



**ORIGINAL RESEARCH PAPER**

**Dental Science**

**PATIENT SATISFACTION ASSESMENT WITHIN DENTAL COLLEGE HOSPITAL**

**KEY WORDS:** Patient Complaint, Patient dentist relationship, Quality of Dental Care.

**Dr. Divya Chowdhery**

Asst. Professor, Pacific Dental College and Research Centre. – Department of Public Health Dentistry.

**ABSTRACT**

**BACKGROUND:** Quality is one of the integral criteria of health care agencies throughout the world. Patients' satisfaction has been investigated in many dental hospital throughout different region of the world.

**OBJECTIVES:** This study was to determine patients' satisfaction regarding the quality of dental care at dental clinics.

**METHODOLOGY:** A cross sectional observational study was conducted at the dental College pacific dental college & Research centre- Udaipur city. A systematic random sampling technique was employed over a six month period from 1st September 2021 to 28<sup>th</sup> February 2022. A self-administered questionnaire was used.

**RESULTS:** A total of 105 patient's quali ed for the study. Ninety six percent opined that dental staff was concentrating on their work. 88% of the patients agreed with that dentists were friendly with them. More than seventy nine percent agreed that dentist explained the procedure before start of treatment. More than seventy three percent of the patients agreed that dentist gave them advices after treatment which was signi cantly higher. Most patients opined that they had received good quality of treatment. Few patients opined that dental instruments used were clean. Half of the patients agreed that working hours of the clinic were suitable for the patients. Most of the patients agreed that patients did not wait for long time to have an appointment.

**CONCLUSION:** The majority of patients were satis ed with the administrative ef ciency, technical competency, patient dentist interaction and clinic set up environment at the dental clinics.

**INTRODUCTION**

Patient satisfaction is easy to understand but dif ficult to de ne. Satisfactions involve many factor such as intellectual, emotional, psychological, previous experience and expectation of the patient.

Now a day's oral health of patients has major impact on the quality of life. Maintenance of good oral health is an very important for well-being and good quality of life.

Feedback on satisfaction regarding dental care service is vital for continuous improvement of the service delivery process and outcome. [1]

Dissatisfaction and complaints may result in patients' changing their dentist, which might have spread to the family and friends' perceptions of the dental practice. [2]

Health care quality is a global issue. Patient satisfaction is one of the important goals of any health care system.

As Dental teaching institutions, dental clinic of College of Pacific dental college Udaipur strive to nd a balance between meeting the needs of patients and students. Patients' satisfaction with the dental care they receive is crucial because it will in uence their pattern for service utilization. It has been shown that patients who were more satis ed with dental care had better compliance. Therefore, information on patients' feedback and satisfaction is necessary to properly evaluate the service being given. [3]

This study aimed to determine the levels of satisfaction regarding the quality of dental care among patients at the Pacific dental college and hospital Udaipur city. However, what patients want from the services may differ from what the provider thinks is best for them. Therefore, their opinion should be incorporated to provide a holistic view in enhancing the understanding of the factors affecting patients' satisfaction with the health care setting. These include disciplines such as patient personnel interaction, technical competency, administrative efficiency and clinic setup/environment. Hence, this study attempts to quantify the level of satisfaction with the dental services provided by the Dental College and hospital.

**MATERIALS AND METHOD:**

A cross sectional analytical observational study was

conducted at the dental college and hospital Udaipur. A systematic random sampling technique over a Six-month period was employed starting over a Six-month period from 1st September 2021 to 28<sup>th</sup> February 2022. Respondents were interviewed when they last visited the dentist to ensure that they received the full dental care to be offered.

A self-administered modified questionnaire was used to assess patients satisfaction with the dental service provided in the dental clinic of College and Hospital. In addition to the socio-demographic characteristics (age, gender, and nationality), the questionnaire consisted of four sections: patient personnel interaction (9 items); technical competency (4 items); system/administrative ef ciency (4 items) and clinic setup/environment (2 items).

The questionnaire was drafted in Hindi and English with a 5-point Likert response scale ranging from 1 (strongly disagree) to 5 (strongly agree). The questionnaire was validated and pretested prior to data collection.

**Ethical Consideration:**

The Institutional Ethics Committee of the Pacific Dental College-Research Centre and Hospital approved this study.

**Statistical Analysis:**

Statistical Analysis was performed with help of Epi Info (TM) 7.2.2.2 which is a trademark of the Centers for Disease Control and Prevention (CDC). Descriptive statistical analysis was performed to calculate the means with corresponding standard deviations (SD). Test of proportion was used to nd the Standard Normal Deviate (Z) to compare the difference of proportions and Chi-square (2 ) test was performed to nd the associations. p <0.05 was taken to be statistically significant.

Question which was asked and assessed on - (Strongly agree/ Agree / Disagree / Strongly disagree / Neutral)
Dental staff did not talk with each other while during treatment.
Dental staff was concentrating on their own work.
Dentists were friendly with them.
Dentist explained the full procedure before start of treatment.
Dentist gave them advices after treatment.
Dentist facial's expression was cheerful with a smile.

Dentist did not criticize their oral health condition.
Dentist did not ask personal questions during treatment.
The patient was obliged to receive dental care by a house staff
Treatment offered was not painful
Thorough dental examination
Good quality of treatment
Dental instrument used were clean
Working hours of the clinic were suitable for the patients
Patients did not wait for long time to have an appointment
Short waiting time to get the treatment
Complete dental treatment
Comfortable waiting area
Privacy of treatment was insured

**RESULTS:**

A total number of 105 patients were included in this study. The mean age (mean ± SD) of the patients was 31 ± 12.39 years with range 19-61 years and the median age was 31.0 years. 60 (57.0%) and 45 (43.0%) were males and females. Most of the respondents were student 37 (36.0%) followed by homemakers 24 (22.7%).

Fifty nine percent of the patients agreed that dental staff did not talk with each other while providing treatment. Most of them (90.0%) opined that dental staff was concentrating on their work. Majority of the patients (79%) agreed that dentists explained the procedure before start of treatment. More number of the patients (68%) agreed that dentists gave them advices after treatment which was significantly higher (p<0.0001). Majority of the patients (62%) were in the opinion that they had received good quality of treatment. About half of the patients (49.0%) opined that dental instruments used were clean. Half of the patients (51%) agreed that working hours of the clinic were suitable for the patients (Z=8.16; p<0.0001). Most of the patients (86.0%) agreed that patients did not wait for long time to have an appointment. Most of the patients (81.0%) agreed that waiting time was short to get the treatment. Dental treatment was complete which was significantly higher (Z=11.03; p<0.0001). In Clinic setup environment in this study found 29.0% of the patients agreed that there is a need of comfortable waiting area and also other 6.0% disagreed about that but there was no significant difference between them. However, most of the patients (64%) remained neutral and 61% of the patients agreed that privacy of treatment was insured which was significantly higher

**DISCUSSION:**

Quality assessment of the health care is necessary and also compulsory for all health services. It plays very important role in such evaluation the participation of patients and their experience as well as their review. [4]

The study revealed that satisfaction with dental care was high and this was in harmony with many studies. [5]

In this study used a self-administered questionnaire that required less than 10 minutes to be completed and which has been shown to be an effective and efficient tool for collecting information. (Study author)

Dentists explained the full procedures before the treatment, which is a very important aspect in the patient dentist satisfaction domain and it was demonstrated by a good number of the studied population. Majority of the patients were in the opinion that dentist explained the procedure before start of treatment which was significantly higher (p<0.0001).

It was found that the explanation the treatment procedure given by a dentist was an important aspect and received satisfaction. This is conforming to several studies which indicated that the doctor's explanation of illness and

treatment options to the patient received an evaluation. [6]

Unlike what was found by Othman and Abdel Razzak regarding the personality of the dentists who were cheerful, smiling and friendly, patients of this study were more satisfied with a 49.0% level of satisfaction compared to 53.3%. [7]

Thorough dental examination was significantly high. Good quality of treatment was enjoyed by the patients in significantly higher level (Z=8.81; p<0.0001). Dental instruments used were clean to the patients. New satisfaction questionnaire may be adopted to see other issues. [8]

As waiting time is found important in health care services, [9] most of the patients did not wait for long time to have an appointment in this set-up.

This study will act as a guide for dental staff members on both doctor and house staff to ensure patient satisfaction as an indicator for the quality of dental services, being part of the total quality management policy of the college and the dental health care service.

**CONCLUSIONS**

Patient satisfaction is the key indicators that can reflect the health service quality at any level of health care facilities. Evaluation of patient's satisfaction should be done regularly for the purpose of continuous improvement. By conducting such study one will be able to understand the difference between patients' demands and patients' satisfaction. Providing the dental care with physical comfort, emotional support, adding patient's preferences, with communication, information, education the service will result in a high quality of treatment and patient satisfaction.

**REFERENCES:**

1. Shugars DA et al. Professional satisfaction among Californian general dentists. J Dent Educ. 1990;54:661-669
2. Jones LM, Huggins TJ. The rationale and pilot study of a new pediatric dental patient request form to improve communication and outcomes of dental appointments. Child Care Health Dev. 2012
3. Gurdal P et al. Factors of patient satisfaction/dissatisfaction in a dental faculty outpatient clinic in Turkey. Community dentistry and oral epidemiology, 2000, 28(6):461-9
4. Gurdal P et al. Factors of patient satisfaction/dissatisfaction in a dental faculty outpatient clinic in Turkey. Community dentistry and oral epidemiology, 2000, 28(6):461-9.
5. Sitzia J. How valid and reliable are patient satisfaction data? An analysis of 195 studies. Int J Qual Health Care 1999; 11, 4:319-28
6. Mascarenhas AK. Patient satisfaction with the comprehensive care model of dental care delivery. J Dent Educ. 2001;65:1266-72
7. Mohamed SM, Tamer H. Patient satisfaction from dental services provided by the College of Dentistry, Taibah University, Saudi Arabia. Journal of Taibah University Medical Sciences 2012;7(2):104-109
8. Jennifer YNL, Pearl PL, May CMW. Patients' Satisfaction with Dental Care: A Qualitative Study to Develop A Satisfaction Instrument. BMC Oral Health 2018;18:15
9. Yaron B, Adi L, Yuval W, Judith SC, Paul B. Waiting Time Is a Major Predictor of Patient Satisfaction in a Primary Military Clinic. Military Medicine, 2002;167(10):842-885