

THE IMPACT OF THE INTERIOR DESIGN OF DENTAL CLINIC ON THE AMOUNT OF PATIENT STRESS

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ABSTRACT

The overall objective of this study was to investigate the relationship between physical factors in the interior design of dental offices is on the anxiety of patients. The population consisted of all patients referred to four private dental offices in Shiraz, among whom 130 patients were randomly selected as samples. The data collection tools included two questionnaires with the aim of evaluating the physical quality of the interior design and also the Norman Curras Dental Questionnaire. After calculating the validity and reliability, the questionnaires were distributed among the samples and were collected afterwards. The data was analyzed using the SPSS20 software. We used descriptive correlation statistics and inferential statistics methods, ANOVA and repeated measurements as well as Multivariate Analysis of Variance to analyze the data. The results showed that: 1. there is a significant relationship between the mean layout, noise, cleanliness and adornment of the offices and the anxiety in patients. 2. the most important physical factors for the internal design of dental offices are cleanliness and adornment. 3. From the viewpoints of male and female patients, there is no significant difference between various aspects of the interior design in dental offices. 4. From the viewpoints of the patients with different educational levels, there is a significant difference between various aspects of the interior design in dental offices.

Keywords: patients, educational levels, cleanliness, anxiety, layout

INTRODUCTION

One aspect of health is oral health but attending dental offices and sitting in dental units for examination is not often so easy and peaceful [1]. Sometimes the anxiety is associated with such great fear that coping behavior in patients gives the dentists no opportunities to provide any types of services [2]. Stress is conceptualized as a relationship between a person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering well-being [3]. Being in a Clinic as a patient is a stressful experience [4-5-6]. Illness that may involve reduced physical capabilities, uncertainty, and painful medical procedures is an inevitable source of stress [7]. Patients also have worries that are unrelated to their health, often concerning the welfare of the family at home in the patients' absence, or the disruption of their everyday life and work obligations; these ongoing discomforts and uncertainties can generate stress [8]. Has shown that high levels of anxiety were not restricted to the immediate preoperative period, but were also experienced before admission to Clinic, between admission and surgery, and following surgery. Moreover, some authors consider that Clinics do little to calm these anxieties, and many times exacerbate them [9]. The physical-social environments of healthcare facilities can be unsupportive of patients' well-being if they contain features that are themselves stressors [10]. In particular, an unfamiliar and uncontrollable Clinic physical environment might be appraised as harmful and demanding, thus causing stress. For example, multiple-bed rooms may contribute to loss of privacy and personal control, noise, and the enforced company of others [11]. Today, in addition to providing medical equipment in the design of hospitals and medical centers, various factors are also involved. The importance of these factors has attracted the attention of psychologists to Environmental Psychology [12].

The environment issue in general and the environmental factors in particular are important issues due to their impacts on human behavior and psyche. In fact, environment is the context of humans' activities and lives, and the impact of the environment on human is inevitable. Despite the importance of this issue, what is usually forgotten in the throes of modern living and constructions and industrialization is the lack of paying attention to the impact of environmental conditions on human psyche and mood, which is really worrying in some cases [13]. The impact of architecture on the behavior and activities of space addressees and

environment users is obvious and inevitable. Architectural knowledge is trying to develop appropriate spaces to provide maximum pleasure and joy, and with the help of relevant principles in this area (physical characteristics such as space, light, color, layout, etc.) it is seeking a better environment for the users [14].

The aim of this study was to investigate the factors affecting the reduction of anxiety in patients who refer to dental offices and to create a favorable environment by understanding the efficient physical characteristics of the offices in order to provide effective dental services. The following hypotheses are made in line with the overall aim of the study:

RESEARCH HYPOTHESES:

1. There is a difference between the physical factors of the interior architecture in dental offices and the viewpoints of male and female clients.
2. There is a difference between the physical factors of the interior architecture in dental offices and the viewpoints of the clients with different educational levels.

METHODOLOGY

As in the present study the relationship between physical factors in the interior design of dental offices and the anxiety in patients were studied, the research was a descriptive correlation one. The study population included the patients referred to the following dental offices: Dr. Mina, Pars, Aaj, and Hakim in Shiraz. Using random sampling, we selected 130 subjects. In this study, the data collection has been done using survey methods which are a way of investigating the nature of people's characteristics and personal perceptions (attitudes, beliefs, opinions and interests) through an analysis of the responses to the developed questions [15]. The study population consisted of patients who referred to the dental offices during the research in order to receive dental care services. The data collection tools included a questionnaire developed by the researcher about the quality of physical factors in architectural interior design composed of six sub- scales (layout, color, light, noise, cleanliness and adornment, and view and perspective) with 17 items and Norman Curras Dental Questionnaire with 4 items.

To assess the validity of the first questionnaire, the correlation coefficient between the items of each subscale and the total score of the relevant subscale were calculated by using item analysis. Results are seen in table 1 as the minimum and maximum correlation coefficient of the items in each subscale. Due to a significant correlation with the total score of their respective subscales, all items were valid.

