

A survey study to determine the knowledge and awareness of patients rights amongst Indian population age between 20 and above

Prof. Satly Shaju, Dr. Anu Satly Shaju

ABSTRACT

Aim and objective- This a survey based study to determine the knowledge and awareness of patients rights amongst Indian population aged between 20 and above.

Materials and methods: Being a survey on patient right awareness, this is a Quantative Research. Random sampling method is used for the data collection. Data was collected from 505 people of various age group of 20 and above using structured questionnaire. Questionnaire was divided into 5 parts namely- Personal Information , Right to be Informed and Informed consent, Right to access healthcare with dignity and respect, Right to Confidentiality, Human dignity, Privacy and Right to Redressal. This questionnaire was sent of family, friends and well wisher and their responses were obtained in google form.

Results-: The study revealed that there is a considerable population who are unaware of their medical rights. 172 people received less than 10 score which is 35% of the population . The study revealed that there is significant association of the education level of respondents and their knowledge score. This implies the people with higher education level are more aware of medical right. Hence more effort have to be concentrated on people with lesser education to impart education on medical right

Conclusion: Awareness of ones' rights regarding health is important to achieve the best level of health care. This study helped in narrowing to the point that most respondents were aware of their patients rights. Hospitals do practice patient rights to a varying degree, even though some rectification and management action is needed.

Keywords- Patient rights, Informed consent, Confidentiality, Redressal, Awareness

Source of support- nil

Conflict of interest- none

INTRODUCTION

Human rights are standards that recognize and protect the dignity of all human beings. These rights govern how individual human beings live in society and with each other, as well as their relationship with the State and the obligations that the State have towards them. Human rights are indivisible. Irrespective of their civil, political, economic, social or cultural nature, they all have equal status as rights. Human rights came into existence from the fifteenth century B.C. in India. It's traces can be appreciated in Vedas. These rights and duties were expressed in the terms of duties to oneself, to one's family, to other fellowmen, to the society and the world. Human rights is considered the fundamental indicative of a developed society.

Patient rights are a subset of human rights. These rights are created to assures that the health care system is fair and it works to meet patients' needs, Create strong relationship between patients and their health care providers, gives patients a way to address any grievance they may have. Patient rights are essential pillars to provide a good health care and to promote ethical medical practices.

Laws related to patient rights was brought to the countries worldwide after United Nations declared the Human Rights Act in 1948. The National Welfare Rights Organization (NWRO) was formed, in June 1970 a document was drafted containing twenty-six demands, stating the patients rights from the consumers' perspective. In 1981, the World Medical Association started wording a first declaration on patient rights. In March 1994 the final text, entitled "A Declaration on the Promotion of Patients Rights in Europe", was adopted by a special WHO European Consultation on the Rights of Patients, held in Amsterdam.

In india, charters of patient rights was formulated for the protection of the patient by physicians, healthcare providers and the State, which have been codified in various societies and countries. In law, patient rights can be stated under Article 21 of The constitution of India that states "the right of protection of life and personal liberty- no person shall be deprived of his life or personal liberty except according to procedure established by law, nor shall any person be denied equality before the law or the equal protection of the laws within the territory of India." Indian medical council (Professional conduct, etiquette and ethics) regulations 2002, the consumer protection act 1986, Drugs and cosmetic Act 1940, Clinical Establishment Act 2010.

Need of the study:- One visit's hospital for once in their lifetime and with present scenario one should be aware of their right'. The need of the study is to evaluate the understanding of patient right's and to create awareness amongst the people regarding the same.

Statement of Problem:

A survey study to determine the knowledge and awareness of Patients rights amongst Indian population aged between 20 and above:

Objectives of the study:

1. To assess the knowledge and awareness of Patients rights amongst Indian population aged between 20 and above :
2. To find out the association of the knowledge and awareness Patients rights amongst Indian population aged between 20 and above with their selected demographic variables

RESEARCH METHODOLOGY

Research approach: Evaluative approach

Research Design: Quantative Research

Setting: All over India

Population: Indian population aged between 20 and above

Sampling technique: Simple random sampling technique

Sample size: 505

Inclusion criteria: The People who are willing for the study.

Exclusion criteria: The People age below 20 yrs

Research Tool: Structured questionnaire

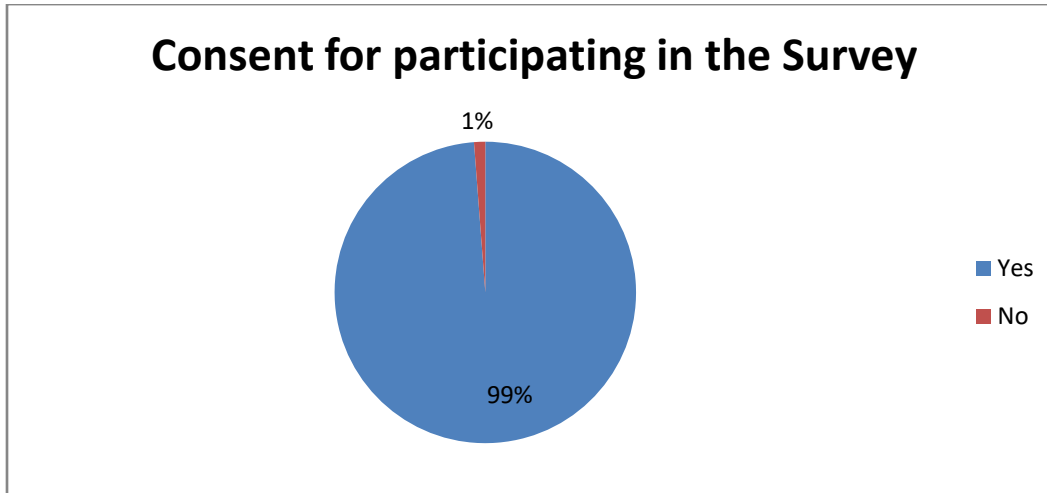
Data Collection Procedure:

The Investigator introduced herself to the People and explained the significance of the study. Consent was obtained from them after explaining them the purpose of the study. Being a survey on patient right awareness, this is a quantative research. Random sampling method was used for data collection. The tool used was questionnaire. This tool was sent to the people staying in various parts of India. Their responses was recorded using google form over a period of January to April 2022. A sample size of 505 was collected through random sampling method.

The questionnaire was structured in a way that primary part contained the demographic profile of the person which was followed by the part dedicated for experiential knowledge. (Questions were answered by the respondents based on their prior experience) A consent was obtained before proceeding with the questions. Questions were formatted under the topics- Right to be informed and informed consent, Right to access healthcare with dignity and respect , Right to confidentiality human dignity, privacy & Right to redressal. Respondents had the option to choose the best relatable option. The responses were coded using Microsoft excel.

ANALYSIS AND INTERPRETATION

Figure 1:1 Pie diagram Showing percentage wise distribution of consent for Participating in the survey



SECTION-I

Distribution of subjects according to demographic variables by using frequency & Percentage

S.NO	Age(in years)	Frequency(f)	Percentage (%)
1.	20-40	333	65.9
2.	40-60	158	31.3
3.	Above 60	14	2.8

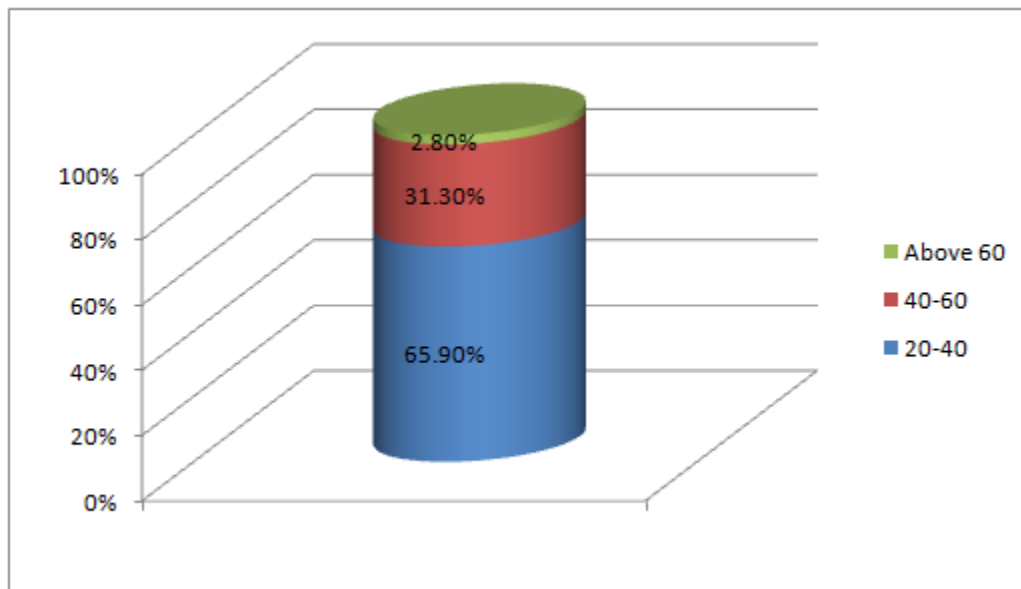


Figure-1.2 Bar diagrams showing percentage wise distribution of Participants according of their age group

Sr. NO	GENDER	FREQUENCY	PERCENTAGE
1	FEMALE	243	48.1%
2	MALE	262	51.9%

Figure-1.3 Pie diagrams showing percentage wise distribution of Participants according of their Gender

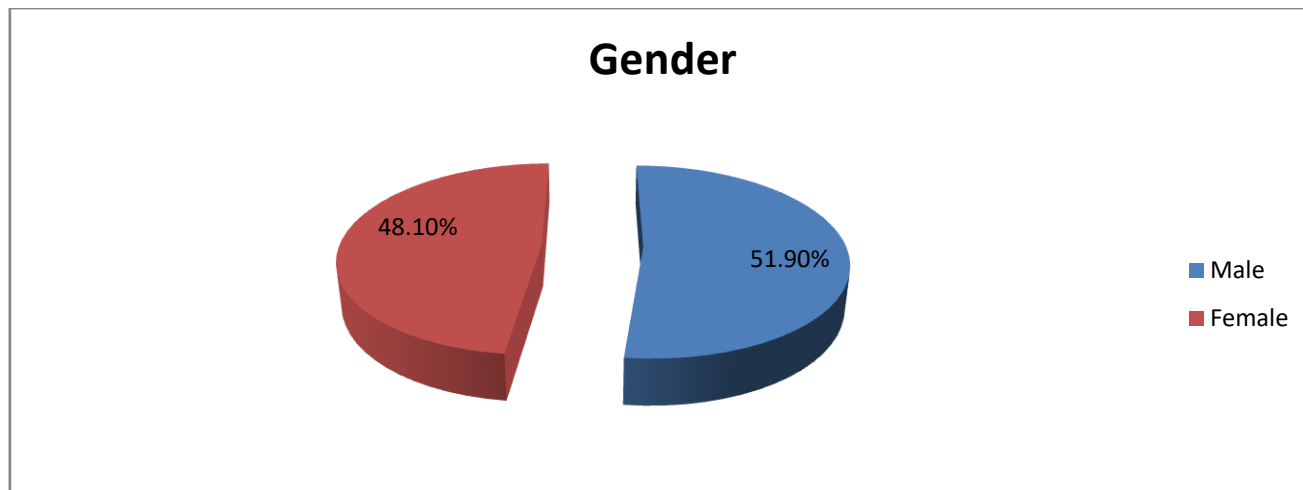


Figure-1.3 diagrams showing percentage wise distribution of Participants according of their Education

S.NO	EDUCATION	FREQUENCY	PERCENTAGE
1	PRIMARY	2	0.4%
2	SECONDARY	7	1.4%
3	UNDERGRADUATION	228	45.1%
4	POST GRADUATION	268	53.1%

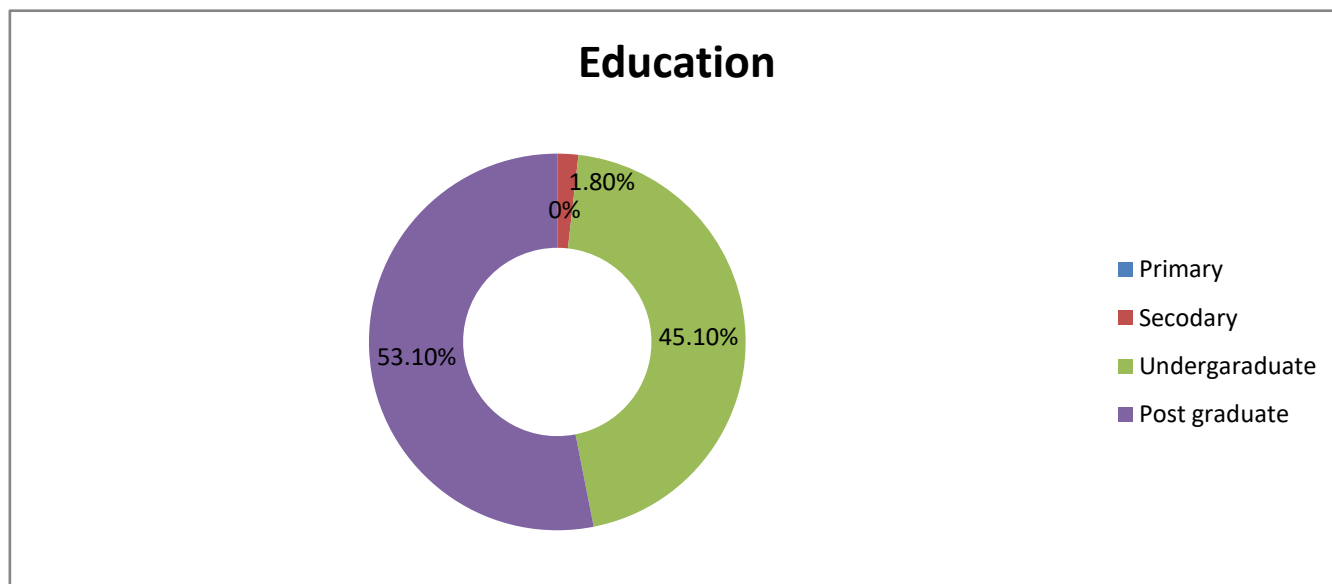


Figure-1.4 diagrams showing percentage wise distribution of Participants according of their Place of Residency

S.NO	PLACE	FREQUENCY	PERCENTAGE
1	RURAL	81	16%
2	URBAN	424	84%

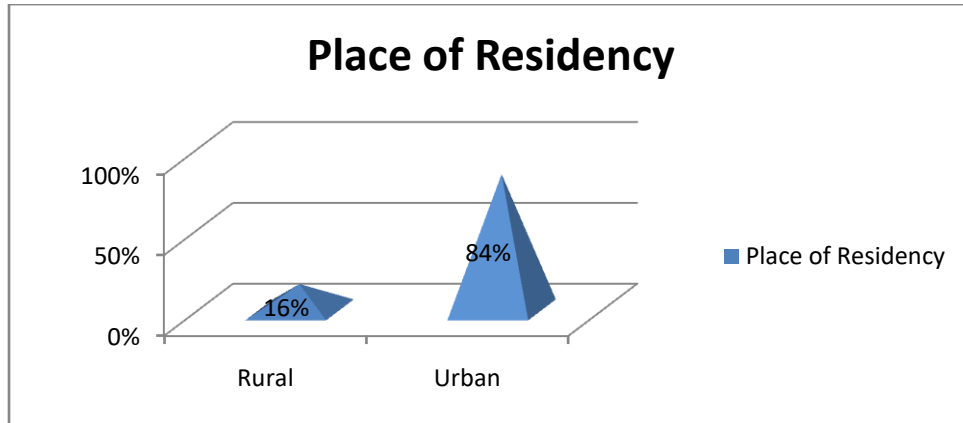
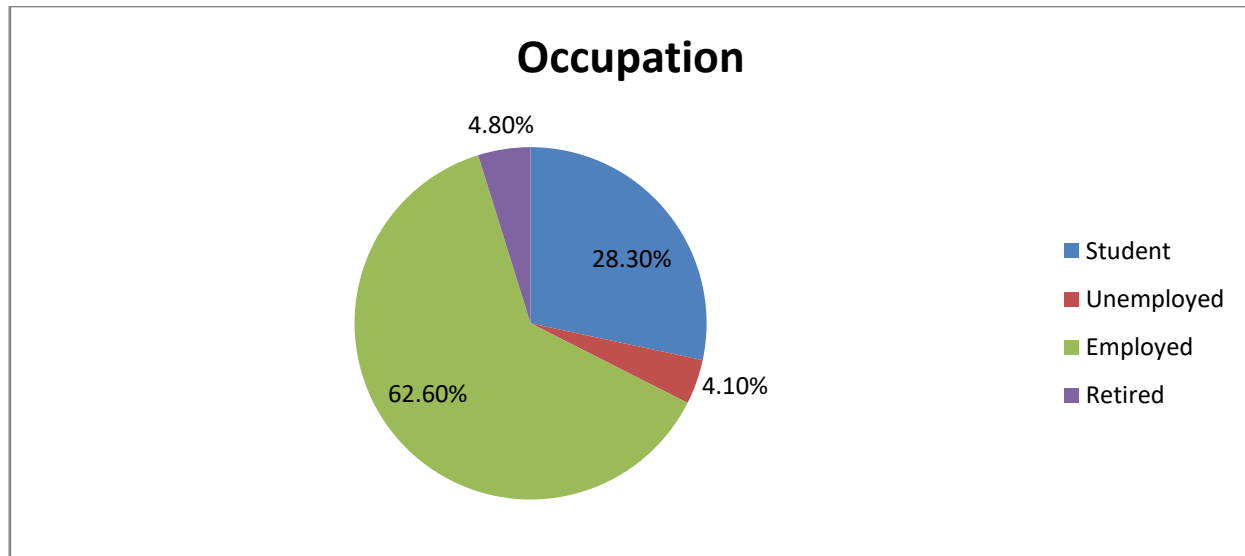


Figure-1.5 diagrams showing percentage wise distribution of Participants according of their Occupation

S.NO	OCCUPATION	FREQUENCY	PERCENTAGE
1	STUDENT	143	28.3%
2	UNEMPLOYED	24	4.8%
3	EMPLOYED	316	62.6%
4	RETIRED	22	4.4%



SECTION II

AWARENESS ON "RIGHT TO BE INFORMED &INFORMED CONSENT"

Figure-1.5 Diagrams Showing Percentage Wise Distribution of Participants- Has there been any instance where the medical procedures, complications and costs were NOT explained to you before the treatment?

S.NO		FREQUENCY	PERCENTAGE
1	YES	171	33.9%
2	NO	334	66.1%

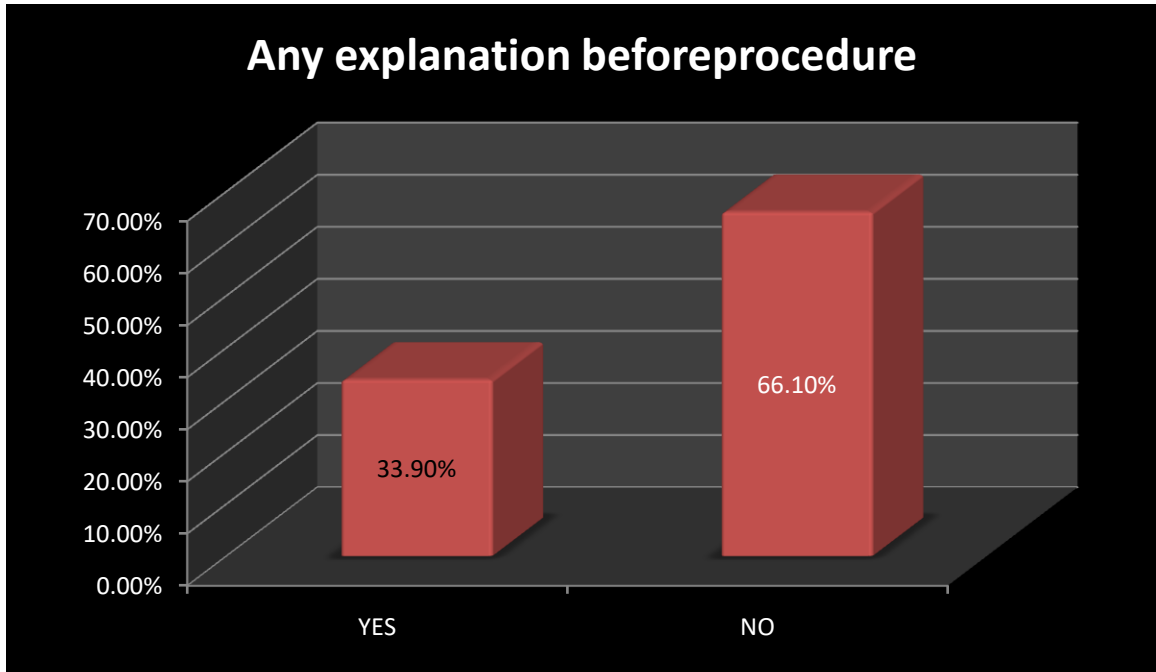


Figure-1.6 Diagrams Showing Percentage Wise Distribution of Participants- **Has there been any instance where a written consent was NOT obtained from you before the treatment?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	107	21.2%
2	NO	398	78.8%

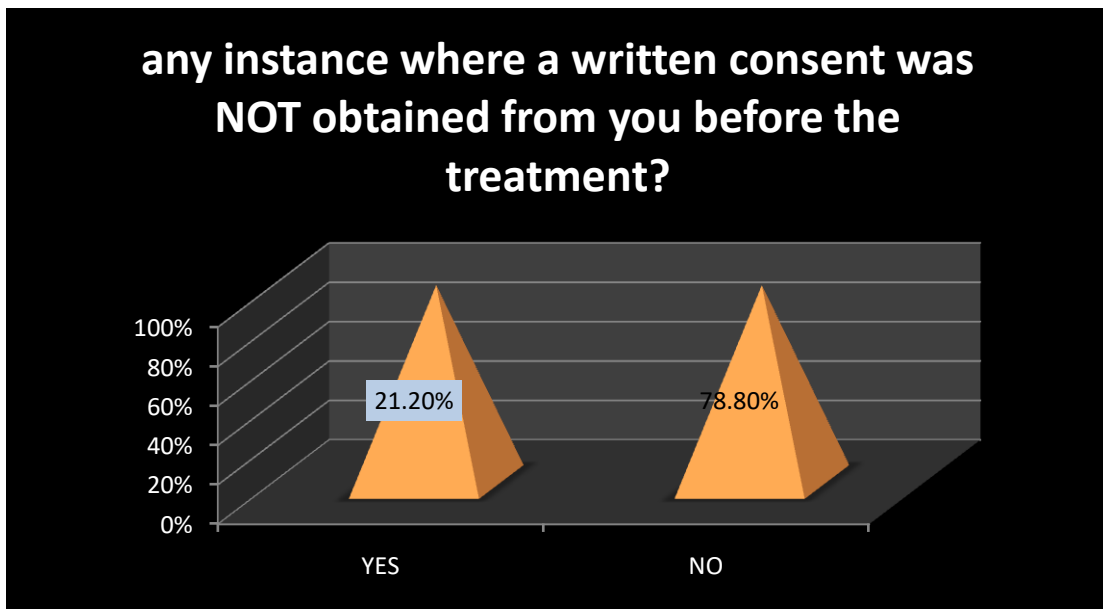


Figure-1.7 Bar Diagrams showing percentage wise distribution of Participants- **Are you aware that it is mandatory for any doctor to obtain consent from you before any procedure?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	447	88.5%
2	NO	58	11.5%

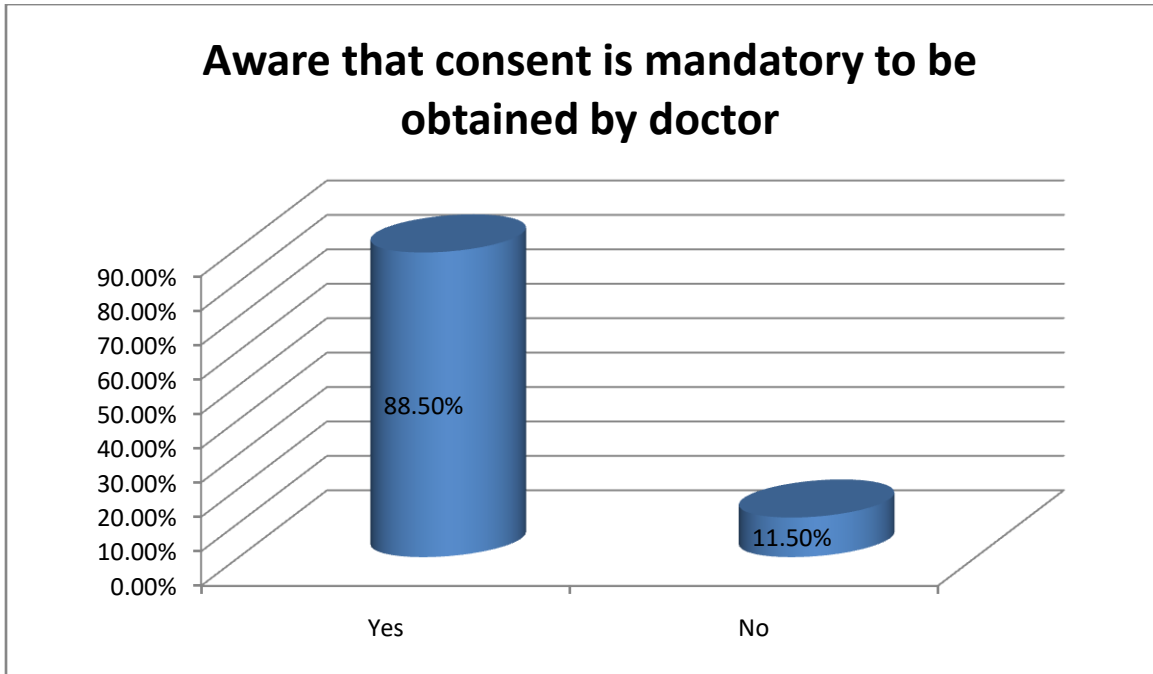


Figure-1.8 Bar Diagram Showing Percentage Wise Distribution of Participants- **Are you aware that the document containing your informed consent is a legal document?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	440	87.1%
2	NO	65	12.9%

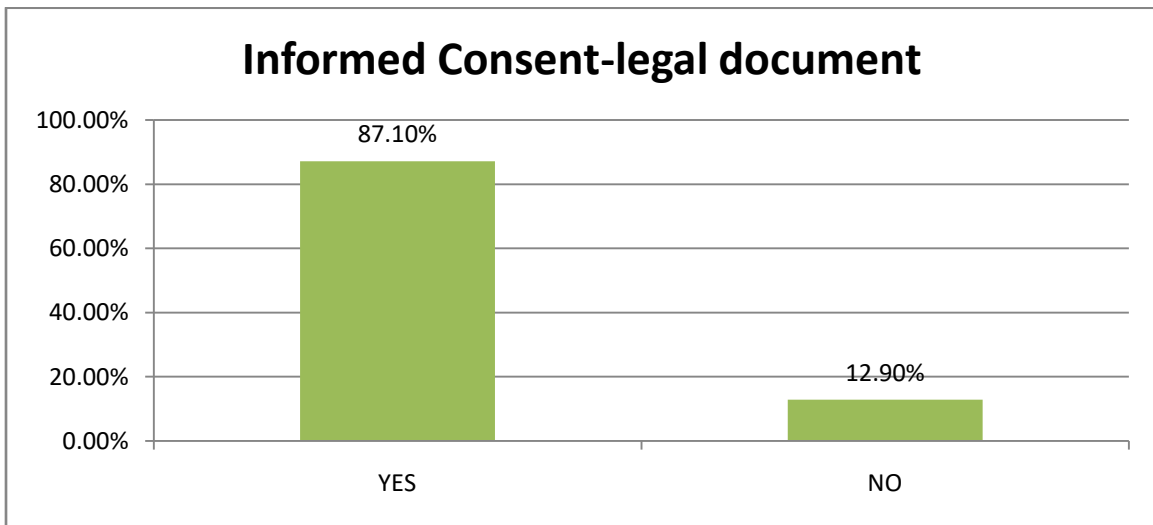
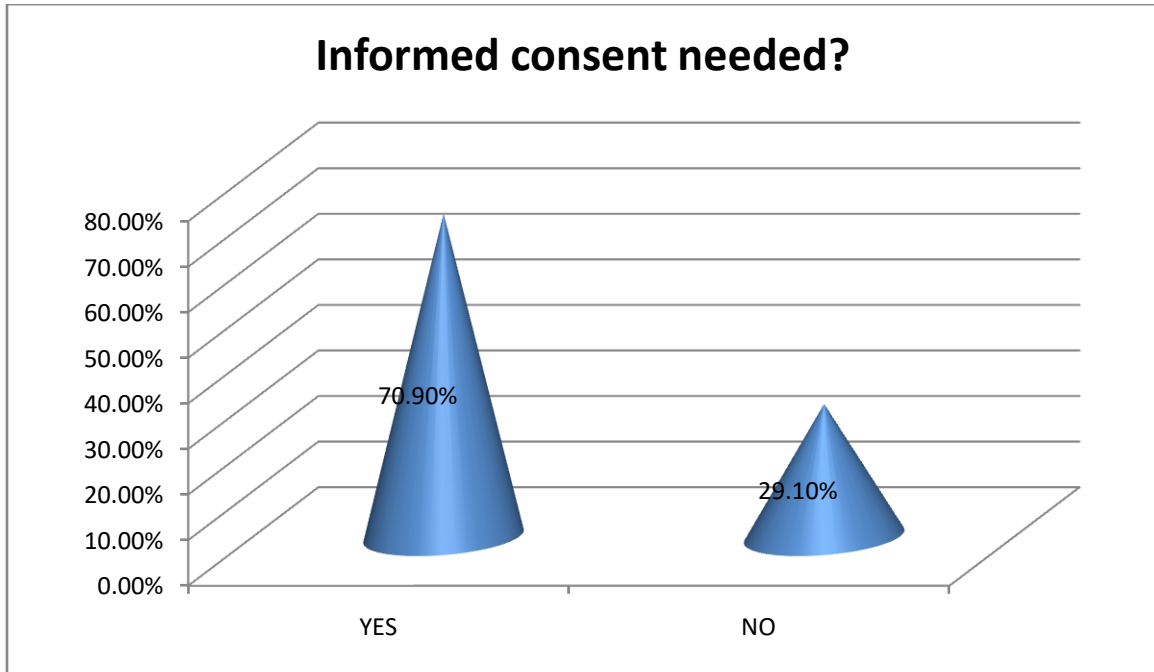


Figure-1.9 Bar Diagrams Showing Percentage Wise Distribution of Participants- **In case of life-threatening emergencies, do you think informed consent is needed?**

Sr. NO		FREQUENCY	PERCENTAGE
1	YES	358	70.9%
2	NO	147	29.1%



SECTION III

AWARENESS ON RIGHT TO ACCESS HEALTHCARE WITH RESPECT AND DIGNITY

Figure-2.0 diagrams showing percentage wise distribution of Participants- **Do you think patients should be prevented from accessing information about their health status or health records?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	92	18.2%
2	NO	413	81.8%

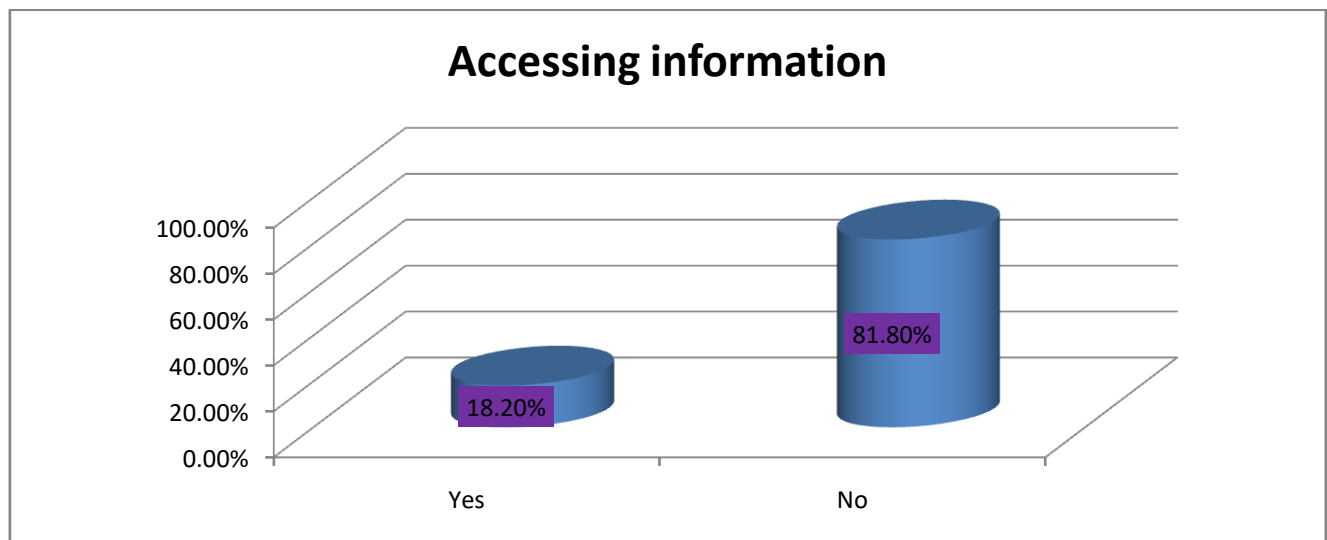


Figure-2.1 diagrams showing percentage wise distribution of Participants- **Have you ever encountered any discrimination or been denied treatment on the basis of your caste, color, religion or financial background?**

Sr.NO		FREQUENCY	PERCENTAGE
1	YES	47	9.3%
2	NO	458	90.7%

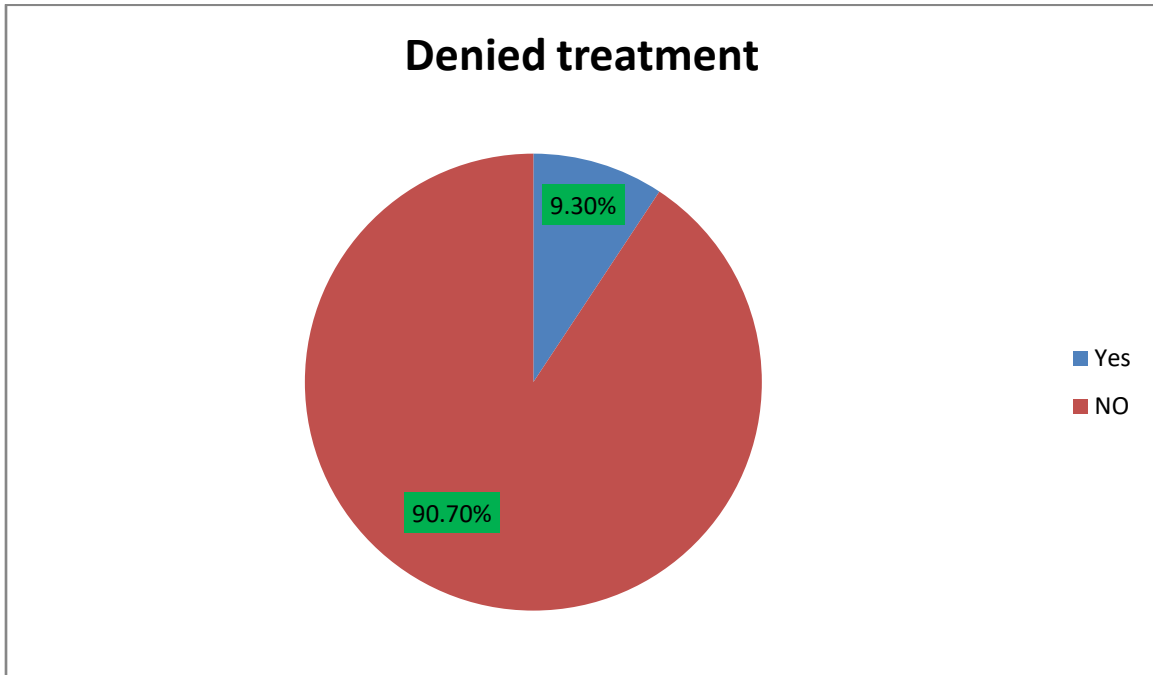
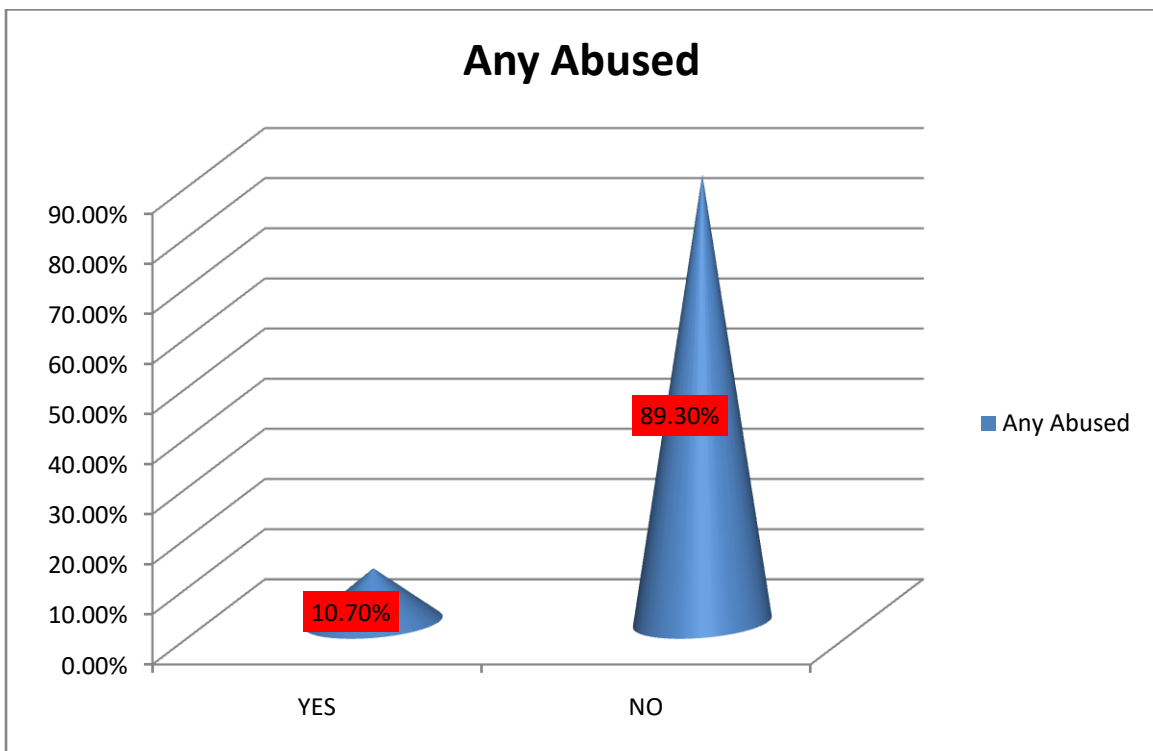


Figure-2.2 BarDiagrams showing percentage wise distribution of Participants- **Have you ever been physically or verbally abused by the hospital staff during the course of your treatment?**

Sr.NO		FREQUENCY	PERCENTAGE
1	YES	54	10.7%
2	NO	451	89.3%



SECTION IV –

AWARENESS ON RIGHT TO CONFIDENTIALITY, HUMAN DIGNITY AND PRIVACY

Figure-2.3 diagrams showing percentage wise distribution of Participants- **Is it in your knowledge that patient information cannot be disclosed without their consent?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	428	84.8%
2	NO	77	15.2%

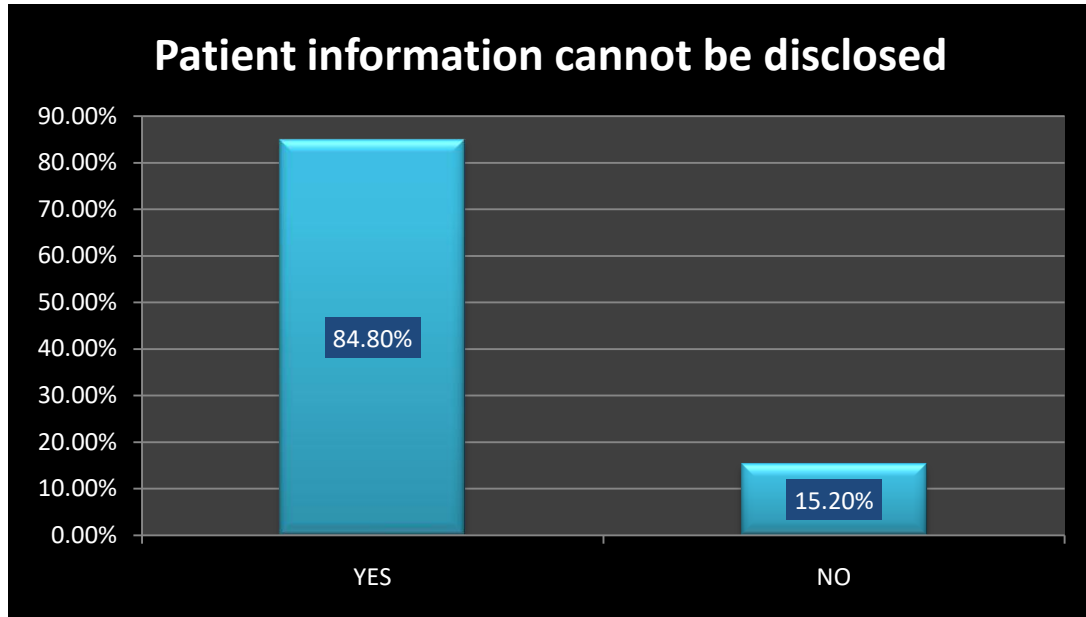
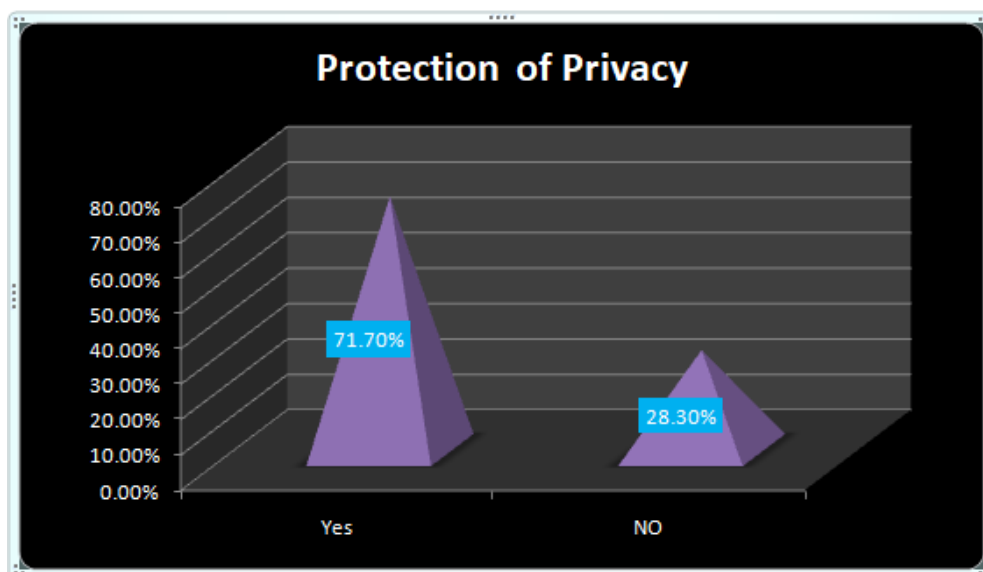


Figure-2.4 diagrams showing percentage wise distribution of Participants- **Are you aware that a female patient can request the presence of a female doctor or nurse during physical examination by a male medical practitioner?**

Sr. NO		FREQUENCY	PERCENTAGE
1	YES	362	71.7%
2	NO	143	28.3%



SECTION V

AWARENESS ON RIGHT TO REDRESS

Figure-2.5 Bar diagrams showing percentage wise distribution of Participants- **On violation of any of your rights, what would you do?**

S.NO	OPTIONS	FREQUENCY	PERCENTAGE
1	STAY SILENT AND DO NOTHING	20	4%
2	WRITTEN COMPLAINT TO ADMINISTRATIVE OFFICER	269	53.3%
3	WRITTEN COMPLAINT TO THE PERSON'S SUPERIOR	167	33.1%
4	APEAL TO COURT	37	7.3%
5	OTHERS- DEPENDS ON THE SITUATION GET IN TO FIGHT WITH HIM/HER ACTION DEPENDING ON THE SEVERITY OF VIOLATION	12	2.3%

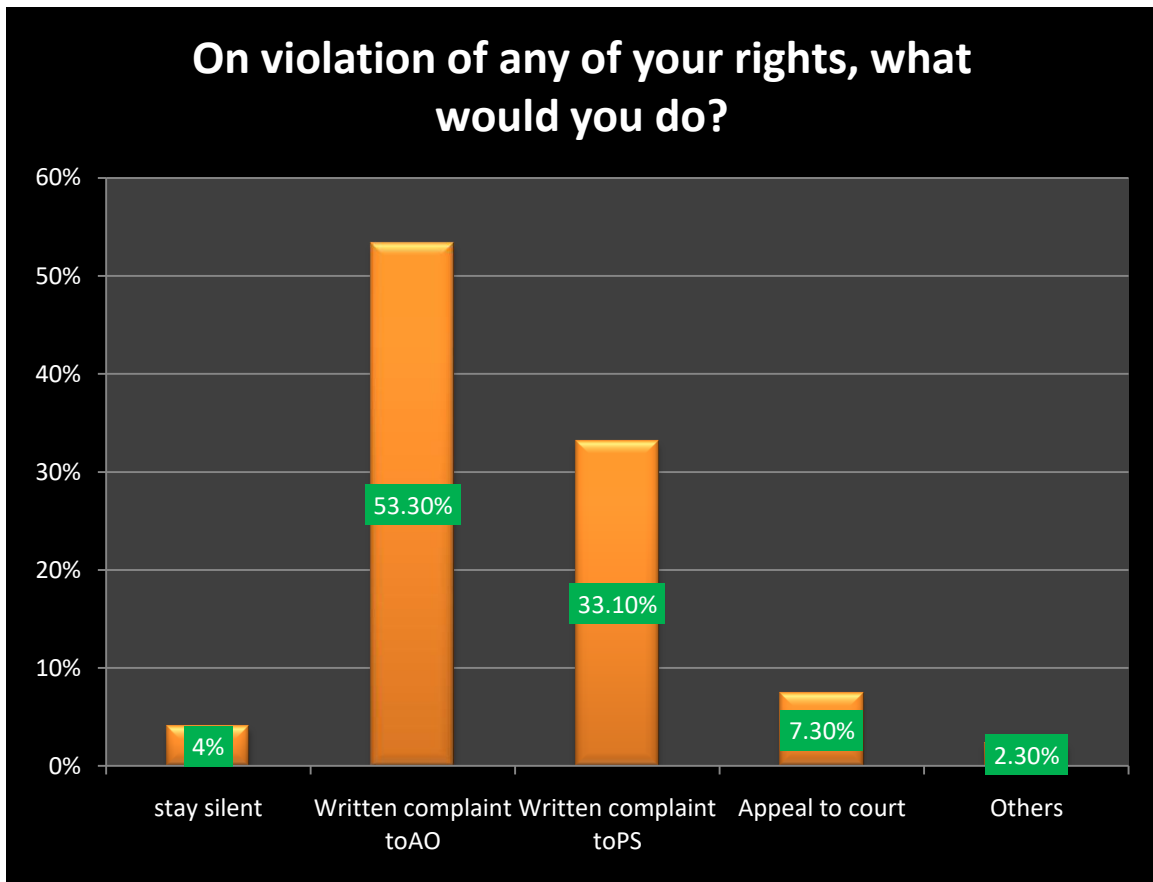


Figure-2.6 diagrams showing percentage wise distribution of Participants- **Are you aware that as a patient you have the right to give feedback about the treatment you're currently receiving or have received in the past?**

S.NO		FREQUENCY	PERCENTAGE
1	YES	378	74.9%
2	NO	127	25.1%

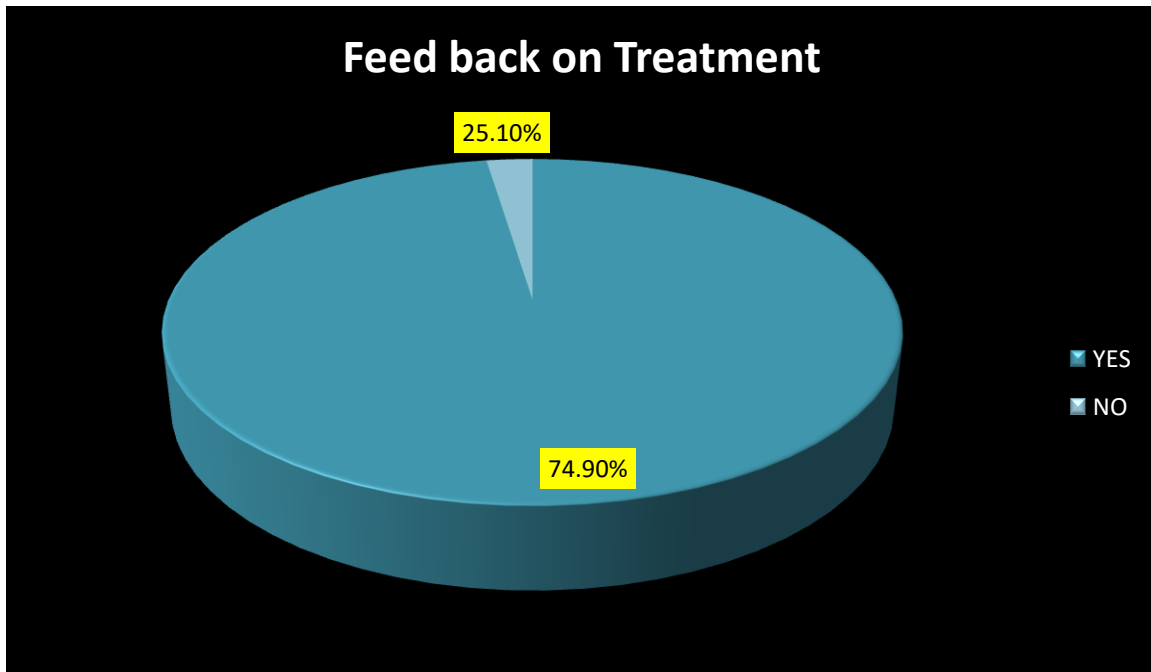
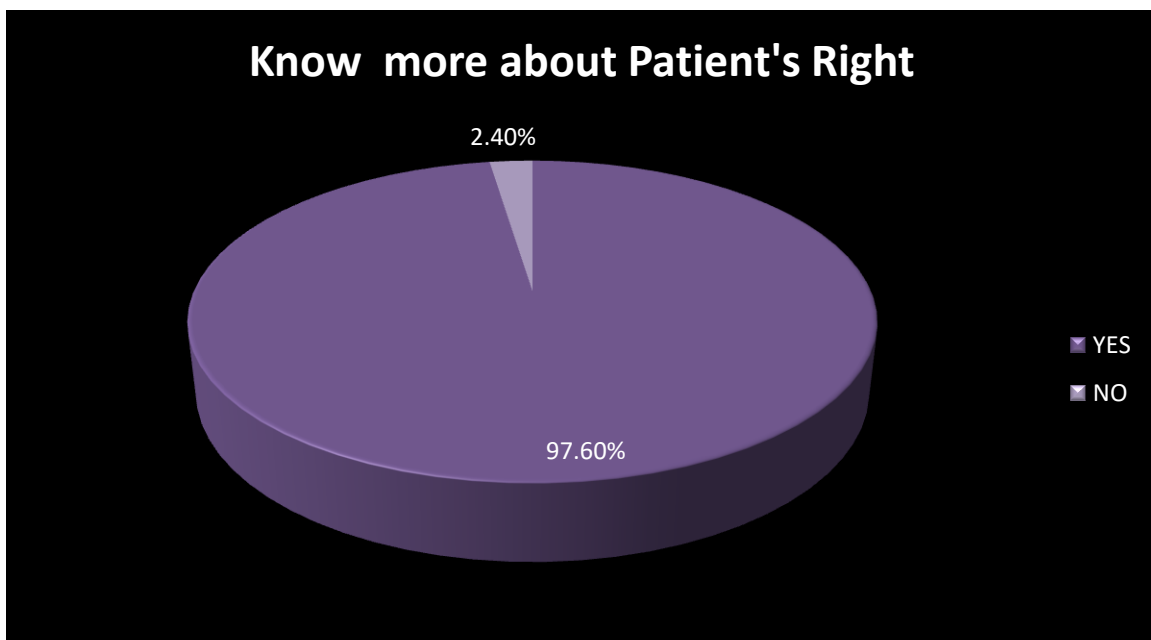


Figure-2.7 diagrams showing percentage wise distribution of Participants- **If given a chance, would like to know more about PATIENT RIGHTS?**

Sr.NO		FREQUENCY	PERCENTAGE
1	YES	493	97.6%
2	NO	12	2.4%



SUMMARY

The majority of participants were aged between 20-40yrs- 65.9%, an equal number of participation from male and female was observed. Around 53.1% of the participants were post graduates and 45.1% were undergraduates. Participants of the survey where mostly resident of urban 85%.

It was came into our attention that there are still 33.9% instances where medical procedures, complications, and costs were not explained to the patients before the treatment and around 21.2% instances where written consent was not obtained from the patient.

Even though majority of respondents did have the knowledge that the informed consent is mandatory to be obtained before any procedure still there well 11.5% who didn't know it. Similarly in informed consent as a legal document, majority had a knowledge regarding the same and 12.9% didn't know it. 70.9% respondents feel that even in life threatening emergencies informed consent is needed, which reflects incomplete knowledge and lack of awareness of Patient right's.

Majority of the respondents have the knowledge regarding accessing information about health status or health records, have not encountered any discrimination or treatment denied based on caste, color, religion, financial background or physically- verbally abused by hospital staff during course of treatment. But still have around 10% respondents who faced the discrimination, treatment being denied because of color, caste religion & financial background,, physicaly verbally abused during treatment

85% respondents know that patient information cannot be disclosed without the patient's consent. 72% respondents have the knowledge that female patient can ask for female assistance/presence during examination by male medical practitioner.

Majority of respondents responded as written complaint to the administrative officer on violation of rights and have the awareness to give feedback about the treatment. 97.6% of respondents are willing to know more about the patient rights if given a chance.

There is association of knowledge and awareness of patient rights among the Indian population aged between 20 and above with their demographic variable.

Result- Chi square value show that 0.068677278 which is greater than p value 0.05 so there is a relation between education qualification and knowledge of the participant.

CONCLUSION

The study revealed that there is a considerable population who are unaware of their medical rights. 172 people received less than 10 score which is 35% of the population . It is to be noted that the study was conducted in urban educated population. The study revealed that there is significant association of the education level of respondents and their knowledge score. This implies the people with higher education level are more aware of medical right. Hence more effort have to concentrated on people with lesser education to impart education on medical right

RECOMMENDATIONS

- Based on the finding the following recommendations have been made for further study
- The citizen should be educated on the medical rights it is advisable that this be included in the curriculum of secondary education.
 - Similar study can be undertaken for large samples to generalize the finding.
 - A comparative study can be carried out to assess the knowledge & Awareness on Patient right can done.

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