

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 90% 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.

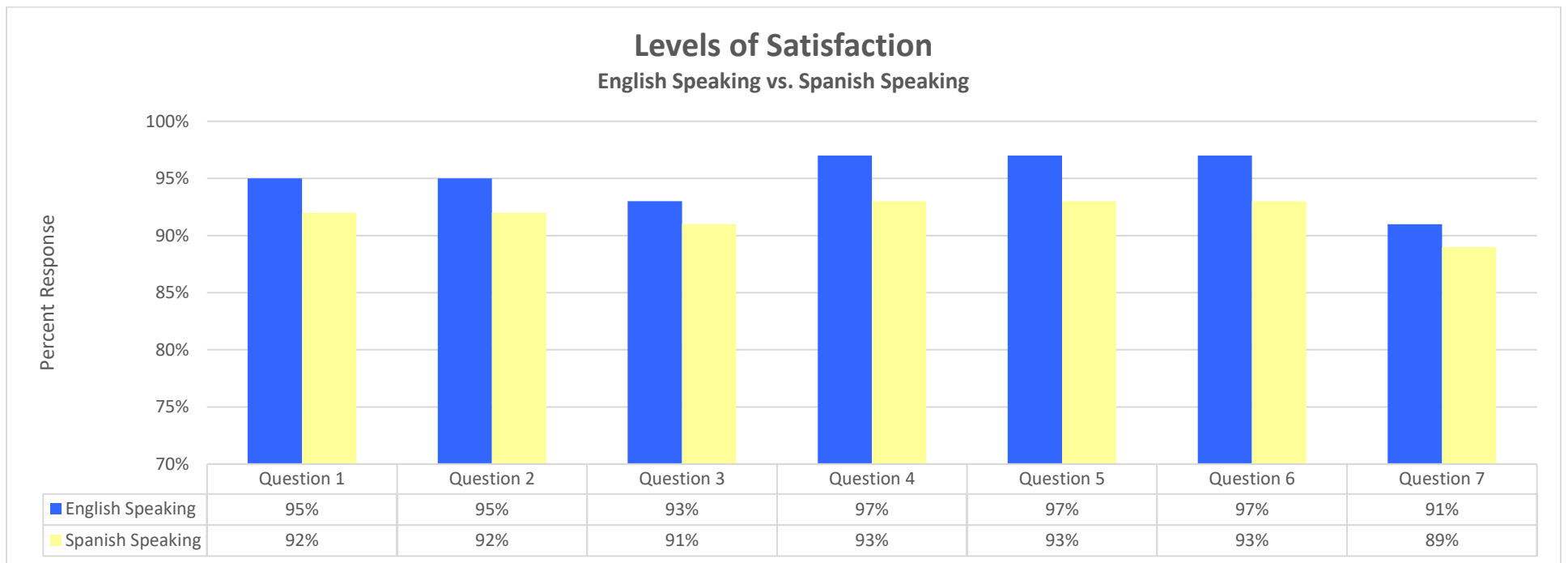
| 300 McHenry Rd., Wheeling – Survey Questions | Level of Satisfaction July 2025 | Level of Satisfaction April 2025 | Level of Satisfaction January 2025 | Level of Satisfaction October 2024 |
|--|--|---|---|---|
| 1. The phone operator staff and call center | 93% | 94% | 96% | 94% |
| 2. The reception staff | 94% | 94% | 95% | 94% |
| 3. Receiving a timely appointment | 92% | 92% | 94% | 93% |
| 4. Education and explanation of plan provided in a way that I can understand | 95% | 94% | 95% | 95% |
| 5. The follow up and coordination of my care | 95% | 94% | 95% | 95% |
| 6. The staff addressing my medical needs today | 94% | 94% | 96% | 95% |
| 7. The time spent waiting | 90% | 92% | 93% | 92% |
| 8. The respectfulness of staff | 94% | 94% | 95% | 95% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 93% | 93% | 94% | 94% |
| 10. The handling of my personal medical information in a private and confidential | 94% | 94% | 95% | 94% |
| 11. Your medical assistant | 95% | 95% | 96% | 95% |
| 12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist) | 95% | 95% | 96% | 96% |
| 13. Overall, how satisfied are you with the Health Center? | 94% | 95% | 95% | 94% |

| 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% |

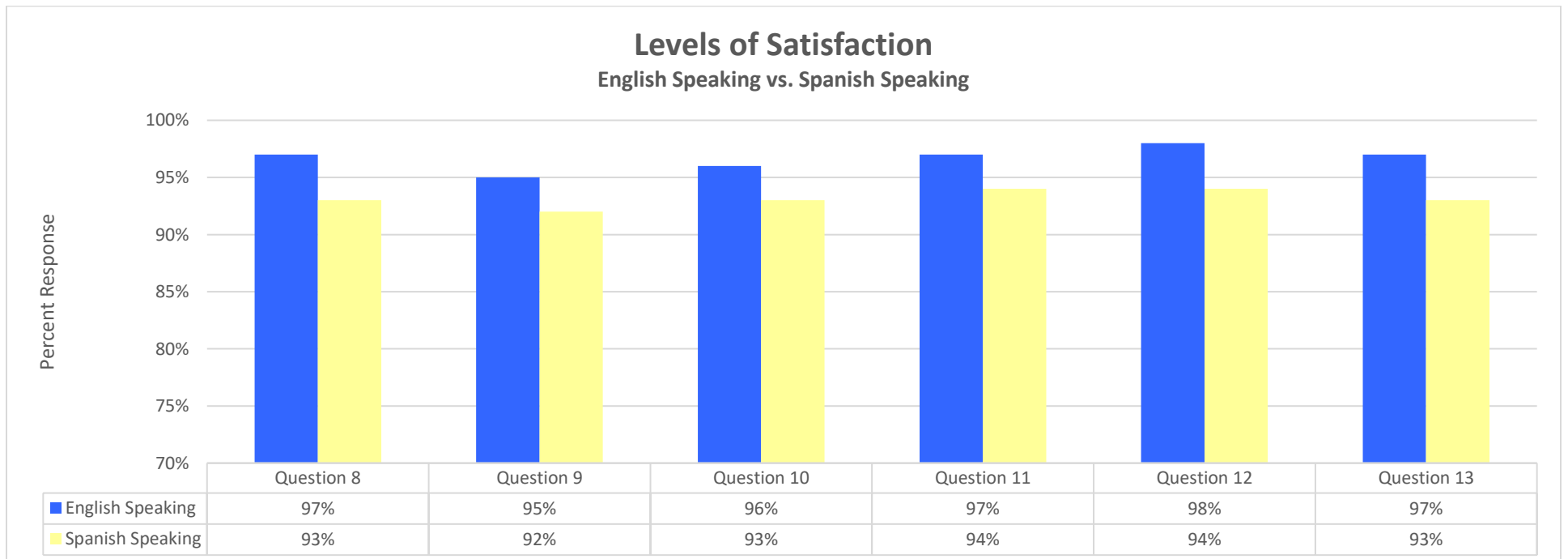
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



| 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 | 88 82% | 129 76% | 16 15% | 27 16% | 3 3% | 8 5% | 0 | 0 | 1 1% | 6 4% |
| 2. The reception staff | 85 79% | 129 76% | 18 17% | 29 17% | 4 4% | 4 2% | 0 | 1 1% | 0 | 6 4% |
| 3. Receiving a timely appointment | 83 78% | 118 69% | 13 12% | 38 22% | 8 8% | 9 5% | 2 2% | 0 | 0 | 6 4% |
| 4. Education and explanation of plan provided in a way that I can understand | 91 85% | 133 78% | 15 14% | 27 16% | 1 1% | 5 3% | 0 | 0 | 0 | 5 3% |
| 5. The follow-up and coordination of my care | 92 86% | 129 76% | 14 13% | 31 18% | 1 1% | 4 2% | 0 | 0 | 0 | 5 3% |
| 6. The staff addressing my medical needs today | 89 86% | 130 77% | 12 12% | 30 18% | 1 1% | 5 3% | 1 1% | 0 | 0 | 5 3% |
| 7. The time spent waiting | 76 70% | 108 65% | 20 19% | 38 23% | 9 8% | 13 8% | 3 3% | 2 1% | 0 | 6 4% |



| 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 | 91 86% | 128 77% | 15 14% | 27 16% | 0 | 6 4% | 0 | 1 1% | 0 | 5 3% |
| 9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner | 78 80% | 115 71% | 16 16% | 36 22% | 4 4% | 4 3% | 0 | 1 1% | 0 | 5 3% |
| 10. The handling of personal medical info in a private and confidential manner | 91 84% | 127 78% | 13 12% | 27 17% | 3 3% | 4 3% | 1 1% | 0 | 0 | 5 3% |
| 11. Your medical assistant | 96 89% | 134 80% | 10 9% | 26 16% | 2 2% | 2 1% | 0 | 1 1% | 0 | 5 3% |
| 12. Your health provider (MD/DO, NP, Midwife, or PA) | 97 90% | 132 80% | 10 9% | 25 15% | 1 1% | 4 2% | 0 | 0 | 0 | 5 3% |
| 13. Overall, how satisfied are you with the Health Center? | 92 85% | 122 76% | 14 13% | 27 17% | 1 1% | 5 3% | 1 1% | 1 1% | 0 | 5 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: 35

N/A: 12

YES: 0

Comments:

1. "Perfect!" (Ninkovska)
2. "Send message for when I have appointment." (Shirazi)
3. "All good." (Hammer)
4. "Good and nice service thanks!"
5. "Good." (Hammer)

Spanish

NO: 47

N/A: 5

YES: 0

Comments:

1. "No, everything is great." "No todo bien."
2. "Very good." "Muy bien."
3. "No, everything is great." "No, todo muy bien."
4. "Everything is very good." "Todo muy bien." (Lyman)
5. "Excellent." "Excelente." (Shirazi)
6. "Doctor Teodora very efficient, kind, good person. She is a grand doctor person. I really enjoy her attention. Thank you so much for always helping me." "Dra Teodora muy eficiente, amable, buena persona es una gran doctora persona. Me gusta mucho su atención. Mucha gracias por ayudarme siempre."

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

English

1. "N/A." (4)
2. "Everything." (2)
3. "Yes." (Shirazi)
4. "Good."
5. "Service." (Ninkovska)
6. "Everybody." (Ninkovska)
7. "The staff."
8. "Experienced staff." (Hammer)
9. "Theodora." (Ninkovska)
10. "My doctor." (Hammer)
11. "Good service."
12. "The cost." (Hammer)
13. "Staff." (Ninkovska)
14. "Receptionist."
15. "Advice."
16. "Always go to meet." (Ninkovska)
17. "Our daughter's dr." (Shirazi)
18. "Accessibility and pricing." (Patel)
19. "Staff, affordable health care." (Vega)
20. "Same day appointments." (Lyman)
21. "Great staff and nurses." (Ninkovska)
22. "My dr is very co-operative and nice." (Shirazi)
23. "Check our health." (Patel)

Spanish

1. "Very good service." "Muy buen servicio." (Lyman)
2. "No." (2)
3. "Their attention." "Su atencion." (Shirazi)
4. "Their availability." "Su disponibilidad." (Patel)
5. "Care." "Cuidados." (Ninkovska)
6. "My health." "Mi salud." (Ninkovska)
7. "Price." "Precio." (Lyman)
8. "The treatment." "El trato." (Hammer)
9. "Service." "Servicio." (Lyman)
10. "Satisfied." "Satisfecho." (Patel)
11. "Everything." "Todo." (3)
12. "My health." "Mi salud." (Ninkovska)
13. "With health." "A la salud." (Shirazi)
14. "The care for my health." "El cuidado de mi salud." (Patel)
15. "Helping me maintain my health." "Mantenerme bien con la salud."
16. "With my health care." "En el Cuidado de mi salud." (Finnander)
17. "Caring for my health." "Cuidar bien de mi salud." (Ninkovska)

24. "Convenience & helpful staff." (Hammer)
 25. "Availability and consistent physician assigned." (Patel)
 26. "How they follow up and leave message reminders." (Lyman)
 27. "Understanding and professionalism of Theodora Ninkovska we come only to see Ninkovska." (Ninkovska)
 28. "Everything is fine."
 29. "Time, providers and nurses." (Shirazi)
 30. "Polite and skilled staff." (Hammer)
 31. "Nothing yall is excellent." (Ali)
 32. "Timely service, friendly staff." (Shirazi)
 33. "Walk in welcome for emergency that does not require hospital visit." (Hammer)
 34. "They are very helpful and very nice people." (Lyman)
 35. "You guys doing great."
 36. "Getting my child's healthcare." (Patel)
 37. "My provider and staff overall." (Mathew)
 38. "Efficiency of staff." (Patel)
 39. "The staff are very helpful."
 40. "The availability + staff is very understanding." (Lyman)
 41. "Everyone being really helpful." (Ninkovska)
 42. "Everyone is kind." (Mathew)
 43. "Everyone was super helpful." (Ninkovska)
 44. "Good communication." (Patel)
 45. "Walk in appts." (Ninkovska)
 46. "Having multiple doctors at the same location close to home."
 47. "Professional attitude, kindness." (Lyman)
 48. "That you have translator." (Shirazi)
18. "The quickness and attention." "La rapidez y atencion."
 19. "Their help with appointments." "Su ayuda con citas." (Shirazi)
 20. "I like the attention." "Me gusta la atencion."
 21. "Keep my health status up to date." "Mantener al dia mi estado de salud." (Hammer)
 22. "Being healthy." "Estar saludable."
 23. "Available appointments." "Citas disponibles." (Patel)
 24. "The medical attention." "La atencion medica." (Shirazi)
 25. "Great service." "Buen servicio."
 26. "Professionalism." "Profesionalismo." (Hammer)
 27. "They tended to me very well." "Me atendieron muy bien." (Ninkovska)
 28. "The attention from the personnel was very kind." "La atencion del personal muy amables." (Mathew)
 29. "The attention and flexibility, just as the patience when they tend to us, as well as they assistance with the payment for the consultations." "La atencion y flexibilidad asi como la paciencia para atendernos, al igual que el apoyo en el pago de las consultas." (Ninkovska)
 30. "That they always provide medical attention to my children and myself." "Que siempre me dan atencion medica a mis hijos y a mi." (Weaver)
 31. "With my health with the follow-up of my treatment." "En mi salud en mi seguimiento de mi tratamiento." (Patel)
 32. "With the attention for my son. I am very content with their attention." "Con la atencion de mi hijo esto muy contenta con su atencion." (Shirazi)
 33. "They are very kind." "Son muy amables." (Lyman)
 34. "Well, they tend to my daughter's and when I call to make an appointment, they try to provide it to me at the time and day that me and my daughter's may need them." "Pues que atiende a mis hijas y que cuando llama para una cita tratan de dármele a la hora y el día que yo i mis hijas la necesiten." (Shirazi)
 35. "To carry out my pregnancy control well and with care." "A llevar mi control de embarazo bien y con cuidados." (Vega)

36. "The fact that I can control my health without a problem or concerns." "El hecho que puedo tener controlada mi salud sin problema o preocupaciones." (Lyman)
37. "That they tend to with kindness." "Que atienden con mucha amabilidad." (Shirazi)
38. "The flexibility with the prices to be seen as patients that do not count on insurance." "La flexibilidad en los precios para atender a pacientes que no cuentan con aseguranza." (Hammer)
39. "The know how to tend to people." "Si saben atender a las personas bien." (Shirazi)
40. "The medical assistance is great and convenient." "La asistencia medica es buena y conveniente." (Hammer)
41. "Well, they tend to us well." "Pues nos atienden bien." (Vega)
42. "The consistency to continue with the treatments." "La constancia para seguir con los tratamientos." (Finnander)
43. "They are very quick and explain everything well." "Son muy rapido y explican las cosas muy bien." (Patel)
44. "They help you understand very well." "Te dan de entender muy."
45. "The cost of the medication." "El costo de medicamento."
46. "Tending to my body discomfort." "En atender mis molestias del cuerpo." (Ninkovska)
47. "They have helped me plenty with my health." "Me an ayudando mucho en mi salud." (Hammer)
48. "The accesible prices." "Los precios accesibles." (Patel)
49. "With everything I enjoy the service." "En todo me gusta el servicio." (Ninkovska)
50. "The follow-up for my medical problems." "Su seguimiento en mis problemas médicos." (Ninkovska)
51. "Their attention and professionalism." "Su atencion y profesionalismo." (Ninkovska)
52. "The form in which they explain from the personnel." "La forma de explicar del personal." (Ninkovska)
53. "The kindness and the flexibility in the attention." "La amabilidad y la flexibilidad en la atención." (Patel)

54. "Verification that everything is well with the baby." "Verificación que todo este bien con el bebe."
55. "That they are very attentive and they speak Spanish." "Que son muy atentos y hablan en español." (Patel)
56. "They have helped me with everything that I have needed." "Me han ayudado en todo lo que he necesitado." (Ninkovska)
57. "Maintaining my health well." "Mantener bien mi salud." (Patel)
58. "That they provide great service." "Que dan buen servicio." (Ninkovska)
59. "They help me maintain my health." "Me ayudan a mantener mi salud." (Ninkovska)
60. "The support from all of the members to receive great attention." "El apoyo de todos los miembros para tener una buena atención."
61. "With my health and my children's." "Con mi salud y la de mis hijos."
62. "It is close to home, the attention, and how economic." "Esta cerca de casa, la atención, lo economico."
63. "The attention from each person that is here so much as reception and nurses and super doctors." "La atencion de cada persona ke esta aki tanto recepcionista como enfermera y doctor super." (Lyman)
64. "Super super." "Super super." (Lyman)
65. "They are efficient. I like the form in which they treat patients." "Son muy eficientes me gusta su forma de tratar a los pacientes."
66. "The medical attention." "La atencion medica." (Shirazi)
67. "That I always receive excellent medical attention! They help me with the medical problem that I have." "Que siempre recibo atencion medica exelente! Me ayudan con el problema de salud que tengo."
68. "What helps me the most is that I receive excellent medical attention, and they take the necessary measures to find the health problem. Very attentive to my health problems." "Lo que mas me ayuda es que recivo atencion medica excelente y toman las medidas necesarias para encontrar el problema de salud siempre muy atentos a mi problema de salud." (Patel)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (11)
2. "None."
3. "Nothing." (Hammer)
4. "Smile more 😊."
5. "Good."
6. "Pretty good." (Ninkovska)
7. "Wait time."
8. "Call on time."
9. "Everything is fine."
10. "All is great here." (Shirazi)
11. "Accept walkin's." (Hammer)
12. "Everything's good."
13. "Stay the same way!" (Lyman)
14. "Less wait time." (Weaver)
15. "Appointment scheduling."
16. "Your all good."
17. "No improvement needed!" (Vega)
18. "Everything is great! I love and value my experience here!" (Ninkovska)
19. "No comment impossible." (Ninkovska)
20. "More staff @ reception area."
21. "Better waiting time if we have to arrive 15 min early." (Ninkovska)
22. "Everyone is helpful and nice!"
23. "Nothing to add everything are great." (Ninkovska)
24. "Your appointment coming time every time patient cannot be 15 min earlier." (Shirazi)
25. "Nothing, I love everything about Greater Family Health." (Ali)
26. "Less combativeness with front desk and patient, better customer service skills." (Patel)
27. "Create a private space for accessing the private discussions regarding insurance personal info when the people are applying for medical assistance. All the people in the waiting area can hear all personal and private info when the registration nurse are interrogating for future medical assistance. It's not normal, it is invasion of privacy." (Lyman)

Spanish

1. "N/A."
2. "No." (Ninkovska)
3. "Everything is great." "Todo bien." (6)
4. "Everything is great." "Todo esta bien." (5)
5. "Everything is very good." "Todo esta muy bien."
6. "It is very great." "Esta muy bien." (2)
7. "It is great how it is." "Asi esta bien." (Lyman)
8. "You do it very well now." "Yalo hacen muy bien."
9. "For me it is prefect." "Para mi esta perfecto." (Shirazi)
10. "Well how it is now is great." "Pues a como esta ahorita asi esta bien." (2)
11. "In my opinion everything is excellent." "En mi opinion es excelente." (Hammer)
12. "The service is really great." "Es muy bueno el servicio." (Patel)
13. "It is super how it is." "Esta super asi."
14. "They are very kind." "Son muy ambles." (Patel)
15. "They are excellent." "Esta excelente." (Ninkovska)
16. "For now, the service is excellent." "Hasta ahora a sido un excelente." (Hammer)
17. "I am agreeable with the service." "Estoy conforme con el servicio." (Ninkovska)
18. "Treating patients the way you would want to be treated." "Tratando a los pacientes como a uno mismo." (Patel)
19. "In my opinion, having specialties." "En mi opinion, tener especialistas." (Ninkovska)
20. "I feel blessed." "Bendecida me siento." (Lyman)
21. "Receptionists should be more kind." "Las recepcionistas un poco mas de amabilidad." (Shirazi)
22. "Helping with the discount." "Ayudar con el descuento." (Patel)
23. "There is no suggestion, everything is in order." "No hay ninguna sugerencia, todo en orden." (Hammer)
24. "The wait to pass only." "La espera para pasar solamente." (Patel)
25. "Orientation for receptionists (kindness)." "Orientacion a recepcionistas. (amabilidad)." (Shirazi)
26. "Perhaps better with time spent waiting." "Mejorar tiempos de espera quiza." (Ninkovska)
27. "Not having patients waiting too long waiting outside." "No dejando esperando mucho al paciente esperando afuera." (Patel)

28. "Not having to wait to long." "No hacer esperar tanto tiempo." (Patel)
29. "Scheduling ultrasound appointments more often. Having more availability in appointments." "Que hagan citas de ultrasonidos mas seguido que hagan mas disponibilidad de citas." (Mathews)
30. "Continue to tend to patients the way you do." "Seguir atendiendo la gente como hacen." (Finnander)
31. "They have us wait too long during the appointments." "No dejar esperar mucho tiempo en las citas." (Ninkovska)
32. "They should train assistants to be more kind with the patients." "Deberian de entrenar a las asistentes para que sean un poco mas amables con el paciente." (Weaver)
33. "I have not had any inconvenience, para mi el servicio es muy bueno." "No he tenido inconveniente para el servicio es muy bueno." (Ninkovska)
34. "For the moment it has appeared very well." "Por el momento me aparecido muy bueno." (Vega)
35. "Perhaps implementing plans for education in certain rare illnesses." "Quizas implementar planes sobre educacion en ciertas enfermedades huérfanas." (Lyman)
36. "Explaining the situation to you well." "Que te expliquen bien de la situación."

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

English

- YES: 86
- NO: 0

Spanish

- YES: 94
- NO: 0

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

English

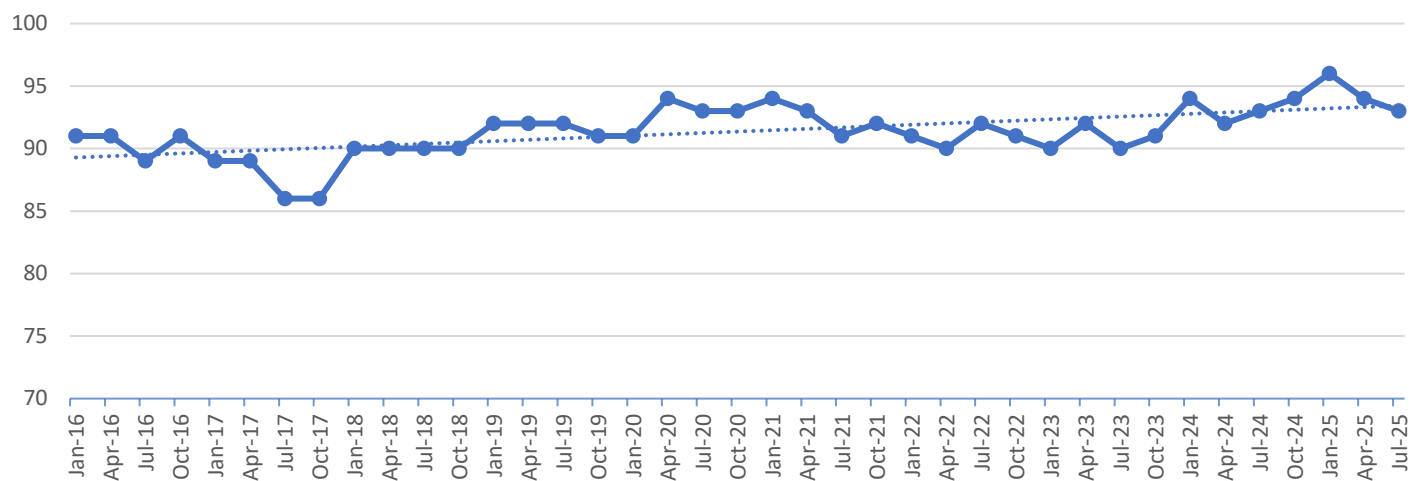
- Ali: 1
- Finnander: 1
- Hammer: 13
- Lyman: 9
- Mathew: 5
- Ninkovska: 23
- Patel, C: 17
- Shirazi: 12
- Vega: 2
- Weaver: 1

Spanish

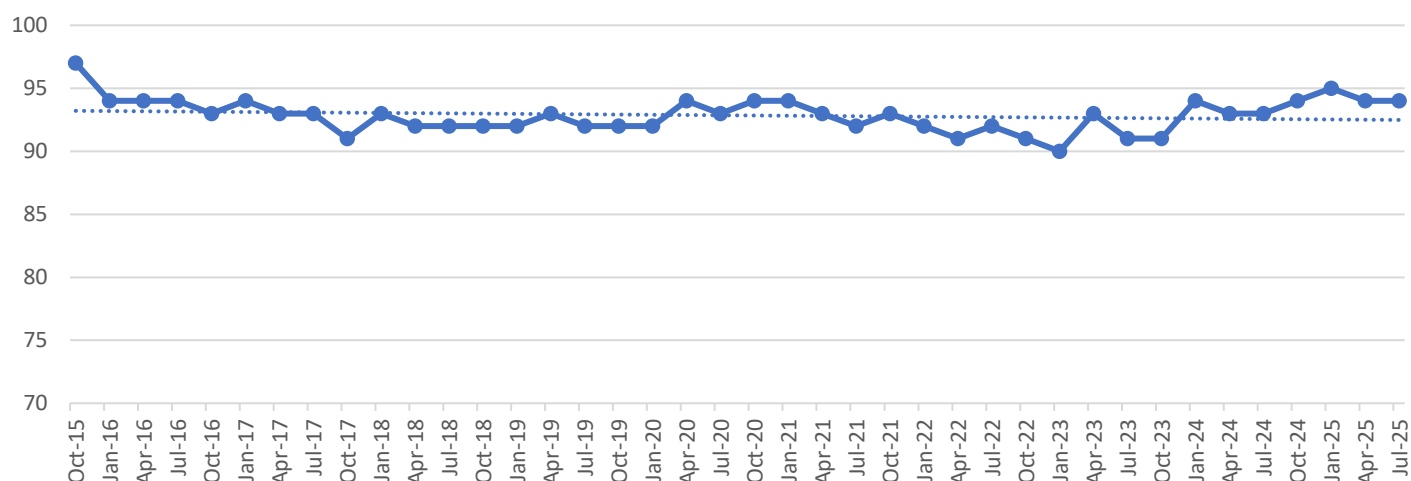
- Finnander: 2
- Hammer: 19
- Lyman: 9
- Mathew: 8
- Ninkovska: 45
- Patel, C: 26
- Shirazi: 17
- Vega: 4
- Weaver: 1

Individual Question Results with Trendlines

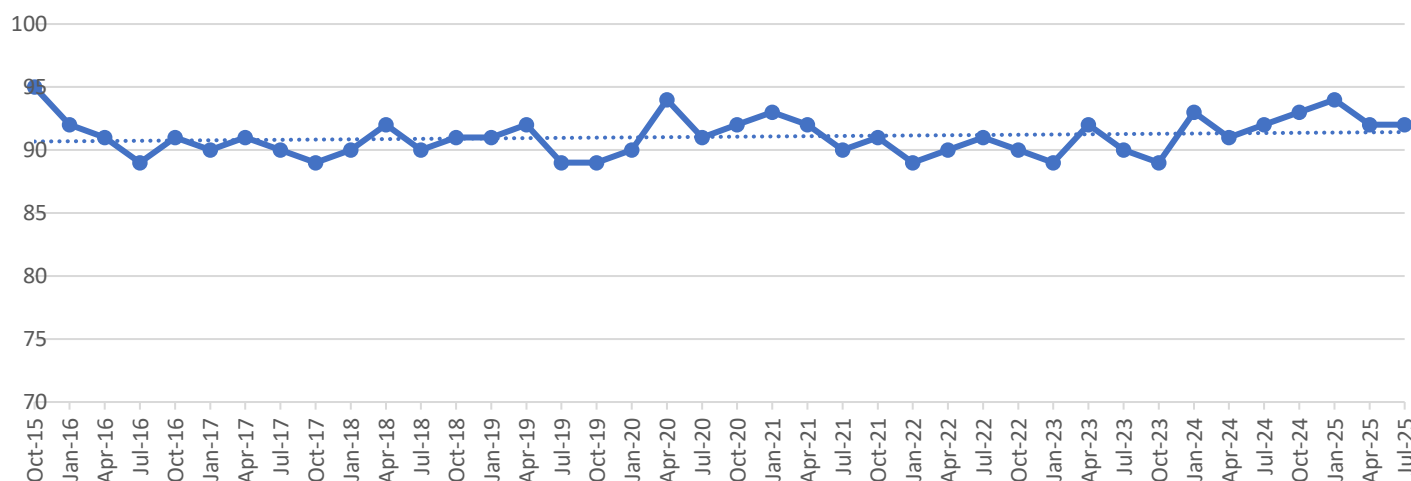
#1 - The phone operator staff and call center



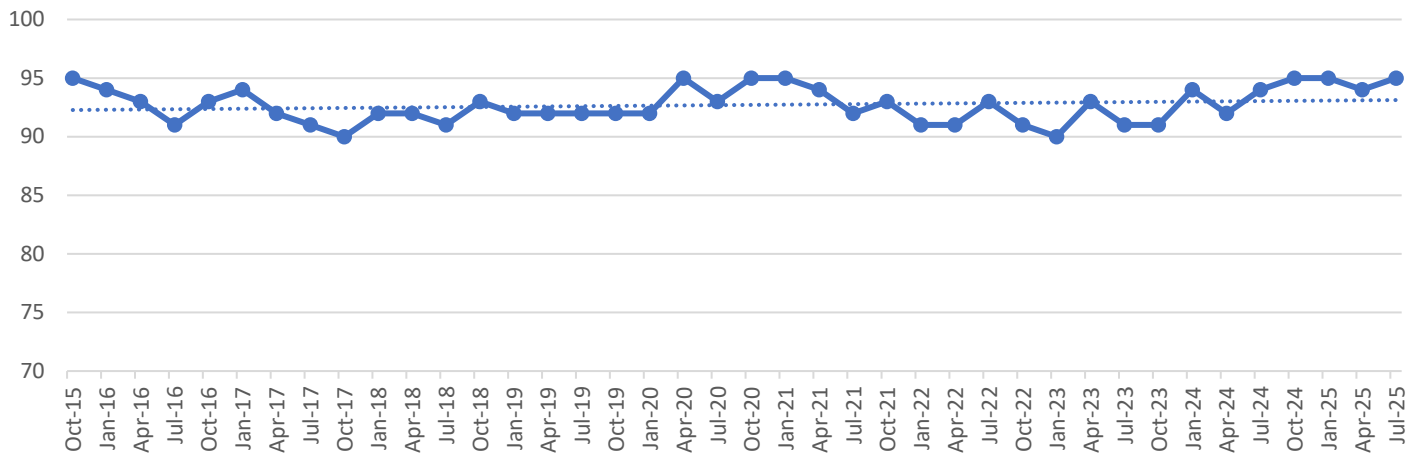
#2 - The reception staff



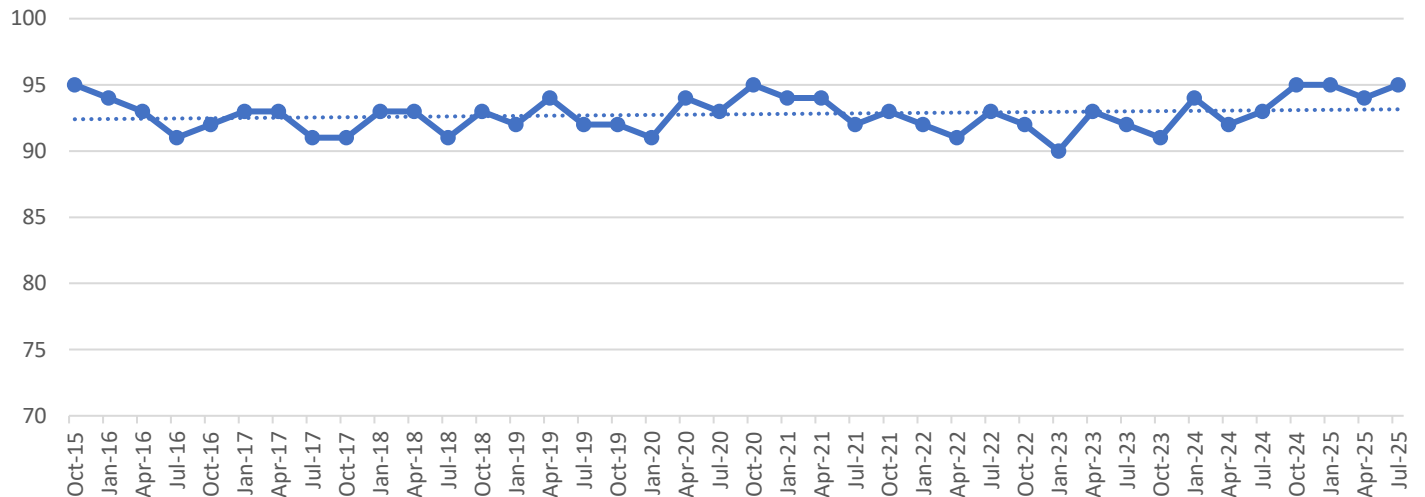
#3 - Receiving a timely appointment



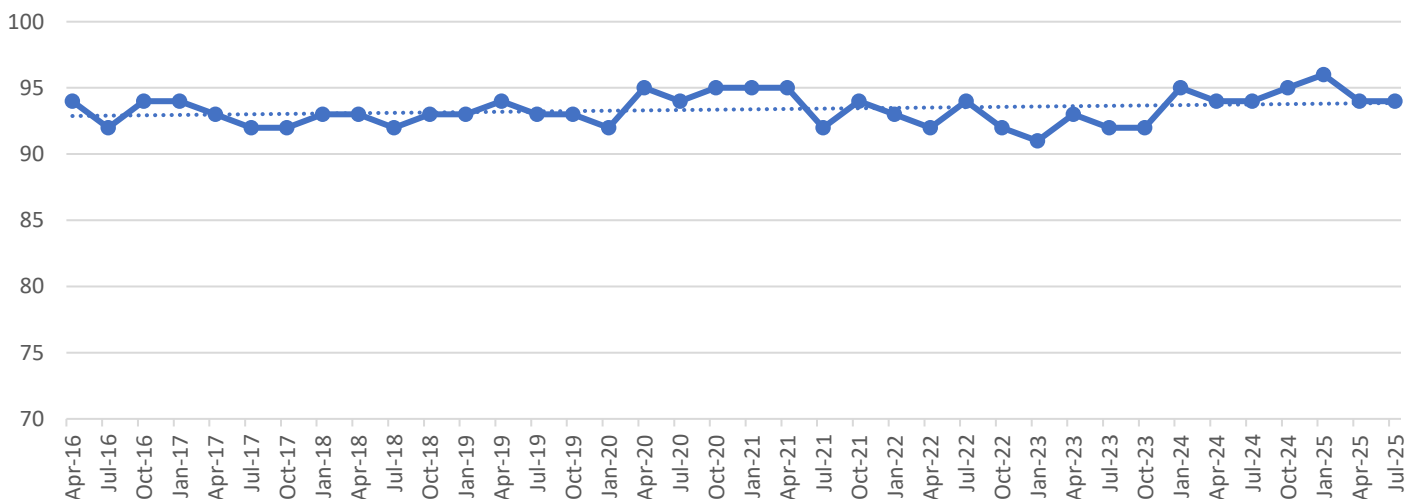
#4 - Education and explanation of plan provided in a way that I can understand



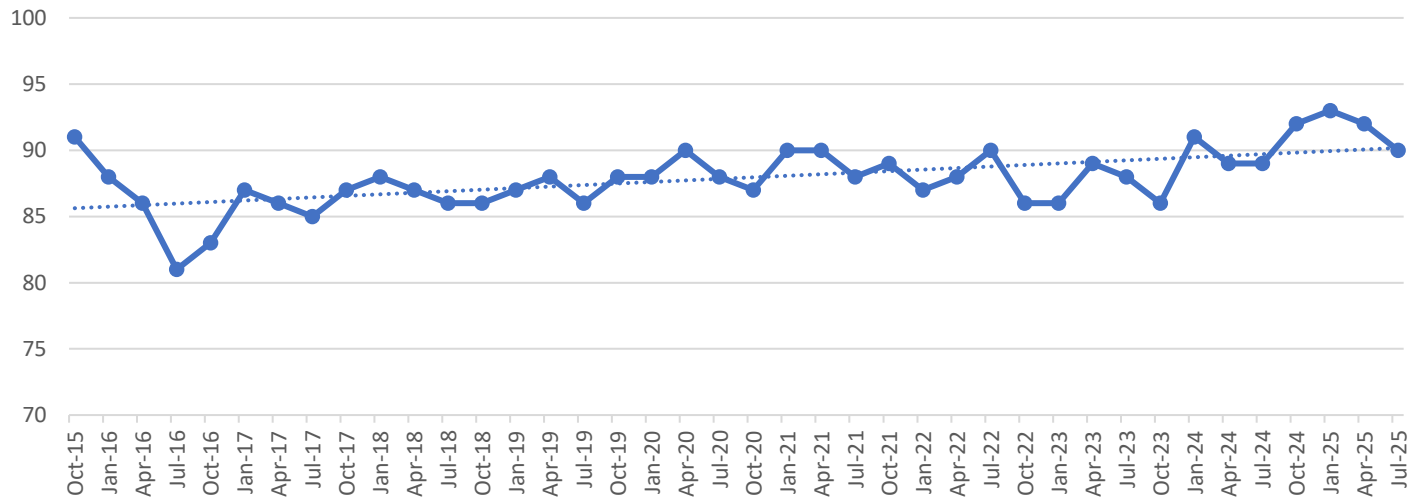
#5 - The follow-up and coordination of my care



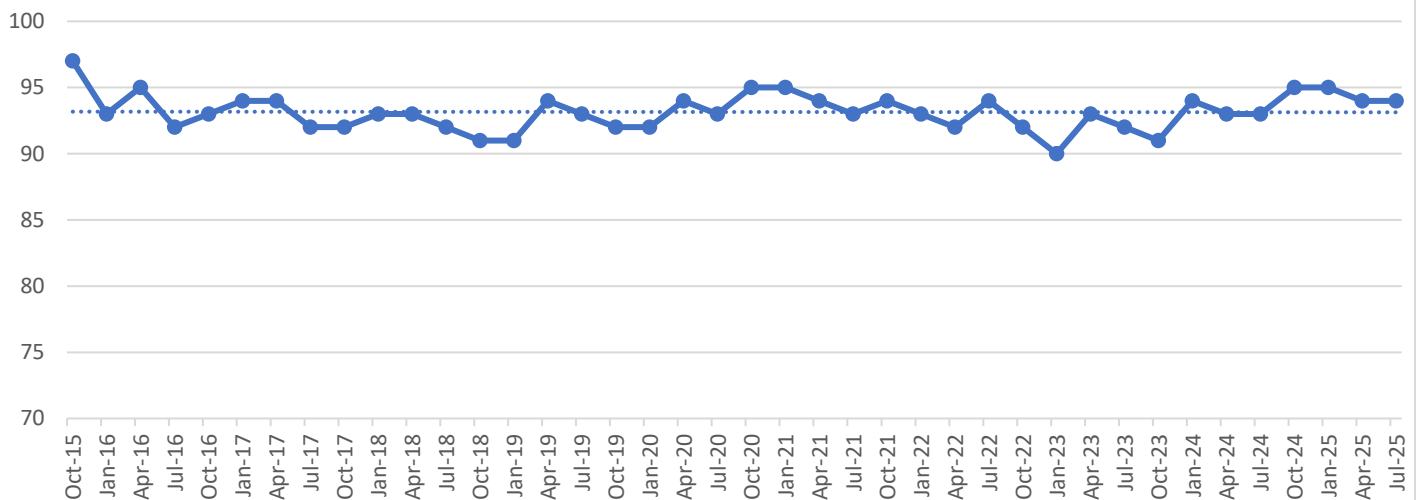
#6 - The staff addressing my medical needs today



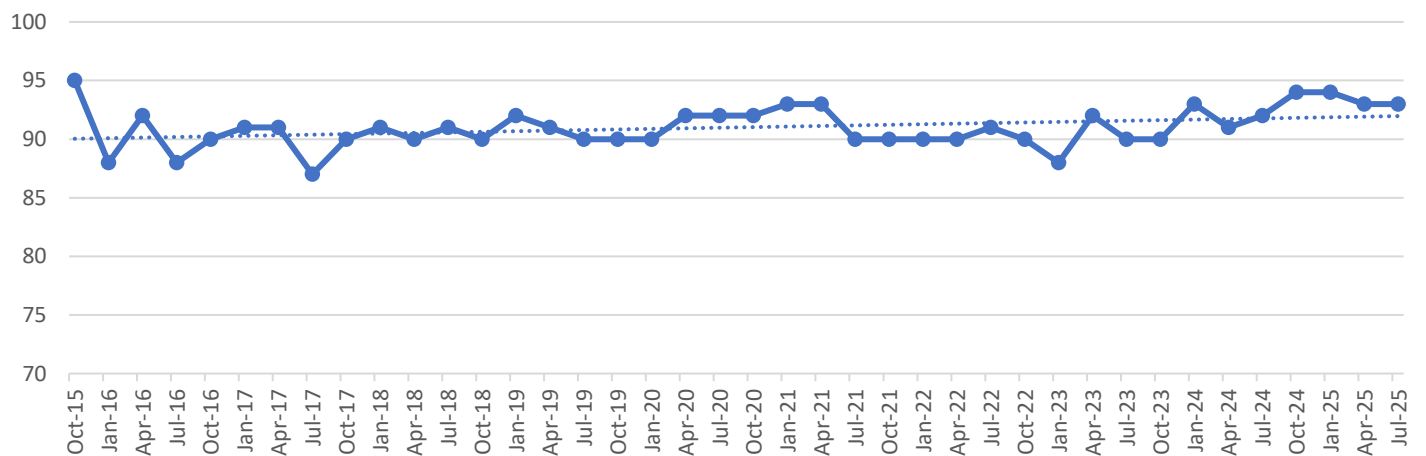
#7 - The time spent waiting



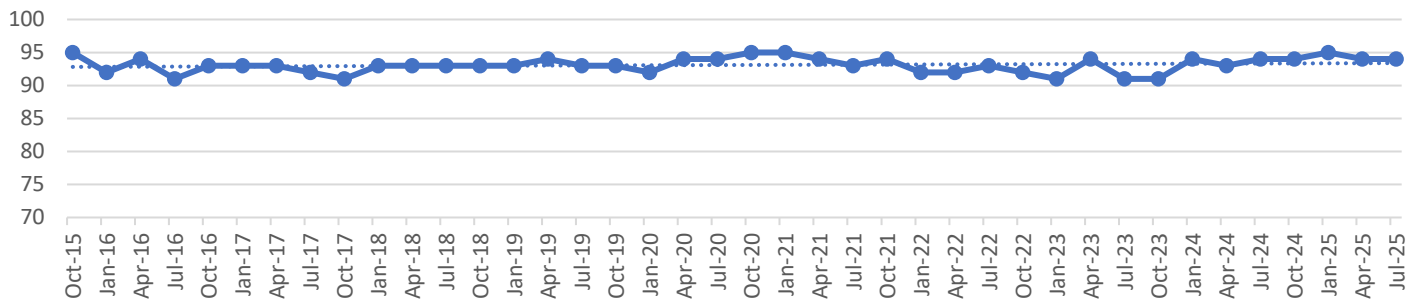
#8 - The respectfulness of staff



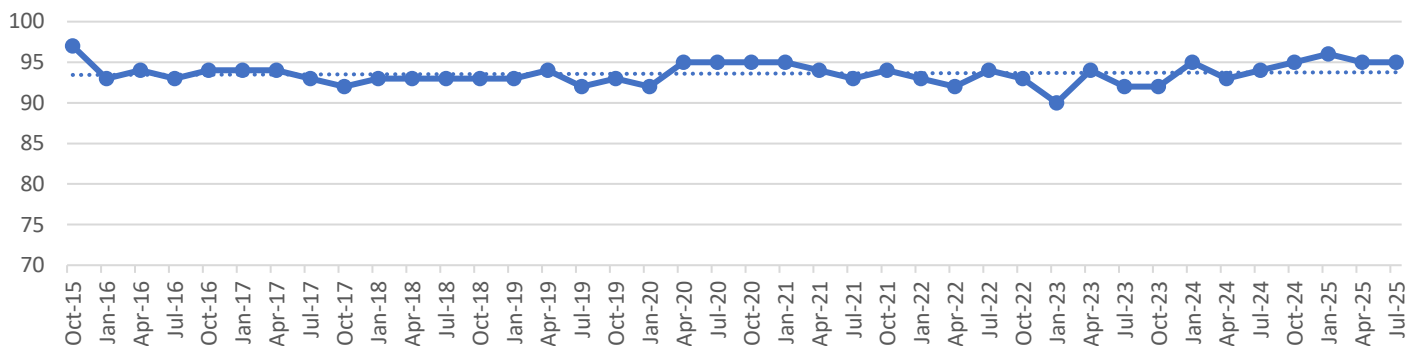
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



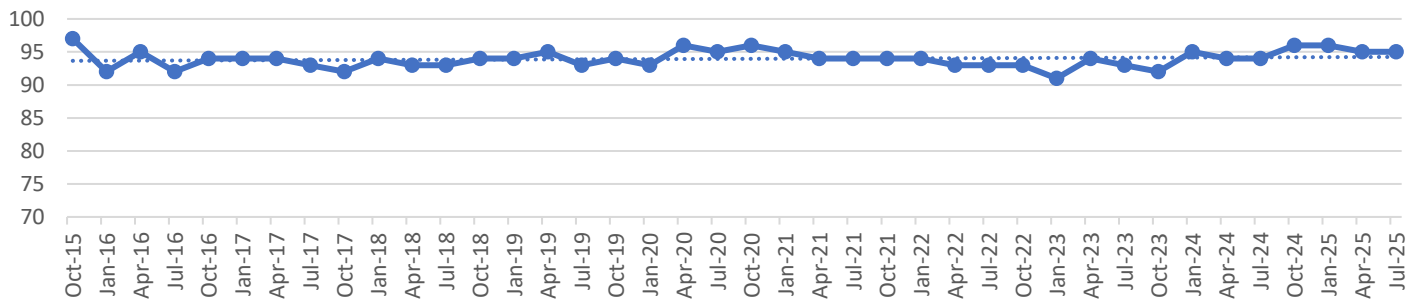
#10 - The handling of my personal medical information in a private and confidential manner



#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?

