


## Patient Satisfaction with Provision of Rehabilitation Services at Pakistan Institute of Prosthetic and Orthotic Sciences (PIPOS) Peshawar

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<b>Article History</b>  Received date: 13-11-2022 Revised date: 16-11-2022 Accepted date: 17-11-2022	<b>Abstract</b>
<b>Keywords:</b>  patient satisfaction, Rehabilitation services and PRSP	Patient satisfaction with the services provided in a prosthetics and orthotics (P&O) facility has rarely been studied. This study aimed to analyze patient satisfaction regarding the services provided by seven prosthetic & orthotic (P&O) facilities at PIPOS Rehabilitation Services Program (PRSP) Peshawar. One hundred fifty patients from P&O facilities who were fitted with a prosthesis, an orthosis, or another device, were asked to rate the overall services provided and whether they were satisfied with the device provided and its delivery time by answering the questions according to their experience, provided in the questionnaire. In total, 72% of the consumers were satisfied with the service provided and with the delivery time, and 28% were not satisfied because of much time consumption. The overall consumer rating of the service provided by P&O facilities is high and mainly depends on the delivery time. The outcomes on the Patient Satisfaction Questionnaire were moderate. In the future, it is essential to study patient satisfaction more extensively to improve the quality of P&O services in daily practice. Additionally, specific questionnaires need to be developed to measure all prosthetic and orthotic care aspects to improve the services.
 <p>This is an open access article under the <a href="https://creativecommons.org/licenses/by-sa/4.0/">CC-BY-SA</a> license.          Copyright © 2022 by JPOST.          Published by Politeknik Kesehatan Kemenkes Jakarta I</p>	<b>Author Correspondence:</b> Zia Ur Rehman Pakistan Institute of Prosthetic and Orthotic sciences (PIPOS) Plot No 6-B, Sector B-3, Phase V, Hayatabad Peshawar, Pakistan <a href="mailto:ziargh@gmail.com">ziargh@gmail.com</a>

## Introduction

Patient level of satisfaction is quite a challenging task as lots of things are involved that tends to influence a patient's level of satisfaction. In Prosthetic & Orthotic field satisfaction depends on how much the perspectives or experiences met the expectations for both services provided and also devices. (1) A better quality of care will result in greater satisfaction of patients (Joline Bosman's). (2) Therefore, The Quality of care and time given to the patient should be kept at a high rank in the field of every health care system provider and mostly in prosthetics and orthotics (P&O) services because of some reasons.

O&P services need to show the society that they are interested in patients' quality of life. Satisfied patients are easier to serve if they feel their needs are being met which results in happier staff and patients. Satisfied patients are more likely to have continued loyalty towards treatment providers and also may be more likely to cooperate with treatment plans. Satisfied patients are more likely to recommend your practice to friends and family (group practice journal, 1999). The dissatisfied patient will share negative views with friends, physician or payers and may not return for the care. From a business viewpoint, higher rates of patient satisfaction will provide competitive benefits to clinics and contribute to economic prosperity. (Drain M., Kaldenberg DO).

### Aim of the Study

The aim to assess the level of patient satisfaction is to check the effectiveness of the environment and service provided to the patient according to their need and how satisfied they are. Also, to identify the problems in the service provided and try to resolve those problems accordingly.

## Rationale

It has been observed and repeatedly reported verbally that the patients treated in PRSP Peshawar are not much satisfied at the time of Checkout with the devices, in terms of staff behavior, attitude, lack of care during the rehabilitation process and the quality of the appliances. Frequent repair in recently delivered devices, replacement and components failure were noticed. The aim of this work is to see objectively and document the patient's satisfaction or otherwise at PRSP Peshawar.

### Objective's

1. Overall perspective of the patient about PRSP
2. Time duration of the treatment
3. Attitude of the staff towards the patient

### Operational Definitions

1. Patient: A person who requires medical care
2. Satisfaction: The contentment one feels when one has fulfilled a desire, need, or expectation or state of being gratified or satisfied
3. Rehabilitation: The restoration of someone to a useful place in society or the treatment of physical disabilities by massage and electrotherapy and exercises
4. Service: Work done by one person or group that benefits another
5. PRSP: It stands for PIPOS Rehabilitation Services Program

## Methods & Materials

**Study Design:** A cross-sectional study design was used in which a questionnaire having patient response to the question was used.  
**Study Settings:** Study was conducted at PRSP

Peshawar. Study Duration: 1 year. Sample Size: 150 sample sizes. Sampling Technique: A convenient sampling technique.

### Inclusion Criteria

1. Patients above 15 years of age
2. Patients without hearing problems
3. Patients registered at PRSP Peshawar from 2008 to 2016
4. Both genders

### Exclusion Criteria

1. Patients having intellectual and mental disability
2. Attendants

### Data Collection Procedure

A cross-sectional study design was employed, in which a questionnaire (Patient Satisfaction Questionnaire Way of improving our practice) including patient's responses to questions was used to collect data. The questionnaire includes different domains regarding rehab services i.e. Front desk facility, consultation, Prosthetic and orthotic facility and so on. It should be a direct interview in which the patient would answer the question accordingly.

### Results

The sample of patients n=150 consisted of 29% female and Male (71%), in age groups under 18-35 were (61%), under 36-50 were (20%), and above 50 were 19%. The participants include 53% prosthetic users and 47% orthotic users. Some of the users did not receive some of the services i.e. 64% users did not receive accommodation facility, 36.6% finance and 28% physiotherapy respectively Other results are given below in the table and graphs.

**Table 1. Overall Results**

Facilities	Excellent	Very good	Good	Fair	Poor
Reception	30	65	55	0	0

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	(20%)	(43.3%)	(36.6%)		
Consultation	40 (26.6%)	60 (40%)	35 (23.3%)	15 (10%)	0
Prosthetist and orthotist	40 (26.6%)	60 (40%)	35 (23.3%)	15 (10%)	0
Physiotherapist	56 (37.3%)	30 (20%)	22 (14.6%)	0	0
Accommodation	14 (9.3%)	20 (13.3%)	9 (6%)	12 (8%)	0
Finance	7 (4.6%)	22 (14.6%)	34 (22.6%)	18 (12%)	14 (9.3%)
Overall quality of care	40 (26.6%)	60 (40%)	35 (23.3%)	15 (10%)	0

### Graphs and Interpretation

#### Reception Facility

After the personal biodata the next category in the tool was about the reception facility. In this category the patient response was like, 20% response was Excellent, 43.3% response was about Very Good, 36.6% response was Good and 0% about Fair and Poor. The results are shown below.

**Table 2. Reception Facility**

	Total No	No of Participants
E	150	30
VG	150	65
G	150	55
F	150	0
P	150	0

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### Consultation Facility

Second category in the tool was about the services of consultation facilities. About this category the patient responses were as such, 26.6% Excellent, 40% Very Good, 23.3% Good, 10% said that it was fair and 0% response was about Poor. The results are given in the following below.

**Table 3. Consultation Facility**

Consultation Facility	
E	40
VG	60
G	35
F	15
P	0

### Prosthetist & Orthotist Facility

Third category in the tool was about the services of prosthetist and orthotist facilities. About this category the patient responses were as such, 26.6% Excellent, 40% Very Good, 23.3% Good, 10% said that it was fair and 0% response was about Poor. The results are given in the following below.

**Table 4. Prosthetist & Orthotist Facility**

Consultation Facility	
E	40
VG	60
G	35
F	15
P	0

### Physiotherapist Facility

The 4th category in the tool was about the Physiotherapist services. 37.3% respondents said Excellent, 20% Very Good, 14.6% Good and 0% about Fair and Poor. About this category

some patients did not provide responses as they didn't get through the facility, about 28.1% didn't provide responses. Graphical representation is given below in Figure 1.

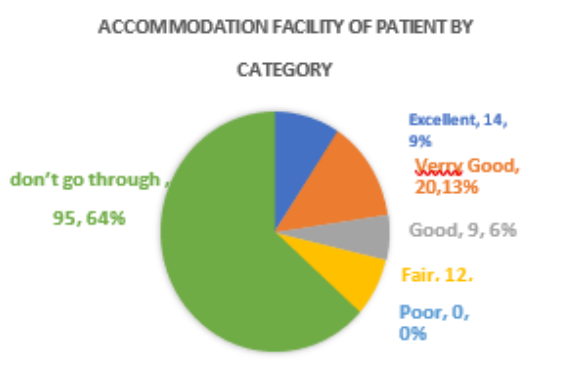
**Figure 1. Physiotherapist Facility**



### Accommodation Facility

The 5th category in the tool was about Accommodation facilities. Responses about this category given by the patients were like, 9.3% said Excellent, 13.3% Very Good, 6% said it was Good, 8% response was Fair and 0% about Poor. Some of the patients didn't show their view as they didn't get through the facility, their ratio was about 64%. Results are also presented in graphs given below in Figure 2.

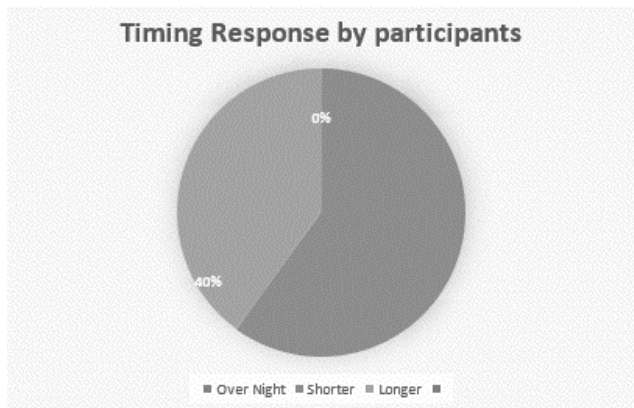
**Figure 2. Accommodation Facility**



### Waiting Timings

The 6th category in the tool was about the timing of the stay and delivery of the appliances. In this category the responses were categorized into 3 parts i.e. Overnight, Shorter and Longer, so about 40% of patients said it was Longer, 60% Shorter and 0% Over night. Graphical representation is given below in Figure 3.

**Figure 3. Timing Response by Participants**



**Finance Facility**

The 7<sup>th</sup> category in the tool was about the Finances. About this service the patient responded such that, 4.6% said this facility is Excellent, 14.6% said Very Good, 22.6% Good, 12% said it was Fair and 9.3% responses were Poor. Some of the patients didn't give a response as they didn't get the facility and their ratio was 36.9%. Graphical representation is given below.

**Table 5. Finance Facility**

	Total no	Participants
E	150	7
VG	150	22
G	150	34
F	150	18
P	150	14
Didn't go through	150	55

**Overall Quality of Care**

After the finance category there was another domain about the Overall Quality of Care, regarding this the attendant responses were like, 26.6% said that quality of care was Excellent, 40% said it was Very Good, 23.3% said

it was Good, 10% said it was Fair and 0% response about Poor. Graphically the results are shown in the following below.

**Table 6. Overall Quality of Care**

	Participants response
E	40
VG	60
G	35
F	15
P	0

At the end of the tool used there was a question about the feedback which include:

**Comparison With Before**

In comparison three categories were given i.e. Staying the same, Getting Better and Getting worse, so the attendant responded according to their experience are given below.

**Table 7. Comparison With Before**

Options	Participants response
Staying same	53.3%
Getting better	18.6%
Getting Worse	28%

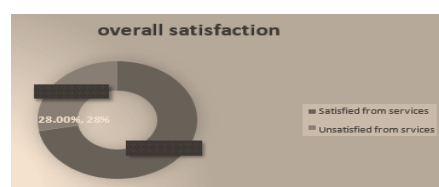
**Recommendation of Facility to Other Patients**

In this question patients were asked whether they would recommend this facility to other patients or not so they responded according to their experience, so the results are given below in Table 8

**Table 8. Recommendation of Facility to Other Patients**

Participant response	
Yes	No
90%	10%

The overall satisfaction given by participants is 72% were satisfied mostly because of the greater time consumption and other services during the treatment process and 28% were satisfied from the rehab services provided. Represented in Figure 4 below.

**Figure 4. Overall Satisfaction**

## Discussion

The findings of this study showed that 72% of the consumers were satisfied with the services provided at PIPOS Rehabilitation Services Program whereas almost the same results were concluded by Dr.J.H.B Geertzen et al. in his study conducted in the Netherlands in 2009.

Some of participants expressed further opinions, particularly with reference to the final section of the questionnaire dealing with comments, in which they told about the waiting time mostly and about lack of the feedback system or any qualified personal that come every day and ask the patient about the progress, such type of comments was also marked in 1992 study in Saudi Arabia.<sup>11</sup>

Keeping in mind the previous investigation in international publications, their recommendation has been followed to see improvements in results. Some of the improvements from the literature have been discussed here as in 2009 international

publication of ISPO said the outcomes on the SERVQUAL are moderate. The overall consumer rating of the service provided by P&O facilities is high and people are satisfied with the product delivered and with the delivery time. To improve the services, development of a questionnaire to measure all aspects of prosthetic and orthotic care is recommended (Joline Bosman et.al).<sup>3</sup>

Hence, Patient satisfaction questionnaire has been used instead of SERVQUAL and in-patient satisfaction questionnaire Finance has been added as an independent variable and that is a new addition to measure the satisfaction of patients, thus the patients of PRSP Peshawar were 42% satisfied from the Finance facility as a whole. In future other new factors like activities of daily living, social participation, psychological factors and quality of life could be included in future assessments (Wim H. van Brakel et al 2010).

## Conclusion

Overall satisfaction from P&O facility in PRSP Peshawar is 72%. There should be focus on delivery timings of the appliances as it is the important thing in the satisfaction level also cosmesis, comfort and security of assistive devices should be involved. Professionals should keep focusing on the satisfaction level of patients not just to focus on quality of care of patients but also to add to the weak literature of Pakistan.

## Recommendation

Finding of the study shows that patients are satisfied with services provided but it can be improved more if there is a friendlier environment between the professional and patients. Studying on a large scale is recommended for the future again and again to know about weak areas and to improve it.

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