



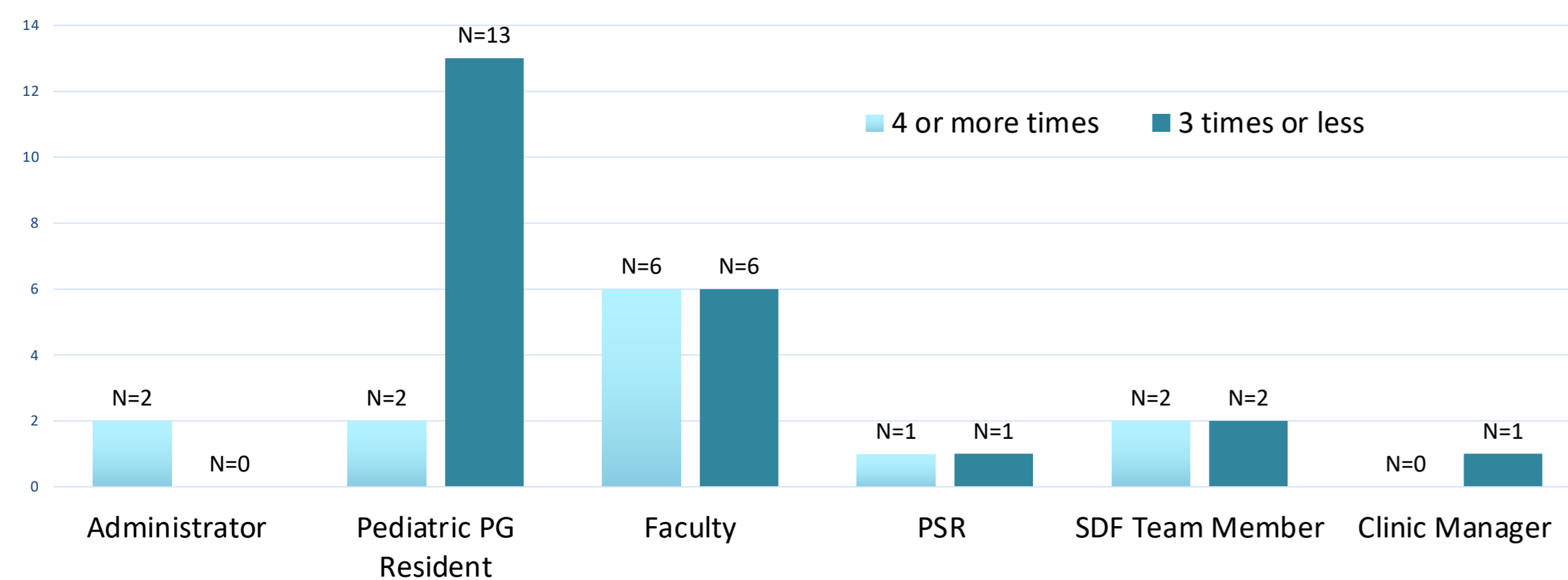
Faculty, Resident, and Staff Satisfaction with a Social Work Intern Intervention

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Introduction/ Background

Social workers have a long-standing history of collaboration with healthcare providers, however collaborations with dentistry lag behind medical settings. The employment of social workers in dental schools is gaining momentum. We hypothesized that a social work intern (SWI) intervention would benefit patients with direct clinical services and access to resources, while reducing the workload and satisfaction of providers. **Purpose:** To assess resident, faculty, and staff satisfaction with a SWI intervention in an academic dental center.

How many times did you interact with the SWI?



Methods

Methods: A cross sectional survey hosted on Qualtrics was disseminated via email with 3 reminders to 61 participants in the Department of Pediatric Dentistry who had an interaction with the SWI between September 2021 and April 2022. The survey consisted of 17 questions pertaining to referral, tasks completed, patient experiences, workload, and the SWI's abilities, attitude, and responsiveness. Incomplete surveys and those with duplicate domains were omitted. 51 submissions were evaluated. Descriptive analysis of the data was completed for two groups using Chi-square.

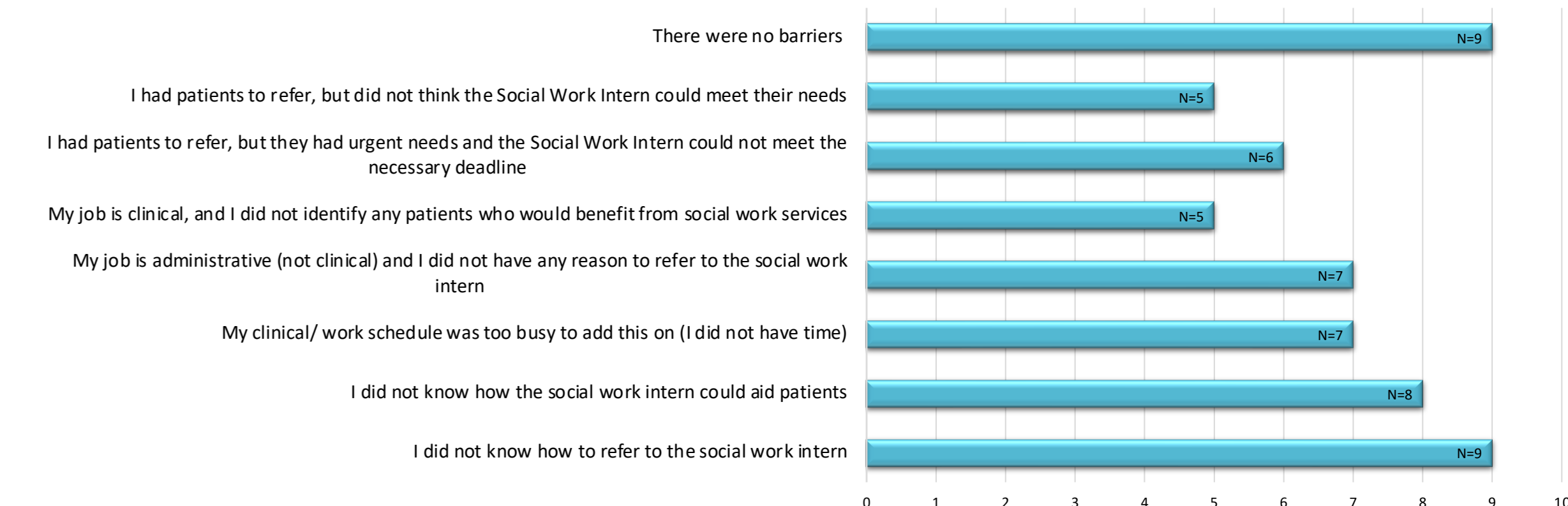
| Question | Number of interactions with the SWI | Level of Satisfaction with the SWI | | Missing | P-value |
|---|-------------------------------------|------------------------------------|---|---------|---------------|
| | | Somewhat and Very Satisfied | Neutral, Somewhat and Very Dissatisfied | | |
| SWI's ability to work together as part of a patient care team | 3 or less times | 63.7% | 36.3% | | P-value= .413 |
| | 4+ times | 76.9% | 23.1% | | |
| SWI's willingness to listen to a patient's concerns | 3 or less times | 45.5% | 54.5% | | P-value =.069 |
| | 4+ times | 76.9% | 23.1% | | |
| SWI's flexibility to meet a patient's needs | 3 or less times | 63.4% | 36.6% | | P-value= .413 |
| | 4+ times | 76.9% | 23.1% | | |
| SWI's Overall skill | | 41.1% | 31.2% | 27.7% | |

| Question | Response | | Missing |
|---|--------------------------|---|---------|
| | Agree and Strongly Agree | Neutral, Disagree and Strongly Disagree | |
| Did the SWI Improve the patient experience? | 47.6% | 43.1% | 9.3% |
| Did the SWI affect your Workload? | 20.2% | 69.9% | 9.9% |

Results

Results: 69% of those who had an interaction with the SWI were satisfied with the SWI's ability to work together as a patient care team. 21% of respondents reported a decrease in workload with the SWI, 13% reported an increase, and 65% reported no change. Only 45% of those who had an interaction with the SWI 3 or more times were satisfied with the SWI's general attitude. No results were statistically significant.

Barriers to Referring to the SWI



Conclusions

Conclusions: Results were cautiously interpreted to identify opportunities for improved satisfaction with the SWI intervention. Initial referrals were slow, due to providers being unfamiliar with the referral process, and lack of education on the benefit of incorporating a SWI into routine oral and systemic health care. The addition of a SWI in a pediatric dental school-based program has the potential to serve as a symbiotic relationship: the SWI can provide more quality time with patients to assess ways to navigate complex care systems by providing appointment reminders, coordinating care, and being a patient advocate, and in return, dentists are able to provide better and more continuous care for patients.