 2%	2 1%	0	1 1%	0
2. The reception staff	106 79%	159 83%	24 18%	31 16%	5 4%	2 1%	0	0	0	0
3. Receiving a timely appointment	97 72%	126 67%	28 21%	47 25%	8 6%	15 8%	0	0	1 1%	0
4. Education and explanation of plan provided in a way that I can understand	105 78%	137 73%	25 19%	50 27%	5 4%	1 1%	0	0	0	0
5. The follow-up and coordination of my care	98 73%	134 71%	30 22%	50 27%	6 5%	4 2%	0	0	0	0
6. The staff addressing my medical needs today	99 74%	143 75%	31 23%	47 25%	3 2%	1 1%	0	0	1 1%	0
7. The time spent waiting	94 70%	125 66%	28 21%	53 28%	11 8%	12 6%	1 1%	0	1 1%	0



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	105 78%	144 75%	26 19%	46 24%	4 3%	1 1%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	97 76%	124 67%	27 21%	56 30%	4 3%	4 2%	0	1 1%	0	0
10. The handling of personal medical info in a private and confidential manner	104 77%	141 75%	27 20%	46 25%	4 3%	1 1%	0	0	0	0
11. Your medical assistant	102 77%	130 72%	26 20%	46 26%	5 4%	4 2%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	103 77%	132 73%	26 20%	48 27%	4 3%	1 1%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	98 75%	148 78%	27 21%	39 21%	4 3%	1 1%	1 1%	0	0	1 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: 27

N/A: 10

YES: 3

#### Comments:

1. "Very helpful, got all my questions answered."
2. "I haven't yet but when I call everyone is very friendly." (Piper)
3. "No. Walk in." (Akroush)
4. "They called me back very late @7pm." (Guzman)
5. "I like the staff + my doctor." (Akroush)
6. "Yes, they answered that same day 😊." (Guzman)
7. "Very organize & well manner staff." (Lamond)
8. "Very respectful." (Stern)
9. "No, I have not left a message with a staff member."
10. "No, but if I do leave messages someone always gets back to me, even if it's not my provider." (Stern)
11. "Called then for some questions regarding my appointment never called me back." (McCormick)

#### Spanish

NO: 45

N/A: 4

YES: 5

#### Comments:

1. "No, we complied with the appointment that was agreed upon." "No, cumplimos con la cita acordada." (Uy)
2. "Excellent." "Excelente." (George)
3. "Very pleasant excellent attention." "Muy agradable exelente atencion." (Guzman)
4. "Very great, in truth, the attention is very good." "Muy buena la verdad atención muy buena." (Akroush)
5. "Great." "Bien." (Akroush)
6. "Very good, kind." "Muy buena, amable." (Akroush)
7. "My experience was great." "Mi experiencia fue muy buena." (McCormick)

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

#### English

1. "Doctor."
2. "N/A." (3)
3. "?" (Akroush)
4. "Prices." (Uy)
5. "The staff."
6. "All information." (Guzman)
7. "Patient portal." (Stern)
8. "Getting all the information." (Piper)
9. "Communication with my OB doc." (Piper)
10. "Timeliness, skilled staff."
11. "More information for my pregnancy." (Piper)
12. "The fast appointments."
13. "Everything is ok." (Akroush)
14. "That my kids can come (even if it isn't that easy- I wouldn't be able to come at all otherwise)." (Piper)
15. "Timeliness and care." (Guzman)
16. "Flexibility with apts." (Guzman)

#### Spanish

1. "N/A." (2)
2. "Attention." "Atencion." (2)
3. "Economically accesible." "Económicamente accesible." (Akroush)
4. "With everything." "En todo."
5. "With my health." "En mi salud." (Uy)
6. "The service." "El servicio." (Safavinejad)
7. "The accesibility." "Lo assesible."
8. "Reasonable timely appointments." "Citas tiempo razonable." (Uy)
9. "Continued dental care for my family." "Seguimiento dental de mi familia." (Uy)
10. "The great attention." "La buena atencion." (3)
11. "The personnel." "El personal." (Piper)
12. "It is close to my home." "Esta cerca de mi casa." (Guzman)
13. "The assistance is very excellent." "La asistencia es muy excelente." (Uy)

17. "Very neatly clean and fast with very little waiting time." (Akroush)
18. "Great customer service and clean environment." (George)
19. "Helped figure out my son's tooth pain & on the road to fixing his teeth 😊." (Uy)
20. "Doctor gave very good info + clear." (Lamond)
21. "Just making sure I'm inform as much as possible."
22. "Very informative w/ all care."
23. "The calls I get before the day of my appointments." (Piper)
24. "The help they provide is helpful." (Lamond)
25. "The appt reminder calls." (Uy)
26. "Support/consistency." (McCormick)
27. "Variety of care centers in one location."
28. "I'm able to get dental care in a great timely manner." (Safavinejad)
29. "The doctor and staff are able to ask me questions if I need help with an appointment." (George)
30. "How caring and thorough my doctor is." (Stern)
31. "There appointment reminders." (Stern)
32. "The fact you have wic, dental, and all health doctors for adults and children." (Akroush)
14. "They help me with the support and the specific explanations during the consult."  
"Me ayudan en sus apoyos y en explicar con especificación la consulta." (Piper)
15. "It helps me because I can pay based on my means." "Me ayuda porque puedo pagar a mi al calse." (Piper)
16. "How they tend to my children, and now as well." "Como atienden a mis hijos y ahora también." (Uy)
17. "They are very on top of my appointments for my children." "Estan muy al pendiente con las citas para los niños." (Uy)
18. "They find alternatives that assist me with time and attention." "Buscan alternativas que me ayudan tiempo y atencion." (Uy)
19. "Accessible prices." "Precios accesibles." (Uy)
20. "The hospitality." "La hospitalidad." (Guzman)
21. "Maintaining healthy teeth." "A mantener saludable toda la dentadura." (George)
22. "Having control of my pregnancy." "Control de embarazo." (Guzman)
23. "I am very appreciative for their attention." "En todo estoy muy agradecida por su atención."
24. "Very great attention and very kind, thanks." "Muy buena atencion muy amables, gracias." (Akroush)
25. "The quickness, great attention from the entire personnel." "La rapida, buena atencion de todo el personal." (Guzman)
26. "Reasonable prices very great attention." "Presios rasonables muy buena atención." (Akroush)
27. "With my pregnancy. Very great and very good attention." "Con mi embarazo todo muy bien y buena atención." (Guzman)
28. "Immediate attention and the great treatment." "Atencion immediate y su buen trato." (Akroush)
29. "That with every appointment they help you and they coordinate everything very well." "Que en cada cita te ayudan y coordinan todo muy bien." (Guzman)
30. "Everything." (English response on a Spanish survey)
31. "None." (English response on a Spanish survey)
32. "The quick attention, efficient, and great from the entire personnel." "La atencion rapida, eficaz, y buena de todo el personal." (Quesea)
33. "With the control of my pregnancy." "Con mi control de embarazo." (Piper)

34. "The general care." "El cuidado general."  
(Quesea)
35. "Having care for my health and my baby's."  
"A tener cuidado con mi salud y de mi bebe."  
(Piper)
36. "Attention from the call center to remember  
the continuity of dental cleanliness."  
"Atencion de call center en recordar la  
continuacion de limpieza dental."
37. "Dental assistance, pediatrician and  
gynecology everyone excellent." "Asistencia  
odontologic, pediatra, ginecologia todos  
exelentes." (George)
38. "Dental, pediatrician, gynecology."  
"Odontología, pediatra, ginecología."  
(Quesea)
39. "It helps me with my pregnancy and care."  
"Me ayuda con mi embarazo y cuidado."  
(Lamond)
40. "Their recommendations on behalf of the  
health personnel." "Sus recomendaciones  
por parte del personal de salud."
41. "Their attention is excellent." "Su atencion es  
exelente." (Akroush)
42. "With everything." "En todo." (Quesea)
43. "Medical attention close to my home."  
"Atencion medica cerca de mi casa."  
(McCormick)
44. "The patient plan of care and the grand  
service and the accessibility of appointments  
times." "El plan de mi cuidado y el gran  
servicio y su accesibilidad de tiempo para  
programar una cita." (McCormick)
45. "That it is close and accessible in regard to  
the prices, additionally they offer great  
services, and the personnel is very kind."  
"Que esta cerca, y es accesible en cuestion  
de precios, además ofrecen buenos servicios  
y su personal es muy amables." (George)
46. "That they help me know about my health  
and for the baby." "Que me ayuda a saber  
como esta mi salud x la del bebe."  
(McCormick)
47. "Gynecology and consult. They are attentive  
and kind when addressing me." "Ginecologia  
y consegeria son muy atentos y amables al  
entenderme." (McCormick)
48. "I enjoy that the doctor I have speaks  
Spanish." "Me encanta que la doctora que  
tengo abla español." (Stern)
49. "Conduct the follow-up of my pregnancy."  
"Levar el seguimiento de mi embarazo."
50. "My prenatal care." "A mi cuidado prenatal."  
(Stern)
51. "It helps me economically and in the care for  
my pregnancy." "Me ayuda mucho en lo

económico y en el cuidado sobre mi embarazo.”

52. “Addressing my necessities during my pregnancy.” “Atender mis necesidades durante el embarazo.” (Safavinejad)
53. “Serving their patients well.” “Pues atender bien a sus pacientes.” (Akroush)
54. “Their attention and kindness.” “Su atención y amabilidad.” (Akroush)
55. “With all of my doubts.” “En todas mis dudas.” (McCormick)

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

### **English**

1. “N/A 😊.”
2. “N/A.” (6)
3. “Wait times.” (Piper)
4. “Nothing everything is great.” (Piper)
5. “Nothing, you all are great!” (Piper)
6. “No suggestions, you guys are great!”
7. “Let me know beforehand when I have to pay, I’m 18 now.” (Akroush)
8. “Call center staffing increase?” (Piper)
9. “The wait time.” (George)
10. “Not so long wait time.” (Lamond)
11. “Having a darkroom for ultrasounds.” (Stern)
12. “Keep up the good work.”
13. “Appointments not getting cancel last min and having to wait another month to be seen.” (2)
14. “Take appointments by the time, waiting an hour isn’t acceptable.” (Lamond)
15. “More mommy appts.”
16. “Improve wait times, time b/w appts, provider ultrasound.”
17. “Very satisfied.” (Safavinejad)
18. “If you get your ultrasound machine.” (Stern)
19. “Have ultrasound equipment.”
20. “You can do more things for the patients than what you are doing.” (George)
21. “Sometimes the wait time is very long. Sometimes it is hard to schedule appointments with my provider in a timely manner.” (Stern)
22. “Instead of putting as the actual time of the appointment on the cards, put the time we have to be here by most think that we have to be here at the time of the appt.” (Akroush)
23. “Nothing. You guys do amazing.” (Stern)

### **Spanish**

1. “N/A.” (4)
2. “It seems fine to me.” “Me parece muy bien.” (Uy)
3. “It is fine.” “Esta bien.” (Quesea)
4. “Everything is great.” “Todo bien.” (2)
5. “Everything is great.” “Todo esta bien.” (2)
6. “It is perfect.” “Esta perfecto.” (Akroush)
7. “None.” “Ni uno.” (Uy)
8. “No comments.” “No comentario.”
9. “For me, everything is great.” “Para mi esta vien.”
10. “Having more time to explain.” “Teniendo mas tiempo para explicar.” (Safavinejad)
11. “Continue providing the same service as always.” “Seguir dando el servicio de siempre.”
12. “Continue doing the same.” “Sigan haciendo lo mismo.” (Akroush)
13. “Everything is very good, I like it.” “Todo esta muy bien, me gusta.” (Uy)
14. “Continue the way it is now, excellent work.” “Seguir como lo han venido haciendo, excelente trabajo.” (Piper)
15. “For the moment, no.” “Por el momento no.” (Uy)
16. “For the moment, genius.” “Por el momento genial.” (Uy)
17. “Extending the hours.” “Ampliando horarios.” (Uy)
18. “I am satisfied, although if the appointments were quicker that would be better.” “Estoy conforme, aunque si las citas fueran mas rapido mejor.” (Uy)
19. “Everything is perfect, great personnel.” “Todo esta perfecto, buen personal.” (George)
20. “To be more composed to have more confidence in the provider and explain exactly what is happening.” “Ser un poco mas compuesto para poder tener confianza con el



- proveedor y explicar exactamente lo que te sucede.” (Guzman)
21. “For the moment, everything is excellent.”  
“Por ahora todo esta excelente.” (Guzman)
  22. “It is excellent what you are doing.” “Me parece excelente lo que están haciendo.” (Akroush)
  23. “For me it is perfect very great service.”  
“Para mi este perfecto muy buen servicio.” (Guzman)
  24. “For me everything has been great, thank you.” “Pues para mi está todo muy bien gracias.”
  25. “Having more personnel.” “Teniendo mas personal.” (Lamond)
  26. “Provide timely appointments.” “Dar las citas un poco mas cercanas.” (Uy)
  27. “To not delay appointments.” “Que no tardar las citas.” (Uy)
  28. “Provide proximal appointments.” “Poder tener citas mas próximas.” (Quesea)
  29. “The assistants should be able to translate in the patient’s native language and with more interest during the medical consult.” “Que las asistentes puedan interpretar el idioma o lengua nativa del paciente y con mas interés en la consulta medica.”
  30. “The only thing that is not considerate is the delay, placing 5 minutes of grace if the patient does not arrive.” “Lo unico que no es tan considerado por las tardanzas deberían colocar 5 minutos de espera si el paciente no llega.” (George)
  31. “Providing 5 minutes after the appointment time for delays.” “Podrian dar 5 minutos despues de la hora dar tardanzas.” (Quesea)
  32. “The personnel that has cared for me is very good 😊.” “El personal que me ha tenido es muy bueno 😊.” (Akroush)
  33. “In my opinion, more cleanliness in the public bathroom everything else excellent!” “A mi parecer, solo un poco mas de limpieza en el bano publico lo demás excelente!” (Akroush)
  34. “With the same great attention.” “Con la misma buena atención.” (McCormick)
  35. “It is a great service, the only improvement is the time. The consults are too quick. In general, everything is great.” “Es buen servicio, lo unico que mejoraria es el tiempo. Ya que las consultas son muy rápidas. En general todo bien.” (George)
  36. “For the moment, according to my experience, the service has been pleasurable.” “Hasta el mometo de acuerdo

a mi experiencia el servicio ha sido muy grato.”

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

**English**

- YES: 98
- NO: 3

**Spanish**

- YES: 151
- NO: 0

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

**English**

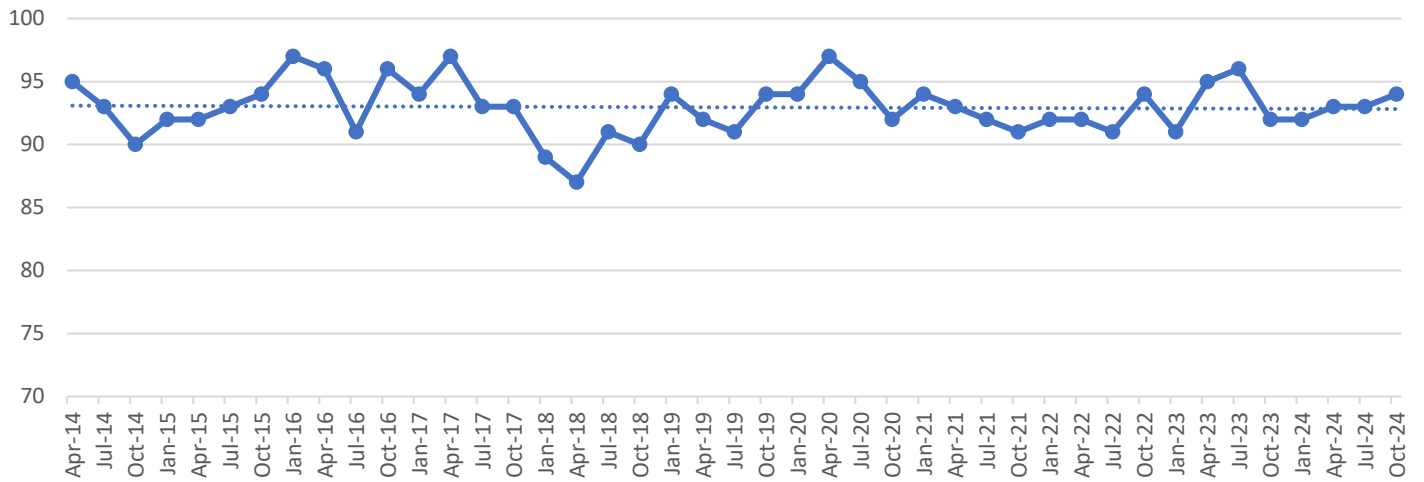
- Akroush: 22
- George: 16
- Guzman: 12
- Lamond: 3
- McCormick: 4
- Piper: 19
- Quesea: 6
- Safavinejad: 2
- Stern: 9
- Uy: 9

**Spanish**

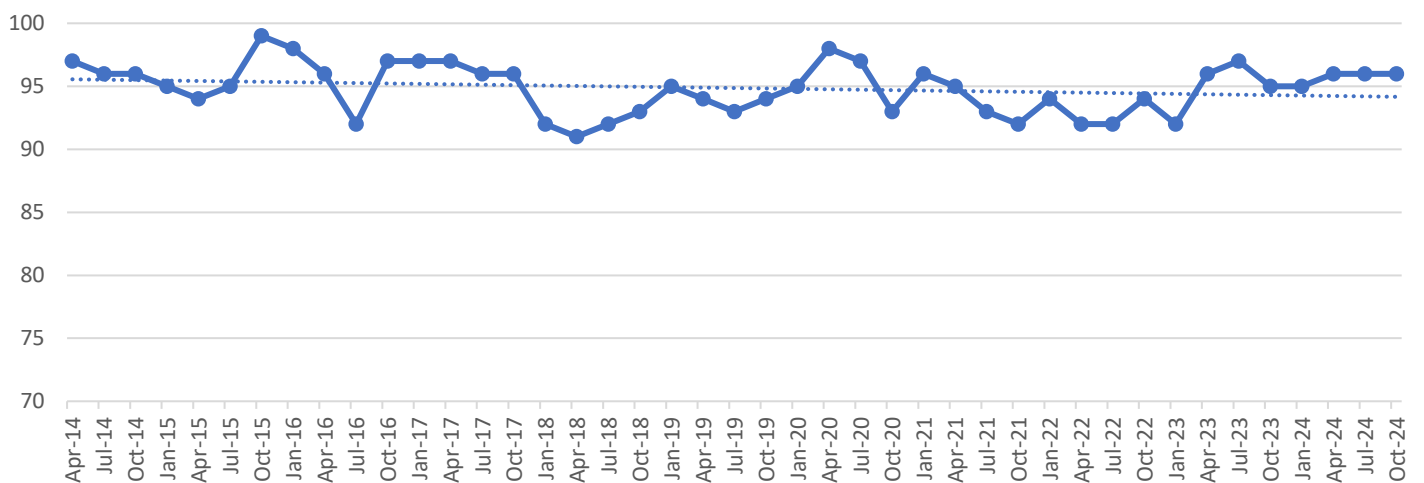
- Akroush: 26
- George: 18
- Guzman: 21
- Lamond: 6
- McCormick: 8
- Piper: 14
- Quesea: 11
- Safavinejad: 6
- Stern: 17
- Uy: 39

# Individual Question Results with Trendlines

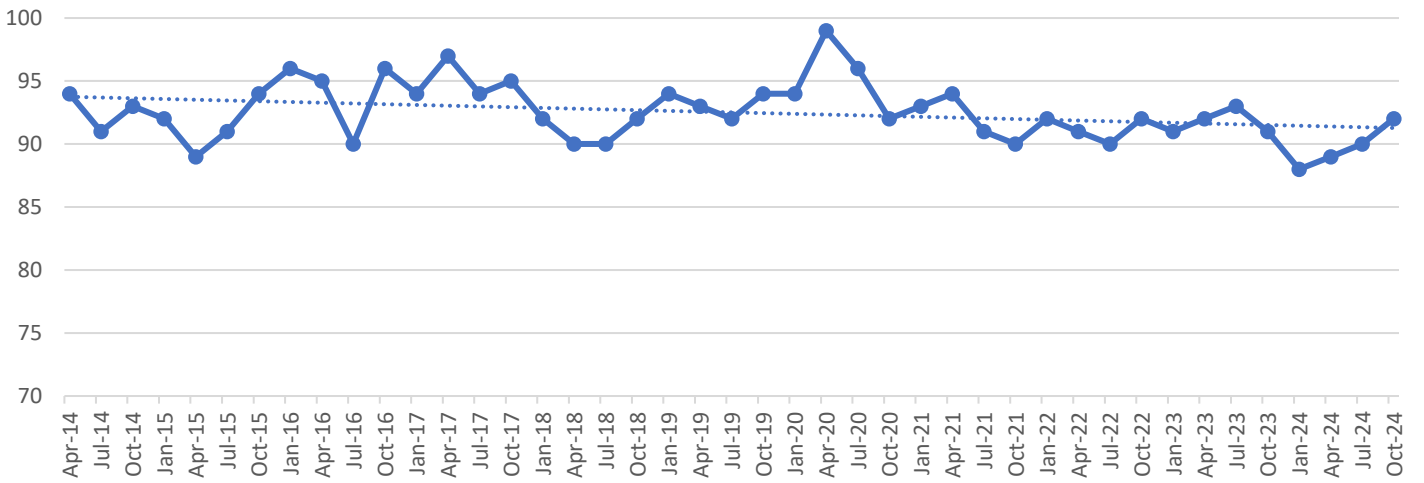
## #1 - The phone operator staff and call center



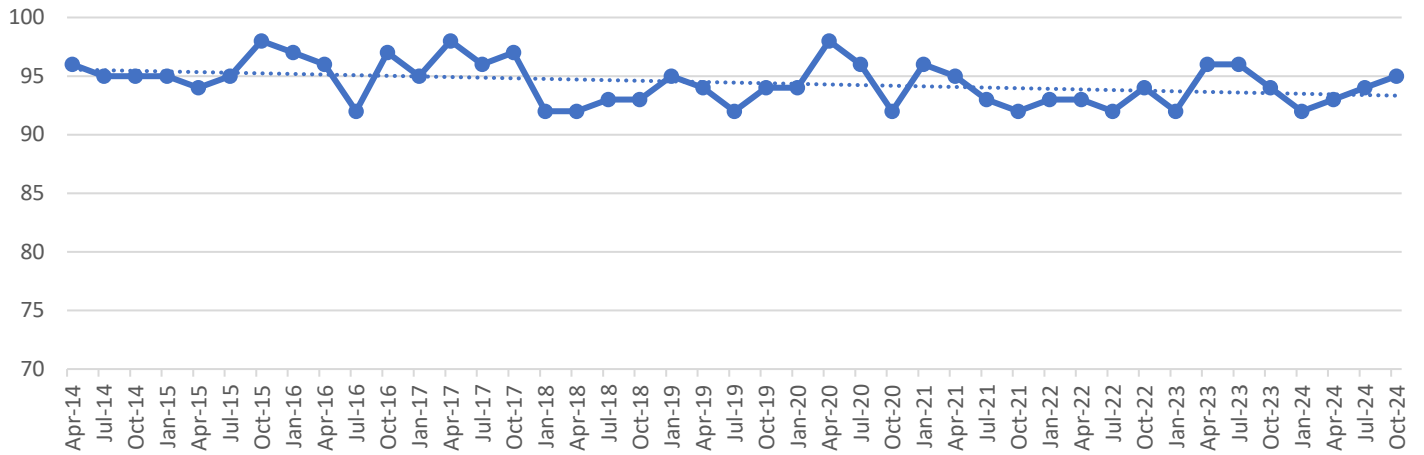
## #2 - The reception staff



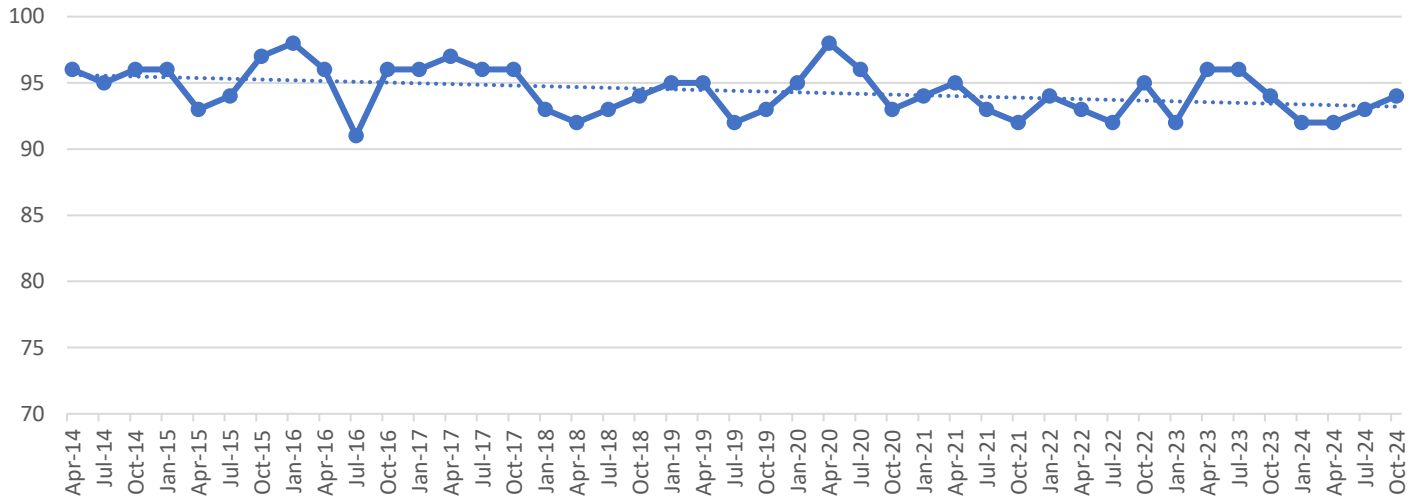
## #3 - Receiving a timely appointment



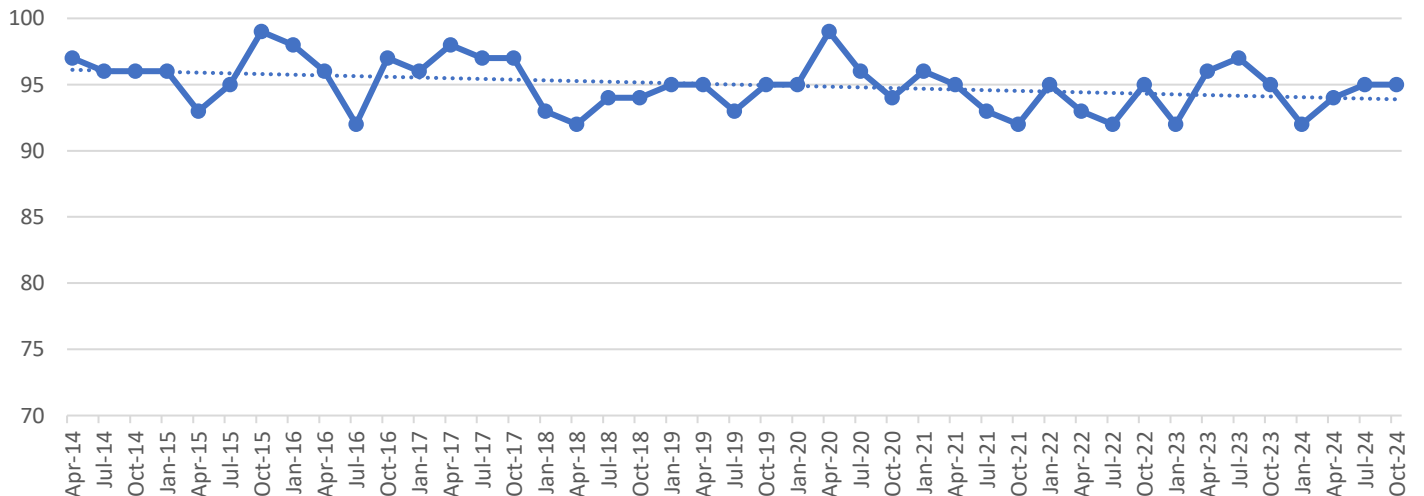
### #4 - Education and explanation of plan provided in a way that I can understand



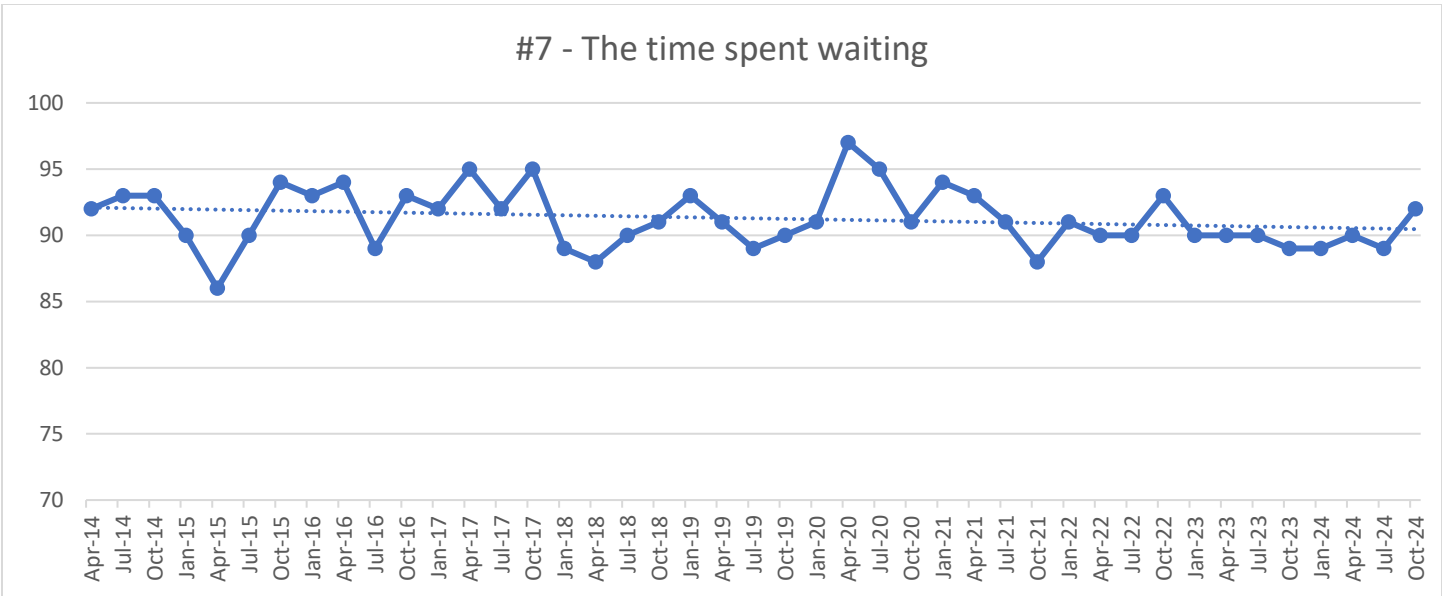
### #5 - The follow-up and coordination of my care



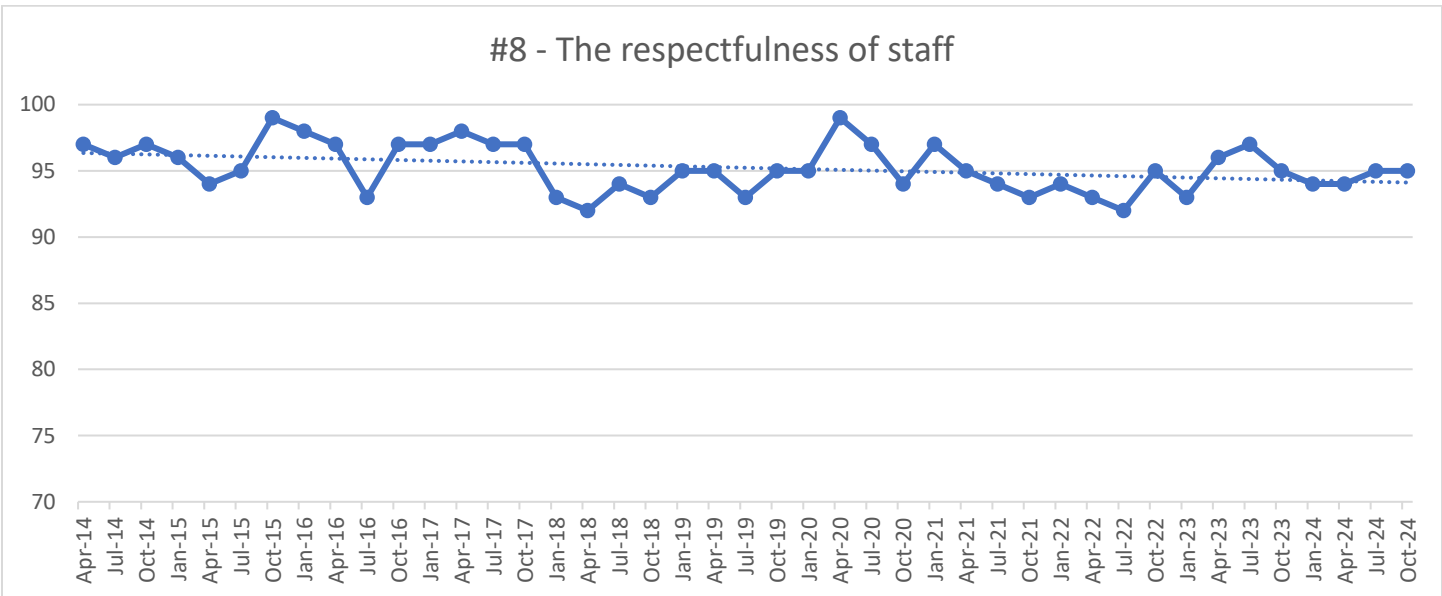
### #6 - The staff addressing my medical needs today



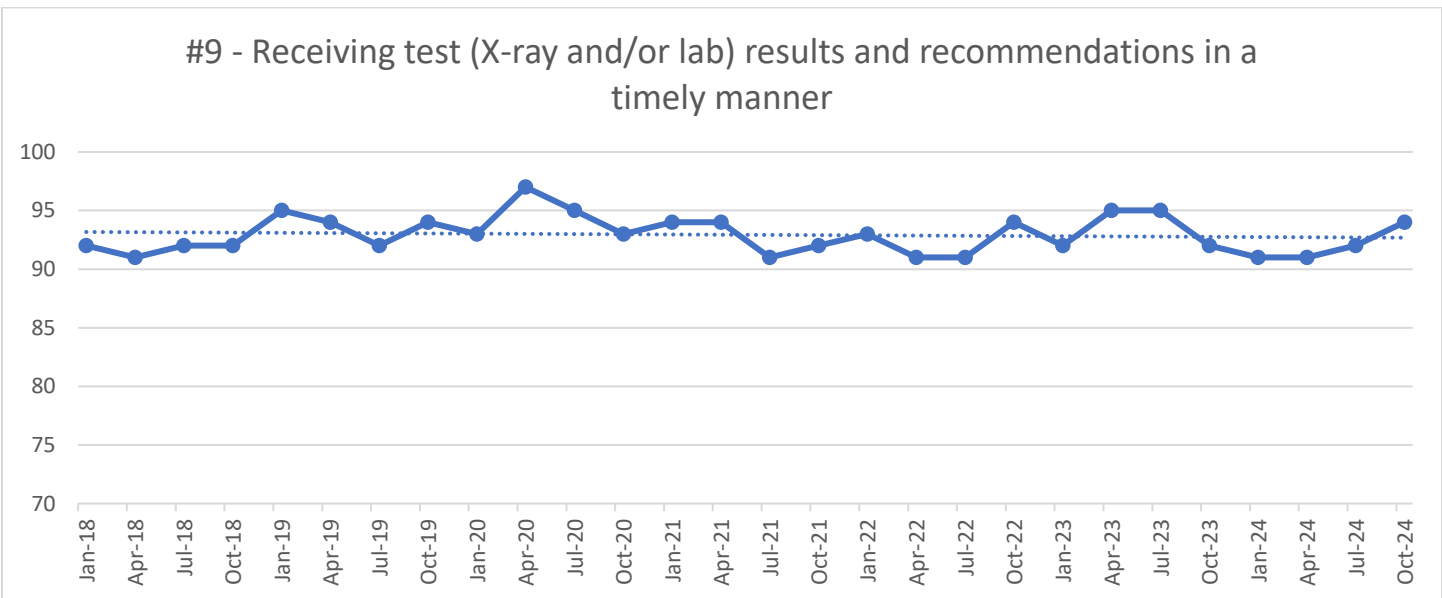
#7 - The time spent waiting



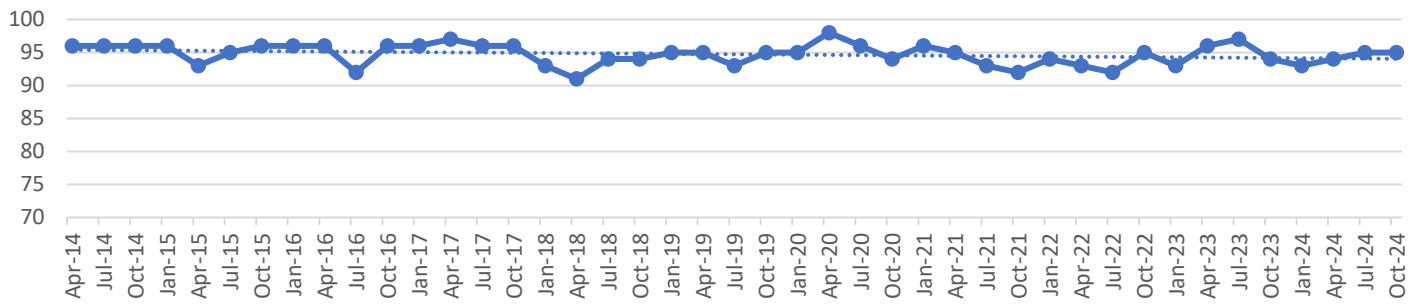
#8 - The respectfulness of staff



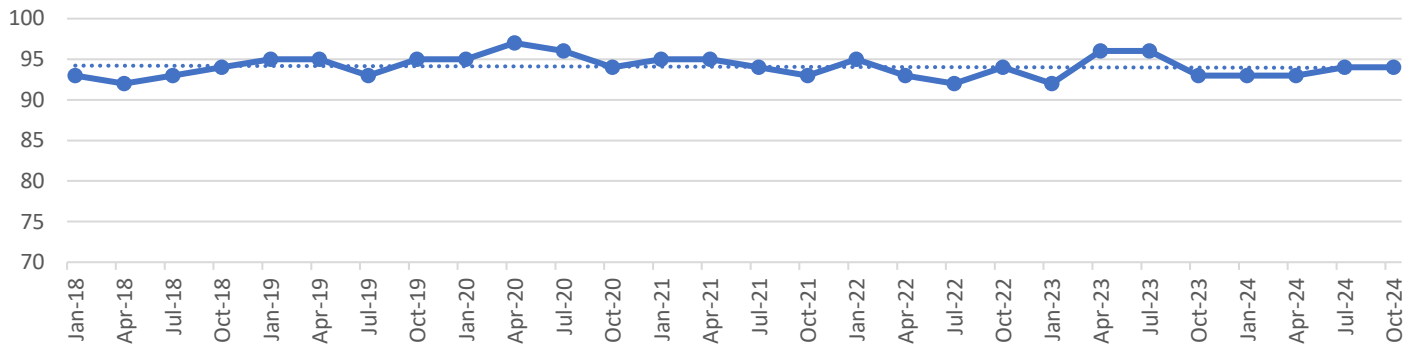
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



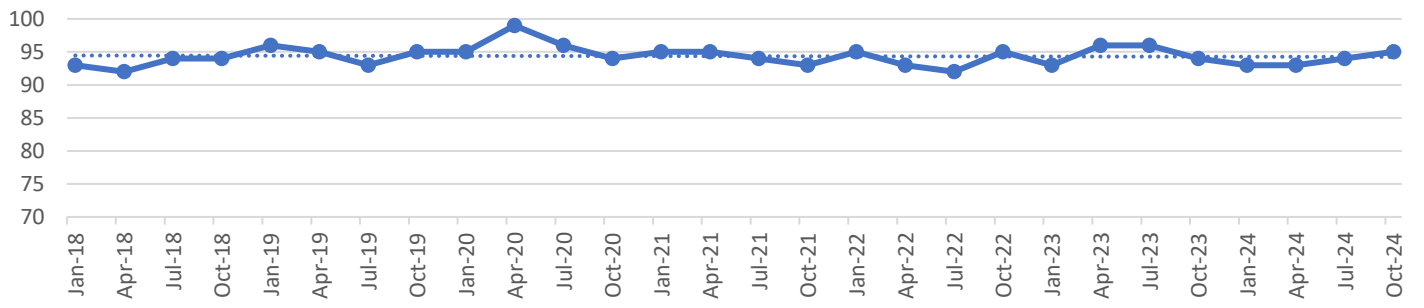
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

