

# SAHK

Citation: Leung, C. S. M. and Su, I. Y. W. (2007). *A Survey on Customer Satisfaction of a Self-financed Community Rehabilitation Centre Using Conductive Education for Adults with Neurological Impairment*. Abstracts of the 6<sup>th</sup> World Congress on Conductive Education (pp. 165 – 166). Sweden.

**Introduction:** Contemporary rehabilitation opts for holistic care. However, when different disciplines of conventional therapy background called for team work, confusion and conflicts arise. We believed that the adoption of CE is the best approach to realize holistic care and therefore attempted to apply to the rehabilitation of adults with neurological impairments (mainly stroke and Parkinson's disease). A self-financed centre was opened in Jan 2006. We applied CE in community rehabilitation to patients at their subacute and convalescent stages of recovery. We integrated inputs from different allied health professionals into task series and daily routine trainings. Intertwined centre- and home-based programs together with caregivers' training were delivered. A series of conductive furniture and aid suitable for use by adults were designed to facilitate trainings.

**Aim:** This study investigated the satisfaction of service users who were receiving services in the centre during the study period.

**Methodology:** A customer satisfaction questionnaire of 15 items plus an 'Overall Satisfaction' rated by a 6-point scale ("excellent", "good", "acceptable", "fair", "dissatisfied", "extremely dissatisfied") was developed and given to all service users within a month's time.

**Results and Discussion:** 36 responses were collected. The mean age of the respondents were  $66\pm 16$  with 2 months to 8 years post-incident and their average training period in the centre was 5.4 months. 82% rated the 'Overall Satisfaction' at "excellent" and "good". Among the 15 items, 8 with >90% respondents rated at "good" or above and for another 3 items lied between 80-90%. One of the items with ratings at "fair" or below was 'Home Program' (10%). The comparatively low ratings were obtained from respondents who lived in aged home with no attendant to follow-up their programs. All items were correlated significantly with the 'Overall Satisfaction' except 'Centre's Atmosphere' and 'Transportation Fee' ( $p < 0.05$ , Spearman's rho). The top 3 correlation coefficients were found in 'Group Program' (0.76), 'Caregiver's Training' (0.77) and 'Service Fee' (0.70). The response from the users was encouraging. CE provides them a promising alternative to realize "holistic care by community" and allowing them to live at home with maximal participation.



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