



Delta Dental Survey of Ryan White Part A Recipients February 2016

Survey Administered and Analyzed by:



Summary of the Project

The Phoenix Ryan White Part A Eligible Metropolitan Area (EMA) is responsible for delivering Part A core medical and support services for people living with HIV/AIDS (PLWHA) in the greater Phoenix area. The Phoenix EMA is comprised of the counties of Maricopa and Pinal.

Collaborative Research, LLC (CR), in partnership with the Phoenix EMA Ryan White Part A program, conducted a special study of clients who are enrolled with Delta Dental for Oral Health Services, who have not utilized a service in greater than 12 months.

The methodology for conducting this special study included the following areas: 1) CAREWare data review completed by Grantee; 2) CAREWare data report compiled and verified by the Grantee identifying Ryan White Part A recipients who meet the greater than 12 months without dental services; 3) CAREWare report delivered to Collaborative Research for data collection and analysis; and 4) the production of a final report. The data collection process utilized a telephone survey instrument that adhered to the topics that were determined and approved by the Ryan White Part A Grantee. Grantee staff created survey questions and CR developed and administered the survey tools and scripts to evaluate the patterns of recipients who have not utilized Delta Dental services in the last 12 months or more. This information will inform the Priority Setting and Resource Allocations (PSRA) as well as the Planning Council when developing strategies for continued oral health services.

Phoenix EMA

Delta Dental Survey of Ryan White Part A Recipients

61

Total Responses

Date Survey Began: Monday, January 25, 2016

Date Survey Concluded: Wednesday, February 24, 2016

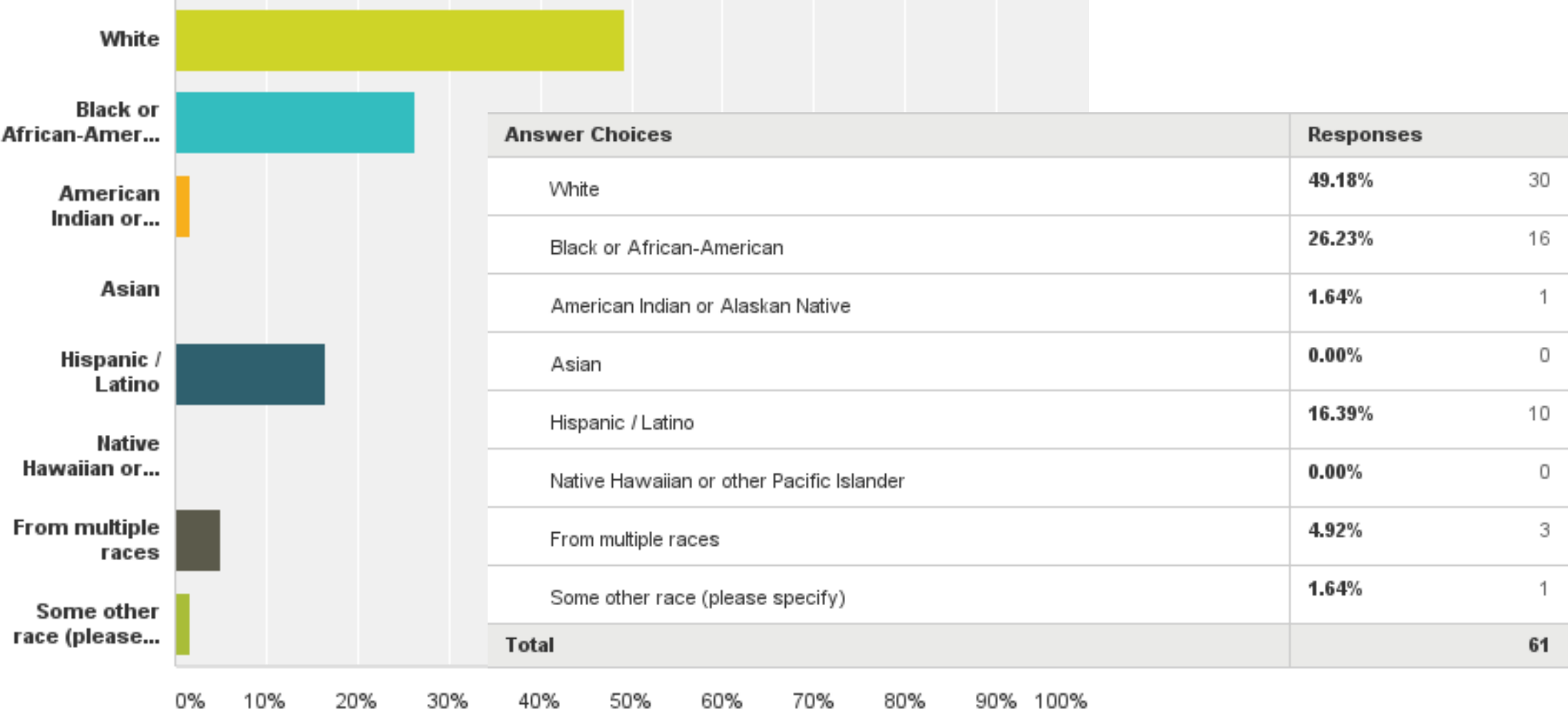
Total Client Identified: 312

Total Clients Surveyed: 61

Percent Surveyed: 20%

Race / ethnicity of respondents

Answered: 61 Skipped: 0



Age of respondents

Answered: 61 Skipped: 0

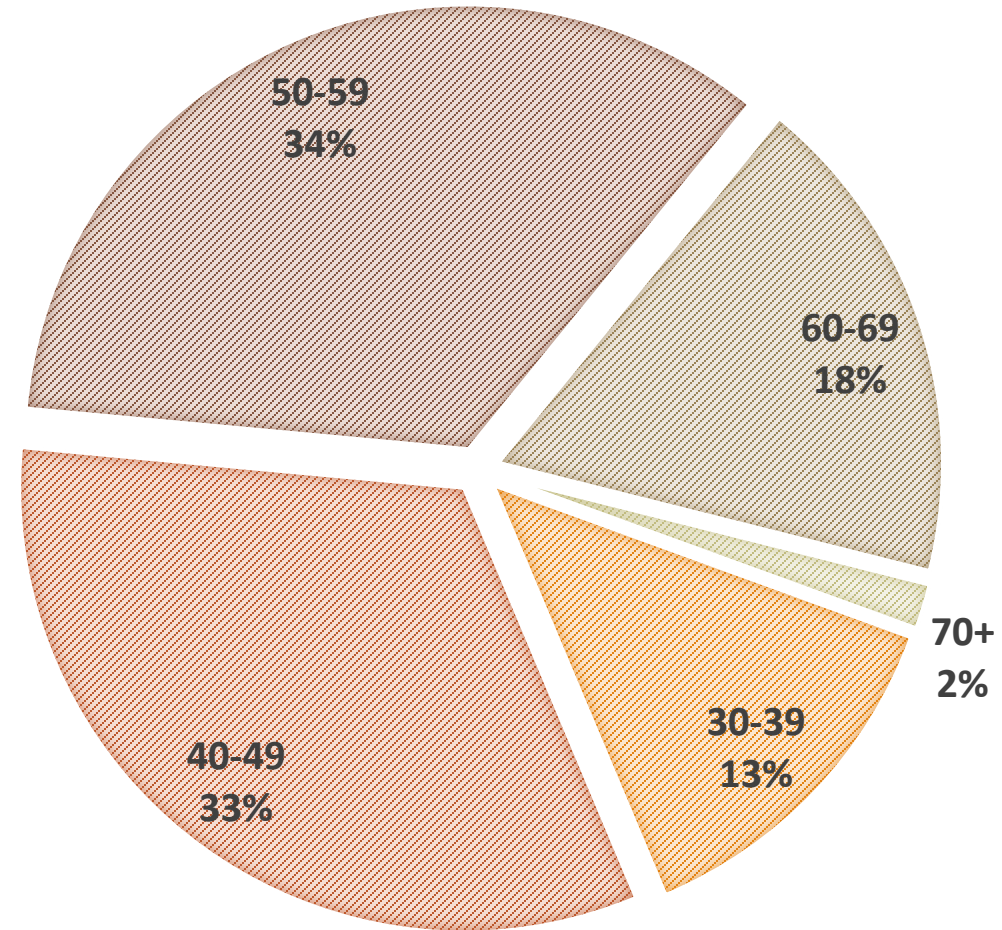
51

Average Age of Respondents

33 – 70

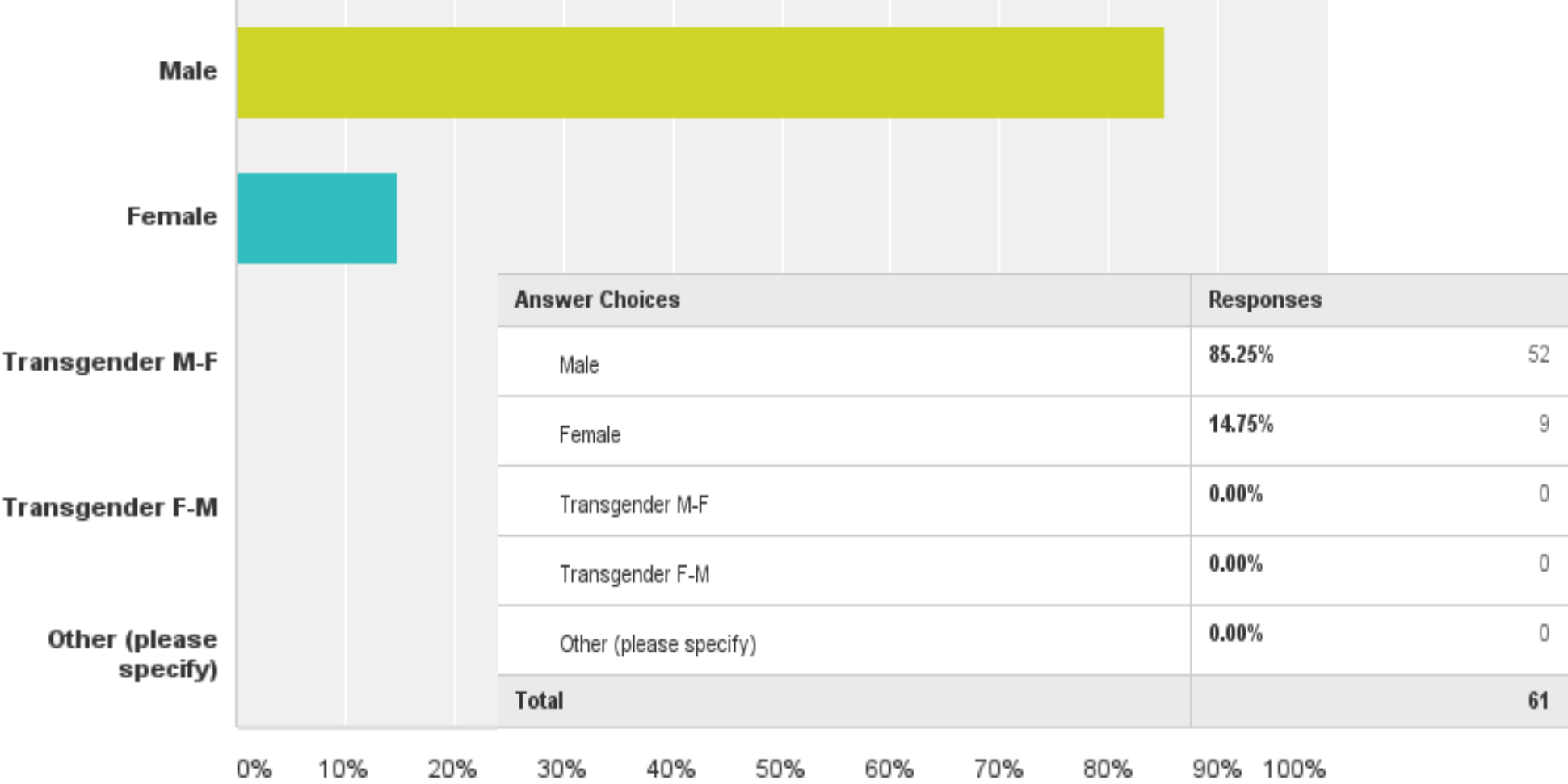
(1983 – 1946)

Age Range of Respondents



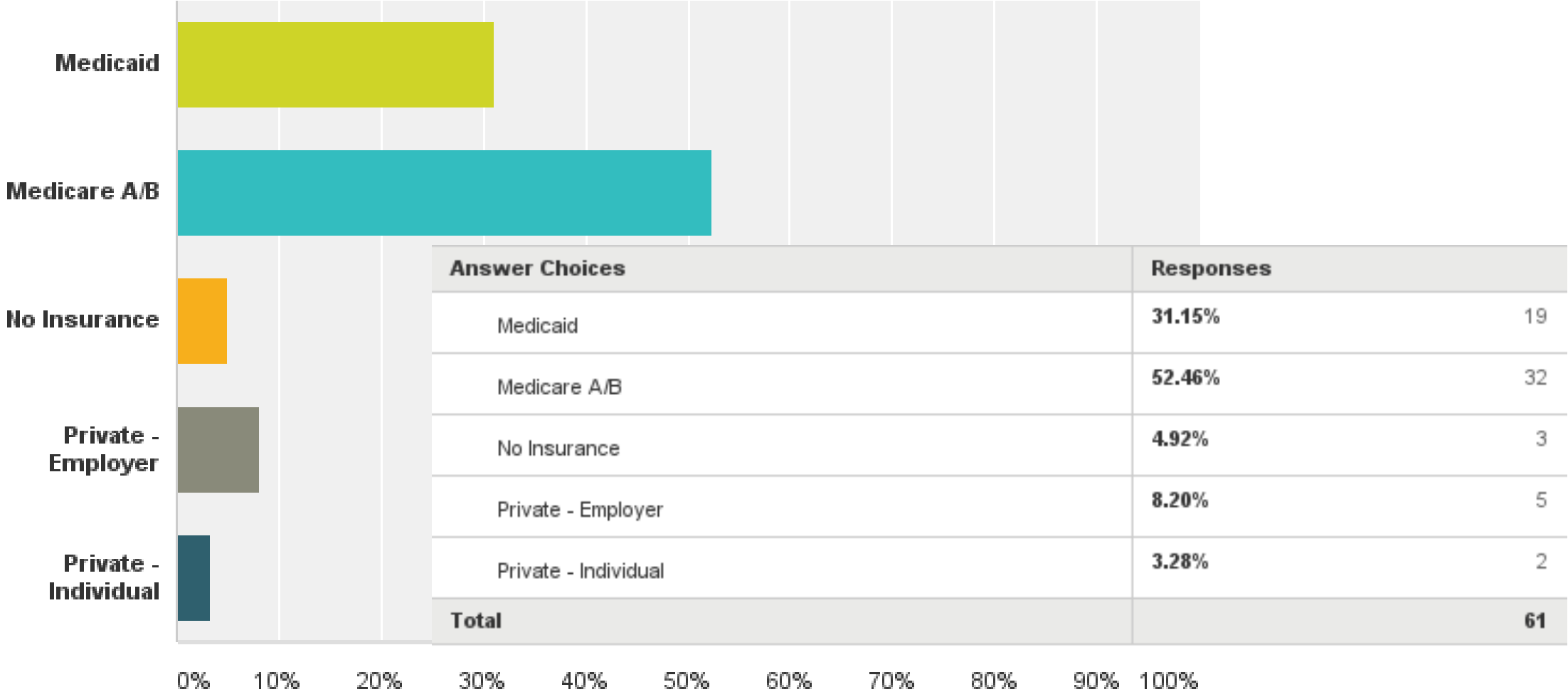
Gender of respondents

Answered: 61 Skipped: 0



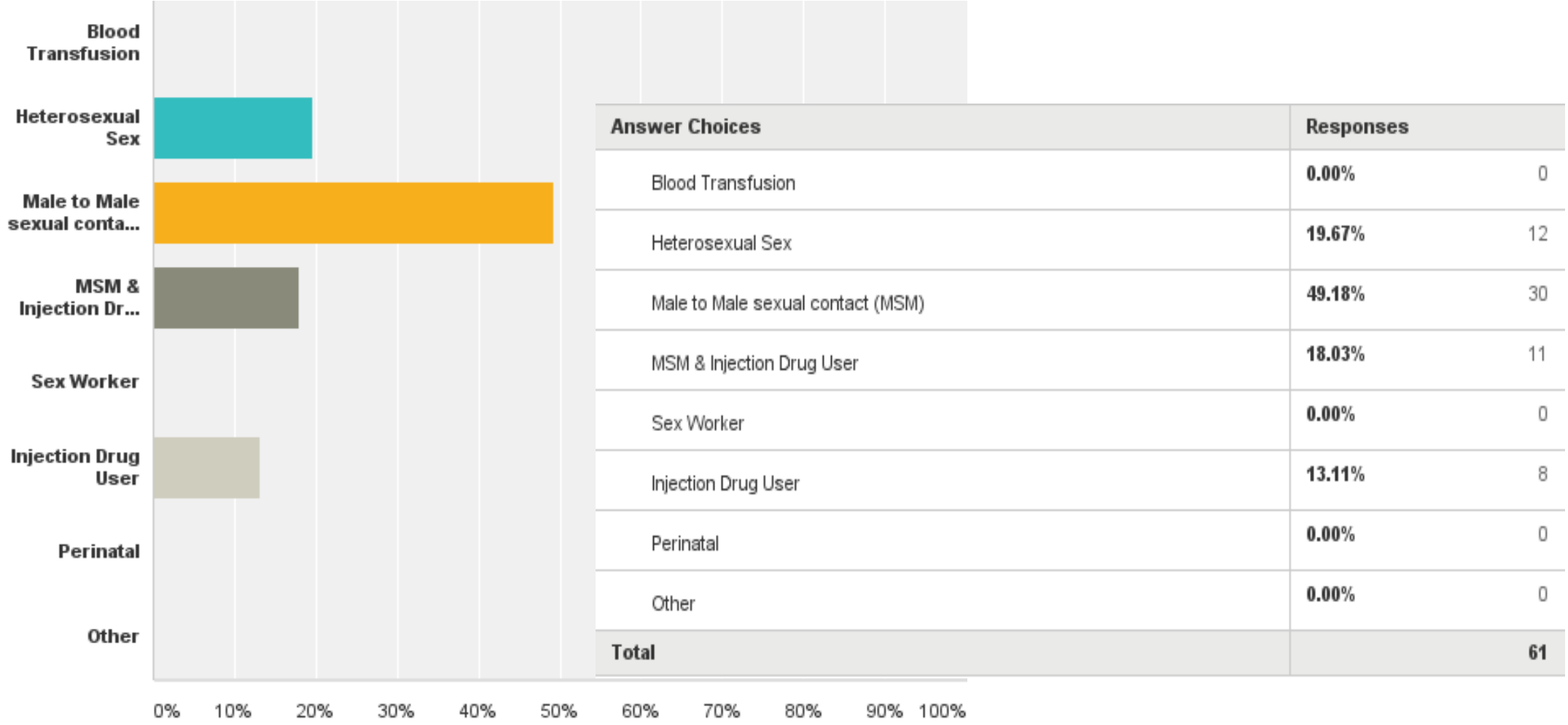
Last primary insurance or respondents

Answered: 61 Skipped: 0



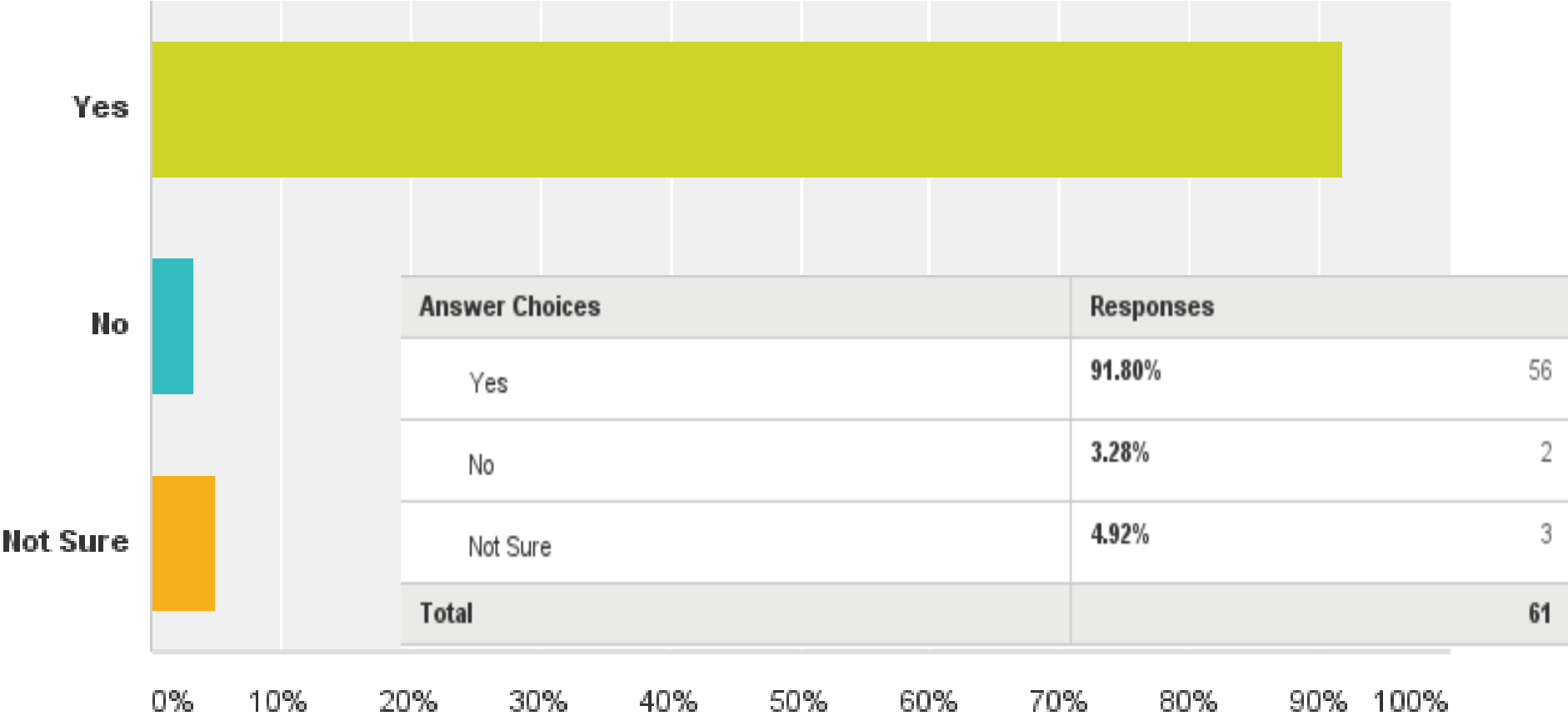
Method of exposure of respondents

Answered: 61 Skipped: 0



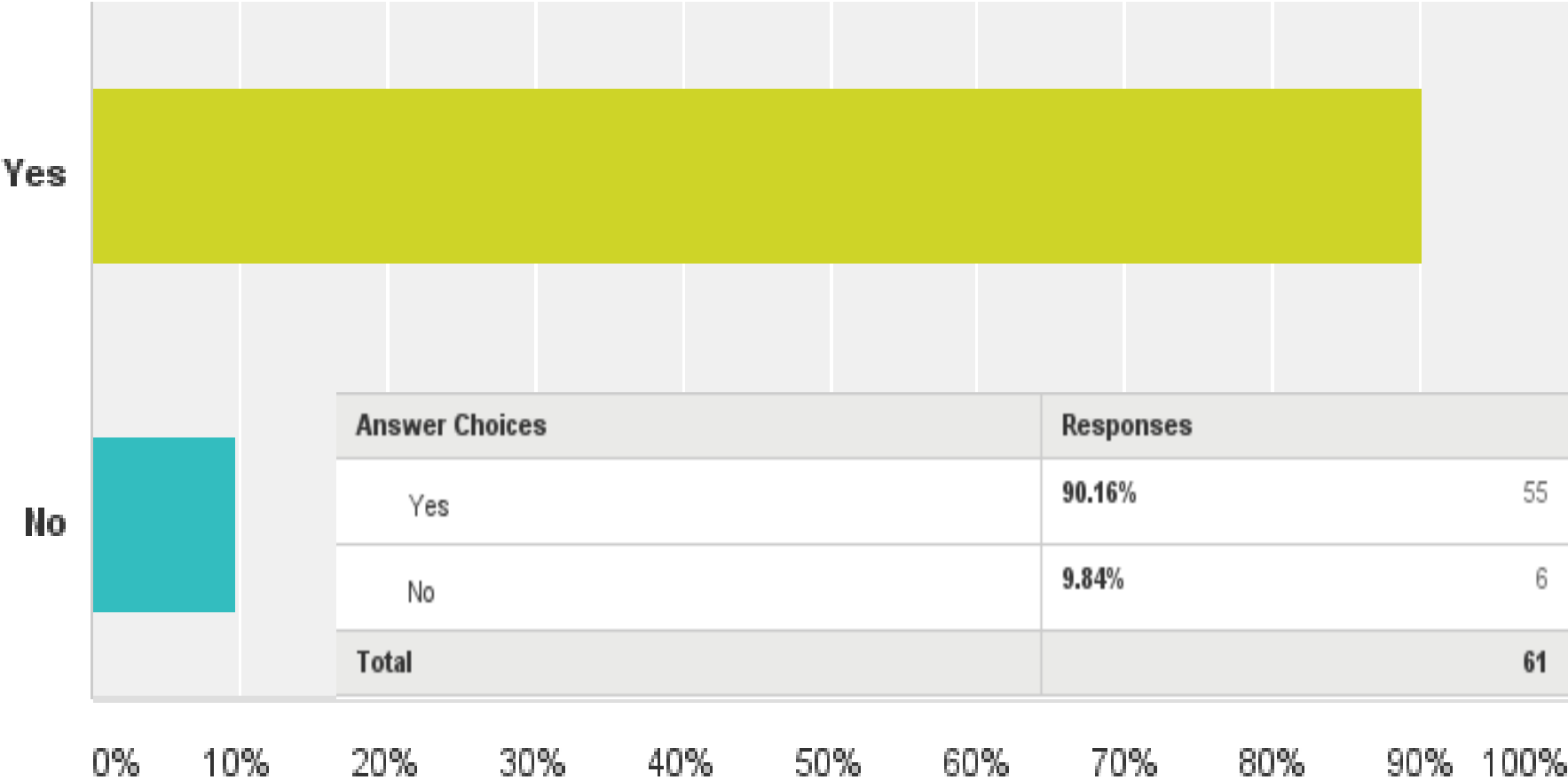
Undetectable respondents

Answered: 61 Skipped: 0



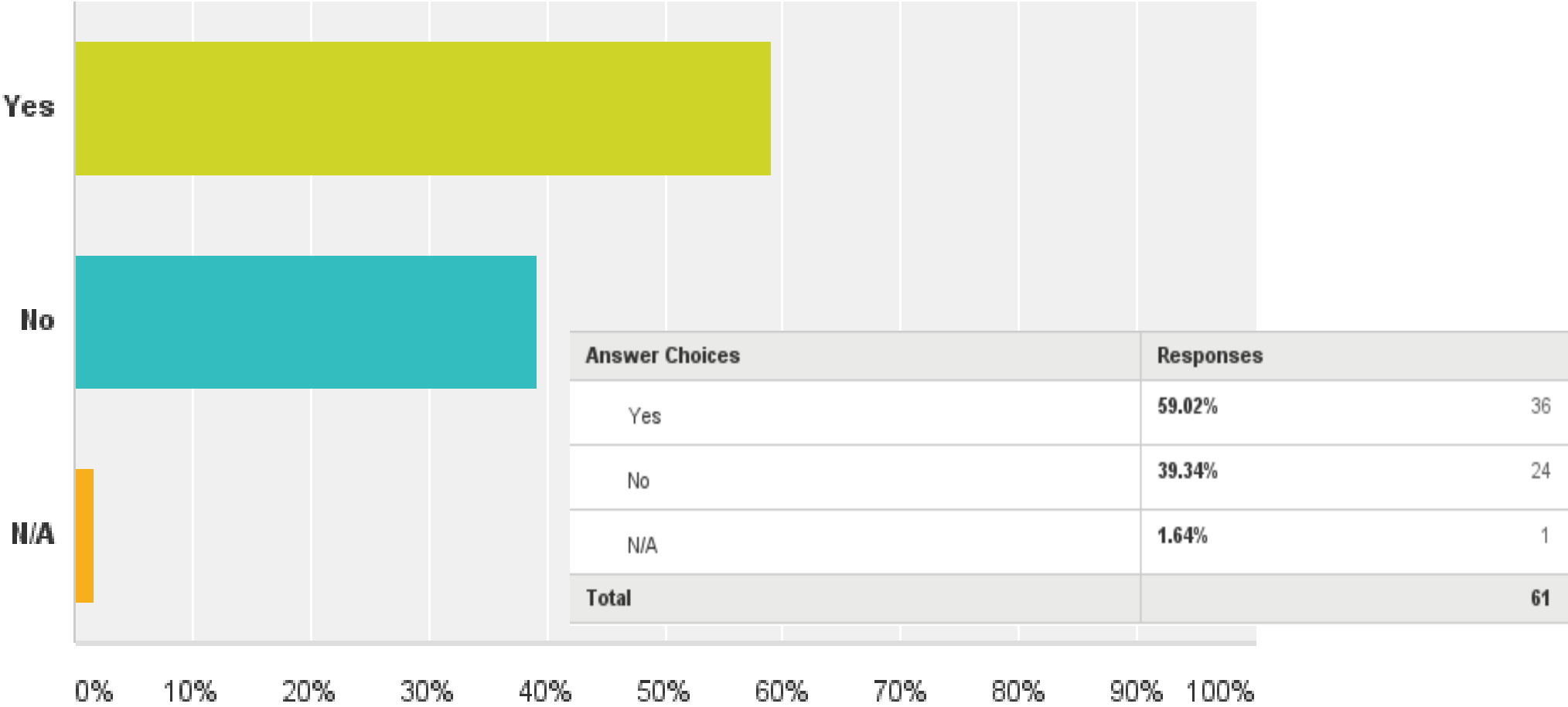
Clients knowledge of being enrolled in Delta Dental

Answered: 61 Skipped: 0



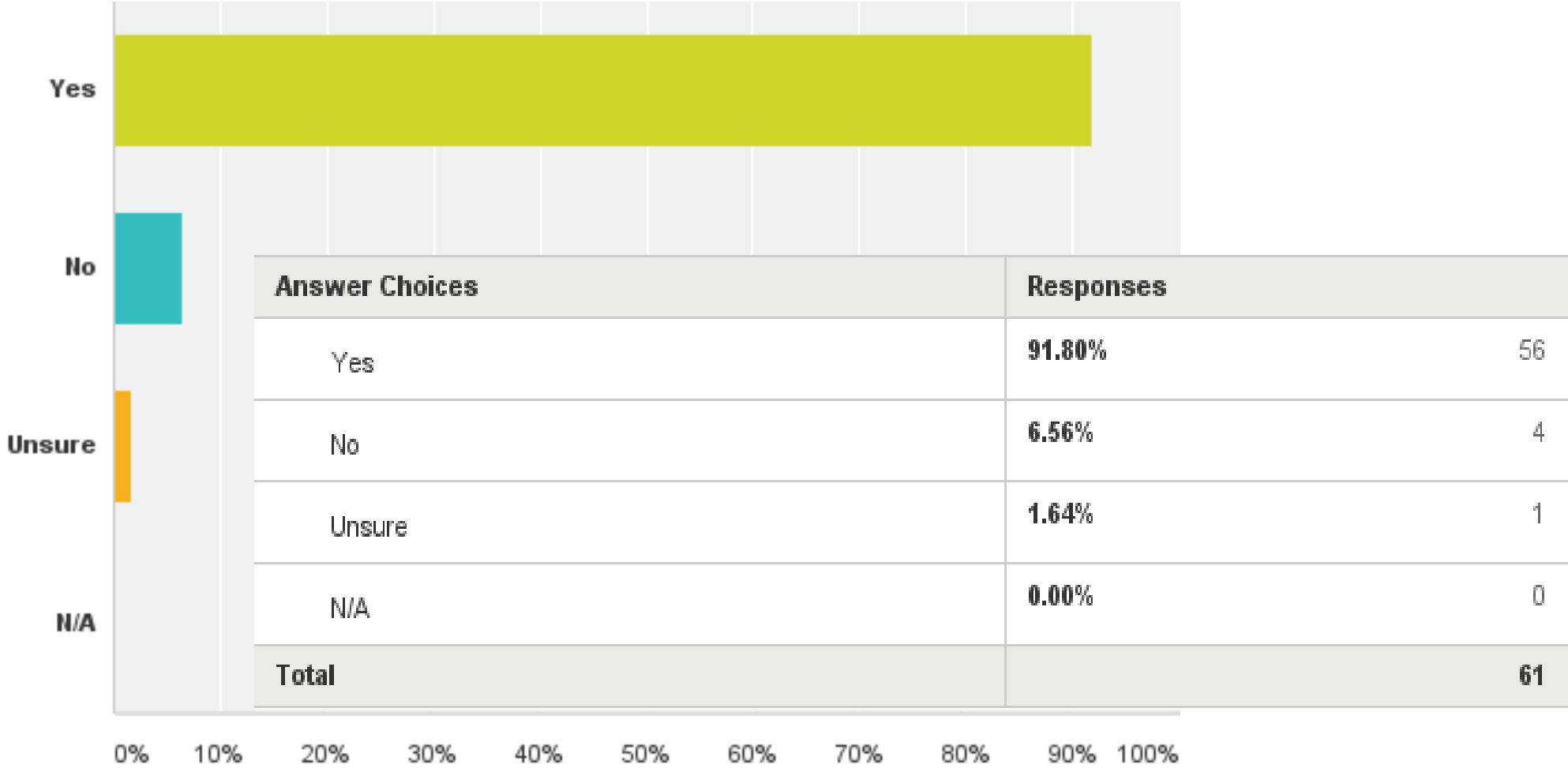
Clients currently have a Delta Dental insurance card

Answered: 61 Skipped: 0



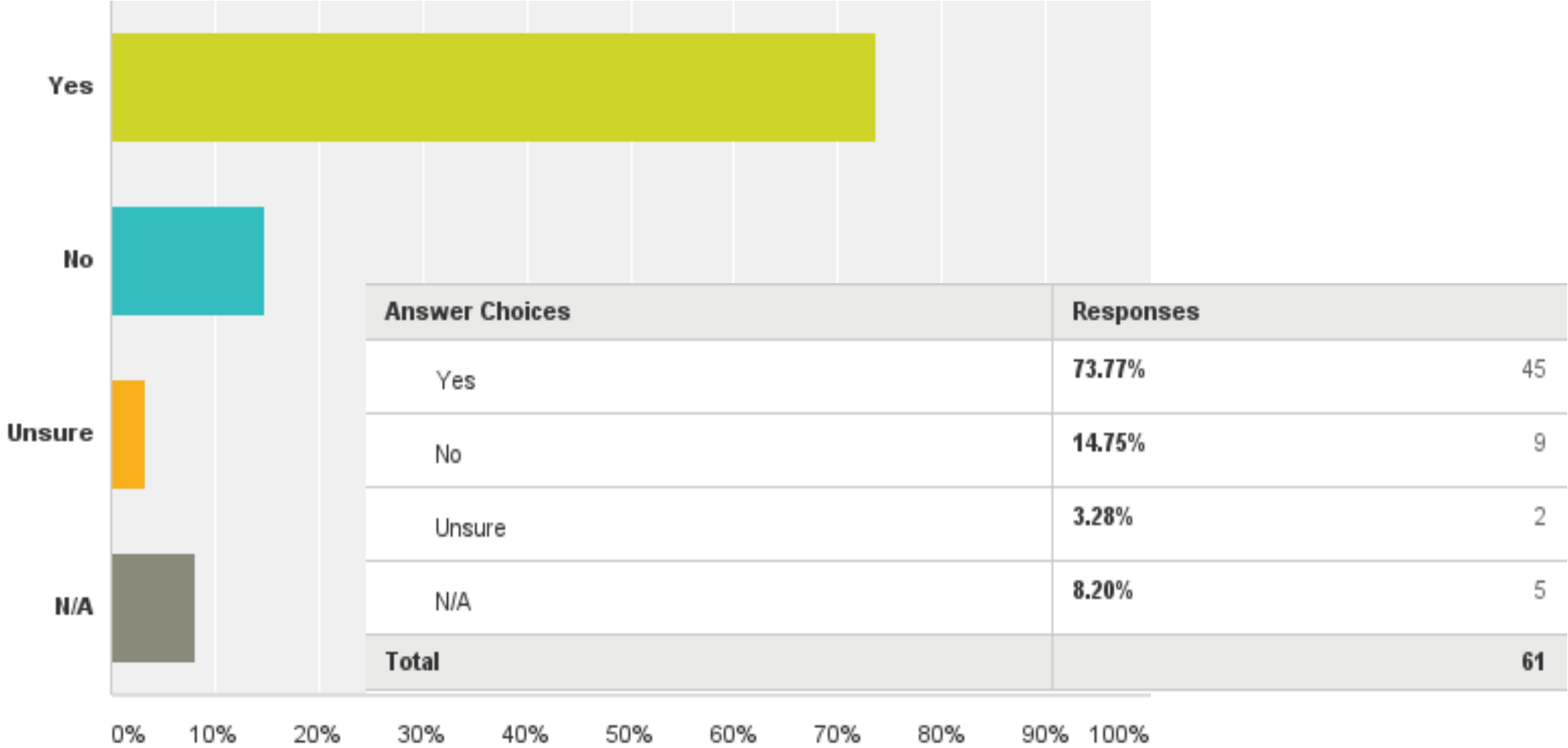
Do clients feel comfortable disclosing their HIV status to Dentist?

Answered: 61 Skipped: 0



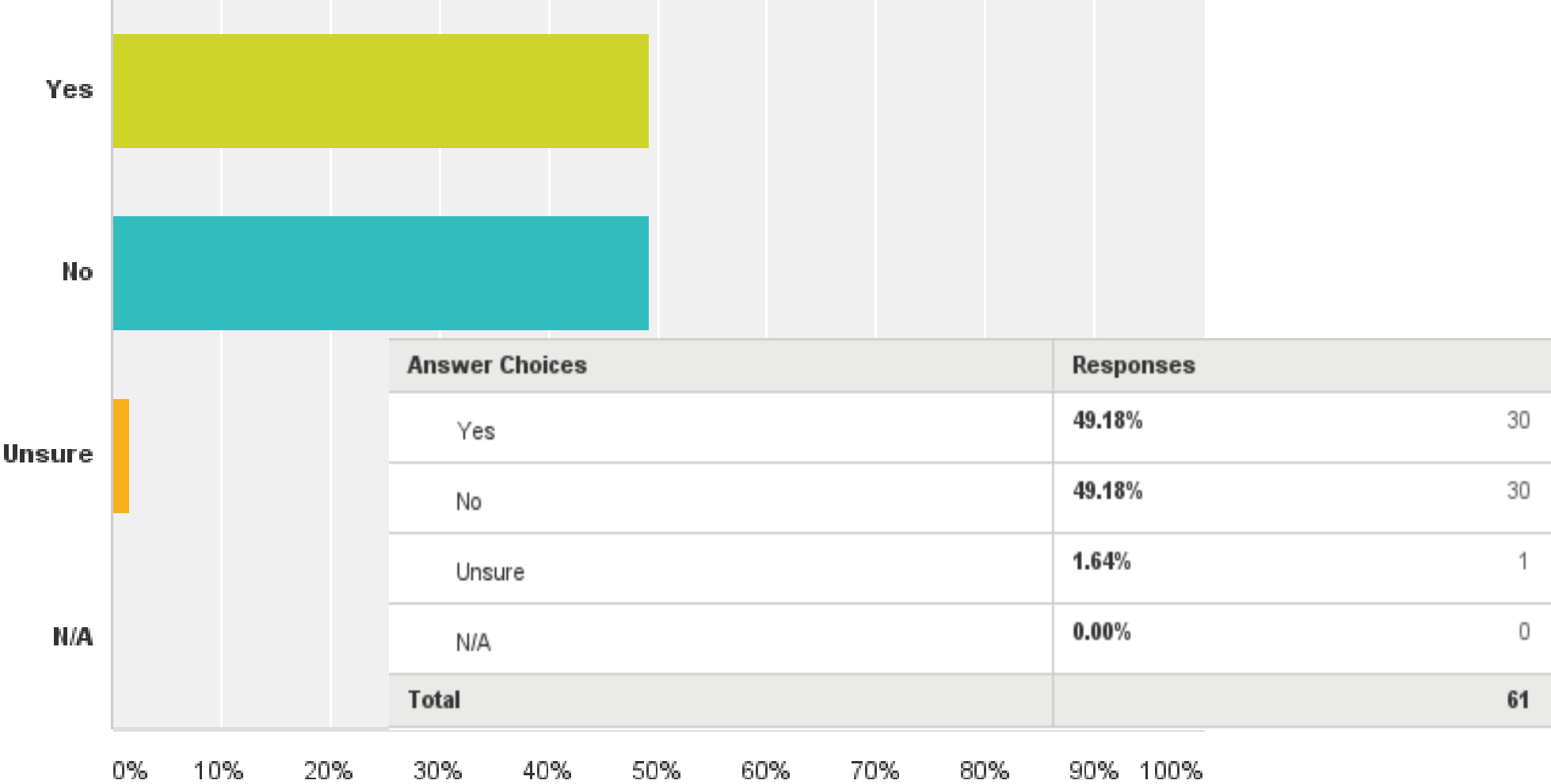
Respondents who would like a 6 month notification/reminder

Answered: 61 Skipped: 0



In the last year did the respondent schedule a dental appointment?

Answered: 61 Skipped: 0



Barriers for clients to seek dental services

No Barrier – Goes to dentist (1)	No coverage in area
Transportation issue (2)	Delta Dental doesn't cover all procedures
Interferes with work schedule (3)	Anxiety
Has dentures no need to go (4)	Did not like/trust Dentist
Didn't know I had dental coverage (5)	Homeless
Because of HIV status	Not familiar with area
No free time	Too much paperwork

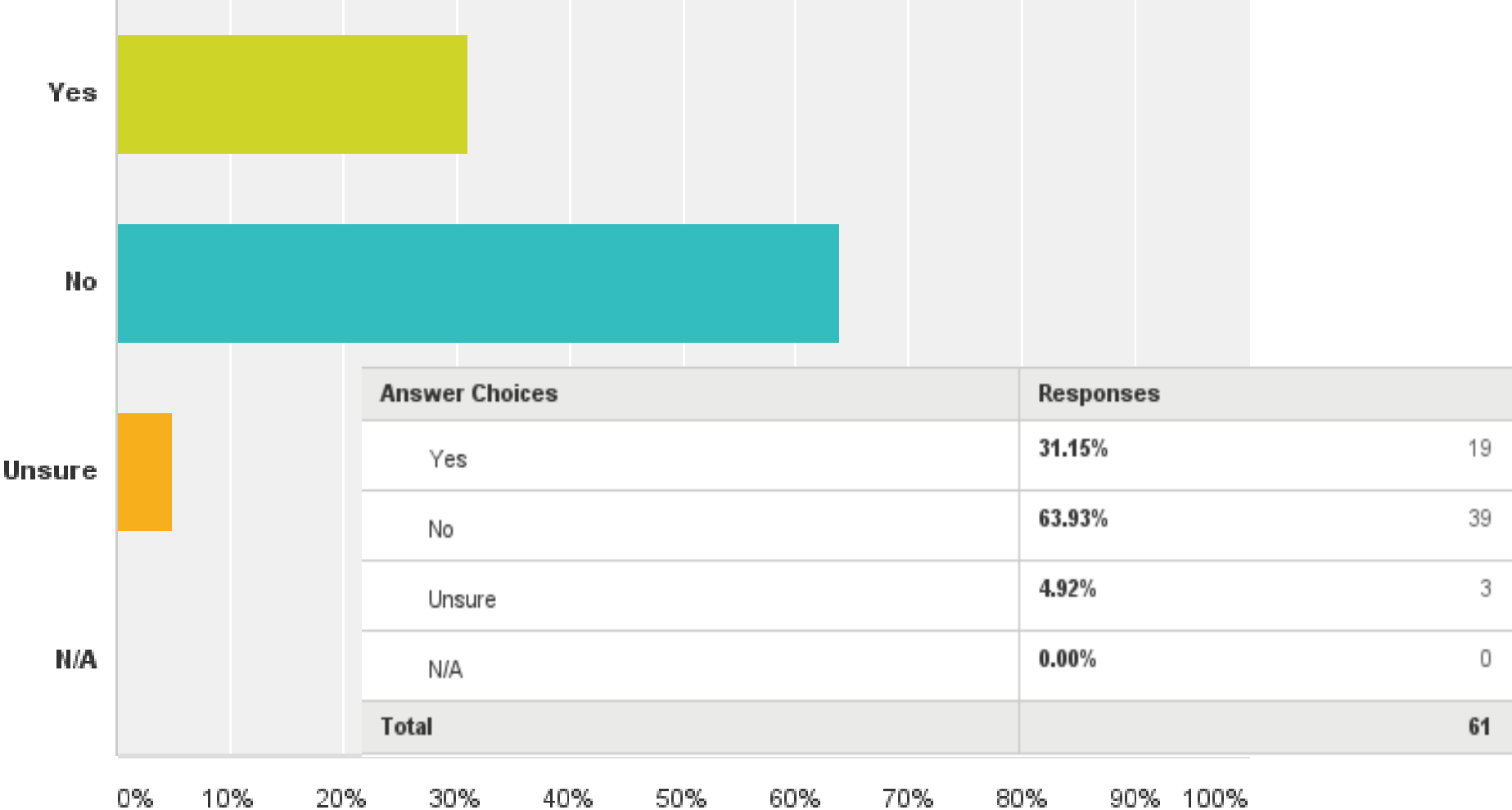
Going to the dentist makes me uncomfortable/anxious?

Answered: 61 Skipped: 0

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree	Total	Weighted Average
54.10% 33	8.20% 5	1.64% 1	26.23% 16	9.84% 6	61	2.30

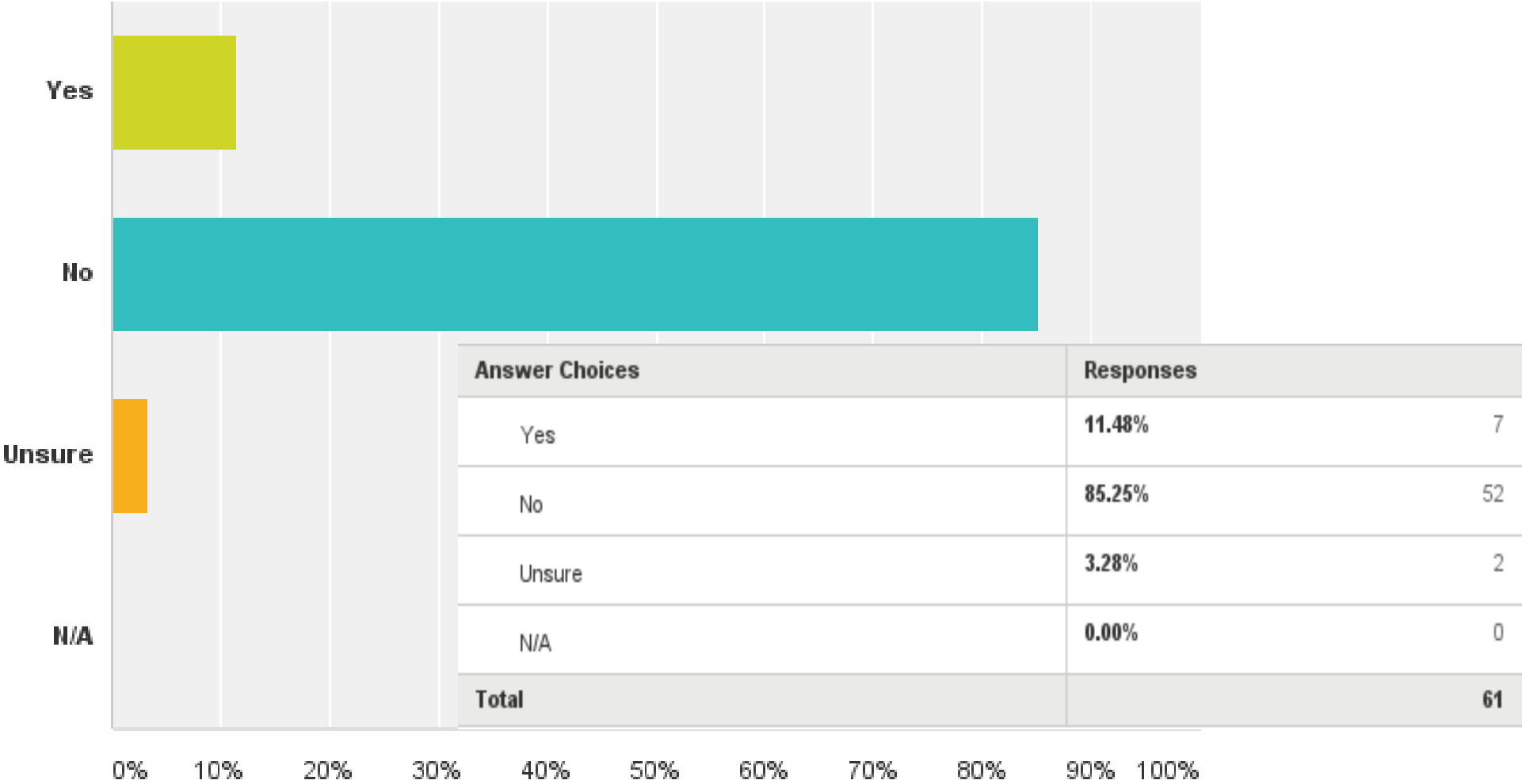
Do you have an immediate need to see a dentist?

Answered: 61 Skipped: 0



Do you need assistance in scheduling a dentist appointment?

Answered: 61 Skipped: 0



Dentist(s) clients use for dental services:

AZ State University Dentistry - Dr. Harrison

Carranza Dental - Dr. Fernandez

County Hospital

Dr. Montgomery

Encanto Family Dental - Dr. Nunley

Happy Dentistry

Maricopa Medical - Dr. Brendmule

McDowell Dental Clinic

Palm Dental - Dr. Eskandari

Peoria Dental

School of Dentistry in Mesa

Smile Dental Group