

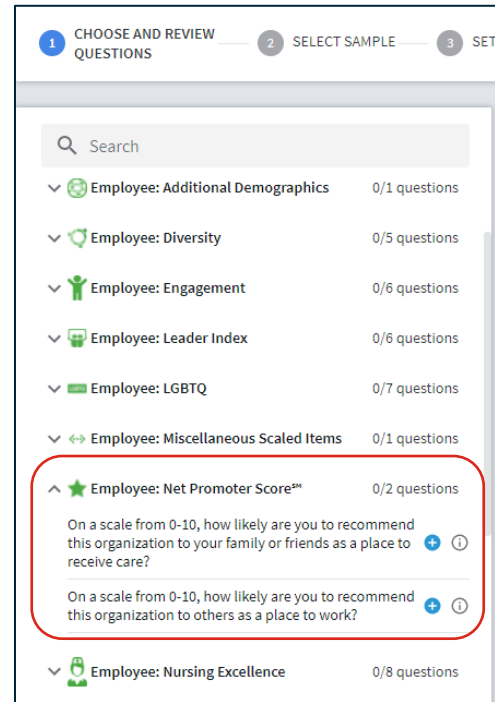
Micro Pulse — Net Promoter ScoreSM

Net Promoter Score

If your organization has purchased Net Promoter Score as part of your Micro Pulse contract, you can include these survey questions as a stand-alone set of questions or add them to any Micro Pulse survey. These questions are selected during the survey creation process in Step 1: Choose and Review Questions. The remainder of the survey creation process is the same as any other Micro Pulse survey.

You will see these two questions abbreviated in the reporting as follows:

- **eNPS[®]** refers to the question: On a scale from 0-10, how likely are you to **recommend this organization to others as a place to work?**
- **NPS[®]** refers to the question: On a scale from 0-10, how likely are you to **recommend this organization to your family or friends as a place to receive care?**

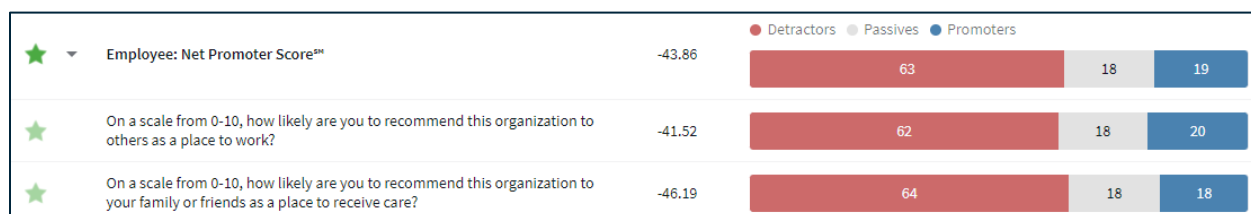
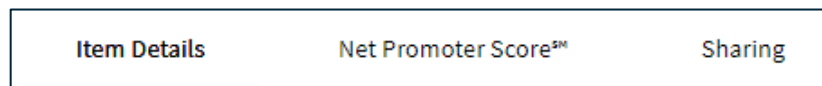


Reporting

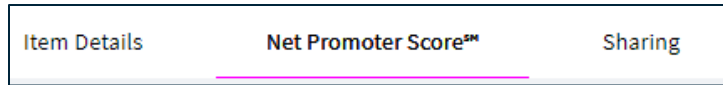
Select the survey containing Net Promoter questions from the Survey List.

Employee Survey List					
ALL	MY OWN	LIVE	WITH REPORTS	<input type="text" value="leader"/> ×	
Name	Created by	↑ Status	Start Date	Close Date	
<input checked="" type="checkbox"/> Nursing Leadership Pulse	Overall Demo	Draft	Jul 29, 2022	Aug 10, 2022	⋮
<input checked="" type="checkbox"/> Leadership and NPS Survey	Overall Demo	Closed	Jan 27, 2022	Feb 10, 2022	⋮

The item details are available under the Net Promoter Score dimension.



Next select the New Promoter Score page at the top of the page for additional detail.



About Net Promoter Score

The first section of the Net Promoter Score page provides information on the purpose and calculation of the score, including information you can download and print when you select, “click here for more.”

Net Promoter Score™ - NPS®

Main purpose: evaluate employee loyalty to a company

- NPS can be as low as -100 (everybody is a detractor) or as high as +100 (everybody is a promoter).
- An NPS that is *positive* (i.e., higher than zero) is felt to be good, and an NPS of +50 is excellent.

The Net Promoter Score is calculated based on responses to the LTR (Likelihood to Recommend) questions:

- eNPS: On a scale from 0-10, how likely are you to recommend this organization to others as a place to work?
- NPS: On a scale from 0-10, how likely are you to recommend this organization to your family or friends as a place to receive care?

NPS = (% Promoters - % Detractors)

[Click here for more](#) →

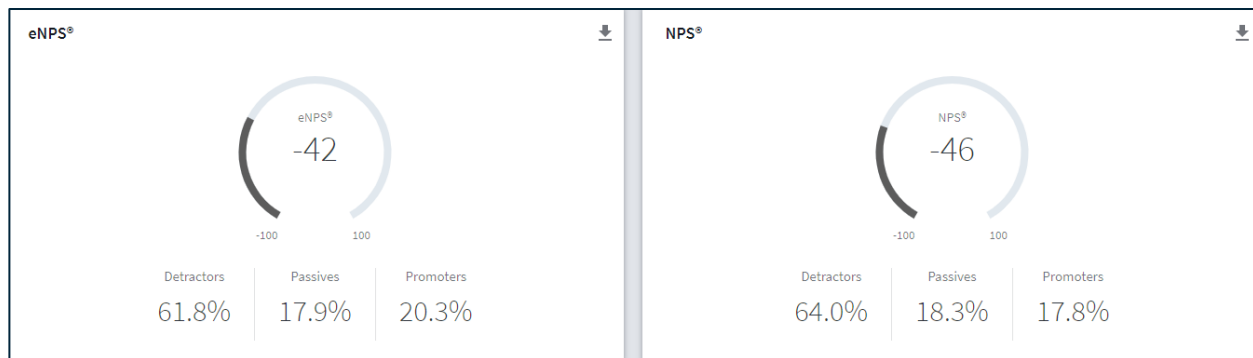
NPS® = (% of Promoters (9s and 10s) - % of Detractors (0 through 6)) * 100

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Performance

Gauges show the Net Promoter Score for both eNPS and NPS. The percentage of Detractors, Passives, and Promoters are listed below each gauge.



Breakdown by Location

eNPS and NPS are displayed by location, if multiple locations were included in the survey.

The Location name is listed along with the score and n size (number of responses). The Breakdown of Detractors (red), Passives (gray), and Promoters (blue) are displayed in the graph.

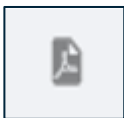
eNPS® Breakdown by Location				NPS® Breakdown by Location			
	Score	N Size	eNPS® Breakdown		Score	N Size	NPS® Breakdown
Bristol Medical Center	-37	67		Bristol Medical Center	-39	67	
Central Health Corporate	-43	294		Central Health Corporate	-38	294	
Central Health Medical Group	-40	457		Central Health Medical Group	-47	457	

Filters

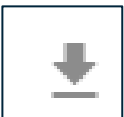


Filter Icon: use to narrow survey results by respondent demographics. This feature works the same as other areas of Micro Pulse reporting.

Download



Select the pdf icon to download all data widgets on the page to pdf and print or email.



Select the download arrow to download a pdf of the individual eNPS or NPS widgets.

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