Response distribution by laboratory type

(Responses: 1= strongly disagree, 2 = disagree, 3 = no opinion, 4= agree, 5= strongly agree, results in percent of respondents, NR=no response, n=total number of facilities) for all questions, 36 degrees of freedom.

Question 1. There is a close collegial relationship between analysts

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.9	4.8	3.2	11.9	27.0	41.3
Hospital	85	3.6	4.7	5.9	16.5	31.8	37.6
Independent/Reference	14	0	21.4	0	14.3	14.3	50.0
Community Health Clinic	83	4.8	4.8	9.6	19.3	28.9	32.5
Pharmacy	3	0	0	33.3	33.3	0	33.3
Nursing Home	12	8.3	8.3	0	8.3	33.3	41.7
Emergency Medical Service	8	12.5	0	0	12.5	37.5	37.5

X^2=36.871 p=0.428

Question 2. There is a well defined hierarchy of authority

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.9	2.4	3.2	17.5	25.4	39.7
Hospital	85	4.8	3.5	5.9	20.0	31.8	34.1
Independent/Reference	14	0	7.1	0	21.4	21.4	50.0
Community Health Clinic	83	7.2	3.6	7.2	21.7	28.9	31.3
Pharmacy	3	0	0	0	0	33.3	66.7
Nursing Home	12	8.3	8.3	0	16.7	16.7	50.0
Emergency Medical Service	8	0	0	0	0	50.0	37.5

X^2=23.014 p=0.954

Question 3. We adopt new test technologies as soon as they are shown to be effective

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	10.3	13.5	30.2	23.0	12.7
Hospital	85	3.6	5.9	17.6	38.8	23.5	10.6
Independent/Reference	14	0	21.4	14.3	21.4	28.6	14.3
Community Health Clinic	83	6.0	10.8	15.7	28.9	21.7	16.9
Pharmacy	3	0	66.7	0	0	33.3	0
Nursing Home	12	8.3	16.7	0	33.3	25	16.7
Emergency Medical Service	8	12.5	12.5	0	50.0	12.5	0

X^2=31.633 p=0.676

Question 4. There is a widespread agreement on most moral/ethical issues

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	3.2	4.0	14.3	29.4	38.9
Hospital	85	4.7	4.7	7.1	18.8	35.3	24.4
Independent/Reference	14	7.1	7.1	0	28.6	7.1	50.0
Community Health Clinic	83	9.6	4.8	6.0	18.1	37.3	24.1
Pharmacy	3	0	0	33.3	0	33.3	33.3
Nursing Home	12	8.3	8.3	0	8.3	41.7	33.3
Emergency Medical Service	8	0	0	0	12.5	62.5	25.0

X^2=35.287, p=0.502

Question 5. We will not add a piece of equipment if it won't make a profit

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	7.9	22.2	7.9	19.8	11.9	30.2
Hospital	85	4.8	16.5	23.5	30.6	8.2	16.5
Independent/Reference	14	7.1	28.6	7.1	35.7	7.1	14.3
Community Health Clinic	83	14.4	31.3	12.0	20.5	9.6	12.0
Pharmacy	3	0	0	66.7	33.3	0	0
Nursing Home	12	24.9	33.2	8.3	25.0	0	8.3
Emergency Medical Service	8	12.5	37.5	25.0	0	0	25.0

X^2=78.089 p=0.001 Λ(type dependent) =0.083 p=0.073

Question 6. There is a great deal of sharing of clinical information between the ordering physician and the laboratory

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	1.6	5.6	20.6	21.4	40.5
Hospital	85	5.9	10.6	25.9	21.2	23.5	12.9
Independent/Reference	14	14.2	14.3	14.3	7.1	35.7	14.3
Community Health Clinic	83	7.2	7.2	6.0	28.9	25.3	25.3
Pharmacy	3	0	0	0	33.3	33.3	33.3
Nursing Home	12	8.3	8.3	0	8.3	16.7	58.7
Emergency Medical Service	8	0	12.5	12.5	25.0	25.0	25.0

X^2=62.963 p=0.002

Question 7. Innovations by testing personnel are well publicized

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.9	16.7	16.7	27.0	19.0	8.7
Hospital	85	7.1	9.4	28.2	29.4	18.8	7.1
Independent/Reference	14	7.1	28.6	14.3	21.4	14.3	14.3
Community Health Clinic	83	14.4	12.0	21.7	33.7	10.8	7.2
Pharmacy	3	0	33.3	0	33.3	0	33.3
Nursing Home	12	16.6	8.3	16.7	25.0	25.0	8.3
Emergency Medical Service	8	12.5	0	12.5	50.0	12.5	12.5

X^2=59.702 p=0.037

Question 8. We have well defined data objectives

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	12.7	1.6	3.2	17.5	30.2	34.9
Hospital	85	7.0	1.2	4.7	14.1	44.7	28.2
Independent/Reference	14	0	7.1	7.1	0	35.7	50.0
Community Health Clinic	83	8.4	2.4	3.6	22.9	36.1	26.5
Pharmacy	3	0	0	0	0	33.3	66.7
Nursing Home	12	16.6	8.3	0	16.7	8.3	50.0
Emergency Medical Service	8	12.5	0	0	25.0	25.0	37.5

X^2=36.029 p=0.467

Question 9. Risk-taking in adopting innovative laboratory technology is encouraged

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	14.3	23.0	28.6	19.0	11.9	3.2
Hospital	85	10.6	22.4	25.9	24.7	12.9	3.5
Independent/Reference	14	0	50.0	14.3	21.4	7.1	7.1
Community Health Clinic	83	7.2	18.1	30.1	19.3	10.8	4.8
Pharmacy	3	0	33.3	33.3	0	33.3	0
Nursing Home	12	16.6	33.3	16.7	16.7	16.7	0
Emergency Medical Service	8	0	12.5	37.5	25.0	12.5	0

X^2=21.655 p=0.972

Question 10. We leave most strategic decisions up to our administrators or directors

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	5.6	8.7	17.5	25.4	32.5
Hospital	85	6.9	7.1	11.8	21.2	31.8	22.4
Independent/Reference	14	7.1	7.1	0	21.4	21.4	42.9
Community Health Clinic	83	8.4	9.6	4.8	18.1	21.7	37.3
Pharmacy	3	0	0	0	33.3	0	66.7
Nursing Home	8.3	8.3	0	41.7	8.3	33.3	0
Emergency Medical Service	8	0	0	0	25.0	37.5	37.5

X^2=33.810 p=0.573

Question 11. There is a great deal of organizational loyalty

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	13.5	4.0	7.1	27.0	23.0	25.4
Hospital	85	3.5	5.9	15.3	25.9	34.1	15.3
Independent/Reference	14	0	7.1	28.6	7.1	35.7	21.4
Community Health Clinic	83	6.0	7.2	10.8	32.5	25.3	18.1
Pharmacy	3	0	0	0	0	100.0	0
Nursing Home	12	16.6	8.3	0	25.0	25.0	25.0
Emergency Medical Service	8	0	12.5	12.5	12.5	50.0	12.5

X^2=41.235 p=0.252

Question 12. We heavily rely on computers to manage test data

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.1	30.2	15.1	15.1	13.5	15.1
Hospital	85	4.7	11.8	10.6	14.1	22.4	36.5
Independent/Reference	14	0	14.3	7.1	14.3	7.1	57.1
Community Health Clinic	83	4.8	13.3	13.3	24.1	25.3	19.3
Pharmacy	3	0	33.3	0	0	33.3	0
Nursing Home	12	8.3	41.7	16.7	16.7	16.7	0
Emergency Medical Service	8	12.5	25.0	12.5	35.0	12.5	12.5

X^2=60.151 p=0.007 Λ(type dependent) =0.088 p=0.110

Question 13. We know how our laboratory practices compare to those in other laboratories

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	7.1	19.8	23.8	27.0	11.9
Hospital	85	8.2	4.7	8.2	28.2	29.4	21.2
Independent/Reference	14	0	7.1	14.3	35.7	7.1	35.7
Community Health Clinic	83	6.0	12.0	26.5	22.9	25.3	7.2
Pharmacy	3	0	0	0	0	66.7	33.3
Nursing Home	12	8.3	16.7	8.3	25.0	16.7	25.0
Emergency Medical Service	8	0	12.5	25.0	12.5	37.5	12.5

X^2=47.643 p=0.063

Question 14. We have difficulty hiring qualified personnel

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	13.5	17.5	16.7	23.8	17.5	11.1
Hospital	85	5.9	10.6	11.8	14.1	24.7	32.9
Independent/Reference	14	0	14.3	28.6	28.6	14.3	14.3
Community Health Clinic	83	9.6	10.8	14.5	38.6	18.1	8.4
Pharmacy	3	0	33.3	0	66.7	0	0
Nursing Home	12	8.3	25.0	25.0	41.7	0	0
Emergency Medical Service	8	25.0	0	25.0	50.0	0	0

X^2=64.431 p=0.002

Question 15. We have good relationships with the reference laboratory we use

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	14.2	2.4	2.4	14.3	24.6	42.1
Hospital	85	12.6	3.5	1.2	23.5	30.6	30.6
Independent/Reference	14	35.7	7.1	0	7.1	14.3	35.7
Community Health Clinic	83	10.8	6.0	1.2	33.7	20.5	27.7
Pharmacy	3	0	0	0	0	33.3	66.7
Nursing Home	12	8.3	8.3	8.3	33.3	8.3	33.3
Emergency Medical Service	8	0	0	12.5	25.0	0	62.5

X^2=43.895 p=0.172

Question 16. We rapidly change practices when studies indicate we can improve quality or reduce costs

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	9.5	3.2	9.5	30.2	27.8	19.8
Hospital	85	8.2	4.7	4.7	34.1	29.4	18.8
Independent/Reference	14	0	7.1	7.1	21.4	35.7	28.6
Community Health Clinic	83	7.2	7.2	15.7	32.5	22.9	14.5
Pharmacy	3	0	0	33.3	0	0	66.7
Nursing Home	12	8.3	8.3	0	41.7	16.7	25.0
Emergency Medical Service	8	12.5	0	0	25.0	50.0	12.5

X^2=32.880 p=0.618 Λ(type dependent) =0.024 p=0.434

Question 17. There is a great deal of internal consultation between testing personnel

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	16.6	3.2	7.9	15.1	28.6	28.6
Hospital	85	12.9	1.2	2.4	21.2	37.6	24.7
Independent/Reference	14	28.6	0	7.1	21.4	14.3	28.6
Community Health Clinic	83	15.6	4.8	8.4	25.3	28.9	16.9
Pharmacy	3	0	0	0	33.3	33.3	33.3
Nursing Home	12	8.3	0	25.0	33.3	25.0	8.3
Emergency Medical Service	8	12.5	12.5	12.5	25.0	12.5	25.0

X^2=37.186 p=0.415

Question 18. We have effective means of communicating the latest research results to our testing personnel

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	13.5	8.7	11.1	32.5	20.6	13.5
Hospital	85	11.8	12.9	16.5	36.5	17.6	4.7
Independent/Reference	14	14.2	14.3	21.4	35.7	0	14.3
Community Health Clinic	83	15.6	8.4	15.7	28.9	21.7	9.6
Pharmacy	3	0	0	0	33.3	0	66.7
Nursing Home	12	25.0	0	16.7	25.0	16.7	16.7
Emergency Medical Service	8	12.5	12.5	25.0	12.5	25.0	12.5

X^2=33.694 p=0.579

Question 19. We use electronic information systems to control patient costs

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.9	20.6	25.4	24.6	15.1	2.4
Hospital	85	9.4	16.5	25.9	28.2	14.1	5.9
Independent/Reference	14	0	14.3	21.4	35.7	21.4	7.1
Community Health Clinic	83	10.8	13.3	21.7	30.1	18.1	6.0
Pharmacy	3	0	33.3	0	0	0	66.7
Nursing Home	12	8.3	25.0	16.7	33.3	8.3	8.3
Emergency Medical Service	8	12.5	0	50.0	0	25.0	12.5

X^2=45.206 p=0.140

Question 20. Candid and open communications exist between physicians and bench level personnel

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	12.7	5.6	4.0	11.1	19.8	46.8
Hospital	85	13.0	9.4	14.1	18.8	29.4	15.3
Independent/Reference	14	7.1	28.6	14.3	0	35.7	14.3
Community Health Clinic	83	16.8	10.8	12.0	24.1	19.3	16.9
Pharmacy	3	0	0	33.3	33.3	33.3	0
Nursing Home	12	16.7	16.7	16.7	8.3	16.7	25.0
Emergency Medical Service	8	0	0	37.5	0	25.0	37.5

X^2=71.223 p=0.<0.001

Question 21. Our organization readily pays for continuing education for testing personnel

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	9.6	15.1	16.7	19.0	25.0	14.3
Hospital	85	8.3	22.4	16.5	20.0	24.7	8.2
Independent/Reference	14	0	21.4	21.4	14.3	28.6	14.3
Community Health Clinic	83	13.2	10.8	15.7	30.1	19.3	10.8
Pharmacy	3	0	0	33.3	66.7	0	0
Nursing Home	12	16.7	0	25.0	8.3	25.0	25.0
Emergency Medical Service	8	12.5	12.5	0	12.5	37.5	25.0

X^2=29.024 p=0.789

Question 22. Business practices are heavily weighted toward profit maximization

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	6.3	10.3	27.8	24.6	20.6
Hospital	85	10.6	7.1	10.6	31.8	24.7	15.3
Independent/Reference	14	7.1	0	14.3	35.7	14.3	28.6
Community Health Clinic	83	18.1	18.1	19.3	27.7	10.8	6.0
Pharmacy	3	0	33.3	0	0	0	66.7
Nursing Home	12	25.0	16.7	33.3	16.7	0	8.3
Emergency Medical Service	8	12.5	0	12.5	25.0	25.0	25.0

X^2=55.409 p=0.020

Question 23. There is an open discussion of testing quality problems

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	3.2	4.8	12.7	36.5	32.5
Hospital	85	8.3	4.7	3.5	14.1	37.6	31.8
Independent/Reference	14	0	14.3	7.1	7.1	35.7	35.7
Community Health Clinic	83	14.4	2.4	12.0	24.1	28.9	18.1
Pharmacy	3	0	0	0	33.3	0	66.7
Nursing Home	12	16.6	8.3	8.3	8.3	8.3	50.0
Emergency Medical Service	8	12.5	0	0	0	37.5	50.0

X^2=40.794 p=0.268

Question 24. Our administrative [process can best be described as consensus building

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	12.7	7.9	12.7	21.4	34.9	10.3
Hospital	85	8.3	12.9	5.9	35.3	30.6	7.1
Independent/Reference	14	0	21.4	14.3	21.4	28.6	14.3
Community Health Clinic	83	15.6	9.6	8.4	41.0	19.3	6.0
Pharmacy	3	0	0	0	33.3	33.3	33.3
Nursing Home	12	16.6	8.3	8.3	25.0	16.7	25.0
Emergency Medical Service	8	25.0	12.5	0	12.5	37.5	12.5

X^2=42.809 p=0.202

Question 25. Communications and information we receive from professional societies are very useful in evaluating or improving our laboratory procedures

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	7.9	4.8	14.3	29.4	25.4	18.3
Hospital	85	5.9	0	9.4	25.9	41.2	17.6
Independent/Reference	14	0	7.1	35.7	21.4	0	35.7
Community Health Clinic	83	10.8	7.2	18.1	32.5	21.7	9.6
Pharmacy	3	0	0	0	0	33.3	66.7
Nursing Home	12	16.7	8.3	16.7	25.0	8.3	25.0
Emergency Medical Service	8	12.5	0	12.5	37.5	25.0	12.5

X^2=48.031 p=0.087

Question 26. Our analysts are encouraged to be honest and forthcoming in discussing problems with analytical results

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	7.9	1.6	1.6	15.9	23.0	50.0
Hospital	85	3.6	3.5	3.5	11.8	27.1	50.6
Independent/Reference	14	0.0	14.3	14.3	14.3	7.1	50.0
Community Health Clinic	83	9.6	3.6	4.8	18.1	39.8	24.1
Pharmacy	3	0	0	0	0	0	100.0
Nursing Home	12	8.3	8.3	8.3	8.3	16.7	50.0
Emergency Medical Service	8	25.0	0	0	0	25.0	50.0

X^2=49.519 p=0.066

Question 27. Our laboratory data is important in making a diagnosis

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	5.6	0.8	0.0	6.3	21.4	65.9
Hospital	85	4.7	3.5	0.0	4.7	29.4	57.6
Independent/Reference	14	0.0	7.1	0.0	7.1	7.1	78.6
Community Health Clinic	83	3.6	3.6	1.2	9.6	28.9	53.0
Pharmacy	3	0.0	0.0	0.0	0.0	33.3	66.7
Nursing Home	12	8.3	16.7	0.0	0.0	33.3	41.7
Emergency Medical Service	8	25.0	0.0	0.0	0.0	25.0	50.0

X^2=47.593 p=0.094

Question 28. We communicate and exchange ideas regularly with other laboratories in our area.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	6.4	13.5	19.0	29.4	19.8	11.9
Hospital	85	3.6	7.1	17.6	29.4	21.2	21.2
Independent/Reference	14	0.0	14.3	35.7	14.3	14.3	21.4
Community Health Clinic	83	4.8	14.5	24.1	21.7	25.3	9.6
Pharmacy	3	0	0	0	33.3	33.3	33.3
Nursing Home	12	20.8	25.0	0.0	16.7	16.7	33.3
Emergency Medical Service	8	25.0	12.5	12.5	12.5	12.5	25.0

X^2=40.334 p=0.284

Question 29. We are occasionally shorthanded in the laboratory due to vacations, illnesses, etc.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	8.7	7.9	18.3	15.9	29.4	19.8
Hospital	85	3.6	5.9	8.2	16.5	20.0	45.9
Independent/Reference	14	0.0	0.0	14.3	21.4	28.6	35.7
Community Health Clinic	83	7.2	9.6	13.3	20.5	21.7	27.7
Pharmacy	3	0	33.3	0	33.3	33.3	0.0
Nursing Home	12	16.7	16.7	16.7	25.0	16.7	8.3
Emergency Medical Service	8	0.0	0.0	12.5	12.5	37.5	37.5

X^2=37.336 p=0.408 Λ(type dependent) =0.064 p=0.078

Question 30. We are highly committed to obtaining and using information which will improve the cost effectiveness of testing.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	8.8	2.4	4.8	15.1	37.3	31.7
Hospital	85	8.1	3.5	4.7	18.8	40.0	25.9
Independent/Reference	14	0.0	14.3	0.0	21.4	7.1	57.1
Community Health Clinic	83	12.0	4.8	9.6	33.7	25.0	14.5
Pharmacy	3	0.0	0.0	0.0	0.0	33.3	66.7
Nursing Home	12	16.7	16.7	8.3	25.0	25.0	8.3
Emergency Medical Service	8	0.0	0.0	0.0	12.5	37.5	37.5

X^2=53.607 p=0.030

Question 31. Testing personnel who produce low quality data face disciplinary action.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	5.36	7.9	22.2	23.0	31.0
Hospital	85	2.4	8.2	8.2	15.3	35.3	30.6
Independent/Reference	14	0.0	21.4	14.3	0.0	14.3	50.0
Community Health Clinic	83	15.6	7.2	9.6	16.9	34.9	15.7
Pharmacy	3	0.0	0.0	0.0	0.0	33.3	67.7
Nursing Home	12	25.0	8.3	16.7	25.0	8.3	16.7
Emergency Medical Service	8	0.0	0.0	37.5	25.0	12.5	25.0

X^2=56.258 p=0.017

Question 32. We periodically review laboratory data issues with laboratory personnel.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	92.9	0.8	0.0	0.0	6.3	2.4
Hospital	85	89.4	0.0	0.0	1.2	7.1	2.4
Independent/Reference	14	100.0	0.0	0.0	0.0	0.0	0.0
Community Health Clinic	83	96.4	0.0	0.0	0.0	2.4	0.0
Pharmacy	3	100.0	0.0	0.0	0.0	0.0	0.0
Nursing Home	12	100.0	0.0	0.0	0.0	0.0	0.0
Emergency Medical Service	8	100.0	0.0	0.0	0.0	0.0	0.0

X^2=10.489 p=0.992

Question 33. We survey our patients to assess how well they think we do in serving them with our laboratory.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.1	23.8	25.4	14.3	12.7	12.7
Hospital	85	9.7	14.1	14.1	22.4	24.7	15.3
Independent/Reference	14	0.0	28.6	28.6	0.0	0.0	42.9
Community Health Clinic	83	12.0	18.1	20.5	26.5	14.5	8.4
Pharmacy	3	0	33.3	0	0.0	0.0	66.7
Nursing Home	12	33.3	8.3	8.3	25.0	8.3	16.7
Emergency Medical Service	8	12.5	12.5	37.5	12.5	12.5	12.5

X^2=55.521 p=0.025 Λ(type dependent) =0.076 p=0.032

Question 34. There is a strong sense of belonging among testing personnel.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.1	4.8	4.0	17.5	28.6	34.1
Hospital	85	4.8	4.7	12.9	25.9	30.6	21.2
Independent/Reference	14	7.1	21.4	14.3	0.0	21.4	35.7
Community Health Clinic	83	10.8	4.8	9.6	28.9	33.7	12.0
Pharmacy	3	0.0	0.0	33.3	0.0	33.3	33.3
Nursing Home	12	16.7	8.3	0.0	33.3	25.0	16.7
Emergency Medical Service	8	0.0	12.5	12.5	1.5	37.5	12.5

X^2=45.186 p=0.140

Question 35. Patient requests for additional testing have a significant effect on our resources.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	12.7	12.7	19.8	28.6	15.1	11.1
Hospital	85	9.4	21.2	25.9	30.6	8.2	4.7
Independent/Reference	14	14.2	21.4	14.3	21.4	14.3	14.3
Community Health Clinic	83	10.8	12.0	18.1	42.2	9.6	7.2
Pharmacy	3	0.0	0.0	0.0	33.3	0.0	66.7
Nursing Home	12	25.0	33.3	0.0	16.7	8.3	16.7
Emergency Medical Service	8	0.0	12.5	25.0	12.5	37.5	12.5

X^2=47.250 p=0.099

Question 36. The physicians we work with defer to the laboratory staff on the most appropriate test where options exist.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.1	7.9	15.9	25.4	23.0	16.7
Hospital	85	4.7	16.5	22.4	25.9	18.8	11.8
Independent/Reference	14	14.3	28.6	7.1	14.3	28.6	7.1
Community Health Clinic	83	10.8	10.8	12.0	37.3	20.5	8.4
Pharmacy	3	0	33.3	0.0	0.0	0.0	66.7
Nursing Home	12	16.7	8.3	0.0	50.0	8.3	16.7
Emergency Medical Service	8	12.5	0.0	12.5	37.5	0.0	37.5

X^2=44.900 p=0.147

Question 37. Our laboratory is adequately staffed to perform the tests we need.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	6.3	1.6	19.8	28.6	33.3
Hospital	85	7.1	9.4	11.8	34.1	21.2	16.5
Independent/Reference	14	7.1	28.6	14.3	7.1	28.6	14.3
Community Health Clinic	83	8.4	14.5	14.8	26.5	28.9	16.9
Pharmacy	3	0	0.0	0.0	33.3	33.3	33.3
Nursing Home	12	25.0	8.3	0.0	25.0	0.0	41.7
Emergency Medical Service	8	25.0	0.0	12.5	12.5	12.5	37.5

X^2=57.653 p=0.012

Question 38. Our organization recognizes exceptional performance by laboratory personnel with rewards over and above the standard compensation package.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	8.0	36.5	20.6	18.3	7.9	8.7
Hospital	85	9.5	44.7	20.0	14.1	8.2	7.1
Independent/Reference	14	7.1	21.4	21.4	28.6	7.1	14.3
Community Health Clinic	83	12.0	37.3	19.3	20.5	4.8	6.5
Pharmacy	3	0.0	33.3	0.0	0.0	33.3	33.3
Nursing Home	12	8.3	25.0	33.3	16.7	0.0	16.7
Emergency Medical Service	8	0.0	25.0	37.5	0.0	25.0	12.5

X^2=27.8464 p=0.833

Question 39. There is a high level of commitment to measure the clinical outcomes of the patients for whom we perform tests.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	3.2	7.1	17.5	30.2	31.7
Hospital	85	10.6	9.4	12.9	17.6	32.9	16.5
Independent/Reference	14	7.1	21.4	14.3	14.3	7.1	35.7
Community Health Clinic	83	15.6	3.6	6.0	24.1	36.1	14.5
Pharmacy	3	0.0	0.0	0.0	0.0	0.0	100
Nursing Home	12	8.3	16.7	0.0	0.0	50.0	25.0
Emergency Medical Service	8	25.0	0.0	12.5	37.5	12.5	12.5

X^2=55.695 p=0.019

Question 40. Most of our training comes from test kit/instrument manufacturers and their manuals or inserts.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	6.3	10.3	15.9	30.2	27.0
Hospital	85	8.1	5.9	1.2	17.6	37.6	21.4
Independent/Reference	14	7.1	14.3	14.3	21.4	21.4	21.4
Community Health Clinic	83	8.4	9.6	12.0	30.1	24.1	15.7
Pharmacy	3	0.0	0.0	0.0	33.3	0.0	66.7
Nursing Home	12	16.7	16.7	0.0	16.7	8.3	41.7
Emergency Medical Service	8	0.0	0.0	25.0	0.0	50.0	25.0

X^2=43.116 p=0.193

Question 41. The physicians we work with understand the limits of the tests we perform.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	5.6	1.6	7.1	13.5	33.3	38.9
Hospital	85	2.4	12.9	20.0	23.5	24.7	16.5
Independent/Reference	14	14.3	7.1	28.6	14.3	21.4	14.3
Community Health Clinic	83	7.2	7.2	10.8	15.7	36.1	22.9
Pharmacy	3	0.0	0.0	0.0	33.3	0.0	66.7
Nursing Home	12	8.3	8.3	0.0	8.3	33.3	41.7
Emergency Medical Service	8	12.5	0.0	0.0	12.5	50.0	25.0

X^2=72.348 p<0.001

Question 42. There are tests we should perform but do not due to costs.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	11.9	10.3	7.1	19.0	27.0	24.6
Hospital	85	5.9	7.1	21.2	220.0	24.7	21.2
Independent/Reference	14	0.0	21.4	14.3	7.1	7.1	50.0
Community Health Clinic	83	8.4	10.8	8.4	12.0	25.3	34.9
Pharmacy	3	0.0	0.0	0.0	33.3	0.0	66.7
Nursing Home	12	8.3	41.7	16.7	8.3	16.7	8.3
Emergency Medical Service	8	12.5	0.0	12.5	12.5	25.0	37.5

X^2=47.399 p=0.097 Λ(type dependent) =0.044 p=0.082

Question 43. We wish there were more opportunities for continuing education in our area..

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	7.2	1.6	5.6	19.0	26.2	40.5
Hospital	85	4.7	2.4	2.4	14.1	32.9	43.5
Independent/Reference	14	0.0	14.3	7.1	14.3	7.1	57.1
Community Health Clinic	83	12.0	4.8	0.0	16.9	31.3	34.9
Pharmacy	3	0.0	0.0	0.0	0.0	33.3	66.7
Nursing Home	12	16.7	8.3	8.3	58.3	8.3	0.0
Emergency Medical Service	8	12.5	0.0	12.5	12.5	37.5	12.5

X^2=52.768 p=0.035

Question 44. We have well defined written procedures for all tests we perform.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	3.2	2.4	6.3	21.4	56.3
Hospital	85	3.6	3.5	3.5	9.4	26.9	54.1
Independent/Reference	14	0.0	21.4	0.0	0.0	7.1	71.4
Community Health Clinic	83	12.0	7.2	0.0	9.6	28.9	42.2
Pharmacy	3	33.3	0.0	33.3	0.0	33.3	0.0
Nursing Home	12	16.7	8.3	0.0	16.7	25.0	33.3
Emergency Medical Service	8	12.5	0.0	0.0	0.0	37.5	50.0

X^2=57.779 p=0.012

Question 45. We have ready access to scientific journals and professional literature in our laboratory.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	8.0	10.3	11.9	25.4	26.2	18.3
Hospital	85	2.4	3.5	10.6	24.7	25.9	32.9
Independent/Reference	14	0.0	14.3	21.4	21.4	14.3	28.6
Community Health Clinic	83	8.4	9.6	22.9	28.9	13.3	16.9
Pharmacy	3	0.0	0.0	0.0	33.3	0.0	66.7
Nursing Home	12	16.7	0.0	33.3	8.3	16.7	25.0
Emergency Medical Service	8	12.5	12.5	37.5	0.0	12.5	25.0

X^2=44.224 p=0.163

Question 46. Certification as a medical technician/technologist is a useful indicator of technical ability.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	4.8	11.9	23.8	28.6	20.6
Hospital	85	2.4	3.5	10.6	25.9	28.2	29.4
Independent/Reference	14	0.0	7.1	14.3	7.1	0.0	71.4
Community Health Clinic	83	10.8	2.4	19.3	31.3	19.3	16.9
Pharmacy	3	0.0	0.0	33.3	0.0	33.3	33.3
Nursing Home	12	16.7	33.3	8.3	25.0	0.0	16.7
Emergency Medical Service	8	12.5	0.0	25.0	0.0	25.0	37.5

X^2=69.520 p=0.001

Question 47. Deviation from procedures is allowed for analysts with proven competency and judgement.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	9.5	37.3	20.6	15.9	10.3	6.3
Hospital	85	3.6	29.4	35.3	14.1	9.4	8.2
Independent/Reference	14	0.0	71.4	7.1	0.0	21.4	0.0
Community Health Clinic	83	7.2	30.1	33.7	15.7	6.0	7.2
Pharmacy	3	0.0	33.3	0.0	33.3	0.0	33.3
Nursing Home	12	16.7	50.0	16.7	8.3	0.0	8.3
Emergency Medical Service	8	12.5	12.5	37.5	12.5	12.5	12.5

X^2=37.862 p=0.384

Question 48. Managed care has helped our laboratory become more cost effective.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	12.7	34.9	16.7	27.8	4.0	4.0
Hospital	85	4.8	30.6	24.7	25.9	8.2	5.9
Independent/Reference	14	0.0	42.9	14.3	14.3	0.0	28.6
Community Health Clinic	10.8	10.8	25.3	21.7	31.3	6.0	4.8
Pharmacy	3	0.0	0.0	0.0	100	0.0	0.0
Nursing Home	12	16.7	41.7	16.7	25.0	0.0	0.0
Emergency Medical Service	8	12.5	25.0	50.0	12.5	0.0	0.0

X^2=45.639 p=0.130

Question 49. Our equipment is up-to-date and in good repair.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	7.1	1.6	3.2	21.4	27.8	38.9
Hospital	85	3.5	4.7	8.2	12.9	29.4	41.2
Independent/Reference	14	0.0	7.1	0.0	21.4	28.6	42.9
Community Health Clinic	83	7.2	12.0	9.6	30.1	22.9	18.1
Pharmacy	3	0.0	0.0	0.0	33.3	33.3	33.3
Nursing Home	12	8.3	8.3	0.0	33.3	25.0	25.0
Emergency Medical Service	8	12.5	0.0	0.0	25.0	25.0	37.5

X^2=40.124 p=0.292

Question 50. Patterns of failures, rather than individual failures, are used to determine whether testing personnel are competent.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	2.4	11.9	32.5	27.0	15.9
Hospital	85	1.2	9.4	7.1	22.4	43.5	16.5
Independent/Reference	14	7.1	35.7	7.1	28.6	21.4	0.0
Community Health Clinic	83	8.4	6.0	12.0	38.6	25.3	9.6
Pharmacy	3	0.0	0.0	66.7	0.0	0.0	33.3
Nursing Home	12	8.3	16.7	16.7	16.7	25.0	16.7
Emergency Medical Service	8	12.5	0.0	12.5	25.0	37.5	12.5

X^2=67.228 p=0.001

Question 51. It takes time and experience to make a good laboratory analyst.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	10.3	0.8	3.2	9.5	33.3	42.9
Hospital	85	2.4	2.4	3.5	9.4	22.4	60.0
Independent/Reference	14	0.0	7.1	0.0	0.0	21.4	71.4
Community Health Clinic	83	10.8	3.6	1.2	19.3	25.3	39.8
Pharmacy	3	33.3	0.0	0.0	33.3	0.0	33.3
Nursing Home	12	16.7	16.7	0.0	8.3	33.3	25.0
Emergency Medical Service	8	12.5	0.0	0.0	0.0	50.0	37.5

X^2=54.863 p=0.023

Question 52. We readily adjust the way we work to make our laboratory operations more convenient for our patients.

Lab Type	n	NR	1	2	3	4	5
Physician Office Laboratory	126	9.5	1.6	5.6	19.8	37.3	26.2
Hospital	85	3.6	3.5	3.5	20.0	37.6	31.8
Independent/Reference	14	7.7	7.1	0.0	14.3	28.6	31.8
Community Health Clinic	83	10.8	6.0	4.8	30.1	22.9	25.3
Pharmacy	3	0.0	33.3	0.0	33.3	0.0	33.3
Nursing Home	12	16.7	8.3	0.0	25.0	25.0	25.0
Emergency Medical Service	8	12.5	0.0	0.0	25.0	37.5	25.0

X^2=34.752 p=0.528