

# IHC's Overall Patient Satisfaction Results Q3 (JULY, AUGUST, SEPTEMBER) 2022

**90**

**COMPLETED SURVEYS**

37 with free-text answers

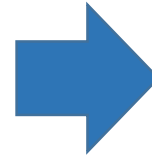
0 total review links clicked

**78**

**NET PROMOTER SCORE®**

How likely patients are to recommend the practice

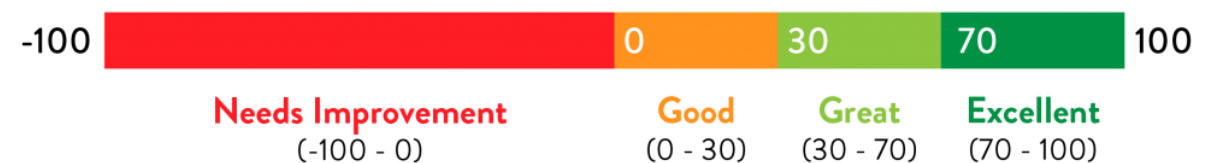
n=87



NPS is calculated based on responses to: "How likely is it that you would recommend our practice to friends/family?" Responses of 9 or 10 are called "Promoters", 0-6 are called "Detractors", 7 or 8 are deemed "Neutral".  $NPS = \%Promoters - \%Detractors$

Q1	Q2	Q3	Q4
88	86	78	

## NET PROMOTER SCORE (NPS) ANALYSIS



# IHC's Overall Patient Satisfaction Results – OCT22

## Survey Highlights



**40**

**COMPLETED SURVEYS**

16 with free-text answers

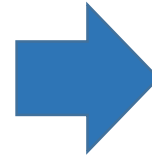
0 total review links clicked

**100**

**NET PROMOTER SCORE®**

How likely patients are to recommend the practice

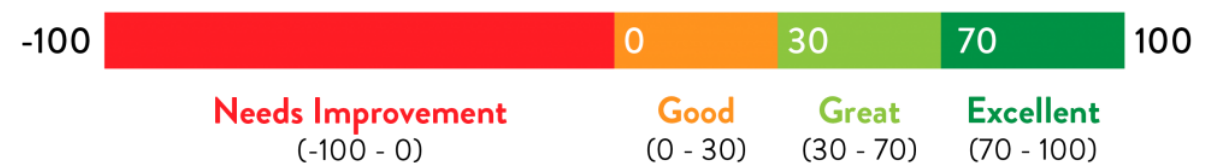
n=38



NPS is calculated based on responses to: "How likely is it that you would recommend our practice to friends/family?" Responses of 9 or 10 are called "Promoters", 0-6 are called "Detractors", 7 or 8 are deemed "Neutral".  $NPS = \%Promoters - \%Detractors$

Q1	Q2	Q3	OCT
88	86	78	100

## NET PROMOTER SCORE (NPS) ANALYSIS



# IHC's Overall Patient Satisfaction Results – NOV22

**22**

**COMPLETED SURVEYS**

8 with free-text answers

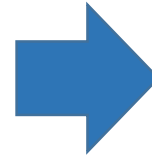
0 total review links clicked

**95**

**NET PROMOTER SCORE®**

How likely patients are to recommend the practice

n=19



NPS is calculated based on responses to: "How likely is it that you would recommend our practice to friends/family?" Responses of 9 or 10 are called "Promoters", 0-6 are called "Detractors", 7 or 8 are deemed "Neutral".  $NPS = \%Promoters - \%Detractors$

Q1	Q2	Q3	OCT	NOV
88	86	78	100	95

## NET PROMOTER SCORE (NPS) ANALYSIS

