



PATIENTS' SATISFACTION FOR PHYSIOTHERAPY CARE IN VARIOUS HEALTH CENTRES IN DEHRADUN

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ABSTRACT **INTRODUCTION:** Patient and health practitioners have been found to have differing views of health and progress in rehabilitation. Thus, the importance of patient centred care has been recognized in physiotherapy. The expert physiotherapist recognizes the importance of gaining an understanding of the social and psychological context of the patient's world rather than just focusing on the diagnostic process. The patient satisfaction can also be used as benchmarks for ensuring the delivery of quality physiotherapy services in health facilities. The present study aimed to investigate patient satisfaction with the physiotherapy treatment received at physiotherapy centers.

METHODS: A cross-sectional observational study was conducted on 100 patients receiving physiotherapy treatment at various health centres at Dehradun. The patients' satisfaction was evaluated using a MedRisk Instrument for measuring satisfaction in physiotherapy care (MRPS). Descriptive analysis for overall satisfaction was done.

RESULTS: The majority of patients were satisfied with the treatment received. Overall 87% patients were highly satisfied & 13% were moderately satisfied.

CONCLUSION: Study provides baseline information about the level of patients' satisfaction with Physiotherapy service among various health centres at Dehradun. Most of the patients were satisfied with physiotherapy care and also in terms of internal factors, external factors and 'Global Measures'. Such a high level of satisfaction may mean that the physiotherapy service is of good standard or that patient expectations of care are low.

KEYWORDS : Patient satisfaction, MRPS, Physiotherapy.

INTRODUCTION

Patient satisfaction is an important indicator of quality of care provided to the recipient of health service. As health care provision has become patient-centred, patient satisfaction has emerged as a critical outcome of care. Evaluation of patient satisfaction with physiotherapy care provides specific and objective feedback to clinicians about the services they provide.¹

Patients who report high satisfaction are more likely to continue the relationship with the health care practitioner by seeking additional care when needed^[2] and adhere to recommended treatment plans.^[3] Patient satisfaction is a multidimensional phenomenon, which includes the following factors: (1) patient-related factors; (2) physiotherapist-related factors; and (3) other factors.^[4] There also appears to be sex-related differences in satisfaction, with females reporting more satisfaction than males.^[5]

Patients treated by the same practitioner over time are more likely to report satisfaction than those who receive care from multiple therapists.^[4] Another determinant of satisfaction is the process of care. Key process variables that result in a high level of satisfaction are adequate duration,^[6] Treatment frequency,^[5] appropriate follow-up,^[7] continuity of care,^[8] mode of treatment, and patient involvement in decision making.^[9]

Higher satisfaction is reported when the treatment process is more consultative. However, some patients prefer less involvement considering the physiotherapist as the "expert".^[10] This highlights the need for physiotherapists to tailor their approach accordingly. The extent to which a patient is prepared for treatment appeared to affect his/her level of satisfaction too; patients prepared in advance may collaborate with the physiotherapist.^[11,12]

Lower satisfaction level may be associated with an increase in the waiting time for treatment, inadequate waiting area facilities, a low level of faith in the therapist/health facility, and ineffective communication with the patient about his/her disease condition.^[13] Factors such as catering to the patients' expectations of symptomatic pain relief and providing self-management exercise also contribute to satisfaction.^[14]

Patient satisfaction with care is an important variable for assessing

physical therapy practice.^[15,16,17,18,19,20,21] Measures of patient satisfaction have been used as indicators of quality of care as a means of identifying patients who have a higher or lower likelihood of compliance with treatment program, and as a benchmark upon which to assess market competitiveness.^[16,17,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36] A useful property of a patient satisfaction measures the ability to discriminate between different factors affecting satisfaction.^[28,30,37]

Patient satisfaction has not been closely monitored in physiotherapy and limited research data exist in this area of allied health services. By actively seeking patient input, the importance of the patient to the success of the physiotherapist patient interaction is highlighted and the benefit of adopting a patient centred approach in physiotherapy is reinforced.

METHODOLOGY

A cross sectional observational study was conducted to measure the level of satisfaction in patients who received physiotherapy treatment at various health centres at Dehradun. Participants were recruited by a convenient sampling technique after completion of physiotherapy session based on inclusion and exclusion criteria.

The instrument used to measure the patients satisfaction with care was modified MRPS (instrument for measuring satisfaction into physical therapy care). It has shown good psychometric properties.^[38] This scale was used for obtaining data from consenting subjects, who regularly visited various health centres at Dehradun. Total 100 patients were surveyed for this study. Data was collected by using interview methods in participant language as most of the patients were from rural areas and can't read and understand English questions. After that all the patients recruited were explained the individual questions and were asked to rate them on a 5-point likert's scale.

The MedRisk Instrument for Measuring Patient Satisfaction with Physical Therapy Care has 12 items. Items 1 to 3 represent the external factor, while items 4 to 10 represent the internal factor. Items 11 and 12 are global measures of satisfaction.

Participants were instructed to complete a 1 to 5 rating scale for each item (1, strongly disagree; 2, disagree; 3, neutral; 4, agree; 5, strongly agree).

Data analysis

Descriptive statistics (e.g. Mean and standard deviation) and percentage of satisfaction were generated for each variable by using SPSS 17.0 version. Likert's scale was used to analyse the data (1 - Strongly disagree, 2 - Disagree, 3 - Uncertain, 4 - Agree and 5 - Strongly agree). For the item assessing the overall level of satisfaction, response options 1 and 2 were combined to indicate a low level of satisfaction, response option 3 was used to indicate a moderate level of satisfaction, and response options 4 and 5 were combined to indicate a high level of satisfaction. On the basis of Likert's scale, responses were counted for each variable and were categorised according to the response after that the total number of responses were converted to the percentage. Same thing was done with responses of male and female separately for 11th and 12th variables.

RESULT

A convenience sample of 100 patients was surveyed for the study. The demographic data is given in table-1. Mean age of the participant was 47.65 years and 15.081 standard deviation. Out of 100 patients 55 % were male and 45 % patients were female with mean age of 47.63% standard deviation 16.31 and 47.66 % standard deviation 13.51 respectively.

The mean score for variables from 1 to 12 were calculated along with their standard deviation. Which is categorised in 3 parts which are External factors, internal factor and Global factors. The descriptive statistics of external factors of variable 1 (The office receptionist is courteous) was 4.34 with SD 0.5359, for variable 2 (the registration process is appropriate) was 4.73 with SD 0.56 and for the variable 3 (The waiting area is comfortable) showed mean value of 3.7 with SD 1.469.

The mean values for Internal Factors and Global Measures. Negative form of question 4 has been reversed to positive for the convenience of the patients. The value for variable 4 (My therapist spends enough time with me) is 1.91 with SD ± 0.9123 and that of variable 5 (My therapist thoroughly explains treatment I receive) is found to be 4.26 with SD ± 0.73. The mean value calculated for variable 6 (My therapist treats me respectfully.) was 4.56 with SD ± 0.56 but that for variable 7 (My therapist does not listen to my concern.) was 1.89 with SD ± 0.95 as the question is negative and the likert's scale is graded as 1 for "strongly disagree to this question. The mean of variable 8 (My therapist answers all my questions.) is 4.25 with SD ± 0.71 and that of variable 9 (My therapist advices me on ways to avoid future problems) is 3.45 with SD ± 1.081. The mean value of variable 10 (My therapist gives me detailed instructions regarding my home program.) is 4.03 with SD ± 1.09.

The mean of two global measures was also calculated which was found to be 4.28 with SD ± 0.68 for "Overall, I am completely satisfied with the treatment I receive" and 4.34 with SD ± 0.78 for "I would return to this office for future service of care".

Satisfaction with the physiotherapy, the 12 variables in the medrisk instrument was assessed. In variable 1 (Office receptionist is courteous) 97% rated as high level of satisfaction and 3% rated as moderate level of satisfaction. In variable 2 (registration process is appropriate) 96% & 4% were rated as high & moderate levels of satisfaction. In variable 3(waiting area is comfortable) 76% & 7% were rated as high & moderate level of satisfaction whereas 17% rated as low level of satisfaction.

Table-1 Descriptive statistics of external factors showing level of satisfaction for entire sample (100)

Sr. no.	variable	Rating %		
		Highly satisfied	Moderately satisfied	Low satisfied
1	The office receptionist is courteous	97%	3%	-
2	The registration process is appropriate	96%	4%	-
3	The waiting area is comfortable	76%	7%	17%

Table-2: Descriptive Statistics of Internal Factors Showing Level Of Satisfaction For Entire Sample (100)

S. n.	variable	Highly satisfied	Moderately satisfied	Low satisfied
4	My therapist did not spends enough time with me	88%	3%	9%

5	My therapist thoroughly explains the treatment I receive	94%	2%	4%
6	My therapist treats me respectfully	93%	6%	1%
7	My therapist does not listen to my concern	90%	1%	9%
8	My therapist answers all my questions	90%	7%	3%
9	My therapist advices me on ways to avoid future problems	52%	31%	17%
10	My therapist gives me detailed instructions regarding my home program	73%	19%	8%

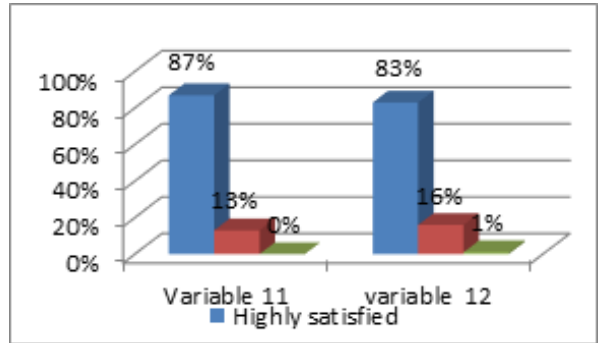


Figure 1 : Patients Satisfaction For Global Factor

DISCUSSION:

Patient's satisfaction research in health care has been conducted mainly in primary and short-term care settings. The intention of this study was to investigate the level of satisfaction of patients receiving physiotherapy treatment in various physiotherapy set ups. The study indicated that 87% of patients were highly satisfied whereas 13% were moderately satisfied with the physiotherapy service. The findings of this study support earlier research in physiotherapy^[39,40,41] and endorse the importance of physiotherapy adopting patient's central approach and developing effective communication skills to optimize the physiotherapy patients interaction.^[42,43,44]

The outcome of this study revealed that the respondents were generally satisfied with the physiotherapy care provided at the study centre. Respondents were excellently satisfied with the therapist character, courtesy, respect, skill, ability and willingness to listen to their complaint.

Patients satisfaction is also influenced by nonclinical factors.^[48] Multiple studies have found that patients are more satisfied if the physiotherapy service is easy to access (locations, parking and clinic hours), involves helpful administrative staff and is associated with lower waiting times and the premises are of a high standard.^[5] The majority of participants of the present study agreed that there was a good treatment environment with data from a such a project, a regression analysis that incorporated all potential significant predictors on patients satisfaction could be included such that a basic clinical prediction rule can be established for clinical usage.

Such a high level of satisfaction may mean that the physiotherapy service is of good standard or that patient expectations of care are low.

In conclusion, this study measured the level of patient's satisfaction with the physiotherapy and found a high level of satisfaction. Such an assessment of patient's satisfaction should be an ongoing process, as this may help the Physiotherapists improve their service continuously.

CONCLUSION:

Overall 87% patients were highly satisfied & 13% moderately satisfied. Whereas 83% highly satisfied & 16% moderately satisfied with future service or care in physiotherapy centers in Dehradun. And 1% not satisfied. Males are more likely to report complete satisfaction and return than females. Out of 55 males total 92.72% were highly satisfied and 7.27 were moderately satisfied also 89.09 % were highly satisfied on return in future and 10.9 5 were moderately satisfied on return. In 45 females 82.22% were highly satisfied and 17.77% were moderately satisfied also 73.33% were highly satisfied on return in

future, 24.44% were moderately satisfied and 2.22% were low satisfied.

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