

Customer Service Survey Summary

PROcure issued a Customer Service Survey to its members in the fall of 2011. Surveys were set up through Survey Monkey and posted at each of the hospital intranets as well as on the PROcure website. Communications were issued to the executive leads at each of the sites, as well as directly to the management teams. Additional communication was included in the PROcure newsletter as well as posted on Twitter.

The survey was comprised of 66 questions addressing the areas of customer service, training, electronic ordering, supply carts, issue resolution, implementation and communications. A total of 312 survey responses were received, representing 4% of the total staff base across the membership. Over 250 comments and suggestions were received which provided valuable data in addition to the survey questions.

The goal of the survey was to provide baseline data and to identify areas of improvement. The results will be used to develop an action plan to address the areas that did not meet customer needs with the goal of service delivery improvement.

A high level summary is provided below. A breakdown by site is also included

Total surveys: 311

Representation by site – based on number of actual respondents compared to total staff base.

BWH: 2.6%
CKHA: 6.5%
CHIS: 14.5%
HDGH: 5.4%
LDMH: 12.8%
WRH: 1.6%

What our customers said...

What we do well:

Customer Service

- Access to Customer Service is easy
- Majority of respondents were able to speak to a representative within 30 minutes
- Respondents found the representative knowledgeable and easy to understand
- Majority were satisfied with their issue resolution
- Majority are likely to access the help desk in the future

Training (62.8% of respondents had been trained on the Ormed system – representing approx 15% of total staff trained on the Ormed system)

- Majority found the training administrator to be effective
- Training was administered at an appropriate pace and through an appropriate delivery method
- Majority indicated that the materials provided are helpful
- Improved their understanding of the new processes

Website

- Respondents are able to find communications easily on the website
- Majority indicated they would return to the site

Areas of improvement

Customer Service

- Almost half of respondents indicated that their issue took longer than 3 days to resolve. Almost 20% indicated the issue had not been resolved at the time of survey.
- 35% of respondents indicated that they had to speak to a CS representative 3 or more times before a resolution was attained.

Training (62.8% of respondents had been trained on the Ormed system – representing approx 15% of total staff trained on the Ormed system)

- Over half of respondents rated training effectiveness as adequate (39%) or below (17%)
- Approx 40% indicated that there was not enough practice time during training

Ormed System

- Half of respondents do not find the system to be user friendly
- 60% of respondents do not feel that the system has made ordering supplies easier
- Half of respondents do not feel that the system has enough information to help them order
- Majority indicated experiencing issues with the system

Communication

- 40% of respondents have never read a PROcure communication
- Over 50% of respondents indicate that they have seen PROcure communications posted on their hospital intranet Never or Once.
 - 71.3% of respondents indicate that the intranet is their primary source of Hospital news

Non Supply Cart Orders (half of respondents indicate having a Staff SAP set up)

- Almost half of respondents who have SAP's set up in their units have used them Never or Once to order

- Majority of respondents indicate they do not know how to make changes to SAPs
- 40% of respondents do not feel their supplies are delivered in a timely manner
- Notifications regarding backorders, product changes are not received in a timely manner
- Respondents generally are unaware of who to contact with a delivery issue

Supply Carts (half of respondents indicate having a scanned cart on their unit)

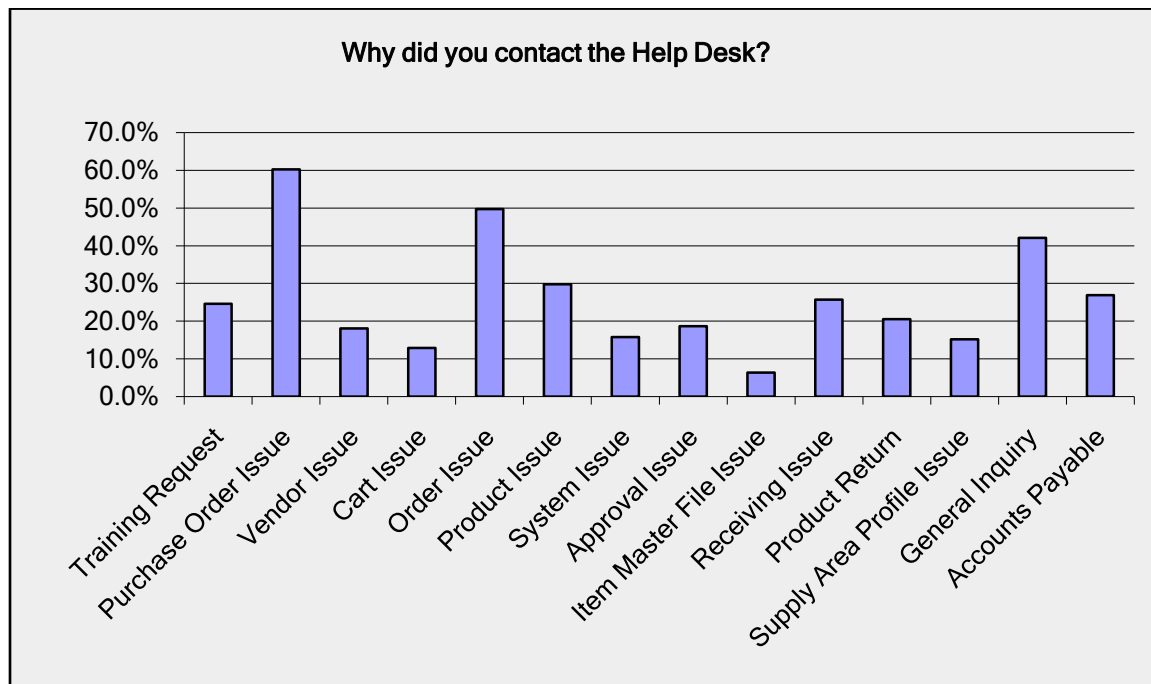
- Respondents do not feel they can easily find products on their carts
- 40% do not feel they have the correct items or quotas
- More than half do not know who to contact with a supply cart issue

Implementation

- More than half of respondents are not satisfied with the implementation process

General Facts

Reasons for contacting the help desk



Website Access

- 67% of respondents have Never accessed the PROcure website

Hospital Intranet

- 77% of respondents indicate accessing their hospital intranet Often or On a Regular Basis

Actions taken to date

Customer Service

- PROcure has provided internal Customer Service training to all staff at PROcure.
- PROcure is actively participating in an RFP for a new Help Desk application in conjunction with CHIS. This will allow easy access to customers to log tickets, and ensure better tracking and managing of incoming requests and issues.

Supply Carts

- Complete relabeling of carts at CKHA, BWH and LDMH. WRH and HDGH were labeled with the enhancements during implementation.
- Cart review and reorganization at HDGH during the extended implementation period to resolve issues during initial set up and configuration
- Cart review and revisions to at BWH post implementation
- Review and revision of specific carts at WRH which were identified as issues post implementation

Training

- Open House training sessions conducted at all sites
- E-Learning development complete – launching in January. Currently testing course at each site to ensure functionality.

Communications

- Requested access to internal Hospital Intranets. Respondents indicate this is the primary source of Hospital news, however report not seeing PROcure communications. Access will enable PROcure to work with the hospital to ensure visibility over PROcure communications
- Monthly Newsletter
- Communications going directly to management distribution lists
- Monthly meetings with leadership teams to provide updates

Next Steps

- Survey results will be posted on the PROcure website and distributed to each of the sites.
- An action plan will be developed and distributed with specific tasks identified to address those areas which require improvement

