

See discussions, stats, and author profiles for this publication at: <https://www.researchgate.net/publication/318541456>

Health Care Professionals Happiness and Patient Satisfaction. The case of Physiotherapists

Poster · January 2015

CITATIONS

0

READS

40

5 authors, including:



Lia Jacobsohn

Centro de Medicina de Reabilitação de Alcoitão; Atlântica Health School

27 PUBLICATIONS 36 CITATIONS

[SEE PROFILE](#)



Georg Dutschke

Universidade Atlântica

21 PUBLICATIONS 32 CITATIONS

[SEE PROFILE](#)



Jaime Combadão

Universidade Atlântica

17 PUBLICATIONS 24 CITATIONS

[SEE PROFILE](#)

Some of the authors of this publication are also working on these related projects:



Organizational happiness [View project](#)



Creative Tourism Destinations [View project](#)

1. Introduction

In recent years research on organizational happiness has been increasing but instruments to measure happiness at work, considering organizational factors, are scarce. Previous research demonstrates the positive impact of satisfaction on patient rehabilitation.

2. Objectives

This study aims to propose an exploratory model of organizational happiness among physiotherapists and its relationship with patient satisfaction, specifically:

- (i) to validate the instruments of measurement for physiotherapists and patients
- (ii) to verify if the happiest physiotherapists correlate with more satisfied patients
- (iii) to compare the physiotherapists happiness scores with the general population of Portugal (according to prior research)

3. Material and Methods

A sample of professionals and patients was selected, from several health institutions, in a cross sectional framework. Two instruments were applied, the Organizational Happiness scale (OHS) by Dutschke et al. (2015) to 31 physiotherapists and a questionnaire to measure satisfaction with physical therapy adapted from the Physical Therapy Patient Satisfaction Questionnaire (PTPSQ) by Goldstein, Elliot & Guccione (2000) to its 46 patients.

The outcomes of the physiotherapists in the OHS were compared with the outcomes of a random sample of several professions and professionals in Portugal, from different fields, in the same OHS. The correlation between the outcomes for the PTPSQ and the outcomes for the OHS in the physiotherapists was measured by the Pearson coefficient.



Figure 1 – A physiotherapist with a patient, applying a questionnaire

4. Results and Discussion / Results

The internal validity of the OHS scale was 0.952 and the PTPSQ had an internal validity of 0.881, measured with the Cronbach α . These are high values and indicate that the scale and the questionnaire, in a first approach, have the necessary validity to justify further analysis.

4. Results and Discussion / Results (cont.)

The scores of the physiotherapists in the OHS were always higher when compared with the general population of Portugal, for the 5 dimensions of the OHS (table 1).

Dimension	PT score means	General score means	difference of means	p value for t test
1. Workplace relationship	4.197	3.435	0.762	0.001
2. Acknowledgment and respect	4.133	3.613	0.520	0.004
3. Continuous learning and personal development	3.565	3.136	0.429	0.009
4. Sustainability and job/family balance	3.782	3.328	0.454	0.008
5. Leadership	4.115	3.717	0.398	0.061

The correlation between the dimensions of the OHS and the PTPSQ were generally weak, but the correlation between the workplace relationship dimension of the OHS and the PTPSQ had a moderate to strong effect (Pearson coefficient of 0.661, $p < 0.05$), see table 2.

	Dimension 1	Dimension 2	Dimension 3	Dimension 4	Dimension 5	Satisfaction
Dimension 1	1	0.29	0.286	0.376	0.222	0.661
Dimension 2	0.29	1	0.931	0.942	0.843	-0.232
Dimension 3	0.286	0.931	1	0.933	0.916	-0.147
Dimension 4	0.376	0.942	0.933	1	0.87	-0.205
Dimension 5	0.222	0.843	0.916	0.87	1	-0.166
Satisfaction	0.661	-0.232	-0.147	-0.205	-0.166	1

Table 2 – Pearson correlation coefficients between the scores in the dimensions of the OHS and the score in the patient satisfaction questionnaire

5. Conclusion

In this study we have measured the organizational happiness between the physiotherapists and compared it with the organizational happiness of a random sample of different professionals working in very different fields. We conclude that physiotherapists are professionals that can be considered to be happy with the organizational environment. Besides that, we also conclude that they have more happiness, in what concerns the organizational dimension, than the general population.

Finally, from this study we also show that the physiotherapy's score in the OHS impact the satisfaction of the patients, although only one dimension, showed a strong correlation.

Further work is being made to ensure consistency in the measured organizational happiness in physiotherapists and in patient satisfaction, so as to have a representative sample of the profession.

6. References

- Dutschke, G., Gomes, J.C., Combadão, J. & Jacobsohn, L. (2015). Developing a scale measuring Organizational Happiness: content analysis and exploratory factorial analysis. In the proceedings of the 1st International Conference Positive Organizational Communication: Empresa, liderazgo y comunicación interna. Universidad Loyola. Sevilla.
- Fisher, C. (2010). Happiness at Work. *International Journal of Management Reviews*, 12, 384-412
- Ryff, C., & Keyes, C. (1995). The structure of psychological well-being revisited. *Journal of Personality and Social Psychology*, 69, 719-727