



**Patient Satisfaction Survey**  
**10225 Grand Ave., Franklin Park**  
**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 94% 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.

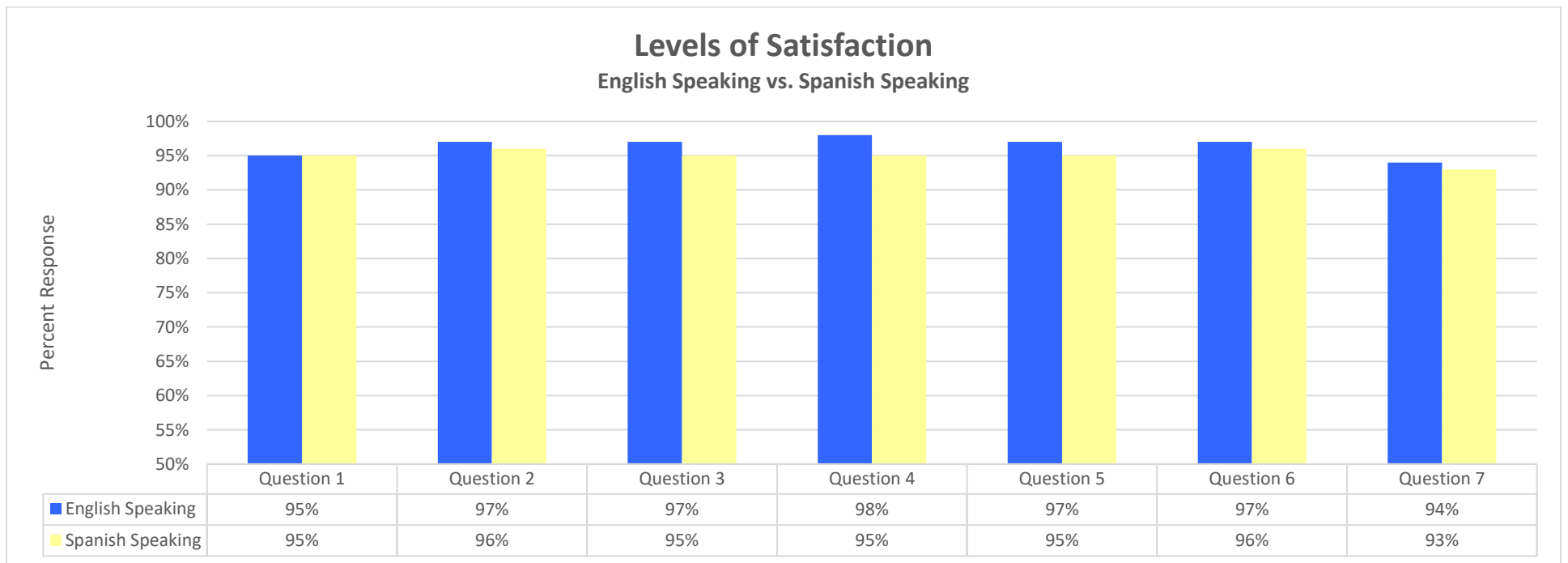
<b>10225 Grand Ave., Franklin Park – Survey Questions</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>
1. The phone operator staff and call center	95%	95%	98%	98%
2. The reception staff	97%	96%	99%	99%
3. Receiving a timely appointment	96%	96%	98%	99%
4. Education and explanation of plan provided in a way that I can understand	97%	96%	99%	99%
5. The follow up and coordination of my care	96%	95%	98%	99%
6. The staff addressing my medical needs today	96%	96%	98%	99%
7. The time spent waiting	94%	94%	97%	99%
8. The respectfulness of staff	97%	96%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	95%	95%	97%	99%
10. The handling of my personal medical information in a private and confidential	96%	95%	99%	99%
11. Your medical assistant	96%	96%	99%	99%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	97%	96%	99%	99%
13. Overall, how satisfied are you with the Health Center?	97%	96%	98%	99%

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%

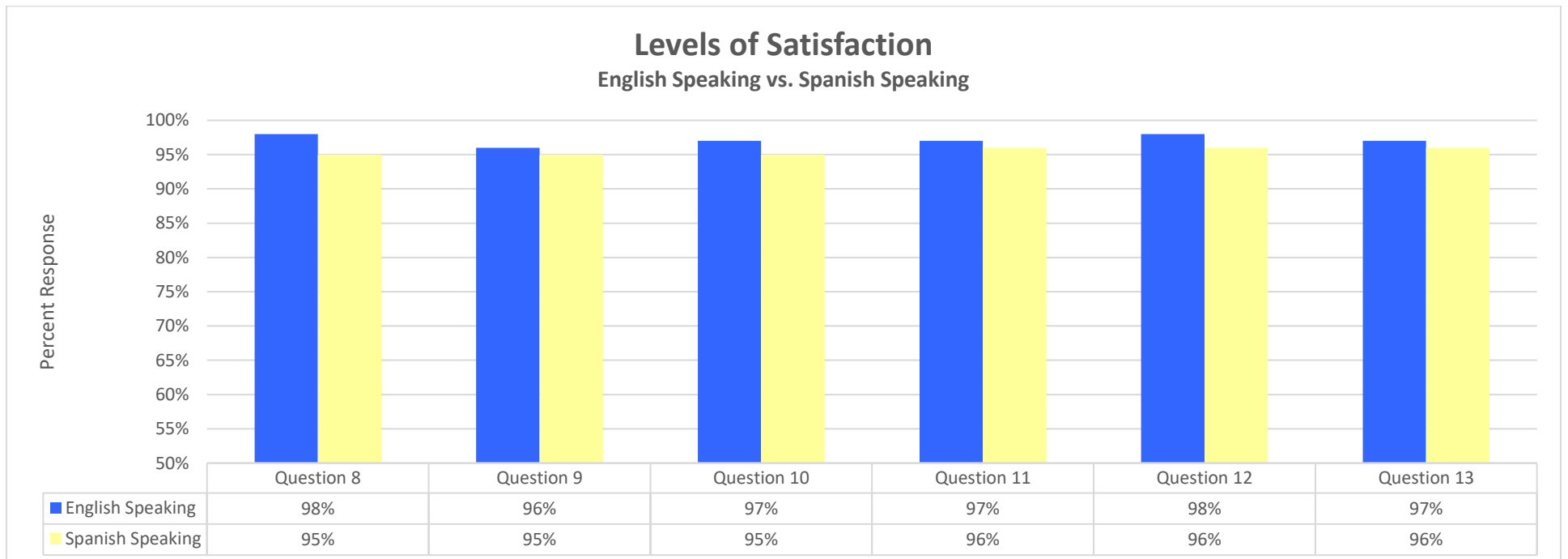
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	107 83%	111 84%	16 12%	18 14%	4 3%	1 1%	1 1%	1 1%	1 1%	2 2%
2. The reception staff	115 89%	115 87%	12 9%	16 12%	1 1%	0	0	0	1 1%	2 2%
3. Receiving a timely appointment	114 88%	107 81%	11 9%	21 16%	3 2%	2 2%	0	1 1%	1 1%	2 2%
4. Education and explanation of plan provided in a way that I can understand	118 92%	109 82%	7 6%	21 16%	2 2%	1 1%	0	0	1 1%	2 2%
5. The follow-up and coordination of my care	118 92%	111 84%	7 5%	16 12%	3 2%	4 3%	0	0	1 1%	2 2%
6. The staff addressing my medical needs today	115 90%	112 84%	11 9%	18 13%	1 1%	2 2%	0	0	1 1%	2 2%
7. The time spent waiting	103 80%	101 76%	19 15%	24 18%	5 4%	3 2%	1 1%	2 2%	1 1%	3 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	118 93%	111 83%	7 6%	19 14%	1 1%	2 2%	0	0	1 1%	2 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	104 85%	105 81%	11 9%	19 15%	6 5%	2 2%	0	0	1 1%	3 2%
10. The handling of personal medical info in a private and confidential manner	114 88%	111 83%	10 8%	19 14%	4 3%	2 2%	0	0	1 1%	2 2%
11. Your medical assistant	115 89%	115 85%	11 9%	16 12%	1 1%	2 2%	1 1%	0	1 1%	2 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	117 91%	113 84%	10 8%	17 13%	1 1%	2 2%	0	0	1 1%	2 2%
13. Overall, how satisfied are you with the Health Center?	115 89%	112 85%	12 9%	17 13%	1 1%	1 1%	0	0	1 1%	2 2%



## 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: 22

N/A: 17

YES: 9

#### **Comments:**

1. "None." (Jamison)
2. "Super sweet receptionist."
3. "Yes, it was to set an apt for my husband and I got a call back that Monday in the morning so that was great."
4. "Yes, it was good."
5. "Yes, very satisfied." (Alcordero)
6. "My experience was great."
7. "No message, they answered my call when I called." (Alcordero)
8. "Very pleased with everyone, took care of me well."
9. "No, 10/10 experience." (Corral)
10. "Very good experience." (Rajki)
11. "Left message 8 am- no call back until evening."
12. "Very good experience." (Rajki)
13. "Very nice doctor."

#### **Spanish**

NO: 28

N/A: 0

YES: 6

#### **Comments:**

1. "Excellent." "Excelente." (Tempest)
2. "The assistant is very kind, they help me a lot with my problems." "La asistente muy amable, me ayuda mucho con mis problemas."
3. "Great." "Bueno." (4)
4. "Reception is very kind, and they help a lot with any doubt that I may have." "Recepcion muy amables y ayudan mucho en alguna duda que tenga." (Sadik)
5. "Very beautiful attention." "Muy bonita atencion." (Jamison)
6. "I have sent an electronic message to reception, but I have not received a response, however they helped me over the phone." "He enviado correo electronico al personal de recepci3n, pero no recib3 respuesta mas sin embargo por llamada me ayudaron." (Corral)

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

#### **English**

1. "N/A." (5)
2. "Friendly."
3. "Great."
4. "Overall help."
5. "The staff."
6. "Everything." (2)
7. "Quick & efficient."
8. "The convenience and speed of appointments."
9. "Very nice people."
10. "Convenient." (Sadik)
11. "Staff very considerate and respectful."
12. "The friendliness and getting information." (Jamison)
13. "All staff 😊." (Alcordero)
14. "Scheduling appt." (Headley)
15. "Quick visit."
16. "Attention." (Alcordero)
17. "Staff."
18. "Doctors/nurse 😊."

#### **Spanish**

1. "N/A."
2. "Everything." "Todo."
3. "The attention." "La atencion." (Jamison)
4. "Attention and quickness with the appointments." "Atencion y rapidez con las citas." (Corral)
5. "They adjust to my schedule." "Se ajusta a mi tiempo." (Corral)
6. "That there are always appointments." "Que siempre hay citas." (Rajki)
7. "That they speak Spanish." "Que hablan Espanol."
8. "Their attention." "Su atencion." (Corral)
9. "My health." "Mi salud."
10. "Attention." "Atencion."
11. "It is great." "Que es bueno."
12. "Great." "Bueno."
13. "The efficiency." "La eficacia." (Corral)

19. "The care I get."
20. "Front staff."
21. "Very helpful staff." (Rajki)
22. "Excellent very helpful." (Rajki)
23. "My physician is the best."
24. "The very nice nurses & doctors. Even front desk was extremely nice."
25. "The phone reminders about appointments."
26. "The providing extra care."
27. "Good place good people." (Corral)
28. "They good people to talk to."
29. "Everything specially in my daughters therapy." (Acevez)
30. "They help for everything, kindful."
31. "The staff and easy scheduling." (Sadik)
32. "Staff was accommodating to my needs." (Rajki)
33. "Friendly & professional staff helps appointments go smooth." (Sadik)
34. "Quick, compassionate, friendly, professional provider."
35. "Very helpful on how to tell you where to go."
36. "Everyone is extremely kind & helpful. Amanda PA-c is very patient and always listens to my concerns." (Corral)
37. "The reception is very helpful, give them a raise." (Tempest)
38. "They take a good care & follow up."
39. "Super close to our house and bonus, staff was super nice and attentive." (Alcordero)
40. "Understanding staff & they explain the issues well."
41. "The staff very friendly."
42. "Reception helped a lot with making appointments."
43. "Interesting in patients health, respectfulness of staff." (Jamison)
44. "That they make sure that you follow and gives you fast results." (Jamison)
45. "When one the most attentive + not feeling rushed." (Jamison)
14. "They speak my language and are very attentive." "Hablan mi lenguaje y son muy atentos."
15. "Everything is great in my opinion." "Esta todo bien en mi opinión."
16. "They are very kind and respectful." "Son muy amable respetuosos."
17. "The closeness and the hours of attention." "La cercania y el horario de atención." (Rajki)
18. "The personnel is kind and they explain very well." "El personal muy amable y explican muy bien."
19. "The personnel is very kind, and they explain very well." "El personal muy amable y explican muy bien."
20. "Their personnel is very kind." "Su personal muy amable." (Headley)
21. "I tell them more symptoms and they help to see what I have." "Les digo mis sintomas y me ayudan a saber lo que tengo." (Corral)
22. "With the medical appointments at a short time." "Con las citas medicas a corto plazo." (Corral)
23. "They tend to very well." "Atienden muy bien."
24. "With all of the services that I have solicited." "En todos los servicios que ha solicitado."
25. "The availability of personnel and it is in my neighborhood." "La disponibilidad del personal y esta en mi vecindario." (Headley)
26. "How to take care of my state of health." "Como cuidar mi estado de salud." (Jamison)
27. "That they always treat me even without an appointment." "Que siempre me atienden aunque no tenga cita."
28. "Well, I like everything (how they treat us how they explain the procedures that the doctor has for us, and they translate to Spanish." "Pue me gusta todo (como nos atienden como nos explican los procedimientos que la dra tiene para nosotros y nos traducen en Español." (Corral)
29. "To feel that I am not in a clinic they treat me with a lot of respect and the familiarity like if they knew me very very content with their clinic." "El sentirme que no estoy en una clinica me tratan con mucho respeto familiaridad como si me tratan con mucho respeto y familiaridad como si me conosieran muy muy contenta con esta clínica." (Tempest)
30. "In being able to receive attention at a low cost." "El poder tener la atención en un bajo costo."
31. "It is of great help for treatments. The costs according to we may generate." "Es de

- mucha ayuda para el tratamiento los costos de acuerdo a lo que uno genera.” (Sadik)
32. “Maintaining informed about my health and medications to improve my ailments.”  
“Mantener me informado de mi salud y medicamentos para mejorar mi enfermedades.” (Sadik)
  33. “The punctuality and respect towards the patient.” “La puntualidad y el respeto al paciente.” (Tempest)
  34. “They provide us much information and medical attention.” “Nos brindan mucha informacion y atención medica.” (Sadik)

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

##### **English**

1. “N/A.” (16)
2. “Nothing 😊.” (Jamison)
3. “None.” (2)
4. “Nothing.”
5. “Great.”
6. “Good attention.” (Alcordero)
7. “No comment.”
8. “Call center.”
9. “Excellent clinic.” (Rajki)
10. “Excellent.” (Rajki)
11. “All was great.”
12. “Everything is perfect.” (Jamison)
13. “Everything was great 😊!” (Alcordero)
14. “Everything is good.”
15. “They are the best.”
16. “Keep being awesome.” (Corral)
17. “Using an easier method for la results like my chart.”
18. “Better & more friendly MA’s.” (Corral)
19. “Keep up the good work.”
20. “You are all doing great.”
21. “Giving patients more time when they are late.” (Acevez)

##### **Spanish**

1. “N/A.” (2)
2. “Everything is great.” “Todo bien.” (3)
3. “Everything is excellent.” “Todo exelente.” (Jamison)
4. “It is perfect.” “Esta perfecto.” (Rajki)
5. “More attention with the doctors.” “Mas atencion con los doctores.”
6. “Nothing, everything is great!” “Nada, todo bien.” (Sadik)
7. “For me it is great.” “Para mi esta bien.”
8. “Excellent.” “Excelente.” (Corral)
9. “None.” (English response on a Spanish survey)
10. “It is great now.” “Ya esta bien.” (2)
11. “More personnel.” “Mas personal.” (Headley)
12. “It appears to me that the services are excellent.” “Me parece que tienen un excelente servicio.”
13. “More punctuality with the appointments.” “Mas puntualidad en las citas.”
14. “More Spanish speaking.” “Mas habla Espanol.”
15. “The time spent waiting can be long sometimes.” “El tiempo de espera aveces es mucho.” (Rajki)
16. “Continue the way that it is now.” “Seguir como estan ahora.”
17. “Service nurses.” “Servicio enfermeras.”
18. “For me, it is perfect.” “Para mi es perfecto.”
19. “To my understanding, it is great.” “Esta todo bien a mi entender.”
20. “The service is excellent.” “El servicio es excelente.”
21. “Now I see it great the way it is.” “Ahora lo veo bien así.” (Corral)
22. “It is not necessary everything is great to me.” “No es necesario todo me parece bien.”
23. “Well for me everything is great for now we have not any problems. We did have one problem of my husband not being seen

because we arrive right on time but thank God we waited and were able to be seen.”  
 “Bueno parra mi todo esta bien asta ahora no hemos tenido ningún problema. Si tuvimos un problema de no atender a mi esposo porque llegamos justo a la ora, pero gracias a Dios esperamos y pudieron atenderlo.”  
 (Corral)

24. “Continue to treat people until today very very great service do not change excellent.”  
 “Seguir tratando alas pesonas como asta hoy muy muy buen servicio no cambien excelente.” (Jamison)
25. “Continue to help the community.” “Continuar ayudando a la comunidad.” (Sadik)
26. “I think that everything is very good, of course.” “Creo que todo esta muy bien, claro que si.” (Tempest)

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

**English**

- YES: 97
- NO: 0

**Spanish**

- YES: 75
- NO: 0

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

**English**

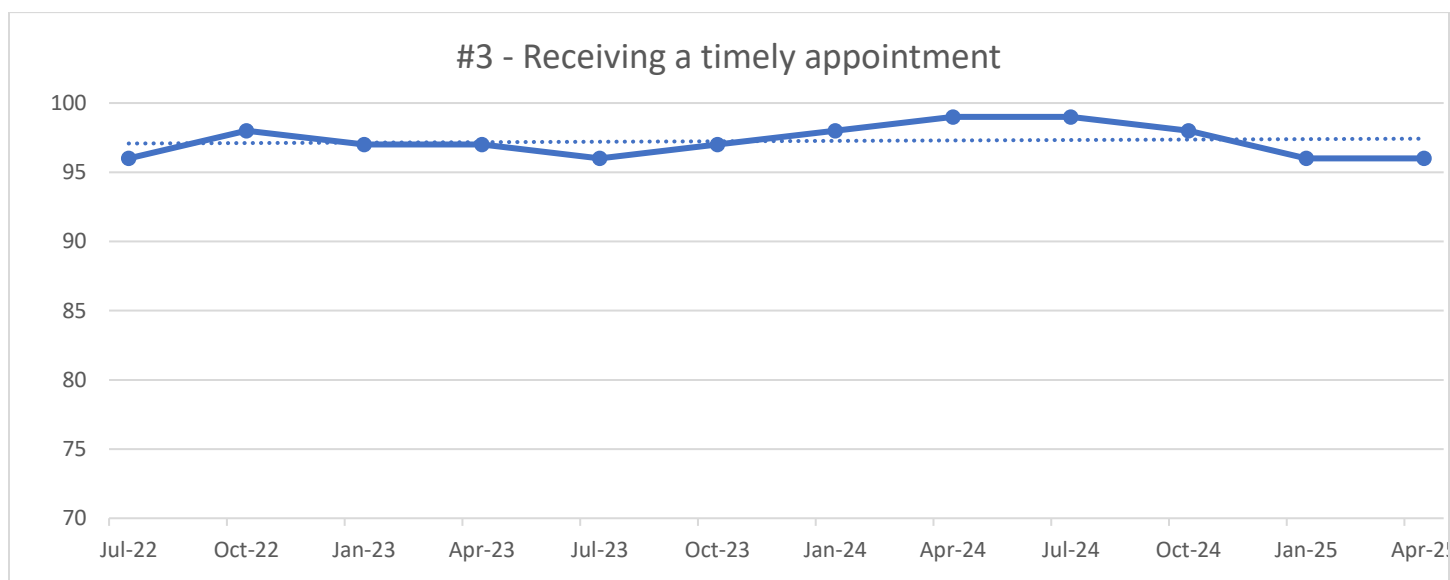
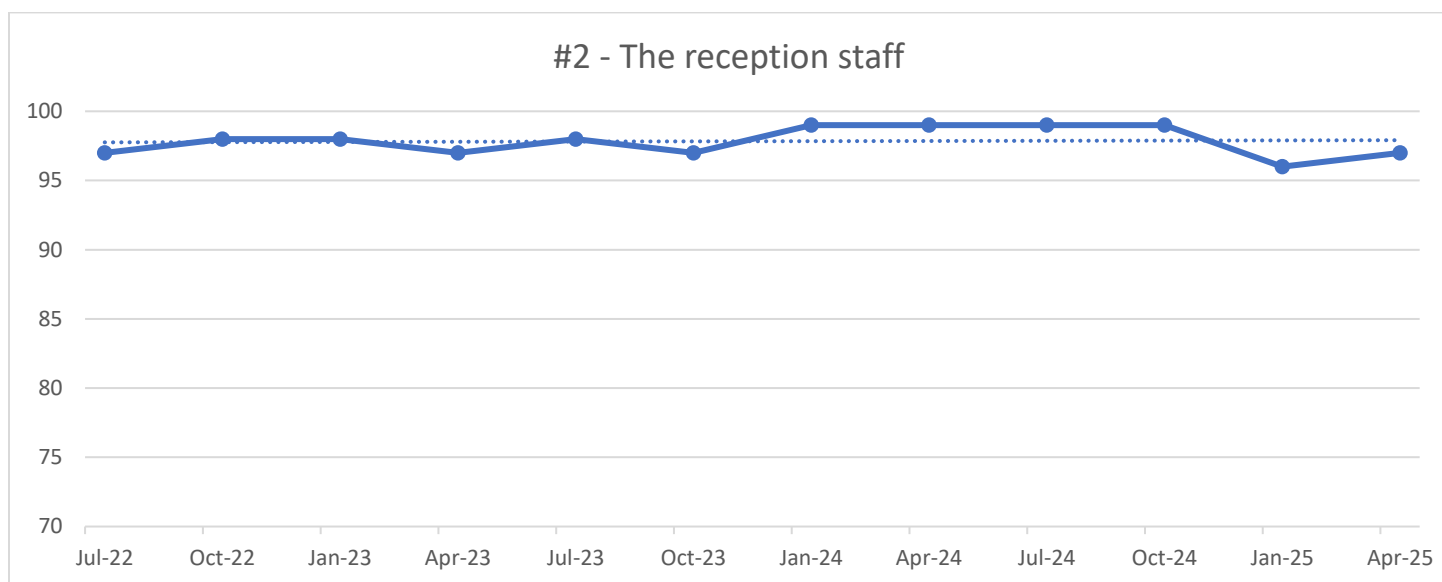
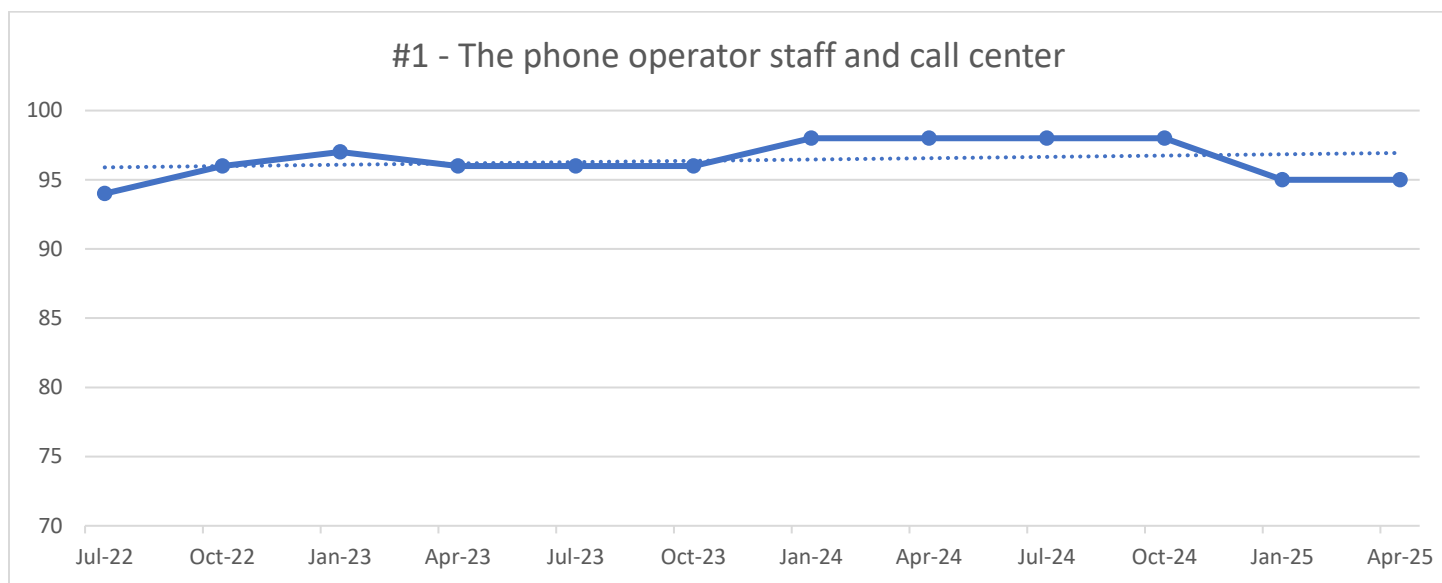
- Acevez: 1
- Alcordo: 7
- Corral: 8
- Headley: 4
- Jamison: 14
- Rajki: 8
- Sadik: 20

**Spanish**

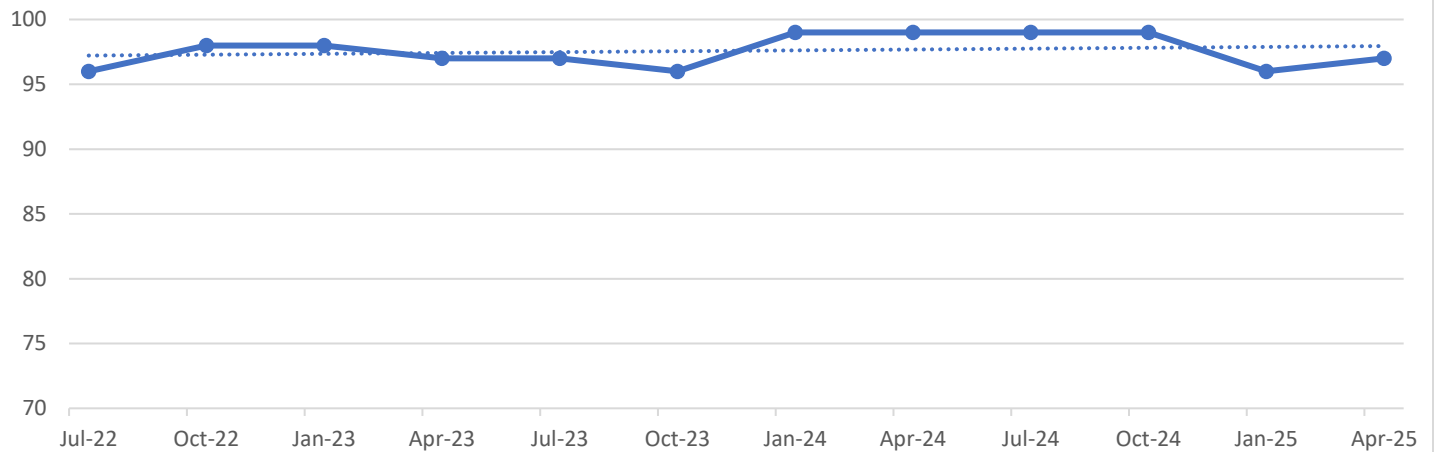
- Alcordo: 1
- Corral: 18
- Headley: 2
- Jamison: 10
- Rajki: 2
- Sadik: 19



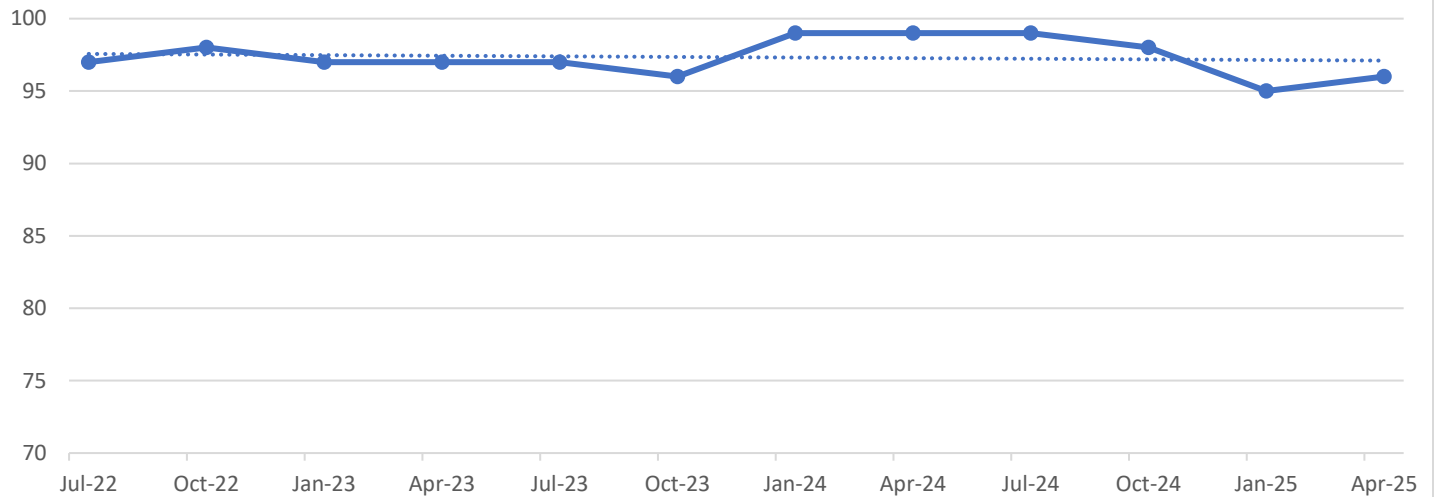
## Individual Question Results with Trendlines



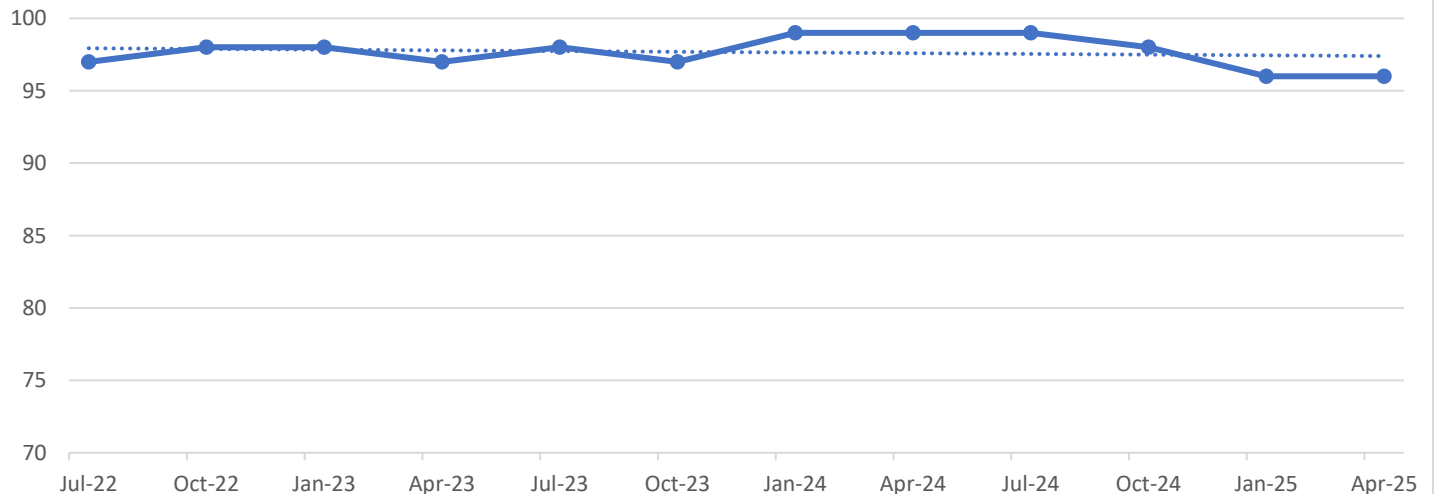
#### #4 - Education and explanation of plan provided in a way that I can understand



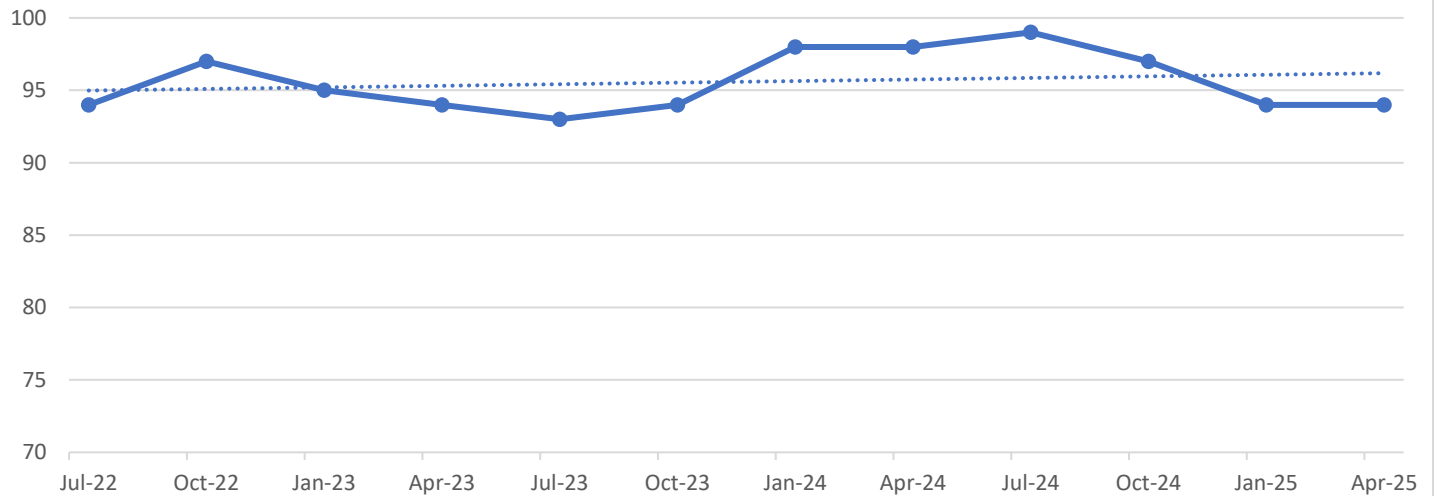
#### #5 - The follow-up and coordination of my care



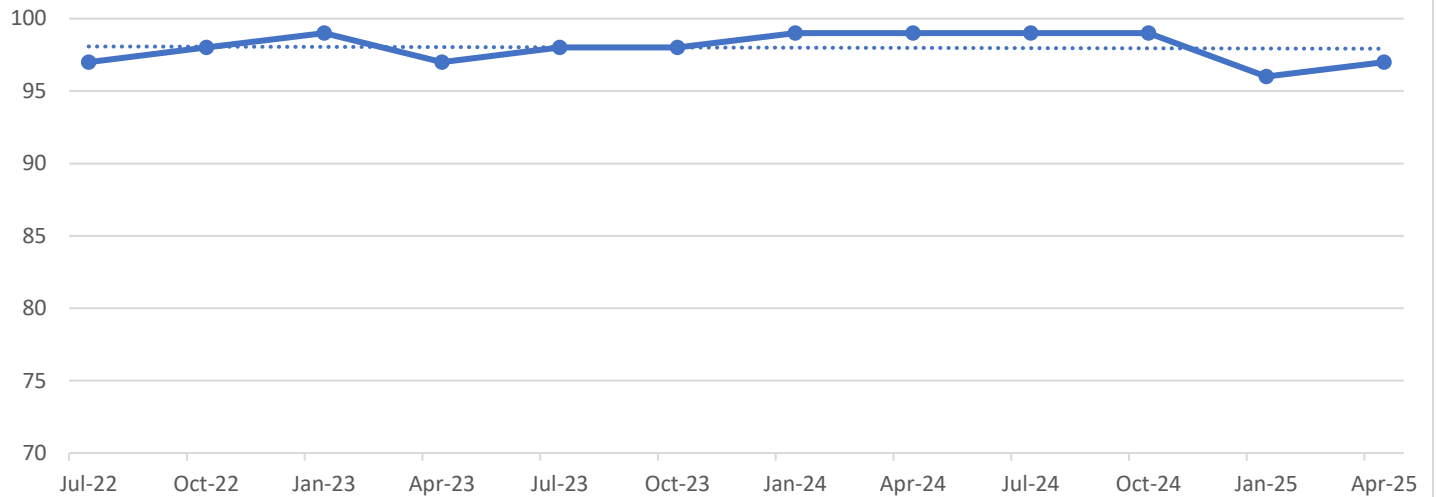
#### #6 - The staff addressing my medical needs today



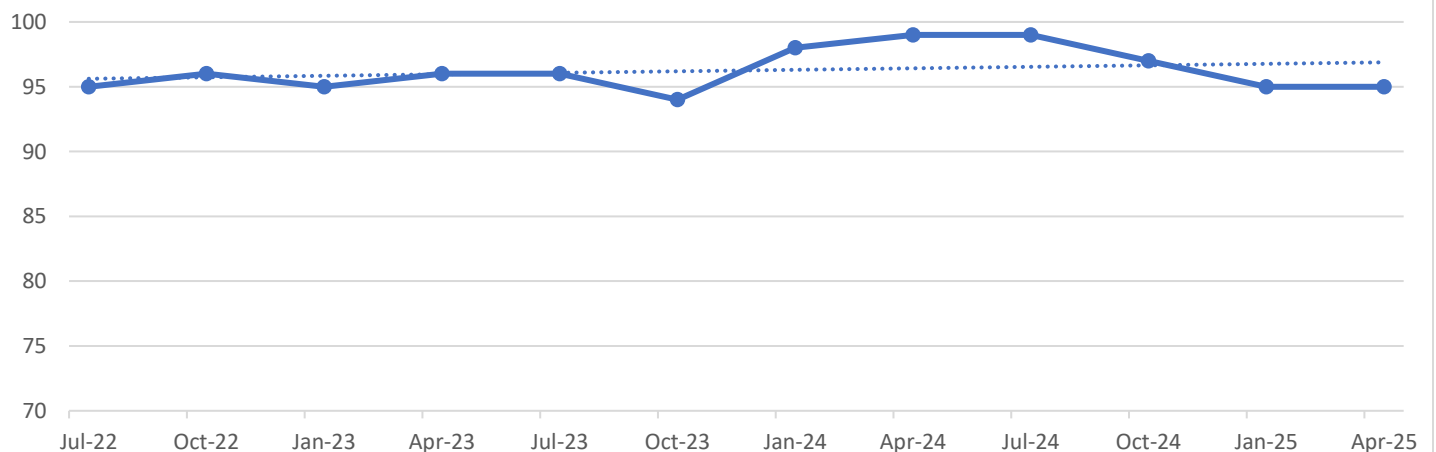
#7 - The time spent waiting



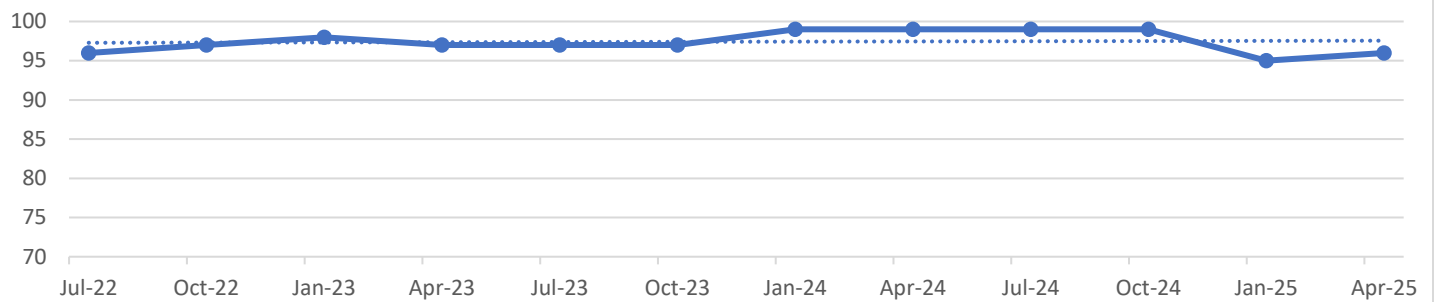
#8 - The respectfulness of staff



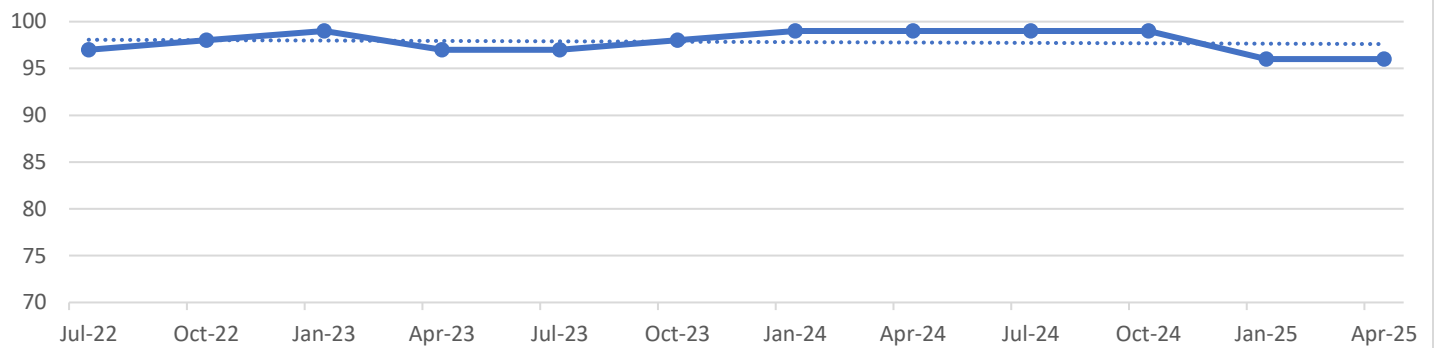
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



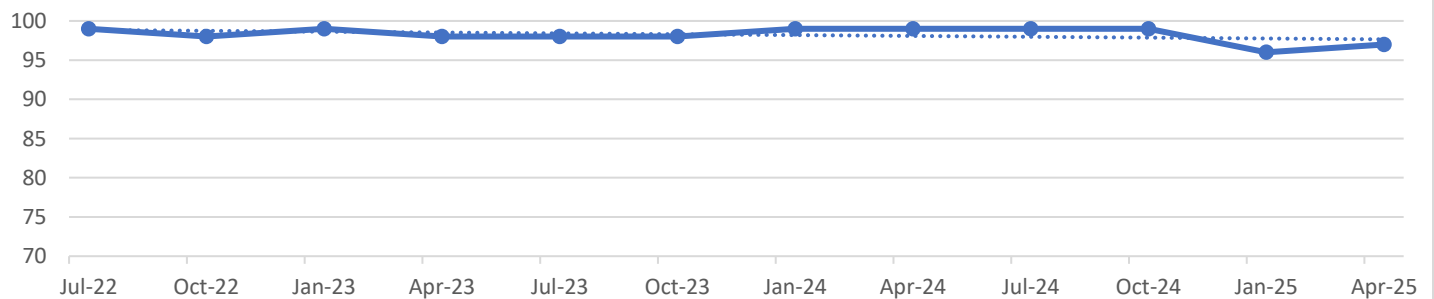
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

