



# **ELDERLY SATISFACTION IN PHYSIOTHERAPY MANAGEMENT OF MUSCULOSKELETAL CONDITIONS**

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<p>Abstract:</p> <p>AIM: the aim of this cross sectional survey is to measure the level of satisfaction in the management of musculoskeletal conditions and to know if really physiotherapy managements helps patients with musculoskeletal conditions in Enugu state Nigeria or not and hence tends to answer the following research question” What is the impact of physiotherapy in management of musculoskeletal conditions from patients perspective? What is the level of satisfaction of elderly patients in physiotherapy management of musculoskeletal conditions?”The method used was a cross sectional survey with the use of patient’s satisfaction questionnaire, A 26 item instrument designed to measure the domains of patient’s satisfaction which was designed by American physical therapy association was used. The subjects that took part in the survey were a total of 91 clients 60 female and 40 males. The result showed that 9.8 total mean values of the elderly people suffering from musculoskeletal conditions are not satisfied with the physical therapy administered via a physiotherapist.</p>	
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# 1 INTRODUCTION

The term musculoskeletal system originated from two words which are “Muscular and Skeletal” system. Muscular system are the body organ that comprises of skeletal, smooth and cardiac muscles and its primary function it’s to enable body movement and to maintain body posture while the Skeletal is the combination of fused and unfused bones and been backed up by ligaments, tendons, muscles and cartilage which serves as a support and also as a body protector, it protects the vital organs in the body such as the brain, lungs and the heart.

Musculoskeletal disorder(MSD) are work or sport related injuries that affects the bones, muscles within their related tendons, joints structure such as ligaments and menisci. This injuries and disorder may cause impairment such as pains, inflammation, restricted movement, joints instability or weakness (Beath .et al 2000).

The researcher been a Geronom/Gerontologist is interested in the total wellbeing of the elderly and more especially to prolong independence among the elderly people in Nigeria and the society as a whole. Elderly independence has been the heart beat of Nigerian Government and other Government leaders all over the world, elderly people needs to be independent in other to save the cost of taking care of them in care home and institution. One of the common problems that is challenging the independence of the elderly people in Nigeria has been the problem of Musculoskeletal disorders which affects their wellbeing and thereby result in making them handicap.

Nigeria is one of the most populous country in Africa and most of the elderly people in Nigeria are mostly farmers, as a result of the nature of their job as farmers they tend to suffer from musculoskeletal disorder, this affects the growth of the Nation because of its impact on the Agricultural sector which is very vital to the economic growth of Nigeria as a Nation.

Patients have a lot to contribute about their problems and their treatment options but over the years in Nigeria, they have not been given the options or the chances to make contributions as regards what they feel or think about their health and treatment and hence the purpose of this research is to give the elderly people in Enugu state the opportunity to air their view as regards Physiotherapy management of musculoskeletal condi-

tions by making use of a questionnaire to know the level of satisfaction of elderly people as regards physiotherapy management of musculoskeletal conditions

Although people with musculoskeletal conditions accounts for majority of the outpatients visits to physical therapist, many do not receive physical therapy services(Jelly et al 1998),it is not known how many elderly people in Enugu state Nigeria that needs physical therapy and there are no criteria to evaluate the quality of physical therapy services been administered to them via a physiotherapist and hence the need for this research which tries to adopt a different way of managing elderly people with musculoskeletal conditions in Enugu state Nigeria. The physiotherapist in Nigeria are glued to one particular system of physical therapy which is based on DISEASE CENTERD APPROACH which uses clinical evidence and professional practice to render its services to the elderly people in Enugu state, while through the result of this research, it's been established that there is a need to adopt a different way of physical therapy management which is based on PATIENT CENTERD APPROACH. Which involves the patients in the course of treatment by entering into the patient's world and also trying to see with the patient's eye in the course of rendering physical therapy care to the elderly? The research also suggested other modern ways of treatment to Nigeria physiotherapist.

### **1.1.1 BACKGROUND**

Elderly satisfaction has not been closely monitored in physiotherapy care and limited research data exist in the area of allied health services (walker et al 2004). by actively seeking elderly input, the importance of involving the patients in the course of achieving success in physiotherapy care will be seen, and as a result, patients information will be highlighted and the benefits of adopting a patient centered approach in physiotherapy management will be seen, reinforced and adopted by Policy makers, Nigerian Federal Ministry of Health, Enugu state ministry of Health, physiotherapist and the health care professionals. Although consumers and purchasers of health services may have difficulty in assessing the technical quality of care they receive, they still do have expectation of service quality.(Jelly et al 2000).

A strong correlation exists between assessment of past experience and the intervention or implementation of future practices. Elderly satisfaction in physiotherapy management

has been shown to be associated with level of interaction with the therapist, time with the clients, listening and communication skills and also offering a clear explanation of treatment. Satisfied patients will hopefully comply better and remain loyal to the therapist.

Patient's satisfaction survey provides several benefits for healthcare professionals; they can be used to measure the success of delivery information and to predict elderly attendance and compliance with the treatment, which is important in the management of musculoskeletal problems where compliance with an exercise program or medication is needed.

However patients' feedback can be used systematically to improve methods of providing health services to patients or arranging a flexible opening times at a clinic that will suit the clients. Furthermore elderly satisfaction may provide the only discerning outcome measure in a study ,as demonstrated by(seferlis et al 1998)who reported similar clinical outcomes for three types of conservative treatments in a randomized control of low back pain, but significantly higher level of satisfaction for the group receiving manual therapy justifying future preference for this approach.

previous research has been done on this subject by WHO, they did a research on CLIENTS SATISFACTION AND QUALITY OF HEALTH CARE IN RURAL BANGLADESH,([www.who.int/docstore/bulletin/pdf/2001/issue6/vol.79.no.6.512-517.pdf](http://www.who.int/docstore/bulletin/pdf/2001/issue6/vol.79.no.6.512-517.pdf)) this research is cultural based, they focused on the importance of culture in determining the satisfaction of clients as regards health care in rural areas. This research is going to evaluate the past performances of the physical therapy rendered by physiotherapist in Enugu State Nigeria by the use of patient's satisfaction survey. This research is trying to analyze the importance of patients input in physical therapy and also to suggest modern ways on how to administer physical therapy.

## **THE MAP OF ENUGU STATE**

Nigeria is made up of thirty six states and the research was done in one of the state called Enugu State in Eastern part of Nigeria.the state which comprises of 17 local governments.the research was done in three communities in three local government

which include:Ituku Ozalla which is in Awgu Local Government area of Enugu state,Ozalla which is in Nkanu west Local Government Area of Enugu State and Garriki and Uwani which is in Enugu South Local Government Area of Enugu State

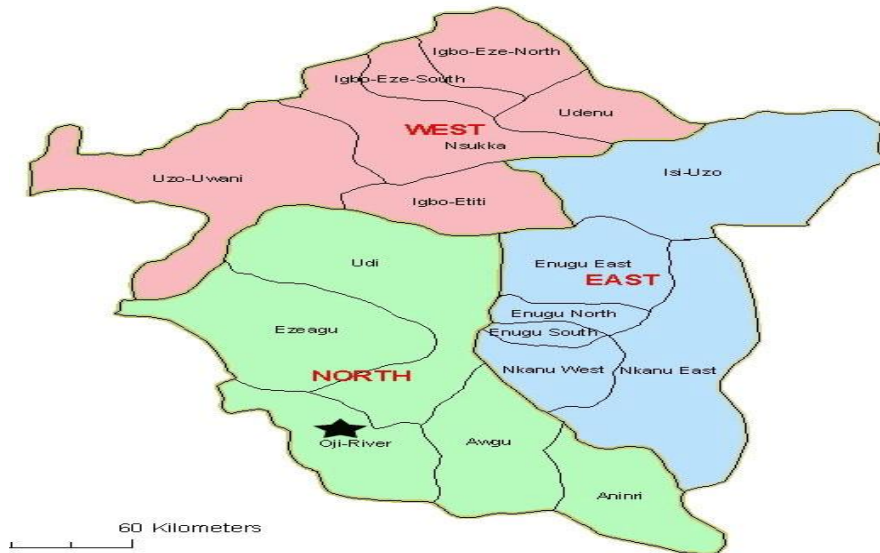


Figure 1 MAP OF ENUGU STATE

### 1.1.2 COMMISSIONING AND APPROVAL OF THE STUDY

The research was commissioned and approved by the University of Nigeria Teaching Hospital Ituku/Ozalla(UNTH) through their physiotherapy department.

The University of Nigeria Teaching Hospital was established by the colonial administrators in the 20<sup>th</sup> century as a general hospital for Africans and was later transformed to a specialist Hospital in 1970. At this time, the hospital had a total of 50 doctors, 10 wards, and 300 beds and a chest bay of 60 beds. There are also 350 nurses working in the Hospital. Today, the situation has changed dramatically. The bed capacity of the hospital in the permanent site is over 500 beds and the number of its personnel (professional and non – professional) has increased tremendously.

The hospital covers an area of about 200 acres; the hospital is also fully equipped under the Federal Government Assisted Engineering Program which has lifted the hospital and other teaching hospital in Nigeria.

The aim and mission of the hospital is centered on teaching, service and research. The hospital strives to achieve this goal by provision of inpatient and outpatient services to



its patients through its highly trained staffs, provision of adequate clinical materials for service and training.

Altogether, there are 41 main departments in the hospital with three out – posts – Comprehensive Health Centers at Obukpa near Nsukka, Enugu State, Abagana in Njikoka Local Government Area of Anambra State and Isuochi in Abia State.

There are nine training schools/programmes in the hospital: the School of Nursing, Midwifery, Medical Laboratory Science, Nurse Anesthetists, Community Health and Post Ophthalmic Nursing. Others are Peri – Operative Nursing, Cardiothoracic Nursing and Medical Records.

These schools currently operate at the old site but plans are already on the ground to provide structures for them in the New Site as soon as possible.



*Figure 2 THE BACK VIEW OF UNIVERSITY OF NIGERIA TEACHING HOSPITAL*



*Figure 3 THE FRONT VIEW OF UNIVERSITY OF NIGERIA TEACHING HOSPITAL*

### **1.1.3 PREVIOUS RESEARCH**

World Health Organization (WHO) has done a research on this subject on the topic titled Client Satisfaction and Quality of Health Care in Rural Bangladesh. ([www.who.int/docstore/bulletin/pdf/2001/issue6/vol.79.no.6.512-517.pdf](http://www.who.int/docstore/bulletin/pdf/2001/issue6/vol.79.no.6.512-517.pdf))

The objective of the research was to assess user expectation and the degree of client satisfaction and quality of health care provided in rural Bangladesh. The method used in the research was a systematic random sampling which interviewed 1913 persons. The findings showed that what predicts patient's satisfaction is mostly the behavior of the provider especially as regards respect and politeness. The findings showed that their satisfaction depends more on the behavior of the provider than on the technical competence of the provider. Another point that was seen as being important to the patients is the waiting time, which they said should be 30 minutes on average instead of the prolonged time that could count in hours.

They concluded that Client satisfaction is basically being determined by the culture of the people and hence concluded that though it's of paramount importance that care rendered should be able to meet both psychosocial needs and medical needs of the patients but in practical settings, care that meets all the medical needs of a patient may fail to meet the emotional or social need conversely care that meets patients psychosocial

needs may fail to meet its medical needs and as a result the research suggest that developing countries that are promoting client-oriented services should also go into serious research as regards satisfaction in cultural perspective. When compared to the above research, Nigeria is also a developing country and also needs to meet the needs of its elderly citizens by trying to satisfy them and keep them independent so that they can contribute to the growth of the Nation. according to the above research that suggest that developing countries that are promoting clients oriented services should embark in more serious research as regards satisfaction in cultural perspective.

The author is trying to use this research to highlight the importance of patients satisfaction by way of adopting a different approach of treatment/management of elderly people with Musculoskeletal disorders which emphasizes on the need for patient centered approach (client oriented service) .

In another research done by Asma Ibrahim (<http://www.li.mahidol.ac.th/e-thesis/5037998.pdf>) on Patients Satisfaction with Health Services at Outpatient Department of Indira Gandhi Memorial Hospital. The aim of this research was to determine the relationship between satisfaction and the explanatory factors. The method used in that research was the use of a structured questionnaire which was used to get answers from 251 patients that were selected for the study. The findings showed that majority of the patients were more interested in the waiting time, which they complained that they waste so much time and they attributed it to lack of staffs. The result of the above research also showed that there was low level of satisfaction as regards convenience, courtesy, quality of care, out of pocket cost and physical environment, which the patients said that they are not satisfied in those areas.

In another research done by University of Athens on Satisfaction of the Quality of hospital care in Greece Compared to Poland.

([http://www.advms.pl/?q=system/files/31\\_52Theodosopoulou.pdf](http://www.advms.pl/?q=system/files/31_52Theodosopoulou.pdf))

The objective of the study is to investigate the level of satisfaction of elderly patients as regards to the hospital care quality based on the literature evidence on results and on a previous developed conceptual frame work

The method and material used were a combination of both qualitative and quantitative research method which was carried out by making use of an Elderly Patient Satisfaction Scale (EPSS). The patients that took part in the study were 320 patients from Greece and 240 patients from Poland and the inclusion criteria used were elderly patients that are above 65 years of age that can respond to questions.

The result showed that there is no correlation between age and global patient's satisfaction. According to the research, it shows that satisfaction is a universal language and it's very important in elderly care. the patients showed high level of satisfaction in most aspect of care given to them.

In another research conducted by Umar I, Oche M.O &Ummar A.S. on the topic Patient Waiting Time in a Tertiary Health Institution in Northern Nigeria through the department of Community Health,Usman Danfodiyo University,Sokoto Nigeria. (<http://www.academicjournals.org/jphe/PDF/pdf2011/February/Umar%20et%20al.pdf>)

The method used was a cross sectional descriptive study which was done at the outpatient's clinic of the Usmanu Danfodiyo University Teaching Hospital that is located in Sokoto State in the Northern part of Nigeria. The research was done from August to September 2009.the number of respondents that took part in that surveys were 384 patients that are attending the outpatient unit, they were randomly selected and used for the research. The data were collected by the use of a pre-tested questionnaire and was given out to the respondents through the use of four trained research assistants.

The result of the research listed some factors from patient perspective which could be the reason for the long waiting time.62 patients from the respondents said it's as a result of the doctors coming to work late,14 people said it's as a result of the time used in looking for the patients cards,108 said it's because of large number of patients with few doctors attending to them,82 said it's as a result of patients jumping queue numbers,70 said it's because the doctors take too much time to attend to patients,48 did not respond to the questions at all. Waiting time is a very important aspect of patient's satisfaction,

in all the researches that have been mentioned above, there is always a high rate of dissatisfaction as regards waiting time. This research is also in accordance with the other previous researches which also showed a high level of dissatisfaction from patients perspective.

The research concluded that elderly satisfaction is an important aspect of care and hence suggest that researchers should acknowledge the importance of patients input and also try to use it and develop better service for the consumers.

The above researches are good and they are good resource in elderly care, the research done by WHO went deep to underscore the importance of culture in relation to quality of care. Culture is what determines or structures the pattern of care that should or ought to be given to patients. the first two researchers discovered the low level of the patients as regard the waiting time and also the first research highlighted the need of a good behavior by the care giver towards the care receiver/patients.

But this research is basically narrowed down to physiotherapy and their performance in the management of musculoskeletal conditions; it weighed their performance and then adopted a new system of musculoskeletal system management which focuses on patient centered approach. it's a way of therapist trying to enter the patients world and trying to see things with the patients eyes.(*Patient Centered Medicine-Transforming Clinical Method second edition*, Moira Stewart, Judith Belle Brown and Thomas Freeman).This research is going to give the elderly people in Enugu state the privilege to air their view as regards their treatment options and decisions that concerns them. it also going to educate the elderly on how to manage their health properly. Physical therapy is also very importance in elderly care because it's a better way of enlightening the elderly on how to manage their condition properly in other to avoid future occurrence and this functions are most times performed by a physiotherapist(American Physical Therapy Association: Guide to Physical Therapist Practice second edition 2001)

Satisfaction and quality of health even though it is recognized as an extremely important concept, satisfaction with the position of physical therapy or any health care services is often difficult to define (Jette et al 2000).satisfaction can refer to a health care recipient's reaction to aspects of the services delivered and satisfaction over turn can result in over all perception of quality of services.

However, when the patients expectation of care are exceeded, their level of satisfaction is high, likewise if expectation of care exceeds actual delivery, dissatisfaction will result.(Katz et al 2001). Satisfaction is therefore always relative to the patients expectation, thus satisfaction measures, although they may be objective (i.e. have reliability)are actually reflecting subjective phenomena and are quite distinct from other types of evaluation of the provision of care.

In addition to the importance of changing level of a patient, level of satisfaction with care as part of the patient-therapist relationship, maintaining a high level of patient satisfaction may also have an economic impact on the clinician. Patients who are satisfied with services they received are more likely to remain loyal to the provider (therapist).level of satisfaction; according to this findings may contribute to more informed word-of-mouth communication with other people who may become patients. Dissatisfaction with a particular provider broadly voiced in the community in which therapist practices may cause a potential patient to seek another physical therapist for intervention as need arises.

Different types of consumers have different needs, although there is no gold standard for measurement of patient satisfaction, recent research by (Nelson 2007)is helpful in determining the areas that compromise patients satisfaction. Nelson performed a content analyses on survey from 18 selected health care institutions and attempted to match questions to indicators of quality as described by (Denabedian et al 2002).based on this frame work, he concluded that access, administrative technological management and continuity of care are the domains that defines patient satisfaction.

1. Access-physical location of facility, telephone access, appointments waiting time, waiting time room, hours of operation
2. Administrative technical management-Ambience of facility, parking space, payment claim processing, quality assurance programmes
3. Clinical technique management-qualification of staff including clinical skills of physical therapist, technical skills of physical therapist assistant explanation given.
4. Interpersonal management-Response to complaints suggestions, warmth friendliness of physical therapist, warmth friendliness of other staff members, appropriate amount of time spent with each patient, respect for privacy.

Continuity of care-provision should be made for the client`s condition to be managed by provider or therapist who have the patients history .

#### 1.1.4 THEORITICAL FRAME

Patients satisfaction is an attitude or a person`s general orientation towards a total experience of health care. Satisfaction comprises both cognitive and emotional facets and relates to previous experiences, expectations and social networks(Keegan et al 2002). Several researchers (Beathe et al 2005) have posted that patient satisfaction is multidimensional concept. Indeed recent research (Neslon 2007) has indicated that little is known about which information is most important to consumers when making decision regarding selection of health care providers.

according to the research done by WHO on Client Satisfaction and Quality of Health Care in Rural Bangladesh, the research went deep to discover the effect of culture on patients satisfaction, the findings showed that culture in most cases is what shapes the type of care that should be given to a client/patients and hence they suggest that developing countries should go into more detailed research about the role of culture on patients satisfaction.

In another research done by Asma Ibrahim (<http://www.li.mahidol.ac.th/e-thesis/5037998.pdf>) on Patients Satisfaction with Health Services at Outpatient Department of Indira Gandhi Memorial Hospital. This research was used to find out more about the factors that affects satisfaction and the researcher was more interested on the hospital protocols and how it relates to patients satisfaction. The research findings showed that the patients are not satisfied with the waiting time which they attributed to shortage of staff.

The two researches have unfolded a lot of useful information that can maximize the satisfaction level of the patients especially as regards culture and the factors that determines satisfaction level of clients.

([www.podiatrywa.com.au/news/146-Patient-Centred%20Care%20Paper%20-%20web.pdf](http://www.podiatrywa.com.au/news/146-Patient-Centred%20Care%20Paper%20-%20web.pdf)) .

This research is based on the theory of client centered therapy, it`s a theory proposed by Carle Roger, an American psychologist and a humanistic thinker who believes that everyone has the ability and capacity to achieve and attain to any level he or she wants based on the person thinking.

he proposed that therapist should adopt the use of non-directive system of care when dealing with clients.non directive approach here is the act of allowing the client to be in

control or in charge of the decisions that concerns him or her. he proposed that a client centered therapist would possess the following qualities

1) Genuiness 2 Unconditional positive regards 3 Empathetic understanding.

(Carl Rogers 2007)

In this research the Author intend to find out the satisfaction level of elderly people as regards the physiotherapy management of musculoskeletal conditions in Enugu State Nigeria.

The Author intend to adopt a new way of physical therapy management which is based on Patient Centered Approach, which ‘is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. Patient- and family-centered care applies to patients of all ages, and it may be practiced in any health care setting.

## **OBJECTIVE**

1. To investigate whether physiotherapy management satisfies elderly people with musculoskeletal conditions or not
2. To also investigate the level of old people satisfaction with physiotherapy management of musculoskeletal condition.

## **RESEARCH QUESTION**

The research is going to answer the following question

1. What is the impact of physiotherapy management of musculoskeletal conditions from client’s perspective?
2. What is the level of satisfaction of elderly patient in physiotherapy management of musculoskeletal conditions?
3. To what extent has the physiotherapist satisfied elderly clients with regards to treatment, privacy and convenience

## **SIGNIFICANCE OF STUDY**

The usefulness of the study may include the following



1. To provide useful information to the therapist about their patients satisfaction as regards physical therapy
2. The outcome of this study may suggest to what extent physiotherapist has helped as a health team members in the management of Musculoskeletal Conditions because of their gross impact and contribution in management of some various conditions so as to achieve maximum satisfaction.

## **DELIMITATIONS**

The work was delimited to the following:

The out-patients available at the time of the study in physiotherapy department of UNTH and also the elderly patients at St Jude Catholic Church Garriki, Uwani and Ozalla.

## **2 METHODOLOGY**

This chapter dealt with the subjects that participated in the study, materials used were discussed as well as the procedure adopted in the study and its data analyses.

The research was done by the researcher and two nurses working in the same hospital, the research lasted for two weeks, from the 1<sup>st</sup> of December 2011 till the fourteenth of December 2011

The research used a cross sectional type of design with the use a patients satisfaction questionnaire designed by American Physical Therapy Association by(Gold stem et al 2000).

The data gotten from this research was interpreted and analysed by the use of descriptive data analyses which is a branch of quantitave research that describes or

summarises data or group of data gotten in a research, it provides simple conclusion about the data gotten in a quantitative research by making use of graphs and charts to break down the main features in a quantitative research. This research was analysed by the use of mean variation and pie chart.

(William Trochim 2006)

### **2.1.1 DATA COLLECTION/METHOD**

The researcher gave the subjects the questionnaire to be filled and collected after filling the content of the questionnaires. The instrument of survey was a questionnaire. Questionnaire was administered via a direct interview by the researcher to the respondents while others that understand English were given for them to fill it by themselves. This was due to the fact that some of the respondents were not literate to fill the questionnaire while some of them were too busy but could answer questions; some of them took the questionnaire home and misplaced it in the process.

The people that took the questionnaire home were issued an envelope together with the questionnaire for which they used in packaging the questionnaire after filling the content and handed it over personally to the researcher while some of them posted it to the address of the researcher.

### **2.1.2 QUESTIONNAIRE/MATERIAL USED**

A patient's satisfaction questionnaire organised and permitted to be used for measurement of patient's satisfaction in the clinical practice by the American Physical Therapy Association by (Gold stem et al 2000) was used in this research though the author edited it a little because the format used in that questionnaire might not really get to the root of the intended findings and as a result was edited in a way that will yield a maximum result in the course of the research. The terms used in the above mentioned questionnaire were "satisfy, dissatisfy, neutral, fully satisfy and totally dissatisfy" while the author used a positively and negatively worded statement that are scored using a five point Likert type scale ranging from bad to best, while in some cases it was two options

“yes or no” answer, the type of scale were selected based on the fact cited by (Ware and Colleagues 2001)who believed that this type of scale facilitates the task of survey completion for the respondents and allow the developer to have more opportunity to reverse the survey instrument easily.

In addition to the items designed to assess patients satisfaction,other items that were included to gather the informations are

1. Age
2. Sex
3. Condition requiring physical therapy intervention
4. The manner in which the patient learnt about the practice
5. Identification of the visit as the patients first experience with the particular facility
6. Identification of the visit as the patients first experience with physical therapy
7. Other materials used were pen, pencil, file and eraser.

### **2.1.3 BENEFITS OF PATIENTS SATISFACTION QUESTIONARE**

One method of collecting data about patient’s satisfaction is to use standardized survey instrument (Nelson 2007).questionnaire is among the instrument of survey used in research, patient’s satisfaction survey provides several benefits for physical therapist.

1. The information which may be used for evaluation provides services and idea that might be used in changing the structure and outcome of care.
- 2 patient’s satisfaction data may be used to predict patient’s behavior on the assumption that differences in the level of satisfaction can influence clinical outcomes
3. Data from patients satisfaction survey based on the author`s view can help health care providers develop strategies for provision of care that will facilitate the retention of current patients or recruitment of new patients.

## **2.2 SUBJECTS**

The total subjects that have participated in the study were all the patients that had musculoskeletal conditions. They were about 100 subjects(60 females and 40 males)

the number of patients that participated in the survey in UNTH physiotherapy department were 60 patients (40 females and 20 males), while the number of people that participated in Garriki were 12 patients, the number of people that participated in Uwani were 8(6 females and two men), the number of people that participated in Ozalla were 20(15 females and 5 males).

A total of 100 questions were distributed to the eligible subjects and 91 questionnaires were completed and returned to the researcher and was entered to the data file.6 questionnaires were misplaced by the patients while 3 questionnaires were not filled. the patients that took part in the survey were been managed for low back pain 35 patients (no of females 20, no of male 15), the patients that were been managed for shoulder is 10(female 3 and male 7), the no of patients that are been managed for knee is 23(female 12 and male 11), the no of patients that are been managed for Neck is 23(female 16 and male 7).

NO OF QUESTIONEER	NO FILLED	NOT FILLED	NO MISPLACED
100	91	3	6

Table 1- number of Questionnaire

LOWBACK PAIN	SHOULDER PAIN	KNEE PAIN	NECK PAIN
35	10	29	26

Table 2-Clients diagnosis

MARRIED MEN	MARRIED WOMEN	WIDOWS	WIDOWER	DIVORCED FEMALE	DIVORCED MALE	SINGLE
20	42	5	17	12	3	1

Table 3-Marital status of the subjects

### **2.2.1 ETHICAL CONSIDERATION**

Ethical permission for the study was obtained from the Research Ethics Committee on Human Research of the College of Medicine University of Nigeria Teaching Hospital Itukku Ozalla (UNTH)

### **RESEARCH DESIGN**

This study utilized a cross sectional survey type of research design which is a non experimental design that involves the use of questionnaires.

### **LOCATION**

This study was carried out in Physiotherapy Department of University of Nigeria Itukku Ozalla, Uwani, Garriki and Ozalla.

### **TARGET POPULATION**

The total subject that has participated in the study were all the patients that had musculoskeletal injury within the last two years that are 55 years and above. They were about 100 subjects (60 females and 40 males)

### **SAMPLE**

All folders of musculoskeletal injury patients at Physiotherapy Department of University of Nigeria Teaching Hospital Ituku Ozalla were reviewed and used for the study.

### **SELECTION CRITERIA**

The inclusion criteria used were all the patients available at the time of study at physiotherapy department of University of Nigeria Itukku Ozalla(UNTH) that are up to 55 years and above and also some of the patients that have been diagnosed of having similar problem in Uwani, Garriki and Ozalla

## **EXCLUSION CRITERIAL**

The exclusion criteria are all the patients that are deaf and dumb that cannot respond to questions, all the patients that are critically sick that cannot respond appropriately to the questions been asked for example psychiatric patients.

### **2.2.2 CRITICAL REVIEW**

**VALIDITY:** Validity is the degree or the extent to which the conclusions in a study would hold for other persons in other places and at other times. (Research Method Knowledge Base, third edition). This research might not give exact result if conducted by another researcher due to the following challenges encountered in the course of this research.

1. The actual number of clients that were intended to use in this research were 100 clients, but during the course of the research, 9 patients dropped and 91 patients concluded the research. It could affect the result of this research in the sense that it has been planned earlier before hand and agreed by the researcher and the hospital on the need to make use of 100 patients.

2. It was also observed that some of the respondents went home with the questionnaire which could stand as a huge challenge in the course of achieving a valid result. This is because other external factors could influence their answer. For example their relatives could answer some of the questions for them and as a result might not be regarded or said to be 100 percent valid.

The grounds of validity of this research could also be determined by looking critically between the instrument used and, the subjects and the results.

The researcher inferred that the content of the instrument/questionnaire is a standard measure for patient's satisfaction as regards to management of musculoskeletal system. Patient satisfaction with musculoskeletal condition is in line with the dimension of this study. In this study, the researcher analyzed patient's satisfaction critically so as to know their extent and level of satisfaction.

### 2.2.3 RELIABILITY

Reliability is the science that is aimed at prediction, analyzing, preventing and mitigating failures over time and it could also be seen in a more narrow perspective as the probability or possibility that a device will operate successfully for a specific period of time and under specified conditions when used in the manner and for the purpose intended ([www.aldservice.com/en/reliability/what-is-reliability.html](http://www.aldservice.com/en/reliability/what-is-reliability.html))

. The reliability of this research cannot be fully guaranteed because of the fact that the hospital argued that two of the questions should be removed based on the fact that the hospital claimed that the two questions are too personal and as a result was later removed. ,

Some of the respondents that answered their questions verbally in the presence of the physiotherapist cannot really express their true feelings about the treatment given to them due to the level of dependence that exists between the patients and the therapist. In that case a concrete ground cannot be established as regards the reliability of the research.

Patient's satisfaction questionnaire used in this research is designed to measure and define patient's expectation of and satisfaction with, the care they received. Some people believed that patient's satisfaction should not be included in the definition of quality of care (seferlis et al 1998) among other arguments; they cite factors that may compromise the reliability and validity of measurement obtained from such surveys. Among these factors are

1. Patients can not accurately recall all aspect of the process of the delivery of care.
2. Patients lack knowledge to access accurately the technical competence of health care professional
3. Patients are reluctant to disclose negative attitudes towards a healthcare provider because of a sense of dependency on patient patient-provider communication

### 3 RESULT AND ANALYSES

This part is the result part, it shows the questions and the answers gotten from the various questions. the result and the data gotten from this research was calculated and analyzed by the use of a descriptive data analyses which made use average mean and the use of pie chart in the course of its result analyses .

It has three main columns which are, the first column titled "NO" is the number on the questionnaire for identification and clarity, the second column titled "questions" are the various question that were asked during the course of the research while the third column titled "Answers" are the responses of the subjects to the questions, it comprises of five sub-column which are numbered from one to five, the first column which is number one are the people that are totally dissatisfied, the second column which is number two are the people that are dissatisfied, the third column which is number three are the people that are neutral, the fourth column which is number 4 are the people that are satisfied while the last column which is number 5 are the people that are fully satisfied. the responses of the subjects to the questions are :

1) How satisfied are you with the waiting time?

25 clients said that they are totally dissatisfied because the therapists don't consider the elderly clients rather they are more interested in matters that concerns the younger clients while 8 said that they are fully satisfied, the clients that said that they are satisfied are much younger than the ones that said that they are not satisfied.

2) What is your level of satisfaction with the physiotherapist communication? 38 said that they are totally dissatisfied,42 said that they are dissatisfied,7 did not respond to the issue of communication,10 said that they are satisfied while 14 said that they are fully satisfied. the clients that said that they are not satisfied complained that the therapists are using some medical terms which they don't understand while the ones that said they are satisfied are the educated ones that understand English very well.

4) What is your level of satisfaction with the facilities and equipment used? 18 clients said that they are totally dissatisfied,38 said that they are dissatisfied,10 clients did not respond to the issue of facility,15 clients said that they are satisfied while 10 clients said that they are fully satisfied. the clients that said that they are satisfied are mainly the wealthy ones among them, they can afford to buy those facilities and use it at home while the ones that said that they are not satisfied are the ones that are regarded as the



lower class in the society and as a result can not buy those equipment. they complained that the facilities are too old.

5) What is the level of improvement since you started the physiotherapy program?29 clients said that they are totally dissatisfied,24 said that they are dissatisfied,9 clients did not respond to that question,21 said that they are satisfied while 8 said that they are fully satisfied.

12) What is your cultural believe as regards physical therapy?29 said that their culture is against the use of therapy,23 said that they are not satisfied 8 did not respond to that question 18 said that they are satisfied as regards culture and physical therapy while 12 said that they are fully satisfied.

16)Did they give you all the privacy needed?68 clients said no because they don't tends to give them the privacy they need,5 clients did not respond to that question while 18 said yes that they gave them the privacy they needed.

19) Were you able to contact the physiotherapy department without any difficulty?61 clients said no because they complained that the physiotherapy department is not easy to trace,8 clients did not respond to that question while 22 clients said yes that its easy for them to locate physiotherapy department. the ones that said yes are the ones that has cars while the other ones are elderly people that doesn't have any of their relatives that has car that come and drop them off.

NO	QUESTIONS	ANSWERS				
		1	2	3	4	5
1	How satisfied are you with the waiting time?	25	35	10	12	8
2	What is your level of satisfaction with the physiotherapist communication?	38	42	7	10	14

3	What is your level of satisfaction with the instruction and exercises given?	28	30	8	20	5
4	What is your level of satisfaction with the facilities and equipment used?	18	38	10	15	10
5	What is the level of improvement since you started the physiotherapy program?	29	24	9	21	8
6	Do you think treatment given is worth the money you spent?	NO 50		NONE 18		YES 23
7	Are you satisfied with the level of your health condition since you started?	29	23	9	17	13
NO	QUESTIONS	1	2	3	4	5
8	Can you recommend physical therapy to your beloved ones?	19	36	5	12	19
9	Do you prefer taking drugs than coming to see a physiotherapist?	40	20	8	8	15
10	Are you satisfied with the type of care they give to elderly people?	30	27	7	14	13
11	Do you think your main aim of coming here will be met?	NO 58			YES 33	

12	What is your cultural believe as regards physical therapy?	29	23	8	18	12
13	Are your family members satisfied with the program?	NO 56			YES 35	
14	Do you think the environment is good enough for your condition?	NO 49			YES 42	
15	Do they have facilities that aid easy movement?	NO 57		NONE 12		YES 22
16	Did they give you all the privacy needed?	NO 68		NONE 5		YES 18
17	Was the therapist considerate?	NO 58		NONE 20		YES 13
18	What is the level of satisfaction with the appointment time given to you?	15	38	8	20	10
19	Were you able to contact the physiotherapy department without any difficulty?	NO 61		NONE 8		YES 22
21	Do you notice any improvement in your movement?	NO 60		NONE 12		YES 19
22	Do you notice any improvements in areas where you have pains before?	NO 74		NONE 5		YES 12

QUESTION AND ANSWERS

The table below is the calculation of the data and the values gotten from this research, the total sum of the values were gotten by adding up all the answers gotten from the various question in each column.

The mean value was gotten by dividing the total sum of the values by the number of clients which is 91 clients.

(1)TOTALLY DISSATISFIED	(2)DISSATISFIED	(3)NEUTRAL	(4)SATISFIED	(5)FULLY SATISFIED
sum total figure 891	sum total figure 336	sum total figure 241	sum total figure 167	sum total figure 366
AVERAGE MEAN 9.8	AVERAGE MEAN 3.7	AVERAGE MEAN 2.6	AVERAGE MEAN 1.8	AVERAGE MEAN 4.0

DATA TABLE

PIE CHART

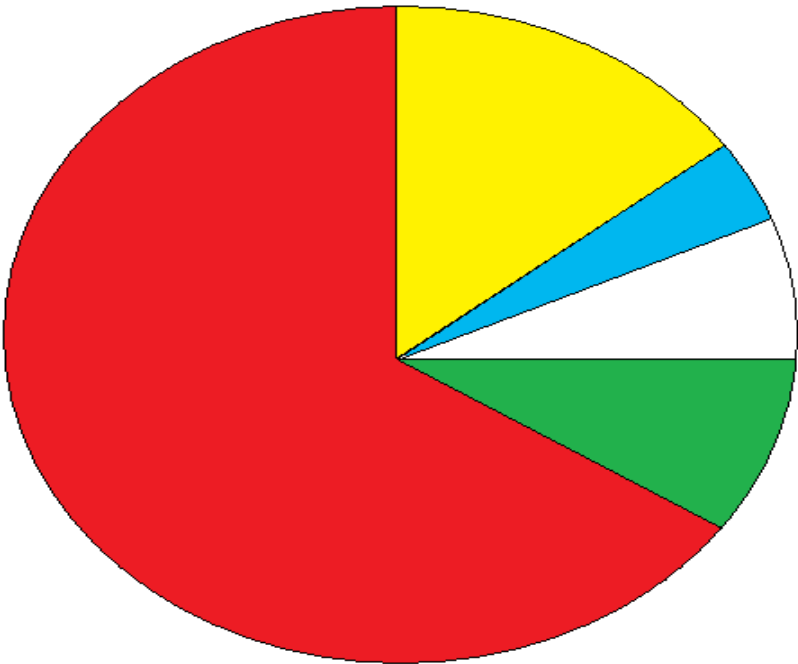


Figure 4PIE CHART

The above piechart shows the results gotten from the respondents,9.8 mean value of the subjects said that they are totally not satisfied,that's the red colum of the pie chart while the yellow colum of the pie chart are the people that said that they are fully satisfied 4.0 total mean value of the subjects.the blue area are the subjects that said that they are satisfied and they are about 1.8 of the total subjects that took part in the survey,the white are the clients that are neutral and they are 2.6 of the total subjects,while the green area are the people that said that they are disssatisfied and they are 3.7 of the population of the people that took part in the survey.

## 4 DISCUSSION

This study has measured patients satisfaction with physiotherapy management for Musculoskeletal condition in the physiotherapy department of UNTH for the first time using a validated specific patient satisfaction questionnaire. The result demonstrated a high level of patient dissatisfaction with physiotherapy in the physiotherapy department of UNTH .They also complained about the location of the facility which they said its not within the reach of people. Patients receiving out patient's services for musculoskeletal condition have several complex conditions that affect their care as regards to satisfaction to physiotherapy interventions, ranging from personal problems, emotional, psychological and various health conditions apart from musculoskeletal conditions. The domains of the questions asked and their response are as follows:

TREATMENT: Treatment in this sense is the application of care in form of drugs, medical advice, counseling and exercise program that could be used to achieve a therapeutic goal and relief from musculoskeletal injury or disorder when compared to the previous researches done by WHO, there is a high rate of dissatisfaction from the patients perspective .50 percent of the subjects said that they are not satisfied with the treatment given to them by the physiotherapist while the rest said that they are partially satisfied. looking at it from the patient centered approach, the treatment are not well tailored in other to suit their needs, and hence they complained that the physiotherapist needed to make some adjustment in terms of treatment in other to suit their individual needs.

PRIVACY: this basically refers to how sensitive information's about the clients should be used or exposed to the public, there should be a high level of care when dealing with clients privacy or information's that concerns their health. 60 percent said that they are totally not satisfied with the level of privacy given to elderly people in physiotherapy department of UNTH. 20 percent showed evidence of not being fully satisfied while the rest did not respond to the issue of privacy. more than half of the patients have showed evidence of not being satisfied with the level of privacy given to them, this is because the bases of almost everything they do is based on disease centered approach, they tends to rely more on scientific or proven results and thereby forget to put the feelings of the patient into consideration. They are human beings and they have right to have some level of privacy in matters that relates to them or their treatment.

CONVINIENCE: Convenience here refers to the way and manner of the hospital management and co-ordination compared to how its suitable to the patients and the general users. When compared to the previous research, there is suppose to be a feedback form that should be offered to the patients at each hospital visits to evaluate the level of convenience and satisfaction of the clients. 75 percent said that they are not satisfied while 16 percent said that they are partially satisfied. Patients centered approach tries to consider the comfort of the patients by trying to get into the patients world and to see things with the patient's eyes rather than relying on professional practice or proven results.

WAITING TIME: Refers to time it takes for a clients to see a therapist or physician 80 percent of the subjects said that they waited for so long before they were attended to while 11 percent said that they are partially satisfied with the waiting time. When compared to the previous researches done by WHO and the one done by Asma Ibrahim, it shows a decline in the satisfaction level of clients as regards the waiting time, they attributed to lack of staffs and suggest that they should employ more staff in other to reduce the waiting time. This goes a long way to show and to prove the reliability and validity of this research, as it is in line with the findings and outcome of the previous research with regards to waiting time.

APPOINTMENT TIME: This is the scheduled time that has been mapped out by the hospital management in other for the therapist or physician to attend to the clients/patients .45 percent of the subjects said that the appointment time wasn't conven-

ient for them,20 percent said that they were satisfied with the appointment time while 26 percent of the subjects said it's not too bad but can still be adjusted. in Europe and in most western part of the world where they try to implement patient centered approach in physical care, the physiotherapist always tries to consider the patients when given them appointment by asking them if it's going to suit their schedule or not, rather than making the appointment without considering the patients.

BILLS: this refers to the actual cost of treatment or services that is given to a client in the course of treatment.59 percent of the subjects said that there were some mistakes in the bill given to them, while 31 said they are satisfied with the bill given to them. The bills should be according to the services and treatment given to them by the therapist. Different individual have different needs and as a result they should bill each client according to his or her needs and that's one of the reasons behind patient centered approach, it sees every individual as a unique person.

COURTEOUS STAFF:this is the act of the staff being considerable and polite in their dealings with the clients and the patients.81 percent of the subjects said that the staffs are not courteous while 11 percent of the subjects said that the staffs are courteous. The staffs should be courteous when dealing with the clients and should take time to listen to them and attend to their individual needs and aspirations rather than generalizing their problems.

The research observed that there is a relationship between emotion and satisfaction, the emotional level of clients in some instances are been linked to their satisfaction level

#### OBJECTIVE ONE

To know whether physiotherapy management satisfies patients with musculoskeletal conditions or not

The result of the study showed a sign of dissatisfaction to the patients as regards to their gross management by the therapist.

#### OBJECTIVE TWO

To know the level of patients satisfaction with physiotherapy management of musculoskeletal condition.

According to the result obtained, its stated clearly that majority of the patients were not satisfied with physiotherapy management of their musculoskeletal condition.

#### **4.1.1 CONCLUSION**

This study measures patient's satisfaction with physiotherapy management of musculoskeletal condition in physiotherapy department of UNTH, UWANI, GARRIKI and OZALLA using validated outcome measure instrument (patient's satisfaction questionnaire)

The outcome of the study demonstrated a high level of dissatisfaction with all components of physiotherapy management.

It also suggest to what extent physiotherapy management has been accepted by the patients and also seen as a means to weigh the performance of physiotherapist in Enugu state and also to help them make some necessary adjustment that bring about perfect and good medical intervention. The outcome of this study can be used by the physiotherapist to improve future patient experience with a view to improve patient attendance and compliance with physiotherapy management protocol for patients with musculoskeletal disorders.

**CHALLENGES:** The research encountered the following challenges

1. **Funding:** the funding of the research was mainly done by the researcher and as a result it wasn't that easy for the researcher to cope with all the expenses incurred during the course of the research
2. **Clients enlightenments:** most of the clients doesn't understand the reason why the research is been done, it took the researcher time to explain to the subjects the reason why the research is been conducted and the importance of the results that will be collected at the end of the research

**AIM ACHIEVED OR NOT?**

The researcher made a huge success in the course of the research but could not really get the whole information the way its suppose to be, the reason is because some of the clients went home with the questionnaire and as result their answers or response might



be influenced by other external factors and hence the result of this research might not really be the same if it should be conducted again by another researcher.

The researcher will not fail to mention that two of the questions were removed by the hospital management based on the fact that they said the question is too personal and can lead to a strained relationship between the hospital and the clients. the two questions are

1. Have you ever been abused in any way by the therapist?
2. What are your major regrets since you start coming to this hospital?

#### **4.1.2 RECOMMENDATION**

The treatment and management of musculoskeletal conditions should be treated with high level of care, each individual should be seen and treated as a unique person rather than generalizing their problems based on what probably worked in the past. the signs and the symptoms should be monitored by the therapist and the patients. The opinion and the view of the patients should be respected and considered when making decisions that concern them.

Treatment: they should adopt the patient centered approach when dealing with the patient and also inculcate the same practice to the upcoming therapist

Privacy: They should also respect the right and feelings of the elderly ones as regards their privacy. The Government should build a separate hospital that will take care of the elderly people alone so that they can be well attended to and also their privacy can also be respected.

Waiting time: They should try and make adjustment as regards the time the clients waits before seeing a therapist and they should adopt the system of “first come first serve” which is been used in the western part of the world today, they can achieve this by purchasing a timing machine that will always give a number to people according to when they arrived the hospital.

Based on the findings of the study, the following recommendation has been preferred.

1. Seminar should be organized to enlighten and encourage the physiotherapist in rehabilitation settings so as to ensure a high level of satisfaction to the patients
2. The department should also organize a program or seminar to sensitize the students on future challenges in clinical practice to always maintain a high standard in management of patients and also to ensure high degree of satisfaction among patients.
3. Nongovernmental organizations should organize a program for the health care sector to emphasize the need to achieve maximum patients satisfaction.

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#### 4.1.4 INDEX

AREA OF SATISFACTION	NO OF PATIENTS	OUTCOME/ANSWER
Treatment	50	they said that they are not satisfied with the treatment given to them by the physiotherapist while the rest said that they are partially satisfied
Privacy	60	they said that they are totally not satisfied.
	20	showed evidence of not being fully satisfied.
	21	they did not respond to the issue of privacy.
Convenience	75	said that they are not satisfied
	16	they said that they are partially satisfied.
Waiting time	80	said that they waited for so long before they were attended to.
	11	said that they are partially satisfied with the waiting time
Appointment time	45	said that the appointment time was not convenient for them

	20	said it was ok for them
	26	said the appointment time is not too bad but can still be adjusted a bit for more convinience.
Bills	59	said that there were some mistake in the bill given to them.
	31	said that the bill were ok and that they are satisfied with the bill
Courteous staff	81	said that the staffs are not courteous
	11	said that the staffs are courteous .



## PATIENT SATISFACTION QUESTIONNAIRE

NAME OF RESEARCHER: CHUKWUANI AUGUSTINE CHIKA

PURPOSE OF RESEARCH: TO INVESTIGATE THE IMPACT OF  
PHYSIOTHERAPIST IN MANAGEMENT OF MUSCULOSKELETAL  
CONDITONS IN ENUGU STATE NIGERIA

NAME OF SCHOOL: ARCADIA UNIVERSITY OF APPLIED SCIENCE

HEAD OF PHYSIOTHERAPY DEPARTMENT: ANISIONWU  
CHIBUEZE

HOSPITAL CODINATOR: OZEH UGOCHUKWU

1. Age of the subject.....
2. Gender.....
3. Height.....
4. Weight.....
5. Nature of sickness(injury).....

### QUESTIONS AND ANSWERS

Please tick the box provided or writes on the spaces accordingly by writing the numbers that best describe your level of satisfaction in the box provided, from 0-5.

1. how satisfied are you with the waiting time?

satisfied    partially satisfied    fully satisfied    not satisfied    totally not satisfied  
                                                                                       

2. what is your level of satisfaction with the physiotherapist communication?

satisfied    partially satisfied    fully satisfied    not satisfied    totally not satisfied

3. what is your level of satisfaction with the instruction and exercises given?

satisfied   partially satisfied   fully satisfied   not satisfied   totally not satisfied  
           

4. what is your level of satisfaction with the facilities and the equipment used?

satisfied   partially satisfied   fully satisfied   not satisfied   totally not satisfied  
           

5. what is the level of improvement since you started the physiotherapy program?

bad   very bad   good   better   best  
           

6. do you think the treatment given is worth the money you spent?

not really good   manageable   not too bad   good   very good  
           

7. are you satisfied with the level of your health condition since you started?

satisfied   partially satisfied   fully satisfied   not satisfied   totally not satisfied  
           

8. can you recommend physical therapy to your beloved ones?

no   not sure   may be   yes  
        

9. do you prefer taking drugs than coming to see a physiotherapist?

yes   no  
  

10. are you satisfied with the type of care they give to elderly people?

satisfied   partially satisfied   fully satisfied   not satisfied   totally not satisfied  
           

11. do you think your main aim of coming to see a physiotherapist will be met?

I don't think so   may be   yes   I don't know

12. what is your cultural belief as regards physical therapy?

negative    positive    mix feeling    none  
                                   

13. are your family members and beloved ones satisfied with the program?

no            to some extent            yes            no idea  
                                   

14. do you think the environment is good enough for your condition?

no            not so bad            yes            very good enough  
                                   

15. do they have facilities that aid easy movement?

no            yes but very few            they have a lot of them  
                       

16. did they give you all the privacy needed?

no            to some extent            yes they did  
                       

17. was the physiotherapist considerate ?

no    to some extent    yes  
                       

18. what is the level of satisfaction with the appointment time given to you?

satisfied    partially satisfied    fully satisfied    not satisfied    totally not satisfied  
                                               

19. were you able to contact the physiotherapy department without any difficulty?

no            not so easy            yes

20. was your appointment cancelled by the physiotherapist?  
no never      yes but once      yes twice or more  
                                           

21. do you notice any improvement in your movement?  
no    yes a little    yes a great improvement  
                         

22. do you notice any relief in areas were you have pains before?  
no                      a little                      a great relief  
                                           

23. do you wish to continue or to stop the exercise?  
I wish to stop                      I wish to continue  
   

24. have you ever heard about physical therapy before?  
no                      yes  
                     

25. do they come to your home to treat you?  
yes                      no  
                     

26. would you come back if you suffer a similar injury?  
no                      may be                      yes  
                                           

In summary, in your own word give a detailed explanation of your experiences and your feelings about the physiotherapist in management of musculoskeletal conditions.

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