|  |  |
| --- | --- |
| Department of Laboratory Medicine Operational Review OMB#: 0925-0648 Exp., date: 06/30/20242022 STAKEHOLDER PERCEPTION SURVEY OF SERVICESNOT APPLICABLE TO DLM EMPLOYEES |  |
| Welcome to My Survey |
| In an effort to ensure that the Clinical Center Department of Laboratory Medicine is providing high quality services to Institute and Clinical Center investigators, clinical staff, and patients 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 MedicineNIH Clinical Center Privacy Policy: <https://www.cc.nih.gov/disclaimers.html>Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0458). Do not return the completed form to this address. |

# Please indicate your institute affiliation.

 Clinical Center

 National Cancer Institute

 National Center for Complementary and Alternative Medicine  National Eye Institute

 National Heart, Lung and Blood Institute

 National Human Genome Research Institute  National Institute of Aging

 National Institute on Alcohol Abuse and Alcoholism  National Institute of Allergy and Infectious Diseases

 National Institute of Arthritis and Musculoskeletal and Skin Diseases  National Institute of Child Health and Human Development

 National Institute on Drug Abuse

 National Institute on Deafness and Other Communication Disorders  National Institute of Dental and Craniofacial Research

 National Institute of Diabetes and Digestive and Kidney Diseases

# Please provide your professional designation:

 Physician

 Nurse Practitioner Other (please specify)

 National Institute of Environmental Health Sciences  National Institute on Mental Health

 National Institute on Minority Health and Health Disparities  National Institute of Neurological Disorders and Stroke  National Institute of Nursing Research

 National Institute of Biomedical Imaging and Bioengineering

 Eunice Kennedy Shriver National Institute of Child Health and Human Development

 National Institute of General Medical Sciences

 National Institute of Neurological Disorders and Stroke  Center for Information Technology

 Center for Scientific Review  Fogarty International Center

 National Center for Advancing Translational Sciences

 National Center for Complementary and Integrative Health  Other

 Physician Assistant Nurse



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

 Daily Weekly Monthly Never

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

Excellent Good Adequate Poor N/A

Chemistry

Hematology     

Immunology

Microbiology     

Evening Shift (3-11PM)

Night Shift (11PM-7AM)

Weekend Shift

# 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

Hematology     

Immunology

Microbiology     

Evening Shift (3-11PM)

Night Shift (11PM-7AM)

Weekend Shift

# 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.

Professionalism of the

phlebotomists during sample      collection.

Phlebotomist collection of all ordered samples as indicated.

Quality and timeliness of

phlebotomist communication      with the clinical team.

# My phone calls to the DLM areas listed below are answered promptly, professionally, and my questions are answered without multiple transfers.

Always Almost Always Sometimes Almost Never Never

Chemistry

Hematology     

Immunology

Microbiology     

Phlebotomy

Evening Shift (3-11PM)     

Night Shift (11PM-7AM)

Weekend Shift

1. Do you use the Department of Laboratory Medicine Website ([http://intranet.cc.nih.gov/dlm)](http://intranet.cc.nih.gov/dlm%29) to access information about specimen collection, specimen transport, and test reports?

 Yes  No

# 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

Ease of navigation

Accuracy of information

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

 Yes  No

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

 Very satisfied

 Somewhat satisfied Neutral

 Somewhat unsatisfied Very unsatisfied

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