

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park January 2025

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 94% 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.

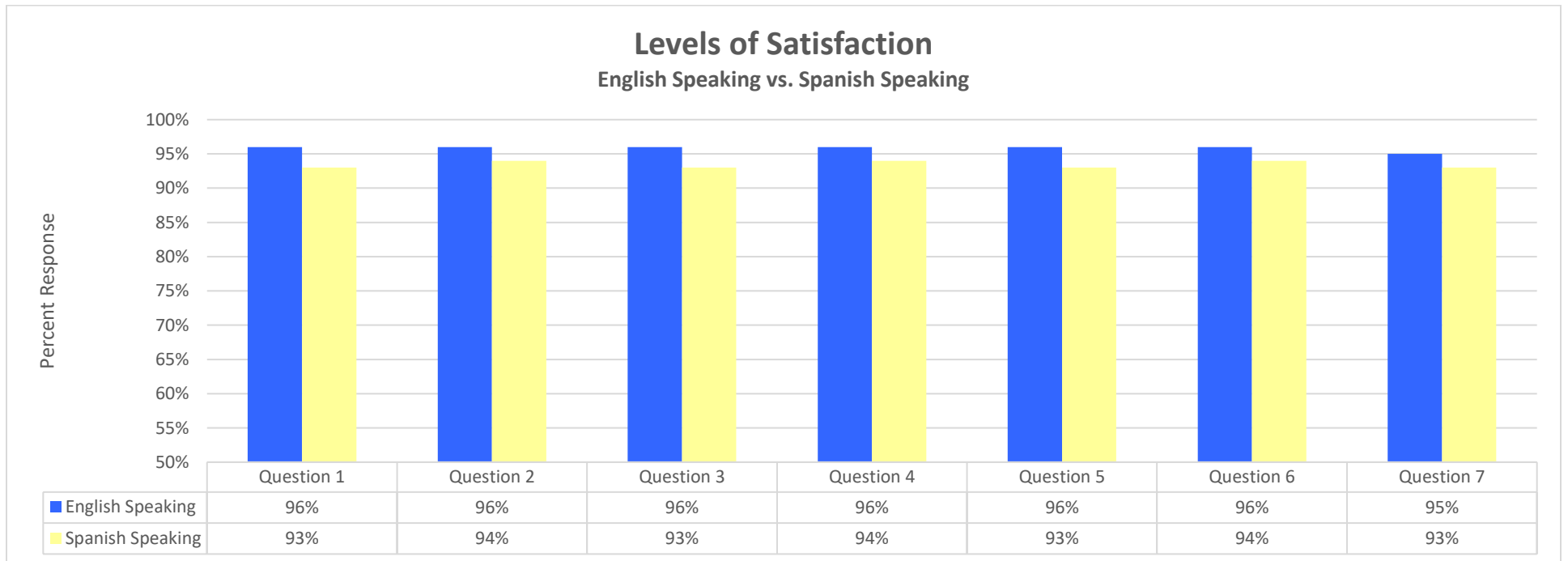
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	95%	98%	98%	98%
2. The reception staff	96%	99%	99%	99%
3. Receiving a timely appointment	96%	98%	99%	99%
4. Education and explanation of plan provided in a way that I can understand	96%	99%	99%	99%
5. The follow up and coordination of my care	95%	98%	99%	99%
6. The staff addressing my medical needs today	96%	98%	99%	99%
7. The time spent waiting	94%	97%	99%	98%
8. The respectfulness of staff	96%	99%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	97%	99%	99%
10. The handling of my personal medical information in a private and confidential	95%	99%	99%	99%
11. Your medical assistant	96%	99%	99%	99%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	99%	99%	99%
13. Overall, how satisfied are you with the Health Center?	96%	98%	99%	99%

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	94%	92%	93%
2. The reception staff	94%	94%	94%	94%
3. Receiving a timely appointment	93%	93%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	95%	94%	94%
5. The follow up and coordination of my care	94%	95%	94%	94%
6. The staff addressing my medical needs today	95%	95%	94%	94%
7. The time spent waiting	92%	92%	90%	91%
8. The respectfulness of staff	95%	95%	94%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	93%	92%	93%
10. The handling of my personal medical information in a private and confidential	94%	95%	94%	94%
11. Your medical assistant	95%	95%	94%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	95%	94%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	94%	94%

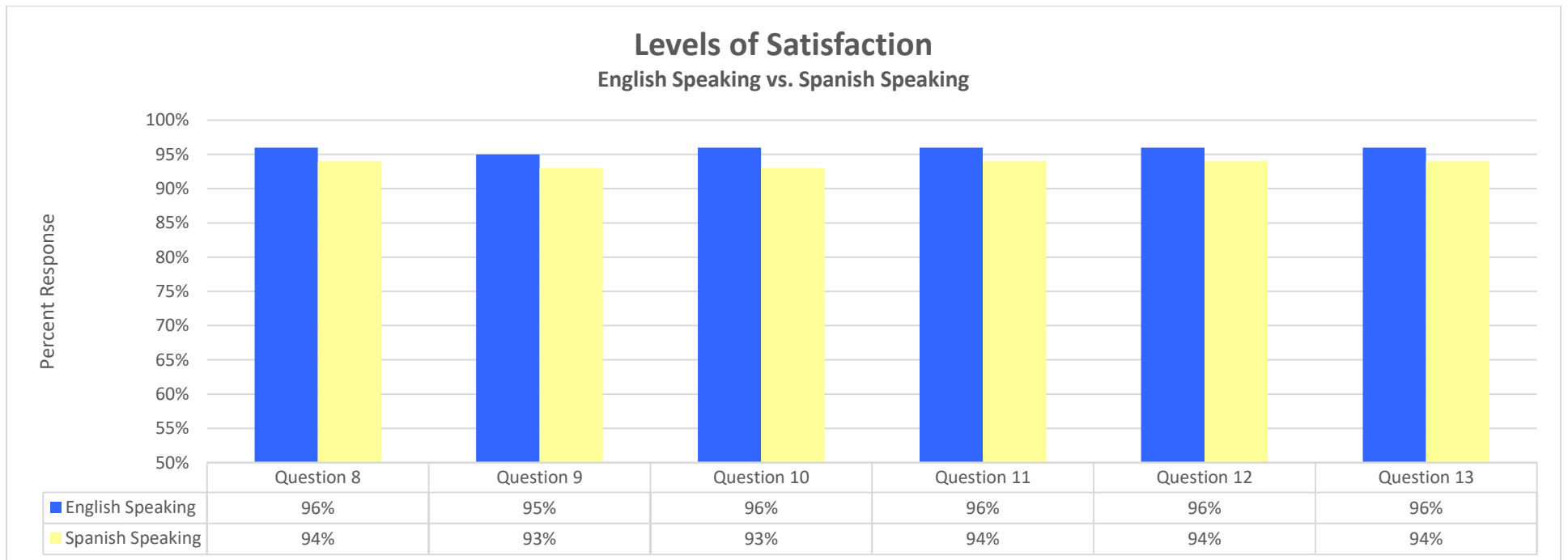
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	56 86%	16 70%	5 8%	6 26%	4 6%	1 4%	0	0	0	0
2. The reception staff	57 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
3. Receiving a timely appointment	57 88%	16 70%	4 6%	6 26%	4 6%	1 4%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	56 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
5. The follow-up and coordination of my care	56 86%	16 70%	5 8%	6 26%	4 6%	1 4%	0	0	0	0
6. The staff addressing my medical needs today	56 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
7. The time spent waiting	53 82%	16 70%	7 11%	6 26%	5 8%	1 4%	0	0	0	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	57 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	52 83%	16 70%	7 11%	6 26%	4 6%	1 4%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	56 86%	16 70%	5 8%	6 26%	4 6%	1 4%	0	0	0	0
11. Your medical assistant	57 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	57 88%	17 74%	4 6%	5 22%	4 6%	1 4%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	57 88%	17 74%	4 6%	5 22%	4 6%	1 4%	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: 16

N/A: 2

YES: 0

Comments:

1. "No message was left in the last week."
2. "My experience is very amazing."
3. "Everything is fine here." (Tempest)

Spanish

NO: 6

N/A: 0

YES: 0

Comments:

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

English

1. "N/A."
2. "The staff." (2)
3. "Discount." (Jamison)
4. "The times available and how quick appointments are." (Jamison)
5. "Very informative and staff is great." (Rajki)
6. "The doctor was really helpful." (Sadik)
7. "Location & staff is great."
8. "The timely manner." (Jamison)
9. "Great communication & effective treatment."
10. "Received all info regarding plan or follow by provider."
11. "The ease of working with all staff." (Sadik)
12. "The staff is really helpful."
13. "Fast availability."
14. "Everyone from the staff and doctors and nurses all very great."
15. "Everybody was really helpful."
16. "The doctor was really nice."
17. "Scheduling flexibility." (Tempest)
18. "The advice from my doctor."
19. "Bedside manner of provider Tempest." (Tempest)

Spanish

1. "They help a lot." "Ellos ayudan mucho." (Jamison)
2. "The personal attention." "La atencion personal."
3. "The discount." "El descuento." (2)

Question 16: How can we improve Greater Family Health?

English

1. "N/A."
2. "Everything was great."
3. "Overall care provided was great."
4. "Nothing needs to be provided." (Jamison)
5. "Everything good in my opinion." (Rajki)
6. "Reduce wait time."
7. "N/A Karla is a great nurse! Very helpful."
8. "It's great, keep it up."
9. "Everything perfect."

Spanish

10. "Everything is great." (Jamison)

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

English

- YES: 53
- NO: 0

Spanish

- YES: 17
- NO: 0

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

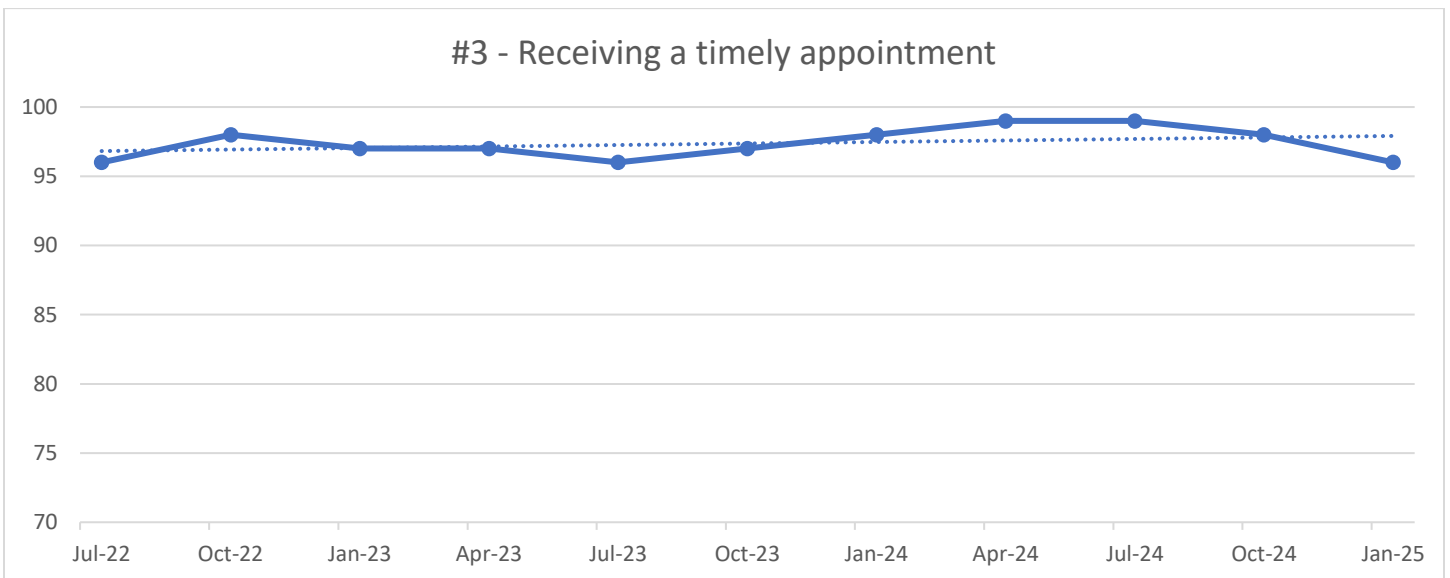
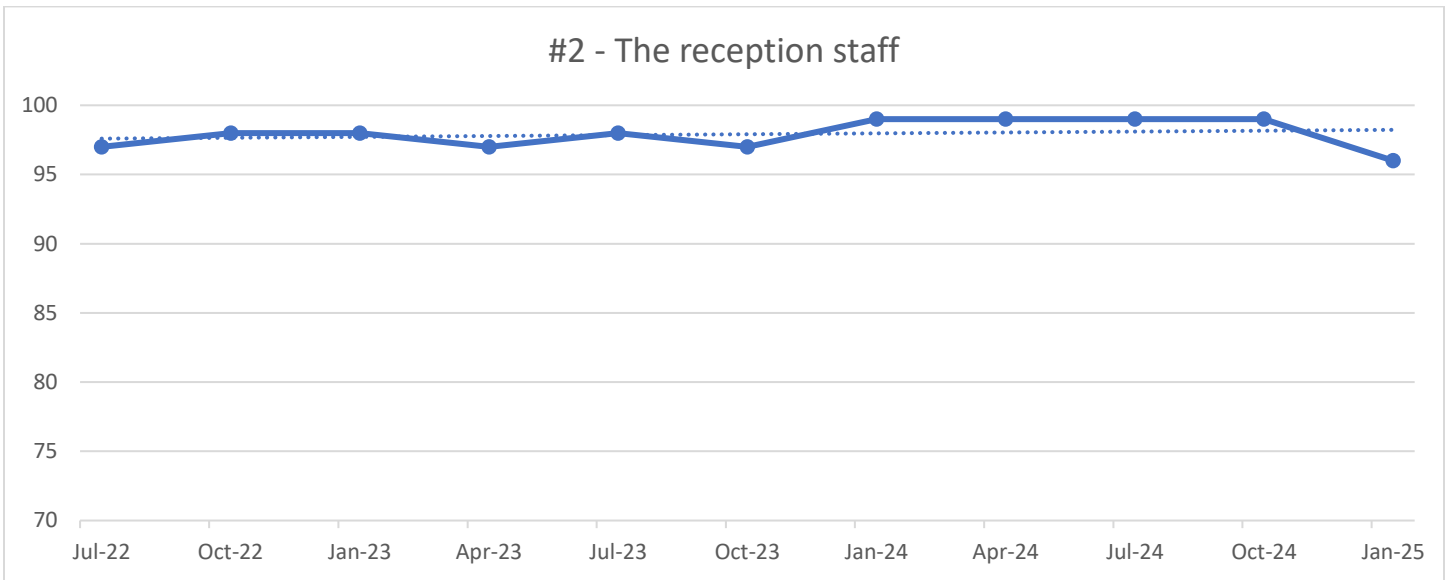
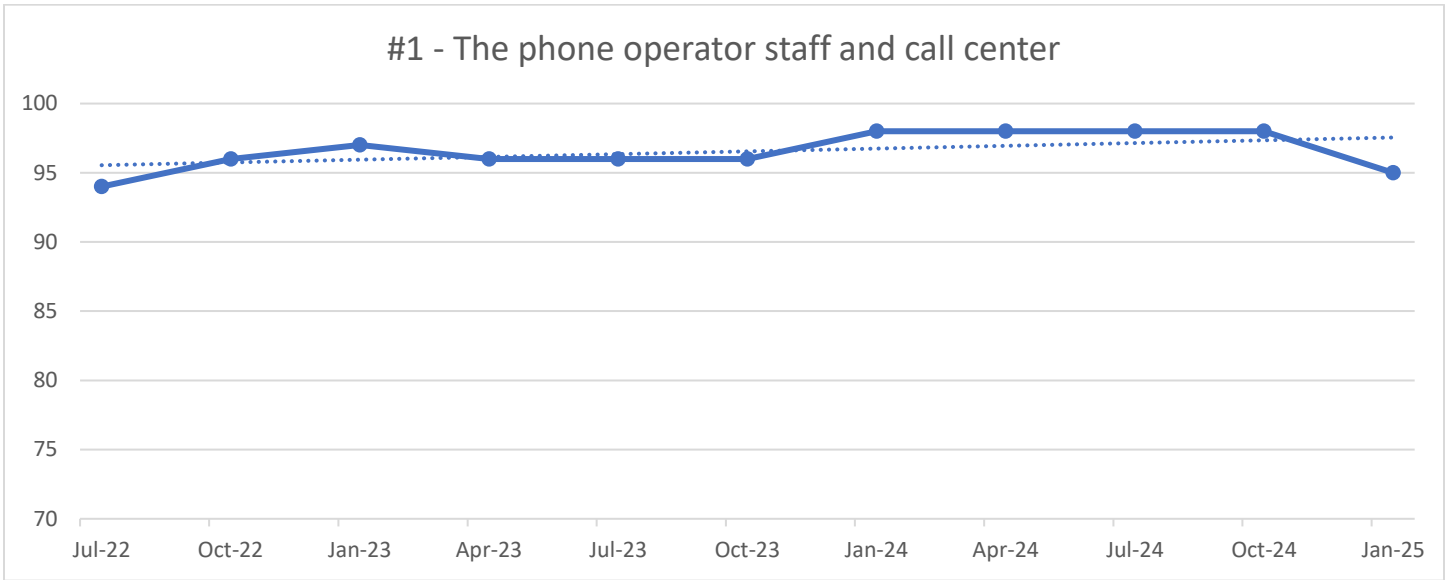
English

- Headley: 1
- Jamison: 7
- Rajki: 3
- Sadik: 8

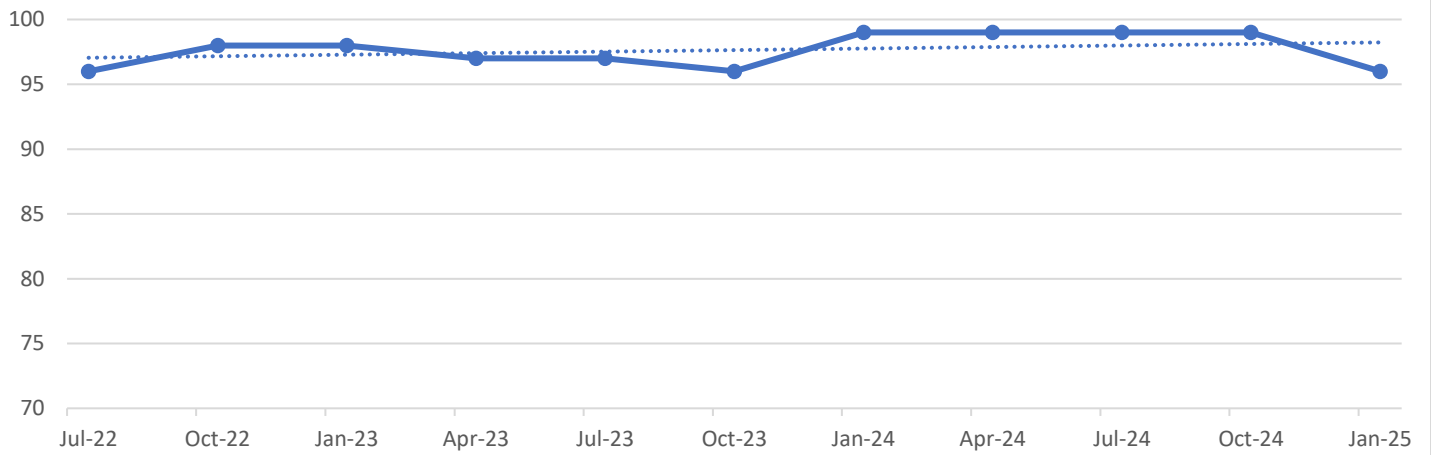
Spanish

- Jamison: 5
- Sadik: 3

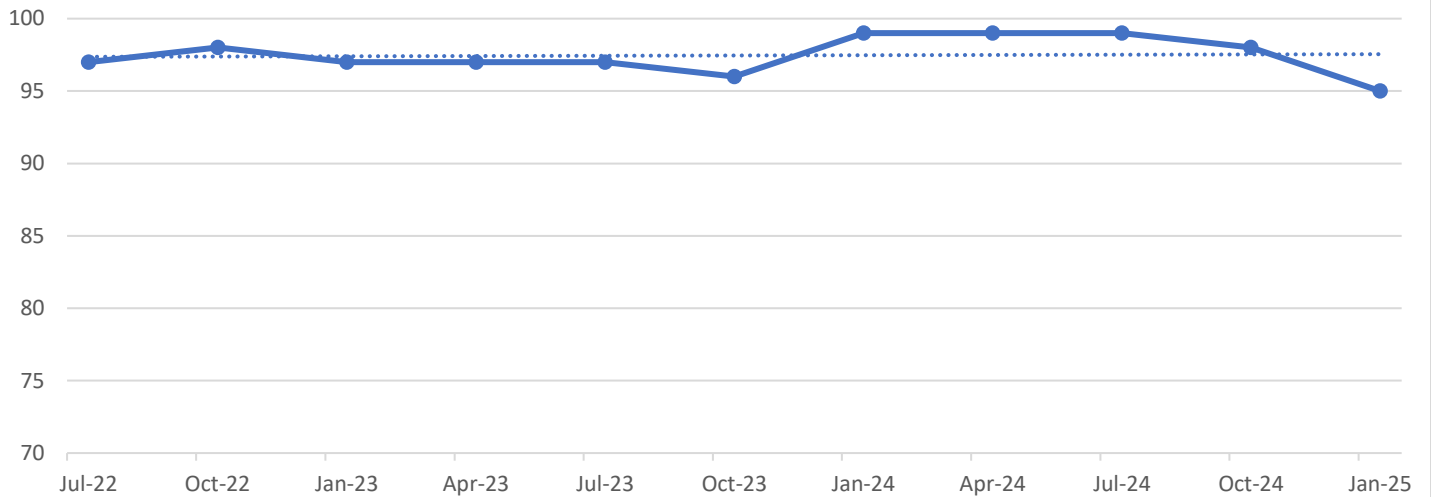
Individual Question Results with Trendlines



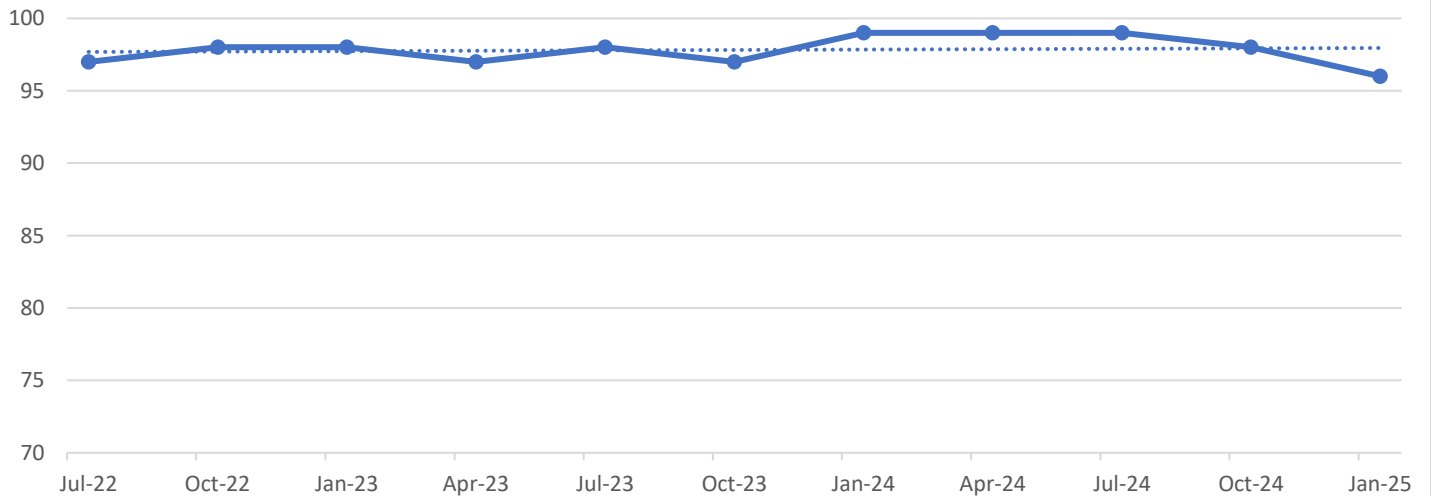
#4 - Education and explanation of plan provided in a way that I can understand

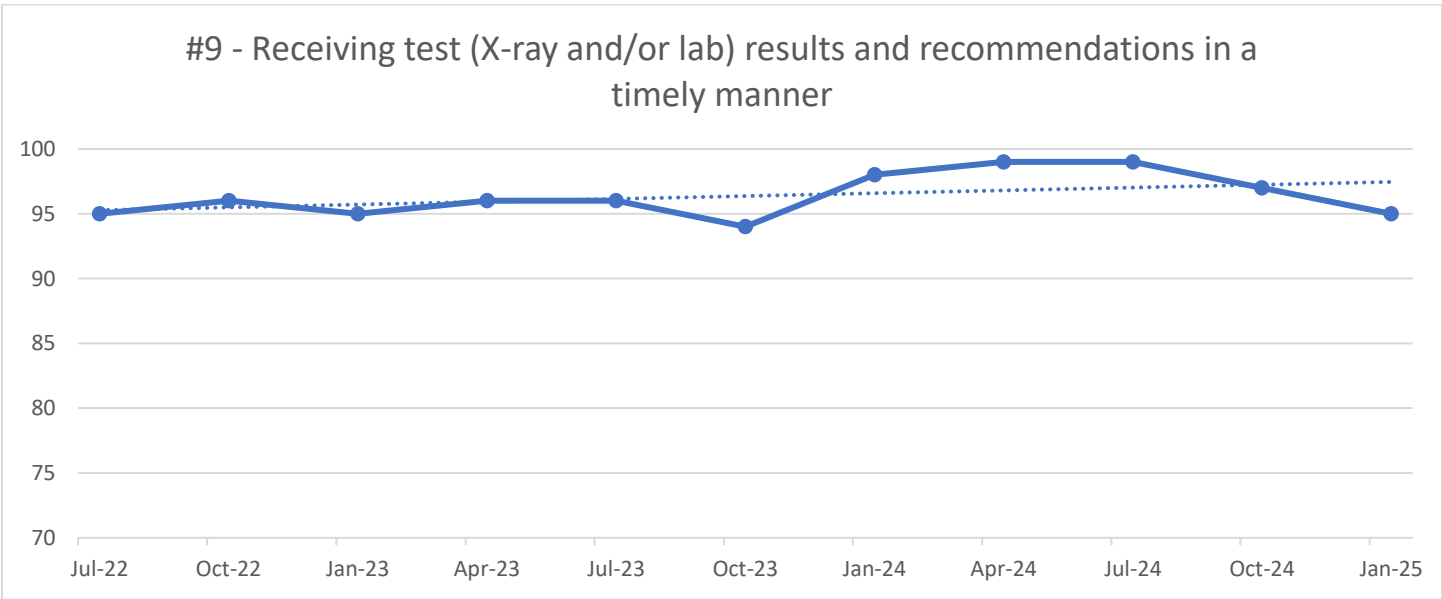
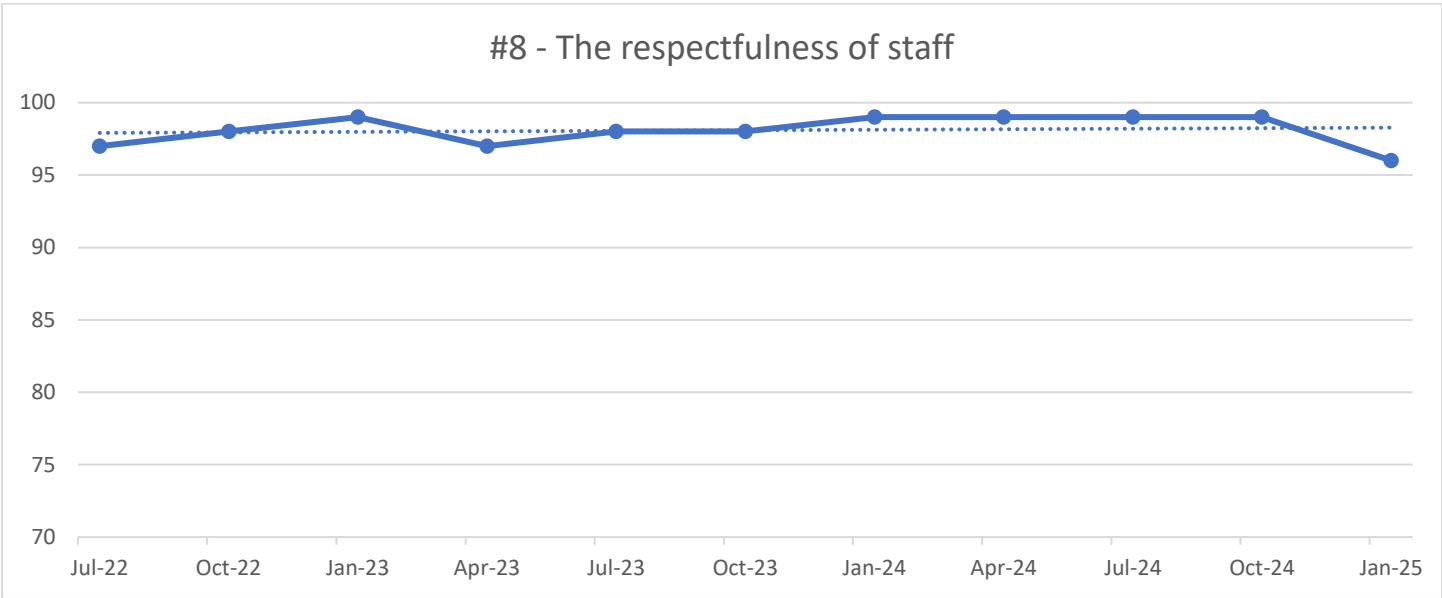
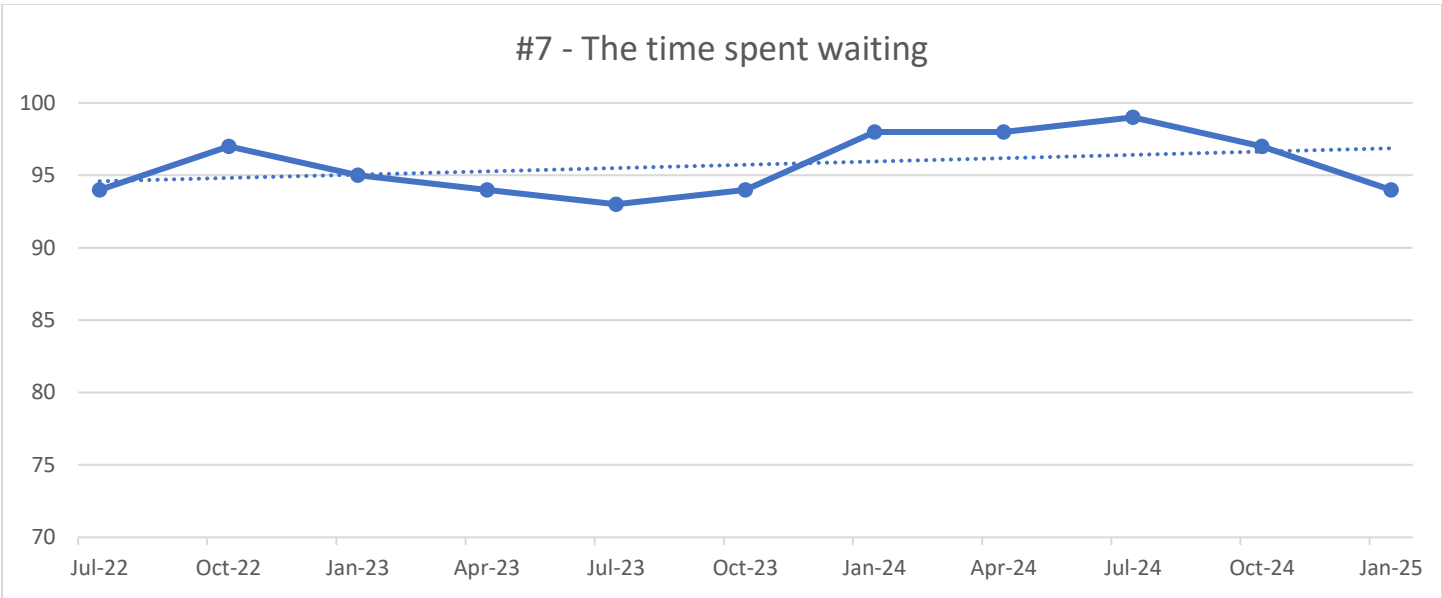


#5 - The follow-up and coordination of my care

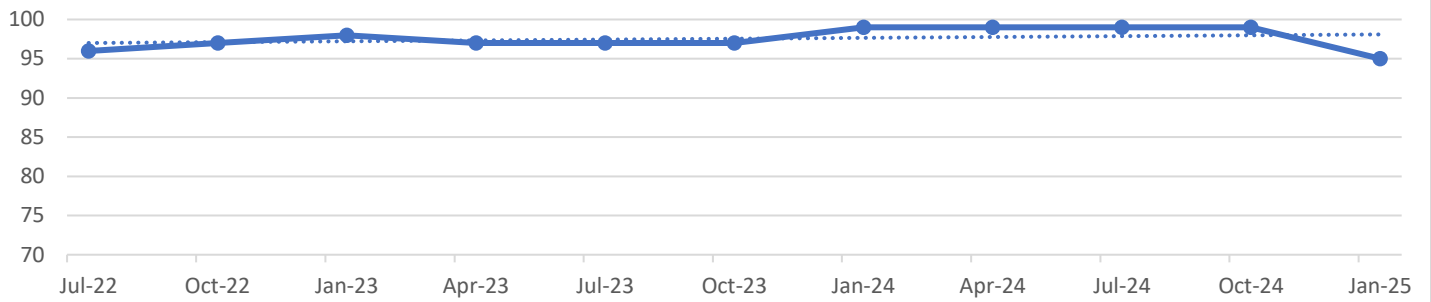


#6 - The staff addressing my medical needs today

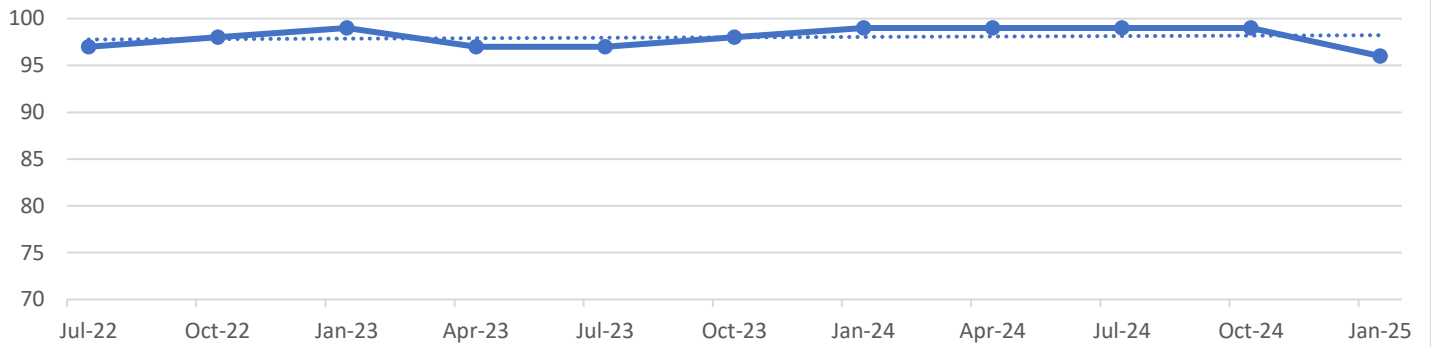




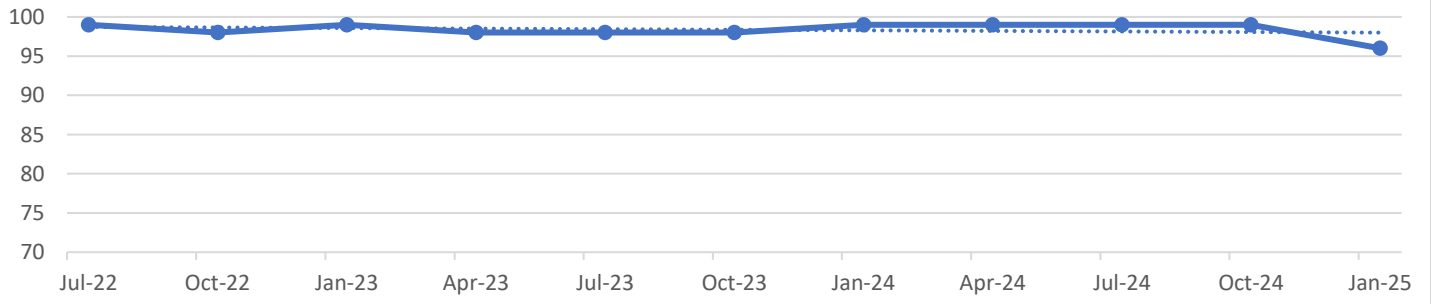
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



#12 - Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)



#13 - Overall, how satisfied are you with the Health Center?

