

To: UF College of Dentistry,

The competition was pretty fierce this year during the **Patient Satisfaction Survey Week**. It seems that candy, bragging rights and a pizza party are pretty strong motivators, especially since everyone in THIS college knows to brush and floss after eating suger-laden foods.

In all seriousness, I was very pleased to see the outstanding participation levels from all of our clinics this year. Our goal was 1,000 completed surveys and you completed 1,507 surveys this year.

I know that the workflow in our clinical areas is such that it doesn't leave much time for "extra" steps like patient surveys and I really appreciate how everyone focused on ensuring a large percentage of our patients were surveyed.

As you know, the results are important for several reasons. Of course we use it to gauge how we are doing and what areas might need improvement, but we also need these measures as part of our accreditation process. So thank you all very much!

And now it's time to name our winners! The winners were selected based on percentage of completed survey (compared to the number of patients seen that week) and also on their scores in several quality indicator questions:

- **DMD Teams clinics**

The winner is **Clinic 2B** (167 completed surveys for a 74% completion rate and a 4.64 average score on several quality indicators).

- **Non-Teams clinics** — there is a tie

The winners are **Oral Medicine** (34 completed surveys for a 94% completion rate and a 4.67 average score in quality indicators) and **Endodontics** (70 surveys for a 96% completion rate and a 4.62 average score in quality indicators).

Once we have compiled all of the data from the surveys, we will share the detailed reports with all departments/clinics so you can thoroughly see where your areas of strength and weakness are on an individual level as well as the college level.

Thank you, again, and congratulations to our winners!

Sincerely,
Boyd Robinson, D.D.S., M.Ed.
Interim Dean
UF College of Dentistry

Our goal is to make you



SMILE!