UF College of Dentistry Patient Satisfaction Survey

Results: 2010 - 2014





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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 2010 through 2014. [Please note that not all data are available for all years.]

**UFCD Goal:**

**1,000 Completed Surveys**

## Number of Surveys Completed

The number of patient satisfaction surveys completed each year has fluctuated from a high of 1414 in 2013 to a low of 838 in 2011. The average number of completed surveys across this four-year span was 1062. In 2014, of the 938 surveys submitted, the total number of usable surveys was 901, below the UFCD goal of 1000 completed surveys.

## Percentage of Surveys Completed to Patients Seen by Clinics (2010-2014)

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

**UFCD Goal:**

**60% of Surveys Completed**

In 2014, Clinics 2B (80.5%) and 3B (80.0%) completed surveys with four-fifths of the patients who visited the clinics during the study period. Clinic 3A completed surveys with about two-thirds (68.5%) of the patients who visited the clinic, and Clinic 2A completed surveys with about three-fifths (57.8%) of the patients who visited the clinic.

The UFCD goal of 60 percent of patients completing surveys was reached by three of the four student clinics – Clinics 2B, 3A, and 3B.

\*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* The APGD and 1A Clinics were no longer active in 2013.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 (938) rather than the number of usable surveys (901) 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.

**UFCD Goal:**

**60% of Surveys Completed**

In 2014, 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 10 percent. The Graduate Prosthodontics (GPR) clinic was able to complete surveys with nearly all (93.3%) of the patients they saw in the study time frame, and the Orthodontics (OR) clinic completed a similar percentage (86.2%).

In contrast, only about one-tenth (9.9%) of patients seen by the Faculty Practice (FP) clinic, about one-fifth (18.1%) of those from the Pediatrics (PD) clinic, and about one-quarter (23.0%) from the Graduate Periodontics (GPE) clinic and the combined Oral Surgery, Student Oral Surgery, and Implant Clinics (OS/SOS/IC) (28.8%) completed surveys.

The UFCD goal of 60 percent of patients completing surveys was reached by four clinics -- Graduate Prosthodontics (GPR), Graduate Endodontics (GE), Oral Medicine (OM), and Orthodontics (OR).

\*Notes:

* The Figure utilizes calculations provided by the UF College of Dentistry based on number of surveys submitted (938) rather than the number of usable surveys (901) data-reduced by the FSRC in the calculations used throughout the report.
* Percentages are calculated according to the numbers of patients seen the week survey was conducted in these clinics. Some clinics are not depicted here due to inconsistencies in number of surveys received vs number of patients seen reported in axiom.
* UFCD Goal recommended by patient satisfaction committee and approved by CAQA committee.

## 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), Hialeah (H), Implant Center (IC), Oral Medicine (OM), Oral Surgery (OS), Orthodontics (OR), Pediatrics (PD), Radiology (RD), St. Pete (SP), Student Oral Surgery (SOS).
* The Figure utilizes numbers provided by the UF College of Dentistry based on number of surveys submitted (938) rather than the number of usable surveys (901) data-reduced by the FSRC in the calculations used throughout the report.
* UFCD Goal recommended by patient satisfaction committee and approved by CAQA committee.

# Demographics

## Age

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

In 2014, about one-eighth of the patients completing surveys were “20 or under” (12.1%) and about one-fifth were “21 to 40” years old (18.0%). About one-quarter (25.8%) of the respondents were “41 to 60” years old, and more than two-fifths (44.1%) were “Over 60.”

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

## Gender

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

More female than male patients complete the survey each year. From 2010 to 2013, on average, a little more than two-fifths of the survey respondents are male and slightly less than three-fifths are female.

In 2014, about one-half (51.1%) of the responding patients were female, and nearly as many (48.9%) were male.

## County of Residence (2014)

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **County** | **N** |  | **County** | **N** |
| Alachua | 183 |  | Madison | 2 |
| Baker | 2 |  | Manatee | 2 |
| Bradford | 12 |  | Marion | 133 |
| Brevard | 2 |  | Miami-Dade | 52 |
| Broward | 3 |  | Monroe | 1 |
| Citrus | 29 |  | Nassau | 1 |
| Clay | 13 |  | Orange | 4 |
| Columbia | 26 |  | Osceola | 1 |
| Dixie | 3 |  | Palm Beach | 1 |
| Duval | 16 |  | Pasco | 2 |
| Flagler | 2 |  | Pinellas | 32 |
| Gadsden | 1 |  | Polk | 3 |
| Gilchrist | 7 |  | Putnam | 32 |
| Hamilton | 3 |  | Sarasota | 4 |
| Hernando | 2 |  | Seminole | 7 |
| Hillsborough | 6 |  | St. Johns | 9 |
| Jefferson | 1 |  | St. Lucie |  |
| Lafayette | 1 |  | Sumter | 17 |
| Lake | 14 |  | Suwannee | 6 |
| Lee | 2 |  | Union | 4 |
| Leon | 2 |  | Volusia | 6 |
| Levy | 29 |  | Wakulla | 1 |

The 2014 survey respondents live in 43 different Florida counties. The largest number of patients, as would be expected, is from Alachua County (N=183) with the second largest number from Marion County (N=133).

## Race/Ethnicity

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Race / Ethnicity** | **2010** | **2011** | **2012** | **2013** | **2014** |
| White | 71.6% | 74.8% | 80.1% | 74.6% | 76.7% |
| African American/Black | 12.5% | 15.2% | 12.8% | 16.3% | 15.0% |
| Hispanic | 7.8% | 8.9% | 7.9% | 8.6% | 15.1% |
| Asian | 3.1% | 3.5% | 2.2% | 3.8% | 2.8% |
| American Indian/Alaskan | 1.4% | 1.8% | 0.7% | 1.3% | 0.7% |
| Middle Eastern/Indian | 1.1% | N/A | N/A | N/A | N/A |
| Native Hawaiian/PI | 0.0% | 0.0% | 0.1% | 0.4% | 0.3% |
| Pacific Islander | 0.3% | 0.0% | N/A | N/A | N/A |
| Other | 2.2% | 3.1% | 5.6% | 3.5% | 5.3% |

The race/ethnic origin of the survey respondents has remained fairly consistent since 2010. 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 2014, about three-quarters (76.7%) of the patients who responded were white, about one-sixth (15.0%) were African American/black, and about three percent were Asian. In addition, nearly one-sixth (15.1%) of the respondents indicated 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 2014, about four-fifths (42.1%) of the patients who completed the survey lived in households with two individuals. Nearly one-fifth (18.7%) of the respondents had only one individual in the household. Approximately one-sixth of the 2014 respondents had three-person households (15.3%), and about one-eighth had four-person (11.5%) or five-or-more-person (12.5%) households.

The average household size for the responding sample in 2014 was three people (mean=2.64).

## Patients in Household

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

In 2014, two-thirds (67.1%) of the patients who completed the survey indicated that one person in their household comes to UF for dental care. One-quarter (25.4%) of the respondents had two UF dental patients in their households. About five percent of respondents had three patients, and about one percent had either four or five or more patients in their households.

The average number of UF dental patients per household for the responding sample in 2014 is between one and two people (mean=1.45).

\*Notes:

* This question was added in 2012.

## Income

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

In 2014, about one-sixth (16.8%) of the patients who responded had annual incomes less than $10,000, and about one-sixth (13.1%) had incomes from $10,000 up to $15,000. About one-quarter (23.5%) of the patients who completed the survey had a total annual household income of $15,000 up to $30,000 or $30,000 up to $50,000 (23.9%). About one-eighth (13.0%) of the 2014 respondents reported household incomes from $50,000 up to $70,000, and about one-tenth (9.8%) reported incomes of more than $70,000.

From 2010 to 2013, about one-quarter of the patients who completed the survey had a total annual household income between $15,000 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 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.

In 2014, nearly one-half (48.5%) of the patients who completed surveys learned about the UF dental clinics from friends or relatives.

\*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 - 2014 may total more than 100%, as many respondents chose more than one response. Comparisons between data from 2010-2011 and 2012-2014 should be made with caution.

How Patients Learned about Services (2014)

|  |  |  |
| --- | --- | --- |
|  | **N** | **% (N=888)** |
| Referred by friend or relative | 425 | 48.5% |
| Referred by another health care provider | 136 | 18.8% |
| UF College of Dentistry website | 80 | 9.1% |
| Enrolled in Medicaid Insurance program | 54 | 6.3% |
| Referred by student dentist | 50 | 5.6% |
| Emergency Clinic/SOS | 31 | 3.5% |
| Noticed the dental clinics on the way to Shands | 25 | 2.8% |
| Gator Advantage member | 17 | 1.9% |
| At a health fair/community event | 8 | 0.9% |
| Saw ad in the phone book | 7 | 0.8% |
| Other | 143 | 10.9% |

Nearly one-half (48.5%) of the respondents indicated 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. Nearly one-fifth (18.8%) of the patients who completed surveys indicated that they were referred by another health care provider. About one-tenth (9.1%) said they utilized the website. Less than one-tenth of the respondents said they were enrolled in the Medicaid insurance program (6.3%), or were referred by a student dentist (5.6%).

The following are sizable groupings of open-ended responses provided to describe “Other” (10.9%) ways of learning about the services of the College of Dentistry:

* Previous/Long-time patient (n=24)
* Internet search (n=13)
* Employee of UF or Shands (n=8)
* Current or Former UF student (n=7)

## 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 2010 to 2012, about one-third of the respondents indicated that they had 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 indicated having been patients for less than six months. And again, in 2012 and 2013, more than one-third (35.1%, 35.6%) of the responding patients indicated having been patients for less than six months.

In 2014, nearly two-fifths (37.7%) of the responding patients indicated 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 (16.9%); one to two years (15.2%); two to five years (13.6%); or, more than five years (17.3%).

## 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 said that the most important reason for coming to UF was that the “Cost is less expensive than a private dentist.” About one-quarter (25.4%) of the respondents indicated that they “trust the UF College of Dentistry.”

In 2014, nearly one-third (30.8%) of the respondents said that the most important reason for coming to UF was that the “Cost is less expensive than a private dentist.” About one-quarter (24.7%) of the respondents indicated that they “trust the UF College of Dentistry,” and about one-eighth (12.7%) said they come “For the excellent quality of the work.” Nearly one-sixth (14.7%) of the surveyed patients indicated that their most important reason for coming to the UF College of Dentistry was a referral.

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

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

**UFCD Goal:**

**80% of responses to be 4 weeks or less**

In 2014, more than two-fifths (43.1%) of the respondents indicated that they waited less than two weeks from their initial contact until their first appointment, while about one-third (34.7%) waited from two to four weeks for their first appointment. In contrast, about one-sixth (16.4%) of the surveyed patients waited four to eight weeks and only about six percent of the respondents waited for more than eight weeks before they had their first appointment.

In 2014, 77.8 percent of respondents waited four weeks or less for their first appointment, just short of the UFCD goal of 80 percent.

## Time Well-Spent at Clinic

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

**UFCD Goal:**

**95% or more “Yes” responses**

Almost all of the respondents in each year – 2014 (98.9%), 2013 (98.6%), 2012 (98.6%), 2011 (98.6%), and 2010 (99.4%) – indicated that they feel their time at the UF dental clinic is “well spent.”

In 2014, the UFCD goal of 95 percent or more respondents agreeing that their time is being well spent in the dental clinic was met.

## Directions for Finding the Clinic

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

**UFCD Goal:**

**95% or more “Yes” responses**

Almost all of the respondents in each year – 2014 (97.1%), 2013 (98.1%), 2012 (98.3%), 2011 (97.7%), and 2010 (97.5%) – indicated that they were given good directions to the clinic.

In 2014, the UFCD goal of 95 percent or more respondents agreeing that they were given good directions to the dental clinic was met.

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

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

**UFCD Goal:**

**95% or more “Yes” responses**

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.

\*Notes:

* This question was not asked in 2014.
* Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Signs for Patient Registration (2012-2014)

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

**UFCD Goal:**

**95% or more “Yes” responses**

Almost all of the respondents in 2014 (97.6%), 2013 (97.1%), and 2012 (96.9%) indicated that the signs were helpful for finding dental patient registration.

In 2014, the UFCD goal of 95 percent or more respondents agreeing that the signs were helpful in finding dental patient registration was met.

\*Notes:

* This question was added in 2012.
* Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Appearance of Reception Area

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

**UFCD Goal:**

**90% “very good” or “excellent”**

In 2014, more than one-half (52.7%) of the respondents rated the appearance of the patient reception area as “Excellent,” while more than one-third (34.9%) rated it as “Very Good.” About one-tenth (11.2%) of the respondents rated the appearance of the patient reception area as “Good,” one percent rated it as “Fair,” and less than one percent rated it as “Poor.” In 2014, the average level of response on a scale where “Excellent” = 5 and “Poor” = 1 was 4.40.

In 2014, the UFCD goal of 90 percent or more respondents rating the appearance of the patient reception area as either “Very Good” or “Excellent” (87.6%) was not met.

\*Notes:

* In 2012 and 2013, 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?*” Since 2012, there are separate questions about the reception area and restrooms.
* Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Cleanliness of Dental Clinics

Patients were asked: “*How would you rate the cleanliness of the dental center(s)?*”\*

**UFCD Goal:**

**95% “very good” or “excellent”**

Two-thirds of the respondents in 2014 (66.6%) rated the cleanliness of the dental centers as “Excellent,” and more than one-quarter (26.6%) rated this aspect of the dental clinic as “Very Good.” In contrast, about five percent (5.4%) of the respondents rated the cleanliness of the dental centers as “Good,” and less than one percent rated it as “Fair” (0.9%) or “Poor” (0.6%). In 2014, the average level of response on a scale where “Excellent” = 5 and “Poor”= 1 was 4.6.

In 2014, the UFCD goal of 95 percent or more respondents rating the cleanliness of dental centers as either “Very Good” or “Excellent” (93.2%) was not met.

\*Notes:

* In 2012 and 2013, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.
* Note: Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Cleanliness of Restrooms (2012-2014)

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

**UFCD Goal:**

**95% “very good” or “excellent”**

About two-fifths (42.1%) of the respondents in 2014 rated the cleanliness of the restroom(s) as “Excellent,” and more than one-third (35.7%) rated the cleanliness of the restroom(s) as “Very Good.” About one-sixth (16.6%) of the respondents rated the cleanliness of the restroom(s) as “Good,” about five percent (4.7%) rated it as “Fair,” and about one percent (0.9%) rated it as “Poor.” In 2014, the average level of response on a scale where “Excellent” = 5 and “Poor”= 1 was 4.13.

In 2014, the UFCD goal of 95 percent or more respondents rating the cleanliness of the restrooms as either “Very Good” or “Excellent” (77.8%) was not met.

\*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.
* In 2012 and 2013, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.
* Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Overall Quality of Care

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

**UFCD Goal:**

**95% “very good” or “excellent”**

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 2014, about three-quarters (74.6%) 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 (21.4%) rated it as “Very Good.” Three percent of the 2014 respondents rated the overall quality of care as “Good,” and less than one percent rated it as “Fair” (0.7%) or “Poor” (0.3%). In 2014, the average level of response on a scale where “Excellent” = 5 and “Poor” = 1 was 4.69.

In 2014, the UFCD goal of 95 percent or more respondents rating the quality of the dental care they receive as either “Very Good” or “Excellent” (96.0%) was met.

\*Notes:

* In 2012 and 2013, the responses to this question were presented on a 4-point scale: Excellent, Very Good, Fair, and Poor.
* Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Treatment by Dental Care Provider

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

**UFCD Goal:**

**Over 90% “always considerate”**

Almost all of the respondents in each year – 2014 (94.8%), 2013 (92.9%), 2012 (92.8%), 2011 (91.3%), and 2010 (89.3%) – indicated that their dental care provider is “Always considerate.” The average response in 2014 was 4.93.

In 2014, the UFCD goal of 90 percent or more respondents rating their dental care provider as “Always considerate” (94.8%) was met.

## 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) to 1 (usually rude).*”

**UFCD Goal:**

**Over 90% “always considerate”**

More than four-fifths of the respondents in 2014 (84.1%), 2013 (84.5%), 2012 (84.5%), 2011 (82.8%), and 2010 (81.7%) indicated that when they call the College of Dentistry they are greeted by an individual who is “Always considerate.” The average response in 2014 is 4.79.

In 2014, the UFCD goal of 90 percent or more respondents rating the phone greeter as “Always considerate” (84.1%) was not met.

## Treatment by Staff

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

**UFCD Goal:**

**Over 90% “always considerate”**

Almost all of the respondents in 2014 (91.7%), 2013 (92.1%), 2012 (92.1%), 2011 (90.6%), and 2010 (87.9%) indicated that during their appointments the staff are “Always considerate.” The average response in 2014 was 4.9.

In 2014, the UFCD goal of 90 percent or more respondents rating the staff as “Always considerate” (91.7%) was met.

# 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.)

**UFCD Goal:**

**Top three categories should be: Quality, Trust, & Professionalism**

On average, about one-third 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 2014, nearly one-third (32.0%) of the comments related to the quality of the care received and a similar percentage (30.3%) related to the friendliness or professionalism of the staff. Additionally, about one-fifth (22.0%) of the comments related specifically to the students, dentists, and staff, and about one-eighth (12.6%) referred to the affordability of services.

In 2014, the UFCD goal of “Quality care/Trust” and “Professionalism” being the top categories for respondent comments was met.

The following are sizable groupings of “Other” (18.0%) types of responses provided to describe what patients like most about the UF College of Dentistry:

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

\*Goal recommended by UFCD patient satisfaction committee and approved by CAQA committee.

## Possible Improvements

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

**UFCD Goal:**

**Reduction in percentage of negative responses (in particular, scheduling, parking, atmosphere, & cleanliness)**

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.

In 2014, the UFCD goal to reduce the percentage of replies with suggested improvements was met.

Looking only at those patients who offered recommended areas of improvement (n=179) in 2014, nearly one-quarter (22.3%) suggest improvements to the atmosphere of the waiting or patient care areas in the clinics (such as temperature, reading materials, additional chairs, or televisions).

More than one-sixth (17.3%) of these respondents suggested improvements to scheduling or appointments, and nearly as many (16.8%) suggested that improvements to costs or fees. More than one-eighth (14.0%) of these respondents suggested that improvements could be made in wait times and times to complete services. Five percent or fewer of these respondents suggested changes in information or customer service (3.4%), or commented on available locations (3.9%), parking (2.8%), or cleanliness (1.7%).

## Additional Comments

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

Of the 282 comments provided about the UF College of Dentistry by surveyed patients, over four-fifths (87.9%) were positive. About one-eighth (12.1%) of the comments focused on areas in which the College could improve or particular issues that the patient may have experienced.