

Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 90% 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.

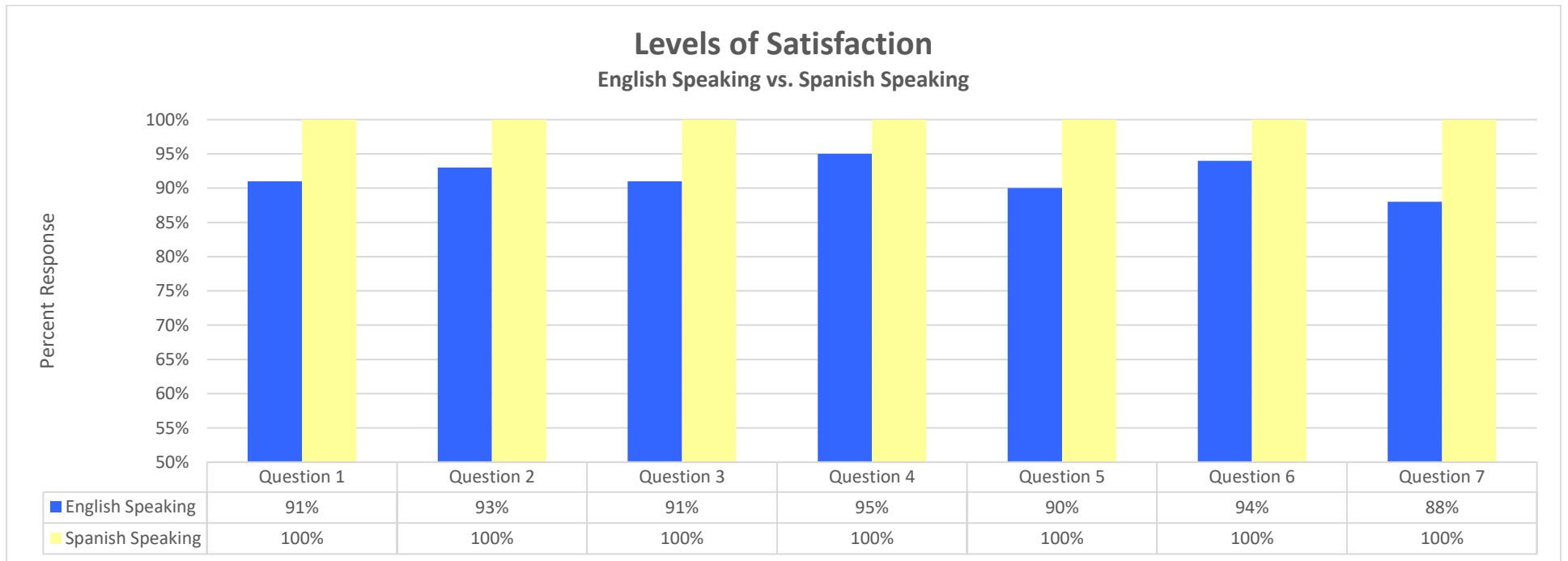
2550 N. Annie Glidden Rd., DeKalb – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	89%	89%	89%
2. The reception staff	94%	99%	93%	91%
3. Receiving a timely appointment	93%	94%	91%	89%
4. Education and explanation of plan provided in a way that I can understand	96%	100%	90%	91%
5. The follow up and coordination of my care	92%	100%	90%	91%
6. The staff addressing my medical needs today	95%	99%	92%	90%
7. The time spent waiting	90%	95%	91%	89%
8. The respectfulness of staff	95%	100%	93%	87%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	96%	97%	90%	88%
10. The handling of my personal medical information in a private and confidential	96%	100%	94%	94%
11. Your medical assistant	95%	99%	93%	87%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	97%	93%	93%
13. Overall, how satisfied are you with the Health Center?	96%	99%	94%	87%

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%

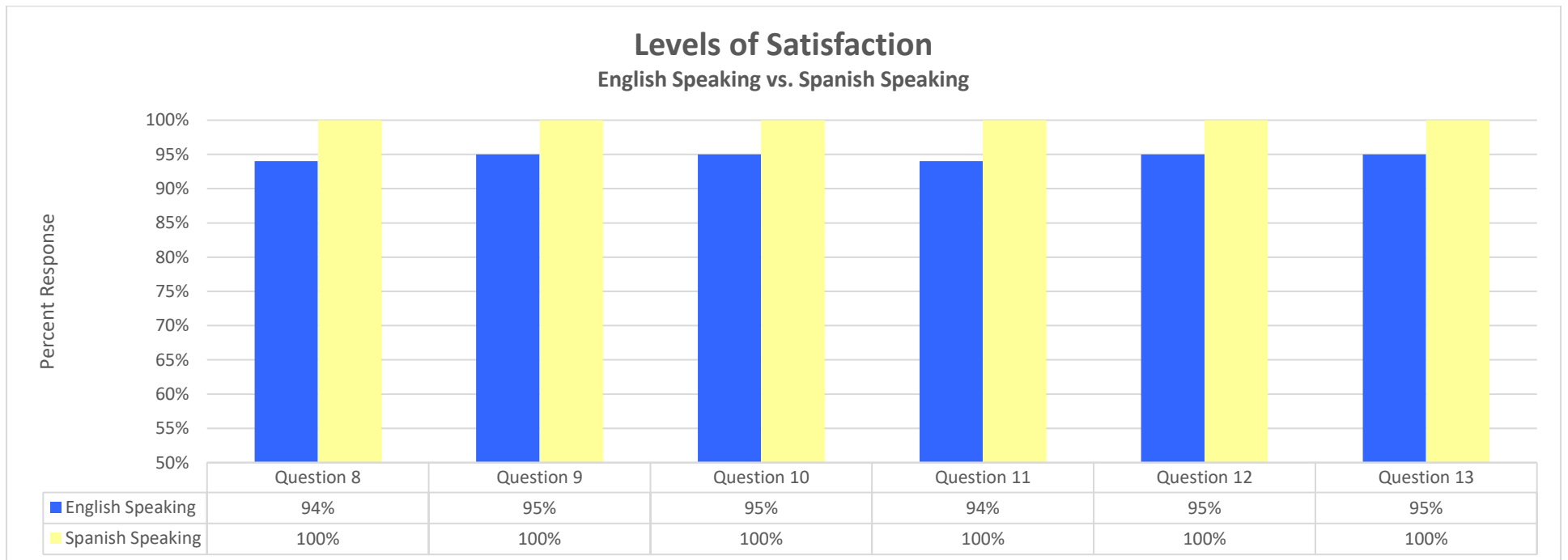
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	10 63%	3 100%	5 31%	0	1 6%	0	0	0	0	0
2. The reception staff	11 69%	3 100%	4 25%	0	1 6%	0	0	0	0	0
3. Receiving a timely appointment	10 63%	3 100%	5 31%	0	1 6%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	11 73%	3 100%	4 27%	0	0	0	0	0	0	0
5. The follow-up and coordination of my care	11 69%	3 100%	4 25%	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	11 69%	3 100%	5 31%	0	0	0	0	0	0	0
7. The time spent waiting	9 56%	3 100%	4 25%	0	3 19%	0	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	11 69%	3 100%	0	0	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	12 75%	3 100%	0	0	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	12 75%	3 100%	0	0	0	0	0	0	0	0
11. Your medical assistant	11 69%	3 100%	0	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	12 75%	3 100%	0	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	12 75%	3 100%	0	0	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: 3

N/A: 1

YES: 0

Comments:

Spanish

NO: 0

N/A: 0

YES: 0

Comments:

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

English

1. "The hours are convenient for the two locations."
2. "Helpful staff."
3. "The tablet & talking to staff." (Williams)

Spanish

Question 16: How can we improve Greater Family Health?

English

1. "No improvements needed."

Spanish

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

English

- YES: 6
- NO: 0

Spanish

- YES: 0
- NO: 0

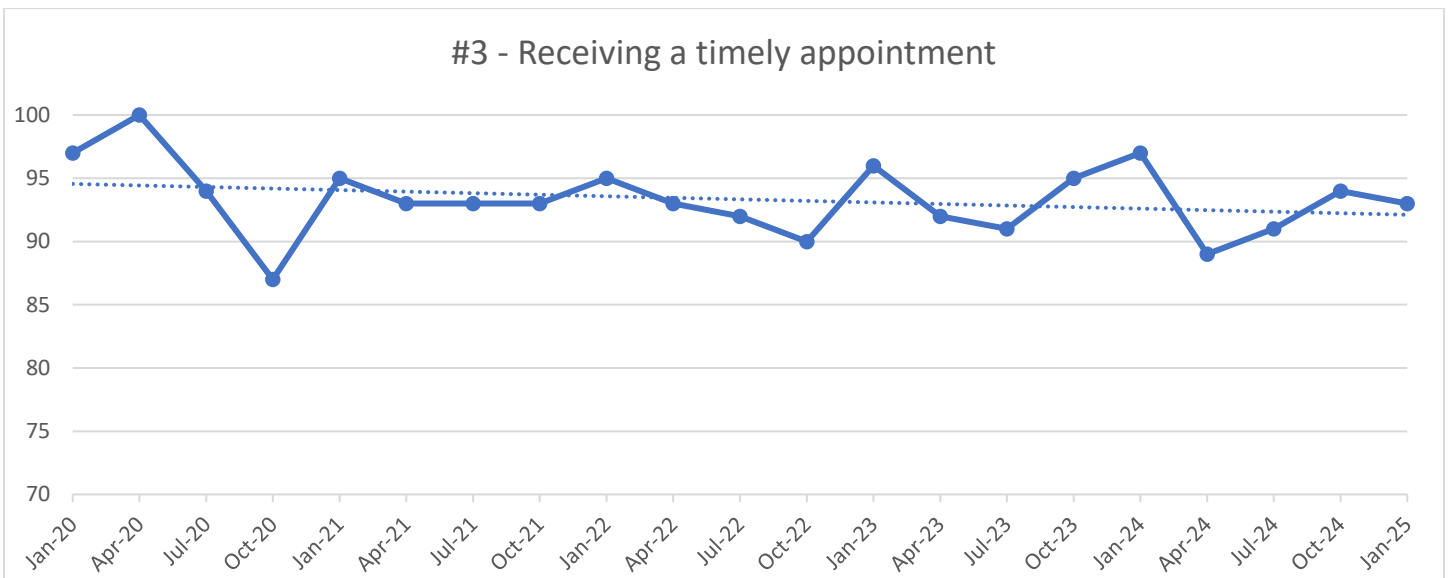
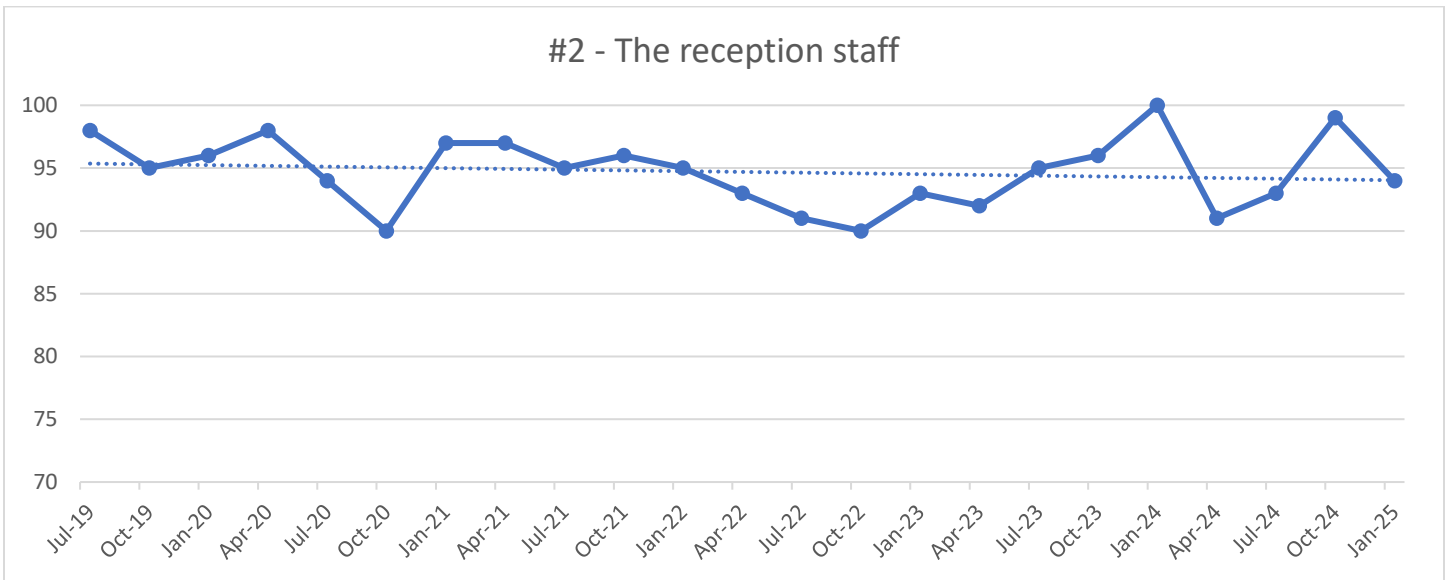
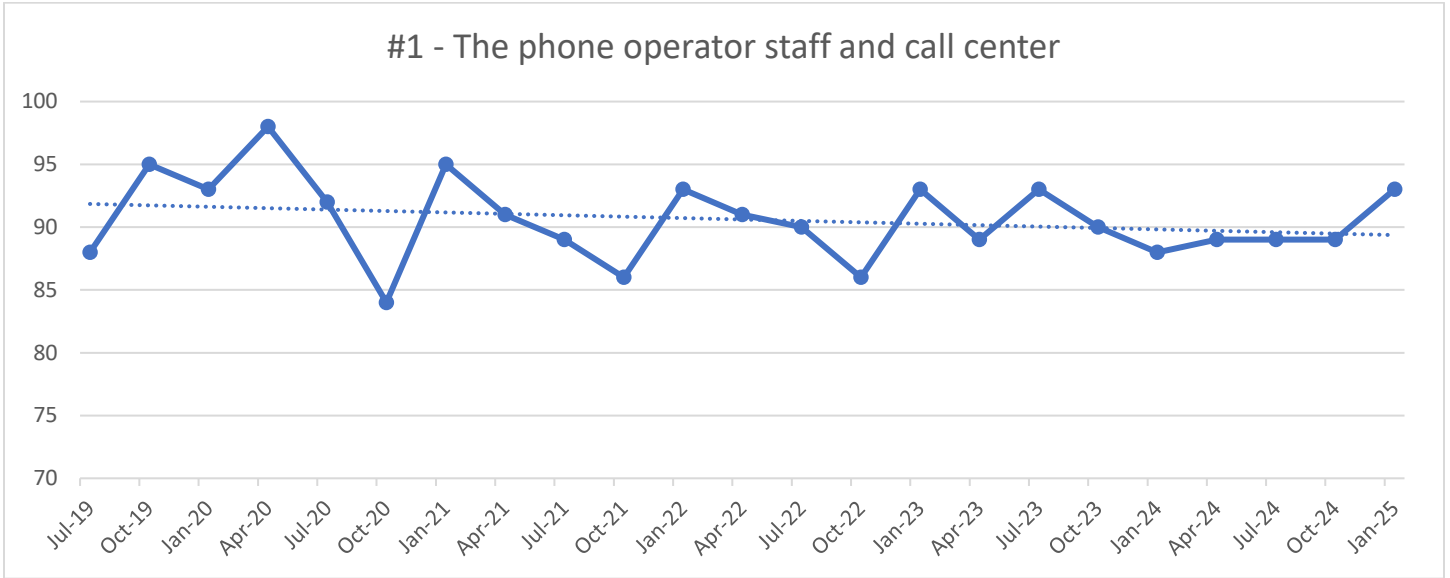
Question 18: Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

English

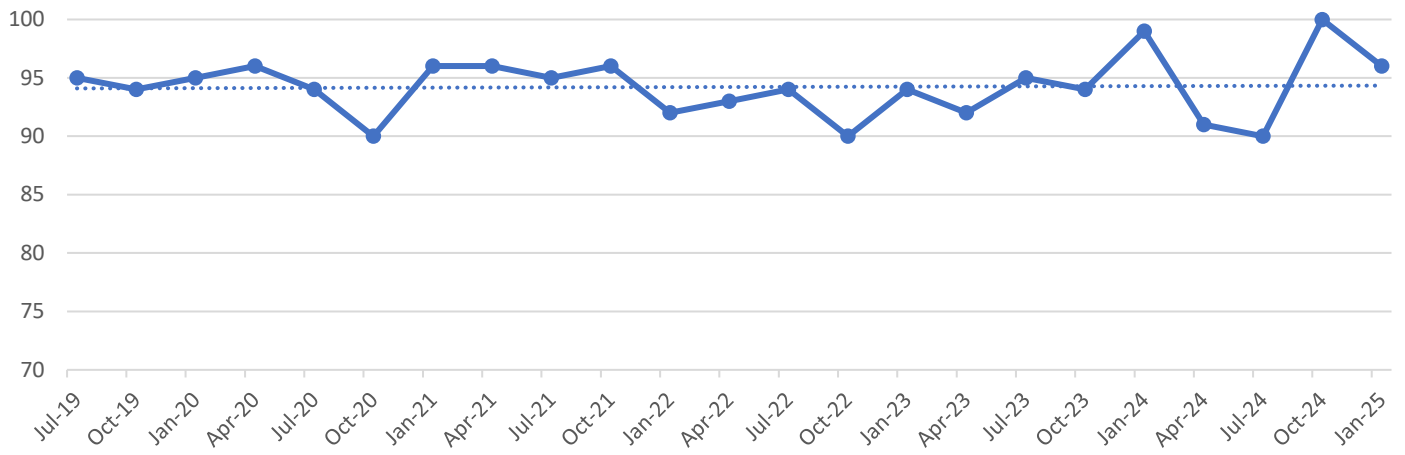
- Williams: 10

Spanish

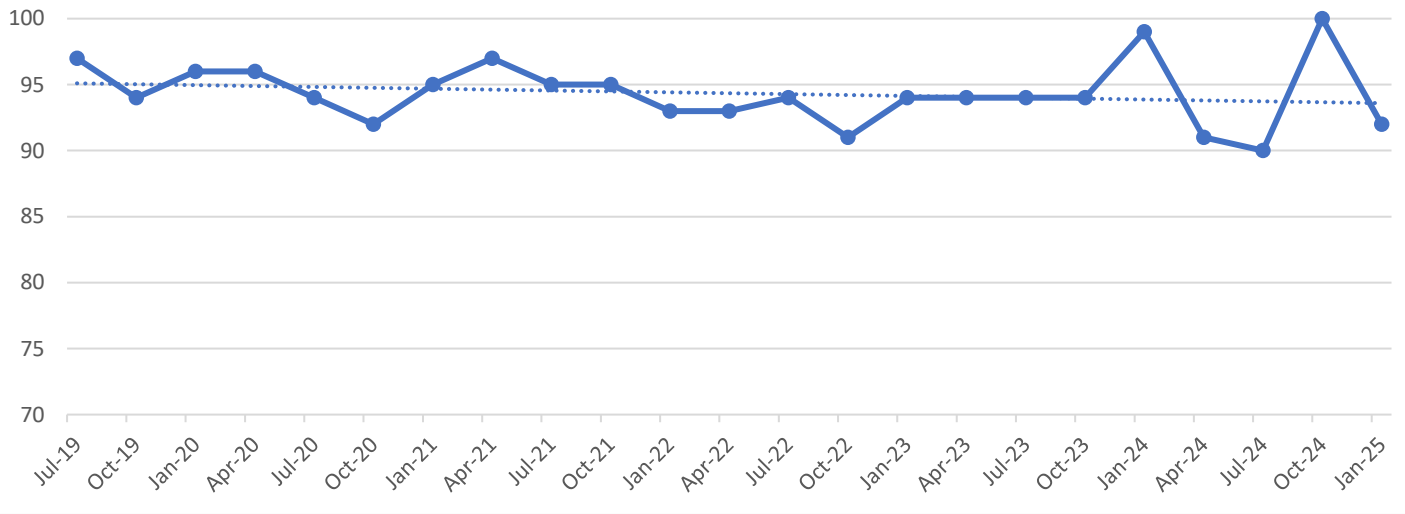
Individual Question Results with Trendlines



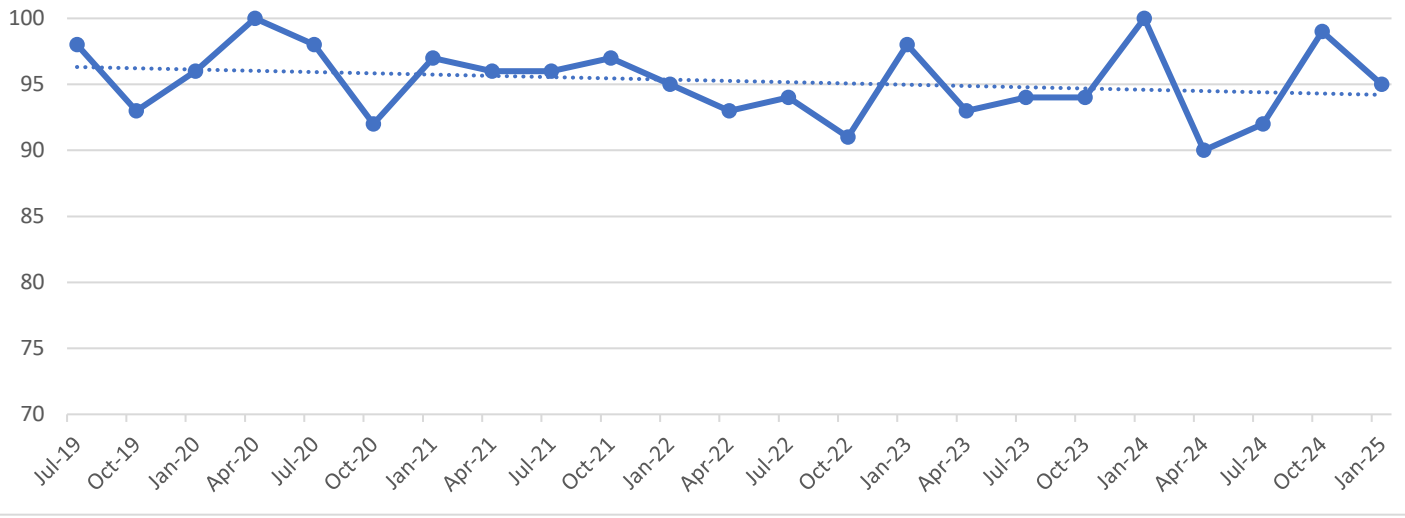
#4 - Education and explanation of plan provided in a way that I can understand

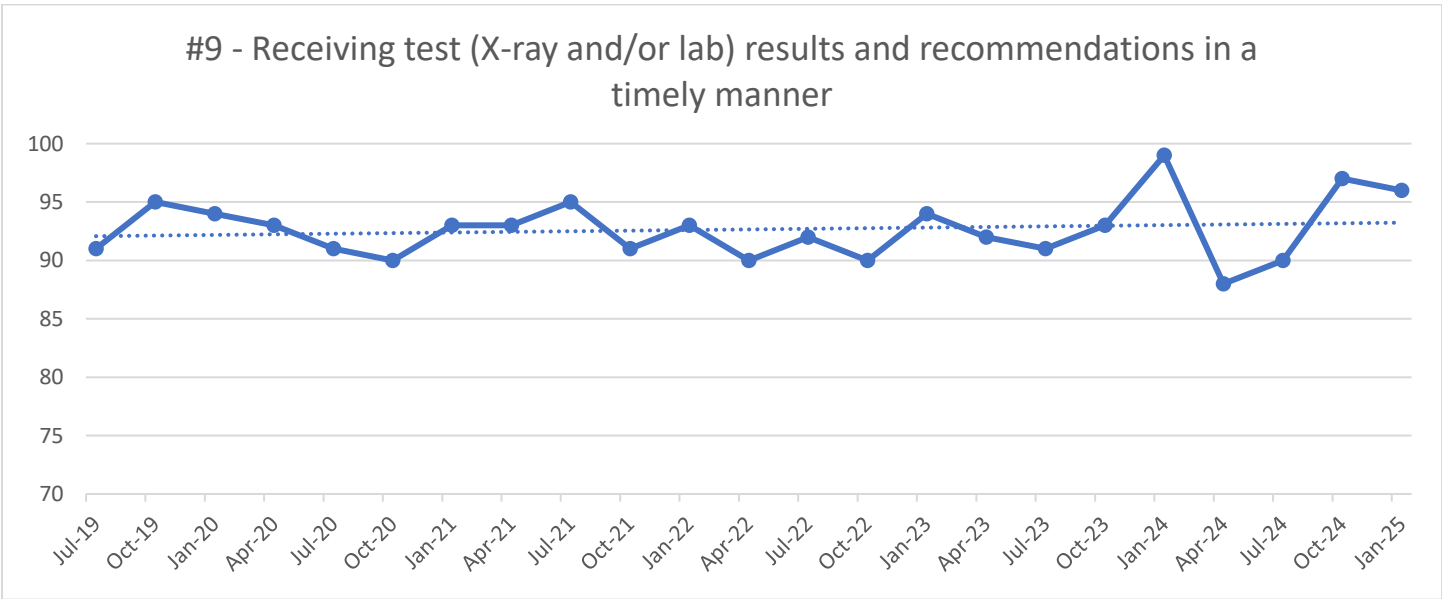
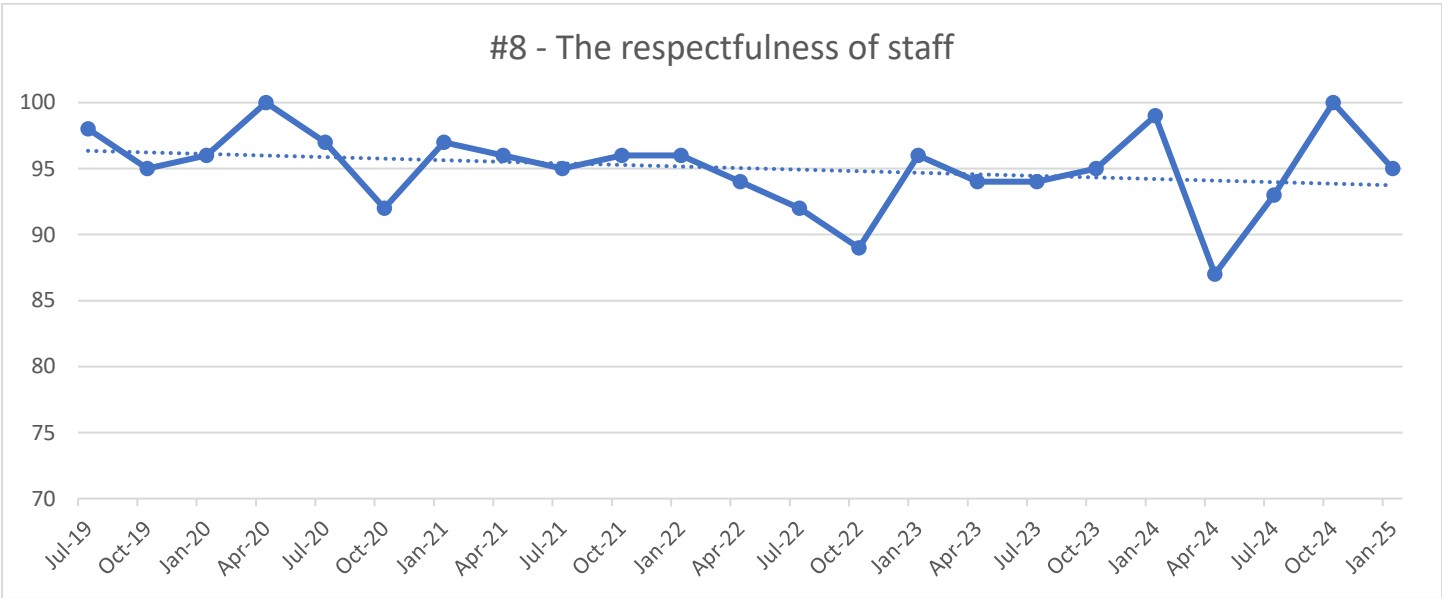
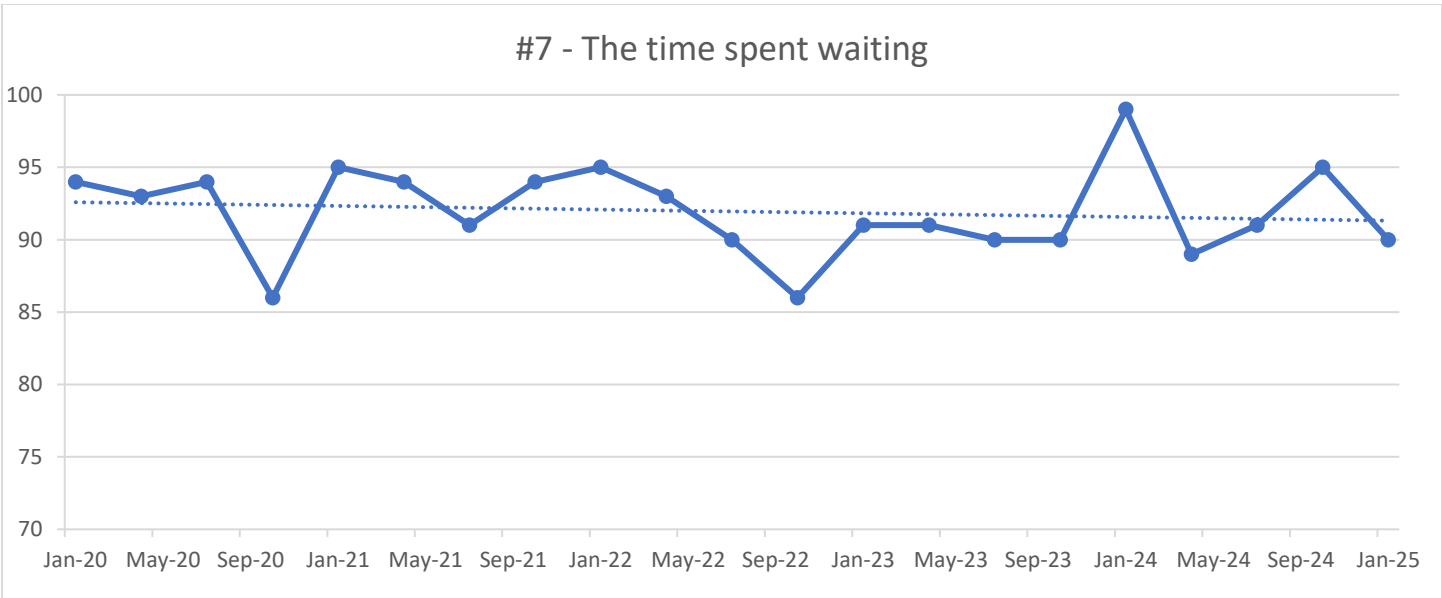


#5 - The follow-up and coordination of my care

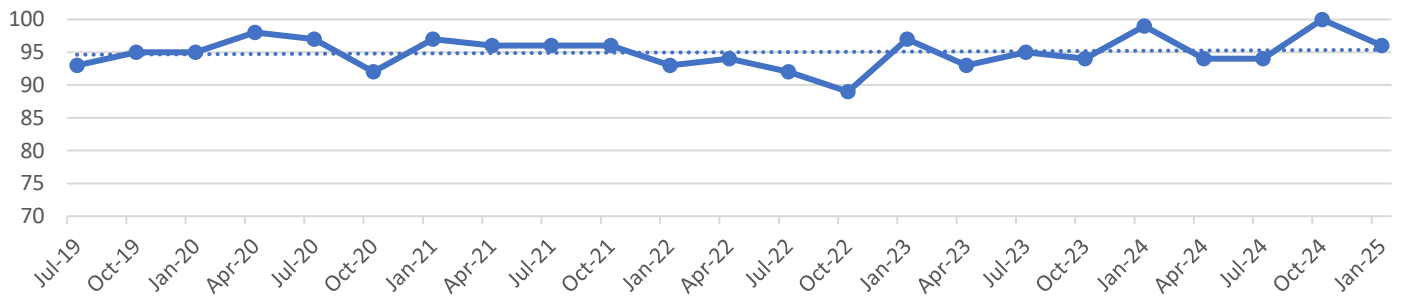


#6 - The staff addressing my medical needs today

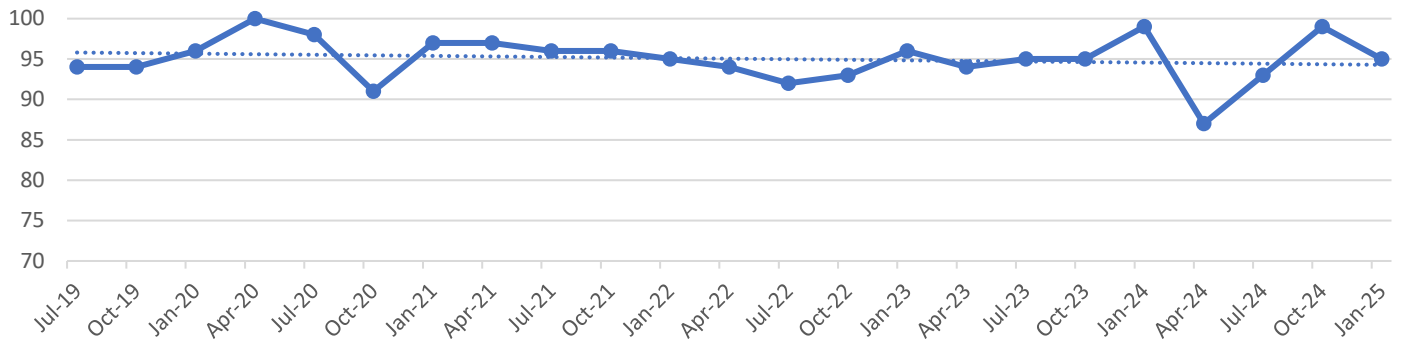




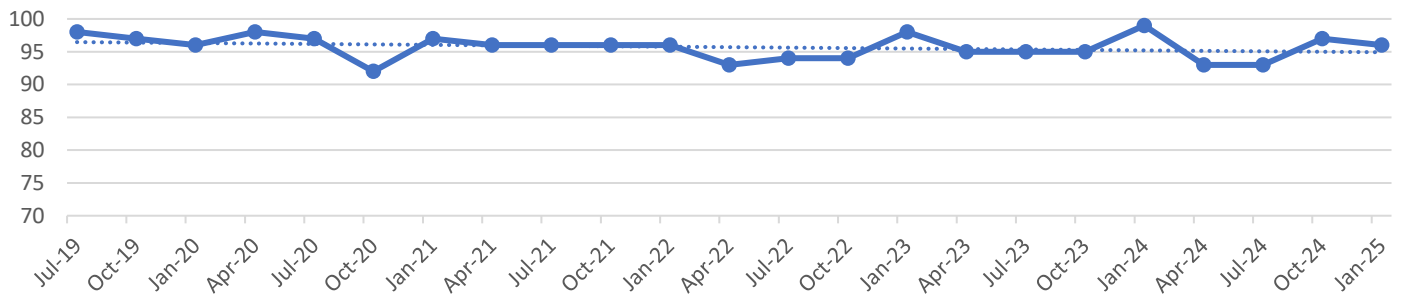
#10 - The handling of my personal medical information in a private and confidential manner



#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?

