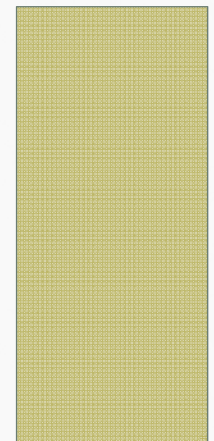


MONTEREY COUNTY PUBLIC HEALTH LAB  
2015 CUSTOMER SURVEY RESULTS



# CLINICAL LABORATORY SURVEY DESIGN

**PART 1: Service quality & communication quality**

9 questions

**PART 2: Specific needs & service expansion**

6 questions

**PART 3: Interest in training & on-site audits**

9 questions

Conducted on Survey Monkey from 8/17-26/2015

# INVITED PARTICIPANTS

Lab Directors, Managers, Supervisors, and Communicable Disease  
Professionals representing:

NMC

Mee Memorial

CHOMP

Hazel Hawkins

SVMH

MCHD

# SERVICE RESULTS

- ✓ **OVERALL SATISFACTION** (GOOD: 6 OUT OF 7)
- ✓ **QUALITY OF TESTING** (GOOD TO OUTSTANDING: 7 OUT OF 7)
- ✓ **COST OF SERVICE** (GOOD TO OUTSTANDING: 4 OUT OF 4)
- ✓ **SPECIMEN COLLECTION MATERIALS & INSTRUCTIONS** (GOOD TO OUTSTANDING: 6 OUT OF 6)

# COMMUNICATION RESULTS

- ✓ **OVERALL SATISFACTION** (GOOD: 6 OUT OF 7)
- ✓ **KNOWLEDGEABLE** (GOOD TO OUTSTANDING: 7 OUT OF 7)
- ✓ **WEBSITE INFORMATION** (GOOD TO OUTSTANDING: 4 OUT OF 4)



# OPPORTUNITIES

Would you consider using MCPHL for microbiology or diagnostic immunology tests that are currently sent to a commercial laboratory?

- **YES** (2)
- **PERHAPS** (1)
- **NO** (2)

# OPPORTUNITIES

If "yes" or "perhaps", please select which tests you are interested in below and tell us the approximate number you might need per month?

- **Norovirus** (2)
- **Quantiferon** (2)
- **Ova and Parasite** (2)
- **Enterovirus** (1)

# POTENTIAL NEW TESTS

OTHER TESTS	Estimated # of TESTS needed per month
Quantiferon	80
Ova and Parasite	70
Norovirus	10
Coccidioides immitis	0
Enterovirus	1
Mumps PCR	infrequently
Syphilis RPR with titer & confirmatory TP-PA in-house	Weekly
Shigellosis and E coli PCR	Weekly



# POTENTIAL NEW TRAININGS

OTHER TRAININGS	Estimated # of PARTICIPANTS
PACKING AND SHIPPING DANGEROUS GOODS	3-4
MYCOLOGY	2
MYCOBACTERIOLOGY	2
PARASITOLOGY	2
DIAGNOSTIC IMMUNOLOGY	2
BACTERIOLOGY	2
VIROLOGY	2
SELECT AGENTS	2

# POTENTIAL LOGISTICS SERVICES

OTHER TRAININGS	% of interested RESPONDENTS
Electronic data transfer	67%
Courier SERVICES	50%
Insurance billing	33%
Web portal	33%

# ENVIRONMENTAL LABORATORY SURVEY DESIGN

Conducted at the service counter from May–September 2015

**4 collected surveys**

**6 questions with 5 response options**

**Opportunity for further comments**

# CUSTOMER SATISFACTION SURVEY

- ✓ TREATED WITH COURTESY (Agree to Strongly agree: 100%)
- ✓ GREETED IN A TIMELY MANNER (Agree to Strongly agree: 100%)
- ✓ STAFF LISTENED CAREFULLY (Agree to Strongly agree: 100%)
- ✓ RECEIVED NEEDED INFORMATION/SERVICES (Agree to Strongly agree: 100%)
- ✓ UNDERSTOOD WHAT WAS EXPLAINED (Agree to Strongly agree: 100%)
- ✓ OVERALL, RECEIVED EXCELLENT SERVICE (Agree to Strongly agree: 100%)

# CUSTOMER SATISFACTION SURVEY

## CUSTOMER COMMENTS:

Because of food safety audits, they request that we are "trained." Could the lab provide free short course to meet this audit requirement?

My visits to the Environmental Health Lab are always pleasant. The staff is friendly, courteous, and always answer my questions.

We appreciate the opportunity to continue receiving service with the MCCCL in Salinas!