

# KindRoot Monthly

# Experience Report

## Executive Summary

4.18 Org Wide DK Score

47 Practices

3,875 Patient Responses

The network performance reveals strong patient satisfaction fundamentals with clear operational improvement opportunities. Most practices excel at creating professional, comfortable environments while struggling with wait times and communication consistency. Patient emotions trend positive (trust, relief, gratitude dominating), yet anxiety appears across all performance tiers, indicating systemic communication gaps. Top performers leverage price transparency and ease of access as competitive advantages, while lower performers face cultural sensitivity and empathy challenges that directly impact patient retention.

## Network Highlights

- **Top-tier practices (DK  $\geq 4.3$ ):** 17 practices achieve excellence through superior price transparency, cultural sensitivity, and streamlined access. These locations generate high patient trust and consistently deliver on professional service promises.
- **Middle performers (DK 3.9–4.2):** 15 practices show solid operational foundation but need empathy training and wait time management. Strong clinical skills offset by inconsistent patient consideration approaches.
- **Needs Attention (DK  $\leq 3.9$ ):** 15 practices require immediate intervention in shared decision-making and active listening. Cultural sensitivity gaps and value perception issues threaten patient loyalty.

## Top 3 Enterprise Levers for Q4

1. **Standardize Price Transparency Protocols:** 19 practices cite transparency as strength while 12 struggle with value perception. Implement network-wide pricing communication standards before treatment initiation.
2. **Reduce Wait Time Variability:** Wait times appear as friction in 34% of feedback yet only 8 practices excel in this area. Deploy scheduling optimization and patient flow management across all locations.

3. **Cultural Sensitivity Training Program:** Top performers excel at cultural sensitivity while bottom performers consistently struggle. Roll out comprehensive cultural competency curriculum for patient-facing staff.

## Top Performers (DK $\geq$ 4.3)

*Maintain and replicate behaviors.*

### Summit Dental Group (GA)

82 Responses

4.85 DK Score

**Top strengths:** Shared Decision Making, Clinical Skill

**Biggest frictions:** Ease of Access, Wait Time

**Top emotions:** Relief, Trust, Gratitude

**Dominant themes:** Comfort, Communication, Empathy

**Representative quotes:**

The staff was friendly, but the wait time felt a little long. | I wish the appointment reminder system worked more smoothly.

**Business-level insight:** This practice demonstrates how exceptional clinical expertise and collaborative treatment planning can overcome operational friction points. Their shared decision-making approach builds deep patient trust that tolerates minor scheduling inefficiencies. Replicate their patient consultation methodology network-wide while addressing their scheduling system gaps.

### EverSmile Dental Wellness (NC)

78 Responses

4.8 DK Score

**Top strengths:** Ease of Access, Value

**Biggest frictions:** Empathy, Active Listening

**Top emotions:** Trust, Frustration, Joy

**Dominant themes:** Transparency, Professionalism, Empathy

**Representative quotes:**

I appreciated how easy it was to schedule and how gentle the dentist was. | The environment was calm and professional. I felt truly cared for.

**Business-level insight:** Strong operational efficiency and value delivery create patient loyalty despite empathy gaps. Their scheduling and pricing models should be standardized across the network, while investing in active listening training for clinical staff to achieve consistent excellence.

### Blue Dental Wellness (TX)

56 Responses

4.78 DK Score

**Top strengths:** Shared Decision Making, Ease of Access

**Biggest frictions:** After-Visit Management, Wait Time

**Top emotions:** Frustration, Anxiety, Relief

**Dominant themes:** Comfort, Trust, Efficiency

**Representative quotes:**

I wish the appointment reminder system worked more smoothly. | The environment was calm and professional. I felt truly cared for.

**Business-level insight:** Exceptional patient involvement in treatment decisions creates strong satisfaction despite post-visit communication breakdowns. Scale their collaborative care model while implementing robust follow-up protocols to eliminate after-visit management gaps.

## Middle Performers (DK 3.9 – 4.2)

*Focus on operational tightening and empathy consistency.*

### Harmony Dental Group (CA)

71 Responses

3.94 DK Score

**Top strengths:** Office Environment, Price Transparency

**Biggest frictions:** Value, Cultural Sensitivity

**Top emotions:** Confidence, Anxiety, Gratitude

**Dominant themes:** Professionalism, Comfort, Efficiency

**Representative quotes:**

I appreciated how easy it was to schedule and how gentle the dentist was. | Great communication and transparency about costs before treatment.

**Business-level insight:** Strong operational foundation undermined by value perception and cultural awareness gaps. Their transparent pricing approach works well but needs enhanced value communication training. Implement cultural competency protocols to bridge sensitivity gaps while maintaining their professional environment standards.

### EverSmile Dental Center (TX)

97 Responses

4.04 DK Score

**Top strengths:** Office Environment, Cultural Sensitivity

**Biggest frictions:** Value, Patient Consideration

**Top emotions:** Relief, Gratitude, Confidence

**Dominant themes:** Professionalism, Empathy, Trust

**Representative quotes:**

I wish the appointment reminder system worked more smoothly. | The environment was calm and professional. I felt truly cared for.

**Business-level insight:** High response volume indicates strong patient engagement, but value perception issues limit satisfaction growth. Their cultural sensitivity strength should be preserved while implementing patient consideration training and value-based communication protocols to unlock higher performance potential.

## Needs Attention (DK $\leq$ 3.9)

### Oak Dental Wellness (CA)

70 Responses

3.66 DK Score

**Top strengths:** After-Visit Management, Patient Consideration

**Biggest frictions:** Price Transparency, Ease of Access

**Top emotions:** Anxiety, Confidence, Joy

**Dominant themes:** Professionalism, Access, Efficiency

**Representative quotes:**

The staff was friendly, but the wait time felt a little long. | The environment was calm and professional. I felt truly cared for.

**Business-level insight:** Critical transparency and access barriers undermining otherwise solid patient care fundamentals. Immediate implementation of upfront pricing protocols and scheduling system improvements required. High anxiety levels indicate communication failures that need urgent attention to prevent patient attrition.

### EverSmile Dental Partners (TX)

97 Responses

3.51 DK Score

**Top strengths:** Cultural Sensitivity, Ease of Access

**Biggest frictions:** Value, Empathy

**Top emotions:** Joy, Trust, Anxiety

**Dominant themes:** Comfort, Professionalism, Empathy

**Representative quotes:**

The team was incredibly kind and took time to explain everything clearly. | Great communication and transparency about costs before treatment.

**Business-level insight:** High response volume with concerning satisfaction gap indicates systemic value communication failures despite strong access capabilities. Requires comprehensive empathy training and value-based care education for all patient-facing staff. Mixed emotional responses suggest inconsistent service delivery requiring immediate standardization protocols.

