

# A Study On Dental Care Satisfaction Among Adult Patients

Deepthi.K

Dr. Pradeep.D

Saveetha Dental College, Chennai, India

## Abstract:

**Background:** Many patients discontinue their treatment because of irrelevant treatment and lack of proper care given to them. To overcome this, patient's need should be known by the dentist to give qualitative treatment.

**Aim:** To assess the satisfactory level of patients receiving dental treatment.

**Objective:** To estimate the number of patients satisfied by the treatment received. To assess patient's mindset towards dentist and dental care provided.

**Materials and method:** The present study was conducted in between December 2015 to April 2016 at Saveetha dental college. Totally 200 out patients were included in the study. Ethical clearance was obtained from the scientific committee of the university. A standard proforma was filled by each individual which contained demographic data, set of 11 questions and question related to last dental visit. The results obtained were subjected to statistical analysis.

**Results:** Out of 200 patients 55% of people reported that the dentist was friendly and 37% reported that the dentist minimised pain. 30% people said that the dentist was confident and 49% said the dentist understood their problem. 78% person reported that the dentist was in hurry but 52% reported that the dentist worked gently. 85% people said the dentist was careful with the instruments. 20% people reported that the dentist delayed appointment for various reasons. 74% the dentist explained the oral health problem and treatment choice and also treated the chief complaint. 64% of patients are satisfied with the overall experience.

**Conclusion:** To conclude, patient satisfaction is important than any other. This study helps to give much more qualitative treatment in the future.

**Keywords:** dental care satisfaction, service quality

## I. INTRODUCTION

Health care service provides healthy life to the society. Providing high quality service and achieving patient's satisfaction is an important issue for dentist.<sup>[1]</sup> Patients priority include providing empathy, responsiveness and assurance.<sup>[2]</sup> Providing high quality service and patient's satisfaction is an important issue for dental health care provider. Dissatisfaction and complaints may result in patients changing their dentist.

## II. MATERIALS AND METHOD

The present study was conducted in between December 2015 to April 2016 at Saveetha dental college. Totally 200 out

patients were included in the study. Ethical clearance was obtained from the scientific committee of the university. A standard proforma was filled by each individual which contained demographic data, set of 11 questions and question related to last dental visit. The results obtained were subjected to statistical analysis.

## III. RESULTS

Questions	Yes	No
✓ Was the dentist friendly?	55%	45%
✓ Did the dentist minimise pain?	37%	63%
✓ Was the dentist self confident?	30%	70%
✓ Did the dentist listen and understand	49%	51%

<b>your problem?</b>		
✓ <b>Was the dentist in hurry?</b>	78%	22%
✓ <b>Did the dentist work gently?</b>	52%	48%
✓ <b>Did the dentist delay the appointment for any reason?</b>	20%	80%
✓ <b>Was the dentist careful with the instruments?</b>	85%	15%
✓ <b>Did the dentist clearly explain your oral health problem and treatment choice?</b>	74%	26%
✓ <b>Did u receive the treatment for your main complaint at your first visit?</b>	74%	26%
✓ <b>Are you satisfied of overall experience with the dentist?</b>	64%	36%

Table 1

#### IV. DISCUSSION

The questionnaire helps to analyse patient satisfaction and performance of the dentist. The mean age in the study was 38.65. Most of the patient stated that the dentist delayed the appointment but 64% were really satisfied with the overall experience. Studies indicated that dentist explanation of illness and treatment options revealed low value evaluation.<sup>[3,4,5]</sup> But in this study 74% reported that the dentist explained their oral health problem and treatment plan. Rankin and Haris reported that patients dislike having a dentist who begins treatment without any explanation. Dentist should not be concerned about finishing the procedure fast but also should explain the treatment to the patient, to their satisfaction.<sup>[1]</sup>

Out of 200 patients 55% of people reported that the dentist was friendly and 37% reported that the dentist minimised pain. 30% people said that the dentist was confident and 49% said the dentist understood their problem. 78% person reported that the dentist was in hurry but 52% reported that the dentist worked gently. 85% people said the dentist was careful with the instruments.

But it should be understood that dental treatment cannot be done in a short time. For this, the patients need some explanation from the administration staff regarding the prediction of waiting time for their treatment.

#### V. CONCLUSION

To conclude, patient satisfaction is important than any other. This study helps to give much more qualitative treatment in the future and will act as a guide for dental staff members to ensure patient satisfaction as an indicator for the quality of dental services.

#### REFERENCES

- [1] Fellani Danasra Dewi, Grita Sudjana, and Yevis Marty Oesman. Patient satisfaction analysis on service quality of dental health care based on empathy and responsiveness. *Dent Res J (Isfahan)* 2011 Oct-Dec; 8(4): 172–177.
- [2] Parasuraman A, Zeithaml V, Berry LL. *Delivering quality service; Balancing customer perception and expectations.* New York: Free Press; 1990.
- [3] Karydis A, Komboli KM, Hatzigeorgiou D, Panis V. Expectations and perceptions of Greek patients regarding the quality of dental health care. *Int J Qual Health Care.* 2001;13:409–16. [PubMed]
- [4] Al Mudaf BA, Moussa AA, Terky MA, Al-Dakhil GD, El-Farargy AE, Al-Quzairi SS. Patient satisfaction with three dental speciality services: A centre-based study. *Med Princ Pract.* 2003;12:39–43. [PubMed]
- [5] Hashim R. Patient satisfaction with dental services at Ajman University, United Arab Emirates. *East Mediterr Health J.* 2005;11:913–21. [PubMed]
- [6] J.A. Rankin, M.B. Harris. Patients' preference for dentist behaviour. *J Am Dent Assoc* 1985;110: 323.