

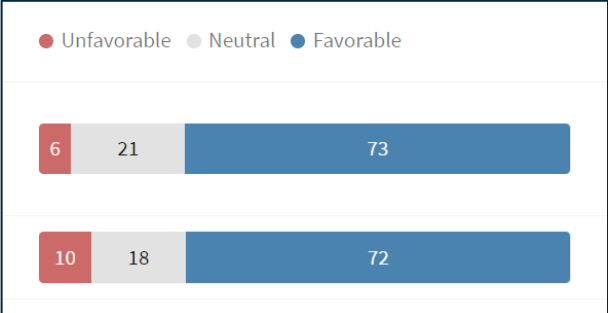
Survey Response Distribution Reporting for Micro Pulse

When an organization prepares to set up an On-Demand Pulse dashboard, it will work with its Press Ganey Account Team to determine how it would like its results reported. Online reporting will reflect your organization’s choice.

Reporting Three Categories

Organizations that decide to report their responses in three categories will see the distribution broken down into the following percentages:

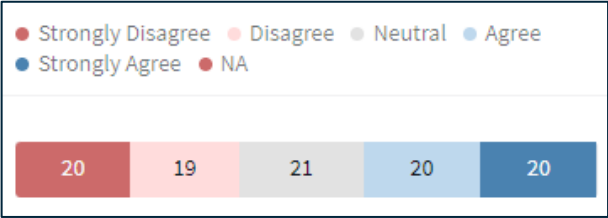
1. **Unfavorable:** Disagree and Strongly Disagree responses
2. **Neutral:** Neutral responses
3. **Favorable:** Strongly Agree and Agree responses



Reporting Five Categories

Organizations that decide to report their responses in five categories will see the distribution as a percentage between.

Reporting categories in Micro Pulse include the following 5-point scales:



Question Type	Description
Agreement Scale Question	Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), Strongly Agree (5)
Frequency Scale Question	Never (1), Rarely (2), Sometimes (3), Most of the Time (4), Always (5)
Importance Scale Question	Not at All Important (1), Not so Important (2), Somewhat Important (3), Very Important (4), Extremely Important (5)
Satisfaction Scale Question	Very Dissatisfied (1), Dissatisfied (2), Neither Satisfied nor Dissatisfied (3), Satisfied (4), Very Satisfied (5)