



2018 Participant Satisfaction Survey

January 2019

Demographics

1016

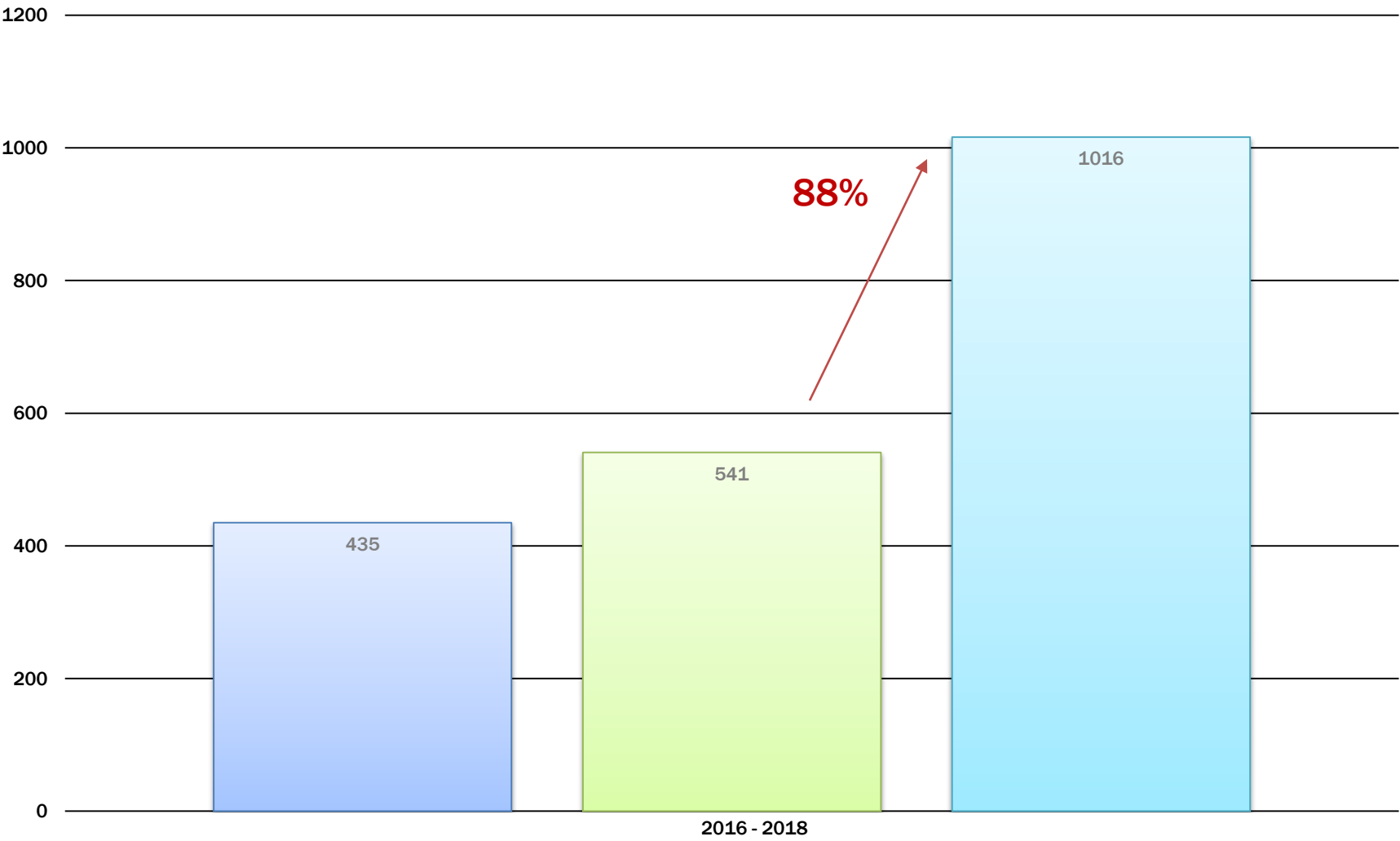
Users
responded
to the survey

88%

Increase in
respondents

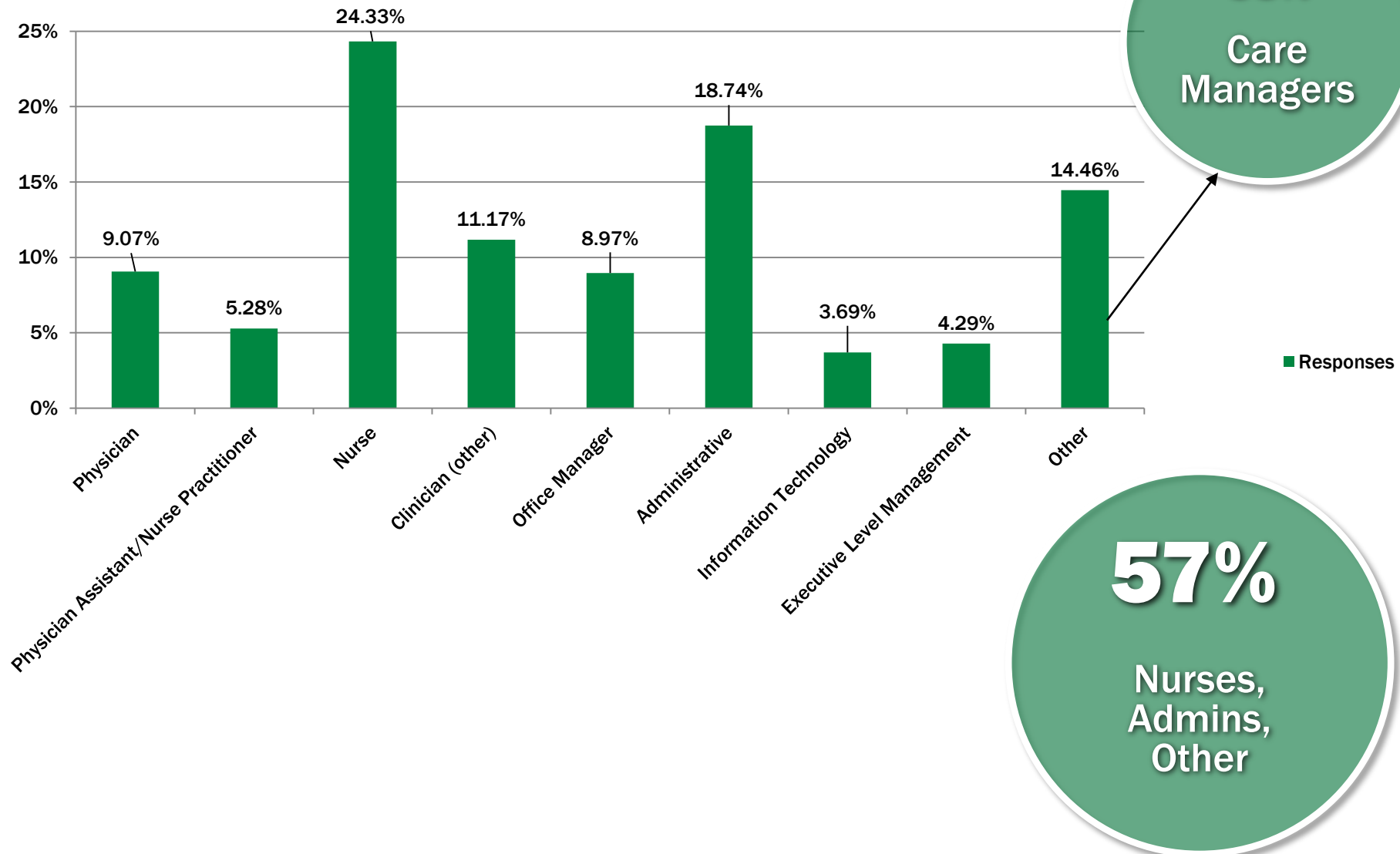


Survey Taker Growth Over 3 Years



Demographics: What is your job role?

What is your job role?



Please rate your level of satisfaction with the following RHIO services. If you do not use a particular service, please select N/A. Users could select:

- **Very satisfied**
- **Satisfied**
- **Neutral**
- **Dissatisfied**
- **Very Dissatisfied**
- **N/A**



EXPLORE

86%

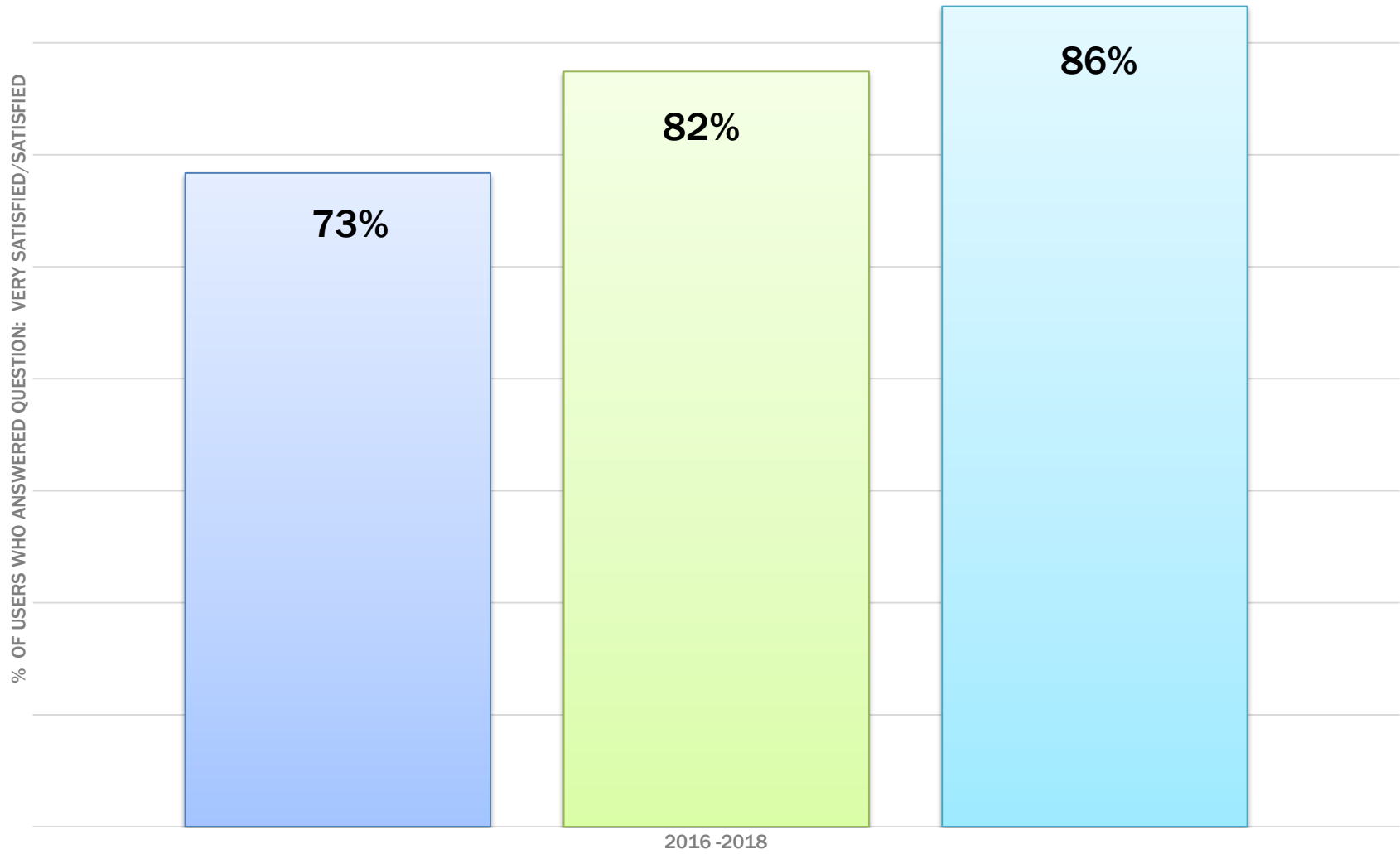
USERS

Very Satisfied,
Satisfied with
RHIO Explore

4%
INCREASE
From
2017

2016 - 2018 Explore Satisfaction

Increase in Explore Satisfaction Over 3 Years





75%

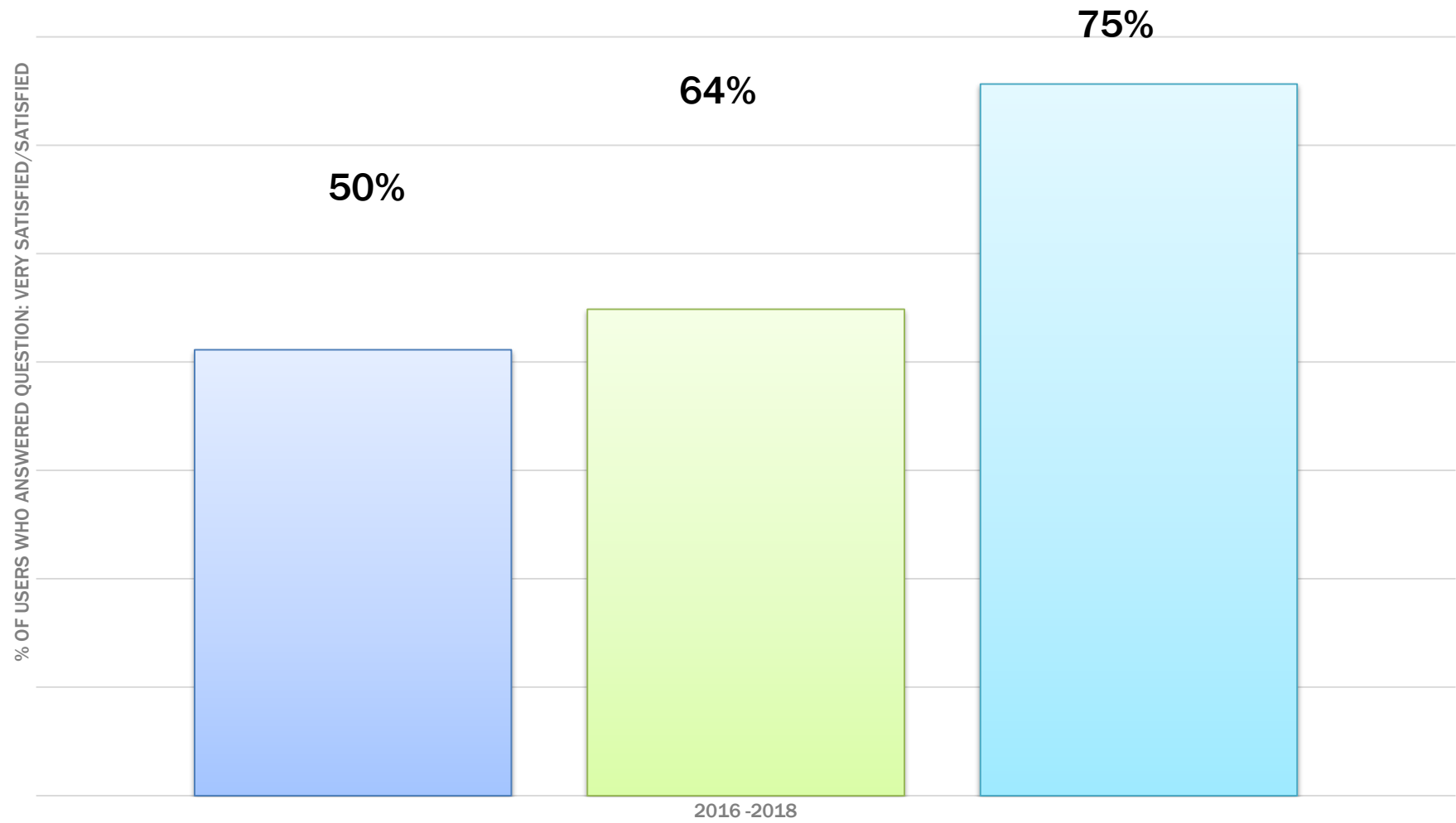
Of users are
Very
Satisfied/
Satisfied

**11%
INCREASE**

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



Increase in Image Exchange Satisfaction Over 3 Years



2018 Service Satisfaction Levels

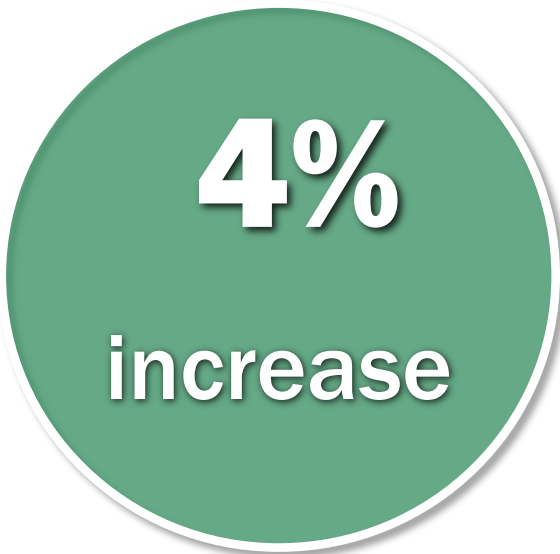
Transfer to PACS



MyResults Delivered



IERD



2018 Service Satisfaction Levels

DIRECT

8%
increase

Alerts

14%
increase

Subscription/Forwarding

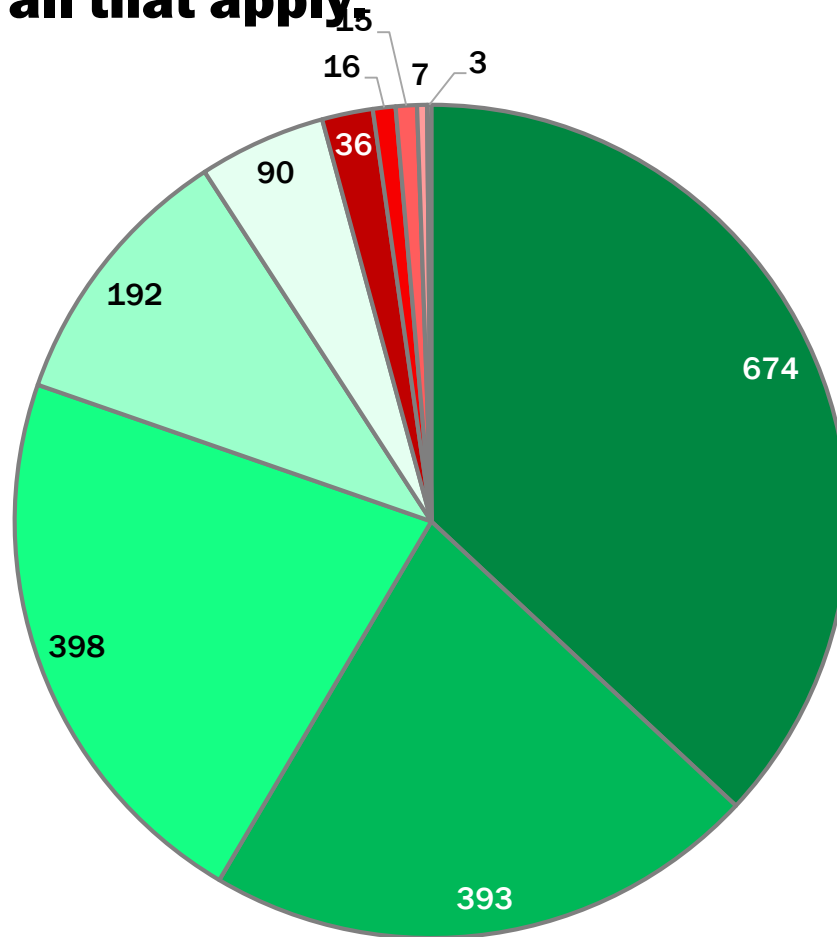
14%
increase

2018 Description of Services

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

96%
positive words

931 people
answered this
question

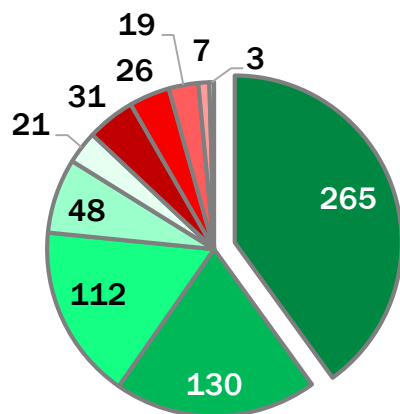


3%
Increase
from 2017

- | | | | | |
|--|---|---|--|--|
| <input checked="" type="checkbox"/> Useful | <input checked="" type="checkbox"/> Reliable | <input checked="" type="checkbox"/> Efficient | <input checked="" type="checkbox"/> High Quality | <input checked="" type="checkbox"/> Good value |
| <input checked="" type="checkbox"/> Unreliable | <input checked="" type="checkbox"/> Impractical | <input checked="" type="checkbox"/> Ineffective | <input checked="" type="checkbox"/> Poor quality | <input checked="" type="checkbox"/> Overpriced |

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

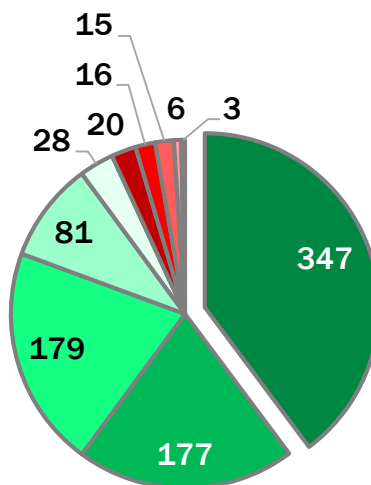
2016



87%

positive words

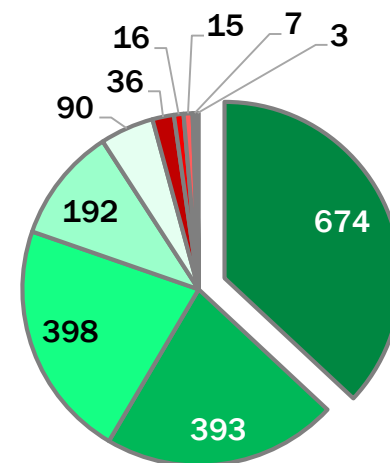
2017



93%

positive words

2018



96%

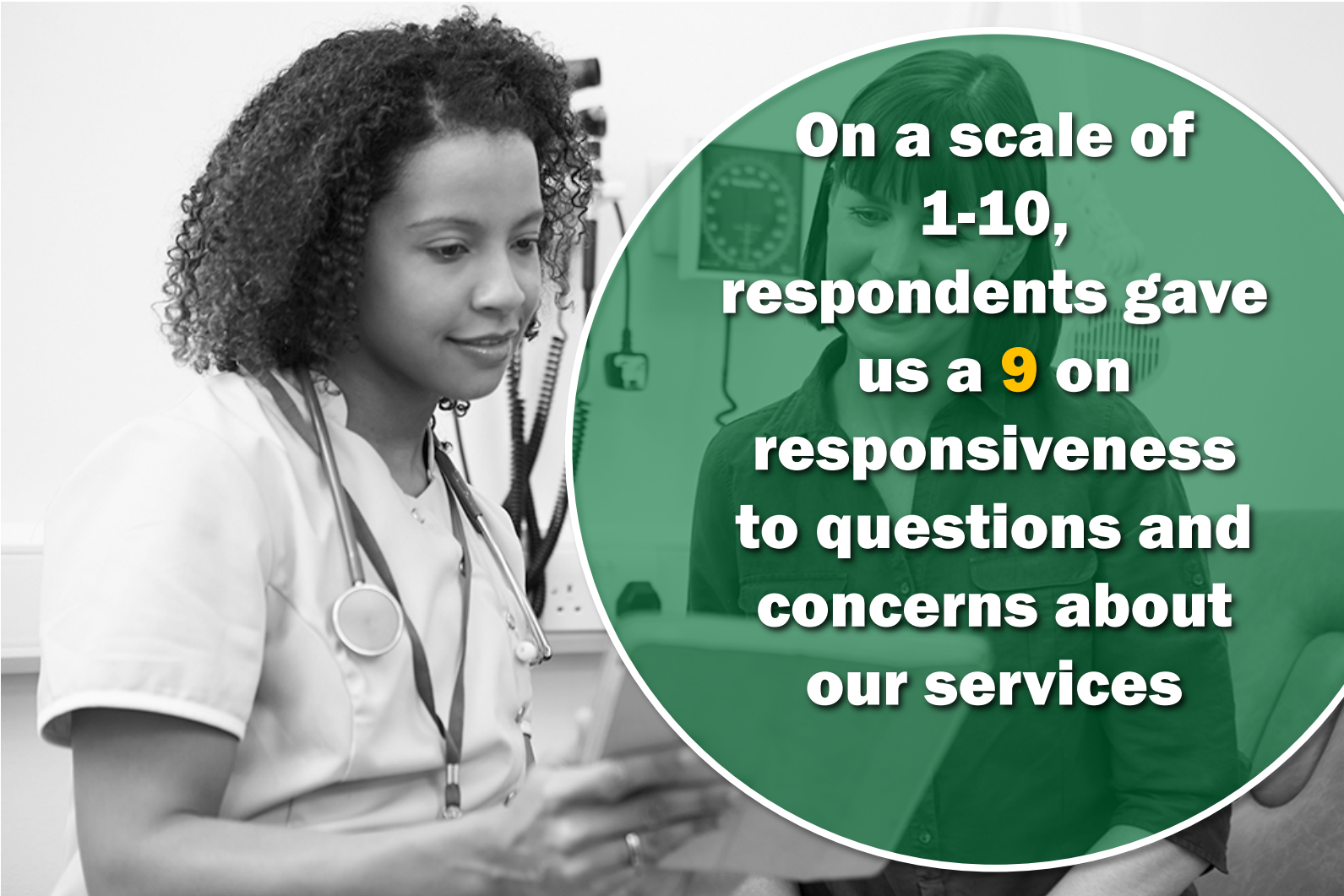
positive words

2018 Customer Service

A grayscale photograph of a healthcare professional, likely a nurse or doctor, with curly hair, wearing white scrubs and a stethoscope. They are looking down at a device in their hands. The image is partially obscured by a large green circle on the right side.

**On a scale of
1-10,
respondents
gave us a 9 on
the quality of
RHIO's
customer
service**

2018 Customer Service



**On a scale of
1-10,
respondents gave
us a 9 on
responsiveness
to questions and
concerns about
our services**

2018 Customer Service



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

2018 Customer Service Rating

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

903 people answered



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

936 people answered

