



From Data to Care: Exploring Patient Sentiment in Dentistry

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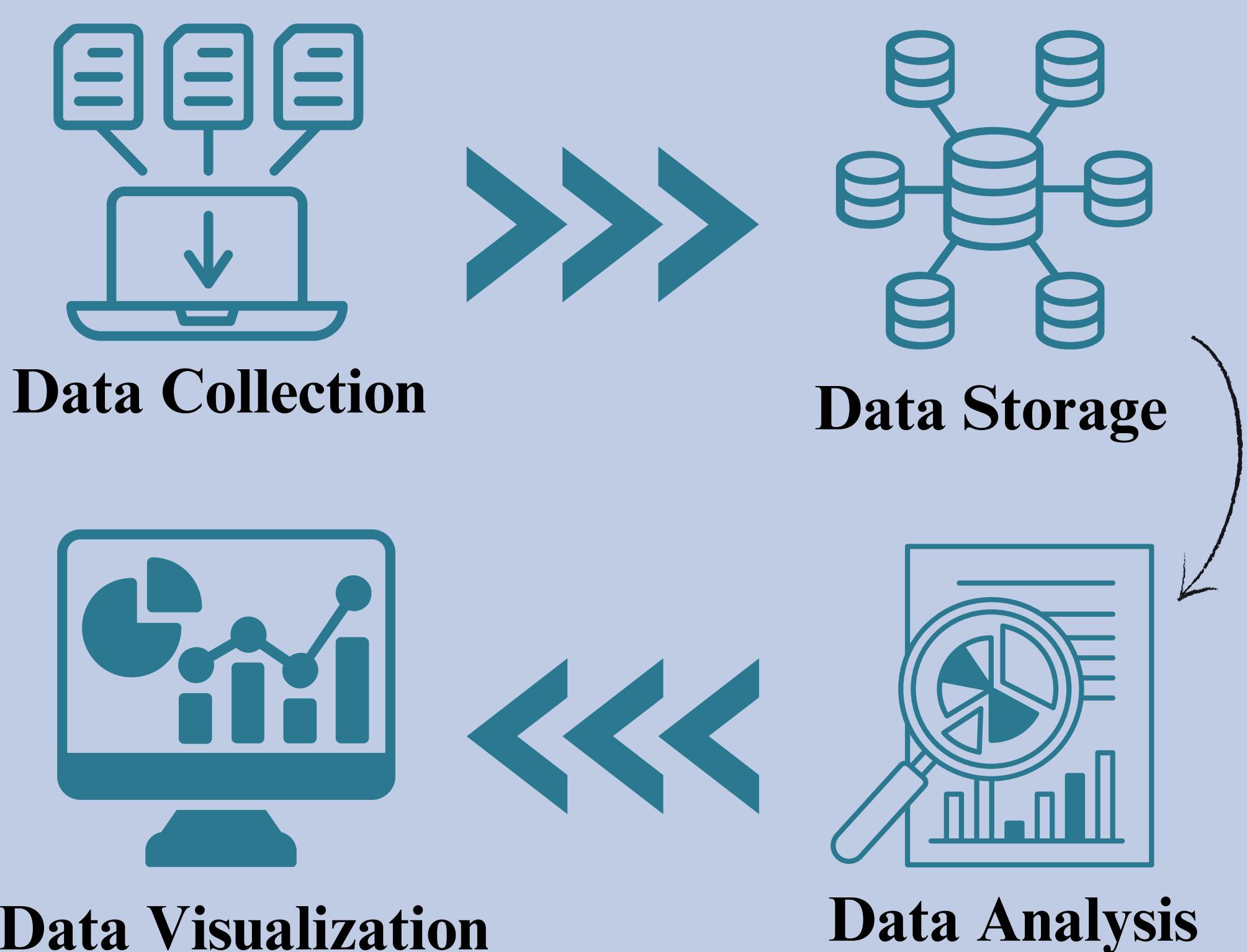
INTRODUCTION

Dental care plays a vital role in overall health, and patient satisfaction is a crucial measure of service quality. This project focuses on analyzing patient feedback from surveys conducted at a dental practice, providing valuable insights into satisfaction levels and areas for improvement.

OBJECTIVE

To analyze patient survey responses to identify satisfaction trends, highlight areas for improvement, and provide actionable insights to enhance dental care quality and patient experience.

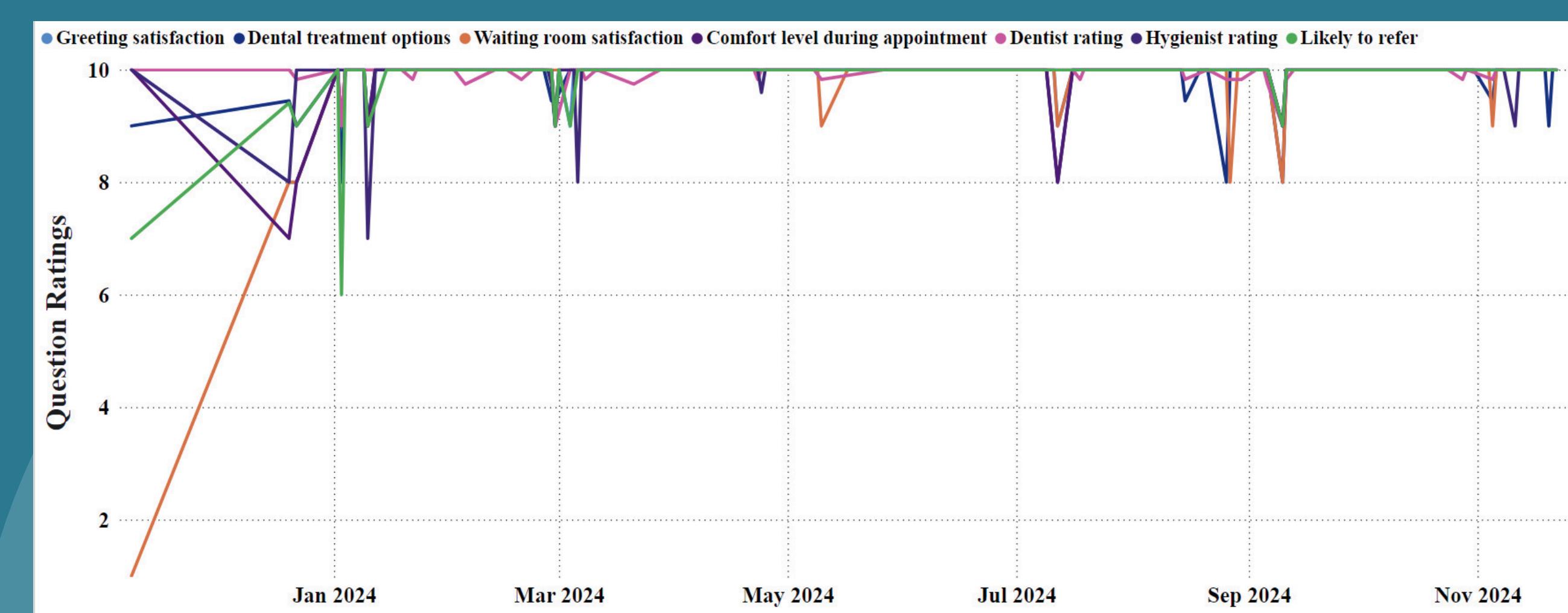
METHODOLOGY



TOOLS

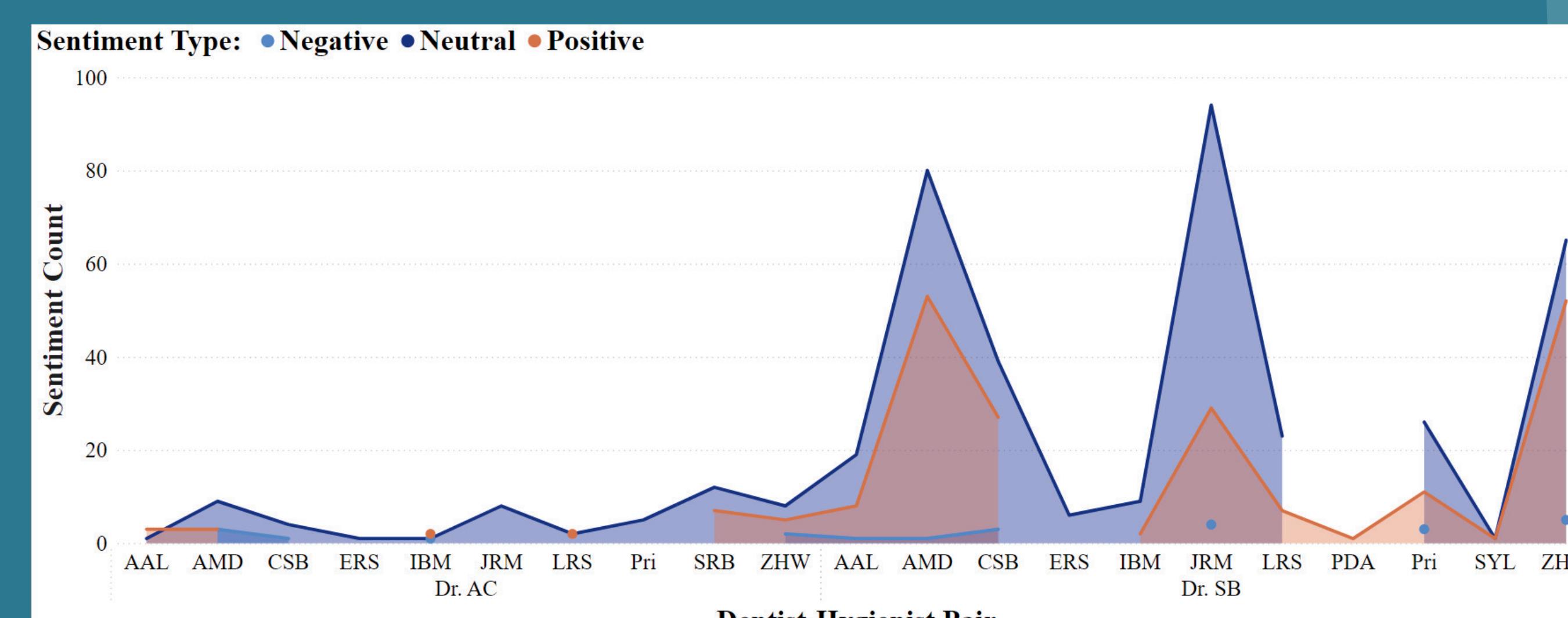


RESULTS & DISCUSSION

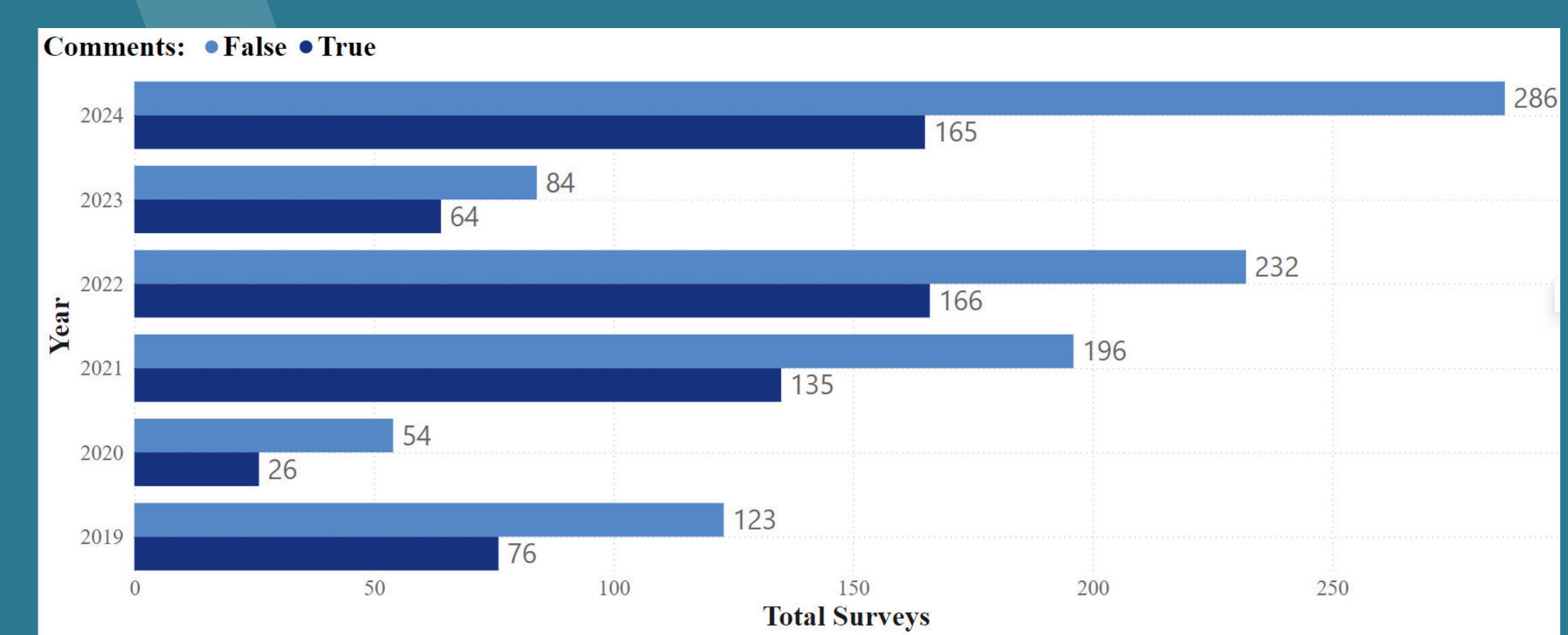


Trend of Survey Questions in Year 2024

Some question consistent ratings, while others have fluctuations (e.g., ratings for waiting room satisfaction and comfort level during appointments).



Line Chart of Feedbacks of Dr. SB & Dr. AC by Sentiment



Total Surveys with Comments by Year

Comments on surveys have increased over the years, peaking in 2024, while surveys without comments have varied slightly but remain significant.



Negative comments frequently mention 'dentist,' 'hygienist,' 'waiting,' and 'appointment,' highlighting dissatisfaction, while terms like 'time,' 'uncomfortable,' and 'billing' point to specific issues.



World Cloud of Negative Comments

SUGGESTION

- 1 Simplification of the Survey.
- 2 Improved Financial Communication.
- 3 Greater patient understanding.
- 4 Restructure survey variables during storage to improve data accessibility.

FUTURE ASPECTS

1 Utilize cloud computing to enable scalable data storage and automated processes.

2 Integrate real-time analytics to analyze feedback promptly and effectively.

3 Leverage predictive modeling to enhance patient satisfaction and decision-making processes.

CONCLUSION

The analysis of patient surveys highlighted strengths in hygienist care and areas for improvement, like communication.

These advancements support enhanced patient care and empower Longworth Dental Bowmanville to make informed, data-driven decisions for continuous improvement.