



**Greater Elgin Family Care Center**  
**Patient Satisfaction Survey**  
**Center for Family Health – DeKalb**  
**July 2020**

**I. Summary & Comments**

Research on satisfaction surveys show that respondents generally indicate high levels of satisfaction with services. For this reason, social scientists argue that if a service receives less than 75% satisfaction, a problem may exist. Please keep this in mind as you review the survey results.

For the grading scale questions (1-13), the Level of Satisfaction (LOS) ranged from 91% to 98%. The mean for all questions was 95% satisfaction, based on the response distribution of scores noted elsewhere in this report. The chart below indicates the level of satisfaction for each question.

CFH-DeKalb – Survey Questions	Level of Satisfaction July 2020	Level of Satisfaction April 2020	Level of Satisfaction January 2020	Level of Satisfaction October 2019
1. The phone operator staff and call center	92%	98%	93%	95%
2. The reception staff	94%	98%	96%	95%
3. Receiving a timely appointment	94%	100%	97%	96%
4. Education and explanation of plan provided in a way that I can understand	94%	96%	95%	94%
5. The follow up and coordination of my care	94%	96%	96%	94%
6. The staff addressing my medical needs today	98%	100%	96%	93%
7. The time spent waiting	94%	93%	94%	93%
8. The respectfulness of staff	97%	100%	96%	95%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner	91%	93%	94%	95%
10. The handling of my personal medical information in a private and confidential manner	97%	98%	95%	95%
11. Your medical assistant	98%	100%	96%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	97%	98%	96%	97%
13. Overall, how satisfied are you with the Health Center?	98%	96%	96%	96%

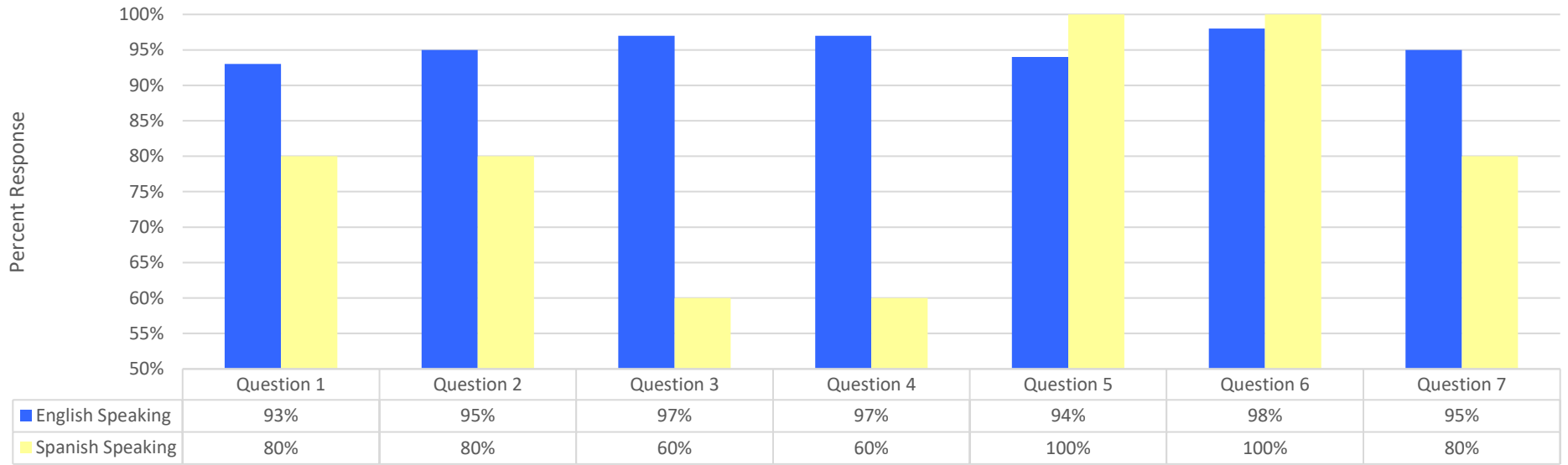
Total GE FCC Survey Question Responses	Level of Satisfaction July 2020	Level of Satisfaction April 2020	Level of Satisfaction January 2020	Level of Satisfaction October 2019
1. The phone operator staff and call center	93%	93%	92%	91%
2. The reception staff	94%	94%	93%	93%
3. Receiving a timely appointment	93%	94%	92%	92%
4. Education and explanation of plan provided in a way that I can understand	94%	94%	93%	93%
5. The follow up and coordination of my care	94%	93%	93%	93%
6. The staff addressing my medical needs today	94%	94%	93%	94%
7. The time spent waiting	91%	92%	89%	89%
8. The respectfulness of staff	95%	94%	93%	94%
9. Receiving test (X-ray and/or lab) results and recommendations in a timely manner*	93%	92%	91%	92%
10. The handling of my personal medical information in a private and confidential manner	94%	94%	93%	94%
11. Your medical assistant	95%	94%	94%	94%
12. Your health provider (doctor, nurse practitioner, midwife, or physician assistant)	95%	94%	94%	94%
13. Overall, how satisfied are you with the Health Center?	95%	94%	93%	94%

\* Data for this question only includes Health Centers as it is not applicable to the Dental Clinic.



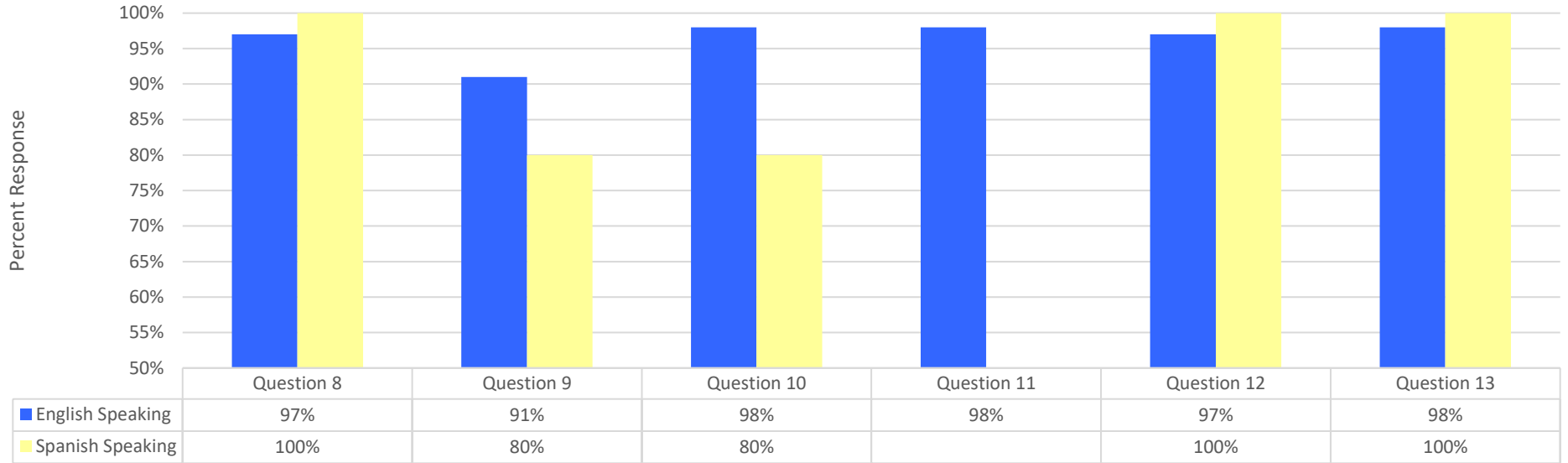
Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
1. The phone operator staff and call center	11 65%	0	6 35%	1 100%	0	0	0	0	0	0
2. The reception staff	13 77%	0	4 24%	1 100%	0	0	0	0	0	0
3. Receiving a timely appointment	15 88%	0	1 6%	0	1 6%	1 100%	0	0	0	0
4. Education and explanation of plan provided in a way that I can understand	14 82%	0	3 18%	0	0	1 100%	0	0	0	0
5. The follow-up and coordination of my care	13 77%	1 100%	3 18%	0	1 6%	0	0	0	0	0
6. The staff addressing my medical needs today	15 88%	1 100%	2 12%	0	0	0	0	0	0	0
7. The time spent waiting	15 88%	0	1 6%	1 100%	0	0	1 6%	0	0	0

## Levels of Satisfaction English Speaking vs. Spanish Speaking



Survey Questions	(5) Very Satisfied		(4) Satisfied		(3) Neutral		(2) Dissatisfied		(1) Very Dissatisfied	
	English	Spanish	English	Spanish	English	Spanish	English	Spanish	English	Spanish
8. The respectfulness of staff	14 82%	1 100%	3 18%	0	0	0	0	0	0	0
9. Receiving test (X-ray and/or lab) results / recommendations in a timely manner	11 69%	0	3 19%	1 100%	2 13%	0	0	0	0	0
10. The handling of personal medical info in a private and confidential manner	15 88%	0	2 12%	1 100%	0	0	0	0	0	0
11. Your medical assistant	15 88%	0	2 12%	0	0	0	0	0	0	0
12. Your health provider (MD/DO, NP, Midwife, or PA)	14 82%	1 100%	3 18%	0	0	0	0	0	0	0
13. Overall, how satisfied are you with the Health Center?	15 88%	1 100%	2 12%	0	0	0	0	0	0	0

## Levels of Satisfaction English Speaking vs. Spanish Speaking



### **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:

#### **Question 14: Have you left a message for a staff member in the last week? If so, what was your experience?**

##### **English**

NO: 13

N/A: 0

YES: 0

##### **Comments:**

1. None

##### **Spanish**

NO: 0

N/A: 0

YES: 0

##### **Comments:**

1. None

#### **Question 15: What is most helpful for you at Greater Elgin Family Care Center?**

##### **English**

1. "Getting me help." (Williams)
2. "To understand what's going on with my child by the doctor explaining it to me." (Williams)
3. "The scheduling and the timely manner of the visits and wait." (Williams)
4. "Customer service." (Williams)
5. "The service is quick and respectful. Staff is nice and have great attitudes." (Williams)
6. "Appt availability." (Williams)
7. "The people, concern."
8. "Everyone always nice." (Williams)
9. "Understandable explanations and education." (Williams)
10. "They listen and try to understand you, before giving their own opinion."
11. "Examination." (Williams)

##### **Spanish**

1. "That they attend well." "Que atienden bien."

#### **Question 16: How can we improve Greater Elgin Family Care Center?**

##### **English**

1. "Nothing." (Williams)
2. "All is well." (Williams)
3. "N/A." (3)
4. "Unknown." (Williams)
5. "None." (Williams)
6. "Just keep being great in caring about your clients." (Williams)
7. "No need everything's great."
8. "Keep working hard." (Williams)

##### **Spanish**

1. None

#### **Question 17: Would you recommend this Health Center to your friends and family? YES or NO**

##### **English**

- YES: 15

##### **Spanish**

- YES: 1

- NO: 0

- NO: 0

**Question 18:** Name of your provider (doctor, nurse practitioner, midwife, or physician assistant):

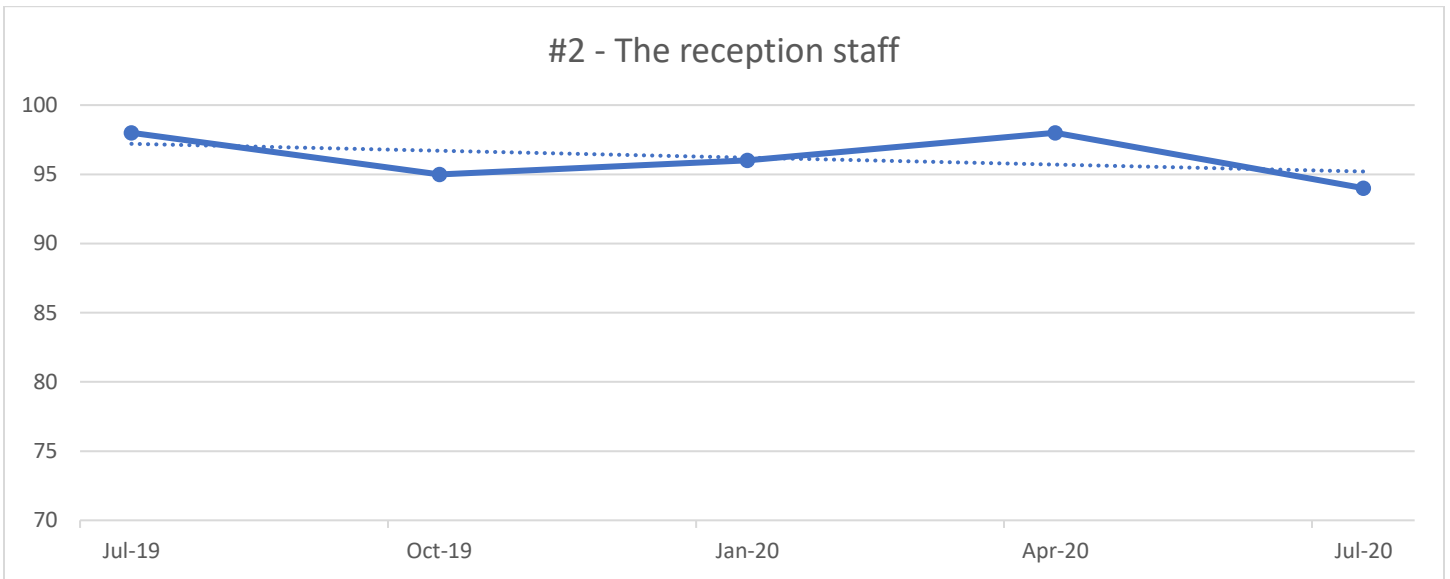
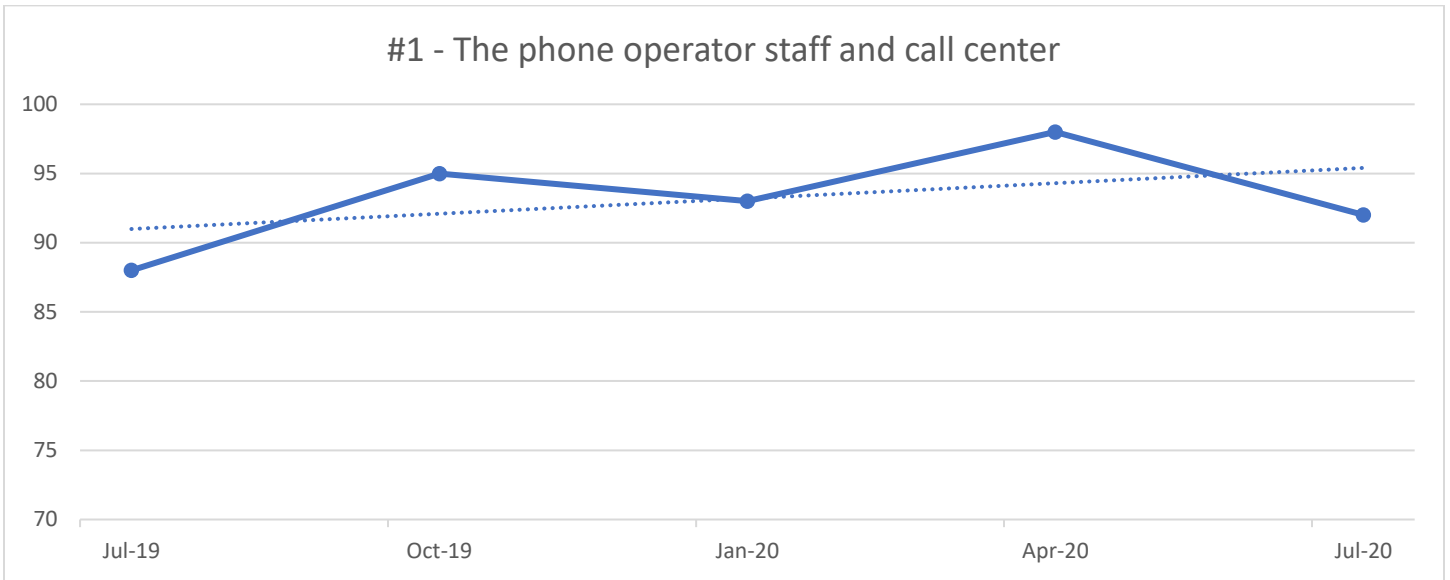
**English**

- Williams: 11

**Spanish**

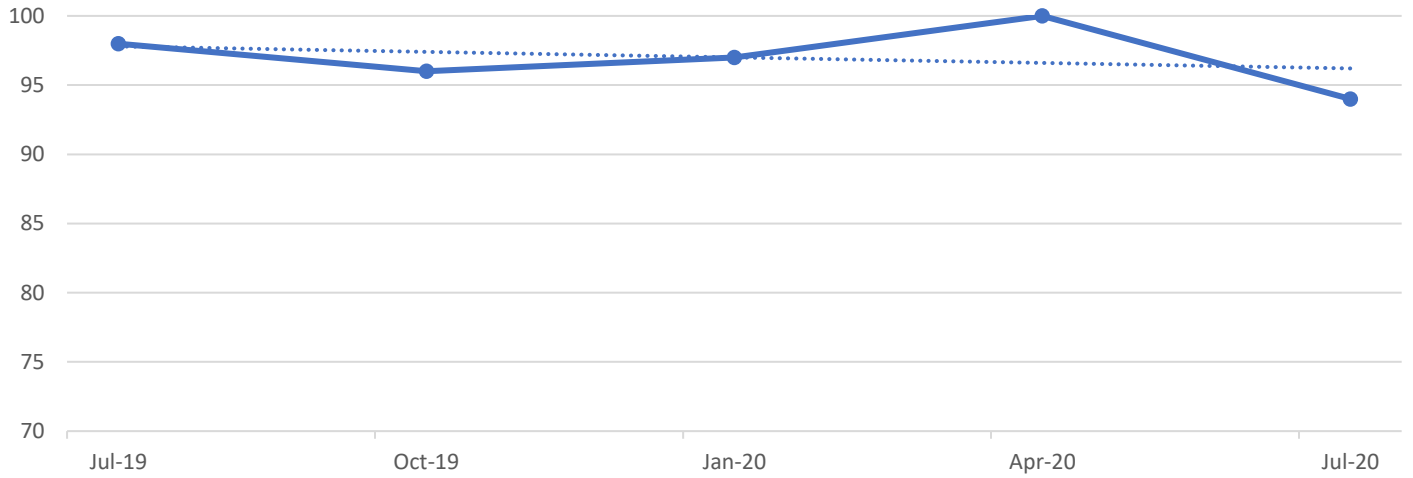
- Williams: 0

## Individual Question Results with Trendlines

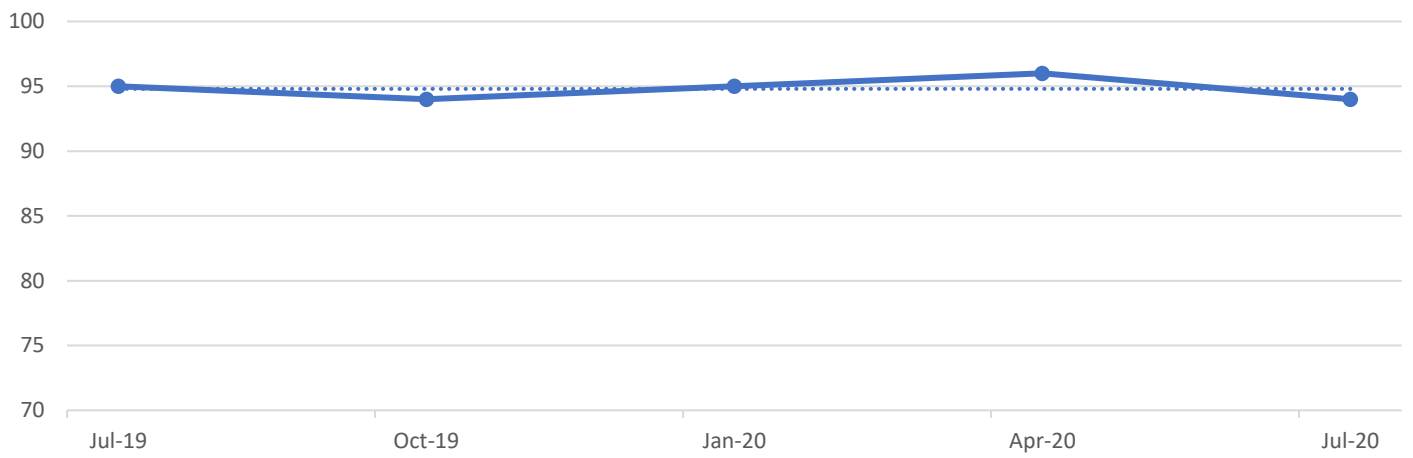




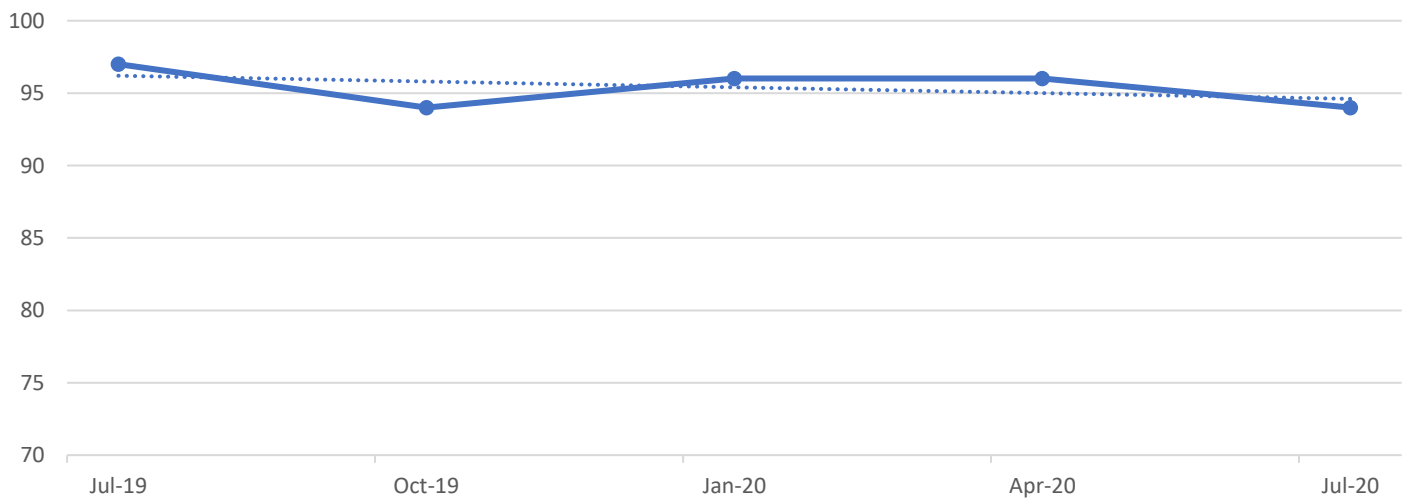
### #3 - Receiving a timely appointment



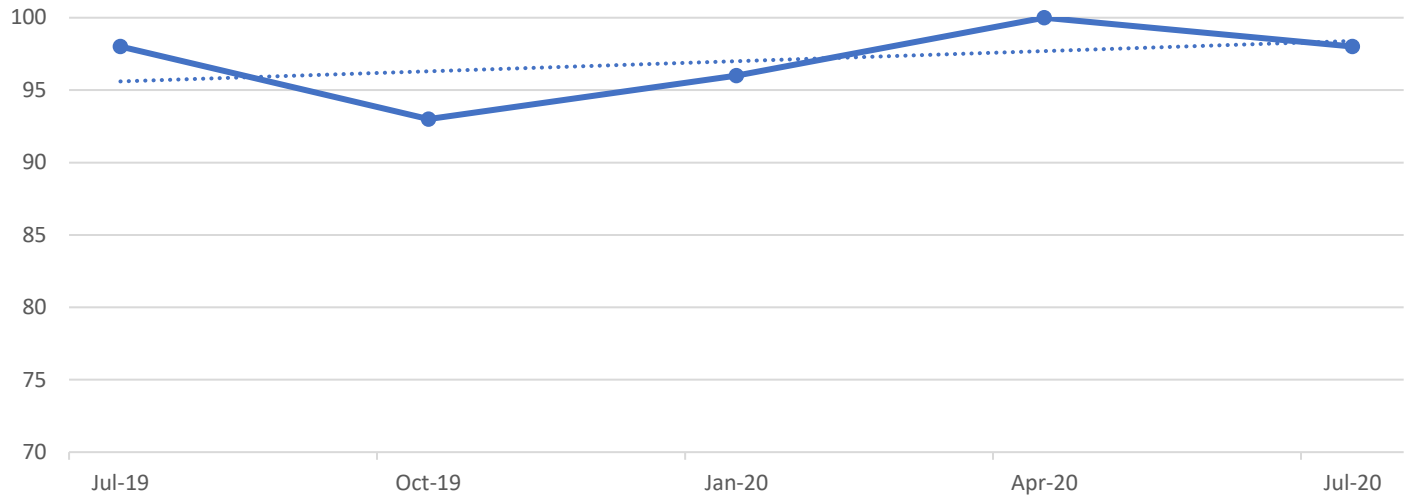
### #4 - Education and explanation of plan provided in a way that I can understand



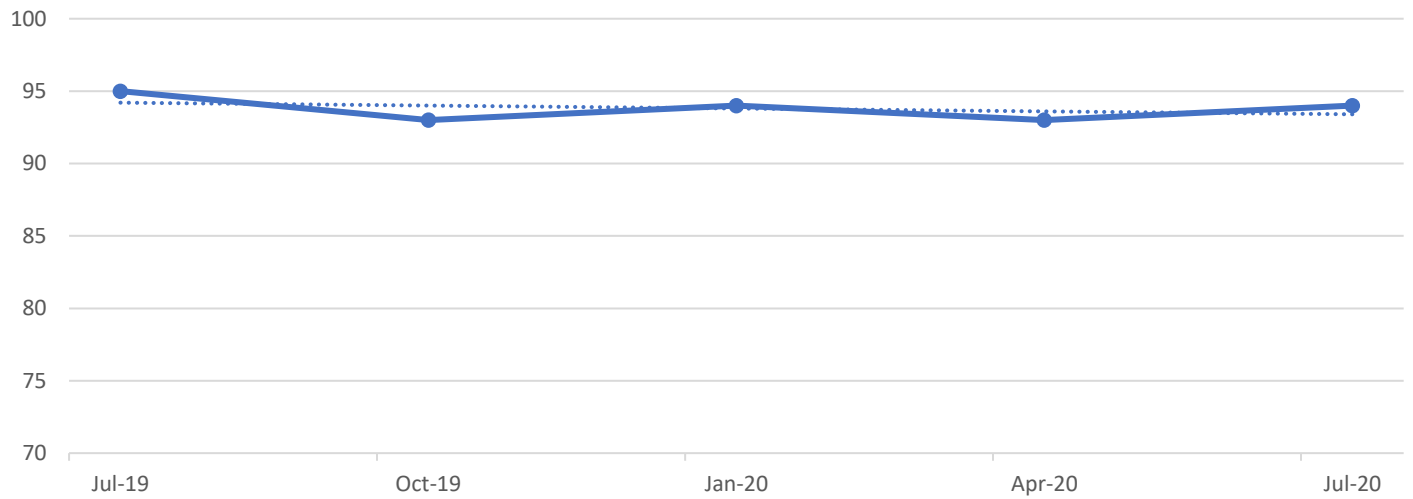
### #5 - The follow-up and coordination of my care



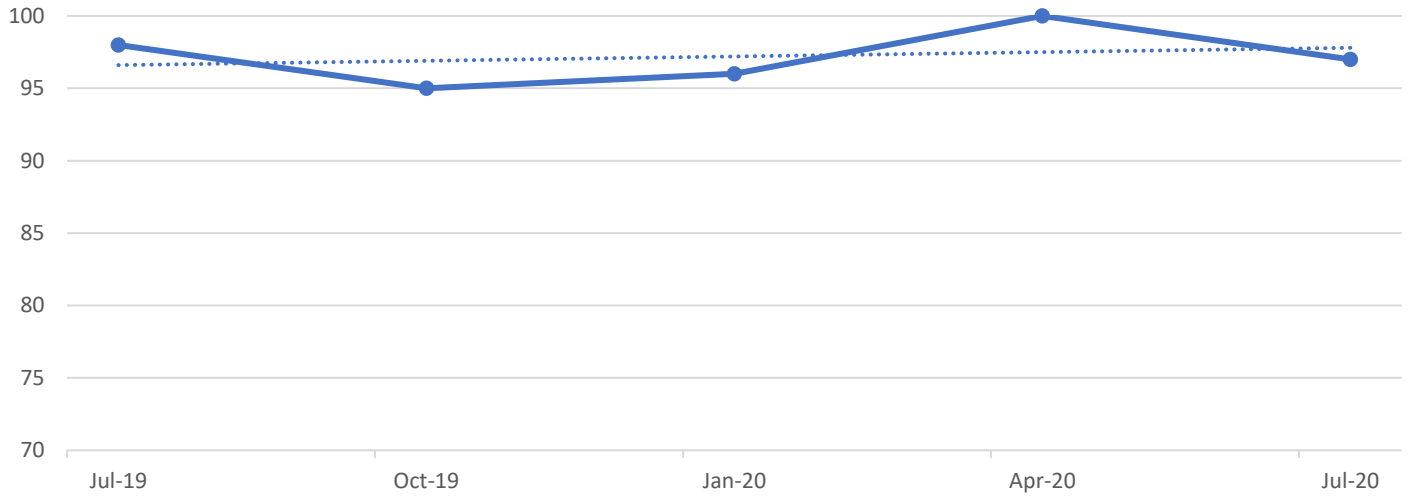
#6 - The staff addressing my medical needs today



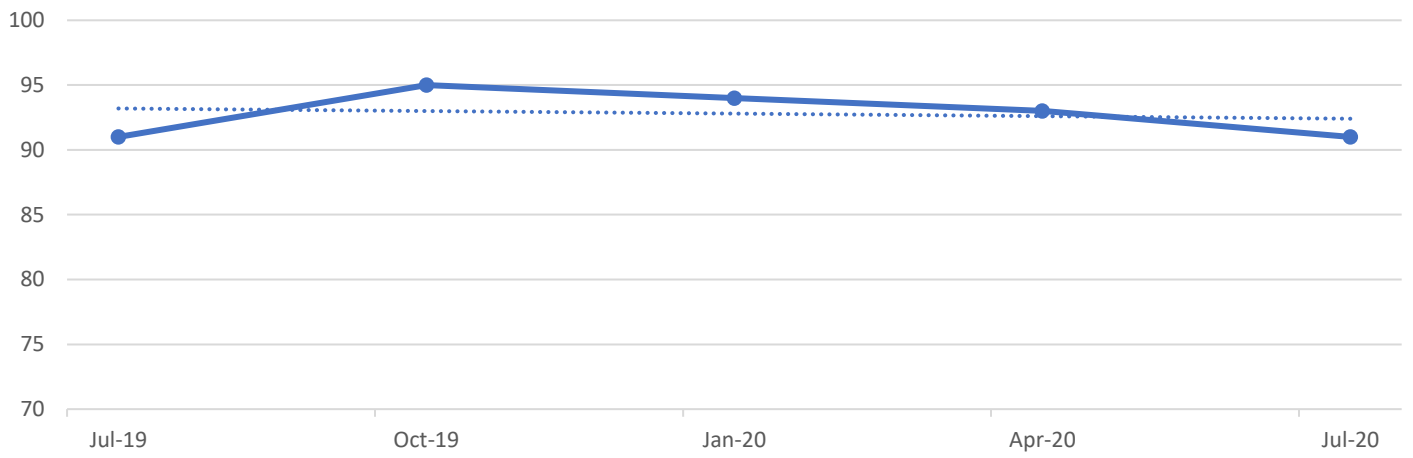
#7 - The time spent waiting



#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

