

## Patient Satisfaction Survey 1515 E. Lake St., Suite 202, Hanover Park 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 96% to 99%. The mean for all questions was 98% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

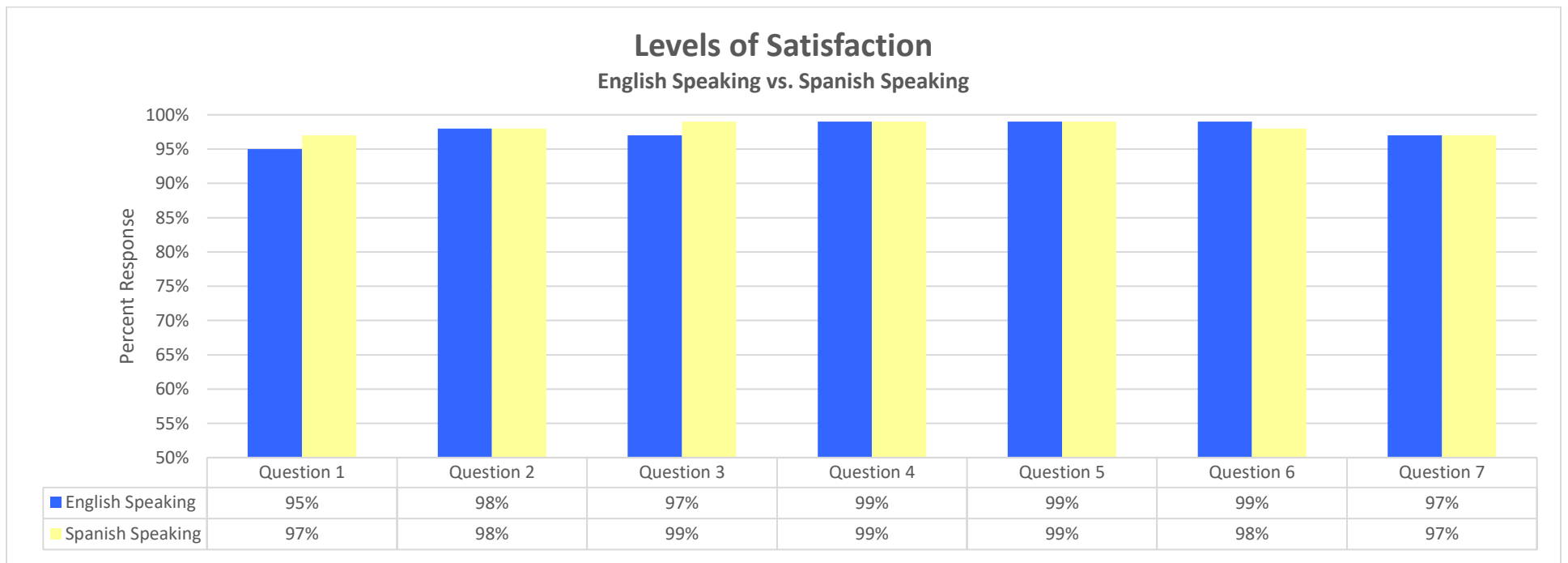
<b>1515 E. Lake St., Suite 202, Hanover Park- Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	96%	95%	95%	96%
2. The reception staff	98%	97%	97%	95%
3. Receiving a timely appointment	98%	96%	96%	97%
4. Education and explanation of plan provided in a way that I can understand	99%	98%	98%	97%
5. The follow up and coordination of my care	99%	97%	97%	96%
6. The staff addressing my medical needs today	99%	98%	98%	97%
7. The time spent waiting	97%	97%	97%	96%
8. The respectfulness of staff	99%	99%	99%	98%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	98%	97%	97%	97%
10. The handling of my personal medical information in a private and confidential	98%	98%	98%	98%
11. Your medical assistant	98%	98%	98%	98%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	99%	99%	98%
13. Overall, how satisfied are you with the Health Center?	98%	98%	98%	98%

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%

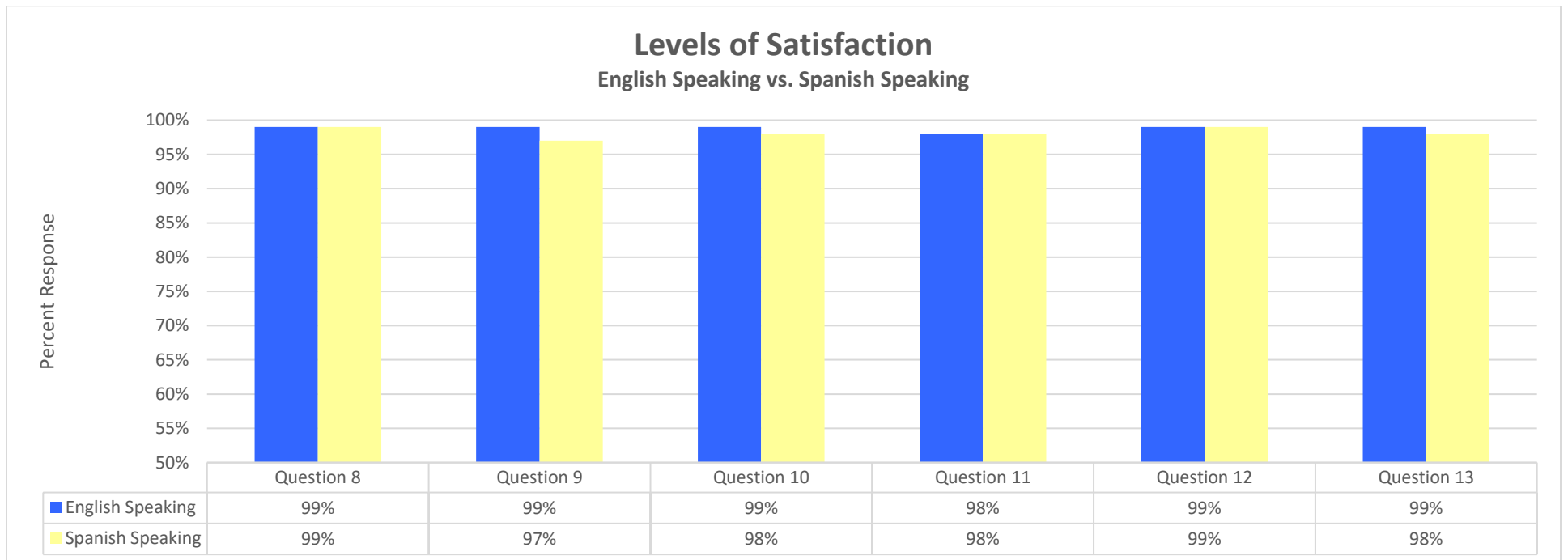
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	66 83%	56 86%	9 11%	7 11%	5 6%	2 3%	0	0	0	0
2. The reception staff	73 91%	62 91%	6 8%	6 9%	1 1%	0	0	0	0	0
3. Receiving a timely appointment	71 89%	61 92%	6 8%	5 8%	3 4%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	76 95%	62 94%	3 4%	4 6%	1 1%	0	0	0	0	0
5. The follow-up and coordination of my care	74 94%	62 94%	5 6%	4 6%	0	0	0	0	0	0
6. The staff addressing my medical needs today	74 94%	62 91%	5 6%	6 9%	0	0	0	0	0	0
7. The time spent waiting	70 88%	59 88%	8 10%	7 10%	1 1%	1 2%	0	0	1 1%	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	74 93%	61 92%	6 8%	5 8%	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	72 94%	57 89%	5 7%	4 6%	0	3 5%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	75 95%	60 90%	4 5%	6 9%	0	1 2%	0	0	0	0
11. Your medical assistant	72 91%	61 91%	6 8%	4 6%	1 1%	2 3%	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	76 96%	63 94%	3 4%	4 6%	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	74 94%	62 91%	5 6%	5 7%	0	1 2%	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: 20

N/A: 4

YES: 1

#### **Comments:**

1. "You're the staff, the provider kind & professional explained everything." (Ali)
2. "No, but usually they do get back to you asap." (Layton)
3. "Yes, they were very nice to me." (Finnander)
4. "Great customer service!" (Layton)

#### **Spanish**

NO: 5

N/A: 1

YES: 0

#### **Comments:**

1. "Everything is great." "Todo bien."
2. "Very good." "Muy bien."

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

#### **English**

1. "Nothing." (Layton)
2. "No." (Patel, N.)
3. "N/A." (Layton)
4. "The staff 😊." (Finnander)
5. "Same day appts." (2)
6. "Laura Jorgensen was a fantastic doctor. She will be missed. Dr. Layton seems like she will also be great." (Layton)
7. "How fast I can get attended." (Layton)
8. "After visit summary." (Finnander)
9. "Alexis is very helpful and comforting." (Finnander)
10. "The staff takes the time to explain rules or anything that will be needed." (Layton)
11. "Their service." (Layton)
12. "Great manners and service!" (Patel, N)
13. "The explanation." (Layton)
14. "She is very nice and understanding." (Finnander)
15. "The therapy with Alexis, she's amazing + I love how great she is." (Finnander)

#### **Spanish**

1. "Everything is great." "Todo bien."
2. "No." "No."
3. "Attention." "Atencion." (Layton)
4. "Nothing." "Nada." (Layton)
5. "Good medical attention." "Buena atencion medica." (Layton)
6. "They are very kind, they speak Spanish." "Son muy amables, hablan español." (Ali)
7. "I enjoy the care and kindness from the doctors." "Desfruto del cuidado y amabilidad de los doctores." (Patel, N.)
8. "Very great doctors, great nurses with the exception of one nurse or medical assistant, Mayra. Their help is very very basic." "Doctores muy buenas, enfermeras muy buenas con excepcion de la enfermera o asistente medico Mayra. Su ayuda muy muy básica."
9. "The great treatment." "El buen trato."
10. "Their service without insurance." "El servicio sin seguridad." (Patel, N)

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

#### **English**

1. "No." (5)
2. "N/A." (5)
3. "None." (Layton)
4. "More appointments." (Layton)
5. "It's already perfect 😊." (Finnander)
6. "Bigger rooms." (Ali)
7. "Treat staff better." (Ali)

#### **Spanish**

1. "Everything is great." "Todo esta bien." (Ali)
2. "Yes." "Si."
3. "Providing services on Saturdays in Hanover Park." "Que tuveria servicio tambien el Sabado en Hanover Park." (Patel, N)

8. "Having an actual therapy room and be able to have full time w/ counselor." (Finnander)
9. "Be able to get an order referral right away + have it last at least 90 days. Getting it in the mail doesn't give it much time to be done in 30 days." (Layton)
10. "I would like it to have a TV in the waiting area." (Finnander)
11. "Having more appointments available to recommended scheduling time. Everything is always booked so I have to wait extra weeks to be seen!" (Finnander)
12. "By getting an actual office for therapy rather than just a room." (Finnander)

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

**English**

- YES: 52
- NO: 1

**Spanish**

- YES: 28
- NO: 1

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

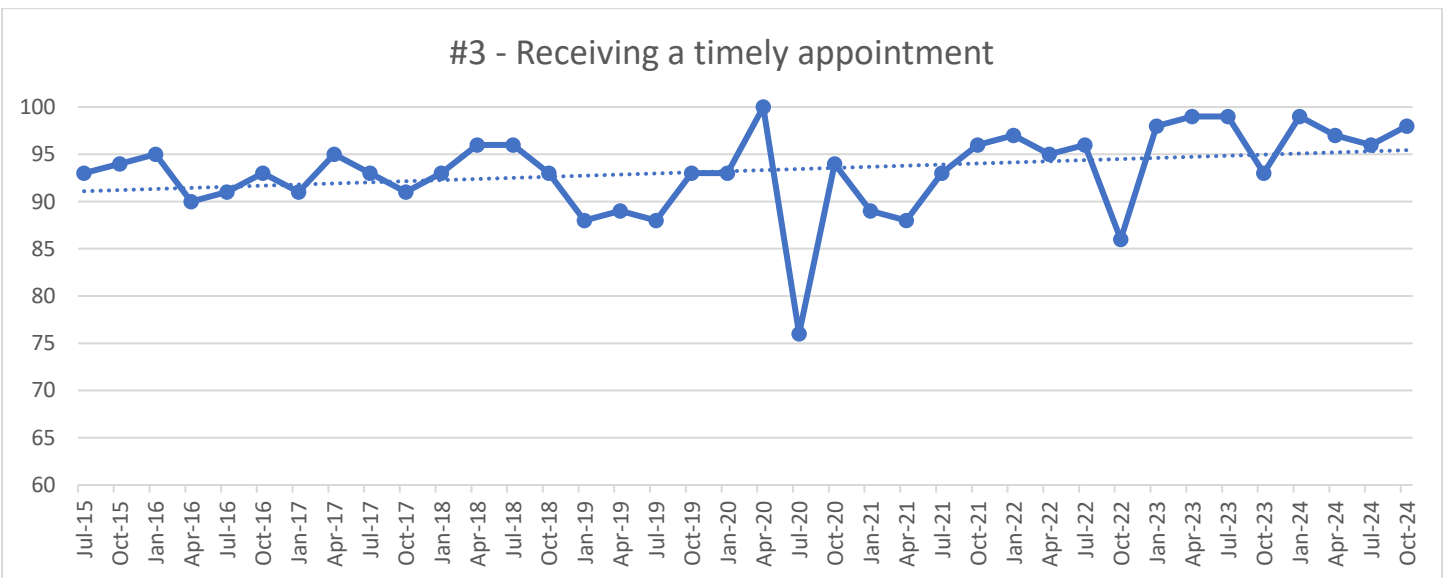
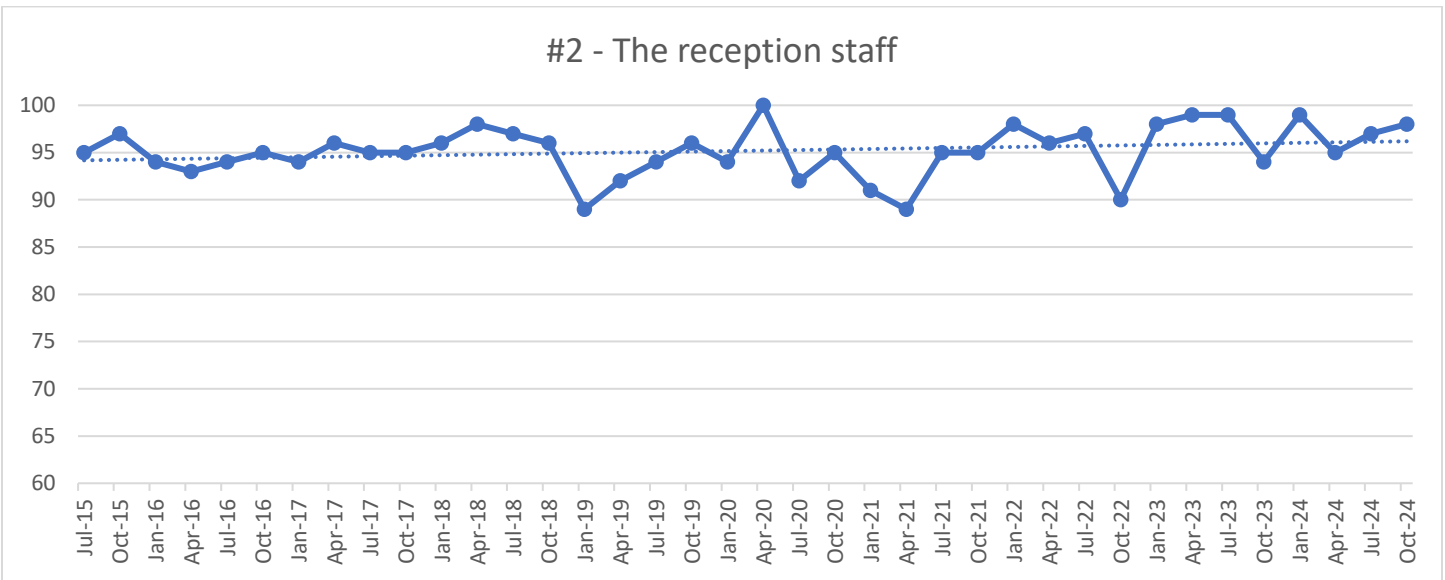
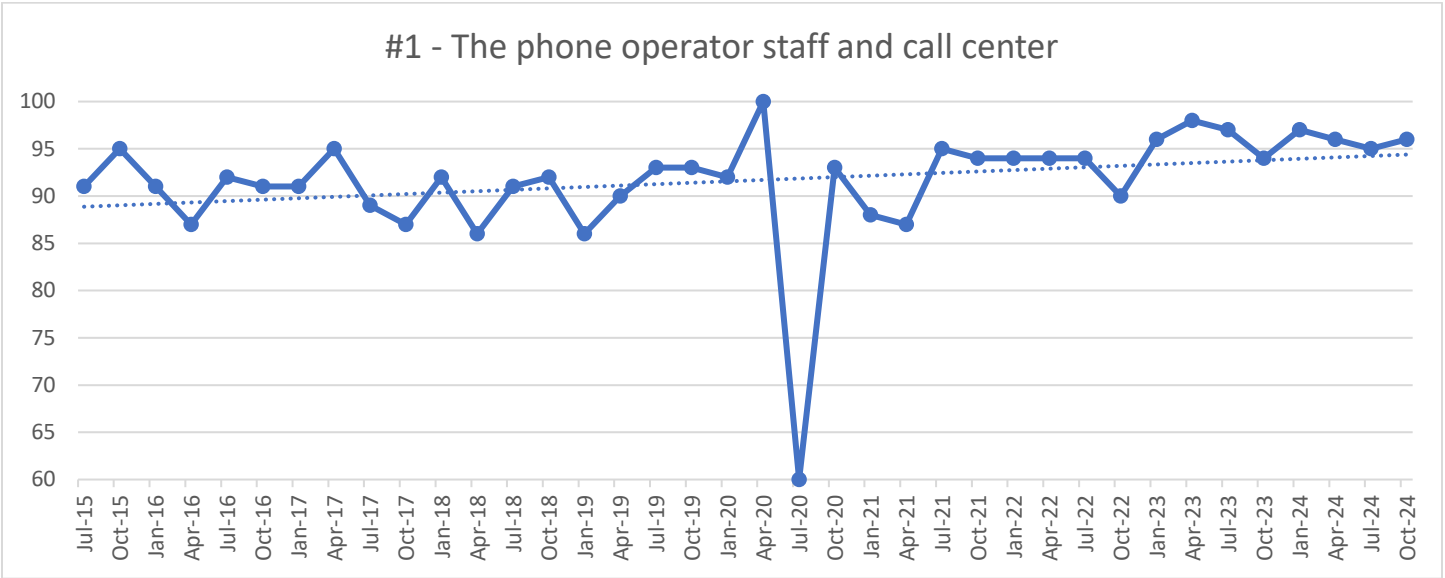
**English:**

- Ali: 9
- Finnander: 12
- Layton: 30
- Patel, N: 23

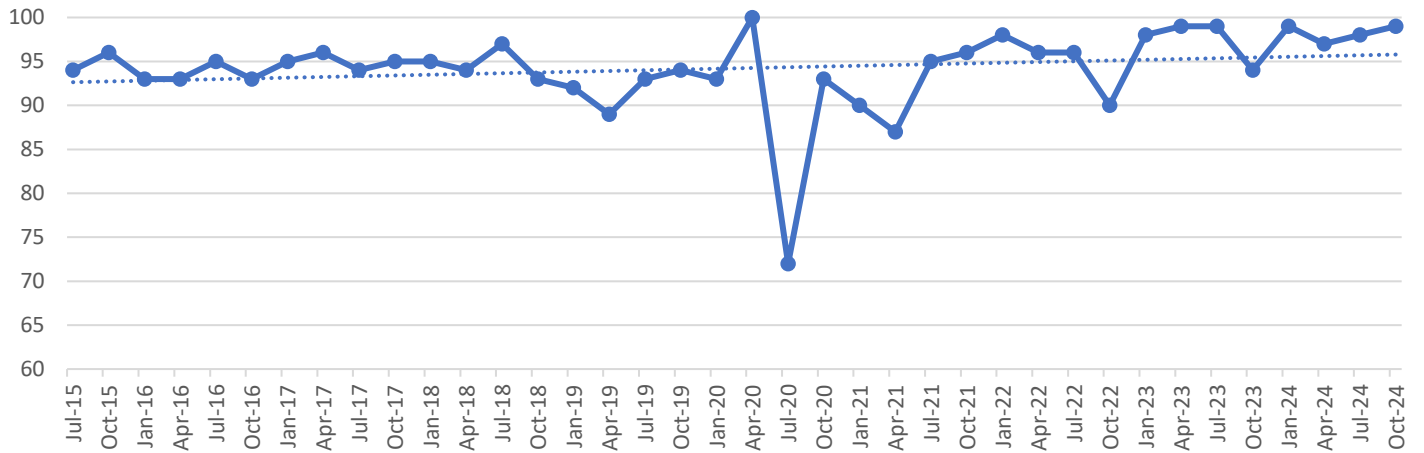
**Spanish**

- Ali: 4
- Finnander: 4
- Layton: 28
- Patel, N: 19

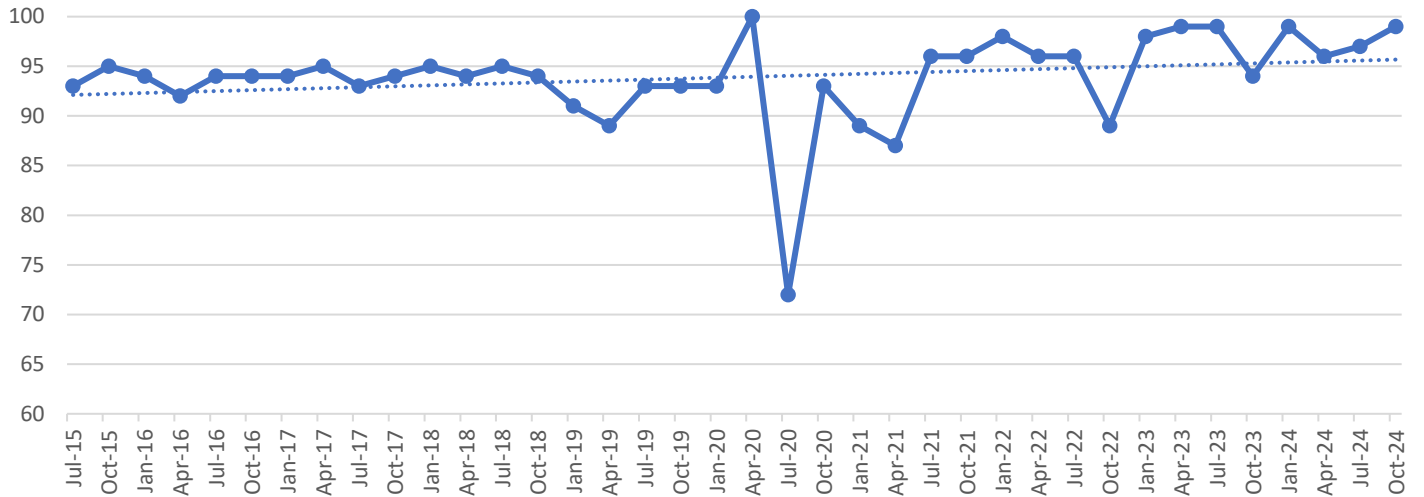
# Individual Question Results with Trendlines



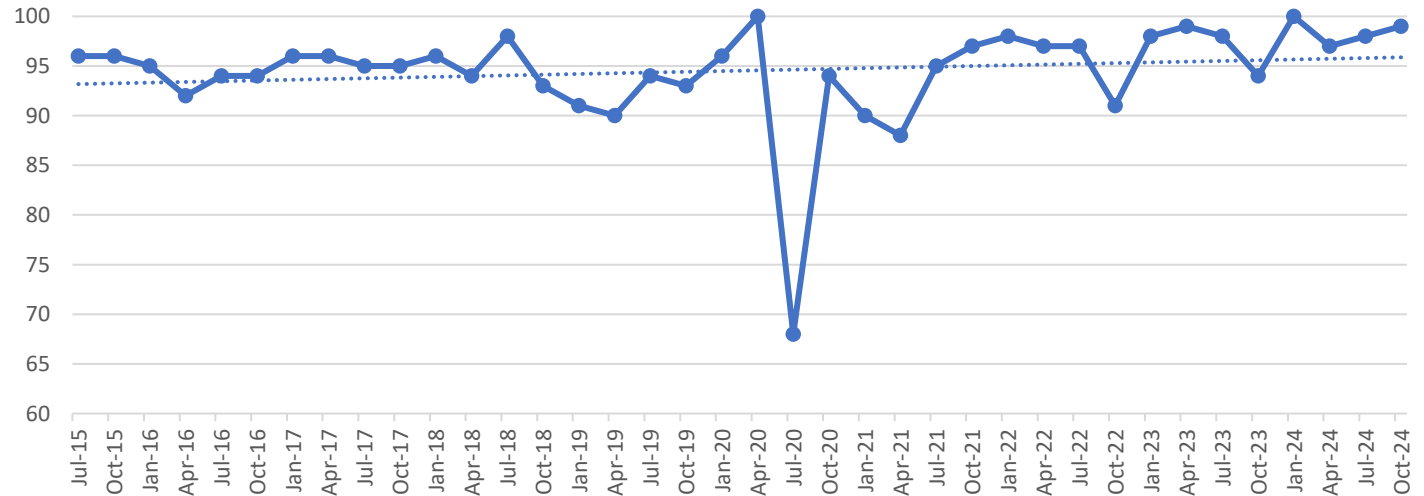
#### #4 - Education and explanation of plan provided in a way that I can understand



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

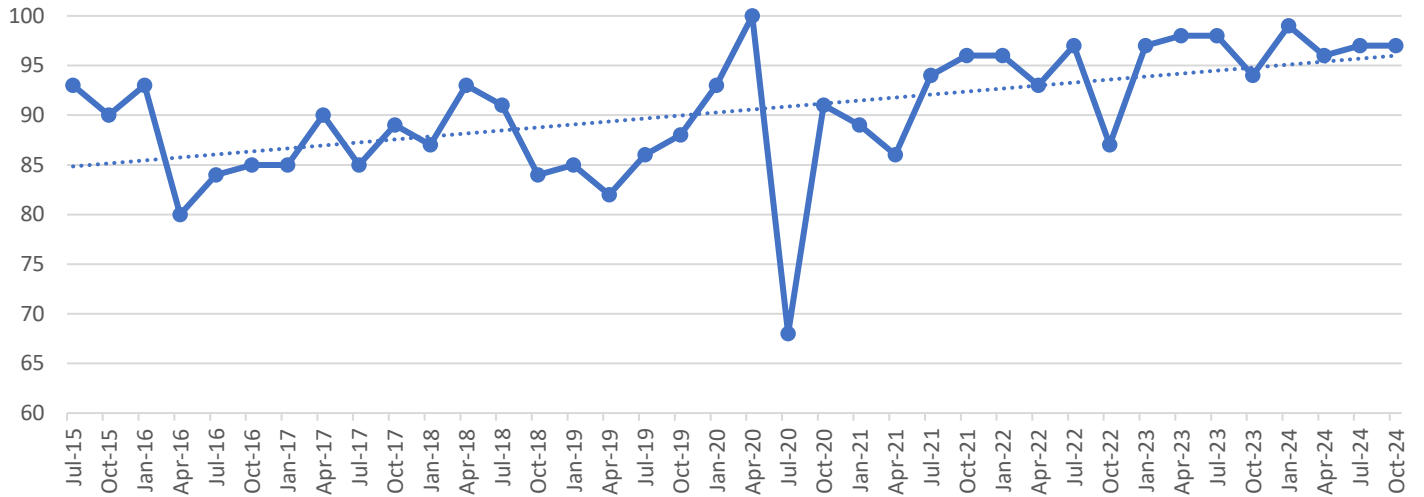


#### #6 - The staff addressing my medical needs today

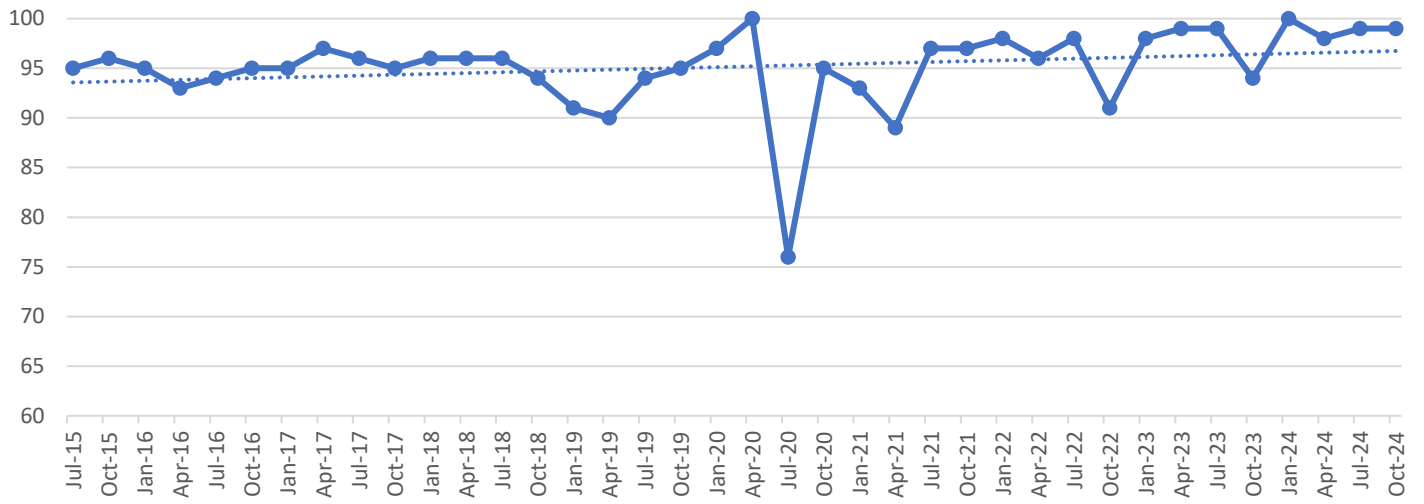




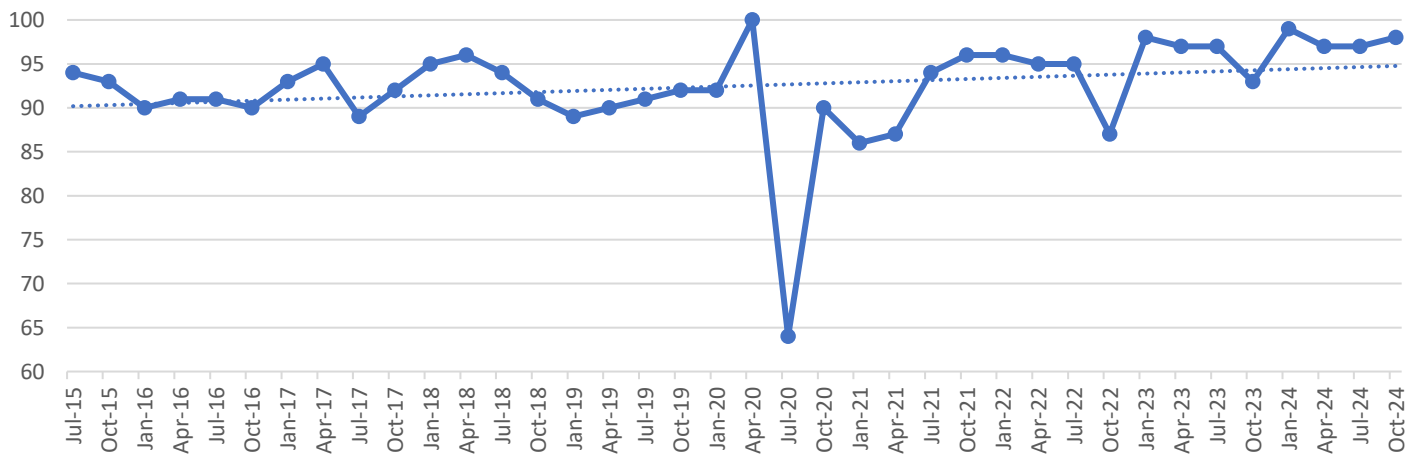
#7 - The time spent waiting



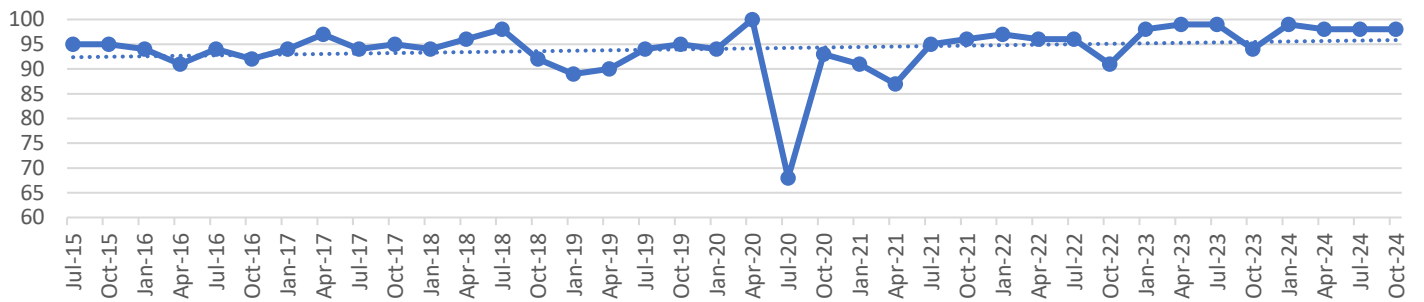
#8 - The respectfulness of staff



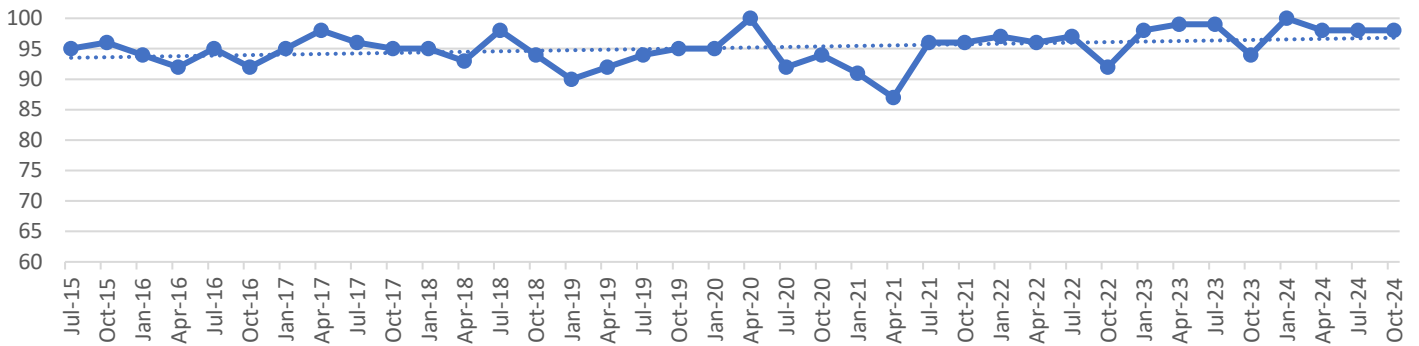
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



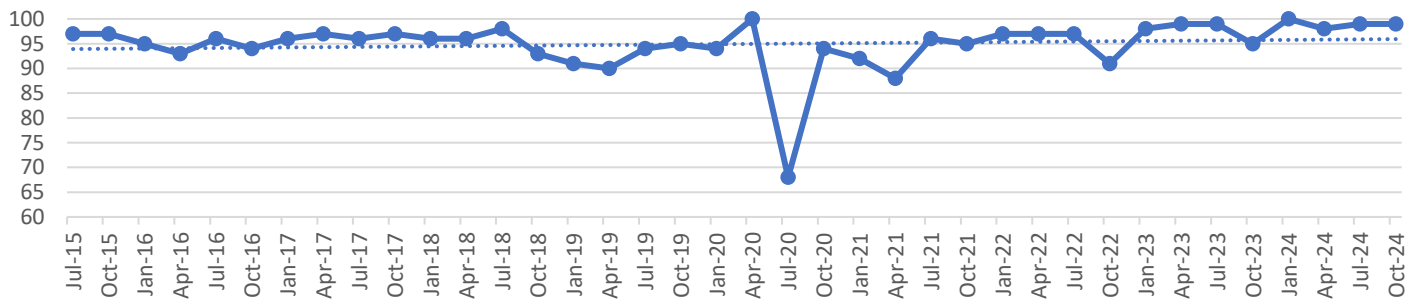
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

