



# PATIENT SATISFACTION WITH PHYSIOTHERAPY SERVICES IN OPD OF LOKMANYA TILAK COLLEGE OF PHYSIOTHERAPY KHARGHAR, NAVI MUMBAI – A SURVEY STUDY.

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**Abstract:** Patient satisfaction is important factor that determines quality of care provided to the patient who is receiving health services. Such type of research helps to identify any issues in the physiotherapy services provided in respective organization such that patients' needs are better fulfilled, as well as improve the marketability of respective organization. The present study was used to investigate Patient Satisfaction with Physiotherapy services received at OPD of Lokmanya Tilak College of Physiotherapy Kharghar, Navi – Mumbai. The survey was further analysed, result and conclusion was obtained. Results indicated majority satisfaction on various selected domains of questionnaire. The domains included for discussion were based on Physiotherapist-related factors, professionalism of service given, nature of the physiotherapistpatient interaction, treatment environment and patient-related factors.

**Index Terms** - healthcare services, physiotherapy, physiotherapy services , patient satisfaction.

## I.INTRODUCTION

With increase in such competitive surrounding, patient satisfaction becomes of critical importance. Thus, patient satisfaction identifies the likelihood of the treatment quality.

As the patients are dissatisfied, they tend to spread negative messages about the organisation, resulting in tremendous loss of that organization. On the other hand patients who report high satisfaction will always continue the relationship with that health care practioner. Patient satisfaction is considered multidimensional phenomenon that includes factors such as: - 1. Patient-related factors 2. Physiotherapist related factors 3. Environment related factors.

It is observed that level of satisfaction changes with disease condition. Therefore, patients with chronic conditions tend to report low level of satisfaction as compared to patient with acute condition.

Patients experiencing long time in waiting area before treatment, inadequate facilities in waiting area such as poor ventilation and lighting, no seats for sitting, low level of faith on therapist, ineffective communication with the patient about his/her disease condition contribute towards low level of patient satisfaction.

Factors contributing towards patient's satisfaction include therapists communicating skills while giving appropriate to the patient about

his/her injuries and treatment plans, providing diagnostic/prognostic information, catering with patient's expectation of symptomatic pain relief and providing with exercises for self-management.

## II. NEED FOR STUDY

1. Identify patient related, environment- related factors that can help the therapist to improve his services.
2. Achieve better patient-physiotherapist Relationships.

## III. AIM

- To investigate patient satisfaction with Physiotherapy treatment received at OPD of Lokmanya Tilak College Of Physiotherapy, Kharghar Navi – Mumbai.

## IV. OBJECTIVES

- To assess patient satisfaction with physiotherapy services using self-administered questionnaire. □ To address any issues in physiotherapy services.

## V. HYPOTHESIS

- NULL HYPOTHESIS- Patient is not satisfied with physiotherapy services provided in OPD of Lokmanya Tilak College of Physiotherapy.
- ALTERNATIVE HYPOTHESIS - Patient is completely satisfied with the Physiotherapy services provided during treatment in Lokmanya Medical College of Physiotherapy.

## VI. METHODOLOGY

- STUDY DESIGN. : Cross sectional survey
- SAMPLING METHOD. : Convenience Sampling
- SAMPLE SIZE. : 50

### • INCLUSION CRITERIA :

- Males and Females patients who can read and write.
- Patients aged between 18 and 60 years.
- Patients attended at least one physiotherapy session.

### □ EXCLUSION CRITERIA :

- Patients having visual/hearing/cognitive impairments.

### □ MATERIALS:

- Pen
- Pencil
- Writing pad
- Information sheet
- Data collection sheet

VII.

**PROCEDURE**

- Informed consent was taken from the population.
- Permission was taken from the institutional ethical committee.
- Explanation of the experiment was given to the patient.
- Patients willing to give consent to participate in the study were included.
- Participants were selected as per the criteria.
- Medrisk questionnaire were distributed.
- Questions were explained to the participants.
- Data was collected and statistical analysis was done.

DEMOGRAPHICS: Name, Age, Gender, No. of Physiotherapy sessions attended, Medical history/illness.

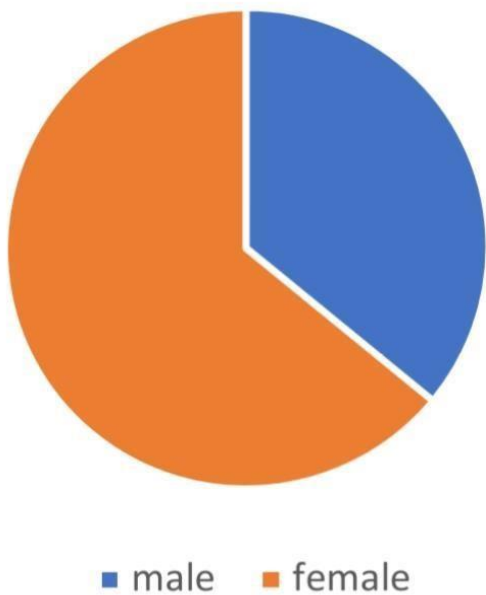
**OUTCOME MEASURES : THE MED RISK INSTRUMENT FOR MEASURING PATIENT SATISFACTION WITH PHYSICAL THERAPY CARE.**

The Med Risk Instrument for Measuring Patient Satisfaction with Physical Therapy Care was used in this study. It has shown good psychometric properties. The instrument has 20 Items, excluding eight related to demographics and treatment duration. The 19<sup>th</sup> item on the instrument assesses the overall satisfaction with the physiotherapy treatment Received. Including this 19<sup>th</sup> item, 13 of the 20 items relate to patient satisfaction with the treatment received (such as the communication ability of the physiotherapist), whereas seven items focus on external factors (such as infrastructure). Participants were required to respond to these items by choosing any of the following response options: strongly Agree, agree, disagree, strongly disagree, and not applicable.

**VIII. RESULTS**

- Descriptive statistical analysis was used to analyze the data.
- Sociodemographic of participants: -

**GRAPH 1: Gender wise distribution of participants.**

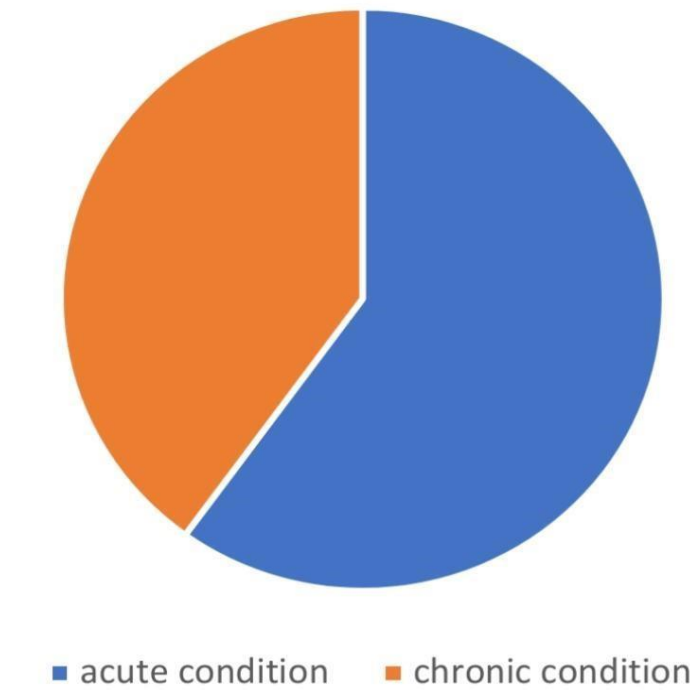


GRAPH 1

Graph 1: The above graph shows gender wise distribution of sample population. The total number of males and females are as follows:-

- Total number of male -18
- Total number of Female-32

GRAPH 2: Distribution of participants depending on type of condition.

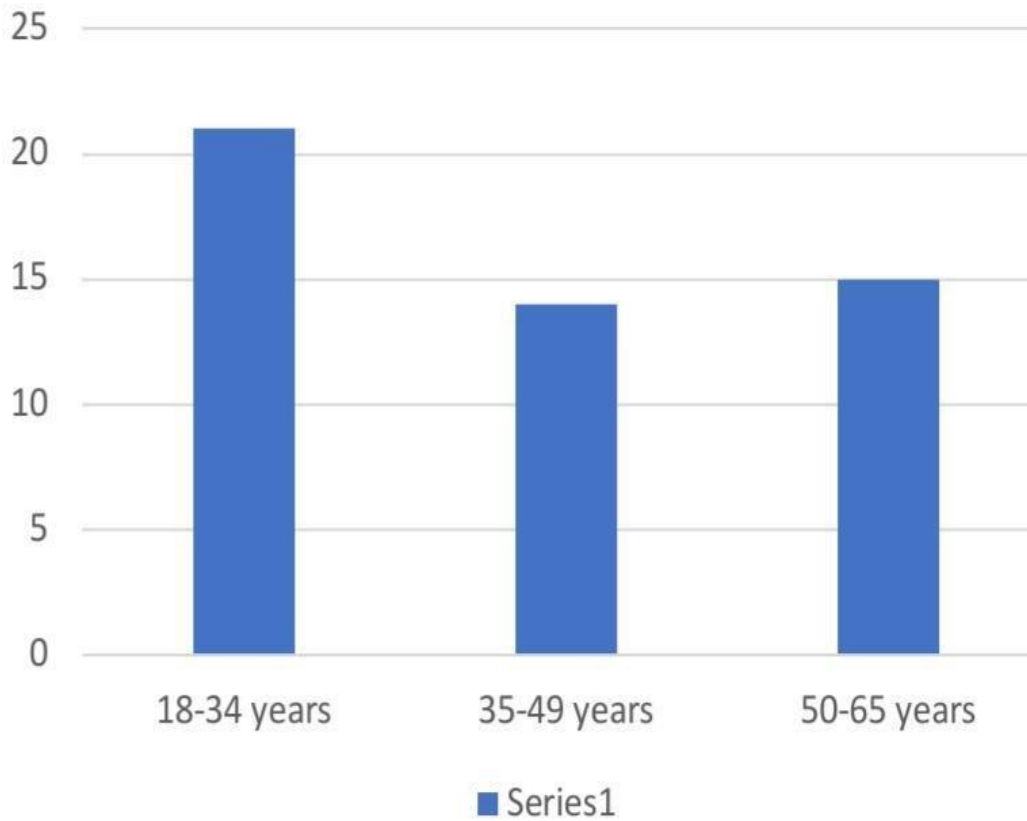


GRAPH 2



Graph 2: The above graph shows severity of condition of patients participated in the sample population. Therefore, number of patients participated in acute/chronic conditions were as follows:-

- Total number of patients with Acute condition-30
- Total number of patients with Chronic condition-20

**GRAPH 3: Distribution of participants depending on age group.****GRAPH 3**

Graph 3: The above graph shows distribution of patients depending upon age group. The patients were divided into three different age groups as follows:-

**Total: -**

- 18 – 34 years – 21
- 35 – 49 years – 14
- 50 – 65 years - 15

**Mean and Standard deviation.****Table 1:** Mean and Standard deviation was calculated of each question separately.

Mean	S. D
4.24	1.08
4.48	0.69
4.32	0.78
3.68	1.40
4.06	1.19
3	1.57
4.26	0.97
2.7	1.57
4.36	0.76
4.54	0.60
4.52	0.60
4.28	1.02
2.7	1.68
4.16	1.06
4.24	0.81
4.36	0.65
4.16	0.75
4.24	0.86
4	0.78
4.4	0.77

Table 1: The above table represents the mean value and standard deviation value of each question of the questionnaire responded by all participants. Majority of patient responses for each question was 4 and 5, therefore mean calculated was between 4-5 that indicated patients were satisfied with most of the questions asked according to the questionnaire. The standard deviation of majority of questions was calculated that showed values between 0-1.5.

**IX. DISCUSSION**

A convenience sample of 50 patients 36% male and 64% female was included in this component of the study. Age-wise, 30% were aged between 50 – 65 years; 42 % were 18- to 34 years and 28% were 35- to 49 years. The majority 60% were married 36% were unmarried 4% were widowed and 0 were divorced. Religion-wise, 2% Christians, 10% Muslim; 88% Hindus had participated. 40% had a chronic condition whereas 60% reported having an acute condition.

As per the mean calculated from the sample collected the majority of patients were satisfied with the OPD receptionist i.e. the mean score of 1<sup>st</sup> question was calculated to be 4.24 out of 5 and hence patient agreed that the receptionist was courteous.

The mean score of questions asked if the registration process was appropriate came to be 4 which indicated the majority of patients responded to agreed.

The mean score of questions asked regarding the waiting area (lighting, temperature, furnishings) came to be 4.32 which concluded that patients were satisfied. The patient's response the on location of OPD was majorly neutral according to the mean score 3.68.

Patients agreed on question asked on convenient parking the mean was calculated to be 4.06.

Patient response on question whether they had to wait too long to see their therapist as per calculated mean was 3 I. e neutral.

Mean score of question asked regarding their convenience as per the OPD timings came to be 4.26 hence the OPD hours and timings were convenient for most of the patients.

Patients had disagreed on question asked regarding they had felt that their therapist did not spend enough time with them, as mean score for this question was 2.7.

They were satisfied with the therapist's explanation regarding the treatment they received as mean score to this question is 4.36.

They agreed and responded satisfied on 10<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> question that was either therapist addressed them respectfully and scored majorly 4 on therapist, their staff members and therapist's assistant mannerism during treatment.

Patients denied to question asked regarding the therapist did not listen to patients concern by scoring point 2 that indicated disagree and mean score was calculated to be 2.7.

Contrary to the previous question, they were happy and rated positive response on question that therapist answered all their question and advised on ways to avoid future problems as mean score for this question came to be 4.24 and 4.26 respectfully.

The office facilities were clean and equipment were up-to-date scored to be on agreed side by patients.

Therapist gave details on home programme was concluded from score 4.3.

Overall, patient satisfaction with physiotherapy services they received from therapist was rated majorly around 4 and 5; hence mean score of overall satisfaction for 19<sup>th</sup> question was calculated to be 4.3.

Patients strongly agreed on 20<sup>th</sup> question asked if they would prefer to return to this OPD for further healthcare services if required. Therefore, mean score for this question came to be 4.4.

All correlates assessed were significantly associated with the overall patient satisfaction with the physiotherapy service provided. Hence, a physiotherapist's communication skills, inclination to give (general) advice to patients, answering patients' questions, listening to their concerns, increased contact time, ability to give clear instructions on the home exercise programme, professional conduct, and a conducive (physical) treatment environment are all significantly associated with satisfaction with physiotherapy treatment.

## X. CONCLUSION

A healthy physiotherapist-patient relationship is an important component of a successful treatment program.

Therefore, it is important to understand several domains of treatment-related and non-treatment-related factors that can be improved and worked on to gain the highest outcome and patient cliental as patient satisfaction is an important factor for every physiotherapist.

Patient satisfaction is an important factor that also indicates the future return of the patient to the OPD whenever required.

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