



Assessment of Dental Satisfaction among School Teachers in Bhopal

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ABSTRACT

Background

Dental satisfaction is an important tool for estimating the overall quality of the dental care healthcare, experienced by the individual. A good experience of dental satisfaction makes the individual more orally health concerned as well as to seek dental healthcare, whenever required. Teachers being good role models as well as mediators, also plays an important role in

health care among children.

Aim & Objective

Aim of this study is to assess the satisfaction of dental treatment among school teachers in Bhopal.

Materials & Methods

The study was a descriptive cross sectional questionnaire based survey conducted among 86

school teachers & was divided based upon those who had less or greater than 5 years of experience. Data collected was based on self-administered questionnaire consisting total of 17 questions. Data was analysed using Statistical Package for the Social Sciences.

Result

In the study around 85% of teachers were satisfied with the dentists they visit. But only 35% were ready for routine dental check up and more experienced teachers were more satisfied with their dentist. This study shows that though teacher's were satisfied with the dentists, their attitude & practice differs towards dentistry, as they were not following the preventive measures. The survey has a significant value of $p < 5$.

Conclusion

The study shows that though teacher's were satisfied with the dentists and clinics they visit, their attitude and practice that they show towards oral health care and dentistry has different viewpoint, though they are much more educated. This is specially seen in teachers who has lesser experience of teaching. Hence there is a need to conduct awareness programs for teachers in schools, thereby educating them.

Keywords

Oral health, satisfaction, teachers, study

INTRODUCTION

Dental satisfaction is an important & basic tool for evaluating the overall quality of dental health care & thereby it also helps in improvement of care or services given to patients^[1]

'Satisfaction' as a term is defined as the extent of an individual's experience compared with his/her expectations. Hence dental satisfaction also helps in meeting the expectations and gives the patient a standard of service to the patient, which is

acceptable^[2]

In a way it also provides the measurement of success of healthcare program in terms of perceived needs. i.e. it has a direct co-relation with clinical outcomes, improvement in patient retention, loyalty from patients and ultimately personal & professional satisfaction is achieved^[3]

Effective dental satisfaction begins from doctor-patient communication. Other factors which depends upon dental satisfaction includes clinical set up environment, cost & modern facilities^[4]

After parents, teachers are the ones who spends considerable time children. Teachers are the sole person & role models for children, who can mould character, personality & habits in children. Hence school teachers can be influenced in order to provide sound knowledge ideal practices in young minds. Also through teachers, families of children can also be influenced & thereby helps in health promotion, especially dental health & awareness, can be spread to public. This is possible only if teacher has good knowledge, awareness & satisfaction in dental care as well as dental service^{[5],[6]}

Hence the present study was to carry out to evaluate the dental satisfaction among school teachers in Bhopal.

MATERIALS & METHODS

This interventional study was conducted among 86 school teachers from different schools of Phandha block which was selected randomly out of two zones in the city of Bhopal, Madhya Pradesh, India. Private schools of Phandha block was listed out and the schools were selected on random selection. Prior to the study, approval was taken from the institutional ethical committee and teachers who had experience more or less than 5 years were engaged for the study

& agreed to co-operate in the study research.

Teachers who were present on the day was included for the study and teachers who were not willing to participate as well as who were absent, were exempted from the study. The survey was conducted based on questionnaire, which was self-administered related to knowledge & attitude of dental satisfaction among school teachers.

The data attained was obtained to statistical analysis using Statistical Package for the Social

Sciences (SPSS Version 23; Chicago Inc., IL, USA).

Data comparison was done by applying specific statistical tests to find out the statistical significance of the comparisons.

Variables were compared using numbers and percentages. Chi square test of association was applied to find significant differences satisfaction factor towards dental practice based on years of teaching experience. P value lower than 0.05 was considered to be statistically significant.

RESULTS

The study population was categorised based on the years of teaching experience for analysis, as it can be seen table 1 of demographic details. 84.9% of the school teachers preferred visiting the same dentist every time they had a dental problem, with no difference seen between teachers with lesser or greater years of teaching experience. A greater proportion (90.7%) reported they had sufficient experienced dentists in their locality, which is shown in table 2.

It was unfortunate to report that nearly half of the study population (48.8%) visited a dentist only in case of pain & routine dental check-up was opted by 34.9% of the teachers, as it can be seen in graph 1. Teachers were satisfied with appointments of dentists. 89.5% of the mentors reported patient listening by the dentist.

When compared for explanation given by the dentist, older teachers were more satisfied than the younger ones in terms of experience (88.9 % versus 70.7 %) which was statistically significant at $p=0.031$.

Similar results were noted for dentists helping with procedures which were fearful or painful.

79.1% of the dentists resolved the problem; when compared teachers with greater years of experience were more satisfied than their counterparts significant at $p=0.029$. 95.3% reported that the staff spoke regarding the treatment when in doubt.

Overall, school teachers were greatly satisfied with the dentists and dental practice. A few variables showed teachers with >5 years were more content than teachers with <5 years of experience.

DISCUSSION

Patient satisfaction are sophisticatedly linked to patients as well outcomes of the quality of health services provided to the patients. A well satisfied patient, is more likely to adhere to the treatment schedule as well as maintains a good relationship with healthcare providers. Human satisfactions are related to number of factors including accessibility, financial affordability, optical technical facilities, maintenance of care, past & future experiences.

A study conducted by Norway found that generally dissatisfaction was related with low general well being, unpleasant previous session of treatment & sometimes treatment not received from male dentist^[4]

In this study, population chosen was school teachers as they are the pillars in encouraging, motivating & creating awareness among school children. Also they are expert in delivering information at children's level. Hence, in a way it is an economical & powerful method of raising dental health of public as well as

future generations. Hence for the study, dental satisfaction among school teachers were considered.

A total of 86 teachers were included for the study, which consists of 94.1% (81) of females & 5.9% (5.9) males participated. Female teachers appears to be more than male teaches and this observation is similar to the study conducted by Manjunath and Kumar in which 75% were female teachers and only 25 % were male teachers.

Based on experience whether teachers visit the same dentist, there was non-significant difference between visiting same dentist and different dentist and a total of 73 teachers preferred visiting the same dentist.

Out of 86, 30 teachers does routine dental check up&42 number of teachers visit dentist when they have pain. This means that around 49 % of teachers visits dentist, only when they had pain, which can be compared to the study conducted by Zhu et al were 19 % of teachers visits when they are undergoing pain. The reason behind this is that in developing countries like India, the primary motivator is pain in-order to visit a dentist rather than adopting any preventive measures. Around 7% of teachers visits dentist for caries and 9% for other reasons as shown in graph 1. This also points out that knowledge among teachers regarding oral health is low, which reflects in their attitude.

Regarding appointment & timing, majority of teachers i.e. 87-90% of teachers gets appointment according to their convenience, which indicates teachers can manage their personal, professional as well as health life, which in a way helps to lead a good oral health life. This is shown graphically in graph number 2.

However, majority of teachers were much satisfied with the dentist that they had visited, since 68 number of teachers had said that the dentist checks their

mouth thoroughly. This can be compared to study conducted by Hugar D A et al , which indicates that attitude of dental surgeons, through examination as well as explanation given by dentists, can ‘flare up’ the good satisfaction among patients.

Around 85 % teachers agreed that the dentist listens to their complaint patiently and explains the procedure as well as expenses. This also provides satisfactory comfort to the teachers, which makes them to open up the problems they are facing as well as maintains a good rapport with doctor. Based upon the study conducted by Ang Jian et al, it is said that rapport / domain is an important component in-order to maintain good interaction between dentist and patient, since it is also helps for a good quality of clinical outcome.

For 98 % of teachers feels that doctor had treated according to their complaint as it can be seen in graph number 3 and around 84% teachers feels that, dentist had helped to get through the procedures that made them fear or painful. This indicates that the teachers feel sufficient confidence in the procedures of treatment done by dentist and will be co-operative in future also, which encourages them to seek treatment.

There was significant difference in resolving of problem within the mouth that they had faced. Only 68 teachers out of 86 could get complete relief from the problems they had faced and for 10 teachers, the problem was recurring. Rest 8 teachers felt that problem was resolved only partially though they had taken complete treatment, as given in table 2.

Hygiene in dental clinics are one of the important aspect, not only for infection control but also for good satisfaction of patients which indirectly indicates overall quality of healthcare. From table , we can see that 93% of teachers were satisfied with the hygiene

measures of clinics they were following. This is related to study conducted given by Iqbal W et al which cites participants are highly satisfied regarding sterilization protocol & cleanliness of units as well as contended with cross infection control measures.

A good aspect view point is that 90% of teachers had an opinion that dentist takes utmost care while doing dental procedures. This indicates that public has good amount of confidence in dentists that they have capability in taking care of their patients, which is cited in the study conducted by Zulkifi in 1997, that dentists should not be rough with the treatment procedures in order to avoid atraumatic experiences for patients.

While thinking of dental expenses, majority of teachers thinks that expenses at dentistry appears to be much higher than other health fields. In the tabular column 2 , it is shown that around 58% of teachers thinks that expense was according to treatment. This can be viewed with the inference given by Tahlacke K et al, which is given as in majority conditions, financial stipulation appears to be a significant barrier for dental treatment as it could not be affordable for low socioeconomic group and therefore middle and high socio -economic groups visited dentists frequently.

Besides clinical as well as dentists part, other aspect that provides satisfaction is the interaction of dental staff. Dental staff with good communication skills as well as co-operative manner are more acceptable to patients, which also helps in providing good quality of dental health care. In the present study, around 95% of teachers were satisfied with the interaction of dental staff and hence can be compared with study conducted by Rashidah et al, which tells that the dental staff should have provide emotional support,

empathy and being understandable in order for a long way to serve and satisfaction of patients.

CONCLUSION

The present study was conducted to evaluate the assessment of dental satisfaction among teacher's in city of Bhopal, Madhya Pradesh. The study shows that teacher's were satisfied with the services and care provided by the dentist as well as dental staff. It also shows that dentist helped them to get over the fear of procedures they had to undergo.

But then, it was also notable that their attitude appears to be similar to general public such as visiting dentist only when pain occurs rather than taking preventive measures like visiting dentist for routine checkup. For this, it essential to conduct awareness as well as educational programmes by dentists for teachers in schools, who has got great accessibility to reach children and thereby society.

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