

## Patient Satisfaction Survey 2550 N. Annie Glidden Rd., DeKalb 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 89% to 100%. 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.

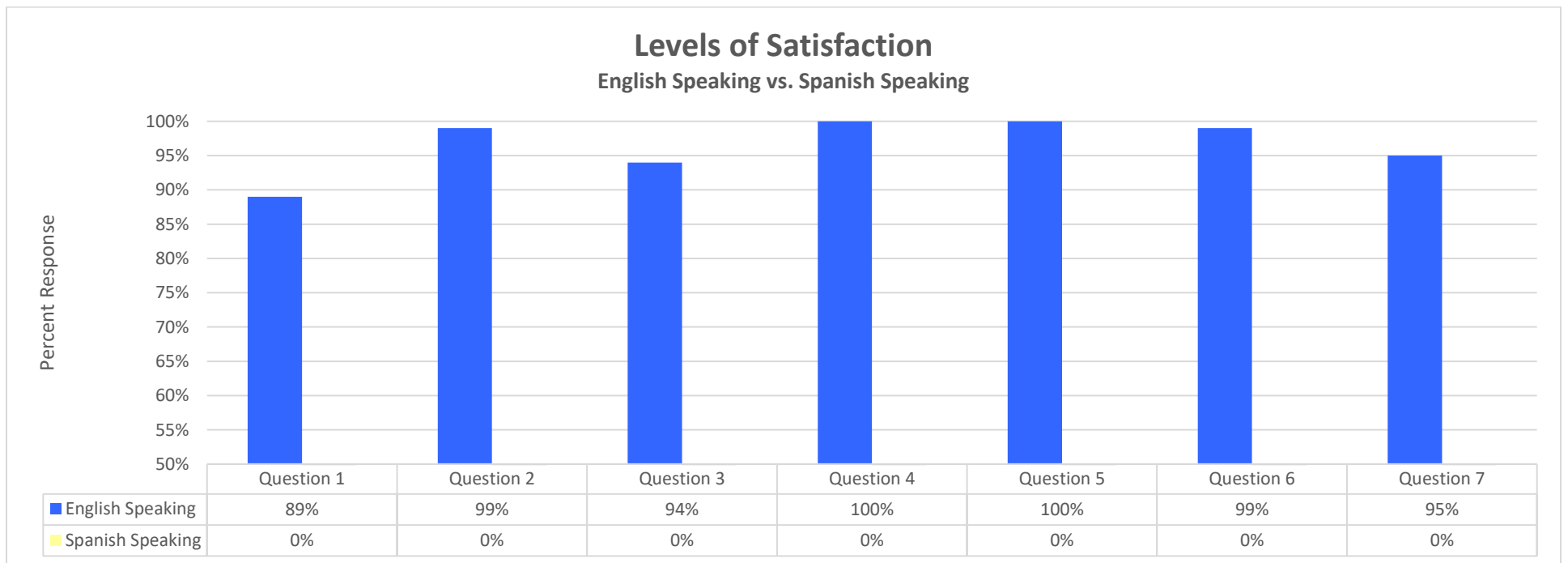
<b>2550 N. Annie Glidden Rd., DeKalb – Survey Questions</b>	<b>Level of Satisfaction October 2024</b>	<b>Level of Satisfaction July 2024</b>	<b>Level of Satisfaction April 2024</b>	<b>Level of Satisfaction January 2024</b>
1. The phone operator staff and call center	89%	89%	89%	88%
2. The reception staff	99%	93%	91%	100%
3. Receiving a timely appointment	94%	91%	89%	97%
4. Education and explanation of plan provided in a way that I can understand	100%	90%	91%	99%
5. The follow up and coordination of my care	100%	90%	91%	99%
6. The staff addressing my medical needs today	99%	92%	90%	100%
7. The time spent waiting	95%	91%	89%	99%
8. The respectfulness of staff	100%	93%	87%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	90%	88%	99%
10. The handling of my personal medical information in a private and confidential	100%	94%	94%	99%
11. Your medical assistant	99%	93%	87%	99%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	93%	93%	99%
13. Overall, how satisfied are you with the Health Center?	99%	94%	87%	99%

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%

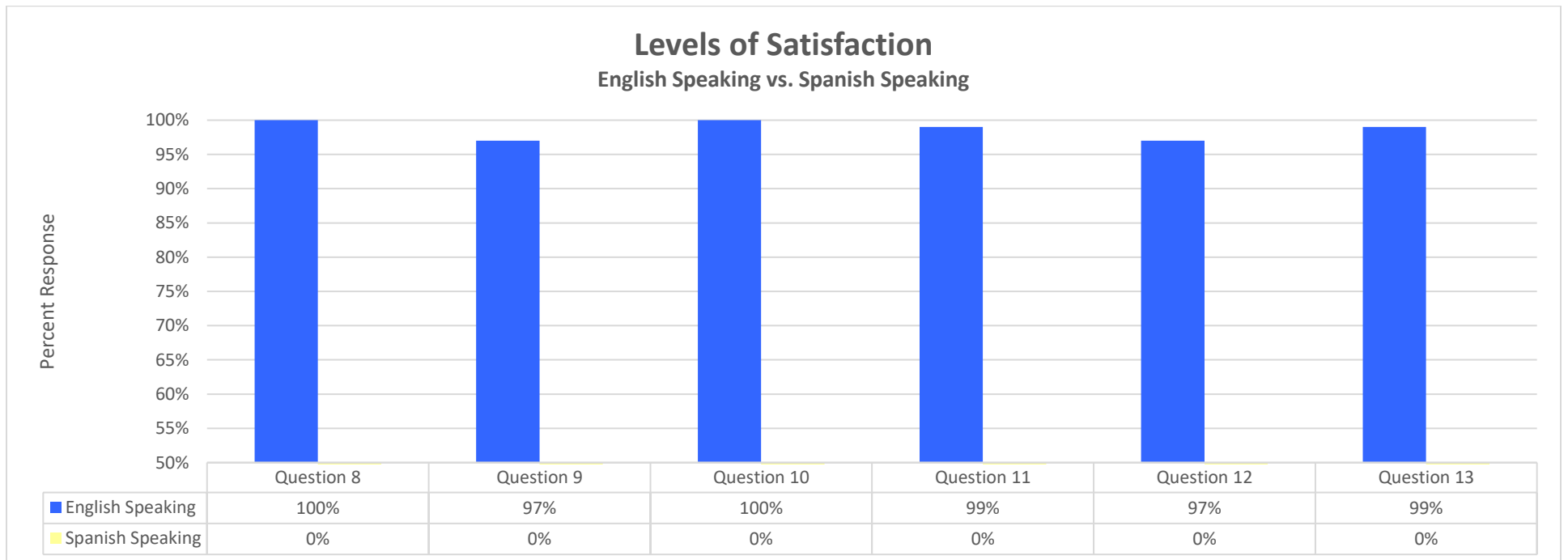
\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	9 69%	0	1 8%	0	3 23%	0	0	0	0	0
2. The reception staff	12 92%	0	1 8%	0	0	0	0	0	0	0
3. Receiving a timely appointment	10 77%	0	2 15%	0	1 8%	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	13 100%	0	0	0	0	0	0	0	0	0
5. The follow-up and coordination of my care	13 100%	0	0	0	0	0	0	0	0	0
6. The staff addressing my medical needs today	12 92%	0	1 8%	0	0	0	0	0	0	0
7. The time spent waiting	11 85%	0	1 8%	0	1 8%	0	0	0	0	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	13 100%	0	0	0	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	11 85%	0	2 15%	0	0	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	13 100%	0	0	0	0	0	0	0	0	0
11. Your medical assistant	12 92%	0	1 8%	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	11 85%	0	2 15%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	12 92%	0	1 8%	0	0	0	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: 3

N/A: 1

YES: 0

Comments:

##### **Spanish**

NO: 0

N/A: 0

YES: 0

Comments:

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

##### **English**

1. "The staff is so respectful and very professional." (Williams)
2. "I got in and out quickly." (Williams)

##### **Spanish**

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

##### **English**

1. "N/A." (Williams)
2. "N/A, they are great." (Williams)
3. "More appointment openings."
4. "Nothing."

##### **Spanish**

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

##### **English**

- YES: 7
- NO: 0

##### **Spanish**

- YES: 0
- NO: 0

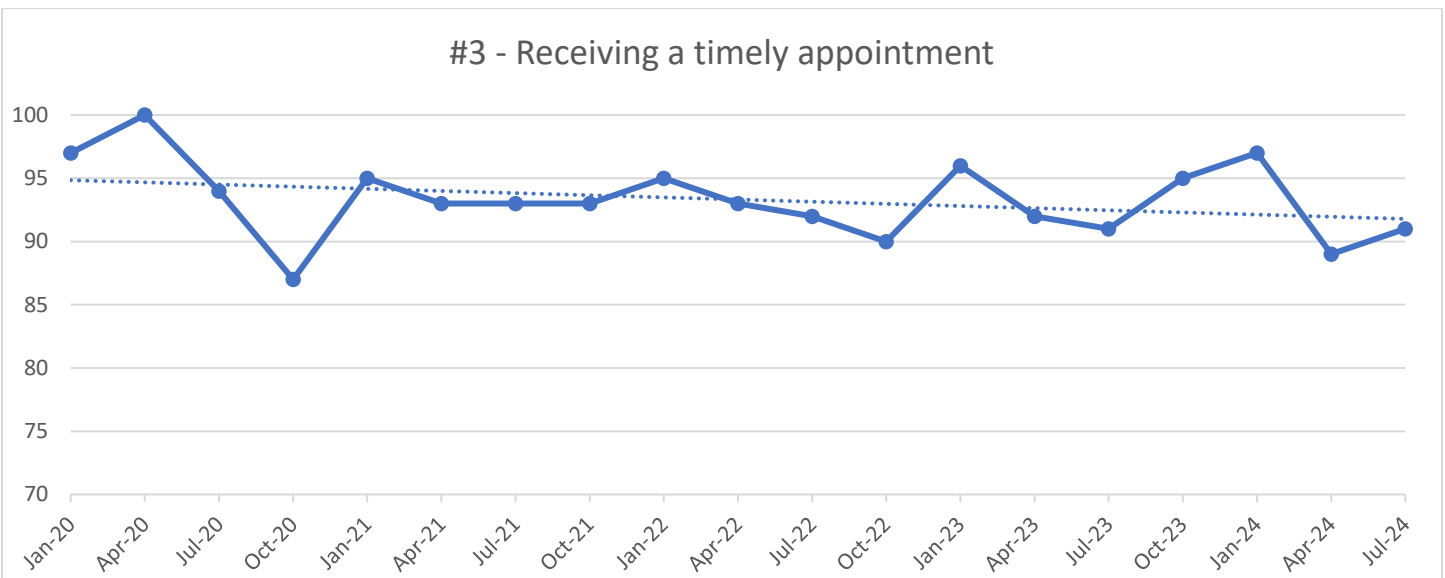
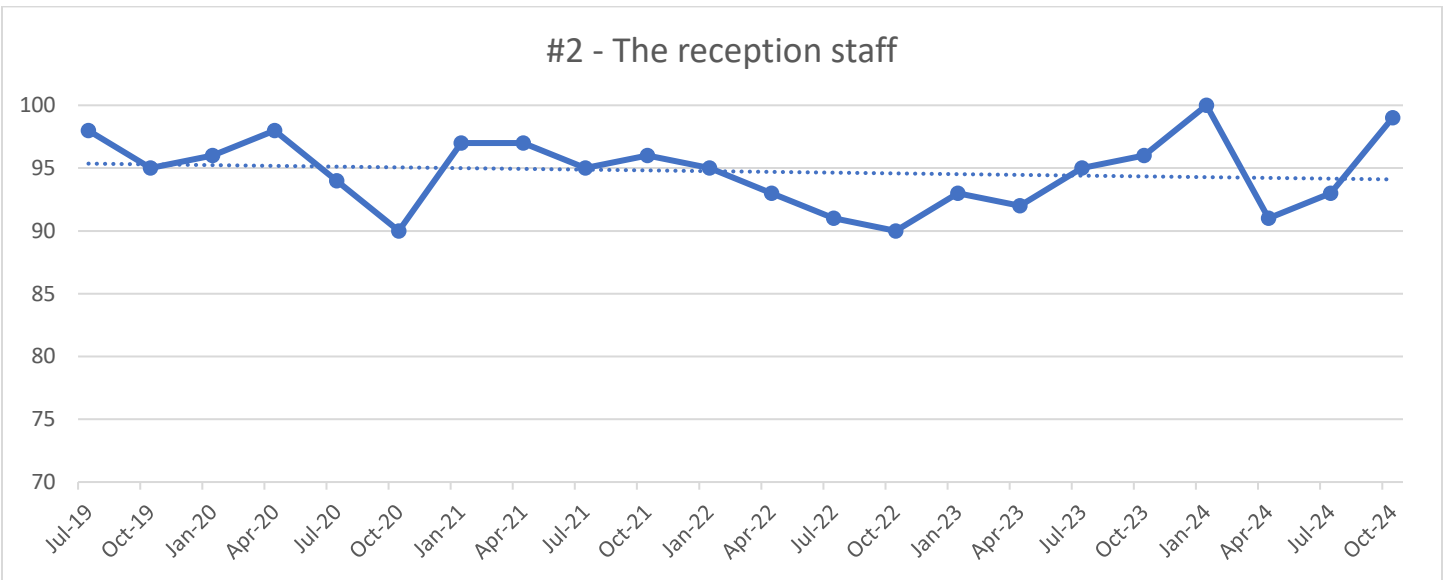
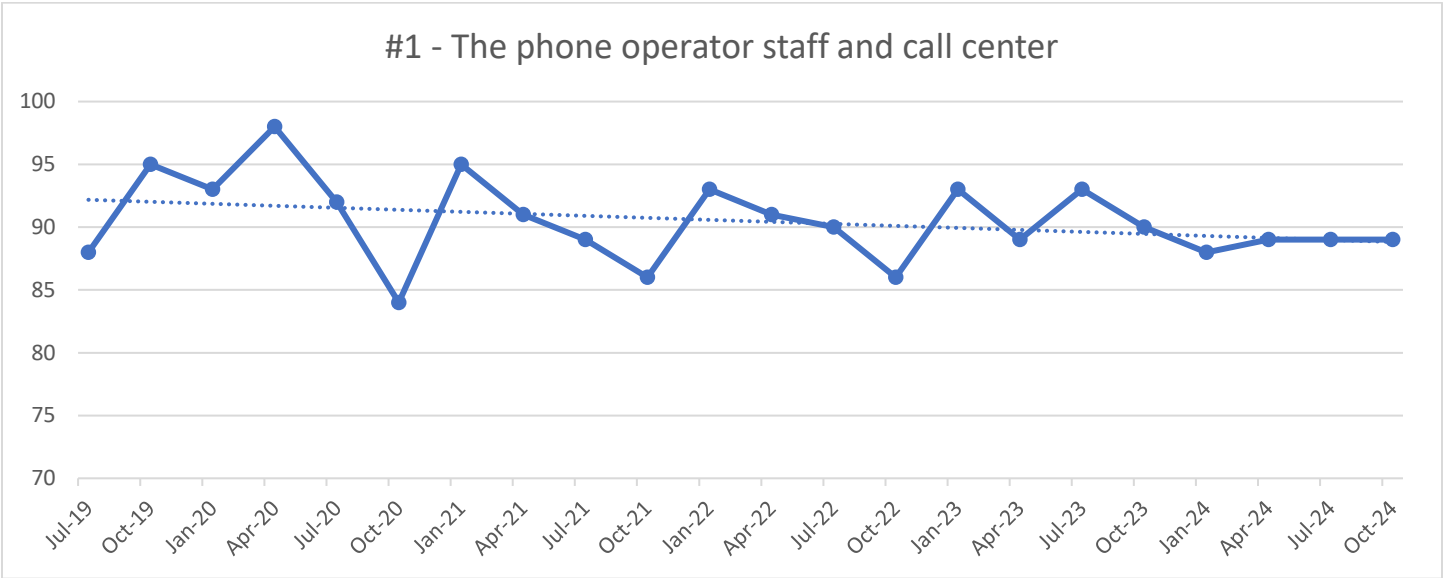
#### **Question 18: Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):**

##### **English**

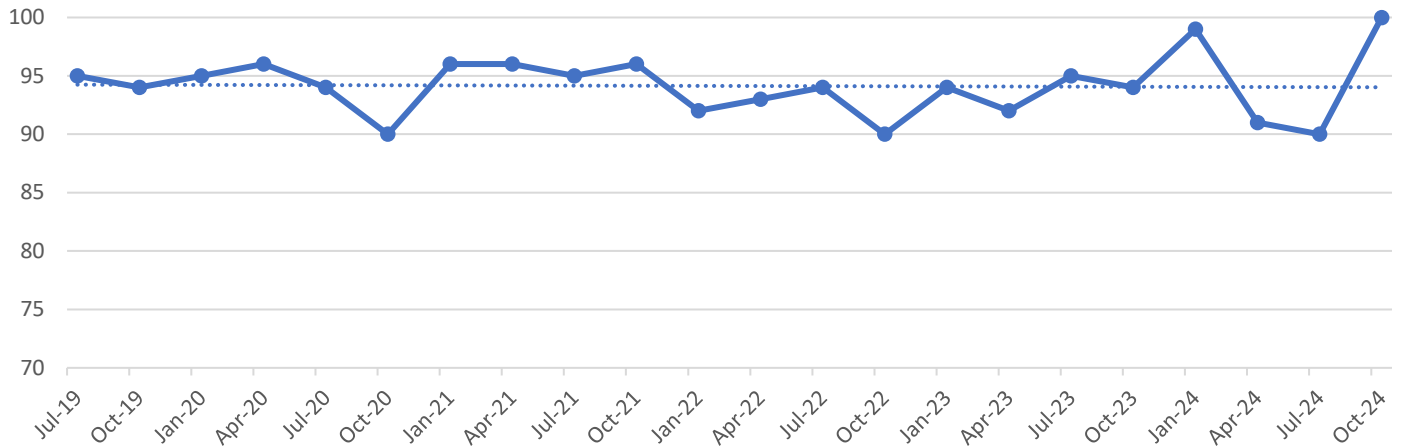
- Williams: 4

##### **Spanish**

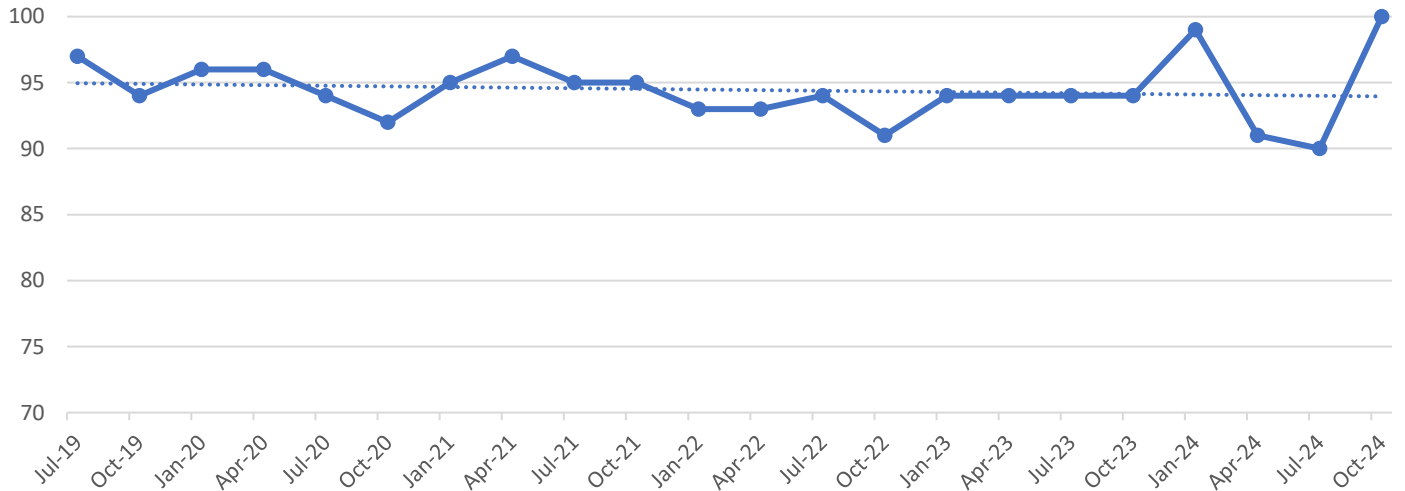
# Individual Question Results with Trendlines



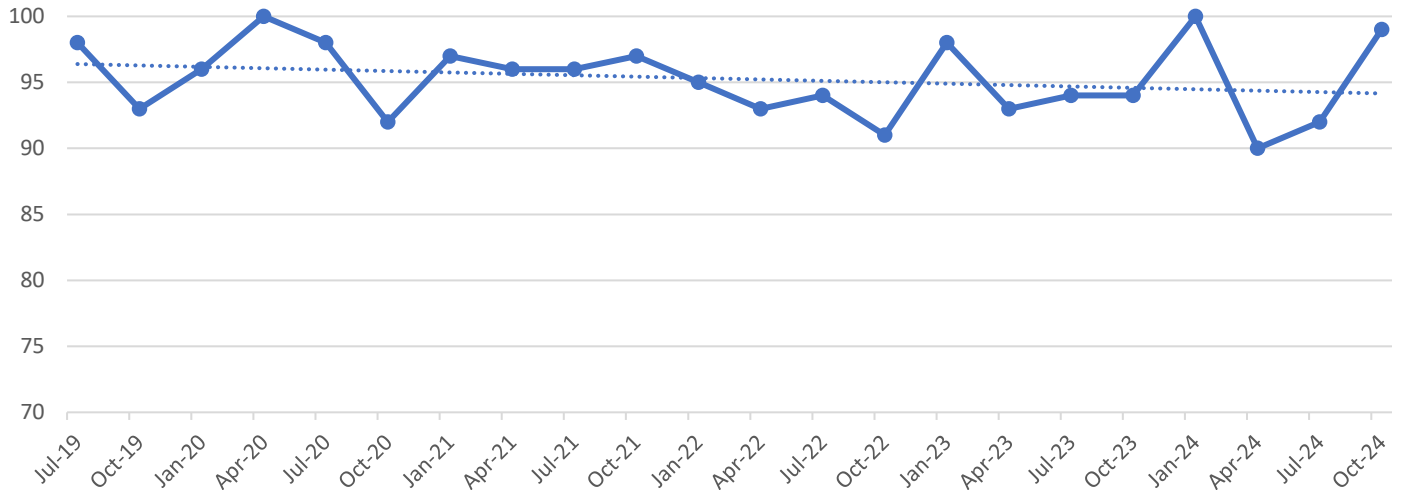
### #4 - Education and explanation of plan provided in a way that I can understand



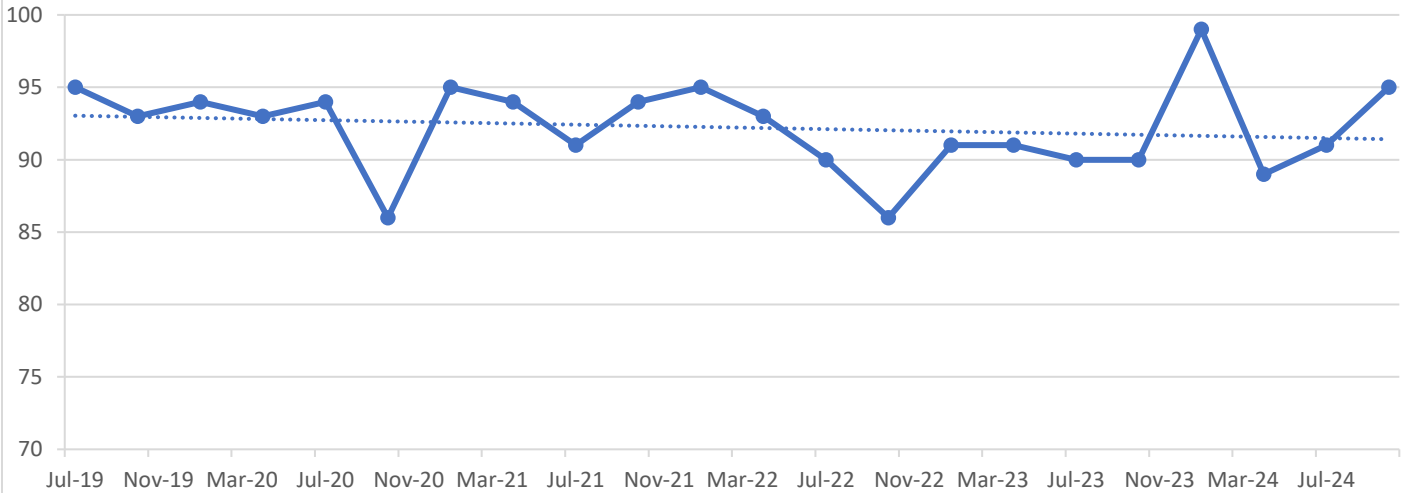
### #5 - The follow-up and coordination of my care



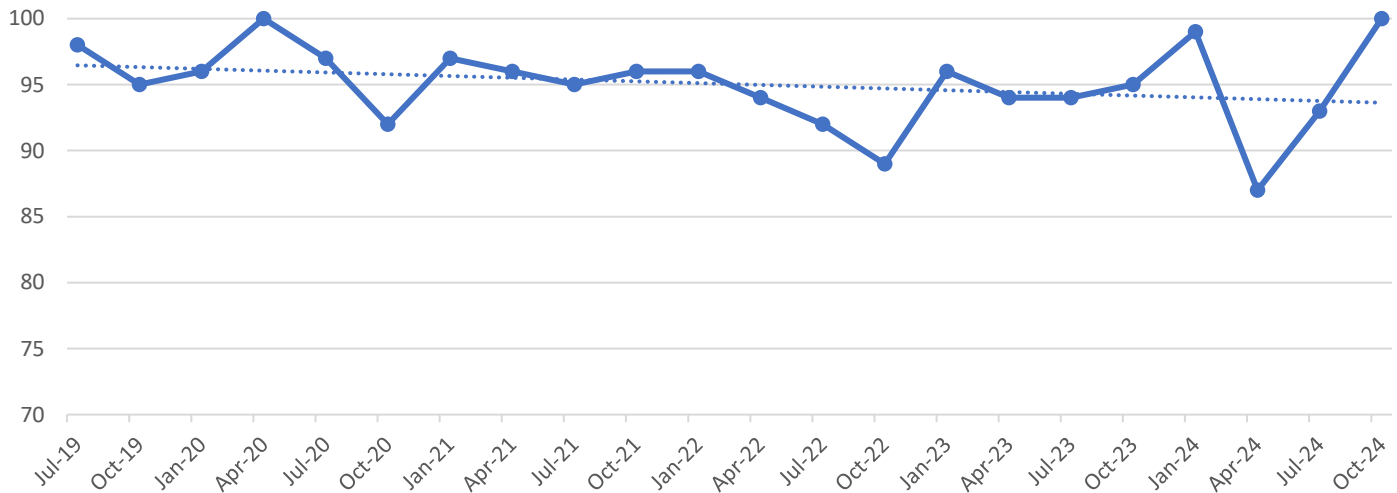
### #6 - The staff addressing my medical needs today



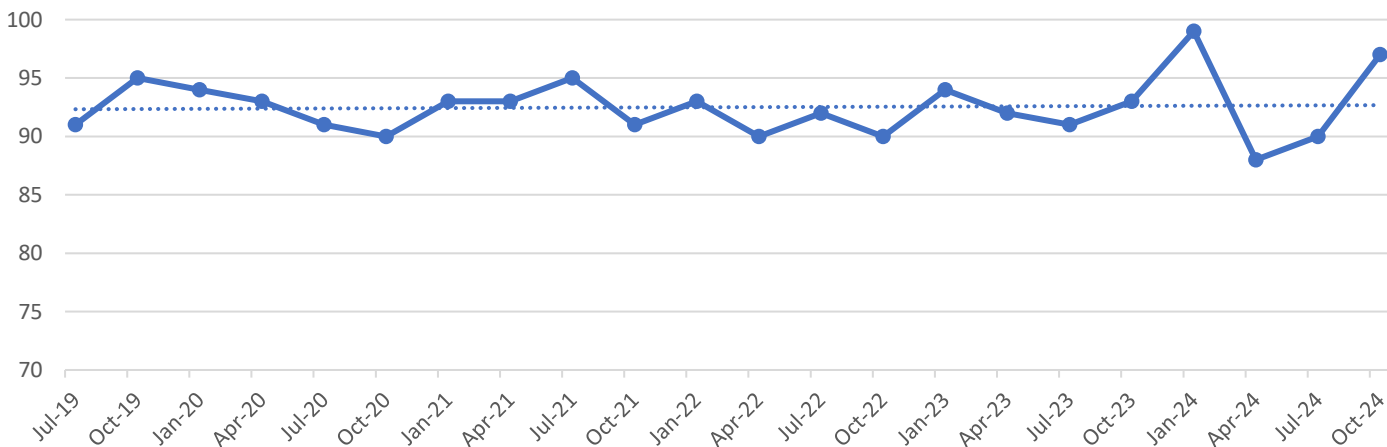
#7 - The time spent waiting



#8 - The respectfulness of staff

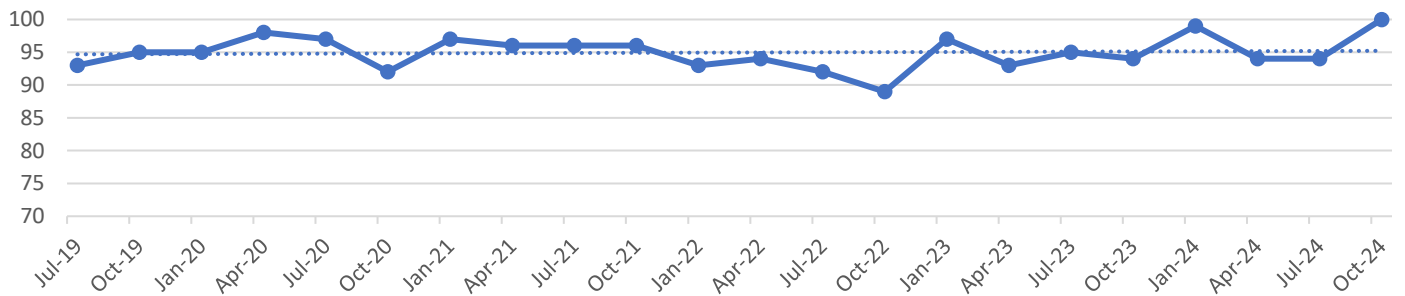


#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner

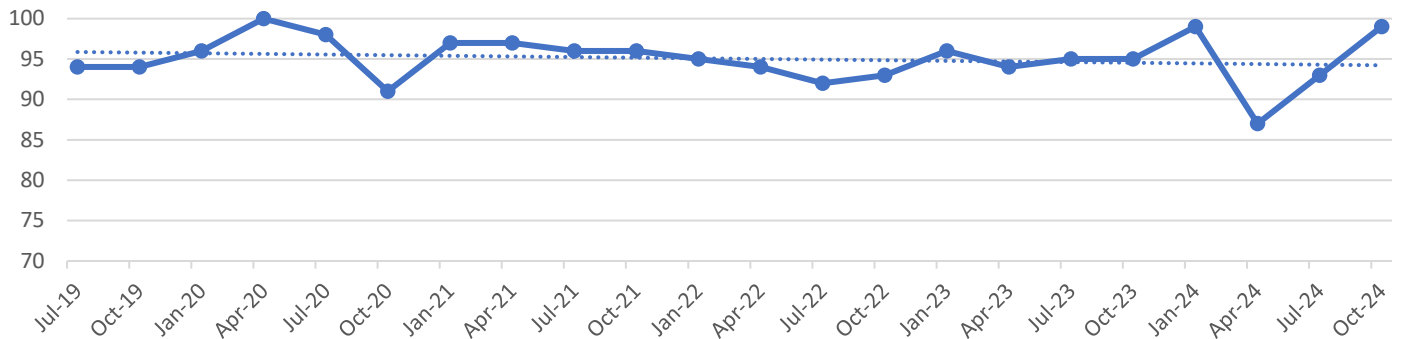




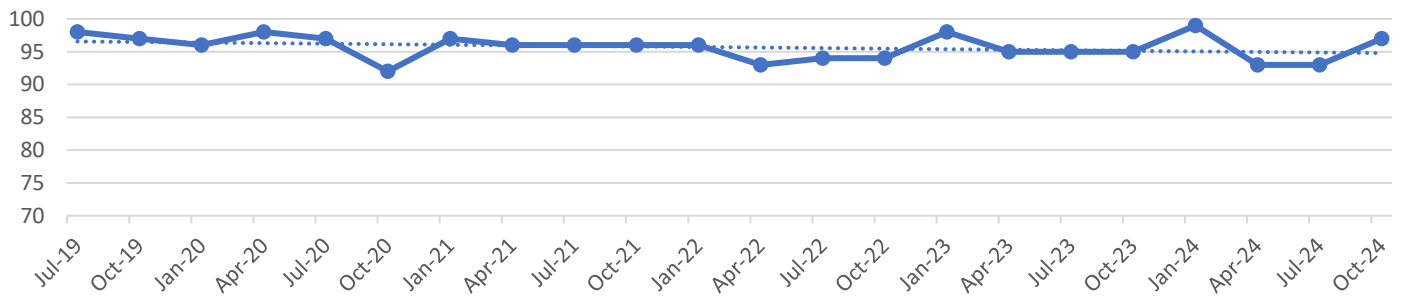
### #10 - The handling of my personal medical information in a private and confidential manner



### #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?

