

DSHS 2024 Annual Laboratory Customer Service Survey Result Summary

Grace Kubin, Ph.D., Director, Laboratory Services Section

Public Health Laboratory Division - Austin Laboratory



TEXAS
Health and Human
Services

Texas Department of State
Health Services

dshs.texas.gov

Introduction

Every year, the DSHS Laboratory invites our customers to take a survey and give feedback on our services. The aim is to give our customers a way to let us know what we are doing well and what they would like for us to improve. Besides providing a platform for our customers to engage with the DSHS Laboratory, the laboratory must solicit feedback from our customers at least annually to fulfill multiple regulatory requirements. The results in this poster reflect the responses received from the 2024 Annual Laboratory Customer Service Survey.

Frequency: Annual

Purpose:

- Provide a platform for customers to engage with the DSHS Laboratory to give feedback on the Austin Laboratory's services.
- Provide a means for the laboratory to fulfill multiple regulatory requirements.

When and how long were responses collected?

The survey was open for thirty days: 06/01/2024 through 06/30/2024

How were customers notified?

Subscribers to various email distribution lists were notified via GovDelivery notifications.

Which survey platform was used?

The survey was created and issued using Microsoft Forms.

What made our customers are happy (main themes)

- Prompt responses with testing completed and results send in a timely manner.
- Communications on upcoming expiring items and closure dates.
- Fast response to NBS card orders and/or requests for results.
- Shipped containers timely
- Response/notification to abnormal results with information and recommendations.

Comparisons: Year to Year (2022 through 2024)

Overall satisfaction with the services, information, staff courtesy and professionalism, timeliness and ease in requesting or accessing services and/or information has increased from the previous year's survey results.

Comparison: Year to Year

Satisfaction Measure	2022 (N=101)	2023 (N=172)	2024 (N=135)
Expressed satisfaction with the quality of service or information DSHS provided	93%	95%	97%
Expressed satisfaction with DSHS staff courtesy	100%	97%	100%
Expressed satisfaction with the timeliness of services or information DSHS provided	96%	96%	96%
Expressed satisfaction with the ease in requesting or accessing services or information	83%	92%	94%

Take away:

- Customer satisfaction with DSHS Staff courtesy has increased to 100%.
- Customer satisfaction with timeliness, ease of requesting/accessing services or information has remained consistent.

What our customers would like for us to do better (main themes)

- Improve available specimen search criteria for results.
- Improve troubleshooting information available online.
- Neometrics is not as user friendly as it could be.
- Website could be more user-friendly making easier to find documents, shipping addresses, phone number, etc.
- Website contains broken links.

Laboratory Actions in Response to Survey Feedback

- The PHLD reviewed the results of the 2024 Customer Service Survey. The laboratory's goal is to continually look for ways to improve processes and tasks to serve our citizens better. This year is no different. The laboratory will continue to monitor and evaluate current practices, looking for ways to improve.