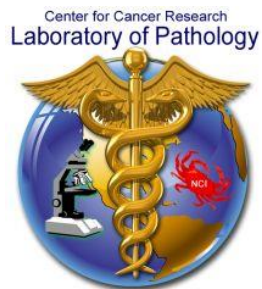


BENCHMARKING REPORT

Customer Satisfaction Survey for 2017



Evaluation of NCI/CCR/Laboratory of Pathology Services

December 15, 2017

Results were discussed at the December 2017 QM Committee Meeting in preparation for the 2018 LP QM Plan. As a result, the Medical Director has called a mandatory, all-hands mandatory training session for January 2018 with all Clinical Operations and Administrative staff, Residents and Fellows to train with an Office of Workforce Relations trainer on effective communication and professionalism interactions.



2017

I. INTRODUCTION

The purpose of this Benchmarking Report is to summarize the differences in customer responses between the 2015 and 2017 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	2013	2015	2017
Quality of professional interaction and communication with the fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	85	80	77
Availability and quality of frozen section (intra-operative) consultations	Unsatisfactory (1) to Outstanding (100)	87	72	81
Overall speed for the notification of significant abnormal results	Unsatisfactory (1) to Outstanding (100)	80	81	84
Quality of professional interaction and communication with the secretarial, technical, and management staff	Unsatisfactory (1) to Outstanding (100)	80	78	68
Availability of fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	85	80	77
Overall satisfaction level with customer service provided.	Unsatisfactory (1) to Outstanding (100)	87	76	77
Quality of presentations and conferences	Unsatisfactory (1) to Outstanding (100)	89	82	70
Availability of staff pathologists	Unsatisfactory (1) to Outstanding (100)	89	79	72
Quality of professional interaction and communication with the staff pathologists	Unsatisfactory (1) to Outstanding (100)	90	84	79
Communication of relevant information regarding cases submitted	Unsatisfactory (1) to Outstanding (100)	85	78	74
Overall turnaround time of final report	Unsatisfactory (1) to Outstanding (100)	75	70	70
Diagnostic accuracy	Unsatisfactory (1) to Outstanding (100)	90	82	86
Staff pathologist responsiveness to problems	Unsatisfactory (1) to Outstanding (100)	88	80	74

III. CONCLUSIONS

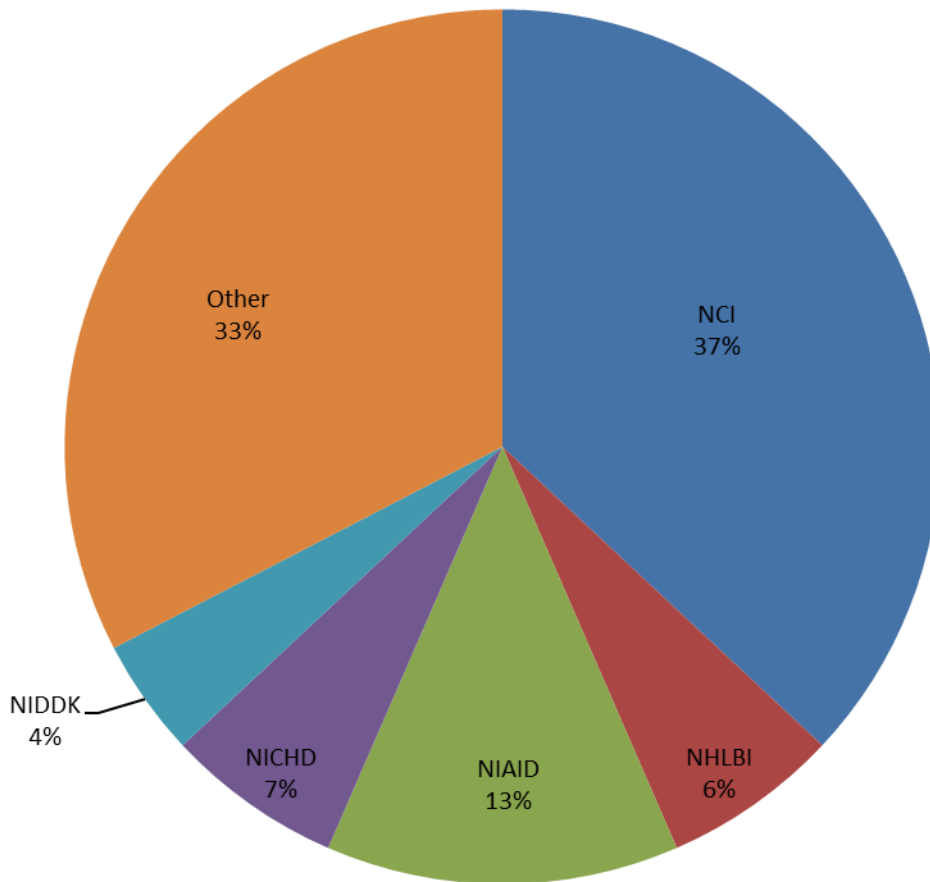
The 2017 survey polled NIH professional and support level staff utilizing LP clinical, research, and academic services. Respondents included branch chiefs, staff clinicians, clinical and research fellows, physician assistants, nurse practitioners, nursing staff, and clinical and research support customers. The overall response rate was slightly higher when compared with the previous 2015 customer satisfaction survey; however, both 2015 and 2017 surveys had a much lower response rate than previous years.

Satisfaction with the Laboratory of Pathology decreased for most categories when compared with 2015 survey results. Overall satisfaction with all of LP's services has increased in the category of "Outstanding", from 36% in 2015 to 43% in 2017. For the second year in a row, a large issue with our Customer Satisfaction Survey is a low response rate. Monitoring of quality indicators, such as turnaround time reports for inhouse and submitted cases, have demonstrated significant improvements over the past two years, but the survey responses appear unchanged.

For future surveys, the QM Committee should brainstorm for better ways to increase responsiveness from Clinical and Research staff at the NIH. In some categories, there was at most 46 responses, while others had as few as 11. Areas with the most significant decrease in satisfaction include: Quality of professional interaction and communication with the secretarial, technical and management staff, Quality of presentations and conferences, and staff pathologist responsiveness to problems. These areas will be a priority focus in the LP Quality Management Committee. Areas that have shown improvement over the last two years include: Availability and quality of frozen section consultations, Overall speed for the notification of significant abnormal results, and Diagnostic accuracy.

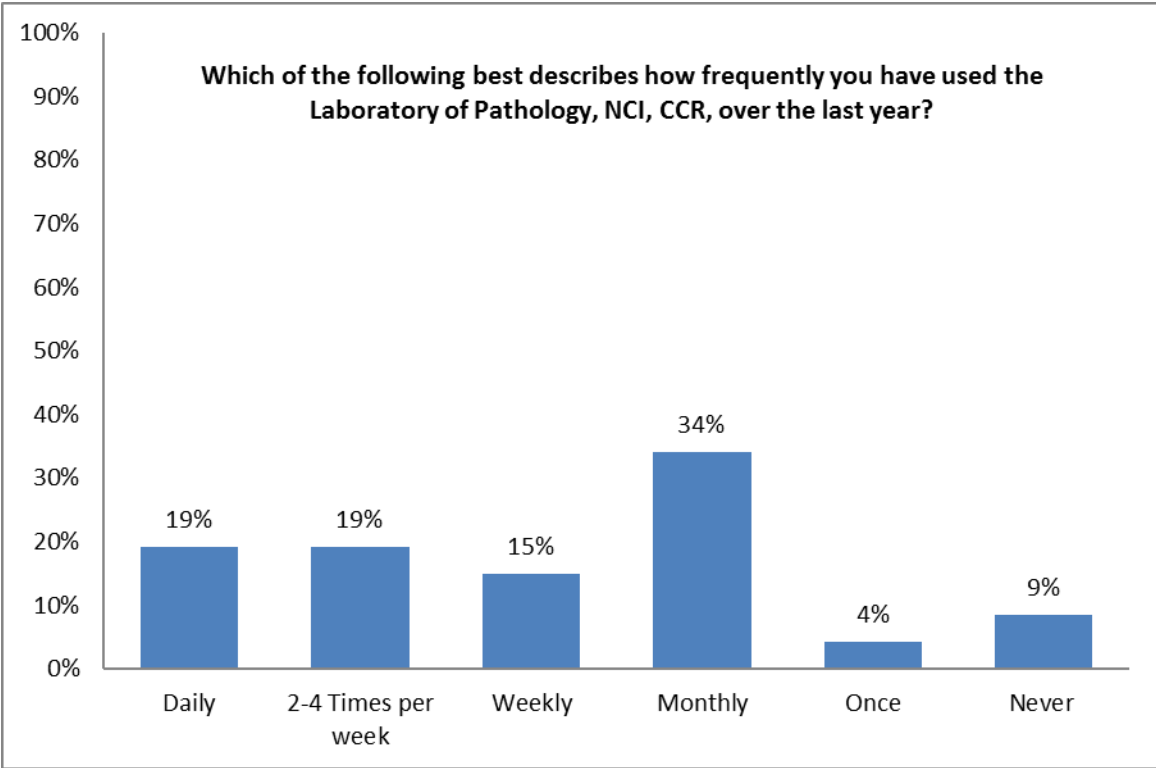
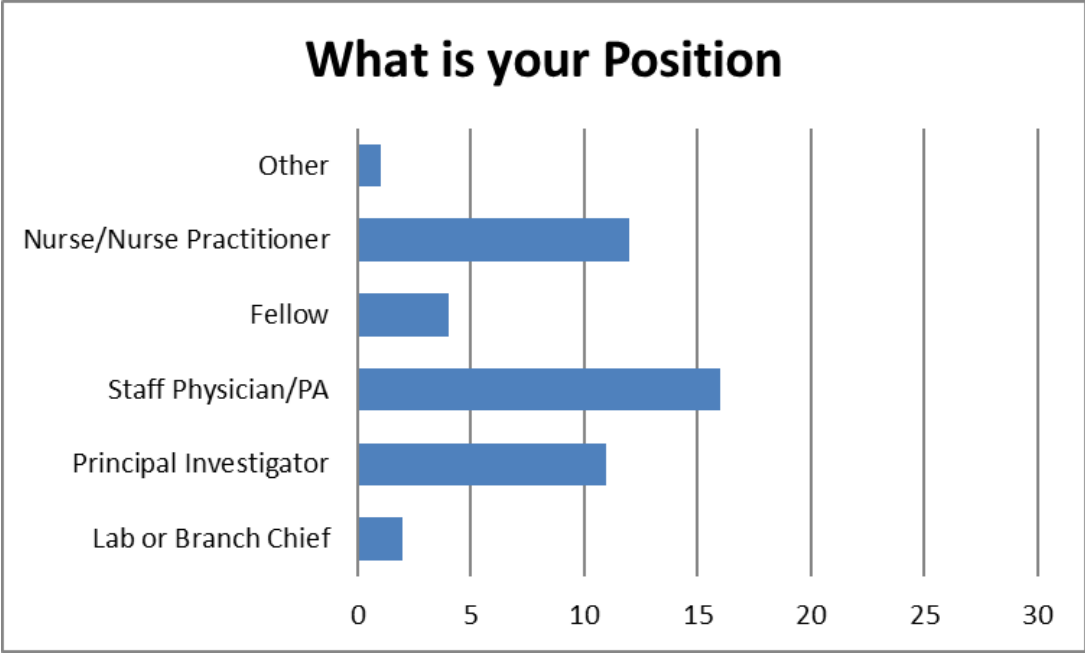
The 2017 survey shows an overall decrease in many areas in how LP's customers view services and interactions with LP, which leads the QM Committee and Clinical Operations Group to focus on the customer interaction aspect of our work. The Medical Director has called a mandatory, all-hands mandatory training session for January 2018 with all Clinical Operations and Administrative staff, Residents and Fellows to train with an Office of Workforce Relations trainer on effective communication and professionalism interactions.

Where do you work (NIH Institute)



RESPONDENTS Distribution:

Institute	2015 Responses	2017 Responses
National Cancer Institute (NCI)	49.02%	36.96%
National Heart, Lung, and Blood Institute (NHLBI)	1.96%	6.52%
National Institute of Allergy and Infectious Diseases (NIAID)	11.76%	13.04%
National Institute of Child Health and Human Development (NICHD)	0%	6.52%
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)	3.92%	4.35%
Other (Clinical Center, NINDS, NIH, NIMH, NIAMS, DPM)	33.33%	32.61%



What is your overall satisfaction with the Laboratory of Pathology

