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Caregivers' perceptions of services offered at the cerebral palsy clinic at Doctor George Mukhari hospital

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2009-05-05T08:41:06Z
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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 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.

AKNOWLEDGEMENTS

First of all thanks to the Almighty God who has spared my life to this moment and given me the strength to see this work through.

Special thanks to Dr Thubi Kolobe and Dr. Gillian Saloojee for their encouragement and support.

Thanks to Bro Willy and an acknowledgement to the late Dikeledi Leso, for their support during the time of the study.

Sincere gratitude to my supervisor Dr. Joanne Potterton and co-supervisor Ms. Nonceba Mbambo for their invaluable support and critical review of this work.

Thanks also to all my colleagues at the University of Limpopo, Medunsa Campus for their contribution.

A special appreciation to all the caregivers who participated in this study.

My final and sincere thanks to Professor P. Becker of the Medical Research Council (MRC) for assisting with statistical analysis.

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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