

DSHS 2022 Annual Laboratory Customer Service Survey Result Summary



TEXAS
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Health Services

Texas Department of State Health Services, Laboratory Services Section

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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 2022 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: 06/01/2022 to 06/30/2022.

Which survey platform was used?

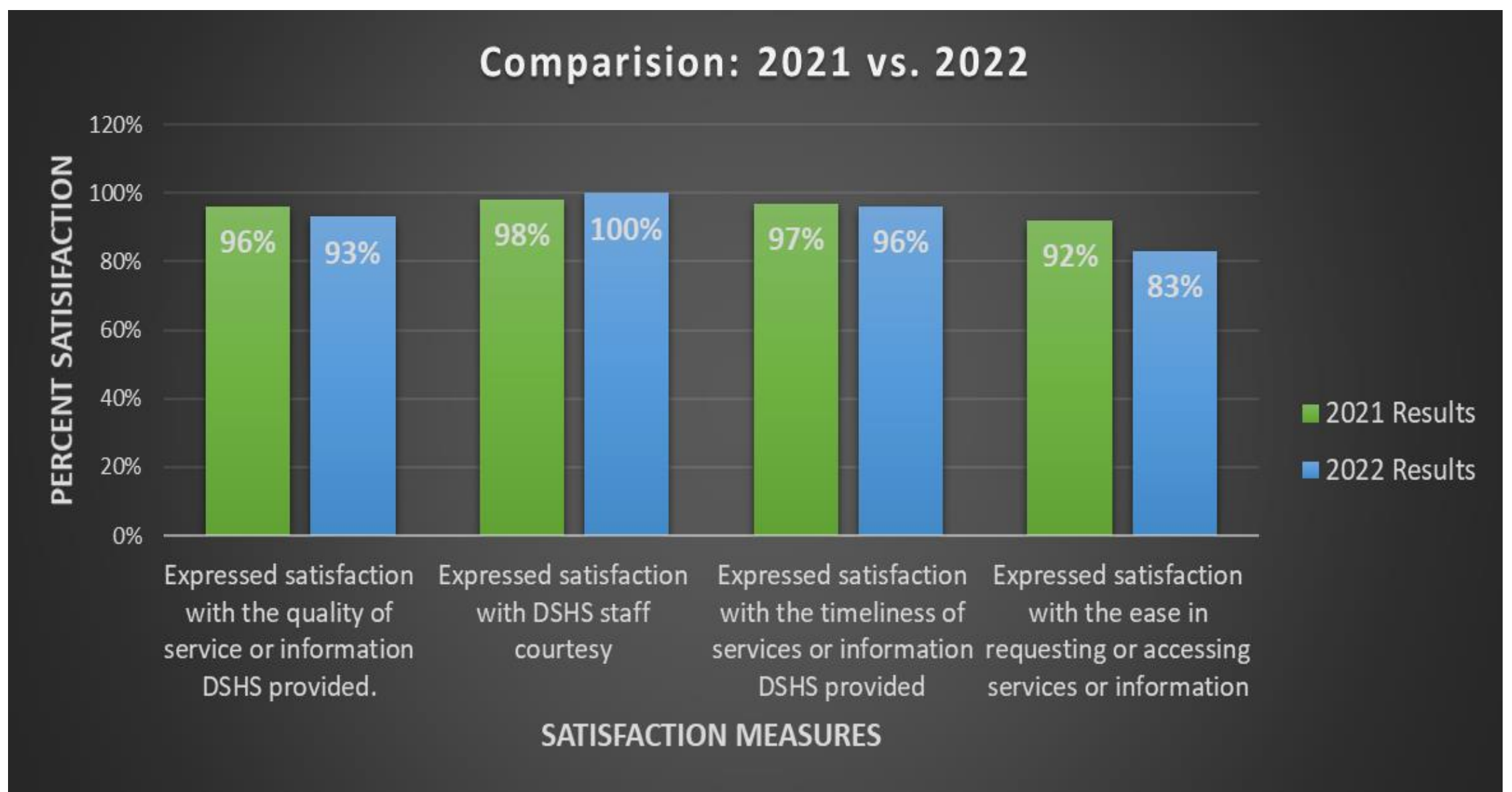
The survey was created and issued using Microsoft Forms.

What we are doing well.

- Response time
- Communication with stakeholders regarding information that impacts specimen submission
- Timely and courteous reports
- Numerous emails keeping customers informed
- Good communication

Comparisons: 2021 Survey Results vs. 2022 Survey Results

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



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 – Neometrics (passwords):** Improve the current process to initiate a password reset for users using Neometrics and the responsiveness to those requests.
- **Online – Neometrics (notification of specimen receipt):** Provide 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.
- **Online – Neometrics (results):** Share result information between providers and have better search variables available.

Laboratory Actions in Response to Survey Feedback

- **Online – Neometrics (passwords):** As of March 2023, Neometrics now offers a self-password reset option.
- **Online – Neometrics (notification of specimen receipt):** For submitters submitting via Neometrics, training can be provided. For submitters submitting via a HL7 connection, a messaging option is available to alert when specimens are received.
- **Online – Neometrics (results):** DSHS Laboratory plans on reviewing the different options related to search variables.