

Grievance Board Report

Linh Dang

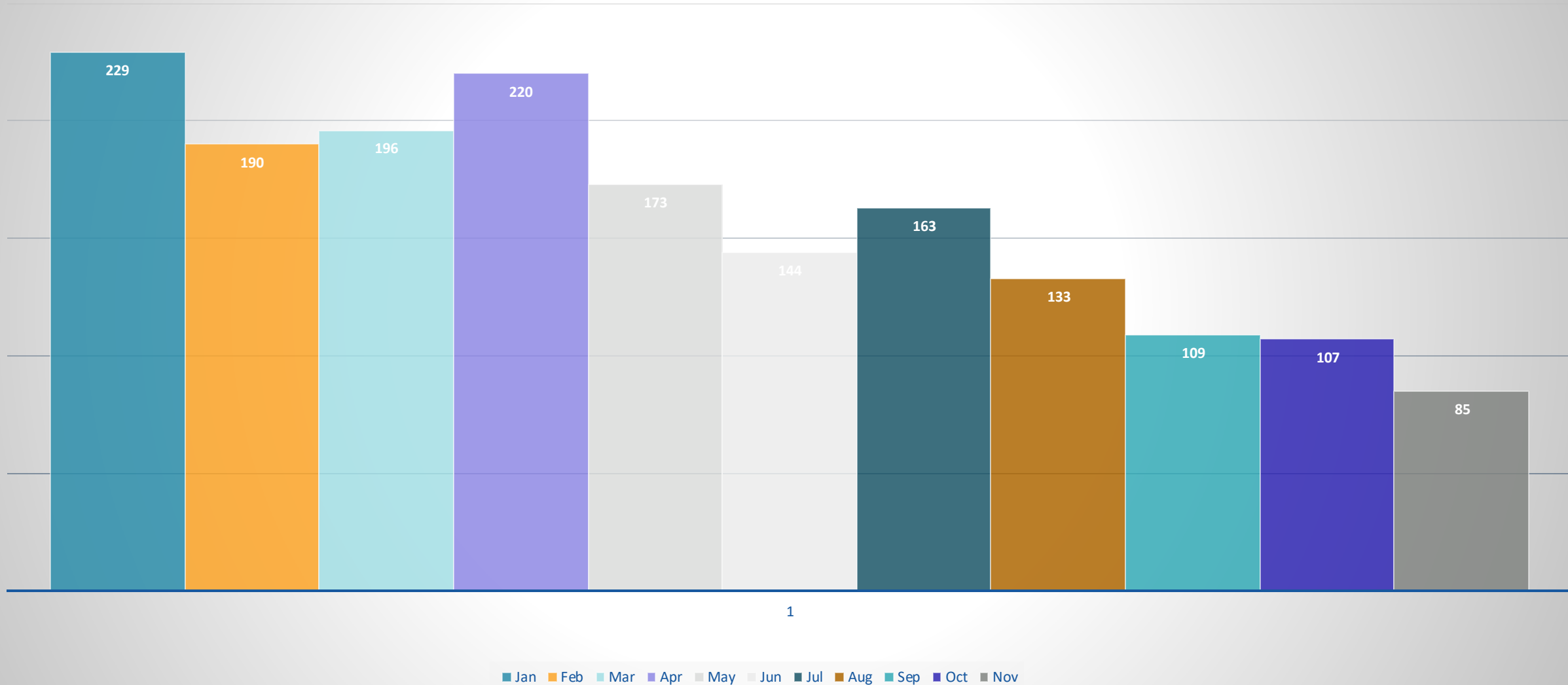
Chief Experience Officer



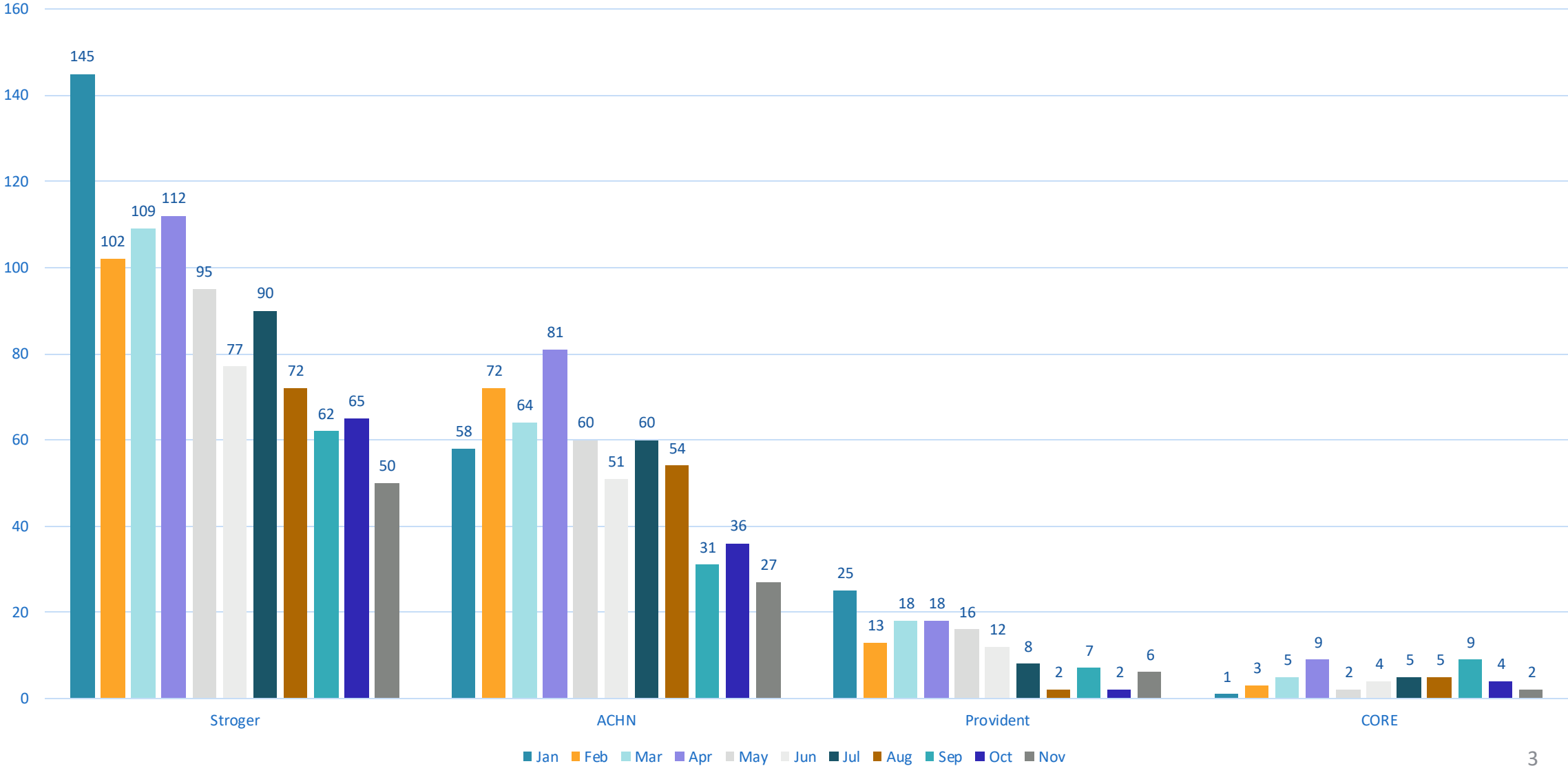
COOK COUNTY
HEALTH

All Reported Cases

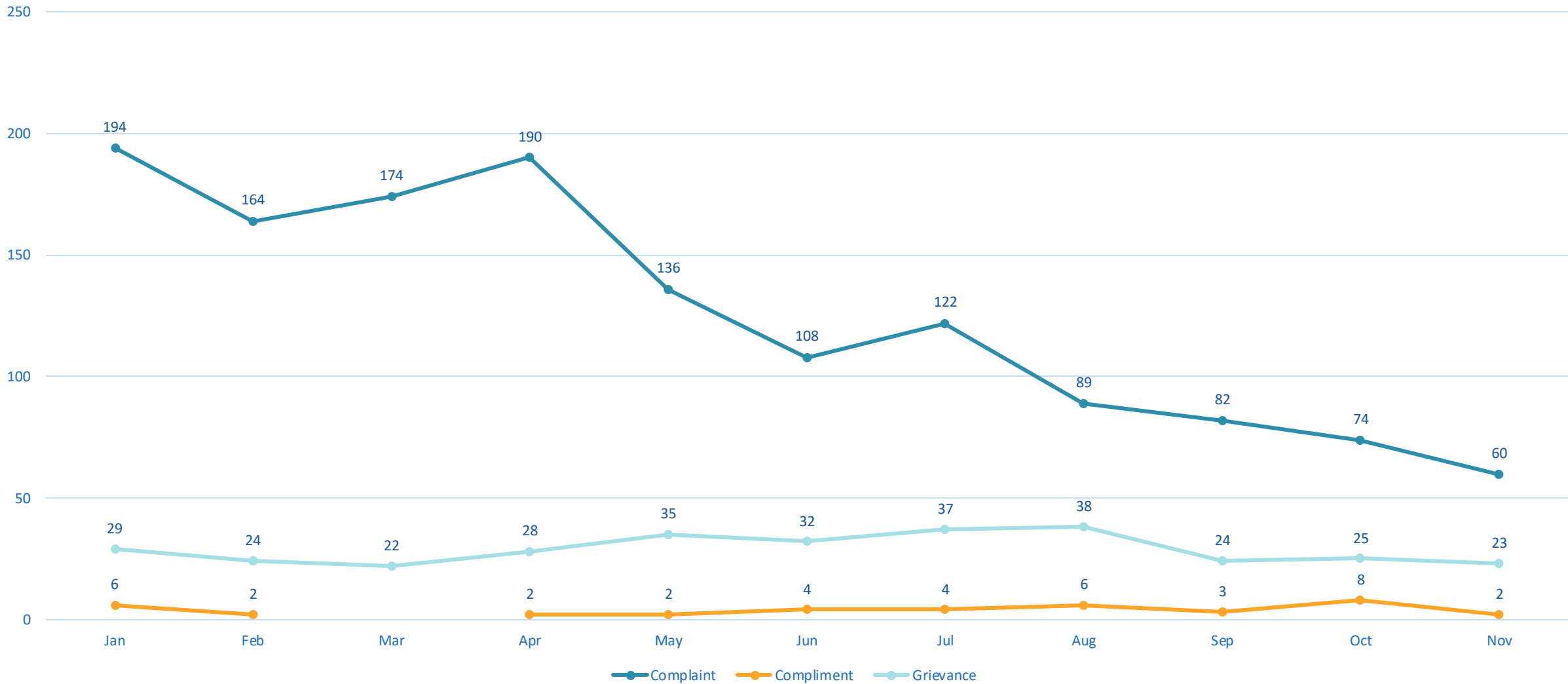
Total Number of Reports Jan-Nov 2024



Reports Broken Down by Facility/Month Jan- Nov. 2024



Report by Category Jan – Nov 2024



Top 10 Most Frequently Reported

Complaints/Grievances

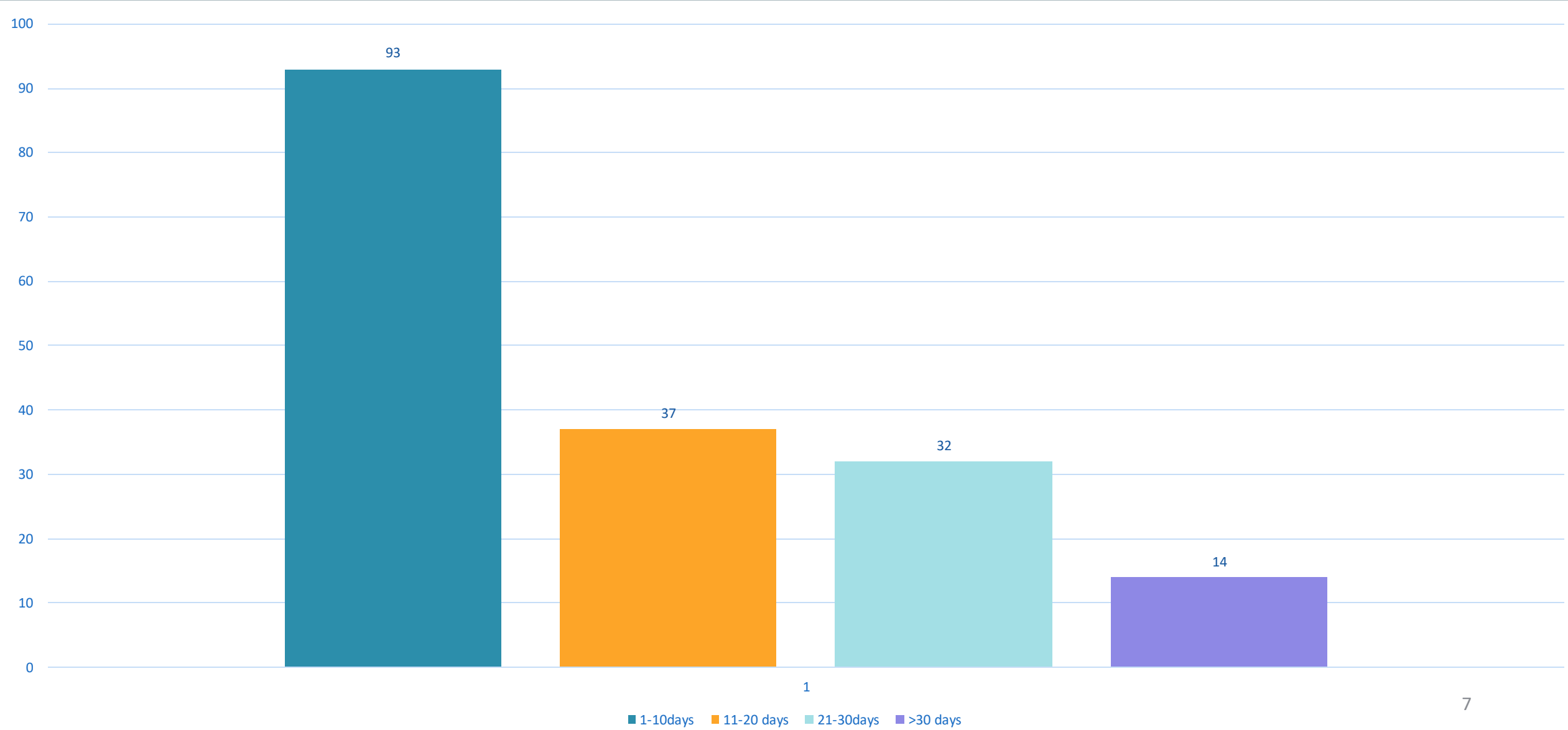
Parking	277
Delay/ Response Time	242
Accommodations/ Access	230
Behavior/ Respect	189
Quality of Care	183
Communication	155
Property/ Personal Items (Loss/Damage)	38
Medical Records	27
Billing	23
Confidentiality/ HIPAA	16
Multiple Touch Points	16

Top 5 Most Frequently Reported

Grievance Data

Behavior/ Respect	99
Quality of Care	53
Property/ Personal Items (Loss/Damage)	15
Communication	13
Delay/ Response Time	10

Time to Resolution Jan. – Nov. 2024



Demographics

AGE

Age (group)	Total Visits	Percentage
< 18 yrs	67,351	6%
18-24	43,245	4%
25-34	105,804	10%
35-44	134,725	13%
45-54	194,406	19%
55-64	255,724	24%

Gender

Gender	Percentage
Female	575,221
Male	467,449
Null	50
Transgender	563

Race

Races	Total Visits	Percentage
African American/Black	457,354	44%
White	360,872	35%
Other/UTD (unable to determine)	134,904	13%
American Indian/Alaska Native	39,734	4%
Asian	35,977	3%
Multiple	13,180	1%
Others	1,539	0%

Ethnicity

Ethnicity	Percentage
Non-Hispanic/Latino/ Spanish Origin	59%
Hispanic/Latino/Spanish Origin	41%
Unknown	0%

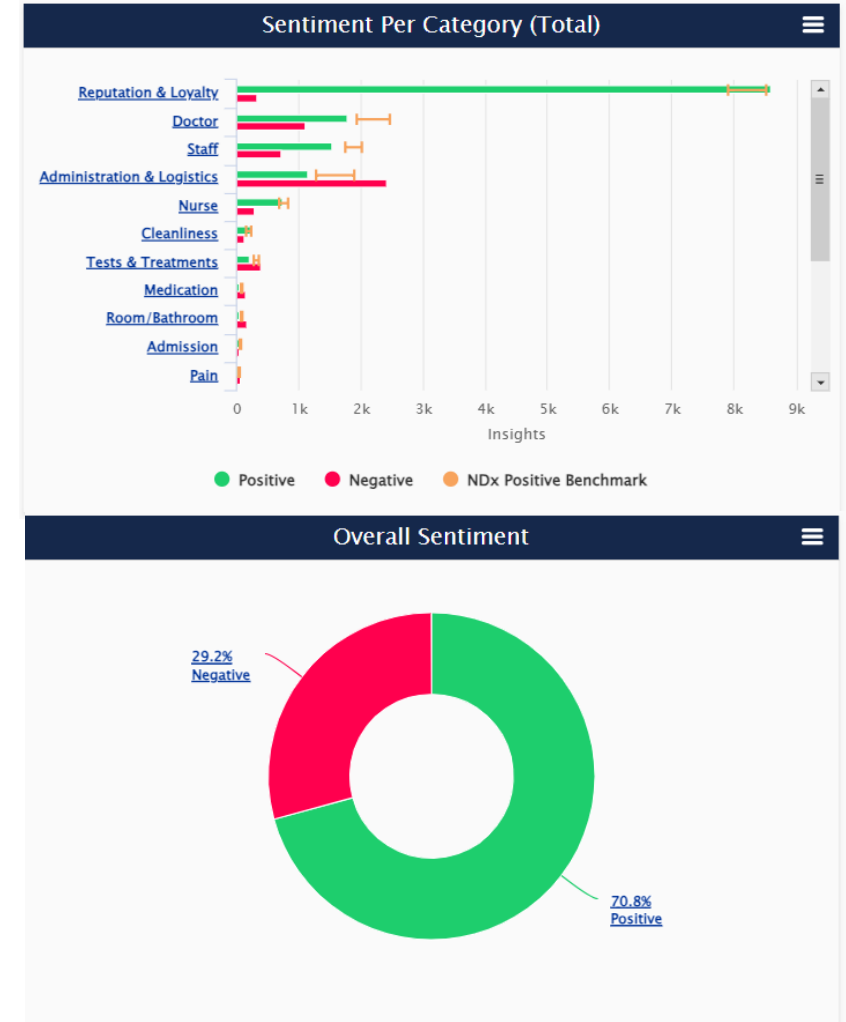
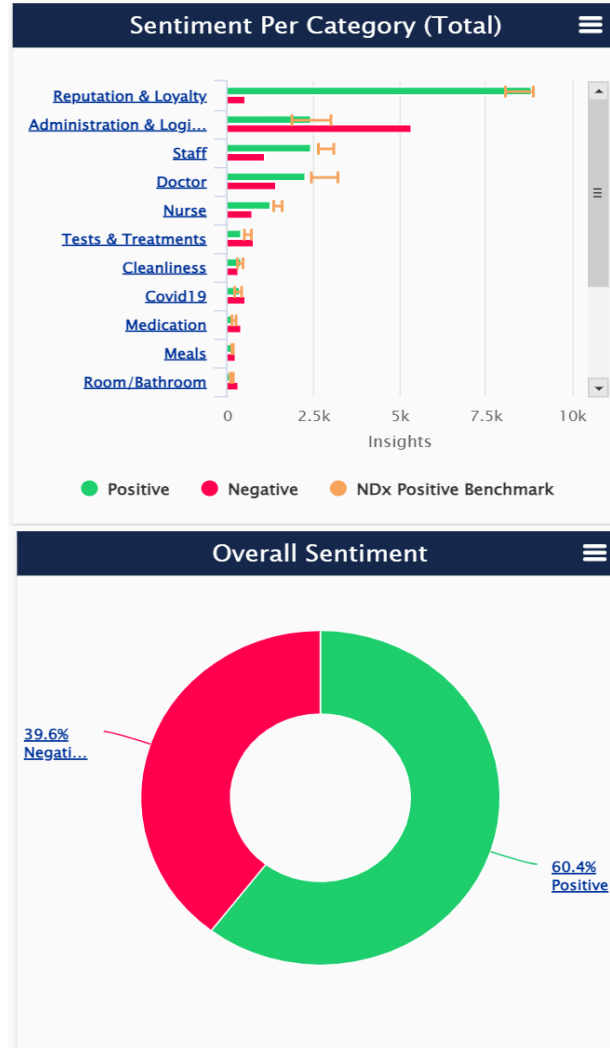


C-I-CARE (Standards of Behavior) Training

CY2021 (Before)

vs

CY2024 (After)



What Patients Are Saying

Dr. Cordoba is very kind and professional.
Dr. Joy is always nice & informative. I now will be going to different location in Blue Island because I've moved
Dr Lamberti, everything was perfect. He is an exceptional doctor, very knowledgeable, and very friendly. We love Dr. Lamberti!
Dr. Patel is superb and very helpful and kind hearted
Dr. Sherry Licht, Nice and I am continuing for a long time.
I love Dr. Hanna's kindness and concerns for my health care. She is an amazing doctor!
Dr. Igbinoba had an excellent receptionist who put Tim at ease and full of kindness over his anxiety. Ty to her.
Dr. Lindsey was the nicest dr. I have seen in a very long time. B/C of her I would def. be back - Also the lady dr. who does bloodwork very nice as well.
Dr. Lindsey was the nicest dr. I have seen in a very long time. B/C of her I would def. be back - Also the lady dr. who does bloodwork very nice as well.
My experience with my primary care physician is highly appreciated. Dr. Mohuddin, Resma is attentive, kind and very patient to my complaints and needs.
Dr. Gans was very nice & polite. She listened to me also.
I wish I could refer Dr. Asama to everyone she has great bedside mannerisms. She is always so welcoming and kind.
Dr. Taylar was very empathetic about my anxiety and listened to me attentively. She provided options and reassurance about my symptoms. She communicated everything to me and answered the many questions that I came with.
As mentioned previously, Dr. Monte's nurse was very attentive, friendly and took my vitals and noted reasons for being there In a professional and timely manner
Excellent experience, great, friendly staff and Dr. Joseph is a wonderful Dr.
Dr. Shiipa Patel should be cloned!! Every physician should have her kind and caring personality, she takes her time with you, she makes you feel comfortable and cared for. She is the reason why I continue to get my health care services at Cottage Grove.
The MA that assisted Dr. Joy was very respectful & nice. All staff I encountered was nice & professional
Dr. Jess was nice and one of only a few people who were kind and compassionate. However, she only addressed my hormonal acne, but not the hives I was experiencing or my TMJ and didn't seem knowledgeable about that

Always ready to get you in appropriately and timely in a friendly approach.
Each staff member I encountered, from the receptionist at check in, the triage nurse, and the ER Doctor were super nice.
But the receptionist still was nice when I arrived and got me in for a appointment.
The Check in staff is very polite & nice
but I really liked it that when I was admitted to the hospital the person that attended me was super kind
Kindly ask for my problem, if I have any pain or fever at the moment, gave me flu vaccine and explained why she can't gave me Covid vaccine before doctor authorized
The nurses a courteous, polite, caring and patient
Nurse was very professional and courteous, when I got that I'm registered
The nurse and doctor were courteous and professional
The nurse had a great sense of humor very nice, very courteous I knew her job well as long as I did my part.
Nurses was very courtesy and understanding.
The Nurses were very Courteous.
The nurse/ assistant showed courtesy and respect when listening to my concerns.
The nurse was very professional & courteous.
Few minutes of waiting in the main area nurse was very courteous and friendly
The nurse in the treatment area was very courteous
The nurses and registration staff are always pleasant and courteous.
Spanish nurses men too was very helpful, courtesy.
Happy with the courtesy and attitude of the staff and nurses.
The nurse assistant was very professional and courteous
Nurses who took my vitals and did my intake were courteous conversational, and asked questions To clarify my answers to the questions
All staff and nurses and doctors are very well in patience and courtesy and in treatments
because the staff are courteous
The receptionist was very courteous.
The clinics staff are all very courteous.
I like the staff very courteous to me
Staff was extremely courteous
Staff and dentist very helpful and courteous/caring
I love that the receptionist was courteous and pleasant.
Tech was very courtesy.



Staff was nice, courteous and helpful
All staff was professional and courteous
The staff has been professional and courteous
The staff were very polite & courteous
The nusing staff where courteous
The staff in the registration area on the 1st floor are very professional, thorough and courteous, even with long lines and many patients waiting.
Whenever I visit this location, the medical team are professional, courtesy and friendly.
Everyone very nice and courteous here when you walk in every body knows you by name
Both my Doctor and his staff was very courteous, Informative,.
Everyone was very courteous and helpful throughout the process.
The staff was courteous
Everyone was very kind and courteous
Staff and or clerks are very courteous and accomidating
Very caring and courteous staff.
The staff is very courteous
The service I experienced at the Pain Clinic was absolutely amazing, the most nicest and courteous staff ever!
Everyone was courteous, and very helpful
The staff were all courteous and polite
Staff was very courteous and nice
Registration and staff are always courteous and understanding.
I'm satisfied with the staff professionalism and courtesy
The staff were courteous and explained everything well
Staff is always courteous
and the staff was very courteous
Friendly and courtesy staff.
Staff is courteous and professional.
Everyone is so polite and courteous.
Entire staff at Provident is courteous and efficient
Staff is always courteous
I haven't had a bad experience everybody was professional and treated me with courtesy and respect



Everyone was helpful and courteous.
Professional courtesy exhibited by the entire staff.
but the staff worked the real fast and courtesy
Everyone was very courtesy
Staff was very courtesy pleasant
Staff were very professional and courteous.
Excellent experience throughout everyone was very nice and very courteous and helpful
Good everyone was courteous
and Everyone was so courteous
Staff always professional and courteous
All staff were very courteous and very professional
Everyone is very courteous and professional.
Orderly, staff are courteous.
The staff was professional courteous and concerned about my care
Everyone was courteous and helpful.
Staff are very courteous and accomodating.
and with courtesy they addressed me
The staff of CCH of Inglewood has always been courteous and nice to me and never had trouble with help, meds or patient care
Staff is always very friendly and courteous.
Personnel was kind a courteous
Everyone was courteous.
Everyone was so polite & courteous.
Everyone that I came across was pleasant and courteous
The staff and Doctor are very courteous and friendly.
The nurses and registration staff are always pleasant and courteous.
The medical team was courteous and make the procedure as comfortable as possible
Happy with the courtesy and attitude of the staff and nurses.
Staff very courteous
Everyone from every department are kind and courteous.
Violeta at the front desk is always very courteous.
All staff and nurses and doctors are very well in patience and courtesy and in treatments
Courtesan a front desk clerk really made me feel comfortable and secure in this hospital
Staff was very courteous and professional



Thank you



COOK COUNTY
HEALTH