



Assessing Participants' Feedback to Dental Hygiene Care Provided by City Tech's Dental Hygiene Students

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Introduction

The oral health of Americans has improved over the past 50 years and is a significant public health achievement, however, there remains disparities in access to oral preventative care.¹ Topic areas that continue to need improvement include:

- Increase awareness of the importance of oral health to overall health^{1,4}
- Increase acceptance and adoption of effective preventive interventions¹⁻⁴
- Reduce disparities in access to effective preventive and dental treatment services^{1,2}

The purpose of this research is to determine if CUNY students, faculty and staff are aware of the Dental Hygiene Program and services located at New York City College of Technology (NYCCT). Dental Hygiene students at NYCCT provide educational, clinical and therapeutic services to the public in accordance with individual state Dental Hygiene practice acts. Prevention and treatment of oral diseases are recognized as important factors in a patient's overall health and well-being.^{1,2} CUNY Human Subject Research Exempt Status granted by the University Integrated Institutional Review Board (IRB); file #2018-1000.

This study consisted of two phases, a dental screening and post-screening dental hygiene care appointment at our clinic. The findings of this research demonstrate that those individuals who received the dental screening are likely to schedule an appointment to receive a prophylaxis. Additional benefits associated with this study are that the findings support raising the level of awareness of the services available in our dental clinic for future dental screenings and care.

Materials & Methods

On Tuesday, May 2, 2018, students and faculty from the Dental Hygiene Department at City Tech participated in the CUNY Wellness Festival in NYC. The dental component included head, neck, extra-oral, and intraoral screening, home care instructions and referrals. Dental hygiene students and faculty performed in excess of 50 dental screenings. Participants filled out a consent form prior to being screened that included information such as name, date of birth, phone number, address, email address and some general questions pertaining to their most recent dental exam, their current oral home care and whether or not they have dental insurance. Following IRB approval, this data was analyzed to determine the participants' demographics and oral healthcare history. (see Exhibit A)

Phase 1 – Dental Screening



Exhibit A: Participants' Information

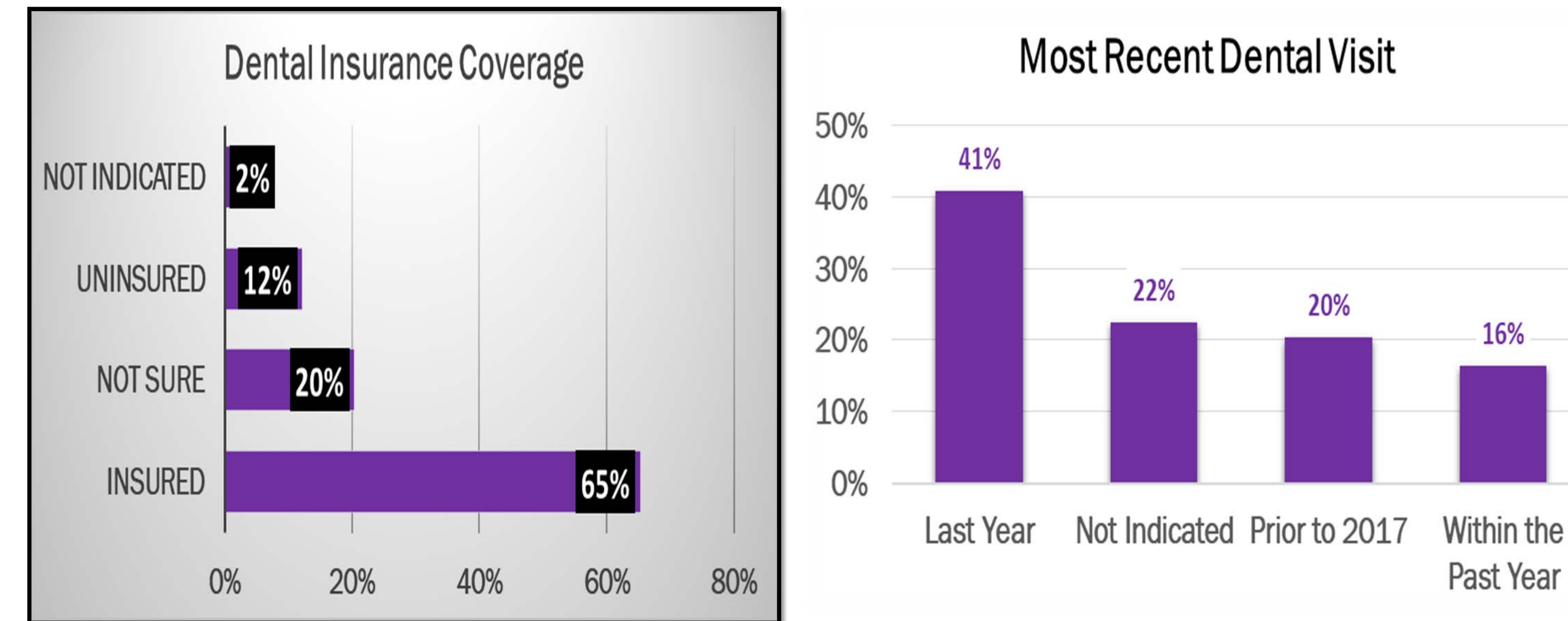
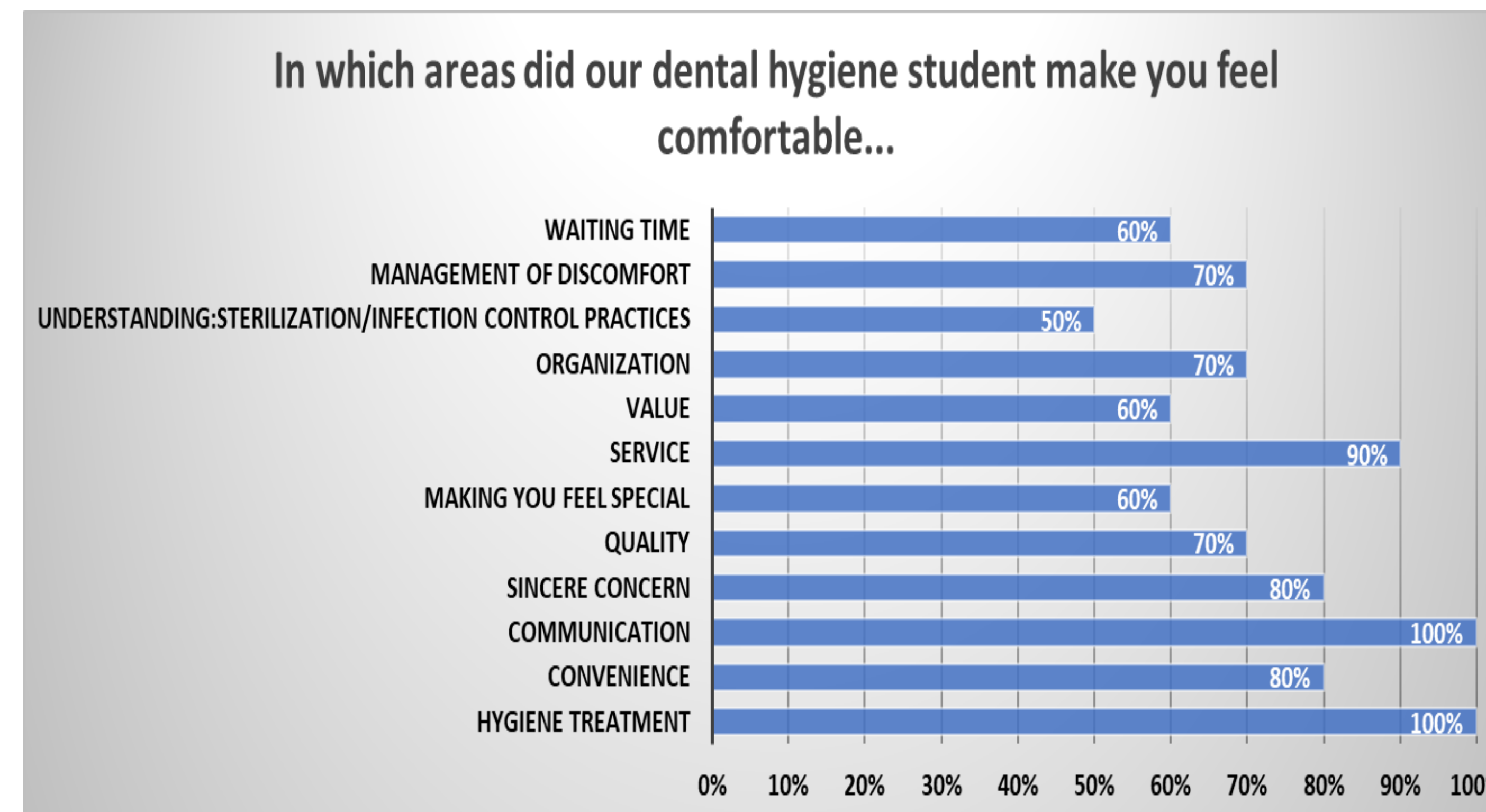
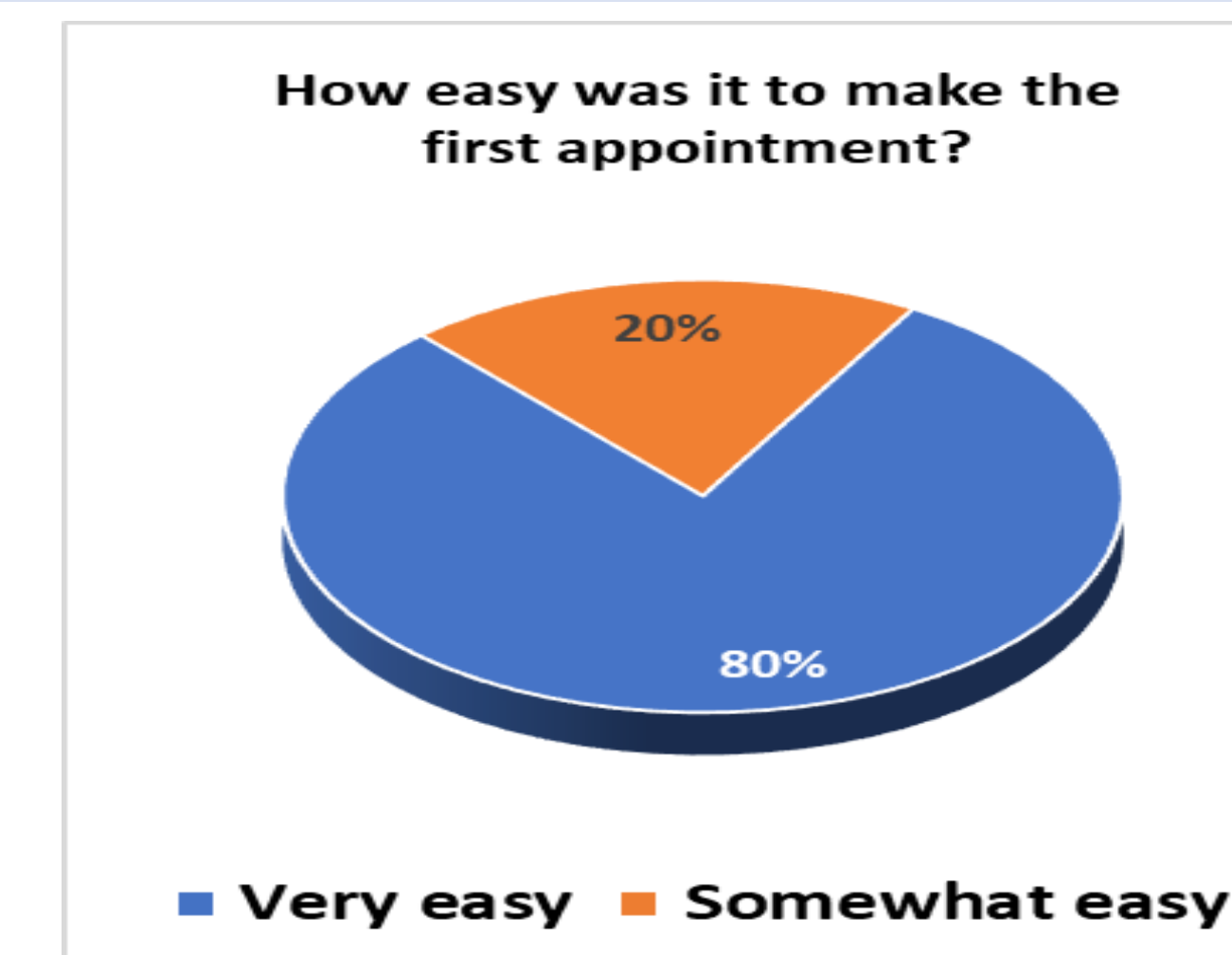
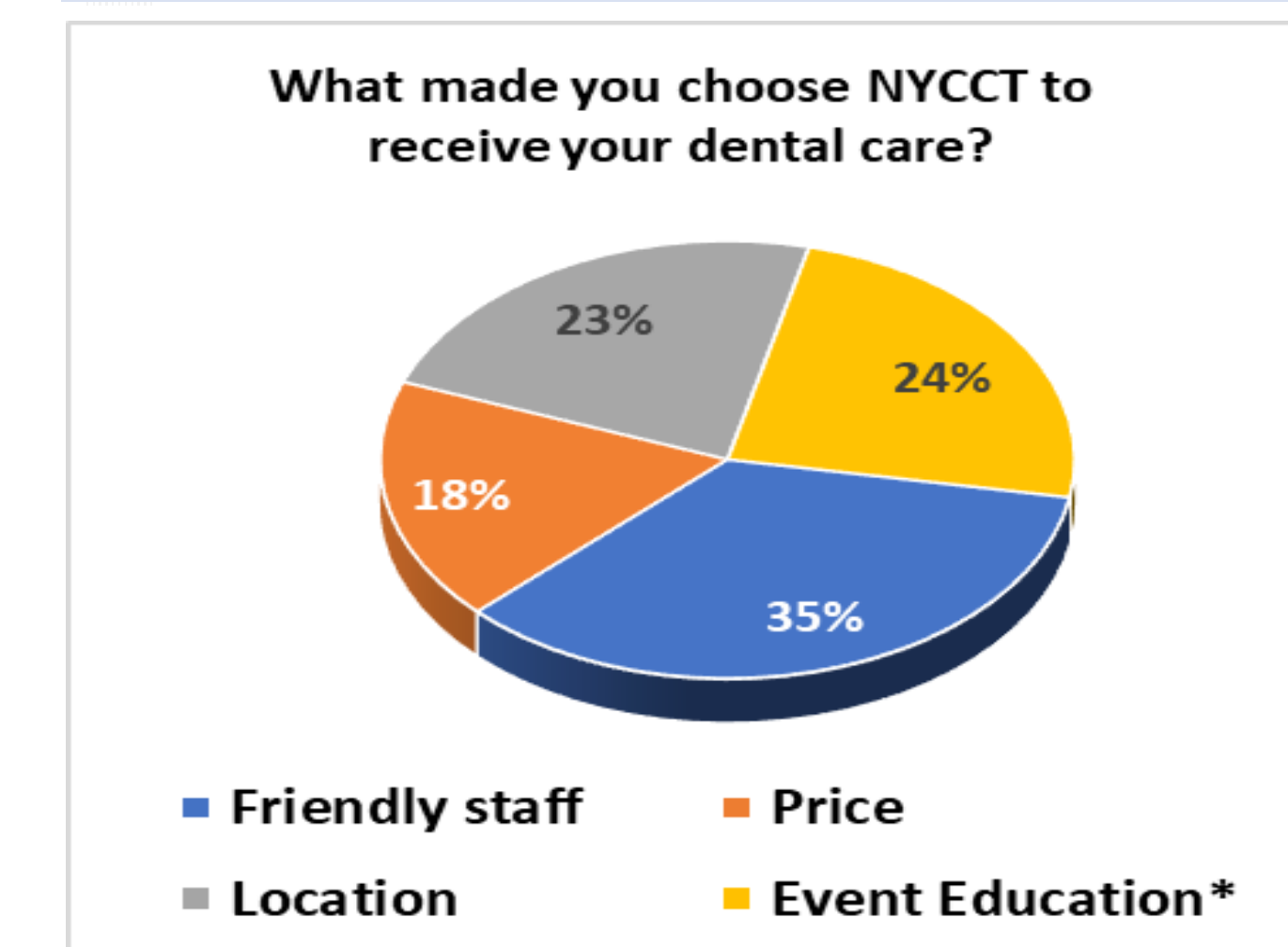


Exhibit B: Post-Treatment Survey Data



Please rate us in the following areas:

	Excellent	Good	N/A	Fair	Poor
Location of services provided	80%	20%	0%	0%	0%
Availability/convenience of appointment times	30%	50%	0%	10%	10%
Friendliness of students and staff	90%	10%	0%	0%	0%
Skill of dental hygiene student and faculty members	80%	0%	0%	20%	0%
Pain control	40%	40%	10%	10%	0%
Cost of services	50%	10%	30%	10%	0%
Supplying you with relevant information pertaining to your dental care	60%	40%	0%	0%	0%
Thorough explanation of treatment plans and options	50%	30%	0%	10%	0%
Supplying you with information on the services that we provide	60%	20%	0%	10%	10%



Results

Following the dental screening, participants who provided their email address were contacted via email and provided with a link to an online survey. They were asked to provide feedback regarding their experience. The participants were then contacted via email and/or phone to set up an appointment to receive a free dental evaluation and cleaning as well as additional oral hygiene services.

Conclusions

Upon completion of their treatment, the participants were provided with a post treatment survey regarding their experience visiting NYCCT's Dental Hygiene Clinic and the quality of services provided. (see Exhibit B)

The following factors were ranked "most important" in regards to the dental hygiene services received:

- Friendliness of students and staff
- Location of services provided
- Skill of dental hygiene student and faculty members

Further Information

As part of our ongoing research, we have found that many of the dental screening participants do not know if they have dental insurance coverage. As a result, we participated in this year's Wellness Fair at NYCCT and provided education for the community on how to navigate their health/dental insurance benefits. With over 17,000 students, faculty and staff, providing oral healthcare benefits and education within our own school community is essential to our mission as dental hygiene students and future dental health professionals. We look forward to the continuation of our research which will benefit and improve the overall oral health of the members of our community and beyond.

Literature Cited

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