

# Internal Departments NPS Survey

The **Net Promoter Score (NPS) Survey** provides us with a way to share feedback with each other and further enhance inner-departmental collaboration.

**Field Feedback** – total number of participants 368, responses are on the scale from 1 to 5.

When I send an email to a representative in the _____ department, I get a timely response.		When I call the _____ department, I can reach someone to answer my question.		When I reach a representative in the _____ department, I receive accurate and helpful information and/or resolutions.		Representatives in the _____ department treat me with courtesy and respect.		Departmental Average	# of responses
Accounting	3.47	Accounting	3.39	Accounting	3.45	Accounting	3.79	3.52	260
Communication Center	3.77	Communication Center	3.76	Communication Center	3.72	Communication Center	4.03	3.82	363
Compliance	3.88	Compliance	3.78	Compliance	3.85	Compliance	4.09	3.90	266
Dental Office (Field Staff)	3.84	Dental Office (Field Staff)	3.80	Dental Office (Field Staff)	3.78	Dental Office (Field Staff)	3.99	3.85	239
HR / Payroll	4.09	HR / Payroll	3.97	HR / Payroll	4.12	HR / Payroll	4.26	4.11	265
IT	3.74	IT	3.73	IT	3.82	IT	4.07	3.84	266
Marketing	3.61	Marketing	3.59	Marketing	3.64	Marketing	3.93	3.69	261
Oral Surgery Office (Field Staff)	3.49	Oral Surgery Office (Field Staff)	3.50	Oral Surgery Office (Field Staff)	3.66	Oral Surgery Office (Field Staff)	3.82	3.62	267
Orthodontic Office (Field Staff)	3.72	Orthodontic Office (Field Staff)	3.69	Orthodontic Office (Field Staff)	3.60	Orthodontic Office (Field Staff)	3.76	3.69	231
Purchasing / Facilities	3.64	Purchasing / Facilities	3.62	Purchasing / Facilities	3.68	Purchasing / Facilities	3.92	3.72	264
Revenue Cycle	3.48	Revenue Cycle	3.50	Revenue Cycle	3.52	Revenue Cycle	3.75	3.56	264
Question Average:	3.70	Question Average:	3.67	Question Average:	3.71	Question Average:	3.95	3.76	

**Doctor & Hygienist Feedback** – total number of participants 122, responses are on the scale from 1 to 5.

When I send an email to a representative in the _____ department, I get a timely response.		When I call the _____ department, I can reach someone to answer my question.		When I reach a representative in the _____ department, I receive accurate and helpful information and/or resolutions.		Representatives in the _____ department treat me with courtesy and respect.		Departmental Average	# of responses
Dental Affairs	4.00	Dental Affairs	3.84	Dental Affairs	3.88	Dental Affairs	4.13	3.96	122
Compliance	3.91	Compliance	3.80	Compliance	3.89	Compliance	4.06	3.91	122
Purchasing / Facilities	3.68	Purchasing / Facilities	3.65	Purchasing / Facilities	3.75	Purchasing / Facilities	3.81	3.72	122
IT	3.75	IT	3.76	IT	3.92	IT	3.97	3.85	122
Marketing	3.55	Marketing	3.55	Marketing	3.69	Marketing	3.91	3.67	122
Accounting	3.62	Accounting	3.60	Accounting	3.57	Accounting	3.81	3.65	122
HR / Payroll	4.04	HR / Payroll	4.01	HR / Payroll	3.84	HR / Payroll	4.25	4.03	122
Revenue Cycle	3.52	Revenue Cycle	3.48	Revenue Cycle	3.47	Revenue Cycle	3.70	3.54	122
Communication Center (3.53)	3.49	Communication Center (3.53)	3.49	Communication Center (3.53)	3.48	Communication Center (3.53)	3.65	3.53	122
Question Average:	3.73	Question Average:	3.68	Question Average:	3.72	Question Average:	3.92	3.76	

## Net Promoter Score (NPS)

**Net Promoter Score:** tool that can help measure the loyalty of people (customers, employees, etc.) to a place of business, service, employment, etc.



**NPS Question:** How likely are you to refer a friend or colleague to work in the \_\_\_\_\_ department?

### Field NPS

Department	NPS =	% promoters	-	% detractors
Accounting	-26	27	20	53
Communication Center	-21	28	23	49
Compliance	-6	37	20	43
Pedo Field	1	39	23	38
HR/Payroll	-2	38	22	40
Information Technology	-15	33	19	48
Marketing	-8	36	20	44
OS Field	-12	34	21	46
Ortho Field	1	40	21	39
Puchasing/Facilities	-17	31	21	48
Revenue Cycle	-20	31	18	51

### Doctor & Hygienist NPS

Department	NPS =	% promoters	-	% detractors
Dental Affairs (Dental and Hygiene Clinical Support)	12	46	20	34
Compliance	3	46	11	43
Purchasing / Facilities Support	-5	40	15	45
Information Technology (IT)	2	43	16	41
Marketing	2	42	18	40
Accounting	-1	42	16	43
Human Resources / Payroll	7	47	13	40
Revenue Cycle	-6	39	17	44
Communication Center	-3	40	15	45