

# Nurses' Perception toward Patient's Rights

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**Abstract:** Back ground: Patient's rights are an important issue for achieving quality in health care so American Hospital Association sets twelve main items of patient's rights and obligated health care providers to interest and apply them.

**Subjects and Methods:** Descriptive design was used to assess nurses' perception toward the patient's rights at Mansoura General Hospital. Subjects all staff nurses working at Mansoura General Hospital with total number (n=268). Data collected through one tool which includes two parts: first part was personal characteristics; and the second part was patient's bill of rights Questionnaire Sheet.

**Results:** The study findings that most of nurses perceived patient's rights.

**Conclusion:** The findings of this study indicated that nurse's perceived patient's rights. The training programs and courses are important for increasing nurses' perception toward the patient's rights.

**Recommendations:** The study recommended that hospital administration should increase nurse's knowledge and perception through courses and training programs about patient's rights.

**Keywords:** Nurses, Perception, Patient Rights.

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## 1. INTRODUCTION

Patients' rights are integral components of human rights. They promote and sustain beneficial relationships between patients and health care providers. The role of patients' rights, therefore, is to reaffirm fundamental human rights in the health care context according patients humane treatment. Furthermore, the need to protect and promote the dignity, integrity, and respect of all patients is now widely accepted. To this end, the World Health Organization (WHO) predicts that the articulation of patient rights will in turn make people more conscious of their responsibilities when seeking and receiving or providing health care and this will ensure that patient-provider relationships are marked by mutual support and respect [1]. Ideally, this would guarantee the patient the right to autonomy, free expression, self-determination, information, personalized attention, and non-discrimination [2].

Patient rights are defined as legal and ethical issues in the provider-patient relationship, including a person's right to privacy, the right to quality medical care without prejudice, the right to make informed decisions about care and treatment options, and the right to refuse treatment [3]. Patient right reflects the patient's acceptance to participate in care with an emphasis on his or her autonomy. A hospital can't violate these rights, which setup the relationships between the client, system and providers [4].

According to Baillie (2007) there are acts that would make patients feel comfortable; these included use of humor, reassurance, friendliness, and professionalism [5]. While there are other similar dignity-promoting acts including explanations, giving information, offering choices, gaining consent, and promoting independence [6].

Patients' rights vary in different countries depending on the prevailing local cultural and social norms. Therefore to provide ethical healthcare, it is important to consider patients' rights as mentioned in different patients' bills of rights or charters published in each country. Cultural differences, however, play an important role in individual attitudes and perceptions of rights in general and patients' rights in particular [2].

The need to recognize, guarantee, and practice patients' rights has been reaffirmed through the ratification of international documents such as the Universal Declaration of Human Rights and the International Covenant on Civil and Political Rights. Research findings, however, indicate that nurses routinely engage in acts that hamper the realization of patients'

rights. This renders patients less empowered to participate actively in the nursing experiences. For instance, in Western Australia, it's founded that nurses considered patient involvement in their own care as an interference in the nurse's duties, and that the majority of nurses were unwilling to share their decision-making powers with patients [7].

**Aim of the study:** The study aimed to assess nurses' perception toward the patient's rights at Mansoura General Hospital.

**Research questions:**

-What is the level of Nurses' Perception toward Patients' Rights?

-Is there relation between Nurses' Perception toward Patients' Rights and their demographic characteristics?

## 2. SUBJECTS AND METHODS

**Research Design:** Descriptive design was utilized.

**-Setting:** The study was conducted at Mansoura General Hospital (MGH), affiliated to Ministry of Health (MOH).

**-Subjects:** Subjects of the present study included all staff nurses at (MGH) available at data collection (n=268).

**Tool of data collection:**

Data was collected by using Patient's bill of rights Questionnaire Sheet .It includes two parts:

**Part I:** personal characteristics of the study subjects as; age, qualification, years of experience, marital status and attending training courses.

**Part II:** patient's bill of rights Questionnaire Sheet: This part aimed to identify staff nurses' perceptions towards patients' rights .The tool developed by Gaber (2013) [8]. It included 116 items divided under twelve main items of the patient's bill of rights as follows:

1-The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment and responsibility (10 items)

2-The patient has the right to have consideration and respectful care. (32 items)

3-The patient has the right to obtain information concerning diagnosis and treatment. (19 items)

4-The patient has the right to make decision about the plan of care prior to and during the course of treatment and to refuse treatment to the extent permitted by law. (9items)

5-The patient has the right to have an advanced directive, concerning treatment plan. (6 items)

6-The patient has the right for privacy consideration and safety environment. (6 items)

7-The patient has the right to expect that all communications and records pertaining to his care will be treated confidentially by the hospital. (4 items)

8-The patient has the right to review the records pertaining to his medical care and to have the information explained as necessary. (3 items)

9-The patient has the right to answer his request by orderly method. (8items)

10-The patient has the right to ask and be informed of the existence of business relationships among the hospital educational institutions and other health care providers or payers that may influence the patient's treatment and care (2 items)

11-The patient has the right to agree/disagree to participate in proposed research studies. (10 items)

12-The patient has the right to expect a reasonable continuity of care as appropriate. (7 items)

**Scoring System: [8]**

Response were measured on a three point likert scale (two- one- zero)

-Perceived when Total score is 85% or more.

-Uncertain when Total score is 60% to less than 85%.

-Not perceived when Total score is less than 60%.

**Methods of data collection:**

-Ethical Consideration:-Before commencing the study, ethical approval was granted from the research ethics committee in which the study took place. The researcher ensured that the correct procedures were undertaken concerning informed consent, autonomy, anonymity and maintenance of the subjects of confidentiality.

- An official permission to conduct the study was obtained from the manager of hospital and administrator of training department at Mansoura General Hospital.

-Tool of data collection were translated into Arabic, and tested for its content validity and relevance by a jury consisted of five professors from Mansoura University and accordingly the necessary modification was done.

-The reliability for the tool was done using alpha coefficient to measure the internal consistency reliability of the tool and it was (.77).

-A pilot study was carried out on (27) nurses from different departments in Mansoura General Hospital, to evaluate the clarity and applicability of the tool and necessary modifications were done based on their responses and excluded from the total sample.

-An informed consent for participation in the study was secured from the entire study sample. Participation in the research is voluntary. Each participant may decide to stop completing the study and withdraw at any time without consequence.

- **Statistical Design:** The collected data were analyzed and the results were tabulated by using statistical package for social science (SPSS). Data were presented using descriptive statistics in the form of frequency, percentage (%), mean and standard deviation. The confidence interval level chosen for the study was 95%.

- Test of significance was used to compare study groups using chi-square test ( $X^2$ ), statistically significant was considered at P- value less than 0.05.

- Pearson correlation analysis was used for assessment of interrelationship among quantitative variables and scores, to assess the relationship between nurses' perception as dependant variable and nurses' age, years of experience, qualification categories, marital status and courses as independent variables.

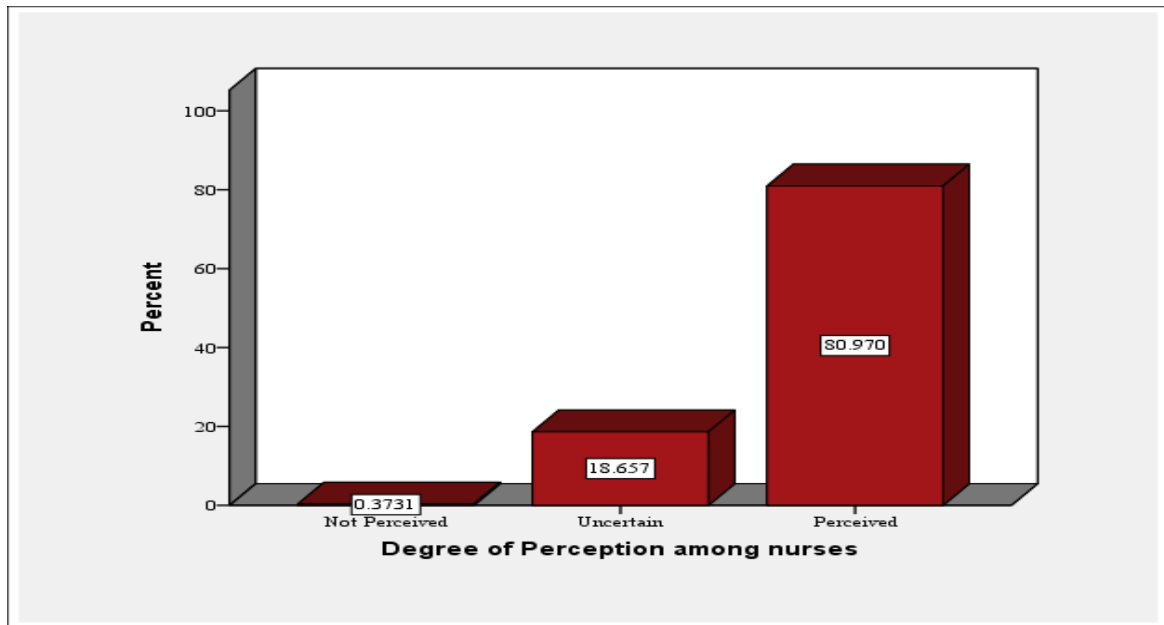
**3. RESULTS****Table I: Personal Characteristics of studied Nurses (n=268)**

| Items   | No       | %    |
|---|----------|------|
| <b>Age (in years):</b>                                    |          |      |
| 20- < 30  | 175      | 65.3 |
| 30 -< 40 _  | 72       | 26.9 |
| 40 +  | 21       | 7.8  |
| Total (mean ± SD)   | 29 ± 6.6 |      |
| <b>Level of education:</b>                                |          |      |
| Nursing School Diploma                                    | 71       | 26.5 |
| Nursing Institute Diploma                                 | 36       | 13.5 |
| Nursing Bacculrate Degree                                 | 161      | 60.1 |
| <b>Years of experience:</b>                               |          |      |
| < 10  | 192      | 71.6 |
| 10-< 20   | 51       | 19.1 |
| 20 +  | 25       | 9.3  |
| <b>Marital status:</b>                                    |          |      |
| Single  | 36       | 13.4 |
| Married   | 223      | 83.2 |
| Widowed   | 9        | 3.4  |
| <b>Attending training program about patient's rights:</b> |          |      |
| Yes   | 211      | 78.7 |
| No  | 57       | 21.3 |

**Table 1 shows Personal Characteristics of nurses at Mansoura General Hospital.** According to the table, the mean age of nurses was 29 ± 6.6, majority of nurses had age ranged from (20 -< 30) years (65.3%). More than half of study subject had Nursing Bacculrate Degree. (60.1%) Approximately two third of them had experience less than 10 years (71.6%). Majority of nurses (83.2%) were married. The majority of nurses attending training program about patient's rights (78.7%).

**Table II : Nurses' perception toward the patient's rights (n=268)**

| Perception degree                                   | No  | %    |
|---|-----|------|
| Perceived when total score is 85% or more           | 217 | 81   |
| Uncertain when Total score is 60% to less than 85%. | 50  | 18.7 |
| Not Perceived when Total score is less than 60%.    | 1   | 0.4  |

**Figure 1 : Nurses' perception toward the patient's rights (n=268)**

**Table II& Figure 1:** shows nurses' perception toward the patient's rights. According to the table, the majority of nurses perceived the patient rights (81%) While only one nurse not perceived the patient rights (0.4%).

**Table III: Total score of nurse's perception toward patient's rights (n=268)**

| Total nurse's perception toward patient's rights  | Total score |
|---|-------------|
| Nurses' perception toward patient's right to be informed of the hospital policies and practices that relate to patient care, treatment and responsibility   | 18 ± 2.1    |
| Nurses' perception toward patient's right to have consideration and respectful care   | 59.1 ± 4.6  |
| Nurses' perception toward patient's right to obtain sufficient information concerning diagnosis and treatment   | 34.3 ± 3.9  |
| Nurses' perception toward patient's right to make decision about the plan of care prior to and during the course of treatment to the extent permitted by law  | 15.2 ± 2.8  |
| Nurses' perception toward Patient's right to have an advanced directive, concerning treatment plan  | 11 ± 1.4    |
| Nurses' perception toward patient's right to privacy consideration and safety environment   | 11.8 ± 0.6  |
| Nurses' perception toward patient's right to expect that all communications and records pertaining to his care will be treated confidentially by the hospital   | 7.8 ± 0.6   |
| Nurses' perception toward the patient's right to review the records pertaining to his medical care and to have the information explained as necessary   | 5.4 ± 1     |
| Nurses' perception toward the patient's right to be answered for his request by orderly method  | 14.1 ± 2    |
| Nurses' perception toward the patient's right to ask and be informed of the existence of business relationships among the hospital educational institutions and other health care providers or payers that may influence the patient's treatment and care | 3.7 ± 0.5   |
| Nurses' perception toward the patient's right to agree/disagree to participate in proposed research studies   | 18.5 ± 2.5  |
| Nurses' perception toward the patient's right to expect a reasonable continuity of care as appropriate  | 13.4 ± 1.1  |

**Table III shows total score of nurse's perception toward patient's rights.** According to the table, Nurses' perception toward patient's right to have consideration and respectful care has the highest total score ( $59.1 \pm 4.6$ ), While Nurses' perception toward the patient's right to ask and be informed of the existence of business relationships among the hospital educational institutions and other health care providers or payers that may influence the patient's treatment and care has the lowest total score ( $3.7 \pm 0.5$ ).

**Table IV: Relation between Nurses' perception toward the patient's right and their age (n=268)**

| Degree of perception | Age group     |      |               |      |           |     | Sig.                     |
|----------------------|---------------|------|---------------|------|-----------|-----|--------------------------|
|                      | 20-<30(n=175) |      | 30- <40(n=72) |      | 40+(n=21) |     |                          |
|                      | No            | %    | No            | %    | No        | %   |                          |
| Perceived            | 134           | 76.6 | 62            | 86.4 | 21        | 100 | $X^2 = 11.8$<br>P= 0.01* |
| Uncertain            | 41            | 23.4 | 9             | 12.5 | 0         | 0.0 |                          |
| Not perceived        | 0             | 0.0  | 1             | 1.4  | 0         | 0.0 |                          |

(\*) Statistically significant at p value <0.05

**Table IV shows relation between nurses' perception toward the patient's right and their age.** According to the table, all of the study sample with age (40+) are more perceived toward the patient's rights with percent (100%) while more than two third of nurses with age ranged from (30- <40) perceived toward the patient's rights (86.4%).

**Table V: Relation between Nurses' perception toward the patient's right and their year of experience (n=268)**

| Degree of perception | years of experience |      |               |      |           |     | Sig.                     |
|----------------------|---------------------|------|---------------|------|-----------|-----|--------------------------|
|                      | <10(n=192)          |      | 10- <20(n=51) |      | 20+(n=25) |     |                          |
|                      | No                  | %    | No            | %    | No        | %   |                          |
| Perceived            | 149                 | 77.6 | 43            | 84.3 | 25        | 100 | $X^2 = 12.4$<br>P= 0.01* |
| Uncertain            | 43                  | 22.4 | 7             | 13.7 | 0         | 0.0 |                          |
| Not perceived        | 0                   | 0.0  | 1             | 2    | 0         | 0.0 |                          |

(\*) Statistically significant at p value <0.05

**Table V shows relation between nurses' perception toward the patient's right and their year of experience.** According to the table, all of nurses with experience (20+years) are perceived toward the patient's rights (100%) while the majority of nurse with year of experience ranged from (10- <20) perceived toward the patient's rights (84.3%).

**Table VI: Relation between Nurses' perception toward the patient's right and their qualification categories. (n=268)**

| Degree of perception | qualification categories     |      |                                |     |                                 |     | Sig.                    |
|----------------------|------------------------------|------|--------------------------------|-----|---------------------------------|-----|-------------------------|
|                      | Nursing school diploma(n=71) |      | Nursing bachelor degree(n=161) |     | Nursing institute diploma(n=36) |     |                         |
|                      | No                           | %    | No                             | %   | No                              | %   |                         |
| Perceived            | 58                           | 81.6 | 132                            | 82  | 27                              | 75  | $X^2 = 3.8$<br>P= 0.42* |
| Uncertain            | 12                           | 17   | 29                             | 18  | 9                               | 25  |                         |
| Not perceived        | 1                            | 1.4  | 0                              | 0.0 | 0                               | 0.0 |                         |

(\*) Statistically significant at p value <0.05

**Table VI shows relation between nurses' perception toward the patient's right and their qualification categories.** According to the table, majority of nurses with qualification nursing bachelor degree are more perceived toward the patient's rights than the others with percent (82%).

**Table VII: Relation between Nurses' perception toward the patient's right and their marital status (n=268)**

| Degree of perception | Marital status |    |                |      |            |     | Sig.                |
|----------------------|----------------|----|----------------|------|------------|-----|---------------------|
|                      | Single(n=36)   |    | Married(n=223) |      | Widow(n=9) |     |                     |
|                      | No             | %  | No             | %    | No         | %   |                     |
| Perceived            | 26             | 72 | 182            | 81.6 | 9          | 100 | $X^2 = 9.6$ P=0.04* |
| Uncertain            | 9              | 25 | 41             | 18.4 | 0          | 0.0 |                     |
| Not perceived        | 1              | 3  | 0              | 0.0  | 0          | 0.0 |                     |

(\*) Statistically significant at p value <0.05 .

**Table VII shows relation between nurses' perception toward the patient's right and their marital status.** According to the table, large number of married nurses was perceived toward Patient's rights with percent (81.6%) although all number of widow nurses were perceived toward Patient's rights (100%).

**Table VIII: Relation between Nurses' perception toward the patient's right and attending courses (n=268)**

| Degree of perception | No(n=57) |      | Yes(n=211) |      | Sig.                             |
|----------------------|----------|------|------------|------|----------------------------------|
|                      | No       | %    | No         | %    |                                  |
| Perceived            | 40       | 70.2 | 177        | 83.9 | X <sup>2</sup> = 6.1<br>P= 0.04* |
| Uncertain            | 17       | 29.2 | 33         | 15.6 |                                  |
| Not perceived        | 0        | 0.0  | 1          | 0.47 |                                  |

(\*) Statistically significant at  $p$  value  $<0.05$

**Table VIII shows relation between nurses' perception toward the patient's right and attending courses.** According to the table, approximately two – third of study sample who didn't attending courses about patient's rights were perceived toward the patient's rights (70.2%) while (83.9%) of nurses who attending courses about patient's rights were perceived toward the patient's rights.

#### 4. DISCUSSION

Patient rights have recently become the center of national attention in the practice of medicine. Patients' rights vary in different countries often depending upon prevailing cultural and social norms. Patients have certain rights concerning their personal and private information relevant to their medical care [9]. In order to provide quality in health care important services, respecting to standards of medical ethics and patient rights in health care is inevitable. Therefore, it can both contribute to improvement of health practice and achieve equal distribution of responsibility between patient, physician and nurses [10]. The present study was conducted to assess nurses' perception toward the patient's rights at Mansoura General Hospital.

The findings of the present study showed that the majority of nurses perceived the patient rights. It is probably due to that nurses attending courses about patient rights and the hospital interests with the patient and their rights. This result is congruent with some studies indicated that healthcare providers have a high level of awareness about patients' rights [11]. Also this study is in the same line with the study conducted in Saudi Arabia by Almoajel (2012) which found that all nurses should be aware of and honor the rights of all patients, regardless of age, gender, ethnic and religion [10]. On the other hand Büken et. al (2004) found that nurses have only a moderate or low level of patients' rights knowledge [12].

In relation to total score of nurses' perception toward the patient's rights, Nurses' perception toward patient's right to have consideration and respectful care has the highest total score ( $59.1 \pm 4.6$ ), While Nurses' perception toward the patient's right to ask and be informed of the existence of business relationships among the hospital educational institutions and other health care providers or payers that may influence the patient's treatment and care has the lowest total score ( $3.7 \pm 0.5$ ). On the other hand study conducted by Parsapoor et al. (2012) found that the most frequently neglected patients' right in all three hospitals concerned their contribution to diagnostic and therapeutic plans [13].

Also in this regard Ozdemir et al. (2008) found that nearly all of the participants were aware that every individual has the right to access all forms of information regarding their own state of health, the health services and how to use them, and all that scientific research and techno- logical innovation makes available [14].

Regarding to relation between nurses' perception toward patient's right and their age the present study findings that all nurses in all age had high level of perception. This finding was agreed with the finding of Mousa (2010) who found that nearly all nurses in all ages and working in different departments have high good perception about most of patients' rights [15].

According to the present study findings, there was a positive relation between nurses' perception and years of experience, but no relation related to qualification categories. It could be related to more years of experience increase nurses' perception toward patient's rights, but qualification categories don't affect on nurses' perception toward patient's rights as perception of patient's rights acquired with experience not with qualification categories. This result disagreed with Mohammed et al. (2015) who emphasized that the factors associated with perception of patients' rights among nurses

were level of education, work experience, and work position. This may be because of level of education increase awareness of bill of right and perspectives are acquired through practice and not through studying and The different schools and education levels of nurses may influence the nurses' perspectives of this area that are most important during healthcare [16].

In this regard, Parsinia et al. (2011) found that there was a direct and significant association between level of knowledge and work experience and the level of knowledge of the study subjects from patient's rights character was increased by increasing work experience [17].

Regarding to relation between nurses' perception toward patient's right and attending courses, the present study findings that approximately more than two – third of nurses who attending courses about patient's rights were perceived the patient's rights with high level. This study finding is in accordance with Elsayed et al. (2013) who mentioned in a similar study that inadequate training jeopardizes the patient's rights and adversely affects the quality of patient care. Therefore, education and training is fundamental to every aspect of patient's rights [18].

Regarding to relation between nurses' perception toward the patient's right and their marital status the present study findings reported that most of married nurses were perceived toward Patient's rights with percent (81.6%).

## 5. CONCLUSION AND RECOMMENDATIONS

In conclusion, the findings of this study indicated that nurse's perceived patient's rights. The training programs and courses are important for increasing nurses' perception toward the patient's rights. Nurses should have into consideration that they are responsible for patient's rights. Hospital administration should increase nurse's knowledge and perception through courses and training programs about patient's rights. The staff development department should give regular awareness of nurses toward patient's rights by health teaching. Posters of patient's rights should be found even in each floor in the hospital and in a suitable place. The work conditions should be suitable because they affect on nurses who are responsible for patient's right. Periodic and regular evaluation of nurse's knowledge and perception of patient's rights. Patients' complaints committee should be established and activated which interest with patients' complaints and malpractice for protecting patient's rights.

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