

Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover 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 97% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

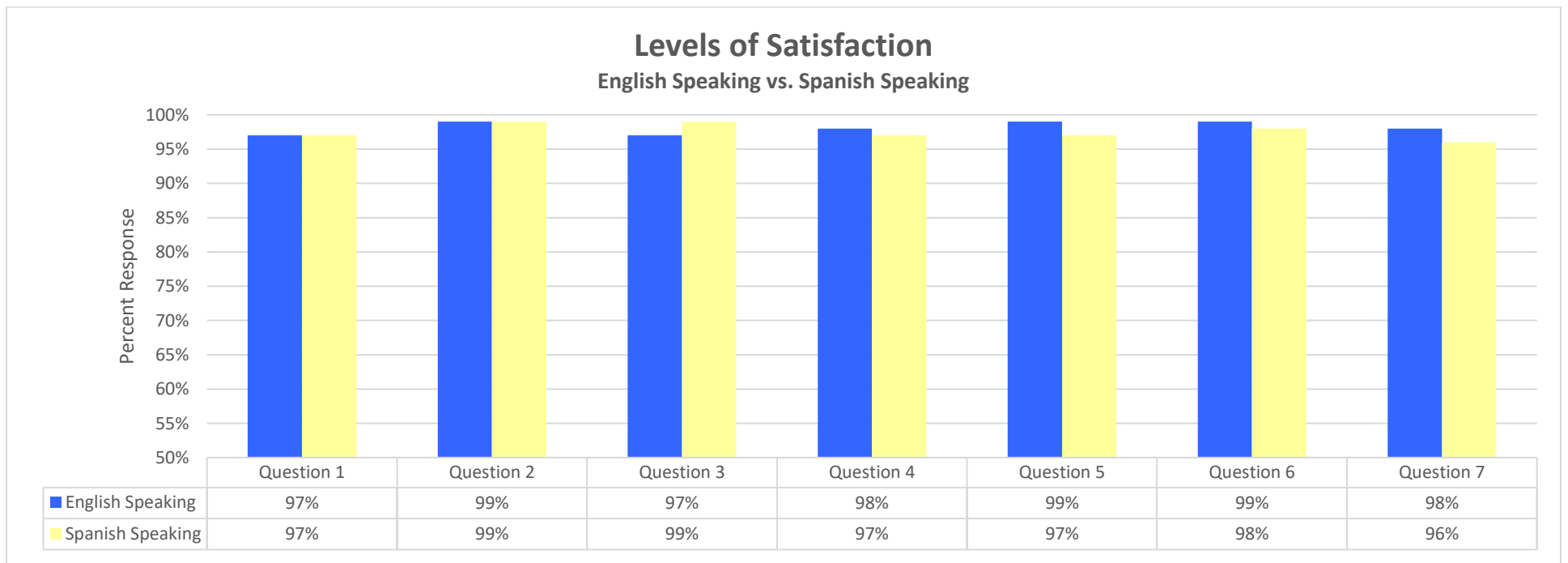
| 1515 E. Lake St., Suite 202, Hanover Park- Survey Questions | Level of Satisfaction January 2025 | Level of Satisfaction October 2024 | Level of Satisfaction July 2024 | Level of Satisfaction April 2024 |
|---|---|---|--|---|
| 1. The phone operator staff and call center | 97% | 96% | 95% | 95% |
| 2. The reception staff | 99% | 98% | 97% | 97% |
| 3. Receiving a timely appointment | 98% | 98% | 96% | 96% |
| 4. Education and explanation of plan provided in a way that I can understand | 98% | 99% | 98% | 98% |
| 5. The follow up and coordination of my care | 98% | 99% | 97% | 97% |
| 6. The staff addressing my medical needs today | 99% | 99% | 98% | 98% |
| 7. The time spent waiting | 97% | 97% | 97% | 97% |
| 8. The respectfulness of staff | 98% | 99% | 99% | 99% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 97% | 98% | 97% | 97% |
| 10. The handling of my personal medical information in a private and confidential | 98% | 98% | 98% | 98% |
| 11. Your medical assistant | 99% | 98% | 98% | 98% |
| 12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist) | 99% | 99% | 99% | 99% |
| 13. Overall, how satisfied are you with the Health Center? | 99% | 98% | 98% | 98% |

| 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% |

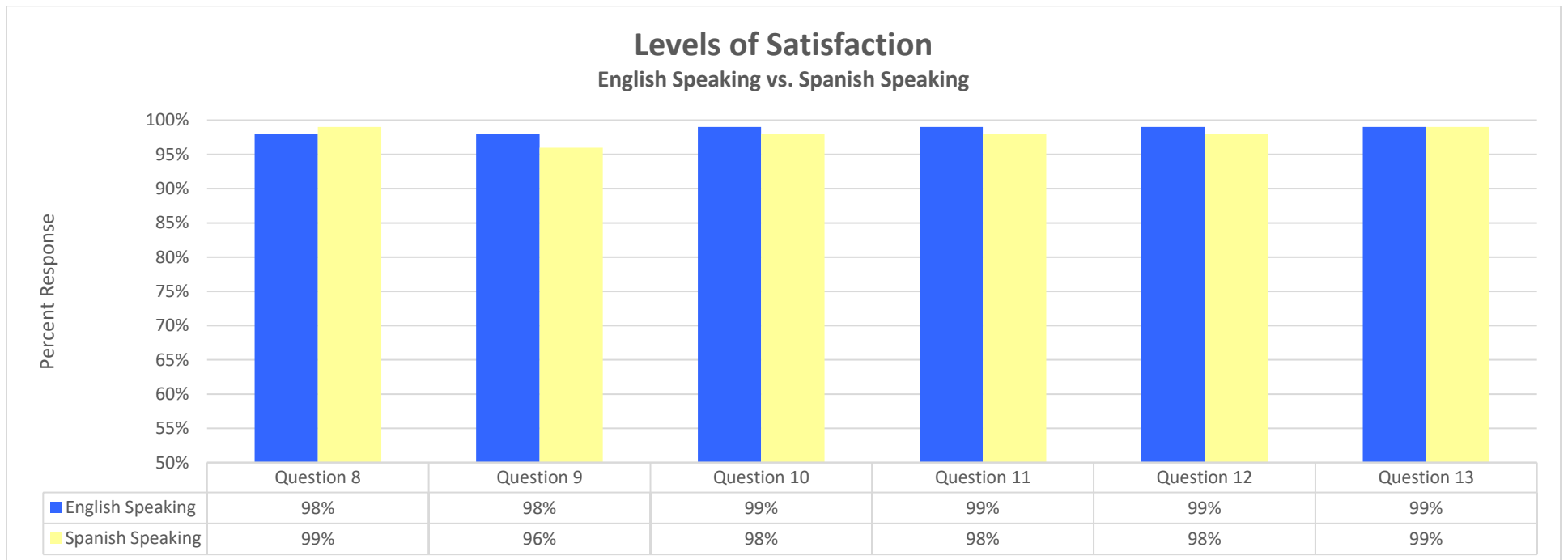
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 89% | 41 91% | 4 6% | 2 4% | 3 5% | 2 4% | 0 | 0 | 0 | 0 |
| 2. The reception staff | 59 94% | 43 96% | 4 6% | 2 4% | 0 | 0 | 0 | 0 | 0 | 0 |
| 3. Receiving a timely appointment | 56 90% | 41 93% | 4 7% | 3 7% | 2 3% | 0 | 0 | 0 | 0 | 0 |
| 4. Education and explanation of plan provided in a way that I can understand | 57 91% | 38 86% | 6 10% | 6 14% | 0 | 0 | 0 | 0 | 0 | 0 |
| 5. The follow-up and coordination of my care | 59 94% | 37 86% | 4 6% | 6 14% | 0 | 0 | 0 | 0 | 0 | 0 |
| 6. The staff addressing my medical needs today | 60 95% | 39 89% | 3 5% | 5 11% | 0 | 0 | 0 | 0 | 0 | 0 |
| 7. The time spent waiting | 56 89% | 38 84% | 6 10% | 6 13% | 1 2% | 1 2% | 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 91% | 41 93% | 5 8% | 3 7% | 0 | 0 | 1 2% | 0 | 0 | 0 |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 57 92% | 36 84% | 3 5% | 5 12% | 2 3% | 2 5% | 0 | 0 | 0 | 0 |
| 10. The handling of personal medical info in a private and confidential manner | 58 94% | 39 89% | 4 7% | 5 11% | 0 | 0 | 0 | 0 | 0 | 0 |
| 11. Your medical assistant | 59 95% | 42 93% | 3 5% | 2 4% | 0 | 0 | 0 | 1 2% | 0 | 0 |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 60 95% | 41 91% | 3 5% | 4 9% | 0 | 0 | 0 | 0 | 0 | 0 |
| 13. Overall, how satisfied are you with the Health Center? | 59 94% | 42 93% | 4 6% | 3 7% | 0 | 0 | 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: 4

N/A: 3

YES: 0

Comments:

1. "Got back to me when I called!" (Patel)
2. "No, though whenever I was impressed. Thank you!" (Patel)

Spanish

NO: 1

N/A: 0

YES: 0

Comments:

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

English

1. "N/A." (3)
2. "Staff 😊." (Patel)
3. "Communication." (Patel)
4. "My therapist Alexis Finnander." (Finnander)
5. "They're all great." (Finnander)
6. "Always my concerns a solution." (Patel)
7. "Immediate appt; to see provider." (Patel)
8. "Everybody is nice and smiley. Thanks." (Layton)
9. "Help to see uninsured visitors. Thank you!!!" (Patel)

Spanish

1. "It is close." "Esta cerca."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (Layton)
2. "Nothing." (Layton)
3. "Uncertain." (Finnander)
4. "Your always doing amazing work!" (Patel)
5. "New hired docs getting more training." (Patel)
6. "Reduce the waiting time for available appointment by allowing a window for walk-ins in case of urgency." (Patel)

Spanish

1. "Nothing." "Nada." (Layton)

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

English

- YES: 35
- NO: 1

Spanish

- YES: 17
- NO: 3

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

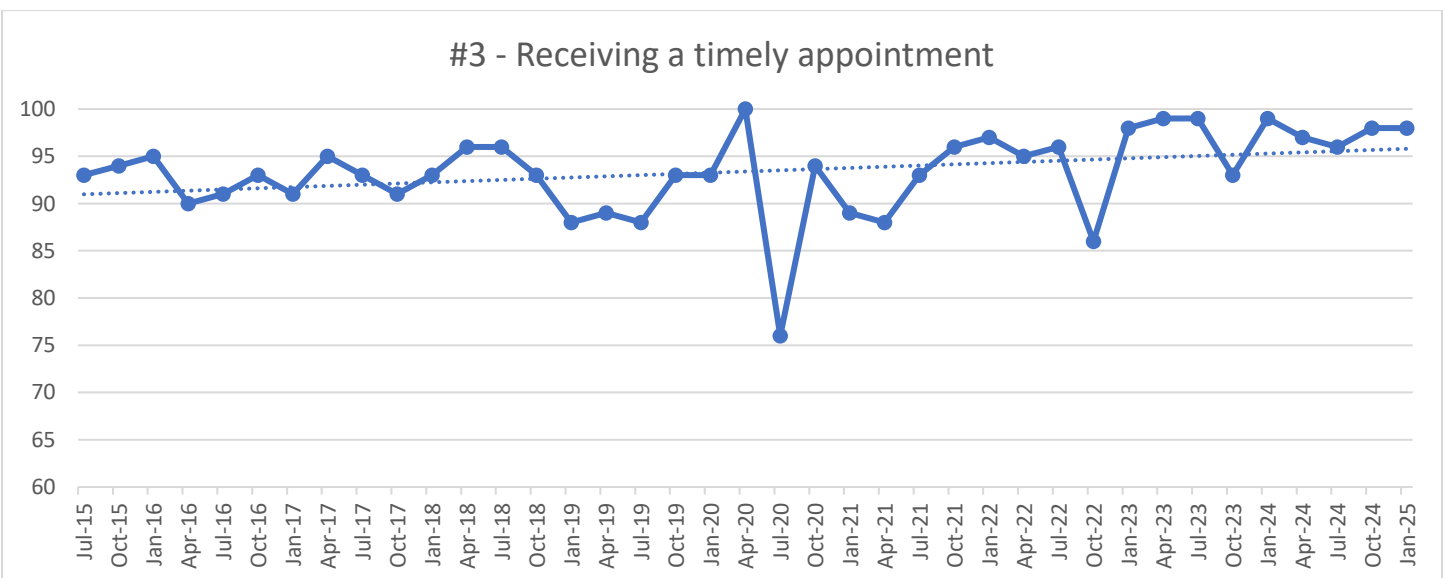
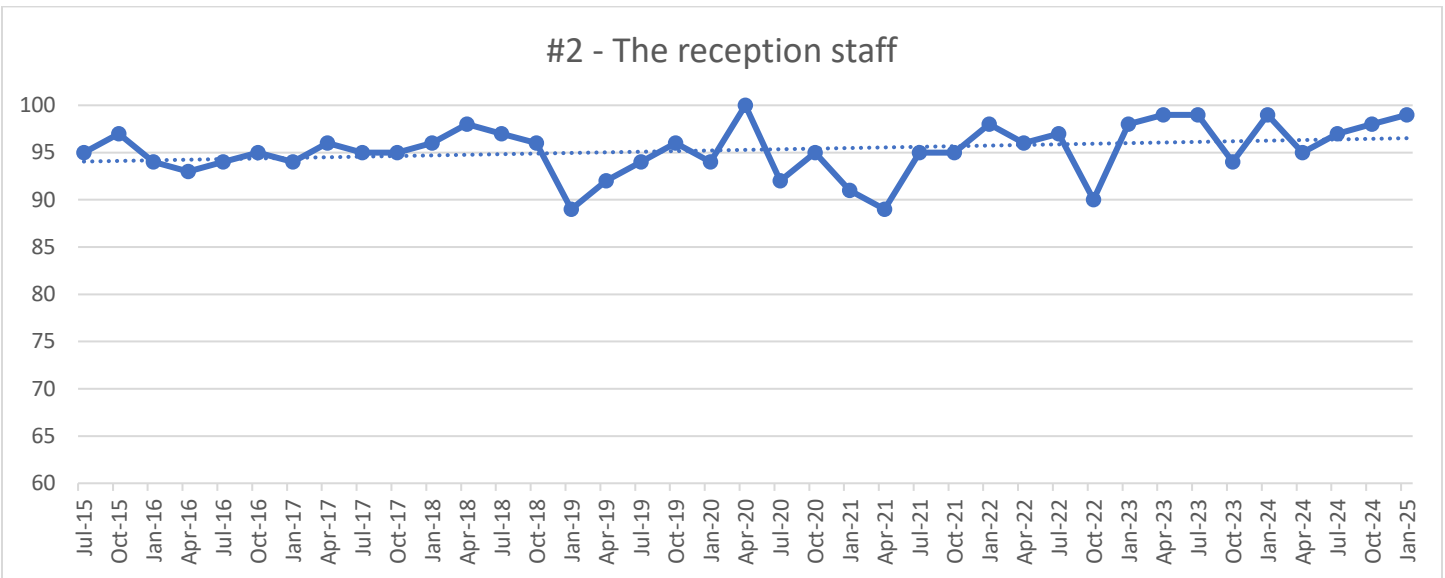
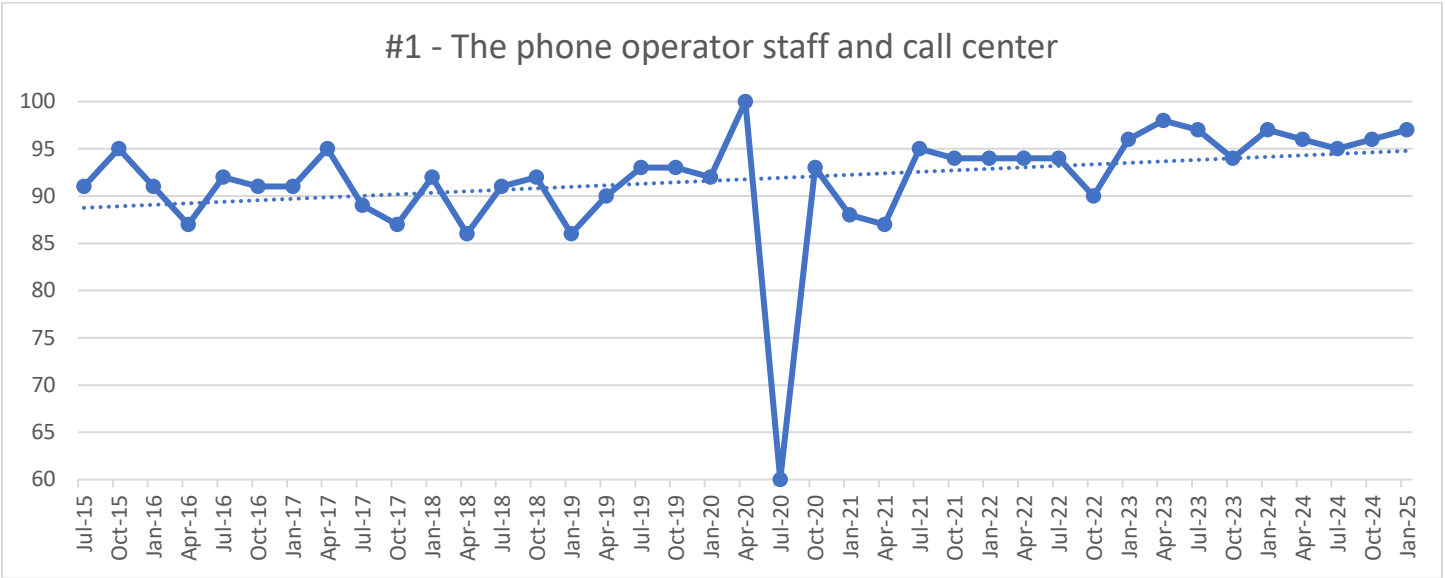
English:

- Ali: 10
- Finnander: 7
- Layton: 21
- Patel, N: 25

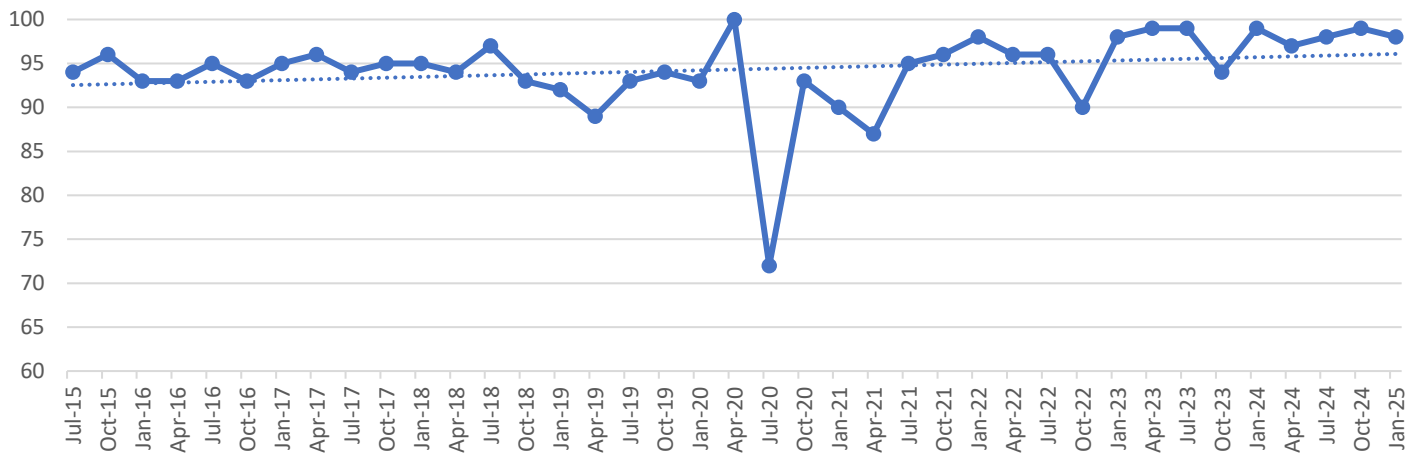
Spanish

- Ali: 3
- Finnander: 2
- Layton: 21
- Patel, N: 14

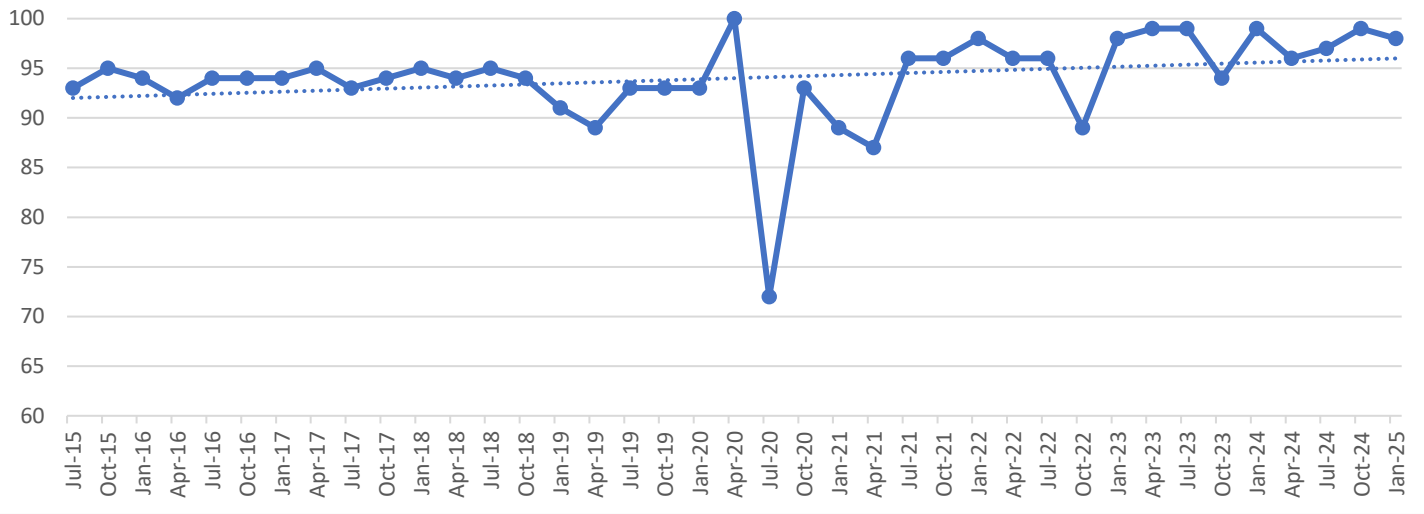
Individual Question Results with Trendlines



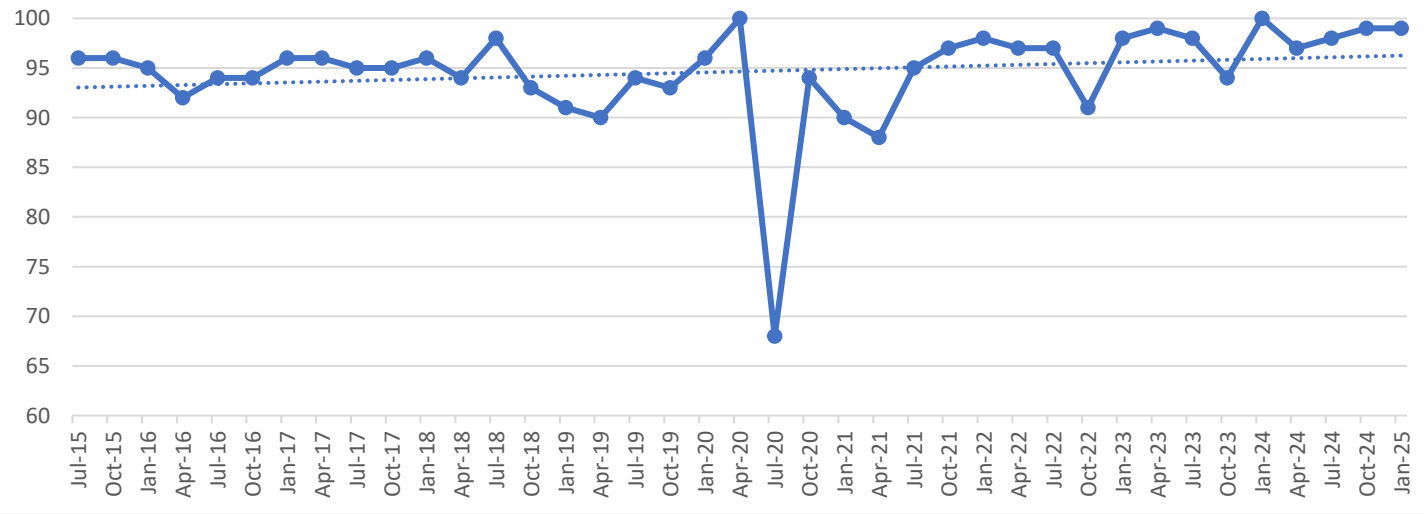
#4 - Education and explanation of plan provided in a way that I can understand



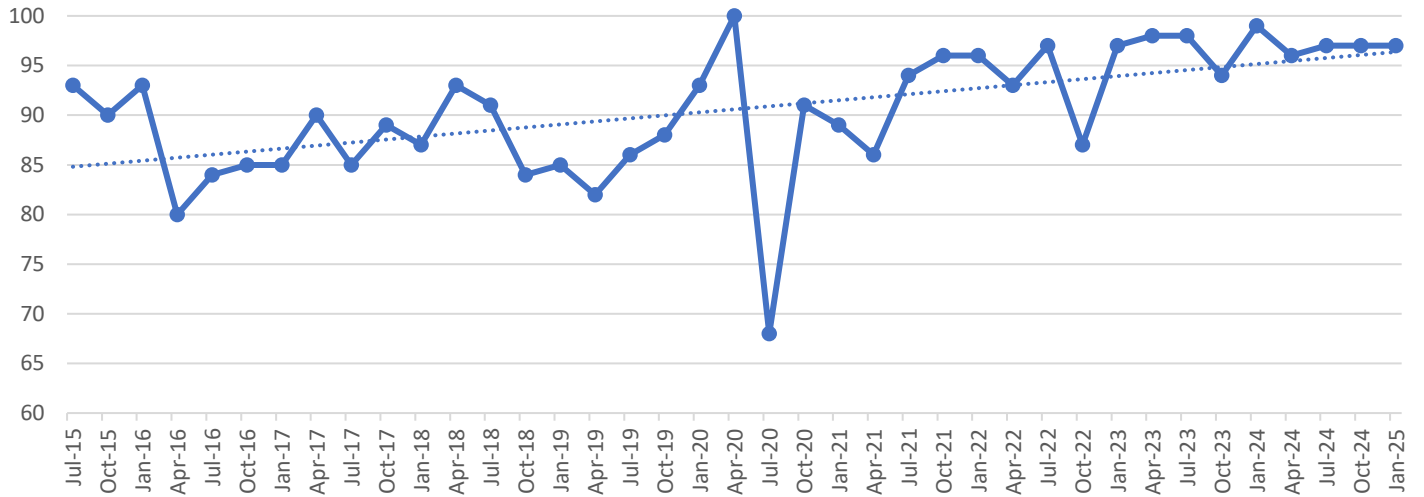
#5 - The follow-up and coordination of my care



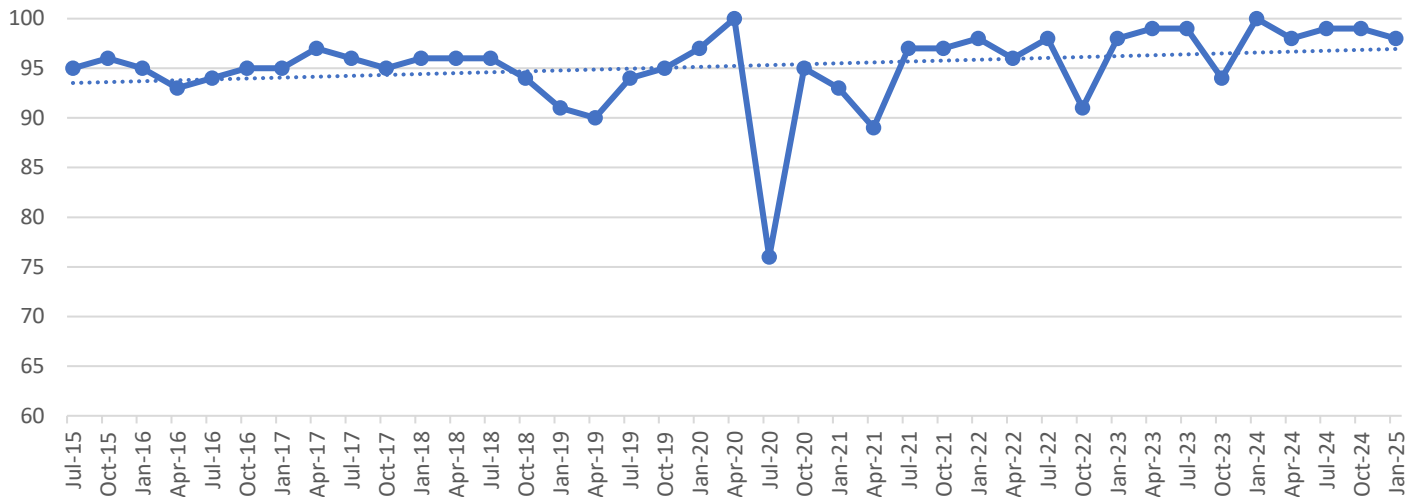
#6 - The staff addressing my medical needs today



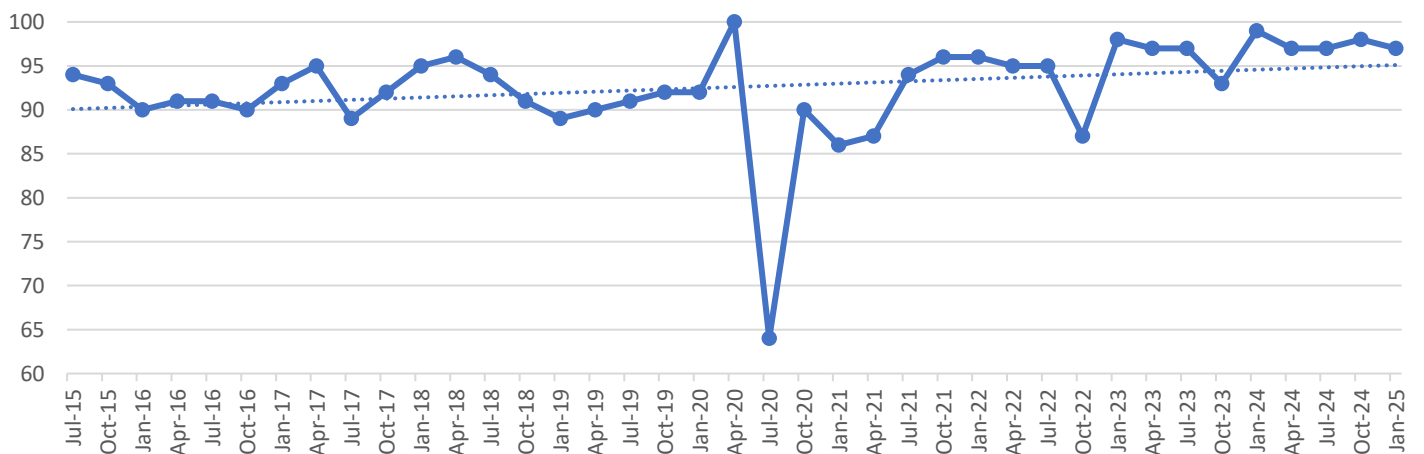
#7 - The time spent waiting



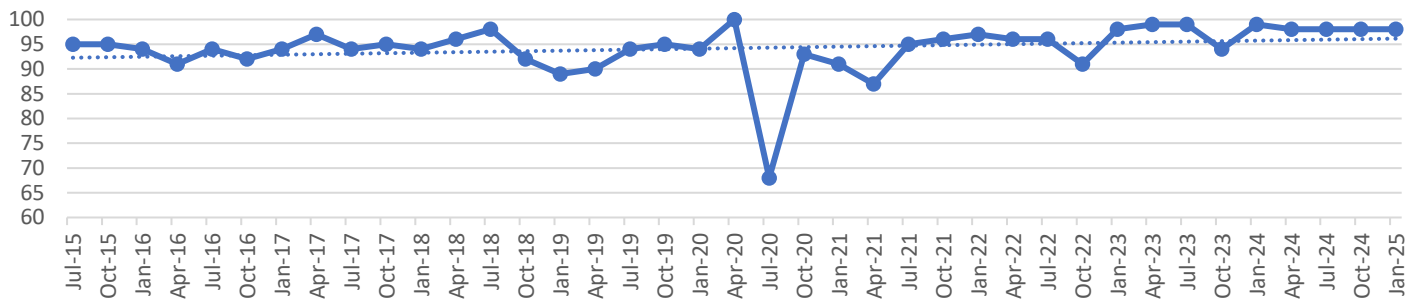
#8 - The respectfulness of staff



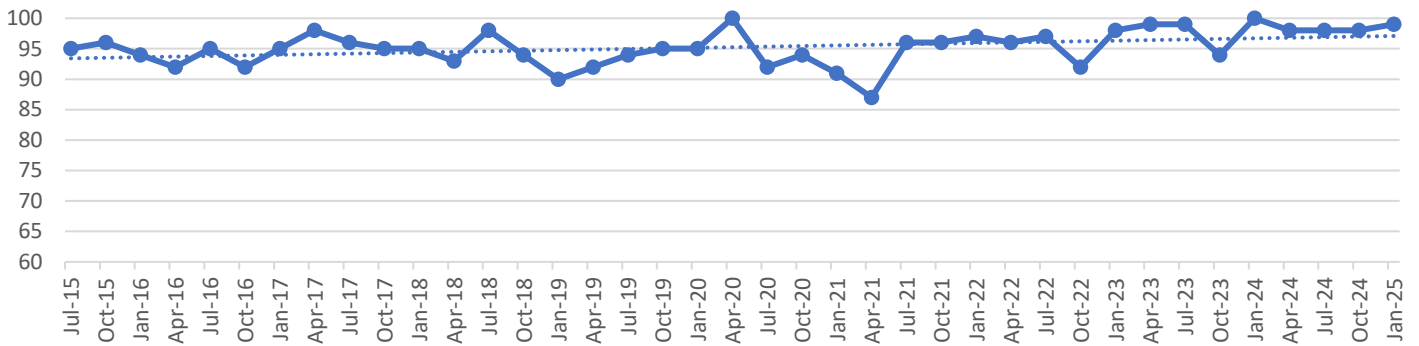
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



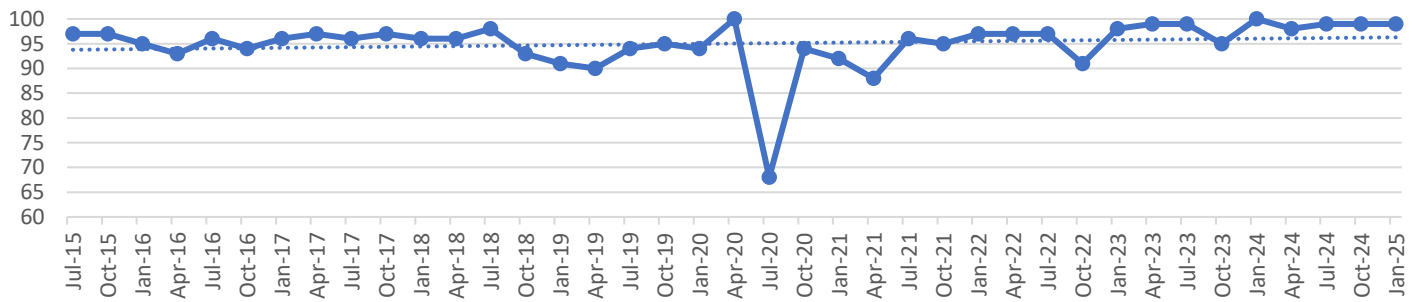
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



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



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

