



Original Article

Patient Satisfaction with Physiotherapy Services: A Comparative Study between Public and Private Hospitals

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ABSTRACT

The level of services delivered by physiotherapists to recipients is stated by the satisfaction of patient but patient satisfaction studies are lacking within physiotherapy domain in public and private hospitals in Pakistan. **Objective:** To ascertain patient's satisfaction with physiotherapy services and to compare the results in this context between public and private hospitals.

Methods: This cross-sectional observational study was conducted in 3 public and 3 private hospitals of Lahore in a time period of three months. Total 148 patients were evaluated, 74 from the public hospitals and 74 from the private hospitals. The 5-point Likert scale was used in patients to identify patient satisfaction from physiotherapy services. **Results:** The study indicated that the level of satisfaction of patients who are receiving physiotherapy services is higher in private hospitals than in public hospitals. 95.8% of the patients were satisfied with the physiotherapy services received from private hospitals and only 20.6% of the patients receiving physiotherapy services from public hospitals were satisfied with their treatment. **Conclusions:** Patient satisfaction is an essential domain of the extent of quality of care. So, it must be appraised on time to offer better facilities to the patients. There was a high level of satisfaction described by patient receiving Outpatient Physiotherapy Department (OPD) services in private hospitals while most of the patients receiving OPD services from public hospitals were dissatisfied with their treatment.

INTRODUCTION

Quality of care is a main apprehension for healthcare workers. It is a prime center of attention for healthcare services research. Patient satisfaction is being used as an indispensable requisite by authorities to evaluate and to keep track of quality of services provided at hospital [1]. Satisfaction is primarily "the condition of being pleased and gesture of accomplishing one's requirements or desires". When we discuss about satisfaction related to health care services then it is the response of recipients and their understanding about quality of health care. Adherence to treatment program has been acknowledged as a major concern in outcomes and attempts to ameliorate patients'

compliance [2]. Patient's satisfaction is usually used as a marker for evaluating quality of health care services as it flags a large effect on the prior and post clinical outcomes [1]. The system patients understand medical amenities where they are being treated is essential as it marks timely, well-organized, and patient-oriented provision of proper health care. It can be explained as both health care receiver's understanding development and a sound response to their experience of health care services [2]. Patient's satisfaction is an intangible, complex phenomenon that cannot be perceived directly and is measured indirectly [3]. It is really vital for health divisions

from public to private hospitals. It is a comparative phenomenon that has been everywhere since 1960's but active study in this field was started in late 1970's and early 1980's [4]. As patient's gratification is linked to treatment adherence, physical therapy targets to endorse early patient's salvage and rehabilitation, in addition to their autonomy in activities of daily livings(ADLs), independence and quality of life. The modern prevailing model in many health care services is patient- oriented care. Within this model patient satisfaction has evolved as a major consequence in its own right. They have various physical, psychosomatic, ecological and socio-economic hurdles that require patient-oriented, broad recovery from multidisciplinary crew to guarantee best management results, social incorporation and financial autonomy. Physiotherapists are crucial constituent of the multidisciplinary group, as they propose patients the future of ideal purpose in way of life [5, 6]. Clients receiving services from private and public hospitals have difference of opinion about services provided to them. Considering this, the constant observation and assessment of clients' views on the quality of health care services is essential for quality amelioration purposes; it will provide some opinion for healthcare professionals and decision makers. A wide-ranging pragmatic research has shown that few research studies have been carried out on patient satisfaction with quality healthcare using a comparative approach [7]. Administrations which are involved in provisions of health care in a modest situation face many dares to verify their quality health care services with regard to satisfying patient needs [8]. Usually there is difference in services provided to patients in every clinical set up. For positive management outcomes, a strong physiotherapist-patient bond is an integral part [9, 10]. The need of the study is to improve the quality of services provided by physiotherapy departments in public as well as in private hospitals and to highlight the requirements of patients and necessary areas for better service provision. The reasons linked with patient satisfaction explained may be supportive in understanding patient satisfaction level when comparing hospitals [11]. Moreover, the need of study is to improve patient adherence to advice, and benefit derived from the therapy.

METHODS

This cross-sectional observational study was conducted on the patients between ages of 20 to 50 years in the outpatient physiotherapy departments (OPD) at 3 private (Doctor's Hospital, Physical Society for Rehabilitation of Disabled (PSRD) and Hameed Latif Hospital, Lahore) and 3 public hospitals (Lahore General Hospital, Mayo Hospital and Jinnah Hospital, Lahore) from October 2019 to December 2019 in Lahore. Total 148 patients (74 patients

from the public hospitals and 74 patients from the private hospitals) participated in the study. Sample size was calculated from formula:

$$n = [(Z\alpha/2)/d] [p(1-p)]$$

$$p=0.89, d=0.05$$

A modified questionnaire using 5 point Likert scale was used to collect the data. A written informed consent was obtained from each patient and confidentiality was maintained at each step during the procedure. The data was entered and analyzed using IBM-SPSS version 22.0. Continuous variables such as age was shown as Mean \pm SD, whereas categorical variables like gender was expressed in the form of frequency percentage. Ethical clearance was obtained from ethical committee of The School of Allied Health Sciences and University of Child Health Sciences, Lahore(No.1234/SAHS).

RESULTS

Patients were 90 Female (60.8%) and 58 Male (39.2%). Their age ranged from 20 to 50 years, with an average of 36.8 \pm 8.92 years. 14.6% of patients visited once a week, 46.6% twice a week and 28.4% thrice a week while 10.1% visited regularly at OPD of Physical Therapy Department. Table 1 presents other characteristics of the patients. It also shows socioeconomic status and marital status of patient.

Table 1: Socio-demographics of subjects

Variable	Category	N (%) / Mean \pm SD
Age	-	36.8 \pm 8.92
Gender	Female	90 (60.8)
	Male	58 (39.2)
Marital Status	Single	40 (27)
	Married	108 (73)
Socio-economic status	Lower Class	14(9.5)
	Middle Class	95(64.2)
	Upper Class	39(26.4)
No. of Visits to Physical Therapy Dept.	Once a week	22(14.6)
	Twice a week	69(46.6)
	Thrice a week	42(28.4)
	Other times a week	15(10.1)

Questionnaire consisting of 5-point Likert Scale to regulate the difference between the satisfaction level of public and private hospitals. Most patients in private hospital disagree that their physical therapist did not spent enough time with them. Result showed reviews about time spent by therapist with patient in public hospital that patient is not satisfied with treatment time given to them (Table 2).

Table 2: Time Given to Patient by Physical Therapist

Physical Therapist did not spend enough time with me.	Response	Hospital Setting	
		Public N (%)	Private N (%)
	Strongly Disagree	4(5.40)	3(4.06)
	Disagree	15(20.27)	62(83.78)
	Neutral	23(31.08)	3(4.05)

	Agree	26(35.14)	5(6.76)
	Strongly Agree	6(8.11)	1(1.35)

In public sector hospitals patient were of view that therapist did not explain the treatment to them while in private hospitals patient agreed that their physical therapist thoroughly explained treatment given to them (Table 3).

Table 3: Explanation of Treatment

	Response	Hospital Setting	
		Public N (%)	Private N (%)
My Physical Therapist thoroughly explained my treatment	Strongly Disagree	7(9.46)	0(0)
	Disagree	24(32.43)	0(0)
	Neutral	29(39.19)	15(20.27)
	Agree	13(17.57)	45(60.81)
	Strongly Agree	1(1.35)	14(18.92)

Majority of patients in public hospital agree that their physical therapist did not counsel them to avoid future problems while in private hospitals therapist provides suggestions to avoid future problems (Table 4).

Table 4: Future Counselling

	Response	Hospital Setting	
		Public N (%)	Private N (%)
My physical therapist provide me on ways to avoid future problems	Strongly Disagree	3(4.05)	0(0)
	Disagree	23(31.08)	0(0)
	Neutral	27(36.49)	4(5.40)
	Agree	17(22.97)	5(6.76)
	Strongly Agree	4(5.40)	65(87.84)

Patients in public hospitals were not as such satisfied with services provided to them while in private hospitals patient were satisfied with the services (Table 5).

Table 5: Satisfaction with the Physical Therapy services

	Response	Hospital Setting	
		Public N (%)	Private N (%)
Overall, I am completely satisfied with the services I received from my therapist	Strongly Disagree	19(25.68)	0(0)
	Disagree	20(27.02)	0(0)
	Neutral	22(29.73)	06(8.11)
	Agree	12(16.22)	51(68.92)
	Strongly Agree	1(1.35)	17(22.97)

Majority of patients consider to not recommend the public hospitals to their loved ones while private patients said that they will surely recommend the facility (Table 6).

Table 6: Recommendation of facility to others

	Response	Hospital Setting	
		Public N (%)	Private N (%)
Would you recommend this facility to your loved ones?	Certainly Not	9(12.16)	0(0)
	Probably Not	29(39.19)	0(0)
	Not Sure	19(25.68)	1(1.35)
	Yes Probably	14(18.92)	29(39.19)
	Yes Certainly	3(4.05)	44(59.46)

DISCUSSION

The study indicated that the level of satisfaction of patients

receiving physiotherapy services is higher in private hospitals than in public hospitals. Five point Likert Scale for patient satisfaction was used to collect data. Components of questionnaire include features of physical therapist, their method and proficient capability; delivery of information, explanation about their issue, treatment strategy, how they can help themselves, and diagnosis, and decision- making [12]. Patients receiving physiotherapy services from private hospitals were more satisfied with their treatment and services provided. A well physiotherapist patient bond is an essential part of a successful treatment regimen. Various Domains of this relationship were discovered in this study. The basic inspiration to measure patient satisfaction is to help identify and improve possible patient dissatisfaction issues. Consistency in care has also been found to effect patient satisfaction, with patients generally being satisfied when seen by the same physiotherapist throughout the treatment process. Physiotherapist should apply quality checking techniques for instance clinical parameters which would allow individual specialists to appraise their work contrary to their peers [13]. Level of patient satisfaction is also effected by non-clinical or external factors. It also depends upon patient's experience, perception and expectations [14]. The perception and judgment quality of every person is individualistic. It varies from person to person [15]. Various studies have found that the patients are usually more contented if access to physiotherapy services is better (location, reception, waiting area) including well-mannered receptionist, well registration procedure, less waiting times. In this study, women were found to be more satisfied than men. Cautiously listening to patients and accepting the denotations patients show about their illness and health is one of the policies of practice by skilled physiotherapist to adopt a client centered methodology. There is a marked association between physiotherapists paying attention to patient's concern and their satisfaction with the services. Various population researches have demonstrated that home strategies are essential to patients and for persons who live with these patients, as they help in deterrence and recovery [16]. Patients presented with better level of satisfaction with the availability, accessibility and time of the services provided as well as it is correlated to better communication and respect provided to them [17, 18]. Other studies concerning the satisfaction, regardless of any health sector, its population and instrument used showed high satisfaction to the interviewer by the care received. Patient satisfaction with physiotherapy treatment is an increasingly important patient centered outcome [8]. Though various mechanisms of patient management are alike quality levels of the west, many

levels need significant upgrading in order to ameliorate health care delivery [19]. The results suggests that the importance of actual communication, along with the relationship between patients and therapist managing their attention [20]. Less Satisfaction level in public hospitals may attributed to patient load as due to large number of patients physical therapist may find it difficult to counsel all patients hence they felt ignored than in private set ups. Although there is substantial scope for development in all portions of care, various zones needs to be paid precise attention.

CONCLUSIONS

In conclusion, patients were extremely satisfied with the physiotherapy services provided by outpatient physiotherapy departments of private hospitals of Lahore while majority of the patients were dissatisfied from outpatient physiotherapy departments of public hospitals of Lahore. These results can serve as a learning tool for physiotherapist as a service provider and a foundation to measure the class of constant physiotherapy services offered at their own hospital.

Authors Contribution

Conceptualization: SH

Methodology: MT, SH, SS

Formal analysis: MT

Writing-review and editing: MS, SS

All authors have read and agreed to the published version of the manuscript.

Conflicts of Interest

The authors declare no conflict of interest.

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