UF College of Dentistry Patient Satisfaction Survey

Results: 2009 - 2013





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# Introduction

The University of Florida College of Dentistry conducts a ‘Patient Satisfaction Survey’ during a one-week period each year. A two-page survey is distributed to patients at this time. Completed surveys are collected, data reduced, and analyzed. This report presents a summary of the results of the UF College of Dentistry Patient Satisfaction Survey for 2009 through 2013. [Please note that not all data are available for all years.]

## Number of Surveys Completed

The number of patient satisfaction surveys completed each year increased from 677 in 2009 to around one thousand from 2010 through 2012. In 2013, of the 1,507 surveys submitted, the total number of usable surveys was 1,414. The overall increase in the number of patients who complete surveys permits a more detailed analysis, particularly of the results by the different clinics.

## Percentage of Surveys Completed to Patients Seen by Clinics (2010-2013)

The following table shows the percentage of Patient Satisfaction Surveys completed per the number of patients seen by clinic for student clinics.

In 2013, three of the four Student Clinics completed surveys with about three-fifths of the patients who visited the clinic during the study period: Clinic 2A (62.2%), Clinic 3A (62.1%), and Clinic 3B (56.0%). Clinic 2B, however, completed surveys with nearly three-quarters (73.9%) of the patients who visited the clinic during the study period.

\*Notes:

* The APGD and 1A Clinics were no longer active in 2013.
* The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys submitted (1,507) rather than the number of usable surveys (1,414) data-reduced by the FSRC in the calculations used throughout the report.

The following table shows the percentage of Patient Satisfaction Surveys completed per the number of patients seen by clinic for specialty clinics.

In 2013, there is substantial variation among the specialty clinics for the percentage of patients seen who completed surveys, ranging from a high of more than 90 percent to a low of zero. The Graduate Endodontics (GE) clinic was able to complete surveys with nearly all (95.9%) of the patients they saw in the study time frame, and the Oral Medicine (OM) clinic completed a similar percentage (94.4%).

In contrast, only about one-half of patients seen by the Faculty Practice (FP) clinic (56.3%), and the Graduate Periodontics (GPE) clinic (49.3%) completed surveys, and about three-fifths (61.9%) of those from the Pediatrics (PD) clinic completed surveys.

\*Notes:

* The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys submitted (1,507) rather than the number of usable surveys (1,414) data-reduced by the FSRC in the calculations used throughout the report.

## Response by Specialty Clinics

\*Notes:

Specialty Clinic Abbreviations in the Figure: Cashier (C), Endodontics (EN), Faculty Practice (FP), Graduate Endodontics (GE), Graduate Periodontics (GPE), Graduate Prosthodontics (GPR), Implant Center (IC), Oral Medicine (OM), Oral Surgery (OS), Orthodontics (OR), Pediatrics (PD), St. Pete (SP), Student Oral Surgery (SOS).

# Demographics

## Age

Patients were asked: “*How old are you?*”

In 2013, about one-fifth of the patients completing surveys are either “20 or under” (18.4%) or “21 to 40” years old (20.5%). More than one-quarter (27.2%) of the respondents are “41 to 60” years old, and about one-third (34.0%) are “Over 60.”

Overall, the age group with the smallest number of patients completing surveys across time is the “20 or Under” category. The age categories with the largest number of patients completing surveys across time are the “41 to 60” and “Over 60” groups.

## Gender

Patients were asked: “*Are you female or male?*”

More female than male patients complete the survey each year. From 2009 to 2012, on average, a little more than two-fifths of the survey respondents are male and slightly less than three-fifths are female.

In 2013, nearly three-fifths (56.2%) of the responding patients are female, while just over two-fifths (43.8%) are male.

## County of Residence (2013)

Patients were asked: “*In* w*hat county do you live?*”

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **County** | **N** |  | **County** | **N** |
| Alachua | 375 |  | Lafayette | 3 |
| Baker | 4 |  | Lake | 16 |
| Bay | 4 |  | Lee | 5 |
| Bradford | 27 |  | Leon | 9 |
| Brevard | 8 |  | Levy | 53 |
| Charlotte | 3 |  | Madison | 1 |
| Citrus | 51 |  | Manatee | 1 |
| Clay | 19 |  | Marion | 196 |
| Collier | 1 |  | Miami-Dade | 1 |
| Columbia | 44 |  | Nassau | 1 |
| Dixie | 8 |  | Orange | 10 |
| Duval | 19 |  | Osceola | 6 |
| Escambia | 1 |  | Pasco | 5 |
| Flagler | 10 |  | Pinellas | 32 |
| Franklin | 1 |  | Polk | 6 |
| Gilchrist | 15 |  | Putnam | 31 |
| Gulf | 1 |  | Sarasota | 4 |
| Hamilton | 4 |  | Seminole | 3 |
| Hardee | 1 |  | St. Johns | 3 |
| Hernando | 12 |  | St. Lucie | 2 |
| Highlands | 1 |  | Sumter | 19 |
| Hillsborough | 10 |  | Suwannee | 21 |
| Holmes | 1 |  | Union | 6 |
| Indian River | 2 |  | Volusia | 13 |
| Jackson | 3 |  | Wakulla | 1 |
| Jefferson | 1 |  |  |  |

The 2013 survey respondents live in 50 different Florida counties. The largest number of patients, as would be expected, is from Alachua County (N=375) with the second largest number from Marion County (N=196).

## Race/Ethnicity

Patients were asked: *“Which of the following best describe your race?”* and

*“Are you Hispanic, Latino, or Spanish?”*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Race / Ethnicity** | **2009** | **2010** | **2011** | **2012** | **2013** |
| White | 72.9% | 71.6% | 74.8% | 80.1% | 74.6% |
| African American/Black | 13.7% | 12.5% | 15.2% | 12.8% | 16.3% |
| Hispanic | 5.3% | 7.8% | 8.9% | 7.9% | 8.6% |
| Asian | 3.8% | 3.1% | 3.5% | 2.2% | 3.8% |
| American Indian/Alaskan | 1.3% | 1.4% | 1.8% | 0.7% | 1.3% |
| Middle Eastern/Indian | 1.1% | 1.1% | N/A | N/A | N/A% |
| Native Hawaiian/PI | 0.2% | 0.0% | 0.0% | 0.1% | 0.4% |
| Pacific Islander | 0.0% | 0.3% | 0.0% | N/A | N/A% |
| Other | 1.8% | 2.2% | 3.1% | 5.6% | 3.5% |

The race/ethnic origin of the survey respondents has remained fairly consistent since 2009. On average, about three-quarters of the respondents each year are white, about one-eighth to one-sixth are African American and about eight percent are Hispanic. In 2013, three-quarters (74.6%) of the patients who responded are white, about one-sixth (16.3%) are African American/black, and about four percent are Asian. In addition, about nine percent of the respondents indicate that they are Hispanic, Latino, or Spanish.

\*Notes:

* From 2007 through 2010, patients were asked: “*What is your ethnic origin?*”
* Since the 2011 survey, as in the Census, respondents could choose as many racial categories as apply.
* Since the 2011 survey, as in the Census, the categories presented were: White, Asian, Black/African American, Native American/Pacific Islander, American Indian/Native Alaskan, Other.

## Household Size

Patients were asked: “*How many people, including you, live in your household?*”

In 2013, nearly four-fifths (38.6%) of the patients who completed the survey live in households with two individuals. About one-sixth (17.3%) of the respondents have only one individual in the household. Approximately one-sixth of the 2013 respondents have three-person households (17.0%), and about one-eighth has four-person (13.6%) or five-or-more-person (13.5%) households.

The average household size for the responding sample in 2013 is three people (mean=2.8).

## Patients in Household

Patients were asked: “*How many in your household come to UF for dental care?*”

In 2013, nearly two-thirds (66.3%) of the patients who completed the survey indicated that one person in their household comes to UF for dental care. More than one-quarter (26.0%) of the respondents have two UF dental patients in their households. About five percent of respondents have three patients, and about one percent has either four or five or more patients in their households.

The average number of UF dental patients per household for the responding sample in 2013 is between one and two people (mean=1.47).

\*Notes:

* This question was added in 2012.

## Income

Patients were asked: “*Please indicate your total annual household income from any source.*”

In 2013, about one-sixth (15.7%) of the patients who responded have annual incomes less than $10,000, and about one-sixth (15.2%) have incomes from $10,000 up to $15,000. About one-quarter (25.3%) of the patients who completed the survey have a total annual household income of $15,000 up to $30,000, and about one-fifth (19.3%) have incomes of $30,000 up to $50,000. About one-eighth (12.6%) of the 2013 respondents report household incomes from $50,000 up to $70,000, and just over one-tenth (12.0%) report incomes of more than $70,000.

From 2009 to 2012, about one-quarter of the patients who completed the survey had a total annual household income between $16,000 and $30,000. A slightly smaller percentage had a household income between $30,000 and $50,000.

\*Notes:

* From 2007 through 2010, the response categories were: Less than $9,000; $10,000 to $15,000; $16,000 to $30,000; $31,000 to $50,000; $51,000 to $70,000; and, More than $71,000.
* The Figure utilizes the 2011-2012 response categories.

# Marketing

## How Patients Learned about Services

Patients were asked: “*How did you learn about the dental services we provide?*”

Most of the patients who completed surveys learned about the UF dental clinics from friends or relatives. In 2009, nearly three-fifths of the respondents learned about the UF dental clinics from a friend or relative. In 2010 and 2011, the percentage of respondents who learned about the UF dental services from a friend or relative declined to about two-fifths of the respondents. In 2013, this percentage again declined, dropping to 42.4 percent.

\*Notes:

* Prior to 2012, respondents were asked to choose one response. In 2012 and after, responses were instructed to “check all that apply.” Thus, responses presented for 2012 and 2013 may total more than 100%, as many respondents chose more than one response. Comparisons between data from 2009-2011 and 2012-2013 should be made with caution.

How Patients Learned about Services (2013)

|  |  |  |
| --- | --- | --- |
|  | **N** | **% (N=1351)** |
| Referred by friend or relative | 570 | 42.4% |
| Referred by another health care provider | 337 | 24.5% |
| UF College of Dentistry website | 95 | 7.4% |
| Enrolled in Medicaid Insurance program | 92 | 6.7% |
| Referred by student dentist | 89 | 6.4% |
| Noticed the dental clinics on the way to Shands | 62 | 4.4% |
| Emergency Clinic/SOS | 53 | 4.0% |
| Enrolled in Alachua County CHOICES  | 38 | 2.7% |
| Gator Advantage member | 27 | 1.9% |
| Saw ad in the phone book | 10 | 0.7% |
| At a health fair/community event | 4 | 0.3% |
| Other | 124 | 9.6% |

About two-fifths (42.4%) of the respondents indicate that they learned about the dental services provided by the UF College of Dentistry through a referral by a friend or relative – by far the most frequently cited response. One-quarter (24.5%) of the patients who completed surveys indicate that they were referred by another health care provider, and about seven percent utilized the website (7.4%), were enrolled in the Medicaid insurance program (6.7%), or were referred by a student dentist (6.4%).

The following are sizable groupings of open-ended responses provided to describe “Other” (9.6%) ways of learning about the services of the College of Dentistry:

* Previous/Long-time patient (n=29)
* Employee of UF or Shands (n=21)
* Current or Former UF student (n=9)

## Length of Time as a Patient

Patients were asked: “*How long have you been a patient with us?*”

In all of the study years, a substantial percentage of the survey respondents have been patients for less than six months. From 2009 to 2012, about one-third of the respondents indicate that they have been patients for “Less than six months.” Although the respondents who completed the 2010 survey were less likely than those in previous years to have been a patient for less than six months (28.0%), in 2011, more than one-third (34.0%) of the patients who completed surveys indicate having been patients for less than six months. And again, in 2012, more than one-third (35.1%) of the responding patients indicate having been patients for less than six months.

In 2013, more than one-third (35.6%) of the responding patients indicate having been patients for less than six months and approximately one-sixth of the respondents report having been a patient for six months to one year (14.1%); one to two years (17.0%); two to five years (16.3%); or, more than five years (17.1%).

## Reasons for Coming to UF College of Dentistry

Patients were asked: “*Which of the following is the most important reason you come to the UF College of Dentistry for your dental care?*”

(Respondents were asked to choose one response.)

Since 2011, rather than asking patients to indicate all of the reasons that they come to the UF College of Dentistry for dental care, patients were asked to indicate the single most important reason that they choose to come to the UF College of Dentistry. In 2013, more than one-quarter (26.8%) of the respondents say that the most important reason for coming to UF is that the “Cost is less expensive than a private dentist.” About one-quarter (25.4%) of the respondents indicate that they “trust the UF College of Dentistry,” and about one-tenth (9.4%) say they come “For the excellent quality of the work.” More than one-sixth (16.9%) of the surveyed patients indicate that their most important reason for coming to the UF College of Dentistry is a referral. About five percent of the patients cite the being enrolled in the Medicaid Insurance Program (5.2%).

Respondents were more likely to cite trust or a referral as their most important reason for coming to the UF College of Dentistry in 2013 than they were in 2012.

Patients were asked: “*Why do you come to the UF College of Dentistry for your dental care?*”

(Respondents were asked to choose all applicable answers.)

On average, from 2007 to 2010, about three-fifths of the respondents indicate that they come to the UF College of Dentistry for their dental care because of the “Quality of Care”; because they “Trust UF”; or, because of the “Cost” of the services. The respondents were much less likely to come to the UF College of Dentistry because of “Convenience.” On average, only about one-fifth of the respondents indicate that they come to UF for dental services because of the convenience.

# Patient Services

## Length of Time to First Appointment (2010-2013)

Patients were asked: “*How long after initial contact, did it take to get your first appointment with the dental clinic?*”

In 2013, about two-fifths (40.2%) of the respondents indicate that they waited less than two weeks from their initial contact until their first appointment, and a similar percentage (36.9%) waited from two to four weeks for their first appointment. In contrast, about one-sixth (17.6%) of the surveyed patients waited four to eight weeks and only about five percent of the respondents waited for more than eight weeks before they had their first appointment.

## Time Well-Spent at Clinic (2010-2013)

Patients were next asked: *“Do you feel your time is being well spent with our dental clinic?”*

Almost all of the respondents in each year – 2013 (98.6%), 2012 (98.6%), 2011 (98.6%), and 2010 (99.4%) – indicate that they feel their time at the UF dental clinic is “well spent.”

## Directions for Finding the Clinic (2010-2013)

Patients were next asked: *“Were you given good directions for finding our clinic?”*

Almost all of the respondents in each year – 2013 (98.1%), 2012 (98.3%), 2011 (97.7%), and 2010 (97.5%) – indicate that they were given good directions to the clinic.

## Information for Finding Patient Registration (2010-2013)

Patients were next asked: *“Were you given good information for finding patient registration?”*

Almost all of the respondents in each year – 2013 (98.2%), 2012 (98.1%), 2011 (98.5%), and 2010 (98.1%) – indicate that they were given good information for finding patient registration.

## Signs for Patient Registration (2012-2013)

Patients were next asked: *“Were the signs helpful to you for finding dental patient registration?”*

Almost all of the respondents in both 2013 (97.1%) and 2012 (96.9%) indicate that the signs were helpful for finding dental patient registration.

\*Notes:

* This question was added in 2012.

## Appearance of Reception Area (2010-2013)

Patients were asked: “*How would you rate the appearance of our patient reception area?*”\*

In 2013, nearly three-fifths (57.9%) of the respondents rated the appearance of the patient reception area as “Excellent,” while more than one-third (35.0%) rated it as “Very Good.” Six percent of the respondents rated the appearance of the patient reception area as “Fair” and less than one percent rated it as “Poor.”

In 2013, the average level of response on a scale where “Excellent” = 4 and “Poor” = 1 is 3.50.

\*Notes:

* Prior to 2012, the responses to this question were presented on a 5-point scale: Excellent, Very Good, Good, Fair, and Poor. In 2012, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.
* Prior to 2012, this question asked: “*How would you rate the appearance of our patient reception area and restrooms?*” In 2012, there are separate questions about the reception area and restrooms.

## Cleanliness of Dental Clinics (2010-2013)

Patients were asked: “*How would you rate the cleanliness of the dental clinics?*”\*

More than two-thirds of the respondents in 2013 (70.9%) rated the cleanliness of the dental clinics as “Excellent,” and more than one-quarter (26.2%) rated this aspect of the dental clinic as “Very Good.” In contrast, about three percent (2.8%) of the respondents rated the cleanliness of the dental clinics as “Fair,” and almost none (0.1%) rated it as “Poor.”

In 2013, the average level of response on a scale where “Excellent” = 4 and “Poor”= 1 is 3.68.

\*Notes:

* Prior to 2012, the responses to this question were presented on a 5-point scale: Excellent, Very Good, Good, Fair, and Poor. In 2012, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.

## Cleanliness of Restrooms (2012-2013)

Patients were asked: “*How would you rate the cleanliness of our restroom(s)?*”

About one-half (47.8%) of the respondents in 2013 rated the cleanliness of the restroom(s) as “Excellent,” and nearly two-fifths (38.5%) rated the cleanliness of the restroom(s) as “Very Good.” About one-eighth (12.1%) of the respondents rated the cleanliness of the restroom(s) as “Fair,” and about two percent (1.6%) rated it as “Poor.”

In 2013, the average level of response on a scale where “Excellent” = 4 and “Poor”= 1 is 3.32.

\*Notes:

* Prior to 2012, a previous question asked: “*How would you rate the appearance of our patient reception area and restrooms?*” In 2012, there are separate questions about the reception area and restrooms.

## Overall Quality of Care

Patients were asked: “*How would you rate the overall quality of the dental care you receive here?*”\*

On average, about three-quarters of the respondents from 2009 to 2013 rate the overall quality of the dental care they receive as “Excellent” and about one-fifth rate the overall quality as “Very Good.” In contrast, almost none of the respondents rate the overall quality of care as either “Fair” or “Poor.”

In 2013, about three-quarters (76.5%) of the patients who responded rated the overall quality of the dental care they receive at the UF College of Dentistry as “Excellent” and more than one-fifth (21.6%) rated it as “Very Good.” About two percent of the 2013 respondents rate the overall quality of care as “Fair” (1.7%) or almost none rated it as “Poor” (0.2%).

In 2013, the average level of response on a scale where “Excellent” = 4 and “Poor” = 1 is 3.74.

\*Notes:

* Prior to 2012, the responses to this question were presented on a 5-point scale: Excellent, Very Good, Good, Fair, and Poor. In 2012, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.

## Treatment by Dental Care Provider (2010-2013)

Patients were asked: “*Using a scale from 5 (always considerate and caring) to 1 (usually rude), how would you describe the way your dental care provider treats you?*”

Almost all of the respondents in each year – 2013 (92.9%), 2012 (92.8%), 2011 (91.3%), and 2010 (89.3%) – indicate that their dental care provider is “Always considerate.” The average response in 2013 is 4.91.

## Treatment by Dental Care Provider

Please note: This question was asked differently in past surveys. The table below uses data from prior surveys, and adds the results from this survey, with the scale reversed (1 being “always considerate, helpful, and caring” and 5 being “usually rude or uncaring”).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Average Score** | **2009** | **2010** | **2011** | **2012** | **2013** |
| Faculty | 1.16 | N/A | N/A | N/A | N/A |
| Students | 1.12 | N/A | N/A | N/A | N/A |
| Dental Care Provider | N/A | 1.12 | 1.11 | 1.08 | 1.09 |

## Treatment when Calling the College of Dentistry (2010-2013)

Patients were asked: “*When I call the College of Dentistry, I am greeted by someone who is… 5 (always considerate and caring) to 1 (usually rude).*”

More than four-fifths of the respondents in 2013 (84.5%), 2012 (84.5%), 2011 (82.8%), and 2010 (81.7%) indicate that when they call the College of Dentistry they are greeted by an individual who is “Always considerate.” The average response in 2013 is 4.79.

## Treatment by Staff (2010-2013)

Patients were asked: “*During my appointments, I feel that the staff are… 5 (always considerate and caring) to 1 (usually rude).*”

Almost all of the respondents in 2013 (92.1%), 2012 (92.1%), 2011 (90.6%), and 2010 (87.9%) indicate that during their appointments the staff are “Always considerate.” The average response in 2013 is 4.91.

# Comments

## What do you like most?

Patients were asked: “*What do you like most about coming to the College of Dentistry?*”

(Respondents could provide multiple responses.)

On average, about 30 percent of the comments respondents offered about what they like most about coming to the College of Dentistry relate to the quality of the care they receive, the trust they have in the UF College of Dentistry, the expertise offered, or the fact that the College offers the newest or best treatment. On average, about one-quarter of the responses cite the friendliness, professionalism, and concern of those at the College of Dentistry, and about one-fifth to one-quarter specifically reference the students, dentists, or staff. About one-eighth of the comments note the reasonable costs as what is most liked.

In 2013, nearly one-third (32.7%) of the comments relate to the quality of the care received, while more than one-third (35.8%) relate to the friendliness or professionalism of the staff. Additionally, about one-sixth (16.3%) of the comments relate specifically to the students, dentists, and staff, and about one-tenth (10.1%) refer to the affordability of services.

The following are sizable groupings of “Other” (20.3%) types of responses provided to describe what patients like most about the UF College of Dentistry:

* Convenience/Location, Ease of Service, Promptness
* Cleanliness, Environment/Atmosphere
* “Everything” / All / Always a positive experience
* Helping students with their education

## Possible Improvements

Patients were asked: “*What can we do to make your experience here more pleasant?*”

Overall, for all years, the majority of respondents note that they are currently satisfied with their experiences at the UF College of Dentistry. However, many patients cite possible improvements to the scheduling process, the fees charged, parking availability, and several would like to see an expansion of locations where services are offered by the UF College of Dentistry.

Looking only at those patients who offered recommended areas of improvement (N=231) in 2013, nearly one-quarter (22.9%) suggest improvements to the atmosphere of the waiting areas in the clinics (such as reading materials, additional chairs, or televisions).

About one-eighth (12.6%) of these respondents suggested improvements to fees. About one-tenth (11.3%) of these respondents suggest that improvements could be made in wait times and times to complete services. Less than one-tenth suggested changes in scheduling (8.7%) or to information or customer service (8.2%). Five percent or fewer of these respondents commented on available locations (4.3%), parking (3.9%), or cleanliness (1.7%).

Notably, there is a sizable reduction in the percentage of patients suggesting a need for improvements to the parking situation at the dental clinics since 2010.

## Additional Comments

Patients were asked: *“Please share any additional comments or concerns with us.”*

Of the 310 comments provided about the UF College of Dentistry by surveyed patients, over four-fifths (84.5%) were positive. About one-fifth (15.5%) of the comments focused on areas in which the College could improve or particular issues that the patient may have experienced.