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**Evaluation of the Outreach Physiotherapy Services
Provided to the Injured after the 51-day War on Gaza**

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Al-Quds University
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Thesis Approval

**Evaluation of the Outreach Physiotherapy Services Provided to the Injured
after the 51-day War on Gaza**

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Jerusalem – Palestine

1438 / 2017

Dedication

To my beloved family, my father (may his soul rest in peace), my mother (may Allah protect her) and my soul mates and partners (my brothers, my sisters and my husband). To them and to everyone who helped and supported me, I dedicate this effort.

Love,

Nadia Alfarra

Declaration

I certify that this thesis submitted for the degree of Master, is the result of my own research, except where otherwise acknowledged, and this study (or any part of the same) has not been submitted for a higher degree to any other university or institution.

Signed:

Nadia Rafeek Alfarra

...../...../.....

Acknowledgment

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Yours Respectfully,

Nadia Alfarra

Abstract

Physiotherapy is a client-focused health profession dedicated to improving quality of life by promoting optimal mobility and physical activity. This study aims to evaluate the outreach physiotherapy services provided to the injured during the 51-day war on the Gaza Strip in 2014. The design of the study is evaluative one utilizing both quantitative and qualitative methods. The sample of the study consisted of 185 beneficiaries (130 males and 55 females), 148 medical records, and 14 physiotherapists. Data has been collected using an interviewed questionnaire, checklist for records review, and focus group discussions. The researcher used the SPSS for quantitative data analysis and open coding thematic technique for the qualitative analysis.

Results showed that the mean age of beneficiaries was 24.49 years, 35.1% of them were from Gaza, 35.1% from Khanyounis and 29.7% from Rafah governorate. The injury resulted in losing jobs as 32.4% of participants were working before the injury which decreased to 14.5% after the injury. Results also showed that 67% had orthopedic or physical injury, 17.3% had neurological injury, and 9.7% had mixed injuries. For the types of services, 86.5% received manual physiotherapy, 69.7% received counseling, 37.8% received family training, and 29.7% received assistive devices. More than half of beneficiaries received the services for 4–7 weeks, half of beneficiaries had 2 visits weekly, and the mean time for each visit was 37 minutes. In addition, 76.2% of beneficiaries said that there was a plan for sessions and 78.9% thought that the physiotherapist was committed to the plan. Furthermore, the vast majority (95.7%) reported that the physiotherapist performed assessment in the first visit, 68.6% received verbal instructions. Moreover, 97.3% mentioned that their privacy was maintained during sessions, 89.2% said that the physiotherapist listened to their complaints, 73% received answers to their questions, 37.8% were involved in treatment plan, and 67% thought that they received suitable care. Also, 79.5% described the physiotherapist's attitudes as good. Concerning re-gained activities after receiving physiotherapy, 53.5% said that they can walk, 44.9% reported they can stand, 41.9% can move, 27.6% can wear their clothes, 25.4% can take a bath, and 22.2% can use toilet. Qualitatively, physiotherapists reported that they spend 30–40 minutes with each beneficiary during each visit, and they provide instructions and guidance to them. As reported by physiotherapists, some beneficiaries regained their social activities and engagement in community activities.

Results from checklists reflected that personal information was completely filled in 68.9% of the files, past history was completely filled in 35.8% of files, present history was completely filled in 73.6% of files and diagnosis was completely filled in 69.6% of files. Investigations were completely filled in 31.1% of files, muscle power test was completely filled in 50.7% of files, ROM test was completely filled in 50.7% of files, sensation test was completely filled in 54.7% of files, and assessment of reflexes was completely filled in 6.8% of files. Aim of treatment was completely filled in 68.2% of files, treatment plan was completely filled in 66.2% of files. The study concluded that outreach programs are of great value for beneficiaries. Areas that require improvement include involving beneficiaries and their families in treatment plan, increase the number of physiotherapist to meet the needs of PWD, and keep accurate and complete documentation.

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List of Abbreviations

ACS	Assalama Charitable Society
ADL	Activities of Daily Living
CBR	Community Based Rehabilitation
CP	Cerebral Palsy
FGD	Focus Group Discussion
GS	Gaza Strip
HCPC	Health and Care Professions Council
ICF	International Classification of Functioning, Disability and Health
ILO	International Labour Organization
MOH	Ministry of Health
NGOs	Non-Governmental Organizations
NIS	New Israeli Shekel
NSR	The National Society for Rehabilitation Gaza Strip
PACF	Palestine Avenir for Childhood Foundation
PCBS	Palestinian Central Bureau of Statistics
PMRS	Palestinian Medical Relief Society
PT	Physiotherapy
PTs	Physiotherapists
PWDs	Persons with Disabilities
ROM	Range of Motion
SPSS	Statistical Package for Social Sciences
UK	United Kingdom
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNRWA	United Nation Relief and Works Agency for the Refugees of Palestine in the Near East
WB	West Bank
WCPT	World Confederation for Physical Therapy
WMRH	Al Wafa Medical Rehabilitation Hospital
WHO	World Health Organization

Chapter One

1.1 Introduction

The prolonged conflict in the Palestinian territories has gravely jeopardized the lives of the Palestinian people, especially the people living in the Gaza Strip (GS), which has been affected by several subsequent conflicts. In the recent years between 2008 to 2014, Israel launched three aggressions on the GS ; the first war in December 2008 and lasted for 23 days, the second war in November 2012 and lasted for 12 days, and the third war in July 2014 and lasted for 51 days. These wars led to loss of life and injury of tens of thousands of people and massive destruction in all the aspects of life. This unequal confrontation left thousands of injured with subsequent temporary or life-long disabilities. The past war (the 51-day war) in the summer of 2014 was the most aggressive one which left more than 2,200 martyrs and about 11,000 Palestinians wounded (The Independent, 2014). According to a report produced by Palestinian Central Bureau of Statistics – PCBS (2014), among those who had been wounded during the war are 1134 ($\approx 10\%$) individuals who acquired disability and are recognized as Persons with Disabilities (PWDs) who need appropriate rehabilitation services.

Globally, around 785-795 million persons aged 15 years and older are living with disability based on 2010 population estimates; of these, the World Health Survey estimates that 110 million people (2.2%) have very significant difficulties in functioning while the Global Burden of Disease Survey estimates 190 million (3.8%) have severe disability, and over a billion people (about 15% of the world's population) were estimated to be living with disability (World Health Organization - WHO, 2011).