

AWARENESS OF PATIENT RIGHTS AMONG PHYSICIANS AT AIN SHAMS UNIVERSITY HOSPITALS

Thesis

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

” قَالُوا سُبْحَانَكَ لَا عِلْمَ لَنَا إِلَّا مَا عَلَّمْتَنَا
إِنَّكَ أَنْتَ الْعَلِيمُ الْحَكِيمُ “

صدق الله العظيم
(البقرة - الآية ٣٢)



To my great and precious father's soul

*Words cannot express how much I am grateful to my
mother, my husband Moustafa for their support,
continuous stimulation, encouragement, and unlimited
help from the start to the end of my present and coming
work.*

To my little prince Ahmed and to my little princess Kinda

To my Lovely Brothers Mohamed and Amthal

*My deep appreciation and my true feeling of gratitude
towards my best friends Bassant and Reham*



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ABSTRACT



ABSTRACT

Awareness of Patient Rights among Physicians at Ain Shams University Hospitals

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Introduction: During the past few years, Egypt has implemented several diverse legal, political, and administrative mechanisms to deal with health care ethical problems. Despite major achievements, several problems persist, including unethical behavior of health care workers, inequity, and poor patient realization of self-empowerment. Despite physicians agrees that patients have rights and that they are committed to respecting these rights, they are rarely able to do this. **Objectives:** To determine Residents' Physicians Knowledge, intention and practice of patient rights at Ain shams University Hospitals and to find out factors that affect Physicians' practice of patient's rights. **Subjects & Methods:** Cross Sectional study was conducted on stratified sample of 400 resident physicians were recruited from different departments at Ain Shams University Hospital who agreed to participate in the study. A Self-administered structured questionnaire was used to collect information about: personal data, physicians' awareness, intention and practice of patient rights. **Results:** All (100.0%) of the participating physicians were aware about the statement of patients' rights in Egyptian MOH governmental health facilities; most of them obtain their knowledge from posters hanged on the wall of the hospital, undergraduate and post graduate curriculum, and mass media, (99.8%) had high intension score level towards practicing patient rights; while less than half of them (45.5%) had high practice score level. There was no statistically significant correlation between Residents' physician knowledge, Intention and Practice scores towards patient rights ($P>0.05$). In addition to that there was a highly statistically significant difference between physicians practice score levels regarding their work area ($P<0.01$); where the majority (77.0%) of participating physicians working in pediatric departments had got the highest practice score level for the statement of patient rights **Conclusion:** The current study found that there was a gap between physicians' awareness, intention toward practicing patient rights' and their actual performance toward application of these rights. **Recommendations:** The present study recommended that decision makers should Develop pre-service (orientation period) and in-service training programs for resident physicians to update their knowledge and practices in all patients' rights aspects. Educating the patients about their rights and Actions that they could take if these rights were violated is an important mean for improving patient satisfaction and improving the quality of care offered at health care facilities.

Keywords: Awareness, practice, Patient Rights, Resident Physicians, Ain Shams University hospitals



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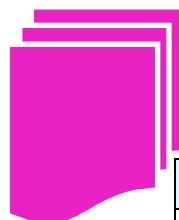


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List of Abbreviations

MOH	Ministry Of Health
WHO	World Health Organization
AMUH	Alexandria Main University Hospital
NHS	National Health Service
USAID	United States Agency for International Development
PRR	Patient Rights Regulation
HWs	Health Workers
ICUs	Intensive Care Units
SPSS	Statistical Package for Social Science
ANOVA	Analysis of Variance
t-test	Independent sample t-test
SD	Standard Deviation
FE	Fisher Exact test

Introduction

Patients' rights are defined on the basis of the patients' satisfaction with the treatment process, confidentiality, informed consent, and privacy (**Mastaneh and Mouselis, 2013**). 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 (**Joolaei and Hajibabaei, 2012**). Patients' rights largely confine in regulating the relation between the patient and the health care provider or institution. Successful implementation of them could lead to a better understanding between health care providers and the patients (**Bijs, 2000**).

Preserving patients' rights is the responsibility of physicians and nurses. But, WHO emphasizes that patients, physicians, and nurses must work in cooperation to provide appropriate conditions for supporting patient's rights (**World Health Organization, 1999**).

The field of patients' rights can be considered one of the most important aspects of medical ethics, and respecting patients' rights can be claimed to be one of its most important facets in healthcare provision (**Emami et al., 2011 & Joint Commission International Accreditation Standards for Hospitals, 2010**).

Good practice of patient's rights can bring a lot of advantages such as increased quality of health care services; decreased costs; more prompt recovery; decreased length of stay in hospitals; lower risk of irreversible physical and spiritual damages; and more importantly, increased dignity of patients through informing them about their rights to participate in decision making (**Nematollahi et al., 2000**).

Lack of respect for patients' rights may lead to hazards, security, and endanger the health situation of patients. Besides, it may ruin the relationship between the

staff and patients by decreasing their efficiency, effectiveness, and in ensuring suitable care for the patients (**Mastaneh and Mouselis, 2013**). In Egypt, the patient's bill of rights was introduced into the Egyptian Hospital Accreditation standards, and was enforced in all hospitals across the country since 2005 (**USAID, 2007**).

The Egyptian patient's rights are concerned with access to health care, choice of care, health education and safety environment, participation in treatment plan, informed consent and information, researches, dignity, confidentiality, privacy, and patient's complaints (**Egyptian Health care Accreditation Organization, 2013**). Also, the Egyptian Hospital Accreditation Standards has obligated each hospital to develop quality committee to monitor and evaluate practice of patient's rights among health care provider. This was aimed at providing high quality of care; increasing the productivity, efficiency, effectiveness, and the satisfaction of the patient; and ensuring different dimensions of quality (**Egyptian Health care Accreditation Organization, 2013**).

Patients' rights have been widely investigated in many countries as the awareness about and practice towards patient rights among patients, physicians and nurses; where

In **Sudan**, The awareness of Patients' Bill of Rights was very low where most patients (95.2%) did not know about the Bill of Rights and most of them (92.8%) were not able to mention any of the patients' rights (**Younis et.al, 2017**).

In **Egypt**, at the medical and surgical wards of the Alexandria Main University Hospital (AMUH) and the Matrouh General Hospital and it was found that Almost 27 % of patients in the Alexandria Main University Hospital and 53 % of patients in Matrouh General Hospital did not have any awareness about their