

 <p>ISSN NO. 2320-5407</p>	<p>Journal Homepage: - www.journalijar.com</p> <h2 style="text-align: center;">INTERNATIONAL JOURNAL OF ADVANCED RESEARCH (IJAR)</h2> <p style="text-align: center;">Article DOI: 10.21474/IJAR01/2212 DOI URL: http://dx.doi.org/10.21474/IJAR01/2212</p>	 <p>INTERNATIONAL JOURNAL OF ADVANCED RESEARCH (IJAR) ISSN 2320-5407 Journal homepage: http://www.journalijar.com Journal DOI: 10.21474/IJAR01</p>
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RESEARCH ARTICLE

ASSESSMENT OF PATIENT'S KNOWLEDGE ABOUT THEIR HEALTH RIGHTS AT KING FAHAD HOSPITAL AT AL-MADINAH CITY, KSA, 2016

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Manuscript Info

Manuscript History

Received: 28 September 2016
Final Accepted: 30 October 2016
Published: November 2016

Key words:-

patients bills of rights, education, awareness.

Abstract

Background : Patients bills of rights in Saudi Arabia developed in 2006. Many studies were assessing the knowledge of patient bill of rights in Saudi Arabia most of them found a lack of knowledge, in addition, there is no similar study was done in Al-Madinah city.

Objectives: The aims of this study are to assess patient's knowledge about the bill of rights and to determine factors affecting that among patients attending KFH in Al-Madinah city, KSA, 2016.

Method: This cross-sectional survey was approved by IRB at general director affairs committee Al-Madinah conducted on patients attending king Fahad Hospital in Al-Madinah, KSA, during March-April 2016. 385 patients, 18 years or older, Saudi and non-Saudi, male and female were selected randomly and requested to complete the questionnaire that was prepared by the authors and the validity done by a review of three consultants then the SPSS was used to analyze the data collected.

Result: We note that 73.8% of the respondents not aware about "patients bills of rights". Although that the patients have a good knowledge about all the contents of patients bills of rights. We found a relation between the awareness of patients' bills of rights and age, educational and income level. The most known right was getting the required care. On the other hand, the least known right was "patients' knowledge of their families rights and responsibilities".

Conclusion : Patients have poor aware of "PBR" that issued by the Saudi Ministry of Health. However, the most of them showed great knowledge about their rights. The Patients aware about "PBR" affected by many factors such as; educational Level, age, and income Level. But it didn't affect by gender.

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Introduction:-

Definition of patients' rights is determined by population culture and social norms, and it differs between countries. But there is growing international agreement that patients' rights definitions are include patient's privacy, confidentiality of their medical records information, refusing treatment, taking their consent, and giving them

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information about risk procedures. (1) According to Ministry of Health in Saudi Arabia patients bills of rights (PBR) "are policies and rules that must be preserved and protected by the Health facility toward patients and their families". (2) PBR in Saudi Arabia developed in 2006, and it includes 12 items (2), which are knowing patient and family rights and responsibilities, getting health care, safety and protection, respect and appreciation, participation in the healthcare plan, refuse treatment, participation in research studies, organ and tissues donation policies and procedures, health insurance and financial policy, clear and comprehensive declaration forms, complaints and suggestions policies and procedures. (2) The importance of PBR was to help patients feel more confident in the healthcare system by assures that the health care system is fair and it works to meet patient's needs and to stress the importance of a strong relationship between patients and their health care providers (1).

Looking back at some similar studies in Saudi Arabia we can notice that there is a lack of awareness about PBR among patients. In 2012 a study was conducted on hospitalized patients in the central region of Saudi Arabia showed that only 25.2 % out of 250 participants were aware of Saudi PBR(3). In another study was conducted also in Riyadh in 2010 showed that 75% of 500 primary health centers attendees didn't know about the presence of Saudi PBR(4). A recent study from the Taif city , in the western region, conducted in 2013 and included 364 participants showed that only 42% of them were aware of Saudi PBR(5). Also, another study was conducted in Riyadh 2016, collected the sample from 14 governmental and private hospitals showed only 99 out of 632 received education regarding patient's rights(6). There were no similar studies in Madinah.

Considering worldwide studies, a survey was conducted in Basra city showed that There was a lack of patients' knowledge regarding the patients' rights as Eight hundred and eighty six (886) patients were included in the study .Most patients (77.2%) didn't know about the existence of patients' list of rights, even though they were aware about some of their rights(7). Similar findings by Yousouf et al, they studied Hospitalized patients' awareness of their rights: a cross-sectional survey from a tertiary care hospital on the east coast of Peninsular Malaysia A total of 250 patients was surveyed.85%had enough information about their diagnosis and treatment, but only 45% know about other treatment options and 65% know the duration of their treatment (8)

To best of our knowledge, this study will be the first attempt to assess the patient's knowledge about their health rights at KFH at Al Madinah City, Saudi Arabia. The aims of this study are to assess patient's knowledge about bill of rights and to determine factors affecting that among AlMadinah population to help in improving the health care services.

Methodology:-

This study used a cross-sectional survey design . The study was approved by institutional review board at general director affairs committee Al madinah. A convenience sample used to represent patients attending king Fahad Hospital in Al madinah , KSA. 385 patients , 18 years or older, Saudi and non Saudi , male and female were selected randomly and requested to complete the questionnaires. Participants were selected between March 2016 and April 2016.

The survey questionnaire consisted of three parts. The first was about personal data of respondents and included questions on gender, age, nationality , educational level, and socioeconomic status. The second part, was about the knowledge about the existence of the PBR, and the source of knowledge. Third part about PBR contents, and whether the respondents know about each one of their right or not. Responses in this section were in "yes" , "no" and "I don't know " form. The questionnaire used in this study was prepared by the authors and the validity done by a review of three consultants Dr. Abdulmohsen Zalabani – chairmen , Family and community department , Dr. Nahed Falata – Family medicine , Dr. Mohammed Al khalawi- community medicine , And it was pilot-tested. After the suggestions of the reviewers and the outcome of the pilot survey, the final questionnaire was reformulated.

The respondents were assured of confidentiality , and they signed a consent to participate in the study. All questionnaires were filled by a 5 trained medical students in an interview format . SPSS was used to analyze the data collected.

Result:-

Table 1 Shows the patients distribution according to their personal data, as 43.8% of them were males, while the others females, the Saudi nationality participants were 82.2%, while the others had other nationalities, 38.3% of

them ages were between (20- 30) years old. Most of the patients had their incomes less than (5000) Riyal. And the majority of them (43.7%) their educational level is Bachelor and above.

Table 1:- Socioeconomic data (n = 400)

%	#	Variable	
43.8%	175	Male	Gender
56.2%	225	Female	
82.2%	329	Saudi	Nationality
17.8%	71	Non Saudi	
5.5%	22	Less than 20	Age (years)
38.3%	153	20- 30	
23.0%	92	31- 40	
16.5%	66	41- 50	
16.8%	67	More than 50	
59.2%	237	Less than 5000	Monthly income
26.3%	105	5000-10000	
14.5%	58	More than 10000	
6.0%	24	Illiterate	Education level
27.0%	108	intermediate and below	
23.3%	93	High school	
43.7%	175	Bachelor and above	

The following diagram shows patients answers for question that was asked “are you aware of PBR issued by the Saudi Ministry of Health?”

We note that Less than half of the respondents (26.3%) aware about PBR. While the majority of the respondents (73.8%) they are not aware about PBR.

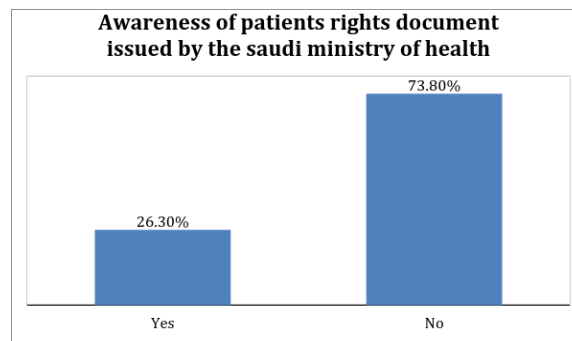


Figure 1:- Awareness of PBR issued by the Saudi Ministry of Health

The following table shows the source of knowledge about PBR . The majority (43.8%) Of respondents was from Plates health center.

Table 2:- Source of knowledge.

%	#	Variable
2.9%	3	Physician
43.8%	46	Primary health center
1.9%	2	Primary health center & Internet
1.0%	1	Primary health center & Internet & Others
28.6%	30	Others
5.6%	6	T.V
16.2%	17	Internet
100%	105	Total

Table 3:- Cross tabulation Between the awareness of PBR by the Saudi Ministry of Health and Educational Level:

P-value	Chi-Square	Educational Level					
		Total	Bachelor and above	High school	intermediate and below	Illiterate	
0.000**	33.004	295 (73.8%)	108 (27%)	67 (16.8%)	97 (24.3%)	23 (5.8%)	No
		105 (26.2%)	66 (16.5%)	27 (6.8%)	11 (2.8%)	1 (0.25%)	Yes
		400 (100%)	174 (43.5%)	94 (23.5%)	108 (27%)	24 (6%)	Total

**Chi Square test - Significant at the 0.01 level.

Table (3) shows comparison between patient Educational Level and the awareness of PBR by the Saudi Ministry of Health , The result shows that with increasing education level, the awareness of patients is improved. And the table shows that the value of P-Value (0.000) and it is Less than the lowest level of significance (0.01), Meaning that there is a significant relation between the awareness of PBR by the Saudi Ministry of Health and educational Level.

Table 4:- Cross tabulation Between the awareness of PBR by the Saudi Ministry of Health and the Income Level:

P-value	Chi-Square	Income Level				
		Total	MoreThan10	5-10	LessThan5	
0.000**	19.681	295 (73.8%)	34 (8.5%)	68 (17%)	193 (48.3%)	No
		105 (26.2%)	24 (6%)	37 (9.3%)	44 (11%)	Yes
		400 (100%)	58 (14.5%)	105 (26.3%)	237 (59.3%)	Total

**Chi Square test - Significant at the 0.01 level.

In the above table a comparison was made between patients Income Level and the awareness of PBR issued by the Saudi Ministry of Health, The result shows As expected that more of those who didn't know about the existence of PBR from the low income population.

The Chi-Square Tests shows that the value of P-Value (0.000) and it is equal to the lowest level of significance (0.01) , meaning that there is a significant relation between the awareness of PBR by the Saudi Ministry of Health and income Level.

Table 5:- Cross tabulation between the awareness of PBR by the Saudi Ministry of Health and the Gender.

P-value	Chi-Square	Gender			
		Total	Female	Male	
0.808	0.059	295 (73.8%)	128 (32%)	167 (41.8%)	No
		105 (26.2%)	47 (11.8%)	58 (14.5%)	Yes
		400 (100%)	175 (43.8%)	225 (56.3%)	Total

In the above table a comparison was made between patients Gender and the awareness of PBR issued by the Saudi Ministry of Health, and the table shows that the value of P-Value (0.808) and it is Over level of significance (0.05) , meaning that there is no a relation between the awareness of PBR by the Saudi Ministry of Health and gender.

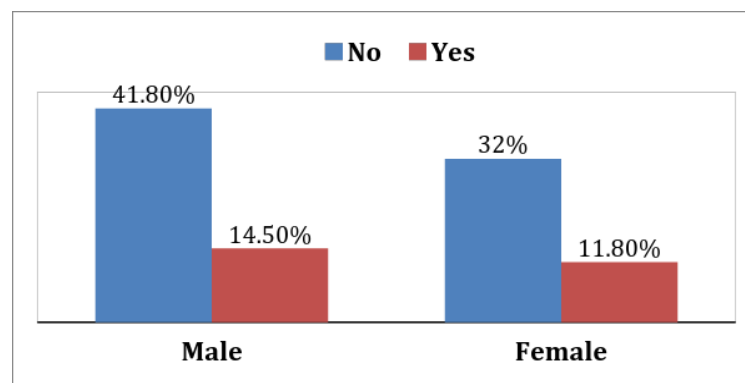
**Figure 2:-** relation between the awareness of PBR by the Saudi Ministry of Health and the Gender.

Table 6:- Cross tabulation between the awareness of PBR by the Saudi Ministry of Health and Age:

P-value	Chi-Square	Age						
		Total	> 50	41- 50	31- 40	20- 30	< 20	
0.018*	11.866	295 (73.8%)	56 (14%)	48 (12%)	61 (15.3%)	109 (28.3%)	21 (5.3%)	No
		105 (26.2%)	11 (2.8%)	18 (4.5%)	31 (7.8%)	44 (17.6%)	1 (0.25%)	Yes
		400 (100%)	67 (16.8%)	66 (16.5%)	92 (23%)	153 (38.3%)	22 (5.5%)	Total

*Chi Square test - Significant at the 0.05 level.

Table (6) shows comparison between patient age and the awareness of PBR by the Saudi Ministry of Health, the table shows that the value of P-Value (0.018) and it is Less than the lowest level of significance (0.05), meaning that there is a significant relation between the awareness of PBR by the Saudi Ministry of Health and age.

The following table (7) shows how patient's knowledge's about PBR contents.

Sorted	P-value	T-test	Std. Deviation	Mean	The right	No.
12	0.00*	3.550	0.493	0.588	Patients' knowledge of their and their families rights and responsibilities	
1	0.00*	39.125	0.21	0.911	Get the required care	
7	0.00*	26.591	0.244	0.824	Confidentiality and privacy	
4	0.00*	35.791	0.213	0.881	Protection and safety	
3	0.00*	29.671	0.259	0.885	Respect and appreciation	
8	0.00*	24.349	0.254	0.81	Participating in health care planning	
9	0.00*	13.39	0.416	0.779	Refusing treatment	
11	0.00*	10.909	0.389	0.712	Participating in research and study programs	
10	0.00*	9.65	0.451	0.718	Existence of policies for organs donation	
5	0.00*	20.064	0.340	0.841	Existence of policies to deal with financial and insurance issues	
2	0.00*	32.921	0.239	0.893	The clarity and comprehensiveness of the approval model	
6	0.00*	21.368	0.309	0.830	Existence of policies or procedures for complaints and suggestions	

*Significant at the 0.01 level

We conclude from the previous table to that the patients have a good knowledge about all the contents of PBR, T-test results meanings shows that the participants had a good knowledge about the mentioned rights in the previous table.

The most known right was getting the required care, 91.1% of the participants knew that right, then 89.3% of them knew that the clarity and comprehensiveness of the approval model is one of their rights.

On the other hand, the least known right was "patients' knowledge of their and their families rights and responsibilities", 58.8% of the participants knew that right, then 71.2% of them knew that "Participating in research and study programs" is one of their rights.

Discussion:-

The purpose of patients' rights is to ensure the ethical treatment of all patients (9). lack of respect to patients' rights may lead to hazards to security and health situation of patients. Besides, it may ruin the relationship between the staff and patients that consequently decreases efficiency, effectiveness, and suitable care of patients (10).

This study was conducted to assess the patient's knowledge about bill of rights, and determine the factors that's affecting patient's knowledge their rights in Almadinah city. The results of this research revealed that the most of the respondents (73.8) are not aware about "PBR" that issued by the Saudi Ministry of Health . Our result is

confirmed by Alghanim in Saudi Arabia reported that 75% of the patients attending the primary health care centers did not know about the presence of patients right (4) , also Khalaf et al. In Iraq reported that 22.8% know the national statement of the patient's rights that had been adopted by the Iraqi ministry of health (7). This is considered not reassured, because the awareness of patients about their rights important part of in treatment processes. Our result isn't confirmed by a study in Lithuania showed that 56% of the patients had heard or read about the law on patients' right (22). This difference may be due to socio-cultural differences.

While Mastaneh et al., Rad et al., and Anbariet al. studies found that most of patient awareness of their rights (11, 12,13), this could be because some rights are embedded in treatment processes so patients are fully aware of them, al so may be due to health care reform at these countries.

The major source of information about PBR was from Plates health center 43.8%. Followed by Internet 16.2% then T.V which is 5.6% . This shows the limitations of the role of the media and the internet to this point or not enough interest in the subject. 58.7% of patient reported that they get a copy of the PBR and their families and their responsibility when they register or enter the health center. The difference between the proportion of patients who had received the bills of rights and those who benefited from it as a source of information indicates a lack of sufficient attention by PBR ,which could plays a role of a lack of awareness in this bills of rights.

According to our results there is a relation between the awareness of PBR by the Saudi Ministry of Health and educational Level, ($p < 0.001$). This results conform many previous studies whose found a relation between the awareness of patients and educational Level(7,11,15). Because knowledge can improve the awareness of people about their rights(11). And Patients with university level of education are better informed because they are more active in asking for such information, and they are more actively tell about their wishes to the physicians (14).

In the United States, it has been shown that the supply of information and patient satisfaction with the information given is related to the patient's age, gender, education level, social status and severity of the disease(16).

In the present study there is a relation between the awareness of PBR by the Saudi Ministry of Health and income Level. Ghodsi et al found at their study that that there is no relation between awareness of patients' rights and income Level (17). This difference in results is due to differences in the target category where Ghodsi et al study directed to medical and paramedical students so, there was not any statistically significant relationship between awareness and any demographic variables in the study.

In this study there was no a relation between the awareness of PBR by the Saudi Ministry of Health and gender conform with Mastaneh et al study (11). While Khalaf et al reported that Statistically significant higher percentages of males were aware of their rights than females in study in Iraq (7). Ranjbar et al found Significant relationship was found between knowledge and gender (18) This difference could be explained by that men were more educated than women in these studies (7) .

There is a relation between the awareness of PBR by the Saudi Ministry of Health and age in the present study. Come in consistent with Ghodsi et al whose found Significant relationship between awareness of patients and age ($p = 0.042$).(17,18). But not conform with results had been reported by others (11,19).

The results showed that the most of the patients are not aware about "PBR" that issued by the Saudi Ministry of Health, however the most of them showed great knowledge about their rights. 91% of patients aware about right to get adequate information and proper health service in proper time . Unlike results of previous studies (11,20) which found that most of patient not aware about right to get adequate information and proper health service in proper time Because of the difference between the thought of the citizen in Saudi Arabia and the thought of the citizen in the developing countries and their beliefs about his rights. 88.5% of our patients aware about right to provide the patient or his legal guardian with all informations relating to the situation and the health status of the patient in clear and understandable language. While in other study Patients' awareness of this right, in moderate level (11).because Providers, especially physicians withhold information from patients as they think it can limit the authority of them.

94.2% of patients aware about right to keep patient's privacy, This is consistent with research conducted in Iraq reported that 76.6% were aware about the privacy of the information related to the patient health status (7).

Every person is entitled without discrimination to appropriate medical care according to the World Medical Association, (21). In this study 87.2% aware about the right to considerate care, with full respect of patient's dignity without discrimination, , this conform with results of study in Iran (11). results of Ducinskiene's study in Lithuania showed that only small part of health care providers have considered nationality, language, and social position of patients in health services delivery (22).

Most of patient aware about right to refuse to participate in Medical Training Program and Research Projects. The awareness of patients from this right was in moderate level in the previous study in Iran (11). Because of the difference in the nature of the country where the Saudi Arabia having the respect of the citizen and social welfare more than those in Iran and other developing countries.

Conclusion:-

Patients have poor aware of "PBR" that issued by the Saudi Ministry of Health . However, the most of them showed great knowledge about their rights. The Patients aware about "PBR" affected by many factors such as; educational Level, age, and income Level. But it didn't affect by gender.

Recommendations:-

1. Work to increase patient awareness of their rights.
2. Activating the role of the media larger to educate patients about their rights.

Acknowledgment:-

First , we would like to thank our supervisor, Dr. Nahid Ibrahim Fallatah, consultant family medicine, for her valuable guidance advice, and inspiration. Her willingness to motivate us contributed tremendously to our project.

Our thanks and appreciation go to Dr. Mohammed Khalawi for his valuable help and support in data analysis and interpretation.

Besides, we would like to thank the authority Of King Fahad Hospital in Madinah for creating a good environment to complete this project.

Moreover, we would like to thank all the data collectors who helped us in our project, namely :

- Atheer Khaled Alharbi
- Bayan Awadh Al-Beladi
- Rahma Othman Alfouti
- Ala'a Abdulraheem Alreheili
- Zahra Mohammed Nasser
- Elham Mohammed Muhanna
- Shorooq Ahmed Alenzi

In addition, we appreciate the applicants who participated in the survey.

Finally, an honorable mention goes to our families and friends for their kindnesses and encouragement to complete this project.

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