

5th International Conference on

PHYSIOTHERAPY

November 27-29, 2017 Dubai, UAE

Patient satisfaction of physical therapy services in West Egypt Health Institutes

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Statement of the Problem: Most Egyptians believe that the care they receive is not the best that medicine and science can provide, despite the fact that our nation spends nearly 4 billion a year on health care, research shows that the quality of health care in Egypt is imperfect and deeply flawed. Quality problems fall into three broad categories underuse: Many patients do not receive medically necessary care, misuse: Each year, millions of Egyptians get the wrong care and are injured as a result, overuse: Many patients receive care that is not needed or for which there is an equally effective alternative that costs less money or causes fewer side effects. The purpose of the study was to determine the degree of patient satisfaction of physical therapy services in a sample of health institutes.

Methodology & Theoretical Orientation: About 1000 patient from different ages were selected randomly from physical therapy departments in different hospitals. Patients were asked to fill in a survey form to measure their degree of satisfaction of the services provided to them. The survey was in Arabic and included 10 questions about the appropriateness of the location of the institute, the location of the PT department, the session's cost, time, availability of equipment, degree of communication between staff members and patients and finally the patient's opinion of the service provided to them. Data were collected and percentage of patient's opinion of services was calculated for each parameter in the questionnaire.

Findings: Results of the study revealed that the most satisfying parameter to patients was the way therapist dealt with them (89%) while, location of health institutes (39%) and shortage of necessary equipment (31%), were the most un satisfying parameters to patients.

Conclusion & Significance: It can be concluded that physical therapy services in Egyptian governmental health institutes need more financial and administrative support from the Egyptian government or civil society in order to improve quality of health service provided to patients.

References

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Biography

Tayseer Younes has her expertise in rehabilitation and passion in improving the health, wellbeing and patient satisfaction. Her passion leads her to perform studies to find out specific barriers upon quality of health care in Egypt. She developed this passion to quality of health care after years of experience in rehabilitation, research, teaching and administration both in hospital and education institutions. As the manager of the out-patient clinic of her institute, finding out these barriers was very important as a step to improve quality of service and reach to optimum level of patient satisfaction. It also opened gateways to further research to generalize results in order to overcome obstacles facing health care in Egypt.

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