

[Patient Feedback Report for Dr. Kieth Manning]

Energy Square Dental

July 28, 2014



Introduction

Congratulations on completing the patient feedback program! You have taken a big step toward quality improvement in your practice.

This report contains the results from 26 patient questionnaires. Your data are confidential, known only to you and those with whom you chose to share the information.

How to Interpret this Report

We begin with a summary of your results followed by a detailed breakdown for each staff.

The qualitative ratings, from Outstanding to Poor, are based on the percentage of patients who were totally satisfied, a score of 7. We emphasize this data because there is a wide gulf between totally satisfied and satisfied customers; those who are anything less than totally satisfied are much more likely to look for another dental office.

Percent Totally Satisfied	Qualitative Rating
90 -100	Outstanding
80 - 89	Excellent
70 - 79	Good
60 - 69	Fair
< 59	Poor

Start by reviewing your overall results, then drill down reviewing each item in the survey. The scores are not absolute, but they do show where performance is higher or lower from the patient's perspective. You can also compare your results to the average ratings for 28 other dental offices that participated in the pilot project.

Keep in mind that patient satisfaction scores do not tell the whole story because very dissatisfied patients tend to move on. These patients are not likely to be in your sample.

Patient Feedback Program



The Patient Feedback Program is provided to Alberta dentists as a member service of the Alberta Dental Association and College.

Pivotal Research Inc. is conducting the Patient Feedback Program for Alberta Dental Association and College members. Individual member reports provided are confidential and provincial aggregate results are included for comparison. The Alberta Dental Association and College do not receive any individual member results.

By participating in the Patient Feedback Program you can congratulate yourself and your staff on strengths, as well as identify areas for improvement. Participation in the Patient Feedback Program also offers many benefits. With this patient communication tool your dental office will be able to:

- understand, from a patient's perspective, where your office excels and where there are areas for potential improvement;
- access individualized data related to your dental office;
- compare individualized data with average scores for dental offices that participated;
- review detailed analysis for specific items for your dental practice;
- identify strengths in patient communication;
- see opportunities where patient communication can be improved; and
- encourage feedback from staff for ideas on how improvement can be made.



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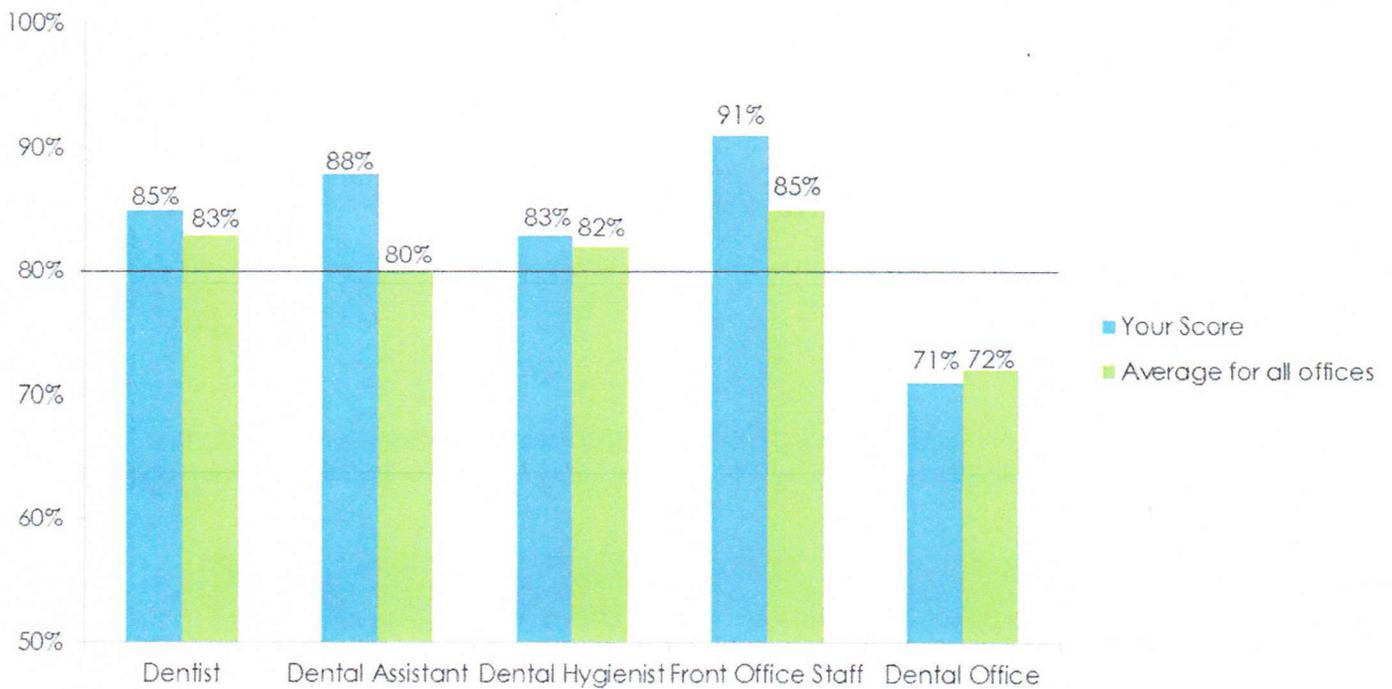


Overall Patient Satisfaction

Your ratings, compared to the average rating for all offices in the pilot study, are shown in the next table.

Group	Your Percent	Average for all offices	Your Rating
Overall (staff only)	87	83	Excellent
Dentist	85	83	Excellent
Dental Assistant	88	80	Excellent
Dental Hygienist	83	82	Excellent
Front Office Staff	91	85	Outstanding
Dental Office	71	72	Good

Here's a visual representation of the same scores.





Overall Experience and Service Quality Rating

Item	Your Percent	Average for all offices	Your Rating
Your overall experience at this office	77	72	Good
The quality of dental services you received	85	78	Excellent

Patient Recommendation

We asked patients if they would recommend your office to family or friends without reservation! You were endorsed by 96 percent of patients who completed the survey.

Percent of Patient Recommendation



Value for Money

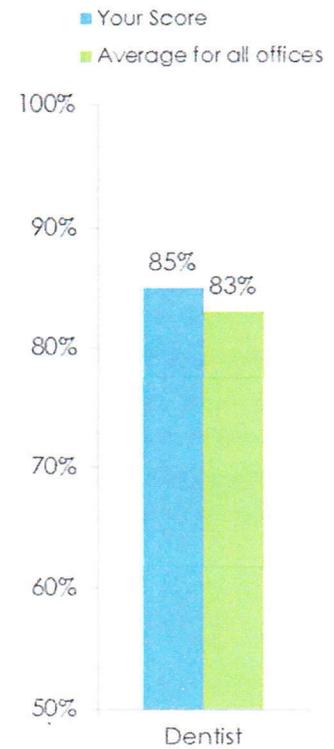
Most patients, regardless of the office they attended, rated value for money lower than other items. It suggests that some patients perceive the cost of services to be high. This finding has been observed in other research.

Item	Your Percent	Average for all offices
The value for the money you spent on improving or maintaining your dental health	65	55



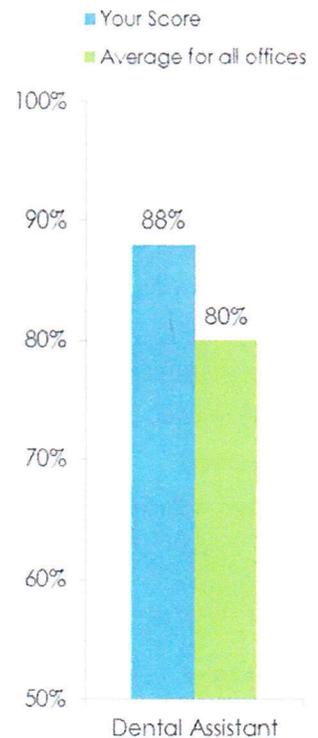
Patient Satisfaction Ratings for Dr. Kieth Manning

Item	Your Percent	Average for all offices	Your Rating
Overall rating for the dentist	85	83	Excellent
Respect for you as the patient	85	87	Excellent
Consideration of your needs	88	85	Excellent
Explanation of what he or she is doing	85	83	Excellent
Addressing your concerns	84	84	Excellent
Efforts to make you feel more comfortable if a procedure caused discomfort	84	84	Excellent
Educating you on how to take care of your dental health at home	85	82	Excellent
Explaining the clinical findings	85	82	Excellent
Discussing various options for treating your problem	84	83	Excellent
Ensuring that you understand the recommended treatment	81	83	Excellent
Answers to your questions	85	84	Excellent
Spending enough time with you	92	79	Outstanding



Patient Satisfaction Ratings for the Dental Assistant(s)

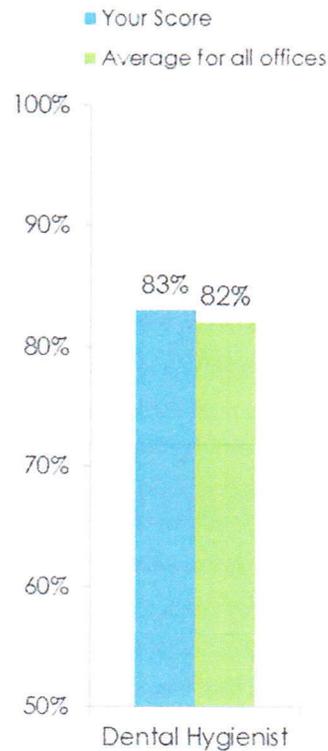
Item	Your Percent	Average for all offices	Your Rating
Overall rating for the dental assistant(s)	88	80	Excellent
Respect for you as the patient	85	83	Excellent
Consideration of your needs	85	80	Excellent
Explanation of what he or she is doing	88	77	Excellent
Addressing your concerns	92	81	Outstanding
Ensuring you are comfortable	88	82	Excellent
Education you on how to take care of your dental health at home	88	80	Excellent





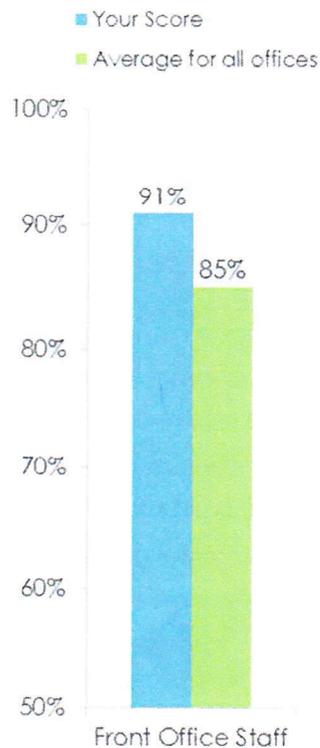
Patient Satisfaction Ratings for the Dental Hygienist(s)

Item	Your Percent	Average for all offices	Your Rating
Overall rating for the dental hygienist(s)	83	82	Excellent
Respect for you as the patient	81	85	Excellent
Consideration of your needs	81	82	Excellent
Explanation of what he or she is doing	81	80	Excellent
Addressing your concerns	81	83	Excellent
Efforts to make you feel more comfortable if a procedure caused discomfort	85	81	Excellent
Educating you on how to take care of your dental health at home	86	79	Excellent



Patient Satisfaction Ratings for the Front Office Staff

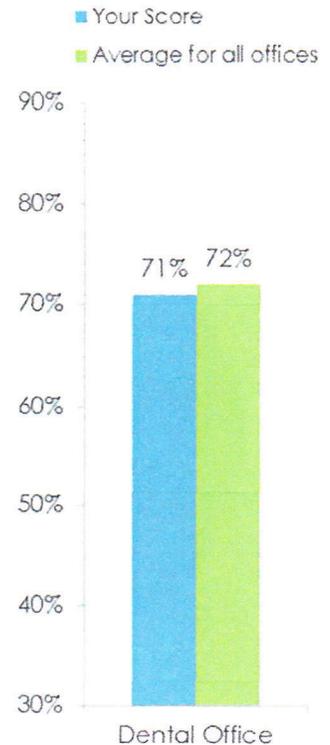
Item	Your Percent	Average for all offices	Your Rating
Overall rating for the front office staff	91	85	Outstanding
Greeting when you arrived	88	84	Excellent
Respect for you as the patient	92	85	Outstanding
Dealing with paperwork efficiently	92	82	Outstanding
Calling to remind you of your appointment	92	85	Outstanding
Courteousness	92	87	Outstanding
Carefulness with the privacy of your information	88	87	Excellent





Patient Satisfaction Ratings for the Dental Office

Item	Your Percent	Average for all offices	Your Rating
Overall rating for the dental office (facility)	71	72	Good
Level of comfort in the waiting area	81	72	Excellent
Overall cleanliness	96	84	Outstanding
Parking	41	59	Poor
Convenience to your residence or place of work	39	55	Poor
After-hours emergency contact information	67	62	Fair
Readiness for your visit	77	75	Good
Cleanliness of equipment/sterilization of instruments	88	87	Excellent
Communication among the dentist, hygienist, assistant, and other staff members about your treatment	81	79	Excellent



Comments and Suggestions

I like the atmosphere of the office. Everyone is friendly and seems to enjoy being there, which makes me feel more comfortable being there.

Thank you Genette and Corere! Dr. Kieth...you are a blessed and fortunate man to have these lovely ladies, thank you so much for the care you have given me over all these years.

Everything is excellent except the affordability issue.

Dr. Manning and his very proficient staff have saved my teeth. Without the procedures and care I have had - I would probably be wearing uncomfortable, unsightly, even ungainly - bridges etc. As it is - I have my own teeth, healthy gums and a nice smile.

Always been very happy. All the staff and Dr. Manning are fantastic!!

Very pleasant doctor and staff.

I was referred here with a dental problem and I am completely satisfied with everything that was done for me. Because of the good care I continue to come back even though I have a three hour drive to get here. I am extremely happy that Dr. Kieth Manning was recommended to me. He always makes me feel good about my visit.

I have been seeing Dr Manning for many years. He has made me feel comfortable with my smile again. I consider him as a friend. And yes, the Red Deer office was great and the office staff were awesome, especially Armelle.

This office provided a great experience for all the work that to be done in my mouth which was very extensive. Good job!

Time will be able to provide a better assessment. During the first four months after treatment things have gone well.

Dr. Manning is an exceptional dentist. Wish he sees regular patients as well, of course this is not possible as he's a specialist.