

Attachment F- Note in APHL weekly eUpdate Newsletter

Header: 2014 CDC Customer Satisfaction Assessment to Evaluate Performance of Infectious Diseases Reference Laboratories

A short questionnaire on SurveyMonkey has been sent to the State and Territorial Public Health Laboratory Directors to rate the process by which laboratory testing is requested from CDC and reports are returned to the PHLs. The assessment covers the Infectious Diseases (ID) Reference Laboratories that perform identification and serotyping of unusual microorganisms, confirmation of antimicrobial resistance, and molecular typing. It does not pertain to surveillance testing or outbreak response. The responses to the 2012 assessment guided several process improvement projects, including the CDC Infectious Diseases Test Directory and electronic reporting of test results from CDC's ID laboratories with StarLims capabilities. We need your feedback to know if these changes are working effectively and where other improvements are needed for CDC's Reference Laboratory services. Please submit your responses by _____. If you have any questions, please contact Dr. Roberta Carey at rcarey@cdc.gov