

Treatment Satisfaction Among Partially Edentulous Patients Visited the College of Dentistry at Taibah University

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Abstract

Background: Satisfaction of patients is an important segment of dental care and it may be influenced by individuals' socio-demographic characteristics. Prosthodontists must understand that esthetic issues are common and have major importance for their patients. **Aims of the study:** This study was to know the patient satisfaction, who visited the College of Dentistry Clinic for prosthodontics needs. **Material and methods:** This was an observational analytical cross-sectional study, which was carried out on the patients, visited for the replacement of teeth. The patients above the age of 14 years were selected from the CBCT register that was scheduled for treatment of implant, fixed or removable partial denture prosthesis. Total of 139 patients (75 males and 64 females) were included in the study. The questionnaire consists of basic information about age, gender, educational level, nationality, smoking habits, visit of treatment and the treatment providers and also asked satisfaction on treatment provided. **Results:** Out of 75 male patients, 60 (80%) were satisfied and 54 females out of 64 patients (84%) were satisfied with the treatment provided ($P = 0.329$). Seventy-six (79%) Saudis and only 38 (59%) non-Saudi satisfied with the treatment. There was no difference in satisfaction among age-wise of patients. New visitors and who went to get treatment from students and interns were more satisfied with their visit to the college clinic. **Conclusion:** The patients who were new and got treatment with students and interns were more satisfied. There was not much difference of satisfaction among age differences of the patients.

Key words: Patients' satisfaction, prosthesis, partially edentulous, CBCT, Saudi.

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INTRODUCTION

Dentists consider patients' satisfaction an essential part of dental care. It impacts patients' anxiety and their use of dental services. In addition, it is correlated with the oral health condition and treatment outcome[1]. Several socio-demographic factors such as gender, age, education level, ethnicity, and socioeconomic status may influence patients' satisfaction with dental services [2, 3].

Once prosthodontists understand their patients and try to achieve their desired result, patients usually accept the provided treatment modality. In prosthodontics, esthetic is one of the main motivating factors to seek advice or treatment. Good management of patients' desire and providing the appropriate treatment usually end by acceptable to excellent patients' satisfaction. Patient satisfaction in prosthodontics, especially in the esthetic zone, is a multidimensional concept as it reflects the patient's perception of dental care [4-8].

Treatment of a partially edentulous patient with implant, fixed or removable partial dentures is the current standard of care in dentistry. These treatment modalities are the has been the conventional method in dental education to replace missing teeth [9]. The quality of health services provided to patients also affects their satisfaction. De Van[10] interesting statement, he said that reading the mind of the patient is important before interacting the mouth of the patient to achieving the patient's satisfaction of treatment. Correct diagnosis and a valid treatment protocol have proven to maintain good long-term survival rates for dental prostheses. Although the provided prosthodontic treatment is clinically excellent, some patients will still be dissatisfied. Patient satisfaction in Prosthodontics appears to have a multifactorial character[11].

One of the important parts of the patient's quality of life is prosthodontic rehabilitation of oral cavity. The level of patients' satisfaction from the

provided treatment is related to outcome of the prosthodontic rehabilitation [12]. The technical quality of the dental work is considered as a cornerstone of prosthetic dentistry when the quality of life and patients' satisfaction are in focus.¹³ Patient's perception of dentists' technical proficiency is the largest predictor of their anxiety throughout the treatment [14]. Abrams *et al.* [15] concluded that "simply practicing dentistry with a high degree of technical expertise will not necessarily convince the patient that he has received high-quality dental care. Other less technical aspects are barometers of quality dental treatment. Practitioners should not lose sight of the human and psychotically aspects of care, and keep in mind that they are integral components of quality in dental treatment". Therefore, dental care can be considered with outstanding quality when patient's satisfaction is achieved. Since the quality of dental care includes all the aspects of the provided treatment and the psychological behavior of patients to gain their satisfaction, all effort towards high-quality prosthodontics and quality assurance need to involve patient's perceptions and satisfaction as critical dimensions[16].

Most prosthodontists are capable of treating patients successfully however, not all of them can ensure patients' satisfaction and cooperation. The prosthodontists should run his work in a method more friendly rather than businesslike. In addition, they should deal with their patients in ways more collaborative, empathy, not criticizing, not blaming, and realization of the possible difficulties that patients encounter with the advice presented to have a significant impact on the adherence and subsequent treatment results—'Biobehavioral' clinician role[17]. Different factors have been reported with a strong impact on patients' satisfaction and trusts such as previous experiences, mutual understanding and sharing values, dentists' attitude and their skills of communication. on the other hand, misguiding patients or provide them with unrealistic expectations via exaggerated promises, abusing their trust in any way jeopardizes the ethical value of health care [18]. Therefore, a dental chart should be written in an accurate method to offer the patients with practical guidelines of the treatment provided and its alternative and the possible complication to builds good trust [19]. The aim of this study was to know the patient satisfaction who visited the College of Dentistry Clinic for prosthodontics needs.

MATERIAL AND METHODS

A patient satisfaction survey was developed and the ethical committee of the College of Dentistry, Taibah University, approved to conduct this research

(approval#: tucdrec 20170130krsom). This was an observational analytical cross-sectional study, which was carried out on the patients, visited for the replacement of teeth. Patients above the age of 14 years were selected from the CBCT register that was scheduled for treatment of implant, fixed or removable partial denture prosthesis at the Department of Substitutive Dental Sciences clinic. Patients who were registered from January 2017 to June 2018 were selected for telephonic interview and recorded into the prepared format. Total of 139 patients (75 males and 64 females) were included in the study. The questionnaire consists of basic information about age, gender, educational level, nationality, smoking habits, visits of treatment, treatment providers and also asked about the satisfaction on treatment provided.

All data were entered and analyzed using the Statistical Package for the Social Sciences software version 21 (SPSS Inc, Chicago, IL). The statistically significant level was set on $P < 0.05$, and it is measured by Chi-Square.

RESULTS

This was a cross-sectional study sample selected by a convenient method. Total of 150 patients was interviewed among them 11 patients were excluded due to not responding properly. The response rate was 92.6%. The questions were asked about the satisfaction of treatment.

Out of 75 males patients, 60 (80%) were satisfied and 54 females out of 64 patients (84%) were satisfied with the treatment provided ($P = 0.329$) Table 1. Between Saudis 76 (79%) and non-Saudis, only 38 (59%) satisfied with the treatment ($P = 0.142$) Table 2. It was surprising that smokers 14 (58%) were only satisfied in comparison to non-smokers, who were 100 (87%). There was a significant relation of satisfaction among smokers and non-smokers ($P = 0.002$) Table 3.

Not much difference in satisfaction of patient's age wise show in table 4. Retired patients 9 (69%) were less satisfied in compare to the patients who were unemployed or in a job either government or private. When the question asked among the patients who visited previously also, replied 44 (80%) satisfied with the treatment. There was not any significant relationship between the patient who visited the first time or who visited previously also ($P = 0.388$) Table 5. When asked about the satisfaction of treatment from students and intern or Specialists. Sixty-two (85%) were satisfied with students and interns while 52 (79%) were satisfied with the specialist but there were not any significant relationships among them ($P = 0.235$) Table 6.

Table 1: Gender wise satisfaction of treatment provided to the patients

Gender	Yes		No		Total	
	N	%	N	%	N	%
Male	60	80	15	20	75	100
Female	54	84	10	16	64	100

P = 0.329

Table 2: Nationality wise satisfaction of treatment provided to the patients

Nationality	Yes		No		Total	
	N	%	N	%	N	%
Saudi	76	79	20	21	96	100
Non-Saudi	38	59	5	41	43	100

P = 0.142

Table 3: Smoking wise satisfaction of treatment provided to the patients

	Yes		No		Total	
	N	%	N	%	N	%
Smokers	14	58	10	42	24	100
Non-smokers	100	87	15	13	115	100

P = 0.002

Table 4: Age-wise satisfaction of treatment provided to the patients

Age group	Yes		No		Total	
	N	%	N	%	N	%
25-40 years	58	82	13	18	71	100
41-55 years	39	83	8	17	47	100
56-70 years	17	81	4	19	21	100

P = 0.975

Table 5: Satisfaction of the patient who previously visited for prosthodontic treatment

	Yes		No		Total	
	N	%	N	%	N	%
Previously visited for treatment	44	80	11	20	55	100
First time visited for treatment	70	83	14	17	84	100

P = 0.388

Table 6: Satisfaction of the patient went for treatment-to-treatment providers

	Yes		No		Total	
	N	%	N	%	N	%
Students & Interns	62	85	11	15	73	100
Specialists	52	79	14	21	66	100

P = 0.235

DISCUSSION

The assessment of the quality of health care services has been investigated as an important topic for improving health care services. Patient's opinions and views are regarded as an essential component of the quality health services [20]. Patients' views about dental services do not depend only on how the dentists are treating them but depend on many factors like how they faced receptionist, how much was the waiting time

for treatment. Patients have more expectations and less tolerant.

This study evaluated patient's satisfaction that was visited for prosthodontics or implant treatment and it revealed that most of them were satisfied with the provided treatment. The telephone survey was constructed to measure the patient's satisfaction, which

is found to be a good approach for collecting a response [21].

The finding of this study indicates that females 84% (Table 1), Saudi National 79% (Table 2) and non-smokers 87% (Table 3) were satisfied with the prosthetic and implant treatments. Other studies showed a valid association between patient satisfaction with dental care among females, [5,21] since the number of female satisfied were more than males. It might be due to that female are more conscious of issues related to esthetic and discuss with the dentist regarding their treatment on the esthetic concern. There was not much difference between the percentage of patients satisfied with the treatment, which belongs to a different age group (Table 4). Some researcher found a difference in the association between age and satisfaction of patients [22, 23]. Cohen G [24] found that dissatisfaction decreased markedly with age. However, Gurdal P *et al.* [25] in his study found much difference of satisfaction among different age group but in his study, the majority of the patients were belonging to highly educate and high income young and middle age group. The College of Dentistry in Taibah University provides free treatment and replacement of missing teeth so patients who visit the college clinic were mostly from low or middle-income group.

There was only 3% of the difference of satisfaction among the patients who visited for the prosthodontics rehabilitation first time and who visited previously also (Table 5). Some studies show the wide difference in satisfaction among the patients who visit the first time and multiple times [5,26]. Multiple times visitors, they are exposed to treatments from different dentists, so they compare the treatment from previous treatment provided.

The College of Dentistry has a teaching hospital and it provides education and training to dental students, so the students and interns work on patients under the supervision of teaching staff and consultants who were specialized in different branches of dentistry. In our study patients who were provided treatment from students and interns were more satisfied in compare to the specialist (Table 6). Students to get better marks they not only do the treatment but also, they try to convince the patients that the treatment provided by them was excellent. Aljughaiman *et al.* [27] studied patient satisfaction who went for the orthodontic treatment in private and public sector hospitals and they found much difference in satisfaction of patients from the provided treatment. Patients who went to a private hospital were more satisfied compared to the patients visited the public sector hospital. The satisfaction level not only depends on how you are providing treatment but also how you are convincing the people related to your treatment.

CONCLUSION

The patients who were new and got treatment with students and interns were more satisfied. There was not much difference of satisfaction among age differences of the patients.

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