



QUALITY UPDATE

A monthly publication providing information and updates to CompuNet Clients
Mission: To provide excellence in medical laboratory testing to our community.

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Patient Services Satisfaction Surveys

by Wanita Ruppert, Patient Service Center Team Leader

The Patient Service Centers are an integral part of the service that CompuNet Clinical Laboratories provides to you and your patients. We have thirty centers located in our 15 county service area aimed to provide convenience for your patients. And our management and phlebotomy staff aim to provide excellent quality service to your patients who utilize these centers.

The patient service department actively seeks our customer's opinion of the service they received while visiting one of our centers. Postage paid satisfaction survey cards are available at all of our Patient Service Centers locations (in addition to our in-office phlebotomy locations). The phlebotomists at the locations encourage their patients to complete these surveys since customer feedback is a part of their performance goals. The cards contain the name of the phlebotomist.

This has been a tool utilized by CompuNet for many years but has been recently updated to ensure the privacy of the patient completing the survey. The survey is also available to our patients via CompuNet's web site (www.compunetlabs.com).

The SurveyTool

The following areas are targeted:

- Cleanliness of Facility
- Courtesy/Professionalism of Staff
- Skill of Phlebotomist
- Satisfaction of Wait time
- Overall Satisfaction of Visit
- Would you Recommend CompuNet to a Friend or Family Member

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Each area is scored in the following manner:

- 5- Very Good
- 4- Good
- 3- Fair
- 2 – Poor
- 1 - Very Poor

In addition there is ample space for patient comments regarding their visit. Patients can also record their actual wait time on the survey card. Patients who wish a return call may give their name and phone number which is kept in strict confidence.

The Survey Reviews and Actions

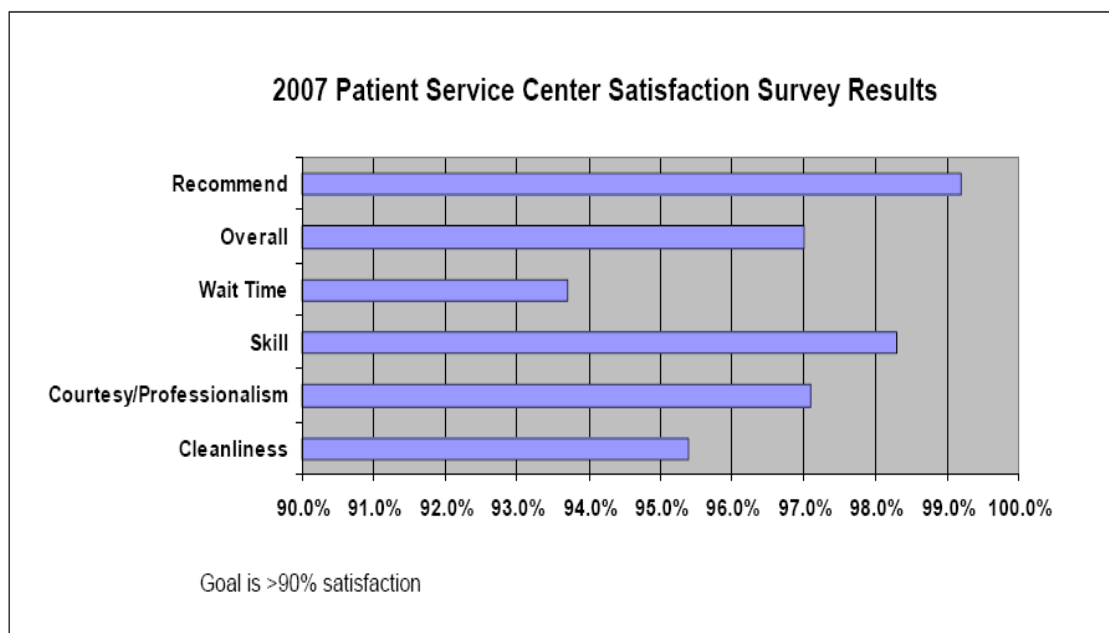
Each survey card is reviewed by the patient service director and managers. While the scores marked by each patient are very important, the comments prove most insightful. Well over 40% of our returned satisfaction surveys have comments attached. Those patients who have requested a follow-up call will be contacted by the appropriate patient service manager to determine if additional actions are needed.

These interactions are viewed as an opportunity to coach staff and also to educate our patients on specific laboratory requirements.

The survey results are shared with staff and managers and are a part of the employees' performance evaluation system. Since the phlebotomist names are recorded on the survey cards, the employee can see their strengths and the areas they need to improve upon. The results are also utilized for reporting to our managed care companies and accrediting agencies.

Survey Results and Next Steps

In 2007, there were 2,248 surveys returned. The satisfaction target is set high at 90% for each of the targeted areas that were mentioned on page 1. The chart at the bottom of the page shows the results. The surveys scores were found to be very positive. However, there is no rest for the staff in continuing to improve the services that we provide to your patients. Hopefully, this article has shown the value we place on patient and client feedback to guide us in providing excellence in medical laboratory testing to our communities.



Sample Collection for HIV Viral Load Testing - Standard EDTA Tubes vs PPT Tubes

by: Nicole Kahmann, MT(ASCP)MS

New Patient Service Center Opening

CompuNet Clinical Laboratories is pleased to announce the addition of a second patient service center location in Springfield, Ohio. The new north side facility is located in the Crystal Clear Imaging building at 2100 Emmanuel Way, just east of Middle-Urbana Road.

The new Springfield patient service center accepts appointments, however walk-ins are always welcome. Appointments may be scheduled by calling (937) 342-0015.

Hours of operations:

Monday – Friday

8:00 am – noon; 12:30 pm – 4:30 pm

Drug Screen hours:

8:00 am – 11:30; 12:30 pm – 4:00 pm

Phone: (937) 342-0015

Fax: (937) 342-0034

CompuNet Clinical Laboratories had an official opening celebration of its' Lima, Ohio patient service center on Wednesday, July 2, 2008.

The Lima patient service center is located at 200 North Metcalf St., Suite F, close to Patrick Staffing and across the street from the High St. Professional Building.

Hours of operation:

Monday – Friday

7:00 AM – 11:00 AM; 11:30 AM – 3:30 PM.

Phone: (419) 221-2710

Fax: (419) 221-3298

CompuNet partners with *all* major insurance plans, including Anthem, Aetna, Cigna, Human, Medical Mutual of Ohio, and UnitedHealthcare and is Medicare/Medicaid certified.

COUPLE OF REMINDERS COMPUNET CLIENTS!!

Notice of Fax Number Changes

Effective June 1st 2008 CompuNet's Client Services and Supply Order departments will have new fax numbers.

Client Services 866-206-8387

Supply Orders 866-695-9927

Hot Summer Days and Specimen Integrity

Lockboxes should be kept inside the office during the day so the internal temperature of the box remains cool until placed outside. If the specimens will remain in the lock box for an extended period of time a cold pack may be placed in the lock box with the specimens. And remember that the cold pack should be wrapped in newspaper to prevent freezing the specimen(s).