

## May 2014

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### Concordance between patient satisfaction and the dentist's view: findings from The National Dental PBRN

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The April 2014 issue of *The Journal of the American Dental Association* featured an article entitled "Concordance between patient satisfaction and the dentist's view: Findings from the National Dental PBRN".

**Clinical Question:** The quality of the interaction between dentist and patient is important to patients. Patient satisfaction is seen as an essential element in assessments of the quality of oral care. What are the dentist's view of the patient's experience and concordance with the patient's rating of satisfaction?

**Clinical Bottom Line:** For improved patient-centered care, dentists should assess patients' desires, expectations and perceptions of dental care experience and then manage or correct the expectations and perceptions as needed.

#### Key Results:

Most dentists viewed their patients as having been satisfied with the treatment experience and as having perceived them as friendly. Dentists had less strong feelings about whether patients had a preference for the restorative material or an interest in obtaining information about the procedure. Overall, patients were satisfied, and most of the time dentists correctly predicted this outcome. Among patients who were less than satisfied, there was a substantial subset of cases in which dentists were not aware of this dissatisfaction.

#### Applicability or Significance:

By taking a patient-centered approach, dentists should seek to understand how patients evaluate and rate the services provided, thereby enabling them to focus on what each patient values most.

Click [here](#) to read the PubMed abstract.