

Patient Satisfaction Survey 373 Summit St., Elgin 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 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

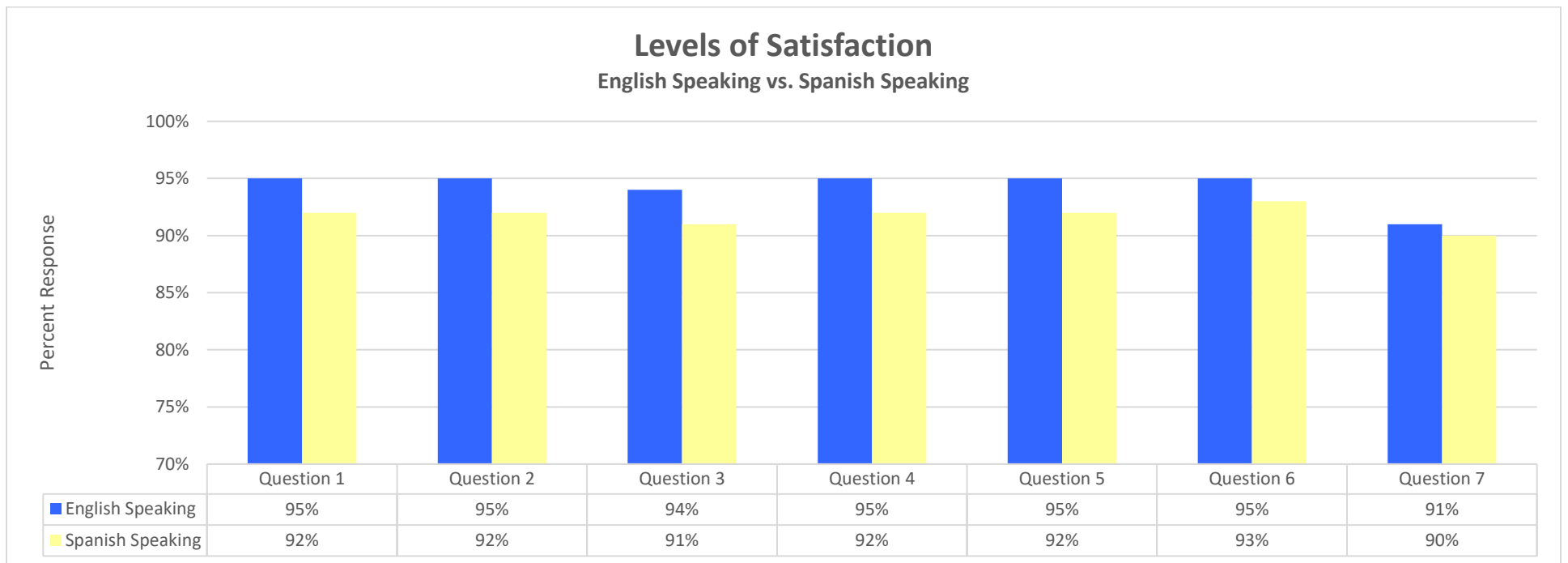
373 Summit St., Elgin – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	93%	93%	92%	93%
2. The reception staff	93%	93%	93%	94%
3. Receiving a timely appointment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

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%

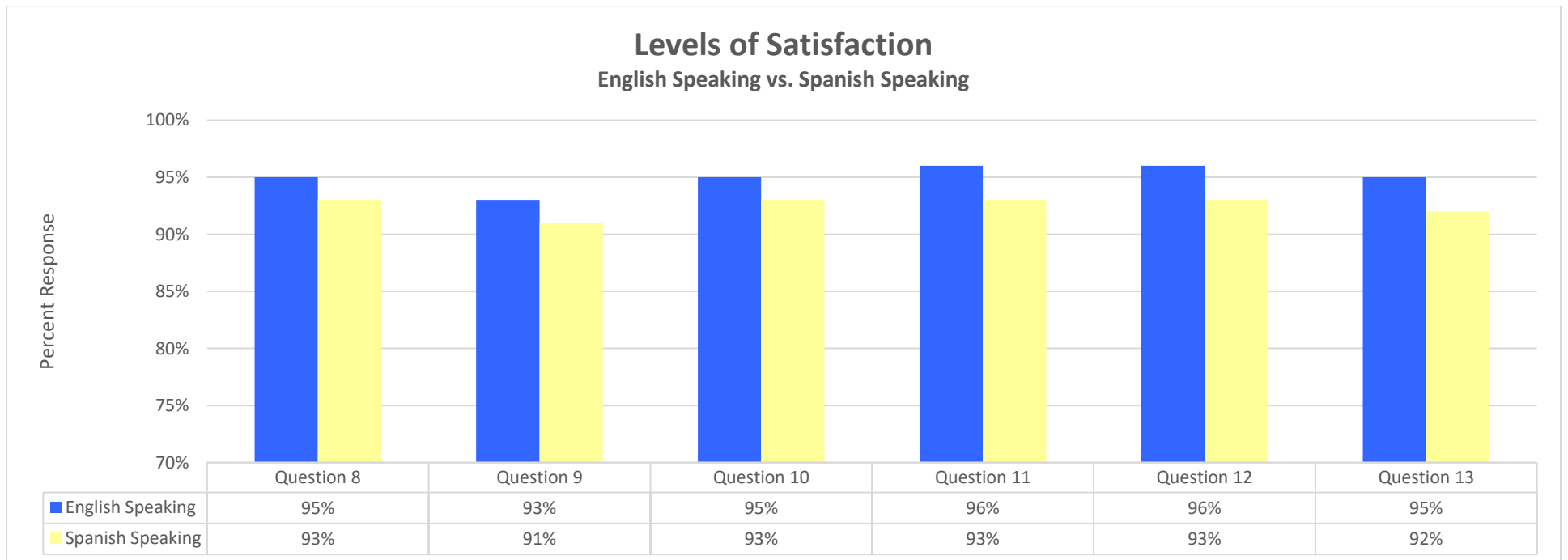
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	304 79%	377 72%	69 18%	99 19%	8 2%	29 6%	2 1%	3 1%	4 1%	14 3%
2. The reception staff	310 80%	390 75%	67 17%	92 18%	6 2%	19 4%	1 1%	7 1%	4 1%	14 3%
3. Receiving a timely appointment	301 78%	367 70%	68 18%	106 20%	11 3%	29 6%	4 1%	6 1%	4 1%	14 3%
4. Education and explanation of plan provided in a way that I can understand	307 80%	379 73%	66 17%	109 21%	9 2%	16 3%	0	5 1%	3 1%	11 2%
5. The follow-up and coordination of my care	306 79%	379 73%	66 17%	106 21%	9 2%	18 4%	2 1%	2 1%	3 1%	12 2%
6. The staff addressing my medical needs today	309 80%	395 76%	59 15%	91 18%	13 3%	18 4%	2 1%	3 1%	3 1%	14 3%
7. The time spent waiting	271 70%	338 65%	80 21%	124 24%	26 7%	35 7%	5 1%	10 2%	5 1%	12 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	317 82%	391 76%	56 15%	96 19%	8 2%	14 3%	0	5 1%	4 1%	11 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	276 75%	347 68%	63 17%	120 24%	24 7%	23 5%	1 1%	6 1%	3 1%	13 3%
10. The handling of personal medical info in a private and confidential manner	304 79%	383 74%	64 17%	104 20%	12 3%	14 3%	0	3 1%	3 1%	12 2%
11. Your medical assistant	316 82%	395 76%	59 15%	94 18%	7 2%	13 3%	0	5 1%	3 1%	13 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	320 84%	403 78%	51 13%	85 16%	7 2%	13 3%	1 1%	4 1%	3 1%	14 3%
13. Overall, how satisfied are you with the Health Center?	310 81%	381 74%	61 16%	92 18%	10 3%	22 4%	0	4 1%	3 1%	15 3%



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: 109

N/A: 50

YES: 1

Comments:

1. "Very pleasant experience."
2. "You all do wonderfully."
3. "Thank you for being so kind."
4. "Keep up the good work."
5. "Yes, I still have not received a message."

Spanish

NO: 110

N/A: 3

YES: 1

Comments:

1. "Yes, very kind." "Si, muy amables."
2. "Questions regarding referrals, no answer on the same day, until the next day or never."
"Preguntas sobre referidos, no contestan el mismo día si no al siguiente o nunca."
3. "Thank you for your quality human attention."
"Gracias por su atención de calidad humana."
4. "Very satisfied with the provider and translator." "Muy satisfecha con la provedora y la traductora."

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

English

1. "The staff." (5)
2. "N/A." (17)
3. "Getting the help for my condition." (Reller-Anderson)
4. "Attending to me in a lovely manner." (Hedberg)
5. "How quick it was. Dr. Abby is amazing." (Dodis)
6. "Time and care." (Newbrander)
7. "Communication and flexible language barrier." (Zhu)
8. "Everything is done efficiently." (Westel)
9. "The receptionist and call center." (Luettke)
10. "The psychologist Doug & Bhowmick & Birkey."
11. "Thorough timely." (Spencer)
12. "Being able to get an appt on time." (Le)
13. "Nothing." (Luettke)
14. "Nothing but I liked the translator we got."
15. "Dates to schedule late." (Le)
16. "Being able to understand my health condition and have a structure health plan." (Reller-Anderson)
17. "Quality of care." (King)
18. "Dr. Zhu and Luxy are wonderful." (Zhu)
19. "More flexible with appointments." (Birkey)
20. "Resources."
21. "Nice doctor, respectful of staff." (Zhu)
22. "All is good." (Dodis)

Spanish

1. "With everything referring to my health."
"Con todo referente a mi salud." (Luettke)
2. "Professional and excellent." "Profesional y excelente." (Zhu)
3. "Rescheduling my appointments."
"Reprogramar mis citas." (Le)
4. "The punctuality and good treatment." "La puntualidad y el buen trato." (Reller-Anderson)
5. "Everything is good." "Todo esta bien." (3)
6. "The personnel is good." "El personal es bueno." (Reller-Anderson)
7. "Same day appointment." "Citas el mismo dia." (Dodis)
8. "Good service." "Buen servicio." (2)
9. "They are on top of my health." "Estan al pendiente de mi salud." (Castro)
10. "The attention is very good." "La atencion es muy buena." (Reller-Anderson)
11. "It is very efficient, and they help me with everything related to my kids." "Es muy eficiente y me ayudan con todo relacionado con mis hijos." (Dodis)
12. "They are kind and treat you fast." "Son amables y atienden rapido." (Westel)
13. "The hours." "El horario." (King)
14. "The receptionist be kinder." "Las recepcionistas fueran mas amables."

23. "How efficient they do the job." (Westel)
24. "Concerns were addressed." (King)
25. "Close to home." (Newbrander)
26. "A lot of appointments." (Zhu)
27. "Staff was very helpful." (Hedberg)
28. "Referral phone services need help." (Dodis)
29. "Everything." (6)
30. "Speed in apts." (Altenburg)
31. "Make it clear if you have to wait in line, you will still be late." (Herdrich)
32. "Location."
33. "Getting info about my health." (Zhu)
34. "Professional handling of every part of the care." (Le)
35. "Communication is key! Jasmine medical assistant was amazing they made me feel great. Great job!" (Luettker)
36. "Front desk help." (Luettker)
37. "The doctors." (Le)
38. "The MAT program." (Newbrander)
39. "My health." (Herdrich)
40. "People are incredibly nice & responsive." (Herdrich)
41. "To have my questions answered." (Luettker)
42. "I was able to schedule two same day appointments." (Hedberg)
43. "Affordable healthcare friendly staff."
44. "Everything I was concerned about was addressed & I felt it I was cared about." (Altenburg)
45. "Polite." (Le)
46. "Daniel Newbrander & MA are wonderful." (Newbrander)
47. "Phone line, changing appointments." (Westel)
48. "My provider listened to what I'd like to have done today and made it happen." (Westel)
49. "Good communicating with all staff interacted with today and timely services." (Altenburg)
50. "The staff is amazing." (2)
51. "The info I was given." (Castro)
52. "Quality service and caring staff." (Altenburg)
53. "Always treat us good." (Luettker)
54. "Timely appt." (Reller-Anderson)
55. "Time and good care from the doctors." (Reller-Anderson)
56. "Being friendly and patient." (Reller-Anderson)
57. "Information and care." (Altenburg)
58. "Very clear with instructions, respectful & knowledgeable." (Herdrich)
59. "Very quick and helpful!" (Zhu)
60. "Time efficiency and location." (Le)
61. "Very timely manner." (Altenburg)
62. "Very understanding and helpful people." (Le)
63. "Staff." (Herdrich)
15. "It is close to my house; they always have available appointments." "Esta cerca de mi casa siempre tienen citas disponibles." (King)
16. "Receive my medications." "Recibir mis medicamentos." (Zhu)
17. "They help me with no insurance." "Me ayudan con no aseguranza." (Luettker)
18. "Your attention and personnel is excellent." "Su atencion y personal es excelente." (Zhu)
19. "My health." "Mi salud." (2)
20. "They treat my necessities I am very grateful." "Atienden mis necesidades estoy muy agradecida." (Reller-Anderson)
21. "Los precios." "The prices." (King)
22. "The availability in general." "La disponibilidad en general." (Reller-Anderson)
23. "The closeness." "La sercania." (Luettker)
24. "No." "No."
25. "Your attention." "Su atencion." (Westel)
26. "They treat me fast." "Me atienden rapido." (Hedberg)
27. "Referrals in general, it is a very good clinic." "Referidos en general es muy Buena clinica." (Hedberg)
28. "They give me good attention." "Me dan buena atencion." (Herdrich)
29. "Staff quality." "Calidad del personal." (Westel)
30. "Treat my diabetes." "Tratar mi diabetes." (King)
31. "Your service is excellent and with quality." "Su servicio es excelente y de mucha calidad." (Le)
32. "Dr. Zhu was very kind, and he listened and made me my referrals." "El Dr. Zhu fue muy amable y escucho y me hizo mis referidos." (Zhu)
33. "My health and the way my doctor treats me." "Mi salud y el trato de mi doctora." (Castro)
34. "It helps me have confidence in doctors, excellent." "Me ayuda a tener confianza en los doctores, excelente." (Zhu)
35. "Service and attention." "Servicio y atencion." (Luettker)
36. "The communication." "La comunicacion." (Luettker)
37. "To know what I have." "Saber lo que tengo." (Le)
38. "They always treat me very well." "Siempre me atienden muy bien." (Luettker)
39. "There is available appointments." "Siempre hay citas disponibles." (Hedrich)
40. "Your kindness." "Su amabilidad." (Westel)
41. "Generally, all the service is helpful." "Generalmente todo el servicio es ayuda." (Luettker)

64. "The medical staff and the review of my labs with provider." (Herdrich)
65. "Case worker." (Herdrich)
66. "The attention to details." (Reller-Anderson)
67. "The time and patience." (King)
68. "The nice and helpful staff." (Le)
69. "You are so kind and attentive." (Herdrich)
70. "That they treat you with respect." (Zhu)
71. "Doug." (Blasinski)
72. "Quick appt." (Reller-Anderson)
73. "Prescriptions." (VanBrunt)
74. "The staff is very efficient." (King)
75. "Getting me in ASAP." (Herdrich)
76. "Very well explained." (Le)
77. "Fast, friendly." (Altenburg)
78. "Time spent and communication." (Reller-Anderson)
79. "Appt times." (Zhu)
80. "I felt that my medical needs are being met."
81. "The adaptability and now they can help with scheduling and availability." (Dodis)
82. "Schedule flexibility." (VanBrunt)
83. "Everything went well." (Le)
84. "Ease of getting care."
85. "Availability." (Hedberg)
86. "That my whole family can be seen and treated." (Zhu)
87. "Quick appointments." (Reller-Anderson)
88. "Easy to get labs done." (Hedrich)
89. "All."
90. "Short wait times." (VanBrunt)
91. "They are fast."
92. "Labs and clinic together." (Le)
93. "Answering question." (Reller-Anderson)
94. "Online access." (Hedberg)
95. "Able to see same doctor each time." (Newbrander)
96. "Everyone is always very nice and quick to answer any questions." (Weaver)
97. "Fast appointments." (Newbrander)
98. "Same day appointments." (Westel)
99. "The doctor and service they provide." (Westel)
100. "Everyone has been very polite." (Altenburg)
101. "Receiving same-day or next-day appointments." (Le)
102. "The quickness & appropriate time." (Le)
103. "Convenience of location." (Altenburg)
104. "The health provider was very kind and answered any questions with details." (Westel)
105. "Medicare & recommendations." (Spencer)
42. "They are bilingual." "Son bilingues." (Hedrich)
43. "Very fast." "Muy rapidos." (Zhu)
44. "Everything, appointments, medicine, laboratories." "Todo, citas, medicina, laboratorio." (Le)
45. "They are very kind." "Son muy amables."
46. "They give good service because they have translators." "Dan buen servicio a la persona porque tienen traductora." (Reller-Anderson)
47. "Improve my health." "Mejorar mi salud." (Reller-Anderson)
48. "You always have available appointments and excellent services." "Siempre estan disponibles las citas y servicio es excelente."
49. "Information." "Informacion." (Reller-Anderson)
50. "Attention is excellent." "Atencion es excelente." (Le)
51. "They know Spanish." "Sabem Espanol." (Herdrich)
52. "The wait list." "La lista de espera." (Altenburg)
53. "The workers are friendly and helpful." "Los trabajadores son muy agradables y serviciales." (Zhu)
54. "The provider Melissa is very kind." "La provedora Melissa es muy amable."
55. "The hours." "Las horas."
56. "Translator." "Traductora." (VanBrunt)
57. "Health care." "Cuidado de salud." (Reller-Anderson)
58. "Accessible prices." "Precios accesibles."
59. "Medical Attention." "Atencion medica." (VanBrunt)
60. "They are on top of my health." "Estan al pendiente de mi salud." (Hedberg)
61. "Everything thank you." "Todo gracias." (Altenburg)
62. "No comment." "No comentario." (Castro)
63. "The cost of the health." "El costo de la salud." (Westel)
64. "They give you appointments fast." "Te dan citas rapido." (King)
65. "Punctuality." "Punctualidad." (2)
66. "The attention and that they speak Spanish." "La atencion y que hablan Espanol." (Hedberg)
67. "Explanation." "Explicacion." (Bhowmick)
68. "Know my medical results." "Saber mi resultado medicos." (Altenburg)
69. "There are qualified personnel, and they speak my language so I can understand." "Que hay personal calificado y hablan mi idioma para poder entender." (Westel)

106. "The info given about my appointment." (Altenburg)
107. "Time efficiency." (Zhu)
108. "Receiving my medication."
109. "Doctor, Emily King and Jason Spencer listen to me and hear me out before judging me or dismissing my complaints." (King, Spencer)
110. "Smooth processing & greatly appreciate accommodating us as walk ins, fast as expected." (Luettkke)
111. "The location." (Altenburg)
112. "The appointment timings." (Altenburg)
113. "Medical Assistants." (Zhu)
114. "Doctors." (Le)
115. "Someone that understands." (Zhu)
116. "The ability to walk in w/out appt." (Le)
117. "The nurse was very nice." (Zhu)
118. "Not long waiting times." (Altenburg)
119. "Daisy was great!" (Altenburg)
120. "Great staff." (Luettkke)
70. "The kindness of the peronnel." "La amabilidad del personal."
71. "The service and how they explain." "El servicio y como explican." (Altenburg)
72. "N/A." "N/A." (4)
73. "The service and the help." "El servicio y la ayuda." (Bhowmick)
74. "They are always willing to attend my medical needs." "Siempre estan dispuestos a atender mis nesesidades medicas." (Bhowmick)
75. "It is economic." "Es economico." (3)
76. "Good." "Bueno."
77. "The service we received, doctors with a lot of knowledge." "El buen servicio que recibimos y conosimiento de los doctores."
78. "Appointments on time." "Citas a tiempo." (King)
79. "Excellent medical attention and the administrative staff is kind and efficient." "Excelente atencion medica y el personal de administracion es muy amable y eficiente." (Spencer)
80. "Your attention without any discrimination." "Su atencion sin algun discriminacion." (VanBrunt)
81. "Everything in general." "Todo en general." (King)
82. "Professional attention in a reasonable time." "Atencion profesional en un tiempo rasobable." (Newbrander)
83. "They call me the day before my appointment." "Que me llamen un dia antes de mi cita." (Castro)
84. "Good attention." "Buena atencion." (Le)

Question 16: How can we improve Greater Family Health?

English

1. "Doing great." (Newbrander)
2. "N/A." (43)
3. "Keep up the good work." (Reller-Anderson)
4. "Good with the services rendered." (Reller-Anderson)
5. "It's okay to me." (King)
6. "Nothing service is amazing."
7. "I love it." (Luettkke)
8. "All is well." (Zhu)
9. "Don't know." (2)
10. "Nothing." (7)
11. "Nothing at this moment." (Newbrander)
12. "I love my dr. she is amazing." (Hedrich)
13. "Nothing keep up the good work." (Dodis)
14. "More flexible with appointments." (Birkey)
15. "Keep being great." (Luettkke)
16. "Very satisfied with service." (Dodis)
17. "Good." (3)

Spanish

1. "More specialist services." "Mas servicios de especialistas." (Westel)
2. "Improve the appointments." "Mejorar las citas." (Reller-Anderson)
3. "Providers having more time with the patient." "Los doctores tuvieran mas tiempo con el paciente." (Herdrich)
4. "Everything is good." "Todo esta bien." (27)
5. "Sometime the wait time is excessive." "Hay veces el tiempo de espera es excesiba." (Westel)
6. "Sometimes the appointments are too long." "Hay veces las citas son muy tardadas." (Herdrich)
7. "The wait time." "El tiempo de espera." (Zhu)
8. "The service seems good." "El servicio me parece bien." (Bhowmick)

18. "No way. Everything is good." (Reller-Anderson)
19. "None."
20. "It was amazing." (Herdrich)
21. "No suggestions. Perfect medical center and staff." (Altenburg)
22. "Keep being cool." (Le)
23. "Customer service." (Hedberg)
24. "Everything went well." (2)
25. "I'm not sure yet." (Reller-Anderson)
26. "Everything is very nice and everyone very welcoming." (Reller-Anderson)
27. "My experience was excellent." (Dodis)
28. "Get rid of Kathy VanBrunt."
29. "More of the staff." (King)
30. "Open later."
31. "No comments." (2)
32. "It's all good." (2)
33. "Not sure."
34. "You haven't changed a thing." (Herdrich)
35. "None I can think off." (Le)
36. "Good services." (Le)
37. "Good as is."
38. "All good." (Altenburg)
39. "The staff respectfulness is garbage." (Bhowmick)
40. "Keep up with the good work." (2)
41. "When confirming patient last name & DOB should be provided privately not in front of patients in the waiting area." (Hedberg)
42. "Everything is good."
43. "Answer the phone." (Castro)
44. "Making all appointments."
45. "Very satisfied." (King)
46. "Understanding of late arrival." (Zhu)
47. "It is great the way it is." (Altenburg)
48. "No need everything was good." (Westel)
49. "Very great service." (Le)
50. "Cut the wait time." (Luettke)
51. "Everything is great no change needed." (Le)
52. "Fine the way it is."
53. "It is perfect." (king)
54. "Ok with me." (Zhu)
55. "Be more discreet when asking for patient info or verification." (Alterburg)
56. "Doing great so far." (Luettke)
57. "Keep up the standards." (Le)
58. "Everything has been great." (Zhu)
59. "IDK."
60. "Communication for late times." (Herdrich)
61. "Listening to the feedback." (Zhu)
62. "Just make sure about stuff." (Reller-Anderson)
63. "No improvement needed." (Luettke)
64. "Providers to communicate medication policies with patients." (Altenburg)
9. "Having more doctors." "Tenienido mas doctores." (Bhowmick)
10. "Improve the reminders clear and loud." "Mejorar los recordatorios claros y fuertes."
11. "Continue like until now." "Continue como hasta ahora." (Reller-Anderson)
12. "Doctors don't be in a rush." (English comment written on a Spanish survey) (Westel)
13. "Everything is excellent, some points is that some of the receptionist should be kinder and do not bring problems from home to work." "Todo es excelente, unos puntos algunas recepcionistas deben ser mas amables y no traer sus problemas de casa al trabajo."
14. "N/A." "N/A" (8)
15. "The service is good." "El servicio es bueno." (3)
16. "It is perfect." "Esta perfecto." (Castro)
17. "Nothing." "Nada." (2)
18. "They do not give results fast." "No dan resultados rapido." (Luettke)
19. "Have more locatons, maybe closer to Chicago." "Tener mas sedes, talvez cerca a Chicago." (Reller-Anderson)
20. "Very good service." "Muy buen servicio." (Dodis)
21. "It is excellent." "Es excelente." (Reller-Anderson)
22. "Closer appointments." "Citas mas prontos." (4)
23. "Your service is excellent." "Su servicio es excelente." (Castro)
24. "Don't make us wait too long in the room." "No nos hagan esperar tanto tiempo en el cuarto."
25. "They don't always send my pain medication, they should listen to my concerns." "Que no siempre me envian mis medicamentos para el dolor, deverian escuchar mis preocupaciones." (Zhu)
26. "When we come to see the doctor, they only treat one thing versus all the problems we have." "Cuando venimos a ver a doctor solo tratan una cosa cuando temenos mas problemas."
27. "Less wait time." "Menos tiempo de espera."
28. "I was satisfied with my visit." (Comment written in English on a Spanish survey)
29. "No comments." "No comentario." (2)
30. "Very satisfied." "Muy satifecho." (2)
31. "Cover my medical necessities." "Cubrir mis necesidades medicos."
32. "To me it is perfect." "Para mi todo esta perfecto." (Altenburg)

- 65. "Maybe nicer receptionists, not mean but I didn't find them very friendly."
- 66. "It's fine."
- 67. "Less waiting time."

- 33. "Just in the wait time." "Solo en el tiempo de espera." (Westel)
- 34. "It is good service." "Es buen servicio." (Altenburg)
- 35. "I don't have any recommendation." "No tengo ninguna recomendacion."
- 36. "Having specialized providers (Dermatologist, Cardilogist, endocrinologist)." "Tener medicos con especialistas (dermatologos, cardilogos, endocrinologos)." (Hedberg)
- 37. "Don't make us wait too long to pay. We don't feel good and have to wait." "No nos hagan esperar tanto para pagar. No nos sentimos bien y temenos que esperar." (Hedberg)
- 38. "I think it is fine." "Creo que esta bien."
- 39. "More psychologist or mental councelors." "Mas psicologos o consejeros mental." (Spencer)
- 40. "Referrals to arrive sooner because they take a long time." "Referidos que lleguen mas pronto porque tardan mucho." (Zhu)
- 41. "The they draw blood they leave a bruise, and I don't like that." "Cuando sacan sangre dejan morenton y no me gusta." (Luettke)
- 42. "Helping people." "Ayudando a las personas."
- 43. "Be faster." "Mas rapidos." (Zhu)
- 44. "Providers to treat all health problems presented at the appointment." "Los medicos atiendan todos los problemas medicos que presenta en la cita."
- 45. "Continue your work as a team." "Continue trabajando en equipo." (Herdrich)

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

English

- YES: 316
- NO: 4

Spanish

- YES: 317
- NO: 6

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

English

- Altenburg: 40
- Bhowmick: 18
- Blasinski: 3
- Birkey: 9
- Castro: 12
- Dodis: 18
- Hedberg: 24
- Herdrich: 25
- King: 31
- Le: 38

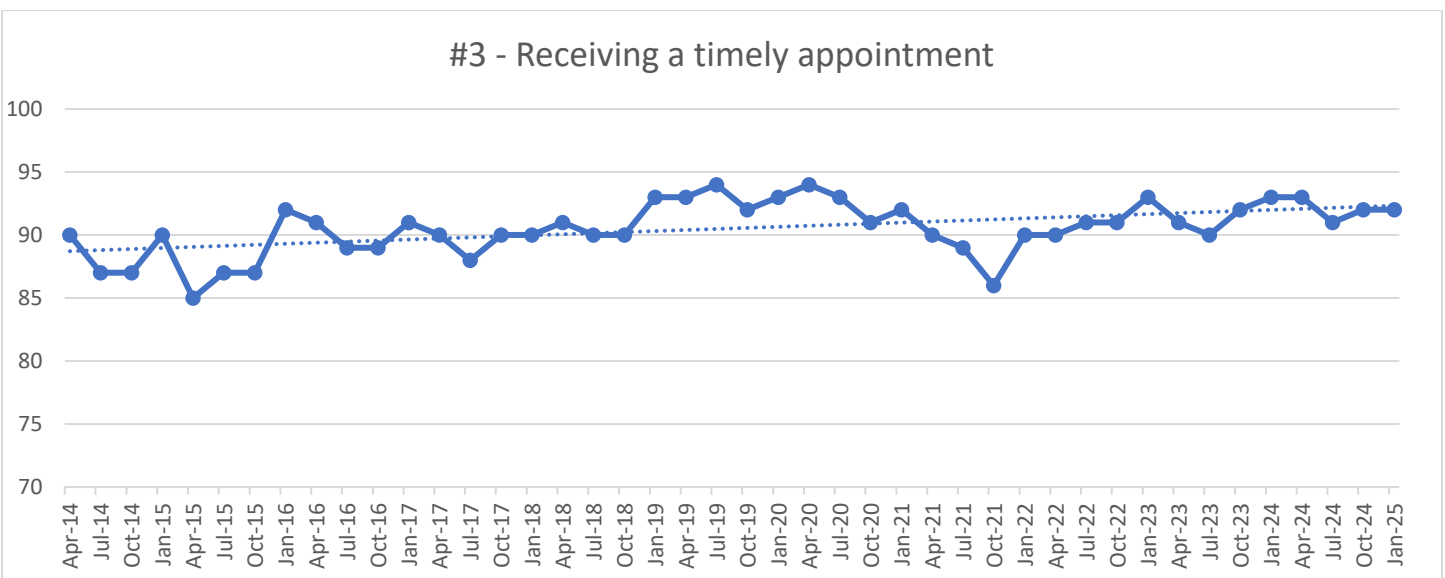
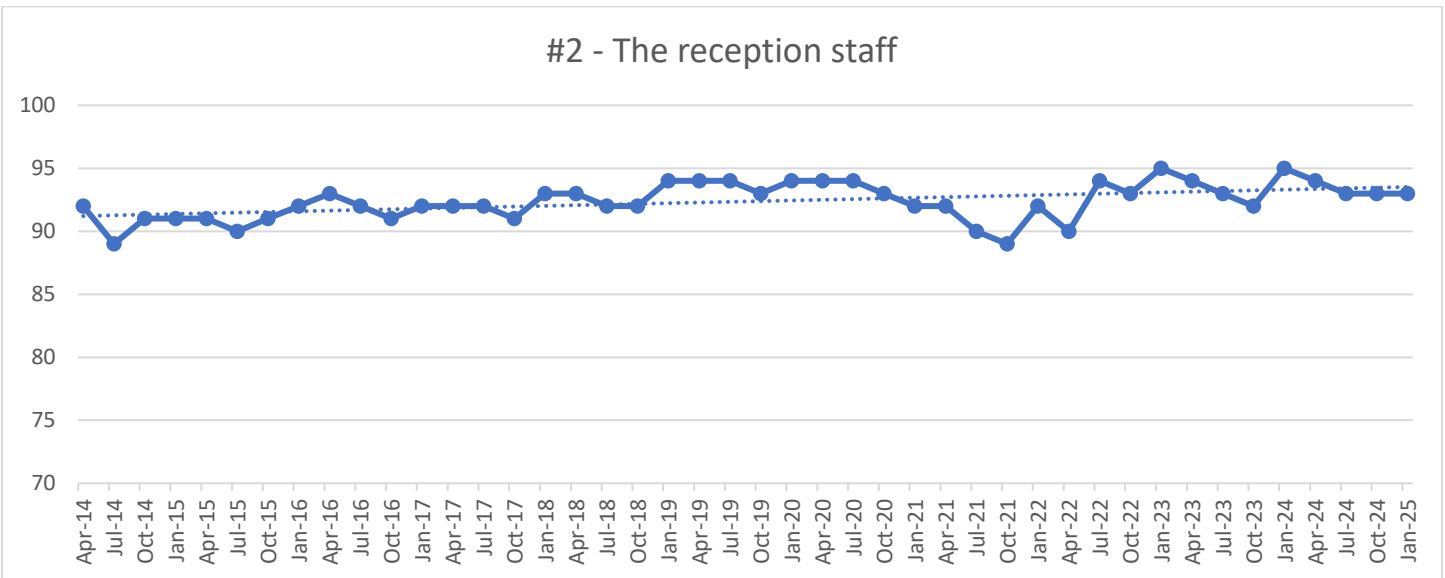
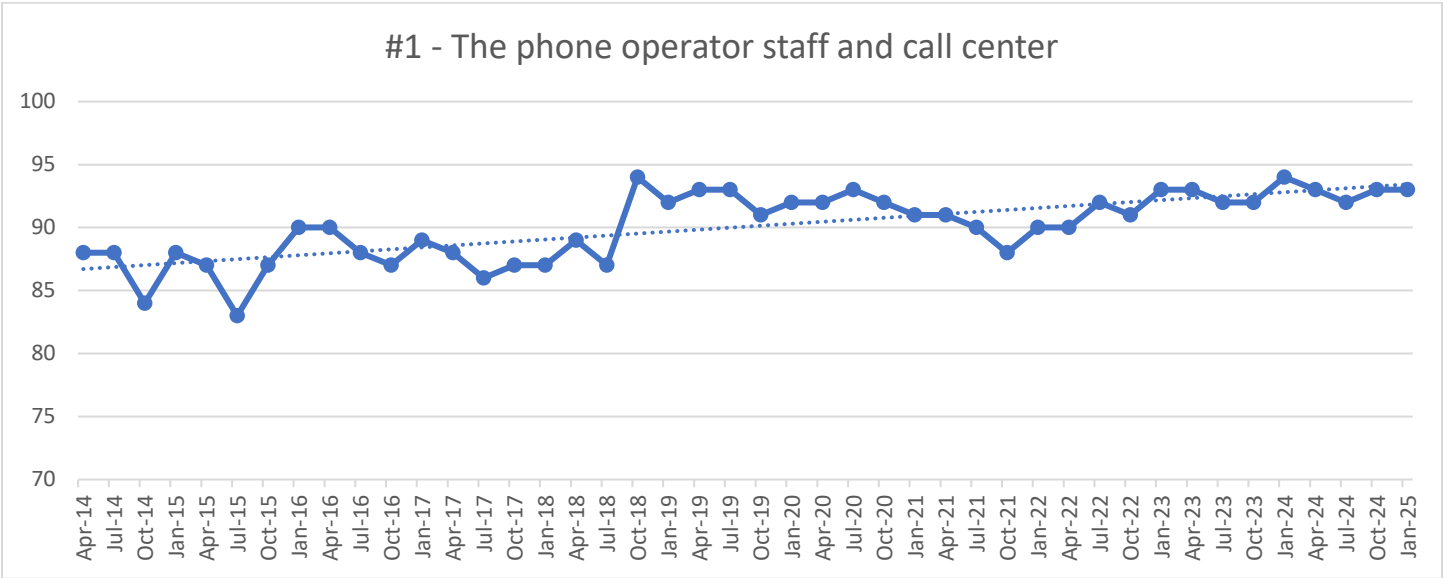
Spanish

- Altenburg: 42
- Bhowmick: 36
- Castro: 42
- Dodis: 17
- Hedberg: 33
- Herdrich: 20
- King: 29
- Le: 45
- Luettke: 39
- Newbrander: 24

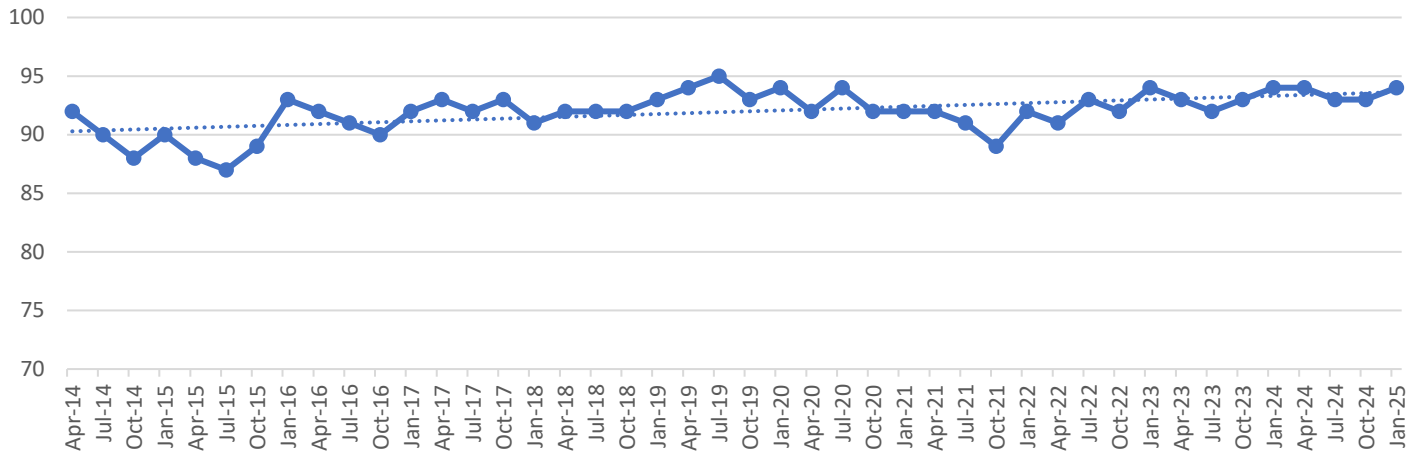
- Luettke: 29
- Newbrander: 26
- Reller-Anderson: 28
- Spencer: 8
- Van Brunt: 8
- Weaver: 4
- Westel: 21
- Zhu: 44

- Reller-Anderson: 61
- Spenser: 2
- Van Brunt: 18
- Weaver: 1
- Westel: 36
- Zhu: 52

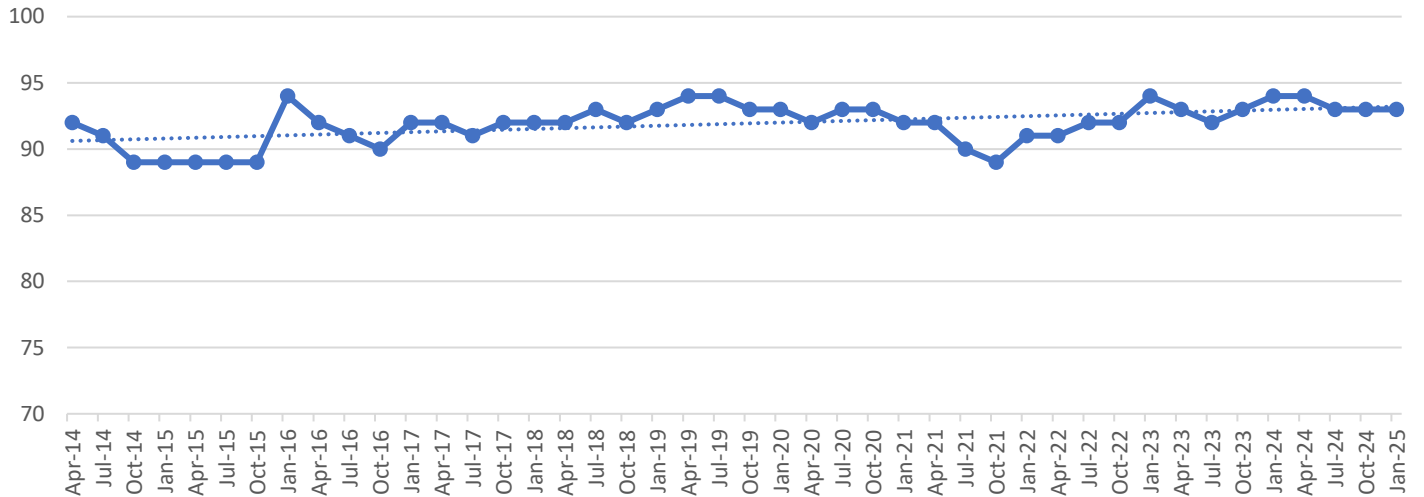
Individual Question Results with Trendlines



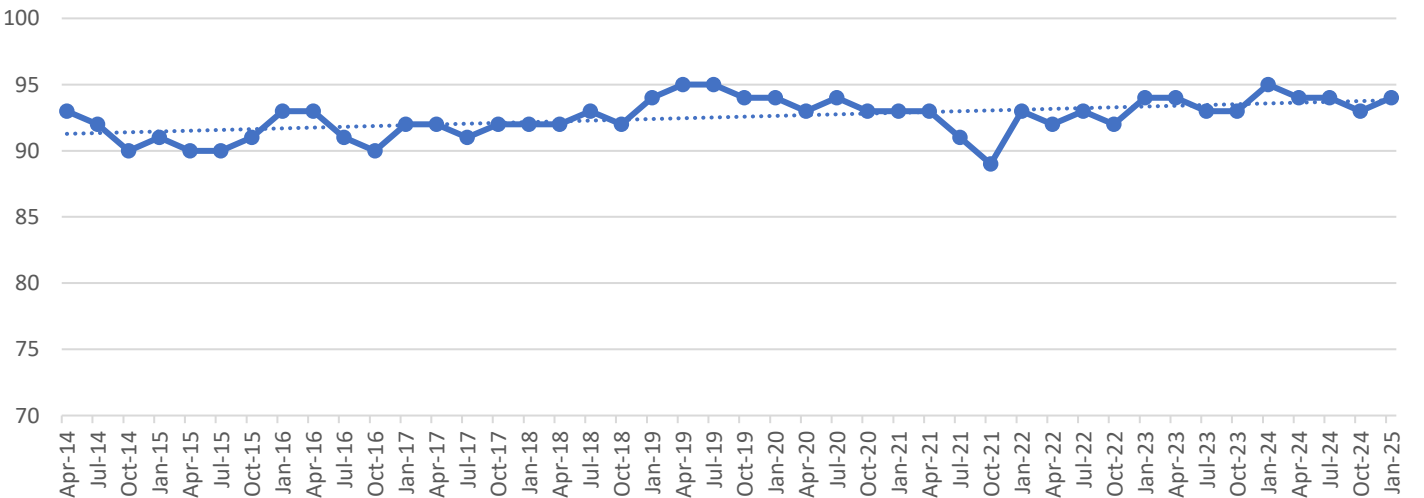
#4 - Education and explanation of plan provided in a way that I can understand



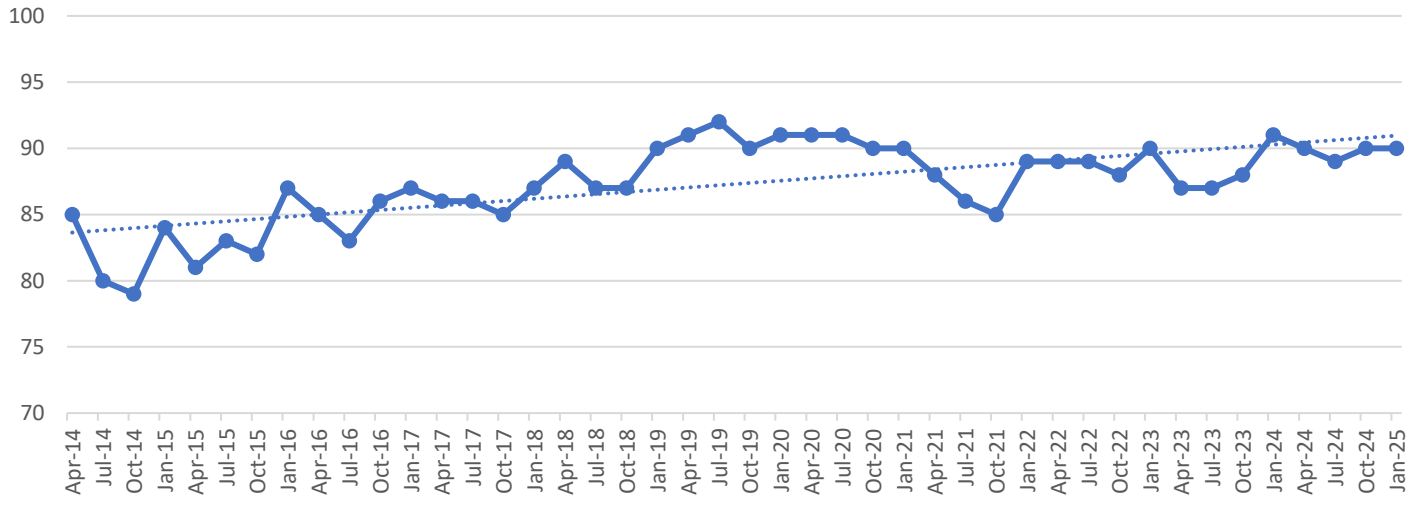
#5 - The follow-up and coordination of my care



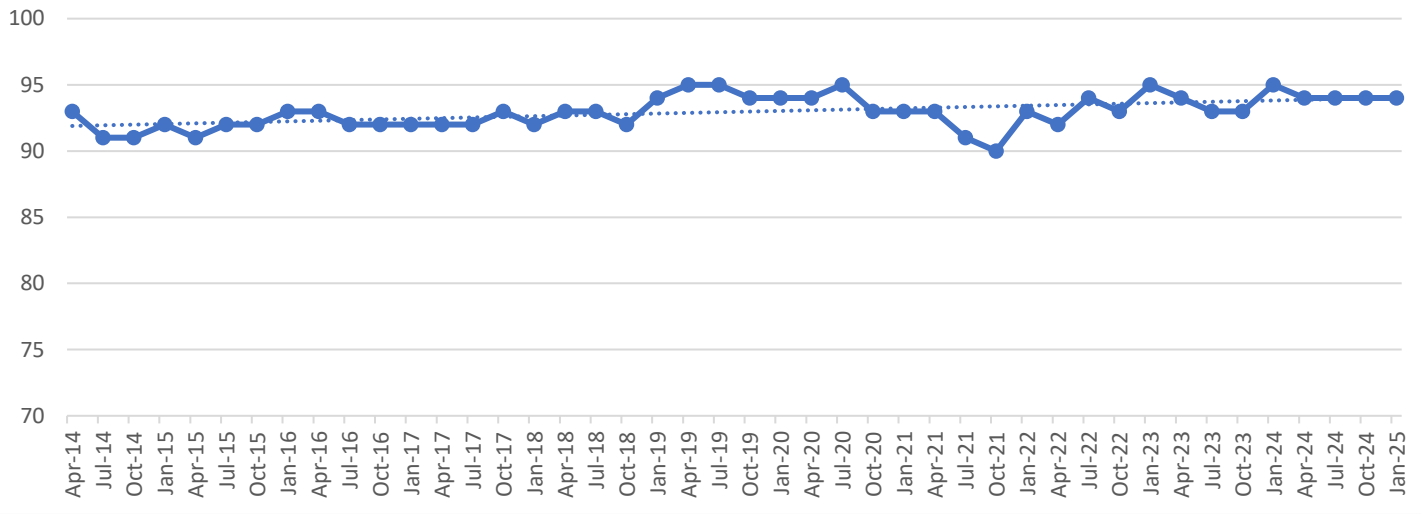
#6 - The staff addressing my medical needs today



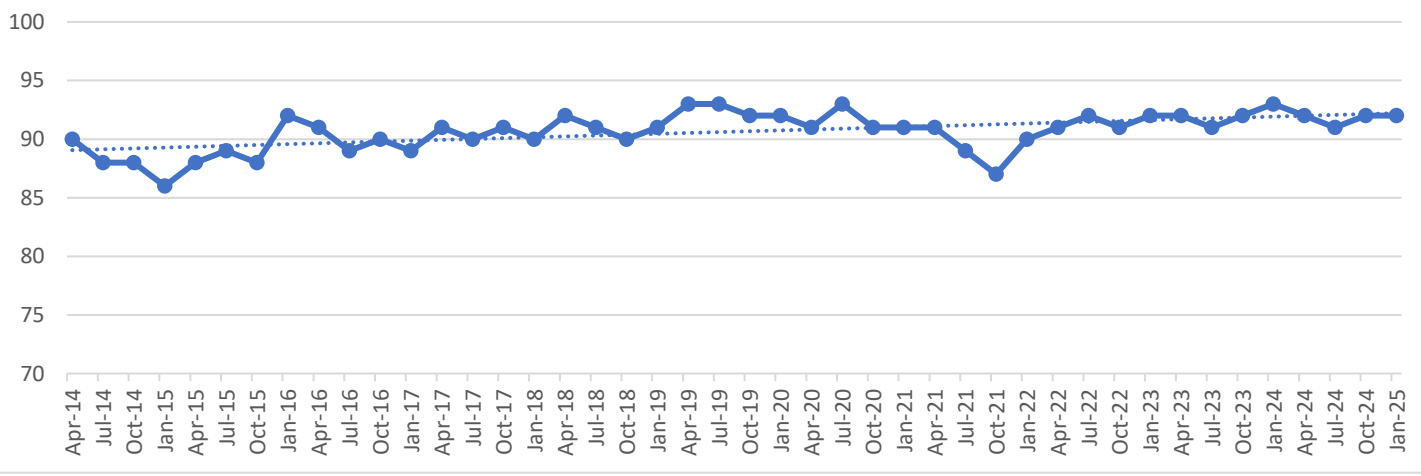
#7 - The time spent waiting



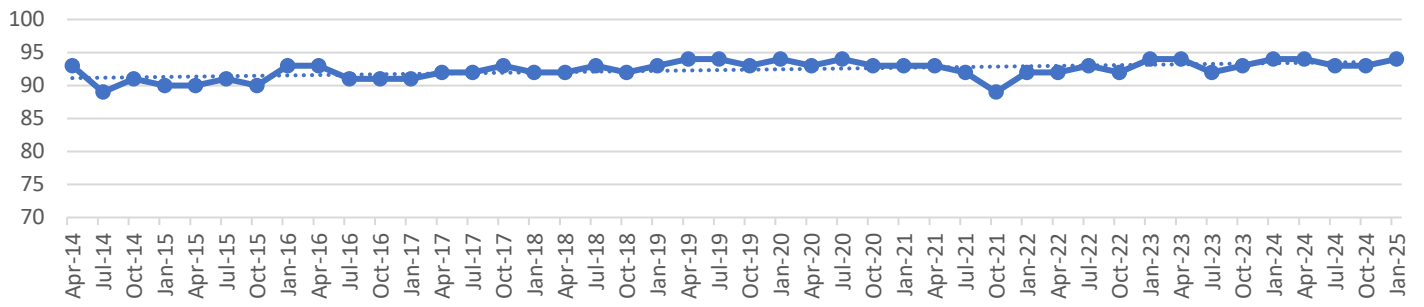
#8 - The respectfulness of staff



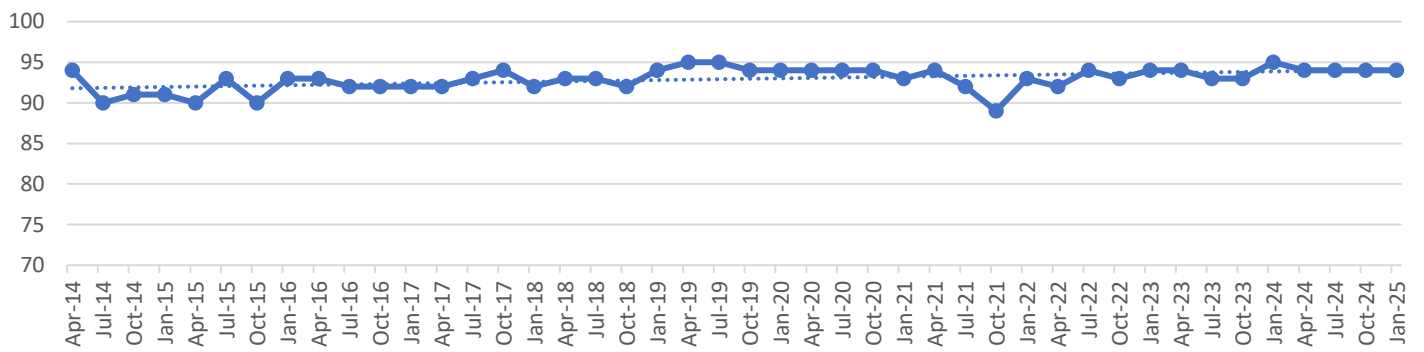
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



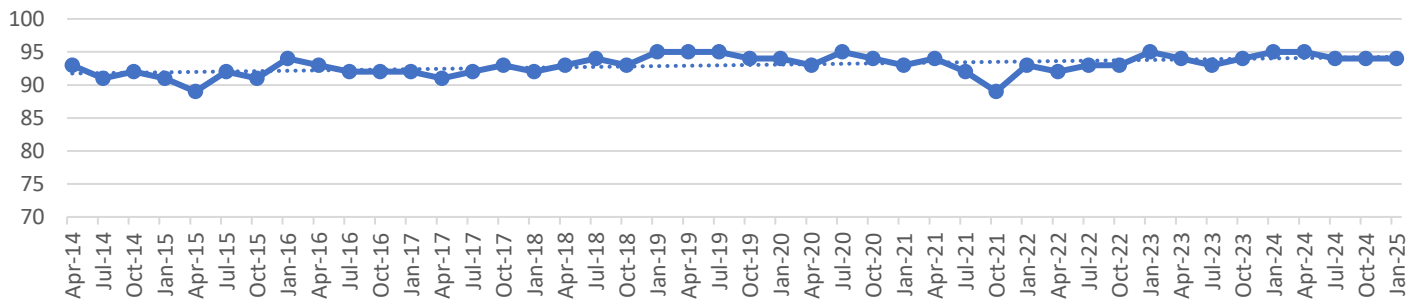
#10 - The handling of my personal medical information in a private and confidential manner



#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?

