

**Patient Satisfaction Survey
450 Dundee Ave., Elgin - Lower Level (Pediatrics)
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 97%. The mean for all questions was 96% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

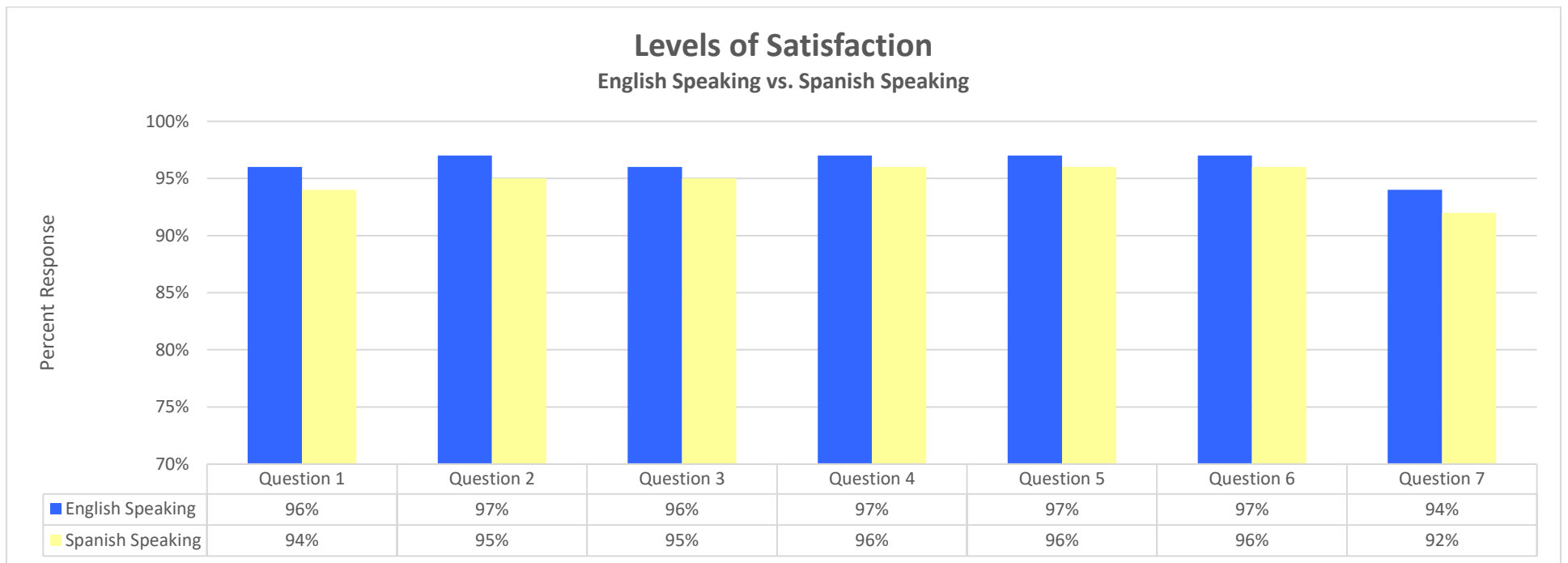
450 Dundee Ave., Elgin - Lower Level – Survey Questions	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024
1. The phone operator staff and call center	95%	92%	94%	94%
2. The reception staff	96%	94%	95%	95%
3. Receiving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

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%

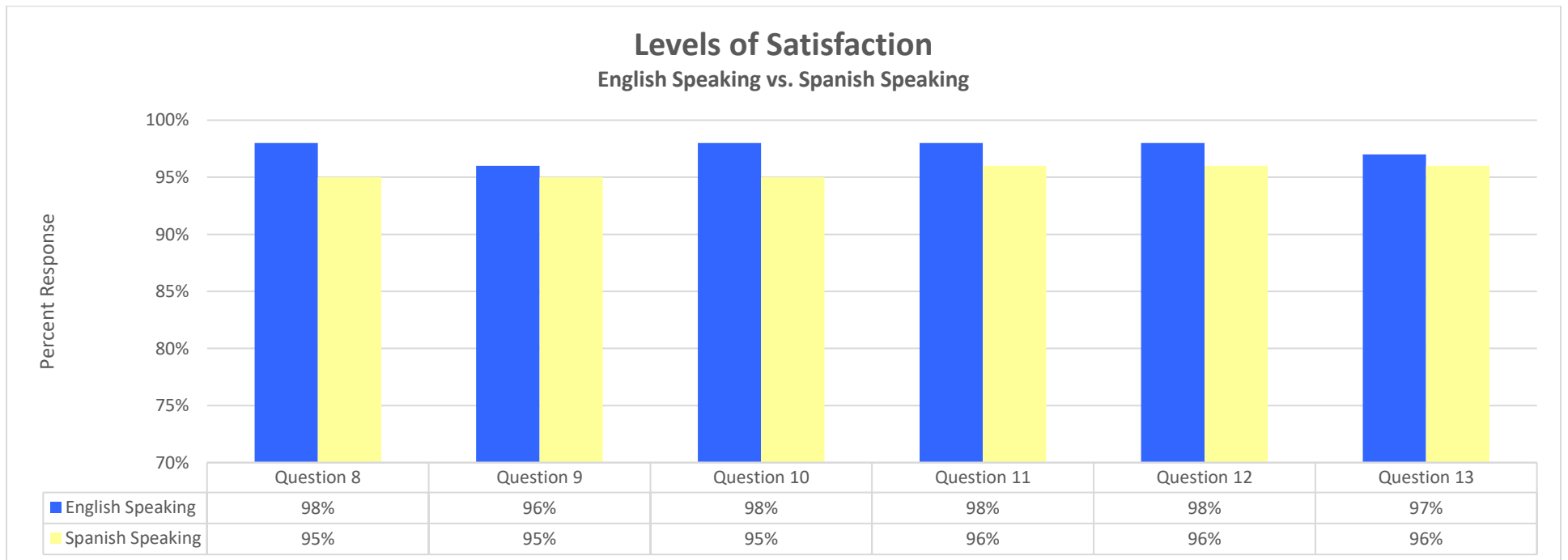
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	128 84%	160 76%	20 13%	46 22%	3 2%	3 1%	1 1%	1 1%	0	1 1%
2. The reception staff	132 87%	172 82%	19 13%	32 15%	1 1%	2 1%	0	2 1%	0	2 1%
3. Receiving a timely appointment	125 82%	165 79%	20 13%	39 19%	7 5%	2 1%	0	1 1%	0	2 1%
4. Education and explanation of plan provided in a way that I can understand	133 88%	171 81%	18 12%	37 18%	1 1%	0	0	1 1%	0	2 1%
5. The follow-up and coordination of my care	134 88%	173 82%	18 12%	35 17%	1 1%	0	0	1 1%	0	2 1%
6. The staff addressing my medical needs today	132 87%	178 84%	18 12%	30 14%	2 1%	0	0	1 1%	0	2 1%
7. The time spent waiting	123 80%	154 73%	17 11%	41 19%	12 8%	11 5%	1 1%	3 1%	0	2 1%



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	137 90%	172 82%	13 9%	33 16%	3 2%	2 1%	0	1 1%	0	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	123 84%	156 78%	16 11%	38 19%	7 5%	2 1%	0	1 1%	0	2 1%
10. The handling of personal medical info in a private and confidential manner	135 88%	168 80%	17 11%	38 18%	1 1%	1 1%	0	1 1%	0	2 1%
11. Your medical assistant	137 90%	176 83%	15 10%	32 15%	1 1%	1 1%	0	1 1%	0	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	137 91%	178 84%	13 9%	29 14%	1 1%	1 1%	0	1 1%	0	2 1%
13. Overall, how satisfied are you with the Health Center?	134 88%	179 85%	18 12%	26 12%	1 1%	2 1%	0	1 1%	0	2 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: 27

N/A: 16

YES: 0

Comments:

1. "None."
2. "Everyone was wonderful."

Spanish

NO: 32

N/A: 3

YES: 0

Comments:

1. "Great." "Buena."
2. "The doctor! The nurse! Davies, Vero are the best." "La doctora! La enfermera! Davies Vero son lo mejor." (Davies)
3. "Nothing." "Nada." (Piekarz)
4. "Very good." "Muy buena."
5. "Very satisfied." "Muy satisfecha."
6. "Excelente." "Excelente." (2)
7. "None." "Ninguno."
8. "Everything has been excellent." "Todo ha sido excelente."

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

English

1. "N/A." (2)
2. "😊."
3. "No comments." (Piekarz)
4. "Availability." (Davies)
5. "Time."
6. "Everything."
7. "None." (Dodis)
8. "The staff."
9. "The drs." (Piekarz)
10. "Timing." (Piekarz)
11. "Communication." (Piekarz)
12. "Good communication." (Piekarz)
13. "The timely appointments." (Triner)
14. "Timely care; referrals." (Triner)
15. "Care & compassion." (Tiner)
16. "The communication & the options of doctors." (Piekarz)
17. "Efficient care + privacy is very valuable when applied every time we come here. I appreciate the care." (Triner)
18. "Their reminder calls for appointments."
19. "Dr. Weaver is on time and efficient." (Weaver)
20. "Dr. Weaver is prompt & efficient." (Weaver)
21. "His psychiatrist is very helpful and understanding."
22. "Ped. Clair care for my children."
23. "Super fast."

Spanish

1. "No." "No."
2. "N/A." (2)
3. "Everything is great." "Todo bien."
4. "Nothing." "Nada." (2)
5. "Everything!" "Todo!"
6. "Very good." "Muy bien."
7. "The attention." "La Atencio."
8. "Everything in general." "Todo en general."
9. "Medica attention." "Atencion medica."
10. "My son's health." "Salud de mi hijo." (Piekarz)
11. "The service is excellent from the entire personnel." "El exelente servicio de todo el personal." (Davies)
12. "Attention and service." "Atención y servicio."
13. "Knowing that my health is great." "Saber que este bien la salud."
14. "The assistance, privacy, confidentiality, and understanding of my necessities." "La Asistencia pribacidad confidencial entendimiento a mis necesidades."
15. "The great care." "Los buenos cuidados."
16. "They care for very well and it is very close to home." "Atienden muy bien y me queda muy cerca de mi domicilio."
17. "With everything, vaccines, colds and fever." "Con todo vacuna, gripes, fiebre."

24. "Time they are good." (Davies)
25. "The time waiting."
26. "Sick time appts good availability."
27. "They help me as much as they can when it is needed."
28. "Great staff, doctors, etc."
29. "The staff and physician."
30. "The staff is very helpful." (Dodis)
31. "Always nice." (Triner)
32. "Always a professional experience."
33. "Convenient positive care."
34. "Fast appointments." (Miller)
35. "Getting reminders."
36. "When there are available appointments the time most convenient for me."
37. "Staff & appt system, office flow." (Miller)

18. "The attention for my children." "Para la atencion de mis ninos." (Davies)
19. "Everything that I need." "Todo lo que necesito." (Davies)
20. "For my children's checkup." "Para chequeo de mis hijos."
21. "Help with health." "Ayuda en la salud."
22. "The quickness to receive appointments." "La rapidez oh recibir citas."
23. "The efficient attention from the entire personnel." "La atencion eficaz de todo el personal."
24. "Health care for my son." "Cuidado de salud de mi hijo." (Piekarz)
25. "Their treatment." "Su trato."
26. "Improve in the appointment times as we need to wait for too long." "Mejorar en sus horas de las citas pues nos hacen esperar demasiado." (Piekarz)
27. "Attention to the time." "Atencion a tiempo." (2)
28. "Their attention." "Su atencion." (3)
29. "That they tend to us quickly as in they provide timely appointments." "Que nos atienden rapido, o sea nos dan citas a tiempo."
30. "That they receive excellent care and explanation regarding my baby's care from pediatrician." "Que recibo un exelente cuidado y explicacion hacerca del cuidado de mi bebe, por parte de su pediaatra."
31. "Close to my home." "Sercano a mi domicilio." (2)
32. "They speak Spanish. Appointment reminder calls." "Hablan Espanol llamads de recordatorio."
33. "The attention towards health and follow up for my children." "La atencion de salud y seguimiento de mis hijos."
34. "The appointment availability and the language." "Las disponibilidad de citas y el lenguaje."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (8)
2. "None." (2)
3. "!"
4. "Nothing." (5)
5. "No improvement." (Piekarz)
6. "It's great."
7. "Maybe an online/app to send messages with the doctor." (Piekarz)
8. "Everything good!"
9. "Sometimes the wait time is too long."

Spanish

1. "N/A." (2)
2. "Everything is great." "Todo esta bien." (2)
3. "Everything is great." "Todo bien." (4)
4. "For me, everything is perfect." "Para mi todo esta bien." (Davies)
5. "Nothing." "Ninguno."
6. "Everything seems fine." "Todo me parese bien."
7. "Everything is perfect." "Todo perfecto." (2)
8. "Everything is excellent." "Todo exelente."

10. "Continue like now. Thank you." (Davies)
11. "Nothing you guys are awesome."
12. "Nothing all good."
13. "Appointment window." (Dodis)
14. "Everything is great."
15. "No need to 😊."
16. "Nothing everything was awesome."
17. "Just keep being the same center I love."
18. "Continuing with great friendly and professional customer service. Thank you!"

9. "For me it is excellent." "Para mi esta exelente."
10. "More hours in the appointments." "Mas horas en la cita." (Piekarz)
11. "Personally, everything appears great to me." "A mi me parece bien todo personal."
12. "For me it is perfect." "Para mi es perfecto."
13. "It is excellent." "Es exelente." (Davies)
14. "It is perfect, thank you." "Es perfecto gracias." (Davies)
15. "Perfect service, it does not need to improve." "Servicio perfecto, no necesita mejorar."
16. "Everything is done very well." "Lo hacen muy bien."
17. "Every time that I come here we are tended to well." "Siempre que bengo nos atienden muy bien."
18. "Flexibility in arriving at the exact time without the 15 exact minutes." "Flexibilidad en llegar a la hora exacta sin sus 15 minutos exactos." (2)

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

English

- YES: 103
- NO: 0

Spanish

- YES: 125
- NO: 1

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

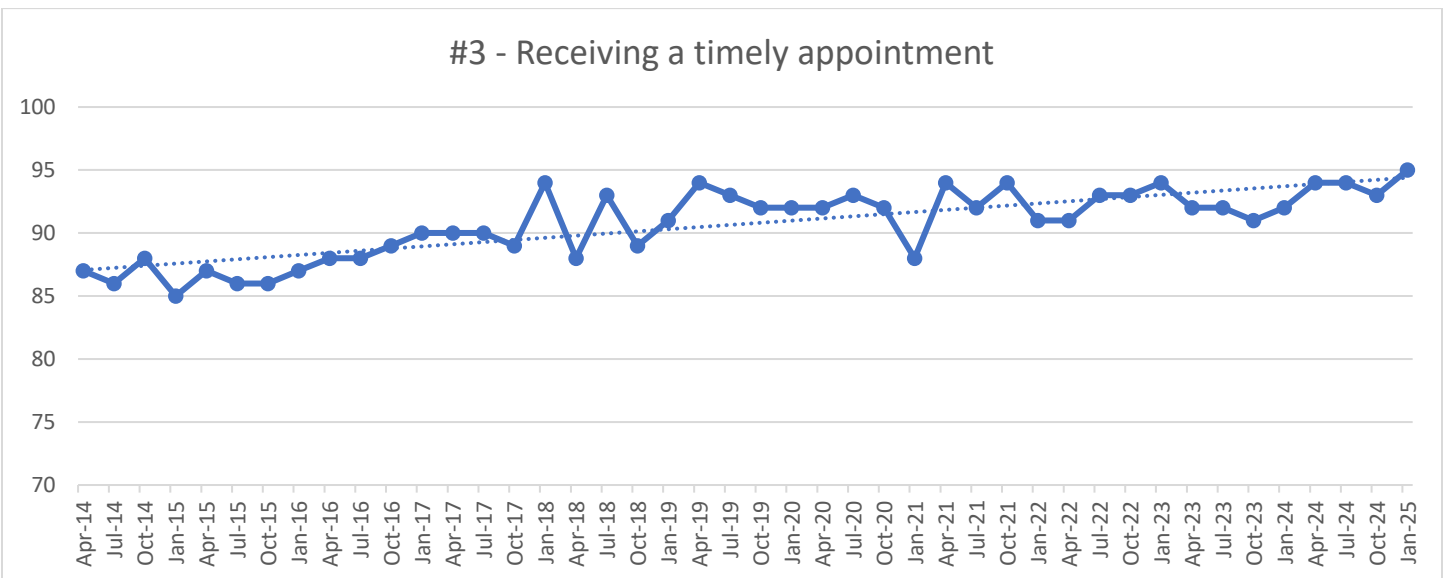
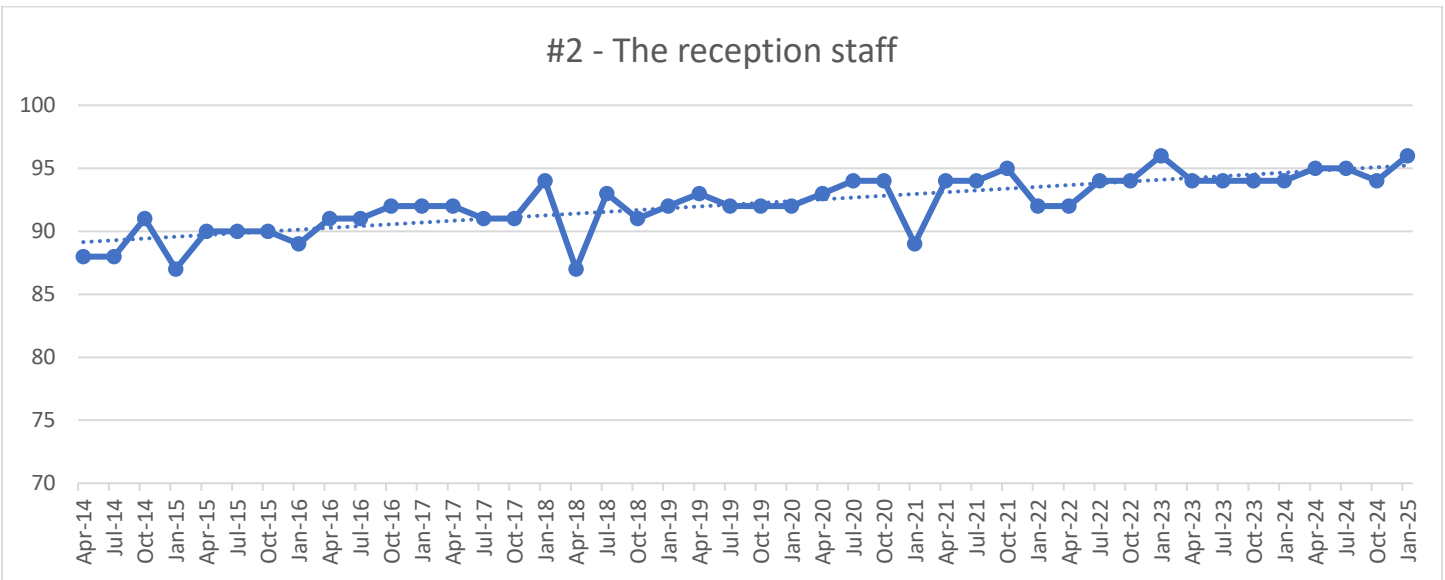
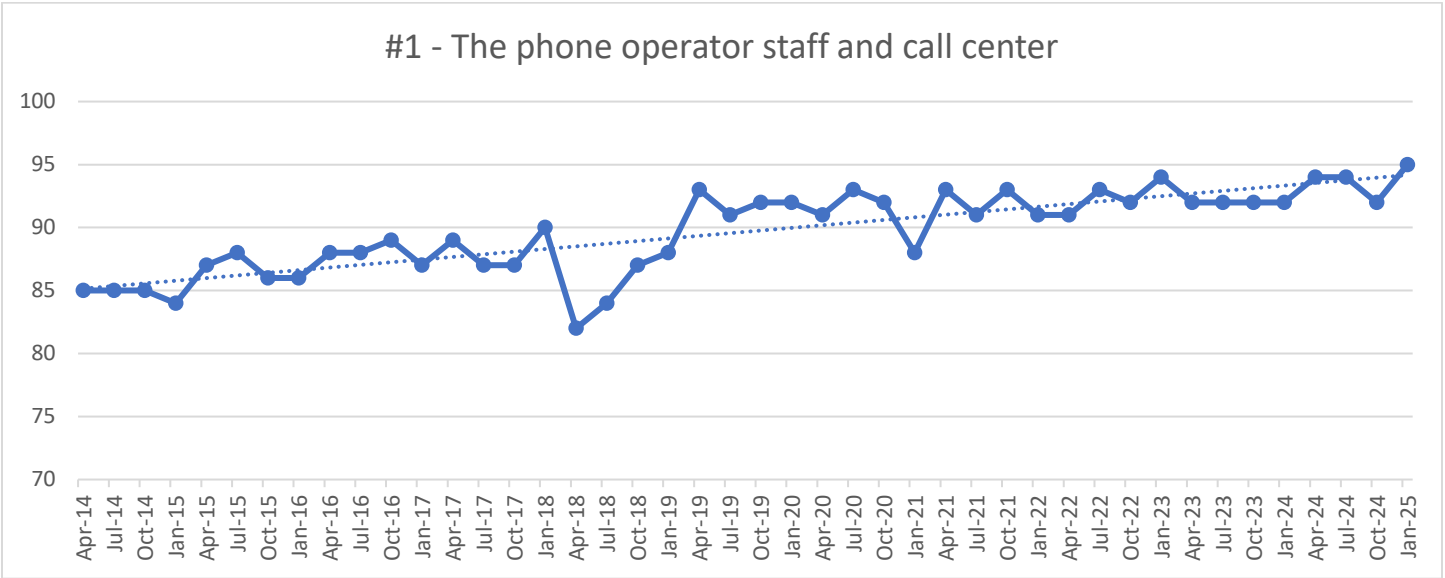
English

- Davies: 9
- Dodis: 4
- Miller: 13
- Newbrander: 2
- Piekarz: 20
- Triner: 14
- Weaver: 3

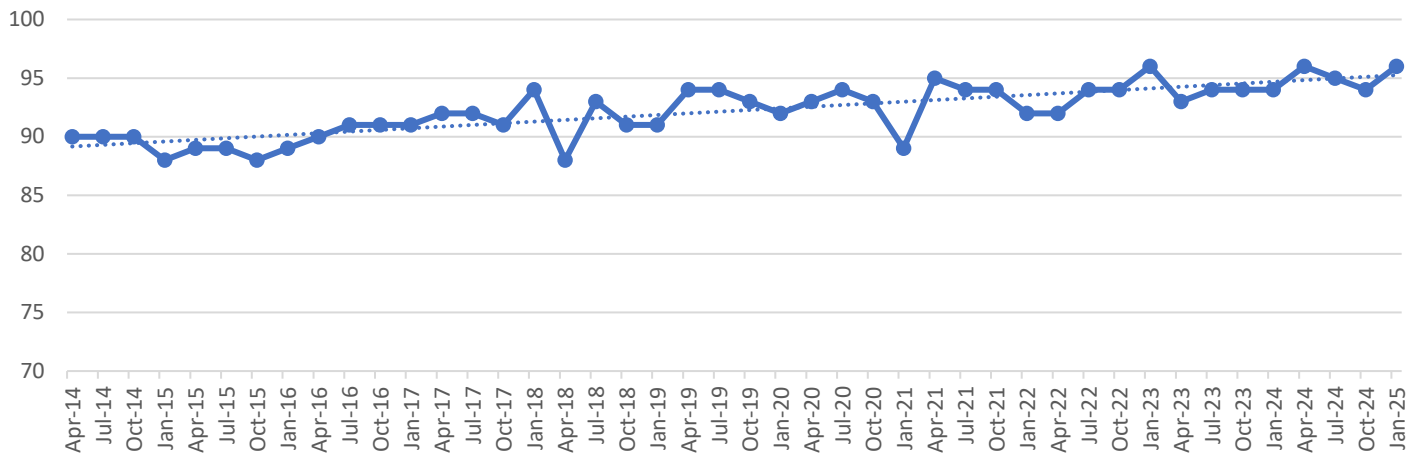
Spanish

- Davies: 10
- Dodis: 3
- Miller: 6
- Newbrander: 6
- Piekarz: 13
- Triner: 13
- Weaver: 1

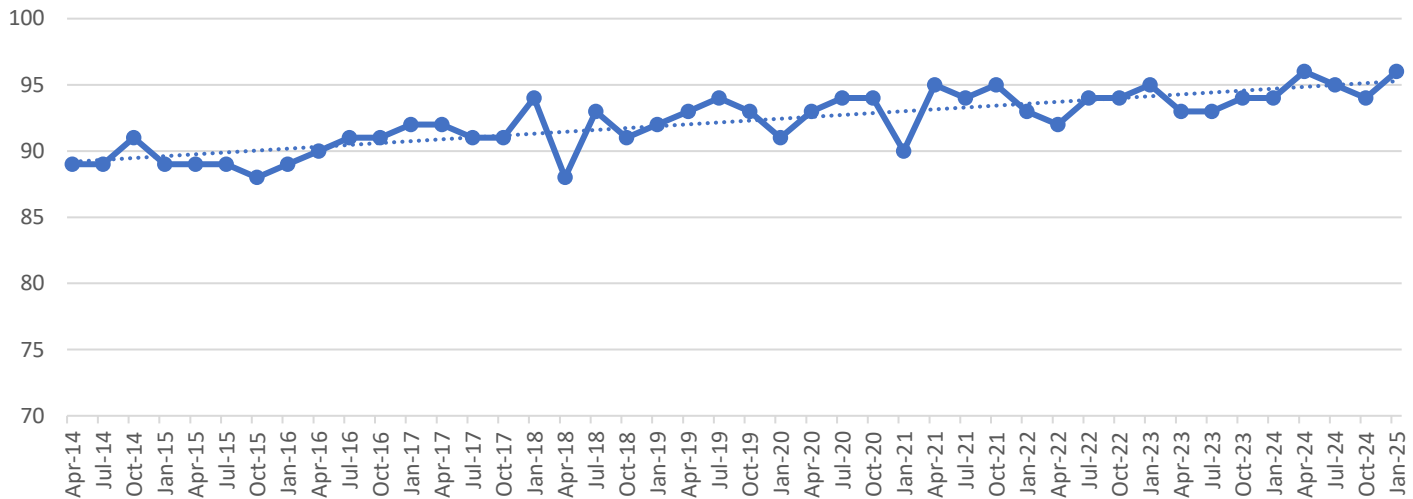
Individual Question Results with Trendlines



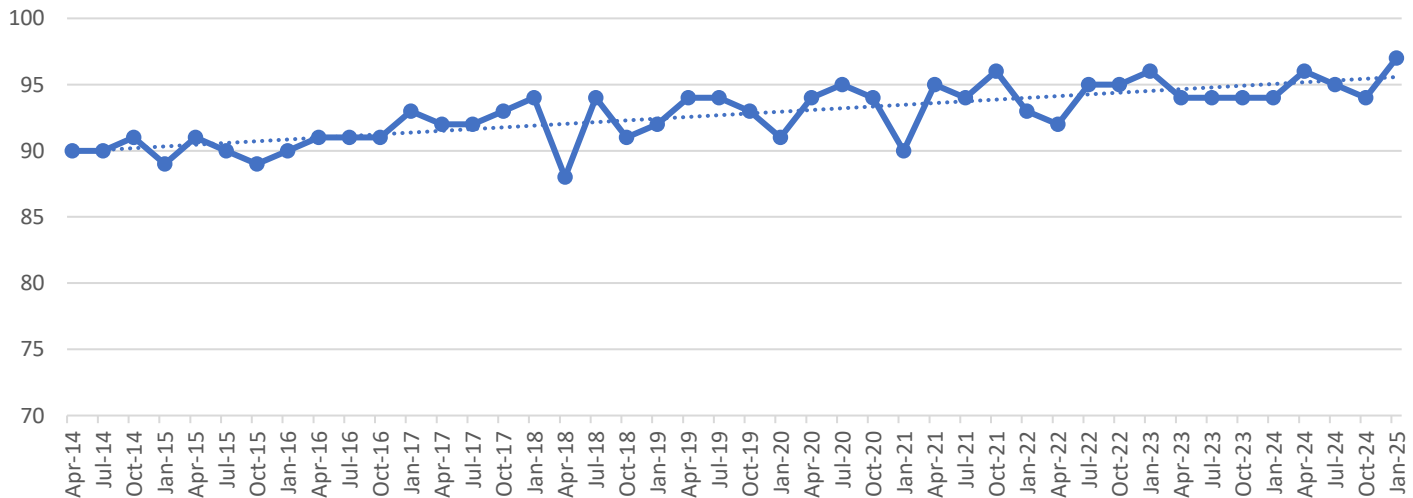
#4 - Education and explanation of plan provided in a way that I can understand



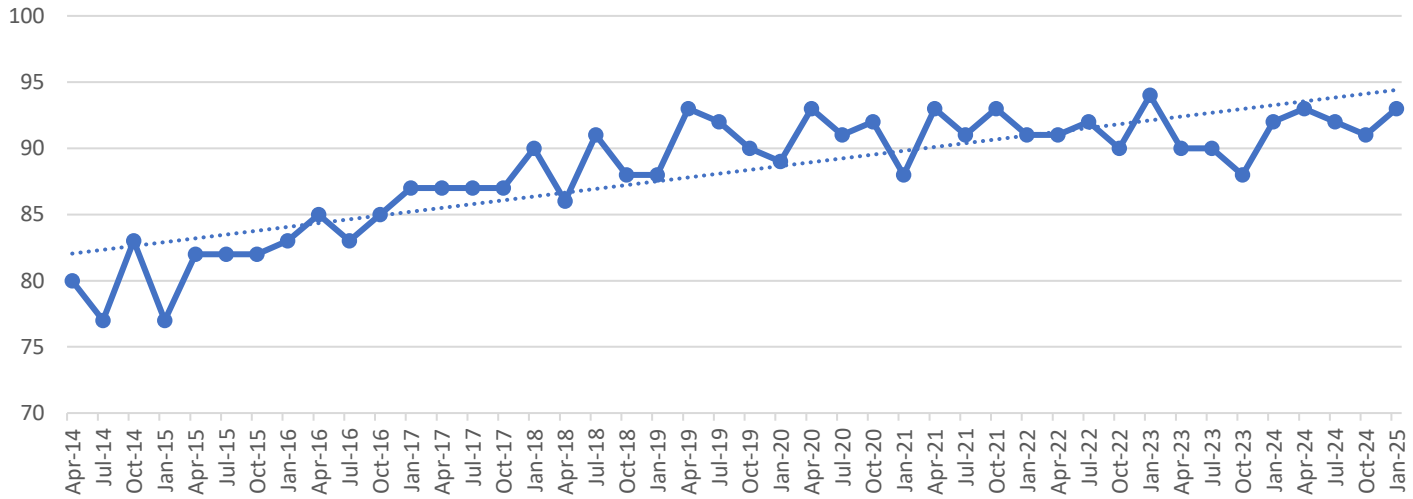
#5 - The follow-up and coordination of my care



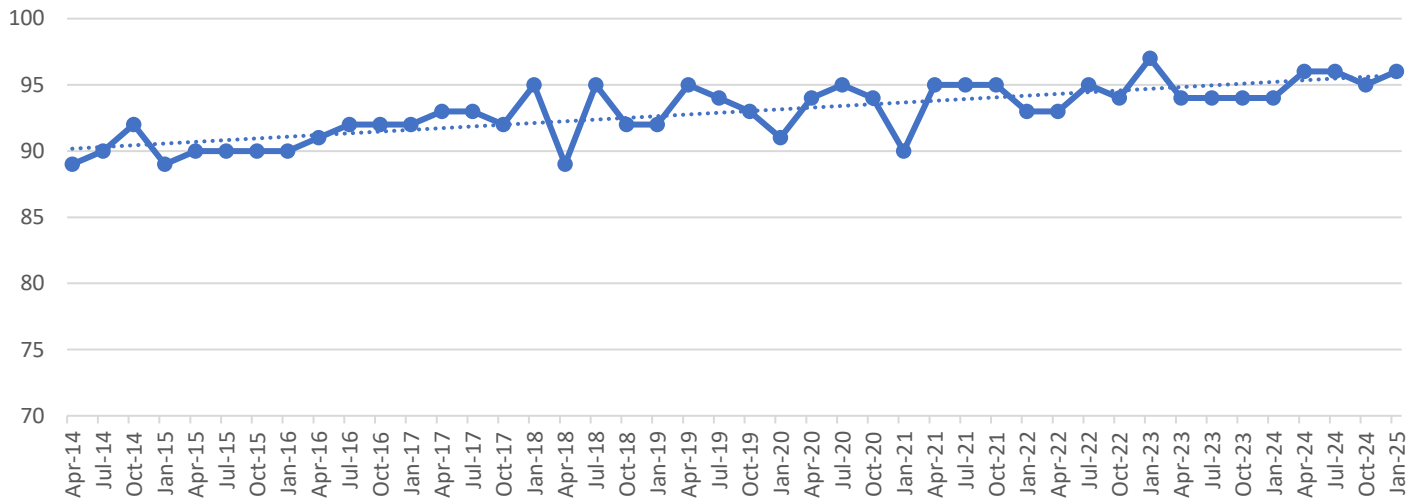
#6 - The staff addressing my medical needs today



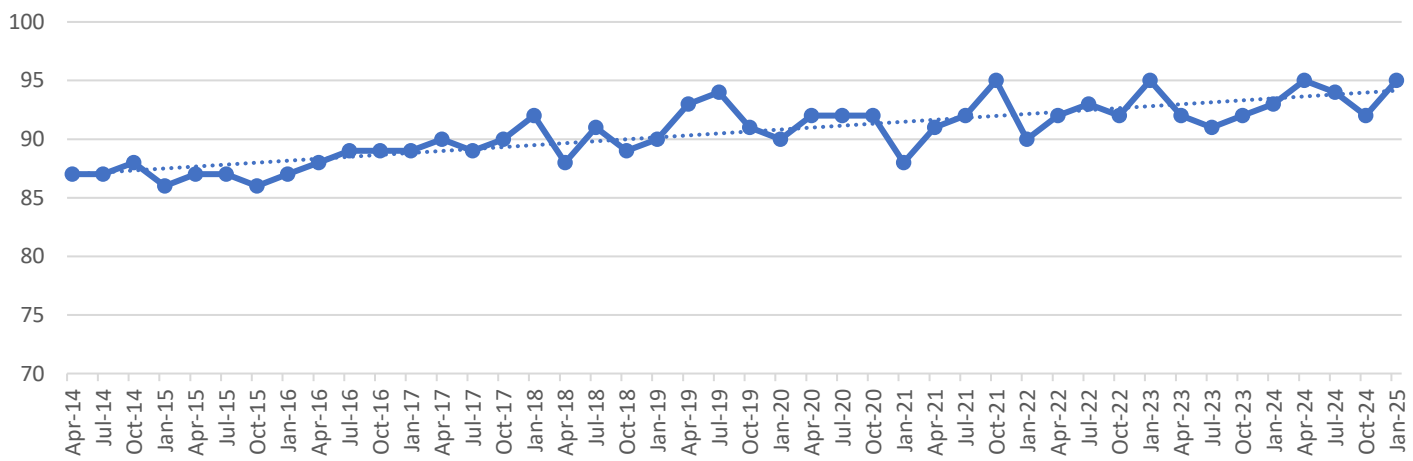
#7 - The time spent waiting



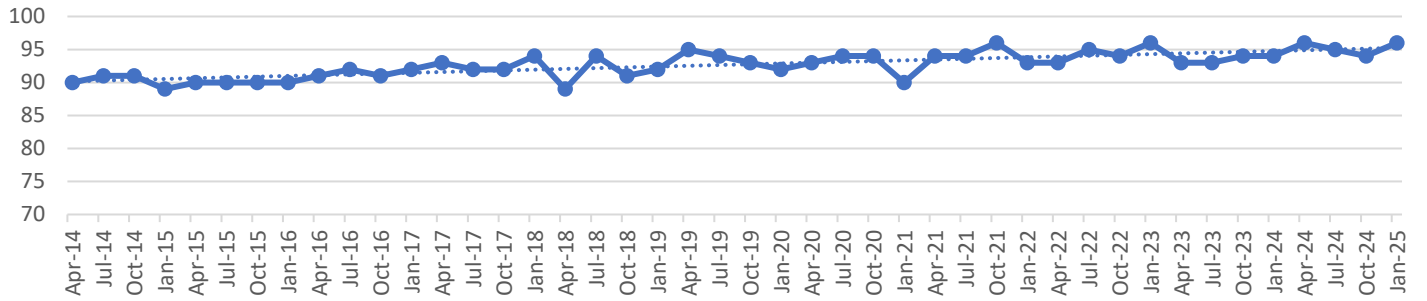
#8 - The respectfulness of staff



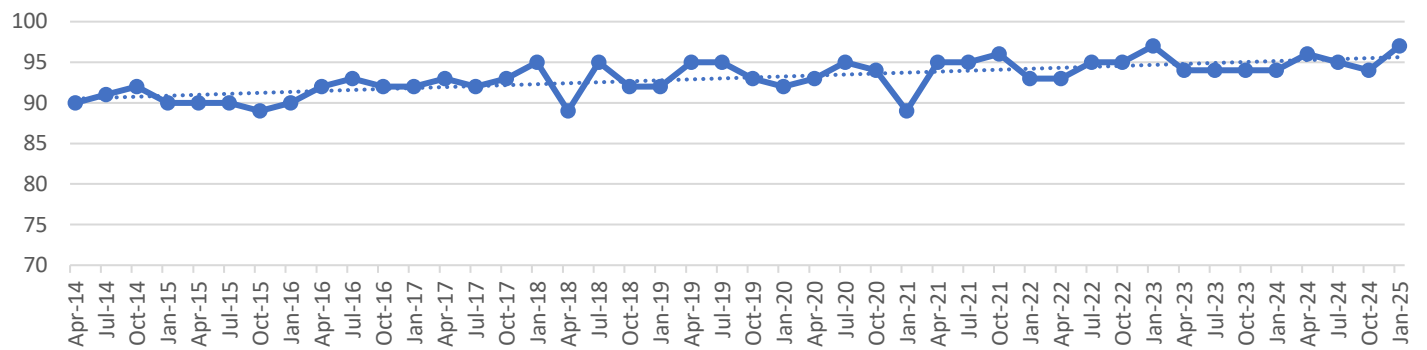
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



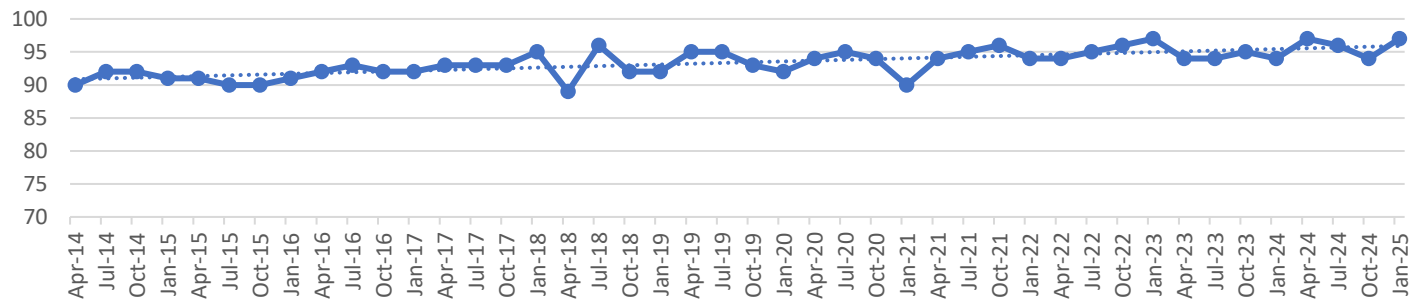
#10 - The handling of my personal medical information in a private and confidential manner



#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?

