



Deanship of Graduate Studies

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

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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"

Acknowledgment

I would like to express my great thanks to all people, that supported to me in days of Master Degree course

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Content

Abstract in English language	1
Abstract in Arabic Language	11
Dedication	111
Acknowledgment	1V
Contents	V
List of tables	V1
List of abbreviations	V11
List of annexes	V111
Chapter I Introduction	1
Introduction	1
1.1 Research problem	2
1.2 Justification of the study	2
1.3 Goal and Objectives of the study	4
1.5 Research questions	4
Chapter II: Literature review	5
Chapter III: Research Methodology	9
3.1 Study design	9
3.2 Population size	9
3.3 Study setting	9
3.4 Time of study	10
3.5 Instruments	10
3.6 Data mesuarment	10
3.7 Data collection	11
3.8 Data entry and analysis	11
3.9 Limitation of the study	12
Chapter 1V: Results and discussion	13
4.1 Sample description	13
4.2 Results of first research question	15
4.3 Results of second research question	31
4.4 Results of third research question	41
4.5 Recommendations	41
References	42
Annexes	44

List of tables

Tables	Name of table	Pages
Table 1	Sample distribution by centers	13
Table 2	Sample distribution by family members	13
Table 3	Sample distribution by age of the child	13
Table 4	Sample distribution by gender	14
Table 5	Is this your first experience with rehabilitation to your child	14
Table 6	Number of previous rehabilitation courses	14
Table 7	Is this your first experience in this center	15
Table 8	Sample distribution by child diagnosis	15
Table 9	One sample statistic Doctor unit Farah center	16
Table 10	One sample statistic Doctor unit Farah center	16
Table 11	One sample statistic Doctor unit Al-Jalil society	17
Table 12	One sample statistic Doctor unit Al-Jalil society	17
Table 13	One sample statistic Physiotherapy unit Farah center	18
Table 14	One sample statistic Physiotherapy unit Farah center	19
Table 15	One sample statistic Physiotherapy unit Al-Jalil society	20
Table 16	One sample statistic Physiotherapy unit Al-Jalil society	21
Table 17	One sample statistic Occupational therapy unit Farah center	22
Table 18	One sample statistic Occupational therapy unit Farah center	23
Table 19	One sample statistic Occupational therapy unit Al-Jalil society	24
Table 20	One sample statistic Occupational therapy unit Al-Jalil society	25
Table 21	One sample statistic Speech therapy unit Farah center	26
Table 22	One sample statistic Speech therapy unit Farah center	27
Table 23	One sample statistic Speech therapy unit Al-Jalil society	28
Table 24	One sample statistic Speech therapy unit Al-Jalil society	29
Table 25	Independent samples test, doctors unit	32
Table 26	Independent samples test physiotherapy unit	34
Table 27	Independent samples test occupational therapy unit	36
Table 28	Independent samples test speech therapy unit	38

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

List of annexes

Annexes	Name of annex	Pages
Annex 1	Questionnaire (English language)	52
Annex 2	Questionnaire (Arabic language)	56

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.	Std. Error
			Deviation	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
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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. Deviati on	Std. Error Mea n
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
	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 sings your faced with doctor:

Please, mention three important problem your 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					

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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 الدماغى , متلازمة داون (منغولي) ,

شلل أرب (تصلب اليد) ، تصلب العامود الفقري ، التأخر في النمو ،
ضمور في العضلات ، أرتخاء 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 .

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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 المناسبه 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 أتصح 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
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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 .