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PATIENT SATISFACTION IN PHYSICAL THERAPY OUTDOOR DEPARTMENTS IN LAHORE

RANA ABDUL MANAN¹, HEENA HABIB², ANNAM SARWAR¹, BUSHRA ALI² AND
WAQAS M^{2*}

1: University of Health Sciences, Department of Physical Therapy Lahore, Pakistan.

2: School of physical therapy, Johar Institute of Professional Studies, Lahore, Pakistan

* Corresponding Author: Dr. Muhammad Waqas (PhD): wagaskhanjips@gmail.com; Ph.:

00923213535005

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ABSTRACT

Patient satisfaction is a key factor in quality of care and a chief component of pay-for-performance metrics. One of the commonly used indicator for measuring the quality of health care services is patient satisfaction. It affects the medical malpractice claims, clinical outcomes and efficient patient-centered delivery of quality of health care. **OBJECTIVE:** The objective of study was to determine the patient satisfaction in physical therapy services of major physical therapy outdoor. **METHODOLOGY:** The study design was Cross Section Survey. The data collection tool was Patient Satisfaction Scale. Data was collected from multiple placements with convenience to patients. The survey was completed in 6 total months after the approval of synopsis. Total 353 respondents were surveyed with sample of convenience. The data was analyzed using Statistical Package for Social Sciences (SPSS). **RESULTS:** The results showed a mean score of Patient Satisfaction Scale (36.29) with standard deviation (4.814). Furthermore, 40.79% patients agree and that of 20.68% Strongly Agree with efficiency of physiotherapy services, while only 14.73% were disagree and that of 7.93% patients were strongly disagree with quality of services. **CONCLUSION:** The study concluded that there was moderate level of satisfaction of patients with physical therapy services, the poorest segment was related to accessibility of treatment placement, while most satisfactory were related to physical therapy services in department.

Keywords: Patient Satisfaction, Physical Therapy Modalities, Physical Therapy Specialty, Outpatients

INTRODUCTION

Patient satisfaction is a key factor in quality of care and a chief component of pay-for-performance metrics [1]. One of the commonly used indicators for measuring the quality of health care services is patient satisfaction. Patient satisfaction affects the medical malpractice claims, clinical outcomes, and timely, efficient and patient-centered delivery of quality of health care [2]. The importance of patient satisfaction is further accentuated by evidence that satisfied patients are more likely to, benefit from their health care, adhere to treatment and have a higher quality of life. Physiotherapy is an outcome variable in patient satisfaction [3].

An increasingly important issue in health care is patient satisfaction [4]. Many recent trends for instance, managed care and continuous quality improvement, have emphasized the significance of the consumer's perspective in the provision of health care [5].

It is accepted that patient satisfaction has not been meticulously observed in physical therapy [6]. Reports and developing tests that yield reliable measurements for determining the scope of patient satisfaction in physical therapy are lacking in literature. This deficit contrasts with the information for other health care professions. Patient satisfaction is a complex construct and is regarded as an important component in the

assessment of care quality. Investigations into patient satisfaction with care have steadily increased across a range of specialties over the last three decades, but there has been a paucity of studies into satisfaction with physiotherapy [7].

One approach is to use instruments designed for other disciplines to measure satisfaction in physical therapy. It could be useful to show that patient satisfaction can be consistently measured across diverse health care disciplines and that a physical therapy-specific instrument is not essentially needed, there may be discipline-specific dissimilarities in the delivery of care that make common satisfaction measures unfeasible [6].

Patient satisfaction continues to receive attention as a measure of the outcome of physical therapy intervention [8].

Patient satisfaction is an important indicator of the quality of care provided to recipients of health services. In Sri Lanka, there is a dearth of research on patient satisfaction, particularly in the arena of physiotherapy services. Such research is important to address any issues in the physiotherapy service, such that patients' needs are better catered for, as well as to improve the marketability of physiotherapy services [9].

The measurement of patient satisfaction is important to check the elements of quality care. These elements include, caring

attitude, accessibility and convenience, finance, physical environment, availability, efficacy and outcome of care. Some important benefits that an improved patient satisfaction can make practice more successful and profitable, decrease patient rejection, decrease negative word-of-mouth advertising, increase patient referrals, satisfied patient is more likely to forgive perceived care mistakes and are less likely sue [10].

Different physical therapy clinical setup receives a large number of patients in Physical Therapy Outdoor. The rationale of this study is to enhance the patient experience and improve the quality of Physical Therapy Services provided to the patients regardless of their socioeconomic status. This study will help to improve patient compliance to physical therapy as well.

METHODOLOGY

Study design: Cross sectional study design

Study setting: Pakistan Society for Rehabilitation of Disabled (PSRD), Ghurki Teaching Trust Hospital, Mayo hospital, National Hospital, Jinnah Hospital, Fatima Memorial Hospital, Wapda Hospital, Abou Bakar Hospital and Latif Hospital.

Sampling technique and sample size:

Sample collection was based on non-probability convenient sampling. Total 353 respondents were surveyed.

Sample selection: Sample was selected on

the basis of inclusion and exclusion criteria
Inclusion criteria: Patients visiting Physical Therapy Outdoor in different hospital Lahore.

Exclusion criteria: Patients who are admitted in Hospital in different ward.

Data collection tool: Patient satisfaction scale

Data collection procedure: A consent form was given to each patient before data collection. Data was collected from the patients who were visiting physical therapy department with the help of questionnaire that was developed to measure the satisfaction of patients containing 28 items. Patients which fall into inclusion criteria of research were screened. The questionnaire was validated for construct validity, resulted in Cronbach alpha=0.754

Data analysis procedure:

Statistical analysis was performed using SPSS 20.0 software. Quantitative variables was measured in the form of mean and standard deviation, while qualitative variables were assessed in the form of Number and proportions.

RESULTS

The results regarding gender distribution has shown that out of total 353 patients, 233 (66%) were male and 120 (34%) were female. Regarding reason of coming to clinic, 136 (38.5%) were patients themselves, 105 (29.7%) came as family person and 112 (31.7%) as that of support

person. Regarding exposure to physiotherapy treatment, 245 (69.4%) said it was first experience while rest of 108 (30.6%) seemed to have been visiting before.

Results regarding patients' age, there were 57 (16.1%) patients in 18-25 years of age, 79 (22.4%) in 26-35 years of age, 99 (28%) in 36-50 years, 67 (19%) in 51-65 years of age while rest were over 65 years of age. Results regarding treatment choice or influence showed that 22 (6.2%) were referred by past patients. 58 (16.4%) by friend or family, 60 (17%) came due to facility being close to home, 64 (18.1%) comes from local papers while 149 (42.2%) referred by doctors. Results regarding satisfaction in time span receiving treatment showed that majority were satisfied, total agreement 297 (84.13%). Disagreement was minor in this regard. Regarding accessibility of physiotherapy services, mostly disagreed showing a less satisfaction as that of 275 (77.98%).

Regarding the time spent in waiting area before receiving physiotherapy treatment overall response or satisfaction was neutral i.e. 112 (31.7%) while second most response with combination of agreement points, was also satisfactory i.e. 166 (47.02%). Results regarding satisfaction with staff or clinician knowledge showed that 89 (25.2%) strongly disagreed, 81 (22.9%) disagreed, 78 (22.1%) were

neutral, 48 (13.6%) agreed toward satisfaction while 57 (16.1%) strongly agreed. Results regarding satisfaction with staff communication showed that 33 (9.3%) strongly disagreed, 75 (21.2%) disagreed, 65 (18.4%) were neutral, 105 (29.7%) agreed toward satisfaction while 75 (21.2%) strongly agreed. Results regarding satisfaction with effectiveness showed that 59 (16.7%) disagreed, 75 (21.2%) were neutral, 84 (23.8%) agreed toward satisfaction while 135 (38.2%) strongly agreed.

Results regarding satisfaction with confidentiality showed that 22 (6.2%) strongly disagreed, 68 (19.3%) disagreed, 62 (17.6%) were neutral, 137 (38.8%) agreed toward satisfaction while 64 (18.1%) strongly agreed. Results regarding satisfaction with safety knowledge showed that 56 (15.9%) strongly disagreed, 136 (39.1%) disagreed, 76 (21.5%) were neutral, 44 (12.5%) agreed toward satisfaction while 39 (11%) strongly agreed. Results regarding satisfaction with participation showed that 6 (1.7%) strongly disagreed, 49 (13.9%) disagreed, 109 (30.9%) were neutral, 105 (29.5%) agreed toward satisfaction while 85 (24.1%) strongly agreed. Results regarding satisfaction with efficiency showed that 28 (7.9%) strongly disagreed, 52 (14.7%) disagreed, 56 (15.9%) were neutral, 144 (40.9%) agreed toward satisfaction while

73 (20.7%) strongly agreed. Results regarding satisfaction with respect and care showed that 21 (5.9%) strongly disagreed, 86 (24.4%) disagreed, 87 (24.6%) were neutral, 99 (28%) agreed toward

satisfaction while 57 (16.1%) strongly agreed. The histogram regarding total score of satisfaction scale showed a mean and standard deviation to be 36.29+4.814.

Gender of Patient

Male	66.01%
Female	33.99%

Patients Age

18-25 years	26-35 years	36-50 years	51-65 years	Over 65 years
16.15%	22.38%	28.05%	18.98%	8.78%

Was the first visit for physiotherapy

Yes	69.41%
No	30.59%

Reason for attending the clinic today

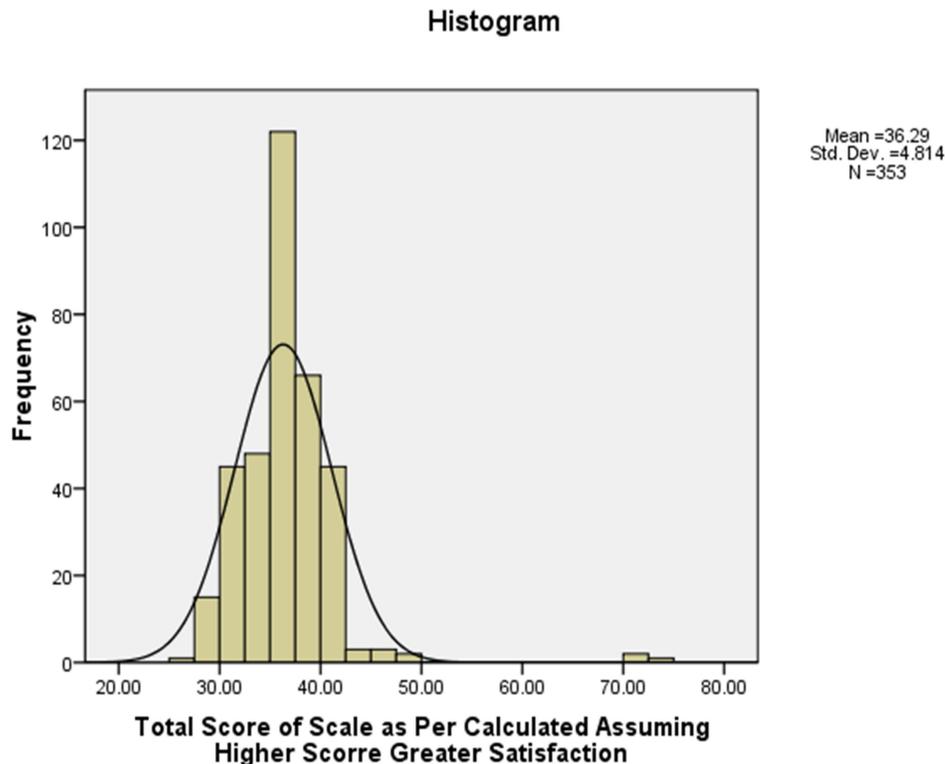
Patient Himself	38.53%
Children or Family	29.75%
As a support person	31.73%

Factors that influenced choice of clinic

Referral by patient	Referral by friend or family	Close to Home	Local Papers	Referral by doctor
6.23%	16.43%	17%	18.13%	42.21%

Other Variables

Variables	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Accessibility: Satisfied with finding physiotherapy Dept	19.83%	46.46%	11.61%	16.15%	5.95%
Availability: Satisfied with time span in receiving appointment	1.42%	14.45%	18.98%	36.83%	28.33%
Timeliness: Satisfied with gap between reaching and receiving physiotherapy treatment	4.25%	17%	31.73%	23.80%	23.23%
Competence: Satisfied with staff's knowledge and skill	25.21%	22.95%	22.10%	13.60%	16.15%
Communication: Satisfied with briefing of treatment and expected results	9.35%	21.25%	18.41%	29.75%	21.25%
Effectiveness: Satisfaction with results of treatment	0%	16.71%	21.25%	23.80%	38.24%
Confidentiality: Satisfied with protection of privacy	6.23%	19.26%	17.56%	38.81%	18.13%
Safety: Satisfied with measures about risk management and explanation	15.86%	39.09%	21.53%	12.46%	11.05%
Participation and partnership: Satisfied with participation in treatment	1.70%	13.88%	30.88%	29.46%	24.08%
Efficiency: Satisfied with smooth conduct of treatment sessions	7.93%	14.73%	15.86%	40.79%	20.68%
Respect and care: Satisfied with respect and care in attitude	5.9%	24.4%	24.6%	28%	16.1%



DISCUSSION

In the present market, where patients have more access to online information and higher expectations for nature of care they get, the issue of patient satisfaction has gotten a lot of consideration.

The study was conducted by (Carlos Oct 2008) in which 376 users were included and majority (75 %) were satisfied with the treatment they received whereas some (14 %) were facing problems in getting appointment and waiting time for the services. My study results show regarding the time spent in waiting area before receiving physiotherapy treatment overall response or satisfaction was neutral

i.e. 112 (31.7%) while second most response with combination of agreement points, was also satisfactory i.e. 166 (47.02%). Results regarding satisfaction in time span receiving treatment showed that majority were satisfied, total agreement 297 (84.13%). Disagreement was minor in this regard. Regarding accessibility of physiotherapy services, mostly disagreed showing a less satisfaction as that of 275 (77.98%).

There has been conducted many researches on patient satisfaction. The theme of findings in most of studies is the fact that we cannot relate patient satisfaction to quality of treatment. Also we cannot relate

it to expensive treatment. Because it is not matter of money like customer services where customer is always right. Clinicians have to choose a ways that is beneficial for patient in terms of improving his health and also maintains his compliance with treatment as well.

The theme is to collect feedback regarding treatment and general satisfaction. However, in current study it was found that only verbal assessment is made regarding treatment protocol or satisfaction level. In fact mostly, it is not considered patient is satisfied or not. Patient is given less choice about participation in treatment plan. In other study in which 110 patients with THA were surveyed for satisfaction with postoperative physical therapy .76% patients were satisfied with their rehabilitation [3].

In my study, results regarding satisfaction with staff or clinician knowledge showed that 89 (25.2%) strongly disagreed, 81 (22.9%) disagreed, 78 (22.1%) were neutral, 48 (13.6%) agreed toward satisfaction while 57 (16.1%) strongly agreed.

Despite the fact that the care of patients includes a wide range of exercises, the two principle parts of care are the specialized and the relational. As physiotherapy treatment industry keeps on pushing for evidence based practice, we as specialists

are making a superior showing with regards to giving actually better care. This is key to propelling our calling. The trick is to keep on focusing on the other part of care, the relational, in the meantime.

In contrary to results of this study, internationally it has been understood that involving patient in treatment plan boosts his satisfaction level. Not only satisfaction level but it produce better and effective results of treatment. As for as evidence is concerned, it is derived from clinicians and therapists experiences. So, it is of best use only when we involve patients and their preferences in care plan as equally as we consider other components of practice. In other study by [3] said that Different factors like age, sex, duration of therapy, amount of hands ontime, number of sessions completed, continuity of care with the same therapist all these factors significantly correlated with patient satisfaction

As clinicians, we are in the remarkable position of investing a considerable measure of energy with our patients every week. By building up a commonly deferential relationship and instructing our patients about the treatment procedure, we can expand our general satisfaction with every patient. Also, that is the thing that patient satisfaction is about the experience of specialized and relational achievement.

CONCLUSION

The study concluded that there was moderate level of satisfaction of patients with physical therapy services, the poorest segment was related to accessibility of treatment placement, while most satisfactory were related to physical therapy services in department.

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