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## The use of flyer in regional language for patients undergoing third molar surgery

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### Abstract

Most of the surgeons inform their patient about surgical procedures for the purpose of ensuring informed consent and improving satisfaction with the service provided. Written consent is made mandatory for every patient undergoing wisdom teeth surgery in hospital set up in most part of India. Providing Flyer on diagnosis, treatment plan and possible post op complications is a new topic in the field. This study is designed for the purpose of evaluating the patient satisfaction levels post operatively who are provided with Flyer in regional language before surgery. Total of hundred and twenty patients visiting the department of Dentistry were divided in three groups. First group of forty patients were provided with Flyer. Second group of forty patients were prompted along with providing Flyer. Third group of forty patients were only informed about the procedure and complications. Satisfaction level of all patients was recorded on 20<sup>th</sup> day post operatively. Statistical analysis done using chi square test. It is noted in this study that patients provided Flyer with prompting had higher satisfaction level than other two groups.

**Keywords:** Flyer, regional language, molar surgery

### Introduction

Diverse Indian subcontinent is multilingual, multicultural with minimal penetration of medical science literature and awareness. Translation of vast English medical literature has been poorly attempted due to versatility of linguistic nature of the country and practical difficulties associated with it. However there is enough evidence to demonstrate that patients are more satisfied with the personal interaction they have with surgeon if they are supplied with, and understand information about their diagnosis and treatment <sup>[1]</sup>. Multiple detailed studies also proven that there are good strategies to help the patient comprehend the information they are given and improve the likelihood of recall postoperatively <sup>[2]</sup>.

High importance of recording the patient awareness of events in the surgery is well documented. In recent years, growing number of litigations from patients seeking compensation amounting common complications to negligence has increased concerns among surgeons. The advantages of presenting the practice in a favorable light by use of attractive written material are being suggested <sup>[3]</sup>.

Kerala is among the most literate states in India with 94% literacy and Malayalam as official state language. Literate patients (Who can read and write Malayalam) walking in the department of dentistry with requirement of surgical extraction of mandibular third molar has been included in this study. This study illustrates the influence of Flyer on patient satisfaction level after mandibular third molar surgery.

### Methodology

Literate healthy adult patients seeking wisdom teeth removal from department of Dentistry in DM WIMS Hospital, Kerala included in this study. First stage of the study was translation of information on wisdom teeth in to Regional language (Malayalam). This Flyer consisted of general information on wisdom teeth, scope of surgery, Technique of surgery in brief, possible complications and their management. Patients included in this study divided in to three groups. First group was provided with Flyer 30 min prior to surgery and asked to sign written consent which included all possible complications. Second group was provided flyer and Surgeon spent significant time prompting the content before asking the patient to sign written consent for the procedure.

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Third group patients were simply informed with the planned procedure and possible complication before obtaining written consent. Forty patients in each group were selected randomly irrespective of age/sex, education qualification etc. Surgery was performed after the documentation procedure as per hospital norms and under standard technique. After the surgery patients were reviewed 7<sup>th</sup> day for suture removal and 20<sup>th</sup> day for wound healing. On 20<sup>th</sup> day all subjects in the study are requested to fill the Questionnaire pertaining to the satisfaction, with no assistance. All subjects were undergoing surgical extraction for the first time. Satisfaction Questionnaire developed for this study to assess patient's perception before the surgery and how it turned out

to be post operatively. Careful references made in questionnaire on post op complications like swelling, pain, difficulty in opening mouth etc. General information like; - Name, Age/sex, Educational qualification were also included. No reference made to Flyer in any way, across all the groups. Study was concluded by asking each individual to score their satisfaction in a scale from 1 to 5. (1 – Extremely dissatisfied, 2 – Dissatisfied, 3 – Not satisfied nor Dissatisfied, 4 – satisfied, 5 – Extremely satisfied)

**Results**

**Comparison in flyer group according to educational qualification**

Educational qualification	Score			
	2.00	3.00	4.00	Total
Graduate	2	11	3	16
Count % within educational qualification	12.5%	68.8%	18.8%	100.0%
UG	0	12	1	13
Count % within educational qualification	.0%	92.3%	7.7%	100.0%
PG	3	4	4	11
Count % within educational qualification	27.3%	36.4%	36.4%	100.0%
Total	5	27	8	40
Count % within educational qualification	12.5%	67.5%	20.0%	100.0%
Chi – square tests				
	Value	Df	Asymp. Sig (2 Sided)	
Pearson Chi-square	8.784(a)	4	.067	
Likelihood Ratio	10.133	4	.038	
Linear-by-Linear association	.016	1	.898	
N of Valid cases	40			

Groups	Satisfaction score					
	1.00	2.00	3.00	4.00	5.00	Total
Flyer group	0	5	27	8	0	40
count % within groups	.0%	12.5%	67.5%	20.0%	.0%	100.0%
Flyer with prompting	0	0	1	21	18	40
count % within groups	.0%	.0%	2.5%	52.5%	45.0%	100.0%
No Flyer group	18	24	0	0	0	40
count % within groups	40.0%	60.0%	.0%	.0%	.0%	100.0%
count % within groups	16	29	28	29	18	120
	13.3%	24.2%	23.3%	24.2%	15.0%	100.0%

**Comparison of satisfaction scores in three groups**

Chi-Square Tests			
	Value	Df	Asymp. Sig (2 Sided)
Pearson Chi-square	174.628(a)	8	.000
Likelihood Ratio	194.214	8	.000
Linear-by-Linear association	26.709	1	.000
N of Valid cases	120		

Statistical analysis done using Chi-Square test shows no statistical significance in satisfaction level and subjects educational qualification. Statistically significant satisfaction levels noted in Flyer with prompting group.

**Discussion**

Most health care practitioners educate patients with as much information as possible about the treatment and possible complications. The benefits of obtaining written consent are obvious. This even though practiced all over, not proven to be helping satisfaction levels of the patient. Study conducted by Layton has demonstrated the inadequately of verbal communication alone prior to the surgical removal of the third molars [3]. Poor linguistic translation of the knowledge may be alone contributory factor for less satisfactory levels of the patients. In a country like India translation of medical

knowledge to the regional languages has been less attempted. Written information leaflets can be used for this purpose, as demonstrated in this study. Since studies shown often these leaflets are poorly designed [4], doesn't contribute much to the purpose. Most importantly Flyer reinforce verbal information already provided. However, it is not intended to replace verbal communication between surgeon and patient.

This study proves well designed flyer in regional language resulted in increased satisfaction in patients undergoing wisdom teeth surgery. This also helps in increased level of knowledge in population causing awareness contributing to society. Educational qualification of the patient didn't had much impact on this survey group. This implies the requirement of the language in which communication has been established to the patient. Patients who are not provided any flyer prior to the surgery showed poor satisfaction level,

support Leys view that communications are complex and some effects of attempting to improve communication may not always have the desired effect <sup>[1]</sup>.

Translation of the medical literature which is vast and mostly available in English is a difficult task. Finding correct terminology is difficult for every medical word hence practically impossible to translate to regional language. It can be strongly advocated by findings of this study is to attempt establishment of better communicative methodology rather than having verbal interaction alone. Well-designed information Flyer resulted in increased knowledge in patients attending for third molar surgery in a study conducted by P. O'Neill <sup>[5]</sup>. Even if it's difficult, attempt should be made by every surgeon to establish a better communicating medium in regional language for obvious benefits.

### **Conclusion**

Establishing better communication with patient pre operatively should be given high priority. Different modes of communications can achieved in which this present study showed when subjects are supplied with written material and prompting gave increased levels of satisfaction. High light of the study is that language of communication if in mother tongue of the patient gave better understanding of the surgery to the subjects.

Limitations of this study include smaller sample size and performed on subjects undergoing third molar surgery alone. Audio-Visual communication may achieve highest levels of understanding/satisfaction in patients, hence can be recommended in further studies.

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