

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 93% 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.

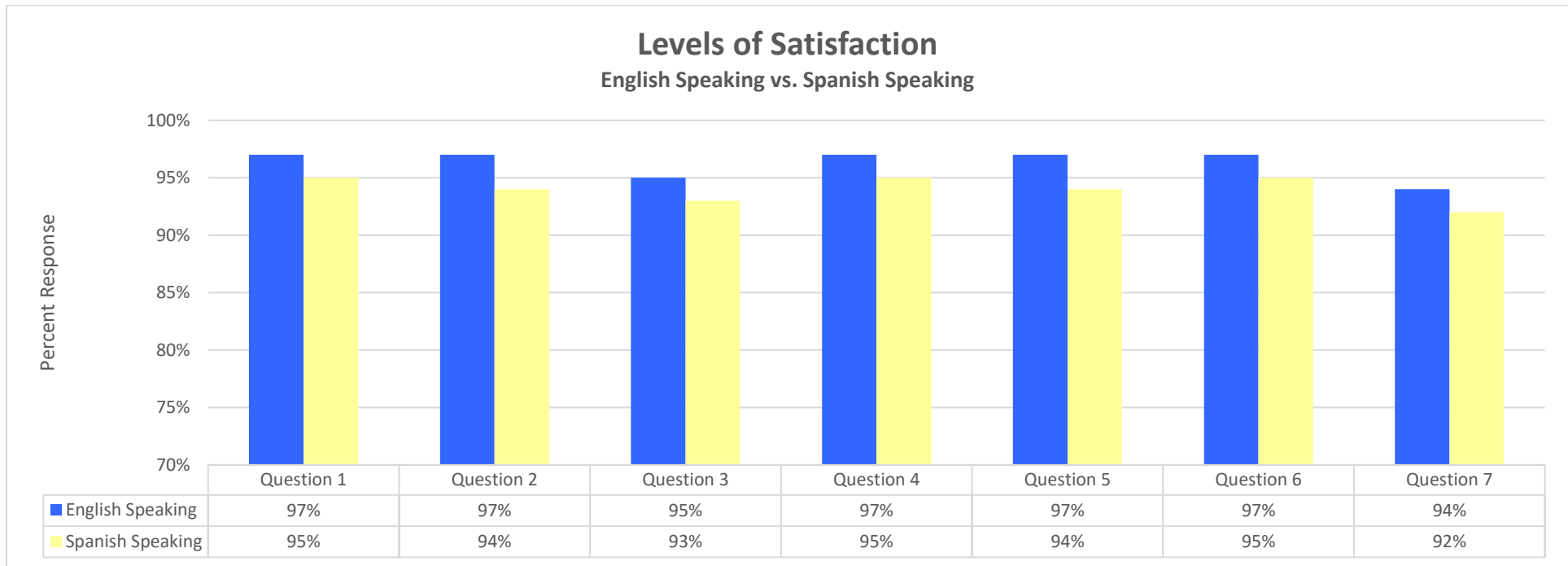
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	96%	94%	93%	92%
2. The reception staff	95%	94%	93%	93%
3. Receiving a timely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

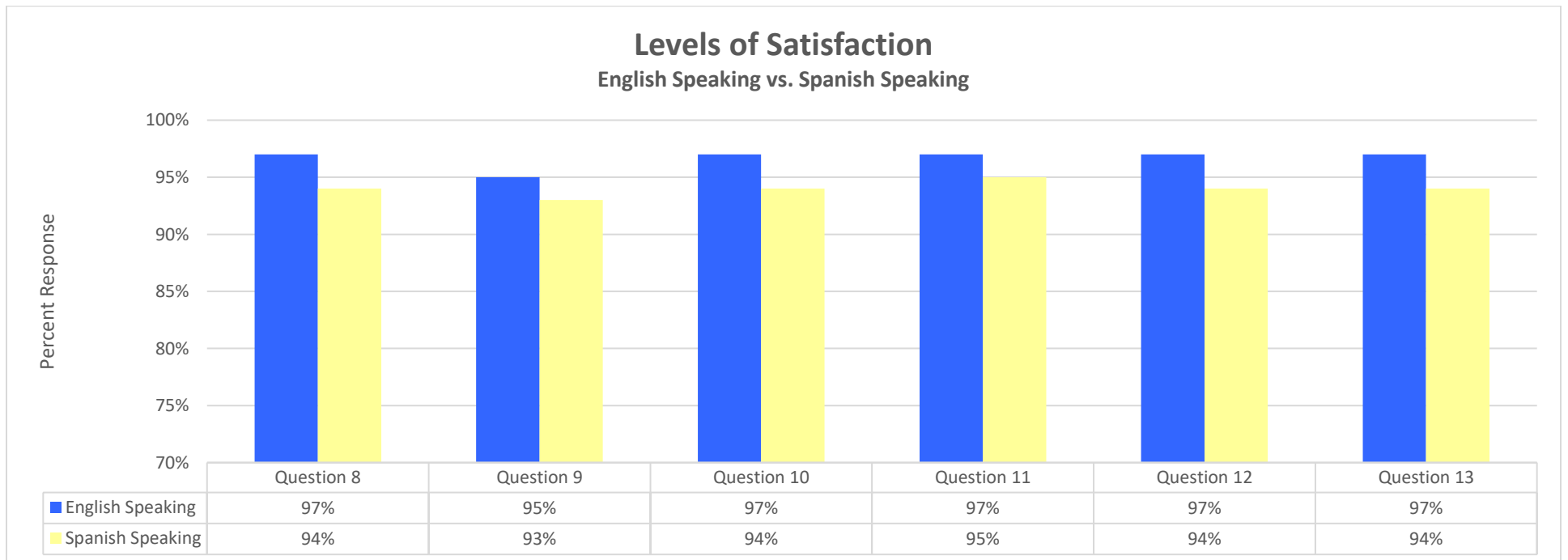
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	115 87%	189 80%	16 12%	39 17%	1 1%	7 3%	0	1 1%	1 1%	1 1%
2. The reception staff	116 87%	188 79%	15 11%	40 17%	1 1%	6 3%	0	2 1%	1 1%	3 1%
3. Receiving a timely appointment	106 80%	175 74%	18 14%	46 20%	7 5%	10 4%	1 1%	3 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	113 86%	187 80%	16 12%	38 16%	3 2%	7 3%	0	1 1%	0	2 1%
5. The follow-up and coordination of my care	117 88%	186 78%	14 11%	42 18%	2 2%	5 2%	0	2 1%	0	3 1%
6. The staff addressing my medical needs today	117 88%	186 79%	15 11%	43 18%	1 1%	5 2%	0	2 1%	0	1 1%
7. The time spent waiting	107 81%	172 74%	16 12%	44 19%	6 5%	9 4%	3 2%	4 2%	1 1%	5 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	117 89%	182 77%	10 8%	42 18%	4 3%	9 4%	0	2 1%	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	103 81%	167 73%	14 11%	50 22%	9 7%	6 3%	1 1%	2 1%	0	3 1%
10. The handling of personal medical info in a private and confidential manner	112 86%	182 77%	16 12%	44 19%	2 2%	5 2%	1 1%	1 1%	0	3 1%
11. Your medical assistant	116 88%	190 80%	13 10%	41 17%	3 2%	4 2%	0	1 1%	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	118 89%	189 79%	11 8%	40 17%	3 2%	6 3%	0	1 1%	0	3 1%
13. Overall, how satisfied are you with the Health Center?	114 86%	181 78%	16 12%	41 18%	3 2%	6 3%	0	1 1%	0	3 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: 26

N/A: 10

YES: 0

Comments:

1. "Great." (Lyman)
2. "No, I have not, but when I do it usually is quick + respectful." (Finnander)
3. "I missed my 1 hr glucose apt due to be sick, I called to reschedule apt."
4. "There so sweet and nice."
5. "You guys awesome." (Patel)
6. "Called within a week and rude staff member, hung up on me after I told her my daughter needed to get her stitches off asap." (Lyman)
7. "Good." (Shirazi)
8. "Difficult."

Spanish

NO: 33

N/A: 6

YES: 0

Comments:

1. "Very good." "Muy buena." (2)
2. "Everything is very good." "Todo muy bien."
3. "My experience was very pleasant." "Mi experiencia fue muy agradable." (Shirazi)
4. "Very kind the lady that answered the calls." "Muy amable la muchacha que contesta las llamadas." (Shirazi)
5. "Yes, many times starting with psychiatry. It is January and only a throat infection. In 15 days I have had to come in three different times because I have been given bad medication. Including Dr. Patel, he sent me medication for blood pressure for three months when the grammage that he changed me made me vomit." "Si muchas veces empezando por la psiquiatra. Es enero y solo para infección en la garganta en 15 dias etenido que venir 3 veces porque me andado el medicamento muy mal. Incluyendo al Doctor, Patel, me mando medicamento para la precion para 3 meses cuando gramaje que me cambio me hizo vomitar." (Hammer)

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

English

1. "N/A." (4)
2. "No." (Shirazi)
3. "Very good."
4. "Good."
5. "Very comprehending." (Lyman)
6. "Convenient." (Lyman)
7. "Very friendly staff." (Lyman)
8. "Time efficiency." (Lyman)
9. "Staff."
10. "Doctor." (Shirazi)
11. "Timing." (Shirazi)
12. "Availability."
13. "I enjoy when the staff is polite, when the staff explains what they're doing." (Ninkovska)
14. "Helpful staff." (Patel)

Spanish

1. "N/A." (Shirazi)
2. "With everything." "En todo."
3. "With everything great." "En todo bien." (Hammer)
4. "Everything." "Todo." (Shirazi)
5. "Everything 😊." (English response on a Spanish survey)
6. "The attention." "La atencion."
7. "Great service." "Buen servicio." (Lyman)
8. "That they speak Spanish." "Que hablan Espanol."
9. "My pregnancy." "Mi embarazo." (Vega)
10. "With my health." "Mi salud." (Ninkovska)
11. "Everything has a great service." "Todo es buen servicio."
12. "Care for my health." "Cuidar mi salud."

15. "My doctor is very thorough every visit and makes sure she addresses my needs." (Ninkovska)
16. "Easily getting an appointment." (Ninkovska)
17. "What is most helpful for me at Greater Family Health if the wait time wasn't so long, especially if I have an appointment but I do understand of possible short staff."
18. "I love Natalie Weaver her expertise & in depth knowledge." (Weaver)
19. "The staff are friendly and welcoming." (Shirazi)
20. "Sensitive attention to patients." (Shirazi)
21. "Very qualified medical staff."
22. "The staff is nice, patient, and I feel comfortable coming here."
23. "Being able to be seen without appointment today." (Lyman)
24. "Timeliness + patient plans." (Ninkovska)
25. "Phone call reminders." (Vega)
26. "Staff are very accommodating & are able to answer my questions promptly."
27. "Being able to see my doctor and psych or them being one call away." (Weaver)
28. "Explanation of Dr. C. Patel efficiency." (Patel)
29. "Respectful and caring doctor and staff." (Lyman)
30. "Being able to get an appt on a timely manner." (Finnander)
31. "The staff is amazing."
32. "Very accommodating." (Patel)
33. "They helped out a lot." (Shirazi)
13. "With my health." "Con mi salud." (Patel)
14. "The attention in 2 languages." "La atencion en 2 idiomas." (Lyman)
15. "Yes." "Si,"
16. "The costs." "Los costos." (Patel)
17. "The price." "El precio." (Ninkovska)
18. "Everything in general, they cared for me well. Very content I leave educated with my appointments with the doctor." "Todo en general me atendieron muy bien. Muy contenta salgo educada con mis citas con la doctora." (Ninkovska)
19. "With the care for my health." "El cuiado de mi salud." (Lyman)
20. "Some receptionists are not kind." "Algunas recepcionistas no son amables."
21. "They care for well." "Atienden muy bien."
22. "The quickness in scheduling appointments." "Lo rapido para agendar una cita." (Hammer)
23. "It is a great clinic that helps the entire community and very accessible." "Es una clinica muy buena que ayuda a toda la comunidad y muy accesibles." (Lyman)
24. "It helps patients resolve their necessities." "Ayudar a los pacientes a resolver sus necesidades." (Ninkovska)
25. "That I do not have insurance." "De que no tengo aseguranza." (Lyman)
26. "The excellent service here in general, thank you." "Aqui el servicio es excelente en general gracias." (Patel)
27. "Everything was satisfactory for me." "Todo fue satisfactorio para mi."
28. "In health ad medication." "En la salud y medicina." (Ninkovska)
29. "They are competent with what I need." "Son copetentes lo que yo nesecito."
30. "With my family's health." "Con la salud de mi familia."
31. "Application to reduce the payment and the language." "Aplicacion para reuccion de pago y el idioma."
32. "The reminder calls for the appointments." "Las llamadas de recordatorio para las citas." (Vega)
33. "I like how they care for me and the payments in accordance with possibilities." "Que me gusta como me atienden y los pagos de acuerdo a mis posibilidades." (Patel)
34. "The attention and kindness." "La atención y amabilidad." (Ninkovska)

35. "The service the attention." "El servicio la atención." (Hammer)
36. "The attention to people." "La atención a la persona."
37. "It is close to home. The language that people speak Spanish." "Me queda cerca de mi casa. El idioma que todas las personas hablan español." (Shirazi)
38. "They offer great attention." "Tienen buena atencion." (Ninkovska)
39. "In the medical care, coverage." "En el cuidado medico, cobertura." (Hammer)
40. "They care for me well." "Que atienden bien."
41. "The service and the attention in general." "El servicio y la atención en general."
42. "The care for my health." "El Cuidado de mi salud."
43. "The service at accessible prices." "El servicio accesibles."
44. "Doctor Shama Shirazi very kind and respectful, also the nurse that translates, very educated very kind, thank you." (Shirazi)
45. "That the protocol is very bad because we come to the doctor, we feel unwell and not for pleasure." "Que tienen un protocol muy malo por que uno viene al doctor por que se siente muy mal y no por gusto."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (10)
2. "Better customer service." (Lyman)
3. "No improvements overall satisfied."
4. "All is good."
5. "?"
6. "Its perfect service."
7. "Good."
8. "Waiting time & results more timely." (Shirazi)
9. "Answer questions over the phone."
10. "I'm not sure the staff here at Wheeling already does a great job." (Ninkovska)
11. "Not sure." (Patel)
12. "Not sure I think it's pretty good already." (Ninkovska)
13. "Just the wait time to improve."
14. "Respond to new patients faster." (Weaver)
15. "Everything was okay for now." (Shirazi)
16. "Online appointment scheduler." (Ninkovska)
17. "Reception needs improvement on courtesy." (Patel)
18. "For now, everything is good." (Finnander)
19. "You guys doing great." (Patel)

Spanish

1. "N/A." (3)
2. "Satisfied." "Satisfecha." (Lyman)
3. "Continue like this." "Continúan asi." (Lyman)
4. "Appointment availability." "Disponibilidad de citas."
5. "Everything is great." "Todo bien." (3)
6. "It is perfect." "Esta perfecto."
7. "Everything is perfect." "Todo esta perfecto."
8. "Everything for me has been great." "Todo esta bien para mi."
9. "Everything is very good." "Es muy bien todo." (Lyman)
10. "Everything is very good." "Todo esta muy bien." (Patel)
11. "Everything is great." "Todo esta bien." (Hammer)
12. "Nothing, everything is great." "Nada todo bien." (2)
13. "Everything is great for now." "Todo bien asta ora." (Ninkovska)
14. "Provide more sick same day appointments." "Dar citas para enfermos el mismo día."

- 20. "Buy keeping it nice." (Shirazi)
- 21. "Horrible service forgot & left me in room."

- 15. "They have an excellent service." "Tienen un excelente servicio." (Lyman)
- 16. "Treating patients in emergencies when they do not arrive on time for their appointment." "Entendiendo las personas cuando por emergencia no llegan a tiempo a la cita." (Patel)
- 17. "Provide the appointments when we need them." "Dar las citas cuando se necesitan."
- 18. "Training receptionists on the treatment of the patient." "Capacitando a las recepcionista sobre trato al paciente." (Ninkovska)
- 19. "For me, the service is great." "Para mi está muy bien el servicio." (Ninkovska)
- 20. "Continue to help low-income families." "Seguir ayudando a las familias de bajos recursos."
- 21. "Only with providing timely appointments when we are ill." "Solo en dar una citas más rápido cuando está enferma." (Patel)
- 22. "Continue the way it is now." "Igual como asta hora." (Ninkovska)
- 23. "Having more quick appointments." "Teniendo citas mas rapidas." (Hammer)
- 24. "It is not necessary, Everything is great." "No es nesesario. Todo está muy bien."
- 25. "Hiring better personnel and not having patients wait so long in the waiting room." "Contratando mejor personal y que no tarden al paciente tanto tiempo en el cuarto de espera." (Hammer)
- 26. "My doctor is the best Ninkovska." "Mi dotora es la mejor Teodora." (Ninkovska)

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

English

- YES: 59
- NO: 2

Spanish

- YES: 93
- NO: 1

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

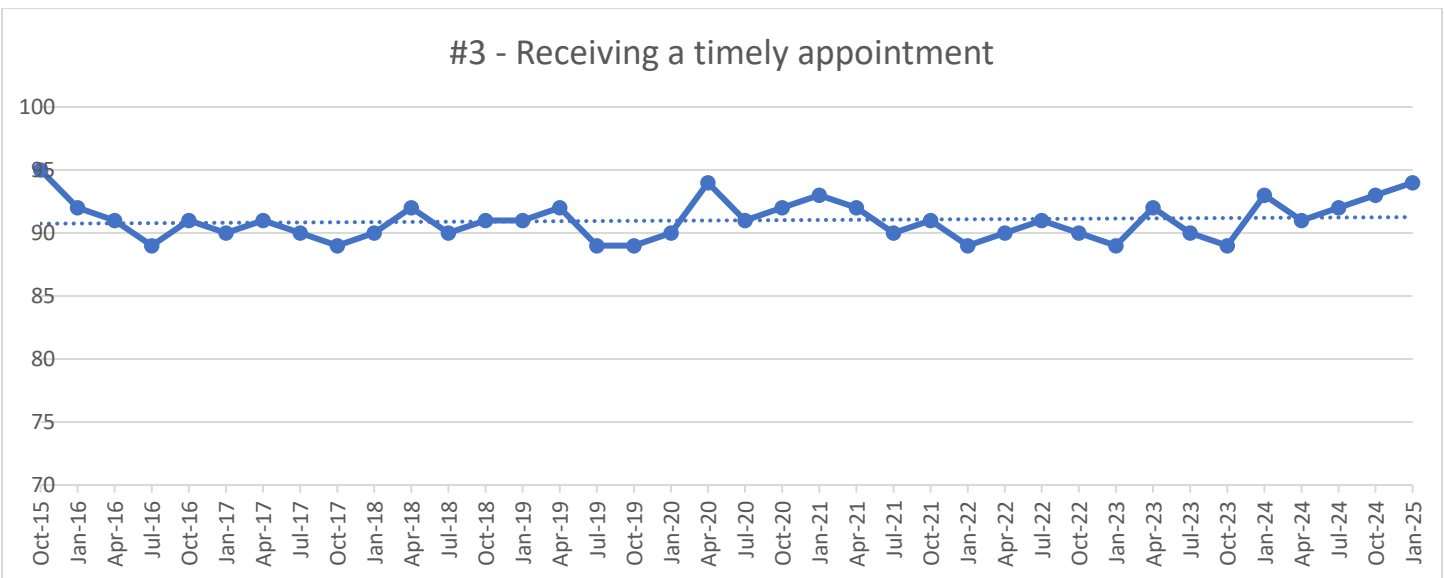
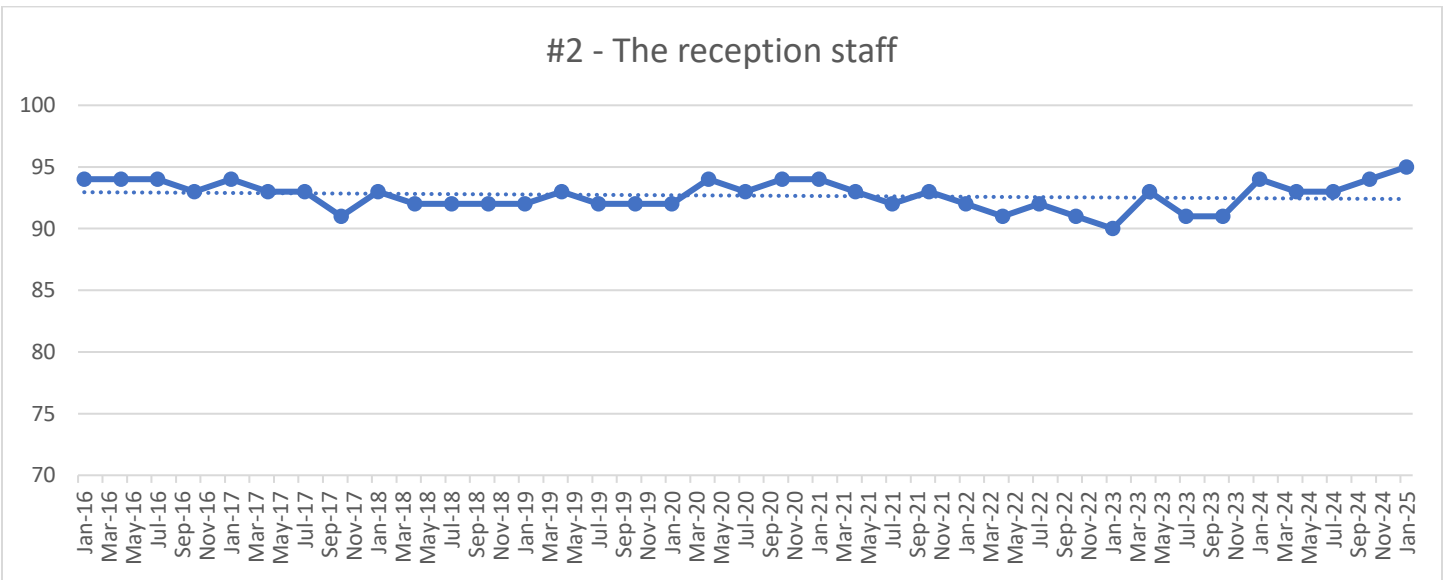
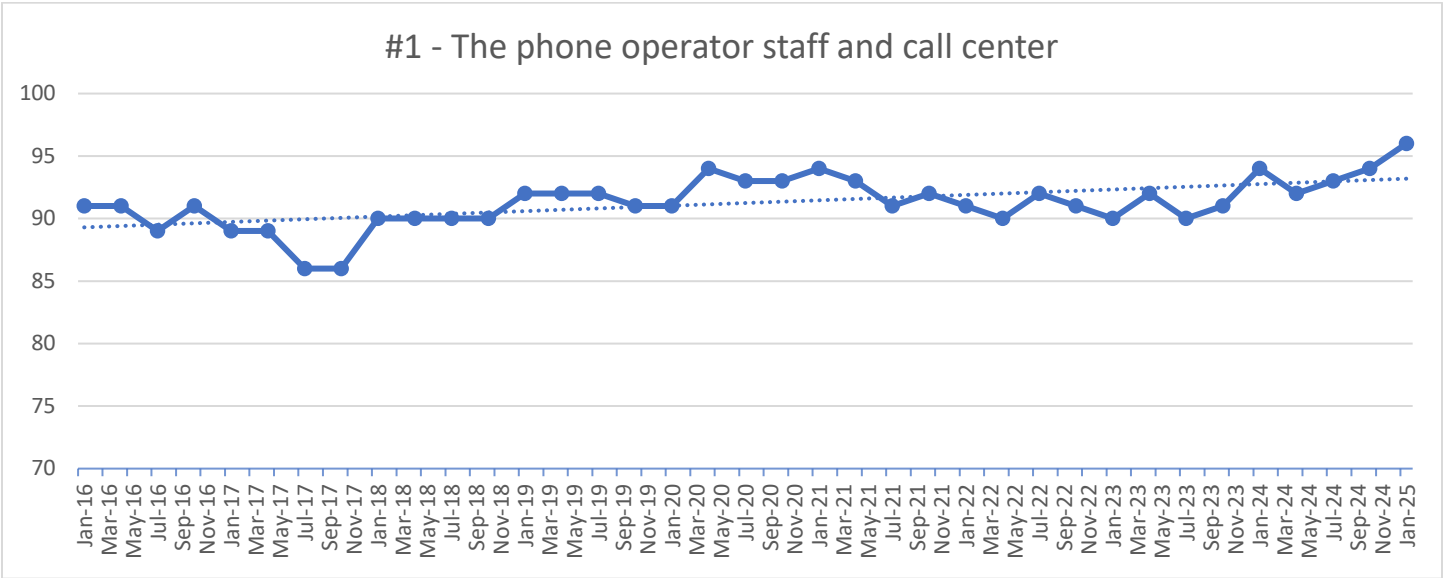
English

- Finnander: 1
- Hammer: 7
- Lyman: 16
- Mathew: 1
- Ninkovska: 14
- Patel, C: 21
- Shirazi: 14
- Vega: 4
- Weaver: 3

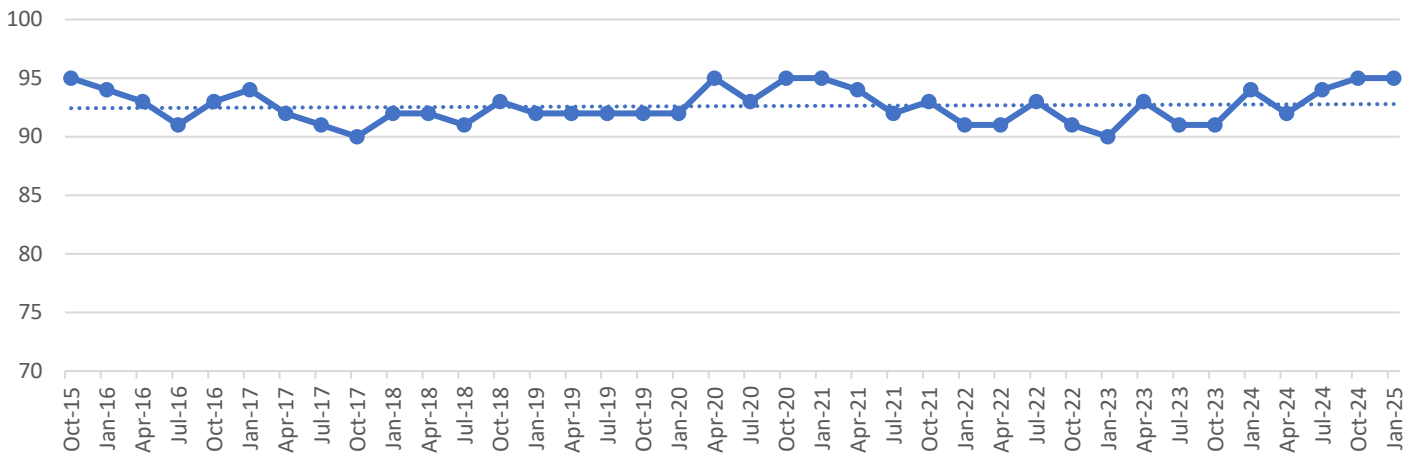
Spanish

- Hammer: 15
- Lyman: 24
- Mathew: 1
- Ninkovska: 30
- Patel, C: 23
- Shirazi: 20
- Vega: 7
- Zgorka: 1

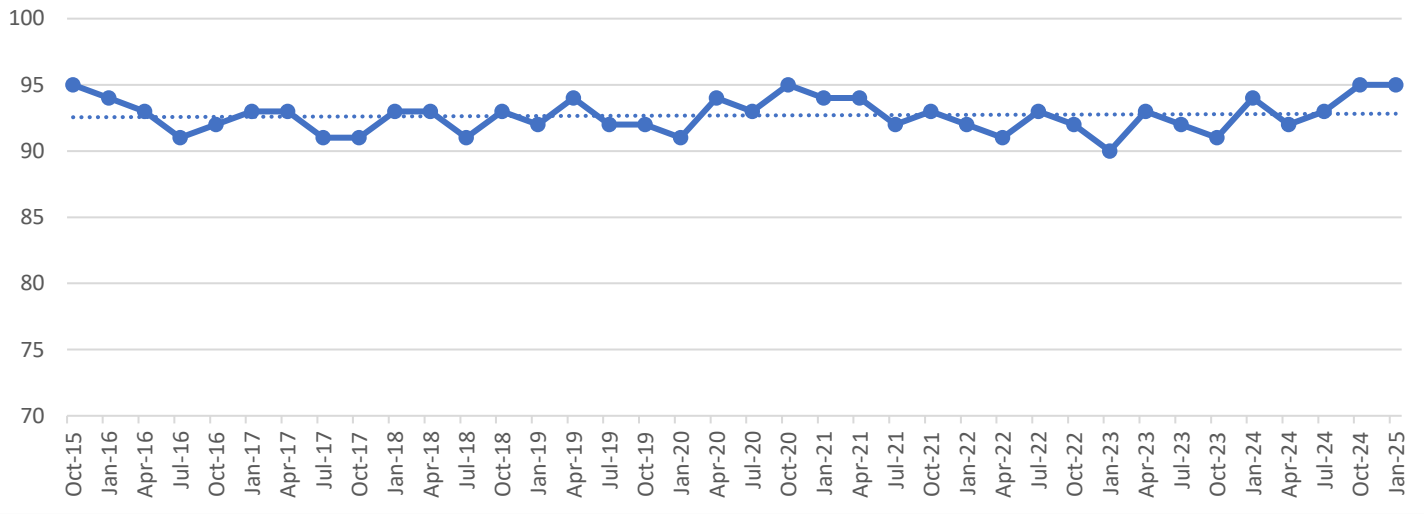
Individual Question Results with Trendlines



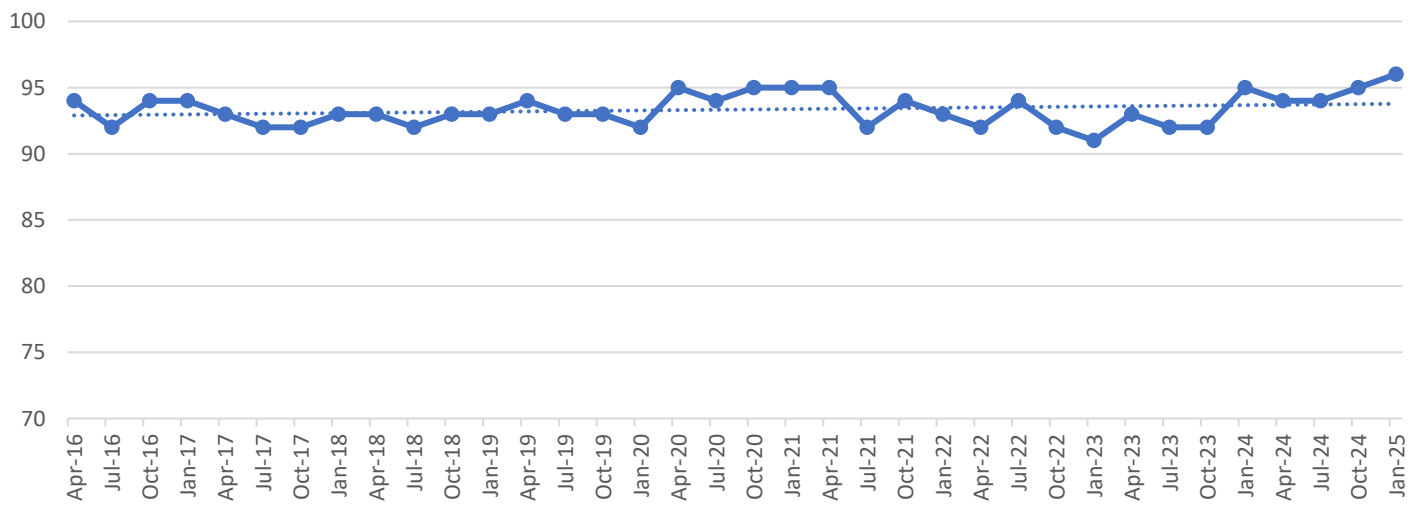
#4 - Education and explanation of plan provided in a way that I can understand



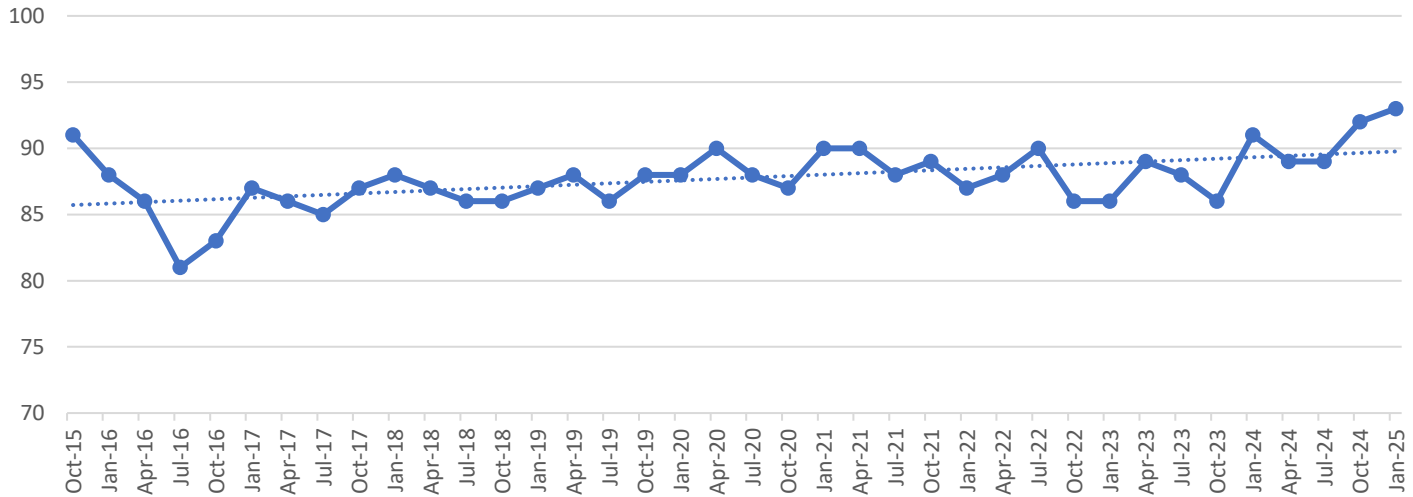
#5 - The follow-up and coordination of my care



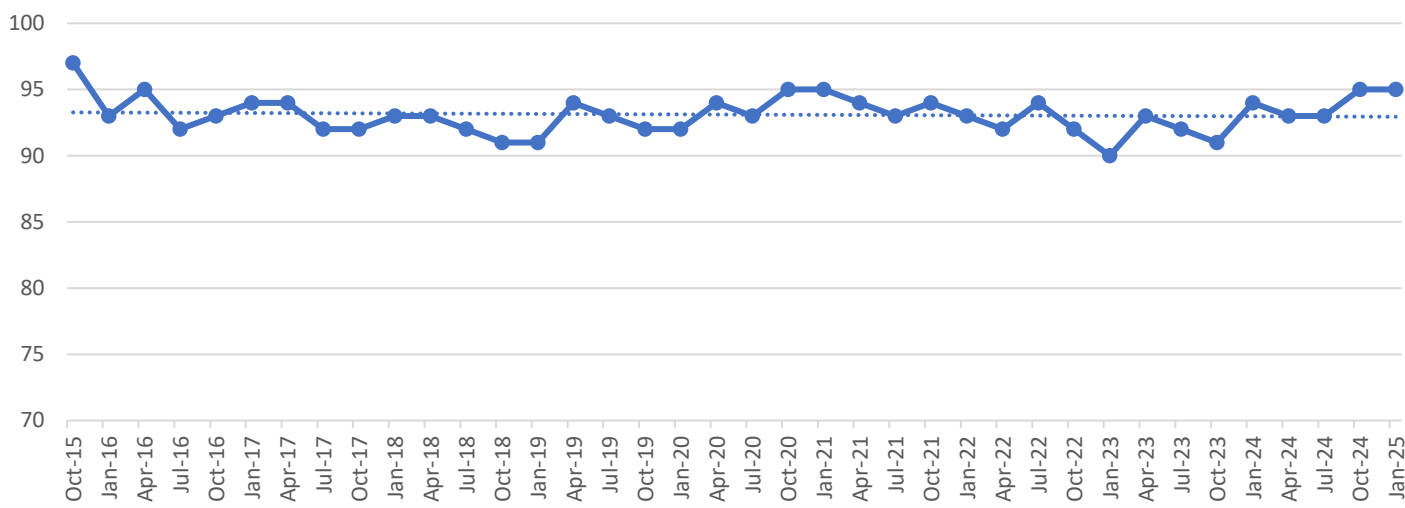
#6 - The staff addressing my medical needs today



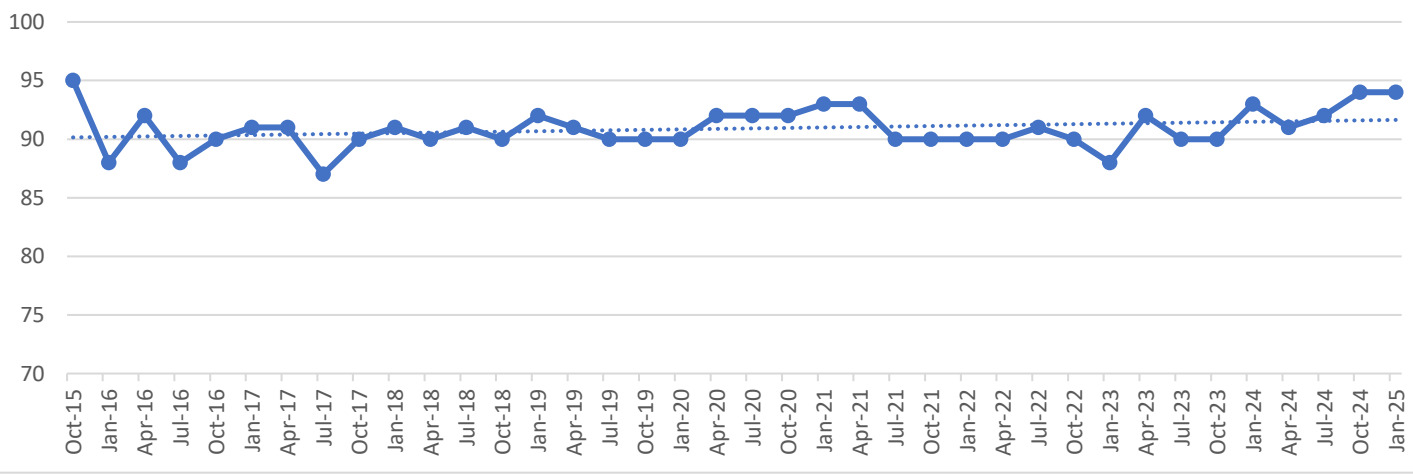
#7 - The time spent waiting



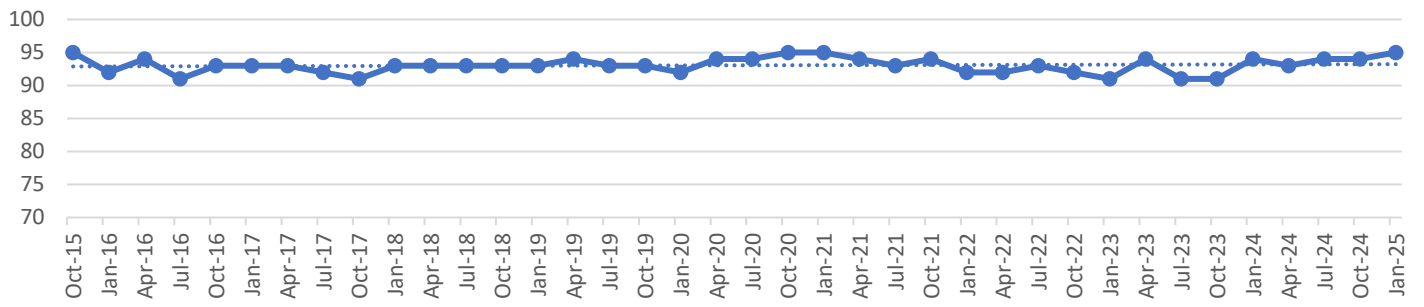
#8 - The respectfulness of staff



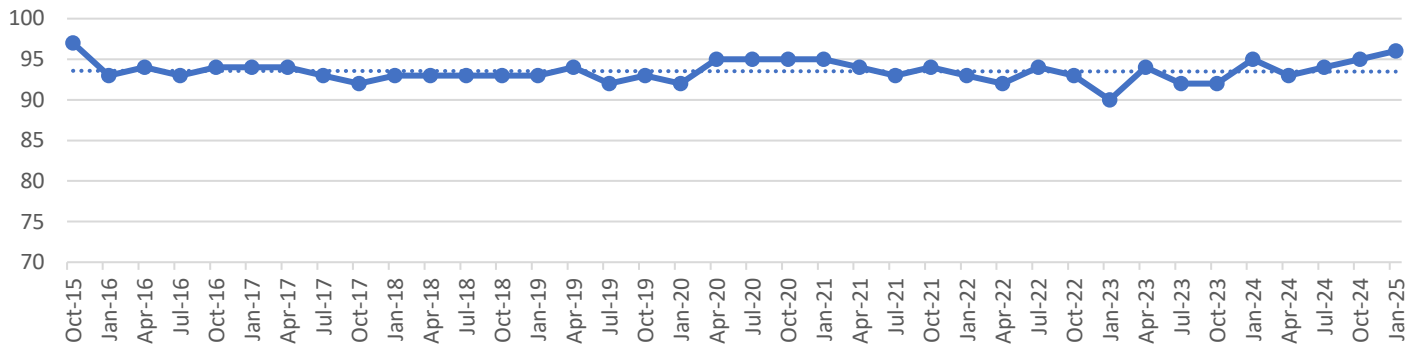
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



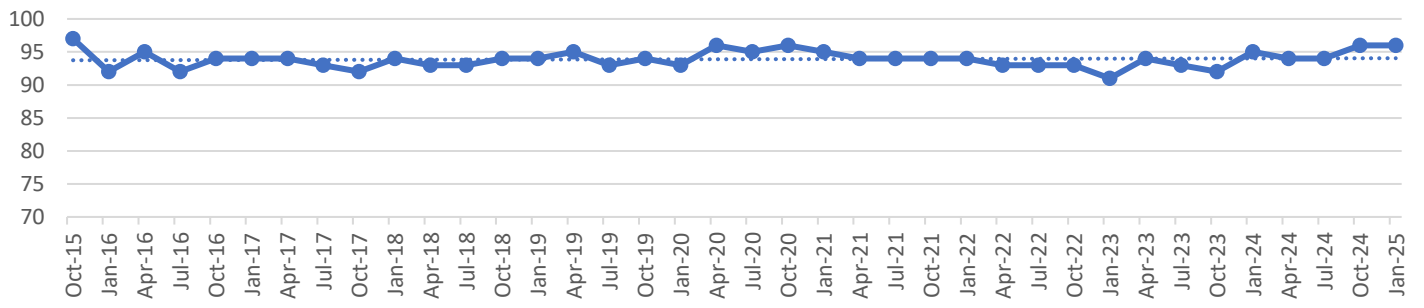
#10 - The handling of my personal medical information in a private and confidential manner



#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?

