

Greater Elgin Family Care Center
Patient Satisfaction Survey
Lake Health Center
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.

Lake Health Center Survey Questions	Level of Satisfaction July, 2019	Level of Satisfaction April, 2019	Level of Satisfaction January, 2019	Level of Satisfaction October, 2018
1. The phone operator staff and call center	93%	90%	86%	92%
2. The reception staff	94%	92%	89%	96%
3. Receiving a timely appointment	88%	89%	88%	93%
4. Education and explanation of plan provided in a way that I can understand	93%	89%	92%	93%
5. The follow up and coordination of my care	93%	89%	91%	94%
6. The staff addressing my medical needs today	94%	90%	91%	93%
7. The time spent waiting	86%	82%	85%	84%
8. The respectfulness of staff	94%	90%	91%	94%
9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner	91%	90%	89%	91%
10. The handling of my personal medical information in a private and confidential manner	94%	90%	89%	92%
11. Your medical assistant	94%	92%	90%	94%
12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)	94%	90%	91%	93%
13. Overall, how satisfied are you with the Health Center?	94%	90%	88%	93%

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 – 16
YES – 0
N/A – 2

Comments:

“I have not left any message.” (2)

“Technically I did not leave a message I talked to an actual person, she was very helpful and friendly.”

“It was fine but I did not get a call back the next day as I was told. Called Thursday, did not get a call back until Monday, also it is very hard to hear the v/m that are left for me. They talk to softly or too fast.”

Spanish

NO – 6
YES – 0
N/A – 0

Comments:

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

English

- a. “The information doctor provides.” (2)
- b. “Appointment availability.”
- c. “Dr. responds to emails quickly and very helpful.” (Khaleeluddin)
- d. “They have many physicians.” (Khaleeluddin)
- e. “Many doctors availability.”
- f. “Timely appointment.”
- g. “Receiving timely health care needs.”
- h. “Everything is very good.”
- i. “They help doing there job.”
- j. “Insurance coverage and availability of lab testing.” (Khaleeluddin)
- k. “There is always an appointment when I need to see a doctor.”
- l. “Ability to get appointments quickly.” (Khaleeluddin)
- m. “Location is close to my home.”
- n. “Close to my house. When I didn’t have insurance the low cost was very appreciated.”
- o. “To get appointment.”
- p. “Closer to home.”
- q. “Dr. K is very knowledgeable, caring & friendly.”
- r. “Dr. Salman K is a very good doctor- friendly, knowledgeable & caring. Online portal is helpful also.” (Khaleeluddin)
- s. “Getting follow up medications.”

- t. "It aggravates me tremendously that every time I come here I have to wait anywhere from 20-45 minutes in the waiting room. Then once I'm in the room I wait for another 20-30 minutes to see the doctor. If I or anyone else were to show up 1 minute late we/they cannot be seen and have to reschedule. It is complete crap! If we are expected here on time then patient visits should be seen on time!!! No double standards!!!
- u. "Everything on time and good."
- v. "Dr. K."
- w. "Dr. Khaleeluddin with me to better my health and not just dictating what to do."
- x. "The people."

Spanish

- a. "My health." "Mi salud."
- b. "Control of my health." "Control de mi salud." (Khaleeluddin)
- c. "The language." "El lenguaje." (Khaleeluddin)
- d. "All the services." "Todos los servicios."
- e. "Everything in general." "Todo en general."
- f. "Care for my health." "Cuidado de mi salud." (Khaleeluddin)
- g. "The service and the respect." "El servicio y respeto."
- h. "It is close to home." "Esta cerca de mi casa."
- i. "The language and the reminder of my appointments." "El idioma y recordatorio de las citas."
- j. "The good service." "El buen servicio."
- k. "The attention." "La atención."
- l. "Everything." "Todo."

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

English

- a. "Making waiting times less, informing pt if PCP is late before appointment time." (Khaleeluddin)
- b. "Get better location."
- c. "Keeping me healthy."
- d. "More healthcare center nearst areas like Hoffman estates, Schaumburg." (Khaleeluddin)
- e. "Drinking water & coffee for waiting area." (Khaleeluddin)
- f. "If waiting time can be more productive." (2)
- g. "Sometime the wait is too long. In the exam room and the waiting room."
- h. "Choose in network doctors/specialist for referrals"
- i. "Other care would be nice. E.g. gynecologist, orthopedic."
- j. "All is good."
- k. "N/A."

Spanish

- a. "I think everything is perfect." "Creo que todo esta perfecto."
- b. "I havent been able to understand why reception is not nice and helpful to the patient. They should work on that a little more." "No he podido entender porque recepci3n no se portan agradables y servicial con los pacientes. Debe trabajar eso un poco mas."
- c. "Excellent." "Excelente."
- d. "Punctual with appointments." "Puntuales con la citas."
- e. "Everything is good." "Todo esta bien." (3)

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

English

Yes – 34

No – 0

Spanish

Yes – 14

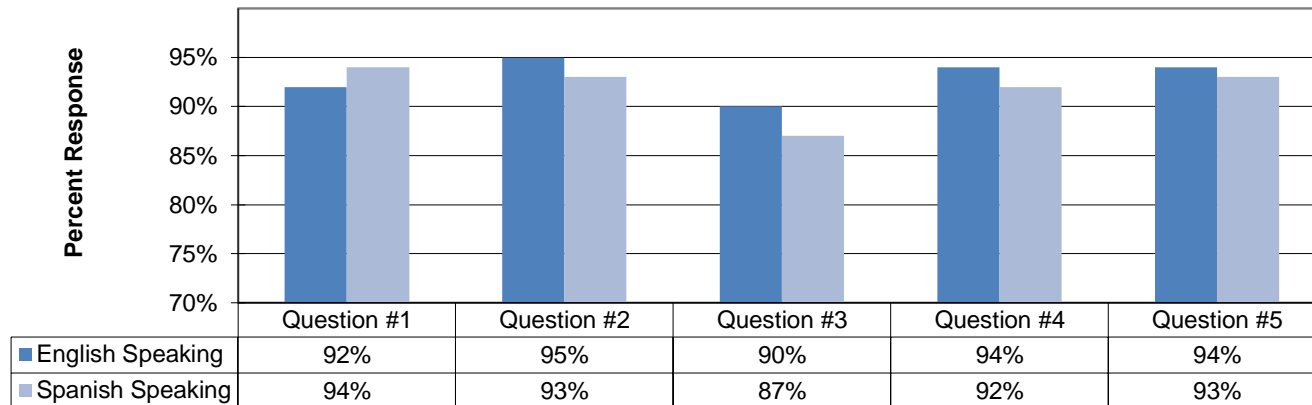
No – 0

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	42 (71%)	24 (69%)	13 (22%)	11 (31%)	2 (3%)	0	2 (3%)	0	0	0
2. The reception staff	45 (76%)	27 (75%)	12 (20%)	7 (19%)	2 (3%)	1 (3%)	0	1 (3%)	0	0
3. Receiving a timely appointment	38 (67%)	17 (47%)	11 (19%)	15 (42%)	5 (9%)	3 (8%)	3 (5%)	1 (3%)	0	0
4. Education and explanation of plan provided in a way that I can understand	43 (73%)	24 (67%)	14 (24%)	10 (28%)	2 (3%)	1 (3%)	0	1 (3%)	0	0
5. The follow up and coordination of my care	43 (77%)	24 (39%)	8 (14%)	9 (26%)	5 (9%)	2 (6%)	0	0	0	0

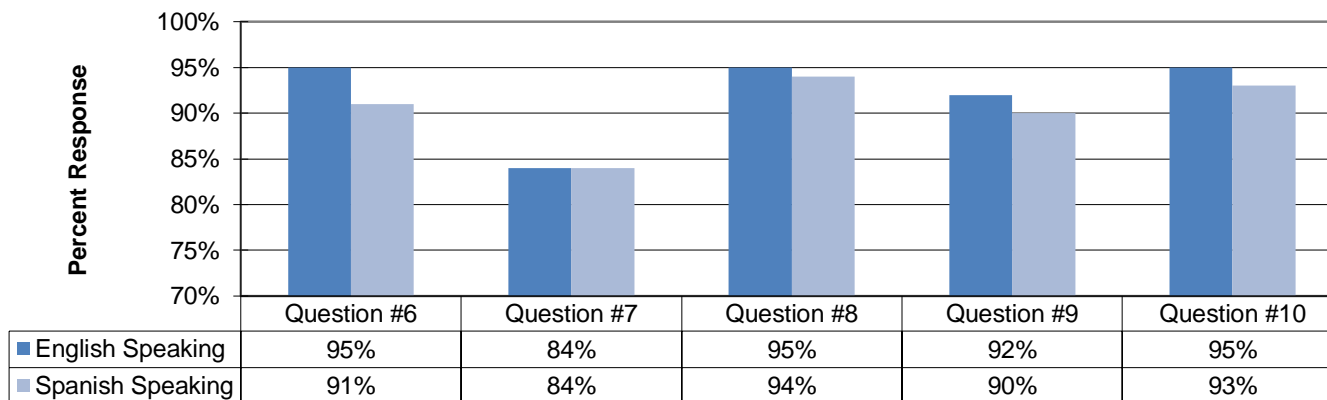
LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients



By Question

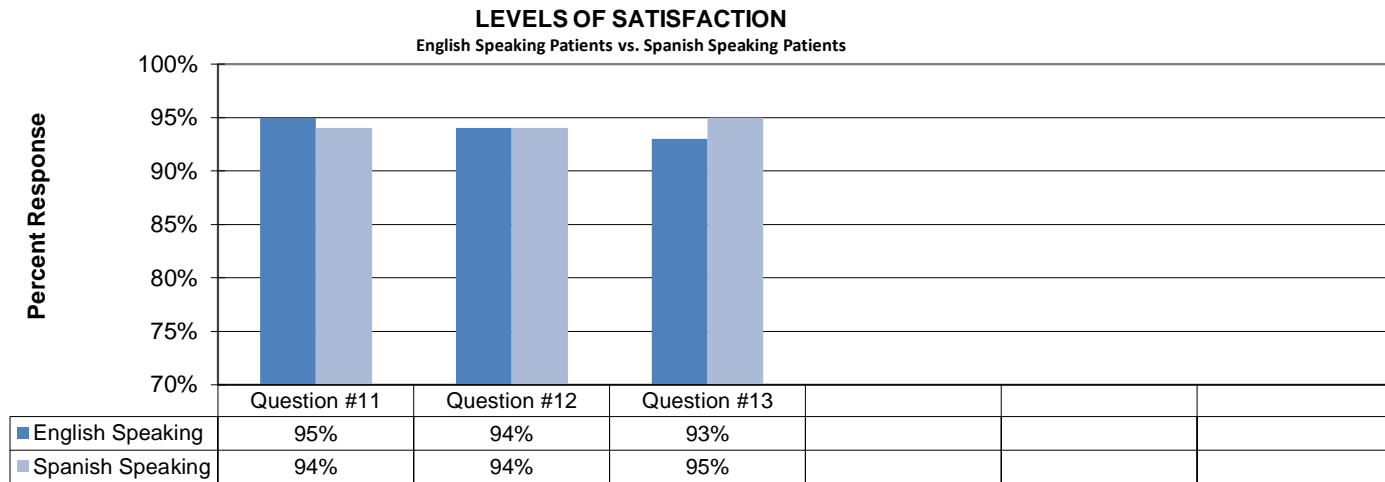
Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
6. The staff addressing my medical needs today	44 (76%)	21 (60%)	13 (22%)	31 (37%)	1 (2%)	1 (3%)	0	0	0	0
7. The time spent waiting	29 (51%)	14 (39%)	16 (28%)	16 (44%)	9 (16%)	5 (14%)	1 (2%)	1 (3%)	2 (4%)	0
8. The respectfulness of staff	44 (76%)	26 (77%)	12 (21%)	7 (21%)	2 (3%)	0	0	1 (3%)	0	0
9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner	37 (69%)	18 (55%)	11 (20%)	14 (42%)	6 (11%)	1 (3%)	0	0	0	0
10. The handling of my personal medical information in a private and confidential manner	41 (75%)	25 (71%)	14 (26%)	8 (23%)	0	1 (3%)	0	1 (3%)	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	44 (75%)	27 (75%)	14 (24%)	7 (19%)	1 (2%)	2 (6%)	0	0	0	0
12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)	43 (74%)	29 (81%)	13 (22%)	5 (14%)	2 (3%)	1 (3%)	0	1 (3%)	0	0
13. Overall, how satisfied are you with the Health Center	39 (67%)	28 (78%)	17 (29%)	7 (19%)	2 (3%)	1 (3%)	0	0	0	0



By Question

INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

