

Evaluating patient's attitude towards being assessed and treated by undergraduate Physiotherapy students in a Medical College

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Abstract

Clinical Placements are integral components of the education of students who are training to become health care professionals. Patient's satisfaction is vital component in the evaluation of health care outcomes, particularly in the area of rehabilitation. The purpose of this study was to evaluate inpatient attitude towards being assessed and treated by undergraduate physiotherapy students at VSPM College of physiotherapy and Lata Mangeshkar Hospital.

50 inpatient of age ranging between 15-64 years were asked to fill up the questionnaire.

1) Consent and Supervision: Result for this domain is positive with only two questions having negative response. In question number 1 -we got 100% negative response with all 50 patients saying NO and for question number 4-84% saying NO and 16% saying YES. 2) Standard of Care: Result for this domain is positive where every question had positive feedback. 3) Personal Feelings: Result for this domain is positive with only one question having negative response. The question for which we got negative response is question number 16 for which 62% saying YES and 38% saying NO. 4) General Comments: Result for this domain is positive where every question had positive feedback.

In our study we found that although the hospital lacks in taking written consent before students assessing and treating patients but patients have high level of confidence, trust, and satisfaction among the students treating them. They feel comfortable while communicating with medical students. In spite of being a rural area there are no cultural or gender issues.

Keywords: Patient's attitude-Standard of care-Patient's satisfaction

Introduction

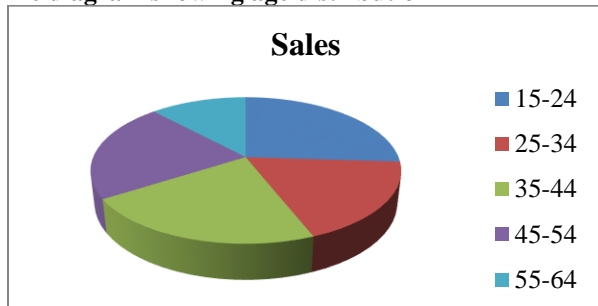
The education of a medical student can be divided into academic section and clinical placements. Of which clinical placement are integral component of the education of students who are going to be the health care professionals.⁽¹⁻⁴⁾ The timing, duration and content of these clinical placements varies between faculties and educational institutions, but usually includes students assessing and treating a variety of patients. It is often difficult to find sufficient and appropriate clinical placements for students, which has led to a growth in simulation based education.^(1-3,5) Nevertheless, face to face interaction between the health care students and patients is still considered an essential part of training. As this face to face interaction will help physiotherapy students develop interpersonal skills which will help them in future during their clinical practice. An important consideration in this interaction is patient's attitude towards being assessed and treated by physiotherapy students. Hence, it is a vital component in the evaluation of health care outcomes, particularly in area of rehabilitation where it can influence the success of rehabilitation.⁽⁶⁻¹⁴⁾ Thus there is need for evaluating patient's attitude towards being assessed and treated by physiotherapy undergraduate student.

Materials and Method

The study was a survey based on questionnaire. The study was done at VSPM College of Physiotherapy and Lata Mangeshkar Hospital, Nagpur, India. 50

inpatient [23 females, 27 males] from Orthopedic, Cardiology, Pulmonary and General Surgery department were targeted with age ranging between 15-64 years. Duration of study was 12 months. Sampling method used was sample of convince. Objective of study is to measure the percentage analysis of patient feedback in following domain: 1) consent and supervision. 2) standard of care. 3) personal feelings. 4) general comments. Questionnaire⁽¹⁵⁾ is valid, reliable and standardized questionnaire. The questionnaire was divided into following domain- 1) consent and supervision. 2) standard of care. 3) Personal feelings. 4) General comments. The inclusion criteria was - Inpatient who receive assessment and treatment by undergraduate physiotherapy student in departmental wards of ---Orthopedic, Cardiology, Pulmonary & General Surgery were included in the study. The Exclusion criteria was-patients having Language barrier while filling up the questionnaire were excluded from the study, Outpatients, patients with known psychiatric disorders, Patients from intensive care unit were also excluded. Permission from Ethical Committee to carry out the study was taken. All the patients were well explained about the study and their written consent was taken. Survey Questionnaire was explained to all the subjects. Subjects was asked to fill survey questionnaire on their own. The data was collected and analyzed. Data analysis: Statistical analysis was done by using EPINFO - software version 6. Data was analyzed by % analysis test.

Pie diagram showing age distribution



Results

Consent and Supervision

Questions:

1. Did a qualified physiotherapist or student supervisor ask for your consent to have a student assess and treat you?

Yes No Unsure

2. Did the verbal consent provide you enough information about what physiotherapy treatment would involve?

Yes No Unsure

3. Did you feel you could have discontinued your treatment session with the Physiotherapy student. If you were not satisfied with the treatment they Provided?

Yes No Unsure

4. Did the student supervisor introduce herself/himself to you?

Yes No Unsure

5. Do you think the level of supervision that the student received from their supervisor was sufficient?

Yes No Unsure

Table showing frequency of response for question under

Consent and Supervision

	No	%	Unsure	%	Yes	%
Ques 1	50	100	0	0	0	0
Ques 2	11	22	18	36	21	42
Ques 3	6	12	9	18	35	70
Ques 4	42	84	0	0	8	16
Ques 5	0	0	0	0	50	100

Result of consent and supervision domain is positive with only two questions having negative response

We receive negative feedback when patients were asked –

- Did a qualified physiotherapist or student supervisor ask for your consent to have a student assess and treat you?
- Did the student supervisor introduce herself/himself to you?

Standard of Care

6. Do you think you received a high standard of care from the physiotherapy student?

Yes No Unsure

7. Do you think you received more attention and better care from a physiotherapy student than you would have received from a qualified physiotherapist?

Yes No Unsure

8. Did you find the treatment session from the physiotherapy student too long?

Yes No Unsure

9. Did the physiotherapy student explain your physiotherapy treatment in a way you could understand?

Yes No Unsure

10. Did the physiotherapy student push you hard enough?

Yes No Unsure

11. Did the physiotherapy student help you identify goals that would help you get home?

Yes No Unsure

12. Was the area were you received physiotherapy treatment neat and clean?

Yes No Unsure

Graph showing frequency of response for standard of care

	No	Percent	Unsure	Percent	Yes	Percent
Ques 6	0	0	0	0	50	100
Ques 7	24	48	3	6	23	46
Ques 8	41	82	1	2	8	16
Ques 9	0	0	0	0	50	100
Ques 10	0	0	0	0	50	100
Ques 11	0	0	0	0	50	100
Ques 12	0	0	0	0	50	100

Result of standard of care domain was positive where every question had positive feedback When asked to patient question no 7-“Doyou think you received more attention and better care from a physiotherapy student than you would have received from qualified physiotherapist?” we got mixed response with 48% Saying NO and 46% saying YES and only 6% said they were unsure.

Personal Feelings

13. Did being treated by a physiotherapy Student makes you feel embarrassed?

Yes No Unsure

14. Was the physiotherapy student kind, Caring, and courteous?

Yes No Unsure

15. Were your privacy, dignity, and Comfort considered by physiotherapy Student?

Yes No Unsure

16. Did being seen by a physiotherapy Student make you feel like a guinea pig?

Yes No Unsure

17. Do you think that the physiotherapy student was too young to really understand all that was happening to you as a result of your condition?

Yes No Unsure

18. Were there any cultural or gender issues in your relationship with the physiotherapy student?

Yes No Unsure

Graph showing frequency of response for personal feeling

	No	Percent	Unsure	Percent	Yes	Percent
Ques 13	50	100	0	0	0	0
Ques 14	0	0	0	0	50	100
Ques 15	0	0	0	0	50	100
Ques 16	19	38	0	0	31	62
Ques 17	46	92	1	2	3	6
Ques 18	50	100	0	0	0	0

Result of personal feeling domain was positive with only one question having negative response.

The negative response was obtained when asked "Did being seen by a physiotherapy student make you feel like a guinea pig?" And 62% said yes they do.

General Comments

19. Were you confident that your medical/personal details and information you shared with the physiotherapy student would be kept private and confidential?

Yes No Unsure

20. Were you confused about who to report to about your condition (i.e. the qualified physiotherapist or physiotherapy student)?

Yes No Unsure

21. Based on your experience, would you agree to be seen by a physiotherapy students in the future?

Yes No Unsure

Graph showing frequency of response for general comments

	No	Percent	Unsure	Percent	Yes	Percent
Ques 19	0	0	0	0	50	100
Ques 20	41	82	0	0	9	18
Ques 21	3	6	9	18	38	76

Result of general comment domain was positive where every question had positive feedback.

Discussion

Question 1: Did a qualified physiotherapist or student supervisor ask for your consent to have a student assess and treat you? We got 100% negative response. While the study which was performed in Nova got mixed response for the same question.

Question 2: Did the verbal consent provide you with enough information about what physiotherapy treatment would involve? We got a mixed response with 42% said yes and 22% said no and 36% said unsure. We can see that hospital management needs to work on this aspect more efficiently. In the parent study maximum patient gave positive response for this question.

Question 3: Did you feel you could have discontinued your treatment session with the Physiotherapy student. If you were not satisfied with the treatment they Provided? we got a highly positive response were 70% yes thus we can see that patient were actively involved in the planning as well as execution of treatment patients here feel confident and can communicate comfortably and easily with hospital staff. Parent study too got positive response.

Question 4: Did the student supervisor introduce herself/himself to you? We got negative response were 84% said no. The study performed in Nova got highly positive response for this.

Question no 5: Do you think the level of supervision that the student received from their supervisor was sufficient? We got a highly positive response of 100%. The parent study got 97% of positive response for this.

Question 6: Do you think you received a high standard of care from the physiotherapy student? All the 50 patients said yes thus showing patients are highly satisfied from the standard of care they receive same results were obtained in parent study.

Question 7: Do you think you received more attention and better care from a physiotherapy student than you would have received from a qualified physiotherapist? We got a mixed response were 46% said yes and 48% said no thus showing patient are highly satisfied with student assessment and treatment. As students could spent more time with patients compare to that of qualified physiotherapist. In the study done in Nova 54% answer by saying NO to the question

Question 8: Did you find the treatment session from the physiotherapy student too long? We got positive response were 82% said no. These imply that physiotherapy students are clear about exact goals of management and treatment rendered is crisp. Even the parent study gave positive response.

Question 9: Did the physiotherapy student explain your physiotherapy treatment in a way you could understand? We got 100% positive responses. Showing

that explanation about the disease process given by student was adequate and clear. Similar responses were seen in parent study.

Question 10: Did the physiotherapy student push you hard enough? Here all 50 patients said yes. The physiotherapy student were motivating and encouraging having empathetic approach towards patients. Similar results were seen in parent study.

Question 11: Did the physiotherapy student help you identify goals that would help you get home? All 50 patients said yes which means that physiotherapy students have clear treatment plan including both short term and long term goals. Even the parent study showed positive response.

Question 12: Was the area where you received physiotherapy treatment was neat and clean? We got 100% positive response and all said yes. As nursing care and housekeeping departments are working in a satisfactory commence. Parent study too got positive response.

Question 13: Did being treated by a physiotherapy student make you feel embarrassed? We got 100% positive response. Parent study also showed positive response.

Question 14: Was the physiotherapy student kind, caring, and courteous? All patients said yes the physiotherapy student was kind, caring, and courteous. The parent study too showed positive response.

Question 15: Were your privacy, dignity, and comfort considered by physiotherapy student? All 50 patients said yes. The parent study too showed positive response.

Question 16: Did being seen by a physiotherapy student make you feel like a guinea pig? We got negative response were 62% said yes and only 38% said no. While the parent studies got highly positive response with 98% answering No to the question.

Question 17: Do you think that the physiotherapy student was too young to really understand all that was happening to you as a result of your condition? We got positive response were 92% said no. Hence this is clear that physiotherapy students have mature approach towards patient. Even the parent study showed positive response.

Question 18: Were there any cultural or gender issues in your relationship with the physiotherapy student? In spite of being a rural area, here there are no cultural or gender issue between physiotherapy student and patient and we got 100% positive response. Even parent study showed positive response.

Question 19: Were you confident that your medical/personal details and information you shared with the physiotherapy student would be kept private and confidential? We got 100% positive response thus showing high level of confidence of patients for physiotherapy students. Hence it can be said that confidentiality of patient's personal information is maintained. The parent study too got positive response.

Question 20: Were you confused about who to report to about your condition (i.e. the qualified physiotherapist or physiotherapy student)? Here 82% said no they were not confused about whom to report to about their condition. Even the parent study showed positive response for this condition.

Question 21: Based on your experience, would you agree to be seen by a physiotherapy students in the future again? Here majority of patients i.e. 76% said yes. Thus we could say that higher level of satisfaction of patients towards physiotherapy student was found. The result of parent study is concurrent with present study.

Conclusion

The study aimed to evaluate patient's attitude towards being assessed and treated by undergraduate physiotherapy students in medical college under domain of consent and supervision, standard of care, personal feelings and general comment.

We found that although the medical college lacks in taking written consent process before students assessing and treating patients but patients have high level of confidence, trust, and satisfaction among the students treating them. They feel comfortable while communicating with medical students. In spite of being a rural area there are no cultural or gender issues while treatment procedure.

Impact

From our study we found that patients had positive attitude towards undergraduate physiotherapy students while assessment and treatment procedure in the Lata Mangeshkar Hospital.

Limitations

Patients who had language barrier for the questionnaire were not included in the study.

Future implications

The study should be done in different hospitals of urban areas as well.

Acknowledgements

To begin with, we would like to express our gratitude and appreciate towards our institutions VSPM College of physiotherapy, Digdoh Hills, Nagpur under whose shade we have experience such a wide fraternity of teachers.

The biggest influence on our thinking came from Dr. Mangala Deshpande, Director, VSPM College of physiotherapy; we thank our director madam from bottom of our hearts for sparing her precious time for our project.

We would like to thank Dr. Maneesha Deshpande, principal, VSPM College of physiotherapy, who was ready to help us with her valuable guidance and suggestions.

We would like to express our appreciation towards Dr. Rashmi Mahulkar, our guide for this project for all her advices and help which was of great value in shaping and inspiring us throughout the completion of our work.

We would be failing if we don't express our gratitude towards our parents.

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