

Patient Satisfaction Survey 10225 Grand Ave., Franklin Park July 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 97% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

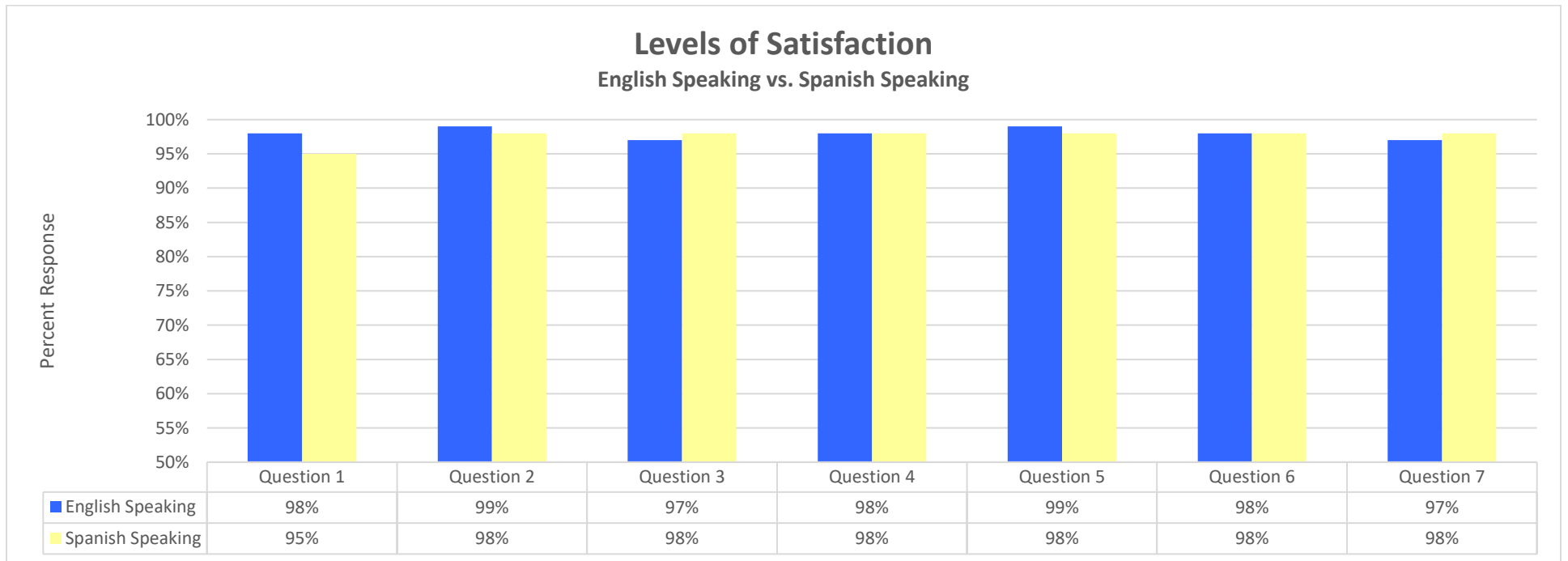
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	97%	95%	95%	98%
2. The reception staff	98%	97%	96%	99%
3. Receiving a timely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

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

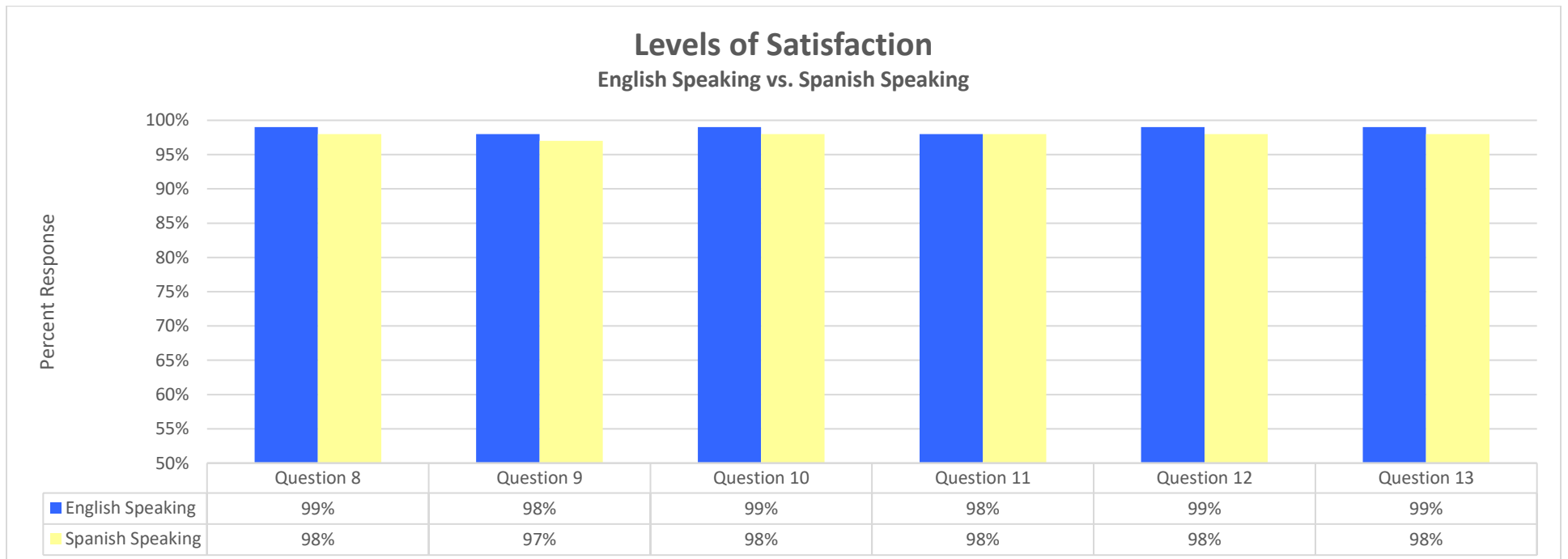
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	98 92%	61 80%	8 8%	12 16%	1 1%	2 3%	0	1 1%	0	0
2. The reception staff	102 94%	68 90%	5 5%	8 11%	1 1%	0	0	0	0	0
3. Receiving a timely appointment	98 91%	67 89%	7 7%	8 11%	2 2%	0	1 1%	0	0	0
4. Education and explanation of plan provided in a way that I can understand	101 94%	68 90%	5 5%	7 9%	2 2%	1 1%	0	0	0	0
5. The follow-up and coordination of my care	101 94%	67 89%	6 6%	7 9%	1 1%	1 1%	0	0	0	0
6. The staff addressing my medical needs today	100 93%	69 91%	6 6%	7 9%	2 2%	0	0	0	0	0
7. The time spent waiting	97 90%	69 91%	6 6%	7 9%	3 3%	0	2 2%	0	0	0



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	101 94%	70 92%	4 4%	6 8%	2 2%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	96 94%	64 86%	4 4%	8 11%	2 2%	2 3%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	101 94%	67 89%	4 4%	8 11%	2 2%	0	0	0	0	0
11. Your medical assistant	98 92%	70 92%	7 7%	6 8%	2 2%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	101 93%	70 92%	6 6%	6 8%	1 1%	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	100 93%	68 92%	6 6%	6 8%	1 1%	0	0	0	0	0



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: 11

N/A: 7

YES: 0

Comments:

1. "Experience is great."
2. "Good."
3. "My experience was amazing. Love the staff and how they took care of me in a timely manner." (Tempest)
4. "Excellent service."
5. "Excellent 😊."
6. "Excellent."

Spanish

NO: 12

N/A: 1

YES: 0

Comments:

1. "The coordinator helped me plenty with my insurance." "La cordinadora me ayudo mucho con mi aseguranza."
2. "I requested a prior authorization for a lung CT scan a long time ago and it has not arrived." "Pedi un prior authorization para lung CT scan hace bastante tiempo y no me ha llegado." (Sadik)
3. "Very good, they tended to me perfectly good, and they cleared up all of my doubts, they helped me resolve my problems." "Muy bien, me atendieron perfectamente bien, y me despejaron todas mis dudas, me ayudaron a resolver mi problema." (Alcordero)

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

English

1. "N/A." (2)
2. "Fast appointments." (Alcordero)
3. "Everything 😊."
4. "Approach." (Jamison)
5. "The staff." (Sadik)
6. "Good."
7. "Fast appointments." (Rajki)
8. "Everything was helpful."
9. "Polite doctor and nurse."
10. "Getting appt soon."
11. "Getting appointments early."
12. "Working with me."
13. "The entire staff." (Sadik)
14. "They take their time."
15. "Explains well, patient, kind 😊."
16. "Understanding staff to my needs."
17. "I like the text updates abt the appointment time." (Sadik)
18. "The receptionist is very nice!"
19. "The variety of movies played in the waiting room." (Acevez)
20. "Not sure but overall everyone is doing a good job."
21. "The provider was really good at explaining my q's."

Spanish

1. "No."
2. "The attention." "La atencion." (Rajki)
3. "That they speak Spanish." "Que hablan Espanol." (Alcordero)
4. "The communication." "La comunicacion."
5. "Very good." "Muy bien." (Alcordero)
6. "Good." (English response on a Spanish survey)
7. "Finding services with discounts for the lack of insurance." "Encontrar servicios con descuentos por la falta de aseguranza." (Jamison)
8. "The service and care for my health in general, but more so in sexual health." "El servicio y Cuidado de mi salud, en general, pero mas en la salud sexual."
9. "Very efficient and convenient excellent everything." "Muy eficiente y conveniente excelente todo."
10. "The availability from the entire personnel." "Su disponibilidad de todo el personal." (Alcordero)
11. "That they provide same day appointments or the following day." "Que median las citas el mismo dia oh para el siguiente día." (Rajki)

22. "Easy to talk to healthcare provider. Appointment can be given quick which is very helpful."
23. "I love the experience and how Tempest was able to answer all of my questions and concerns Angelica was very nice and informative. The staff is very welcoming and near home." (Jamison)
12. "The personnel and the physician are very kind." "El personal y el medico son muy amables."
13. "It is a very clean clinic, organized, with personnel that is very capable. I like that it is close to my home, and I can do everything here." "Es una clinica muy limpia ordenada con personal muy capacitado. Me gusta que esta muy cerca de mi casa y aquí puedo hacer todo."
14. "It was very quick." "Fue muy rapido." (Sadik)
15. "They answer all of my questions, and they explain very well." "Contestan todas las preguntas y le explican muy bien."
16. "They are very kind." "Son muy amables."
17. "That they are all very kind and the doctor's + nurses tend to you very well and they explain everything that is going on with you." "Que todos son muy amables + los doctores + enfermedades te atienden muy bien y te explican lo que te esta pasando." (Alcordo)
18. "They are very kind." "Son muy amables."
19. "That they tend to me quickly and effectively." "Que me atienden rapido y efectivamente." (Alcordo)
20. "What helps me the most is the certainty to resolve my medical problems in an opportune manner." "Lo que mas me ayuda el certenes a resolver mis problemas médicos de una manera oportuna."
21. "The closeness to my home and cordiality." "Lo cerca que esta de mi casa y lo cordiales."
22. "Hours, it is close to my home, very good treatment in the clinic." "Horarios, esta cerca de mi casa, muy buen trato en la clínica." (Sadik)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (5)
2. "No."
3. "More locations." (Jamison)
4. "Idk you people are good." (Sadik)
5. "Being there."
6. "Nothing 😊."
7. "You're doing great." (Sadik)
8. "Everything is good."
9. "None that come to mind." (Acevez)
10. "No notes, everyone is great!"
11. "I like everything so far."

Spanish

1. "Nothing." "Nada."
2. "No."
3. "Yes." (English response on a Spanish survey)
4. "Everything is really great." "Esta muy bien todo." (Rajki)
5. "Everything is very good." "Todo muy bien."
6. "Everything is perfect." "Todo esta muy bien." (Rajki)
7. "I think that everything is great." "Creo que todo esta bien."
8. "Everything is very great." "Todo muy bien."
9. "Everything is very great." "Todo esta muy bien." (2)
10. "Everything is great." "Todo bien."

11. "Everything is excellent." "Todo excelente." (Alcordero)
12. "Everything is excellent." "Todo esta excelente."
13. "No comment." "Sin comentarios." (Alcordero)
14. "It is very great how it is." "Estan muy bien asi."
15. "Nothing for me could improve the service. I am very appreciative!" "Ninguna cosa para mi pudiera mejorar el servicio. Estoy muy agradecida!" (Headley)
16. "I think everything is great for the moment." "Me parece que todo es bueno hasta el momento."
17. "They are doing their best work, perfect." "Estan haciendo su mejor trabajo, perfecto."
18. "Only to place more attention towards the referrals to process them more quickly." "Solo poner mas atencion en los referidos para hacerlos mas rapido." (Sadik)

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

English

- YES: 98
- NO: 0

Spanish

- YES: 71
- NO: 0

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

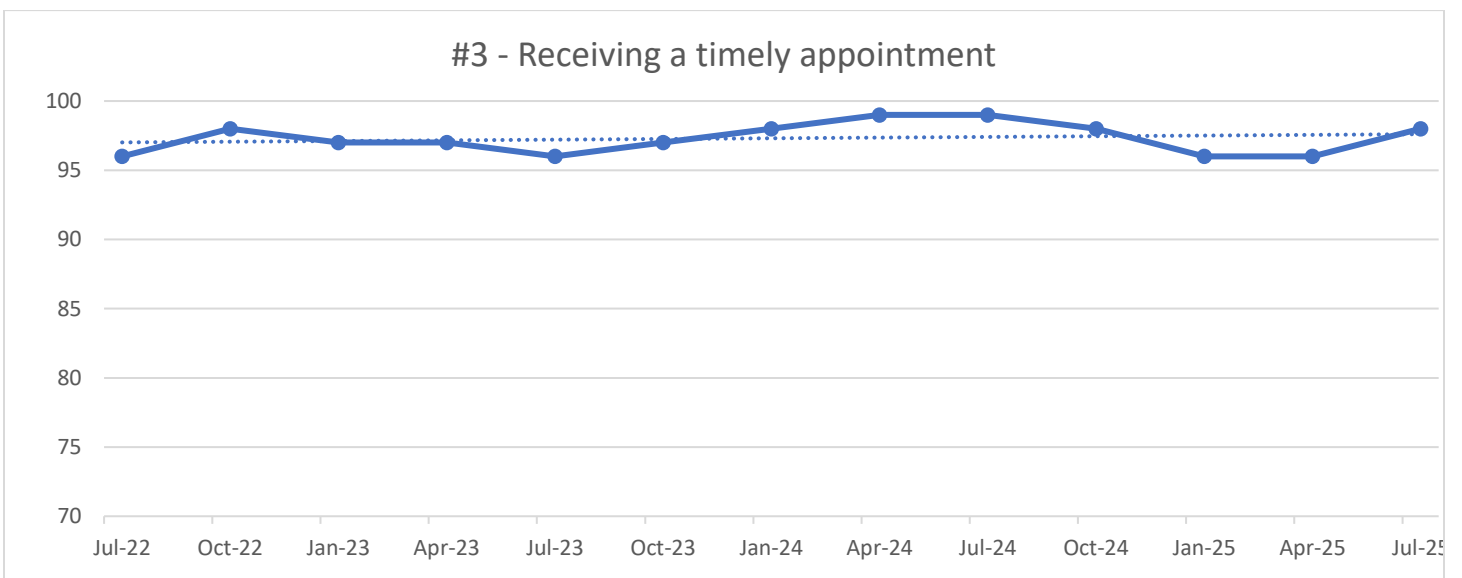
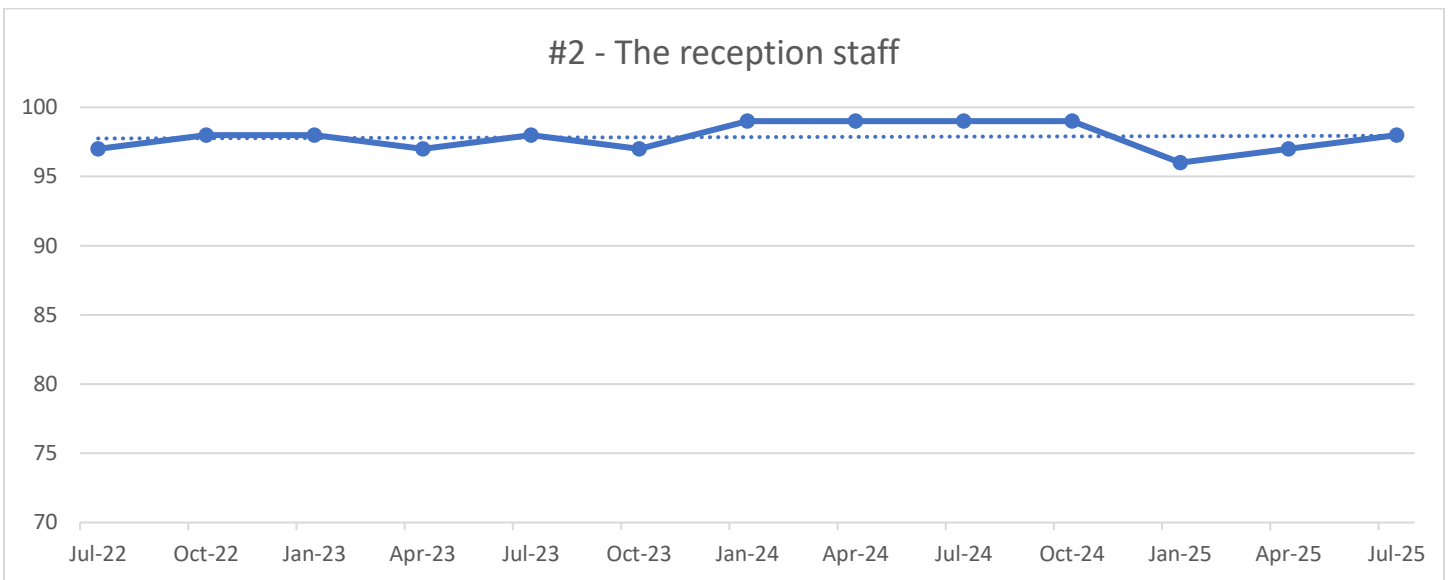
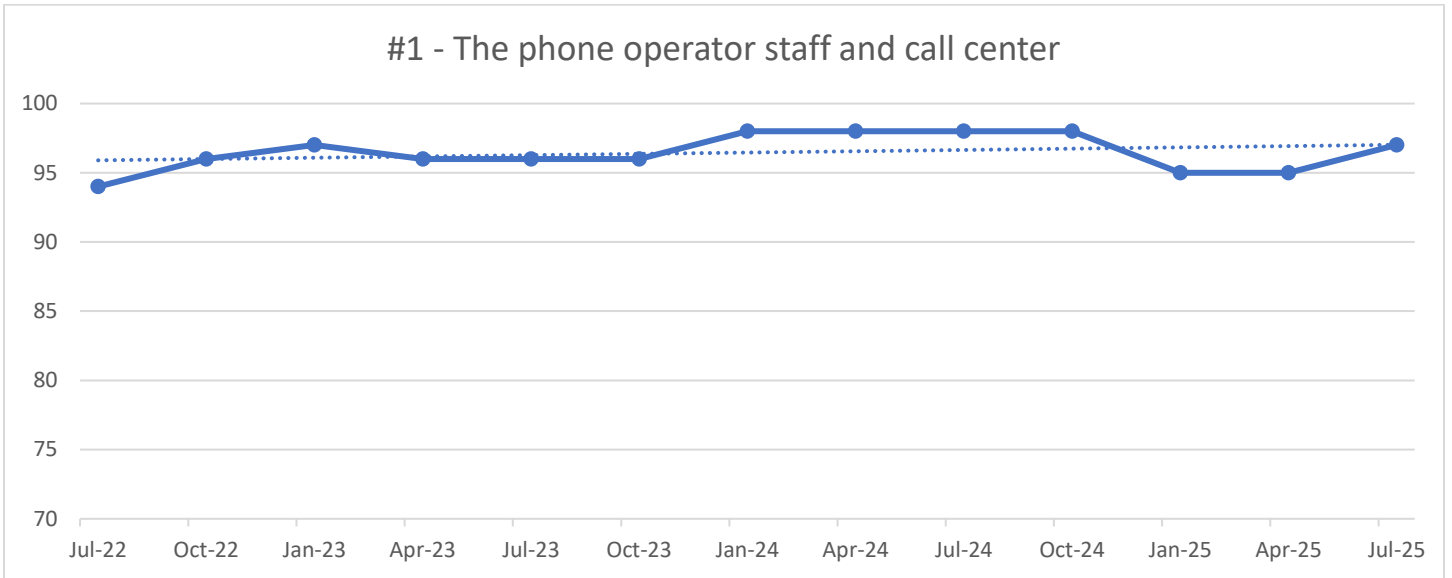
English

- Acevez: 1
- Alcordero: 4
- Corral: 1
- Jamison: 9
- Rajki: 2
- Sadik: 12

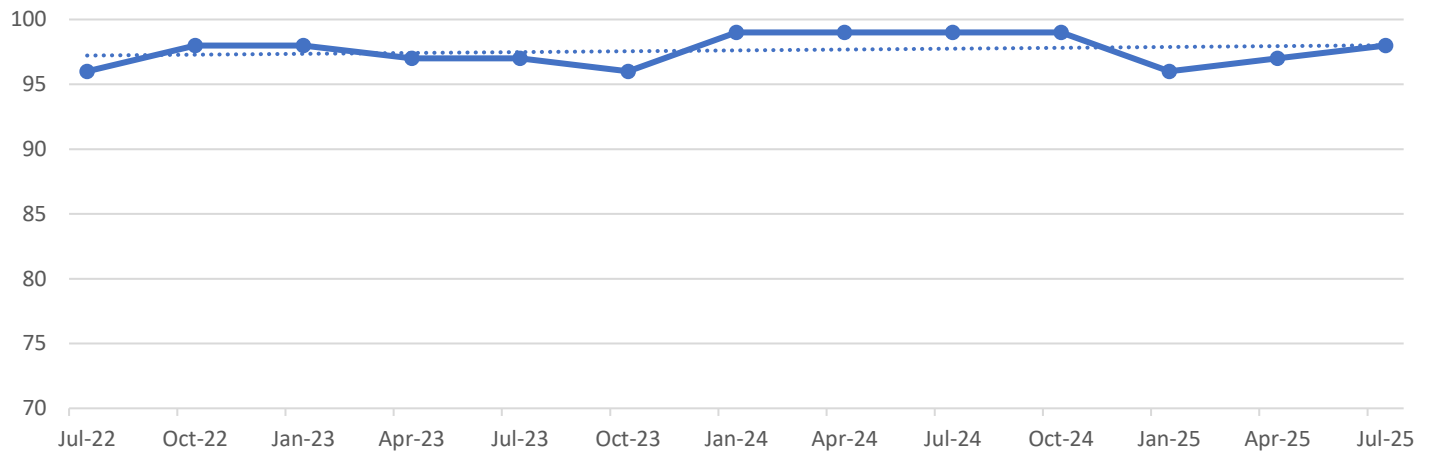
Spanish

- Alcordero: 9
- Headley: 1
- Jamison: 3
- Rajki: 3
- Sadik: 7

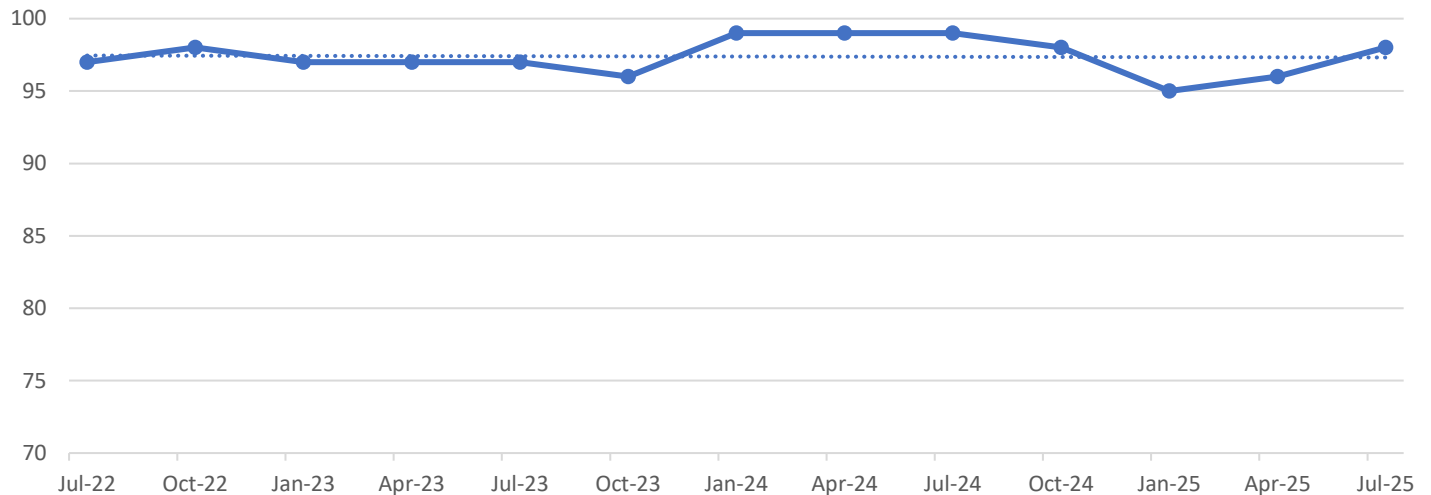
Individual Question Results with Trendlines



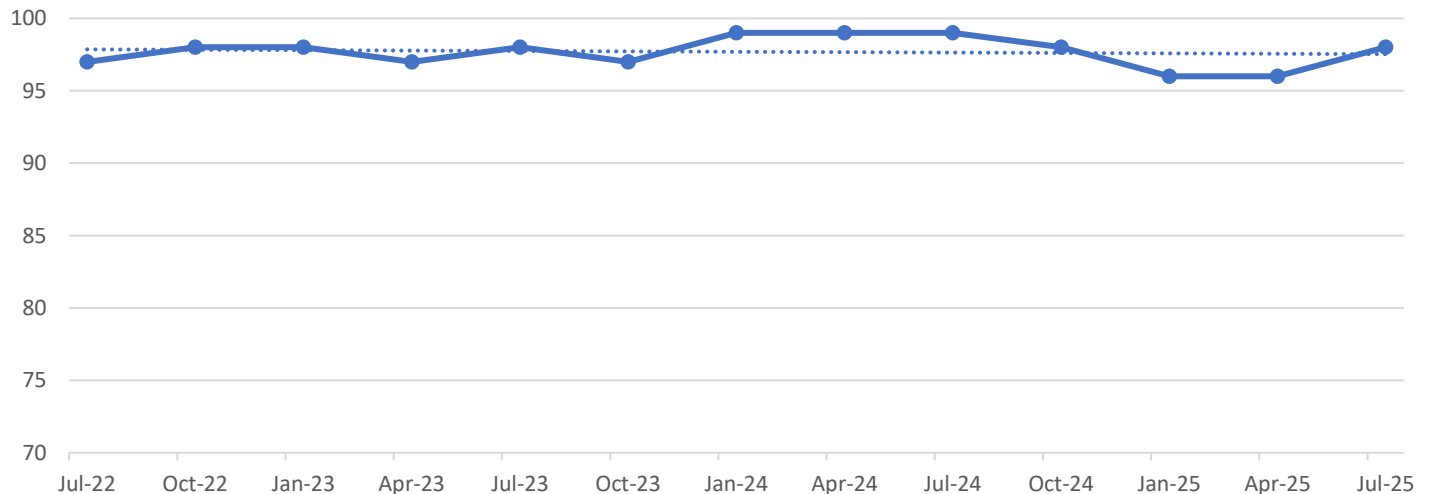
#4 - Education and explanation of plan provided in a way that I can understand



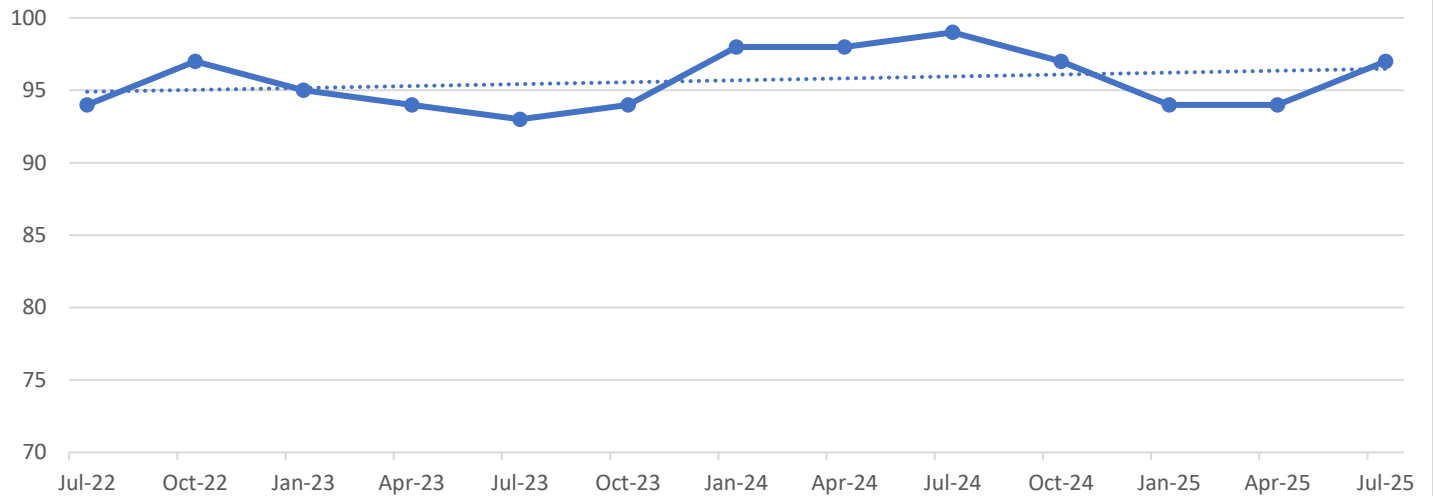
#5 - The follow-up and coordination of my care



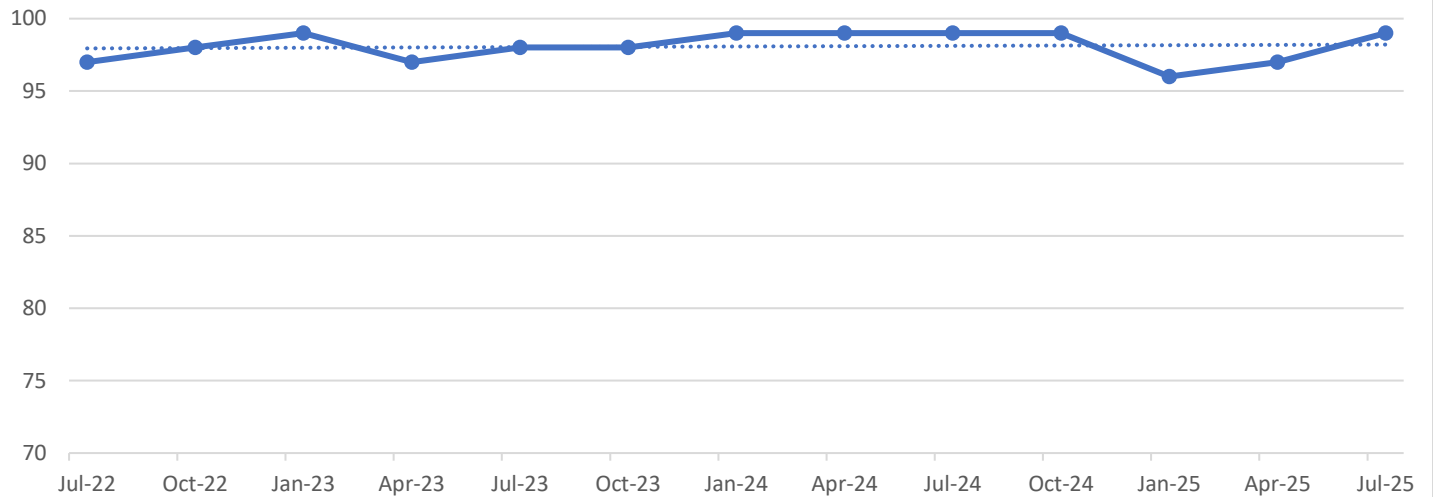
#6 - The staff addressing my medical needs today



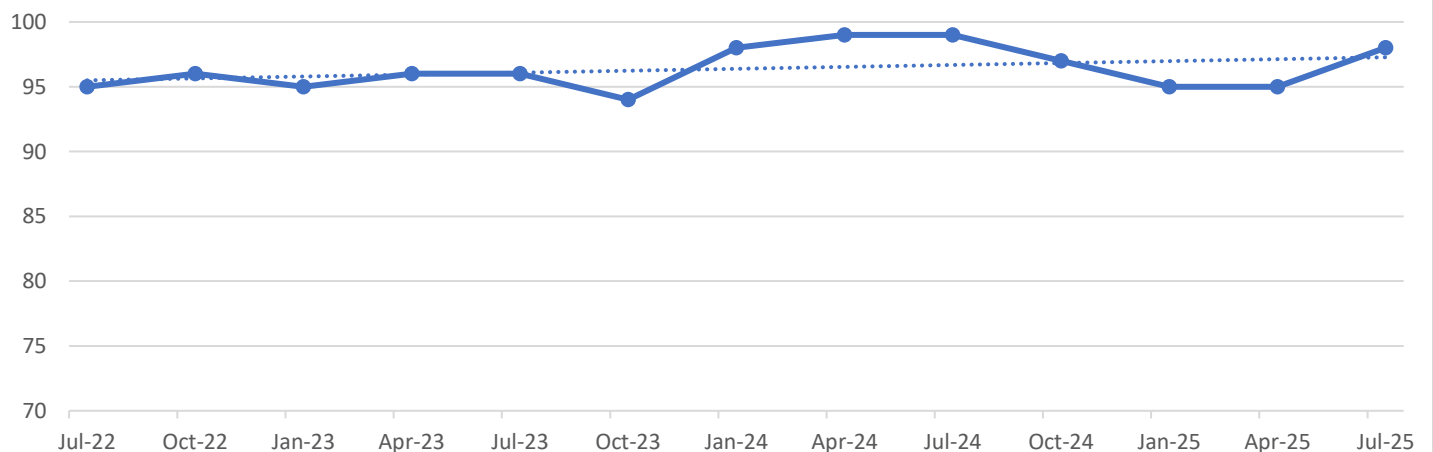
#7 - The time spent waiting



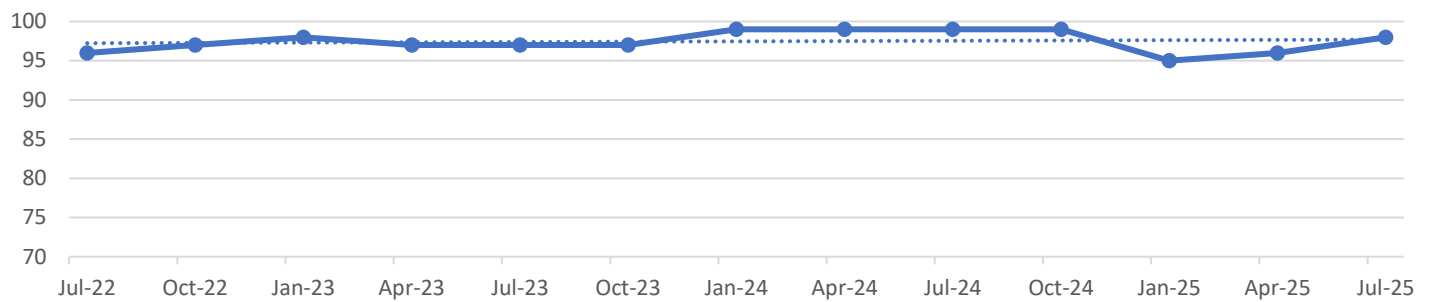
#8 - The respectfulness of staff



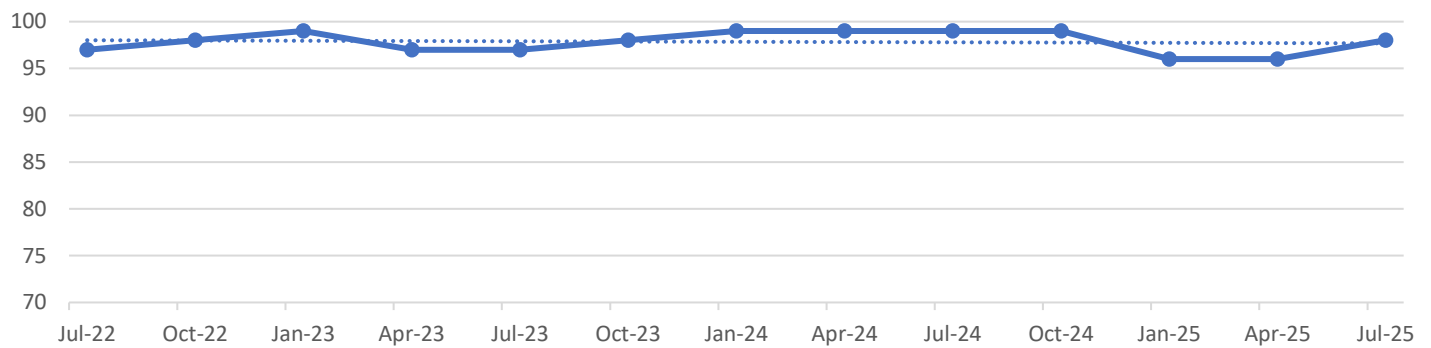
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



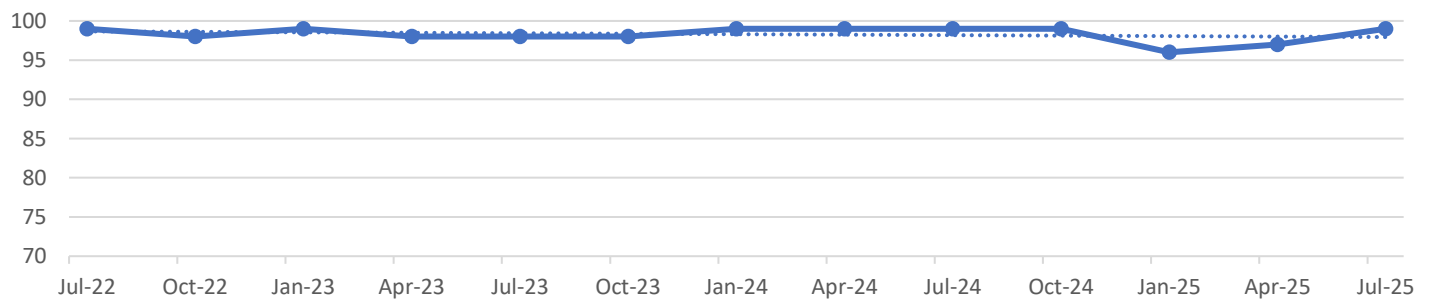
#10 - The handling of my personal medical information in a private and confidential manner



#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?

