



Original Article

Patient Satisfaction with Manual Physical Therapy Care

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ABSTRACT

Patient centered approach is the cornerstone in health care facility. Therefore, patient satisfaction is of utmost importance. Factors related to satisfaction of patient in connection with manual therapy practice are not evaluated. **Objective:** The purpose of this survey was to evaluate satisfaction of patient receiving manual therapy for their musculoskeletal disorders in Ali Hospital Lahore, Pakistan. **Methods:** A retrospective survey of 82 male and female patients in the range of 18 and above years was conducted in 2021 for the patient who had availed the services from Ali Hospital. These patients were recruited through simple random sampling only to refrain from biasness. Patients were enrolled according to inclusion and exclusion criteria. **Results:** In current study, among 82 patients almost 31 will undoubtedly and 31 will most likely suggest manual therapy treatment to people close to them. While the remaining 20 participants did not show any interest of suggesting this therapy. 37.80% participants showed more satisfaction towards manual therapy treatment and close association found between patient satisfaction and experience of physical therapist. Patients showed higher level of satisfaction when treatment was done by experienced skilled Physical Therapist. **Conclusion:** Current study reveals that there is higher customer satisfaction from the skill of Physical Therapist but the follow up exercise plan at home is considered worthless by the recipient. Manual therapy provides more relish. Similarly, the results demonstrate that female recipients are more satisfied from physical therapy in this scenario as compared to males.

INTRODUCTION

Patient satisfaction survey is a complex, implicit, lively, subjective, and multi-component construct. It is a critical component in evaluating rehabilitation [1]. The most important component of a successful rehabilitation procedure is the ability to assess the quality of health care services. The survey provides purpose-based feedback on services, inspires and connects patients to treatment plans, and improves quality of life by gathering data and a collection of information that is utilised in making decisions by health regulatory bodies and officially

recognised clinical settings [2]. Patient satisfaction refers to the multidisciplinary approach that demonstrates the experiences of patients while receiving healthcare and is closely associated with treatment recovery indicators and patient's response to manual therapy interventions and has been considered a primary health care calculator that evaluates the quality of treatment that was given by therapists. This is strongly influenced by factors such as the patient's age, their presenting complaints, their specific requirements, the therapist's past experiences,

opportunity, socioeconomic background, and personality. As a consequence of cultural differences, the findings of past studies cannot be categorized and extrapolated to the entire world [3, 4]. The degree of satisfaction is a predictive indicator that can aid in assessing health care practitioners and appreciating health care services [5]. Manual therapy care is often provided by physical therapists in one of two health care settings: a) inpatient care, generally as part of an acute care treatment plan, or b) outpatient settings. Prior study literatures identified and compared components that impact patient satisfaction level with musculoskeletal physical therapy treatments in South Korea and Australia. In line with other research that have used the MRPS, the findings of our investigation demonstrated that interpersonal features of patients' treatment, notably effective communication and the value of physical therapist respect, are a key and universal component in determining patient happiness [6]. However, one feature that was unique to Korean culture was the requirement of respect and humility during the therapeutic appointments. The clinical premise of these outcomes is that the evolution of meaningful communication and increased interpersonal expertise connected to therapeutic outcomes is critical for patients to achieve high levels of patient satisfaction, even when treatment results are not regarded as ideal [7, 8]. Patient satisfaction with manual therapy services has not been closely monitored, and only a few studies have been conducted. The measurement of such satisfaction is critical for improving treatment and may add to the little global literature on the subject. Furthermore, these sorts of research would serve as a learning resource by drawing attention to staff training/development needs. The goal of this study was to analyse patient overall satisfaction level, as well as its variables with musculoskeletal physical therapy treatments to recognise connected patient features. The findings of this study might help hospital management enhance service quality and patient satisfaction [9, 10]. Patients' experiences for quality and patient-centred health care have not been thoroughly investigated in the field of physical therapy. Measurements of patient experience should be used in physical therapy to improve clinical effectiveness results and provide good patient-centric treatment [11].

METHODS

The conducted study was a cross-sectional survey in which data were collected from Ali Hospital, Lahore. The complete duration for the conclusion of the study was over 4 months, after the validation of synopsis. The technique used for the sampling of patients was non-probability consecutive sampling method, which enabled us to include

82 patients from hospital. Specific criteria for the inclusion and exclusion of the patients was adopted to complete the survey. For patient inclusion, individuals pertaining to both the genders were included, as well as patients with 18 years of age or above with any kind of musculoskeletal condition, no psychological trauma, and patients who have taken at least 5 manual therapy treatment sessions between 2020 and 2021, were all included. And for the exclusion criteria; patients with speech disabilities and communication issues, patients with inability to comprehend questionnaire, and patients with fewer than five manual therapy sessions, were all excluded. Moreover, the patient satisfaction form was used for pre- and post-evaluations. The questionnaire was relatively clear and simple for patients, and topics that appeared to undermine cultural norms were eliminated. The sample approach employed in our study was convenient sampling, and data was collected informally after receiving informed consent, with additional assistance offered by the researcher to alleviate ambiguity.

RESULTS

The mean age of participants is 35.353, with a standard deviation of +7.48, and the mean prior PT experience is 1.6341, with a standard deviation of 0.48463. According to Table 1, 17 participants had an exceptional experience with the therapist's ability to put them at ease throughout the session, 36 had a very good experience, and 21 had a decent experience. The Pearson chi-square value (0.001), indicating a high correlation between past experience and description of what therapy administered to them.

Variables		Frequency	Percentage	P-Value
Valid	Poor	8	9.5%	0.001
	Good	21	25.0%	
	Very Good	36	42.9%	
	Excellent	17	20.2%	
	Total	82	97.6%	
Missing	System	2	2.4%	
Total		84	100%	

Table 1: Association between Patients experience regarding manual therapy treatment

3(30.0%) of the cells had an anticipated count fewer than 5. The estimated minimum count is 2.56. Table 2 summarizes the patients' perspectives on manual therapy treatment and whether they would recommend it to relatives and friends. 31 of 82 patients expressed an interest in and willingness to offer and refer manual therapy treatment to their friends and family members.

Patient perspective on manual therapy		Frequency	Percentage
Valid	Poor	3	3.6%
	Fair	25	29.8%
	Good	26	31.0%
	Very Good	9	10.7%
	Excellent	19	22.6%
	Total	82	97.6%
Missing	System	2	2.4%
Total		84	100%

Table 2: Patient perspective on manual therapy

Table 3 reflects the categories of patients who are satisfied and reassured by the therapist, what is going to happen during the session and patients rated their reassurance level as poor, fair, good, very good and, excellent.

Prior experience of PT services	Reassurance about what will be done to the patient					Total
	Poor	Fair	Good	Very Good	Excellent	
Yes	0	6	14	6	4	30
No	10	1	5	23	13	52
Total	10	7	19	29	17	82

Table 3: Patient satisfaction

DISCUSSION

Current study is a cross-sectional survey conducted to find out the satisfaction of patients regarding the manual therapy services provided to them, we took a structured questionnaire from the site of APTA to collect data. The mean age of participants is 35.35 and standard deviation is +7.487. Keramat KU et al, did a study in 2020 and analysed the level of patient satisfaction in several dimensional constructs of O-MSK that a patient was subjected to. More research should be done to determine qualitative and quantitative relationships and to establish a comprehensive knowledge of health professionals' processes [12]. In the current study, 41.46% of 82 participants had very good experiences with the treatment quality they got, 19.51% had good experiences, and 13.41% had exceptional experiences. A study conducted on patient satisfaction factors in student-led physical therapy clinics in 2018. A qualitative examination, the findings emphasise the importance that patients place on effective communication, as well as the relationship that exists between the supervisor and the student in charge of their care. The findings demonstrate the effect of both the student and the supervisor on patient satisfaction and provide insight into the patient's perspective on student supervision [13-15]. In the study, 32.93% of the 82 individuals felt fantastic and secure at all times during the therapy, 39.02% felt very good, and just 1.22% felt somewhat secure. The findings of this study are supported by the findings of this investigation. In 206 a study conducted by Desjardins-Charbonneau in which a total of 513 participants completed the online survey. The majority of respondents were women (74 %) and aged 18 to 24 (39 %

of all respondent). About 90 % of respondents believed that physiotherapists were skilled and competent and 91 % answered that they had trust in physiotherapists for the treatment of musculoskeletal disorders through Manual Therapy. A total of 90 % of respondents supported the idea of introducing Manual Therapy intervention for the treatment of patients with musculoskeletal disorders [16]. According to its relevance, the primary purpose of this qualitative meta-summary and meta-synthesis was to summarize patient satisfaction characteristics in O-MSK. Patient satisfaction in outpatient musculoskeletal physical therapy is a complicated concept influenced by individual patient/provider, clinical, and environmental factors. The present poll found that 24.39% of participants thought manual physical therapy clinics were simple to find. 25.61% said they felt excellent or very good. The findings suggest that physical therapists should be educated at the undergraduate and postgraduate levels in recognizing these determinants and designing and managing them appropriately in order to maximize their effectiveness in increasing patient satisfaction; additionally, managers and health care centres should consider these determinants in order to design quality-improving projects affecting patients' satisfaction [17, 18]. Furthermore, healthcare organizations should see patient satisfaction as a significant indicator of quality care, promoting constant monitoring and critical assessment at all levels, from clinicians to executives [19, 20]. 31 of the 82 participants will absolutely recommend and 31 will most likely recommend this facility to others. 37.80% of people were extremely satisfied with how well their problem was treated, 25.61% felt fantastic, and 29.27% felt good.

CONCLUSION

Our study discovered that while the physical therapist's skill boosts patient satisfaction, the patient finds the follow-up exercise routine at home to be ineffective. Physical therapy appeals more to middle-aged and younger people than to the elderly. Similarly, female patients are happier than male patients, according to the research. The research landscape indicates that overall patient contentment is at an all-time high.

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