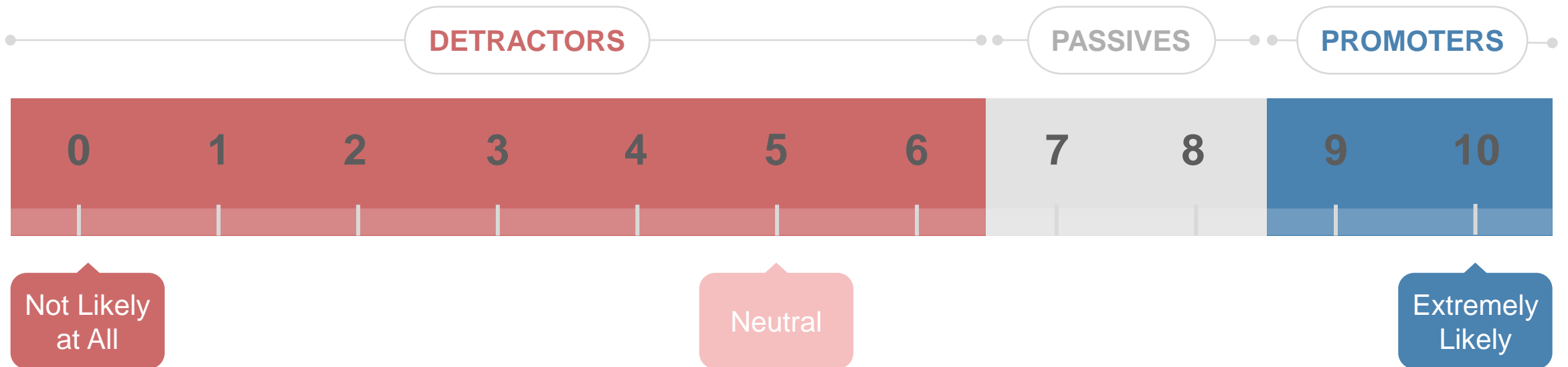


# Net Promoter Score<sup>SM</sup>

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?



$$\text{NPS}^{\text{®}} = \left( \% \text{ of Promoters (9s and 10s)} - \% \text{ of Detractors (0 through 6)} \right) * 100$$

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