

Nursing's and employees' Compliance Toward Patients' Rights and its Relation to Patients Satisfaction

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Abstract

Background: Patient rights may be considered as one of the main bases for defining the standards of hospital services. On the other hand, the concept of patient rights has been on the rise alongside the ever-growing interest of international organizations in human rights. In spite of the achievements concerning patient rights and ethical problems in healthcare, several problems still persist, including the unethical behavior from nurses, employees, and patient understanding of the concepts of the patient rights. Aim: The aim of the study was to assess nurses' and employees' compliance toward patients' rights and its relation to patients' satisfaction. Setting: The study was carried out in Medical Surgical department at the Makkah Hospital. Research Design: A cross-sectional survey design. Subject: participated of the study included a convenience of patients' total number (n=100) patient admitted to medical surgical department in hospital, and all staff nurses who working in department during the period of data collection. Their total numbers were (45) nurses and (10) employees. Tool: Two tools were used; Nurses' and employees' compliance to the patient's rights questionnaire and patient satisfaction scale. Results: there was more than half of nurses have high level of compliance toward patients' rights as (50.9%) while, employees have high

level of compliance toward patients' rights as (49.9%), less than half of nurses have moderate level of compliance toward patients' rights as (48.1%) while, employees have compliance toward patients' rights as (48%) also none of nurses have low level of compliance toward patients' rights while, employees have very low compliance toward patients' rights as (2.1%) .The majority (87.3%) of patient exhibit the responses toward moderate level and (12.7%) of them responses toward low level of satisfaction. Recommendation: Nurse need to attend training program about patient rights that to increase patient satisfaction, also the hospital should made policy, rules and regulations that improve patient rights

Keywords: Nurses Compliance, Patients' Rights, Patients Satisfaction.

Introduction

Patients' rights are integral components of human rights. They promote and sustain beneficial relationships between patients and health care providers⁽¹⁾. The role of patients' rights is confirming fundamental human rights in the health care context according patient's humane treatment⁽²⁾. Furthermore, the need to protect and promote the dignity, integrity, and respect of all patients is now widely accepted⁽³⁾. 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⁽⁴⁾. Ideally, this would guarantee the patient right to autonomy, free expression, self-determination, information, personalized attention, and non-discrimination⁽⁵⁾. In all over the world, promoting patient's rights is the priority of healthcare policy makers and health care providers⁽⁶⁾. It is considered as an indicator of health service and one of the main bases for defining the standards of clinical services⁽⁷⁾. Therefore, the patient's bill of rights is created to ensure the ethical treatment of all patients; help patients feel more confident in the health care system; gives patients a way to address any problems they may encounter; encourages patients to take an active role in staying or getting healthy, and stress the importance of a strong relationship between patients and their health care providers⁽⁸⁾. Patient rights may be considered as one of the main bases for defining the standards of clinical services⁽⁹⁾. On the other hand, the concept of patient rights has been on the rise alongside the ever-growing interest of international organizations in human rights⁽¹⁰⁾. The condition of patients' rights began to have a significant effect in healthcare settings throughout the world⁽¹¹⁾. Most patients' bills of rights, are

concerned with informed consent, confidentiality, privacy, autonomy, safety, respect, treatment choice, refuse the treatment and participating in the treatment plan⁽¹²⁾. These rights are derived from the values and ethics of the medical profession^(13, 14). Compliance is the extent to which certain behavior as implementing healthier lifestyles, in accordance with the health care provider instructions or health care advice⁽¹⁵⁾. Compliance can be influenced or controlled by a variety of factors like culture, economic and social factors, self-efficacy, and lack of knowledge or means⁽¹⁶⁾. healthcare providers' compliance defined as the act or process of doing what are has been asked or ordered to do the act or process of complying⁽¹⁷⁾. Also, compliance is considered acting according to certain accepted standards⁽¹⁸⁾. Focused on improving quality of care at skilled nursing and long-term care facilities, so healthcare providers must encourage patients or their families to know their rights⁽¹⁹⁾. Each hospital unit must explain the rights to staff⁽²⁰⁾. The staff should work diligently to do the best they can to care for their patients to improve the quality of care⁽²¹⁾. Consequently, rights stems from respecting individuals in a social context⁽²²⁾. Patients' rights are defined on the basis of the patients' satisfaction with the treatment process, confidentiality, informed consent, and privacy⁽²³⁾. The World Health Organization (WHO) defines patient's rights as the collection of rights which individuals have in the healthcare providing system and which healthcare providers are required to observe⁽⁴⁾. Furthermore, WHO emphasizes that healthcare providers must work in cooperation to provide appropriate conditions for supporting patient's rights. Preserving patients' rights is the responsibility of healthcare providers⁽²⁴⁾. Patient satisfaction defined as the patients' subjective evaluation of their cognitive and emotional reaction as a result of the interaction between their expectations regarding the ideal nursing care and their perceptions of the actual nursing care⁽²⁵⁾. Patient satisfaction has been often defined as the extent of agreement between what a patient expects to result or obtain from the healthcare experience and the perception of care they actually receive⁽²⁶⁾. Patient satisfaction is considered as one of the most important predictors when measuring health outcomes and quality of services provided by any health care facility⁽²⁷⁾. In health care, patient satisfaction is how much the individual regards the health care service or the manner in which it is delivered by the provider as useful, effective, and beneficial⁽²⁸⁾. Patients' satisfaction is related to the degree to which general health care needs and condition-specific needs are met⁽²⁹⁾. Evaluating whatever degree patients are satisfied with health services is clinically significant, as satisfied patients are more likely to comply with treatment and be active in their own care⁽³⁰⁾. So, the

aim of this study is to assess nurses' and employees' compliance toward patient rights and its relation to patient satisfaction because it is vital to the quality of healthcare.

Subjects and Methods

Research design: A cross-sectional survey design was utilized to fulfill the aim of this study. Setting: The study was conducted in Medical Surgical department at the Makkah Hospital.

Subjects Sample: Convenience sample of patients admitted to Medical Surgical department at the Makkah Hospital and all staff nurses and employees who working in department during the period of data collection. Sample size: The subjects of the study sample included a convenience sample of patients' total number (n=100) patient admitted to department, with (n = 45) nurses and (10) employees who working in department during the period of data collection.

Data Collection Tools: Data was collected through the utilization of two tools as follows:

Tool (1): Nurses' compliance to the patient's rights questionnaire It was included two parts as follows: Part I: Socio - demographic Data: It was used to collect data about nurses and employees, encompass item such as age, gender, marital status, educational level and years of experience. Part II: Nurses' and employees' compliance to the patient's rights questionnaire. This tool developed by ⁽²¹⁾ and was adopted and modified by the researcher (modification such as use of "not done = 0, done incompletely= 1, and done completely= 2" instead of likert scale) to assess level of nurses' and employees' compliance to patient rights. It consisting of 55 items divided to 12 dimensions as follow:

1. The right to consideration and respectful care
2. The right to be informed about diagnosis, treatment and prognosis
3. the right to make decisions about the plan of care and refuse treatment
4. The right to have an advance directive concerning treatment
5. The right to consideration of privacy
6. The right to confidentiality
7. The right to review the records and to have information
8. The right to make reasonable responses to the request for medical care and services
9. The right to be informed about relationships among the hospital, other healthcare providers or payers that may influence the patient treatment and care
10. The right to consent or decline to participate in proposed research studies
11. The right to expect reasonable continuity of care

12. The right to be informed of hospital, policies and practices that relate to patient care, treatment and responsibilities

Tool (2): Patient Satisfaction Scale: It included two parts:

Part I: Patient personal data developed by the researcher: It was used to collect data about patients. It included five items related to gender, age, level of education and length of stay. Part II: Patient Satisfaction Scale: This scale was developed by⁽³¹⁾ to measure the level of patient satisfaction and was translated into Arabic by the researcher. It contains of 14 items with 2 scales ranged as unsatisfied = 1, and satisfied = 2.

Validity of the tool: The tools were tested for the face validity by a jury of five experts in the field of Administration and necessary modifications were done. Reliability of the tool: **Reliability of the tools** was performed to confirm consistency of tool. The internal consistency measured to identify the extent to which the items of the tools measure the same concept and correlate with each other. Internal consistency of the tool was assessed with the Cronbach's alpha coefficient. Cronbach's alpha coefficient of 0.00 indicates no reliability and a coefficient of 1.00 indicates perfect reliability. However, a reliability coefficient of 0.70 is acceptable. Cronbach's alpha for reliability testing was performed for each tool and the results was as represented in the table:

Tool parts	Cronbach's alpha test
• Nurses' compliance to the patient's rights questionnaire	0.927
• Patient Satisfaction Scale	0.821

Pilot study: A pilot study was carried out before starting data collection 10% of (nurses, employees and patients). In addition, the pilot study helped the researcher experience to estimate the needed time to fill the data collection tools. Based on the results of the pilot study, tools not needed any modifications.

Data collection procedure: Permission was obtained to collect the data after the researcher explain the importance and purpose of the study. Permission to conduct the study was obtained from directors of the hospitals. Permission to conduct the study was obtained from head of Medical Surgical department.

Statistical Analysis The data obtained from the study tools were categorized, tabulated, analyzed and data entry was performed using the SPSS software (statistical package for social sciences version (22.0). Descriptive statistics were applied (e.g. mean, standard deviation,

frequency and percentage). Tests of significance were performed to test the study hypotheses (i.e. t-test, and ANOVA test). Pearson's correlation coefficient was applied between quantitative variables. A significant level value was considered when $p < 0.05$.

Results

Table (1) Distribution of the nurses' and employees' data characteristics (n=55) show that the majority of nurses and employees are (55.6%) and (60%) respectively in age group ranged between 20-30 years; more than two third of nurses and employees (77.8%) and (70%) (51.9%) respectively are married; more than half of nurses and employees are (55.6%) and (60%) respectively have 1-10 years of experience; the majority of nurses and employees (73.3%) and (60%) respectively are female; also the majority of nurses and employees (66.7%) and (60%) have baccalaureate degree of nursing.

Table (1) Distribution of the nurses' and employees' data characteristics (n=55).

Characteristics	Nurses (n=45)		Employees (n=10)	
	N	%	N	%
Age				
20-30 years	25	55.6	6	60
31-41 years	15	33.3	3	30
42-50 years	5	11.1	1	10
Marital status				
Single	10	22.2	3	30
Married	35	77.8	7	70
Experience				
1-10	25	55.6	6	60
11-21	15	33.3	3	30
<21	5	11.1	1	10
Gender				
Male	12	26.7	4	40
Female	33	73.3	6	60
Qualification				
Diploma	5	11.1	2	20

Characteristics	Nurses (n=45)		Employees (n=10)	
	N	%	N	%
Technical	10	22.2	2	20
Bachelor	30	66.7	6	60

Table (2) distribution of the patient personal data characteristics (n=100) show that the majority of the sample (75%) are in age group ranged between 33-44 years; more than two thirds (68%) of them are males; also, more than two thirds (72%) of them educated.

Table (2) distribution of the patient personal data characteristics (n=100)

Characteristics	Employees (n=100)	
	N	%
Age		
33-44 years	75	75
45-55 years	15	15
56-66 years	10	10
Marital status		
Single	13	13
Married	87	87
Gender		
Male	68	68
Female	32	32
Education		
Educated	72	72
Not educated	28	28

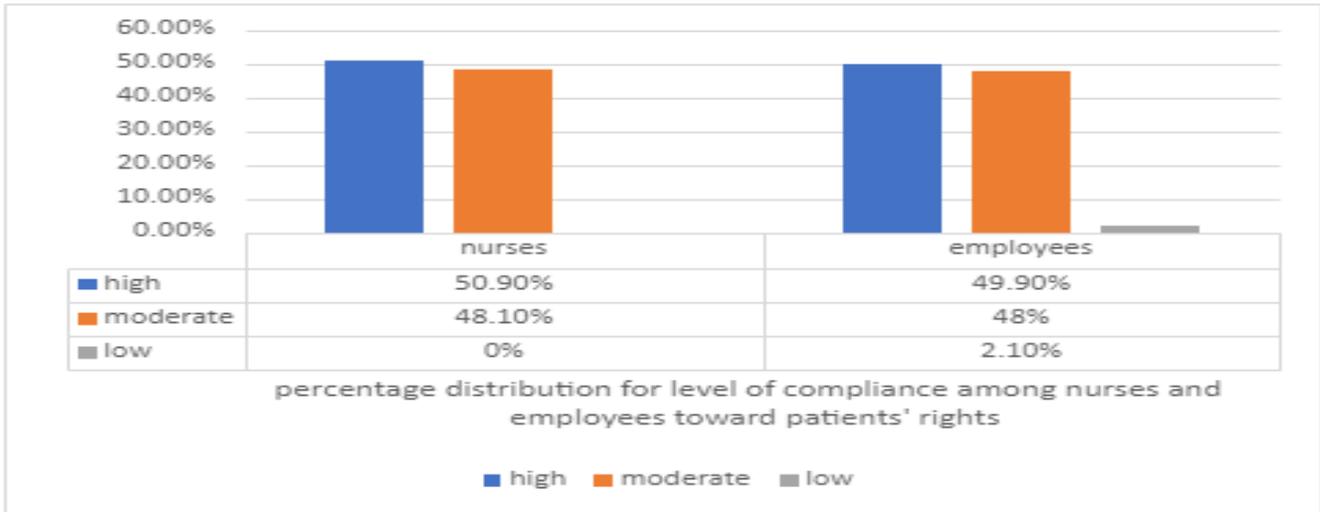


Figure (1) percentage distribution for level of compliance among nurses and employees toward patients' rights (N-55)

Figure (1) shows that, more than half of nurses have high level of compliance toward patients' rights as (50.9%) while, employees have high level of compliance toward patients' rights as (49.9%), less than half of nurses have moderate level of compliance toward patients' rights as (48.1%) while, employees have compliance toward patients' rights as (48%) also none of nurses have low level of compliance toward patients' rights while, employees have very low compliance toward patients' rights as (2.1%) .

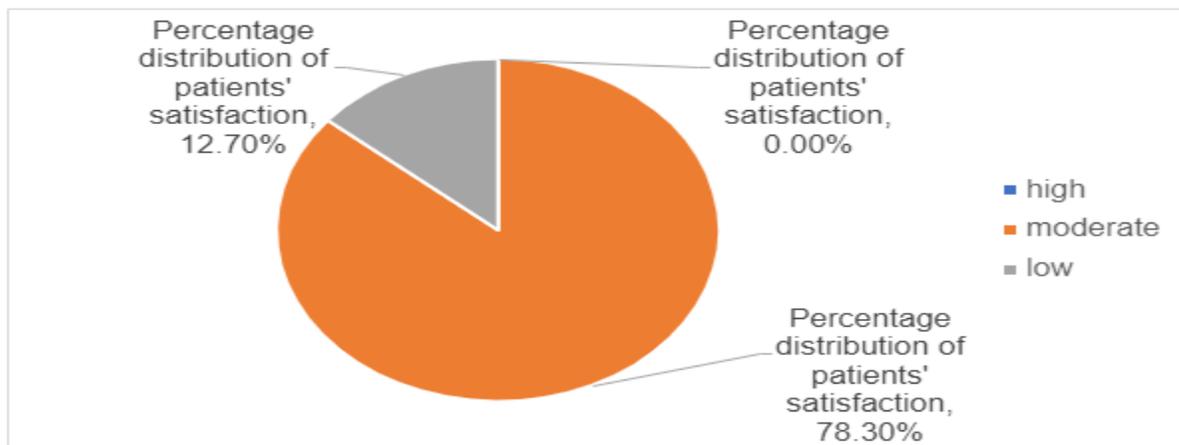


Figure (2) Percentage distribution of patients' satisfaction (N-100)

Figure (2) shows that, the majority (87.3%) of patient exhibited the responses toward moderate level and (12.7%) of them responses toward low level of satisfaction

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⁽³²⁾. Promoting patients' rights is a multi-dimensional issue and in order to achieve it, comprehensive efforts should be done⁽³³⁾. WHO has offered some strategies such as active participation of health care recipients and providers' policy making and extending educational programs for health care providers, thus the overall goal of paying attention to patients' rights and observing to which degree it is taken in consideration by health care providers help increasing their health care performance and quality and this reflected on level of patient satisfaction as it is considered a judgment on the quality of hospital care^(34, 35). The current study showed, regarding the personal data of nurses and employees are(55.6%) and (60%) respectively in age group ranged between 20-30 years; more than two third of nurses an employees (77.8%) and (70%) (51.9%) respectively are married; more than half of nurses and employees are(55.6%)and (60%) respectively have 1-10 years of experience; the majority of nurses and employees (73.3%) and (60%) respectively are female; also the majority of nurses and employees (66.7%) and (60%) have baccalaureate degree of nursing.

Regarding to personal data of patients the majority of the sample (75%) are in age group ranged between 33-44 years; more than two thirds (68%) of them are males; also, more than two thirds (72%) of them educated. The current study findings showed that, more than half of nurses have high level of compliance toward patients' rights as (50.9%) while, employees have high level of compliance toward patients' rights as (49.9%), less than half of nurses have moderate level of compliance toward patients' rights as (48.1%) while, employees have compliance toward patients' rights as (48%) also none of nurses have low level of compliance toward patients' rights while, employees have very low compliance toward patients' rights as (2.1%).

This study result was in the same line with the study conducted in Saudi Arabia by Almoajel (2012)⁽³⁶⁾ and Mohammed et al.,(2015)⁽³⁷⁾ at Tanta which found that all nurses at teaching hospitals are more aware of the rights of all patients. These findings also, were consistent with Ghanem et al., (2015)⁽³⁸⁾ who showed in their study that the practice of patient's rights in the Alexandria Main University hospital were better than that of Matrouh General Hospital. On the other hand, regarding

nurses and employees had a moderate practice related to patient's rights. moderate practice may be attributed to many factors such as positive vision in selecting nursing profession, and attitude towards patient's rights, pre-service and in- service training programs, guidance and supervision during practice of patient's rights, and the availability of patient's rights policy and procedure. Consequently, these are due toadequate facilities and supported management. These finding was inconsistent with Joolae et al., (2008)⁽³⁹⁾andJoolae, Hajibabae, (2012)⁽⁴⁰⁾ who published that nurses and physicians were ready to exercise patient's rights, but are battling with some factors. Also, Gaber, (2013)⁽⁴¹⁾ found that staff nurses at general hospitals are less committed to practicing patient rights and they also not interested in following rules, regulations related to patient rights. Furthermore, the study results showed that, the more than half of patient exhibited the majority (87.3%) of patient exhibited the responses toward moderate level and (12.7%) of them responses toward low level of satisfaction. These results may be regarded to that patient satisfaction and perception of quality is assessed by them through dimensions of what is personally valued. Patients consider that when they are being treated with respect and dignity, involved in treatment decisions, treated in a safe environment and given enough privacy when treated and so on are intangible issues of patient satisfaction. Nurses' and employee's demonstration and meeting of patient expectations regarding their care results in patient increased level of satisfaction and patient feeling understood and accepted as a human being and this reflected on hospital reputation and flow by other patients and their families. Other factors help increasing patient satisfaction in These findings come in the same line with Abou Zeina, et al., (2013) ⁽⁴²⁾ and Elsayed et al, (2013)⁽⁴³⁾ who mentioned in their studies that patients reach to level of satisfaction regarding quality of care in any health care facility by achieving some expectations regarding his health status and his humanity and rights.

Conclusion

It can be concluded from the current study that: more than half of nurses have high level of compliance toward patients' rights as (50.9%) while, employees have high level of compliance toward patients' rights as (49.9%), less than half of nurses have moderate level of compliance toward patients' rights as (48.1%) while, employees have compliance toward patients' rights as (48%) also none of nurses have low level of compliance toward patients' rights while, employees have very low compliance toward patients' rights as (2.1%).

Recommendations will be suggested to the hospital manager:

- Encourage staff nurses and employees to attend training program about patient rights that enhance patient satisfaction.
- Increase the awareness toward importance of compliance toward patients' rights.
- Provide ongoing evaluation for nurses' and employees' compliance toward patients' rights.

Recommendations for further research studies: A study to investigate factors that affect nurses' compliance toward patients' rights.

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