

ASSESSMENT OF PATIENT SATISFACTION AND QUALITY OF CARE AMONG PATIENTS RECEIVING PHYSIOTHERAPY CARE IN OYO STATE, NIGERIA

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Objectives: Patient-centred care is the involvement of patients in their healthcare decisions. This improves patients' satisfaction and perception of the quality of care they receive. This study therefore aimed to assess the level of patient-centered care and their determining factors among patients undergoing physiotherapy in Oyo State, Nigeria.

Methods: This cross-sectional study enlisted 162 Physiotherapy out-patients, selected randomly from four selected hospitals in Oyo state, Nigeria. Previously-validated Patient Satisfaction Assessment Questionnaire and Quality of Care Assessment Questionnaire, were used. Descriptive statistics of mean, frequency and percentages were used to summarize data; inferential statistics of Chi-square, Kruskal-Wallis, and Spearman-rank correlation tests were used to analyze the data using SPSS version 21, with <0.05 .

Results: There were more female participants; and most participants were within 45 to 71 years. Most participants (86%) were very satisfied with their healthcare; this was not influenced ($p>0.05$) by their socio-demographic characteristics (gender, age, educational status, religion, relationship and employment status). Majority (72%) of participants reported to have received good quality care, and this was significantly associated only with their age ($p=0.006$). Furthermore, the level of satisfaction and perception of quality of care were similar across the hospitals ($p=0.162$). Moreover, there was significant positive correlation between patient satisfaction and quality of care ($p=0.000$).

Conclusions: The level of patient satisfaction and quality of care received by physiotherapy patients was perceived as high across hospitals in the state. This revealed the level of physiotherapy patient-centered care as at the study period. This assessment should be replicated annually for quality assurance and policy review and improvement.

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