

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 91% 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.

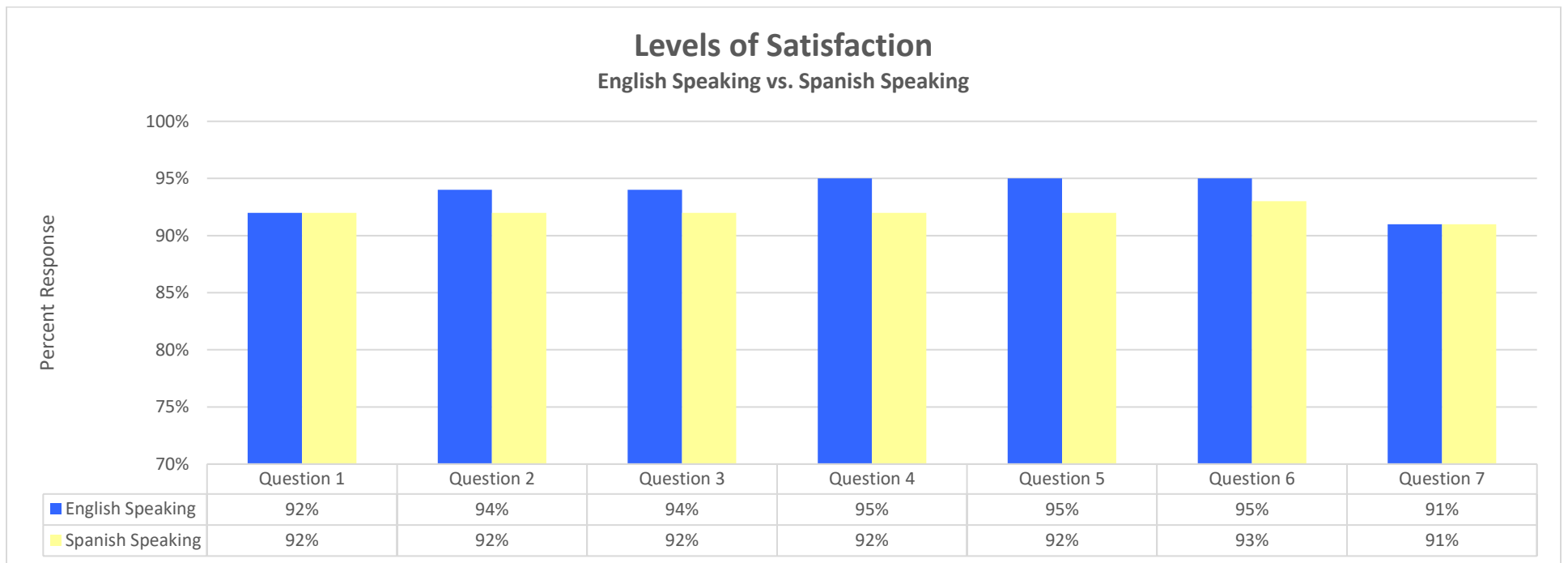
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	92%	97%	91%	93%
2. The reception staff	93%	97%	92%	93%
3. Receiving a timely appointment	93%	97%	92%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	97%	92%	94%
5. The follow up and coordination of my care	93%	98%	92%	94%
6. The staff addressing my medical needs today	94%	98%	93%	94%
7. The time spent waiting	91%	96%	89%	91%
8. The respectfulness of staff	94%	98%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	96%	91%	92%
10. The handling of my personal medical information in a private and confidential	93%	97%	93%	94%
11. Your medical assistant	93%	98%	93%	95%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	98%	93%	95%
13. Overall, how satisfied are you with the Health Center?	94%	98%	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%

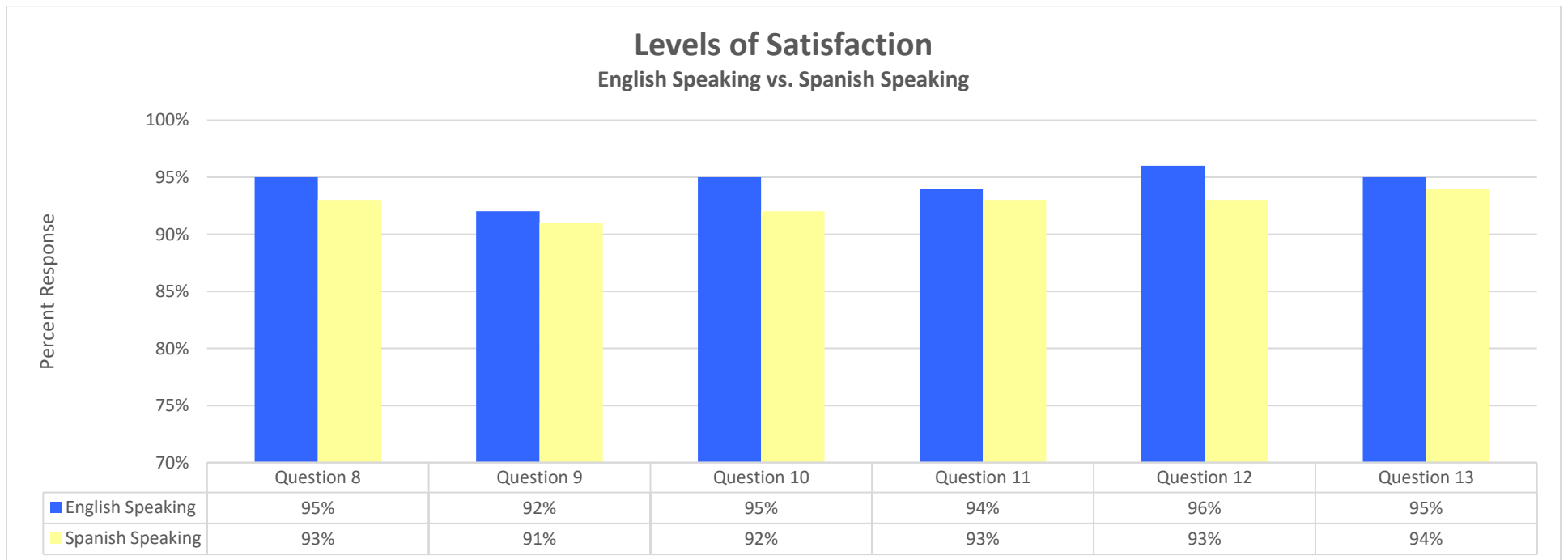
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	192 73%	200 75%	49 19%	46 17%	16 6%	8 3%	3 1%	5 2%	4 2%	7 3%
2. The reception staff	201 76%	201 77%	50 19%	42 16%	8 3%	7 3%	2 1%	5 2%	3 1%	7 3%
3. Receiving a timely appointment	205 79%	196 74%	40 15%	51 19%	10 4%	5 2%	3 1%	5 2%	3 1%	7 3%
4. Education and explanation of plan provided in a way that I can understand	210 80%	192 73%	44 17%	53 20%	7 3%	8 3%	2 1%	4 2%	1 1%	6 2%
5. The follow-up and coordination of my care	207 78%	195 74%	48 18%	50 19%	4 2%	8 3%	3 1%	3 1%	2 1%	7 3%
6. The staff addressing my medical needs today	210 79%	209 79%	43 16%	42 16%	8 3%	4 2%	3 1%	3 1%	1 1%	7 3%
7. The time spent waiting	185 70%	188 72%	50 19%	54 21%	21 8%	8 3%	6 2%	5 2%	2 1%	7 3%



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	214 81%	204 78%	41 16%	41 16%	4 2%	6 2%	2 1%	5 2%	2 1%	7 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	180 72%	185 71%	40 16%	54 21%	26 10%	12 5%	3 1%	4 2%	1 1%	7 3%
10. The handling of personal medical info in a private and confidential manner	211 80%	196 75%	41 16%	50 19%	9 3%	6 2%	1 1%	3 1%	2 1%	8 3%
11. Your medical assistant	204 77%	200 77%	49 19%	43 17%	8 3%	7 8%	2 1%	3 1%	2 1%	8 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	220 84%	207 79%	32 12%	38 15%	8 3%	5 2%	2 1%	2 1%	1 1%	9 3%
13. Overall, how satisfied are you with the Health Center?	211 80%	209 81%	43 16%	35 14%	9 3%	4 2%	2 1%	4 2%	1 1%	7 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: 100

N/A: 30

YES: 5

Comments:

1. "Yes, good received a response quickly."
2. "Easy, specific."
3. "It was clear talking to the staff giving a clear message."
4. "Thank you very much for everything you do."
5. "Yes, immediate response."
6. "Yes, I left a message about me fainting and the return call was aware to me that it will take 24 hrs."
7. "Yes, got a call back within 24 hrs."
8. "Yes, and they called back very quick."

Spanish

NO: 24

N/A: 1

YES: 0

Comments:

1. "Bad, I called to make an appointment, and they told me that they would call me on Saturday, and they didn't, according to them it was an emergency." "Mala porque yo llame para hacer una cita y me dijeron que me llamaban el sábado y no me llamaron, según ellos era una emergencia." (Chang)

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

English

1. "Same day or next day appointment." (Chang)
2. "Dr. Ali is very kind." (Ali)
3. "Convenience and attention." (Origer)
4. "Psych help."
5. "Very informative." (Ali)
6. "Everything." (4)
7. "The convenience of walkins." (Nambo)
8. "N/A." (4)
9. "Doctor/nurse." (Ali)
10. "Great staff." (Ali)
11. "Having all family members providers in same area."
12. "None." (Aphaivong)
13. "Timing of appointments." (Kiel)
14. "The doctor care without rushing." (Ali)
15. "Time." (Nambo)
16. "Great service."
17. "Easy to work with." (Origer)
18. "The calls reminding me of my appointments."
19. "Location." (Chang)
20. "Staff are attentive." (Aphaivong)
21. "Staff and providers." (Kiel)
22. "Personnel are amazing." (Aphaivong)
23. "Explain everything you have questions about." (Ali)

Spanish

1. "Nothing, everyone is very strict." "Nada todos son muy extrictos." (Chang)
2. "It is close to home." "Esta cerca a casa."
3. "Your service." "Su servicio." (Ali)
4. "They are very patient and kind." "Son muy pacientes y amables." (Ali)
5. "The good attention." "La buena atención." (Nambo)
6. "N/A." "N/A."
7. "I like the attention here." "Me gusta la atención aquí." (Keclik)
8. "The information." "La información."
9. "Everything is good." "Todo esta bien." (6)
10. "The kindness and efficiency." "La amabilidad y eficaz." (Nambo)
11. "Everything." "Todo." (2)
12. "They treat my necessities." "Tratan mis necesidades." (Nambo)
13. "The good service to my health." "El buen servicio a mi salud." (Keclik)
14. "They treat me when I need it." "Me atienden cuando lo necesito."
15. "You are kind." "Son muy amables." (2)
16. "Efficient service on time." "Un servicio eficiente a tiempo." (Nambo)

24. "Quick appointments when needed." (Ali)
25. "Everything was helpful." (Nambo)
26. "Staff 😊" (2)
27. "Calls to confirm appointments." (Aphaivong)
28. "Timely appointments." (Beall)
29. "Providing information to my health and giving the prescriptions to pharmacy." (Chang)
30. "The clear explanation." (Ali)
31. "Follow up." (Keclik)
32. "Everyone works together well."
33. "Availability." (Ali)
34. "The staff here are always professional & pleasant at all times. Appts usually are spot on." (Aphaivong)
35. "The dr's are very nice and get you in and out in a timely manner." (Aphaivong)
36. "Getting appointments with no hassle." (Malanfamt)
37. "The variety of providers." (Origer)
38. "Being able to walk in." (Keclik)
39. "Always get me in, in a timely manner."
40. "Giving very helpful information." (Cekova)
41. "They are very attentive and knowledgeable."
42. "Staff." (Chang)
43. "Easy to call and make appointments. No wait time." (Talwar)
44. "Having a family Drs at one place." (Origer)
45. "Fast appointment times." (Talwar)
46. "Education."
47. "I love Dr. Ali & her nurse. The staff was extremely helpful." (Ali)
48. "Clear and kind." (Talwar)
49. "Dr. Ali." (Ali)
50. "Staff keeping up to date with time." (Hering)
51. "The staff that keeps me informed."
52. "Quick, organized, good people here." (Chang)
53. "All staff are approachable." (Keclik)
54. "Communication."
55. "Convenience."
56. "Everything is good."
57. "Being kind." (Origer)
58. "Everyone is always welcoming and willing to help." (Origer)
59. "Easy appointments, at a timely manner." (Origer)
60. "Afternoon appt." (Keclik)
61. "Their kindness and well giving info."
62. "Closeness to home." (Fischer)
63. "The quickness and ease." (Fischer)
64. "Getting appt quick." (Talwar)
65. "Staff & physical addressing vitals & meds." (Talwar)
17. "The assistance and help to the patient." "La asistencia y ayuda para el paciente." (Aphaivong)
18. "The treatment they give." "El trato que te dan." (Nambo)
19. "The service." "El servicio." (2)
20. "The attention from all the personnel." "La atención de todo el personal." (Origer)
21. "The services in Spanish." "Los servicios en español." (2)
22. "The availability of staff for any emergency." "La disponibilidad del personal para cualquier emergencia." (Cekova)
23. "Professionalism." "Profesionalismo." (Nambo)
24. "The fast way they provide medical appointments." "La forma rápida que dan las citas medicas." (Nambo)
25. "Being able to have a primary care doctor and not having to go to different emergency clinics." "Poder tener un proveedor de cabecera y no tener que ir a diferentes clínicas de emergencia." (Chang)
26. "The follow up on my needs." "Le dan seguimiento a mis necesidades." (Keclik)
27. "With my medical needs." "Con mis necesidades medicas." (Chang)
28. "Medical attention, I'm satisfied." "Atencion medica y estoy satisfecha." (Aphaivong)
29. "I'm satisfied with the service." "Estoy satisfecha con el servicio." (Chang)
30. "The kindness of everything in general." "La amabilidad de todo en general." (Aphaivong)
31. "The attention and the service." "La atención y el servicio." (Nambo)
32. "With my health, and you all are kind." "Con mi salud y todos ustedes son muy amables." (Origer)
33. "Communication." "Comunicación." (Origer)
34. "Medical attention and the price." "Atención medica y el precio." (Nambo)
35. "It helps improve my health quality." "Me ayuda a mejorar mi calidad de salud."
36. "Reminder of appointments." "Recordatorios de citas." (Keclik)
37. "The information they provide." "La información que brindan." (Aphaivong)
38. "In all of our medical necessities, thank you." "En todas nuestras necesidades medicas." (Origer)
39. "Closer appointments." "Citas mas cercanas." (Ali)
40. "Pregnancy attention." "Atención de embarazo." (Hering)

66. "Dr. Nambo is very informative, intelligent and caring." (Nambo)
67. "Getting my meds on time."
68. "A very smooth process- thank you."
69. "The front staff."
70. "How fast I can get an appointment." (Chang)
71. "Bee Chang."
72. "Trouble shooting when to make an appt."
73. "Appointment availability." (Nambo)
74. "Appointment right away." (Origer)
75. "The medical assistant & doctor."
76. "Quick friendly staff."
77. "We were able to get in quickly." (Origer)
78. "Kind people clear expectations." (Ali)
79. "Staff is wonderful." (Ali)
80. "The staff." (Nambo)
81. "Quick waiting times." (Nambo)
82. "How accommodating they are." (Origer)
83. "Sliding payment." (Origer)
84. "The lady who helped talk over the phone."
85. "Availability, location and variety of staff, docs." (Origer)
86. "The reminder calls."
87. "Convenience and quality care." (Origer)
88. "Staff is helpful." (Nambo)
41. "They have good service at a reasonable cost." "Tienen buen servicio a un costo razonable." (Keclik)
42. "The service in general." "El servicio en general." (Talwar)
43. "They treat us good, and they explain things in ways we understand." "Nos atienden bien y nos explican en maneras que entendemos."
44. "The attention to the kids." "La atención a los niños." (Ali)
45. "All in general." "En general todo."

Question 16: How can we improve Greater Family Health?

English

1. "IDK." (Malenfant)
2. "Better attitude for phone operators." (Ali)
3. "Everything is fine." (3)
4. "Friendlier practitioners that ask questions that help the patient. Not having the 10 minute rule of coming in early, coming on time is enough." (Chang)
5. "N/A." (23)
6. "Everything is great as is." (Nambo)
7. "None." (Chang)
8. "Nothing." (4)
9. "On refills for medication."
10. "You're doing great."
11. "Nothing you guys are great." (Nambo)
12. "I'm satisfied."
13. "Love you guys." (Origer)
14. "All good." (Aphaivong)
15. "First visit." (Chang)
16. "You guys are doing a good job."
17. "All ok." (Origer)
18. "Leave VM or text messages when I don't pick up." (Ali)
19. "Walk-in is nonexistent. You say walk in is available no provider is available because they're filled up with appointments. Same day appointments are also lacking." (Nambo)

Spanish

1. "Is perfect." "Esta perfecto." (3)
2. "To me everything is good." "Para mi todo esta bien." (19)
3. "I am satisfied with the service." "Me siento satisfecha con el servicio." (Keclik)
4. "Up until now everything has been good, thank you for your work." "Hasta ahora todo a estado muy bien, gracias por todo su trabajo." (Chang)
5. "To me everything is good how it is." "Para mi todo esta bien como esta." (Nambo)
6. "Personally, I think it is perfect." "Personalmente todo esta perfecto." (Keclik)
7. "Everything is excellent." "Todo esta excelente." (Weaver)
8. "N/A." "N/A."
9. "To me you have a good service." "Para mi tienen un buen servicio gracias." (2)
10. "No comments." "No comentario." (Origer)
11. "The service is good, thank you." "El servicio es bueno, gracias." (Nambo)
12. "I am a little unsatisfied with the receptionist because sometimes they speak badly." "Estoy un poco insatisfecha con las recepcionistas porque muchas veces hablan muy mal." (Keclik)

20. "Make online portal easier to navigate." (Talwar)
 21. "You're doing great." (Origer)
 22. "It is great already." (Origer)
 23. "No comment."
 24. "Everyone being on one accord with patient portal information." (Origer)
 25. "Less time waiting." (Ali)
 26. "Have a better grace period policy for patients." (Keclik)
 27. "I think is good as is."
 28. "You guys are doing great." (Nambo)
 29. "No need."
 30. "Keep up the good work." (Keclik)
 31. "Flexibility with sooner appointments."
 32. "They're great as they are."
13. "When there is a line and you cannot put your name on the list, by the time you write your name you are late, and they do not want to see you even though you were on time."
"Cuando llegas y hay linea y no puedes poner tu nombre en la lista para cuando puedas escribir tu nombre ya estas tardes y no te quieren ver, aunque estabas a tiempo."
(Chang)
 14. "With kindness." "Con amabilidad."
 15. "I don't see how you can improve." "No veo como podría ser mejor." (Aphaivong)
 16. "Improve the 15 minute arrival time."
"Mejorar los 15 minutos de llegada."
(Cekova)
 17. "It is an excellent service." "Es un servicio excelente." (2)
 18. "If the labs results are good, then just call and say they are normal don't make us come in."
"Si los resultados de laboratorio son buenos solo llamen y no nos hagan venir a cita."
(Origer)

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

English

- YES: 159
- NO: 2

Spanish

- YES: 147
- NO: 4

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

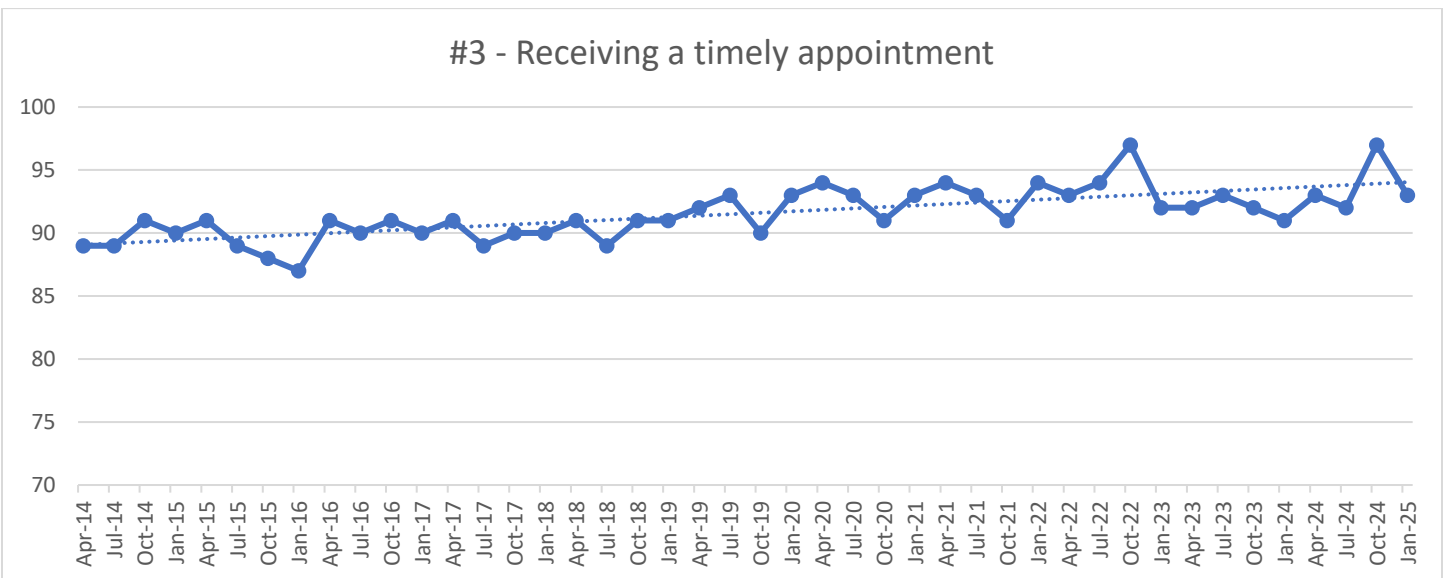
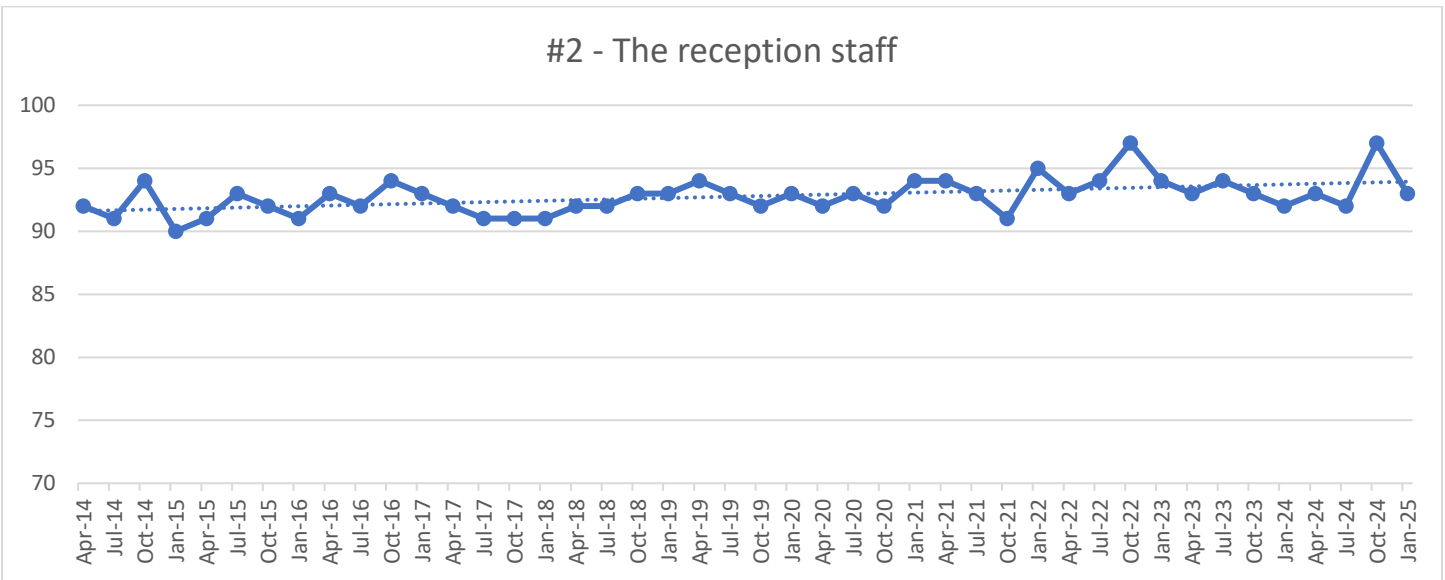
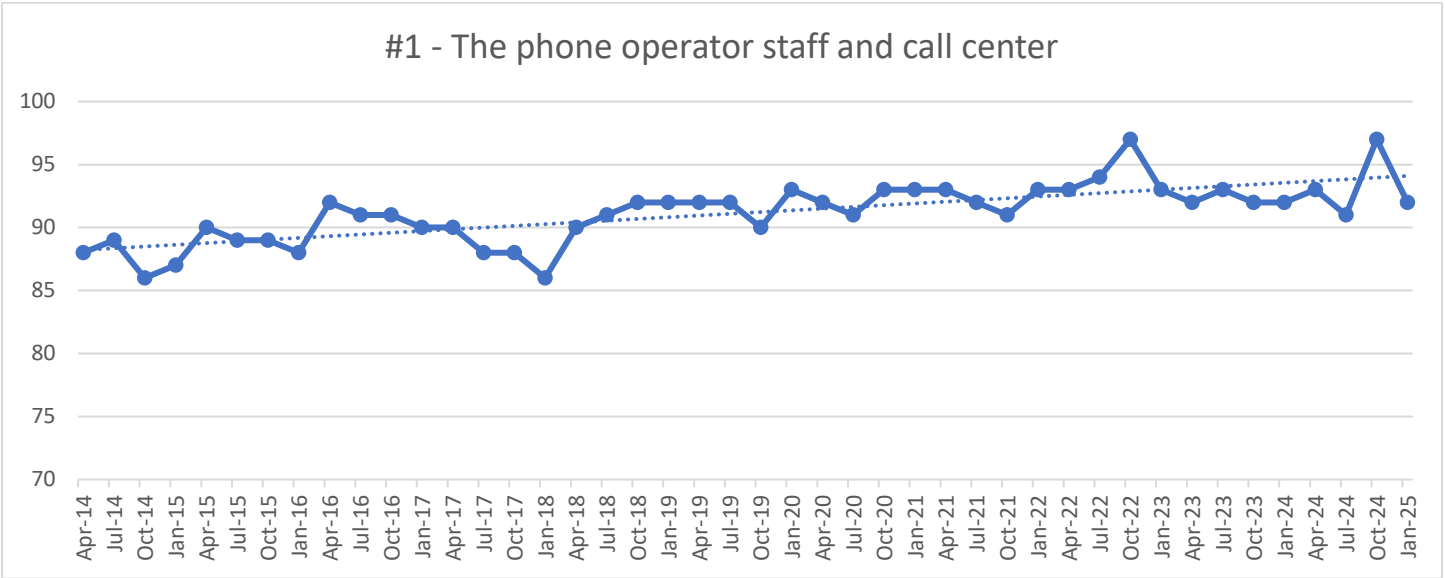
English

- Ali: 31
- Aphaivong: 17
- Beall: 2
- Blasinsky: 2
- Cekova: 6
- Chang: 27
- Fischer: 3
- Hering: 6
- Keclik: 22
- Keil: 2
- Malanfant: 1
- Nambo: 28
- Origer: 44
- Talwar: 19
- Weaver: 1

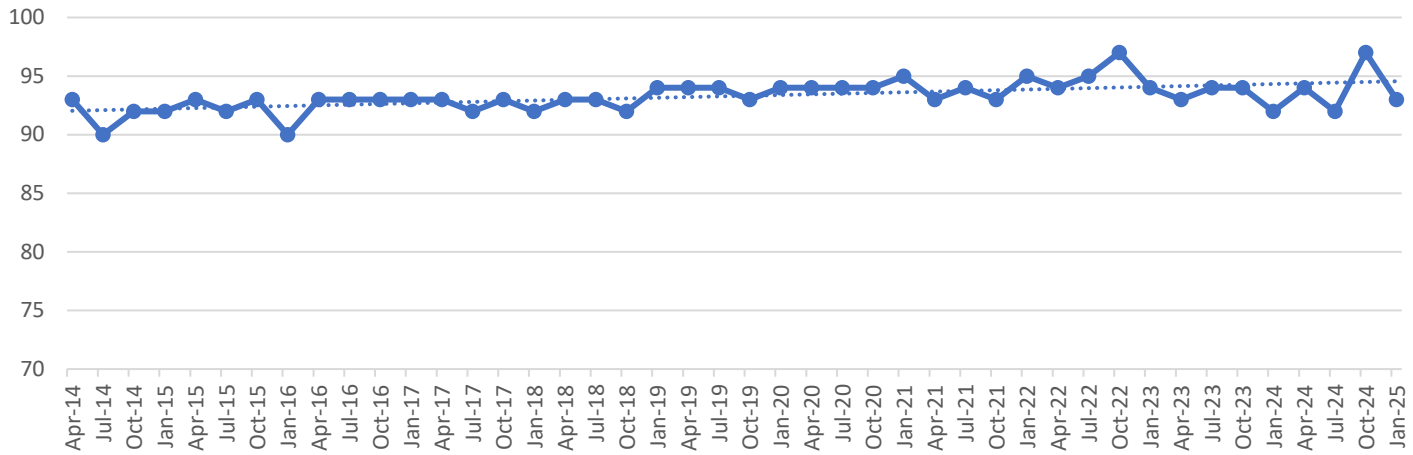
Spanish

- Ali: 16
- Aphaivong: 23
- Beall: 2
- Blasinsky: 1
- Cekova: 10
- Chang: 14
- Hering: 3
- Keclik: 52
- Keil: 1
- Nambo: 43
- Origer: 46
- Talwar: 1
- Weaver: 1

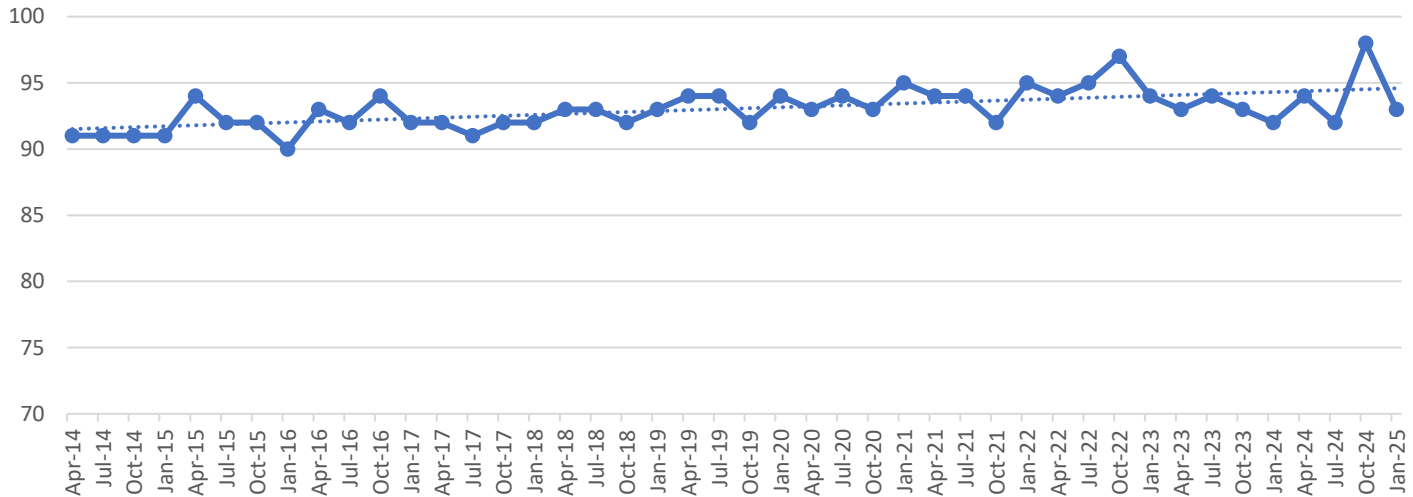
Individual Question Results with Trendlines



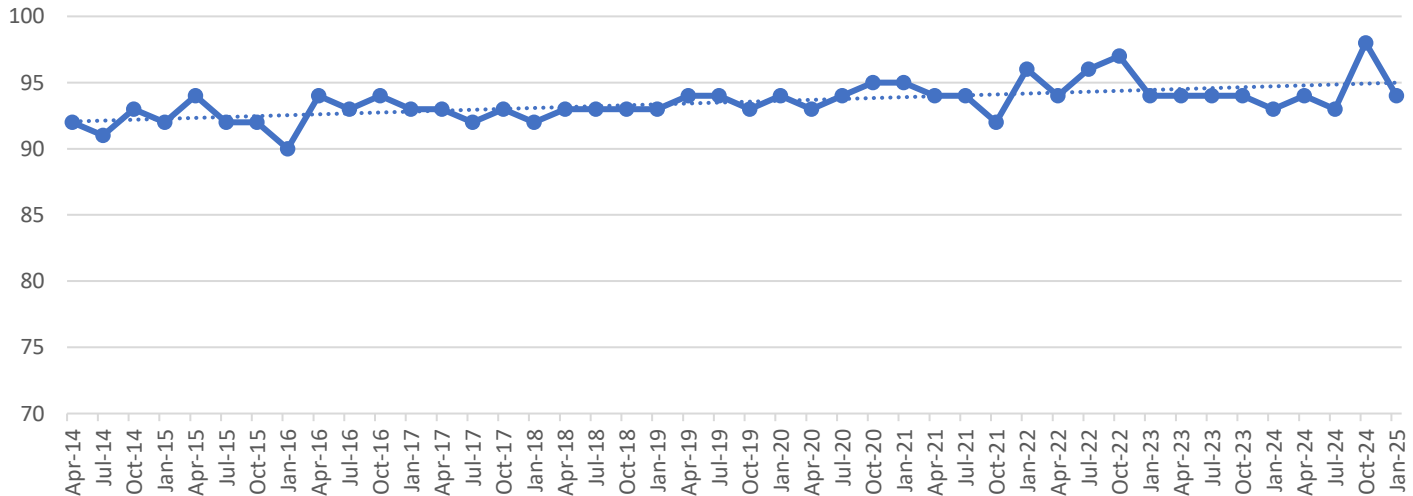
#4 - Education and explanation of plan provided in a way that I can understand



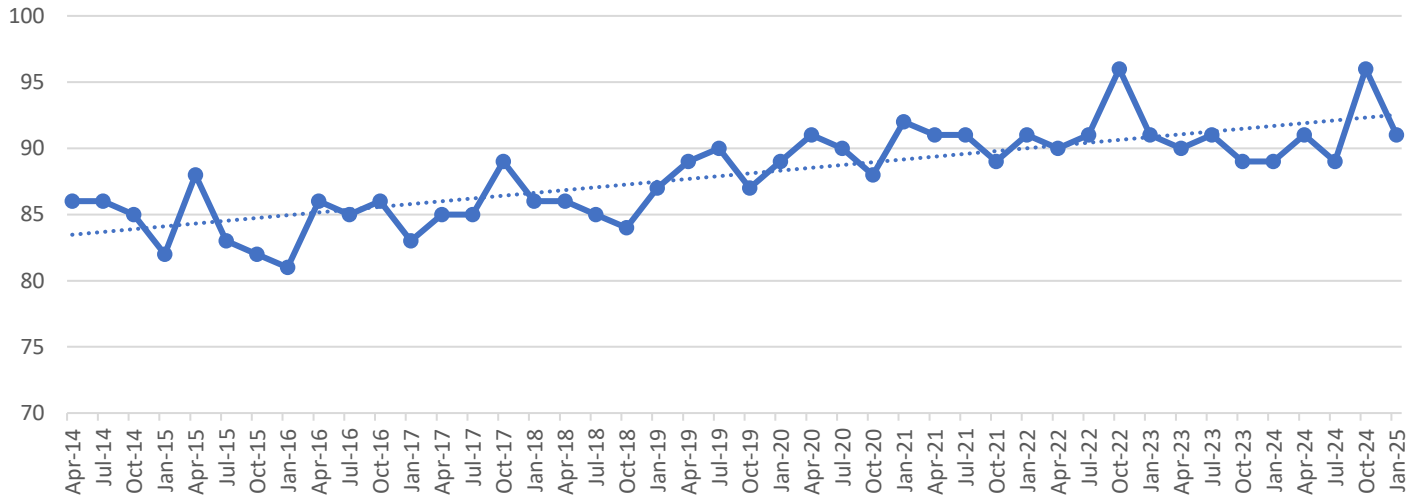
#5 - The follow-up and coordination of my care



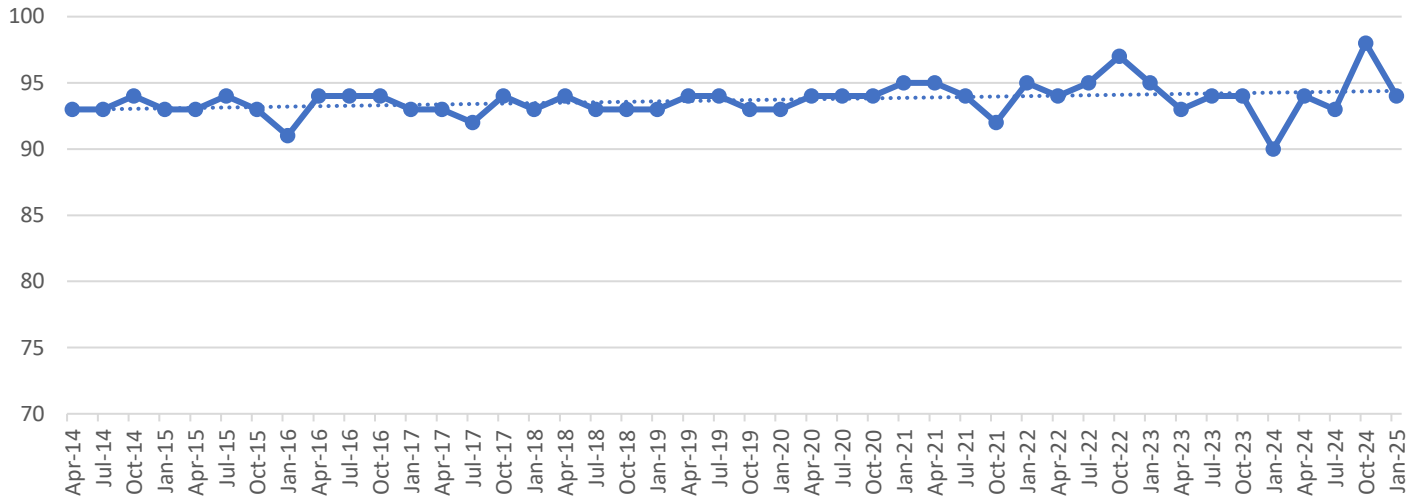
#6 - The staff addressing my medical needs today



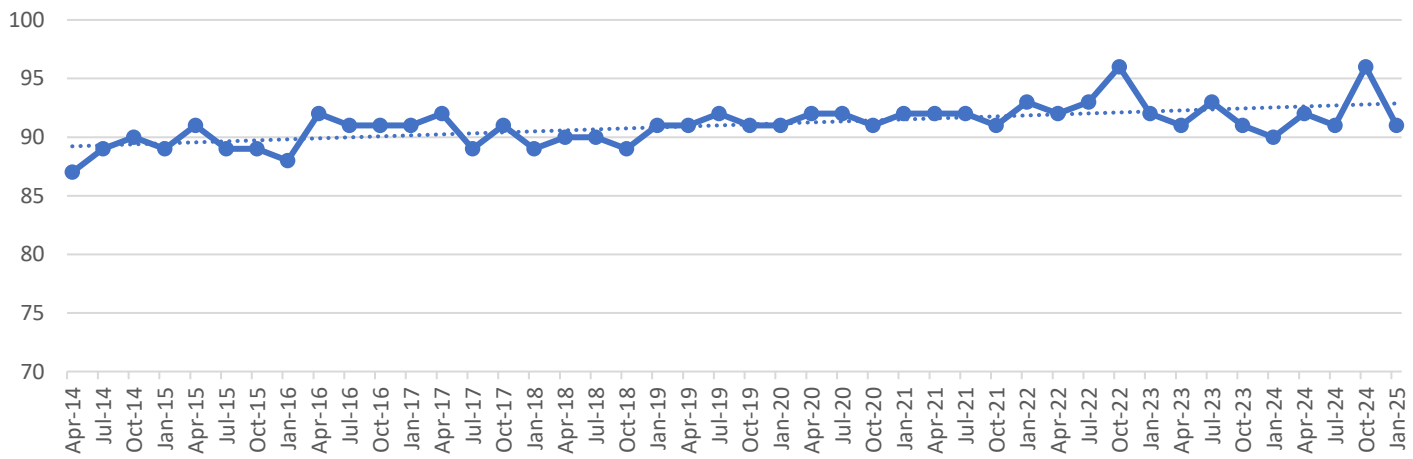
#7 - The time spent waiting



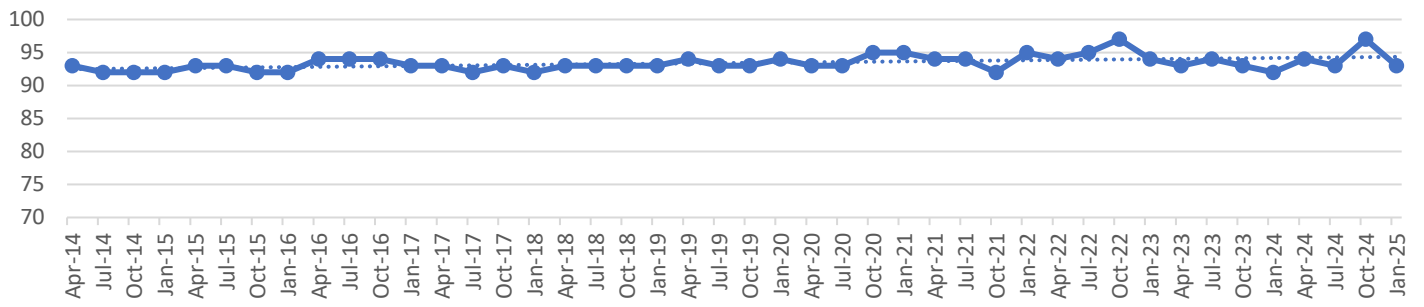
#8 - The respectfulness of staff



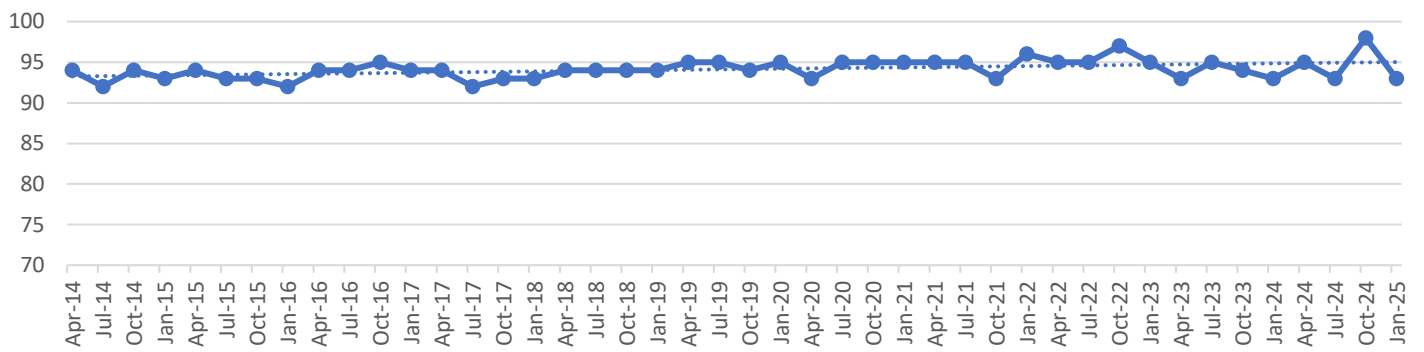
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



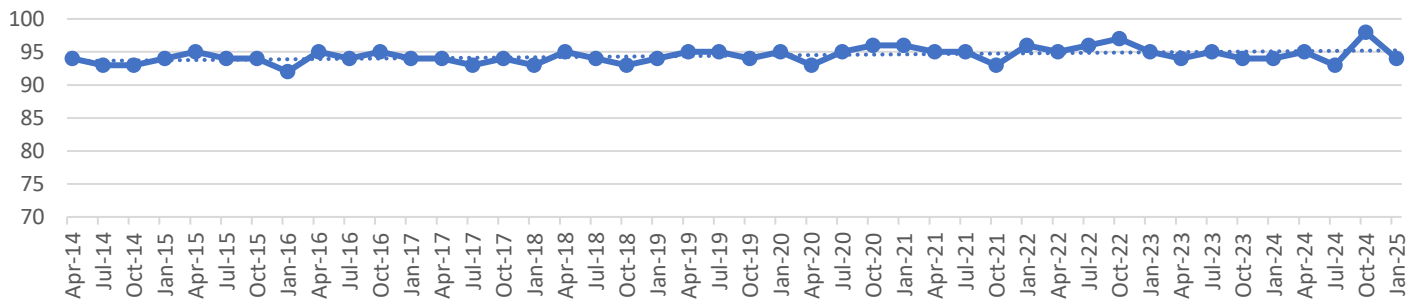
#10 - The handling of my personal medical information in a private and confidential manner



#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?

