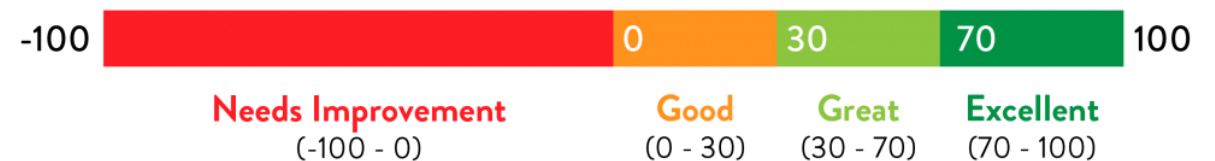


IHC's Overall Patient Satisfaction Results

Timeframe	2021	2022*	Q1 2023	Q2 2023	Q3 2023	Q4 2023	2023 Overall
NPS Score	81	88	N/A	85	80.7	88	84.5
Number of Respondents	404	342	N/A	80	89	83	245

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". $NPS = \%Promoters - \%Detractors$

NET PROMOTER SCORE (NPS) ANALYSIS



*Does not include December 2022

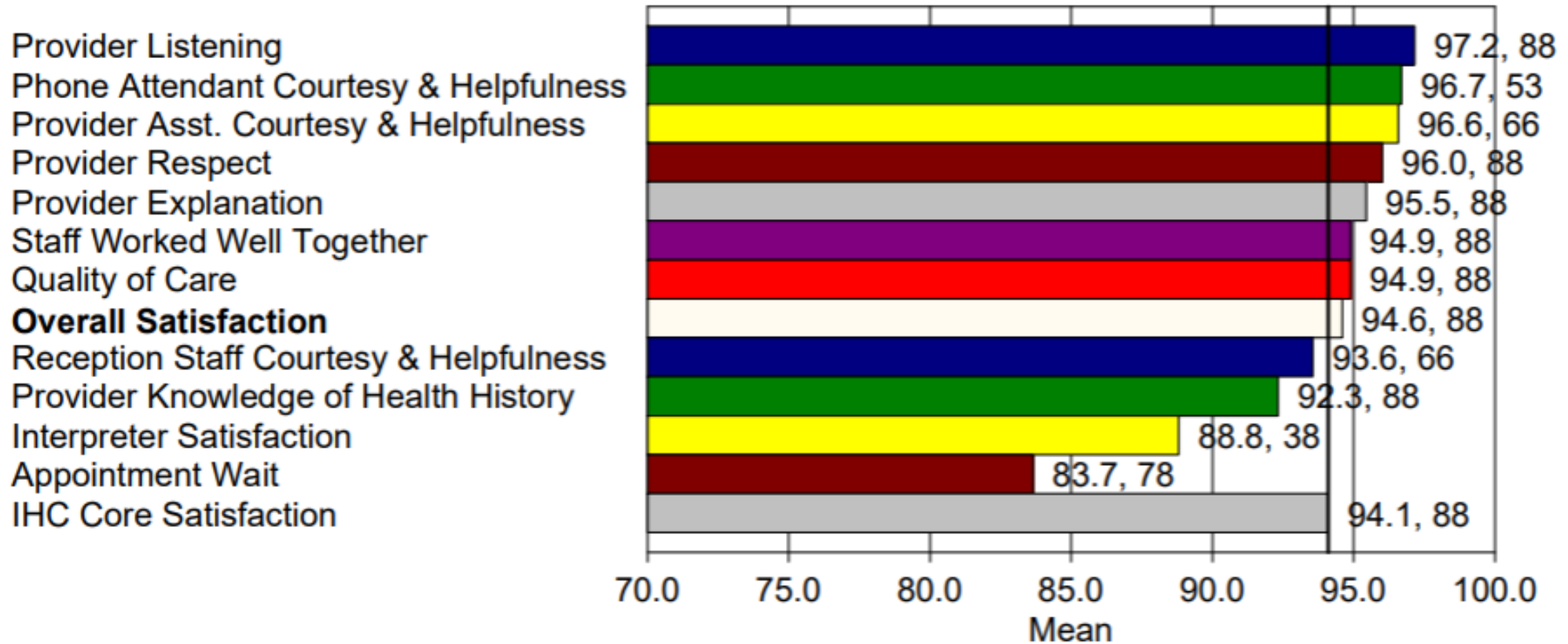
Question: Overall, how would you rate your most recent experience with Island Health Care?

	Rolling 4 Quarters									
	Quarter:						Overall			
	Q2 2023		Q3 2023		Q4 2023					
Overall Satisfaction										
Poor	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Fair	1.3%	1	0.0%	0	0.0%	0	0.4%	1	0.4%	1
Good	17.5%	14	19.1%	17	21.6%	19	19.5%	50	19.5%	50
Excellent	81.3%	65	80.9%	72	78.4%	69	80.2%	206	80.2%	206
Totals	100.0%	80	100.0%	89	100.0%	88	100.0%	257	100.0%	257

Patient Satisfaction Scores Ranking

Mean Scores and Counts, Oct-Dec 2023

IHC Core Satisfaction



Percentage "Good" or "Excellent" Scores Combined and Counts

Oct-Dec 2023

IHC Core Satisfaction

