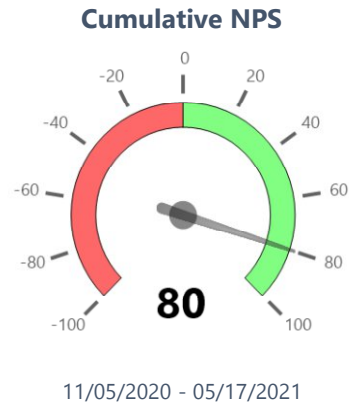


PATIENT SURVEYS – LOCATION SUMMARY

Practice: ISLAND HEALTH CARE
 Location: ISLAND HEALTH CARE
 Survey Dates: 11/05/2020 - 05/17/2021
 Total Completed Surveys: 282

NET PROMOTER SCORE®

Total Responses	249
% Promoters	86%
% Neutral	8%
% Detractors	6%
Your NPS	80
Phreesia Network	80



NPS by Month



Net Promoter Score

The NPS is calculated using the answer to a key question, using a 0-10 scale:
“How likely is it that you would recommend our Practice to family or friends?”

Respondents are grouped as follows:

- **Promoters** (score 9-10) are loyal enthusiasts who will refer others, fueling growth.
- **Neutrals** (score 7-8) are satisfied but unenthusiastic patients who are vulnerable to competitors.
- **Detractors** (score 0-6) are unhappy patients who can impede growth through negative word-of-mouth.

Subtract the percentage of Detractors from the percentage of Promoters to get the Net Promoter Score, which can range from a low of -100 (every patient is a Detractor), to a high of 100 (every patient is a Promoter).

Net Promoter, Net Promoter Score, and NPS are registered trademarks of Bain & Company, Satmetrix Systems, Inc., and Fred Reichheld.

PATIENT SURVEYS – LOCATION SUMMARY



Practice: ISLAND HEALTH CARE

Location: ISLAND HEALTH CARE

TEMPLATE SURVEY QUESTIONS Your % Promoters vs. Phreesia Network.

Total Completed Surveys: 282
Survey Dates: 11/05/2020 - 05/17/2021

■ ISLAND HEALTH CARE
■ PHREESIA NETWORK

