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**Date:** February 10, 2020  
**To:** Physicians, Nurses, Public Health, Infection Prevention & Control, Emergency Medical Services, Pharmacy Services, Respiratory Therapy, Diagnostic Imaging, Laboratory Directors and Managers  
**From:** Anatomical Pathology Discipline Council  
**Re:** Anatomical Pathology Health Care Provider Satisfaction Survey Results

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**PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE**

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**Key Message:**

- Throughout February – April 2019, some of you may have participated in the Alberta Precision Laboratories (APL) Anatomical Pathology (AP) Health Care Provider Satisfaction Survey. Thank you for your responses. We have read your feedback carefully in order to improve our relationships with you and our services for our patients. Please see our final report (attached) or view it on the AHS Insite, AP Website, under bulletin and alerts:  
<https://insite.albertahealthservices.ca/lab/Page7417.aspx>
- Thank you for your positive and encouraging responses regarding most of our services and interactions with you. We will do our best to uphold the things you thought we were doing well such as maintaining friendly, professional interactions with pathologists, technical and support staff as well as maintaining our approved AP Quality Program to ensure quality, accurate AP reports are provided to physicians and other care givers.
- Some of you identified areas within AP services that could be improved. We have heard you and would like to address your concerns. We have identified some action items in the following areas where we will either be making changes or providing additional information on our practices in regards to limitations and priorities.
  - Accessibility of HPV testing
  - Importance of relevant clinical history
  - Copies to the most responsible care provider
  - Frozen sections
  - Turn around times
  - Standardized reporting
  - Communication between clinical and laboratory
- We will be distributing the AP Health Care Provider Satisfaction Survey every two years, and look forward to your future responses. The next one is anticipated to be scheduled in 2021.

**Inquiries and feedback may be directed to:**

- Denise LaPerle, Provincial AP Quality Lead at 403-388-5542 or  
[denise.laperle@albertaprecisionlabs.ca](mailto:denise.laperle@albertaprecisionlabs.ca)

**This bulletin has been reviewed and approved by:**

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