Patient Satisfaction

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## R Markdown

## Loading required package: gt

## Table printed with {flextable}, not {gt}. Learn why at  
## https://www.danieldsjoberg.com/gtsummary/articles/rmarkdown.html  
## To suppress this message, include `message = FALSE` in the code chunk header.

| **Characteristic** | **N = 187**1 |
| --- | --- |
| Age at Last Birthday | 29.04 (9.18) |
| Age Group |  |
| <=18 | 9 (4.8%) |
| 19-29 | 113 (60%) |
| 30-39 | 37 (20%) |
| 40-49 | 17 (9.1%) |
| 50-59 | 9 (4.8%) |
| 60+ | 2 (1.1%) |
| Gender |  |
| Female | 109 (58%) |
| Male | 78 (42%) |
| Ethnicity |  |
| Hausa | 5 (2.7%) |
| Igbo | 59 (32%) |
| Others | 9 (4.8%) |
| Yoruba | 114 (61%) |
| Marital Status |  |
| Married | 62 (33%) |
| Separated | 2 (1.1%) |
| Single | 118 (63%) |
| Widowed | 5 (2.7%) |
| Highest Education Level |  |
| Primary | 2 (1.1%) |
| Secondary | 79 (42%) |
| Tertiary | 106 (57%) |
| Occupation |  |
| Intermediate Professional | 36 (19%) |
| Junior Professional | 16 (8.6%) |
| Semi-skilled | 15 (8.0%) |
| Senior Professional | 45 (24%) |
| Unskilled | 75 (40%) |
| Estimated Monthly Income |  |
| < 30,000 | 24 (13%) |
| >250,000 | 29 (16%) |
| 100,001 - 250,000 | 64 (34%) |
| 30,001 - 100,000 | 70 (37%) |
| 1Mean (SD); n (%) | |

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| **Characteristic** | **N = 187**1 |
| --- | --- |
| Handled Treatment | 157 (84%) |
| Supervised Student Handled Treatment | 53 (28%) |
| Unsupervised Student Handled Treatment | 5 (2.7%) |
| Oral Medicine | 4 (2.1%) |
| Peridontics | 119 (64%) |
| Community Dentistry | 12 (6.4%) |
| Pediatric Dentistry | 3 (1.6%) |
| Orthodontics | 22 (12%) |
| Oral Surgery | 25 (13%) |
| Prosthetic Dentistry | 6 (3.2%) |
| Conservative Dentistry | 93 (50%) |
| 1n (%) | |

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| **Characteristic** | **N = 187**1 |
| --- | --- |
| Scaling and Polishing | 127 (68%) |
| Fillings | 58 (31%) |
| Crowns and Veneers | 63 (34%) |
| Extraction | 30 (16%) |
| Plaque Control | 19 (10%) |
| Dietary Chart | 6 (3.2%) |
| Braces | 19 (10%) |
| Dentures | 6 (3.2%) |
| Root Canal | 63 (34%) |
| Implants |  |
| No | 187 (100%) |
| 1n (%) | |

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| **Characteristic** | **N = 187**1 |
| --- | --- |
| state\_of\_the\_art\_equipment | 4.21 (0.73) |
| visually\_appealing\_facilities | 4.20 (0.82) |
| clean\_hygienic\_appearance | 4.27 (0.65) |
| thorough\_sterilization\_instruments | 4.24 (0.65) |
| convenient\_arrival | 4.20 (0.74) |
| well\_dressed\_staff | 4.32 (0.68) |
| healthy\_appearance\_dentist | 4.28 (0.65) |
| services\_first\_time | 4.08 (0.92) |
| security\_surgery\_staff | 4.13 (0.71) |
| subside\_pain\_during\_treatment | 4.16 (0.76) |
| look\_over\_teeth\_actively | 4.25 (0.70) |
| reliable\_oral\_health\_instructions | 4.29 (0.64) |
| courtesy\_of\_dentist | 4.27 (0.68) |
| explain\_diagnoses\_treatment | 4.18 (0.69) |
| concern\_patient\_questions\_worries | 4.22 (0.69) |
| prompt\_patient\_service | 4.06 (0.87) |
| sympathetic\_attitude\_patient\_problems | 4.17 (0.80) |
| effectiveness\_handling\_complaints | 4.21 (0.79) |
| good\_services\_attitude | 4.24 (0.79) |
| short\_duration\_hospital\_stay | 4.00 (0.99) |
| meet\_patient\_on\_time | 3.95 (1.00) |
| soliciting\_patient\_opinions | 4.19 (0.78) |
| accurate\_patient\_record | 4.20 (0.82) |
| ease\_making\_appointment | 4.04 (0.97) |
| clearly\_stated\_charge\_list | 4.11 (0.79) |
| pain\_relief\_after\_treatment | 4.23 (0.71) |
| more\_confidence\_after\_treatment | 4.22 (0.69) |
| acceptable\_fees\_dental\_service | 4.17 (0.80) |
| 1Mean (SD) | |

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| **Characteristic** | **N = 187**1 |
| --- | --- |
| The dental clinic uses state-of-the-art equipment during your treatment |  |
| Attractive | 38 (20%) |
| Indifferent | 65 (35%) |
| Must Be | 37 (20%) |
| One Dimensional | 45 (24%) |
| Questionable | 2 (1.1%) |
| The visual appeal of the facilities is taken into account |  |
| Attractive | 36 (19%) |
| Indifferent | 70 (37%) |
| Must Be | 35 (19%) |
| One Dimensional | 44 (24%) |
| Questionable | 2 (1.1%) |
| The clinic maintains a clean and hygienic appearance |  |
| Attractive | 31 (17%) |
| Indifferent | 56 (30%) |
| Must Be | 48 (26%) |
| One Dimensional | 51 (27%) |
| Questionable | 1 (0.5%) |
| You are assured of thorough sterilization of instruments |  |
| Attractive | 32 (17%) |
| Indifferent | 61 (33%) |
| Must Be | 50 (27%) |
| One Dimensional | 43 (23%) |
| Questionable | 1 (0.5%) |
| The clinic is easy to access |  |
| Attractive | 34 (18%) |
| Indifferent | 65 (35%) |
| Must Be | 44 (24%) |
| One Dimensional | 42 (22%) |
| Questionable | 2 (1.1%) |
| The staff is well dressed |  |
| Attractive | 35 (19%) |
| Indifferent | 73 (39%) |
| Must Be | 39 (21%) |
| One Dimensional | 40 (21%) |
| You have the option to choose from multiple dentists |  |
| Attractive | 28 (15%) |
| Indifferent | 80 (43%) |
| Must Be | 37 (20%) |
| One Dimensional | 41 (22%) |
| Questionable | 1 (0.5%) |
| The dentist has a healthy appearance |  |
| Attractive | 39 (21%) |
| Indifferent | 63 (34%) |
| Must Be | 41 (22%) |
| One Dimensional | 42 (22%) |
| Questionable | 2 (1.1%) |
| Your treatment is performed correctly the first time |  |
| Attractive | 29 (16%) |
| Indifferent | 75 (40%) |
| Must Be | 40 (21%) |
| One Dimensional | 43 (23%) |
| You have a sense of security with the surgical staff |  |
| Attractive | 29 (16%) |
| Indifferent | 76 (41%) |
| Must Be | 47 (25%) |
| One Dimensional | 35 (19%) |
| Your pain is relieved during treatment |  |
| Attractive | 21 (11%) |
| Indifferent | 80 (43%) |
| Must Be | 40 (21%) |
| One Dimensional | 46 (25%) |
| The dentist actively examines your teeth |  |
| Attractive | 23 (12%) |
| Indifferent | 76 (41%) |
| Must Be | 41 (22%) |
| One Dimensional | 46 (25%) |
| Unknown | 1 |
| You receive reliable oral health instructions |  |
| Attractive | 26 (14%) |
| Indifferent | 68 (37%) |
| Must Be | 45 (24%) |
| One Dimensional | 47 (25%) |
| Unknown | 1 |
| The dentist treats you with courtesy |  |
| Attractive | 29 (16%) |
| Indifferent | 64 (34%) |
| Must Be | 44 (24%) |
| One Dimensional | 50 (27%) |
| The dentist explains the diagnosis and treatment plan |  |
| Attractive | 30 (16%) |
| Indifferent | 60 (32%) |
| Must Be | 42 (22%) |
| One Dimensional | 55 (29%) |
| The dentist shows concern for your questions and worries |  |
| Attractive | 29 (16%) |
| Indifferent | 62 (33%) |
| Must Be | 46 (25%) |
| One Dimensional | 49 (26%) |
| Questionable | 1 (0.5%) |
| You experience prompt patient service |  |
| Attractive | 26 (14%) |
| Indifferent | 61 (33%) |
| Must Be | 43 (23%) |
| One Dimensional | 56 (30%) |
| Questionable | 1 (0.5%) |
| The dentist exhibits a sympathetic attitude toward your problems |  |
| Attractive | 32 (17%) |
| Indifferent | 60 (32%) |
| Must Be | 41 (22%) |
| One Dimensional | 53 (28%) |
| Questionable | 1 (0.5%) |
| The clinic effectively handles patient complaints |  |
| Attractive | 28 (15%) |
| Indifferent | 63 (34%) |
| Must Be | 42 (23%) |
| One Dimensional | 52 (28%) |
| Questionable | 1 (0.5%) |
| Unknown | 1 |
| The staff demonstrate a good service attitude |  |
| Attractive | 33 (18%) |
| Indifferent | 63 (34%) |
| Must Be | 41 (22%) |
| One Dimensional | 48 (26%) |
| Questionable | 1 (0.5%) |
| Unknown | 1 |
| Your hospital stay is shorter |  |
| Attractive | 28 (15%) |
| Indifferent | 72 (39%) |
| Must Be | 35 (19%) |
| One Dimensional | 50 (27%) |
| Questionable | 1 (0.5%) |
| Unknown | 1 |
| You are met on time for your appointments |  |
| Attractive | 34 (18%) |
| Indifferent | 60 (32%) |
| Must Be | 47 (25%) |
| One Dimensional | 45 (24%) |
| Questionable | 1 (0.5%) |
| Your opinions are considered |  |
| Attractive | 22 (12%) |
| Indifferent | 65 (35%) |
| Must Be | 45 (24%) |
| One Dimensional | 53 (28%) |
| Questionable | 2 (1.1%) |
| You have confidence in the accuracy of your patient records |  |
| Attractive | 35 (19%) |
| Indifferent | 61 (33%) |
| Must Be | 40 (21%) |
| One Dimensional | 50 (27%) |
| Questionable | 1 (0.5%) |
| Making appointments is easy and convenient |  |
| Attractive | 26 (14%) |
| Indifferent | 62 (33%) |
| Must Be | 51 (27%) |
| One Dimensional | 47 (25%) |
| Questionable | 1 (0.5%) |
| You see a clearly stated item charge list |  |
| Attractive | 29 (16%) |
| Indifferent | 65 (35%) |
| Must Be | 48 (26%) |
| One Dimensional | 42 (23%) |
| Questionable | 2 (1.1%) |
| Unknown | 1 |
| You experience pain relief after treatment |  |
| Attractive | 26 (14%) |
| Indifferent | 65 (35%) |
| Must Be | 46 (25%) |
| One Dimensional | 49 (26%) |
| Questionable | 1 (0.5%) |
| The treatment boosts your confidence |  |
| Attractive | 24 (13%) |
| Indifferent | 57 (30%) |
| Must Be | 51 (27%) |
| One Dimensional | 54 (29%) |
| Questionable | 1 (0.5%) |
| You find our fees for dental service acceptable |  |
| Attractive | 28 (15%) |
| Indifferent | 55 (30%) |
| Must Be | 48 (26%) |
| One Dimensional | 53 (28%) |
| Questionable | 2 (1.1%) |
| Unknown | 1 |
| 1n (%) | |

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| **Characteristic** | **Beta** | **95% CI**1 | **p-value** |
| --- | --- | --- | --- |
| Age\_Group |  |  |  |
| <=18 | — | — |  |
| 19-29 | 0.13 | -0.30, 0.56 | 0.5 |
| 30-39 | 0.40 | -0.08, 0.87 | 0.10 |
| 40-49 | 0.25 | -0.28, 0.78 | 0.4 |
| 50-59 | 0.31 | -0.28, 0.90 | 0.3 |
| 60+ | 0.24 | -0.68, 1.2 | 0.6 |
| Sex |  |  |  |
| Female | — | — |  |
| Male | -0.05 | -0.22, 0.11 | 0.5 |
| ethnicity |  |  |  |
| Hausa | — | — |  |
| Igbo | 0.60 | 0.10, 1.1 | 0.019 |
| Others | 0.63 | 0.02, 1.2 | 0.044 |
| Yoruba | 0.65 | 0.15, 1.1 | 0.011 |
| marital\_status |  |  |  |
| Married | — | — |  |
| Separated | -0.18 | -0.95, 0.60 | 0.7 |
| Single | -0.09 | -0.32, 0.14 | 0.4 |
| Widowed | 0.11 | -0.42, 0.63 | 0.7 |
| highest\_education\_level |  |  |  |
| Primary | — | — |  |
| Secondary | 0.05 | -0.81, 0.90 | >0.9 |
| Tertiary | -0.19 | -1.1, 0.68 | 0.7 |
| 1CI = Confidence Interval | | | |

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| **Characteristic** | **Beta** | **95% CI**1 | **p-value** |
| --- | --- | --- | --- |
| occupation |  |  |  |
| Intermediate Professional | — | — |  |
| Junior Professional | 0.26 | -0.09, 0.61 | 0.15 |
| Semi-skilled | 0.28 | -0.06, 0.63 | 0.11 |
| Senior Professional | -0.11 | -0.37, 0.15 | 0.4 |
| Unskilled | 0.09 | -0.27, 0.45 | 0.6 |
| estimated\_monthly\_income |  |  |  |
| < 30,000 | — | — |  |
| >250,000 | 0.29 | -0.17, 0.76 | 0.2 |
| 100,001 - 250,000 | -0.06 | -0.45, 0.34 | 0.8 |
| 30,001 - 100,000 | 0.01 | -0.25, 0.27 | >0.9 |
| 1CI = Confidence Interval | | | |

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| **Characteristic** | **Beta** | **95% CI**1 | **p-value** |
| --- | --- | --- | --- |
| Doctor Handled Treatment |  |  |  |
| No | — | — |  |
| Yes | 0.35 | 0.03, 0.67 | 0.034 |
| Supervised Student Handled Treatment |  |  |  |
| No | — | — |  |
| Yes | 0.29 | 0.06, 0.52 | 0.013 |
| Unsupervised Student Handled Treatment |  |  |  |
| No | — | — |  |
| Yes | 0.35 | -0.22, 0.91 | 0.2 |
| Department Oral Medicine |  |  |  |
| No | — | — |  |
| Yes | -0.65 | -1.3, -0.04 | 0.038 |
| Department Peridontics |  |  |  |
| No | — | — |  |
| Yes | 0.05 | -0.28, 0.37 | 0.8 |
| Department Community Dentistry |  |  |  |
| No | — | — |  |
| Yes | 0.12 | -0.25, 0.50 | 0.5 |
| Department Pediatric Dentistry |  |  |  |
| No | — | — |  |
| Yes | -0.43 | -1.1, 0.25 | 0.2 |
| Department Orthodontics |  |  |  |
| No | — | — |  |
| Yes | -0.27 | -1.0, 0.48 | 0.5 |
| Department Oral Surgery |  |  |  |
| No | — | — |  |
| Yes | -0.45 | -1.1, 0.18 | 0.2 |
| Department Prosthetic Dentistry |  |  |  |
| No | — | — |  |
| Yes | -0.17 | -0.62, 0.27 | 0.4 |
| Department Conservative Dentistry |  |  |  |
| No | — | — |  |
| Yes | -0.44 | -0.77, -0.10 | 0.011 |
| Treatment Scaling Polishing |  |  |  |
| No | — | — |  |
| Yes | -0.08 | -0.42, 0.27 | 0.7 |
| Treatment Fillings |  |  |  |
| No | — | — |  |
| Yes | 0.26 | -0.02, 0.54 | 0.069 |
| Treatment Crowns Veneers |  |  |  |
| No | — | — |  |
| Yes | 0.74 | 0.11, 1.4 | 0.021 |
| Treatment Extraction |  |  |  |
| No | — | — |  |
| Yes | 0.43 | -0.18, 1.0 | 0.2 |
| Treatment Plaque Control |  |  |  |
| No | — | — |  |
| Yes | 0.16 | -0.14, 0.45 | 0.3 |
| Treatment Dietary Chart |  |  |  |
| No | — | — |  |
| Yes | -0.22 | -0.74, 0.30 | 0.4 |
| Treatment Braces |  |  |  |
| No | — | — |  |
| Yes | -0.18 | -0.96, 0.61 | 0.7 |
| Treatment Dentures |  |  |  |
| No | — | — |  |
| Yes |  |  |  |
| Treatment Root Canal |  |  |  |
| No | — | — |  |
| Yes | -0.68 | -1.3, -0.10 | 0.021 |
| 1CI = Confidence Interval | | | |