



Perception of physiotherapeutic care provided to patients using the rehabilitation sector at a health unit in the municipality of Mucurici-ES

Percepção sobre os atendimentos fisioterapêuticos dos pacientes usuários do setor de reabilitação na unidade de saúde do município de Mucurici-ES

DOI: 10.56238/isevjhv2n4-027

Receipt of originals: 01/08/2023

Acceptance for publication: 22/08/2023

Maria Julia Pereira Sena

Physiotherapy Student- UNEC
Email: majusena901@gmail.com

Patricia Brandão Amorim

Coordinator of the Physiotherapist course - UNEC
Email: brandaoamorim@hotmail.com

Ana Carolina Bernado

Physiotherapy Student - UNEC
Email: anacarolinabpereira76@gmail.com

Bruna Vieira Tavares

Physiotherapy Student - UNEC
Email: bruna_bvt@hotmail.com

Maiko Nunes Souza

Physiotherapy Student - UNEC
Email: maikonunessouza4@gmail.com

ABSTRACT

Introduction: Within the performance of the physiotherapist in the health unit, there is also the need to evaluate the perception of the care of this professional, since the evaluation of the quality of the service provided, the relationship between patient and professional and the physical structure for the provision of this service is indispensable for a good functioning of the unit. **Objective:** this study aims to analyze the perception of patients who are treated in the physiotherapy sector of the health unit of the municipality of Mucurici-ES. **Methodology:** This is a descriptive exploratory research of the quantitative type carried out with 24 patients, of both sexes, attended at the Physical Therapy sector in the city of Mucurici-ES. **Results:** In general, although 100% of all evaluations had positive responses regarding the perception of the physiotherapist's care in the health unit of Mucurici, it is worth mentioning that it is also necessary to pay attention to the reason that there are studies that prove a tendency, on the part of patients from less favored social classes and lower education, to evaluate in a positive way the services that are offered. **Conclusion:** In general, the perception of patients treated in this health unit achieved good results showing that the service is relevant and necessary, in addition to being a service provided with quality, efficiency and providing an adequate structure for patients, according to their perception.

Keywords: Perception, Physiotherapist, Health, Public sector.



1 INTRODUCTION

The Brazilian health system has undergone major transformations since the publication of the new Constitution in 1988, where through Law 8,080, of September 19, 1990, created the Unified Health System (SUS), meeting the recommendations of the World Health Organization, which defined "health for all (SANTOS *et al*, 2019).

Given its principles, the SUS has been developing programs, actions and strategies to meet these principles, one of them is the creation of health units through Primary Health Care (PHC), which is characterized by actions of promotion, prevention, diagnosis, treatment and reabilitation of health (SOUZA *et al*, 2013).

The health unit should be minimally formed by doctor, nurse, nursing technician, odontologist, dental assistant and receptionist, and may also be part of this team pharmacist, psychologist, physical educator, nutritionist, and also by the physiotherapist, who is the professional studied here (MOREIRA *et al*, 2007).

The insertion of this professional in the health unit should be built because this professional is labeled as responsible for the last function within primary care, which is rehabilitation. However, within the health unit, this professional has the possibility to elevate their intervention, guidance, prevention and promotion, through a consolidated study that promotes efficient and targeted therapies (GUZZO and FASSICOLLO, 2023).

Within the performance of the physiotherapist in the health unit, there is also the need to evaluate the perception of the care of this professional, since the evaluation of the quality of the service provided, the relationship between patient and professional and the physical structure for the provision of this service is indispensable for a good functioning of the unit (HERMOZA, *et al* 2018).

Therefore, this study aims to analyze the perception of patients who are treated in the physiotherapy sector in the health unit of the municipality of Mucurici-ES, in addition, patient perception about patient care, analyze waiting time and satisfaction with the number of sessions offered, analyze comfort and accessibility within the physiotherapeutic sector, to analyze whether the patients obtained results with the treatment offered.

This study aims to analyze waiting time and satisfaction with the number of sessions offered, analyze comfort and accessibility within the physical therapy sector, analyze whether patients obtained results with the treatment offered.



2 THEORETICAL FRAMEWORK

2.1 THE ROLE OF THE PHYSIOTHERAPIST IN HEALTH CARE

The physiotherapist is a health professional of paramount importance in the context of the health team as a whole, as it is an area that can prevent and treat all intercurrent functional kinetic changes in organs and system of the individual's body, caused either by genetic changes, traumas or contracted diseases (BUENO and ROMBALDIA, 2019).

The physiotherapist is responsible for strengthening and bringing a relationship of trust so that he can bring this patient to his treatment or rehabilitation, or even to adopt measures that can prevent or promote his health by reducing the risks of emergence of new diseases (BUENO and ROMBALDIA, 2019).

The initial role of the physiotherapist is through prevention and health promotion actions. Prevention is carried out by measures aimed at avoiding the emergence of specific diseases, reducing their incidence and prevalence in humans, guiding the actions of detection, control and weakening of disease risk factors, the focus being the disease and the mechanisms to attack them. However, health promotion is specified in healthy policies, development of social skills and reorientation of the population on health systems (CAMPOS, 2021).

Next, comes the actions within primary health care along with the multidisciplinary team acting in group actions, individual and through care in the patient's home both in the promotion and prevention, as well as in the rehabilitation process of patients who have chronic or disabling pathologies, such as Stroke (CAMPOS, 2021)

However, the physical therapist is not part of the basic team of the Family Health Strategy (FHS), however, several studies and researches point out the benefits of the presence of this professional with the team to promote the access of these people, especially men, to physical therapy care serving the individual as a whole, that is, in an integral way.

The physiotherapist can play several roles in health in primary care, such as acting in health education actions, collective actions in health, welcoming, intersectoral actions and even epidemiological investigation (PETRUCELLI, 2020).

The insertion of the physiotherapist in the public health service comes as a complement to primary care through the NASF (Family Health Support Center), where the physiotherapist promotes actions in the area of prevention, health promotion and education, individual consultations, as well as home care, being an indispensable professional in the work methodology of this nucleus (ROCHA *et al*, 2014).



In medium and high complexity as Hospitals and specialized outpatient clinics, the Physiotherapist can act through the following activities (CREFITO12, 2021):

- Evaluation of the functional status analyzing the characteristics and particularities of the sex, through the identification of the disease, laboratory and imaging tests, anamnesis and examination of kinesis, functionality and synergism of its anatomical structures;
- Adopt the Functional Kinesiological Diagnosis, through the planning, organization, supervision and prescription of therapy;
- Adoption of motor and respiratory physiotherapy care, according to the pathology diagnosed, as well as request tests, if necessary.

Another place of action of the Physiotherapist in health are the offices or rehabilitation center, where the professional acts in the elaboration of the therapeutic program through physiotherapeutic care according to the problem or disease found also elaborating the Functional Kinesiological Diagnosis and all the process that involves the physical, motor and respiratory rehabilitation of the man (CREFITO12, 2021).

The benefits of the performance of the Physiotherapist are important, because they drastically reduce the physical, motor and respiratory sequelae, better the social interaction of man, in addition to reducing the cases of hospitalization for chronic non-transmissible pathologies, which is of paramount importance at this time of Pandemic and the constant need for beds (RODRIGUES and SOUZA, 2021).

2.2 PATIENTS' PERCEPTION OF PHYSICAL THERAPIST CARE

Physical therapy is a course considered new, with regard to studies and scientific searches in the areas, entranto, is a profession that has grown meteorically in recent years due to its need and its benefits generated to the population, becoming even more evident with the pandemic (SANTOS *et al.*, 2020).

With this growth there is also the need for professionals to seek a better qualification and recognition of the needs of patients in the current scenario, due to the fact that this professional is not restricted to only one area or one level of care, the same is present in several areas, at all levels of care and with other professionals through the multifiprofisisonal team (CAVALCANTI, 2011).

This increase also made physical therapists concerned with another factor, which is the perception of their patient about their care and conduct of therapy, which increased after the second



half of the 20th century, where they began studies on the evaluation of health care (BRITO *et al.*, 2012).

The perception of patients in relation to the care of the Physiotherapist makes this professional add only the academic knowledge, but rather, the various fields of professional activity to be increasingly prepared the demands and novelties in the current job market, in addition, those who attend Physical Therapy know that they will have a direct contact with the patient and their active participation with him will directly impact on a negative or positive evaluation of the user (AMARAL *et al.*, 2019).

The patient's perception directly measures the greatest needs, in addition to understanding the expectation of this client due to the care of this professional. With regard to the evaluation of the service provided, the following issues are analyzed: professional-patient relationship, access, quality, physical and organizational structure (OLIVEIRA, *et al.*, 2016).

In the perception of the patient in relation to the care of the physiotherapeuta may have a bidimensional evaluation, that is, at the same time that he may be satisfied with one or more service or consultation, he may be dissatisfied with other situations, such as the physical structure of the office. It is also noteworthy that the care of this professional demands greater attention, time, more physical contact and active participation of the patient, which further hinders the care running more risks of having a greater dissatisfaction on the part of the patient (RIBEIRO *et al.*, 2020).

The analysis of the perception of the patient in the physiotherapeutic care in the health unit is fundamental to understand and measure the reality of its service provision in the health sector, in addition, it makes it better direct and plan its treatment, therefore, the need for insertion of this professional in the Family Health Strategy (SANTOS and AMORIM, 2022).

3 METHODOLOGICAL PROCEDURES

This is a descriptive exploratory research of the quantitative type carried out with 24 patients, of both sexes, attended at the Physical Therapy sector in the city of Mucurici-ES. This research was carried out through the application of a questionnaire divided into three parts: the first with 4 questions, which addressed the profile of the patient interviewed (age group, gender, education and physical therapy specialty) and the second stage with 16 questions, which generally evaluated the satisfaction of its client about the physiotherapist's care and the physical structure of the unit, and finally, the third stage with two more questions, which addressed the possibility of the patient returning to the health unit for care of the physiotherapist and whether he would indicate this service to family and friends.



The research was conducted with 24 patients who used the physiotherapy sector and lived in the municipality of Mucurici-ES. The questionnaires were applied from April 1 to June 10, 2023. The questionnaire applied is based on the study by OLIVEIRA (2016) entitled "Evaluation of user satisfaction in the Physical Therapy service".

All respondents completed the Free and Informed Consent Form, which contains the necessary information in relation to the research. The respondents are protected by the secrecy of professional ethics required by COFFITO (Federal Council of Physical Therapy and Occupational Therapy).

4 RESULTS AND DISCUSSION

The questionnaire was applied to 24 people undergoing physical therapy at the health unit of the city of Mucurici-ES. In the first part of the questionnaire, regarding the age group, 12% are between 0 and 20 years old, 12% between 20 and 40 years old, 37% between 40 and 60 years old and 39% over 60 years of age. Regarding gender, 54% were male and 46% female. At the level of education, 50% have incomplete 1st degree, 8% with 1st complete degree, 12% 2nd with incomplete degree, 26% with 2nd complete degree and 4% with higher education.

Regarding the physical therapy specialty in which the interviewee receives care, it was evidenced that 80% is from the area of Orthopedics/Traumatology, 8% from Neurology (where 100% are patients under 20 years of age), 8% from Rheumatology and 4% from Respiratory. Of the individuals who answered the questionnaire, 17% had already performed 1 or 2 sessions, 21% had 3 or 4 sessions, 8% had done 5 or 6 and 54% had done 7 or more sessions.

In the second part of the questionnaire, a table was elaborated to better illustrate the results obtained. It follows below:

Table 2: Users' perception of the physiotherapist's care and the care environment

Question	Lousy	Bad	Good	Very good	Excellent
1.explanations offered with clarity by the physiotherapist in the first contact	-	-	-	10%	90%
2.kindness in the physiotherapist	-	-	-		100%
3.clarification of doubts by the physiotherapist	-	-	-	10%	90%
4.attention given to your complaints	-	-	-	-	100%
5.skills of the physiotherapist during the service	-	-	-	-	100%
6.language used by the physiotherapist	-	-	-	20%	80%
7.facility to schedule the physiotherapy session	-	-	17%	28%	60%
8.time spent in waiting room	-	-	8%	24%	68%
9.satisfaction with the number of calls	-	-	-	-	100%
10.convenient time for physiotherapist session	-	-	24%	31%	45%
11.comfort of the environment where you perform physiotherapy	-	-	38%	42%	20%
12.waiting room comfort	-	-	-	34%	66%
13.general conditions of the health unit				45%	55%
14.conditions of access for persons with physical disabilities	-	-	44%	30%	26%
15.carry out your treatment always with the same physiotherapist	-	-	-	18%	82%
16.importance of the physiotherapist in your recovery	-	-	-	-	100%

Source: survey data

In the third stage of the questionnaire, two questions were applied about the analysis of the provision of the service provided by the physiotherapist in this unit. The first asked about the possibility of the patient returning to the health unit for physiotherapist care and whether he would indicate this service to family and friends. The answers obtained in these questions indicated that 100% of the interviewees would return and indicated this service to family and friends.

An efficient communication can make the patient have more confidence in the physiotherapist and have greater adherence to the treatment and therapeutic strategies employed by this professional, causing the creation of a very important link between the physiotherapist and the patient, what we call the therapeutic alliance (GUZZO and FASSICOLLO, 2011). This was evident in the answers to questions 1,2,3,4,5 and 6 of the second part of the questionnaire, where this evaluation reached 100% satisfaction (good, excellent and excellent).

The evaluation of client satisfaction is also bumped into the ease for this patient to have access to the physiotherapy service in the health unit, and this is part of the principles of the Unified Health System, such as integrality, which establishes that the individual has full access to their needs (MACHADO and NOGUEIRA, 2008). This lack was discussed in question 7 and we saw that 100% has good, excellent or excellent access to the physiotherapy service in Mucurici.

In this fast-paced world, which people have less and less time to take care of their health and do not really like to wait for anything, the waiting time and the time of the sessions for the



physiotherapist service is an important indicator to evaluate the patient's satisfaction, and this, was well evaluated by the interviewees (MOREIRA et al, 2007). .

The physical structure of a health establishment and accessibility is a fundamental key to a good perception of the patient about the service provided, because a structure provides the patient with greater comfort, hygiene, organization, privacy and ease of access to this service. The Mucurici health unit 100% evaluated as good, excellent or excellent the physical structure and accessibility presented by the municipality (HERMOZA et al, 2018).

The loyalty of the patient with the physiotherapist will depend directly on your care and the relationship involving professional and the patient, this will make this individual seek more this professional and understand the real importance of their work in their treatment and recovery. In this health unit 100% of patients understand about the importance of the physiotherapist in their recovery and the need for him to perform his treatment (MENDONÇA, 2004).

In general, although 100% of all evaluations had positive responses regarding the perception of the physiotherapist's care in the health unit of Mucurici, it is worth mentioning that it is also necessary to pay attention to the reason that there are studies that prove a tendency, on the part of patients from less favored social classes and lower education, to positively evaluate the services that are offered (HERMOZA et al, 2018).

5 FINAL CONSIDERATIONS

The development of the present study made it possible to understand the perception of patients treated at the health unit of Mucurici-ES about the service provided by the physiotherapist. In this perception, the quality of care, communication between the professional and the patient, satisfaction, the physical structure of the unit, loyalty with the physiotherapist and also the possibility of indicating this service to another patient were evaluated. In addition, it made it possible to understand in practice the service provided by the Physiotherapist, in addition to also understanding the profile of the patients seen in this health unit.

In general, the perception of patients treated in this health unit achieved good results showing that the service is relevant and necessary, in addition to being a service provided with quality, efficiency and providing an adequate structure for patients, according to their perception.

However, although 100% of the evaluations had positive answers regarding the perception of the physiotherapist's care in the health unit of Mucurici, it is worth mentioning that it is also necessary to pay attention to the reason that there are studies that prove a tendency, on the part of patients from less favored social classes and lower educational levels, to evaluate in a positive way the services that are offered.



REFERENCES

AMARAL *et al.*, Susana de Oliveira Nunes de. Percepção dos Acadêmicos de Fisioterapia sobre o atendimento no Ambiente Domiciliar. 2019. Disponível em: <<https://idonline.emnuvens.com.br/id/article/download/2280/3471/9078>>. Acesso em: 01 de mai. 2023.

BUENO, Maria Bethânia Tomaschewski; ROMBALDI, Bruna de Magalhães. Percepções da Atuação Fisioterapêutica na Saúde do Homem: Revisão integrativa. 2019. Disponível em: <https://revistas.unilasalle.edu.br/index.php/saude_desenvolvimento/article/view/4798/pdf>. Acesso em: 23 de mar. 2023.

BRITO, Thaís Alves; DE JESUS, CleberSouza; FERNANDES, Marcos Henrique. Fatores associados à satisfação dos usuários em serviços de Fisioterapia. Revista Baiana de Saúde Pública, v. 36, n. 2, p. 514i-514, 2012.

CAMPOS, Cláudia Calvacante. O fisioterapeuta como facilitador da integração do homem na atenção primária. 2021. Disponível em: <<https://even3.blob.core.windows.net/anais/45466.pdf>>. Acesso em: 23 de mar. 2023.

CALVALCANTE, Cristiane de Carvalho Lima *et al.* Evolução científica da Fisioterapia em 40 anos de profissão. Fisioterapia em Movimento, v. 24, n. 3, p. 513-522, 2011.

CREFITO12 (CONSELHO REGIONAL DE FISIOTERAPIA E TERAPIA OCUPACIONAL DA DÉCIMA SEGUNDA REGIÃO). Fisioterapia. 2021. Disponível em: <<https://crefito12.org.br/fisioterapia/>>. Acesso em: 23 de mar. 2023..

GUZZO, Simone; FASSICOLLO, Carlos Eduardo. Avaliação da satisfação dos usuários de serviços de fisioterapia na clínica escola de pesquisa e atendimento em fisioterapia (CEPAF). 2011. Disponível em: < <https://www.efdeportes.com/efd163/avaliacao-da-satisfacao-dos-servicos-de-fisioterapia.htm>>. Acesso em: 23 de mar. 2023..

HERMOZA, Anna Carolina Morilha de Oliveira *et al.* Avaliação da Satisfação do Paciente Hospitalizados em Relação ao Atendimento Fisioterapêutico. 2018. Disponível em: <<https://docs.bvsalud.org/biblioref/2018/11/965622/10-avaliacao-da-satisfacao-6144.pdf>> Acesso em: 23 de mar. 2023.

OLIVEIRA, Franciele Santos de. Avaliação da satisfação dos usuários no serviço de Fisioterapia. 2016. Trabalho de Conclusão de Curso(Bacharel) -Universidade Federal do Rio Grande do Norte,Natal,2016.

PETRUCCELLI, Mylena. Fisioterapeuta destaca atuação na profissão na saúde do homem. 2020. Disponível em: < <https://www.crefito9.org.br/noticias/fisioterapeuta-de-mato-grosso-destaca-atuacao-da-profissao-na-saude-do-homem/2114>>. Acesso em: 23 de mar. 2023.

RIBEIRO, Samuel; BRAVO, Júlio Ribeiro. A importância da Avaliação da Satisfação dos Usuários do Serviço de Fisioterapia. SAÚDE DINÂMICA, v. 2, n. 3, p. 90-102, 2020.

ROCHA, Luana Padilha. Atuação do Fisioterapeuta na atenção primária: revisão do escopo. 2020. Disponível em:



<<https://portalatlanticaeditora.com.br/index.php/fisioterapiabrasil/article/view/4348>>. Acesso em: 23 de mar. 2023.

RODRIGUES, Franciani; SOUZA, Priscila Soares de. A Fisioterapia na Atenção Primária. 2021. Disponível em: <<https://www.nupad.medicina.ufmg.br/arquivos/acervo-cehmob/oficinas-encontros/1-econtro-multiprofissional/A-Fisioterapia-na-Atencao-Primaria.pdf>>. Acesso em: 23 de mar. 2023.

SANTOS, Lays Ariane Teixeira; TEIXEIRA, Renato da Costa. A atuação do Fisioterapeuta na Estratégia de Saúde da Família segundo usuários. 2015. Disponível em: <<http://revista.redeunida.org.br/ojs/index.php/cadernos-educacao-saude-fisioter/article/view/312>>. Acesso em: 23 de mar. 2021.

SANTOS *et al.*, Polliana Radtke dos. Percepção da equipe multiprofissional sobre o fisioterapeuta na emergência de um hospital do interior do Rio Grande do Sul. 2020. Disponível em: <<https://www.scielo.br/j/fp/a/mmDy5NZwxJJTfbxP8pMxKVb/?format=pdf&lang=pt>>. Acesso em: 01 de mai. 2023.

SANTOS, Lília Ferreira dos; AMORIM, Patrícia Brandão. Percepção dos usuários do serviços de Fisioterapia em uma unidade de saúde do município de Pinheiros (ES), Brasil. 2022. Disponível em: <<https://recima21.com.br/index.php/recima21/article/view/1888/1445>>. Acesso em: 01 de mai. 2023.

SANTOS, Bruna Mastrold dos *et al.* 2019. Percepção de usuários sobre a atuação do fisioterapeuta nas visitas domiciliares: uma proposta de estágio em saúde coletiva. Disponível em: <<https://recima21.com.br/index.php/recima21/article/view/1888/1445>>. Acesso em: 01 de mai. 2023.

SOUZA, M. C.; et al. Prevalência da assistência domiciliar prestada à população idosa brasileira e fatores associados. Cad. Saúde Pública. V.32, n.3, Rio de Janeiro, 2016.