

NURSES' PERCEPTION AND COMMITMENT TO PATIENTS' RIGHTS IN GENERAL HOSPITAL

Thesis

*Submitted for Partial Fulfillment of the Requirement
of Master Sciences in Nursing Degree
(Nursing Administration)*

By

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**Faculty of Nursing
Ain Shams University
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*I would like to dedicate this thesis to my great
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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

﴿قَالُوا سُبْحَانَكَ لَا عِلْمَ لَنَا إِلَّا مَا عَلَّمْتَنَا إِنَّكَ أَنْتَ
الْعَلِيمُ الْحَكِيمُ﴾

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List of Abbreviations

AHA	American Hospital Association
AHNA	American Holistic Nurses' Association
ANA	American Nurses Association
CCTPs	Critical Care Transports
CLIA	Clinical Laboratory Improvements Amendments
CPR	Cardio Pulmonary Resuscitation
HHS	Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
HREC	Human Research Ethics Committee
ICM	International Confederation of Midwives
JCAHO	Join Commission on Accreditation of Healthcare Organization
NHMRC	National Health and Medical Research Council
PFA	Priority Focus Area
PHI	Personal Health Information
PPACA	Patient Protection and Affordable Care Act
PSDA	Patient Self-Determination Act
US	United States
USDHHS	United State Department of Health and Human Services
WHO	World Health Organization

ABSTRACT

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. Respect patients' rights is a key aspect of the quality of care and has a direct bearing on out comes as well. The aim of this study was to assess nurses' perception and commitment to the patients' right. This study was carried out at Al Helal Hospital Subjects included in the study were 90 staff nurses, they are working in the inpatient units. Self administered questionnaire sheet and observation checklist were used to collect data. The results showed majority of nurses were aware about the patients' bill of rights while less than half of nurses were committed with patients' rights. Conclusion, the present study noted that no relation between demographic characteristics of nurses (age, level of education, years of experience) and their perception or commitment to patients' rights. Meanwhile, there was statistical significant difference between attending training program and nurses' perception and commitment to patients' rights. Most of nurses were aware for the patients' rights to consideration and respectful care, save all his information and record in complete secret, review his medical files and expect continuity in health care. Furthermore, the recommendation, concept of patients' rights should include in undergraduate nursing curriculum, Periodical evaluation of nurses' commitment toward patients' rights. Follow up of the implementation of patients rights through specific care.

Keywords: Patients' Rights, Nurses, Commitment, Perception

INTRODUCTION

Health care is a basic need we all have and support perhaps the most basic of all human goods: physical health and mental well-being. Without these it would be difficult if not impossible to pursue life's other important goods, such as friendships, education, family, work, recreation, and religion (*Panicola et al., 2007*). The World Health Organization (WHO) defines health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political, economic or social condition (*Timby, 2009; Meleis & Dean, 2012*).

Professional nurses implement the employer's policy concerning the moral responsibility of health care, nurses have responsibility for supervising and reviewing patient care, meeting quality standards, making certain decisions about patients that are based on sound ethical principles, developing policies and mechanisms that address questions of human values and responding to social problems and dilemmas that affect the need for health care services (*Roussel, 2011*). As health care has changed over the years, so has the nature of relationships between providers and patients. Years ago, health professionals were considered to have the final word on care

decisions and treatment options. Now consumers of health care are increasingly demanding to have a voice in their health care decisions. A number of special interest groups have developed lists of patient rights (*Chitty & Black, 2011*).

Right is a claim someone holds, which imposes a duty upon others (*Lachman, 2006*). Right is just a claim that is due to individual or group: rights may be established by policies and/or protected by laws (*Mosack, 2011*). A right to something is an enforceable claim to it (*Annas, 2004*). 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 (*Coonan, 2006*).

To prevent the potential for violation of patients' rights was recognized in 1973, when the American Hospital Association (**AHA**) first crafted the patients' bill of rights, with revision in 1992. According to the **AHA** hospitals must maintain and protect an institutional ethic that respects patients in all aspects of their care, and that this bill of rights will contribute to more effective patient care and be supported by the hospital on behalf of the institution, its medical staff, employees and patients (*Pyrek, 2011*).

In 2003, the document of patients' bill of rights was replaced by a brochure called the patient care partnership (*White et al., 2011*). It is generally recognized that patients
