

Beaumont

Beaumont Laboratory

2016 Client Satisfaction Survey **Confidential Results**



Table of Contents

Summary / Snap Shot.....	Page 3
Response Rate/Purpose.....	Page 4
Survey Description	
Recommendation	
Overall Rating.....	Page 5
Benchmarking	
Outreach / Other Labs	
Overall Performance Graphs.....	Page 6 – 8
2012 – 2016	
Alternate Providers (competition).....	Page 9
Voice of the Customer.....	Page 10 – 13
Positive comments	
Area for improvement comments	
Data Input.....	Page 14 – 16
Score per section / per question	

Summary of Findings 2016 Outreach Client Survey

Benchmark & Overall Customer Satisfaction:

The objective is 90% based on a 1 - 5 scale (5 being the highest).

"Positive Responses" are the total number of 4's & 5's scored per question

Note: The percentages listed below are taken from the total percentages in the "Data Input" tab.

Benchmarking-Outreach	Objective	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's
Anatomic Pathology Services	90%	92%	919	843	579
Clinical Pathology	90%	91%	1123	1024	635
Specimen Processing	90%	87%	357	311	217
Customer Services	90%	87%	730	638	459
Courier Services	90%	97%	690	669	546
Billing Services	90%	84%	709	596	334
Marketing & Sales	90%	79%	509	402	301
Supply Order Services	90%	88%	341	299	238
Result Reporting	90%	98%	366	358	265
Patient Draw Sites - Phlebotomy	90%	94%	804	758	536
Likelihood of Referral	90%	93%	176	163	111
Overall Rating	90%	93%	183	170	111

Overall Customer Satisfaction

Beaumont Laboratory Outreach did not meet the 90% objective for positive responses in all areas as depicted above in red.

The likelihood of referral and overall rating did exceed the benchmark for customer satisfaction based on client feedback.

The Result Reporting section scored the highest at 98%

Alternate Laboratory Providers

Health System Affiliation (126 responded) and Insurance participation (88 responded) continues to be the main reason for not exclusively using Beaumont Laboratory Outreach as our clients primary choice of laboratories.

"Alternate Laboratory Providers" most frequently used:

The top five competitors for 2016 are: Quest, St. John, Lab Corp, Bio Tech, DMC

See the complete listing of other laboratories in the "Competition" section.

Individual questions scored:

Beaumont Laboratory Outreach Physician Office Clients are most satisfied with:

Technical Laboratory Services (Anatomic & Clinical Pathology, Outreach Specimen Processing)

Anatomic Pathology - Diagnostic Accuracy - 94%, Quality of diagnostic reports - 94%

and Notification of significant abnormal tissue/cytology results - 94%

Clinical Pathology - Accuracy of test results - 95% and Turn-around-time on stat tests - 94%

Specimen Processing - Test(s) requested are ordered and handled accurately - 88%

Beaumont Laboratory Outreach Physician Office Clients are most satisfied with:

Laboratory Staff (Client Services, Courier Service, Billing Services)

Customer Service - Courteousness - 89%, Timely responses in answering calls/inquiries - 87%

and accurate instruction on Specimen collection and handling - 87%

Couriers - Confidential Report Delivery - 98% and Pick-up timeliness of routine and stat runs - 97%

Billing - Knowledge / accuracy - 88%, and Courtesy/professionalism of service representative - 85%

Beaumont Laboratory Outreach Physician Office Clients are most satisfied with:

Laboratory Services (Marketing & Sales, Supply Orders, Patient Service Centers)

Marketing/Sales - Courteousness - 81%

Supply Orders - Supplies received within 48 hours and received as noted on packing list - 88%

Result Reporting - Results clear / easy to read, interpretative information valuable & concise - 98%

Outreach PSC - Patient Wait time - 97% and Convenient Locations - 96%

2016 Client satisfaction Survey

Response Rate / Purpose / Survey Description / Recommendation

Response Rate / Surveys Distributed

A total of 1000 surveys were distributed to Beaumont Laboratory Outreach Physician Clients via Outreach Couriers and U.S. Mail.

Out of the 1000 distributed to Physician Offices, Clients returned 197 surveys for an overall **Response Rate of 19.7%**

Purpose

The purpose of the Client Satisfaction Survey is to solicit feedback from Beaumont Laboratory Outreach clients, for Quality and Process Improvement.

Survey Description

Ratings:

Customers were asked to rate or score Beaumont Laboratory Outreach on a satisfaction scale ranging from 1 (least satisfied) to 5 (most satisfied). Beaumont Laboratory Outreach was rated overall and in a variety of staff and service categories. The survey also provided a section for clients to rate our services compared to "Other" reference laboratories.

Voice of the Customer:

The survey was constructed so that customers could write comments at the end of each section. Comments are interpreted as the "Voice of the Customer."

Comments are listed by section as "**Positive**" or "**Areas of Concern**"

Additional Information:

Customers were asked several questions regarding potential areas of improvement.

Clients were asked to inform Beaumont Laboratory Outreach of any other laboratories that they may use.

Changes on the 2016 Survey

No changes to current year survey distributed.

Recommendations for Survey Improvement

- 1) Purchase on-line survey program.
- 2) Update survey as needed based on changes and/or new services provided.

Overall Rating, Likelihood of Referral and Benchmarking Comparison

The objective is 90% positive responses based on a 1 - 5 scale (5 being the highest).
"Positive Responses" are the total number of 4's & 5's scored per question

Overall Rating

Beaumont Laboratory-Outreach "Overall" score in 2016:
93% Positive responses

Beaumont Laboratory Outreach - Overall Rating	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's
Overall impression of Beaumont Laboratory services	93%	183	170	111

Likelihood of Referral

Beaumont Laboratory-Outreach "Overall" score in 2016:
93% Positive responses

Beaumont Laboratory Outreach Likelihood of Referral	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's
I would recommend Beaumont Laboratory services to my colleagues	93%	176	163	111

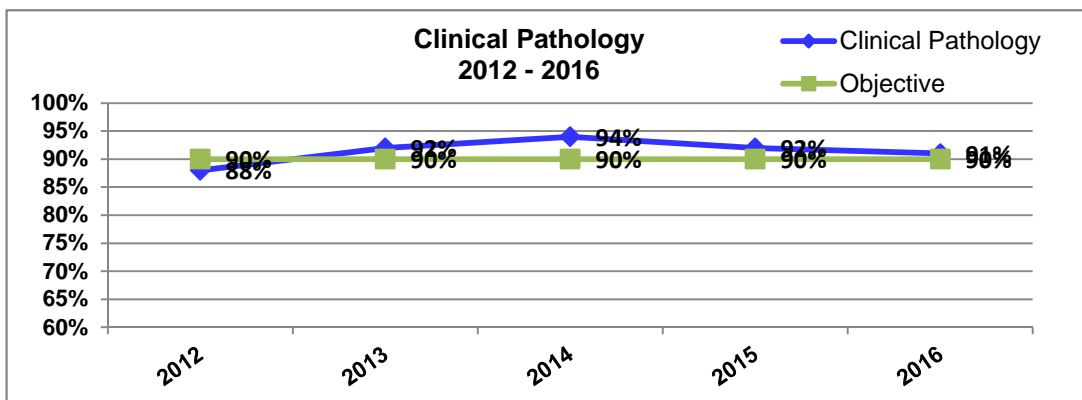
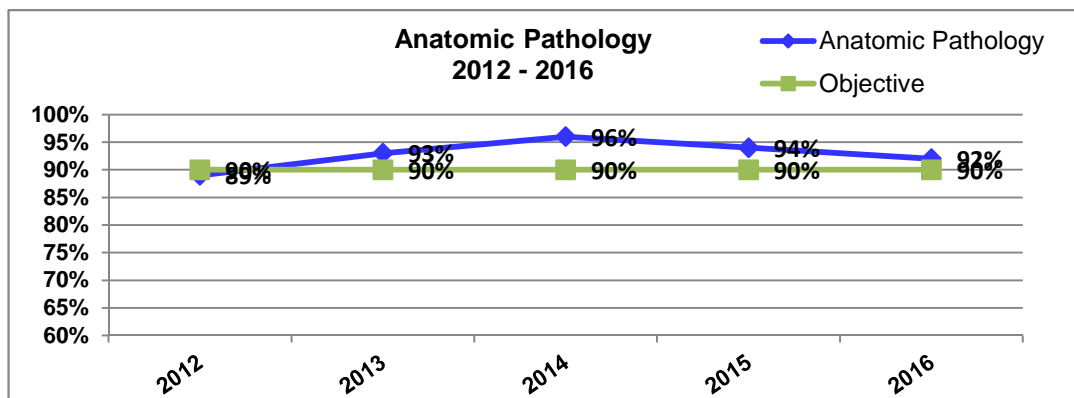
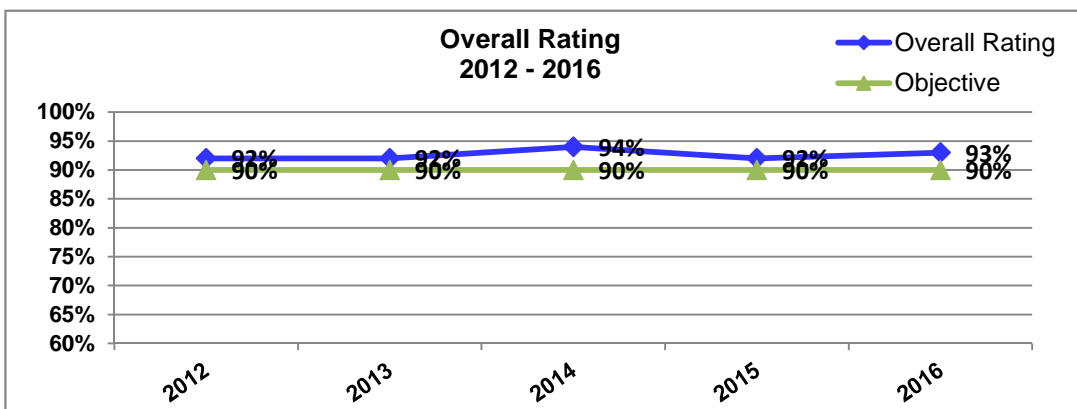
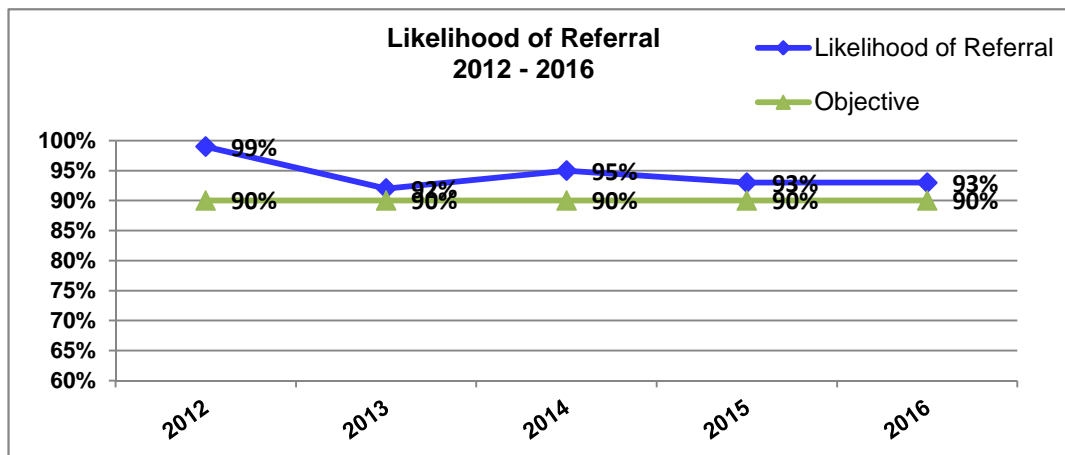
Benchmarking

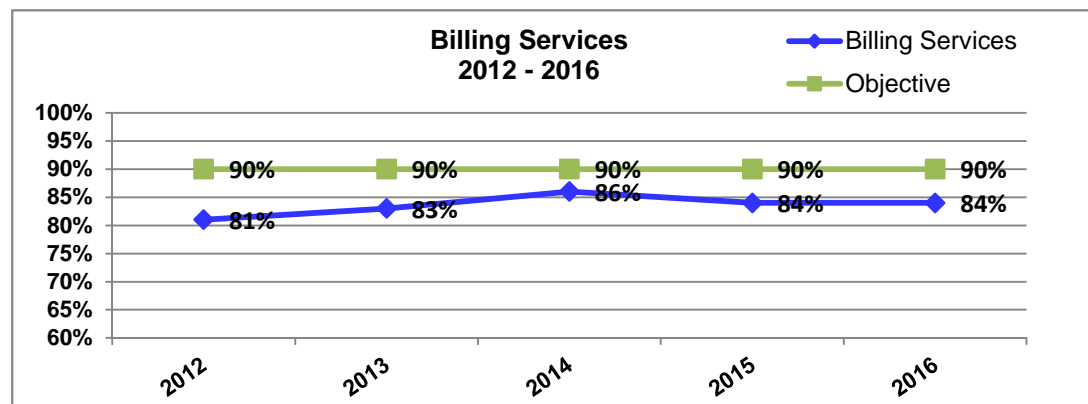
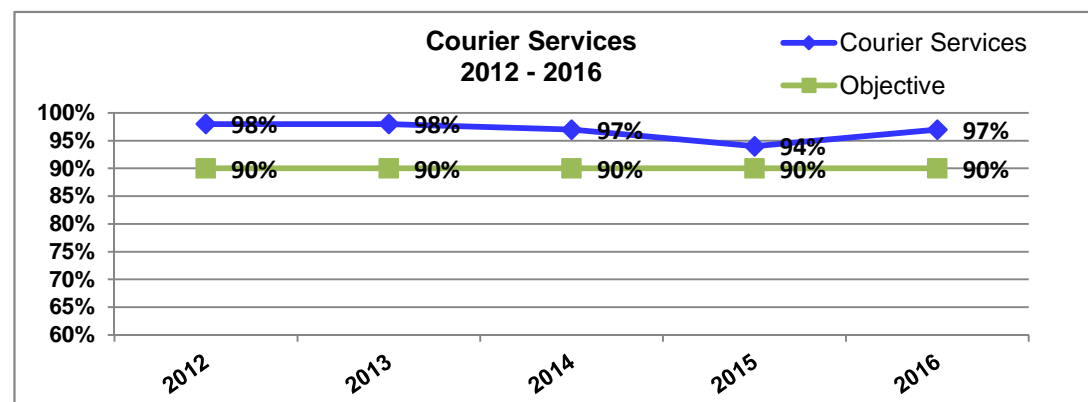
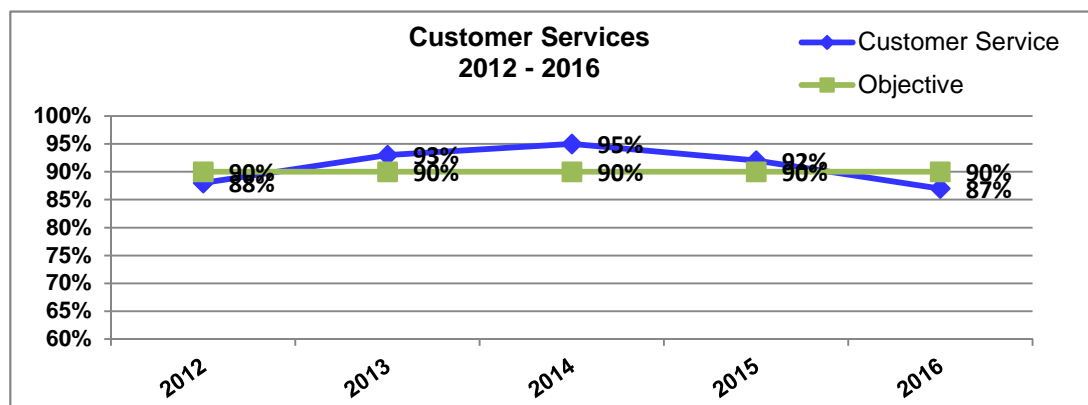
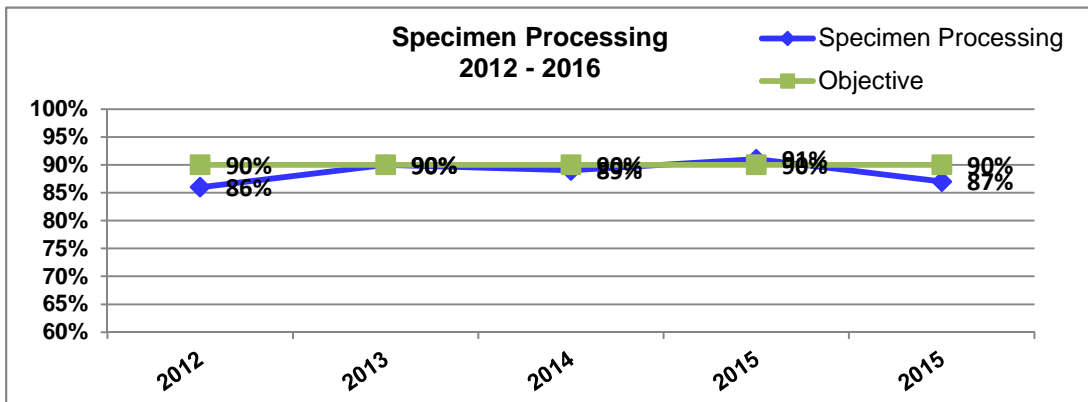
Beaumont Lab-Outreach compared with "Alternate Laboratory Providers" in 2016
Beaumont Laboratory Outreach scored higher in every section
compared to "Alternate Laboratory Providers"

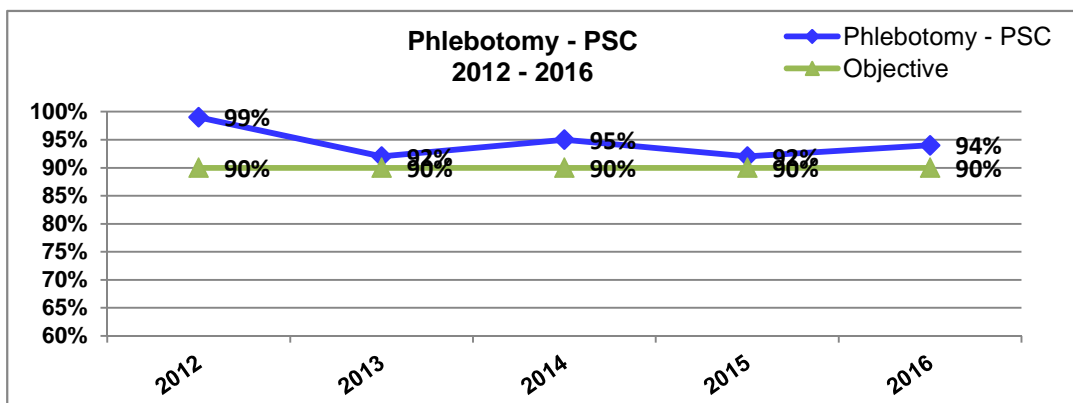
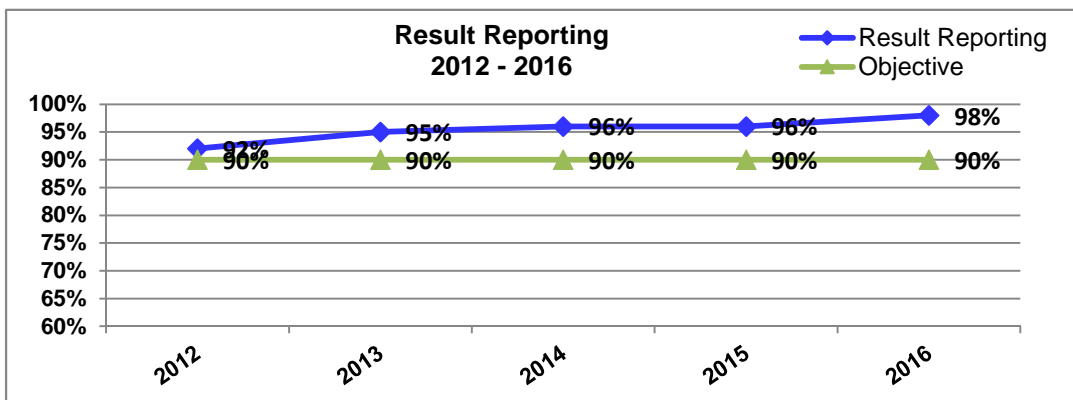
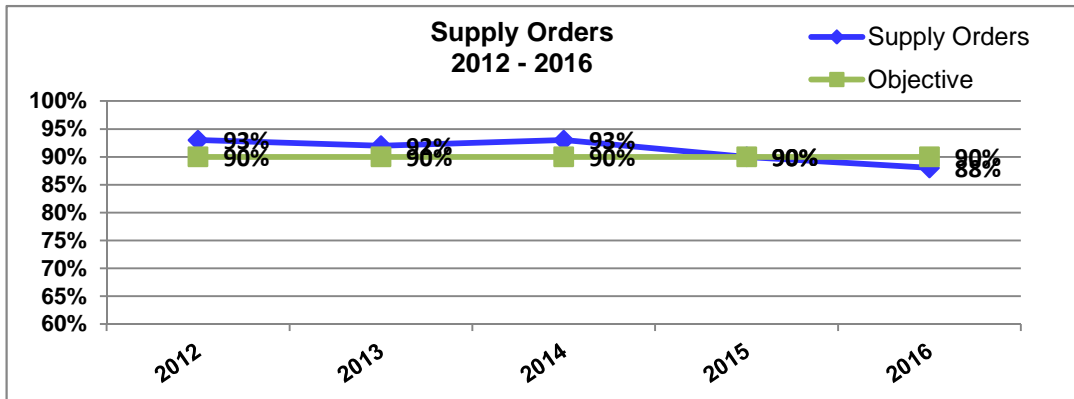
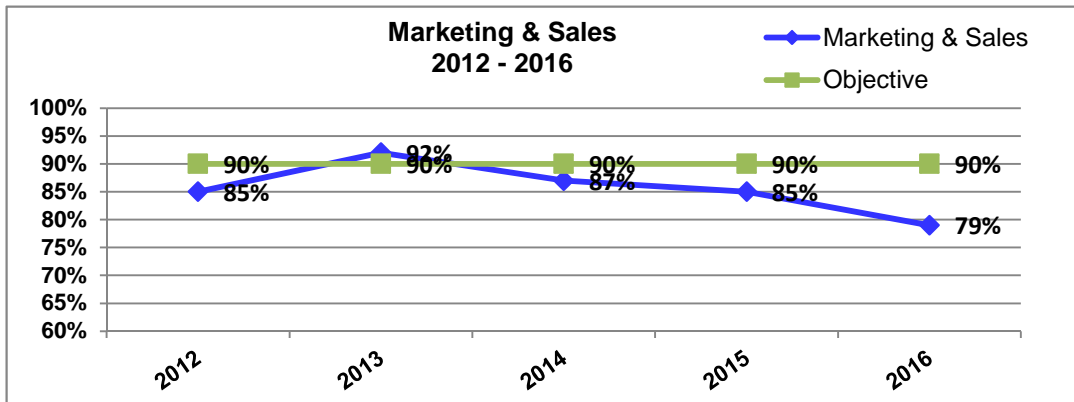
Beaumont Laboratory Outreach - Benchmarking	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's
Anatomic Pathology Services	93%	143	133	89
Clinical Pathology	96%	173	166	100
Specimen Processing	88%	173	152	103
Client Services	90%	177	160	121
Courier Services	96%	171	164	134
Billing Services	88%	152	133	78
Marketing & Sales	81%	157	127	101
Supply Order Services	91%	166	151	114
Patient Draw sites - Phlebotomy	93%	153	143	98

Other Laboratories - Benchmarking	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's
Anatomic Pathology Services	84%	131	110	61
Clinical Pathology	85%	144	122	63
Specimen Processing	82%	147	120	67
Client Services	81%	144	116	67
Courier Services	82%	142	117	72
Billing Services	79%	135	107	58
Marketing & Sales	85%	132	112	65
Supply Order Services	83%	139	116	67
Patient Draw sites - Phlebotomy	81%	130	105	58

PERFORMANCE GRAPHS BY SECTION 2012-2016



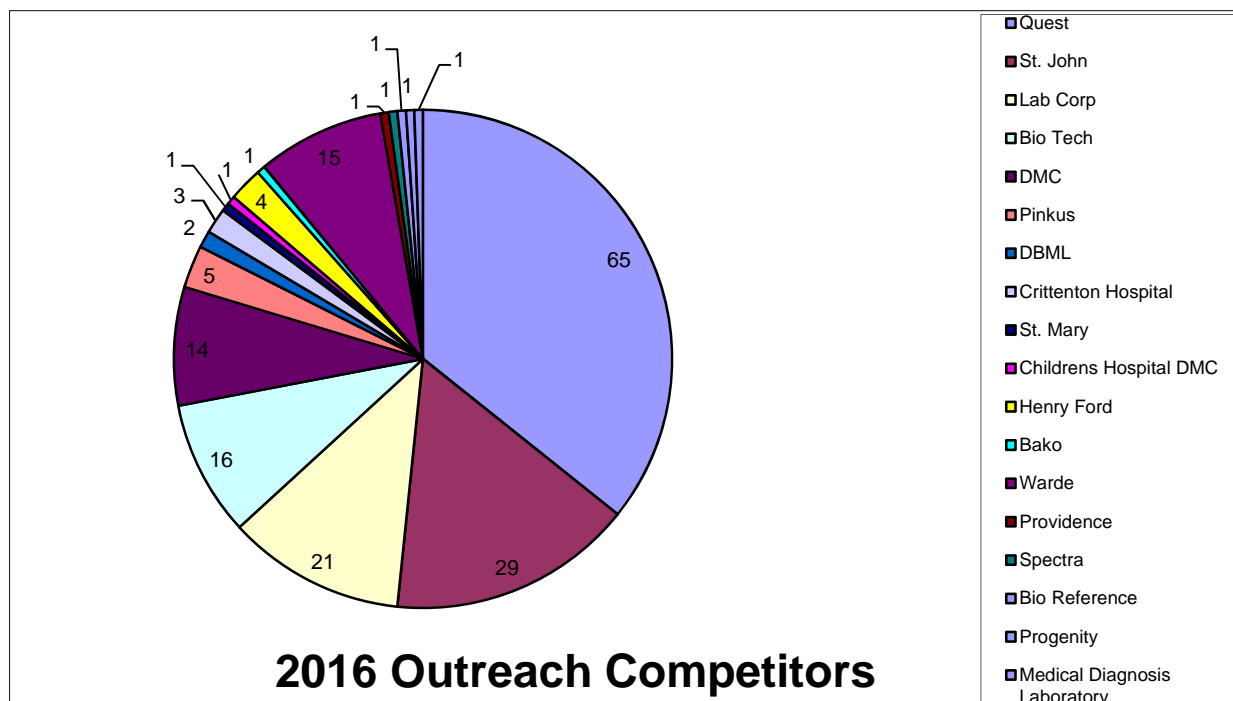




Alternate Laboratory Providers Used by Clients in 2016

"What other laboratory (s) do you use?"

Of the 197 surveys received, clients reported 18 additional "Other Laboratories" utilized.
Not all clients responded and some listed more than one "Other" laboratory.



Why does your practice use this laboratory? Check all that apply

Health System Affiliation	Insurance Coverage	Quality of Service	Location
126	88	83	61

Other	
4	Beaumont Owned Practice
4	In Office Lab
30	Only Use Beaumont

2016 Voice of the Customer Beaumont Laboratory Outreach

Note: Comments are typed as written in the clients own words. There has been no attempt to change their wording.

Beaumont Laboratory Outreach Clients rated it's performance in various laboratory service sections.

Customers were asked to rate or score Beaumont Laboratory Outreach on a satisfaction scale ranging from 1 (least satisfied) to 5 (most satisfied). Clients were given additional space to provide a narrative response to each question. All responses have been forwarded to the supervisor and administrator for review and follow-up where necessary.

Comments are interpreted as "**Positive**" or "**Areas for Improvement**".

Pathology Services - Voice of the Customer

Positive responses

"Collaboration for central results in whatever format." No client name or number given

Areas for Improvement

"Pap turn around time was slow (one time 12 days), but it has gotten better recently." Washington Family Medicine #1408

Clinical Pathology - Voice of the Customer

Positive responses

"User friendliness of technical info and links to informatics/testing sample type info etc. on line." No client name or number given

Areas for Improvement

"Sendouts take to long." No client name or number given

"Hemoglobin Electrophoresis - No communication! One took over a month, the other, we waited for results only to find it was ran in the past and wasn't going to be run again." Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

Specimen Processing - Voice of the Customer

Positive responses

"Great job." No client name or number given

Areas for Improvement

"We had problems a few months ago, seems to be resolved." Watch Me Grow Pediatrics

"Lab pulls wrong and past orders and cancels out ordered tests." No client name or number given

"Many get lost." No client name or number

"Tests get missed." no client name or number given

"Processing is hit or miss. If it's great, everything is great. If it's messed up, it is awful!!"

Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

Customer Services - Voice of the Customer

Positive responses

"Always fast & Helpful." No client name or number given

"Staff is excellent here at Troy." Oakland Neurologists PC

"Very nice, professional staff." No client name or number given

"Great job." No client name or number given

"Very helpful." Client #1840

"Always helpful." No client name or number given

"Gisella, Bobby & Laura are Great!" Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

Areas for Improvement

"Do not cancel test without asking!!!" Farmbrooke Family Medicine client #2343

"The lab has called twice at night with wrong results." Client 969 Dr. Nercessian

"Sometimes serious abnormal results don't get called, for unimportant results, we get 50 calls." Client #61 **Erin sales rep. to address**

"We have issues with Metals being thrown out. Occasionally someone answers, doesn't talk and sends us back through the prompts. I get it about once a month." Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

2016 Voice of the Customer Beaumont Laboratory Outreach

Note: Comments are typed as written in the clients own words. There has been no attempt to change their wording.

Courier Services - Voice of the Customer

Positive responses

"No problems with Courier." No client name or number given
"Courier solves all problems - not sales." No client name or number given
"Couriers are a great bunch of people." Oakland Neurologists PC
"Very nice Couriers." No client name or number given
"Our couriers and the staff when I call Beaumont are awesome! Helpful, courteous, caring. Roman is one of our favorites! Personalized service! All excellent and pleasant. Roman keeps us smiling and laughing." No client name or number given
:Pick-ups are always on time." Neurosurgical Affiliates
"Roman is awesome!! Always friendly!" Client RH WCC
"Greg is an excellent Courier. He is very respectful and professional." NO client name or number given
"Very Courteous." No client name or number given
"We love Nikki." No Client name or number given
"Sal is great!" Client #821
"Roman is one of your best Couriers. Tyrell has definitely improved since starting." Troy Family Practice
"When Sal is doing the route, it's great and consistent. I don't know his name, but the bald guy, probably in his 30's is nice and prompt as well." Client # 13, #1109, #1517, #2471 Dr. Rosenbaum & Executive Health accounts

Areas for Improvement

"Courier's conduct needs improvement. He is always in a rush. He accidently knocked over our flyer display one time. Sometimes he is grumpy and gives our delivery to the receptionist of the dept. we work with vs. us. Sometimes he is nice." No client name or number given. Forwarded to Courier Supervisor, he will address issue with courier.
"Need drop site in Waterford/ White Lake area." CNS Homecare #1827
"I don't even see him/her." Client #969 Dr. Nercessian
"Sometime our specimens are left in the box." Client #969 Dr. Nercessian. Meg called the Office Manager, the courier was coming to close to closing time and checking to see if they were done for the day and not flagging the box. Issues worked out with Courier Supervisor.
"West Bloomfield Courier looks at lab specimens in an open public lobby & set bags on tables!!" No client name/number given
Forwarded to Courier Supervisor, he will address at next staff meeting as he can not address with a specific individual

Billing Department - Voice of the Customer

Positive responses

"No patient complaints that I know of." No client name or number given
"Improving slowly per our patient and staff experience." No client name or number given
"Rarely use them but never have had any issues." No client name or number given
"Much better than past." No client name or number given
"Gail is courteous, professional, and knowledgeable. If it wasn't for Gail, it would be a disaster. Personal Bills - one of my co-workers called the lab with her insurance a few times. It wasn't rebilled until she reached out to Gail." Client # 13, #1109, #1517, #2471 Dr. Rosenbaum & Executive Health accounts

Areas for Improvement

"Could improve amount of time waiting on hold for representative!" No client name or number given
"Better explanation for billing. We find a lot of billing issues are simply sent back to us to solve." No client name or number given
"Claims are billed to outdated insurances when current information has been provided with order requisition." No client name or #
"Several of our patients have complained that they are receiving bills for lab tests because the insurance information is inaccurate at Beaumont. We update insurance in the office and it doesn't seem to get updated at Beaumont lab. Patient's also complain that the lab representatives are rude." Client #1397 Troy Pediatrics

2016 Voice of the Customer Beaumont Laboratory Outreach

Note: Comments are typed as written in the clients own words. There has been no attempt to change their wording.

Marketing & Sales - Voice of the Customer

Positive responses

"Erin Hilts-our BRL Rep is A+!! She's a keeper forever. Would like to note that our Lab Rep, Erin Hilts is Amazing. She is always available to aid us/me. She stands out as a fine representative and will even facilitate us w/issues not concerning lab and get us in the right direction. Thanks for her she makes all pleasant." Client 740

"Ryan Pranke is very good at this job!" Merrillwood Pediatrics

"Excellent Sales Rep." Client 3

"Our field Rep is unbelievable and keeps our communication with Beaumont a pleasure." Dr. Mark Zohoury client #3

"Erin Hilts is fantastic!" No client name or number given

"Erin is great, available when needed." Client #1778 Shelby Pediatrics Associates

"Ryan is a wonderful Rep. It might be helpful if his territory wasn't so large, so he could touch base more frequently." No client name or #

"Erin is great. Very Helpful." No client name or number given

"Ryan is awesome!" client #821

"Our rep. Erin Hilts is ALWAYS available and solves any issues promptly." No client name or number

"Love Ryan Pranke." Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

Areas for Improvement

"Sales person never returns calls, nor any updates are provided by him." Farmbrooke family Medicine client #2343

E-mailed Todd who spoke to the office manager and will discuss with the Sales Representative.

"Doesn't follow-up." No client name or number given

"Who are they?" No client name or number given

"Better sales support" No client name or number given

"Your sales rep needs much improvement." No client name or number given

"No follow-up." No client name or number given

"Don't know who he/she is." No Client name or number given

"The Sales dept. needs to upgrade Sales Team." No client name or number given

"Haven't met new rep

"No feedback to questions/issues." No client name or number given

Supply Orders - Voice of the Customer

Positive responses

"Gotta Love Scott!!" Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

Areas for Improvement

"Small company & sometimes supply/demand differs and they expire." CNS Homecare #1827

"We are a Peds office and we are not able to get the amount of CBC/Lead lavender tubes requested. We see an average of 45 1 yr. olds a month, x2 tubes per patient." Client #1778 Shelby Pediatrics Associates

"Hard to get enough supplies." Client #1380 Dr. Langas

"I wish we could get more supplies." No client name or number given

Result Reporting - Voice of the Customer

Positive responses

"Wonderful integration when Epic/Atlas and Allscripts work "right"!" No client name or number given

Areas for Improvement

"Epic has too many pages." No client name or number given

"Too many EPIC pages." No client name or number given

"We only want finalized reports to print from Atlas. Some times a test gets canceled, the report stays partial and never prints." Client # 13, #1109, #1517,#2471 Dr. Rosenbaum & Executive Health accounts

2016 Voice of the Customer Beaumont Laboratory Outreach

Note: Comments are typed as written in the clients own words. There has been no attempt to change their wording.

Patient Service Centers / Phlebotomy Services - Voice of the Customer

Positive responses

"Closer Phlebotomy Sites." Dr. Zaki client #2245

sent Erin email to call Dr. Zaki, she check the box yes for a call. 10/25/16

"Excellent with patients, not always with staff." Watch Me Grow Pediatrics

"No complaints ever received from patients." No client name or number given

"Answers per our patients' verbal reports...our patients are selective!!!" No client name or number given

"Patients love Sheffield." No client name or number given

"Phlebotomist Deb Sims is the best and everyone here loves her. She is great with all patients, staff, any physicians, she is extremely knowledgeable." No client name or number given

Areas for Improvement

"Maybe one night/week have late hours for working parents. Also need to have phlebotomists with more pediatric exp." Merrillwood Pediatrics

"I would find it most helpful if the lab at BHC was open an hour later however, our patients love this lab." No client name or number given

"Sometimes our clients show the bruising from drawsite." No client name or number given

"Problems with Lake Orion draw site processing STAT blood work." No client name or number given

"Some results are not found on the Beaumont site, Nurses have to call & request it to be faxed." No client name or number given

"Troy Beaumont lab outpatient - heard from our patients that the wait times are 1-2- hours." Client #1397 troy Pediatrics

General Comments - Voice of the Customer

General or Positive responses

"Been with you now over 30 years. Very Happy with all." Troy Podiatrist client #373

"Patients do like other Beaumont physicians can view in Epic." No client name or number given

"Ability to look for results online if they are missing." Asthma & Allergy Inst. of MI

"Top ratings from us for lab services." Client 740

"BRL is excellent." No client name or number given

"Lab personnel are always helpful and prompt." Oakland Neurologists PC

"Excellent Lab!" No client name or number given

"The staff in the Sterling Hgts. Building are very friendly & extremely helpful." No client name or number given

"Excellent." Dr. Goffas

"Everything is overall good, besides some patient billing issues here and there." Client #2296

"Keep up the great work." No client name or number given

"Beaumont does great work." No client name or number given

Areas for Improvement

"Available results on-line & interfaced with Athena Health." Dr. Zaki client #2245

sent Erin email to call Dr. Zaki, she check the box yes for a call. 10/25/16

"Interface with Athena Health. Change ordering process." No client name/number given

"When urinalysis is suspicious for UTI, automatically reflex to urine culture and sensitivities (Quest does this)." No client name or # given

"The most frustrating thing is that every lab uses different culture collection tubes for Chlamydia cultures, I wish all labs used universal supplies." No client name or number given

"Wireless Beaumont printers! Desktop computer (tower, monitor, keyboard and mouse) waste of space and unnecessary!" Prism Medical Group client #740.

"You allow a paper trail for me for 12 yrs. I've been spoiled - will NOT go computer only, unless forced and then I need to make a copy." Julia Miller no client name or number given

"Never saw a technical Bulletin or test updates." Client #1749 Dr. Rheaume

"Measure supply are needed. It is clear to see what we order as far as lab tests." Client #1778 Shelby Pediatrics Associates

"Interface with our EMR." No client name or number given

"Speed up interface setups." Client #343 Michigan Physician Group

"Patients chose to use Quest for cost." Client # 13, #1109, #1517, #2471 Dr. Rosenbaum & Executive Health accounts

Total Number of Responses, % of Positive Responses

Pathology Services		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Cytology / Dermatopathology and Surgical Pathology	Diagnostic Accuracy	1	90%	94%	142	133	91	yes
	Quality of diagnostic reports	2	90%	94%	142	133	94	yes
	Communication of relevant information	3	90%	89%	140	125	84	no
	Notification of significant abnormal tissue/cytology results	4	90%	94%	136	128	93	yes
	Timeliness of reporting	5	90%	90%	142	128	86	yes
	Availability of pathologist for consult	6	90%	89%	118	105	72	no
	Turn-around-time on Pap smears	7	90%	92%	99	91	59	yes

Total percentages are derived by adding all values within each section, divided by the total number of questions.

92% 919 843 579

Clinical Pathology		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Laboratory General	Availability of Pathologist for consult	1	90%	89%	144	128	80	no
	Accuracy of test results	2	90%	95%	170	161	104	yes
	Turn-around-time on stat tests	3	90%	94%	164	154	100	yes
	Frequency of testing	4	90%	91%	158	144	89	yes
	Turn-around-time of Send out testing	5	90%	85%	167	142	85	no
	Timeliness of new test updates and Technical Bulletins	6	90%	92%	156	143	86	yes
	Interpretive information on reports useful	7	90%	93%	164	152	91	yes

Total percentages are derived by adding all values within each section, divided by the total number of questions.

91% 1123 1024 635

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Specimen Processing	Test(s) requested are ordered and handled accurately	1	90%	88%	179	157	104	no
	Routine specimens are processed in a timely manner.	2	90%	87%	178	154	113	no

Total percentages are derived by adding all values within each section, divided by the total number of questions.

87% 357 311 217

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Customer Services Section	Timely response in answering calls/inquiries	1	90%	87%	183	159	119	no
	Courteousness	2	90%	89%	184	164	122	no
	Resolves issues accurately & in a timely manner	3	90%	86%	181	156	110	no
	Specimen collection and handling instructions accurate	4	90%	87%	182	159	108	no

Total percentages are derived by adding all values within each section, divided by the total number of questions.

87% 730 638 459

Total Number of Responses, % of Positive Responses

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Courier Services	Professional appearance and conduct	1	90%	96%	173	166	139	yes
	Pick-up: Timeliness of routine runs	2	90%	97%	174	169	137	yes
	Pick-up: Timeliness of stat runs	3	90%	97%	173	168	134	yes
	Confidential delivery of reports	4	90%	98%	170	166	136	yes
Total percentages are derived by adding all values within each section, divided by the total number of questions.				97%	690	669	546	

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Billing Services	Accuracy and Clarity of billing statements	1	90%	81%	132	107	58	no
	Timely response to calls/inquiries	2	90%	84%	141	118	68	no
	Courtesy/professionalism of service representative	3	90%	85%	147	125	74	no
	Knowledge and accuracy of service representatives	4	90%	88%	145	127	68	no
	Timely Problem resolution (follow up and closure)	5	90%	83%	144	119	66	no
Total percentages are derived by adding all values within each section, divided by the total number of questions.				84%	709	596	334	

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Marketing & Sales	Resolves problems (follow up and closure)	1	90%	77%	168	130	91	no
	Service Knowledge	2	90%	79%	170	134	99	no
	Courteousness	3	90%	81%	171	138	111	no
Total percentages are derived by adding all values within each section, divided by the total number of questions.				79%	509	402	301	

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Supply Orders	Supplies received with in a 48 hour time frame	1	90%	88%	171	150	120	no
	All packages received as noted on packing list	2	90%	88%	170	149	118	no
Total percentages are derived by adding all values within each section, divided by the total number of questions.				88%	341	299	238	

Total Number of Responses, % of Positive Responses

Beaumont Outreach Laboratory		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Result Reporting	Results clear and easy to read	1	90%	98%	184	180	135	yes
	Interpretative information valuable and concise	2	90%	98%	182	178	130	yes

Total percentages are derived by adding all values within each section, divided by the total number of questions.

98% 366 358 265

Beaumont Outreach Laboratory - Phlebotomy		Question	Objective = 90%	% Positive Responses	Total Responses (1-5)	Positive Responses (4 & 5)	Overall 5's	Was Objective Met?
Patient Service Centers (PSC)	Convenient Locations	1	90%	96%	146	140	103	yes
	Convenient Hours of operation	2	90%	93%	145	135	100	yes
	Cleanliness of Draw Sites	3	90%	95%	129	122	90	yes
	Patient Wait time	4	90%	97%	120	116	76	yes
	Courteousness of phlebotomist	5	90%	93%	131	122	83	yes
	Patient satisfaction with how their blood was drawn	6	90%	92%	133	123	84	yes

Total percentages are derived by adding all values within each section, divided by the total number of questions.

94% 804 758 536