How evaluate Patient Satisfaction with dental health services delivery? Developing an inquiry

Introduction
Effective management of patient perceptions/satisfaction regarding dental health/care and services is paramount to obtain it.

Methods
268 outpatients, both genders, 46.1(± 16.3) years, voluntarily attended in FHS-UFP dental school clinic (April-July/2012), answered an inquiry (31 questions), evaluating patient satisfaction level (five-point Likert scale). The inquiry was further reduced to 26 question, and arranged into components by means of Factorial Analysis/PCA. Psychometric analysis (inquiry developed evaluation) was performed by means of studying its reliability and validity. Descriptive/Inferential analysis was performed with SPSS® vs.21 (α=0.05).

Conclusions
Although a significant positive association was obtained for “patient assistance access and receptionist help” (Table 2), by female outpatients and their age (r=0.306, p<0.001), the highest mean satisfaction score were obtained for the components: “perception of solved (dental) problem”, followed by “professional’s quality and dental treatment” and “patient assistance assess and receptionist help” (Figure 3).

Clinical Implications
Overall high level of patient satisfaction reflects the responsibility/accountability of dental team’s approach towards the target population.