

MANAGING TO INCREASE THE AWARENESS OF EDUCATION IN PATIENT RIGHTS CHARTER

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ABSTRACT

Background: Thus, presenting health services should be fair and based on respecting the rules and observing the human dignity of patients. This charter is based on high human values and based on Islamic and Iranian culture and equality of inherent dignity of all the health services recipients with the goal of keeping, improving and stabilization of human relations among the provider and recipients of health services. The consumers are valuable information resources for judging about the quality of care services and the feedback of the comments of patients can be effective in systematic organizing of hospital. **Materials and Methods:** The study was done by analytical-cross section method in 2011 and all the managers, physicians, nurses and patients of Amin hospital were determined as study sample and their responses regarding the studied variables were obtained via questionnaire. The data was analyzed by descriptive statistics and Chi-square test. **Results:** The results showed that the awareness of managers, physicians and nurses regarding familiarity with ethical issues and legal charter by obtaining mean 3/4 of 5 lower than average. Also, patient respondents or their relatives in the hospital by achieving the mean 1/24 of 5 had weak awareness to the ethical issues and legal charter of the patients. Observing the legal and ethical issues by hospital staffs (manager, physician and hospital) by achieving the mean 3 of 5 was lower than average. Some issues as the lack of taking conscious satisfaction, doing most of the procedures by students without introducing, the lack of adequate training to the patients were the important cases of the study. **Conclusion:** full consideration to the rights of all beneficiaries, identification of the barriers, the solutions of execution of charter and observing the rights of patients are provided as one of the evaluation indices of the centers of health services. On condition of increasing the awareness of patients, their families and personnel of hospital, the ethical charter and ethical rules are observed in the hospital. In case of revising the rules of admitting the patients in educational and health centers and considering patients rights in curriculums of the medicine school students, we can be hopeful about observing the mentioned principles.

KEYWORDS: Management, Patient rights, Responding

The goal of patient rights charter is defending the patients' rights and being sure of the adequate care. The patient rights charter improves the relationship between the patients and providers and the quality of health care is improved. Patient rights charter in Iran is one by one of the society people committed to keeping and respecting the human being dignity. This is of great importance in the disease conditions. According to constitution, considering the high human dignity is one of the basic principles of Islamic Republic system and the government is obliged to provide health services for one by one of the people in the society [1].

Thus, presenting the health services should be fair and based on respecting the rules and observing the human dignity of patients. This charter is based on high human values and based on Islamic and Iranian culture and equality of inherent dignity of all the health services recipients with the goal of keeping, improving and stabilization of human relations among the provider and recipients of health services. The consumers are valuable information resources for judging about the quality of

care services and the feedback of the comments of patients can be effective in systematic organizing of hospital. Unfortunately, due to more reasons, the care quality is not considered from the view of patients satisfaction and it seems that in educational and health centers, legal and ethical issues are less considered and the conscious satisfaction patients is considered for education or study [2].

Human being is a social person and via communication interact emotions, attitudes and emotions and meet the physical and mental demands. Communication is a dynamic process among people that is used for influence, achieving mutual support and achieving what is necessary for health, growth and survival and life without communication is silent and dangerous. Communication as an umbrella covers all routine life of human being and interacts the emotions and provides the vital requirements and it is an economical and reliable method to be aware of the problems of the patient and diagnosis. Caring physical and mental problems needs communication and by communicating,

the problems of patients are determined and health care planning is controlled. Communication is the technique of transferring emotions, beliefs, thoughts and ideas from one person to another one [4].

Communication is the process of understanding, perceiving and meaning sharing. In this process, there are action, change, exchange and movement. Human being dedicates major part of his active hours to communication. The pain and disease are expressed by communication and the nurses will be aware of their internal feelings, needs and problems of the patient and treat the patient. According to Rash, communication is a part of patient treatment and it is the art of process and achieving to the messages considered for health and the power of communicating with the patient is one of the necessities of nursing profession. The nurses by communicating identify the problems and needs of the patient and control the therapy plan [3].

Via communication, a person feels secure and trusts the treatment team. The effective communication widely is considered as the key factor for satisfaction, collaboration and treatment of the patient and the ability of effective communication with others is the center of caring the patients. According to the studies, the nurses only in 21% of cases, by getting the permission enter into the privacy of the patient and also 32% of them respected the patients. While the patients need more security and safety in admittance process and by correcting the communication, the security and trust are provided. As the researcher observed and experienced the importance of the communication in treatment and attempted to teach this concept for many years and as Amin hospital is one of the excellent hospitals in Isfahan, the researcher attempted to conduct a study with the aim of determining and comparing the observation of the principles of effective communication of nurse-patient (initial principles of communication, respectful communication, respect feeling and empathy communication) from the view of patients and nurses in Amin hospital of Isfahan city.

MATERIALS AND METHODS

This study was descriptive-analytical research and the population was the managers and nurses working and the patients admitted in Amin hospital and as during the study, the total number was the patients admitted were 400, after study counseling, the sample size was computed. 127 patients admitting in internal departments

and surgery of the hospital were selected randomly and 60 nurses were selected among the nurses working the study environment who were included in the study. The view of the patients and nurses about observing the effective communication principles via the questionnaire. In this study, by the questionnaire (adjusted in two parts), the data were collected, first part section is including all the questions of the study of biography of the studied units and were designed as close and short questions and second section is including 9 questions of observing the initial principles of communication, 7 questions of observing the respectful communication, 7 questions of observing empathy communication and 11 questions of valuable feeling and the study units by selecting the always, often, rarely, never and I have no Idea and determined observing the communication. This questionnaire was provided by library study and was supported in terms of content by the faculty member of the University and its reliability was evaluated by test re-test with confidence interval 95%.

The inclusion criteria were including

The patients were admitted before completing questionnaire, they could write and read. The nurses were admitted in the study department at least from one month before. The exclusion criteria were including: The people who couldn't complete the questionnaire, they were suffering from mental disorder and they had lower than 12 years old. The researcher referred to the hospital for 80 days and distributed the questionnaire among the studied units meeting the inclusion criteria and after responding in the same session were returned and they SPSS software was used for analysis. The descriptive statistical methods (Frequency distribution and mean) and inference (Variance analysis and Pearson) were used for data analysis.

RESULTS

The results based on the study purpose showed that the nurses admitting in the study with at least 23 years and at most 48 years and age mean 30.18 years were with standard deviation 5.05 and the minimum age of patients was 14 years and at most 84 years and age mean 38.54 with standard deviation 17.06. 25.7 percent of the patients were admitted for the first time in the hospital and the rest had the previous admittance history and in terms of hospitalization length was at least 5 days and at most 52 days.

In terms of the reason of admittance, the findings showed that 18% frequency was dedicated to the fatalities and injury and the least frequency 1.2, 1.1 were dedicated to skin and kidney diseases, respectively. Among 126 patients, there were 35% women and 65% men and among the nurses, there were 67% women and 33% men.

The results of the study showed that the score mean of observing the initial principles of effective communication of nurse-patient from the view of patients was 31 and from the view of nurses 33.32 and by variance analysis test with $P=0.001$, there was a significant association between two views, it means that the patients had low score to the nurses about observing the initial principles of communication and the mean score of observing the respectful principles in effective communication of nurse-patient from the view of patients was 24.22 and from the view of nurses 25.32 and by variance analysis test ($P=0.045$), there was no significant difference between two views, it means that the nurses and patients were agree about observing the respectful communication principles. Regarding the observance of principles of value feeling in effective communication of nurse-patient, the mean score of the patients was 27.2 and the mean of nurses was 40.4 and by variance analysis test ($P=0.002$), there was a significant difference between these two views, the patients as the nurses didn't believe in observing the principles of creating value feeling in nurse-patient communication.

The mean score of observing the empathy communication principles in nurse-patient communication from the view of patients was 21.81 and from the view of nurses was 25 and by variance analysis test ($P=0.000$), there was a significant difference between two views of patients and nurses regarding the observing of empathy principles and the patients had lower score to the nurses about observing the empathy principles in nurse-patient relation.

The communication principles that the major score is observed in the always choice achieved from the view of patients is the scores including: Clarified speech of the nurse, friendly tone, listening to the patient during the patient speaking, having the trust of the patient, calling the patient respectfully and mentioning the name of the patient. The communication principles that nurses believe to observe are: accessibility of the patient, considering the patient during speaking, questioning about patient nutrition, teaching the relatives of the

patient about the disease and knocking on the door as entering the patient room.

The results showed that there was a significant association between the patient gender and a person view about observing the initial principles of communication, respectful communication principles, empathy communication principles and value principles in effective communication of nurse-patient. It means that men patients were more satisfied of the nurses' communication.

DISCUSSION

The study findings showed that the patients had lower scores to observe the initial principles of respectful communication and principles of value feeling in effective communication of nurse-patient to the nurses but there was no difference among the scores of managers, nurses and patients about observing the empathy principles and patients and nurses had similar view about observing the empathy principles of nurse-patient communication and there was a difference between men and women view and expectations about observing the communication principles.

Trax found that communication skill of any person is associated with his definition of empathy and if people have empathy communication, another person know what, how and when say. Generally, there is a difference between nurses and patients view about observing effective communications of nurse-patient and as the nurses have high scores to observing the initial principles of communication, respectful principles and value feeling to them, the patients communicating with another person have low score about observing the above issues. Thus, a person is inclined to observe the communication principles and communicated based on his common habit and consider the feedback of his communication less and as communication is a mutual phenomenon, considering the feedback is necessary.

CONCLUSION

To correct the current condition of the hospitals, we should consider the law charter of the patients and it is installed only as a board in the hospitals but it is not considered. The state hospitals less consider customer orientation issues and one of the reasons is that the first person in connection with the patient, reception or guards of the hospital are not satisfied of their condition and the dissatisfaction is transferred to the patient and his relative.

It can be said that although formulating and notification of the patient law charter is a valuable measurement to fulfill the patients law, its content is observed when required measurements are used for good culture making, full consideration of the rights of all the beneficiaries, identification of the barriers, the solutions of performing the charter and observing the rights of patients as one of the evaluation indices of the centers presenting health services. On condition that the awareness of patients, their families and staffs of hospital is increased, the ethical charter and ethical issues are observed in hospital. In case of revision of admittance rules of the patients in health and teaching centers and considering the patients law principles in headlines of the medical group students, we can be hopeful of the future of observing the above principles.

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