



Deanship of Graduate Studies

Al-Quds University

Family satisfaction of the services provided to disabled children
at Farah center for rehabilitation, Nablus and
Al- Jalil society rehabilitation center, Jenin

Prepared by Elena Aydi

Supervisors: Dr. Sumaya Sayej

UK Supervisor: Dr. Janet Hislop

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Abstracts

Aims to evaluate the family satisfaction of the services provided to disabled children at Farah center for rehabilitation, Nablus and Al- Jalil society rehabilitation center, Jenin

Objectives: the specific study objectives are to assess family satisfaction toward the services provided to disabled children at Farah center and Jalil society, to compare differences in family satisfaction in two centers which using different approach of treatment, to identify areas of strength and areas for improvement of provided services, to develop and submit for consideration of the administrators of both centers suggestions for improvement of services and practical recommendations.

Methodology: In this study researcher was used cross-sectional design based on questionnaire adopted specially for this survey. The questionnaire was approbate in pilot study with similar samples in 10 participants from each center and judged by experts without any changes. The study sample consist from 50 families in Farah center and 55 families in Al-Jalil society. Data collection was conducted from 1.11.2014 to 15.01.2015. Participants were family members of disabled children received treatment in 2 or more unit of Farah center for rehabilitation, Nablus and rehabilitation center Al-Jalil society, Jenin. Statistical analysis was performed with SPSS to produce statistically proved results.

Results: Family satisfaction of the services provided to disabled children at both centers was significantly at high level. At both centers highest level of satisfaction was in Physiotherapy unit and lowest level – in doctors unit. Results shown significantly higher level of family satisfaction regarding for Farah center in most positions, that proved more acceptability of interdisciplinary team-work approach from the families of disabled children

Recommendations: on based of received results the work of doctor unit need improvement, especially at discussion of treatment plan and explanation of benefits, side effect of treatment and treatment alternatives. The interdisciplinary team-work approach was more satisfied from the families thus it will be recommended to implementation in all rehabilitation centers.

ملخص الدراسة

عنوان الدراسة: رضا الأسرة من الخدمات المقدمة للأطفال المصابين بعجز في كل من مركز فرح للتأهيل - نابلس , وجمعية الجليل للرعاية والتأهيل المجتمعي - جنين

الهدف العام: يهدف لتقييم رضا الأسرة من الخدمات المقدمة للأطفال المصابين بعجز في كل من مركز فرح للتأهيل – نابلس، وجمعية الجليل للرعاية والتأهيل المجتمعي - جنين

الأهداف الخاصة: تقييم رضا الأسرة أتجاه الخدمات المقدمة إلى الأطفال المصابين بعجز في كل من مركز فرح للتأهيل , وجمعية الجليل للرعاية والتأهيل المجتمعي , ومقارنة الاختلافات في رضا الأسرة في اثنتين من المراكز التي تستخدم مقاربات مختلفة من العلاج , وتحديد مناطق القوة ومناطق الضعف , ومناطق تحسين الخدمات المقدمة للتطوير , وتقديم الاقتراحات والتوصيات العلمية , والمنهجية للمسؤولين من كلا المركزين لتحسين الخدمات المقدمه , وتطويرها مستقبلا.

الطرائق العلمية المستخدمة في البحث: في هذه الدراسة الباحث كان يستخدم cross-sectional بناء على استبيانات اعتمدت خصيصا لهذه الدراسة. الاستبيان كان في دراسة تجريبية مماثلة مع 10 مشاركين من كل مركز , والحكم من قبل خبراء من دون أي تغيير . عينة الدراسة تتكون من 50 عائلة من مركز فرح للتأهيل – نابلس , و55 عائلة من جمعية الجليل للرعاية والتأهيل المجتمعي – جنين.

وأجريت عملية جمع البيانات من 2014/11/01 إلى 2015/01/15. والمشاركين كانوا من أفراد الأسرة من الأطفال المصابين بعجز كانوا يتلقون العلاج في 2 أو أكثر من وحدة في مركز فرح للتأهيل – نابلس, أو جمعية الجليل للرعاية والتأهيل المجتمعي - جنين.

التحليل الإحصائي : تم تنفيذها مع برنامج SPSS لإنتاج أثبات النتائج إحصائيا . النتائج : رضا الأسرة من الخدمات المقدمة للأطفال المصابين بعجز في كل من المركزين كان ملحوظ في مستوى عال , وفي كل مركز أعلى مستوى من رضا الأسره كان في وحدة العلاج الطبيعي , و أدنى مستوى في وحدة الأطباء . وأظهرت النتائج عن مستوى رضا الأسرة فيما يتعلق بالنسبة لمركز فرح في معظم المواقف أعلى بكثير .

Dedications

"To my beloved husband for his participation and understanding in all my endeavors and especially for his support during the study

To my dear mother that living so far from me

I would like to express my deepest appreciation to my mother-in-law and big family of my husband for their support

I would like to extend my respect to Dr. Allam Jarrar who has developed rehabilitation and community based rehabilitation program in Palestine"

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List of abbreviations

| | |
|--------------|---|
| CBR | Community based Rehabilitation |
| CP | Cerebral palsy |
| UNRWA | United Nation Relief and Works Agency for Palestine Refugees in the Near East |
| IML | Intermediate level center |

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Chapter 1

Introduction

Introduction

Health services and quality of them is a very important theme as health is a basic need for life, especially for sensitive group of people – children with disability.

Hoffman (1994) defined service quality as "degree of excellence intended, and the control of variability in achieving that excellence, in meeting the customer's requirements" (p.50).

Mainly researchers divided assessment of service quality in two ways: evaluation of objective criteria of service quality like mortality, numbers of complications, recover rate etc...(Mant, 2001, and Brook et al, 2000 etc), and evaluation at subjective level - clients satisfaction (like Sofaer and Firminger, 2005 and others presented in literature review).

Term of satisfaction mean a "measure of how well a delivered service meets customers expectation" (Webster, 1995, p.23)

Clients' satisfaction is very important for the measurement of quality of health care because in base of it the decision makers have information of degree of compliance of provided services to the expectations of patients. Clients satisfaction as measuring tool used in evaluation, researches, administration and planning in all spectrum of services, including health care (Assfa,2009). National health providers effectively utilize patients' satisfaction as one of indicators of health care quality. This process involves not just assessing the patients' perception but it is include patients prospects.

During the last decades increased the health system capability and therefore increased clients' expectation. We need also to assess the families' perception in the light of new circumstances and new patient perspectives. But, unfortunately in Palestine we rare use the client satisfaction as part of evaluation our health services, especially rehabilitation system and centers

Moreover, style of work in any clinical center playing a big role. Most of rehabilitation centers use of multidisciplinary approach or professional approach in their working. Professional approach is type of centers work with each center's member (each profession) work separately in their field and usually don't cooperate with others. Multidisciplinary team approach means that "each member of the team conducts assessment and treatment individually and communicates with one person – the team leader; the approach results in the sum of each profession providing its own unique activity and contribution" (Eldar et al., 2008)

But in the rehabilitation there is unique and very effective type of work – interdisciplinary team work. "The interdisciplinary model emphasizes the joint problem formulation and solution; there is frequent mutual consultation, which creates a unified viewpoint of the patient and his or her family; common treatment goals are designed, coordinated, and integrated into each professional's activity. This approach leads to a mutual reinforcement and synergic effort that produces more than what each profession could accomplish alone. It is the preferred model of rehabilitation team activities." (Eldar et al., 2008)

1.1 Research problem

Disabled children need continuously rehabilitation treatment and receive it in various rehabilitation centers. Each rehabilitation center work in different approach, in Palestine most of them works with professional approach (like Al-Jalil society rehabilitation center in Jenin) and some with interdisciplinary team-work approach (like Farah center for rehabilitation in Nablus).

In developed countries health service providers used family or patient satisfaction as one of the indicators of quality of their work including rehabilitation system (Law et al, 2003; Cheryl-Cott, 200; Haas and Lebher-Batar, 2006 etc.). In Palestine there many rehabilitation centers, but we have few studies of client satisfaction in these centers. In presented study researcher describe how different approach of the rehabilitation centers work influence to the family satisfaction of the services and, in general, what is the level of family satisfaction of rehabilitation work.

1.2 Justification of the study.

Historically in Palestine we see negative attitude towards people with disabilities. Leila Atshan in her article "Disability and gender at a crossroads: a Palestinian perspective", 1997 watched the changing attitude to people with disability from pre-1948 and until the end of the first intifada. She outlines how traditionally the disability was resource for

shame not just for disabled person himself, but for family too. Usually the family hide present of disabled person, including children, because parents afraid of condemnation from neighbors and society, which may affect the future of healthy children. She noticed also that implementing community based rehabilitation program from mid 1980 started improve situation. First intifada played role in improve attitude to disabled people due to change status of disabled people to heroes in opposition to Israel.

In 1999 by Palestinian Authority was developed disabled right law. Since 1999 was increased awareness to status of disabled people in region, but second intifada bring new generation of wounded people, including children.

After the first intifada (1987) and al-Aqsa intifada (2000) increased the numbers of disabled people, including children need to rehabilitation services, but in that time mostly of them were focused in central part of West Bank – Ramalla, Jerusalem, Beit-Jala. At the same time we had many traffic problems due to check points, closed roads, the need to permit to refer for these rehabilitation centers.

In 2006, a new regional rehabilitation program to Palestinian children from Diakonia/NAD, Palestinian Relief society and Red Crescent society, a comprehensive and structural approach was established. It was decided to include in rehabilitation system in addition to CBR program (community level) and Princess Basma center (national level) intermediate level centers – Farah center in Nablus and rehabilitation center in Halhul.

Community level (community based rehabilitation) is respond for empowerment, community work, self organization, work with primary services. Intermediate level (Farah center and center in Halhul) – networking, training, secondary services. National level (Princess Basma center and Abu-Reja center) – tertiary specialized services, policy, legislation.

IML play a big role in communication between CBR and national referral centers and in the same time in providing technical and educational support to CBR workers and families and besides facilitating access for children with disability to rehabilitation process.

The Farah center was decided to work in interdisciplinary team and child centered approach of treatment, using doctors, physiotherapy, occupational therapy, speech therapy and psychological help.

From 2006 Farah center help more than 2500 patients. We have good feedback from the parents of our patients, but we don't try to do any statistically and scientific evaluation of our work in satisfaction of family's of patients.

As for AL-Jalil charitable society for Care and Community Rehabilitation it was established in 1991 as Local Rehabilitation committee, as one of branch of disability

program of UNRWA in Jenin Refugee Camp. In 2010 it reorganized in independent Palestinian non-governmental organization in name Al-Jalil. Now Al-Jalil provide many activities and programs for disabled people (adult and children) from summer camp to therapeutic program (especially to children with CP) and provide prostheses and assistive devices and economic help for needy families.

Al-Jalil society has physiotherapy unit, occupational therapy unit, speech therapy unit and ortho-prosthesis unit. The rehabilitation center have professional approach in treatment. They work with people all ages from infants to old person. The society work with disabled person, include children with special needs (speech problem and school learning problem); with household to improve surrounding for disabled people; needy and poverty stricken families in Jenin region.

The Al-Jalil society extend its activities in three levels: individual, family and community. It serve as part of community based rehabilitation program in Jenin region – therapeutic center for patients and educational center for CBR workers.

This is good center but it not include in system of Princess Basma center - intermediate level center – CBR worker. The Farah center work with AL-Jalil society in partnership, especially in orthosis devices and doctor support (once weekly clinic Dr.Elena).

There are two different approach of work – child centered in Farah center with wide interdisciplinary team work and professional approach of Al-Jalil rehabilitation center.

During this study we want to see level of families satisfaction in different approach of rehabilitation program.

1.3 Study goal and objectives

To evaluate the family satisfaction of the services provided to disabled children at Farah center for rehabilitation, Nablus and Al- Jalil society rehabilitation center, Jenin

Specific study objectives

- to assess family satisfaction toward the services provided to disable children at Farah center and Jalil society
- to compare or investigate differences in family satisfaction in two centers which using different approach of treatment
- to identify areas of strength and areas for improvement of provided services
- to develop and submit for consideration of the administrators of both centers suggestions for improvement of services and practical recommendations

1.4 Research questions

- What is the level of family's satisfaction with provided services for disable children at both centers?
- Are there statistical significant differences in the level of family's satisfaction between two centers with different approach of treatment?
- To what extent team work and families participation in team decisions effective from families perspective?

Chapter two

Literature Review

There are many international articles and studies in theme of families and client satisfaction of rehabilitation services in Internet from 2000 to 2014 years.

2.1 Factors affecting family-centered service delivery for children with disability (M.Law et al., 2003)

This was cross sectional survey completed by 494 parents, 324 service providers and 15 CEO from 16 organizations delivering children rehabilitation services. Analysis was completed using a structural equation modeling approach. Results: principal determinations of parent satisfaction with services are the family-centered culture at organization and parent perception of family-centered service. Parent satisfaction with services was also influenced by number of places where services were received and number of health and developmental problems experienced with their child

2.2 Parent satisfaction with medical and social assistance provided to children with Down's syndrome (Reimand et al, 2003)

This study investigate the extent of parent satisfaction with medical and social services in Estonia provided for the Down's syndrome individuals and their families. 59 parents of children with Down's syndrome from 1999 to 2001 answered questionnaires in which their satisfaction was assessed. Most parents were not satisfied with the social and rehabilitation benefits. This study suggested that Down's syndrome families need more medical information about this syndrome. More work need to be done in the area of rehabilitation and social assistance.

2.3 Client centered rehabilitation: client perspectives (Cheryl-Cott, 2004)

The aim of this study was to realize the important components of client center rehabilitation from opinions of adult clients with long term physical disabilities. In the study was used focus groups which composed of adult client who has completed at least one course of rehabilitation in the publicly-funded rehabilitation system in Ontario. Results: the major note that lied in base of all of the participants' comments was the need for better relationship between rehabilitation program and community. The finding shows that client-centered rehabilitation need more cooperation, goal-setting and decision making between individual patient and professionals.

2.4 Interpersonal continuity of care and patient satisfaction: a critical review (Saultz and Albedaiwi, 2004)

In this study was research MEDLINE articles from 1966 to 2002 and was selected 30 articles, 22 of them were original research. 19 of that 22 articles, including 4 clinical trials, reported significantly higher satisfaction when interpersonal continuity was present.

2.5 Child and mother client satisfaction questionnaire scores regarding mental health services: race, age and gender correlates (Copeland et al., 2004)

In this study was used client satisfaction questionnaire (CSQ-8). Results: parents rating of satisfaction with their child's treatment were not uniformly consistent with those of the child who was in treatment.

2.6 Family-serviced center for children with cerebral palsy and their families: a review of the literature (King et al, 2004)

This article describe the family-centered service and outlines conceptual framework for this service delivery. Research evidence approved positive effect of family-centered service for child, parent/family and service system outcomes with an accent on community-based rehabilitation. The results discovered improve of psychosocial well-being of children and their family and increase satisfaction with the services.

2.7 Assessing parental satisfaction with children mental health services with the Youth service survey for families (Riley et al., 2005)

The researchers used new instrument to assess parental satisfaction – Youth Service Survey for Families (YSSF) in 14 community mental health centers in Kentucky. A factor analysis of YSSF reveals 5 parent-perceived indicators; appropriateness, outcome, participation in treatment, access and cultural sensitivity. Near 70% of participants reported high level of confirm with the appropriateness indicator, but only 47% noted high level of confirm with outcome indicator.

2.8 Factors contributing to parents satisfaction with medical rehabilitation in Germany (Haas and Lehner-Batar, 2006)

The aim of this study was evaluate patient satisfaction by recognition of the particular aspect of it – what was most probable cause to patient to advise the rehabilitation hospital to others. The study was conducted in seven rehabilitation hospitals in 1997-2004 with 120825 clients of inpatient medical rehabilitation. In conclusion was discover that in recommendation rehabilitation hospital to others play a big role not only high quality of medical care but developing of welcoming atmosphere.

The most of the studies evaluate level of families and client satisfaction in providing services in rehabilitation program in general (Riley et al, 2005; Copeland et al, 2004) or each part of services or each departments (Haas&Lehnert-Batar, 2006; Hilles, 2008, Reimand et al, 2003). The aim of most studies was similar – evaluate and improve the services provided.

Samples of research was different from 59 (Reimand et al, 2003) to 494 parents (Law et al, 2003). Some of researchers used self designed questionnaire (Reimand et al, 2003; Law et al, 2003; Haas&Lehnert-Batar, 2006), others – universally questionnaire like Youth Service Survey (Riley et al, 2005) and Client satisfaction questionnaire –CSQ-8 (Copeland et al, 2004). Some of studies did interview of focused groups (Cheryl-Cott, 2004), others - literature review (Saultz&Albedaiwi, 2004; King et al, 2004).

The results of studies showed weak and strong areas of works (Haas&Lehnert-Batar, 2006; Reimand et al, 2003; Cheryl-Cott, 2004) and recommended to aim not just high quality in medical care, but also develop of pleasant atmosphere. (Saultz&Albedaiwi, 2004) reported significantly higher satisfaction level if present interpersonal continuity of care. Client centered rehabilitation need for better transition between rehabilitation program and community (Cheryl-Cott, 2004). Despite high level of satisfaction researchers trace differentiation in cultural sensitivity of rehabilitation program (Riley et al, 2005) and not uniformly parents and child satisfaction (Copeland et al, 2004) and prefer of family-centered services for children with disabilities (Law et al, 2003; King et al, 2004)

In general, above works studied different aspect of family/client satisfaction in different ways and with different instruments, but most of them describe high level of client/family satisfaction and give some recommendation to improve the services. Unfortunately, we have a few studies in family/client satisfaction of rehabilitation services in Palestine. (I found just 3 and all of them were thesis for master degree in community mental health).

2.9 Evaluation of early intervention program provided by the Right to Live society for children with Down syndrome in Gaza strip: family perspective (L. Shallah, 2008) showed high mothers satisfaction in services for children with Down syndrome at age from 6 month to 72 month. And high level of family participation in rehabilitation plan. But at the same time there is no significant relationship between family satisfaction and family participation and between family satisfaction and socio-demographic variables.

2.10 Outpatient satisfaction with physiotherapy services at Al-Shifa hospital and Al-Wafa medical rehabilitation hospital in Gaza (Hilles, 2008) showed us significant statistical differences between two hospitals with high patient satisfaction at Al-Wafa medical rehabilitation hospital (100%)

2.11 Evaluation of services provided at El-Wafa medical rehabilitation hospital in Gaza strip: client and provider perspectives (M. Assfa, 2009). The study present a high

level of client satisfaction in services provided at El-Wafa hospital, exclude social workers and psychologist services, but providers perspectives was rated as low. At the same time results showed us effective interaction between team members and client that have great impact in client management.

Chapter three

Methodology

This chapter presents the study methodology, including study design, population, sample size and time of the study, instruments, pilot study, data collection, validity and reliability of instrument, data entry and analysis, and limitations of the study.

3.1 Study design:

The study utilized cross-sectional analytical design, which means it is type of observational study that involves the analysis of data collected from a population, or a representative subset, at one specific point in time.

3.2 Population size:

Families of children getting treatment in 2 and more units in Farah center and Al-Jalil society in period from 1.11.2014 to 15.01.2015. The population was total 105 (50 families from Farah center and 55 from Al-Jalil society)

3.2.1 Sample size:

The sample was selected from both centers by method of every third family.

Inclusive criteria – families of children, treated in the centers in 2 and more unit.

Exclusive criteria –

1. Family of children, treated in the centers in 1 unit
2. Adults and their families received treatment in these rehabilitation centers.

3.3 Study setting

3.3.1 Farah center for rehabilitation, Nablus

This center consists of the 4 units – doctor, physiotherapy unit, occupational therapy unit, including separate room for autistic children and speech therapy unit. Farah center provide service just for children (exclude doctor unit, which work with adults and children)

3.3.2. Al-Jalil society rehabilitation center

This center consists of 5 units – doctor unit, physiotherapy, occupational therapy, speech therapy and ortho-prosthesis unit. Al-Jalil society works with all ages clients.

Both centers are work 6 days per week.

3.4 Time of the study:

This study was conducted from 1.11.2014 to 15.01.2015

3.5 Instruments:

This study adopted modified structured quantitative (from M.Assfa, 2009) and qualitative questionnaire to collect data from the families. The questionnaire was consisted from 3 parts:

First – place of filling questionnaire, respondent (mother, father or others), age and gender of their child, reason for admission, number of treatment course, treatment in other center, if done.

Second part (quantitative) – consist in 4 sections – evaluation of doctors, evaluation of physiotherapy unit, occupational therapy unit and speech therapy unit. The number of questions is different in doctors section (6) and therapy sections (14 for each therapy units) because doctors work and function is completely different from physiotherapy, occupational and speech therapy unit.

Third part (qualitative)– about families perspectives and impressions – 3 positive things and 3 important problems they mentioned in each unit and what they want improve in each unit and general in the center.

3.5.1 Pilot study:

Pilot study usually is used to examine the clarity, ambiguity, length and suitability of questionnaire items before the data collection process starts (Polit, 2004). In this study pilot project was done with 10 questionnaire from each center, which were filled by families of children, getting treatment in the center at 2 unit and more.

3.5.2 Validity:

Validity refers to how well a study or data collection instrument measures what it is intended to measure. (C.S.Goodman,2014)

<http://www.nlm.nih.gov/nichsr/hta101/ta10105.html>

To verify questionnaire in this study was used content validity. Content validity was confirmed by expert opinion. The questionnaire was referred to the experts and they confirmed that every questions useful and appropriate for the study theme.

3.5.3 Reliability:

Reliability is the degree to which an assessment tool produces stable and consistent results. To verify questionnaire was used Cronbach's alpha method

| Cronbach's Alpha Value | Variable |
|------------------------|--|
| 85,8% | Mother\Parents satisfaction regarding service provided by the doctor |
| 95.6% | Mother\Parents satisfaction regarding service provided by physiotherapist |
| 97.9% | Mother\Parents satisfaction regarding service provided by occupational therapist |
| 99.4% | Mother\Parents satisfaction regarding service provided by speech therapist |

The table above shows the values of Cronbach's alpha for each of the four main variables in the questionnaire.

Since all the values are higher than 70% (if it's the first time to use this questionnaire) we can state that all of the elements of each variable are reliable and we can continue distributing the questionnaire.

3.7 Data collection

Data collection was conducted during 2.5 months from 1.11.2014 to 15.01.2015 with randomization (by method of every third family entering in the center matching including criteria). Family members of disable children was filled anonymous questionnaire by answering close ended questions (with using Lickert scale) and open ended question expressing their opinions.

3.8 Data entry and analysis:

Data collected from questionnaires. Statistical analysis was done by using the Statistical Package for the Social Sciences (SPSS) with different methods:

- frequency and percentage
- one sample T-test
- two sample T-test
- coefficient variance

3.9 Data measurement:

In view of choose the optimal method of analysis the way of measurement must be understood. For each way of measurement there are specific method that can be applied. For this study was used Likert scale (see the Table)

| Level of agreement | Strongly agree | Agree | Uncertain | Disagree | Strongly disagree |
|--------------------|----------------|-------|-----------|----------|-------------------|
| Scale | 1 | 2 | 3 | 4 | 5 |

The participants reported their opinion by using this scale of level of agreement in answer on each question. Then it was calculated in regarding as answer "strongly agree" meaned 1 and "strongly disagree" – 5.

Limitation of the study

- Non attentively filling the questionnaire by the families members
- Most of the families didn't answer for open ended questions.

Chapter four

Results and discussion

This chapter presented the results of the study, including family satisfaction, comparisons of two centers, families' experiences and perspectives. And finally we discuss the results.

4.1 Sample description:

The sample consisted of two rehabilitation centers, Farah center 50 participant with a percentage of 47.6%, Al-Jalil society 55 participants with a percentage of 52.4%, as illustrated in the following **table (1)**:

| Center | Frequency | Percent |
|--------------|-----------|---------|
| Farah Center | 50 | 47.6 |
| Jalil Center | 55 | 52.4 |
| Total | 105 | 100.0 |

The sample consisted of 82 mothers with a percentage of 78%, and 14 fathers with a percentage 13.3%, the rest are as shown in the **table (2)**:

| Family members | Frequency | Percent |
|----------------|-----------|---------|
| Mother | 82 | 78.0 |
| Father | 14 | 13.3 |
| Uncle | 1 | 1.0 |
| Aunt | 2 | 1.9 |
| Others | 3 | 2.9 |
| Missing | 3 | 2.9 |
| Total | 105 | 100.0 |

Distribution the age of the child shown in the next **table (3)**:

| Age of the child (in years) | Frequency | Percent |
|--------------------------------|-----------|---------|
| < 1 year | 5 | 4.8 |
| 1 | 6 | 5.7 |
| 2 | 9 | 8.6 |
| 3 | 16 | 15.2 |
| 4 | 21 | 20 |
| 5 | 9 | 8.6 |
| 6 | 9 | 8.6 |
| 7 | 10 | 9.5 |
| 8 | 6 | 5.7 |
| 9-11 | 6 | 5.7 |
| 12-18 | 5 | 4.8 |
| Missing system | 3 | 2.8 |
| Total | 105 | 100 |

As we see in this table the most of children, treated in the centers is in preschool age 4 years (20%) and 3 years old (15.2%), than school age 7 years old (9.5%), children 2, 5 and 6 years old in the same percentage – 8.6%, others ages group is in less percentage.

Table (4) describes the sample by the Gender factor which illustrates that 65 members of the sample are males with a percentage of 61.1%, 34 members are females with 32.4%.

| Gender | Frequency | Percent |
|---------|-----------|---------|
| Male | 65 | 61.9 |
| Female | 34 | 32.4 |
| Total | 99 | 94.3 |
| Missing | 6 | 5.7 |
| Total | 105 | 100 |

In relation to number of rehabilitation courses for the child 69 of the participants said that it was first experience with rehabilitation to their child with a percentage of 65.7%, while the rest of the sample 33.3% had previously courses of rehabilitation treatment (from 1 to 10).

Is this your first experience with rehabilitation to your child? Table 5

| | Frequency | Percent |
|---------|-----------|---------|
| Yes | 69 | 65.7 |
| No | 35 | 33.3 |
| Total | 104 | 99.0 |
| Missing | 1 | 1.0 |
| Total | 105 | 100.0 |

How many courses of rehabilitation your child got prior to this? Table 6

| Value | Frequency | Percent |
|---------|-----------|---------|
| 1 | 4 | 11.4 |
| 2 | 3 | 8.6 |
| 3 | 5 | 14.2 |
| 4 | 1 | 2.9 |
| 10 | 1 | 2.9 |
| Total | 14 | 40.0 |
| Missing | 21 | 60.0 |
| Total | 35 | 100.0 |

As you can see from previously table (6) just 40% of participant got prior courses of rehabilitation treatment said how many they got.

73 participants said that it was there first time visiting **this** rehabilitation center with a percentage of 69.5%, as for the rest of the sample 29.5% they visited **this** rehabilitation center before as illustrated in **table (7)**.

Is this the your first experience in this center?

| Value | Frequency | Percent |
|---------|-----------|---------|
| Yes | 73 | 69.5 |
| No | 31 | 29.5 |
| Total | 104 | 99.0 |
| Missing | 1 | 1.0 |
| Total | 105 | 100.0 |

Child diagnosis was different and describe in next **table (8)**:

| Diagnosis | Frequency | Percent |
|--|-----------|---------|
| Cerebral palsy | 40 | 38.1 |
| Down syndrome | 6 | 5.7 |
| Erb's palsy | 4 | 3.8 |
| Developmental delay | 21 | 20.0 |
| Muscular dystrophy | 1 | 1.0 |
| Hypotonia | 6 | 5.7 |
| Cerebral palsy and developmental delay | 3 | 2.9 |
| Learning Difficulty | 3 | 2.9 |
| Speech Delay | 1 | 1.0 |
| Autism | 10 | 9.6 |
| Muscle spasm | 5 | 4.8 |
| Birth Dislocation | 1 | 1.0 |
| Spina bifida | 3 | 2.9 |
| Hearing problems | 1 | 1.0 |
| Total | 105 | 100.0 |

In this table we can see that mostly children treated in rehabilitation centers had cerebral palsy 40 (38.1%), than big number cases with developmental delay 21 (20%), next – autism 10 (9.6%), Down syndrome and Hypotonia had equal number 6 (5.7%) and other problem less frequently.

4.2 Results of the first research question

What is the level of family's satisfaction with provided services for disabled children at both centers?

The answer to this question needs to be reviewed in details in each center along. Consider to each unit we will see different level of satisfaction on different points.

4.2.1 Doctors unit

We see results of our study by applying the one sample T-Test which compare the mean of the sample with an assumed mean (Test Value = 3), the test value is the average of

the weights given to the answers choices in the study questionnaire. Next table shows the statistics of the **Doctors unit / Farah Center**.

One-Sample Statistics / table (9)

| Doctors unit Farah Center | N | Mean | Std. Deviation | Std. Error | |
|---|----|------|-------------------|------------|--|
| | | | | Mean | |
| Doctor understand what I say | 44 | 1.18 | .390 | .059 | |
| Doctor explain to me condition and progress of my child problem | 45 | 1.27 | .447 | .067 | |
| The doctor discusses with me the treatment plan for my child | 46 | 1.43 | .720 | .106 | |
| Doctor give me information about possible benefit and side effects of treatment | 44 | 1.41 | .693 | .104 | |
| Doctor explain treatment alternative to me | 44 | 1.41 | .622 | .094 | |
| Doctor cooperate with other team members during treatment | 45 | 1.33 | .603 | .090 | |

a. Place of filling up the questionnaire = Farah Center

As we see it is obviously, that level of satisfaction is high because mean less than 3 and near the 1 (strongly agree). Highest level is 1.18 for doctors understanding of clients' complaint and history. Lowest level of satisfaction is 1.43 for doctors' discussion with families the treatment plan for their children.

Table (10) shows the results of the one sample T-Test, by looking at the sig. (2-tailed) P-value which is 0.000 in all of the statements, this indicates statistical significance of the results.

One-Sample Test^a / table (10)

| Doctors unit Farah Center | Test Value = 3 | | | | | |
|---|----------------|----|--------------------|--------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| Doctor understand what I say | -30.912 | 43 | .000 | -1.818 | -1.94 | -1.70 |
| Doctor explain to me condition and progress of my child problem | -26.000 | 44 | .000 | -1.733 | -1.87 | -1.60 |
| The doctor discusses with me the treatment plan for my child | -14.752 | 45 | .000 | -1.565 | -1.78 | -1.35 |
| Doctor give me information about possible benefit and side effects of treatment | -15.233 | 43 | .000 | -1.591 | -1.80 | -1.38 |
| Doctor explain treatment alternative to me | -16.966 | 43 | .000 | -1.591 | -1.78 | -1.40 |
| Doctor cooperate with other team members during treatment | -18.540 | 44 | .000 | -1.667 | -1.85 | -1.49 |

One-Sample Test^a / table (10)

| Doctors unit Farah Center | Test Value = 3 | | | | | |
|---|----------------|----|--------------------|--------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| Doctor understand what I say | -30.912 | 43 | .000 | -1.818 | -1.94 | -1.70 |
| Doctor explain to me condition and progress of my child problem | -26.000 | 44 | .000 | -1.733 | -1.87 | -1.60 |
| The doctor discusses with me the treatment plan for my child | -14.752 | 45 | .000 | -1.565 | -1.78 | -1.35 |
| Doctor give me information about possible benefit and side effects of treatment | -15.233 | 43 | .000 | -1.591 | -1.80 | -1.38 |
| Doctor explain treatment alternative to me | -16.966 | 43 | .000 | -1.591 | -1.78 | -1.40 |
| Doctor cooperate with other team members during treatment | -18.540 | 44 | .000 | -1.667 | -1.85 | -1.49 |

a. Place of filling up the questionnaire = Farah Center

This table shows in all points p value .000, with narrow 95% confidence interval, that means all of the results statistically proof or significant and the high level of satisfaction in all position is true.

Doctor unit/Al-Jalil society

The statistics accordingly doctor unit in Al-Jalil society present at next table (11). All results was obtained by applying the one sample T-Test which compare the mean of the sample with an assumed mean (Test Value = 3), the test value is the average of the weights given to the answers choices in the study questionnaire

One-Sample Statistics^a / table (11)

| Doctors unit Al-Jalil Society | N | Mea n | Std. Deviation | Std. Error Mea n |
|---|----|----------|-------------------|---------------------------|
| Doctor understand what I say | 26 | 1.62 | .496 | .097 |
| Doctor explain to me condition and progress of my child problem | 26 | 1.81 | .749 | .147 |
| The doctor discusses with me the treatment plan for my child | 26 | 1.81 | .694 | .136 |
| Doctor give me information about possible benefit and side effects of treatment | 26 | 1.62 | .697 | .137 |
| Doctor explain treatment alternative to me | 25 | 1.96 | .841 | .168 |
| Doctor cooperate with other team members during treatment | 26 | 1.77 | .587 | .115 |

a. Place of filling up the questionnaire = Al-Jalil Society

This table shown that level of families satisfaction in the doctor unit at Al-Jalil society also high (less than 3) and between 1 and 2 (strongly agree and agree). Highest level of satisfaction is in the same point – doctors understanding of patients complains – 1.62 and in point of doctor told about benefits and side effects of treatment; the lowest level of satisfaction is 1.96 in point of doctor discuss about alternative treatment.

In doctor unit in Al-Jalil society, the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 in all of the statements, this indicates that all statements statistically significant.

One-Sample Test^a / table (12)

| Doctors unit Al-Jalil Society | Test Value = 3 | | | | | |
|--|----------------|----|--------------------|--------------------|---|-------|
| | T | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| Doctor understand what I say | -14.230 | 25 | .000 | -1.385 | -1.59 | -1.18 |
| Doctor explain to me condition and progress of my child problem | -8.113 | 25 | .000 | -1.192 | -1.49 | -.89 |
| The doctor discusses with me the treatment plan for my child | -8.761 | 25 | .000 | -1.192 | -1.47 | -.91 |
| Doctor give me information about possible benefit and side effects of treatment | -10.126 | 25 | .000 | -1.385 | -1.67 | -1.10 |
| Doctor explain treatment alternative to me | -6.186 | 24 | .000 | -1.040 | -1.39 | -.69 |
| Doctor cooperate with other team members during treatment | -10.690 | 25 | .000 | -1.231 | -1.47 | -.99 |

a. Place of filling up the questionnaire = Al-Jalil Society

4.2.2 Physiotherapy unit

As for Physiotherapy unit / Farah Center, the results of the one sample T-Test shown mean column indicators from 1.06 to 1.29 (less than 3). It means that this unit had high level of family satisfaction – very close to "strongly agree" in all statements.

One-Sample Statistics^a / table (13)

| Physiotherapy unit Farah Center | N | Mean | Std. Deviation | Std. |
|--|----|------|-------------------|---------------|
| | | | | Error Mean |
| I'm satisfied with the treatment provided to my child by the physiotherapist | 31 | 1.10 | .301 | .054 |
| The physiotherapist understand problem and condition of my child | 31 | 1.10 | .301 | .054 |

| | | | | |
|---|----|------|------|------|
| I'm satisfied with the overall quality of physiotherapy for my child | 31 | 1.16 | .374 | .067 |
| The instruction given to me and my child by the physiotherapist are clear and helpful | 31 | 1.13 | .341 | .061 |
| The physiotherapist spend sufficient time with me and my child | 31 | 1.23 | .617 | .111 |
| The clinic schedule appointments of my child at convenient times | 31 | 1.29 | .529 | .095 |
| The physiotherapist cooperative with other team members for my child therapy | 30 | 1.23 | .430 | .079 |
| The physiotherapist discuss with me treatment plan for my child | 31 | 1.23 | .762 | .137 |
| The physiotherapist are courteous when dealing with me and my child | 31 | 1.10 | .301 | .054 |
| All the other staff members are courteous | 31 | 1.13 | .341 | .061 |
| I would recommended this center to other | 31 | 1.06 | .250 | .045 |
| I would return to this center for next course of physiotherapy | 30 | 1.13 | .346 | .063 |
| The center was clean and tidy enough | 31 | 1.13 | .341 | .061 |

a. Place of filling up the questionnaire = Farah Center

Highest level of satisfaction is 1.06 in point of recommendation Farah center to the others and lowest level of satisfaction is 1.29 in point of clinic schedule appointments in convenient time

For Farah center physiotherapy unit the results of the one-sample T-Test the sig. (2-tailed) P-value = 0.000 with narrow 95% confidence interval in all of the statements, this indicates that all of results statistically significant.

One-Sample Test^a / table (14)

| Physiotherapy unit Farah Center | Test Value = 3 | | | | | |
|---|----------------|----|------------------------|------------------------|---|-------|
| | t | df | Sig. (2- tailed) | Mean Differen ce | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the physiotherapist | -35.259 | 30 | .000 | -1.903 | -2.01 | -1.79 |
| The physiotherapist understand problem and condition of my child | -35.259 | 30 | .000 | -1.903 | -2.01 | -1.79 |
| I'm satisfied with the overall quality of physiotherapy for my child | -27.382 | 30 | .000 | -1.839 | -1.98 | -1.70 |
| The instruction given to me and my child by the physiotherapist are clear and helpful | -30.569 | 30 | .000 | -1.871 | -2.00 | -1.75 |
| The physiotherapist spend sufficient time with me and my child | -16.011 | 30 | .000 | -1.774 | -2.00 | -1.55 |

| | | | | | | |
|--|---------|----|------|--------|-------|-------|
| The clinic schedule appointments of my child at convenient times | -18.003 | 30 | .000 | -1.710 | -1.90 | -1.52 |
| The physiotherapist cooperative with other team members for my child therapy | -22.494 | 29 | .000 | -1.767 | -1.93 | -1.61 |
| The physiotherapist discuss with me treatment plan for my child | -12.964 | 30 | .000 | -1.774 | -2.05 | -1.49 |
| The physiotherapist are courteous when dealing with me and my child | -35.259 | 30 | .000 | -1.903 | -2.01 | -1.79 |
| All the other staff members are courteous | -30.569 | 30 | .000 | -1.871 | -2.00 | -1.75 |
| I would recommended this center to other | -43.152 | 30 | .000 | -1.935 | -2.03 | -1.84 |
| I would return to this center for next course of physiotherapy | -29.571 | 29 | .000 | -1.867 | -2.00 | -1.74 |
| The center was clean and tidy enough | -30.569 | 30 | .000 | -1.871 | -2.00 | -1.75 |

a. Place of filling up the questionnaire are = Farah Center

As for Al-Jalil society we see following results in one-sample T-Test. In physiotherapy unit level of family satisfaction is also high – less than 3 and between 1 (“strongly agrees”) and 2 (“agree”). Highest level of family satisfaction is 1.33 in point of all the staff members are courteous. And lowest level is 1.58 in clinic schedule appointment is in convenient time

One-Sample Statistics^a / table (15)

| Physiotherapy unit Al-Jalil society | N | Mean | Std. | Std. Error |
|---|----|------|-----------|------------|
| | | | Deviation | Mean |
| I'm satisfied with the treatment provided to my child by the physiotherapist | 40 | 1.55 | .677 | .107 |
| The physiotherapist understand problem and condition of my child | 40 | 1.45 | .504 | .080 |
| I'm satisfied with the overall quality of physiotherapy for my child | 40 | 1.40 | .545 | .086 |
| The instruction given to me and my child by the physiotherapist are clear and helpful | 40 | 1.40 | .496 | .078 |
| The physiotherapist spend sufficient time with me and my child | 40 | 1.48 | .640 | .101 |
| The clinic schedule appointments of my child at convenient times | 40 | 1.58 | .675 | .107 |
| The physiotherapist cooperative with other team members for my child therapy | 40 | 1.38 | .490 | .078 |
| The physiotherapist discuss with me treatment plan for my child | 39 | 1.49 | .644 | .103 |

| | | | | |
|---|----|------|------|------|
| The physiotherapist are courteous when dealing with me and my child | 40 | 1.45 | .504 | .080 |
| All the other staff members are courteous | 40 | 1.33 | .474 | .075 |
| I would recommended this center to other | 40 | 1.45 | .504 | .080 |
| I would return to this center for next course of physiotherapy | 40 | 1.35 | .483 | .076 |
| The center was clean and tidy enough | 40 | 1.45 | .504 | .080 |

a. Place of filling up the questionnaire = Jalil Center

For Physiotherapy unit / Al-Jalil society, the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 in all of the statements with narrow 95% confidence interval, this indicates that all results statistically significant.

One-Sample Test^a / table (16)

| Physiotherapy unit Al-Jalil Society | Test Value = 3 | | | | | |
|---|----------------|----|--------------------|------------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Differ ence | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the physiotherapist | -13.536 | 39 | .000 | -1.450 | -1.67 | -1.23 |
| The physiotherapist understand problem and condition of my child | -19.457 | 39 | .000 | -1.550 | -1.71 | -1.39 |
| I'm satisfied with the overall quality of physiotherapy for my child | -18.555 | 39 | .000 | -1.600 | -1.77 | -1.43 |
| The instruction given to me and my child by the physiotherapist are clear and helpful | -20.396 | 39 | .000 | -1.600 | -1.76 | -1.44 |
| The physiotherapist spend sufficient time with me and my child | -15.070 | 39 | .000 | -1.525 | -1.73 | -1.32 |
| The clinic schedule appointments of my child at convenient times | -13.350 | 39 | .000 | -1.425 | -1.64 | -1.21 |
| The physiotherapist cooperative with other team members for my child therapy | -20.962 | 39 | .000 | -1.625 | -1.78 | -1.47 |
| The physiotherapist discuss with me treatment plan for my child | -14.678 | 38 | .000 | -1.513 | -1.72 | -1.30 |
| The physiotherapist are courteous when dealing with me and my child | -19.457 | 39 | .000 | -1.550 | -1.71 | -1.39 |
| All the other staff members are | -22.333 | 39 | .000 | -1.675 | -1.83 | -1.52 |

| | | | | | | |
|--|---------|----|------|--------|-------|-------|
| courteous | | | | | | |
| I would recommended this center to other | -19.457 | 39 | .000 | -1.550 | -1.71 | -1.39 |
| I would return to this center for next course of physiotherapy | -21.604 | 39 | .000 | -1.650 | -1.80 | -1.50 |
| The center was clean and tidy enough | -19.457 | 39 | .000 | -1.550 | -1.71 | -1.39 |

a. Place of filling up the questionnaire = Jalil Center

4.2.3 Occupational therapy unit

Family satisfaction in occupational therapy unit in Farah center is high. As we see in following tables the mean is high in all points - near 1 ("strongly agree") and less than 3. The highest level of satisfaction is 1.13 in several points – in satisfaction of overall quality of occupational therapy to the child, in relationship of other staff members, in recommendation this center to the others and in return to this center for next course of therapy. The lowest level of satisfaction is 1.41 in point of spending sufficient time with the family and the child.

One-Sample Statistics^a / table (17)

| occupational therapy division Farah Center | N | Mean | SD | Mean Error |
|--|----|------|------|------------|
| I'm satisfied with the treatment provided to my child by the occupational therapist | 46 | 1.15 | .363 | .054 |
| The occupational therapist understand problem and condition of my child | 46 | 1.17 | .437 | .064 |
| I'm satisfied with the overall quality of occupational therapy for my child | 46 | 1.13 | .341 | .050 |
| The instruction given to me and my child by the occupational therapist are clear and helpful | 46 | 1.22 | .417 | .061 |
| The occupational therapist spend sufficient time with me and my child | 46 | 1.41 | .805 | .119 |
| The clinic schedule appointments of my child at convenient times | 46 | 1.33 | .519 | .076 |
| The occupational therapist cooperative with other team members for my child therapy | 46 | 1.30 | .465 | .069 |
| The occupational therapist discuss with me treatment plan for my child | 46 | 1.24 | .673 | .099 |
| The occupational therapist are courteous when dealing with me and my child | 46 | 1.15 | .363 | .054 |
| All the other staff members are courteous | 46 | 1.13 | .341 | .050 |
| I would recommended this center to other | 46 | 1.13 | .341 | .050 |
| I would return to this center for next course of occupational therapy | 45 | 1.13 | .344 | .051 |

| | | | | |
|--------------------------------------|----|------|------|------|
| The center was clean and tidy enough | 46 | 1.15 | .363 | .054 |
|--------------------------------------|----|------|------|------|

a. Place of filling up the questionnaire = Farah Center

As for occupational unit/Farah Center, the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 with narrow 95% confidence interval in all of the statements, this indicates that all indicators are statistically significant.

One-Sample Test^a / table (18)

| occupational therapy unit Farah Center | Test Value = 0 | | | | | |
|--|----------------|----|--------------------|--------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the occupational therapist | 21.518 | 45 | .000 | 1.152 | 1.04 | 1.26 |
| The occupational therapist understand problem and condition of my child | 18.203 | 45 | .000 | 1.174 | 1.04 | 1.30 |
| I'm satisfied with the overall quality of occupational therapy for my child | 22.517 | 45 | .000 | 1.130 | 1.03 | 1.23 |
| The instruction given to me and my child by the occupational therapist are clear and helpful | 19.799 | 45 | .000 | 1.217 | 1.09 | 1.34 |
| The occupational therapist spend sufficient time with me and my child | 11.907 | 45 | .000 | 1.413 | 1.17 | 1.65 |
| The clinic schedule appointments of my child at convenient times | 17.338 | 45 | .000 | 1.326 | 1.17 | 1.48 |
| The occupational therapist cooperative with other team members for my child therapy | 19.016 | 45 | .000 | 1.304 | 1.17 | 1.44 |
| The occupational therapist discuss with me treatment plan for my child | 12.491 | 45 | .000 | 1.239 | 1.04 | 1.44 |
| The occupational therapist are courteous when dealing with me and my child | 21.518 | 45 | .000 | 1.152 | 1.04 | 1.26 |
| All the other staff members are courteous | 22.517 | 45 | .000 | 1.130 | 1.03 | 1.23 |
| I would recommended this center to other | 22.517 | 45 | .000 | 1.130 | 1.03 | 1.23 |
| I would return to this center for next course of occupational therapy | 22.115 | 44 | .000 | 1.133 | 1.03 | 1.24 |
| The center was clean and tidy enough | 21.518 | 45 | .000 | 1.152 | 1.04 | 1.26 |

a. Place of filling up the questionnaire = Farah Center

For the occupational therapy unit in Al-Jalil society we can see also high level of families satisfaction, less than 3, but near 2 mostly ("agree"). The highest level of satisfaction is 1.65 in point of relationship when dealing with patients and their family, the lowest level of satisfaction is 1.87 in clinic schedule appointments in convenient time.

One-Sample Statistics^a / table (19)

| occupational therapy unit Al-Jalil Society | N | Mean | Standard Deviation | Mean Error | Standard Error |
|--|----------|-------------|---------------------------|-------------------|-----------------------|
| I'm satisfied with the treatment provided to my child by the occupational therapist | 52 | 1.71 | .457 | .063 | |
| The occupational therapist understand problem and condition of my child | 52 | 1.69 | .466 | .065 | |
| I'm satisfied with the overall quality of occupational therapy for my child | 52 | 1.73 | .448 | .062 | |
| The instruction given to me and my child by the occupational therapist are clear and helpful | 52 | 1.77 | .469 | .065 | |
| The occupational therapist spend sufficient time with me and my child | 52 | 1.83 | .474 | .066 | |
| The clinic schedule appointments of my child at convenient times | 52 | 1.87 | .595 | .083 | |
| The occupational therapist cooperative with other team members for my child therapy | 52 | 1.75 | .480 | .067 | |
| The occupational therapist discuss with me treatment plan for my child | 52 | 1.75 | .556 | .077 | |
| The occupational therapist are courteous when dealing with me and my child | 52 | 1.65 | .480 | .067 | |
| All the other staff members are courteous | 52 | 1.73 | .448 | .062 | |
| I would recommended this center to other | 52 | 1.67 | .513 | .071 | |
| I would return to this center for next course of occupational therapy | 52 | 1.69 | .466 | .065 | |
| The center was clean and tidy enough | 52 | 1.73 | .448 | .062 | |

a. Place of filling up the questionnaire = Jalil Center

In occupational therapy unit / Al-Jalil Society the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 with narrow 95% confidence interval in all of the statements, this indicates that all results are statistically significant.

One-Sample Test^a / table (20)

| Occupational therapy unit Jalil Center | Test Value = 3 | | | | | |
|---|-----------------------|-----------|----------------------------|----------------------------|--|--------------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the occupational therapist | 26.979 | 51 | .000 | 1.712 | 1.58 | 1.84 |

| | | | | | | |
|--|--------|----|------|-------|------|------|
| The occupational therapist understand problem and condition of my child | 26.185 | 51 | .000 | 1.692 | 1.56 | 1.82 |
| I'm satisfied with the overall quality of occupational therapy for my child | 27.866 | 51 | .000 | 1.731 | 1.61 | 1.86 |
| The instruction given to me and my child by the occupational therapist are clear and helpful | 27.187 | 51 | .000 | 1.769 | 1.64 | 1.90 |
| The occupational therapist spend sufficient time with me and my child | 27.813 | 51 | .000 | 1.827 | 1.70 | 1.96 |
| The clinic schedule appointments of my child at convenient times | 22.606 | 51 | .000 | 1.865 | 1.70 | 2.03 |
| The occupational therapist cooperative with other team members for my child therapy | 26.291 | 51 | .000 | 1.750 | 1.62 | 1.88 |
| The occupational therapist discuss with me treatment plan for my child | 22.708 | 51 | .000 | 1.750 | 1.60 | 1.90 |
| The occupational therapist are courteous when dealing with me and my child | 24.826 | 51 | .000 | 1.654 | 1.52 | 1.79 |
| All the other staff members are courteous | 27.866 | 51 | .000 | 1.731 | 1.61 | 1.86 |
| I would recommended this center to other | 23.500 | 51 | .000 | 1.673 | 1.53 | 1.82 |
| I would return to this center for next course of occupational therapy | 26.185 | 51 | .000 | 1.692 | 1.56 | 1.82 |
| The center was clean and tidy enough | 27.866 | 51 | .000 | 1.731 | 1.61 | 1.86 |

4.2.4 Speech therapy unit

Speech therapy unit in Farah center accordingly to the family opinion had high level of satisfaction – less than 3 and near 1 ("strongly agree"). The highest level of family satisfaction is 1.19 in several points – satisfaction in speech therapy session, in understanding of problem and condition of the treated child, in relationship from other staff members and in recommendation this center to the others. The lowest level of satisfaction is 1.37 in point of spending sufficient time with the family and the child.

One-Sample Statistics^a / table (21)

| Speech therapy unit Farah Center | N | Mean | Std. Deviation | Std. Error Mean |
|---|----|------|-------------------|-----------------------|
| I'm satisfied with the treatment provided to my child by the speech therapist | 27 | 1.19 | .396 | .076 |

| | | | | |
|--|----|------|------|------|
| The speech therapist understand problem and condition of my child | 27 | 1.19 | .396 | .076 |
| I'm satisfied with the overall quality of speech therapy for my child | 27 | 1.22 | .424 | .082 |
| The instruction given to me and my child by the speech therapist are clear and helpful | 27 | 1.26 | .447 | .086 |
| The speech therapist spend sufficient time with me and my child | 27 | 1.37 | .688 | .132 |
| The clinic schedule appointments of my child at convenient times | 27 | 1.33 | .555 | .107 |
| The speech therapist cooperative with other team members for my child therapy | 27 | 1.22 | .424 | .082 |
| The speech therapist discuss with me treatment plan for my child | 27 | 1.19 | .396 | .076 |
| The speech therapist are courteous when dealing with me and my child. | 27 | 1.22 | .424 | .082 |
| All the other staff members are courteous | 27 | 1.19 | .396 | .076 |
| I would recommended this center to other | 27 | 1.19 | .396 | .076 |
| I would return to this center for next course of speech therapy | 27 | 1.22 | .424 | .082 |
| The center was clean and tidy enough | 27 | 1.30 | .465 | .090 |

a. Place of filling up the questionnaire = Farah Cente

In speech therapy unit / Farah center the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 with narrow 95% confidence interval in all of the statements, this indicates that all results are statistically significant

One-Sample Test^a / table (22)

| Speech therapy unit Farah Center | Test Value = 3 | | | | | |
|---|----------------|----|--------------------|--------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the speech therapist | 15.558 | 26 | .000 | 1.185 | 1.03 | 1.34 |
| The speech therapist understand problem and condition of my child | 15.558 | 26 | .000 | 1.185 | 1.03 | 1.34 |
| I'm satisfied with the overall quality of speech therapy for my child | 14.990 | 26 | .000 | 1.222 | 1.05 | 1.39 |

| | | | | | | |
|--|--------|----|------|-------|------|------|
| The instruction given to me and my child by the speech therapist are clear and helpful | 14.652 | 26 | .000 | 1.259 | 1.08 | 1.44 |
| The speech therapist spend sufficient time with me and my child | 10.354 | 26 | .000 | 1.370 | 1.10 | 1.64 |
| The clinic schedule appointments of my child at convenient times | 12.490 | 26 | .000 | 1.333 | 1.11 | 1.55 |
| The speech therapist cooperative with other team members for my child therapy | 14.990 | 26 | .000 | 1.222 | 1.05 | 1.39 |
| The speech therapist discuss with me treatment plan for my child | 15.558 | 26 | .000 | 1.185 | 1.03 | 1.34 |
| The speech therapist are courteous when dealing with me and my child. | 14.990 | 26 | .000 | 1.222 | 1.05 | 1.39 |
| All the other staff members are courteous | 15.558 | 26 | .000 | 1.185 | 1.03 | 1.34 |
| I would recommended this center to other | 15.558 | 26 | .000 | 1.185 | 1.03 | 1.34 |
| I would return to this center for next course of speech therapy | 14.990 | 26 | .000 | 1.222 | 1.05 | 1.39 |
| The center was clean and tidy enough | 14.475 | 26 | .000 | 1.296 | 1.11 | 1.48 |

a. Place of filling up the questionnaire = Farah Center

Speech therapy unit in Al-Jalil society shown following results of one-sample T-Test – high level of satisfaction (less than 3) and near 2 ("agree"). The highest level of satisfaction is 1.62 in point of satisfaction of speech therapy treatment, lowest level – 1.76 in several points: clinic schedule appointment at convenient time, discussion treatment plan with the family and attitudes of other staff members.

One-Sample Test^a / table (23)

| Speech therapy unit Al-Jalil Society | N | Mean | Std. Deviation | Std. Error Mean |
|--|----|------|-------------------|-----------------------|
| I'm satisfied with the treatment provided to my child by the speech therapist | 21 | 1.62 | .498 | .109 |
| The speech therapist understand problem and condition of my child | 20 | 1.65 | .489 | .109 |
| I'm satisfied with the overall quality of speech therapy for my child | 21 | 1.67 | .577 | .126 |
| The instruction given to me and my child by the speech therapist are clear and helpful | 21 | 1.71 | .561 | .122 |
| The speech therapist spend sufficient time with me and my | 21 | 1.71 | .561 | .122 |

| | | | | |
|---|----|------|------|------|
| child | | | | |
| The clinic schedule appointments of my child at convenient times | 21 | 1.76 | .539 | .118 |
| The speech therapist cooperative with other team members for my child therapy | 21 | 1.67 | .483 | .105 |
| The speech therapist discuss with me treatment plan for my child | 21 | 1.76 | .700 | .153 |
| The speech therapist are courteous when dealing with me and my child. | 21 | 1.67 | .483 | .105 |
| All the other staff members are courteous | 21 | 1.76 | .436 | .095 |
| I would recommended this center to other | 21 | 1.71 | .463 | .101 |
| I would return to this center for next course of speech therapy | 21 | 1.67 | .483 | .105 |
| The center was clean and tidy enough | 21 | 1.67 | .483 | .105 |

a. Place of filling up the questionnaire = Jalil Center

As for Speech therapy unit / Al-Jalil society, the results of the one sample T-Test the sig. (2-tailed) P-value = 0.000 with narrow 95% confidence interval in all of the statements, this indicates that all results are statistically significant.

One-Sample Test^a / table (24)

| Speech therapy unit Al-Jalil society | Test Value = 3 | | | | | |
|--|----------------|----|--------------------|--------------------|---|-------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| I'm satisfied with the treatment provided to my child by the speech therapist | 14.910 | 20 | .000 | 1.619 | 1.39 | 1.85 |
| The speech therapist understand problem and condition of my child | 15.079 | 19 | .000 | 1.650 | 1.42 | 1.88 |
| I'm satisfied with the overall quality of speech therapy for my child | 13.229 | 20 | .000 | 1.667 | 1.40 | 1.93 |
| The instruction given to me and my child by the speech therapist are clear and helpful | 14.013 | 20 | .000 | 1.714 | 1.46 | 1.97 |
| The speech therapist spend sufficient time with me and my child | 14.013 | 20 | .000 | 1.714 | 1.46 | 1.97 |

| | | | | | | |
|---|--------|----|------|-------|------|------|
| The clinic schedule appointments of my child at convenient times | 14.981 | 20 | .000 | 1.762 | 1.52 | 2.01 |
| The speech therapist cooperative with other team members for my child therapy | 15.811 | 20 | .000 | 1.667 | 1.45 | 1.89 |
| The speech therapist discuss with me treatment plan for my child | 11.529 | 20 | .000 | 1.762 | 1.44 | 2.08 |
| The speech therapist are courteous when dealing with me and my child. | 15.811 | 20 | .000 | 1.667 | 1.45 | 1.89 |
| All the other staff members are courteous | 18.500 | 20 | .000 | 1.762 | 1.56 | 1.96 |
| I would recommended this center to other | 16.971 | 20 | .000 | 1.714 | 1.50 | 1.92 |
| I would return to this center for next course of speech therapy | 15.811 | 20 | .000 | 1.667 | 1.45 | 1.89 |
| The center was clean and tidy enough | 15.811 | 20 | .000 | 1.667 | 1.45 | 1.89 |

a. Place of filling up the questionnaire = Jalil Center

In general, in the Farah center highest level of satisfaction in physiotherapy unit and lowest level in doctors unit. As for Al-Jalil society, highest level of satisfaction in physiotherapy unit and lowest level in doctors unit too. But as we see in previous tables level of family satisfaction is higher in Farah center in all units.

The next part of the study will be devoted to specific performances of comparison of two rehabilitation centers.

4.3 Results of second research question

Are there statistical significant differences in the level of family's satisfaction between two centers with different approach of treatment?

4.3.1 Doctors unit

Table 25 shows the independent Two Sample T-Test which compare the mean between two samples (Farah center and Al-Jalil society) regarding the families satisfaction towards the doctors behavior in the treatment as illustrated in the table, upon the values shown in the significant and significant (2-tailed) column.

Upon the value shown in the significant and significant (2-tailed) column in table 27 (which has the value of less than .05 for the variables highlighted in yellow) this indicates that the variability in the two factors is not the same and that the Farah center scores vary

much more than the scores in Al-Jalil society, thus the variability in the two factors is significantly different and there is a statistically significant difference between the two factors, thus we conclude that the differences between factor means are not likely due to chance.

For the variables highlighted in blue looking at the sig. value which is greater than .05, this means that the variability in your two factors is about the same and that the scores in Farah center factor do not vary too much more than the scores in Al-Jalil society, which also means that the variability in the two factors is not significantly different, and since the sig. 2-tailed value is less than .05, thus we can conclude that there is a statistically significant difference between the two factors and that the differences between factor means are not likely due to change.

Upon the values shown in the significant column (greater than .05) for the variables highlighted in green which indicates to use the significant (2-tailed) column value under the assumption of equal variance which also had the value of greater than .05 we can conclude that there is no statistically significant difference between the two factors and that the differences between factor means are likely due to chance.

Independent Samples Test / table (25)

| Doctors Unit | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | |
|--|-----------------------------|---|------|------------------------------|--------|------------|
| | | F | Sig. | t | df | Sig. |
| | | | | | | (2-tailed) |
| The doctor understands what I tell him | Equal variances assumed | 11.539 | .001 | -4.056 | 68 | .000 |
| | Equal variances not assumed | | | -3.813 | 43.251 | .000 |
| The doctor explains to me about the condition and progress of my child problem | Equal variances assumed | 4.104 | .047 | -3.817 | 69 | .000 |
| | Equal variances not assumed | | | -3.353 | 35.494 | .002 |
| The doctor discusses with me the treatment plan for my child | Equal variances assumed | .701 | .405 | -2.139 | 70 | .036 |
| | Equal variances not assumed | | | -2.161 | 53.623 | .035 |
| The doctor told me about the benefits and side effects of the treatment | Equal variances assumed | .011 | .918 | -1.201 | 68 | .234 |
| | Equal variances not assumed | | | -1.199 | 52.322 | .236 |

| | | | | | | |
|---|-----------------------------|------|------|--------|--------|------|
| The doctor discusses treatment alternatives with me | Equal variances assumed | .000 | .988 | -3.106 | 67 | .003 |
| | Equal variances not assumed | | | -2.862 | 39.140 | .007 |
| The doctor cooperate with other team members during treatment | Equal variances assumed | .034 | .854 | -2.963 | 69 | .004 |
| | Equal variances not assumed | | | -2.984 | 53.481 | .004 |

This table shown that doctors in the Farah center (according to families impression) better understand the family's needs and better explain the condition of the child. In relation for discuss of treatment plan and alternatives and for doctor cooperation with other team members doctors in both centers works about the same. Doctors in both centers as noted the participants equally talk about benefits and side effects of the treatment.

4.3.2 Physiotherapy unit.

Upon the value shown in the significant and significant (2-tailed) column in table 26 (which has the value of less than .05 for the variables highlighted in yellow) this indicates that the variability in the two factors is not the same and that the Farah center scores vary much more than the scores in Al-Jalil society, thus the variability in the two factors is significantly different and there is a statistically significant difference between the two factors, thus we conclude that the differences between factor means are not likely due to chance.

Upon the values shown in the significant column (greater than .05) for the variables highlighted in green which indicates to use the significant (2-tailed) column value under the assumption of equal variance which also had the value of greater than .05 we can conclude that there is no statistically significant difference between the two factors and that the differences between factor means are likely due to chance.

The variables highlighted in gray had the sig. value of less than 0.5 this indicates that the variability in the two factors is not the same and that the Farah center scores vary much more than the scores in Al-Jalil society, thus the variability in the two factors is significantly different, since sig 2-tailed value is greater than 0.5, thus there is a statistically significant difference between the two factors and that the differences between factor means are not likely due to chance.

Independent Samples Test / table (26)

| Physiotherapy unit | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | |
|---|-----------------------------|--|-------------------------|------------------------------|--------|-----------------|
| | | F | Sig. | t | df | Sig. (2-tailed) |
| | | I'm satisfied with the treatment provided to my child by the physiotherapist | Equal variances assumed | 30.909 | .000 | -3.466 |
| | Equal variances not assumed | | | -3.778 | 56.578 | .000 |
| The physiotherapist understand problem and condition of my child | Equal variances assumed | 66.374 | .000 | -3.453 | 69 | .001 |
| | Equal variances not assumed | | | -3.671 | 65.173 | .000 |
| I'm satisfied with the overall quality of physiotherapy for my child | Equal variances assumed | 18.001 | .000 | -2.085 | 69 | .041 |
| | Equal variances not assumed | | | -2.184 | 68.091 | .032 |
| The instruction given to me and my child by the physiotherapist are clear and helpful | Equal variances assumed | 34.106 | .000 | -2.600 | 69 | .011 |
| | Equal variances not assumed | | | -2.723 | 68.119 | .008 |
| Physiotherapist spends enough time with me and my child | Equal variances assumed | 3.070 | .084 | -1.653 | 69 | .103 |
| | Equal variances not assumed | | | -1.661 | 65.735 | .102 |
| The clinic schedule appointments of my child at convenient times | Equal variances assumed | 3.488 | .066 | -1.932 | 69 | .057 |
| | Equal variances not assumed | | | -1.993 | 68.986 | .050 |
| The physiotherapist cooperative with other team members for my child therapy | Equal variances assumed | 6.796 | .011 | -1.260 | 68 | .212 |
| | Equal variances not assumed | | | -1.284 | 66.264 | .204 |
| The physiotherapist discuss with me treatment plan for my child | Equal variances assumed | 1.730 | .193 | -1.555 | 68 | .124 |
| | Equal variances not assumed | | | -1.526 | 58.758 | .132 |
| The physiotherapist are courteous when dealing with me and my child | Equal variances assumed | 66.374 | .000 | -3.453 | 69 | .001 |
| | Equal variances not assumed | | | -3.671 | 65.173 | .000 |
| All the other staff | Equal variances assumed | 18.438 | .000 | -1.943 | 69 | .056 |

| | | | | | | |
|--|-----------------------------|--------|------|--------|--------|------|
| members are courteous | Equal variances not assumed | | | -2.024 | 68.657 | .047 |
| I would recommended this center to other | Equal variances assumed | 111.19 | .000 | -3.900 | 69 | .000 |
| | Equal variances not assumed | 4 | | -4.217 | 59.830 | .000 |
| I would return to this center for next course of physiotherapy | Equal variances assumed | 21.777 | .000 | -2.087 | 68 | .041 |
| | Equal variances not assumed | | | -2.187 | 67.882 | .032 |
| The center was clean and tidy enough | Equal variances assumed | 43.635 | .000 | -3.046 | 69 | .003 |
| | Equal variances not assumed | | | -3.195 | 67.883 | .002 |

In this table we can see that family satisfaction with physiotherapy unit is better (statistically significant) in Farah center with many points – treatment, quality of service, instruction for treatment, understanding of child problem, respect with patient and the family, other staff attitude, cooperation with other team members, clean and therefore more tendency to recommend Farah center to others and return to this center for next course. Some points is about the same in both centers like spending time in sessions, appointment of schedule and discussing of treatment plan with no statistically significant distinguish..

4.3.3 Occupational therapy unit

Upon the value shown in the significant and significant (2-tailed) column in table 27 (which has the value of less than .05 for the variables highlighted in yellow) this indicates that the variability in the two factors is not the same and that the Farah center scores vary much more than the scores in Al-Jalil society, thus the variability in the two factors is significantly different and there is a statistically significant difference between the two factors, thus we conclude that the differences between factor means are not likely due to chance.

For the variables highlighted in blue looking at the sig. value which is greater than .05, this means that the variability in your two factors is about the same and that the scores in Farah center factor do not vary too much more than the scores in Al-Jalil society, which also means that the variability in the two factors is not significantly different, and since the sig. 2-tailed value is less than .05, thus we can conclude that there is a statistically

significant difference between the two factors and that the differences between factor means are not likely due to change.

Independent Samples/ table (27)

| Occupational therapy unit | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | |
|--|-----------------------------|---|------|------------------------------|--------|-----------------|
| | | F | Sig. | t | df | Sig. (2-tailed) |
| I'm satisfied with the treatment provided to my child by the occupational therapist | Equal variances assumed | 11.390 | .001 | -6.644 | 96 | .000 |
| | Equal variances not assumed | | | -6.738 | 94.940 | .000 |
| The occupational therapist understand problem and condition of my child | Equal variances assumed | 6.451 | .013 | -5.656 | 96 | .000 |
| | Equal variances not assumed | | | -5.678 | 95.650 | .000 |
| I'm satisfied with the overall quality of occupational therapy for my child | Equal variances assumed | 12.938 | .001 | -7.394 | 96 | .000 |
| | Equal variances not assumed | | | -7.517 | 93.957 | .000 |
| The instruction given to me and my child by the occupational therapist are clear and helpful | Equal variances assumed | .763 | .384 | -6.119 | 96 | .000 |
| | Equal variances not assumed | | | -6.164 | 95.997 | .000 |
| The occupational therapist spend sufficient time with me and my child | Equal variances assumed | 7.641 | .007 | -3.144 | 96 | .002 |
| | Equal variances not assumed | | | -3.051 | 70.923 | .003 |
| The clinic schedule appointments of my child at convenient times | Equal variances assumed | 1.309 | .255 | -4.753 | 96 | .000 |
| | Equal variances not assumed | | | -4.793 | 95.983 | .000 |
| The occupational therapist cooperative with other team members for my child therapy | Equal variances assumed | .189 | .665 | -4.654 | 96 | .000 |
| | Equal variances not assumed | | | -4.663 | 95.182 | .000 |
| The occupational therapist discuss with me treatment plan for my child | Equal variances assumed | .579 | .448 | -4.115 | 96 | .000 |
| | Equal variances not assumed | | | -4.067 | 87.565 | .000 |
| The occupational therapist are courteous when dealing with me and my child | Equal variances assumed | 22.267 | .000 | -5.771 | 96 | .000 |
| | Equal variances not assumed | | | -5.870 | 93.809 | .000 |
| All the other staff members are courteous | Equal variances assumed | 12.938 | .001 | -7.394 | 96 | .000 |
| | Equal variances not assumed | | | -7.517 | 93.957 | .000 |

| | | | | | | |
|---|-----------------------------|--------|------|--------|--------|------|
| I would recommended this center to other | Equal variances assumed | 26.790 | .000 | -6.081 | 96 | .000 |
| | Equal variances not assumed | | | -6.229 | 89.305 | .000 |
| I would return to this center for next course of occupational therapy | Equal variances assumed | 19.634 | .000 | -6.633 | 95 | .000 |
| | Equal variances not assumed | | | -6.777 | 92.781 | .000 |
| The center was clean and tidy enough | Equal variances assumed | 8.511 | .004 | -6.966 | 96 | .000 |
| | Equal variances not assumed | | | -7.056 | 95.312 | .000 |

From the above table it is clear that Farah center score not very much more than score from Al-Jalil society in several position – clearance and helpful instruction, appropriate time to the sessions, cooperation with other team members and discussion with family treatment plan for their child. For all other positions we see that satisfaction score in Farah center very much more, than in Al-Jalil society.

4.3.4 Speech therapy unit

Upon the value shown in the significant and significant (2-tailed) column in table 28 (which has the value of less than .05 for the variables highlighted in yellow) this indicates that the variability in the two factors is not the same and that the Farah center scores very much more than the scores in Jalil center, thus the variability in the two factors is significantly different and there is a statistically significant difference between the two factors, thus we conclude that the differences between factor means are not likely due to chance.

For the variables highlighted in blue looking at the sig. value which is greater than .05, this means that the variability in your two factors is about the same and that the scores in Farah center factor do not vary too much more than the scores in Al-Jalil society, which also means that the variability in the two factors is not significantly different, and since the sig. 2-tailed value is less than .05, thus we can conclude that there is a statistically significant difference between the two factors and that the differences between factor means are not likely due to change.

Upon the values shown in the significant column (greater than .05) for the variables highlighted in green which indicates to use the significant (2-tailed) column value under

the assumption of equal variance which also had the value of greater than .05 we can conclude that there is no statistically significant difference between the two factors and that the differences between factor means are likely due to chance.

Independent Samples Test / table (28)

| Speech therapy unit | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | |
|--|-----------------------------|---|------|------------------------------|--------|-----------------|
| | | F | Sig. | t | df | Sig. (2-tailed) |
| I'm satisfied with the treatment provided to my child by the speech therapist | Equal variances assumed | 8.271 | .006 | -3.366 | 46 | .002 |
| | Equal variances not assumed | | | -3.271 | 37.537 | .002 |
| The speech therapist understand problem and condition of my child | Equal variances assumed | 5.995 | .018 | -3.599 | 45 | .001 |
| | Equal variances not assumed | | | -3.486 | 35.745 | .001 |
| I'm satisfied with the overall quality of speech therapy for my child | Equal variances assumed | 5.320 | .026 | -3.077 | 46 | .004 |
| | Equal variances not assumed | | | -2.962 | 35.474 | .005 |
| The instruction given to me and my child by the speech therapist are clear and helpful | Equal variances assumed | 1.691 | .200 | -3.132 | 46 | .003 |
| | Equal variances not assumed | | | -3.044 | 37.573 | .004 |
| The speech therapist spend sufficient time with me and my child | Equal variances assumed | .170 | .682 | -1.860 | 46 | .069 |
| | Equal variances not assumed | | | -1.908 | 45.874 | .063 |
| The clinic schedule appointments of my child at convenient times | Equal variances assumed | .159 | .692 | -2.688 | 46 | .010 |
| | Equal variances not assumed | | | -2.698 | 43.709 | .010 |
| The speech therapist cooperative with other team members for my child therapy | Equal variances assumed | 2.706 | .107 | -3.391 | 46 | .001 |
| | Equal variances not assumed | | | -3.335 | 40.060 | .002 |
| The speech therapist discuss with me treatment plan for my child | Equal variances assumed | 3.845 | .056 | -3.608 | 46 | .001 |
| | Equal variances not assumed | | | -3.377 | 29.761 | .002 |
| The speech therapist are courteous when dealing with me and my child. | Equal variances assumed | 2.706 | .107 | -3.391 | 46 | .001 |
| | Equal variances not assumed | | | -3.335 | 40.060 | .002 |
| All the other staff members are courteous | Equal variances assumed | .761 | .388 | -4.788 | 46 | .000 |
| | Equal variances not assumed | | | -4.729 | 40.901 | .000 |

| | | | | | | |
|---|-----------------------------|-------|------|--------|--------|------|
| I would recommended this center to other | Equal variances assumed | 2.560 | .116 | -4.266 | 46 | .000 |
| | Equal variances not assumed | | | -4.182 | 39.412 | .000 |
| I would return to this center for next course of speech therapy | Equal variances assumed | 2.706 | .107 | -3.391 | 46 | .001 |
| | Equal variances not assumed | | | -3.335 | 40.060 | .002 |
| The center was clean and tidy enough | Equal variances assumed | .281 | .598 | -2.691 | 46 | .010 |
| | Equal variances not assumed | | | -2.678 | 42.327 | .011 |

In previous table clearly visible significantly higher Farah center scores in statement of satisfaction of sessions and overall quality of speech therapy treatment and also in understanding by the therapist condition and problem of the child. At others statements there are mild, but statistically significant difference between speech therapy unit in both centers with Farah center score prevalence. And just statement of spending sufficient time has no statistic difference in both centers.

Based on all above tables it is clear that family satisfaction in services provided for disabled children at Farah center for rehabilitation more at all units, than at Al-Jalil society. Thus it can be concluded, that team work approach preferred for the families.

4.4 What are the strength areas and areas for improvement of provided services?

4.4.1 Farah center

In previous tables we can see, that in general level of family satisfaction of services provided at Farah center is high. Highest satisfaction is in work of physiotherapy unit (scores from 1.06 to 1.29) , than satisfaction in occupational therapy unit (scores from 1.13 to 1.41), at third place – speech therapy unit (scores from 1.19 to 1.37) and at last place – doctors unit (scores from 1.18 to 1.43). That means that doctor unit works need in improvement.

In each department there are some points mild better and some points mild worth.

In doctor unit better point (1.18) is understanding of the families and worst points (1.43 and 1.41) are discuss treatment plan with the family, explanation of benefits and side effects of the treatment and explanation alternative treatment.

As for physiotherapy unit – the better point (1.06) is desire of visit this center to others and worst point (1.29) is providing convenient time for the session.

In occupational therapy unit – the better points (1.13) are the satisfaction of occupational therapy treatment, good attitude from other staff members and desire of visit this center to others; the worst point (1.41) is spending enough time with the family and their child.

As for speech therapy unit – the better positions (1.19) are satisfaction with the therapist, understanding of problem and condition of the child, discussing treatment plan with the family, good attitude from other staff members and advise visit to this center for others; worst position (1.37) is spending enough time with the family and the child.

In general, the better points in the center – good attitude from staff members, advise others to visit this center and the worst positions – discussion treatment plan with the family, spending enough time with the family and their child, providing convenient time for the session.

4.4.2 Al-Jalil society rehabilitation center

The level of family satisfaction of services provided for disable children at Al-Jalil society is high. The highest level of satisfaction in physiotherapy unit (scores from 1.33 to 1.58), than satisfaction in speech therapy unit (scores from 1.62 to 1.76), at third place – occupational therapy unit (scores from 1.65 to 1.87) and at last place – doctors unit (scores from 1.62 to 1.96). That means that works of doctors unit needs improvement.

The better position (1.62) in doctors department are understanding of families and explanation of treatment benefits and side effects; the worst point (1.96) is explanation of treatment alternatives.

In physiotherapy unit the better point (1.33) is good attitude from other staff members and the worst point (1.58) is provided convenient time for the sessions.

As for occupational therapy department – the better position (1.65) is good attitude from therapist when dealing with the child and the family, the worst position (1.87) is provided convenient time for the sessions.

The better point in speech therapy unit (1.62) is satisfaction with the speech therapist and the worst points (1.76) are provided convenient time for the sessions, discussion of treatment plan with the family and attitude from other staff members.

In general, for the better position in Al-Jalil society center accordingly to the families there is no equal opinion, but as for the worst point - it is providing convenient time for the sessions.

4.5 Results of third research question

What extent team work and families participation in team decisions effective from families perspective?

Open ended question participants responded only by a percentage of 33.3%, which is 27 from Farah Center with a percentage of 25.7%, 8 from Al-Jalil society center with a percentage of 7.62%, the percentages which represents the responds between both centers upon the open questions Farah Center with a percentage of 81.8%, Al-Jalil Society Center with a percentage of 24.24%, the responds Indicates highly satisfaction with the specialist in different medical care divisions, from the point of view of their work and humanitarian relation with the patients in both centers, with only a 3% of asking for updating the equipments and widening the centers, also increasing the number and the period of therapy sessions.

As we see this part of questionnaire was ignored from most of participant and we don't have possibility talk about any significant results.

Recommendations

- On the basis of the receiving results the interdisciplinary team-work approach will be recommended to the implementation in all rehabilitation centers.
- Recommended to improve doctors' work by paying attention on discussing of child's treatment plan for the family, explanation of benefits and side effects of the treatment and treatment alternatives.
- to pay attention on clinic schedule to improve situation with achievement more convenient time for the sessions.

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Annex 1

Questionnaire for clients

About family satisfaction of the services provided to disabled children in Farah center for rehabilitation, Nablus and in Jalil society, Jenin

Data: ---/---/2014

I. Personal data

1. a) Farah center b) Jalil society

Please, answer the entire followed question (respondent)

2. a) Mother b) Father c) other

3. Age of your child:

4. Gender of your child: a) Male b) Female

5. Is this your first experience with rehabilitation to your child? Yes No (how many courses of rehabilitation your child got prior to this?.....)

6. Is this your first experience in this center? Yes No

7. What is your child problem, diagnoses? CP, Down s-m, Hypotonia, Erb's palsy, developmental delay, spina bifida, muscular dystrophy or other _____

II. Family/mothers satisfaction with health providers

Doctor clinics

| | Strongly agree | Agree | Not certain | Disagree | Strongly disagree |
|---|----------------|-------|-------------|----------|-------------------|
| Doctor understand what I say | | | | | |
| Doctor explain to me condition and progress of my child problem | | | | | |
| Doctor discuss with me treatment plan for my child | | | | | |
| Doctor give me information about possible benefit and side effects of treatment | | | | | |
| Doctor explain treatment alternative to me | | | | | |
| Doctor cooperate with other team members during treatment | | | | | |

Please, mentioned three important good things you faced with doctor:

Please, mention three important problems you faced with doctors:

What your suggestion to improve doctor skills

Physiotherapy unit:

| | Strongly agree | Agree | Not certain | Disagree | Strongly disagree |
|---|----------------|-------|-------------|----------|-------------------|
| I'm satisfied with the treatment provided to my child by the physiotherapist | | | | | |
| The physiotherapist understand problem and condition of my child | | | | | |
| I'm satisfied with the overall quality of physiotherapy for my child | | | | | |
| The instruction given to me and my child by the physiotherapist are clear and helpful | | | | | |
| The physiotherapist spend sufficient time with me and my child | | | | | |
| The clinic schedule appointments of my child at convenient times | | | | | |
| The physiotherapist cooperative with other team members for my child therapy | | | | | |
| The physiotherapist discuss with me treatment plan for my child | | | | | |
| The physiotherapist are courteous when dealing with me and my child | | | | | |
| All the other staff members are courteous | | | | | |
| I would recommended this center to other | | | | | |
| I would return to this center for next course of physiotherapy | | | | | |
| Overall, I'm satisfied with my experience with physiotherapy | | | | | |
| The center was clean and tidy enough | | | | | |

Please, mentioned three important positive sings your faced during physiotherapy in this center.

Please, mentioned three important problem your faced with physiotherapy treatment

What your suggestion to improve physiotherapy work?

Occupational therapy unit

| | Strongly agree | Agree | Not certain | Disagree | Strongly disagree |
|--|----------------|-------|-------------|----------|-------------------|
| I'm satisfied with the treatment provided to my child by the occupational therapist | | | | | |
| The occupational therapist understand problem and condition of my child | | | | | |
| I'm satisfied with the overall quality of occupational therapy for my child | | | | | |
| The instruction given to me and my child by the occupational therapist are clear and helpful | | | | | |
| The occupational therapist spend sufficient | | | | | |

| | | | | | |
|---|--|--|--|--|--|
| time with me and my child | | | | | |
| The clinic schedule appointments of my child at convenient times | | | | | |
| The occupational therapist cooperative with other team members for my child therapy | | | | | |
| The occupational therapist discuss with me treatment plan for my child | | | | | |
| The occupational therapist are courteous when dealing with me and my child | | | | | |
| All the other staff members are courteous | | | | | |
| I would recommended this center to other | | | | | |
| I would return to this center for next course of occupational therapy | | | | | |
| Overall, I'm satisfied with my experience with occupational therapy | | | | | |
| The center was clean and tidy enough | | | | | |

Please, mentioned three important positive sings your faced with occupational therapy in this center.

Please, mentioned three important problem your faced with occupational therapy

What your suggestion to improve occupational therapy work?

Speech therapy unit

| | Strongly agree | Agree | Not certain | Disagree | Strongly disagree |
|--|----------------|-------|-------------|----------|-------------------|
| I'm satisfied with the treatment provided to my child by the speech therapist | | | | | |
| The speech therapist understand problem and condition of my child | | | | | |
| I'm satisfied with the overall quality of speech therapy for my child | | | | | |
| The instruction given to me and my child by the speech therapist are clear and helpful | | | | | |
| The speech therapist spend sufficient time with me and my child | | | | | |
| The clinic schedule appointments of my child at convenient times | | | | | |
| The speech therapist cooperative with other team members for my child therapy | | | | | |
| The speech therapist discuss with me treatment plan for my child | | | | | |
| The speech therapist are courteous when dealing with me and my child. | | | | | |
| All the other staff members are courteous | | | | | |
| I would recommended this center to other | | | | | |
| I would return to this center for next course of speech therapy | | | | | |
| Overall, I'm satisfied with my experience with speech therapy | | | | | |
| The center was clean and tidy enough | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

Please, mentioned three important positive sings your faced with speech therapy in this center.

Please, mentioned three important problem your faced with speech therapy

What your suggestion to improve speech therapy work

Please write any general suggestion to improve the level of work in the center

Please write any other relevant comments

Thank for your cooperation

Annex 2

أسئلة للأهل لمدى رضاهم و لتقييم الخدمة المقدمة لأبنائهم لأعاده تأهيلهم في كل من مركز فرح (نابلس) , أو مركز جليل (جنين) .

تاريخ تعبئه الاستبانة:

2014/...../.....

مكان تعبئه الاستبانة :

1- مركز فرح
2- مركز جليل

أرجوا من فضلكم الاجابه على الاسئلة التاليه :

1-المعلومات الشخصية :

1- من هو الشخص المجيب على الاسئلة:

1-الأم
2- الأب
3- شخص آخر.....

2- ماهو عمر طفلكم :.....

3- الجنس :

1- ذكر
2- أنثى

4- هذه تجربتكم الأولى في مركز لأعاده التأهيل : نعم / لا

وأذا لم تكن المرة الأولى فارجوا كتابه عدد المرات السابقه

5- هذه تجربتكم الاولى في هذا المركز نعم / لا

6- ضع دائرة حول ما يعانيه طفلكم : الشلل الدماغي , متلازمة داون (منغولي) ,

شلل أرب (تصلب اليد) ، تصلب العامود الفقري ، التأخر في النمو ،
ضمور في العضلات ، ارتخاء في العضلات ، أمراض أخرى.....

2 - ما هو مقدار رضى (الأم / الاهل) عن الخدمة المقدمة لهم

في الخانة التي تراها مناسبة لرأيك .
ضع إشارة (√)
قسم الاطباء

| السؤال | موافق بشده | موافق | متردد | غير موافق بشده | غير موافق |
|--|------------|-------|-------|----------------|-----------|
| يفهم الطبيب ما اقول له | | | | | |
| يشرح لي الطبيب عن وضع , تطور , ومشاكل طفلي | | | | | |
| يناقش الطبيب معي الخطه العلاجيه لطفلي | | | | | |
| اخبرني الطبيب بمعلومات عن فوائد العلاج , ومضاره المحتمله | | | | | |
| يناقش الطبيب معي بدائل للعلاج | | | | | |
| يعمل الطبيب مع الآخرين في المركز كطاقم واحد | | | | | |

أرجوا من حضرتكم كتابه ثلاث ملاحظات جيده عن عمل الطبيب معكم .

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أرجوا من حضرتكم كتابه ثلاث ملاحظات سلبيه عن عمل الطبيب معكم .

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ماهو بنظركم ما قد يحسن من أداء الطبيب في عمله .

.....
.....
.....

قسم العلاج الطبيعي

| السؤال | موافق بشده | موافق | متردد | غير موافق | غير موافق بشده |
|--|------------|-------|-------|-----------|----------------|
| أنا راضي عن جلسة العلاج الطبيعي لطفلي | | | | | |
| أخصائي العلاج الطبيعي يفهم مدى مرض ووضع طفلي | | | | | |
| أنا راضي من مستوى الخدمة التي يقدمها أخصائي العلاج الطبيعي لطفلي | | | | | |
| المعلومات التي يقدمها اخصائي العلاج الطبيعي لي ولطفلي واضحة ومفيدة | | | | | |
| أخصائي العلاج الطبيعي يقضي وقت كافي معنا | | | | | |
| برامج مواعيد الزيارة للعلاج مناسبة ومريحة | | | | | |
| أخصائي العلاج الطبيعي يتعاون مع باقي الفريق فيما يخص علاج طفلي | | | | | |
| أخصائي العلاج الطبيعي يشاركني خطته المناسبة للعلاج | | | | | |
| أخصائي العلاج الطبيعي يتعامل معي وطفلي باحترام ولطف | | | | | |
| جميع العاملين في المركز مهذبين ولطفاء | | | | | |
| أنا أود ان أنصح الآخرين بزيارة هذا المركز | | | | | |
| أنا أود ان أعود الى هذا المركز لجلسات العلاج القادمة | | | | | |

أرجوا من حضرتكم كتابه ثلاث ملاحظات جيدة عن عمل أخصائي العلاج الطبيعي معكم .

.....

أرجوا من حضرتكم كتابه ثلاث ملاحظات سلبية عن عمل أخصائي العلاج الطبيعي معكم .

.....

ماهو بنظركم ما قد يحسن من أداء أخصائي العلاج الطبيعي في عمله .

.....

قسم العلاج الوظيفي

| السؤال | موافق بشده | موافق | متردد | غير موافق بشده | غير موافق بشده |
|--|------------|-------|-------|----------------|----------------|
| أنا راضي عن جلسة العلاج الوظيفي لطفلي | | | | | |
| أخصائي العلاج الوظيفي يفهم مدى مرض ووضع طفلي | | | | | |
| أنا راضي من مستوى الخدمة التي يقدمها أخصائي العلاج الوظيفي لطفلي | | | | | |
| المعلومات التي يقدمها اخصائي العلاج الوظيفي لي ولطفلي واضحة ومفيدة | | | | | |
| أخصائي العلاج الوظيفي يقضي وقت كافي معنا | | | | | |
| برامج مواعيد الزيارة للعلاج مناسبة ومريحة | | | | | |
| أخصائي العلاج الوظيفي يتعاون مع باقي الفريق فيما يخص علاج طفلي | | | | | |
| أخصائي العلاج الوظيفي يشاركني خططه المناسبة للعلاج | | | | | |
| أخصائي العلاج الوظيفي يتعامل معي وطفلي باحترام ولطف | | | | | |
| جميع العاملين في المركز مهذبين ولطفاء | | | | | |
| أنا أود ان أنصح الآخرين بزيارة هذا المركز | | | | | |
| أنا اود ان أعود الى هذا المركز لجلسات العلاج القادمة | | | | | |
| المركز دائما نظيف ومرتب | | | | | |

أرجوا من حضرتكم كتابه ثلاث ملاحظات جيدة عن عمل أخصائي العلاج الوظيفي معكم .

.....

أرجوا من حضرتكم كتابه ثلاث ملاحظات سلبية عن عمل أخصائي العلاج الوظيفي معكم .

.....

ماهو بنظركم ما قد يحسن من أداء أخصائي العلاج الوظيفي في عمله .

.....

قسم علاج النطق

| السؤال | موافق | موافق | متردد | غير موافق | غير موافق |
|--------|-------|-------|-------|-----------|-----------|
|--------|-------|-------|-------|-----------|-----------|

| بشده | موافق | | | بشده | |
|------|-------|--|--|------|--|
| | | | | | أنا راضي عن جلسة علاج النطق لطفلي |
| | | | | | أخصائي علاج النطق يفهم مدى مرض ووضع طفلي |
| | | | | | أنا راضي من مستوى الخدمة التي يقدمها أخصائي علاج النطق لطفلي |
| | | | | | المعلومات التي يقدمها أخصائي علاج النطق لي ولطفلي واضحة ومفيدة |
| | | | | | أخصائي علاج النطق يقضي وقت كافي معنا |
| | | | | | برامج مواعيد الزيارة للعلاج مناسبة ومريحة |
| | | | | | أخصائي علاج النطق يتعاون مع باقي الفريق فيما يخص علاج طفلي |
| | | | | | أخصائي علاج النطق يشاركني خطته المناسبة للعلاج |
| | | | | | أخصائي علاج النطق يتعامل معي وطفلي باحترام ولطف |
| | | | | | جميع العاملين في المركز مهذبين ولطفاء |
| | | | | | أنا أود ان أنصح الآخرين بزيارة هذا المركز |
| | | | | | أنا أود ان أعود الى هذا المركز لجلسات العلاج القادمة |
| | | | | | المركز دائما نظيف ومرتب |

أرجوا من حضرتكم كتابة ثلاث ملاحظات جيدة عن عمل أخصائي علاج النطق معكم .

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أرجوا من حضرتكم كتابة ثلاث ملاحظات سلبية عن عمل أخصائي علاج النطق معكم .

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ماهو بنظركم ما قد يحسن من أداء أخصائي علاج النطق في عمله .

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الرجاء كتابة أي مقترحات يمكنها أن تحسن من مستوى الخدمة التي يقدمها المركز :

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.....

الرجاء كتابة أي تعليق لم يتم التطرق اليه في هذه الاستبانة :

.....
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لكم جزيل الشكر للمشاركة في ملئ هذه الاستبانة .