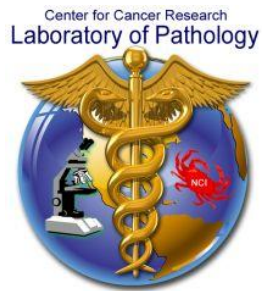


BENCHMARKING REPORT

Customer Satisfaction Survey for 2011



Evaluation of NCI/CCR/Laboratory of Pathology Services

November 15, 2011

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1 INTRODUCTION

The purpose of this Benchmarking Report is to summarize the differences in customer responses between the 2009 and 2011 administrations of the National Cancer Institute's NCI/CCR/Laboratory of Pathology (LP) Services customer satisfaction survey.

2 BENCHMARKING ANALYSIS

Respondents rated their response to each survey question on a five-point Likert scale, with answer choices ranging from Unsatisfactory to Outstanding.

A weight between 1 and 5 was assigned to each possible answer choice and then a mean weighted response to each question was calculated. The mean weighted responses were then converted to a 100-point scale by multiplying by a factor of 20 (e.g., 4.0 → 80). It is then possible to reach conclusions regarding the top satisfiers and areas of concerns for our customers as a whole. Final scores did not include N/A responses in the final weighted calculations.

Statement	Scale	2007	2009	2011
Quality of professional interaction and communication with the fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	80	87	82
Availability and quality of frozen section (intra-operative) consultations	Unsatisfactory (1) to Outstanding (100)	80	85	86
Overall speed for the notification of significant abnormal results	Unsatisfactory (1) to Outstanding (100)	75	78	75
Quality of professional interaction and communication with the secretarial, technical, and management staff	Unsatisfactory (1) to Outstanding (100)	75	77	77
Availability of fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	80	81	78
Overall satisfaction level with customer service provided.	Unsatisfactory (1) to Outstanding (100)	81	82	78
Quality of presentations and conferences	Unsatisfactory (1) to Outstanding (100)	87	88	83
Availability of staff pathologists	Unsatisfactory (1) to Outstanding (100)	83	83	81
Quality of professional interaction and communication with the staff pathologists	Unsatisfactory (1) to Outstanding (100)	87	86	83
Communication of relevant information regarding cases submitted	Unsatisfactory (1) to Outstanding (100)	78	77	76
Overall turnaround time of final report	Unsatisfactory (1) to Outstanding (100)	68	65	70
Diagnostic accuracy	Unsatisfactory (1) to Outstanding (100)	90	86	83
Staff pathologist responsiveness to problems	Unsatisfactory (1) to Outstanding (100)	85	81	79

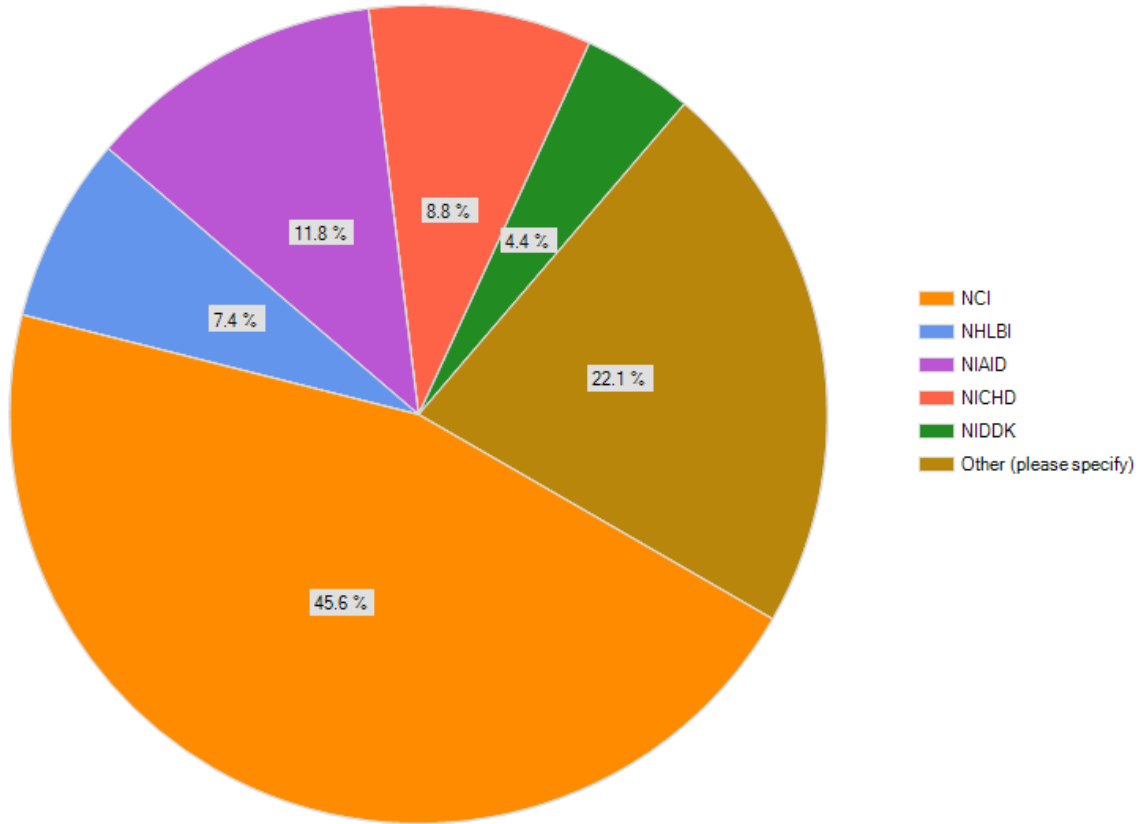
CONCLUSIONS

The overall response rate increased from the previous 2009 customer satisfaction survey. The 2011 survey polled all professional and support levels utilizing LP clinical, research, and academic services. Respondents included branch chiefs, staff clinicians, clinical and research fellows, nursing staff and clinical and research support customers.

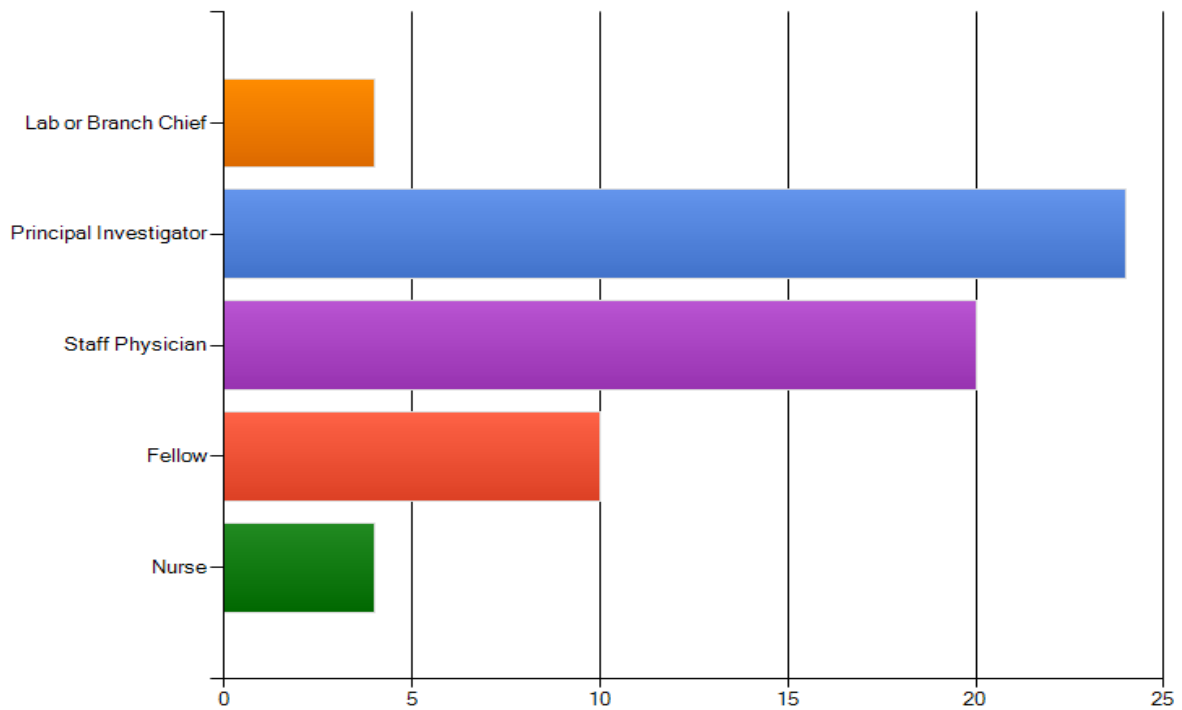
Satisfaction with the Laboratory of Pathology in most categories since the 2009 customer satisfaction survey shows a slight decrease. Improvements were demonstrated with two of thirteen indicators queried, but most indicators had a negative trend. Increases from previous survey results included quality and turnaround time of intra-operative consultations and overall turnaround time of the final report. A slight decrease in satisfaction was noted for: interaction with administrative, technical and management staff; interactions and availability of residents and fellows; overall customer service; notification of significant or abnormal results; quality of conferences; availability of and interactions with staff pathologists; and communication of relevant information regarding cases submitted.

LP's Quality Management Committee and Clinical Operations Group will be tasked with implementing efforts to address two indicators that demonstrate a negative trend from 2007 to 2011; this includes diagnostic accuracy and staff pathologists' responsiveness to problems.

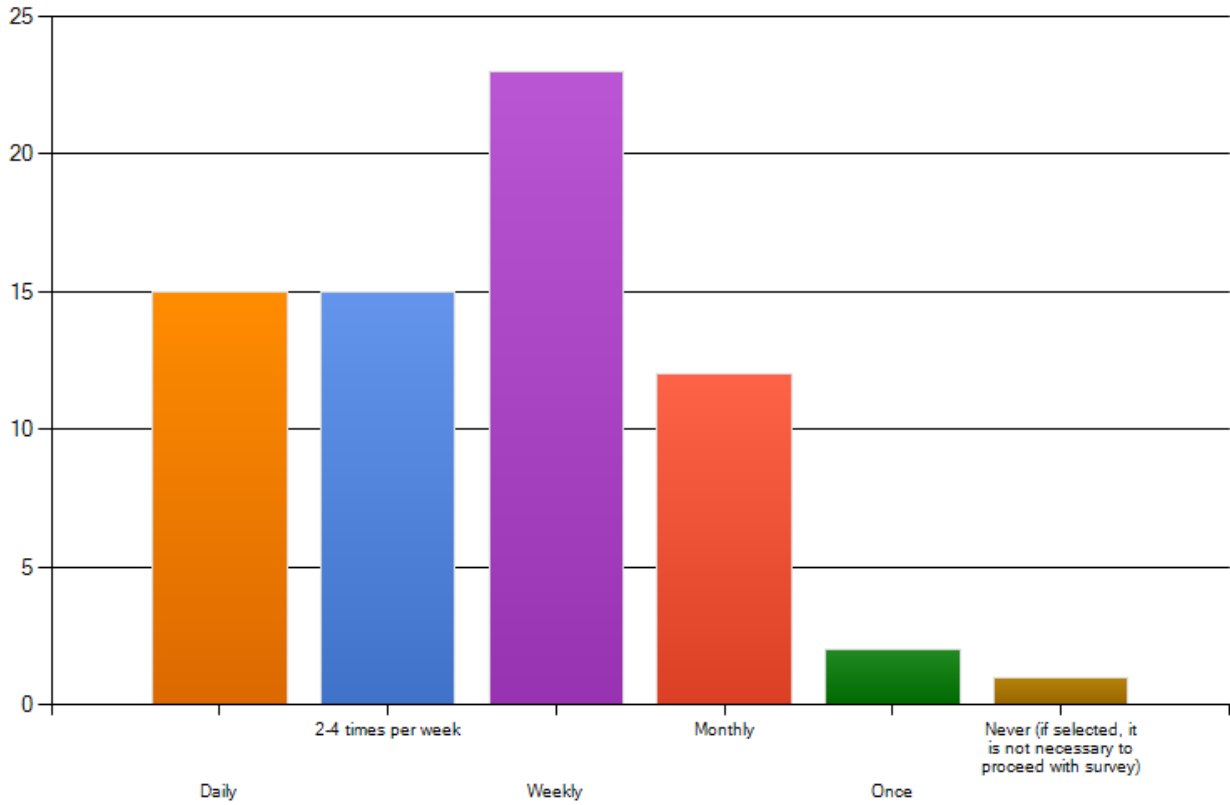
Where do you work (NIH Institute)?



What is your position?



Which of the following best describes how frequently you have used the Laboratory of Pathology (LP), NCI, CCR, over the last year?



What is your overall satisfaction level with customer service provided by the Laboratory of Pathology relating to clinical services, academic conferences, and staff support?

