

## CHAPTER 6

### 6. CONCLUSIONS AND RECOMMENDATIONS

Based on the results it is clear that there is not adequate capacity to deal with the load and that additional physiotherapists are required. The recommendation is to present these results to the relevant superintendents of the hospital and use the information as motivation for more physiotherapists. The relevant superintendents as well as the relevant individuals of the Gauteng Department of Health need to be aware of the need within the department and the probable consequence of inadequate service.

If the hospital cannot appoint the full number of physiotherapists required, based on the current economic state of the state-funded hospitals, they need to decide which non-critical services can be reduced if any.

Physiotherapists play a critical role in rehabilitation. Several interventions would be useless if there were no physiotherapists involved e.g. saving a hand of a patient by a surgeon has no value unless someone can teach the individual how to use the hand again. Physiotherapists influence the duration of hospitalisation; as well, as reduce re-hospitalisation of patients with chronic diseases. It is therefore clear that the optimal functioning of the Physiotherapy Department would have a definite impact on costs and the minimisation thereof. The cost implication needs to be considered when making a decision involving the Physiotherapy Department.

The standard times were not accurate; the data from this study would probably be useful in other future studies.

A separate investigation to determine the implications of optimal physiotherapy services on costs should provide useful information to all health-care facilities that employ physiotherapists. A specific issue of interest is the period of hospitalisation, and how physiotherapy treatments influence the duration of this period. Cost comparisons can then determine the cost of each day a patient spends in the hospital.

Standardisation of treatments in the different treatment areas is not possible as was determined by this study.

It is recommended that a separate study is performed to determine the quality of treatments. The concern is the statement of the supervisors that treatment times lower than indicated standard times implies inadequate treatments.

Reasons for such a high “other” component under exercise rehabilitation should also be investigated.

There is a need for the development and implementation of a recognition system. It seems certain that a recognition system would have a favourable impact on the motivation of employees.

It is critical to implement a maintenance plan for equipment. During the annual budget planning it is very important to include a section for maintenance.

If it is possible to have teambuilding exercises without incurring high costs, it could be beneficial to have these exercises at least at the year-end functions.

During this study it became clear that there were numerous other possible applications of Industrial Engineering in the medical profession.