

ISSN 2063-5346



AWARENESS ABOUT PATIENT RIGHTS AMONG NURSES AT A MULTI-SPECIALITY HOSPITAL

A. Vinoth¹, J. Hansini Priya², R.J.T Nirmalraj³

Article History: Received: 19.04.2023 Revised: 02.05.2023 Accepted: 10.06.2023

Abstract

This study aimed to assess the level of awareness of patient rights among nurses in a healthcare setup. A total of 80 nurses were surveyed using a questionnaire consisting of parameters related to their knowledge of patient rights, their attitudes towards patient rights, and their experiences in dealing with patient rights issues. The sample was selected using Stratified random sampling.

The results of the study revealed that while most of the nurses reported being aware of patient rights, their knowledge and understanding of specific patient rights were limited. Nurses showed a high level of support for patient rights and acknowledged their importance in ensuring the provision of quality healthcare services. However, the study also found that nurses faced several challenges in advocating for patient rights, including a lack of training and support from their institutions.

In conclusion, the findings of this study highlight the need for ongoing training programs for nurses to improve their understanding and advocacy for patient rights. Strategies for improving communication and collaboration between nurses, patients, and healthcare providers should also be explored to ensure that patient rights are protected and upheld. Overall, this study provides important insights into the current state of awareness of patient rights among nurses and identifies areas for improvement in the provision of patient-centred care.

Keywords: Patient Rights, Nurses, Awareness, Patient-Centred Care.

¹ MBA - Hospital Management, Final Year, The Sankara Nethralaya Academy, Chennai.

² Lecturer - Management Studies, The Sankara Nethralaya Academy, Chennai.

³ Assistant Professor (Selection Grade), School of Management, Hindustan Institute of Technology & Science (Deemed to be University), Chennai.

¹ thvino25@gmail.com, ² hansinij@snmail.org,

³ rjtnirmal@hindustanuniv.ac.in

DOI: 10.48047/ecb/2023.12.si12.083

1. Introduction

Healthcare is an essential part of modern society, providing a variety of services to promote and maintain the health and well-being of individuals and populations. These services are delivered by healthcare professionals, such as doctors, nurses, and pharmacists, and can be categorized into three main areas: primary care, secondary care, and tertiary care.

Patient rights are essential to ensure that patients receive ethical, respectful, and quality healthcare services. However, many patients continue to experience violations of their rights, leading to negative outcomes such as a lack of trust in the healthcare system, dissatisfaction with the care provided, and poor health outcomes. Nurses are important in ensuring the safety of patients. Since they are frequently the point of contact for patients and are in charge of their care during their hospital stay.

The importance of patient rights in healthcare cannot be overstated. Patient rights serve as a framework for ethical and compassionate care and are essential for building trust and rapport with patients. When patient rights are respected and upheld, patients are more likely to feel satisfied with their care, trust their healthcare providers, and achieve better health outcomes. However, when patient rights are disregarded or ignored, patients may feel disrespected, unheard, or even mistreated. By involving patients in their care decisions, listening to their concerns, and providing them with information about their treatment options, nurses can help to ensure that patients feel valued and heard.

In addition to promoting ethical and compassionate care, upholding patient rights can also have legal and regulatory implications for nurses. Nurses are required to adhere to ethical standards and guidelines, as well as to comply with laws and regulations related to patient care. Another reason why patient rights are important to nurses is that they can help to promote patient safety. Patient rights include the right to receive safe and effective care, the right to be informed about potential risks and adverse events, and the right to be involved in their care decisions. By upholding these rights, nurses can help to identify potential risks and adverse events,

and they can work with patients and other healthcare professionals to mitigate these risks and ensure that patients receive appropriate care.

Nurses must be aware of and understand the various patient rights that exist, as well as the legal and ethical implications of failing to uphold these rights. By upholding patient rights, nurses can help to establish trust and rapport with their patients, promote positive health outcomes, and contribute to a culture of respect and dignity in healthcare.

Prioritizing and upholding patient rights in healthcare organizations can lead to various benefits, including improved staff morale, enhanced communication and collaboration, reduced complaints and litigation, enhanced ethical practice, and better resource utilization. This can contribute to a positive work environment for nurses and other healthcare professionals, improve patient outcomes, reduce legal and financial risks for the organization, and promote ethical decision-making.

Delivering healthcare services is a complex process that involves many stakeholders, including patients, healthcare providers, insurance companies, and government agencies. Providing patient-centred care, which takes into account the unique needs and preferences of individual patients, is essential to effective healthcare delivery. Despite the many advancements made in healthcare in recent years, there are still challenges that need to be addressed. These challenges include rising healthcare costs, shortages of healthcare professionals, and inequalities in access to healthcare services. Finding innovative solutions that ensure access to high-quality, affordable healthcare for all individuals and populations is a priority for healthcare providers and policymakers alike.

Overall, the healthcare industry in India is rapidly evolving, driven by various factors such as increasing healthcare awareness, rising healthcare expenditure, and advancements in medical technology. By addressing the challenges faced by the industry and continuing to invest in healthcare infrastructure and innovation, India has the potential to become a major player in the global healthcare industry.

2. Review of Literature

(Esmail Mohammad Nejad, 2011) Consideration must be given to the patient's physical, mental, spiritual, and social needs, which take the form of requirements, conventions, rules, and regulations, when establishing the patient's rights, including his expectations of healthcare services. In particular, when a patient's condition makes him susceptible to the misconduct and obstacles of the healthcare system, emphasising patient rights is viewed as essential to maintaining the patient's dignity as an individual ^[1]. (Selen Ozakar Akca, 2015) Despite the significance of patient rights in the growth of healthcare services, further analysis is necessary on this issue. Accordingly, patient rights centres should be established and managed depending on the anticipated structure provided by national and international health systems. Studies that aim to educate patients, healthcare professionals, and patient's families regarding patient rights must be undertaken ^[2]. (Nevin Utkualp & Hicran Yildiz, 2016) The number of nurses who have received training on patient rights and nursing behaviour related to maintaining privacy, getting consent, and keeping secrets is inadequate. It is advised that organisational training for nurses be improved ^[3]. (Karima Ahmed Elsayed, 2013) Patients' rights promote and uphold cooperation between patients and healthcare professionals. Therefore, the purpose of patient rights is to uphold basic human rights in the context of medical treatment by treating patients with dignity. It is now universally acknowledged that all patients deserve to have their dignity, integrity, and respect protected and supported ^[4]. (Fateme Sookhak, 2019) "Patient's Rights" promotes human rights to uphold respect and dignity so that, upon admission and during medical procedures, their body, soul, and health will be well-cared for without regard to their age, gender, religion, ethnicity, economic status, and other factors ^[5]. (Tara Gurung, 2020) Nurses are in constant contact with the patient since they stay with them the entire time delivering care, although doctors and other medical personnel such as health assistants are also often present. In order to provide high-quality care, nurses need to be knowledgeable about patient rights issues and aware of potential abuses that could occur to patients while they are receiving treatment in hospitals ^[8]. (Salwa A. Mohammed, 2015) Respecting patients' human

rights and dignity is a fundamental principle of healthcare. The protection of patients' rights should be the primary goal of healthcare organisations ^[12]. (Padmapriya D, 2023) The basic criteria for interaction between patients and rehabilitation carers, known as patient rights, include access to care, perspective, interpersonal interaction, understanding of dignity, confidentiality, and acceptance of the course of treatment. Patients have the right to receive quality care and management in a thoughtful and understanding manner ^[15].

3. Objectives

This study aims to assess the level of awareness about patients' rights among nurses. It also helps to identify the knowledge about patients' rights among nurses. This study helps to increase the awareness of patient rights among nurses and improve the quality of care provided to patients.

4. Research Methodology

This research study is based on a quantitative approach in which the primary data has been collected through a structured questionnaire to assess the level of awareness about patients' rights among nurses and identify the knowledge about patients' rights among nurses. The questionnaire consists of two parts – 1st part consists of general questions regarding their socio-demographic characteristics while the 2nd part aimed to assess the level of awareness & knowledge about patient rights among nurses. The data has been collected from March 01, 2023 to April 15, 2023, and recorded 80 responses by using a stratified random sampling method. It means a sample population divides into strata, and then the random sample is taken from each stratum in proportion to its size. Descriptive analysis (Frequency distribution), Cross Tabulations with Chi-square analysis and Correlation analysis have been done for the collected data using SPSS Software to interpret the results.

5. Limitations

Time constraints: The study may be limited by time constraints, which may limit the amount of data that can be collected and analyzed. This may result in a limited understanding of the awareness and knowledge of patient rights among nurses.

Difficulty in measuring awareness: It may be difficult to accurately measure the level of awareness and knowledge of patient rights among nurses. This may be due to the subjective nature of awareness and knowledge, as well as the lack of standardized measures for assessing these variables.

6. Data Analysis and Results

Descriptive Statistics

Percentage Analysis

The complete details regarding the socio-demographic characteristics are presented in.

Table 1: Socio-Demographic Characteristics of the Respondents

Variables	Categories	N = 80	Percentage
Age	20 – 24 years	54	67.5%
	25 – 30 years	19	23.8%
	31- 35 years	6	7.5%
	Above 35 years	1	1.3%
Gender	Male	13	16.3%
	Female	67	83.8%
Marital Status	Married	13	16.3%
	Unmarried	67	83.8%
Educational Qualification	Diploma	10	12.5%
	UG	60	75.0%
	PG	5	6.3%
	Others	5	6.3%
Total work Experience	Less than 1 year	36	45.0%
	2 – 5 years	35	43.8%

	6 -9 years More than 10 years	6 3	7.5% 3.8%
Various Departments	In – Patient Intensive care unit	30 50	37.5% 62.5%
Aware the term of patient rights	Yes No	79 1	98.8% 1.3%
Faced any problems concerning patient rights	Yes No	30 50	37.5% 62.5%
Need more education for Nurses about patient rights	Yes No	63 17	78.8% 21.3%

Weighted Average

Table 2 & Table 3 indicates that the frequency (N = 80) and the percentage of the variables related to assess the level of awareness about patients’ rights among nurses. After analyzing the data, being aware of patient rights, their knowledge and understanding of specific patient rights were limited. The nurses need more education about patient rights.

Table 2: Awareness about Patient Rights Towards Treatment

Variables	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Weighted average
1. Patients have the rights to receive medical care without discrimination	47 58.8%	21 26.3%	4 5.0%	5 6.3%	3 3.8%	4.30
2. Patients have the rights to be treated with respect and dignity	59 73.8%	19 23.8%	2 2.5%	-	-	4.71
3. Patients have the right to access their own health records	31 38.8%	16 20.0%	10 12.5%	16 20.0%	7 8.8%	3.60
4. Patients have the right to know the identify and professional qualification of healthcare providers	40 50.0%	19 23.8%	17 21.3%	3 3.8%	1 1.3%	4.18
5. Patients have the right to receive clear and understandable information about their diagnosis, treatment and prognosis	58 72.5%	17 21.3%	5 6.3%	-	-	4.66

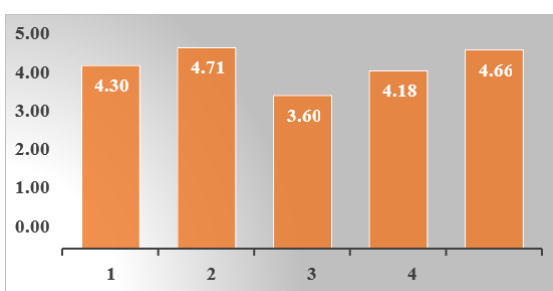


Table 2 indicates that that among 80 respondents, the highest weighted average of 4.66 for patients have the right to receive clear and understandable information about their diagnosis, treatment and prognosis and the least weighted average of 3.60 for patients have the right to access their health records.

Table 3: Awareness about Patient Rights Towards Treatment

Variables	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Weighted average
1. Patients have the right to refuse any treatment or medications	49 61.3%	26 32.5%	2 2.5%	3 3.8%	-	4.51
2. Patients have the right to be involved in the clinical decision about their treatment	37 46.3%	22 27.5%	13 16.3%	8 10.0%	-	4.10
3. Patients have the right to provide feedback and suggestions about their care	45 56.3%	22 27.5%	8 10.0%	4 5.0%	1 1.3%	4.33
4. Patients have the right to have an interpreter present if they have difficulty in understanding the language or terminology used by healthcare providers	50 62.5%	16 20.0%	7 8.8%	7 8.8%	-	4.36

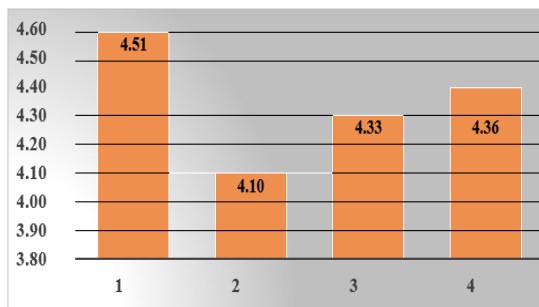


Table 3 indicates that among 80 respondents, the highest weighted average of 4.51 for patients have the right to refuse any treatment or medications, and the least weighted average of 4.10 for patients have the right to be involved in the clinical decision about their treatment.

Chi-Square Analysis

Table 4: Association between Patients have the Right to know the Identity and Professional Qualifications of Healthcare Providers and the Age Group of the Respondents

Age Group of The Respondents	Patients Have the Rights to Know the Identify and Professional Qualifications of Health Care Providers					Total
	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
20 – 24	23	11	16	3	1	54
25 – 30	12	6	1	0	0	19
31- 35	5	1	0	0	0	6
ABOVE 35	0	1	0	0	0	1
TOTAL	40	19	17	3	1	80

p-value – 0.008

Table 4 indicates H1 is accepted. Since the significant value is less than p-value < 0.05, there is a highly significant association between patients having the right to know the identity and professional qualifications of healthcare providers and the Age group of respondents.

Table 5: Association between Patients have the Right to Receive Clear and Understandable Information about their Diagnosis, Treatment and Prognosis and the Age Group of Respondents

Age Group of The Respondents	Patients Have the Right to Receive Clear and Understandable Information About Their Diagnosis, Treatment and Prognosis					Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
20 – 24	35	14	5	0	0	54
25 – 30	17	2	0	0	0	19
31- 35	5	1	0	0	0	6
ABOVE 35	1	0	0	0	0	1
TOTAL	58	17	5	0	0	80

	<i>p-value – 0.025</i>	
--	------------------------	--

Table 5 indicates H1 is accepted. Since the significant value is less than p-value < 0.05, there is a highly significant association between patients having the right to receive clear and understandable information about their diagnosis, treatment and prognosis and the Age group of respondents.

Table 6: Association between patients have the rights to be treated with respect and dignity and various departments

Department of the Respondents	Patients have the Rights to be Treated with Respect and Dignity					Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
In – Patient	17	12	1	0	0	30
Intensive Care Unit	42	7	1	0	0	50
Total	59	19	2	0	0	80

p-value – 0.008

Table 6 indicates H1 is accepted. Since the significant value is less than p-value < 0.05, there is a highly significant association between patients having the right to be treated with respect and dignity and various departments.

7. Discussion

Patient rights are essential to ensure that patients receive ethical, respectful, and quality healthcare services. However, many patients continue to experience violations of their rights, leading to negative outcomes such as a lack of trust in the healthcare system, dissatisfaction with the care provided, and poor health outcomes. Nurses are important in ensuring the safety of patients. Encourage open communication between nurses and patients regarding health records, emphasising the importance of accurate records and patient involvement. Conduct regular information sessions for nurses on patient rights and updates to related laws. Establish written policies for access to health records, including patient request processes and confidentiality responsibilities. Offer education and training programmes tailored to nurses' needs, covering topics like informed consent and advocacy. Implement clear policies, conduct audits, and provide the necessary resources to support nurses in upholding patient rights. Hence, This study indicates areas for improvement in the delivery of patient-centred care and provides significant insights into the

existing level of patient rights awareness among nurses.

8. Conclusion

The findings of this study highlight the importance of awareness about patient rights among nurses. Patient rights, including the right to privacy, informed consent, autonomy, and participation in decision-making, are fundamental aspects of patient-centred care and ethical nursing practice. The results of this study indicate that there may be gaps in nurses' awareness of patient rights, which can have significant implications for patient care.

The study findings suggest that efforts should be made to improve nurses' awareness of patient rights through education and training programs, policy and procedure reviews, and ongoing professional development. Furthermore, healthcare organizations and policymakers play a critical role in creating an environment that supports and promotes patient rights awareness among nurses. It is important to recognize that increased awareness about patient rights among nurses can positively impact patient outcomes, including patient satisfaction, adherence to treatment plans, and overall quality of care. By prioritizing patient rights awareness and promoting a patient-centred approach in nursing practice, we can enhance the healthcare experience for patients and promote a culture of respect, dignity, and patient empowerment.

References

- [1] Nurses awareness of patient rights in a teaching hospital, Esmail Mohammad Nejad ,Jamaloddin Begjani , Ghasem Abotalebi , Amir Salari and Seyyede Roghayeh Ehsani, 2011, Journal of Medical Ethics and History of Medicine.
- [2] Knowledge and attitudes of nurses regarding patient rights: A corum/Turkey sample, Selen Ozakar Akca, Yeliz Yelen Akpinar, Turgay Habbani, 2015, Rev Assoc Med Bras.
- [3] Awareness and attitudes of nurses working in a university hospital on patients' rights, Nevin Utkuallp, Hicran Yildiz, 2016, International Journal of Caring Sciences.
- [4] The effect of an educational intervention on nurses' awareness about patients' rights in tanta, Karima Ahmed Elsayed , Omebrahiem A. El-Melegy , and Amaal M. El-Zeftawy, 2013, Journal of American Science.
- [5] Nurses' level of awareness and observance of patients' rights, Fatemeh Sookhak , Mohammad Rafi Bazrafshan , Alireza Ahmadi, Esmail Kavi, 2019, Journal of Client - Centered Nursing care.
- [6] Nurses' attitudes and knowledge regarding patient rights: A systematic review, Meropi Mpouzika,

- Maria Karanikola, Elena Panayiotou, Vasilios Raftopoulos, Nicos Middleton, Elizabeth Papathanassoglou, 2021, Rev Esc Enferm USP.
- [7] Midwives and nurses awareness of patients' rights, M. Hakan Özdemir, İ. Özgür Can, Akça T. Ergönen, Ahmet Hilal, Mustafa Önder, Demet Meral, 2009, Midwifery.
- [8] Knowledge and attitude regarding patients' rights among nurses in a teaching hospital: A descriptive cross – sectional study, Tara Gurung, Srijana Ghimire, 2020, journal of the Nepal Medical Association.
- [9] Awareness and attitudes of nurses working in a university hospital on patients' rights, Nevin Utkualp (PhD), Hicran Yildiz (PhD), 2016, International Journal of Caring Sciences.
- [10] Knowledge, attitude and practices of the nurses regarding patient rights: A study in Punjab institute of cardiology, Lahore, Tehmina Sardar, Altaf Pervez Qasim, Irum Majeed, Muhammad Afzal, Ali Waqas, Syed Amir Gillani, 2017, Annals of Punjab Medical College (APMC).
- [11] Knowledge and attitudes of nurses regarding patient rights in kingdom Saudi arabia, Ahmad Aboud S Alotaibi, Naif Ebaid Saeed Aletaby, Mohammad Saeed S. Alotaibi, Yasir Lafi A. Almqati, Sami Ali F. Alshehri, Fahad Shalwah Shalian Almogati, Mohamed Ali Saleh Alqurashi, Waleed Abdullah A. Alqasmi, Ammar AaydMansi AlGharashi, Sultan Mohammad S. Alqanawi, 2019, European Journal of Molecular & Clinical Medicine (EJMCM).
- [12] Patients' rights: Patients' and nurses' perspectives, Salwa A. Mohammed, Amany S. Shabla and Shoheir M. Wehieda, 2015, IOSR Journal of Nursing and Health Science (IOSR-JNHS).
- [13] The effect of teaching patients' rights to midwifery students on their compliance with patients' rights at fatemieh hospital, hamadan, iran, Masoumeh Rostami-Moez, Khodayar Oshvandi, Ziba Niazy, Arezoo Shayan and Seyedeh Zahra Masoumi, 2021, Journal of Medical Education (In Press).
- [14] Knowledge and attitudes towards patients' rights among nurses in two selected teaching hospital in colombo, sri lanka, Mapatunage T.K, Seneviratne S.M.K.S., 2022, Journal of Health Sciences and Innovative Research.
- [15] A study to assess the level of knowledge regarding patient's rights among nursing personnels, Padmapriya D, Suganthi S, Kalabarathi S, Minolin Babu T, 2023, Nursing Journal | International Journal of Advance Research in Nursing.