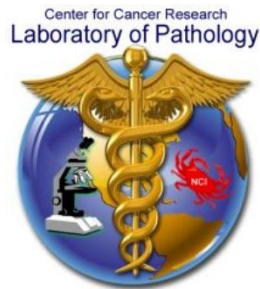


BENCHMARKING REPORT

Customer Satisfaction Survey for 2023



Evaluation of NCI/CCR/Laboratory of Pathology Services

December 20, 2023

Results discussed at the End of Year 2023 QM Committee Meeting in preparation for the 2024 LP QM Plan, and feedback presented to LP's Senior Staff during a staff meeting.



2023

I. INTRODUCTION

The purpose of this Benchmarking Report is to summarize the differences in customer responses between the 2021 and 2023 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 the 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 concern for our customers as a whole. Final scores did not include N/A responses in the final weighted calculations.

Statement	Scale	2019	2021	2023
Quality of professional interaction and communication with the fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	77	79	84
Availability and quality of frozen section (intra-operative) consultations	Unsatisfactory (1) to Outstanding (100)	80	80	83
Overall speed for the notification of significant abnormal results	Unsatisfactory (1) to Outstanding (100)	74	74	77
Quality of professional interaction and communication with the secretarial, technical, and management staff	Unsatisfactory (1) to Outstanding (100)	74	81	79
Availability of fellow and resident pathologists	Unsatisfactory (1) to Outstanding (100)	76	81	82
Overall satisfaction level with customer service provided.	Unsatisfactory (1) to Outstanding (100)	72	75	78
Quality of presentations and conferences	Unsatisfactory (1) to Outstanding (100)	75	86	82
Availability of staff pathologists	Unsatisfactory (1) to Outstanding (100)	80	74	81
Quality of professional interaction and communication with the staff pathologists	Unsatisfactory (1) to Outstanding (100)	80	72	85
Satisfaction level with information provided by LP staff in response to specific questions	Unsatisfactory (1) to Outstanding (100)	78	78	81
Overall turnaround time of final report	Unsatisfactory (1) to Outstanding (100)	69	73	73
Diagnostic accuracy	Unsatisfactory (1) to Outstanding (100)	83	83	83
Staff pathologist responsiveness to problems	Unsatisfactory (1) to Outstanding (100)	77	-	81

III. CONCLUSIONS

The 2023 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 doubled when compared with the previous 2021 customer satisfaction survey; however, 2021 surveys had a much lower response rate than previous years.

Satisfaction with the Laboratory of Pathology demonstrated some improvement or were consistent with when compared with 2021 survey results. The Laboratory of Pathology will continue to monitor the quality indicators, such as turnaround time reports for inhouse and submitted cases, which have demonstrated significant improvements over the past three years, but the survey responses appear unchanged.

Most categories had around 60-83 responses, while some had as few as 21. The only areas that had a decrease in satisfaction include the quality of professional interaction and communication with the secretarial, technical, and management staff and the quality of presentations and conferences. The underlying attribute as discussed in QM committee relates to staffing issues in these disciplines. LP has faced staffing shortages with the administrative and technical staff recruitment in certain areas, and LP leadership has placed a strong focus on working with the CCR leadership and the office of human resources to improve our hiring turnaround.

Areas that have shown improvement over the last two years include: Quality of professional interaction and communication with the fellow and resident pathologists; availability and quality of frozen section (intra-operative) consultations; overall speed for the notification of significant abnormal results; Availability of fellow and resident pathologists; overall satisfaction level with customer service provided, availability of staff pathologists; quality of professional interaction and communication with the staff pathologists; satisfaction level with information provided by LP staff in response to specific questions; and, staff pathologist responsiveness to problems.

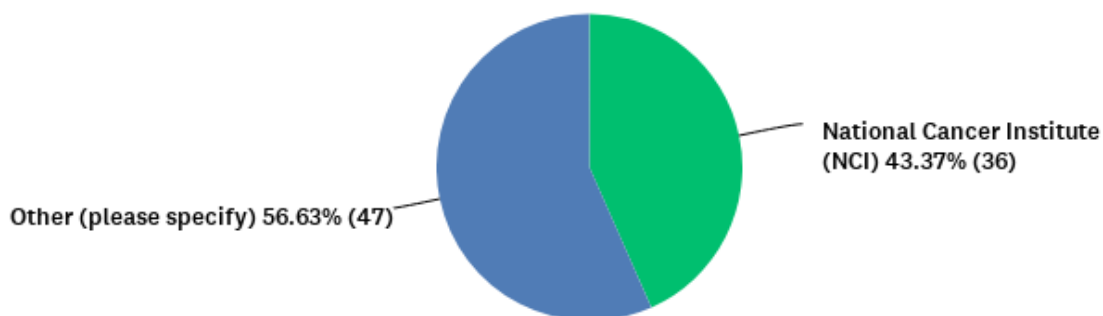
The 2023 survey shows an overall improvement in many areas in how LP's customers view services and interactions with LP, which leads the QM Committee and Clinical Operations Group to focus on the customer interaction aspect of our work.

Next steps:

- 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 was discussed during the QM Committee End of 2023 meeting.
- Survey feedback has been shared with the Branch Chief, Medical Director, Clinical Manager and Clinical Advisory Committee.

Survey data follows:

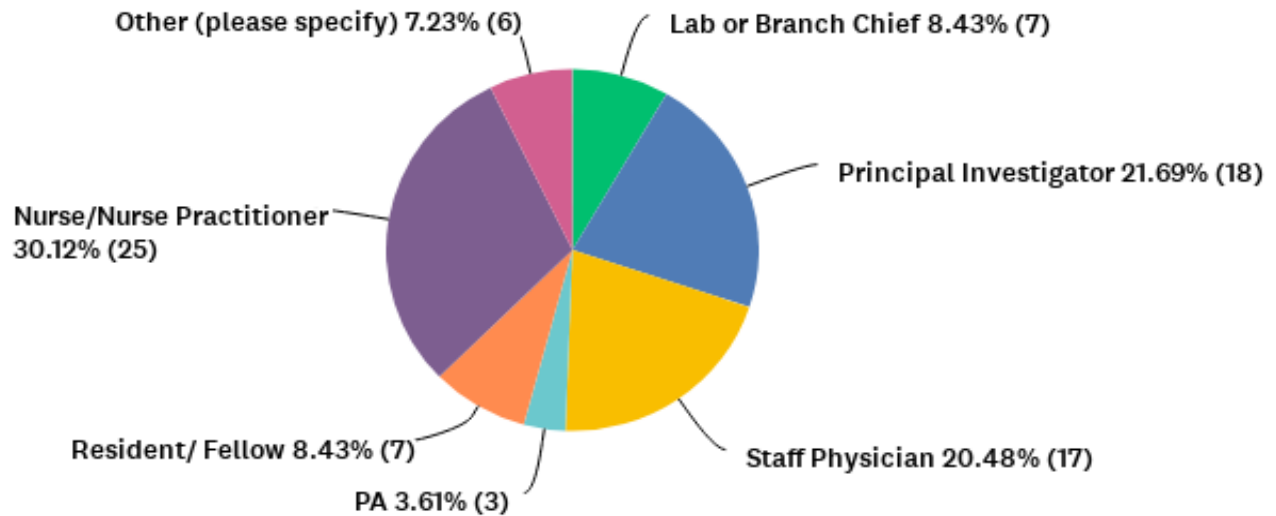
Q1 Where do you work (NIH Institute) ?



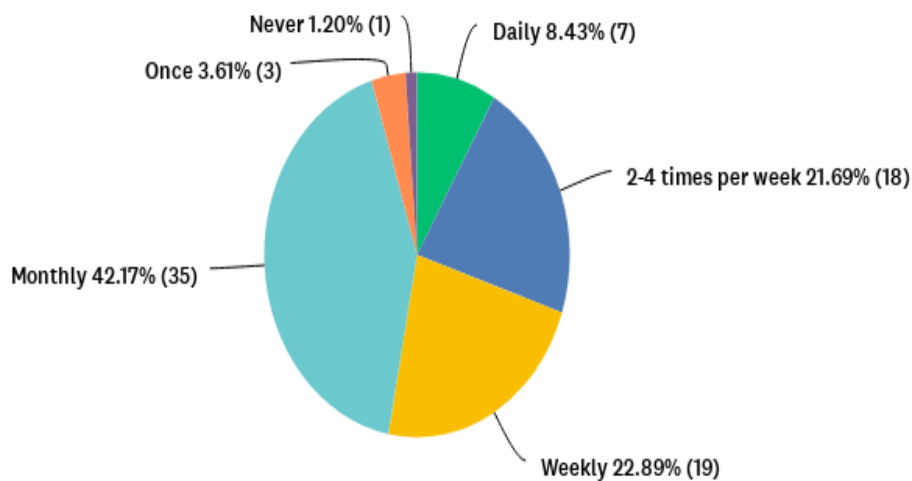
RESPONDENTS Distribution:

Institute	2021 Responses	2023 Responses
National Cancer Institute (NCI)	36.96%	43.37%
National Heart, Lung, and Blood Institute (NHLBI)	4.35%	3.61%
National Institute of Allergy and Infectious Diseases (NIAID)	21.74%	22.89%
National Institute of Child Health and Human Development (NICHD)	2.17%	3.61%
National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)	8.70%	7.23%
Other (Clinical Center, NHGRI, NIDCR, NIAMS, USUHS)	23.91%	19.28%

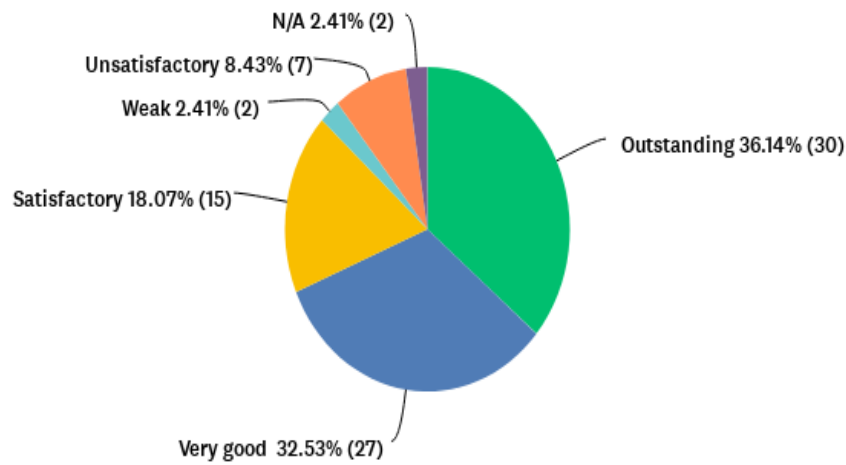
Q2 What is your position?



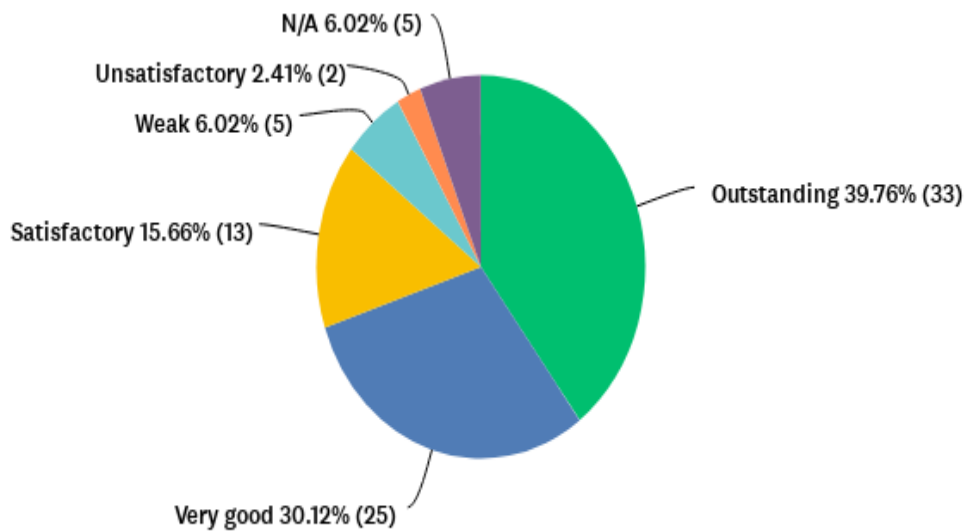
Q3 Which of the following best describes how frequently you have used the Laboratory of Pathology (LP), NCI, CCR, over the last year?



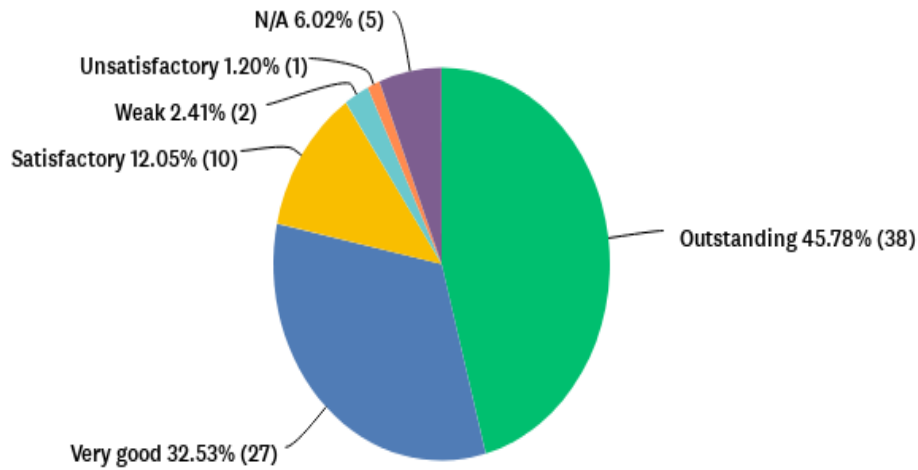
Q4 What is your overall satisfaction level with customer service provided by the Laboratory of Pathology?



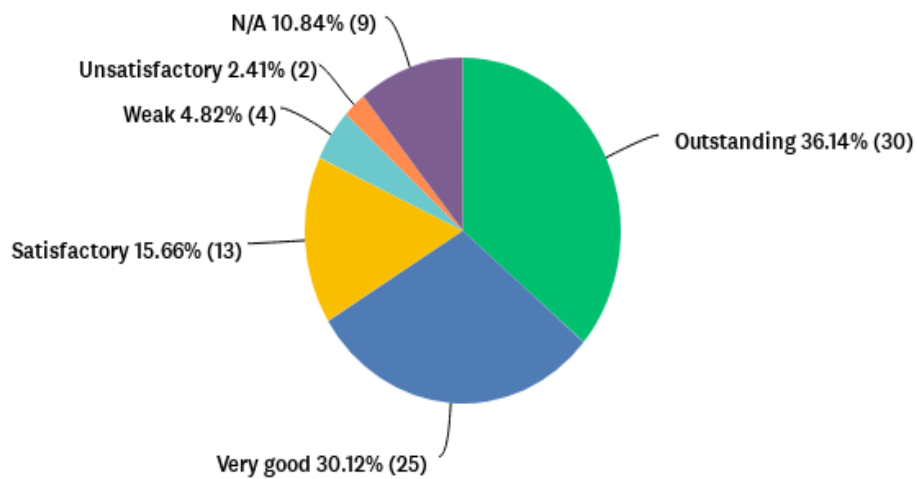
Q5 What is your satisfaction level with the availability of LP's staff pathologists ?



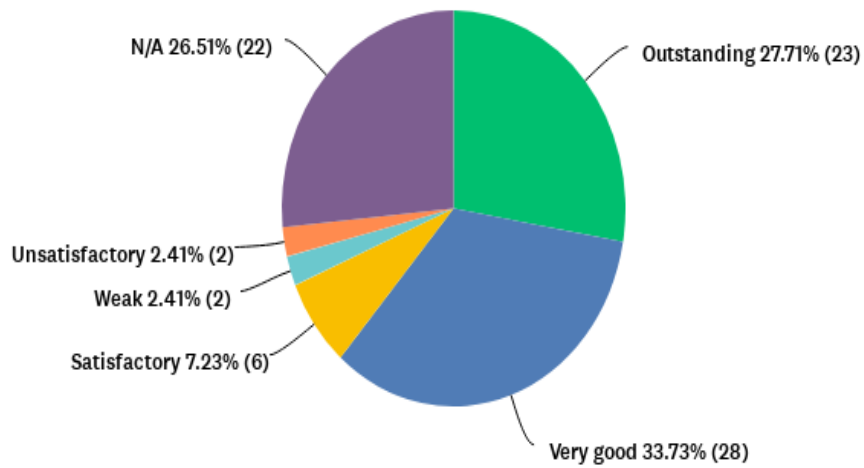
Q6 How would you rate the quality of professional interaction and communication with the staff pathologists?



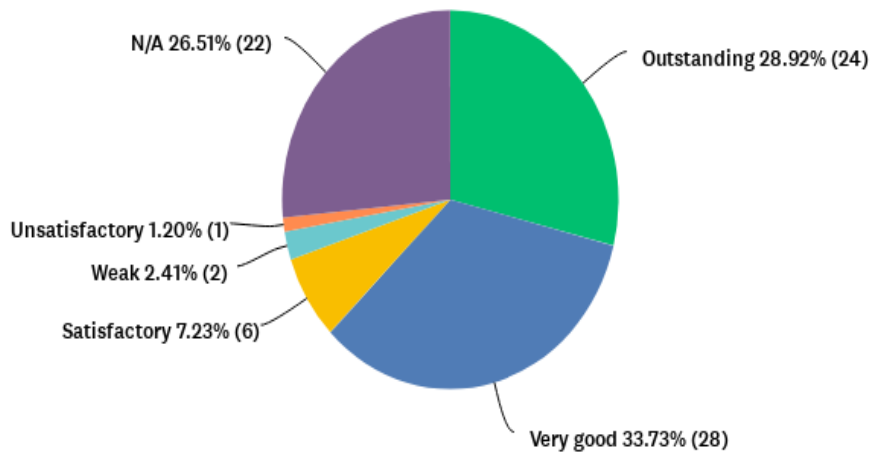
Q7 What is your satisfaction level with the responsiveness to problems by LP's staff pathologists?



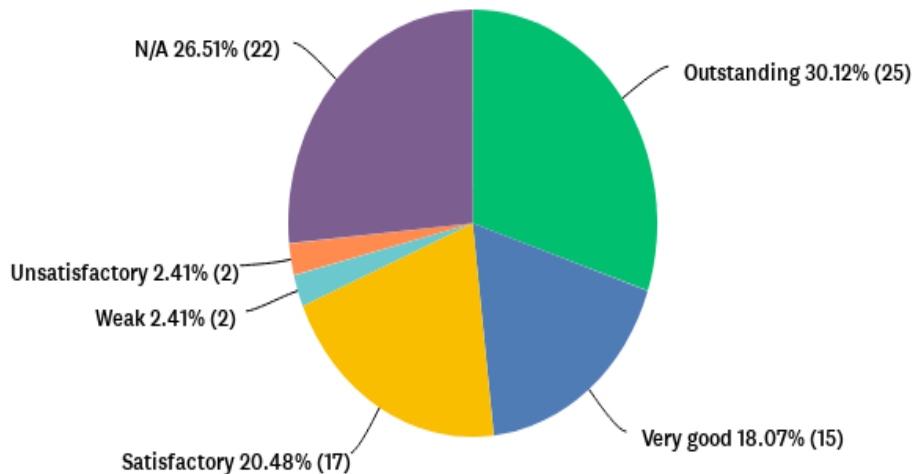
Q8 What is your satisfaction level with the availability of fellow and/or resident pathologists?



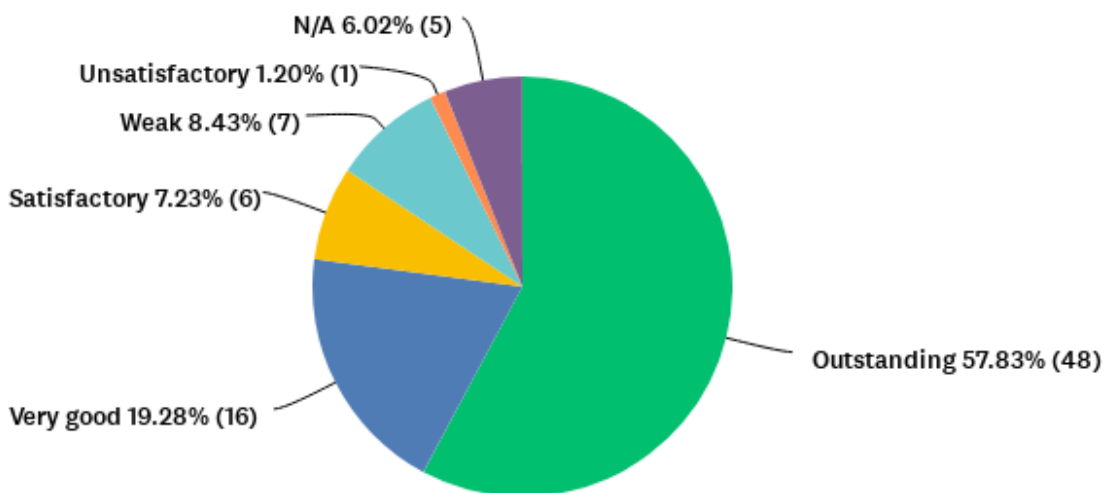
Q9 How would you rate the quality of professional interaction and communication with the fellow and resident pathologists?



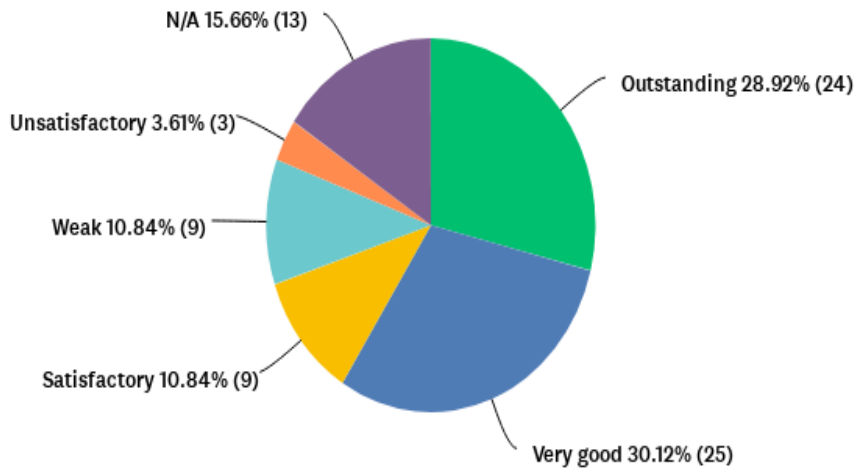
Q10 How would you rate the quality of professional interaction and communication with the secretarial, technical, and managerial staff?



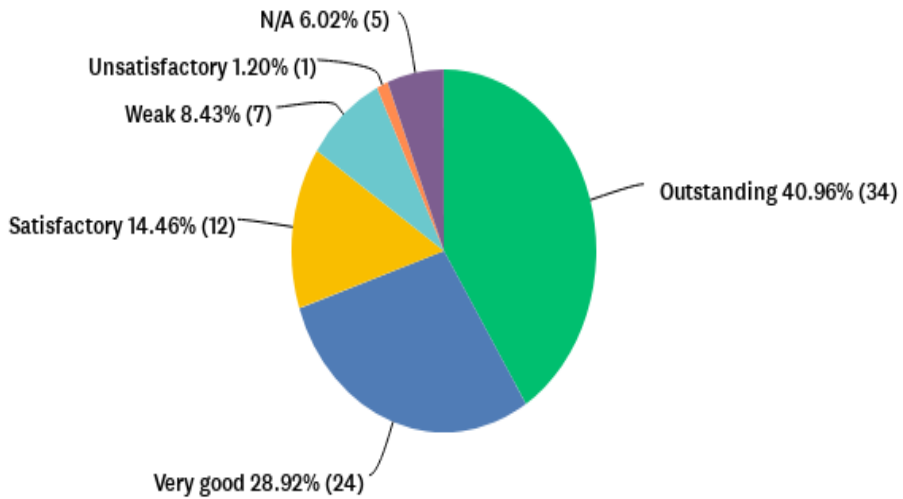
Q11 What is your level of confidence in LP's diagnostic accuracy ?



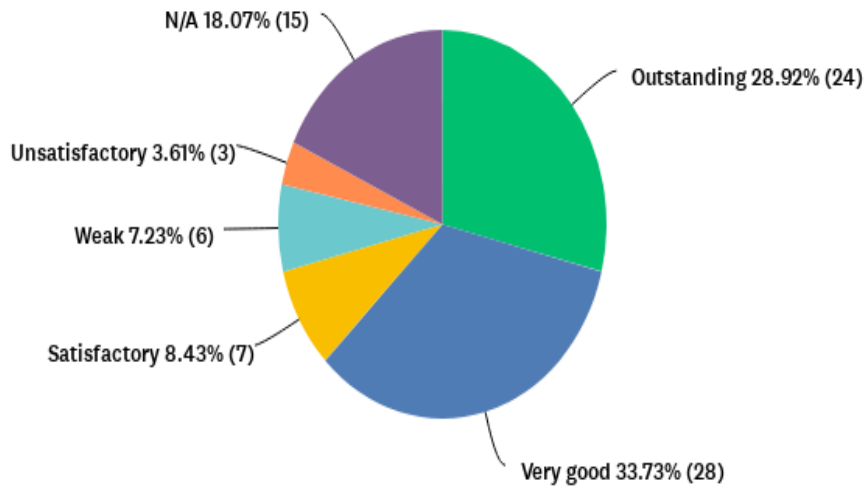
Q12 How would you rate the overall speed for the notification of significant or abnormal results?



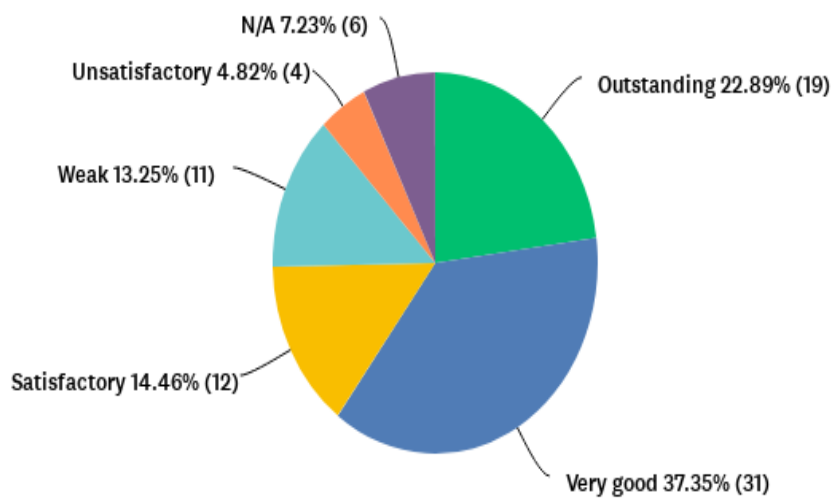
Q13 What is your satisfaction level with information provided by LP staff in response to specific questions ?



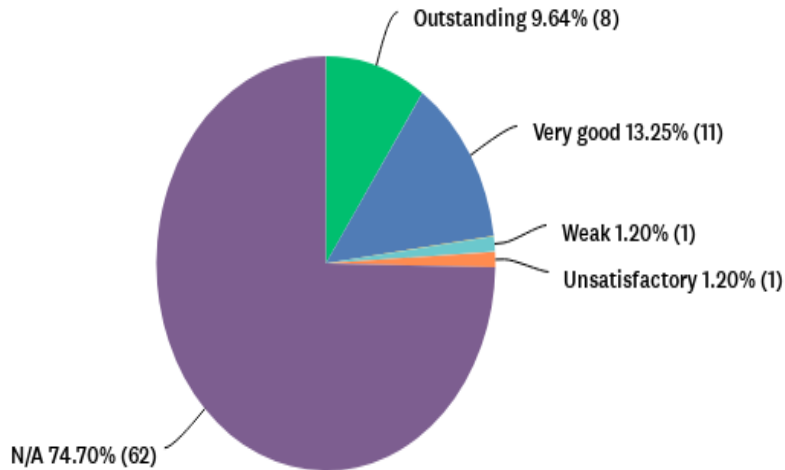
Q14 What is your satisfaction level with the preliminary diagnostic information provided prior to a final diagnosis ?



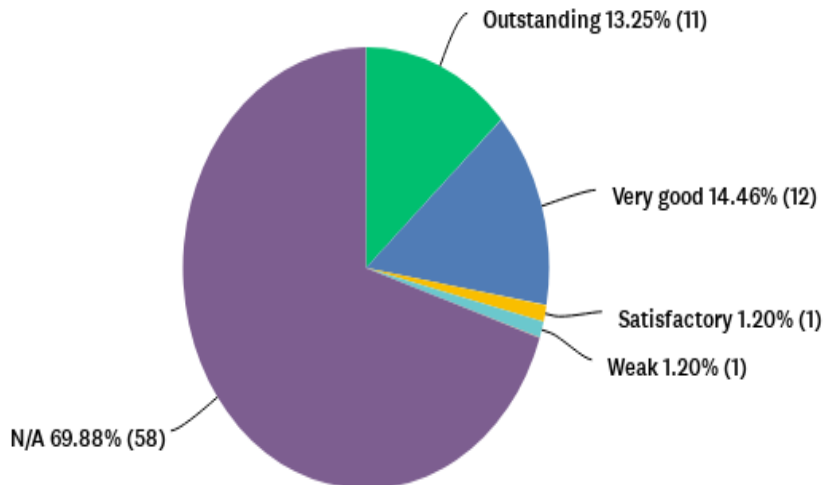
Q15 What is your satisfaction level with the overall turnaround time for final diagnoses ?



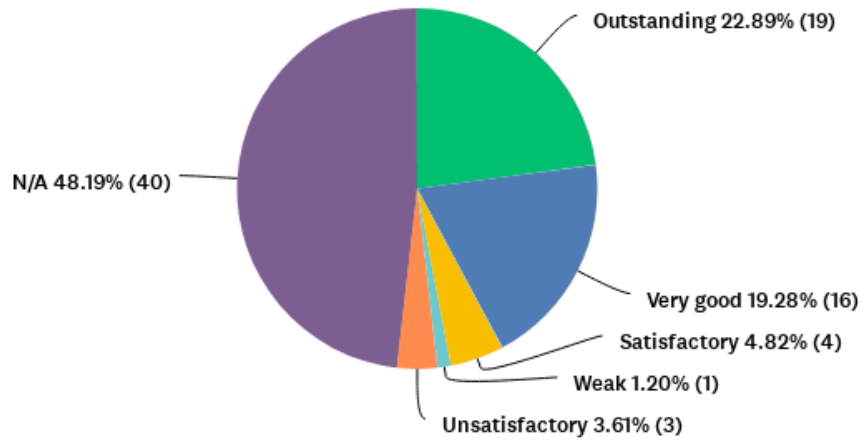
Q16 What is your overall satisfaction level with the responsiveness of pathologists to frozen (intraoperative) consultations?



Q17 How would you rate the support provided by LP's Tissue Procurement Facility staff during procurement of research tissues collected in the Operating room?



Q18 How would you rate LP's quality of presentations and educational conferences?



Q.19 Comments Section was reviewed by our Branch Chief, Medical Director, Clinical Lab Manager and Clinical Advisory Committee.