

**STUDY ON THE EVALUATION OF NURSING STAFF'S AWARENESS
ABOUT THEIR MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITAL'S,
SECUNDERABAD**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree

of Master of Business Administration (MBA)

in

Hospital and Health Management

by

Sucharita Roy Dakua

Under the Supervision and Guidance of

Dr. Anupam Mehrotra

2023

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Dt: 26-05-2023

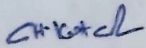
TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms. Sucharita Roy Dakua**, ID No: **90402949** has undergone the **Internship** in the department of **Corporate Projects** at **Krishna Institute of Medical Sciences** from **27-02-2023** to **26-05-2023**. During the course of her work, found to be good.

We wish her all the best for her future endeavors.

KIMS is 750 bedded, Multi-Specialty hospital. This is accredited with NABH, NABL & ISO 9001:2015 certified.

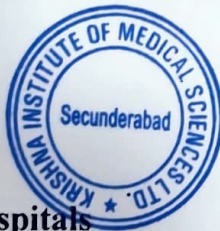
For Krishna Institute of Medical Sciences Ltd.



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DECLARATION BY STUDENT

I hereby declare that this dissertation titled “STUDY ON THE EVALUATION OF NURSING STAFF’S AWARENESS ABOUT THEIR MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITAL'S, SECUNDERABAD” is the bonafide record of my original researchwork. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished workof others has been duly acknowledged in the text.

(Sucharita Roy
Dakua)

Name of
Student:
SUCHARITA
ROY DAKUA

Date

CERTIFICATE

This is to certify that Sucharita Roy Dakua in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has successfully completed her/his internship at KIMS Hospitals, Secunderabad during February 27- May 26, 2023.

Place:
Date:

Preceptor/Head of the Organization
Name of the organization

CERTIFICATE

This is to certify that dissertation titled “STUDY ON THE EVALUATION OF NURSING STAFF’S AWARENESS ABOUT THEIR MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITAL'S, SECUNDERABAD” is a record of the research work undertaken by Sucharita Roy Dakua in partial fulfillment of the requirements for the award of the degree of MBA (Hospital and Health Management from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide
IIHMR University, Jaipur

School Dean
IIHMR University, Jaipur

Date

Date

Abstract

Title: _STUDY ON THE EVALUATION OF NURSING STAFF'S AWARENESS ABOUT THEIR MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITAL'S, SECUNDERABAD

Author: Sucharita Roy Dakua

Background: Nursing includes providing independent and team-based care to people of all ages, families, groups, and communities, as well as to the sick, in a variety of situations. Health promotion, disease prevention, and the treatment of the ill, disabled, and dying are all included in nursing. Maintaining high standards of care and protecting patients from harm are the fundamental objectives of professional accountability in nursing. Nurses must be conscious of every action they take, be able to explain those acts, and be willing to live with the results of those actions. It is crucial for nurses to hold themselves responsible for the appropriate application of their clinical expertise and knowledge. Knowing and adhering to the norms of nursing practice is the best defense a nurse has against a lawsuit. A nursing degree is required for employment, as well as awareness of the nursing legislation that will apply in the event of a dispute or challenge from a patient or their family.

Now that legal difficulties are becoming more of a problem, many hospitals are unwilling to hire nurses without a legal background. The nurse must be informed of their legal obligations about every area of nursing-related concerns in order to avoid liability and protect themselves from malpractice lawsuits for negligence.

Descriptive research was undertaken among staff nurses working at KIMS Hospitals, Secunderabad to gauge their level of familiarity with the medicolegal aspects of treating patients. The current study was done to examine nurses' knowledge of medico-legal issues. One hundred participants provided answers to a questionnaire that included a variety of medico-legal topics.

RESEARCH QUESTION:

Are the nurses of KIMS hospitals aware of Medico-Legal Obligations in their work process?

Objectives:

- To assess perspectives and familiarities of nurses with medico-legal issues and describe how their knowledge of legal and ethical implications will impact the hospital.
- To promote medical ethics knowledge, attitude, and other responsible elements necessary to uphold all of these.
- To identify factors that influence the KAP of nursing staff on Medical Legal Aspect of their work.

Methodology:

This study was conducted to evaluate staff nurses' understanding of medico-legal concerns. In April, a self-made questionnaire was made available. After receiving approval from the selected authorized person, data was collected. Two hundred staff nurses from the KIMS hospitals in Secunderabad completed the questionnaire. For guaranteed anonymity regarding the data and outcomes, the questionnaire was filled out with anonymous responses.

Conclusion:

The primary individuals in charge of providing complete patient care are nurses and they require more current understanding to handle medico-legal problems. It can also be inferred that an individual's learnings, years of experience, and age group plays a crucial role in building sensitization towards medico-legal issues. The study was a sincere attempt to evaluate the nurses' awareness of medico-legal matters, and this would act as

a reference for the organization to have an idea of their nursing staff's awareness and it also emphasizes the necessity of identifying the nurses who struggle with medico-legal awareness and developing strategies for addressing and improving any shortcomings.

Keywords:

Medicolegal case, evaluate, knowledge, examine, preventions, medical ethics, medical negligence, nursing students, consent, staff nurses, awareness.

ACKNOWLEDGEMENT

I want to sincerely thank and appreciate each of the following people for their contributions during my time at KIMS Hospital.

First of all, let me thank Renuka Radhakrishnan (HOD of Operations) for her essential advice, help, and encouragement during the course of my stay. Her guidance and leadership have played a crucial role in my professional development as a healthcare provider.

I also like to thank my mentors, Prabhuniteja and Dr. Ayushi Umesh Devi, for providing me with advice and encouragement throughout my time at KIMS Hospital. I am grateful for their support; their expertise, talent, and commitment and these have served as a constant source of support and inspiration to me.

I also want to express my heartfelt gratitude to Dr. Kiran, the Medical Superintendent of KIMS Hospital, for providing me the opportunity to work and study in such a reputable medical center. His vision and sense of direction have been essential in making KIMS Hospital a top healthcare destination.

Finally, I would like to express my sincere gratitude to Dr. P.R. Sodani (President, IIHMR University, Jaipur) for trusting me with this opportunity. I now want to thank Dr. Anupam Mehrotra, my academic mentor at IIHMR University, for his exceptional cooperation, priceless direction, patience and supervision. His meticulous and kind nature is evident in this report.

I also want to express my sincere gratitude to my respected university's Placement Cell for helping me with the internship application process and occasionally providing internship guidelines.

I view this chance as a significant turning point in my professional progress. To achieve my intended career goals, I will make every effort to use the knowledge and abilities I have acquired as effectively as I can. I will also keep working to make improvements.

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List of Abbreviations

1.	KIMS	Krishna Institute of Medical Sciences
2.	HIMS	Hospital Information Management System
3.	MLC	Medico legal cases
4.	NABH	National Accreditation Board for Hospitals and Health Care Providers
5.	JCI	Joint Commission International
6.	F & B	Food and Beverages
7.	ER	Emergency
8.	MRD	Medical Record Department
9.	TQM	Total Quality Management
10.	CQI	Continuous Quality Improvement
11.	OPD	Outpatient Department
12.	OT	Operation Theatre
13.	ICCU	Intensive Coronary Care Unit
14.	FC	Financial Counselor
15.	GM	General Manager
16.	DMS	Deputy Medical Superintendent
17.	ANM	Auxiliary Nurse Midwife
18.	GNM	General Nursing Midwifery
19.	B.Sc Nursing	Bachelor of Science in Nursing
20.	M.Sc Nursing	Master of Science in Nursing
21.	P.B.B.Sc Nursing	Post Basic B.Sc Nursing
22.	HOD	Head of Department

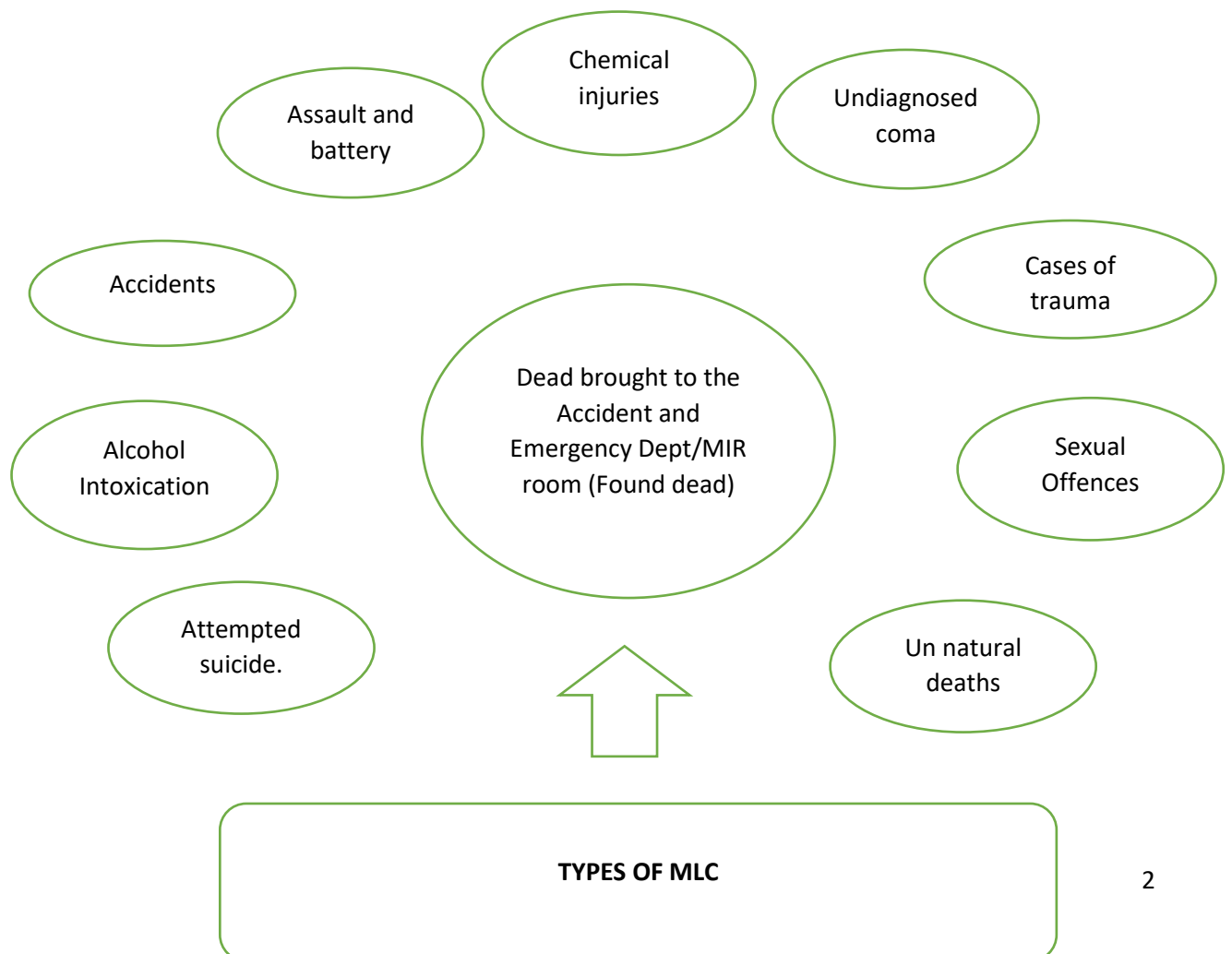
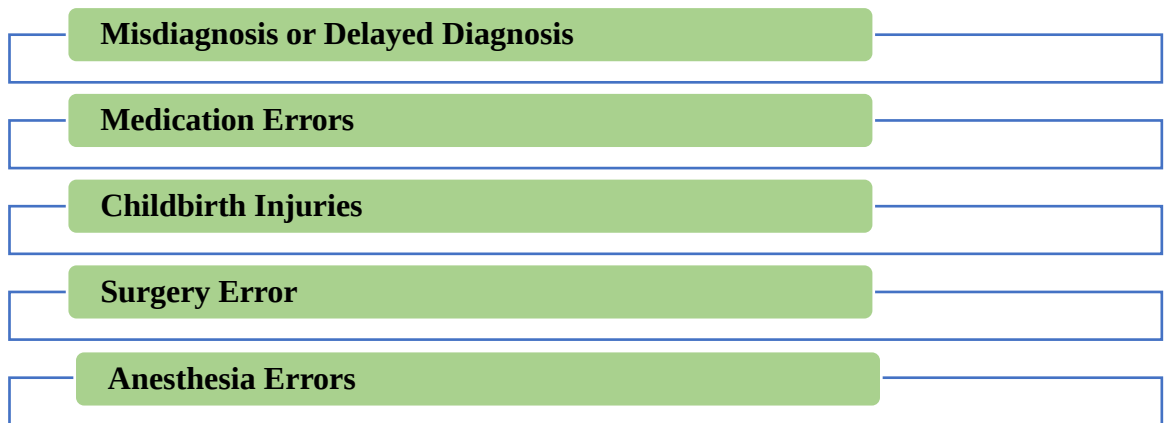
Chapter 1: Introduction

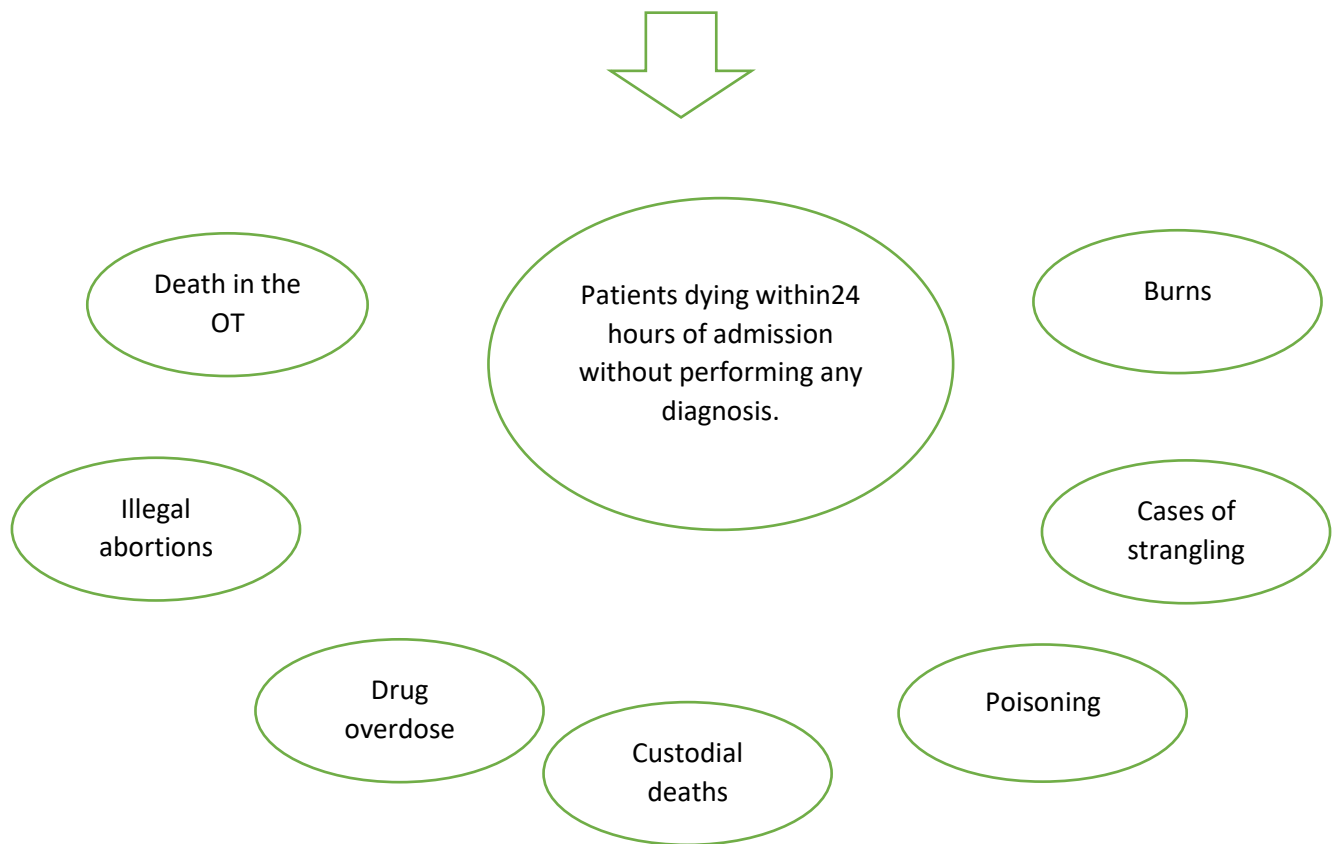
Medicine is one of the most esteemed and admired occupations in the world. The people admire doctors and nurses as healers of their illnesses. To prevent those who work in this industry from slacking off in the way they carry out their duties, a code of medical ethics, etiquette, and ethics for professionals was created. Nursing practice is surrounded by a variety of legal concerns since nurses are accountable for their professional decisions and acts. Implementing exceptional nursing practices necessitates a thorough awareness of the legal elements of healthcare. Nursing care is now more than ever in the legal spotlight because of the passage of many legislations, such as the Consumer Protection Act of India of 1986 (CPA), the Right to Information Act of 2005 (RTI), and the standardization of protocols and procedures. In a variety of situations, nursing includes giving individual and team-based care to patients of all ages, families, groups, and communities. Nursing encompasses all aspects of promoting health, preventing illness, and providing care to the sick, afflicted, and dying. To help patients manage health issues, improve, maintain, or regain their health, and lead the best possible life despite their disease or disability, nursing also incorporates the application of clinical judgment.

What is MLC?

It is defined as "any case of injury or ailment where, after obtaining a medical history and conducting a clinical examination, the attending physician considers that investigations by law enforcement authorities (and also superior military authorities) are warranted to ascertain circumstances and fix responsibility regarding the said injury or ailment in accordance with the law."

Common mistakes which lead to MLC :





In addition to playing important roles in healthcare, nurses offer a variety of services to their communities. Nurses promote healthy lifestyles, raise public awareness of health issues, and provide many patients with hands-on care. Nurses often give mental assistance to the patients and the attendants in addition to their clinical responsibilities. This may involve having a conversation with the patients to learn about their bodily, psychological, social, mental, and spiritual needs and to make sure they understand and are prepared for their treatment. Healthcare advocacy for individuals, families, communities, and populations is a part of nursing, as is the maintenance, encouragement, and betterment of health, the avoidance of sickness and damage, the diagnostic tests and sessions of human responses, and the alleviation of suffering. Due to the unfortunate increase in negligence due to legal concerns and the inescapable lawsuits, it is crucial for nursing staffs to be conscious of the legal ramifications of providing care and assistance to patients in the healthcare industry.

Knowing the legal ramifications of providing care and assistance to patients in the health care profession is a critical requirement for the nurse. Unfortunately, there are more negligence cases now than ever before, and less people want to work in the healthcare industry because they are afraid of the legal ramifications and ensuing lawsuits. A nursing degree is required for employment, as well as awareness of the nursing legislation that will apply in the event of a dispute or challenge from a patient or their family. Now that legal difficulties are becoming more of a problem, many hospitals are unwilling to hire nurses without a legal background. The nurse must be informed of their legal obligations with regard to every area of nursing-related concerns in order to avoid liability and protect themselves from malpractice lawsuits for negligence.

A thorough understanding of medical negligence is essential for a certified medical witness. Exemplary nursing practice must establish to exercise their legal knowledge and comprehension. International trends in medico legal concerns are progressively attracting the public's notice and receiving accusation against nurses seem to be rising in emerging countries. This led to the requirement for a high perception of professionalism by the nursing staffs. This practise is largely dependent on the breadth of understanding and practical application of medical ethics. There were increasing frequency of complaints and litigation against nursing staffs hence, understanding of medico-legal problems is crucial to the practice of clinical abilities. It should go without saying that nursing staff in India has a pitifully low degree of legal knowledge. The current study was performed to measure the degree of perception and knowledge among nurses in KIMS Hospitals about their Medico Legal obligations.

1.1 About the Organization:

Medical services are now available everywhere in the country as disease becomes more and more prevalent. Krishna Institute of Medical Sciences continues to uphold a desire for compassion for patient care in this rapidly expanding sector.

At KIMS, patient care employing cutting-edge technology and medical advancement is the only priority. Through the network of 12 hospitals, it has grown to become the greatest private health organization in Telangana, Andhra Pradesh, and Maharashtra. From offering high-quality medical treatment, this organization is committed to making sure that the patients can afford the facilities and services. Affordable services are provided on the basis of:

- Standardised operational and medical protocols guaranteeing the best use of resources;
- centralized and streamlined supply chain operations and vendor management delivering higher cost-effectiveness and economies of scale;
- ensuring an ideal staff-to-bed ratio, low project costs, efficient capital allocation, and access to full-time physicians and consultants.



Fig 1.1: Logo of KIMS

KIMS stands for Krishna Institute of Medical Sciences Hospitals, it is one of the largest corporate healthcare groups in India with its branches in Telangana, Andhra Pradesh, and Maharashtra, providing primary, secondary, tertiary, and quaternary healthcare at an affordable cost. The founder of this hospital is “Dr. Bhaskar Rao Bollineni”, a cardiac surgeon. Its first branch was established in the year 2000 at Nellore and then in 2002, he established a second branch in Rajahmundry. In Telangana, its branches are at Secunderabad, Kondapur, Gachibowli, and Paradise Circle, Andhra Pradesh -Nellore, Rajahmundry, Srikakulam, Ongole, Vizag, Anantapur, and Kurnool and Maharashtra-Nagpur. It offers a broad spectrum of specialities including Cardiology, Gastroenterology & Hepatology, Neurosciences, Organ Transplantation, Paediatrics, Dental, Fertility Treatments, Oncology, Orthopaedics, Urology, and Bariatric Surgery.

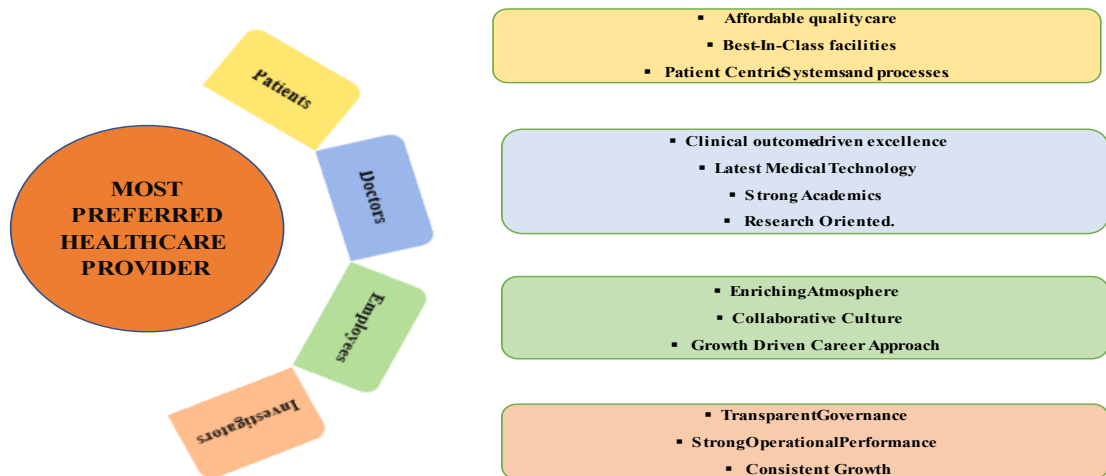
Located in the city's northern region, KIMS Secunderabad is easily reachable from everywhere in the city. It is a hospital with NABH and NABL accreditation. It is the flagship hospital of the KIMS group, operational since 2004 and currently has 1000 beds. With a total of 4000 beds, the organization grew over the course of the following ten years to different towns in Andhra Pradesh and Maharashtra. In the year 2015, it received the first Green OT certification in Telengana and Andhra Pradesh. In 2017, KIMS Hospital received "Association of Health Care Providers India (AHPI) Award 2017" in the category of "Patient Friendly Hospitals." The CEO of KIMS Hospitals now is Abhinay Bollineni, the son of Dr. Bhaskar Rao. This hospital got highlighted because of a difficult cardiac operation which was performed by heart surgeons at this hospital on an 11 months baby from Zimbabwe.

This organization is blessed with a history of forming lasting bonds with its doctors, who are considered "partners in progress." NABH and NABL have both granted accreditation to KIMS' Secunderabad location. Additionally, NSF - International Strategic Registrations has granted KIMS Secunderabad ISO 9001-2008 certification, which is valid till March 3, 2018.

NABH: Founded to create and manage the accreditation program for health facilities. It is a regulatory body of the Quality Council of India.

NABL: The Department of Science and Technology, Government of India, oversees the NABL, an independent organization. It was created to offer impartial evaluation of the standard and technical proficiency of calibration and testing laboratories.

ISO: ISO is linked to quality management systems to make sure organisations fulfil the demands of consumers and other users while also abiding by legal and regulatory requirements. It is connected to quality management systems. These accreditations enable us to provide each patient with superior quality treatment, in addition to our own stringent standards.



Making Quality Healthcare Accessible & Affordable.



Fig. 1.2: KIMS Hospitals and its different branches.

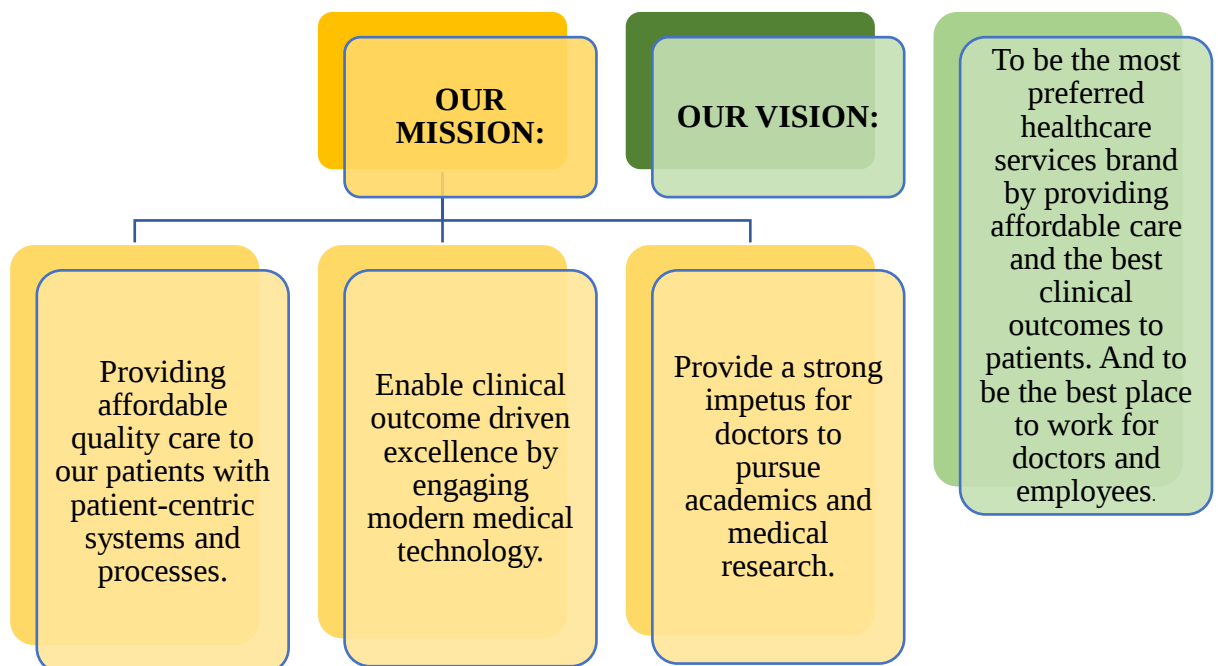




Fig. 1.3: OPD in KIMS Secunderabad

Infrastructure:

It lies on an area of about 5 acres and has 15 floors with a bed capacity of 1000 including 885 operational beds.

It has 12 Operating Theatres, a Pharmacy, NICUs, PICUs, and SICUs.

It has a choice of rooms depending on an individual's budget. An international Wing is also available for international patients.

OUR ACHIEVEMENTS:

❖ Organ transplantation

- KIMS Secunderabad is known for its organ donation initiatives.
- It has a record of 1,000 transplants (kidney) in the year of 2019.
- Double Lung Transplant was carried out on a COVID-19 patient successfully by the surgeons of this hospital. The Heart & Lung Transplant team has a record of performing more than 10 Double Lung Transplants in COVID patients and more than fifty transplants (Lung & Heart) during the COVID period.
- In terms of COVID Double Lung Transplants, this is considered as the greatest number of surgeries carried out at a single hospital in Asia during the COVID period.

❖ Robotic surgeries

- One of the pioneer hospitals in India to concentrate on Robotic surgery was the KIMS Group of Hospitals, which was also the one to establish South India's first robotic center
- The first colorectal surgery with the help of a robot was carried out in India in 2011.

Medical and Technical Expertise:

This hospital is furnished with cutting-edge medical tools and technology. Additionally, KIMS have robotic technology that uses minimally invasive procedures and offers the following advantages:

- Reduced hospital stays and quicker recovery for the patient.
- Improved accuracy, malleability, and command for the surgeon.
- Fewer hurdles during and after surgery.

SERVICES:

Departments:

- **Bariatrics**
- **Gastroenterology**
- **Hepatology**
- **Oncology**
- **Cardiology**
- **General Surgery**
- **Neurosurgery**
- **Orthopaedics**
- **Physical Medicine**
- **Haematology**
- **Obstetrics & Gynaecology**
- **Endocrinology**

KIMS Hospitals provides the following amenities for its patients and visitors:



Some cutting-edge technologies used by KIMS:

- 4-Arm HD da Vinci Robot technology: It improves patient well-being and efficacy while giving the surgeon more control. Complex procedures may be performed more easily using this technique, and they leave virtually no scars afterward.
- Radiosurgery and radiation therapy are both performed using the Novalis Tx Linear Accelerator. This device is used to treat cancer patients and damages or destroys cancer cells using high-energy particles.
- The O-Arm Scanner: It is an imaging device used in surgeries, that limits exposure to X-rays.
- 3 Tesla MRI: A powerful magnetic field is used in the 3 Tesla MRI, a non-encroaching diagnostic method, to obtain detailed images of the inner tissue inside a person.
- Pregnancy 4D scan: It aids in more accurate image acquisition than standard 3D equipment.

1.2 RESEARCH QUESTION:

Are the nurses of KIMS hospitals aware of Medico-Legal Obligations in their work process?

1.3 AIM:

This project aims to assess awareness and knowledge of medico-legal issues among nursing staff in KIMS Hospitals.

1.4 Objectives :

- To assess perspectives and familiarities of nurses with medico-legal issues and describe how their knowledge of legal and ethical implications will impact the hospital.
- To promote medical ethics knowledge, attitude, and other responsible elements necessary to uphold all of these.
- To identify factors that influence the KAP of nursing staff on Medical Legal Aspect of their work.

Chapter 2: Literature Review

	S.NO .	AUTHOR NAME & YEAR	TITLE	OBJECTIVE	METHODOLOGY	RESULT
	1.	Bernard Asamoah Barnie et al. (2015)	“Knowledge and Perceptions of Health Workers' Training on Ethics, Confidentiality, and Medico-Legal Issues”	To increase training efficacy based on the outcomes.	A cross-sectional survey was carried out using questionnaires. And SPSS was used to evaluate the data that had been gathered.	This poll covered 103 employees, and 74% of them were having sufficient knowledge about medical ethics and the remaining respondents had an insufficient understanding.
	2.	A. W. I. P. Ranasinghe <u>et al.</u> (2020)	“Medical Ethics: knowledge, attitude, and Practice among Doctors in three teaching hospitals in Sri Lanka”	To improve KAP of medical ethics as well as accountable aspects to maintain all these.	A self-administered questionnaire was employed in the cross-sectional study design. The relationship between knowledge level and causative factors was evaluated using the Chi-Square and ANOVA tests.	Even though the doctors in the three institutions had varying levels of expertise, it was obvious that they were open to receiving training to deepen their grasp of medical ethics.
	3.	Anamika Nath et al. (2022)	“Cross-sectional study on knowledge of registered medical practitioners, regarding management of medico-legal cases in Meghalaya”.	To assess the knowledge of medico-legal awareness among Meghalaya’s certified medical practitioners.	Assessment was done based on title and years of experience, using a questionnaire as a tool.	The findings revealed that among registered medical practitioners, there was no correlation between designation and years of experience with their knowledge of medico-legal matters.

4	Ahmed Ibrahim Alyahya et al. (2018)	“Experience, education, and training impact medicolegal knowledge, attitude, and practice”	To examine medical professionals' understanding, attitude, and practice of medicolegal issues, as well as the effects that experience and training have had on these issues.	In the province of Riyadh, 69 doctors and 16 nurses from various institutions were invited to complete a questionnaire based on their demographics and level of medical-legal training.	Regarding KAP, statistical variations between experience years were found. The findings showed that the detrimental effects are caused by a gap between medical legal case education and training, and that this training gap needs to be closed.
5.	E R Walrond et al. (2006)	“Knowledge, attitudes, and practice of medical students at the Cave Hill Campus in relation to ethics and law in healthcare”	Medical students' knowledge, attitudes, and actions regarding ethics and the law in the healthcare industry are being evaluated to change the academic program.	Questionnaire was circulated based on medical legal regulations and ethics. Later, SPSS was used to examine the data that had been gathered.	The findings indicated that although the students felt a need for medical and legal knowledge, they were unable to handle such scenarios in practice. The study emphasizes the significance of identifying students with less ethical understanding.
6		“Medical negligence - Key	To list medicolegal concerns, laws, and	Reports from an observational	Along with medical-legal

	Rajkumar Cheluvappa et al. (2020)	cases and application of legislation”	notable cases relating to clinical nursing practice and the negligence tort for the Australian nursing community.	study conducted at a New South Wales hospital and an Australian study were gathered.	issues and statistics, discussions on civil tort offenses and verdicts for medical negligence also took place.
7.	Preeti Prabha et al. (2020)	“Effectiveness Of Structured Guidelines Regarding Management Of Medico-Legal Cases On The Knowledge Of Nursing Personnel”	To determine the efficiency of established rules for handling medical-legal cases.	34 nurses were evaluated using a structured questionnaire, and the nurses were chosen using enumerative sampling. Learning between the pretest and posttest was compared.	The posttest knowledge mean score was greater, according to the results. This indicates that the training programs were potent for enhancing nurses' expertise in handling medico-legal cases.
8.	Mohammed Madadin, et al. (2021)	“Characteristics of Medico-Legal Cases and Errors in Medico-Legal Reports at a Teaching Hospital in Saudi Arabia”	To analyze the features of Medicolegal cases and to identify errors in the Medicolegal reports.	Most instances (83%) were violent altercations or battery. 81.8% of injuries were of the dominant kind, blunt injuries. Almost every single medicolegal report was full of mistakes.	The majority of occurrences (83%) involved physical altercations or battery, it was discovered. The most typical type of injury (81.8%) was a blunt injury. The bulk of medicolegal

					reports contained several errors.
9.	Hemant Kumar et al. (2013)	“Legal Awareness and Responsibilities of Nursing Staff in Administration of Patient Care in A Trust Hospital”	To evaluate the nursing staff's understanding of legal awareness and fundamental nursing practices in a trust hospital.	After consultation with the peer group, institute director, and hospital matron, an open-ended questionnaire was created and validated. There were 25 questions on the survey. The solutions to the questions ranged from single-line to multiple-choice.	All groups of nurses under consideration were determined to have poor knowledge . Nurses with GNM credentials performed better than those with ANM credentials.
10.	Dr. Jasuma J. Rai1 et al. (2013)	“Knowledge and Awareness among interns and residents about medical law and negligence in a medical college in Vadodara - A Questionnaire Study”.	To better comprehend the moral and social responsiveness of Vadodara medical college trainees and postgraduates.	A self-created, closed-ended questionnaire was formulated with 30 questions covering fundamental concepts in medical legislation, documentation, ethics, informed consent (IC), and medical negligence. Excluded from the study were those who refused to participate in the trial or who missed three consecutive appointments. This pilot study was carried out from June to August 2012 over a three-month period. The aggregate of the right responses was used to determine the	The S.B.K.S. Medical College's various departments provided a total of 300 participants for this study. 100% of people responded. Interns (70%) had a higher awareness of medico-legal situations than the other groups reported they take extra measures while managing medico-legal cases.

				person's knowledge score.	
11.	Ramya K.R. et al. (2017)	“Knowledge of Medico-Legal Aspects of Patient Care among Nurses Working in Cardiothoracic Setting”.	To gauge nurses' understanding of medico-legal side of patient care.	The current study used a descriptive and a non-experimental approach. The first section of the questionnaire included questions about demographics, and the second section asked questions on medical and legal terms. Two open-ended questions were also included to highlight medical legal instances against nurses in India.	Participants in the study had an average age of 27.46 3.031.(Range 22-35years).75 % of them were married, and they were all female. The examination of the data based on the age of the nursing staff showed that those who were older than 40 years of age had the highest level of understanding of established basic nursing practices.

Chapter 3: Methodology

3.1 STUDY DESIGN: It was a cross-sectional study.

3.2 STUDY SETTING (Research Area): It was carried out at KIMS Hospitals, Secunderabad.

3.3 DATA COLLECTION METHODS:

A self-made questionnaire was made available to the nurses via google form. And after receiving approval from the GM, DMS and Operations Head, data was collected. Two hundred staff nurses from the KIMS hospitals in Secunderabad completed the questionnaire. For guaranteed anonymity regarding the data and outcomes, the questionnaire was filled out with anonymous responses.

3.4 SAMPLING DESIGN:

3.4.1 SAMPLE

Staff nurses working in KIMS Hospitals, Secunderabad.

3.4.2 SAMPLE SIZE

A total number of 200 staff nurses.

3.4.3 SAMPLING TECHNIQUE:

Non-Probability Convenience Sampling

3.4.4 SAMPLING CRITERIA

3.4.4.1 Inclusion Criteria:

Nurses who filled out the questionnaire and currently working in KIMS Hospitals, Secunderabad.

3.4.4.2 Exclusion Criteria:

Participants who didn't willingly filled the questionnaire were excluded.

3.5 STUDY TOOLS/ DATA COLLECTION INSTRUMENTS

3.5.1 Development of the tool

The instrument was developed in accordance with the research objectives, literature review, and expert advice. There are two sections in the questionnaire (Annexure 1)

3.5.2 Description of the tool

Section A: Itemized sociodemographic information which includes:

- Age
- Gender
- Education
- Years of experience

Section B: Medical and legal awareness related 10 questions.

3.6 SCORING AND INTERPRETATION

The questions were worded as multiple-choice questions, with 3 distracting possibilities and 1 correct answer. For each correct answer, one mark was given, while zero was awarded for the incorrect one.

The obtained knowledge score varied from:

- Adequate Awareness: (66%-100%).
- Moderately adequate (26%- 65%).
- Suboptimal Awareness: (<=25%).

3.7 CONTENT VALIDITY:

The draft of the awareness questionnaire was provided to two specialists, the head of operations and the nursing superintendent (Annexure). The questionnaire's validation by the specialists was asked, and their recommendations and viewpoints were taken into account.

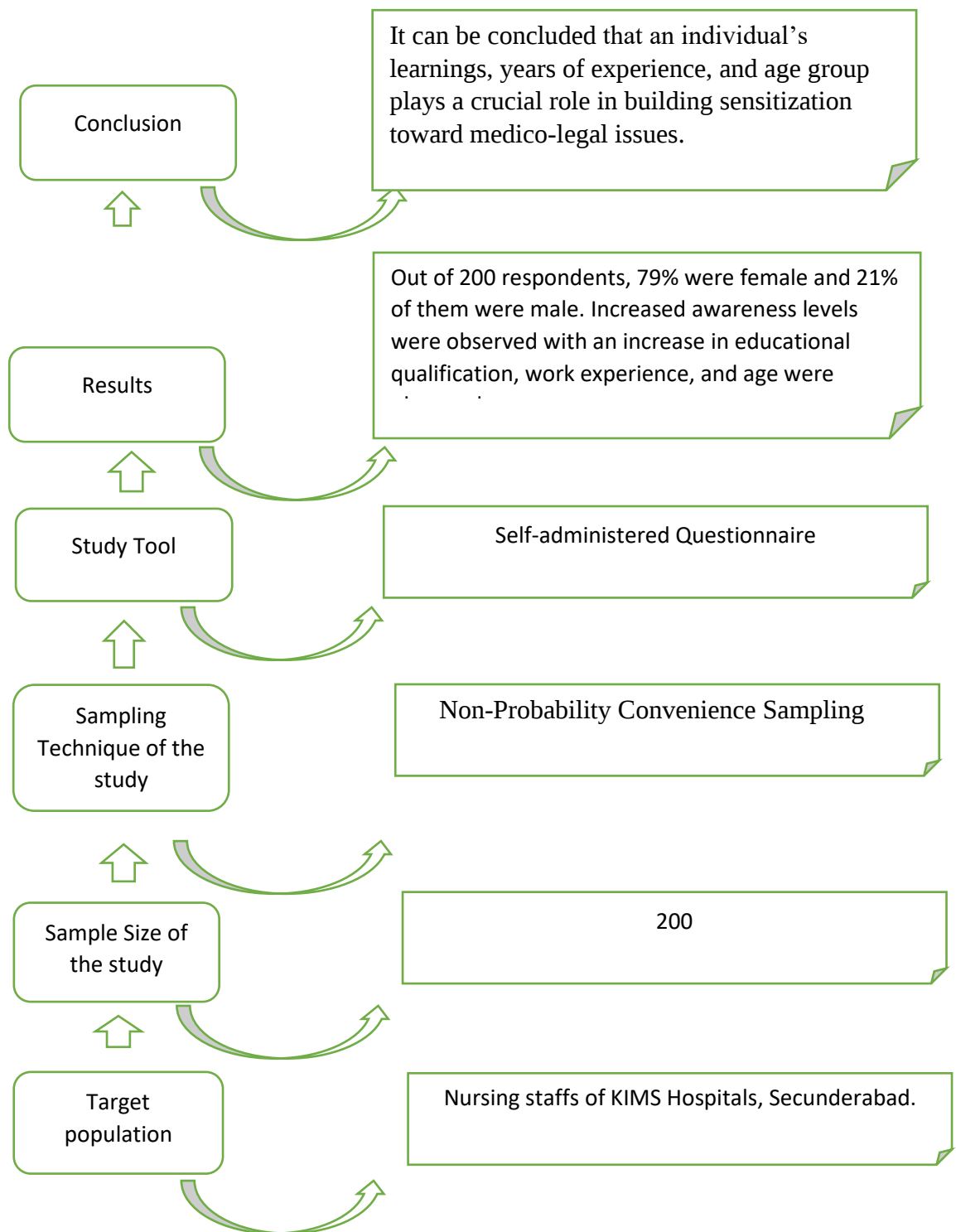
3.8 PROCEDURE FOR DATA COLLECTION:

In April, a self-made questionnaire was made available. After receiving approval from the selected authorized person, data was collected. One hundred staff nurses from the KIMS hospitals in Secunderabad completed the questionnaire. For guaranteed anonymity regarding the data and outcomes, the questionnaire was filled out with anonymous responses.

3.9 ETHICAL CONSIDERATIONS:

Taking ethical issues into account while conducting the study is as important as choosing a suitable research approach and methodology. Since responses from nursing staff and nursing students are used in this study, it was kept into consideration that the approval has been obtained before the start of data collection from the higher authority and nobody was forced to fill out the questionnaire. Anonymous responses were also considered to maintain the confidentiality of the participants. To ensure the quality of the data gathered, the self-administered questionnaire was made substantial, understandable, and well-worded. Also before conducting the study, permission was taken from the higher authorities, and for content validity the questionnaire was circulated only after receiving the final approval form the authorized body of this organization.

3.10 FLOWCHART OF RESEARCH METHODOLOGY



Chapter 4: RESULTS

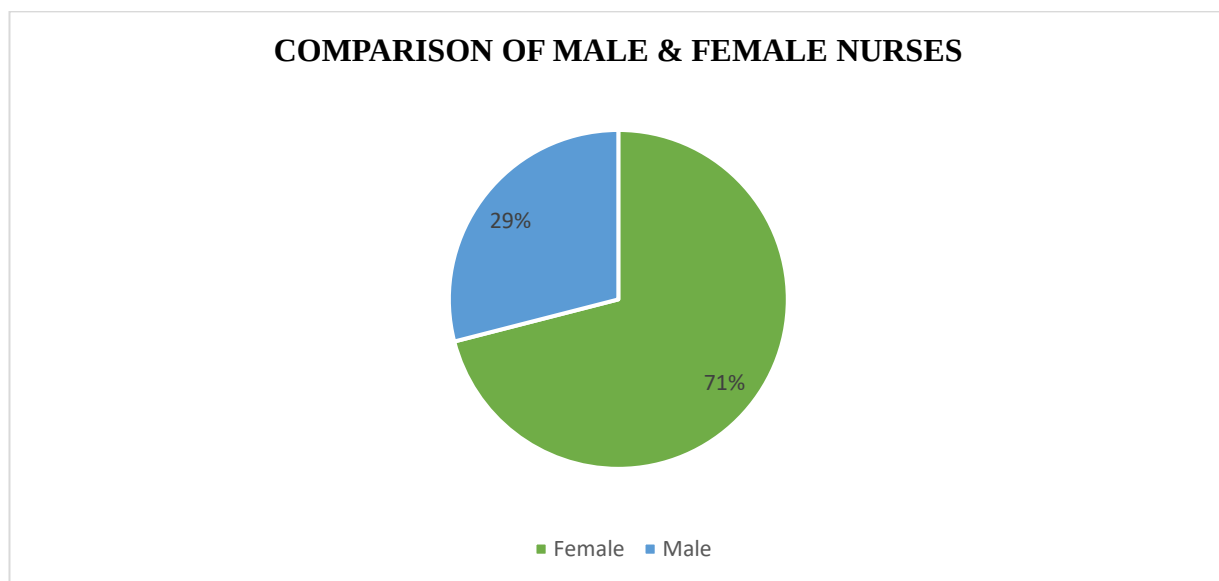


Fig – 4.1: Comparison between the percentage of Male and Female Nurses.

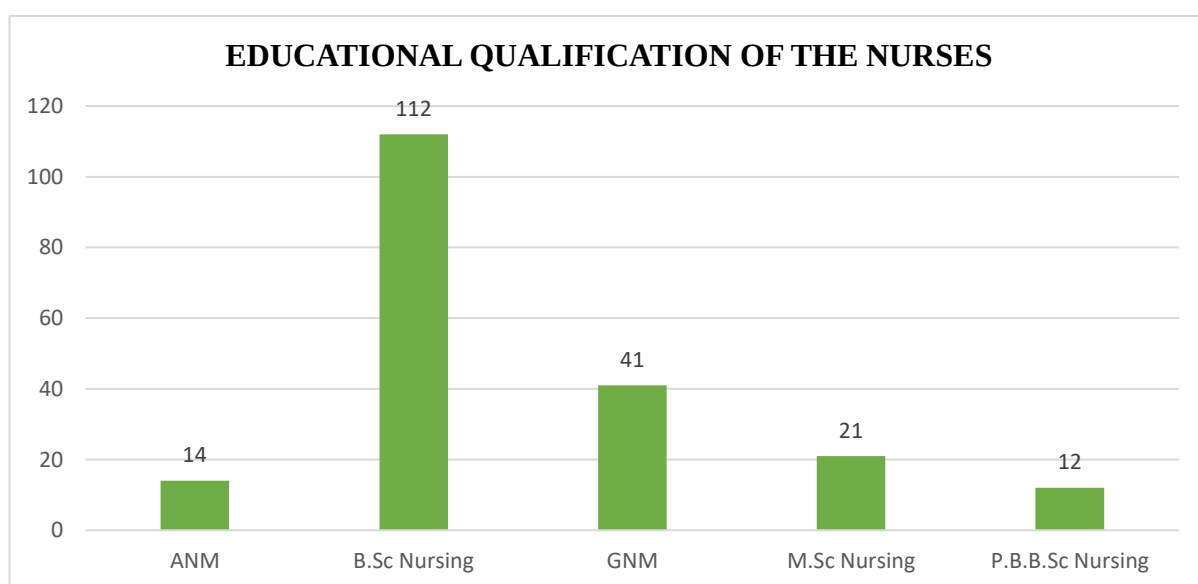


Fig – 4.2: Educational Qualification of the Nurses.

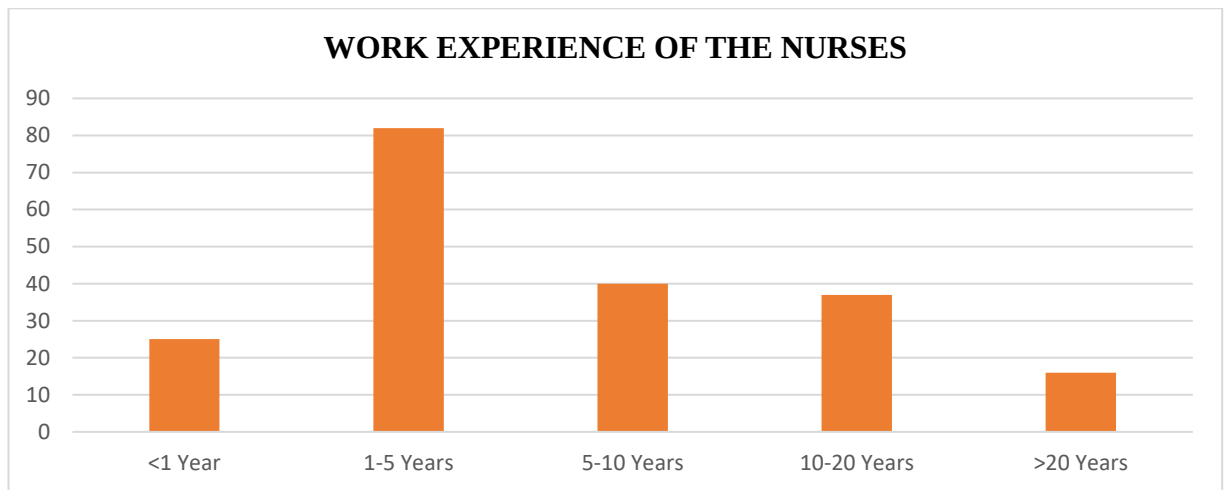


Fig – 4.3: Work Experience of the Nurses.

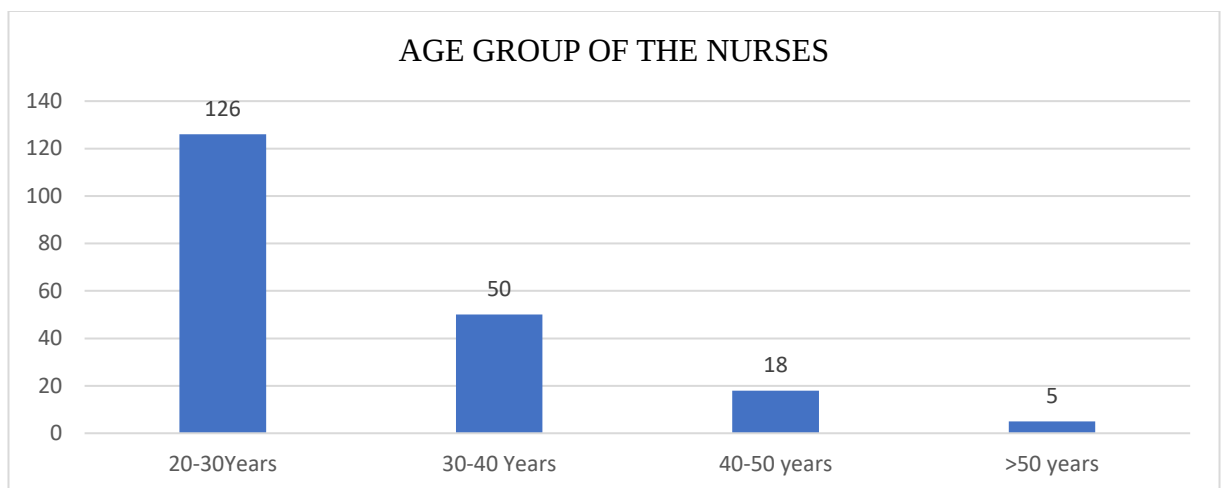


Fig – 4.4: Age group of the Nurses.

Table 4.1: Mean, Standard Deviation, Min, and Max of Variables.

Variable	Obs.	Mean	Std. Dev.	Min	Max
Age	200	29.5	7.845	21	56
Months of Experience	200	80.63	84.258	6	372

Table 4.2: Scores based on Gender.

Gender	Adequate Awareness	Moderately Adequate Awareness	Suboptimal Awareness	Total
Female	81	54	7	142
Male	23	34	1	58
Total	104	88	8	200
Pearson Chi2 = 7.42 Prob = 0.0245				

Table 4.3: Scores based on Educational Qualification.

Educational Qualification	Adequate Awareness	Moderately Adequate Awareness	Suboptimal Awareness	Total
ANM	7	6	1	14
B.Sc Nursing	46	60	6	112
GNM	25	15	1	41
M.Sc Nursing	17	4	0	21
P.B.B.Sc Nursing	9	3	0	12
Total	104	88	8	200
Pearson Chi2 = 17.06 Prob = 0.0295				

Table 4.4: Scores based on Work Experience (In Years).

Work Experience	Adequate Awareness	Moderately Adequate Awareness	Suboptimal Awareness	Total
Less Than One year	7	16	2	25
One to Five Years	23	54	5	82
Five to Ten years	22	17	1	40
Ten to Twenty Years	36	1	0	37
More than Twenty Years	16	0	0	16
Total	104	88	8	200
Pearson Chi2 = 70.40 Prob = 0.0000				

Table 4.5: Scores based on the Age of the respondents.

Age	Adequate Awareness	Moderately Adequate Awareness	Suboptimal Awareness	Total
20 to 30 Years	41	77	8	126
30 to 40 Years	39	11	0	50
40 to 50 years	18	0	0	18
More than 50 years	5	0	0	5
Total	103	88	8	199
Pearson Chi2 = 54.50 Prob = 0.0000				

In this survey, 200 nurses had participated which was 25% of the total Nursing Staffs in this hospital. Out of these 200 respondents, 71% of them were found to be female nurses and rest of them were male(Fig. 4.1) and majority of the respondents have done B.Sc. Nursing(Fig. 4.2). According to Fig. 4.3, most of the nurses who have participated belong to the category who have one to five years of work experience. It was also observed that the nurses in the category of 20 to 30 years of age had mostly filled the questionnaire. The Mean out of the 200 nurses was 29.5 while the Minimum age was 21years and Maximum age of the respondents were found to be 56years. For the analysis based on Months of Experience, Mean was found to be 80.63, Minimum months of experience was of 6 months and Maximum was 372 months which is almost of 31years (Table 4.1). When we applied chi-square for comparison between scores of male and female nurses, it was found that there was a statistically significant ($p < 0.05$). difference among the score of males and females (Table 4.2). A statistically significant ($p < 0.05$) difference between the score of nurses who have pursued ANM, B.Sc. Nursing, GNM, M. Nursing and P.B.B.Sc. Nursing was also observed in this study (Table 4.3).It was also found that the nurses with higher degree of education like M.Sc nursing has adequate level of awareness as compared to that of lower educational qualifications. From Table 4.4, it can be inferred that there was a statistically significant ($p < 0.05$) difference between the score of nurses with less than one year, One to Five Years, Five to Ten years, Ten to Twenty Years and More than Twenty Years of experience. It was also observed that there is a shift in the level of awareness from suboptimal to adequate awareness along with years of experience. Also, when we applied chi-square for the comparison between the age group of nurses and score, it was found to that there was a statistically significant ($p < 0.05$) difference between the score of nurses in the age group 20 to 30 Years, 30 to 40 Years,

40 to 50 years, and more than 50 years (Table 4.5). From this table, it was clearly observed that along with age, the nurses have become more sensitized towards such issues.

Chapter 5: DISCUSSIONS

200 Nurses working at KIMS Hospitals, Secunderabad, took part in the study and majority of them turned out to be female respondents. While conducting this survey, it was observed that most of the participants who willingly participated were 20 to 30 years of age and have work experience of one to five years. Hemant Kumar et al. have done a similar kind of study and it was found that compared to ANM nurses, GNM nurses performed better in terms of having legal awareness and responsibilities. Similarly, it was observed after conducting this study that Nursing staffs with a background of Masters in nursing have more adequate knowledge as compared to that of B.Sc Nursing. Along with the increase in the age of the respondents, a shift from moderately adequate awareness to adequate awareness was observed. It can also be inferred those years of experience plays a crucial role in shifting the level of awareness from suboptimal to adequate awareness.

According to Jagdish Jugtawat et al. in their study, “To assess the knowledge regarding medico legal issues among staff nurses”, explained how the citizen are becoming more aware of the importance of medical professionals' ethical behaviour as internet and social media usage increases. As a result, there are more lawsuits against nurses. So, every nurse needs to be aware of the moral and legal ramifications of clinical practise. Most nurses are not sufficiently knowledgeable about medicolegal issues. To raise their awareness and knowledge of medicolegal issues, they should be required to complete a one-month rotational duty in the forensic medicine department throughout their training. Though in this study, the overall responses of the nurses were good in terms of their level of awareness but, regular training to update the knowledge of the nurses who have lesser work experience and lower educational qualification is necessary to ensure continuous improvement in providing quality healthcare.

Chapter 6: CONCLUSION

Nurses are the primary individuals in charge of providing complete patient care and they require more current understanding to handle medico-legal problems. From this study, it can be concluded that an individual's learnings, years of experience, and age group plays a crucial role in building sensitization towards medico-legal issues. The study was a sincere attempt to evaluate the nurses' awareness of medico-legal matters, and this would act as a reference for the organization to have an idea of their nursing staff's awareness and it also emphasizes the necessity of identifying the nurses who struggle with medico-legal awareness and developing strategies for addressing and improving any shortcomings.

Though these 200 respondents (25% of the total nurses of this hospital) filled up the questionnaire, but depending on these responses, the results and analysis cannot be generalised to the rest 75% of the remaining nurses. To maintain the level of awareness among all the nurses, these are my suggestions:

- The organization should conduct workshops and intensive trainings to guide the nurses regarding their medico-legal obligations.
- After hiring any nurse, during the orientation programs the organization should provide either a soft copy or hard copy of a module related to this.
- During the nursing courses in KIMS, the faculties should use various teaching aids like pamphlets, posters, ppts, etc. to provide better understanding.
- For newly joined nurses, the organization should conduct viva or written MCQ exams, to keep a check on their Medico-legal knowledge.
- The senior nurses should share their knowledge with the junior nurses and should conduct some classes to have a discussion on such topics.
- There should be demo classes for the nurses for more clarity.
- Is important to review the nursing course curriculum in KIMS and look into alternative teaching methods.
- More information about medico-legal issues needs to be included in the curriculum for students.

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ANNEXURE

QUESTIONNAIRE:

Name:

Age:

Gender:

Education:

Designation:

Years of experience:

1. Which of the following laws does medical negligence come under:

- a) Civil Laws
- b) Criminal Laws
- c) Consumer Protection Act
- d) All of these.

2. The unlawful touching of another person without his/her consent is called

- _____
- a. Battery
 - b. Negligence
 - c. Slander
 - d. Malpractice

3. A civil wrong that makes public knowledge of any private or personal information without the person's consent is called _____

- a. Malpractice
- b. Invasion of privacy
- c. False imprisonment

- d. Negligence
- 4. An exam of Assault is:**
 - a. A threat or attempt to injure another person.
 - b. The unlawful touching of another person without his/her consent.
 - c. A spoken statement that damages a person's reputation.
 - d. Unwelcoming sexual advances.
- 5. Which bill safeguards nurses from legal interventions if he/she has helped any accident victim:**
 - a. Good Samaritan Law
 - b. The Consumer Protection Act
 - c. Fair Credit Billing Act
 - d. The Criminal Act, 2013
- 6. Whose responsibility is to keep all the records concerning to patient under lock and key after discharge of the patient?**
 - a. Patient
 - b. Doctor
 - c. Floor Biller
 - d. Nurse
- 7. The issuance of a false statement about another person's reputation which causes that person to suffer harm is known as:**
 - a. Defamation
 - b. Negligence
 - c. Crime
 - d. None of these.
- 8. What are the legal rights of a patient?**
 - a. Right to expect prompt treatment in emergency.
 - b. Right to information on diagnosis, treatment, and medicines.
 - c. Right to seek second opinion.
 - d. All of these.
- 9. The deliberate actions in which the intent is to cause harm to a patient is called:**
 - a. Intentional tort.
 - b. Unintentional tort.

- c. Defamation
- d. None of these.

10. The standard of care that is expected in a specific situation, but the nurse did not observe is known as:

- a. Breach of duty
- b. Harm
- c. Assault
- d. Crime

ANNEXURE

LETTER SEEKING FOR THE PERMISSION TO CONDUCT THE STUDY

From

Sucharita Roy Dakua

MBA Health Management,

IIHMR University,

Jaipur.

Sub: Requesting permission to conduct the study.

Respected Sir/Madam,

This is to let you know that I, Sucharita Roy Dakua, 2nd year MBA Health Management student of IIHMR University, Jaipur, currently working as an Intern in the Corporate Projects department of this hospital. I would like to ask your permission to allow me to conduct a survey among the nurses in your organization. This is in view of my thesis, entitled, **“STUDY ON THE EVALUATION OF NURSES’ AWARENESS ABOUT MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITALS, SECUNDERABAD”**.

I have selected this topic for my Dissertation project, in partial fulfillment of the requirement for the degree of Master of Business Administration in Health Management. Participation is entirely voluntary and there are no known or anticipated risks to participation in this study. All information provided will be kept in utmost confidentiality and would be used only for academic purposes. The names of the respondents will not appear in any thesis or publications resulting from this study unless agreed to.

Your approval to conduct this study will be greatly appreciated. Thank you in advance for your interest and assistance with this project.

Sincerely,
Sucharita Roy Dakua,
MBA 2nd Year,
Health Management,
IIHMR University,
Jaipur.

ANNEXURE

LETTER SEEKING SUGGESTIONS FOR THE CONTENT VALIDITY OF THE TOOL

From

Sucharita Roy Dakua
MBA Health Management,
IIHMR University,
Jaipur.

Sub: Seeking permission for content validity of the research tool.

Respected Sir/Madam,

Warmest greetings!

With due respect I, Sucharita Roy Dakua, 2nd year MBA Health Management student of IIHMR University, Jaipur humbly request you to go through the tool which is to be used for data collection for my survey, **“STUDY ON THE EVALUATION OF NURSES’ AWARENESS ABOUT MEDICO-LEGAL OBLIGATIONS IN KIMS HOSPITALS, SECUNDERABAD”**. I would like your permission to use this questionnaire in my study. The questionnaire is developed in accordance with the research objectives, literature review, and expert advice. There are two sections in the questionnaire, Section A which includes Itemized sociodemographic information (Age, gender, education and years of experience) and Section B consists of Medico-legal awareness related 10 questions. Participation is entirely voluntary and there are no known or anticipated risks to participation in this study. The names of the respondents will not appear in any thesis or publications resulting from this study unless agreed to.

Please find the attached document to go through the tool and let me know your suggestions.

Thanking you,

Sincerely,
Sucharita Roy Dakua,
MBA 2nd Year,
Health Management,
IIHMR University,
Jaipur.

ANNEXURE

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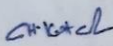
TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Ms. Sucharita Roy Dakua**, ID No: 90402949 has undergone the **Internship** in the department of **Corporate Projects** at **Krishna Institute of Medical Sciences** from **27-02-2023** to **26-05-2023**. During the course of her work, found to be good.

We wish her all the best for her future endeavors.

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For Krishna Institute of Medical Sciences Ltd.


Koteswara Rao CH
Sr. Manager - HR
KIMS Groups of Hospitals



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