

**Greater Elgin Family Care Center**  
**Patient Satisfaction Survey**  
**Center For Family Health- DeKalb**  
**July, 2019**

Our patients are at the center of everything we do. For that reason, we regularly assess our patients' satisfaction with our services and staff.

We assess patient satisfaction 4 times a year through our quarterly Patient Satisfaction Survey. We are happy to offer you the most recent results.

<b>Center For Family Health- DeKalb Survey Questions</b>	<b>Level of Satisfaction July, 2019</b>	<b>Level of Satisfaction April, 2019</b>	<b>Level of Satisfaction January, 2019</b>	<b>Level of Satisfaction October, 2018</b>
1. The phone operator staff and call center	88%	n/a	n/a	n/a
2. The reception staff	98%	n/a	n/a	n/a
3. Receiving a timely appointment	98%	n/a	n/a	n/a
4. Education and explanation of plan provided in a way that I can understand	95%	n/a	n/a	n/a
5. The follow up and coordination of my care	97%	n/a	n/a	n/a
6. The staff addressing my medical needs today	98%	n/a	n/a	n/a
7. The time spent waiting	95%	n/a	n/a	n/a
8. The respectfulness of staff	98%	n/a	n/a	n/a
9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner	91%	n/a	n/a	n/a
10. The handling of my personal medical information in a private and confidential manner	93%	n/a	n/a	n/a
11. Your medical assistant	94%	n/a	n/a	n/a
12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)	98%	n/a	n/a	n/a
13. Overall, how satisfied are you with the Health Center?	98%	n/a	n/a	n/a

## DIRECT QUOTES

The following is the universe of *DIRECT QUOTES* taken from questions 15 and 16 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:

### 14. Have you left a message for a staff member in the last week? If so, what was your experience?

#### English

NO – 4  
YES – 0  
N/A – 1

#### Comments:

#### Spanish

NO – 0  
YES – 0  
N/A – 0

#### Comments:

### 15. What is most helpful for you at Greater Elgin Family Care Center?

#### English

- a. “Wonderful staff & Doctors.” (Lotesto)
- b. “The staff/Drs.”
- c. “They get me in when I need to be seen and are very helpful.” (Lotesto)
- d. “Actually explains everything thoroughly.” (Williams)

#### Spanish

### 16. How can we improve Greater Elgin Family Care Center?

#### English

- a. “Keep up the good work.” (Williams)
- b. “N/A.” (Lotesto)

#### Spanish

### 17. Would you recommend this Health Center to your friends and family?

#### English

Yes – 4  
No – 1

#### Spanish

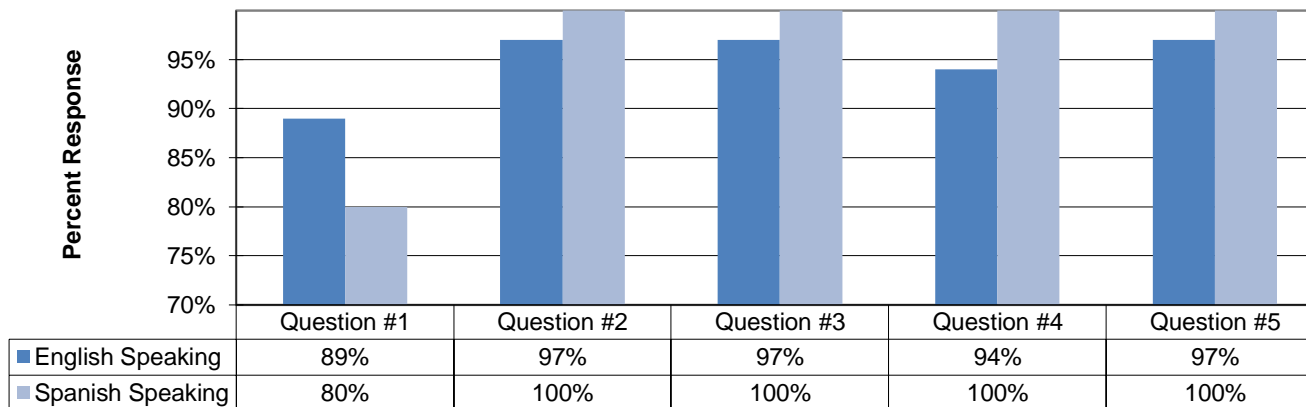
Yes – 1  
No – 0

## Results

The charts below itemize the Patient Satisfaction Survey results. The number of responses for each question is noted under the appropriate category. Below that number is the corresponding percentage of respondents who gave this answer.

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	4 (57%)	0	2 (29%)	1 (100%)	1 (14%)	0	0	0	0	0	0
2. The reception staff	6 (86%)	1 (100%)	1 (14%)	0	0	0	0	0	0	0	0
3. Receiving a timely appointment	6 (86%)	1 (100%)	1 (14%)	0	0	0	0	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	5 (71%)	1 (100%)	2 (29%)	0	0	0	0	0	0	0	0
5. The follow up and coordination of my care	5 (83%)	1 (100%)	1 (17%)	0	0	0	0	0	0	0	0

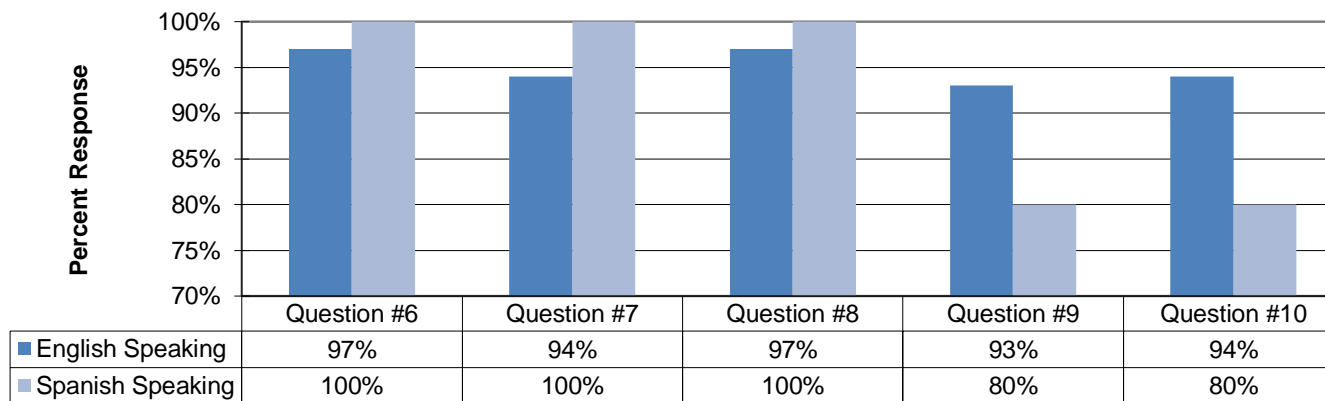
**LEVELS OF SATISFACTION**  
English Speaking Patients vs. Spanish Speaking Patients



By Question

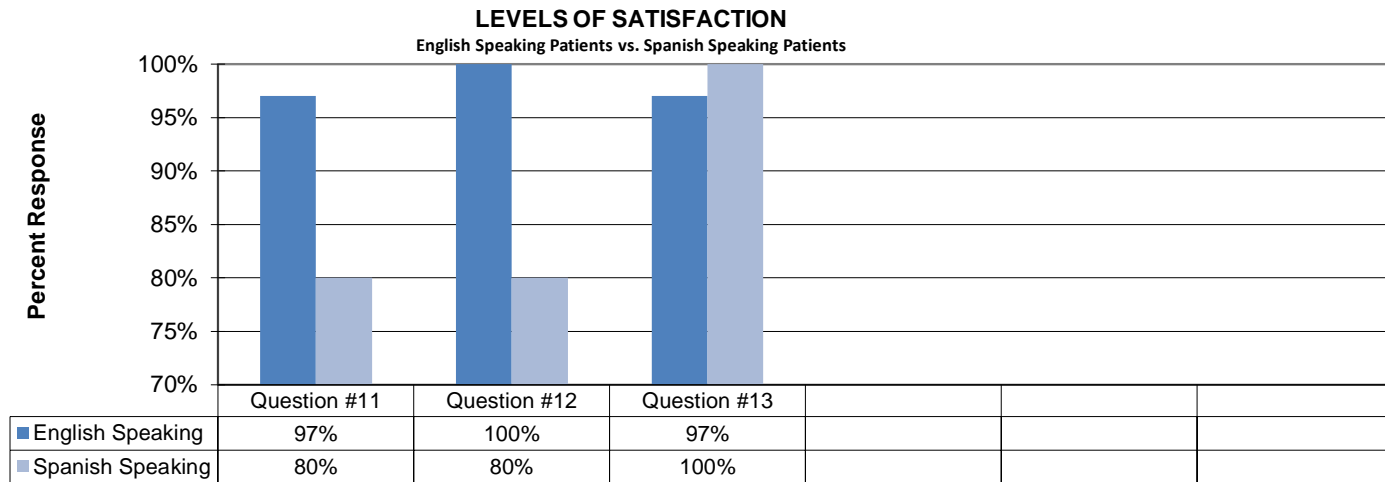
Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
6. The staff addressing my medical needs today	6 (86%)	1 (100%)	1 (14%)	0	0	0	0	0	0	0
7. The time spent waiting	5 (71%)	1 (100%)	2 (29%)	0	0	0	0	0	0	0
8. The respectfulness of staff	6 (86%)	1 (100%)	1 (14%)	0	0	0	0	0	0	0
9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner	4 (67%)	0	2 (33%)	1 (100%)	0	0	0	0	0	0
10. The handling of my personal medical information in a private and confidential manner	5 (71%)	0	2 (29%)	1 (100%)	0	0	0	0	0	0

**LEVELS OF SATISFACTION**  
English Speaking Patients vs. Spanish Speaking Patients



By Question

Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
11. Your medical assistant	5 (83%)	0	1 (17%)	1 (100%)	0	0	0	0	0	0
12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)	7 (100%)	0	0	1 (100%)	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center	6 (86%)	1 (100%)	1 (14%)	0	0	0	0	0	0	0



**By Question**

### INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

