

Patient Satisfaction Survey 1515 Lee St, Des Plaines January 2026

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 98%. The mean for all questions was 97% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

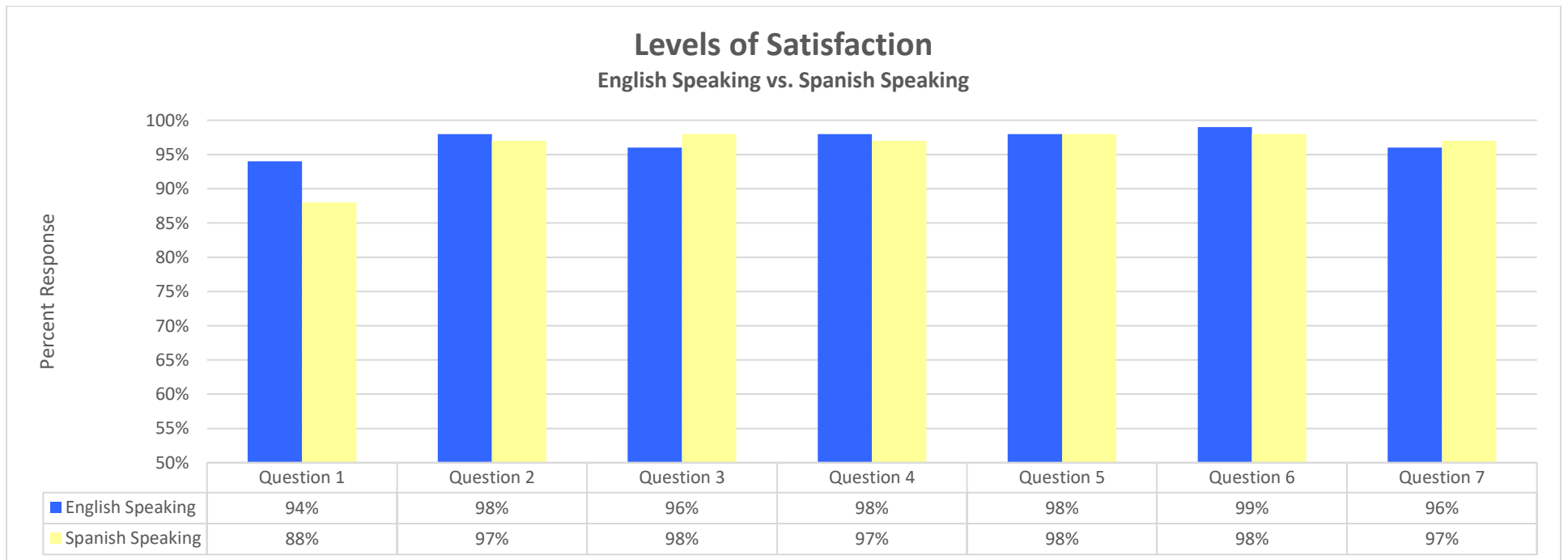
1515 Lee St, Des Plaines – Survey Questions	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	90%	96%		
2. The reception staff	97%	97%		
3. Receiving a timely appointment	97%	96%		
4. Education and explanation of plan provided in a way that I can understand	98%	98%		
5. The follow-up, coordination, and continuity of my care	98%	97%		
6. The staff addressing my medical needs today	98%	97%		
7. The time spent waiting	97%	97%		
8. The respectfulness of staff	98%	98%		
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	96%		
10. The handling of my personal medical information in a private and confidential	98%	97%		
11. Your medical assistant	98%	98%		
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	98%	98%		
13. Overall, how satisfied are you with the Health Center?	98%	99%		

Total Greater Family Health Survey Question Responses	Level of Satisfaction January 2026	Level of Satisfaction October 2025	Level of Satisfaction July 2025	Level of Satisfaction April 2025
1. The phone operator staff and call center	94%	93%	93%	93%
2. The reception staff	95%	95%	94%	94%
3. Receiving a timely appointment	94%	93%	93%	92%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	94%
5. The follow-up, coordination, and continuity of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	95%	95%	94%
7. The time spent waiting	92%	92%	91%	91%
8. The respectfulness of staff	95%	95%	95%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	94%	93%	93%	92%
10. The handling of my personal medical information in a private and confidential	95%	95%	94%	94%
11. Your medical assistant	95%	95%	95%	94%
12. Your health provider (doctor, midwife, nurse practitioner, physician assistant, or therapist)	96%	95%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	95%	95%	94%

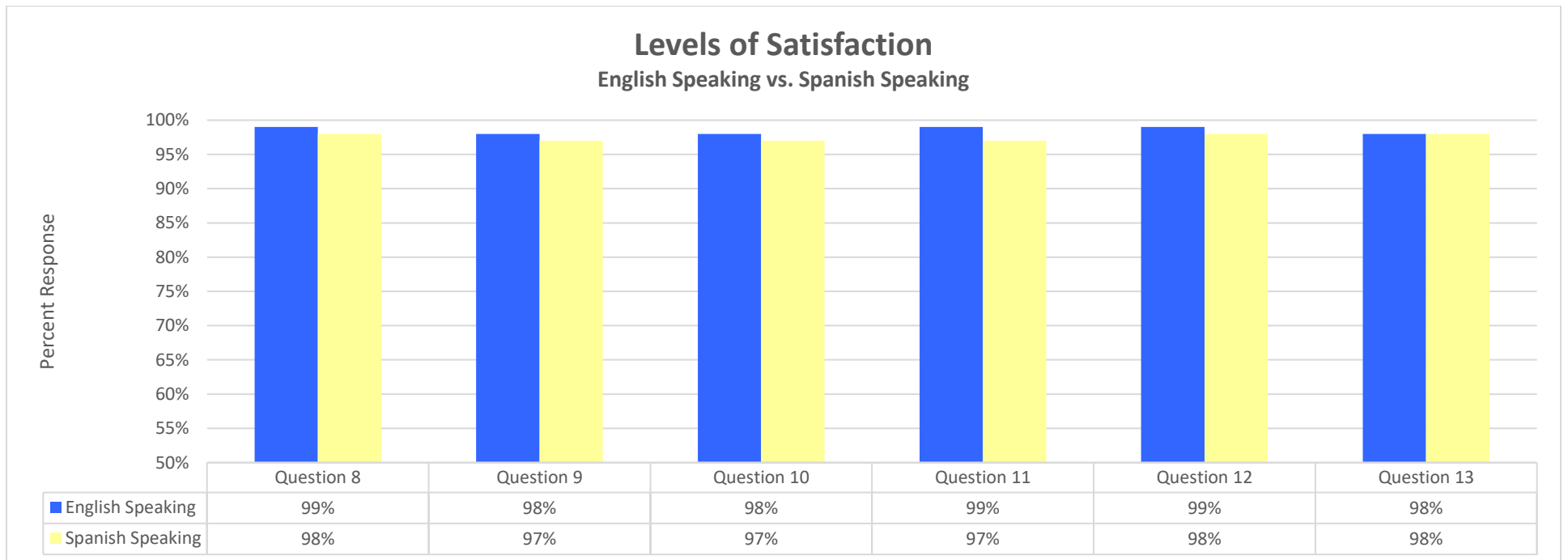
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	32 78%	39 71%	6 15%	5 9%	2 5%	7 13%	1 2%	1 2%	0	3 6%
2. The reception staff	37 90%	50 91%	3 7%	4 7%	1 2%	0	0	0	0	1 2%
3. Receiving a timely appointment	35 85%	51 94%	4 10%	2 4%	2 5%	0	0	0	0	1 2%
4. Education and explanation of plan provided in a way that I can understand	37 93%	50 93%	2 5%	3 6%	1 3%	0	0	0	0	1 2%
5. The follow-up, coordination, and continuity of my care	36 90%	51 94%	3 8%	2 4%	1 3%	0	0	0	0	1 2%
6. The staff addressing my medical needs today	39 95%	52 96%	1 2%	1 2%	1 2%	0	0	0	0	1 2%
7. The time spent waiting	33 81%	51 93%	7 17%	2 4%	1 2%	1 2%	0	0	0	1 2%



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	39 95%	52 95%	1 2%	2 4%	1 2%	0	0	0	0	1 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	37 93%	47 89%	2 5%	5 9%	1 2%	0	0	0	0	1 2%
10. The handling of personal medical info in a private and confidential manner	38 93%	50 93%	2 5%	3 6%	1 2%	0	0	0	0	1 2%
11. Your medical assistant	39 95%	50 93%	1 2%	2 4%	1 2%	1 2%	0	0	0	1 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	39 95%	51 93%	1 2%	3 6%	1 2%	0	0	0	0	1 2%
13. Overall, how satisfied are you with the Health Center?	38 93%	52 95%	2 5%	2 4%	1 2%	0	0	0	0	1 2%



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: 7

N/A: 3

YES: 3

Comments:

1. "Yes, good above beyond."
2. "Positive helpful."
3. "You and they have reached my girl."

Spanish

NO: 4

N/A: 0

YES: 0

Comments:

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

English

1. "Communication."
2. "Helpful staff." (Patel, C)
3. "Friendly and accommodating staff."
4. "Very good service."
5. "Everyone."
6. "Nothing wonderful place." (Martinez)
7. "Friendly staff."
8. "Easy access to healthcare."
9. "Early appointment."
10. "The staff very nice." (Patel, C)
11. "The way the staff listened to my concerns."
12. "Timeliness."
13. "Dr. Le." (Le)
14. "Being able to get a short notice appointment."
15. "Good service."

Spanish

1. "To have no doubts about my health." "A no tener dudas sobre mi salud."
2. "Everything." "Todo." (Schanbacher)
3. "Phone assistance." "Asistencia Telefonica."
4. "The good attention." "La buena atencion."
5. "The attention is good." "La atencion es buena."
6. "It is close to home and has excellent service." "Esta cerca a casa y tiene excelente servicio." (2)

Question 16: How can we improve Greater Family Health?

English

1. "N/A" (4)
2. "Nothing." (3)
3. "Nothing, service is great!"

Spanish

1. "Everything is good." "Todo esta bien."

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

English

- YES: 30
- NO: 0

Spanish

- YES: 30
- NO: 0

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

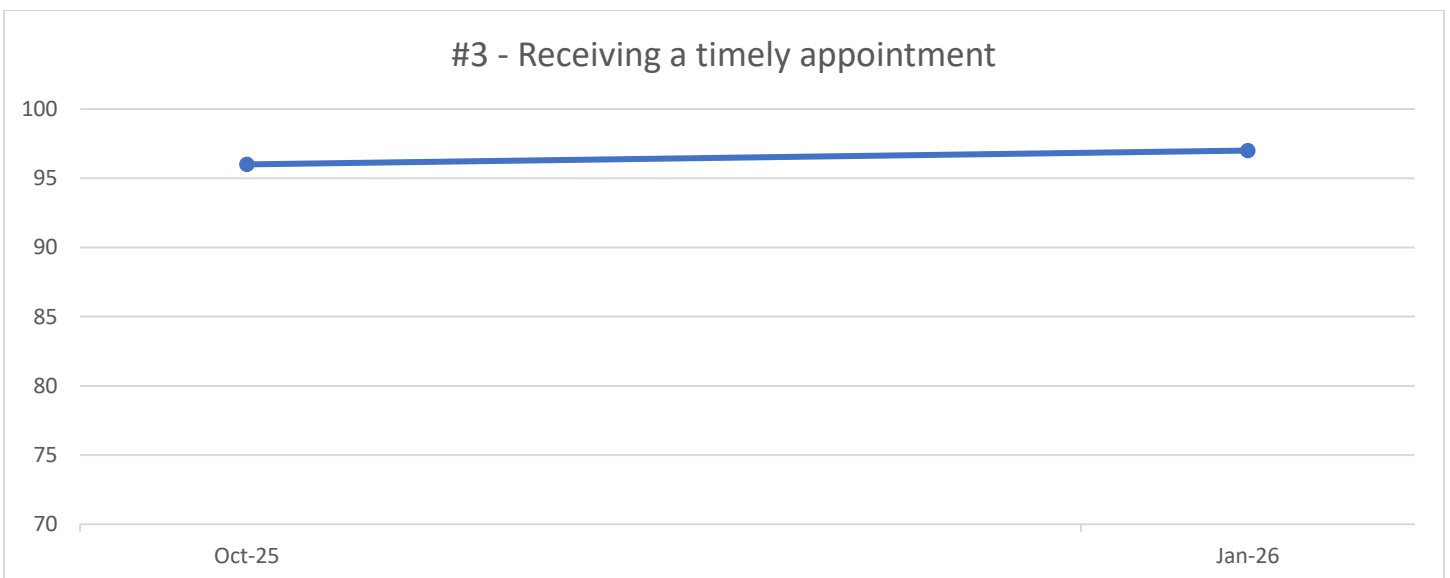
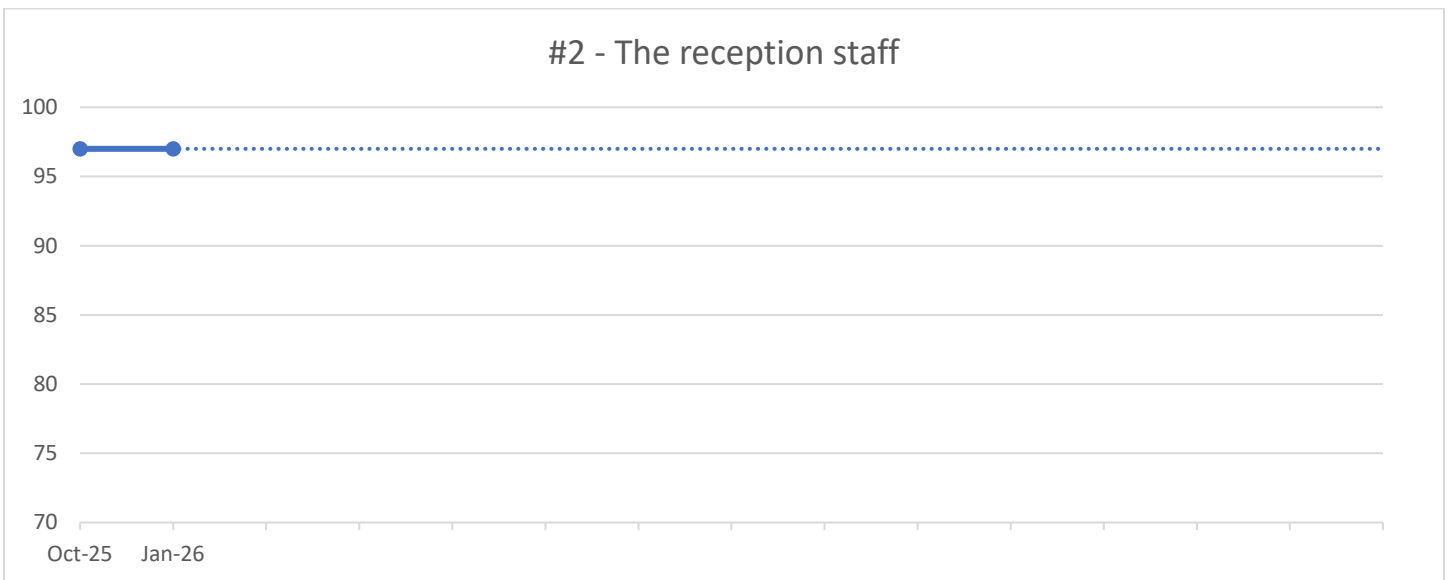
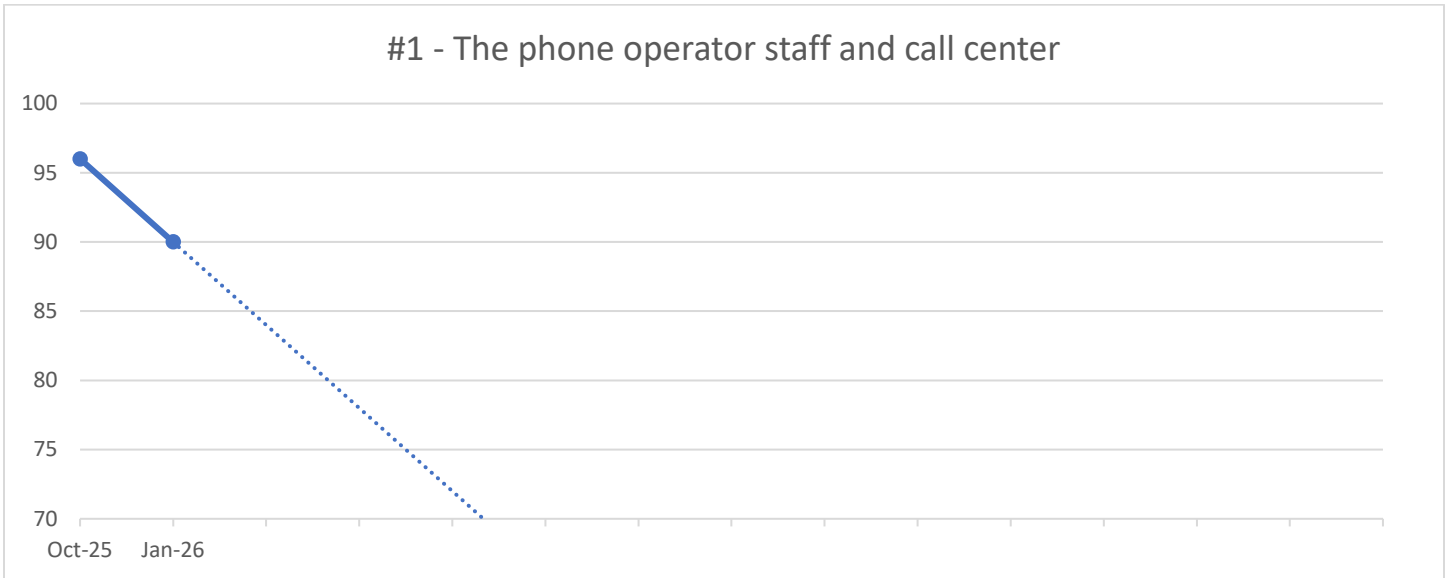
English

- Le: 1
- Martinez: 3
- Patel, C: 2
- Schanbacher: 4

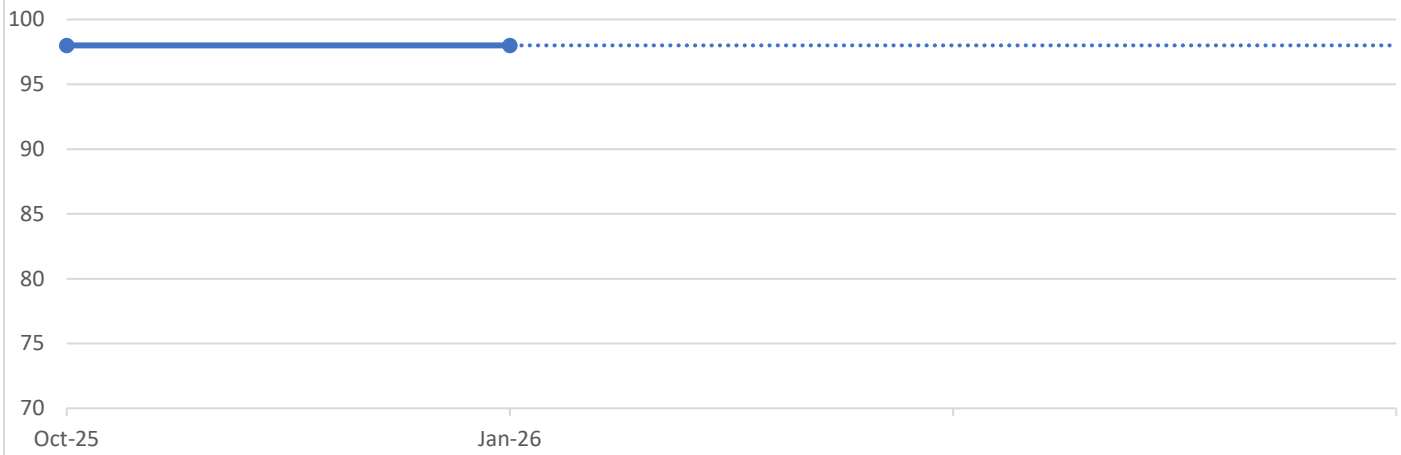
Spanish

- Martinez: 6
- Patel, C: 6
- Schanbacher: 5

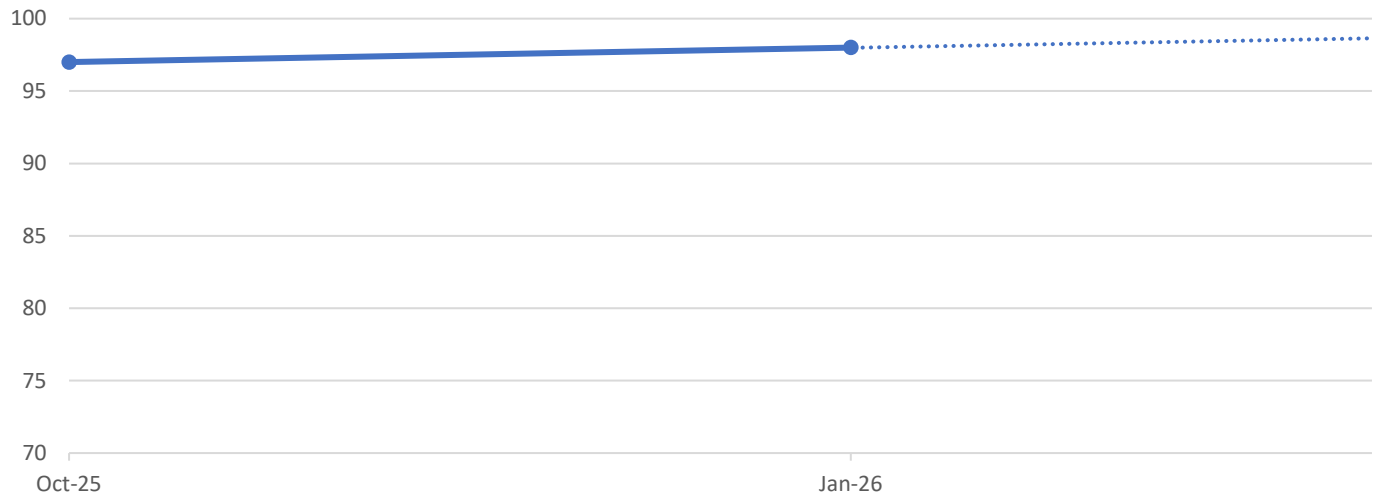
Individual Question Results with Trendlines



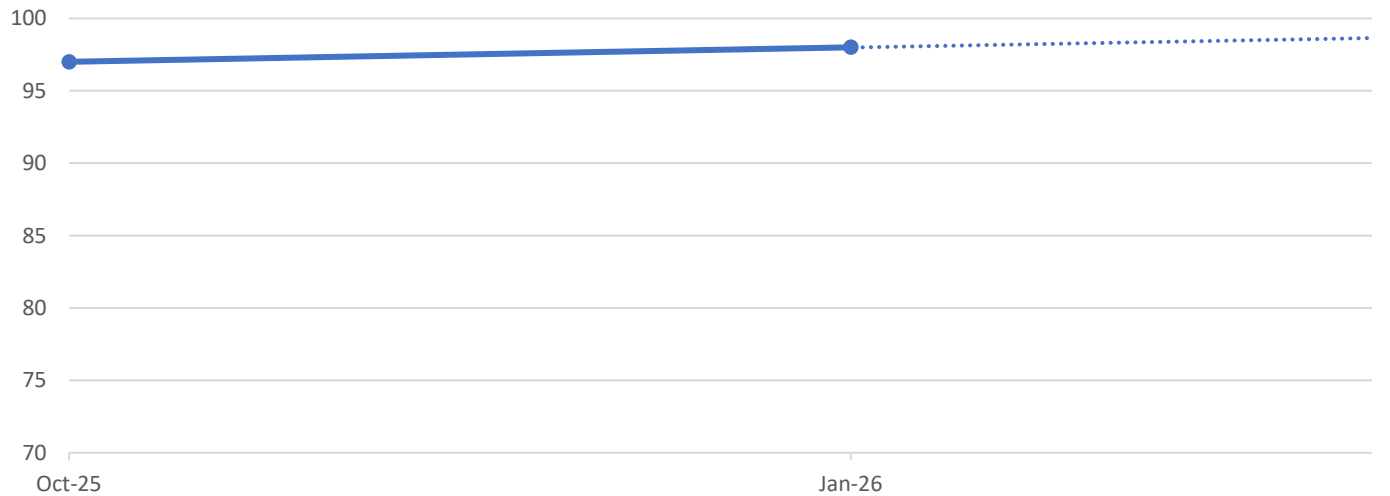
#4 - Education and explanation of plan provided in a way that I can understand



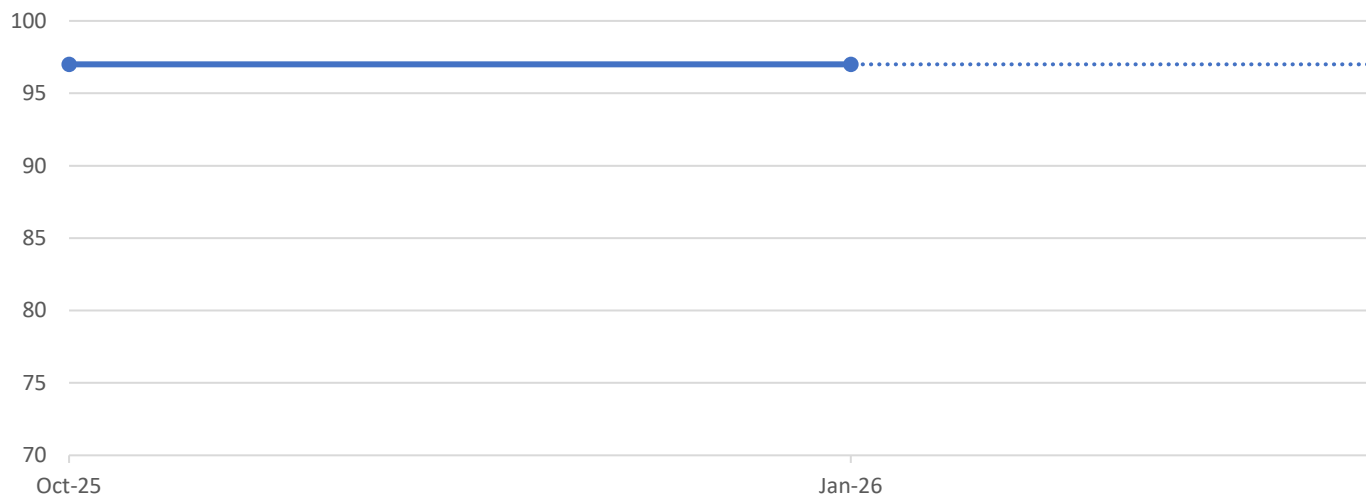
#5 - The follow-up, coordination, and continuity of my care



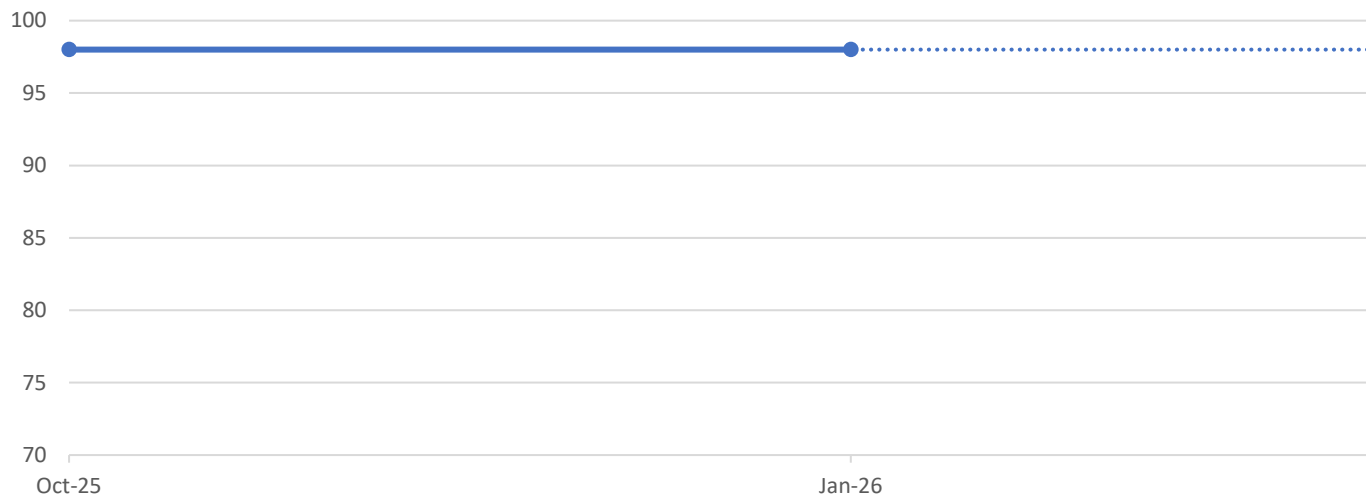
#6 - The staff addressing my medical needs today



#7 - The time spent waiting



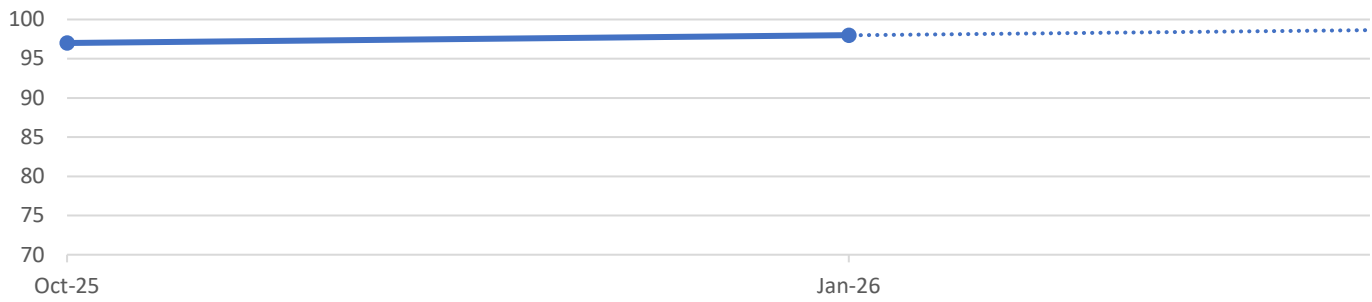
#8 - The respectfulness of staff



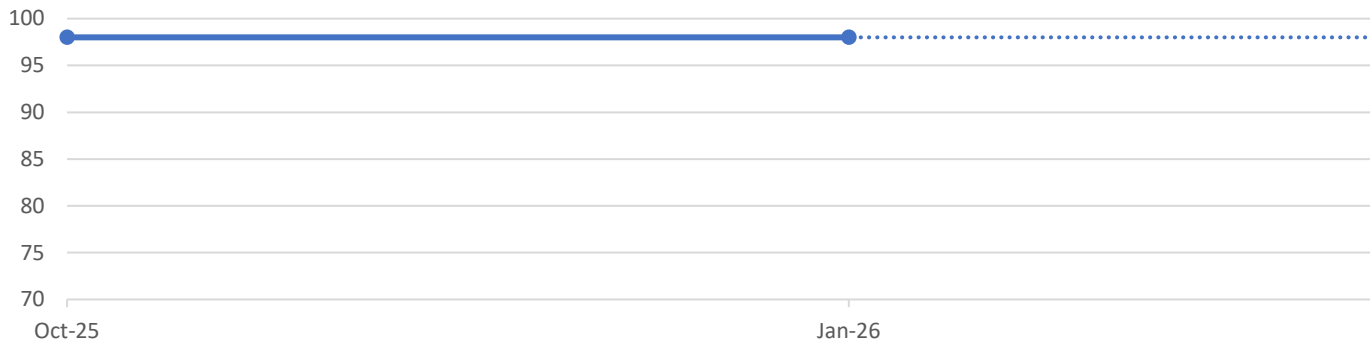
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



#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?

