





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

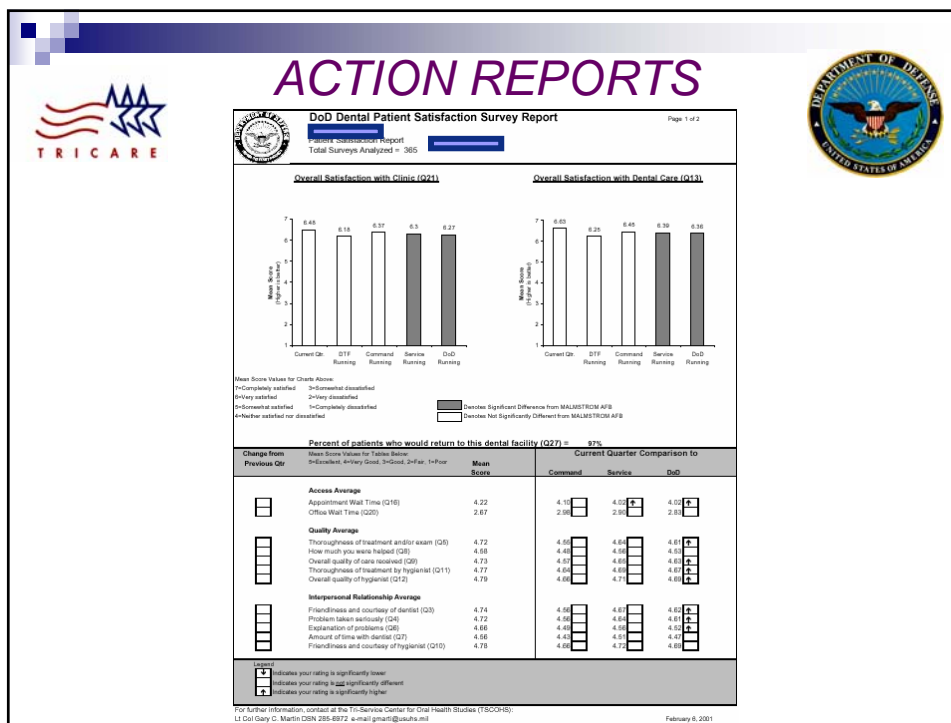
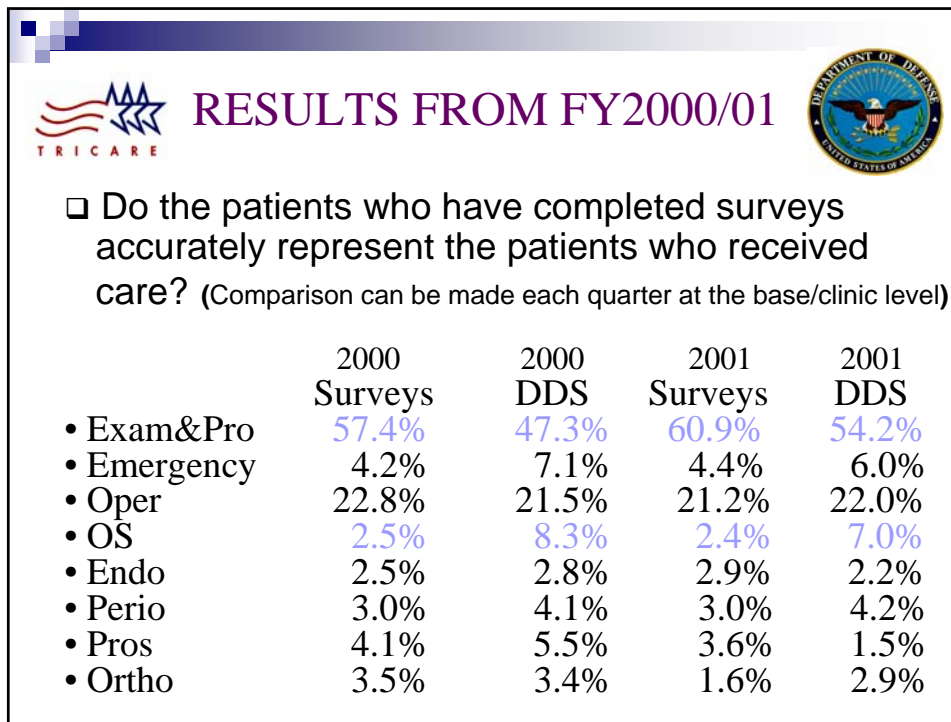
- ☐ Scientifically designed random sampling to include blinding of providers
- ☐ Adequate numbers of completed surveys
- ☐ Sample size requirements
 - ☐ Based on # of patients seen per quarter
 - ☐ 210/qtr = 70/month

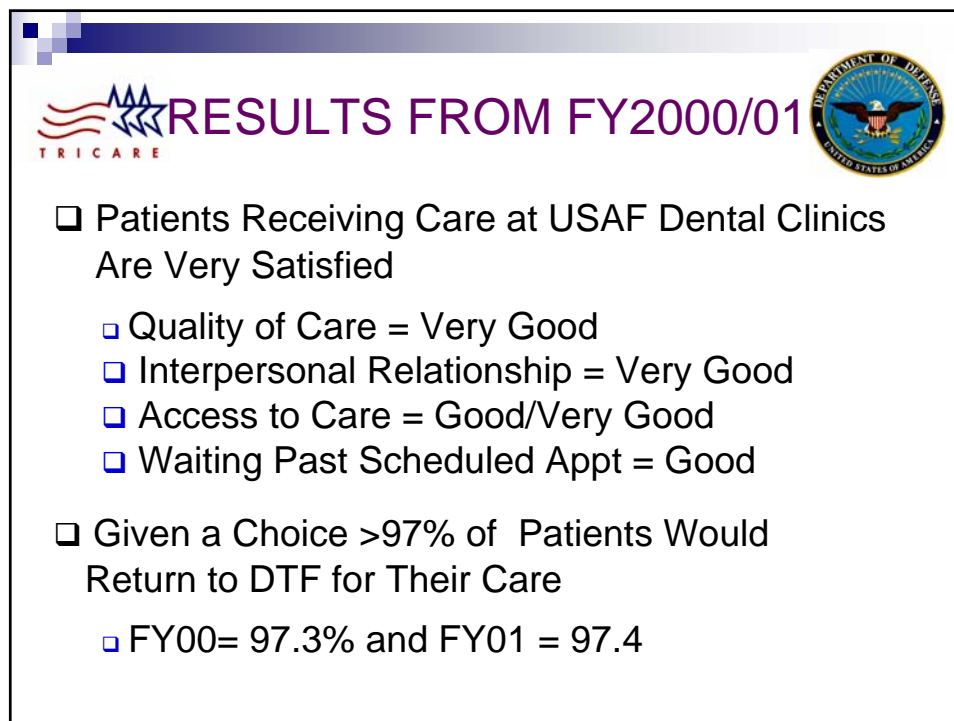
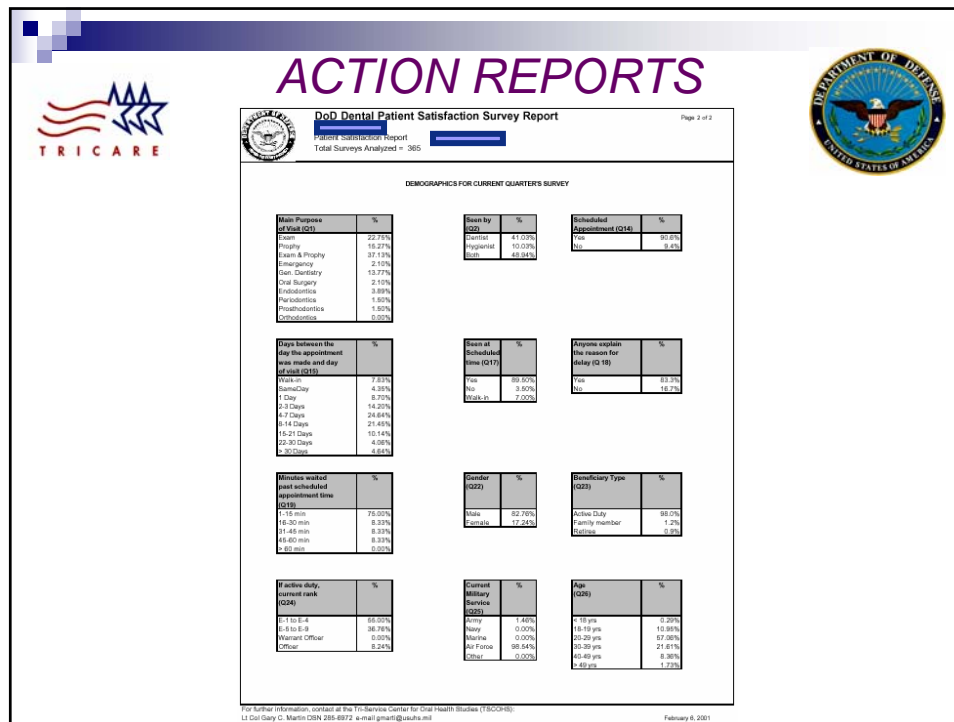




DoD DENTAL PATIENT SATISFACTION SURVEY

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

- ☐ 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?