

**Client Satisfaction: A Study of Occupational Therapy
Services for Spinal Cord Injury Patients' in CRP**

by

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ABSTRACT

Objectives: To explore and to find out the satisfaction of the Spinal Cord Injury (SCI) patients who have received Occupational Therapy (OT) services. Specifically patient's expectation, treatment outcome, behavior of the therapist, cost of equipment and physical environment of Occupational Therapy department.

Study design: Qualitative study, random sampling, using semi-structured face-to-face interview.

Setting: Centre for the Rehabilitation of the Paralysed (CRP), Savar, Dhaka, Bangladesh.

Subjects: Twenty participants who met the selection criteria:- patients who suffer from both tetraplegia and paraplegia, complete and incomplete; CRP indoor patients, age range from 15 to 60 years; patients who are medically stable; patients who have no speech problem; patients who have received occupational therapy for at least two months.

Results: Most of the participants were satisfied with treatment outcome, behavior, physical environment and expectation except equipment cost.

Conclusion: Though Occupational Therapy is a very new profession in Bangladesh, the patients were getting its service, were found nearly satisfied. So it will contribute the development of the profession in Bangladesh.

Keywords: Spinal Cord Injury (SCI), Occupational Therapy (OT), Satisfaction, Centre for the Rehabilitation of the Paralysed (CRP).