

# A study on Evaluation of Patient Satisfaction with Dental Health Care Services

Javid Y Patel

Department of Public Health dentistry and Community Dentistry, Priyadarshini dental college & Hospital, Thiruvallur, Chennai, Tamilnadu, India.

**Abstract-** The study on patient satisfaction at priyadarshini dental college and hospital are conducted to measure the level of satisfaction as well quality of dental care provided .the total 100 randomly patients were surveyed .a questionnaire of 22 question were used to collect the information from the patients, most of patients were satisfied with the quality of care they received but some were dissatisfied due to the unable to understand explanation of treatment option provided by dental students and the long waiting time for the treatment, patient satisfaction is key determinant of quality of care.

## Objectives -;

- To determine the satisfaction with dental care services among the dental patient in Priyadarshini Dental College &Hospital.
- To assess their knowledge Regarding the dental complaint procedure
- To determine the patients attitude towards the dental procedure.
- To determine the patients dentists relationship.

## Materials And Methods -:

The results presented in this paper are based on a survey conducted on patients who visited to O.P block of Priyadarshini Dental College. The study on 100 patients from Priyadarshini Dental College and Hospital of age above 18 years were taken in to consideration.

A questionnaire consisting of 22 questions were given to each patient with closed ended questions which included the patient's satisfaction.

## Results

80%)of patients were having good experience with the dentist,(12%)were having fair experience with the dentist, (8%)were having poor experience. Majority of people (89%) were satisfied with the quality of care they received. Only 2% had actually complained, although 11% had felt like complaining. 14% did not know to whom to complain if they had a problem

## Conclusion

Majority of the patient were satisfied with the quality of care they received some patient have complained and some patient had felt like complaining. the reason for complain should be sought.

**Index Terms-** Patient Satisfaction, Patient Complaint , patient dentist relationship, Quality Of Dental Care

## I. INTRODUCTION

Patient satisfaction is easy to understand but difficult to define, however patient satisfaction can be define by keegan the patient satisfaction reflect the total experience of health care. Satisfaction involve intellectual, emotional , psychological factor and previous experience , expectation of the patient.<sup>1</sup>

Kotler defined satisfaction as: "a person's feeling of pleasure or disappointment resulting from comparing a product's perceived performance or outcome, in relation to his or her expectations"<sup>2</sup>

Patients oral health has major impact on the quality of life .maintenance of good oral health is an utmost important for well being and good quality of life. So when the oral health of the patient is altered , it is the responsibility of the dental health provider to restore the oral health of patient to the better level to satisfy them.<sup>3</sup>

Satisfaction of the patient with dental treatment provided is an important aspect of quality of treatment and determined the future utilization of services.<sup>4</sup>Over the past 10 years in many public sector services the patient satisfaction determined by the quality of service provided. patient satisfaction is very important part of the treatment ,as it determined the principle level of quality of health care services.<sup>5</sup>

Fulfillment of patients expectation and demands as well as positive assurance, good responses to patient as well as resolve confusions and doubts of the patient provides better satisfaction and result in a future return of the patients to receive subsequent good quality of treatment.<sup>6</sup>Very few studies have evaluate the fulfillment of patient's expectations by comparing patient's views on ideal behavior and the actual behavior of dentists.<sup>7</sup>

Patients satisfaction is a influence by various factor such as the nature, behavior, communication skill and personality of dental healthcare provider. Many studies on patient satisfaction shows that desirable communication between patients and health care provider satisfied the patients. Communication skill is one of the important factor determining the level of patient satisfaction. Communicate with patient liberally, concentrating towards what patients are complaining of and what are their requirement result in a good relationship between patient and dentists.<sup>8,9</sup>

Many patients seeks advices as well as reassurance and their participation in discussion of diagnosis, treatment of choice, material to be used ,future outcome. the involvement and participation of patient of patients in the management

of their care, treatment planning significantly satisfy the patient.<sup>10</sup>

This study focused on following factors to determine the patient satisfactions Characteristic of patients and demand for personal care complaining patients about dentist or treatment received-: Satisfaction with quality of care received-: patient's overall experience with dentist

This study clearly show the gap that exists between the sort of service patients hope to receive and the service they actually receive recent survey indicate that most of the patient in the Priyadarshini Dental College and Hospitals are satisfied but some patients are dissatisfied because of poor quality of treatment and mistakes, services and attitude of staff and excessive time taken for treatment For profession it is important to promote a high standard of professional conduct among the dentists.

## II. MATERIAS AND METHODS

The study was conducted in Priyadarshini Dental College and Hospital in Department of Public Health dentistry and Community Dentistry. Before taking the study in the College ethical clearance was taken from Priyadarshini Dental College ethical committee.

Studies of 100 patients were taken in the study from the outpatient block of Priyadarshini Dental College and Hospital. A questionnaire consisting of 22 questions were taken from both female and male aged from 18 and above who were willing for study And informed consent was taken from the patient who had undergone the study.

The patients aged from 18 and above were taken in to consideration for the study as they have undergone for treatment previously and they can decide whether they are satisfied with the quality of the treatment and to know the awareness of quality of dental treatment among them.

The patients were interviewed about whether they have visited the dentist before and reason for their visiting. A global satisfaction question about the quality of dental care they received was asked and the questions specially related to complaints: whether they ever felt like or first contact if they were making complaint. In addition information was collected about patients demographic characteristics: age, gender and occupation. This sample size was estimated to provide significant differences between patients' perception, satisfaction and expectation.

This questionnaire-based study was divided into two parts. The first part of the questionnaire contained questions relating to socio-demographic data about the patients. The second part was designed to measure the patients' perception, satisfaction and expectation.

**Sample Method-**: simple random sampling

**Study Method-**: cross sectional study

**Inclusion Criteria-**

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Study population who satisfied following criteria were included in the study,

(1) Patients from age of 18 and above were taken in To consideration.

(2) Patients willing for the study were taken in to Considerations.

**Exclusion Criteria-**

(1) Patients below 18 were excluded.

(2) Patients not coming to outpatient Priyadarshini Dental College was not taken for study.

(3) Patients that were physically challenged and Mentally disabled are excluded.

The single-examiner concept was followed to maintain the consistency and to prevent inter-examiner bias The data which was collected was tabulated by using a computerized spreadsheet (Microsoft Excel 2010; Microsoft, Redmond, Wash, SPSS version 16.0) and it was analyzed by using descriptive statistics.

## III. RESULTS

A total of 100 study population aged above 18 yrs, males and females were interviewed, the gender distribution showed 47% females and 53% males. The highest proportion of the patients (41%) was of the age group between 28-37 years, followed by the 18-27 year age group (39%). A variety of occupations were reported by the patients. The highest frequencies were of private sector (41.11%) employees, followed by unemployed patients (28.89%). following major criteria were measured to determine the level of patients satisfaction. (Table 1)

**Easy Access To The Dental Clinic-**

The patients treated in Priyadarshini Dental College and Hospital were asked about the access to dental clinic for (97%) of patients it was easy to reach the hospital and for (7%) it was difficult to reach to Hospital.

**Patient's Complain about Dentist Or Treatment Received-**

When patients asked about complain about the dentist, (2%) patients had complained already, (11%) felt like complaining more than once, (73%) patients were not willing for Complaining about the dentist, (14%) patients were not knowing about complain.

**Satisfaction With Quality Of Care Received-**

(84%) patients were satisfied with quality of treatment received, (15%) were dissatisfied, This result indicates that patients are provided proper treatment choice and quality of dental care in Priyadarshini Dental College and hospital.

**Communication With Dentists-**

When patients were asked about communication of dentists with them (74%) were satisfied and (26%) were dissatisfied

**Time Taken For Treatments**

(29%) of patients felt that dentist took more time in finishing the treatment procedure. (71%) patients were satisfied.

**Patient's Overall Experience With Dentist-**

(80%) of patients were having good experience with the dentist, (12%) were having fair experience with the dentist, (8%) were having poor experience (Table-5). Majority of people

(89%) were satisfied with the quality of care they received. Only 2% had actually complained, although 11% had felt like complaining. 14% did not know to whom to complain if they had a problem.

#### IV. DISCUSSION

Assessment of quality of the health care is necessary and compulsory for all health services, in such evaluation the participation of patients and their experience as well as their review plays an important role.<sup>11</sup>

In our study there is no association between sociodemographic characteristics of patients and satisfaction with dental care, this is in concordance with R. Hasim's study.<sup>12</sup>

In this study the educated patients were satisfied more than the uneducated patients; these may be due to their knowledge, understandability, and responses to the treatment. This result shows similarity with the study of Zastowny TR study.<sup>13</sup>

The purpose of this study is to assess patient satisfaction and the problem associated with the dental health care provided. 100 patients were actively participated and reflect their experience with past dental care, their satisfaction or dissatisfaction with quality of dental care. The study shows that satisfaction with dental care was high, this is in harmony with many studies.<sup>14,15</sup>

The questionnaire tries to measure the level of patient satisfaction and quality of dental health care. Results obtained show the reflection of the service quality, patients give different levels of importance to different aspects of the services. Most of the patients who participated in this study were satisfied and others are dissatisfied with the responses by the administration staff related to long time waiting, the patient's need regarding the chief complaint, and explanation that was given by the dentist.

The results show that long waiting time for the treatment seemed to be the main reason for patient dissatisfaction in Priyadarshini Dental College and Hospitals. This is in concordance with several studies reporting that waiting time was the least satisfactory issue.<sup>16</sup> Dissatisfaction with waiting time in the clinic reveals an important problem that needs to be resolved, possibly through limiting the number of patients to reduce the waiting time.<sup>17</sup> But it is difficult to apply in this hospital, as the number of patients in need of dental treatment are quite high. The possible way to solve the problem is by increasing the numbers of dental staff in the particular department, as well as the dental chairs. Making a proper appointment with time schedule can minimize dissatisfaction with an exception for emergency cases.

The other reason for dissatisfaction, as seen from the results obtained, was dental student's knowledge regarding patient's needs for the treatment and communication related to explanation of treatment given by the dentist. In our college most of the students were having difficulties in communication with patients because of language problem as most of students were from north India as they were not knowing the local Tamil language. Many times, patients felt reluctant in discussing their complaints with the dentist and they felt more comfortable to explain their complaints to the dental students.<sup>18</sup>

It was found that the explanation given by a dentist about the treatment was an important aspect and received satisfaction. This

is in accordance with several studies which indicated that the doctor's explanation of illness and treatment options to the patient received a high evaluation.<sup>19</sup> On the other hand, this result contrasted with another investigation, where the mannerism of dental surgeons, initial examination, accurate diagnosis and explanation of the treatment received "good" score in patient satisfaction.<sup>20</sup> Providing the patient with further explanation of their treatment options should be highlighted by the dentist to achieve a high level of satisfaction with dental service.<sup>21</sup> Dentist should not only be focused on finishing the treatment as fast as possible just to minimize the waiting time, but also concentrate on explanation of the treatment as well as the treatment options to the patient, to their satisfaction.

In this study, it is found that dental student's knowledge about the patient's needs during treatment and dentist's communication demanded top priority to enhance the service quality and need to be managed and monitored accordingly. The students from other states should learn particular local language before they scheduled in clinical departments. On the other hand, while the highest gap was that of administration staff's response regarding long waiting time, which showed low priority, it did not pose a threat for discontinuation. Similar findings from another study mentioned the three least important decisions.

#### V. CONCLUSION

With concluding this study, the access to the hospital measure good rating, easy for the patient to reach to the hospital. Majority of the patient were satisfied with the quality of care they received; some patients have complained and some patients had felt like complaining. The reason for complain should be sought. In general, knowledge of the complaints and whom to contact appears fragmented.

Evaluation of patients' satisfaction should be done regularly by the organization or the hospitals by conducting such survey for the purpose of continuous improvement. By conducting such study one can be able to understand the difference between patients' demands and patients' satisfaction. The survey also helps to find the deficiencies and weakness of dental health care, and also helps to evaluate the effect of effort to improve dental health care services. Providing the dental care with physical comfort, emotional support, respecting the patients' preferences, with communication, information, education result in a high quality of treatment and patient satisfaction.

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#### AUTHORS

**First Author** – Dr. Javid Yunus Patel, Behind Boys School, At&post- Karmad, Ta&Dist-bharuch, Gujarat-392160, Ph no- 7600285385, E-mail address-pateljavid65@gmai.com