

ORIGINAL PAPER

Agreement between Patients' and Clinical Physiotherapists' Expectations of Care in Public Hospitals in Ibadan, Nigeria

Adesola Christiana Odole, PhD

Lecturer, Department of Physiotherapy, College of Medicine, University of Ibadan, Ibadan, Nigeria.

Adebanke Grace Oketola MSc,

Clinical Physiotherapist, Department of Physiotherapy, Jericho Specialist Hospital, Jericho, Ibadan.

Fatai Adesina Maruf, MSc,

Lecturer, Department of Medical Rehabilitation, College of Health Sciences, Nnamdi Azikwe University, Nnewi Campus, Anambra, Nigeria

Correspondence: Odole Adesola. Department of Physiotherapy, College of Medicine, University of Ibadan, Ibadan, Oyo State. Nigeria. Email: adesola_odole@yahoo.com Postal address: PMB 5017 General Post Office, Ibadan, Oyo State. Nigeria.

Abstract

Background: Health services are moving towards being customer-driven. Fulfillment of patient's expectation from treatment is increasingly seen as an important area of research and may help clinicians to facilitate recovery in patients.

Objective: This study investigated the agreement level between the patient's and physiotherapist's expectations of care in some Nigerian tertiary health institutions.

Methods: This survey involved 102 patients aged 18 years and above (44 males and 58 females) and 14 physiotherapists aged 23 and above (10 females and 4 males) who saw them at the first visit. Data were collected with a patients' questionnaire (which was self-developed) and physiotherapists' questionnaire which was mirrored from patients' questionnaire. The questionnaires elicited demographic information and expectations of patients and physiotherapists. Data were analyzed using frequencies, percentages, Mann Whitney U and kappa statistics. Level of significance was set at $p < 0.05$.

Results: Patients were aged 49.72 ± 14.14 years and Physiotherapists were aged 30.44 ± 15.58 years. The level of agreement between patients' and physiotherapists' expectations was poor to fair ($K = -0.22 - 0.32$) in 71.9% of expectations that were rated. There was no agreement among 28.1% of the items rated and there was no significant association between age ($p=0.087$) and sex ($p=0.156$) of patients and their expectations of physiotherapy care.

Conclusions: Our findings indicate that the agreement between the patient's and physiotherapist's expectations of care is no better than fair. Thus it is important for physiotherapists to make efforts to find out the specific expectations of the patient from physiotherapy management so as to facilitate patient-centered outcomes.

Key Words: Expectations, Patient's expectations, Care, Satisfaction, Physiotherapists' expectations