

## **Customer Satisfaction Survey – BC & Yukon Diagnostic Services Perinatal Laboratory July 2021**

A selected group of medical practitioners for Obstetrics, Labour & Delivery, Maternal Fetal Assessment units and midwives located at hospital/clinic facilities that are serviced by the Perinatal Laboratory were sent a customer satisfaction survey in July 2021. The total number of facilities contacted was 937. The survey was sent via fax and a reminder was sent a week before the closing date of the survey. These facilities use the BC & Yukon Canadian Blood Services Perinatal Laboratory for the provision of pre-natal testing including blood grouping, antibody screening and identification, antibody titration, and phenotyping. There were nineteen respondents.

### **Overall Satisfaction**

Overall satisfaction is high with 90% of respondents indicating that they are satisfied with the customer service that Canadian Blood Services Perinatal Laboratory provides.

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
Overall, I am satisfied with the customer service provided by the Perinatal Laboratory	57.9%	31.6%	10.5%	0%	0%

### **Satisfaction with our Customer Service**

Given the high level of satisfaction overall, it is not surprising that respondents also indicated high levels of satisfaction with the various aspects of the staff and service they receive where applicable. When asked to rate the Perinatal Laboratory staff across a battery of items covering professionalism, quality of advice, knowledge, willingness to answer questions, referral of questions to a supervisor when necessary and handling of complaints or concerns, the majority indicate that they either agree or strongly agree with each statement where applicable.

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
Perinatal Lab staff are knowledgeable, current in their area of expertise and answer questions accurately	47.4%	26.3%	26.3%	0%	0%
Perinatal Lab staff are courteous and helpful	57.9%	21.1%	21.1%	0%	0%
Perinatal Lab staff are willing to answer questions	57.9%	21.1%	21.1%	0%	0%
Telephone calls are answered in a timely manner	36.8%	21.1%	42.1%	0%	0%

Telephone messages are responded to in a timely manner	26.3%	31.6%	42.1%	0%	0%
Customer concerns/complaints are dealt with in a timely manner and are addressed to your satisfaction	36.8%	21.1%	42.1%	0%	0%
Your questions are referred to a Supervisor when necessary	31.6%	15.8%	52.6%	0%	0%

### Comments on Customer Service

Comments were invited as free text and are shown in their entirety below.  
Survey results and comments will be forwarded to applicable staff/departments as feedback.

1	No concerns
2	Never had to go that far
3	I receive lab results from this office but rarely interact on the phone with admin staff. Thus, I cannot comment on a lot of your questions
4	Very prompt response times to requests for records - much appreciated!
5	We don't make phone calls to the lab staff

### Satisfaction with Reports and Reporting

One hundred percent of respondents indicate that they are satisfied with test results and reports where applicable.

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
Patient demographics on reports are accurate	68.4%	31.6%	0%	0%	0%
Reports are clear and easy to understand	78.9%	21.1%	0%	0%	0%
Reports for routine testing are received in a timely manner	57.9%	36.8%	5.3%	0%	0%
Reports for STAT testing are received in a timely manner	52.6%	15.8%	31.6%	0%	0%
Recommendations for follow up testing are clear and easy to understand	52.6%	42.1%	5.3%	0%	0%



## Comments on Test Results and Reporting

Comments were invited as free text and are shown in their entirety below.

Survey results and comments will be forwarded to applicable staff/departments as feedback.

1	No concerns
2	You folks are great!
3	Yes
4	Really happy with prompt response when reports are requested.

## Satisfaction with the Laboratory Services Webpage:

	Yes	No
Prior to this survey, were you aware of the Laboratory Services webpage on blood.ca?	26%	74%
blood.ca-->Hospital Services-->Laboratory Services		

For those respondents that indicated that they were aware of the webpage, a follow-up set of general items were further explored by asking for ratings on them.

### Website experience

	Excellent	Very Good	Good	Fair	Poor	No Comment
Overall Rating	40%	40%	20%	0%	0%	0%
Information is easy to locate	20%	40%	40%	0%	0%	0%
Information is organized	20%	40%	40%	0%	0%	0%
Information meets my needs	40%	20%	40%	0%	0%	0%



### Laboratory Services Webpage

	Yes	No
Have you accessed the Laboratory Services webpage on blood.ca to ensure the most current version and/or print Perinatal Testing requisition?	80%	20%

### Comments on webpage

Comments were invited as free text and are shown in their entirety below.  
Survey results and comments will be forwarded to applicable staff/departments as feedback.

1	I find the search function to be quite poor.
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### General Comments (exit page)

1	Very happy with services. Thank you
2	N/A