



Dissertation PPT

Barnali Roy
1089 Hospital management



**AWARENESS OF PATIENT RIGHTS AMONG IMPATIENT OF A TERTIARY CARE
HOSPITAL**

Introduction

- The preservation of patients' rights is not ensured by the passage of a regulation. The fundamental guidelines for behaviour between patients and medical professionals, as well as the organisations and individuals who promote them, are known as patient rights. In order to create a clear system of communication with patients and their families, policies and procedures must be developed. These include defining patient rights and responsibilities, identifying difficult situations to improve communication skills, developing communication protocols to handle these difficult situations, sensitising and training all healthcare providers about these requirements, and outlining unacceptable behaviour and informing the staff about it. Treating patient information as private is one of the rights of both patients and their families.
- Patients' and families' rights include maintaining the privacy of patient information, treating patients with respect and dignity without regard to their illness, age, religion, or gender, and providing them with information about potential complications. They also have the right to access patient records.

- Patients are among the most vulnerable people in society, making patient rights an essential human right. Patient rights are crucial building blocks for delivering quality healthcare and advancing moral medical practises. As a result, upholding patient rights is seen as a crucial issue in efforts to improve the quality of healthcare services and as a key component of establishing clinical service standards.
- Patient awareness of their own rights, this not only can increase the patients' dignity by enabling them to participate with doctors in decision-making responsibilities, but also can increase the quality of health care services, reduce costs and decrease the length of hospital stays. Therefore, assessment of patients' awareness of their rights is of utmost importance.

RESEARCH QUESTIONS:

- What are the factors that are affecting the patients' awareness about their rights?
- What is the awareness of patient rights from a patient perspective to meet the requirement for NABH standard?

OBJECTIVES:

- To assess the level of knowledge of patients regarding patient rights.
- To assess the patients' awareness of their rights, the predictors of knowledge of patients' rights and the degree of adherence to these rights by the medical team from the patients' perspective.
- Factors affecting the patients' awareness about their rights and hospital's contribution patient education, to recommend practices to meet the requirements for the NABH standard.

MATERIAL AND METHODS:

- **STUDY DESIGN:** Descriptive cross-sectional study.
- **SETTING:** Mission Hospital in Durgapur, West Bengal Durgapur.
- **STUDY POPULATION**
 - **Inclusion criteria:** IPD patient, Patient going on discharge.
 - **Exclusion criteria:** DAMA,LAMA patient
 - **Study tools:** Questionnaire
 - Secondary data was collected through: Text Books, Websites
- **DURATION OF STUDY:** March 21- June 18,2022
- **SAMPLE SIZE:**60 Patients
- **SAMPLING TECHNIQUE:** Random sampling technique. This was implemented by giving questionnaires(bilingual language) to each patient in general ward.

DATA COLLECTIONPROCEDURE:

- **DATA COLLECTION PROCEDURE:** Primary Data is collected using questionnaire and secondary data would be collected from internet, websites, books and journal article. Patients were interviewed during their hospital stay. Descriptive cross-sectional survey will be conducted through close ended questions and carried out. Questionnaire consists of 16 questions (Draft attached).
- **OPERATIONAL DEFINITIONS:**
- Inpatient Dept- An inpatient department or IPD is a unit of a hospital or a healthcare facility where patients are admitted for medical conditions that require appropriate care and attention. It will include general male and female ward. General VIP room for patients.
- **DATA ANALYSIS PLAN:** Chi square was done to analyze the relationship between knowledge of the patient and geographic region of the patient
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ETHICAL CONSIDERATIONS:

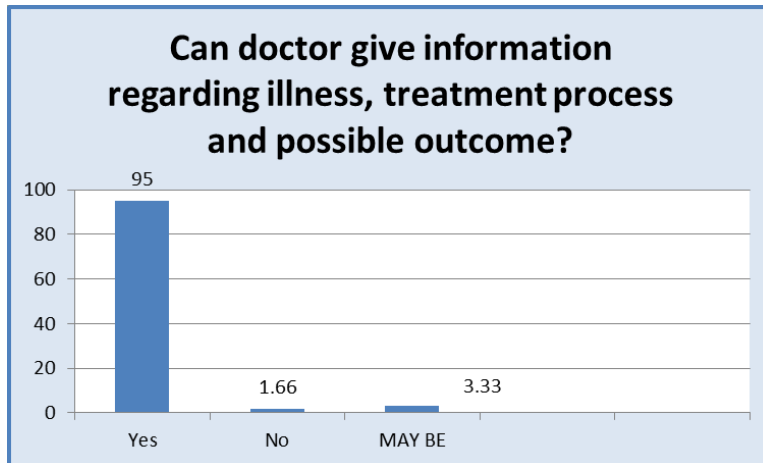
- Confidentiality of the data and anonymity of the patients will be strictly maintained through a code number on the questionnaire. Informed consent were obtained from all the study participants. Appropriate measures would be stated to ensure data security, privacy, and confidentiality. Data collected would be for the project purpose. Information which will be received will not be misused.

IMPLICATIONS OF RESEARCH:

- Patient education helps patient with learning and understanding of his/her diagnosis and treatment, gaining active self-care attitude and getting rid of feeling weakness due to illness. When patients are aware of their own rights, this not only can increase the patients' dignity by enabling them to participate with doctors in decision-making responsibilities, but also can increase the quality of health care services, reduce costs and decrease the length of hospital stays.

Results

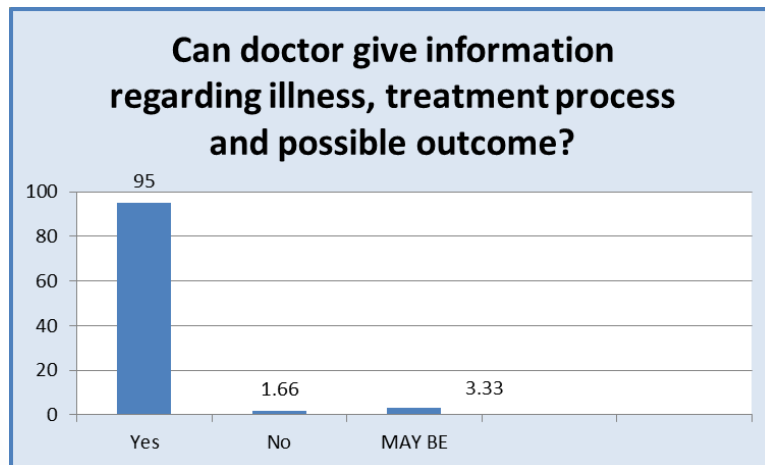
- The results of the following study are depicted in a graphical representation, which are explained in following way



- It was observed that the awareness level regarding patients' awareness of their right regarding getting respect irrespective of caste or culture was highest among patients. Out of 60 patients 52 patients have good knowledge.

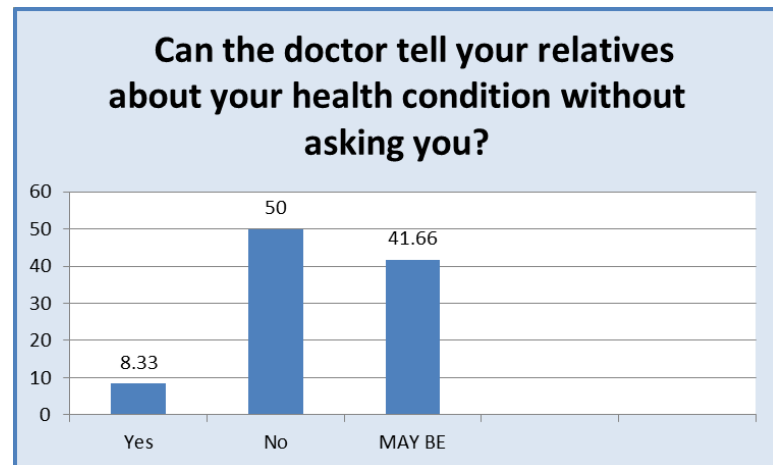
2.Can doctor give information regarding illness, treatment process and possible outcome?

- It was observed that out of 60 patient 57 of them knows about the treatment process and possible outcomes.

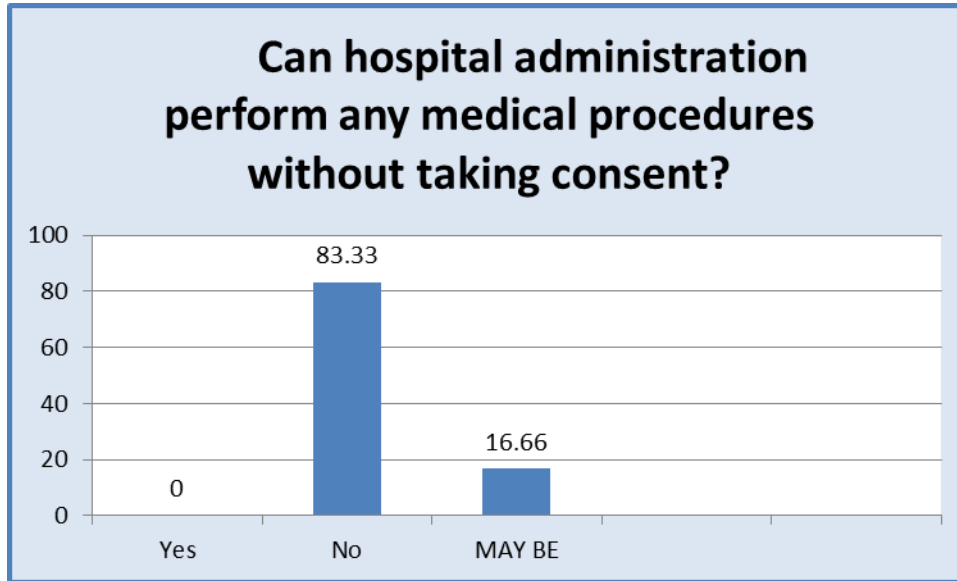


3.Can the doctor tell your relatives about your health condition without asking you?

- It was observed that out of 60 patient 50% of them have idea about it and rest 41.66 is confused about it.

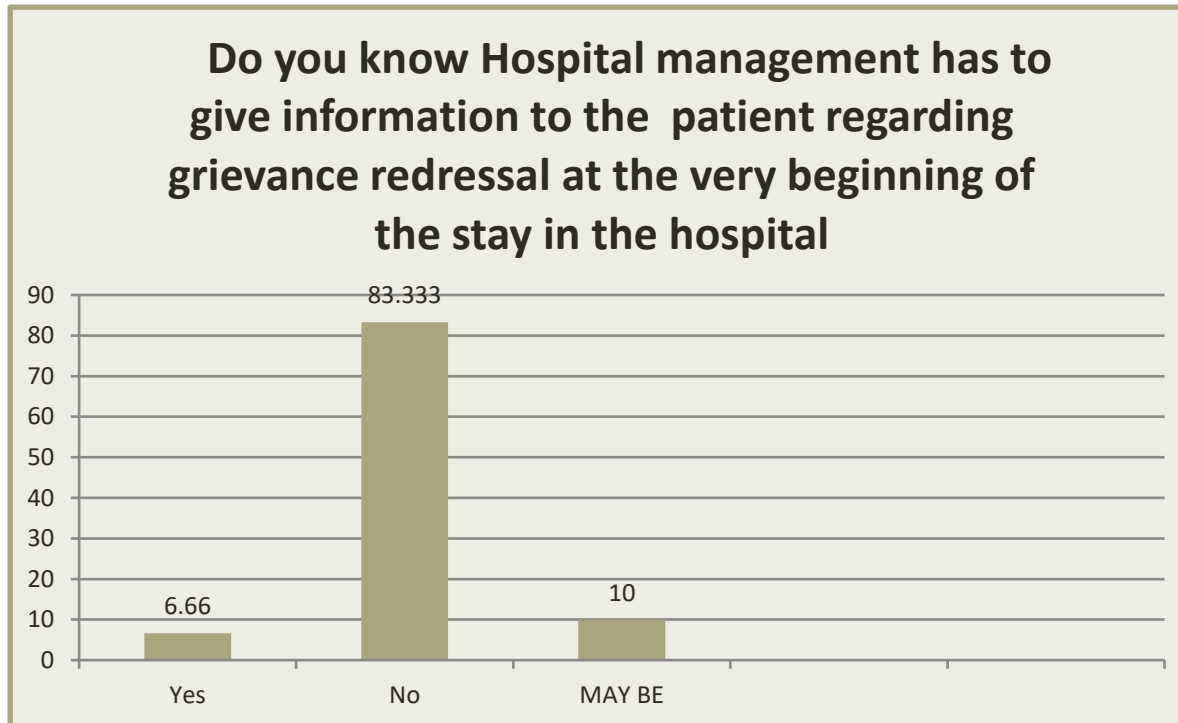


4.Can hospital administration perform any medical procedures without taking consent?



It was observed that patients have good knowledge regarding consent.Out of 60 Patients 83.3% of them knows about it.

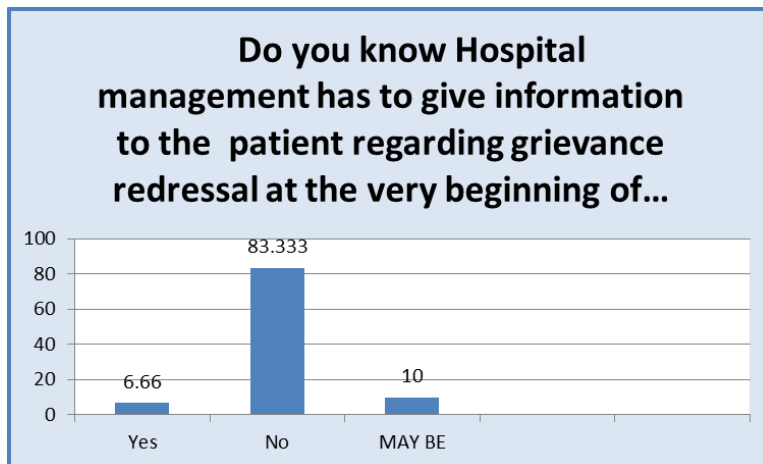
4. Do you know Hospital management has to give information to the patient regarding grievance redressal at the very beginning of the stay in the hospital



It was observed that patient don't have good knowledge about grievance redressal at the very beginning of admission in hospital.

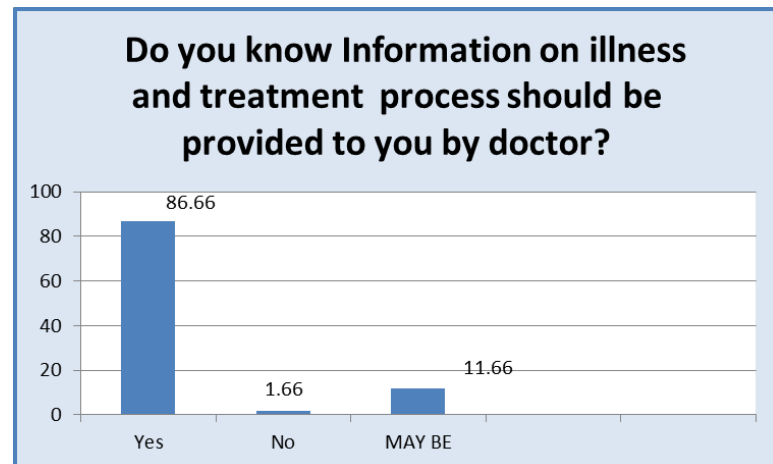
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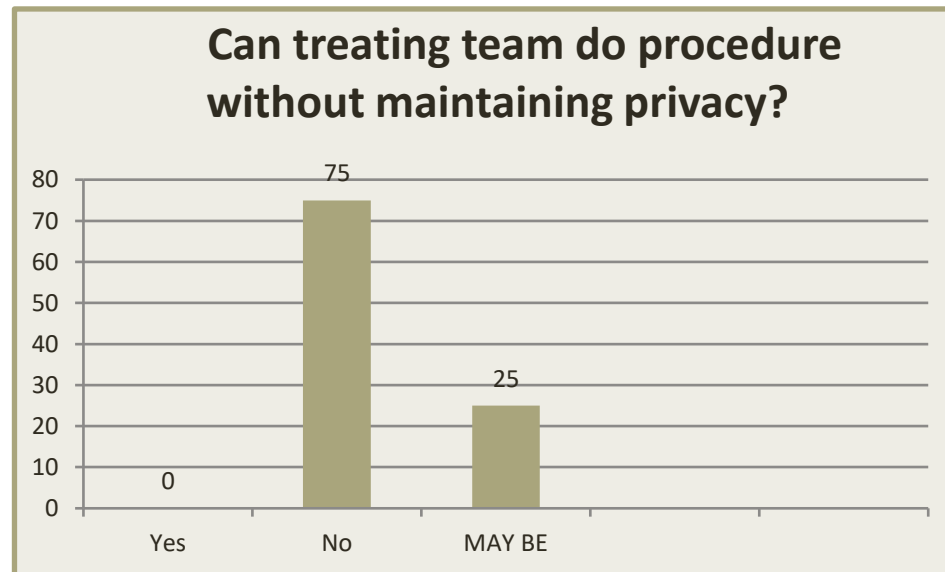


6. Do you know Information on illness and treatment process should be provided to you by doctor?

- It was observed that 86.66 patient knows information on illness and treatment process that will be provided by doctor.



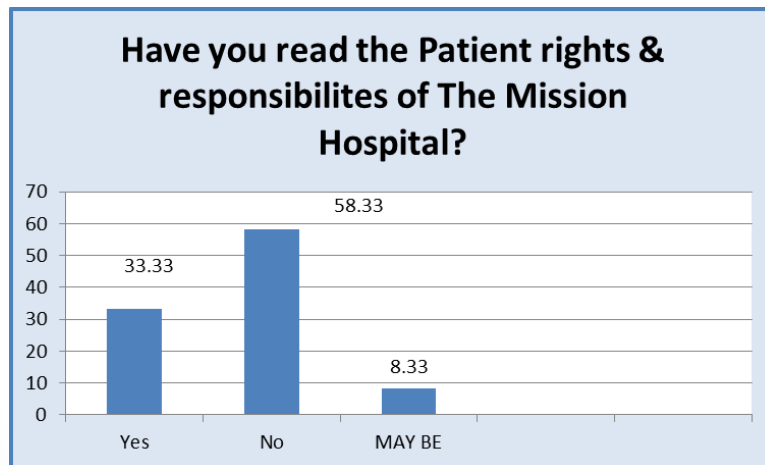
7. Can treating team do procedure without maintaining privacy



It was observed that maximum patient has knowledge about it and rest of them were confused about it

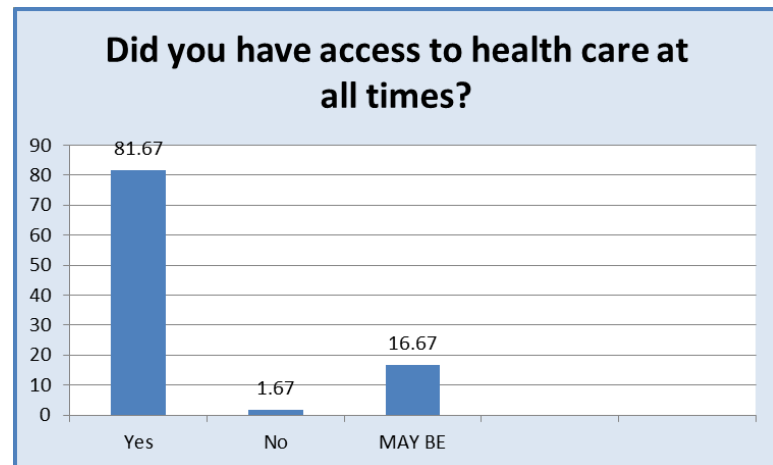
8) Have you read the Patient rights & responsibilities of The Mission Hospital from poster?

- It was seen out of 60 patient maximum of them hadn't read about patient rights and responsibilities.

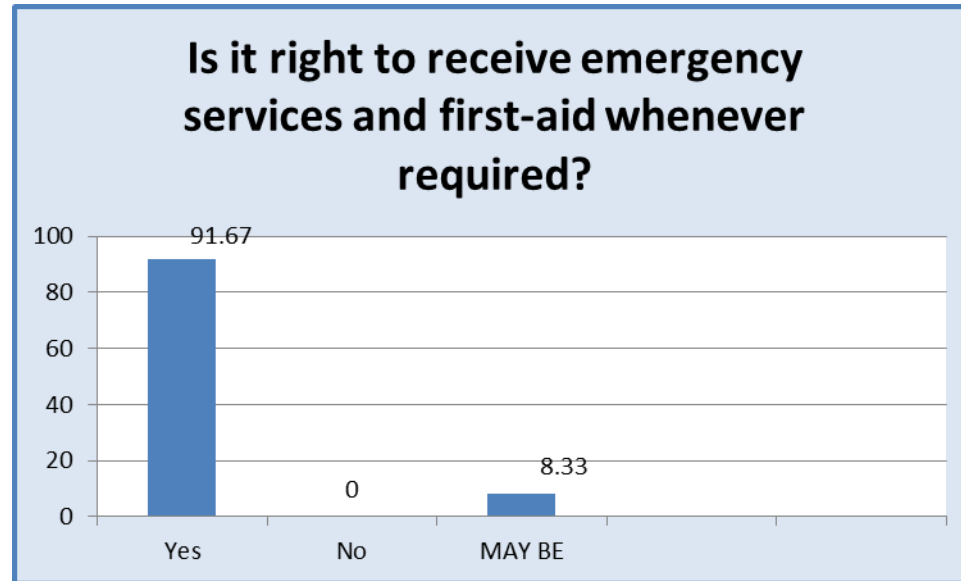


9 Did you have access to health care at all times?

- It was seen out of 60 patient of them had accessed to health care all times.



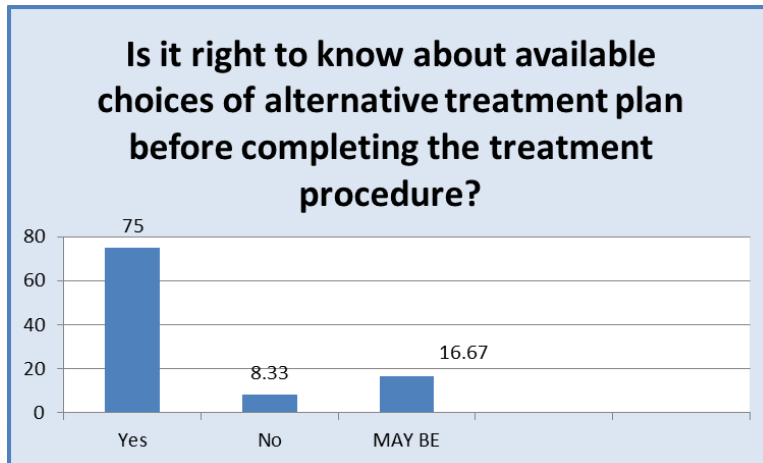
10. Is it right to receive emergency services and first-aid whenever required?



It was observed that 91.666 patient have good knowledge about it.

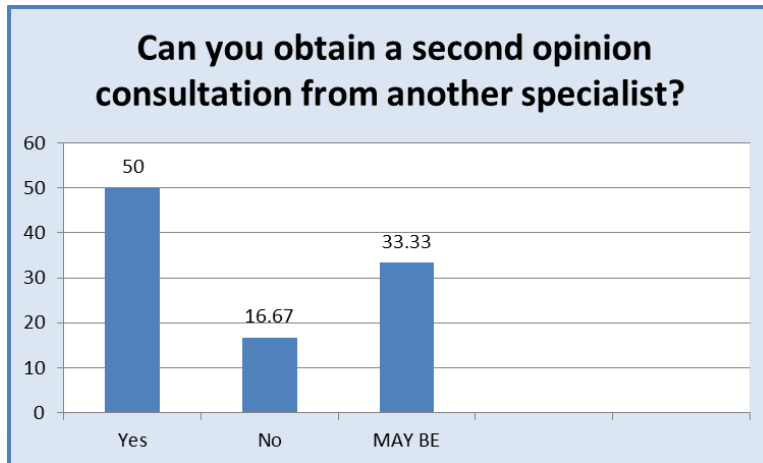
11. Is it right to know about available choices before completing the treatment plan?

- It was observed that 75% of patient have good knowledge regarding to it.



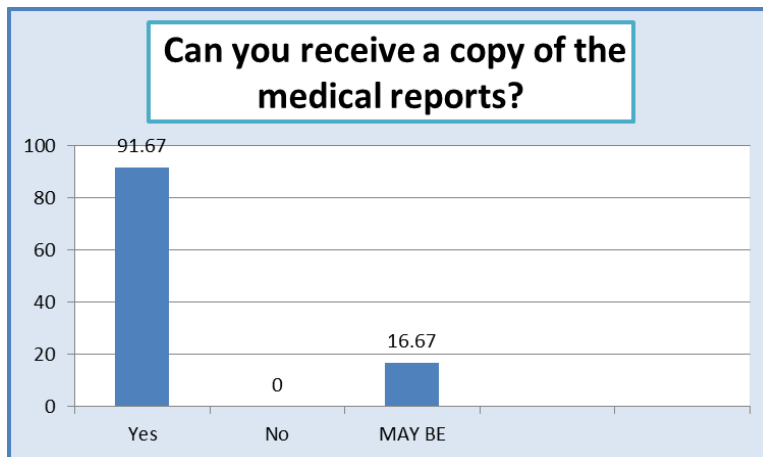
12. Can you obtain a second opinion consultation from another specialist?

- It was seen that 33 percent of patient are confused about it



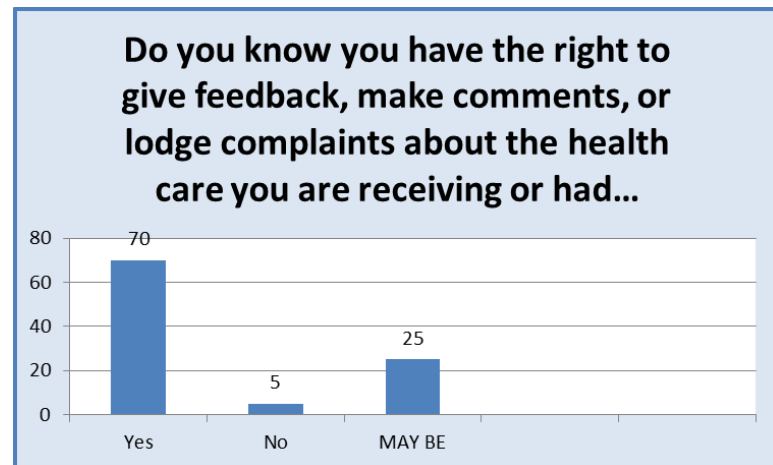
13. Can you receive a copy of the medical reports?

- It was observed that patients have good knowledge about it.

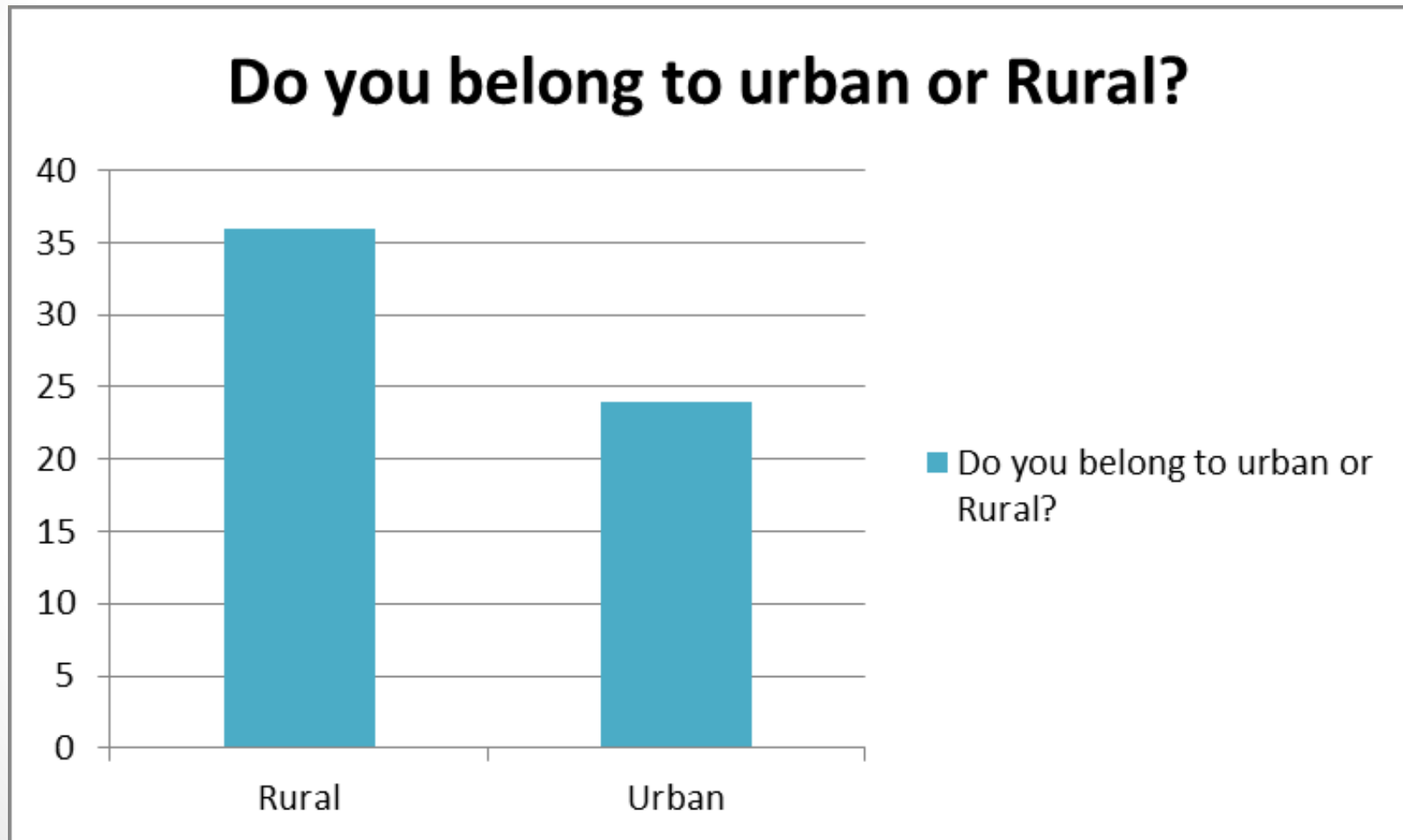


14 .Do you know you have the right to give feedback, make comments, or lodge complaints about the health care you are receiving or had received from a doctor or hospital.

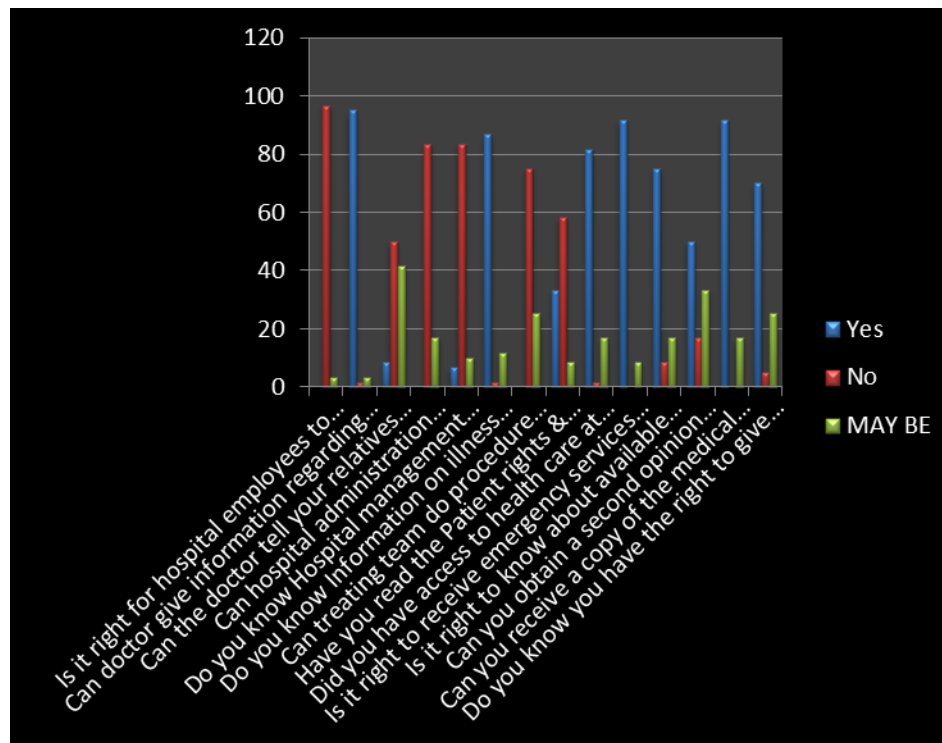
- It was observed that out of 60 patient 40 (70%)of patient knows about it .



15.Do you belong to urban or Rural?



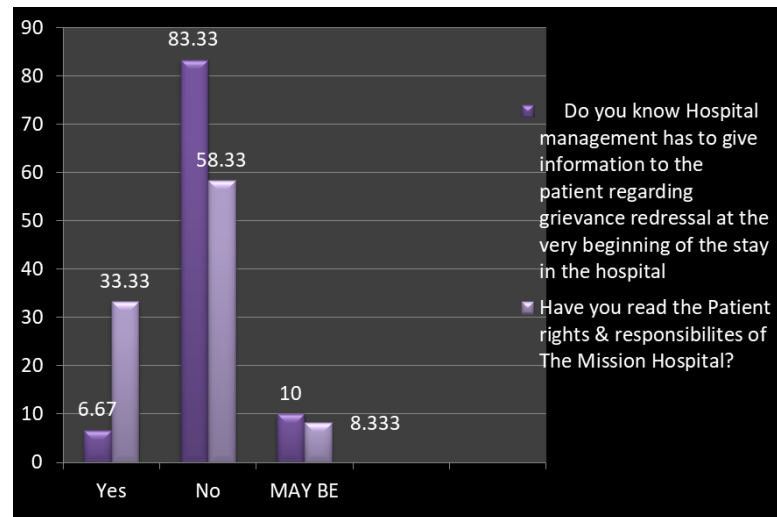
4.17 Question Wise Percentage Awareness.



It was seen according to the question wise pattern, maximum awareness was seen for question number 1,2,4,9,6,7,10,12
Confused 3,12

4.18Lowest Awareness

- Questions with an awareness level lower than 50 percent was seen for Question numbers 5 and 8.
- **Chi square was done to see whether there is a relationship between Geographic region and level of knowledge of Patients.**



4.19 Correlation between Geographic Region And level of Knowledge of patient regarding reading the charter of patient rights and responsibilities.(Which has low Knowledge)

High- Good knowledge

No knowledge –No knowledge

Partial knowledge–In the questionarrie May be option

Discussion

- Average awareness level was observed with question-wise analysis which was done to observe awareness of patient rights among patient .More than 33% patients are confused whether they can obtain second opinion from other specialist or not and about whether hospital management can tell relatives about his/her condition without asking him/her.
- About 58.33 percentage of patients didn't know there is a charter of Patients Rights.Majority interviewed told that they did not know hospital management has to give information to the patient regarding grievance redressal at beginning of stay in the hospital.
- Chi Square was used to analyze whether there is a relationship between knowledge of patient right and patient is from urban or Rural.

LIMITATION

- **The present study has following limitations**
- Only the patient who wanted to fill the questionnaire
- This study relied on the patients' mood during filling the questionnaire

CONCLUSION

- The study was taken to assess the level of knowledge of patient regarding their rights. In order to achieve the objectives of the study, descriptive analysis was adapted for this study. The data was collected from 60 respondents by a structured questionnaire. Random Sampling technique was used to select the sample. A structured questionnaire was used to know the knowledge of patient regarding their rights. Chi square was done to analyse whether there is a relationship between knowledge of patients and geographic region of the patient.
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- **The conclusion drawn on the basis of the findings of the study includes**
- The average knowledge level of the patient was substantially average .
- About 58.33 percentage of patients didn't know there is a charter of patient Right.
- Majority interviewed told that they did not know hospital management has to give information to the patient regarding grievance redressal at beginning of stay in the hospital.
- Only 50% of patient knows that they have the right to obtain second opinion from another specialist.
- It was found there is a significant relationship. Which proves that people from rural region have low knowledge regarding patient rights compare to urban.
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- of the patient will help hospital management to communicate with the patient and give them information regarding patient rights.

Recommendation

- Patient should be informed verbally of their rights and that a patient charter is available.
- Training and proper classes should be conducted about patient rights to employees so that they can give information to patient regarding it.
- Posters, pamphlets, books, and educational programmes can be useful in this regard.
- Health care providers should place more emphasis on increasing the patients' awareness about their rights and involve them in making decisions regarding their treatment choices
- Since both urban and rural residents utilise social media these days, so this can be used to inform patients about their rights.
- Knowledge about the patient Geographic region



Thank You