



## EXPLORING THE ATTITUDE OF NURSES WITH REGARD TO PATIENT'S RIGHT TO EDUCATION AND INFORMATION IN A SELECTED TEACHING HOSPITAL IN INDIA

### Nursing

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### ABSTRACT

Initiatives were taken to assess the attitude of nurses regarding the patients' right to information and education. Descriptive research design was adopted. The sample consisted of 100 nurses. A structured attitude questionnaire was administered on the nurses. The study concluded that majority of the nurses had positive attitude with regard to right to education and information.

### KEYWORDS

Patient rights, Right to education, Right to information, Attitude.

### INTRODUCTION

Nursing behavior is determined by the attitude towards patient rights, which is in turn influenced by their beliefs.<sup>1</sup> As health care professionals are reluctant to educate patients, their attitude towards patient rights must be evaluated by themselves.<sup>2</sup> The education process has been compared to the nursing process as the steps of each process run parallel to one another.<sup>3</sup> Patient education includes all educational activities directed to patients, including aspects of therapeutic education, health education and clinical health promotion.<sup>4</sup> Essential principles of the educational role include: dialogue rather than monologue, using a language that patient can understand, not overloaded with verbal instructions, using memory aids such as written instructions and mailed reminders and suggesting specific helps.<sup>5</sup>

Good patient education enhances coping, lowers distress and improves satisfaction with care.<sup>6</sup> To provide thorough and appropriate education, each patient requires an ongoing teaching plan.<sup>7</sup> Health care workers are required to manage patient education according to a nursing plan.<sup>8</sup> Good-quality patient education, consists of taking into account the patient's needs for patient education concerning information and support.<sup>9</sup>

The most important factor in ensuring patient's rights is the knowledge, attitude and commitment of the health professionals.<sup>10</sup> With patients requesting for information that is relevant to their own disease or recovery process, nurses must focus their attention on patient-tailored information resources.<sup>11</sup> Patients in hospital need education in order to adapt to their condition and perform self-care behavior. Health care professionals need to be skilled in assessing the requirements and the level of education given to the individual.<sup>12</sup> Emphasis on patient rights in the health care services particularly maintains patient dignity as a rank of a human.<sup>13</sup> In this regard the research is undertaken to know the attitude of nurses with regard to the patient's right to education and information.

### OBJECTIVE OF THE STUDY

To assess the attitude of nurses with regard to the patients' right to information and education in a selected hospital.

### SETTING OF THE STUDY

The study was conducted in the general wards of an NABH accredited hospital in India. The hospital has 700 general beds. The hospital specialty areas included for the study were medical, surgical, OBG, orthopedic, nephrology, neurology, ophthalmology, dermatology, urology and pediatric.

### RESEARCH METHODOLOGY

Descriptive research design was adopted in the study. The sample consisted of 100 nurses. A structured attitude questionnaire was administered on nurses. The attitude was rated in a 5-point Likert scale,

consisting strongly agree, agree, neutral, disagree and strongly disagree. The raw data was coded, entered and analyzed using the SPSS (Statistical Package for Social Sciences) for windows, version 16. Frequency and percentage were calculated for the collected data.

### RESULTS

The results are shown in the tables below:

**TABLE 1: ATTITUDE OF THE NURSES TOWARDS PATIENT'S RIGHT TO EDUCATION**

		n=100				
S No	Right to Education	SA	A	N	D	SD
		Frequency (Percentage)				
1	Nurse feels that it's nurse's duty to educate patients regarding patient rights.	69	15	11	5	0
2	Nurse feels that it's nurse's duty to educate all patients regarding disease and prevention.	41	45	10	1	3
3	Nurse feels that along with the education provided by the doctor, it's also nurse's duty to provide patient with education before and after operation or procedure.	18	14	14	27	27

SA = Strongly Agree, A= Agree, N – Neutral, D = Disagree, SD = Strongly Disagree

Percentage values are not shown as the sample size is 100, Frequency = Percentage.

Table 1 shows that majority (69%) of the nurses strongly agreed, 15 % agreed, 11% were neutral and 5% disagreed that they feel its nurse's duty to educate patients regarding patient rights. Majority (41%) of the nurses strongly agreed, 45 % agreed, 10% were neutral, 1% disagreed and 3% strongly disagreed that they feel its nurse's duty to educate all patients regarding disease and prevention. Majority (18%) of the nurses strongly agreed, 14 % agreed, 14% were neutral, 27% disagreed and 27% strongly disagreed that they feel that along with the information provided by the doctor, it's also nurse's duty to provide information to the patient.

**TABLE 2: ATTITUDE OF THE NURSES TOWARDS PATIENT'S RIGHT TO INFORMATION**

		n=100				
S No	Right to information	SA	A	N	D	SD
		Frequency (Percentage)				
1	Nurse feels the need to introduce oneself to the patient verbally.	36	32	18	11	3

2	Nurse feels the need to verbally provide sufficient information to the patient regarding hospital policies and practices.	50	32	15	3	0
3	Nurse feels that it's nurse's duty to guide the patient towards information about cost of treatment and insurance coverage.	36	37	20	7	0
4	Nurse feels that its nurse's duty to explain completely to the patient regarding the purpose of the medicines to take at home and side effect to watch home.	53	33	9	2	3
5	Nurse feels that its nurse's duty to provide the patient with medical report summarizing the medical condition and course during admission.	38	27	14	11	10

SA = Strongly Agree, A= Agree, N – Neutral, D = Disagree, SD = Strongly Disagree Percentage values are not shown as the sample size is 100, Frequency = Percentage.

Table 2 shows that majority (36%) of the nurses strongly agreed, 32% agreed, 18% were neutral, 11% disagreed and 3% strongly disagreed that they feel the need to introduce oneself to the patient verbally. Majority (50%) of the nurses strongly agreed, 32% agreed, 15% were neutral and 3% disagreed that they feel the need to verbally provide sufficient information to the patient regarding hospital policies and practices. Majority (36%) of the nurses strongly agreed, 37% agreed, 20% were neutral and 7% disagreed that they feel that it's nurse's duty to guide the patient towards information about cost of treatment and insurance coverage. Majority (53%) of the nurses strongly agreed, 33% agreed, 9% were neutral, 2% disagreed and 3% strongly disagreed that they feel its nurse's duty to explain completely to the patient regarding the purpose of the medicines to take at home and side effect to watch home. Majority (38%) of the nurses strongly agreed, 27% agreed, 14% were neutral, 11% disagreed and 10% strongly disagreed that they feel that its nurse's duty to provide the patient with medical report summarizing the medical condition and course during admission.

## DISCUSSION

Education is an essential ingredient in patient care and yet patients complain of poor education in hospitals.<sup>14</sup> Nurses have a major role in the care giving process. Attitude of nurses towards the care giving behavior is effective in bringing about desired outcomes. Educated patient develops a responsibility to contribute to one's own health.

The current data revealed that majority of the nurses strongly agree that the nurses feel that it's their duty to educate patients regarding patient rights. In a study to evaluate the nurse's attitude on patient rights, the researcher found that 92% of the nurses strongly agreed that the information about the health status must be informed to the patients and 92.3% agreed that any attempt related must be informed to the patient. The range of attitude rated from 35.8 to 98.1%.<sup>15</sup>

Data shows that majority of the nurses disagreed that along with the information provided by the doctor; it's also nurse's duty to provide information to the patient. The result of another attitude survey indicated that education on ethics has to be rendered to the nurses. Inadequate attitude regarding legal and ethical issues was found in the inpatient areas of the psychiatric setup.<sup>16</sup>

Patients have the right to information on all aspects of health and care during the time of stay in the hospital. Fewer nurses strongly agreed on the aspects such as, a feeling to introduce oneself to the patient verbally, the duty to guide the patient towards information about cost of treatment and insurance coverage and the duty to provide the patient with medical report summarizing the medical condition and course during admission.

Past research revealed that 33.3% of the nurses agreed that treatment plans and complications must be informed to the patient.<sup>17</sup> The percentage values for nurses attitude towards universal patient rights ranged from 69.2% to 100%.<sup>18</sup> Based on the current study and the past research, inference can be drawn that effective training program on enhancing the attitude of nurses on patient rights needs to be organized for the nurses.

## CONCLUSION

Patient rights to education and information need to be taken into consideration in hospitals for better patient care outcomes. The study concluded that majority of the nurses had positive attitude with regard to right to education and information. NABH accreditation ensures the implementation of patient care related standards and has brought better outcomes for health care organizations.

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