

**Greater Elgin Family Care Center**  
**Patient Satisfaction Survey**  
**Center for Family Health**  
**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 Survey Questions</b>	<b>Level of Satisfaction July, 2019</b>	<b>Level of Satisfaction April, 2019</b>	<b>Level of Satisfaction January, 2018</b>	<b>Level of Satisfaction October, 2018</b>
1. The phone operator staff and call center	93%	92%	90%	92%
2. The reception staff	94%	93%	94%	95%
3. Receiving a timely appointment	95%	94%	93%	93%
4. Education and explanation of plan provided in a way that I can understand	95%	94%	94%	95%
5. The follow up and coordination of my care	95%	94%	94%	94%
6. The staff addressing my medical needs today	95%	94%	94%	96%
7. The time spent waiting	93%	91%	91%	91%
8. The respectfulness of staff	95%	95%	94%	96%
9. Receiving test (X-rays and /or lab) results and recommendations in a timely manner*	92%	92%	92%	93%
10. The handling of my personal medical information in a private and confidential manner	95%	94%	94%	95%
11. Your medical assistant	96%	95%	95%	96%
12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)	96%	94%	95%	96%
13. Overall, how satisfied are you with the Health Center?	95%	94%	94%	95%

## 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*:

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

#### English

NO – 87  
N/A – 17  
YES – 13

#### Comments:

“Yes, prompt response.” (Williams)  
“Good.”  
“I didn’t receive any call back.”  
“Yes, it was great Kimberly was amazing and very supportive please keep her. 😊” (Rasmussen)  
“Very good attention.” “Muy buena atencion.” (Spanish response on an English survey.)  
“They’ve returned calls and have answered any and all questions and concerns.” (Sofowora)  
“Excellent.”  
“It’s a fast response from the staff for checking the appointment.”  
“Yes, everything went fine.” (Rasmussen)  
“Very nice.”  
“Yes, a pain issue was discussed.” (Williams)  
“Great.”  
“Yes, good response.” (Calderala)  
“No but I have in the past they are great with returning calls.”

#### Spanish

NO – 25  
N/A – 4  
YES – 4

#### Comments:

“They always give me an answer as soon as possible.” “Siempre me contestan lo mas pronto posible.” (Sofowora)  
“Excellent.” “Excelente.” (2)  
“It has been good.” “Ha sido buena.” (Sofowora)

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

#### English

- a. “Hospitality.” (Rasmussen)
- b. “Make sure that my health is okay and they are very caring.” (Calderala)
- c. “Great patient care.”
- d. “It’s close to our home in Corhand.” (Sofowora)
- e. “The explanation of everything by doctor.” (Sofowora)
- f. “Organization.” (Lotesto)

- g. "Love the Drs."
- h. "Staff and Jennifer." (Calderala)
- i. "Close to home, affordable, friendly staff." (Calderala)
- j. "The staff + MDs." (Thompson)
- k. "Quickness to get an appointment."
- l. "Everything." (4)
- m. "Everybody helpful." (Rasmussen)
- n. "The understanding of staff." (Calderala)
- o. "Location and hours." (Calderala)
- p. "Someone's always there to answer questions via phone or in person."
- q. "Later evening appointments."
- r. "Timely appt." (Williams)
- s. "My health needs." (Williams)
- t. "Jennifer is very helpful with all my needs-" (Calderala)
- u. "I enjoyed Mr. Thompson." (Thompson)
- v. "Flexibility." (Sofowora)
- w. "Easy appt." (Sofowora)
- x. "Good staff." (Williams)
- y. "Getting an appointment when needed." (Sofowora)
- z. "The time: We never have to wait long." (Lotesto)
- aa. "Good."
- bb. "There understanding and flexible with the scheduling." (Sofowora)
- cc. "Availability."
- dd. "The resources and how they explain things to me, they remind me of goals I need to finish here."  
(Rasmussen)
- ee. "I usually see Deb- really like her." (Williams)
- ff. "That they treat every visit seriously and try their best to help me." (Lotesto)
- gg. "Claire was very informative and professional she expedited the situation and helped me as best as  
she could." (Brown)
- hh. "Friendly, informative staff." (Calderala)
- ii. "I am not ever unsatisfied." (Calderala)
- jj. "Consistent on track."
- kk. "Fast response and friendly."
- ll. "Reception." (Calderala)
- mm. "Quick appts." (3)
- nn. "Ease of scheduling."
- oo. "Multiple languages/ friendly care." (Lotesto)
- pp. "Staff." (Rasmussen)
- qq. "The nurses." (Calderala)
- rr. "Location."
- ss. "N/A." (7)
- tt. "Doc." (Calderala)
- uu. "Service."
- vv. "Available times for appointments." (Calderala)
- ww. "Informing me about my issues but making me feel comfortable and not hate myself." (Lotesto)
- xx. "Everyone!" (2)
- yy. "All the helpful tips they give." (Lotesto)
- zz. "Accessible." (Calderala)
- aaa. "Everyone is amazing." (Calderala)
- bbb. "Accepts insurance." (Rasmussen)

- ccc. "The staff is very friendly." (2)
- ddd. "Customer service." (Rasmussen)
- eee. "Location & timely appointments." (Rasmussen)
- fff. "Convenience & the great staff."
- ggg. "The wonderful staff." (Rasmussen)
- hhh. "2 kids in one day." (Lotesto)
- iii. "Staff nice." (Lotesto)
- jjj. "They are always willing to work with me to accommodate my needs." (Rasmussen)
- kkk. "Every person in our care is very nice and thorough." (Sofowora)
- lll. "Great doctors." (Calderala)
- mmm. "Walk-in availability." (Sofowora)
- nnn. "Being able to have my whole family seen here." (Sofowora)
- ooo. "Ease at which I get an appt." (Calderala)
- ppp. "General info. provided during each visit." (Williams)
- qqq. "The staff."
- rrr. "The doctor & the staff."
- sss. "The Doctors care." (Calderala)
- ttt. "That they explained when I don't understand." (Rasmussen)
- uuu. "The patient portal is a great tool." (Williams)
- vvv. "Attention/ care."
- www. "Saturday appt." (Sofowora)
- xxx. "Fast."
- yyy. "Communication." (Williams)
- zzz. "I feel like I can be honest with them." (Calderala)
- aaaa. "Able to get same day appointment." (Calderala)
- bbbb. "Big waiting room."

## Spanish

- a. "N/A." "N/A."
- b. "That they are on top of my health." "En estar pendiente de mi salud."
- c. "It is close to me and they see me fast and with quality." " Me toca cerca y me atienden rapido y con calidad." (Calderala)
- d. "There are people who speak Spanish." "Que hay personas que hablan espanol." (Williams)
- e. "To be healthy." "Estar saludable."
- f. "In everything." "En todo." (2)
- g. "That they see you without appointment if there is space." "Que atienden sin sita si ay espacio."
- h. "They have patience with us and good personnel and doctors." "Nos tienen pasiencia y buenos personal y doctors." (Calderala)
- i. "The way they work with their patients." "La forma de trabajar con los pacientes." (Sofowora)
- j. "Everything is good." "Todo Bien."
- k. "I like how they always see me." "Me gusta que siempre atienden a uno."
- l. "That it is accessible and close." "Que es axesible y cercana." (Calderala)
- m. "That they speak Spanish 😊." "Que hablan Espanol 😊."
- n. "Help with my health to control it." "Ayuda con mi salud a controlarla." (Calderala)
- o. "That it is close to home and the financial help." "Que queda cerca de casa y la ayuda financiera." (Williams)
- p. "To have control of my health." "A llevar un control de salud." (2)
- q. "That they help us pay depending on our income." "Que nos ayuda a pagar de acuerdo a nuestro ingresos." (Calderala)

- r. "Their good service." "Su buen servicio." (Sofowora)
- s. "The appointments are on time." "En las citas a tiempo."
- t. "They are good doctors." "Son buenos doctores." (Sofowora)
- u. "With everything with my children's treatments." "En todo sobre el tratamiento de mis hijos."
- v. "That they have very good personnel." "Que tiene muy buen personal."
- w. "The good attention." "La buena atencion." (Williams)
- x. "That they attend to me well." "Que me atienden bien."
- y. "The help with the care of my children." "Me ayuda en el cuidado de mis hijos." (Sofowora)
- z. "It is close to home." "Esta cerca de mi casa." (Sofowora)
- aa. "To have appointments when necessary." "Tener citas cuando es necesario." (Sofowora)
- bb. "That it is very close to my home and they attend to me very well." "Que esta muy cerca de donde vivo y me atienden muy bien."
- cc. "Economical." "Economico."
- dd. "To maintain everyday health." "Mantener la salud al dia." (Sofowora)

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

### English

- a. "Unsure." (Calderala)
- b. "Having options for more holistic treatments or recommendations, referrals, etc." (Lotesto)
- c. "You are all great =) no improvement needed." (Rasmussen)
- d. "Transparency in billing." (Lotesto)
- e. "You guys are doing a great job."
- f. "Thanks for doing what your doing." (Sofowora)
- g. "You guys are great." (2)
- h. "N/A" (18)
- i. "I'm happy with everything." (Williams)
- j. "Nothing I can think of." (Sofowora)
- k. "Nothing." (Calderala)
- l. "No comments at this time." (Thompson)
- m. "IDK." (2)
- n. "Not sure you can."
- o. "Ok by me."
- p. "Not sure yet- new patient." (Calderala)
- q. "Don't need to." (Rasmussen)
- r. "No problem."
- s. "Improve upon the wait time." (2)
- t. "Patient portal is not useful." (Calderala)
- u. "All good." (2)
- v. "It's perfect! We love it here!" (Sofowora)
- w. "Everything is great." (2)
- x. "The time need to improve other then that is great best staff every." (Calderala)
- y. "Miss Rasmussen appts at health dept." (Rasmussen)
- z. "No complaints." (3)
- aa. "Put a coffee machine in the waiting area."
- bb. "Pick-up the phone. If no answer you get no service..."
- cc. "Everything good to me." (Rasmussen)
- dd. "Does not need any improvement. Great experience every time." (Sofowora)
- ee. "Keep up the excellent patient care." (Williams)
- ff. "Sometimes (not today) wait time is very long." (Sofowora)

- gg. "All is very nice." (Sofowora)
- hh. "Doing good." (Calderala)
- ii. "How do you improve perfection." (Rasmussen)
- jj. "Do same." (Lotesto)
- kk. "None." (Rasmussen)
- ll. "Keep being you." (Lotesto)
- mm. "More timely appts." (Rasmussen)

### Spanish

- a. "N/A." "N/A." (Lotesto)
- b. "Everything is good." "Todo bien." (4)
- c. "That the people that help at the front don't have us wait too long if we have an appointment. Sometimes have us wait longer than the time of the appointment." "Que las personas que atienden en frente no agan esperar tanto tiempo si uno tiene sita. A tal hora y abeses lo asen esperar mas del tiempo de la sita."
- d. "Everything's stupendous." "Todo estupendo."
- e. "They are doing a great job." "Estan haciendo buen trabajo." (Thompson)
- f. "Continue how it is in the moment."
- g. "In reality the service provided is of good quality but maybe with personnel it would be better." "En realidad dan un servicio de buena calidad per talvez con mas personal seria mejor." (Calderala)
- h. "The people at the front desk to me more kind." "Las personas de enfrente un poco mas amables."
- i. "Continue working how it is at the moment." "Continuar trabajando como hasta el momento." (Sofowora)
- j. "To smile more." "Que sonrien mas." (2)
- k. "Have closer appointments." "Tener citas mas cercanas." (Sofowora)
- l. "Everything seems to be perfect to me." "Todo me parece perfecto."
- m. "The receptionists should improve their treatment towards patients." "Los receptionistas deverian mejorar como tartan a los pacientes." (Sofowora)
- n. "Only that when you require documents that you ask for them with time." "Solo cuando requiran documentos que los pidan con tiempo." (Calderala)
- o. "Maybe with more personnel." "Talvez con mas personal." (Calderala)
- p. "Perhaps better the phone service and that the wait time be shorter with the method of the operator." "Tal vez major un poco el servicio telefonico y que la espera no sea tan larga por el metodo de la contestadora."
- q. "Personally, I think everything is great." "Bueno en lo personal creo que todo esta bien." (Sofowora)

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

### English

Yes – 130

No – 2

### Spanish

Yes – 51

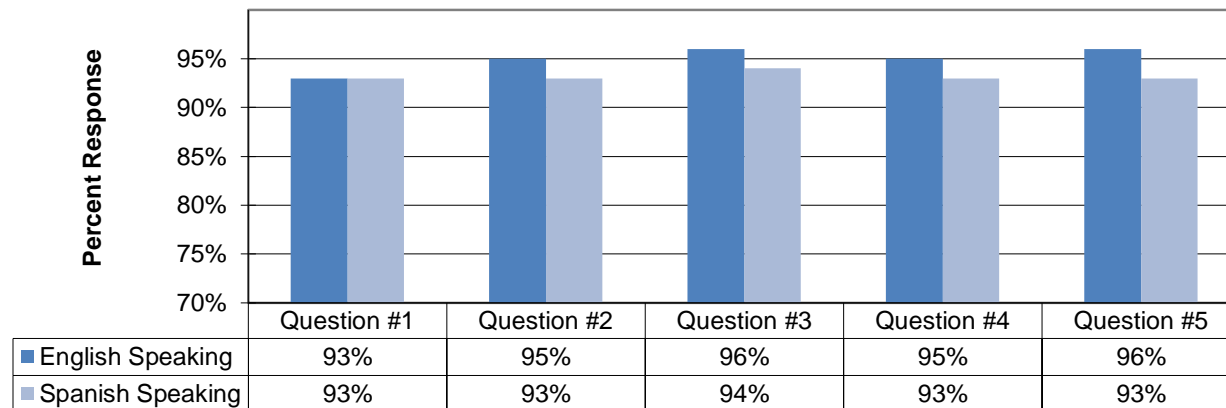
No – 0

## 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	125 (72%)	55 (66%)	40 (23%)	27 (32%)	7 (4%)	2 (2%)	1 (1%)	0	1 (1%)	0
2. The reception staff	136 (78%)	63 (74%)	36 (21%)	17 (20%)	3 (2%)	3 (4%)	0	0	0	2 (2%)
3. Receiving a timely appointment	139 (80%)	55 (70%)	30 (17%)	24 (30%)	3 (2%)	0	1 (1%)	0	0	0
4. Communicating with and understanding the Health Center staff	134 (78%)	59 (71%)	34 (20%)	21 (25%)	3 (2%)	2 (2%)	0	0	0	1 (1%)
5. The coordination, continuity, and completeness of my visit and the education received	137 (80%)	58 (72%)	33 (19%)	21 (26%)	2 (1%)	1 (1%)	0	0	0	1 (1%)

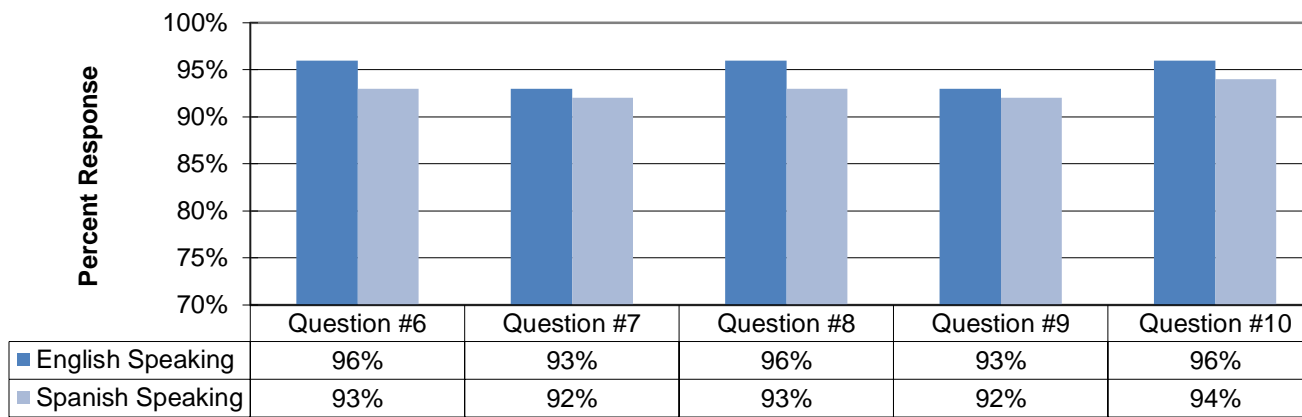
**LEVELS OF SATISFACTION**  
English Speaking Patients vs. Spanish Speaking Patients



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	143 (83%)	57 (72%)	27 (16%)	20 (25%)	3 (2%)	1 (1%)	0	0	0	1 (1%)
7. The time spent waiting	127 (73%)	54 (66%)	36 (21%)	24 (29%)	8 (5%)	3 (4%)	2 (1%)	0	0	1 (1%)
8. The respectfulness of staff	145 (83%)	57 (69%)	27 (16%)	24 (29%)	2 (1%)	1 (1%)	0	0	0	1 (1%)
9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner	114 (74%)	55 (66%)	28 (18%)	26 (31%)	11 (7%)	2 (2%)	1 (1%)	0	1 (1%)	1 (1%)
10. The handling of my personal medical information in a private and confidential manner	139 (80%)	60 (71%)	29 (17%)	23 (27%)	5 (3%)	0	0	0	0	1 (1%)

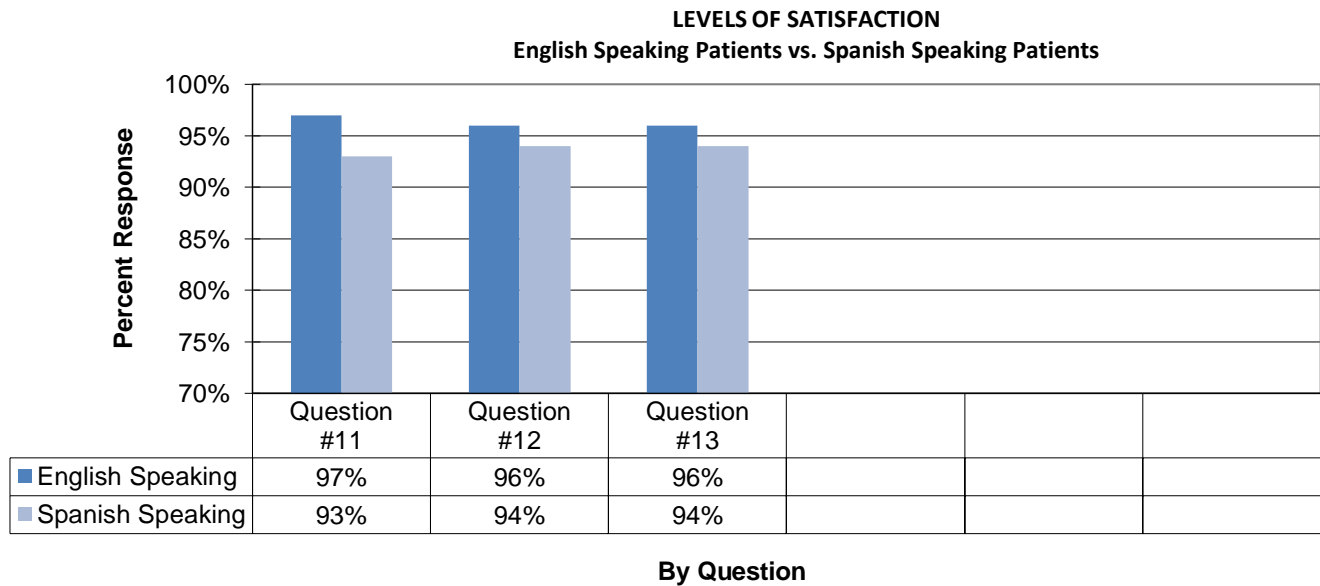
**LEVELS OF SATISFACTION**  
English Speaking Patients vs. Spanish Speaking Patients



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. The clinical care provided by your Medical Assistant (Clinical care includes such things as taking vital signs, bandages, injections, patient education/instruction, and assisting with procedures)	145 (84%)	63 (74%)	25 (15%)	19 (22%)	2 (1%)	1 (1%)	0	1 (1%)	0	1 (1%)
12. The medical care provided by your health provider (the Doctor, Nurse Practitioner, Midwife, or Physician Assistant)	146 (85%)	64 (75%)	20 (12%)	19 (22%)	4 (2%)	0	1 (1%)	0	0	2 (2%)
13. Overall, how satisfied are you with the Health Center?	142 (82%)	63 (74%)	29 (17%)	19 (22%)	1 (1%)	2 (2%)	1 (1%)	0	0	1 (1%)



### INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

