



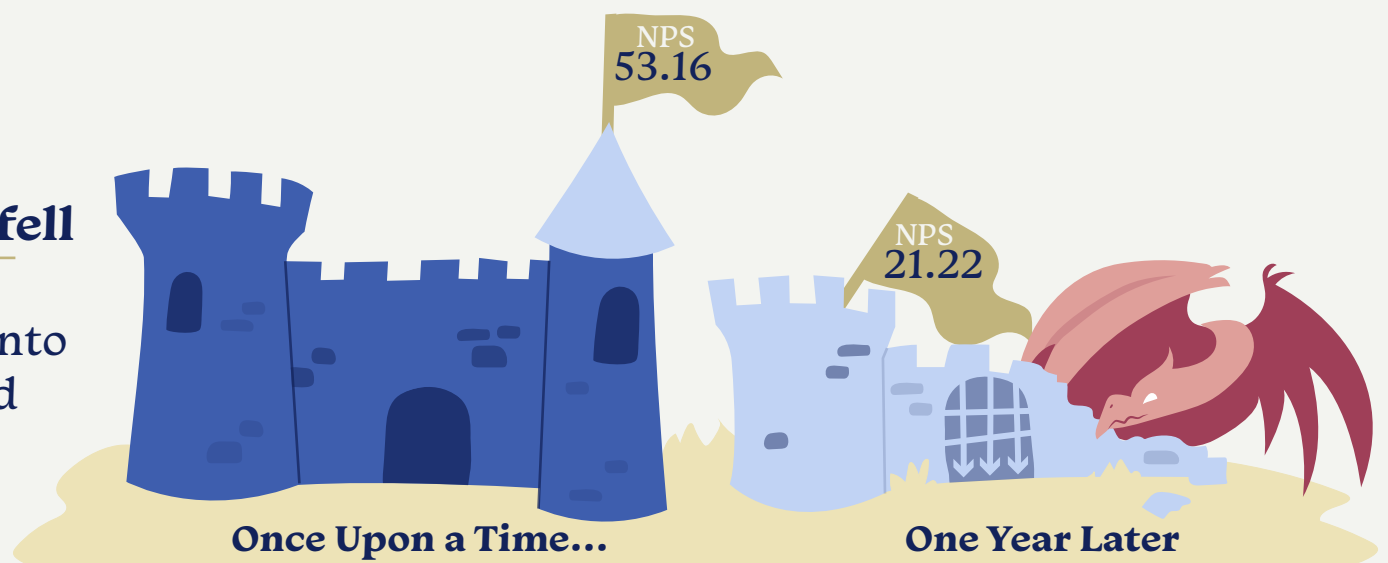
# Tale of Two NPS Trends

Over the span of a year, some inpatient facilities' NPS rose to new heights, while others struggled and fell.

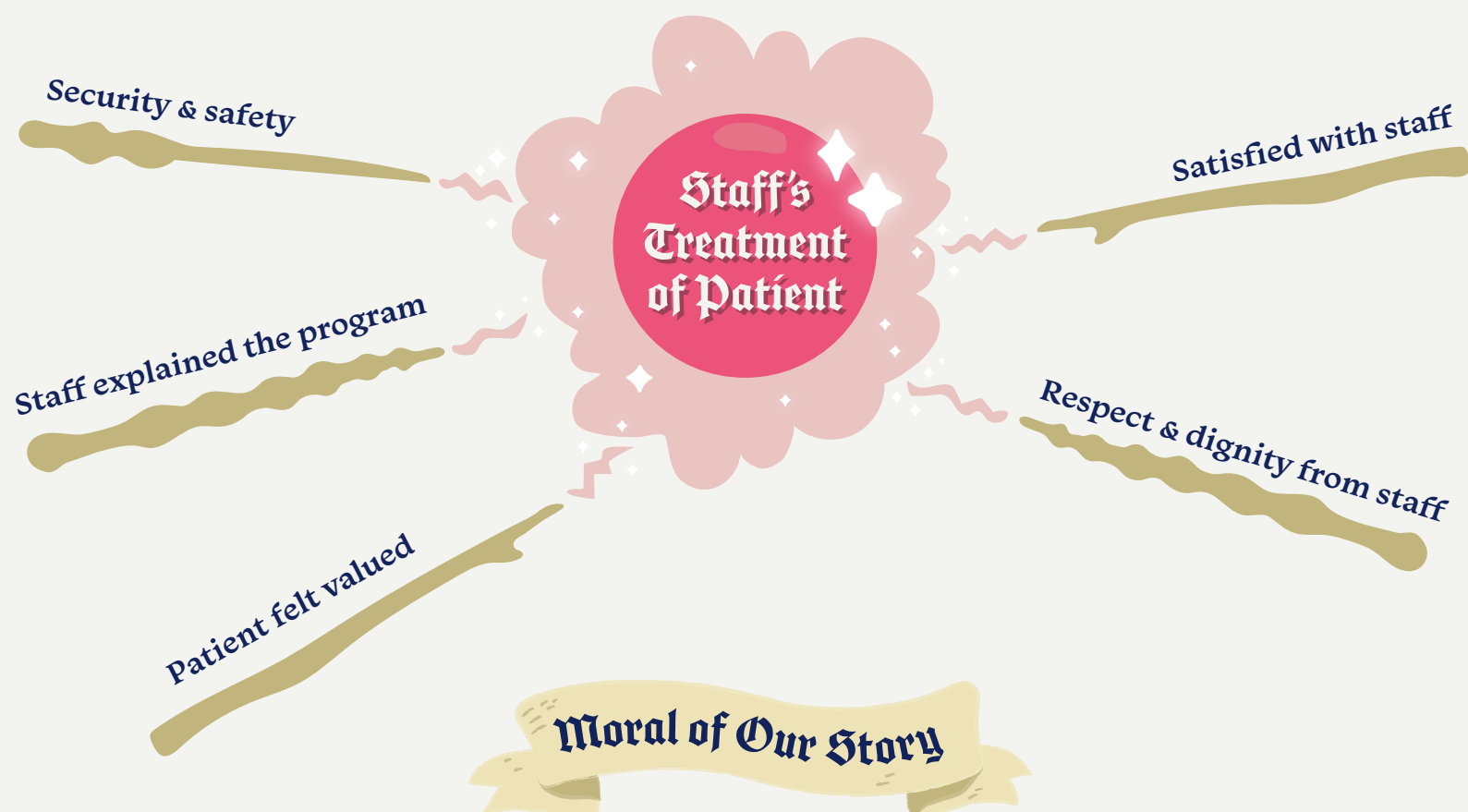
**Some rose to new heights**  
Passives and detractors transformed into promoters



**Others struggled & fell**  
Promoters transformed into passives and detractors



## What was at the center of this transformation?



NPS follows the trajectory of patients' impressions of how they were treated, for better or for worse.