

Deanship of Graduate Studies

Al-Quds University



**Evaluation of the Prosthetic Eye Services - Gaza
Governorate**

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**Evaluation of the Prosthetic Eye Services - Gaza
Governorate**

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Dedication

I dedicate this work to my parents who gave me unconditioned love, engorgement and support, to my sincere wife, to my children, and to everyone who contributed in bringing this study to reality.

Thanks are also extended to my brothers and sisters, to all my friends and my beloved ones with whom I spent the good times and learned a lot.

SabriHajaj

Declaration

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

Signed.....

SabriHajaj

.../.../...

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Abstract

Prosthetics eye (PE) affects at multidimensional aspects of life; physical, pathological, psychological, financial and social aspects. These aspects contribute highly to increasing the quality of life, productive abilities and emerging them in normal manner within their families and communities such as people without disabilities.

This study is the first study in Gaza strip which aims mainly to evaluate the effects of prosthetic eye service in Gaza Strip as a rehabilitation service for PE patients regarding to patients' socio-demographic factors, patient's satisfaction, and patients' quality of life, current needs for PE service and concerns of prosthetic eyes patients.

The study design was triangulated, cross sectional study. The study includes two populations. The first population for quantitative part is all patients that lost their eyes with (customer and readymade) or without (No PE) prosthetic eyes (with 87.3 % a response rate) and covered through interview approval questionnaires for PE patients.. The second population for qualitative part is four key informant managers at Governmental, and NGO's organizations covered through interview and the patients' perceptions are expressed through a group of open ended questions included in the questionnaire.

Study place was mainly in two places; governmental hospital – Al Nasser ophthalmic hospital and NGOs center – Al Radwan medical center for ocular prosthesis.

Statistical Package for the Social Sciences Program (SPSS) has been used for data analysis.

Results: regarding the quality of life for PE patients according to WHO Standards were as the following; the total weighted mean of quality of life for PE patients was 64.38%. The highest domain was the physical activity 68.69%, followed by the social relationship 65.83%, and then the environment status was 64.24%. The lowest domain was for the psychological status with a weighted mean of 58.82%.

Patients' satisfaction scored about total satisfaction with weighted mean 74.58%. The highest domain was the communication 87.7%, followed by general satisfaction 80.1%, and then accessibility and convenience to prosthetic eye 77.8 %. While the technical quality was 73.3%. Financial Aspect and Time Spent with doctors were equal 70.6%. The lowest weighted mean was 66 % for the interpersonal manners.

Results of Concerns showed decreasing percentages from (75.0 %) to (38.0 %) after fitting of PE.

Regarding the qualitative part, the study showed that the PE service is an important community need due to the continuous increase of the eye injuries due to wars and accidents. Moreover, the study showed that the NGOs have better PE service than the governmental sector. In addition to that, many comments were expressed through PE patients; who showed the importance of PE service and the harmful effect of losing eyes on the marital, working, and educational status and exploring the need for implementation of PE service in Gaza strip.

Conclusion: as in general PE service, especially customer PE service, improves QOL for PE patients, and improves PE patients' satisfaction and decreases PE patients' anxiety from the side effects of losing the eye. The PE service meets the community need as the best rehabilitation device for PE patients.

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