

STUDY REGARDING PATIENT SATISFACTION WITHIN THE EMERGENCY DENTAL OFFICE OF THE EMERGENCY ROOM OF MOBILE EMERGENCY SERVICE FOR RESUSCITATION AND EXTRICATION (UPU-SMURD) SIBIU

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Abstract: Our study is based on an opinion survey applied in the emergency dental office from Sibiu County. An important factor taken into account when we plan to streamline the medical service is the level of satisfaction patients have towards the service provider. The questionnaire which we applied is an adapted version of a validated form used in 2006 by the National Health Insurance Service in England (NHS) for the implementation of measures to streamline the emergency dental system. The group of patients to whom we applied the questionnaire consists of 60 patients. The questionnaire contains questions about the level of satisfaction of patients, addressability aiming to identify the reasons for which patients resort to such services in Romania. According to the results, 65% of patients were very satisfied with the treatment offered, 96% were satisfied with the attitude of the staff towards them and 91% said they trust the medical staff. A large percentage (40%) said that the equipment in the dental office can be improved. The conclusion of this study is that the emergency dental office is highly appreciated by patients and despite the poor equipment, doctors are trying to cope with increased addressability of the dental office.

INTRODUCTION

The emergency dental office from Sibiu develops its activity inside the University Dental Clinic and is part of the Emergency Room of the Mobile Emergency Service for Resuscitation and Extrication (UPU-SMURD) department within the Clinical County Emergency Hospital of Sibiu. It is designed to treat acute dental pathologies operating in this form for nearly 11 years. It provides permanent emergency dental care. Addressability to this office is quite high, above the average of other centres of this kind in the rest of the country.(1)

We believe that any attempt to streamline a medical system should have as a starting point quantifying the impact it has on patients.(2,3) One of the indicators is undoubtedly the patient satisfaction regarding the medical services, in our case, the treatment offered by the Sibiu emergency dental office.

PURPOSE

The purpose for continuous improvement has led to the design of this study of the impact of emergency medical services on patients with a view to identify the level of trust and patient satisfaction in terms of this emergency service.

MATERIALS AND METHODS

This study is based on the application of a self-administered questionnaire of satisfaction and addressability, to patients who have addressed the emergency dental service within UPU-SMURD during 1 September 2016- October 30, 2016.

The source of the instrument used was a questionnaire applied by the National Health Service (NHS) in England and Wales.(4,5)

The questionnaire was applied during the period: March 2006-October 2006 following a change in the legislative conditions for dentists' accession to the NHS.

The questionnaire was applied to persons who were sent to the emergency dental service in several areas of London.(6) The questionnaire was designed to have two main parts. A part of addressability and a part focused on measuring the level of patients presenting in this service.

The questionnaire explores many characteristics and opinions of patients: reasons of presentation, registration data, knowledge about this emergency service, satisfaction with services, items on the future development of the service etc. The questionnaire has been validated on a number of 20 subjects who were not included in the study.(2)

The sample is represented by a group of 60 patients who addressed the emergency dental office with various complaints.

The inclusion criteria regarded all patients who were willing to fill out the questionnaire, who were over 18 and had no clinical psychiatric disorders.

The exclusion criteria referred to patients aged under 18, with insubordinate behaviour in the emergency service, verbal or physical aggression or they just did not want to fill out the questionnaire.

All questionnaires were filled out by patients after completing the medical emergency treatment by the physician, namely before leaving the office. The study complied with the ethical rules of individual and scientific research, the research being approved by the Ethics Committee of the Clinical County Emergency Hospital of Sibiu.

Data analysis was performed using SPSS IBM Statistics 20 software, the results for each of survey questions being presented in the form of their points, and for comparisons the Chi-Square test was used.(7,8) Microsoft Office Excel 13 software was used for data processing (9) and graphical representations.

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RESULTS AND DISCUSSIONS

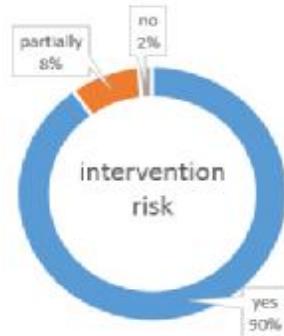
After analyzing the results we obtained the following values: 65% of patients in the present study say they are very satisfied with the treatment offered in the emergency dental office, 30% were satisfied and almost satisfied, 5% (figure no. 1).

Figure no. 1. Distribution of patients regarding the level of satisfaction of the treatment



A very high percentage, 90% said they had received satisfactory information on the risk of surgery and prescribed treatment (figure no. 2).

Figure no. 2. Patients' distribution regarding the level of satisfaction with the information received, related to the risk of intervention



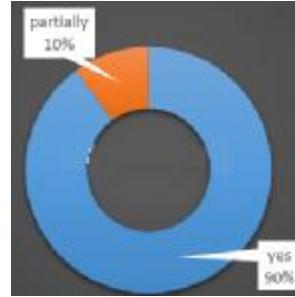
Regarding the patients' consent before performing dental emergency intervention, 83% of patients said that they had been asked about their consent, 6.7% partially and 10% replied that they were not asked about this (figure no. 3).

Figure no. 3. Distribution of patients according to the level of satisfaction with the consent given for dental intervention



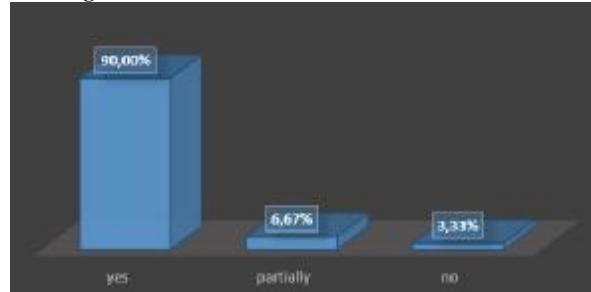
As for the information that patients have received related to health and treatment possibilities, 90% of patients were satisfied (figure no. 4).

Figure no. 4. Distribution of patients according to the level of satisfaction with the information received on health status



Patients' level of satisfaction on whether the doctor took into account their opinions in setting the treatment is very high, 90% of patients saying that the doctor took account of this (figure no. 5).

Figure no. 5. Distribution of patients depending on their level of satisfaction with the importance of their opinion in choosing the treatment



A very high percentage of patients (96%) say they are very satisfied with the attitude of the medical staff towards them (figure no. 6), one proof being the very high confidence that patients have towards the medical staff (91%) (figure no. 7).

Figure no. 6. Distribution regarding patients' satisfaction towards the medical staff's attitude

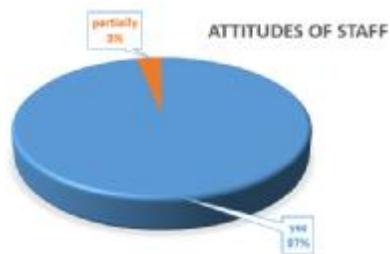
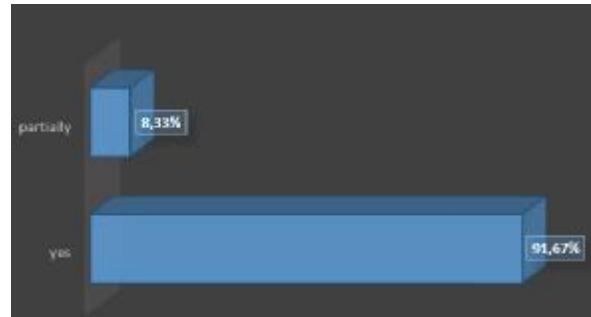


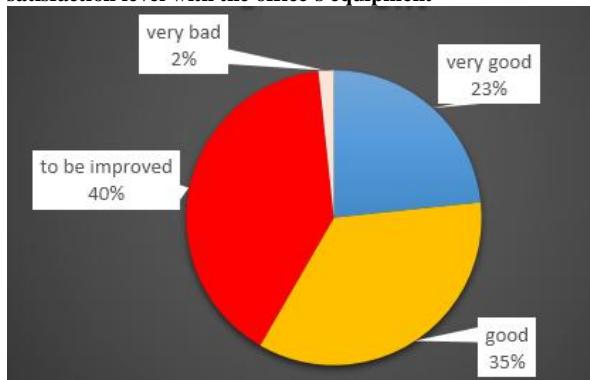
Figure no. 7. Distribution of patients according to the level of confidence of the medical staff



Finally, we found it necessary to find out patients' opinion about the material resources which this emergency

dental office holds. Of the patients included in the study, 23% consider the dental office is very good equipped, a rate of 12% higher (35%) consider the dental office is good equipped (Chi-square = 1.400, p = 0.237) and a rate about twice as high (40%) believe that the equipment can be optimized (Chi-square = 2.632, p = 0.105) (figure no. 8).

Figure no. 8. Distribution of patients according to the satisfaction level with the office's equipment



Interestingly, a similar study done in the area of private practice in Sibiu (10), the same year, reveals percentages smaller in terms of the satisfaction on the level of information received from the doctor (80%), compared to (90%) how the emergency dental office records.(10)

Also, in this study it is reported that 92% were satisfied with the treatment and medication prescribed by a physician, a percentage similar to that in our study.(10)

From the study done by the NHS in London in 2007 we find that a very similar percentage (95%) was obtained in assessing patients' satisfaction regarding the services of the emergency dental system, a percentage very similar to that obtained in our study.(6)

CONCLUSIONS

1. Large percentages of patients who reported high levels of satisfaction of their treatment, of what information they were given and regarding the attitude of the medical staff towards patients' needs show a professional and ethical behaviour of the medical staff employed in the emergency dental office of UPU-SMURD Sibiu.
2. However, patients' impression that material and technical resource could be improved in this dental office is correct, this office benefiting from technical material of 50-60 years old, which is worn and overused.
3. The high level of satisfaction compared to the private sector show probably a lower expectation of patients presenting to the emergency dental office.

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