

Q2 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

40% participation (501 responses out of 1268 invitations). 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.		Q1	When I call the _____ department, I can reach someone to answer my question.		Q1	When I reach a representative in the _____ department, I receive accurate and helpful information and/or		Q1	Representatives in the _____ department treat me with courtesy and respect.		Q1	Departmental Average		# of response
Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1		
Accounting	3.72	3.47	Accounting	3.63	3.39	Accounting	3.77	3.45	Accounting	4.10	3.79	3.81	3.52	239
Communication Center	3.94	3.77	Communication Center	3.94	3.76	Communication Center	3.87	3.72	Communication Center	4.22	4.03	3.99	3.82	243
Compliance	4.28	3.88	Compliance	4.21	3.78	Compliance	4.28	3.85	Compliance	4.48	4.09	4.31	3.90	249
Dental Office (Field Staff)	3.99	3.84	Dental Office (Field Staff)	4.14	3.80	Dental Office (Field Staff)	4.10	3.78	Dental Office (Field Staff)	4.32	3.99	4.14	3.85	252
HR/Payroll	4.37	4.09	HR/Payroll	4.37	3.97	HR/Payroll	4.46	4.12	HR/Payroll	4.55	4.26	4.44	4.11	320
IT	4.01	3.74	IT	4.06	3.73	IT	4.08	3.82	IT	4.36	4.07	4.13	3.84	322
Marketing	3.96	3.61	Marketing	3.98	3.59	Marketing	4.05	3.64	Marketing	4.36	3.93	4.09	3.69	225
Oral Surgery Office (Field Staff)	4.09	3.49	Oral Surgery Office (Field Staff)	4.04	3.50	Oral Surgery Office (Field Staff)	3.99	3.66	Oral Surgery Office (Field Staff)	4.29	3.82	4.10	3.62	191
Orthodontic Office (Field Staff)	3.82	3.72	Orthodontic Office (Field Staff)	3.88	3.69	Orthodontic Office (Field Staff)	4.12	3.60	Orthodontic Office (Field Staff)	4.27	3.76	4.02	3.69	225
Purchasing/Facilities	3.86	3.64	Purchasing/Facilities	3.89	3.62	Purchasing/Facilities	3.98	3.68	Purchasing/Facilities	4.29	3.92	4.01	3.72	214
Revenue Cycle	3.51	3.48	Revenue Cycle	3.49	3.50	Revenue Cycle	3.65	3.52	Revenue Cycle	3.92	3.75	3.64	3.56	206
Question Average:	3.96	3.70	Question Average:	3.97	3.67	Question Average:	4.03	3.71	Question Average:	4.29	3.95	4.06	3.76	

DOCTOR & HYGIENIST FEEDBACK

43% participation (117 responses out of 270 invitations). 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.		Q1	When I call the _____ department, I can reach someone to answer my question.		Q1	When I reach a representative in the _____ department, I receive accurate and helpful information and/or resolutions.		Q1	Representatives in the _____ department treat me with courtesy and respect.		Q1	Departmental Average		# of responses
Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1		
Dental Affairs	4.26	4.00	Dental Affairs	4.40	3.84	Dental Affairs	4.35	3.88	Dental Affairs (4.39)	4.55	4.13	4.39	3.96	71
Compliance	4.38	3.91	Compliance	4.26	3.80	Compliance	4.28	3.89	Compliance (4.37)	4.57	4.06	4.37	3.91	59
Purchasing/Facilities	3.43	3.68	Purchasing/Facilities	3.55	3.65	Purchasing/Facilities	3.55	3.75	Purchasing/Facilities	4.02	3.81	3.64	3.72	49
IT	3.79	3.75	IT	3.90	3.76	IT	3.87	3.92	IT	4.37	3.97	3.98	3.85	71
Marketing	3.84	3.55	Marketing	3.86	3.55	Marketing	3.80	3.69	Marketing	4.41	3.91	3.98	3.67	49
Accounting	3.76	3.62	Accounting	3.66	3.60	Accounting	3.65	3.57	Accounting	4.22	3.81	3.82	3.65	53
HR/Payroll	4.19	4.04	HR/Payroll	4.00	4.01	HR/Payroll	3.92	3.84	HR/Payroll	4.38	4.25	4.12	4.03	81
Revenue Cycle	3.60	3.52	Revenue Cycle	3.65	3.48	Revenue Cycle	3.55	3.47	Revenue Cycle	4.26	3.70	3.77	3.54	44
Communication Center	3.71	3.49	Communication Center	3.71	3.49	Communication Center	3.34	3.48	Communication Center	4.22	3.65	3.75	3.53	46
Question Average:	3.88	3.73	Question Average:	3.89	3.68	Question Average:	3.81	3.72	Question Average:	4.33	3.92	3.98	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: If your friend was interested in working in the _____ department, how likely are you to recommend that department to your friend as a great place to work?

Field NPS

Department	NPS =	promoters		detractors		Q1
		%	-	%		
Accounting	-22	26	25	48		-26
Communication Center	-14	30	25	44		-21
Compliance	19	47	26	28		-6
Pedo Field	11	41	30	30		1
HR/Payroll	30	55	21	25		-2
Information Technology	2	38	26	36		-15
Marketing	13	44	25	31		-8
OS Field	9	40	29	31		-12
Ortho Field	16	44	28	28		1
Puchasing/Facilities	13	43	27	30		-17
Revenue Cycle	-17	30	23	47		-20

Doctor & Hygienist NPS

Department	NPS =	promoters		detractors		Q1
		%	-	%		
Dental Affairs	17	47	22	31		12
Compliance	39	62	15	23		3
Purchasing / Facilities	0	39	22	39		-5
Information Technology	14	46	22	32		2
Marketing	7	44	19	37		2
Accounting	9	45	19	36		-1
HR / Payroll	21	49	22	28		7
Revenue Cycle	9	44	20	36		-6
Communication Center	-6	38	18	44		-3