

ASSESSMENT OF EMPLOYEES AWARENESS ABOUT PATIENT'S RIGHTS & RESPONSIBILITIES AS PER NABH STANDARDS

**AT GLOBAL HOSPITAL,
LB NAGAR, HYDERABAD**

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INTRODUCTION

- The awareness about patient rights and responsibilities is an essential part of patient care activities as this would enhance patient satisfaction.
- Patients can be educated about their rights & responsibilities by the healthcare providers or the support staff.
- The staff should be imparted training regarding this at the time of orientation and periodic training sessions should be carried out after that.

RATIONALE

- ◉ The patient rights and responsibilities are covered in the Chapter 4 of NABH standards.
- ◉ It stresses on the need for adopting patient friendly environment through documented procedure for obtaining patient or family's consent for informed decision making while availing healthcare needs.
- ◉ Most of the medical failures occur due to either ignorance of patients or negligence of providers of healthcare , so both should work together as per the guidelines.

NABH STANDARDS ABOUT PATIENT RIGHTS & EDUCATION

- The organization protects patient and family rights and informs them about their responsibilities during care.
- Patient and family rights support individual beliefs, values and involve the patient and family in decision making processes.
- The patient and/or family members are educated to make informed decisions and are involved in the care-planning and delivery processes.

- ◉ A documented procedure for obtaining patient and/or family's consent exists for informed decision making about their care.
- ◉ Patient and families have a right to information and education about their healthcare needs.
- ◉ Patient and families have a right to information on expected costs.
- ◉ Organization has a complaint redressal procedure.

RESEARCH QUESTION

- ◉ What is the level of awareness of employees about the patient rights and responsibilities at Global Hospital, LB Nagar, Hyderabad?

OBJECTIVES

- ◉ To assess the staff awareness levels of patient rights and responsibilities.
- ◉ To find out the reasons of unfamiliarity of staff towards the patient rights.
- ◉ To give recommendations regarding the training program so as to increase the awareness level.

METHODOLOGY

- ◉ Study type - Analytical Cross Sectional Study
- ◉ Area of study- Global Hospital, LB Nagar, Hyderabad
- ◉ Study period- 2 months
- ◉ Data Collection method: Primary Data was collected from employees through a structured questionnaire and communication with the staff.

- Type of Data- Primary data from employees (all categories of staff including clinical, support and utility services)
- Sampling Technique- Purposive Simple Random Sampling
- Sample size- 160 (50% of the total staff - 320)
- Tools and techniques: Structured questionnaire for data collection designed using the guidelines as per NABH Standards for patient rights and responsibilities.
MS Excel (graphs) for analysis.

CURRENT TRAINING SCHEDULE AT GLOBAL HOSPITAL

- ⦿ The training regarding patient rights and responsibilities as per NABH standards is imparted to staff at the time of induction and also periodically twice in a year.
- ⦿ The quality department and HODs of respective departments are the trainers for the same.

ANALYSIS

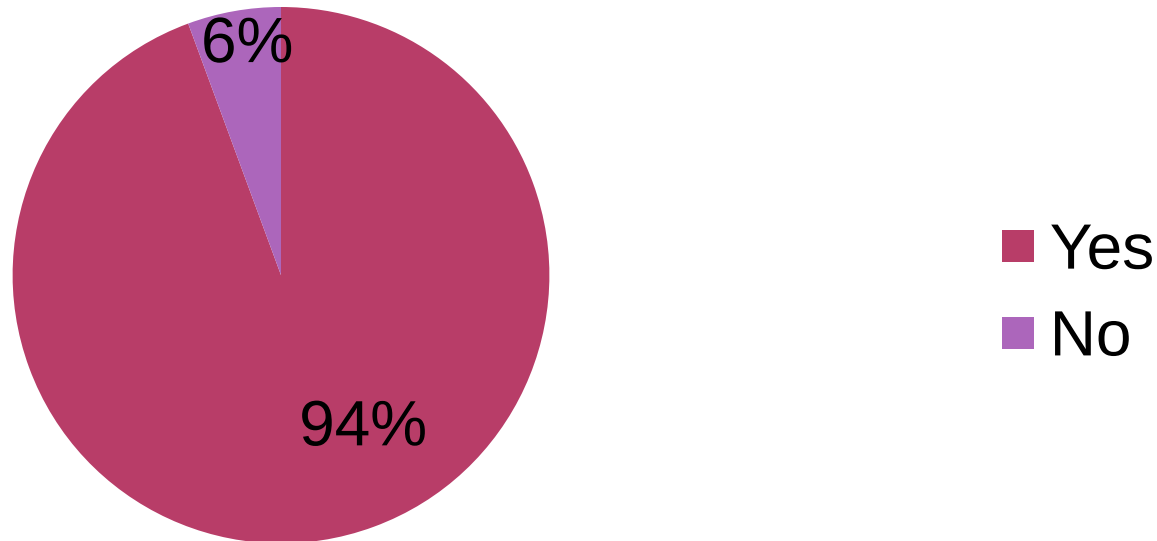
The employees were categorized based on their medical level of knowledge and patient care access into:

Clinical Staff (89)- Doctors, Nurses, Technicians

Support Staff (31)- Administrative staff, Executive staff, Pharmacists, Dieticians, BMED

Utility Staff (40)- Housekeeping Supervisors, ward boys, ayahs

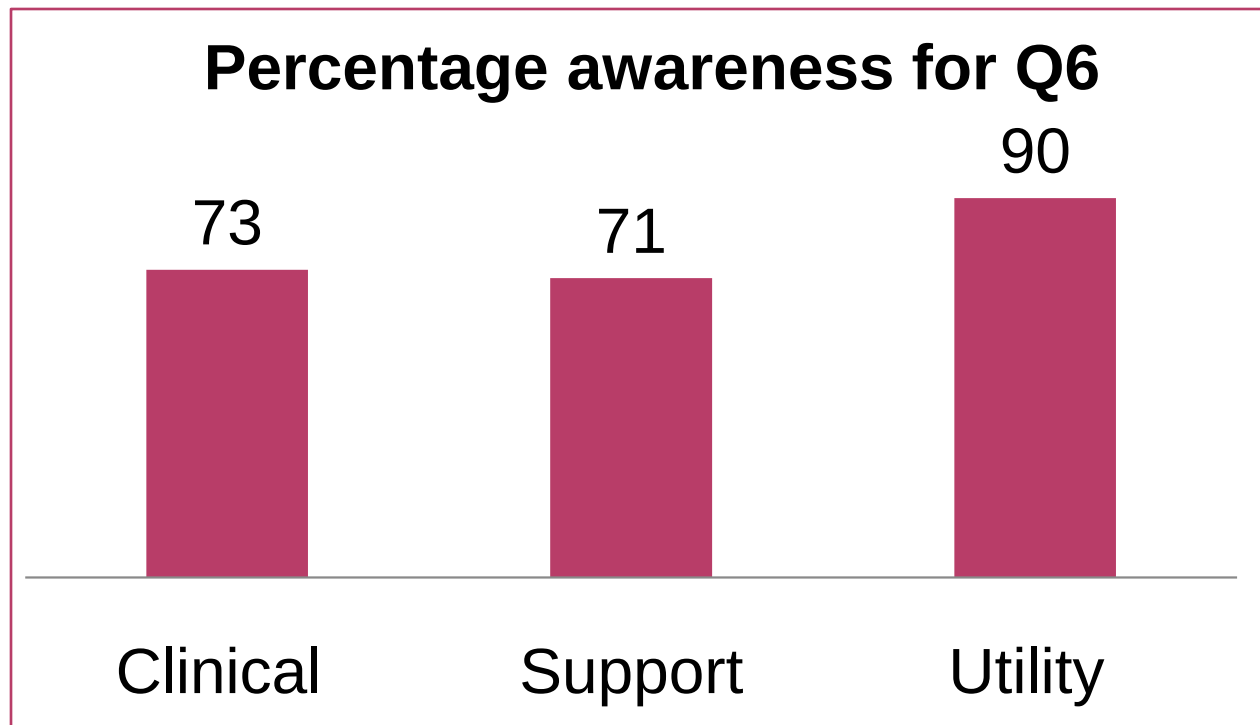
Percentage of Employees Trained about Patient's Rights & Responsibilities



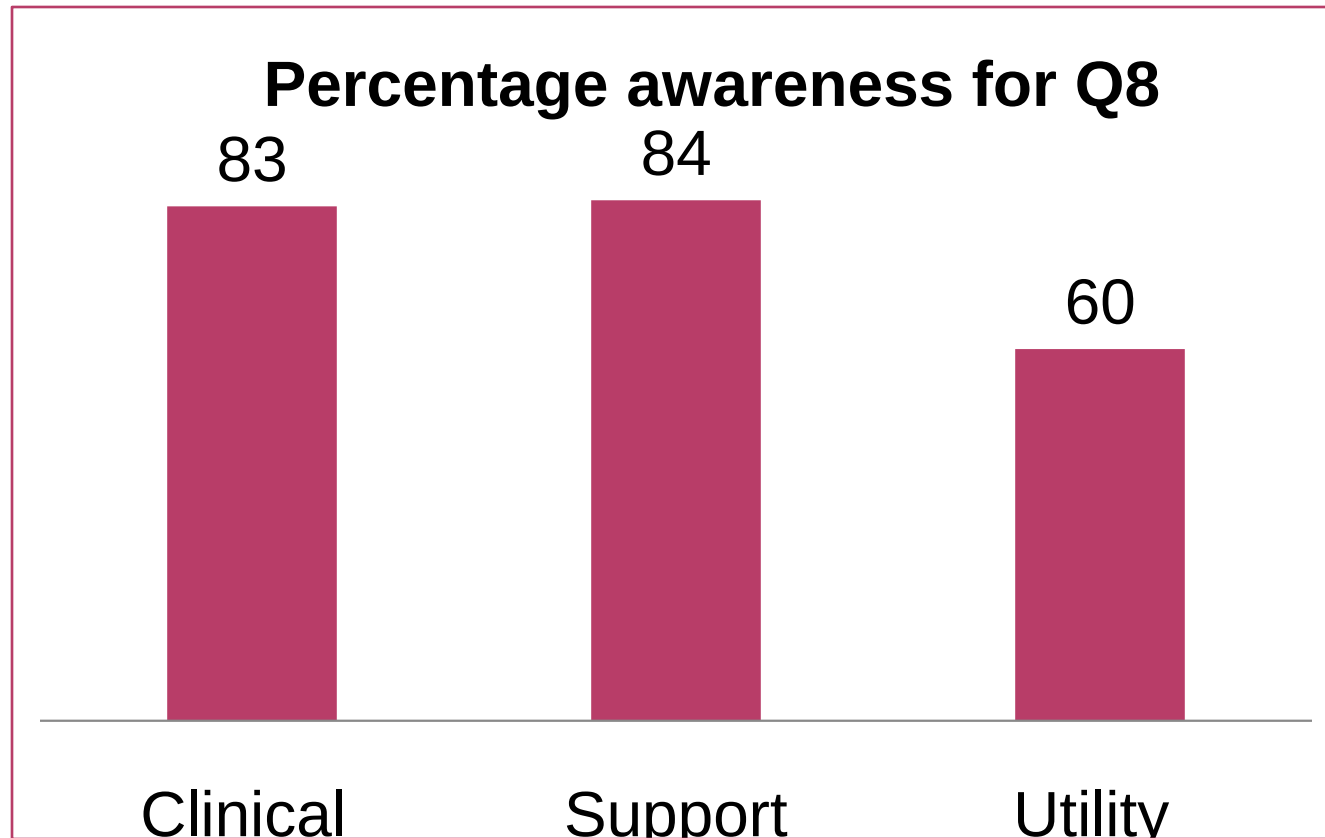
Sample - **160** employees
Trained - **151** employees
Not Trained - **9** employees

- It was observed that almost all the staff members have received the training about patient rights and responsibilities except some. But some of the staff members are still unaware of certain rights and responsibilities of the patients. There are certain common issues on which awareness levels vary amongst all categories of staff.

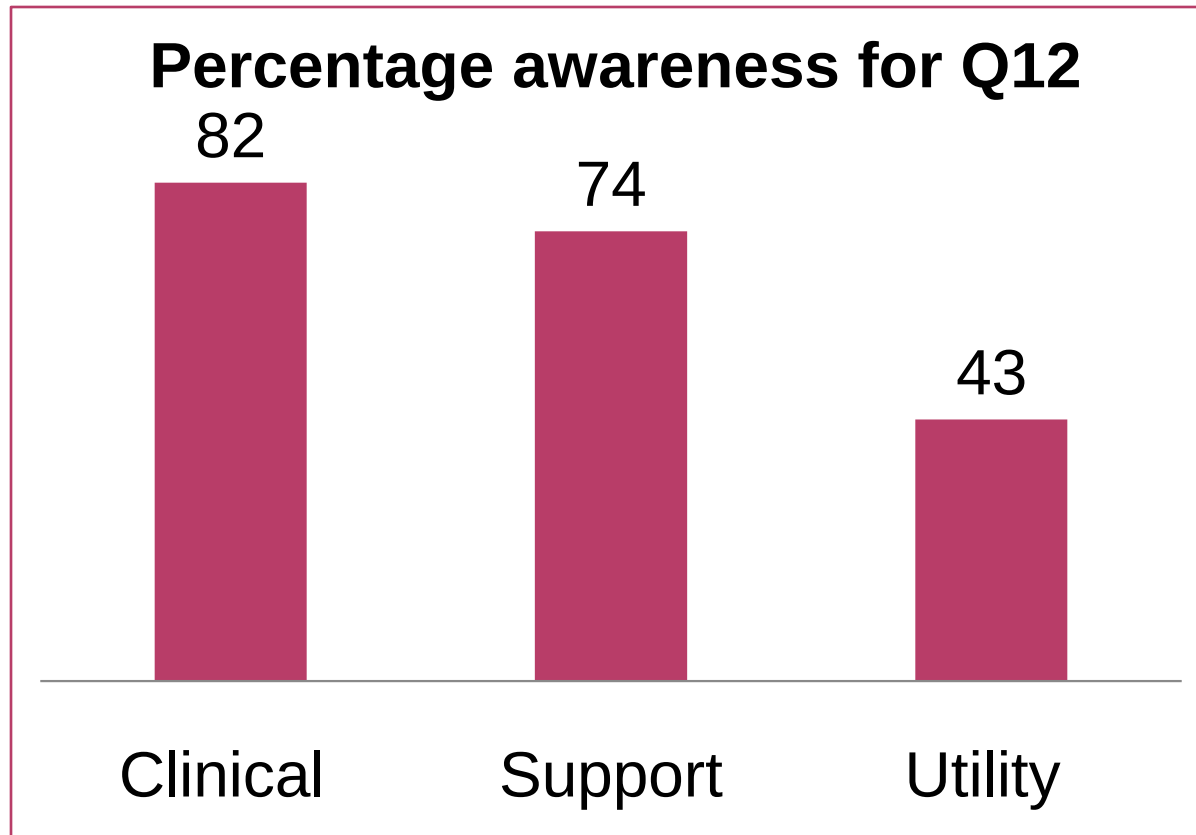
Q6. Regarding the medical condition of the patient, the doctor can decide not to inform him/her or the attendants about the adverse effects of the treatment. **Ans. No**



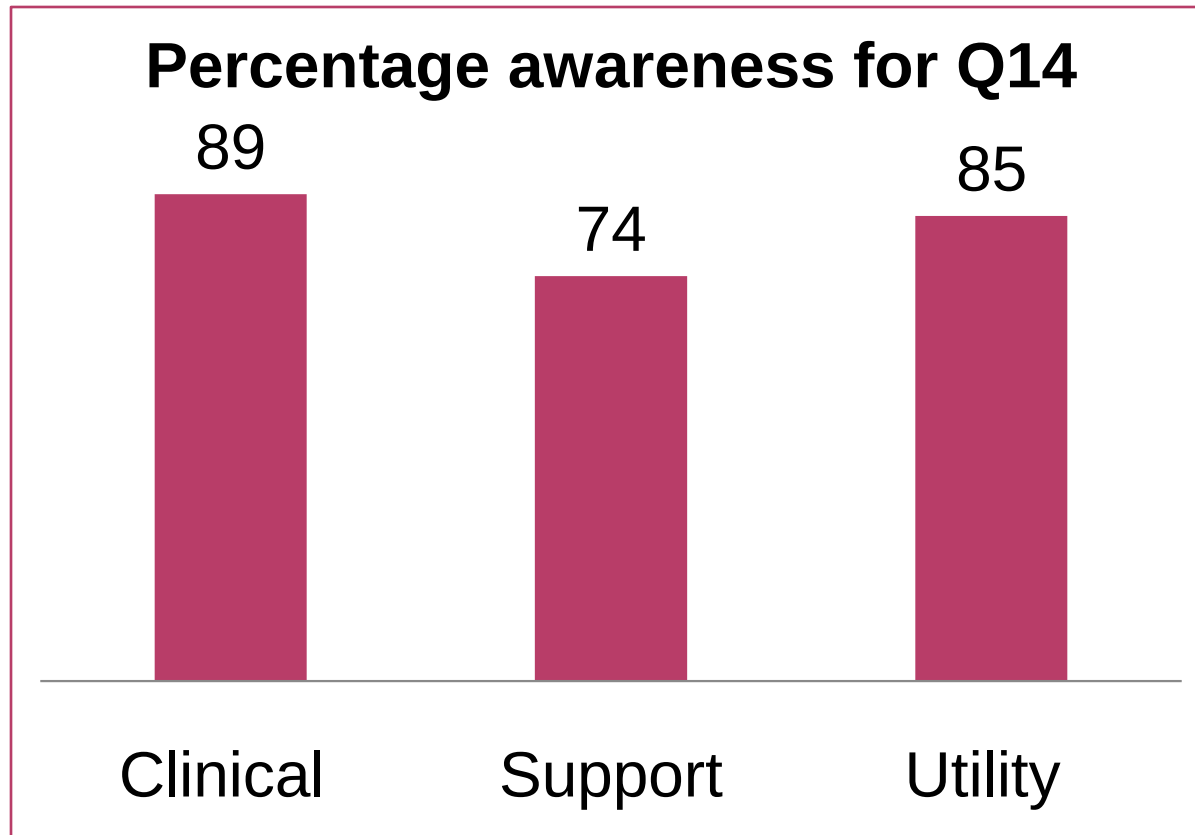
Q8. Should patient hide their family medical history from the doctor? **Ans. No**



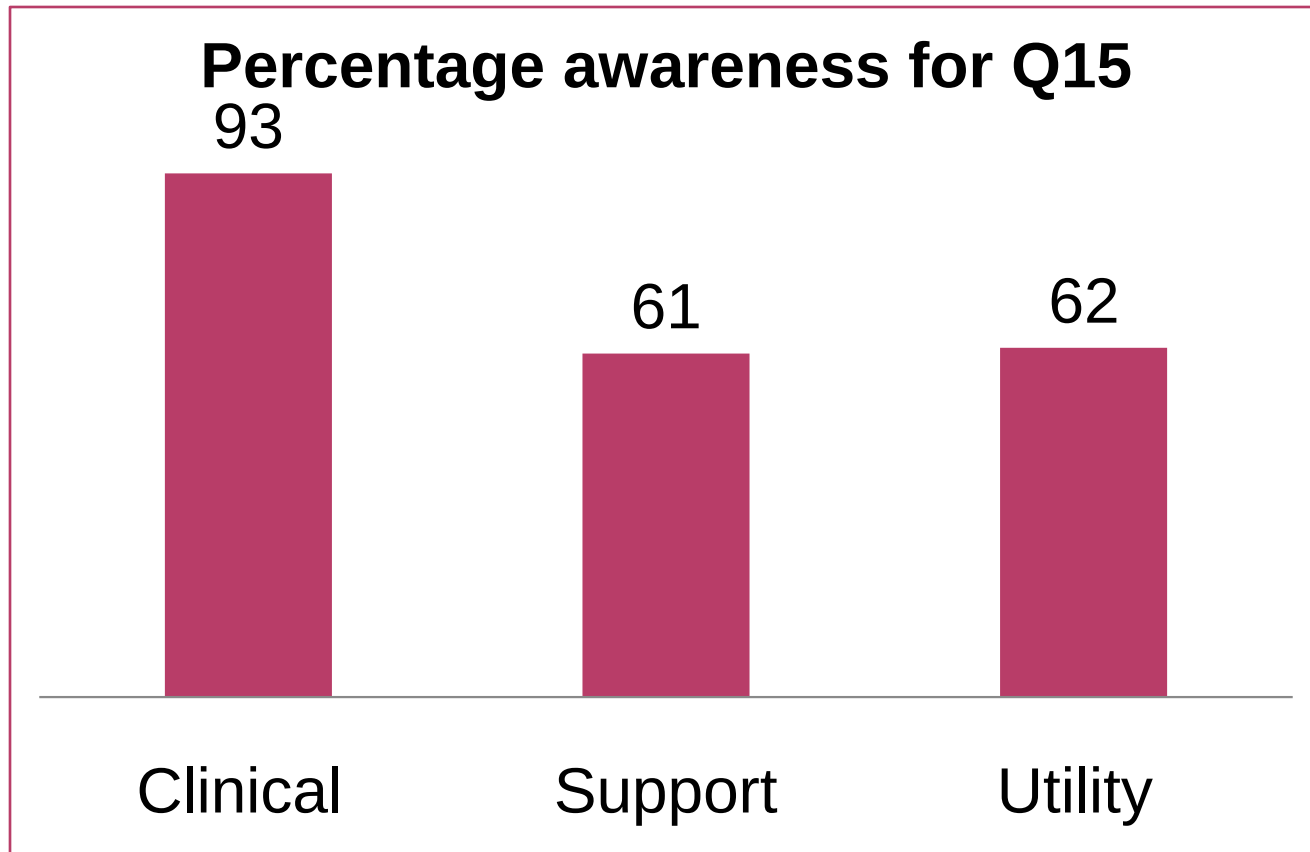
Q12. Patient does not have a right to refuse the treatment. **Ans. No**



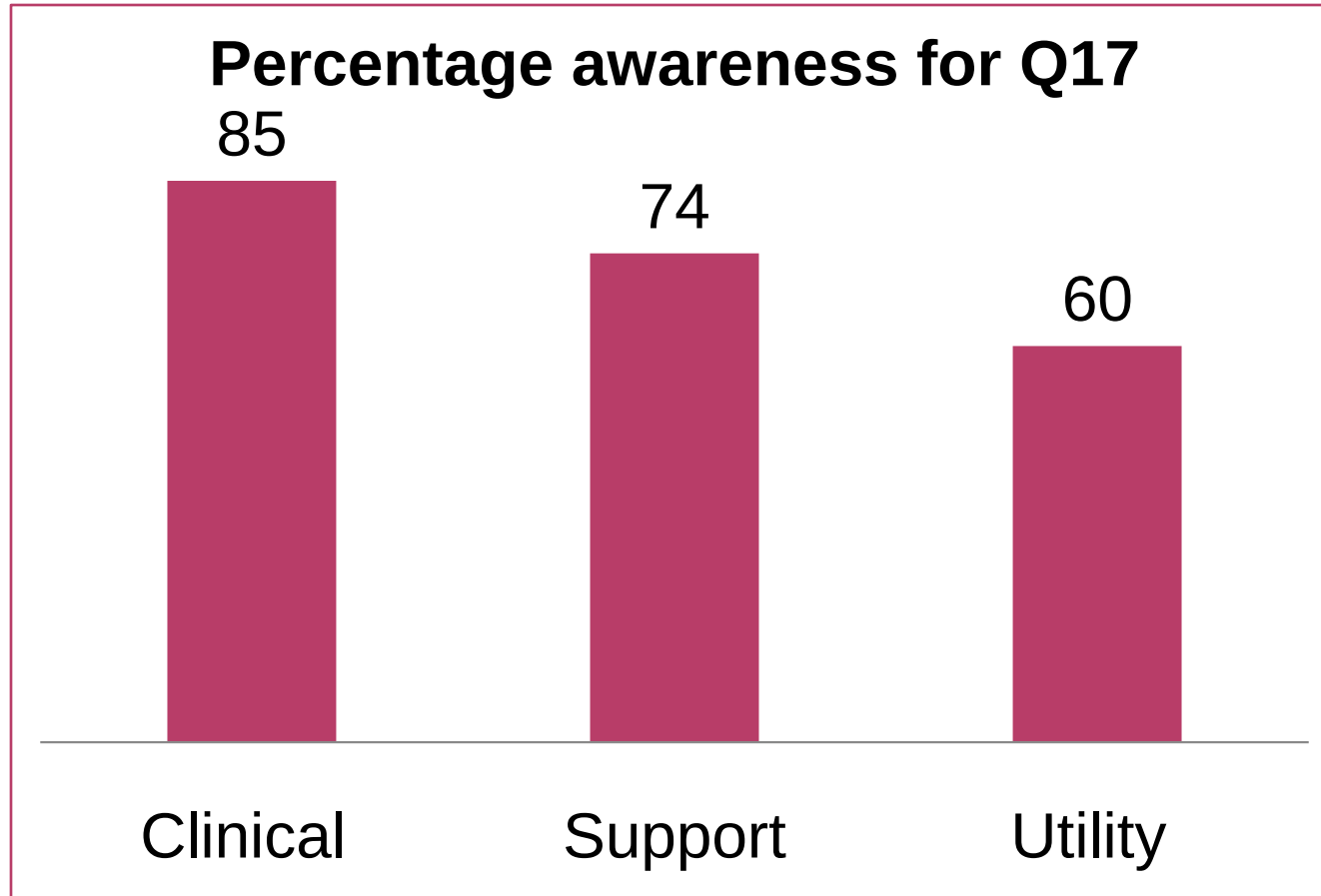
Q14. The organisation should have a complaint redressal procedure for patients. **Ans. Yes**



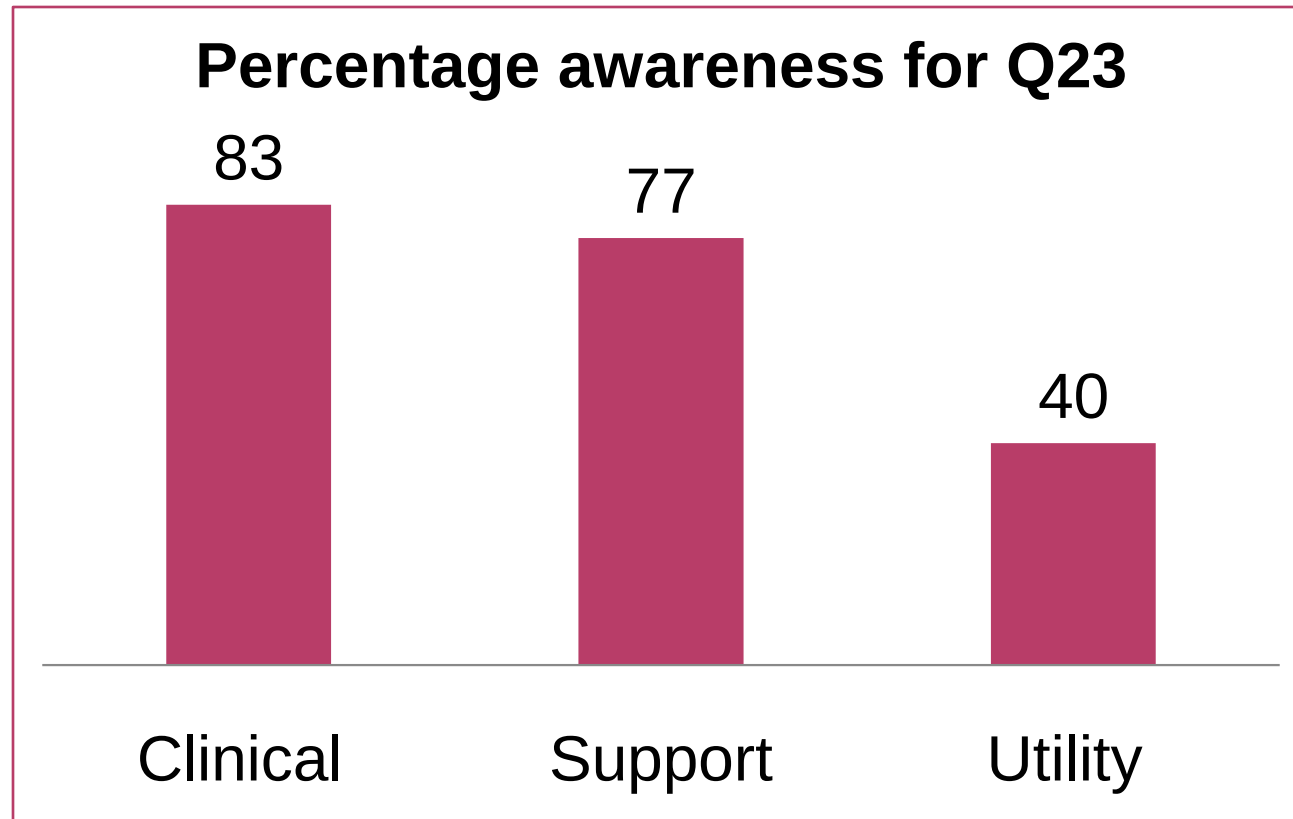
Q15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs. **Ans. Yes**

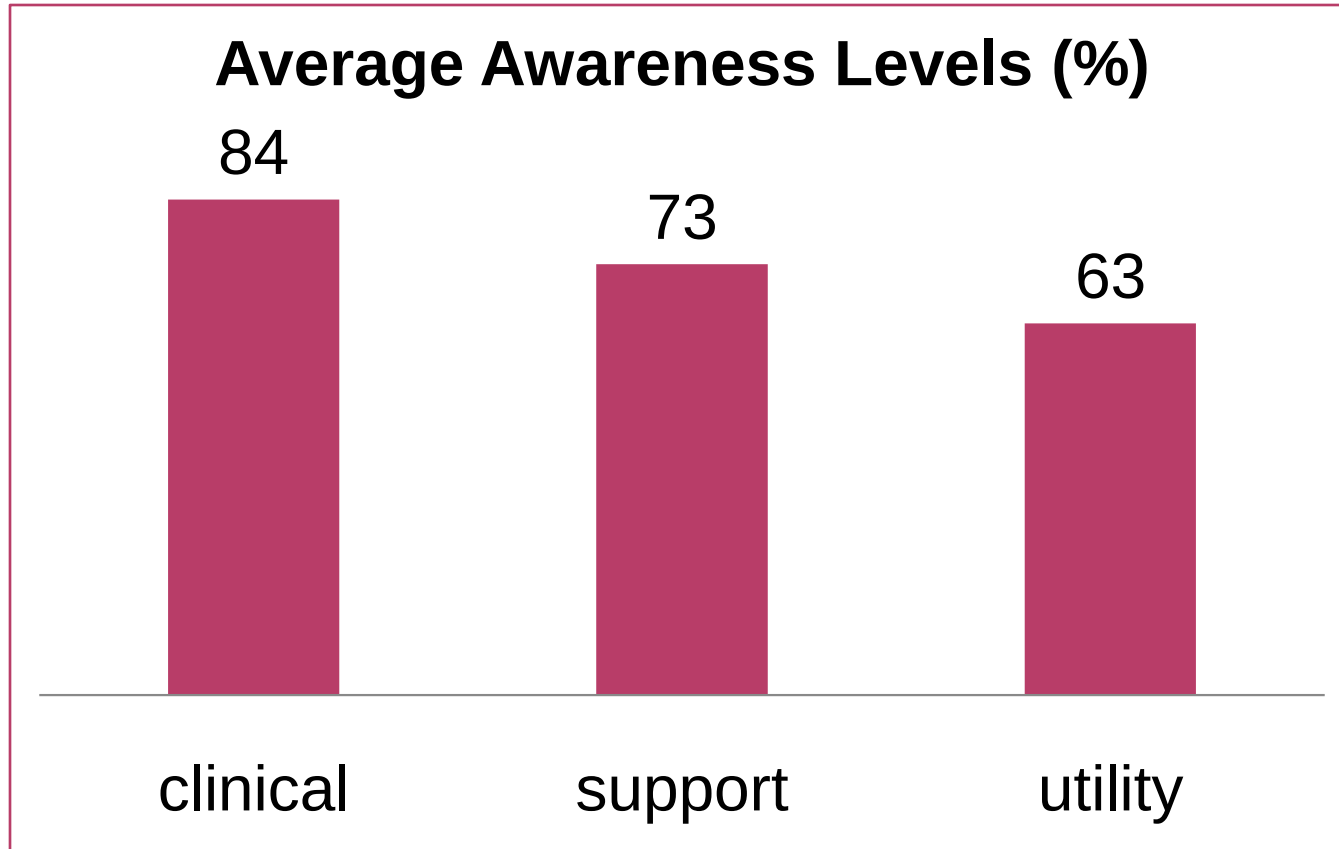


Q17. As per the patient rights, blood transfusion does not require an informed consent. **Ans. No**



Q23. The patient should not provide the information about allergies and past medical history to the healthcare provider. **Ans. No**





The average awareness level was seen to be lowest in the utility staff followed by support staff and highest in the clinical staff.

CONCLUSION

- ◉ The utility staff had least knowledge about the patient rights and responsibilities followed by support staff.
- ◉ The staff involved in direct patient care i.e. the clinical staff was aware of almost all the rights and responsibilities of the patient as per NABH Standards.
- ◉ The reason for least awareness amongst utility staff may be low literacy level and no direct involvement in patient care.

RECOMMENDATIONS

- ◉ The number of trainings about patient rights and responsibilities can be increased from twice to 4 times in a year i.e. quarterly.
- ◉ The training can be provided on the basis of patient care access hence the training pattern can differ for each category.
- ◉ While training, stress can be laid on those rights and responsibilities where gaps are observed.

- ◉ Quarterly assessment should be done and checked department wise for awareness levels.
- ◉ Pre and post training assessment forms can be designed and implemented for training evaluation, so that changes can be made in the training pattern accordingly.
- ◉ Special emphasis should be laid on training of utility staff keeping in view their low awareness and low literacy levels.

Staff Awareness Assessment Form for Patient's Rights and Responsibilities

Name

Designation

Employee ID

Department

1. Have you received any training in the hospital about patient rights and responsibilities?

a) Yes b) No

2. The patient rights and responsibilities should be displayed in the public areas of the hospital.

a) Yes b) No

3. Training programmes should be conducted to create awareness among the staff about patient rights and responsibilities periodically.

a) Yes b) No

4. Right to privacy is one of the patient rights.

a) Yes b) No

5. The patient/attendant should be informed about their treatment plan and cost of treatment before the treatment.

a) Yes b) No

6.Regarding the medical condition of the patient, the doctor can decide not to inform him/ her or the attendants about the adverse effects of the treatment.

a)Yes b) No

7.The patient has a right to complain to higher authorities in case of any misbehaviour or ill-treatment by hospital staff.

a)Yes b) No

8.Should patient hide their family medical history from the doctor?

a)Yes b) No

9.Is it the patient's responsibility to make all payments timely for medications and uninterrupted treatment?

a)Yes b) No

10.Is it the patient's responsibility to be polite and respectful to all categories of staff in the hospital?

a)Yes b) No

11.The treating doctor shall discuss all the available options of treatment and allow the patient/family to make an informed choice.

a)Yes

b) No

12.Patient does not have a right to refuse the treatment.

a)Yes

b) No

13.Patient & families have a right to information about their healthcare needs in the language that is understood by the patient/family.

a)Yes

b) No

14.The organisation should have a complaint redressal procedure for patients.

a)Yes

b) No

15.As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs.

a)Yes

b) No

16. Patient rights also include right to confidentiality.

a) Yes

b) No

17. As per the patient rights, blood transfusion does not require an informed consent.

a) Yes

b) No

18. The patient/ family members should be informed about the results of diagnostic tests and modification of care plan.

a) Yes

b) No

19. Informed consent includes information regarding procedure, risks and benefits.

a) Yes

b) No

20. Patients have a right to be educated about the safe use of medicines and their potential side effects.

a) Yes

b) No

21. When patients are shifted from one setting to other (eg. ICU to ward or Private room) they/attendant should be informed about the financial implications before shifting.

- a) Yes b) No

22. The patient/ family are responsible for the safety of their own valuables.

- a) Yes b) No

23. The patient should not provide the information about allergies and past medical history to the healthcare provider.

- a) Yes b) No

24. The patient should hide their contact details if they don't want to disclose.

- a) Yes b) No

25. The patient has a right to access his/her clinical records with proper permission obtained from management.

- a) Yes b) No

RESOURCES

- ◉ NABH Journal, Chapter 4, Patient's Rights and Education
- ◉ Global Hospital – Policy on Training about Patient's Rights and Responsibilities.

Thank

you

