

The Satisfaction Rate of Patients Referring to Oral and Maxillofacial Surgery Department of Ardebil Dental School and the Reasons Associated with their Dissatisfaction of this Department: 2019

Abstract

Background and Aim

Oral and maxillofacial departments in the dental schools are active wards in which different treatments such as surgical removal of teeth and correction of congenital deformities of soft and hard tissues in the oral and maxillofacial region are done. This study assessed the satisfaction rate of patients referred to the oral and maxillofacial department of Ardabil Dental School and the reasons related to their dissatisfaction on 2019.

Materials and Methods

In this cross-sectional descriptive trial, 166 patients (111 males, 55 females; mean age of 34.16 years old) were selected from those referring to oral and maxillofacial department of Ardabil Dental School. A questionnaire was designed according to the previous studies and attitudes of the member of staff and distributed among patients after the approval of its reliability and validity. The questions included demographic data and satisfaction items in 4 dimensions of human personnel, health, administration and convenience. Satisfaction percent was calculated totally and in 4 dimensions. The satisfaction rate was statistically analyzed by student t test in gender and marital status variables, by ANOVA test in age groups and frequency of referring to the ward groups and by nonparametric Kruskal-wallis test in educational levels.

Results

Satisfaction percentage of patients from Oral and Maxillofacial Department of Ardabil Dental School was 92.2%. This value was 94.6%, 92.9%, 91.3% and 87.9% in the dimensions of human personnel, health, administration and convenience respectively.

In the administration dimension, the satisfaction rate was correlated to the frequency of referring ($p=0.04$), so that patients with referring times of less than 5 showed higher satisfaction and patients with referring frequency of more than 5 showed lower satisfaction.

In the convenience dimension, the satisfaction rate was correlated to the age ($p=0.025$) and patient's educational level ($p=0.019$) so that illiterate and over 45-years-old patients showed higher satisfaction and patients with guidance school educations and patients aged 25-45 years-old had lower satisfaction rate. No other significant differences were found regarding satisfaction rate in the other dimensions with other studied variables.

Conclusion

Therefore, Oral and Maxillofacial Department of Ardabil Dental School was able to attain the satisfaction of the patients referred to this ward up to the higher levels.

Keywords

Satisfaction, Oral & maxillofacial Department, Patient