

## Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 88% to 95%. 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.

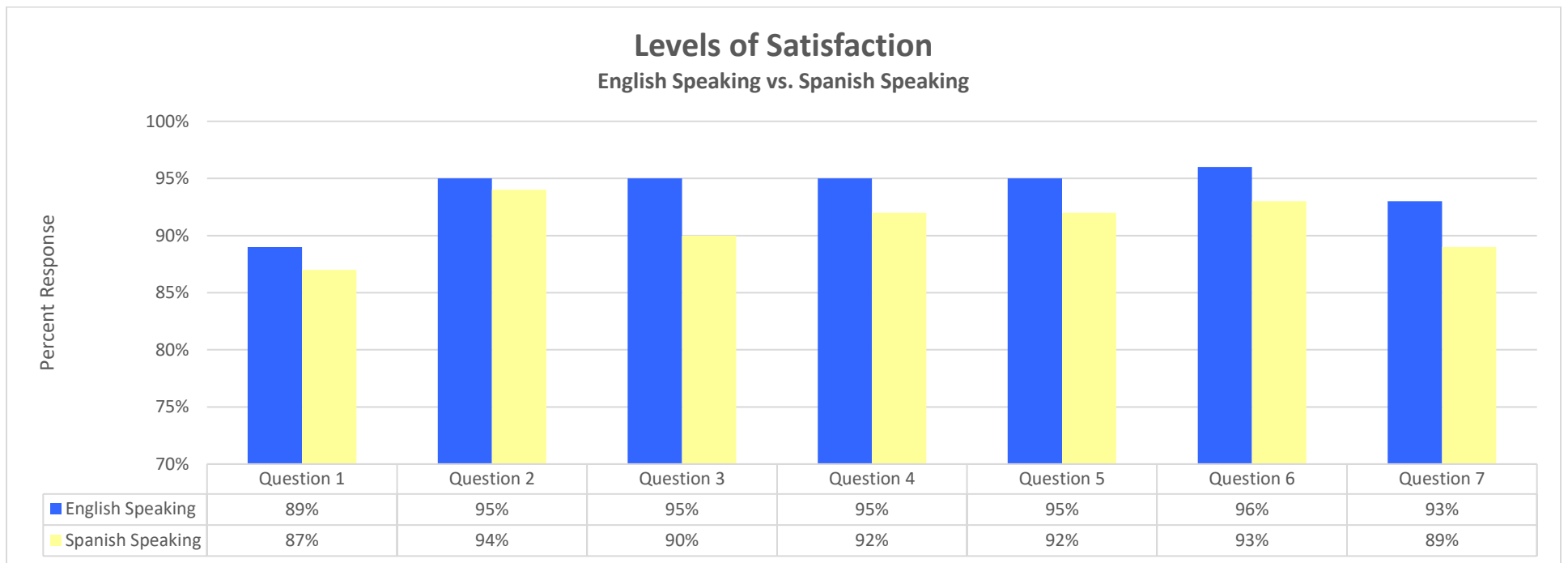
<b>165 E. Plank Rd., Sycamore – Survey Questions</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>
1. The phone operator staff and call center	88%	94%	91%	92%
2. The reception staff	94%	95%	93%	94%
3. Receiving a timely appointment	93%	94%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	92%	94%
5. The follow up and coordination of my care	94%	95%	92%	94%
6. The staff addressing my medical needs today	95%	96%	93%	94%
7. The time spent waiting	91%	92%	91%	91%
8. The respectfulness of staff	95%	96%	93%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	93%	92%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	93%	94%
11. Your medical assistant	95%	95%	93%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	96%	93%	93%
13. Overall, how satisfied are you with the Health Center?	95%	95%	93%	93%

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%

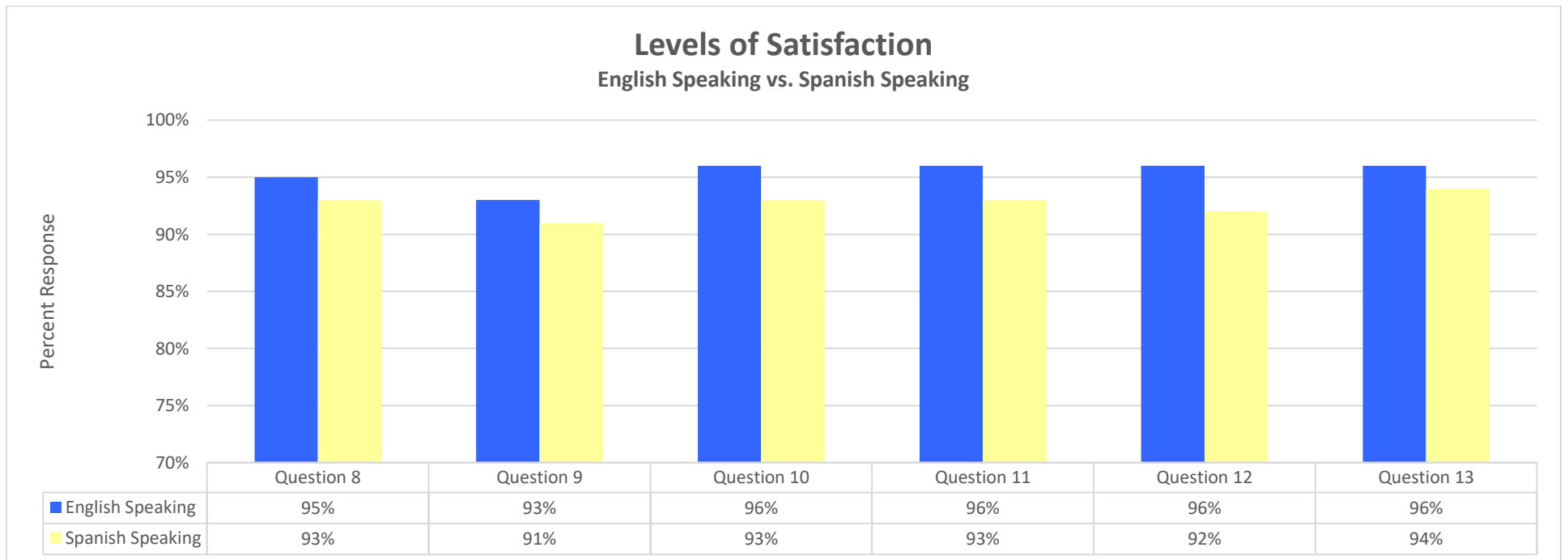
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	163 67%	92 63%	39 16%	28 19%	34 14%	16 11%	3 1%	5 3%	5 2%	4 3%
2. The reception staff	195 80%	112 78%	36 15%	23 16%	12 5%	6 4%	0	0	1 1%	3 2%
3. Receiving a timely appointment	192 79%	98 68%	40 17%	33 23%	10 4%	8 6%	0	3 2%	1 1%	3 2%
4. Education and explanation of plan provided in a way that I can understand	200 82%	103 72%	33 14%	31 22%	10 4%	7 5%	0	1 1%	1 1%	2 1%
5. The follow-up and coordination of my care	199 82%	103 72%	35 14%	30 21%	9 4%	7 5%	0	0	1 1%	3 2%
6. The staff addressing my medical needs today	209 86%	107 75%	27 11%	26 18%	7 3%	6 4%	0	1 1%	1 1%	3 2%
7. The time spent waiting	182 75%	93 65%	44 18%	32 22%	15 6%	10 7%	0	6 4%	3 1%	3 2%



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	201 82%	112 79%	32 13%	17 12%	10 4%	10 7%	0	0	1 1%	3 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	183 77%	96 69%	32 14%	33 24%	20 8%	5 4%	1 1%	3 2%	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	199 82%	107 74%	33 14%	31 22%	9 4%	3 2%	0	0	1 1%	3 2%
11. Your medical assistant	204 84%	106 76%	32 13%	23 16%	7 3%	8 6%	0	0	1 1%	3 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	203 83%	104 73%	33 14%	26 18%	6 3%	9 6%	0	0	2 1%	4 3%
13. Overall, how satisfied are you with the Health Center?	206 85%	113 79%	28 12%	22 15%	7 3%	5 4%	0	0	2 1%	3 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: 60

N/A: 25

YES: 1

#### **Comments:**

1. "Yes, they called back same day if not the next day with an answer."
2. "No call back."
3. "Very understanding & helpful."
4. "Slow to call back."

#### **Spanish**

NO: 28

N/A: 1

YES: 1

#### **Comments:**

1. "Excellent." "Excelente."
2. "Yes, the answer was fast." "Si, la respuesta fue rapida."

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

#### **English**

1. "N/A." (4)
2. "Everyone." (Gaszak)
3. "Knowledge."
4. "The speed at which I got in and out." (Sayles)
5. "Doctor advice & straight forward manner." (Sofowora)
6. "The workers." (Anderson)
7. "I really like how the Dr. and staff listen and explain everything they do not rush you out the door." (Gaszak)
8. "Walk-in." (Sayles)
9. "The staff." (Thompson)
10. "They are very nice and take care of there customers." (Sofowora)
11. "Little waiting room time." (Thompson)
12. "They are willing to get me healthy." (Sayles)
13. "Availability."
14. "Front desk & assistant." (Thompson)
15. "Staff/Dr/nurse." (Thompson)
16. "The M.D."
17. "Everything." (3)
18. "Being able to get an appointment in a timely manner." (Sayles)
19. "Fast, friendly service." (Thompson)
20. "Good customer service." (Thompson)
21. "The people."
22. "The location and drs." (Sofowora)
23. "It's close to my house." (Sofowora)
24. "Respectful staff, explains clearly." (Williams)
25. "The staff is very helpful." (Sayles)
26. "Seeing the doctor and getting treatment done."
27. "I enjoyed talking to all the staff. Everyone helped me and was very kind." (Anderson)

#### **Spanish**

1. "Good." "Bien" (Cekova)
2. "Everything is good." "Todo esta bien." (Sayles)
3. "All of the appointments for my health." "Todos las citas para la salud." (Gaszak)
4. "The language the discount for the visit." "El idioma y el descuento por visita."
5. "The helpers." "Los alludantes."
6. "Your translators." "Su traduccion." (Gaszak)
7. "The attention and kindness from the personnel." "La atencion y amabilidad del personal." (Anderson)
8. "They are very kind and respectful." "Son muy amables y respetosos." (Gaszak)
9. "The attention and information from the diagnosis." "La atencion informacion del diagnostico."
10. "The help and the communication." "La ayuda y comunicacion." (Gaszak)
11. "Availability of appointments." "Disponibilidad de citas."
12. "Good attention." "Buena atencion." (Gaszak)
13. "Everything." "Todo." (2)
14. "They help me with my control." "Me ayudan con mi control."
15. "Same day appointment." "Citas el mismo dia." (Gaszak)
16. "The reasonable payments." "Los pagos rasonables."
17. "They always take less than an hour." "Siempre toman menos de una hora." (Sayles)

28. "They are very helpful."
29. "The communication." (2)
30. "How respectful they are, and I am able to afford without insurance." (Gaszak)
31. "Getting appointments."
32. "Time frame on appointments." (Gaszak)
33. "Having a good understanding and compassionate staff." (Sofowora)
34. "Fast & so nice."
35. "Local."
36. "They are on time and very helpful." (Sofowora)
37. "Staff." (Gaszak)
38. "How they keep the facility clean." (2)
39. "Quick and timely appointment." (Sayles)
40. "To receive quality healthcare."
41. "Location."
42. "They took care of my needs and concerns very well." (Gaszak)
43. "Guidance with pregnancy process."
44. "The way the doctors, nurse and staff explain things in an understanding way."
45. "Providers are very kind." (Sayles)
46. "It loud and crystal clear speech for deaf person as myself."
47. "Cleanliness of location." (Anderson)
48. "Cooperative."
49. "My Dr. Agneska Gaszak."
50. "Friendly & informative." (Sofowora)
51. "Staff."
52. "Everything is wonderful." (Anderson)
53. "Walk-ins." (Sofowora)
54. "Payment reminder." (Birke)
55. "No more 15 mins wait time." (Sayles)
56. "Ease of process."
57. "My mental health."
58. "Everything they do here is very helpful." (Gaszak)
59. "Call center walk in appointments, able to come in without insurance (Sliding scales)" (Anderson)
60. "Satisfied care."
61. "Being seen on time." (Anderson)
62. "The way they treat people, very professional."
63. "Staff very professional."
18. "They have Spanish speaking personnel, and it is economic." "Tienen personas que hablan español y es economico."
19. "My medical necessities and the closeness to home." "Mis necesidades medicas y lo cerca a mi casa."
20. "Good doctor." "Buen doctor."
21. "They speak my language, and they explain everything good." "Hablan mi idioma y explican todo bien."
22. "My health." "Mi salud."
23. "It is close to my house and my provider is very kind and explains everything very good." "Esta cerca de mi casa y mi medico es muy amable y me explica todo muy bien."
24. "It is a very professional group." "Es un grupo muy profesional." (Gaszak)
25. "It is good service." "Es buen servicio."
26. "It is economic." "Es economico."

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

#### **English**

1. "Text msg reminder." (Gaszak)
2. "Keep the good work." (Williams)
3. "Give chest X-ray results sooner."
4. "Get rid of 15 min early." (Sofowora)
5. "None right now." (Sofowora)
6. "Nothing to improve." (Williams)
7. "Cancelations."

#### **Spanish**

1. "It is good." "Esta bien." (8)
2. "They could give me a written plan about the medication it's more convenient." "Podrían dar algún plan de medicamento para tomar medicina mas conveniente."
3. "Everything is excellent." "Todo es excelente."

8. "With the missing appt thing."
  9. "Maybe turn up the movie in the waiting room? LOL." (Sayles)
  10. "N/A." (20)
  11. "Attitudes of some receptionist could be better."
  12. "The visit was perfect." (Thompson)
  13. "So far so good." (Thompson)
  14. "Not charging at end of visit." (Anderson)
  15. "I don't see how it would be improved." (Sayles)
  16. "I think you guys are doing great."
  17. "Nothing doing great." (Gaszak)
  18. "None."
  19. "I have no complaints you guys are doing great."
  20. "Call center reps need to be more efficient." (2)
  21. "Making the 15 min wait time obsolete or not at all families have a hard time with the location of the building. Please reconsider our arrival policy thanks." (Gaszak)
  22. "No idea."
  23. "All is good, I appreciate the service." (Sofowora)
  24. "Nothing."
  25. "Everything is great, and the nurses are awesome."
  26. "Email reminders!! I always forget appointments times LOL." (Anderson)
  27. "More smiling."
  28. "Everything is perfect." (Gaszak)
  29. "Better call center." (2)
  30. "No need for improvement." (Gaszak)
  31. "It seems fine."
  32. "Keep doing what you're doing."
  33. "15 mins not recommended." (Sayles)
  34. "Tell us that appt will be cancelled if not 15 mins."
  35. "Not sure."
4. "More available appointments." "Mas citas disponibles." (Anderson)
  5. "Not all but some of the receptionists do not have patience." "No todos, pero algunos recepcionistas no tienen paciencia." (Gaszak)
  6. "Nothing, it is good." "Nada, esta bien."
  7. "N/A." "N/A."
  8. "A Hispanic provider would be good." "Doctor hispano seria genial."
  9. "Everything is excellent." "Todo esta excelente." (Sofowora)
  10. "Having bilingual people." "Tener gente bilingue."
  11. "Sometimes there is no available appointments in the time required." "Hay veces que no citas disponibles en el tiempo requerido." (Sofowora)
  12. "Nothing the service is very good." "Nada el servicio es muy bueno." (Sayles)
  13. "Nothing." "Nada."
  14. "Say the appointment is at 10:15 and not 10:30 so we can get there on time because it gets confusing." "Digan que la cita es a las 10:15 y no a las 10:30 para llegar a tiempo porque se confunde uno."
  15. "Birkey takes too long." "Birkey se demora mucho." (Anderson)

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

**English**

- YES: 101
- NO: 2

**Spanish**

- YES: 90
- NO: 0

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

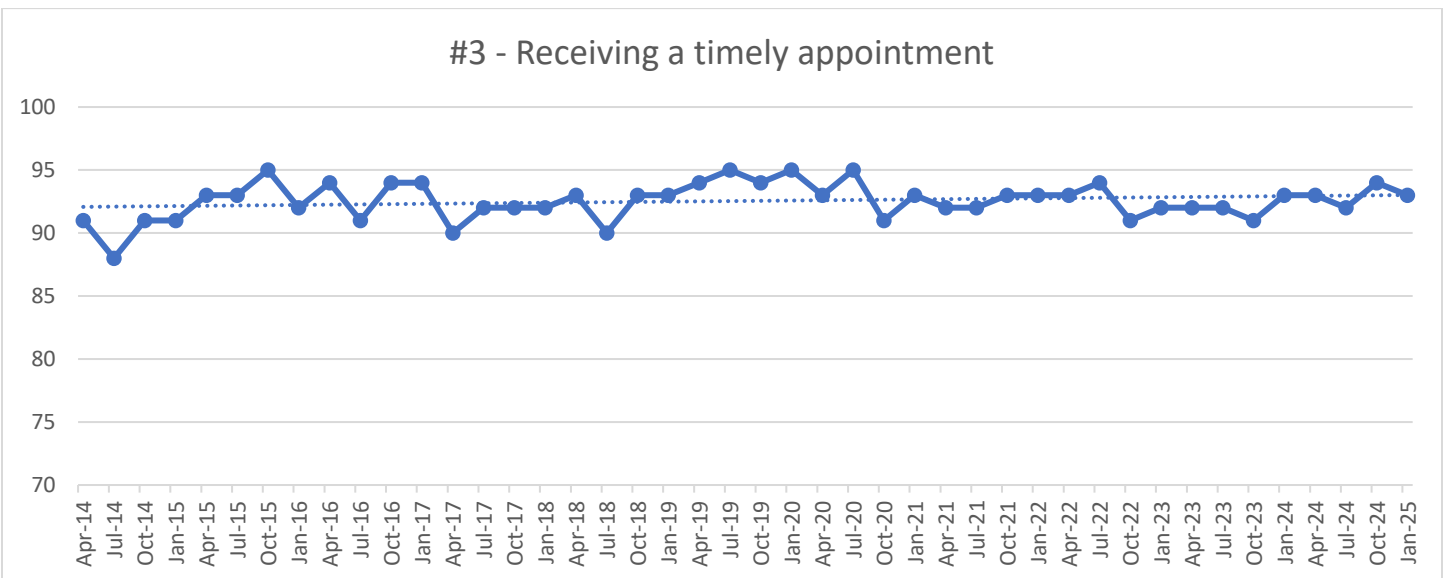
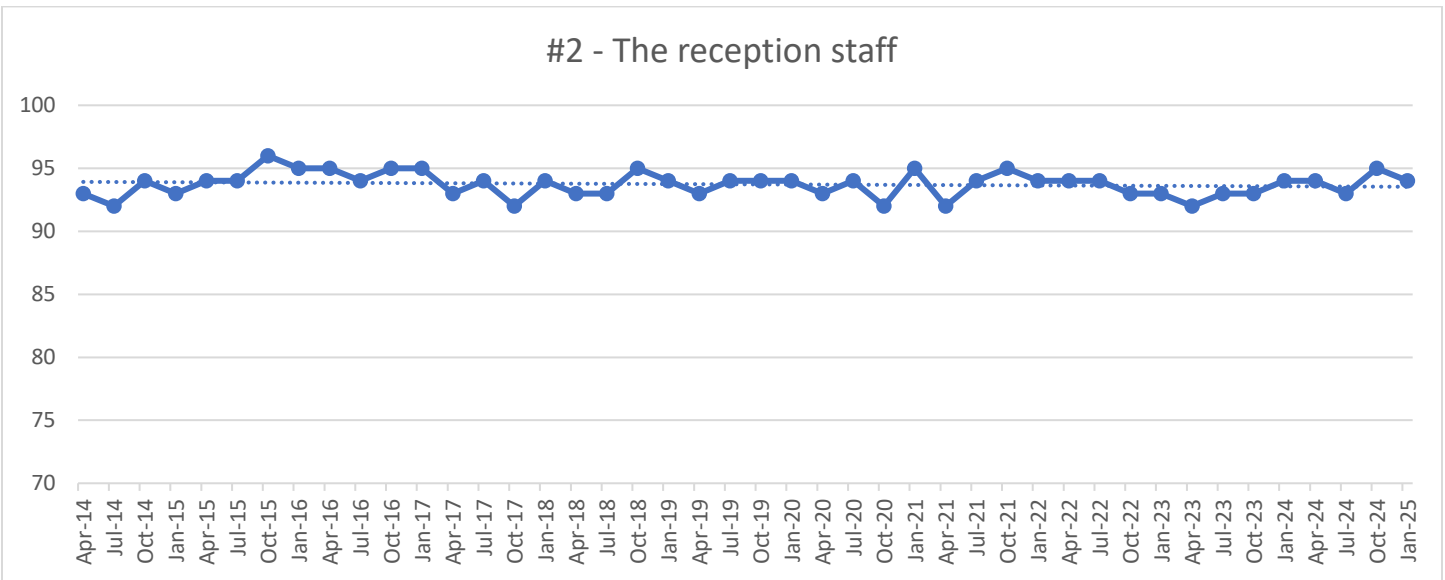
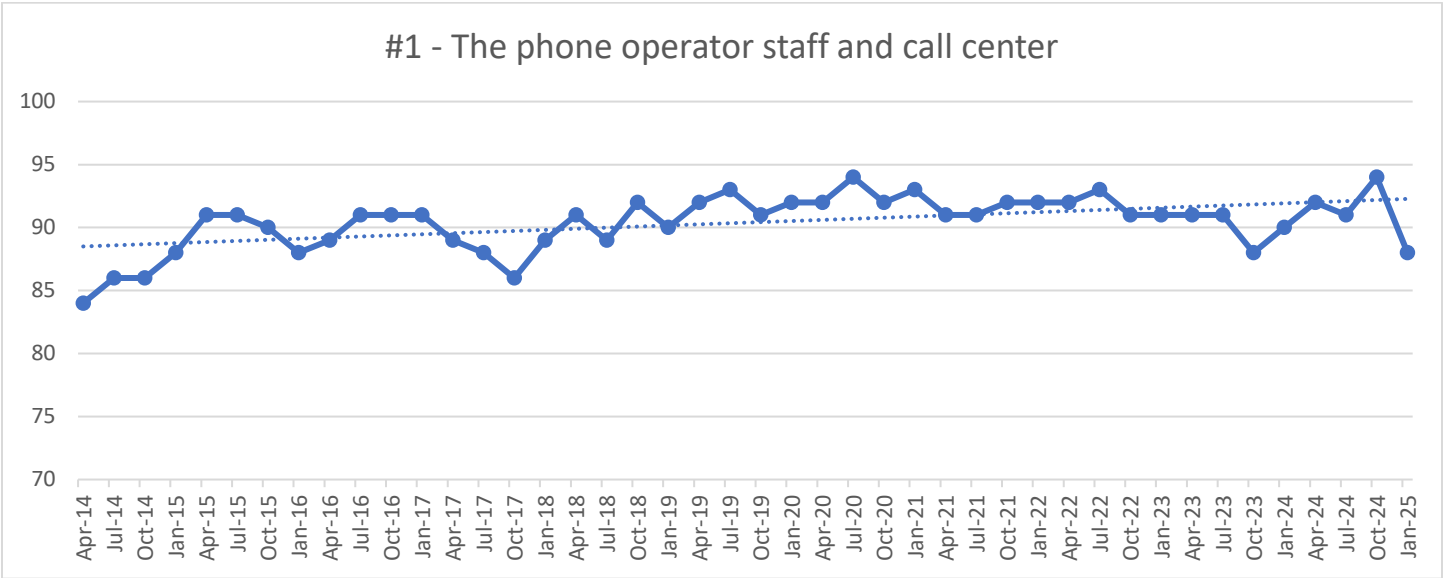
**English**

- Anderson: 35
- Birkey: 2
- Gaszak: 21
- Sayles: 28
- Sofowora: 5
- Thompson: 22
- Williams: 5

**Spanish**

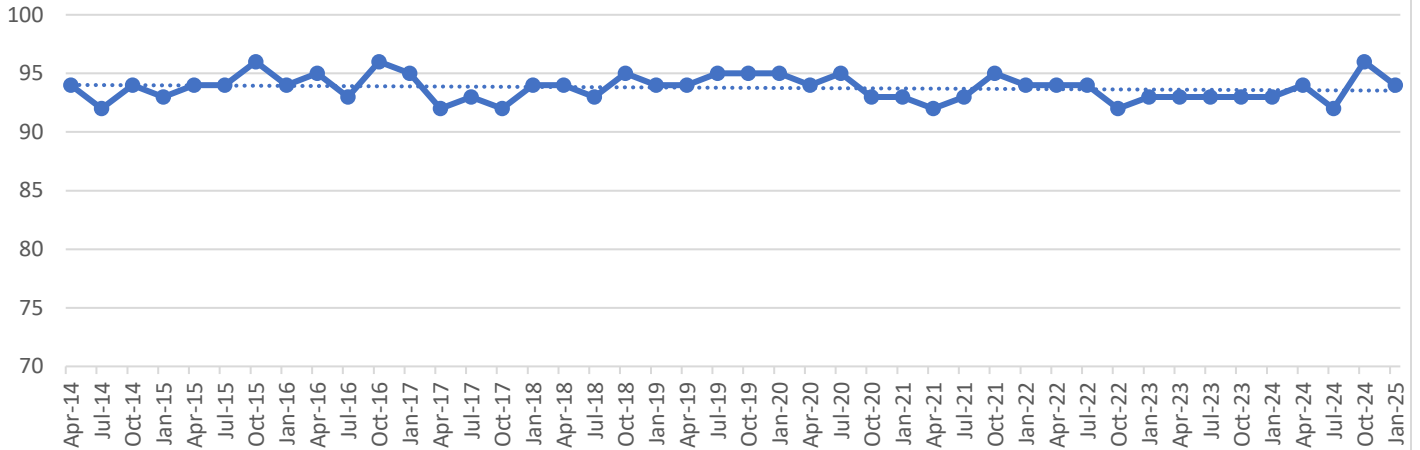
- Anderson: 15
- Gaszak: 12
- Sayles: 10
- Sofowora: 8
- Thompson: 1

# Individual Question Results with Trendlines

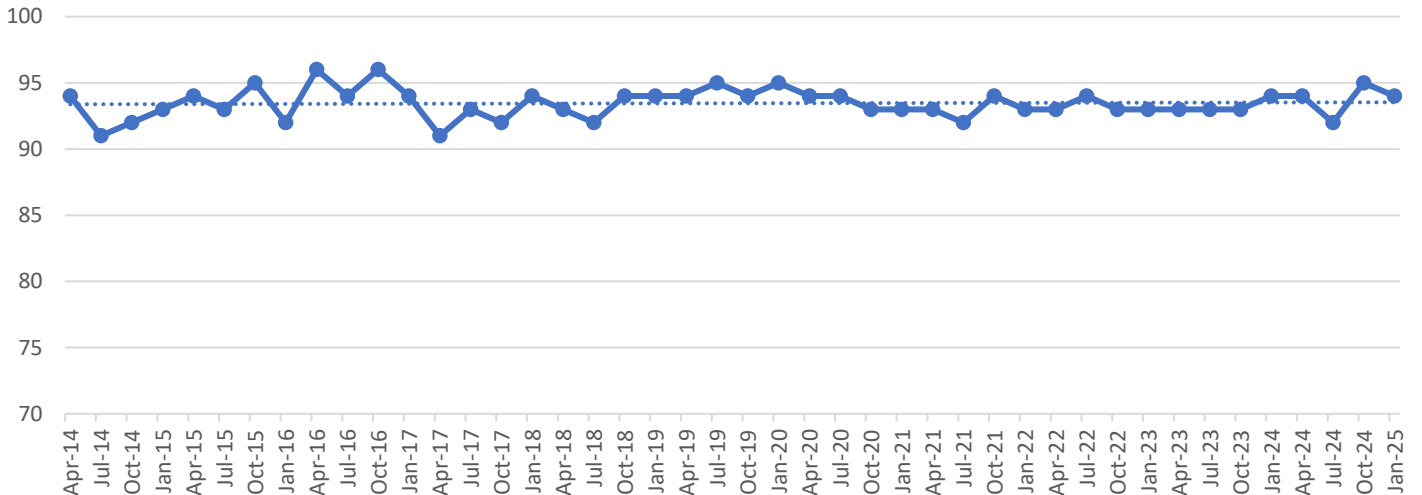




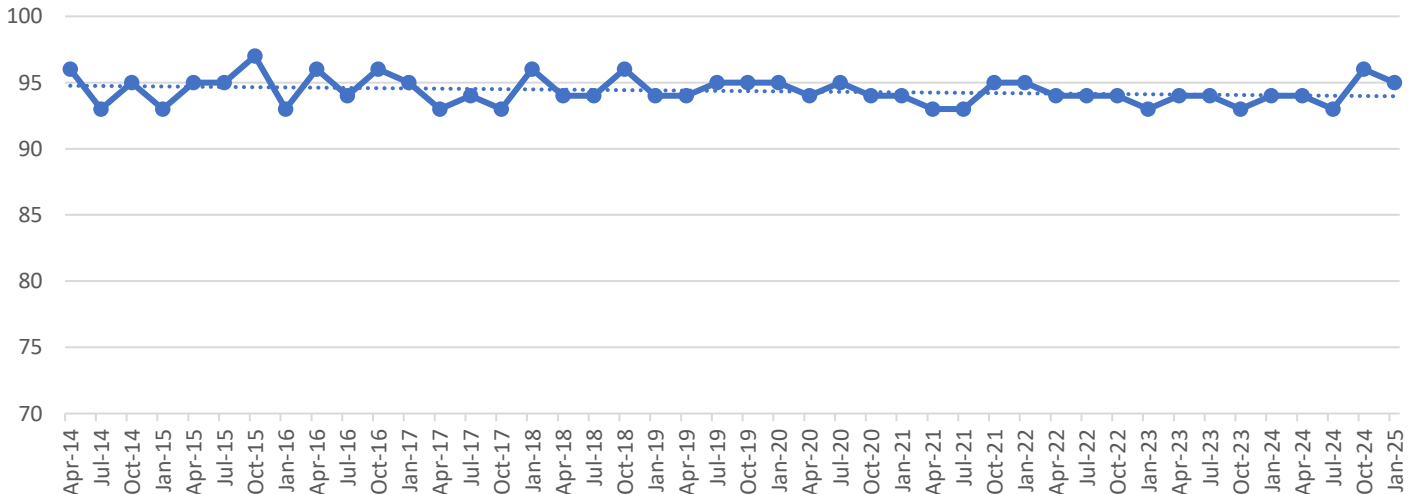
#### #4 - Education and explanation of plan provided in a way that I can understand



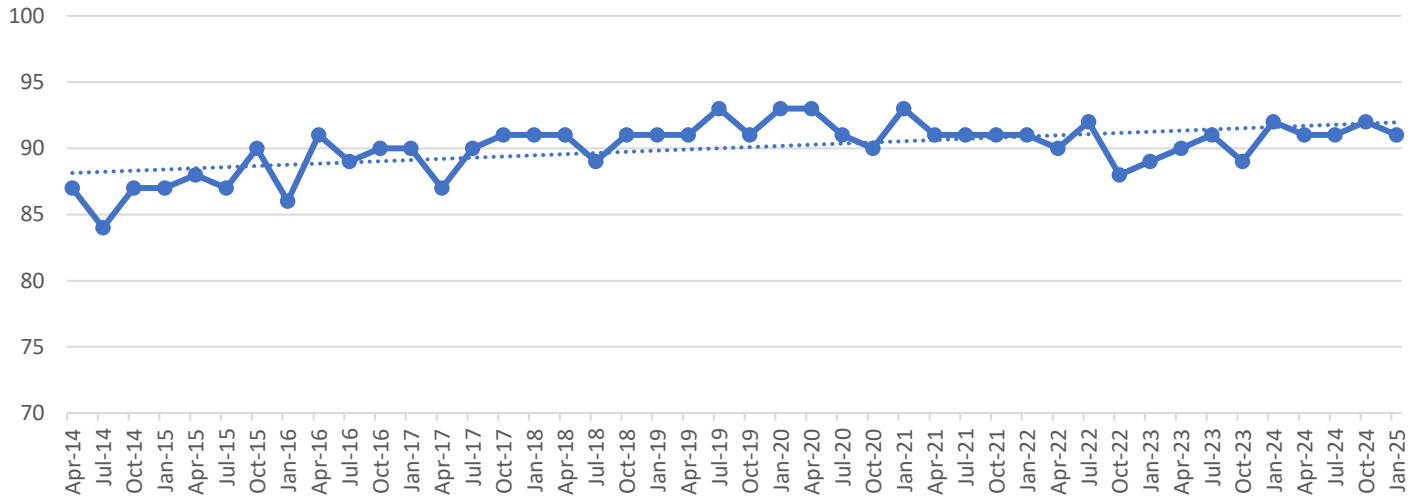
#### #5 - The follow-up and coordination of my care



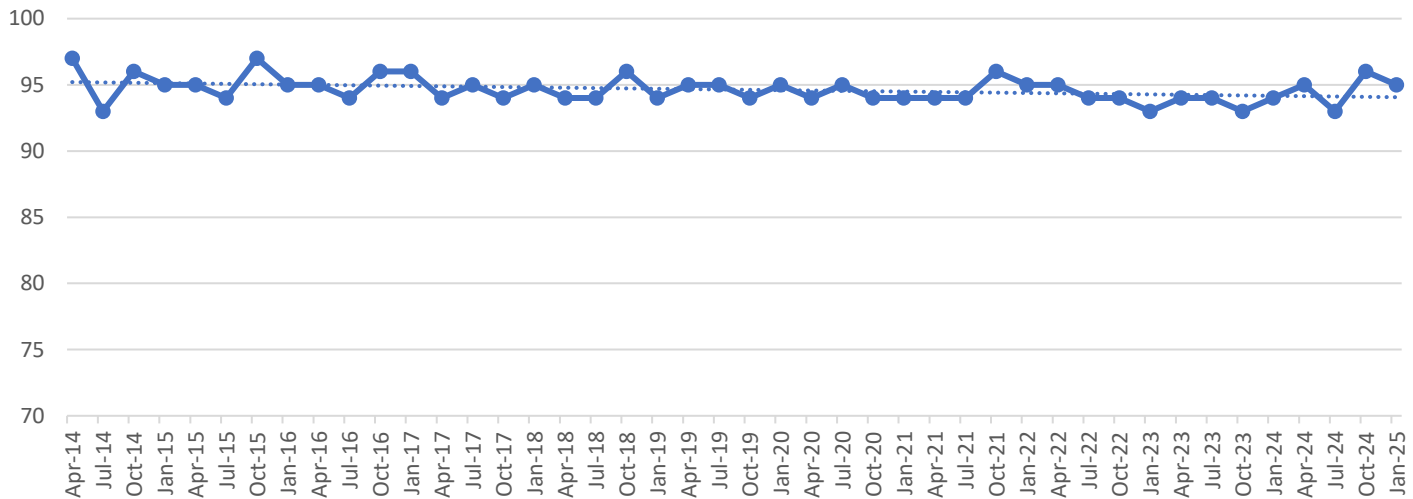
#### #6 - The staff addressing my medical needs today



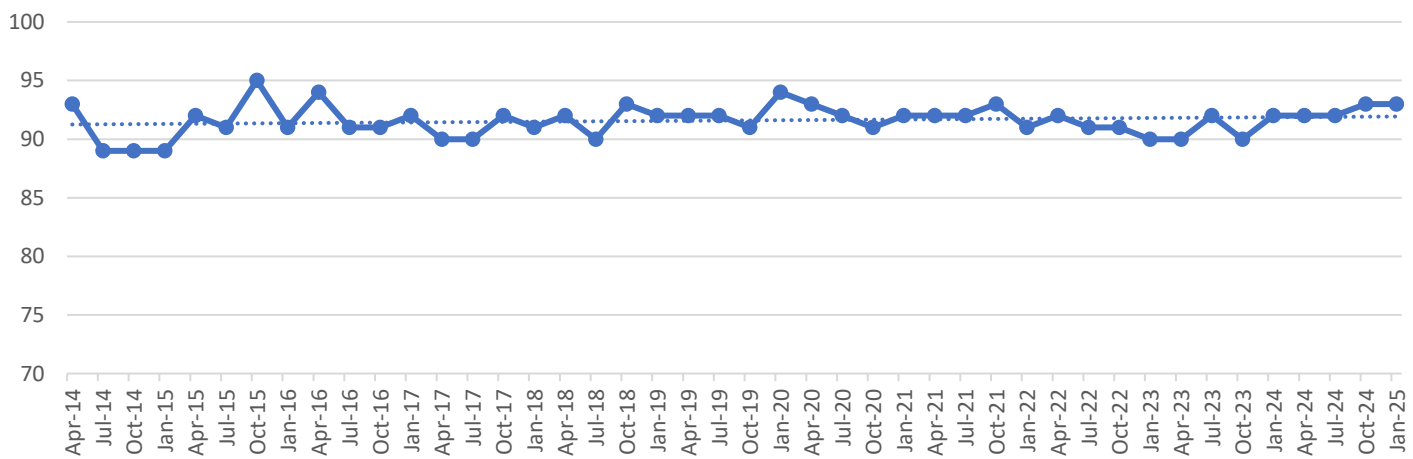
#7 - The time spent waiting



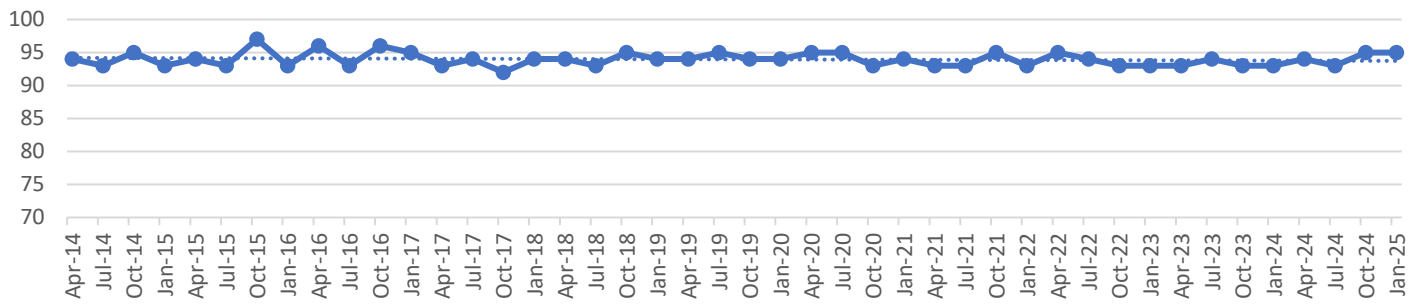
#8 - The respectfulness of staff



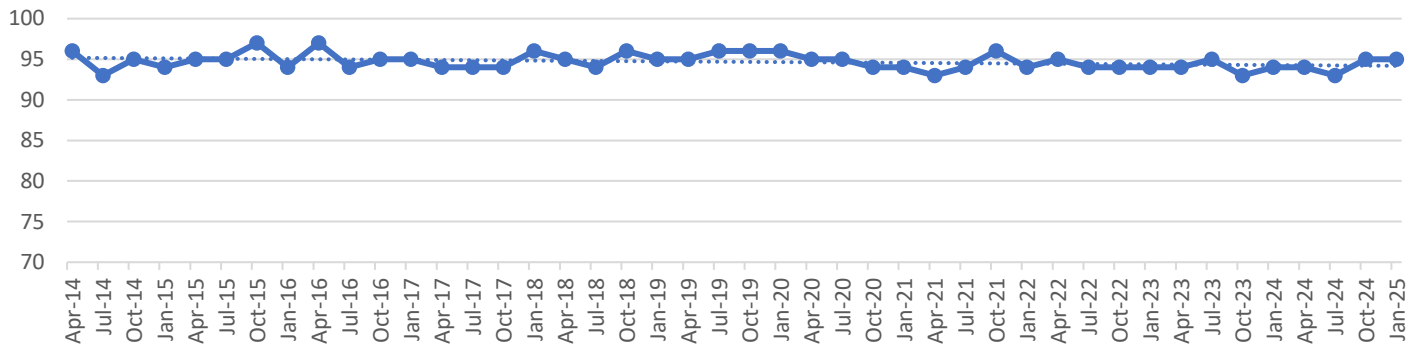
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



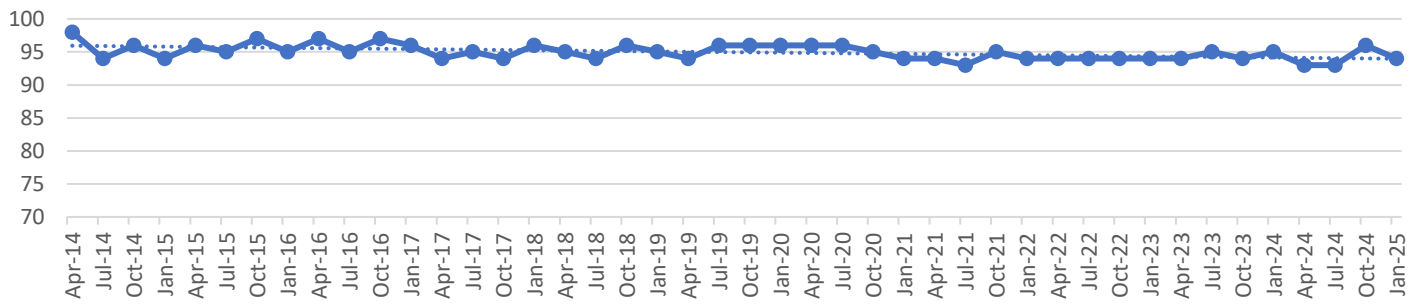
### #10 - The handling of my personal medical information in a private and confidential manner



### #11 - Your medical assistant



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



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

