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CRNP
Barbara Tickton



2009 Dental Patient Survey Results

Over a seven week period in October and November, 59 dental patients completed surveys, representing 10% of the current dental patient population. All questions were not answered in all surveys. The following results reflect the percentage of patients who answered each specific question.

MY EXPERIENCE WITH THE CLINIC

- 52% of respondents have been coming to the VSFC for medical or dental care for a year or less and/or are first-time patients. 35% have been coming to the VSFC for one to three years, and 13% for more than three years.
- For 22% of the respondents, this was their first dental visit at the Free Clinic.
- Prior to receiving dental care at the Free Clinic,
 - 39% report that their last visit to a dentist was 1 to 5 years ago,
 - 22% report that their last visit to a dentist was 5 to 10 years ago, and
 - 14% report that their last visit to a dentist was more than 10 years ago.
- Word-of-mouth appears to be the most effective communication tool among the patient population: 70% reported learning of the VSFC through family or friends, 10% were referred by a local agency, followed by 27% through the weekly newspaper notice.
- If the VSFC were not here, 63% of respondents would not seek dental care, while 25% would go to a hospital emergency room to access dental care.

MY DEMOGRAPHIC INFORMATION

- 54% of respondents are female and 46% are male.
- 46% of respondents are between the ages of 45 and 64, 27% are between the ages of 18 and 29, and 25% are between the ages of 30 and 44.
- 90% of respondents have lived in Wayne County for more than a year.

MY RATING OF THE FREE CLINIC'S DENTAL SERVICES

- 98% of respondents rated the dental staff and dental volunteers as *Great* or *Very Good* on friendliness and compassion.
- 93% of respondents rated the dental staff and dental volunteers as *Great* or *Very Good* on *patience*.
- 98% of respondents rated the dental staff and dental volunteers as *Great* or *Very Good* on willingness to listen to them.
- 93% of respondents rated the dental staff and dental volunteers as *Great* or *Very Good* on the ability to respond to their needs.

MY HEALTH

- 92% of respondents have been diagnosed with cavities, and 29% with gum disease.
- 60% of respondents have been advised by dental staff or dental volunteers to brush twice a day and floss once a day, and 79% of those respondents reported doing so.
- 59% of respondents use tobacco.
 - 39% of the tobacco users reported being advised to quit smoking, and 27% reported being successful at doing so.
- 36% of respondents report an improvement in their overall health, 38% report an improvement in self esteem, and 33% report an improvement in their quality of life as a result of receiving dental treatment at the VSFC.
- As a result of dental treatment at the VSFC:
 - 14% report going to the hospital emergency department less frequently;
 - 16% report that they were able to work more productively; and
 - 7% noted that they were referred to additional community resources.

MY OVERALL OBSERVATIONS

- 98% *agree* or *strongly agree* that they're SATISFIED WITH THE DENTAL CARE THEY RECEIVE at the VSFC.
- 100% *agree* or *strongly agree* that they're TREATED WITH DIGNITY AND RESPECT at their VSFC dental visits.
- 98% *agree* or *strongly agree* that they would RECOMMEND THE VSFC DENTAL SERVICES TO FRIENDS AND FAMILY.