

# DSHS 2023 Annual Laboratory Customer Service Survey Result Summary

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TEXAS  
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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 2023 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: 06/01/2023 through 06/30/2023

## 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)

- Information is sometimes provided before stated turnaround time estimates.
- Communications on upcoming expiring items and closure dates.
- Fast response to NBS card orders and/or requests for results.
- NBS card affordability
- Response/notification to abnormal results with information and recommendations.

## Comparisons: Year to Year (2021 through 2023)

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	2021 (N=144)	2022 (N=101)	2023 (N=172)
Expressed satisfaction with the quality of service or information DSHS provided	96%	93%	95%
Expressed satisfaction with DSHS staff courtesy	98%	100%	97%
Expressed satisfaction with the timeliness of services or information DSHS provided	97%	96%	96%
Expressed satisfaction with the ease in requesting or accessing services or information	92%	83%	92%

### Take away:

- A marked increase in percentage of customers satisfied with the ease of requesting or accessing services/information (↑ 9%) has been observed.
- Satisfaction for the quality of services, DSHS staff courtesy and professionalism, and timeliness have remained relatively consistent.

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

- Improve available specimen search criteria for results.
- Provide alternative communication platforms such as a chat service to request results.
- A way to address billing issues such as providing a way to pay online. (Billing services are not within the purview of the Public Health Laboratory Division. Please click here for contact information for those services.)
- Reduce wait times on phone calls.
- Improve troubleshooting information available online.

## Laboratory Actions in Response to Survey Feedback

- The PHLD reviewed the results of the 2023 Customer Service Survey. The laboratory's goal is to continually look for ways to improve processes and tasks to better serve our citizens. This year is no different. The laboratory will continue to monitor and evaluate current practices looking for ways to improve.