

## Welcome to My Survey

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**In an effort to ensure that the Clinical Center Department of Laboratory Medicine is providing high quality services to Institute and Clinical Center investigators, and clinical staff, we ask that you please take a few moments to provide us with your perceptions of these services.**

Thank You,

**Karen M Frank MD, PhD, D(ABMM)**

**Chief, Department of Laboratory Medicine**

1. Please indicate your institute affiliation.

- |   |   |
|---|---|
| <input type="radio"/> Clinical Center   | <input type="radio"/> National Institute of Environmental Health Sciences                             |
| <input type="radio"/> National Cancer Institute   | <input type="radio"/> National Institute on Mental Health   |
| <input type="radio"/> National Center for Complementary and Alternative Medicine            | <input type="radio"/> National Institute on Minority Health and Health Disparities                    |
| <input type="radio"/> National Eye Institute  | <input type="radio"/> National Institute of Neurological Disorders and Stroke                         |
| <input type="radio"/> National Heart, Lung and Blood Institute                              | <input type="radio"/> National Institute of Nursing Research  |
| <input type="radio"/> National Human Genome Research Institute                              | <input type="radio"/> National Institute of Biomedical Imaging and Bioengineering                     |
| <input type="radio"/> National Institute of Aging   | <input type="radio"/> Eunice Kennedy Shriver National Institute of Child Health and Human Development |
| <input type="radio"/> National Institute on Alcohol Abuse and Alcoholism                    | <input type="radio"/> National Institute of General Medical Sciences                                  |
| <input type="radio"/> National Institute of Allergy and Infectious Diseases                 | <input type="radio"/> National Institute of Neurological Disorders and Stroke                         |
| <input type="radio"/> National Institute of Arthritis and Musculoskeletal and Skin Diseases | <input type="radio"/> Center for Information Technology   |
| <input type="radio"/> National Institute of Child Health and Human Development              | <input type="radio"/> Center for Scientific Review  |
| <input type="radio"/> National Institute on Drug Abuse                                      | <input type="radio"/> Fogarty International Center  |
| <input type="radio"/> National Institute on Deafness and Other Communication Disorders      | <input type="radio"/> National Center for Advancing Translational Sciences                            |
| <input type="radio"/> National Institute of Dental and Craniofacial Research                | <input type="radio"/> National Center for Complementary and Integrative Health                        |
| <input type="radio"/> National Institute of Diabetes and Digestive and Kidney Diseases      | <input type="radio"/> Other   |

2. Please provide your professional designation:

- Physician  Physician Assistant  
 Nurse Practitioner  Nurse  
 Other (please specify)

3. How frequently do you use the Department of Laboratory Medicine Services?

- Daily  
 Weekly  
 Monthly  
 Never

4. Please rate the accuracy and reliability of clinical test results for each section below.

|                        | Excellent             | Good                  | Adequate              | Poor                  | N/A                   |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Chemistry              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hematology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Immunology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Microbiology           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Evening Shift (3-11PM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Night Shift (11PM-7AM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Weekend Shift          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5. In your opinion, how often does each section below meet the DLM published stat and routine turnaround times for clinical testing?

|                        | Always                | Almost Always         | Sometimes             | Almost Never          | Never                 |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Chemistry              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hematology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Immunology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Microbiology           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Evening Shift (3-11PM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Night Shift (11PM-7AM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Weekend Shift          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Regarding the DLM Outpatient Phlebotomy Service, please rate your satisfaction with each section below.

|  | Very satisfied        | Somewhat satisfied    | Neutral               | Somewhat unsatisfied  | Very unsatisfied      |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Professionalism of the front desk personnel during check-in.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism of the phlebotomists during sample collection.               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Phlebotomist collection of all ordered samples as indicated.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality and timeliness of phlebotomist communication with the clinical team. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. How often were your phone calls to the DLM areas listed below answered promptly and professionally, and your questions answered without multiple transfers?

|                        | Always                | Almost Always         | Sometimes             | Almost Never          | Never                 |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Chemistry              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hematology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Immunology             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Microbiology           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Phlebotomy             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Evening Shift (3-11PM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Night Shift (11PM-7AM) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Weekend Shift          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

8. Do you use the Department of Laboratory Medicine Website (<http://intranet.cc.nih.gov/dlm>) to access information about specimen collection, specimen transport, and test reports?

- Yes  
 No

9. If you answered yes to question # 8, how satisfied are you with the DLM website?

|                         | Very satisfied        | Somewhat satisfied    | Neutral               | Somewhat unsatisfied  | Very unsatisfied      |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Content                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of navigation      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accuracy of information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Does the current DLM test menu meet the clinical needs of your patients?

Yes

No

11. Please rate your overall satisfaction with the Department of Laboratory Medicine.

Very satisfied

Somewhat unsatisfied

Somewhat satisfied

Very unsatisfied

Neutral

12. Please provide any additional feedback about how the Department of Laboratory Medicine can better meet your needs.