

USING THE NET PROMOTER DASHBOARD



Access recorded version (recommended) of this training at: <https://vimeo.com/286057175/8744e1ee63>

Congratulations on your selection to utilize the Net Promoter (NPS) Dashboard in FOTO! Your subscription has been activated and you are now ready to set your defaults to benefit from this module.

Your NPS subscription provides you with a monthly report which includes the NPS score for your:

- Organization
- Each Clinic in your organization (if your organization is multi-site)
- Clinicians



Net Promoter Scores By Clinic

Clinic	Detractors	Passives	Promoters	NPS
Clinic Name	2	7	68	86
Clinic Name	0	8	81	91
Clinic Name	2	12	110	87
Clinic Name	1	5	56	89
Clinic Name	0	3	65	96
Clinic Name	1	7	100	92
Clinic Name	4	9	56	75
Clinic Name	1	1	31	91
Clinic Name	0	7	91	93

Net Promoter Scores by Clinician

Clinician	Detractors	Passives	Promoters	NPS
Clinician Name	2	7	68	86
Clinician Name	0	8	81	91
Clinician Name	2	12	110	87
Clinician Name	1	5	56	89
Clinician Name	0	3	65	96
Clinician Name	1	7	100	92
Clinician Name	4	9	56	75
Clinician Name	1	1	31	91
Clinician Name	0	7	91	93

The monthly NPS report includes patient responses to the NPS question activated in your Administrative Default Screen for each Status Assessment captured during the month.

The monthly NPS email is automatically sent to the individual you identified as the recipient in your NPS Addendum Agreement.

Company Name: _____

Email address for monthly reports: _____

First and Last Name of monthly report recipient: _____

If this authorized individual changes, please notify your FOTO Provider Representative.

From: Support@fotoinc.com [mailto:Support@fotoinc.com]
Sent: Tuesday, July 31, 2018 11:33 AM
To: Recipient Name <Recipient@practice.com>
Subject: FOTO Net Promoter Score

Net Promoter Score:
 Depending on their score on the NPS, customers can fall into 3 categories:

- Promoters: Responders who score a 9 or 10. These are your loyal customers; the lifeblood of any business.
- Passives: Responders who score a 7 or 8. These people are passively satisfied with your services. While you may think satisfied customers is a good thing, this group isn't brand loyal: they'd be quick to try out a competitor's services next time around.
- Detractors: Responders who score a 6 or lower. For these customers, a fundamental failure in service delivery occurred. These people, aside from being angry, are the most likely culprits for negative word-of-mouth comments that hurt your business.

To calculate your company's NPS you need to keep track of the percentage of your patients that are promoters, passives and detractors.

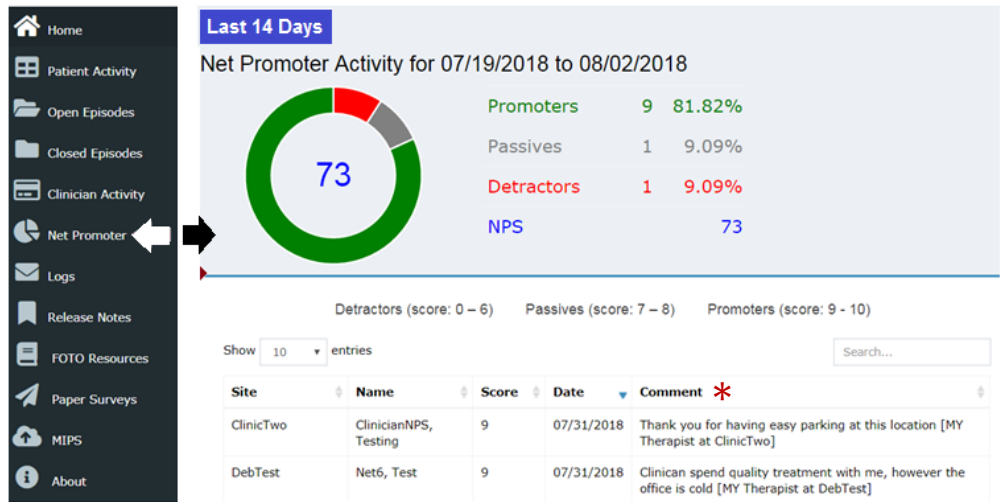
In addition, you have access to real-time:

- NPS scores for a specified period (**Navigation Dashboard**), and
- Email notifications regarding NPS detractors (**Email feature**)

Navigation Dashboard allows you to view the NPS scores for all completed Status Assessments in the selected period, either for the organization or just for the clinician, depending on the authorizations set in the Employee Support Staff screens.

Click on **Net Promoter** in the Navigation bar. The NPA report surfaces with information for viewing in the NPS table:

- You can select the time period for the NPS scores in the screen:
 - Last 14 Days (default)
 - Last 30 Days
 - This Month (to-date)
 - Last month



- Overall NPS Score
- Number of Promoters, Passives and Detractors
- The site, episode name, score, date, and comments (if you have selected NPS and comment in optional survey screen)

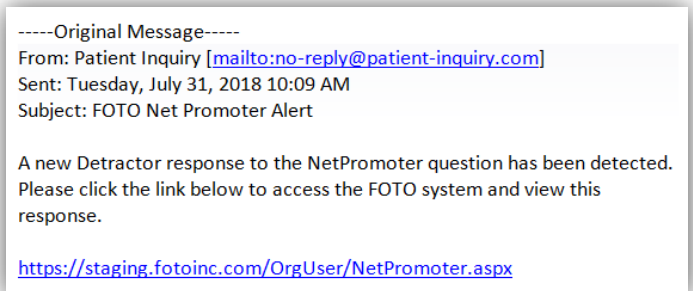
**NOTE: The comment field shown in this example will not appear in your Navigation Bar NPS table if you do not have this activated in your Administrative Defaults.*

- Additionally, you can click on the 'Name' in the table and the system will automatically take you to the Episode Detail screen for this MRN to follow-up on any passives or detractors.

The table can be sorted by any of the column headers (such as by clinic, by score, etc.) and a search field is also available.

Email feature, when activated at the organizational or clinician level, will send an email regarding any detractor scores entered by patients so that you can follow up on these episodes in a timely manner. A sample email is shown of this notification.

If you are logged into the system as a support staff member, the link will take you directly to that MRN record.



SETTING UP YOUR NPS DEFAULTS:
 ADMINISTRATIVE LOGIN REQUIRED

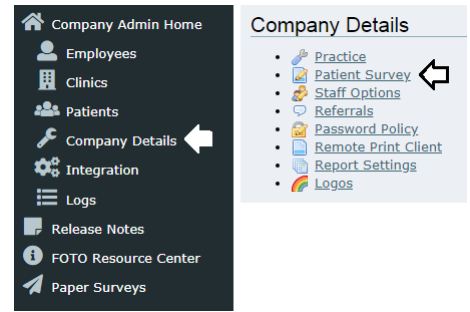
OPTIONAL NET PROMOTER SCORE WITH COMMENTS ASSESSMENT DEFAULT:

As a part of the set-up of your NPS Dashboard, FOTO **automatically** activates the **Net Promoter Score with Comments** as the default Optional NPS Assessment as **best practice**.

If, however, you decide you do not want the comments, you can manually revised this to select the Net Promoter Score (without comments) as your default. The instructions follow.

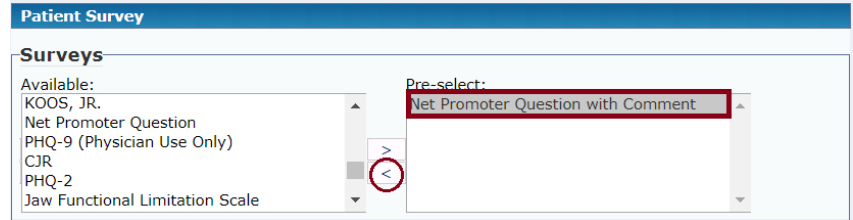
In Administrative login screen, go to:

- Company Details, then to
- Patient Survey.



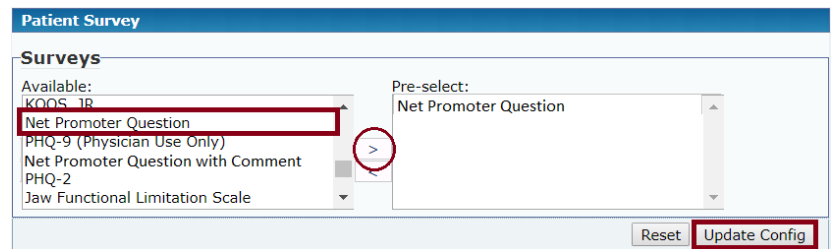
In the Patient Survey screen, you will need to select the Net Promoter Score as the new default and remove the Net Promoter Score with Comments that was set as the default.

- From the Pre-Selected window, click on the optional Net Promoter Score with Comments that has been set as the default.



- Click on the ◀ button to move the assessment into the Available window.

- Then from the Available window, click on the optional Net Promoter Score.



- Click on the ▶ button to move the assessment into the Pre-Selected window.

- Click on **Update Configuration** to save the default.

- Regardless of which survey is utilized, the Net Promoter Score will automatically be included in the NPS monthly report and Dashboard **AND** this information will also surface on your Patient Specific Status Assessment Reports as well. (Example shown with comments.)

Net Promoter Question with Comment Results:	
Intake	Score
8/7/2018	9.0

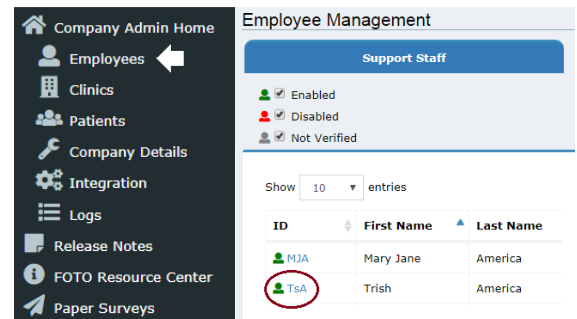
Patient responses to Net Promoter Question with Comment were as follows:		
Question	Response at:	
	Intake	Status
How likely is it that you would recommend this facility to a friend or colleague?	--	9
Please write any comments you would like to provide.	--	My therapist was very accommodating and always took the time to answer my questions. [tp3]

- Individual Patient Status PSFR Report showing NPS Score with Comment.
- If you have changed the default, only the Score will surface on the PSFR.

SETTING ORGANIZATION OR CLINICIAN ACCESS TO NPS FEATURES:

In Administrative Default screen, go to **Employees**.

- Staff **must be set up as Support Staff** to access these features and have current email address.
- Under **SUPPORT STAFF** click on the ID of the staff member to set the NPS features for that staff member and click on the appropriate level:



- Organization
 - Staff member can see organization-wide Navigation data
- Clinician
 - Staff member sees only NPS for episodes assigned to the clinician from Navigation feature
- Alerts
 - Staff member receives email alerts regarding detractors as they occur (for either Organization or Clinician)

ORGANIZATION SAMPLE

Support Staff Details

First Name:

Last Name:

Employee ID:

Login: kimmico/2 Edit

E-mail: Staffname@practice.com Edit

Net Promoter: Off
 Organization
 Clinician
 Receive Alerts

Password Options

Disable User Reset **Update**

CLINICIAN ONLY SAMPLE

Support Staff Details

First Name:

Last Name:

Employee ID:

Login: kimmico/1 Edit

E-mail: Staffname@practice.com Edit

Net Promoter: Off
 Organization
 Clinician
 Receive Alerts

Password Options

Disable User Reset **Update**

- Click **Update** when completed.

A support staff member, unfortunately, cannot be set to access both Organization and Clinician Navigation Dashboards and Email Alerts. If you have a Clinician who is also a manager, for example, you can:

- Decide if the clinician can view their NPS Organization Navigation Dashboard using the sort feature to view the NPS data on their episodes, or
- If a separate support login should be set up for the Organization Dashboards and Email Alerts.

Your organization may establish policies regarding follow-up on Net Promoter Score responses (particularly Passives and Detractors). However, basic suggestions related to monitoring real-time patient satisfaction are key:

- ✓ Addressing satisfaction concerns **before** discharge is extremely beneficial:
 - Once the patient is discharged, you no longer have the option to address patient concerns and turn their experience into a positive one.
 - Your patients are your “walking billboards” and their comments about the care they received in your office have a very significant impact on what they share about you with their family members, friends, referring physician, insurance company and/or employer, which could result in increased or decreased referrals. Patients who are pleased with your care will tell perhaps a dozen others how great you were But on the flipside, a dissatisfied patient will tell the masses!
- ✓ Negative or detractor responses are not necessarily bad ... embrace them! Even though negative feedback might seem like a terrible thing, customers that express their dissatisfaction are creating an opportunity for you to improve. Patients will appreciate your desire to do so.
- ✓ Patients will value what **YOU** value. If you value and use the information they share with you in the Functional and NPS Assessments, the more likely they are to be candid in their responses with you.
- ✓ Listening is key:
 - A customer who had an unpleasant experience but was overjoyed by the way you handled their complaint is more likely to become a passionate advocate for your services.
 - The prompt genuine attention/concern demonstrated regarding your patients’ satisfaction comments will enhance their overall experience and help to fully engage patients in their episode of care.