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>McHenry CHC 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>92%</td>
<td>93%</td>
<td>90%</td>
<td>92%</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>92%</td>
<td>93%</td>
<td>92%</td>
<td>93%</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
<td>94%</td>
<td>93%</td>
<td>90%</td>
<td>93%</td>
</tr>
<tr>
<td>4. Education and explanation of plan provided in a way that I can understand</td>
<td>94%</td>
<td>94%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>5. The follow up and coordination of my care</td>
<td>93%</td>
<td>94%</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
<td>6. The staff addressing my medical needs today</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>91%</td>
<td>89%</td>
<td>87%</td>
<td>90%</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
<td>94%</td>
<td>93%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner</td>
<td>92%</td>
<td>91%</td>
<td>91%</td>
<td>92%</td>
</tr>
<tr>
<td>10. The handling of my personal medical information in a private and confidential manner</td>
<td>93%</td>
<td>94%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>11. Your medical assistant</td>
<td>93%</td>
<td>95%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)</td>
<td>93%</td>
<td>95%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>13. Overall, how satisfied are you with the Health Center?</td>
<td>93%</td>
<td>95%</td>
<td>93%</td>
<td>94%</td>
</tr>
</tbody>
</table>
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: 39
   YES: 3
   N/A: 8

   Comments:
   “Missed doctors call to me for my bloodwork results! Called back and Lindsay got back to me right away.”
   “NO, but many times in past I have left a message for my doctor and the messages are not being delivered regarding medication refills that were very important.”
   “Always delivered. Got a quick response.”
   “Good experience, friendly staff 😊 no complaints.”
   “Sometimes call back, normally no call back.”
   “Yes, and they answered back.”
   “Yes, Got a call back.”

   Spanish
   NO: 19
   YES: 0
   N/A: 0

   Comments:
   “To voice mail, there was a little bit of discoordination.” “Al buzón de voz, un poco de descoordinacion.”

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

   English
   a. “The staff attention to detail.”
   b. “Easy to get everything I need for my health.” (Mairet)
   c. “Location, close to hospital & my house.”
   d. “Great staff.” (Cekova)
   e. “Prompt appointments.” (Colon)
   f. “Being able to get same day appointments.” (Scott-Diltz)
   g. “Getting the appointments needed fast.” (Scott-Diltz)
   h. “Assistance w/staff efficient & details.” (Aphaivong)
   i. “Nothing.”
   j. “Communication & comfort.” (Colon)
   k. “Staff.” (3)
   l. “Dr. Ali is great.” (Ali)
   m. “The receptionist.”
   n. “Yes.”
   o. “Very educated.”
   q. “Everything.”
r. “Services offered.” (Aphaivong)
s. “Wonderful and helpful with everything.” (Ali)
t. “Getting appointment reminders.” (Forster)
u. “Reception.”
v. “The provider and MA.” (Scott-Diltz)
w. “Caring & close to home.” (Aphaivong)
x. “Close to home, very friendly.” (Forester)
y. “N/A.” (5)
z. “Availability and quality of care.” (Patel)
aa. “Price of visit because I have no insurance Dr. Patel takes time to listen to me.” (Talwar)
bb. “All.”
c. “My doctor is the best.” (Patel)
dd. “ok Time.”
e. “They make me feel comfortable.” (Cekova)
ff. “Great staff.”
gg. “The support.”
hh. “That I can get both medical and psych needs met in 1 place. Alisha is wonderful to deal with.” (Mairet)
i. “The staff and doctors for accommodating my needs.” (Aphaivong)
jj. “Everything is fine.”
kk. “They always call back when needed.” (Hering)
l. “Same day appointments, all of mine & my sons doctors in the same place.”
mm. “It’s near my residence.”
oo. “The care that the doctors has.” (Hering)
pp. “People who work here are kind and very knowlwdgeable.” (Talwar)
qq. “Location and staff.”

Spanish
c. “They are kind and they help when we don’t understand.” “Que son amables y ayudan cuando no entendemos.”
d. “Care.” “Cuidado.” (Ali)
e. “It is close to my house.” “Está cerca a mi casa.”
f. “It helps me a lot with my health.” “Me ayuda mucho con mi salud.”
g. “Maintain my family healthy.” “Mantener mi familia saludable.”
h. “Kindness of the personnel.” “Amabilidad del personal.”
i. “Excellent family clinic.” “Excelente clinica familiar.” (Colon)
j. “They speak Spanish.” “Hablan espanol.”
k. “Maintain healthy family.” “Mantener saludables a mi familia
l. “Close to home.” “Cerca a casa.” (Ali)
m. “In everything.” “En todo.”

n. “The attention and the service.” “La atencion y el servicio.”
o. “They treat us good when we are sick.” “Nos atienden bien cuando estamos enfermos.”
q. “To know how my pregnancy develops.” “Saber como evoluciona mi embarazo.” (Cekova)
16. How can we improve Greater Elgin Family Care Center?

**English**

a. “Nothing.” (5)
b. “N/A.” (10)
c. “Everyone here is great, courteous & helpful no improvements I can think off.”
d. “Everything is good.”
e. “Waiting time sometimes too long.”
f. “Don’t need improvement.” (Ischar)
g. “No early morning appts.”
h. “More selection in movies.”
i. “Staff that actually help.” (Aphaivong)
j. “Great job.”
k. “Shorter wait times.” (Hering)
l. “Nothing I can think of now.”
m. “Doing a great job. Keep up the good work.”

**Spanish**

a. “N/A.”
b. “To me everything is good, no need for changes.” “Para mi esta todo bien, no hace falta cambios.” (Colon)
c. “Continue the same.” “Continue igual.” (Aphaivong)
d. “I dont think anything is missing.” “no creo que falta nada.”
e. “More coordination/comunicación with laboratory and providers.” “Mas coordinación/comunicación entre laboratorio y médicos.” (Hering)
f. “I don’t know.” “No sabria.”
g. “Nada.” “Nothing.”
h. “In my experience this is very Good.” “En mi experiencia esto es muy bueno.”
i. “Ultrasound in the medical center.” “Ultrasonido en el centro medico.”
j. “It’s excellent thank you.” “Es excelente gracias.”
k. “Everything is good.” “Todo esta bien.” (3)

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

**English**

Yes: 70
No:

**Spanish**

Yes: 29
No:
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>76 (73%)</td>
<td>40 (76%)</td>
<td>21 (20%)</td>
<td>9 (17%)</td>
<td>4 (4%)</td>
</tr>
<tr>
<td>2. The reception staff</td>
<td>78 (75%)</td>
<td>37 (70%)</td>
<td>18 (17%)</td>
<td>12 (23%)</td>
<td>6 (6%)</td>
</tr>
<tr>
<td>3. Receiving a timely appointment</td>
<td>82 (81%)</td>
<td>38 (73%)</td>
<td>13 (13%)</td>
<td>11 (21%)</td>
<td>4 (4%)</td>
</tr>
<tr>
<td>4. Education and explanation of plan provided in a way that I can understands</td>
<td>85 (82%)</td>
<td>39 (74%)</td>
<td>13 (13%)</td>
<td>11 (21%)</td>
<td>4 (4%)</td>
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<tr>
<td>5. The follow up and coordination of my care</td>
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<td>37 (70%)</td>
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<td>3 (3%)</td>
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</table>

**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>#1</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>#2</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>#3</td>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>#4</td>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>#5</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>Survey Questions</td>
<td>(5) Very Satisfied</td>
<td>(4) Satisfied</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>---------------</td>
</tr>
<tr>
<td></td>
<td>English</td>
<td>Spanish</td>
</tr>
<tr>
<td>6. The staff addressing my medical needs today</td>
<td>83 (80%)</td>
<td>40 (76%)</td>
</tr>
<tr>
<td>7. The time spent waiting</td>
<td>73 (70%)</td>
<td>39 (74%)</td>
</tr>
<tr>
<td>8. The respectfulness of staff</td>
<td>84 (81%)</td>
<td>38 (73%)</td>
</tr>
<tr>
<td>9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner</td>
<td>72 (75%)</td>
<td>36 (69%)</td>
</tr>
<tr>
<td>10. The handling of my personal medical information in a private and confidential manner</td>
<td>82 (79%)</td>
<td>38 (72%)</td>
</tr>
</tbody>
</table>

**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>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>#7</td>
<td>91%</td>
<td>93%</td>
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<tr>
<td>#8</td>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>#9</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>#10</td>
<td>94%</td>
<td>91%</td>
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</table>

By Question
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<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>11. Your medical assistant</td>
<td>84 (82%)</td>
<td>14 (14%)</td>
<td>3 (3%)</td>
<td>0</td>
<td>2 (2%)</td>
</tr>
<tr>
<td></td>
<td>39 (74%)</td>
<td>9 (17%)</td>
<td>2 (4%)</td>
<td>0</td>
<td>3 (6%)</td>
</tr>
<tr>
<td>12 Your health provider (doctor, nurse practitioner, midwife, or physician</td>
<td>85 (82%)</td>
<td>14 (14%)</td>
<td>3 (3%)</td>
<td>0</td>
<td>2 (2%)</td>
</tr>
<tr>
<td>assistant)</td>
<td>38 (73%)</td>
<td>10 (19%)</td>
<td>1 (2%)</td>
<td>0</td>
<td>3 (6%)</td>
</tr>
<tr>
<td>13. Overall, how satisfied are you with the Health Center?</td>
<td>82 (79%)</td>
<td>16 (15%)</td>
<td>3 (3%)</td>
<td>1</td>
<td>2 (2%)</td>
</tr>
<tr>
<td></td>
<td>38 (72%)</td>
<td>12 (23%)</td>
<td>0 (1%)</td>
<td>1</td>
<td>2 (2%)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 (4%)</td>
</tr>
</tbody>
</table>

**Levels of Satisfaction**

<table>
<thead>
<tr>
<th>Question #11</th>
<th>Question #12</th>
<th>Question #13</th>
</tr>
</thead>
<tbody>
<tr>
<td>English Speaking</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Spanish Speaking</td>
<td>91%</td>
<td>91%</td>
</tr>
</tbody>
</table>

By Question
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.
#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...)

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#13 Overall, how satisfied are you with the Health Center?