Patients’ Perceptions with Musculoskeletal Disorders Regarding Their Experience with Healthcare Providers and Health Services: An Overview of Reviews

Alan Chi-Lun-Chiao, Mohammed Chehata, Kenneth Broeker, Brendan Gates, Leila Ledbetter, MLIS, Chad Cook, Ph.D., PT; Malene Ahern, PT, Daniel I Rhon, PT, Alessandra N Garcia, Ph.D., PT

### Background
- Patients’ experiences with healthcare interactions have been recognized as crucial indicators of healthcare quality
- A deeper understanding of patient experience may provide a different viewpoint regarding healthcare delivery in musculoskeletal (MSK) disorders

### Purpose
To identify:
1) aspects of the patient experience in seeking care for MSK disorders from healthcare providers and health services
2) mechanisms used to measure aspects of the patient experience

### Methods
- Reviews examining patient experience of participants ≥18 years with one or more musculoskeletal condition(s)
- Systematic or scoping reviews from CINAHL, PubMed, EMBASE, Scopus
- Outcomes: Relational and Functional Aspects
- Risk of Bias: A MeaSurement Tool to Assess systematic Reviews (AMSTAR-2)

### Results

**30 reviews (n = 129278)** were included (18 systematic and 12 scoping reviews); 53% had “moderate” quality

<table>
<thead>
<tr>
<th>Musculoskeletal disorders</th>
<th># of reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-specific low back pain</td>
<td>11 (37%)</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>3 (10%)</td>
</tr>
<tr>
<td>Osteoarthritis</td>
<td>3 (10%)</td>
</tr>
<tr>
<td>Rheumatoid arthritis</td>
<td>4 (13%)</td>
</tr>
<tr>
<td>Others</td>
<td>9 (30%)</td>
</tr>
</tbody>
</table>

### Conclusions
- Healthcare providers must understand the importance of patient information needs and expectations via effective communication
- Patients should be treated individually with personalized intervention plans in a supportive, comforting environment

### Relational aspects
- Psychological support (13 reviews)
- Understanding expectations (18 reviews)
  - being listened to with respect and empathy
- Information needs (24 reviews)
  - Explaining condition and symptoms, educating about treatments and self-management strategies
- Shared decision-making (12 reviews)
- Communication (16 reviews)

### Functional aspects
- Individualized treatment (12 reviews)
- Trusted expertise (16 reviews)
  - Patients’ trust relies upon healthcare provider’s qualification and technical skills
- Physical support (16 reviews)
  - Patients’ desire for clean, safe, comfortable and accessible environments
- Continuity of care (13 reviews)
- Privacy (3 reviews)

### Most frequent mechanism
- Interviews

### Clinical Relevance
This study provides an overview of the current evidence of patient experience with healthcare providers and services in order to support healthcare providers’ decision-making and facilitate the development of clinical guidelines.

Scan for full references: chilun.chiao@duke.edu

Contact email: