

JMRH BANGALORE

FEEDBACKS - CONSOLIDATED PATIENT EXPERIENCE REPORT

SHOWING DATA FROM 18/08/2023 TO 16/11/2023

OVERALL FEEDBACKS REPORT

Module	Total Feedbacks	Total tickets	NPS	PSAT
Inpatient Feedback	65	33	72%	91%
Outpatient Feedback	76	11	79%	95%
TOTAL	141	44	76%	93%

OVERALL PATIENT SATISFACTION ANALYSIS

Module	Total Feedbacks	Satisfied	Unsatisfied	PSAT
Inpatient Feedback	65	59	6	91%
Outpatient Feedback	76	72	4	95%
TOTAL	141	131	10	93%

OVERALL NET PROMOTER ANALYSIS

Module	Total Feedbacks	Promoters	Passives	Detractors	NPS
Inpatient Feedback	65	51	10	4	72%
Outpatient Feedback	76	63	10	3	79%
TOTAL	141	114	20	7	76%

OVERALL TICKETS REPORT

Module	Total tickets	Open	Addressed	Closed	Ticket Resolution Rate	Avg. Resolution Time
Inpatient Feedback	33	29	0	4	12%	56 Min
Inpatient Complaints	7	3	0	4	57%	1 Day
Outpatient Feedback	11	10	0	1	9%	1 Hrs
TOTAL	51	42	0	9	26%	14 Hrs