

## What is the EFOSA?

The EFOSA was founded in 1977, as an umbrella organization for European national associations of orthodontic specialists.

The aim of the EFOSA is to unite associations or groups of orthodontic specialists or practitioners, who have a comparable education and working conditions as orthodontic specialists with a view to:

1. obtaining official recognition of orthodontic specialists in all countries in Europe,
2. providing and promoting orthodontic treatment by orthodontic specialists of the highest quality in all countries of Europe according to the concept of quality improvement,
3. improving the contents and quality of education for orthodontic specialists by means of formulating proposals geared toward defining and coordinating the teaching of orthodontics at the university and post-university level,
4. standardizing European examinations at the end of specialist training programs in orthodontics,
5. advising and supporting national associations or groups that aim to obtain recognition for the specialty of orthodontics in their country, establish an official specialist register and form a national society of orthodontic specialists...

## ESAS - A Self Assessment System for the Orthodontic Practitioner

### About ESAS

[EFOSA](#) offers you through ESAS an on-line opportunity to measure the quality of your treatment process and outcomes. You can then compare your treatment regimes and outcomes with your colleagues throughout the EFOSA community. This may help you in your efforts to continuously improve the service provided to your patients. [Introduction Video](#) [More about ESAS](#)

### How does it work

ESAS applies the principles of process control developed by Euroqual.

It consists of 4 major parts:

- [Index](#): You can measure your treatment results with the indices most commonly used.
- [Treatment Outcome](#): You can evaluate your treatment outcomes
- [Treatment Process](#): You can evaluate your treatment process
- **[PS- Patient Satisfaction Evaluation: The patients can evaluate the care you provide](#)**
- [Statistics](#): You can compare yourself with other orthodontists

PS is there for your patient to rate different aspects of your care. Once you have entered a new patient ID in ESAS you can ask for a login key for that patient, which then can be printed to give to the patient. The patient can register on any PC (in your office, at home, at school) with this login key, although it is recommended to use the login key on a workstation in the clinical area to encourage successful data entry. The login key can only be used once for entering data. It will not be possible for the orthodontist to see the data. Only averages of your patients ratings will be shown in the statistics section.

This is how the questionnaire will be presented to your patients:

## Start/Login Page

### ESAS - PATIENT SATISFACTION EVALUATION

Login keys

 Welcome to EFOSA's patient evaluation web site. Enter your login keys and press Login button to sign in. After login all text will be in your own language if available. If the preferred language is not selected, you can change language manually.

 Herzlich willkommen zur Auswertung der Patientenzufriedenheit auf der EFOSA Homepage! Bitte geben Sie Ihren Zugangscode ein und klicken Sie anschließend auf 'Login' um sich anzumelden. Nach Ihrer Anmeldung wird alles Weitere in Ihrer Landessprache angezeigt, sofern diese verfügbar ist. Sollte der Text nicht in Ihrer Sprache angezeigt werden, können Sie dies manuell verändern.

 Bienvenido a la pagina web de valoración de la satisfacción del paciente de EFOSA. Introduzca sus claves y presione el Boton de Contacto para identificarse. Tras identificarse, el texto aparecera en su propio idioma si esta disponible. Si no se puede seleccionar su lengua preferida, puede cambiar el idioma mualmente.

 Welkom op deze website voor patënten. Voer eerste de inlogcode in die je hebt gekregen en kies dan met de muis: login. Na het inloggen is alle tekst in het Nederlands. Als blijkt dat je (nog) niet de juiste taal hebt gekozen kun je dat alsnog verbeteren.

 Vitajte na stránke EFOSA pre vyhodnotenie spokojnosti pacienta. Zadajte Vaše prihlasovacie údaje a stlačte "Login". Po prihlásení bude text v Slovenčine. Ak preferujete iný jazyk, budete si ho môcť zmeniť.

 EFOSA'nin hasta degerlendirme web sitesine hos geldiniz. Oturum açma sifrenizi giriniz ve Login düğmesini tıklaviniz. Oturum adiktan sonra ener mevcutsa tüm metin kendi dilinizde olacaktır. Ener

## Question Pages

Patient Satisfaction Evaluation Questions 1 - 10 / 25 Prev. Next

A	About the orthodontist	Low score ← → High score
1.	Is approachable and friendly	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
2.	Keeps me informed of any changes or developments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
3.	Has my full confidence	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
4.	Provides me with the information I need	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
5.	Makes time for me	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
6.	Listens to what I have to say	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
7.	Is clear and concise	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
8.	Gets on well with people	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
9.	Is always on time	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
10.	Is good at what he/she does	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

**B About the assistants/secretary/receptionist** Low score — — High score

- |   |   |
|---|---|
| 11. Are friendly                          | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 12. Are caring and pleasant               | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 13. Make a good team                      | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 14. Are good at what they do              | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 15. Always answer the phone promptly      | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 16. Making appointments is quick and easy | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |

**C About the practice**

- |   |   |
|---|---|
| 17. The practice design is excellent                    | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 18. The waiting room is comfortable                     | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 19. There are always recent magazines available to read | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 20. The practice is well accessible                     | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |

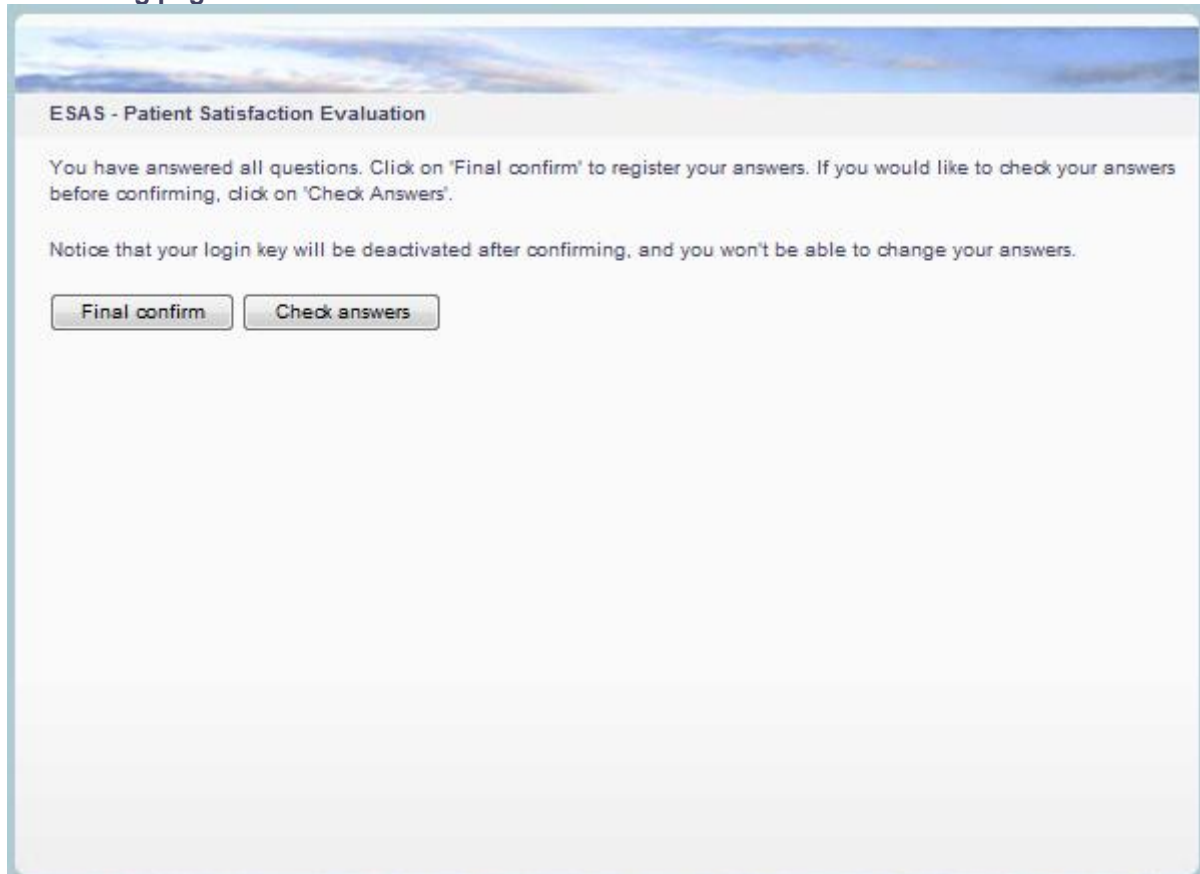
**D About the treatment** Low score — — High score

- |  |   |
|--|---|
| 21. I did not experience any real discomfort | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 22. The end result is what I expected        | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 23. Treatment time was as anticipated        | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| 24. My teeth are beautiful                   | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |

**E Finally**

- |  |   |
|--|---|
| 25. I will recommend this practice to my friends | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
|--|---|

## Confirming page

A screenshot of a web page titled "ESAS - Patient Satisfaction Evaluation". The page has a light blue header with a sky image. Below the header, the text reads: "You have answered all questions. Click on 'Final confirm' to register your answers. If you would like to check your answers before confirming, click on 'Check Answers'." Below this, a notice states: "Notice that your login key will be deactivated after confirming, and you won't be able to change your answers." At the bottom, there are two buttons: "Final confirm" and "Check answers".

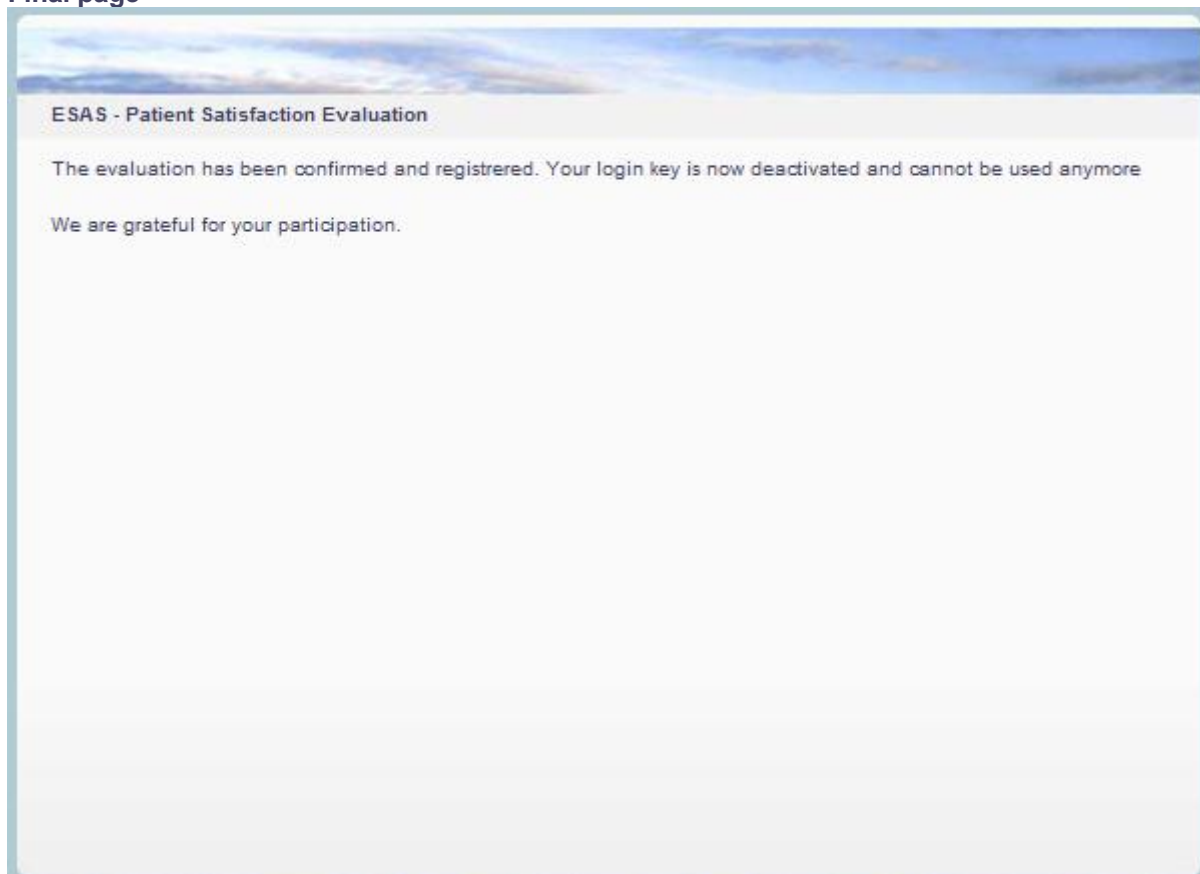
**ESAS - Patient Satisfaction Evaluation**

You have answered all questions. Click on 'Final confirm' to register your answers. If you would like to check your answers before confirming, click on 'Check Answers'.

Notice that your login key will be deactivated after confirming, and you won't be able to change your answers.

[Final confirm](#) [Check answers](#)

## Final page

A screenshot of a web page titled "ESAS - Patient Satisfaction Evaluation". The page has a light blue header with a sky image. Below the header, the text reads: "The evaluation has been confirmed and registered. Your login key is now deactivated and cannot be used anymore." Below this, a message states: "We are grateful for your participation." There are no buttons on this page.

**ESAS - Patient Satisfaction Evaluation**

The evaluation has been confirmed and registered. Your login key is now deactivated and cannot be used anymore.

We are grateful for your participation.

Observera att frågorna finns att välja på svenska. Sammanställning av svar kan se ut enligt följande:

**QUESTIONS** (Score range: poor=1 / excellent=5)

**Own All Diff**

**A About the orthodontist**

- 1 Is approachable and friendly
- 2 Keeps me informed of any changes or developments
- 3 Has my full confidence
- 4 Provides me with the information I need
- 5 Makes time for me
- 6 Listens to what I have to say
- 7 Is clear and concise
- 8 Gets on well with people
- 9 Is always on time
- 10 Is good at what he/she does

**B About the assistants/secretary/receptionist**

- 11 Are friendly
- 12 Are caring and pleasant
- 13 Make a good team
- 14 Are good at what they do
- 15 Always answer the phone promptly
- 16 Making appointments is quick and easy

**C About the practice**

- 17 The practice design is excellent
- 18 The waiting room is comfortable
- 19 There are always recent magazines available to read
- 20 The practice is well accessible

**D About the treatment**

- 21 I did not experience any real discomfort
- 22 The end result is what I expected
- 23 Treatment time was as anticipated
- 24 My teeth are beautiful

**E Finally**

- 25 I will recommend this practice to my friends

Lösenord till hemsidan [www.esas.nu](http://www.esas.nu) kan beställas från SOF, Ulf Adolfsson, e-post: [ulf.adolfsson@lidkoping.org](mailto:ulf.adolfsson@lidkoping.org) alternativt [ulf.adolfsson@vgregion.se](mailto:ulf.adolfsson@vgregion.se)