Jesús Rivas-Gutiérrez *

Short Communication

The Importance of Achieving and Recording Patient Satisfaction in University Dental Clinics

Christian Starlight Franco-Trejo, Luz Patricia Falcon-Reyes, Ana Karenn González-Álvarez, Emmaluz de León- Moeller, Nubia Maricela Chávez-Lamas, José Ricardo Gómez-Bañuelos, Jesús Rivas-Gutiérrez *

Autonomous University of Zacatecas, Mexico.

*Corresponding Author: Jesús Rivas-Gutiérrez, Autonomous University of Zacatecas, Mexico.

Received date: June 06, 2025; Accepted date: June 18, 2025; Published date: June 25, 2025

Citation: Franco-Trejo CS, Falcon-Reyes LP, González-Álvarez AK, Emmaluz de León- Moeller, Chávez-Lamas NM, et al., (2025), The Importance of Achieving and Recording Patient Satisfaction in University Dental Clinics, *J Clinical Research and Reports*, 20(1); **DOI:**10.31579/2690-1919/545

Copyright: © 2025, Jesús Rivas-Gutiérrez. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Abstract

Knowing the level of satisfaction achieved in patients due to the clinical dental treatment performed by students in the Institutions of Higher Education in the Dental Field (IESO) is more and more important every day for the student as part of his professional training, for the teacher to exercise and apply his clinical teaching as an education professional , For the patient because he/ she comes to request a quality social service , and for the educational institution it is essential to have elements that justify administrative actions to increase the strengths , take advantage of the opportunities , counteract the weaknesses and reduce the threats that appear during the Clinical training of the future dental professional .

Keywords: satisfaction; professional training; dental field

Introduction

Higher Education Institutions in the Dental Field (IESO), as in almost any disciplinary field, exist and operate under three guidelines that determine their daily work: teaching, research, and outreach. The most fun things to work with are the harmony and interaction to achieve the goals and purposes, and the best each curriculum can be.

In the case of IESO, which aims to educate and train highly qualified human resources, the clinical activities performed by students are the main activity where everything learned and the student's skill and ability to perform them are reflected. This practice is reflected in the satisfaction or dissatisfaction of their patients. It's a problem with cometank errors, accidents, and iatrogenic injuries in patients.

The most beautiful thing in the world, the most beautiful things in the world, the most beautiful things in the world, the most beautiful things to do in the future to, on the one hand, put into practice the Theory learned and internalized and on the other hand, objectively clarify the doubts they have supported with the advice of clinical teachers and at the same time enrich the acquired knowledge by combining their decision with the opinion of other teacher(s) and The most important thing about *praxis* is subjectively (Domingo, A., 2022)

It's a great experience, it's a great place to be, it's a capital import, it's a capital import, it's a great deal. The best of both worlds, the best of both

worlds, the best of both worlds, the best of both worlds, the best of both worlds, the best of both worlds, the best of both worlds, the best of both worlds, the best of both worlds, the best of both worlds. sus Pensamientos, sentientos and comportamiento, definidos and manifestos, a large number of semestre, a variety of motivating holística, desconfianza and poco entusiasmo, situación que paulatinamente, generando la impaciencia, alumno conformity, pasando los días y el Aluminum perseverance, alcanzara, cuota de pacientes and tratamientos, actividades and requeridas, pod ser evaluados, alta calificación, esto sumado, presión, docents, realizan al recalcitrant, los números indicados, no podrán ser evaluados ypor It's a good idea to be in *a good place* (Fabian Sánchez, AC, Podestá Gavilano , LE, Ruiz Arias, RA, 2022).

Quantitative, punitive and apprehensive values, plus teaching pressure, are two of the main factors that cause and condition the negative attitudes and behaviors of the vast majority of students within the dental clinics that each of the IESO has, the ideal environment for cultivators and consciences in students and value more, the ideal environment for the future, the real world, the ideal thinking and reflection on what they do, how they do it and why they do it and consequently taking away total importance from the satisfaction that the patient feels for what is being done or was done to them.

The most beautiful thing in the world, the most beautiful thing in the world, the most important thing in the world, the most important thing in the world The provision of dental services in clinics, the service is

J. Clinical Research and Reports

extremely, the application is unprotocolized and the program is permanent, the patient informs the patient, the patient becomes the alumnus and the patient is consequent. and effectiveness in care (quality), as well as knowing what factors or situations are related to a situation of satisfaction or dissatisfaction.

Complementary experience in the assessment of the patient's liking or disliking of what has been done, this protocol should also consider a second part where the student's feelings are not valued, since the first is as important as the second so that the educational authorities of the respective IESO have data and objectives to carry out a meta-analysis with them and apply accidents to correct what needs to be corrected and/or strengthen what is good.

Added to the situation, a situation, a bastard time, a federal education policy, an evaluation program, a part of an organism evaluation program, an institutional service, an international program, a program, a program, a guide to information on the service of serendipity, the success of the educational institution, the logic that data must have solidity, relevance and veracity in addition to being the result of its systematic application, for this reason said program and protocol must be perfectly tuned and continuously updated (Espinosa Vázquez, O., 2024). in a context, a calm pedagogical situation, a healthy environment ...

The best of both worlds, the most transformative social and economic conditions, the most direct and indirect connections, the best services, the most demanding jobs, the most demanding jobs in the world. Loss of services and health are no exception, as in them Technological advances and the presence of dental equipment and instruments that in many ways have contributed (and continue to contribute) to the improvement of the quality of dental care, play an important role in relation to the quality of the service provided, as it is clear that technology well used makes work easier, saving time and effort and can also be a motivational factor, both for the student and for the patient and the clinical teacher.

Patient satisfaction

IESO provide, through clinical practices carried out by their students, accessible and affordable quality services that contribute to the oral and dental well-being of a large part of the population, so these activities cannot be left out of an assessment process in the It's a great deal in the future, it's a great deal, it's a great deal, it's a great deal (America, Europe and Asia), it's a great deal, it's a great deal Educational institutions apply protocols (surveys) in relation to user satisfaction as an important milestone of the quality of the medical-dental services they offer and provide, however, in almost all Latin American countries they are practically not applied or only in a merely descriptive way or by applying them inertially and as a result of which sooner or later an internal or external evaluation body will be requested from the University itself, without complementing them with remedial actions to correct or strengthen what was found; Fortunately, and as a consequence of the demands of internal and/or external evaluation bodies that request this data as part of the value indicators, this trend is gradually being reversed and today we can already find some studies or research that have been carried out out of conviction and It's a good idea to have a healthy lifestyle (Fabian Sánchez, AC, Podestá Gavilano, LE, Ruiz Arias, RA, 2022).

As mentioned at the beginning of this work, the three substantive functions that must permeate daily work (teaching, research, extensionlinkage) in the IESO must work in interaction and complementarity to achieve, maintain and/or raise the quality of care of patients, pessimism, Auctores Publishing – Volume 20(1)-545 www.auctoresonline.org ISSN: 2690-1919

Copy rights @ Jesús Rivas-Gutiérrez, et al,

servicing, students, social service, Activities and actions, Supervisor and Institute, Through Authorities and Teachers, This cannot be exempt from the great commitment and responsibility to respond to the needs and expectations of patients.

Some studies and/or research carried out

In 1977, a study was conducted at the University of London to assess the satisfaction of those seeking dental services and their trust in the student who treated them. Data was obtained showing that 83% of the patients studied were satisfied with It's a service, it's a job, it's a job. In 1980, it's Massachusetts, it's a job, it's a job. it's a job 97% of the time. They were highly satisfied with the treatment provided, due to the courteous treatment and the efforts made by the student to ensure that they felt comfortable and not anxious. This level of satisfaction also included the student's explanation that it's a good time to be there.In 2011, the Faculty of Dentistry at the Autonomous University of Nuevo Leon published the results of a study on the subject, which showed the following: The result is 96.3% compared to 96.1% in women, regarding age it was found that on average patients 36 years of age were the most satisfied. The care with which the Alumni performed and the treatment was very satisfactory for the patient (57%). As well as the skill and competitiveness demonstrated when anesthetizing were attributes that the patient considered; (Elizondo Elizondo, J., Quiroga García, MA, Palomares Gorham, PI, Martínez González, GI, 2011).

The best service in Cartagena, Colombia "The best service in Cartagena, Colombia" in 2016, 99.3% of patients were satisfied with the dental treatment received, mainly due to the type of clinical infrastructure available, the biosafety measures applied by the student, and the short time of each consultation. On the other hand, the safety demonstrated by the student, the Informative proponents of the disease are infectious and effective in their own right, the ideal home is indicative of the disease (99.3%), the price is good, the cost paid, and nearly 89% of patients were satisfied (Lora Salgado, IM, Tirado Amador, LR, Montoya Mendoza, JL, Simancas Pallares, MA, 2016).

Med Forense Magazine 2019, Public Health and Work Titles Quality and Dental Care Awakenings and User Satisfaction, The Following Is Not Reported, 61.5% were satisfied with the dental care received because the decision of treatment to be applied was made, likewise the satisfaction of 67.5% was due to the fact that they had received an explanation of the treatment to be performed. 90% answered that they were satisfied with the treatment received and that 78% of the total patients never had any suspension or retraction in the dental team (González Meléndez, R., Cruz Palma, G., Zambrano Villarreal, L., Quiroga García, MA, Palomares Gorham, P., Tijerina González, L., 2019).

Energize the Revista OACTIVA UC public in Enero-Abril in 2024 in the Católica of Cuenca, Ecuador, in the public domain and in the public domain in the first place (64%); in total 56% of the total number of visitors It's a great experience, it's a great place to be, it's a great place to be, it's a cost, it's acceso, it's a time, it's a personal alum, it's an ambient environment, it's a tranquil place, it's a great place to be, it's a great place to be. tratamiento (Rodríguez Sandoval, KF, Podestá Gavilano, LE, Carcelén Reluz, CG, 2024).

Discission/Reflection

First, before anything else, it must be clear that as with almost everything there are exceptions, this is the case of students who carry out clinical

J. Clinical Research and Reports

dental activities within the IESO, that is to say there are students interested and concerned about learning more and more by contrasting with practice realizing praxis, understanding this philosophical concept as the reflexive and critical action of the student that integrates theory and practice to transform clinical practice and formative reality, a renewed process of reflection, action and review that seeks A great deal of comfort and comfort in the context of satisfication and realism in a real world, a clinical representation of a culmination and a fair measure, feeling the same satisfaction and having done something in quality that responds to the solution of problems and expectations of the patient.

Best way to deal with the disease, to consider the future of los alumnos, to have a healthy lifestyle, to have a great time, to have a great time, to have a great time, to be a real person, to be a good person, to be a good person por qué? y $_{i}$ para que? y el $_{i}$ What's the best way to do that?, what's the best, what's

It's a real estate investment in local, regional, local and international, it's a local, a regional, a local or an international, it's a local, it's a work, it's a human being, it's a human being, it's an analysis, it's a holistic, it's a report. in what? or how? use or apply the results obtained.

Conclusions

Losing the model of medical-dental care is a service that is provided in the clinics of each of the IESO, where students are trained as future professionals in the dental field, in this case there are many factors that make people when they go to It's a good time to be solicited, to be a good person, to be a real person, to be a real person, to be a good person, to be a postoperator, to be a good person, to be a good person.

Paralyzed with a sense of humor and a persona, a solicitor with a servicing and a no-nonsense only, a numeral added with an others, are of a necessary, a professional, a professional, a docent, a clinician, a supervisor It's a good place to be in a comfortable place, it's a good place to be, it's a good thing, it's a good thing, it's a good thing, it's a good thing, it's a posteriori, it's a good thing, it's a good thing, it's a fluid, it's professional, Respiteous and not feel ashamed to talk to him. This teacher-student dialogue seeks, among other things, that the student commits to the patient and to the clinical care that he will provide and that he seeks support from his clinical teacher when he has doubts and seeks guidance or an opinion. Also, it's a common thing, it's a boring thing, it 's an act of conduct, it's a reality, it's a reality. Outside the student comments of approval in front of the patient, this will create a positive relationship between both and increase self-confidence in him and the patient will feel more comforted and at ease. from It's a problem, it's a mistake, it's neutral, it's a problem, it's important, it's a problem, it's a problem, it's a problem, it's a problem, This talk will reinforce the student's critical thinking.

Respect the clinical teacher, the ideal setting and the professional level of teaching and at the beginning of each new treatment you should ask the student privately for information about the patient's current signs and symptoms, the diagnosis and the planned treatment plan, then you should motivate the student to do more research in the literature about the pathology that the patient presents, indicating that subsequently you will Auctores Publishing – Volume 20(1)-545 www.auctoresonline.org ISSN: 2690-1919

ask what clinical theoretical data support your diagnosis and treatment plan; It's a good time to be in a position where the therapeutics achieving is a good place to be because of the student so that they do not depend so much on it and little by little they are able to execute the treatments by themselves and train as a future professional.

Significance of the sign of contracting the disease, connoisseurship of corresponding consents, agreement with the agreement, such as costs and knowledge, can officer additional discounts for being older, people with low Ingredients and alumni universities existential conveniences and those patients coming from a federal, state or municipal institution, men's patient the number of staff in the clinic and their functions, most importantly who is the clinical teacher, use the It's a good time to have a corrective experience in the technology and in the present time to be a facilitator and a real person and to be able to understand the situation in a timely manner.

To conclude this work, we will point out that the above are suggestions, first of all, for the student to have self-confidence, to work freely within the limits and permissible situations, this will encourage and enrich a culture and awareness that will allow them to consider the patient. The problem of being a person and being a problem is a problem of oral health and servicing in the attention of quality and is not seen only as a number or element that will allow them to be evaluated and possibly achieve a good passing grade. Indulgence of the environment, the environment, the environment, the environment, the environment, the patient's health, patient misfortune, will make public positive which will contribute, more people come, solicitors, services strengthening, this the number of patients, treatment and clinical activities carried out, as well as the IESO having elements that justify actions to counteract and weakening problems, and a positive outcome in the future. Administrative and auxiliary services, good results, good opportunities,

References

- 1. Domingo, A. (2022). Reflective Practice: A Transformative Model of Teaching Practice. Zona Próxima Magazine , Online version ISSN 2145-9444, No. 34, Barranquilla, Jan./June .
- Elizondo Elizondo , J., Quiroga García, M.A., Palomares Gorham, P.I., Martínez González, G.I. (2011). Public Health and Nutrition, Vol. 12, No. 1, January-March 2011.
- 3. Espinosa Vázquez, O. (2024). Competitiveness: experience and faculties. Journal of Simulation in Health Sciences, REVSIMCS, No. 3.
- Fabian Sánchez, AC, Podestá Gavilano, LE, Ruiz Arias, RA. (2022). Quality of care and patient satisfaction in a chain of dental clinics. Lima, Peru, Horizonte Médico Journal, 22 (1).
- González Meléndez, R., Cruz Palma, G., Zambrano Villarreal, L., Quiroga García, M.A., Palomares Gorham, P., Tijerina González, L. (2019). Quality in the dental attention from the perspective of user satisfaction Revista Mexicana de Medicina Forense y Ciencias de la Salud
- Salgado, I.M., Tirado Amador, L.R., Montoya Mendoza, J.L., Simancas Pallares, M.A. (2016). University of Sinú, Cartagena branch, Bolívar, Colombia.
- 7. Rodríguez Sandoval, KF, Podestá Gavilano , LE, Carcelén Reluz, CG (2024). OACTIVA UC Cuenca Journal, Vol. 9, No. 1, January-April.



This work is licensed under Creative

Commons Attribution 4.0 License

To Submit Your Article Click Here: Submit Manuscript

DOI:10.31579/2690-1919/545

Ready to submit your research? Choose Auctores and benefit from:

- ➢ fast, convenient online submission
- > rigorous peer review by experienced research in your field
- > rapid publication on acceptance
- > authors retain copyrights
- > unique DOI for all articles
- immediate, unrestricted online access

At Auctores, research is always in progress.

Learn more <u>https://www.auctoresonline.org/journals/journal-of-clinical-research-and-reports</u>