

Patient Satisfaction Survey 135 E. Irving Park Rd., Streamwood October 2024

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 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.

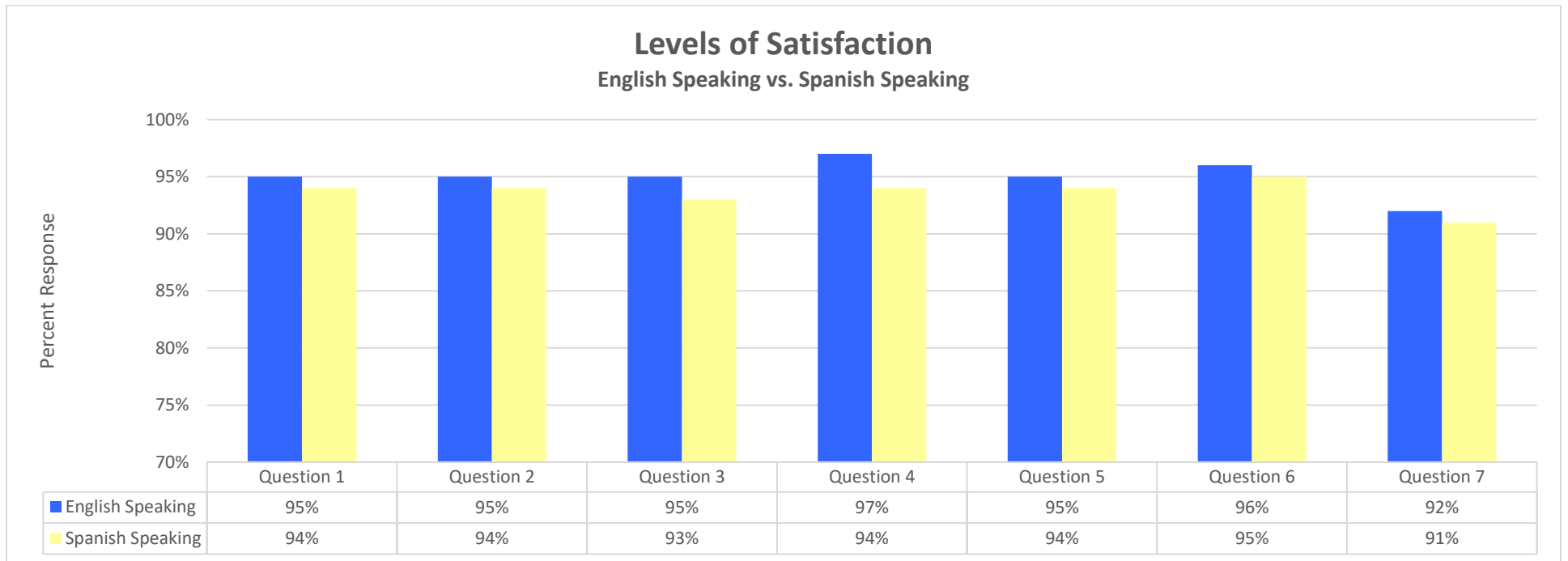
135 E. Irving Park Rd., Streamwood – Survey Questions	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	94%	92%	94%	95%
2. The reception staff	94%	92%	94%	95%
3. Receiving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

Total Greater Family Health Survey Question Responses	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	94%	92%	93%	93%
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	95%	94%	94%	94%
5. The follow up and coordination of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	94%	94%	95%
7. The time spent waiting	92%	90%	91%	91%
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	95%	94%	94%	94%
11. Your medical assistant	95%	94%	95%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	95%	95%
13. Overall, how satisfied are you with the Health Center?	95%	94%	94%	95%

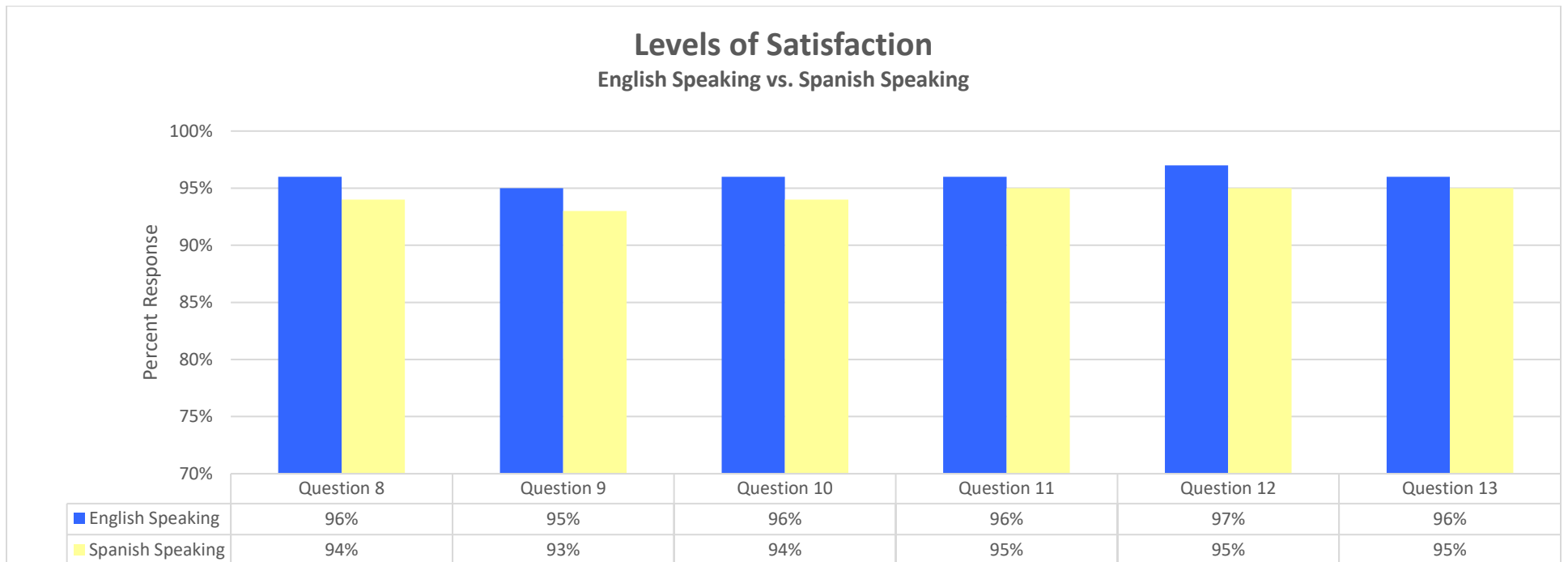
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	111 79%	272 76%	26 19%	74 21%	1 1%	7 2%	0	2 1%	2 1%	4 1%
2. The reception staff	109 79%	271 76%	24 17%	71 20%	4 3%	11 3%	0	1 1%	1 1%	5 1%
3. Receiving a timely appointment	109 79%	256 73%	24 17%	72 21%	4 3%	15 4%	0	4 1%	1 1%	4 1%
4. Education and explanation of plan provided in a way that I can understand	117 85%	278 79%	19 14%	64 18%	0	6 2%	0	0	1 1%	6 2%
5. The follow-up and coordination of my care	112 81%	267 76%	24 17%	72 21%	2 1%	6 2%	0	2 1%	1 1%	5 1%
6. The staff addressing my medical needs today	117 84%	285 80%	20 14%	60 17%	0	5 1%	1 1%	1 1%	1 1%	6 2%
7. The time spent waiting	100 72%	235 67%	27 19%	86 24%	9 7%	19 5%	2 1%	7 2%	1 1%	5 1%



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	115 84%	277 79%	21 15%	59 17%	0	6 2%	0	2 1%	1 1%	6 2%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	106 80%	243 71%	21 16%	79 23%	5 4%	13 4%	0	1 1%	1 1%	5 2%
10. The handling of personal medical info in a private and confidential manner	113 83%	272 78%	21 15%	69 20%	2 2%	3 1%	0	2 1%	1 1%	5 1%
11. Your medical assistant	115 83%	280 79%	21 15%	64 18%	2 1%	3 1%	0	1 1%	1 1%	6 2%
12. Your health provider (MD/DO, NP, Midwife, or PA)	120 86%	292 83%	18 13%	47 13%	0	6 2%	0	0	1 1%	6 2%
13. Overall, how satisfied are you with the Health Center?	115 83%	274 80%	22 16%	58 17%	0	5 2%	0	0	1 1%	6 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: 29

N/A: 10

YES: 6

Comments:

1. "None."
2. "Yes, to set up an apt, I didn't receive a call back." (McComb)
3. "Someone did get back to me in a good time frame." (Tran)
4. "Very helpful." (Shah)
5. "Good." (Wenker)
6. "Very good." (Tran)
7. "Not this las week."
8. "It was good eve was nice allat."

Spanish

NO: 56

N/A: 9

YES: 7

Comments:

1. "Everything has been great, thank you."
"Todo bien, gracias." (Aragones)
2. "Very good." "Muy bien."
3. "Very great." "Muy buena." (Poggensee)
4. "My name is Felipe." "Mi nombre es felipe."
5. "Yes, great experience, returned my call and they helped me." "Si, buena experiencia, regresaron mi llamada y me ayudaron."
(Friedlein)
6. "Great." "Bien." (Aragones)
7. "Yes-great." "Si-bien."

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

English

1. "N/A." (2)
2. "The doctors."
3. "My dr, Dr. Aragones." (Aragones)
4. "Great communication!" (Carlton)
5. "Staff." (3)
6. "Hours." (Carlton)
7. "Same day appointments." (Poggensee)
8. "Everything."
9. "Convenience."
10. "Communication."
11. "Availability." (Friedlein)
12. "The help."
13. "Good friendly people." (Carlton)
14. "The helpfulness of the team." (Ali)
15. "Language." (Shah)
16. "Dr. Aragones." (Aragones)
17. "I love the way Angelica Tran follow up with my medical history from the hospital."
18. "Doctor's, I trust." (McComb)
19. "Early appointments." (Tran)
20. "Communication is clear." (McComb)
21. "Very nice." (Wenker)
22. "Very good."
23. "Very helpful." (Tran)
24. "Friendly staff." (Poggensee)
25. "Kindness from the personnel, quickness in the attention, and clarity in the processes."
"Amabilidad del personal, rapidez en la

Spanish

1. "N/A." (5)
2. "No."
3. "Everything." "Todo."
4. "With everything." "En todo."
5. "The employees." "Los empleados."
(Nettleton)
6. "The clarity." "La claridad." (Carlton)
7. "The assistance and attention." "La asistencia y atencion." (Tran)
8. "All the medical attention." "Toda su atencion medica."
9. "Optimal attention." "Atencion optima." (Tran)
10. "The great attention." "La buena atencion."
(McComb)
11. "Their attention." "Su atencion." (Aragones)
12. "The attention." "La atencion." (3)
13. "Attention." "La atencion." (2)
14. "Their attention." "Su atencion."
15. "The great attention." "La buena atencion."
16. "The attention is excellent." "La atencion es excelente."
17. "The attention from the personnel." "La atencion del personal." (Aragones)
18. "All of their medical attention." "Toda su atencion medica."
19. "Everything is very good." "Todo muy bien."
(2)
20. "Maintaining my health." "Mantener la salud."

- atención y claridad en los procesos.”
(Aragones) (Spanish response on an English survey)
26. “To have me and my family needs met and helped.” (McComb)
 27. “Friendly efficient & informative. Also work with you on payment.” (Tran)
 28. “The quickness of my appointment.”
 29. “The explanation.” (Tran)
 30. “That it’s a one stop shop.” (Nettleton)
 31. “Always helpful, call and leave message.”
 32. “The explanation and care.” (McComb)
 33. “Always following up when needed regarding my health.” (Wenker)
 34. “Fast and kind care.” (Carlton)
 35. “Last min appointments.” (Shah)
 36. “As I use a walker-rollator, the staff opening doors for me makes me happy.” (Shah)
 37. “The staff/ front desk.” (Tran)
 38. “Staff is very accommodating.” “Staff is very accommodating.” (Aragones)
 21. “Health.” “Salud.” (Tran)
 22. “My health.” “Mi salud.” (2)
 23. “The cost of the consultation.” “El costo de consulta.”
 24. “Help me feel better.” “A sentirme mejor.”
 25. “That it is close to my home and there are medical specialists.” “Que es cercana a mi domicilio y hay medicos especializadas.”
 26. “Having my family in good health.” “Tener a mi familia en buena salud.”
 27. “That they are very professional.” “Que son muy profecionales.” (Carlton)
 28. “The entire personnel is very kind.” “Todo el personal son amables.”
 29. “It helps me improve my health.” “Me ayuda a mejorar de mi salud.” (Aragones)
 30. “The attention has helped me from ailments and their assistants.” “Me a ayudado la atencion de las enfermedades y sus asistentes.” (Nettleton)
 31. “It is close to home, and I like the service rendered.” “Esta cerca de casa y me gusta el servicio.” (Friedlein)
 32. “That when I need a same day appointment there is availability.” “Que cuando ocupo cita del mismo dia siempre hay, gracias.” (Poggensee)
 33. “To be well with my health.” “A estar bien con mi salud.” (Aragones)
 34. “Their kindness and they always provide medicine or find a way to help you improve.” “Su amabilidad y que siempre te dan medicina o buscan la manera de verle mejor.” (Tran)
 35. “Locations, hours.” “Locaciones, horario.” (Wenker)
 36. “I like the medication provided when we feel sick, because I recover quickly.” “Me gusta el medicamento que da cuando estas enferma, por que me recupero muy rápido.” (Carlton)
 37. “That they tend to me well.” “Que me atienden bien.” (Carlton)
 38. “That they help with the situation that we indicate.” “Que ayudan a la situación que uno les indica.” (Ali)
 39. “Maintaining my health at baseline and knowing what I need to do to improve my health.” “Mantener mi salud normal y saver en lo que tengo que mejorar para mi salud.” (Tran)
 40. “Personnel is very kind and attentive.” “Personal es muy amable y atento.”
 41. “Speak to my doctor.” “Platicar con mi doctora.” (Poggensee)

42. "Receive messages to confirm appointments." "Recibir mensajes para confirmar cita."
43. "They are very good with the attention." "Son muy buenos con la atención."
44. "Their great attention." "Su buena atencion." (Poggensee)
45. "My medical appointments." "Mis citas medicas." (Wenker)
46. "Their excellent work." "Su exelente trabajo." (Poggensee)
47. "They cover all of my necessities, I am satisfied." "Cubren todas mis necesidades, estoy satisfecha." (Wenker)
48. "It is close to where I live." "Cerca de donde vivo." (Carlton)
49. "The entire workforce is excellent." "Todo su equipo de trabajo es excelentes." (Wenker)
50. "The accesible medical care." "El cuidado medico accesible." (McComb)
51. "Their great attention for my health." "Su buena atencion para mi salud." (Carlton)
52. "That they do receive me." "Que si me reciben." (Sadik)
53. "The ease of the fillings." "La facilidad para los rellenos." (Poggensee)
54. "Keeping everything up to date like vaccines and exams." "Llevar todo al dia como vacunas y exámenes."
55. "That they speak Spanish." "Que hablan Espanol."
56. "The great attitude." "La buena actitud." (Carlton)
57. "Humanitarian quality and precision with the information." "Calidad humana y precision con la información." (Layton)
58. "Willingness to help." "Disposición de la ayuda." (Friedlein)
59. "It is close to my residence and there is medical attention for everyone in general." "Esta cerca de mi residencia y hay atencion medica para todos en general." (Aragones)
60. "Bilingual personnel and close to home. Convenient for someone over 60 years old." "Personal bilingue y sercas de casa conveniente para una persona mayor de 60 anos."

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (9)
2. "None." (Shah)
3. "Satisfied." (Aragones)
4. "All good."
5. "More locations." (Friedlein)

Spanish

1. "N/A." (5)
2. "No."
3. "Everything is great." "Todo esta bien."
4. "Everything is great." "Todo bien." (3)
5. "Very good!" "Muy bien!"

6. "Stay great."
7. "Keep it up." (Ali)
8. "Improve wait time."
9. "Same way."
10. "So far I don't have an issue." (Tran)
11. "Everything has been fine no complaints." (Tran)
12. "Front desk staff promptness." (Carlton)
13. "Be more flexible with the show-up time." (Aragones)
14. "Continue to simplify care explanation. I understood so well on what my baby w needs!" (McComb)
15. "I don't see any way to improve. Office is run great."
16. "Maybe a loudspeaker so we can hear our names called." (Nettleton)
17. "No need to improve." (Tran)
18. "No improvement, excellent as is."
19. "Call backs for rx refills/responding to pharmacy."
20. "More understanding if your late not 15 min early??" (Carlton)
21. "I'm satisfied with the services." (Aragones)
6. "It is excellent." "Es excelente." (Wenker)
7. "Everything is very good." "Todo esta muy bien."
8. "I liked the service." "Me gusto el servicio." (Carlton)
9. "With a better attitude." "Con mejor actitud." (Poggensee)
10. "Everything for now is excellent." "Todo hasta hora excelente."
11. "Continue the same." "Sigan igual." (Sadik)
12. "Everything is great for me." "Todo esta bien para mi." (Carlton)
13. "Nothing, everything is great." "Nada todo muy bien."
14. "No, everything is great." "No. todo esta bien." (Poggensee)
15. "Nothing." "Ninguno."
16. "No comment." "Sin comentarios." (Shah)
17. "Time spent waiting." "Tiempo de espera." (Carlton)
18. "It's nice." (English response on a Spanish survey)
19. "Excellent service very good." "Excelente cervicio muy bueno."
20. "Continue with the great service that you have." "Que sigan el buen servicio que tienen." (Poggensee)
21. "In some cases, improving the time spent waiting. Saturday's (for example) I have had to wait an hour to be seen." "En algunos casos, mejorar el tiempo de espera. Los Sábados (por ejemplo) me ha tocado esperar casi 1 hora para ser atendida." (Tran)
22. "It is very good, for the moment I think there is nothing to improve." "Esta muy bien por el momento creo que no hay nada que mejorar."
23. "For me it is great, they are always kind." "Para mi esta bien, siempre son amables."
24. "Only to provide timely appointments." "Solo que tengan citas mas pronto."
25. "The service is satisfactory." "El servicio esta satisfactorio." (Aragones)
26. "I like the manner in which we are addressed but remove the 15 minutes prior." "Me gusta en tu manera de atender pero que quitaran lo de los 15 minutos." (Tran)
27. "Providing more appointments and not cancelling appointments if arriving 15 minutes after." "Habiendo mas citas y que no por llegar 15 minutos tarde te cancelen tu cita." (Carlton)
28. "To see me at the time of my appointment." "Que me atienden cuando sea la hora de cita." (Carlton)

29. "Continue with the service." "Sigan con el servicio." (Ali)
30. "Not having to wait as long in the waiting room." "No esperar mucho en sala de espera." (Carlton)
31. "The service appears great and attention." "Me parece bien el servicio y atención."
32. "Coverage (expand) for more insurances." "Cobertura (ampliar) para mas asentias de seguro." (Aragones)
33. "Everything is very good, only more kindness when arriving! Thanks." "Todo muy bien, solo un poco mas de amabilidad al llegar! Gracias."

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

English

- YES: 83
- NO: 0

Spanish

- YES: 139
- NO: 0

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

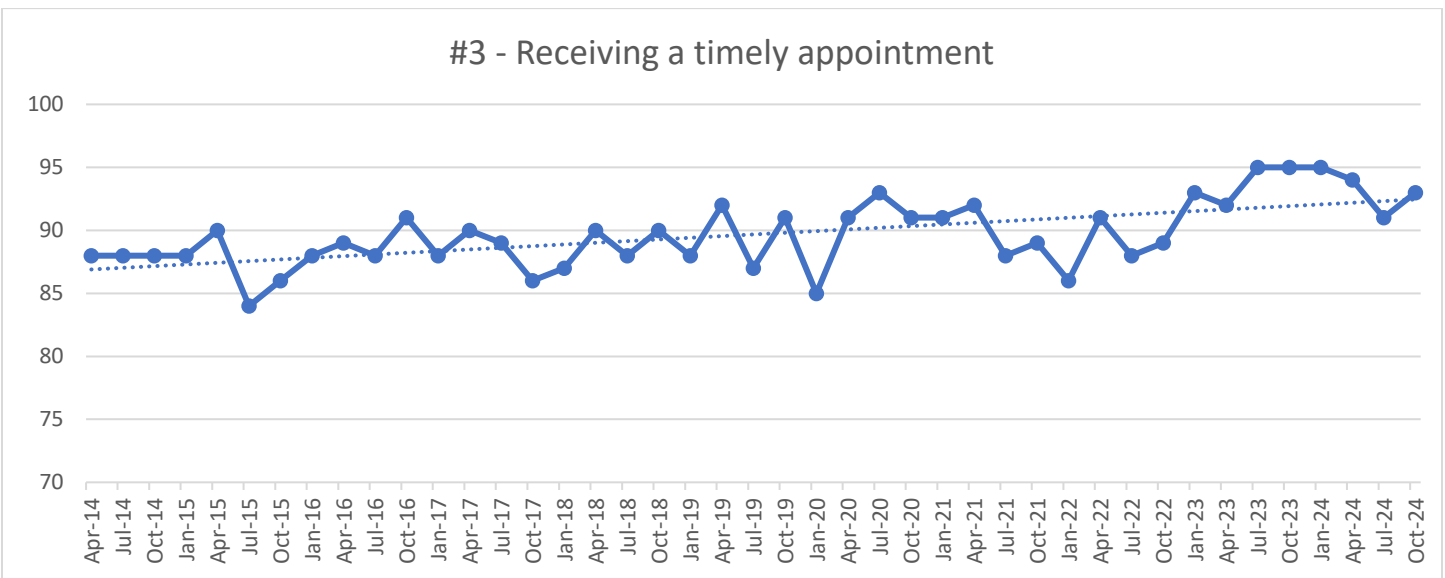
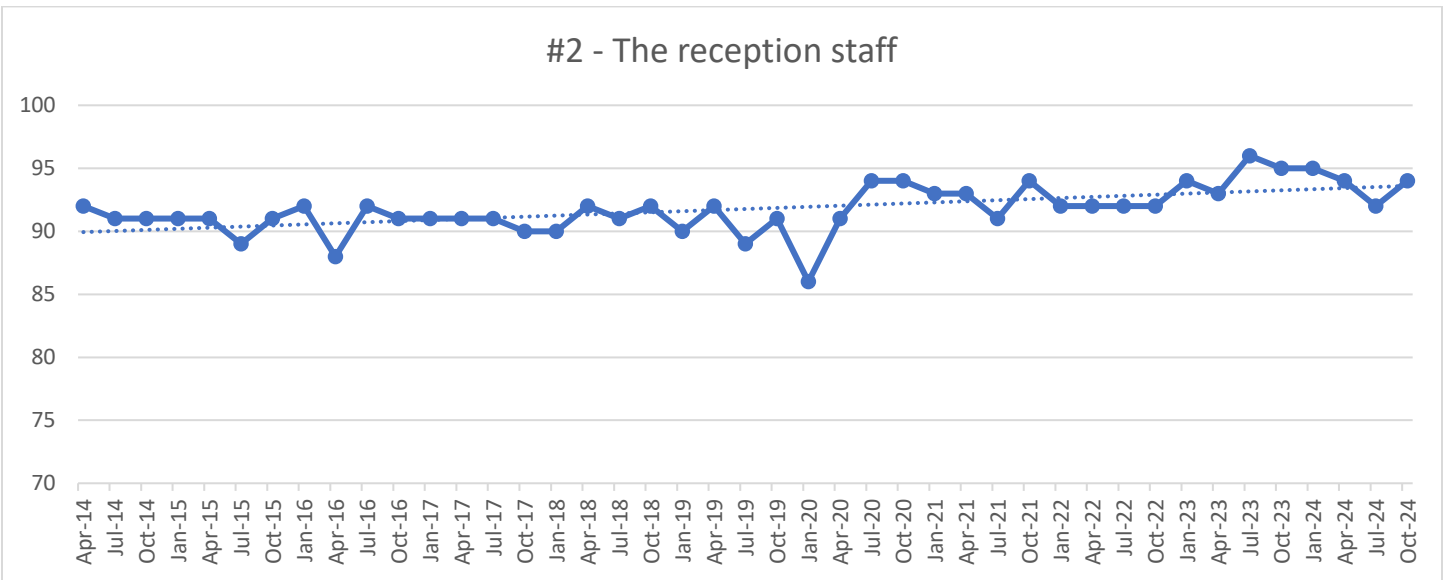
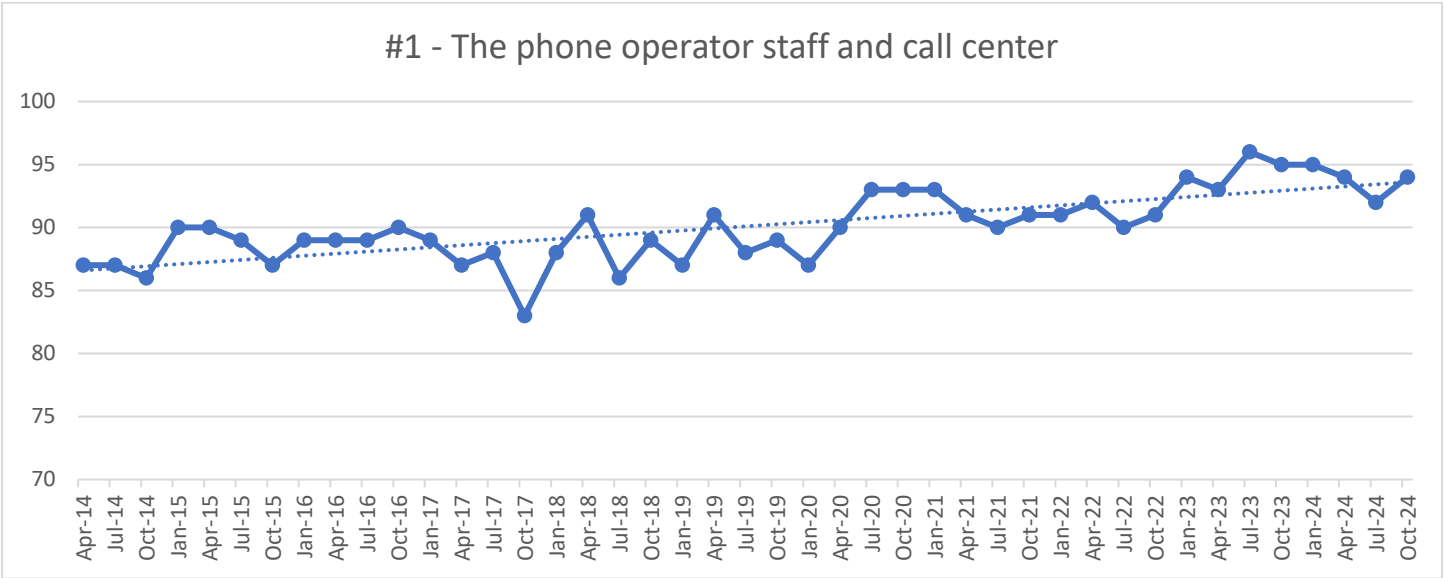
English

- Ali: 6
- Aragones: 19
- Carlton: 6
- Friedlein: 10
- Layton: 1
- McComb: 12
- Nettleton: 4
- Poggensse: 10
- Shah: 10
- Tran: 15
- Wenker: 11

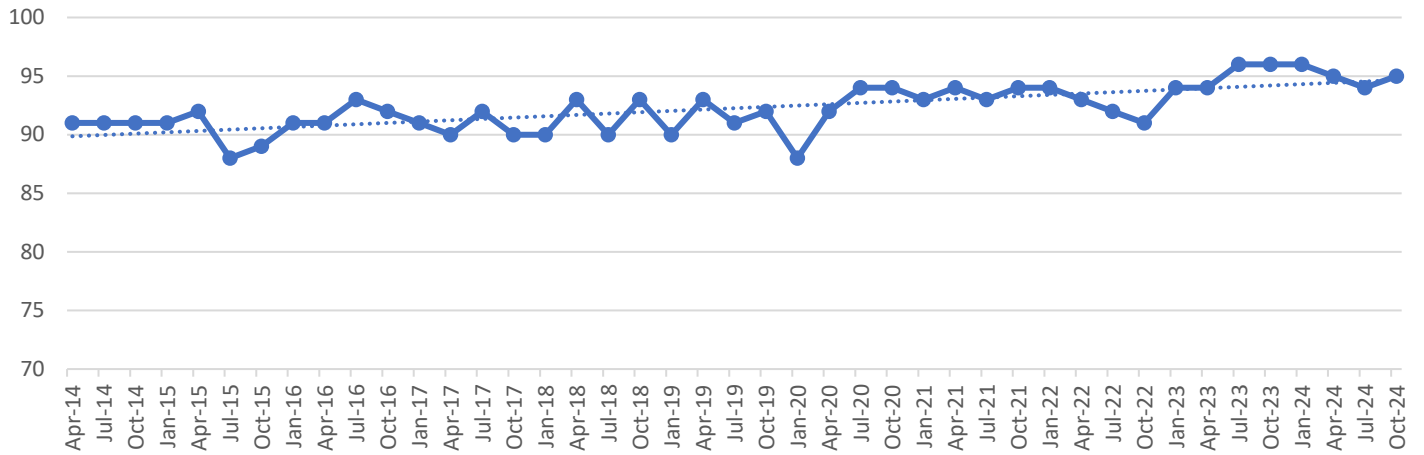
Spanish

- Ali: 7
- Aragones: 30
- Carlton: 34
- Friedlein: 15
- Layton: 5
- McComb: 19
- Nettleton: 9
- Poggensee: 39
- Sadki: 1
- Shah: 13
- Tran: 20
- Wenker: 32

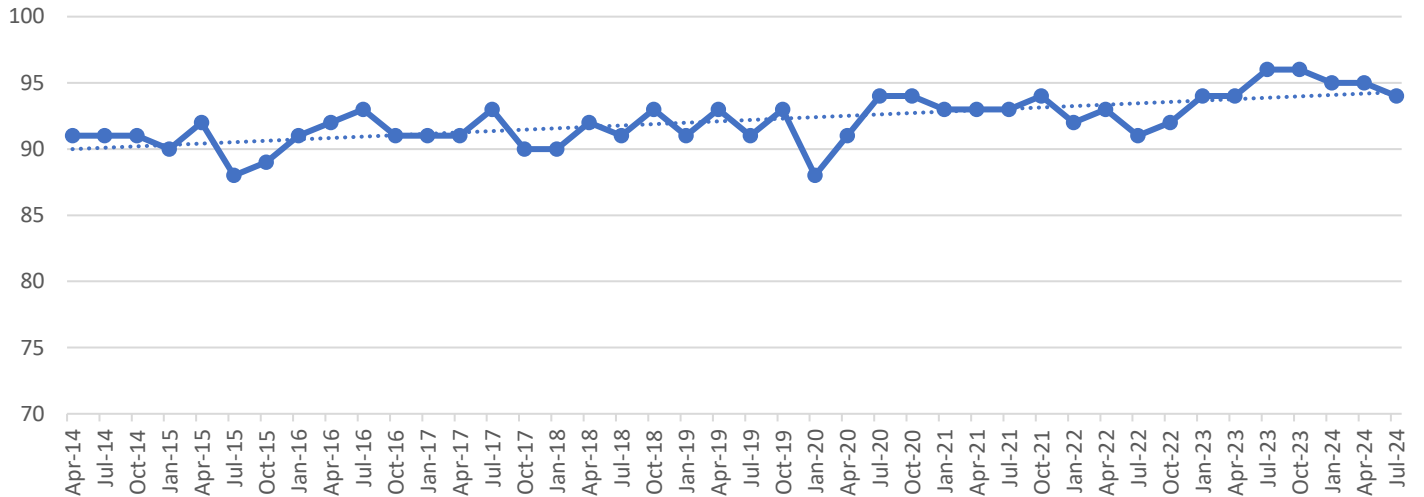
Individual Question Results with Trendlines



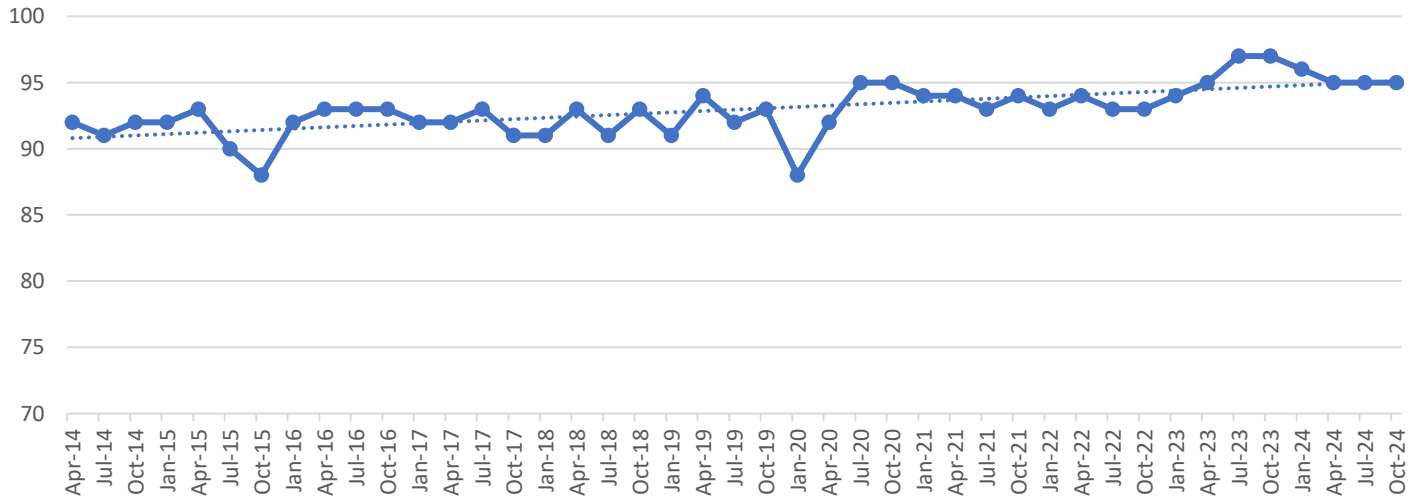
#4 - Education and explanation of plan provided in a way that I can understand



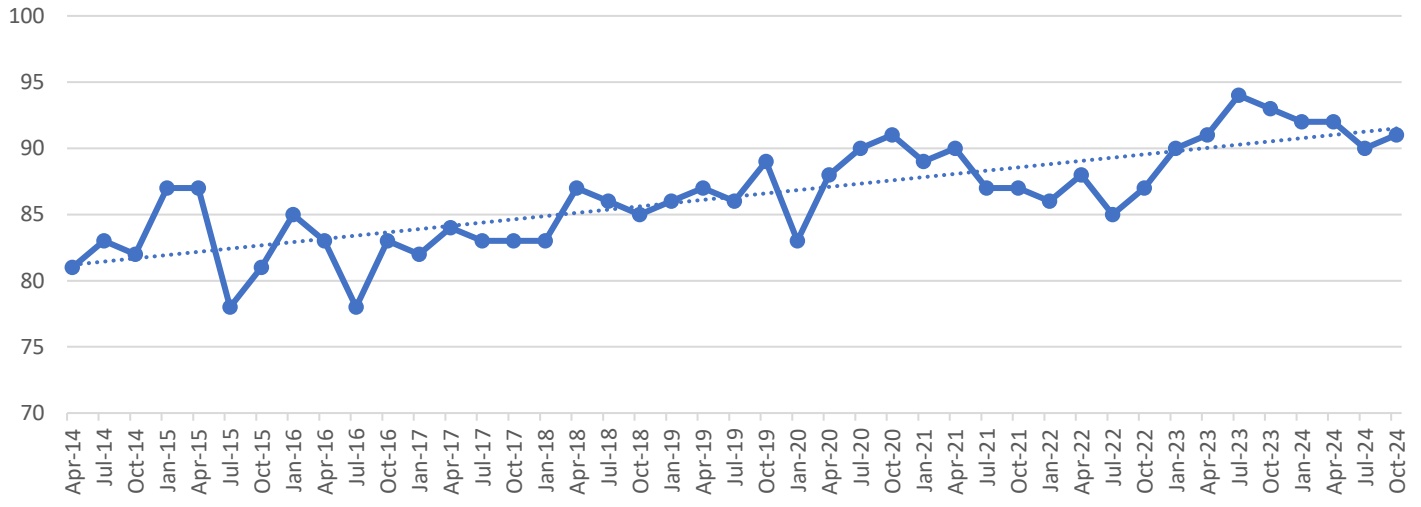
#5 - The follow-up and coordination of my care



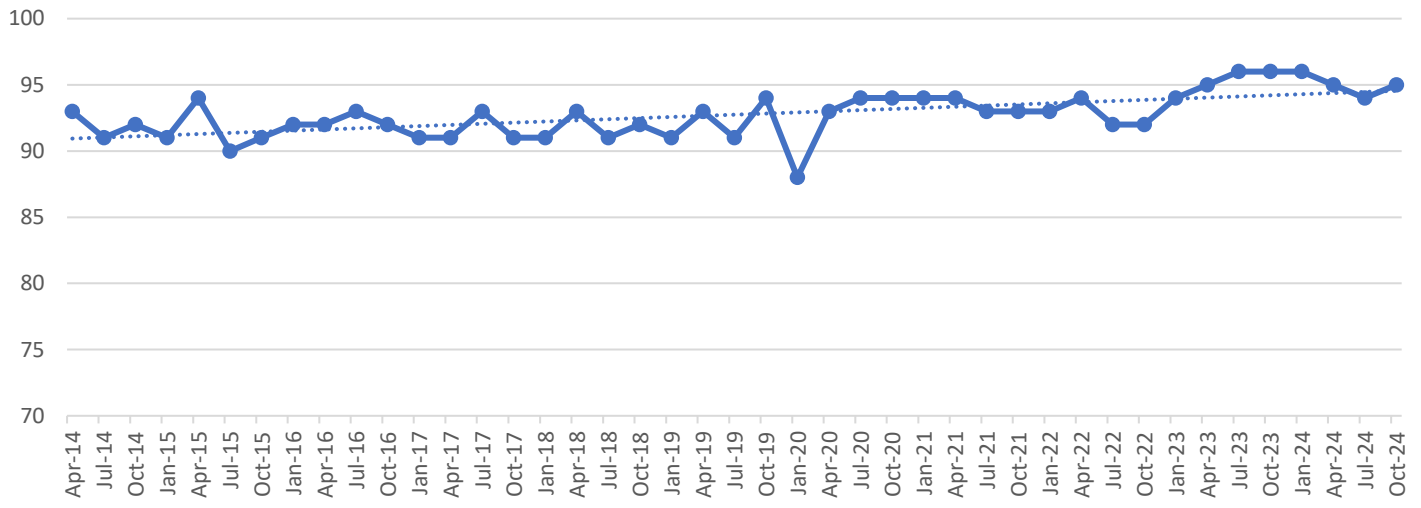
#6 - The staff addressing my medical needs today



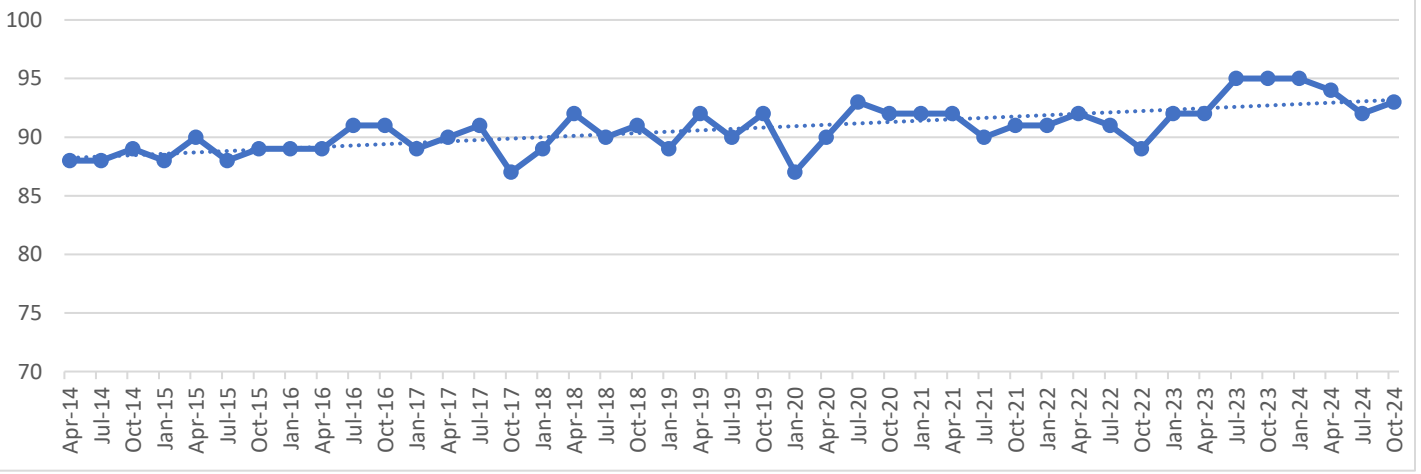
#7 - The time spent waiting



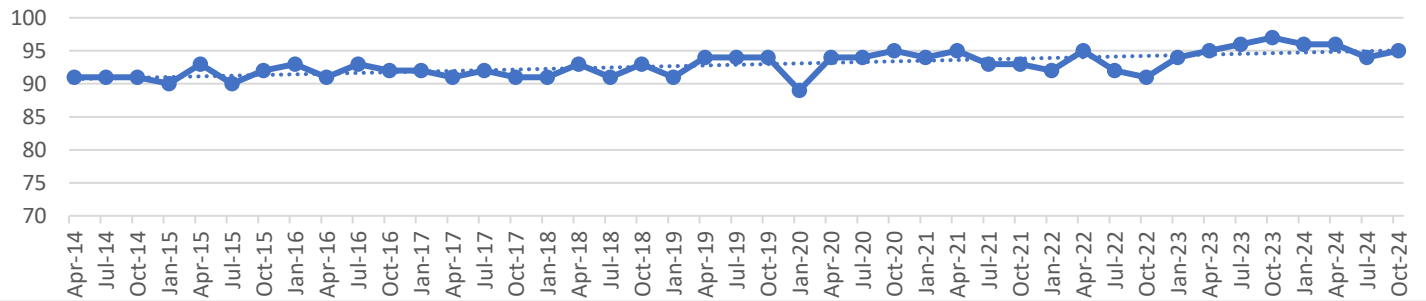
#8 - The respectfulness of staff



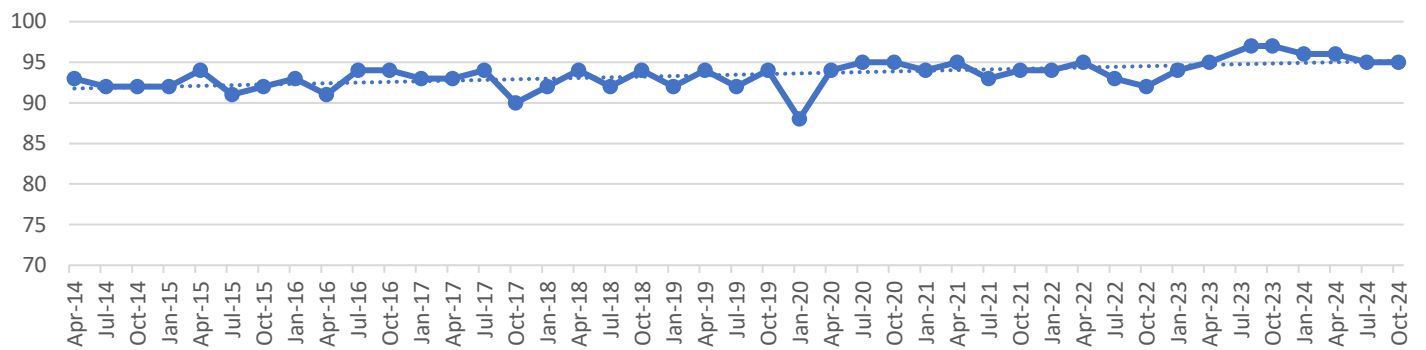
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



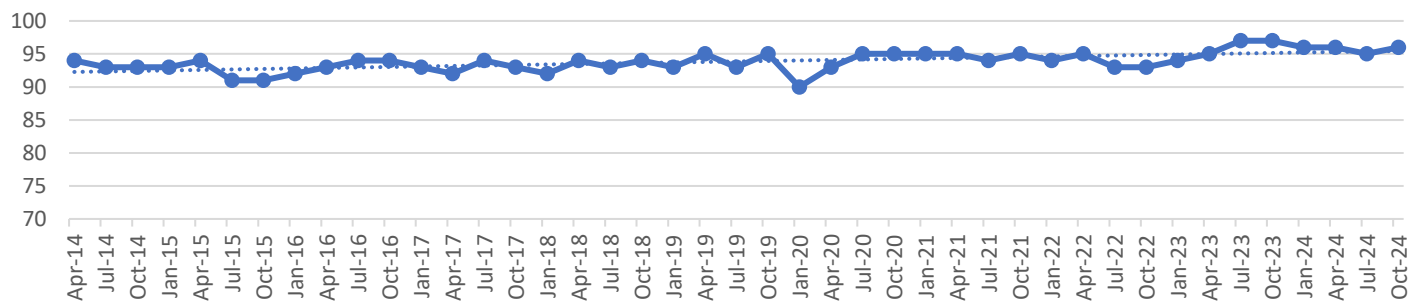
#10 - The handling of my personal medical information in a private and confidential manner



#11 - Your medical assistant



#12 - Your health provider (doctor, nurse practitioner, midwife, or physician assistant)



#13 - Overall, how satisfied are you with the Health Center?

