

Patient Satisfaction in Dental Clinics

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Date of Submission: 28-11-2020

Date of Acceptance: 13-12-2020

ABSTRACT: The aim of this study is to analyze and assess the level of patient satisfaction in dental clinics. This

Survey is based on the data collected from the patients in a dental clinic using a questionnaire.

KEYWORDS: oral health, dental clinic, patient satisfaction, dentist.

Getting to know about the satisfaction of patients is important because

We can get to know if the patients meet their expectations and also the doctors can improve their way of treatment.

In this way the further treatment plans can be improvised. The doctor- patient relationship is basic for a successful

Treatment and it can be evaluated with such surveys.

I. INTRODUCTION:

Oral health is more important than we realize.

II. REVIEW OF LITERATURE:

S.NO	YEAR	TITLE AND YEAR PUBLISHED	AUTHOR	FINDINGS
1.	2004	Patient satisfaction in dental outpatient clinics in Turkey. (2004)	<ul style="list-style-type: none"> ▪ Haydar Sur, ▪ Osman Hayran, ▪ Celal Yildirim, ▪ Gonca Mumcu. 	<ul style="list-style-type: none"> ▪ Health insurance plays a significant role in patient satisfaction. ▪ There were many polls for privacy when compared to the waiting time in the hospital.
2.	2005	Patient satisfaction with dental services at Ajman university, UAE(2005)	R.Hashim	<ul style="list-style-type: none"> ▪ A large number of patients visited only after the onset of pain or trouble. ▪ The higher the education of the patient is, the least they are satisfied.
3.	2005	Correlation between patient satisfaction and dental clinic credibility in regular dental check-ups in Japan.(2005)	<ul style="list-style-type: none"> ▪ Yoh Tamaki ▪ Yoshiaki Nomura ▪ Fusao Nishikawara ▪ Mizuho Motegi 	<ul style="list-style-type: none"> ▪ The current health insurance system in Japan has improved a little and now covers regular Checkup for patients with periodontal disease. ▪ People are encouraged to do regular dental checkups by giving them improvised insurance plans.

4.	2006		<ul style="list-style-type: none"> ▪ Kayo Teraoka 	
5.	2007	<p>Patients Satisfaction with dental care provided by public dental clinics in Dar essalaam , Tanzania. (2006)</p>	<ul style="list-style-type: none"> ▪ Hiroshia Arakawa ▪ Akihisa Tsurumoto ▪ Nobuhiro Hanada 	<ul style="list-style-type: none"> ▪ Almost all the treatments were simple tooth extractions and only a few were dental fillings. ▪ The selection of a clinic for their treatment by the patients is done clearly based on the travel distance. ▪ A good structured record keeping system must be followed.
6.	2014		<ul style="list-style-type: none"> ▪ M.I.N Matee ▪ F.Scheutz ▪ E.N.M Simon ▪ B.S.I Lembariti 	<ul style="list-style-type: none"> ▪ All satisfied patients are not the same but ultimately manifest into a healthier patient or a satisfied customer. ▪ Finstuen has found that attitude and belief are the salient features in the prediction method.
7.	2015	<p>Patient satisfaction with dental hygiene providers in U.S. military clinics(2007)</p>	<ul style="list-style-type: none"> ▪ Jeffrey G Chaffin ▪ Sherry D Chaffin ▪ A David Mangelsdr off ▪ Kenn Finstuen 	<ul style="list-style-type: none"> ▪ Quality, interaction, access, environment and cost were the identified categories after the analyzation. ▪ As the rate of satisfied patients increase, there will be more number of new patients.
		<p>Patient Satisfaction surveys in dental school clinics: A review and comparison.</p> <p>Patient satisfaction with orthodontic treatment at King Khalid university, College of Dentistry, Saudi Arabia(2015)</p>	<ul style="list-style-type: none"> ▪ Arezoo Ebn Ahmady ▪ Mina Pakkhesal ▪ A. Hamid Zafarmand ▪ Hary Alan Lando ▪ Shahrani l ▪ Tikare S ▪ Togoo R.A ▪ Qahtani F 	<ul style="list-style-type: none"> ▪ Majority of patients chose to get treated here because of the academic facilities. ▪ Another benefit is that the patients can be supervised and diagnosed by many different people. ▪ Overall patient satisfaction and equality of patient outcome are of great importance in influencing a general dentist to refer an orthodontist.

			<ul style="list-style-type: none"> Assiri K Meshari A 	
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8.	2018	Patient satisfaction visiting the dental clinics, Faculty of dentistry, Najran university	<ul style="list-style-type: none"> Mohammed Ali Alshahrani Dr.Pervez Abdulrazak 	<ul style="list-style-type: none"> Demographic characteristics of patients did not affect the satisfaction of patients with dental care. <ul style="list-style-type: none"> Most of the people were very satisfied with the dental care and others were dissatisfied with the long waiting time.
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Research gap:

The feedback of training of nurses was done in various methods but not particularly in Madurai, Tamilnadu, India hence we have catered to it.

Data Collection:

We used a closed ended questionnaire to collect data. Data collection was done in person in hospitals in

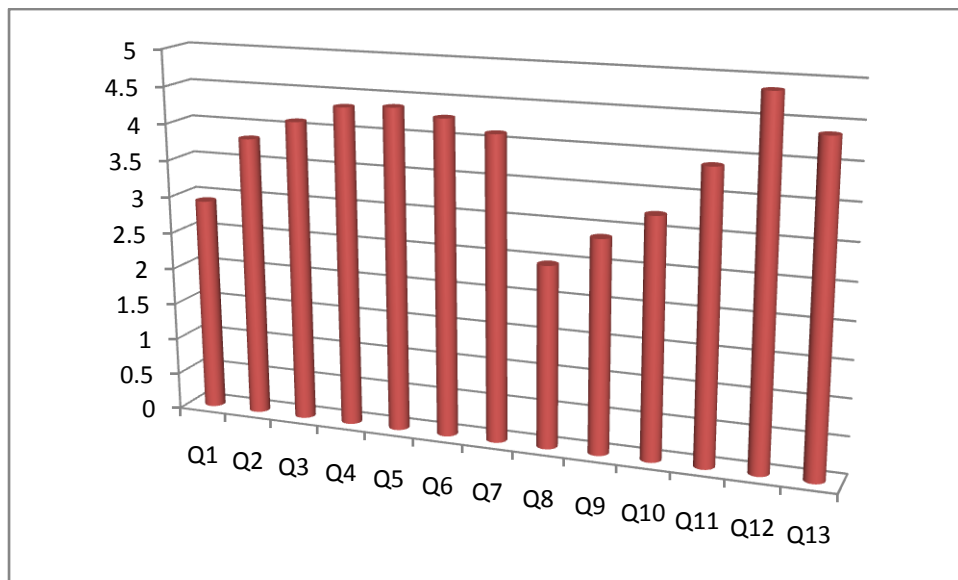
Madurai-Tamil Nadu. The nurses were ever co-operative.

We gave more than 120 questionnaires and received 100 valid questions with which we did the analysis

DATA ANALYSIS AND CONCLUSION:

We use excel sheet to analysis data and we use simple random sampling to pick data.

Convergent and Discriminant was proved.



Highest Question: question 12:

career development clinical opportunity existed-4.862745
 question 13:
 supervisors used mistakes as learning opportunity-4.372549
 question 5:

physicians and

nurses had good working relationship-4.372549

Lowest Question: question 08:

active staff development or continuing education program existed

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Appendix

PATIENT NAME:		PATIENT ID:	
DISEASE:		INVESTIGATION:	
TREATMENT:		CURRENT STATUS:	

A) About Patient’s Survey:

Items	strongly disagree	disargee	neutral	agree	strongly agree
When you telephoned to make an appointment , the staff members were courteous and helpful in finding a suitable time					
Upon arrival were you greeted in a friendly manner and made to feel comfortable?					
Were you seated by your appointment time or advised of any delays?					
Did the dentist’s hygienist take the time to listen to and understand your concerns?					
Did the dentist’s hygienists take the time to adequately explain the treatment plan and answer your questions?					
Did you feel that you understood prescribed treatment and all of your questions were answered to your satisfaction?					
Upon receiving your bill for the services redeemed was the amount clearly described?					
Rate the investigate diagnosis process that you underwent.					



Difference in the care provided by the hospitals available in your area					
Upon receiving your bill for the services redeemed – were payment options discussed?					
Hospitals/clinics will have modern looking equipment					
Hospital/clinics will insist on their error-free records.					
If you had a concern during your last visit, do you think it was properly handled by the staff?					