

# 2023 ACHC Dental Care Survey

*Info assembled by Joan Field, CHW  
Appendix 1: Survey Items Organized by Measure  
Appendix 2: All Survey Questions*

## **Overview**

Asher Community Health Center (ACHC) has a variety of methods to gather our patients' comments and feedback, such as:

- Patients have always been able to simply call or come in and have their complaints or issues heard and documented
- AsherHealth.org website has online message-links that send the comment straight to the most appropriate staff person for review and resolution
- Patient Advisory Council (PAC) meetings where we solicit their input on any concern, as well as their understanding of the community perception of ACHC
- On the medical side, the Patient Experience of Care survey conducted every two years
- The Community Healthcare Needs survey, every two years (on alternating years)

Since 2021, we've added another layer to the goal of understanding our patients' care experience with the ACHC Dental survey. This is our second survey for Dental Patient Experience of Care, comprised from dental data we gathered in November 2023.

This survey gathered feedback on dentists Dennis Simonsen and Andrew Pham, oral hygienists Lynda Pitts and Nicole Gunson, and "support staff" not directly named (dental assistant and front desk reception).

## **Template similar to the medical survey**

We used the CAHPS Dental Plan<sup>i</sup> survey questions but that survey is partially intended to determine how the patient feels about their dental plan, and its cost and services. We were not focused on gathering feedback for dental plans, so we adjusted the template-questions accordingly to reflect our facility and questions of interest.

It should be noted that the CAHPS method to analyze results for *Dental* facilities versus *Medical Clinic* facilities differs. Time constraints prevent us from a more in-depth comparison report, but if desired, future dental surveys could look into the CAHPS dental evaluation analytics.

## **List of Measures in the Dental Plan Survey**

Our 2023 ACHC CAHPS Dental Plan Survey looked at three rating Measures: *(see Appendix 1)*

- Care from dentists and staff (6 questions)
- Access to dental care (5 questions)
- Patients' ratings of provider, and dental care (2 questions)

And all of the survey items are listed in Appendix 2.

## How we conducted this survey

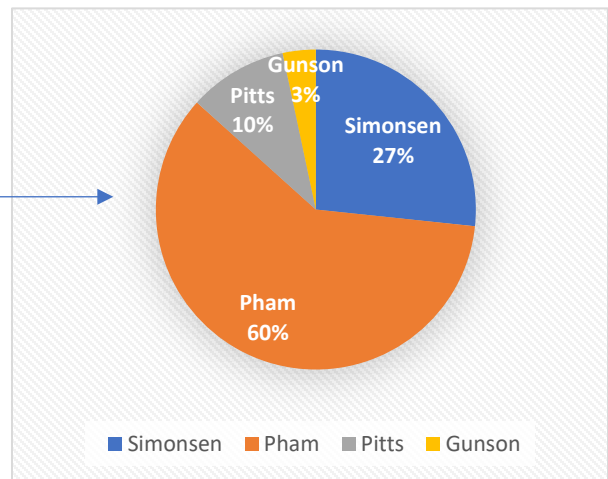
Beginning in November 2023, dental patients were given a printed survey as they arrived for their dental visit. Patients were not given another survey on a 'repeat visit'. We collected the completed surveys; 32 surveys were usable (at least 50% of the questions answered).

Some patients filled the survey out immediately and some took their survey with them. As they were returned and collected, Joan entered the completed ones into a Survey Monkey database. (Paper surveys are also kept in case of audit or a need to review.) Distributing the Dental surveys as we do, we can't *with certainty* calculate the 'survey return rate'. However, based on our best approximation of dental surveys distributed, we show a 58% return rate.

## Patient Survey responses

We asked the patients to indicate which dental provider they were thinking of when filling out the survey.

The 32 total results are shown here:



All but one indicated that this provider was their regular dental provider.

## **Sliding Fee Affordable?**

Again this year, 100% of the 30 respondents who answered the question felt the \$30 dental fee was indeed affordable.

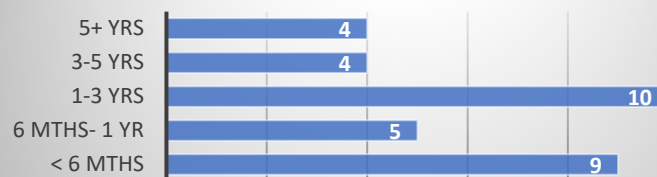
## **Some demographics:**

Male: 39% - Female: 61%

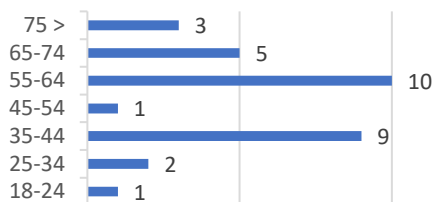
90% are educated from high school graduate to more than a four-year degree.

96% identified as White; 4% as Hispanic-Latino.

## **How long with this provider?**



## **Age range of Respondents**



## **Patient's perception of their overall dental health:**

39% rate their own dental health as "good", and 35% as either "very good" or "excellent", 26% as "fair" or "poor".

## Care from Dentists and Staff

Answer choices: Always / Usually / Sometimes / Never

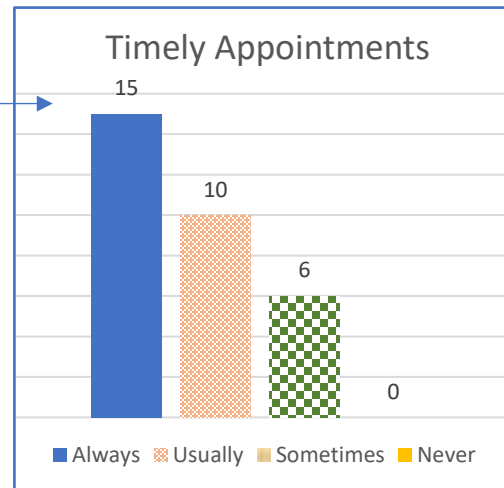
Q-4	How often did your regular dentist explain things in a way that was easy to understand?	91% Always 9% Usually
Q-5	How often did your regular dentist listen carefully to you?	91% Always 9% Usually
Q-6	How often did your regular dentist treat you with courtesy and respect?	100% Always
Q-7	How often did your regular dentist spend enough time with you?	94% Always 6% Usually
Q-9	How often did the dentists or dental staff do everything they could to help you feel as comfortable as possible during your dental work?	87% Always 10% Usually
Q-10	How often did the dentists or dental staff explain what they were doing while treating you?	97% Always 3% Usually

## Access to Dental Care

**Q-11:** How often were your dental appointments as soon as you wanted?

**Q-12:** If you needed to see a dentist right away because of a dental emergency in the last 12 months, did you get to see a dentist as soon as you wanted?

- I did not have a dental emergency in the last 12 months: 68% (21)
- Definitely Yes: 16% (5)
- Somewhat Yes: 10% (3)
- Somewhat No: 6% (2)
- Definitely No: 0% (0)



**Q-13:** If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 12 months, how often did you get an appointment as soon as you wanted?

- 68% said they didn't try to get an appointment with a dental specialist;
- Always: 13%.
- Usually or Sometimes: 19%.
- Never: zero

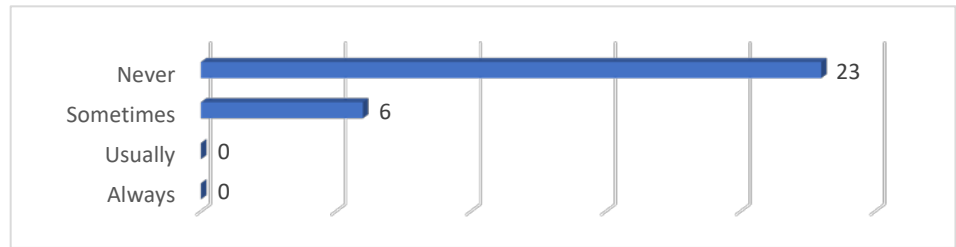
**Q-14:**

*“Does the dental office staff treat you with respect and courtesy?”*

**Always: 100%**

## Waiting Room

**Q-15:** How often did you have to spend more than 15 minutes in the waiting room before you saw someone for your appointment?



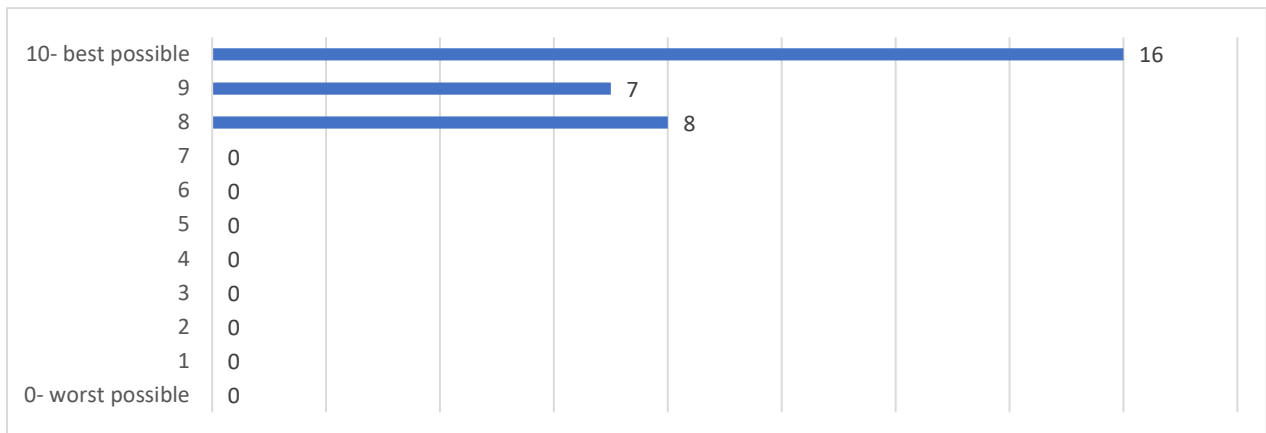
before you saw someone for your appointment?

**Q-16:** *If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?* Of the people who did experience a delay of more than 15 minutes in the waiting room, 64% indicated someone “always” talked to them about it, 18% indicated “usually”, and 18% answered “never” or “sometimes”.

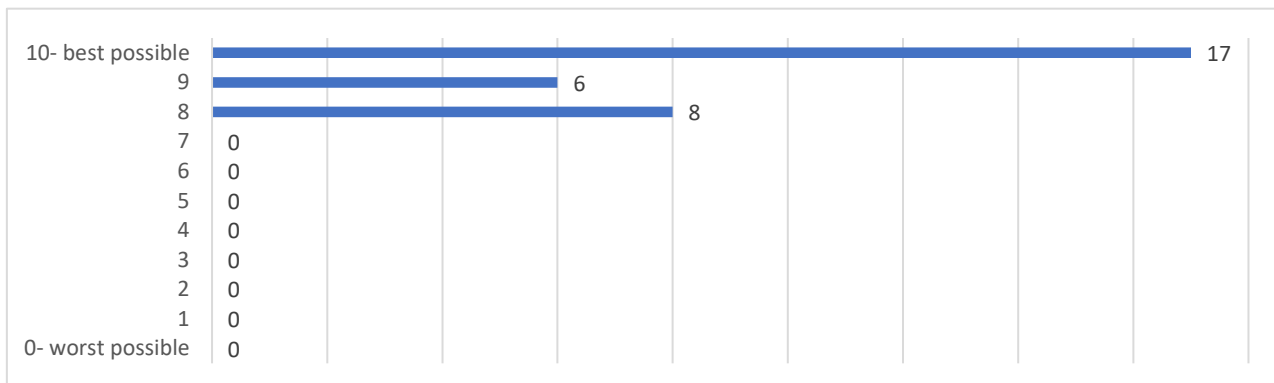
## Provider & Care Ratings

Answer choices: 0-to-10, zero is worst and 10 is best.

**Q-8:** Using any number from 0 to 10, where 0 is the worst **dental provider** possible and 10 is the best regular dentist possible, what number would you use to rate your regular dentist?



**Q-17:** Using any number from 0 to 10, where 0 is the worst **dental care** possible and 10 is the best dental care possible, what number would you use to rate all of the dental care you personally received in the last 12 months?



**Written Comments...** The following are the respondent’s added comments:

- “Have seen Dr Simonsen for many years here. Fantastic! Front office staff, Jackie, is fantastic!”
- “I have been seen by all 4 providers, but the lion's share of my work was done by Andrew Pham. These responses are primarily about him. He is an outstanding dentist. I am (*\_\_name removed\_\_*)’s dad. *\_\_* is mentally handicapped and legally blind. Dr. Pham is very calming and nice to *\_\_* and *\_\_* enjoys coming. (which is more than I can say about going to the dentist).”
- On the dental Sliding Fee program: "Thank you for this help!"

**“What is the name of your Dental Plan?”**

Only 14 responded to this question.

EOCCO-OHP	9
Delta	3
Moda	2

**Survey parameters**

One survey was provided per person; we did not discriminate against employees (or anyone affiliated with the clinic, such as board members) or family members of employees, etc.

- As received, each survey was checked for completeness, then entered into database
- Data was assembled within provided CAHPS guidelines, and using Excel charts, and Survey Monkey analytics
- Results were hand-entered into Survey Monkey database; each survey was check-marked as “Completed” after entering into database
- All valid data received was included in ACHC Report
- Patients’ handwritten notes on the survey: they were entered individually into the database

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<sup>i</sup> <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/surveys-guidance/dental/about/measures-dental-plan-709.pdf>