



Public Health
Agency of Canada

Agence de la santé
publique du Canada

National Microbiology Laboratory



Client Satisfaction Survey Results

January 2009

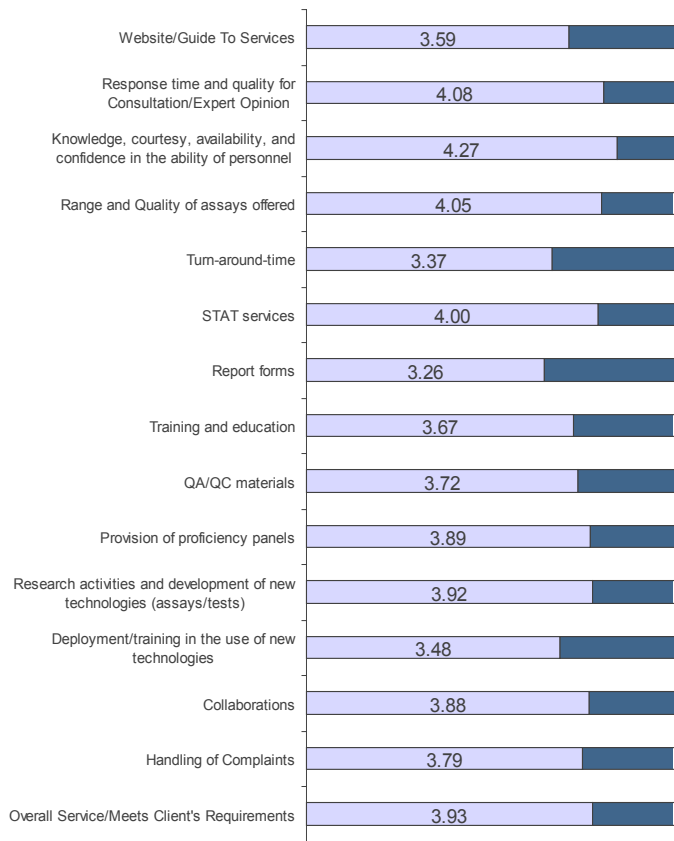
Executive Summary

The National Microbiology Laboratory (NML) web-based *Client Satisfaction and Needs Assessment Survey* was launched on July 4, 2008. Surveys were first submitted on July 23, 2008 and a total of 46 surveys have been collected as of November 6, 2008.

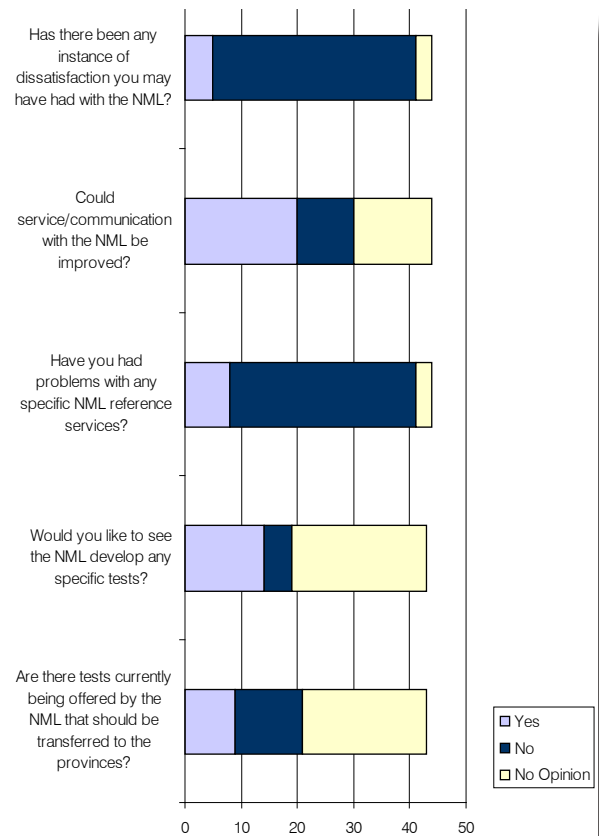
Respondents indicated overall satisfaction with the reference services offered by the NML, ranking satisfaction with personnel and consultation services highly.

Turn-around times and report forms were identified as areas to focus improvement efforts.

Result Summary



Average Rating (out of 5)



Introduction

The NML *Client Satisfaction and Needs Assessment Survey* was conducted to determine the current state of satisfaction with NML reference services, both in quantitative and qualitative terms; and to establish the needs and priorities of client laboratories.

Staff from hospital and provincial laboratories, as well as public health units, were encouraged to complete the survey. Specific feedback from the survey was submitted anonymously.

Respondents

Although survey responses were confidential and names and specific locations were not collected with the survey information, geographical/organization/position information were obtained to monitor and ensure representative sampling.

Responses

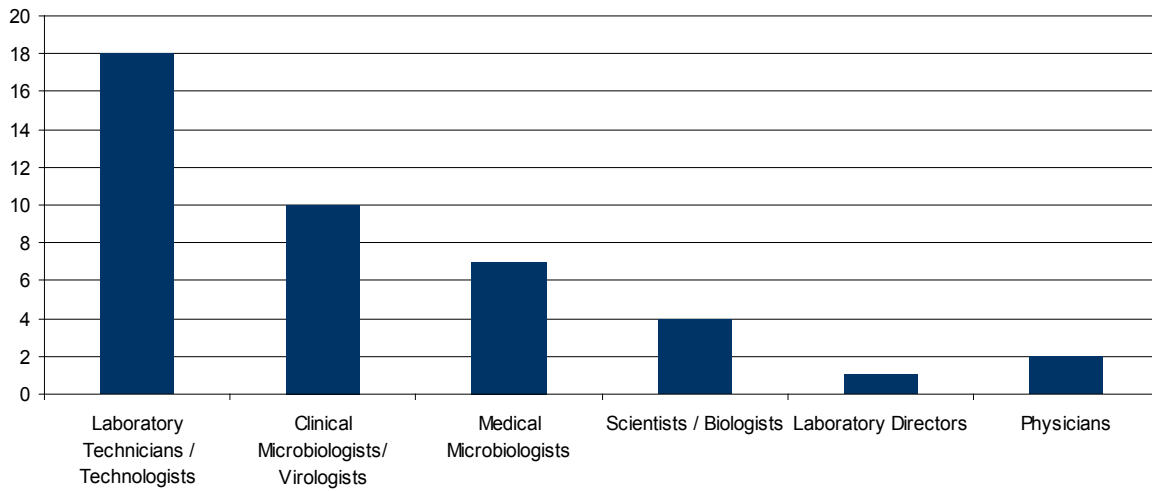
Respondents were asked 24 questions relating to their satisfaction with the provision of reference services at the NML.

Rating Scale

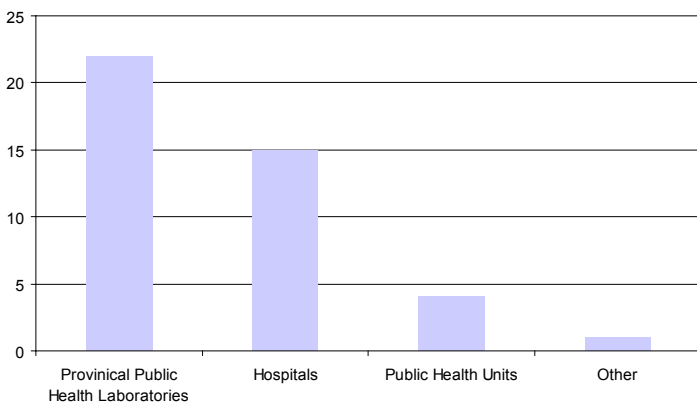
Satisfaction levels were rated on a scale of 1 to 5, with 1 indicating 'Poor Service' and 5 indicating 'Excellent Service.'

Options for 'not applicable' (n/a) and 'no answer' were also available.

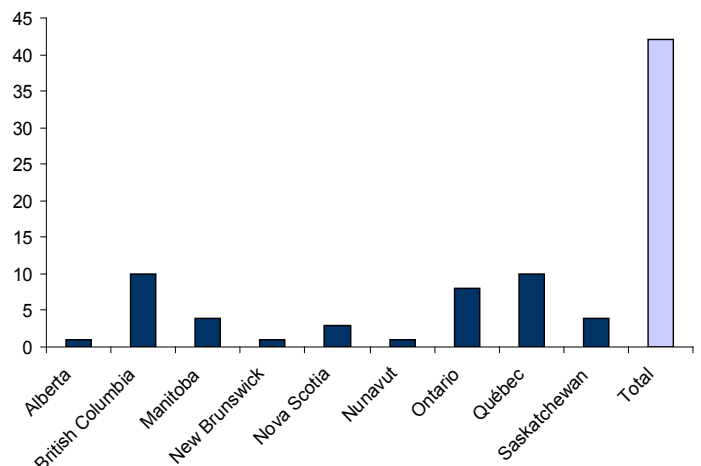
Respondents - By Profession



Respondents - By Organization Type



Respondents - By Province



Website / Guide to Services	
Responses	37
Average rating	3.59
Range	1 - 5

Knowledge, Courtesy, Availability and Confidence in the Ability of Personnel	
Responses	41
Average rating	4.27
Range	1 - 5

Response Time and Quality for Consultation/ Expert Opinion	
Responses	39
Average rating	4.08
Range	1 - 5

Range and Quality of Assays Offered	
Responses	40
Average rating	4.05
Range	2 - 5

Turn-Around Times	
Responses	38
Average rating	3.37
Range	1 - 5

Report Forms	
Responses	39
Average rating	3.26
Range	2 - 5

STAT Services	
Responses	26
Average rating	4.00
Range	1 - 5

Training and Education	
Responses	21
Average rating	3.67
Range	2 - 5

QA/QC Materials	
Responses	32
Average rating	3.72
Range	2 - 5

Research Activities and Development of New Technologies	
Responses	25
Average rating	3.92
Range	2 - 5

Provision of Proficiency Panels

Responses	36
Average rating	3.89
Range	2 - 5

Deployment/Training in the Use of New Technologies

Responses	25
Average rating	3.48
Range	2 - 5

Collaborations

Responses	32
Average rating	3.88
Range	1 - 5

Overall Service/Meets Client's Requirements

Responses	42
Average rating	3.93
Range	1 - 5

Handling of Complaints

Responses	34
Average rating	3.79
Range	2 - 5

Has there been any instance of dissatisfaction you may have had with the NML?

Responses	44
Yes	5
No	36
No Opinion	3

Could service/communication with the NML be improved?

Responses	44
Yes	20
No	10
No Opinion	14

Would you like to see the NML develop any specific tests?

Responses	43
Yes	14
No	5
No Opinion	24

Have you had problems with any specific NML reference services?

Responses	44
Yes	8
No	33
No Opinion	3

Are there tests currently being offered by the NML that should be transferred to the provinces?

Responses	43
Yes	9
No	12
No Opinion	22