



2017 Participant Survey Results

Published: February 2018

- Increased number of data sources by: **42%**
 - Dec 2017: 502
 - Dec 2016: 353
- Increased # of monthly Alerts to: **114K**
 - **472% growth** (Dec. 2016: 19,900)
- Increased # of monthly Explore Logins to an yearly average of: **36K**
 - **Approx. 20% growth** (Dec. 2016: 29,900)
- Annual Number of Site Visits: **1,014**
 - **187% more visits** (2016: 394)
- Improved MyResults Delivered support turnaround time: **3 percent.**

Demographics

541

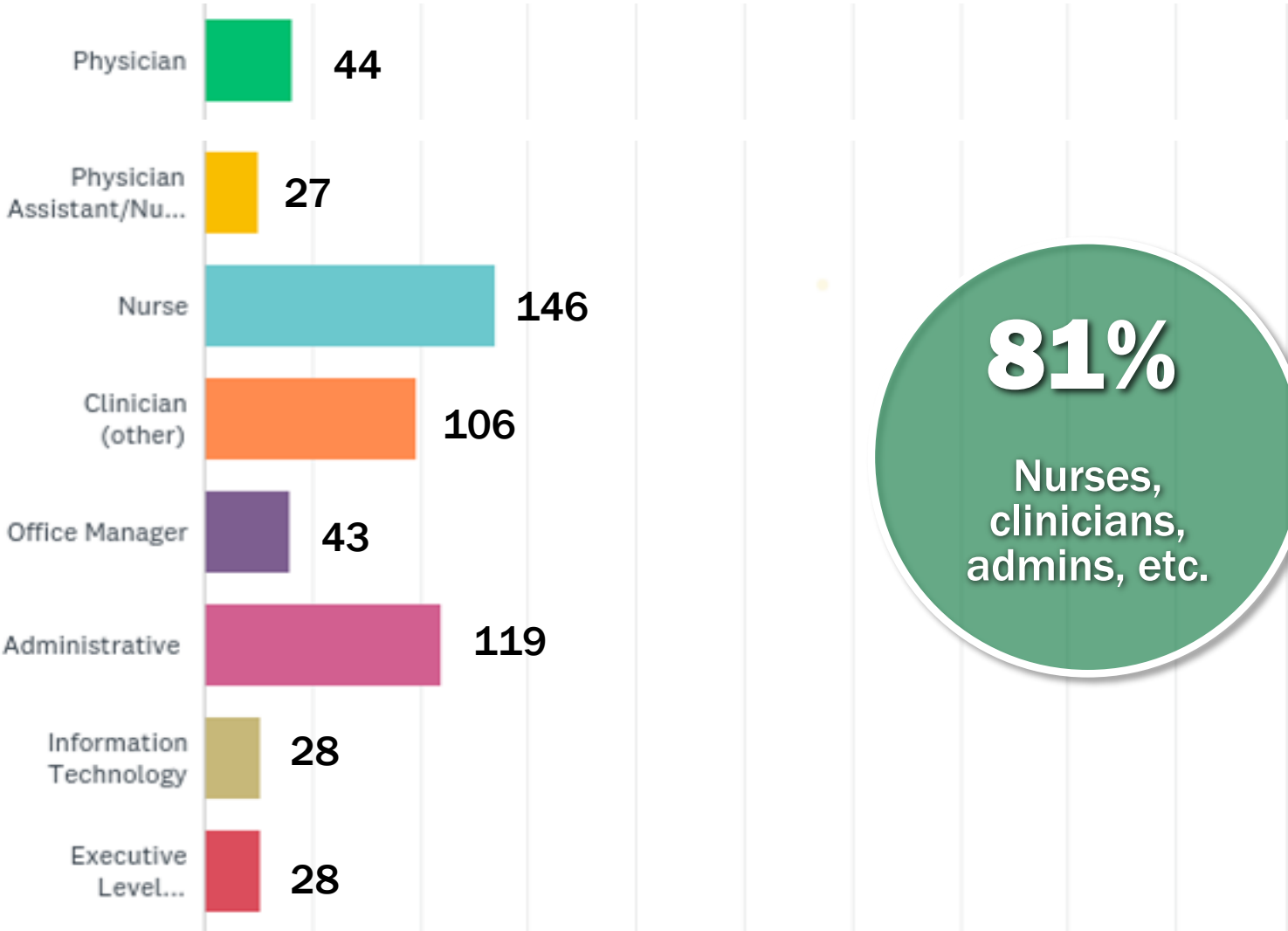
Users
responded
to the survey

20%

Increase in
respondents

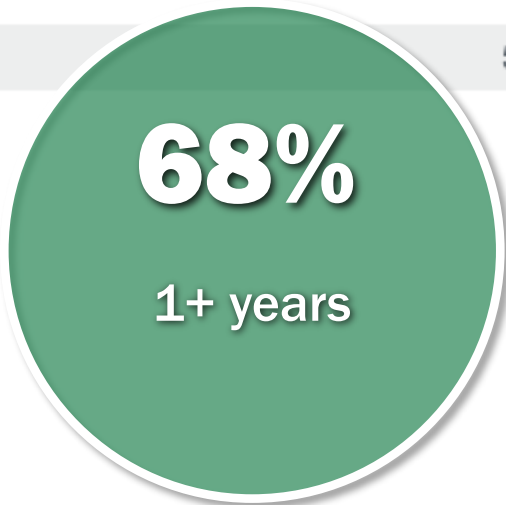
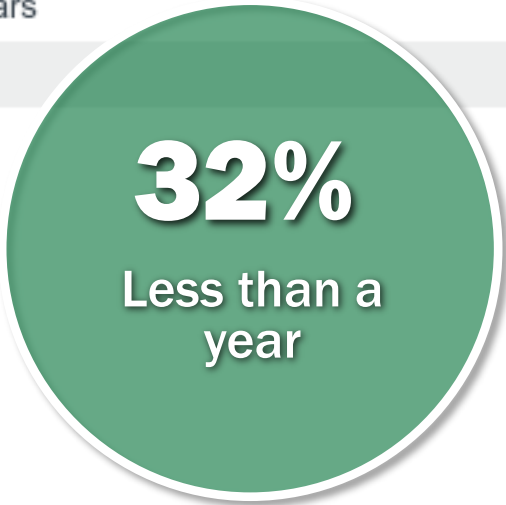


Demographics: What is your job role?



Answered: 541 Skipped: 0

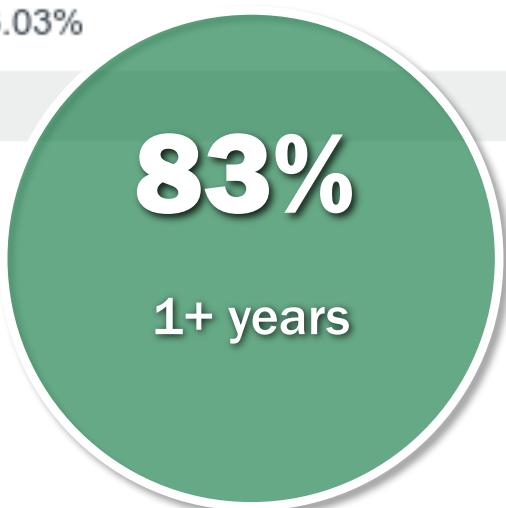
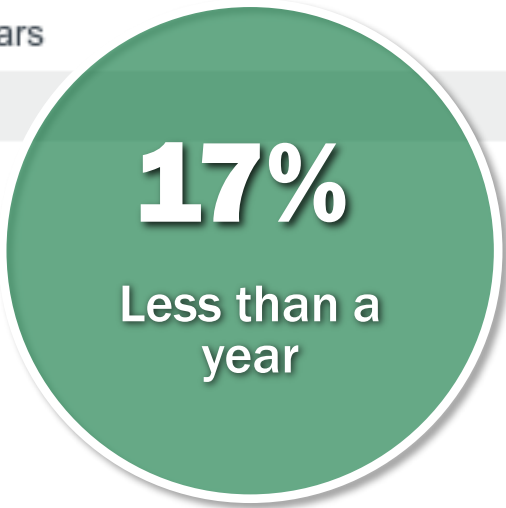
ANSWER CHOICES	RESPONSES	
Less than six months	18.11%	98
Six months to a year	14.42%	78
1 - 2 years	26.62%	144
3 or more years	40.85%	221
TOTAL		541



How long has your organization been a customer of Rochester RHIO?

Answered: 541 Skipped: 0

ANSWER CHOICES	RESPONSES	
Less than six months	8.69%	47
Six months to a year	8.87%	48
1 - 2 years	19.41%	105
3 or more years	63.03%	341
TOTAL		541





82%

USERS

Very Satisfied,
Satisfied with
RHIO Explore

9%

INCREASE

In the number of users
who are
Very Satisfied/
Satisfied
with RHIO Explore



EXPLORE
IMAGE EXCHANGE

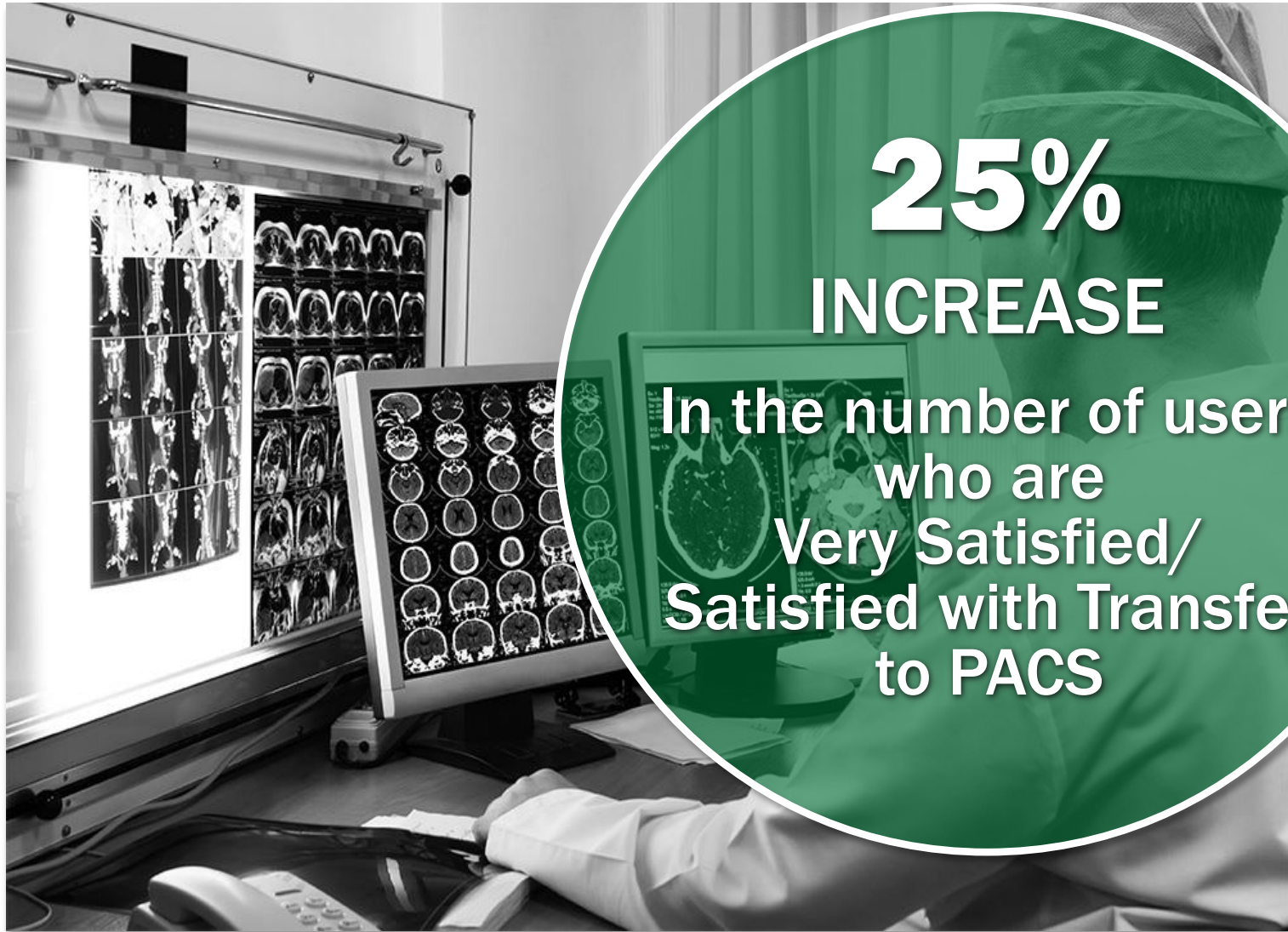


14%
INCREASE

**In the number of users
who are
Very Satisfied/
Satisfied with Image
Exchange**

2017 Service Satisfaction Levels

Transfer to PACS



25%
INCREASE

**In the number of users
who are
Very Satisfied/
Satisfied with Transfer
to PACS**



9%

INCREASE

**In the number of users
who are
Very Satisfied/
Satisfied with
MyResults Delivered**

2017 Service Satisfaction Levels

Image Exchange Results Delivery (IERD)





6%

INCREASE

**In the number of users
who are
Very Satisfied/
Satisfied with
DIRECT**



4%

INCREASE

**In the number of users
who are
Very Satisfied/
Satisfied with
Alerts/MyAlerts**

2017 Service Satisfaction Levels

➔ FORWARD

📄 SUBSCRIBE

7%

INCREASE

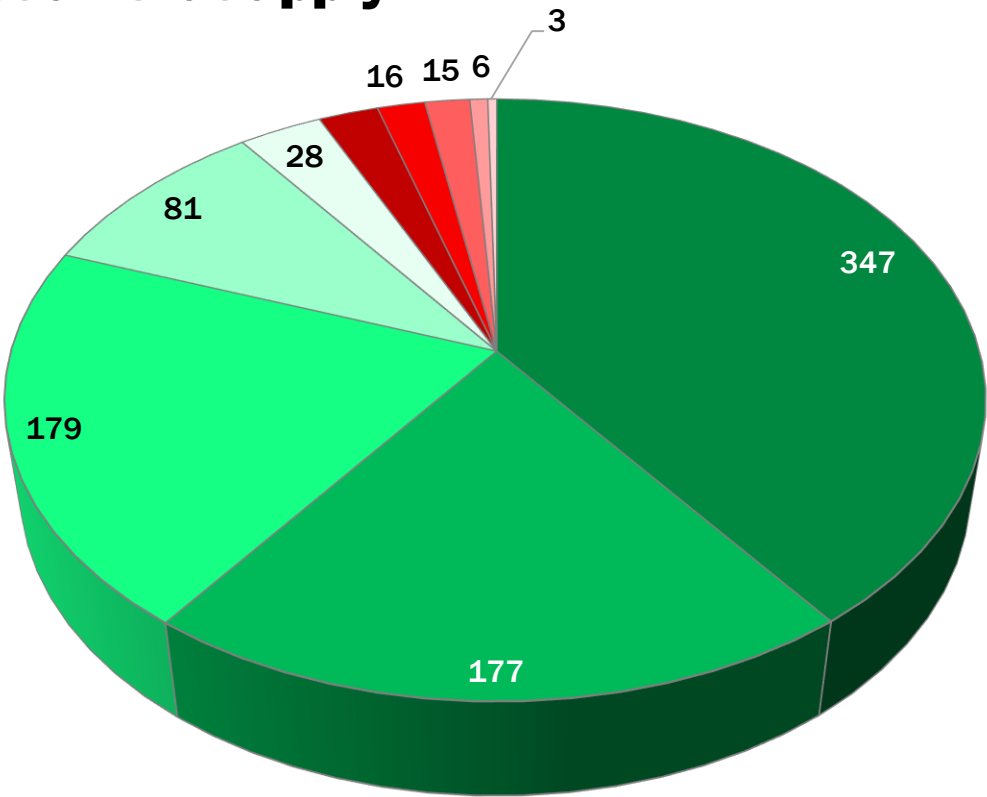
In the number of users
who are
Very Satisfied/
Satisfied with
Forwarding/
Subscription



2017 Description of Services

Which of the following words would you use to describe RHIO services? Select all that apply.

93%
positive words



7%
increase

- ☒ Useful
- ☒ Reliable
- ☒ Efficient
- ☒ High Quality
- ☒ Good value
- ☐ Unreliable
- ☐ Impractical
- ☐ Ineffective
- ☐ Poor quality
- ☐ Overpriced

2017 Customer Service



**On a scale of
1-10,
respondents
gave us a 9 on
recommending
Rochester
RHIO to
another
person**

2017 Customer Service Rating

On a scale of 0-10, where 0 is the lowest rating, how would you rate the following about the RHIO?

417 people answered



2017 Customer Service



11%

INCREASE

**In the number of
respondents who said
they had a visit from an
Account Representative**

ANSWER CHOICES

In the past 90 days?

In the past 6 months?

In the past year?

In the last two years?

Other (please specify)

TOTAL

1,014

SITE VISITS

conducted by the
Community Services
team in 2017.

In the last 90 days, how many times have you contacted the Rochester RHIO to report an issue?

439 people answered

