



# A CROSS-SECTIONAL SURVEY ABOUT PHYSIOTHERAPY AWARENESS AND SATISFACTION ON PRE AND POST- OPERATIVE ORTHOPAEDIC CONDITIONS PATIENTS

<sup>1</sup>Sedhuraja Malaichamy, <sup>2</sup>Satyajit Kumbhar, <sup>3</sup>Meghana Palkhade

<sup>1</sup>Professor, SVJCT's BKL Walawalkar College of Physiotherapy, Sawarde, Ratnagiri district, Maharashtra, India

<sup>2</sup>Assistant Professor, SVJCTs BKL Walawalkar College of Physiotherapy, Sawarde, Ratnagiri district, Maharashtra, India

## Abstract

### Background:

The simplest definition of satisfaction is the feeling of having one's needs or desires met. Nowadays, the idea of evidence-based practice is in vogue, and patient satisfaction evaluation in medical research is becoming more and more popular. For healthcare workers, patient satisfaction surveys have a number of advantages. By measuring patient satisfaction with Physiotherapy services, information that may be used to enhance or maintain high-quality services can be produced. Although patient satisfaction studies receive extensive publicity and significant attention in industrialized nations, there are few studies conducted in rural region in Maharashtra. The purpose of this study was to evaluate patient satisfaction with Physiotherapy services and to identify factors that influence patient satisfaction among those receiving care in the Outpatient Physiotherapy department. Despite the fact that measuring patient satisfaction it provides quality assurance, compliance, and improved therapeutic benefits.

### Objective:

To determine the awareness and satisfaction of patients with Physiotherapy services and to assess the variables that affect satisfaction levels in pre- and post-operative orthopedic surgeries by UK Orthopaedic surgeons at BKL Walawalkar Hospital, Diagnostic and Research Centre, Dervan, Maharashtra.

### Method:

A cross-sectional survey was conducted, and participants were chosen systematically using random selection. In this investigation, Out of nineteen (19) patients, fourteen (14) patients were included. A Google form for patient satisfaction survey was used to gather the data. In order to analyse the data, SPSS version 24 was used. Nonparametric tests and descriptive statistics were used.

## Results:

The patient's average age was 55.64 years. Among them, there were 9 males (57.1%) and 5 females (42.9%). 5 (35.7%) people stated they experienced light shortness of breath after breathing exercises, whereas 9 (64.3%) people stated that they had no shortness of breath after breathing exercises. The discomfort following physical treatment was rated closely to 2, 3, 4, and 5 on a visual analog scale. Following Physiotherapy (PT), 10 (71.4%) people reported having very excellent strength. Regarding mobility (changing of position) during PT, all 14 patients provided positive feedback. Similar to this, all patients found that their post-physiotherapy walking style was enjoyable. Finally, all 14 patients were satisfied with the Physiotherapy regimen used in the UK Camp at the BKL Walawalkar Hospital, Diagnostic and Research Centre, Dervan, Maharashtra.

## Conclusion:

High levels of patient satisfaction with the inpatient facility's provision of Physiotherapy awareness were observed to convert into ease with compliance.

**Keywords:** Cross-sectional survey, Physiotherapy awareness, Physiotherapy satisfaction, Pre- and Post-operative orthopedic surgeries.

## INTRODUCTION

Physiotherapy is a drug-free therapeutic system of medicine that involves examination, treatment, advice, and instructions in relation to movement dysfunction, bodily malfunction, physical disorder, disability, healing from trauma and disease, as well as physical and mental disorders using physical agents. Physiotherapy as a profession has a number of distinctive qualities that may affect patient satisfaction in the treatment process. The contact hours with the patient frequently take longer than a routine medical visit, as it involves more physical contact, the therapy typically requires the patient's active participation, and the treatment by itself may cause temporary pain that may be perceived as physical threat. Considering these factors, it is therefore necessary while evaluating patient satisfaction in Physiotherapy<sup>1</sup>.

For patients with musculoskeletal disorders, Physiotherapists are one of the top preoperative and postoperative treatment providers. Because of several treatment sessions, Physiotherapy usually offers a more intense therapeutic-patient relationship. Long-term Physiotherapy is necessary for patients undergoing surgeries and hence Physiotherapist will likely play a key role in their treatment<sup>2</sup>.

In several studies, the primary objective was to gauge patient satisfaction at the hospital or facility level rather than the individual unit level. People, who cannot read or write the state's official language, Marathi, were not allowed to participate in this survey, which was previously carried out in rural Maharashtra. This study will aid physiotherapists in determining whether their services have been effective in meeting the demands of their patients' and clients' satisfaction. It will also enhance advanced research on health-related issues and health education. Therefore, the purpose of this study is to evaluate how satisfied patients are with the Physiotherapy treatments they receive as well as to identify the contributing variables that may lower their satisfaction<sup>3</sup>. The goal of this study was to examine patient satisfaction in the preoperative and early postoperative period across many dimensions. In order to better understand how patients undergoing orthopedic surgery felt about their care, researchers looked into how pain, anxiety, sadness, and involvement in everyday activities affected their satisfaction<sup>4</sup>.

## METHODOLOGY

### Study design

Cross-sectional survey

### Methods and Materials

Google Form was used to create a survey tool. The free, web-based Google Docs Editors suite from Google includes the survey administration tool known as the Google Form. Only a web application is available for the Google Form. The app enables users to collaborate in real time with other users while creating and editing surveys online. Spreadsheets can be automatically updated with the collected data. This was decided upon in light of the anticipated volume of responses and resulted in the closure of all questions with limited options<sup>5</sup>. Questions were related to the patient's knowledge of breathing patterns, pain, the strength of muscles, changing of position (mobility), and walking pattern after Physiotherapy. Finally, the patient was questioned about the Physiotherapy protocol. Patients participated from BKL Walawalkar Hospital, Diagnostic and Research Centre, Dervan, Maharashtra. BKL Walawalkar Hospital's Ethics Committee (EC/NEW/INST/2020/320) approved this survey. The survey was started among pre and post-operative orthopedic patients who had undergone orthopedic surgery by UK Orthopaedic surgeons for one week. This survey was taken in the month of February 2023. The student physiotherapists were encouraged to explain the importance of this survey to the patients.

## RESULTS

The survey was completed by 14 out of 19 patients that were included in the study. Subjects from the age group 39 to 80 years old were represented. The gender split was 57.1% men to 42.9% women. Out of 14 patients, 4 (28.6%) were housewives, and 3 (21.4%) were farmers by primary occupation. 9 (64.3%) of patients reported no post-physiotherapy shortness of breath, and 5 (35.7%) had mild shortness of breath post-physiotherapy. Following Physiotherapy, 3 (21.4%) were ranked number 2 and 5 in terms of pain reduction, while 5 (35.7%) were reported to have less pain. After receiving Physiotherapy, one patient (7.1%), ten (71.4%), and three (21.4%) patients, reacted outstanding, very good, and good respectively in terms of their muscular strength. Following Physiotherapy, 4 (28.6%), 5 (35.7%), and 5 (35.75) patients reported feeling outstanding, very good, and good respectively about their mobility (changing positions). Following Physiotherapy, 28.6%, 57.1%, and 14.3% of people reported feeling outstanding, very good, and good respectively about their ability to walk. 9 (64.3%) patients rated the total Physiotherapy program as great, whereas 5 (35.7%) patients said it was good.

## DISCUSSION

In this cross-sectional study, the breathing pattern, pain, muscle strength, and mobility post-physiotherapy were major components in analyzing the awareness and satisfaction of Physiotherapy among pre- and post-operative orthopedic patients at BKL Walawalkar Hospital, Diagnostic and Research Centre, Dervan, Maharashtra.

One component of the allied health care system, Physical therapy helps people achieve and maintain their optimum level of physical health and functioning throughout their lives<sup>6</sup>. The incidence of patients being referred to PT departments for treatment is low, despite the fact that physicians in SA are quite aware of the PT profession. Physical therapists have a duty to improve how other healthcare team members perceive their field<sup>7</sup>. The students have a fair amount of knowledge about physical therapy; they are extremely satisfied (77.09%) with their understanding of its function in orthopedics and less satisfied (25.95%) with their understanding of its role in chest conditions. The Internet was the most often used resource (59.54%) to find information about Physiotherapy<sup>8</sup>. According to this survey, Australian musculoskeletal Physiotherapy

patients are quite satisfied with their care, which is high when compared to statistics from other countries. These findings could be helpful for clinics, professional Physiotherapy groups, and those who provide financial support for Physiotherapy services by serving as a standard for patient satisfaction<sup>9</sup>. This study evaluated the degree of patient satisfaction with Physiotherapy care at a significant government hospital in Sri Lanka. Overall, a high degree of pleasure was indicated. Such a patient satisfaction survey should be a continual procedure since it might assist hospital administration in continuously improving services<sup>10</sup>.

### Strengths and limitations of the study

This is the initial research in this field at B.K.L. Walawalkar Multispeciality Hospital, Dervan, Sawarde. In order to include as many study participants as feasible, the study also employed a multi-institutional cross-sectional study. This renders the study conclusive. However, this study lacked a qualitative component, which is crucial for pinpointing the precise elements influencing total patient satisfaction.

### CONCLUSION & SUGGESTIONS

Based on our findings all patients were satisfied with pre- and post-operative Physiotherapy service in B.K.L. Walawalkar Multispeciality Hospital, Dervan, Sawarde. Patients with improved health status were compared to their prior health status and patients who had been treated with the same therapists throughout the session had a higher likelihood of satisfaction. Patients with less pain severity had a high probability of satisfaction. Participation of patients in this survey was minimal in one week due to short visits by UK Orthopaedic surgeons. So this cross-sectional survey suggested that there should be a longer duration survey with a maximum of patients.

### REFERENCES

- 1) Guadie, Y.G., Kibret, A.K., Adem, K.S. et al. Patient's satisfaction in Physiotherapy outpatient departments of Amhara regional comprehensive specialized hospitals, Ethiopia. BMC Health Serv Res 22, 1011 (2022). <https://doi.org/10.1186/s12913-022-08338-y>
- 2) Ampiah PK, Ahenkorah J, Karikari M. Patients' Satisfaction with Inpatient Orthopedic Physiotherapy Services at a Tertiary Hospital in Ghana. Journal of Patient Experience. 2019; 6(3):238-246. doi:10.1177/2374373518793144.
- 3) Endawoke M, Alem G, Mulugeta H. et al. Patients Satisfaction and Associated Factors towards Physiotherapy Services in North West Ethiopia. Patient Prefer Adherence. 2021; 15:2783-2791 <https://doi.org/10.2147/PPA.S337443>.
- 4) Erden A, Emirzeođlu M. Factors Affecting the Satisfaction Levels of Patients who Underwent Orthopedic Knee Surgery in the Early Postoperative Period. J Patient Exp. 2021 Oct 4;8:23743735211043392. doi: 10.1177/23743735211043392. PMID: 34632052; PMCID: PMC8493309.
- 5) [https://en.wikipedia.org/wiki/Google\\_Forms](https://en.wikipedia.org/wiki/Google_Forms) (Accessed from Google on 06/07/23)
- 6) Pattanshetty R, Metgud DC. Awareness of Physiotherapy among other health professionals in India: Current scenario. Indian J Phys Ther Res 2019;1:69-70
- 7) Al-Eisa ES, Al-Hoqail H, Al-Rushud AS, Al-Harthi A, Al-Mass B, Al-Harbi BM, Al-Azzaz S, Alghadir AH, Iqbal ZA. Awareness, perceptions and beliefs about Physiotherapy held by physicians working in Saudi Arabia: a cross-sectional study. J Phys Ther Sci. 2016 Dec;28(12):3435-3439. doi: 10.1589/jpts.28.3435. Epub 2016 Dec 27. PMID: 28174468; PMCID: PMC5276777.
- 8) Divyangkumar, Mehta & Amarnath, Tarzan. (2022). Awareness of Physiotherapy among Higher Secondary Students of Ahmedabad City - A Cross Sectional Study. International Journal of Health Sciences and Research. 12. 57-61. 10.52403/ijhsr.20221109.
- 9) Hush JM, Yung V, Mackey M, Adams R, Wand BM, Nelson R, Beattie P. Patient satisfaction with musculoskeletal Physiotherapy care in Australia: an international comparison. J Man Manip Ther. 2012 Nov;20(4):201-8. doi: 10.1179/2042618612Y.0000000009. PMID: 24179328; PMCID: PMC3500132.
- 10) Thilini Tennakoon, Piyanjali de Zoysa, Patient satisfaction with Physiotherapy services in an Asian country: A report from Sri Lanka, Hong Kong Physiotherapy Journal, Volume 32, Issue 2, 2014, Pages 79-85, ISSN 1013-7025, <https://doi.org/10.1016/j.hkpj.2014.07.001>. (<https://www.sciencedirect.com/science/article/pii/S1013702514000256>)