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.

<table>
<thead>
<tr>
<th>Creekside Health Center Survey Questions</th>
<th>Level of Satisfaction April, 2020</th>
<th>Level of Satisfaction January, 2020</th>
<th>Level of Satisfaction October, 2019</th>
<th>Level of Satisfaction July, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The phone operator staff and call center</td>
<td>94%</td>
<td>91%</td>
<td>91%</td>
<td>92%</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>94%</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
<td>94%</td>
<td>90%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>4. Education and explanation of plan provided in a way that I can understand</td>
<td>95%</td>
<td>92%</td>
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<td>5. The follow up and coordination of my care</td>
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<td>92%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>90%</td>
<td>88%</td>
<td>88%</td>
<td>86%</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
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<td>92%</td>
<td>92%</td>
<td>93%</td>
</tr>
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<td>9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner</td>
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<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>10. The handling of my personal medical information in a private and confidential manner</td>
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<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>11. Your medical assistant</td>
<td>95%</td>
<td>92%</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)</td>
<td>96%</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>13. Overall, how satisfied are you with the Health Center?</td>
<td>94%</td>
<td>93%</td>
<td>93%</td>
<td>92%</td>
</tr>
</tbody>
</table>
**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: 2
   YES:
   N/A:

   **Comments:**
   “Very good.”
   “Excellent.”
   “I left a message few weeks ago and didn’t hear back until later almost a week later.”
   “Everything was fine.”
   “The phone call was addressed timely, staff is very polite.”

   **Spanish**
   
   NO: 42
   YES: 2
   N/A: 3

   **Comments:**
   “Yes, very satisfied with the responses.”
   “Si, muy conformer con las respuestas.”
   “Yes, I have not received an answer.”
   “Si, no eh recibido respuesta.”

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

   **English**
   
   a. “N/A.” (2)
   b. “I get my questions answered.” (Mendyuk)
   c. “Near to home.” (Shirazi)
   d. “Very polite and effective staff, I always refer my friends to Greater Elgin Center.”
   e. “Very kind.” (Mendyuk)
   f. “They care about me.” (Mendyuk)
   g. “I like the doctors.”
   h. “The staff and medical provider are very helpful.”
   i. “Everything I need, they provide me with.”
   j. “Women doctors 😊 my first baby being comfortable with them.” (Vaughan)
   k. “Everything.” (2)
   l. “Able to see a doctor.”
   m. “It is close to home.” (Patel)
   n. “Explain procedure.”
   o. “Everybody.”
   p. “Good care.”
   q. “The fastest they got to me in to see a dr.” (Patel, B)
r. “That the waiting room is not jammed parked.” (Patel, B)
s. “Staff members.” (2)
t. “Everything is good.”
u. “Friendly staff.”
v. “Having a physician who pays attention to my care.” (Mendyuk)
w. “The staff is so helpful and kind. They are able to get me in quickly for appts.” (Patel, C)
x. “All staff.” (Mendyuk)
y. “Doctors willing to always help. (Patel, C)
z. “Keep being good to the patient.”
aa. “Health measures.”
bb. “Care for the patients.”
c. “Getting in and out fast.” (Patel, C)
d. “Everyone is super helpful and very friendly.” (Patel, B)
e. “My provider.”
f. “To get appointment quick.” (Patel)
g. “I can make appointment easy.” (Mendyuk)
hh. “The doctor listens to me.”

Spanish

b. “Good service.” “Buen servicio.”
d. “Maintain my health up to date.” “Mantener mi salud al dia.” (Patel, C)
e. “Attention to the patient.” “Atencion al paciente.”
f. “They are very kind and they help me when I need an appointment.” “Que son muy amables y me ayudan cuando nesesito hacer una cita.”
g. “The necessary.” “Lo nesesario.”
h. “That they treat me fast when I make an appointment.” “Me atienden rapido cuando hago citas.”
i. “They are very kind.” “Son muy amables.”
j. “It helps me on everything.” “Me ayuda en todo.”
k. “It is close to home and it is accessible.” “Esta cerca de mi casa y es accesible.” (Patel, C)
l. “Everything is good.” “Todo bien.”
m. “With my health.” “Con mi salud.”

n. “It is close to home and they treat you good.” “Esta cerca de mi casa y te atienden bien.” (Vaughan)
o. “In everything I need.” “En todo lo que nesesito.”
p. “Low prices and close to home.” “Bajo precios y cerca a casa.” (Mendyuk)
q. “They let me know everything I need to know about my health everything very good thanks.” “Me dejan saber todo lo que tengo que saber sobre mi salud todo muy bien gracias.”
r. “Very good service.” (Mendyuk)
s. “Friendly and helpful staff.” (English comment left on a spanish survey)
t. “They explain things good.” “Explican las cosas bien.”
u. “The price and closeness to my house.” “El precio y la cercanía a la casa.” (Mendyuk)
v. “The health care during my pregnancy and they answer my doubts.” “Cuidado de mi salud durante mi embarazo y contestan mis dudas.” (Vierling)
w. “They treat me when I need to be seen and they don’t make wait too long.” “Que me atienden cuando lo nesesito y no me hacen esperar tanto tiempo.”
x. “They always find ways to answer my questions.” “Siempre buscan formas de contestar mis preguntas.”
aa. “Your medical attention.” “La atencion medica.” (Levy)
bb. “It helps me a lot to control my health.” “Me ayuda mucho a controlar mi salud.”
c. “Close to home.” “Cerca a casa.”
e. “Everything in general since you get there until you leave.” “Todo en general desde que llegas hasta que sales.” (Patel, C)
ff. “Very close to area and more than anything here in wheeling.” “Muy cerca de area y mas que nada aqui en wheeling.” (Mendyuk)
gg. “Economically, care for my health.” “Economicamente, cuidar mi salud.” (Patel, C)
hh. “When I have an emergency and I need help.” “Cuando tengo una emergencia y necesita ayuda.” (Patel, B)
i. “Good attention.” “Buena atencion.”
jj. “Their attention.” “Su atencion.” (3)

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

English
a. “N/A.” (5)
b. “Be faster.”
c. “None.” (2)
d. “Face masks.”
e. “Wait times.”
f. “Waiting time can sometimes be too.”
g. “I think the place is wonderful.”
h. “It’s already improved and satisfied.”
i. “Staff needs to take time to explain everything to clients.”
j. “Everything is good.”
k. “Continue to be nice kind and caring.”
l. “Do not need to. You guys are all great.” (Mendyuk)
m. “Nothing.”
n. “Fine for now.” (Patel, C)
o. “Grace period for people showing up late.”
p. “Food input/health, work out accountability.” (Patel, B)
q. “Nice.”
r. “There fine now.” (Shirazi)
s. “A little more flexible with time.”
t. “The staff is very friendly and nice and service is great.”
u. “Nothing at the moment.”
v. “Keep it going.” (Mendyuk)
w. “Everything was great.” (Mendyuk)
x. “Everything is fine.” (Mendyuk)

Spanish
a. “Everything is good.” “Todo esta bien.” (7)
b. “Wait time.” “Tiempo de espera.” (Shirazi)
c. “With the time of appointments.” “Con el horario de citas.” (Levy)
d. “N/A.” “N/A.”
e. “Everything up until now has been excellent.” “Todo hasta ahora a sido excelente.” (Mendyuk)
f. “Faster appointments.” “Citases mas rapidas.”
g. “Excellent.” (Patel, C)
h. “Very good service.” “Buen servicio.”
i. “Continue the same.” “Continue igual”
k. “I think that for now you are doing an excellent job.” “Creo que por ahora estan haciendo un buen trabajo.” (Vierling)
l. “Continue the same.” “Continue igual.”
m. “You have improved a lot, the attention in the reception and on the phone, continue the same.” “Han mejorado mucho la atencion en recepcion y por el telefono, sigan hazi.” (Mendyuk)

n. “Don’t be so angry because you are there to help people.” “No sean tan enojones porque estan para ayudar a la gente.”
o. “When someone needs to be seen urgently you should do it because you send us to the emergency and there they tell us that we could have been seen at the clinic do your job. Tell your personnel to treat their patients good because it is their job nothing is free the insurance and bill get paid by me thanks.” “Cuando alguien nesesita que lo bean urjente deberian atenderlo porque nos mandan d emergencias y alli nos dicen que eso lo debieron attender en la clinica. Agan su trabajo. Solo diganle a su personal que traten bien al personal porque es su trabajo nada es gratis la seguransa y biles los pago yo gracias.”

p. “I am satisfied.” “Estoy satisfecho.” (Shirazi)
q. “Having more services like different ultrasounds and dentist.” “Teniendo mas servicios para diferente ultrasonidos y dentista.’
r. “I think the service is very good.” “Creo que el servicio esta muy Bueno.”
s. “Everything is perfect.” “Todo es perfecto.”
t. “To me they are already more than improved.” “Para mi ya estan mas que mejorados.” (Vaughan)
u. “No everything is good, good service.” “No todo esta bien buen servicio.” (Patel)
v. “It is good the way it is.” “Es muy Bueno asi como esta.”
w. “Have in mind that you should treat everyone the same.” “Tomando en cuenta que deben tartar a todos por igual.” (Patel, B)
x. “No.”

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

   English
   Yes: 66
   No:

   Spanish
   Yes: 73
   No: 1
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.

<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>(5) Very Satisfied</th>
<th>(4) Satisfied</th>
<th>(3) Neutral</th>
<th>(2) Dissatisfied</th>
<th>(1) Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
</tr>
<tr>
<td>1. The phone operator staff and call center</td>
<td>59 (80%)</td>
<td>73 (75%)</td>
<td>11 (15%)</td>
<td>21 (22%)</td>
<td>1 (1%)</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>60 (80%)</td>
<td>74 (76%)</td>
<td>11 (15%)</td>
<td>19 (20%)</td>
<td>3 (4%)</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
<td>57 (79%)</td>
<td>74 (78%)</td>
<td>10 (14%)</td>
<td>16 (17%)</td>
<td>4 (6%)</td>
</tr>
<tr>
<td>4. Education and explanation of plan provided in a way that I can understand</td>
<td>62 (83%)</td>
<td>73 (76%)</td>
<td>11 (15%)</td>
<td>21 (22%)</td>
<td>1 (1%)</td>
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<tr>
<td>5. The follow up and coordination of my care</td>
<td>60 (81%)</td>
<td>72 (74%)</td>
<td>11 (15%)</td>
<td>22 (23%)</td>
<td>2 (3%)</td>
</tr>
</tbody>
</table>

LEVELS OF SATISFACTION
English Speaking Patients vs. Spanish Speaking Patients

![Chart comparing English and Spanish speaking patients' satisfaction levels by question](chart.png)
<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>(5) Very Satisfied</th>
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</tr>
<tr>
<td>6. The staff addressing my medical needs today</td>
<td>59 (80%)</td>
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<td>12 (16%)</td>
<td>17 (18%)</td>
<td>2 (3%)</td>
</tr>
<tr>
<td></td>
<td>(1%)</td>
<td>(1%)</td>
<td>(1%)</td>
<td>(1%)</td>
<td>(1%)</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>51 (69%)</td>
<td>60 (63%)</td>
<td>16 (22%)</td>
<td>21 (22%)</td>
<td>4 (5%)</td>
</tr>
<tr>
<td></td>
<td>(3%)</td>
<td>(2%)</td>
<td>(5%)</td>
<td>(11%)</td>
<td>(3%)</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
<td>60 (83%)</td>
<td>73 (76%)</td>
<td>8 (11%)</td>
<td>18 (19%)</td>
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<td>(2%)</td>
<td>(3%)</td>
<td>(3%)</td>
<td>(1%)</td>
</tr>
<tr>
<td>9. Receiving test (X-ray and /or lab) results and recommendations in a timely manner</td>
<td>50 (76%)</td>
<td>66 (70%)</td>
<td>10 (15%)</td>
<td>17 (18%)</td>
<td>5 (8%)</td>
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<tr>
<td></td>
<td>(1%)</td>
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<td>10. The handling of my personal medical information in a private and confidential manner</td>
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### Levels of Satisfaction

**English Speaking Patients vs. Spanish Speaking Patients**

<table>
<thead>
<tr>
<th>Question</th>
<th>English Speaking</th>
<th>Spanish Speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td>#6</td>
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<tr>
<td>#7</td>
<td>91%</td>
<td>88%</td>
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<tr>
<td>#8</td>
<td>95%</td>
<td>93%</td>
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<tr>
<td>#9</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>#10</td>
<td>94%</td>
<td>94%</td>
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</table>

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### Survey Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
<td>Spanish</td>
<td>English</td>
</tr>
<tr>
<td>11. Your medical assistant</td>
<td>61 (81%)</td>
<td>75 (80%)</td>
<td>10 (13%)</td>
<td>16 (17%)</td>
<td>3 (4%)</td>
</tr>
<tr>
<td>12. Your health provider (doctor, nurse practitioner, midwife or physician assistant)</td>
<td>63 (85%)</td>
<td>82 (86%)</td>
<td>8 (11%)</td>
<td>10 (11%)</td>
<td>2 (3%)</td>
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<td>13. Overall, how satisfied are you with the Health Center</td>
<td>62 (83%)</td>
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#### Levels of Satisfaction

**By Question**

<table>
<thead>
<tr>
<th>Question</th>
<th>English Speaking</th>
<th>Spanish Speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td>#11</td>
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</tr>
<tr>
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</table>
INDIVIDUAL QUESTION RESULTS WITH TRENDLINE

#1 The phone operator staff and call center

#2 The reception staff

#3 Receiving a timely appointment
#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
#7 The time spent waiting

#8 The respectfulness of staff

#9 Receiving test (X-ray and/or lab) results and recommendations in a timely manner
#10 The handling of my personal medical information in a private and confidential manner

#11 Your medical assistant

#12 Your health provider (doctor, nurse practitioner, midwife, or physician assistant)
#13 Overall, how satisfied are you with the Health Center?