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**題目 (Title):**

探討家長對於一兒童骨科進階執業物理治療所的滿意度

An Exploration of Parental Satisfaction With an Advanced Practice Physical Therapy Clinic in Pediatric Orthopedics.

**摘要中文翻譯****目的：**

評估病患至一新型態的兒童骨科進階執業物理治療所就診之家長滿意度

**方法：**

為橫斷性調查，使用兩種方法來收集資料：VSQ-9修改版以及開放性問題。除了探討就診特定滿意度問卷(Visit Specific Satisfaction Questionnaire, VSQ)的組成結構，也用克隆巴赫係數(Cronbach alpha)來評估內部一致性。回覆的結果使用平均值(95%信賴區間)來總結。開放性問題的回覆則使用歸納內容分析(inductive content analysis)。

**結果：**

滿意度評分良好。確認VSQ為兩個元素的結構。克隆巴赫係數為0.85，表示高度的內部一致性。萌生的主題大多正面且與時間、溝通、專業度、以及服務傳輸有關。在物質資源有負面評論。

**結論：**

本篇研究評估了家長對於一新型態的兒童骨科進階執業的滿意度。結果顯示高度滿意度，同時也指出影響家長對於照護品質感受的正面與負面中心主旨。

## **Original Abstract**

### **PURPOSE:**

To evaluate parent satisfaction of patients attending a novel advanced practice physical therapy clinic in pediatric orthopedics.

### **METHODS:**

A cross-sectional survey collected data using 2 approaches: a modified version of the VSQ-9 and open-ended responses. The component structure of the Visit Specific Satisfaction Questionnaire (VSQ) was explored and the Cronbach alpha assessed internal consistency. Responses were summarized as mean (95% CI). An inductive content analysis was performed for open-ended responses.

### **RESULTS:**

Satisfaction ratings were excellent. A 2-component structure for the VSQ was confirmed. The Cronbach alpha coefficient was 0.85, indicating high internal consistency. Emergent themes were mostly positive in relation to Time, Communication, Professionalism, and Service Delivery, with Physical Resources receiving negative comments.

### **CONCLUSIONS:**

This study evaluated parent satisfaction with a novel advanced practice in pediatric orthopedics, demonstrating high levels of satisfaction and identifying positive and negative themes that impact parent perceptions of quality of care.

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