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## Evaluation of Respect the Patient's Rights: Nurses' Perspective in Teaching Hospitals

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### ABSTRACT

Although all managers, directors, other professional health care specialists and those involved in state welfare agree with knowledge of patients' rights legislation in order to comply with it better and all the codes of medical ethics in this regard has emphasized. There is yet a somehow long way to reach the optimum goal, that of the achievement of the standard respect concerning the patient's right. As it stands, the present paper has conducted to investigate the respect of the patients' right on behalf of the nurses' perspective in teaching hospitals of the city of Zahedan. In the year 2016, this descriptive research was conducted on 98 nurses who employed at the teaching hospitals affiliated to the Zahedan University of Medical Science in Iran. The sampling and the selection of the nurses were carried out in a complete randomly manner. The questionnaire was set out in 2 parts with the 1<sup>st</sup> part focusing on demographic specifications including age, gender and the second part was related to the respecting the patient's right. The collected data was analyzed using the software SPSS version 19 and descriptive statistics, Pearson coefficient and T test were applied. The average age of the participants proved to be 30.59 with 6.7 on either side of the tolerance scale (positive, negative). The male participant's nurses were 25. The correlation between that of the age on one hand and that of the gender on the other were in clear evidence and accord with that of the average (median) for the patient rights, with the former standing at ( $P=0.001$ ) and the latter presentable at ( $P=0.02$ ). From the female nurses point of view, the maintenance of the patient rights were held at a higher rate, the average (median) of the patient and his awareness of his rights stood at 22.51 with 5.88 on either side of the tolerance scale, presenting a rather satisfactory level. According to these results and those of the nurses, the patient's rights presented a satisfactory and an acceptable level.

**Key words:** Patient's rights, perspective, nurses, medical training schools

### INTRODUCTION

The medical and welfare services must do their utmost to remain competitive on the related markets. An increase on the level of the patient's satisfaction is primordial in keeping that competition a float [1]. Patient's satisfaction will endure in efficiency, performance and the quality of the services offered [2-4]. Growing Public awareness about health issues has rendered a movement to become super active among those offering the medical services [5]. Patients have become more aware of their rights and hence are seeking a much better welfare and health offered to them by the medical world and as such a reaction, a backlash from them will be felt should they get disappointed. A suitable, honest approach and a respect in the way of the conduct as well as a professional responsible consciousness on behalf of the medical world would indeed ensure a long lasting trust of the patient, in the world of today, those involved with people and their health ought to consider their patient's rights as their maximum endeavor.

Patient rights in fact equals to that of the human right so much so that patients expect and rightly so too, to receive the optimum in safeguarding their welfare. Regardless of age, gender, financial status and so forth WHO, in the year 1999 in its European branch states that: The optimization of the maintenance of the patient right is a multipurpose task with a total consideration granted as priority. To enhance further, WHO proposes an active involvement and role both from the service provider as well as the public at large to establish a policy making program so as to upgrade the welfare of the patient as well as his rights, not to mention an expansion in training programs [9]. In the Islamic republic of Iran and according to its law, regarding the welfare of its citizen concerning the body, soul and social values, these are to be considered and treated as one of the most essential part supported thoroughly by the constitution (law number 29). The ministry for health, welfare and medical treatment holds itself responsible to grant its best performed program in order to honor and value the patient and his rights. According to the ministry code of conduct, there are 5 main criteria with 37 amendments ensuring a promised high state of welfare to citizens, the main 5 criteria are the followings

- 1 -The right for the patient to receive an acceptable and adequate level of medical treatment
- 2-The right to be informed by the medical world as to the procedure for the specific treatment
- 3-The right to freely choose or reject the treatment and, or its offerings
- 4-The right of the patient's privacy and those of his dignity
- 5 -the right of the patient to complain about the services he has received and to pursue his complaint in an administrative way

As was earlier mentioned, the level of satisfaction regarding the patient rights are somehow off track though in all directives, pamphlets and brochures or leaflets, the importance of patient rights and its upholding are clearly vividly reported. (12, 13), so this paper deals with distinguishing the problems before overcoming them and as an outlay, we have taken into account the perspectives and points of views of those nurses employed in the training medical schools of the city of Zahedan in Iran.

## MATERIALS AND METHODS

This descriptive research was carried out on 98 nurses employed in medical training hospitals of the city of Zahedan in 2016. The sampling and selection of nurses was carried out in a purely randomized manner. The data was gathered using a two part questionnaire. The 1st part concentrating on demographic issues such as gender and age. The 2nd part focused on the core of the research itself, that of the (patients' rights) and its placement as a criteria among the medics. The questionnaire consisted of 29 items adapted from a patient charter drawn from the ethical charters of the ministry of health, treatment and medical education regarding the perspective, view and behavior of nurses towards the issue of patients' rights codes. The questionnaire is answered using a Y/N format; Therefore a Y answer carries with it a value of 1 whereas a N reply is faced with a 0 mark with 0 ranked as minimum and 29 as maximum on the grading scale rendering a 0-9 marking as weak, 9-19 as medium and any answer above 19 considered as a strength in ranking. This questionnaire was developed based on patient bill of Patients' rights and review of the literature. Having prepared the questionnaire, it was given to ten professors of Hospital Administration, Nursing Management, other experts and qualified individuals who had experience of writing such articles. The content validity of the questionnaire was evaluated and was approved by amendments. The questionnaire reliability was obtained via Cronbach's alpha coefficient and it was calculated 0.88.

The consent of those questioned was obtained prior to the distribution of any questionnaire and this itself was done only after the purpose of the task was fully explained to the nurses. Also right at the very start of the questionnaire, the phrase in quotation appeared as such: "Your cooperation in taking this scientific research will remain secret and discrete with no information passed onto others, also rest assured that you are at no risk or danger by your participation", this was done so as to inform the participants of their rights and to put their mind at rest.

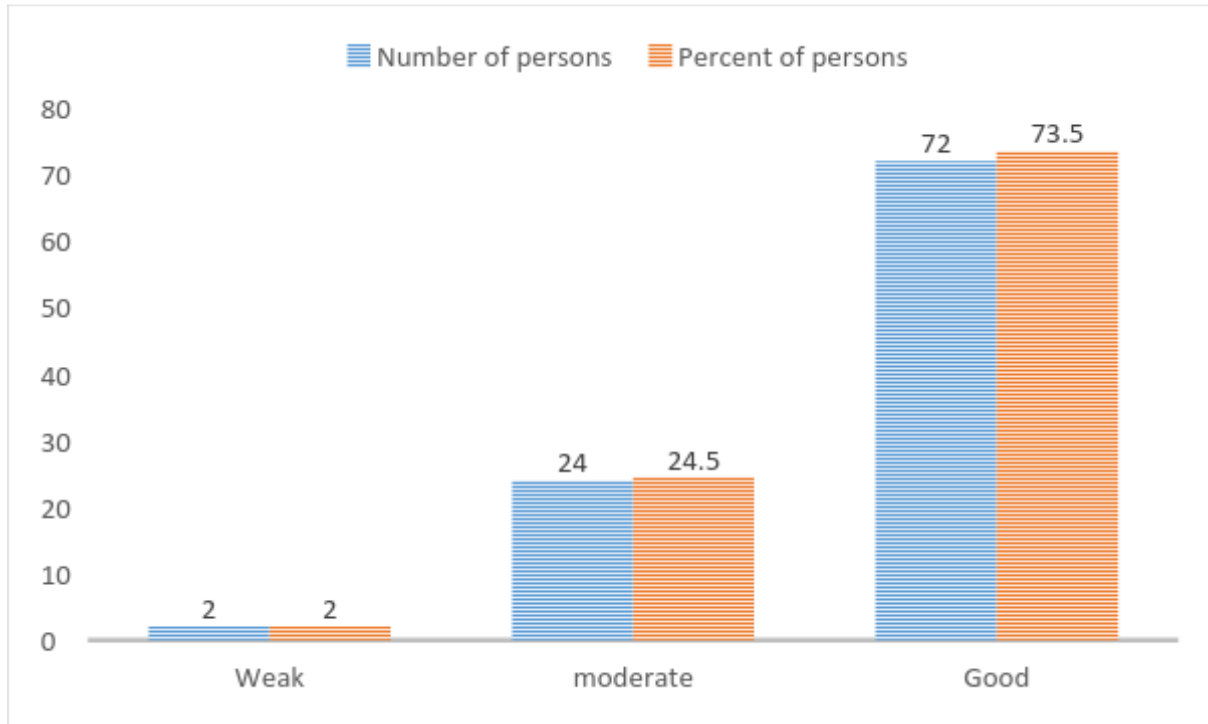
After the completion of the questionnaire, it was again reviewed and examined by a third, usually a researcher and in case of incompleteness, it was once again handed back to the participant for a final revision. After collecting data, they were analyzed using SPSS software version 19 and descriptive statistics, Pearson correlation (relation between age and total score average of awareness questionnaire of patient's rights) and t test (relation between gender and total score average of awareness questionnaire of patient's rights). In this paper the P value of less than 0.05 which itself is noticeable has been taken into consideration.

## RESULTS

The average for age of the participants was 30.59 with 6.77 tolerance on either side of the scale (+\_6.77) with 25 individuals being male representing a (25.5%) of nurses involved. A significant correlation between age and average

overall grade for the concern of the patient rights was evident, the same correlation applied in relation to gender and the average overall grade with the former standing at(P=0.001) and the latter at (P=0.02) respectively. According to female nurses, patients’ rights are upheld high. The average for patients’ rights awareness stood at 22.51 with 5.88 standard deviation (SD) which itself is at a satisfactory level.

Chart and figure number 1 represents the trend and tendency for upholding, respecting patient rights from nurses perspective



**Chart number 1: Information relating to patient rights consideration and respect, nurses’ perspective**

**The nurses’ trend in responding to the questionnaire concerning the right of the patients is to be found in table number 1**

Are the followings applied in relation to the patient rights?	YES %	NO %
Hospital personnel must respect patients views on religion...etc.	88.8	11.2
Treatment must undergo without time wastage or special kinship	79.6	20.4
Hospitals must provide immediate care after acceptance to wards	83.7	16.3
Hospitals ought to conduct a friendly approach towards the elderly, pregnant women and children	91.8	8.2
Hospitals ought to provide services without prejudice ,religion, sex, creed etc.	82.7	17.3
Care centers and hospitals alike must be more attentive towards patients with chronic problems	86.7	13.3
Any lack in medical treatment or proper equipment in 1 hospital must result without further delay in transfer of the patient to another hospital	76.5	23.5
Hospitals must provide patients with proper and adequate sanitary toilets	64.3	35.7
Hospitals and their related wards must provide the patients with proper ventilation	68.4	31.6
Hospitals must provide easy access to patients files and documents to be inspected by the patients themselves	57.1	42.9
Hospital staff must explain of the legal rights to the patients	67.3	32.7
Patients must be aware of their given rights prior to their acceptance at the hospital	71.4	28.6
Hospitals must guide the needy to the appropriate units for claiming welfare or a reduction in their bills	82.7	17.3
All assurance companies or their affiliated bodies as well as their medical policies must be clearly described to the patients	73.5	26.5
All medics involved , nurses as well as doctors must present themselves to the patient	67.3	32.7
Hospitals must explain to the patient about his or her method for treatment	68.4	31.6
Hospitals should accompany the patient into his access with his or her treating physician and as such the hospital must provide all necessary information	74.5	25.5
Hospitals should give enough information and training to the patient for his after release from the hospital, the so called home recovery	84.7	15.3
The patient should be given enough time to decide freely and under no duress after the information provided by the hospital	82.7	17.3
The patient is entitled to accept or reject the treatment offered by the hospital	79.6	20.4
All data and personal information of the patient shall be treated as private and classified	85.7	14.3
Necessary and suitable facilities must have been provided to safeguard his or her privacy prior to his hospitalization	83.7	16.3

Patients should be granted an accompany of his choice	85.7	14.3
In the event of any breach over the patient rights, there ought to exist a system as to complain freely and easily to the related authorities	84.7	15.3
The system pursuing the patient complaint should keep the patient informed about the progress of his or her complaint	82.7	17.3
All due compensations must be paid to the patient in the shortest possible time	70.4	29.6
All hospital staff must respect and honor the patient's religious ..... belief	89.8	10.2
The patient 's right and its charter must be outlined and defined to the patient	83.7	16.3
Mass media must play a role in familiarizing the patient with his or her rights	52	48

## DISCUSSION

The results of this research pointed that nurses were in contentment about patient's rights, its implementation and its status, likewise, the findings of Basiri Moghadam et al. concerning the patient's charter for his or her rights in the mentioned hospital signed and sealed the earlier approval hence confirming the nurses perception of the matter(14) though a lower than average reportage for the same issue was cast by Salimi et al. [15]. The disenchantment from patients about the quality of the treatment they have received has risen and this despite the very effort by each and every personnel in the medical world to guarantee a better care and service not to mention the vast facilities offered to patients.

Not only patients demand a better quality of care and services they also ask for their personal life style, rights and so forth to be honored and regarded as primordial [16-19]. 20. Joolaeet al., in a phenomenological research pointed to this exact of the problems. They claimed there to be some obstacles in upholding the patient's rights in most care units, these included socio-economic hardship as well as long and hard working hours for the nurses not to mention the problems of the work environment and its related mischiefs as the main reason for the patient's rights to be ignored (20).

One of the most essentials of the maintenance and uphold of the patient's rights is to consider ethics and quality in practice. Though there have been numerous codes of conducts both written or passed as rules and regulations in almost every place of the globe insisting on the fortification of the patient's rights, still, these codes of ethics engage a rather void place in the realm of practicability, to overcome this, we need to move from lyrics to action by providing enough training both to people involved in the medical world as well as the public at large [21]. Bonding a strong attention between those at the receiving end with those of the providing will surely stand true for all time and as such will further enhance the very management of the field[11, 22].

To once again emphasize on the importance of the link between the patient and that of the care unit and its personnel, we should further insert that link and call it the missing link now appropriately fit with the word human, and this new human link will speed the very recovery of the patient- by respecting his rights [22, 17]. The recommendation of the research experts as to optimize this patient-personnel link considers (those nurses, doctors and personnel upholding the patient rights and respecting it as directive number 1 of their task) a valuable promotion for their future apprentices.

Conducting this study in a specific time was a limitation of it. Due to the self-report method used in this study some results may be limited. Some respondents may could not answer the questions in complete concentration. But the researcher gave the questionnaires to the respondents face to face and explained the aim of the study so he could prevent above mentioned limitations.

### Results Obtained:

We witnessed an approval of the patient rights status on behalf of the nurses, we also came to some comprehension as to the reasons behind ignoring the rights of the patients namely socio economic problems, long hard working hours etc., all these suffered by the medical personnel. The recommendation to activate an optimization about is to carry out further larger scaled samples, more research and paper over the issue, finally, last but not least, it would be a great advantage if patients both hospitalized as well as day care ones are exposed to a similar type of questionnaire so as to probe even more into solving the unsolved.

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