

Patient Satisfaction Survey 300 McHenry Rd., Wheeling 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 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.

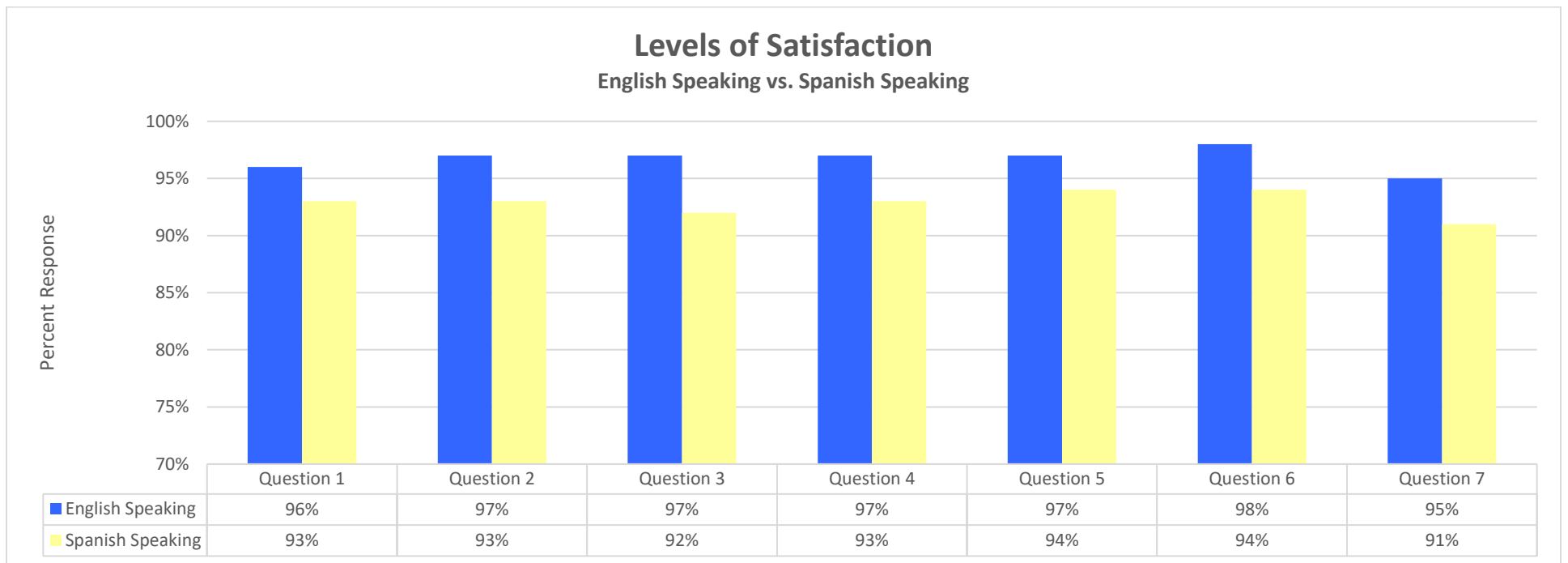
300 McHenry Rd., Wheeling – Survey Questions	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	94%	93%	92%	94%
2. The reception staff	94%	93%	93%	94%
3. Receiving a timely appointment	93%	92%	91%	93%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	92%	94%
5. The follow up and coordination of my care	95%	94%	92%	94%
6. The staff addressing my medical needs today	95%	94%	94%	95%
7. The time spent waiting	92%	90%	89%	91%
8. The respectfulness of staff	95%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	94%	93%	91%	93%
10. The handling of my personal medical information in a private and confidential	94%	94%	93%	94%
11. Your medical assistant	95%	94%	93%	95%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	96%	94%	94%	95%
13. Overall, how satisfied are you with the Health Center?	94%	94%	93%	94%

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%

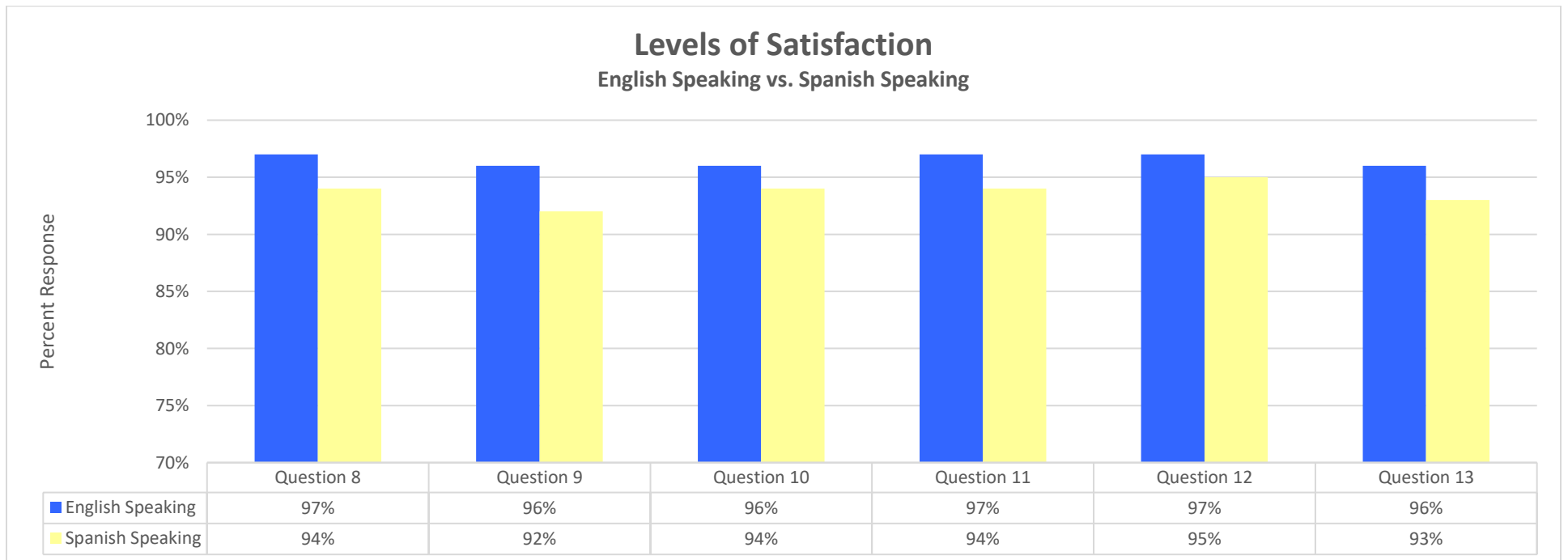
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	105 87%	191 77%	12 10%	41 17%	1 1%	6 2%	0	2 1%	3 3%	8 3%
2. The reception staff	105 88%	191 77%	13 11%	41 17%	0	4 2%	0	3 1%	1 1%	8 3%
3. Receiving a timely appointment	107 88%	179 74%	10 8%	43 18%	3 3%	8 3%	0	4 2%	1 1%	7 3%
4. Education and explanation of plan provided in a way that I can understand	108 89%	186 75%	11 9%	51 21%	1 1%	3 1%	0	0	1 1%	7 3%
5. The follow-up and coordination of my care	108 89%	194 79%	11 9%	43 18%	1 1%	1 1%	0	0	1 1%	7 3%
6. The staff addressing my medical needs today	107 90%	195 78%	11 9%	44 18%	0	2 1%	0	1 1%	1 1%	7 3%
7. The time spent waiting	104 86%	178 72%	9 7%	49 20%	6 5%	10 4%	1 1%	2 1%	1 1%	10 4%



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	107 89%	193 79%	10 8%	42 17%	2 2%	3 1%	0	1 1%	1 1%	7 3%
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	99 86%	172 72%	11 10%	54 23%	4 4%	6 3%	0	0	1 1%	6 3%
10. The handling of personal medical info in a private and confidential manner	102 85%	190 78%	14 12%	44 18%	3 3%	2 1%	0	1 1%	1 1%	7 3%
11. Your medical assistant	105 87%	199 81%	13 11%	37 15%	2 2%	1 1%	0	0	1 1%	8 3%
12. Your health provider (MD/DO, NP, Midwife, or PA)	109 90%	202 83%	10 8%	32 13%	1 1%	3 1%	0	0	1 1%	7 3%
13. Overall, how satisfied are you with the Health Center?	104 86%	182 78%	14 12%	38 16%	2 2%	5 2%	0	1 1%	1 1%	8 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: 13

N/A: 8

YES: 3

Comments:

1. "No, just hoping everything will be alright." (Lyman)
2. "Good."
3. "Nobody called me back." (Patel, B.)
4. "I might've been disappointed at the phone agent regarding short and snarky response when scheduling apt." (Lyman)

Spanish

NO: 36

N/A: 1

YES: 6

Comments:

1. "The nurse that took care of me was great and don't let me start with the doctor. I hope both get a raise on two." (Lyman) (English response on a Spanish survey)
2. "Nothing." "Ninguno." (Patel)
3. "Great." "Bien." (2)
4. "Very great." "Muy buena." (Patel)
5. "Satisfied." "Satisfecho."
6. "Very satisfied." "Muy satisfecho." (2)
7. "Excellent service." "Excelente servicio." (Patel)
8. "I have not left any for now." "No he dejado por ahora." (Patel)
9. "Responded to my message in an adequate timeframe." "Respondieron mi mensaje en un tiempo adecuado." (Ninkovska)
10. "Very friendly, great personnel." "Muy amistosas, buen personal."
11. "Great the reasons have always been answered." "Bien siempre a sido contestada las razones." (Shirazi)
12. "Very great." "Muy bien." (Ninkovska)

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

English

1. "N/A."
2. "Great."
3. "Staff." (Vega)
4. "Good 😊." (Lyman)
5. "Everyone." (Vega)
6. "Scheduling." (Lyman)
7. "Yes."
8. "Great providers." (Patel)
9. "Providers are great." (Patel, B.)
10. "Kindness, sense of urgency." (Patel)
11. "My doctor."
12. "Providing care." (Patel)
13. "Staff is always friendly." (Finnander)
14. "My therapy." (Finnader)
15. "Staff + dr's." (Lyman)
16. "Was in and out in a timely manner." (Lyman)

Spanish

1. "N/A."
2. "Everything." "Todo."
3. "Great." "Bien."
4. "With everything." "En todo."
5. "Health." "Salud." (3)
6. "The communication." "La comunicación." (Lyman)
7. "Attention." "Atención." (Ninkovska)
8. "Nothing." "Ninguno." (Patel)
9. "Nothing." "Nada." (Ninkovska)
10. "Close to where I live." "Cerca de donde vivo." (Patel)
11. "My diabetes." "Mi diabetes."
12. "They worry about the well-being of the patients." "Se preocupan del bienestar de uno como paciente." (Lyman)

17. "They were most helpful with my pregnancy appointment." (Vega)
18. "Great staff and services." (Ninkovska)
19. "Ease of understanding care and plans." (Finnander)
20. "I got my questions answered." (Lyman)
21. "Variety of services-medical, psych, etc." (Lyman)
22. "Making sure my health is at its best." (Lyman)
23. "Just the doctor, nothing else." (Patel, B)
13. "With my health." "Con mi salud." (Ninkovska)
14. "With my health." "A mi salud." (Ninkovska)
15. "They have a great attention." "Tienen muy buen atendimento." (Patel)
16. "They tend to very well." "Atienden muy bien." (Vega)
17. "The appointments for my pregnancy." "Mis citas con mi embarazo." (Vega)
18. "Everything in general." "Todo en general." (Vega)
19. "The medical advice." "Los consejos medicos." (Vega)
20. "Continue with the state of my health." "Seguir el estado de mi salud." (Patel)
21. "With my medical insurance." "Con mi aseguranza medica." (Patel)
22. "They accept my insurance." "Aceptan mi aseguranza." (Ninkovska)
23. "The follow-up for my problems." "El seguimiento de mis problemas." (Ninkovska)
24. "With the exams and medications." "En los exámenes y medicamentos." (Ninkovska)
25. "Their attention, quick appointments and on time." "Su atencion, citas rapidas y a tiempo." (Patel, B)
26. "Kindness from the personnel." "Amabilidad del personal." (Patel)
27. "The medical attention and the Spanish translators." "La atencion medica y las interpretes de español." (Patel)
28. "First and foremost, my health and the economic support that they give to the immigrant Latinos." "Primero que nada mi salud y la economica el apoyo que nos dan a los migrantes Latinos." (Patel)
29. "Super great service for my health." "Super buen servicio para mi salud." (Lyman)
30. "Having constant appointments." "Estar en tu citas constantes." (Lyman)
31. "Everything is great, great service." "Todo es muy bueno, buen servicio." (Lyman)
32. "That they address us very well and quick." "Que nos atienden muy bien y rápido." (Ninkovska)
33. "I think that everything is great." "Creo que todo esta bien." (Ninkovska)
34. "The provider is very professional I like how she tends to me." "La proveedora es muy profesional me gusta como me atiende." (Ninkovska)

35. "They help me with many things." "Me ayuda en muchas cosas."
36. "The provider is very professional." "La proveedora es muy profesional." (Ninkovska)
37. "For me, everything is great." "Para mi todo esta muy bien."
38. "Quick appointments." "Citas rápido." (Lyman)
39. "With any of my worries." "En todas mis preocupaciones." (Ninkovska)
40. "It is close to my home and the personnel is very kind." "Esta cerca de mi casa y el personal muy amable."
41. "The service is excellent, above all the doc is very kind and empathetic." "El servicio es exelente, sobre todo los doc son muy amable y empáticos." (Patel)
42. "Checking to make sure my family is well." "A checar que este bien mi familia."

Question 16: How can we improve Greater Family Health?

English

1. "Nothing." (2)
2. "N/A." (2)
3. "Everything is great!"
4. "Yes."
5. "Appt. + phone." (Patel)
6. "Great service."
7. "Not too long follow-up." (Lyman)
8. "Online portal for results notes + communication." (Finnander)
9. "The wait time was a bit too long." (Lyman)
10. "To remove the 15-minutes timing before the appointment." (Patel, B.)
11. "Please improve patient portal so it is easier for staff & patients to ask questions/contact it is very hard to contact dr in regards to mental health. Please improve patient portal portal should have option for sending medical questions to doctors or nurse practitioner!!" (Weaver)

Spanish

1. "N/A."
2. "No." (Ninkovska)
3. "I do not know." "No se." (Patel)
4. "Nothing." "Nada."
5. "It is excellent." "Es exelente." (Patel, B.)
6. "Great." "Bien." (Patel)
7. "Everything is great." "Todo esta bien." (4)
8. "Its is great." "Esta todo bien." (Patel, B.)
9. "Everything is good." "Todo muy bueno." (2)
10. "For now, everything has been great." "Asta ahora todo esta bien." (Patel)
11. "Everything is great." "Todo bien."
12. "For me it is great." "Para mi esta muy bien." (Lyman)
13. "It is not necessary." "No es necesario." (Patel, C.)
14. "For me the service is excellent." "Para mi es exelente el servicio." (Ninkovska)
15. "Much better." "Mucho mas mejor."
16. "Continue doing the same." "Sigam asiendo lo mismo."
17. "The only way to get better will be if you guys covid flu keep it up." (Lyman) (English response on a Spanish survey)
18. "The wait for an appointment should be shortened." "Que no sean muy largas la espera de las citas." (Ninkovska)
19. "Time spent waiting should be shortened." "Que sea un poco menos de espera." (Patel)

20. "Implementing more bilingual personnel in general." "Implementar con mas personal general bilingüe." (Vega)
21. "The service from the person at reception to "help" with the medical card is rude and a tyrant. I did not have a bad experience just once, I have always had this experience during all the years I have needed her, thanks!" "El servicio de la persona que esta en recepcion para "ayudar" con la tarjeta medica es grosera y muy despota. No tuve la mala experiencia una vez, la eh tenido siempre durante anos que la eh necesitado, gracias!" (Vega)
22. "Everything is great the time spent waiting is not too much and the provider si very good." "Todo bien el tiempo de espera no es mucho y el proveedor muy bien." (Patel, B.)

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

English

- YES: 37
- NO: 1

Spanish

- YES: 80
- NO: 0

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

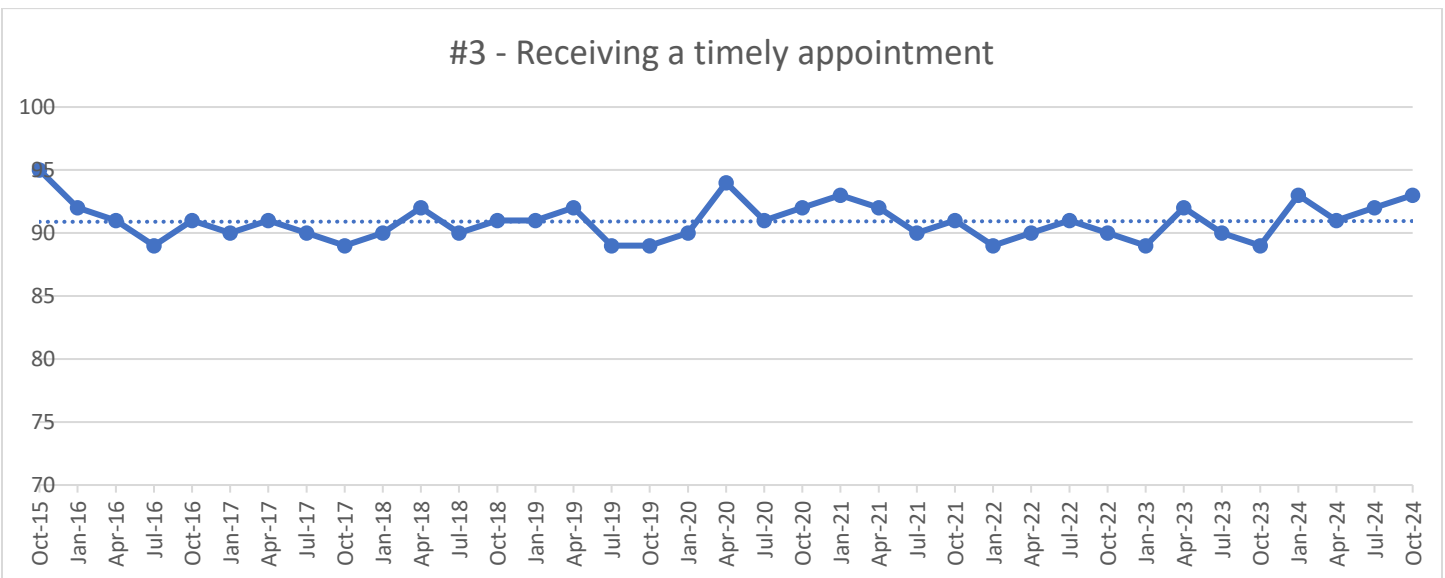
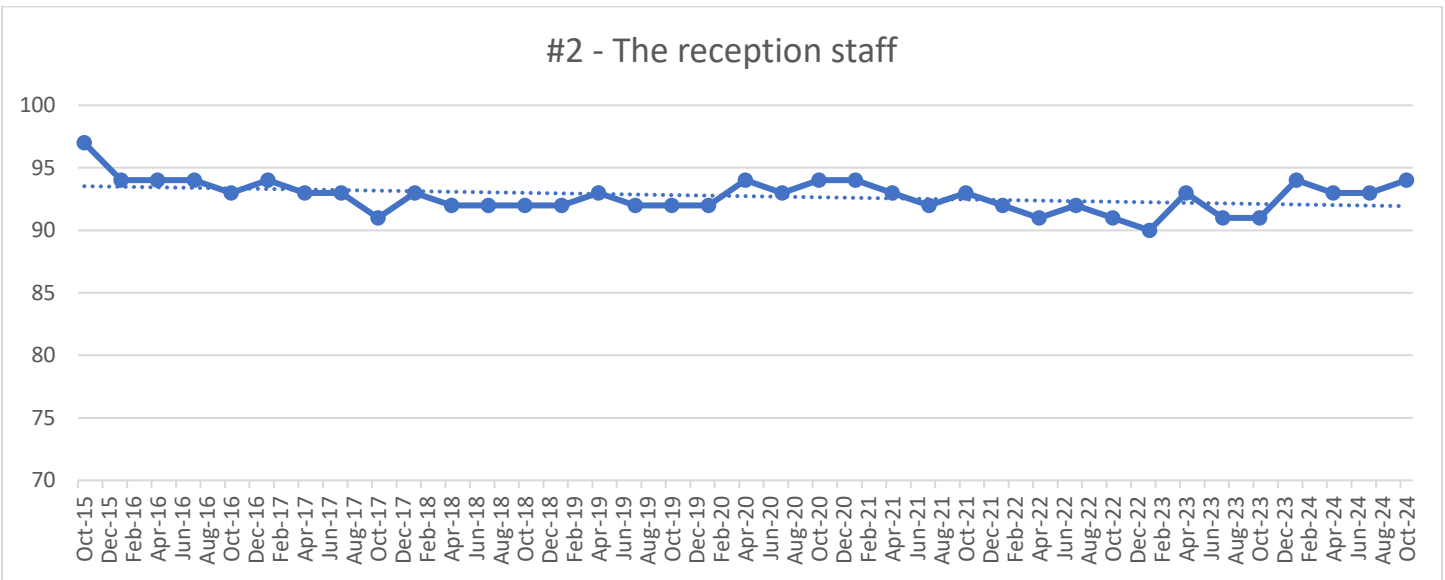
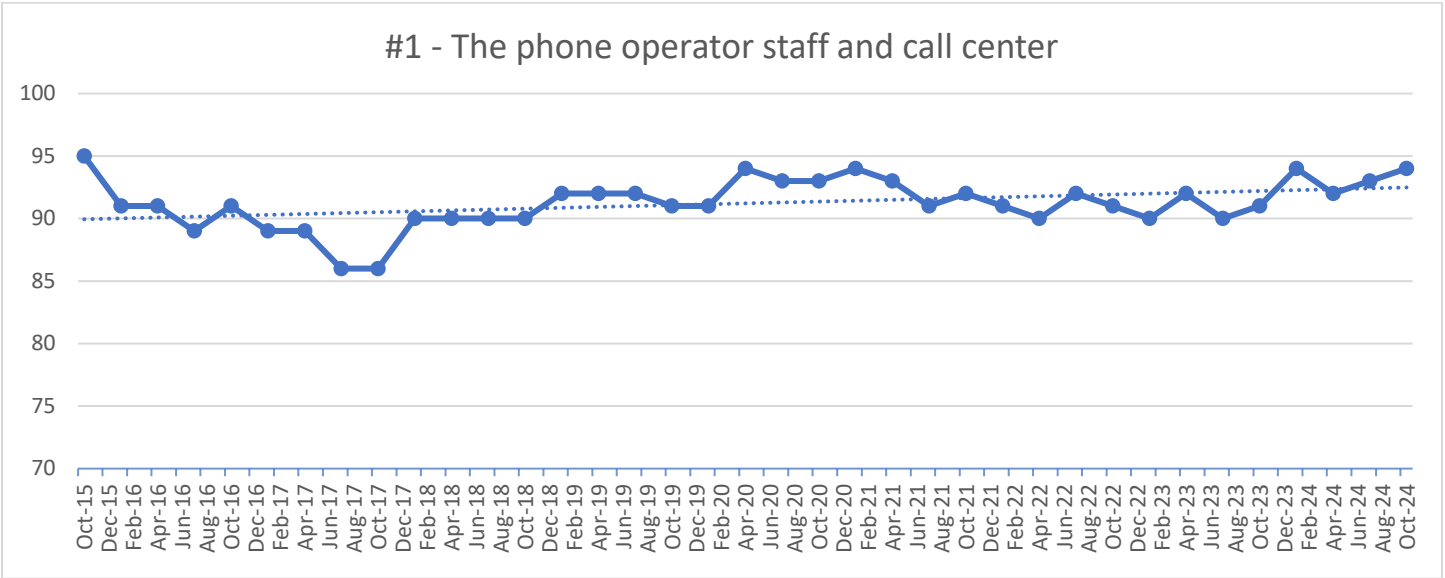
English

- Finnander: 5
- Lyman: 11
- Ninkovska: 12
- Patel, B: 7
- Patel, C: 19
- Shirazi: 4
- Vega: 6
- Weaver: 1

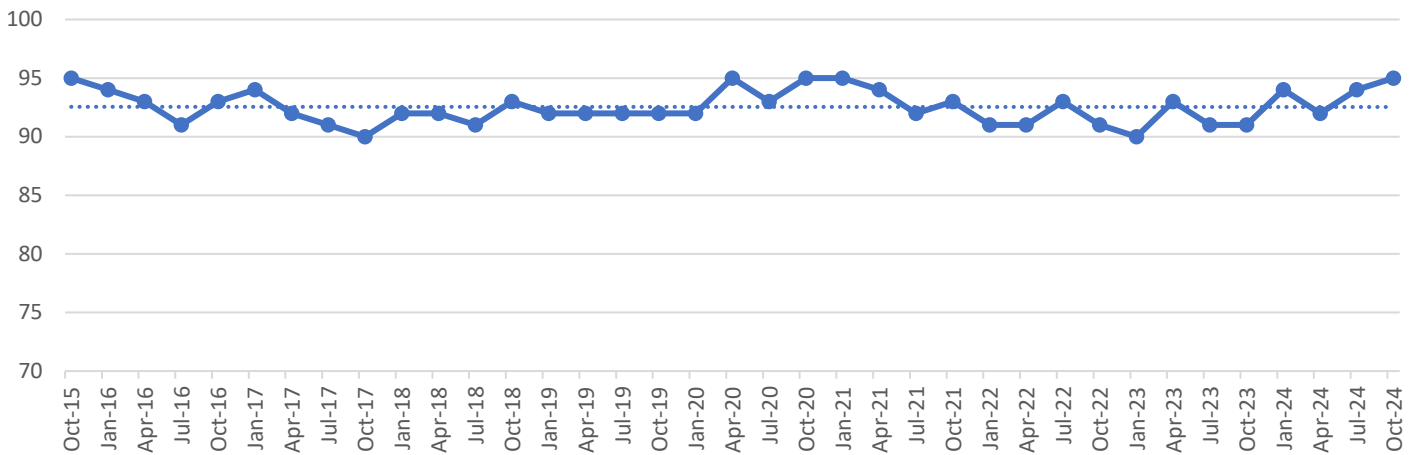
Spanish

- Finnander: 1
- Lyman: 28
- Ninkovska: 39
- Patel, B: 33
- Patel, C: 35
- Shirazi: 6
- Vega: 10

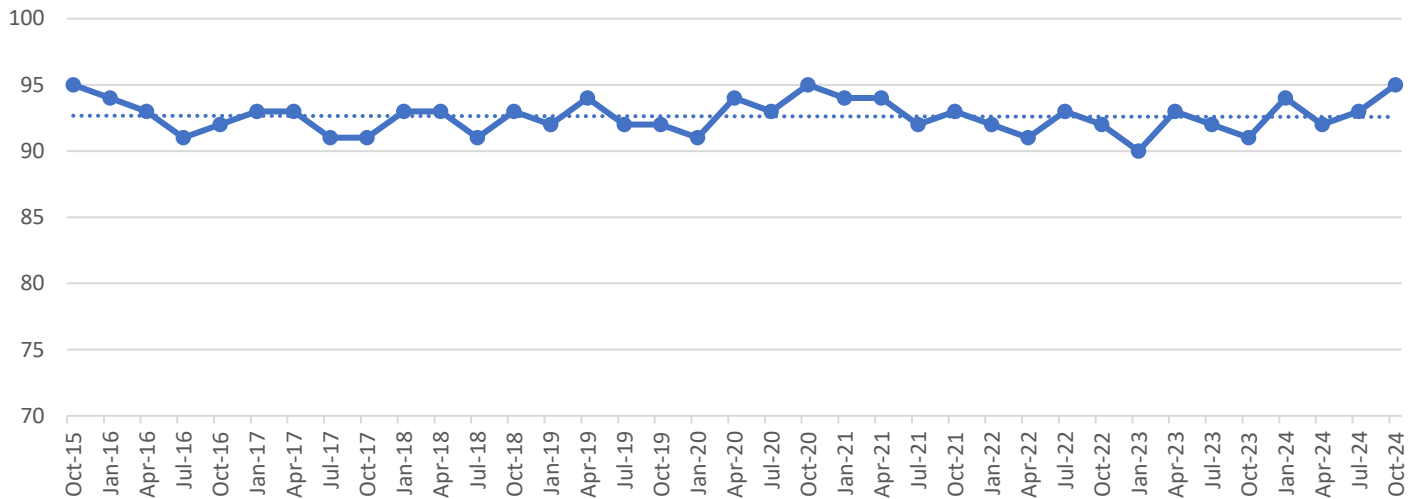
Individual Question Results with Trendlines



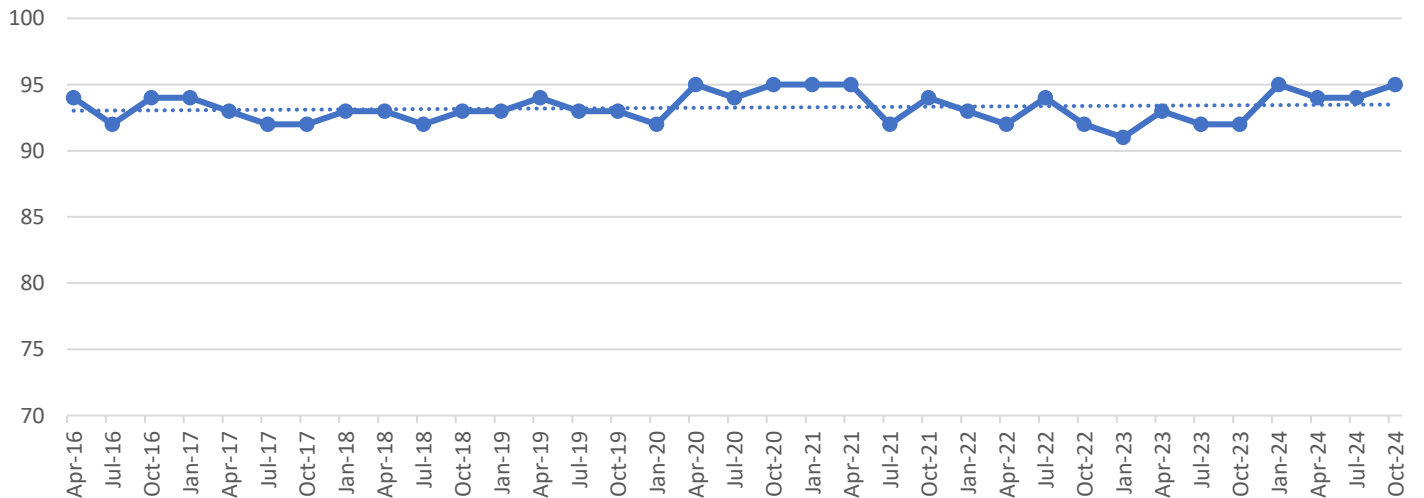
#4 - Education and explanation of plan provided in a way that I can understand



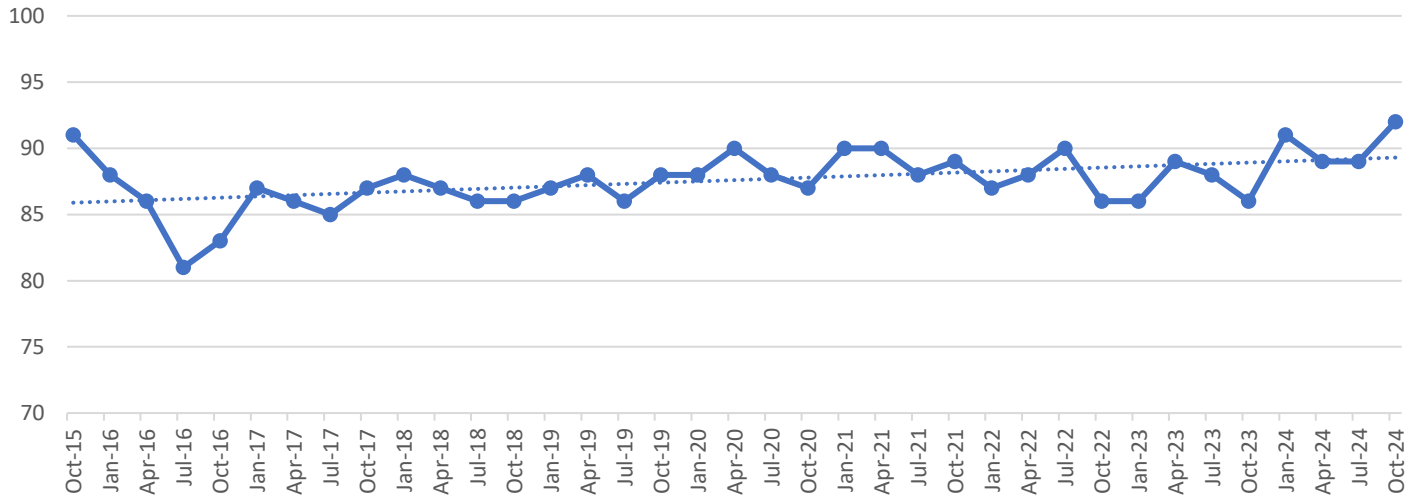
#5 - The follow-up and coordination of my care



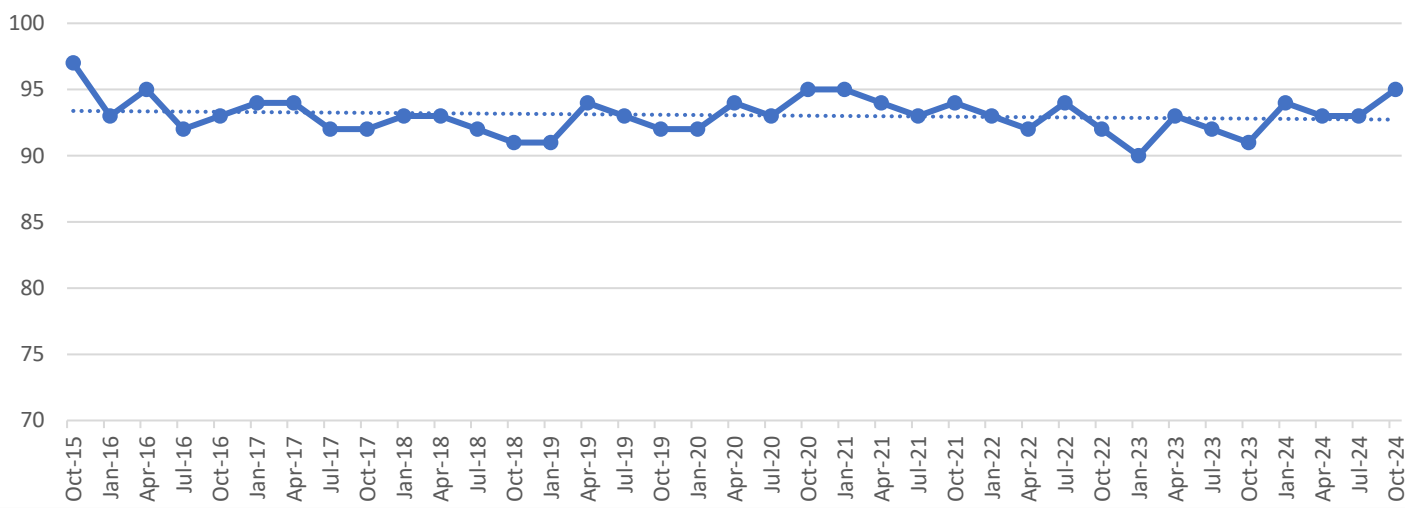
#6 - The staff addressing my medical needs today



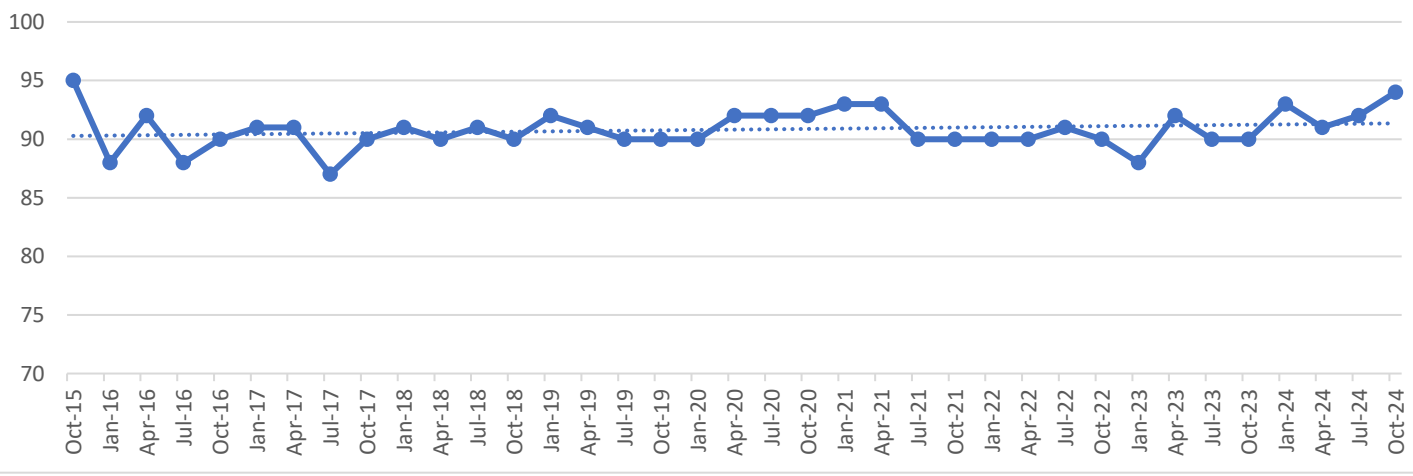
#7 - The time spent waiting



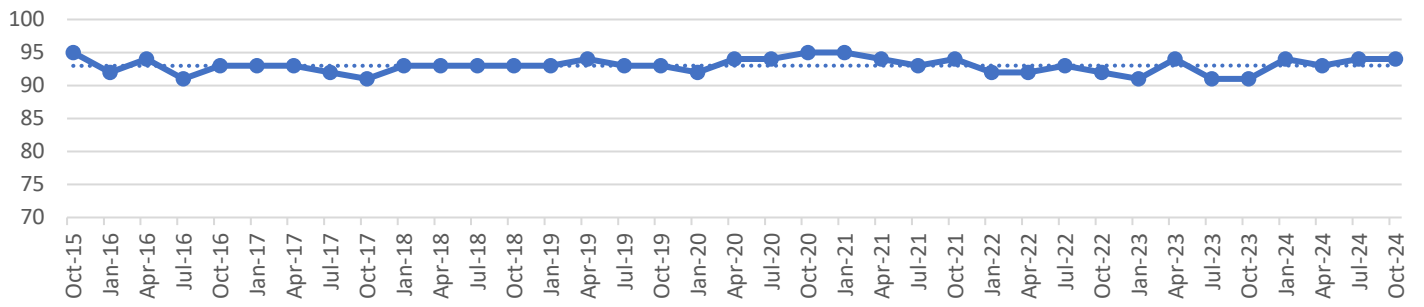
#8 - The respectfulness of staff



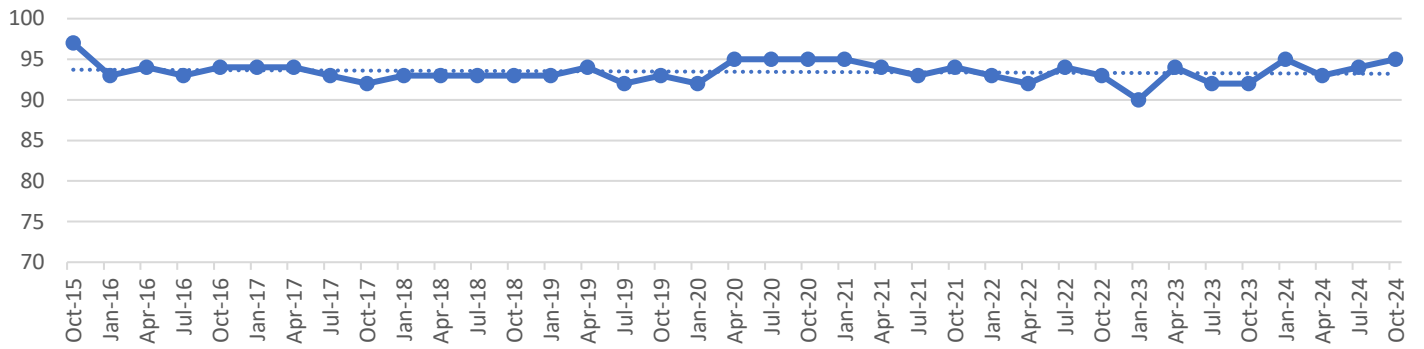
#9 - Receiving test (X-ray and/or lab) results and recommendations in a timely manner



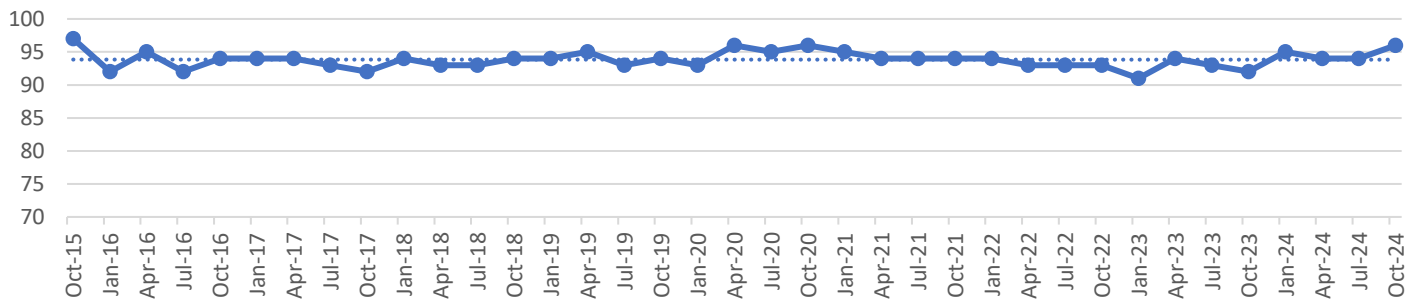
#10 - The handling of my personal medical information in a private and confidential manner



#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?

