

## Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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.

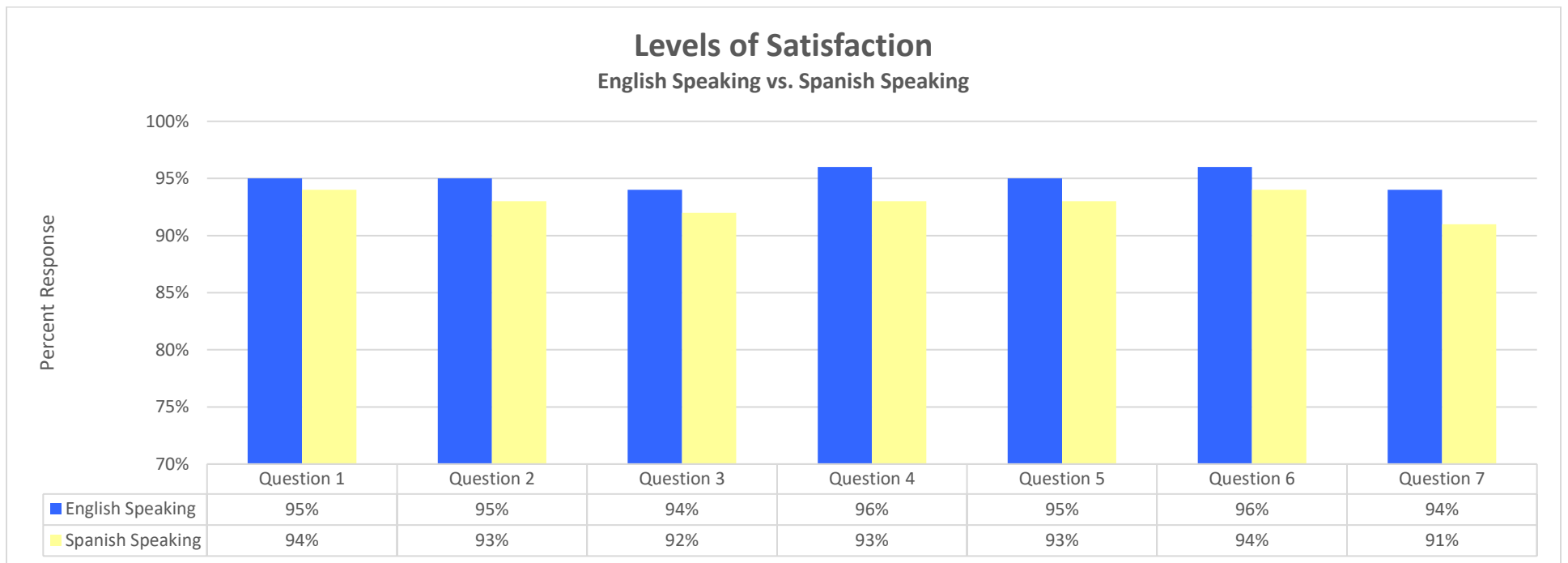
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024	Level of Satisfaction July 2024
1. The phone operator staff and call center	94%	96%	94%	93%
2. The reception staff	94%	95%	94%	93%
3. Receiving a timely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

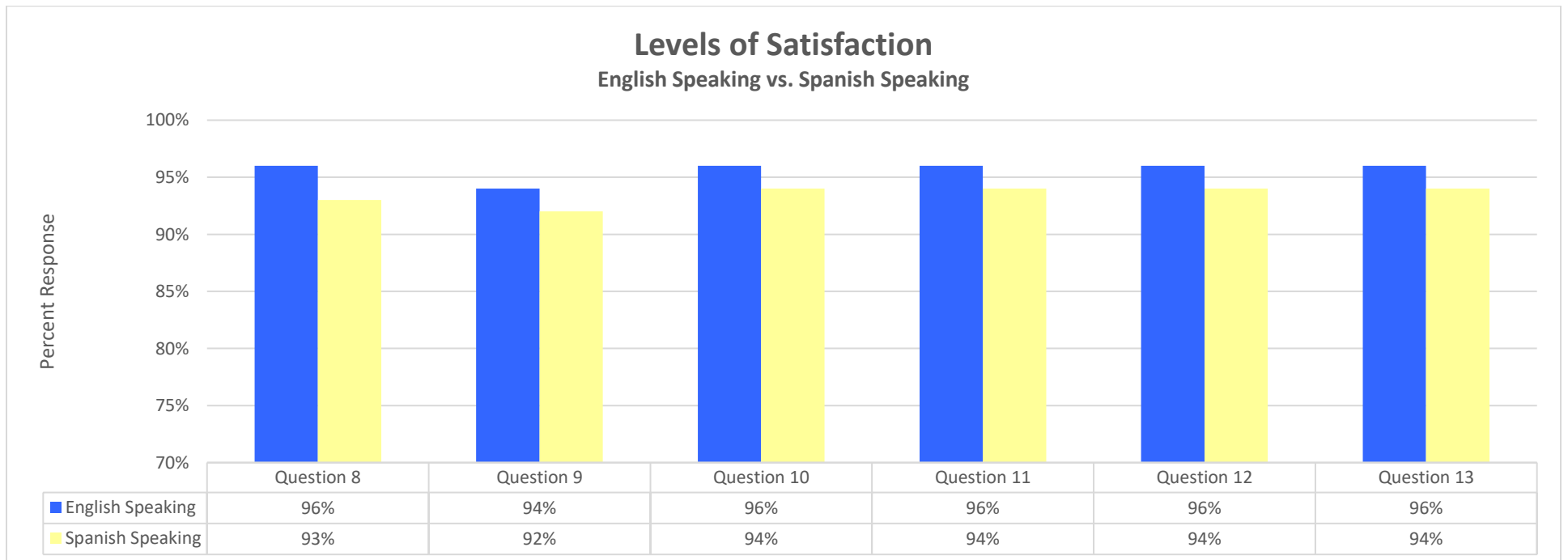
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	127 83%	237 78%	19 12%	55 18%	6 4%	2 1%	1 1%	1 1%	1 1%	8 3%
2. The reception staff	125 81%	225 76%	22 14%	61 21%	6 4%	4 1%	0	1 1%	1 1%	7 2%
3. Receiving a timely appointment	121 79%	211 72%	21 14%	59 20%	8 5%	14 5%	3 2%	2 1%	1 1%	8 3%
4. Education and explanation of plan provided in a way that I can understand	128 84%	227 76%	17 11%	57 19%	5 3%	6 2%	1 1%	2 1%	1 1%	7 2%
5. The follow-up and coordination of my care	123 80%	226 77%	22 14%	53 18%	7 5%	8 3%	0	1 1%	1 1%	7 2%
6. The staff addressing my medical needs today	127 84%	234 78%	18 12%	52 17%	6 4%	3 1%	0	2 1%	1 1%	8 3%
7. The time spent waiting	122 80%	214 72%	18 12%	51 17%	9 6%	21 7%	3 2%	3 1%	1 1%	8 3%



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	128 85%	226 77%	18 12%	53 18%	3 2%	6 2%	1 1%	1 1%	1 1%	9 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	125 82%	216 74%	13 9%	54 19%	13 9%	13 5%	0	1 1%	1 1%	8 3%
10. The handling of personal medical info in a private and confidential manner	128 84%	233 79%	17 11%	49 17%	6 4%	6 2%	0	1 1%	1 1%	8 3%
11. Your medical assistant	130 86%	236 80%	17 11%	47 16%	4 3%	2 1%	0	1 1%	1 1%	9 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	133 88%	246 83%	13 9%	39 13%	5 3%	3 1%	0	1 1%	1 1%	9 3%
13. Overall, how satisfied are you with the Health Center?	129 85%	240 82%	18 12%	41 14%	4 3%	3 1%	0	1 1%	1 1%	9 3%



## 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: 25

N/A: 12

YES: 12

#### Comments:

1. "I have not." (2)
2. "Excellent." (Ninkovska)
3. "Yes and we were very satisfied." (Shirazi)
4. "Very great experience, and thoughtful healthcare experience." (Lyman)
5. "No, great staff." (Vega)
6. "Excellent care." (Patel)
7. "Staff doesn't return call." (Vega)
8. "Staff." (Ninkovska)
9. "Good." (Patel)
10. "No, great experience 😊." (Hammer)
11. "Yes, good they called me back w/ advice." (Patel)
12. "Today's experience was excellent!" (Ninkovska)
13. "Staff was very friendly and helpful." (Patel)
14. "Great medical care!" (Ninkovska)
15. "Portal never answered."
16. "I didn't left a message." (Ninkovska)

#### Spanish

NO: 51

N/A: 2

YES: 16

#### Comments:

1. "Very great." "Muy buena." (Shirazi)
2. "Great experience." "Buena experiencia." (Hammer)
3. "Perfect." "Perfecto." (Finnander)
4. "Great." "Bueno." (Lyman)
5. "I have not left messages, anytime I call my call is answered." "No he dejado mensajes siempre que llamo mi llamada es contestada." (Hammer)
6. "Everything is great." "Todo bien." (Hammer)
7. "Very good." "Muy bien." (Ninkovska)
8. "Excellent service and very great job." "Excelente servicio y muy buen trabajo." (Hammer)
9. "The doctor Shirazi is very great." "La doctora Shirazi es muy buena." (Shirazi)
10. "Excellent very great." "Excelente muy bien." (Patel)
11. "Thank you." "Gracias."
12. "The experience is great." "La experiencia es buena." (Ninkovska)
13. "Very great." "Muy buena." (Hammer)
14. "Yes." "Si." (Hammer)
15. "Very great." "Muy bien." (Patel)
16. "Yes, very great." "Si muy bien." (Ninkovska)
17. "The personnel is very kind." "Muy amable el personal."

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

#### English

1. "N/A." (6)
2. "All helpful 😊." (Mathew)
3. "Friendly staff." (Hammer)
4. "Very helpful." (Hammer)
5. "Best." (Vega)
6. "Fast service." (Shirazi)
7. "Dr. Patel." (Patel)
8. "Convenience, friendly." (Patel)
9. "Dr. J Mathew." (Mathew)
10. "Staff." (Patel)
11. "Doctor." (Shirazi)
12. "Information provided." (Hammer)

#### Spanish

1. "Everything." "Todo." (3)
2. "Everything is very great." "Todo muy bien." (Patel)
3. "Everything is great." "Todo bien."
4. "Cost." "Costo." (Hammer)
5. "Their attention." "Su atencion." (Ninkovska)
6. "The attention." "La atención." (2)
7. "Health." "Salud." (Shirazi)
8. "Attention." "Atención." (Patel)
9. "The service." "El servicio." (3)
10. "The service is great." "Bueno el servicio." (Lyman)

13. "Everything." (Shirazi)
14. "Excellent care." (Patel)
15. "Multiple locations." (Vega)
16. "Staff." (Ninkovska)
17. "My healthy." (Ninkovska)
18. "Fast very kind." (Shirazi)
19. "How helpful everyone is." (Shirazi)
20. "Good communication." (Hammer)
21. "Close to home." (Hammer)
22. "Great explanation of care." (Hammer)
23. "I did a walk-in and they attended to me quickly." (Patel)
24. "Doctors and staff flexible times." (Shirazi)
25. "Having questions answered and being listened to about any concerns." (Lyman)
26. "The listen well and are very friendly." (Ninkovska)
27. "Convenience, consistency of physician." (Patel)
28. "They help me with multiple med issues." (Ninkovska)
29. "Jenny is super patient w/ all my questions." (Mathew)
30. "Walk-in available is really helpful." (Hammer)
31. "The service and health care." (Lyman)
32. "Staff are very friendly and help me with any questions I have as a first time mommy." (Vega)
33. "Very patient and friendly." (Ninkovska)
34. "Just being able to wait for my appointment and even having an opportunity to come in earlier or later." (Finnander)
35. "My doctor-comfortable talking to her + expressing my concerns + questions." (Ninkovska)
36. "They make making appointments easy and the doctor is great!" (Ninkovska)
37. "Answers all my questions + gives me options + tries to help me anyway she can (Lilian)." (Lyman)
11. "The care for my health." "El Cuidado de mi salud." (Lyman)
12. "For my health." "Por m salud." (Lyman)
13. "With my health." "Con mi salud." (Finnander)
14. "The attention and listening." "La atencion y escucha." (Lyman)
15. "The communcation." "La comunicaci3n." (Ninkovska)
16. "It is very great." "Es muy bueno." (Lyman)
17. "Great service." "Buen servicio." (Shirazi)
18. "Vaccines." "Vacunas." (Hammer)
19. "With my health." "Con mi salud." (Ninkovska)
20. "The excellent work." "El excelente trabajo." (Hammer)
21. "The kindness from the doctor." "La amabilidad de la doctora." (Shirazi)
22. "Having control of my health." "El control de mi salud." (Patel)
23. "With my health." "Con mi salud." (Ninkovska)
24. "Well with anything that I may need." "Pues en todo lo que necesito."
25. "The flexibility that they have for appointments." "La flexibilidad que son por sitas."
26. "That they have personal that speak Spanish." "Que tienen personal que hablan espa3ol." (Patel)
27. "The attention towards my pregnancy." "La atencion a mi embarazo." (Vega)
28. "I have a timely appointment." "Tengo mis citas pronto." 9Shirazi)
29. "That the attention is quick and efficient." "Que la atencion es r3pida y eficaz." (Shirazi)
30. "Having excellent health." "A tener exelente salud." (Hammer)
31. "With everything very good." "Es todo muy bien." (Ninkovska)
32. "Having better health." "Tener mejor salud." (Hammer)
33. "To improve every patient's health." "A mejorar la salud de cada paciente." (Patel)
34. "They are very kind and understanding." "Son muy amables y comprensible." (Shirazi)
35. "With everything the medical part is very professional." "En todo lo medico es muy profesional." (Lyman)
36. "The service is very great." "El servicio es muy bueno." (Hammer)

37. "That they treat very well the personnel, and they explain the results." "Que atienden muy bien el personal y explican los resultados." (Hammer)
38. "The service and attention." "Su servicio y atencion." (Lyman)
39. "To take control of my diabetes." "A llevar mi control de la diabetes." (Lyman)
40. "Quick attention, efficient." "Atención rapida eficiente." (Hammer)
41. "The closeness and price." "Lo cerca y precio." (Patel)
42. "Medical attention." "Atención medica." (Hammer)
43. "The easy access to medical services." "El facil acceso a servicio medico." (Hammer)
44. "Very great, the support from the doctors and it helps me a lot economically." "Muy buena el apoyo de los doctores y me ayuda mucho económicamente." (Hammer)
45. "Quick and secure." "Rápido y seguro." (Patel)
46. "Very great Doctor Teodora." "Muy buena Doctora Teodora." (Ninkovska)
47. "Help with referrals and analysis." "Ayuda para referencias y análisis." (Shirazi)
48. "The great treatment and explanation." "El buen trato y explicación." (Patel)
49. "With the care for my health." "Al Cuidado de mi salud."
50. "Their doctors are efficient." "Sus doctores son eficientes."
51. "Their help with cost is very convenient." "Su ayuda de cobro es muy conveniente." (Hammer)
52. "With the medical follow up very great." "Con mi seguimiento medico muy bueno." (Patel)
53. "The medical attention." "La atencion medica." (Shirazi)
54. "The quickness in which they tend to your necessities." "La rapidez que atienden las necesidades." (Hammer)
55. "With all of my checkups and discomfort." "A todos mis chequeos y malestares." (Hammer)
56. "Their attention helps us prevent sicknesses." "Su atención nos ayuda a prevenir enfermedades."
57. "They have available appointments, and they speak Spanish, and we can count on Spanish translations availability." "Tienen citas disponibles y hablan Español y contamos con

traducción en español disponible.”

(Ninkovska)

58. “That they speak various languages.” “Que hablan varios idiomas.” (Vega)
59. “Very great attention that I receive.” “Muy buena la atencion que recibo.” (Ninkovska)
60. “The attention from the ladies is excellent doctor is very kind and attentive.” “La atencion de las muchachas es excelente doctora muy amable atentas.”
61. “They service is super good.” “Su servicio es super bueno.” (Lyman)
62. “Their appointments are always available when we call early.” “Sus citas que siempre hay cuando uno llama temprano.” (Lyman)
63. “The health services and that they speak Spanish.” “El servicio de salud y que hablan español.” (Shirazi)
64. “The attention in general and the follow up of my appointments they are very on top of it.” “La atencion en general el seguimiento de mis citas están muy pendientes.” (Lyman)
65. “That they help out a lot in the clinic.” “En que le ayudan mucho en la clínica.” (Ninkovska)
66. “That I can always have a medical appointment.” “Que siempre puedo tener una cita medica.” (Hammer)
67. “The medical attention.” “La atencion medica.” (Lyman)
68. “They treat me very well.” “Me atienden muy bien.” (Hammer)
69. “Because it is very close to my home, and it is perfect how they tend to the patient.” “Porque esta muy cercas de la casa y esta perfecta como atienden al paciente.” (Hammer)
70. “With health and wellbeing of my baby and myself.” “A la salud y bienestar de mis bebes y mi persona.” (Shirazi)
71. “There are always capable people in the language. Personnel is very good.” “Siempre hay personas capacitadas en el idioma. Personal es muy bueno.” (Shirazi)
72. “Closeness to my home and the personal speaks Spanish.” “Cercania con mi domicilio y que el personal habla español.” (Shirazi)
73. “What I like the most is the attention it is very good, and I also like the Spanish speaking personnel that speak both languages English and Spanish.” “Lo que mas me gusta es la



atencion es muy buena y también me gusta porque hay personal que habla los dos idiomas ingles y español.” (Lyman)

74. “They help me with my necessities, and it is close to my home.” “Me ayudan a mis necesidades y esta cerca de mi casa.” (Ninkovska)
75. “They provide great services everyone is very kind.” “Dan un buen servicio todos son muy amables.” (Shirazi)
76. “Great attention and with my health it seems excellent.” “Buen atencion y en mi salud me parece excelente.” (Lyman)

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

##### **English**

1. “N/A.” (14)
2. “More staff for faster check in.” (Patel)
3. “Faster + less wait.” (Ninkovska)
4. “You do a great job very friendly.” (Ninkovska)
5. “Don’t make me wait.” (Vega)
6. “Nothing.” (2)
7. “None.” (Patel)
8. “Perfect.” (Shirazi)
9. “Everything is good!” (Lyman)
10. “Better patient care explaining care to patients.” (Vega)
11. “Nothing to change perfect place.” (Ninkovska)
12. “Nothing you guys are doing good.” (Ninkovska)
13. “Not at the moment.” (Finnander)
14. “I’ve had the wrong schedule and had to reschedule. Please be more attentive.” (Mathew)
15. “I think everybody doing their job well so far.” (Shirazi)
16. “Right now, I think it’s great enough.” (Hammer)
17. “Wait time was good today- in the past has been long.” (Ninkovska)
18. “Heard a staff member talking and making fun of me in the hallway.” (Shirazi)

##### **Spanish**

1. “No.” (Lyman)
2. “Excellent.” “Excelente.” (Shirazi)
3. “Satisfied.” “Satisfecho.”
4. “Everything is great.” “Todo bien.” (4)
5. “Everything is great.” “Todo esta bien.” (4)
6. “Everything is very great.” “Todo esta muy bien.”
7. “Everything is perfect.” “Todo esta perfecto.” (Ninkovska)
8. “Speaking with the personnel.” “Hablando con el personal.” (Ninkovska)
9. “It is great.” “Es buena.” (Patel)
10. “It is great how it is.” “Haci esta bien.” (Hammer)
11. “Very greats service.” “Muy buen servicio.” (Ninkovska)
12. “The service.” “El servicio.” (Hammer)
13. “Nothing, everything is great.” “Ninguno todo bien.” (Hammer)
14. “It appears everything is great.” “Me parece todo bien.” (Hammer)
15. “For me it is great.” “Para mi esta bien.” (Hammer)
16. “The entire service is great the one provided.” “Todo el servicio esta bien el que le brindan.” (Ninkovska)
17. “Very great service.” “Muy buen servicio.” (Shirazi)
18. “From my point of view, everything is great.” “Parar mi punto de ver todo esta bien.” (Lyman)
19. “It is very excellent, thank you.” “Es muy exelente gracias.” (Ninkovska)
20. “Very great service.” “Muy buen servicio.” (Lyman)
21. “They offer great services.” “Ofrecen buen servicio.” (Shirazi)

22. "They treat very well." "Atienden muy bien."  
(Lyman)
23. "Having better call services. Sometimes they take long to answer sometimes they don't answer." "Tener mejor servicio de llamadas aveces tardan en contestar a veces no contestan." (Mathew)
24. "Having more appointments for people that actually need it on time." "Tener citas para las personas que realmente lo necesitan a tiempo." (Mathew)
25. "The very great service." "El muy bien servicio."
26. "It is very great how it is." "Esta muy bien asi." (Patel)
27. "With more dental services, mammograms, radiographs." "Con mas servicios de dental, mamogramas, radiographias." (Ninkovska)
28. "Be more kind and educated in reception." "Ser un poco mas amables y educadas en recepción." (Shirazi)
29. "No comment everything is great." "No comentario todo esta bien." (Patel)
30. "More services like dental, xrays, ultrasounds, have more services more frequently in the clinics of Greater." "Mas servicios como dental, xrays, ultrasonidos, que Tengan esos servicios mas frecuentes en las clínicas de Greater." (Ninkovska)
31. "Continue how it is now." "Siga asi como esta hora."
32. "Everything is very good for me." "Todo esta bien para mi." (Patel)
33. "For me, the attention is very good." "Para mi la atencion es muy buena." (Vega)
34. "They do their job very well." "Hacen muy bien su trabajo." (Shirazi)
35. "Everyone is very great. The attention." "Todos estan bien la atención." (Lyman)
36. "Continue like this and every day they improve, success!!!" "Siga asi y cada día mejoran éxitos!!!" (Lyman)
37. "Continue with their services and only more information from some of the assistance." "Seguir con sus servicios y solo dar mas informacion de algunas mas ayudas." (Hammer)
38. "Only in the case of receptionist they are not all that kind." "Solo en caso de las recepcionistas no todas son del todo amables." (Shirazi)
39. "Do need to improve everything is great." "No necesita mejorar todo esta bien."
40. "Everything seems very professional." "Todo me parece muy profesional." (Patel)

41. "How it is now I like it." "Asi como esta me gusta." (Finnander)
42. "Could you please have more timely appointments and not with dates that are too far out." "Podrian porfavor tener citas mas antes y no con fechas tan lejos." (Hammer)

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

**English**

- YES: 83
- NO: 1

**Spanish**

- YES: 123
- NO: 0

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

**English**

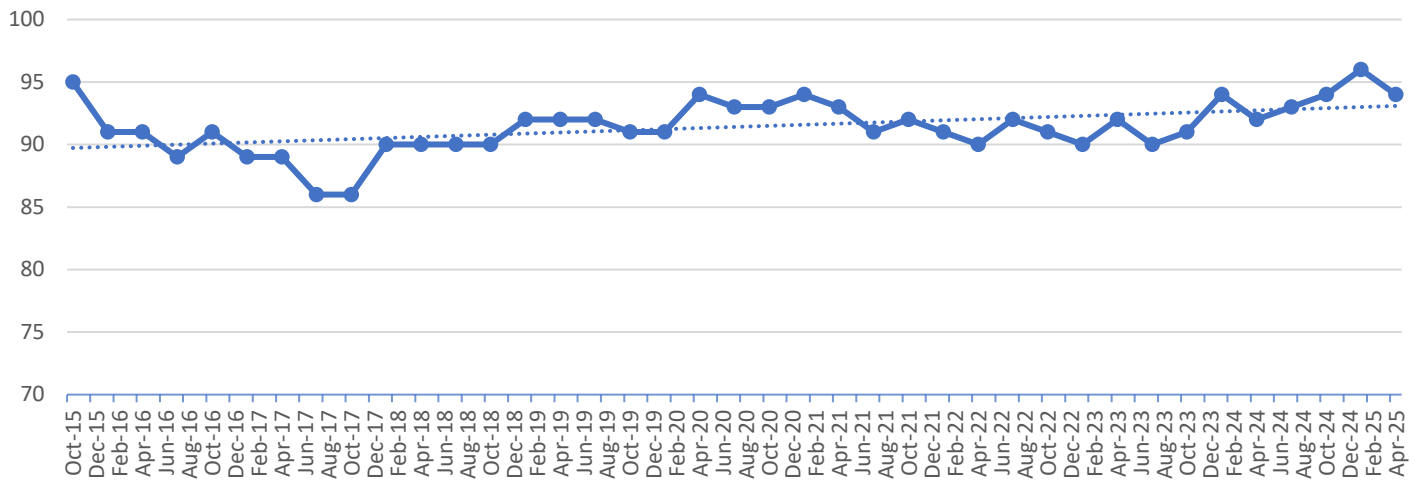
- Finnander: 4
- Hammer: 23
- Lyman: 17
- Mathew: 7
- Ninkovska: 21
- Patel, C: 23
- Shirazi: 33
- Vega: 12
- Weaver: 6

**Spanish**

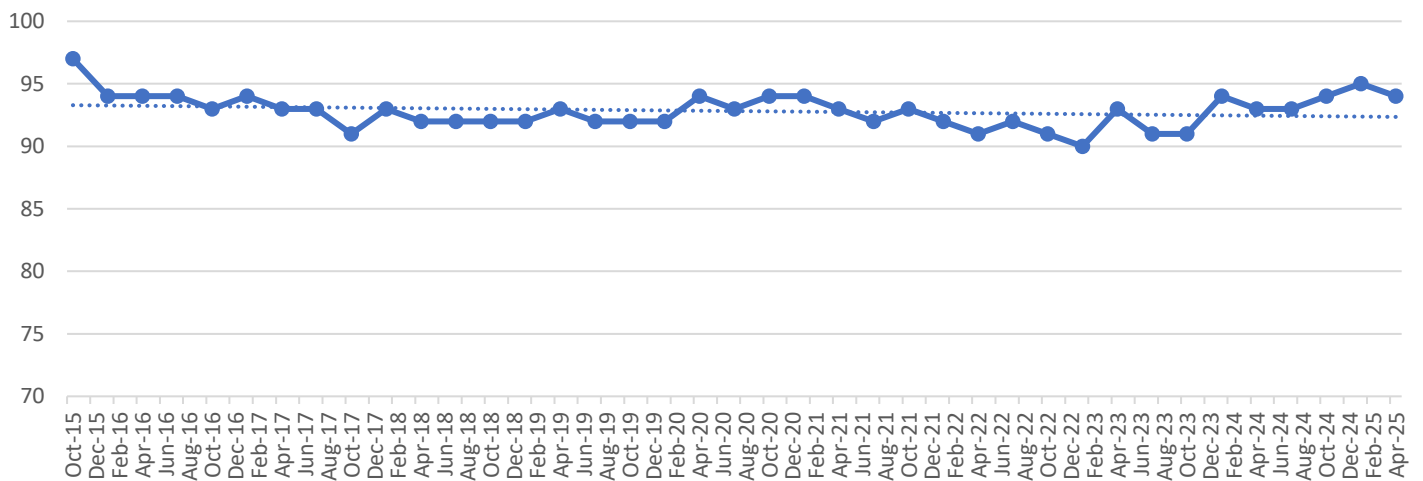
- Finnander: 8
- Hammer: 59
- Lyman: 46
- Mathew: 6
- Ninkovska: 59
- Patel, C: 44
- Shirazi: 42
- Vega: 13
- Weaver: 1

## Individual Question Results with Trendlines

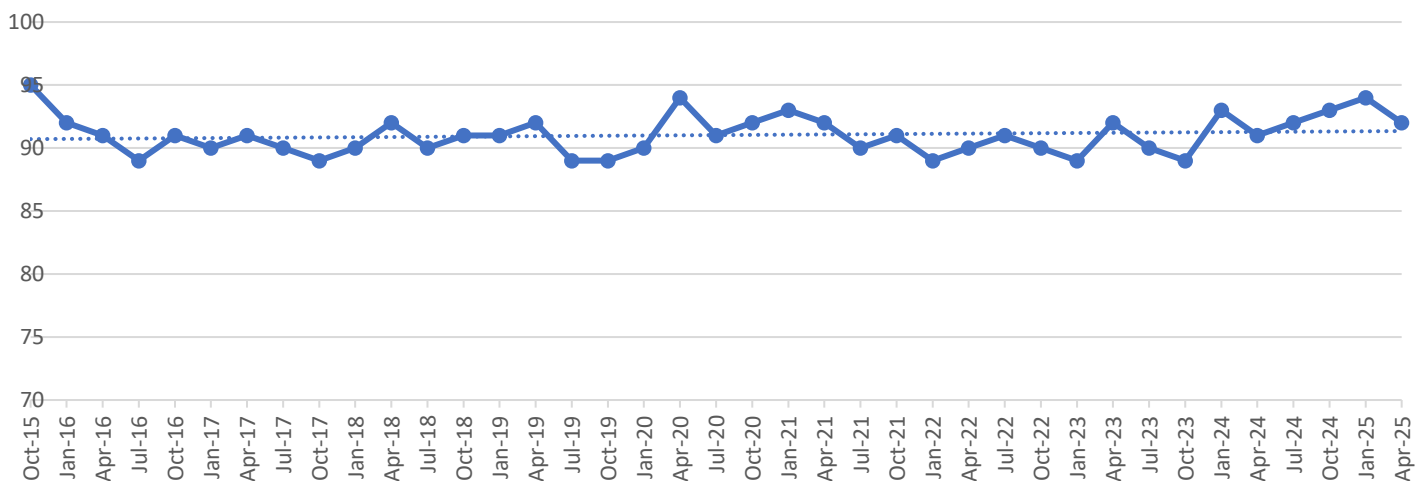
#1 - The phone operator staff and call center



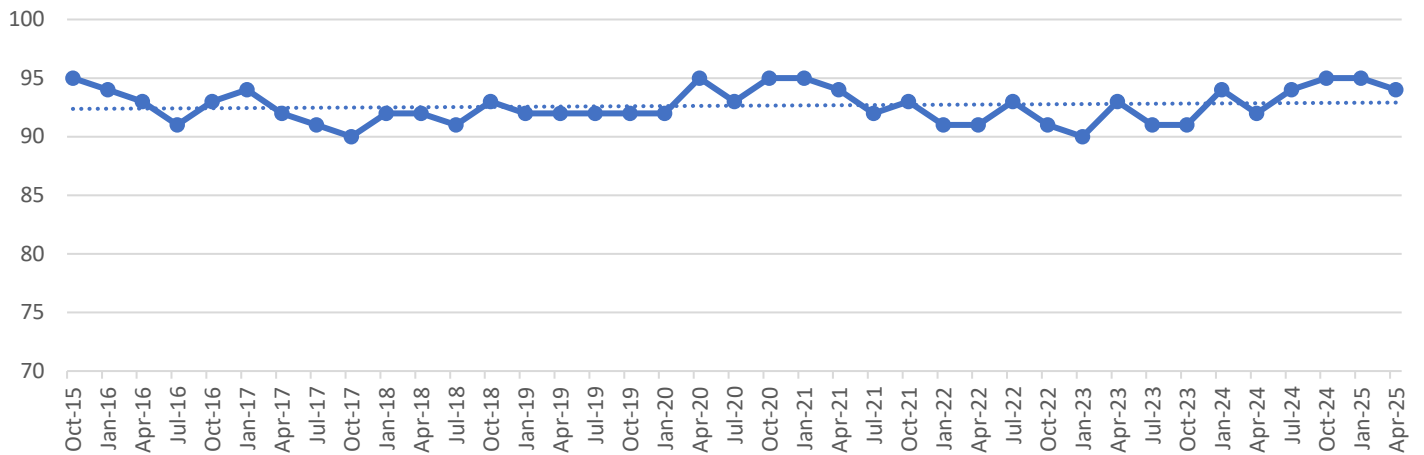
#2 - The reception staff



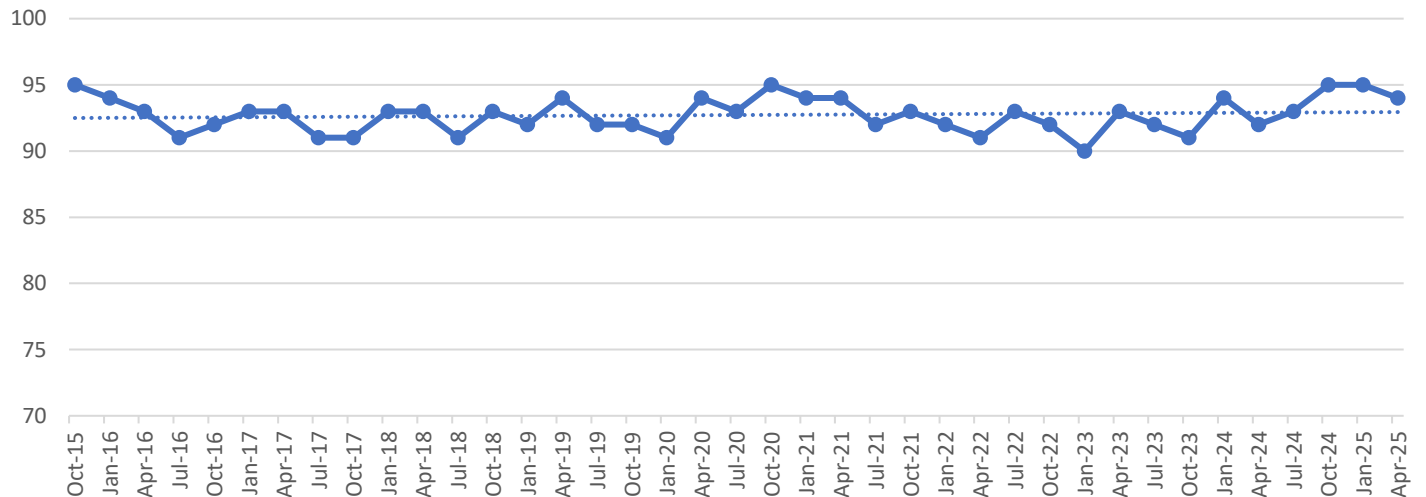
#3 - Receiving a timely appointment



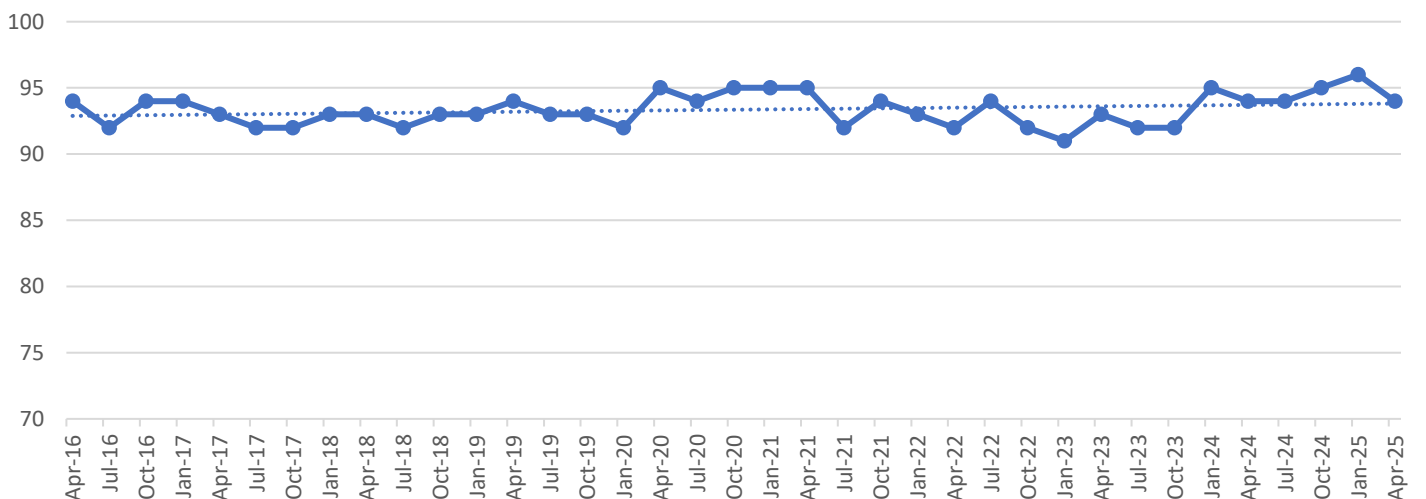
#### #4 - Education and explanation of plan provided in a way that I can understand



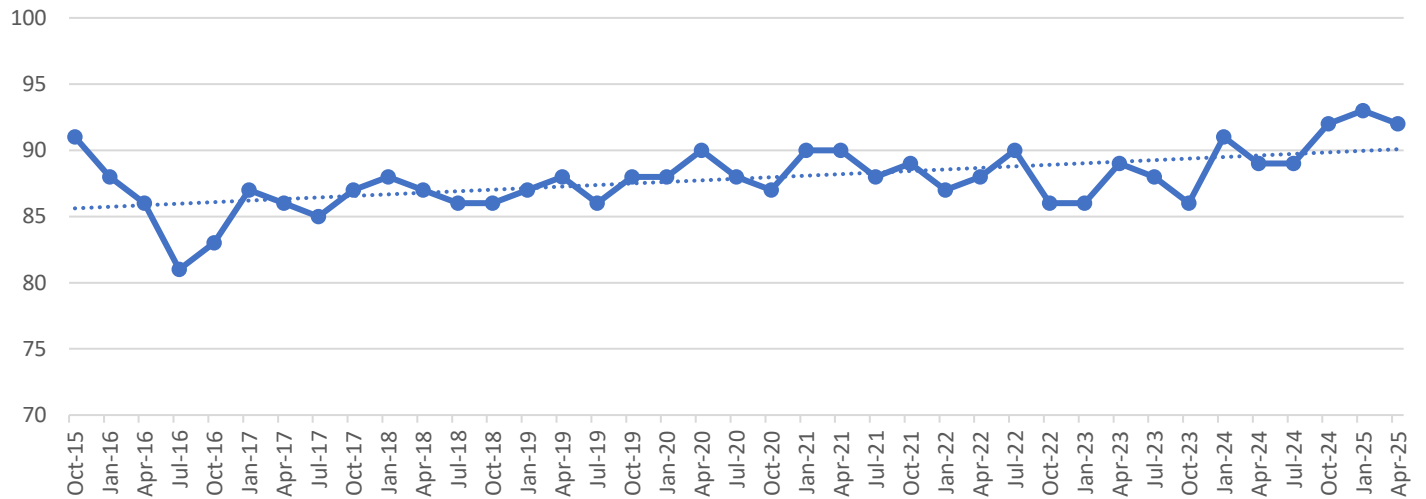
#### #5 - The follow-up and coordination of my care



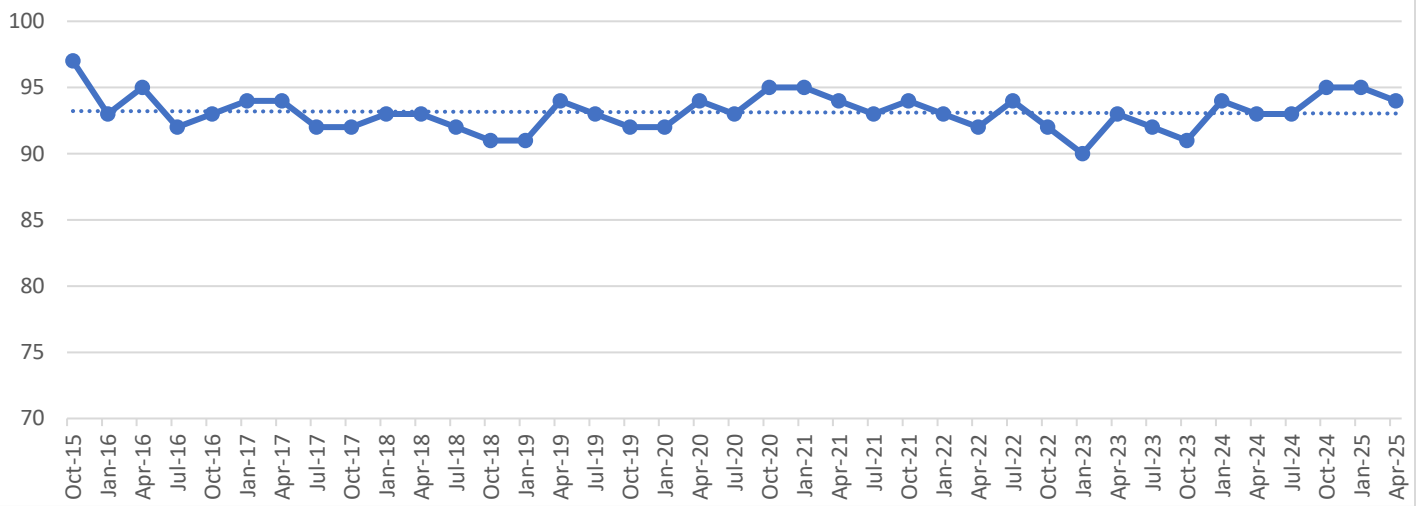
#### #6 - The staff addressing my medical needs today



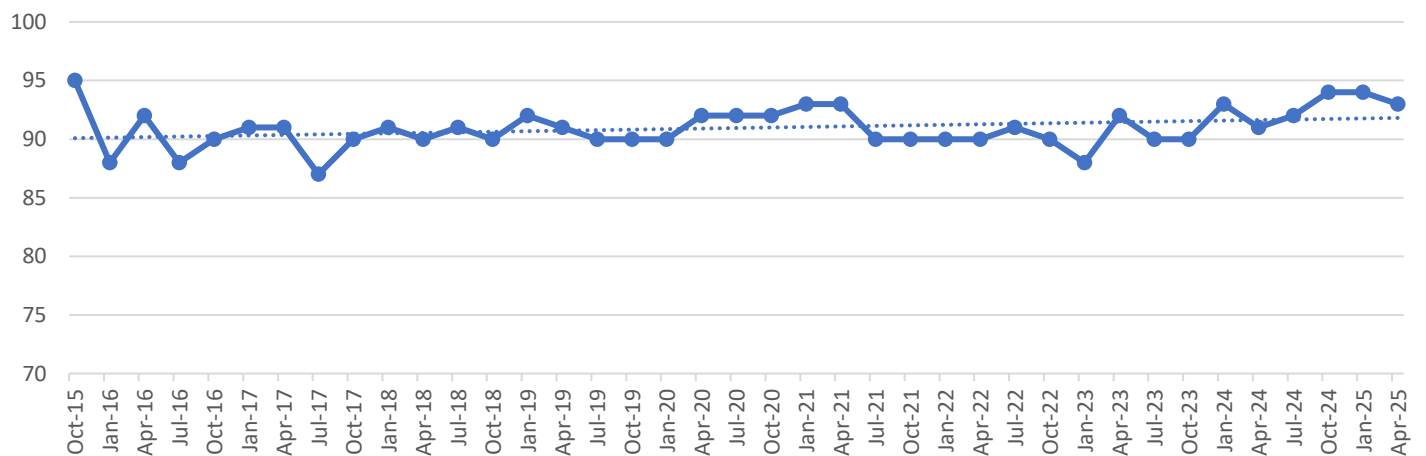
#7 - The time spent waiting



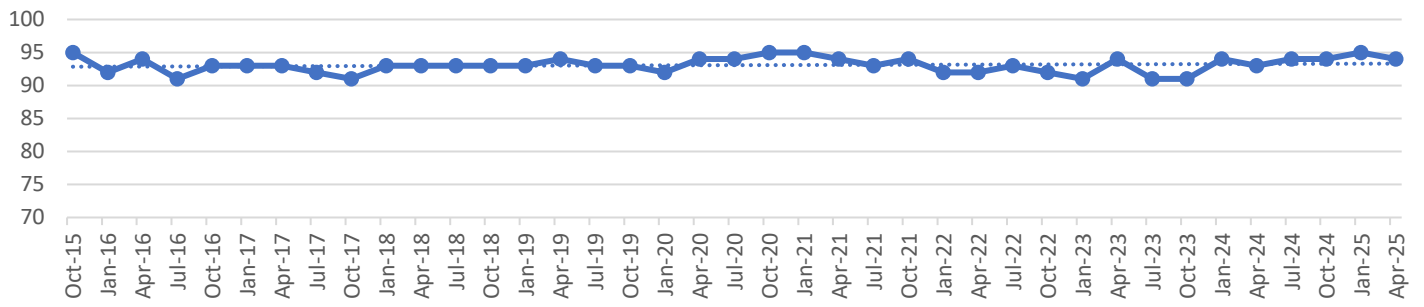
#8 - The respectfulness of staff



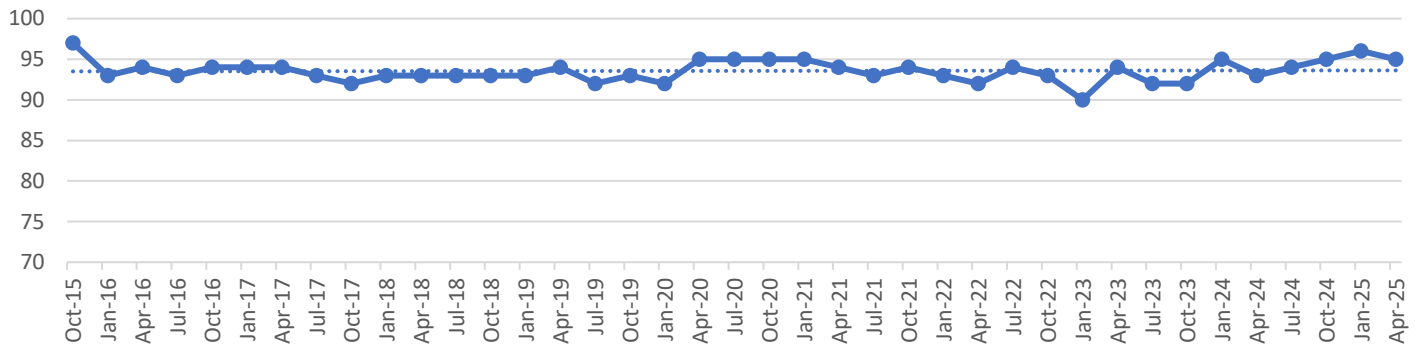
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



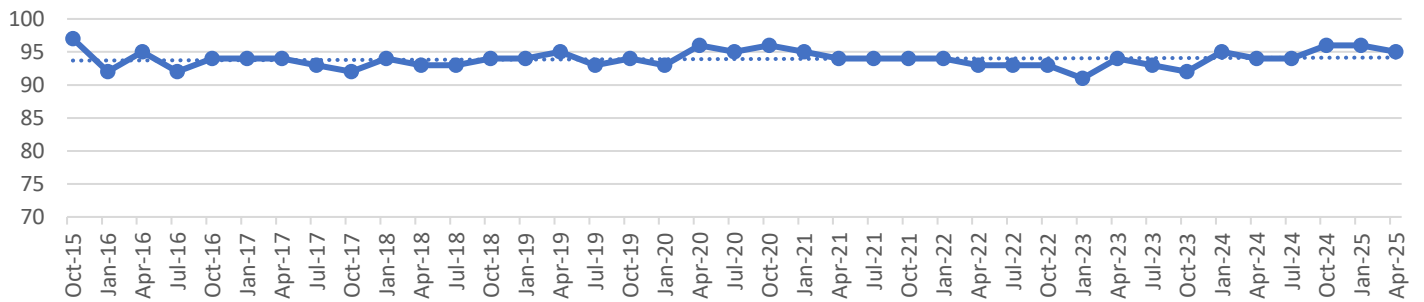
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

