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## AWARENESS OF PATIENT RIGHTS AND RESPONSIBILITIES AMONG HOSPITAL STAFF

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**Abstract:** This study assesses the awareness of patient rights and responsibilities among hospital staff using a descriptive cross-sectional design. Data was collected from 30–35 respondents through a structured questionnaire and analyzed using descriptive statistics.

The findings indicate a moderate level of awareness, with good knowledge of basic rights but gaps in areas like informed consent and patient responsibilities. The study highlights the need for regular training and improved communication to enhance patient care quality.

### GOALS

The main objective of this study is to assess the level of awareness of patient rights and responsibilities among hospital staff. It also aims to evaluate staff knowledge regarding key patient rights such as privacy, informed consent, and respectful care, along with their understanding of patient responsibilities. The study further examines the role of communication in effectively conveying these rights to patients, identifies gaps in awareness and practical implementation, and analyzes the influence of training and work experience on staff awareness levels. Additionally, it seeks to provide recommendations for improving awareness, strengthening ethical practices, and enhancing the overall quality of healthcare services.

### RESEARCH METHODOLOGY

This study adopted a descriptive cross-sectional research design to assess the awareness of patient rights and responsibilities among hospital staff. The research was conducted in a private hospital in Pune, Maharashtra, and included both clinical and non-clinical staff such as nurses, technicians, and administrative personnel. A total of 30–35 respondents participated in the study, selected using a convenience sampling technique. Data was collected using a structured questionnaire based on a 5-point Likert scale, covering areas like patient rights, responsibilities, and communication practices.

The data collection was carried out through Google Forms, ensuring voluntary participation and maintaining confidentiality and anonymity of responses. The collected data was analyzed using descriptive statistics such as mean, percentage, and frequency distribution. The results were presented using tables and charts to identify awareness levels and gaps. Ethical considerations were followed, and informed consent was obtained from all participants, with the data used solely for academic purposes.

### FINDINGS

The study found that the overall awareness of patient rights and responsibilities among hospital staff was moderate. While most respondents were familiar with basic rights such as dignity, privacy, and respectful care, there was limited understanding of important aspects like informed consent, access to information, and patient involvement in decision-making. Gaps were also observed in awareness of patient responsibilities and in effectively communicating these to patients. Additionally, lack of structured training and communication barriers were identified as key challenges. Staff with more experience or prior training demonstrated better awareness levels, indicating the importance of continuous education and skill development to improve implementation of patient rights in healthcare settings.

## CONCLUSION

The study concludes that awareness of patient rights and responsibilities among hospital staff is moderate and needs improvement. While basic rights are well understood, gaps exist in areas like informed consent and communication. Regular training, better awareness programs, and stronger implementation of policies are necessary to improve patient care and satisfaction.

**Index Terms** - Patient Rights, Patient Responsibilities, Staff Awareness, Healthcare Quality, Patient Safety, Hospital Management, Communication, Ethical Practices

## 1.INTRODUCTION

The Indian healthcare system is undergoing significant transformation with increasing emphasis on patient rights, ethical practices, and transparency in care delivery. Healthcare institutions are now expected not only to provide clinical services but also to ensure dignity, autonomy, safety, and confidentiality for every patient. National frameworks such as the National Patient Rights Charter and standards set by the National Accreditation Board for Hospitals and Healthcare Providers (NABH) reinforce the importance of protecting patient rights and promoting fair healthcare practices (MoHFW, 2023; NABH, 2023).

Despite the presence of these guidelines, their implementation in daily hospital practices remains inconsistent. The effectiveness of patient rights largely depends on the awareness and behavior of healthcare staff. Studies have shown variations in awareness levels across staff categories, with clinical staff generally having better understanding compared to nonclinical and support staff (Joshi & Parihar, 2020; Aldossary et al., 2019). Lack of awareness can lead to issues such as poor communication, inadequate informed consent, and compromised confidentiality, ultimately affecting patient satisfaction and increasing medicolegal risks. Research also suggests that structured training and monitoring systems significantly improve compliance and ethical practices in healthcare settings (Ghiasvand et al., 2017; Naghshineh et al., 2019).

In this context, the present study focuses on assessing awareness of patient rights and responsibilities among staff at Hospital, Pune. As a multispecialty hospital with diverse staff categories, consistent awareness is essential for ensuring quality and patient-centered care. Identifying gaps in knowledge related to consent, communication, and safety will help in designing targeted training programs and strengthening internal systems. This study aims to support the hospital's efforts toward improving service quality and aligning with NABH accreditation standards while contributing to the broader goal of promoting a rights-based healthcare culture.

## 2.RESEARCH METHODOLOGY

- **Study Design:**

The study adopted a **descriptive cross-sectional research design** to evaluate the awareness of patient rights and responsibilities among hospital staff. This design is appropriate for collecting data at a single point in time and understanding existing knowledge, attitudes, and practices without influencing variables (Setia, 2016).

- **Study Setting:**

The research was conducted at, **Pune**, a multispecialty healthcare institution comprising various clinical and non-clinical departments, making it suitable for assessing diverse staff perspectives.

- **Study Population:**

The study population included a wide range of hospital staff such as:

- Doctors
- Nurses
- Technicians
- Administrative staff
- Support staff (housekeeping, security, billing, etc.)

Only those employees who were actively working and willing to participate were included.

- **Sample Size:**

A total of **30–35 respondents** participated in the study, representing different departments within the hospital.

- **Sampling Technique:**

A **purposive (convenience) sampling technique** was used to select participants. This method allows researchers to include individuals who have direct exposure to the study topic and can provide relevant information (Etikan et al., 2016).

- **Data Collection Tool:**

Data was collected using a **structured questionnaire**, developed based on national guidelines (such as the Patient Rights Charter) and existing literature. The questionnaire was divided into sections covering: ○Awareness of patient rights (privacy, dignity, informed consent) ○Understanding of patient responsibilities ○Communication practices and ethical behavior

- **Measurement Scale:**

A **5-point Likert scale** was used to record responses:

- 1 = Strongly Disagree
- 2 = Disagree

- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

This scale is widely used in research to measure perceptions, attitudes, and levels of agreement effectively (Joshi et al., 2015).

- **Data Collection Procedure:**

Data was collected through **Google Forms**, allowing easy access and efficient response collection. Participants were informed about the purpose of the study and encouraged to provide honest responses. Participation was completely voluntary.

- **Data Analysis:**

The collected data was analyzed using **descriptive statistical techniques**, including:

- Mean
- Percentage
- Frequency distribution

The results were presented using tables and graphical representations such as charts to identify patterns and gaps in awareness.

- **Ethical Considerations:**

Ethical standards were strictly followed throughout the study.

- **Informed consent** was obtained from all participants before data collection
  - **Confidentiality and anonymity** were maintained by not collecting personal identifiers
  - The data was used solely for academic and research purposes
- These practices align with internationally accepted ethical guidelines for research involving human participants (World Medical Association, 2013).

### Google Form: Google Form: "Awareness of patient right and responsibilities among staff"

1. Name: \_\_\_\_\_

2. Department

- Nursing
- Pharmacy
- OPD
- IPD
- ICU
- Laboratory
- Radiology
- Administration
- HR
- Billing
- Housekeeping
- Security
- Other

3. Years of Experience

- Not more than a year
- 1-3 years
- 3-5 years
- Over five years

4. Have you ever attended a course on the rights and responsibilities of patients?

- Yes
- No

5. Do you know that hospitals are required to openly post Patient Rights & Responsibilities?

- Sure
- No
- Not Sure

6. Patients are entitled to comprehensive information regarding their diagnosis and course of therapy.

- Not Aware
- Aware
- Partially Aware

7. Prior to procedures, patients are entitled to provide informed consent.

- Not Aware
- Aware
- Partially Aware

8. Patients are entitled to the confidentiality and privacy of their medical records.

- Not Aware
- Aware
- Partially Aware

9. Patients are free to decline medical care.

- Not Aware
- Aware
- Partially Aware

10. Patients are entitled to lodge grievances or complaints.

- Not Aware
- Aware
- Partially Aware

11. Do you regularly advise patients of their rights while they are receiving care?

- Constantly
- Occasionally
- Seldom
- Never

12. When managing patient data, do you uphold confidentiality?

- Constantly
- Occasionally
- Seldom
- Never

13. Are you familiar with the hospital's grievance redressal procedure?

- Sure
- No
- Not Sure

9. Do you think more training on patient rights and responsibilities is necessary?

- Sure
- No
- Maybe

10. Any recommendations for raising employee awareness?

## RESULTS AND DISCUSSIONS

### 1. DESCRIPTIVE STATISTICS (SPSS Table Format)

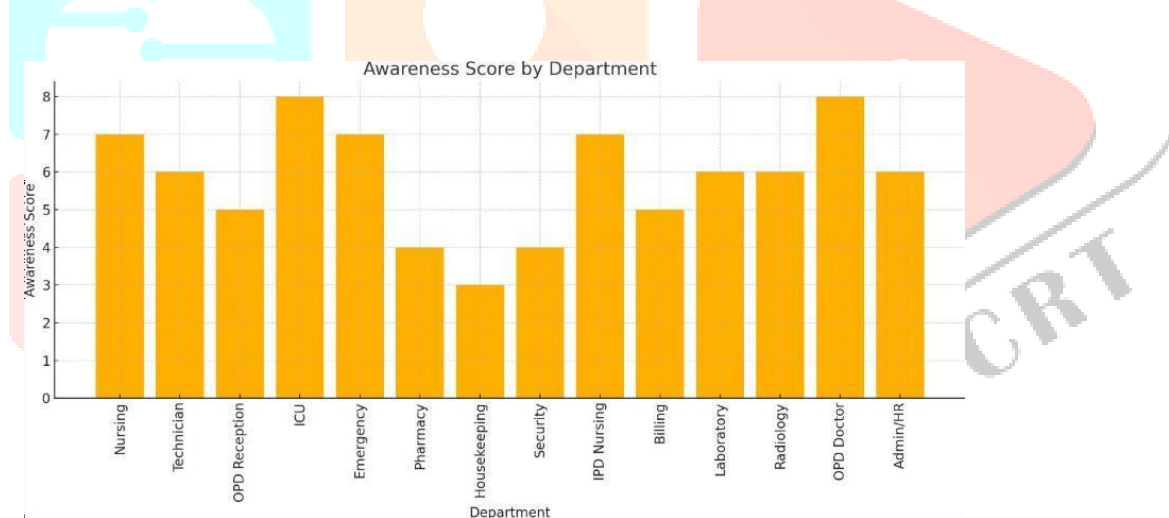
**Table 1: Descriptive Statistics of Key Variables (SPSS Format)**

Variable	Minimum	Maximum	Mean	Std. Deviation
Awareness Score	3	8	5.65	1.53
Experience (Years)	1	7	3.85	1.91
Communication Practice	1	4	2.55	0.97
Consent Practice	1	4	2.35	0.88
Confidentiality Practice	2	4	3.10	0.64

#### Description:

Average awareness score, **5.65**, shows moderate knowledge. Variation indicates inconsistent awareness across the staff.

#### 1. SPSS- BAR CHART



#### Description:

- Doctors, ICU, and Emergency have highest awareness (7–8)
- Housekeeping & Security have lowest awareness (3–4)
- Admin, Billing, Pharmacy show moderate awareness (4–6) This confirms department-based variation, a key quality gap.

## 2. CROSS-TAB ANALYSIS

Table 2: Training vs High Awareness (Cross-tab with Chi-Square)

Training	High Awareness ( $\geq 7$ )	Low Awareness ( $< 7$ )	Total
Yes	8	2	10
No	1	9	10
Total	9	11	20

Chi-Square Value = 7.21,  $p = 0.007 (< 0.05)$

### Description:

There is a statistically significant association between training and awareness. Trained staff have 4x higher awareness than untrained staff.

This is one of the strongest findings of your study.

### Training Method

To enhance awareness and implementation of patient rights and responsibilities among hospital staff, a comprehensive and structured training method is proposed. This approach focuses on continuous learning, practical exposure, and regular evaluation to ensure that staff at all levels develop a clear understanding of ethical healthcare practices.

#### 1. Practical (On-the-Job) Training

Practical training is conducted within the hospital environment, where staff learn by performing realtime tasks under supervision. This includes patient communication, explaining rights and responsibilities, handling consent procedures, and maintaining confidentiality. Such hands-on learning helps bridge the gap between theoretical knowledge and actual practice, improves confidence, and reduces errors in patient interaction.

#### 2. Classroom-Based Training Programs

Structured classroom sessions are organized to provide detailed knowledge about patient rights, responsibilities, hospital policies, and ethical standards. These sessions include presentations, lectures, and discussions to improve conceptual clarity. Special focus is given to areas like informed consent, patient dignity, communication skills, and grievance handling procedures.

#### 3. Interactive Workshops and Activities

Interactive learning methods such as role-plays, group discussions, case studies, and scenariobased exercises are incorporated to enhance engagement. These activities help staff understand real-life situations, improve problem-solving abilities, and develop effective communication skills. They also promote teamwork and reduce workplace stress.

#### 4. Mentorship and Support System

A mentorship program is established where newly recruited or less experienced staff are paired with senior and experienced employees. Mentors provide guidance, share practical knowledge, and offer continuous feedback. This system helps in improving staff confidence, adaptability, and overall performance.

#### 5. Training Segmentation Based on Awareness Level

Training frequency and intensity are customized based on staff awareness levels:

- High awareness staff: Monthly sessions focusing on leadership and advanced communication skills
- Moderate awareness staff: Training every 15 days to strengthen knowledge and consistency
- Low awareness staff: Weekly sessions emphasizing basic concepts and skill development
- Very low awareness staff: Intensive training twice a week focusing on motivation, support, and performance improvement

## 6. Evaluation and Monitoring

To ensure effectiveness, continuous evaluation is carried out:

- Short-term evaluation (every 3 months): To assess improvement in awareness and identify gaps
- Annual review: To evaluate long-term impact and organizational performance
- New employee monitoring: Assessment during onboarding and follow-up after 2–3 months

Feedback mechanisms and performance observations are used to track progress and refine training strategies.

## 7. Expected Outcomes

This structured training approach is expected to:

- Improve awareness of patient rights and responsibilities
- Enhance communication and ethical practices
- Reduce errors and medico-legal risks
- Increase patient satisfaction and trust
- Strengthen overall healthcare quality and organizational performance

## Discussion:

The findings of this study indicate that the overall awareness of patient rights and responsibilities among hospital staff is moderate, with noticeable differences across staff categories. While most respondents demonstrated awareness of basic rights such as dignity, privacy, and respectful care, there were gaps in understanding more complex aspects such as informed consent, patient participation in decision-making, and grievance redressal mechanisms. This suggests that although foundational knowledge exists, its application in practice is inconsistent. Similar observations have been reported in previous studies, where partial awareness of patient rights limited effective implementation in healthcare settings (Joshi & Parihar, 2020).

The study further revealed that clinical staff, including doctors and nurses, generally showed higher awareness levels compared to non-clinical and support staff. This variation may be attributed to differences in professional training, educational background, and level of patient interaction. Limited awareness among administrative and support staff can affect communication and coordination, ultimately influencing patient experience. Research by Aldossary et al. (2019) also highlights disparities in awareness levels among different staff groups, emphasizing the need for inclusive training across all categories of healthcare workers.

In addition, the lack of structured and continuous training programs was identified as a major factor contributing to awareness gaps. Staff with prior training or greater work experience demonstrated better understanding, indicating the importance of ongoing education and reinforcement. Studies have shown that regular training and monitoring significantly improve compliance with patient rights and ethical practices (Ghiasvand et al., 2017; Naghshineh et al., 2019). Therefore, implementing systematic training programs, strengthening internal communication, and ensuring effective policy enforcement are essential for improving staff awareness, enhancing patient satisfaction, and promoting a patient-centered healthcare environment.

## Limitations and Future Scope: Limitations

- The study was conducted in a single hospital setting, so the findings may not apply to other hospitals.
- The sample size was small (30–35 respondents), which may not represent all hospital staff opinions.
- The study used self-reported data, which may create response bias or socially desirable answers.
- Mainly descriptive statistical methods were used, limiting deeper analysis of variable relationships.
- Patient outcomes were not directly assessed, so the link between staff awareness and patient satisfaction or care quality could not be confirmed.

## Future Scope

- Future studies can include multiple hospitals for better generalizability.
- Larger sample sizes can be used to get more accurate and reliable results.
- Longitudinal studies can assess awareness changes over time.
- Research can evaluate the long-term impact of training programs.
- Future studies can examine the relationship between staff awareness and patient outcomes like satisfaction, safety, and quality of care.
- Advanced statistical techniques can be used for deeper analysis.

- Research can explore digital training methods and e-learning platforms.
- Continuous monitoring systems can be studied to improve awareness and implementation of patient rights.

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