

Quality of Physiotherapy services in Orthopedic wards of private and public sector hospitals

Shabana Ashraf¹, Fatima Tariq², Shoaib Waqas³, Wardah Naeem Malik⁴, Hafiza Sana Amin⁵, Fatima Shahid⁶, Maheen Anwaar⁷

¹ Lecturer at Akhtar saeed medical and dental college, Lahore, Pakistan

² Lecturer at MARS institute of health sciences Lahore, Pakistan

³ Associate Professor, Lahore College of Physiotherapy, LMDC, Lahore, Pakistan

⁴ Physiotherapist, Hijab clinic Johar town Lahore, Pakistan

⁵ Physiotherapist, Mobility Quest Cantt Lahore,, Pakistan

⁶ Lecturer at MARS institute of Health sciences Lahore , Pakistan

⁷ Lecturer at MARS institute of Health sciences Lahore, Pakistan

Author's Contribution

¹Conception and design, Collection and assembly of data, ¹Analysis and interpretation of the data, ¹Critical revision of the article for important intellectual content, ¹Statistical expertise ¹Final approval and guarantor of the article.

Article Info.

Received: Jan 24, 2021

Acceptance: Nov 11, 2021

Conflict of Interest: None

Funding Sources: None

Address of Correspondence

Dr Shabana Ashraf

Email Id: drshabana825@gmail.com

ORIC Id: [0000-0002-7703-6592](https://orcid.org/0000-0002-7703-6592)

Cite this article as: Ashraf S, Tariq F, Waqas S, Malik WN, Amin HS, Shahid F, Anwaar M. Quality of Physiotherapy services in Orthopedic wards of private and public sector hospitals. JRCRS. 2021; 9(2):62-65. DOI: [10.53389/JRCRS.2021090205](https://doi.org/10.53389/JRCRS.2021090205)

A B S T R A C T

Objective: To determine the GAPS model of service quality is a framework which helps in understanding the customer's satisfaction.

Methodology: This observational cross sectional study comprised of 400 patients. The study was accomplished in four hospitals in Lahore, Ghurki Trust and Teaching Hospital Lahore, Sheikh Zayed hospital Lahore, mayo hospital Lahore, Ittefaq hospital Lahore. The study was completed in six months after approval of synopsis. Modified SERVQUAL questionnaire based on service quality gap model was used in this study. **Results:** The results of the study shows that 41.24% of the people are not satisfied 40% of the patients are satisfied and remaining 18.75% people are disinterested with the quality of physiotherapy services in orthopedic wards of private and public sector hospitals in Lahore, Pakistan.

Conclusions: The findings of the study indicate that there is a GAP in patient's expectations and perception in quality of physiotherapy services in private and public sector hospitals in Lahore, Pakistan .and quality of physiotherapy services in orthopedic wards of private hospitals is better than physiotherapy services provided in orthopedic wards of and public sector hospitals.

Keywords: Quality of physiotherapy services, GAPS, SERVQUAL, Private and public sector hospitals.

Introduction

Human lives have vital and serious impacts on the service quality of the healthcare sector. Meanwhile, it is the duty of the establishments to consider all the perceptions and expectations of the patient's regarding the quality of services offered in a healthcare sector. A study conducted in Turkey aims for the same thing, as it assesses the quality of healthcare services. The results of the study indicated that there is a

resultant negative score in the outcome which clearly depicts that patient are not completely satisfied with the quality of services provided by the healthcare sector.¹ GAP model; there are 5 types of GAPS, in the quality of physiotherapy services provided by orthopaedic wards in private and public hospitals in Lahore, Pakistan. Therefore, the hospital administration were suggested to amend the quality of services.²

Quality of service is one of the important factors that influence the success of enterprises operating in the health sector. Parasuraman et al has described the model of service quality and since that this model is rapidly used for assessment of services in all the health care sectors, considering it as an important tool of quality of services. A model point out that patient's quality perception has effected due to five types of GAPS. These GAPS are basically originating due to the services providers, hospital management or high expectations of the patients. Service quality is a function of perception and expectations. This can be explained as $sq = p - e$, sq = service quality, p = performance perception and e = service quality expectation.³

GAP score can easily be extracted from the resultant answers of the patients just by subtracting the expectations from the perception. The resultant negative score is telling that expectations are not met at all and resultant positive value tells that the expectations of the patients are same as perception of the patients.⁴ Service quality dimensions (tangibles, reliability, responsiveness, assurance and empathy) of SERVQUAL instrument proved to be reliable, valid and appropriate.⁵

Public sector hospitals generally have a wide difference between the patient's expectations and patient's perceptions, while private hospitals have this difference a very narrow one. For accessing the different physiotherapy services a research was conducted whose results indicated that the results of the score were although negative but the physiotherapy services were highly appreciated by the patients. The results of the study also showed that some dimensions in the SERVQUAL require more consideration than others⁶ The current study aims to find the quality of physiotherapy services in orthopedic wards of private and public sector hospitals

Methodology

Data for this observational cross sectional study was collected from 400 patients aged between 30-50years, both male and female patients from two private and two public sector hospitals 4 settings namely Ghurki Trust and Teaching hospital and Ittefaq hospital were the private hospitals and Sheikh Zayed hospital and Mayo hospital, Lahore, Pakistan were the government sector hospitals from were 100 for each hospital.

The data was collected from patients after their consent. First the patients were asked to fill the modified servqual questionnaire according to their expectations and subsequently after their physiotherapy session, the patients were asked to fill the same modified servqual questionnaire about their perception regarding the quality of physiotherapy services in orthopedic ward of hospital. The dimensions in the

modified servqual questionnaire were accessed by using 5 point "likert-type scale" which were ranked from "strongly disagree" to "strongly agree", having highest 5 score for strongly agree and minimum 1 score for strongly disagree. After subtracting the resultant score of expectations from the resultant score of perception for all patients, the difference (GAP) was concluded to identify the underperformance in the services. The five points on "likert-type scale" were helpful for a steadfast analysis of level of quality services. The questionnaire provided to the patients was a modified SERVQUAL questionnaire consists of 22 items. The validity and reliability of the questionnaire has already been granted in previous studies.⁷

The data was analyzed using SPSSv20.chi square test was used for comparing two variables and p value less than 0.05 was considered highly significant. The sample size was calculated by using below mentioned formula $N + Z^2 \cdot \frac{1-p}{p} = Z^2 \cdot \frac{1-p}{d^2}$

Results

The results of this study shows that expectations of all (100%) patients were 100% while the perception of 41% patients were not met ,40% patients were satisfied and 17% patients were unbiased regarding services of physiotherapy in orthopedic wards of private and public sector hospitals. Another important result extracted from the study is, 80% patients of private hospital were satisfied and 20% patients were unbiased while 0% of the patients were unsatisfied from the quality of physiotherapy services in orthopedic ward. Comparison to public sector hospital where 82.5% were unsatisfied and 17.5% were unbiased and 0% of the patients were satisfied with the quality of physiotherapy services in orthopedic wards.

Specification system: The categorization of the patients was done according to the below mentioned table, which is based on the overall score obtained by the patients.

Obtained score	1-22	23-44	45-66	67-88	89-110
Servqual status	Strongly disagree	disagree	Neutral	Agree	Strongly agree

The above mentioned table is telling that patients who's SERVQUAL scale score from 1-22 are strongly agree, who scores from 23-44 are disagree, who scored 45-66 are neutral, who scored 67-88 are agreed and who scored between 89-110 are strongly agreed with quality of physiotherapy services in orthopedic wards of private and public sector hospitals.

The table I is showing that patients in private sector hospitals are 40% satisfied (agree and strongly agree) out of

50% patients of private sector hospital while only 10% of them are neutral regarding physiotherapy services in orthopedic wards. Comparatively patients of the government sector hospital are 0% agree and 41% out of 50% patients are disagreed (disagree and strongly disagree) and remaining 9% are neutral regarding physiotherapy services in orthopedic wards.

Figure 1 is a bar chart drawn between the patients of orthopedic wards of private and public sector hospital, showing that public sector hospital's orthopedic ward patients are more disagree and strongly disagree with the quality of physiotherapy services.

Table II is a cross table between the perception of 2 age group patients i.e; 30-40 (group 1) and 41-50 (group 2). The table is clearly telling that only 36% patients of group 1 are satisfied (agree and strongly agree) while group 2 patients who are more aged than group 1 are 44% satisfied (agree and strongly agree) with the quality of physiotherapy services in orthopedic wards.

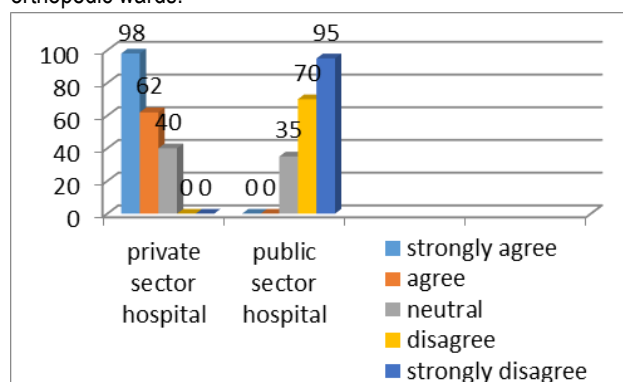


Figure 1 Perception of patients

Discussion

The study provided a clear answer to the research question of whether the quality of physiotherapy services in orthopedic wards of private and public sector hospitals is satisfactory or not and the findings of the study showed that quality is not satisfactory as there was always a GAP which lied between the perception and expectations of the patients.

Moreover, the results and findings of the study were corroborated with the previously conducted study in 2013 by Nasaruddin and Co who concluded that the quality of the services provided should be improved in order to meet the expectations of patients, especially in public sector hospitals.¹ The current study is also emphasises that the quality of physiotherapy services is not satisfying the patients.

Another study completed in 2017 is declaring that the public sector hospitals have generally a wide difference between the patient's expectations and patient's perceptions while private sector hospitals have this difference a narrow one. The study also showed that some dimensions in SERVQUAL require more consideration than others like assurance and empathy require more attention.⁶ The results of current study is showing that level of satisfaction of patients in orthopedic wards of private and public sector hospitals is not obtained which private sector hospital's orthopedic ward's patients are comparatively less annoyed. The research opens the gates for new researchers with different questions.

Conclusion

The findings of the study indicate that there is a GAP in patient's perception and expectations in quality of physiotherapy services in orthopedic wards of private and

Table I: Hospital*perception cross tabulation

	Perception						Chi square test	
	Strongly agree	Agree	Neutral	Disagreed	Strongly disagree	Total	Chi Square value	p-Value
Private sector hospitals	98	62	40	0	0	200	330	0.00
Public sector hospitals	0	0	35	70	95	200		
Total	98	62	75	70	95	400		
Percentage	25%	15%	19%	17%	24%	100%		

Table II: Perception age cross tabulation

	Perception					Total	Chi square test	
	Strongly agree	agree	neutral	disagree	Strongly disagree		Chi square	p-value
Age 30-40	51	30	40	40	59	220	370	0.04
41-50	47	32	35	30	36	180		
Total	98	62	75	70	95	400		
Percentage	25%	15%	19%	17%	24%	100%		

public sector hospitals in Lahore, Pakistan. While private sector hospital's orthopedic wards have the GAP comparatively narrow one.

Acknowledgement: This study topic selection and final execution of the study was done with the help of Zahid Mahmood Bhatti He has helped in providing writing assistance and data entry.

References

1. Lee YC, Wang YC, Chien CH, Wu CH, Lu SC, Tsai SB, Dong W. Applying revised gap analysis model in measuring hotel service quality. SpringerPlus. 2016 Dec;5(1):1-4.
2. Behdioğlu S, Acar E, Burhan HA. Evaluating service quality by fuzzy SERVQUAL: a case study in a physiotherapy and rehabilitation hospital. Total Quality Management & Business Excellence. 2019 Feb 17;30(3-4):301-19.
3. Parasuraman A, Zeithaml VA, Berry LL. A conceptual model of service quality and its implications for future research. Journal of marketing. 1985 Sep;49(4):41-50.
4. Peprah AA, Atarah BA. Assessing patient's satisfaction using servqual model: A case of sunyani regional hospital, Ghana. International Journal of Business and Social Research (IJBSR). 2014 Feb;4(2):133-43.
5. Al-Borie HM, Damanhour AM. Patients' satisfaction of service quality in Saudi hospitals: a SERVQUAL analysis. Int. J. Health Care Qual. Assur.. 2013 Jan 4.
6. Kwateng KO, Lumor R, Acheampong FO. Service quality in public and private hospitals: A comparative study on patient satisfaction. Int. J. Healthc. Manag. 2017 Oct 26.
7. Nourai Sajou S, Ansari H, Asgari Ashtiani AR. Investigation of Quality Gap in Physiotherapy Services in Public Clinics in Zahedan City, Iran Using SERVQUAL Model. Physical Treatments-Specific Physical Therapy Journal. 2017 Jul 10;7(2):63-70.

Copyright Policy

All Articles are made available under a Creative Commons "**Attribution-NonCommercial 4.0 International**" license. (<https://creativecommons.org/licenses/by-nc/4.0/>). Copyrights on any open access article published by *Journal Riphah college of Rehabilitation Science (JRCRS)* are retained by the author(s). Authors retain the rights of free downloading/unlimited e-print of full text and sharing/disseminating the article without any restriction, by any means; provided the article is correctly cited. JRCRS does not allow commercial use of the articles published. All articles published represent the view of the authors and do not reflect the official policy of JRCRS