



Faculty of Medicine

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**PATIENT'S SATISFACTIONS TOWARDS RECEIVING THE HOME BASED  
REHABILITATION THERAPY (HBRT) SERVICES AT CRP, SAVAR, DHAKA**

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**Session: 2015-2016**

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May 2017

## ABSTRACT

**Purpose:** Satisfaction of patients with the Home based rehabilitation therapy (HBRT) services of CRP can be conceptualized as a degree of congruency between patient expectation and his perception of services and care received. The main purpose of this study is to find out the satisfaction level of the patients towards the home based rehabilitation therapy services.

**Methodology:** A Quantitative cross-sectional study design was used to conduct the study. Forty one patients who were receiving the home based rehabilitation therapy took part in study process. A self-made questioner was used to find the level of the satisfaction of the participants.

**Result:** The result shows patients were highly satisfied with the Home Based Rehabilitation Therapy (HBRT) services. Overall satisfaction score of total participants towards therapeutic process was 81.12%, Quality of care was 87.45%, Communication and Interpersonal relation was 84.4%, Safety and CRP home environment was 86.44%, Respect was 83.57% and Financial and Economic Aspects was 76.48%.

**Conclusion:** There was an overall good level of satisfaction towards Home Based Rehabilitation Therapy (HBRT) Services of CRP, Savar, Dhaka. Due to limitation of time and resources sample size was small and still shows the good result and services focus should be given to minimize the gap and address the issues related to dissatisfaction of patient.

Keywords: Patients Satisfaction, Home Based Rehabilitation Therapy Services.