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**Evaluation of in-patient Rehabilitation Services  
in Gaza Governorates**

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# **Evaluation of In-patient Rehabilitation Services in Gaza Governorates**

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**Evaluation of in-patient Rehabilitation Services  
in Gaza Governorates**

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## **Dedication**

To the greatest man I have in my life, the sun of my life... my lovely father.

To the biggest heart with the most loving care, who sacrificed a lot for me to become what I am now, my mother.

To my brothers and sisters, Ahmed, Amal, Mahmoud, Amira and Amjad who supported me through each step of the way.

To the soul of my lovely Mira and Miriam.

To all those who encouraged, supported, and helped me all the way.

I dedicate this research for all of them ...

Mabadee Hamdan Al-Farra

22/12/2018

## **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:**

Mabadee Hamdan AL-Farra

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

## **Acknowledgment**

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Thank you,

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## **Abstract**

Evaluation of In-patient Rehabilitation Services (IRSs) is important for the provision of quality rehabilitation services. This study explores the quality of the rehabilitation services provided to beneficiaries admitted to Al Amal and Al Wafa rehabilitation centers.

Triangulated study design was used, 263 beneficiaries/patients completed an interviewed questionnaire. In addition, two focus groups and 8 key informant interviews were conducted. Also, the records of the interviewed beneficiaries were reviewed (263). Quantitative data were analyzed using SPSS and qualitative data were analyzed using open coding thematic technique. Cronbach alpha readings for the used scales were high as it reached .847.

Findings reflected good scores in hotel hospital services, physiotherapy, occupational therapy, psychosocial, speech therapy, nursing patient-provider interaction and patient's satisfaction (72%), (71.2%) , (70.2%) , (69.4%) , (68.2%) , (71.2%) respectively. Regarding documentation completeness, the general patient's data, nursing care, occupational therapy, and physiotherapy were 100%, 86.3%, 80.8%, and 72.5% respectively. With regard to the outcome measures of mobility, self-care, activity, pain and experiencing less depression; there was tangible improvement at the discharge in comparison to the admission parameters, which indicates that the interventions at the rehabilitation centers have positive outcomes and the differences were statistically significant, as revealed by the results of the paired t-test.

Perceptions about hospital hotel services were statistically significantly, varied across governorates with Khanyounis eliciting the highest mean score while middle area elicited the lowest. Males statistically significantly had reported higher mean score and also the age group less than 30. Patients who reported that the therapists had spent enough time with them had elicited higher scores than their peer and the differences were statistically significant. To improve post-admission results, patients should receive occupational therapy, daily physiotherapy sessions, improve standards for physiotherapy and psychosocial therapy sessions and patients should receive on time sessions of physiotherapy, occupational therapy, and nursing services.

The study concludes that effectiveness of IRSs is high and satisfaction among patient is moderate; however, there is a room for further improvements. It is important to monitor these important moral related issues and to promote IRSs constantly

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## **List of Abbreviations**

|              |   |
|--------------|---|
| <b>ADL</b>   | Active Daily Living                         |
| <b>CVA</b>   | Cerebrovascular Accident                    |
| <b>DALYS</b> | Disability-Adjusted Life Year               |
| <b>FGD</b>   | Focus Group Discussion                      |
| <b>FIM</b>   | Functional Independence Measure             |
| <b>GDP</b>   | Gross Domestic Product                      |
| <b>GGs</b>   | Gaza Governorates                           |
| <b>IRH</b>   | In-patient Rehabilitation Hospital          |
| <b>IRS</b>   | In-patient Rehabilitation Service           |
| <b>KII</b>   | Key-informant In-depth Interview            |
| <b>LSD</b>   | Least Significant Difference                |
| <b>MLN</b>   | Medicare Learning Network                   |
| <b>MOH</b>   | Ministry Of Health                          |
| <b>PCBS</b>  | Palestinian Central Bureau of Statistics    |
| <b>PRCS</b>  | Palestinian Red Crescent Society            |
| <b>PWD</b>   | Person With Disability                      |
| <b>RAD</b>   | Referral Abroad Department                  |
| <b>RTA</b>   | Road Traffic Accident                       |
| <b>SCI</b>   | Spinal Cord Injury                          |
| <b>SPSS</b>  | Statistical Package for the Social Sciences |
| <b>WCPT</b>  | World Confederation for Physical Therapy    |
| <b>WHO</b>   | World Health Organization                   |