

Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 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.

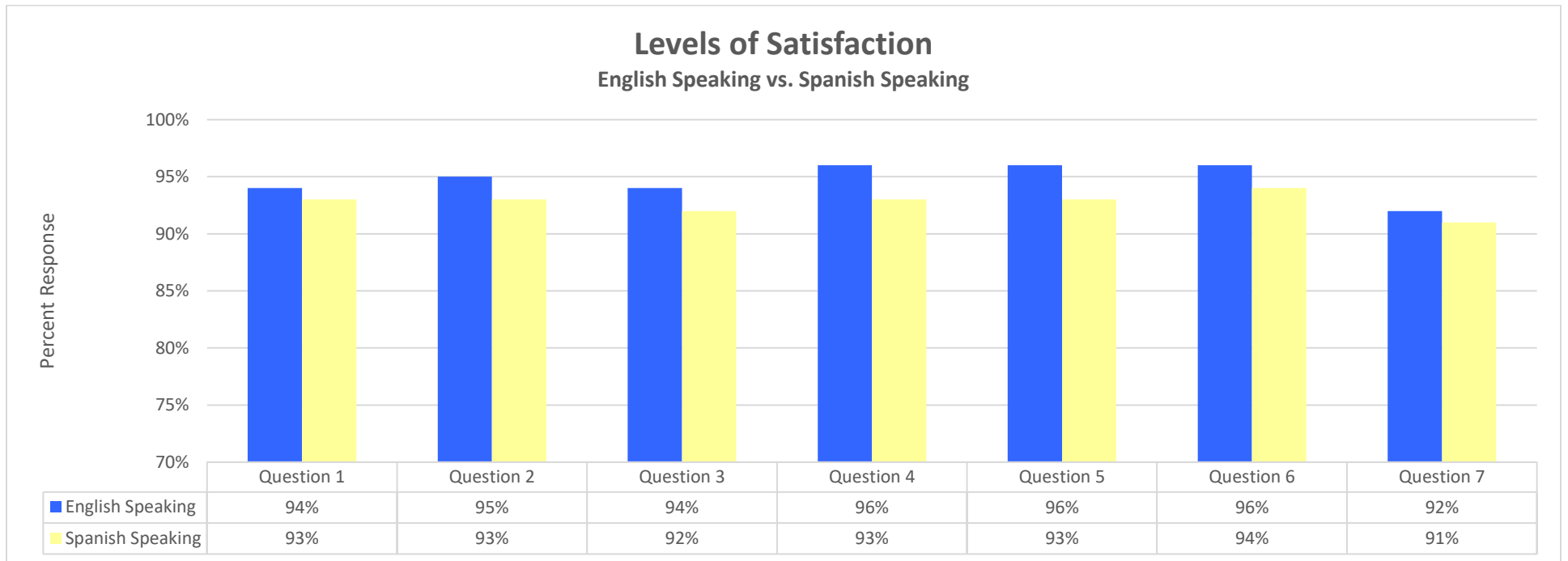
3901 Mercy Dr., McHenry – Survey Questions	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025	Level of Satisfaction October 2024
1. The phone operator staff and call center	93%	92%	92%	97%
2. The reception staff	94%	93%	93%	97%
3. Receiving a timely appointment	93%	92%	93%	97%
4. Education and explanation of plan provided in a way that I can understand	94%	93%	93%	97%
5. The follow up and coordination of my care	95%	94%	93%	98%
6. The staff addressing my medical needs today	95%	94%	94%	98%
7. The time spent waiting	91%	90%	91%	96%
8. The respectfulness of staff	95%	94%	94%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	93%	91%	91%	96%
10. The handling of my personal medical information in a private and confidential	95%	94%	93%	97%
11. Your medical assistant	95%	94%	93%	98%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	95%	94%	94%	98%
13. Overall, how satisfied are you with the Health Center?	95%	94%	94%	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%

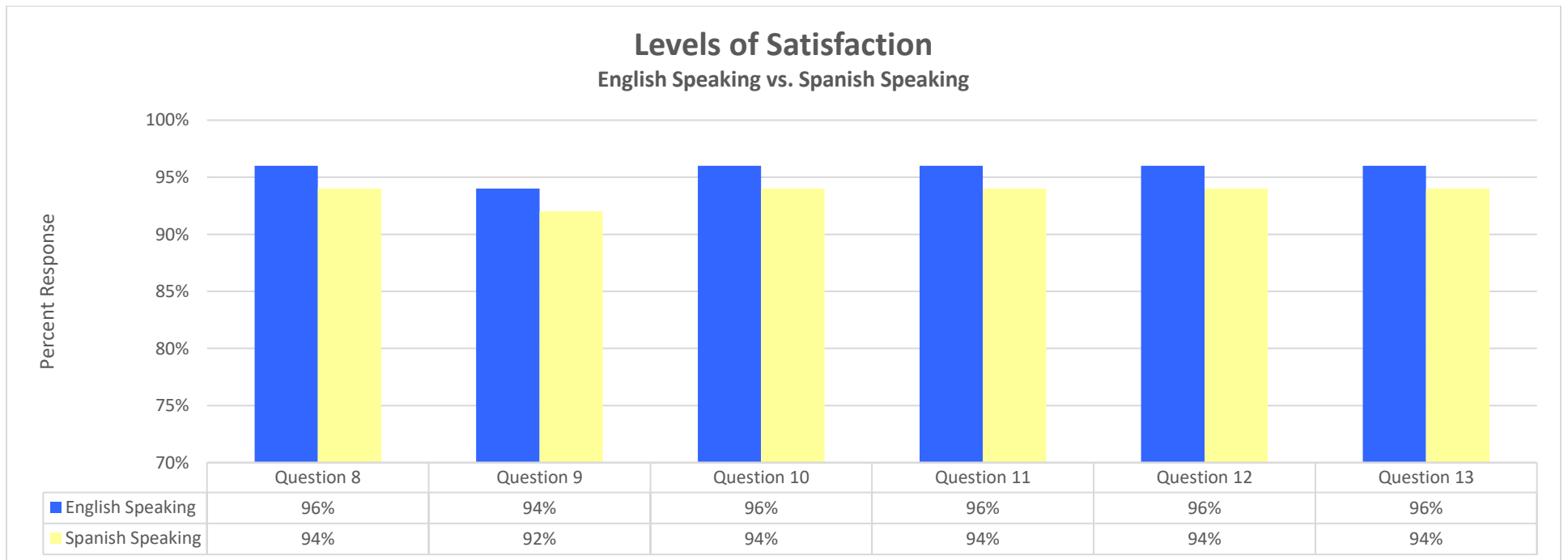
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	269 77%	262 76%	64 18%	64 19%	14 4%	7 2%	2 1%	3 1%	1 1%	10 3%
2. The reception staff	285 80%	264 77%	60 17%	61 18%	10 3%	7 2%	0	4 1%	1 1%	9 3%
3. Receiving a timely appointment	277 78%	248 73%	61 17%	69 20%	12 3%	12 4%	3 1%	2 1%	3 1%	9 3%
4. Education and explanation of plan provided in a way that I can understand	293 83%	259 76%	51 14%	68 20%	10 3%	4 1%	0	3 1%	1 1%	9 3%
5. The follow-up and coordination of my care	291 82%	265 77%	56 16%	66 19%	7 2%	3 1%	0	2 1%	1 1%	9 3%
6. The staff addressing my medical needs today	295 83%	271 79%	52 15%	60 17%	7 2%	2 1%	0	2 1%	1 1%	9 3%
7. The time spent waiting	259 73%	235 68%	69 19%	80 23%	19 5%	15 4%	6 2%	6 2%	3 1%	9 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	301 85%	267 78%	45 13%	63 18%	9 3%	3 1%	0	2 1%	1 1%	9 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	265 79%	245 73%	44 13%	74 22%	24 7%	7 2%	0	3 1%	3 1%	9 3%
10. The handling of personal medical info in a private and confidential manner	289 83%	266 77%	52 15%	64 19%	7 2%	3 1%	0	2 1%	2 1%	9 3%
11. Your medical assistant	299 84%	275 80%	49 14%	55 16%	7 2%	2 1%	0	2 1%	1 1%	9 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	299 85%	273 80%	46 13%	57 17%	7 2%	1 1%	1 1%	1 1%	1 1%	10 3%
13. Overall, how satisfied are you with the Health Center?	291 82%	270 80%	53 15%	54 16%	9 3%	3 1%	1 1%	2 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: 107

N/A: 41

YES: 6

Comments:

1. "Very good communication."
2. "It takes time sometimes more than 48 hours." (Ali)
3. "I didn't get a call back so the reason I visit personally." (Siddiqui)
4. "Yes, they followed up in a timely manner." (Jones)
5. "Rather talk to operator."
6. "Great recommended." (Jones)
7. "Yes, waiting for a return call from scheduler."
8. "They got back to me right away."
9. "Yes, great they worked it out for me."
10. "Tried to get med filed called 5 times and so did pharmacy."
11. "Yes, fast response."

Spanish

NO: 64

N/A: 3

YES: 1

Comments:

1. "Very good, the response was fast." "Muy bien la respuesta a sido rápida."
2. "Yes, they took a long time to respond." "Si, tardaron mucho para responder."

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

English

1. "Staff very friendly." (Aphaivong)
2. "The knowledge and care of all the staff regarding our medical needs." (Ali)
3. "Personable." (Keclik)
4. "N/A." (24)
5. "Getting a plan together that works and is quick." (Chang)
6. "Staff."
7. "Availability of different providers."
8. "Letting me know what the vaccination are for." (Ali)
9. "Easy appointments." (Nambo)
10. "Continuity of care, ease of access." (Aphaivong)
11. "Everyone was helpful." (2I)
12. "They help everyone." (Origer)
13. "The communication & friendly staff." (Ali)
14. "All staff is professional and thorough, caring. Specially appreciate the efficiency." (Jones)
15. "The attention." (Kiel)
16. "The open slots for appointments."
17. "Dr. Ali amazing/we love her." (Ali)
18. "Convenient location." (Ali)

Spanish

1. "I feel happy with your job." "Me siento Feliz con su trabajo."
2. "They speak Spanish." "Hablan español." (2)
3. "The service and prices are accesible." "El servicio y el precio accesible." (Beall)
4. "Very satisfied." "Muy satisfecha." (Aphaivong)
5. "They are bilingual." "Son bilingüe."
6. "The solution for my medical necessities." "La solución a mis necesidades medicas."
7. "The attention." "La atención." (Hering)
8. "The attention is fast and good." "La atención es rápida y buena." (Siddiqui)
9. "My health." "Mi salud." (Keclik)
10. "Having cheap medical care and close to home." "Teniendo servicio medico barato y cerca a casa." (Ali)
11. "Very attentive." "Muy atentos."
12. "The cost and medications." "El costo y medicamentos." (Chang)
13. "The medical attention was good." "La atención medica es muy buena." (Chang)
14. "The personnel can help me in my language." "El personal me puede ayudar en mi idioma."

19. "Timely call back good communication." (Origer)
20. "Income based payments and easy appointment scheduling." (Malanfant)
21. "Appointment availability." (Siddiqui)
22. "Ease of appointment and great care."
23. "That they speak my language."
24. "Kindness, caring, and forthright." (Siddiqui)
25. "Always take us in on time. Everyone is very nice & welcoming." (Origer)
26. "Primary care." (Nambo)
27. "Conveniency of making an appointment."
28. "The way they treat me and take care of him." (Malanfant)
29. "Everything." (Chang)
30. "Price and convenience." (Siddiqui)
31. "Quick and thorough." (Malanfant)
32. "The quickness."
33. "The questions I have get answered." (Ali)
34. "Having a PCP."
35. "Affordable pricing."
36. "Text messages." (Ali)
37. "The way I am treated and care." (Ali)
38. "Friendly staff." (Chang)
39. "Jessica G is great." (Cekova)
40. "The time it takes to get in and out."
41. "Everyone is so kind." (Chang)
42. "Doctor and staff." (Siddiqui)
43. "The service." (Chang)
44. "Late appointments."
45. "Supporting staff." (Aphaivong)
46. "Understanding staff."
47. "Accept state insurance." (Beall)
48. "The staff." (3)
49. "Affordable."
50. "They keep track of what I need." (Keclik)
51. "Fast service." (Nambo)
52. "Flexibility." (Malanfant)
53. "Friendly staff." (Siddiqui)
54. "Very timing and pleasant staff." (Jones)
55. "Reminders about appointments." (Jones)
56. "Megan."
57. "Very nice people." (Fischer)
58. "Late appointment times." (Nambo)
59. "My counselor." (Jones)
60. "Doctors." (Ali)
61. "The nurses." (Origer)
62. "They are very helpful when they do explain something I don't understand." (Siddiqui)
63. "Services."
64. "Availability."
65. "Operators answer fast." (Aphaivong)
66. "Clean, friendly, helpful." (Jones)
67. "Walk in, thank you."
68. "Having appointment on time." (Nambo)
69. "Everything is great." (3)
15. "Everything, they treat you good." "Todo, atienden muy bien." (Beall)
16. "It is close, and they treat me when I needed." "Esta cerca y me atienden cuando necesito."
17. "The attention and the help in the plan." "La atención y ayuda en el plan." (Keclik)
18. "They always have appointments available and the hours are good." "Siempre tienen citas disponibles y los horarios son buenos."
19. "Early appointments." "Citas tempranas."
20. "Everything." "Todo." (5)
21. "The hours." "Los horarios."
22. "The appointment reminders." "Los recordatorios de citas." (Cekova)
23. "Excellent." "Excelente." (Weaver)
24. "Medical service." "Servicio medico." (Keclik)
25. "Very kind I like the service." "Muy amables me gusta el servicio." (Siddiqui)
26. "Nothing." "Nada."
27. "The attention and prices." "La atención y precios."
28. "The attention from the gynecologist and pediatrician." "La atención del gynecologo y el pediatra."
29. "Practically in everything." "Practicamente en todo." (Aphaivong)
30. "Good service, always punctual." "Buen servicio, siempre puntuales." (Ali)
31. "Communcation." "Comunicación."
32. "Excellent medical health." "Excelente cuidado de salud." (Aphaivong)
33. "The provider speaks Spanish." "La provedora habla español." (Keclik)
34. "It helps me economically." "Me ayuda económicamente." (2)
35. "Your organization." "Su organización." (Fischer)
36. "Ease they have in assisting people." "Facililad que tienen para asistir a las personas." (Chang)
37. "The services are economic." "Los servicios son económicos." (Chang)
38. "The language." "El idioma." (2)
39. "Everything is good." "Todo esta bien."
40. "Maintain the medical health." "Mantener el cuidado de salud." (Aphaivong)
41. "To be informed about my health." "A estar informado sobre mi salud." (Cekova)
42. "Everything is clear and they are kind." "Todo esta claro y que son amables." (Keclik)
43. "My therapy thank you." "Mi terapia gracias." (Jones)
44. "They are kind." "Son amables." (Hering)
45. "The availability of schedules." "La disponibilidad de horarios." (Origer)

70. "Quick appointment." (Siddiqui)
71. "Convenience of being seen the same day of our call." (Nambo)
72. "Great staff, great communication." (Aphaivong)
73. "The friendly staff." (2)
74. "Location." (Talwar)
75. "Same day appointment."
76. "Letting me know that they will call me."
77. "Doctor availability." (Talwar)
78. "Receiving medications."
79. "Care & kindness." (Chang)
80. "Care providers." (Origer)
81. "Prompt visit." (Chang)
82. "Absolutely everything." (Keclik)
83. "How attentive the staff is." (Siddiqui)
84. "The price and convenience of location." (Nambo)
85. "The nice receptionist and providers." (Origer)
86. "My therapist." (Talwar)
87. "My sons medical records." (Ali)
88. "Asks answers my questions." (Origer)
89. "Communication." (2)
90. "Quick appointment times."
91. "Being able to talk to my dr." (Aphaivong)
92. "The knowledge and understanding from the whole team specially the physician." (Origer)
93. "The kind staff and smiles." (Keclik)
94. "Access to medical help." (Siddiqui)
95. "Doctor was helpful and answered my questions." (Chang)
96. "Getting timely appointments and quality of service." (Jones)
97. "Their availability and care." (Ali)
98. "Everyone is very kind and professional." (Weaver)
99. "Appointments made in a timely manner- no waiting months to see a doctor." (Aphaivong)
100. "Really close don't have to travel far." (Cekova)
101. "Having my questions answered." (Cekova)
102. "No judgement." (Keclik)
103. "The customer service." (Origer)
104. "Friendliness." (Talwar)
46. "The attention and the explanation I receive." "La atención y la explicación." (Chang)
47. "My health." "Mi salud." (2)
48. "With all my illnesses." "Con todos mis enfermedades."
49. "They always have appointments." "Siempre tienen citas."
50. "Your attention and speed."
51. "It helps us keep healthy." "Nos ayuda a mantenernos saludables." (2)
52. "The personnel who speaks Spanish." "El personal que habla español." (3)
53. "N/A." "N/A."
54. "Medical attention." "Atencion medica."
55. "Everything, staff, doctors, economic payments." "Todo, staff, doctores, pagos económicos." (Jones)
56. "The cost of consults." "El costo de consultas." (Siddiqui)
57. "Help in Spanish." "Ayuda en español." (Nambo)
58. "Help with eczema medication." "Ayuda para medicación de azema." (Chang)
59. "They are kind, and they help me with my problems." "Son amables y me ayudan en mis problemas." (Origer)
60. "I would like more attention in blood results." "Me gustaría mas atención en los resultados de sangre."
61. "The personnel they have is good and they speak my language." "El personal que tienen es muy bueno y hablan mi idioma."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (49)
2. "None." (9)
3. "Nothing come to mind." (Malanfent)
4. "Nothing you're great." (Aphaivong)
5. "Chage how health insurance effects wait times without people losing coverage." (Aphaivong)

Spanish

1. "No comments." "Sin comentarios." (2)
2. "Perfect." "Perfecto."
3. "Very effective." "Muy efectivo."
4. "Everything is good." "Todo esta bien." (20)
5. "Everything is perfect." "Todo esta perfecto." (3)
6. "Perfect." "Perfecto." (Cekova)

6. "Having more appointments."
7. "Can't." (Siddiqui)
8. "No complaints." (Chang)
9. "Staff can be more caring/nice sometimes it looks like they don't want to help." (Ali)
10. "Take us in on time. Ex appt 3:30, I should not still be in the waiting room for an extra 20 minutes why have the 15 min period before then?"
11. "I have nothing to complain about of all my appts." (Siddiqui)
12. "Nothing you're amazing." (Aphaivong)
13. "Possibly have primary care physicians that are also psychiatrists." (Nambo)
14. "Keep doing what you're doing." (Siddiqui)
15. "15 min early policy is difficult sometimes."
16. "Everything is good." (4)
17. "Everything is amazing here." (Bell)
18. "Online portal." (Aphaivong)
19. "Offer telehealth/virtual visits to patients from comfort of home." (Malanfand)
20. "Play area in waiting room."
21. "Better appointments availability."
22. "Keep being professional." (Keclik)
23. "Keep doing what you do so well... care for your patients with a smile. You all do amazing at this." (Ali)
24. "Very nice place." (Siddiqui)
25. "Please keep up the good work and make more people aware that you exist. Please advertise more." (Siddiqui)
26. "Not sure." (Chang)
27. "It has improved so much so I have no complaints." (Keclik)
28. "Maybe provide ice packs." (Jones)
29. "Acknowledge someone standing to be registered." (Ali)
30. "Can't thank you enough." (Aphaivong)
31. "I can't think of anything at this time."
32. "More Dr. Ali." (Ali)
33. "Faster lab times." (Keclik)
34. "Doing well so far none at the moment."
35. "More appointment times." (Talwar)
36. "The whole process was great especially for walk-in appreciate it."
37. "Nothing to improve." (Siddiqui)
38. "Emergency appointment get on time and also with primary doctors appointment easy to get." (Ali)
39. "It's good already." (Jones)
40. "The front door is too heavy." (Talwar)
41. "All good." (3)
42. "Quicker response to med refills."
7. "Faster appointments." "Citas mas rápidas." (Keclik)
8. "Be more kind." "Ser mas amables." (Ali)
9. "The service is good." "El servicio es bueno."
10. "Last week the person who answered the phone was rude and yelled at me." "La semana pasada la persona que me atendió en el telefono se porto grosera y me grito." (Ali)
11. "It is correct." "Esta correcto."
12. "It is good." "Esta bueno."
13. "Continue the same." "Continue igual."
14. "Monitoring my health." "Seguimiento a mi salud." (Nambo)
15. "N/A." "N/A" (3)
16. "Expanding Dental health." "Expandiendo a Dental health." (Jones)
17. "Continue the same." "Continue igual." (Nambo)
18. "For the moment you are excellent, but you should have specialist to further explore what you don't know." "Por el momento lo hacen excelente, pero deberían tener especialistas para tratar mas a fondo lo que desconocen."
19. "Just the person who is in the lab to be more careful, she always pokes me twice." "Solo que la persona que esta en el laboratorio sea mas cuidadosa siempre me pica dos veces."
20. "It is fine continue to have this service to help people." "Esta bien continue con este servicio para ayudar a la gente."
21. "You have great service for patients." (English comment written on a Spanish survey.)

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

English

- YES: 228
- NO: 3

Spanish

- YES: 148
- NO: 2

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

English

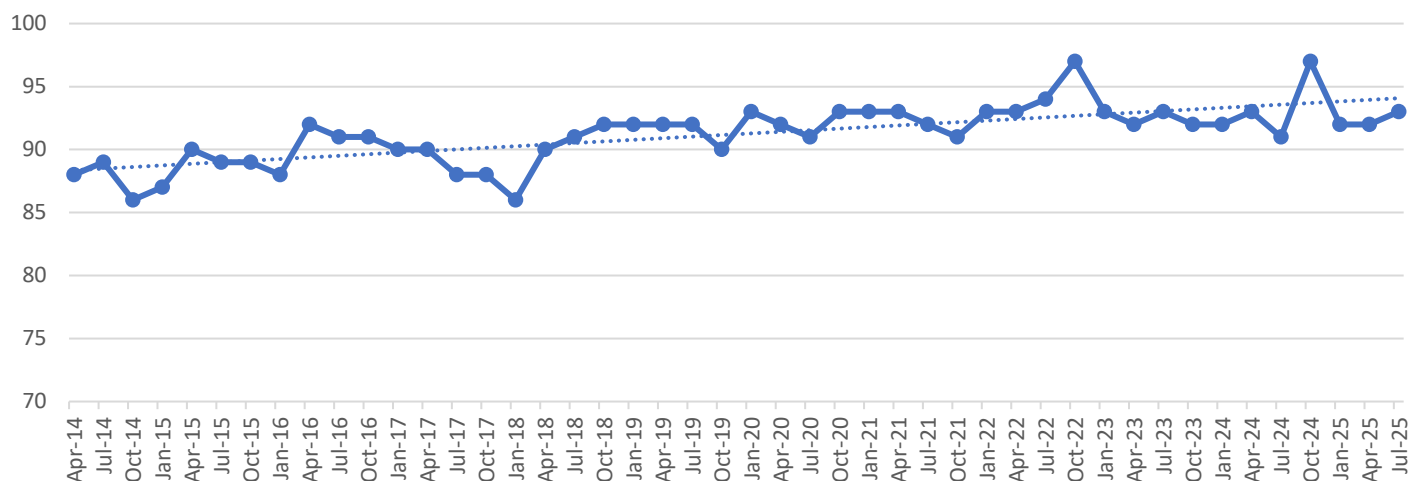
- Ali: 34
- Aphaivong: 40
- Beall: 5
- Blasinski: 3
- Cekova: 11
- Chang: 26
- Fischer: 4
- Hering: 3
- Jones: 23
- Keclik: 26
- Kiel: 1
- Malanfant: 9
- Nambo: 27
- Origer: 43
- Siddiqui: 27
- Talwar: 14
- Weaver: 3

Spanish

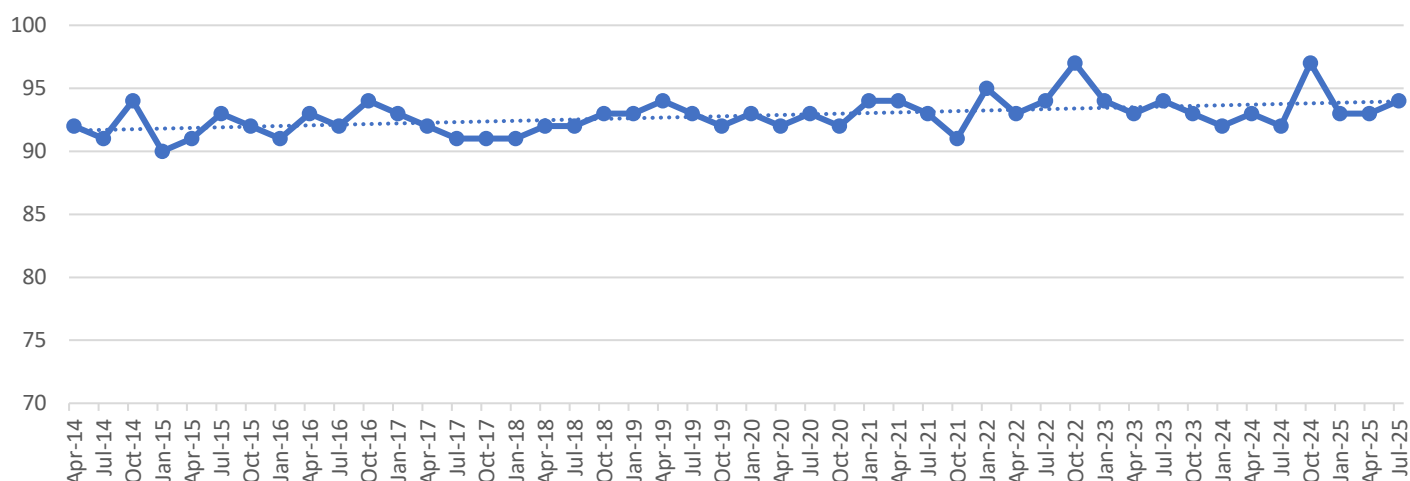
- Ali: 30
- Aphaivong: 30
- Beall: 4
- Cekova: 16
- Chang: 32
- Fischer: 1
- Hering: 8
- Jones: 4
- Keclik: 60
- Nambo: 36
- Origer: 27
- Siddiqui: 33
- Weaver: 1

Individual Question Results with Trendlines

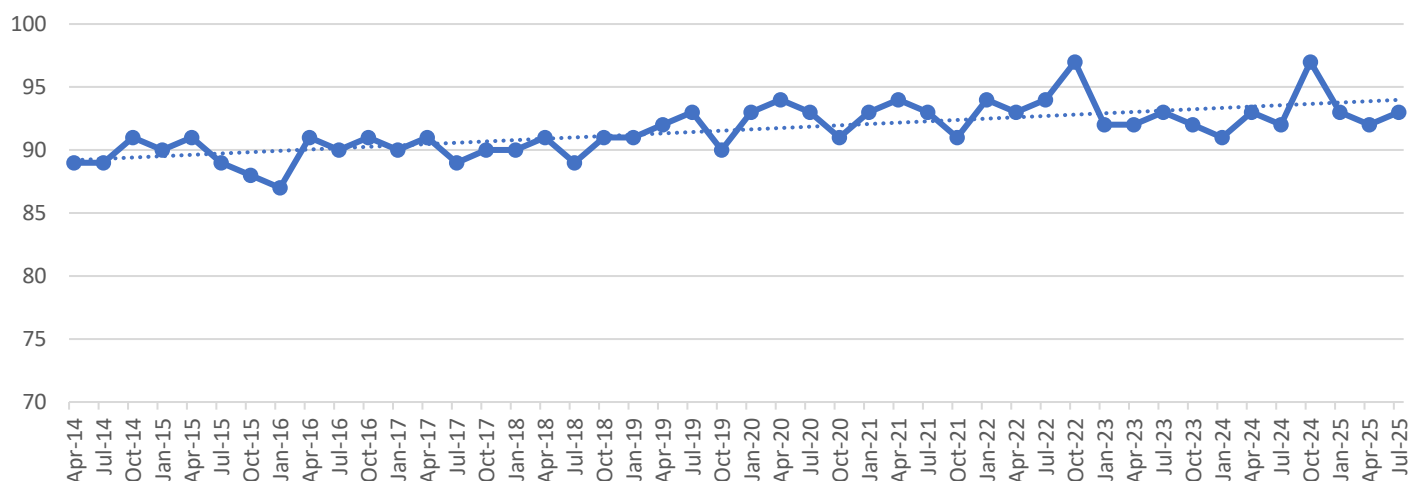
#1 - The phone operator staff and call center



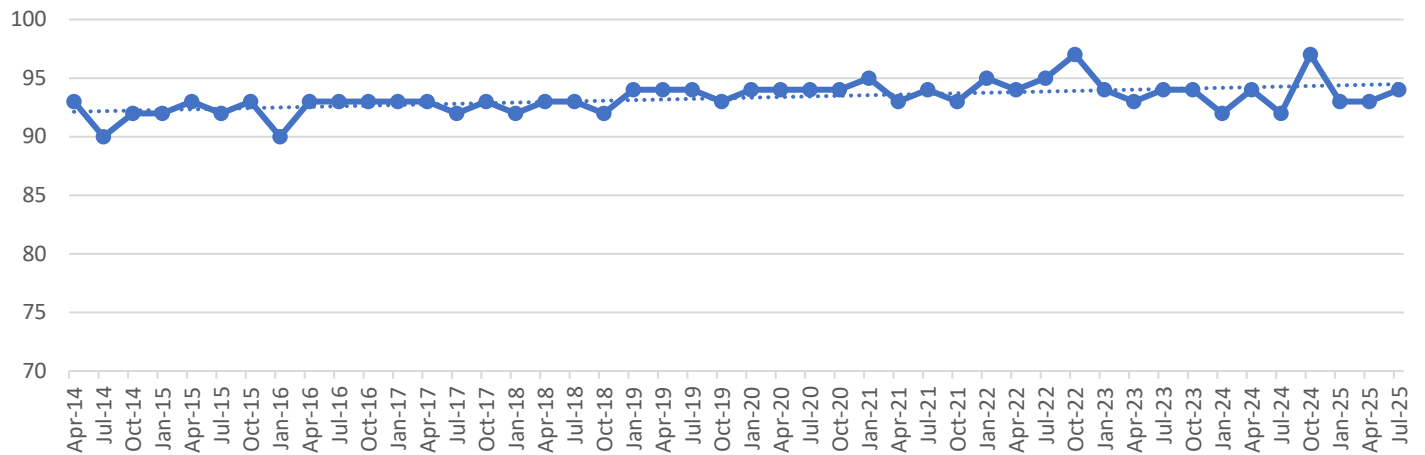
#2 - The reception staff



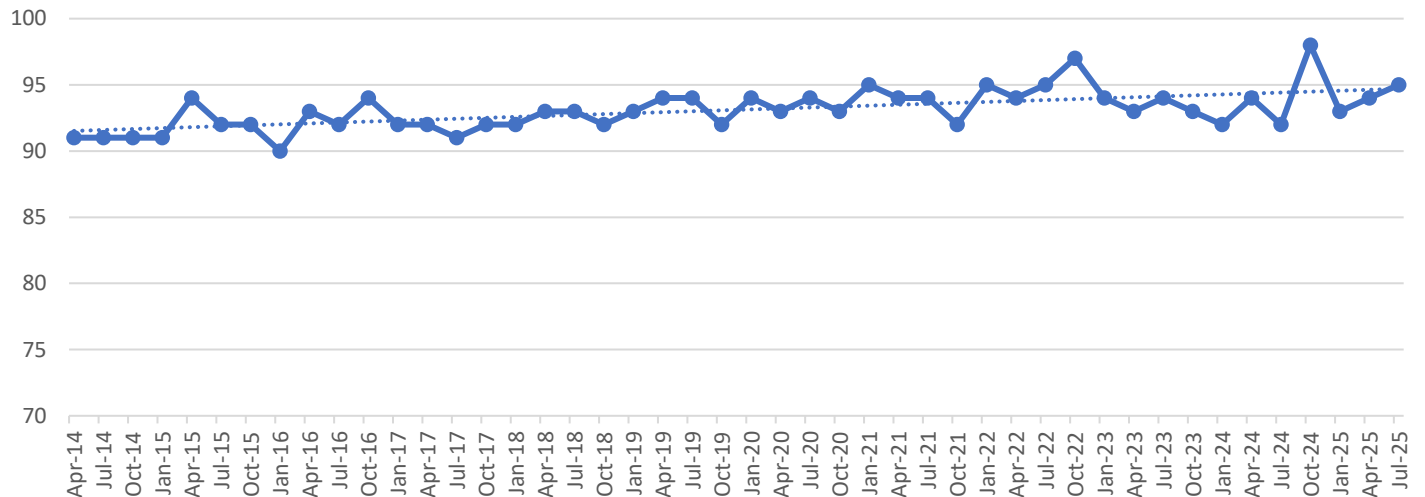
#3 - Receiving a timely appointment



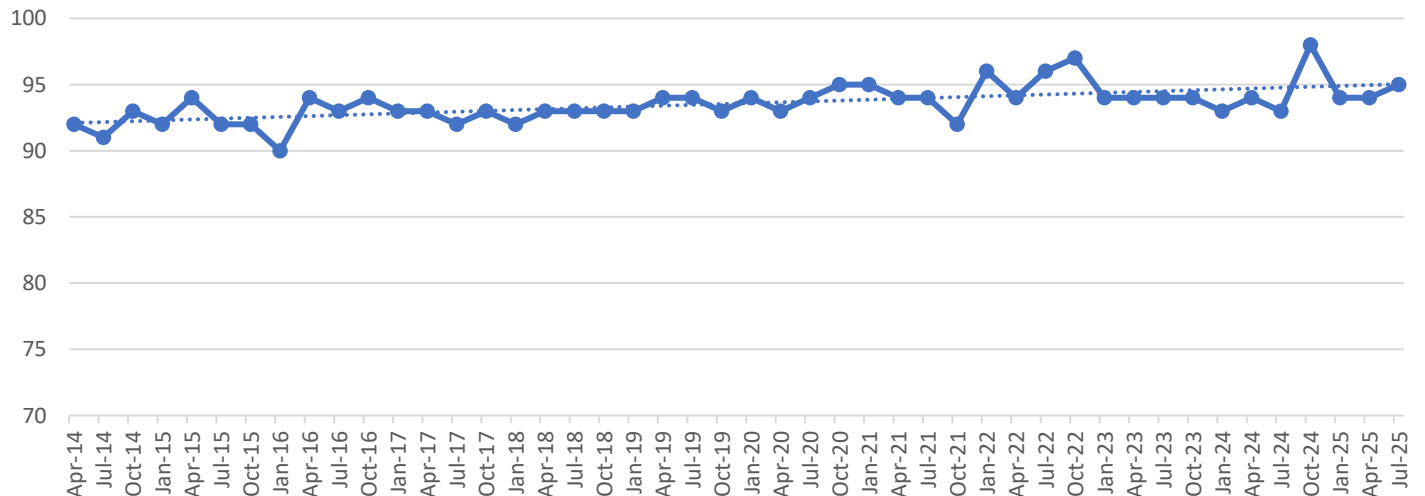
#4 - Education and explanation of plan provided in a way that I can understand



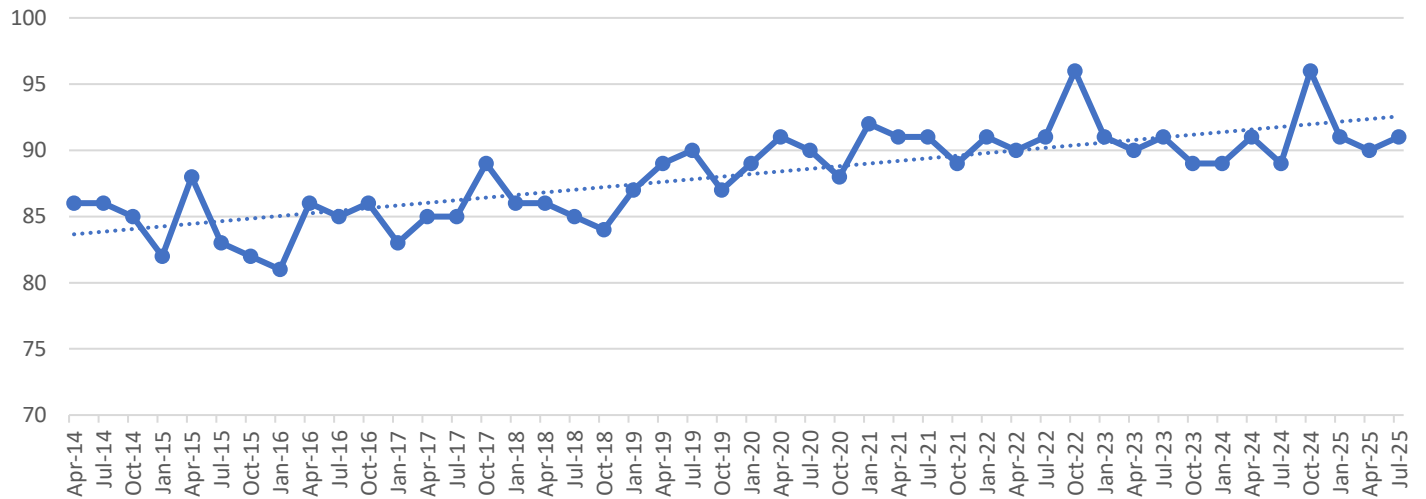
#5 - The follow-up and coordination of my care



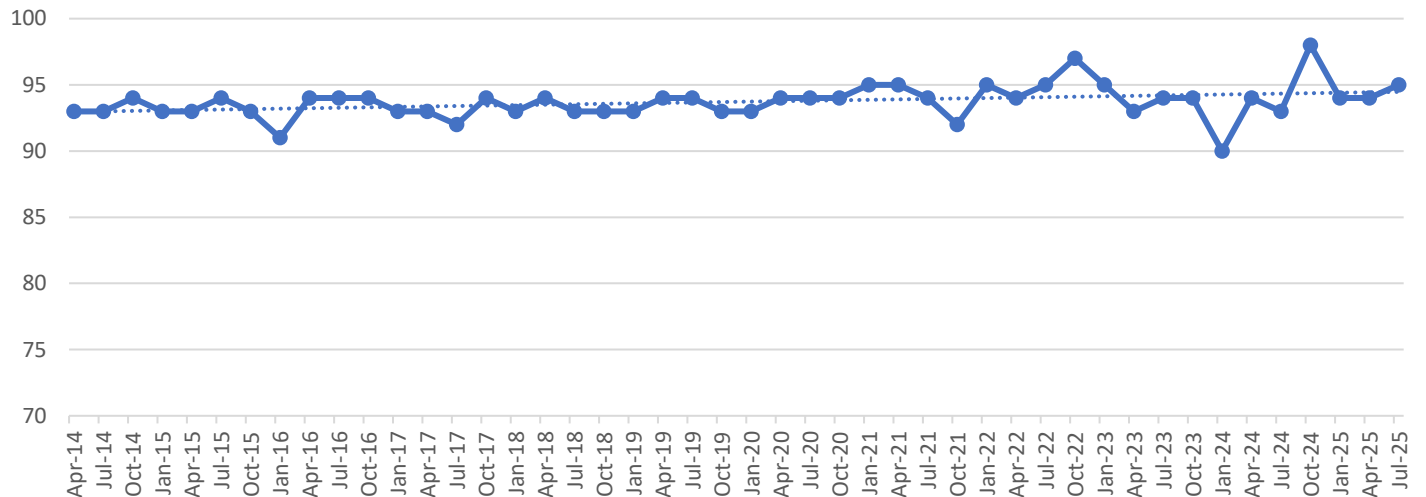
#6 - The staff addressing my medical needs today



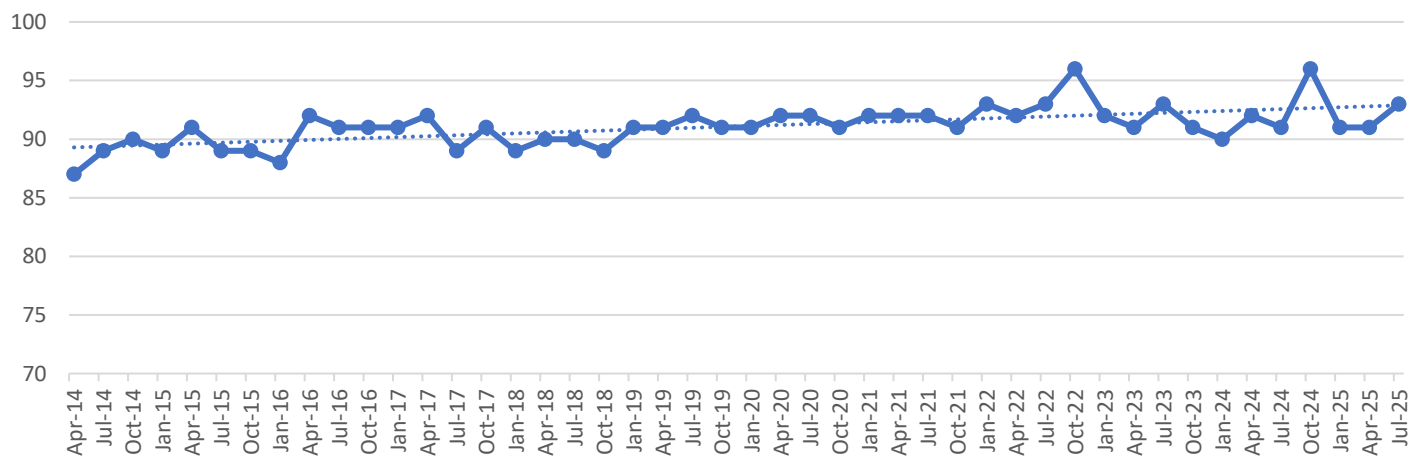
#7 - The time spent waiting



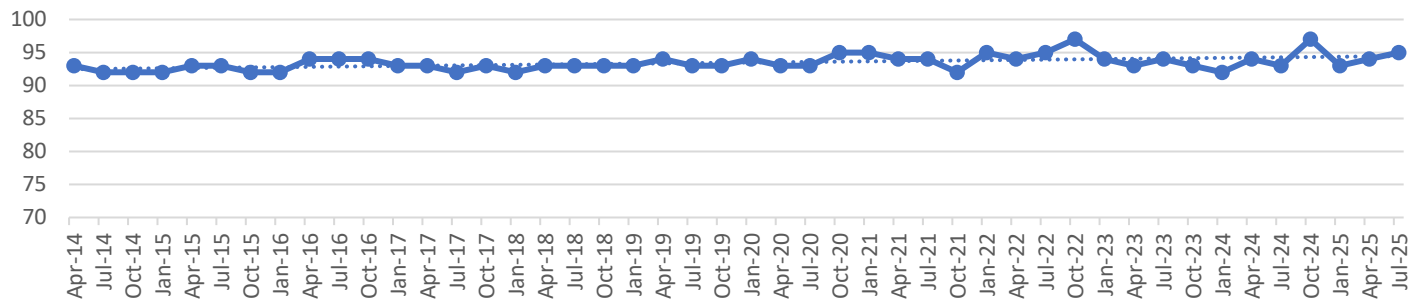
#8 - The respectfulness of staff



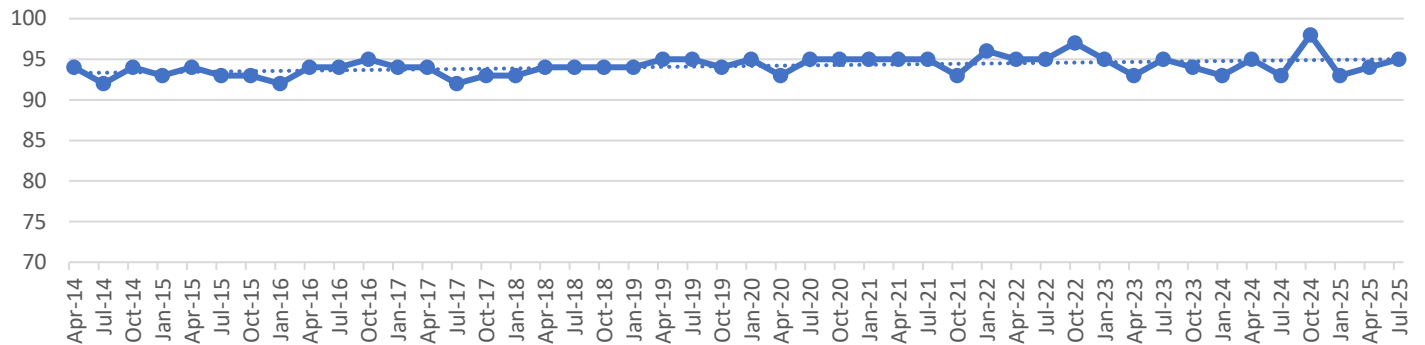
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



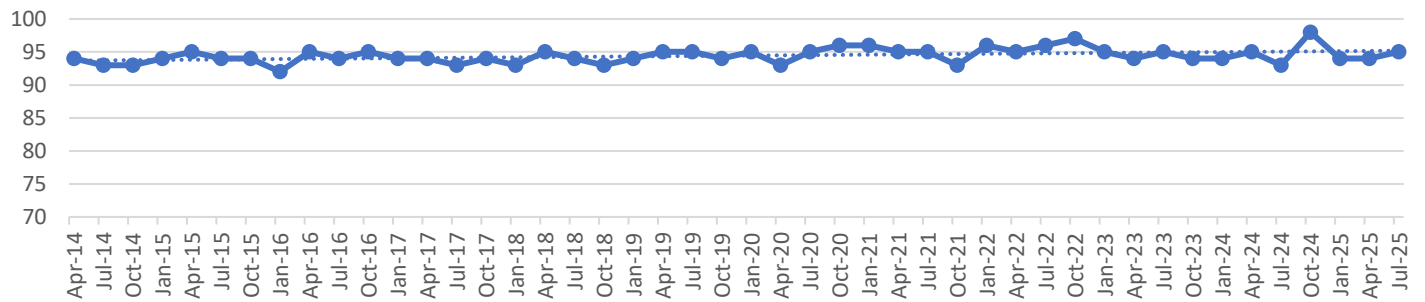
#10 - The handling of my personal medical information in a private and confidential manner



#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?

