

## **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 ( $\pm 0.61$ ) and 5.09 ( $\pm 0.82$ ) respectively. The weak domains were perceived to be Providing General Information, Enabling and Partnership and 2.34 ( $\pm 0.95$ ) and 3.26 ( $\pm 1.10$ ) respectively. Satisfaction with services rendered was at an average of 5.33 ( $\pm 1.00$ ). There was a positive correlation between Satisfaction and of the 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

<b>TABLE OF CONTENTS</b>	<b>Page</b>
<b>DECLARATION</b>	<b>i</b>
<b>DEDICATION</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ACKNOWLEDGEMENTS</b>	<b>v</b>
<b>ABBREVIATIONS</b>	<b>vi</b>
<b>TABLE OF CONTENTS</b>	<b>vii</b>
<b>LIST OF FIGURES</b>	<b>xi</b>
<b>LIST OF TABLES</b>	<b>xii</b>

## **CHAPTER 1**

### **INTRODUCTION**

1.1 Introduction	1
1.2 Main aim	5
1.3 Objectives of the study	6
1.4 Significance of the study	6
1.5 Hypothesis	7
1.6 Definition of terminology	7

## **CHAPTER 2**

### **LITERATURE REVIEW**

2.1 Cerebral Palsy	9
2.1.1 Prevalence of cerebral palsy	11
2.1.2 Causes and classification of cerebral palsy	12
2.1.3 Impact of cerebral palsy on the child	14

2.1.4 Impact of cerebral palsy on the family	18
2.1.5 Impact of poverty on the family of the child with cerebral palsy	21
2.2 Family centered care	22
2.3 The process of health care delivery	26
2.4 Perception of caregivers on processes of care	28
2.5 Satisfaction with provision of health care services	31
2.6 Assessment tools	32
2.6.1 The gross motor functional classification system	32
2.6.2 The measure of processes of care	35
2.6.3 The measure of processes of care – South African version	37
2.7 Conclusion	40

### **CHAPTER 3**

#### **RESEARCH METHODOLOGY**

3.1 Study design	41
3.2 Sample size	41
3.2.1 Inclusion criteria	42
3.2.2 Exclusion criteria	42
3.3 Research Instrument	42
3.4 Data collection procedures	43
3.4.1 Pilot	43
3.4.2 The results of the pilot study	43
3.5 Data capturing and analysis	44
3.6 Ethical consideration	44



3.7 Procedure of data collection	45
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## **CHAPTER 4**

### **RESULTS**

4.1 Introduction	48
4.2 The sample	48
4.3 Sources of income for the family	50
4.4 Housing infrastructure	51
4.5 Transportation	52
4.6 Child characteristics	54
4.7 Rehabilitation services received by the child	56
4.8 MPOC-SA scores for caregivers of children with cerebral palsy	56
4.9 Five domains of the MPOC-SA tool	59
4.10 The Process of Care as perceived by caregivers	61
4.11 Satisfaction with service delivery	67
4.12 Summary of results	70

## **CHAPTER 5**

### **DISCUSSION**

5.1 Demographic and socio-economic information	72
5.1.1 Study population	72
5.1.2 Financial background	73
5.1.3 Educational background	76
5.1.4 Transport to hospital	77
5.1.5 Child characteristics	78
5.2 Measure of processes of care	79
5.2.1 The perception of more than two third participants about service delivery	79
5.3 Satisfaction	83

5.4 Contributions to Service Delivery from the outcomes of this study	85
5.5 Limitations of the study	87
5.6 Suggestions for further research	87
 <b>CHAPTER 6</b>	
<b>CONCLUSION</b>	89
 <b>REFERENCES</b>	91
 <b>APPENDICES</b>	
<b>Appendix I – Information leaflet for participants and Consent Form</b>	
<b>Appendix II – Sotho and English Demographic Questionnaires IIa , Sotho and English MPOC-SA IIb</b>	
<b>Appendix III – Setswana and English Demographic Questionnaire IIIa Setswana and English MPOC-SA IIIb</b>	
<b>Appendix IV – The GMFCS</b>	
<b>Appendix V – Ethical Clearance Certificate</b>	

<b>LIST OF FIGURES</b>	<b>Page</b>
2.1 The ICF Model	17
4.1 Housing Infrastructure	52
4.2 Rehabilitation Services Received by the Child	56

<b>LIST OF TABLES</b>	<b>Page</b>
2.1 Modified Swedish Classification of Cerebral Palsy (Motor Impairment)	14
2.2 Associated difficulties in cerebral palsy	15
2.3 Overview of Gross Motor Functional Classification System	33
2.4 Reliability of the five domains in the MPOC in the Swedish context	36
2.5 Chronbach's alphas of the MPOC-SA version	39
4.1 Characteristics of participants of children with cerebral palsy and their household	49
4.2 Total income of household per average month	51
4.3 Transport to hospital per visit	53
4.4 Child characteristics and impairment	55
4.5 Mean MPOC scores and response range for caregivers	57
4.6 MPOC domain results showing mean values and standard deviation	60
4.7 MPOC items on which at least a third of caregivers indicated that the behaviour occurred "Sometimes or Less"	62
4.8 MPOC items of which at least more than two thirds of caregivers indicated the behaviour occurred "More than Sometimes"	64
4.9 MPOC factor analysis using Inter-item correlation and chronbach's alpha	66
4.10 Summary of satisfaction with service delivery	67
4.11 Correlation among MPOC domains and satisfaction with service delivery	68