



**Patient Satisfaction Survey**  
**2550 N. Annie Glidden Rd., DeKalb**  
**April 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 87% to 96%. The mean for all questions was 94% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

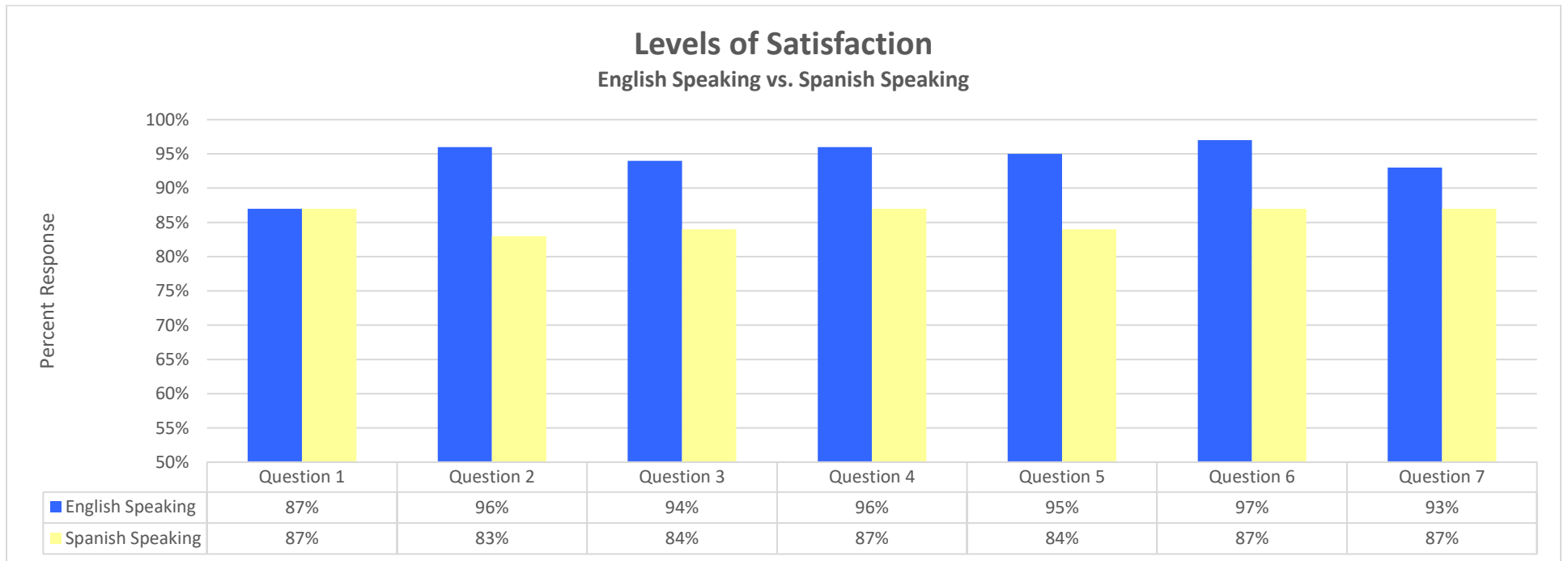
<b>2550 N. Annie Glidden Rd., DeKalb – Survey Questions</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>
1. The phone operator staff and call center	87%	93%	89%	89%
2. The reception staff	94%	94%	99%	93%
3. Receiving a timely appointment	93%	93%	94%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	100%	90%
5. The follow up and coordination of my care	93%	92%	100%	90%
6. The staff addressing my medical needs today	95%	95%	99%	92%
7. The time spent waiting	92%	90%	95%	91%
8. The respectfulness of staff	96%	95%	100%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	96%	97%	90%
10. The handling of my personal medical information in a private and confidential	96%	96%	100%	94%
11. Your medical assistant	94%	95%	99%	93%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	96%	97%	93%
13. Overall, how satisfied are you with the Health Center?	95%	96%	99%	94%

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

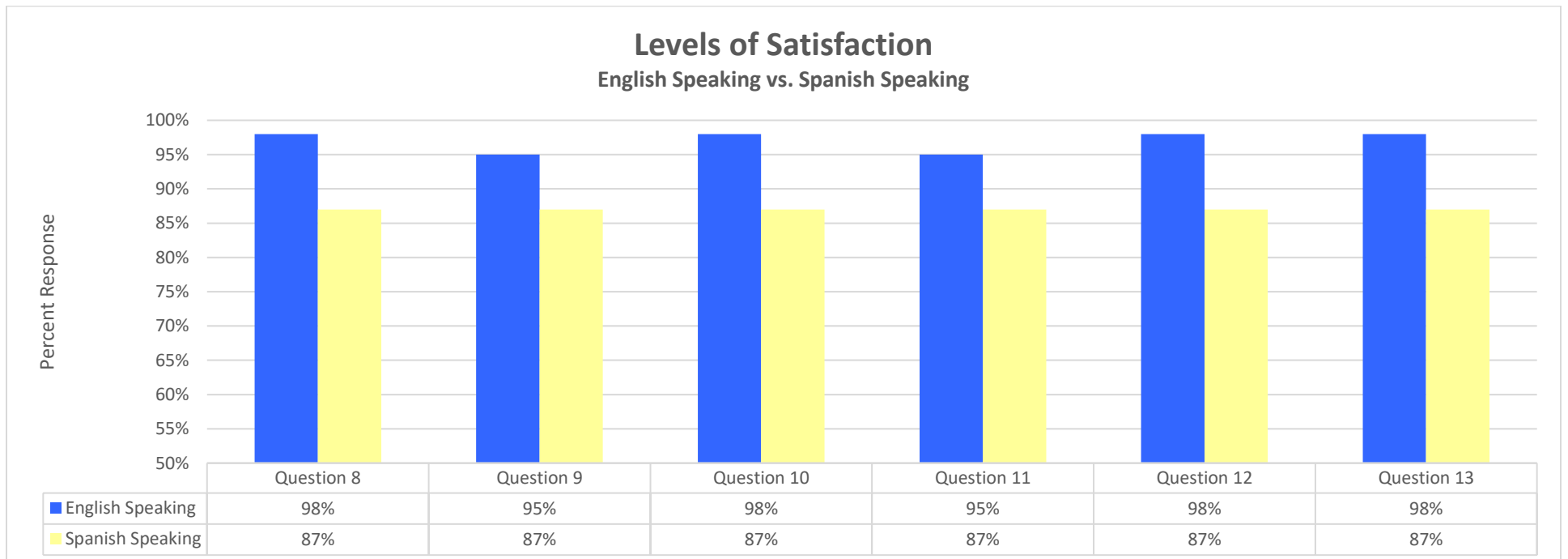
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	14 56%	5 83%	7 28%	0	3 12%	0	1 4%	0	0	1 17%
2. The reception staff	20 80%	4 67%	5 20%	1 17	0	0	0	0	0	1 17%
3. Receiving a timely appointment	19 76%	4 80%	5 20%	0	1 4%	0	0	0	0	1 20%
4. Education and explanation of plan provided in a way that I can understand	20 80%	5 83%	5 20%	0	0	0	0	0	0	1 17%
5. The follow-up and coordination of my care	19 76%	4 80%	6 24%	0	0	0	0	0	0	1 20%
6. The staff addressing my medical needs today	21 84%	5 83%	4 16%	0	0	0	0	0	0	1 17%
7. The time spent waiting	18 72%	5 83%	5 20%	0	2 8%	0	0	0	0	1 17%



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	22 88%	5 83%	3 12%	0	0	0	0	0	0	1 17%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	19 76%	5 83%	6 24%	0	0	0	0	0	0	1 17%
10. The handling of personal medical info in a private and confidential manner	22 88%	5 83%	3 12%	0	0	0	0	0	0	1 17%
11. Your medical assistant	19 76%	5 83%	6 24%	0	0	0	0	0	0	1 17%
12. Your health provider (MD/DO, NP, Midwife, or PA)	22 88%	5 83%	3 12%	0	0	0	0	0	0	1 17%
13. Overall, how satisfied are you with the Health Center?	21 88%	5 83%	3 13%	0	0	0	0	0	0	1 17%



### **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: 7

N/A: 4

YES: 0

**Comments:**

##### **Spanish**

NO: 0

N/A: 1

YES: 0

**Comments:**

1. "Good." "Buena."

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

##### **English**

1. "N/A." (2)
2. "Getting signed in." (Williams)
3. "How close I live to be able to see my doc."  
(Anderson)
4. "The entire service is easy to look through  
and the staff really cares." (Anderson)
5. "My nurse was very helpful in explanation of  
everything." (Gaszak)
6. "Quick referral." (Anderson)
7. "They were good to us."
8. "They tell you what you have." (Williams)

##### **Spanish**

1. "They are accessible." "Son accesibles."
2. "N/A." "N/A."

#### **Question 16: How can we improve Greater Family Health?**

##### **English**

1. "Good."
2. "For me to see same nurse in every time I  
come." (Gaszak)
3. "Nothing."
4. "N/A." (4)
5. "Everything great." (Anderson)

##### **Spanish**

1. "N/A." "N/A."

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

##### **English**

- YES: 19
- NO: 0

##### **Spanish**

- YES: 3
- NO: 0

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

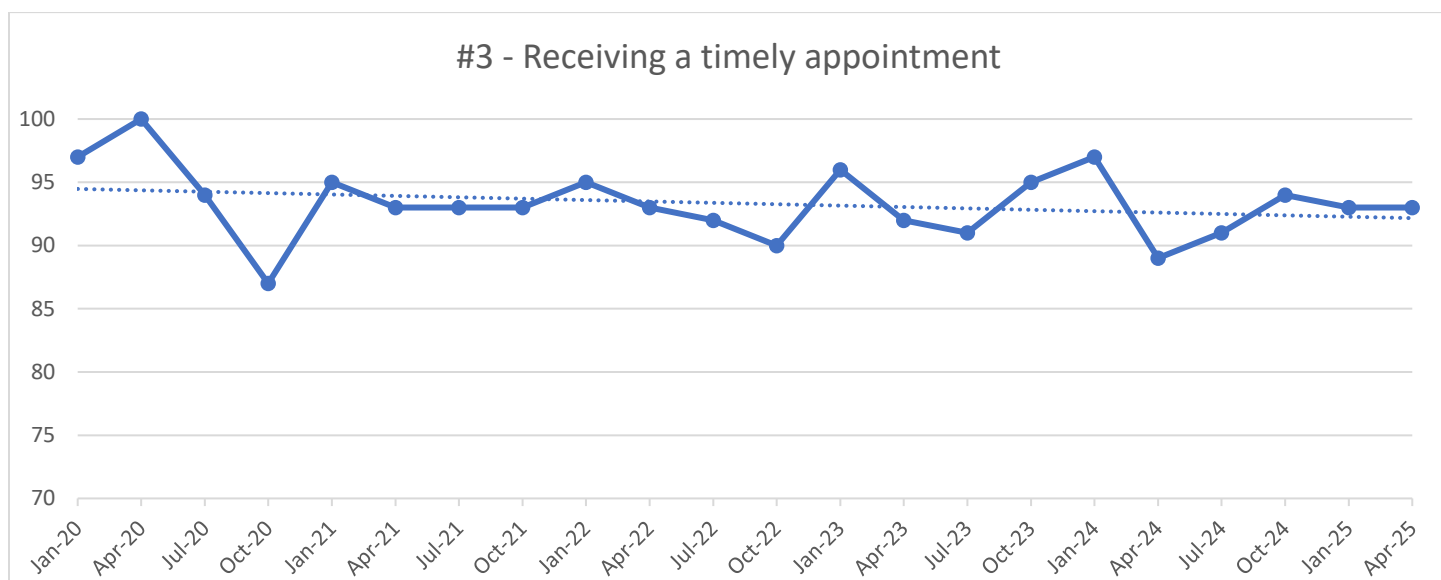
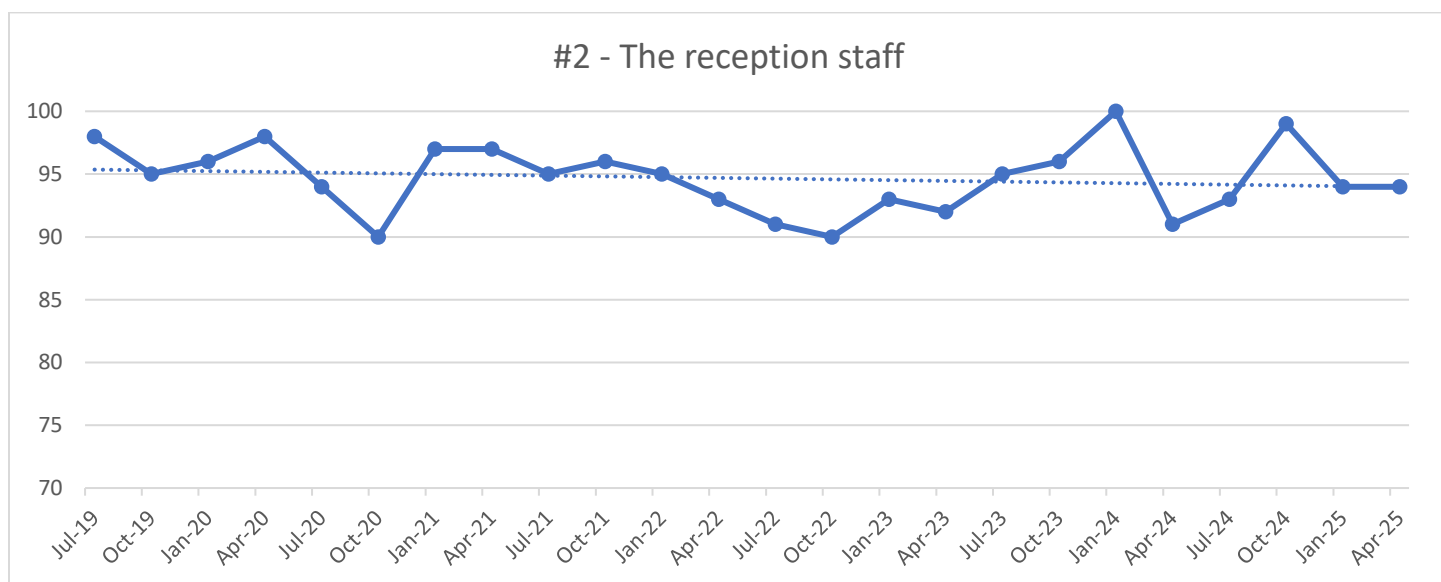
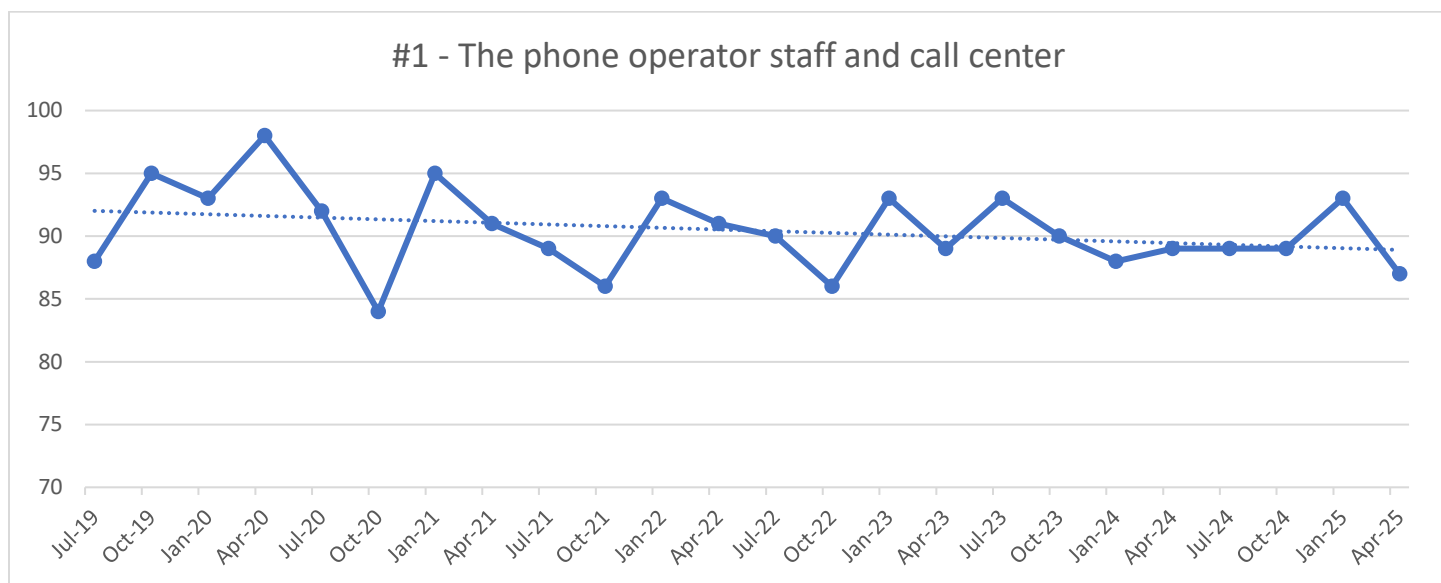
##### **English**

- Anderson: 6
- Gaszak: 2
- Williams: 6

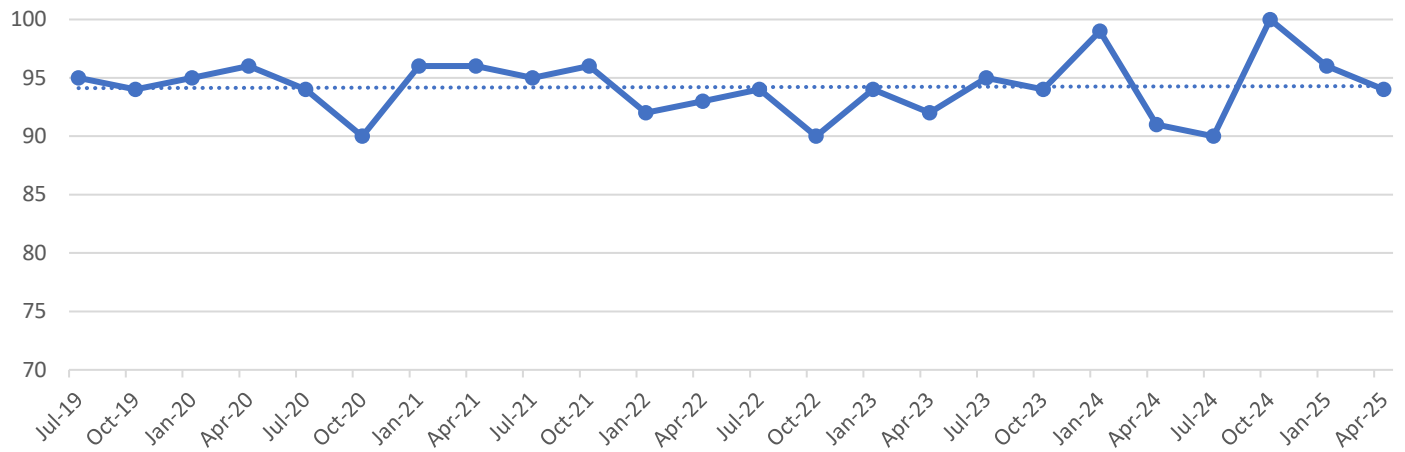
##### **Spanish**

- Gaszak: 3
- Williams: 1

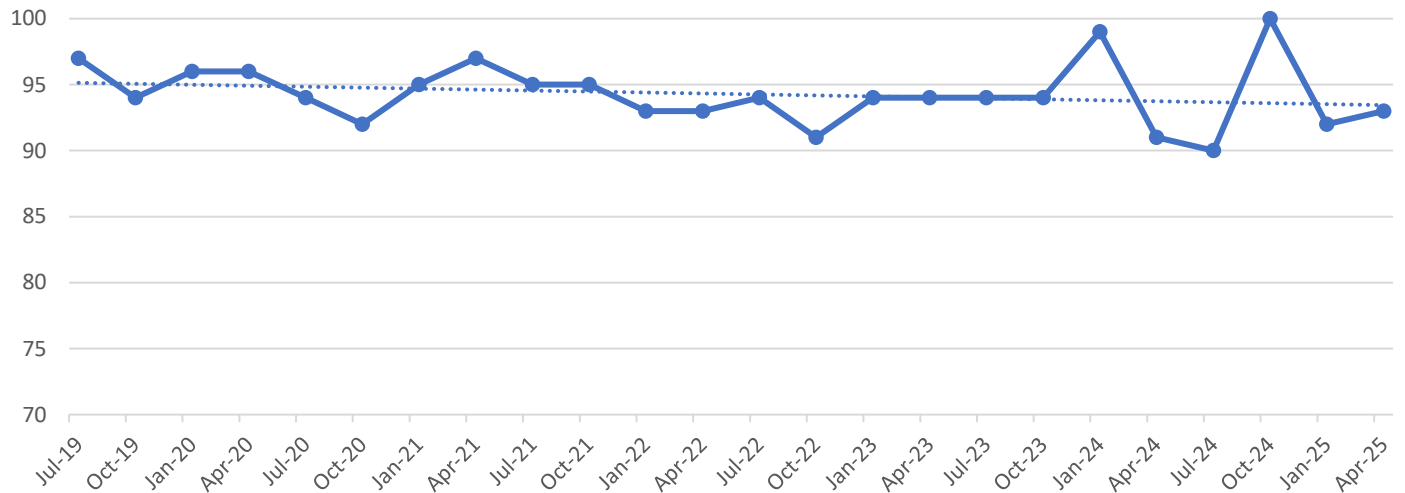
## Individual Question Results with Trendlines



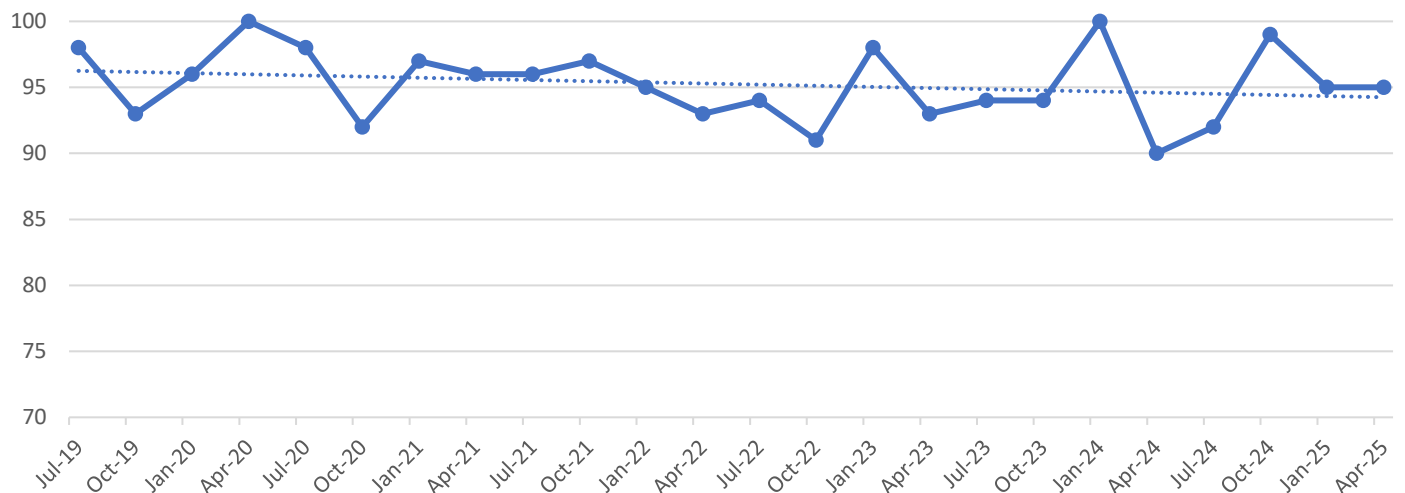
#4 - Education and explanation of plan provided in a way that I can understand



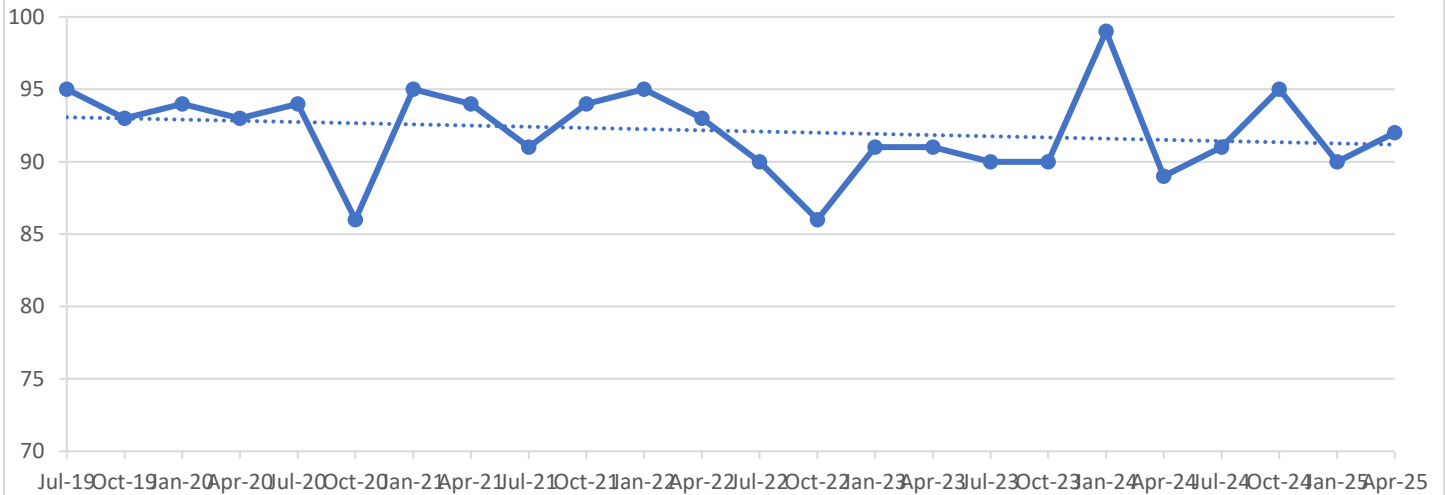
#5 - The follow-up and coordination of my care



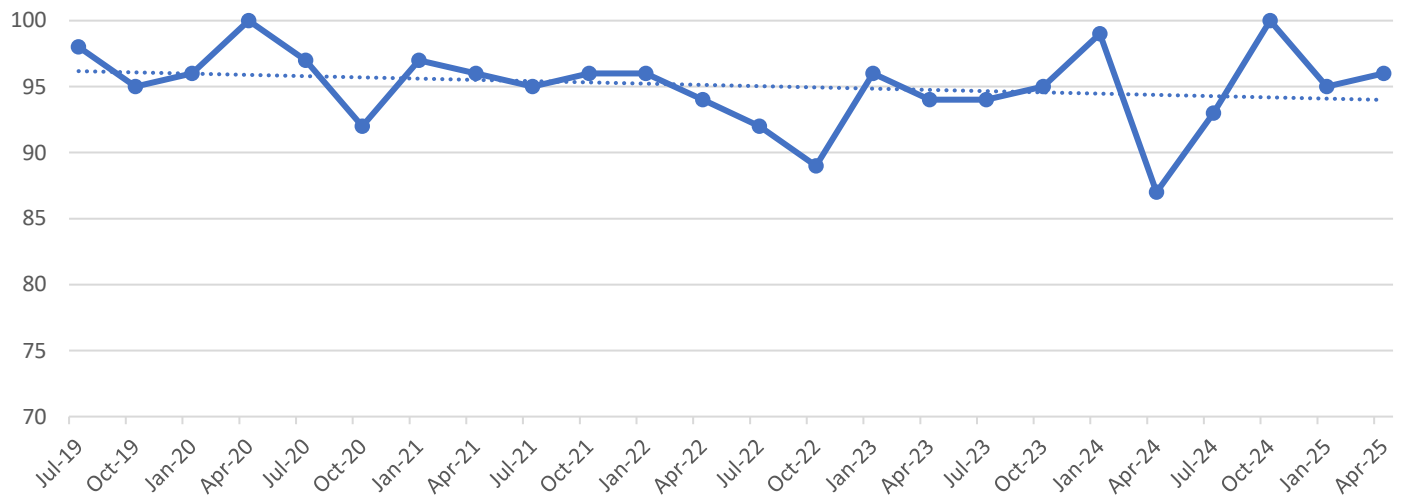
#6 - The staff addressing my medical needs today



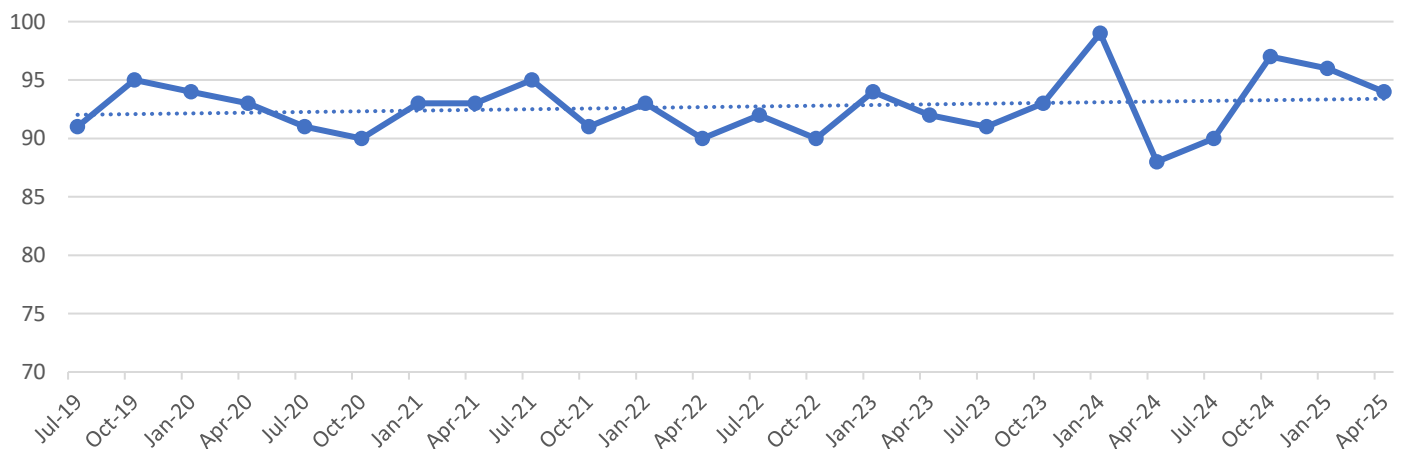
#7 - The time spent waiting



#8 - The respectfulness of staff

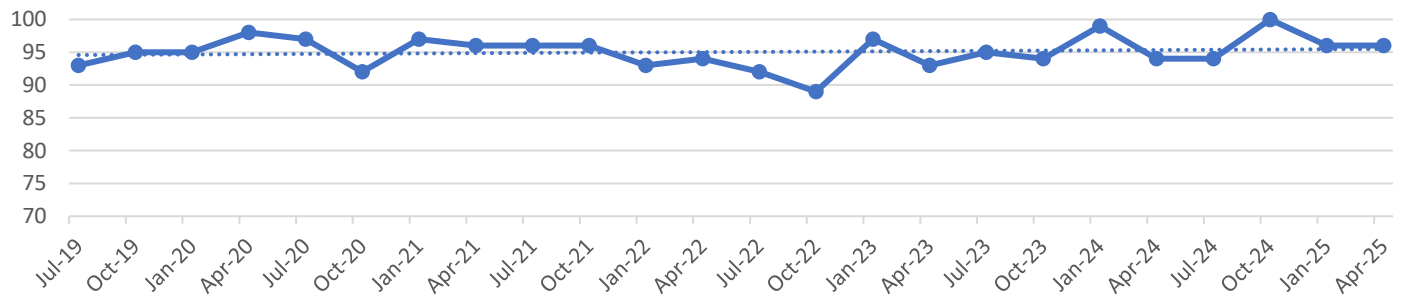


#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner

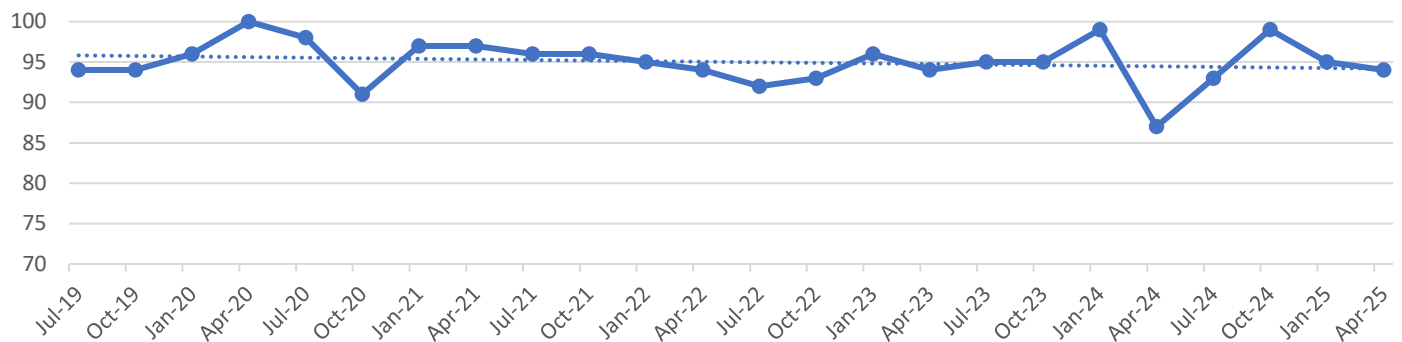




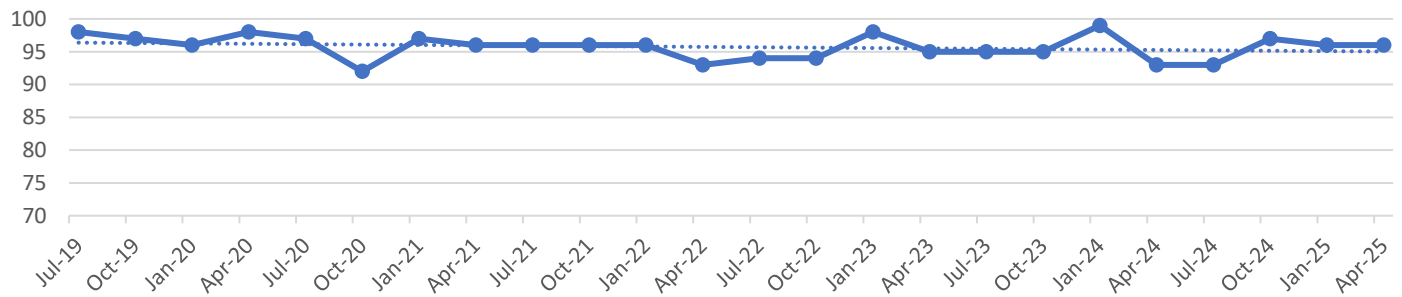
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

