

Patients' Proclivity towards the Dental College Attached to Hospital or Private Dental Clinic

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Abstract: *Statement of problem:* Dental complaints made by patients may cause a great deal of anxiety and stress among dental care providers. Dissatisfaction and complaints may result in patients changing their dentist, which might have ramification in terms of the family and friends perception of the dental practice. Thus, a study was conducted to analyse the preference for dental treatment in Karad (Maharashtra, India) population and also reasons for not preferring Dental Hospital attached to Dental College. *Materials and methods:* Cross sectional study was conducted among patients in dental OPDs of various public hospitals. The data was collected from patients using a questionnaire. The surveyed patient comprised of 550 patients. *Results:* Among them, 169(53.1%) patients usually do routine check-up while 60(18.9%) patients said no for routine check up and 89(28%) didn't reply to questions. 118(37.1%) patients gave preference to Dental Hospital attached to Dental College and 108(34%) gave preference to Private Dental Clinic/ Hospital. Only 5(1.6%) gave preference to Rural Dental Clinic/ Hospitals. *Conclusion:* 118(37.1%) patients gave preference to Dental Hospital attached to Dental College and 108(34%) gave preference to Private Dental Clinic/ Hospital. Only 5(1.6%) gave preference to Rural Dental Clinic/ Hospitals.

Keywords: Patient proclivity, Dental College, Private dental clinic, Rural dental clinic

1. Introduction

Patient satisfaction is one of the key determinants of success in any health care enterprise. Its assessment has therefore become an important activity of health institutions. Satisfaction is an attitudinal response to value judgments which patients make about their clinical experience.[1]

Dental complaints made by patients may cause a great deal of anxiety and stress among dental care providers.[2][3] Dissatisfaction and complaints may result in patients changing their dentist, which might have ramification in terms of the family and friends perception of the dental practice.[4][5] Patient satisfaction is a multidimensional concept.[6] As teaching institutions dental college clinics must constantly strive to find a balance between meeting the needs of the students and the patient.[7] Dental schools are teaching facilities and usually the traditional system is only followed with the students rotating through different clinics. The patients in traditional system have to go to different speciality clinics for each treatment. This was very difficult for the patients and also time consuming. Some patients may have difficulty evaluating the technical quality of the dental service they had received, and would base their judgment on other factors, such as physical settings and the ability to solve problem.[8] It has been reported that patients prefer a caring and pleasant dentist to a skilled one alone.[9]

The latter reported that the two issues cited by patients as most important in evaluating dental care were the dentist's awareness of discomfort, and explanation of treatment. Similarly, Kress and Silversin found interpersonal factors (personality and communication) to be the most frequently cited by their focus groups as important to satisfaction with dental care.[10] Hence, this study was conducted to access the proclivity of patients' for a dental college and hospital and/or private practise.

2. Literature Survey

The irregular attendance among the patients from the rural area. It was found that lack of time was most common reason for non attendance. A similar result was seen in Quetish Taani et al. in their two studies.[11][12]

The patients were satisfied with the dental treatments done in the college attached hospitals in George AC, Hoshing A, Joshi NV. A study of reasons for irregular dental attendance in private dental college.[13]

The patient make judgements in response to the clinical experience they had different individual have different preferences for the dental care provider and clinic they want to visit was seen in study carried out of factors affecting patients, choice of dental services.

3. Methodology

A cross sectional analytical observational study was conducted at the School of Dental Sciences, Krishna Institute of Medical Sciences, Karad. A self-administered modified questionnaire was used to assess patients satisfaction with the dental service provided in clinics of School of Dental Sciences, Karad.

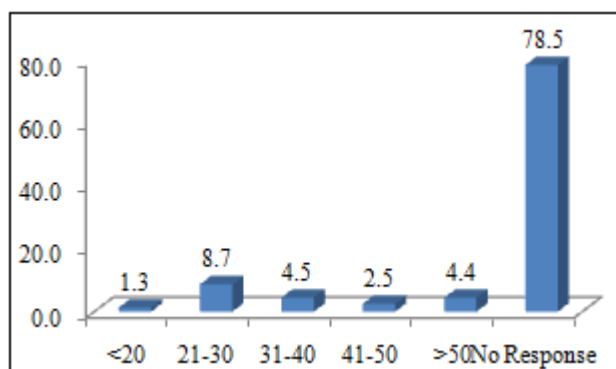
Eleven questions were included in the questionnaire, including general information about the patient, reason/s for attendance, experience, impressions on the clinic environment, waiting period, satisfaction with dental treatment received. This questionnaire-based study was divided into two parts. The first part of the questionnaire contained questions relating to patients socio-demographic data. The second part was designed to measure the patients' perception, satisfaction and expectation from dentist. Those who volunteered to participate in the survey were asked to read the instructions carefully and respond truly to the questions. 500 questionnaires were distributed. The collected data was analysed.

4. Results

Five hundred and fifty patients; 267(48.5%) males and 283 (51.5%) females formed the surveyed group. The questions included: age, residence, presence of dental problem, routine dental check up, preference for dental treatment to be done, and their experience about treatment done.

Table 1

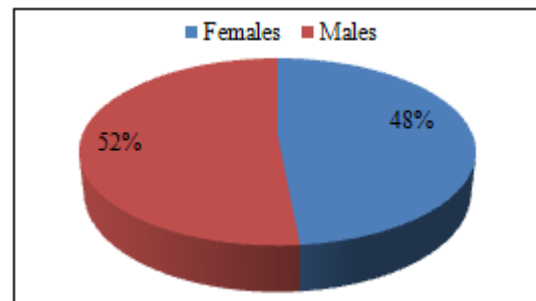
Age	Frequency	Percent
<20	7	1.3
21-30	48	8.7
31-40	25	4.5
41-50	14	2.5
>50	24	4.4
No Response	432	78.5
Total	550	100.0



Graph 1

Table 2

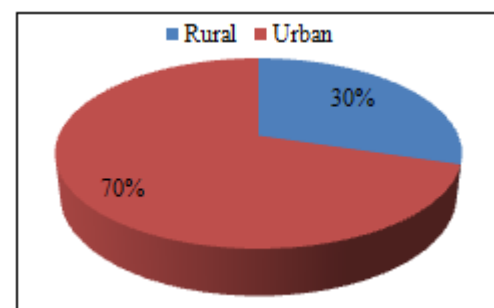
Sex	Frequency	Percent
Females	267	48.5
Males	283	51.5
Total	550	100.0



Graph 2

Table 3

Residential Area	Frequency	Percent
Rural	164	29.8
Urban	386	70.2
Total	550	100.0

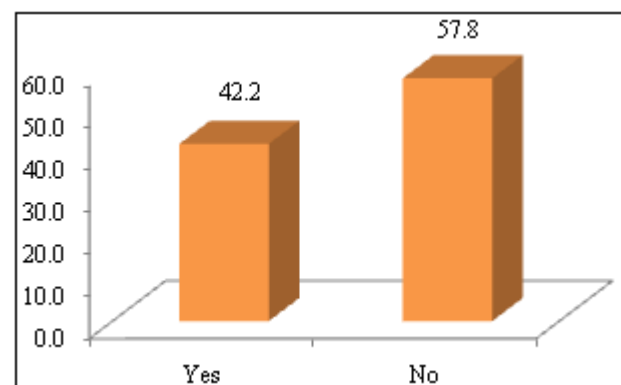


Graph 3

164(29.8%) patients were from rural area while most of i.e. 386(70.2%) patients were from urban area.

Table 4

Any dental problem	Frequency	Percent
Yes	232	42.2
No	318	57.8
Total	550	100.0

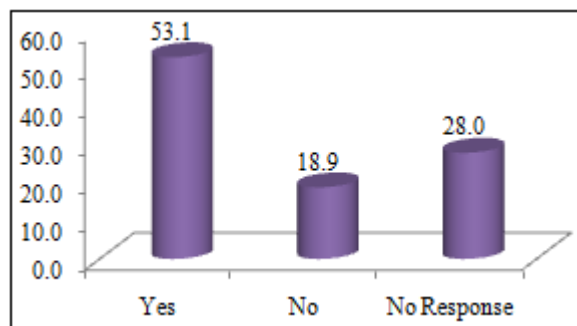


Graph 4

232(42.2%) patients were having dental problem while most of i.e. 318(57.8%) patients were not having any dental problem.

Table 5

Routine check-up	Frequency	Percent
Yes	169	53.1
No	60	18.9
No Response	89	28.0
Total	318	100.0

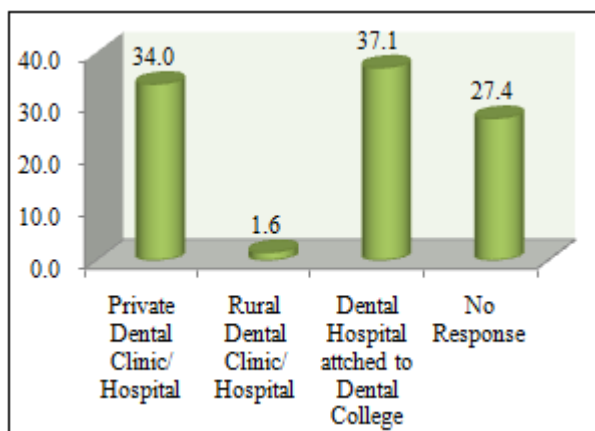


Graph 5

Most of i.e. 169(53.1%) patients usually do routine check-up while 60(18.9%) patients said no for routine check-up and 89(28%) didn't reply to the questions.

Table 6

Preference for dental treatment to be done	Frequency	Percent
Private Dental Clinic/ Hospital	108	34.0
Rural Dental Clinic/ Hospital	5	1.6
Dental Hospital attached to Dental College	118	37.1
No Response	87	27.4
Total	318	100.0

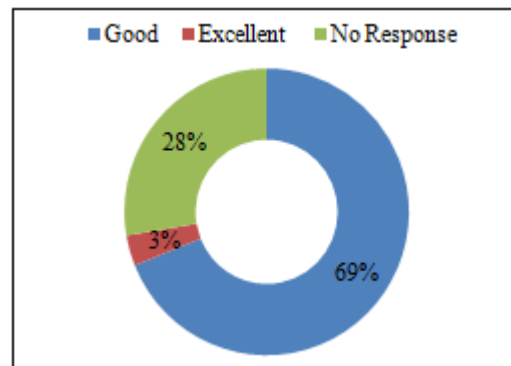


Graph 6

118(37.1%) patients gave preference to Dental Hospital attached to Dental College and 108(34%) gave preference to Private Dental Clinic/ Hospital. Only 5(1.6%) gave preference to Rural Dental Clinic/ Hospital.

Table 7

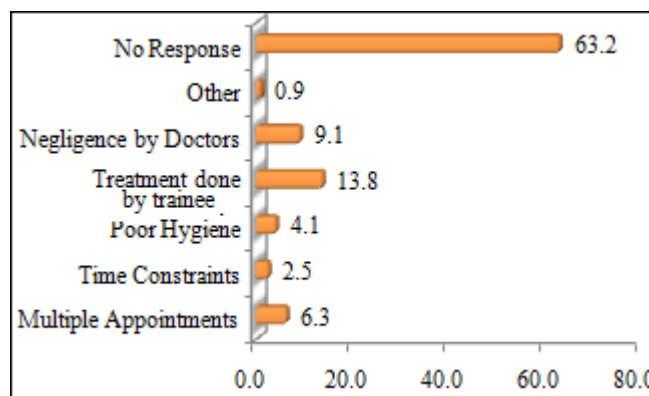
Experience of dental check up	Frequency	Percent
Good	219	68.9
Excellent	11	3.5
No Response	88	27.7
Total	318	100.0



Graph 7

Table 8

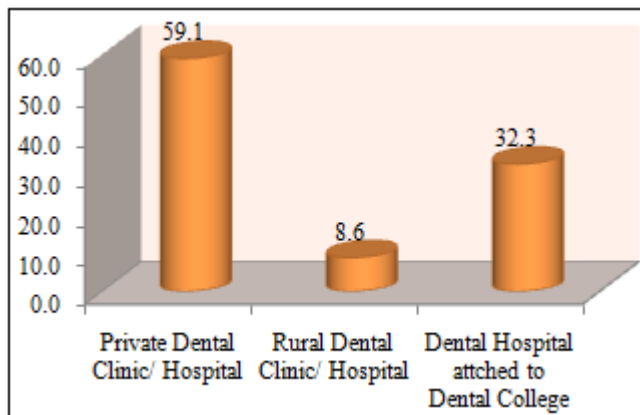
Reason for not visiting dental hospital attached dental college	Frequency	Percent
Multiple Appointments	20	6.3
Time Constraints	8	2.5
Poor Hygiene	13	4.1
Treatment done by trainee	44	13.8
Negligence by Doctors	29	9.1
Other	3	0.9
No Response	201	63.2
Total	318	100.0



Graph 8

Table 9

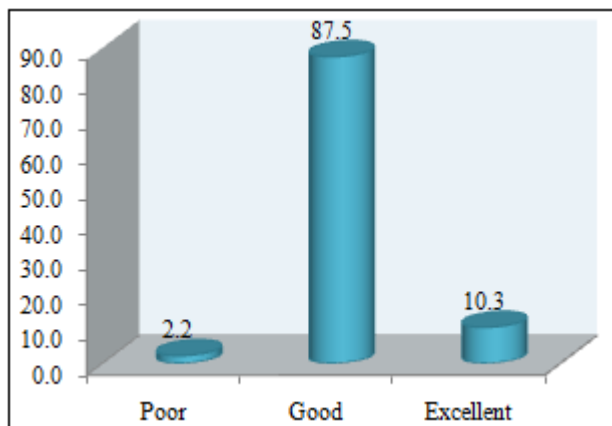
Preference for dental treatment to be done	Frequency	Percent
Private Dental Clinic/ Hospital	137	59.1
Rural Dental Clinic/ Hospital	20	8.6
Dental Hospital attached to Dental College	75	32.3
Total	232	100.0



Graph 9

Table 10

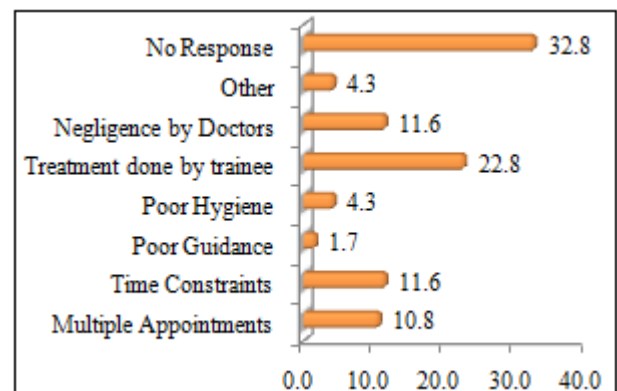
Experience about treatment	Frequency	Percent
Poor	5	2.2
Good	203	87.5
Excellent	24	10.3
Total	232	100.0



Graph 10

Table 11

Reason for not visiting dental hospital attached dental college	Frequency	Percent
Multiple Appointments	25	10.8
Time Constraints	27	11.6
Poor Guidance	4	1.7
Poor Hygiene	10	4.3
Treatment done by trainee	53	22.8
Negligence by Doctors	27	11.6
Other	10	4.3
No Response	76	32.8
Total	232	100.0



Graph 11

5. Discussion

The goal of this project was to identify the preference of the patient for the dental treatment to be done. Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences and future expectations, and values of both the individual and society.

Around 42.2% patients were with dental problem visiting dentist for the treatment to be done. While 53% patient were concerned about the oral health and had been visiting a dentist regularly for the dental check up to be done. A study done in Saudi Arabia [12] has also described similar results that the awareness level and expenses involved in dental treatment are the main hindrances among the people. Around 34% patients had been visiting the private dental clinic, 37.1% were visiting the dental college attached to dental hospital.

The primary reason for patient coming to dental college attached dental hospital is low cost. Lafont et al. (1999) found that low cost was the main reason followed by up to date care.[14] A Nigerian study revealed that the high cost of the dental treatment was considered a barrier to dental treatment utilization.[15]

The treatment done by trainee seemed to be the main reason for patient's dissatisfaction. Another reason was multiple appointments that lead the patients miss the appointments due to time constraint was revealed in the study carried out in Priyadarshini Dental College and Hospital. This problem can be solved, possibly through increasing the guidance of the doctors to the trainees. The possible way is to increase the guidance of dental staff to the group of students. Making a proper appointment with time schedule can minimize patient dissatisfaction. [16]

6. Conclusion

The purpose of the study was to find patients preference and satisfaction receiving treatment in private clinic and dental college. The present study shows that 118(37.1%) patients gave preference to Dental Hospital attached to Dental College and 108(34%) gave preference to Private Dental Clinic/ Hospital. The ratio is not very high.

Dental college attached hospitals can provide authentic treatment as the treatments carried out by students is in step wise manner given in books. The better sterilization procedures are done in the hospitals rather in private clinic.

The dental college can arrange provisional camps to improve the awareness about oral health and diseases, and the cost of the treatments are negligible compared to the private clinic so that socio economic status will not interrupt in their dental treatments to be done.

7. Future Scope

The study highlighted the increasing awareness about the regular dental checkups and awareness created by dental camps arranged by the dental colleges about the oral health, oral hygiene and the various diseases. Such camps arranged are helping people learn about the hazards of smoking and how to stop smoking.

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