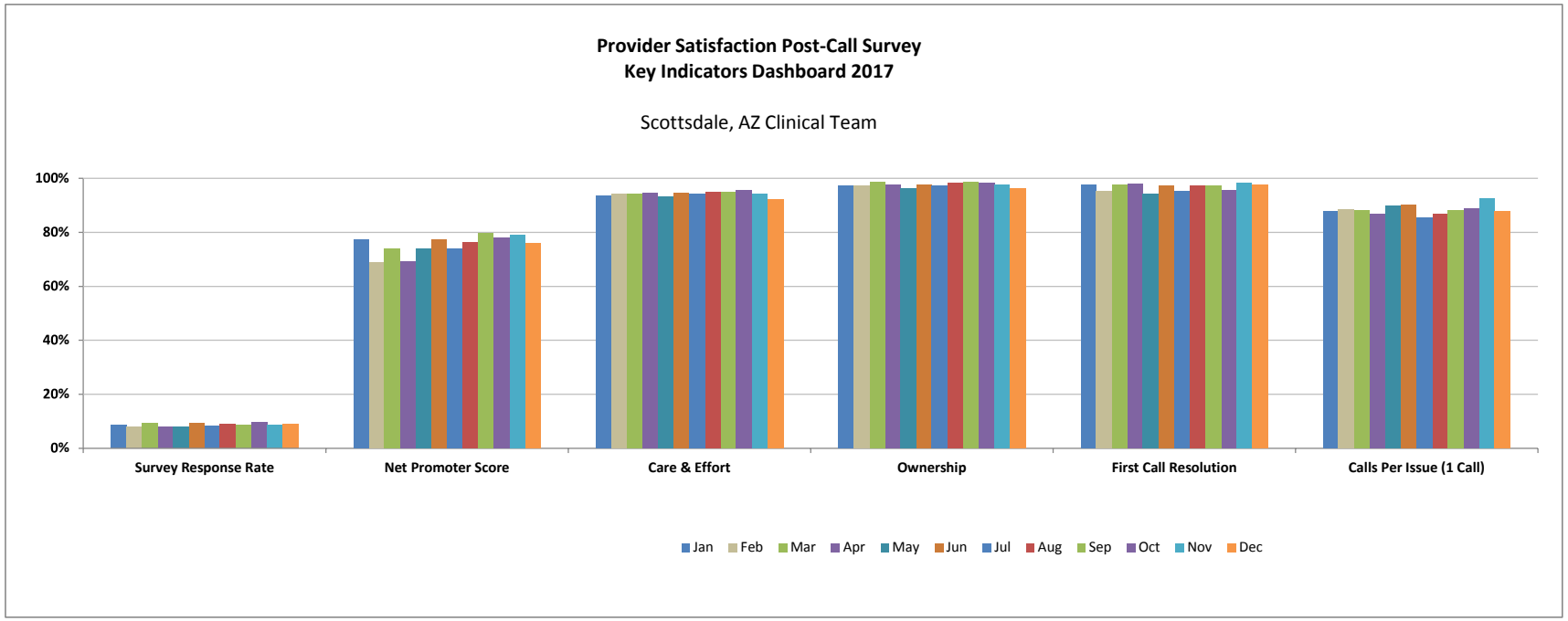
Provider Satisfaction Post-Call Survey
Key Indicators Dashboard 2017
Scottsdale, AZ Clinical Team

Key Indicators	Question Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Goal	Sparkline Historical Trend
Survey Response Rate	# of Surveys / # of Incoming Calls	8.8%	7.9%	9.4%	8.0%	8.1%	9.3%	8.3%	9.1%	8.7%	9.5%	8.5%	9.1%	8.7%	> 5%	
Net Promoter Score	Based on this call, how likely are you to recommend Aetna to your friends, family, and colleagues?	77.3%	68.8%	74.0%	69.2%	73.8%	77.4%	74.0%	76.2%	79.5%	77.8%	79.0%	75.9%	75.3%	> 55%	
Care & Effort	I felt valued as a customer; I was satisfied with the service I received today; The representative was easy to work with.	93.4%	94.2%	94.2%	94.6%	93.3%	94.4%	94.1%	94.8%	94.8%	95.6%	94.2%	92.2%	94.2%	> 90%	
Ownership	The representative took full responsibility for helping me.	97.2%	97.0%	98.6%	97.7%	96.1%	97.7%	97.2%	98.3%	98.6%	98.4%	97.7%	96.2%	97.6%	> 90%	
First Call Resolution	Was the representative able to resolve your request at the time of the call?	97.7%	95.3%	97.8%	97.8%	94.3%	97.1%	95.3%	97.3%	97.1%	95.5%	98.3%	97.6%	96.8%	> 90%	
Calls Per Issue (1 Call)	Please indicate the number of times you have had to call regarding this inquiry.	87.6%	88.3%	88.1%	86.9%	90.0%	90.0%	85.5%	86.8%	88.2%	88.7%	92.4%	87.7%	88.4%	> 90%	

Green = High Point
Red = Low Point



Survey Response Rate

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
_AZSC Clinical HS CVTY IND	8.8%	7.9%	9.4%	8.0%	8.1%	9.3%	8.3%	9.1%	8.7%	9.5%	8.5%	9.1%
ACD Calls - CMA	5,446	4,841	5,361	4,728	5,239	5,344	5,108	5,325	4,771	5,523	5,110	4,611

QuesAnsLabel	(All)

Count of SurveyCallID	Months												
	2017												Grand Total
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	478	384	505	378	425	498	425	483	416	525	435	420	5,372
Grand Total	**478**	**384**	**505**	**378**	**425**	**498**	**425**	**483**	**416**	**525**	**435**	**420**	**5,372**

Month Starting	Avg Speed An	Avg Aban Tim	ACD Calls
01/01/2017	:15	1:47	5446
02/01/2017	:20	6:02	4841
03/01/2017	:00	0:00	5361
04/01/2017	:08	1:50	4728
05/01/2017	:03	:25	5239
06/01/2017	:03	:33	5344
07/01/2017	:04	:28	5108
08/01/2017	:05	:26	5325
09/01/2017	:06	:27	4771
10/01/2017	:04	:29	5523
11/01/2017	:04	:29	5110
12/01/2017			4611

Net Promoter Score

	YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AZSC - NPS Net Score	72.33%	77.32%	68.75%	74.04%	69.23%	73.78%	77.43%	74.03%	76.19%	79.51%	77.84%	79.03%	75.92%

Outcome	NPS Guideline
Perfect	100
Spectacular	85 to 99
Excellent	70 to 84
Very Good	55 to 69
Good	40 to 54
Average	25 to 39
Mediocre	0 to 24
Poor	-1 to -25
Terrible	-26 to -100

Raw Data

QuestionName	2017 PACE PRO NPS 1-5 US

Count		Years	Month											
		2017												Grand Total
ParentOrgName	QuesAnsKeyEntry	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	1	2.97%	2.88%	2.11%	4.07%	3.00%	2.51%	4.26%	2.22%	1.77%	1.80%	1.50%	2.45%	2.57%
	2	0.00%	1.44%	1.75%	0.00%	1.87%	0.63%	0.78%	0.00%	0.35%	0.30%	0.00%	0.41%	0.61%
	3	2.97%	5.77%	4.56%	5.88%	3.00%	4.08%	3.10%	5.08%	4.24%	3.89%	4.12%	5.31%	4.28%
	4	10.78%	11.06%	9.12%	10.86%	10.49%	8.15%	9.69%	9.21%	7.77%	10.18%	9.74%	7.76%	9.51%
	5	83.27%	78.85%	82.46%	79.19%	81.65%	84.64%	82.17%	83.49%	85.87%	83.83%	84.64%	84.08%	83.03%
Grand Total		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Care & Effort

Goal > 90%

% Score		Years	Month											
		2017												Grand Total
ParentOrgName	QuestionName	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	2017 PACE PRO Caring and Concern 1-1 US	91.91%	92.99%	92.62%	93.84%	93.07%	93.27%	92.23%	92.60%	92.61%	93.58%	92.57%	90.79%	92.68%
	2017 PACE PRO Customer Effort 1-3	95.09%	95.37%	95.37%	95.54%	94.30%	95.08%	95.52%	96.13%	95.95%	96.83%	95.59%	92.69%	95.34%
	2017 PACE PRO Satisfaction 1-2	93.19%	94.29%	94.68%	94.42%	92.49%	94.71%	94.72%	95.79%	96.03%	96.32%	94.53%	93.36%	94.62%
Grand Total		**93.39%**	**94.21%**	**94.22%**	**94.60%**	**93.28%**	**94.35%**	**94.14%**	**94.82%**	**94.85%**	**95.58%**	**94.22%**	**92.28%**	**94.21%**

Ownership

Goal > 90% for Yes

Count			Years	Month											
			2017												Grand Total
ParentOrgName	QuestionName	QuesAnsLabel	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	2017 PACE PRO Ownership 1-4	1	97.23%	97.04%	98.58%	97.66%	96.12%	97.73%	97.17%	98.32%	98.56%	98.43%	97.67%	96.19%	97.62%
		0	2.77%	2.96%	1.42%	2.34%	3.88%	2.27%	2.83%	1.68%	1.44%	1.57%	2.33%	3.81%	2.38%
Grand Total			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

First Call Resolution

Goal > 90% for Yes

%			Years	Month											
			2017												Grand Total
ParentOrgName	QuestionName	QuesAnsLabel	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	2017 PACE PRO FCR 1-6a	Yes	97.71%	95.29%	97.76%	97.80%	94.32%	97.09%	95.26%	97.33%	97.08%	95.50%	98.33%	97.56%	96.76%
		No	2.29%	4.71%	2.24%	2.20%	5.68%	2.91%	4.74%	2.67%	2.92%	4.50%	1.67%	2.44%	3.24%
Grand Total			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Number of Calls per Issue

Goal > 90% for 1 Time

%			Years	Month											
			2017												Grand Total
ParentOrgName	QuestionName	QuesAnsLabel	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
_AZSC Clinical HS CVTY IND	2017 PACE PRO # of Calls 1-6	1 Time	87.64%	88.32%	88.10%	86.92%	90.00%	90.03%	85.54%	86.84%	88.24%	88.72%	92.40%	87.71%	88.43%
		2 Times	7.72%	8.63%	8.18%	8.88%	7.69%	7.07%	11.65%	9.87%	8.82%	8.23%	6.84%	8.90%	8.51%
		3 Times	4.63%	3.05%	3.72%	4.21%	2.31%	2.89%	2.81%	3.29%	2.94%	3.05%	0.76%	3.39%	3.07%
Grand Total			100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%