

# NSMC Laboratory Services

## Outreach Client Satisfaction Survey September 2005

The Outreach Client base consists of physician group and individual practices, nursing homes, and Visiting Nurses Associations on the North Shore that we provide laboratory services to.

Each year Clients are asked to provide performance ratings for laboratory services such as departmental turnaround times, courier, phlebotomy and customer services and various aspects relative to test results.

Client feedback is an important part in our performance evaluation and we would like to thank our participants for a 32% response rate. Below is a highlighted summary of the responses.

### Highlights:

#### Overall Performance Rating:

The lab achieved a combined "Satisfactory" and "Excellent" rating by **93% of our clients**.

#### Most Improved Over Last Year:

**Significant increases in the "Excellent"** performance ratings in turnaround times for the following areas:

#### Pathology Dept.:

	% Responded as "Excellent" in 2004	% Responded as "Excellent" 2005
Pathology	24%	<b>32%</b>
Pap Smears	4%	<b>26%</b>

#### Hematology Dept.:

	% Responded as "Excellent" in 2004	% Responded as "Excellent" 2005
CBCs, Protimes	60 %	<b>76%</b>

**Areas Clients are Most Satisfied With:** The following areas achieved a combined "Satisfactory" and "Excellent" rating by 80% or more Clients:

#### Turnaround Times for:

Chemistry Department: **80%**

Hematology Department: **87%**

Courtesy of Client Service Reps **81%**

#### Laboratory Results:

Accuracy of orders processed: **85%**

Lab report format: **98%**

Timely access to results: **90%**

Clinical reliability of results: **85%**

Fulfillment of requests to fax or call results **82%**

**Areas for Improvement:** While there has been an improvement from last year in the turnaround time of Pap smear reports, it is our goal to receive a combined "Satisfactory" and "Excellent" rating by at least 70% of the Clients. Currently 46% of the Clients rate it as such.

Our new affiliation with LabCorp as our Pap smear screening laboratory has resulted in an over 50% reduction in turn around time over the previous reference lab. Currently, Pap smear reports are finalized in 2.2 days on average, with 99% finalized within 4 days. In addition, HPV testing is completed an average of 3.4 days after the Pap smear is finalized, with 80% cases finalized in 4 days.