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### **Assessing Participants' Feedback to Dental Screening Provided by New York City College of Technology's Dental Hygiene Students**

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# Assessing Participants' Feedback to Dental Screening Provided by New York City College of Technology's Dental Hygiene Students

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## Purpose

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 disease are recognized as important factors in a patient's overall health and well-being. Dental hygienists are important members of the dental health care team providing these services. CUNY Human Subject Research Exempt Status granted by the University Integrated Institutional Review Board (IRB); file #2018-1000.

This study consists of two phases, a dental screening and post-screening dental hygiene care appointment at our clinic. The findings of this research will 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 will support raising the level of awareness of the services available in our dental clinic in terms of future dental screenings and care.



## Phase # 2: Free Dental Hygiene Services at NYCCT

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. Upon completion of their treatment, they were provided with a post treatment survey regarding their experience visiting NYCCT's Dental Hygiene Clinic and the quality of services provided.

## Results & Discussion (Phase 2)

Of the five participants surveyed who completed their dental treatment, 100% stated that they were satisfied with the services that they received, would return to the clinic in the future and would recommend NYCCT's Dental Hygiene program's clinic to their friends and family. Additionally, 100% of surveyed respondents stated that they made their dental hygiene appointment as a result of attending the free dental screening at the CUNY Wellness Festival.

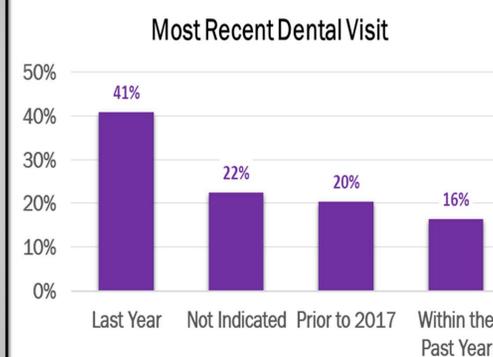
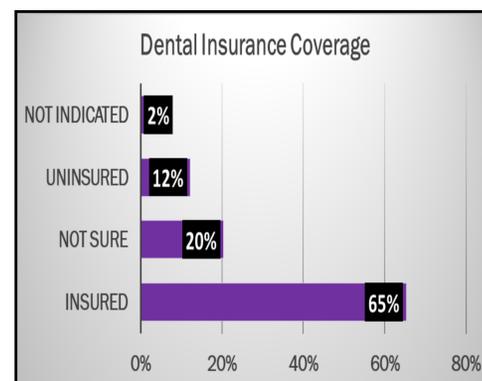
The following factors were ranked "most important" in regards to the dental hygiene services received:

- Friendliness of students and staff
- Location of services provided
- Cost of services

## Phase # 1: Free Dental Screening

On Tuesday, May 2<sup>nd</sup>, 2018, students and faculty from the Dental Hygiene Department at City Tech participated in the CUNY Wellness Festival in NYC. The event, which was open to all CUNY students, faculty and staff free of charge, provided blood pressure screenings, vision and hearing testing and non-invasive dental screenings. 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)

Exhibit A: Participants' Information (Phase 1)

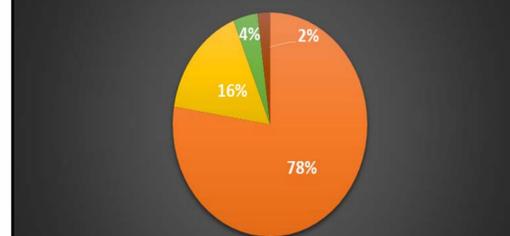


Participants' Age Ranges



■ 20-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-74 ■ Not Indicated

Type of Toothbrush Used



■ Manual ■ Electric ■ Both ■ Not indicated

## Future Direction

The remaining participants from the CUNY Wellness Festival Dental Screening will be contacted and offered free dental hygiene services at NYCCT's dental hygiene clinic. Patients will be treated over the remainder of the Fall 2018 Semester and throughout the Spring 2019 Semester. 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. We are therefore considering hosting a seminar at NYCCT in January of 2019 to educate the community on how to navigate their health/dental insurance benefits. We are also planning on having our own free dental screening event at NYCCT. 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.