

COMPARISON OF SATISFACTION WITH PHYSIOTHERAPY TREATMENT BETWEEN MALE AND FEMALE PATIENTS OF LAHORE.(COMPARATIVE CROSS SECTIONAL)

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ABSTRACT

Background: Physical therapy is concerned with the physical health of the patients suffering from musculoskeletal and other disorders. Different approaches to physiotherapy treatments are being practiced leading to the better treatment outcomes and level of patient satisfaction in patients suffering from various musculoskeletal problems. **Objectives:** To compare the patient satisfaction with physiotherapy between male and female patients of Lahore. **Design:** Cross sectional comparative study. **Period:** September to December 2017. **Setting:** A different hospital Lahore. **Methodology:** Out of 138 patients 69 were male and 69 were female. Convenient sampling technique was done and subjects were selected from different hospitals and rehabilitation centres of Lahore, on the basis of inclusion & exclusion criteria after taking informed consent. Medrisk instrument for patient satisfaction questionnaire is used. The descriptive statistical data was analyzed using SPSS 22. Means and Standard deviations were calculated and Independent sample t-test was used for comparison of satisfaction with physiotherapy treatment between male and female patients .p-value $\leq .05$ was taken statistically significant. **Results:** Comparing the score of total satisfaction among male and female participants. The score of satisfaction in male participants was 39.6 ± 6.27 and in female participants was 41.4 ± 7.78 . The p value of 0.151, calculated through independent t test shows that there is no significant difference in satisfaction level of male and female patients with physiotherapy treatment. **Conclusion:** Both male and female patients were found to be satisfied with physiotherapy treatment and there was no difference in the satisfaction level of male and female patients.

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INTRODUCTION

1.1 Overview

Patient's satisfaction is a component of physical condition and to determine the effects of concern extensively used to assess the different aspects of patient's medical health care.¹ More recently, there has been growing temptation in the quantification of patient's satisfaction in healthcare research, revealing a move towards self-determination act as suggested by the Health Department.²

Patient satisfaction is high considered in physiotherapy because it has been revealed that satisfied patients often get advantage from their

health care. However, in the field of physiotherapy there is relatively little work done. Patient's satisfaction with this field is established by taking the ideas of requirements and outlooks. It is suggested as being crucial part of the rebuild as compared to the physiotherapeutic outcomes to the care and establishing on requirement of theory and comparative social science and theories.³

It determine conceivable factors prompting fulfillment also gives an demonstration to those association the middle of desires, fulfillment Concerning illustration a groundwork for patients' assessment about their physical therapy concern.⁴

Patient satisfaction has appeared as major patient focus sign of patient's quality care. The importance of tolerant fulfilment is further highlighted by the proof that satisfied patient are more likely to attached with treatment, advantage, from their health care, have quality of life, patient satisfaction record has been used for patient assessment and quality assurance. Physiotherapist play an important role for patient with musculoskeletal conditions with axial backache, unknown neck pain, knee and hip degenerative changes.⁵

Patients' needs not to relate essentially of the Conclusion about care, as well as of the calibre of the transform about forethought. These needs are individualised, and to a limited extent reflect their historical backdrop about ache.⁶

Physiotherapy is a field below psycho-analysis that play a vital role in maintaining physical conditions and overcoming impairments (musculoskeletal) It includes the patients coming in physiotherapy referral and without referral for treatment and analysis session is based upon assessment ,inspection, diagnosis and prognosis and preparation of medical care for patents. In recent studies shows evidence base practice is widespread and there has been increasing in the dimension of patient fulfilment in medical care research. Representing a progress towards patient cantered care. Patient centre medical care is just the leading concept in medical health facility. Satisfaction of patient is normally access as a significant factor in standard health care. On other hand. There has been modest satisfaction research in physical therapy differentiating with that in other medical field. Some studies investigate patient discrimination and perspectives and fulfilment in physical therapy.⁷

No such type of study done before our study on patient satisfaction with physiotherapy among male and female. Study is done by different countries and areas but not in Lahore Pakistan.

LITERATURE REVIEW

Julia M.Hush et al in 2013 conducted a cohort study to determine the patient's satisfaction and to compare factors that affect the patient's satisfaction with musculoskeletal physiotherapy care. The data was gathered by using MedRisk instrument to assess the patient's fulfilment. The variance was 61% and 55%. In the study it was conducted that inter personal angle for care, in particular successful correspondence should be pre-dominant and widespread figure that impact partial fulfilment with physiotherapy care. Despite of different social component physiotherapist amplify tolerant fulfilment in the social setting over which they would work.⁸

Thilini Tennakoon et al 2014, conducted a cross-sectional study to investigate patient's satisfaction with physiotherapy management provided in well renowned hospital in Sri Lanka.150 patients were taken who were provided with therapeutic management. Data was collected by self-designed questionnaire followed by group discussion. female were highly satisfied than male. He concluded in his research that most of the patients were satisfied with the treatment provided. Patients satisfaction was measured under the aspects of therapist ,patient, nature of therapist, patient relationship and treatment environment.⁹

Flávia Cordeiro de Medeiros et al 2016 conducted a cross-sectional study to measure the patient's satisfaction who was provided with the physiotherapy management for musculoskeletal disease in Brazil. Med Risk instrument was used to identify the satisfaction level in 403 patients taken from 8 physiotherapy centre. A moderated correlation was obtain between participants and global perceived effect with Pearson's r of -0.31 and $P < 0.001$.The male were highly satisfied with therapeutic management.¹⁰

Rosemary Hills et al 2009 conducted a research to measure the satisfaction of patients with physiotherapy. He conducted a survey to evaluate

the satisfaction level. A questionnaire was mailed to 420 patients with musculoskeletal problems. Data was analysed by SPSS 10 and the response rate was 66%. The outcome of the study was that patients were generally contented with the physiotherapeutic management but the satisfaction level was lower in aspects of clinical outcome.¹¹

ALI, Nancy and MAY, Stephen 2015, conducted a qualitative research of strong evidence that treatment outcome would be improved the medication provided. Reason of the study is to identify Egyptian patient result and treatment of backache. Two focus groups and 10 interviews were conducted. In the study it was concluded the relationship between patient and physiotherapist is very complicated and show widespread patient fulfilment. The analysis evaluated the quality of life to determine the reliability of therapeutic care.¹²

Giorgio Zeppieri Jr. and Steven Z. George Conducted a study in which patient desired clinical outcome, and success level was evaluated I these study 225 patients were taken, the data was collected and satisfaction level was checked by self-designed questionnaire paired sample T-test and chi-square were used to analyse the result. There was a difference in the patient desired and expected outcome. it was concluded that desired results are lower than both expected and successful measure.¹³

CHUKWUANI AUGUSTINE CHIKA conducted a cross sectional survey to measure the satisfaction level in the treatment of musculoskeletal pain and to know whether the treatment outcomes are appropriate or not. Patient satisfaction Questionnaire was used.91 patients (51 females and 40 males) were taken. The outcome of the study was that 9.8 total mean values of patients were not satisfied by physiotherapy treatment.¹⁴

MATERIAL AND METHODS

1.2 Study design:

Comparative cross sectional study

1.3 Settings:

- Shalimar hospital
- Sheikh Zayd hospital
- Services hospital
- Omer cardiac centre
- Orthopaedic medical complex (OMC)

1.4 Study population:

Male and female patients with musculoskeletal pain

1.5 Duration of study:

The study took 3 months after approval of synopsis

1.6 Sampling Technique:

Convenient sampling technique

1.7 Sample Size:

Following formula is taken from Raosoft and was used for sample size estimation:

X	=	$Z (C/100)^2 r (100-r)$
N	=	$\frac{N^2}{(N-1)E^2 + x}$
E	=	$Sqrt \left[\frac{(N-1) x}{n (N-1)} \right]$

In this formula;

n = The sample size

E = The Margin of error

N= The size of population

r = fraction of responses

Z(c/100) = critical value for the confidence level c.

In this sample size formula, we calculated sample size by taking following values:

E = 5%

Confidence level: 95%

N = 20000

r = 90%

Software gave 138 as sample size.

3.1.1 Inclusion Criteria

Male and female patients having following characteristics will be selected:

- Patients with any musculoskeletal disorder receiving physiotherapy treatment for at least 4 week.
- Participants 18 years old or above
- Patients who are willing to discuss their clinic visit.

3.1.2 Exclusion Criteria

- Patients having Neuropathies.
- Patients With systemic and neurological problem (cerebral palsy, rheumatic fever etc.)

1.8 Data collection procedure:

- Ethical approval was taken prior to the start of research from ethical review board of the concerned institutes. Shalimar hospital and Sheikh zayed hospital Informed consent will be taken from patients before data collection. A sample of 138 male and female patients 69 each was selected through convenient sampling technique. Male and female patients with musculoskeletal pain age 18 years old or above will be selected .Med Risk instrument for patient satisfaction questionnaire was used for data collection.

The questionnaire contains 12 negative and positive worded statements which will score using five points Likert scale ranging from “strongly agree” to “strongly disagree which was fall into different categories.

1.9 Statistical Procedure:

Data was analysed by using SPSS version 22. Mean and standard deviation was used for quantitative variables and frequency distribution was used for categorical variables. Independent sample t-test was used to compare the satisfaction level of male and female patients with physical therapy. P-value of 0.05 was considered significant.

1.10 Data collection tool

Medrisk instrument for patient satisfaction questionnaire was used as tool to compare the patient satisfaction level with physiotherapy treatment between male and female.

these 69 were male and 69 were female. The mean age of the participants was 42.05 with standard deviation of 16.75(Table 1)

Table 1: Age

Variable	Minimum	Maximum	Mean	SD
Age	18.00	93.00	42.05	16.75

Table 2 Comparison of socio-demographic characteristics of male and female participants

Variables	Male n=69	Female n=69	P-value
Age	40.23±15.82	43.88±17.56	0.203
Area Treated			
Back	21	27	
Neck	12	12	
Knee	13	16	0.510
Shoulder	9	5	
Other	14	9	

Table 3 Responses of participants about Satisfaction with treatment

Treatment Satisfaction	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Office Receptionist Is Courteous	0	1 (0.7%)	9 (6.5%)	114 (82.6%)	14(10.1%)
Registration Process Is Appropriate	1 (0.7%)	19 (13.8%)	19 (13.8%)	87 (63%)	12 (8.7%)
Waiting Area Is Comfortable	0	14 (10.1%)	24 (17.4%)	85 (61.6%)	15 (10.9%)
Therapist Spends Enough Time With Me	1 (0.7%)	37 (26.8%)	17 (12.3%)	67 (48.6%)	16 (11.6%)
Therapist Thoroughly Explain The Treatment I Receive	0	35 (25.4%)	17 (12.3%)	70 (50.7%)	16 (11.6%)
My Therapist Treat Met Me Respectfully	0	1 (0.7%)	(%)	109 (79%)	28 (20.3%)
My Therapist Does not Listen To My Concern	46 (33.3%)	90 (65.2%)	1 (0.7%)	1 (0.7%)	0
My Therapist Answers All My Questions	1 (0.7%)	34 (24.6%)	35 (25.4%)	57 (41.3%)	11 (8%)
My Therapist Advise Me On Ways To Avoid Future Problem	9 (6.5%)	57 (41.3%)	17 (12.3%)	45 (32.6%)	10 (7.2%)
My Therapist Gives Me Detailed Instructions Regarding My Home Programs	16 (11.6%)	49 (35.5%)	3 (2.2%)	57 (41.3%)	13 (9.4%)
Overall I Am Completely Satisfied With The Treatment I Received	0	21 (15.2%)	32 (23.2%)	72 (52.2%)	13 (9.4%)
I Would Return To This Office For Future Service Or Care	4 (2.9%)	18 (13%)	28 (20.3%)	76 (55.1%)	12 (8.7%)

* P-value significant at or less than 0.05

Out of 69 males, 21 were treated for back, 12 were

for neck, 13 were for knee, 9 for shoulder and 14 were treated for problems of other regions. Out of 69 females, 27 were treated for back, 12 were for neck, 16 were for knee, 5 for shoulder and 9 were treated for problems of other regions

Table 4 is comparing the score of satisfaction of individual questions among male and female patients. The score is calculated by assigning score of 1 to 5 to the individual questions on 5 points likert scale where number 1 show most negative response and 5 show most positive response.¹⁶ The score of individual questions was compared through independent sample t test. P value of all 12 questions is showing that there is no significant difference in the satisfaction level of male and female patients with physiotherapy treatment

Treatment Satisfaction	Male n=69	Female n=69	P value
Office Receptionist Is Courteous	3.96±0.36	4.09±0.51	0.084
Registration Process Is Appropriate	3.52±0.83	3.78±0.86	0.072
Waiting Area Is Comfortable	3.67±0.76	3.8±0.81	0.333
Therapist Spends Enough Time With Me	3.33±1	3.54±1.07	0.25
Therapist Thoroughly Explain The Treatment I Receive	3.43±0.95	3.54±1.05	0.552
My Therapist Treat Met Me Respectfully	4.12±0.44	4.26±0.44	0.055
My Therapist Does not Listen To My Concern	1.67±0.5	1.71±0.55	0.628
My Therapist Answers All My Questions	3.17±0.92	3.45±0.98	0.091
My Therapist Advise Me On Ways To Avoid Future Problem	2.97±1.11	2.88±1.17	0.655
My Therapist Gives Me Detailed Instructions Regarding My Home Programs	2.91±1.23	3.12±1.31	0.351
Overall I Am Completely Satisfied With The Treatment I Received	3.46±0.78	3.65±0.94	0.201
I Would Return To This Office For Future Service Or Care	3.46±0.88	3.61±0.97	0.362

Table 5. is comparing the score of total satisfaction among male and female participants. The score of satisfaction in male participants was 39.6 ± 6.27 and in female participants was 41.4 ± 7.78 . The p value of 0.151, calculated through independent t test shows that there is no significant difference in

satisfaction level of male and female patients with physiotherapy treatment.

Patient Satisfaction	Male n=69	Female n=69	P-value
	Mean±SD	Mean±SD	
Satisfaction score (MEDRISK questionnaire)	39.6 ±6.27	41.4 ±7.78	0.151

DISCUSSION

The purpose of this study was to compare the level of patients satisfaction with physiotherapy treatment between male and female patients in Lahore. In Pakistan, every individuals is suffering from musculoskeletal pain. This study indicated that both male and female patients were highly satisfied with physiotherapy services they received. Patients and physiotherapist-relationships plays an important role in satisfaction.

Muhammad Naveed Babar et al conducted the similar study in Islamabad showing moderate level of patients satisfaction with physiotherapy with response rate of 50 % among males and females suffering from musculoskeletal disorders. Both males and females were equally satisfied according to their study.¹⁷

Sarah N Casserley-Feeney et al determined patient satisfaction with private physical therapy for musculoskeletal disorders. All the patients were highly satisfied in all concerned areas but majority of the patients were not satisfied with the charges of physiotherapy treatment.²

In this study similar results were found involving high satisfaction level in males and females but in contrast to the previous study, all the participants were also satisfied with the cost of private physiotherapy services.

Another study demonstrated different results in contrast to our study with female patients more satisfied with physiotherapy as compared to male patients while the expectation for care were higher in males.¹⁸

Similarly the expectation rate of care was also significantly higher in males as compared to females in another study.¹⁰

Thilini Tennakoon demonstrated that maximum patients were profoundly satisfied, while some were reasonably fulfilled by those physiotherapy administration. Such a high level of satisfaction might intend that those physiotherapy administration was claiming beneficial standard alternately the tolerant desires for consideration are low. Many Sri Lankan patients were liked to get advised but though they don't execute the given advice as instructed. Since the patients agreed that the therapist explained the treatment thoroughly.⁹

In contrast with our study, a healthy conversation between a patient and therapist is vital factor of a successful treatment programme. However, many of patients were active and liked to interact with the therapist and therapist also explained them thoroughly and also implemented. Due to this, we had successful treatment programme and high level of satisfaction.

In our study ,the satisfaction level was higher as compare to all other previous studies .It may be due to the fact that with the advancement of physiotherapy treatments and techniques, the quality of treatment has been improved which in turns leads to higher satisfaction among both the genders with physiotherapy. Limitations including in this study that it was not possible to find out the type of treatment received by the patients which may influence the level of satisfaction. In future, further studies should be conducted on quality of treatment in order to improve patient satisfaction.

CONCLUSION

This study was concluded that both male and female patients were found to be satisfied with physiotherapy treatment and there was no significant difference in the satisfaction level of

male and female patients.


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AUTHORSHIP AND CONTRIBUTION DECLARATION

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