



Assessment of Employee awareness about Patient Rights and Responsibilities according to NABH in Santokba Durlabhji Memorial Hospital

Vrinda Gupta
Roll No.-1522

Aim of the Study

To assess the employee awareness level for patients' rights and responsibilities according to NABH Patients Charter.

Objectives

- ▶ To assess the staff awareness level for Patients' rights and responsibilities.
- ▶ To find out the reasons for unfamiliarity of certain staff members to these rights and responsibilities.
- ▶ To study the requirements for training the employees for Patient rights and responsibilities according to NABH, Patients' Charter.
- ▶ To give recommendations regarding the training program and to improve the awareness level among the staff.

Importance of the study

- ▶ The study involved the assessment for patient's rights and responsibilities, as awareness for these are an essential part involved in patient care activities.
- ▶ As a part of NABH guideline, it is important for the hospital staff to be well aware about the patients as this would indirectly relate with providing quality care hence patient satisfaction level.
- ▶ For patients can be educated about the same by the healthcare providers or the support staff and also making them realize their responsibilities as a patient of the hospital.

Methodology

► Study Design:

- Study period: 3 months
- Sample Size: 254 employees=1800 total (10% of staff + random samples incase of any bias)
 - n1=166 clinical staff,n2=42 support staff
 - n3=45 utility staff,all considered as 100% each for comparision.
- Study Area: Santokba Durlabhji Memorial Hospital,Jaipur
- Study Type: Prospective and Analytical Study
- Sampling Method: source :Primary Data Collection
- Purposive Simple Random Sampling
- Sample Collection tool: Structured bilingual questionnaire

Data Collection tools and techniques

- ▶ Primary data: A bilingual (English and Hindi) structured questionnaire was designed using the guidelines on Patient Rights and responsibilities provided by NABH which was filled as a structured interview.
- Secondary Data: NABH Patient Rights and Education, Chapter 4 and Standard Operating procedure of the organization.
- Data management: All data was collected with the questionnaire and analyzed using MS Excel.
- [English questionnaire.docx](#)
- [hindi questionnaire.docx](#)

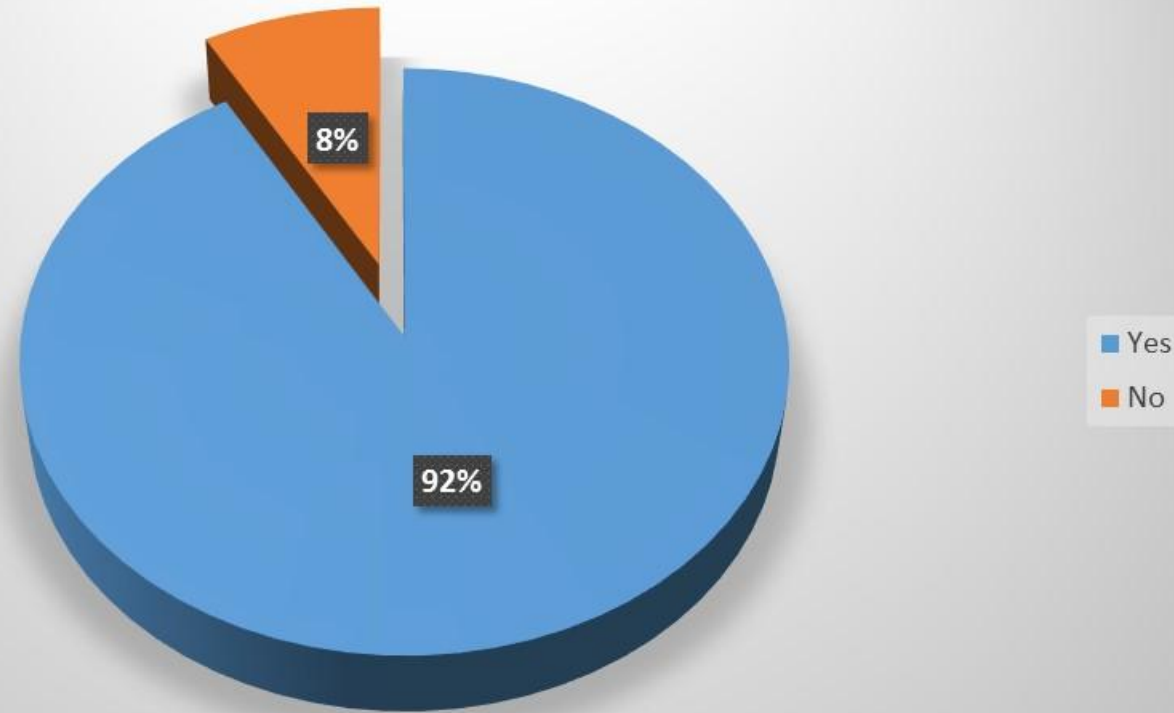
Study Methodology

- ▶ Data was collected using the tool Structured bilingual questionnaire designed to assess the employee awareness level.
- ▶ The employees were categorized based on their level of knowledge and patient care access into:
 - **Clinical staff** : Consultants, Doctors, DNB Residents, Lab Technicians, Radiology Technicians, Staff Nurse, Nursing Superintendent
 - **Support staff**: This includes Administration staff, Clerical staff at the Reception, TPA department staff, Billing counter, Executive health checkup.
 - **Utility staff**: This includes Housekeeping staff, Ward Boys, Security staff, Security in-charge, Ambulance staff.

Training program schedule

- ▶ The training schedule was set such that each staff member was provided with the training session once at the time of orientation program of the individual.
- ▶ Quarterly subjective based training assessment was carried out hence the staff never filled the forms sincerely.
- ▶ No follow up for training was scheduled post assessment sessions for correction.
- ▶ Training was provided regularly only for the nursing department since new ones were recruited frequently from the Nursing college.

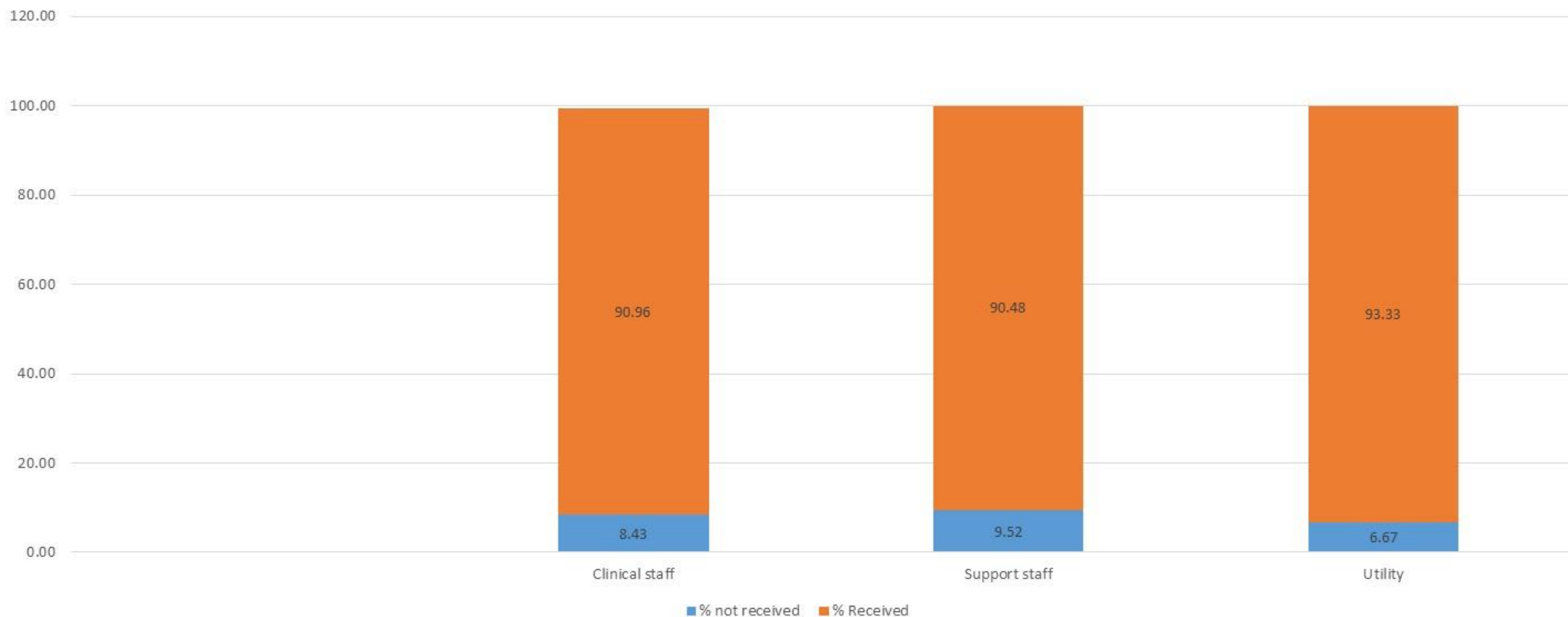
Percentage of trained employees



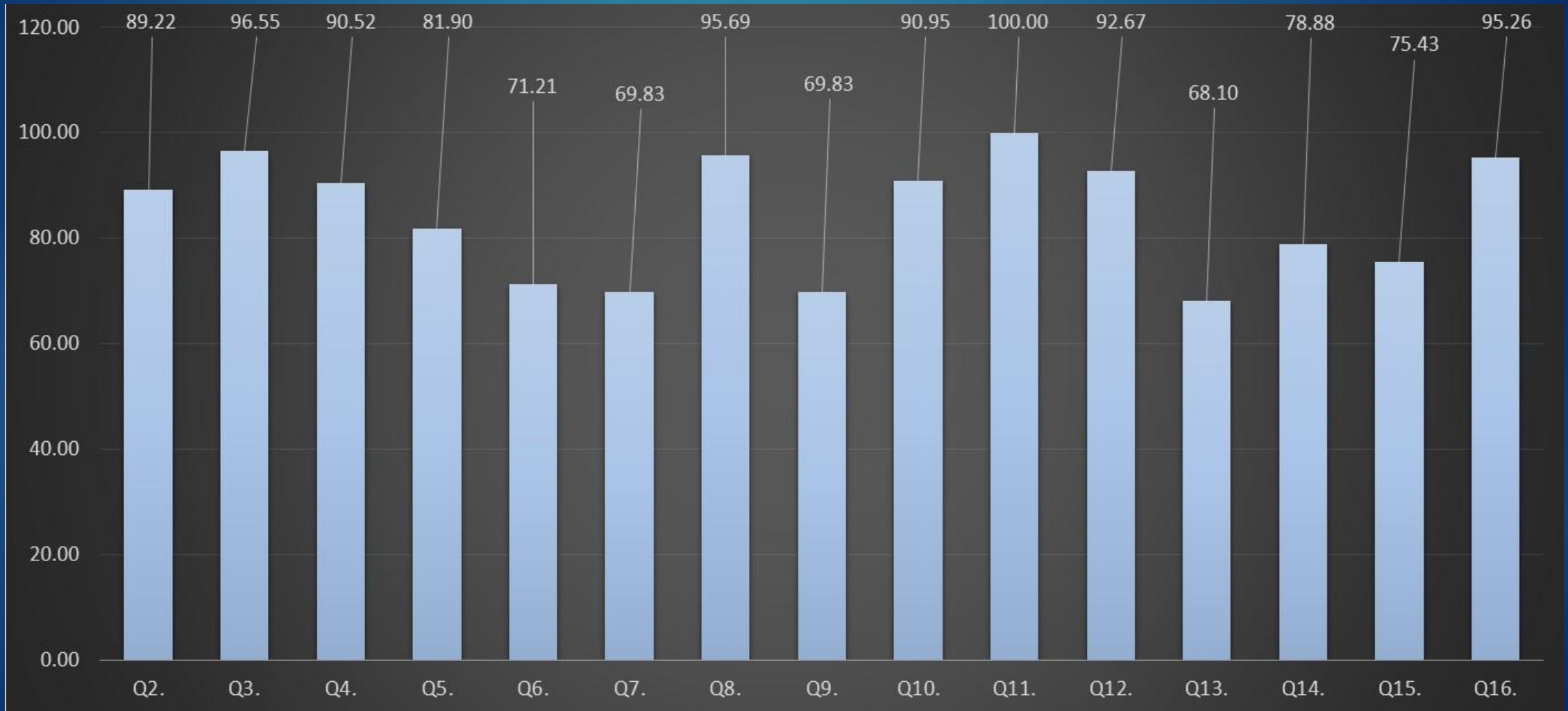
It was observed that out of a total sample size of 253 employees, 21 had not received the training program as the training is generally given at the time of orientation of the employee hence certain staff members like old technicians, clerical staff and utility staff were never a part of the procedure.

Current Training pattern

Current Training status



Percentage awareness question-wise



Question-wise overall percentage awareness





► Q6. Which of the following are the rights of the patients among the following?

Right to confidentiality of medical condition Y/N

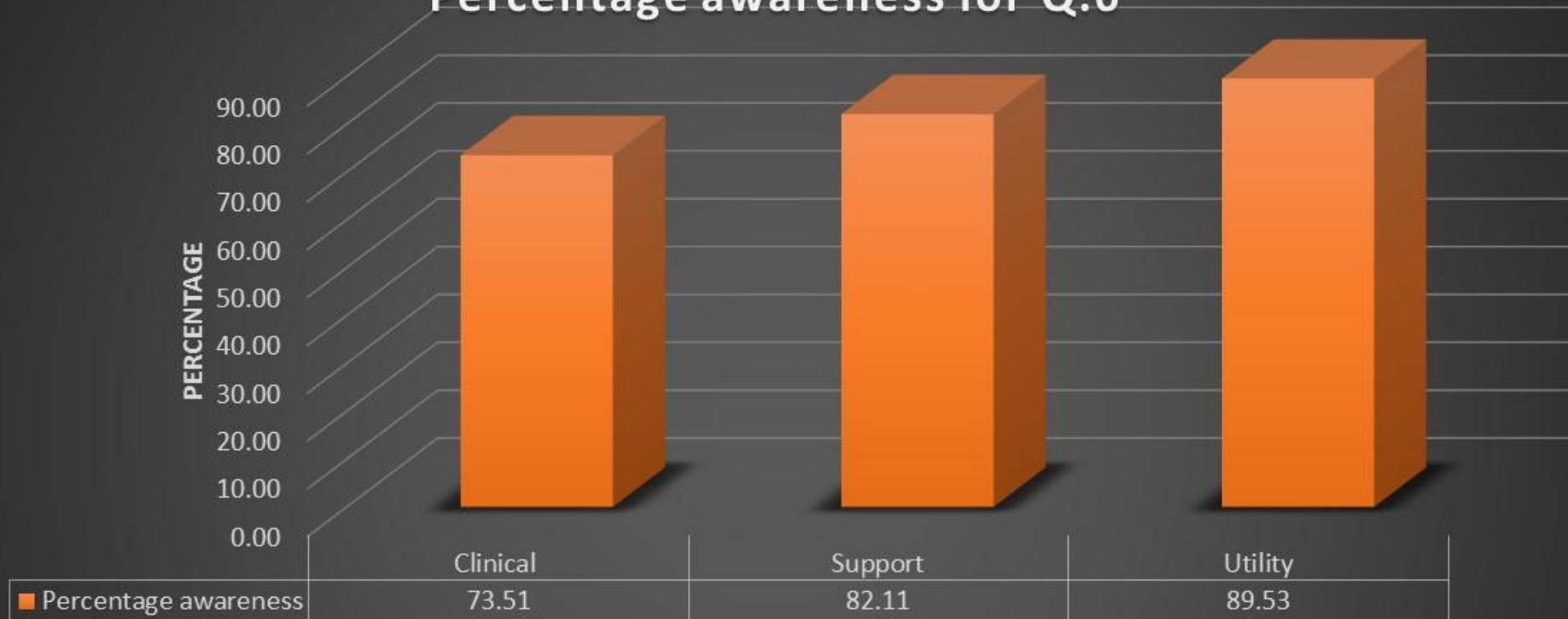
Right to concession for treatment especially for poor patients Y/N

Right to refuse the treatment Y/N

Right to information about cost of treatment Y/N

Right to obtain free food and supplies Y/N

Percentage awareness for Q.6



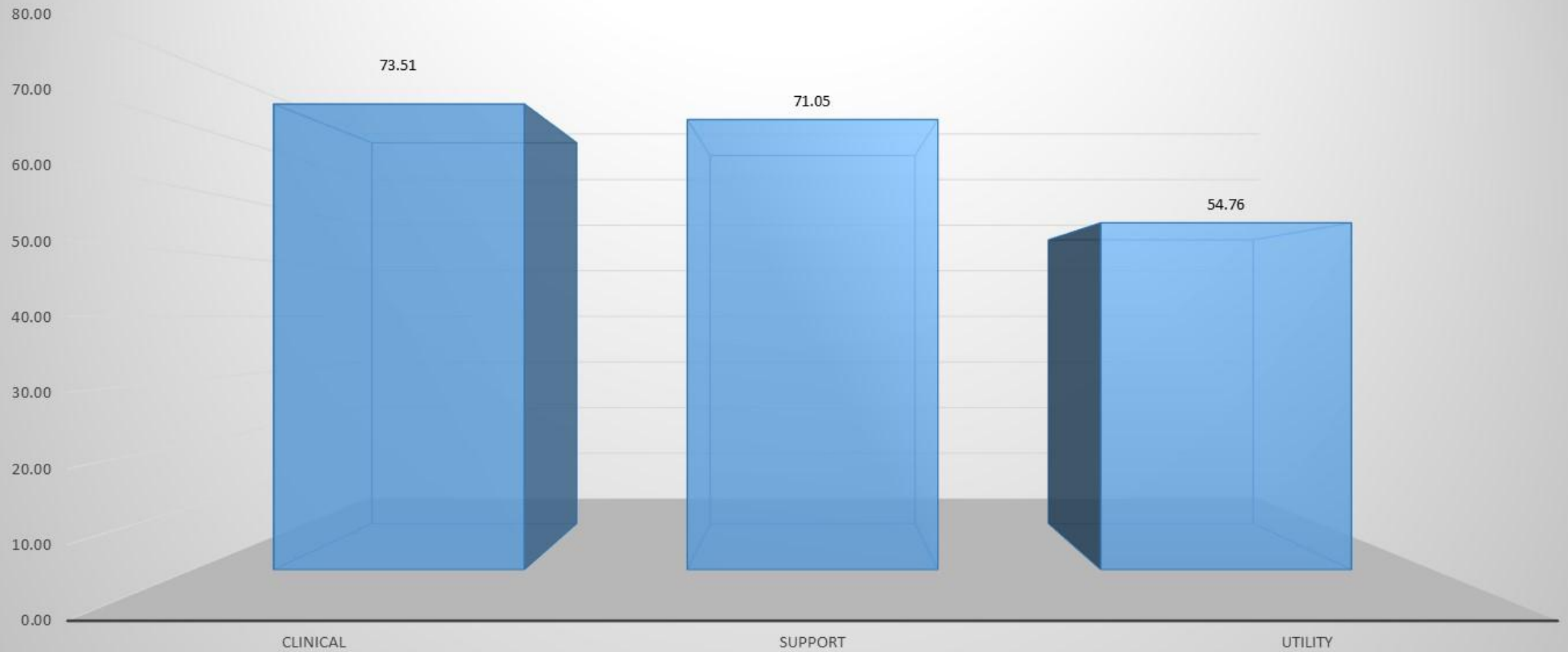


Q7. Considering the weak medical condition of the patient the doctor decides not to inform him/her or his relatives about the adverse effects of the treatment. Is it justifiable?

☐ Yes

☐ No

Percentage awareness for Q.7



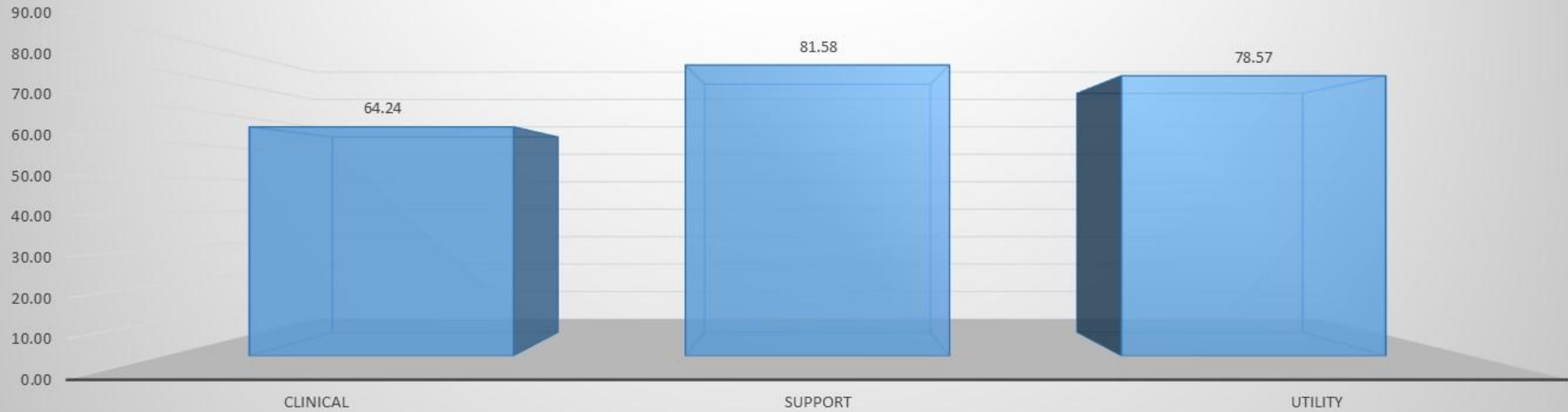


Q9. Do patients have direct access to higher authorities to complain about any matter regarding the organization?

☒ Yes

☐ No

Percentage awareness for Q.9





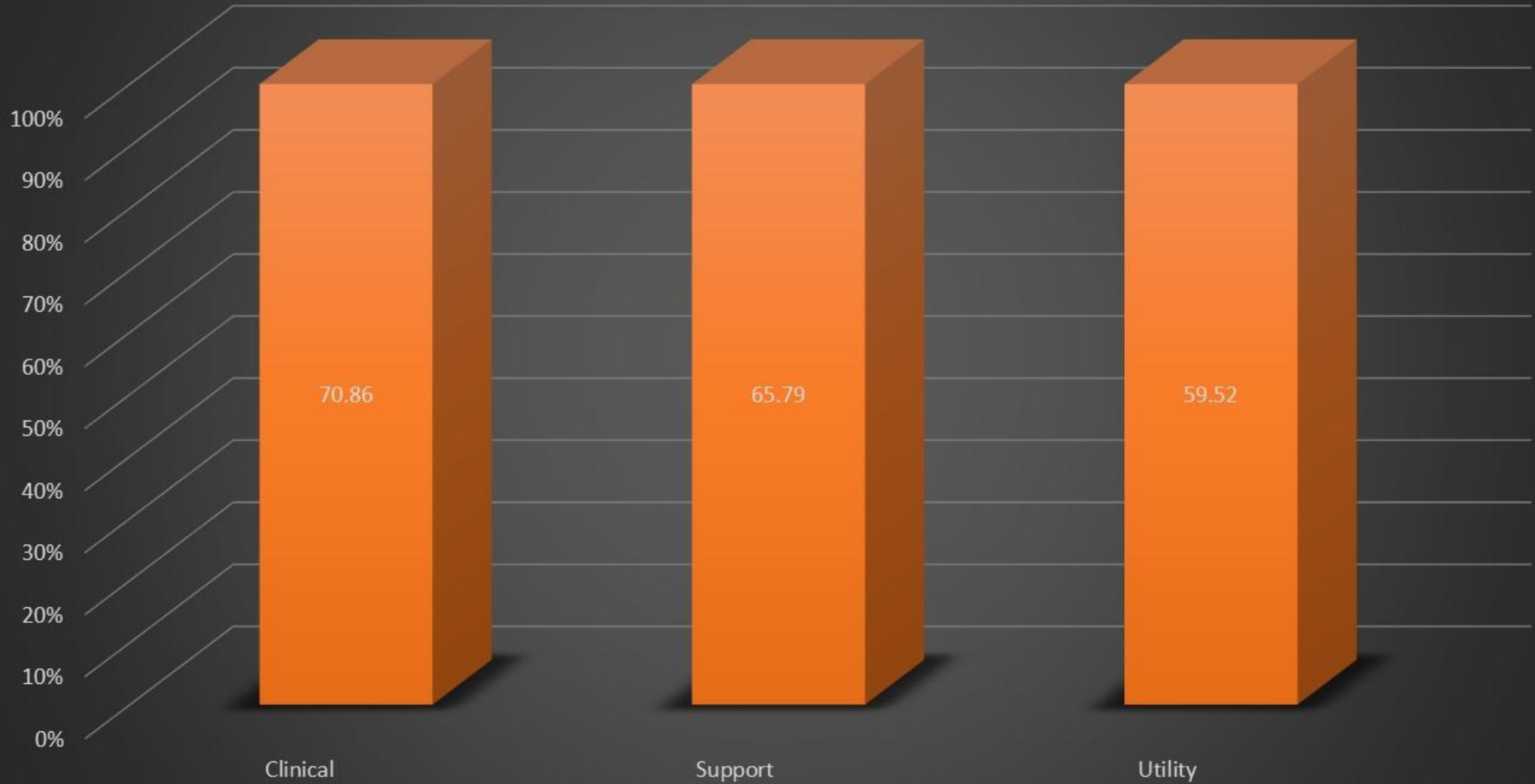
► Q13. Any patient under the effect of Alcohol or any drug abuse, Could be asked to leave the premises immediately.

☐ Yes, after counseling

☐ No, it would be rude to ask the patient to leave



Percentage awareness of Q.13

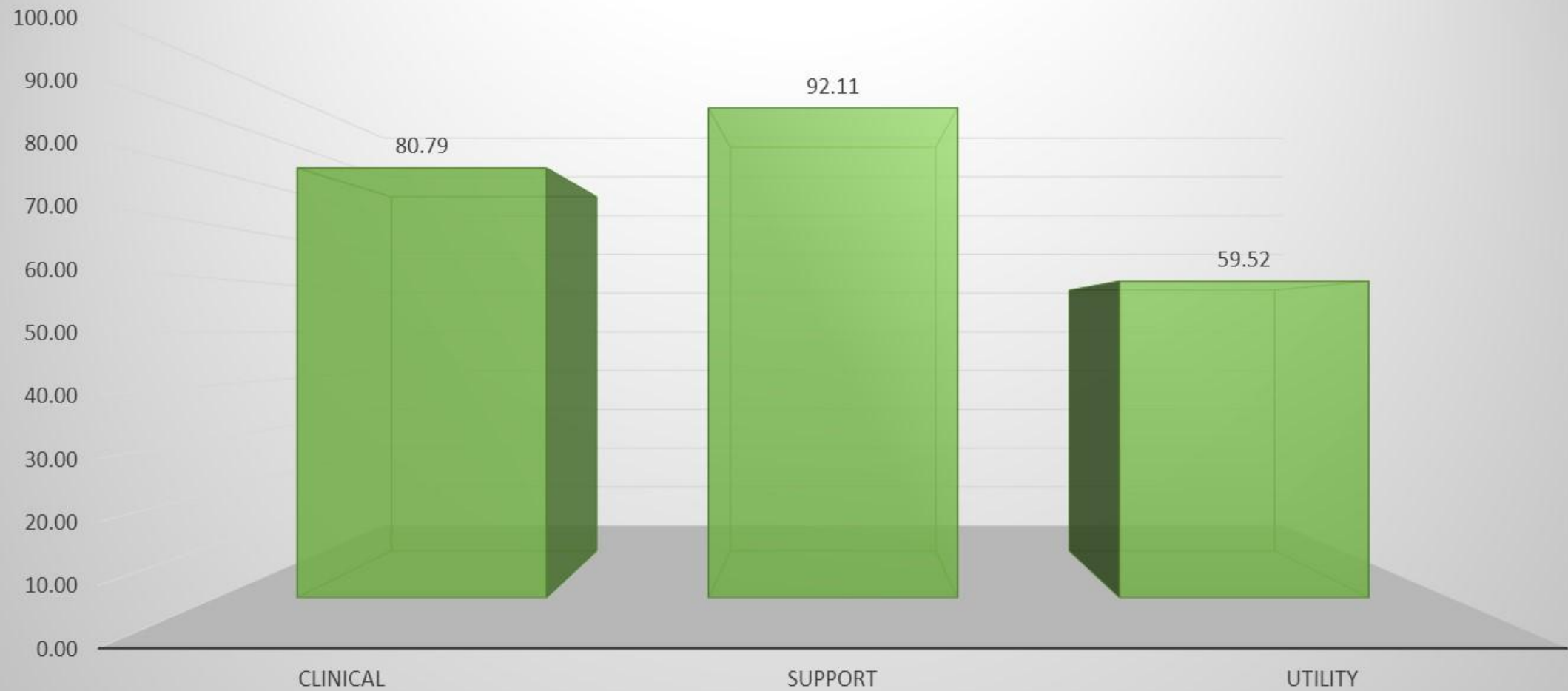




Q 14. Is it not the patient's responsibility to make all payments timely for medication and uninterrupted treatment?

- ☐ Nope, the patient can make payments when convenient
 - ☒ Yes, the patient needs to do it timely
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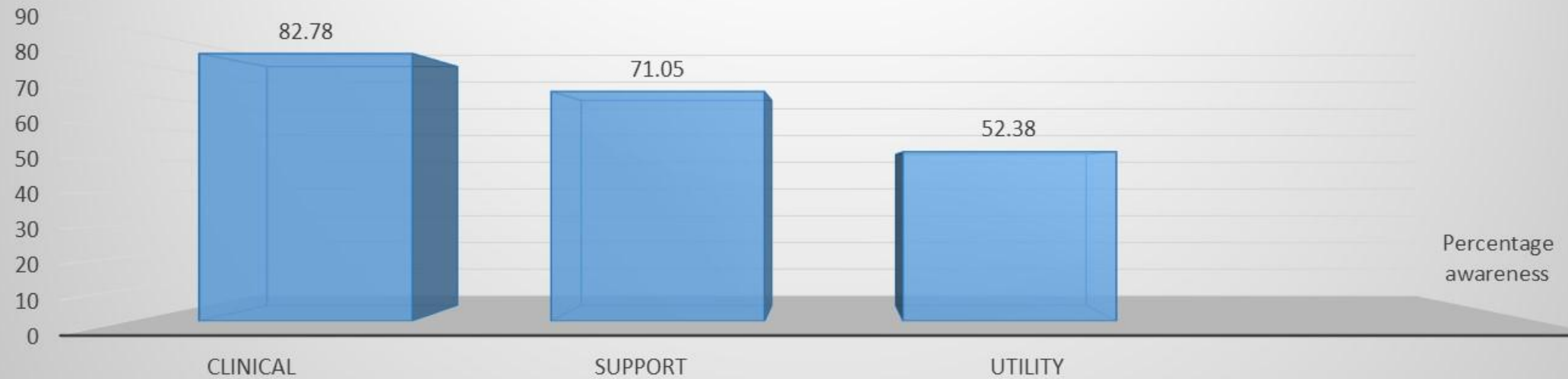
Percentage awareness of Q.14



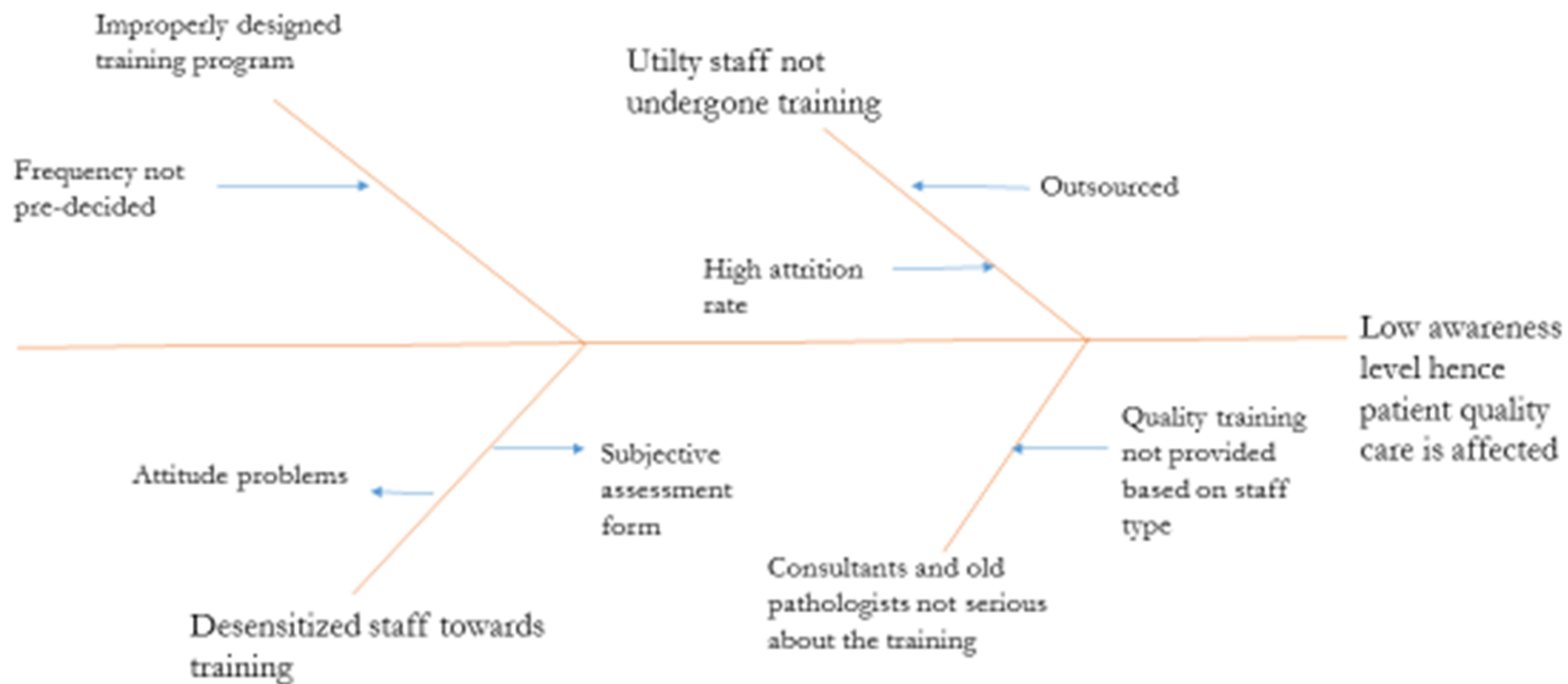
Q15.A patient can ask the doctor to provide him with fake reports and bills to be presented to get past his insurance claims?

- ☐ Yes
- ☒ No

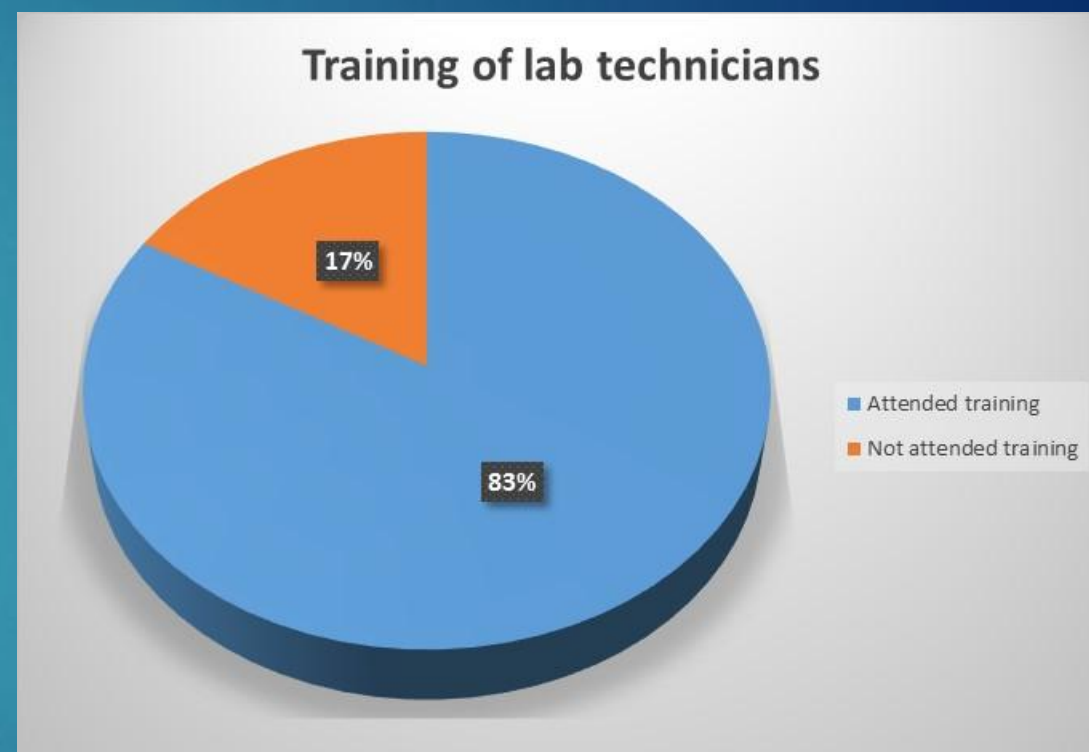
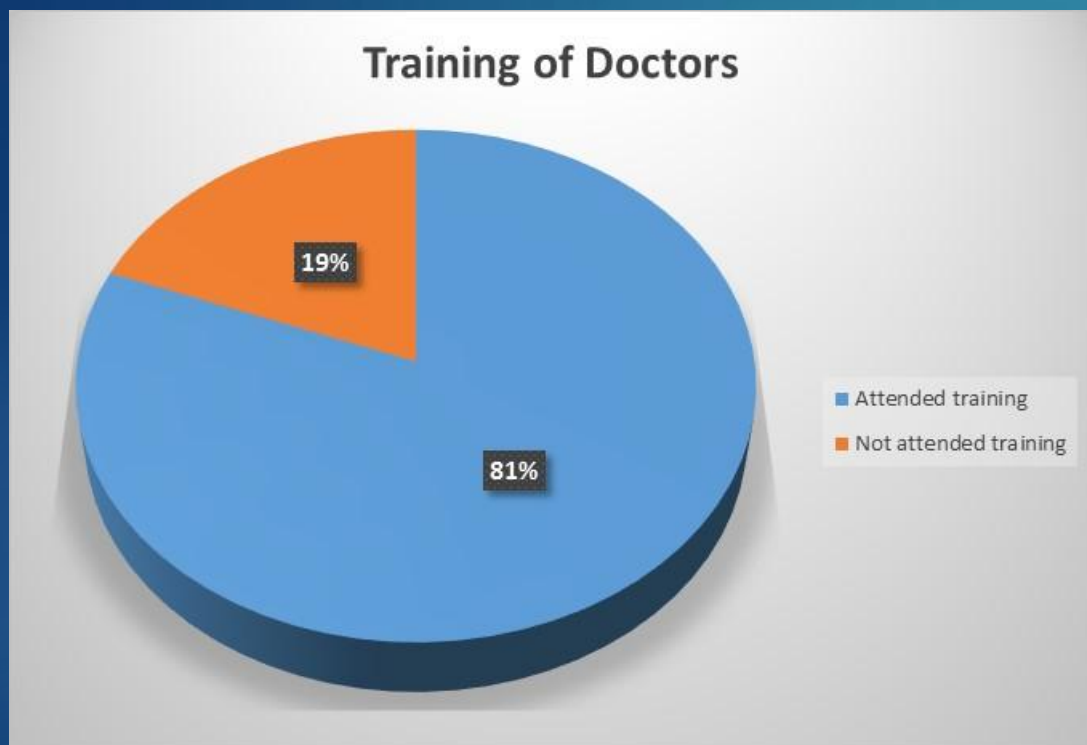
Percentage awareness of Q15.



PROBLEM AREAS

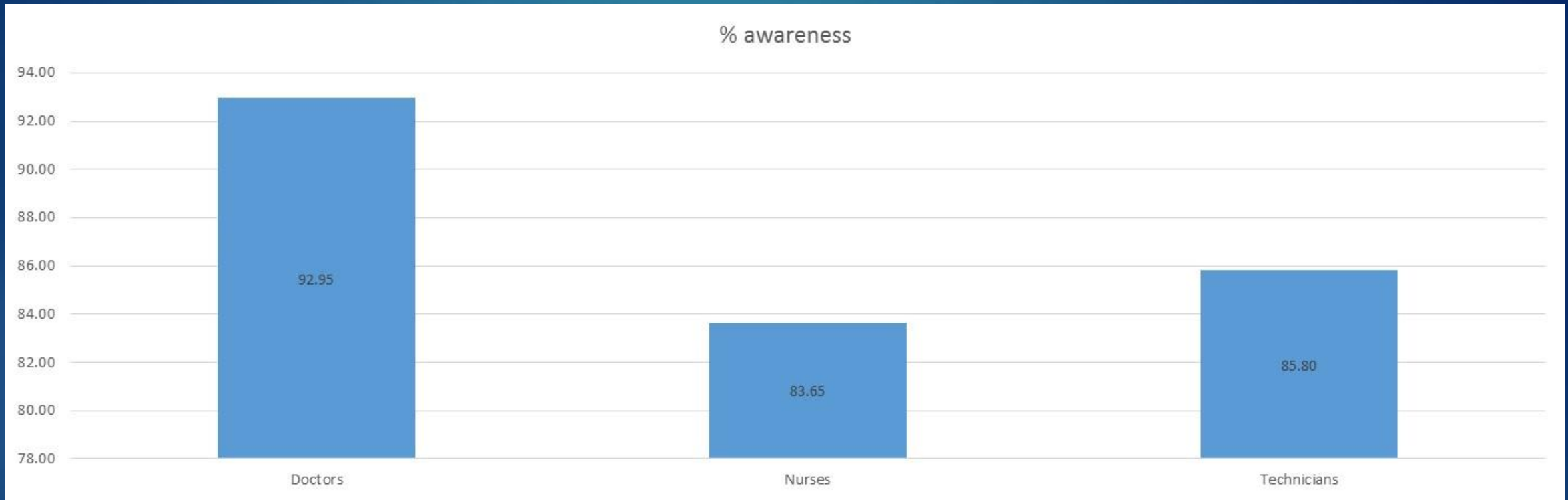


Training pattern of clinical staff



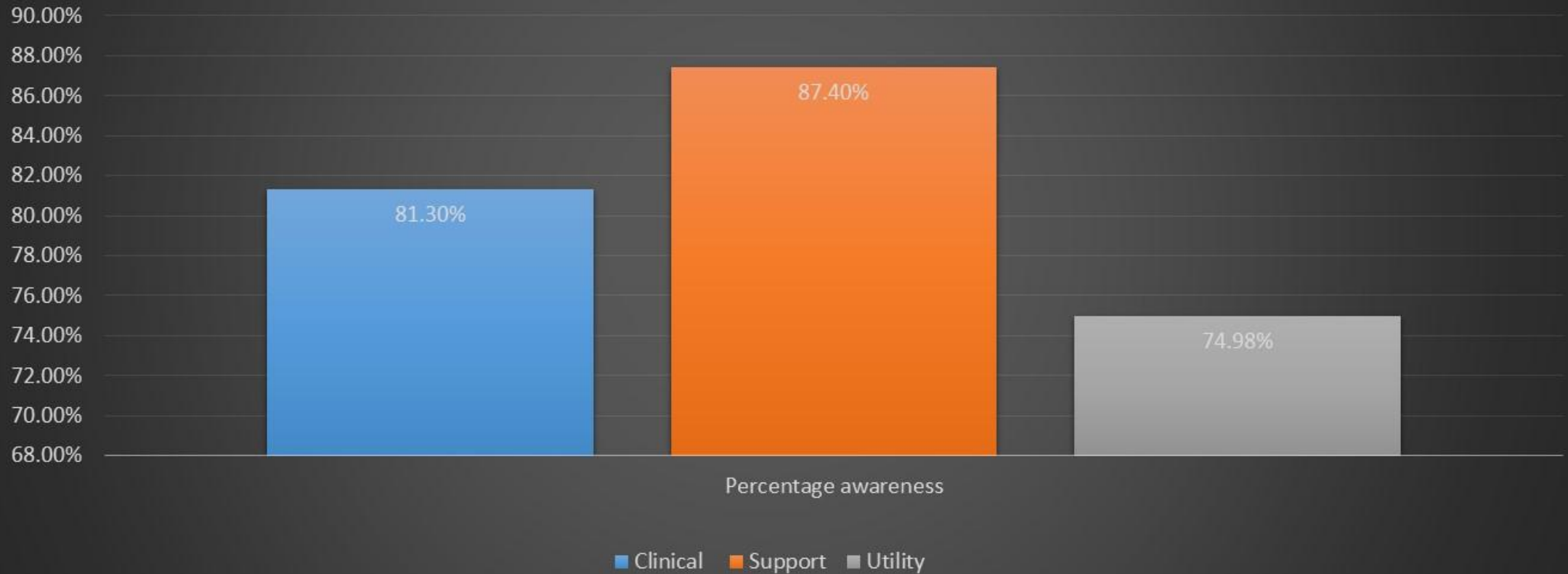
It was observed that out of a total of 166 clinical staff as they are directly involved in patient care, 14 of them did not attend the training session including majorly consultants and experienced lab technicians.

Percentage awareness of Clinical staff



Inspite of regular training sessions provided to the nursing staff ,the percentage awareness was found to be lowest among this staff, as this might affect quality patient care directly.

Overall percentage awareness



- Out of a total sample size of 253, the support staff of 42 in number showed the maximum percentage of awareness of 87.40% and the utility staff showing the lowest due to the majority with low literacy level.
- The overall average percentage awareness level was found to be 77.4%

Summary of Standards

- ▶ 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 process.
- ▶ 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.
- ▶ Organisation has a complaint redressal procedure.

Recommendations

- ▶ Training to be provided during the induction program, at the time of joining the organization.
- ▶ Regular quarterly training sessions to be scheduled followed by objective assessment, with attendance for each training session to be entered in the employee data.
- ▶ The training to be provided on the basis of the patient care access and the employees be categorized accordingly hence the training pattern differs for each category.
- ▶ Quarterly assessment to be done and checked department wise for awareness with the HOD of each department responsible for all the staff in their department.
- ▶ Training for old employees should also be scheduled and made mandatory to attend especially involving the clinical staff.

Recommendations

- ▶ Special classes for utility staff considering the low literacy level among them
- ▶ A quarterly proper training schedule is designed with employing different methodology for different sections of the staff.
- ▶ Pre assessment and post training assessment could be then compared.
- ▶ The outsourced housekeeping staff now hired should now be provided special training for quality patient care.
- ▶ Sensitization of staff towards attending the training program specially the consultants and the pathologists ,lab technicians by providing quality knowledge.

Limitations of the study

- ▶ The study could be considered biased as the sample size was considered 100 percent for each section of staff even if they varied in number. But majorly clinical staff was taken in the sample size with methodology used as simple convenience sampling.
- ▶ Certain staff members filled the form taking the help of others hence a clear picture of their awareness level could not be assessed.
- ▶ The housekeeping staff earlier outsourced was not provided with proper training program as their staff being rotated every month.

Thank you