



## SUMMARY

2060 Patients

### Physician Satisfaction Score

Satisfaction	94
Function	91
Pain	87
Total	90

### Physician Net Promoter Score (NPS)

I would recommend  
my physician to  
family and friends.

87

### WRS Net Promoter Score (NPS)

I would recommend WRS Cold-Compression  
Therapy to family and friends.

77

\*NPS stands for Net Promoter Score. It's a customer satisfaction benchmark that measures how likely your customers are to recommend you to a friend.

Highlight Questions	Provider Average Current Quarter	Provider Average Previous Quarter	Provider Average 4/19 - 3/20
How effective has Cold-Compression therapy been in relieving your post-op pain?	75%	72%	75%
Cold-Compression Therapy has contributed to taking less opioid pain pills?	70%	66%	71%
Cold-Compression Therapy has helped improve or regain my function?	80%	77%	76%
I am pleased with the level of education and service provided by WRS regarding my Cold-Compression device.	93%	91%	92%
I would recommend WRS Cold-Compression Therapy to family and friends.	91%	89%	91%

### Patient Feedback:

"Absolutely love the cold and compression. Really helps me so much with being able to sleep. Haven't had to take a single pain pill! Love the unit!"

