

To Measure Patient Satisfaction with Physical Therapy - A Cross Sectional Study

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Abstract: ***Introduction:** Physiotherapy is a branch of health care professionals who mainly focuses on science of movement as a treatment method. It helps patients to restore, maintain and increase their physical strength, function, motion and degree of well-being by focusing individual's physical issues. Physiotherapists have to be very much active about patient to achieve their expected level of recovery. Satisfaction level of patient with physiotherapy plays very important role recovery of patients disease and injury. Patient Satisfaction is considered as a complex and important component in the assessment of care quality. **Methods:** A cross sectional study conducted with outpatient physiotherapy departments of Ahmadabad.. Patient's satisfaction was measured with the multimodal questionnaire "Physical Therapy OutPatient Satisfaction Questionnaire". One hundred fifty nine patients screened among them ninety seven patients enrolled in the study. Questionnaire was filled and returned by study participants. Data was analyzed using SPSS software for further results. **Results:** Total 23 physiotherapy clinics, centers were analyzed for the study. The mean age for available data was 39.57 and standard deviation was 12.48. For analysis of statistical calculation 95% confidence interval taken as a reference. Physio Therapy Out Patient Satisfaction Survey (PTOPS) questionnaire focuses on the domain of Enhancers, Detractors, Location, Cost. Among them 63% centers found good, patients were satisfied and 37% centers were not good and patients were not properly satisfied. **Conclusion:** Level of satisfaction of patient plays important role in management and speedy recovery of patient. To establish oneself as a good physiotherapist a out patient clinical department have to be fulfilled criteria's such as Enhancers, Detractors, Location, Cost.*

Keywords: Patient Satisfaction, PTOPS questionnaire, Outpatient physiotherapy departments

1. Introduction

Physiotherapy is the emerging branch which concern about pain and well being of the patients conditions. Physiotherapist is ready to treat patient's structural and functional issues after any illness or injuries. There are various physiotherapy and rehabilitation services available at government hospitals, multispecialty hospitals, outpatient departments, clinics or physiotherapy departments ran by trust or different organizations. Physiotherapists use their knowledge and skills to treat a broad range of conditions, associated with different systems of the body such as neurological, musculoskeletal, cardiovascular, and respiratory through various physiotherapy interventions [1], [2].

Physiotherapy is considered as a patient centered health care approach in this health service delivery system. So, patient satisfaction has emerged as an important patient – focused indicator of the quality of patient care. Satisfaction of patients in health care is an extremely important concept to measure the outcome of care yet it is often difficult to define[4]. Satisfaction can refer to a health care participant's reaction to aspects of the service delivered and satisfaction over time which result in overall participants of quality of service[5]. 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 programs, and as a benchmark upon which to assess market competitiveness [6].

There is multiple numbers of approaches available to evaluate patient satisfaction. Quantitative methods included single- item or multi-item questionnaires. The simplest measure is a single question about global satisfaction with physical therapy care with using point likert scale. Another tool is multi- item questionnaire the Medrisk instrument and Physical Therapy Outpatient Satisfaction survey (PTOPS) for measuring satisfaction of patient with physical care. Other than questionnaire semi structured patient interview is also useful technique for the same[7].

The Physical Therapy Outpatient Satisfaction Survey (PTOPS) was developed in 1999 by Roush and Sonstroem and was designed 34 items instruments that used to address 4 domains of patient satisfaction: enhancers, detractors, location, cost. **Enhancers** domain concerned satisfaction with the physical environment and relationships between patient and therapist in a clinical situation and covers elements that enhance a positive patient experience. In contrast, the items in **Detractors** domain generate disappointment. In this which perceptions regarding professional behaviors are particularly relevant. Items in the **Location** domain refer to the location of the facility, travel time, and easiness of reaching it. Finally,

the *Cost* domain consists of items related to the balance between the perceived value of treatment and its actual cost [8], [9].

So, the aims of the study is to measure patient satisfaction by physical treatment, along with patient satisfaction with clinic location, treatment cost, staff members and safety facilities from machines and the ambience of the physiotherapy clinic. The objective of this study is to check patient satisfaction by physical therapy outpatient questionnaire.

2. Methods

A cross sectional survey study was conducted in outpatient physiotherapy department of various areas of Ahmadabad from June 2014 to April 2015. One hundred fifty nine patients were screened for the study for data collection. A non- probability convenience sampling was done. At last ninety- seven patients replied for data collection and fill up the PTOPS questionnaire.

The patients who have taken physiotherapy at any outpatient centers and attended minimum 5-7 sessions of physiotherapy and patients who understand and read English were included in study. The patients below 15 and above 85 years were excluded from study. Patients with attention deficit disorder and cognition – perception deficits and writing disability, cerebral palsy and mental retardation patients were excluded. The patients with acute injury having aggressive behavior due to severe pain also excluded [10].

Prior introduction and information about survey and the questionnaire were given. Proper demographic data was taken and check with inclusion and exclusion criteria's. Written consent was taken from patient for the study. The translated questionnaire was given to the patient and asked them to fill it and return it back. Approximately 8 to 10 minutes were given to fill up the questionnaire. Translated questionnaire was used previously to do pilot study which was done with 10% of population to find out its feasibility and practicality.

'Physical Therapy Out Patient Satisfaction Survey' (PTOPS) contains 34 items positively and negatively worded statements that are scored using five-point Likert scale ranging from "strongly disagree" to "strongly agree", which fall into four categories of outpatient satisfaction- Enhancers, Detractors, Location, Cost. Enhancers- relate to the positive aspects, the satisfiers of the physiotherapy experience. Detractors – relate to a patient's basic physical and interpersonal needs that if present or not create positive or negative feelings. Location – relates to ease of locating and travelling to a clinic. Cost – relates to monetary cost and perceives financial value. This questionnaire is used to measure patient satisfaction with physiotherapy treatment only [11].

3. Results

Total 159 patients were screened for the study among them 97 patients willing to participate in study and matching

with the study criteria. Out of them 64.8% samples referred by physician or medical person, 12.9% referred by relatives, 11.3% referred by friends, 8.6% referred by self, social advertisements, 2.3% referred by previous patients.

The demographic characteristics of samples mention in table 1. The mean age for available data was 39.57 and standard deviation was 12.48. For analysis of statistical calculation 95% confidence interval taken as a reference. Statistical package for the social sciences version 19 was used for the data analysis.

Table 1: Demographic characteristics of sample (N= 97)

Variables	Mean (SD)
Age (years)	39.57 (12.48)
Gender (n)	
Female	59
Male	38
No. of Visits, (n)	
5-7 session	43
8-10 session	29
More than 10 session	25

Total 23 physiotherapy clinics, centers were analyzed for the study. Physio Therapy Out Patient Satisfaction Survey (PTOPS) questionnaire focuses on the domain of Enhancers, Detractors, Location, Cost. Among them 63% centers found good, patients were satisfied and 37% centers were not good and patients were not properly satisfied.

4. Discussion

Patient satisfaction is seen as vital area of research because it has been found that satisfied patients are more likely to early recovery and have benefits from the health[12]. Satisfaction with physiotherapy treatment is not the only important criteria for recovery of patient. Satisfaction with physiotherapy center facilities, location, charges, staff greeting and ambience are also playing crucial role in speedy recovery of patient's health.

Various instruments are available to measure satisfaction of patient. Although there is no universal gold standard instrument available for measuring patient satisfaction. The most studied instrument is the MedRisk Instrument for measuring patient satisfaction with physical care (MRPS) has 2 factors relating to external factors (admissions and clinical environment) and internal factors (patient- therapist interpretation). Shakya NR et. al. concluded as patient satisfaction is an important aspect of the measurement of quality care. There was high level of satisfaction reported by patient receiving outpatient physiotherapy services in the Dhulikhel Hospital, Nepal [14].

Hussain et. al. done a cross sectional study to measure of level of patient's satisfaction from physical therapy, who concluded that the level of satisfaction receiving physical therapy depends on proper explanation of treatment and concentration of physiotherapist doctor over a patient [15].

Mahdzir et. Al. had done cross sectional study at Klang Valley on patient satisfaction with physiotherapy services

in clinics. They conclude that 'caring services' dimension should be given focus in order to improve patient satisfaction at physiotherapy clinic [16].

Krupal joshi et. al. done a study about patient satisfaction about health care services and to identify the key factors that affect Patient satisfaction regarding health care services. They concluded that patient satisfaction is an increasing important issue both in evaluation and shaping of health care. Patient satisfaction depends on many criteria such as waiting time, availability of specialists, communication of doctors, cost of investigations [17].

Rathod et. al. concluded in their study that the level of satisfaction of patient depend on doctor's patience, compassion, dedication, behavior of hospital personnel, unhygienic toilets, improper cleanliness of hospital, lack of availability of drinking water. That suggest not only treatment proper way of behavior, facilities are also almost important for the recovery of health of patient[18].

Odebiyi DO et. al. done a comparative study on patient satisfaction who are receiving physiotherapy care in private and public hospitals with Modified Patient Satisfaction Questionnaire for Physiotherapy(PSQ-MP) and concluded that the subjects in public hospitals were least satisfied with 'available facilities' and 'appointment schedules'. Satisfaction of patient also depends on adequate facilities and working pattern in physiotherapy departments[19].

Sarah Casserley et. al. done a cross sectional study and checked patient satisfaction with private physiotherapy for musculoskeletal pain with using multidimensional PTOPS questionnaire. They demonstrated high levels of satisfaction results with components like physiotherapy treatment; cost etc. to increase patient attendance and compliance with treatment protocol satisfaction is utmost important measure which should not be ignored [20], [21], [22].

Khan RN et. al. carried out a cross sectional study to determine the satisfaction level of patients receiving physiotherapy services. They concluded that physiotherapy patients showed high degree of satisfaction with the accessibility, availability and time duration of the services. High degree of satisfaction needed with the competence, efficiency of the therapist, privacy, ambiance of physiotherapy unit, communication and behavior of therapist showed importance for effectiveness of the treatment and rehabilitation of patient [23].

Algudairi G. et. al. conducted a study in Saudi Arabia on patient satisfaction with outpatient physical therapy with MedRisk Instrument for measuring Patient Satisfaction with Physical Care and concluded that the area of patient satisfaction is necessary to identify and need improvement for better availability of good quality health care services to the public. Patient feedback about treatment plays an integral role in health care sector [24], [25].

Tennakoon T. et. al. done a cross sectional survey study to investigate patient satisfaction with physiotherapy treatment received at a large government hospital in Sri

Lanka. They suggested that patient satisfaction depends on patient related factors, physiotherapist related factors, nature of physiotherapist-patient interaction, professionalism of the service provided and logistics of the treatment environment [26].

There are many questionnaires available to measure patient satisfaction. Paul Beattie Et. Al. develops MedRisk Instrument for measuring patient satisfaction (MRPS) with physical care which contains various psychometric analysis. MRPS instrument contains 12 items questionnaire focusing on external factor (registration process, courtesy of the receptionist) and internal factor (communication, respect between patient and therapist) responsible for patient satisfaction [28].

Marc Goldstein Et. Al. suggested that more attention has to be paid to outside topics other than physical therapy. They develop an instrument of 26 items that measures patient satisfaction among patients and clients. [29]. Monnien Et. AL. had developed 14 items multidimensional questionnaire intended for patients receiving physical therapy. Questionnaire could prove useful for measuring quality of care, complementing instruments useful to measure patient's functional recovery [30].

In Patient Therapy outpatient Satisfaction survey is the questionnaire which has 34 items which cover all major aspect of satisfaction and can clearly identify the level of satisfaction of patient with physical therapy. It is most widely used reliable and valid tool to check patient satisfaction with physical therapy [27], [31], [32].

The limitation of the study is less sample size and patients who understand English only included. Further future recommendation is the study should be done with large sample size and correlation with Patient satisfaction and various musculoskeletal and neurological or other conditions.

5. Conclusion

It is concluded that patient satisfaction plays a crucial role in rehabilitation of physiotherapy after injury. Level of satisfaction suggests early recovery in patient and physiotherapy centers also count as good center. Patient satisfaction with physiotherapy treatment is an increasingly important patient centered outcome. It should be regularly overlooked or analyzed for providing better treatment. There are various measurement tools available to measure satisfaction of patient. Proper validation processes need to be done for future recommendation on a large sample scale.

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