

Deanship of Graduate Studies

Al-Quds University



مكتبة جامعة القدس

Quality assessment of the services

provided at the Faculty of Dentistry – Al Quds University

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M.Sc. Thesis

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Dean
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**Quality assessment of the services
provided at the Faculty of Dentistry – Al Quds University**

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A thesis submitted in partial fulfillment of the requirements for the degree
of Masters in Health Policy And Management

School of Public Health

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Deanship of Graduate Studies

Health Policy and Management, Faculty of Public Health

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Quality assessment of the services provided at the Faculty of Dentistry – Al
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Jerusalem – Palestine

2013

Declaration

I certify that this thesis submitted for the degree of masters in policies and health management is the result of my own research, except where otherwise acknowledged and that this thesis (or any part of the same) has not been submitted for a higher degree to any other university or institution.

Tarek Rabi

Date:

Signed:

Acknowledgement

I would like to express deep gratitude to my mater thesis supervisor Dr. Asma Imam for her dedication and guidance during writing my master thesis.

I would also like to extend my deep gratitude to the administration of the university represented by Professor Nusseibeh for his support and approval for conducting this study.

Special thanks go to all faculty members at the faculty of Public Health for their commitment to delivering the highest standards of education to their students.

Special thanks are extended to all those who helped in this thesis.

Dedication

To all the people who supported me in and during my work on this thesis

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Abstract

Background

The education sector in Palestine is facing many challenges especially in learning institutions that are offering health-related specialties. West Bank, regardless of its small size, has two dental schools and the number of dental students and graduates is rapidly increasing. The number of qualified specialists in various health fields, particularly dentistry in this region is remarkably low.

Purpose

This study assessed the quality of services that the dental school at Al Quds University offers from the perception of patients, graduates, and students.

Methods

A cross sectional descriptive design was used. Data was obtained from 100 patients that have been attended to the dental health facilities, the year 2010-2011 graduates (83 graduates), and fourth and fifth year dentistry students(2011-2012) (175 students)through questionnaires.

Findings

Patients were dissatisfied by the receptionist and the waiting area. 56% of the patients agreed that AQU students explained the treatment plan. Only 27% of the patients felt that there are things about the dental care at AQU dental clinics that could be better. 41% agreed that AQU students give the patient the opportunity to speak about their problems. 57.8% agreed that they are not concerned about feeling pain when they go for dental care at AQU dental clinic. 65% of patients

agreed that there should be more effort invested to prevent pain that patients feel when receiving treatment at AQU dental clinics.

Graduates reflected inadequate clinical training and thus felt less prepared for clinical life in performing deep scaling and root planing, performing root surface restorations, perform multi rooted root canal treatment, replace teeth with partial dentures, perform orthodontic treatment planning, manage anxious patients, manage chronic orofacial pain, and prevent and manage dental emergencies. Graduates reflected better preparedness in general patient management and practice management than in clinical related matters. They also perceived themselves weaker in clinical aspects than theoretical aspects. Graduates reflected they are able to handle medical emergencies better than dental emergencies. The majority of the graduates in this study do not believe that graduates from the other dental school in Palestine received better theoretical education but rather believe they received better clinical training that at AQU.

Students indicated that teaching is more teacher oriented and a lot of teaching time is wasted. They also indicated the atmosphere during the clinical sessions is more stressful than theoretical sessions. Strong areas which had a mean >2 in the student results included the fields of: the teachers are knowledgeable, I have good friends in this school, I am too tired to enjoy the course. On the other hand weak areas with a mean < 2 were: there is a good support system for students who get stressed, this school is well timetabled. Notably most of the students' social self perceptions, perceptions of teachers and academic self perceptions have means >2 . Moreover, most of the students' perceptions on learning and the atmosphere have means < 2 . According to most of the students (56.7%) the teachers are knowledgeable ($M = 2.65$).

Conclusion

More focus should be given to the facilities and equipment for clinical training and more care to patient and student needs. More clinical training in the weak fields should be implemented while implementing students oriented, problem based, and evidence based educational tools.

تقييم جودة الخدمات المقدمة في كلية طب الأسنان -جامعة القدس

الملخص

اعداد: طارق رابي

اشراف: د.اسمى امام

خلفية البحث

يواجه قطاع التعليم في فلسطين العديد من التحديات خاصة في المؤسسات التعليمية التي تقدم التخصصات ذات الصلة بالصحة. في الضفة الغربية، بغض النظر عن صغر حجمها، كليتات تدرسان طب الأسنان وعدد طلاب وخريجي طب الأسنان في تزايد سريع. عدد المختصين المؤهلين في المجالات الصحية المختلفة، وخاصة طب الأسنان في هذه المنطقة منخفض بشكل ملحوظ.

الاهداف

قيمت هذه الدراسة نوعية الخدمات التي تقدمها كلية طب الأسنان في جامعة القدس من تصور المرضى، والخريجين، والطلاب.

اجراءات البحث

تم الحصول على بيانات من 100 مريضا من المرضى الذين حضروا إلى عيادات طب الأسنان في جامعة القدس، خريجو عام 2010-2011 (83 خريجا)، وطلاب طب الأسنان السنة الرابعة والخامسة (2011-2012) (175 طالبا) من خلال تعبئة الاستبانات في دراسة مقطعية وصفية.

النتائج

عبر المرضى عن عدم رضاهم من منطقة الانتظار وموظف الاستقبال. 56% من المرضى وافقوا بان طلاب طب الاسنان قاموا بتفسير خطة العلاج . 27% من المرضى شعرو بان هناك امور يمكن تحسينها في العلاج. 41% من المرضى وافقوا بان الطلبة يعطوهم الفرصة للحديث عن مشاكلهم . 57.8% وافقوا بانهم

غير قلقون من الالم عند توجههم لعلاج اسنانهم في عيادات جامعة القدس. 65% من المرضى وافقوا بانه يجب بذل المزيد من الجهد لتجنب الالم خلال تلقي العلاج في عيادات جامعة القدس.

عبر الخريجون عن نقص في التدريب السريري و بذلك شعروا انهم غير جاهزون في مجالات : التقليل العميق , الحشوات على اسطح الجذور , علاج العصب لاسنان متعددة الجذور , تعويض الاسنان باطقم جزئية , عمل تخطيط العلاج في تقويم الاسنان , التعامل مع المرضى القلقون , التعامل مع الاوجاع المزمنة في منطقة الوجه , و تجنب و التعامل مع طوارئ طب الاسنان.

عبر الخريجون عن جهوزية افضل في التعامل العام مع المرضى , وادارة العيادات. كما و شعر الخريجون انهم اضعف في الشق العملي من الشق النظري . و عبرو انهم افضل في التعامل مع الطوارئ الطبية مقارنة مع الطوارئ السنية . معظم الخريجون عبرو ان الخريجون من الجامعات الاخرى تلقو تدريبا عمليا افضل منهم لكن هذا لا ينطبق في شق التعليم النظري.

وأشار الطلاب أن التعليم متمحور حول الاساتذة و يضيع الكثير من الوقت في التدريس. وأشاروا أيضا ان الأجواء خلال الدروس السريرية هي أكثر إجهادا من الدروس النظرية. و شملت المناطق التي كانت ذات نتائج قوية بمتوسط < 2 في نتائج الطلاب مجالات: المعلمين هم على دراية، ولدي أصدقاء جيدين في هذه الكلية، وأنا متعب جدا للاستمتاع بالدراسة. على غيرها من المناطق الضعيفة بمتوسط > 2 : هناك نظام دعم نفسي جيد للطلاب الذين يجهدون ، تسيير الكلية وفق جدول زمني جيد.

الخاتمة

ينبغي إعطاء مزيد من التركيز إلى مرافق ومعدات التدريب السريري في كلية طب الأسنان – جامعة القدس. والمزيد من الرعاية للمريض واحتياجات الطلاب. وينبغي تنفيذ مزيد من التدريب السريري في المجالات التي شعر الخريجون في ضعف فيها، و استخدام الاساليب التعليمية المبنية على الادلة و الموجهة لاحتياجات الطلبة.

Table of contents

	Page
Dedication	i
Declaration	ii
Acknowledgment	iii
Abstract	iv
Abstract in Arabic	vii
Table of Contents	x
List of Tables	xiv
List of Figures	xvi
List of appendices	xvii
List of Abbreviation	xviii

CHAPTER ONE: INTRODUCTION		Page
1.1.1	Introduction	1
1.2	Problem Statement and Significance of the Study	6
1.3	The Purpose of the Study	6
1.4	Objectives of the Study	7
1.5	Assumptions	7
1.6	Limitations of the study	7
1.7	Feasibility of the study	8
1.8	Time Framework	8

CHAPTER TWO: REVIEW OF LITERATURE

2.1	Introduction	9
2.2	Patients' Perception of University Dental Services	14
2.3	Perception and preparedness of Graduate Students	16
2.4	Perception of Dental Students	19
2.5	Summary	22

CHAPTER THREE: CONCEPTUAL FRAMEWORK

3.1	Introduction	23
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