

ORIGINAL ARTICLE

ASSESSMENT OF PATIENTS' SATISFACTION RECEIVING TREATMENT AT PHYSICAL THERAPY OUT-PATIENT DEPARTMENT OF HAYATABAD MEDICAL COMPLEX PESHAWARAlam Zeb¹, Arshad Ali², Zavata Afnan³, Kashmala Afzal⁴, Mujeeb Rahman⁵, Fida Muhammad²**ABSTRACT**

Introduction: Patient satisfaction is an important indicator of the quality of care given to patients in the health care system. It helps the clinician to know about the exact and objective feedback of the services they provide and to improve the quality and outcome of patient care. Patient satisfaction in physical therapy has not been closely monitored, and limited research exists in the field of health services in this area. The purpose of this study was to measure the patient's satisfaction at the physiotherapy OPD of Hayatabad medical complex Peshawar.

Material & Methods: A cross-sectional survey was conducted from October 2018 to January 2019 to measure patient satisfaction. MedRisk patient satisfaction questionnaire by Beattie et al (2005) was used for data collection. The questionnaire was distributed among 125 participants at the physiotherapy OPD of Hayatabad medical complex Peshawar by non-probability convenient sampling. SPSS version 20 was used for data analysis.

Results: A total of 125 participants were recruited of which more than half were female (n=70, 56%) and male (n=55,44%) with a mean age of 41.88±12.23. The chief complaint participants presented with was shoulder pain (n=29, 23.2%) followed by low back pain (n=24,19.2%). Patients were satisfied and responded positively to all the MedRisk patient satisfaction questionnaire statements. When asked the participants "My therapist treats me respectfully" (n=4,3.2%) disagree, (n=4,3.2%) neutral responses, and (n=117,93.6%) agree. When inquired about the time therapist spend with participants (n=111, 88.8%) disagree, (n=14, 11.2%) agree. "My therapist thoroughly explains the treatment(s) I receive" (n=3,2.4%) disagree, (n=3,2.4%) neutral response and (n=119,95.2%) agree. "Overall, I am completely satisfied with the services I received from my therapist" (n=1,0.8%) disagree, (n=7,5.6%) neutral response, (n=117,93.6%) agree. No significant correlation was found between gender and patient satisfaction as the p-value was greater than 0.05.

Conclusion: This cross-sectional survey showed a high level of patient satisfaction with physiotherapy and good quality care to the patient by a professional therapist in physiotherapy OPD of Hayatabad medical complex Peshawar.

Keywords: Physical Therapy, Patient satisfaction

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INTRODUCTION

Physical therapy plays an important role in maintaining health and overcoming disability. This compromise of direct and indirect access of patients for physiotherapy is based on examination, evaluation, diagnosis, prognosis, and treatment plan.¹ Satisfaction has been used to show the quality of care given to patients in the health care system.² As a concept, satisfaction is an extensive topic that is affected by three factors: Socio-cultural value, therapist-patient communication, and the environmental condition of the service.³ Patient-therapist interaction in the field of physical therapy tends to be more strong than in any other healthcare profession, due to the nature of the physiotherapy treatment, divided into several scheduled sessions, which can directly affect the patient's satisfaction.^{2,4-6}

Evaluation of patient satisfaction will help the clinician to know about the exact and objective feedback of the services they provide. This evidence can help the physiotherapist to improve the quality and outcome of patient care. The interaction between patient and provider could lead to better communication and viable results.⁷ These results indicate that patients who relate their improvements with their efforts are more effective to maintain program compliance.⁸ Patients who are ready to participate in therapy can work well with a physical therapist during the treatment time. This can improve the development of physical therapist-patient relationships, which is an essential factor in the decision-making process in which the patient follows the exercise program.^{9,10}

Satisfaction varies with age, gender as well as disease conditions. As acute patients are more confident about the outcome of their treatment that's why they are more satisfied as compared to patients with chronic illness, older patients are more satisfied as compared to young and women are more satisfied than men.¹¹ The process of care is another determinant of satisfaction.¹² Different key variables that lead to a high level of patient satisfaction include sufficient time, the number of treatment sessions, the process of treatment, and the

involvement of patients in decision-making.¹³⁻¹⁵

Patients with a high level of satisfaction are more to build a trusting relationship with the clinician by looking for extra consideration when required and following the advised therapy.^{16,17} Patients can give negative reviews about any organization when they are not satisfied with the services they get, which destroys the image of the organization and can lead to a great loss. Further, a lower level of satisfaction may be because of an increase in waiting time for treatment, poor facilities of the waiting area, and ineffective communication with the patient about his/her disease condition.¹⁸ Evaluation of patient satisfaction will help the clinician to know about the exact and objective feedback of the services they provide. This evidence can help the physiotherapist to improve the quality and outcome of patient care.¹⁹

Patient satisfaction is generally considered important in quality medical services. But satisfaction with physiotherapy was scarcely studied compared to other clinical fields with few studies of patients' opinions, perspectives, and satisfaction with physiotherapy.²⁰ Moreover, in Pakistan, very little research has been carried out on this topic. Most studies on patient satisfaction with physiotherapy are based in the United States and Europe but differences in healthcare systems make the international comparison difficult. Assessment of patient satisfaction with physical therapy is critical for the betterment of the services and to add to inadequate literature on this topic. So, the objective of this study was to assess the patient's satisfaction with physiotherapy services provided at OPD of Hayatabad medical complex Peshawar.

MATERIAL AND METHODS

A cross-sectional survey was conducted at the physiotherapy OPD (outpatient department) of Hayatabad Medical Complex Peshawar from October 2018 to January 2019. The research was conducted after the approval from the graduate committee Institute of Physical Medicine and Rehabilitation, Khyber Medical University Peshawar, and the ethical committee of Hayatabad Medical Complex

Peshawar. The total number of patients visiting the physiotherapy OPD of Hayatabad medical complex Peshawar was 500 in one month and a representative sample was calculated by using <https://www.qualtrics.com/blog/calculating-sample-size/> which appeared to be 218. A total of 125 participants were then recruited based on their follow-up sessions through non-probability convenient sampling. The consent of participation was taken from the patients included in the study.

MedRisk patient satisfaction questionnaire by Beattie et al (2005) with an interclass correlation coefficient of 0.76 was used. The MedRisk patient satisfaction questionnaire demonstrated high internal consistency that is Cronbach alpha value which is 0.82.²¹ The questionnaire consists of two sections A and B, in which section A includes demographic data such as age and gender while section B includes information about the quality of physiotherapy services the patient had received. This questionnaire had 12 statements excluding those targeting the demographic data. Out of 12 statements, only 9 statements directly related to patient satisfaction, and 3 statements are targeting the external factors which influence patient satisfaction. Statements were scored on a Likert scale as (1) strongly disagree, (2) disagree, (3) neither agree nor disagree, (4) strongly agree, (5) strongly agree, and 9 as no opinion. The MedRisk questionnaire includes the following questions, (1) The office receptionist is courteous, (2) The registration process is appropriate, (3) The waiting area is comfortable, (4) My therapist didn't spend enough time with me, (5) My therapist thoroughly explains the treatment(s) I receive, (6) My therapist treats me respectfully. (7) My therapist does not listen to my concerns, (8) My therapist answers all my questions, (9) My therapist advises me on ways to avoid future problems, (10) My therapist gives me detailed instructions regarding my home program, (11) Overall am completely satisfied with the services I receive from my therapist, (12) I would return to this office for future services or care.

The respondent received a briefing about the purpose of the study. Questionnaires were given to them, and they were asked to rate their response against each item. An

interview-based questionnaire was used to lessen the technical aspects of the language used in the questions. The participants were assured that the information provided would be kept confidential and would only be used for research purposes.

Participants who were not willing to participate and those with hearing and cognitive impairments were excluded. All participants who were willing to participate and above 18 years of age and who went through at least three physiotherapy sessions were included in the study.

Collected data were analysed through SPSS version 20 after converting the data from nominal to numerical format. The strongly disagree and disagree options were assigned 1 while neither agree nor disagree were assigned 2 and strongly agree and agree were assigned 3. The data was then subjected to descriptive statistical analysis to express the independent variable as frequencies and percentages.

RESULTS

A total of 125 participants were recruited of which more than half were female (n=70, 56.0%), and male (n=55, 44%) with a mean age of 41.88 ± 12.23 years. The most common complaint about 23.2% and 19.2% presented was shoulder pain and low back pain respectively, while hand and foot were the rare about 4%. Majority of the participants were referred by a physician (n=83, 66.4%) while (n=1, 0.8%) learned through the web. When asked about experience with physiotherapy (n=72, 57.6%) had the first experience while (n=53, 42.4%) had prior experience. Similarly, when asked about experience with this facility (n=35, 28.0%) had their first experience with this facility while (n=90, 72.0%) had prior experience (Table-I).

Evaluation of Patient Satisfaction with physiotherapy service was assessed on Med Risk's instrument and its outcomes are presented in Table II. Responses of the main components are demonstrated as when participants were asked about "My therapist treats me respectfully" there comes (n=4, 3.2%) disagree and (n=4, 3.2%) neutral responses, however (n=117, 93.6%) respond agreed. When inquired about "My therapist answers all my questions" (n=5, 4.0%) answered disagree, (n=3, 2.4%) neutral response, and (n=117, 93.6%) agreed. When asked about the time therapist spend with

participants (n=111, 88.8%) were disagree, (n=14, 11.2%) were agree while nil participants with a neutral response. As moved to the next question "My therapist gives me detailed instructions regarding my home program" the disagree participants were (n=1,0.8%), (n=4,3.2%) answered with a neutral response, while (n=120,96.0%) agreed. when asked by a participant about "My therapist thoroughly explains the treatment(s) I receive" (n=3,2.4%) were disagree, (n=3,2.4%) were neutral response, and (n=119,95.2%) were agreed with the question. Participants respond to the question "Overall I am completely satisfied with the services I received from my therapist" only a single respondent (n=1,0.8%) disagree, (n=7,5.6%) come with a neutral response, while (n=117,93.6%) were agreed. When asked from participants about the last question "I would return to this office for future services or care" there were (n=2,1.6%) disagree with the statement, (n=8,6.4%) satisfied with a neutral response, while (n=115,92.0%) was agreed for the asked question. No significant correlation was found between gender and patient satisfaction as the p-value was greater than 0.05.

DISCUSSION

In health status, patient satisfaction is a key element that measures the outcome of treatment widely used in evaluating the well-defined aspect of patient health care. This study was a cross-sectional survey that measured the patient's satisfaction at physiotherapy OPD of Hayatabad medical complex Peshawar for the first time through the MedRisk patient satisfaction questionnaire. According to the finding of this study, the chief complaint patient presented with was shoulder pain while an international study that was carried out in Ireland showed that spinal pain was the chief complaint.⁴ Similarly, Hush et al conducted a study in Australia the result of which showed that the major area of complaint was low back pain.¹⁹

According to our study, about half of the participants agreed when asked about therapist advice to avoid a future problem, which is almost similar to the result of a study conducted in Srilanka by Tennakoon et al.¹² While the percentage of agreed participants was higher in a study carried out in Nigeria.²² The findings of our study showed that most of

the participants were satisfied with the question that the therapist answers all questions of patients. An international study that was carried out in Kenya showed that less than half of the participants were satisfied with this question which is immensely less than the findings of our study.²³ Another international study carried out in Australia showed more than half of the participants were satisfied¹⁹ which showed some similarities with the findings of our study.

In this study participants satisfied with the instructions regarding home programs were more than in a national study carried out in Islamabad Pakistan.²⁰ Similarly an international study conducted by Flavia Cordeiro de Medeiro also showed that fewer participants were satisfied.²⁴ The results of our study showed that a higher number of participants were satisfied with physiotherapy which is almost equal to the results of a national study but showed more satisfaction when compared to the result of an international study carried out by Isabella CN Devreux et al.²⁵

The result shows a high level of patient satisfaction with physiotherapy. A study of patient satisfaction with similar treatment courses internationally has shown a high degree of satisfaction but a lack of consistent methodology interferes with a direct comparison. Satisfied patients were reported to return for treatment when needed and to speak in favourable terms for treatments and facilities. The evaluation of patient satisfaction should be continuing because it will help the hospital management to improve their services.

CONCLUSION

This cross-sectional survey showed a high level of patient satisfaction with physiotherapy and good quality care to the patient by a professional therapist in physiotherapy OPD of Hayatabad medical complex Peshawar.

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Table I: Data of the studied participants

	Frequency	Percentage
Gender Distribution		
Male	55	44
Female	70	56
Chief Complain		
Shoulder	29	23.20
Low back pain	24	19.20
Elbow	17	13.60
Knee	14	11.20
Hip	10	8.00
Neck pain	18	14.04
Hand and foot	5	4.00
Other	3	2.40
How patients learn about the facility		
Physician	83	66.40
Friend	26	20.8
Former patient	9	7.2
Web	1	0.8
Other means	6	4.80
Was this your first experience with physiotherapy		
Yes	72	57.60
No	53	42.40
Was this your first experience with this facility		
Yes	35	28.00
No	90	72.00

Table II: Evaluation of Patient Satisfaction with Med risk’s questions

Question	Disagree	Neutral	Agree
The office receptionist is courteous	3 (2.4%)	21(16.8%)	101(80.8%)
The waiting area is comfortable	2(16%)	15(12.0%)	108(6.4%)
The registration process is appropriate	8 (6.4%)	70(56%)	47 (37.6%)
My therapist did not spend enough time with me	111(88.8%)	0 (0.00%)	14 (11.2)
My therapist treats me respectfully	4 (3.2%)	4 (3.2%)	117(93.6%)
My therapist did not listen to my concerns	86 (68.8%)	7 (5.6%)	32 (25.6%)
My therapist answers all my questions	5 (4.0%)	3 (2.4%)	117(93.6%)
My therapist advises me on ways to avoid future problem	3 (2.4%)	61(48.8%)	61 (48.8%)
My therapist gives me detailed instructions regarding my home program.	1 (0.8%)	4 (3.2%)	120(96.0%)
My therapist thoroughly explains the treatment I receive.	3 (2.4%)	3 (2.4%)	119(95.2%)
Completely satisfied with the services received from my therapist	1 (0.8%)	7 (5.6%)	117(93.6%)
I would return to this office for future services or care	2 (1.6%)	8 (6.4%)	115(92.0%)