

## **Customer Satisfaction Survey – Edmonton Diagnostic Services Reference Laboratory July 2021**

### **Introduction**

Nineteen hospital facilities that are serviced by the Reference Laboratory were sent an email with a survey link that could be forwarded or shared. Five respondents completed the survey which is a 26% response rate (unless there were multiple respondents from individual sites). An email reminder was sent a week before the closing date of the survey.

### **Overall Satisfaction with Customer Service**

Overall satisfaction is high with 100% of respondents indicating that they are satisfied with the customer service that Canadian Blood Services – Edmonton Reference Laboratory provides.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Overall, I am satisfied with the customer service provided by the Crossmatch Laboratory	60%	40%	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 Reference 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
Reference Lab staff are knowledgeable, current in their area of expertise and answer questions accurately	60%	40%	0%	0%	0%
Reference Lab staff are courteous and helpful	60%	40%	0%	0%	0%
Reference Lab staff are willing to answer questions	60%	40%	0%	0%	0%
Telephone calls are answered in a timely manner	40%	40%	20%	0%	0%
Telephone messages are responded to in a timely manner	20%	60%	20%	0%	0%

Customer concerns/complaints are dealt with in a timely manner and are addressed to your satisfaction	20%	80%	0%	0%	0%
Your questions are referred to a Supervisor when necessary	20%	40%	40%	0%	0%

## Overall Satisfaction with Reports

Overall satisfaction is high with 80% of respondents indicating that they are satisfied with the reports received from Canadian Blood Services – Edmonton Reference Laboratory. One Alberta testing facility (20%) was not satisfied, however there were no comments following this section that might indicate the reason for the dissatisfaction.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Neutral (or N/A)
Overall, I am satisfied with reports received from Canadian Blood Services Reference Laboratory	60%	20%	20%	0%	0%

## Satisfaction with Test Results and Reporting

All respondents (100%) were satisfied with the accuracy of patient demographics, test results and packing slips if these items were applicable for them. All respondents (100%) were satisfied with the turn-around-time for routine and STAT testing if this applied to them. Eighty percent of respondents were satisfied with the content of reports; with one respondent (20%) 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	Disagree	Strongly Disagree	Neutral (or N/A)
Patient demographics on reports are accurate	20%	80%	0%	0%	0%
Test results are accurate	40%	60%	0%	0%	0%
Reports are clear and easy to understand	40%	40%	20%	0%	0%
Packing slips are accurate	20%	60%	0%	0%	20%
Reports for routine testing are received in a timely manner	20%	60%	0%	0%	20%
Reports for STAT testing are received in a timely manner	20%	60%	0%	0%	20%

## 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 departments as feedback.

1	If possible, it would be beneficial for CBS to report Antibody Investigations with the same wording as APL. Also, sometimes it's difficult to interpret what was detected at this time and what is a historical antibody, not currently detected. It would be great if the Antibody Investigation report had a clearer layout as well.
2	The turn around time for samples for antibody investigation sent to NIRL are not as stated. STAT samples can take two weeks or more, ASAP a month or more and routine ones take a super long time. They either need to hire more staff or provide a more realistic time line.
3	occasional issues with demographics but that is more to do with the intermediary lab which processes our samples and forwards to CBS for testing then it is an issue with CBS and reporting.

## Laboratory Services Webpage

A refreshed Laboratory Services webpage was rolled out in June 2018 in response to feedback from customers that the design and content regarding diagnostic testing services was inadequate. A Customer Letter 2018-22 and direct education had been given around the time of the roll-out to encourage customers to visit the webpage. A question on the survey was included to determine if the targeted communication was effective.

	Yes	No
Prior to this survey, were you aware of the Laboratory Services webpage on blood.ca? blood.ca>Hospitals>Laboratory Services	100%	0%

For those respondents that indicated that they had visited the “new and improved” webpage, a follow-up set of general items were further explored by asking for ratings on them.

	Excellent	Very Good	Good	Fair	Poor	No Comment
Overall Rating	0%	60%	0%	40%	0%	0%
Information is easy to locate	0%	40%	20%	0%	40%	0%
Information is organized	0%	40%	20%	0%	40%	0%
Information meets my needs	0%	40%	40%	20%	0%	0%



**Canadian  
Blood  
Services**

BLOOD  
PLASMA  
STEM CELLS  
ORGANS  
& TISSUES

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**Comments on Laboratory Services Webpage**

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1	I can never figure out where to click to get to the correct form. There is NO guidance on how to submit a new request for a SAP product.
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