



THE DEVELOPMENT AND UTILIZATION OF THE DoD DENTAL PATIENT SATISFACTION SURVEY

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DoD DENTAL PATIENT SATISFACTION SURVEY

- Do we need to know if our customers are satisfied with the care they received?
- Who else wants to know?
- How has it been done in the past?
- How valid was the data?



DoD DENTAL PATIENT SATISFACTION SURVEY

BACKGROUND

- ❑ Modeled from the MHS Monthly Outpatient Customer Survey under direction of TRICARE Management Activity (TMA)
- ❑ Intended to provide MTF/DTF Commanders and higher HQ's with quick, frequent, civilian benchmarked feedback on satisfaction of beneficiary visits to DTFs



DoD DENTAL PATIENT SATISFACTION SURVEY

- ❑ Allows direct comparisons
 - ❑ DTFs over time
 - ❑ DTF vs. Command/Service/DoD
 - ❑ DTF vs. MTF
 - ❑ Civilian HMO benchmarks
- ❑ Survey is benchmarked against other managed care plans and hospitals
 - ❑ 600 HMO's
 - ❑ 2,500 hospitals participate
 - ❑ NRC Healthcare Market Guide Survey
- ❑ Provides feedback for quality improvement initiatives to better serve customers



DoD DENTAL PATIENT SATISFACTION SURVEY

SURVEY REQUIREMENTS

- Scientifically designed random sampling to include blinding of providers
- Adequate numbers of completed surveys
- Sample size requirements
 - Based on # of patients seen per quarter
 - 210/qtr = 70/month



DoD DENTAL PATIENT SATISFACTION SURVEY

DATA ANALYSIS & REPORTING

- Results reported on a quarterly basis
 - (DTF, MAJCOMS, HQ USAF/SGD, TMA)
- Three major areas
 - Access to care
 - Quality of care (perceived by the patient)
 - Interpersonal relationships
- Benchmarking and trends analysis
- Statistically significant differences
- Total AF Surveys Returned
 - FY 2000 77,215
 - FY 2001 77,812



RESULTS FROM FY2000/01



❑ Do the patients who have completed surveys accurately represent the patients who received care? (Comparison can be made each quarter at the base/clinic level)

	2000 Surveys	2000 DDS	2001 Surveys	2001 DDS
• Exam&Pro	57.4%	47.3%	60.9%	54.2%
• Emergency	4.2%	7.1%	4.4%	6.0%
• Oper	22.8%	21.5%	21.2%	22.0%
• OS	2.5%	8.3%	2.4%	7.0%
• Endo	2.5%	2.8%	2.9%	2.2%
• Perio	3.0%	4.1%	3.0%	4.2%
• Pros	4.1%	5.5%	3.6%	1.5%
• Ortho	3.5%	3.4%	1.6%	2.9%

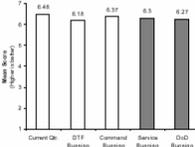


ACTION REPORTS

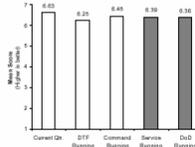


DoD Dental Patient Satisfaction Survey Report

Overall Satisfaction with Clinic (Q21)



Overall Satisfaction with Dental Care (Q11)

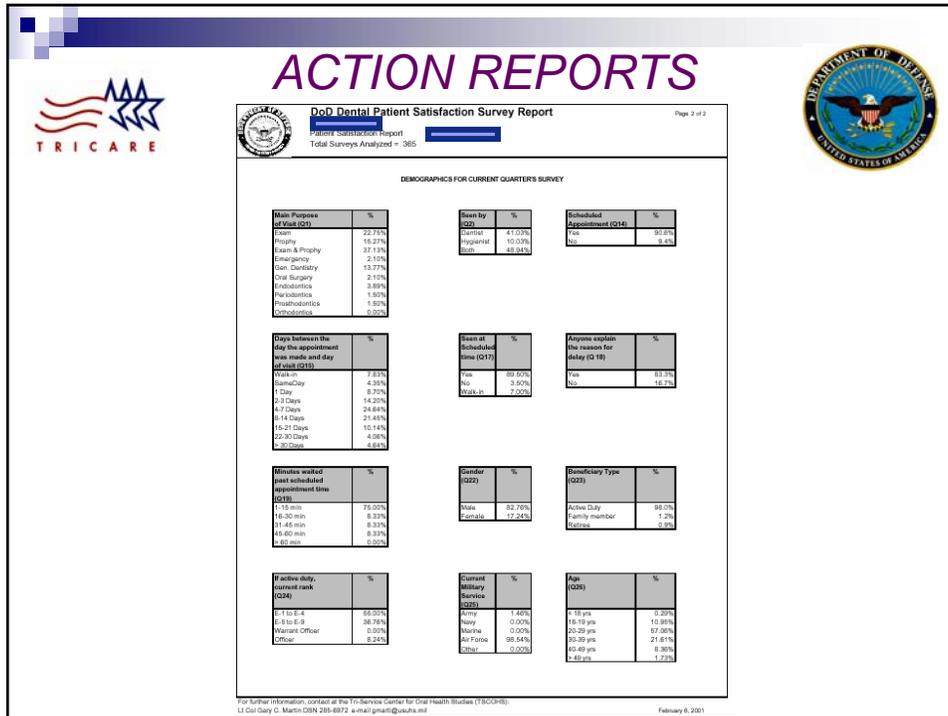


Mean Score Values for Charts Above:
 1=Completely satisfied, 2=Very satisfied, 3=Somewhat satisfied, 4=Neither satisfied nor dissatisfied, 5=Completely dissatisfied, 6=Very dissatisfied, 7=Completely dissatisfied.

Legend:
 [] Indicates your rating is significantly lower
 [] Indicates your rating is significantly different
 [] Indicates your rating is significantly higher

Change from Previous Qtr	Mean Score	Current Quarter Comparison to		
		Command	Service	DuD
Access Average				
Appointment Wait Time (Q16)	4.22	4.1%	4.0%	4.0%
Office Wait Time (Q20)	2.67	2.9%	2.9%	2.8%
Quality Average				
Thoroughness of treatment and/or exam (Q9)	4.72	4.6%	4.6%	4.6%
How much you were helped (Q8)	4.66	4.6%	4.6%	4.6%
Overall quality of care received (Q3)	4.73	4.6%	4.6%	4.6%
Thoroughness of treatment by hygienist (Q11)	4.77	4.6%	4.6%	4.6%
Overall quality of hygienist (Q12)	4.70	4.6%	4.7%	4.6%
Interpersonal Relationship Average				
Friendliness and courtesy of dentist (Q3)	4.74	4.6%	4.6%	4.6%
Problem taken seriously (Q6)	4.72	4.6%	4.6%	4.6%
Explanation of problems (Q6)	4.66	4.6%	4.6%	4.6%
Amount of time with dentist (Q7)	4.66	4.6%	4.7%	4.6%
Friendliness and courtesy of hygienist (Q10)	4.70	4.6%	4.7%	4.6%

For further information, contact at The Tri-Service Center for Oral Health Studies (TSCOH):
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TRICARE **RESULTS FROM FY2000/01** **DEPARTMENT OF DEFENSE**

- Patients Receiving Care at USAF Dental Clinics Are Very Satisfied
 - Quality of Care = Very Good
 - Interpersonal Relationship = Very Good
 - Access to Care = Good/Very Good
 - Waiting Past Scheduled Appt = Good
- Given a Choice >97% of Patients Would Return to DTF for Their Care
 - FY00= 97.3% and FY01 = 97.4



RESULTS FROM FY2000/01

- ❑ High correlation between overall satisfaction with dental care and Questions 17,18,19 & 20
 - ❑ See patients at scheduled appointment time
 - ❑ Explain reason for delay
 - ❑ FY00 5.8% of pts completely or very dissatisfied
 - ❑ FY01 1.3% of pts completely or very dissatisfied
- ❑ Areas for improvement are easily identified from Action Report



QUESTIONS?