

BENCHMARKING REPORT

Customer Satisfaction Survey for 2015



Evaluation of NCI/CCR/Laboratory of Pathology Services

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2015

I. INTRODUCTION

The purpose of this Benchmarking Report is to summarize the differences in customer responses between the 2013 and 2015 administrations of the National Cancer Institute's NCI/CCR/Laboratory of Pathology (LP) Services customer satisfaction survey. As required to satisfy College of American Pathologists (CAP) Lab General Checklist standard GEN.20335, the laboratory monitors satisfaction of healthcare providers and customers to better understand the needs of clients and to improve laboratory services.

II. 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	2011	2013	2015
Quality of professional interaction and communication with the fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	77	85	80
Availability and quality of frozen section (intra-operative) consultations	Unsatisfactory (1) to Outstanding (100)	85	87	72
Overall speed for the notification of significant abnormal results	Unsatisfactory (1) to Outstanding (100)	74	80	81
Quality of professional interaction and communication with the secretarial, technical, and management staff	Unsatisfactory (1) to Outstanding (100)	77	80	78
Availability of fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	78	85	80
Overall satisfaction level with customer service provided.	Unsatisfactory (1) to Outstanding (100)	80	87	76
Quality of presentations and conferences	Unsatisfactory (1) to Outstanding (100)	88	89	82
Availability of staff pathologists	Unsatisfactory (1) to Outstanding (100)	83	89	79
Quality of professional interaction and communication with the staff pathologists	Unsatisfactory (1) to Outstanding (100)	86	90	84
Communication of relevant information regarding cases submitted	Unsatisfactory (1) to Outstanding (100)	75	85	78
Overall turnaround time of final report	Unsatisfactory (1) to Outstanding (100)	70	75	70
Diagnostic accuracy	Unsatisfactory (1) to Outstanding (100)	80	90	82
Staff pathologist responsiveness to problems	Unsatisfactory (1) to Outstanding (100)	81	88	80

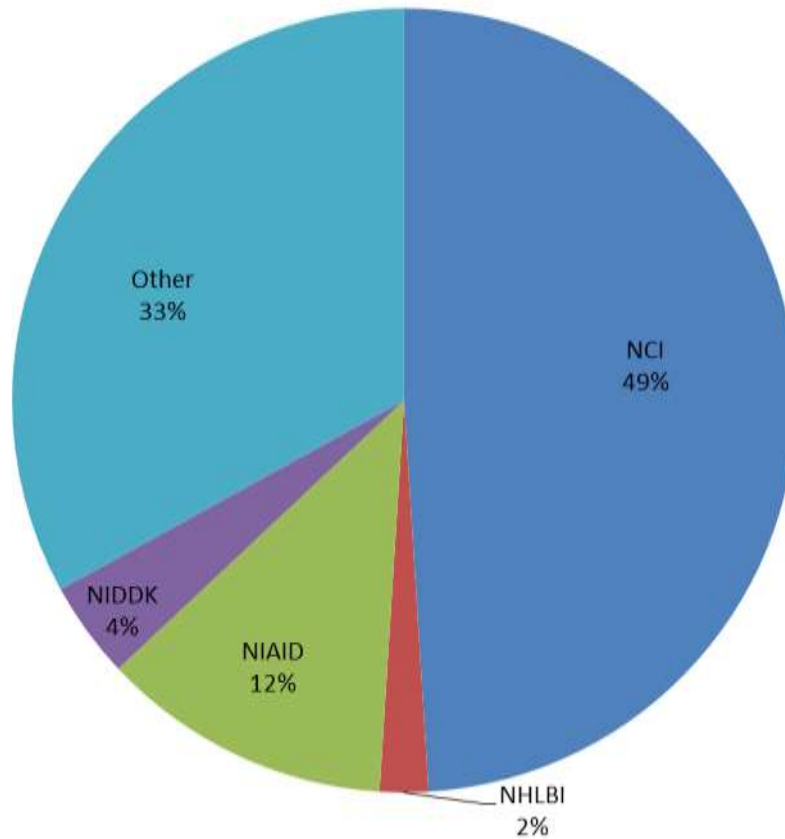
III. CONCLUSIONS

The 2015 survey polled NIH professional and support level staff utilizing LP clinical, research, and academic services. Respondents included branch chiefs, staff clinicians, clinical and research fellows, physician assistants, nurse practitioners, nursing staff, and clinical and research support customers. The overall response rate was lower when compared with the previous 2013 customer satisfaction survey; however, the distribution of respondents' by Institute changed slightly in 2013.

Satisfaction with the Laboratory of Pathology decreased for most categories when compared with 2013 survey results. Overall satisfaction with all of LP's services has decreased in the category of "Outstanding", from 52.5% in 2013 to 36% in 2015. Although there was an increase in "Very Good" responses with 37% this year compared to 32% last year. The largest issue with our survey this year was the low response rate. In some categories, there was at most 45 responses, while others had as few as 9. Areas with the most significant decrease in satisfaction include: Frozen Section Consultations, Overall Satisfaction with Customer Service, and Availability of Staff Pathologists. These areas will be a priority focus in the LP Quality Management Committee. Statistical review of the scaled survey data describes the key issue is not with unsatisfactory or weak responses, but rather a decrease in outstanding responses when compared with 2013 survey results.

The 2015 survey shows an overall decrease in many areas in how LP's customers view services and interactions with LP, which leads the QM Committee and Clinical Operations Group to implement a survey each year. This will allow us to have a better handle on any services and interactions that might not meet our goal of outstanding service. This will also allow for more responses to the survey, which decreased this year. The low-response rate has clouded our analysis of each of the categories of the survey. The QM Committee has also decided to add another category in our survey focused on our Tissue Procurement and Processing Facility, as it is newly accredited by CAP. Another addition to our QM plan includes adding an indicator for submitted surveys due to our increase in consultations.

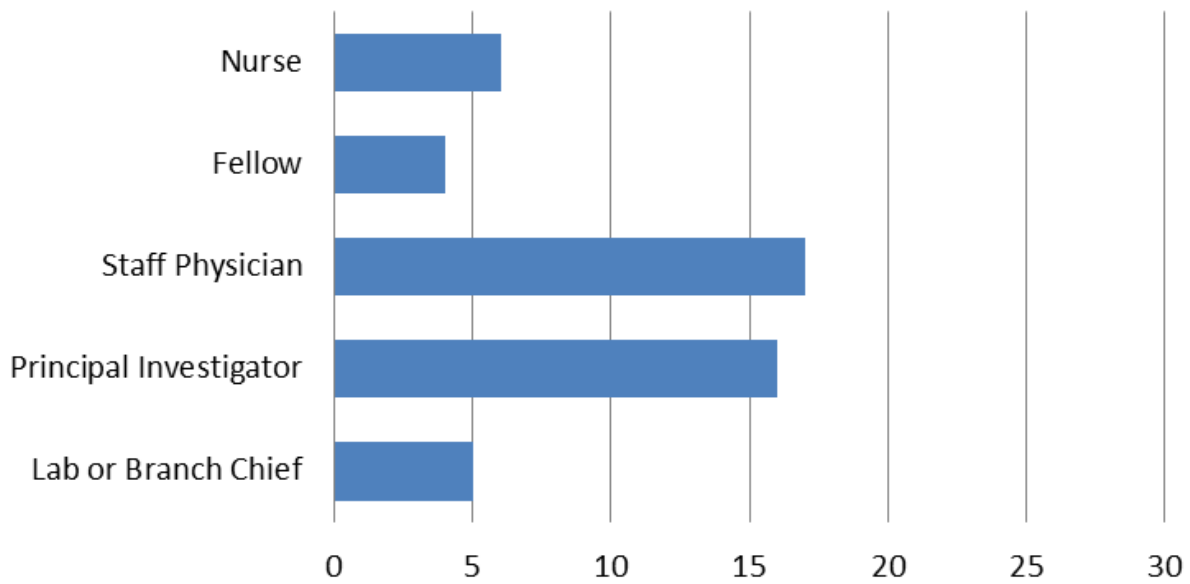
Where do you work (NIH Institute)



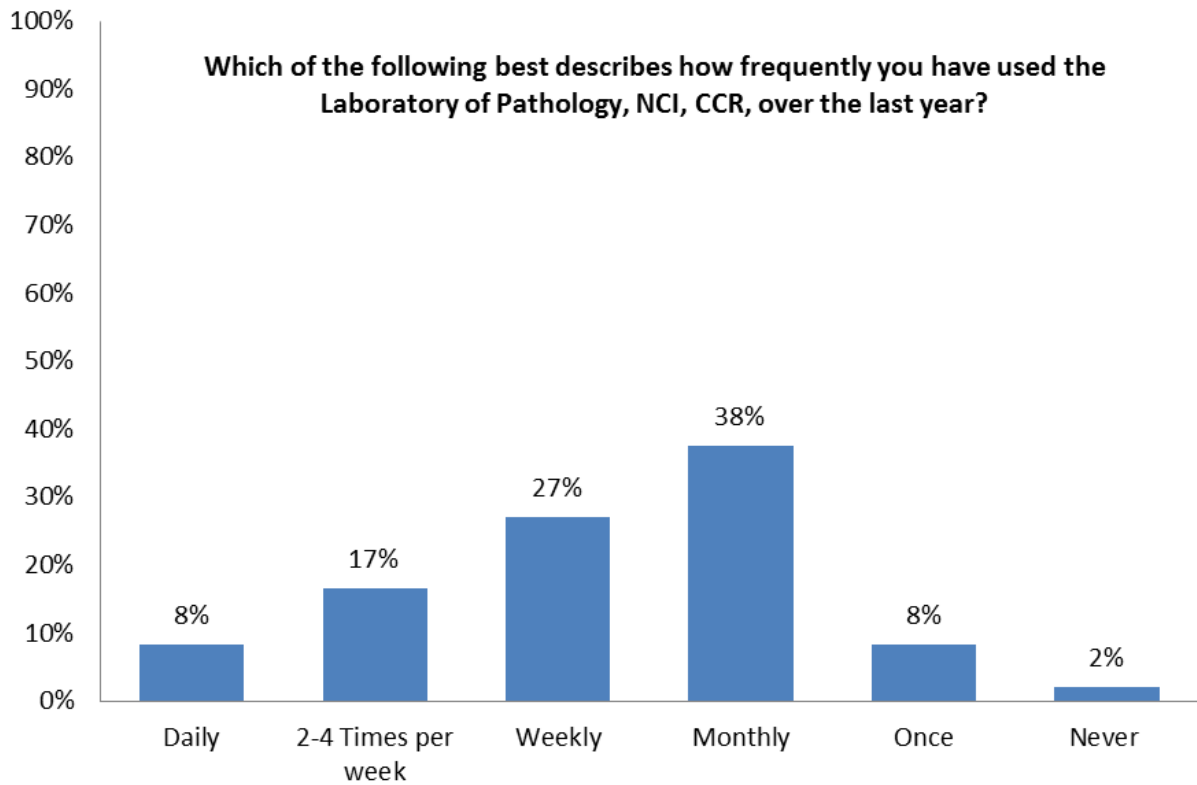
RESPONDENTS Distribution:

Institute	2013 Responses	2015 Responses
National Cancer Institute (NCI)	36.9%	49.02%
National Heart, Lung, and Blood Institute (NHLBI)	10.8%	1.96%
National Institute of Allergy and Infectious Diseases (NIAID)	7.7%	11.76%
National Institute of Child Health and Human Development (NICHD)	3.1%	0%
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)	16.9%	3.92%
Other (Clinical Center, NIDCR, NHGRI, NIDCR, NINDS)	24.6%	33.33%

What is your Position



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



What is your overall satisfaction with the Laboratory of Pathology

