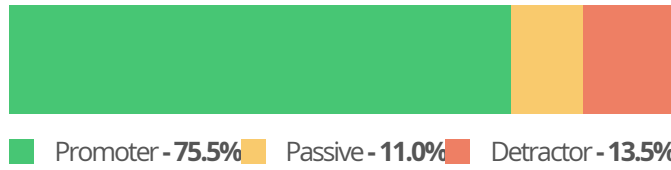


## NET PROMOTER SCORE

62.1 n-size: 319



## ALERT PERFORMANCE

OPEN ALERTS

CLOSED ALERTS

9

0

## QUESTION SUMMARY

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Rate the provider	75.8	75.6	77.3	300	77.3	88.3	-11.0	
Quality of video/call	66.0	71.1	72.7	22	72.7	73.8	-1.1	
Overall quality of care	61.9	62.4	64.4	334	64.4	61.7	2.7	
Method of connecting was easy	56.6	62.2	63.6	22	63.6	68.2	-4.6	
Care providers explain things	59.9	61.0	63.2	342	63.2	80.6	-17.4	
NPS: Facility would recommend	63.1	63.8	62.1	319	62.1	78.9	-16.8	
Office courteous and helpful	60.8	61.3	61.8	317	61.8	84.3	-22.5	
Provider listened	60.1	60.5	60.9	353	60.9	84.4	-23.5	
Enough info about treatment	56.5	57.3	57.8	348	57.8	81.7	-23.9	
Schedule appt soon as needed	40.8	42.5	38.8	363	38.8	62.4	-23.6	

## QUALITATIVE SUMMARY

### Promoter

- Recognition ●
- Courtesy/Respect ●
- Presence ●
- Communication ●
- Collective Team ●

### Passive

- Doctor ●
- Wait Time ●
- Communication ●
- Confused ●
- Courtesy/Respect ●

### Detractor

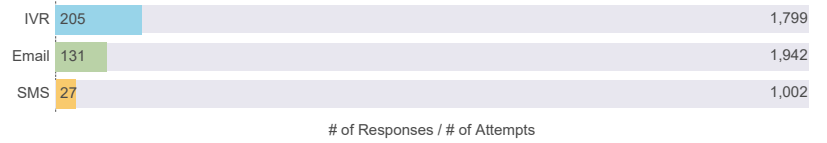
- Doctor ●
- Pain ●
- Nurse/Nurse Aide ●
- Patient Portal ●
- Scheduling ●

# Participation

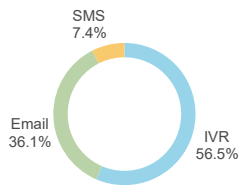
RESPONSE RATE: **20.1%**



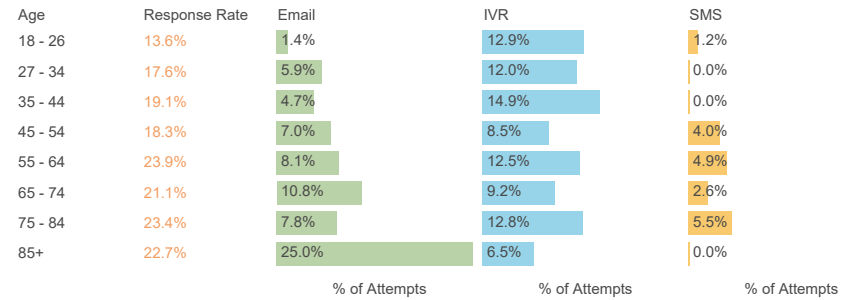
## MODE PERFORMANCE



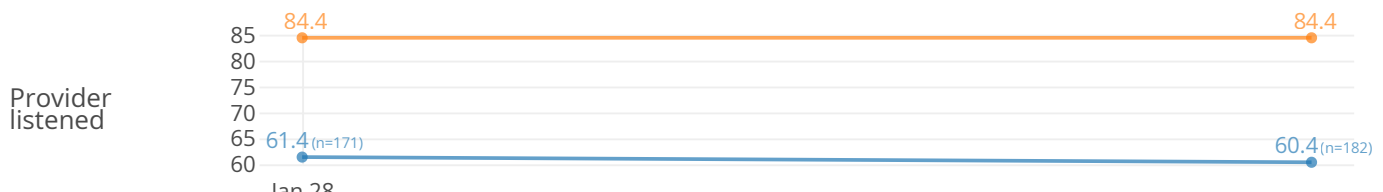
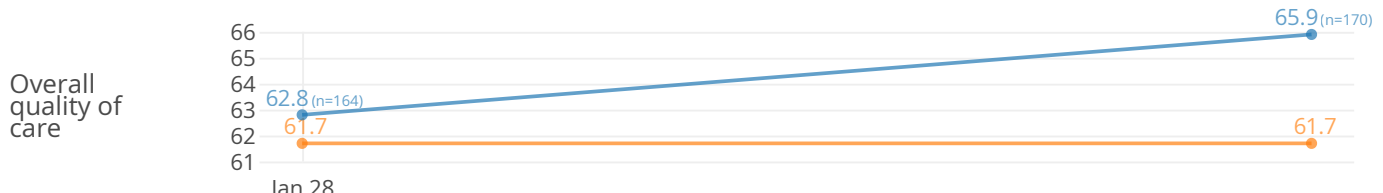
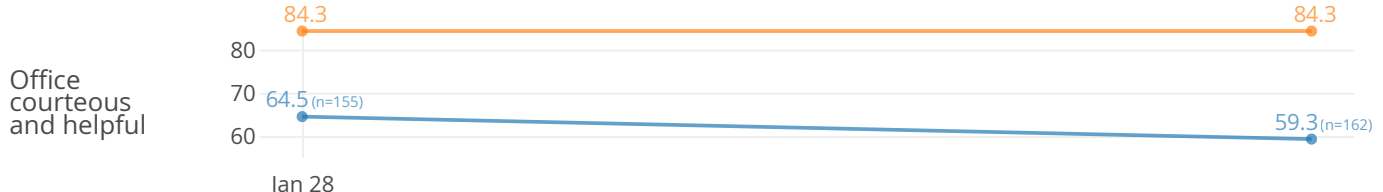
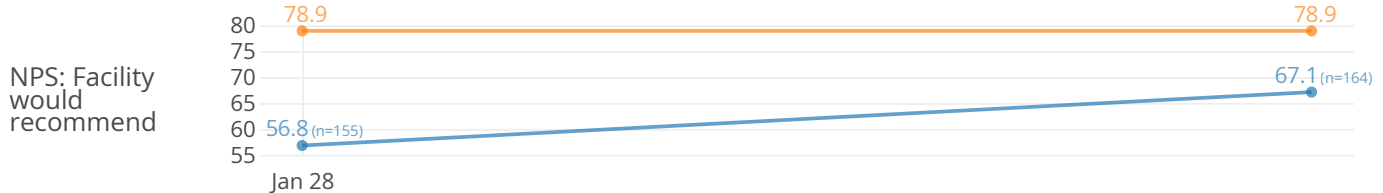
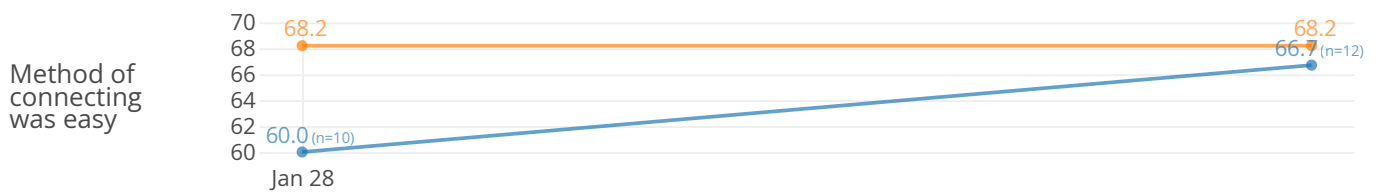
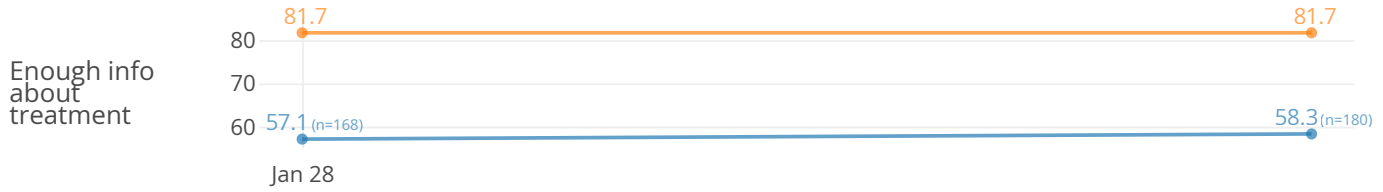
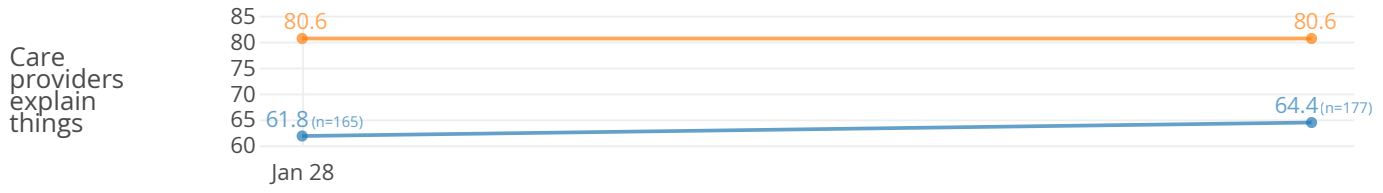
## % OF TOTAL RESPONSES



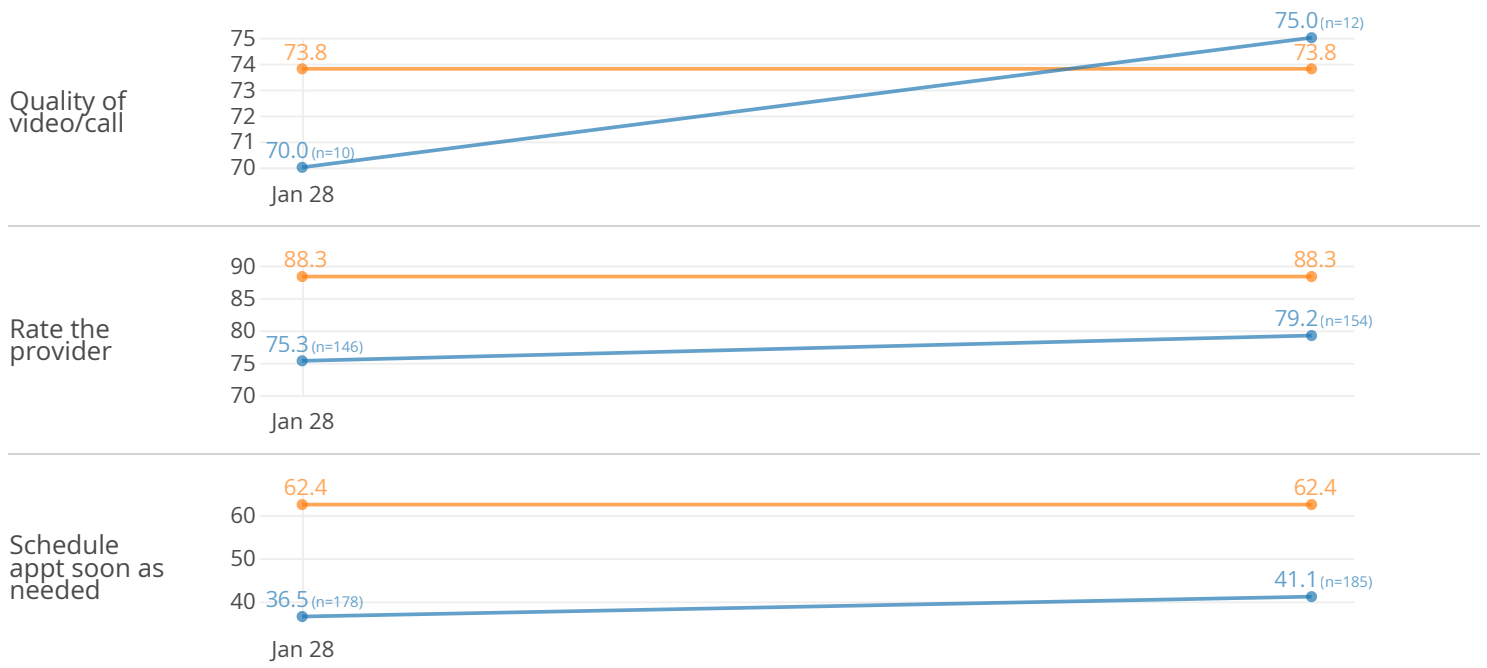
## AGE GROUP BREAKDOWN

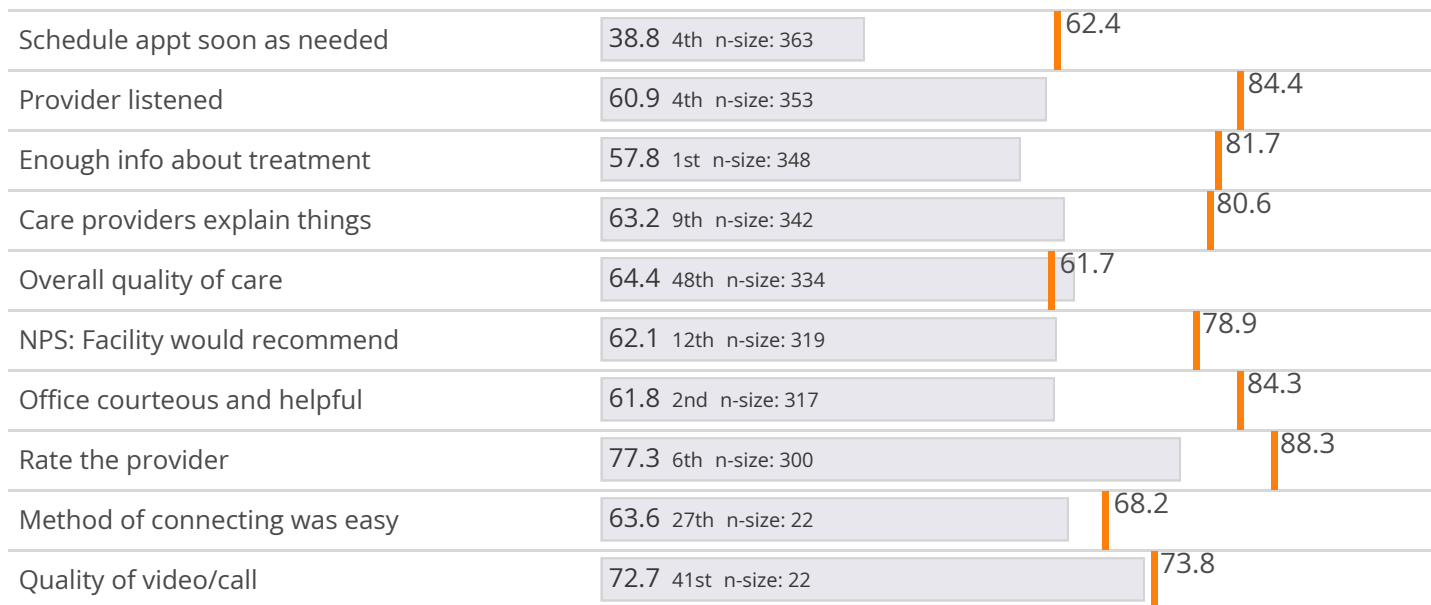


■ Benchmark



■ Benchmark





Schedule appt soon as needed

Specialty Clinics	38.8 4th n-size: 363	62.4
Adult Urgent Care Center	42.5 7th n-size: 73	
Ophthalmology	32.4 1st n-size: 37	
Orthopaedic Services	25.0 1st n-size: 32	
Obstetrics and Gynecology	26.9 1st n-size: 26	
Optometry	45.8 11th n-size: 24	
Anesthesia Pre-Operative	55.6 29th n-size: 18	
Cardiology	61.1 44th n-size: 18	
Otolaryngology (ENT)	23.1 1st n-size: 13	
Neurology	25.0 1st n-size: 12	
Dermatology	18.2 1st n-size: 11	
Urology	45.5 10th n-size: 11	
Nephrology	62.5 48th n-size: 8	
Endocrinology	42.9 7th n-size: 7	
General Surgery and Trauma	28.6 1st n-size: 7	
Hepatology	42.9 7th n-size: 7	
Infusion Center	85.7 97th n-size: 7	
Gastroenterology	33.3 1st n-size: 6	
Oral and Maxillofacial Surgery	0.0 1st n-size: 6	
Diabetes	60.0 41st n-size: 5	
Infectious Disease	100.0 100th n-size: 5	
Pain Clinic	20.0 1st n-size: 5	
Plastic Surgery	25.0 1st n-size: 4	
ZSFG Hematology Ward 86	50.0 17th n-size: 4	
Rheumatology	33.3 1st n-size: 3	
Weight Management	0.0 1st n-size: 3	

Schedule appt soon as needed

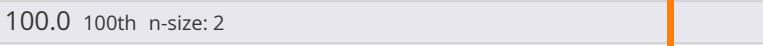
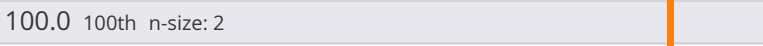
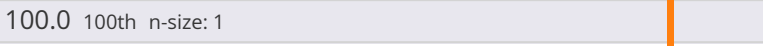
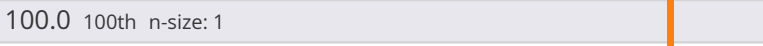
ZSFG Oncology Ward 86	33.3 1st n-size: 3	
Colorectal Surgery	0.0 1st n-size: 2	
Orthotic and Prosthetic Clinic	100.0 100th n-size: 2	
Wound Clinic	0.0 1st n-size: 2	
Neurosurgery	100.0 100th n-size: 1	
Pulmonary	0.0 1st n-size: 1	

Rate the provider

Specialty	Score	Rank	n-size	Visual Bar	Target
Specialty Clinics	77.3	6th	n-size: 300	[Bar]	88.3
Adult Urgent Care Center	66.1	1st	n-size: 62	[Bar]	88.3
Ophthalmology	84.8	22nd	n-size: 33	[Bar]	88.3
Orthopaedic Services	75.0	4th	n-size: 28	[Bar]	88.3
Obstetrics and Gynecology	81.0	11th	n-size: 21	[Bar]	88.3
Optometry	100.0	100th	n-size: 17	[Bar]	88.3
Anesthesia Pre-Operative	75.0	4th	n-size: 16	[Bar]	88.3
Cardiology	93.8	84th	n-size: 16	[Bar]	88.3
Otolaryngology (ENT)	83.3	17th	n-size: 12	[Bar]	88.3
Urology	60.0	1st	n-size: 10	[Bar]	88.3
Dermatology	55.6	1st	n-size: 9	[Bar]	88.3
Neurology	88.9	46th	n-size: 9	[Bar]	88.3
Endocrinology	71.4	2nd	n-size: 7	[Bar]	88.3
Infusion Center	85.7	26th	n-size: 7	[Bar]	88.3
General Surgery and Trauma	66.7	1st	n-size: 6	[Bar]	88.3
Hepatology	83.3	17th	n-size: 6	[Bar]	88.3
Nephrology	100.0	100th	n-size: 6	[Bar]	88.3
Oral and Maxillofacial Surgery	60.0	1st	n-size: 5	[Bar]	88.3
Gastroenterology	100.0	100th	n-size: 4	[Bar]	88.3
Plastic Surgery	75.0	4th	n-size: 4	[Bar]	88.3
ZSFG Hematology Ward 86	75.0	4th	n-size: 4	[Bar]	88.3
Diabetes	100.0	100th	n-size: 3	[Bar]	88.3
Rheumatology	33.3	1st	n-size: 3	[Bar]	88.3
Orthotic and Prosthetic Clinic	100.0	100th	n-size: 2	[Bar]	88.3
Pain Clinic	0.0	1st	n-size: 2	[Bar]	88.3
Weight Management	50.0	1st	n-size: 2	[Bar]	88.3



Rate the provider

Wound Clinic	100.0	100th	n-size: 2	
ZSFG Oncology Ward 86	100.0	100th	n-size: 2	
Colorectal Surgery	100.0	100th	n-size: 1	
Neurosurgery	100.0	100th	n-size: 1	

Office courteous and helpful

Department	Score	Rank	n-size	Target
Specialty Clinics	61.8	2nd	317	84.3
Adult Urgent Care Center	57.4	1st	68	84.3
Ophthalmology	48.6	1st	35	84.3
Orthopaedic Services	72.4	8th	29	84.3
Obstetrics and Gynecology	56.5	1st	23	84.3
Optometry	66.7	4th	21	84.3
Anesthesia Pre-Operative	68.8	5th	16	84.3
Cardiology	75.0	11th	16	84.3
Otolaryngology (ENT)	66.7	4th	12	84.3
Urology	70.0	6th	10	84.3
Dermatology	44.4	1st	9	84.3
Neurology	77.8	17th	9	84.3
Endocrinology	28.6	1st	7	84.3
Infusion Center	57.1	1st	7	84.3
General Surgery and Trauma	83.3	35th	6	84.3
Hepatology	66.7	4th	6	84.3
Nephrology	100.0	100th	6	84.3
Oral and Maxillofacial Surgery	40.0	1st	5	84.3
Diabetes	50.0	1st	4	84.3
Gastroenterology	75.0	11th	4	84.3
Plastic Surgery	75.0	11th	4	84.3
ZSFG Hematology Ward 86	75.0	11th	4	84.3
Rheumatology	66.7	4th	3	84.3
Colorectal Surgery	50.0	1st	2	84.3
Orthotic and Prosthetic Clinic	100.0	100th	2	84.3
Pain Clinic	50.0	1st	2	84.3

Office courteous and helpful

Weight Management	0.0 1st n-size: 2
Wound Clinic	50.0 1st n-size: 2
ZSFG Oncology Ward 86	50.0 1st n-size: 2
Neurosurgery	100.0 100th n-size: 1