

Patient Satisfaction Survey 165 E. Plank Rd., Sycamore 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 92% to 95%. 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.

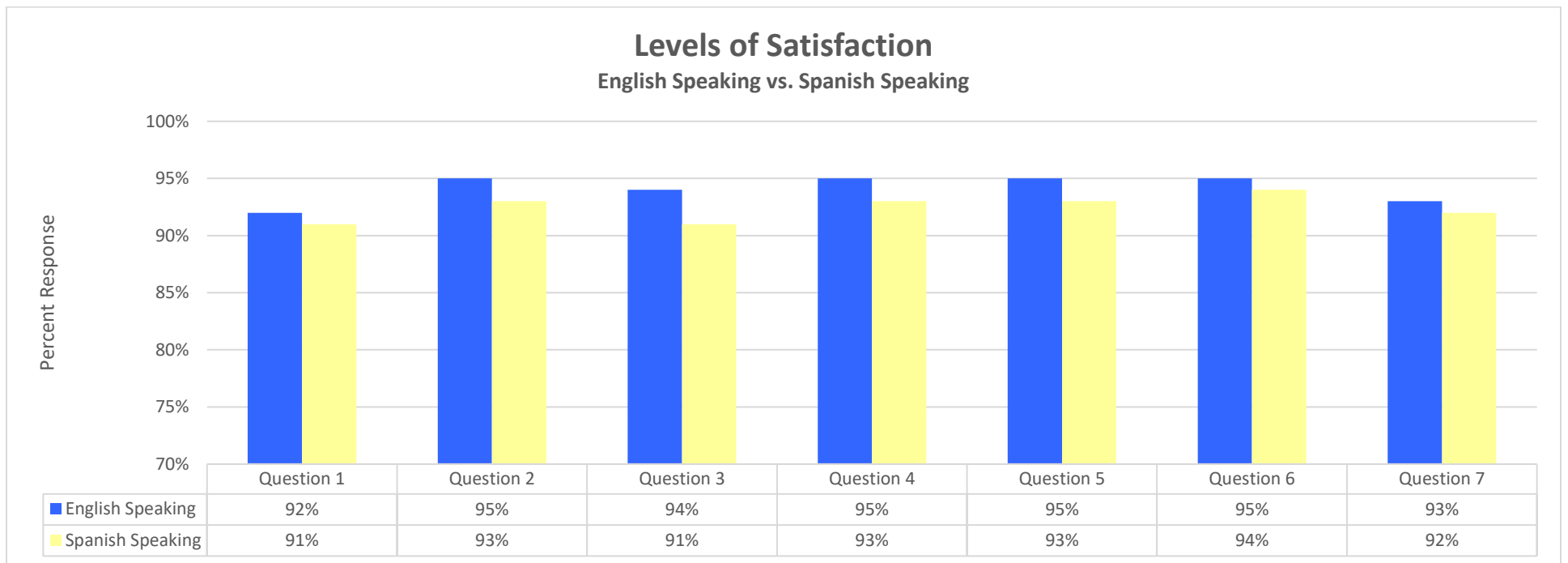
165 E. Plank Rd., Sycamore – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	92%	88%	94%	91%
2. The reception staff	94%	94%	95%	93%
3. Receiving a timely appointment	93%	93%	94%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	96%	92%
5. The follow up and coordination of my care	94%	94%	95%	92%
6. The staff addressing my medical needs today	95%	95%	96%	93%
7. The time spent waiting	92%	91%	92%	91%
8. The respectfulness of staff	95%	95%	96%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	95%	93%
11. Your medical assistant	95%	95%	95%	93%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	94%	96%	93%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	93%

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%

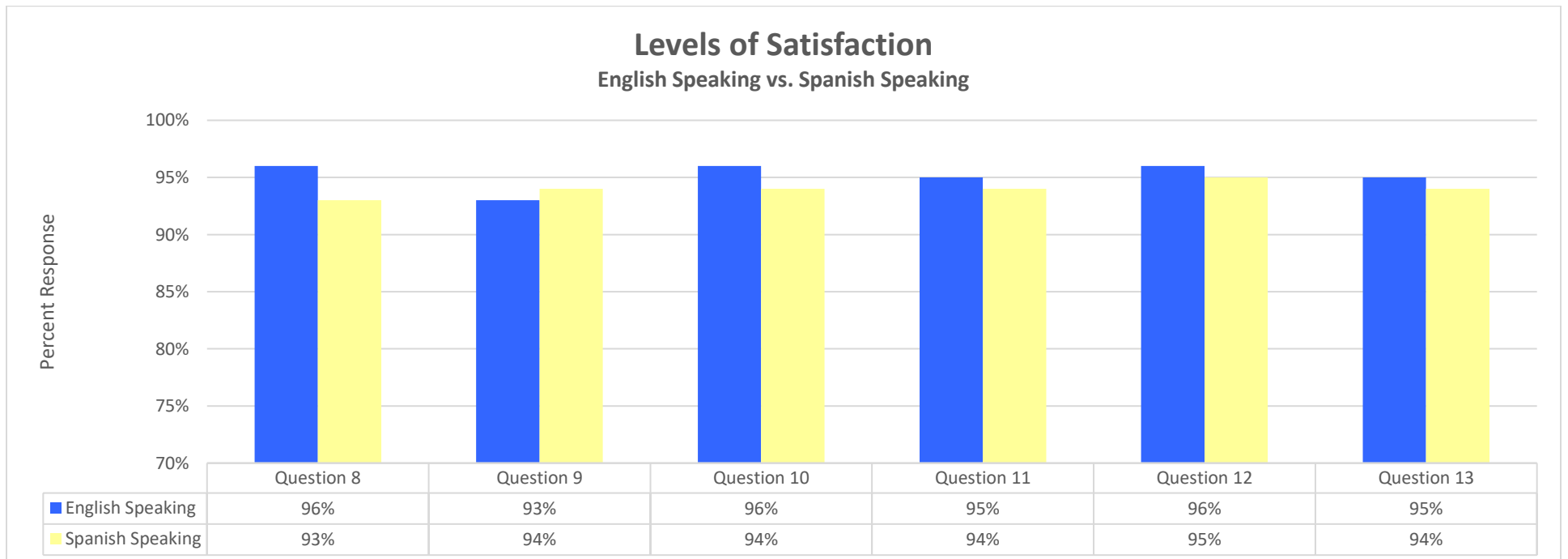
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	128 71%	68 69%	38 21%	23 23%	11 6%	5 5%	2 1%	0	1 1%	3 3%
2. The reception staff	140 77%	74 76%	37 20%	16 17%	4 2%	5 5%	0	0	0	2 2%
3. Receiving a timely appointment	133 74%	67 69%	39 22%	20 21%	9 5%	6 6%	0	3 3%	0	1 1%
4. Education and explanation of plan provided in a way that I can understand	142 79%	72 74%	33 18%	19 20%	5 3%	5 5%	0	0	0	1 1%
5. The follow-up and coordination of my care	140 78%	72 74%	36 20%	18 19%	4 2%	6 6%	0	0	0	1 1%
6. The staff addressing my medical needs today	143 79%	76 78%	34 19%	17 17%	4 2%	4 4%	0	0	0	1 1%
7. The time spent waiting	130 72%	68 71%	37 20%	20 21%	12 7%	6 6%	1 1%	1 1%	1 1%	1 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	146 81%	71 75%	31 17%	17 18%	4 2%	6 6%	0	0	0	1 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	129 75%	73 77%	33 19%	15 16%	9 5%	6 6%	1 1%	0	1 1%	1 1%
10. The handling of personal medical info in a private and confidential manner	143 79%	74 76%	34 19%	18 19%	3 2%	4 4%	0	0	0	1 1%
11. Your medical assistant	143 79%	75 78%	31 17%	16 17%	5 3%	4 4%	1 1%	0	0	1 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	147 81%	76 81%	29 16%	12 13%	5 3%	5 5%	0	0	0	1 1%
13. Overall, how satisfied are you with the Health Center?	139 77%	78 81%	37 21%	12 13%	4 2%	4 4%	0	1 1%	0	1 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: 49

N/A: 19

YES: 1

Comments:

1. "Yes, Dr. Sofowora called me back right away."
2. "Thanks, love your assistants."
3. "Wonderful as always."
4. "So good they answer very fast."
5. "Great, very nice and comforting."

Spanish

NO: 22

N/A: 3

YES: 1

Comments:

1. "Very good." "Muy bien." (5)
2. "Yes, very good they called me a few hours after and everything was good." "Si, muy buena me llamaron a las siguientes horas todo bien."

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

English

1. "Flexible appointments." (Sofowora)
2. "Reminder calls."
3. "Getting right in for appointments, no waiting." (Sayles)
4. "N/A." (10)
5. "The care and help the nurses give." (Gaszak)
6. "Everything explained to my understanding." (Gaszak)
7. "I don't know." (Sayles)
8. "My plan of care." (Williams)
9. "Schedules."
10. "Clarity & Education." (Sayles)
11. "Helpful staff and providers, kindness." (Anderson)
12. "They are always there when needed." (Williams)
13. "Nothing." (2)
14. "Wonderful." (Sofowora)
15. "Everything." (Sayles)
16. "Open hours."
17. "With my referrals." (Thompson)
18. "The staff being able to talk to my mother in Spanish."
19. "Availability." (Spencer)
20. "Comfortability."
21. "Insurance."
22. "Good doctor."
23. "Smooth operations." (Thompson)
24. "Being able to get an appointment."
25. "The education & due diligence." (Gaszak)
26. "The bilingual communication they have w/the patient." (Sofowora)

Spanish

1. "Everything." "Todo."
2. "They serve everyone." "Atienden a todas las personas." (Williams)
3. "Help with medical exams." "Ayuda con exámenes médicos." (Anderson)
4. "Everything is good." "Todo esta bien." (3)
5. "The hours and available appointments." "Los horarios y las citas disponibles."
6. "The closeness and attention received." "La cercanía y la atención recibida." (Williams)
7. "The reminder calls." "Las llamadas de recordatorio." (Williams)
8. "They are kind, and they treat me good." "Son amables y me tratan bien."
9. "Efficient and good service." "Servicio eficiente y bueno."
10. "They give us the opportunity to pay in payment plans and the discount they offer." "Nos dan la facilidad de pagar con el plan de pago y el descuento que ofresen." (Sayles)
11. "They treat me fast." "Me atienden rapido."
12. "They are kind." "Son amables." (Gaszak)
13. "They have interpreters." "Tienen interpretes." (Sayles)
14. "All my medical necessities." "Con todas mis necesidades medicas." (Sayles)
15. "They have translators in Spanish." "Tienen traductoras en Espanol." (Sayles)
16. "The availability of hours for the appointments." "La disponibilidad de horarios." (Sofowora)
17. "The language." "El idioma." (Gaszak)

27. "Dr. Jessica."
28. "Not far from home, friendly staff."
29. "Information given about my child." (Sayles)
30. "Staff."
31. "Magic is great and very helpful."
32. "Some of the doctors actually care about your concern."
33. "Meds." (Sayles)
34. "Carefully explaining every detail and the patience."
35. "People are great."
36. "The practitioner explaining things to me." (Gaszak)
37. "SDA/NDA appts." (Sofowora)
38. "The convenience of getting an appointment." (Williams)
39. "The staff, cleanliness respect of the staff overall."
40. "The providers education on my illness." (Sayles)
41. "Location staff/doc friendliness." (Gaszak)
42. "The service."
43. "Timely manner appts." (Anderson)
44. "The follow up care was great."
45. "Answering all questions."
46. "My health."
47. "Doctors who care." (Gaszak)
48. "How easy is it to get an appointment scheduled."
49. "The nurses and doctors really listen to my concerns." (Sayles)
50. "The availability open when we need an appointment."
51. "I didn't have an appointment and was seen the day I walked in." (Sofowora)
52. "Making my appointment."
53. "Staff are always friendly and professional." (Sayles)
54. "Availability access to a doctor/practitioner."
55. "Everything is good."
18. "The assistant is excellent." "La asistente es excelente." (Anderson)
19. "The attention." "La atencion."
20. "Health." "Salud."
21. "The interpreters who speak in a way I can understand." "Las interpretes que hablan en modo que Podemos entender."
22. "The kindness." "Lo amable." (Anderson)
23. "The attention and the orientation." "La atencion y orientacion." (Anderson)
24. "Availability." "Disponibilidad."
25. "The personnel is very kind, and they help a lot." "El personal es muy amable y ayuda mucho." (Sayles)
26. "Check my health." "Checar mi salud."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (18)
2. "Perfect."
3. "Nothing." (3)
4. "Take no show policy away." (Thompson)
5. "So much has improved! Great job." (Anderson)
6. "Get rid of the 15 min early arrival. Your providers run very much later than that."
7. "Maybe work on Saturdays."
8. "Overall, the service is very good." (Williams)
9. "Maybe having more female doctors." (Sayles)

Spanish

1. "It is good." "Esta bien." (9)
2. "Maybe organizing the schedule better sometimes it takes a long time to get an appointment." "Tal vez organizar mejor el horario de las citas hay veces tardan mucho esperando para una cita." (Sayles)
3. "You are very kind." "Son muy amables."
4. "Nothing everything is good." "Nada todo esta bien."
5. "Everything is perfect." "Todo esta perfecto." (2)
6. "Nothing." "Nada."

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| <ul style="list-style-type: none"> 10. "None that I know of." (Gaszak) 11. "No need to improve." (Gaszak) 12. "I think your great." (Thompson) 13. "Direct line to center instead of calling call center." (Sofowora) 14. "Keep the good work." (2) 15. "Send text message to remind people of their appointment." (Sayles) 16. "No comments." (2) 17. "None to think of." 18. "Everything was great." (Sofowora) 19. "Unsure." 20. "I'm very satisfied." 21. "On time." 22. "Listen to patient when they ask repeatedly to remove IUD." 23. "Doing great." 24. "More flexibility with appointment arrival times for families." (Sayles) 25. "Satisfied." (Sayles) 26. "Have lab results come in faster especially when medicine depends of results." (Sofowora) 27. "Provide results online." (Gaszak) 28. "At least a five minute grace after appointment time." (Sayles0) 29. "Keep up the good work." 30. "Can't think of anything." (Anderson) 31. "More staff; everything else is great." (Gaszak) | <ul style="list-style-type: none"> 7. "It is good." "Es bueno." (3) 8. "Having doctors spend more time with the patient." "Los doctores pasen mas tiempo con los pacientes." (Thompson) 9. "It is perfect." "Es perfecto." (Sayles) 10. "The service is good." "El servicio es bueno." (Anderson) 11. "To me it is good, don't change anything." "Para mi esta bien no cambien nada." (Sayles) |
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Question 17: Would you recommend this Health Center to your friends and family? YES or NO

English

- YES: 92
- NO: 1

Spanish

- YES: 47
- NO: 0

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

English

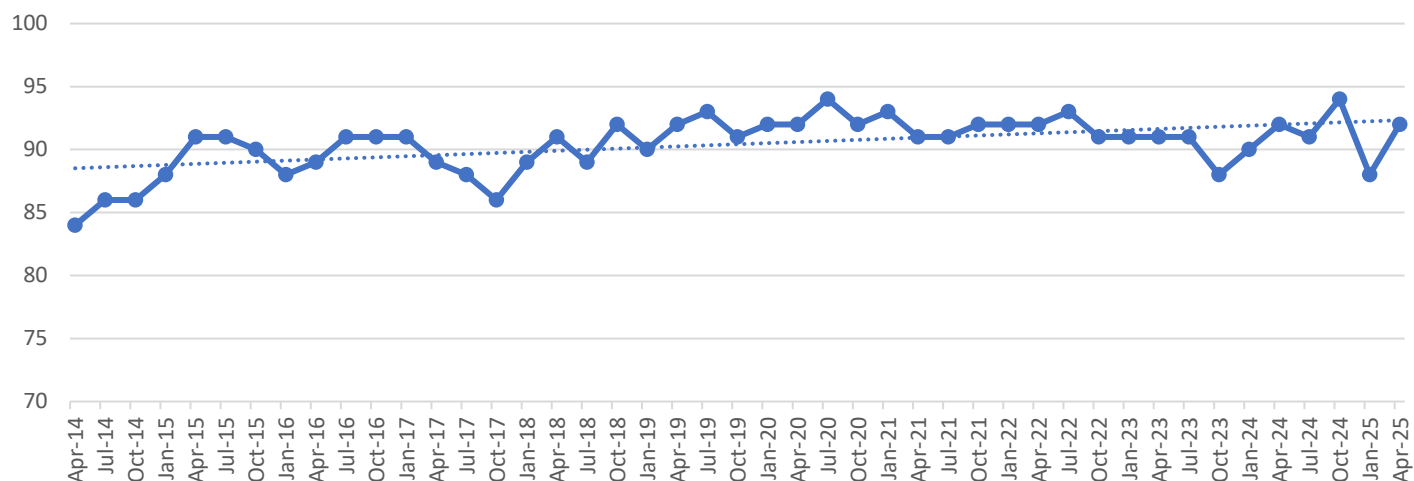
- Anderson: 13
- Birkey: 3
- Gaszak: 17
- Sayles: 22
- Sofowora: 27
- Spencer: 4
- Thompson: 19
- Williams: 9

Spanish

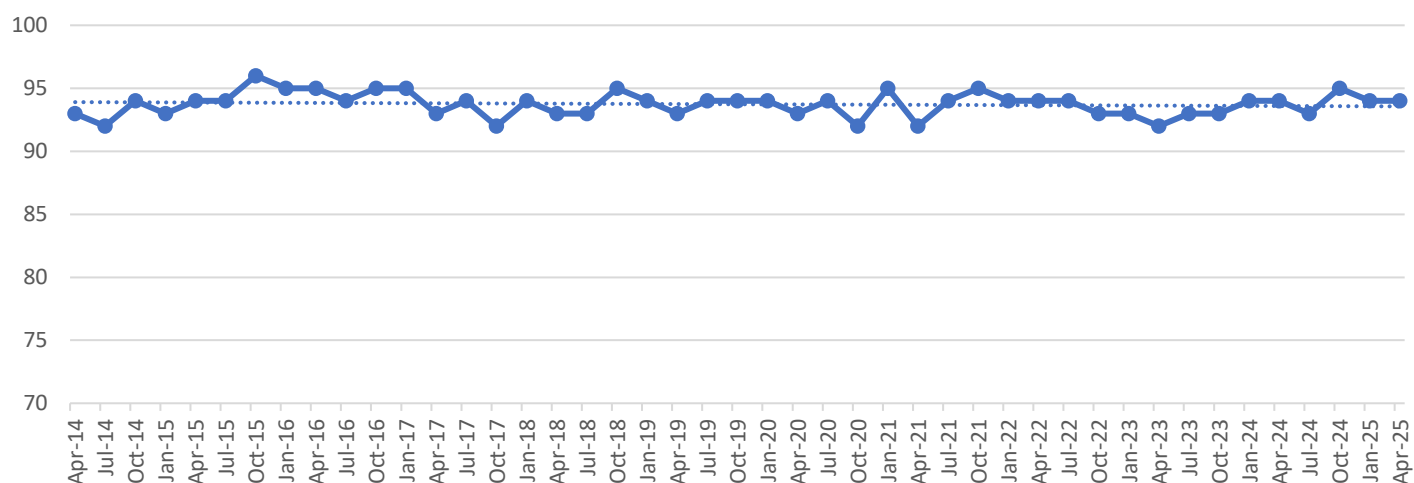
- Anderson: 12
- Gaszak: 10
- Sayles: 15
- Sofowora: 6
- Thompson: 4
- Williams: 8

Individual Question Results with Trendlines

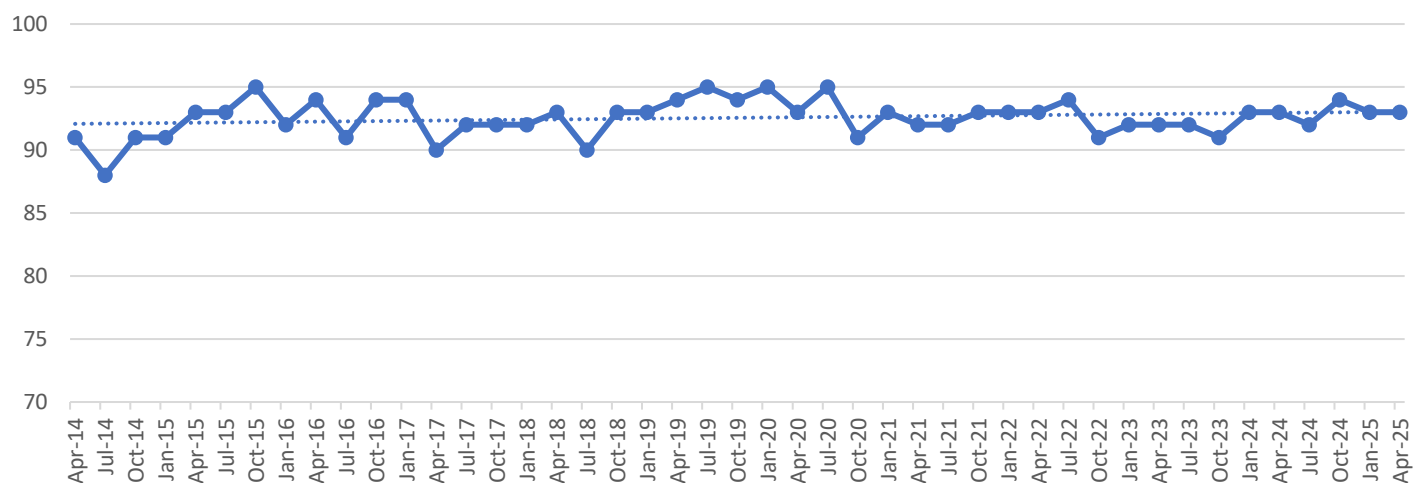
#1 - The phone operator staff and call center



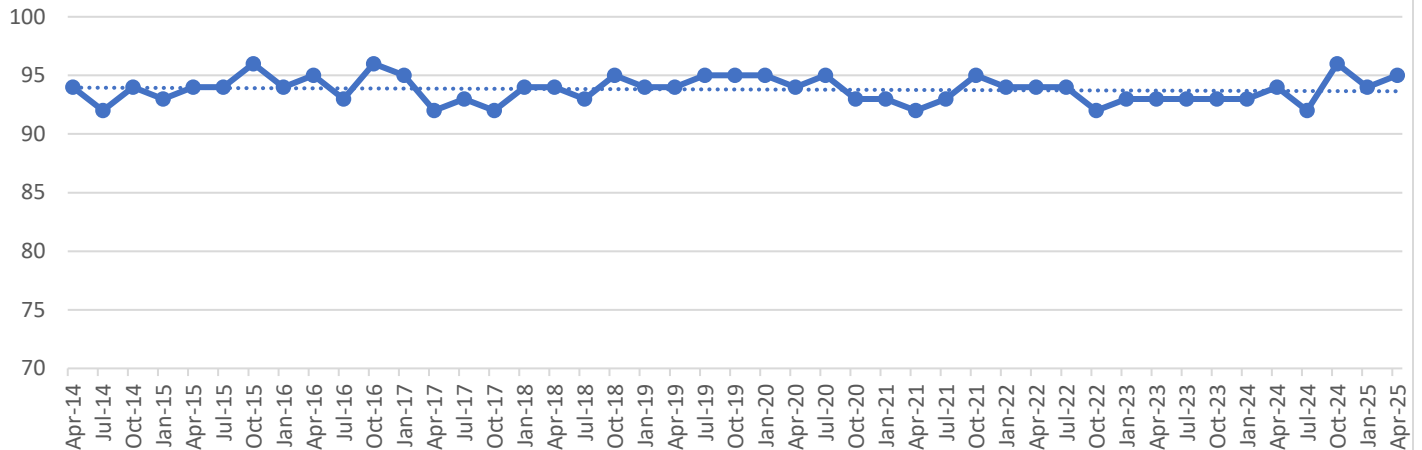
#2 - The reception staff



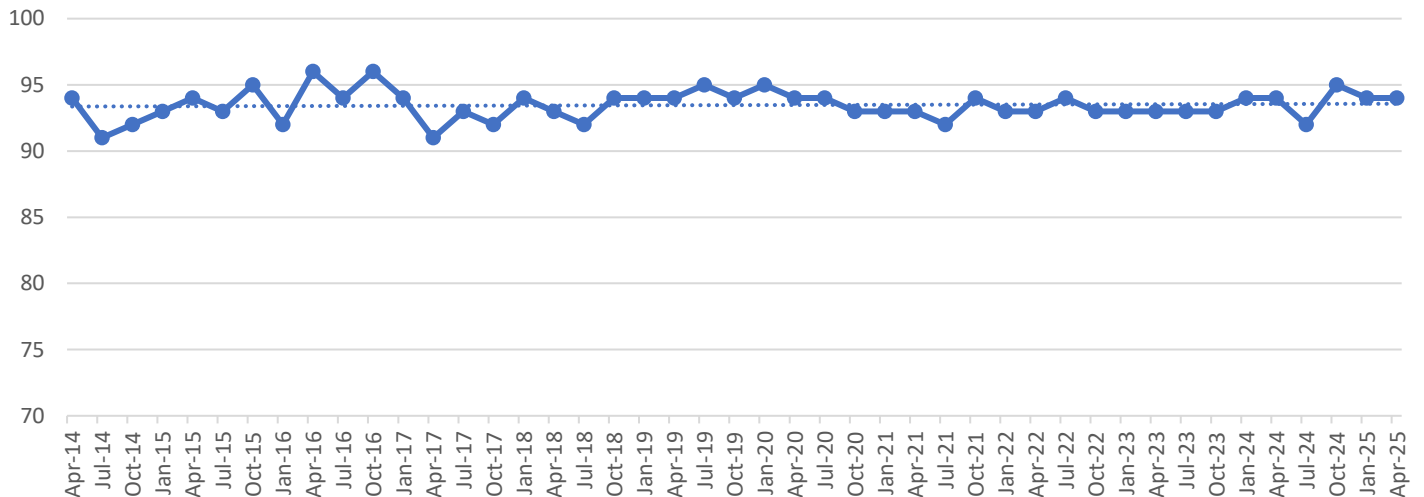
#3 - Receiving a timely appointment



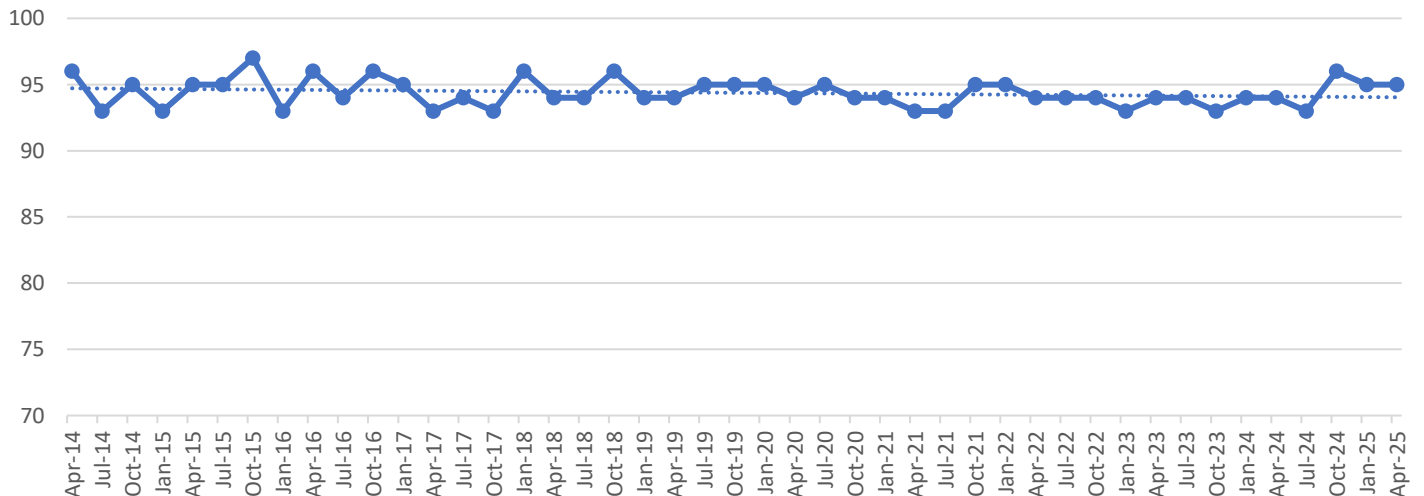
#4 - Education and explanation of plan provided in a way that I can understand



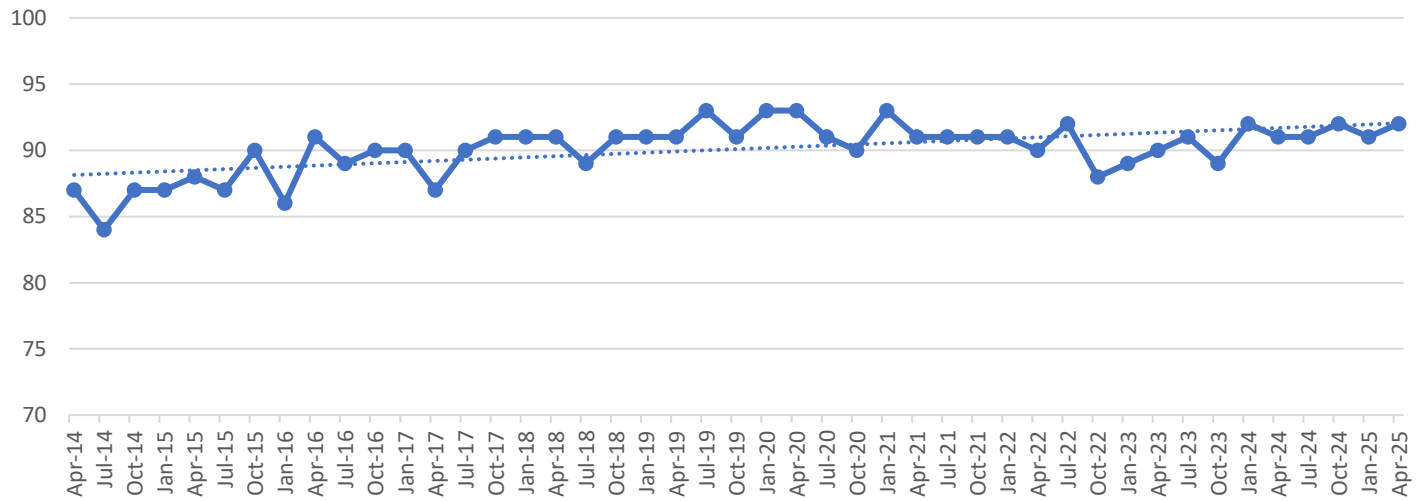
#5 - The follow-up and coordination of my care



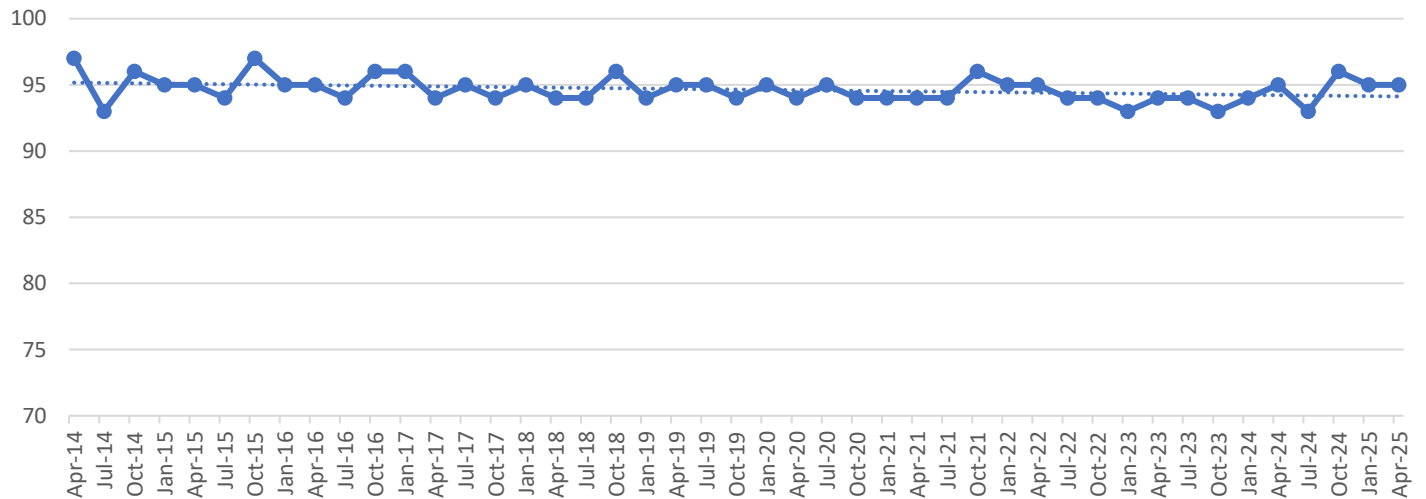
#6 - The staff addressing my medical needs today



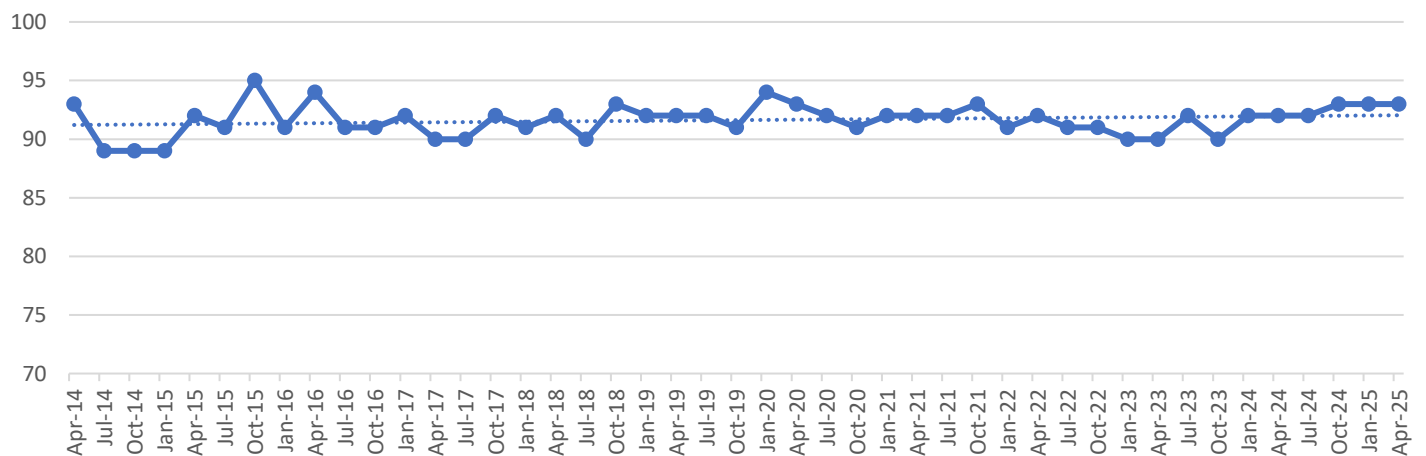
#7 - The time spent waiting



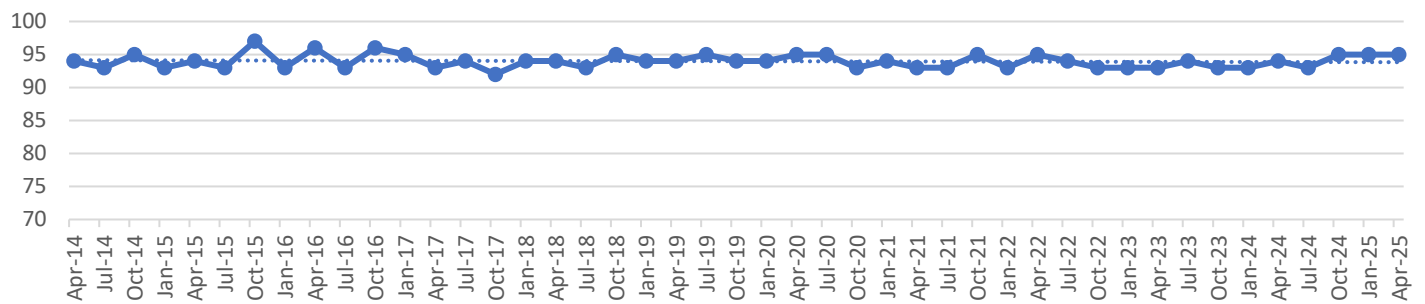
#8 - The respectfulness of staff



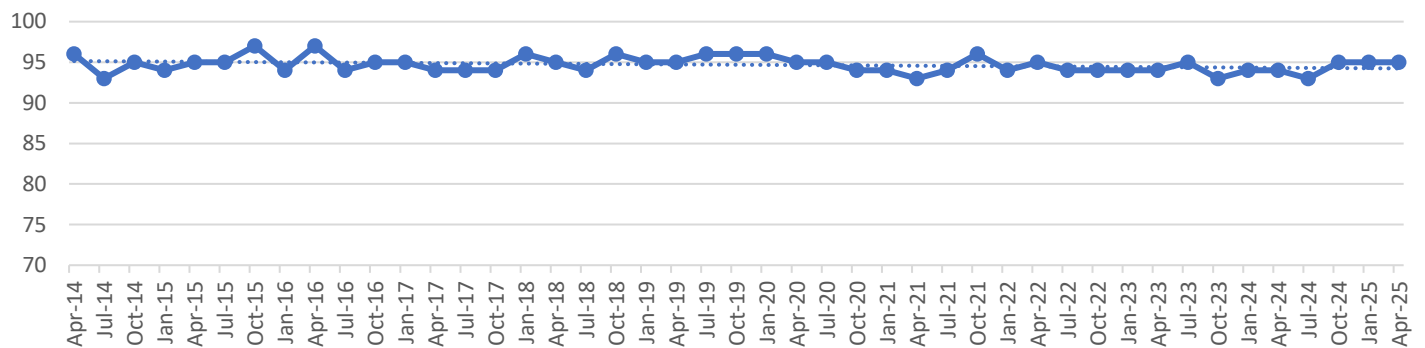
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



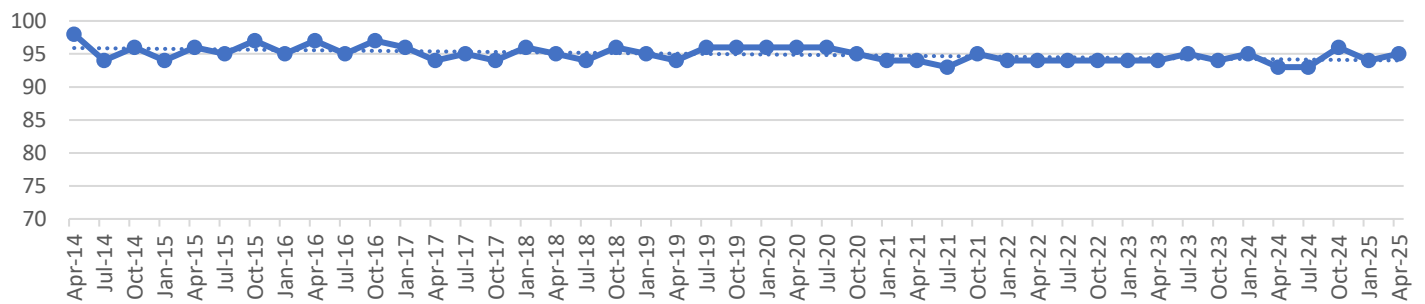
#10 - The handling of my personal medical information in a private and confidential manner



#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?

