

Dental Practice-Based Research Network
www.DentalPBRN.org

DPBRN 11: Patient Satisfaction with Dental Restorations
Results: Overall and by Region

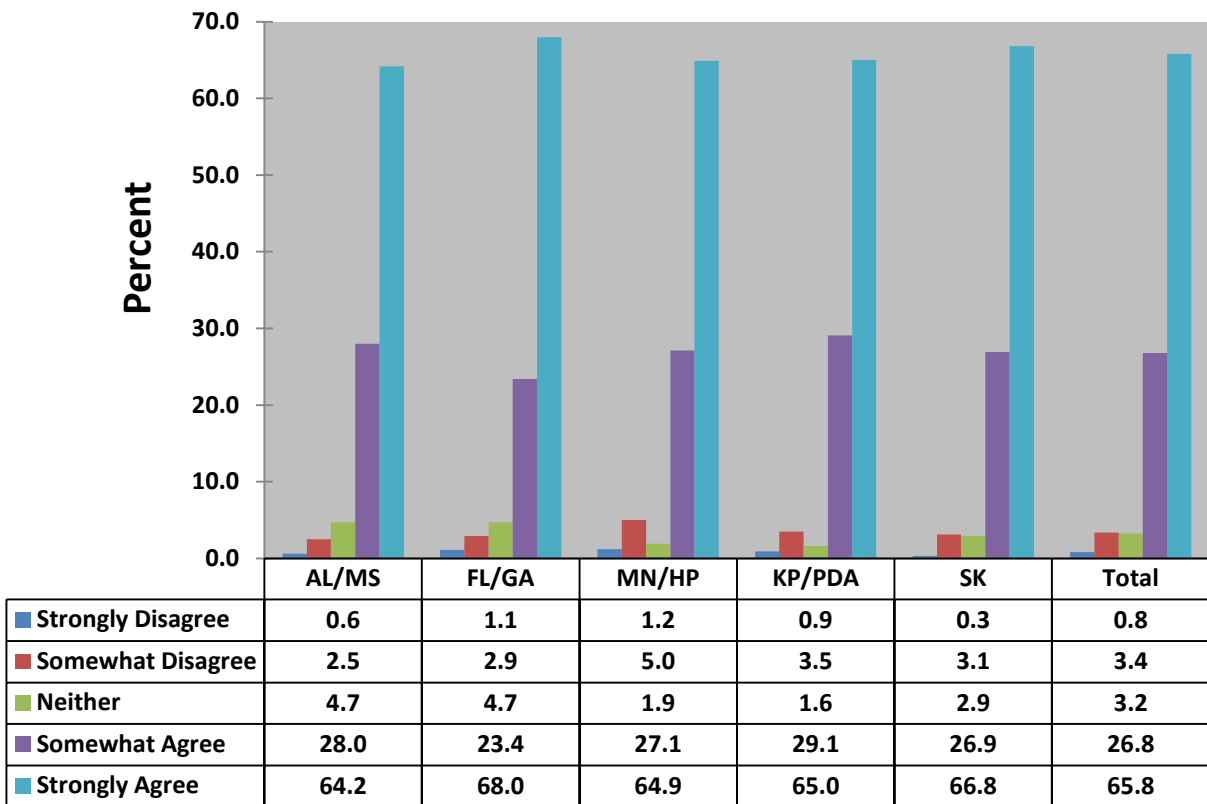
Date Prepared/Updated: October 3, 2011

Note: Comments, in general, total the somewhat agree and strongly agree level categories.

Dentist survey regarding the visit

- a. The restoration procedure went without complications.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

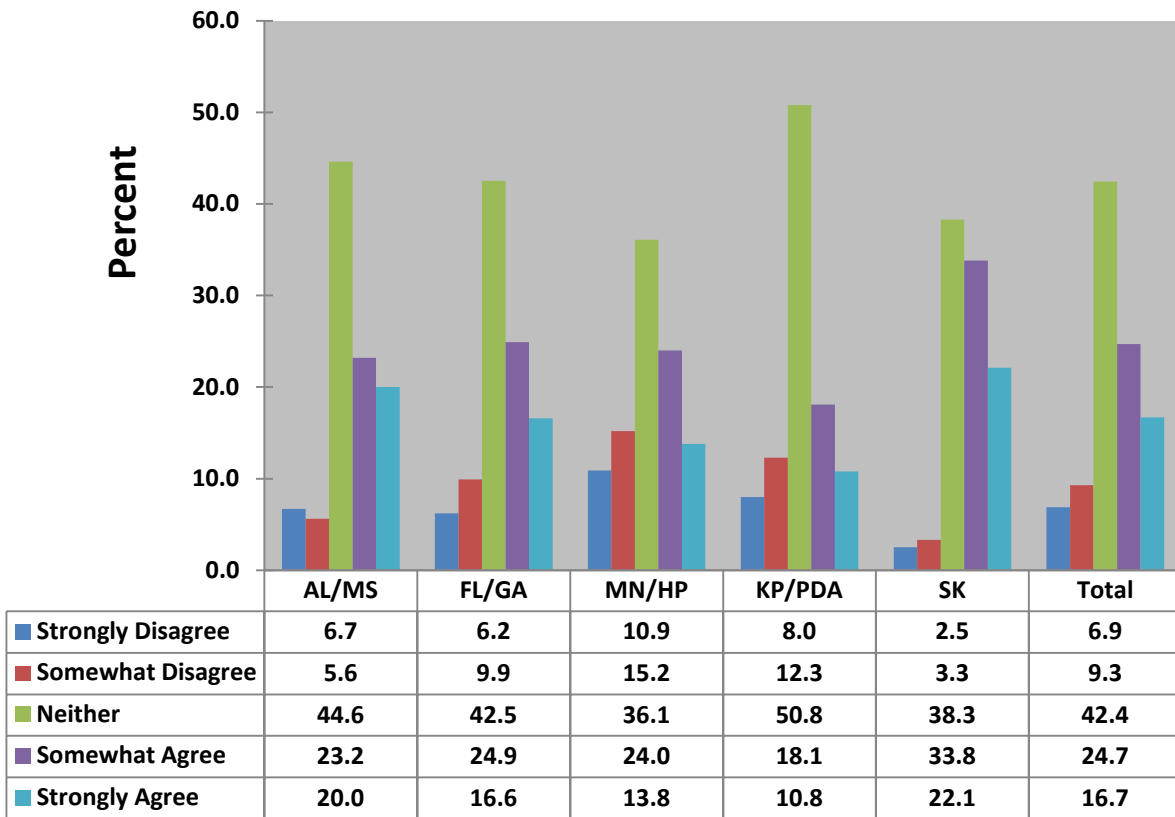
Question a: Complications



- About 93% of the practitioners somewhat or strongly agreed that the procedure went with no complications.

- b. The patient had a strong preference for the restoration material that I used today.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

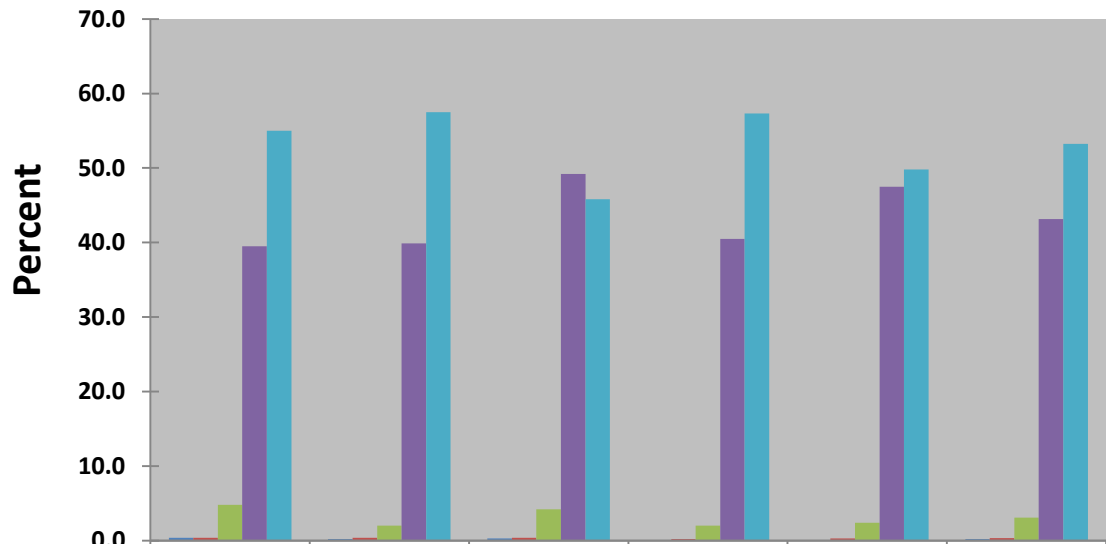
Question b: Material Preference



- 41% of the practitioners agreed that the patient had a strong preference for the material used, ranged from 29% in SK to 56% in KP/PDA.

- c. The patient perceived me as friendly.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question c: Friendliness

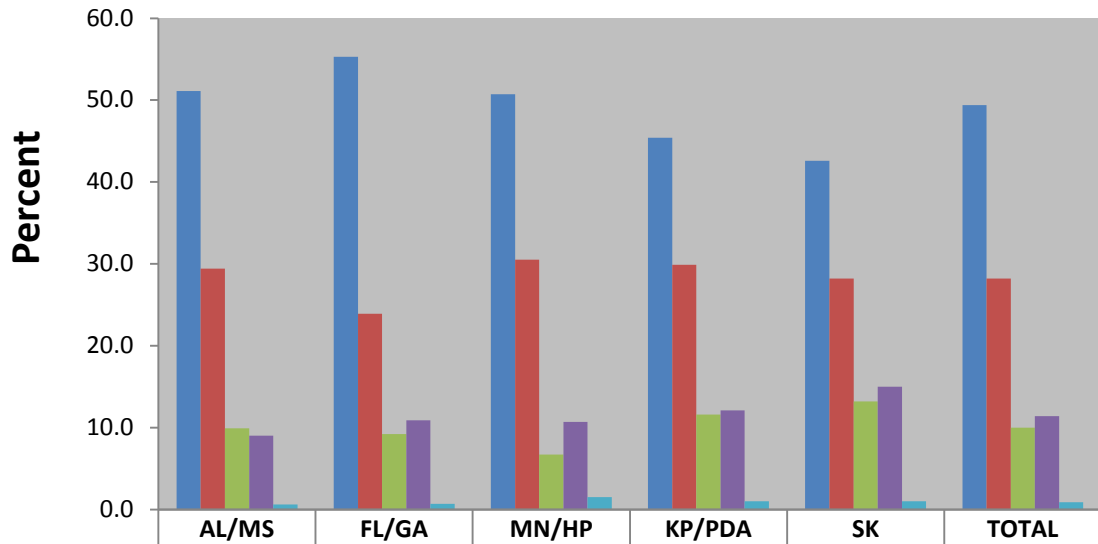


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.4	0.2	0.3	0.1	0.0	0.2
Somewhat Disagree	0.4	0.4	0.4	0.2	0.3	0.3
Neither	4.8	2.0	4.2	2.0	2.4	3.1
Somewhat Agree	39.5	39.9	49.2	40.5	47.5	43.1
Strongly Agree	55.0	57.5	45.8	57.3	49.8	53.3

- 96% of the practitioners felt they presented themselves as friendly to the patients.

- d. The filling procedure was painful for this patient today.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question d: Painful

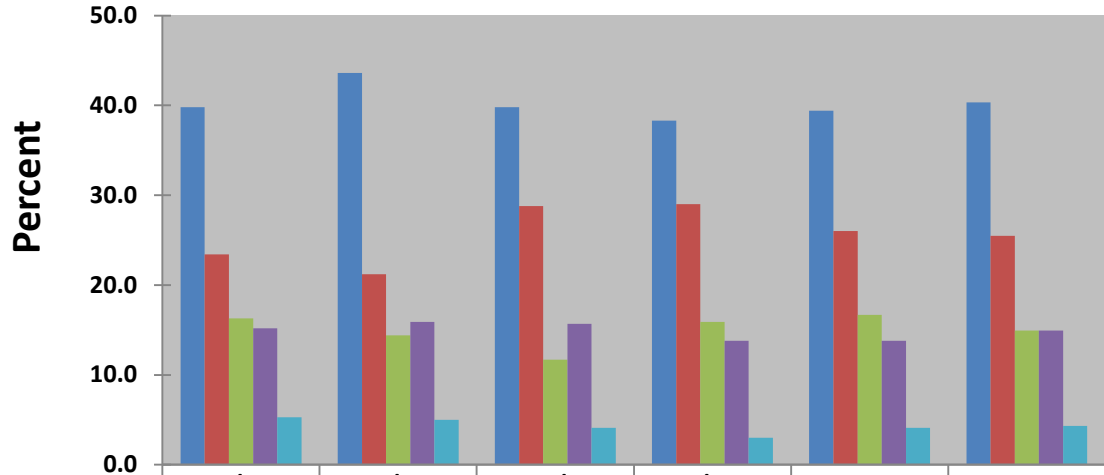


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	TOTAL
Strongly Disagree	51.1	55.3	50.7	45.4	42.6	49.4
Somewhat Disagree	29.4	23.9	30.5	29.9	28.2	28.2
Neither	9.9	9.2	6.7	11.6	13.2	10.0
Somewhat Agree	9.0	10.9	10.7	12.1	15.0	11.4
Strongly Agree	0.6	0.7	1.5	1.0	1.0	0.9

- 12% of the practitioners thought that the procedure appeared painful for patients; ranged from 10% in AL/MS to 16% in SK.

- e. The patient was anxious during the restorative procedure(s) today.
 1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

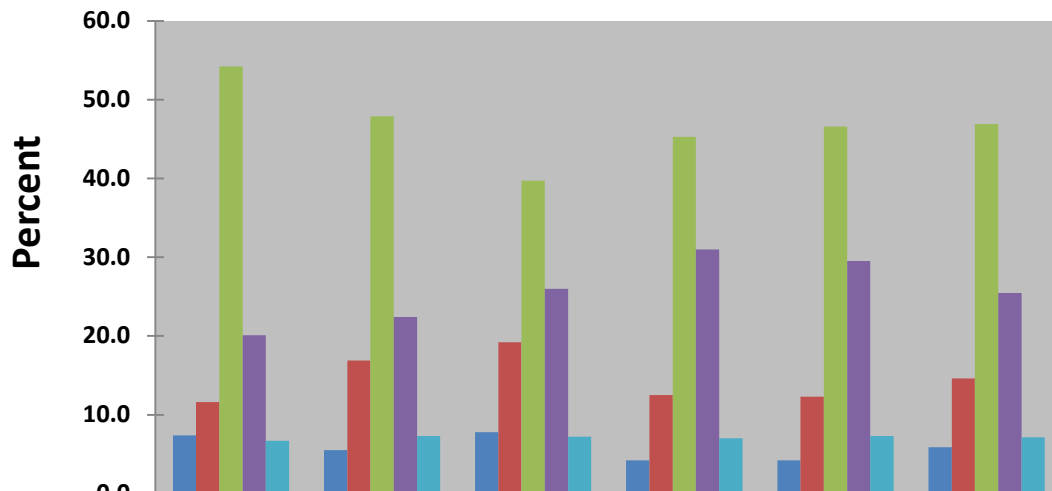
Question e: Anxious



- 19% of the practitioners reported the patients as appearing to be anxious.

- f. The patient was interested in information about the restorative procedure.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question f: Patient Interest

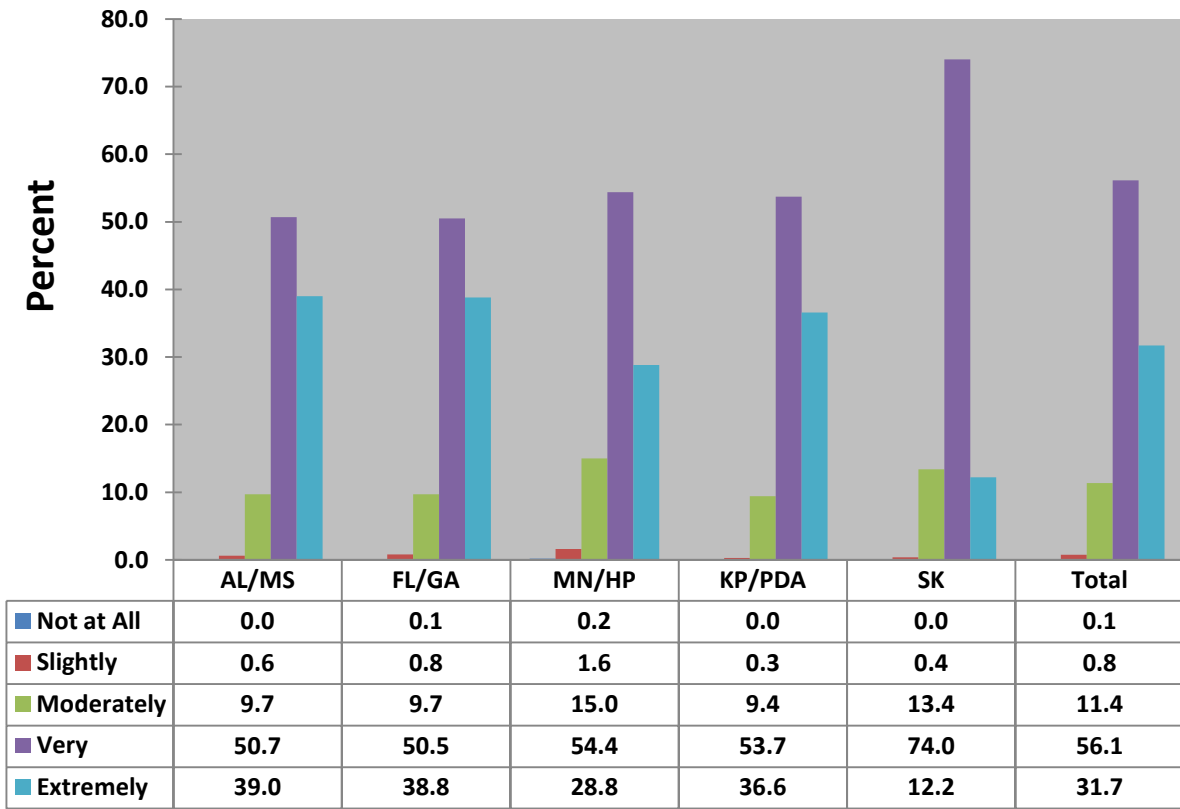


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	7.4	5.5	7.8	4.2	4.2	5.9
Somewhat Disagree	11.6	16.9	19.2	12.5	12.3	14.6
Neither	54.2	47.9	39.7	45.3	46.6	46.9
Somewhat Agree	20.1	22.4	26.0	31.0	29.5	25.5
Strongly Agree	6.7	7.3	7.2	7.0	7.3	7.1

- Overall, only 32% of the practitioners thought that the patient was interested in procedure information; ranged from 27% in AL/MS to 38% in KP/PDA..

- g. Overall, how satisfied was the patient with all aspects of the dental treatment and visit?
1. Not at all satisfied
 2. Slightly Satisfied
 3. Moderately Satisfied
 4. Very Satisfied
 5. Extremely Satisfied

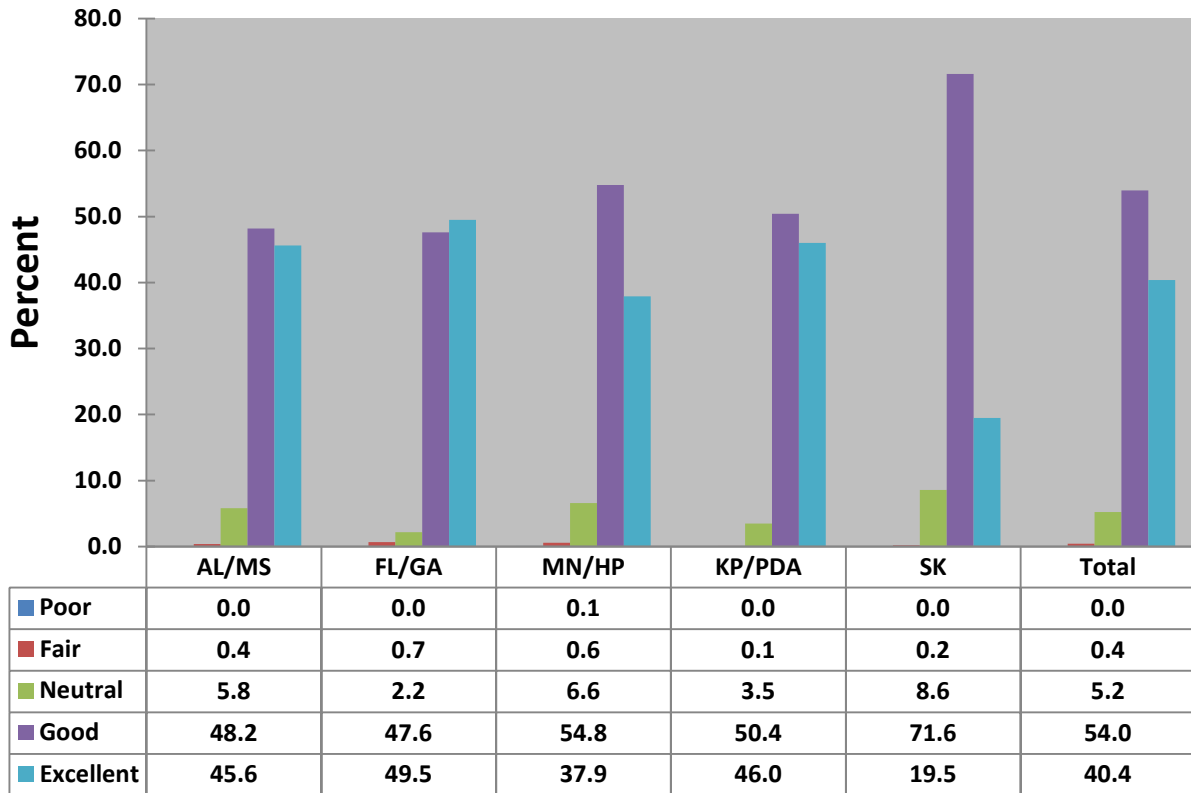
Question g: Satisfaction of Treatment



- About 88% of the practitioners reported patients as being very or extremely satisfied with all aspects of the dental treatment and visit.

- h. Overall, how would the patient rate your technical abilities for this restorative procedure(s)?
1. Poor
 2. Fair
 3. Neutral
 4. Good
 5. Excellent

Question h: Technical Abilities

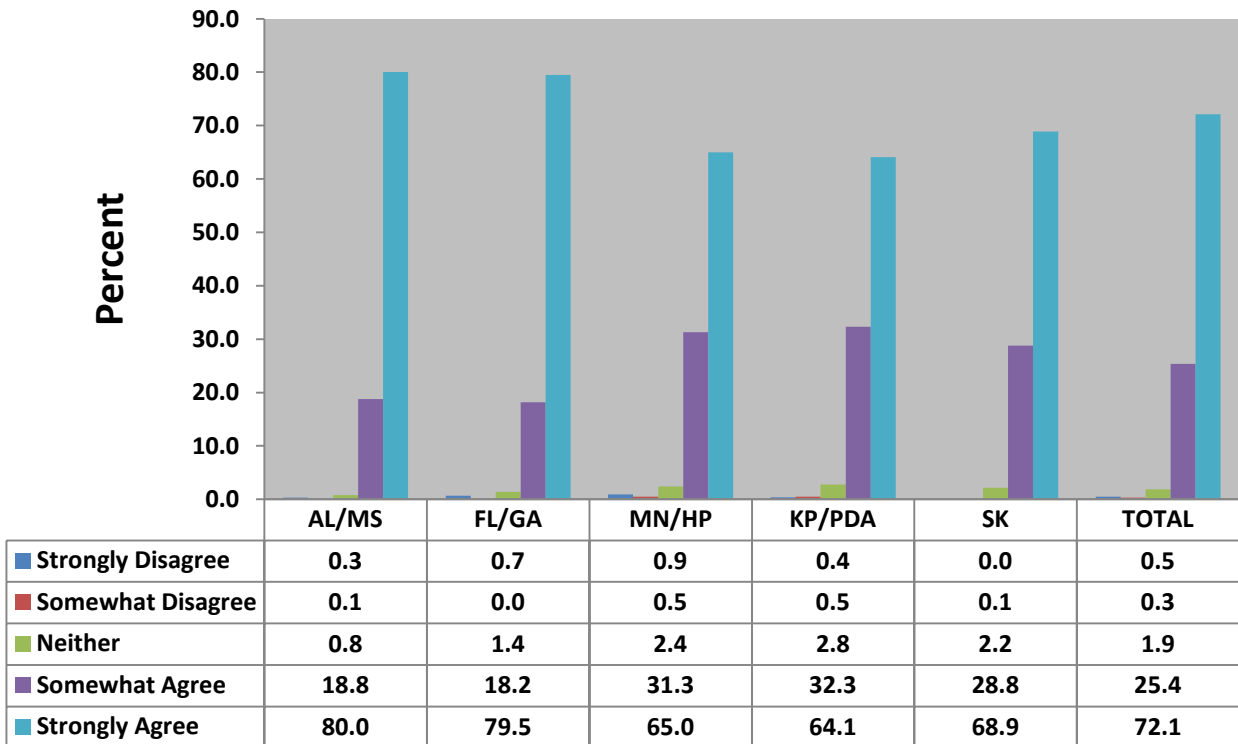


- Overall, 94% of the practitioners felt the patients perceived them as having good or excellent technical skills.

Patient survey regarding the visit

- a. I am satisfied with the amount of trust that I can place in my dentist.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

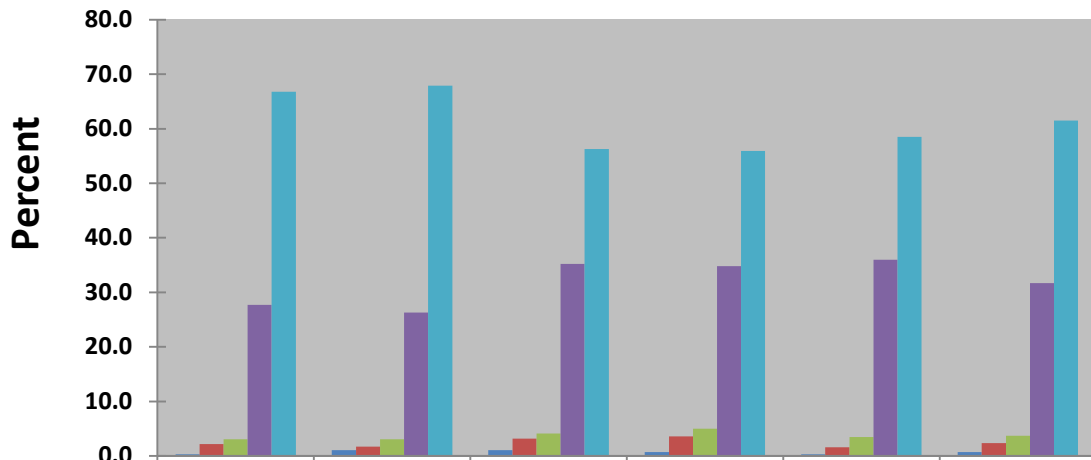
Question a: Trust



- 98% of the patients were satisfied (somewhat or strongly agree) with the level of trust they had in their dentist.

- b. I am satisfied with how the filling feels with hot or cold foods or drink.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question b: Feeling with Hot/Cold

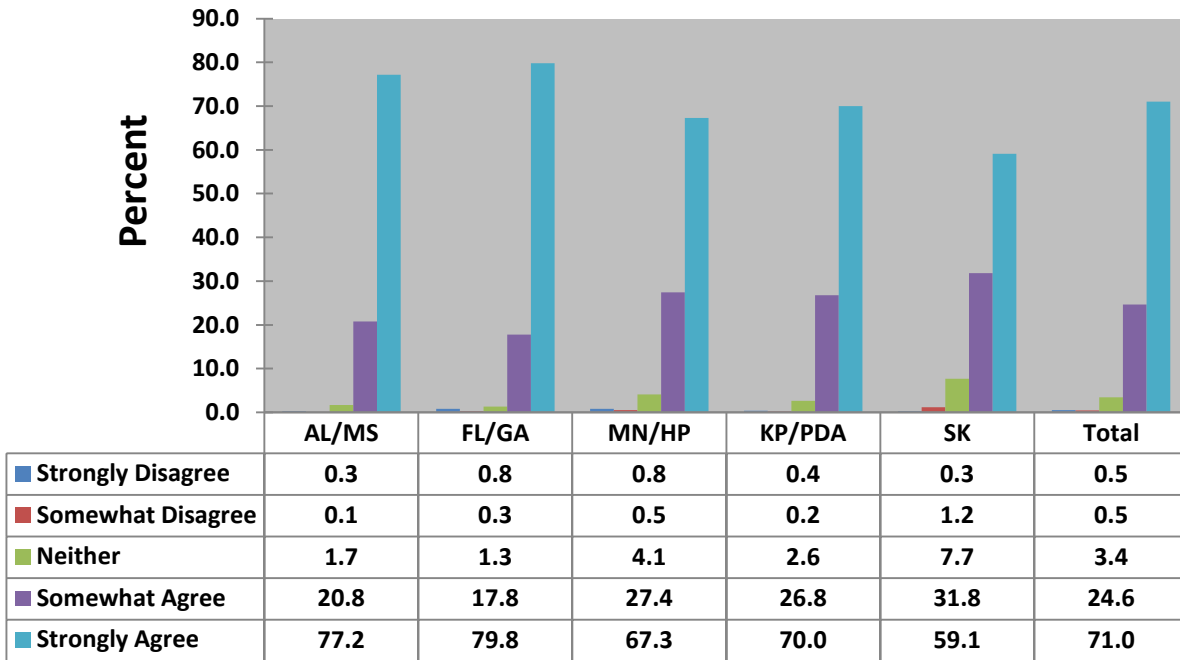


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	1.1	1.1	0.7	0.3	0.7
Somewhat Disagree	2.2	1.7	3.2	3.6	1.6	2.4
Neither	3.1	3.1	4.1	5.0	3.5	3.7
Somewhat Agree	27.7	26.3	35.2	34.8	36.0	31.7
Strongly Agree	66.8	67.9	56.3	55.9	58.5	61.5

- 93% of the patients were satisfied with how the filling felt with hot/cold food or drinks.

- c. I am satisfied that I was able to ask questions about the dental procedure.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

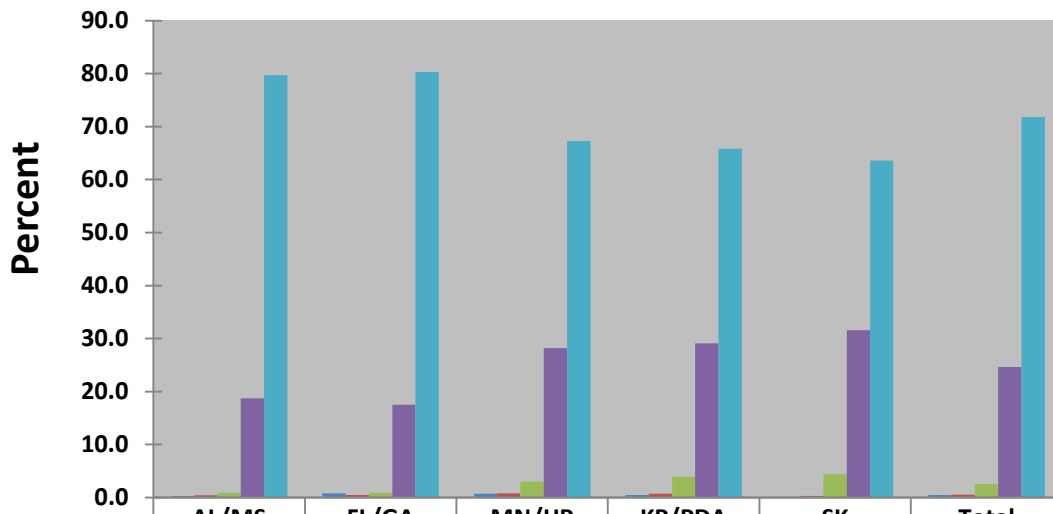
Question c: Ask Questions



- About 96% of the patients were satisfied (somewhat or strongly agree with the ability to ask questions about the procedure).

- d. I am satisfied with the quality of the dental work.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question d: Quality

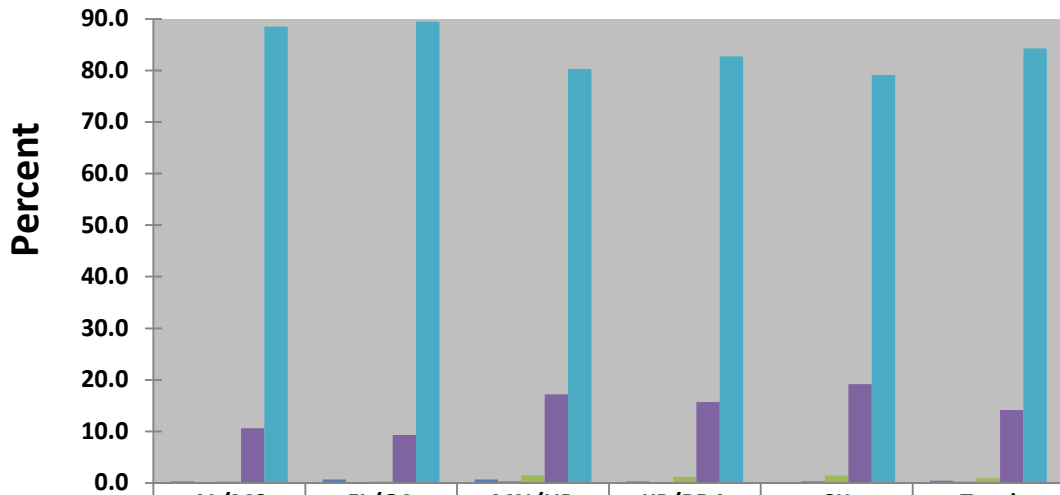


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	0.8	0.7	0.5	0.1	0.5
Somewhat Disagree	0.4	0.5	0.8	0.7	0.3	0.6
Neither	0.9	0.9	3.0	3.9	4.4	2.5
Somewhat Agree	18.7	17.5	28.2	29.1	31.6	24.6
Strongly Agree	79.7	80.3	67.3	65.8	63.6	71.8

- More than 96% of the patients were satisfied with the quality of the dental work.

- e. I am satisfied with how friendly and courteous the staff were.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question e: Friendly/Courteous

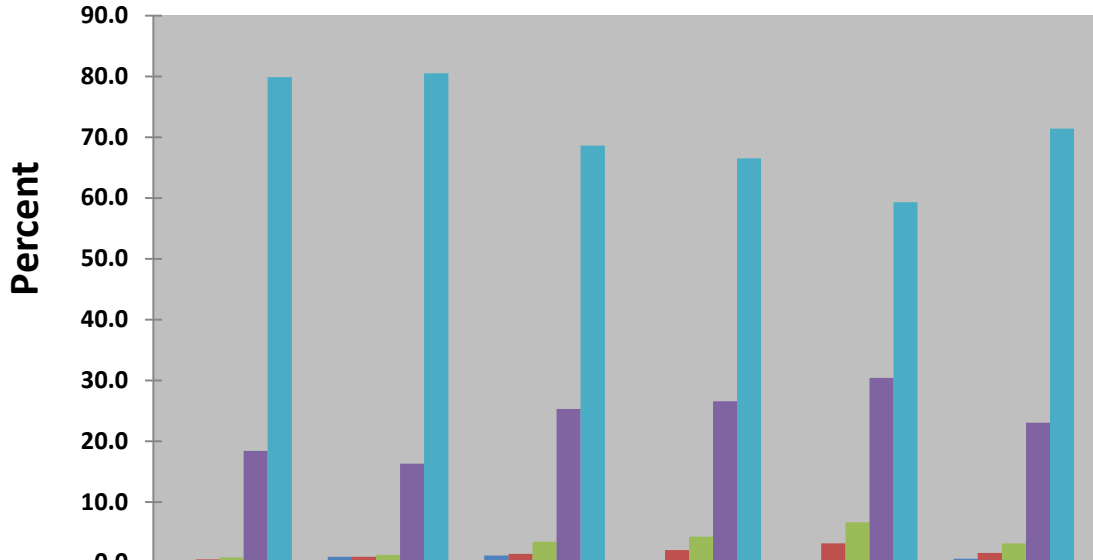


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	0.7	0.7	0.3	0.0	0.4
Somewhat Disagree	0.2	0.2	0.3	0.2	0.3	0.2
Neither	0.4	0.3	1.5	1.2	1.4	0.9
Somewhat Agree	10.6	9.3	17.2	15.7	19.2	14.2
Strongly Agree	88.5	89.5	80.3	82.7	79.1	84.3

- About 99% of the patients were satisfied (somewhat or strongly agree) with the friendliness and courteousness of the dental staff.

- f. I am satisfied with how long I had to wait in the waiting room.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question f: Waiting Time

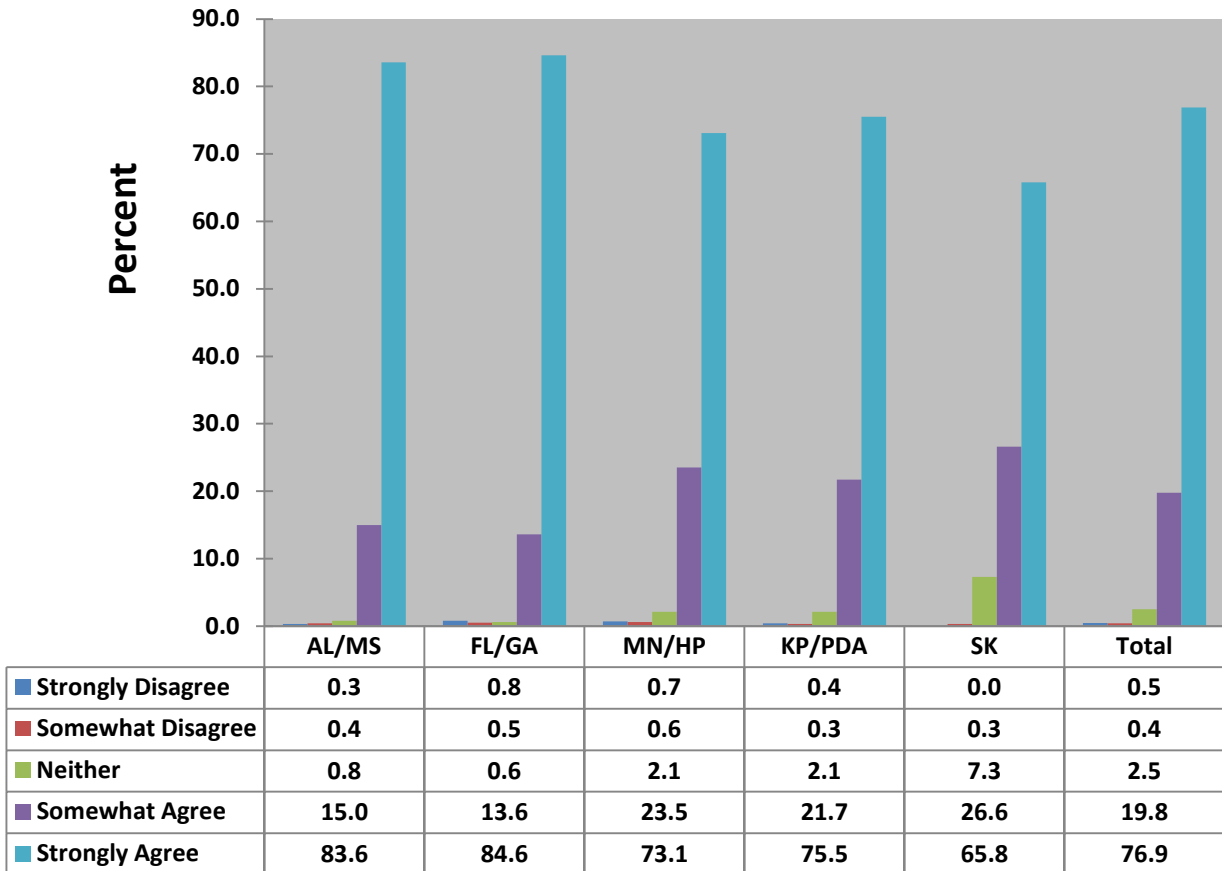


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	1.0	1.2	0.5	0.4	0.7
Somewhat Disagree	0.6	1.0	1.5	2.1	3.2	1.6
Neither	0.9	1.3	3.5	4.3	6.7	3.2
Somewhat Agree	18.4	16.3	25.3	26.6	30.4	23.1
Strongly Agree	79.9	80.5	68.6	66.5	59.3	71.4

- About 95% of the patients were satisfied with the length of waiting time in the waiting room.

- g. I am satisfied with how my dentist limited pain during the procedure.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

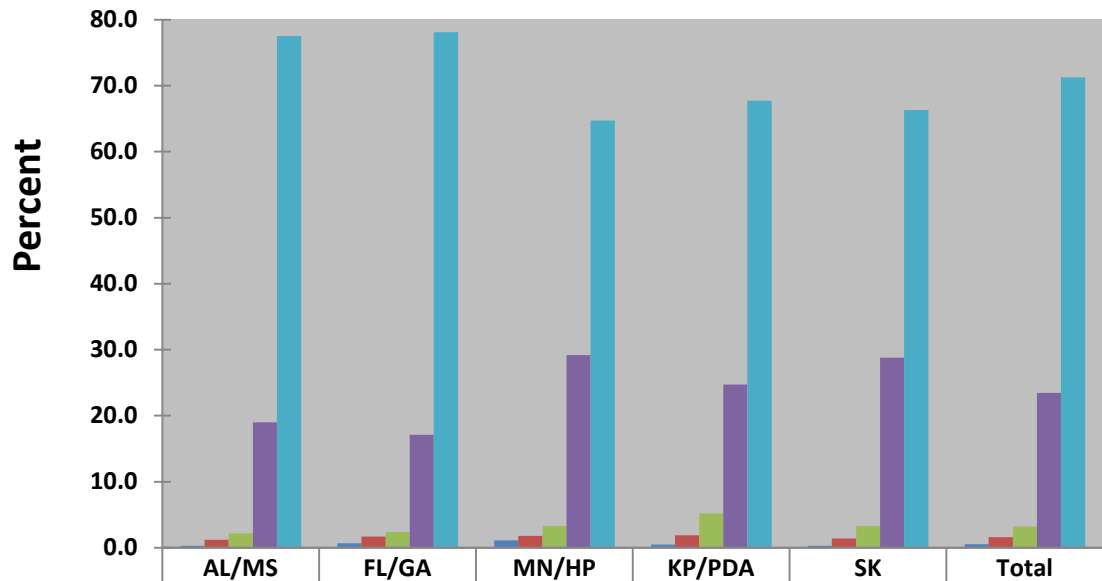
Question g: Pain



- About 97% of the patients were satisfied (somewhat or strongly agree) with their level of pain during the procedure.

- h. I am satisfied that the filling was not sensitive when I bit down on it.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

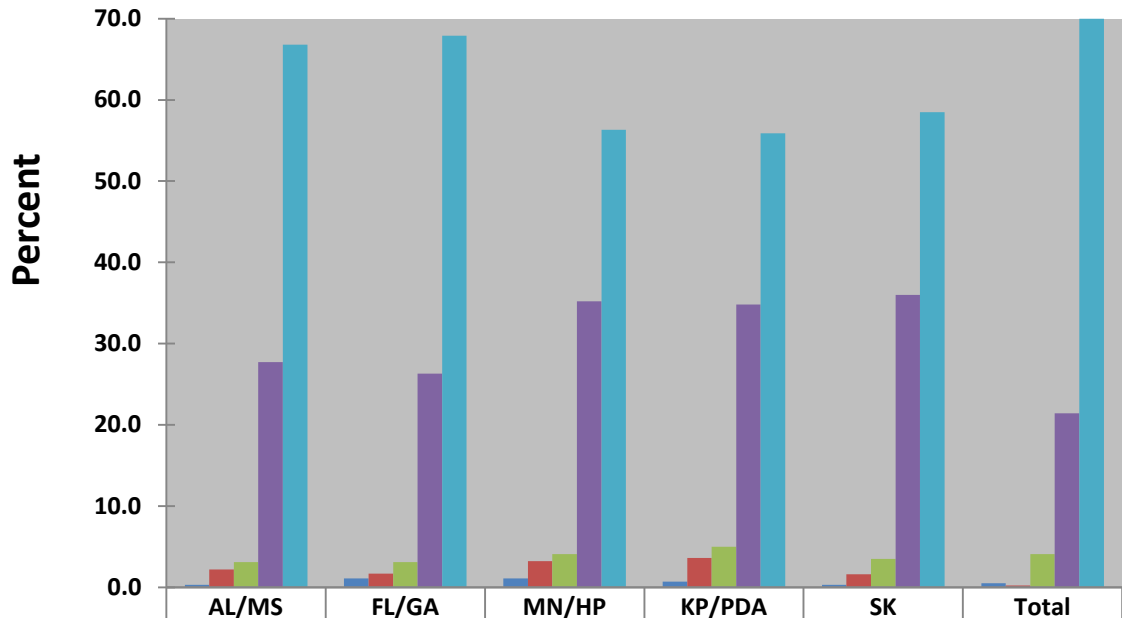
Question h: Sensitivity



- About 95% of the patients were satisfied with the sensitivity of the filling when biting.

- i. I am satisfied with how much my dentist cared about me as a person.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question i: Caring

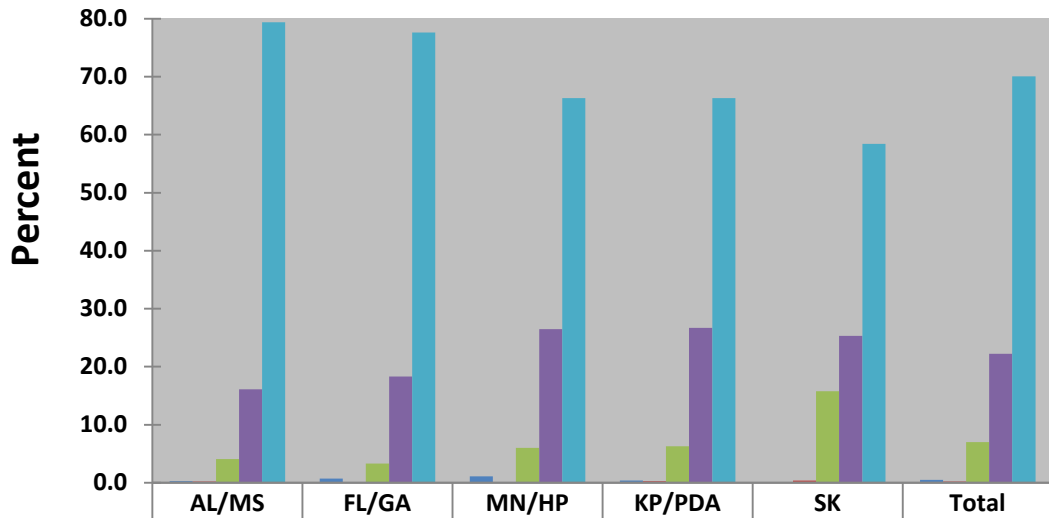


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	1.1	1.1	0.7	0.3	0.5
Somewhat Disagree	2.2	1.7	3.2	3.6	1.6	0.2
Neither	3.1	3.1	4.1	5.0	3.5	4.1
Somewhat Agree	27.7	26.3	35.2	34.8	36.0	21.4
Strongly Agree	66.8	67.9	56.3	55.9	58.5	73.8

- 95% of the participants were satisfied (somewhat or strongly agree) with the level of care their dentist demonstrated.

- j. I am satisfied with how my dentist tried to limit my fear and anxiety.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question j: Fear and Anxiety

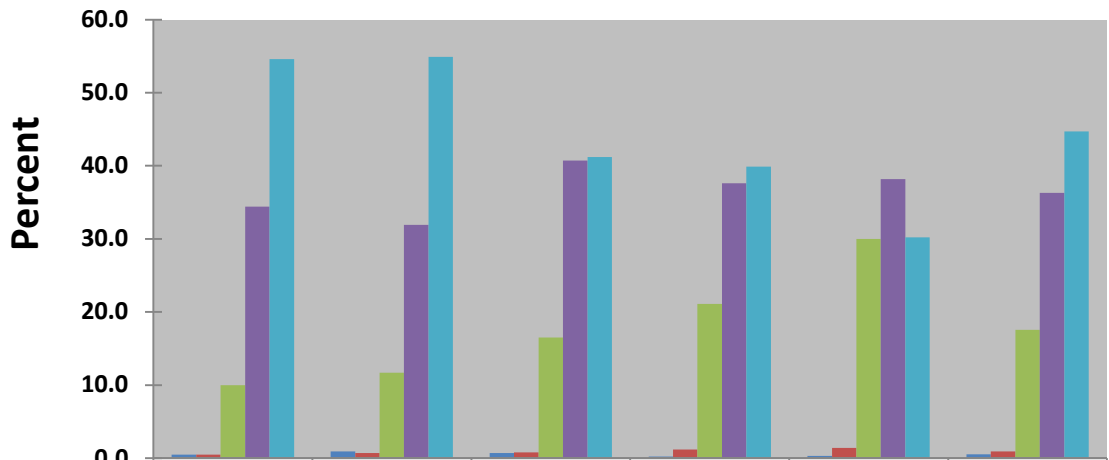


- 92% of the patients were satisfied with how their dentist tried to limit their feelings of fear and anxiety; SK was lower at 84%.

k. I am satisfied with how long I expect the filling to last.

1. Strongly Disagree
2. Somewhat Disagree
3. Neither Agree or Disagree
4. Somewhat Agree
5. Strongly Agree

Question k: Endurance

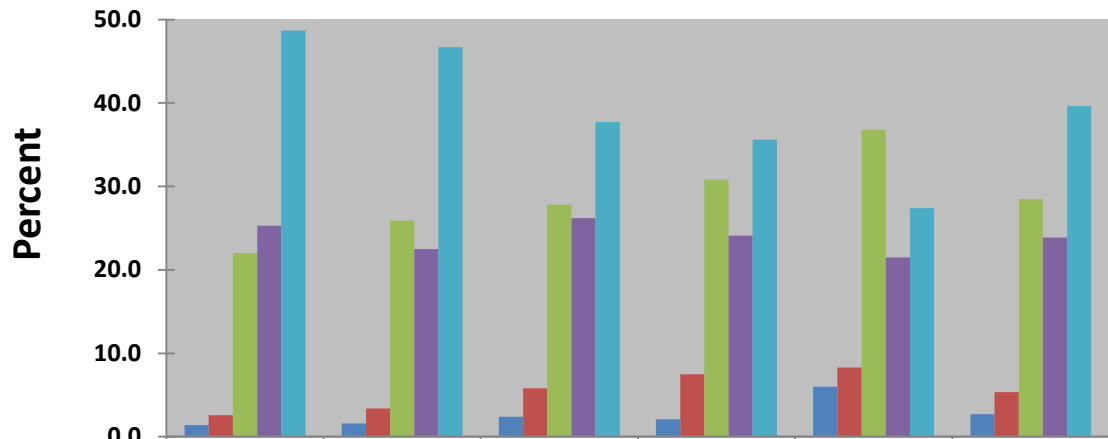


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.5	0.9	0.7	0.2	0.3	0.5
Somewhat Disagree	0.5	0.7	0.8	1.2	1.4	0.9
Neither	10.0	11.7	16.5	21.1	30.0	17.6
Somewhat Agree	34.4	31.9	40.7	37.6	38.2	36.3
Strongly Agree	54.6	54.9	41.2	39.9	30.2	44.7

- 81% of the patients were satisfied with the length of time the filling was expected to last; SK was lower at 68%.

- I. I am satisfied with how my dentist gave me a choice between different materials to fix my tooth.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question I: Choice of Materials



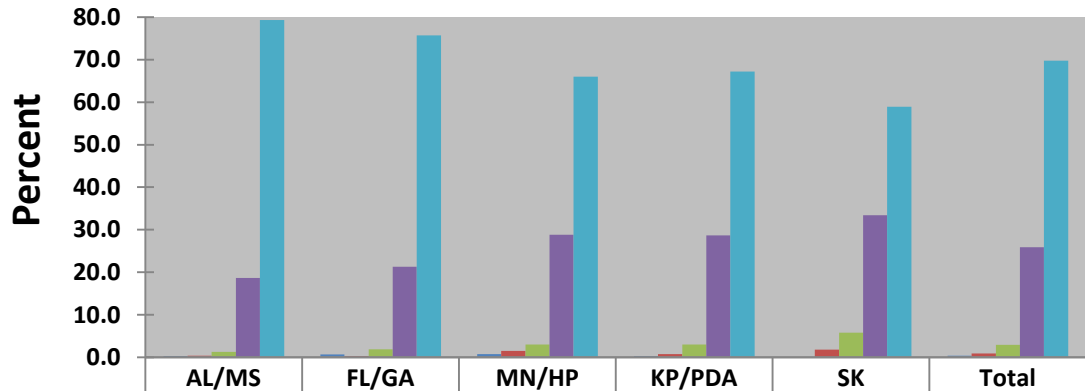
	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	1.4	1.6	2.4	2.1	6.0	2.7
Somewhat Disagree	2.6	3.4	5.8	7.5	8.3	5.4
Neither	22.0	25.9	27.8	30.8	36.8	28.5
Somewhat Agree	25.3	22.5	26.2	24.1	21.5	23.9
Strongly Agree	48.7	46.7	37.7	35.6	27.4	39.6

- About 64% of the patients were satisfied with their option to choose the material type used to fix their tooth; this ranged from 49% in SK to 74% in AL/MS.

m. I am satisfied with how gentle my dentist was when working in my mouth.

1. Strongly Disagree
2. Somewhat Disagree
3. Neither Agree or Disagree
4. Somewhat Agree
5. Strongly Agree

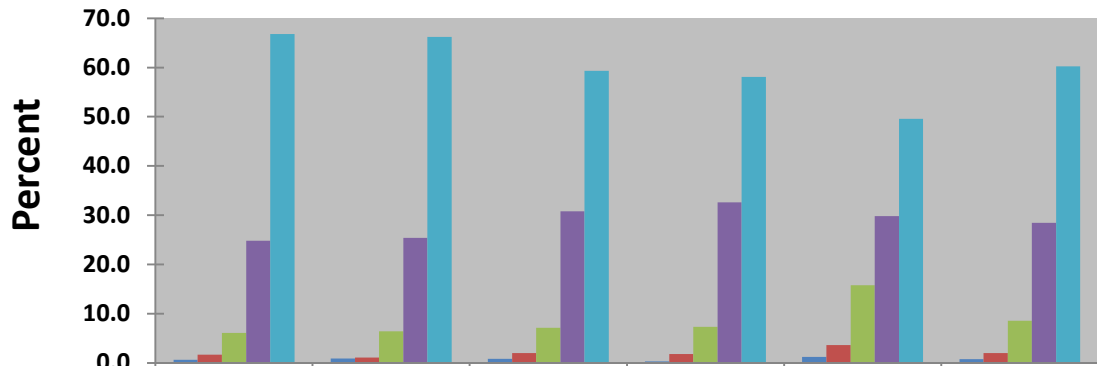
Question m: Gentleness



- About 96% of the patients were satisfied (somewhat or strongly agree) with the gentleness of their dentist.

- n. I am satisfied with how the dental procedure was explained before it was started.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question n: Explanation of Procedure

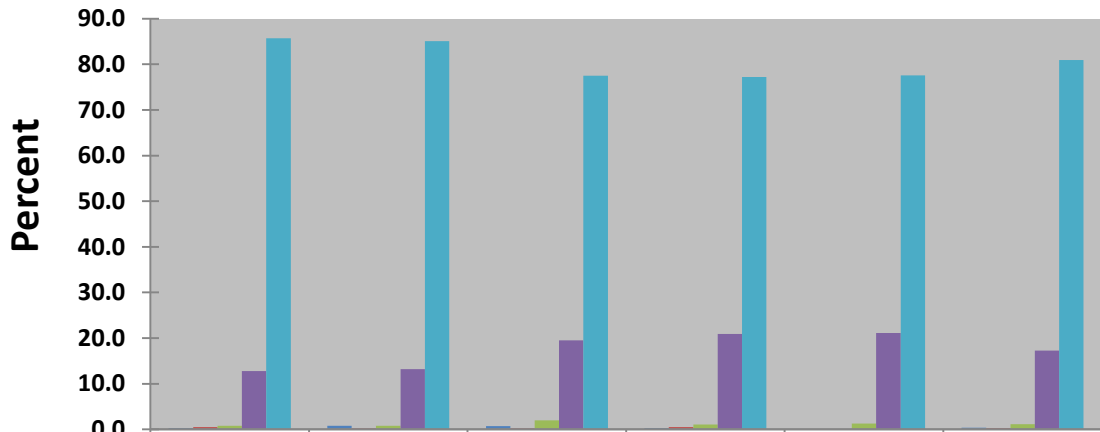


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.6	0.9	0.8	0.3	1.2	0.8
Somewhat Disagree	1.7	1.1	2.0	1.8	3.6	2.0
Neither	6.1	6.4	7.1	7.3	15.8	8.5
Somewhat Agree	24.8	25.4	30.8	32.6	29.8	28.4
Strongly Agree	66.8	66.2	59.3	58.1	49.6	60.2

- About 89% of the patients were satisfied with the explanation of the procedure before it began; SK was lower at 79%.

- o. I am satisfied with the friendliness of my dentist.
 1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

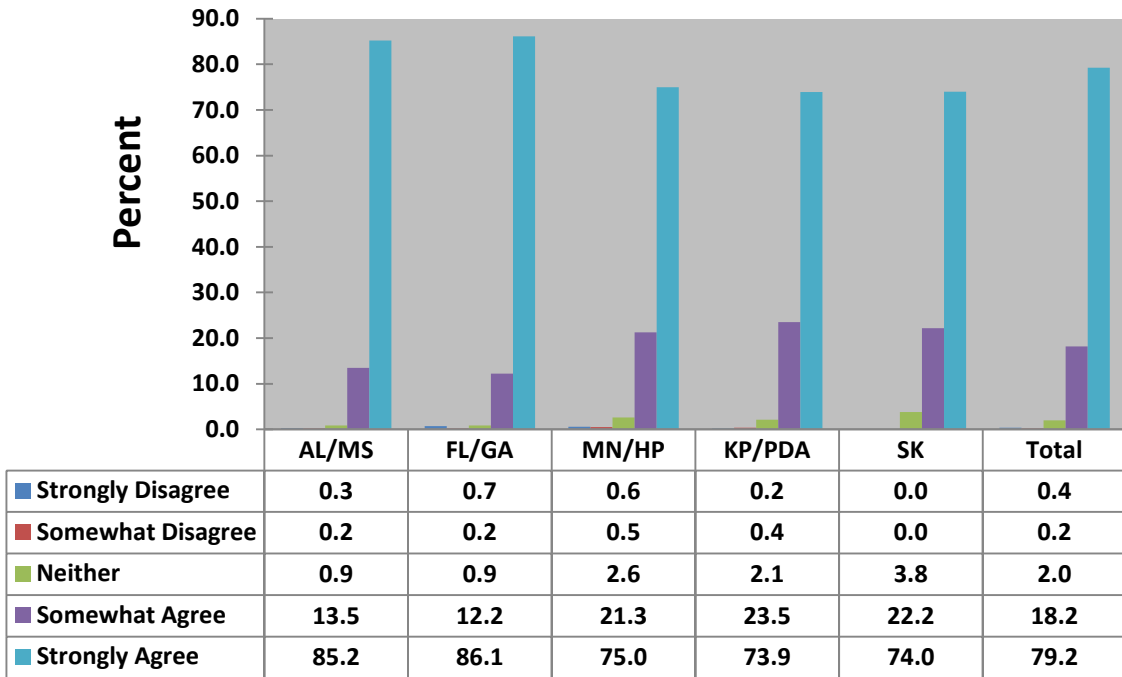
Question o: Friendliness



- 98% of the patients were satisfied (somewhat or strongly agree) with the friendliness of their dentist.

- p. I am satisfied with the skill of my dentist.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

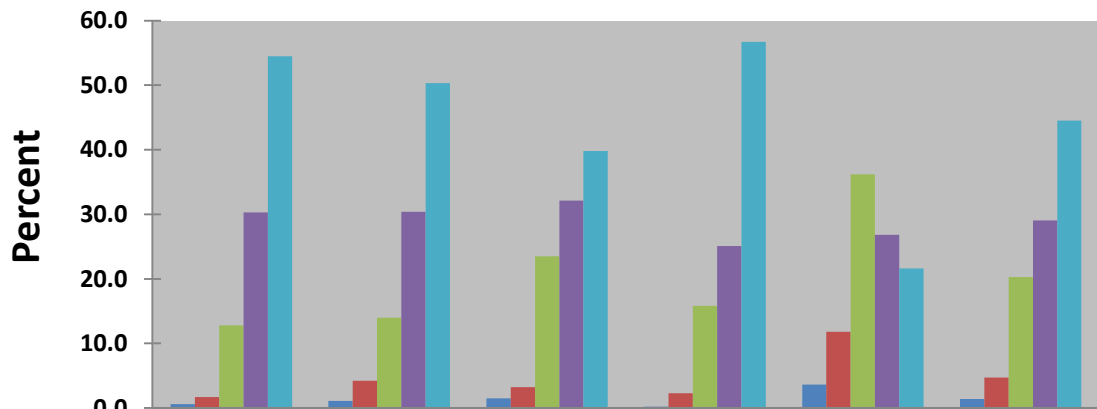
Question p: Skill Level



- 97% of the patients were satisfied with the dental skills of their practitioner.

- q. I am satisfied that my dentist's fee was reasonable for the work done.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question q: Fee

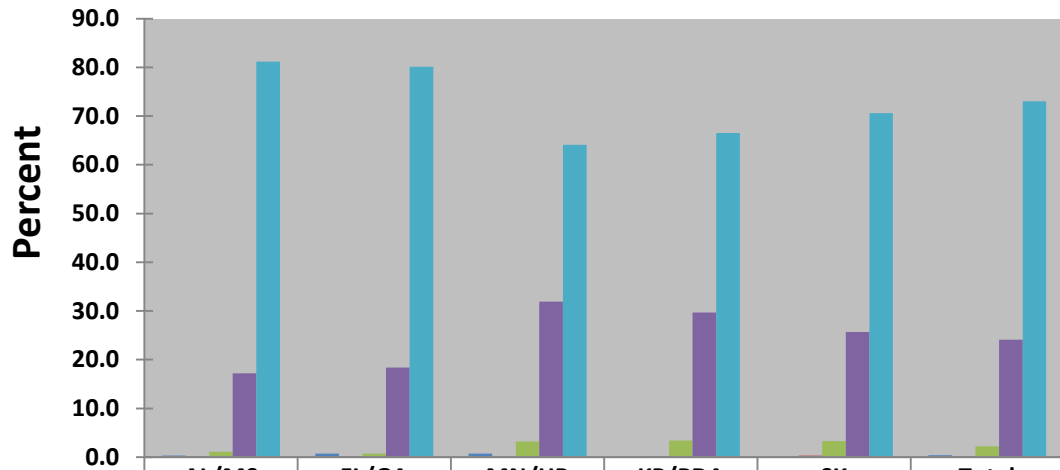


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.6	1.1	1.5	0.2	3.6	1.4
Somewhat Disagree	1.7	4.2	3.2	2.3	11.8	4.7
Neither	12.8	14.0	23.5	15.8	36.2	20.3
Somewhat Agree	30.3	30.4	32.1	25.1	26.8	29.0
Strongly Agree	54.5	50.3	39.8	56.7	21.6	44.5

- About 74% of the patients believed the fee was reasonable; ranged from 48% in SK to 85% in AL/MS.

- r. I am satisfied with how clean and organized the office was.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

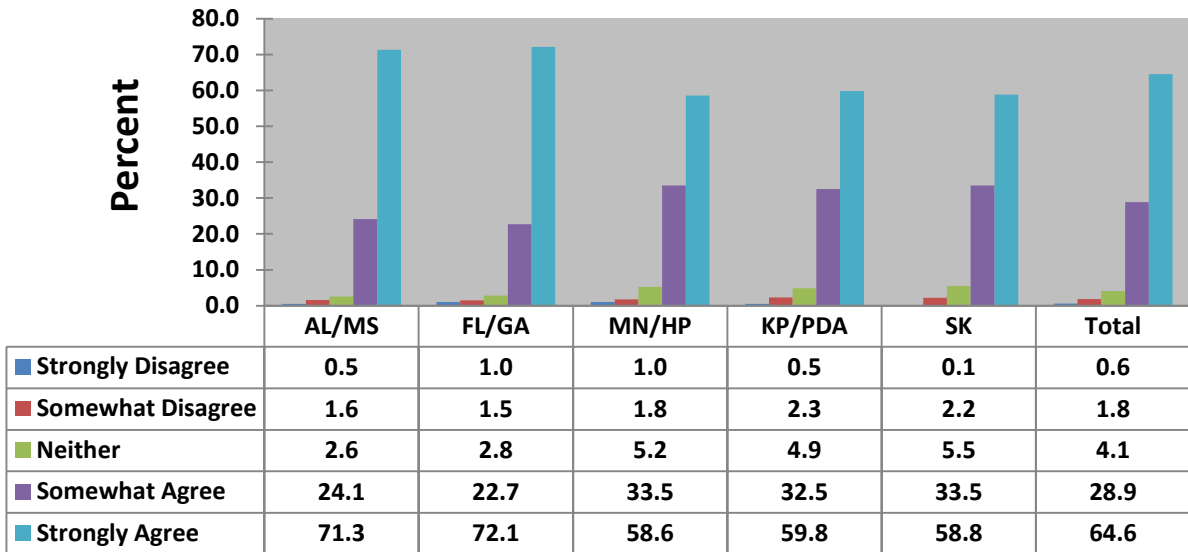
Question r: Cleanliness



- 97% of the patients were satisfied with the cleanliness of the office.

- s. I am satisfied that the filling feels smooth when I touch it with my tongue.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

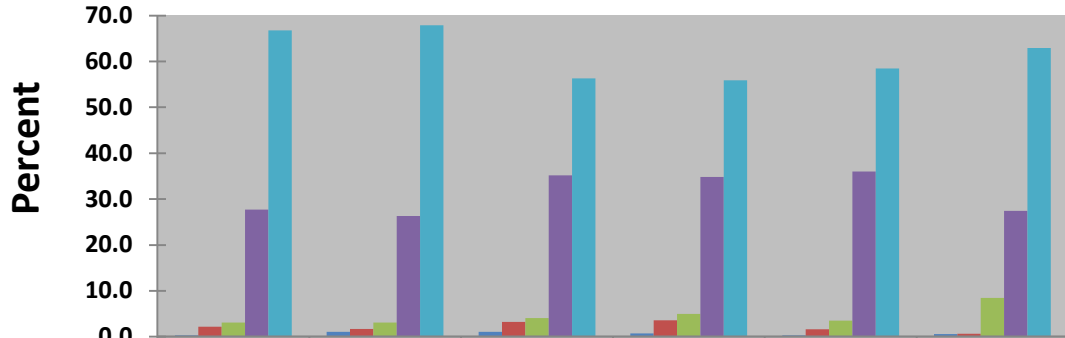
Question s: Smoothness



- Overall, about 94% of the patients were satisfied (somewhat or strongly agree) with the smoothness of the filling.

- t. I am satisfied with how the filling looks.
1. Strongly Disagree
 2. Somewhat Disagree
 3. Neither Agree or Disagree
 4. Somewhat Agree
 5. Strongly Agree

Question t: Appearance

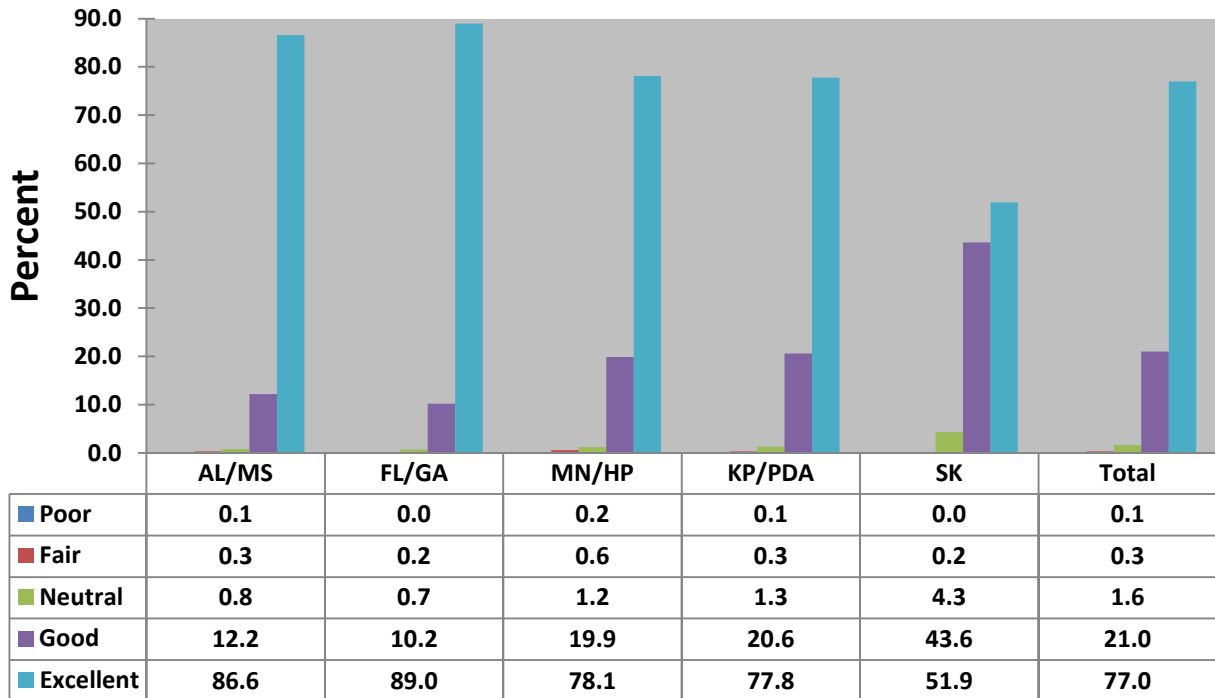


	AL/MS	FL/GA	MN/HP	KP/PDA	SK	Total
Strongly Disagree	0.3	1.1	1.1	0.7	0.3	0.6
Somewhat Disagree	2.2	1.7	3.2	3.6	1.6	0.7
Neither	3.1	3.1	4.1	5.0	3.5	8.4
Somewhat Agree	27.7	26.3	35.2	34.8	36.0	27.4
Strongly Agree	66.8	67.9	56.3	55.9	58.5	62.9

- 90% of the patients were satisfied with the appearance of the filling; ranged from 83% in KP/PDA to 94% in AL/MS and FL/GA.

- u. Overall, how would you rate the technical abilities of the dentist?
1. Poor
 2. Fair
 3. Neutral
 4. Good
 5. Excellent

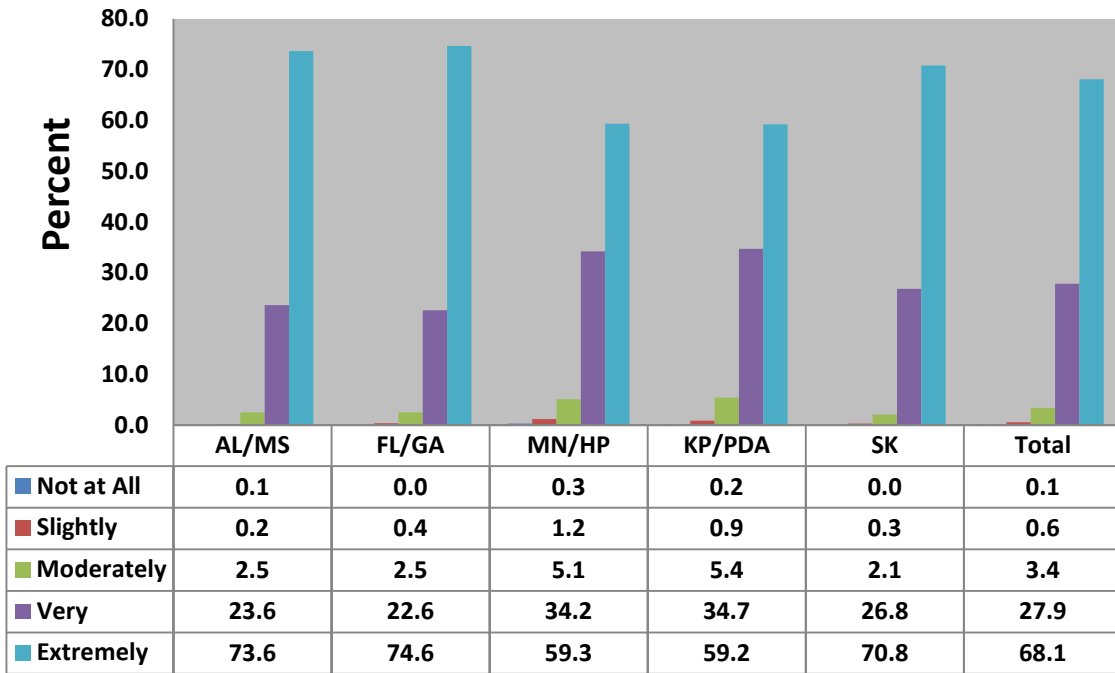
Question u: Technical Abilities



- 98% of the patients rated the technical abilities of the dentist as good or excellent.

- v. Overall, how satisfied were you with all aspects of your dental treatment and visit?
1. Not at all satisfied
 2. Slightly satisfied
 3. Moderately satisfied
 4. Very satisfied
 5. Extremely satisfied

Question v: Satisfaction of Treatment



- 96% of the patients were very or extremely satisfied with the overall treatment and visit.