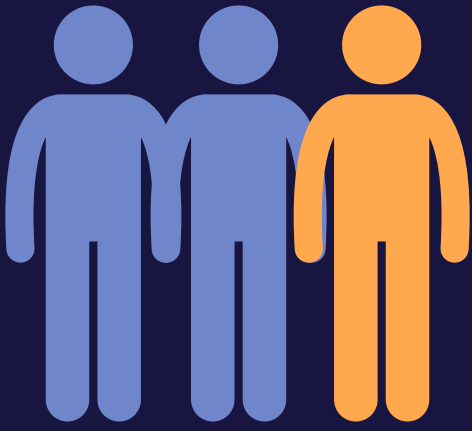


ADDING CONTEXT TO YOUR PATIENT SATISFACTION CONVERSATION

Patient Comments are an Invaluable Tool



1 in 3

Adult/Geriatric Inpatients completing a survey also leave a comment

NET PROMOTER SCORE tends to be lower for patients sharing comments



Patients are talking about the same things whether they're a patient who **boosts** or **lowers** net promoter score, but they're talking about them in different ways.

COMMENTS ABOUT



"STAFF"



"MORE"

"The staff is great, helped me talk more, and treated me very good."

"Staff do a great job, but they could also work on understanding struggles a little more."

"The program is great but very understaffed, hire more employees."

"Better beds, add 1 more outdoor break. Great food... be more giving with food."

"Being understaffed affected the patients greatly."

"Inconsistent rules by staff."

"Get more staff. Patient Advocates are great, but the Doctors, not so much."

"Therapy groups could improve on material, repetitiveness was apparent."

Patients Boosting NPS

Patients Lowering NPS



For better or worse, staff leave a substantial impression on inpatients.



Review your patient comments for specific insight into what's going on at your facility. Celebrate and maintain what's going well and identify what could be better.