Department of Pathology
(709) 777-5658
Room 2423

November 2, 2006

Dear Doctor,

A Pathology Quality Management Program for the St. John's Hospitals of Eastern Health has been newly formed. As a part of this initiative, we would like to find out how our preferred clientele (physicians) grade our service. Please take the time to fill out the enclosed survey and return it in the self addressed envelope.

Thank you for your time and cooperation.

Sincerely,

Beverley A. Carter, MD
Director Quality Management Program

Catherine Parnell, MLT
Quality Management Officer

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Customer Satisfaction Survey
Anatomic Pathology Service

	1 Poor	2 Below Average	3 Average	4 Good	5 Excellent
Overall satisfaction rating					
Quality of professional interactions					
Diagnostic accuracy					
Pathologist responsiveness for problems					
Pathologist accessibility for frozen sections					
Tumor board presentations					
Courtesy of secretarial and technical staff					
Teaching conferences and courses					
Communication of relevant information					
Notification of significant abnormal results					
Timeliness of reporting					

Comments

_____

_____

_____

Name _____ *(optional)*

Signature _____ *(optional)*

Customer Satisfaction Survey
Anatomic Pathology Service

	1 Poor	2 Below Average	3 Average	4 Good	5 Excellent
Overall satisfaction rating	3	9	10	13	2
Quality of professional interactions	0	3	6	11	14
Diagnostic accuracy	1	8	9	10	8
Pathologist responsiveness for problems	1	1	8	12	11
Pathologist accessibility for frozen sections	1	1	5	9	5
Tumor board presentations	1	1	4	7	6
Courtesy of secretarial and technical staff	0	0	10	10	13
Teaching conferences and courses	3	2	9	7	2
Communication of relevant information	3	6	10	7	9
Notification of significant abnormal results	3	6	8	7	9
Timeliness of reporting	10	13	5	3	3

Eastern Health

Comments:

- Takes two weeks approximately to get results many times; (could be due to lack of communications with surgeon). Ex. Breast cancer patient – supraclav node palpable: two weeks to get report on Meditech. Would like to know sooner even if ER/PR not available 4

- Frozen sections often take too long – may be due to large number of specimens being done at times. A second pathologist may be required if many specimens. There are sometimes long delays in getting some reports. 3

- The pathology service provided for head & neck is getting worse. We need **dedicated** head & neck pathologists (extra training) with special interest in endocrine pathology. Diagnosis by consensus is not necessarily a good thing. Very very important to have timely results for us when we are faced daily with terrified patients expecting results. A timely review is definitely needed. Maybe we can help!1

- Diagnostic accuracy could be improved by some form of subspecialty etc. The program needs more people – recruitment incentives. No time for research. 2

- The division of Urology requests external audit for validation of our poor quality biopsy report for prostate. Turn around time for all reports are pathetic. 1

- Could we arrange to have ocular pathology referred to Halifax on request? 4

- The major problem with pathology has been the turn around time on reports for routine biopsies. When I've personally gone, I have no problems in expediting matters. A major weakness has been liver histopathology – interpretation etc. 3

- My contact with the Dept. of Pathology usually relates to arranging or reporting of autopsies. The professionalism, willingness to help and the timeliness of communication of results is excellent. The leading in the form of Med. Path. Rounds are also excellent. 5

- Please call with abnormal or irregular reports. It is imperative in gynecological specimens for termination of pregnancy that we are notified if no chorionic villi are present as this could mean an ectopic or on-going pregnancy. 3

- Specifically not verbally notified of unexpected results. 2

- I am a surgeon. I depend on good quality pathology for management. To not even include (for example) microscopic details on a pathology report seems well below standard of care. I appreciate the timeliness is a resource issue; however, the waits are unacceptably long. 2

- Timeliness of reporting is a huge concern. 2

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- As a rule, general reporting excellent. Most problems seem to result from manpower issues (eg lack of specialized pathologists. Need to send specimens out of dept, delays in reporting) other deficiencies resulting, in my opinion, from manpower issues include limited availability of path. Review/dedicated times for pathologists to present at tumor board rounds. 2

- Long delays in reporting due to manpower issues seem to be improving.3

- Department has made significant improvement in the last few months.4

- Main issue is with poor/inaccurate reports or limited knowledge about the field relating to a biopsy. Pathologists should be specialized in certain areas. 2

- Very good working relationship with pathologists and our division. I find it a little difficult that pathologist are not allowed to focus on one area but must be a "jack of all trades". 4

- Reports are slow.4

- I find major differences between sites in terms of timeliness of reports. From St. Clare's sometimes often referred out of province more quickly and wait weeks – not done as often at Health Sciences & reports are faster. 3