

Medical and social characteristics of patients of osteopaths
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Socio-medical portrait of osteopathic physicians' patients
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SUMMARY

An anonymous sociological survey of patients seeking medical help from St. Petersburg osteopathic doctors was carried out. It has been shown that a typical patient of an osteopath is a woman of 30–49 years old with a higher or secondary specialized education, an office worker. Patients have a correct understanding of osteopathy. Most patients have confidence in the osteopathic method and plan to turn to osteopaths in the future. One in three is completely satisfied with the treatment, and 64.5% are satisfied with the attitude of an osteopathic doctor towards them.

Key words: sociological survey, osteopathy, satisfaction medical help.

RESUME

An anonymous sociologic inquiry of 415 osteopathic physicians' patients was carried out in St. Petersburg. It was found that a typical osteopath's patient is a woman 30–49 years old, high educated education, employee. Patients have a correct idea of osteopathy. Most patients trust in the osteopathic method, and plan to continue using it. One third of them is completely satisfied with the treatment, and 64.5% are satisfied with the osteopathic physicians' attitude to them.

Keywords: sociologic inquiry, osteopathy, satisfaction with medical care.

Introduction

The confidence of the Russian population in pharmacological treatment is currently decreasing, while the popularity of non-drug, including manual, approaches is growing in parallel. Osteopathy is today one of the most developed and popular alternative medical systems in the world [1, 4, 5]. Manual techniques have been used in medicine since primitive times, but the foundations of osteopathic medicine were laid by the American physician E.T. Still in 1874 [7]. In the narrow sense of the word, osteopathy is a system for diagnosing and treating painful conditions of the body with hands, the cause (or an integral part) of which are biomechanical disorders. However, the concept of "osteopathy"

has a much larger scale. It seems to us that osteopathy is a field of medicine aimed at diagnosing and treating dysfunctions of macro- and micromobility of body tissues and based on a holistic concept [3, 6].

In our country, the development of osteopathy began only in 1988, and teaching - in 1994. In 2003, osteopathy was officially recognized in Russia as a method of therapeutic action. Currently, according to our data, osteopathic doctors work in 24 constituent entities of the Russian Federation, including: in Moscow, St. Petersburg, the Republic of Chuvashia, Altai, Krasnodar, Primorsky and Khabarovsk regions, Amur, Arkhangelsk, Volgograd, Kaluga, Kamchatka, Leningrad, Moscow, Murmansk, Nizhny Novgorod, Orenburg, Rostov, Samara, Saratov, Sakhalin, Sverdlovsk, Smolensk and Tyumen regions. 650 osteopaths treat 160,000 patients with about 1 million sessions per year. Osteopathic care is provided in multidisciplinary hospitals, maternity hospitals, territorial polyclinics for adults and children, as well as in private clinics and offices. Osteopaths are trained in Russia in three licensed educational institutions, where 350 doctors are currently undergoing training in osteopathy; 70 graduates are trained per year [2].

Nevertheless, for the population of Russia and for its medical community, osteopathy remains a relatively new phenomenon. Russian medicine cannot fail to notice the success of osteopathy, and is faced with a choice of how to develop this direction. We are talking about the development of optimal ways to organize a modern osteopathic service, understanding the place of osteopathy in the modern health care system, highlighting osteopathy as a separate clinical specialty or subspecialty, and osteopathic treatment as one of the types of specialized medical care for the population. It seems appropriate to introduce the osteopathy training program into the system of pre- and postgraduate higher medical education. In this regard, an assessment of the medical and social characteristics of modern patients of Russian osteopathic doctors seemed to be a very urgent task.

Methods

In 2009, according to a specially developed "Questionnaire for a patient of an osteopathic physician," which included 42 questions of different types, an anonymous sociological survey was conducted of 415 patients who sought medical help from St. Petersburg osteopathic doctors.

results

Among the interviewed patients who came to see osteopathic doctors, there were 30.2% of men and 69.8% of women. The adult population attends osteopathic clinics between the ages of 20 and 70 and older. Most of the patients were people aged 30–39 years - 26.4%, and 40–49 years old - 24.4%, people aged 70 years and older - 5.0%, and at a young age from 20 to 30 years - 15.8%. It can be assumed that a small number of elderly patients are associated with

insufficient territorial accessibility and payment for osteopathic care.

Among the patients there were people with different education, but the largest percentage were patients with higher education - 45.3% and with secondary specialized education - 33.0%. From these data, we can conclude that the majority of patients come to osteopaths consciously.

In terms of social status, patients were distributed as follows: employees - 46.2%, workers - 12.8%, entrepreneurs - 15.1%, non-working - 25.9%. Among patients using the help of osteopaths, 14.9% are medical workers.

The income level of patients reflects the income structure of the population in St. Petersburg, so the patients were asked the question whether the consultation of an osteopathic doctor should be paid. Found it difficult to answer this question 29.5% of the respondents. Among those who answered, the overwhelming majority agree with the paid admission to an osteopath - 81.4%. 77.6% of patients who come to see an osteopath also turn to paid doctors of other specialties, of which 8.1% - constantly.

The reasons that prompted patients to turn to osteopaths for the first time are as follows: advice from friends - 34.4%, desire to be treated in a harmless way - 31.0%, disappointment with other methods - 22.6%, recommendations of doctors - 7.6% and advertising - 4.4%.

The patients were asked whether their relatives and friends apply to the services of osteopathic doctors. It turned out that 28.0% of the respondents constantly contact their relatives and friends, and 11.8% never apply, the rest rarely. The question was also asked whether they advise their friends to seek help from osteopaths: 46.6% constantly advise, 42.8% rarely give such advice, the rest do not.

The answers to the question about the essence of osteopathy indicate that patients generally have a correct understanding of this method. This is confirmed by a rather high percentage of those who read books on osteopathy - 24.0%.

We were interested in whether the respondents are regular patients of osteopaths. Among the respondents, 22.4% have been treated for more than 5 years, from 3 to 5 years - 11.6%, up to 3 years - 25.0% and 41.0% of respondents have been treated for less than a year. When asked whether they regularly visit an osteopathic doctor, 69.0% noted irregular visits, 16.8% of those surveyed visit a doctor approximately once every six months; 10.2% - once every three months, monthly - 4.0%. Among the reasons for irregular treatment, respondents indicated 1-2 reasons. Most often, the high cost of admission was called - 37.3 out of 100; distance from home - 27 out of 100; 29 out of 100 did not apply, as there was no exacerbation of the disease.

It was expected that some of the patients, although they came to the osteopathic appointment, may feel distrust of osteopathy, so they were asked the question: "Does osteopathy cause distrust in you?" Found it difficult to answer 27.2%; 6.3% expressed their mistrust, pointing out the burdensome admission procedure and the ineffectiveness of the treatment; 66.5% have confidence in osteopathy. This is confirmed by the fact that 88.7% of respondents intend to continue to turn to osteopaths.

Patients consulted an osteopathic doctor for various diseases, and quite often the patient had several diseases. Most often they were referred for diseases of the musculoskeletal system - 45.8 out of 100; neurological diseases - 65.8 out of 100; diseases of internal organs - 20.4 out of 100.

The attitude of patients to a healthy lifestyle was clarified. Questions were asked whether they follow the daily routine, diet, exercise, and have bad habits. 68.7% of respondents answered that they do not have bad habits - an indicator that is quite high for modern society. But only 9.8% of patients follow all the basic rules of a healthy lifestyle: they monitor their diet, daily routine, and exercise. 5.5% observe the daily regimen and monitor their diet, but do not exercise; only observe the daily routine - 5.5%; follow the rules of nutrition and go in for physical education - 3.7%. Thus, the answers reflect the general trend of the population, which currently does not pay serious attention to maintaining its health.

The next question was related to the previous one: "Can osteopathy contribute to better health?" The answers were distributed as follows: "yes" - 46.2%; "Rather, yes" - 40.5%; "Rather not" - 7.3%; "No" - 6%.

A special question was asked to find out whether the state of health changes after an osteopathic treatment. Well-being significantly improves in 11.3% of patients, improves in 69.3%, does not change in 15.9%, worsens in 3.5% of patients. It was also asked whether the mood of the patients changes after the osteopathic intake. In 48.4% of patients, the mood does not change, in 44.8% it improves, and 6.8% note a significant improvement in mood. In general, the patients assessed their condition before and after visiting an osteopathic doctor as follows: the condition became much better in 10.3%, it became better in 71.7%, and did not change in 18.0%.

At the end of the analysis, one of the most important indicators of the work of each medical institution was studied - patient satisfaction with medical care. This indicator is represented by two components: satisfaction with treatment (medical aspect) and satisfaction with the attitude of a doctor to a patient (ethical aspect).

30.1% of patients were completely satisfied with the treatment, 63.1% were partially satisfied, and 6.8% were not satisfied (Table 1). Dissatisfaction was expressed by patients whose condition did not improve after treatment. Most often, patients with higher education are not satisfied with the treatment: 9.5% versus 5.2% of patients with secondary and secondary specialized education. Patients with medical education are less likely to have complete satisfaction with treatment than other patients: 19.6% and 27.9%, respectively. The most satisfied patients are those who regularly visit osteopaths, their satisfaction rate is twice as high as that of those who rarely visit.

64.5% of respondents are completely satisfied with the attitude of the doctor towards them. osteopath, 30.1% - partially and 5.4% are not satisfied (Table 1).

Table 1

Satisfaction of patients of osteopathic doctors with received medical

help
(per 100 respondents)

	Качеством лечения	Отношением врача
Полностью удовлетворены	30,1	65,4
Частично удовлетворены	63,1	30,1
Не удовлетворены	6,8	5,4
Итого	100,0	100,0

The reasons for dissatisfaction with the osteopath's admission are the lack of modern equipment, the high cost of admission.

Discussion and conclusions

So way, the study made it possible imagine sociological portrait of modern patients of osteopathic doctors.

These are mainly women aged 30–49 years with higher or secondary specialized education, civil servants. Only 10% of them strictly follow all the rules of a healthy lifestyle.

Most often, patients resort to the help of an osteopathic physician for diseases of the musculoskeletal system and neurological diseases. Patients have a common, but, in principle, correct concept of osteopathy, every fourth read books on osteopathy.

The patient is especially impressed by the attentive listening of his complaints by the osteopathic doctor. Most patients have confidence in the osteopathic method and plan to turn to osteopaths in the future. One in three is completely satisfied with the treatment, and 64.5% are satisfied with the attitude of an osteopathic doctor towards them.

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