

NET PROMOTER SCORE

62 n-size: 1,246



ALERT PERFORMANCE

OPEN ALERTS

CLOSED ALERTS

34

0

QUESTION SUMMARY

Question	YTD	Last 3 Months	Last Month	n-size	Score	Bench mark	Gap	
Rate the provider	74.8	74.6	72.9	1,205	72.9	88.7	-15.8	
Key Metric NPS: Facility would recommend	63.3	64.0	62.0	1,246	62.0	79.2	-17.2	
Quality of video/call	69.3	68.5	61.2	85	61.2	74.3	-13.1	
Overall quality of care	61.7	61.3	59.9	1,367	59.9	60.7	-0.8	
Office courteous and helpful	61.0	60.7	59.4	1,293	59.4	84.9	-25.5	
Method of connecting was easy	60.3	63.0	58.6	87	58.6	70.0	-11.4	
Care providers explain things	59.7	59.7	58.2	1,407	58.2	80.7	-22.5	
Provider listened	59.3	58.9	57.1	1,475	57.1	84.7	-27.6	
Enough info about treatment	55.9	56.0	55.2	1,432	55.2	81.8	-26.6	
Schedule appt soon as needed	40.9	40.7	39.6	1,542	39.6	63.4	-23.8	

QUALITATIVE SUMMARY

Promoter

- Recognition ●
- Courtesy/Respect ●
- Doctor ●
- Doctor-Courtesy/Respect ●
- Communication ●

Passive

- Doctor ●
- Doctor-Communication ●
- Doctor-Courtesy/Respect ●
- Scheduling ●
- Nurse/Nurse Aide ●

Detractor

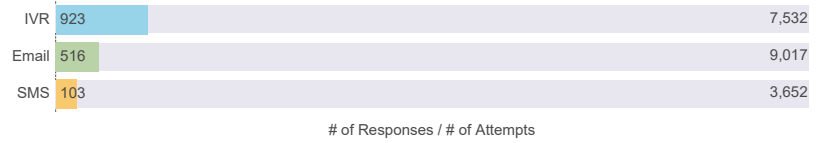
- Doctor ●
- Scheduling ●
- Insurance Benefits ●
- Pain ●
- Nurse/Nurse Aide ●

Participation

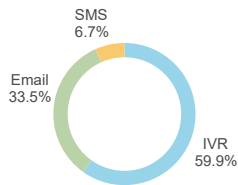
RESPONSE RATE: **20.7%**



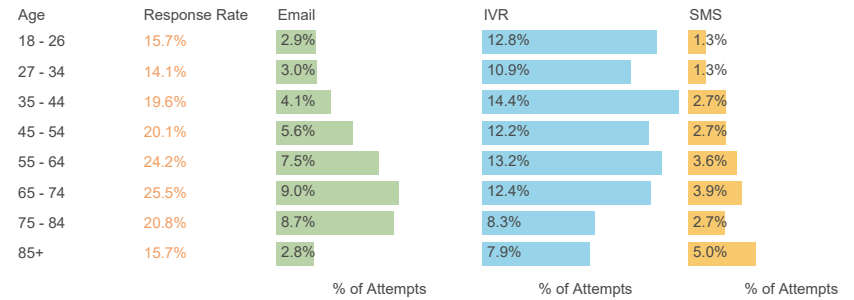
MODE PERFORMANCE



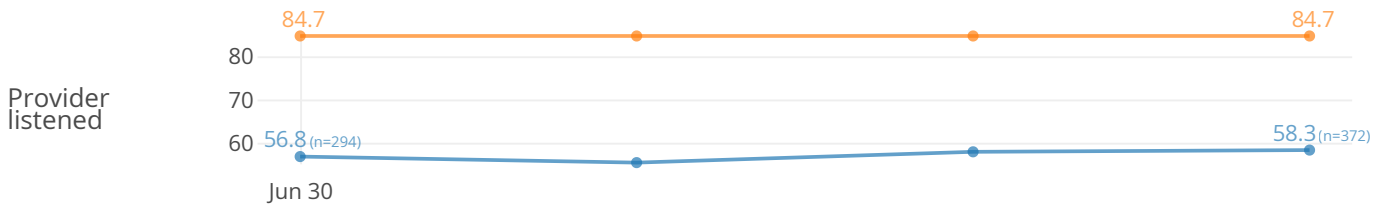
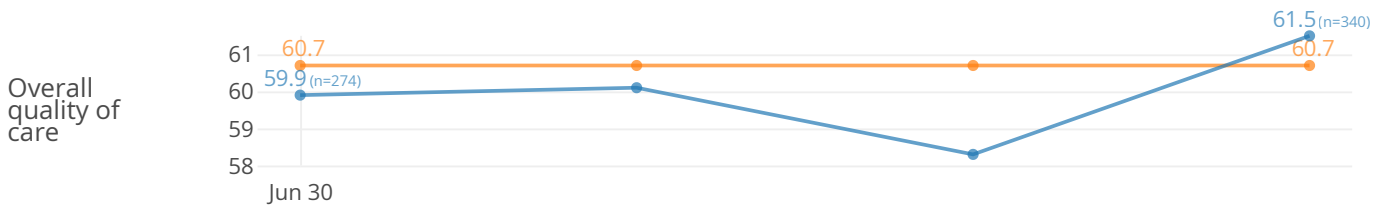
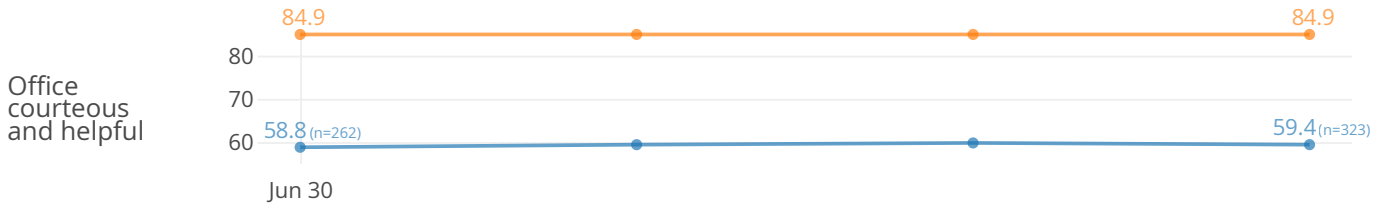
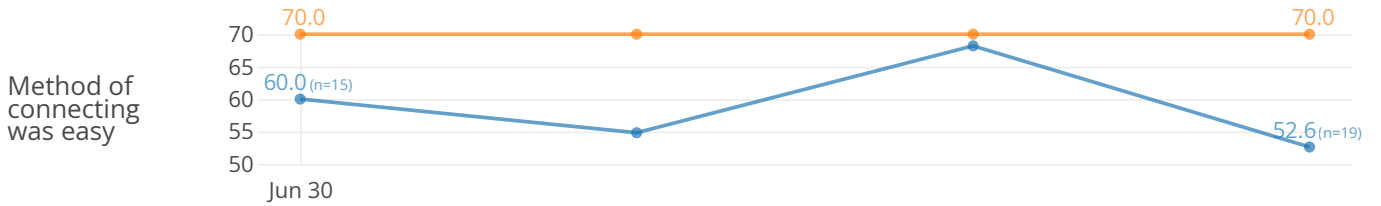
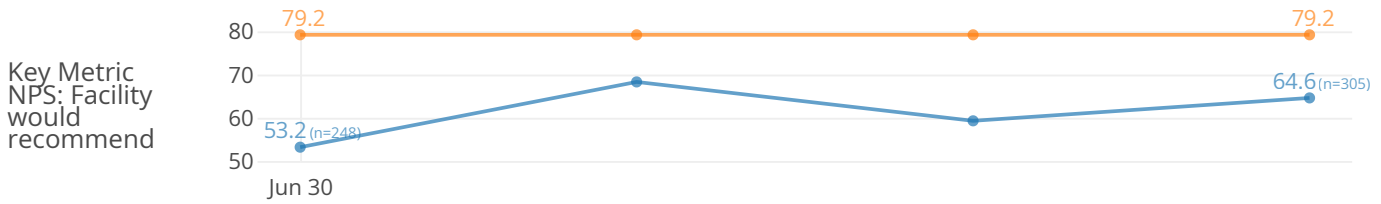
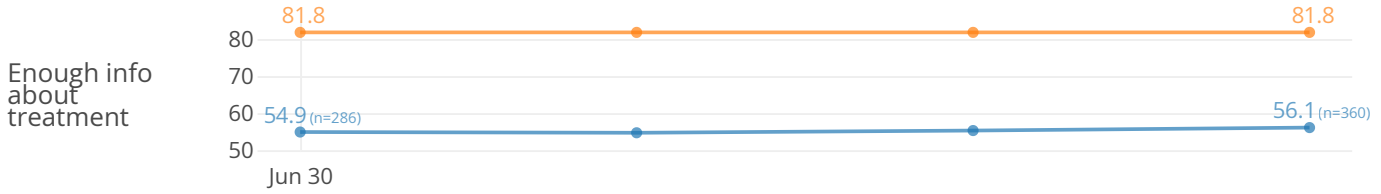
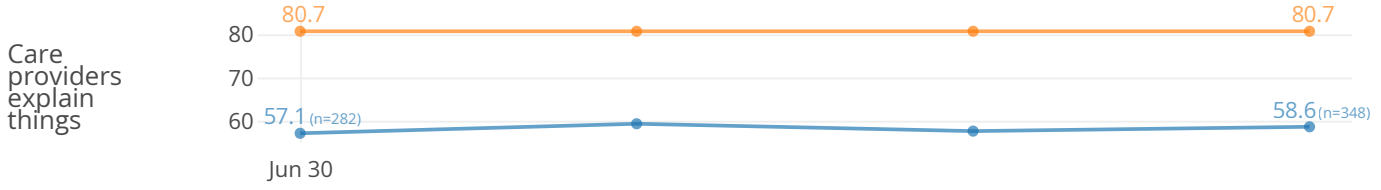
% OF TOTAL RESPONSES



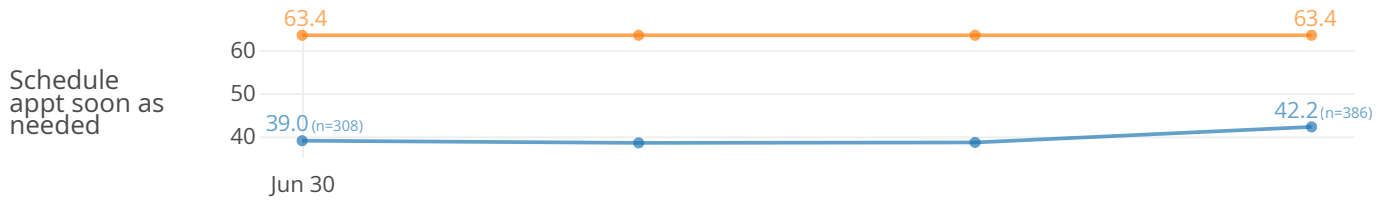
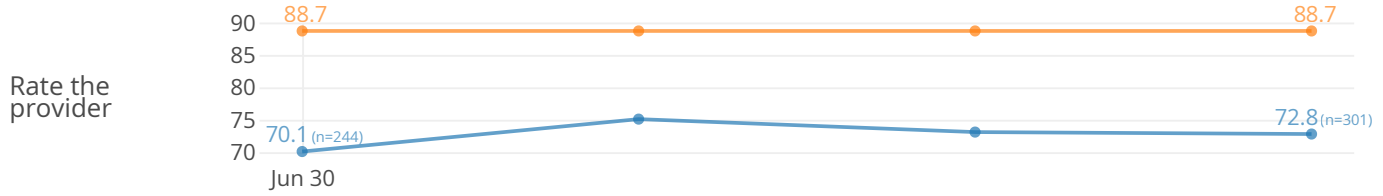
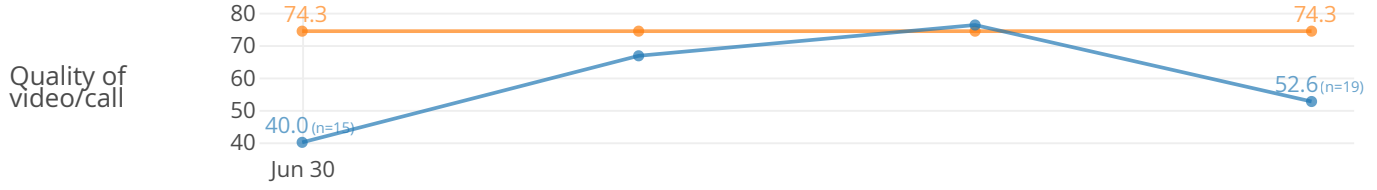
AGE GROUP BREAKDOWN



■ Benchmark



■ Benchmark





Schedule appt soon as needed

Specialty Clinics	39.6 4th n-size: 1,542	63.4
Adult Urgent Care Center	34.3 1st n-size: 280	
Orthopaedic Services	40.6 5th n-size: 133	
Obstetrics and Gynecology	36.6 2nd n-size: 131	
Ophthalmology	34.2 1st n-size: 114	
Optometry	36.1 2nd n-size: 72	
Urology	40.0 4th n-size: 70	
Otolaryngology (ENT)	22.1 1st n-size: 68	
Anesthesia Pre-Operative	61.3 42nd n-size: 62	
Dermatology	35.5 2nd n-size: 62	
Cardiology	42.9 6th n-size: 56	
Infusion Center	66.7 59th n-size: 54	
Hepatology	48.8 14th n-size: 43	
Rheumatology	45.7 9th n-size: 35	
Neurology	38.2 3rd n-size: 34	
Oral and Maxillofacial Surgery	23.5 1st n-size: 34	
Nephrology	46.7 11th n-size: 30	
ZSFG Oncology Ward 86	48.3 13th n-size: 29	
Pain Clinic	24.0 1st n-size: 25	
Endocrinology	34.8 1st n-size: 23	
Pulmonary	23.8 1st n-size: 21	
Diabetes	60.0 39th n-size: 20	
Gastroenterology	40.0 4th n-size: 20	
Orthotic and Prosthetic Clinic	45.0 9th n-size: 20	
General Surgery and Trauma	42.1 6th n-size: 19	
Plastic Surgery	60.0 39th n-size: 15	



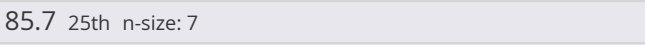
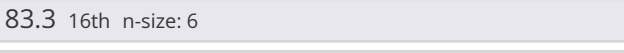
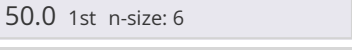
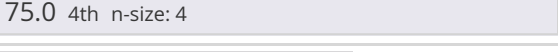
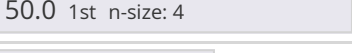
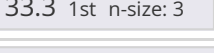
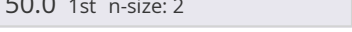
Schedule appt soon as needed

Vascular Surgery	69.2 66th n-size: 13
Wound Clinic	38.5 3rd n-size: 13
ZSFG Hematology Ward 86	33.3 1st n-size: 12
Weight Management	37.5 3rd n-size: 8
Colorectal Surgery	14.3 1st n-size: 7
Neurosurgery	57.1 31st n-size: 7
Breast Surgery Pre-Operative	60.0 39th n-size: 5
Infectious Disease	75.0 81st n-size: 4
Palliative Care	33.3 1st n-size: 3

Rate the provider

Specialty	Score	Rank	n-size	Target
Specialty Clinics	72.9	2nd	1,205	88.7
Adult Urgent Care Center	67.3	1st	217	88.7
Orthopaedic Services	69.0	1st	116	88.7
Obstetrics and Gynecology	80.4	10th	97	88.7
Ophthalmology	72.5	2nd	91	88.7
Optometry	66.1	1st	59	88.7
Anesthesia Pre-Operative	81.5	12th	54	88.7
Dermatology	75.5	4th	53	88.7
Otolaryngology (ENT)	75.0	4th	52	88.7
Urology	53.1	1st	49	88.7
Infusion Center	85.4	24th	48	88.7
Cardiology	78.0	6th	41	88.7
Neurology	79.3	8th	29	88.7
Rheumatology	86.2	27th	29	88.7
Hepatology	80.8	11th	26	88.7
Oral and Maxillofacial Surgery	72.0	2nd	25	88.7
Nephrology	71.4	2nd	21	88.7
ZSFG Oncology Ward 86	85.7	25th	21	88.7
Endocrinology	89.5	48th	19	88.7
Orthotic and Prosthetic Clinic	63.2	1st	19	88.7
Diabetes	93.3	79th	15	88.7
Pain Clinic	73.3	3rd	15	88.7
Gastroenterology	71.4	2nd	14	88.7
Pulmonary	78.6	7th	14	88.7
General Surgery and Trauma	46.2	1st	13	88.7
Plastic Surgery	69.2	1st	13	88.7

Rate the provider

Wound Clinic	58.3 1st n-size: 12	
Vascular Surgery	90.9 60th n-size: 11	
ZSFG Hematology Ward 86	85.7 25th n-size: 7	
Neurosurgery	83.3 16th n-size: 6	
Weight Management	50.0 1st n-size: 6	
Breast Surgery Pre-Operative	75.0 4th n-size: 4	
Infectious Disease	50.0 1st n-size: 4	
Colorectal Surgery	33.3 1st n-size: 3	
Palliative Care	50.0 1st n-size: 2	

Office courteous and helpful

Department	Score	Rank	n-size	Target
Specialty Clinics	59.4	1st	1,293	84.9
Adult Urgent Care Center	52.2	1st	245	84.9
Orthopaedic Services	62.8	2nd	121	84.9
Obstetrics and Gynecology	62.5	2nd	104	84.9
Ophthalmology	48.0	1st	98	84.9
Optometry	62.5	2nd	64	84.9
Anesthesia Pre-Operative	67.9	4th	56	84.9
Otolaryngology (ENT)	51.8	1st	56	84.9
Dermatology	64.8	2nd	54	84.9
Urology	50.0	1st	52	84.9
Infusion Center	65.3	2nd	49	84.9
Cardiology	62.2	1st	45	84.9
Rheumatology	58.8	1st	34	84.9
Neurology	61.3	1st	31	84.9
Hepatology	64.3	2nd	28	84.9
Oral and Maxillofacial Surgery	53.6	1st	28	84.9
ZSFG Oncology Ward 86	69.6	5th	23	84.9
Nephrology	57.1	1st	21	84.9
Endocrinology	78.9	18th	19	84.9
Orthotic and Prosthetic Clinic	57.9	1st	19	84.9
Pain Clinic	81.3	25th	16	84.9
Diabetes	66.7	3rd	15	84.9
Pulmonary	66.7	3rd	15	84.9
Gastroenterology	42.9	1st	14	84.9
General Surgery and Trauma	57.1	1st	14	84.9
Plastic Surgery	85.7	44th	14	84.9

Office courteous and helpful

Vascular Surgery	83.3 33rd n-size: 12
Wound Clinic	33.3 1st n-size: 12
Neurosurgery	57.1 1st n-size: 7
ZSFG Hematology Ward 86	71.4 6th n-size: 7
Weight Management	83.3 33rd n-size: 6
Breast Surgery Pre-Operative	100.0 100th n-size: 4
Colorectal Surgery	75.0 10th n-size: 4
Infectious Disease	75.0 10th n-size: 4
Palliative Care	50.0 1st n-size: 2