

Patient Satisfaction Survey 345 W. Northwest Hwy., Palatine 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 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

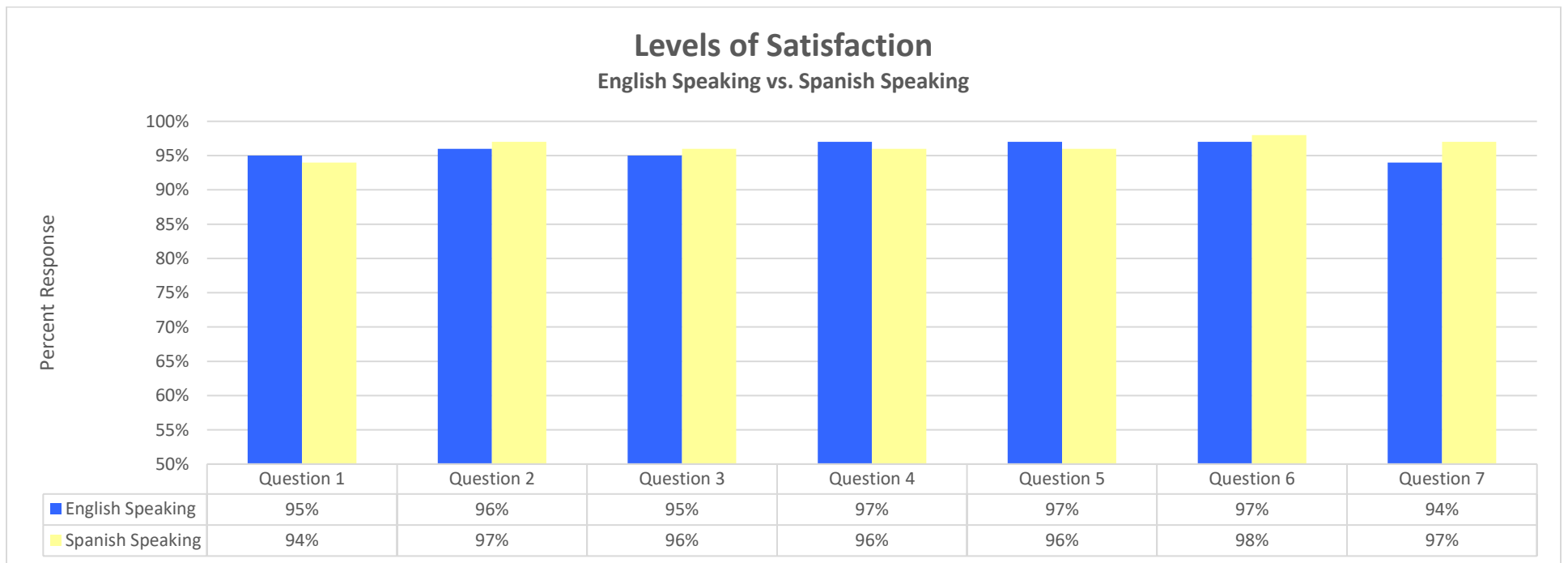
345 W. Northwest Hwy., Palatine – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	94%	84%	84%	87%
2. The reception staff	97%	86%	87%	90%
3. Receiving a timely appointment	95%	85%	84%	88%
4. Education and explanation of plan provided in a way that I can understand	97%	85%	86%	90%
5. The follow up and coordination of my care	97%	86%	86%	90%
6. The staff addressing my medical needs today	97%	87%	86%	90%
7. The time spent waiting	95%	80%	79%	85%
8. The respectfulness of staff	97%	87%	86%	91%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	86%	85%	91%
10. The handling of my personal medical information in a private and confidential	97%	86%	86%	91%
11. Your medical assistant	97%	87%	87%	92%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	98%	87%	87%	92%
13. Overall, how satisfied are you with the Health Center?	97%	87%	86%	91%

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%

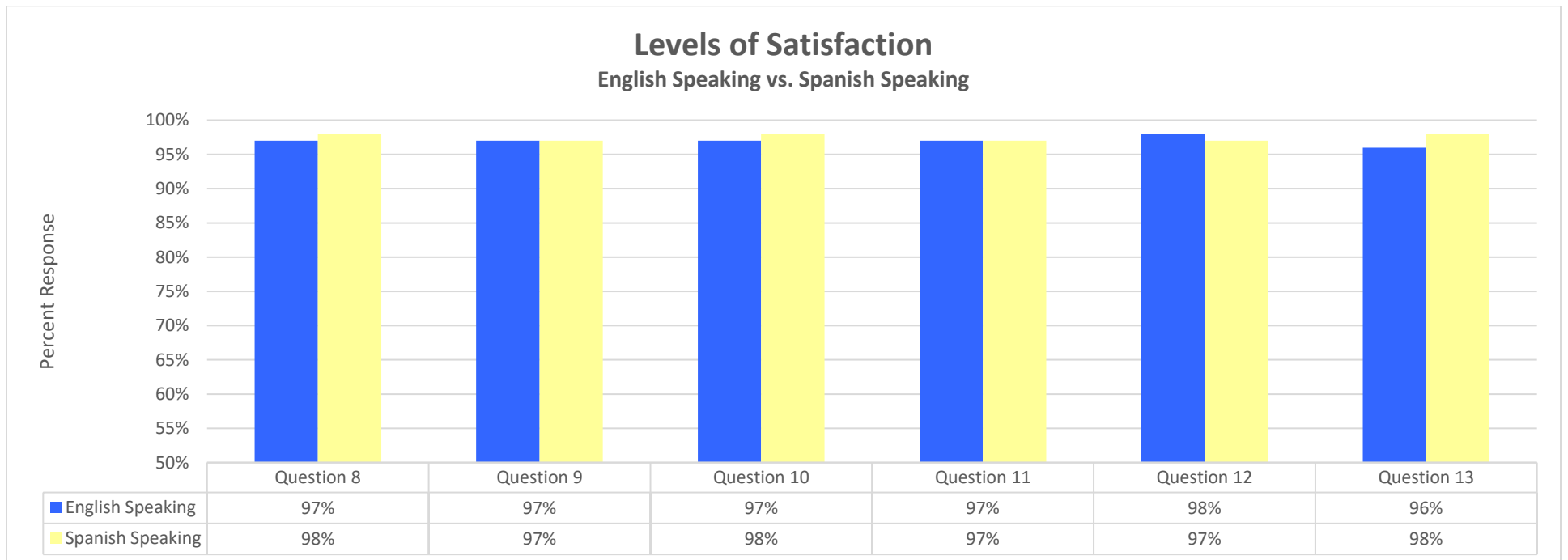
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	29 78%	25 76%	6 16%	6 18%	2 5%	2 6%	0	0	0	0
2. The reception staff	31 84%	29 85%	5 14%	5 15%	1 3%	0	0	0	0	0
3. Receiving a timely appointment	30 81%	26 79%	5 14%	7 21%	2 5%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	32 87%	28 82%	5 14%	5 15%	0	1 3%	0	0	0	0
5. The follow-up and coordination of my care	32 87%	27 79%	5 14%	7 21%	0	0	0	0	0	0
6. The staff addressing my medical needs today	32 87%	30 88%	5 11%	4 12%	1 3%	0	0	0	0	0
7. The time spent waiting	30 81%	28 82%	4 11%	6 18%	2 5%	0	1 3%	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	32 87%	28 88%	5 14%	4 13%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	29 83%	28 82%	6 17%	6 18%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	31 84%	31 91%	6 16%	2 6%	0	1 3%	0	0	0	0
11. Your medical assistant	32 87%	29 85%	5 14%	5 15%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	34 92%	27 84%	3 8%	5 16%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	30 83%	30 88%	5 14%	4 12%	1 1%	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: 13

N/A: 4

YES: 0

Comments:

Spanish

NO: 10

N/A: 0

YES: 0

Comments:

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

English

1. "N/A"
2. "The receptionist." (Mendyuk)
3. "Fast service."
4. "The doctor." (Mendyuk)
5. "The nurse." (Zgorka)
6. "The day before appt reminder calls." (Fargotstein)
7. "Always wonderful stuff." (Perez)
8. "Language- translator helpful." (Medyuk)
9. "Getting me in test and the great kindness." (Perez)
10. "Very good on family." (Perez)
11. "Communication."

Spanish

1. "How to keep track of my control." "Como llevar mi control."
2. "They have always answered my doubts and my necessities, good service." "Siempre han resuelto mis dudas y necesidades muy buen servicio." (Mendyuk)
3. "The receptionists." "Las recepcionistas."
4. "The front people." "Las de enfrente." (Perez)
5. "Your hospitality." "Su hospitalidad."
6. "They speak Spanish." "Hablan español." (Perez)
7. "Very kind." "Muy amables."
8. "Your availability, fast appointments." "La disponibilidad, citas rápidas." (Perez)
9. "Your medical assistance." "Su asistencia médica."
10. "Good medical attention." "Buena atención médica."

Question 16: How can we improve Greater Family Health?

English

1. "Time for appointments." (Zgorka)
2. "Time." (Mendyuk)
3. "N/A"
4. "More appointments." (Mendyuk)
5. "Time waiting." (Zgorka)
6. "Sometimes if we get sick, we want to schedule an appointment we need to wait like a week." (Sofowora)
7. "All good no advice." (Perez)
8. "Nothing." (Perez)

Spanish

1. "Everything is good." "Todo esta bien." (4)
2. "Nothing." "Nada."
3. "Continue with the service." "Continue con el servicio."

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

English

- YES: 35
- NO: 0

Spanish

- YES: 31
- NO: 0

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

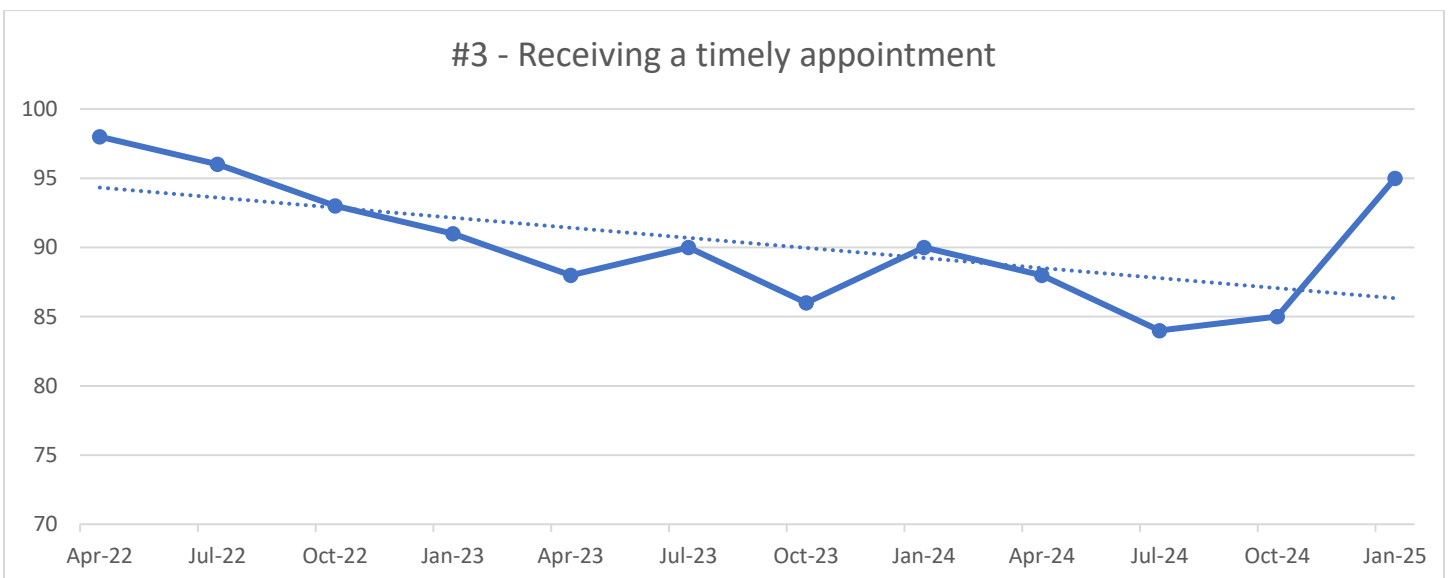
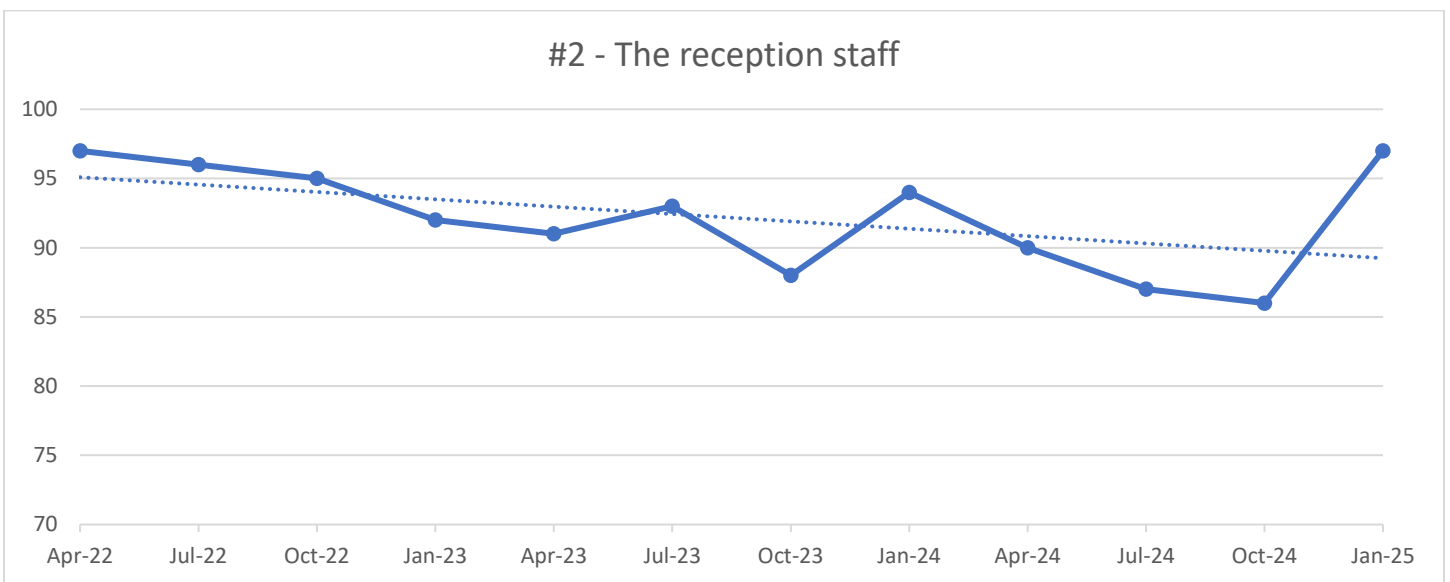
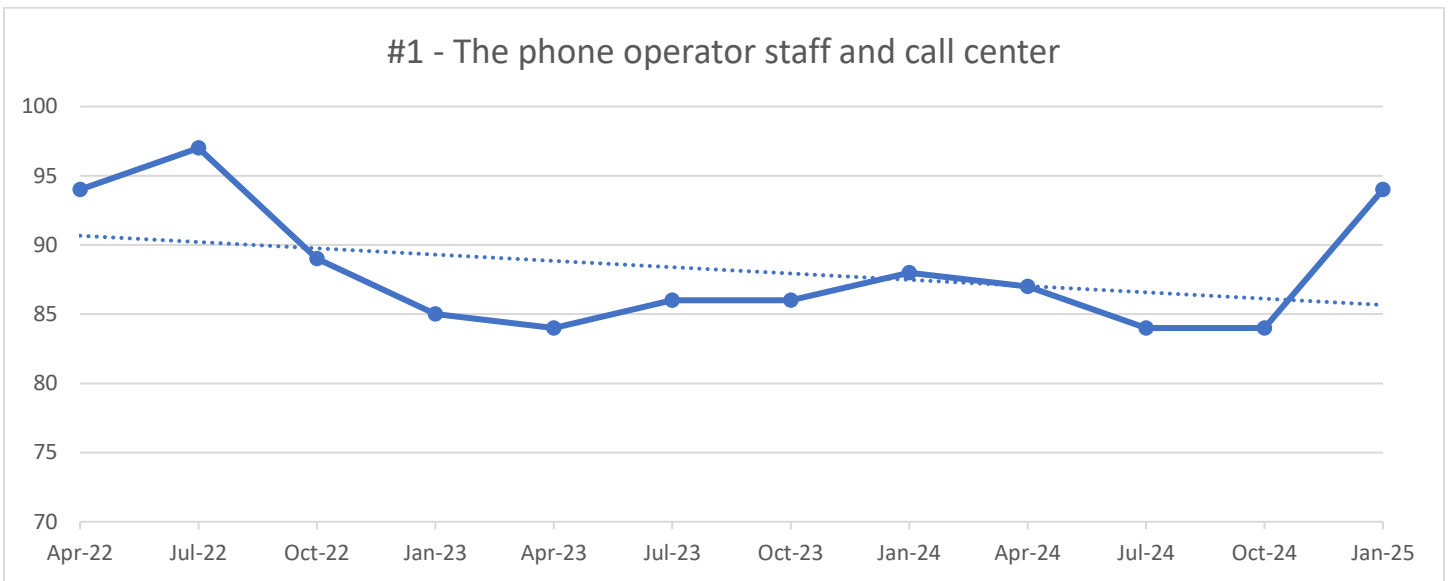
English

- Fargotstein: 1
- Headley: 1
- Mathew: 3
- Mendyuk: 7
- Perez: 12
- Sofowora: 3
- Zgoraka: 3

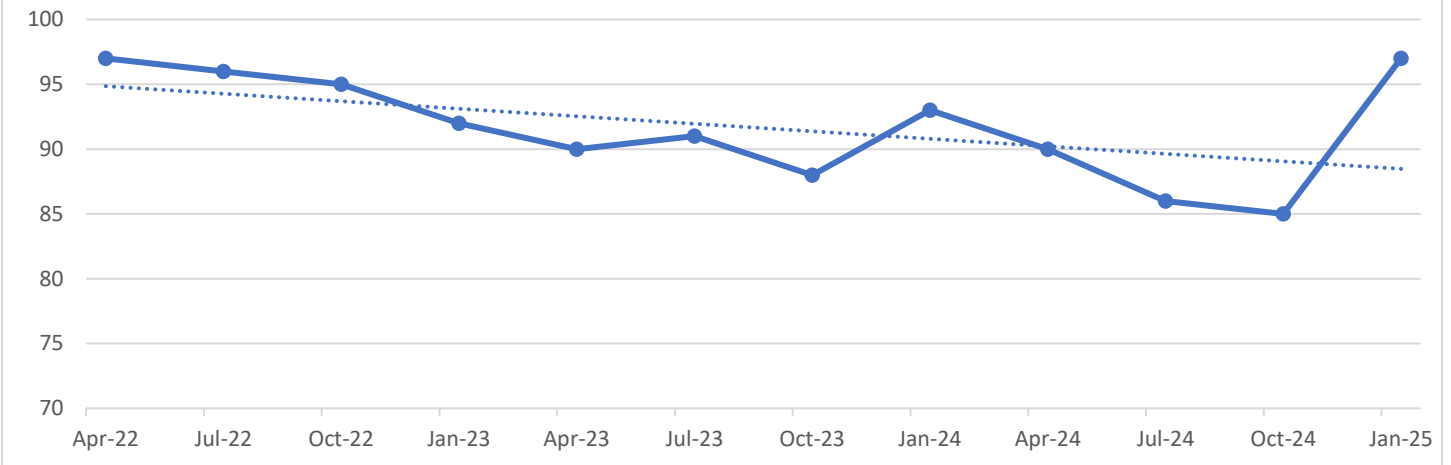
Spanish

- Fargotstein: 1
- Headley: 3
- Mathew: 2
- Mendyuk: 1
- Perez: 11
- Sofowora: 1
- Zgoraka: 3

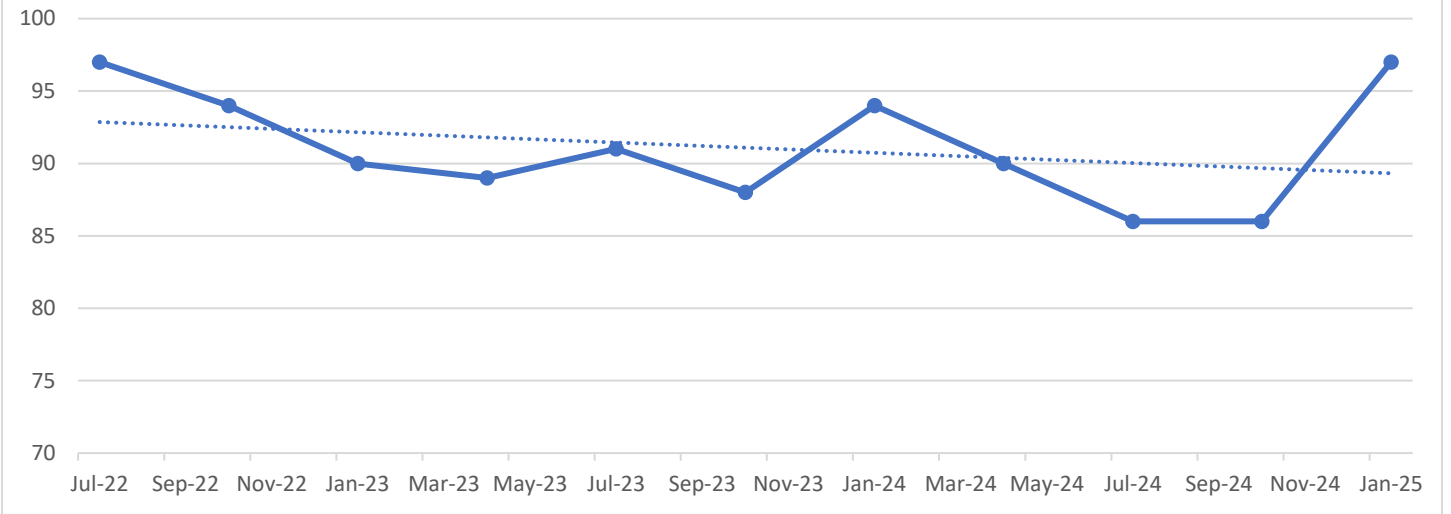
Individual Question Results with Trendlines



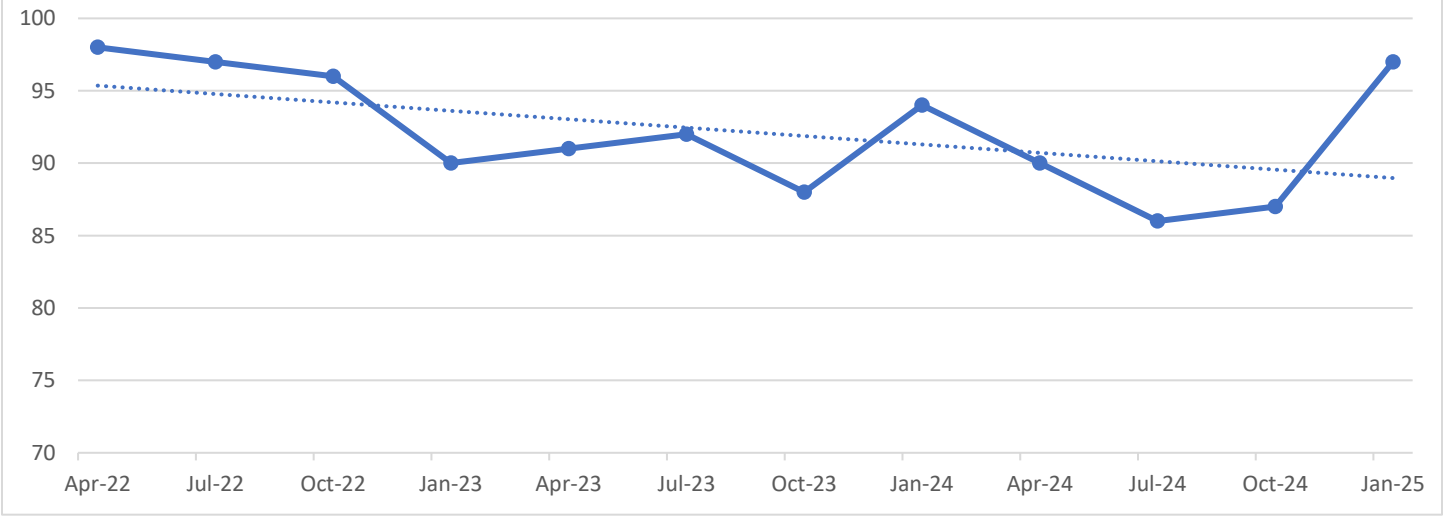
#4 - Education and explanation of plan provided in a way that I can understand



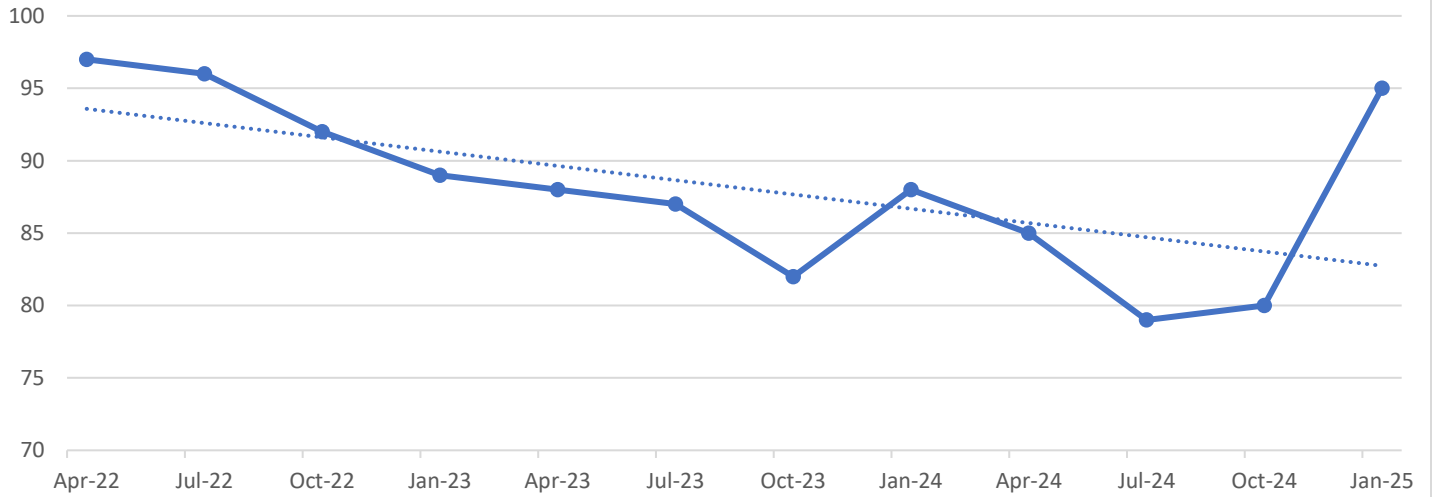
#5 - The follow-up and coordination of my care



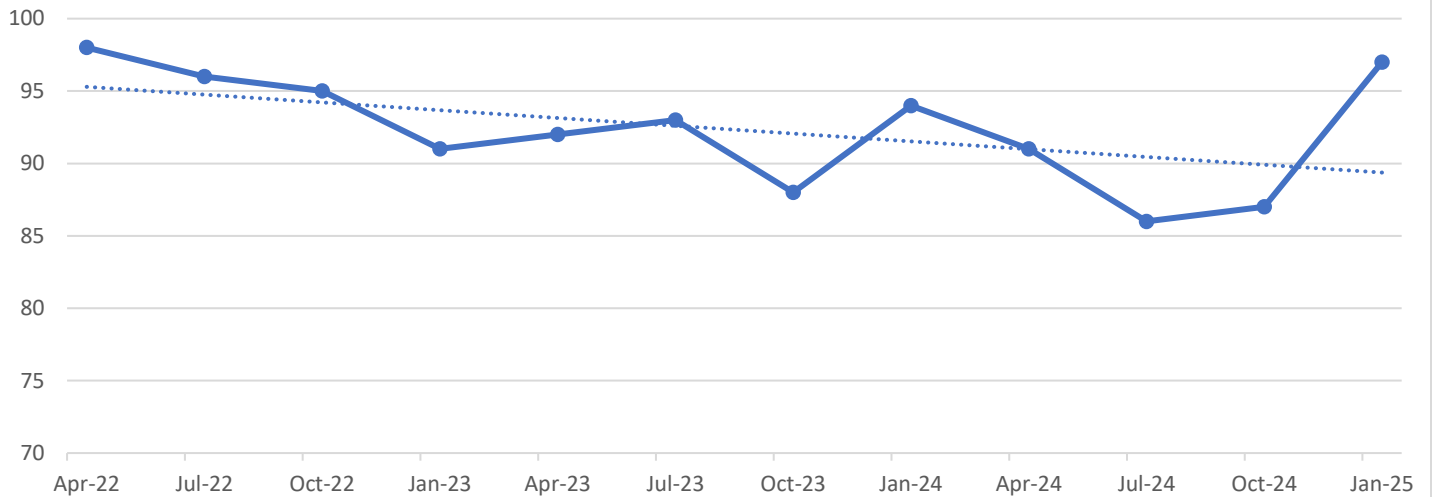
#6 - The staff addressing my medical needs today



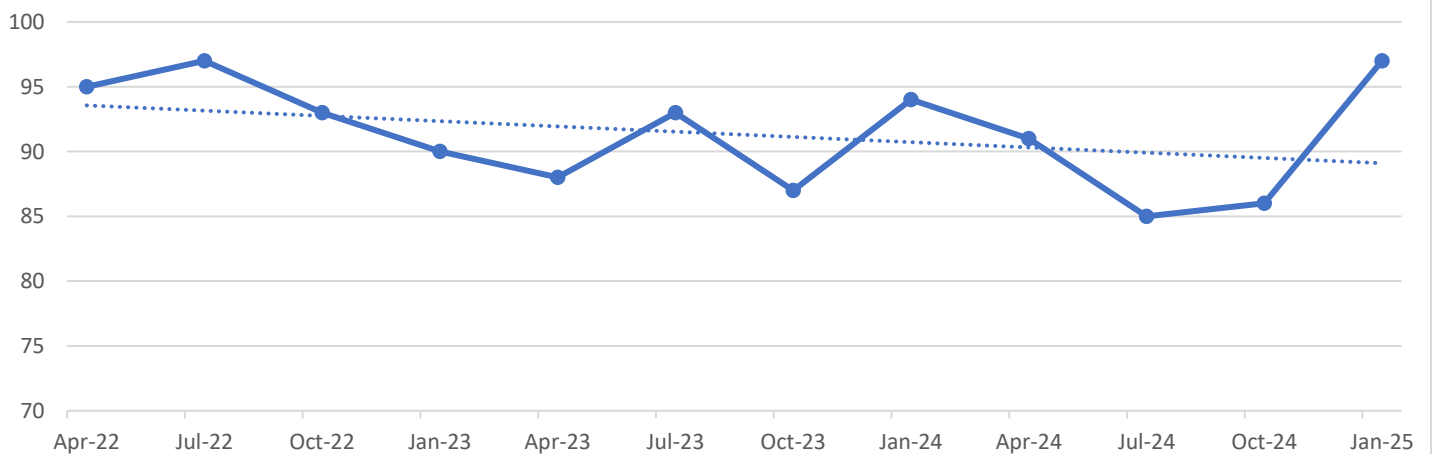
#7 - The time spent waiting



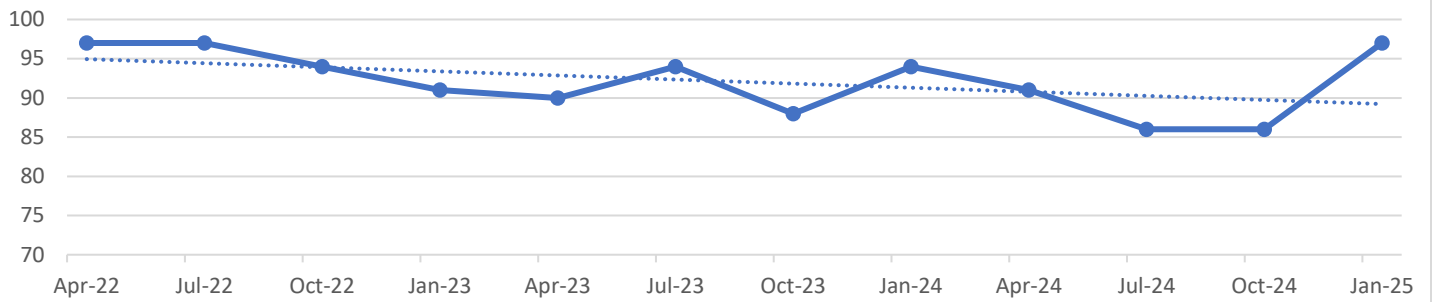
#8 - The respectfulness of staff



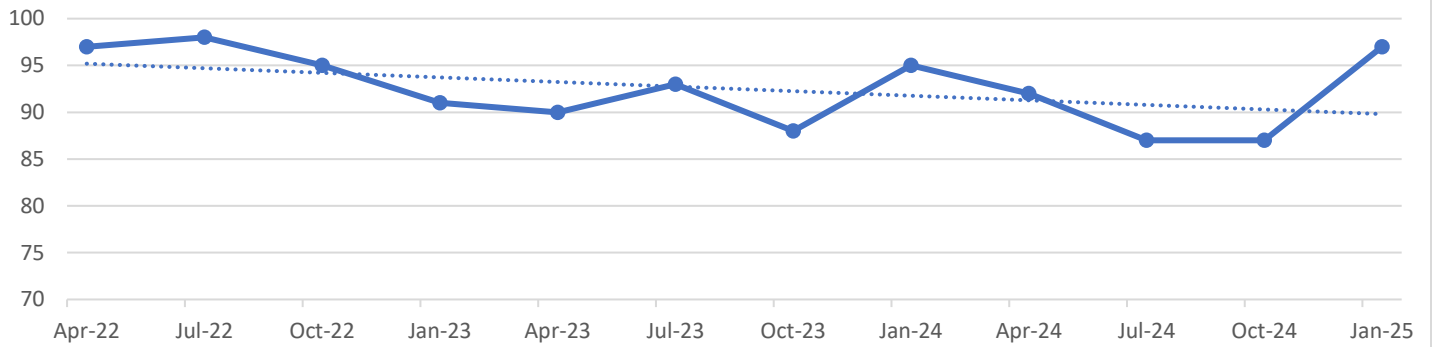
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



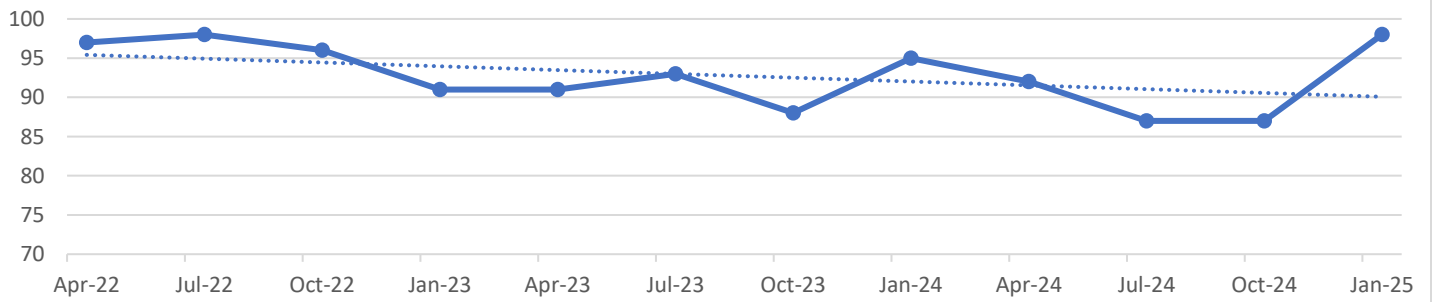
#10 - The handling of my personal medical information in a private and confidential manner



#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?

