

Level of Satisfaction in Geriatrics by Physiotherapy Treatment for Musculoskeletal Conditions

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ABSTRACT

Background: Patient Satisfaction is a standard which measures the level of contentment patients get after having a physiotherapy treatment for the musculoskeletal conditions. Mostly, geriatric population has a greater tendency to suffer from musculoskeletal problems so the research we conducted was purely based upon the satisfaction among elderly people in Pakistan.

Objective: The purpose of this study was to check the level of patient satisfaction with musculoskeletal physical therapy treatment and the factors which influence patient satisfaction.

Methodology: A cross sectional study using a validated outcome measurement tool (patient satisfaction questionnaire); designed by Arcade university of Applied Sciences in Finland. The Questionnaire comprised of 20 questions and terms used in questionnaire were 1-totally dissatisfied, 2- dissatisfied, 3- neutral, 4- satisfied, 5- totally satisfied. The researcher directly interviewed 400 patients in government hospitals of Punjab like Lahore, Sialkot, Faisalabad, Gujranwala and Multan during the time period of June 2020 to Nov 2020. The research included patients with musculoskeletal problems varies between the ages of 54-74 years. Results were analyzed by SPSS version 21.

Results: The results were analyzed by SPSS Statistics 21, demonstrated Totally Dissatisfied 22%, Dissatisfied 31%, Neutral 13%, Satisfied 19% and Totally Satisfied were 15% with physiotherapy services.

Conclusion: This outcome of the study concluded a high level of dissatisfaction of 22% in geriatrics by physiotherapy treatment for musculoskeletal conditions. The results of this study concluded that patient centered approach was not followed by physiotherapist and hence it leads to high level of dissatisfaction in geriatrics.

Keywords: Patient satisfaction, musculoskeletal problems, Government sector, Physiotherapy treatment.

INTRODUCTION

Geriatric people play a key role in the society's welfare and overall, in enhancing the socioeconomic status of a country(1). Musculoskeletal system provides stability and movement to human body and protects vital organs (2, 3). Pakistan is a developing country and most of the people are working on daily wages and are at high risk of developing musculoskeletal disorders like muscle injury, osteoporosis, etc.(1, 4). Literature also explains that there is a high risk of musculoskeletal problems with high demand physical work load(5). Physiotherapy is a recommended treatment approach for the treatment of musculoskeletal problems(6). Due to lack of reforms in health care system, patients are not able to get proper treatment and satisfaction level from the treatment is also very low. Patient satisfaction is a multidimensional phenomenon which includes Physiotherapist related factors and Patient related factors(7). Previous literature elaborated that patient satisfaction means patients' emotions, feelings and their perception towards care given or how that care was (8, 9). Many different authors defined patient satisfaction as the relationship between patient expectations of getting care and their perceptions of real care they received at hospital(8). Treatment protocol, duration of treatment, frequency, mode of treatment, patient preferences in deciding treatment process, adequate follow up are the variables that can result in high level of satisfaction among patients. Moreover, an increase in waiting time, lack of communication with the patients, no waiting area facilities can lower patients satisfaction level(10).

It appears that the level of satisfaction also varies with the disease condition. Hence, satisfaction is generally higher in patients with acute conditions than in those with chronic conditions, possibly because those with acute conditions are more conscious about their treatment results(11). Patients' age also appears to be an important factor, with older patients showing more satisfaction. This may be because geriatric population can cope up with chronic pain and musculoskeletal problems. They appreciate things more than the younger population. Moreover, they have less expectations level than younger population(12) The Physical therapy is currently a growing field in Pakistan and it is

based on disease centered approach which uses clinical evidence and professional practice to give its services to the elderly people(13). Therefore, it is necessary to determine the level of satisfaction among elderly people who received the physical therapy treatment. The purpose of this study was to determine the degree of geriatrics patient satisfaction receiving the musculoskeletal physical therapy care in different cities of Pakistan. The research also highlighted the factors which influence patient satisfaction. There was also an intercity comparison for determining the level of satisfaction among patients.

MATERIAL AND METHODS

It was cross sectional study that was carried out in Physiotherapy Department of Government Sectors of five big cities of Punjab, Pakistan. A total of four hundred individuals were included in the study by using the non-probability purposive sampling technique. The inclusion criteria of the study was: (1) Aged between 54-74 years; (2) Patients with Musculoskeletal (MSK) problems; (3) receiving Physiotherapy treatment from (i) Jinnah hospital, Lahore; (ii) Allied hospital, Faisalabad; (iii) DHQ hospital, Gujranwala; (iv) Allama Iqbal Memorial Hospital, Sialkot; or (v) Nishtar hospital, Multan. The individuals were excluded if they have age above 75 years or any disability that limit their participation in physical activity. The study was conducted in accordance with Declaration of Helsinki and approved by review board of university. A written informed consent was also taken from all the participants. A standardized five points Likert patient satisfaction questionnaire was used to measure the patient's satisfaction in the clinical practice designed by Human aging and Elderly services in Arcade university of Applied Sciences, Finland and approved by American Physical Therapy Association(14). The Questionnaire comprises of 20 questions and terms used in questionnaire were "1-totally dissatisfied, 2- dissatisfied, 3- neutral, 4- satisfied, 5- totally satisfied". Highest score determined satisfaction likewise lowest score determined dissatisfaction. Normality of data was determined by Shapiro-walk test. Demographic data were presented as mean and S.D. A chi-square test was used to assess

the association between physiotherapy treatment and geriatric patient's satisfaction level. The intercity geriatric patient's satisfaction level was also determined. All the data was analyzed by using the SPSS version 20.0.

RESULTS

Among total number of 400 participants, 196 (49%) were males and 204 (51%) were females. Mean age of Participants was 57.09±14.02 years. The result showed that 15% of participants were totally satisfied from the physiotherapy services while 22% of the Geriatric populations were totally dissatisfied physiotherapy services in five big cities of Punjab, Pakistan (Figure 1). Descriptive statistics were presented in Table 1.

Table 1: Demographics

Variables	Mean±SD
Age	57.09±14.02
Height	169±7.96
Weight	79±10.96
Body Mass Index	27.7±4.93
Gender	Frequency
Male	196 (49%)
Female	204 (51%)

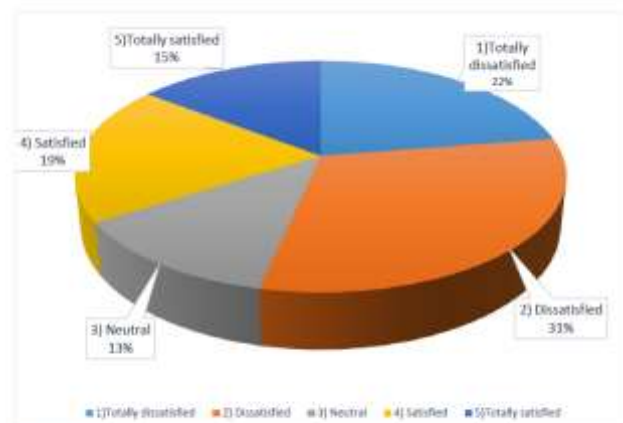


Figure 1: Level of satisfaction from physiotherapy services

Table 3: Intercity satisfaction level among Geriatric population

Cities	Totally dissatisfaction	Dissatisfaction	Neutral	Satisfaction	Totally satisfaction
Lahore	21%	37%	10%	17%	15%
Faisalabad	26%	23%	15%	20%	16%
Sialkot	16%	33%	12%	25%	15%
Multan	26%	29%	11%	21%	14%
Gujranwala	24%	27%	19%	19%	11%

DISCUSSION

This study has measured patient satisfaction with physiotherapy management for musculoskeletal condition in the physiotherapy department of above-mentioned government hospitals using a validated specific patient satisfaction questionnaire. The result demonstrated a high level of patient DISSATISFACTION with physiotherapy services(15). This study measures level of satisfaction in geriatrics by physiotherapy treatment for musculoskeletal condition; using standardized and validated outcome measure instrument (patient's satisfaction questionnaire). Patients complained about the location of the facility which they said it's not within the reach of people. Refers to time it takes for a client to see a therapist or physician almost 70 percent of the subjects said that they waited for so long before they were attended to while 20 percent said that they are satisfied with the waiting time(16). Patients were not satisfied by the communication with the physiotherapist. They said due to lack of time they couldn't communicate properly with the therapist. The behavior of the therapist was not satisfactory due to over burden of the

patients(17). Similar studies conducted in Asia also indicated low satisfaction level among patients in respect to convenience, quality of care, financial issues and environment of the hospital(7). Yet another studied conducted in Australia showed high level of satisfaction(18).The research recommends that physiotherapist should consider patient centered treatment protocol while dealing with the patients. They can add few tactics to enhance patient satisfaction like; make eye contact with patient while writing prescription, focus on patient education, given him enough attention during treatment. The research also recommends that there should be an increase number of physiotherapist in government hospitals so that waiting time of patients can be reduced, this will ultimately increase patient satisfaction.

Table 2: Overall Result Analysis:

Totally dissatisfied	Dissatisfied	Neutral	Satisfied	Totally satisfied
P value= 0.78	P value=0.12	P value=0.06	P value=0.07	P value=0.05
1789 (22%)	2459 (31%)	1004 (13%)	1548 (19%)	1160 (15%)
Average Mean	Average Mean	Average Mean	Average Mean	Average Mean
4.5	6.1	2.5	3.9	2.9

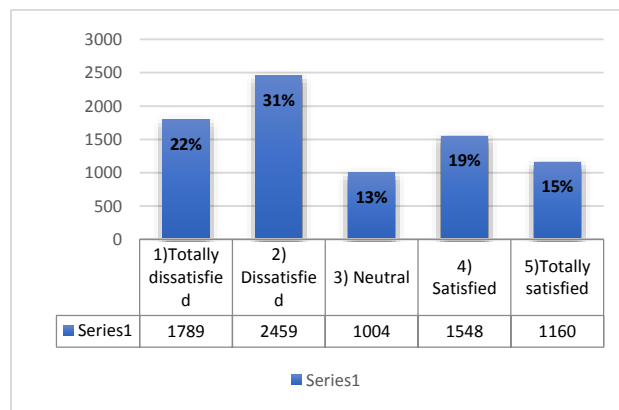


Figure 2: Graphical presentation of Results:

Due, to the shortage of time, we only worked on Government Sector in just taken few cities of Punjab, further researches should be done in different cities and even in different provinces, so that we can compare the treatment methodology across Pakistan. Researches can be done to compare the satisfaction level between government and private hospitals in Pakistan. It will help

us in enhancing Satisfaction among patients by improving the standards of physiotherapy treatment.

CONCLUSION

This study measures level of satisfaction in geriatrics by physiotherapy treatment for musculoskeletal condition; using standardized and validated outcome measure instrument (patient's satisfaction questionnaire). The outcome of the study concludes a high level of dissatisfaction of 22% and satisfaction of 15%. The results concluded that patient centered approach was not followed by physiotherapists so there is high level of dissatisfaction in geriatrics.

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