

## Patient Satisfaction Survey 3901 Mercy Dr., McHenry 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 92% to 96%. 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.

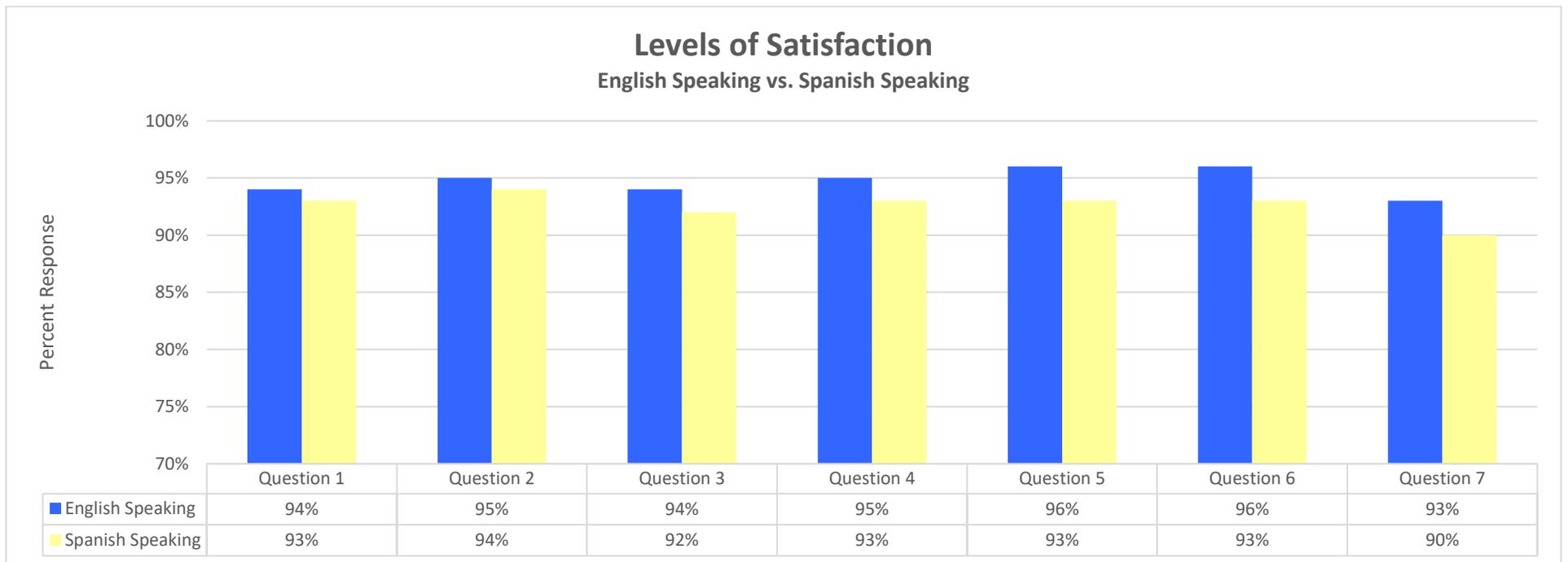
<b>3901 Mercy Dr., McHenry – Survey Questions</b>	<b>Level of Satisfaction October 2025</b>	<b>Level of Satisfaction July 2025</b>	<b>Level of Satisfaction April 2025</b>	<b>Level of Satisfaction January 2025</b>
1. The phone operator staff and call center	94%	93%	92%	92%
2. The reception staff	94%	94%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

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%

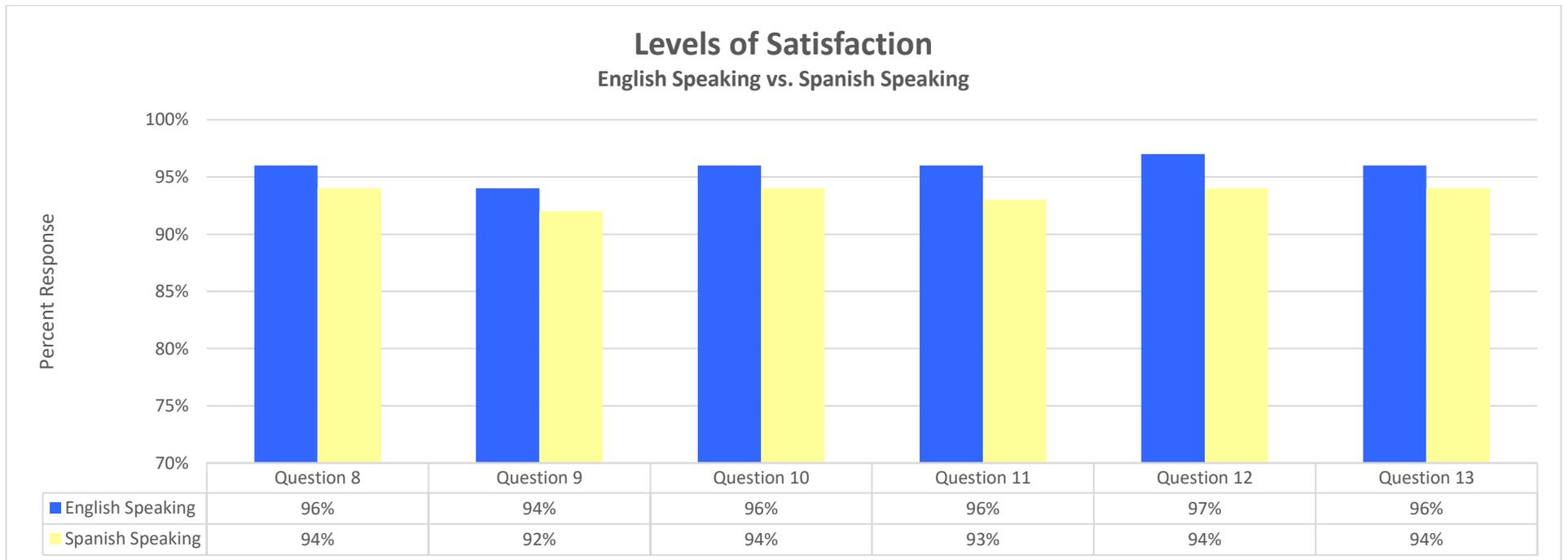
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	245 76%	176 77%	64 20%	41 18%	9 3%	5 2%	2 1%	2 1%	1 1%	6 3%
2. The reception staff	255 79%	180 78%	58 18%	38 17%	7 2%	5 2%	0	1 1%	2 1%	6 3%
3. Receiving a timely appointment	241 75%	167 72%	62 19%	47 20%	14 4%	8 4%	2 1%	3 1%	2 1%	6 3%
4. Education and explanation of plan provided in a way that I can understand	257 80%	180 78%	58 18%	35 15%	6 2%	8 4%	0	1 1%	1 1%	6 3%
5. The follow-up, coordination, and continuity of my care	257 80%	176 76%	60 19%	42 18%	4 1%	6 3%	0	1 1%	1 1%	6 3%
6. The staff addressing my medical needs today	266 83%	180 78%	53 17%	38 17%	2 1%	6 3%	0	1 1%	1 1%	6 3%
7. The time spent waiting	236 73%	154 67%	66 21%	52 23%	13 4%	15 7%	4 1%	1 1%	3 1%	7 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	265 82%	180 79%	53 17%	38 17%	3 1%	4 2%	0	1 1%	1 1%	6 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	231 75%	164 73%	60 20%	45 20%	16 5%	10 4%	0	1 1%	1 1%	5 2%
10. The handling of personal medical info in a private and confidential manner	262 82%	180 78%	50 16%	39 17%	7 2%	4 2%	0	2 1%	1 1%	5 2%
11. Your medical assistant	268 83%	178 77%	49 15%	42 18%	3 1%	4 2%	1 1%	1 1%	1 1%	6 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	274 85%	184 80%	44 14%	33 14%	3 1%	5 2%	0	1 1%	1 1%	6 3%
13. Overall, how satisfied are you with the Health Center?	263 82%	180 78%	53 17%	40 17%	5 2%	4 2%	0	1 1%	1 1%	6 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: 93

N/A: 36

YES: 2

#### **Comments:**

1. "Left a message and got a call right away."
2. "Yes, about a medication change, it was adjusted quickly."
3. "I really liked it quick and easy."

#### **Spanish**

NO: 59

N/A: 0

YES: 1

#### **Comments:**

1. "Yes, for a referral and they answered and they resolved my problem." "Si, para el referido y me contestaron y me resolvieron el problema."

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

#### **English**

1. "Different time ranges in appointments." (Aphaivong)
2. "Appointment availability." (Keclik)
3. "All the doctors." (2)
4. "Catching my high blood pressure." (Aphaivong)
5. "Great care, close to home." (Origer)
6. "None/no comment." (Aphaivong)
7. "Yes."
8. "Everyone is respectful and willing to help."
9. "Everything." (3)
10. "The staff is great." (Aphaivong)
11. "N/A." (12)
12. "Doctor."
13. "Accept my insurance all providers all located here."
14. "None."
15. "Being able to get checked in the same day for appointments." (Nambo)
16. "I like patients that they have." (Ali)
17. "The most soonest appointments I can schedule."
18. "Doctor care."
19. "How close it is to my house."
20. "Everyone is wonderfully helpful, friendly and so patiently answering all my questions and concerns. I appreciate it." (Origer)
21. "Candance is the best!" (2)
22. "Good care." (Talwar)
23. "They always get in on time for you."
24. "The doctors and receptionist." (Origer)
25. "My daughter getting care when she needs it. Empathetic/understanding staff." (Origer)
26. "Appointment easily made." (Origer)
27. "Time."

#### **Spanish**

1. "All the team." "Todo el equipo." (Origer)
2. "They confirmed my appointments two or three days before." "Confirman mi citas dos o tres días antes." (Keclik)
3. "Price and attention." "Precio y atención."
4. "The attention." "La atención." (Origer)
5. "They help without having medical insurance." "Que ayuda por no tener un seguro medico." (Keclik)
6. "Everything is good." "Todo esta bien." (3)
7. "Very good." "Muy bien." (Keclik)
8. "They help my health and I feel good." "Me ayuda a mi salud y me siento bien."
9. "Your kindness and respect and my health." "Su amabilidad respeto y mi salud." (Nambo)
10. "My health and high blood pressure." "Mi salud y alta precion." (Siddiqui)
11. "They give me same day appointments." "Me dan citas el mismo día."
12. "Everything." "Todo."
13. "They have helped me a lot." "Me an ayudado mucho." (Keclik)
14. "My health." "Mi salud."
15. "The refill of my medications." "Los rellenos de mis medicamentos." (Keclik)
16. "No comments." "No comentarios."
17. "It is close to home and they give me appointments fast." "Esta cerca a mi casa y siempre me dan citas pronto." (Nambo)
18. "The attention." "La atención." (Nambo)
19. "Appointments in the afternoon." "Citas en la tarde." (Nambo)
20. "The providers are efficient." "Los doctores son eficientes." (Siddiqui)
21. "Good attention." "Buenas atenciones." (2)

28. "My therapist and Dr."
29. "My doctor she was amazing." (Siddiqui)
30. "Not sure yet." (Origer)
31. "Good educational information." (Ali)
32. "Reminder calls." (Hering)
33. "Convenience." (Siddiqui)
34. "Staff." (4)
35. "Good thorough doctor." (Hering)
36. "The convenience of appointments available."
37. "Communication."
38. "The meds suggested." (Siddiqui)
39. "The times that are available."
40. "Everyone." (2)
41. "Scheduling." (Ali)
42. "They help remind you of appointments."  
(Hering)
43. "The care Michelle Jones provides." (Jones)
44. "The doctor's explanation." (Hering)
45. "I have a great therapist." (Jones)
46. "Love staff." (Aphaivong)
47. "My son visit." (Nambo)
48. "All."
49. "Same day appointments."
50. "I like that I can come in and get my blood  
work when I have the time." (Cekova)
51. "The staff." (2)
52. "Care without insurance." (Chang)
53. "Easy of scheduling."
54. "The communication."
55. "Everyone seems knowledge to answer any  
questions and I like the reminder calls about  
appt."
56. "The group of people who work here and  
doctors."
57. "How kind and understanding they are."  
(Nambo)
58. "They were very helpful."
59. "Prompts visits." (Chang)
60. "Doctors." (Siddiqui)
61. "Friendliness."
62. "They are great."
63. "The staff was patient and they listened."
64. "Dr. Chang" (Chang)
65. "Staff is very helpful answers all my questions  
right away." (Ali)
66. "My appointments."
67. "It is close to where I live." (Siddiqui)
68. "Convenience & same day appointment."
69. "Safety service."
70. "The wait was fast." (Origer)
71. "The staff were nice." (Origer)
72. "Attention." (Nambo)
73. "I help I received and how fast the staff  
works." (Origer)
74. "Staff is great." (Aphaivong)
75. "I think everyone is great." (Siddiqui)
22. "The communication." "La comunicaci3n."  
(Nambo)
23. "Your kindness." "La amabilidad." (Origer)
24. "Language." "Idioma." (Siddiqui)
25. "Same day appointments." "Citas el mismo  
d3a."
26. "The kindness of the personnel." "La  
amabilidad del personal." (Keclik)
27. "Good attention, Professionalism from the  
personnel." "Buena atenci3n,  
profesionalismo del personal." (Keclik)
28. "N/A." "N/A."
29. "The personnel." "El personal."
30. "The service is good." "El servicio es bueno."  
(Ali)
31. "The help with the community." "La ayuda  
con la comunidad." (Nambo)
32. "They have good service and the cost is  
accessible." "Que es buen servicio y el costo  
es accesible." (Siddiqui)
33. "Everything is general is good." "Todo en  
general esta bien." (Origer)
34. "To know about my health." "Saber sobre mi  
salud." (Chang)
35. "It is close to home." "Esta cerca de casa."
36. "My primary care physician." "Mi medico  
primario." (Chang)
37. "Your services and flexibility." "Sus servicios  
y flexibilidad." (Chang)
38. "They speak Spanish." "Hablan espa3ol."  
(Ali)
39. "They have treated my necessities when I  
needed them." "Han tratado mis  
necesidades cuando las necesito."  
(Aphaivong)
40. "My health." "Con mi salud." (Nambo)
41. "Care for my children." "Cuidado de mi hijas."  
(Chang)
42. "The prices are very accesible." "Los precios  
son muy accesibles." (Aphaivong)
43. "Very good attention." "Buena atenci3n."  
(Nambo)
44. "Language." "Idioma."
45. "Almost everything." "Casi todo."
46. "Health." "Salud."
47. "All the service was good." "Todo el servicio  
es bueno." (Siddiqui)
48. "No comment, excellent medical place." "No  
comentario excelente lugar medico."
49. "Good communication." "Buena  
comunicaci3n."
50. "Care for my family." "Cuidar de mi familia."
51. "Good attention and the way to treat people."  
"Buena atenci3n y forma de tratar a  
personas." (Chang)

76. "Help w/affordability." (Chang)
77. "Amazing providers." (Jones)
78. "Very very nice and professional easy appointment making and great staff." (Origer)
79. "Very nice." (Ali)
80. "Location." (Cekova)
81. "The care and therapy."
82. "Appointment when needed quickly." (Aphaivong)
83. "The fast service." (Origer)
84. "Being able to ask questions & receiving answers or guidance." (Cekova)
85. "Took us in fast." (Ali)
86. "Attentiveness." (Jones)
87. "Provider Chang is very helpful." (Chang)
88. "Hospital aftercare." (Weaver)
89. "Informing me about concerning." (Aphaivong)
90. "Care and convenience." (Beal)
91. "Appointments & great staff." (Weaver)
92. "Accessibility." (Origer)
93. "The reminder text." (Jones)
94. "Dr. Siddiqui my doc and staff." (Siddiqui)
95. "Talking to reception staff." (Siddiqui)
96. "Staff knowledge & communication." (Nambo)
97. "Great service." (Nambo)
98. "Being able to get in." (Chang)
99. "The courtesy and forthrightness of the staff."
100. "They help me out."
101. "Call center." (2)
102. "Nothing you are doing great."
52. "The service was good." "El servicio es bueno." (Aphaivong)
53. "Take control of my health." "Llevar control de mi salud." (Chang)
54. "It is economic." "Es económico."
55. "Bilingual employees." "Empleados bilingües." (Cekova)

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

#### **English**

1. "Phone staff is 9/10 very disrespectful and unprofessional." (Origer)
2. "Don't change." (Aphaivong)
3. "None."
4. "N/A." (37)
5. "No suggestions." (Jones)
6. "100% great." (Aphaivong)
7. "More leaning on appointment times." (Siddiqui)
8. "More time spent with Nambo, seems to be rushed."
9. "Waiting maybe."
10. "Lobby bathroom smells terrible." (Hering)
11. "No comment." (2)
12. "Not sure." (Origer)
13. "Upload documents on portal like referral letters." (Origer)
14. "Tell people the time you want them to arrive vs. 15 min earlier." (Origer)
15. "People here are great- all pleasant to communicate with."

#### **Spanish**

1. "Everything is good." "Todo esta bien." (27)
2. "I am good with the consults." "Estoy bien con las consultas." (Siddiqui)
3. "No comments." "No comentarios." (2)
4. "Everything is good for the moment." "Todo esta bien por el momento." (Aphaivong)
5. "The wait time is sometimes too long." "El tiempo de espera aveces es mucho."
6. "Nothing." "Nada." (Nambo)
7. "To me they are excellent." "Para mi son excelente." (Nambo)
8. "Everything is excellent." "Todo es excelente." (2)
9. "Continue being kind." "Continue siendo amable." (Nambo)
10. "I think it is good." "Me parese muy bueno."
11. "I am satisfied with the service." "Estoy satisfecha con el servicio." (Origer)
12. "More available appointments for OB." "Mas disponibilidad de citas para OB." (Cekova)

16. "Smelly bathroom (urine)" (Aphaivong)
17. "I don't know." (Aphaivong)
18. "Keep up the awesome work." (Origer)
19. "Everything is great."
20. "Coffee bar."
21. "Faster answer call."
22. "Everything looks good." (Ali)
23. "None."
24. "Rid 15 min arrival before schedule appt."
25. "Nothing." (3)
26. "Be on time or late sometime be considered to take at least for 5 min."
27. "I am happy as it is." (Keclik)
28. "Everything is perfect." (2)
29. "Nothing at moment."
30. "All is good." (Aphaivong)
31. "Bigger space in McHenry location." (Aphaivong)
32. "Reception is the best." (Ali)
33. "You are great." (4)
34. "Please do not take the 15 min prior to appt as appt time."
35. "Patient portal for psychiatry." (Kiel)
36. "Keep doing you." (Aphaivong)
37. "Nothing you are amazing." (Cekova)
38. "Not sure you guys are good." (Siddiqui)
39. "Keep it up." (Nambo)
40. "Perfect the way it is." (Chang)
41. "Quicker wait time." (Nambo)
42. "No comment."
43. "Psychiatrist."
44. "Overall good." (Beal)
45. "Doing a great job." (Chang)
46. "Keep up the good work." (Ali)
47. "Management on appointments."
48. "Just waiting to get in to see Dr." (Siddiqui)
49. "No need doing amazing." (Origer)
50. "So far ok." (Nambo)
51. "Everything is perfect." (Origer)
52. "You keep up the good work."
53. "With all my appointment reminders." (Beal)
54. "Not sure." (Chang)
55. "I don't have any complaints."
56. "Explain the 15 min before (or loose appt)." (Kiel)
57. "I don't think you can." (Chang)
13. "Providing vaccines." "Proveniendo vacunas." (Nambo)
14. "Be more efficient with the wait time." "Ser mas eficaz con el tiempo de espera."
15. "Improve the wait time." "Mejorar el tiempo de espera." (Origer)
16. "Everything is perfect." "Todo esta perfecto."
17. "I would not know, you are incredible." "No sabria porque son increibles." (Chang)
18. "Continue the same." "Continue igual." (Nambo)
19. "Maybe the wait time, there has been appointments that I've had to wait 40 minutes." "Tal vez la espera hay citas que ha tocado esperar 40 min." (Aphaivong)
20. "The providers not to take too long." "Los medicos no tarden tanto." (Chang)
21. "With specialties." "Con especialidades."

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

**English**

- YES: 215
- NO: 1

**Spanish**

- YES: 109
- NO: 0

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

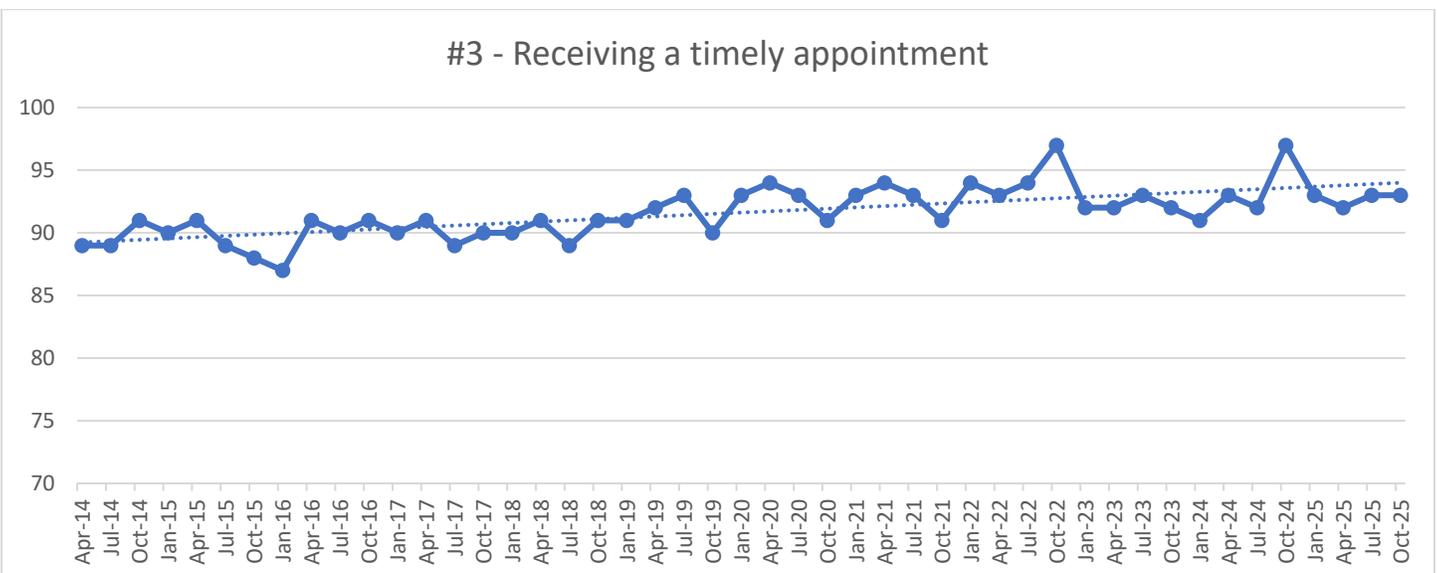
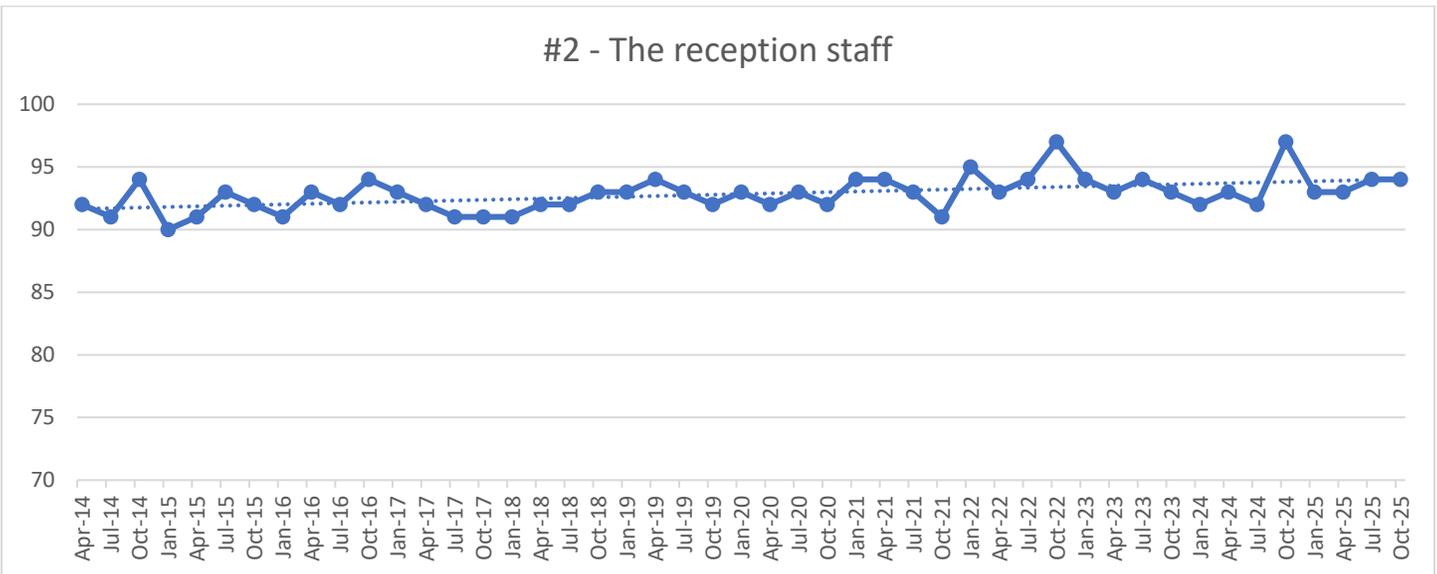
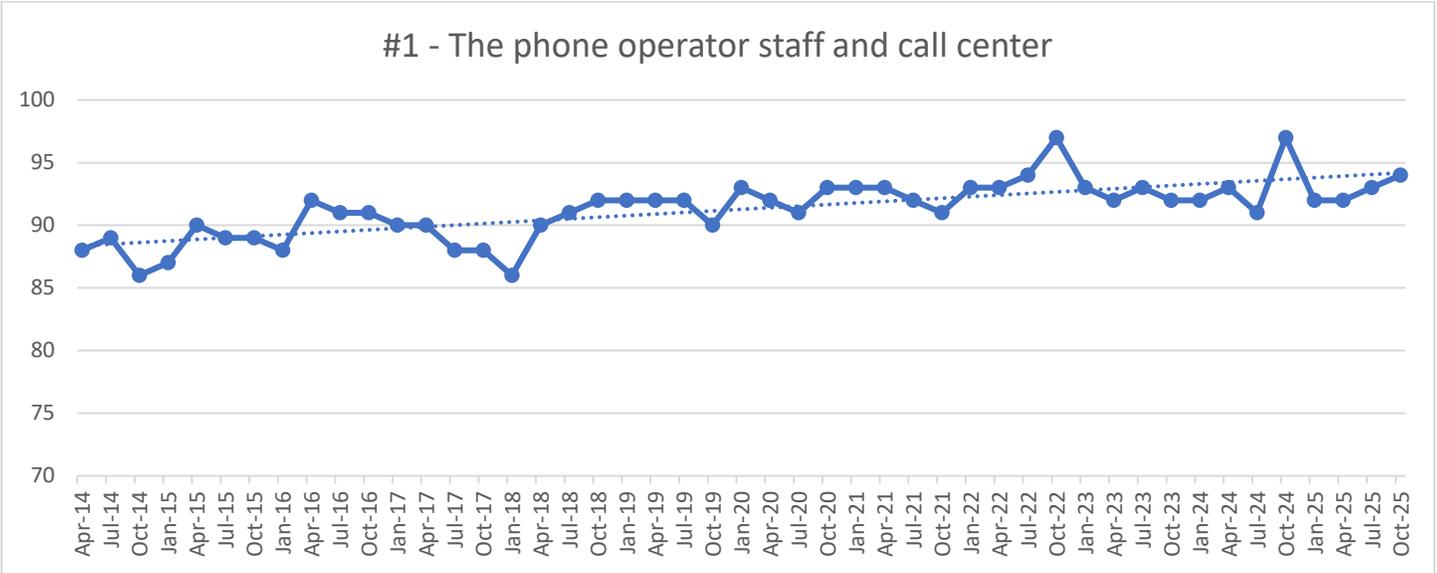
**English**

- Ali: 25
- Aphaivong: 37
- Beall: 3
- Blasinski: 6
- Cekova: 12
- Chang: 31
- Fischer: 3
- Hering: 6
- Jones: 9
- Keclik: 15
- Kiel: 4
- Nambo: 25
- Origer: 28
- Siddiqui: 22
- Talwar: 7
- Weaver: 7

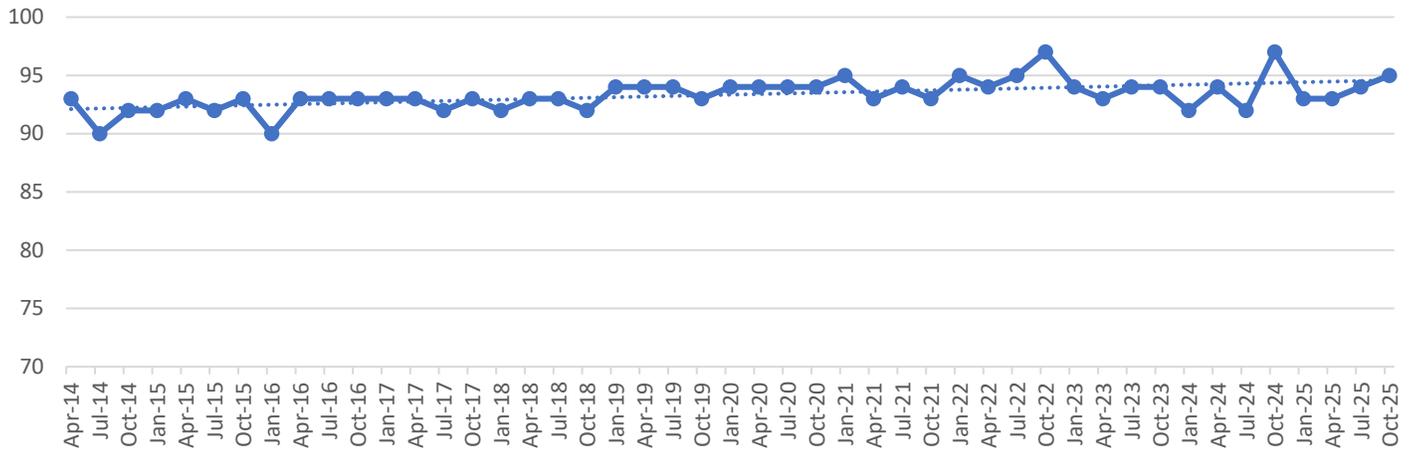
**Spanish**

- Ali: 10
- Aphaivong: 17
- Beall: 3
- Blasinsky: 1
- Cekova: 13
- Chang: 14
- Fischer: 1
- Hering: 3
- Jones: 1
- Keclik: 28
- Nambo: 39
- Origer: 30
- Siddiqui: 11
- Weaver: 1

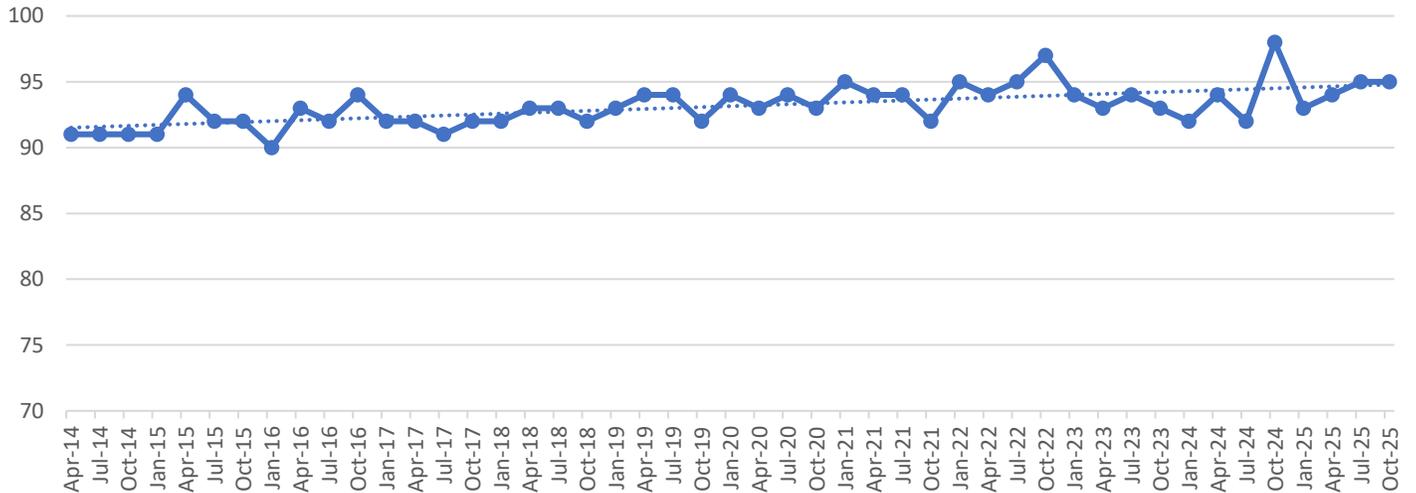
# Individual Question Results with Trendlines



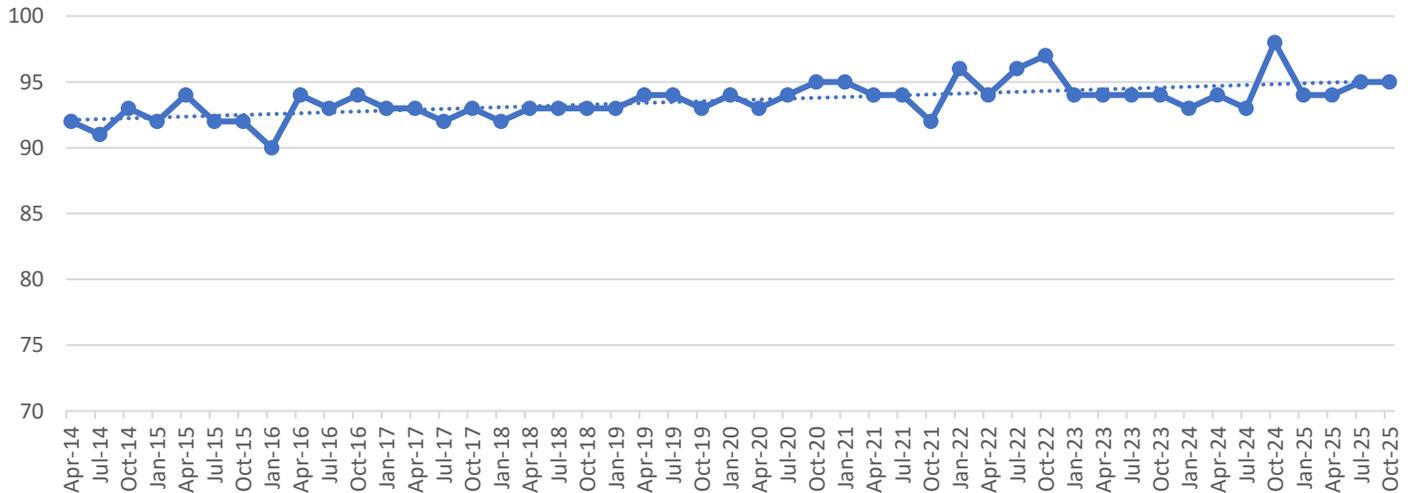
### #4 - Education and explanation of plan provided in a way that I can understand



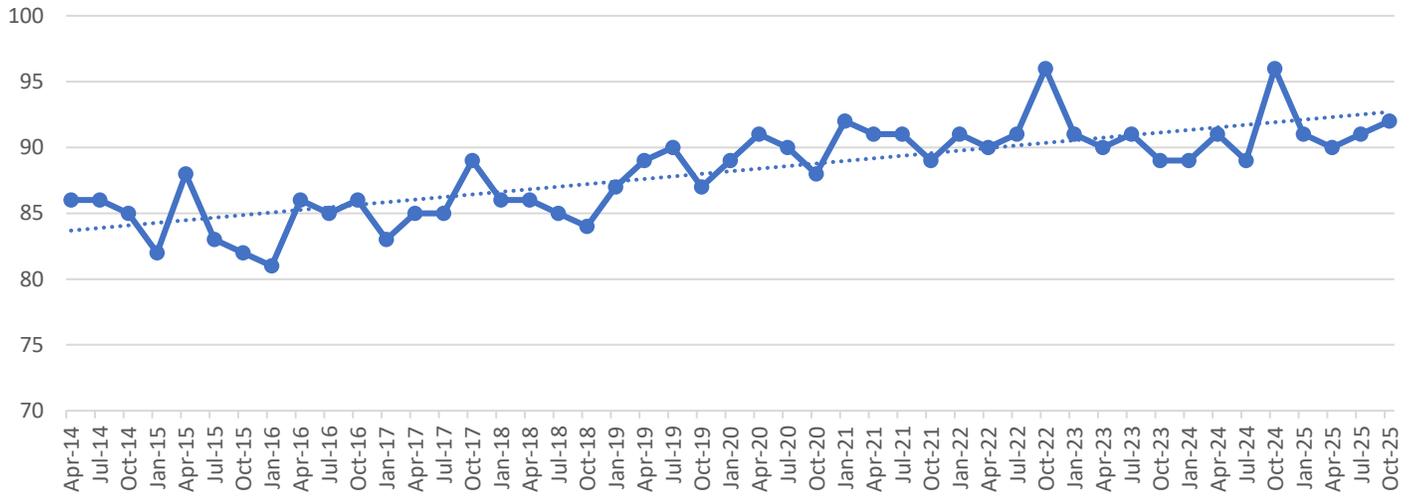
### #5 - The follow-up, coordination, and continuity of my care



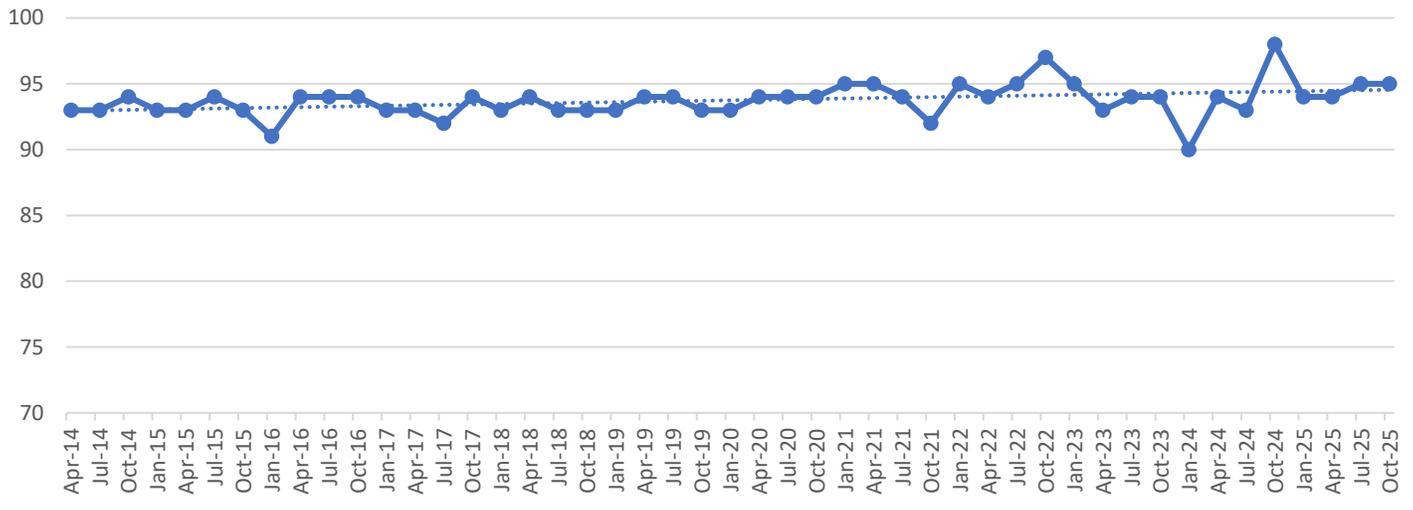
### #6 - The staff addressing my medical needs today



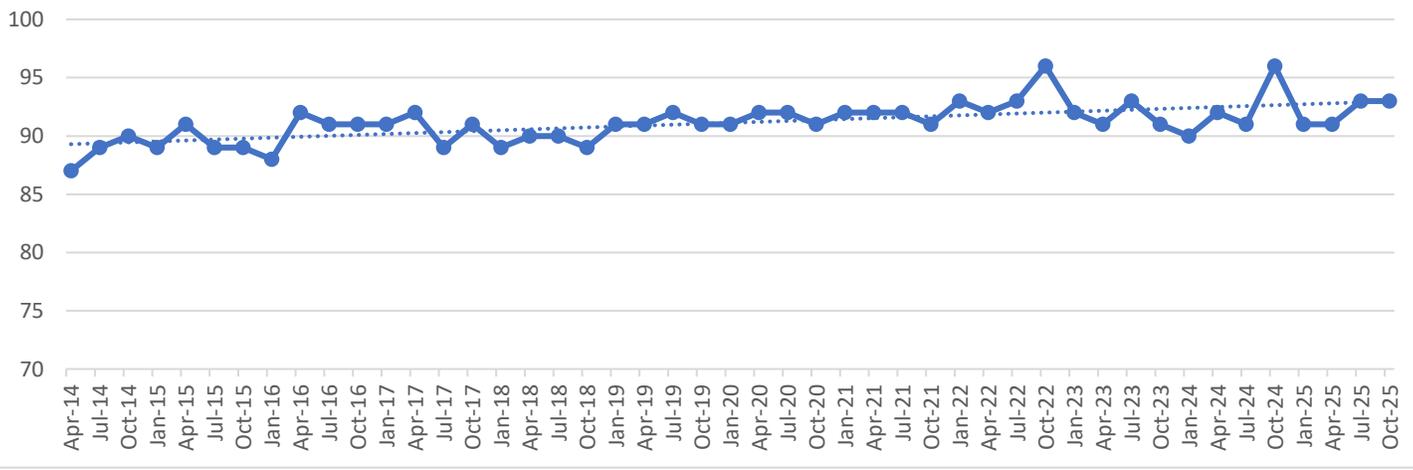
#7 - The time spent waiting



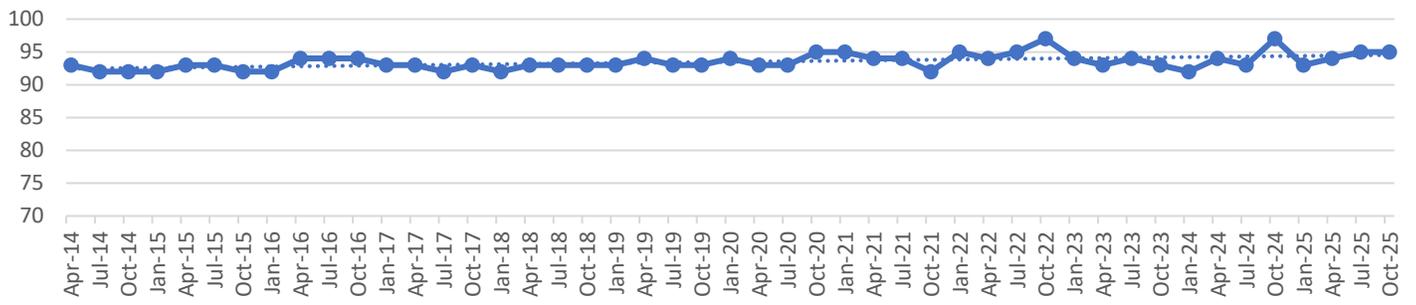
#8 - The respectfulness of staff



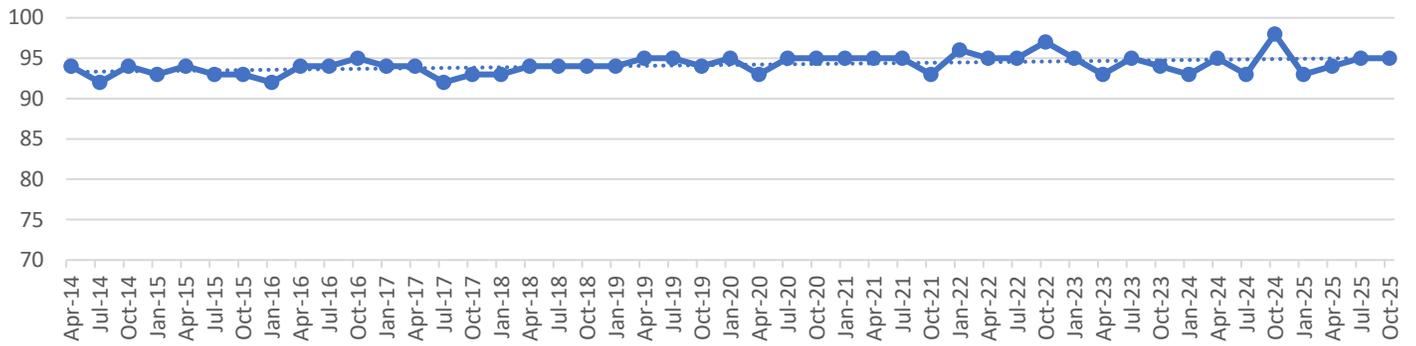
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



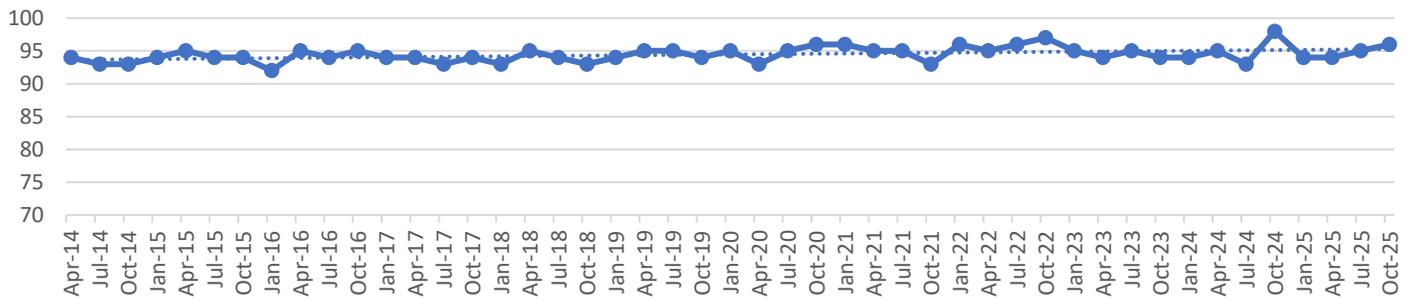
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

