



Helping you make every patient's experience exceptional.

At Delta Dental, we are always seeking ways to provide our network dentist partners with valuable information you can use to strengthen your doctor-patient relationships. The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Dental Plan Survey offers a reliable means to gain insights into your patients' complete dental visit experience while enabling you to consistently deliver an exceptional level of care.



Purpose & Topics

- **What is the CAHPS Dental Plan Survey?**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Dental Plan Survey is an anonymous standardized survey tool used in the health care industry to evaluate a patient's experience throughout their dental care journey.

- **Why is Delta Dental deploying the survey?**

We believe these survey results will give you a new appreciation for your patients' perspectives and help you understand their complete experience when visiting your practice — from their first interactions at the front desk to how they feel after their appointments.

- **What does the survey measure?**

The survey is designed to provide an overall view of the patient experience covering nearly every aspect of their oral health care interactions.

- **What topics does the survey cover?**

The survey asks questions related to the patient's dental plan, care received and overall experience when visiting your dental practice — including topics such as access to care, communication, comfort, ease of finding a dentist and more.

- **What is the intent of this survey?**

The intent of the survey is to help you improve your practice and enhance your relationship with patients in meaningful, metric-driven ways.



Assessing & Benchmarking

- **What will the results include?**

Your office's results will be benchmarked alongside those of your peers for comparison purposes — including composite measures of the dental care experience at both a national and local level. Your results can help you identify strengths and recognize areas of improvement.

- **Will my results be updated regularly?**

Yes. Surveys are sent out monthly, but patients are randomly selected. If any of your patients are selected and provide feedback, your results will be updated with that new information. Please reach out to your Delta Dental Professional Relations contact for more information.

- **How can I use my results?**

Aggregate survey results will provide insights into Delta Dental members' experiences at your dental office in comparison to your colleagues — offering perspective on the overall dental care environment for benchmarking purposes. Responses to individual questions will help you gain a better understanding of what's important to your patients.

- **How will Delta Dental use the survey results?**

Feedback provided by your patients is shared with you as a benefit of network participation. We hope you find these insights into your patients' oral health journeys valuable.



Methodology & Frequency

- **How will the survey be administered?**

Your adult patients covered by Delta Dental may receive the CAHPS Dental Plan Survey the month after their dental visit.

- **How often will each patient be surveyed?**

Each of your adult patients covered by Delta Dental will receive only one survey per calendar year regardless of how many times they visit your dental practice.

- **How many questions are there in the survey?**

The survey includes 13 questions directly related to the patient's experience in your dental practice and with your dental team.

- **Can I give my patients the survey to send to Delta Dental?**

No. Recipients are chosen through a random selection methodology to maintain the validity and comparability of survey results.

- **Will results show individual comments from patients?**

No. The survey is mostly quantitative in nature and all responses are aggregated to preserve patient anonymity.



Credibility & History

- **What's the history of the CAHPS Dental Plan Survey?**

In 2006, the CAHPS Dental Plan Survey was developed to assist the U.S. military with assessing its TRICARE dental services program. Delta Dental is the first dental carrier to deploy the survey for their members nationally.

- **How credible is the CAHPS Survey?**

The Yale School of Public Health and RAND Corporation collaborated to ensure the validity of the CAHPS Dental Plan Survey — refining questions and improving administration methods to provide a consistent measure of the patient experience.

- **Who else uses the CAHPS Survey?**

Developed by the U.S. Agency for Healthcare Research and Quality in 1995, the survey tool has been widely used by numerous healthcare organizations as well as the U.S. Department of Health & Human Services, the National Committee for Quality Assurance and the U.S. Department of Veteran Affairs.



The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Dental Plan Survey results will help you provide the best value, care and health for your patients. If you have any questions or comments to share, please contact us at ProviderRelations@deltadentalva.com.

Delta Dental of Virginia

