



**STUDY ON KNOWLEDGE REGARDING PATIENT'S RIGHTS
AMONG STAFF NURSES IN SRM GENERAL HOSPITAL,
KATTANKULATHUR, INDIA**

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ABSTRACT

Background: Patients rights is one of the ethical component and legal issue. The health professionals are closely associated and expected to respect the patients and families in the hospital irrespective of caste, colour, Creed and religion. The present study aims to assess the knowledge on Patientsrights among staff nurses at SRM General Hospital Kattankulathur.

Methods: It is a single blinded cross- sectional descriptive study. A non probability convenient sampling technique was used to select the samples. A standard tool with 12 areas of patients rights was used. After explaining and getting the consent of the participant's data was collected from 60 staff nurses. The collected data we're analyzed with SPSS version 20.

Results: Out of 60 staff nurses, regarding the knowledge on patients rights majority of the staff nurses (63.3%) had high level of knowledge, (28.3%) of them with moderate level of knowledge and (8.33%) with poor level of knowledge regarding patients rights in hospital.

Conclusion: Patients right has to be valued and health professionals are responsible to maintain respect and high quality nursing care even in emergency situation. Only 63% of the care takers had adequate knowledge on patients rights in the hospital. The public should be trained with good communication so that they will be able to cooperate in their treatment.

Key words: Patients rights, Health Professionals, Knowledge, Conduct

INTRODUCTION

Patients rights is respected by all health professionals all over the world. During illness Patients are very much depressed and tensed and they will be worrying about the outcome of their complaints [1]. At times they are not able to understand the need for investigation and treatment. Nurses are in a position to explain every procedure in advance. Nurses act as an advocate for the patients care [2].

Rights are derived from ethical principles including autonomy of patients, beneficence, non mal efficiency, justice, trusting relationship and the protection of human life [3]. Before giving medicine the dosage, side effects, action must be explained to them.

The Patients has the right to immediate Care and treatment [4]. Lack of close attention during high fever sweating and breathlessness leads to serious complications and loss of function [5]. The rights of the Patients includes right to emergency treatment, right to respect, right to informed consent, right to refuse treatment, right to choose providers, right to privacy, right to appeal, right to patient responsibilities, right to effective communication, right to support and right to advocacy [6, 7].

According to National policy Patients rights are developed with their culture, economy and expectations [8, 9].

Patients rights is a fundamental right of every human being. Health care team is expected to provide optimum care to the Patients without any hesitation [10, 11]. Especially the staff Nurses should develop right attitude towards any type of Patients in the hospital and community. For example if a patient is on insulin the importance of food should be explained. Otherwise if Patients fails to eat it will lead to hypoglycemia and death [12]. If the Patients are going for surgery the nurses has to give clear pre and post operative instructions [13]. The present study done among staff Nurses is an eye opening to recall the rights and responsibility during patient care in hospital and emergency situation.

METHODOLOGY

It is a single blinded quantitative study. A non probability convenient sampling technique was used to select the samples. The demographic variable includes age, qualification and year of experience. A standard tool with 12 areas of patients rights such as right to know health condition, right for informed consent, right to privacy, confidentiality of information, right for emergency care, right to decide on treatment, right to have second opinion, right to participate clinical research, right to refuse treatment, diet counseling, right to choose treatment

option, right to prevent fall and injury was used. Each correct answer was given a score of 1.

The staff from medical, surgical, orthopedic, cardiac, post operative wards and ICU were included. After explaining and getting the consent of the participants data was collected from 60 staff nurses. The duration of data collection was one week. The collected data we're analyzed with SPSS version 20.

RESULT

The result of the demographic variables revealed majority of the

participants were (26) 43.3% above 26years, (24) 40% belong to 23 to 25 years and (10) 17% were less than 22 years.

About their qualification majority of them were BSc Nursing 40 (66.7%), clinical nurse 7 (11.6%) and diploma nursing were 16 (26.7%). Regarding year of experience majority of them were having 4years experience (43.3%), 24 of them with 3year (40.0%), and 10 of them with less than 2year. (16.7%) of experience.

Table 1: Frequency and percentage distribution of knowledge on patients rights among staff nurses (N=60)

S. No	Knowledge level	No. of Respondent	Percentage
1.	Adequate knowledge	38	63.3
2.	Moderate knowledge	17	28.3
3.	Inadequate knowledge	5	8.3

The above table reveals regarding the knowledge on patients rights among staff nurses majority of them 38 (63.3%) had high level knowledge, 17of them (28.3%) had moderate level of knowledge 5 of them (8.33%) had poor level of knowledge.

DISCUSSION

Now a days the patients expect a high standard of Nursing care for the care giver during the admission in hospital. In current scenario communicable disease and non communicable disease are common all over the world. The health team must be

vigilant enough to handle emergency situation. The nurses must be able to provide optimum care during surgical procedure, explaining consent, maintaining privacy and during physical examination the patients expectation should be fulfilled. Due to busy or lack of nursing staff the patients may become irritable and at times they may become rude and refuse the treatment. In such situation the nurses should act with interest and responsibility without any abuse, discrimination of cost, religion and other disparities.

The result of the present study revealed that majority of the staff nurses were with 63.3% level of knowledge, 28.3% had adequate knowledge and 8.3% had inadequate knowledge on patients rights during hospital treatment. The association between knowledge of staff nurses on patients rights with their demographic variables shows there was no significant association with all the variables.. This result is consistent with the study done by Ermiasmulu on assessment of health care providers knowledge attitude and practices towards professional ethics with 63% high level knowledge and 12% knowledge with principles of ethics. This study can be done among other health care professionals with more number of samples.

CONCLUSION

The present study assessed the knowledge of staff nurses on patients rights during their hospital treatment. During this pandemic period nurses faced a great challenge on giving amplitude of care for the patients. In spite of the emergencies and patients co-morbid condition patients Bill of rights like respect, knowledge on disease, treatment, diet counseling, giving information to family members should not be violated. The result of the present study revealed significant level of knowledge on patients rights with 63.3% among staff nurses. Patients rights is an important

aspect in Nursing care. It has to be reinforced and implemented in proper manner in all health care settings

Conflict of Interest: The authors have no potential conflict of interest in the prescribed format has been obtained from all the authors.

Ethical approval: The study was approved and the work was performed in accordance with the guidelines of Ethics Committee of SRM Institute of science and technology.

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