How satisfied are patients with advanced physical therapy practice?

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Patient satisfaction (PS) is a measure of how well (or not) healthcare service expectations are met. There are two sides (attributes) to PS. The “human” side, or patient-therapist relationship, and “system” side, or operational service delivery. Although PS is highly personal to individuals, it’s also a window into what’s needed to deliver good healthcare.

Advanced physical-therapy practice (APP) spans 18 clinical areas across 14 countries worldwide, with practitioners undergoing specialist training and providing expert care to people with complex needs. Although APP is of international interest, we don’t fully understand how satisfied patients are with their care, and what drives (or inhibits) their satisfaction. Therefore, this research aims to investigate PS of APP internationally, exploring human and system attributes.

This research will involve a systematic review of all relevant literature and hopes to present detailed information on how patients feel about APP services, to improve care, and shape future research.