



# OptiCare

## Customer Satisfaction Research



**86** NPS (Net Promoter Score)

Opticare: World Class Satisfaction Level

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## Customer and Patient Satisfaction Research

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### Abstract:

We studied 76 patients at NYPH (New York Presbyterian hospital) on our new mattress the OptiCare. Twelve thousand hours of patient hours achieved an exceptional NPS rating reflected by the positive clinical outcomes for the patient and the reduction in the nursing care time.

### Objective:

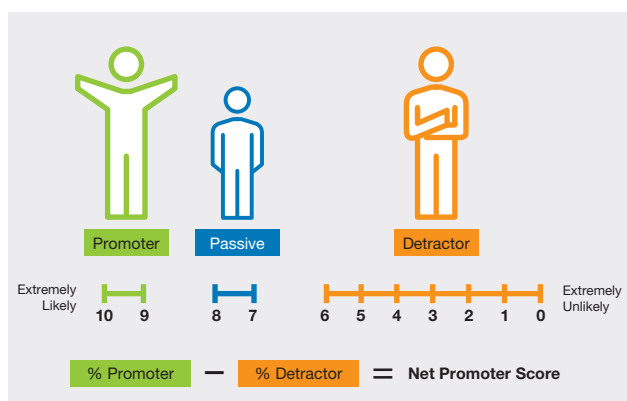
To evaluate the level of end user satisfaction with the new LINET ICU mattress OptiCare.

### Method:

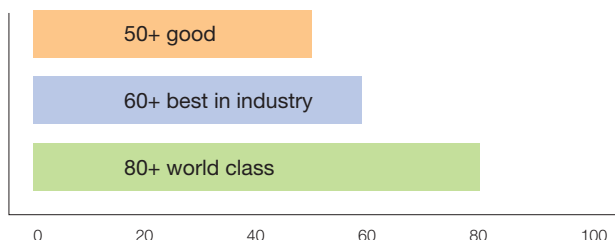
The main method was through an evaluation form. Nurses and patients could rate satisfaction using Net Promoter Score (NPS) with the product.

The net Promoter Score is an index that measures the willingness of the customer to recommend products or services to others. The NPS can range from a low of -100 (if every customer is very dissatisfied) to a high of 100 (if every customer is extremely satisfied).

### Graph 1: Net Promoter Score



### Graph 2: NPS



### Introduction:

The OptiCare is a fully automatic system. It detects when a patient is on the support surface and automatically adjusts to the patient's, movement and position within the bed. The system is based upon immersion therapy, promoting optimal pressure redistribution.

The automatic pressure adjustment technology, continuously controls the mattress setting eliminating the need for staff intervention and therefore greatly reducing the risk of human error.

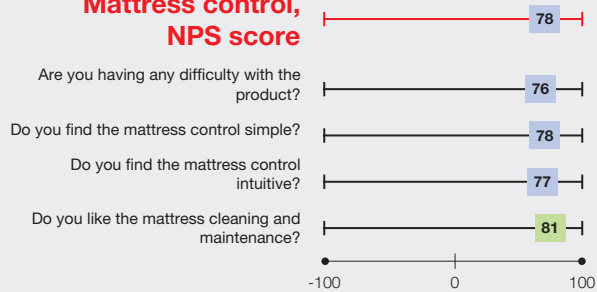
### Measurement:

Measurement was performed by LINET clinical experts via a controlled survey. We studied 76 patients at NYPH (New York Presbyterian hospital) for over 12 000hrs.

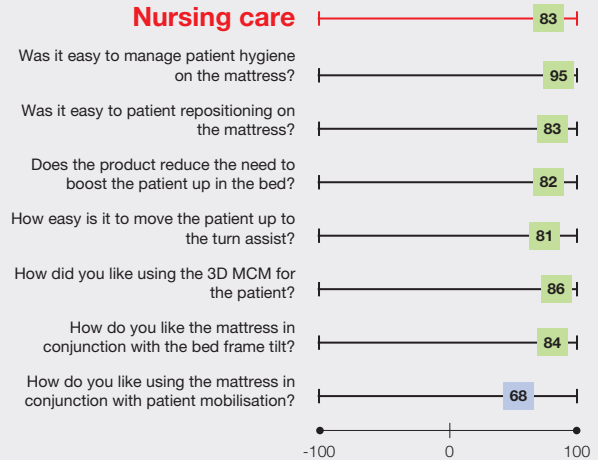
Nurses and patient were from different types inpatient units, hospital campuses and countries. In the ICU, there were neurologic and surgical patients.

Site of survey	Patients involved	Nurses involved
NewYork Presbyterian	76	28

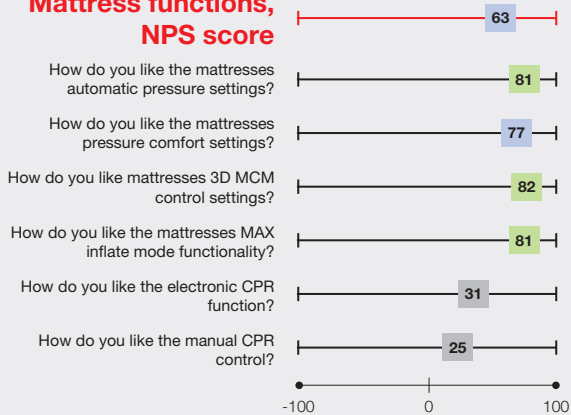
**Graph 3:  
Mattress control,  
NPS score**



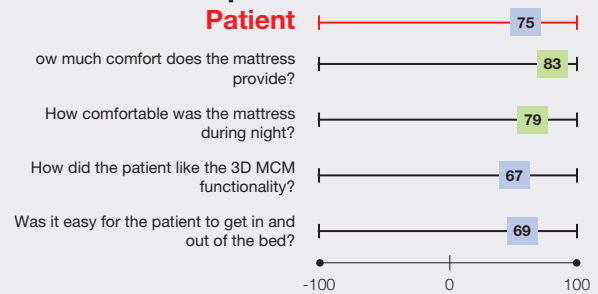
**Graph 5:  
Nursing care**



**Graph 4:  
Mattress functions,  
NPS score**



**Graph 6:  
Patient**

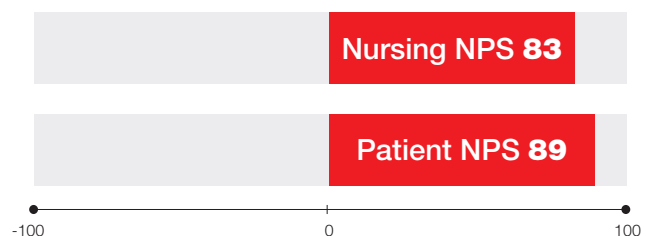


## Conclusion:

OptiCare reached a world class NPS 86.

The new active integrated mattress OptiCare can be recommended for ICU patients at high or severe risk of pressure ulcer development. OptiCare with the Multicare bed can provide significant help in daily nursing procedures in patient care.

**Graph 7: Net Promoter Score**



# References

[www.linnet.com](http://www.linnet.com)

[www.netpromoter.com](http://www.netpromoter.com)



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Members of LINET Group

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