

# The Viewpoints of Patients about Observance of Patients' Rights by treatment staff by Health and Teaching Centers Affiliated with Hamadan Medical University

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## Abstract:

Patient right is the most important ethical right in the hospital, which is equally, belongs to every human kind. Observance of patient right is responsibility of all treatment staff, when they offer treatment and care for patient. This study was designed to investigate the viewpoints of Patients about Observance of Patients' Rights by treatment staff in Hamedan city universal hospital. This research is a descriptive study . Information gathering from the valid and reliable tool which was 2-part questionnaire, in the first part, questions was posed, the collect information on the personal characteristics, second part related to patients right that includes questions which investigate patients viewpoints .The population of this study is having selected 80 samples through patients in the form of random manner. Amount most (78.8) percent of patients in assessment of patients' opinions was related to confidentiality of patients care – treatment plans and their personal problems. And amount lesser (30) percent of patients in assessment was related to patients' right to patient and family participation in treatment. patients' rights observance in categories patient right to participation in treatment and knowing of clinical personnel and clinical environment should be educated to clinical students and hospital managers should be planned and controlled these categories.

**Key Words:** Patient right, Observance, Treatment staff

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## INTRODUCTION:

Nurses' behavior in Educational-Medical centers is very important for improving the condition of patients [1]. Justice is a form of an ethical situation. Justice concerns people in a society and is being accepted by them, and juridical duty that is used also is accepted by people in a society [2]. To gain an ethical position one should gain respect, have responsibility for others' rights, and by using laws try to attain other people moral position [1]. Harm prevention, truth telling, informed consent principle, treatment right or treatment refusal, privacy right and secrecy are five important issues of providing patients' rights [2]. Due to the importance of human position, Washington's medical center staffs in the course of patients' rights consideration believe that each patient has the right to be involved on his medicinal plan implementation [3]. Hospital staff should respect all the patients' rights, and be aware of each patient's various careful and healthful needs encourage patients to contribute with health team and accept their plans regarding discussions and decision makings about their caring [4]. British patient rights charter found out healthful and therapeutic caring based on clinical needs, reception of emergent cares at any time, referral to a acceptable consultant physician for patient, patient full reception of

explanations about suggested treatments, possibility of danger and other curative methods, access to documents and medical backgrounds is emphasized [3]. Considering the learning limits of students beside patient and concern of patients' rights and because of shortening of hospitalization and increase of care in society, nowadays, emphasis on clinical proficiency teaching, communication technique and development of attitude among students have been under lots of consideration [5]. Outcomes of Joolae and Mehrdad (2003) studies about the extent of patients' awareness of their rights showed that most of the investigated units 73.3% had moderate awareness about their rights, and as the level of education increased so was the level of their awareness [6]. Act of patients' rights in American Hospital Council has accepted the patient's concerns about precise and private care, getting information about diagnosis, treatment and signs of his or her illness (in an understandable manner), recognition of responsible physician by name, getting the necessary information about any operation or treatment in order to give voluntarily consent (except emergency cases), to protected by confidential of information about perspectives and backgrounds of patient's care, investigation and explanation about bill regardless of source of payment, which regulation and disciplines in

hospital have affect on his attitudes and behaviors as a patient, to know about any relation of hospital with any other educational or medicinal institute which have affect patient, and information about professional relations among people who are concerned about his or her treatment besides knowing their names, prospect of continuous reasonable treatment [3]. Rezaei and Nazarie in a research found out that 52% of patients are ready to receive medical therapeutic education related to their health, 65% were in demand of more information based on their own needs, 62% of patients believe they were receiving their information via television, 82% of patients were receiving information by written education [7]. Shariaty found out that hospitalized patients in terms of nurses attitudes in moral aspects 92/9%, religious aspects 62/5%, and attentive aspects were 69/3% satisfied [8]. Afshary and Azary at the end of their research regarding the review of the scale of patients' companions awareness about the content admission papers signed by them, suggested that most of the patients did not have the required awareness about their legal rights, and unknowingly would sign the papers [9]. Patient's major positions in healthful situations have been closely confirmed in international advancements. Act of patients' rights, authorized by European Economic Society Hospital Committee (1979), Patient's Right Declaration and International Medical League(1981), Forty-first Declaration of Regional Committee Assembly of World Health Organization in Europe (1991) about the thirty-eighth objective "Health for All" that emphasis on the significance of morality and human rights in determining health and research policies [10]. In consideration of significance of each individual rights and importance of hospitalized patients and because consideration of patients' rights in hospital has a considerable effect on treatment of patients who on three dimensions of physiologic, psychologic and sociologic have problems, and this matter has an important place in advancement of planned objectives in hospitals, this research was done by hospital staff in order to determine the patients' right respects.

#### **MATERIALS AND METHODS:**

In this cross- sectional study, hospitalized patient (N=80) in hospitals of X medical sciences university were assessed. Information gathering from the closed, valid and reliable tool which was 2-part questionnaire: the first section for demographic data, second part related to viewpoints of Patients about Observance of Patients Rights by treatment staff in Hamedan city universal hospital. Samples were selected by random manner. Participant ought to hospitalized at least 48 hours, communicate properly and determine viewpoint .From all participant tack oral consensus, then participated in study. The content validity of questionnaire was reliable by expert faculties members and its reliability were achieved by  $\alpha$  cronbach alpha coefficient ( $r=95\%$ ). Patient view point Determined from chooses questionnaire: mostly, occasionally and rarely. The collected data were analyzed by SPSS software [11].

#### **RESULT:**

Findings in this research showed that the average age of patients participated in research is 33/87, and variance scale is 15.6, 41.3% of participated patients are in the age limit of 20-39 and 63.7% are males. 66.3% of patients participated in this research have this view that treatment staff related to patients' rights in receiving precise, adequate and careful care are mostly observant, 40% have this view that treatment staff related to patients' rights in participation with therapy are rarely observant, 78.8% have this view that treatment staff related to privacy of personal issues and medicinal plans are mostly observant, 60% have this view that treatment staff related to study and informed signing of subscription are mostly observant, 38.8% have this view that treatment staff related to familiarization with medicinal environment and wards staff are rarely observant , and 43.75% have this view that treatment staff related to refusal of therapy or change of therapy pattern are mostly observant. There is a positive and meaningful correlation between age and view of patients regarding consideration of their rights by treatment staff in therapeutic environment and ward's personnel dimension ( $P=0.043$ ). Also, There is a meaningful relation between patients' sexuality and their view about patients' right by treatment staff in study and informed signing dimension of subscriptions( $P=0.019$ )

#### **DISCUSSION:**

Most age categories of units under research were 20-39 year old, and the mean age is 33.87 and scale variance is 15.6. 66.3% of patients participated in this research believed that most of patients' rights regarding precise and adequate care is considered by the therapists, and 11.2% of them had this view that this consideration by the therapists had been rare. Patients expect to receive effective caring respectfully and rightfully. It is necessary that this cares be done safely, skillfully, expertly, and by using modern and sound equipment. Shariaty in a research showed that regarding moral issues 92.9% of patients were satisfied and 7.1% were dissatisfied. Also, considering patients' caring rights, 69.3% of patients were satisfied [8]. Findings of these two studies show that in patients' perspective in receiving cares dimension necessary attention is done by most of the therapists. These treatments and cares as much as possible should be done by considering human dignity without any bias. 70% of the patients participated in this research had the view that rarely and occasionally patients' rights in dimension of patient's and his family contribution in treatment and care is considered by the therapists. It is required that before examination and necessary treatment, patient receives required information about of treatment style and possible outcomes of it and/or replaceable treatments, and is involved in choosing medicinal method. Shariaty in a research showed that patients' view about the cause of illness and own outcome, 25% stated good, 10% stated roughly, and 65% stated bad [8]. Knowing and observing the rights of patients by nurses is important for improving the quality of nursing care and increasing the trust and satisfaction of patients [12]. Shariaty's finding also confirmed this study and it is necessary that patient

and his or her family as receiving enough information about awareness of illness recognition and treatment should get involved in medicinal programs and this cause more contribution of patient and his family in treatment approach, understanding between patient and therapists would increase, measure of discontents and complaints would decrease and treatment and caring of patient would be in proper course. 78.8% of patients participated in this research had the view that most of the patients' rights regarding protected by confidentiality of treatments plans, and personal issues are considered by therapists. Results of patients' tests, diagnosis, consultations results and content of medical files should be considered confidentially and exclusively be under curative group disposition, unless based on legal duties is under inquiry. Karimi in his study showed that in 76% of the cases in Tehran medical Science University protected by confidentiality of information and secrecy was considered [13]. A finding of two above researches indicates that protection of patients' information and secrecy are considered rather equally. Findings of a research showed that patients' viewpoint in creating privacy environment for physical examination and care in 38.5% was negative and 38.3% were limited and in proper coverage aspect was 38/5% of patients were limited and 18.3% were negative [7]. This aspect of patients' rights in not considered so much by patients. Patient has the right to be certain about preservation of his privacy limits and his or her problems just merely are used for clinical treatments. It is required that people who are not directly involved in clinical treatment, to be present besides the patient, need to ask for permission. Stewart, at the end of his study suggested that in hospitals policies, specially considering privacy of patients should be done some changes in responsibility towards privacy and staff education [14]. 60% of patients participated in this research agreed that most of their rights about studying and signing of subscription is considered and 16/2% of them believe that these issues are rarely done by the therapists. Afshary and Azary in a research showed that most the patients' companions do not enough about their legal rights and unknowingly sign the subscriptions [9]. Amini in his study concluded that measure of informed approval of agreement from 2.53% of patients was at moderate to low level [15]. Study of subscriptions and informed signing causes the patients recognize their rights and reflect their demands in them and as a result measures of discontent and complaints reduces. Findings of this study indicate that patients signed the subscriptions more knowingly and the reason was that they studied them and had higher level of understanding. Study of subscriptions and informed signing is very important even Schenker suggest it is necessary for hospitals to consider qualitative innovations to control informed subscription for non-English patients [16]. Stewart also purposed that to change the non-invasive ways by patients who these ways are done on them, it is required that serious actions to take place [14]. In the case of none- invasive and none-emergent methods, it s required to think about strategies. Above studies results assessments indicate that patients' rights in different parts

of the world is affected by culture and economic and social developments. 67.6% of patients participated in this research had the point of view that patients' rights considering recognition of treatment environment and staff is rarely considered. And this means that patients have little familiarization with their own treatment environment, name and position of therapeutic staff, available facilities in hospital, disciplines and orders dominating the hospital, costs and bills which hospitals have. It is suitable that patients upon entering to the ward get to know their hospitalization community in order not to feel puzzled and lost, and feel confident, safe and peaceful. The view of 31.25% of patients regarding the right of treatment refusal and demand of change in treatment pattern is rarely considered. One of the basic rights of patient is to have opportunity for secondary negotiation with other therapists, and in the case of personal interest and absence of threat for people health in the community, terminate his treatment and choose another treatment pattern and/or refer to other treatment center. There is a positive and meaningful relation between age and prospects of patients regarding consideration of their right by treatment personnel ( $P=0.043$ ). As the patients' age increase, their views about this issue become more positive. Usually these groups of patients contact the curers more than the others. Also there was meaningful relation between gender and prospects of patients about consideration of their rights by treatment staff ( $P=0.019$ ). In other words, 64% Of men and 48.3% of women believe that most of treatment staff regarding study and informed signing of subscriptions considers patients' rights. Regional office of world health organization in Europe suggest that increase raise of patients' rights is a multi-dimensional issue and achieving it requires multilateral efforts and recipient and presenter of service be active in educational and healthful policies [17]. In health and therapeutic organizations to consider patients' rights and to notice nurse's rights, existence of human resources, increased level of curative standards and presence of facilities are required. Therefore, Hoshmand at the end of his study suggest that rate of patient/nurse is one of the factors in raising patients' rights [18]. Measure of interest ,examination and care of patients' problems in different wards of hospitals, emotional issues, psychological and spiritual conditions of patient's, in educational hospitals, performing study and educational activities are consider as study constraints. This study did not get involved in consideration of patients' rights based on gender, old patients, newborns and children, patients with different dialogue than Farsi and patients with special needs, and it is suitable to get investigated in other studies.

#### CONCLUSION:

78.8% of patients' view regarding the measure of the their rights consideration by treatment personnel is related to secrecy of care plan and personal issues, and the least measure 30% of their rights consideration was related to their participation in treatment and care, and it is suitable that in educational programming of various groups medical universities, consideration of patients' rights be instructed,

and also in instructional programming of personnel these issues should be emphasized and management should consider these in their work schedules. And in evaluating the performance of personnel take it under close consideration. Also, about getting informed subscription of non-emergent procedures and diversity of dialect of patients, they should come up with some ideas.

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