

## Satisfaction of Patients with Low Back Pain in Physiotherapy Out-Patient Department

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### Abstract

**Introduction:** Satisfaction of patients related to treatment related to low back pain varies in acute sub-acute and chronic conditions who receive physiotherapy in out-patient department.

**Aim And Objectives:** To find out patient's satisfaction with physiotherapy treatment in patients with acute, sub-acute and chronic low back pain.

**Methodology:** 50 Low back pain patients both male and female between age group of 35-55 years from inclusion criteria were taken for the study. Self-reported Questionnaire was filled by patients. The data was documented and statistically analysed.

**Result:** From all the study overall 77% patients are completely satisfied, 16% are partly satisfied, 8% are not satisfied. In acute LBP 72% were satisfied, in sub-acute LBP 78% were satisfied, in chronic LBP 84% were satisfied.

**Conclusion:** From the result we conclude that the satisfaction of chronic stage patients was high as compare to acute & sub-acute stage. 77% of patients are completely satisfied with the physical therapy care and 8 % are only satisfied

**Keywords:** Patient satisfaction, Low back pain, Physical therapy, Outpatient department

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### I. Introduction

Self-reported questionnaire is used for the study. 50 patients. A sample size consisting of 50 patients coming to the physiotherapy treatment were taken for the study of the project. Patient satisfaction. This is patient's perception towards the service or product in terms of meeting or exceeding their level of expectations<sup>(2)</sup> The decisions of the patients are respected even when they are opposite to the opinion of the professional or the therapist treating to them.

Patients also have the responsibilities towards their rights<sup>(3)</sup> Patients are responsible for providing as much information as possible about their health and problems, medical history and the past treatment. They have rights to ask questions to the therapist when they do not understand medical terminologies or instructions about their plan of treatment. Patients are supposed to adhere to their plan of care. If they are unable or unwilling to comply with it, they should inform their therapist who should explain to them the medical consequences of not following the recommended treatment. In such situations, patients are responsible for the outcomes of not complying with their plan of treatment<sup>(3)</sup>

The lifetime Prevalence of non-specific (common) Low Back Pain is estimated at 60% to 70% in industrialized countries (one-year prevalence 15% to 45%, adult incidence 5% per year in USA<sup>(3)</sup> When patients are not satisfied with the services or treatment provided to them, they give negative opinion & complain to others. This influences them to change hospital or doctor and it will cause a heavy loss to us. On the other hand, satisfied clients spread a positive feedback about services & treatment to others<sup>(3)</sup>

Physiotherapy is commonly used in the conservative/ non operative management of low back pain. Physiotherapists have been involved in the treatment of persons suffering from LBP for decades using various approaches in order to obtain pain relief and restore function. This study was conducted within the framework of the patient satisfaction with health services and infrastructure & services these will be elaborated on in the review of the literature<sup>(3)</sup> A useful property of psychometric analysis of patient satisfaction is to measure the ability of discriminate between different factors affecting satisfaction, namely behaviour of a receptionist, waiting area, concern shown by physical therapist and the advice to avoid future problem<sup>(3)</sup> Low back pain (LBP) is one of the most common health problems affecting people according to studies. McKenzie (1989) and Glaser, Lee and Fehr (2005) state that every person will at least once in his or her lifetime suffer from LBP. In patients with LBP are divided into 3 stages acute, sub-acute & chronic LBP. Acute stage is consider in less than 4 weeks, sub-acute stage is 4-12 weeks & chronic stage is more than 12 weeks.<sup>(4)</sup> Patients with acute stage will be having difference in satisfaction as compare to other two stage patients due to some psychological reasons<sup>(3)</sup> Exercise programs improve the quality of life for the patients suffering from LBP. Therapist should

assist the patient with means to avoid recurrence of LBP and reduce its severity. They should also help in distribution of nutrients into the disc spaces and surrounding soft tissues in the spine. The supplied nutrients assist in maintaining healthy discs, muscles, ligaments and joint of the spine. It is a common problem in the present so patient expect this type of treatment from the therapist. And if therapist fails to give a good treatment patient cannot be satisfied with the treatment and they will spread a negative feedback to others also and it will cause a heavy loss to the organisation<sup>(3)</sup>

Those suffering from LBP are more concerned with empathy from the therapist & the treatment provided to them and getting enough information which will assist them in understanding their problems, prognosis & self-care related to their back pain. This may increase the patients' level of satisfaction which has been seen to correlate moderately with the treatment compliance<sup>(2)</sup>The feedback received from the clients could be used to further improve and develop the services by taking action where specific comments have been made<sup>(3)</sup>

A relationship with good communication & helpfulness between physiotherapist and the patients are important components for a good & successful treatment program. The same information given to patients orally is an added advantage to the successes & good of treatment<sup>(3)</sup>hence we conducted this study to find out Patient satisfaction in Patients with Low back pain.

**Aim:**To find out patient's satisfaction with physiotherapy treatment in patients with low back pain.

**Objective:**

- a. To find out Patient's satisfaction in Acute LBP.
- b. To find out Patient's satisfaction in Sub-acute LBP
- c. To find out Patient's satisfaction in Chronic LBP.

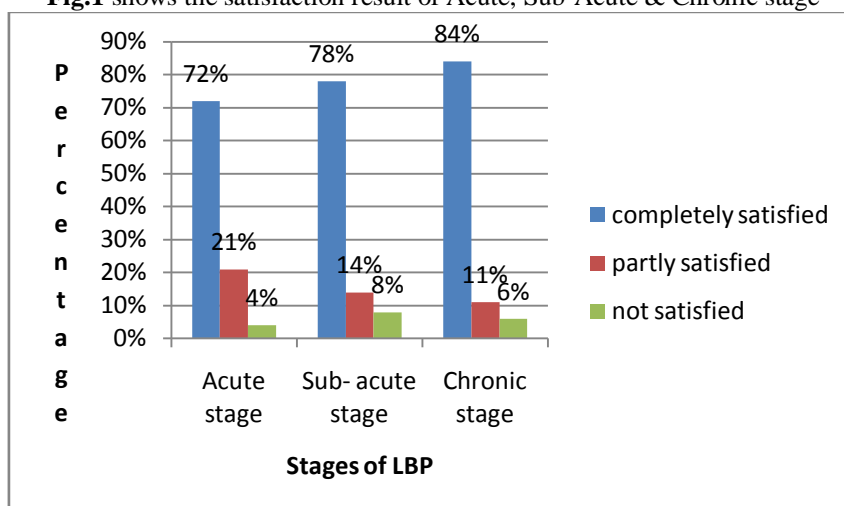
**II. Material And Methodology:**

A sample size consisting of 50 patients coming to the physiotherapy treatment were taken for the study of the project at Dr. D.Y.Patil physiotherapy department. A therapist administered Questionnaire was prepared. Questionnaire consisted of Demographic data & general data including questions on psychological factors, infrastructure & service, treatment protocol. Total 14 questions were asked on a 3 scale answer completely satisfied, partly satisfied, and not satisfied. Consent form was filled by each patient. Therapist was explained patient to tick mark their answers below the appropriate columns. All educated male & female patients with low back pain age between 35 to 55 were included. Hypertensive patients, chronic alcoholic, neurological disability, any recent spine fracture were excluded. Documentation was done according to the stages of the LBP & Data will be subjected for analysis. At the end patient's opinion was taken for the improvement of the department and the physiotherapy treatment in OPD.

**III. Result**

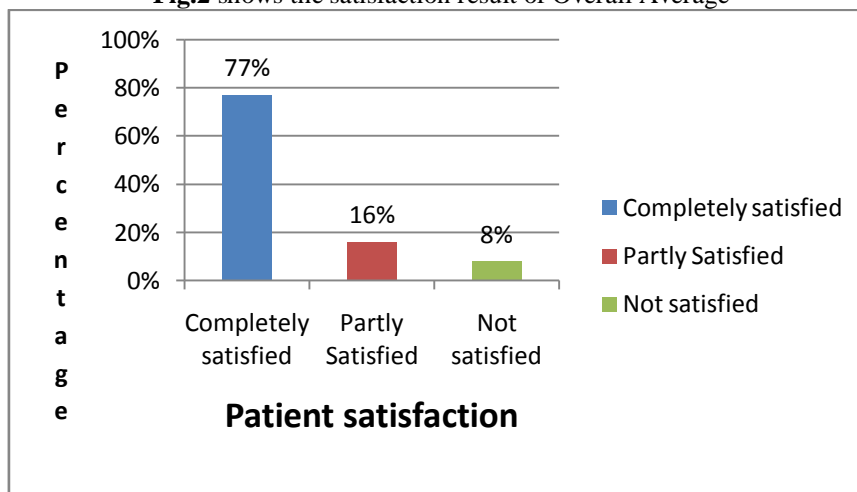
The results demonstrated that patients were more satisfied with the physiotherapy service for LBP and they rated their level of satisfaction as high. The domains in which subjects were tested for satisfaction in psychological factors, Infrastructure & service, & the treatment protocol. In that among 50 patients 79% are completely satisfied, 13% are partly satisfied, and 10% are not satisfied with the psychological factors 71% are completely satisfied, 17% are partly satisfied, and 12% are not satisfied with infrastructure & services 82% are completely satisfied, 17% are partly satisfied, 1% are not satisfied with treatment protocol In Acute LBP 72% patients were completely satisfied, 21% patients were partly satisfied & 4% patients were not satisfied In Sub-acute LBP 78% patients were completely satisfied, 14% patients were partly satisfied & 8% patients were not satisfied. Chronic LBP 84% patients were completely satisfied, 11% patients were partly satisfied, 6% patient were not satisfied. From all the study overall 77% patients are completely satisfied, 16% are partly satisfied, 8% are not satisfied.

Fig.1 shows the satisfaction result of Acute, Sub-Acute & Chronic stage



Interpretation- 72% were completely satisfied in Acute stage 78% in sub-acute & 84% in chronic stage

Fig.2 shows the satisfaction result of Overall Average



Interpretation- 77% patients were Completely satisfied.

#### IV. Conclusion

From the result we conclude that the satisfaction of chronic stage patients was high as compare to acute & sub-acute stage. 77% of patients are completely satisfied with the physical therapy care and 8 % are only satisfied.

#### V. Recommendation

- Improve infrastructure & services provided in department like water facility, changing room, waiting area for the patient
- Train administrative staff for communication skills.
- Improve quality of care provided to a patient.
- Provide a home protocol for the patient.
- This study can be conducted in different physiotherapy outpatient department.

#### Acknowledgment

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