



Dentures for Older Adults: Key Factors for Patient Satisfaction

Dr. Leo Marchini, DDS, MSD, PhD
Associate Professor

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Several previous reports have indicated a decline in edentulism in this country. *What is the most current research-supported trend?*

RESEARCH REPORTS Clinical

G.D. Slade^{1*}, A.A. Akinkugbe¹,
and A.E. Sanders¹

Projections of U.S. Edentulism Prevalence Following 5 Decades of Decline

J Dent Res 93(10):959-965, 2014

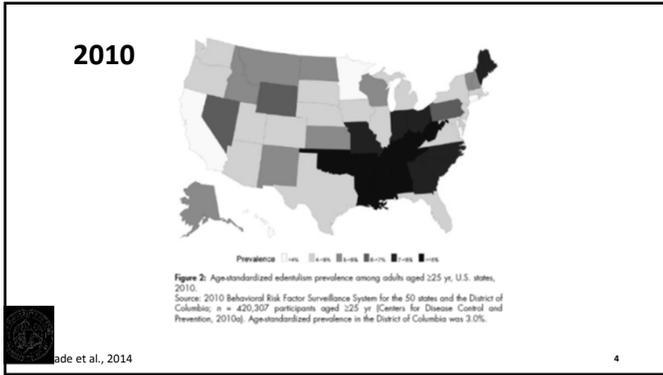
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✓ Across the 5-decade observation period, prevalence of edentulism declined from 18.9% in 1957-1958 to 4.9% in 2009-2012.

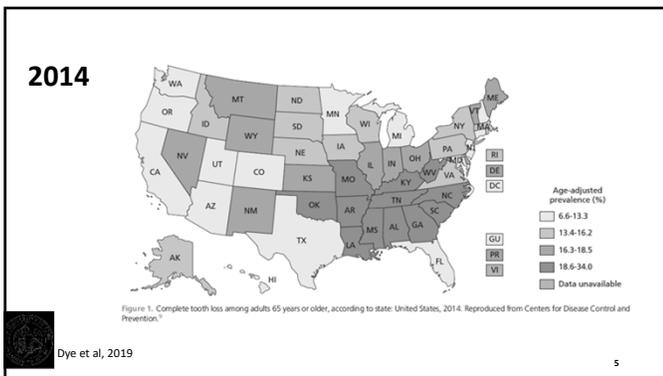
✓ High-income households experienced a greater relative decline.

✓ By 2010, edentulism was a rare condition in high-income households, and it was confined geographically to states with disproportionately high poverty.

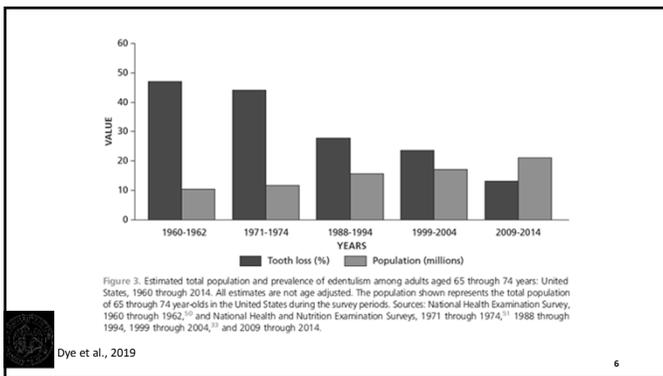
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Prevalence through 2050 was projected with age-cohort regression models using Monte-Carlo simulation of prediction intervals:

- ✓ With the passing of generations born in the mid-20th century, the rate of decline in edentulism is projected to slow.
- ✓ The continuing decline will be offset only partially by population growth and population aging.
- ✓ The prevalence of edentulism in 2020 is predicted to decline to 4.6%.
- ✓ Predicted number of edentulous people in 2050 = **8.6 million** (2.6%) – 30% lower than the 12.2 million edentulous people in 2010.

ade et al, 2014 7

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Edentulism defies previous predictions of increase due to population growth and population aging. So what is the future of complete dentures as edentulism turns into a rare condition?



What is your opinion?

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SHORT COMMUNICATION Dec 2019; 2019; 1-10

Factors influencing patients' satisfaction with complete dentures: a qualitative study

Fatores que influenciam a satisfação dos pacientes com próteses totais: estudo qualitativo
Memória de Classe Maria STELLA, Tereza Francine Ferraz dos SANTOS, Leonilda MARQUES

"The biggest problem was the work, I've lost several jobs because of the lack of teeth. . . . People have prejudice."

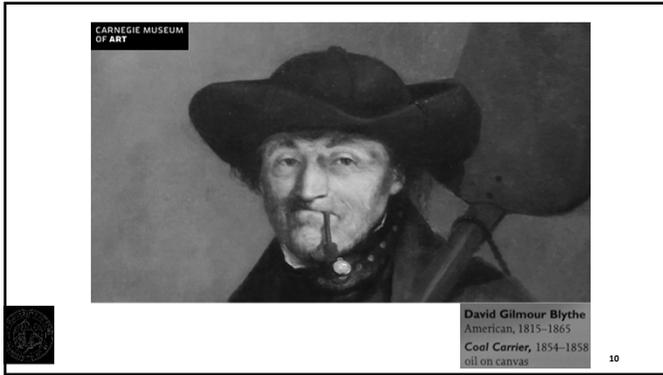
"I was too sad. Whenever I was alone I cried."

"I was sad, yes, I was very ashamed."

"Of course being without teeth isn't good, huh. You don't chew, you can't eat at all. It is like going to a barbecue and then you cannot eat."

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Fabricating complete dentures is still part of dental practice and will be for a little while.

But are we doing a good job? How can we measure our success in making complete dentures?

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LITERATURE REVIEW

Patients' satisfaction with complete dentures: an update.

Satisfação dos pacientes com as próteses totais situando os conceitos.

Leandro MARCELO¹

1 - Department of Prosthodontic and Removable Dentistry - University of Iowa - College of Dentistry - Iowa City - Iowa - United States of America.

✓ Patients usually present high satisfaction levels.

✓ However, there is a small number of patients that are unable to adapt to their dentures, i.e. those who are not satisfied with their dentures for some reason. It ranges from 3% to as high as 40% among removable partial dentures wearers.

The great majority of edentulous people seem to be able to adapt to complete dentures, but an unknown and probably growing number, experiences dissatisfaction - Carlsson, 2006

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"Worth the wait, because the result looks great, huh, it is very good."

"I can eat well and it is comfortable too. . . . It is very beautiful."

"It was good, very good, I liked it. It was quite different, everybody liked it when I switched."

"Oh I love it, when I smiled for the first time I ever fell in love with the teeth, it is very beautiful."

"My wife liked it and me, too."

"It was good, I liked it, you know, they are to be congratulated. But it was a little bit difficult to get used to it. It hurts a little bit sometimes."

"It took me a bit to fit with the bottom one, but I was kind of expecting it. . . . Now I can smile more and I can eat whatever I want."

"Everything is still the same. I like it, you know, it's not that I didn't enjoy it, it was beautiful, but I am not easy, it will be difficult for it to hold on."

"I hoped it would be different. I thought it was going to hold more."

Silva et al, 2014

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To understand why patients might be dissatisfied with their dentures, we need to realize that patients and dentists perceive dental care (dentures included) in a very different manner.

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Journal of Oral Rehabilitation

Expectations and final evaluation of complete dentures by patients, dentist and dental technician

C. B. M. Z. MARACHLIOGLOU*, J. F. F. DOS SANTOS*, V. P. P. CUNHA*†§, L. MARCHINI*†§

- ✓ Patients showed higher expectations for their denture treatment than the dentist.
- ✓ Patients' perceptions of denture benefits post-treatment were significantly higher than dentists' expectations.

These findings highlight the fact that dentists should be fully aware of the patient's expectations before treatment and provide the patient with detailed explanations about the limitations and possibilities of complete denture therapy to improve the **dentist-patient relationship**.

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Psychosocial factors, especially a good relationship between dentist and patient, are more important than prosthodontic factors for a positive outcome - Carlsson 2006

"I think if you don't have confidence there is no work, there's no way to pursue things."

"So dentists, like any professional, we have to trust each other, there has to be mutual confidence."

"Of course it influences the outcome. Because if the denture is not that good, at least by the friendship it will be fine."

"I have much faith in them. They are very affectionate with me, they comfort us."

"I think they are more aware of people's needs. They do not just extract teeth, they advise people, dialogue more, and at that time it is not like that."

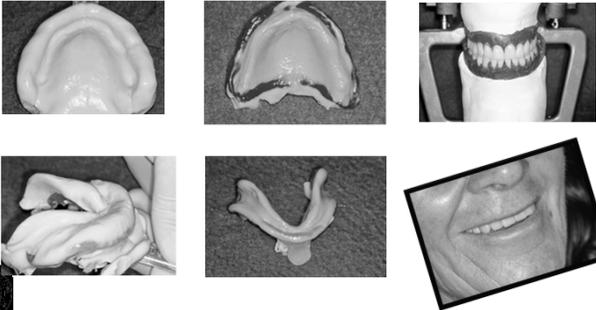
"They explain everything right, and then they make you feel confident."

Silva et al, 2014

Silva et al, 2014

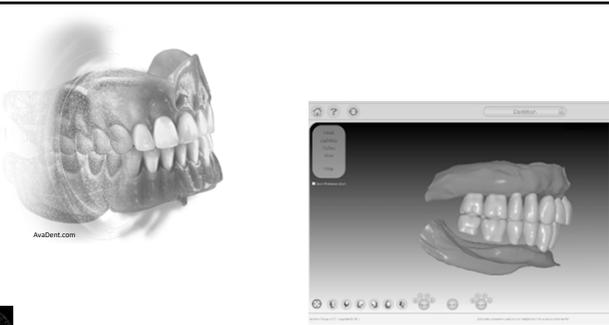
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**Besides a good dentist-patient relationship,
what else is really important to achieve patient
satisfaction with their dentures?**



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LITERATURE REVIEW BSc Dent 2019/2020

Patients' satisfaction with complete dentures: an update.
 Satisfação dos pacientes com as próteses totais atualizando os conceitos.

Research BACKGROUND
 1 - Department of Prosthodontics and Orofacial Dentistry - University of Iowa - College of Dentistry - Iowa City - Iowa - United States of America.

Table 1 - PubMed search results for articles using the key words "patient satisfaction," "complete denture," "satisfaction," and "denture"

Key words	Number of articles	Number of review articles
Denture and patient satisfaction	129	93
Denture and satisfaction	1437	98
Complete denture and patient satisfaction	667	49
Complete denture and satisfaction	774	54

Table 2 - Number of articles in each category

Article category	Final number
Clinical trials	49
Randomized Clinical Trials	12
Systematic reviews	5
Review articles	8
Opinion articles, technique descriptions, and others	4
Total	78



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**Factors that may influence patient satisfaction
were divided into three main groups:**

- ✓ technique-related
- ✓ patient-related
- ✓ dentist-related

Archini, 2014

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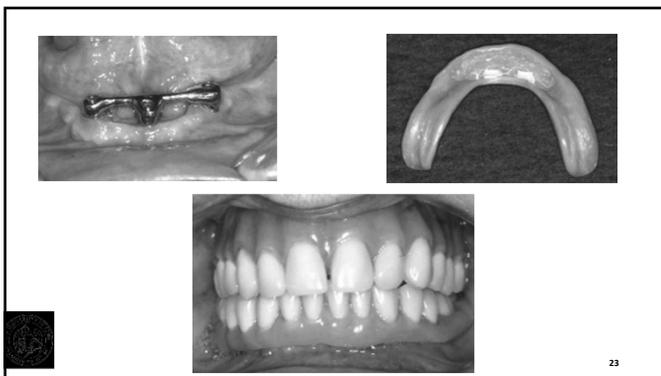
Possible influencing factors	Available evidence of influence
Technique-related factors	
Type of therapy chosen	(+)
Fabrication techniques	(-)
Impression techniques	(±)
Occlusal schemes	(±)
Artificial teeth drawing surface designs	(-)
Esthetics-related procedures	(±)
Dentures maintenance and follow-up	(±)
Number of post-delivery appointments	(±)
Denture quality	(±)

✓ There is good evidence showing that implant-retained overdentures receive superior patient satisfaction ratings compared to conventional dentures.

✓ However, maxillary complete dentures rated similarly to maxillary implant-retained overdentures; whereas mandibular implant-retained overdentures rated higher than mandibular conventional complete dentures.

archini, 2014 22

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Possible influencing factors	Available evidence of influence
Patient-related factors	
Age	(-)
Gender	(±)
Educational level	(±)
Socioeconomic status	(±)
Personality and psychological factors	(+)
Previous denture experience	(±)
Expectations before denture fabrication	(±)
Oral conditions	(+)

✓ Neuroticism negatively affects patient satisfaction with dentures.

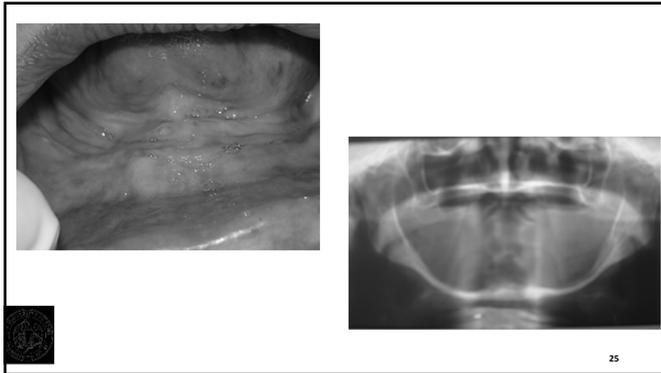
✓ Other psychological issues, such as depression, general anxiety, and emotional aspects related to tooth loss, negatively correlate with patients' satisfaction with their dentures.

✓ The most influential factor seems to be the mandibular ridge; the poorer the ridge, the lower the satisfaction.

✓ A careful explanation about therapy limitations and possibilities may help pave the way for the patients to understand what their dentures will look like and to better adapt to their dentures.

archini, 2014 24

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Possible influencing factors	Available evidence of influence
Dentist-related factors	
Dentist experience	(+)
Patient perception of the dentist and dental care	(+)
Communication issues	(+)

- ✓ Patients' perceptions of the dentist influence their likelihood to trust the dentist, which builds a relationship in which the dentist's explanations are fully considered and the dentist's directions are fully followed.
- ✓ In addition, patients also feel free to ask questions and present their feelings regarding procedures or conditions, helping the dentist to identify possible issues.
- ✓ The importance of establishing good communication with the patient cannot be overstated.
- ✓ Several articles have reinforced that effective communication and ensuring patients' understanding of denture limitations before starting are essential for achieving success with complete denture therapy, as well as with RPD.

Archini, 2014

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Journal of Prosthodontics 8 (2018) 1-7
doi: 10.1016/j.pro.2018.12.083

ACP PROSTHODONTISTS

Patient Expectation and Satisfaction with Different Prosthodontic Treatment Modalities

Orlando Caputo, DDS, DDD, Graduate, Christian V. Damasio, S.M.D, PhD, Hongjin Gu, M.S., & Leonardo Marchini, DDS, MSD, PhD

- ✓ Data were integrated from four studies that measured patient expectations before treatment and satisfaction after treatment using a visual analog scale (VAS) from 0 to 10. These scores were given for each of four aspects of the therapeutic outcomes: chewing, esthetics, phonetics, and comfort.
- ✓ Patients' perceptions about the dentists' conduct was also assessed using a Likert-scale questionnaire.

Patients' expectations and satisfaction of complete denture therapy and correlation with locus of control

Patients' Expectations of and Satisfaction with Implant-Supported Fixed Partial Dentures and Single Crowns

Patients' expectation and satisfaction with removable dental prosthodontic therapy and correlation with patients' evaluation of the dentists

Journal of Oral Implantology

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Other factors that are likely to influence patient satisfaction have not been fully assessed yet (such as denture payments/co-payments and cultural issues).

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Dentists can alter the dentist-related factors in their own practice to improve patient satisfaction.

The factors in this category that showed higher likelihood to influence patient satisfaction are communication skills and patient perception of the dentist and dental care (which also depend on dentists' communication skills).

This highlights that *improving dentist-patient communication is the most useful strategy to improve patients' satisfaction with their dentures.*

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How can I use this information in my practice?

Patient-Dentist Communication: An Adjunct to Successful Complete Denture Treatment

Kamal Shigli, BDS, MDS¹ & Vaibhav Awinashe, BDS, MDS² Journal of Prosthodontics 19 (2010) 491-493

- ✓ Create a good interpersonal relationship
- ✓ Exchange information
- ✓ Make treatment-related decisions

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✓ Over a 5-year period about 25% of patients are lost as a result of poor dentist-patient communication

✓ While words or verbal communication (VC) only account for 7% of transmission, tone of voice is estimated to convey 33%, and body language or nonverbal communication (NVC) 60% of the message.

✓ If VC and NVC are not congruent, the patient will believe the nonverbal elements (facial expression, posture, gestures).

Shigli & Awinashe, 2010

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Methods to improve patient-dentist communication

- ✓ Treat the patient as you would like to be treated: with kindness, consideration, and a real attempt to establish rapport.
- ✓ Tone down a dominating attitude while also controlling the situation to save clinical time. All problems with communication can be solved by understanding and time.
- ✓ Seat the patient at ease and sit facing him.
- ✓ Use simple language. However, avoid giving a childish, over-simplistic explanation that could create a negative attitude and a communication barrier.
- ✓ Speak slowly and clearly .

higli & Awinashe, 2010

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The interpersonal factor

- ✓ Greet every person by name.
- ✓ Never interrupt. Interrupting is a negative behavior. When patients feel that the prosthodontist is listening to them and taking time to answer their questions, treatment acceptance increases.
- ✓ Smile. Smiling is an important way for the prosthodontist to let patients know that he is happy to see them and appreciates them. The best time to smile is when first greeting the patient.

higli & Awinashe, 2010

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Understanding body language

- ✓ Lean forward when talking to a patient. Leaning forward creates positive energy between two people, which will translate into trust. When patients feel the energy of real engagement, they trust the prosthodontist and are much more receptive to what is being said.
- ✓ Avoid crossing your arms and legs. Crossed arms and legs convey a closed person who is not particularly interested in the patient.
- ✓ Make eye contact. Looking away from other people while speaking to them is a behavior that can be perceived as untrustworthy or dishonest.
- ✓ Sit at or below the patient's height. Being seated above a patient is a power position that can be interpreted negatively.
- ✓ Shake hands with the patient. Shake the patient's hand at the outset. A handshake creates a sense of connection.

higli & Awinashe, 2010

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How to accommodate patients' needs/expectations (and not be judgmental)?



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***Thank you for
your attention!***

leonardo-marchini@uiowa.edu

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