

Patient Satisfaction Survey 373 Summit St., Elgin 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 90% to 94%. The mean for all questions was 93% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

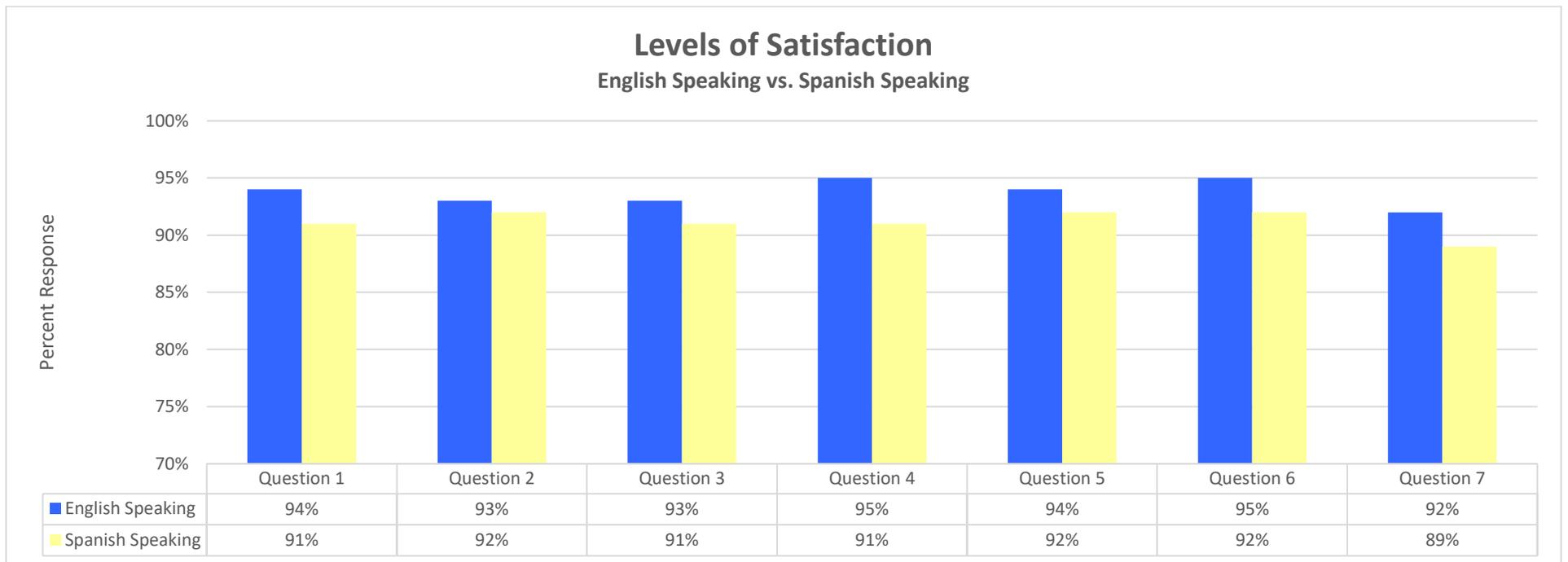
373 Summit St., Elgin – Survey Questions	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025	Level of Satisfaction January 2025
1. The phone operator staff and call center	92%	93%	91%	93%
2. The reception staff	93%	94%	92%	93%
3. Receiving a timely appointment	92%	93%	91%	92%
4. Education and explanation of plan provided in a way that I can understand	93%	94%	93%	94%
5. The follow-up, coordination, and continuity of my care	93%	94%	92%	93%
6. The staff addressing my medical needs today	93%	94%	93%	94%
7. The time spent waiting	90%	90%	89%	90%
8. The respectfulness of staff	93%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	92%	91%	92%
10. The handling of my personal medical information in a private and confidential	93%	93%	93%	94%
11. Your medical assistant	94%	94%	93%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	94%	94%	94%	94%
13. Overall, how satisfied are you with the Health Center?	93%	93%	93%	93%

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%

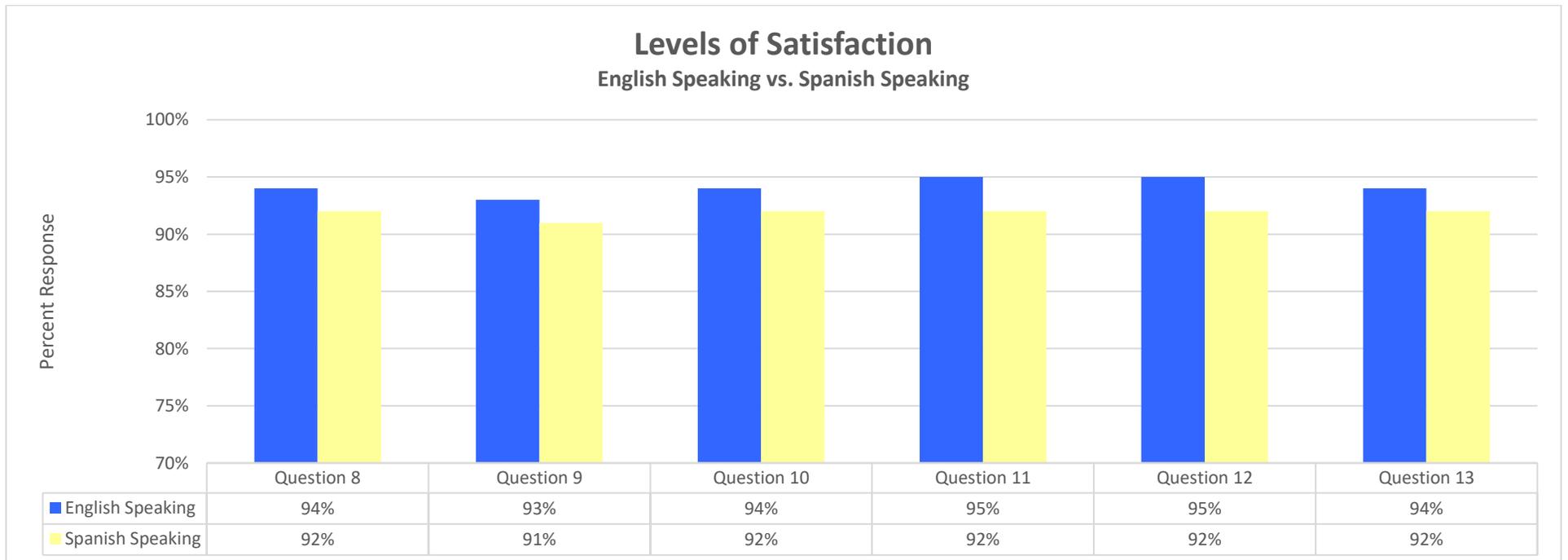
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	248 76%	256 72%	58 18%	74 21%	16 5%	10 3%	0	3 1%	4 1%	13 4%
2. The reception staff	246 75%	266 75%	60 18%	66 19%	15 5%	8 2%	1 1%	2 1%	5 2%	14 4%
3. Receiving a timely appointment	243 75%	253 72%	62 19%	66 19%	16 5%	18 5%	1 1%	3 1%	3 1%	14 4%
4. Education and explanation of plan provided in a way that I can understand	252 78%	249 71%	61 19%	79 22%	9 3%	10 3%	1 1%	2 1%	2 1%	13 4%
5. The follow-up, coordination, and continuity of my care	254 78%	259 73%	56 17%	73 21%	13 4%	8 2%	0	2 1%	3 1%	13 4%
6. The staff addressing my medical needs today	255 78%	265 75%	60 18%	64 18%	7 2%	10 3%	1 1%	2 1%	3 1%	13 4%
7. The time spent waiting	232 71%	229 64%	66 20%	86 24%	17 5%	22 6%	8 3%	4 1%	3 1%	15 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	253 78%	266 75%	57 18%	63 18%	11 3%	10 3%	2 1%	1 1%	3 1%	14 4%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	235 73%	239 69%	58 18%	85 25%	24 8%	10 3%	1 1%	2 1%	2 1%	13 4%
10. The handling of personal medical info in a private and confidential manner	252 78%	257 72%	57 18%	76 21%	11 3%	7 2%	3 1%	3 1%	2 1%	12 3%
11. Your medical assistant	262 81%	269 76%	52 16%	62 18%	7 2%	5 1%	1 1%	3 1%	2 1%	14 4%
12. Your health provider (MD/DO, NP, Midwife, or PA)	264 82%	271 77%	49 51%	59 17%	8 3%	6 2%	1 1%	2 1%	2 1%	14 4%
13. Overall, how satisfied are you with the Health Center?	248 76%	263 74%	64 20%	68 19%	10 3%	10 3%	0 0%	1 1%	3 1%	14 4%



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: 88

N/A: 71

YES: 6

Comments:

1. "Yes, the staff got to me promptly." (Zhu)
2. "Yes, it was good."
3. "Yes, returned calls back in a timely manner."
4. "Yes, prescription renewal- the person was very helpful."
5. "Very quick and polite."
6. "I did before and they never got back to me."
7. "Yes, and did not received a response back."
8. "Stay very friendly."
9. "Yes, wanted to schedule appt and good called back as soon as possible."
10. "Very pleased with the service."

Spanish

NO: 62

N/A: 4

YES: 4

Comments:

1. "Very good." "Muy bien."
2. "The medical assistant is very professional they help me with everything." "La asistente medica es muy profesional me ayuda con todo." (Le)
3. "The nurse and the doctor and all the team is kind." "La enfermera y la doctora todo el equipo son muy amables."
4. "The provider was Judith Castro was very professional." "La provedora Judith Castro fue muy profesional."
5. "A good and pleasant experience." "Una experiencia buena y agradable."
6. "Everyone was excellent and kind." "Todos son excelente y amables."

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

English

1. "Services." (Herdrich)
2. "Appointment that fit my schedule and a good medical treatment plan." (Spencer)
3. "In building staff." (Spencer)
4. "Everyone is really helpful." (Luettke)
5. "Staff members." (Spencer)
6. "Appointment locations." (Luettke)
7. "Same day appt." (2)
8. "Location." (3)
9. "Fast service."
10. "N/A." (12)
11. "Monica is sensational please pay her more." (Herdrich)
12. "The ladies." (Herdrich)
13. "Proper care." (Herdrich)
14. "Affordable." (Luettke)
15. "Everything." (4)
16. "They understand my pain." (Hedberg)
17. "Good teamwork & walking distance/accessibility."
18. "Good provider." (Luettke)
19. "Fast response time." (Zhu)
20. "Everyone." (2)
21. "The available help." (Zhu)

Spanish

1. "Very good." "Muy bien." (Zhu)
2. "Your attention." "Su atencion." (Herdrich)
3. "Personnel and doctors." "Peronal y doctores." (Luettke)
4. "They are very kind with the people and they always help with what I need." "Que son muy amables con las personas y siempre me alludan con lo que necesito." (Luettke)
5. "Your medical attention." "Su atencion medica." (Zhu)
6. "The service is very professional and kind." "El servicio muy profesional y amables." (Zhu)
7. "N/A." "N/A." (2)
8. "Everything." "Todo." (4)
9. "They help me with everything." "Me ayuda con todo." (Hedberg)
10. "The medical assistant." "La Asistencia medica." (Zhu)
11. "The service." "El servicio."
12. "They treat you good." "Te atienden bien." (Luettke)
13. "The closeness and the attention." "La cercania y la atencion."

22. "Great service." (Newbrander)
23. "The availability in appointments." (Altenburg)
24. "Convenience." (2)
25. "The communication." (Blasinski)
26. "Efficient and courteous." (Le)
27. "Neutral." (Altenburg)
28. "Taking time and monitoring my health condition." (Le)
29. "Convenience of availability w/o insurance." (Le)
30. "Doctor and staff." (Le)
31. "Great staff all around." (Le)
32. "Best doctor ever." (Le)
33. "Before graduating high school I had one PCP my whole life so after really experiencing health issues, it is nice to have consistent health providers to talk to." (Zhu)
34. "Understanding my health." (Altenburg)
35. "Flexibility making appointment setting." (VanBrunt)
36. "Asking questions." (Le)
37. "Care." (Blasinski)
38. "Staff." (6)
39. "Trans care." (Herdrich)
40. "Everyone."
41. "Courtesy." (Le)
42. "All the employees are polite." (Altenburg)
43. "Staff is friendly." (Le)
44. "The doctors and assistants." (Le)
45. "Communication." (Hedberg)
46. "Efficient client care." (Herdrich)
47. "Care- medical professional- staff." (Castro)
48. "Attention."
49. "Considering those without income and respect of patient." (Reller-Anderson)
50. "Speedy." (Luettke)
51. "Quick appointment, doctors interaction and friendly." (Dodis)
52. "The doctors and the staff." (Castro)
53. "Everyone is really helpful." (Dodis)
54. "Great staff and doctors." (Le)
55. "Close to home." (Dodis)
56. "Staff is very friendly." (Castro)
57. "They are quick and easy to work with." (Le)
58. "Great service." (Hedberg)
59. "Very informative and friendly." (Dodis)
60. "The fact that it exists." (Weaver)
61. "Keeping me up to date with my health plan." (Altenburg)
62. "SDA/NDA appts." (Luettke)
63. "Resources offered." (Altenburg)
64. "Multiple providers in one place." (Weaver)
65. "Good info provided." (Zhu)
66. "Timeliness." (Reller-Anderson)
67. "Nothing." (2)
68. "Professional help." (Weaver)
14. "They are very kind." "Son muy amables." (2)
15. "The service and the attention of the personnel." "El servicio y la atencion del personal." (Newbrander)
16. "Medications." "Medicamentos." (Altenburg)
17. "They always give me options for my appointments." "Que siempre me dan opciones para tener cita medica."
18. "Prompt response." (Comment written in English on a Spanish survey) (Le)
19. "They are very timely." "Son muy oportunos."
20. "Location." "Locacion." (Herdrich)
21. "Translator." "Traducion." (Zhu)
22. "The attention and the follow up." "La atencion y seguimiento." (VanBrunt)
23. "They are very kind." "Son muy amables." (Altenburg)
24. "How they treat me." "Como me tratan." (Le)
25. "Translator." "Traductora." (VanBrunt)
26. "The doctor explains and takes time to listen she takes things personal and that helps a lot." "La doctora explica y escucha se toma las cosas personales y eso ayuda mucho." (Herdrich)
27. "The health." "La salud." (Altenburg)
28. "It was easy to get an appointment, everyone was kind." "Fue facil sacar cita, todos fueron amables." (VanBrunt)
29. "They treat you very good and they are attentive." "Te tratan muy bien y todos fueron atentos." (VanBrunt)
30. "Keep up with my doctors appointments." "Estar al pendiente de mis citas al medico." (Reller-Anderson)
31. "My doubts." "Mis dudas." (Hedberg)
32. "The attention." "La atencion." (2)
33. "Great to have the service available." (English comment written on a Spanish survey)
34. "The location and prices." "La ubicacion y precios." (Altenburg)
35. "I'm satisfied because they give me same day appointment." "Estoy satisfecha porque me dan citas el mismo dia." (Newbrander)
36. "With my health." "Con mi salud."
37. "Bilingual." (Comment written in English on a Spanish survey)
38. "The personnel is good." "El personal es bueno." (Castro)
39. "Truthfully the cost of the appointment because I do not have insurance." "Honestamente el costo de la cita porque no tengo aseguranza." (Hedberg)
40. "Language and service." "Lenguage y servicio." (Hedberg)

69. "The care." (Weaver)
70. "The fact that they can help out." (Altenburg)
71. "Friendly/speedy." (Castro)
72. "Health." (Newbrander)
73. "Service and care." (Castro)
74. "Good care." (Newbrander)
75. "They listen to my problems, and do something about it." (Luettke)
76. "No waiting in the AM." (Zhu)
77. "Nice staff." (Zhu)
78. "The staff, the doctor and overall communication has been very helpful." (Zhu)
79. "Wait time." (3)
80. "Convenient and professional." (Zhu)
81. "Helped with getting insurance." (Weaver)
82. "How they explained everything." (VanBrunt)
83. "My psychiatrist listens to my needs and concerns and is always helpful and knowledgeable." (Weaver)
84. "Making timely appointments." (VanBrunt)
85. "The staff is very helpful and accommodating." (Zhu)
86. "Great staff and service." (Castro)
87. "Very understanding and very helpful." (Reller-Anderson)
88. "My therapist."
89. "The doctors." (Castro)
90. "Communication." (4)
91. "The staff and provider helpful." (Hedrich)
92. "They are fast." (Castro)
93. "Authorization referrals." (Westel)
94. "The communication"
95. "How helpful and nice everyone was."
96. "Nice doctors."
97. "She was very helpful." (Luettke)
98. "Very professional environment and care for patient." (Westel)
41. "Flexible." (Comment written in English on a Spanish survey)
42. "The attention." "La atencion." (Spencer)
43. "With my health." "Con mi salud." (Luettke)
44. "In general all the service is satisfactory." "En general todos los servicios son satisfactorios." (Luettke)
45. "Everything is organized very well." "Todo esta organizado muy bien." (Zhu)
46. "The support they give us." "El apoyo que nos dan." (Reller-Anderson)
47. "In all the areas of my health." "En todas las areas de mi salud." (Zhu)
48. "Lab results on time." "Resultados de sangre a tiempo." (VanBrunt)
49. "They are bilingual." "Son bilingue."
50. "Speed and communication from staff." "Rapidez y comunicacion del personal." (Zhu)
51. "Reminder of my appointments." "Recordarme de mis citas." (Westel)
52. "Care for my health." "Cuidado de mi salud." (Altenburg)
53. "This is my second appointment, I do not have enough information, but I am currently satisfied." "Es mi Segunda visita, aun no tengo mucha informacion pero estoy satisfecha actualmente." (Altenburg)
54. "The attention." "La atencion." (Westel)
55. "Close to home." "Cerca a casa." (2)
56. "Good treatment and good service." "Buen trato y buen servicio." (Newbrander)
57. "They always treat me." "Siempre me atienden." (Zhu)
58. "They accept my insurance." "Aceptan mi seguro." (Altenburg)
59. "Excellent attention." "Atencion excelente."
60. "Availability." "Disponibilidad." (Altenburg)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (33)
2. "Great service!" (Zhu)
3. "I wish I can get better." (Hedberg)
4. "No comment." (Luettke)
5. "Less paper use please." (Hedberg)
6. "When you have appointment time shouldn't have to wait over 30 mins to be seen." (Luettke)
7. "Nothing it is perfect." (Hedrich)
8. "Everything is great." (4)
9. "None." (10)
10. "Everything is perfect." (Luettke)
11. "Communication between departments." (Jason)

Spanish

1. "Don't place confused people among the staff they give a bad face." "No pongan personas confundidas entre el personal dan mala cara." (Luettke)
2. "The people in front to pay attention with the patients." "Las personas de enfrente que pongan atencion con los pacientes." (Luettke)
3. "Everything is good." "Todo bien." (14)
4. "N/A." "N/A." (2)
5. "I'm satisfied." "Estoy satisfecha." (Zhu)
6. "Always maintained that attitude." (Zhu)
7. "Everything is good for now, thank you." "Todo esta bien por el momento gracias." (Luettke)

12. "I'm satisfied with my overall maybe just more approved counseling appointment maybe 2 per month instead of 1 monthly." (Spencer)
13. "It's ok." (Altenburg)
14. "Keep up the good work." (Newbrander)
15. "Your helping today." (Newbrander)
16. "Stay the same please." (Herdrich)
17. "More compassionate staff some are not so friendly over the phone." (Le)
18. "Nothing." (4)
19. "Reception speed." (Herdrich)
20. "Remove your required 15 min. earlier then you appointment arrival time." (Castro)
21. "No improvement."
22. "No comment." (2)
23. "The attendance policy of being here 15 prior could be a little more lax. I think I shouldn't have to reschedule if I still get here 5 minutes prior to my appointment." (Zhu)
24. "Doing a great job." (Hedberg)
25. "Great as it is." (Le)
26. "Everything is very good." (3)
27. "Ok."
28. "Nope."
29. "Keep doing what you are doing." (Le)
30. "Keep on being who you can be." (Altenburg)
31. "More peer counselors." (Weaver)
32. "More therapists." (Weaver)
33. "Its perfect."
34. "None very good."
35. "Nothing I can think of."
36. "Keep up the good work."
37. "More appointments." "Mas citas." (Zhu)
38. "10/10 good." (Westel)
39. "It is good." (Herdrich)
40. "More receptionist." (Castro)
41. "No comment."
42. "Excellent." (2)
43. "I think you guys do a great job." (Hedberg)
44. "No pay out of pockets." (Westel)
45. "Great already." (Castro)
46. "Keep doing what you are doing." (Herdrich)
47. "Don't need improvement."
8. "Doing great." (Comment written in English on a Spanish survey)
9. "Giving more reasonable appointments." "Dando citas mas rasonables." (Altenburg)
10. "More providers and les nurses." "Mas médicos y menos enfermeras." (Le)
11. "Be a Little more kind, the service to the patient is important and the providers need to be patient as well." "Ser un poco mas amables, el servicio al paciente es importante y los doctores tiene que ser pacientes igual." (VanBrunt)
12. "No need to improve." "No necesitan mejorar." (Herdrich)
13. "It is good." "Es bueno." (Zhu)
14. "Continue being kind and treat patients with respect." "Sigan siendo amables y traten a los pacientes con respeto." (VanBrunt)
15. "Treat the patient at the time of the appointment." "Atender al paciente a la hora de la cita." (Zhu)
16. "Spanish providers." "Provedores en español." (Herdrich)
17. "Continue helping people." "Continue ayudando a la gente." (Reller-Anderson)
18. "It is very good." "Esta todo bien." (Le)
19. "Good, the assistant that I got was very kind." "Bueno, la asistente que me toco fue muy amable." (Reller-Anderson)
20. "The wait time." "Tiempo de espera."
21. "No comments everything is good." "No comentarios todo bien." (Zhu)
22. "Spanish providers." (English comment written on a Spanish survey)
23. "They are always helping people without insurance." "Siempre están ayudando a personas sin aseguranza." (Hedberg)
24. "Continue the same." "Continue igual."
25. "Yes more bilingual." (Comment written in English on a Spanish survey)
26. "With my health." "Con mi salud."
27. "Having more same day appointments available at 7:00am." "Teniendo mas citas disponibles del mismo día a las 7:00am." (Westel)

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

English

- YES: 264
- NO: 0

Spanish

- YES: 240
- NO: 4

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

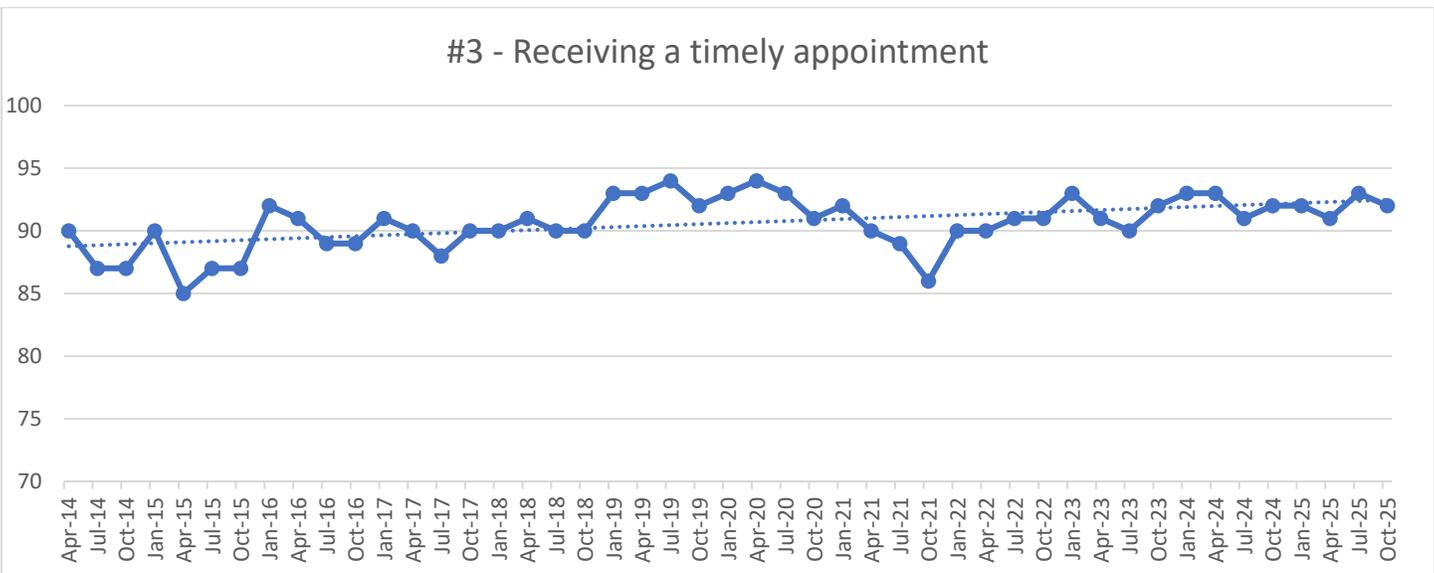
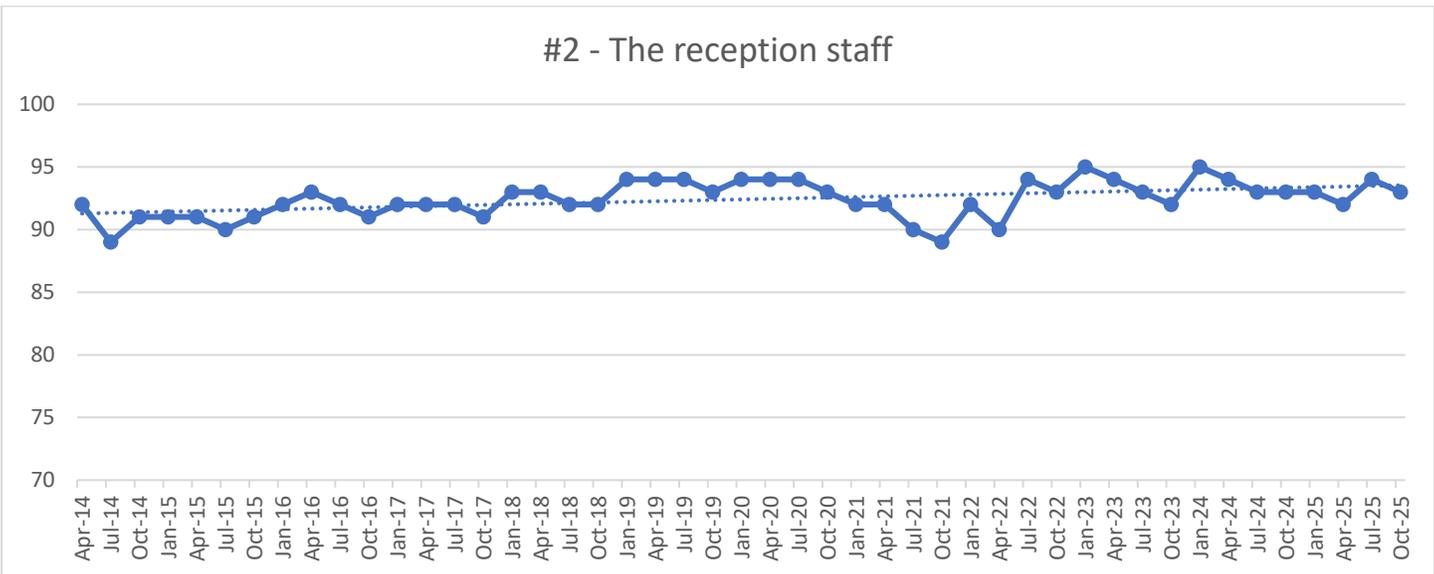
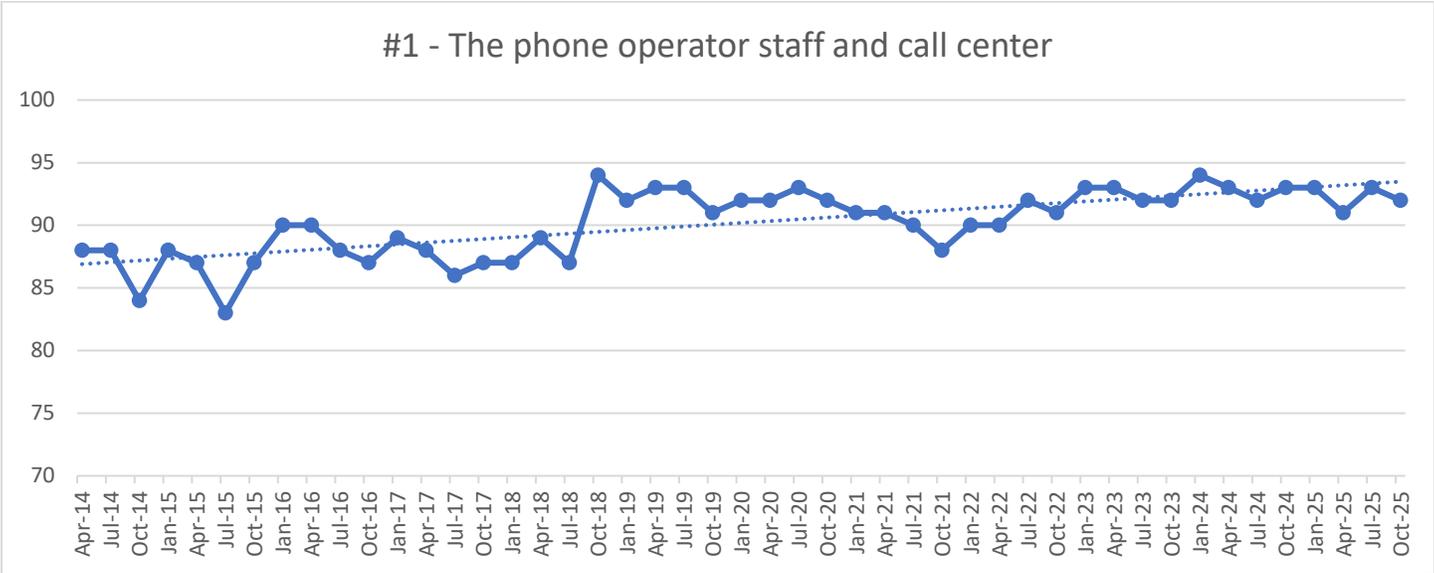
English

Spanish

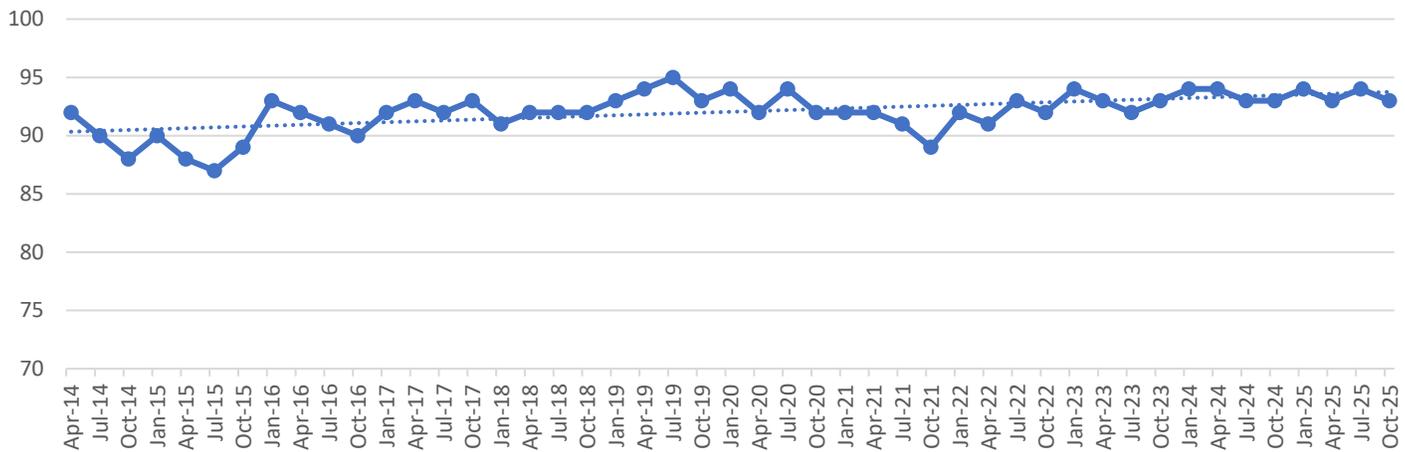
- Altenburg: 34
- Blasinski: 5
- Castro: 24
- Dodis: 12
- Hedberg: 33
- Herdrich: 34
- Le: 22
- Luettke: 48
- Newbrander: 20
- Reller-Anderson: 13
- Spencer: 12
- Van Brunt: 9
- Weaver: 19
- Westel: 8
- Zhu: 35

- Altenburg: 40
- Castro: 40
- Dodis: 10
- Hedberg: 25
- Herdrich: 31
- Le: 16
- Luettke: 39
- Newbrander: 33
- Reller-Anderson: 20
- Spenser: 7
- Van Brunt: 18
- Weaver: 1
- Westel: 26
- Zhu: 47

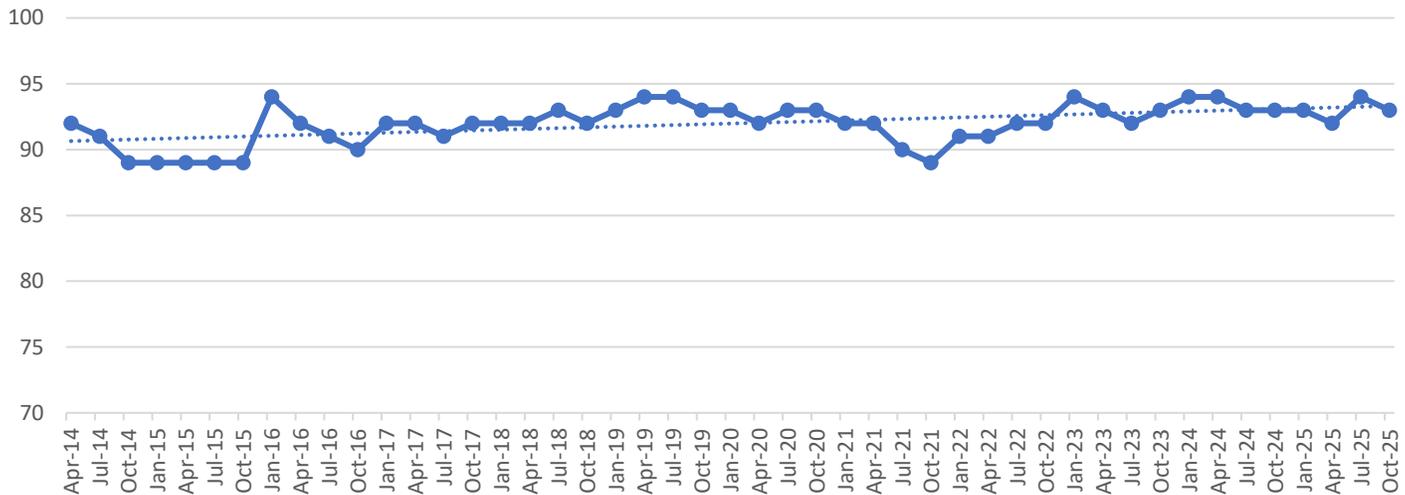
Individual Question Results with Trendlines



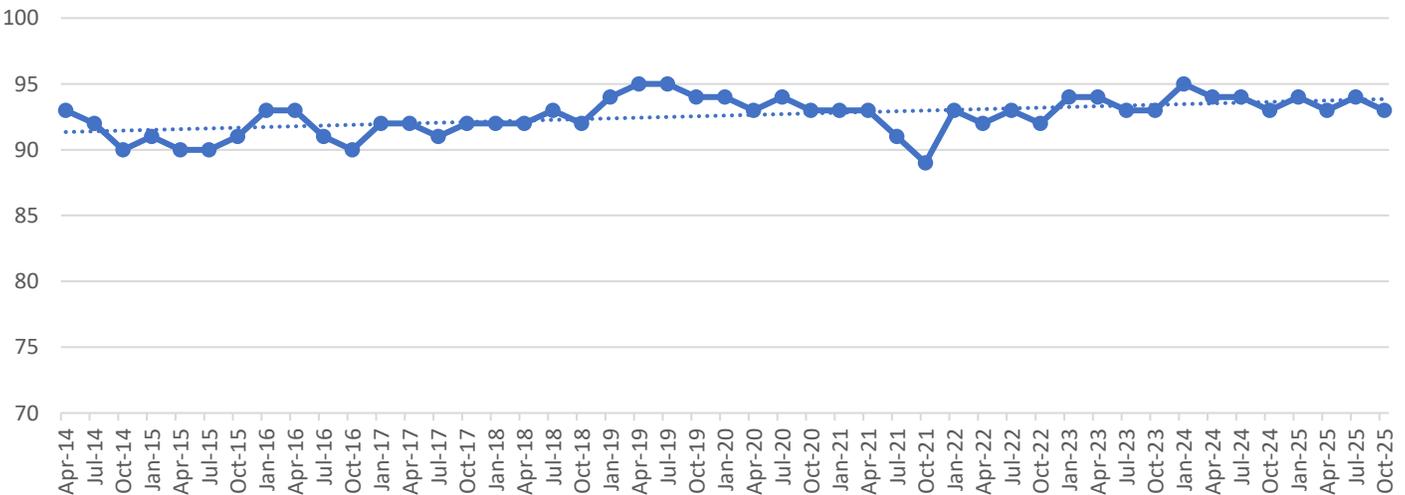
#4 - Education and explanation of plan provided in a way that I can understand



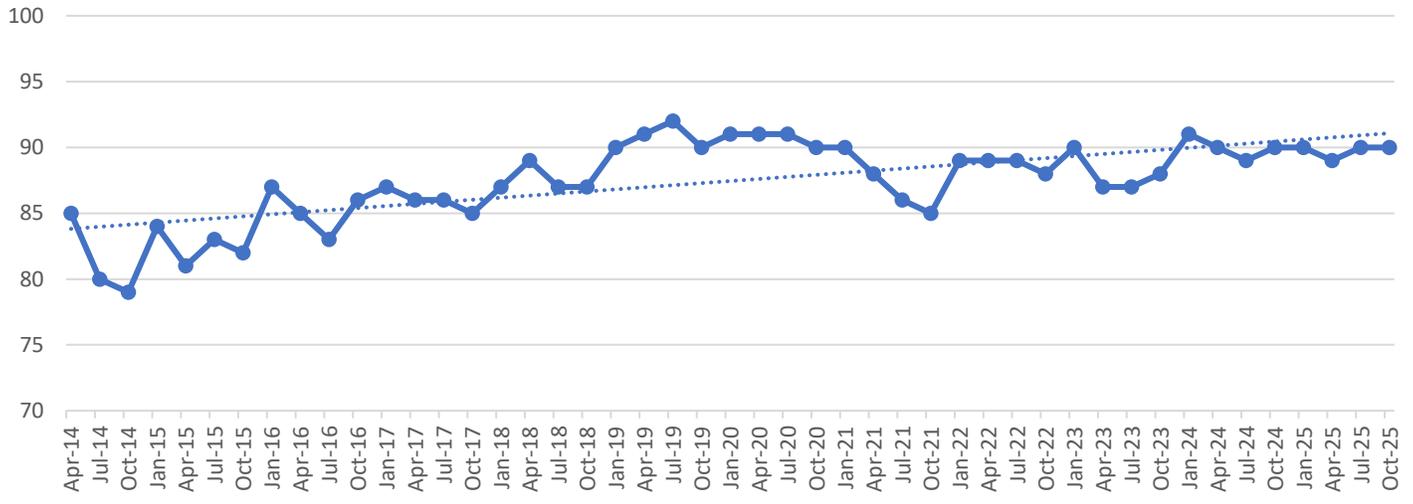
#5 - The follow-up, coordination, and continuity of my care



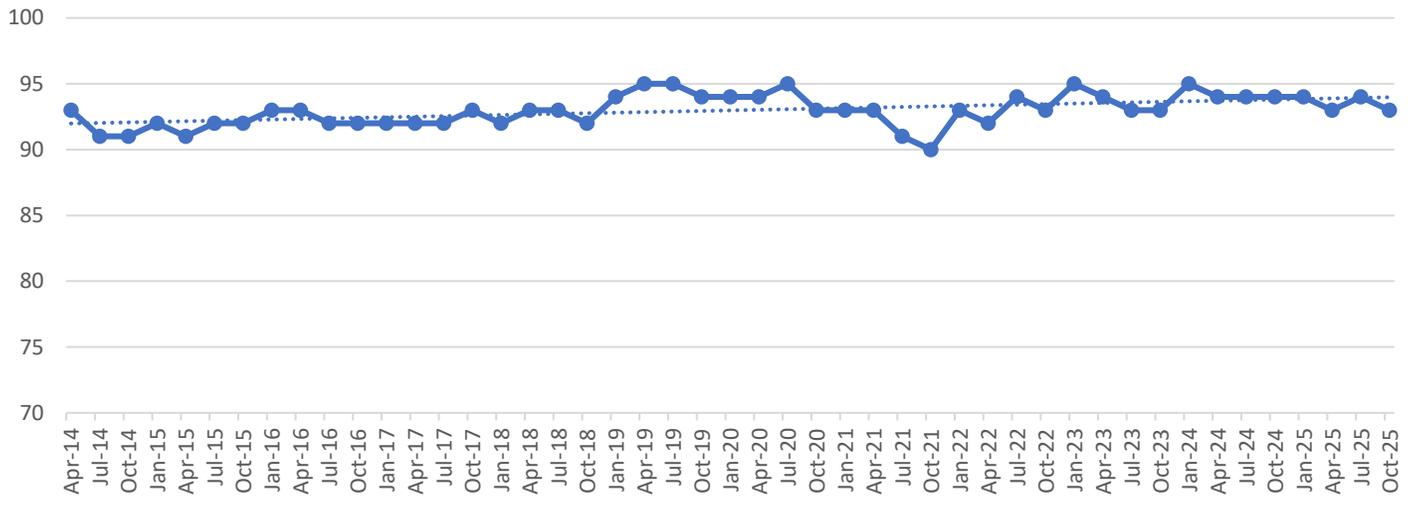
#6 - The staff addressing my medical needs today



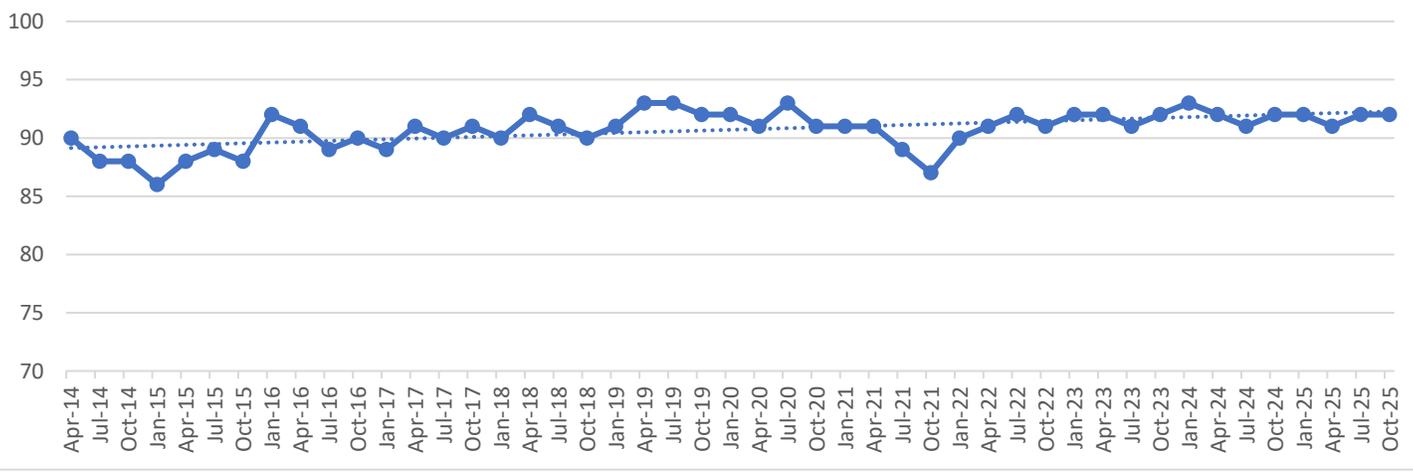
#7 - The time spent waiting



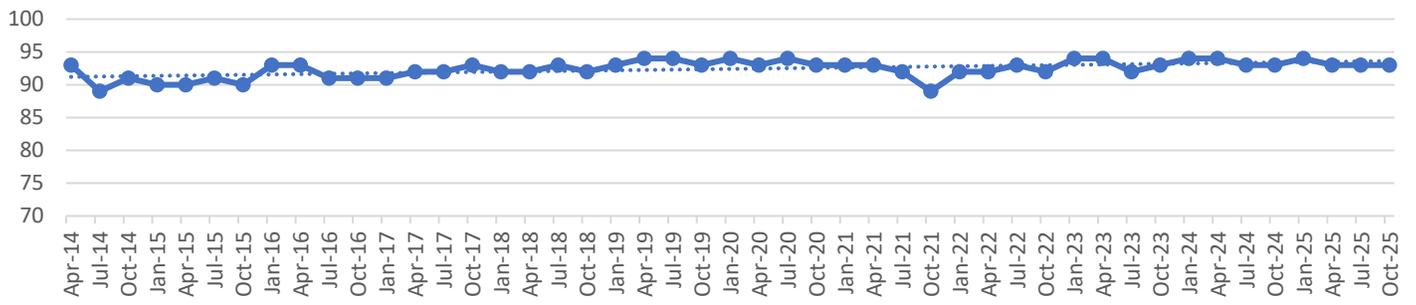
#8 - The respectfulness of staff



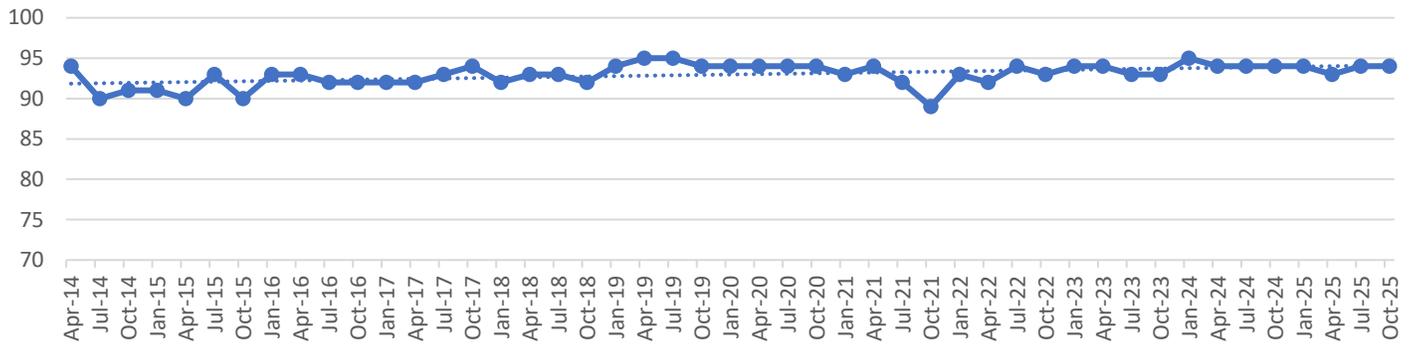
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



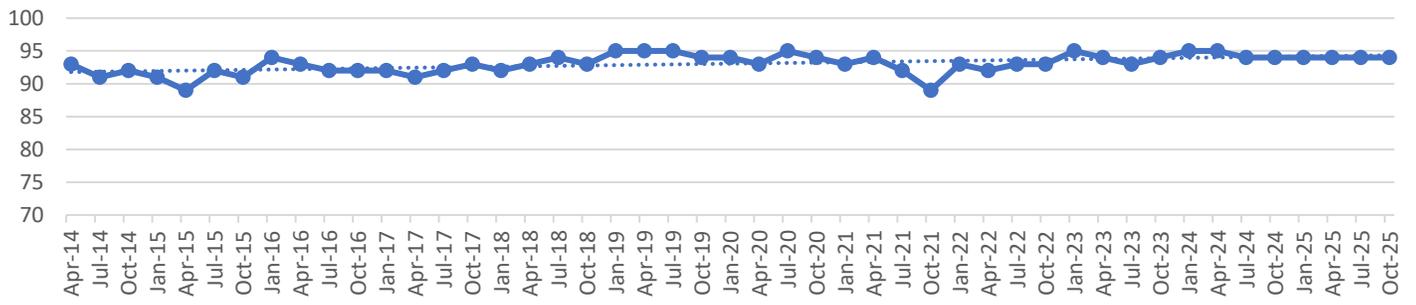
#10 - The handling of my personal medical information in a private and confidential manner



#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?

