

RESEARCH ARTICLE

LEVEL OF PATIENTS' SATISFACTION FROM PHYSICAL THERAPY SERVICES IN OUTPATIENT DEPARTMENT OF TERTIARY CARE HOSPITALS IN PESHAWAR: A CROSS-SECTIONAL SURVEY

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ABSTRACT

Background: Patient satisfaction is a reference point of that degree to which a client is satisfied with the attention and treatment or health care services they get from their health care professional. It provides an idea about the intervention that is effective or not and removes the different malpractice claims. **Objective:** To determine the level of patients' satisfaction in outpatient departments of physiotherapy in tertiary care hospitals of Peshawar. **Methodology:** This study was a cross sectional survey in which purposive sampling was used and data was collected through MED-RISK patient satisfaction questionnaire. Both male and female aged between 18 to 75 and had received at least 3 or more sessions of physiotherapy were recruited in the study. The sample size was n=375, participants were selected from physiotherapy (OPD) of Tertiary Care Hospitals of Peshawar. The 13 items, slightly modified form of Med Risk Patient Satisfaction instrument (MRPS) was used for data collection. The data was analyzed and presented in the form of frequencies and percentages. **Results:** The respondent characteristics of 375 patient showed that more than half were male 245 (65.3%) and the remaining were female 130 (34.7%). The overall patient satisfaction from physical therapy services was 4.38±0.70 which showed that majority of the participants were satisfied with physical therapy services. When comparing the public and private setups, it was observed that participant received PT services in private setup are significantly satisfied (p<0.05) with services as compared to public setups. **Conclusion:** The level of patient's satisfaction receiving physiotherapy health services in tertiary care hospitals of Peshawar can be considered high. Lower back pain was the most presenting symptom for the selected population receiving physiotherapy treatment. The patient education showed the highest mean as compared to other factors. The private sector showed statistically high level of satisfaction as compared to the public sector while practically the services being delivered by private and public sector were on same level.

Keywords: Med- Risk, outpatient department, patient satisfaction, physical therapy

INTRODUCTION

Patient satisfaction is a reference point of that degree to which a client is satisfied with the attention and treatment or health care services they get from their health professional¹. It is an important Patient-related health outcome and has an influence on the quality delivery of patient-centred health effects. It provides an idea regarding the intervention that is effective or not and removes the different malpractice claims². Patient satisfaction is a captious sign of the health care system³. Health care providers not just require interpretation of the patient's expectations but also necessitate to meet those expectations but also hesitate to meet those expectations³. Patient satisfaction is a globally used medical care choice cadent and is a central factor of health-related communication and behaviour. Patient' satisfaction is a dimensional concept, consisting of multiple aspects and all of various aspects do not necessarily have to do with the potential quality of medical services experienced by the clients⁴.

Satisfaction is linked to the extent to which the presumptions of a client are accomplished by health care system. In the same manner, respectful behaviour and good communication skills from the Physical Therapist reflect a vital intuition on the effectiveness of the treatment⁵.

Currently the concept of health is taking coinage that health is composed of client and healthcare providers equally, patients are now active receivers rather passive makers along with the whole treatment plan⁶. One critique of patient satisfaction evaluation is the inability to encounter expectations about health care which may be influenced by antecedent experiences with medical care system⁷.

Patient satisfaction is greatly influenced by a few factors e.g., listening to patients carefully, clinical environment, the interaction between patient and therapist, clear instructions to the patient, approaching the patients in a good way. Accessibility of services that is parking facilities and location of hospital or clinics are not correlated with patient

satisfaction⁸. Satisfied patients usually recommend the hospitals to other peoples in society as it is known that rumours or information travels much faster and is accepted true by patients when coming from their relations or friends rather than any other healthcare provider⁹. Even though patient satisfaction shows a fundamental role in enhancing the quality of health care, limited published work is accessible in developing countries. For the effectiveness of treatment, there must be a strong bond between the patient and the health care professional¹⁰.

In the field of healthcare, the content about the relationship between medical service quality and patient satisfaction also come into an account. Few studies regarding Physical therapist have shown the bond between different factors of satisfaction and adding these factors to clinical practices can improve the services being delivered by the physical therapist. Patient satisfaction is an important and widely used procedure for assessing health-care quality. Clinical outcomes, patient retention, and medical malpractice lawsuits are all influenced by patient satisfaction. It has an impact on the delivery of high-quality health care in a timely, efficient, and patient-centred manner. Lack of literature is seen in undeveloped and under developing countries, though certain studies channelled, are focused on General practitioner rather than Physical Therapists. The objective of the study is to determine level of patient' satisfaction from physical therapy services in outpatient department of Tertiary Care Hospitals of Peshawar.

METHODOLOGY

It was a cross sectional survey conducted in Physical therapy department of tertiary care hospitals of Peshawar to find out the level of patient satisfaction from physiotherapy services. Permission letter was taken form Northwest General Hospital (NWGH), Rehman Medical Institute-General Hospital (RMI-GH), Lady Reading Hospital (LRH), Khyber Teaching Hospital (KTH), Hayatabad Medical Complex (HMC). The study was completed within 6 months of duration from February 2020 to July 2020.

The sample size for this research was n=375 with a 95% confidence interval calculated by open EPI. The participants with aged between 18-75 receiving at least 3 or more sessions of physiotherapy were recruited in the study. Those patients who had decrease cognition levels on Glasco comma scale (GCS) were excluded because they were unable to give a proper response to the treatment. Patients

having low GCS level < 12 and pediatrics patients were excluded from the study.

The participants were invited to be part of this survey by each member of the research team and were explained the benefit and importance of the study. The consent form was translated into Urdu to make it easy and understandable for the patients and their attendants. The patients signed the informed consent and were thus recruited.

The 13 items, slightly modified form of Med Risk Patient Satisfaction instrument (MRPS) was used with Cronbach's $\alpha=0.761$. The MRPS is divided into four sub domains including interpersonal relationship, convenience & efficiency, patient education and global items. The questionnaire was based on Likert scale. The mean was calculated for each item and as well as for sub domain and over all scoring. The highest the mean indicates highest satisfaction. To compare the satisfaction level of public and private setups were analyzed through independent t-test. The level of significance was set at $p<0.05$ and SPSS ver 21 was used for analysis.

RESULTS

The respondent characteristics of n=375 patients showed that n=245(65.3%) were males and the remaining n=130(34.7%) were females. Most participants, n=132(35.2%) were from lady reading hospital (LRH). (Figure 1)

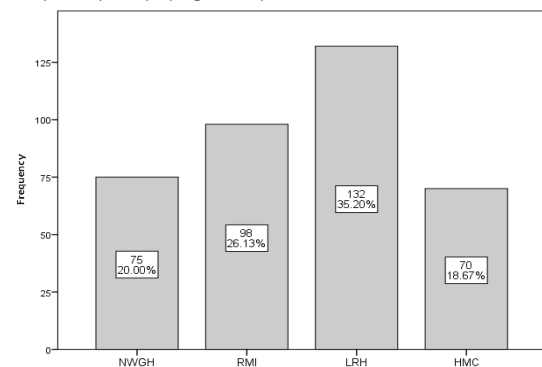


Figure 2: Hospital wise distribution

The overall patient satisfaction from physical therapy services was 4.38 ± 0.70 which showed that majority of the participants were satisfied with physical therapy services. When comparing the public and private setups, it was observed that participant received PT services in private setup are significantly satisfied ($p<0.05$) with services as compared to public setups. (Table 2)

Table 1: Frequency distribution of responses on level of satisfaction (Med-Risk Items)

Questions	Satisfaction level	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Factor 1: Interpersonal Relationship						
The office receptionist was courteous	4.37± 0.73	Satisfied	6(1.6%)	-	21(5.6%)	167(44.5%) 181(48.3%)
The registration process was appropriate	4.31±0.82	Satisfied	6(1.6%)	8(2.1%)	26(6.9%)	157(41.9%) 178(47.5%)
The waiting area was comfortable (lighting, temperature, furnishing)	4.33± 0.67	Satisfied	3(0.8%)	-	26(6.7%)	189(50.4%) 158(42.1%)
My Therapist treated me respectfully	4.58± 0.58	Highly Satisfied	-	-	19(5.1%)	119(31.7%) 237(63.2%)
The office staff was respectful	4.43± 0.80	Satisfied	5(1.3%)	7(1.9%)	25(6.7%)	122(32.5%) 216(57.6%)
The office and its facilities were clean	4.50± 0.59±	Highly Satisfied	-	-	19(5.1%)	148(39.5%) 208(55.5%)
Average	4.42± 0.49	Satisfied				
Factor 2: Convenience And Efficiency						
The office hours were convenient for me	4.23±0.88	Satisfied	10(2.7%)	5(1.3%)	39(10.4%)	153(40.8%) 168(44.8%)
My therapist thoroughly explains the treatment I receive		Satisfied	1(0.3%)	7(1.9%)	17(4.5%)	133(35.5%) 217(57.9%)
My Therapist answered all my questions	4.45± 0.76	Satisfied	3(0.8%)	7(1.9%)	23(6.1%)	126(33.6%) 216(57.7%)
Average	4.39± 0.63	Satisfied				
Factor 3: Patient Education						
My Therapist advised me on ways to avoid future problems	4.40± 0.75	Satisfied	1(0.3%)	7(1.9%)	34(9.1%)	130(34.7%) 203(54.1%)
My Physical Therapist give detailed instructions regarding my home program	4.54± 0.73	Highly Satisfied	4(1.1%)	3(0.8%)	21(5.6%)	103(27.5%) 244(65.1%)
Average	4.47± 0.64	Satisfied				
Factor 4: Global Items						
Overall, I am completely satisfied with services I received from my Therapist	4.38(0.79)	Satisfied	6(1.6%)	3(0.8%)	28(7.5%)	143(38.1%) 195(52.0%)
I would return to this office for future services or care	4.39(0.68)	Satisfied	-	5(1.3%)	28(7.5%)	157(41.9%) 185(49.3%)
Overall Average	4.38(0.70)	Satisfied				

Table 2: Comparison between Public and Private hospitals (Med Risk total Score)

Factors	Setting	N	Mean±Std. Deviation	p-value
Interpersonal Relationship	Private	173	4.74±.36	0.000***
	Public	202	4.21±.41	
Convenience And Efficiency	Private	173	4.64±.56	0.000***
	Public	202	4.23±.56	
Patient Education	Private	173	4.74±.53	0.000***
	Public	202	4.31±.63	
Global Items	Private	173	4.80±.51	0.000***
	Public	202	4.09±.62	

Significance level: $p < 0.05^*$, $p < 0.01^{**}$, $p < 0.001^{***}$

DISCUSSION

The main purpose of this research was to assess the level of participants receiving physiotherapy services in outpatient physiotherapy departments of tertiary care hospitals of Peshawar. The data were collected through the questionnaire, Med Risk patient satisfaction instrument which is based on likerts' scale. The interpretations of this study indicate the bond between therapist and patient positively relates with the result of treatment

provided to them in outpatient physical therapy department of physical rehabilitation.

In a current study, the highest score was presented in, patient education showed the highest average of 4.47 ± 0.64 of the total score. Followed by Factor 1, interpersonal relationship i.e., 4.42 ± 0.49 , while Factor 2, convenience and efficacy showed the lowest average 4.39 ± 0.63 . But overall, individually the highest points were presented by the item "My therapist treated me respectfully" which is present in Factor 1 with a mean of 4.58 ± 0.58 .

When the items of MRPS were divided into three factors we noticed that Factor 3 'Patient education' was at a greater level of satisfaction. These findings stay completely contradictory to a study conducted by Hussain et al., in 2019⁵. The study was conducted at Inpatient and outpatient department of Rehman Medical Institute Peshawar regarding physical therapy services being received. The Factor 3 'Patient education' through physiotherapist and his/her sincerity to educate patients and raise public awareness, got the lowest level of patient satisfaction from clients while the highest points were presented by the factor 1 'interpersonal relationship'¹¹. This difference may be due to different management of hospitals, population, and treatment protocols. Some national level studies which were conducted in Pakistan have also reported higher level of satisfaction from the Physical therapy services being provided at their respective institution. A study conducted in Urban areas of Pakistan reported high level of patient satisfaction¹². In this current study, the Factor 1 'interpersonal relationship' got a mean of 4.42 ± 0.49 in which an individual item 'The waiting area was comfortable' got a mean of 4.33 ± 0.67 and in which 91% participants strongly agreed from this item, which is opposite to the means of a study conducted in Nigeria, which revealed that patients were not satisfied from the waiting area and time. Although/ the actual patient waiting time was not evaluated quantitatively. Dissatisfaction from waiting area and time has also been reported in Northern area, Kano, Ibadan and Benin City¹³. The reason behind that may be the environment of waiting area and due to the busy schedule of individuals now a day. A study Carried out in the USA in which high satisfaction level for these three sections was reported, in which the 'Global Measures' got the highest satisfaction rate, individually the item 'generally I am completely satisfied through my care' got the most points with a mean of 4.84 followed by the item 'I would return in future' with a mean of 4.83¹⁴. The reason for high satisfaction was the professionalism of the therapist and quality services delivered timely¹⁵. Discerning between different factors, multi-items satisfaction processes can provide helpful data by evaluating the relationships of items to overall

satisfaction of patient. A study carried out in South Carolina (Columbia) Showed that the item much correlated with the two main global questions was that 'My therapist gives me detailed instructions for my home plans' followed by 'My therapist give answered all my questions'. The other items 'My therapist describes treatment to me', 'My therapist give advices to me, my therapist give respects to me'. Following information is captious component of satisfaction from physiotherapy services. Being involved in treatment decisions and being treated with respect by the practitioner are highly linked to patient satisfaction¹⁶.

Keeping in mind the results of Global items in this study with a mean of 4.38 ± 0.70 , A meta-analysis was executed in Australia for the outcome of global satisfaction from physiotherapy care reported in 7 different studies. The forest plot or bologram of these studies showed that patient satisfaction was constantly high, with an estimate of 4.44 (95% CI, 4.41-4.46) on a satisfaction scale of 1 to 5, where 5 indicates "high satisfied", and 1 is "highly dissatisfied". Studies that present the proportion of satisfaction of patients with care indicate that 68% to 91% of patients were completely satisfied with the whole physiotherapy services. High levels of patient satisfaction have been described for different clinical setups and across globally various regions including the United Kingdom, Ireland, Northern Europe and North America. Hence From these studies, we evolved that patients with musculoskeletal issues received a high caliber of treatment from PT management¹⁷.

A Brazilian study by Almeida et al. evaluated level of patients' satisfaction at a public university hospital in Brazil, the study report that even patients at public hospital were satisfied with the service being provided¹⁸. Studies by Feeney et al & Medeiros et al presented the similar level of patient satisfaction between both private and public sector hospitals^{15, 19}. Similarly, current study demonstrated high level of patient satisfaction in both private and public hospitals in Peshawar showing $p < 0.05$. However, looking at the mean, the patient satisfaction of private hospitals as compared to public hospitals was slight higher.

The limitation of the study is that it is only restricted to OPD and no data was obtained from

the IPD of Physical Therapy department regarding the physical therapy services being received.

CONCLUSION

The level of patient's satisfaction receiving physiotherapy health services in tertiary care hospitals of Peshawar is very high. The private sector showed statistically high level of satisfaction as compared to the public sector while practically the services being delivered by private and public sector were on same level.

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