

Expectation of patients from physiotherapist

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Objective: To determine expectation of patients from physical therapist.

Methodology: In this cross-sectional study, a questionnaire was used to collect information from 1008 patients receiving physiotherapy treatment from September 2015 to February 2016 from tertiary care hospitals of Islamabad.

Results: It was found that 84.1% (848) patients expected to explain the precautions, 65.7% (662) expected the physiotherapist to ask about improvement, 60.2% (607) definitely expected the physiotherapist to perform tests and investigations, 48.8% (492) rather expected the

physiotherapist to perform physical examination and 1% patients did not expect the physical therapist to give choice regarding the exercise.

Conclusion: Patients have high to moderate expectations from the physiotherapist. Most of the patients highly expect from the physiotherapist to perform the investigations and tests relative to patient condition and patients fewer expectations from physiotherapists are to discuss the performed treatment. (Rawal Med J 201;42:169-171)

Key words: Expectations, physiotherapist, physical therapy.

INTRODUCTION

Physical therapy is a dynamic profession with widespread clinical application in the restoration, maintenance and promotion of optimal physical function.¹ It improves the mobility, physical functioning as well as high intensity exercises have more positive effects as compare to low intensity exercises.² Physical therapists are the health care professionals who increase the optimal health of the patient and independence of the patient through different manual exercises and electrical devices. Physical therapy is frequently used in the management of chronic musculoskeletal pain.³

The most important expectations of physiotherapists from patients are patient's behavior and trust and to take an active part in rehabilitation. Patient expectations from physiotherapists are to explain the disease, maintain confidentiality, explain the treatment and precautions. Expectations are essential part of psychosocial makeup of patient and psychosocial issues influence the outcome of treatment. In other words expectations impact on outcome.⁴ Expectations of patients are different as compared to physical therapist's

expectations.⁵ Public practice is different as compared to private practice.^{6,7} The aim of this study was to determine expectation of patients from physical therapist

METHODOLOGY

Study design of this survey was cross-sectional survey and sampling technique was convenient sampling and 1008 patients were included. Patients who needed physiotherapy and were referred to physical therapy department were included in the study. Data were collected from National Institute of Rehabilitation, Islamabad and home care patients. The duration of study was six months from September 2015 to February 2016. The measurement tool of this survey was Questionnaire about expectations from physiotherapist (QEPP).

RESULTS

Out of 1008 patients, 57.9 % (584) were male and 42.1% (424) female. The Fig. 1 shows the top 5 expectations of patients from physiotherapist while Fig. 2 shows the lowest 5 expectations of patients from physiotherapist.

Fig. 1. Top five expectations of patients from physical therapists.

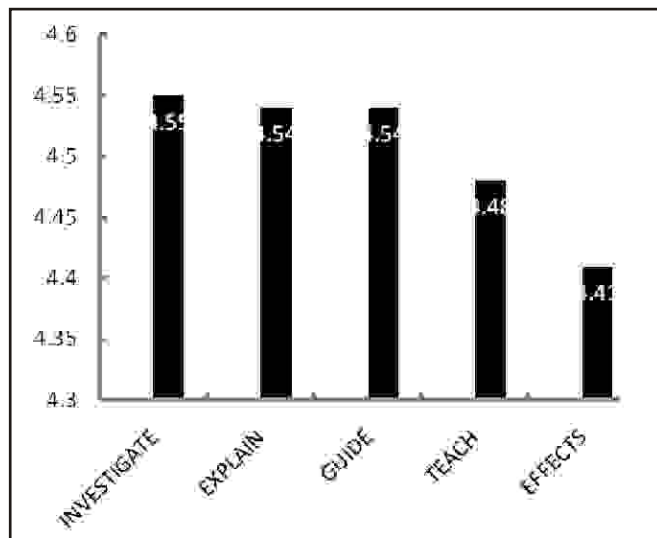
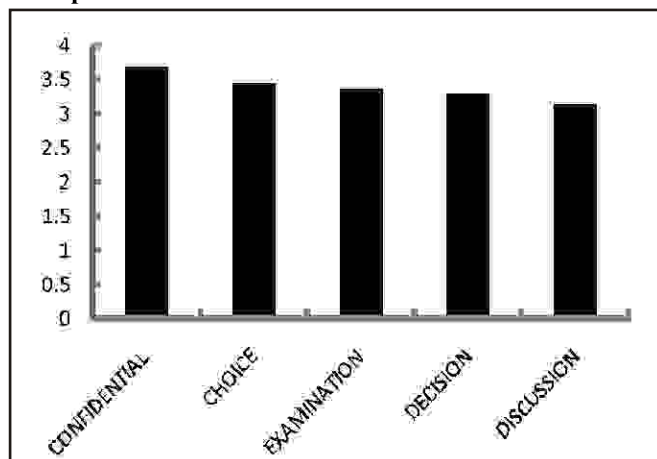


Fig. 2. Least five expectations of patients from physical therapist.



DISCUSSION

We showed that patients have high expectations from the physiotherapists. These vary according to their own interests, some patients highly expected that physical therapist explain the precautions. Expectations of the physiotherapists and their patients affect the treatment choice.⁸The survey showed that highest expectations of patients that they want from physiotherapists to investigate or perform test that are necessary and help the patients to do their activity of daily livings. Patients' expected that physiotherapists guide the patients properly and tell them about their disease,

prognosis, complications and prognosis so patient co-operate and can prevent them from activities that can enhance the problem.

The expectations of patients, physiotherapist and caregivers vary time to time. A study on stroke patients in acute stage, first priority of the patients was the functional abilities as using the hands and feet while the caregivers and physiotherapist first priority was self-care problems. After acute stage, the patient's first priority was to being in same health care before condition while the physiotherapist and caregiver's first priority was functional abilities.⁹

Patients' expect from the physiotherapists that they kept their problem confidential and do not discuss with others. Patients expectation are less from physical therapists that they do not give choice to the patients to perform exercises and made plan that can give benefit to the patients. We found that patients need physiotherapist do their physical examination if necessary and tell them about their effects that how physiotherapy can reduce the problem and enhance the functional capacity of patients.

The agreement between expectations of patients and physiotherapists is not better than fair so it is important for physiotherapists to make efforts for specific expectations of patients to achieve better outcome.¹⁰The physiotherapists should develop the mutual trust between the profession and society that respond to social needs for health and wellness. They should participate in political activities and understand current community wide, nationwide and worldwide issues to promote the health.¹Limitations of the study include short duration of time and limited financial resources.

CONCLUSION

The patients have high to moderate expectations from the physiotherapist. Most patients expect the physiotherapist to perform the investigations and tests relative to patient condition and patients least expectations from physiotherapists are to discuss the performed treatment.

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