



**ORIGINAL RESEARCH PAPER**

**Health Science**

**PATIENT SATISFACTION FROM ORTHODONTIC TREATMENT IN ABHA AND MEDINA CITY**

**KEY WORDS:** Ortho , dental , satisfaction

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**ABSTRACT**

**Introduction:** Satisfaction can be defined as achieving of desire results , in the current scenario consumer satisfaction has achieved more attentions and required top quality services in many public sector services further dentist patient relationship are also consider as one of the commodity now a days Patient's satisfaction with orthodontic treatment is linked with many factors such as sex, age, duration of treatment, compliance, and dent facial improvement also contributing to increase the level of satisfaction.

**Method:** We have used the same questionnaire used by Bos et al to evaluate the satisfaction of orthodontic patients, instead of using six point likert scale we are using point likert scale ( strongly agree to strongly disagree). SPSS ver. 20 software was used for statistical analysis Validity of the questionnaire and validity of the subscales was calculated, t test was applied to measure the significant differences among subscales between two cities and in gender, level of significance was 5%

**Results:** Mean and S.D of all the Domains of questionnaire was calculated, all means scores were above 3.00 we observed the significance differences between two cites in the psychological improvement domain (p<0.05)

**Conclusion:** In conclusion we can conclude that in both cities w have observed similar level of satisfaction , but MOH should start different programs further to explore and enhance the satisfaction levels of the orthodontist patients'

**INTRODUCTION:**

Satisfaction can be defined as achieving of desire results , in the current scenario consumer satisfaction has achieved more attentions and required top quality services in many public sector services further dentist patient relationship are also consider as one of the commodity now a days<sup>1-2</sup> There is an increasing percentage of patients who are undergoing in the orthodontic treatment and thus the requirement for professionals, good quality services and high quality treatment increased rapidly. As increasing number of professionals and treatment methods coming in this area so the dentist should aware about the satisfaction level of the patients who underwent the orthodontic process.<sup>3</sup>

According to Brazilian study, almost 34% of patients were satisfied with the ortho treatment, 62% are moderately satisfied, and 4% are not satisfied<sup>4</sup>

Patient's satisfaction with orthodontic treatment is linked with many factors such as sex, age, duration of treatment, compliance, and dent facial improvement also contributing to increase the level of satisfaction. One Study in Saudi Arabia stated that 87.1% of patients were pleased with orthodontic treatment<sup>5-6</sup>

Now days it is mandatory to provide optimal level of treatment and services to achieve the patients satisfaction. The criteria of patient satisfaction with orthodontic treatment may be vary from patient to patient and place to place<sup>7</sup>. The objective of this is to compare the patient's satisfaction from ortho - dental treatment in Abha and Medina city.

**METHODS:**

We have used the same questionnaire used by Bos et al<sup>12</sup> to evaluate the satisfaction of orthodontic patients, instead of using six point likert scale we are using point likert scale (

strongly agree to strongly disagree) In this questionnaire we have 58 items divided into six subscales in which first is doctor-patient relationship, second is situational aspects of the orthodontic clinic, third is dento facial improvement, fourth is psychosocial improvement, fifth is dental function and sixth is residual category. Some of the question was rephrased by the panel of experts to make it in as per the requirement of Saudi culture and understandings; validity of the content was also calculated. Data was gathered with the help of the questionnaire from two private dental care centers run by the same authorities in Abha and Medina city of the Saudi Arabia. SPSS ver. 20 software was used for statistical analysis Validity of the questionnaire and validity of the subscales was calculated, t test was applied to measure the significant differences among subscales between two cities and in gender, level of significance was 5%

Convenience sampling methods was used and first 100 ortho patients was included during the study duration

**RESULTS:**

**Table 1: City wise comparisons**

Items	Abha		Medina City		p-value
	Mean	S.D	Mean	S.D	
Doctor-patient relationship (11 items)	4.9	7.8	4.8	6.7	NS
Situational aspects (15 items)	3.8	2.5	3.5	2.2	NS
Dento-facial improvement (9 items)	3.6	4.2	3.4	3.9	NS
Psychosocial improvement (9 items)	4.2	3.6	3.0	3.2	Significant
Dental function (4 items)	4.4	2.2	4.1	2.1	NS

Residual category (10 items)	3.1	1.2	3.02	1.8	NS
Sum score satisfaction (58 items)	4.2	1.4	3.9	2.1	NS
NS = Not Significant					

Mean and S.D of all the Domains of questionnaire was calculated, all means scores were above 3.00 we observed the significance differences between two cities in the psychological improvement domain (p<0.05)

**Table 2: Gender wise comparisons**

Items	Male		Female		p-value
	Mean	S.D	Mean	S.D	
Doctor-patient relationship (11 items)	4.8	6.2	4.6	5.8	NS
Situational aspects (15 items)	3.6	3.1	3.1	1.8	NS
Dento-facial improvement (9 items)	3.1	3.9	3.0	2.9	NS
Psychosocial improvement (9 items)	4.6	2.9	3.0	1.9	Significant
Dental function (4 items)	4.6	1.8	3.1	2.2	Significant
Residual category (10 items)	3.2	2.5	3.1	1.7	NS
Sum score satisfaction (58 items)	4.1	2	4.2	2.2	NS
NS = Not Significant					

In table two we compared significant differences between genders and we found all the mean scores were above 3 while Psychosocial improvement (9 items) and Dental function (4 items) showed significant differences among genders

**Table 3: Validities**

Items	Internal consistencies
Doctor-patient relationship (11 items)	0.85
Situational aspects (15 items)	0.84
Dento-facial improvement (9 items)	0.86
Psychosocial improvement (9 items)	0.95
Dental function (4 items)	0.82
Residual category (10 items)	0.81
Sum score satisfaction (58 items)	0.8
over all combine cron Bach alpha = 0.82	

Table 03 depicted the validities of the sub domains and validity of the questionnaire and we observed all the validities were above 0.8

**Conflict of interest:**

None

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**DISCUSSION:**

The objective of this is to compare the patient's satisfaction from ortho - dental treatment in Abha and Medina city. Various researches showed that orthodontic treatment produces the impact on the quality of life of the patients

We have observed higher level of satisfaction in both cities in almost all of the domains of the questionnaire which is in line with Aljughaiman et al<sup>8</sup>, A Saudi based study that reflected that orthodontic treatment was broadly recognized as a part of the health care in the Saudi Arabia

In our study females (38%) were less than males (62%) respondents , gender also a significant variable to measure the ortho services Male and females have different satisfaction level in ortho treatments in contrast of

Aljughaiman et al we had observed more females in comparisons of males patients , it might be due to a fact that some female patients are still reluctant to go for a dentist for treatment . While males and females in all domains they were highly satisfied with ortho services We have observed significant gender differences between Psychosocial improvement (9 items) and Dental function (4 items) .

In both cities we have observed higher significant level in each domain of the questionnaire ,

In line with other studies we have observed that most important factor contributing to patient satisfaction was the patient's satisfaction with the doctor-patient relationship. This finding were match able well with earlier findings<sup>9-11</sup>

We have computed the internal consistencies of the different domains of the questionnaire and overall internal consistency of the questionnaire and our findings were similar to the Filiz Keles et al.<sup>9</sup>

We compared the data from only two private centers of the only two cities of the Saudi Arabia , which may be consider as limitation of our study

Our study compared the two cities of the Saudi Arabia which opens the new forum of debates that different regions of the Saudi Arabia have different opinions about ortho treatment and this may need to explore further.

**CONCLUSION:**

In conclusion we can conclude that in both cities w have observed similar level of satisfaction , but MOH should start different programs further to explore and enhance the satisfaction levels of the orthodontist patients'

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