

Patient Satisfaction Survey 10225 Grand Ave., Franklin 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 97% 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.

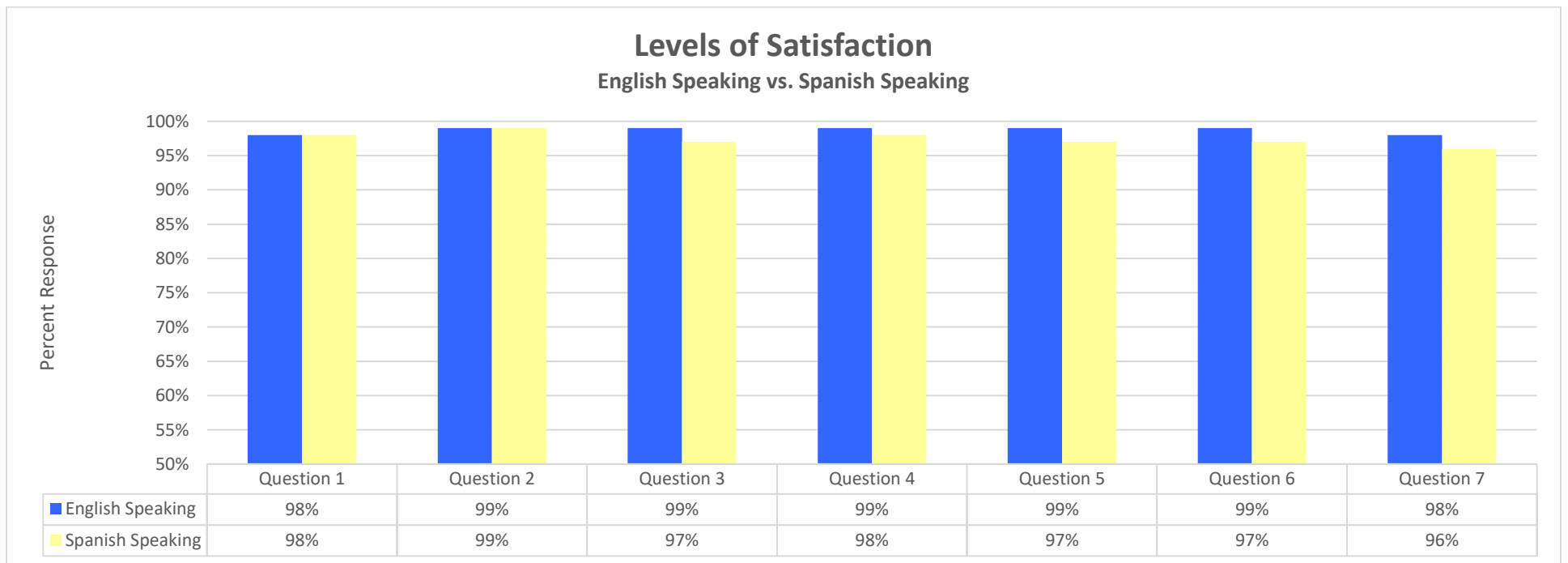
10225 Grand Ave., Franklin Park – Survey Questions	Level of Satisfaction October 2024	Level of Satisfaction July 2024	Level of Satisfaction April 2024	Level of Satisfaction January 2024
1. The phone operator staff and call center	98%	98%	98%	98%
2. The reception staff	99%	99%	99%	99%
3. Receiving a timely appointment	98%	99%	99%	98%
4. Education and explanation of plan provided in a way that I can understand	99%	99%	99%	99%
5. The follow up and coordination of my care	98%	99%	99%	99%
6. The staff addressing my medical needs today	98%	99%	99%	99%
7. The time spent waiting	97%	99%	98%	98%
8. The respectfulness of staff	99%	99%	99%	99%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	97%	99%	99%	98%
10. The handling of my personal medical information in a private and confidential	99%	99%	99%	99%
11. Your medical assistant	99%	99%	99%	99%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	99%	99%	99%	99%
13. Overall, how satisfied are you with the Health Center?	98%	99%	99%	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%

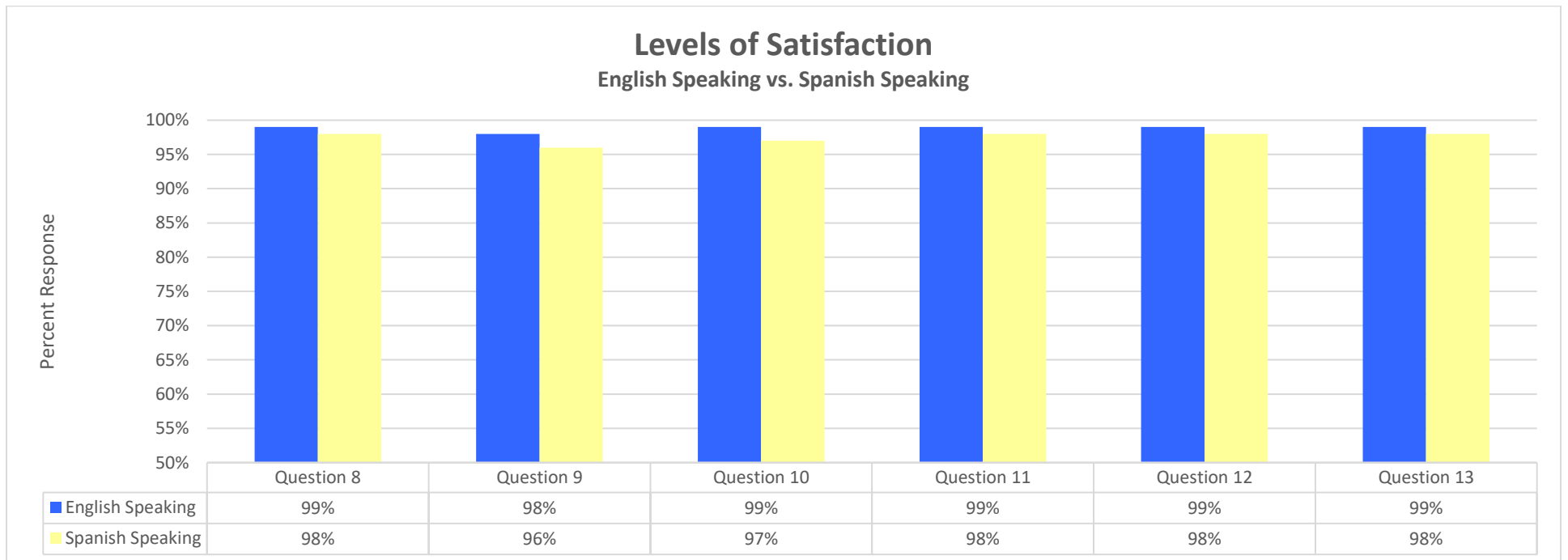
* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



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	75 94%	57 89%	3 4%	7 11%	1 1%	0	0	0	1 1%	0
2. The reception staff	77 96%	60 92%	2 3%	5 8%	1 1%	0	0	0	0	0
3. Receiving a timely appointment	74 95%	55 87%	2 3%	5 8%	2 3%	3 5%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	77 96%	58 91%	2 3%	6 9%	1 1%	0	0	0	0	0
5. The follow-up and coordination of my care	77 96%	56 88%	1 1%	7 11%	2 3%	1 2%	0	0	0	0
6. The staff addressing my medical needs today	77 96%	56 88%	2 3%	7 11%	1 1%	1 2%	0	0	0	0
7. The time spent waiting	74 93%	53 82%	5 6%	11 17%	1 1%	1 2%	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	79 99%	57 88%	0	8 12%	1 1%	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	73 95%	49 83%	1 1%	7 12%	3 4%	3 5%	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	78 98%	54 87%	1 1%	8 13%	1 1%	0	0	0	0	0
11. Your medical assistant	79 99%	58 89%	0	7 11%	1 1%	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	78 98%	58 89%	1 1%	6 9%	1 1%	1 2%	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	76 95%	56 88%	3 4%	8 13%	1 1%	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: 9

N/A: 4

YES: 2

Comments:

1. "Great." (Alcordero)
2. "Good."
3. "No message left but they are all great."
4. "I have called and ask the front desk to pass a message to my provider Emily King and she did." (Headley)

Spanish

NO: 13

N/A: 0

YES: 3

Comments:

1. "No, for the moment." "No por el momento."
2. "Very great." "Muy bien."
3. "Great." "Buena." (Sadik)
4. "Great." "Bien."

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

English

1. "The prices." (2)
2. "Service." (Rajki)
3. "Reception." (Sadik)
4. "Staff." (2)
5. "Being treated like family." (Corral)
6. "Always very helpful." (Corral)
7. "Appointment availability." (2)
8. "Doctors and staff."
9. "Parking, friendly staff, no wait."
10. "Doctor front desk and nurses explain everything and calmly." (Rajki)
11. "Convenient location of the clinic, friendly staff, and qualified specialists."
12. "Fast help, great facility."
13. "They are really helpful to get back to me from medication to appt." (Headley)

Spanish

1. "N/A."
2. "Close to home." "Cerca de casa."
3. "Quick." "Rapido."
4. "Their coordination." "Su cordinacion." (Alcordero)
5. "Great service." "Buen servicio." (2)
6. "Very attentive." "Muy atentos."
7. "Their attention." "Su atencion."
8. "Attention, laboratory." "Atencion, laboratorio."
9. "The great service." "Su buen servicio."
10. "Very great attention." "Su buena atencion."
11. "The appointments are quick." "Las citas son rapidas." (Sadik)
12. "My children's health, excellent attention." "La salud de mi niño excelente atención."
13. "That they are available to answer my calls." "Que tienen disponibilidad para atender mis llamadas."
14. "The service is very great." "El servicio es muy bueno." (Sadik)
15. "Everything is clear and in Spanish." "Todo claro y en español."
16. "How close the clinic is." "Lo cercano que esta la clínica." (Corral)
17. "The attention, very kind." "Su atencion, muy amables."
18. "Continue with my treatments." "Seguir con mi tratamiento." (Sadik)
19. "See how my health is." "Ver como esta mi salud."
20. "The ease of their consultations." "La facilidad de sus consultas."

21. "Well, they tend to me very well." "Pues me atienden muy bien." (2)
22. "Close to my home and the personnel is excellent." "Cerca de mi casa y el personal excelente."
23. "It is the best attention I have received. From reception to the doctors, and the nurses are very good at what they do." "Es la mejor atención que eh tenido. Desde la recepción hasta los doctores y enfermeras son muy buenos en lo que hacen." (Sadik)

Question 16: How can we improve Greater Family Health?

English

1. "N/A." (3)
2. "Earlier appointments." (Rajki)
3. "It's all good."
4. "No need to improve."
5. "Everything is great!" (Rajki)
6. "Give staff a raise please 😊." (Corral)
7. "Better phone operator staff." (Corral)
8. "At this location in Franklin Park nothing always great service." (Corral)
9. "Everything is great."
10. "Greater Family Health ask us to be early 15 min before there has been a few times where I have walked 30 min after my appt to be seen after waiting the 15 min. I had had few times I been late I loss my appt. I think they need to do something about this." (Headley)

Spanish

1. "N/A" (2)
2. "I do not know." "No se."
3. "Everything is perfect." "Todo esta perfecto." (Alcordero)
4. "Everything is very great." "Todo esta muy bien." (2)
5. "It is great." "Esta bien."
6. "Everything is very great." "Todo muy bien." (Sadik)
7. "For me, everything is great." "Para mi esta todo bien."
8. "For the moment everything is very great, there is nothing to improve." "Por el momento todo muy bien, nada que mejorar."
9. "It is satisfactory." "Es satisfactorio."
10. "I like it, and I would not change anything." "Me gusta y no cambiaria nada." (Sadik)
11. "It is great." "Es buena."
12. "Everything is excellent." "Todo es excelente." (2)
13. "Everything is excellent." "Todo exelente."

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

English

- YES: 62
- NO: 0

Spanish

- YES: 48
- NO: 0

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

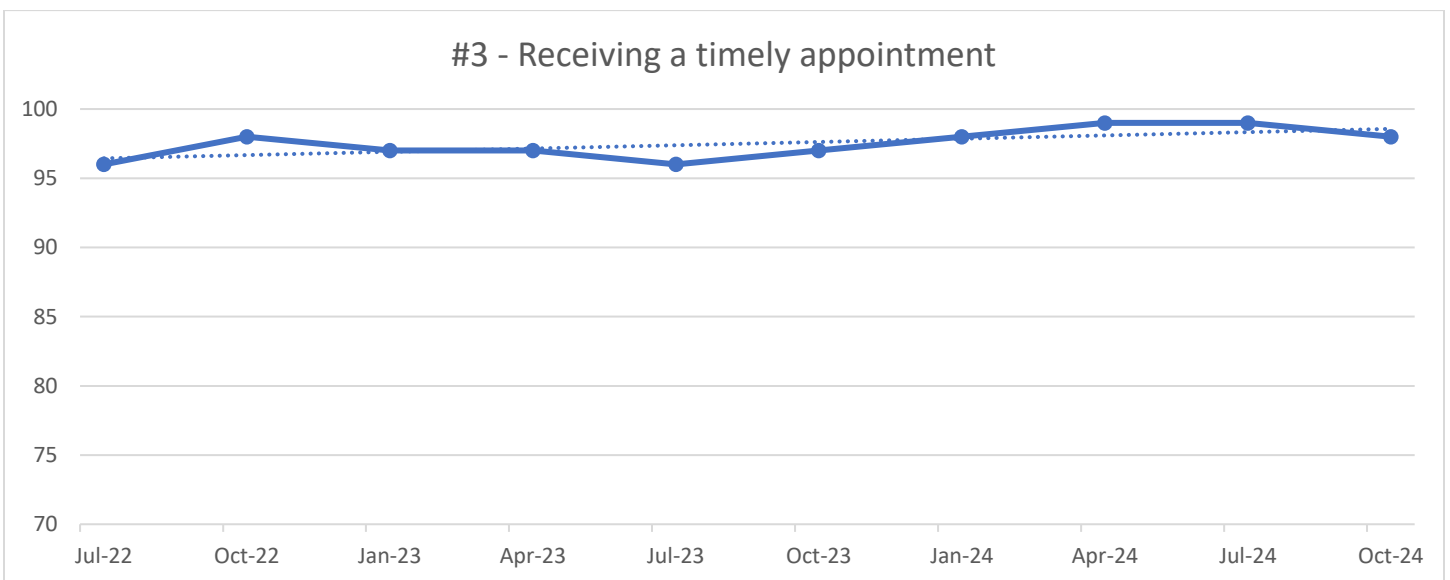
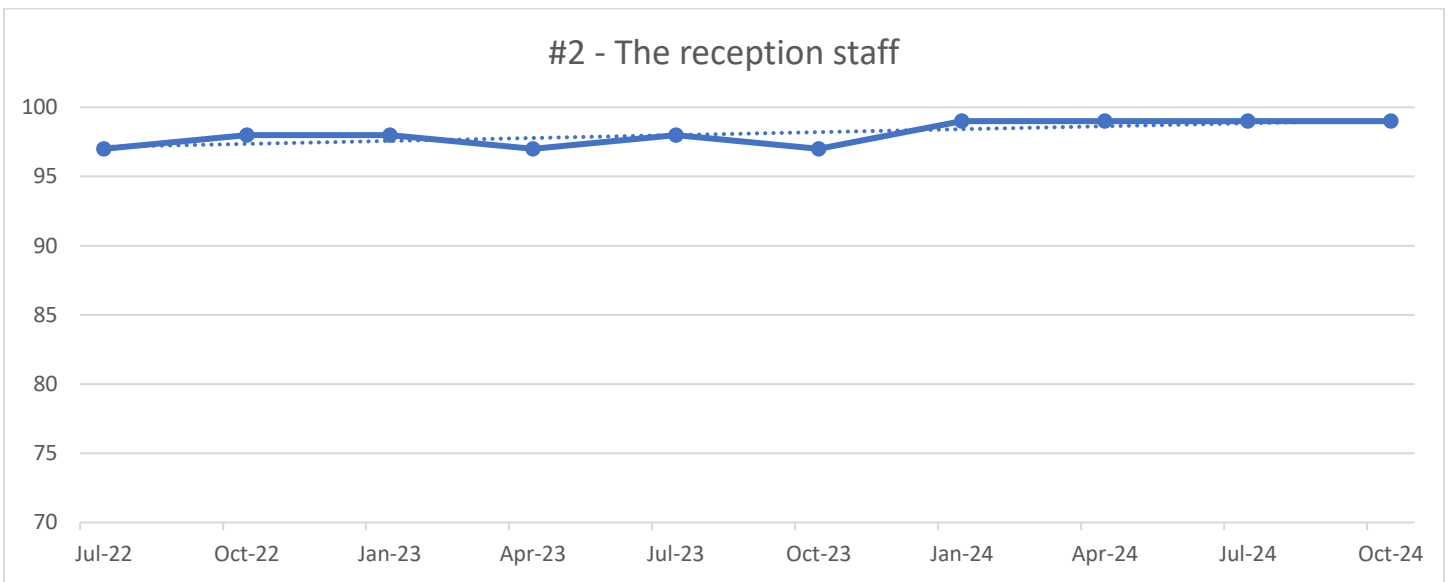
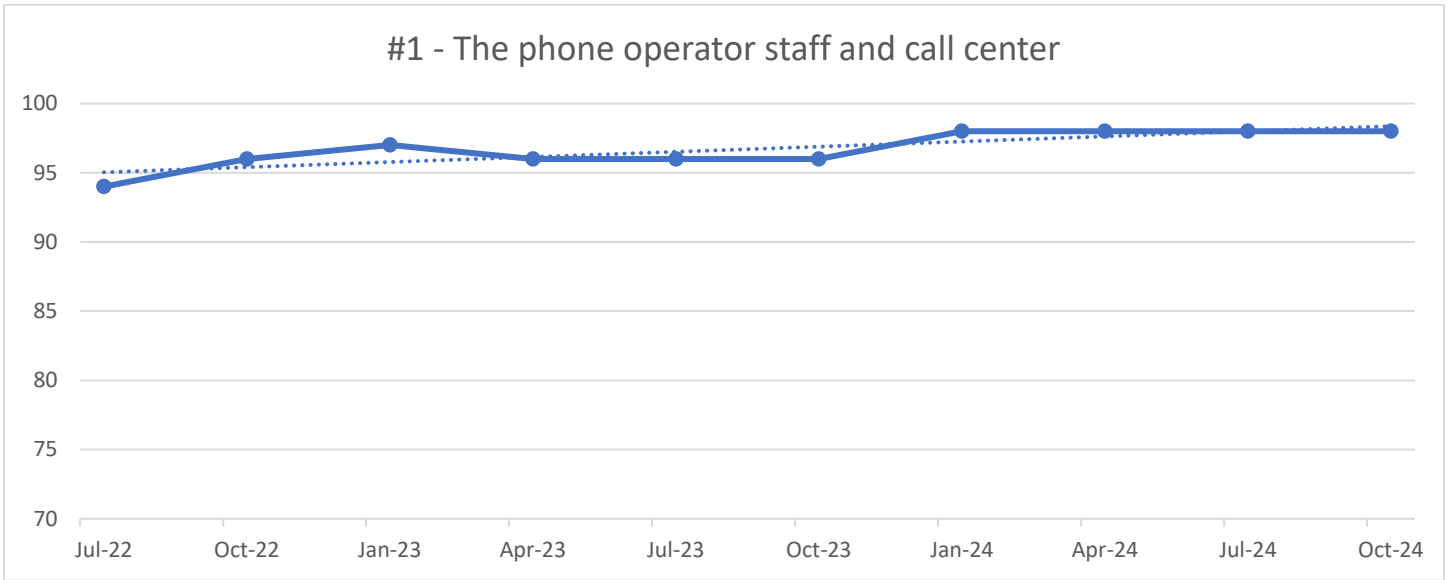
English

- Alcordero: 8
- Corral: 7
- Headley: 2
- Rajki: 3
- Sadik: 12

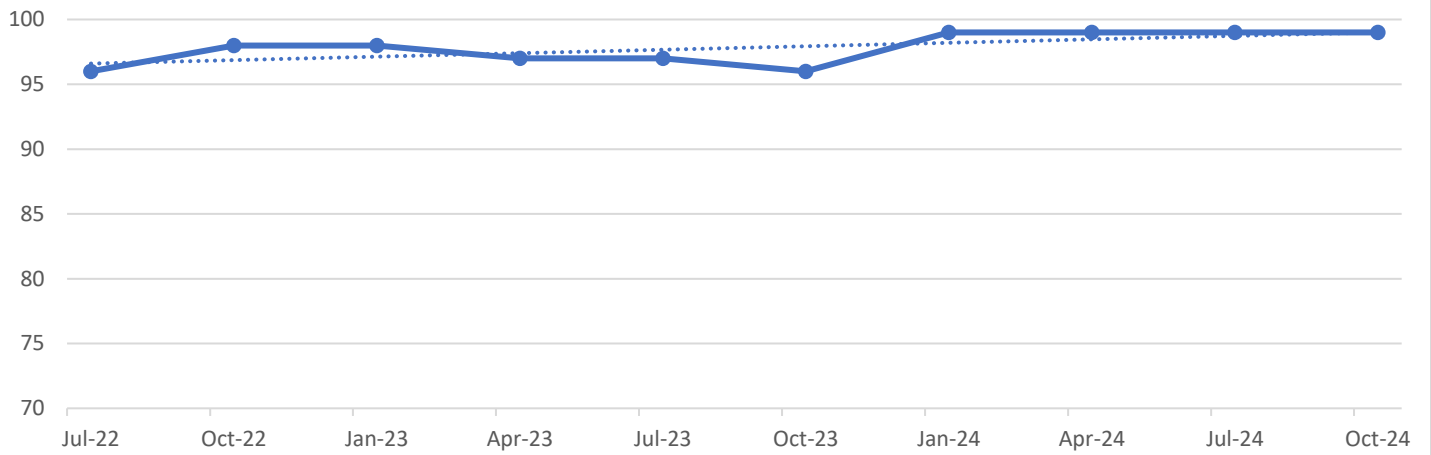
Spanish

- Alcordero: 7
- Rajki: 1
- Sadik: 16

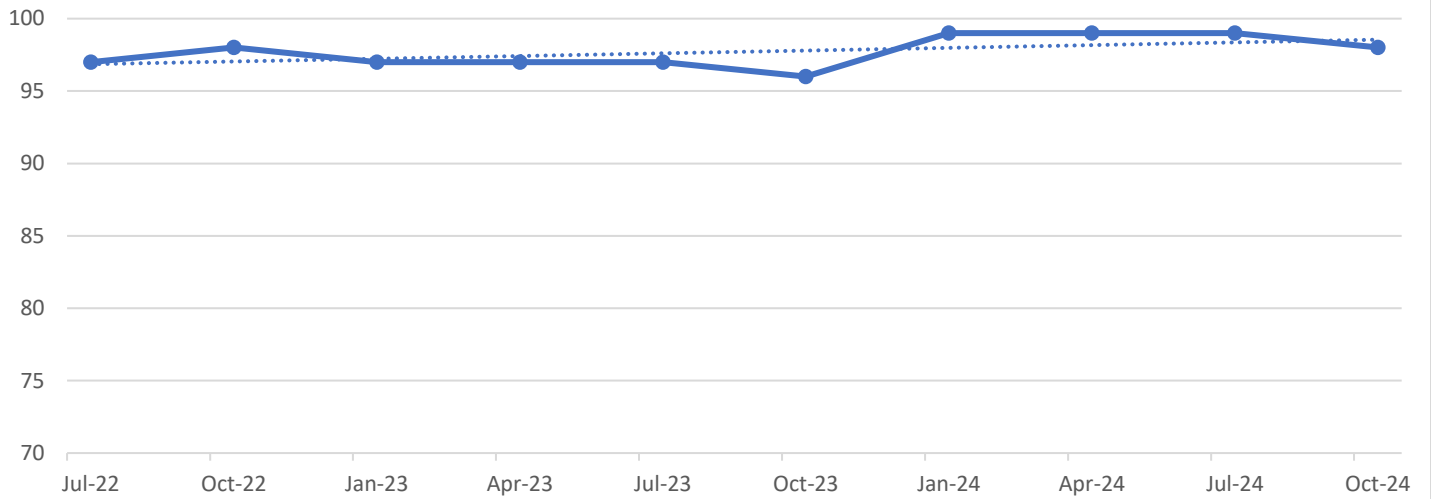
Individual Question Results with Trendlines



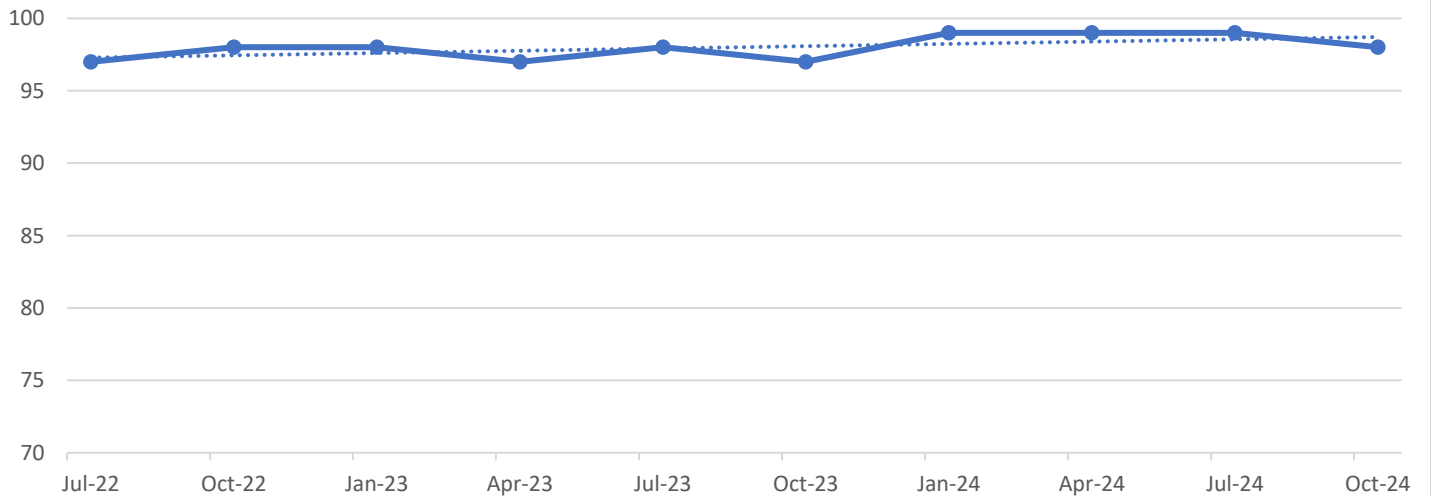
#4 - Education and explanation of plan provided in a way that I can understand

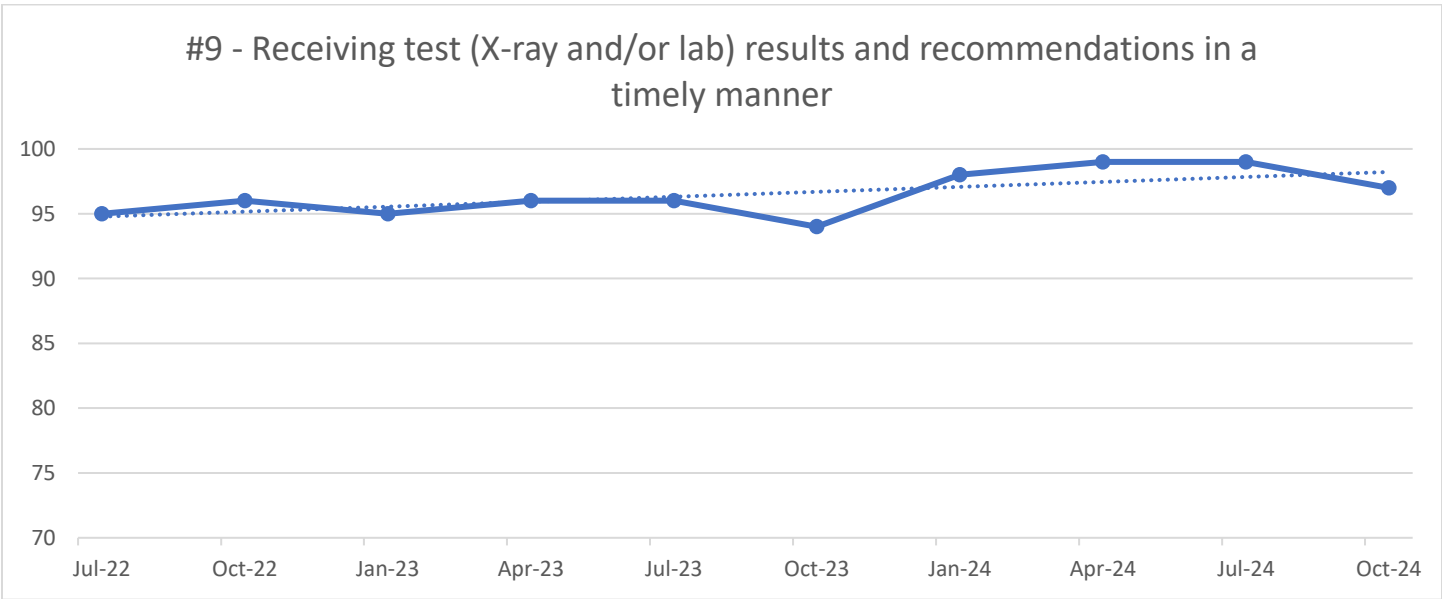
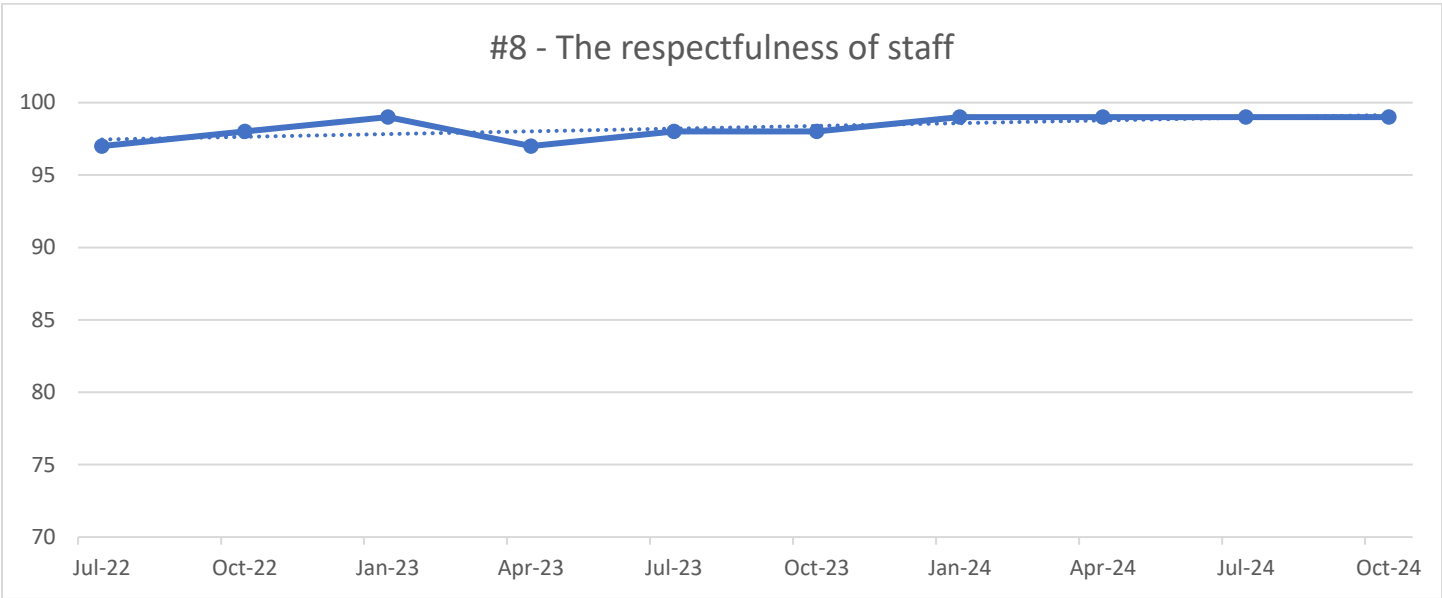
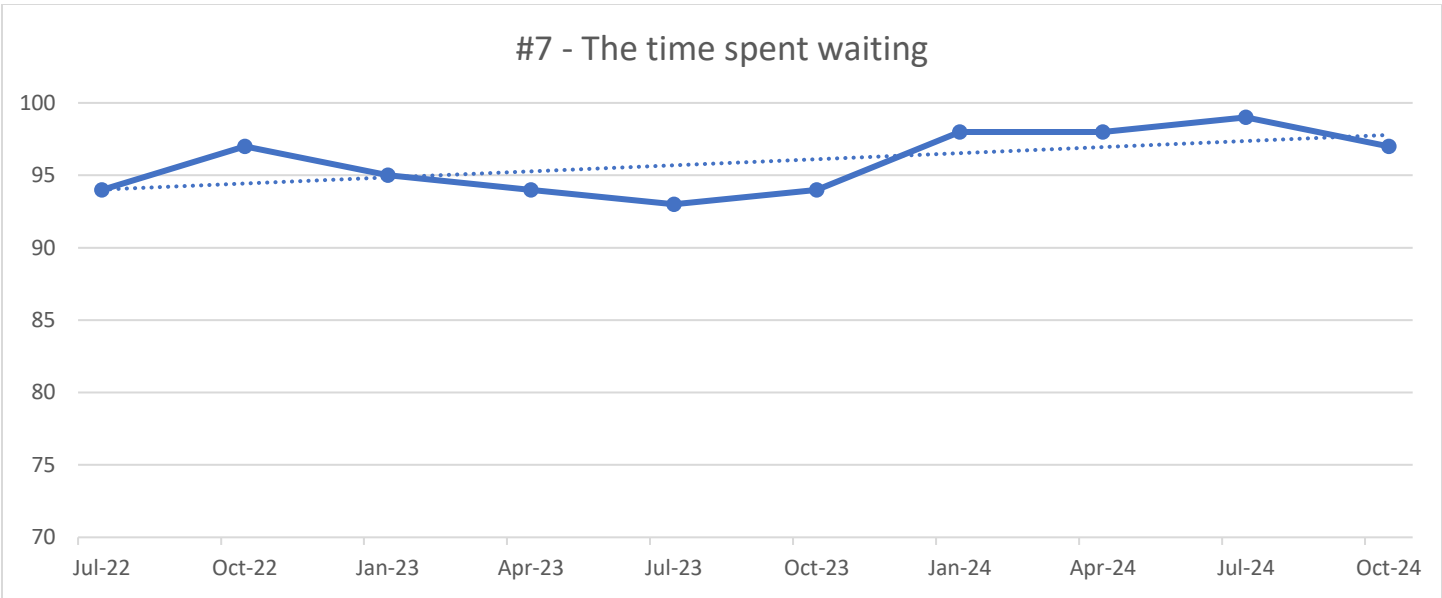


#5 - The follow-up and coordination of my care

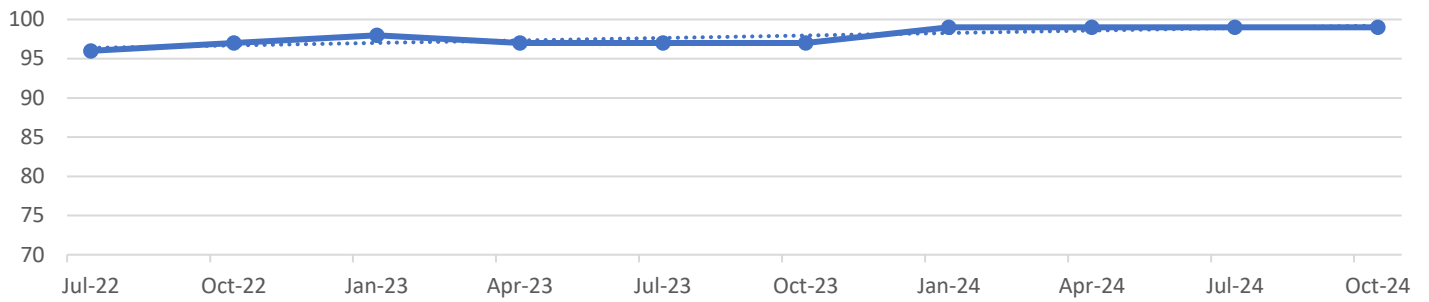


#6 - The staff addressing my medical needs today

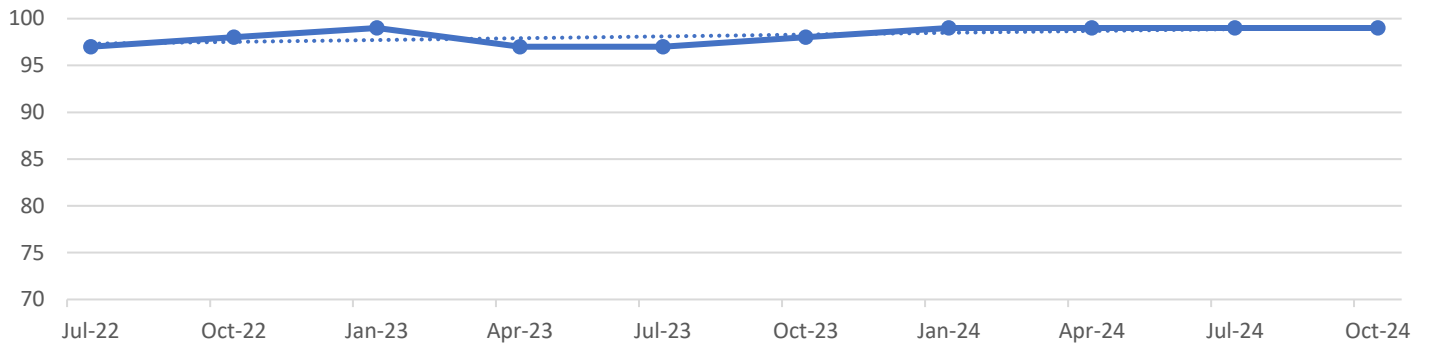




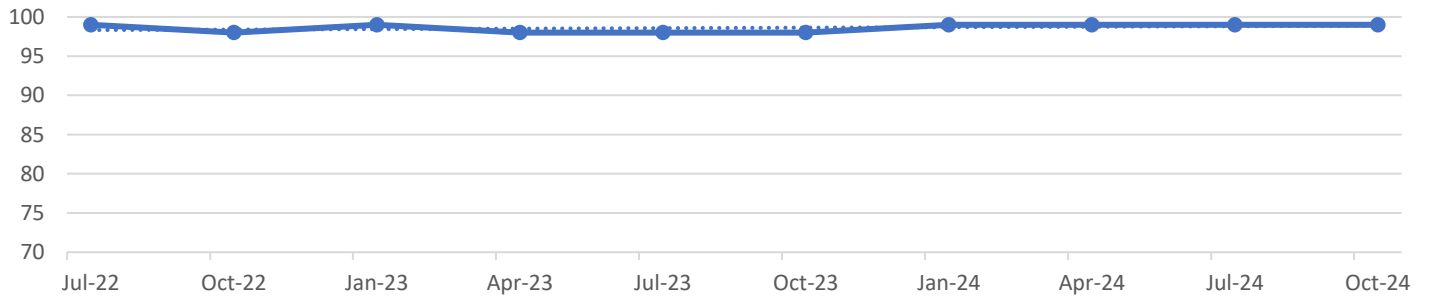
#10 - The handling of my personal medical information in a private and confidential manner



#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?

