

A comparative Study on Opinions of Patients and Dentists of Ardabil on Patients-Centeredness in Doctor Patient Relationship in 2022

Introduction: Doctors communication abilities are associated with outcomes of medical care such as satisfaction and compliance. Two styles of practice are observed: patient- centered and doctor- centered. We designed this investigation to compare the Opinions of Patients and Dentists of Ardabil on Patients-Centeredness in Doctor Patient Relationship in 2022.

Methods and Material: In this cross-sectional descriptive study, 845 patients, 156 general dentists, and 13 specialist dentists were examined by available sampling method. The information was collected and evaluated using the standard PPOS questionnaire, which included a total score ranging from patient-oriented (6 points) to doctor-oriented (1 point). After collecting the data, it was analyzed using independent t-test, one-way analysis of variance between groups, and chi-square test. SPSS version 26 software was used to analyze the data. The acceptable error level was considered 0.05.

Results: The results of the survey showed that the general score of patient-centeredness in specialist dentists (3.5 ± 0.206) was higher than that of general dentists (3.36 ± 0.456) and patients (3.25 ± 0.468). The average of specialist dentists regarding patient-centered communication with the doctor was more than that of patients and general dentists, but this difference was not statistically significant between the two groups, but the average difference between the group of patients and general dentists was significant ($P < 0.05$). There was a positive and significant relationship between the work history of general dentists and patient-centered relationship with the doctor (PPOS), but in specialist dentists, the relationship between the work history and patient-centered relationship with the doctor (PPOS) was negative and significant. ($P < 0.05$). There was a significant difference in patient-centered relationship with the doctor (PPOS) based on gender in general dentists ($P < 0.05$), so women were more patient-centered than men, but no significant difference was observed in specialist dentists based on gender. ($P < 0.05$).

Conclusion: In total, the studied groups were moderately patient-oriented. Based on this study, it is suggested to hold workshops on doctor-patient communication skills for dentists to meet the social demand for a change in the type of doctor-patient relationship with the proper training of dentists.

Keywords: Patient-Centeredness, Physician-Patient Relationship, PPOS Questionnaire.