



المؤتمر الخليجي الأول لحقوق المريض

28-29 فبراير 2016م

Hospitalized patients awareness of their rights in Saudi governmental hospital

Dr Alia M Almoajel

Vice Dean of Applied Sciences College ,ALMAAREFA Colleges

**Assistant Professor in Health Services Management in King saud
University**

Introduction

- Patients' rights , is recently introduced term in health sciences literature and practice and has become an important part of modern health care practice. Patients now are much more aware of what they expect from health care professionals ,when they enter the health care environment .
- Global developments impacting on social, economic, cultural, political and ethical affairs have also affected our understanding of what is meant by 'human rights'. However, the fundamental reason for the importance attached to patients' rights, and the corresponding increase in legislation, is that respecting patients' rights is an essential part of providing good healthcare
- Today , concerns about the patients choice , respect for their values and preferences and access to health care are becoming more complex . Patients expectations are higher and they want the best. They want to actively participate in decision-making. Proposed procedures or treatments and their various alternatives. General awareness of human rights has been on the rise

Introduction...

- Many countries have guaranteed patients' right to process for resolving dissatisfactions with health care providers. The United States, for example, since November 1997 have included an aspirational statement in the Consumer Bill of Rights regarding this issue (President's Advisory Commission on Consumer Protection). Other countries, such as Sweden, the United Kingdom, Italy, Spain, and New Zealand also have a specific legislation regarding patient's protection and safety
- In Saudi Arabia, The Ministry of Health in Saudi Arabia published a patients' bill of rights in 2001, The patient bill of rights as a written document is available in most Saudi health care organizations .

Literature Review

- A report from Turkey states that only 23% of patients were able to recognize their rights , and this showed significant differences related to educational level categories .
- In a study conducted in Greece, the right to confidentiality was not considered as a right of privacy and many patients allowed their doctors to make decisions; 84% of patients were not aware of legislation. It was also stated that 60% of patients did not have any idea about their rights.
- Additionally , In Iran some reported studies indicated low level awareness of patients rights

Literature Review...

- In contrast , Kuzu showed that Few patients knew about the regulation on patients' rights in developing countries.
- Giugliani study revealed an increase with time in the number of complaints for medical issues in a university hospital, as well as an increase in the perception of a medical error after the passing of a law regarding patients' rights in France.
- Many patients seem to have limited awareness of the legal Implications of signing or not signing consent forms, and they do not recognize written consent as primarily serving their interests.

Literature Review...

- Half of the study patients who participated in the study had never heard of any patients rights anywhere. This finding may indicate how the health care system has neglected such an important legal issue. No single poster on patients rights was available on the walls of the unit and no lessons were given to patients concerning their rights.
- In Sutherland study, most of the patients who participated in this study felt that they had actively sought information, yet a majority preferred to relinquish the decision making role. These results are at odds with a philosophy of care which advocates a consistent unvarying dedication to the promotion of patient autonomy and self determination

Literature Review...

- All previously discussed studies in the above paragraph showed that patients rights such as, Confidentiality , legal Implications of signing or not signing consent forms indicates a need for extensive education of patients and health care professionals concerning patients rights
- In Saudi Arabia , it was very difficult to find a research study that examined the Patients rights . Only one study was performed by Albishi in 2004, concerned with this concept in a multidimensional way in Saudi Arabia, exploring the patients', physicians' and nurses' lived experiences with patients' rights .He found that meeting the patients' caring needs, is core concept for the meaning of patients' rights in Saudi Arabia. He also found the lack of knowledge about the rights, lack of standard of practice among the hospitals and the impact of service pressure and subsequent lack of holistic care, are barriers to patients' rights practice in Saudi Arabia
- This study was performed in order to Investigating the awareness of patients' rights in Saudi Arabia

Methods

- The study sample consists of 250 hospitalized patients from governmental hospital in Riyadh
- The sample was selected purposively from different wards , and all the data was collected by a trained research nurse , patients were approached in person and provided with a brief description and aim of the study .Their consent was obtained before they were asked to answer the questionnaire.

Results

- A total of 250 patients were surveyed. The majority of the study were female ,age from 20 to 39 , Saudi, married ,living in Riyadh city ,half of study sample their education level was under Elementary ,their economic level less than 5000SR , and most of them has spend more than two weeks in the hospital .

Results...

- Table 1 Shows the Awareness of patient about their rights, 74.8% of respondents don't know about that they have rights . 25.2% knows about the bill of patients rights

Table 1 Awareness of patient about their rights

Are you aware that there is special bill of patients rights in the hospital	Number	%
Yes	63	25.2
No	187	74.8

Results...

- while in Table 2, half of them are aware about more than 6 rights

Table 2 Distribution for those who are aware of patients rights

How many rights you are aware of	No	%
1-3	20	31.75
4-6	24	38.1
7-10	19	30.16
Total number of patients who are aware of patients rights	63	100%

Results...

- Table 3 shows that the source of information was from nurses or they read it as a poster.

- Table 3 Distribution for those who are aware of patients rights according to the source of awareness of patients rights

source of awareness of patients rights	No	%
The nurse explained it to me	21	33.33
My doctor explained it to me	15	23.81
I read it as a poster	20	31.75
My relative read it to me	7	11.11
Total number of patients who are aware of patients rights	63	100%

Discussion

- Implementation of patients' rights should not be something that restricts the practice of medicine. Rather, it can both contribute to the improvement of healthcare practices, and achieve an equal distribution of responsibility between patient, physician and nurse. However, this study found that, most patients did not know that the Saudi Ministry of Health had published a patients' bill of rights. This indicated that the process of informing healthcare providers and recipients has not been successfully implemented. The media plays a significant role in making people aware of their legal and social rights, but this requires planning at a high level of healthcare management systems. Informing the public about their rights as patients is part of promoting public awareness of human rights, which are important aspects of the Saudi Islamic culture. Using this context, Saudi Arabia would be more likely to adopt patients' rights practice.

Discussion...

- successfully by referring to its valuable social and cultural traditions, as well as utilizing international experiences. Even though, most of patients are aware and practicing their rights.
- Most patients did not know about the patients' bill of rights, even though they are aware and practicing their rights .

Conclusion

- many patients and their families may not be aware of their rights that have been granted by the Saudi government through policies and regulations of the Ministry of health
- In most Saudi hospitals , there are no specific standards that guide the practice of patients right

Recommendations

- Information and opportunities to learn about issues such as the definition and reinforcement of patients' rights should be available to every- one, not just health-care professionals or patients. Mass communication media, health-care institutions, educational institutions, medical companies, political parties and religious groups should all have an important role to play in the reinforcement of patients' rights.

Recommendations...

- The findings of the study suggests that appropriate measures have to be taken from a national perspective in order to enhance the quality of health care practice ,control and eliminate the factors that lead to violation of patients rights , and educate the public about their rights .and starting educating the community about their rights starting from the first line of care Which is Primary Care Centers .

THANK YOU...