

DSHS 2021 Annual Laboratory Customer Service Survey Result Summary



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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 2021 Annual Laboratory Customer Service Survey.

How were customers notified?

- Subscribers to the various email distribution lists available were notified via GovDelivery notifications.
- DSHS Laboratory notices webpages
- Lab Online landing page
- Text added to staff signature lines

How long was the survey open?

The survey was open for thirty days: 03/15/2021 through 04/16/2021.

Which survey platform was used?

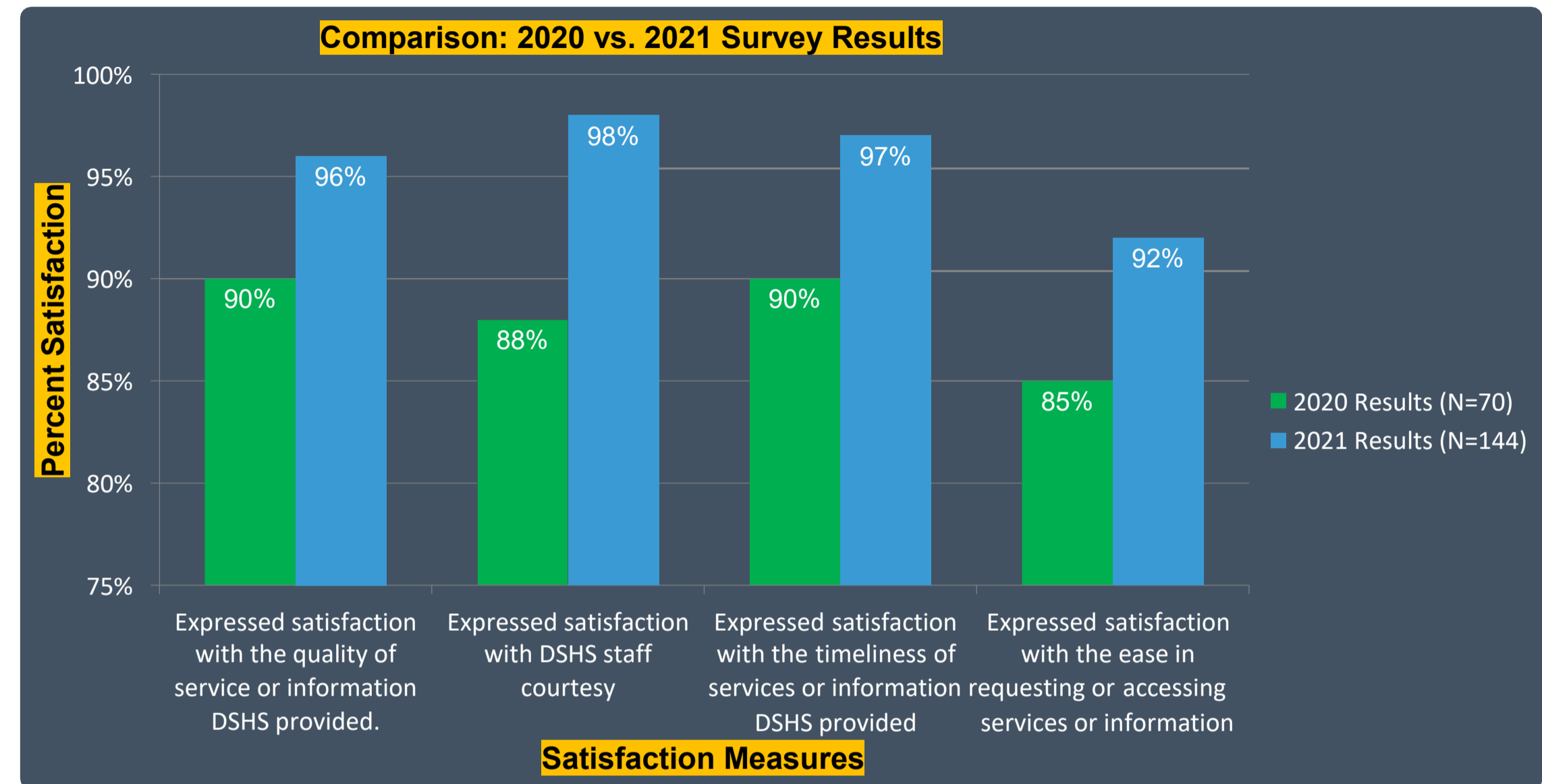
The survey was created and issued using Microsoft Forms.

What we are doing well.

- Response time
- Communication during Covid Pandemic related shut down
- Clear communication during snowstorm testing delays
- Numerous emails keeping customers informed
- Representative professionalism
- Accurate and trustworthy results in a timely manner

Comparisons: 2020 Survey Results vs. 2021 Survey Results

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.



Proportions indicate respondents who chose responses: "Satisfied", "Very Satisfied", "Neither Satisfied or Dissatisfied" rather than "Dissatisfied" or "Very Dissatisfied".

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

- **Online:** Customers expressed dissatisfaction with the current process to initiate a password reset for users using Neometrics and the responsiveness to those requests.
- **Online:** Training/instruction on the status changes within the online web portal and how to differentiate between specimens in the testing process and those not yet received.
- **Telephone:** Reduction in number of times a customer is transferred.

Laboratory Actions in Response to Survey Feedback

- **Online:** DSHS Laboratory is actively working on a new function that will allow user prompted password resets and is projected to be implemented in 2022.
- **Telephone:** DSHS Laboratory has assigned staff to answer the DSHS Laboratory General Telephone Line removing the previous menu choices and the need to leave a voicemail.
- **Service:** Updated phone lists with current point-of-contacts have been provided to the general DSHS campus operators and have been distributed within the laboratory as well.