

NPS SURVEY -REPORT

1.Introduction

Patient experience is a vital indicator of the quality of care and service delivery in a hospital. To assess this, the hospital conducted a **Net Promoter Score (NPS) survey**, which measures patient loyalty and satisfaction by evaluating their likelihood to recommend our services to others. The survey results provide valuable insights into the strengths of our care processes and highlight areas for improvement.

In the latest assessment, the hospital achieved an NPS of **83.1**, reflecting a strong level of patient trust, satisfaction, and willingness to recommend our services. This score is a testament to the commitment of our clinical and non-clinical teams in delivering patient-centred care, while also serving as a benchmark for ongoing quality improvement initiatives.

2.Methodology

A questionnaire was developed and survey was conducted by interview method. The format questionnaire is as below.

1	Name of the patient
2	Hospital Registration Number
3	Room number
4	On the scale of 1- 10, how likely that you will recommend our healthcare services to your friends and family?

Respondent Base: 1,000 patients (IPD services).

Scoring Method:

- Promoters (Score 9–10): *Loyal patients who strongly recommend the hospital.*
- Passives (Score 7–8): *Satisfied but not enthusiastic; vulnerable to competitor influence.*
- Detractors (Score 0–6): *Dissatisfied patients who may discourage others from using hospital services.*

3. Survey Finding

Promoters: 84.5% (≈ 845 respondents)

Passives: 14.1% (≈ 141 respondents)

Detractors: 1.4% (≈ 14 respondents)

NPS Calculation

$NPS = \% \text{ Promoters} - \% \text{ Detractors}$



Thellakom P.O. Kottayam-686 630. Kerala, India. Kottayam-686
 T: +91 481-279 00 25-29
 E-mail: mail@caritashospital.org | www.caritashospital.org

$$\text{NPS} = 84.5 - 1.4 = 83.1$$

Final NPS Score: 83.1 (Excellent)

4. Interpretation of Results

- * A score of 83.1 places the hospital reflects high patient satisfaction and loyalty.
- * The majority of patients expressed strong willingness to recommend the hospital.
- * Low detractor percentage (1.4%) indicates effective service recovery and good overall clinical and non-clinical experience.
- * However, 14.1% passives highlight opportunities for further engagement to convert them into promoters.



Thellakom P.O. Kottayam-686 630. Kerala, India. Kottayam-686
T: +91 481-279 00 25-29
E-mail: mail@caritashospital.org | www.caritashospital.org