

# Investigating dental challenges in developing countries based on the functional dimensions model of the World Health Organization

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## REVIEW

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## Introduction

Evaluation of operational performance represents a pivotal factor for organizational success. Within dentistry, healthcare facilities incur sizeable expenditures, therefore performance appraisal proves critical. Quantifying and assessing functionality optimize system efficacy, facilitating well-timed determinations to realize intended outcomes. Furthermore, performance evaluation underpins the formulation and implementation of strategic directives. Performance metrics constitute a core process, whereby results form an evidence-based foundation for decisions going forward. Recently, developing nations have increasingly prioritized the status of dentistry<sup>1,2</sup>.

Evaluating the performance of the healthcare system to establish improvement priorities represents a unified commitment to strengthening healthcare infrastructures. It facilitates dialogue between programs and diverse sectors, and cultivates mutual understanding to forge linkages between activities influencing health outcomes. Additionally, managing healthcare system functionality aids health policymakers and decision-makers in upholding accountability and responsibility for enhancing actions through informed determinations<sup>3-5</sup>.

While scientific and operational resources within the health

sector present diverse frameworks, models and philosophies, each possessing unique precepts, processes and inbound and outbound interactions, examination and analysis of alternative approaches observes numerous designations and concepts. These concepts have prescribed specific attributes, positions and definitions. However, after publication of the World Health Organization's seminal 2000 report, analyzing healthcare system performance officially entered medical literature (Figure1). Core aims of inspecting health system performance evaluation systems encompass: 1) Stimulating enhancements throughout the health infrastructure, 2) Bolstering coordination and oversight amongst health system stakeholders, 3) Driving improvements through ongoing monitoring and precise assessment, and 4) Enabling learning through cross-country comparisons (5). This report highlighted four constituents - governance, financing, resource generation and service delivery - for exploration. In this study, we will investigate challenges in dentistry grounded on the equivalent paradigm.

**The performance of dental services in developing countries faces various challenges. In the following, we will examine some of the challenges that exist in this field**

### Stewardship

#### Policy and Strategy Formation

A challenge confronting stewardship in dentistry pertains to outlining befitting policies and approaches to progressing and sustaining dental health. This involves prioritizing objectives, cultivating strategies, and issuing preventive and wellbeing recommendations.

#### Monitoring and Assessment

Effectively surveying dental services and appraising functionality of suppliers, incorporating dentists, to ensure quality and fortify faith in the dental infrastructure present challenges.

#### Management and Organizational hurdles

Competently handling dental clinics necessitates robust administrative and organizational proficiencies. Managers must optimize operational processes, govern labor teams, formulate strategic judgements, and handle everyday difficulties involving appointment scheduling, patient documentation administration, and patient liaison.

#### **Regulatory Challenges**

Administering dental services necessitates adherence to applicable laws and directives. This includes matters like health and safety regulations, patient privacy, and regulations safeguarding clinical records, and other statutes and directives appertaining to dentistry. Managers necessitate comprehensive familiarity in this domain and must assure their duties and management policies reconcile with valid legislation.

#### **Communication and Teamwork Challenges**

Effective interaction with patients, personnel, and additional stakeholders is pivotal in dentistry. Manager's requisite the proficiency to institute proficient communication, govern disagreements, and remedy uncertainties.

#### **Demographic and Cultural Transitions**

With demographic and cultural mutations, the necessities and anticipations of patients have similarly evolved. Appropriately comprehending cultural and social necessities of the community, adapting dental services to these necessities, and enhancing the patient-dentist affiliation are of paramount importance.

#### **Population Ageing**

As the worldwide population ages, precise challenges surface in dentistry. With advancing years, issues such as bone density, exacerbated gum ailments, and the necessity for customized dental prosthetics for elderly populaces arise.

#### **Information and Privacy Considerations**

As technology progresses and computer systems permeate dental clinics, worries pertaining to upholding patient privacy and information security have amplified. Clinics obligate patient medical documentation while conforming to data protection legislation, ensuring sufficient security arrangements.

#### **Advertisement and Marketing**

In administering dental services, fitting advertisement and marketing are pivotal to enticing patients and elevating consciousness of supplied services. This involves utilizing diverse promotional tactics including media advertising, digital promotion, efficacious public relations, and appropriate management of patient interaction.

## **Service Delivery**

### **Safety**

Patient security is amongst prime priorities when managing dental services. Potential safety issues incorporating surgical-related infections, medication miscalculations, and injuries instigated by accessories and medical devices may emerge in service rendering. To sustain patient protection, managers obligate health norms and protocols while possessing the acumen to govern and govern clinical functionality dangers, patient protection, and lawful matters. Constant coaching of medical assistants and personnel, along with application of quality and protected apparatuses and materials, is indispensable. Additionally, establishing mistake declaration and assessment schemes, executing quality and protection processes, sustaining applicable insurance, controlling documentation and patient records, and enforcing preventative guidelines and protocols can optimise dental service protection.

### **Access to Services**

Assuring equitable and non-prejudiced access to dental care signifies one challenge when supplying dental services. Specifically, universal approach to dental services for all persons, particularly underprivileged and low-salary communities, remains a basic test. This involves physical, fiscal and informative access. Discrepancies and constrained availability can surface in numerous dimensions consisting of source-side, demand-side and geographical separation, insufficient infrastructure, budgetary and specialized asset deficiencies or area unawareness.

### **Insurance Coverage for Dental Services**

In numerous nations, public health insurance does not cover or scarcely covers dental services, potentially diminishing access and exacerbating costs for patients.

### **Quality**

Delivering high-caliber dental services is indispensable for satisfying patients and preserving their faith. This incorporates quality apparatus and materials, clinicians' and personnel's experience and proficiencies, compliance with health directives and protocols, synchronization inside the treatment team, and furnishing accurate and complete communications to patients. Generally, optimizing dental service caliber and confirming rendering aligned with elevated benchmarks, consisting of correct diagnostics of afflictions and pertinent treatments, epitomizes a sizeable test on this front.

### **Dental Costs**

Expenditures affiliated to dental services epitomize one fundamental test. This involves outlays of advanced medical

accoutrements, consumables, clinicians' and team salaries, rents, coverage, and additional operational disbursements. Within developing nations, this predicament is cogent owing to numerous persons' incapacity to afford these costs and deficient sufficient health insurance. For numerous, dental costs prove inaccessible, hence they defer or forgo services. Factors for example lofty service pricing, inadequate insurance coverage and monetary resource shortages inside the healthcare infrastructure can exacerbate this test.

### **Technological Challenges**

Technical advancements inside dentistry generate tests for administrators. They necessitate staying apprised of technological mutations, modernizing medical devices and software, and confirming data protection and patient seclusion.

### **Information and Communication Technology (ICT)**

Applying communicative and informative technologies is extremely pivotal for enhancing direction and interaction forms in dentistry. This comprises utilizing electronic patient record administration systems, executing online appointment planning structures, interacting with patients through text communications and electronic mails, and exploiting precise dental administration software and schemes.

### **Improving Communication with Patients**

Proficient collaboration with patients represents a crucial determinant in clinical practices' success. Managers ought to center on building a constructive and affirmative interaction method with patients to assure facile teamwork with the clinic.

### **Resource Management**

Appropriately administering human resources in dentistry presents unique tests. This involves attracting and retaining skilled and experienced associates, furnishing coaching and refreshes, performance appraisal, supervising treatment teams, and cultivating an operative organizational culture. Vying to entice skilled workforces and retain their allegiance to the institution poses sizeable tests. Hence, managers necessitate adopting proper strategies and approaches for human asset administration in dental amenities.

### **Growth and Progression**

Aligned with evolving patient necessities and demands, managers must facilitate perpetual progression and advancement in dental services. This incorporates modernizing technologies and medical devices, adding novel services, widening the network of treatment centers, and optimizing operational processes.

## **Resource Generation**

### **Professional Training and Progression**

The necessity for coaching in numerous domains, comprising technologies, affliction analysis and intervention, and administration and interaction proficiencies, epitomizes one fundamental test.

### **Skilled Human Resource Supply**

Developing nations regularly confront shortages of skilled human resources within dentistry, potentially owing to insufficient specialized instruction, skilled workforce migration to other nations or inadequate notice directed to human asset progression in this field.

### **Financial Asset Generation**

One test in asset generation in dentistry involves safeguarding adequate pecuniary resources for cultivating and optimizing the dental infrastructure. This comprises suitable budgeting, attracting fiscal assets from internal and external sources, and optimizing asset allocation.

### **Physical and Human Resource Provision**

Securing modern accoutrements and technologies in dentistry, improving access to advanced technologies, and enticing specialized and committed human assets like dentists and dynamic personnel inside the field epitomize challenges of asset stipulation.

## **Resource Allocation**

### **Equitable Financial Asset Distribution**

The impartial and optimal allotment of pecuniary resources crosswise various dental sectors and schemes denotes a test in asset distribution. This involves budget apportioning crosswise preventive, interventional and advancement programs.

### **Equable Allocation of Apparatuses and Human Resources**

The delegation of concrete resources including dental devices and provisions, and human resources like dentists and dynamic personnel to encounter the dental necessities of the area, epitomizes a test in asset distribution.

Performance Evaluation and Identifying Challenges in the System can enhance comprehending of the infrastructure's functionality at diversified nearby and nationwide magnitudes. To aptly exploit evaluating challenges, directors and policymakers necessitate comprehending and accepting the notion of performance appraisal inside the dental infrastructure. Augmented transparency and accountability are anticipated in developing nations, hence explicating the tests and prevailing situation can steer directors and policymakers in forthcoming ventures of institutions.

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