

Greater Elgin Family Care Center
Patient Satisfaction Survey
Streamwood 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.

| Streamwood 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 | 88% | 91% | 87% | 89% |
| 2. The reception staff | 89% | 92% | 90% | 92% |
| 3. Receiving a timely appointment | 87% | 92% | 88% | 90% |
| 4. Education and explanation of plan provided in a way that I can understand | 91% | 93% | 90% | 93% |
| 5. The follow up and coordination of my care | 91% | 93% | 91% | 93% |
| 6. The staff addressing my medical needs today | 92% | 94% | 91% | 93% |
| 7. The time spent waiting | 86% | 87% | 86% | 85% |
| 8. The respectfulness of staff | 91% | 93% | 91% | 92% |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 90% | 92% | 89% | 91% |
| 10. The handling of my personal medical information in a private and confidential manner | 94% | 94% | 91% | 93% |
| 11. Your medical assistant | 92% | 94% | 92% | 94% |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 93% | 95% | 93% | 94% |
| 13. Overall, how satisfied are you with the Health Center? | 92% | 94% | 92% | 92% |

Direct Patient 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 – 33

YES - 1

N/A - 6

Comments:

“Yes, they called back promptly.”

“Good, keep up the good work.”

“This is one of the best Health care.”

Spanish

NO – 36

YES –1

N/A – 4

Comments:

“No but my experience was good.” “No pero mi experiencia fue buena.”

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

English

- a. “Insurance help.” (Popovic)
- b. “Location.” (2)
- c. “Oh wonderful.” (Chaudhari)
- d. “Appt scheduling.” (Nettleton)
- e. “Everything is good.” (2)
- f. “Fast and great service.” (Nettleton)
- g. “Nothing.”
- h. “My doctor is a great doctor.” (Nettleton)
- i. “They are very friendly.”
- j. “The receptionist.”
- k. “Cost of services.” (Popovic)
- l. “Always willing to help out when I have a question, friendly & respectful staff.”
- m. “N/A.” (2)
- n. “Out of pocket cost.”
- o. “Near to my address.”
- p. “Attend to my baby’s need when she is not well.”
- q. “Convenient hours.” (Sadik)
- r. “Everything.”
- s. “Some doctors just take forever why? Whats going on? (Popovic)
- t. “Being prompt.” (Popovic)
- u. “Staff/timeliness.”
- v. “No comment.” (Chaudhari)
- w. “Don’t take too long.” (Aragones)

- x. "Very good care." (Aragones)
- y. "I love how helpful that staff is."
- z. "That nurses speak Spanish." (Nettleton)
- aa. "The doctor." (Nettleton)
- bb. "Professionalism." (Sadik)
- cc. "Everything and everyone."

Spanish

- a. "They have good doctors." "Que tienen buenos doctores." (Popovic)
- b. "Maintain everything good with my health." "Mantener todo bien con mi salud." (Popovic)
- c. "To help me feel more calm regarding my health. They try to help in a way or another in regards to my health. The appointments they give you are close to date and not wait that long." "A centirme mas tranquila respeto a mi salud. Tratan de brindar ayuda de una forma u otra respeto a la salud y las citas las dan tempranas fechas no tiene uno que esperar tanto tiempo." (Popovic)
- d. "They treat you fast." "Te atienden rapido." (Sadik)
- e. "Very grateful for the attention they gave my health problem and for a fast surgery. Thank you very much." "Muy agradecida por la atencion a tiempo de mi problema de salud y para una pronta sirugia. Mil gracias."
- f. "They are very professional." "Son muy profesionales."
- g. "Excellent." "Excelente." (Popovic)
- h. "The Dr is very attentive to his work, I'm very happy to be his patient." "Que el Dr. es muy atento a su trabajo estoy muy feliz de ser su paciente." (Aragones)
- i. "Everything." "Todo."
- j. "For my personal health." "Para mi salud personal."
- k. "Low income health." "La ayuda de bajos ingresos." (Popovic)
- l. "Same day appointments." "Citas el mismo dia."
- m. "They are bilingual." "Son bilingues." (Popovic)
- n. "My medical care." "Mi cuidado medico."
- o. "The attention." "La atencion."
- p. "That I can understand the test results or any doubt I have in our language." "Que puedo entender los resultados o cualquier duda en nuestro idioma."
- q. "Closeness." (Comment written in English on a Spanish survey)
- r. "N/A." "N/A." (2)
- s. "They treat me good." "Me atienden bien." (Sadik)
- t. "They are good." "Son buenos." (Nettleton)
- u. "Close to my house." "Cerca de mi casa." (3)
- v. "My doctor." "Mi doctora."
- w. "To me it is good." "Para mi esta bien."
- x. "The cost." "El costo." (2)
- y. "Attention and accessible prices." "Atencion y precios accesibles." (Aragones)
- z. "The fast service of my blood work results." "El servicio tan rapido de mis resultados de sangre." (Sadik)
- aa. "I always have answers to my questions." (English comment written on a Spanish survey)
- bb. "They are very kind and good service." "Son muy amables y buen servicio." (Sadik)
- cc. "It is close to home and the doctors are excellent." "Esta cerca de mi hogar y los doctores son excelentes."
- dd. "For me and my kids is perfect." "Para mi y mis hijos esta perfecto."
- ee. "The payment." "El pago."
- ff. "Good doctors." "Buenos doctores."
- gg. "The information they provide." "La informacion que me dan."
- hh. "Very kind." "Muy amables."

- ii. "The pediatrician." "La pediatra."
- jj. "The attention." "La atencion."

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

English

- a. "Better walk in service." (Popovic)
- b. "Timely appts." (Popovic)
- c. "For people receiving calls/leaving voice mails to talk slowly so patient will understand clearly." (Sadik)
- d. "Slow time appointment."
- e. "You are good."
- f. "Nothing." (Popovic)
- g. "Being able to schedule an appt sooner it took a couple of weeks to be able to get my appointment."
- h. "Keep up the good work."
- i. "I don't think it needs improvements." (Nettleton)
- j. "Quality is okay but some take forever so we can get seen." (Aragones)
- k. "No comment."
- l. "Have more appts available." (Aragones)
- m. "Tell the doctors to hurry up." (Popovic)
- n. "Waiting time."
- o. "Not to have to wait so long to get an appointment."
- p. "To attend people with courtesy, time, respect."
- q. "Try and use Tricare insurance."
- r. "More specialist eg osteopoeosis."
- s. "Nothing."
- t. "N/A." (2)

Spanish

- a. "Everything is perfect, very good attitude and attention from staff." "Todo esta perfecto muy buena, actitud y atencion del staff." (Sadik)
- b. "Not needed everything is good." "No es necesario todo bien."
- c. "It is very good thank you." "Esta muy bien gracias."
- d. "Nothing." "Nada."
- e. "Having a personal like this they treat the patient with kindness thanks." "Teniendo un personal asi, como atienden al paciente son muy amables gracias."
- f. "N/A." "N/A." (4)
- g. "No comments I think it is very good for me." "No comentarios esta muy bien para mi."
- h. "I don't know." "No se."
- i. "Be faster." "Mas rapidos."
- j. "Nothing everything is good." "Nada todo esta bien."
- k. "When we ask for appointments don't give them to us so far apart." "Cuando preguntamos por citas nos la den muy lejanas."
- l. "The receptionist have a better attitude and more respect." "Las recepcionistas con mejor caracter y mas respeto."
- m. "Better treatment in reception." "Mejor atender en recepcion."
- n. "Give more time to arrive to appointment." "Dar tiempo para lleagar a la cita."
- o. "Doctors who speak Spanish but with interpreter is fine." "Doctoras que hablen espanol pero con interprete esta bien."
- p. "Continue the same good service." "Continue igual buen servicio." (Sadik)
- q. "Don't need to improve it is excellent." "No necesita mejorar es excelente."
- r. "Have another center with specialties." "Tener otro centro con especialidades."

- s. "Don't give too far away appointments." "No dar tan lejos las citas."
- t. "Front desk, reception & operator needs improvement and/or training in the procedures and how to solve problems instead of causing problems. Thank you for the opportunity to express how I feel about the service. The doctors are great, the nurses assistant great. The front desk horrible!! Today all of them where great but in the past I did have a horrible experience with them. (I just hope that they are not treating me well because I supposed to fill out a survey) (English comment written on a Spanish survey.)
- u. "To me it is good." "Para mi es bueno."
- v. "Everything is good." "Todo esta bien." (3)

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

English

Yes – 71

No – 2

Spanish

Yes – 79

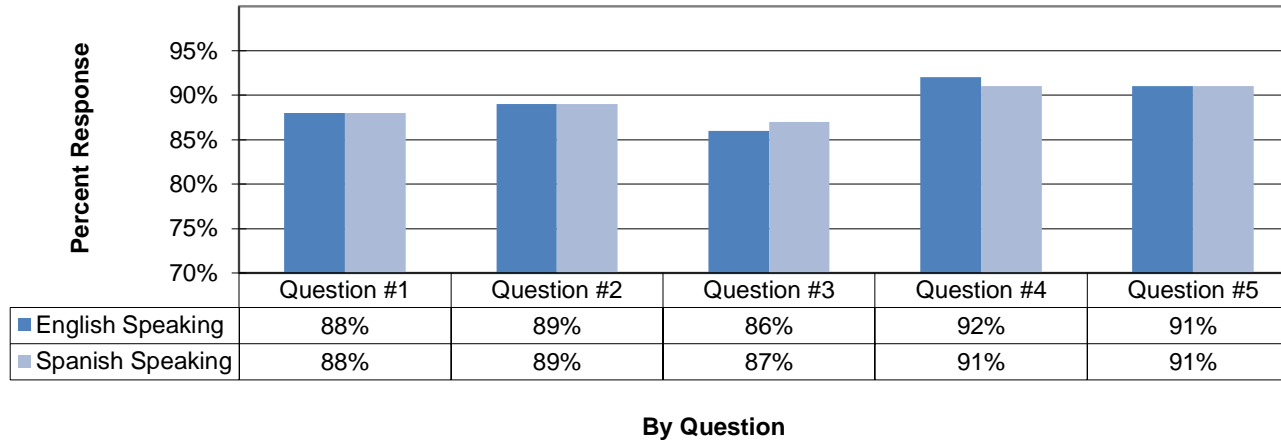
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Results

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.

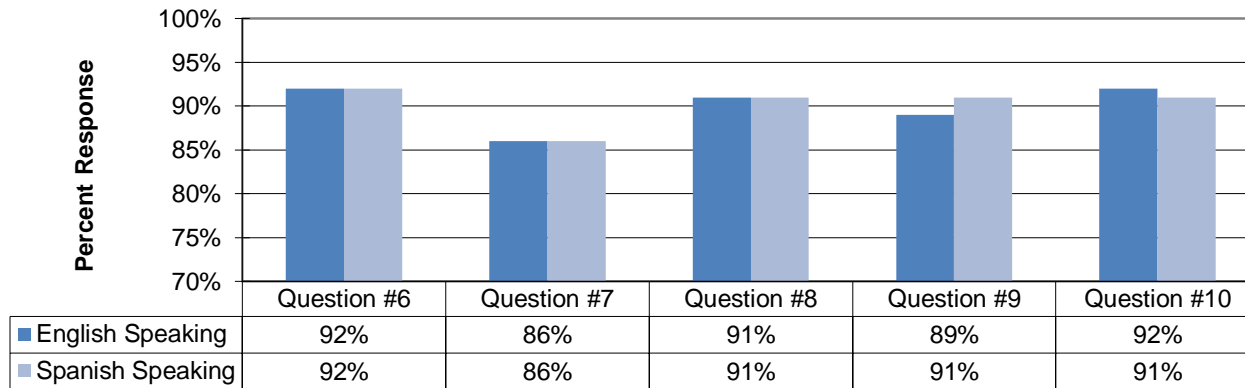
| Survey Questions | (5) Very Satisfied | | (4) Satisfied | | (3) Neutral | | (2) Dissatisfied | | (1) Very Dissatisfied | |
|--|-----------------------|--------------|------------------|-------------|----------------|-------------|---------------------|-----------|--------------------------|-----------|
| | English | Spanish | English | Spanish | English | Spanish | English | Spanish | English | Spanish |
| 1. The phone operator staff and call center | 47 (56%) | 90 (58%) | 29 (35%) | 50 (33%) | 4 (5%) | 6 (4%) | 1 (1%) | 4 (3%) | 3 (%) | 4 (3%) |
| 2. The reception staff | 49 (58%) | 93 (62%) | 28 (33%) | 42 (28%) | 5 (6%) | 7 (5%) | 1 (1%) | 5 (3%) | 1 (1%) | 3 (2%) |
| 3. Receiving a timely appointment | 50 (61%) | 85 (56%) | 18 (22%) | 46 (30%) | 6 (7%) | 15 (10%) | 6 (7%) | 3 (2%) | 2 (2%) | 3 (2%) |
| 4. Education and explanation of plan provided in a way that I can understand | 57 (68%) | 98 (64%) | 22 (26%) | 47 (31%) | 4 (5%) | 5 (3%) | 0 | 2 (1%) | 1 (1%) | 2 (1%) |
| 5. The follow up and coordination of my care | 54 (64%) | 100 (65%) | 25 (30%) | 46 (30%) | 4 (5%) | 5 (3%) | 0 | 1 (1%) | 1 (1%) | 2 (1%) |

LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients



| 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 | 53 (64%) | 105 (67%) | 27 (33%) | 46 (29%) | 2 (2%) | 4 (3%) | 0 | 1 (1%) | 1 (1%) | 2 (1%) |
| 7. The time spent waiting | 46 (55%) | 81 (53%) | 25 (30%) | 47 (31%) | 8 (10%) | 17 (11%) | 2 (2%) | 6 (4%) | 3 (4%) | 3 (2%) |
| 8. The respectfulness of staff | 51 (62%) | 99 (64%) | 26 (32%) | 46 (30%) | 4 (5%) | 7 (5%) | 0 | 1 (1%) | 1 (1%) | 2 (1%) |
| 9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner | 45 (59%) | 94 (63%) | 22 (29%) | 46 (31%) | 7 (9%) | 8 (6%) | 1 (1%) | 1 (1%) | 1 (1%) | 1 (1%) |
| 10. The handling of my personal medical information in a private and confidential manner | 56 (68%) | 97 (63%) | 22 (27%) | 46 (30%) | 3 (4%) | 6 (4%) | 0 | 2 (1%) | 1 (1%) | 2 (1%) |

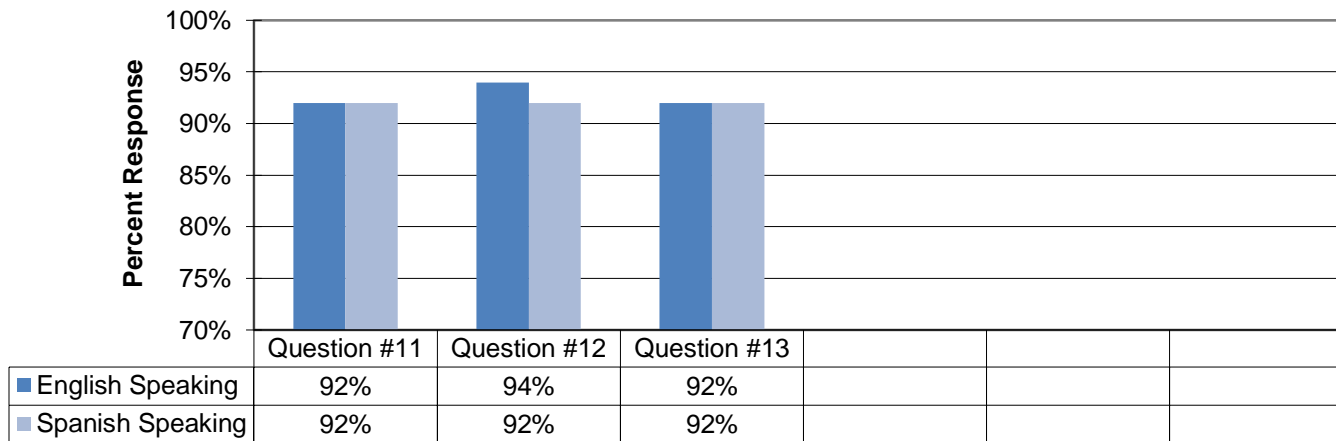
LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients



By Question

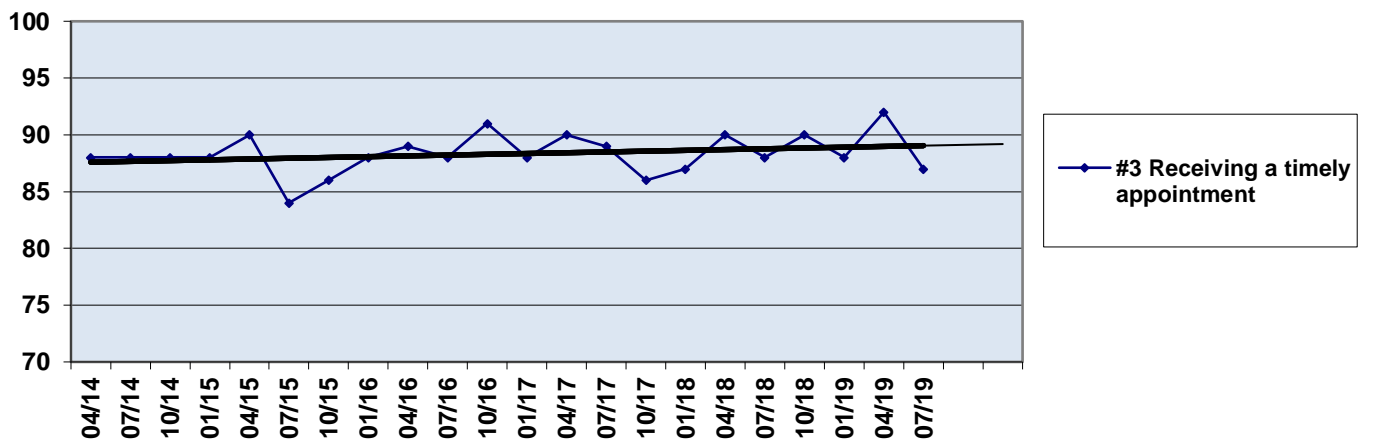
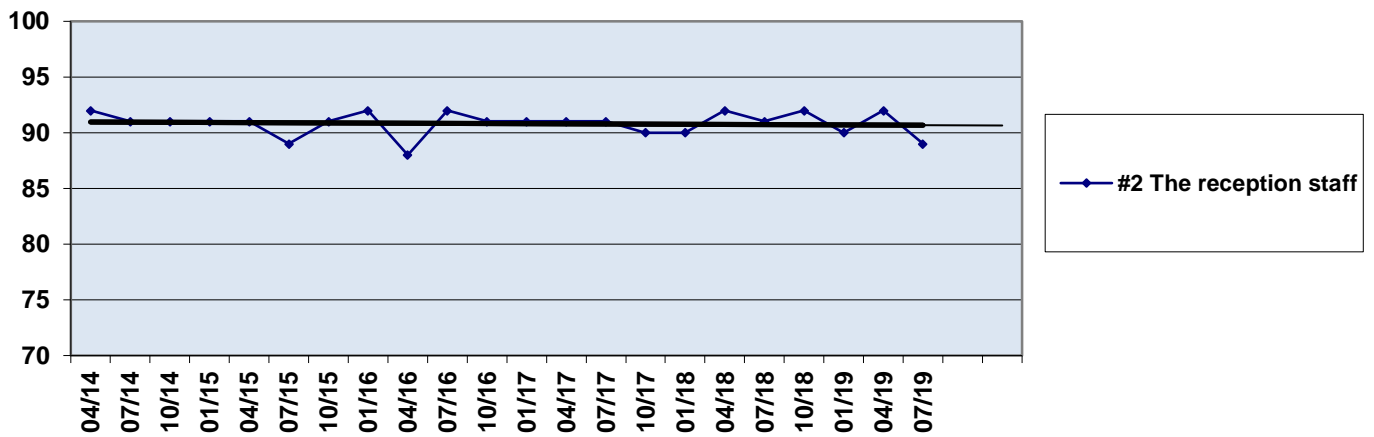
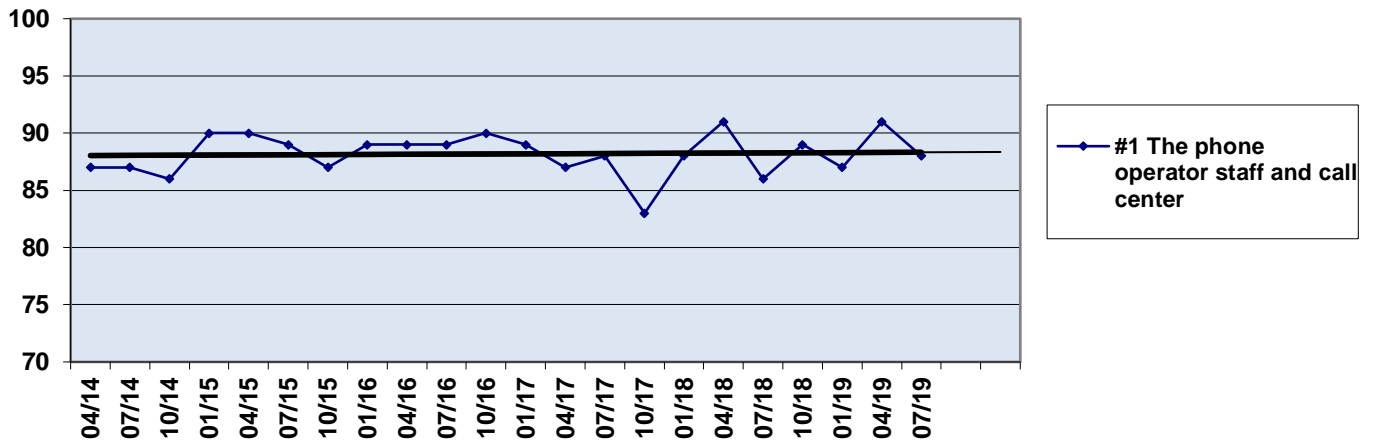
| Survey Questions | (5) Very Satisfied | | (4) Satisfied | | (3) Neutral | | (2) Dissatisfied | | (1) Very Dissatisfied | |
|--|-----------------------|--------------|------------------|-------------|----------------|-----------|---------------------|-----------|--------------------------|-----------|
| | English | Spanish | English | Spanish | English | Spanish | English | Spanish | English | Spanish |
| 11. Your medical assistant | 56 (67%) | 104 (67%) | 25 (30%) | 45 (29%) | 2 (2%) | 3 (2%) | 0 | 1 (1%) | 1 (1%) | 2 (1%) |
| 12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant) | 62 (75%) | 109 (70%) | 18 (22%) | 41 (26%) | 2 (2%) | 2 (1%) | 0 | 1 (1%) | 1 (1%) | 3 (2%) |
| 13. Overall, how satisfied are you with the Health Center? | 55 (66%) | 107 (69%) | 23 (28%) | 41 (26%) | 4 (5%) | 4 (3%) | 0 | 1 (1%) | 1 (1%) | 3 (2%) |

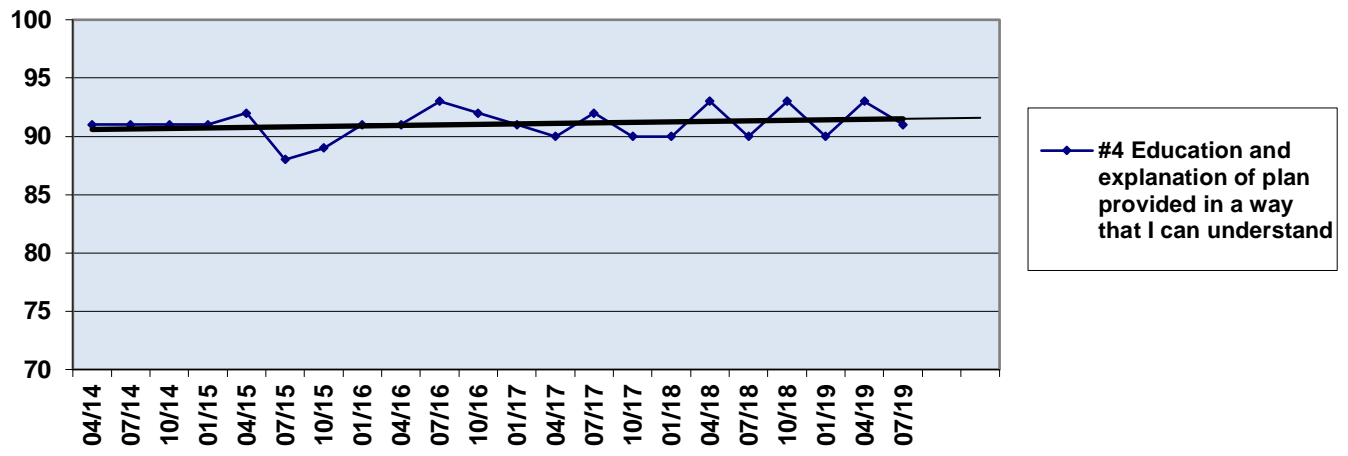
LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients



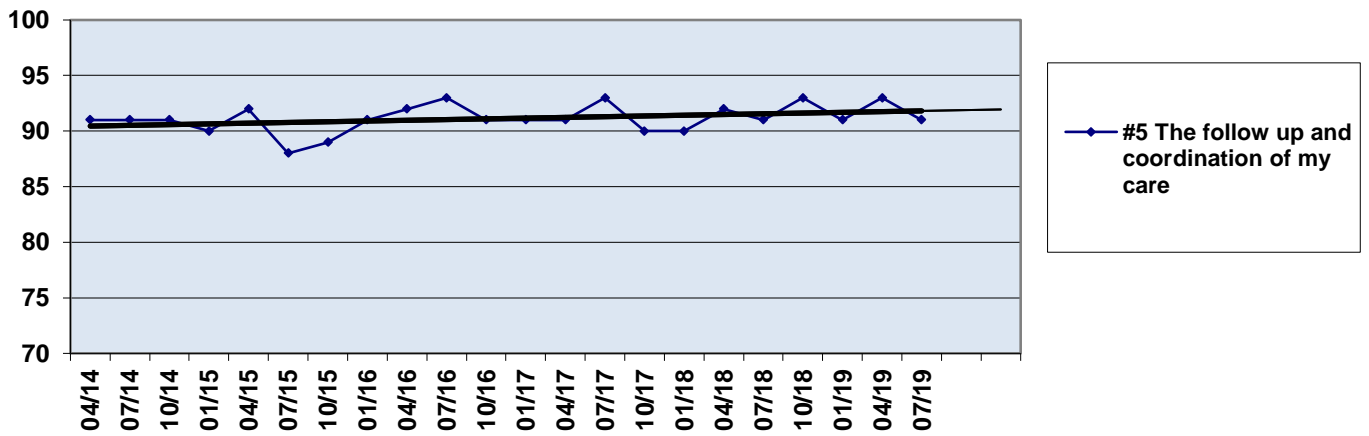
By Question

Individual Question Results with Trendline

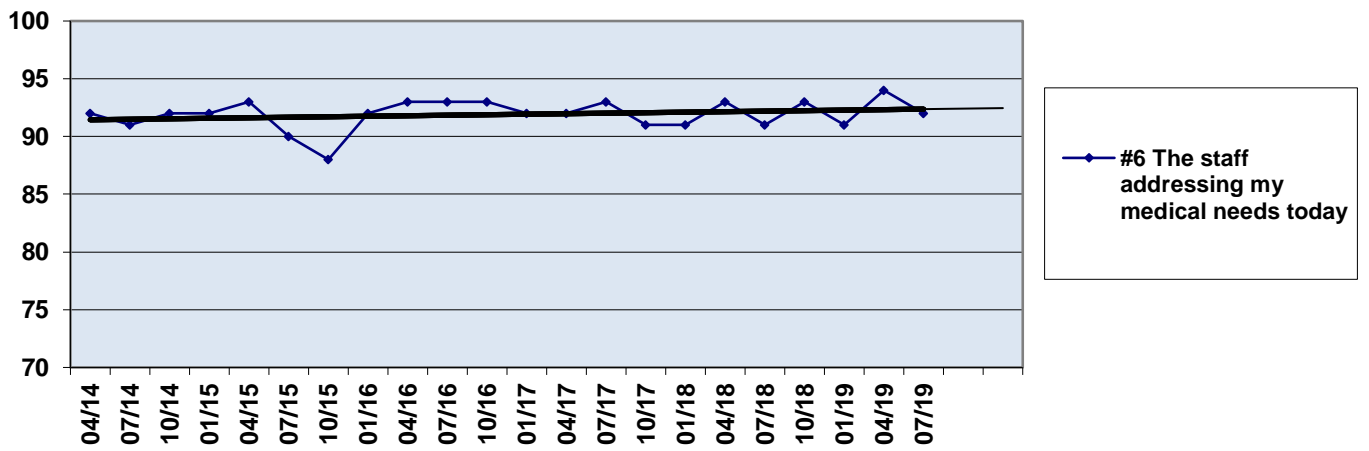




#4 Education and explanation of plan provided in a way that I can understand



#5 The follow up and coordination of my care



#6 The staff addressing my medical needs today

