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The Obstacles that encounter Jordanian Citizens to Adhere to Physiotherapy Sessions

Przeszkody napotykane przez obywateli Jordanii w zakresie udziału w sesjach fizjoterapii

Mohannad Hawamdeh^{1(A,B,C,D,E,F)}, Saad Al-nassan^{1(A,B,C,D,E,F)}, Amjad Shallan^{1(A,B,C,D,E,F)}, Mohammad Etoom^{2(A,B,C,D,E,F)}

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Abstract

Aim. to know the obstacles that encounter patients in Jordan to adhere to physical therapy treatment. Material and Method. A survey was developed based on the available literature reviews. A pilot survey was tested on a small sample of physiotherapy clients at one center to assess time and the ease of completion. After the pilot survey was completed, the survey was revised and modified, and the final electronic version was developed. Results. The study found varied level of adherence to the physiotherapy sessions, and adherence to the physiotherapist recommendations. The adherence to physiotherapy sessions was about 54.3% ranged between 61.9% in governmental sectors, and 80% in private sectors. However, the adherence to physiotherapy recommendations was lesser as be estimated to be about 50% (66.7% in governmental sectors, and 60% in private sectors). Conclusion. This Study indicates that there are varieties of reasons that encounter Jordanian citizens to adhere to physiotherapy sessions. One of the main reason in private center is based on cost of session but there are lot of reasons that limiting adhere the session related to the patients states and Circumstances in both private and government, since we could not determine the actual main cause of non-adhere.

Key words:

physical therapy, sessions, obstacles

Streszczenie

Cel. Poznanie przeszkód, jakie napotykają pacjenci w Jordanii w zakresie stosowania leczenia fizykoterapeutycznego. Materiał i metoda. Na podstawie dostępnych przeglądów literatury opracowano ankietę. Badanie pilotażowe zostało przetestowane na małej próbie pacjentów fizjoterapii w jednym ośrodku, aby ocenić czas i łatwość uzupełnienia. Po zakończeniu badania pilotażowego przeprowadzono przegląd i modyfikację ankiety oraz opracowano ostateczną wersję elektroniczną. Wyniki. Badanie wykazało zróżnicowany poziom realizacji sesji fizjoterapeutycznych i zaleceń fizjoterapeuty. Uczestnictwo w sesjach fizjoterapeutycznych wynosiło około 54,3% i wahało się od 61,9% w sektorach rządowych do 80% w sektorach prywatnych. Jednak przestrzeganie zaleceń fizjoterapeutycznych było mniejsze i szacuje się, że wynosi około 50% (66,7% w sektorach rządowych i 60% w sektorach prywatnych). Wniosek. Badanie wskazuje, że istnieje wiele powodów, dla których obywatele Jordanii mają kłopot z uczestnictwem w sesjach fizjoterapeutycznych. Jednym z głównych powodów w ośrodkach prywatnych są koszty, ale istnieje wiele powodów, ograniczających realizację sesji i przestrzeganie zaleceń pacjentów zarówno prywatnych, jak i rządowych. Nie udało się określić faktycznej głównej przyczyny braku realizacji sesji fizjoterapeutycznych i przestrzegania zaleceń.

Słowa kluczowe

fizjoterapia, sesje, przeszkody



Introduction

Physical therapy is one of the rehabilitation services that help to improve the patient's quality of life by reducing the pain, disability and improving the daily living activities of patients with different types of disabilities and disorders[1, 2]. Many studies found that physical therapy treatment improves the healing of the inpatients with acute and sub-acute conditions which also lead to reduce the hospital stay as well as reduce the cost of treatment[3]. In addition, many studies reported that around one hour of physical activity per day may reduce the mortality rate by 4% [4, 5]. However, the level of adherence to the physical therapy treatment may have a huge impact in achieving these goals[6].

Usually adherence is defined as "the extent to which the patient's behavior matches agreed recommendations from the healthcare provider" [7]. In addition, adherence refers to the capacity and readiness of the patient to abide by mutually agreed recommendations regarding treatment [8]. However, in the physical therapy field, the adherence concept is multidimensional which may include the patient's attendance to their appointments, doing their prescribed home exercise, correct performance of exercises and many other things related to physical therapy treatment program [9].

Patient adherence to the treatment program is considered one of the most important factors that may affect the outcomes of the treatment [10]. In addition, poor adherence may have a negative impact on the treatment outcome and may cause recurrence of the symptoms [7, 11]. Like other healthcare disciplines, Physical therapists are not immune to the issue of patients' non-adherence to the treatment program [12-14]. However, there is unclear how much this problem persists in the physical therapy field. Many studies suggest that poor adherence to physical therapy sessions was around 70% [15] while another study found that non-adherence to treatment was only 14% [13]. These findings highlight the existence of the different types of barriers to rehabilitation services.

According to the literature, these barriers to treatment adherence are categorized based on patients' characteristics such as socio-economic variables, fear of pain, and self-efficacy status [15-17] or based on physiotherapy program characteristics such as the number and type of exercise during the session [18, 19] or treatment variables such that related to the time of treatment appointment and patients' attitudes toward the treatment [20, 21]. In addition, many studies suggest that Patient-Therapist interaction and the communication between the patient and the physiotherapist is very important factors to evaluate the adherence of patients to the treatment program [22, 23].

The existing evidence about physical therapy treatment adherence does not provide an in-depth insight into the barriers and the factors that impact adherence to treatment worldwide and especially in developing countries such as Jordan. In addition, it is crucial to investigate other determinants that may have a high impact on adherence to physical therapy service in the developing countries that may be less important in the developed country or advanced country such as economic and logistical issues[24]. Therefore, this study aimed to address this knowledge gap by identifying potential barriers to adherence to physical therapy treatment in Jordan.

Study Design

An online survey accessed through a hyperlink was directed to clients of three physiotherapy centers in three different prefectures in Jordan (Amman, Zarqa, and Mafraq). The link to survey was given to clients who were asked to share the link with their friends and relatives who visit or planning to visit physiotherapy centers for consultation and treatment purposes.

Subjects

All clients of physiotherapy centers who can read and respond to questions electronically were eligible to complete the online survey. Participation was totally voluntary. The link to access the survey was valid for a period of 2 weeks.

Materials

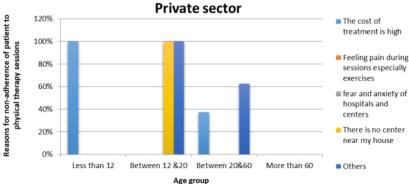
Survey Development

The survey was developed based on the available literature reviews. A pilot survey was tested on a small sample of physiotherapy clients at one center to assess time and the ease of completion. After the pilot survey was completed, the survey was revised and modified, and the final electronic version was developed. The survey was in Arabic language; an English translation of the survey is attached with this manuscript (Ap-

Survey Content: the final 10-item questionnaire required less than 10 minutes to complete. All the survey questions were close-ended.

Results

We collected 55 accepted 36 samples, after analyzed our data we found that.



■ fear and anxiety of

Figure 1. Reasons for non-adherence of patient to physical therapy sessions among (10 private) in different age group



Commitment to treatment sessions

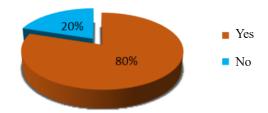


Figure 2. commitment to treatment sessions in privet

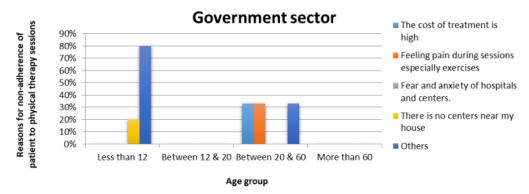


Figure 3. Reasons for non-adherence of patient to physical therapy sessions among (7 government) in different age group

Commitment to treatment sessions

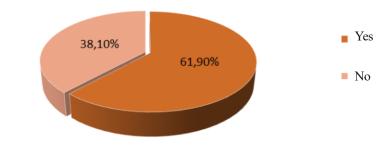


Figure 4. Commitment to treatment sessions in government

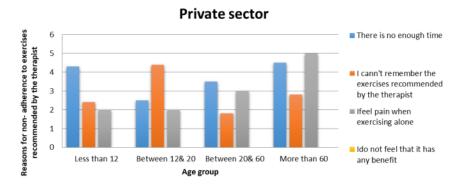


Figure 5. Reasons for non-adherence to exercises recommended by the therapist among (6 private) in different age group



Commitment to exercises and recommendations

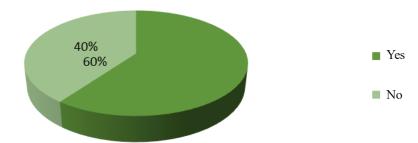


Figure 6. Commitment to exercises and recommendations in private

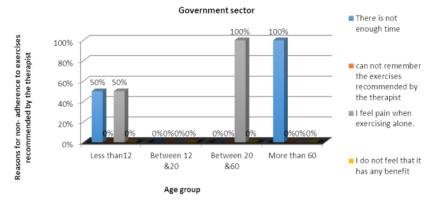


Figure 7. Reasons for non- adherence to exercises recommended by the therapist among (7 government) in different age group

Commitment to exercises and recommendations

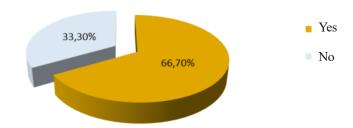


Figure 8. Commitment to exercises and recommendations in government

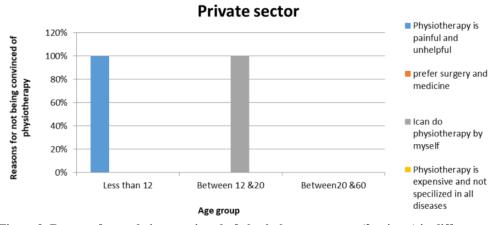


Figure 9. Reasons for not being convinced of physiotherapy among (2 private) in different age group



Conviction of physiotherapy

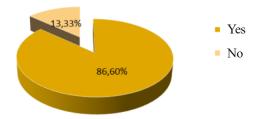


Figure 10. Conviction of physiotherapy in private

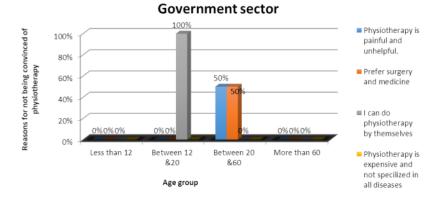


Figure 11. Reasons for not being convinced of physiotherapy among (4government) in different age group

Conviction of physiotherapy

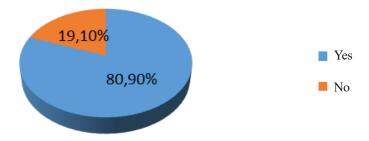


Figure 12. Conviction of physiotherapy in government

Table 1. The reason for coming to physiotherapy

Commitment to treatment sessions	Private sector	Government sector
I have muscular problems	8	13
I have nervous problems	3	8
I suffer from burning	1	0
Others	3	0

Table 2. The commitment to treatment sessions

Commitment to treatment sessions	Private sector	Government sector
Yes	5	13
No	10	8



Table 3. The improvement after review of physiotherapy

Improvement after a review of physiotherapy	Private sector	Government sector
Yes	12	15
No	3	6

Table 4. The Equivalence in meeting prices with benefit

	Equivalence in meeting prices with benefit	Private sector	Government sector
Ī	Yes	8	16
	No	7	5

Table 5. The Satisfaction with the competence of therapists

Satisfaction of therapists efficiency	Private sector	Government sector
Yes	12	17
No	3	4

Table 6. The Commitment to the therapeutic exercises and commandment that are entrusted to the patient as homework

Commitment to the therapeutic exercises and commandment that are entrusted to the patient as a homework	Private sector	Government sector
Yes	9	14
No	6	7

Table 7. The conviction of physiotherapy

Conviction of physiotherapy	Private sector	Government sector
Yes	12	17
No	3	4

Discussion

The current study provides an insight to the physiotherapy adherence in Jordan. The adherence was examined through adherence to the physiotherapy sessions, and adherence to the physiotherapist recommendations as exercises. The study found varied level of adherence to the physiotherapy sessions, and adherence to the physiotherapist recommendations. The adherence to physiotherapy sessions was about 54.3% ranged between 61.9% in governmental sectors, and 80% in private sectors. However, the adherence to physiotherapy recommendations was lesser as be estimated to be about 50% (66.7% in governmental sectors, and 60% in private sectors). The study discusses the factors that may be related to the adherence.

The study showed that 80% of participants are convinced with physiotherapists that are not related to the low level of adherence. One of the possible reasons to the gap between the convincing in physiotherapist and adherence to physiotherapy sessions and recommendations is the poor therapeutic alliance [25]. Therapeutic alliance is an explanation of the interaction

between the physiotherapist and their patients. The therapeutic alliance is considered an important part in physiotherapy process. The therapeutic alliance can improve adherence to physiotherapy sessions and recommendations [26]. We strongly recommend the physiotherapists, stockholders, and education sectors to consider the therapeutic alliance in physiotherapy education and practice. The adherence to physiotherapy sessions was better in private sectors than governmental sectors. This is can be explained by the following points. First, the patients exhibited more satisfaction with physiotherapist's efficacy in private sectors more than governmental sectors. Second, the rate of patients reporting good improvement was higher in private sectors more than governmental sectors. As expected, the improvement and satisfaction play the main role in the adherence [27]. Third, the high work-load of physiotherapists in governmental sectors that affects the time of care in governmental physiotherapy centers, and therefore, adherence to physiotherapy sessions. The physiotherapy profession is at low level of organization. The physiotherapist in Jordan is not au-



tonomous practitioner, and the direct access is not permitted [28]. There is a need for action for physiotherapy profession to improve the professional organization and autonomy in Jordan. We expected that the adherence to physiotherapy sessions and recommendations, and patients' satisfaction can improve physiotherapy profession position in health care systems. In accordance, the study introduces initial profile for the adherence to physiotherapy sessions and recommendations in Jordan, and barriers. The barriers for adherence were mainly in socio-economic factors that are similar with previous studies [29]. In addition to the socio-economic factors, a number of included participants reported fear of hospital and health care facilities as a barrier to adherence. This may because the study was conducted during the time of COVID-19 pandemic. We recommended future studies to examine the different interventions targeting the adherence to physiotherapy sessions in the Jordanian context.

The study has similar limitations. First, the cross-sectional design. Second, the small sample size. Third, the limitation in the geographical region of participants that increases the risk of coverage-bias. The longitudinal studies at different time points were required to give a clear perspective toward adherence to physiotherapy in Jordan

Conclusion

This Study indicates that there are varieties of reasons that encounter Jordanian citizens to adhere to physiotherapy sessions. One of the main reason in private center is based on cost of session but there are lot of reasons that limiting adhere the session related to the patients states and Circumstances in both private and government, since we could not determine the actual main cause of non-adhere.

We found A little relationship between non adherence and the distance of the health care center that provide physical therapy care and not main collected between them.

We hope in the future that physiotherapy becomes widespread more than now in addition to increasing the awareness about the effective role of physiotherapy among the general population in Jordan.

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