

2012 Clinician Satisfaction Survey

Cervical Cancer Screening Laboratory



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

BACKGROUND

The Cervical Cancer Screening Laboratory recently conducted an online *Pap Test Clinician Satisfaction Survey*. This survey was intended to provide an opportunity for clinicians to share their feedback on Pap testing in BC, and was conducted over four months – January 15 to May 15, 2012.

Clinicians were invited to participate in the online survey via a hard copy notification that accompanied the notice outlining the Pap sample second patient identifier labeling requirement. The survey was also advertised on the Screening Program website.

48 clinicians participated in this year's survey, providing valuable feedback on the Pap test service. The majority of respondents were located in the Lower Mainland (33%), Vancouver Island (29%), and the Interior region (23%). 10% of respondents were from the Northern region, and 2% were from the Yukon.

The survey was comprised of nine questions; including one question where respondents could input their suggestions on how to improve the Pap test service.

Please note that the number of respondents, and their geographical representation do not constitute a scientific sample of the entire stakeholder population, therefore it is difficult to generalize beyond the respondents who completed the survey.

The survey provided a great opportunity to hear directly from clinicians – one of our key stakeholders. We would like to thank everyone who took time to complete the survey, as well as countless others who support our program goals in bringing this life-saving service to women in BC.

SURVEY RESPONSES

Turnaround time (TAT)

TAT is the interval from the date the sample is received in the laboratory to the date the Pap test report is issued. Majority (75%) of respondents agreed that a 20-working-day TAT for Pap tests is

within acceptable limits. This indicator is monitored closely, and previous results can be seen in the Screening Program's Annual Report.

Quality

A vast number of respondents (95%) agreed that the Pap test reports issued by the lab are clear and concise, containing all the relevant information required. Over 80% of respondents also agreed that the annual "Pap Test Sample Quality Report" contains useful feedback information on each clinician's Pap sampling technique.

Communication

The Cervical Cancer Screening Laboratory is committed to fostering a productive and positive relationship with clinicians across the province. Over 80% of respondents agreed that their concerns are resolved in a timely fashion when they are communicated to the lab. Also, over 85% agreed that the lab provides adequate communication on impending changes such as the screening guideline change and the interpretation terminology change in October 2010.

In order to strengthen communications, we asked how clinicians prefer to receive general information, such as policy changes or lab updates. 65% respondents indicated that they prefer communications in printed hardcopy format, with 40% of respondents being prepared to receive correspondence by email, and 10% by electronic web links.

We also received feedback that patients' Pap test dates and results should be available online. Unfortunately, electronic viewing is not possible with the lab's current information system. This is an area of focus for us in future, and we will be looking into functionalities required to operate such a system efficiently.

THANK YOU!

Thank you for participating in this survey. If you have any questions or would like to provide additional feedback, please email ccsp@bccancer.bc.ca or call 604-877-6200.