



Service Priorities and Programmes Electronic Presentations

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Patient satisfaction Survey on neurological rehabilitation service in Integrated Neurological Rehabilitation Centre (INRC)

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Introduction

Integrated Neurological Rehabilitation Centre is aimed to provide comprehensive neurological rehabilitation to patients suffering from stroke, brain injury or other neurological diseases by using state-of-the art rehabilitative technologies through a multi-disciplinary professional team namely Medicine & Geriatrics, Neurosurgery, Physiotherapy, Occupational Therapy and Speech Therapy.

Patient or carer's feedback on the quality of service and facilities were collected via patient satisfaction survey which can help understanding their expectations on the service and providing effective service to meet their needs.

Objectives

1. Incorporated the patient's goals in the treatment plan
2. Provided adequate information of the service to the patients in their first attendance session.

Methodology

A satisfaction survey was conducted to evaluate patients' and/or caregivers' satisfaction with the rehabilitation service provided by INRC. The survey was a six-point Likert scale questionnaire which was divided into seven sections: 1) Staff attitude, 2) Explanation on procedures and services, 3) Information, 4) Efficacy and quality of service, 5) Cleanliness and comfort of the physical setting, 6) Appreciation/Feedback, and 7) Overall satisfaction. Qualitative comments were collected by free-text space. All INRC patients and/or caregivers within the study period were invited and they had all completed the satisfaction survey.

Result

Totally 14 out-patients or caregivers completed the survey from May to July 2016 with 100% respond rate. 78% of patient's age was under 60. All respondents were satisfied or very satisfied with the service and attitude of the INRC professional staff. Most of them were satisfied or very satisfied with the supporting staff; Over 85% respondents were satisfied with explanation of the treatment procedures / process and updated progress regularly provided by doctor and therapists. They were also satisfied with the guideline and demonstration provided by staff during training. 79% respondents were satisfied with the opportunity to participate in the discussion of treatment plan and with the treatment outcome. All of them were satisfied with the overall physical environment including hygiene condition. Over 85% respondents were satisfied with the method to reflect their opinions, appreciations and the responses to those feedbacks. As over 86% respondents were satisfied with the overall service of INRC, so they would like to recommend the service of INRC to other patients.

Following actions for improvement were implemented:

1. Discuss with the patient and / or carer about the treatment goals and objectives, and the possibility of achieving the goals during initial assessment by different disciplines.
2. Re-design INRC Assessment Form to document patient's goals and formulate treatment plan accordingly.
3. Provide INRC program leaflet & adequate information