

Patient Satisfaction Survey
450 Dundee Ave., Elgin - Upper Level (OB/GYN/Dental)
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 91% 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.

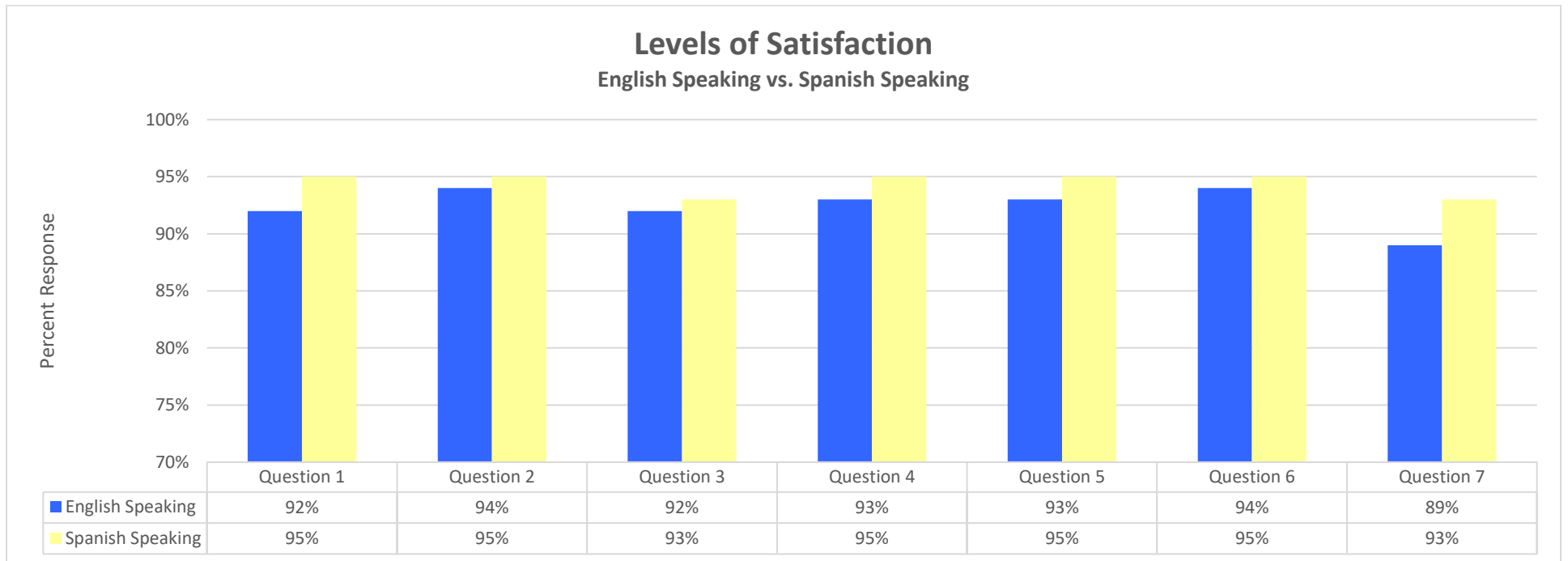
450 Dundee Ave., Elgin - Upper Level – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	94%	93%	94%	93%
2. The reception staff	95%	95%	96%	96%
3. Receiving a timely appointment	93%	89%	92%	90%
4. Education and explanation of plan provided in a way that I can understand	94%	92%	95%	94%
5. The follow up and coordination of my care	94%	94%	94%	93%
6. The staff addressing my medical needs today	94%	94%	95%	95%
7. The time spent waiting	91%	89%	92%	89%
8. The respectfulness of staff	94%	95%	95%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	90%	94%	92%
10. The handling of my personal medical information in a private and confidential	95%	94%	95%	95%
11. Your medical/dental assistant	93%	94%	94%	94%
12. Your health/dental provider (MD/DO, midwife, nurse practitioner, PA, DDS/DMD, RDH)	94%	94%	95%	94%
13. Overall, how satisfied are you with the Health Center?	95%	94%	95%	95%

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%

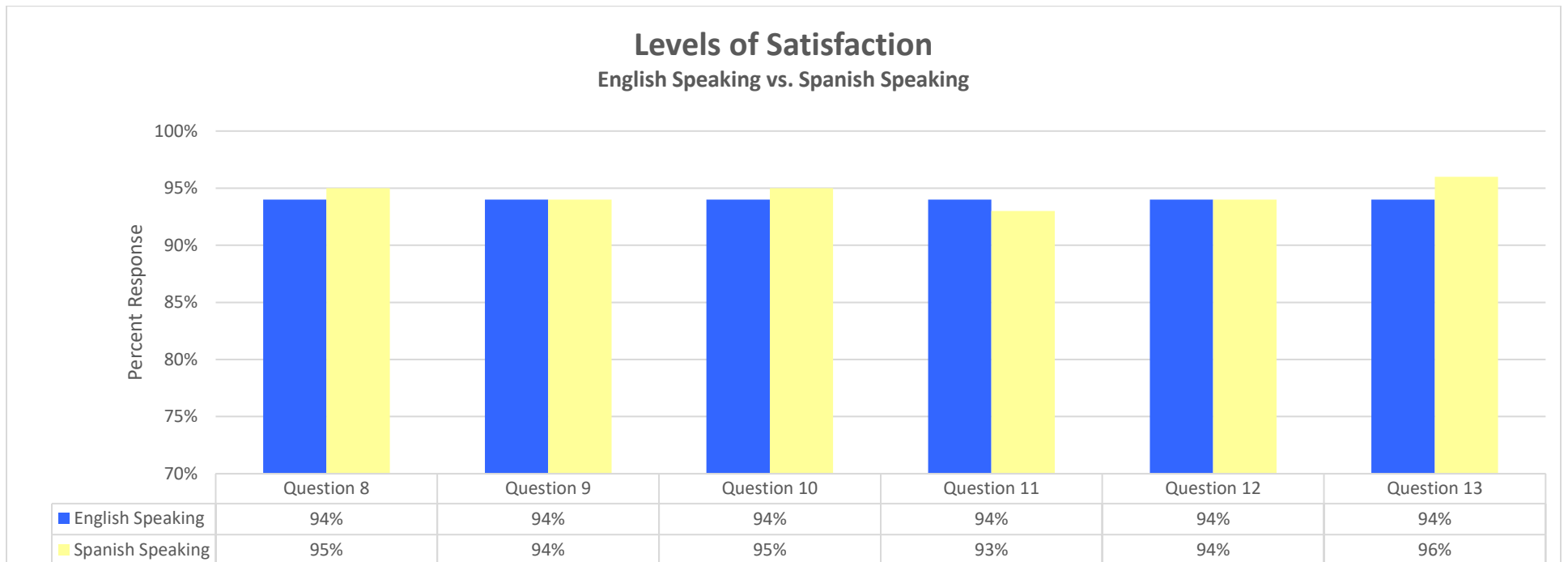
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	133 70%	178 77%	45 24%	45 20%	7 4%	5 2%	1 1%	0	3 2%	2 1%
2. The reception staff	141 74%	186 81%	41 22%	38 17%	7 4%	4 2%	0	0	1 1%	2 1%
3. Receiving a timely appointment	132 70%	168 75%	42 22%	45 20%	11 6%	9 4%	2 1%	0	2 1%	3 1%
4. Education and explanation of plan provided in a way that I can understand	137 72%	179 78%	44 23%	45 20%	7 4%	5 2%	1 1%	0	1 1%	2 1%
5. The follow-up and coordination of my care	135 71%	182 79%	42 22%	43 19%	10 5%	4 2%	1 1%	0	1 1%	2 1%
6. The staff addressing my medical needs today	140 75%	185 80%	44 23%	38 17%	8 4%	6 3%	0	0	1 1%	2 1%
7. The time spent waiting	122 64%	161 70%	42 22%	57 25%	20 11%	7 3%	6 3%	1 1%	1 1%	3 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	141 75%	178 78%	39 21%	43 19%	8 4%	3 1%	0	1 1%	1 1%	2 1%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	139 76%	167 74%	36 20%	51 23%	7 4%	5 2%	1 1%	0	1 1%	2 1%
10. The handling of personal medical info in a private and confidential manner	141 75%	177 78%	39 21%	47 21%	6 3%	2 1%	0	0	1 1%	2 1%
11. Your medical assistant	140 75%	161 72%	37 20%	54 24%	8 4%	6 3%	1 1%	1 1%	1 1%	2 1%
12. Your health provider (MD/DO, NP, Midwife, or PA)	144 77%	166 75%	37 20%	46 21%	6 3%	6 3%	0	1 1%	1 1%	2 1%
13. Overall, how satisfied are you with the Health Center?	146 77%	191 83%	35 18%	31 14%	7 4%	4 2%	1 1%	0	1 1%	3 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: 41

N/A: 25

YES: 1

Comments:

1. "I left a review for Heather Piper she's very helpful and kind I like that she doesn't rush." (Piper)
2. "Yes, call back was fast. I did not get my test though." (Akroush)
3. "They are helpful." (Piper)
4. "Great." (3)
5. "I was great everyone was very nice and caring. I would recommend for family come here in the future." (Guzman)
6. "Not at the moment but when I have staff has been respectful." (Guzman)
7. "The experience is very nice." (George)
8. "Received response in timely manner." (Stern)
9. "Great reaching out." (Lamond)

Spanish

NO: 39

N/A: 4

YES: 2

Comments:

1. "Very good." "Muy bien." (2)
2. "Yes, they communicated quickly." "Si se comunicaron rapidamente." (Safavinejad)
3. "Great in every moment they are very attentive." "Buena en todo mementos son muy atentos." (Piper)
4. "Great." "Buena." (Uy)
5. "Very great excellent attention." "Muy bien exelente atencion."
6. "No, but they answered all of my questions." "No pero han respondido mis preguntas." (George)
7. "Successful." "Exitosa."
8. "Very well-tended to." "Muy bien atendida."
9. "Very satisfied." "Muy satisfecha." (Stern)
10. "Very kind." "Muy amables." (Piper)
11. "Nothing." "Ninguno."
12. "Everything is excellent." "Todo excelente." (Quesea)
13. "Excellent." "Excelente."
14. "Everything was very good." "Todo estubo muy bien." (Akroush)

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

English

1. "N/A." (6)
2. "Staff." (3)
3. "Everyone." (Stetina)
4. "Care." (George)
5. "Yes." (George)
6. "All staff." (Stetina)
7. "No." (Piper)
8. "Service." (Akroush)
9. "Fast communication." (Piper)
10. "Service 😊." (Stetina)
11. "Timely appointments." (2)
12. "Appointment same day." (Stetina)
13. "Staff and provider." (Stetina)
14. "Phone call reminders." (Piper)
15. "They are direct." (Piper)
16. "They always help with my questions." (Piper)
17. "Getting the information I need." (Piper)

Spanish

1. "The attention." "La atencion." (2)
2. "With everything." "En todo." (Lamond)
3. "Language, accessibility." "Lenguaje, accesibilidad." (Piper)
4. "Everything is very good." "Todo esta muy bien." (Piper)
5. "The attention from the personnel." "La atencion del personal." (Stetina)
6. "The service they provide." "El servicio que dan."
7. "They have the attention that I need." "Tiene la atencion que necesito." (Uy)
8. "I like their attention." "Me gusta su atencion." (Piper)
9. "Dental care." "Cuidado dental." (Akroush)
10. "Economical and great treatment." "Economica y buen trato." (Safavinejad)

18. "The quick check-in." (Stetina)
19. "How flexible they are." (Stetina)
20. "Staff knowledge & help." (Stetina)
21. "Timely manner appointments." (Akroush)
22. "The staff and my provider." (Piper)
23. "The price and staff." (Akroush)
24. "The schedule and provider." (Piper)
25. "Dr. Piper is always making sure my pregnancy is going good love her!" (Piper)
26. "Answers all questions." (Guzman)
27. "Well taken care of." (Guzman)
28. "Communication." (Guzman)
29. "Nice people." (Guzman)
30. "Very nice." (Uy)
31. "Convenient." (Guzman)
32. "The helpful staff." (Piper)
33. "All the resources provided." (Guzman)
34. "The reminder calls for appointments." (Uy)
35. "Explaining things throwly." (Guzman)
36. "Appointment availability, timely appointment reminders bilingual staff." (Piper)
37. "The dentist remembers everything about me & really cares." (George)
38. "Everyone is but I really enjoy Heather. Only doctor I have ever felt comfortable with." (Piper)
39. "Everything staff and love to come to my ob appointments." (Guzman)
40. "They are very respectful and kind." (Lamond)
41. "Fast app." (Lamond)
42. "Schedule." (Stern)
43. "Explaining information that I don't understand." (Stern)
44. "Great doctors/wait time."
45. "Translate because my English is not good." (George)
46. "Great staff very helpful." (Lamond)
47. "Explaining any concerns I had." (Piper)
48. "Ob was very nice to me, treated me very good." (Piper)
49. "Cleanliness, courteous, on time." (Uy)
50. "Organized, quick appointments, never have to wait long, caring, empathetic staff." (Stetina)
51. "Communication/making sure everything is well explained." (Uy)
52. "The staff is great." (Akroush)
53. "Dental was good + love primary." (Akroush)
54. "Everyone is very nice? Helpful." (Safavinejad)
55. "Heather Piper has been great." (Piper)
56. "The trimester packets 😊." (Stetina)
57. "Great customer service and timely appointments." (George)
11. "That they have appointment reminders." "Que recuerdan las citas." (Safavinejad)
12. "With the health and economical." "En la salud y economía." (Piper)
13. "Very great attention and treatment." "Muy Buena la atencion y el tratamiento." (Akroush)
14. "Accessible and they speak Spanish." "Accessible y hablan Espanol." (Safavinejad)
15. "Service with my pregnancy." "Servicio con mi embarazo." (Piper)
16. "They help me adapt to a schedule." "Me ayudan adaptarme a un horario." (Uy)
17. "The attention regarding my pregnancy." "La atencion sobre mi embarazo." (Stetina)
18. "The service they provide." "El servicio que dan." (Uy)
19. "They maintain me informed regarding my health and my baby's." "Me mantiene informada sobre mi salud y de mi bebe." (Piper)
20. "The excellent services." (English response on a Spanish survey)
21. "The language." "El lenguaje." (Uy)
22. "The care for my health." "El Cuidado de mi salud." (Guzman)
23. "The gynocology área." "El area de ginecóloga." (George)
24. "With all of my doubts and necessities." "En todas mis dudas y necesidades." (Guzman)
25. "That they are bilingual and very attentive." "Que son bilingues y muy atentos." (George)
26. "Having better control of my health and help with my postpartum." "Tener un mejor control sobre mi salud y ayuda sobre mi postarto." (Piper)
27. "Providing me with appointments to be healthy." "Dandome citas para estar bien de salud." (Akroush)
28. "The follow up during my pregnancy." "El seguimiento de mi embarazo." (Piper)
29. "With having oral health for my children." "En tener salud bucal a mis niños." (George)
30. "To take up the topic of my pregnancy, with the entire follow up." "En llevar el tema de mi embarazo, en todo su seguimiento." (Guzman)
31. "They tend to calls and help schedule appointments quickly." "Atienden llamadas y ayudan agendar cita rápidamente." (Guzman)
32. "A lot with my pregnancy." "Mucho con lode mi embarazo." (Piper)
33. "My baby's checkup." "El chequeo de mi bebe." (Lamond)
34. "Everything that I need." "Todo lo que yo necesite." (Lamond)

58. "Everyone being very nice & helpful & very sweet makes me feel happy & safe." (Piper)
59. "Everyone is kind." (Piper)
60. "Easy communication." (Uy)
61. "The staff is great." (Uy)
35. "Good attention, excellent providers." "Buena atencion. Excelentes proveedores." (Stern)
36. "The prompt response to my concerns." "Su pronta respuesta a las inquietudes." (Quesea)
37. "They tend to very well it is the best." "Que a tienden muy bien es de lo mejor." (Stern)
38. "Same day appointments." "Citas el mismo dia."
39. "Their attention and quickness." "Su atencion y rapidez."
40. "It is close to my home, very satisfied." "Lo tengo cercas de mi casa muy satisfecha." (Uy)
41. "Medical attention." "Atención medica." (Piper)
42. "The medical attention that we need." "La atencion medica que necesitamos." (George)
43. "Professional and economically accessible." "Profecional y assecible economicamente." (Uy)
44. "Everything in respect to attention and information is excellent." "Todo respeto a atencion e informacion es excelente."
45. "The consultations and the attention." "Las consultas y la atención."
46. "Maintaining my teeth healthy." "A mantener mis dientes sanos."
47. "The price is assessable to me." "El precio accesible para mi." (Uy)
48. "With oral care health for my son." "Con la salud bucal de mi hijo."
49. "The service is very good." "El servicio muy bueno." (Akroush)
50. "That they are kind in all the treatment." "Que son muy amables en todo el trato." (Piper)
51. "Perfectly accesible with my economy." "Precio accesible a mi economia." (Akroush)
52. "Everything in general." "Todo en general." (Quesea)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (26)
2. "None." (Piper)
3. "No."
4. "All good." (Piper)
5. "Time." (Piper)
6. "Overall, no improvement needed." (Stetina)
7. "Nothing to be changed they are great." (Piper)
8. "Great service already." (Guzman)
9. "Everything is going well." (Guzman)

Spanish

1. "For the moment, nothing." "Por el momento nada." (Piper)
2. "Great." "Buena."
3. "Nothing." "Nada."
4. "Everything is very great." "Todo muy bien." (Guzman)
5. "Everything is excellent." "Todo excelente."
6. "For me, everything is very great." "Para mi todo esta muy bien." (2)
7. "Everything is great." "Todo esta bien." (3)

10. "All is good." (Guzman)
11. "Time." (Guzman)
12. "Unsure." (Piper)
13. "Instead of 15 min ahead do 30 min." (Uy)
14. "I think it's all good." (Guzman)
15. "The insane amount of texts/emails before an appointment is unnecessary." (George)
16. "Everything's great."
17. "Great as is." (Stetina)
18. "Keep up good work." (Safavinejad)
19. "Ultrasound pictures." (Stetina)
20. "Everything is great." (George)
21. "The wait time when there is a scheduled appt."
22. "Everything is very good with the service."
23. "You guys are amazing already." (Uy)
24. "Nothing so far you guys are amazing." (Piper)
8. "It is very great." "Es muy buena." (Piper)
9. "For me now, it is very great." "Para mi ya es muy bueno." (Piper)
10. "Everything appears great to me for now." "Me parece todo bien ast ahora." (Uy)
11. "Everything appears great to me." "Todo me parece bien." (Stetina)
12. "Everything appears very great to me." "Me parece que esta muy bien." (Uy)
13. "I am very satisfied with the services." "Estoy muy satisfecha con los servicios." (Piper)
14. "Continue how it is now being the best." "Seguir asi, siendo los mejores." (Safavinejad)
15. "It appears to me that everything is perfect." "Me parece que todo esta perfecto." (Akroush)
16. "It is great now, well if you would be able to provide more endodontic services." "Esta bien as, bueno si pudieran hacer mas cosas como endodoncias." (Safavinejad)
17. "Having consideration if someone does not arrive exactly on time." "Tener un poco de consideración si una persona no llega exacto a la hora." (Piper)
18. "There are no complaints." "No hay quejas." (George)
19. "Doing a great job." "Haciendo buen trabajo." (George)
20. "Perhaps less time spent waiting?" "Talvez menos tiempo de espera?" (Piper)
21. "With having timely ultrasound appointments, the subject of appointments is the only thing, because the rest is fine." "En tener mas citas cercanas en ultrasonidos el tema de fechas es lo único, porque el resto todo bien." (Guzman)
22. "The appointments take too long, but in general everything is very good I am satisfied with everything." "Que se tardan mucho las citas, pero en general todo muy bien satisfecha en todo." (Akroush)
23. "The appointments are too delayed." "Tienen citas muy tardadas."
24. "In my experience everything is great." "En mi experiencia todo bien." (Stern)
25. "For the moment everything is great." "Por el momento todo bien."
26. "The service is very great." "El servicio esta muy bien."
27. "It is not necessary to improve. Everything is great." "No es necesario mejorar. Todo muy bien." (Stern)
28. "More timely appointments." "Citas mas pronto." (Akroush)
29. "More treatments." "Ma tratamientos."

30. "Kudos to your staff- thanks." (English response on a Spanish survey)
31. "The entire service is great 10 out of 10."
"Todo el servicio es muy bueno 10 de 10."
32. "It seems like a great service." "Me parece un excelente servicio." (Piper)
33. "For the moment it is perfect." "Por el momento es perfeto."
34. "Everything is very great no complaints."
"Todo muy bien no hay queja." (Akroush)
35. "Continue the way it went today very kind and attentive." "Seguir como asta hoy muy amables y atentos." (Piper)

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

English

- YES: 177
- NO: 0

Spanish

- YES: 105
- NO: 0

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

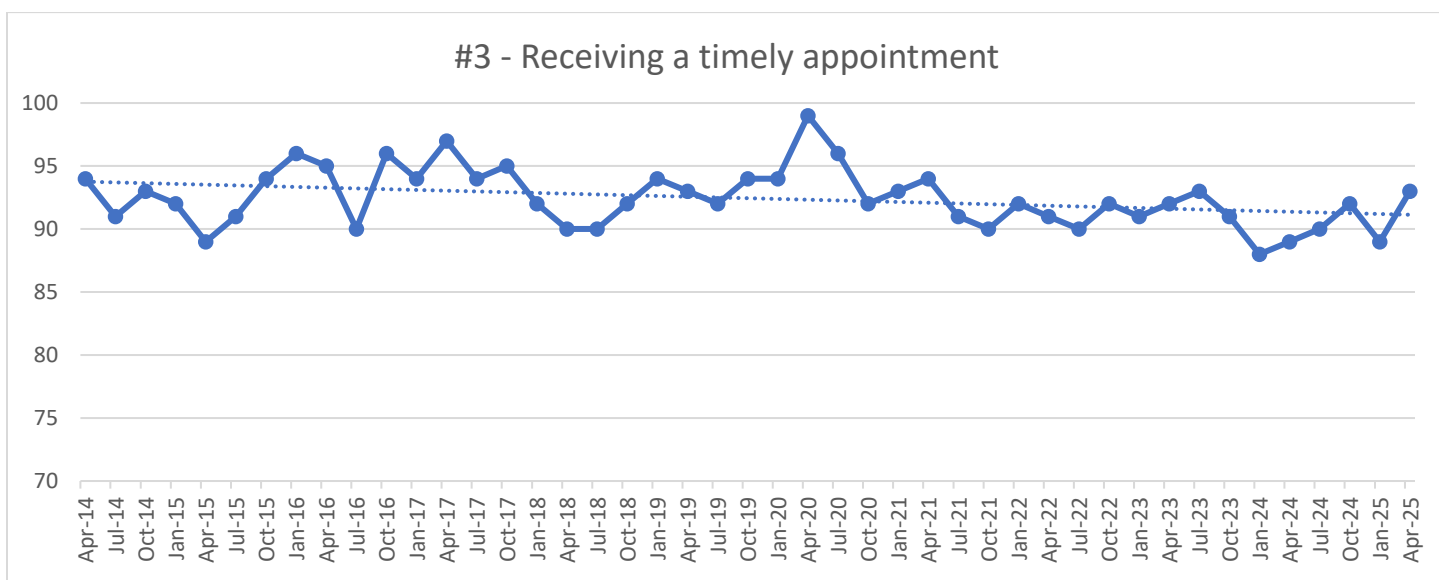
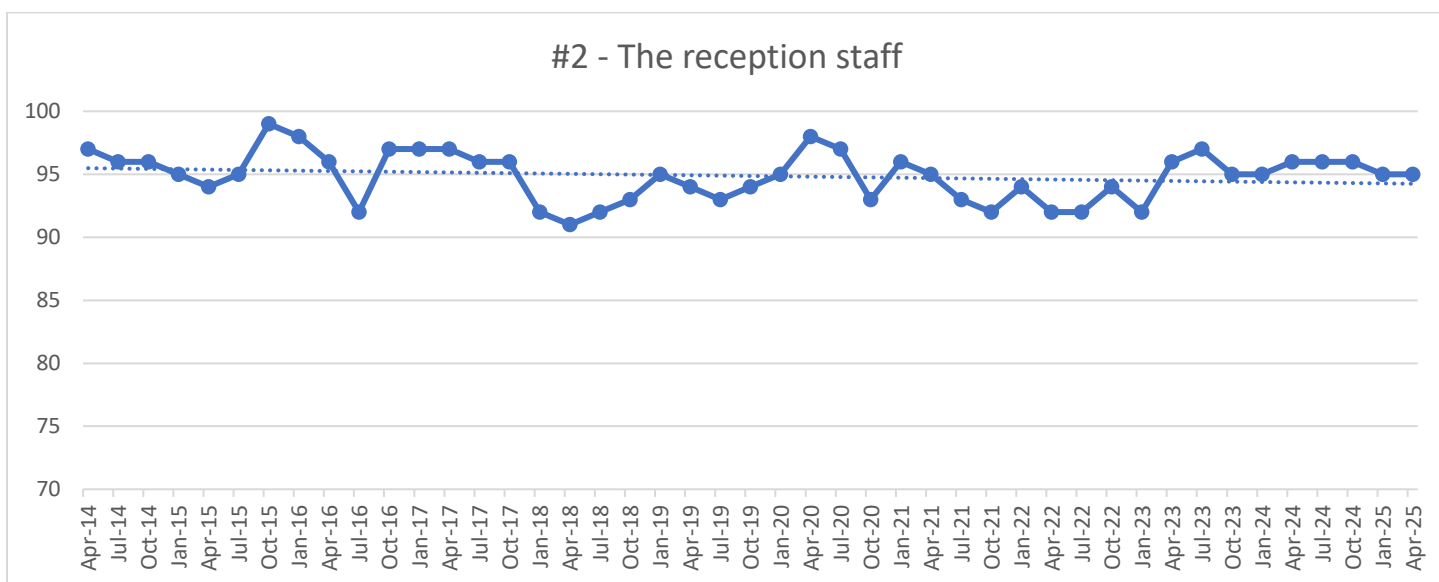
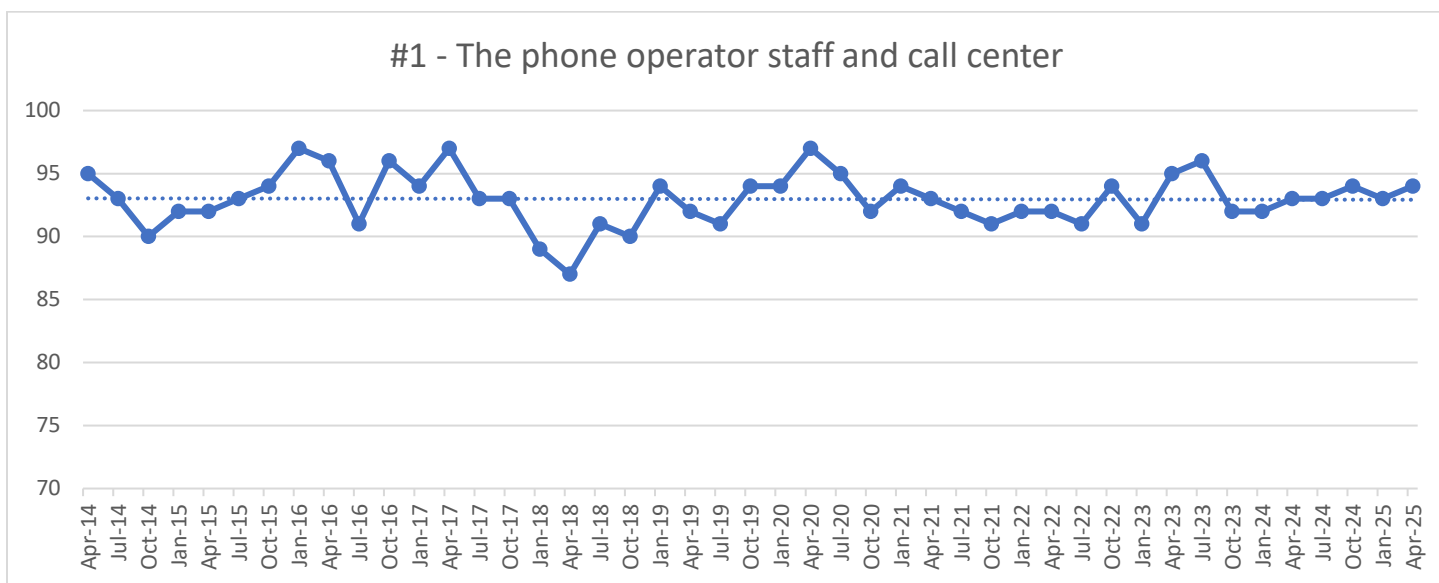
English

- Akroush: 23
- George: 18
- Guzman: 11
- Lamond: 6
- Piper: 45
- Quesea: 4
- Safavinejad: 7
- Stern: 11
- Stetina: 21
- Uy: 31

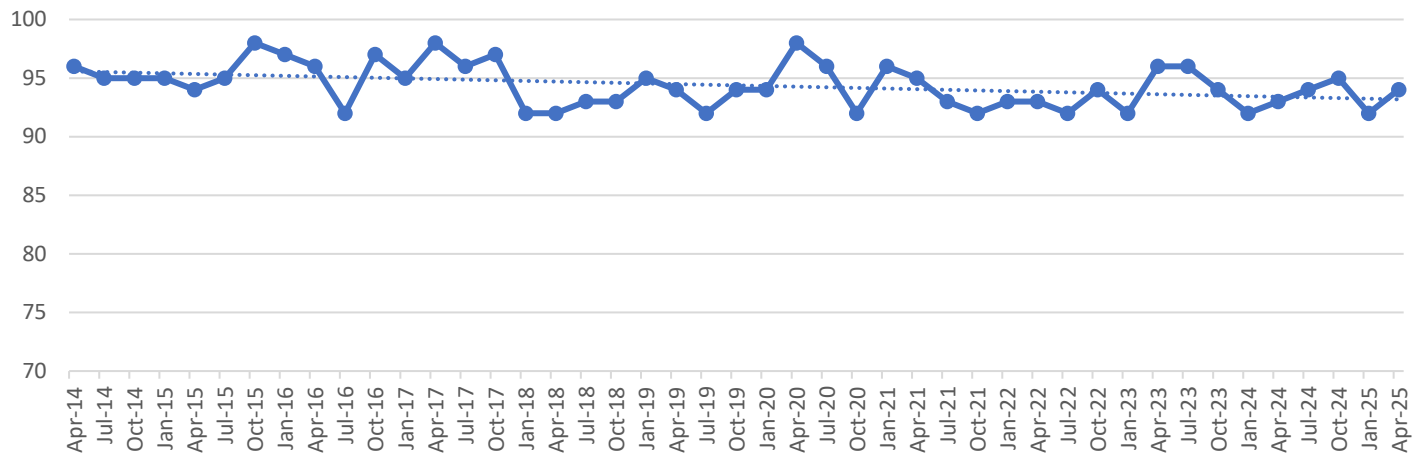
Spanish

- Akroush: 39
- George: 31
- Guzman: 15
- Lamond: 17
- Piper: 35
- Quesea: 10
- Safavinejad: 18
- Stern: 11
- Stetina: 11
- Uy: 23

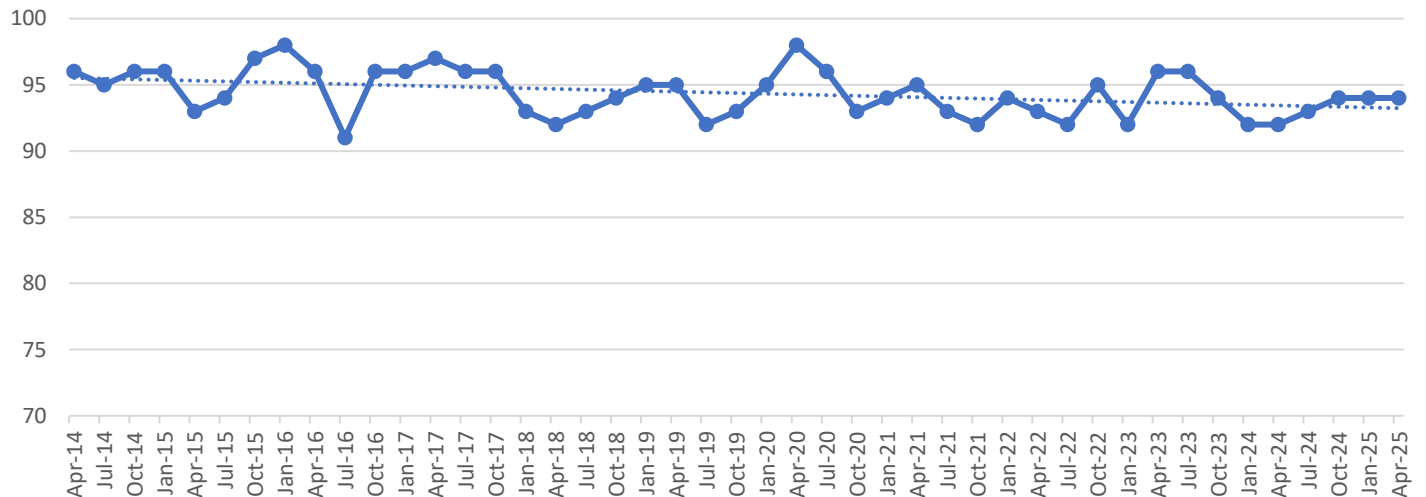
Individual Question Results with Trendlines



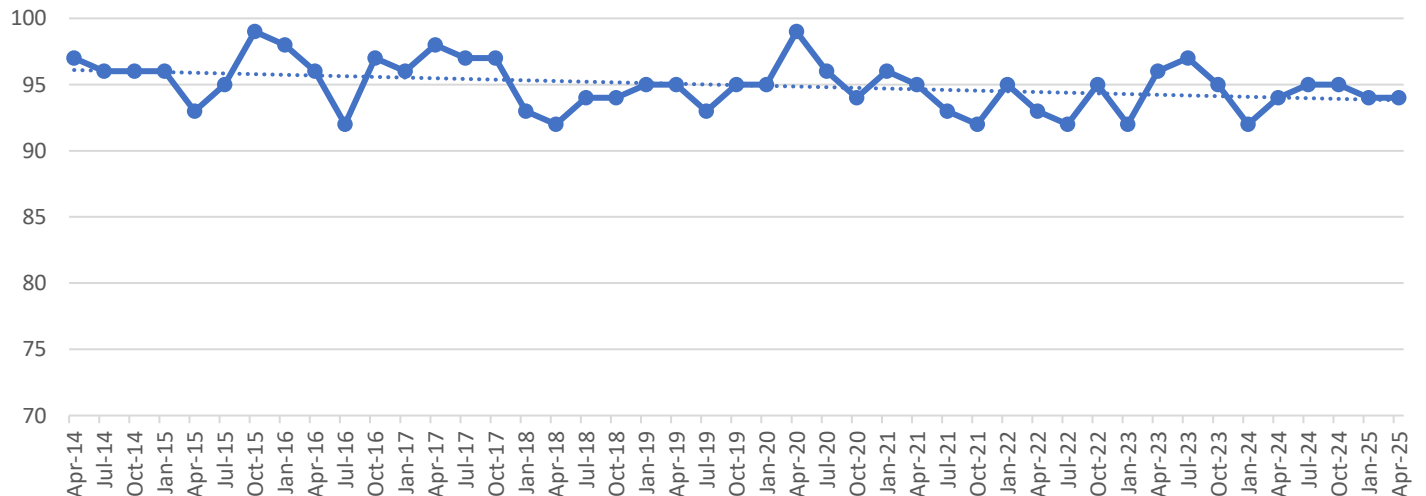
#4 - Education and explanation of plan provided in a way that I can understand



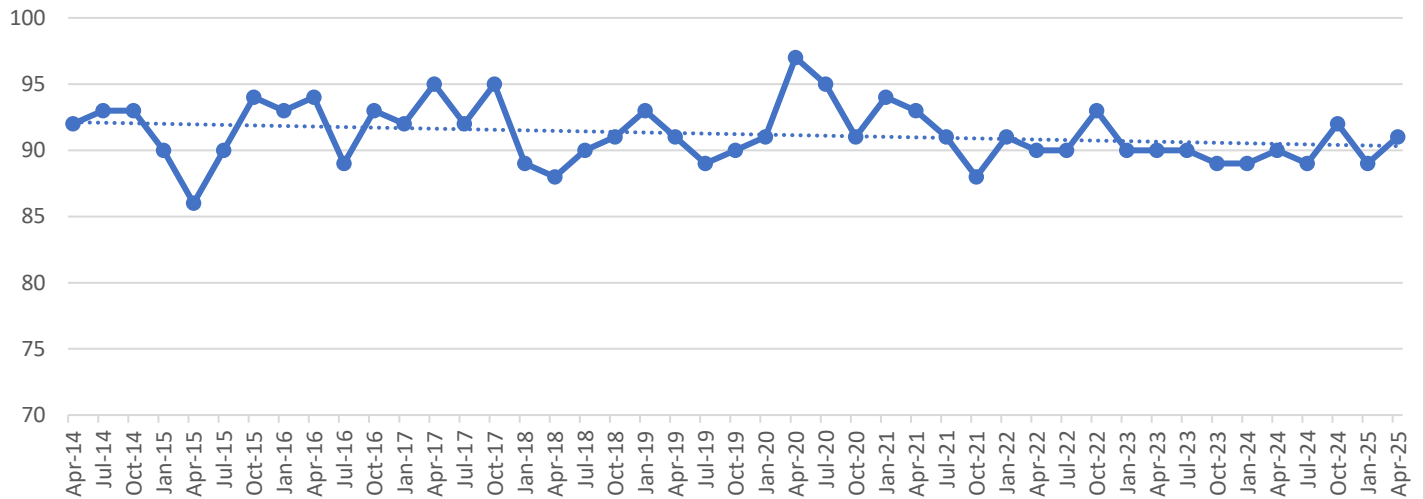
#5 - The follow-up and coordination of my care



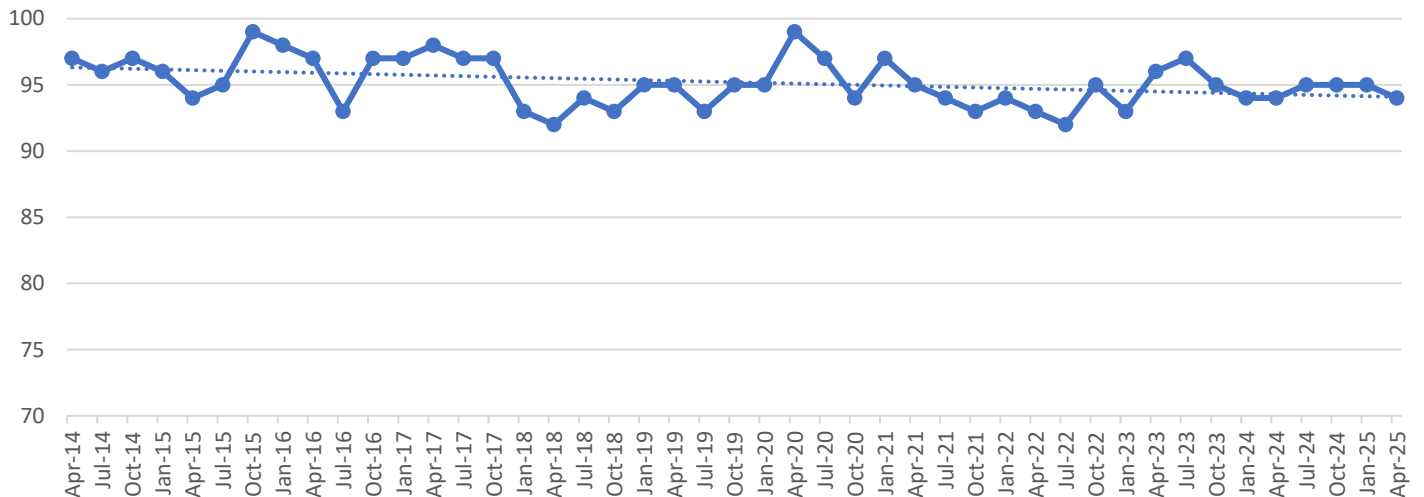
#6 - The staff addressing my medical needs today



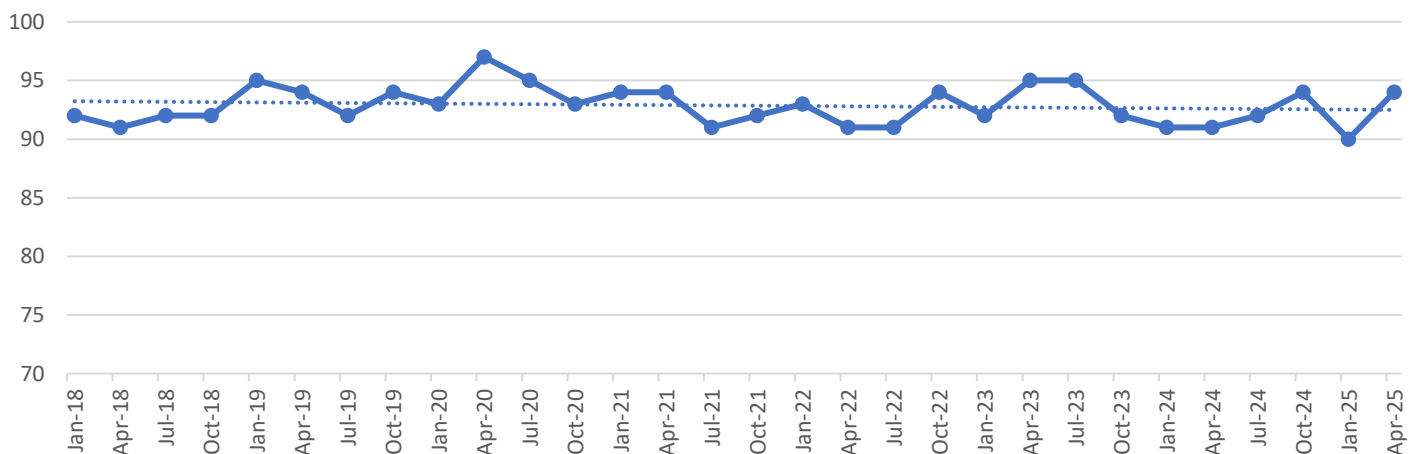
#7 - The time spent waiting



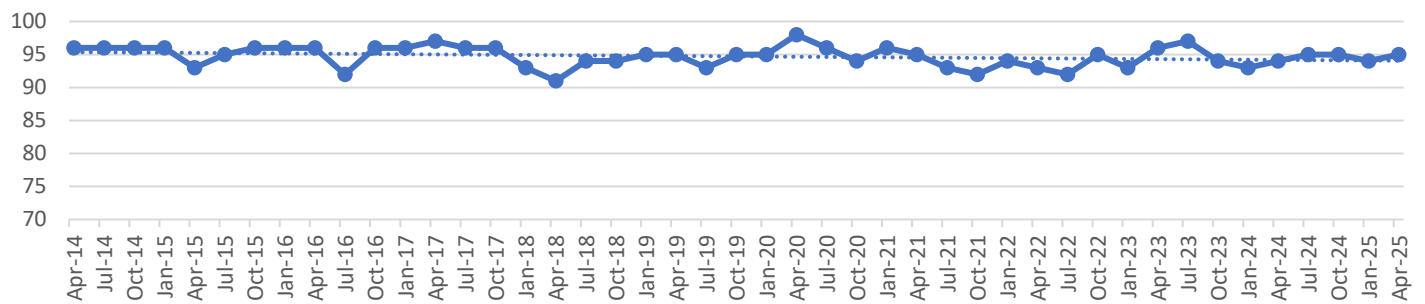
#8 - The respectfulness of staff



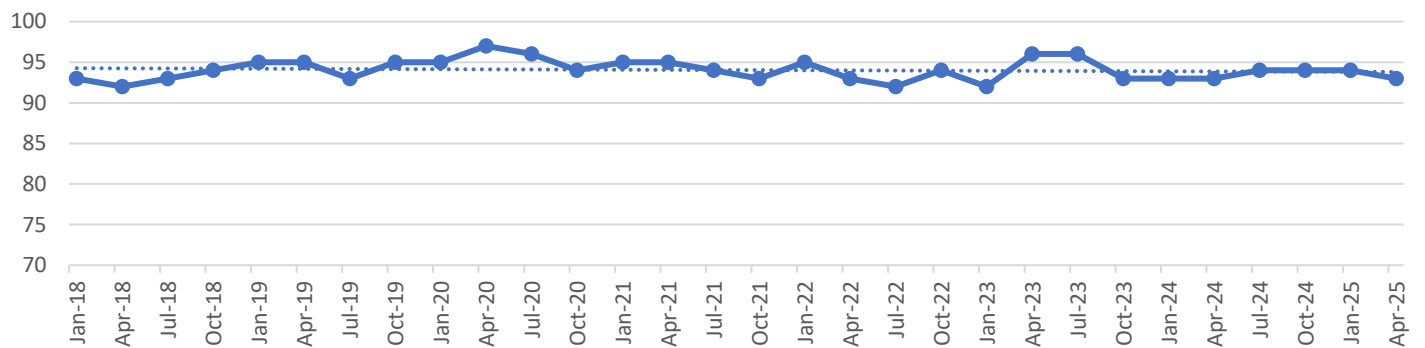
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



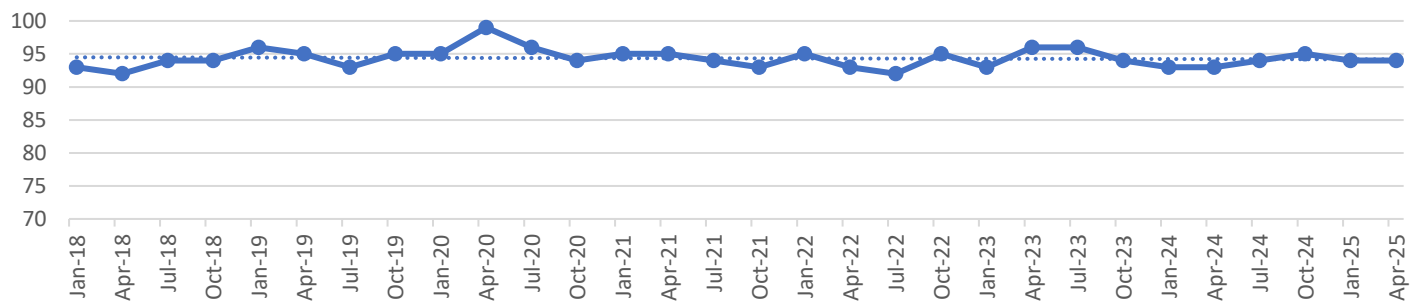
#10 - The handling of my personal medical information in a private and confidential manner



#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?

