UF College of Dentistry Patient Satisfaction Survey

Results by Clinic: 2014





Table of Contents

[Introduction 3](#_Toc377727073)

[Percentage of Surveys Completed to Patients Seen by Clinics 3](#_Toc377727074)

[Response by Clinic 4](#_Toc377727075)

[Demographics 4](#_Toc377727076)

[Age 5](#_Toc377727077)

[Gender 6](#_Toc377727078)

[Race/Ethnicity 7](#_Toc377727079)

[Household Size 9](#_Toc377727080)

[Patients in Household 10](#_Toc377727081)

[Income 11](#_Toc377727082)

[Marketing 12](#_Toc377727083)

[How Patients Learned about Services 12](#_Toc377727084)

[Length of Time as a Patient 14](#_Toc377727085)

[Most Important Reason for Coming to UF College of Dentistry 15](#_Toc377727086)

[Patient Services 18](#_Toc377727087)

[Length of Time to First Appointment 18](#_Toc377727088)

[Time Spent, Directions, & Registration Information 19](#_Toc377727089)

[Appearance of Reception Area 23](#_Toc377727090)

[Cleanliness of Dental Centers 25](#_Toc377727091)

[Cleanliness of Restrooms 27](#_Toc377727092)

[Overall Quality of Care 29](#_Toc377727093)

[Treatment by Dental Care Provider 31](#_Toc377727094)

[Treatment when Calling the College of Dentistry 33](#_Toc377727095)

[Treatment by Staff 35](#_Toc377727096)

# 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 2014 by clinic.

## Percentage of Surveys Completed to Patients Seen by Clinics

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

Each of the Student Clinics obtained completed surveys from a high percentage (one-half or more) of the patients who visited the clinic during the study period. Overall, the highest percentage of surveys completed is for the Graduate Prosthodontics (GPR) clinic at 93.3 percent.

\*Note: 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.

## Response by Clinic

There is substantial variation in the number of surveys completed by clinic. Student Clinic 2B had the highest number of completed surveys (N=149). For the purposes of this report, Clinical Care Group 2A (N=100), Clinical Care Group 2B (N=149), Clinical Care Group 3A (N=100), and Clinical Care Group 3B (N=112) will be combined into one group called “Student Clinics.” In addition, surveys collected by the Cashier (N=6) and Radiology (N=3) will not be presented here and the following clinics will be combined: Oral Surgery (N=9), Student Oral Surgery (N=28), and Implant Center (N=35) will be combined into “Oral Surgery.”

\*Note: 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.

# 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 Oral Medicine and Graduate Prosthodontics.

## 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 Oral Medicine, where nearly three-quarters (72.2%) of the patients surveyed were male and in Pediatrics, where about three-quarters (75.8%) of the patients surveyed were female.

## 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** | **GE** | **GPE** | **GPR** | **Hialeah** | **OM** | **OR** | **OS** | **PD** | **SP** |
| White | 82.4% | 69.6% | 67.3% | 82.8% | 82.1% | 67.6% | 94.4% | 65.3% | 69.1% | 50.0% | 87.8% |
| Asian | 1.6% | 13.0% | 1.8% | 0.0% | 2.6% | 4.2% | 0.0% | 4.1% | 7.4% | 0.0% | 2.0% |
| Black/African American | 12.8% | 8.7% | 21.8% | 13.8% | 10.3% | 18.3% | 0.0% | 20.4% | 16.2% | 38.9% | 4.1% |
| Native Hawaiian/Pacific Islander | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% | 1.4% | 0.0% | 0.0% | 0.0% | 0.0% | 2.0% |
| American Indian/Native Alaskan | 0.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.1% |
| Other | 3.0% | 4.3% | 7.3% | 3.4% | 5.1% | 11.3% | 5.6% | 12.0% | 7.4% | 11.1% | 2.0% |
| Hispanic (any race) | 7.5% | 13.0% | 9.6% | 7.7% | 13.9% | 70.3% | 6.7% | 25.0% | 9.2% | 14.3% | 6.5% |

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

More patients who completed surveys at the Oral Medicine (94.4%), Graduate Periodontics (82.8%), Student Clinics (82.4%), and Graduate Prosthodontics (82.1%) clinics described themselves as “White” than those at the other UF dental clinics. More patients who completed surveys at the Pediatrics (38.9%), Graduate Endodontics (21.8%), Orthodontics (20.4%), and Hialeah (18.3%) clinics described themselves as Black/African American than those at the other clinics. More patients at the Hialeah (70.3%), and Orthodontics (25.0%) clinics described themselves as Hispanic than those at other clinics.

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

## 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.

## 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 (2.56).

## Income

Patients were asked: “*Please indicate you 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.

# Marketing

## How Patients Learned about Services

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

(They could choose multiple responses.)

How Patients Learned about Services

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Student**  **Clinics** | **FP** | **GE** | **GPE** | **GPR** | **Hialeah** | **OM** | **OR** | **OS** | **PD** | **SP** |
| Referred by friend or relative | 59.0% | 30.4% | 37.7% | 51.7% | 44.7% | 44.7% | 0.0% | 20.0% | 37.3% | 40.0% | 51.0% |
| Referred by student dentist | 5.5% | 4.3% | 7.5% | 10.3% | 15.8% | 3.9% | 0.0% | 7.3% | 6.0% | 0.0% | 2.0% |
| Referred by another health care provider | 11.2% | 13.0% | 32.1% | 20.7% | 15.8% | 15.8% | 100.0% | 27.3% | 31.3% | 22.9% | 24.5% |
| Gator Advantage member | 1.1% | 13.0% | 3.8% | 3.4% | 5.3% | 0.0% | 5.9% | 1.8% | 0.0% | 2.9% | 2.0% |
| Noticed the dental clinics on way to Shands | 3.4% | 8.7% | 1.9% | 3.4% | 0.0% | 1.3% | 0.0% | 3.6% | 1.5% | 2.9% | 0.0% |
| Enrolled in Medicaid Insurance program | 3.7% | 0.0% | 7.5% | 3.4% | 0.0% | 11.8% | 0.0% | 27.3% | 3.0% | 22.9% | 2.0% |
| Emergency Clinic/SOS | 3.0% | 0.0% | 5.7% | 6.9% | 7.9% | 1.3% | 0.0% | 5.5% | 6.0% | 2.9% | 2.0% |
| UF College of Dentistry website | 11.2% | 8.7% | 5.7% | 3.4% | 5.3% | 7.9% | 0.0% | 7.3% | 9.0% | 0.0% | 14.3% |
| At a health fair/community event | 0.9% | 0.0% | 0.0% | 0.0% | 0.0% | 3.9% | 0.0% | 0.0% | 1.5% | 0.0% | 0.0% |
| Saw ad in the phone book | 1.1% | 0.0% | 0.0% | 0.0% | 0.0% | 1.3% | 0.0% | 0.0% | 0.0% | 0.0% | 2.0% |
| Other | 10.8% | 30.4% | 5.7% | 17.2% | 21.1% | 13.2% | 0.0% | 5.5% | 7.5% | 8.6% | 10.2% |

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

In 9 of the 10 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 Oral Medicine and Orthodontics clinics were most likely to say that they were “referred by another health care provider.” While few patients say they learned about the services from the College of Dentistry website, more than one-eighth (14.3%) of the patents who completed surveys in the St. Pete clinic indicated that they learned about this clinic from the website.

## Length of Time as a Patient

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

More than one-half of the patients who completed surveys in the Graduate Endodontics (55.6%) and Hialeah (57.7%) clinics had been patients for less than six months. Nearly one-half (46.7%) of the patients who completed surveys in the Graduate Periodontics clinic had been patients for more than 5 years.

## 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.)

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

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Student**  **Clinics** | **FP** | **GE** | **GPE** | **GPR** | **Hialeah** | **OM** | **OR** | **OS** | **PD** | **SP** |
| I trust the UF College of Dentistry | 21.8% | 38.9% | 25.0% | 68.8% | 21.4% | 25.5% | 6.3% | 18.6% | 24.1% | 44.4% | 21.1% |
| Cost is less expensive than a private dentist | 40.5% | 16.7% | 27.3% | 12.5% | 32.1% | 20.0% | 0.0% | 16.3% | 20.4% | 11.1% | 39.5% |
| It is convenient for me to come here | 2.2% | 16.7% | 4.5% | 0.0% | 7.1% | 5.5% | 0.0% | 0.0% | 3.7% | 0.0% | 5.3% |
| For the excellent quality of work | 13.4% | 11.1% | 0.0% | 12.5% | 17.9% | 25.5% | 6.3% | 11.6% | 13.0% | 7.4% | 10.5% |
| Enjoy helping with educating dental students | 7.2% | 0.0% | 0.0% | 0.0% | 3.6% | 0.0% | 0.0% | 4.7% | 1.9% | 0.0% | 2.6% |
| Enjoy helping educate graduate dentists | 1.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% |
| I was referred here | 8.1% | 5.6% | 40.9% | 0.0% | 3.6% | 20.0% | 81.3% | 20.9% | 22.2% | 14.8% | 7.9% |
| Enrolled in Medicaid Insurance program | 1.9% | 0.0% | 0.0% | 0.0% | 3.6% | 3.6% | 0.0% | 18.6% | 5.6% | 22.2% | 2.6% |
| Seek the expertise of the faculty | 1.6% | 0.0% | 0.0% | 6.3% | 7.1% | 0.0% | 6.3% | 2.3% | 5.6% | 0.0% | 2.6% |
| Gator Advantage | 0.3% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% |
| Other | 1.6% | 5.6% | 2.3% | 0.0% | 3.6% | 0.0% | 0.0% | 4.7% | 3.7% | 0.0% | 5.3% |

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

More than two-thirds (68.8%) of surveyed patients in the Graduate Periodontics clinic and about two-fifths in the Pediatrics (44.4%) and Faculty Practice (38.9%) clinics, along with one-quarter from the Hialeah (25.5%) and Oral Surgery (24.1%) clinics, said that the most important reason they come to the UF College of Dentistry is that they “trust the UF College of Dentistry.” About two-fifths of respondents in the Student Clinics (40.5%) and the St. Pete clinic (39.5%) and about one-third of those in the Graduate Prosthodontics clinic (32.1%) said that their most important reason for coming to the College for care is that the “cost is less expensive than a private dentist.”

More than four-fifths (81.3%) of the surveyed patients from Oral Medicine, two-fifths (40.9%) of those from Graduate Endodontics, and one-fifth (20.9%) from Orthodontics said their most important reason for coming to the College for dental care is that they were “referred here.”

# Patient Services

## Length of Time to First Appointment

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

More than four-fifths of the patients who completed surveys at the Hialeah (94.6%) and St. Pete (80.9%) clinics 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 Orthodontics clinic – about one-fifth (18.9%) waited more than eight weeks.

## 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.

*“Were you given good directions for finding us?”*

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

*“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.

## Appearance of Reception Area

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

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 Graduate Periodontics (4.62) and Orthodontics (4.57) gave the highest average scores for the appearance of the reception area. The patients who completed surveys in the Oral Medicine clinic (4.06) gave the lowest average score for the appearance of the reception area.

## Cleanliness of Dental Centers

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

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 Faculty Practice clinic (4.78) and the Graduate Prosthodontics clinic (4.74) gave the highest average scores for the cleanliness of the dental centers. The patients who completed surveys in the Oral Surgery clinic (4.31) gave the lowest average scores for the cleanliness of the dental center, though this score was still between “very good” and “excellent.”

## Cleanliness of Restrooms

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

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 St. Pete clinic (4.37) gave the highest average scores for the cleanliness of the restrooms. The patients who completed surveys in the Orthodontics clinic (3.87) gave the lowest average scores for the cleanliness of the restrooms.

## Overall Quality of Care

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

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 at the Graduate Prosthodontics clinic (4.81) gave the highest average score for the overall quality of the care they received. The patients who visited the Oral Surgery clinic (4.49) gave the lowest average score for the overall quality of care that they received, though this score was still between “very good” and “excellent.”

## 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?*”

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 Graduate Prosthodontics clinic (5.00) and the Oral Medicine clinic (5.00) gave the highest average scores for the treatment they receive from their dental care provider.

## 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).*”

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 Graduate Prosthodontics clinic (4.95) gave the highest average score for the treatment they receive when calling the College of Dentistry.

## Treatment by Staff

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

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 Oral Medicine clinic (5.00) gave the highest average score for the treatment they receive from staff during their appointments.