

Greater Elgin Family Care Center
Patient Satisfaction Survey
McHenry Community 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.

McHenry CHC 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	92%	92%	92%	92%
2. The reception staff	93%	94%	93%	93%
3. Receiving a timely appointment	93%	92%	91%	91%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	94%	92%
5. The follow up and coordination of my care	94%	94%	93%	92%
6. The staff addressing my medical needs today	94%	94%	93%	93%
7. The time spent waiting	90%	89%	87%	84%
8. The respectfulness of staff	94%	94%	93%	93%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	92%	91%	91%	89%
10. The handling of my personal medical information in a private and confidential manner	93%	94%	93%	93%
11. Your medical assistant	95%	95%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	95%	94%	93%
13. Overall, how satisfied are you with the Health Center?	94%	94%	93%	93%

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 – 80
YES – 8
N/A – 30

Comments:

“Great.” (2)
“I have 3 times the first two weren’t good but the third was great! Very helpful.” (Ali)
“Yes. Returned my call in a timely manner.” (Ali)
“Yes, Aiman Khan returned my calls + is very helpful + kind.” (Khan)
“Yes, good.” (Talwar)
“I had a great experience and I was helped a timely manner.”
“Yes, they got to me in a timely manner and answered all my questions.” (Scott-Diltz)

Spanish

NO – 34
YES – 4
N/A – 2

Comments:

“Very good.” “Muy bien.”
“Today my experience was good with doctor Aly, but I have experienced with other doctors from this same clinic Corrin Miranda and I did not like her attitude it was very bad.” “Hoy mi experiencia fue buena con la doctora Aly, pero eh tenido experiencia con otros doctors de aqui mismo de la clinica Corrin Miranda y no me gusto su atitud fue muy mala.” (Ali)
“You are all very good servers and very attentive.” “Son muy buenos servidores y muy atentos.”
“Yes, they’ve responded to my messages all the time.” “Si, han respondido a mi mensaje todo el tiempo.”
“For the moment everything has been good.” “Todo a estado bien hasta el momento.” (Scott-Diltz)
“Excellent, thank you so much.” “Excelente, muchas gracias.” (Colon)

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

English

- a. “They are very great at answering questions.” (Ali)
- b. “How they are able to answer all questions & concerns I have.”
- c. “Staff & convenience.” (Ali)
- d. “Staff.” (6)
- e. “Individual council.” (Bachelder)
- f. “Very respectful, friendly staff. Also very professional, and observant.” (Khan)
- g. “Friendly, professional sufficient. Dr Ali is the best pediatrician- very professional and very worem personality. And is great too.” (Ali)

- h. "Great customer service." (Ali)
- i. "Convenience." (Scott-Diltz)
- j. "Lucy in lab was so calm & considerate. All front staff was so helpful." (Khan)
- k. "Getting the information needed to help me take better care of myself." (Khan)
- l. "Their service is fine for me."
- m. "Everyone."
- n. "Yes." (2)
- o. "Staff and services." (Genson)
- p. "The care & concern of Rhonda Scott, she is very caring and explains very well the condition & recommends what is necessary." (Scott-Diltz)
- q. "Everyone was helpful and kind." (Khan)
- r. "The people are very nice." (Bachelder)
- s. "People/ staff." (Bachelder)
- t. "Friendly." (Bachelder)
- u. "Getting in." (Colon)
- v. "Time." (Ali)
- w. "N/A." (3)
- x. "Patient portal." (Ali)
- y. "The ease of getting timely appointments. I don't have to wait 2-3 mos. at regular pcp offices." (Miranda)
- z. "The way I can talk to the staff and get answers." (Mirandas)
- aa. "Staff in general was very helpful." (Forster)
- bb. "Dr. Ali!" (Ali)
- cc. "The cost and availability." (Khan)
- dd. "Desk staff." (Bachelder)
- ee. "Healthcare even w/o insurance- and explanations/ answers to questions." (Scott-Diltz)
- ff. "Aiman Khan kindness + attentiveness." (Khan)
- gg. "Getting appointment." (Ali)
- hh. "Atmosphere." (Miranda)
- ii. "Easy access to health care/ prenatal care that fits my schedule." (Cekova)
- jj. "The friendly staff." (Miranda)
- kk. "Distance to me/ insurance." (Bachelder)
- ll. "Helpful."
- mm. "Timely appointments." (2)
- nn. "1st time." (Colon)
- oo. "Accessibility." (Forster)
- pp. "Very nice and explains thorough." (colon)
- qq. "Everyone is nice and friendly." (Miranda)
- rr. "Being able to get same day appts. for sudden illnesses." (Khan)
- ss. "I love my Dr." (Forster)
- tt. "My health."
- uu. "The people." (Khan)
- vv. "Walk in option." (Miranda)
- ww. "Getting the help I need." (Colon)
- xx. "Nothing." (Scott-Diltz)
- yy. "Appointment times." (Khan)
- zz. "Same day appointments." (Scott-Diltz)
- aaa. "I can reach them any time and get help."

- bbb. "Not waiting long for appts. & Dr. T."
- ccc. "Time & dates available to my schedule." (Ali)
- ddd. "Getting appt. when needed."
- eee. "On time visits."
- fff. "Reception." (2)
- ggg. "Prenatal care." (Hering)
- hhh. "Patient portal instructions from."
- iii. "Respectfulness of staff + doctors." (Ali)
- jjj. "How quickly I got a response after reaching out." (Bachelder)
- kkk. "The lovely MA's and receptionist are always sweet and attentive. Yuri (MA) is the best!" (Bachelder)
- lll. "Therapy." (Bachelder)
- mmm. "Proactive in treatment." (Miranda)
- nnn. "Convenience of location." (Bachelder)
- ooo. "Patient portal." (Ali)
- ppp. "Very clear when giving me direction." (Scott-Diltz)
- qqq. "Availability and location." (Thompson)
- rrr. "Therapy." (Bachelder)
- sss. "Doctors and nurses."
- ttt. "I like my doctor Rhonda."
- uuu. "Ease of scheduling." (Talwar)
- vvv. "Good staff." (Talwar)
- www. "Mchenry office was awesome." (Chinweze)
- xxx. "The excellent care." (Talwar)
- yyy. "Wait time is easy and not long." (Bachelder)
- zzz. "The friendly staff and the Doctor was amazing." (Scott-Diltz)
- aaaa. "Child care."
- bbbb. "Staff is very helpful & respectful."
- cccc. "Location." (Miranda)
- dddd. "Location/ availability/ friendliness." (Ali)
- eeee. "Ease of appointments and quick visits." (Scott-Diltz)
- ffff. "The insurance counselor." (Forster)
- gggg. "Everyone is nice." (Scott-Diltz)

Spanish

- a. "Everything." "Todo." (3)
- b. "They have accessible appointments all the time." "Esque tienen citas accesible todo el tiempo."
- c. "With appointments they have more available times for me." "En las citas tienen mas tiempo disponible para mi." (Khan)
- d. "A lot of professionalism and good quality." "Mucho profesionalismo y buena calidad."
- e. "Close to home, help with not having medical insurance." "Cerca de mi casa, ayuda por no tener seguro medico." (Khan)
- f. "Everything's good." "Todo esta bien." (3)
- g. "The kindness and respect from all the employees." "La amabilidad y el respeto de todos los empleados." (Khan)
- h. "That they are able to see me when I need it. Thank you." "Que me atienden cuando lo necesito. Gracias."
- i. "They are able to give fast appointments." "Que puede dar las citas muy rapido." (Scott-Diltz)
- j. "Take good care of my health." "A cuidar mi salud."

- k. "The consult services." "El servicio de consultas."
- l. "Very accessible." "Muy accesible." (Colon)
- m. "They always attend to us very well and that helps always being satisfied that way out kids are always fine." "Siempre atienden muy bien y asi ayuda a estar siempre con satisfaccion asia nuestros hijos para que esten bien." (Ali)
- n. "That they speak Spanish." "Que hablan Espanol." (2)
- o. "To be able to receive medical attention quickly." "A poder recibir atencion medica pronto."
- p. "Attention in my language." "Atencion en mi idioma." (2)
- q. "The nurses that speak both languages." "Las enfermeras que hablan dos idiomas- Espanol."
- r. "It's quick." "Es rapido." (Colon)
- s. "Kind and always have available appointments." "Amables y siempre tienen citas disponibles."
- t. "They explain thing well." "Explican las cosas bien." (Miranda)
- u. "The way all the workers give attention." "La manera de atención de todos los trabajadores" (Scott-Diltz)
- v. "The accessibility and attention to the patient." "La accesibilidad y atención al paciente."
- w. "I like it because they attend to me well and give appointments later." "Me gusta por que atienden bien y las citas dan luego."
- x. "My health." "Mi salud." (2)
- y. "How they attend to me and give appointments quickly and see you fast." "Como atienden y que dan pront las citas y atienden rápido." (Miranda)
- z. "Dental." "Dental." (Colon)
- aa. "That our personnel are kind." "Que su personal son amable." (Ali)
- bb. "The language and closeness." "El idioma y su sercania." (Ali)
- cc. "That I can be correctly attended to." "Que puedo ser atendida correctamente."
- dd. "No comment." "No comentario." (Hering)
- ee. "Your kindness, respect, and above all the health care." "Su amabilidad, respeto, y sobre todo cuidad de salud." (Scott-Diltz)
- ff. "That you have same day appointments available." "Que tienen mas citas disponibles del día." (Khan)
- gg. "There's people who are bilingual." "Hay personas bilingües."
- hh. "The service." "El servicio."
- ii. "It's a place that is accessible for all." "Es un lugar accesible para todos." (Hering)

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

English

- a. "Nothing." (5)
- b. "N/A." (23)
- c. "Everything is great." (Colon)
- d. "Great." (Bachelder)
- e. "Wait time." (Bachelder)
- f. "Everything is fine." (Bachelder)
- g. "We are already satisfied. The place is clean & staff & medical providers are awesome." (Scott-Diltz)
- h. "Perfect." (Colon)
- i. "Keep it up."
- j. "No improvements needed." (Khan)
- k. "Appts. Are so short & then feel uncomfortable or imposing if I ask questions- Nurse was patient, kind- Fabiola & Jocelyn & Lucy all stood out today." (Khan)

- l. "Welcoming reception." (Ali)
- m. "Get a new water fountain please."
- n. "You guys are doing great."
- o. "Keep doing what your doing, great job!" (Ali)
- p. "More time w/ providers- not enough time." (Scott-Diltz)
- q. "Nicer people on the call center." (2)
- r. "Nothing really." (Colon)
- s. "I think your great." (Forster)
- t. "Have a gyno on staff for women's yearlys." (Bachelder)
- u. "By having a better water fountain." (Corrin)
- v. "Change time on the door." (Scott-Diltz)
- w. "You can't possible improve." (Ali)
- x. "Nothing is all good." (Bachelder)
- y. "Things seem good the way things are done right now." (Miranda)
- z. "The continuity of providers is a little sketchy." (Miranda)
- aa. "Make waiting time to 10 min." (Bachelder)
- bb. "None." (Scott-Diltz)
- cc. "Online appointments. 😊" (Scott-Diltz)
- dd. "Not sure." (Ali)
- ee. "Keep up the great work." (Miranda)
- ff. "No complaints." (Ali)
- gg. "You guys are so sweet and caring keep it up. 😊" (Scott-Diltz)
- hh. "Don't know." (Bachelder)
- ii. "No problems." (Colon)
- jj. "?" (Talwar)
- kk. "Nothing I can think of." (Chinweze)
- ll. "Nothing much everything is good." (Talwar)
- mm. "No improvement needed." (Talwar)
- nn. "No need."
- oo. "Overall excellent."
- pp. "A playroom for children. Some parents do not control their children and it gets very distracting for those that aren't feeling well." (Bachelder)
- qq. "Call center."
- rr. "You are doing great."

Spanish

- a. "Everything is good." "Todo esta bien." (8)
- b. "Personally, everyone is good." "En lo personal todos están bien."
- c. "Everything is very good." "Todo muy bien." (2)
- d. "For right now, it was very good in other occasions it was delayed an hour. That should be good to keep doing." "Por ahora estuvo muy bien en otras ocasiones me han tardado ala hora de las citas. Eso seria bueno seguir haciendo."
- e. "That the ones at the front desk should be more kind instead of them welcoming incorrectly." "Que las que están en frente sean mas amables no que llegue uno y lo resiban mal."
- f. "Always being kind with people." "Siempre siendo amables con las personas." (Khan)
- g. "There is a line when you get up to register. It should be less time spent waiting from the time we have to get here." "Hay much fila cuando uno llega a registrarse. Debería ser menos la espera, por el tiempo que uno debe llegar." (Ali)

- h. "Time spent waiting." "El tiempo de espera."
- i. "With the receptionists." "Con las recepcionistas." (Ali)
- j. "Maintain care to patient." "Mantener cuidados al paciente."
- k. "N/A." (Miranda)
- l. "Perhaps include more Doctors with specialties." "Tal vez incluyendo mas Doctores especializados."
- m. "Excellent service, thank you." "Excelente servicio, GRACIAS." (Colon)
- n. "The call center to schedule appointments take too long and the operators are not kind."
- o. "That the doctors who specialize in other areas would be closer." "Que los doctores especialistas en otras areas estuvieran mas cerca."
- p. "More receptionists." "Mas recepcionistas."
- q. "Personally, everything is good." "Todo bien con el personal."
- r. "For me, everything is very good." "Para mi todo esta bien." (Scott-Diltz)
- s. "No comments." "No comentario." (Hering)
- t. "With more doctors." "Con mas doctores."
- u. "Change the wáter fountain. Clean water. Because it tastes bad and it's yellow." "Cambien su fuente de agua. Agua limpia. Porque esta sabe feo y esta amarilla." (Scott-Diltz)
- v. "Stay the same." "Que siga así." (Ali)
- w. "To get someone with more experience drawing blood." "Que pongan gente con mas experiencia para sacar sangre." (Colon)
- x. "For me everything is very good, I don't need anything." "Para mi todo esta bien, no necesito nada." (Colon)

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

English

Yes – 144

No – 3

Spanish

Yes – 73

No – 0

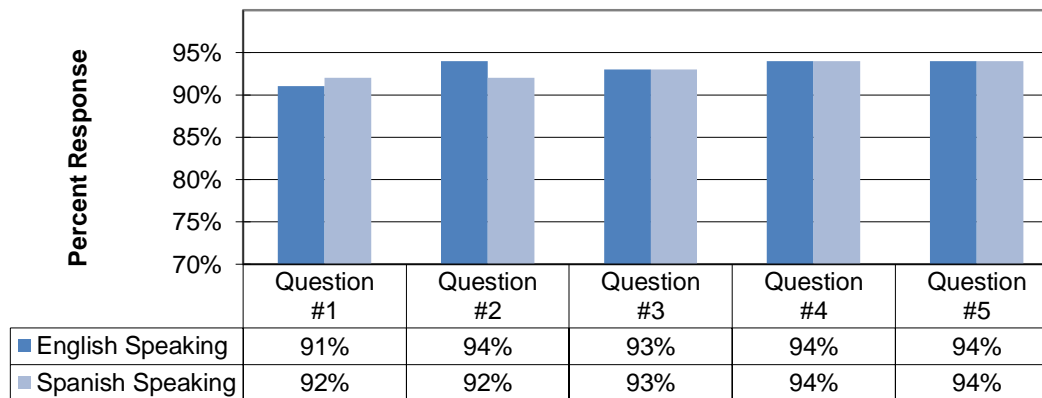
Results

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	141 (67%)	94 (70%)	50 (24%)	33 (25%)	16 (8%)	3 (2%)	1 (1%)	2 (2%)	2 (1%)	2 (2%)
2. The reception staff	153 (73%)	94 (70%)	48 (23%)	33 (25%)	8 (4%)	3 (2%)	2 (1%)	1 (1%)	0	3 (2%)
3. Receiving a timely appointment	152 (72%)	97 (74%)	53 (25%)	28 (21%)	3 (1%)	4 (3%)	3 (1%)	1 (1%)	1 (1%)	1 (1%)
4. Education and explanation of plan provided in a way that I can understand	163 (77%)	98 (75%)	39 (19%)	30 (23%)	8 (4%)	2 (2%)	1 (1%)	0	0	1 (1%)
5. The follow up and coordination of my care	154 (73%)	95 (73%)	47 (22%)	32 (24%)	8 (4%)	3 (2%)	1 (1%)	0	0	1 (1%)

LEVELS OF SATISFACTION

English Speaking Patients vs. Spanish Speaking Patients

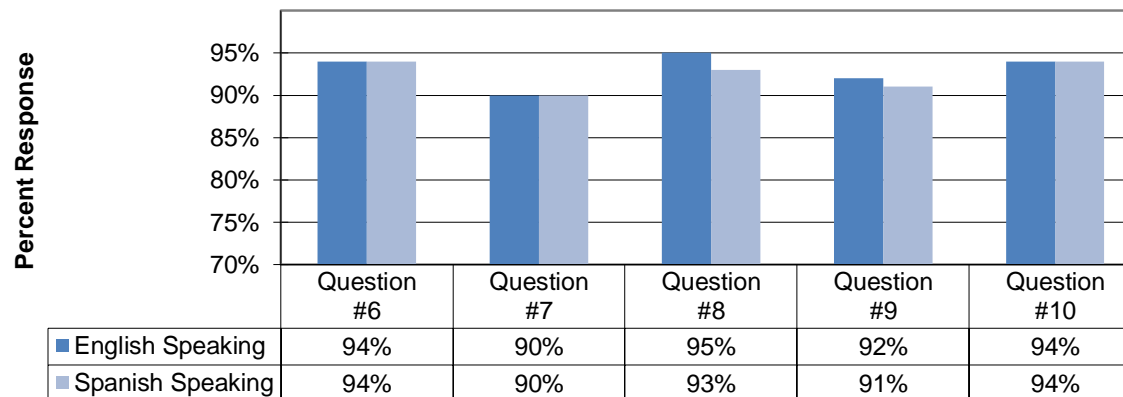


By Question

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	156 (74%)	93 (73%)	50 (24%)	31 (24%)	5 (2%)	3 (2%)	0	0	0	1 (1%)
7. The time spent waiting	133 (63%)	79 (60%)	55 (26%)	44 (33%)	18 (9%)	8 (6%)	6 (3%)	0	0	2 (2%)
8. The respectfulness of staff	159 (75%)	91 (71%)	50 (24%)	33 (26%)	3 (1%)	4 (3%)	0	0	0	1 (1%)
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	126 (68%)	77 (61%)	47 (25%)	42 (33%)	13 (7%)	6 (5%)	0	0	0	1 (1%)
10. The handling of my personal medical information in a private and confidential manner	154 (74%)	90 (69%)	43 (21%)	37 (29%)	10 (5%)	2 (2%)	0	0	1 (1%)	1 (1%)

LEVELS OF SATISFACTION

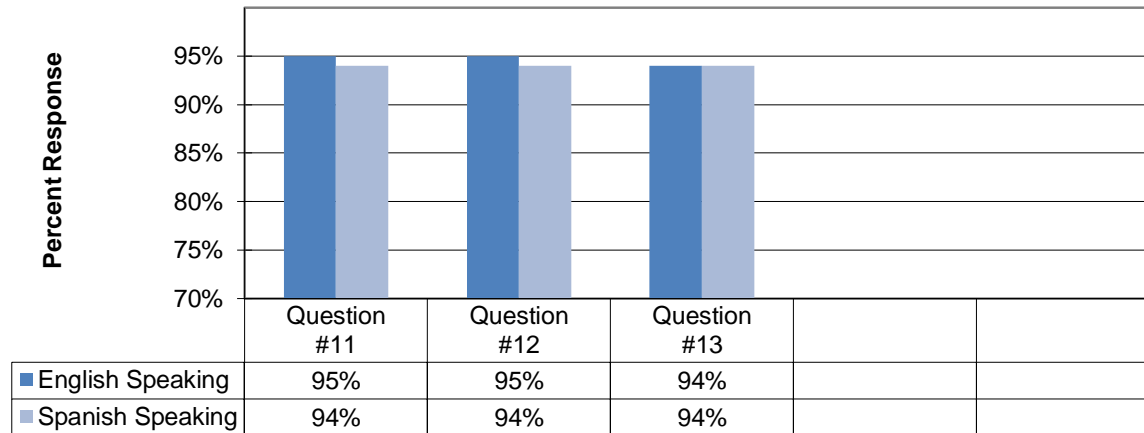
English Speaking Patients vs. Spanish Speaking Patients



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. Your medical assistant	166 (78%)	98 (74%)	41 (19%)	30 (23%)	5 (2%)	3 (2%)	0	0	0	1 (1%)
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	166 (79%)	103 (77%)	43 (20%)	25 (19%)	1 (1%)	4 (3%)	0	0	1 (1%)	1 (1%)
13. Overall, how satisfied are you with the Health Center?	155 (73%)	103 (78%)	50 (24%)	25 (19%)	7 (3%)	3 (2%)	0	0	0	1 (1%)

LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients



By Question

INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

