

HealthActions Physical Therapy

12/1/2025 to 12/31/2025



Promoters	721	99.72%
Passives	1	0.14%
Detractors	1	0.14%
NPS	100	

What Is Net Promoter?

A TRUSTED ANCHOR FOR YOUR CUSTOMER EXPERIENCE MANAGEMENT PROGRAM

Net Promoter Score® or NPS® measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

Net Promoter Scores By Clinic

Clinic	Detractors	Passives	Promoters	NPS	Ext ID
HealthActions - Atmore	0	0	63	100	
HealthActions - Daphne	0	0	28	100	
HealthActions - East	1	0	110	98	
HealthActions - Hillcrest	0	0	39	100	
HealthActions - Jackson	0	0	41	100	
HealthActions - Monroeville	0	0	53	100	
HealthActions - Orange Beach	0	0	36	100	
HealthActions - Flowers	0	0	148	100	
HealthActions of Troy	0	1	141	99	
HealthActions - Thomasville	0	0	62	100	

Net Promoter Scores By Clinician

Clinician	Detractors	Passives	Promoters	NPS	Clinician ID
Bagley, Jesse	0	0	4	100	j.bagley
Burnett, Johnnie	0	0	83	100	j.burnett
Daniels, Conner	0	0	16	100	c.daniels
Ellenburg, Shasta	0	0	43	100	s.ellenburg
Holton, Sydney	0	0	2	100	s.holton
Horton, Kelsey	0	0	41	100	k.horton
Jackson, Darbi	0	0	54	100	d.jackson
Kellen, Julie	0	0	3	100	j.kellen
King, Carrie	0	0	2	100	c.king
Kurmann, Ginger	0	0	60	100	g.kurmann
Majka, Eileen	0	0	81	100	e.majka
March, Austin	0	0	25	100	a.march
Meadows, Hannah	0	0	4	100	h.meadows
Palmer, Samantha	0	1	59	98	s.palmer
Park, Scott	0	0	24	100	s.park
Powell, Debra	0	0	7	100	d.powell
Richburg, Riley	0	0	2	100	r.richburg
Sager, Damien	0	0	35	100	d.sager
Sexton, Zach	0	0	70	100	z.sexton
Tobler, Hannah	0	0	31	100	h.tobler
Walker, Jaycie	0	0	21	100	j.walker
Williams, Gabrielle	1	0	54	96	g.williams

HealthActions Physical Therapy

12/1/2025 to 12/31/2025



Promoters 364 99.73%

Passives 0 0.00%

Detractors 1 0.27%

NPS 99

Rank 99

Number of Closed Episodes 365

	Avg Num Visits	Max Num Visits	Min Num Visits	Median Num Visits
Promoters	14	60	1	12
Passives	0	0	0	0
Detractors	6	6	6	6

Net Promoter Discharge Scores By Clinic

Clinic	Promoter Avg Num Visits	Promoter Max Num Visits	Promoter Min Num Visits	Passive Avg Num Visits	Passive Max Num Visits	Passive Min Num Visits	Detractor Avg Num Visits	Detractor Max Num Visits	Detractor Min Num Visits	Num Closed Episodes	Num Detractors	Num Passives	Num Promoters	NPS	Percent Rank	Ext ID
HealthActions - Daphne	17	38	8	0	0	0	0	0	0	15	0	0	15	100	99	
HealthActions - Hillcrest	16	32	7	0	0	0	0	0	0	18	0	0	18	100	99	
HealthActions - Monroeville	12	30	3	0	0	0	0	0	0	43	0	0	43	100	99	
HealthActions - Atmore	4	4	4	0	0	0	0	0	0	1	0	0	1	100	99	
HealthActions - East	14	39	3	0	0	0	6	6	6	48	1	0	47	96	84	
HealthActions- Flowers	16	60	2	0	0	0	0	0	0	66	0	0	66	100	99	
HealthActions - Jackson	14	36	4	0	0	0	0	0	0	21	0	0	21	100	99	
HealthActions of Troy	13	43	2	0	0	0	0	0	0	100	0	0	100	100	99	
HealthActions - Orange Beach	13	37	5	0	0	0	0	0	0	9	0	0	9	100	99	
HealthActions- Thomasville	10	33	1	0	0	0	0	0	0	44	0	0	44	100	99	

Net Promoter Discharge Scores By Clinician

Clinician	Promoter Avg Num Visits	Promoter Max Num Visits	Promoter Min Num Visits	Passive Avg Num Visits	Passive Max Num Visits	Passive Min Num Visits	Detractor Avg Num Visits	Detractor Max Num Visits	Detractor Min Num Visits	Num Closed Episodes	Num Detractors	Num Passives	Num Promoters	NPS	Percent Rank	Clinician ID
Bagley, Jesse	12	12	12	0	0	0	0	0	0	1	0	0	1	100	99	j.bagley
Burnett, Johnnie	11	36	1	0	0	0	0	0	0	58	0	0	58	100	99	j.burnett
Daniels, Conner	14	21	9	0	0	0	0	0	0	6	0	0	6	100	99	c.daniels
Ellenburg, Shasta	21	60	4	0	0	0	0	0	0	19	0	0	19	100	99	s.ellenburg
Horton, Kelsey	14	27	6	0	0	0	0	0	0	16	0	0	16	100	99	k.horton
Jackson, Darbi	14	39	3	0	0	0	0	0	0	23	0	0	23	100	99	d.jackson
Kellen, Julie	26	37	16	0	0	0	0	0	0	2	0	0	2	100	99	j.kellen
King, Carrie	16	16	16	0	0	0	0	0	0	1	0	0	1	100	99	c.king
Majka, Eileen	13	43	2	0	0	0	0	0	0	51	0	0	51	100	99	e.majka
March, Austin	17	32	7	0	0	0	0	0	0	12	0	0	12	100	99	a.march
Meadows, Hannah	6	6	6	0	0	0	0	0	0	2	0	0	2	100	99	h.meadows
Palmer, Samantha	13	38	2	0	0	0	0	0	0	48	0	0	48	100	99	s.palmer
Park, Scott	11	21	5	0	0	0	0	0	0	13	0	0	13	100	99	s.park
Powell, Debra	14	16	10	0	0	0	0	0	0	5	0	0	5	100	99	d.powell
Richburg, Riley	34	34	34	0	0	0	0	0	0	1	0	0	1	100	99	r.richburg
Sager, Damien	13	30	3	0	0	0	0	0	0	30	0	0	30	100	99	d.sager
Sexton, Zach	13	45	2	0	0	0	0	0	0	29	0	0	29	100	99	z.sexton
Tobler, Hannah	19	60	4	0	0	0	0	0	0	16	0	0	16	100	99	h.tobler
Walker, Jaycie	17	38	6	0	0	0	0	0	0	8	0	0	8	100	99	j.walker
Williams, Gabrielle	13	26	5	0	0	0	6	6	6	24	1	0	23	92	69	g.williams

Net Promoter Historical Discharge Scores By Clinic

Clinic	Year to Date					Q1 2025					Q2 2025					Q3 2025					Q4 2025					Ext ID
	Promoter	Passive	Detractor	NPS	Rank	Promoter	Passive	Detractor	NPS	Rank	Promoter	Passive	Detractor	NPS	Rank	Promoter	Passive	Detractor	NPS	Rank	Promoter	Passive	Detractor	NPS	Rank	
HealthActions - Daphne	167	2	0	99	97	26	2	0	93	63	55	0	0	100	99	39	0	0	100	99	47	0	0	100	99	
HealthActions - Enterprise	156	2	1	97	93	78	2	1	95	77	66	0	0	100	99	11	0	0	100	99	1	0	0	100	99	
HealthActions - Hillcrest	166	2	0	99	97	23	2	0	92	57	47	0	0	100	99	47	0	0	100	99	49	0	0	100	99	
HealthActions - Monroeville	335	2	0	99	99	58	1	0	98	94	92	0	0	100	99	75	1	0	99	98	110	0	0	100	99	
HealthActions- Atmore	60	0	1	97	89	9	0	0	100	99	17	0	1	89	36	15	0	0	100	99	19	0	0	100	99	
HealthActions -East	425	10	1	97	92	108	2	0	98	94	139	7	0	95	79	87	1	0	99	98	91	0	1	98	94	
HealthActions- Flowers	408	7	3	97	90	34	2	1	89	40	129	1	2	96	85	92	3	0	97	89	153	1	0	99	99	
HealthActions Jackson	357	4	2	98	94	66	4	2	89	38	129	0	0	100	99	97	0	0	100	99	65	0	0	100	99	
HealthActions of Troy	627	1	0	100	99	42	1	0	98	91	189	0	0	100	99	180	0	0	100	99	216	0	0	100	99	
HealthActions Physical Therapy - Orange Beach	213	1	0	100	99	45	1	0	98	92	43	0	0	100	99	77	0	0	100	99	48	0	0	100	99	
HealthActions- Thomasville	338	0	0	100	99	85	0	0	100	99	69	0	0	100	99	91	0	0	100	99	93	0	0	100	99	