



ORIGINAL ARTICLE

Evaluation of the retention and understanding of post-exodontia written indications in patients of "V&V Integral Dentistry"

Evaluación de la retención y comprensión de indicaciones post-exodoncia escritas en pacientes de "V&V Odontología Integral"

Yamily González-Cardona ¹✉ , **Santiago Gabriel Orbea-Ramos** ¹ , **David Josué Sánchez-Rodríguez** ¹ 

¹Universidad Regional Autónoma de Los Andes, Matriz Ambato, Ecuador

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ABSTRACT

Introduction: extraction is one of the most frequent treatments in Dentistry. The postoperative period is as important when defining its success as the procedure itself.

Objective: to evaluate the retention and understanding of written post-extraction instructions in patients of "V&V Integral Odontology".

Methods: An observational, descriptive and cross-sectional study was carried out with the use of virtual surveys, the sample was made up of 60 patients who consented and wished to participate in the research. This information was analyzed and a graphic scale was created in the Microsoft Excel program.

Results: reflecting that 98,3 % of patients perceived an improvement in the understanding of the information when receiving written and verbal instructions together, 1,7 % of the patients did not notice an improvement in the understanding of information, however the vast majority of patients, corresponding to 98,3 %, considered that the use of both techniques when providing postoperative instructions will mean a notable improvement in the retention of their postoperative care.

Conclusions: an improvement was evident in the retention of information by patients; However, the use of written postoperative indications is not standardized in practice, so it is recommended to promote their use.

Keywords: Surgery, Oral; Postoperative; Comprehension; Retention.

RESUMEN

Introducción: la exodoncia es uno de los tratamientos más frecuentes en Odontología. El postoperatorio de la misma tiene tanta importancia al momento de definir su éxito como el procedimiento en sí.

Objetivo: evaluar la retención y comprensión de indicaciones post-exodoncia escritas en pacientes de "V&V Odontología Integral".

Métodos: se realizó un estudio observacional, descriptivo y transversal con el uso de encuestas virtuales, la muestra fue conformada por 60 pacientes que consintieron y desearon participar en la investigación. Se procedió al análisis de dicha información y realización de una escala gráfica en el programa Excel de Microsoft.

Resultados: reflejando que el 98,3 % de pacientes percibió una mejoría en la comprensión de la información al recibir las indicaciones de manera escrita y verbal en conjunto, un 1,7 % de los pacientes no notó una mejoría en la comprensión de información, sin embargo la vasta mayoría de pacientes correspondiente al 98,3 % consideró que el uso de ambas técnicas al entregar las indicaciones postoperatorias supondrá una mejoría notable en la retención de sus cuidados postoperatorios.

Conclusiones: se evidenció una mejoría en la retención de información por parte de los pacientes, sin embargo, el uso de las indicaciones postoperatorias escritas no está normalizado en la práctica, por lo que se recomienda promover su uso.

Palabras clave: Exodoncia; Postoperatorias; Comprensión; Retención.

INTRODUCTION

The extraction technique has been practiced for several decades and has evolved over time. This technique does not lead to a highly complex surgical process. However, like any surgical process, it requires preparation in advance, which leads to a prior analysis of the case to be treated, a systemic review of the patient as well as a comprehensive review of the instruments to be used, as well as the necessary hygiene and sterilization measures before, during and after the procedure, all in order to guarantee success in the end. of the treatment.⁽¹⁾

The act of extraction does not only include the process of extraction of one or more dental organs, this is called the operative part, extraction also includes the patient's recovery process known as the postoperative period, which includes the period in which the patient is in charge of his or her care and how he or she approaches it, and at the end of the treatment, together with the skill and precautions of the professional, they will influence or even determine the success of a correct recovery, thus preventing the appearance of different diseases. complications.⁽²⁾

Regarding complications after an extraction, according to experts, these can occur in between 1 and 31% of cases. It is interesting to note that these types of complications are pathologies that the patient will suffer after the extraction of a dental organ, which can be prevented or treated by the dentist. A careful and well-conducted postoperative period facilitates the patient's recovery by minimizing or even ruling out the possible complications that the surgical process could entail due to its nature, thus making the experience more bearable for the patient.⁽³⁾

In the vast majority of cases, postoperative care is delivered to the patient simply orally/verbally, which is not enough for the patient to understand and follow the instructions strictly. This is where other delivery methods come in handy. information, in this case specifically the written method.⁽⁴⁾

It is well known that the retention of information acquired solely orally/verbally does not compare with other types of methods in terms of information retention such as written or pictographic means, where the reader and in this case the patient has in their hands a resource that allows better understanding and retention to which you can turn when you need it most, such as not being able to accurately remember a specific indication or simply having doubts about it.⁽⁵⁾

Although information distributed textually is a great a posteriori resource in terms of information retention, the form of oral distribution should not be discarded or undervalued since it has been proposed on numerous occasions that the application of both techniques at the moment Sharing information results in better understanding and future retention in the recipient.^(6,7)

Knowing that providing written postoperative instructions to the patient will surely reinforce their retention and understanding, it is not correct to rely solely on the use of this method, this is mainly due to the fact that the written instructions must be delivered as a summary in order to capture the individual's attention, not obfuscate him with excess information and, above all, facilitate the work of remembering, but not turn it into a tedious task which he prefers to avoid and therefore reach personal conclusions that could be erroneous, leading to complications in his work. postoperative period of extraction treatment.^(8, 9)

With the above, we must emphasize the importance of making a correct synthesis which must contain the fundamental points of postoperative care, maintaining clear and concise instructions without giving rise to subsequent confusion. According to research carried out by Codina LI,⁽¹⁰⁾ it suggests that a good synthesis of information should cover both the ideas of the person summarizing and literal quotes from the work studied in order not to lose the main idea of the author who shares the information, this This idea is supported and directed to the health field by the authors Moreno B et al.,⁽¹¹⁾ in their publication "Systematic Reviews: definition and basic notions."

The problem of poor postoperative care is projected to be easily resolved through simple learning methods such as the provision of written information along with verbal explanation. Separately, each method is insufficient, leading to deficiencies in learning, retention and understanding. By taking both methods together, they show a notable improvement in these fields, which when applied to the field of oral surgery must be taken into account in order to guarantee the complete success of the treatment performed.⁽¹²⁾

Thus, the purpose of this research work is to determine the benefits of using written instructions in the understanding and retention of postoperative indications, thus leading to a more successful treatment, giving notable benefits to both the patient and the treating professional.

Hence, the objective of this research is to evaluate the retention and understanding of written post-exodontia instructions in patients of "V&V Comprehensive Dentistry".

METHODS

Observational, descriptive and cross-sectional research based on the study of patients who attended the consultation at "V&V Odontología Integral" for extraction treatments. For this purpose, a previously validated survey was used that allowed collecting relevant information about the retention of information about care. post-exodontia with the use of written instructions.

The population was defined based on the patients who received an extraction treatment in "V&V Odontología Integral" in the period of September - October 2022. The sample was obtained from the patients who received dental care for an extraction treatment in the "V&V Comprehensive Dentistry" and that met the inclusion and exclusion criteria.

Inclusion criteria

Patients who received an extraction treatment at "V&V Odontología Integral" in the period of September - October and who, with their informed consent, wished to participate in the research.

Exclusion criteria

Patients who have attended "V&V Odontología Integral" in the period of September - October for treatments other than extraction.

Patients who do not wish to participate in the research and deny their consent to it.

Patients with decreased cognitive capacity.

Patients who do not know how to read.

Research methods

Analytical – Synthetic:

Thanks to this analysis, we were allowed to collect data that helped determine the improvement in retention and understanding of postoperative indications after the extraction procedure.

Inductive – Deductive:

With this method we help ourselves to detect the deficiency in the retention and understanding of information about the postoperative care of an extraction by receiving it only verbally, raising this problem and investigating its solutions.

Systemic Approach:

After collecting information relevant to the problem from the patients, it was possible to contribute real and scientific data to propose possible solutions.

Type of research according to scope

Research techniques and instrument

Document Analysis:

The use of theoretical support material was used to support with scientific evidence the improvement in retention and understanding of information about postoperative care after an extraction. The Instruments to be used within the research were:

Survey:

A virtual online survey was carried out with the help of the Google Drive Forms platform, which was given to the patient who wished to participate in the study to be answered individually. The questionnaire that was carried out consisted of 11 closed questions, prepared from a previous investigation related to the same problem that was exposed in the surveys.

To obtain the results, a virtual survey was used that consisted of 11 closed questions with a suggested categorized response prepared from a previous investigation focused on determining the improvement in retention and understanding of the postoperative care that the patient must follow following a extraction treatment, in this survey the inclusion and exclusion criteria set out above were taken into account, thus obtaining a finite sample, giving a total sample of 60 patients who received an extraction treatment in "V&V Odontología Integral" .

Following the approval of the survey, we proceeded to attend in person and deliver the one-person questionnaire to the patients. It should be noted that the questionnaires were delivered before giving the patient their written instructions, thus once the fundamental data of the sample, the interpretation and quantification of said data was carried out using the Microsoft Excel tool.

RESULTS

A single patient does not perceive a notable improvement, on the other hand, the minimum of 8 patients perceives a 63,6 % improvement in the understanding and retention of their postoperative indications, which corresponds to a significant improvement, the majority of patients who are 39 surveys performed they perceive between 90,9 % to 100 % improvement. (Figure 1)

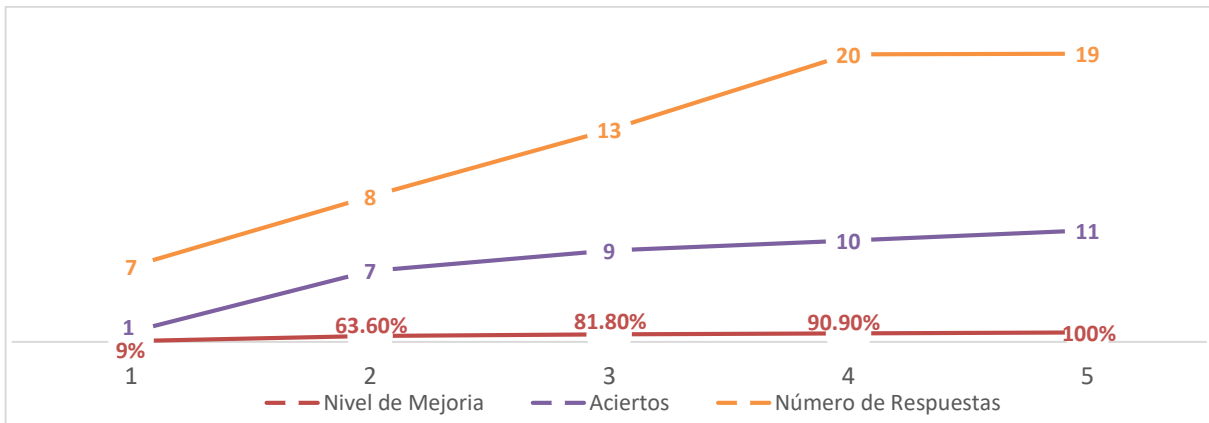


Fig. 1 Total Point Distribution, September – October 2022

Figure 2 shows that the compression of verbal postoperative instructions is 98,3 %.

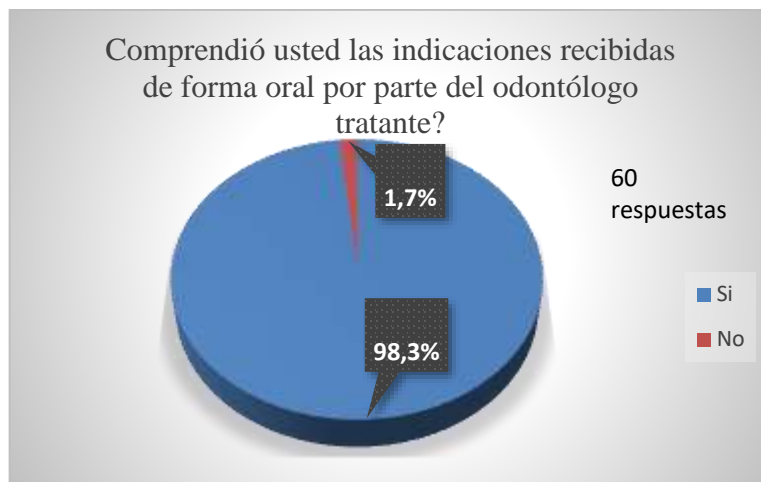


Fig. 2 Level of understanding of verbal postoperative instructions.

Figure 3 shows 98,3 % understanding of the written postoperative instructions.

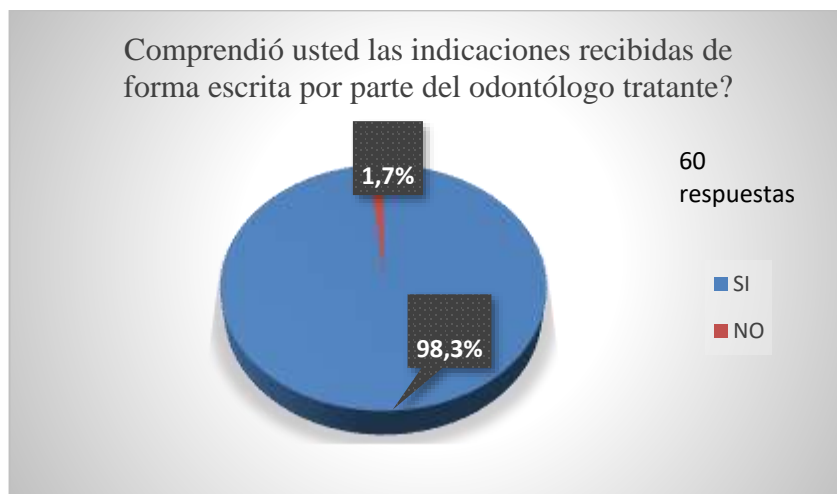


Fig. 3 Level of understanding of written postoperative instructions.

Figure 4 indicates that 98,3 % of patients perceive a better understanding of the instructions when receiving them orally and in writing.

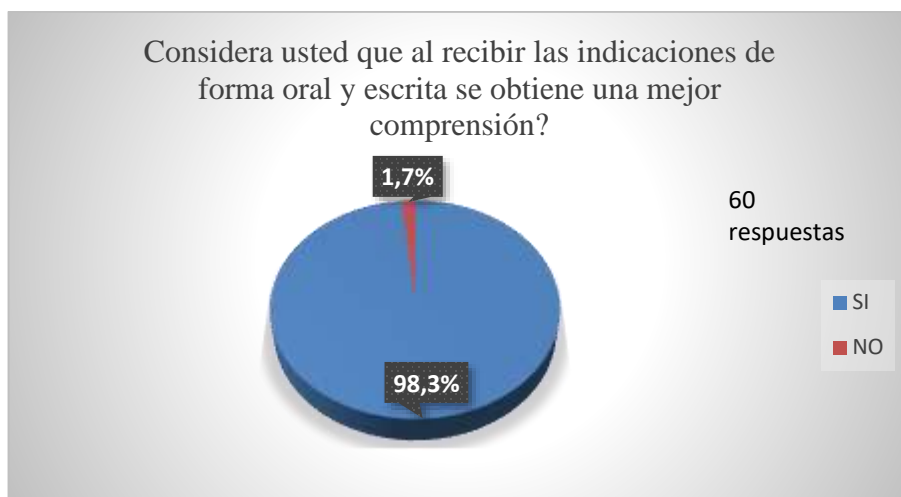


Fig. 4 Consideration in compression improvement.

Figure 5 shows that 91,7 % of patients are confident that the written instructions will be useful in their postoperative period, 6,7 % consider that they could be useful and only 1,7 % do not.



Fig. 5 Consideration of the usefulness of written instructions.

96.7 % of patients along with the other 3,3 % perceive that written postoperative instructions will be useful for retaining information in the future. With 56,7 %, patients do not consider that receiving postoperative instructions only verbally will be enough for their recovery.

83,3 % of patients understood the correct time of relative rest in their postoperative period, we have a 16,6 % failure rate. 78,3 % of patients correctly understood the type of diet they should have for at least the first 12 hours of their postoperative period, we have a 21,7 % failure rate. 90 % of patients correctly understood the normal pain and inflammation conditions in the postoperative period, we have a 10 % failure rate.

DISCUSSION

Complications recurring to extraction treatments, although relatively common, are also easily preventable through a good postoperative period, obtainable through the dedication of the treating professional to provide clear and concise instructions for postoperative care as well as the discipline and dedication of the patient. To comply with said care, to obtain an ideal situation where both do their part, the study carried out helps us, which directs us to the fact that providing postoperative instructions only verbally is insufficient for a good postoperative period,⁽¹³⁾ It tells us that using it in conjunction with other techniques, such as in this case the written technique, helps us retain information better.

Studies carried out propose the use of audiovisual material for a better understanding of the instructions,⁽¹⁴⁾ in the same way our study suggests that the use of written instructions favors their understanding.

According to a study carried out in Avadi India at the "Saveetha Dental College and Hospital" over a period of two years with a sample of 23,000 extractions, it reports that the most common postoperative complication after an extraction is alveolitis followed by hemorrhage.⁽¹⁵⁾ Likewise, an article published in 2019 agrees that alveolitis is the most common complication.⁽¹⁶⁾

These complications, although it is true that determining their exact etiology is more complex, are generally attributed to the use of tobacco or alcohol in the postoperative period, thus they can be prevented with good care, good instructions from the professional and discipline of the patient.

By receiving postoperative instructions only verbally, patients immediately perceive a high understanding of the information received, however, the amount of information with which the patient is loaded, such as their current state, future state, normal and abnormal reactions, types of diets, foods and habits that are prohibited and permitted, make it practically impossible to completely remember everything taught by the professional.

Although it is true that understanding the postoperative indications is not very difficult and patients perceive that they have understood them, when asking more detailed follow-up questions about their care, it is noted that information retention is poor through the verbal method, this is where the use of written indications comes in useful, the ability to be able to resort to it at first and do a general reading further improves the understanding that is taken for granted in the verbal method, the majority of patients perceive that written indications they will be useful for your future care, and it is evident that they contribute to a better postoperative state.

It is well known that achieving the highest possible level of understanding and retention of postoperative indications is of high importance in order to have the best post-extraction care which helps us prevent future complications. This in turn is a reflection of the professional treatment, as well as it is carried out in the name of the greatest benefit for the patient, making their postoperative period more bearable and overall improving their quality of life.

Seeing that the basic and fundamental care for a good postoperative period was forgotten so quickly is worrying, which is why it is recommended to deliver written instructions along with verbal instructions 100 % of the time. For subsequent studies, it is also recommended to carry out evaluations focused mainly on the retention of information after a reasonable period of time in the postoperative period of patients.

CONCLUSIONS

The postoperative instructions given verbally and in writing prove to be a considerable improvement in terms of understanding of the information, it is clear that receiving them only verbally is insufficient for patient retention, having physical material on hand that helps to Remembering what the fragility of the mind forgets is very useful to safeguard an ideal general state in the patient's postoperative period.

Conflict of interest statement

The authors declare that there are no conflicts of interest.

Author contributions

All authors participated in conceptualization, data curation, formal analysis, research, methodology, supervision, writing-original draft, writing-review and editing.

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