

Q3 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

46% participation (476 responses out of 1,041 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.	Q3		Q2		When I call the _____ department, I can reach someone to answer my question.	Q3		Q2		When I reach a representative in the _____ department, I receive accurate and helpful information and/or resolutions.	Q3		Q2		Representatives in the _____ department treat me with courtesy and respect.	Q3		Q2		Overall Departmental Average			# of responses
	Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2	Q3	Q2	Q3	
Accounting	3.77	3.72	Accounting	3.75	3.63	Accounting	3.86	3.77	Accounting	4.24	4.10	3.91	3.81	3.52	241								
Communication Center	3.95	3.94	Communication Center	3.95	3.94	Communication Center	3.87	3.87	Communication Center	4.26	4.22	4.01	3.99	3.82	246								
Compliance	4.37	4.28	Compliance	4.26	4.21	Compliance	4.32	4.28	Compliance	4.53	4.48	4.37	4.31	3.90	229								
Dental Office (Field Staff)	4.15	3.99	Dental Office (Field Staff)	4.12	4.14	Dental Office (Field Staff)	4.20	4.10	Dental Office (Field Staff)	4.42	4.32	4.22	4.14	3.85	263								
HR/Payroll	4.46	4.37	HR/Payroll	4.34	4.37	HR/Payroll	4.39	4.46	HR/Payroll	4.56	4.55	4.44	4.44	4.11	322								
IT	3.97	4.01	IT	4.04	4.06	IT	4.12	4.08	IT	4.40	4.36	4.13	4.13	3.84	341								
Marketing	4.12	3.96	Marketing	4.05	3.98	Marketing	4.12	4.05	Marketing	4.47	4.36	4.19	4.09	3.69	218								
Oral Surgery Office (Field Staff)	3.94	4.09	Oral Surgery Office (Field Staff)	3.92	4.04	Oral Surgery Office (Field Staff)	4.11	3.99	Oral Surgery Office (Field Staff)	4.28	4.29	4.06	4.10	3.62	196								
Orthodontic Office (Field Staff)	4.12	3.82	Orthodontic Office (Field Staff)	4.07	3.88	Orthodontic Office (Field Staff)	4.19	4.12	Orthodontic Office (Field Staff)	4.32	4.27	4.18	4.02	3.69	234								
Purchasing/Facilities	3.95	3.86	Purchasing/Facilities	4.09	3.89	Purchasing/Facilities	4.09	3.98	Purchasing/Facilities	4.35	4.29	4.12	4.01	3.72	203								
Revenue Cycle	3.70	3.51	Revenue Cycle	3.70	3.49	Revenue Cycle	3.72	3.65	Revenue Cycle	4.06	3.92	3.80	3.64	3.56	205								
Question Average:	4.05	3.96	Question Average:	4.03	3.97	Question Average:	4.09	4.03	Question Average:	4.35	4.29	4.13	4.06	3.76									

DOCTOR & HYGIENIST FEEDBACK

42% participation (115 responses out of 277 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.	Q3		Q2		When I call the _____ department, I can reach someone to answer my question.	Q3		Q2		When I reach a representative in the _____ department, I receive accurate and helpful information and/or resolutions.	Q3		Q2		Representatives in the _____ department treat me with courtesy and respect.	Q3		Q2		Overall Departmental Average			# of responses
	Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2		Q3	Q2	Q3	Q2	Q3	Q2	Q3	
Dental Affairs	4.32	4.26	Dental Affairs	4.35	4.40	Dental Affairs	4.41	4.35	Dental Affairs	4.43	4.55	4.38	4.39	3.96	71								
Compliance	4.35	4.38	Compliance	4.42	4.26	Compliance	4.48	4.28	Compliance	4.56	4.57	4.45	4.37	3.91	56								
Purchasing/Facilities	3.84	3.43	Purchasing/Facilities	3.83	3.55	Purchasing/Facilities	3.85	3.55	Purchasing/Facilities	4.23	4.02	3.94	3.64	3.72	49								
IT	4.04	3.79	IT	4.14	3.90	IT	4.27	3.87	IT	4.45	4.37	4.23	3.98	3.85	65								
Marketing	4.00	3.84	Marketing	4.05	3.86	Marketing	4.05	3.80	Marketing	4.48	4.41	4.15	3.98	3.67	43								
Accounting	3.77	3.76	Accounting	3.81	3.66	Accounting	3.93	3.65	Accounting	4.21	4.22	3.93	3.82	3.65	45								
HR/Payroll	4.44	4.19	HR/Payroll	4.47	4.00	HR/Payroll	4.51	3.92	HR/Payroll	4.53	4.38	4.49	4.12	4.03	75								
Revenue Cycle	3.46	3.60	Revenue Cycle	3.61	3.65	Revenue Cycle	4.73	3.55	Revenue Cycle	4.05	4.26	3.96	3.77	3.54	35								
Communication Center	3.83	3.71	Communication Center	3.97	3.71	Communication Center	3.82	3.34	Communication Center	4.00	4.22	3.91	3.75	3.53	36								
Question Average:	4.01	3.88	Question Average:	4.07	3.89	Question Average:	4.23	3.81	Question Average:	4.33	4.33	4.16	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		Q2	Q1
		%	-	%			
Accounting	-9	34	23	43	-22	-26	
Communication Center	-10	32	25	43	-14	-21	
Compliance	26	52	22	26	19	-6	
Pedo Field	24	52	21	28	11	1	
HR/Payroll	35	57	21	22	30	-2	
Information Technology	10	45	21	35	2	-15	
Marketing	18	48	22	30	13	-8	
OS Field	11	41	28	30	9	-12	
Ortho Field	26	52	22	26	16	1	
Puchasing/Facilities	10	44	22	34	19	-17	
Revenue Cycle	-4	39	18	43	-17	-20	

Doctor & Hygienist NPS

Department	NPS =	promoters		detractors		Q2	Q1
		%	-	%			
Dental Affairs	30	55	19	26	17	12	
Compliance	48	67	15	18	39	3	
Purchasing / Facilities	7	45	16	38	0	-5	
Information Technology	15	48	20	33	14	2	
Marketing	31	56	19	25	7	2	
Accounting	29	59	12	29	9	-1	
HR / Payroll	42	63	17	20	21	7	
Revenue Cycle	21	55	12	33	9	-6	
Communication Center	9	47	15	38	-6	-3	