

# Knowledge, Attitude and Practices of the Nurses Regarding Patient Rights: A Study in Punjab Institute of Cardiology, Lahore

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## ABSTRACT

**Background:** Patient rights are defined as the rules of conduct between people who benefit from health services and the health institutions and personnel who provide them. The condition and protection of these rights are closely related to the nursing profession. **Objectives:** To assess the knowledge, attitude and practices of working nurses regarding patient rights and to create the basis for educational program planned. **Setting:** Study was conducted in Punjab Institute of Cardiology Hospital (PIC) Lahore from 1<sup>st</sup> October, 2016 to 31<sup>st</sup> March, 2017. **Study Design:** Descriptive cross sectional study. **Methodology:** The study was conducted among nurses of PIC Hospital, Lahore with special reference to the rights & privileges of patients towards health care provider (Nurses). The sample constituted 216 nurses working in Punjab Institute of Cardiology Hospital and they participated voluntarily. Data was collected through a pre-designed questionnaire to collect the relevant information about knowledge, attitude and practices of nurses regarding patient rights. The data obtained was analyzed by using SPSS method with chi square. The p value <0.05 accepted as statistically significant. **Results:** This study revealed that majority of nurses have knowledge about patient rights but attitudes and practices are poor. Approximately 50% of the nurses included in the study had experienced some problems regarding patient rights. It was recognized that the attitudes of nurses regarding patient rights differ for every patient whereas; the practices of the nurses in this study are poor. **Conclusion:** There is necessity for more studies on this topic of patient rights, as they play an important role in the improvement of health care services. In this regard, patient rights centers should be established. Studies having aim to teach health workers, patients and their relatives about patient rights must be carried out.

**Keywords:** Patient Rights, Nurses, Knowledge, Attitude, Practice.

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## INTRODUCTION

Rights create respect for persons in the social environment. Patient Rights consists of what are desired and deserved by the patients<sup>1</sup>. The patient has the right to considerate and respectful care. Nursing is a profession in which health care sector pay attention on the care of individuals, families, and communities so that they may achieve, sustain or improve best health and quality of life<sup>2</sup>. A patient right is an idea of human rights. The basic aim of patient rights is to maintain patients with their regular routine. Main patient rights involve respect for human dignity, receiving high-quality health services, right to being informed, prior consent of patient to medical interventions, respect for privacy and private life and sustainability of care and treatment<sup>3</sup>. In nursing profession it is a serious matter and Florence nightingale strained on maintenance self-respect of patients<sup>4</sup>. Respecting the dignity of patients is an essential idea in the field of nursing and nurses need to give the same respect

by the patients and other persons in their practiced setting<sup>5</sup>.

Nurses have lack of knowledge, poor attitudes and practices regarding patient rights. Most of the nurses have insufficient level of awareness<sup>6</sup>. The nurses had poor knowledge, attitudes and practices regarding patient rights to informed consent before any medical procedure. Patient rights are ignored by the staff nurses due to their poor attitudes and practices regarding the patient rights which decrease the patient satisfaction<sup>7</sup>.

This study will increase the knowledge and practices regarding patient rights. In addition, it will be clear to identify the right model of care and sure about the patients' safety and dignity. On the other hand, this study will improve the nurses knowledge and mould their attitudes and improve practices to make sure on patient rights while providing healthcare. Nurses are account to maintain patient rights in every component from admission to discharge. It will be important for the nurses motivation towards their regular work regarding patient rights. Study will help

the organization to make new policies to improve nurse's attitudes and practices regarding patient rights. When patient rights will be fulfilled they will feel independence, secured and satisfied from the organization. Standard nursing care will be delivered. This will raise organizational prestige and organization will act as a role model for others.

## METHODOLOGY

Descriptive / cross sectional study was conducted among all charge nurses working in Punjab Institute of Cardiology Hospital, Lahore. Nursing Superintendent, head nurses and those not willing to participate, were excluded. Convenient sampling technique was used to collect the data from selected population of 216 nurses.

## RESULTS

**Table 1: Demographic information of participants**

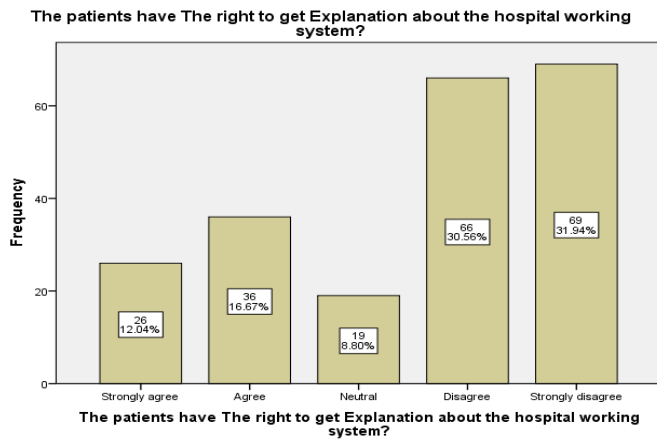
	Content	Frequency	Percentage	Cumulative %
<b>Age Groups</b>	20-25 yrs	82	38%	38.0%
	26-30 yrs	82	38%	75.9%
	31-35 yrs	29	13%	89.4%
	36-40 yrs	23	10%	100%
	<b>Total</b>	<b>216</b>	<b>100%</b>	
<b>Job Experience</b>	<1 year	50	23%	23.1%
	1-5 yrs	87	40%	63.4%
	6-10 yrs	52	24%	87.5%
	Above 10yrs	27	12%	100%
	<b>Total</b>	<b>216</b>	<b>100%</b>	
<b>Marital Status</b>	Married	94	43%	43.5%
	Unmarried	122	56%	100 %
	<b>Total</b>	<b>100.0</b>	<b>100%</b>	
<b>Qualification</b>	Diploma Nursing	142	75%	65.7 %
	PRN/BSN	73	33%	99.5 %
	MSC	1	0.5%	100 %
	<b>Total</b>	<b>216</b>	<b>100%</b>	

**Table 2: Knowledge of the participants**

Content	Label	Frequency	Percentage	Cumulative %
The Nurses Know the patient rights?	Strongly agree	79	36.6 %	36.6 %
	Agree	99	45.8 %	82.4 %
	Neutral	25	11.6 %	94.0 %
	Disagree	13	6.0 %	100 %
	Strongly disagree	-	-	
	<b>Total</b>		<b>216</b>	<b>100 %</b>
The patients has to know the name of health Care provider?	Strongly agree	68	31.5 %	31.5 %
	Agree	82	38.0 %	69.4 %
	Neutral	57	26.4 %	95.8 %
	Disagree	9	4.2 %	100 %
	Strongly disagree	-	-	
	<b>Total</b>		<b>216</b>	<b>100 %</b>

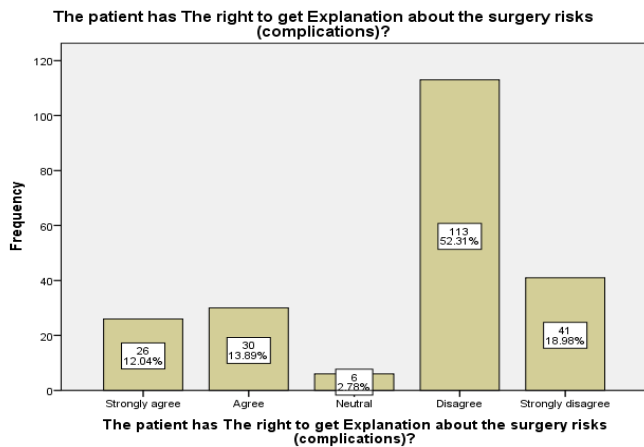
A questionnaire having five point Likert scale was used for data collection i.e. 1. (Strongly agree) 2. (Agree) 3. (Neutral) 4. (Disagree) 5. (Strongly disagree) adopted from Aref et al<sup>8</sup>. The number of statement is 21. The data analyzed by means of Statistical Package for Social Sciences (SPSS) version 21. Data were analyzed into two parts first part is demographic information and second part of the questionnaire related to knowledge, attitudes and practices of the nurses regarding patient rights. Demographic data consist of 4 questions and other portion has 21 questions. Each question based on five points Likert scale mean, standard deviation, percent, range, skewness and kurtosis calculated. Informed consent was taken from all participants and this information was kept confidential.

The Nurses Know the patient name?	Strongly agree	93	43.1 %	43.1 %
	Agree	71	32.9 %	75.9 %
	Neutral	32	14.8 %	90.7 %
	Disagree	19	8.8 %	99.5 %
	Strongly disagree	1	0.5 %	100 %
	<b>Total</b>	<b>216</b>	<b>100 %</b>	
The patient has a right to Know the name of the treatment doctor?	Strongly agree	80	37 %	37.0 %
	Agree	88	40.7 %	77.8 %
	Neutral	36	16.7 %	94.4 %
	Disagree	10	4.6 %	99.1 %
	Strongly disagree	2	0.9 %	100 %
	<b>Total</b>	<b>216</b>	<b>100 %</b>	



**Figure 1: Attitude of the participants**

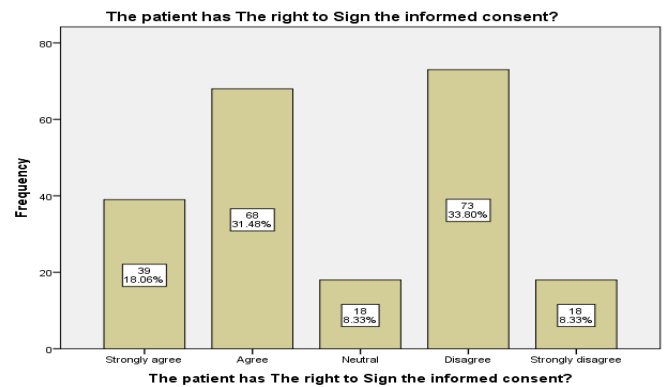
The attitude of the participants according to my 4<sup>th</sup> question the answer of the participants were strongly agree (n=40) 18.52 %, Agree (n=21) 9.72 %, Neutral (n=31) 14.35 %, Disagree (n=50) 23.15 % and strongly disagree were (n=74) 34.26 % which is shown in this figure.



**Figure 2: Attitude of the participants**

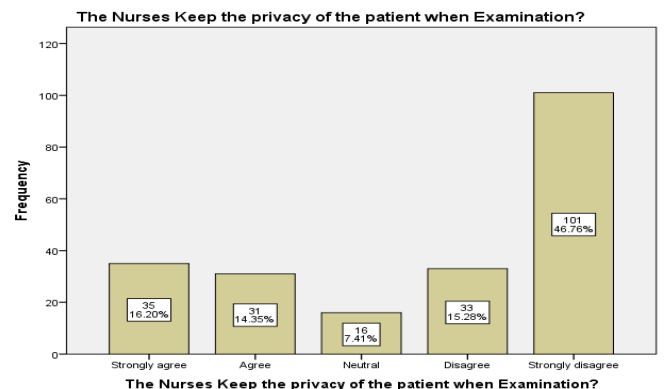
The attitude of the participants according to my 6<sup>th</sup> question the answer of the participants were strongly agree (n=26) 12.04 %, Agree (n=30) 13.89 %, Neutral (n=06) 2.78 %, Disagree (n=113) 52.31 %

and strongly disagree were (n=41) 18.98 % which is shown in this figure.



**Figure 3: Practice of the participants**

The practices of the participants according to my 5<sup>th</sup> question the answer of the participants were strongly agree (n=39) 18.06 %, Agree (n=68) 31.48 %, Neutral (n=18) 8.33 %, Disagree (n=73) 33.80 % and strongly disagree were (n=18) 8.33 % as shown in this figure.



**Figure 4: Practice of the participants**

The practices of the participants according to my 4<sup>th</sup> question the answer of the participants were strongly agree (n=48) 22.22 %, Agree (n=49) 22.69 %, Neutral (n=22) 10.19%, Disagree (n=66) 30.56 %

and strongly disagree were (n=31) 14.35 % which is shown in the figure and table.

## DISCUSSION

A patient right is a part of human rights now a day knowledge about patient rights in the field of medical sciences and nursing practices, this subject not taking proper attention in our medical culture. This study may be new trial in this field. The result of this survey shows that the nurses have knowledge regarding patient rights but poor attitude and practices in their routine work. The finding of the nurses knowledge on this statement (1) The Nurses Know the patient rights? Were strongly agree (n=79) Agree (n=99), Neutral (n=25), Disagree (n=13). Similarly this study was also explained by <sup>9</sup>.

This study discovers that the attitude of the nurses regarding patient rights and responses of the nurses are following. The patients have the right to get Explanation about the hospital working system? Strongly agree (n=26), Agree (n=36), Neutral (n=19), Disagree (n=66) and strongly disagree were (n=69). The patient has the right to get Explanation about the treatment costs? Strongly agree (n=28), Agree (n=42), Neutral (n=24), Disagree (n=62) and strongly disagree were (n=60). According to the results the nurses the practices regarding patient rights by following questions The Nurses Keep the patient treatment information confidential? And responses of the nurses were strongly agree (n=20), agree (n=31), neutral (n=9), disagree (n=79), strongly disagree were (n=77), The Nurses Keep the privacy of the patient when Examination? Strongly agree (n=35), agree (n=31), neutral (n=16), disagree (n=33), strongly disagree were (n=101). These finding are in line with a similar study In Turkey public hospitals <sup>10</sup>.

## CONCLUSION

The study concluded that overall level of knowledge was good but attitudes and practices of the nurses were not good regarding patient rights. The results obtained from this study, regarding patient rights play an important role in the development of health services, and are necessary. The influence of trainings for personnel conducted by Patient Rights and Education Units should be increased and a knowledge, attitude and practices change should be pursued <sup>11</sup>. Studies targeting the training of nurses and patient's relatives on patient rights, and the implementation of a patient rights culture should be conducted.






## RECOMMENDATIONS

The study suggested that there is necessity to increase the education for nurses regarding patient rights. The workshops and seminars should be held to improve the nurse's knowledge attitude and practices regarding patient rights <sup>12</sup>. The nurse's practices could be increased through a public education campaign for public and health care providers. There are less studies in Pakistan related to this issue, study should be conducted in all over the Pakistan. Especially those people and health care workers who are unaware about the patient rights.

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## AUTHORSHIP AND CONTRIBUTION DECLARATION

AUTHORS	Contribution to The Paper	Signatures
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<b>Dr. Altaf Pervez Qasim</b> Associate Professor, Forensic Medicine Sahiwal Medical College, Sahiwal	Literature review, Authentication of references, Proof reading, helped in manuscript writing.	
<b>Irum Majeed</b> Instructor, Lahore School of Nursing, University of Lahore	Data Analysis / Tabulation of results, Proof reading & guidance for research	
<b>Muhammad Afzal</b> Principal, Lahore School of Nursing, University of Lahore	Supervision of Study, Guided in Data Collection & helped in research process.	
<b>Ali Waqas</b> Biostatistician Lahore School of Nursing, Lahore	Co- Author: Statistical analysis of results	
<b>Syed Amir Gillani</b> Dean Faculty of Allied Health Sciences, University of Lahore	Provided help, support & guidance in finalization of study.	