



**Dental Practice-Based Research Network**  
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**DPBRN 11: Patient Satisfaction with Dental Restorations**

**Results: Overall and by Region**

**Date Prepared: June 24, 2011**

**Table 1: Distribution of DPBRN practices, practitioner surveys, and patient surveys by DPBRN region<sup>1</sup>**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	% <sup>2</sup>	N	%	N	%	N	%	N	%	N	%
Practices	39		44		36		40		37		196	
Practitioner Surveys	1,562	99.8	1,679	99.8	1,464	99.6	1,357	98.8	1,322	96.4	7,384	98.9
Patient Surveys	1,215	77.6	1,348	80.1	1,091	74.2	1,026	74.7	1,199	87.5	5,879	78.8

<sup>1</sup>AL/MS: Alabama/Mississippi; FL/GA: Florida/Georgia; MN: HealthPartners and private practitioners in Minnesota; PDA: Permanente Dental Associates and Kaiser Permanente's Center for Health Research; and SK: Denmark, Norway and Sweden.

<sup>2</sup>%'s are the proportions of eligible practitioners and of patients who completed a survey; eligibility consisted of participation in study of "Reasons for Replacement or Repair of Dental Restorations."

Overall, 99% and 79% of eligible practitioners and patients, respectively, returned completed surveys.

Results presented on pages 3 – 13 are data from 7,384 practitioner surveys and 5,879 patient surveys from 196 practices.

Note: Numbers not totaling to 7,384 practitioners or 5,879 patients are due to missing data.

Data collection for this study began January 3, 2008 and ended December 22, 2009.

**Results are summarized into these sections:**

- 1) A summary of the visit as viewed by the dentist (pages 3 – 5)
- 2) A summary of the visit as viewed by the patient (pages 6 – 12)
- 3) A summary of the technical characteristics of the dentist as viewed by the patient (page 13)
- 4) A summary of the overall patient satisfaction with the treatment and visit (page 13)

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

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

Table 2: Dentists' opinions of the visit by DPBRN region

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>The restoration procedure went without complications.</b>												
Strongly Disagree	10	0.6	18	1.1	17	1.2	12	0.9	4	0.3	61	0.8
Somewhat Disagree	39	2.5	48	2.9	72	5.0	47	3.5	41	3.1	247	3.4
Neither Agree or Disagree	73	4.7	79	4.7	27	1.9	21	1.6	38	2.9	238	3.2
Somewhat Agree	437	28.0	392	23.4	394	27.1	395	29.1	355	26.9	1,973	26.8
Strongly Agree	1,003	64.2	1,139	68.0	942	64.9	881	65.0	883	66.8	4,848	65.8
<b>The patient had a strong preference for the restoration material that I used today.</b>												
Strongly Disagree	104	6.7	103	6.2	158	10.9	109	8.0	33	2.5	507	6.9
Somewhat Disagree	87	5.6	166	9.9	221	15.2	167	12.3	44	3.3	685	9.3
Neither Agree or Disagree	696	44.6	711	42.5	525	36.1	688	50.8	505	38.3	3,125	42.4
Somewhat Agree	363	23.2	417	24.9	348	24.0	245	18.1	446	33.8	1,819	24.7
Strongly Agree	312	20.0	278	16.6	201	13.8	146	10.8	292	22.1	1,229	16.7
<b>The patient perceived me as friendly.</b>												
Strongly Disagree	6	0.4	4	0.2	5	0.3	1	0.1	0	0.0	16	0.2
Somewhat Disagree	6	0.4	6	0.4	6	0.4	2	0.2	4	0.3	24	0.3
Neither Agree or Disagree	75	4.8	33	2.0	61	4.2	27	2.0	31	2.4	227	3.1
Somewhat Agree	616	39.5	668	39.9	714	49.2	549	40.5	628	47.5	3,175	43.1
Strongly Agree	858	55.0	962	57.5	665	45.8	777	57.3	658	49.8	3,920	53.3
<b>The filling procedure was painful for this patient today.</b>												
Strongly Disagree	798	51.1	918	55.3	733	50.7	613	45.4	560	42.6	3,622	49.4
Somewhat Disagree	459	29.4	396	23.9	441	30.5	404	29.9	371	28.2	2,071	28.2
Neither Agree or Disagree	155	9.9	153	9.2	97	6.7	157	11.6	173	13.2	735	10.0
Somewhat Agree	140	9.0	181	10.9	155	10.7	164	12.1	197	15.0	837	11.4
Strongly Agree	9	0.6	12	0.7	21	1.5	13	1.0	13	1.0	68	0.9
<b>The patient was anxious during the restorative procedure(s) today.</b>												
Strongly Disagree	622	39.8	730	43.6	577	39.8	518	38.3	521	39.4	2,968	40.3
Somewhat Disagree	366	23.4	355	21.2	418	28.8	393	29.0	344	26.0	1,876	25.5
Neither Agree or Disagree	254	16.3	241	14.4	169	11.7	215	15.9	220	16.7	1,099	14.9
Somewhat Agree	238	15.2	266	15.9	227	15.7	187	13.8	182	13.8	1,100	14.9
Strongly Agree	82	5.3	83	5.0	59	4.1	41	3.0	54	4.1	319	4.3
<b>The patient was interested in information about the restorative procedure.</b>												
Strongly Disagree	115	7.4	92	5.5	113	7.8	57	4.2	56	4.2	433	5.9
Somewhat Disagree	181	11.6	284	16.9	279	19.2	169	12.5	163	12.3	1,076	14.6
Neither Agree or Disagree	846	54.2	804	47.9	576	39.7	613	45.3	615	46.6	3,454	46.9
Somewhat Agree	314	20.1	375	22.4	377	26.0	419	31.0	390	29.5	1,875	25.5
Strongly Agree	105	6.7	122	7.3	105	7.2	95	7.0	97	7.3	524	7.1

- 93% of the practitioners somewhat or strongly agreed that the procedure went with no complications.
  - 41% of the practitioners agreed that the patient had a strong preference for material used; ranged from 29% in SK to 56% in KP/PDA.
  - 96% of the practitioners felt they presented themselves as friendly to the patients.
  - 12% of the practitioners thought that the procedure appeared painful for patients; ranged from 10% in AL/MS to 16% in SK.
  - 19% of the practitioners reported the patients as appearing to be anxious.
  - Overall, the 32% of 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
- 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

**Table 3: Dentists' opinions of patient perception**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>Overall, how satisfied was the patient with all aspects of the dental treatment and visit?</b>												
Not at all satisfied	0	0.0	2	0.1	3	0.2	0	0.0	0	0.0	5	0.1
Slightly Satisfied	9	0.6	14	0.8	23	1.6	4	0.3	5	0.4	55	0.8
Moderately Satisfied	152	9.7	163	9.7	218	15.0	127	9.4	177	13.4	837	11.4
Very Satisfied	792	50.7	847	50.5	791	54.4	727	53.7	977	74.0	4134	56.1
Extremely Satisfied	609	39.0	651	38.8	418	28.8	496	36.6	161	12.2	2335	31.7
<b>Overall, how would the patient rate your technical abilities for this restorative procedure?</b>												
Poor	0	0.0	0	0.0	2	0.1	0	0.0	0	0.0	2	0.0
Fair	6	0.4	12	0.7	9	0.6	1	0.1	3	0.2	31	0.4
Neutral	90	5.8	37	2.2	96	6.6	47	3.5	114	8.6	384	5.2
Good	753	48.2	798	47.6	794	54.8	681	50.4	946	71.6	3972	54.0
Excellent	712	45.6	830	49.5	549	37.9	622	46.0	258	19.5	2971	40.4

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

**Table 4: Patients' opinions of the visit and dentist by DPBRN region**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with the amount of trust that I can place in my dentist.</b>												
Strongly Disagree	4	0.3	9	0.7	10	0.9	4	0.4	0	0.0	27	0.5
Somewhat Disagree	1	0.1	3	0.2	5	0.5	5	0.5	1	0.1	15	0.3
Neither	10	0.8	19	1.4	26	2.4	28	2.8	26	2.2	109	1.9
Somewhat Agree	227	18.8	245	18.2	339	31.3	329	32.3	342	28.8	1,482	25.4
Strongly Agree	968	80.0	1,067	79.5	706	65.0	654	64.1	819	68.9	4,214	72.1
<b>I am satisfied with how the filling feels with hot or cold foods or drink.</b>												
Strongly Disagree	4	0.3	14	1.1	12	1.1	7	0.7	4	0.3	41	0.7
Somewhat Disagree	26	2.2	23	1.7	35	3.2	36	3.6	19	1.6	139	2.4
Neither	37	3.1	41	3.1	45	4.1	51	5.0	42	3.5	216	3.7
Somewhat Agree	333	27.7	352	26.3	383	35.2	353	34.8	428	36.0	1,849	31.7
Strongly Agree	803	66.8	908	67.9	612	56.3	567	55.9	695	58.5	3,585	61.5
<b>I am satisfied that I was able to ask questions about the dental procedure.</b>												
Strongly Disagree	3	0.3	10	0.8	9	0.8	4	0.4	3	0.3	29	0.5
Somewhat Disagree	1	0.1	4	0.3	5	0.5	2	0.2	14	1.2	26	0.5
Neither	20	1.7	18	1.3	44	4.1	26	2.6	91	7.7	199	3.4
Somewhat Agree	252	20.8	239	17.8	297	27.4	273	26.8	376	31.8	1,437	24.6
Strongly Agree	934	77.2	1,069	79.8	730	67.3	713	70.0	698	59.1	4,144	71.0

- 98% of the patients were satisfied (somewhat or strongly agree) with the level of trust they had in their dentist, 93% with how the filling felt with hot/cold food or drinks, and about 96% 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
- 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
- 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

**Table 5: Patients' opinions of the visit and dentist by DPBRN region**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with the quality of the dental work.</b>												
Strongly Disagree	3	0.3	11	0.8	8	0.7	5	0.5	1	0.1	28	0.5
Somewhat Disagree	5	0.4	7	0.5	9	0.8	7	0.7	4	0.3	32	0.6
Neither	11	0.9	12	0.9	33	3.0	40	3.9	52	4.4	148	2.5
Somewhat Agree	227	18.7	235	17.5	306	28.2	297	29.1	375	31.6	1440	24.6
Strongly Agree	965	79.7	1077	80.3	731	67.3	672	65.8	756	63.6	4201	71.8
<b>I am satisfied with how friendly and courteous the staff were.</b>												
Strongly Disagree	4	0.3	10	0.7	8	0.7	3	0.3	0	0.0	25	0.4
Somewhat Disagree	2	0.2	2	0.2	3	0.3	2	0.2	4	0.3	13	0.2
Neither	5	0.4	4	0.3	16	1.5	12	1.2	16	1.4	53	0.9
Somewhat Agree	128	10.6	125	9.3	187	17.2	160	15.7	228	19.2	828	14.2
Strongly Agree	1070	88.5	1204	89.5	874	80.3	845	82.7	937	79.1	4930	84.3
<b>I am satisfied with how long I had to wait in the waiting room.</b>												
Strongly Disagree	3	0.3	14	1.0	13	1.2	5	0.5	5	0.4	40	0.7
Somewhat Disagree	7	0.6	13	1.0	16	1.5	21	2.1	38	3.2	95	1.6
Neither	11	0.9	17	1.3	38	3.5	44	4.3	79	6.7	189	3.2
Somewhat Agree	222	18.4	218	16.3	275	25.3	272	26.6	361	30.4	1348	23.1
Strongly Agree	965	79.9	1079	80.5	747	68.6	680	66.5	703	59.3	4174	71.4

- More than 96% of the patients were satisfied (somewhat or strongly agree) with the quality of the dental work, about 99% with the friendliness and courteousness of the dental staff, and about 95% 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
- 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
- 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

**Table 6: Patients' opinions of the visit and dentist by DPBRN region (continued)**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with how my dentist limited pain during the procedure.</b>												
Strongly Disagree	3	0.3	11	0.8	8	0.7	4	0.4	0	0.0	26	0.5
Somewhat Disagree	5	0.4	6	0.5	6	0.6	3	0.3	3	0.3	23	0.4
Neither	9	0.8	8	0.6	23	2.1	21	2.1	85	7.3	146	2.5
Somewhat Agree	181	15.0	182	13.6	255	23.5	222	21.7	312	26.6	1152	19.8
Strongly Agree	1007	83.6	1133	84.6	795	73.1	771	75.5	771	65.8	4477	76.9
<b>I am satisfied that the filling was not sensitive when I bit down on it.</b>												
Strongly Disagree	3	0.3	9	0.7	12	1.1	5	0.5	3	0.3	32	0.6
Somewhat Disagree	14	1.2	23	1.7	19	1.8	19	1.9	17	1.4	92	1.6
Neither	26	2.2	32	2.4	36	3.3	53	5.2	39	3.3	186	3.2
Somewhat Agree	229	19.0	229	17.1	317	29.2	252	24.7	341	28.8	1368	23.4
Strongly Agree	934	77.5	1046	78.1	703	64.7	690	67.7	786	66.3	4159	71.3
<b>I am satisfied with how much my dentist cared about me as a person.</b>												
Strongly Disagree	3	0.3	10	0.7	11	1.0	4	0.4	1	0.1	29	0.5
Somewhat Disagree	0	0.0	4	0.3	5	0.5	4	0.4	1	0.1	14	0.2
Neither	33	2.7	27	2.0	54	5.0	71	7.0	54	4.5	239	4.1
Somewhat Agree	176	14.5	233	17.4	281	25.8	251	24.7	313	26.3	1254	21.4
Strongly Agree	999	82.5	1069	79.6	738	67.8	688	67.6	823	69.0	4317	73.8

- About 97% of the patients were satisfied (somewhat or strongly agree) with their level of pain during the procedure, about 95% with the sensitivity of the filling when biting, and 95% 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
- 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
- l. 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

**Table 7: Patients' opinions of the visit and dentist by DPBRN region (continued)**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with how my dentist tried to limit my fear and anxiety.</b>												
Strongly Disagree	3	0.3	10	0.7	12	1.1	4	0.4	0	0.0	29	0.5
Somewhat Disagree	2	0.2	1	0.1	1	0.1	3	0.3	5	0.4	12	0.2
Neither	49	4.1	45	3.3	65	6.0	64	6.3	185	15.8	408	7.0
Somewhat Agree	195	16.1	246	18.3	288	26.5	272	26.7	296	25.3	1297	22.3
Strongly Agree	962	79.4	1044	77.6	721	66.3	675	66.3	682	58.4	4084	70.1
<b>I am satisfied with how long I expect the filling to last.</b>												
Strongly Disagree	6	0.5	12	0.9	8	0.7	2	0.2	3	0.3	31	0.5
Somewhat Disagree	6	0.5	9	0.7	9	0.8	12	1.2	16	1.4	52	0.9
Neither	121	10.0	157	11.7	179	16.5	215	21.1	348	30.0	1020	17.6
Somewhat Agree	416	34.4	427	31.9	441	40.7	382	37.6	443	38.2	2109	36.3
Strongly Agree	659	54.6	735	54.9	446	41.2	406	39.9	351	30.2	2597	44.7
<b>I am satisfied with how my dentist gave me a choice between different materials to fix my tooth.</b>												
Strongly Disagree	17	1.4	21	1.6	26	2.4	21	2.1	70	6.0	155	2.7
Somewhat Disagree	31	2.6	45	3.4	62	5.8	75	7.5	96	8.3	309	5.4
Neither	265	22.0	344	25.9	298	27.8	309	30.8	428	36.8	1644	28.5
Somewhat Agree	305	25.3	299	22.5	281	26.2	242	24.1	250	21.5	1377	23.9
Strongly Agree	586	48.7	622	46.7	404	37.7	357	35.6	318	27.4	2287	39.6

- 92% of the patients were satisfied (somewhat or strongly agree) with how their dentist tried to limit their feelings of fear and anxiety; SK was lower at 84%.
- 81% of patients were satisfied with the length of time the filling was expected to last; SK was lower at 68%.
- 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

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

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

**Table 8: Patients' opinions of the visit and dentist by DPBRN region (continued)**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with how gentle my dentist was when working in my mouth.</b>												
Strongly Disagree	3	0.3	10	0.7	9	0.8	3	0.3	1	0.1	26	0.4
Somewhat Disagree	5	0.4	4	0.3	16	1.5	8	0.8	21	1.8	54	0.9
Neither	16	1.3	26	1.9	32	3.0	31	3.0	69	5.8	174	3.0
Somewhat Agree	227	18.7	286	21.3	312	28.8	293	28.7	398	33.4	1516	25.9
Strongly Agree	960	79.3	1018	75.7	716	66.0	687	67.2	702	58.9	4083	69.8
<b>I am satisfied with how the dental procedure was explained before it was started.</b>												
Strongly Disagree	7	0.6	12	0.9	9	0.8	3	0.3	14	1.2	45	0.8
Somewhat Disagree	21	1.7	14	1.1	22	2.0	18	1.8	43	3.6	118	2.0
Neither	74	6.1	86	6.4	77	7.1	74	7.3	188	15.8	499	8.5
Somewhat Agree	300	24.8	340	25.4	335	30.8	332	32.6	355	29.8	1662	28.4
Strongly Agree	808	66.8	885	66.2	645	59.3	592	58.1	591	49.6	3521	60.2
<b>I am satisfied with the friendliness of my dentist.</b>												
Strongly Disagree	3	0.3	10	0.8	8	0.7	3	0.3	0	0.0	24	0.4
Somewhat Disagree	6	0.5	3	0.2	2	0.2	5	0.5	1	0.1	17	0.3
Neither	10	0.8	10	0.8	22	2.0	11	1.1	15	1.3	68	1.2
Somewhat Agree	155	12.8	177	13.2	213	19.5	214	20.9	252	21.1	1011	17.2
Strongly Agree	1039	85.7	1142	85.1	845	77.5	789	77.2	928	77.6	4743	80.9

- About 96% of the patients were satisfied (somewhat or strongly agree) with the gentleness of their dentist.
- About 89% of the patients were satisfied with the explanation of the procedure before it began; SK was lower at 79%.
- 98% of the patients were satisfied 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
- 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
- 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

**Table 9: Patients' opinions of the visit and dentist by DPBRN region (continued)**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied with the skill of my dentist.</b>												
Strongly Disagree	3	0.3	9	0.7	7	0.6	2	0.2	0	0.0	21	0.4
Somewhat Disagree	2	0.2	2	0.2	5	0.5	4	0.4	0	0.0	13	0.2
Neither	11	0.9	12	0.9	28	2.6	21	2.1	45	3.8	117	2.0
Somewhat Agree	164	13.5	164	12.2	232	21.3	240	23.5	265	22.2	1065	18.2
Strongly Agree	1032	85.2	1154	86.1	815	75.0	754	73.9	882	74.0	4637	79.2
<b>I am satisfied that my dentist's fee was reasonable for the work done.</b>												
Strongly Disagree	7	0.6	15	1.1	16	1.5	2	0.2	42	3.6	82	1.4
Somewhat Disagree	21	1.7	56	4.2	35	3.2	23	2.3	138	11.8	273	4.7
Neither	155	12.8	186	14.0	253	23.5	160	15.8	424	36.2	1178	20.3
Somewhat Agree	366	30.3	404	30.4	346	32.1	255	25.1	314	26.8	1685	29.0
Strongly Agree	658	54.5	669	50.3	429	39.8	575	56.7	253	21.6	2574	44.5
<b>I was satisfied with how clean and organized the office was.</b>												
Strongly Disagree	4	0.3	9	0.7	8	0.7	2	0.2	1	0.1	24	0.4
Somewhat Disagree	2	0.2	3	0.2	1	0.1	2	0.2	4	0.3	12	0.2
Neither	13	1.1	9	0.7	35	3.2	35	3.4	40	3.3	132	2.3
Somewhat Agree	209	17.2	246	18.4	345	31.9	302	29.7	307	25.7	1409	24.1
Strongly Agree	986	81.2	1073	80.1	694	64.1	676	66.5	844	70.6	4273	73.0

- 97% of the patients were satisfied with the dental skills of their practitioner.
- About 74% of the patients believed the fee was reasonable; ranged from 48% in SK to 85% in AL/MS.
- 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
  
- 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

**Table 10: Patients' opinions of the visit and dentist by DPBRN region (continued)**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>I am satisfied that the filling feels smooth when I touch it with my tongue.</b>												
Strongly Disagree	6	0.5	13	1.0	11	1.0	5	0.5	1	0.1	36	0.6
Somewhat Disagree	19	1.6	20	1.5	19	1.8	23	2.3	26	2.2	107	1.8
Neither	31	2.6	37	2.8	56	5.2	50	4.9	65	5.5	239	4.1
Somewhat Agree	291	24.1	305	22.7	364	33.5	332	32.5	399	33.5	1691	28.9
Strongly Agree	863	71.3	967	72.1	637	58.6	611	59.8	701	58.8	3779	64.6
<b>I am satisfied with how the filling looks.</b>												
Strongly Disagree	4	0.3	12	0.9	12	1.1	5	0.5	0	0.0	33	0.6
Somewhat Disagree	8	0.7	10	0.8	6	0.6	11	1.1	4	0.3	39	0.7
Neither	55	4.6	58	4.3	126	11.7	153	15.2	98	8.3	490	8.4
Somewhat Agree	284	23.5	300	22.5	331	30.7	283	28.1	395	33.4	1593	27.4
Strongly Agree	857	70.9	955	71.5	604	56.0	557	55.2	686	58.0	3659	62.9

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

**Table 11: Patient rating of overall technical abilities of dentist by DPBRN region**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>Overall, how would you rate the technical abilities of the dentist?</b>												
Poor	1	0.1	0	0.0	2	0.2	1	0.1	0	0.0	4	0.1
Fair	3	0.3	2	0.2	7	0.6	3	0.3	2	0.2	17	0.3
Neutral	10	0.8	9	0.7	13	1.2	13	1.3	51	4.3	96	1.6
Good	148	12.2	136	10.2	216	19.9	210	20.6	517	43.6	1,227	21.0
Excellent	1,051	86.6	1,191	89.0	848	78.1	794	77.8	616	51.9	4,500	77.0

- 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

**Table 12: Overall satisfaction of treatment and visit by DPBRN region**

	AL/MS		FL/GA		MN/HP		KP/PDA		SK		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%
<b>Overall, how satisfied were you with all aspects of your dental treatment and visit?</b>												
Not at all	1	0.1	0	0.0	3	0.3	2	0.2	0	0.0	6	0.1
Slightly	2	0.2	5	0.4	13	1.2	9	0.9	4	0.3	33	0.6
Moderately	30	2.5	33	2.5	55	5.1	55	5.4	25	2.1	198	3.4
Very	287	23.6	303	22.6	371	34.2	351	34.7	319	26.8	1,631	27.9
Extremely	894	73.6	1,001	74.6	644	59.3	604	59.2	843	70.8	3,986	68.1

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