



**Customer Satisfaction Survey – Platelet Immunology Laboratory  
May 2018**

A specialty segment of physicians was targeted to receive this survey. The target group consisted of physicians who have ordered testing to investigate patients suspected of being refractory to platelets. The survey was distributed by email with a link to a SurveyMonkey survey on 2018-05-07 to a group of >200 contacts on file with Canadian Blood Services’ Hospital Liaison Specialists. These physicians were known to be associated with hospital Transfusion Practices Committees or hospital Blood Banks across the country. A reminder email was sent to the same group on 2018-05-22.

Hello,

I am sending this email on behalf of Dr. Peter Nickerson, Medical Director of the Platelet Immunology Laboratory located at Canadian Blood Services – Winnipeg Centre.

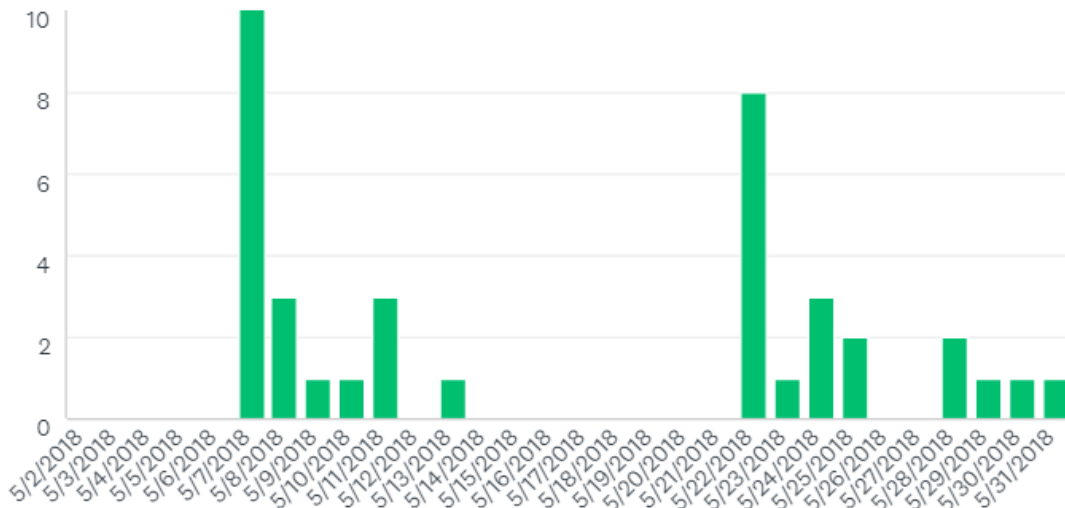
In an effort to ensure your satisfaction with testing services provided, we request that you complete a short survey **targeted to physicians who manage patients receiving platelet transfusions**.

As a recipient of this email, you have been identified as a physician who may yourself have ordered, or who may have contacts for physicians who have ordered testing to be performed to investigate patients suspected of being refractory to platelets.

**Please complete this survey by 2018-06-01 and/or forward as appropriate to respective clinicians and/or hematologists in your area.**

After the email was sent out on 2018-05-07, there was some initial activity which dropped off after the first 5 days. A follow up email reminder was sent on 2018-05-22, and again there was activity on the day of the reminder followed by only a few more respondents completing the survey by the 2018-06-01 close date.

Overall, **38 respondents** accessed the survey from 2018-05-07 to 2018-06-01.

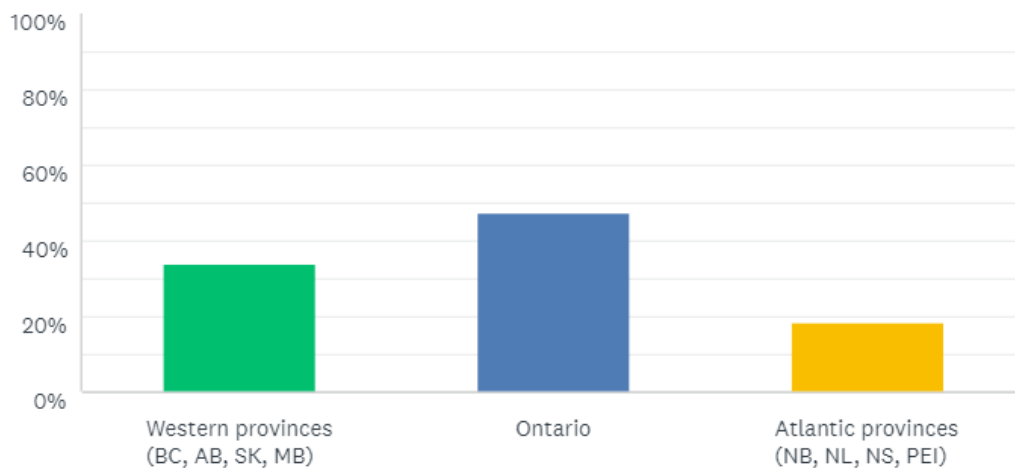


**Respondent Information**

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The survey was designed to obtain demographic information on who was accessing the survey, but exclude respondents who had not used the services of the Winnipeg Platelet Immunology Laboratory specifically. The distribution of respondents who accessed the survey shows that almost half were from Ontario.

Question 1 “Please select the geographical area you are from” queried what area of the country respondents were from.

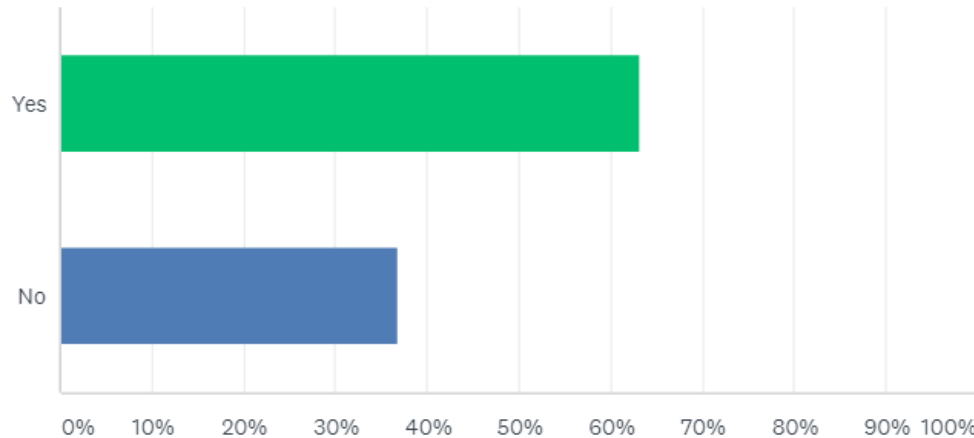


ANSWER CHOICES	RESPONSES
▼ Western provinces (BC, AB, SK, MB)	34.21% 13
▼ Ontario	47.37% 18
▼ Atlantic provinces (NB, NL, NS, PEI)	18.42% 7
<b>TOTAL</b>	<b>38</b>

Of the 38 respondents, 14 indicated that their patient samples had not been sent to the Platelet Immunology Laboratory (or possibly that they did not know where they get forwarded to for testing).

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For question 2 “Have you managed patients suspected of being refractory to platelets and referred samples for allo-immunization workup to Canadian Blood Services – Winnipeg Centre Platelet Immunology Lab?”; if the respondent answered “No”, they were taken to the end of the survey and were invited to leave a comment, or exit the survey.



ANSWER CHOICES	RESPONSES
▼ Yes	63.16% 24
▼ No	36.84% 14
<b>Total Respondents: 38</b>	

Of the remaining 24/38 respondents that answered “Yes”, indicating that their patient samples had been sent to the Platelet Immunology Laboratory for testing, only 15/24 answered question 3 and of those and only 14/15 continued on to answer the remaining questions 4 – 7.

Question 3 “Approximately how often do you send samples to the Platelet Immunology Laboratory” was intended to get some background on how often respondents send patient samples for testing.

ANSWER CHOICES	RESPONSES
▼ 1 - 2 times per year	33.33% 5
▼ Every 3 - 6 months	20.00% 3
▼ Every 1 - 3 months	33.33% 5
▼ More than once a month	13.33% 2
<b>TOTAL</b>	<b>15</b>

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**Customer Service**

Question 4 was a matrix/rating scale intended to get feedback on overall satisfaction with interactions with staff in the Platelet Immunology Laboratory. Overall, satisfaction was high as 34.6% of the responses were 'Strongly Agree' and 64.5% of responses were 'Agree'.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Overall, I am satisfied with the customer service provided by the Platelet Immunology Laboratory	28.57% (4)	71.43% (10)	0%	0%
Telephone calls to arrange sending samples for testing on refractory patients are usually answered in person	23.08% (3)	69.23% (9)	7.69% (1)	0%
Telephone messages are responded to on the same day that the message is left or early the next business day	23.08% (3)	61.54% (8)	0%	0%
Laboratory staff are courteous and helpful when consulting/making arrangements prior to sending samples	38.46% (5)	61.54% (8)	0%	0%
The clinical information requested is appropriate for the testing ordered	35.71% (5)	64.29% (9)	0%	0%
Laboratory staff are knowledgeable, current in their area of expertise and able to answer questions	38.46% (5)	61.54% (8)	0%	0%
Laboratory staff deal with problems in a timely manner	23.08% (3)	76.92% (10)	0%	0%
Laboratory staff refer questions to a Supervisor if unable to answer, or escalate issues if solutions are not straightforward	46.15% (6)	53.85% (7)	0%	0%

**Platelet Immunology Requisition (Form PI100)**

Question 5 was another matrix/rating scale which focused on the requisition used to order testing. The responses suggest that finding the requisition is not simple and that making a connection between patients who are getting poor increments when transfused with platelets and requesting a 'Platelet Allo Immunization workup' may not be intuitive.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The Platelet Immunology Requisition (Form PI100) is readily available and easy to access	14.29% (2)	50.00% (7)	21.43% (3)	14.29% (2)
The requisition is clear for ordering a Platelet Allo Immunization workup	7.14% (1)	64.29% (9)	14.29% (2)	14.29% (2)
The requisition clearly outlines sample types, volumes required and sample handling and requirements	23.08% (3)	69.23% (9)	0%	7.69% (1)

It should be noted that the location of the PI100 requisition on the blood.ca website is a recognized issue and changes are being made to launch a new Webpage on 2018-06-25.

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**Testing and Reports**

Question 6 matrix/rating scale was intended to get feedback on the timing of reports. As a preamble to the matrix, a preamble to outline the current turnaround times was provided as follows:

*Established turnaround time is 14 days for routine investigations and 7 days for accelerated requests; however Preliminary reports are usually sent out within 1-3 days. Critical value verbal notifications are made when there is a positive antibody screen or change in antibody specificities in refractory patient with known antibodies.*

	Strongly Agree	Agree	Disagree	Strongly Disagree
The established turnaround time is acceptable	14.29% (2)	64.29% (9)	21.43% (3)	0%
Faxing of patient reports is acceptable	35.71% (5)	64.29% (9)	0%	0%
Reports are received within the established turnaround time	28.57% (4)	57.14% (8)	14.29% (2)	0%
Critical values are communicated promptly and to the appropriate health care providers	7.14% (1)	92.86% (13)	0%	0%
Patient demographics on reports are accurate	21.43% (3)	78.57% (11)	0%	0%
Test results are complete, use clear language, are understandable and easy to interpret	21.43% (3)	78.57% (11)	0%	0%
Preliminary reports are useful for the clinical management of my patients	35.71% (5)	64.29% (9)	0%	0%
Final reports that follow are useful for the clinical management of my patients	28.57% (4)	71.43% (10)	0%	0%

Compliance with pre-established turnaround time thresholds for each type of testing performed in the Platelet Immunology Laboratory is a Key Performance Indicator measured and monitored at regular meetings, and then compiled in quarterly and annual reports. In the latest '2017 annual KPI Review', the collated compliance for Platelet Alloimmunization was 96% which exceeded the threshold of 90% Tested within 14 Days. See report excerpt below.

Sample Turnaround Times January - December 2017					
Sample Type	# of Samples Tested within 14 days	% of Samples Tested within 14 days	# of Samples Tested over 14 days	% of Samples Tested over 14 days	Total Samples Tested
Neonatal Investigations	174	88%	24	12%	198
Post Transfusion Purpura	11	92%	1	8%	12
Platelet Alloimmunization	184	96%	8	4%	192
HLA B*5701 Only	65	60%	43	40%	108
<b>Acceptable Criteria</b>	90% Tested within 14 Days				



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**Comments**

As the last “question” 7, comments were invited as free text and are shown in their entirety below.

Guidelines on how to manage patients with no suitable donors (eg. whether allowing incompatibility for low MFI specificities vs CREG-based matched) would be helpful.
TAT clarification should be made re: calendar days vs business days. I interpret them to be calendar days – hopefully this is correct. I do feel, that 14 days from the time of receipt is a rather long time for ‘routine’ samples. I appreciate how helpful techs are when I call.
Platelet alloimmunization actually means testing for HLA antibodies? Not clear on the form. Sample volume requirements excessive.
It is extremely important to be able to communicate needs and any changes to the requests. Please continue to ensure availability of staff to take requests and receive and provide updates in order that we may manage the patient’s needs. Thank you for the recent changes as they appear to streamline the process.
With respect to direct dealings with lab staff – may be better to speak with the technical lead in our lab - <email address removed>, if have not emailed her already. Thanks, <physician name removed>.