

ORIGINAL ARTICLE

## SELF-PERCEPTION OF PATIENT CENTEREDNESS AMONG THE PHYSICAL THERAPISTS OF SINDH AND BALOCHISTAN

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### ABSTRACT

Patient-centeredness is about treating a person receiving healthcare with dignity and respect and involving them in all decisions about their health. **Objective:** To check the self-perception of patient-centeredness and its implication rates among physical therapists working in different hospitals in Sindh and Balochistan, Pakistan. **Methods:** A cross-sectional review configuration was directed from July to December 2017. The information was assembled from various clinics in Sindh and Balochistan, Pakistan. The Self-perception in Patient Centeredness Questionnaire (SEPCQ-27) comprising of (1-27) scoring key, with a complete score of 108 was conveyed among 319 actual advisors, while 305 were filled and returned. The data was evaluated by involving a statistical package for social sciences (SPSS) version 22. **Results:** Most of the individuals were beginning in the age group of 25-30 years (n=252, 82.6%) and were male (n=194, 63.6%). A greater part of the individuals had the experience of 1-5 years (n=251, 82.3%), working overall emergency clinic setting (n=133, 43.6%). The functioning hours range between 4-8 working hours (n=194, 63.6%). The larger part of the individuals announced a serious level (n=270, 88.5%) of patient-centeredness. The least announced score on SEPCQ-27 was 41 while the most extreme detailed score was 108. **Conclusion:** The review reasons that the self-viability in persistent focused care among Physical therapists was high. Physical therapists execute patient-focused care to a higher degree, it has a positive effect on results, patient fulfillment, Patient-specialist connection and patient well-being related to personal satisfaction, adherence to treatment and physical and mental health.

**Keywords:** Balochistan, Patient-centeredness, Physical therapists, Self-perception, Sindh

### INTRODUCTION

Patient-centeredness is the core of medicine and is defined as the attention given to the patient that is correspondent and honorable to the patient's demand and valuation and followed by the patient<sup>1,2</sup>. Patient-centered care is described as guardianship conveyance that is regular with the examination, needs, and wishes of the patient when the physician engages the patient in health

maintenance argument and commitment<sup>3</sup>. Patient-centeredness is an important factor in upgrading the health care system, the empathetic bond between patients and health care providers, and minimizes health expenses<sup>1,3,4</sup>. Patient-centeredness is a chief element of the healthcare system, considered to raise environmental, mental, and moral sensitivities of patient meetings<sup>5</sup>. It contains three central

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characteristics: a) to think seriously about the patient's requirements, point of view and single experiences. b) Patient-centeredness is the core of medicine and is defined as the attention given to the patient that is correspondent and honorable to the patient's demand and valuation and followed by patient ethics<sup>1,2</sup>. Patient-centered care is described as guardianship conveyance that is regular with the examination, needs, and wishes of the patient and acquired when the physician engages the patient in health maintenance argument and commitment<sup>7</sup>.

Self-perception in patient-centered care was defined by Bandura<sup>8</sup> as confidence medical student or physician has in their capacity to apply every particular way of behaving in a form with the goal that the patient would see it according to its principal point. Things would likewise be expressed as: "I'm certain that I am ready to make the patient experience me as (specific behavior covered by the item)". Patient-centered care has an influential role in physical therapy and reinforces its importance in physical therapy<sup>7</sup>. SEPCQ-27 stands for Self-Perception in Patient Patient-Centeredness Questionnaire, is a valuable and valid measure to assess self-perception in patient-centered care<sup>6</sup>. Throughout the long term, a developing collection of examinations has investigated the positive impact of patient-centeredness on quiet results, health maintenance, physical and psychological wellness and understanding of patient's condition<sup>9</sup>.<sup>11</sup>. Communication has positive effects on patient's health but also upgrades the effectiveness of care<sup>9</sup>. The patient understands their physician more when they are allowed to be involved directly in a medical conversation<sup>10</sup>. Patient-centeredness upgrades the excellence of patient care and plays an important role in health maintenance and its quality<sup>12,13</sup>.

A previous study suggested that patient-centered care has an influential role in physical therapy and reinforces its importance in physical therapy<sup>7</sup>. This study intends to survey the self-impression of patient-centeredness among Physical therapists in physiotherapy clinical setups and implementation of patient-centered care in Sindh and Balochistan, Pakistan and will help to understand that patient-

centeredness is a necessary tool in physiotherapy treatment.

## MATERIALS AND METHODS

A cross-sectional was conducted and the Convenience non-probability sampling technique was utilized among all 305 physical therapists<sup>31</sup>, including those from the above-mentioned hospitals of Karachi & who agreed to participate in the study review from July to November 2019. The information was gathered from various emergency clinics in Sindh, Pakistan (Agha Khan Hospital Karachi, Liaquat National Hospital Karachi, Rabia Moon Hospital Karachi, Jinnah Postgraduate Medical Center Karachi, Liaquat University of Medical and Health Sciences Jamshoro, Dow University of Health Sciences Karachi, Jijal Mauu Hospital Hyderabad, Sandeman Provincial Hospital Quetta, Akram Hospital, and Hope Physiotherapy Center Quetta).

Physical therapists both male and female, who have at least experience of one year in clinical settings and are willing to participate are included in the study while physical therapists having experience of less than one year, working only in academics and administration, and researchers were excluded from the study. The ethical endorsement was obtained from the departmental Ethical Committee of the department of pharmacy practice, Faculty of Pharmacy and Health Sciences, University of Balochistan, Quetta, Pakistan (FOP/\_ECA/\_2017/50) and for information assortment earlier authorization was taken from members. Informed assent was obtained from the members preceding the information assortment that their interest is intentional, data of their secrecy will be kept private and they can quit the review whenever they need. The Self-Perception in Patient-Centeredness Questionnaire (SEPCQ)<sup>31</sup> was used in the study. The Self-Perception in patient-centeredness Questionnaire (SEPCQ) consists of 27 items with a total score of 108. This questionnaire explored the patient perspective, sharing information and power and dealing with communicative challenges. As Self-Perception in Patient-Centeredness Questionnaire (SEPCQ) is a self-administrative

Questionnaire, Physical therapists were asked to complete the questionnaire form<sup>30</sup>.

### Statistical Analysis

The data was analyzed by using Statistical Package for Social Sciences (SPSS) version 22 and furnished in frequency and percentages for categorical variables, mean values and standard deviations were used to present the categorical variables.

## RESULTS

Table 1 displayed the demographic properties of participants. The majority of the members were concerned with the age group between 25-30 years (n=252, 82.6%) and most of the members were male (n=194, 63.6%). Table 2 displayed the work

experience, setting and average working hours of participants. The majority (n=251, 82.3%), of the members, were experienced and had working experience of 1-5 years while most (n=133, 43.6) were working partners in a general hospital setup. The Majority (n=194, 63.6%) of the members work for 4-8 hours per day. Table 3 showed the self-perception of participants in patient-centeredness. The majority of the members reported a high level (n=270, 88.5%) of patient-centeredness. A mean value of 87.72 was reported. A standard deviation of 13.097 was reported for self-perception in patient-centeredness. The least revealed score on SEPCQ-27 was 41 while the greatest detailed score was 108. Self-perception in patient-centered care among the Physical therapists of Sindh and Balochistan, Pakistan was high.

**Table 1.** Demographic characteristics of Participants (N=305)

Variables	Construct	Frequency	Percentage %
Age	25-30years	252	82.6
	31-35 years	31	10.2
	36-40 years	15	4.9
	41-45 years	6	2.0
	45 and above	1	0.3
Gender	Male	194	63.6
	Female	111	36.4

**Table 2.** Working experience, setting and average working duration of participants (N=305)

Variables	Construct	Frequency	Percentage %
Working experience	1-5 years	251	82.3
	5.1-10 years	42	13.8
	10.1-15 years	11	3.6
	more than 15 years	1	0.3
Working place	Rehabilitation Hospital	130	42.6
	General Hospital	133	43.6
	Clinical	39	1.8
	Home Based	3	1.0
Average working hours	4-8 hours	194	63.6
	8.1-12 hours	91	29.8
	12.1-16 hours	18	5.9
	16 hours and above	2	0.7

**Table 3.** Self-perception in patient centeredness

Variables	Frequency n=305 Percentage		Mean	Standard Deviation	SEPCQ-27 Scoring	
	Moderate (37-72)	High (73-108)			Minimum Score	Maximum Score
Self-perception in patient centeredness	35 (11.5)	270 (88.5)	87.72	13.09	41	108

## DISCUSSION

The current study disclosed that self-perception in patient-centered care was high among Physical therapists of Sindh and Balochistan Pakistan and they implement patient-centered care to higher degrees. The Study conducted by Michael *et al.* (2019) stated that the students in clinical years had additional inspiring viewpoints toward PCC and compassion, and higher correspondence self-discernment. Females had more uplifting outlooks toward PCC, correspondence, and compassion<sup>14</sup>. The relationship between correspondence self-insight and PCC perspectives was intervened by correspondence and compassion mentalities. Bertakis *et al.* (2011) conducted a study in California that reported a higher average amount of patient-centered care recorded in visits throughout the 1-year study period, leading to decreased utilization of health care services and lower total annual charges<sup>15</sup>. Rutten reported a high degree of patient-centered care in those with chronic illnesses which were emphatically and fundamentally connected with well-being and self-insight<sup>16</sup>. A study conducted by Grilo *et al.* (2014) in Portugal, also reported high degrees of patient-centeredness among nursing students<sup>17</sup>. Its already been reported in Samson study in Sweden that reported patients' perceptions of quality of care in a Physical therapist-led orthopedic triage and recommended very high implication of patient-centered care by Physical therapists. Dockens also reported that patient-centeredness is highly preferred by allied health students and professionals<sup>18,19</sup>.

To our existing knowledge, patient-centered care is beneficial to patients and therapists in different ways, this opinion is supported by studies such as

the Systematic review by Rathert *et al.* (2012) at Columbia in which they stated the mixed relationship between outcomes and PCC, he suggested that some studies found a significant relationship between clinical outcomes and patient-centered care while other have found no such relationship. He also reported that patient-centered care has a positive influence on patient satisfaction and self-management<sup>20</sup>. It has already been reported by Stewart *et al.* (2000), Lewin *et al.* (2001) and Kaplan *et al.* (1989) in London, Arora in the USA, and Epstein in New York stated that patient-centered care has a positive impact on adherence to treatment, management of chronic conditions, quality of life and health outcomes<sup>9,21-24</sup>. A study conducted by Kuipers *et al.* (2019). in the Netherlands reported that patient-centered care and co-creation of care have a positive impact on patient satisfaction with care and well-being and outcomes of multi-morbidity in primary care settings<sup>25</sup>. Furthermore, patient-centered care plays a positive role in conditions where versatility is undermined by sarcopenia, persistent diseases or intense physical or get-togethers detailed by studies<sup>26-28</sup>. Vries *et al.* (2015). conducted a study in the Netherlands, which states that patient-centered care is effective in enhancing moderate intensity of active work and diminishes slowness in more established grown-ups with versatility issues, he likewise revealed that patient-focused care has lower costs, higher advantages, and less episodes<sup>29</sup>. A Study conducted by Kidd *et al.* (2019) in New Zealand, suggests that Patient-centered care has an influential role in physical therapy and reinforces its importance in physical therapy<sup>7</sup>.

It is recommended that students in health care departments as well as health care professionals should



taught effective communication and Patient-centered care, to make them efficient enough to implement this approach in practice we also suggest that patients should be included in every decision regarding their health and should be well informed about their condition.

## CONCLUSION

The review presumes that self-adequacy in understanding focused care among Physical therapists of Sindh and Balochistan, Pakistan was high. Furthermore, declared that Physical advisors do calm-centered care to higher degrees. It emphatically affects results, patient satisfaction, patient expert association, individual fulfillment, adherence to treatment and physical and emotional well-being.

## DECLARATION

**Conflicts of interest:** The author declared no conflict of interest.

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