Laboratory Bulletin

Date: May 18, 2017
To: South Zone Physicians
From: AHS Laboratory Services, South Zone Anatomical Pathology Department
Re: Anatomical Pathology User Physician Satisfaction Survey Results

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Messages:

In the spring of 2016, we invited you to participate in the Alberta Health Services (AHS) Anatomical Pathology (AP) User Satisfaction Survey. Thank you for your responses. We have read your feedback carefully in order to improve our relationships with you and our services that support patient care. Please see the final report on the AHS Insite, AP Website → Home>Our Teams/Departments>Laboratory Services>Anatomical Pathology>Bulletins and Alerts

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 secretarial staff as well as maintaining our approved AP Quality Program that ensures quality, accurate pathology reports are provided to physicians and other care providers.

In some zones there were areas identified within pathology services that could be improved. Actions are being taken to either make changes or provide additional information on practices in regards to limitations and priorities in the following areas:

Importance of relevant clinical history
Frozen sections
Turn around times
Pathology CME events
Tumor board rounds

The above list of follow-up items pertains to other zones in the province. We are pleased to report that, at this time, no actions for follow up are required for South Zone.

We will be distributing the AP User Physician Satisfaction Survey every two years, and look forward to your future responses. The next one will be scheduled to go out spring of 2018.

Inquiries and feedback may be directed to:
Dr. Michael Greeff, AHS Zone Clinical Department Head (Co-Lead). Michael.greeff@ahs.ca
Diana Kristensen, Pathology Assistant, CRH, South Zone West. Diana.kristensen@ahs.ca

This bulletin has been reviewed and approved by:
Dr. Michael Greeff, AHS Zone Clinical Department Head (Co-Lead), Laboratory Medicine, South Zone
Dr. Julio Silva, AHS Zone Laboratory Clinical Department Head (Co-Lead), Laboratory Medicine, South Zone
Tamara Trotter, South Zone Laboratory Director

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