BENCHMARKING REPORT

Customer Satisfaction Survey for 2019

Center for Cancer Research
Laboratory of Pathology
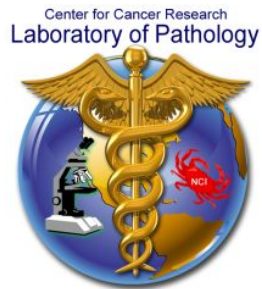
Evaluation of NCI/CCR/Laboratory of Pathology Services

January 27, 2020

Results to be discussed at the December 2019 QM Committee Meeting in preparation for the 2020 LP QM Plan, and results will also be presented to LP's Senior Staff during the next Chief's staff meeting.

Customer Satisfaction Survey

2019

I.   INTRODUCTION

The purpose of this Benchmarking Report is to summarize the differences in customer responses between the 2017 and 2019 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	2015	2017	2019
Quality of professional interaction and communication with the fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	80	77	77
Availability and quality of frozen section (intra-operative) consultations	Unsatisfactory (1) to Outstanding (100)	72	81	80
Overall speed for the notification of significant abnormal results	Unsatisfactory (1) to Outstanding (100)	81	84	74
Quality of professional interaction and communication with the secretarial, technical, and management staff	Unsatisfactory (1) to Outstanding (100)	78	68	74
Availability of fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	80	77	76
Overall satisfaction level with customer service provided.	Unsatisfactory (1) to Outstanding (100)	76	77	72
Quality of presentations and conferences	Unsatisfactory (1) to Outstanding (100)	82	70	75
Availability of staff pathologists	Unsatisfactory (1) to Outstanding (100)	79	72	80
Quality of professional interaction and communication with the staff pathologists	Unsatisfactory (1) to Outstanding (100)	84	79	80
Communication of relevant information regarding cases submitted	Unsatisfactory (1) to Outstanding (100)	78	74	78
Overall turnaround time of final report	Unsatisfactory (1) to Outstanding (100)	70	70	69
Diagnostic accuracy	Unsatisfactory (1) to Outstanding (100)	82	86	83
Staff pathologist responsiveness to problems	Unsatisfactory (1) to Outstanding (100)	80	74	77

III.   CONCLUSIONS

The 2019 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 lower when compared with the previous 2017 customer satisfaction survey; however, both 2017 and 2019 surveys had a much lower response rate than previous years.

Satisfaction with the Laboratory of Pathology was slightly higher or similar for most categories when compared with 2017 survey results. Overall satisfaction with all of LP's services has decreased in the category of "Outstanding", from 43% in 2017 to 33% in 2019. For the third consecutive surveys,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 three years, but the survey responses appear unchanged.

For future surveys, the QM Committee should brainstorm for better ways to increase responsivity from Clinical and Research staff at the NIH. In some categories, there was at most 51 responses, while others had as few as 45. Areas with the most significant decrease in satisfaction include: Overall speed for the notification of significant normal results and the overall satisfaction level with customer service provided. These areas will be a priority focus in the LP Quality Management Committee. Areas that have shown improvement over the last two years include: Quality of professional interaction and communication with the secretarial, technical, and management staff, Communication of relevant information regarding cases submitted, Staff pathologist responsiveness to problems and the Availability of staff pathologist.

The 2019 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. Next steps:
- All survey results have been shared with the LP Quality Management Committee, which is comprised of representatives from each clinical service, including surgical pathologists, clinical fellows and section supervisors.
- The results of the survey will also be presented during the February 2020 Senior LP Staff meeting.
- Specific comments involving any particular staff (positive or negative) will be shared individually with the staff mentioned.
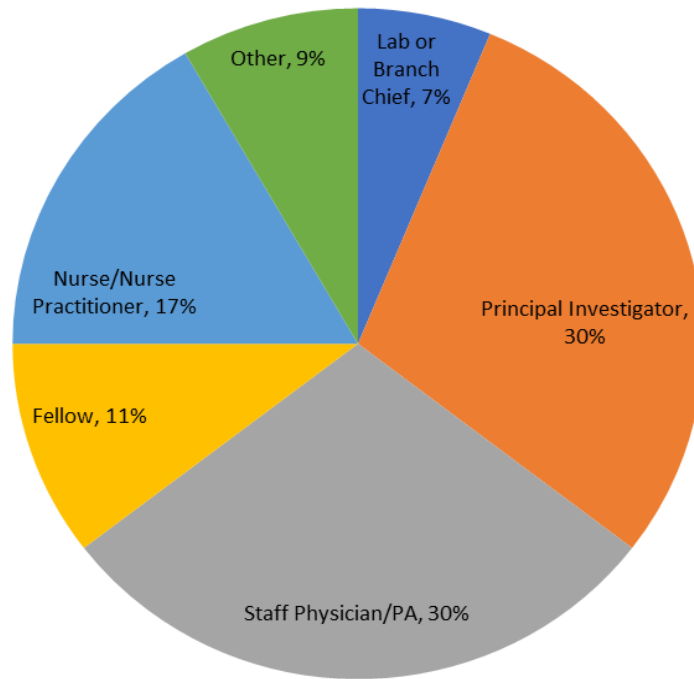
Where do you work (NIH Institute)
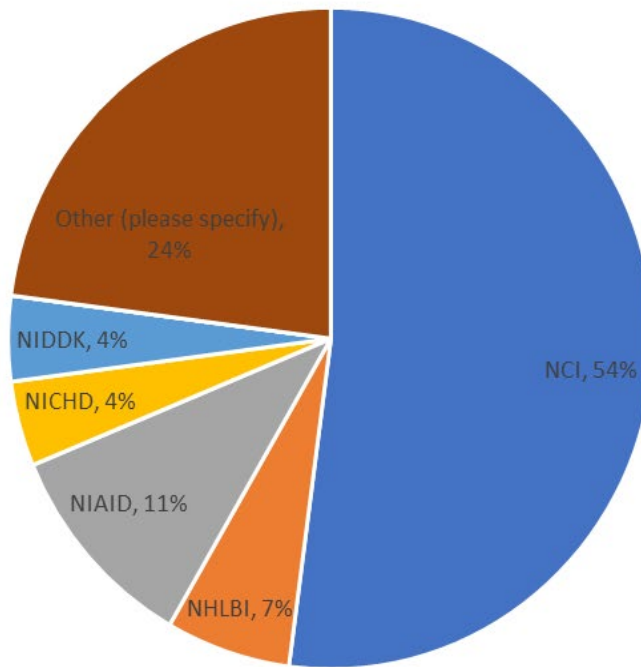
RESPONDENTS Distribution:

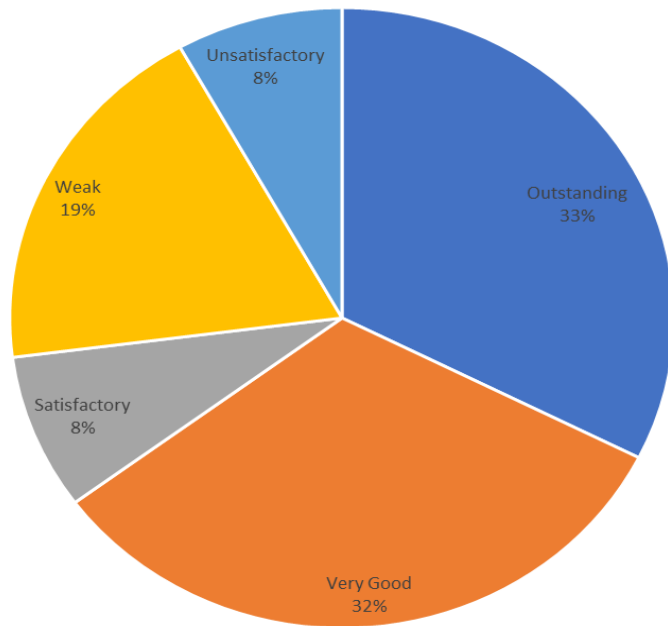| Institute	2017 Responses	2019 Responses
National Cancer Institute (NCI)	36.96%	54.35%
National Heart, Lung, and Blood Institute (NHLBI)	6.52%	6.52%
National Institute of Allergy and Infectious Diseases (NIAID)	13.04%	10.87%
National Institute of Child Health and Human Development (NICHD)	6.52%	4.35%
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)	4.35%	4.35%
Other (Clinical Center, NINDS, NIH, NIMH, NIAMS, DPM)	32.61%	23.91%

What is your position?

- Lab or Branch Chief, 7%
- Principal Investigator, 30%
- Staff Physician/PA, 30%
- Fellow, 11%
- Nurse/Nurse Practitioner, 17%
- Other, 9%

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

| Daily	2-4 times per week	Weekly	Monthly	Once	Never
19%	13%	32%	23%	6%	11%
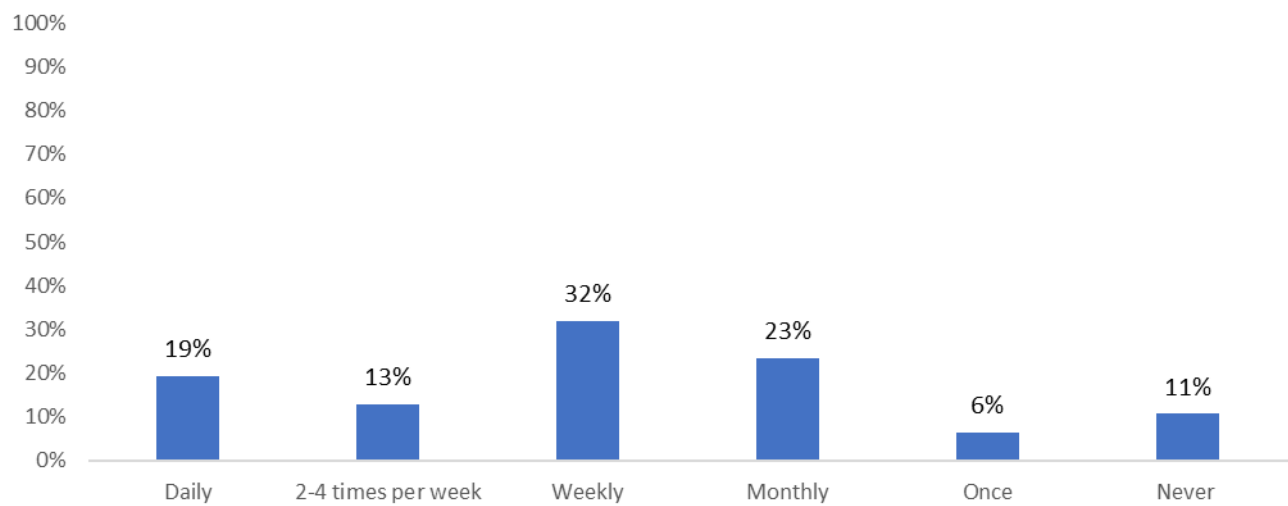
What is your overall satisfaction with the Laboratory of Pathology?

Outstanding 33%
Very Good 32%
Weak 19%
Unsatisfactory 8%
Satisfactory 8%

What is your satisfaction with the availability of LP's staff pathologist?
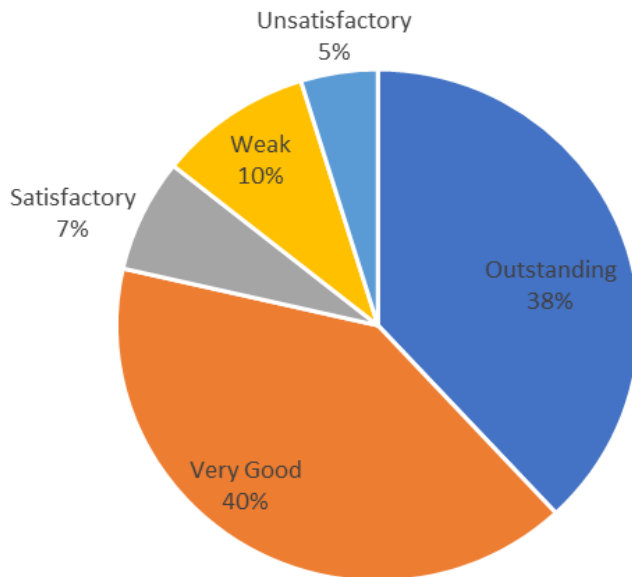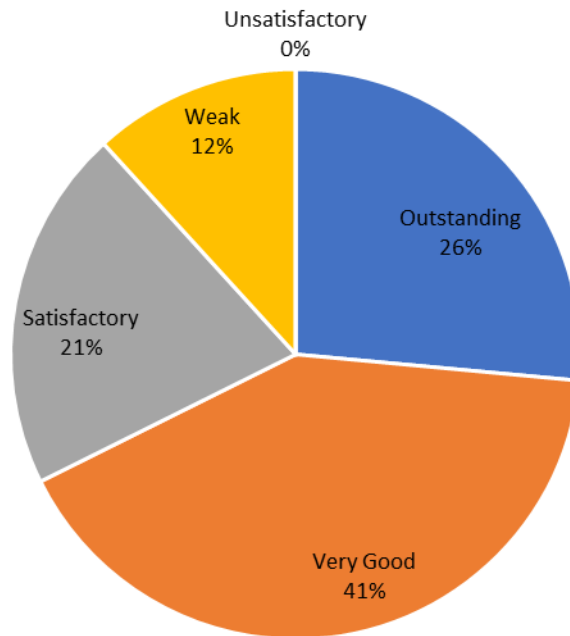
Outstanding 38%
Very Good 40%
Weak 10%
Satisfactory 7%
Unsatisfactory 5%

How would you rate the quality of professional interaction and communication with the staff pathologists?

- Unsatisfactory 5%
- Weak 12%
- Satisfactory 7%
- Outstanding 48%
- Very Good 28%
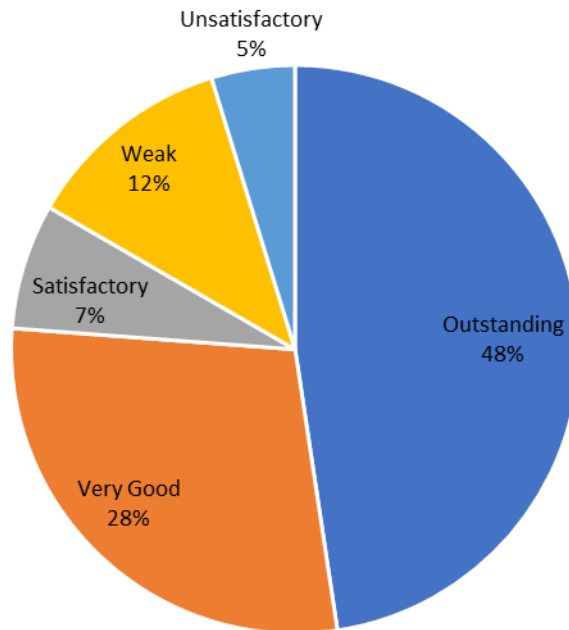
What is your satisfaction with the responsiveness to problems by LP's staff pathologists?

- Unsatisfactory 7%
- Weak 10%
- Satisfactory 12%
- Outstanding 39%
- Very Good 32%
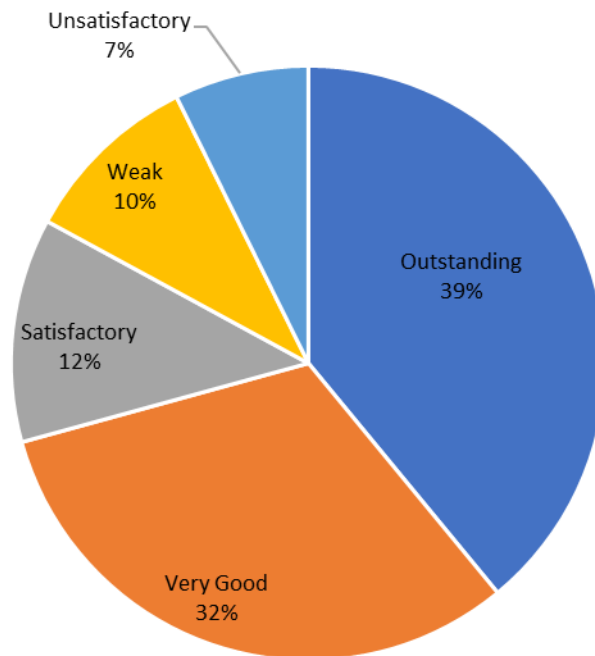
What is your satisfaction with the availability of fellow and/or resident pathologists?

- Unsatisfactory 0%
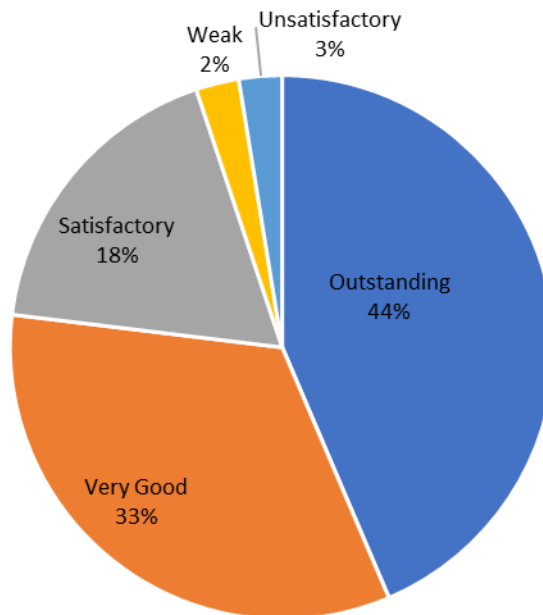- Weak 12%
- Satisfactory 21%
- Outstanding 26%
- Very Good 41%

How would you rate the quality of professional interaction and communication with the fellow and resident pathologists?

- Unsatisfactory 0%
- Weak 13%
- Satisfactory 29%
- Outstanding 39%
- Very Good 19%
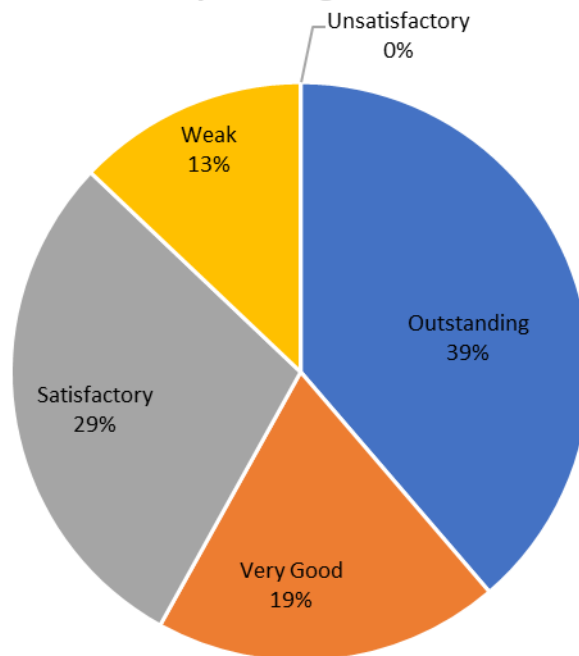
How would you rate the quality of professional interaction and communication with the secretarial, technical, and managerial staff?

Unsatisfactory
6%

Weak
12%

Satisfactory
18%

Outstanding
29%

Very Good
35%
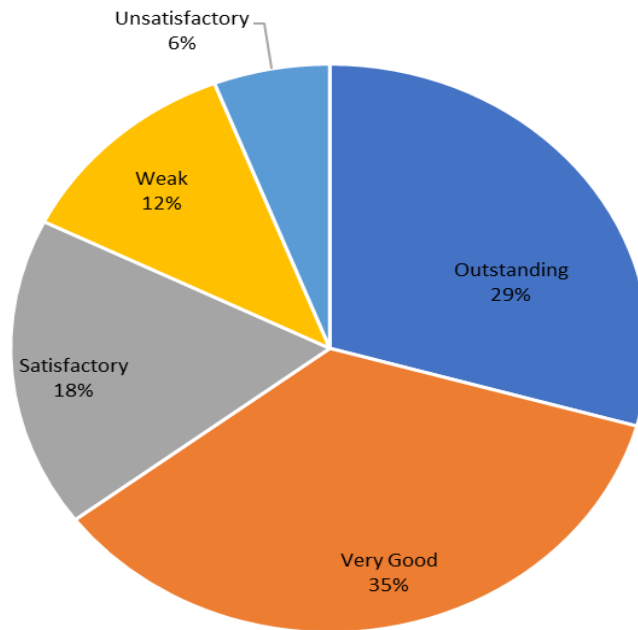
What is your satisfaction with LP's Diagnostic Accuracy?

Weak
2%

Unsatisfactory
3%

Satisfactory
18%

Outstanding
44%

Very Good
33%

How would you rate the overall speed for the notification of significant or abnormal results?

- Unsatisfactory 6%
- Weak 8%
- Satisfactory 17%
- Outstanding 22%
- Very Good 47%
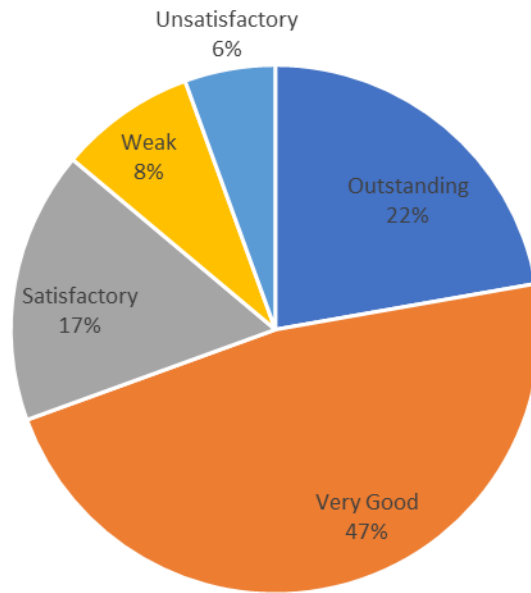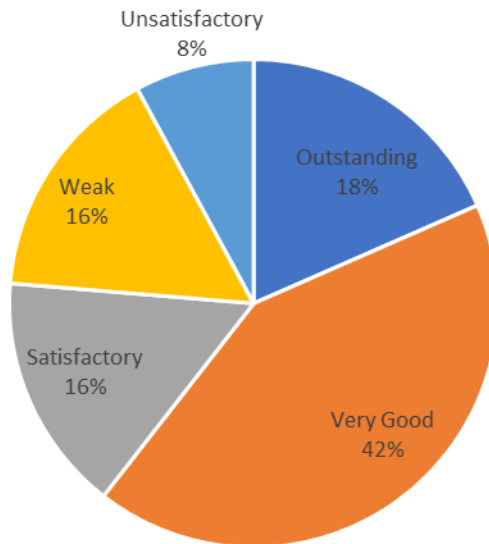

What is your satisfaction with the communication of relevant information regarding cases submitted?

- Unsatisfactory 5%
- Weak 5%
- Satisfactory 21%
- Outstanding 40%
- Very Good 29%
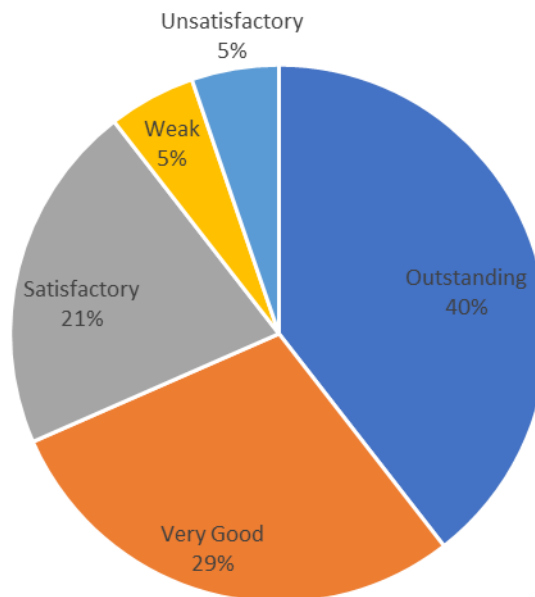
What is your satisfaction with the overall turnaround time of Preliminary Diagnostic information?
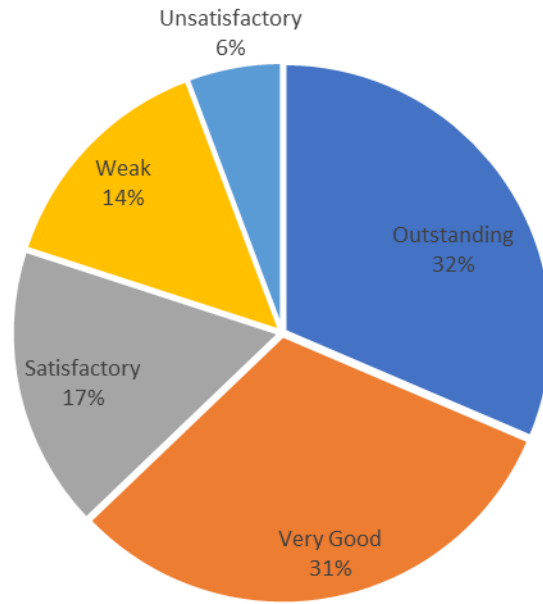
- Unsatisfactory 6%
- Weak 14%
- Satisfactory 17%
- Outstanding 32%
- Very Good 31%

What is your satisfaction with the overall turnaround time of FINAL REPORT?

- Unsatisfactory 8%
- Weak 16%
- Satisfactory 16%
- Outstanding 18%
- Very Good 42%

What is your staisfaction with the avaiilability and quality of frozen section (intra-operative) consultations?

Weak 9%
Outstanding 36%
Very Good 55%
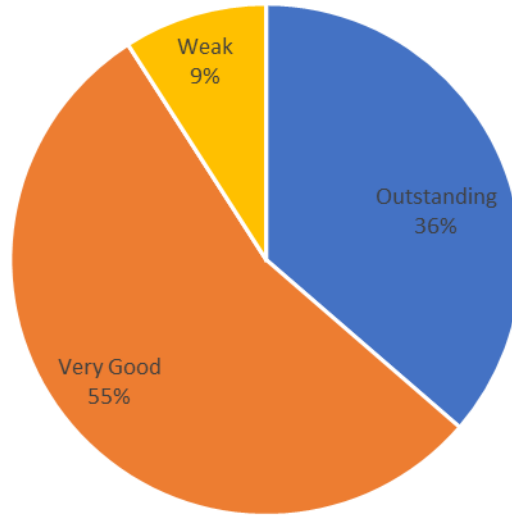
How would you reate the support provided by LP's Tissue Procurement Facility staff during procurement of research tissues collected in the Operating Room?

Unsatisfactory 7%
Weak 7%
Satisfactory 21%
Outstanding 29%
Very Good 36%
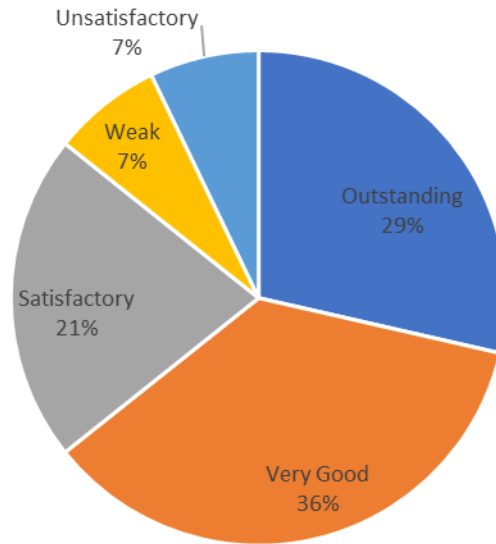
How would you rate LP's quality of presentations and educational conferences?

- Unsatisfactory 4%
- Weak 14%
- Satisfactory 18%
- Outstanding 32%
- Very Good 32%