



## **A study to assess the level of knowledge regarding patient's rights among nursing personnels**

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### **Abstract**

**Background:** Health care professionals such as physicians, health assistants, and most importantly nurses are constantly in contact with patients, since nurses stay with the patient at all times to give care. To ensure the highest quality of care, healthcare nurses need not only be knowledgeable about illness but also aware of human rights violations and patient maltreatment that may occur in the hospital while delivering care.

**Purpose:** The purpose of current study was to assess the level of existing knowledge regarding patient's rights among Staff nurses and to determine the association between the levels of existing knowledge regarding patient's rights among Staff nurses with their selected demographic variables.

**Materials and Methods:** A Quantitative approach with descriptive research design was adopted for the current study, 60 staff nurses were recruited by using Simple Random sampling technique. A self- structured questionnaire was used to collect the demographic data and the knowledge about Patients' Rights, The data was summarized, processed with descriptive and non- parametric statistics.

**Results:** The outcome of study results reported that 49 (81.67%) had excellent knowledge regarding patients' rights among nurses and 11(18.33%) had good knowledge. The Demographic variables working units had shown statistically significant association with level of knowledge regarding patients' rights among nurses at  $p < 0.05$  level.

**Conclusion:** The end results concluded that, majority of the staff nurses 81.67% had excellent knowledge and 18.33% had good knowledge on patients' rights.

**Keywords:** Knowledge, patient rights, staff nurse

### **Introduction**

Patient's rights are those fundamental rules of conduct between patients and restorative caregivers, covering such things as get to care, regard, communication, understanding respect, secrecy, and assent to treatment. Patients have the rights to be treated and managed with in a compassionate and conscious manner <sup>[1]</sup>. Rights aren't rights in case somebody can take them absent. They're benefits." George Carlin, "It's Terrible for Ya," Walk 1, 2008. Patient rights are a subset of human rights. While the concept of human rights alludes to least measures for the ways people can anticipate to be treated by others, the concept of morals alludes to standard benchmarks for the ways people ought to treat others. As such, rights and morals are as a rule flip sides of the same coin, and behind each 'patient right' is one or more moral standards from which that right is determined, which are characterized here but surveyed in more detail in a companion article <sup>[2]</sup>. The Universal

Declaration of Human Rights (UDHR) (World Health Organization, 2003b) was the primary document that spelled out the fundamental respectful, political, financial, social and social rights that all human being ought to appreciate. The Universal Charge of Human Rights contain a comprehensive list of human rights that governments must regard and advance incorporates right to life, uniformity, security of individual, flexibility of development and home, right to satisfactory nourishment, clothing and lodging, right to instruction and right to health <sup>[3]</sup>. For the quality of care, provision nurses ought to have not as it were the information of illness but too ought to have the information and be aware of human rights, mishandle to the patient that will happen within the healing center while giving care. So nurses must play a dynamic part in annihilating such normal or abnormal mishandle and avoiding them from happening inside health institutions. And here this will require a nurse to be learned a mindfulness with respect to patient's right <sup>[4]</sup>.

Nurses of future cannot practice in obliviousness of person rights. Not one or the other can the nurses ignore health care professionals and health care facilities duty to respect rights. The nurse's first duty is to be mindful of the client's lawful rights. The nurse's major obligation is to take after through the client's rights with the nursing activities that guarantee usage of those rights <sup>[5]</sup>. Nurses bear awesome duty since they spend a long time with patients. In this manner, the persistent assessment of the nurses' performance and evaluating their knowledge about the patients' rights are a require <sup>[6]</sup>. The security and arrangement of patient's rights are closely related to the nursing trade, so the nursing professionals must have intensive information about this issues <sup>[7]</sup>. Nurses must utilize the information about patient rights which they obtained during their training whereas caring patients and executing their medications in conjunction with their aptitudes <sup>[8]</sup>. Before the Patient's rights execution by nurses, the Nursing professions' understudies should be learned about the presence and substance of the charge and have positive state of mind toward its significance. Mindfulness of the patient's rights and watching them fulfills more fulfillment of the persistent, doctor and other therapeutic group and clinic staff and will lead to the spread of great ethics among patients and restorative group <sup>[9]</sup>. So inevitably the ethical status of all the people such as patients and restorative group will be updated, but something else given not watching these rights, it would lead to doubt to wellbeing care group. In case there's no believe between restorative staff and patients, it would lead to harms and misfortunes for the persistent and the restorative group. Moreover, it would lead to appalling and obnoxious events which are troublesome to compensate and would be taken after by the lawful arraignment. Securing the persistent rights by the nurses as it were will be conceivable when they have picked up vital information around it and reasonable conditions be given for regarding these rights <sup>[10]</sup>. So the current study aimed to assess the level of existing knowledge regarding patient's rights among Staff nurses and to determine the association between the levels of existing knowledge regarding patient's rights among Staff nurses with their selected demographic variables.

### Material and Methods

**Study design:** A Quantitative approach with descriptive research design was adopted for the study. **Study Setting:** This study was conducted in the department of nursing at Saveetha Medical College and Hospitals after obtaining ethical clearance from the Institutional Ethical Committee (IEC) of Saveetha Medical College and Hospitals (SIMATS) and a formal permission from the departmental head of nursing, the main study was conducted.

### Study participants

A total 60 staff nurses working in the host institution who

fulfills and meets the inclusion criteria were recruited as study participants. All the staff nurses, senior staff nurses, nursing in charge with both genders who are willing to participate and can read write English and Tamil were included in the current study. Auxiliary Nurse Midwives (ANM), nursing supervisors and matron were excluded as they are involved in administrative activities. The purpose of the study was explained in depth by the investigator to each of the study participants and a written informed consent was obtained from them.

### Sampling Techniques

A total of 60 staff nurses were recruited based on the inclusion criteria by using Simple Random sampling technique. A self-structured questionnaire method was used to gather the demographic data as well as the existing knowledge regarding patients' rights. The collected data was summarized, and tabulated in a Microsoft office excel and analyzed using descriptive and inferential statistics.

## Results and Discussion

### Demographic characteristics

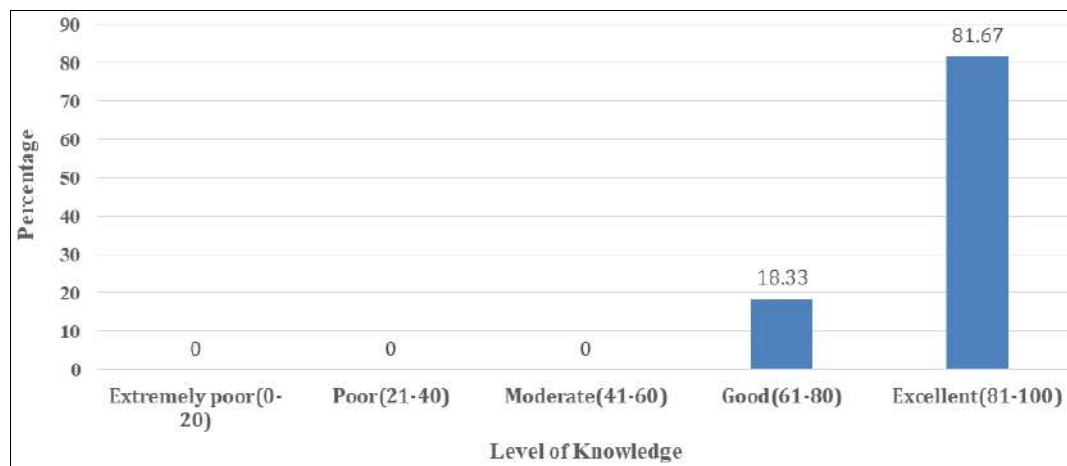
Among 60 study participants, with regards to age of the nursing personnel's, majority of the nurses 56 (93.3%) were aged between 20-29 years. With regards to the gender, 59 (83.3%) were females. With regards to the educational qualification 35 (58.3%) were degree holders, With regards to the years of experience in the nursing profession 49 (81.7%) had <5 years of experience, With regards to the department of nursing 33 (955%) were working in inpatient department, With regards to the position holding as nurses 57 (95%) were working as staff nurses. With regards to the hours of working per week 42 (70%) were working 40-84 hrs. per week, with regards to knowledge on patient rights, 60 (100%) had gained information about patients right during initial education and continuing education respectively

### Evaluation on existing level of knowledge regarding patient's right among nursing personnel's

The present study reported that, majority of the nursing Personnel's 49 (81.67%) had excellent knowledge, 11 (18.33%) had good knowledge and none of them had moderate or very poor or extremely poor knowledge regarding patient's rights (as depicted in Table 1 and Fig 1).

**Table 1:** Frequency and percentage distribution on existing level of knowledge regarding patient's right among nursing personnel's:  
N = 60

Existing Level of Knowledge	Frequency (F)	Percentage (%)
Extremely Poor (0-20)	0	0
Very Poor (21-40)	0	0
Moderate (41-60)	0	0
Good (61-80)	11	18.33
Excellent (81-100)	49	81.67



**Fig 1:** Percentage distribution on existing level of knowledge regarding patient's right among nursing personnel's

The current study findings is consistent with the findings of a descriptive cross sectional study was conducted by Tehmina Sardar 2017 among 216 nursing personnel's working in cardiology unit in an aim to assess the knowledge, attitude and practices of working nurses regarding patient rights. A predesigned questionnaire was adopted to collect the relevant data related to patients' rights and the study results concluded that, majority of the nursing personnel's had adequate knowledge on patient rights <sup>[11]</sup>

A` descriptive cross sectional study conducted by Ahmad About 2019 among 190 nurses aiming in investigating the knowledge and attitudes of nurses regarding patient rights in kingdom Saudi Arabia using a questionnaire method and the outcome of the study results reported that, majority of the study participants 76% had a high level of knowledge related to patient rights <sup>[12]</sup>.

As client's satisfaction plays a vital factor in regulating the quality of health care. The main motive of the health care system is to please the exigency and assurance of its clients. Clients satisfaction with health care providers is directly associated with how the nursing personnel's serve and interact with clients <sup>[13, 14]</sup>. Patient's rights plays all over work period specifically pertaining to the knowledge of health care providers <sup>[15, 16, 17, 18]</sup>. When the patients stays in a hospital, they are pacified to lots of stress. As a health care professionals, nurses have to play a competent role in assisting the patients to face the challenges and stress they are going through. In order to carry out effective functioning, the nurses have to explain clearly in depth about the treatment protocol to their understanding level, protect patients' rights and help the patients to safe guard his or her own rights <sup>[19, 20]</sup>.

Hence the finding of current study and above supportive studies it has been identified and concluded that knowledge regarding patient's right among nursing professionals plays a major role in clients health care and it was concluded and highlights the importance of knowledge on patients' rights among nursing personnel's to promote high quality of health care services to all the patients who are seeking medical treatment.

#### **Association on existing level of knowledge on patient rights among nursing personnels with selected demographic variables**

The demographic variable working unit ( $\chi^2=10.170$ ,

$p=0.038$ ) had shown statistically significant association with level of knowledge regarding patient's right among nurses at  $p<0.05$  level and the other demographic variables had not shown statistically significant association with level of knowledge regarding patient's rights among nurses.

#### **Conclusion**

Based on the findings of the current study, it was evident that working units had shown there was significant association with level of knowledge regarding patient's rights among nursing personnels as  $p<0.05$  level, As studies on patient rights play a significant role in the development of health care, patient rights and education Unit trainings for all nurses should have a greater impact, and a change in knowledge, attitude and behavior should be pursued. Health care workers and patients' families should be taught about their rights, as well as the need of creating a patient rights culture.

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#### **Conflict of interest**

Authors declare no conflict of interest.

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