

Nurses Perception and Performance on Duties of Patient's Rights

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Abstract: In recent years, advocacy of patients' rights gain greater attention in both international and regional level. Healthcare organizations seeking quality developed laws, rules and standards that protect patient rights. Nurses play an important role in providing patient care. Nurses are the advocator for patient within health care system and they have a responsibility to help the patient understand more fully information presented, and in carrying out that their actions must be guided by ethical beliefs and values. Aim: To examine the efficiency of nurses in performing duties concerning patients' rights. Study Setting: The study was conducted in inpatient surgical units of the Damanhour National Medical Hospital. Study Design: The study design was a cross-sectional descriptive study. Subject of the study: Nurse Subjects were all (65) nurses and Patients subjects (100) including all patients who were present at time of data collection. Tools: The data was collected through rating scale to identify nurses' perception about patient rights; observational sheet and patient questionnaire. Results: The study illustrated that the majority of staff nurses have a good perception about most of patients' rights. While their performance for most of patient rights were poor. Recommendation: It is recommended that, developing periodical in-services educational programs about how to deal with patient's rights and disseminating disclosure policy hospital wide and creating a system for patient's complaints follow up and management.

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1. Introduction

In all over the world, promoting patient's rights is the priority of healthcare policy makers and health careproviders. It is considered as an indicator of health service and one of the main bases for defining the standards of clinical services (*Joolae and Hajibabae, 2012*). Therefore, the Patient's Bill of Rights is created to ensure the ethical treatment of all patients; help patients feel more confident in the health care system; gives patients a way to address any problems they may encounter; encourages patients to take an active role in staying or getting healthy; and stress the importance of a strong relationship between patients and their health careproviders (*Ghodsi and Hojjatoleslami, 2012*).

Undoubtedly, every human has individual and social rights that are as a principle accepted by all human societies. But the more vulnerable groups of society have special rights. Patients are one of the most vulnerable social groups that are vulnerable, either physically or psychologically, socially and economically (*Parsapoor et al., 2009*).

Patient rights are defined as legal and ethical issues in the provider-patient relationship, including a person's right to privacy, the right to quality medical care without prejudice, the right to make informed decisions about care and treatment options, and the right to refuse treatment (*Cole and Oxtoby, 2002*). Patient right reflects the patient's acceptance to

participate in care with an emphasis on his or her autonomy. A hospital can't violate these rights, which setup the relationships between the client, system and providers (*Coonan, 2006*).

The Patient's Bill of Rights was created to try to reach three major goals: To help patients feel more confident in the US health care system; the Bill of Rights: Assures that the health care system is fair and it works to meet patients' needs, Gives patients a way to address any problems they may have, Encourages patients to take an active role in staying or getting healthy. To stress the importance of a strong relationship between patients and their health care providers. To stress the key role patients play in staying healthy by laying out rights and responsibilities for all patients and health care providers (*US Office of Personnel Management, 2009*).

An important tenet of nursing is respecting the human rights and dignity of all patients. The priority of healthcare organizations must be protection of patients' rights (*Hamidian, 2010*). It has been said that one's rights define the other's responsibilities; therefore a patient's rights define the healthcare professional's responsibilities (*Hasanian, 2008*). (*AliAkbari and Taheri, 2007*) have explained that the Patients' Bill of Rights was created in order to defend human rights; preserve patients' dignity; and ensure that in case of sickness, and especially in emergencies,

patients receive competent care without discrimination. Most patients' bills of rights, are concerned with informed consent, confidentiality, privacy, autonomy, safety, respect, treatment choice, refuse the treatment and participating in the treatment plan. These rights are derived from the values and ethics of the medical profession (*Seddon et al., 2001*).

Aim of the study:

To examine the efficiency of nurses in performing duties concerning patients' rights.

2. Material and Methods

Study Setting:

The study was conducted in inpatient surgical units of the Damanhour National Medical Hospital. These surgical units namely are general surgery A, general surgery B, orthopedic A, orthopedic B, urology, neurosurgery. The total numbers of beds in these units were 70 beds.

Study Design:

The study design was a cross-sectional descriptive study.

Subject of the study:

- Nurse subjects were all (65) nurses worked in inpatient surgical units and were available at time of data collection.
- Patients subjects (100) including allpatients who were present in previously mentioned inpatient

surgical units and were available at time of data collection.

Study Population:

Patients hospitalized in the surgical units throughout the study period.

3. Results:

Table (1), illustrated the distribution of nurses according to their good score of perception on patient rights at different surgical departments. Nearly all nurses in all departments have high good perception about the majority of 12 patient rights, especially right to have advanced directive, right to confidentiality, and right to consent to participate on research studies, the nurses' good scores ranging (90.9% - 100.0%). Compared to right to make decision about care plan and refuse treatment only nurses of surgery (A) department have high good scores (81.8%) while in other departments they recorded low score ranging (30% - 63.3%). Considering rights to response to his request, all nurses recorded low score in good perception at all department ranging (9.1% - 63.6%), the most lower record at neurosurgery department.

All of above observed differences were not statistically significant except right to respectful care and right to response to his request concerning services the difference was statistically significant among the departments (p value = 0.002 and 0.019 respectively).

Table (1): Distribution of nurses according to their % good score perception on patient rights at different surgical departments.

% good scoreperception		Department						χ^2 p
		Surg A	Surg B	Nurosurg	Ortho A	Urology	Ortho B	
Right 1	Respect care	84.1	88.6	81.8	97.9	75.0	100.0	18.674 0.002**
Right 2	Understandable diagnosis and treatment	93.9	90.9	81.8	77.8	90.0	90.0	5.883 0.318
Right 3	Make decision about care plan and refuse	81.8	63.6	54.5	41.7	30.0	50.0	4.36 0.499
Right 4	Have advanced directive concern treatment	100.0	90.9	90.9	100.0	100.0	100.0	4.033 0.545
Right 5	Privacy of medical care	90.9	81.8	90.9	83.3	100.0	60.0	7.223 0.205
Right 6	Confidentiality of communication and record	100.0	100.0	100.0	100.0	100.0	100.0	----- -----
Right 7	Review his/her record	72.7	72.7	72.7	91.7	90.9	100.0	5.522 0.356
Right 8	Response to his request for appropriate services	63.6	93.6	9.1	50.0	20.0	20.0	13.455 0.019*
Right 9	To informed hospital relation with other institution affect his care	72.7	90.9	72.7	91.7	90.0	100.0	5.57 0.35
Right 10	Consent to participate or decline on research studies	100.0	90.9	100.0	100.0	100.0	100.0	4.986 0.418
Right 11	Continuity of care	90.9	90.9	90.9	91.7	100.0	100.0	1.903 0.862
Right 12	Informed about hospital policy related to care and responsibilities	90.9	90.9	72.7	83.3	90.0	70.0	3.356 0.645

Table (2), show distribution of patient according to their department and perception on nurses' good performance for patients' rights. Best nurses' performance of rights to respectful care and confidentiality of communication and record were in neurosurgical department good performance was recorded among 60% of nurses. Regarding right to understanding diagnosis and treatment, a review his record and right to consent to participate or decline on research studies nearly all department nurses recorded high score of performance (from the patients opinions) as good performance was observed among at least 90% up to 100%.

Considering right to make decision about plan and refuse treatment 78.6% of nurses performed goodly at orthopedic (B) department nurse staff. As for the right to have advanced directive concern treatment 75% of nurse in neurosurgery department

recorded high score of performance from the patient point view. The situation is not the same for right to privacy of medical care, right to response to his request for appropriate services and right to informed about hospital policy related to care and responsibilities, nearly all departments staff nurses not performed well as the patient said.

The right to review his record, consent to participate or decline on research studies and right to continuity of care performance was highly recorded among nearly above 90% of all departments' nurses (up to 100% for nurses department). The recorded difference according to the patients opinion in different department were statistically significant for right to respectful care, have advanced directive concern treatment, confidentiality of communication and record, review his record that informed about hospital policy related to care and responsibility.

Table (2) distribution of patient according to their department and perception on nurses' good performance for patients' rights.

Patient perception on nurses % good performance		Department						χ^2 p
		Surg A	Surg B	Nurosurg	Ortho A	Urology	Ortho B	
Right 1	Respect care	55.0	10.5	60.0	21.0	36.4	21.4	14.295 0.01**
Right 2	Understandable diagnosis and treatment	90.0	94.7	100.0	100.0	90.9	100.0	4.780 0.443
Right 3	Make decision about care plan and refuse	65.0	36.8	60.0	78.6	54.5	78.6	6.550 0.256
Right 4	Have advanced directive concern treatment	65.0	36.8	75.0	57.1	45.5	57.1	14.708 0.01**
Right 5	Privacy of medical care	10.0	5.3	0.0	0.0	0.0	0.0	5.589 0.348
Right 6	Confidentiality of communication and record	55.0	10.5	60.0	21.4	36.4	21.4	14.295 0.01**
Right 7	Review his/her record	80.0	78.9	100.0	100.0	90.9	100.0	11.270 0.05*
Right 8	Response to his request for appropriate services	20.0	21.1	5.0	0.0	0.0	0.0	10.771 0.05*
Right 9	To informed hospital relation with other institution affect his care	70.0	57.9	70.0	100.0	90.9	100.0	10.207 0.070
Right 10	Consent to participate or decline on research studies	100.0	100.0	100.0	92.9	90.9	92.9	4.634 0.462
Right 11	Continuity of care	100.0	10.0	100.0	100.0	90.9	100.0	8.173 0.147
Right 12	Informed about hospital policy related to care and responsibilities	10.0	10.5	35.0	0.0	0.0	0.0	16.859 0.005**

*Significant $P \leq 0.05$

**Significant $P \leq 0.01$

Figure (1) illustrated comparison between patient perception on nurses' good performance of patient's rights and nurse's actual performance. The patient opinion on nurses' performance was better than the result of their actual performance in right (4) right to response to patient request, right (5) right to have advanced directive concern treatment, right (6) right to privacy of medical record, right (8) right to confidentiality of communication and record, right (10) right to consent to participate or decline on

research studies, and right (12) right to informed about hospital policy related to care and responsibility.

While result of nurses performance was better than patient opinion regarding nurses performance of other rights (right to respectful care, right to understandable diagnosis and treatment, right to make decision about care plan and refuse treatment, right to review his record, right to informed hospital relation with other institution affect his care and right to continuity of care).

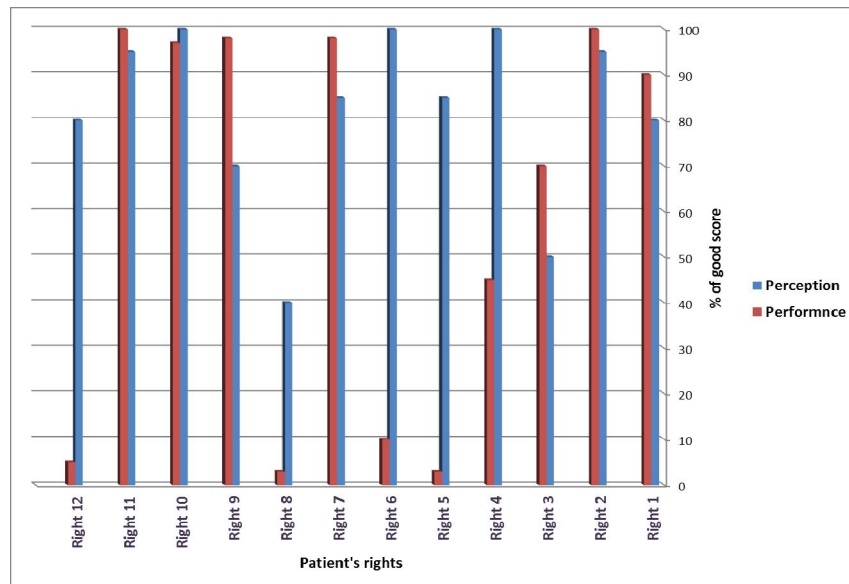


Figure (1) Comparison between all studied patient perception on nurses' good performance of patient's rights and results of nurses' actual performance

4. Discussion:

The quality of the relationship between nurse and patient is an important factor in patients' satisfaction. Nurses need to be aware of the overall conceptual frame of ethics and patient rights in order to resolve any ethical dilemmas (Lake et al., 2016 and You et al., 2013). Patients' rights vary in different countries depending on the prevailing local cultural and social norms. Therefore to provide ethical healthcare, it is important to consider patients' rights as mentioned in different patients' bills of rights or charters published in each country. Cultural differences, however, play an important role in individual attitudes and perceptions of rights in general and patients' rights in particular (WHO, 2005).

Patient rights have recently become the center of national attention in the practice of medicine. Patients have certain rights concerning their personal and private information relevant to their medical care (Habib, et al. 2013 and Almoajel, 2012). Therefore the present study was conducted to examine the efficiency of nurses in performing duties concerning patients' rights.

According to Baillie, (2007) there are acts that would make patients feel comfortable; these included use of humor, reassurance, friendliness, and professionalism. While there are other similar dignity-promoting acts including explanations, giving information, offering choices, gaining consent, and promoting independence (Chochinov, 2002).

Results of study revealed that considering right to response to patients' request all nurses recorded low perception score at all department, the lower record were at neurosurgery department (Table 1). This result

could be attributed either to facilities and resources deficiency which restrict nurses' response to all patient requests, or it may be due to the impossible amount of patient requests especially neurosurgery patients because most of them considered critical case following specific physician plan contradicting their desire. Ghonem (2005), study on patient's rights as perceived by healthcare providers and patients, not support present study result but found that patients right to have hospital response for patient need requests was ranked as second highest mean score of nurses agreement about patients' rights with no significant differences among different age group.

This result could be attributed to the fact that those nurses prefer not to answer patient question about his/her condition because they have no self-confident to answer this kind of patient questions, but mainly reassure them. On the other hand study conducted by Parsapoor et al. (2012) found that the most frequently neglected patients' right in all three hospitals concerned their contribution to diagnostic and therapeutic plans.

Also in this regard Ozdemir et al. (2008) found that nearly all of the participants were aware that every individual has the right to access all forms of information regarding their own state of health, the health services and how to use them, and all that scientific research and technological innovation makes available.

The present study results revealed that patient not satisfied with nurses' performance of most of patient's rights (table 2). This result lead research to think that the nurses in different department not recognize and address patient expectation, or may be the

communication and technical skills for some nurses need to be improved. But when specific comparison applied between patient opinion for nurses' performance and actual nurses' performance results in both departments surgery (A) and (B) founded that patient opinion was better than nurses' actual performance for most rights.

In the current study there is a statistically significant between nurses and patients regarding their perspectives of patient rights were demonstrated in the present study. Similar findings by Liubarskiene et al., (2004) who found that differences between providers' and patients' perception regarding patient's rights. Therefore, increase awareness was defined as a patient's ability to perceive, to be conscious and to understand their rights. The patient bill of rights is a written document (booklet) which all patients receive upon hospital admission. Ducinskiene et al., (2006) studied awareness and practice of patient's rights law in Lithuania and get a similar results that there is a need for awareness-raising among patients to improve the practical implementation of the Patient's Rights Law in Lithuania.

Finally, efficiency of nurses in performing duties regarding patient rights need to be improved, it is role of hospital management to remove barrier for nurses in performing patient right duties. So their patient will be more satisfied and nurses will feel more satisfaction and perform their duties with high efficiency. Sengine (2003) stated that, there are many factors affecting efficiency of nurses in performing their duties and affecting the job satisfaction like presence of clear policy, interpersonal communication, employer guideline, opportunity for advancement and promotion, working condition and physical environment.

Conclusion

Based on the finding of the present study, we concluded that the majority of staff nurses have a good perception about most of patients' rights. While their performance for most of patient rights were poor.

Recommendations

- Developing periodical in-services educational programs about how to deal with patient's rights.
- Disseminating disclosure policy hospital wide and creating a system for patient's complaints follow up and management.
- Patient should be given booklets to know the rules, regulation of the hospital and their rights and responsibilities on admission to the hospital.
- Nurses should be given booklets about their duties and their responsibilities regarding patient rights.

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