

Research Article

A Comparative Study on Patient Satisfaction Assessment in Physiotherapy Department of Selected Private and Government Hospitals of Lahore

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ABSTRACT:

Background: A mounting concentration in the dimension of patient satisfaction is discussed within the healthcare literature, as evidence-based practice's contemporary core concept is prevalent across the globe, signifying a move towards the patient-centered approach. This approach has been, nowadays, one of the foremost patterns in health and well-being services delivery across the globe and is largely observed as an imperative constituent in the specialized delivery of optimal quality health care.

Objective: The Objective of this study was to compare patient satisfaction levels of patients attending physiotherapy departments for getting treatment done at private and government hospitals in Lahore.

Methodology: This study was conducted at the Department of Allied Health Sciences, University of South Asia Lahore from April 2022 to August 2022. The study design was observational/cross-sectional and a non-probability convenient sampling technique was used. A total of 377 Male and female patients attending the physiotherapy department were enrolled in this study. Non-probability convenient sampling technique was preferred for participant enrollment in this study. An interview method was used to collect with the help of a valid & reliable questionnaire Physical Therapy Patient Satisfaction Survey.

Results: This study found that the mean score of satisfaction level of patients attending physiotherapy OPDs of government hospitals was found higher (45.21 ± 12.037) as compared to the mean score of satisfaction level of patients attending physiotherapy OPDs of private hospitals (40.59 ± 11.143) with the $p = 0.000$.

Conclusions: The obtained data showed that the patients attending physiotherapy OPDs of government hospitals were found to be more satisfied than the patients attending physiotherapy OPDs of private hospitals from selected hospitals in this study. Many key factors were seen as responsible for this higher rate of satisfaction including physiotherapist's expertise, access to the hospital, overall cost of treatment, etc.

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INTRODUCTION:

Patient satisfaction is one of the central components in a carefully developed plan of care by health care professionals in every specialty of health care.¹ In this era of the evidence-based competitive environment, healthcare organizations & and healthcare professionals need to meet patients' expectations & and preferences to achieve a good prognosis.² Feedback from patients' treatment has been an important outcome measure³ that can influence general performance well as weighing the patient's satisfaction in the physiotherapy domain can subsequently produce a knowledge-based & experience that will be utilizable for refining the quality of services provided to the patients⁴, be it private setup or government.

A study was conducted in Ethiopia's Amhara regional comprehensive specialized hospitals by Guadie et al. in which it was seen that almost half of the participants in this study were found satisfied with given outpatient physiotherapy services in those hospitals. It was also concluded that the patients who had better health status after attending physiotherapy services & also patients who were treated by the same therapists during all the attended sessions were found more satisfied. It was also mentioned in the results that patients having less pain had a high satisfaction rate so it was concluded that physiotherapists can work out on reduction in initial symptoms, especially pain.³

Another study was conducted by Stiller K & Wiles L whose objective was to assess patient's satisfaction level with the attended physiotherapy service that were being provided in the intensive care unit (ICU) of the Royal Adelaide Hospital. Specially designed ques-

tionnaires evaluating factors about patient satisfaction were distributed to exclusively those patients who had spent a minimum of 14 days in the ICU. 35 patients finished the questionnaire over the 15-month study period. Participants reported a high rate of satisfaction with the personal characteristics of the physiotherapists who attended them for providing services in that ICU.⁴

A cross-sectional study that was conducted from January 2018 to June 2018 by Khan ML. et al at Tertiary Hospitals of Poonch district of Azad Jammu & Kashmir, Pakistan, comprised both female & and male patients of age group 15-70 years who were receiving physical therapy services. Short-Form Patient Satisfaction Questionnaire and Medrisk instrument were used to measure patient satisfaction in the participants. As per the results, out of 392 subjects, 53% were males while 47% were females, The recorded response about satisfaction was found to be positive in a total of 376(95.85%) cases and negative in only 16(4.15%) cases with ($p < 0.05$).⁵

In another cross-sectional survey that was conducted in Pakistan, patient satisfaction with obtained services in the urban areas was intended. 278 patients who were receiving physiotherapy services in designated tertiary care hospitals in urban areas of Pakistan were randomly enrolled. These participants were assessed using a reliable semi-structured questionnaire. Upon analysis, obtained data showed that out of a total of 278 patients 237 (85.25%) were found to be overall satisfied with the obtained physiotherapy services. It was concluded that the ambiance, given session duration, the effectiveness of the provided treatment session prescribed

home exercises, etc. were among the listed factors that had a major role in the satisfaction of the patients undergoing the physiotherapy services.⁶

In our study, our objective was to compare the Patient satisfaction level among patients undergoing physiotherapy services in selected government & and private hospital physiotherapy department OPDs that has not been done prior as per our knowledge.

MATERIALS AND METHODS:

This was an Observational/ Cross-Sectional Survey conducted in the Department of Allied Health Sciences, University of South Asia. The sample size of 371 participants was selected through the online software Raosoft⁷ with a margin of error of 5% and a Confidence Interval of 95%. The sampling technique used for the study was non-probability Convenient Sampling. Data was collected from April 2021 to June 2021. Participants were enrolled from Physiotherapy OPD of Government & Private Hospitals in Lahore. Private Hospitals were Doctors Hospital & and Health Bridge Hospital while among Government Hospitals, Jinnah Hospital and Fauji Foundation Hospital. Inclusion criteria were Male and female patients of Early, middle, and late adulthood. Patients suffering from acute and chronic severe conditions were not selected. Subjects were included in the study after obtaining informed consent and the personal information of participants was kept hidden. The study variable was patient satisfaction which was measured through the “Physical Therapy Patient Satisfaction Survey” which is a valid and reliable tool with reliability $r=0.7$ & validity $r=0.47$.⁸ Method was the interview method and data was taken after taking the consent of patients.

Independent sample t-test was used statistical test in the study to compare the mean score of satisfaction level of undergoing treatment of patients of private & government hospitals physiotherapy OPDs.

RESULTS:

Table I showed that among 377 participants, the minimum age of participants was 42.86 years ± 11.812 years. In this study, the minimum age was 17 years and the maximum was 71 years. The age group from 28 years to 55 years was among the group age who commonly visited to attend physiotherapy sessions with 47%. The results show that the major respondents were 39-year-old people (N=37, 10%). As per gender statistics, Table II showed that the majority of the participants were males (N = 197, 52.2%) with females (N=180, 47.8%). Table III showed that the majority of the respondents were from government hospitals (N=196, 52.0%) while (N=181, 48.0%) enrolled from private sector hospital physiotherapy OPDs. Independent samples t-test was applied here to compare mean scores of Satisfaction level of patients attending physiotherapy OPDs of selected government & private hospitals. Table IV showed that the obtained mean scores of patients were statistically significant with $p=0.000$. Among mean scores, the mean score of satisfaction level of patients attending physiotherapy OPDs of government hospitals was found higher (45.21 ± 12.037) as compared to the mean score of satisfaction level of patients attending physiotherapy OPDs of the private hospital (40.59 ± 11.143), $t(369) = 3.828$, $p=0.000$.

Table I: Descriptive statistics of age of participants

	N	Minimum	Maximum	Mean	Std. Deviation
Age	377	17	71	42.86	11.812

Table II: Descriptive statistics of gender of participants

	Frequency	Percent
Male	197	52.2
Female	180	47.8
Total	377	100.0

Table III: Descriptive statistics of participant's distribution from private and government sector

	Frequency	Percent
Government	196	52.0
Private	181	48.0
Total	377	100.0

Table IV: Comparison of mean score of satisfaction level among participants attending government hospital physiotherapy OPDs vs. Private hospital physiotherapy OPDs

Satisfaction level of patients attending physiotherapy OPDs	Mean	SD	t-value	Df	p-value
Government hospital physiotherapy OPDs	45.21	12.037	3.828	369	.000
Private hospital physiotherapy OPDs	40.59	11.143			

DISCUSSION:

Patient satisfaction is one of the tools to measure how contented a patient is actually by the healthcare provider for the management of their health problems.⁹ It is based on the patient's *expectations* & resultant outcome of the plan of care considering various contextual

factors.¹⁰ According to Rossetini G et al. patient satisfaction is a multidimensional paradigm driven by an individual patient, and his healthcare provider in a certain clinical scenario, accompanied by definite contextual factors that can bring about improved clini-

cal outcomes or prognosis, compliance & adherence to treatment, most importantly management of compliant of patient.¹¹ This observational study was designed to measure the satisfaction level of patients attending physiotherapy departments for getting treatment for their health-related issues in various private and government hospitals in Lahore. We selected 377 Male and female patients who were attending physiotherapy OPDs to get their treatment done. As per data obtained from 377 participants, it was shown that patients in government hospital OPDs were found more satisfied than those getting their physiotherapy sessions in the private sector.

A study was conducted by Margaret Potter et al. in 2003 in which a purposive sample size of 26 patients was recruited from private practice settings, through medical centers, and via word-of-mouth referrals. All 26 participants discussed their experiences of getting physiotherapy treatment sessions along with the key-note qualities of a good physiotherapist. Communication aptitude with the patients/clients, Professional conduct, and structural capacity of the department alongside features of offered services in the physiotherapy department were considered also. This single study on the patient's perspective in private practice physiotherapy addressed the points that contributed to evolving research about patient-oriented services delivery approach in private sector physiotherapy.¹²

In another study that was conducted in Brazil by Medeiros FC et al. in 2016, the researchers figured out the satisfaction level among patients who were receiving physiotherapy treatment for various musculoskeletal disorders in the Southeast region of Brazil. The

tool used for this purpose in the study was the MRPS instrument (MedRisk instrument for measuring Patient Satisfaction). It was used among 403 patients from eight different physiotherapy clinics in the two states of Brazil. The linear regression model was used to analyze the obtained data. As per the findings, a High satisfaction rate was found along with the physiotherapy care, with a mean score of 4.5 ± 0.4 . Among both genders, Males reported the highest satisfaction with the care that was received. In addition, the study also mentioned that the improvement of the symptoms in the patients is not associated with their level of satisfaction regarding the care being received.¹³

Another study was conducted in the NHS system of care in 2007 in the UK whose target was to observe the level of satisfaction among patients presenting with acute and chronic musculoskeletal symptoms to get physiotherapy outpatient treatment. Questionnaires to get data were mailed to 420 patients who completed the course of outpatient physiotherapy. With a 66% response rate, data showed that the patients were found mostly satisfied through the interactive, practical, and structural features of the care provided to the patients, though there was lesser satisfaction with the resultant clinical outcome post-treatment in both acute and chronic groups. It was also concluded in the study that Patient satisfaction surveys conducted regularly as part of a constant quality enhancement program are predominantly imperative in responding to patients' experiences of obtained physiotherapy services.¹⁴

Ampiah PK et al did a study in a Tertiary Hospital in Ghana on 120 patients in 2019 whose aim was to determine patients' satisfaction with obtained physio-

therapy services and assess factors that impact satisfaction levels in patients at the trauma and orthopedic directorate of Komfo Anokye Teaching Hospital. Patients were added through systematic random sampling and consisted of 40% females and 60% males. As per the results, it was seen that 95.7% of participants reported that they were satisfied with the treatment that they underwent previously, while 91.6% were found to be compliant with the physiotherapy treatment they received. 98% reported the Respect shown by the therapist, and 97% reported the courtesy and friendliness of their therapist who was giving them sessions; however, some respondents had reservations regarding the patient's involvement in the decision-making process. 75.9% of participants reported that due to their satisfaction, compliance was easier while compliance had a significant association with satisfaction with $p=0.02$. Age was also found to impact satisfaction with $p=0.04$. It was also concluded that patient satisfaction with the obtained physiotherapy services at the inpatient facility was higher, and satisfaction reportedly was found in ease with compliance.¹⁵

This study is the first survey performed to compare the patient satisfaction level of patients attending physiotherapy departments for getting treatment done at private and government hospitals in Lahore. As the data was gathered from the physiotherapy department of a few hospitals, it has limited generalizability. We strongly recommend that future researchers work to investigate the various factors that can lead to enhanced patient satisfaction by undergoing physiotherapy sessions in the outdoor departments of hospitals through which we may be able to uplift our standards of

physiotherapy treatment.

CONCLUSION:

Patient satisfaction has been one of most essential key in getting anticipated outcome after selecting of optimal plan of care for the patients. Not only in field of physiotherapy but in every specialty of health care sector, has this key-factor that revolves around each and every corner stone of patient management. Patient satisfaction was measured in this study in both public & private sector and obtained data presented that the patients attending physiotherapy OPDs of government hospital were found to be more satisfied than the patients attending physiotherapy OPDs of private hospitals from selected hospitals.

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