

## **Customer Satisfaction Survey – Edmonton RHD Genotyping Laboratory July 2021**

A specialty segment of physicians/facilities was identified comprised of those who had ordered RHD genotype testing within the last 2 years. Ninety-five customer satisfaction surveys were sent out via fax and a reminder email was sent to the same group one week before the closing date of the survey. Twenty-three responses were received.

### **Turnaround Time**

Overall satisfaction with timeliness of reports is high with the majority of respondents indicating that they are satisfied with the timeliness for receipt of reports of patient testing performed by the RHD genotyping Lab. Four respondents (17.4%) were unsatisfied. They may have provided context in the comments for what the dissatisfaction was related to, but all comments are anonymous.

	Strongly Agree	Agree	Neutral	Disagree	Strongly
Reports are received in a timely manner	17.4%	52.2%	13%	8.7%	8.7%

### **Comments on Turnaround Time**

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	The TAT for this specimen was outstanding! Others have taken a long time to get the report back.
2	It would be better if they were faster.
3	The majority of reports are received in a timely manner. There was one patient that was sent for genotyping that we did not receive a report for over two months. When we contacted the genotyping lab, we were told that the specimen had been referred to a lab in the USA for further testing. Perhaps an interim report should be issued when this occurs.
4	Satisfied with turnaround times.
5	This is not a urgent test but seems to take two to three weeks to get a report.
6	For the most part reports are received within 10 days. There have been a number of genotype reports that I have had to track down myself from NIRL saying they have referred for RHD geno based on extended geno results, but report is never issued back to hospital.
7	in some cases it seems to take almost a month to get results
8	Very happy with TAT
9	We have had issues with not receiving genotyping reports despite several phone and faxed requests.
10	TAT seem reasonable- we have no problem with it!
11	This is not a stat test, there are options available if transfusion is required.

12	Some reports do not print automatically, need to pursue results. TAT is >4 weeks.
13	Never received within a reasonable time. Still missing reports months later. Not faxed to correct locations.

## Reports

The majority of respondents were satisfied with reports, but the impact of one unsatisfied respondent per question within a small group must be interpreted with care. 60.9% of respondents were satisfied with any corrected and supplementary reports they may have received, with 39.1% having no opinion (which could indicate that they had never received a corrected/supplemental report or had no opinion).

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
Reports are complete, understandable and provide comprehensive interpretations	47.8%	52.2%	0%	0%	0%
Method of delivery (faxed) is acceptable	30.4%	60.9%	4.3%	4.3%	0%
Corrected and supplementary reports are clearly identified	17.4%	43.5%	39.1%	0%	0%

## Comments on Reports:

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	Acceptable
2	No comments.
3	We've never had a corrected report issued to us.
4	Email of reports or access to a report portal to download reports would be a better option for hospitals who keep reports electronically.
5	The reports are clear and concise.
6	I don't recall seeing a corrected report. Faxing is quickest. Do you email reports? Just sometimes faxes aren't clear.

## Consultation

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. When asked to rate professionalism, quality of advice, knowledge, willingness to answer questions, referral of questions to a supervisor when necessary and handling of complaints or concerns, approximately 70% indicate that they either agree or strongly agree with each statement. The other 30% with no opinion may not have had the need to directly interact with staff. One respondent (4.3%) was unsatisfied. This respondent may have provided context in the comments for what the dissatisfaction was related to, but all comments are anonymous.

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
Laboratory staff is available, courteous and helpful when making arrangements prior to sending samples	17.4%	52.2%	30.4%	0%	0%
Laboratory staff is able to answer questions and is knowledgeable and current in their area of expertise	26.1%	39.1%	34.8%	0%	0%
Laboratory staff refers questions if unable to answer	21.7%	52.2%	26.1%	0%	0%
Problems/solutions are dealt with in a timely fashion	13%	56.5%	26.1%	4.3%	0%

### Comments on Consultation:

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 have not had any problems, but the staff are always helpful and pleasant to deal with.
2	Acceptable
3	sometime issues with difficult genotyping takes along time, would like clarification on transfusion suggestions when still waiting for results . Sometimes we are looking to transfuse and don't always have all results would like suggested transfusion recommendation for when we don't have results back. For the most part staff are very helpful and physicians are helpful it would be helpful on report to have section for recommended transfusion practice.
4	We haven't had much opportunity for this kind of interaction.
5	Edmonton has always been helpful in trying to track down reports. Most of our communication has been with Brampton about reports and has not always lead to resolution.
6	I don't think I have talked to anybody at your Lab. I am certain all staff are knowledgeable in their expertise.

## RHD Genotyping Requisition

Responses regarding the availability of the genotyping requisition were favourable.

	Strongly Agree	Agree	Neutral (or N/A)	Disagree	Strongly Disagree
The requisition is readily available and easy to access using:  www.blood.ca → Hospital Services → Laboratory Services → Immunohematology Referral Testing Services	43.5%	52.2%	4.3%	0%	0%
The requisition is clear for ordering RHD Genotype testing	34.8%	60.9%	4.3%	0%	0%
The requisition clearly outlines sample types, age, labelling and volume requirements	52.2%	43.5%	4.3%	0%	0%
The patient clinical/demographic information requested is appropriate for the testing ordered and easy to obtain	34.8%	56.5%	8.7%	0%	0%

## Comments on Requisition

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	It's hard to determine ethnicity
2	The requisition is fine.
3	All seems good!

## How often do you send samples to the Edmonton Genotyping Laboratory?

Since managing RHD genotype cases is not a routine occurrence, respondents were asked to indicate how often they sent samples to get a sense of the level of contact they have with the laboratory staff.

1 – 2 times per year	13%
Every 3 – 6 months	26%
Every 1 – 3 months	39%
More than once a month	22%

**General Comments (exit page)**

1	We have seen improvement in the turnaround time of our reports following several complaints to Brampton CBS. After involving [name withheld for privacy] our reports are arriving within 2 weeks
2	Over all experience with sending out and receiving results is acceptable and satisfactory.
3	Would be nice if reports were sent on time without prompting them to be faxed. Consider sending through email to approved senders.