

UF College of Dentistry Patient Satisfaction Survey

Results by Clinic: 2018



Patient Satisfaction Survey Results by Clinic 2018

Table of Contents

Introduction	3
Percentage of Surveys Completed to Patients Seen by Clinics.....	3
Response by Clinic.....	3
Demographics	5
Age	5
Gender	6
Race/Ethnicity	7
Household Size.....	9
Patients in Household	10
Income	11
Marketing.....	12
How Patients Learned about Services	12
Length of Time as a Patient.....	14
Most Important Reason for Coming to UF College of Dentistry.....	15
Patient Services.....	17
Length of Time to First Appointment.....	17
Time Spent, Directions, & Registration Information.....	18
Appearance of Reception Area	21
Cleanliness of Dental Centers	23
Cleanliness of Restrooms.....	25
Overall Quality of Care.....	27
Treatment by Dental Care Provider	29
Treatment when Calling the College of Dentistry.....	31
Treatment by Staff	33

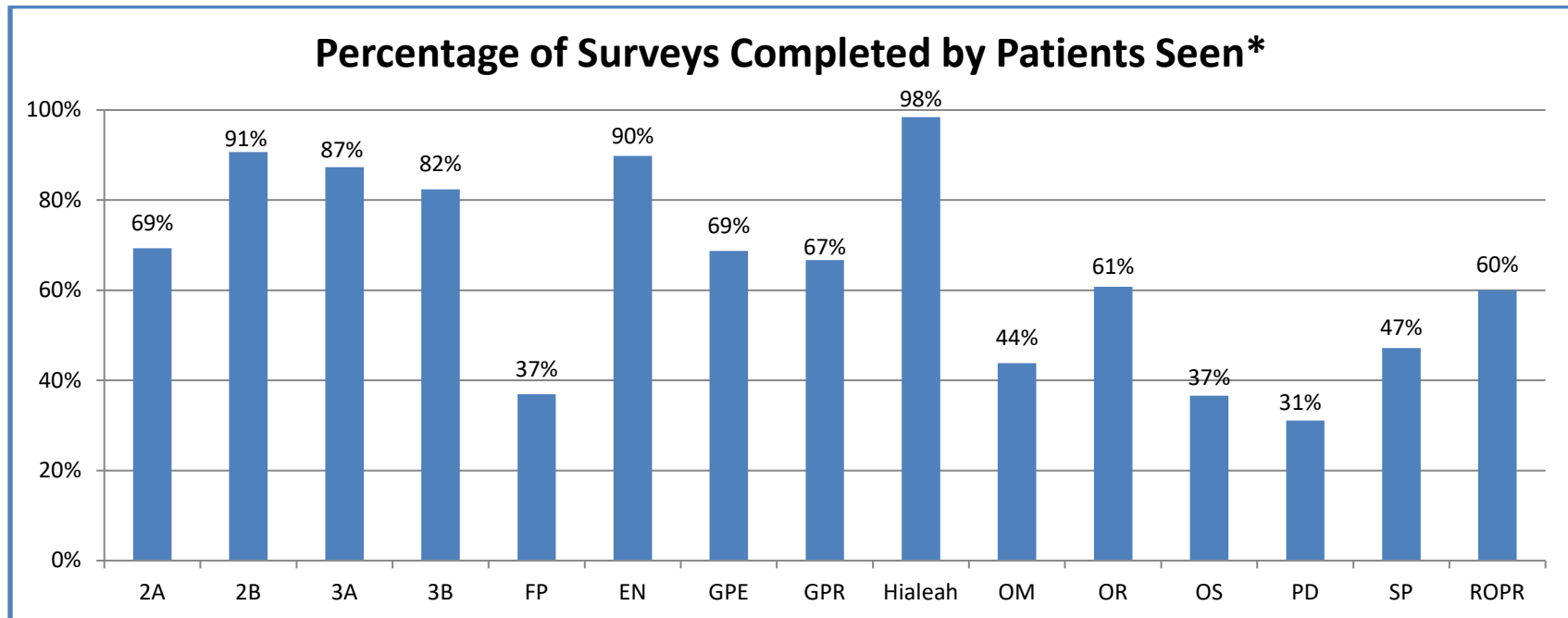
Patient Satisfaction Survey Results by Clinic 2018

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 2018 by clinic.

Percentage of Surveys Completed by Patients Seen by Clinics

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

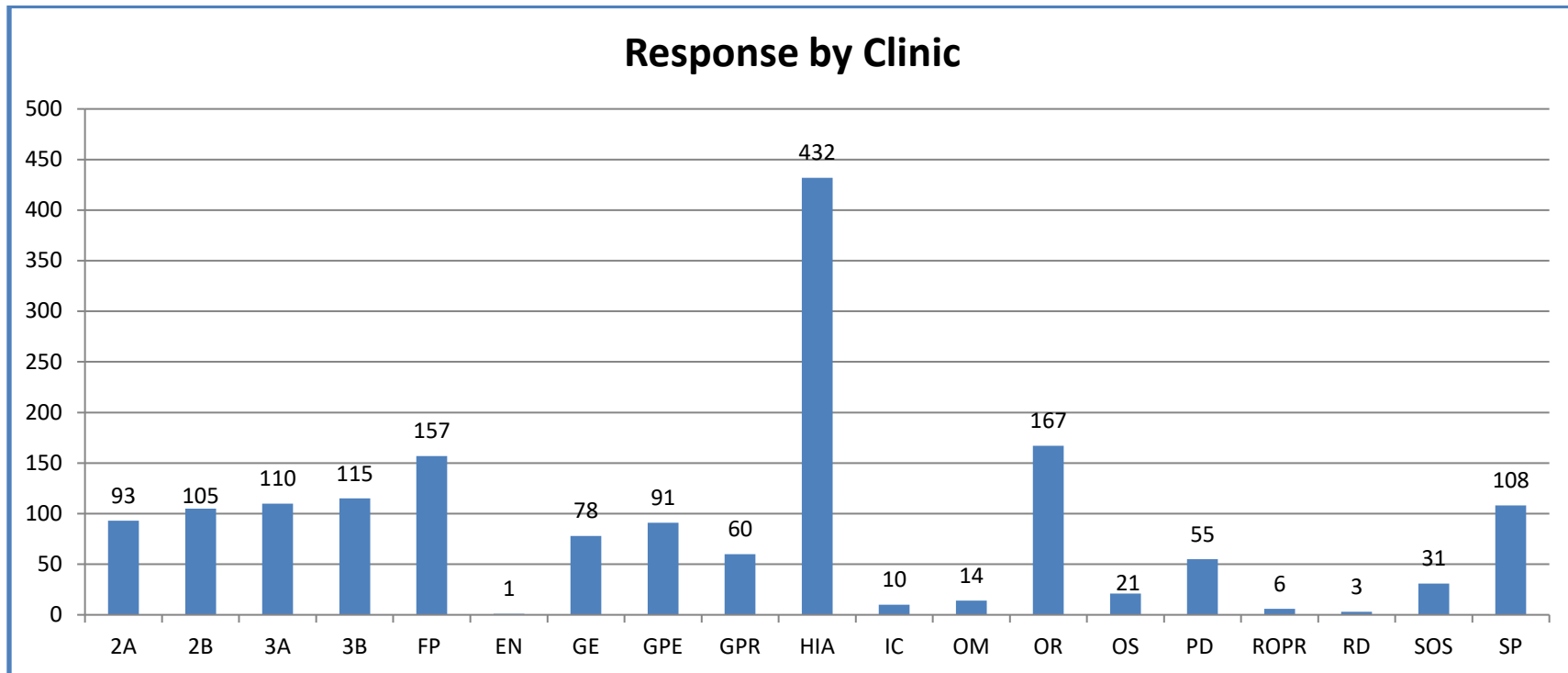


Overall, the highest percentage of surveys completed is for Hialeah at 98%. Student Clinic 2B (91%) and Endodontics (90%) also completed surveys with nearly all of their patients.

* The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys collected (1690) rather than the number of usable surveys (1657) that were data-reduced by the FSRC and used in the calculations throughout the rest of the report.

Patient Satisfaction Survey Results by Clinic 2018

Response by Clinic



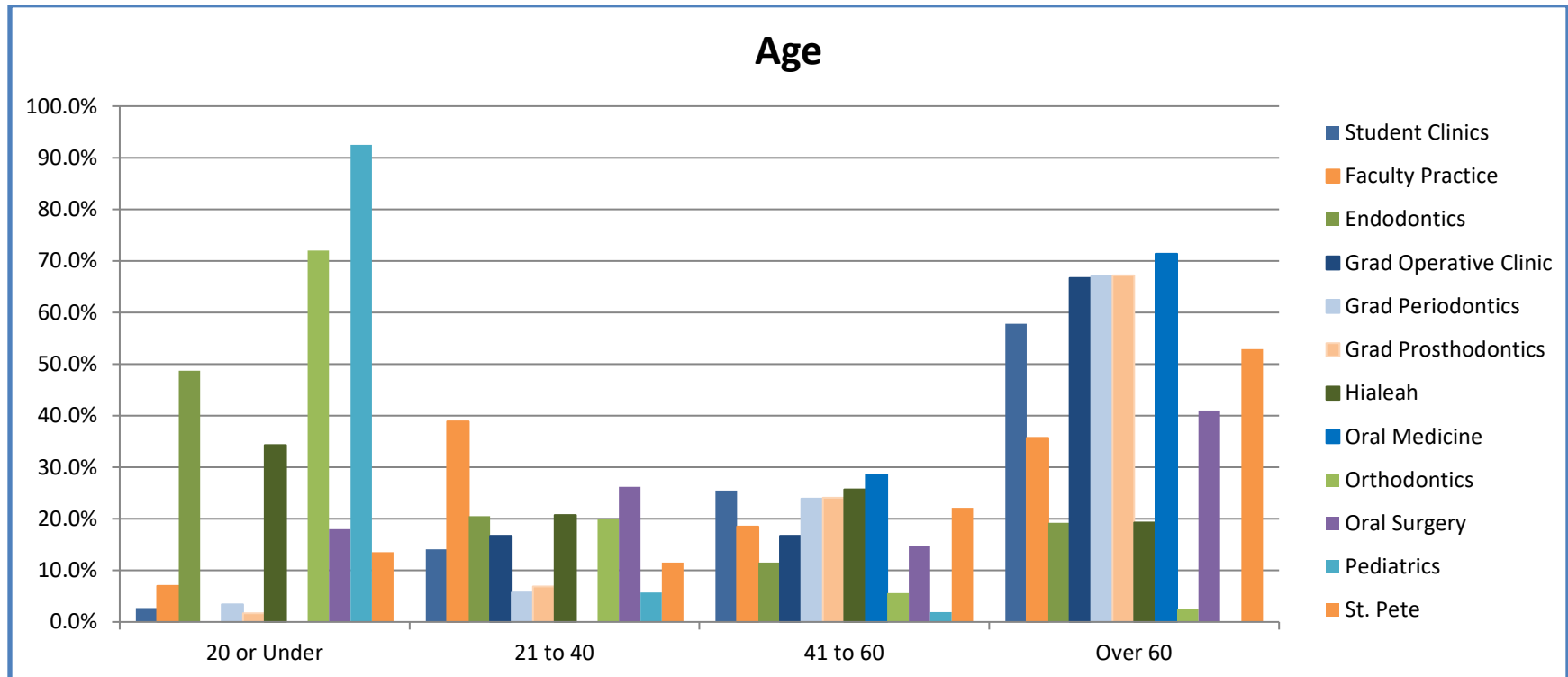
There is substantial variation in the number of surveys completed by clinic. The Hialeah Clinic (N=432) had the highest number of completed surveys. For the purposes of this report, Clinical Care Group 2A (N=93), Clinical Care Group 2B (N=105), Clinical Care Group 3A (N=110), and Clinical Care Group 3B (N=115) will be combined into one group called “Student Clinics.” In addition, surveys collected by RD (N=3) will not be presented here and the following clinics will be combined: Endodontics (N=1) and Graduate Endodontics (N=78) will be combined into “Endodontics,” and Oral Surgery (N=21), Student Oral Surgery (N=31), and Implant Center (N=10) will be combined into “Oral Surgery.”

Patient Satisfaction Survey Results by Clinic 2018

Demographics

Age

Patients were asked: "How old are you?"

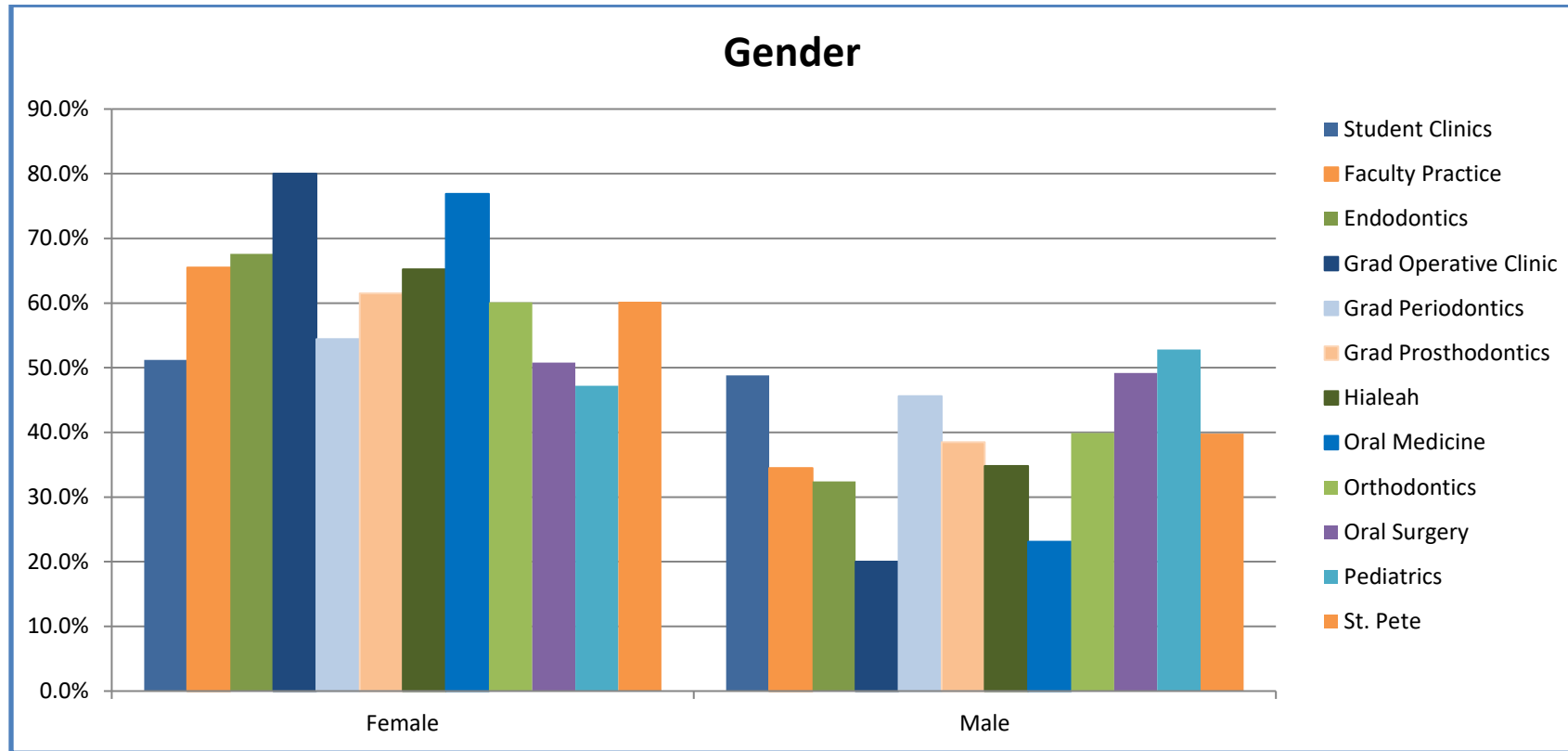


There are substantial variations in the ages of the patients who completed surveys in the various dental clinics. Some of the results are as we would expect. For example, the clinics with the highest percentage of completed surveys in the "20 or under" age group were Orthodontics and Pediatrics. In contrast, the clinics with the highest percentage of completed surveys for the "Over 60" age group were Graduate Prosthodontics, Graduate Periodontics, and Oral Medicine.

Patient Satisfaction Survey Results by Clinic 2018

Gender

Patients were asked: "Are you female or male?"



There is much variation among the various clinics in patients' gender. The largest differentials between male and female patients were in the Graduate Operative Clinic, where four-fifths (80.0%) of the patients surveyed were female and in the Pediatrics, where half (52.8%) of the patients surveyed were male.

Patient Satisfaction Survey Results by Clinic 2018

Race/Ethnicity

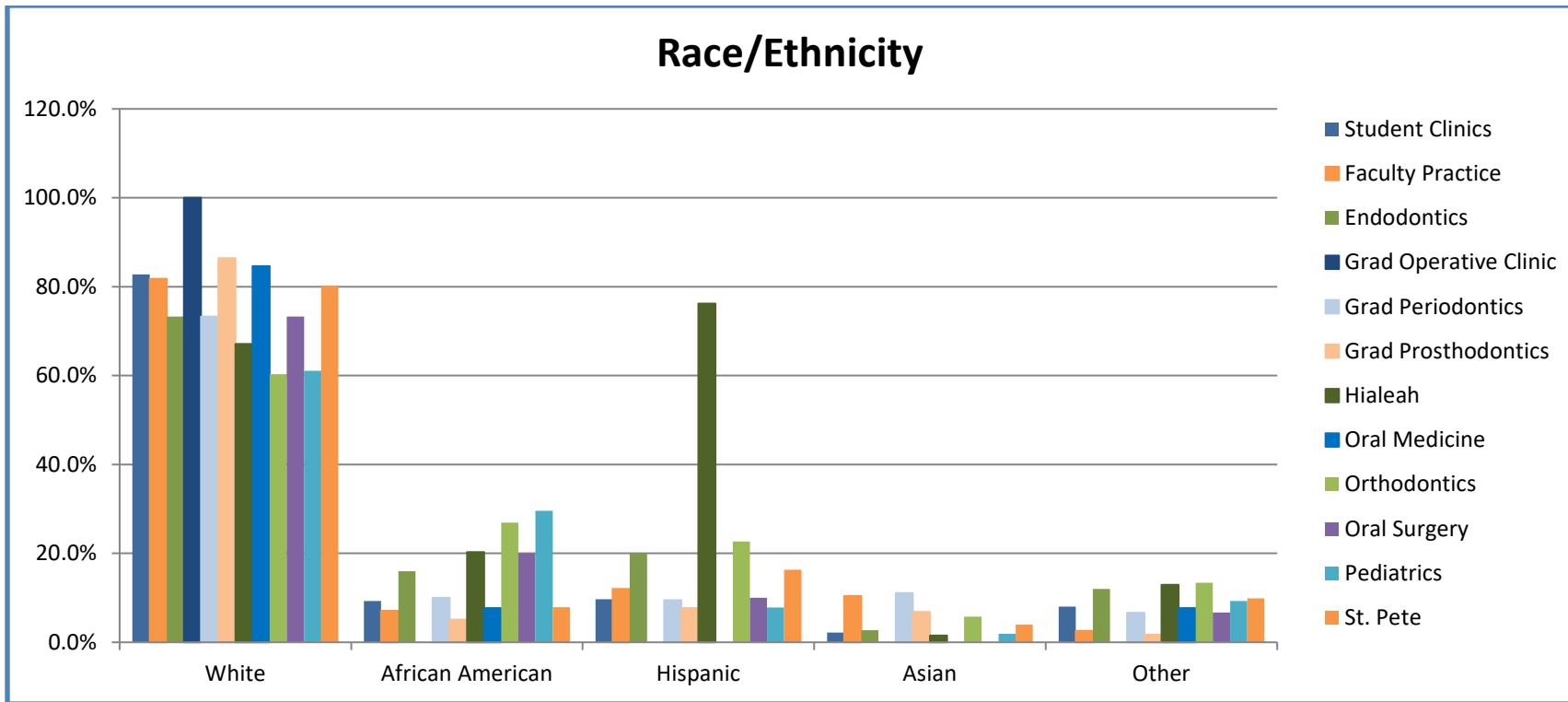
Patients were asked: “Which of the following best describe your race?” and “Are you Hispanic, Latino, or Spanish?”

Race/Ethnicity	Student Clinics	FP	EN	ROPR	GPE	GPR	HIA	OM	OR	OS	PD	SP
White	82.8%	81.8%	73.3%	100.0%	73.3%	86.4%	67.1%	84.6%	60.3%	73.3%	61.1%	80.2%
Black/African American	9.3%	7.1%	16.0%	0.0%	10.0%	5.1%	20.3%	7.7%	26.9%	20.0%	29.6%	7.9%
American Indian/Native Alaskan	3.9%	1.3%	1.3%	0.0%	3.3%	0.0%	1.0%	7.7%	1.9%	0.0%	0.0%	2.0%
Asian	2.2%	10.4%	2.7%	0.0%	11.1%	6.8%	1.5%	0.0%	5.8%	0.0%	1.9%	4.0%
Native Hawaiian/Pacific Islander	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	3.9%	1.3%	10.7%	0.0%	3.3%	1.7%	11.6%	0.0%	11.5%	6.7%	9.3%	7.9%
Hispanic (any race)	9.7%	12.0%	20.0%	0.0%	9.5%	7.7%	76.2%	0.0%	22.7%	10.0%	7.8%	16.3%

**Note: Respondents could choose more than one response.*

More patients who completed surveys at the Graduate Operative Clinic (100.0%) and the Graduate Prosthodontics Clinic (86.4%) described themselves as “White” than those at the other UF dental clinics. More patients who completed surveys at the Pediatrics (29.6%) clinic described themselves as Black/African American than those at the other clinics. More patients at the Hialeah (76.2%) clinic described themselves as Hispanic than those at other clinics.

Patient Satisfaction Survey Results by Clinic 2018

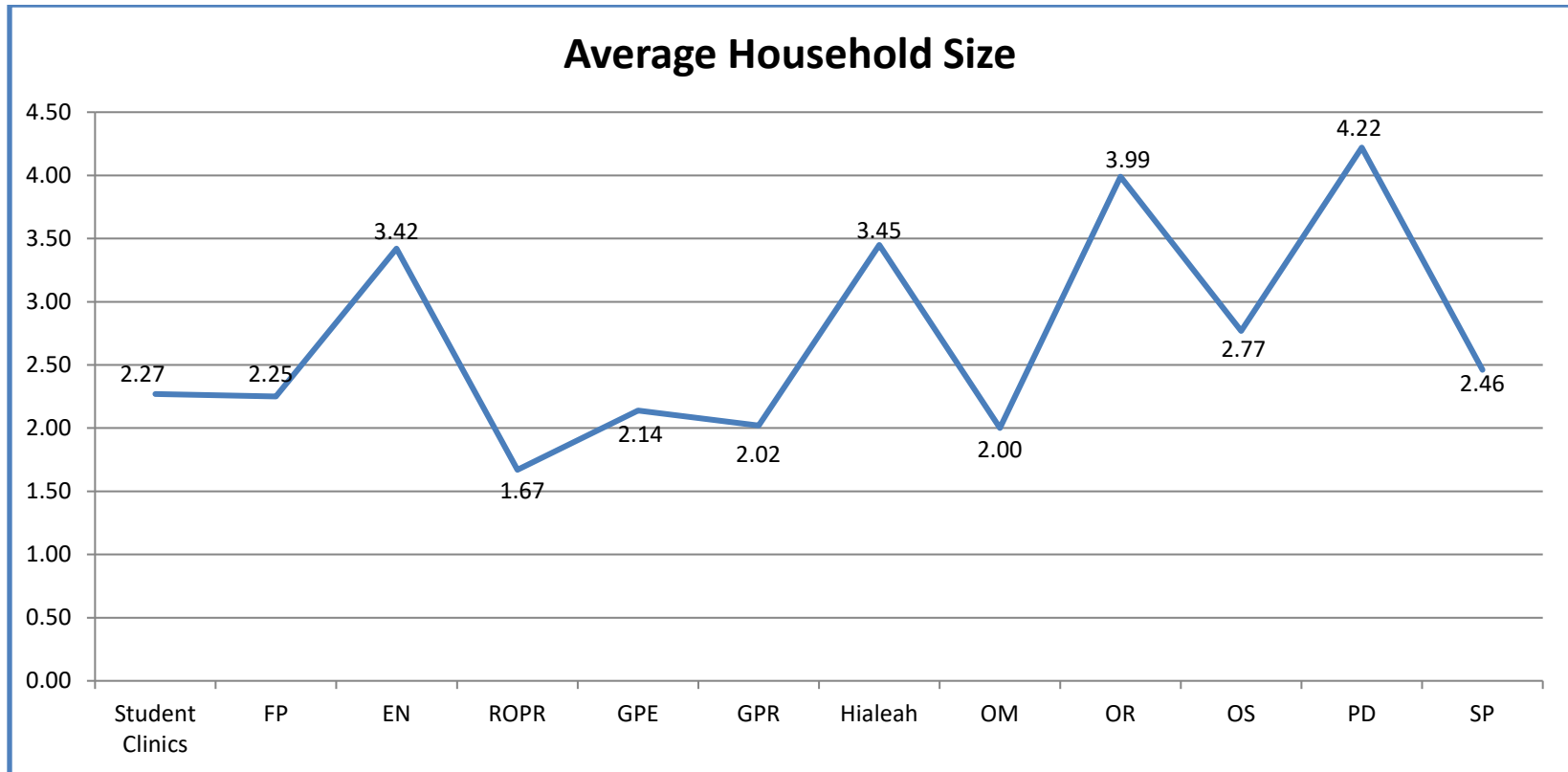


**Note: Respondents could choose more than one response.*

Patient Satisfaction Survey Results by Clinic 2018

Household Size

Patients were asked: "How many people, including you, live in your household?"

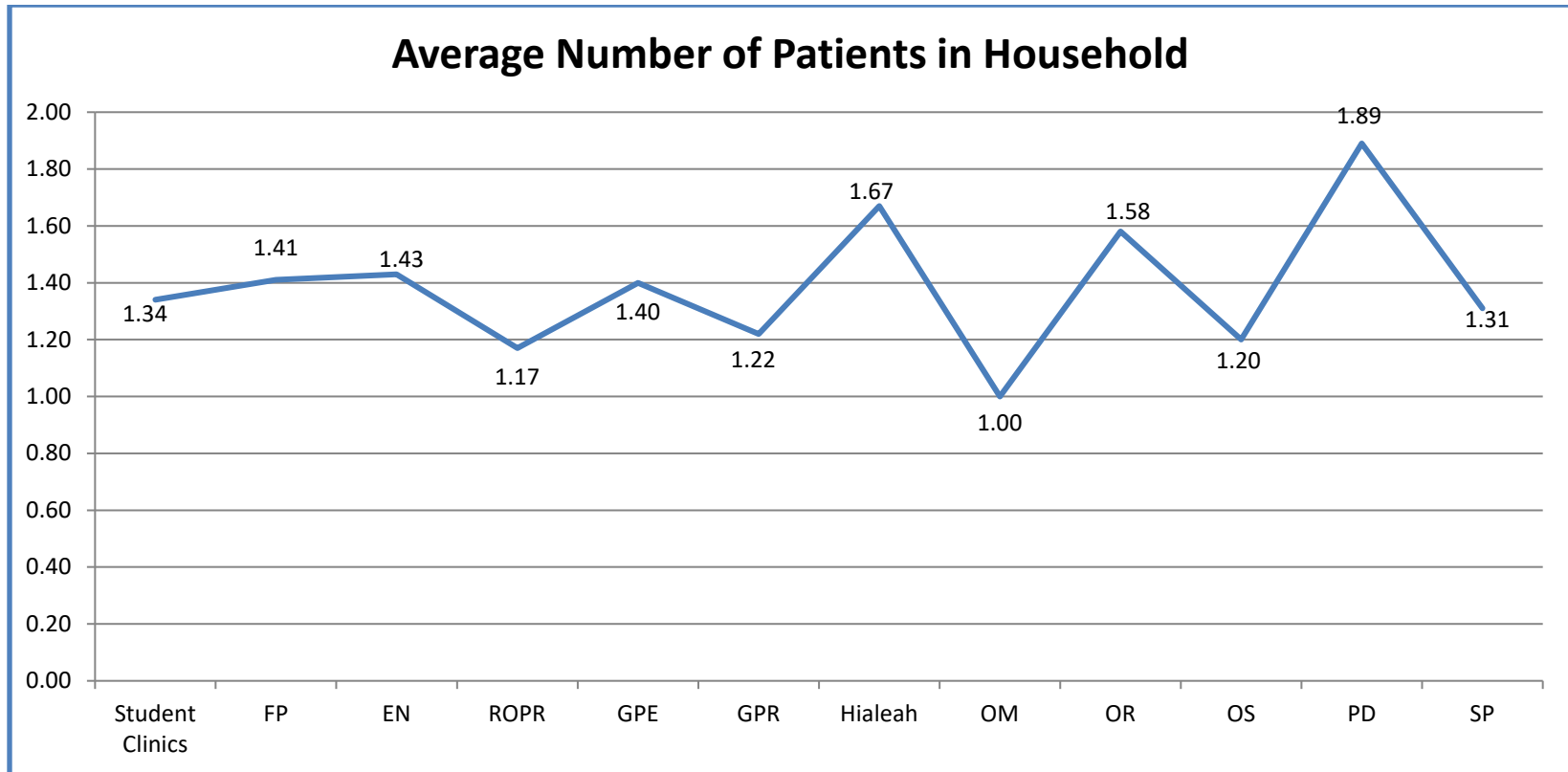


There is variation in the average household size by dental clinic. In general, respondents who completed surveys at the clinics that provide services often related to children (i.e. Pediatrics, Orthodontics) had higher average household sizes than respondents who completed surveys at other clinics.

Patient Satisfaction Survey Results by Clinic 2018

Patients in Household

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

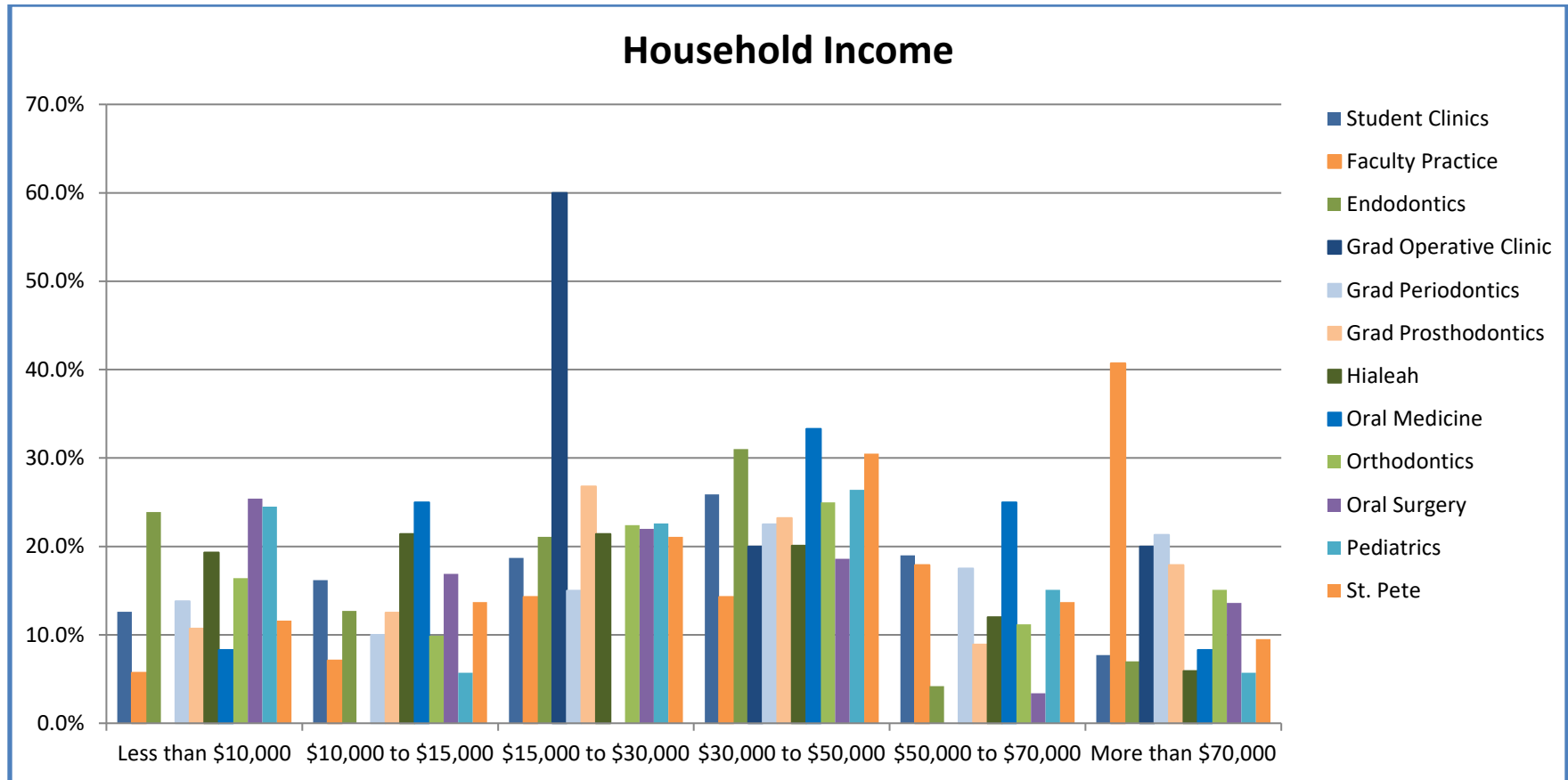


There is little variation in the average number of patients per household by dental clinic. In general, respondents who completed surveys had between one and two patients per household. The highest average, again, was for Pediatrics (1.89).

Patient Satisfaction Survey Results by Clinic 2018

Income

Patients were asked: "Please indicate your total annual household income from any source."



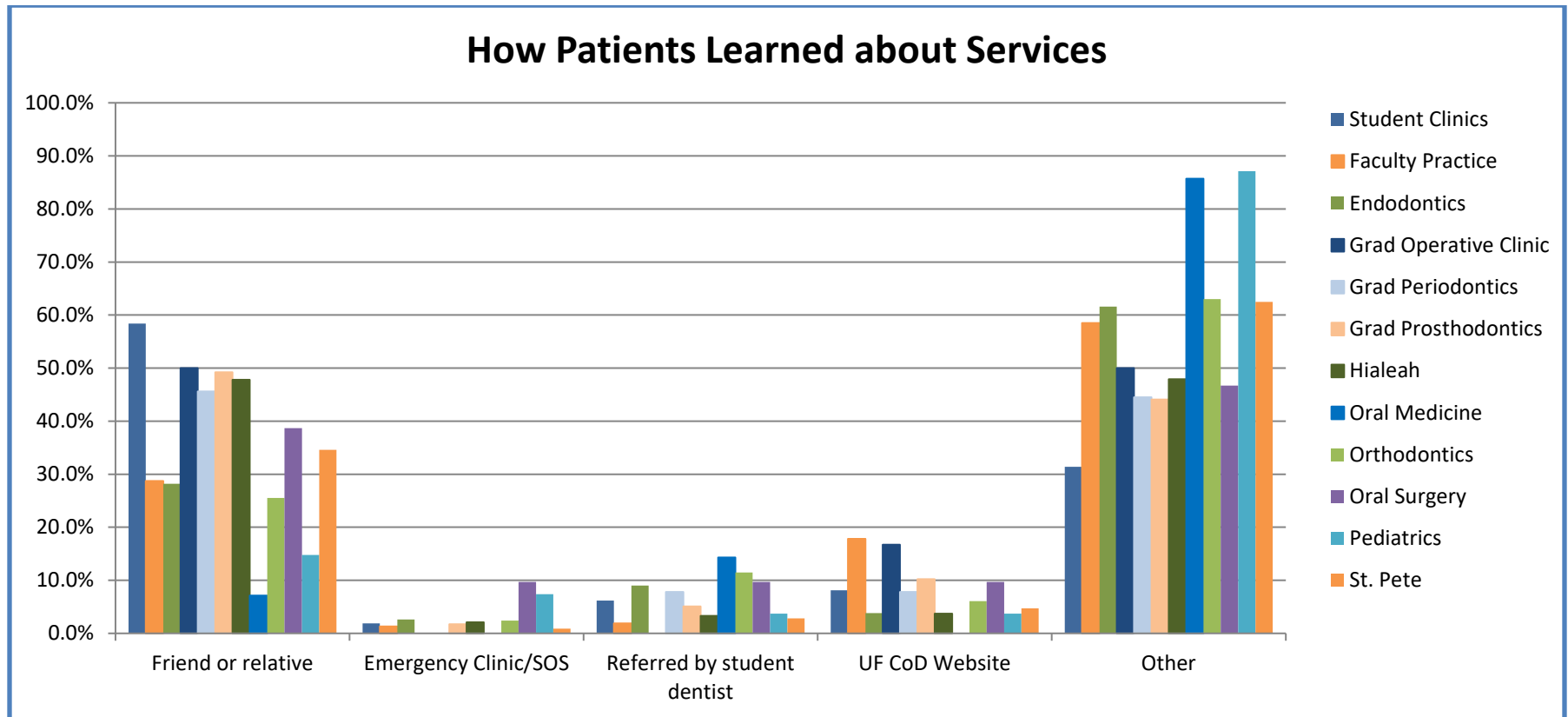
There is substantial variation in the percentage of patients who completed surveys in the various dental clinics by income.

Patient Satisfaction Survey Results by Clinic 2018

Marketing

How Patients Learned about Services

Patients were asked: "How did you learn about the dental services we provide?"
(They could choose multiple responses.)



Patient Satisfaction Survey Results by Clinic 2018

How Patients Learned about Services

	Student Clinics	FP	EN	ROPR	GPE	GPR	HIA	OM	OR	OS	PD	SP
Referred by friend or relative	58.4%	28.7%	28.2%	50.0%	45.6%	49.2%	47.8%	7.1%	25.5%	38.7%	14.8%	34.6%
Referred by student dentist	6.2%	1.9%	9.0%	0.0%	7.8%	5.1%	3.3%	14.3%	11.5%	9.7%	3.7%	2.8%
Referred by another health care provider	11.2%	17.2%	50.0%	33.3%	17.8%	18.6%	24.5%	64.3%	38.8%	27.4%	50.0%	29.9%
Gator Advantage member	0.0%	2.5%	0.0%	0.0%	1.1%	1.7%	0.2%	7.1%	0.0%	1.6%	1.9%	0.9%
Noticed the dental clinics on way to Shands	4.5%	8.3%	2.6%	16.7%	5.6%	5.1%	1.4%	0.0%	1.8%	1.6%	1.9%	0.9%
Enrolled in Medicaid Insurance program	3.3%	2.5%	2.6%	0.0%	1.1%	0.0%	6.1%	0.0%	18.8%	4.8%	22.2%	5.6%
Emergency Clinic/SOS	1.9%	1.3%	2.6%	0.0%	0.0%	1.7%	2.1%	0.0%	2.4%	9.7%	7.4%	0.9%
UF College of Dentistry website	8.1%	17.8%	3.8%	16.7%	7.8%	10.2%	3.7%	0.0%	6.1%	9.7%	3.7%	4.7%
At a health fair/community event	0.5%	0.6%	0.0%	0.0%	2.2%	3.4%	3.3%	0.0%	0.6%	0.0%	0.0%	0.0%
Other	11.9%	27.4%	6.4%	0.0%	16.7%	15.3%	12.4%	14.3%	3.0%	11.3%	11.1%	25.2%

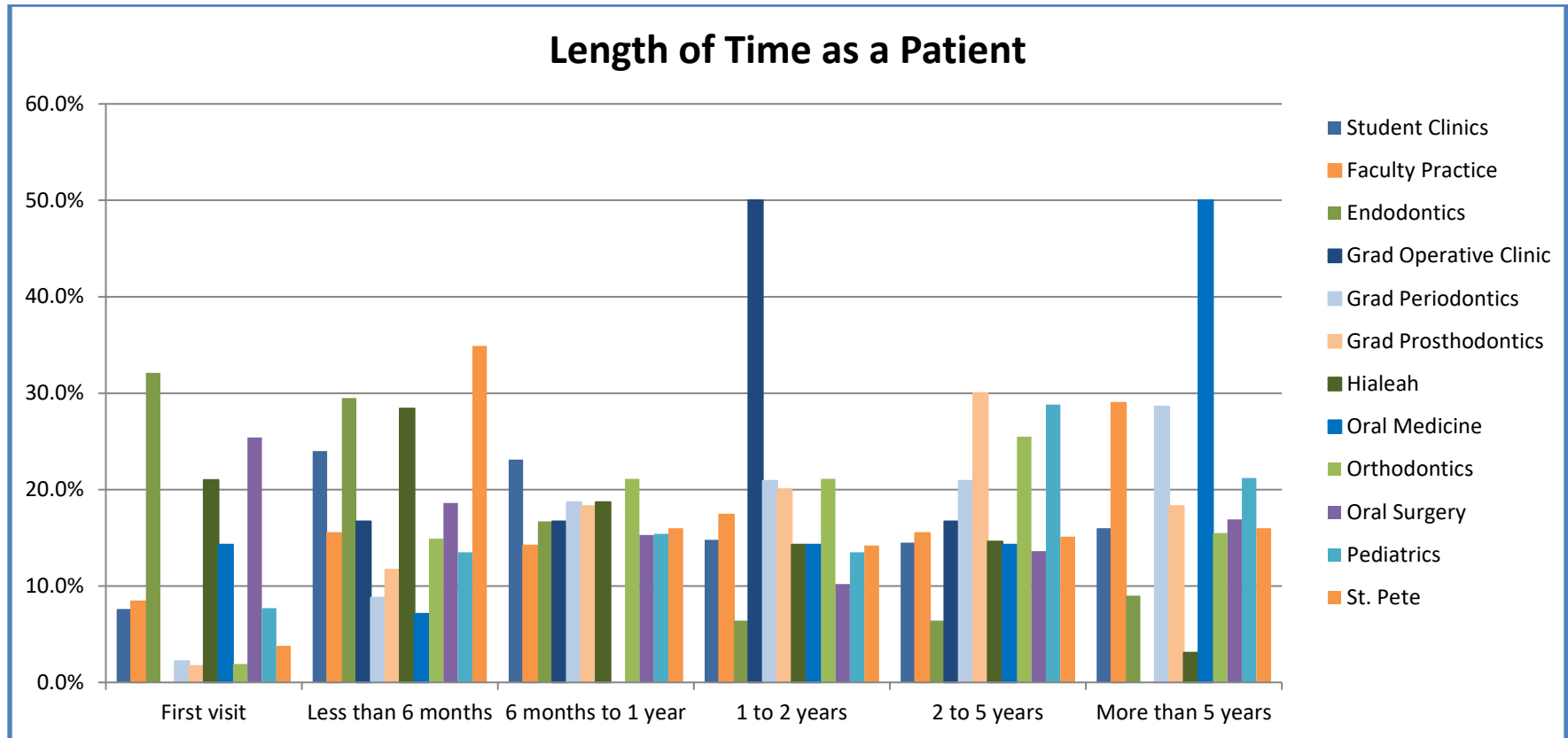
- The highest response category for each clinical grouping is highlighted in orange.

In 8 of the 12 clinical groupings, “referred by a friend or relative” was the most often cited method of learning about services at the UF College of Dentistry. In contrast, patients who completed surveys in the Endodontics, Oral Medicine, Orthodontics, and Pediatrics clinics were most likely to say that they were “referred by another health care provider.”

Patient Satisfaction Survey Results by Clinic 2018

Length of Time as a Patient

Patients were asked: "How long have you been a patient with us?"

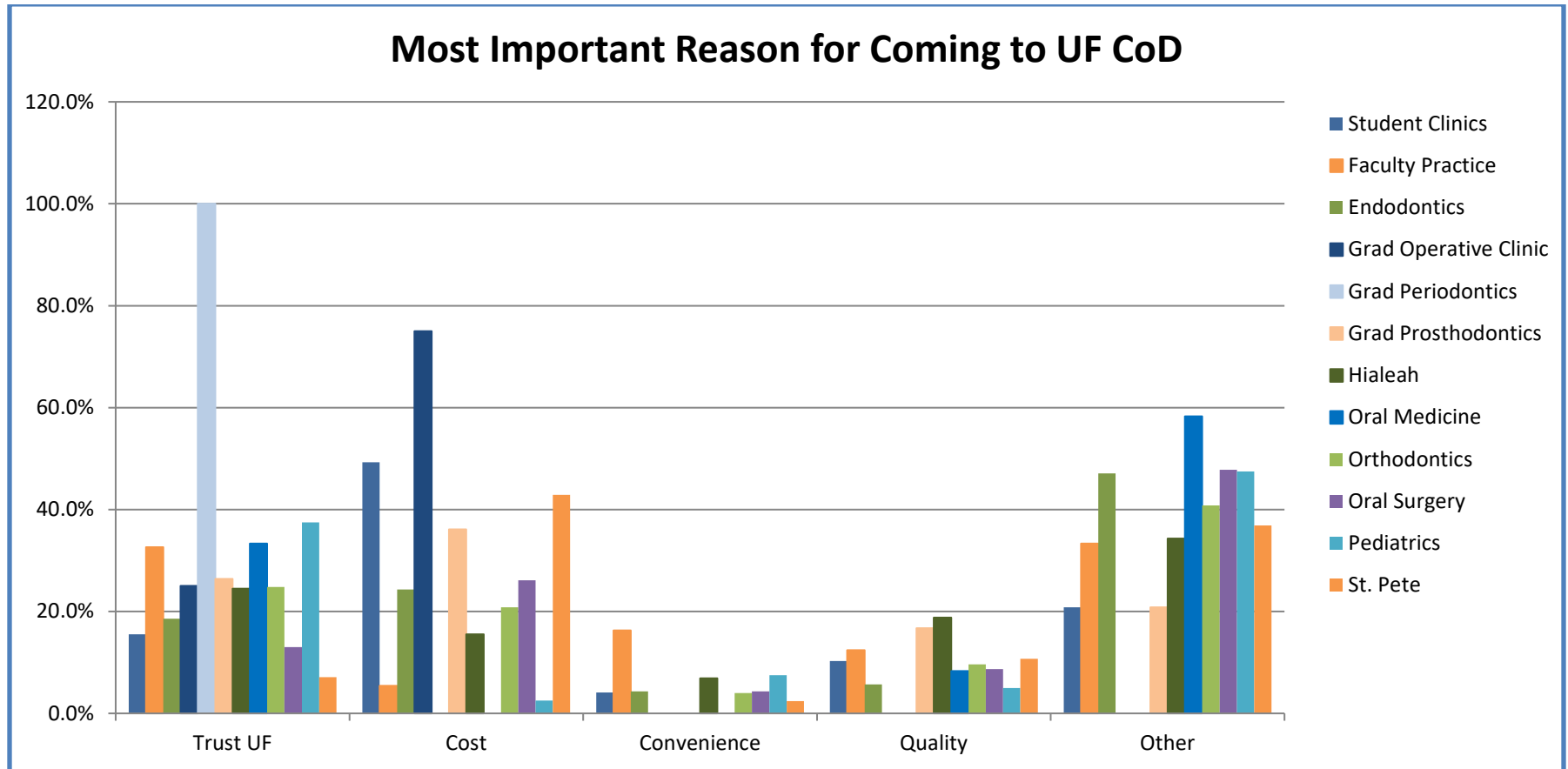


More than one-fifth of the patients who completed surveys in Faculty Practice, Graduate Periodontics, Oral Medicine, and Pediatrics clinics had been patients for more than 5 years.

Patient Satisfaction Survey Results by Clinic 2018

Most Important Reason for Coming to UF College of Dentistry

Patients were asked: "Which is the most important reason you come to the UF College of Dentistry for your dental care?"
 (Respondents were asked to choose one response.)



Patient Satisfaction Survey Results by Clinic 2018

Most Important Reason for Coming to UF College of Dentistry for Dental Care

	Student Clinics	FP	EN	ROPR	GPE	GPR	HIA	OM	OR	OS	PD	SP
I trust the UF College of Dentistry	15.5%	32.6%	18.6%	25.0%	26.4%	16.3%	24.5%	33.3%	24.8%	13.0%	37.5%	7.1%
Cost is less expensive than a private dentist	49.3%	5.4%	24.3%	75.0%	36.1%	49.0%	15.5%	0.0%	20.8%	26.1%	2.5%	42.9%
It is convenient for me to come here	4.1%	16.3%	4.3%	0.0%	0.0%	2.0%	6.9%	0.0%	4.0%	4.3%	7.5%	2.4%
For the excellent quality of work	10.3%	12.4%	5.7%	0.0%	16.7%	14.3%	18.8%	8.3%	9.6%	8.7%	5.0%	10.7%
Enjoy helping with educate the students / residents	7.0%	0.8%	1.4%	0.0%	2.8%	2.0%	3.6%	0.0%	0.8%	4.3%	0.0%	2.4%
I was referred here	7.6%	6.2%	41.1%	0.0%	11.1%	4.1%	20.0%	33.3%	25.6%	32.6%	30.0%	19.0%
Enrolled in Medicaid Insurance program	1.8%	1.6%	1.4%	0.0%	1.4%	2.0%	4.8%	0.0%	8.0%	4.3%	12.5%	3.6%
Seek the expertise of the faculty	2.3%	14.7%	0.0%	0.0%	5.6%	6.1%	2.4%	8.3%	2.4%	4.3%	0.0%	4.8%
Gator Advantage	0.0%	2.3%	0.0%	0.0%	0.0%	2.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	2.1%	7.8%	2.9%	0.0%	0.0%	2.0%	2.7%	16.7%	4.0%	2.2%	5.0%	7.1%

- The highest response category for each clinical grouping is highlighted in orange.

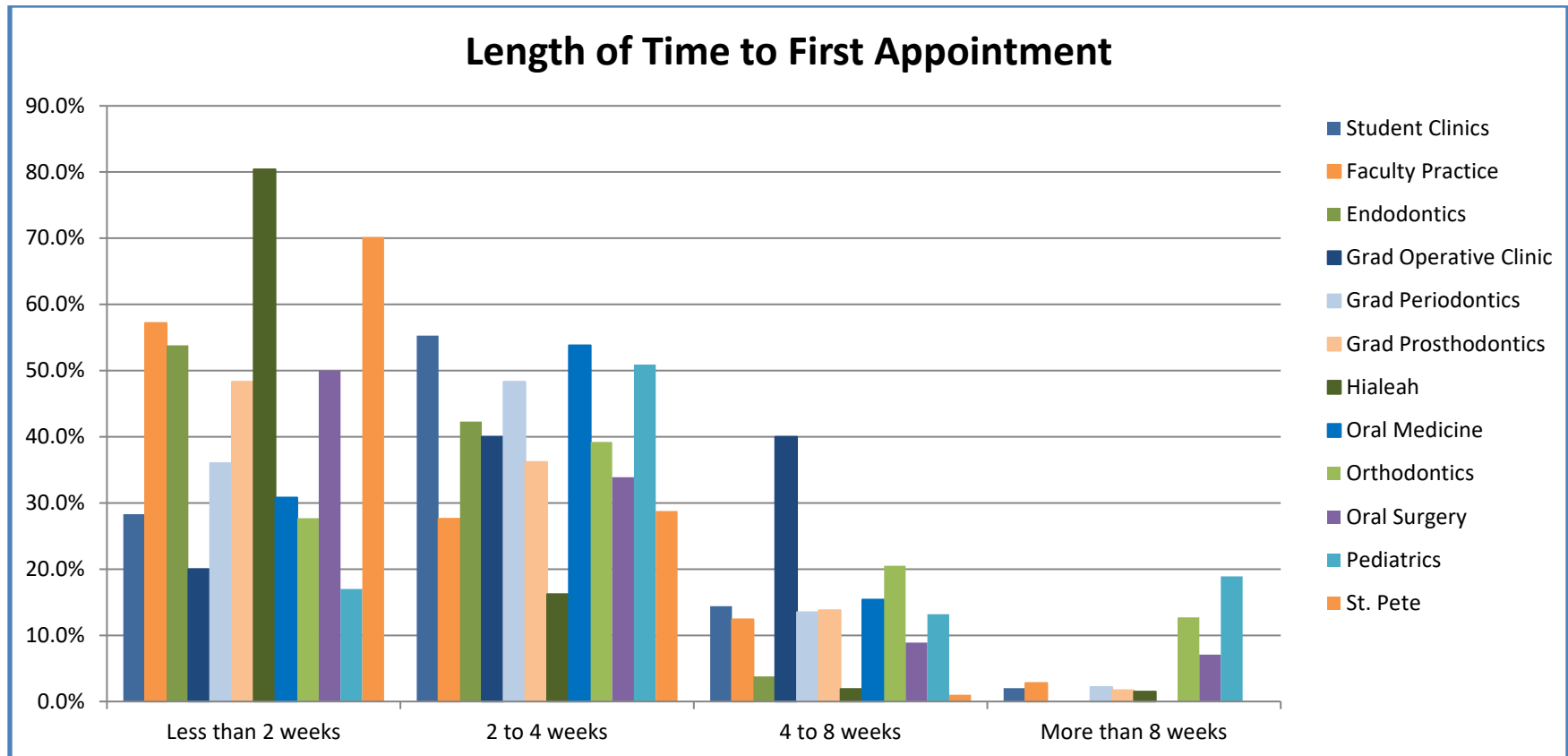
The highest percentage of respondents in the Faculty Practice (32.6%), Hialeah (24.5%), Oral Medicine (33.3%), and Pediatrics (37.5%) clinics said that the most important reason they come to the UF College of Dentistry is that they “trust the UF College of Dentistry.” The highest percentage of respondents in the Student Clinics (49.3%), Graduate Operative (75.0%), Graduate Periodontics (36.1%), Graduate Prosthodontics (49.0%), and St. Pete (42.9%) clinics said that their most important reason for coming to the College for care is that the “cost is less expensive than a private dentist.” The highest percentage of respondents in the Endodontics (41.1%), Oral Medicine (33.3%), Orthodontics (25.6%), and Oral Surgery (32.6%) clinics said their most important reason for coming to the College for dental care is that they were “referred here.”

Patient Satisfaction Survey Results by Clinic 2018

Patient Services

Length of Time to First Appointment

Patients were asked: "How long after initial contact, did it take to get your first appointment?"



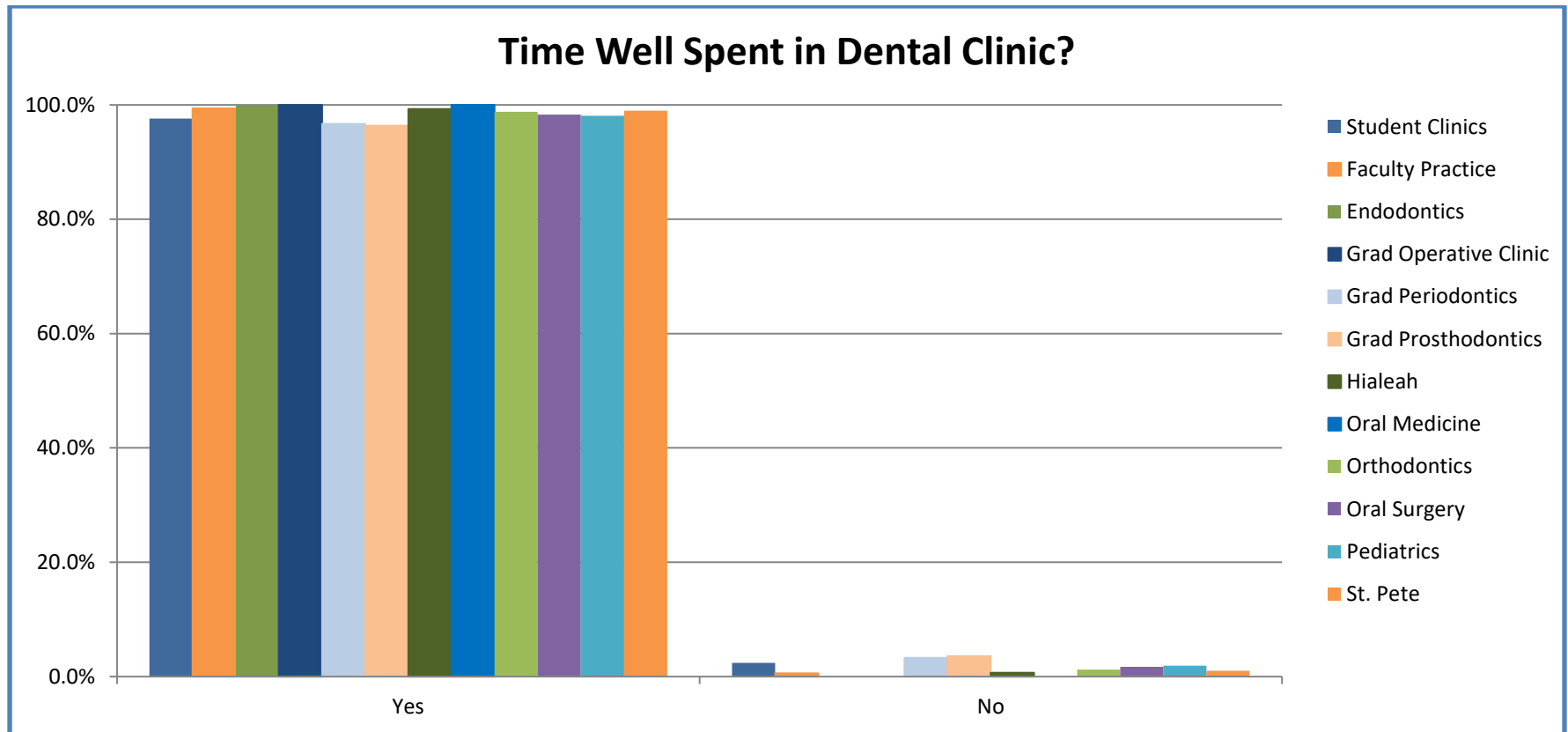
Four-fifths of the patients who completed surveys at the Hialeah (80.4%) clinic waited less than two weeks after their initial contact until their first appointment. The highest percentage for the longest wait time (more than eight weeks) was for patients in the Pediatrics clinic (18.9%).

Patient Satisfaction Survey Results by Clinic 2018

Time Spent, Directions, & Registration Signs

Patients were next asked a series of questions:

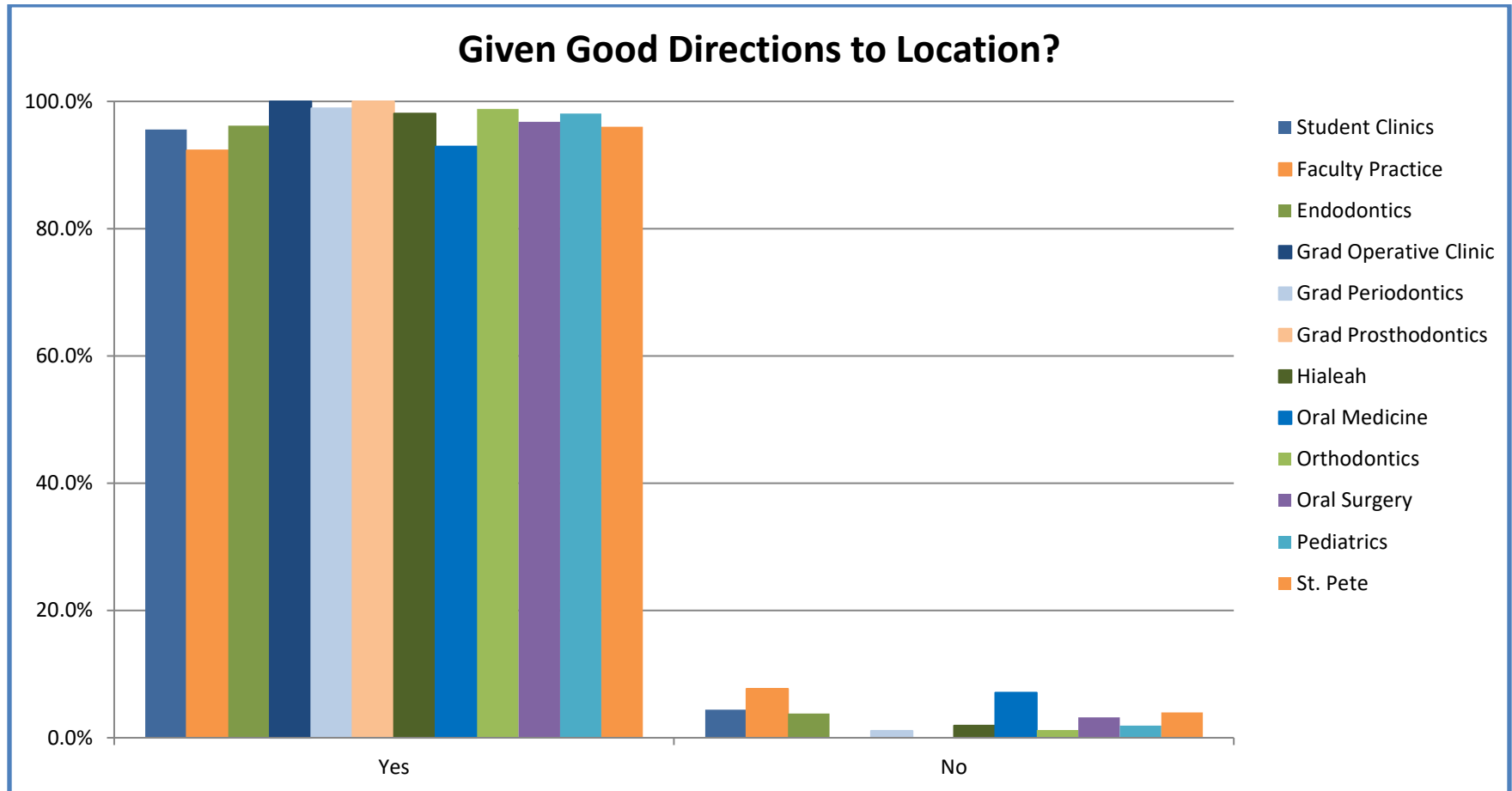
“Do you feel your time is being well spent with our dental clinic?”



Almost all of the patients who completed the survey indicated that they feel that their time is well spent in the dental clinics.

Patient Satisfaction Survey Results by Clinic 2018

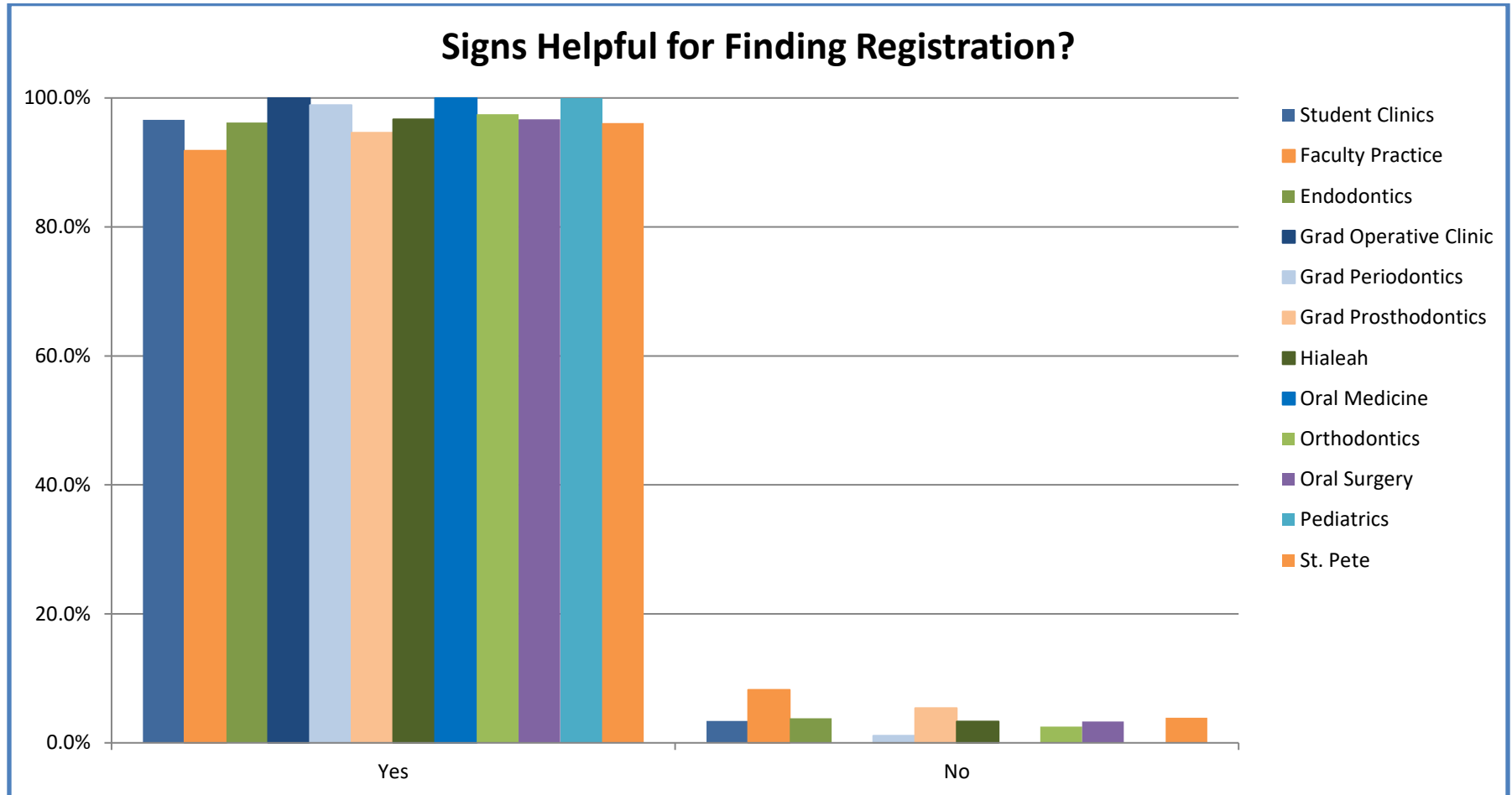
“Were you given good directions for finding us?”



Almost all of the patients indicated that they were given good directions to find the clinics.

Patient Satisfaction Survey Results by Clinic 2018

“Were the signs helpful for finding dental patient registration?”

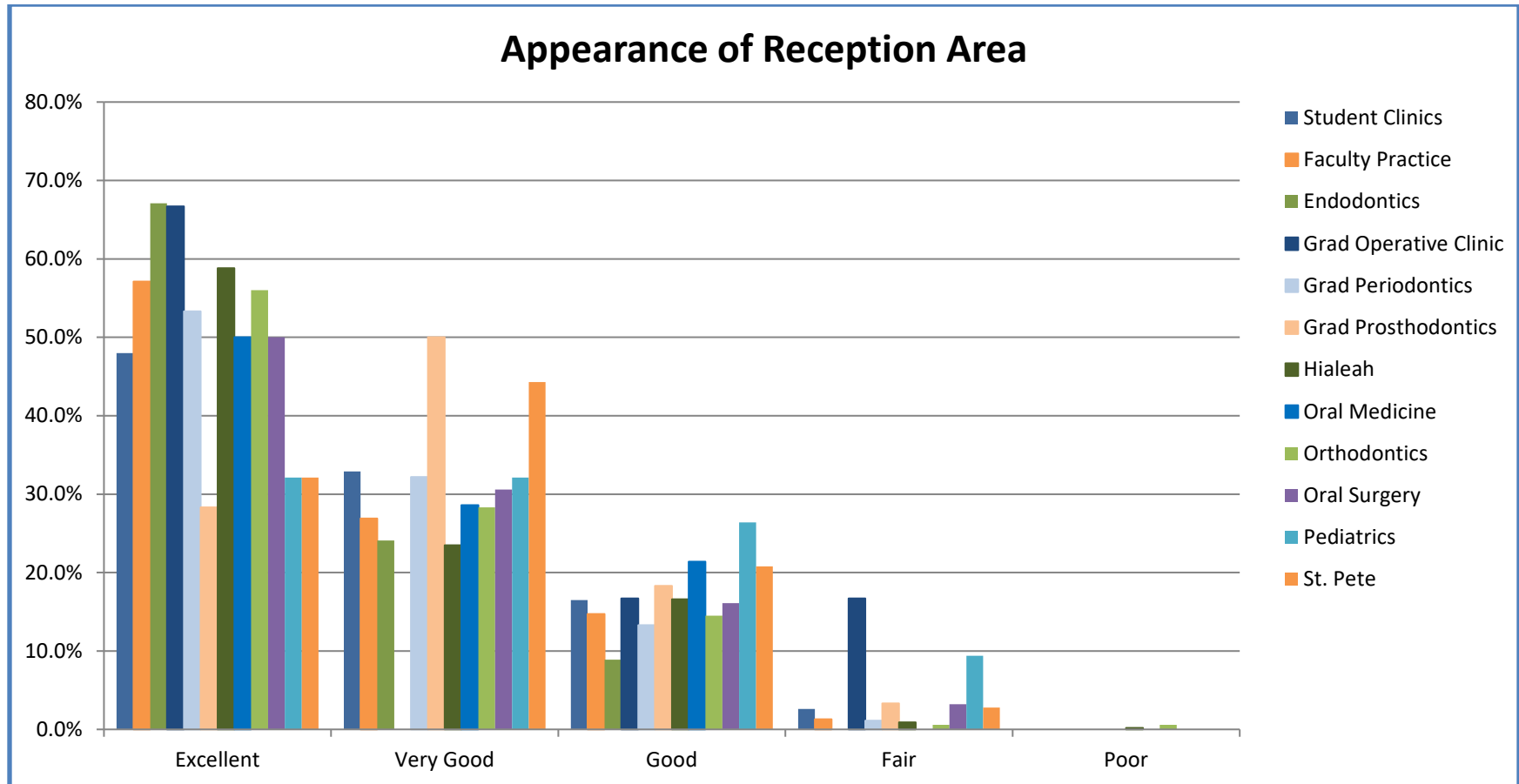


Almost all of the patients indicated that the signs were helpful for finding dental patient registration.

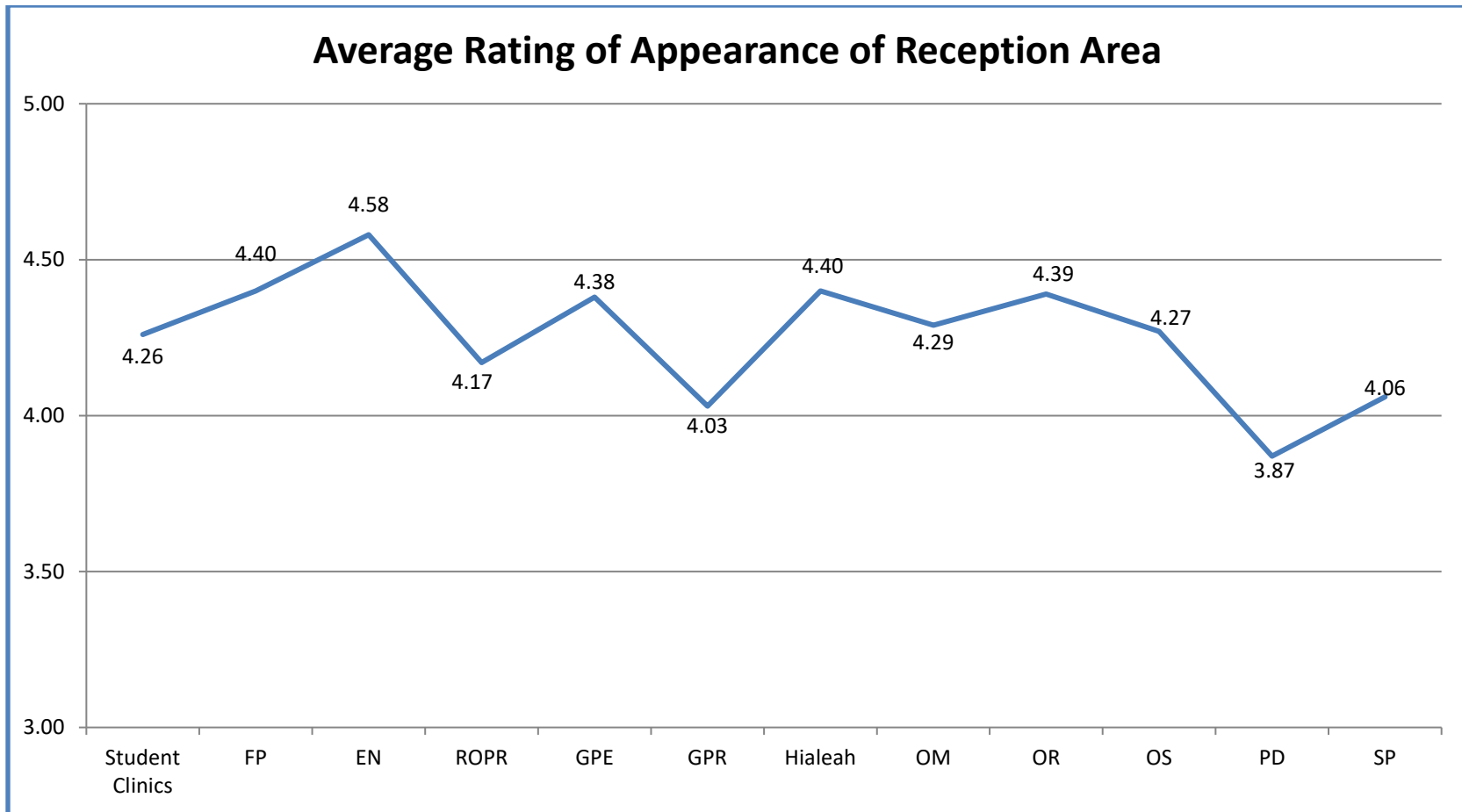
Patient Satisfaction Survey Results by Clinic 2018

Appearance of Reception Area

Patients were asked: "How would you rate the appearance of our patient reception area?"



Patient Satisfaction Survey Results by Clinic 2018

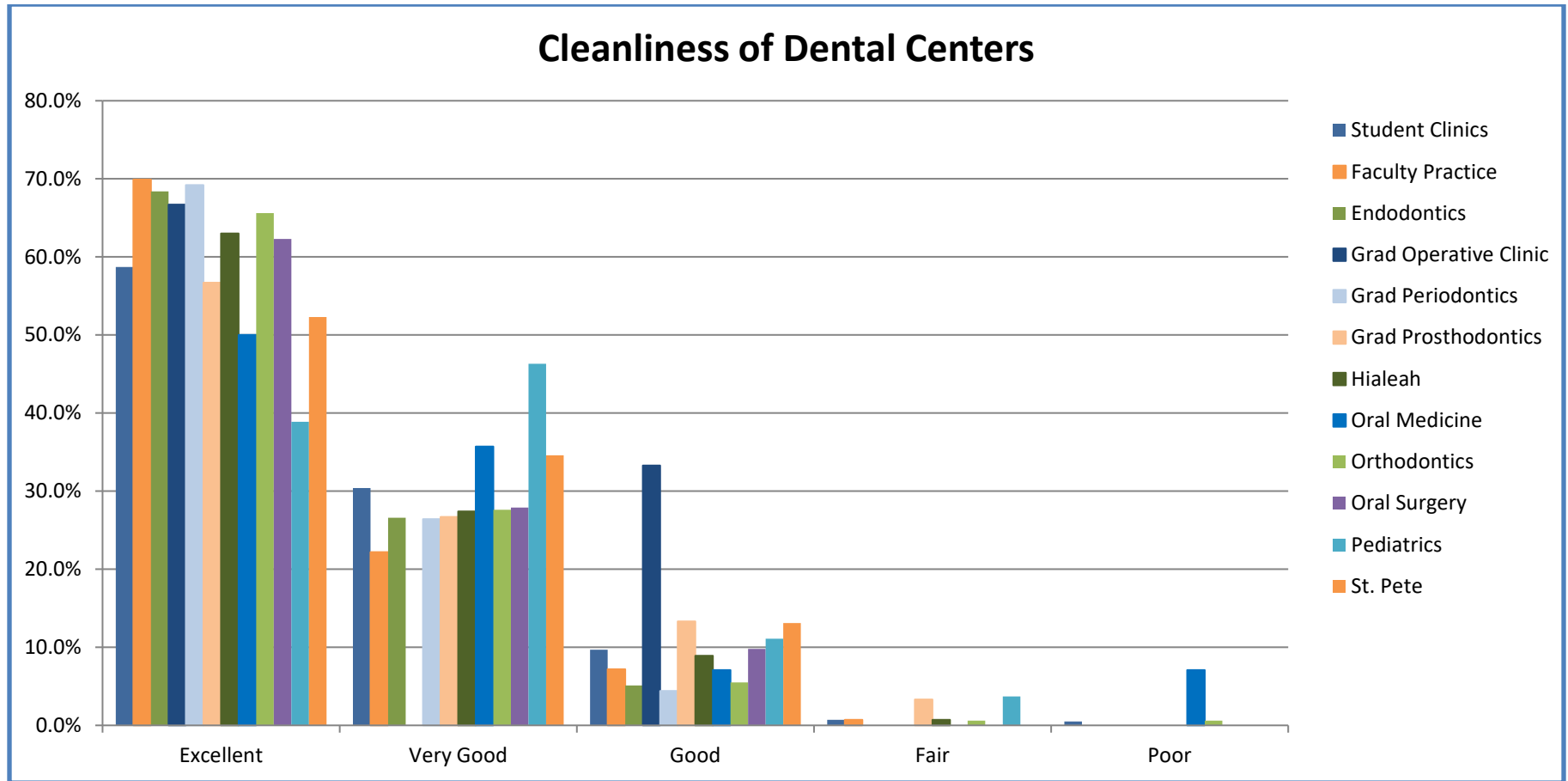


The patients who completed the survey were asked to rate the appearance of the reception area as either “Excellent” (5), “Very Good” (4), “Good” (3), “Fair” (2), or “Poor” (1). The patients who completed surveys in the Endodontics (4.58) clinic gave the highest average scores for the appearance of the reception area. The patients who completed surveys in the Pediatrics (3.87) clinic gave the lowest average scores for the appearance of the reception area.

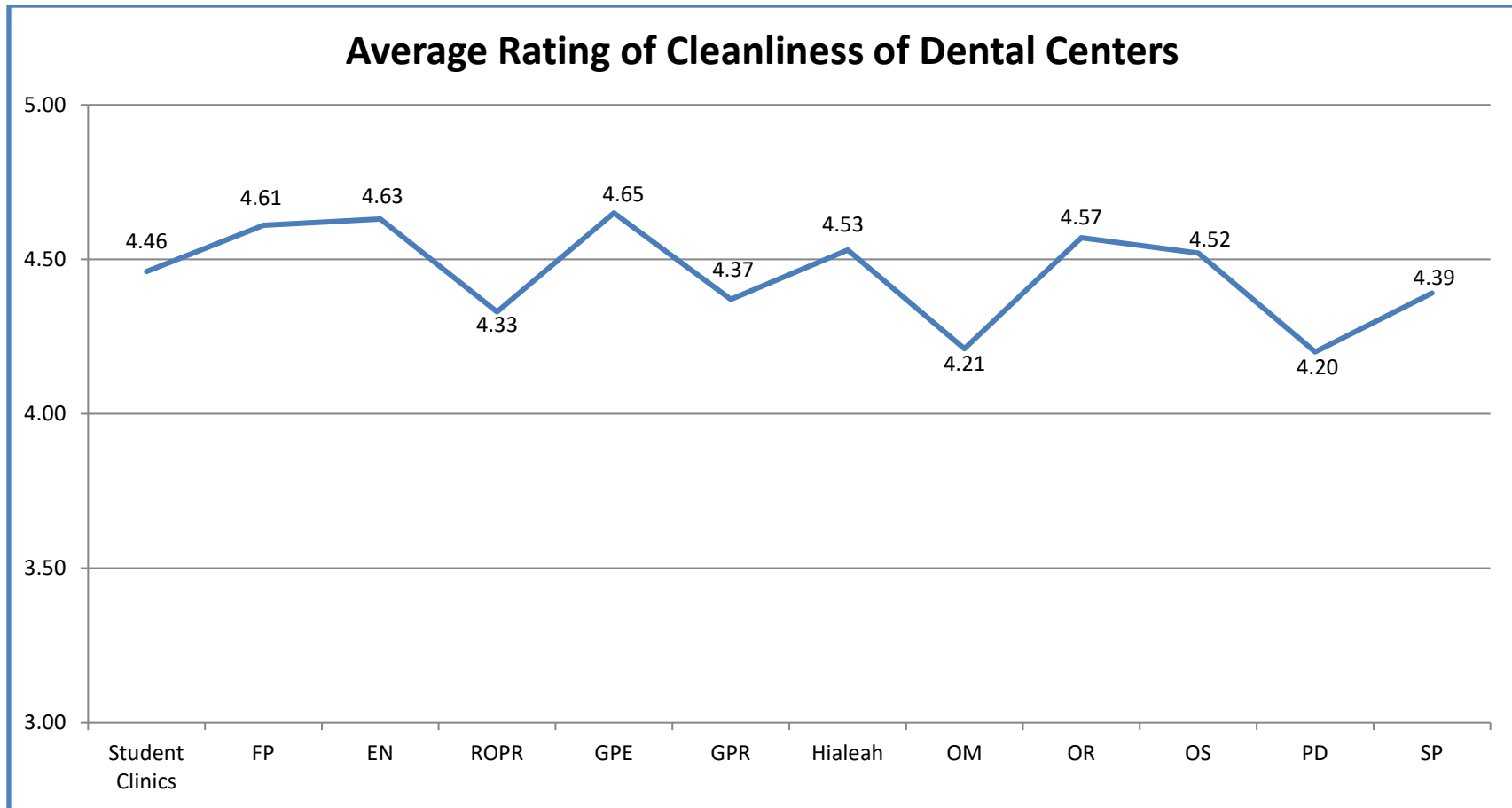
Patient Satisfaction Survey Results by Clinic 2018

Cleanliness of Dental Centers

Patients were asked: "How would you rate the cleanliness of the dental center(s)?"



Patient Satisfaction Survey Results by Clinic 2018

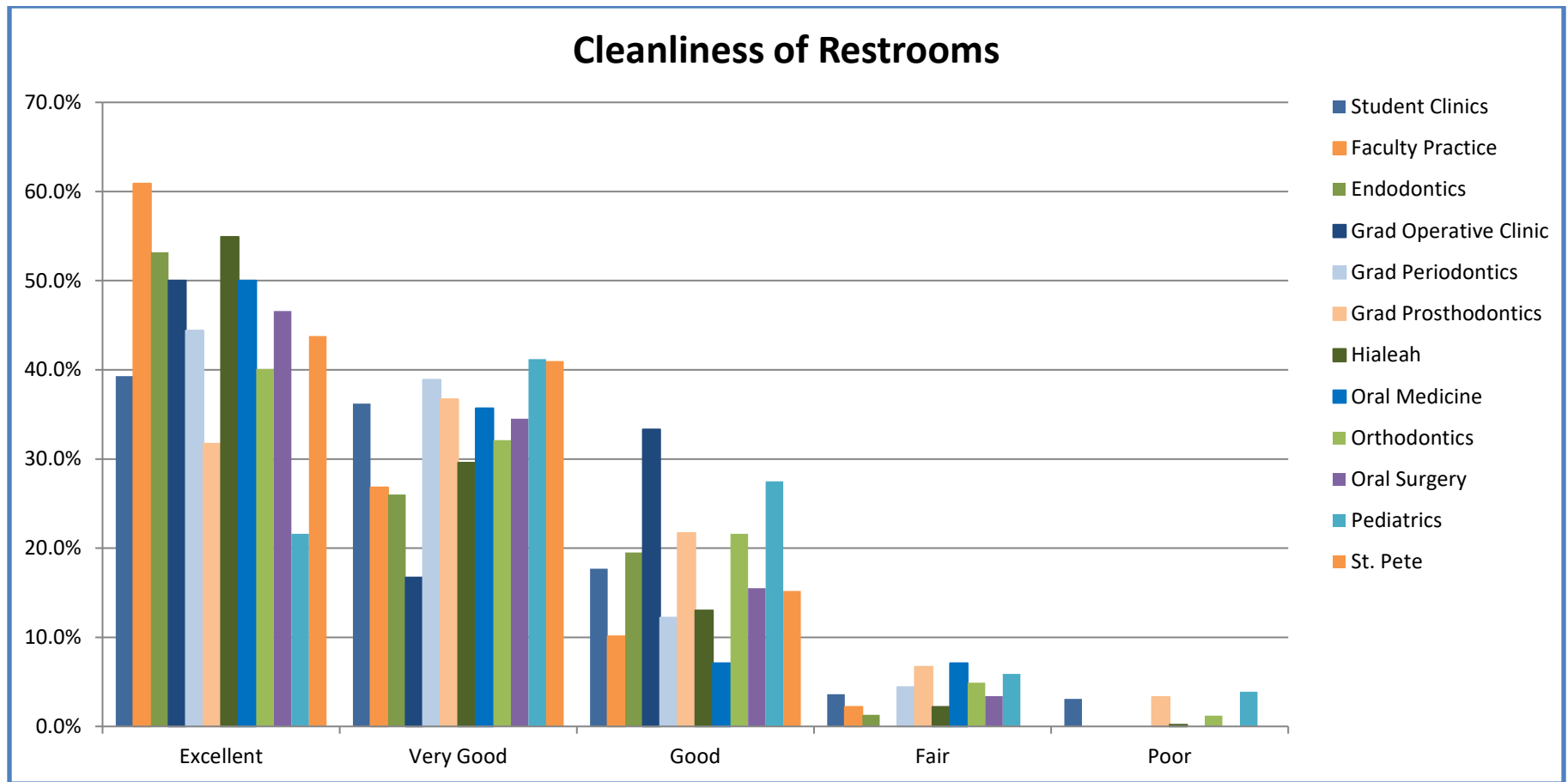


The patients who completed the survey were asked to rate the cleanliness of the dental center as either “Excellent” (5), “Very Good” (4), “Good” (3), “Fair” (2), or “Poor” (1). The patients who completed surveys in the Endodontics (4.63) and Graduate Periodontics (4.65) clinics gave the highest average scores for the cleanliness of the dental centers. The patients who completed surveys in the Pediatrics (4.20) and Oral Medicine (4.21) clinics gave the lowest average scores for the cleanliness of the dental center, though these scores were still “very good.”

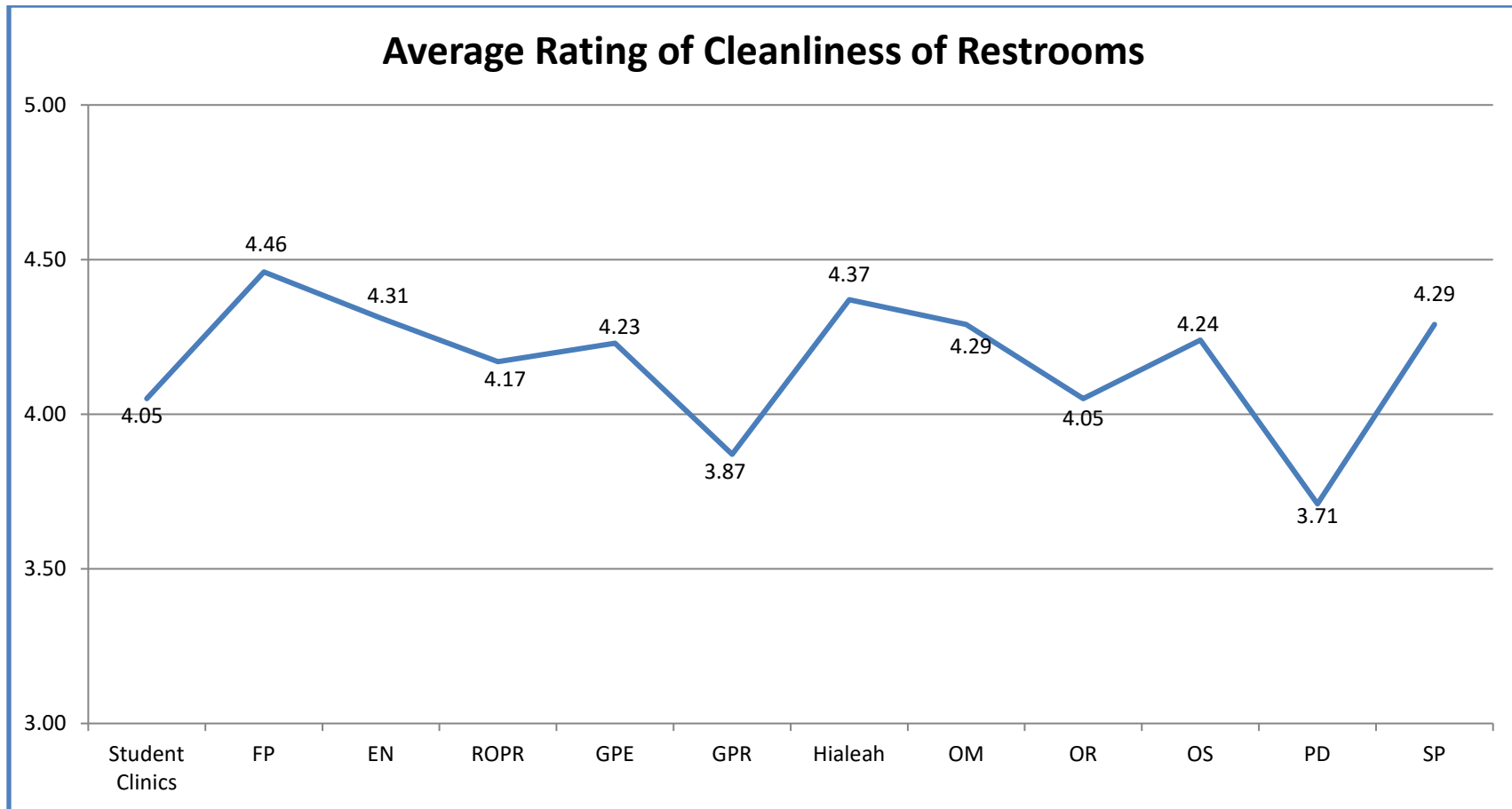
Patient Satisfaction Survey Results by Clinic 2018

Cleanliness of Restrooms

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



Patient Satisfaction Survey Results by Clinic 2018

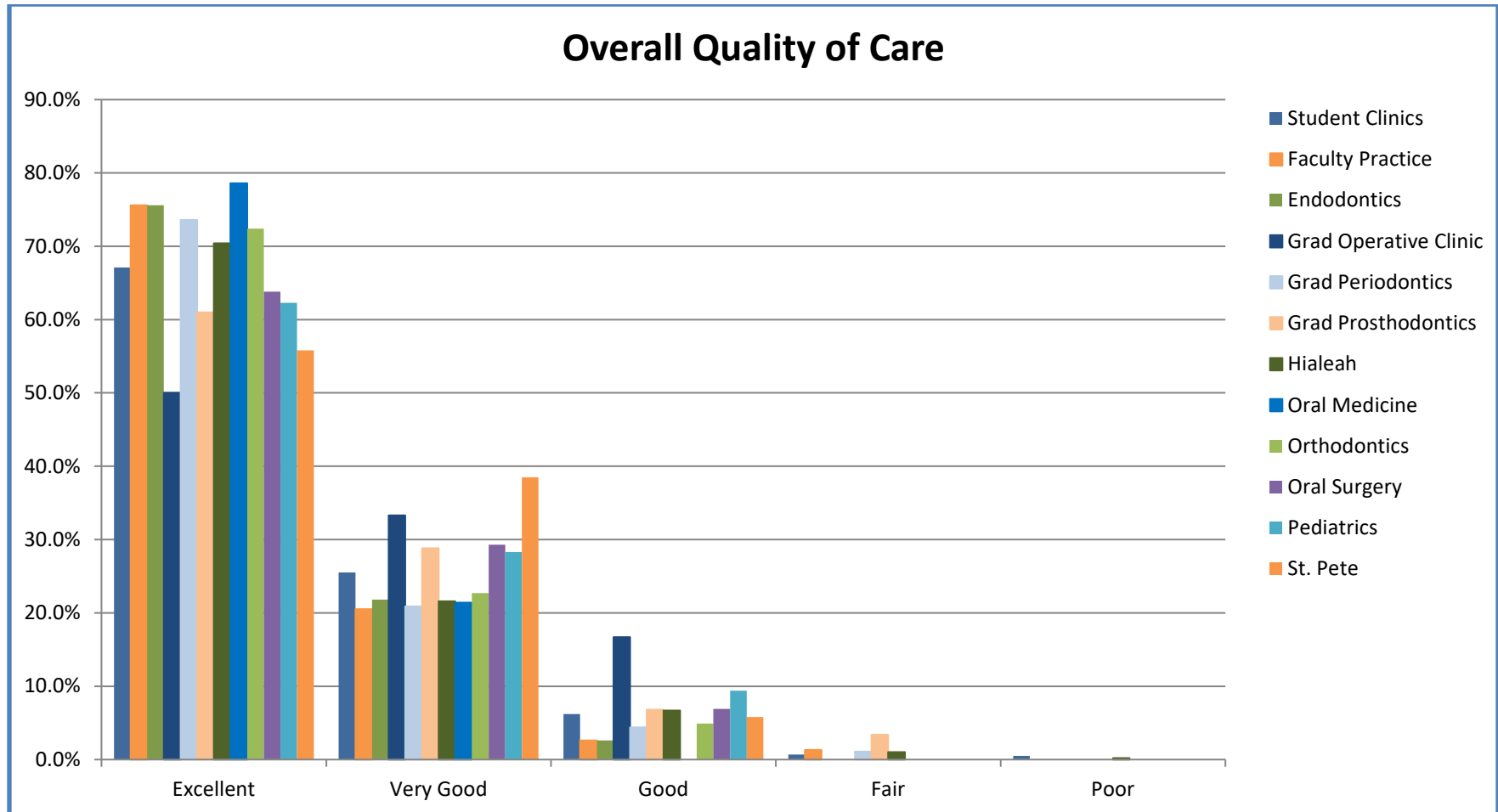


The patients who completed the survey were asked to rate the cleanliness of the restrooms as either “Excellent” (5), “Very Good” (4), “Good” (3), “Fair” (2), or “Poor” (1). The patients who completed surveys in the Faculty Practice (4.46) clinic gave the highest average scores for the cleanliness of the restrooms. The patients who completed surveys in the Pediatrics (3.71) clinic gave the lowest average scores for the cleanliness of the restrooms.

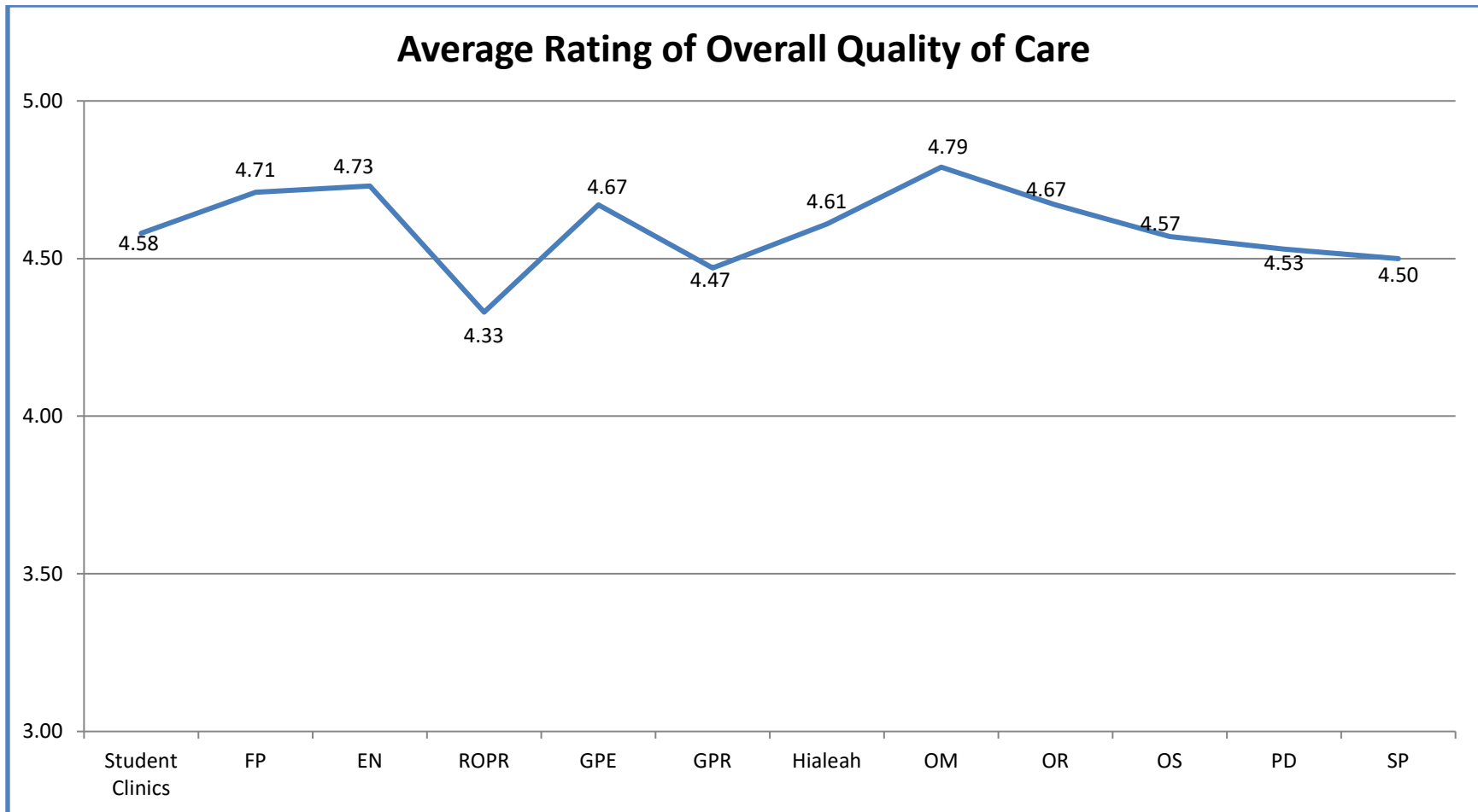
Patient Satisfaction Survey Results by Clinic 2018

Overall Quality of Care

Patients were asked: "How would you rate the overall quality of the dental care you receive here?"



Patient Satisfaction Survey Results by Clinic 2018

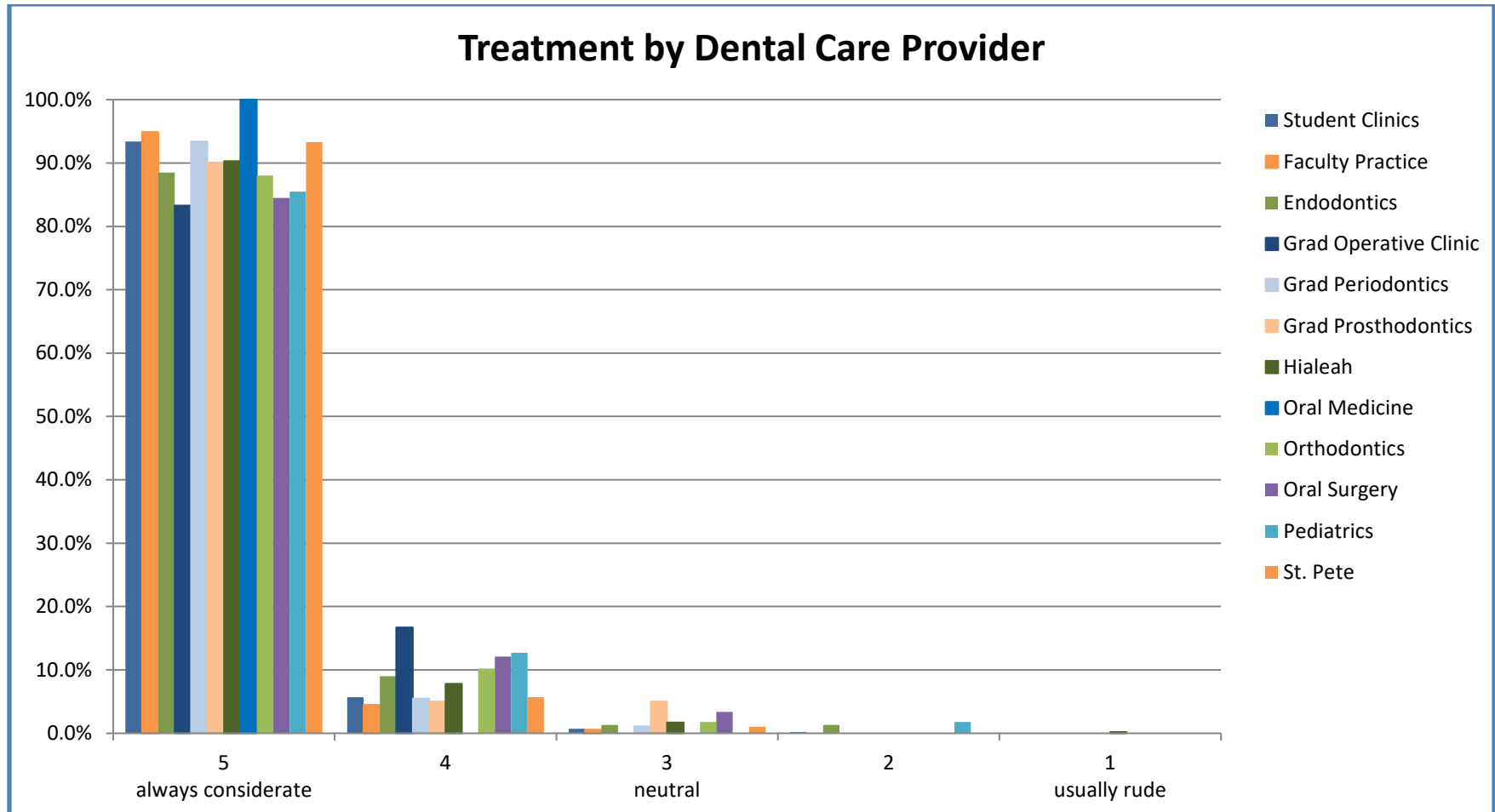


The patients who completed the survey were asked to rate the overall quality of care as either “Excellent” (5), “Very Good” (4), “Good” (3), “Fair” (2), or “Poor” (1). The patients who completed surveys at the Oral Medicine clinic (4.79) gave the highest average score for the overall quality of the care they received. The patients who visited the Graduate Operative (4.33) clinic gave the lowest average score for the overall quality of care that they received, though this score was still between “very good” and “excellent.”

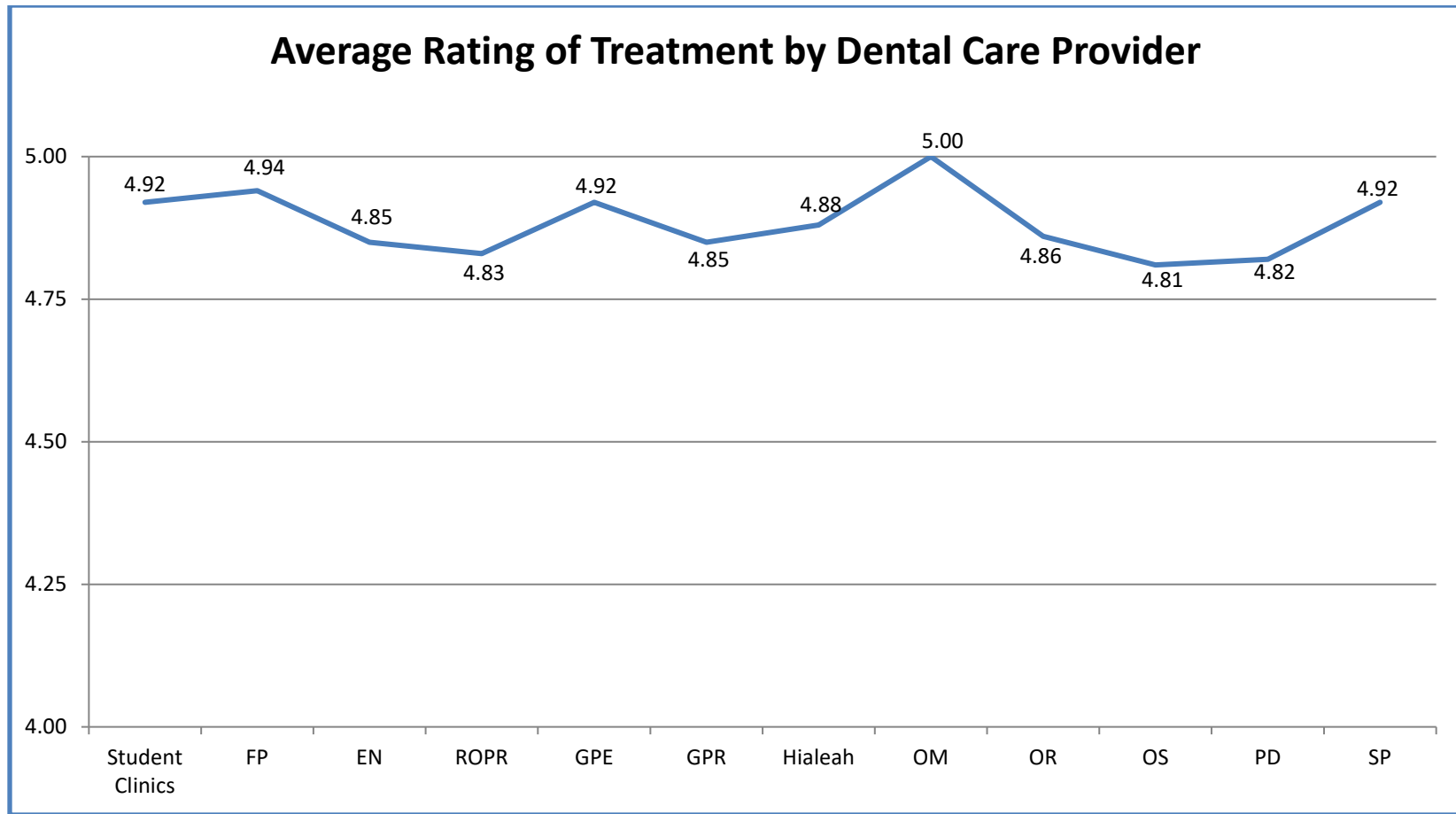
Patient Satisfaction Survey Results by Clinic 2018

Treatment by Dental Care Provider

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?"



Patient Satisfaction Survey Results by Clinic 2018

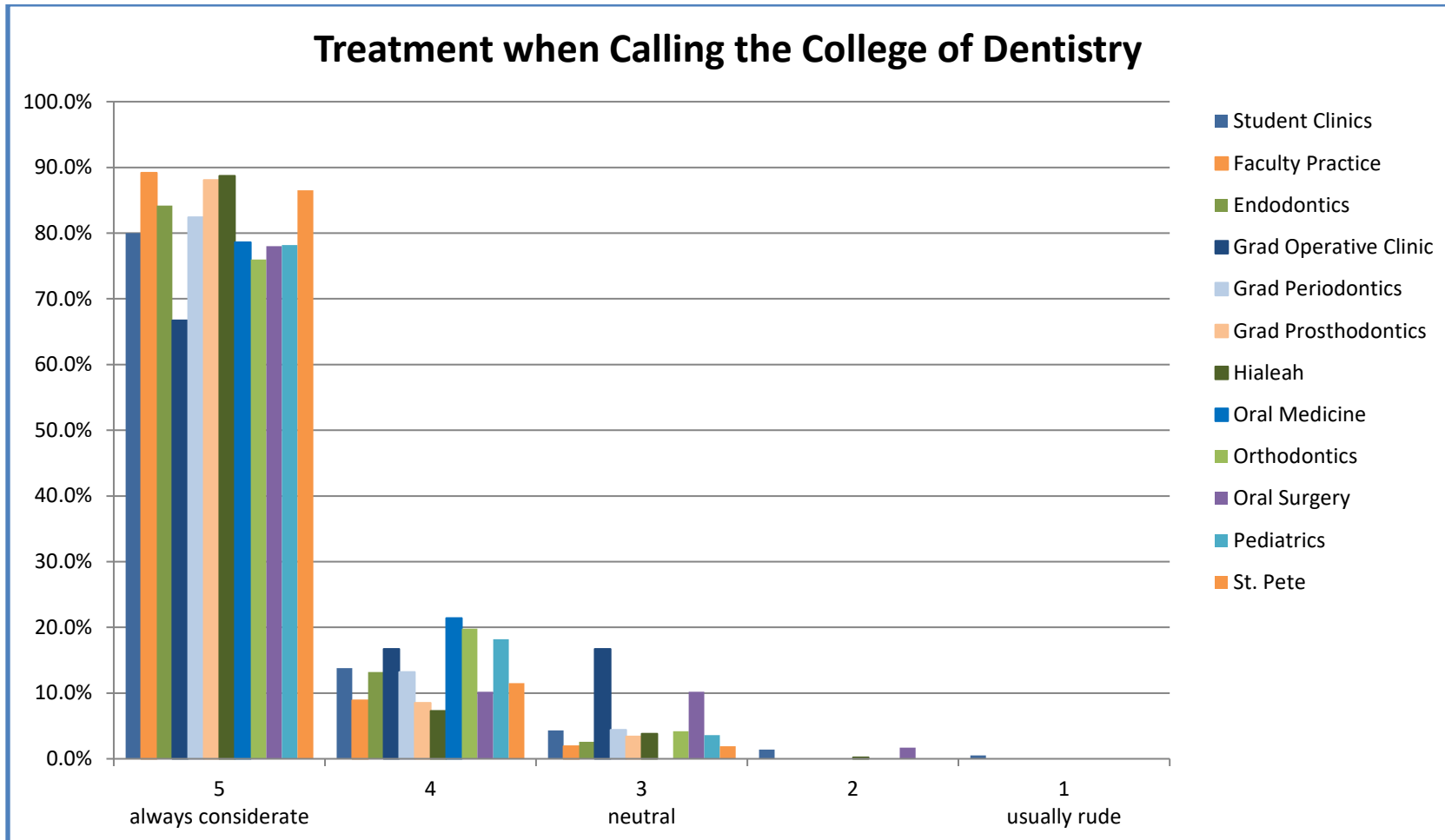


The patients who completed the survey were asked to rate, on a scale from 5 to 1 where 5 is “Always considerate” and 1 is “Usually rude,” the way that their dental care provider treats them. The patients who completed surveys at the Oral Medicine clinic (5.00) gave the highest average scores for the treatment they receive from their dental care provider.

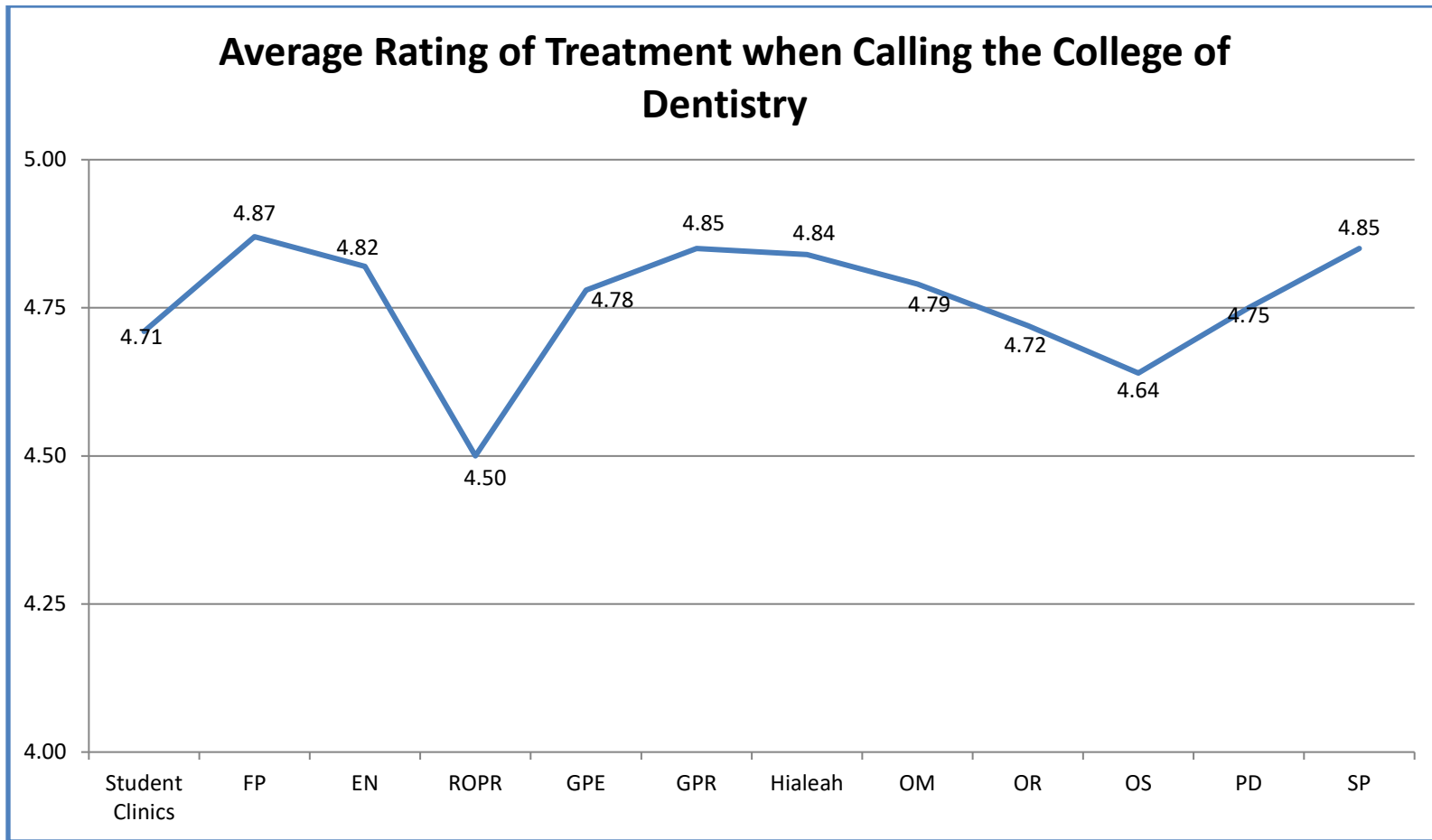
Patient Satisfaction Survey Results by Clinic 2018

Treatment when Calling the College of Dentistry

Patients were asked: "When you call the College of Dentistry, you are greeted by someone who is... 5 (always considerate and caring) to 1 (usually rude)."



Patient Satisfaction Survey Results by Clinic 2018

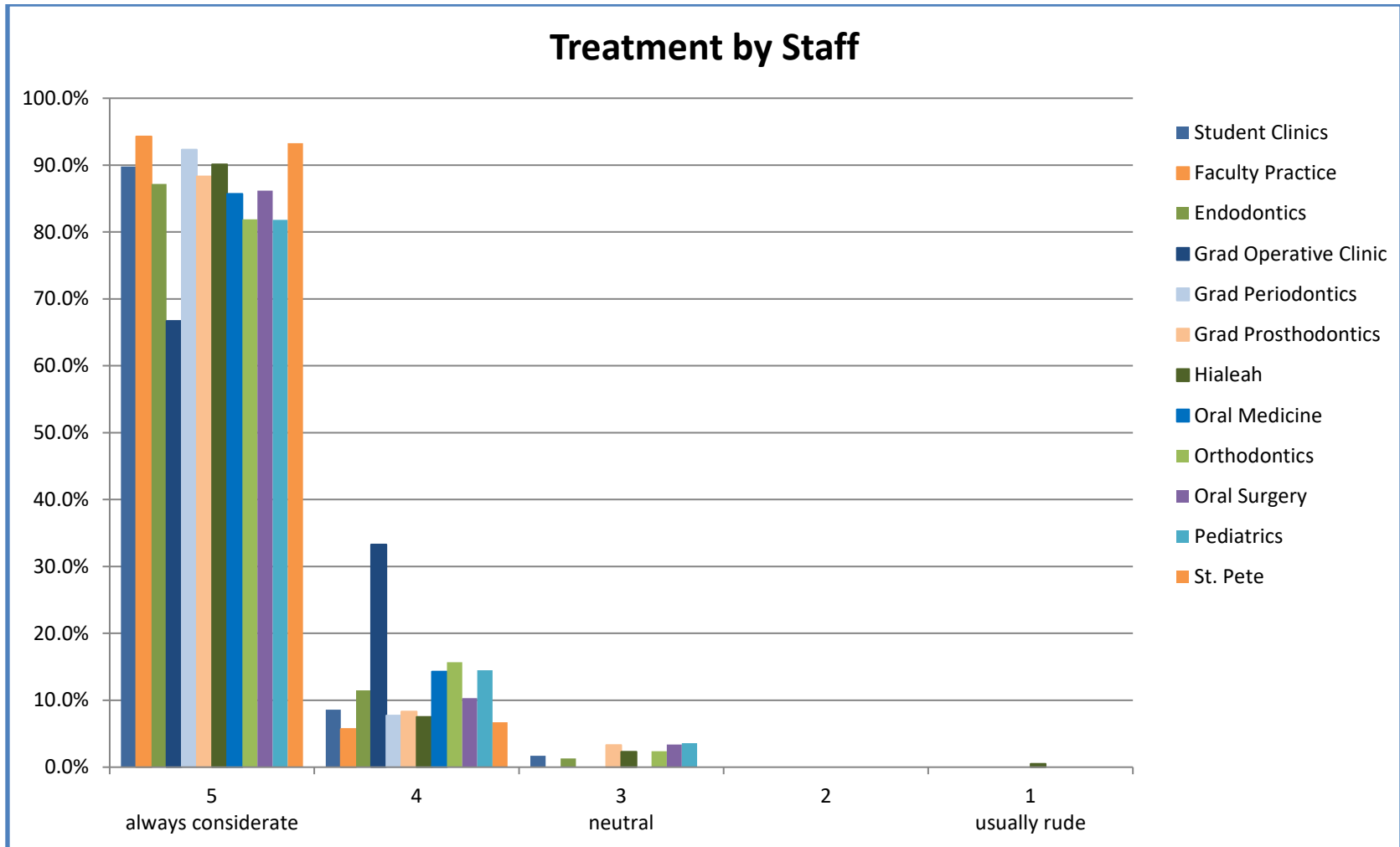


The patients who completed the survey were asked to rate, on a scale from 5 to 1 where 5 is “Always considerate” and 1 is “Usually rude,” the treatment they receive when calling the College of Dentistry. The patients who completed surveys in the Faculty Practice (4.87) clinic gave the highest average scores for the treatment they receive when calling the College of Dentistry.

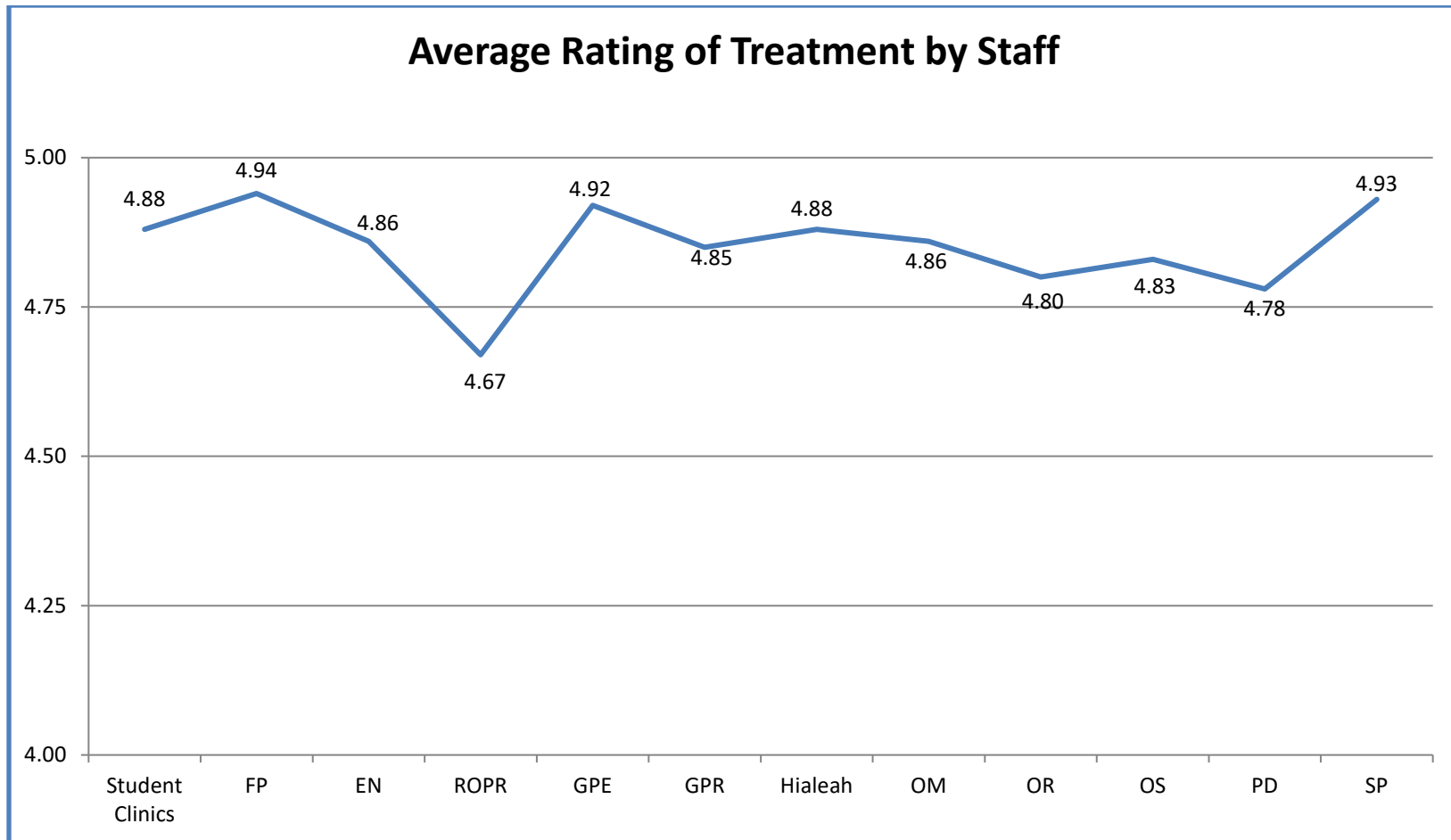
Patient Satisfaction Survey Results by Clinic 2018

Treatment by Staff

Patients were asked: "During appointments, you feel that the staff are... 5 (always considerate and caring) to 1 (usually rude)."



Patient Satisfaction Survey Results by Clinic 2018



The patients who completed the survey were asked to rate, on a scale from 5 to 1 where 5 is “Always considerate” and 1 is “Usually rude,” the treatment they receive from staff during their appointments. The patients who completed surveys in the Faculty Practice clinic (4.94) gave the highest average score for the treatment they receive from staff during their appointments.