

BUTLER COUNTY DENTAL CARE PROGRAM SURVEY RESULTS ON PROGRAM EVALUATION

AUGUST 2003

The Butler County Dental Care Program continues to provide quality and timely service to consumers. Contact has been made with various providers, consumers and guardians in an effort to determine the needs, direction and perceptions of the program.

Details of Service

The program provides a very valuable and supportive service within the community, both for actual services delivered to the consumer and as a resource for education and training. Providers utilize the program as a training resource for staff. The expansion into the area of service to children continues with an excellent response.

Quality of Services

A survey conducted during the past 30 days indicates a very favorable response to the program. Consumers, providers and guardians were asked to respond in four areas of service: timeliness of treatment, responsiveness to client needs, follow-up care, and overall satisfaction with the program. The strongest responses came from guardians and consumers. Of those persons receiving services within the past two months, 98% indicated they were pleased with the service provided in all areas polled. In several instances, additional health issues were identified and addressed. These were issues of significant nature that had not been recognized and addressed previously. This illustrates the larger role the program plays in the life and overall well being of consumers.

Providers (95%) indicated that the program provides them with a valuable resource for training issues and assistance in assuring that consumer health needs are met. They have, at times, found it extremely difficult to find dental care for consumers. Through the dental program, they have received information, care and follow-up for their consumers.

Staff involved with the program, specifically Support Coordinators, indicate that the program continues to improve. Initially, while providing a good quality of service, there were issues coordinating services for those people living in the community and their private dentists. This does not appear to be a significant concern at present.

The fourth annual Provider Appreciation Conference hosted by the Butler County Dental Program was held Sept. 24, 2003. There were over 150 attendees, the majority being from the community setting. Nationally known speakers provided information and instructional sessions. Feedback has been extremely positive and plans are currently underway to expand the fifth annual conference and broaden the scope to include other health issues.

Recommendations

Clearly, the benefits of the program warrant continuation and expansion. Information regarding purpose and services available should be re-disseminated to all those involved in the program. While consumers are aware as they receive services, it appears that others involved in and referring to the program may not be fully aware of the extent of the program. Through information sessions, continued in-service trainings and expansion of the conference will help strengthen the already positive image of the program.