



<b>Title</b>	<b>Patients' satisfaction with dental services provided by an university in Hong Kong</b>
<b>Author(s)</b>	<b>Chu, CH; Lo, ECM</b>
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<p><b>O-28</b> Frequent Detection and Localisation of Human Herpesvirus-7 in Salivary Glands. SP KHOO*, MYADAV, SNAMBIAR (University of Malaya, Malaysia).</p> <p>Human herpesvirus-7 has been shown to be present in erythema subitum, an infection in childhood. Its presence in salivary glands has also been recently described. The aim of this study was to describe the nature of cells associated with HHV-7 replication in the salivary glands. Tissue samples from 20 paraffin embedded labial minor salivary glands were used. Immunohistochemistry, in situ hybridisation, polymerase chain reaction amplification of HHV-7 DNA and Southern hybridisation were carried out on all samples. Of the 20 samples, 78.6% showed the presence of HHV-7 antigen in the salivary gland tissues especially in the columnar ductal cells. In these cells, 61.4% showed positivity in the cytoplasm only whilst 38.6% in both nucleus and cytoplasm. The high frequency of detection of HHV-7 in the nucleus was confirmed by in situ hybridisation, PCR and Southern hybridisation. All controls were negative. <u>In conclusion we have shown that HHV-7 is prevalent in certain sites in minor salivary glands and the results suggest that the lip salivary gland is a site for replication of HHV-7, potential source of infective HHV-7.</u></p>	<p><b>O-29</b> Osteomorphogenetic study of HA-implanted defects using SEM and a modified EDTA-KOH method. CY SU*, ZC LIN, CS CHANG (Institute of Dental Science, National Yang-Ming University, Taipei, Taiwan)</p> <p>The purpose of this study was to use SEM and a modified EDTA-KOH method to observe the stepwise osteomorphogenesis around implanted HA with special reference to the structural features of bone cells and their spatial relationship to HA. Twelve adult mongrel dogs weighing 10-15 Kg were used as experimental animals. Dense HA particles were implanted into a cavity (7mm x 15mm) created in a dog's right side tibia. A cavity the same size at the corresponding site in the left tibia was used as control. Animals were divided into three groups (four in each) representing harvest periods of two weeks, 1 month, and 3 months. Perfused with Ringer's solution and fixed with glutaraldehyde, specimens were then decalcified with 10% EDTA for three days, treated with 10 N KOH at 60°C for 8 minutes to digest collagen fibers. Thus, the bone matrix near the exposed surface was completely removed but the cellular components retained their structural integrity. In the 2-weeks HA-implanted cavity the interparticular space was found to be fully filled with newly formed bone together with palisading osteoblasts. At 1 month implantation almost all interparticular space was invaded by bone combining with connective tissue. In the 3-month HA-implanted group the interparticular space was filled with steons. Well-developed vascularization could be found directly juxtaposed to HA particles. Osteoclasts characterized by ruffled borders were found in some specimens, indicating a bone remodeling process. <u>It is anticipated that this study will provide a greater insight into the biological response of HA to bone cells as well as the value of a modified EDTA-KOH method in examining the stereomorphology of osteogenesis.</u></p>
<p><b>O-30</b> The Terminal Hinge Axis (THA) Determination in Thai Dental Students by SAM 2 Axograph. L. SARINNAPHAKORN (Department of Prosthodontics, Faculty of Dentistry, Khon Kaen University, Khon Kaen, Thailand);</p> <p>The terminal hinge axis (THA) is a clinically important anatomic and geometric position of the mandible. The location of the true hinge axis as fixed posterior cranial reference points on both sides of the face permits the repeated transfer of the dentocaxial relations from the patient to an articulator, and back to the patient, without altering the spatial relations. The aim of this study was to use SAM 2 axograph to locate the terminal hinge axis position in Thai dental students. The subjects were 20 Thai dental students at Khon Kaen University, age range from 19-25 years (mean = 21.8 years). They had no signs and symptoms of Temporomandibular disorders (TMDs) and were not under orthodontic treatment. The THA was located by using SAM 2 axiograph (SAM Praxiostattechnik, Munich, Germany) according to Slavicek's method (1988). Through a series of adjustment on the axiograph side arm, a position will be located where the tips of the styli do not translate on an arc but remain fixed in that position during small opening and closing movements of the mandible. After marking the hinge axis position on the skin, it was measured as X and Y values using tragus-canthus line as reference. X is measured from the most posterior point of the tragus to the perpendicular intersect from THA point to the reference line. Y is measured from the THA point perpendicular to the reference line. The findings show that X is 11.89±3.05 mm (mean±SD) and Y position, above the reference line, is 3.84±3.06 mm (mean±SD). <u>This preliminary study suggests that the THA position is easily determined by SAM 2 axiograph and more subjects would be necessary for the study and the value would be of great benefit for the future research in this area.</u> This study was supported by Khon Kaen University Research Grant 1997.</p>	<p><b>O-31</b> Cost-Effectiveness Analysis of Using Atraumatic Restoration Treatment (ART) Technique Compared to Conventional Amalgam Treatment. W. PUTTHASRI*, W. FITPHAT, P. PHANTUMVANIT, Y. SONGPAISAN (Khon Kaen Univ., Thammasat Univ. &amp; Mahidol Univ., Thailand)</p> <p>Atraumatic Restorative Treatment (ART) technique is an alternative measure for treating caries. The procedure is based on manually cleaning the dental cavities with hand instruments and restoring them with Glass Ionomer. This study purposed to determine the cost-effectiveness of using ART technique compared to conventional amalgam restorations. The field trial was carried out in rural villages in Northeastern Thailand. In one village, 241 ART restorations were provided to 144 persons. In the second village, 138 persons were treated with 205 amalgam restorations. The results showed that the total cost (equipment, materials and wages) of performing one-surface ART restoration was 54.8 Baht compared to 70.1 Baht of amalgam restoration. The success rate of ART restorations were 93%, 83% and 71% at 12, 24, 36 month evaluations while those of amalgam restorations were 98%, 94% and 85% respectively. As a consequence, total cost-effectiveness ratio of ART restorations at 12, 24, 36 month evaluations were 0.58, 0.66 and 0.77 compared to 0.71, 0.74 and 0.82 of amalgam restorations. <u>It was concluded that ART is not only the less expensive but also the more cost-effective way for treating one-surface caries lesions than the conventional Amalgam technique.</u> ART should be considered as a new choice of tooth restorative technique, especially in remote areas where economic point of view is concerned.</p>
<p><b>O-32</b> Factors determining Hong Kong adults' satisfaction with dental care. MCM. WONG and E. SCHWARZ* (The University of Hong Kong).</p> <p>Measuring patient satisfaction with dental care is crucial for the service providers to understand and predict patient behavior, and to evaluate the dental services provided. Data on dental satisfaction among Hong Kong citizens appeared to be lacking. The present study was undertaken with the primary aim to assess the dental satisfaction amongst Hong Kong adults. The study population was adults aged 30-50 who had visited a dentist within 3 years. A telephone interview was conducted using a modification of the internationally accepted Dental Satisfaction Questionnaire developed by Davis and Ware (1981). The questionnaire comprised 20 statements on different aspects of dental satisfaction measured on a Likert scale where 1 referred to very dissatisfied and 5 referred to very satisfied. A total of 1,357 calls were made of which 405 were eligible; 388 questionnaires were completed (95.8%). Using factor analysis, eight subscales were constructed: access, availability, continuity, cost, expectation, general satisfaction, pain and quality (Cronbach alpha: 0.39-0.84, test-retest reliability: 0.46-0.85). Scaled means for subscale scores ranged from 2.27 (general satisfaction) to 3.59 (quality). The relationship between the scaled means of different subscale scores and the background information of the respondents were analyzed using ANOVA. The results indicated that <u>males in general had higher satisfaction on the pain and expectation subscales; regular dental visitors had higher satisfaction on the cost, pain and continuity subscales; respondents with higher income were more satisfied with the aspects of pain management, cost, and the accessibility of dental services.</u></p>	<p><b>O-33</b> Patient Satisfaction with Dental Services at Hospitals in Bangkok. C. HOSANGUAN* K. KIERTIBURANAKUL and B. PROMASA (Faculty of Dentistry, Chulalongkorn University, Bangkok, Thailand).</p> <p>The purpose of this study was to evaluate satisfaction with dental services among patients attending public and private hospitals in Bangkok. A stratified sample of 9 hospitals was selected and 60 questionnaires were sent to each to be administered by attending dental patients during a one-month period. Patient satisfaction was measured by a 32-item scale consisting of 4 subdimensions: quality of care, economic, facility, and dentist-patient relationship. A total of 195 adult patients completed the questionnaires. It was found that dental patients in public and private hospitals were significantly different with regards to education, occupation, income, and payment methods of dental services. Total satisfaction scores between patients attending public (69.0 ± 15.5 SD) and private hospitals (68.4 ± 14.6 SD) were not significantly different (p = 0.77). Only economic subdimension of satisfaction showed significant difference (p = 0.038) between patient groups. Factors found to be significantly correlated with total satisfaction included age of patients and travel time. <u>It is concluded that economic issues in dental care play an important role in patient satisfaction.</u> This study was supported by Dental Research Fund, Faculty of Dentistry, Chulalongkorn University.</p>
<p><b>O-34</b> Patients' satisfaction with dental services provided by an university in Hong Kong. Chu CH, Lo ECM* (University Health Service and Faculty of Dentistry, University of Hong Kong)</p> <p>This study was a consumer evaluation of the dental care services provided by a university dental clinic in Hong Kong. The objectives were: 1) to study the consumers' satisfaction with the dental services; 2) to identify reasons for not using the dental services; and 3) to compare the opinions of the students with those of the university staff and their spouses. A total of 140 students and 180 staff and their spouses were randomly selected for this study. The response rates were 100% for students and 77% for staff and spouses. Results showed that both groups of respondents were satisfied with the quality of dental services provided by the university dental clinic. However, they were not satisfied with the long waiting time for an appointment. Students who had not attended the university dental clinic commonly stated that they were busy and had no time for a dental visit. On the other hand, many staff and their spouses did not seek care from the university dental clinic because they thought that the fees were high. Although the overall Dental Satisfaction Index (DSI) scores for the students (65.3) and staff (65.9) were similar, there were differences in the aspects of the services which the two groups were satisfied or dissatisfied with. <u>Thus if the university dental clinic wants to implement changes so as to improve consumer satisfaction and utilization, a careful analysis of the specific opinions of its various consumer groups is required.</u></p>	<p><b>O-35</b> ORAL HEALTH STATUS OF THE ELDERLY AGE GROUP IN SRI LANKA 1995. SIREMAMI ABAYARATHA* (Ministry of Health, Sri Lanka)</p> <p>The second National Oral Health Survey for Sri Lanka was done in 1995. This survey studied the elderly group aged 65 to 74 years for the first time at National level. The life expectancy at birth for Sri Lanka is 70 years for males and 74 years for females. In the survey sample 1894 subjects were examined and of this 47.62% were males and 52.38% were females. WHO criteria was used for the examinations. The mean number of permanent teeth present were 11.54. Analysing further 11.46% of this group had 11-15 missing teeth, 11.09% had 16-19 missing teeth, 25.67% had 20-27 missing teeth and 23.82% had 28 missing teeth. Of the sample analysed 37% were edentulous and only 5.8% were wearing full upper and lower dentures while 36.4% needed full upper and lower dentures. Considering the habits practised in the country such as betel chewing and use of charcoal for cleaning teeth 4.4% had abrasion and 20.7% showed attrition of their teeth. The CPITN scores revealed 38.86% to be having deep pockets and 46.35% shallow pockets. The DMF of this age group was 22.48. <u>The results of this survey will form an useful baseline for future evaluations in this age group.</u></p>