2024 ANNUAL MEMBER SURVEY RESULTS (New Zealand and Australia)

HealthPathways Community

NPS SCORE **18***

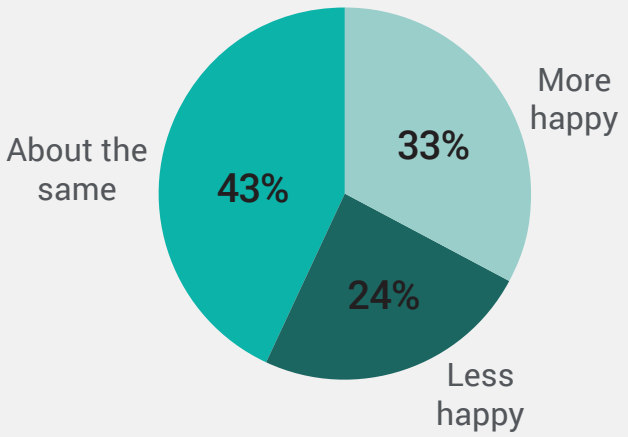
39 responses received

45% response rate from programme teams and executives

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE OF WORKING WITH STREAMLINERS TO DELIVER HEALTHPATHWAYS?

3.4 out of 5

Compared with 12 months ago, are programme teams more or less happy with our service and platform offerings?



83% of executive sponsors rated HealthPathways as **important for delivering on the strategic priorities** of their health system

86% of programme teams felt they **benefit from belonging to the HealthPathways Community**

76% of members are at least **as satisfied with our service and platform** offerings compared with twelve months ago.

YOU LOVE

Our staff

"Your staff are genuinely friendly, efficient, knowledgeable, helpful and supportive - a pleasure to work with"

The HealthPathways Hub

"New reporting function in the hub is a great additional tool to assist Programme Managers/Coordinators"

Smart Search

"The search function...is fantastic now"

YOU ASKED FOR

- More transparency around the platform roadmap
- Greater pathway production efficiency and consistency
- Increased predictability and transparency around the cost of technical writing hours
- More support to
  - improve clinician engagement and usage
  - articulate the benefits and value of HealthPathways

*Combined NPS score calculated with results from UK survey, November 2024.