DECLARATION

I, Muziwakhe Daniel Tshabalala declare that this research report is my own work. It is submitted in partial fulfillment towards the degree of Master of Science in Physiotherapy to the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination at this or any other University.

Signature: .................................................. day of ..........[month] 2008
DEDICATION

To my loving and supportive wife Tandekile and our dear daughter Mbali-enhle
Thandiwe Tshabalala.
ABSTRACT

AIM AND OBJECTIVES: The aim of this study was to evaluate perceptions on quality of care delivered by service providers to families of children with disabilities, attending the cerebral palsy (CP) clinic at Dr George Mukhari hospital. The objectives of this study were to 1) determine the demographic and socio-economic profile of the caregivers; 2) establish how the caregivers perceive the provision of care as identified by the subscales of the Measure of Processes of Care-South African (MPOC-SA version), by Saloojee (2007); and 3) determine the overall perception of caregivers with regard to their satisfaction from the service they received.

METHODS: A correlation study design using structured interviews was used. Purposive sampling technique was used to recruit participants who gave informed consent to participate in the study (n=67). Caregivers completed the demographic and the MPOC-SA version questionnaire through structured interviews conducted by two trained assistants. The researcher completed the Gross Motor Function Classification System (GMFCS) for each child diagnosed with cerebral palsy guideline and eliciting developmental and functional abilities of the child using the Neurodevelopmental therapy (NDT) clinical approach.

RESULTS: Ninety-nine percent of caregivers were females, and approximately 45% of them were 30 years old and younger. Just over forty percent of them were married, with 34.33% married to the father of the child. Thirteen percent of caregivers were exposed to tertiary education, and 34.33% of families were receiving less than R500 per average month. Caregivers perceived that the MPOC-SA domains of Respectful and Supportive Care together with Providing Specific Information to have been experienced to a great
extent at 5.34 (±0.61) and 5.09 (±0.82) respectively. The weak domains were perceived to be Providing General Information, Enabling and Partnership and 2.34 (±0.95) and 3.26 (±1.10) respectively. Satisfaction with services rendered was at an average of 5.33 (±1.00). There was a positive correlation between Satisfaction and all the MPOC-SA domains.

**CONCLUSION:** Service providers need to improve on the interpersonal aspects of service delivery to ensure healthcare provision of high quality with better outcomes and higher satisfaction for users. The identified aspects that need immediate improvement are ‘Providing General Information’ and ‘Enabling and Partnership’ respectively. Providing General Information focuses on activities that meet caregivers’ general information needs such as grant applications, accessing assistive devices, and other resources that may support the family of a child with cerebral palsy such as non-governmental organization. Enabling and Partnership focus on activities where caregivers are involved in decision-making about the appropriate treatment for the child, and in giving input, sharing their concerns and opinions about services they receive.
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ABBREVIATIONS

CP – Cerebral Palsy
FCC – Family Centred Care
FCS – Family Centred Service
ICF – International Classification of Function, Health and Disability
ISPN – International Society of Psychiatric Mental Health Nurses
Dr. GM Hospital – Dr. George Mukhari Hospital
MPOC – Measure of Processes of Care
MPOC-SA – Measures of Processes of Care South African Version
MPOC-SP – Measure of Process of Care for Service Providers
NDT – Neurodevelopmental Therapy
NHB – National Health Bill
NRP – National Rehabilitation Policy
OT – Occupational therapist
PT – Physiotherapist
SA – South Africa
SES – Socioeconomic Status
WHO – World Health Organization
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