

## Patient Satisfaction Survey 10225 Grand Ave., Franklin Park October 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 95% to 100%. The mean for all questions was 99% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

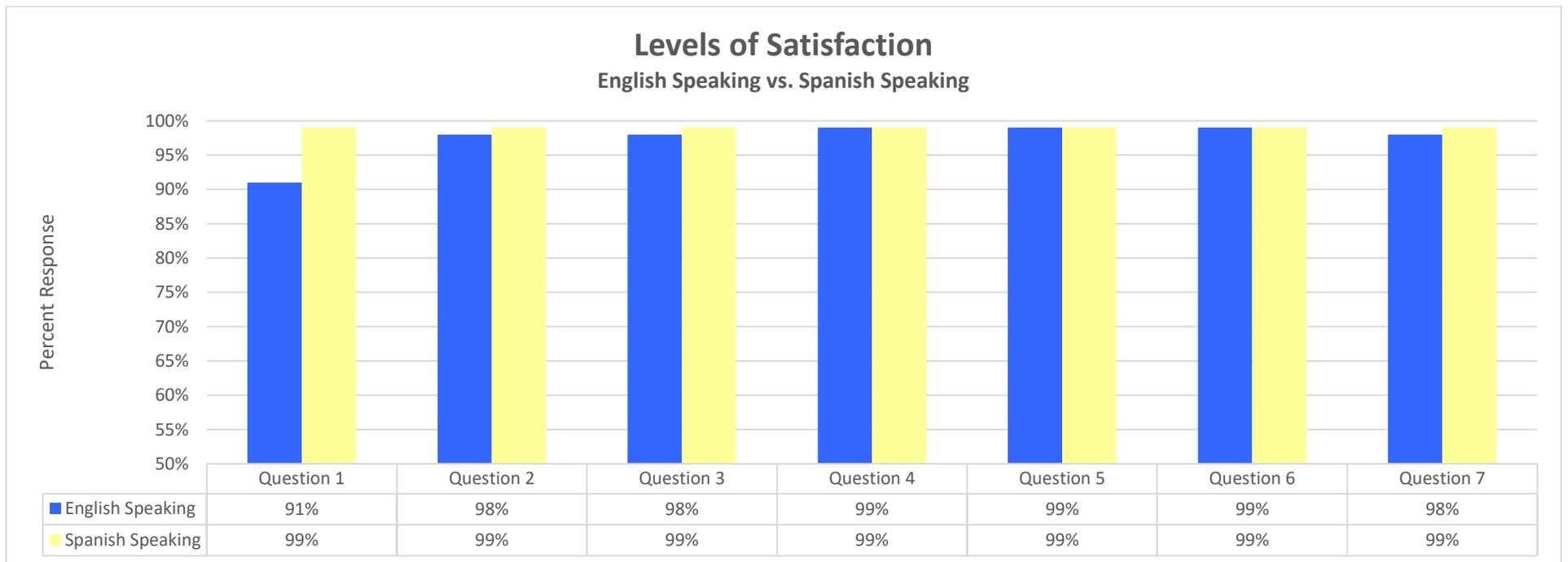
<b>10225 Grand Ave., Franklin Park – Survey Questions</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>
1. The phone operator staff and call center	95%	97%	95%	95%
2. The reception staff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

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

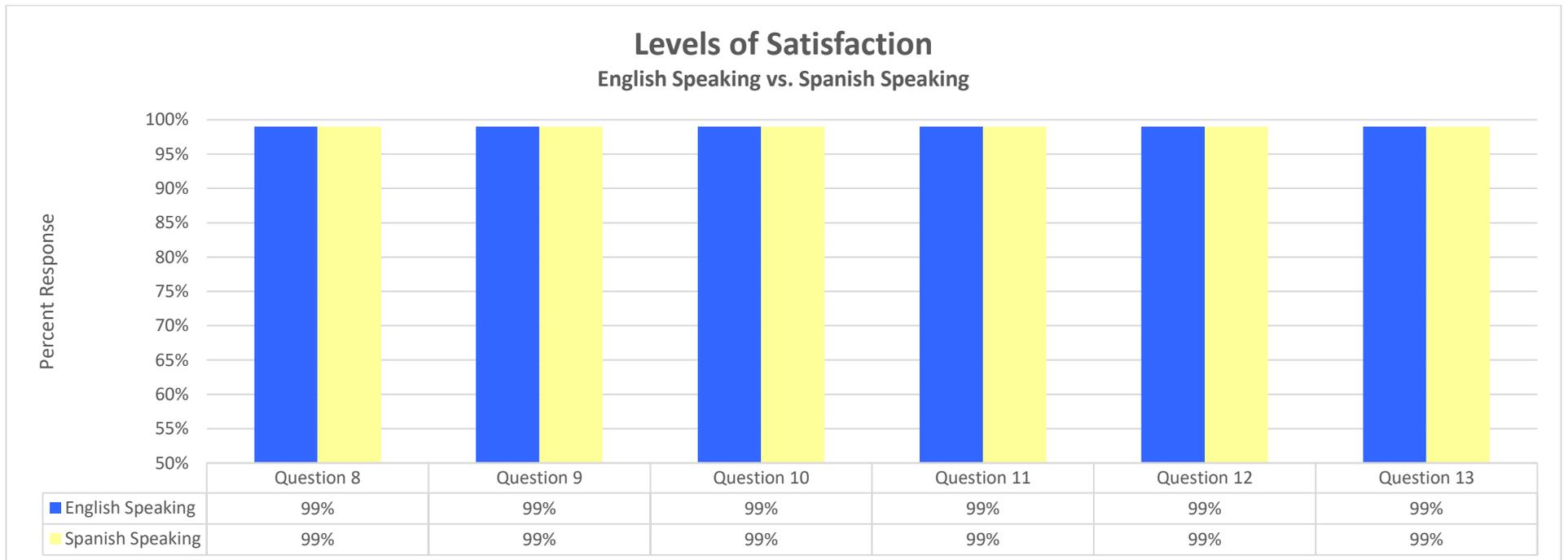
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	90 78%	108 98%	7 6%	1 1%	9 8%	1 1%	7 6%	0	2 2%	0
2. The reception staff	106 92%	107 97%	7 6%	3 3%	2 2%	0	0	0	0	0
3. Receiving a timely appointment	106 92%	108 98%	9 8%	2 2%	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	108 96%	109 99%	5 4%	1 1%	0	0	0	0	0	0
5. The follow-up, coordination, and continuity of my care	110 96%	108 98%	5 4%	2 2%	0	0	0	0	0	0
6. The staff addressing my medical needs today	109 95%	109 99%	6 5%	1 1%	0	0	0	0	0	0
7. The time spent waiting	106 92%	109 99%	7 6%	1 1%	2 2%	0	0	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	111 97%	109 99%	4 4%	1 1%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	109 96%	109 99%	5 4%	1 1%	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	111 97%	107 97%	4 4%	3 3%	0	0	0	0	0	0
11. Your medical assistant	110 96%	107 97%	5 4%	3 3%	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	112 97%	107 97%	3 3%	2 2%	0	1 1%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	111 97%	106 97%	4 4%	3 3%	0	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: 9

N/A: 1

YES: 0

#### **Comments:**

1. "Nothing."
2. "None." (3)

#### **Spanish**

NO: 0

N/A: 0

YES: 1

#### **Comments:**

1. "Very good nurse." "Muy buena enfermera."  
(Sadik)

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

#### **English**

1. "Everything."
2. "The staff." (Alcordero)
3. "Amazing." (Alcordero)
4. "Very friendly." (Sadik)
5. "Location."
6. "Follow-up." (Jamison)
7. "Medical assistance." (Sadik)
8. "Ease of access."
9. "Very high quality facility."
10. "Medical receptionist very kind." (Corral)
11. "Amazing staff and medical assistance."  
(Jamison)
12. "Michelle the receptionist was very helpful."
13. "They called me on time very nice."
14. "Receptionists were amazing." (Sadik)
15. "They took me in a walk in." (Sadik)
16. "Great employees and drs." (Corral)
17. "Missed my appointment due to  
transportation, they saw me as a walk in."  
(Sadik)
18. "Being about to get any appointment in a  
timely manner." (Jamison)
19. "The receptionist very friendly." (Sadik)

#### **Spanish**

1. "Yes." "Si."
2. "Everything is good." "Todo bien." (Corral)
3. "Good." (English response on a Spanish  
survey)
4. "With everything." "En todo."
5. "Everything is good." "Bien todo."

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

#### **English**

1. "N/A." (2)
2. "None." (2)
3. "Nothing." (6)
4. "Timing."
5. "More staff. Seems like the staff is thin."  
(Sadik)
6. "The staff and care here has been  
exceptional from day one." (Sadik)
7. "Amazing staff." (Corral)
8. "Very nice people." (Alcordero)

#### **Spanish**

1. "Good." "Bien." (Sadik)
2. "Everything better." "Mejor todo."
3. "Nothing." "Nada."
4. "Fantastic." "Fantastico." (Sadik)
5. "Yes." "Si."
6. "I like it a lot." "Me justo mucho." (Jamison)

- 9. "Perfect." (Corral)
- 10. "Very highly."

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

**English**

- YES: 97
- NO: 0

**Spanish**

- YES: 78
- NO: 0

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

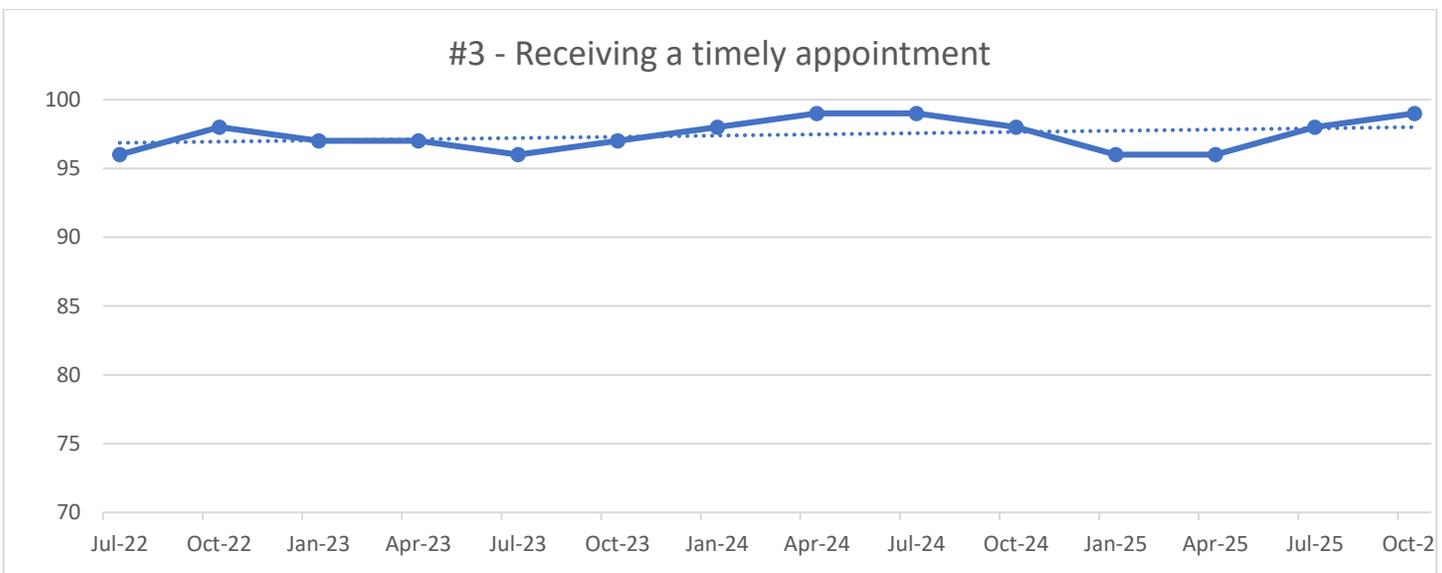
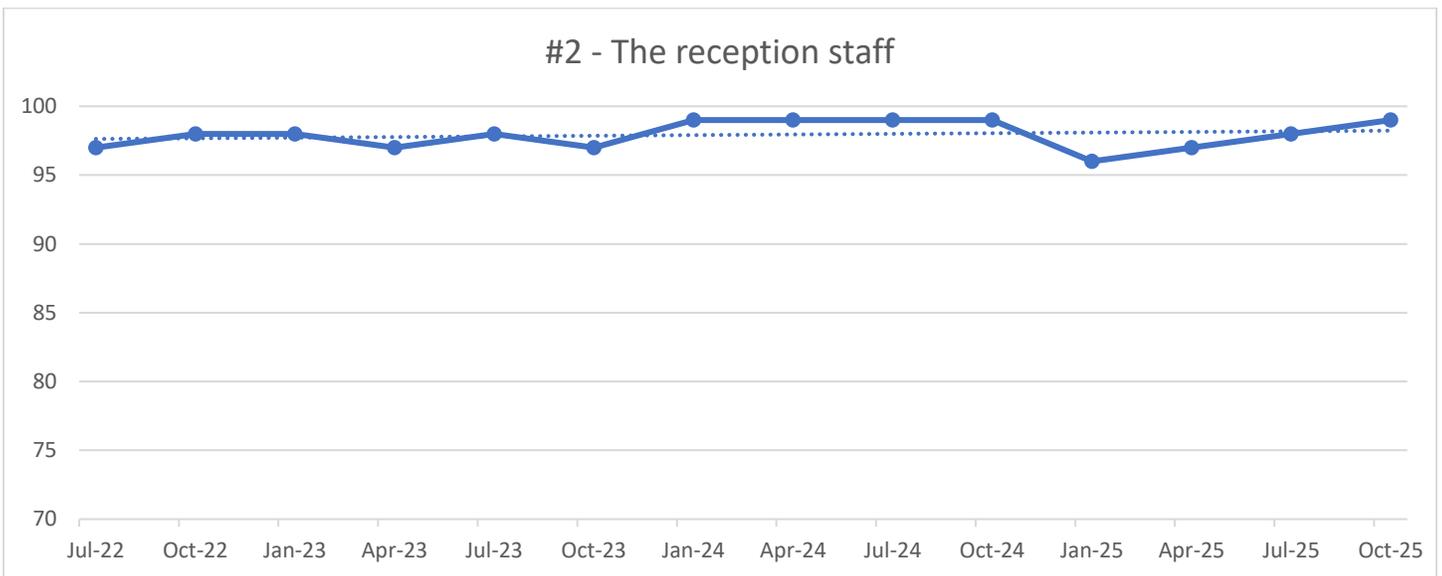
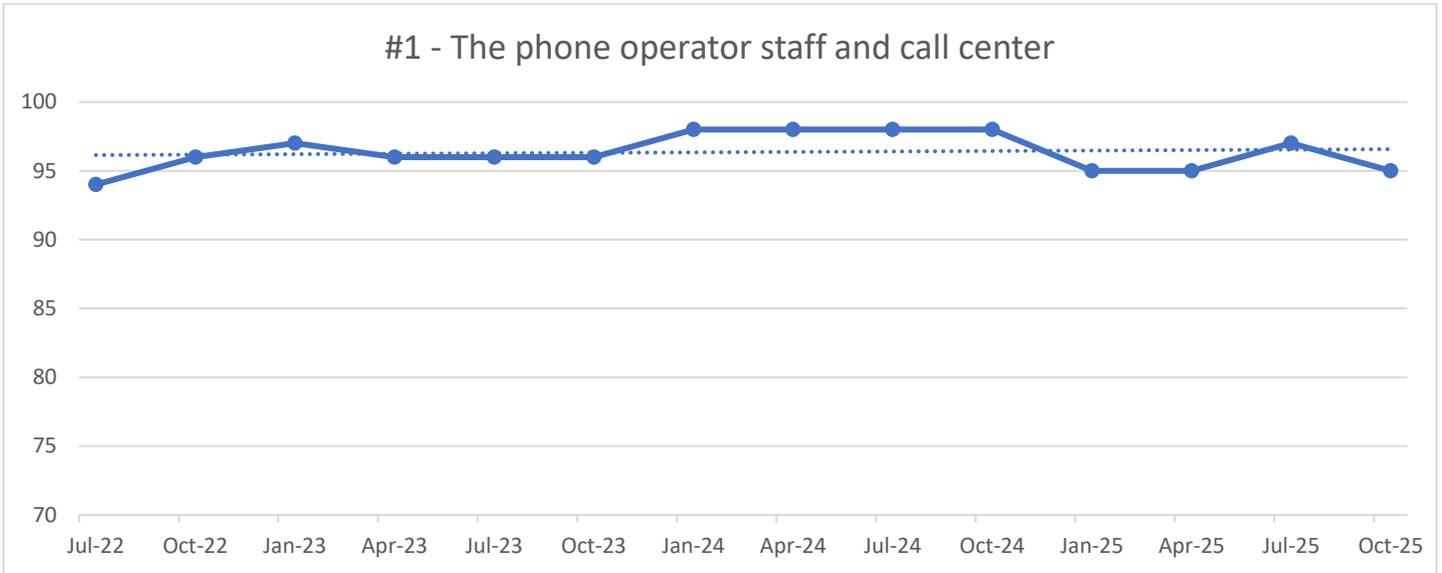
**English**

- Alcordo: 7
- Corral: 5
- Jamison: 5
- Rajki: 1
- Sadik: 11

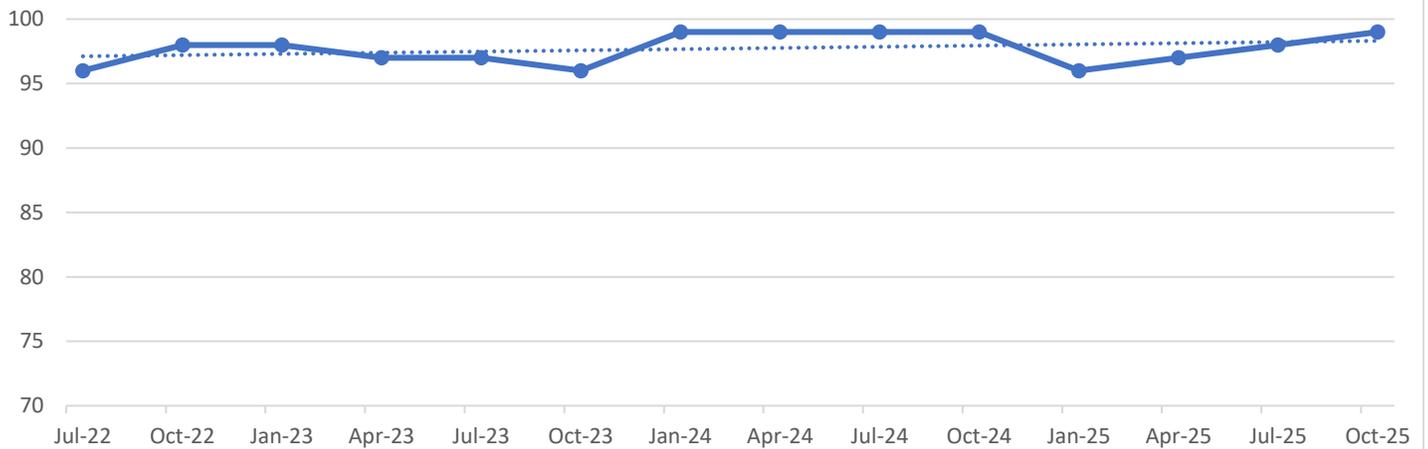
**Spanish**

- Alcordo: 1
- Corral: 2
- Headley: 1
- Jamison: 5
- Sadik: 10

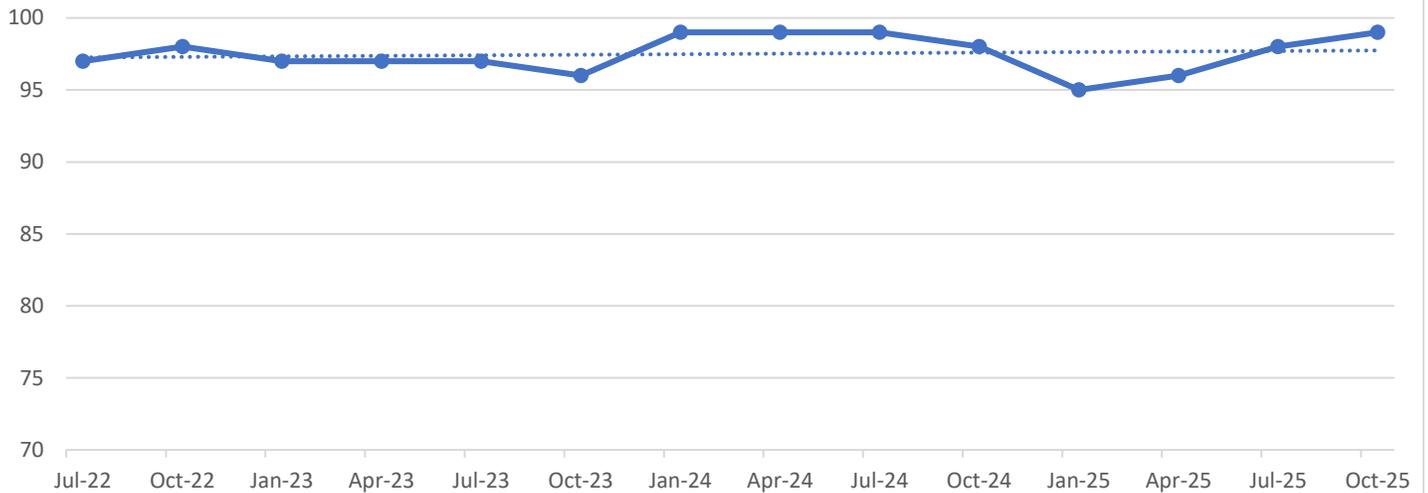
# Individual Question Results with Trendlines



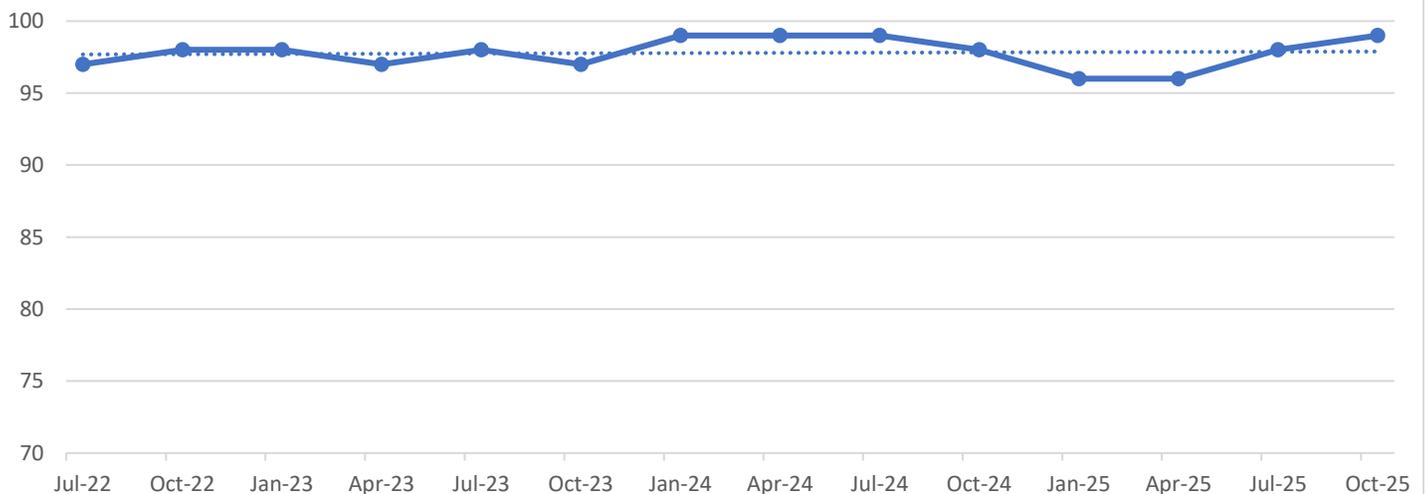
#### #4 - Education and explanation of plan provided in a way that I can understand



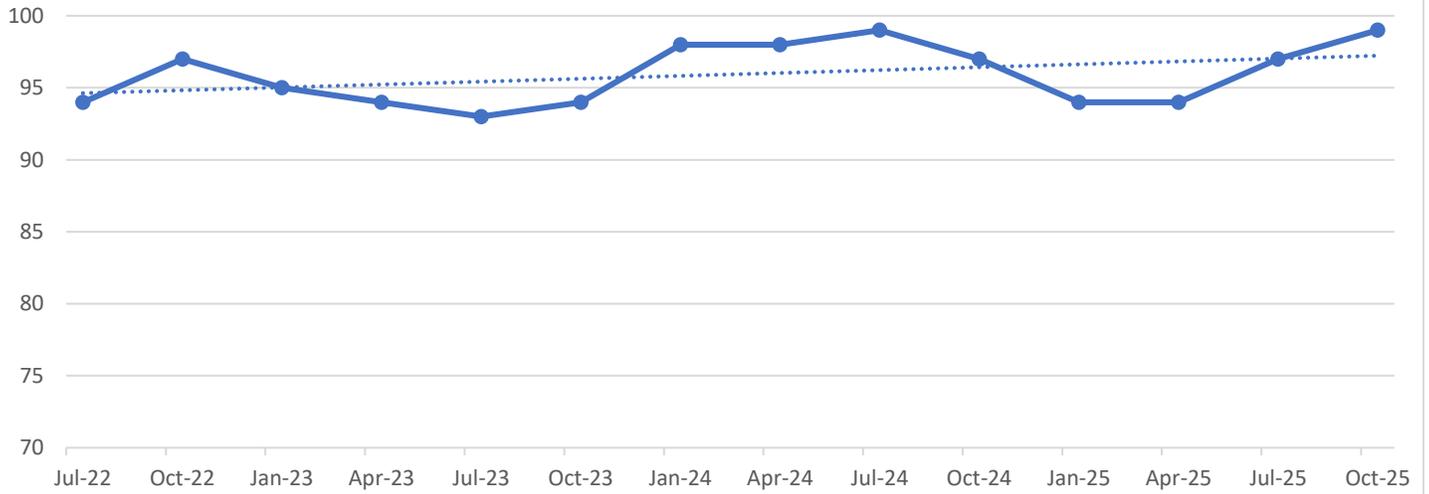
#### #5 - The follow-up, coordination, and continuity of my care



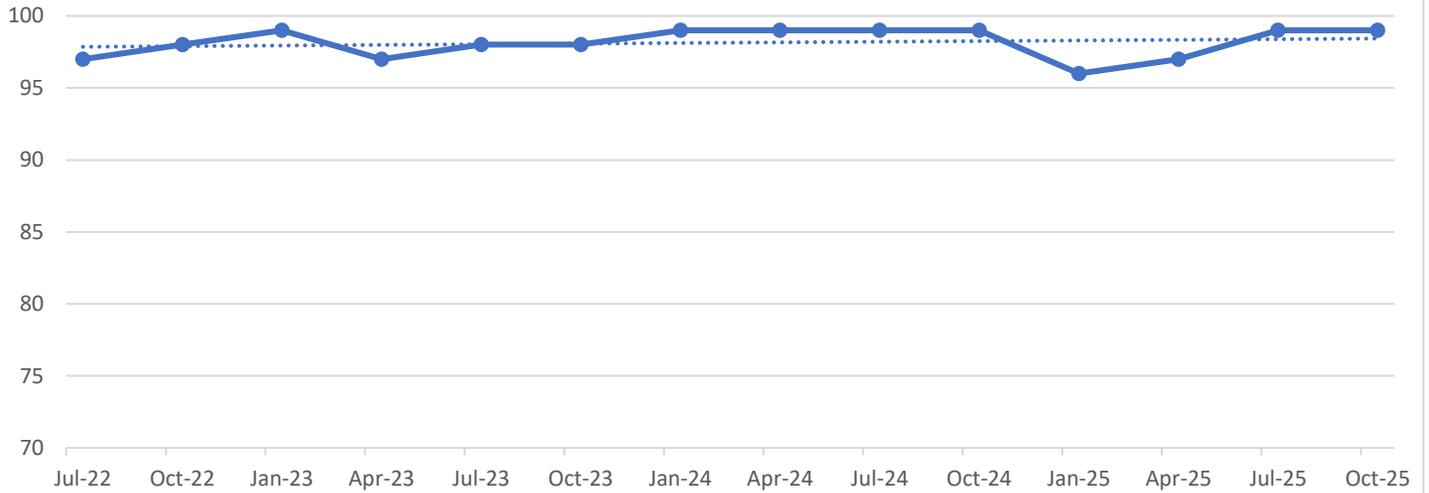
#### #6 - The staff addressing my medical needs today



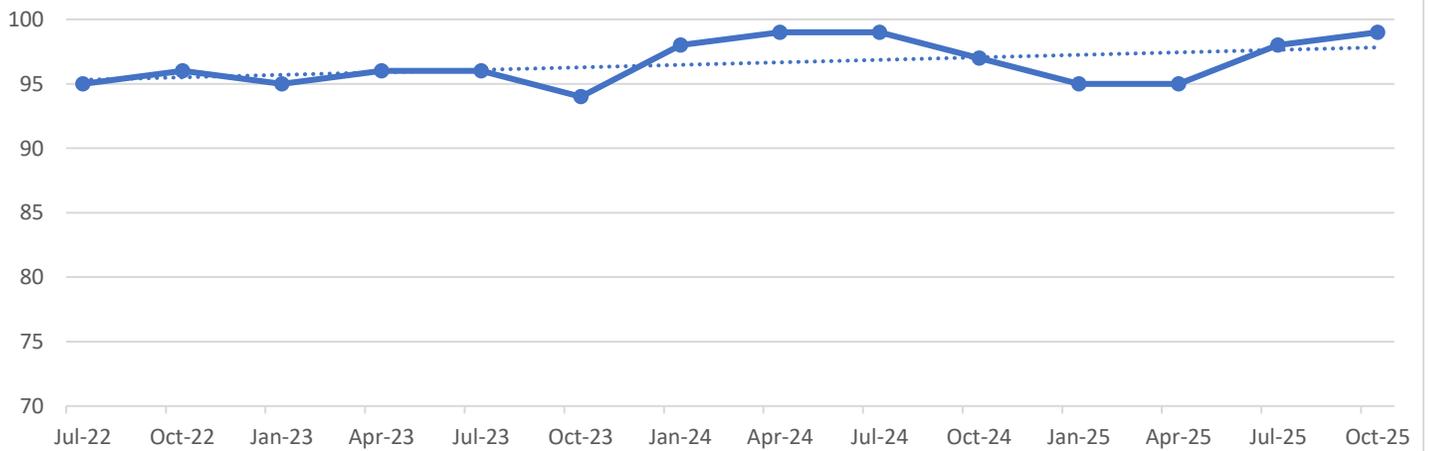
#7 - The time spent waiting



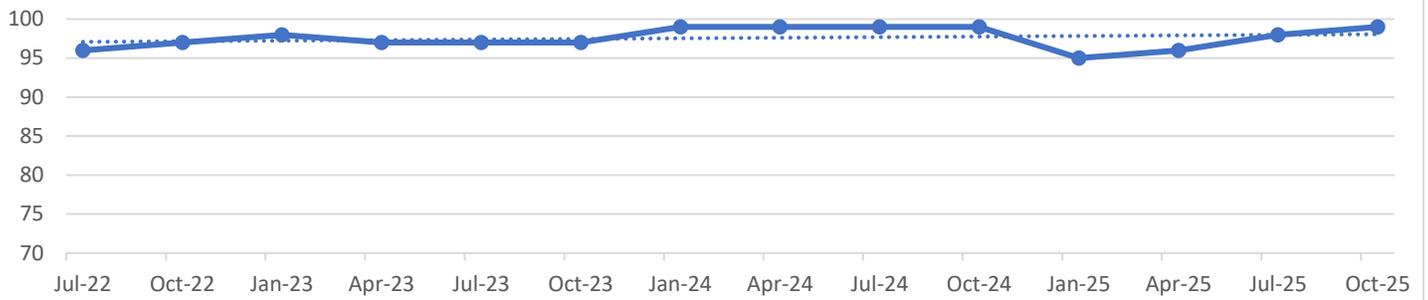
#8 - The respectfulness of staff



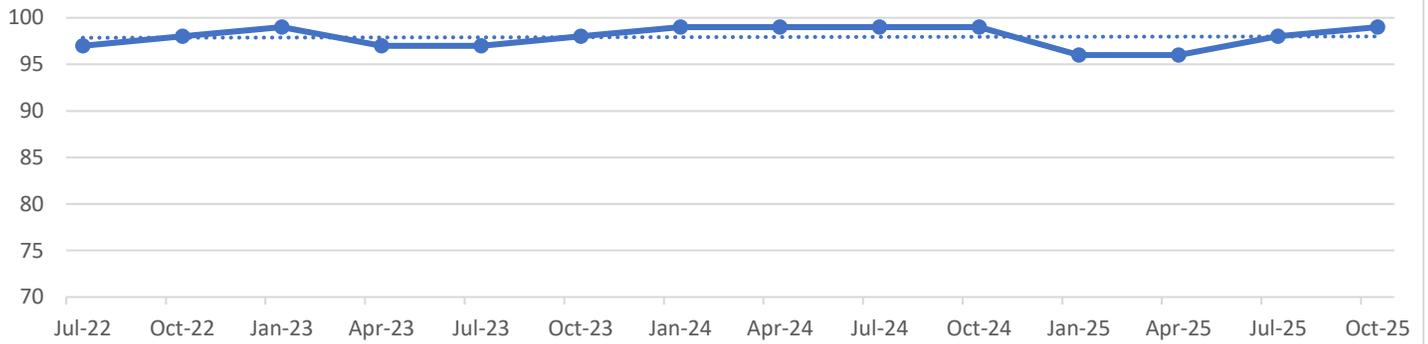
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



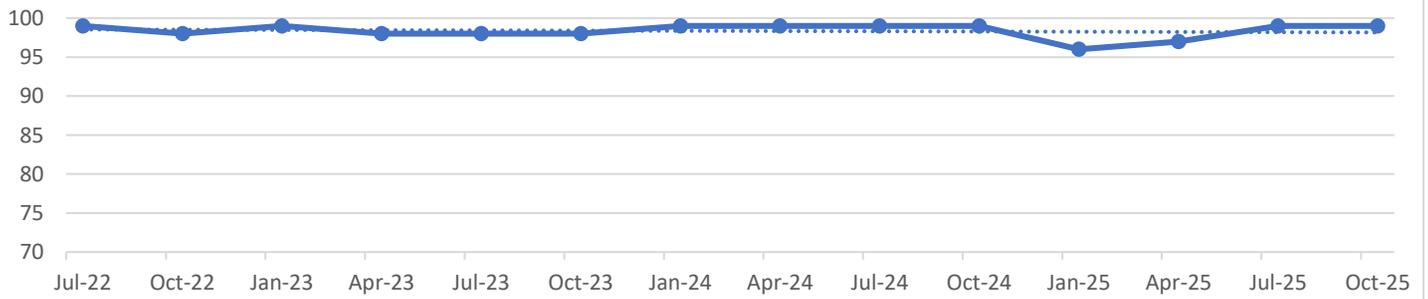
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

