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To Find out the Percentage of Satisfaction with Physiotherapy Care

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ABSTRACT:

Healthcare professionals may gain knowledge from evaluations of patient satisfaction in various manners. They may be used to gauge how well information is delivered, as well as to forecast patient compliance with treatment and re-attendance. Using patient input, healthcare delivery strategies like longer patient sessions or more flexible clinic hours may progressively grow stronger. (2) After being informed of the study's aim, all participants provided written permission. Patient satisfaction was evaluated using a questionnaire called "Physical Therapy Outpatient Satisfaction Survey." Participants were given instructions on how to complete this survey and assured that their responses would be kept confidential for research purposes only. All participant queries or confusion regarding the questionnaire were addressed once it was completed. The data collection utilized 34 items in total, with both favorable and unfavorable phrasing included as part of its Likert-based five-point grading system (ranging from "strongly disagree" to "strongly agree"). These items comprised four subscales: Enhancers, Detractors, Location, and Cost; whereby higher scores indicated improved contentment in positive aspects such as Enhancers or Location whilst lower results reflected less happiness associated with negative indicators like Detractors or Cost.

Keywords: Physiotherapy, Physical Therapy, Treatment, Satisfaction, Musculoskeletal

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1. Introduction

A lot of challenges that get face physical therapists owing to these highly demanding operations. While some doctors tend to reduce physiotherapy referrals, other professionals, like practitioners of homeopathy and oriental medicine, effectively market their services to potential people with illnesses.

Medical practitioners can benefit from patient satisfaction surveys in several ways, including utilizing them to evaluate the effectiveness of information delivery and predict patients' compliance with treatment and follow-up appointments. By incorporating feedback from these surveys, healthcare providers can enhance their techniques systematically. For instance, they may opt for longer appointment durations or design more flexible clinic hours based on patient input. (2)

When patients are not happy, they might disseminate bad information about an organization, which can cause that organization to suffer significant losses. High satisfaction rates increase the likelihood that patients will

follow recommended treatment plans and keep their doctor-patient associations healthy by applying for further care as appropriate.⁽³⁾ The phenomena of patient happiness have several dimensions.⁽⁴⁾

The level of satisfaction among patients varies based on the nature of their condition, with those suffering from acute ailments typically reporting greater contentment than individuals coping with long-term illnesses. [5] This could be attributed to higher expectations held by sufferers dealing with severe afflictions. Additionally, patient age appears to play a significant role; older individuals tend to express more gratification. This may be due in part to elderly patients managing chronic pain and mobility concerns who have an increased need for physiotherapy treatments and recognize their value accordingly.

Elderly patients tend to have lower expectations than younger ones. There are discernible gender-related disparities in satisfaction, as women demonstrate more contentment compared to men. [6] Satisfaction is also influenced by the care procedures involved. Patients who receive consistent treatment from the same physician attain threefold higher satisfaction levels, thus emphasizing how crucial continuity of medical attention can be. [5]

Increased involvement in consultations during the treatment process has been linked to higher levels of satisfaction. However, some patients prefer less input as they perceive their physiotherapist as an authority figure. This highlights the need for adaptability from physiotherapists and their methods. Patients' satisfaction can also be influenced by how well-prepared they feel for treatment, with those feeling more prepared tending to work better alongside physical therapy practices (8,9). Additionally, lower degrees of patient satisfaction have been linked to longer waiting times before beginning treatments along with inadequate facilities in waiting rooms and unsatisfactory communication between physician and patient. [10]

The level of satisfaction experienced by patients is heavily reliant on the communication skills possessed by physiotherapists. Specifically, their ability to clarify a patient's injuries and treatment options as well as provide diagnostic and prognostic information while liaising with other medical professionals impacts overall satisfaction significantly. Alongside these elements are self-management activities that give additional benefits in terms of symptomatic pain reduction which contribute greatly towards meeting said expectations from patients. [10]

Patient satisfaction with physiotherapy services has not received much attention. Surat lacks available studies on this subject, making literature scarce in the area. However, such research could serve as valuable training tools for staff by emphasizing their development needs. The aim of this study is to evaluate patient contentment levels regarding physiotherapy services provided in Surat.

2. Materials and Methods:

A study was performed to assess the contentment level of patients who received treatment from Surat City's physiotherapy outpatient facility. The inquiry took place on-site at Surat City's outpatient physiotherapy department and commenced only after approval had been granted by the college ethics committee. Before participating, all subjects were informed of the purpose behind conducting this investigation and provided written consent. A survey titled "Physical Therapy Outpatient Satisfaction Survey" was administered as a means of measuring patient satisfaction levels, with clear instructions given beforehand regarding how it should be completed alongside an invitation for any inquiries or clarifications required while filling out said questionnaire prompts.

The participants were notified of the study's objective, provided with a survey to complete, and asked to review their responses for accuracy. They received an assurance that any data shared would remain confidential and solely used for research purposes. Subsequently, all queries regarding the surveys were cleared up after completion by every individual involved in this study.

To ensure maximum convenience, only patients visiting our outpatient physical therapy department who consented to participate in this investigation were selected while those declining participation were excluded from sampling processes.

Data was collected using a standardized survey to measure patient satisfaction. Specifically, the physical therapy outpatient satisfaction survey consisting of 34 questions with both negative and positive phrasing was utilized for this purpose. Responses were graded on a five-point Likert scale ranging from "strongly disagree" to "strongly agree." The questionnaire included four subscales: Enhancers, Detractors, Location, and Cost.

Negative scales such as Detractors and Cost had higher scores indicating less contentment while positive scales like Enhancers and Location had higher ratings indicating greater pleasure [13].

3. Results:

This study aimed to evaluate the extent of satisfaction among patients receiving physiotherapy treatments. The sample size consisted of 200 individuals, and an in-depth analysis was performed through Microsoft Excel 2016 with a particular emphasis on utilizing relevant statistical tools. Descriptive statistics such as mean, standard deviation, and percentage were thoroughly examined to gain insights into the data.

Table 1: Participant's Demographic Data - shows mean value of Age

Characteristics	Mean \pm SD
Age	44.25 \pm 13

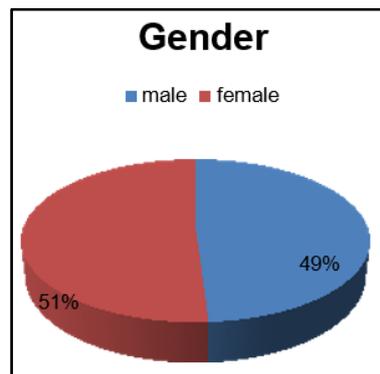


Figure 1. Percentage of Gender.

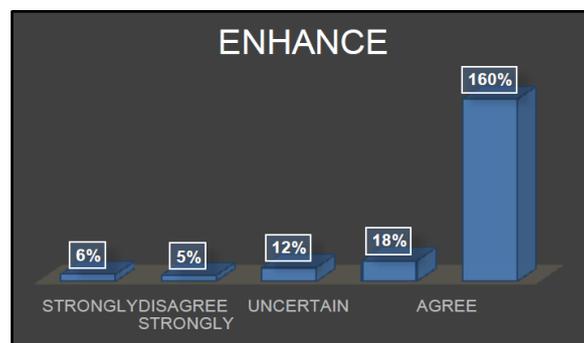


Figure 2. Percentage of Positive Scale(Enhancers)

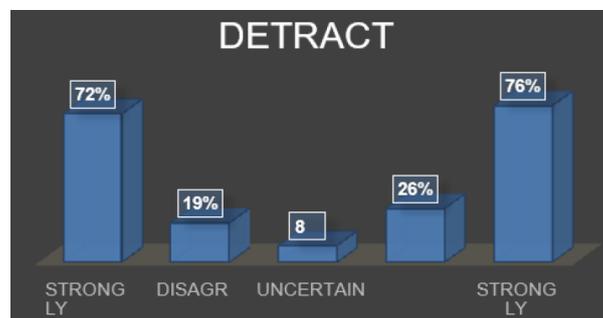


Figure 3. Percentage of Negative Scale (Detractors)

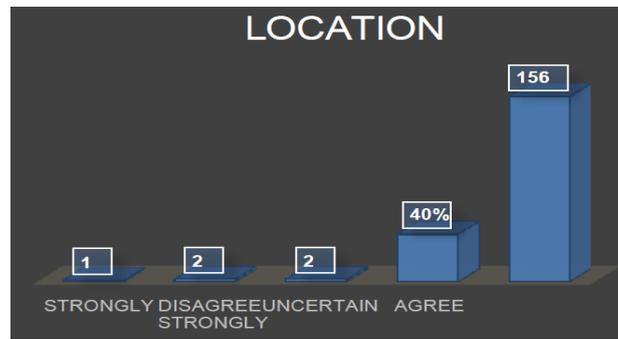


Figure 4: Percentage of Positive Scale (Location)

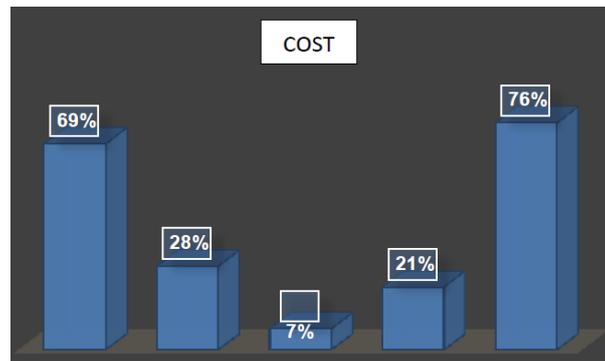


Figure 5. Percentage of Negative Scale (Cost)

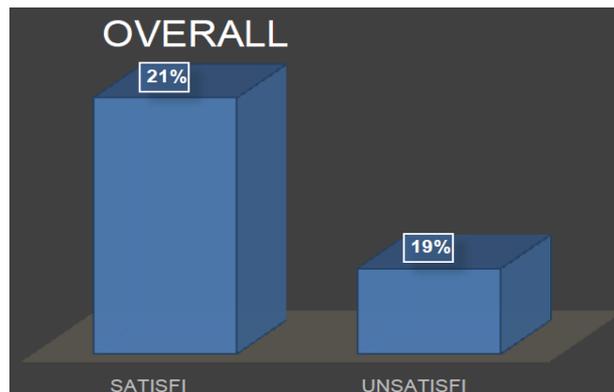


Figure 6. Percentage of Overall Satisfaction

The table provided displays the traits of the participants, indicating that a majority were female (51%, $n = 102$) and male (49%, $n = 98$), with an average age of 44.25 ± 13 . Regarding their satisfaction level with the care received, only 21% expressed contentment, while 19% did not feel satisfied at all. An established survey on outpatient physicaltherapy was employed to assess patient satisfaction, which focused on four elements: cost, location, detractors, and enhancers.

About the enhancing factors category under consideration, two questions elicited responses as follows: (18%, $n = 35$) were in agreement; (160%, $n = 320$) strongly agreed; (6%) expressed strong disagreement; and (10%, 10 patients) disagreed. For the critic's group element survey, categorized by the same researcher, two items also recorded positive feedback: agree (necessary or important): 72% (144 individuals) strongly agree (edifying): 26% (52 respondents); that is worthy of applause. Nevertheless, the percentage representing those who held negative views about this factor stood at a staggeringly high figure—8% (15 individuals).

Amongst the queries tallied for assessing the influence of locality, 1% ($n = 2$) sidetracked from material reality, though objectionable both fiscally and viably, and labeled highly disagreeable. There were still some viewpoints that were slightly contrary yet meaningful enough to indicate a nuanced stance, such as: (40%, 80%) agreeing, followed by an overwhelmingly affirmative response (a whopping figure of 156 [n] total responses are supporting ideas), showing wide collective consensus among them regarding accessibility and displaying a clear trend towards yes!

As per cost aspects, taking into account recurring expenses, particularly personal expenditures over medical invoices respectively. The opinions appended reflect fluid dynamics, but without causing much deviation one way or another, maybe these ambiguities can shed light on further investigation precisely since they seem more complex than initially evaluated. Recapitulating information derived through the answers gathered fortunately did help uncover that a significantly high and alarmingly prevalent portion of respondents, i.e., 69% (n = 137), remained strongly dissatisfied.

Discussion

The purpose of this study is to determine the percentage of patients who express satisfaction with their physical therapy service through a validated outpatient satisfaction survey conducted by licensed professionals. Two hundred subjects were informed about the objective and encouraged to carefully consider their responses when answering questions using a standardized patient satisfaction questionnaire, which consisted of 34 items that were phrased positively or negatively. The Likert scale ranged from "strongly disagree" to "strongly agree". Four subscales - Enhancers, Detractors, Location and Cost- are included in the Physical Therapy Outpatient Satisfaction Survey Questionnaire. Higher scores on positive scales such as Location and Enhancers indicate greater levels of enjoyment while negative scales for cost and detractors signify lower ones. The quality rating corresponds directly with higher rating results obtained in terms.

At Al-Nafees Hospital in Islamabad, Muhammad Naveed Babur and his team (12) conducted a study to evaluate patients' satisfaction with physical therapy outpatient services. The results of the survey were deemed effective by the researchers as they successfully measured patient contentment levels toward physiotherapy care. Respondents showed high degrees of satisfaction indicating that therapists provided competent treatment quality. These valuable findings shed light on issues related to patient gratification associated with physical therapy.

In another research project analyzing private musculoskeletal pain from a patient-centered perspective using an established outcome measure previously applied in Ireland, Sarah N.Casserley-Feeney et al (2) explored future avenues within this rapidly-growing field's vital area of focus further enhancing our understanding about it.

The results are divided into two categories, namely positive and negative scales. Enhancers and location fall under the favorable scale while cost and detractors belong to the unfavorable one. Patients who score higher on the positive scale reflect greater satisfaction whereas those with high scores on the negative scale indicate lower contentment levels. As observed, there was a larger proportion of patients on the positive end which indicates remarkably satisfied patients. These findings can be leveraged to improve future patient experiences thus boosting attendance rates for physiotherapy treatment among musculoskeletal pain sufferers.

5. Limitations of the study

- There were many groups of people.
- The only musculoskeletal disorders that were present.
- The sample size was small and the age group range was broad.

Table 2. Comparison with variables and question

Variable	Question	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Enhancers	Privacy is respected	(6%, n= 12)	(5%, n=10)	(12%, n=23)	(18%, 35)	(160%, n=320)
	The clinic's staff attentive to my needs					
Detractors	Physical therapist act as if he were doing big favor in treating me	(72%, n=144)	(19%, n=37)	(8%, n=15)	(26%, n=52)	(76%, n=152)
	Physical therapist communicates better with me					
Location	The distance to the clinic is acceptable to me	(1%, n=2)	(2%, n=3)	(2%, n=4)	(40%, n=80)	(156%, n=311)
	The clinic is in a pleasant location					
Cost	The cost of treatment is more I Expected.	(69%, n=137)	(28%, n=56)	(7%, n=13)	(21%, n=42)	(76%, n=152)
	The cost of treatment is responsible.					

6. Conclusion:

The objective of this research was to assess the contentment level among patients residing in Surat City who received private physiotherapy treatment for musculoskeletal discomfort. A verified end measure was utilized, and the findings offer a plan of action for future investigations on this topic that is gaining prominence. The results indicated that, apart from expenses involved, many individuals receiving physiotherapy treatment expressed satisfaction with all aspects pertaining to their musculoskeletal pain relief program. Furthermore, valuable feedback from patients has also been documented as part of these outcomes.

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