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Rural-urban Disparities in Patient Satisfaction with Oral Health Care

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Abstract

Background: Identifying spatial variation in patient satisfaction is essential to improve the quality of care. Thus, the objective of this study was to investigate rural-urban disparities in patient satisfaction and determine factors that could influence satisfaction with oral health care.

Methods: Data from 1,788 parents/caregivers of children who participated in the Quebec Ministry of Health clinical study were subject to secondary analysis. The Perneger Model of patient satisfaction was used as the conceptual framework for the study. Satisfaction with oral health care was measured using the WHO-sponsored International Collaborative Study of Oral Health Outcomes (ICS-II). Explanatory variables included patient characteristics, predisposing factors and enabling resources. Statistical analyses were comprised of descriptive statistics, as well as bivariate and linear regression models.

Results: Individuals with higher income, dental insurance coverage, having a family dentist, having difficulty in finding a dentist and access to a private dental clinic were more satisfied with oral health care ($p < 0.001$). There were statistically significant differences between rural and urban Quebec residents in scores of patient satisfaction on four items, including: dental office location ($p = 0.013$), dental equipment ($p = 0.016$), cost of dental treatment ($p < 0.001$) and cleanliness of dental office ($p = 0.004$). The multiple linear regression model showed that major determinants of patient satisfaction were being a native Canadian, married, having dental insurance coverage, having perceived good oral health, having a family dentist and visited the dentist for regular checkups ($p < 0.005$). Having difficulty finding a dentist negatively influenced patient satisfaction with oral health care ($p < 0.001$).

Conclusion: These findings suggest that Quebec rural-urban disparity exists in patient satisfaction with care and that determinants of health influence this outcome. Intensive and powerful knowledge dissemination activities will help to mobilize policy makers in implementing public health strategies to reduce this disparity

Biography

Dr. Farzeen Tanwir is a Dental Professional with Postdoctoral research experience coupled with experience in different fields of General Dentistry, dental Academics and Dental Research. She did BDS from Karachi University, Pakistan, PhD and Post doctorate from Sweden, C. Orth from USA, Post Doctorate at University of Toronto, Faculty of Dentistry, matrix Dynamics Group and worked as a Research Fellow at Sick Kids Hospital, Canada, Toronto. She also worked as a Research Associate Fellow at Faculty of Dentistry, McGill University under the supervision of the Dean, Prof Elham Emami. She was Head of the Department of Periodontology, Ziauddin University, Pakistan and Director of Post Graduate studies and Research. She was Principal Investigator in many Projects including community-based projects. She has presented in many International Conferences and has published research articles in the leading dental journals of dentistry.

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