

**PATIENTS' SATISFACTION TOWARDS HAND THERAPY  
SERVICE AT HAND THERAPY UNIT OF CENTRE FOR  
THE RAHABILITATION OF THE PARALYSED (CRP)**

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## ABSTRACT

### **Title: Patients Satisfaction towards Hand Therapy Service at Hand Therapy Unit of Centre for the Rehabilitation of the Paralysed (CRP).**

This research is an indicator of the area of improvement in the Hand Therapy unit. The aim is to identify patients levels of satisfaction about Hand Therapy Service in the Hand therapy Unit at Centre for the Rehabilitation of the Paralysis (CRP). The objective of the study was to identify level of satisfaction in the hospital facilities, therapist behavior, home advice and to find out recommendation from patients suggestion. A quantitative prospective type of survey conducted with thirty participant which selected by using purposive sampling. The data was collected by using survey form with open ended questioner where the participants score the question on a five point and also present some comments part. This survey form was collected and modified from Alfred hospital and Hersa hospital in the Australia. Data analysis is done by mean, mood median and standard deviation. The result has found that in the hospital facilities the highest score has come on supportive staff helpfulness (4.23) followed by neat & clean (4.20), Appointment (4.10), Comfort and safety while waiting (4.03), other staffs understanding (3.9) convenience of the units location (3.86), cost (3.60). In the therapist behavior the high mean score came in skill of communication (4.7), attitude (4.7), friendliness (4.67), education provision (4.57), understanding (4.53), professional conduct and courtesy (4.40), knowledge (4.30). In the home advice therapist's explanation of home advice (4.20), expectation of therapist (4.27), level of understanding of home exercise (4.23). In the recommendation 23% the patient said about to increasing the instrument number where 13% has said about increase the time of therapy, to increase therapist number and develop equipment, 6% indicate to provide big room 3% said about to increase advertisement , neat and cleanliness, training of the therapist and decrease cost. In the contribution the hand therapy they provide 3.8. This result has show that patients are satisfied with therapist behavior and home advice where the score are all four out of five and in the facilities there are some low score that need to be improve. The patient recommendation helps the authority to improve the lacing which helps to increase the more satisfaction of the patient.

**Key word:** Hand injury, CRP Hand therapy unit, Patient's satisfaction