

Nurses' perception toward patients' rights at psychiatric and mental health hospital in Jeddah

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Abstract: Patients' rights considered essential components of human rights because they promote and afford beneficial relationships between health care providers and psychiatric patients. Therefore, centering on nurses' perception towards patients' rights lead to improving nurses' practice as well as patients' satisfaction that will lead to the expansion of good morals among health care providers and patients. Research aim: To identify nurses' perception toward patients' rights at psychiatric and mental health hospital. Setting: Psychiatric and mental health hospital in Jeddah. Design: A quantitative study "descriptive design". Sample: All staff nurses who working at the previously mentioned setting (n = 150). Tool: Data collection done through one tool, which includes two parts. Part I: socio-demographic characteristics and clinical experience which developed by the researcher (gender, age, marital status, level of education and nationality, years of experience in nursing and in psychiatric and mental health, department, position, and training courses attendance). Part II: structured questionnaire developed by David and Daniel (2002) to assess nurses' perceptions towards patients' rights in psychiatric and mental health hospital. It includes 30 items, which divided into six dimensions as the following: (receiving information on illness or treatment, confidentiality, forced treatment, physical restrictions, forced hospitalization and non-treatment). Result: The overall average of weighted mean for all dimensions of patients' rights were $2.2483 \pm .15614$ and there was a statistically significant difference at P-value = .001 between the total mean scores of nurses' perception towards patients' rights and their current position. Also, there was a statistically significant difference at P-value = .003 between the total mean scores of nurses' perception towards patients' rights and attending training courses. Conclusion and Recommendations: The result of the study concluded that the majority of the staff nurses have moderate perception toward patients' rights. So, this study recommended to enhanced nurses' perception toward patients' rights by giving the required resources to support learning, encourage the staff to participate in conferences and training courses to promote their knowledge about patients' rights.

Keywords: psychiatric patients', psychiatric nurses, patients' rights, nurses' perception, legal issues.

I. INTRODUCTION

The World Health Organization (WHO) estimated that 25% of the world population, about one in four people in both developed and developing worlds are suffering from mental illness. From this aspect, everyone has the basic human rights including those who are mentally ill, in a thorough manner the right of protection against violation of their human, their privileges and their remedial rights [1]. In addition, patients' rights considered essential components of human rights because they promote and afford beneficial relationships between health care providers and patients [2].

Since the Universal Declaration on Human Rights (UDHR) assure that everyone has the same rights irrespective of caste, nationality, race or status, it is clear that individuals with mental illness also has rights comparable to other individuals [3].

The Ministry of Health in Saudi Arabia, published patients' bill of rights in 2001, and these patients' rights is available in all Saudi health care organizations as a written document with the aim of improving patients and health care provider's experience, as well improving the overall quality in health care delivery system [4].

In this regard, psychiatric patients' rights includes receive treatment in a least restrictive means, receive full explanation about the treatment and risks with informed consent and the patients' rights of sharing decision, maintaining privacy and confidentiality regarding their diagnosis and treatment [5].

Hence, patient's rights is defined as legal and ethical issues in the health care provider-patient relationship, which reflects the patient's acceptance to participate in care with confirmation on his or her autonomy [2].

Perception is equalize with reality for most practical goals and guides human behavior in general. Therefore, once the health care providers perceived and valued the importance of patients' rights, this perception and belief will be reflecting on their implementation of patients' rights [1].

A psychiatric nurse play a very important role as a distinct profession, from the time of admission to discharge, the nurse provides service to mentally ill whose needs care related to mental, developmental and physical health [6]

Previous studies conducted by [7, 8] in India & in Iran by [9], they found that the nurses have only a moderate perception towards patients' rights. In contrast, most of previous studies revealed that the nurses not perceived psychiatric patients' rights [10, 11, 12, and 13].

Significance of the Study:

Patients with psychiatric disorders comprise one of the most vulnerable group in community and susceptible to abuse and invasion of their rights. Therefore, these violations include nurses' malpractice in using certain procedures such as: medication administration, Electroconvulsive therapy (ECT), restraint and seclusion [14]. In addition to the negligence of patients' rights related to privacy and confidentiality, which can negatively affecting the patient's feeling and cause physical or emotional harm [15].

So, it is necessary to protect their rights, which can being violated in abundant ways by individuals in the community [16].

Therefore, identifying nurses' perception toward patients' rights is essential for patients' safety development and reflecting the importance of ethical, legal and clinical advances in this area.

II. SUBJECTS AND METHOD

Research aim:

To identify nurses' perception toward patients' rights at psychiatric and mental health hospital in Jeddah.

Research question:

What is the nurses' perception toward patients' rights at psychiatric and mental health hospital?

Research Design:

A quantitative "descriptive design" to address the research question.

Setting:

The study was carried out at psychiatric and mental health hospital affiliated to Ministry of Health (MOH) in Jeddah.

Sample/Participants:

A convenience sampling technique was applied. The estimated population size in selected area are 192 nurses. The sample size was calculated from the whole target population electronically by using the Raosoft power analysis online program. Accordingly, the estimated minimum sample size was 150 nurses with 5% margin of error and confidence level of 95%. Following the inclusion criteria, which include all the staff nurses who working at psychiatric and mental health hospital and have more than six months of work experience.

Data collection:

Data collection done through one tool, which includes two parts. Part I: socio-demographic characteristics and clinical experience which developed by the researcher (gender, age, marital status, level of education and nationality, years of experience in nursing and in psychiatric and mental health, department, position, and training courses attendance). Part II: structured questionnaire developed by David and Daniel (2002) to assess nurses' perceptions towards patients' rights in psychiatric and mental health hospital. It includes 30 items, which divided into six dimensions as the following: (receiving information on illness or treatment, confidentiality, forced treatment, physical restrictions, forced hospitalization and non-treatment).

Response were measured on a three point Likert scale that ranges from 1 to 3, with the following ranges criteria: 3 (Strongly agree), 2 (Agree), and 1 (Disagree).

The mean scores represented three categories as following:

- Not perceived = (1.00 – 1.66).
- Moderately perceived = (1.67 – 2.33).
- Highly perceived = (2.34 – 3.00).

The Questionnaires contain some items which are to be reverse scored including (2, 6, 7, 9, 10, 18) will be negative items. These items designed to control the compliance of the bias response.

Pilot study:

The pilot study was conducted with 10% of the participants (n= 15) from selected area.

Validity and reliability:

The tool of data collection was translated to Arabic language, then tested for its content validity and relevance by a jury consisted of five experts in nursing field.

Regarding reliability, Cronbach's alpha coefficients was equal to .7054 for overall questionnaire items.

Ethical considerations:

An official permission obtained from the ethical committee of the faculty of nursing in King Abdul-Aziz University (KAU) to Directorate of Health Affairs in Jeddah.

Official written permission was sent to the Ethical Committee at Psychiatric and mental health hospital in Jeddah to obtain the hospital approval.

The researcher met the head nurses and explained the aim of the study verbally as well as in research consent paper. The researcher explained that the participation is voluntary, maintaining the privacy, confidentiality of information and ensure that there is no harm when participated in this study. Also, full autonomy to withdraw from the study at any time has been explained and ensured. Ethical codes of research strictly adhered at all stages of the study.

Statistical analysis:

The research data were collected to conduct data analysis by using Statistical Package for Social Science (SPSS for Windows, version 25). The data was computed by using descriptive statistics for study sample in the form of frequency, percentage (%), mean and standard deviation to describe items response.

Independent T-test was used to assess the significant of the relation between two variables of socio-demographic characteristics and clinical experiences in relation to nurses' perception towards patients' rights. One-way analysis of variance (ANOVA) test was used to measure the significant of the relation between more than two variables of socio-demographic characteristics and clinical experiences in relation to nurses' perception towards patients' rights. A significant level value was considered when P-value ≤ 0.05 .

III. RESULT

Table 1: Socio-demographic characteristics of study participants (n=150)

Socio-demographic characteristics		Study participants	
		No.	%
1- Nurse's gender	Male	68	45.3
	Female	82	54.7
2-Nurse's age	≤ 30 years	13	8.7
	31-40 years	97	64.7
	41-50 years	34	22.6
	≥ 50 years	6	4.0
3-Marital status	Single	48	32.0
	Married	92	61.4
	Divorced	8	5.3
	Widowed	2	1.3
4-Level of education	Diploma	138	92.0
	BSN (Bachelor) degree	10	6.7
	Master degree	2	1.3
5-Nationality	Saudi	150	100.0
	Non-Saudi	0	0

Table 1: The study included 150 staff nurses. More than half of nurses (54.7%) were female, the majority of nurses (64.7%) aged between 31 and 40 years old, who were mostly married (61.4%). The majority of nurses (92%) had a diploma degree in nursing filed and the nationality of all nurses' were Saudi.

Table 2: Clinical experiences of study participants (n=150)

Clinical experiences of study participants		Study participants	
		No.	%
1- Years of experience in nursing	< 2 years	2	1.3
	2 – 5 years	16	10.7
	6 – 9 years	58	38.7
	10 – 13 years	52	34.7
	> 14 years	22	14.6
2- Years of experience in psychiatric and mental health hospital	< 2 years	11	7.3
	2 – 5 years	30	20.0
	6 - 9 years	52	34.7
	10 – 13 years	38	25.3
	> 14 years	19	12.7
3- Current position	Staff nurse	139	92.7
	Head nurse	3	2.0
	Other: (n=8)	8	5.3
	Nursing supervisor	4	2.6
	Supervisor of clinics	1	.7
	Assistance of head nurse	1	.7
	Quality supervisor	1	.7
	Supervisor of nursing training	1	.7
4- Training courses attendance	Yes	42	28.0
	No	108	72

Table 2: More than one third of study participants (38.7%) had 6 - 9 years of experiences in nursing and about 34.7% had 6 – 9 years of experiences in psychiatric and mental health hospital. The majority of study participants (92.7%) were staff nurses, while 2% were in head nurse's position and most of them (72%) were not attending training courses about patients' rights.

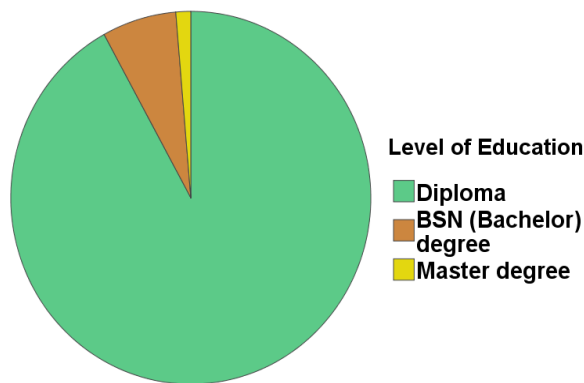


Figure 1: participants' levels of education

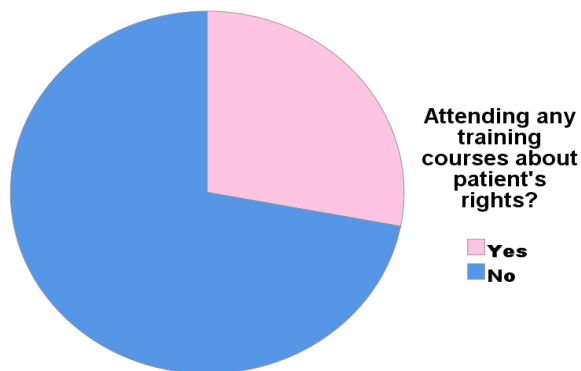


Figure 2: participants' training courses attendance

Table 3: Distribution of total mean scores \pm standard deviation of nurses' perception toward all dimensions of patients' rights at psychiatric and mental health hospital (n=150):

Nurses' perception toward all dimensions of patients' rights	Total mean scores \pm S.D
1- Nurses' perception toward patients' rights related to (Receiving information on illness or treatment) items.	2.3344 \pm .24916
2- Nurses' perception toward patients' rights related to (Confidentiality) items.	2.3122 \pm .20371
3- Nurses' perception toward patients' rights related to (Forced treatment) items.	2.2283 \pm .37535
4- Nurses' perception toward patients' rights related to (Physical restrictions) items.	2.4233 \pm .37086
5- Nurses' perception toward patients' rights related to (Forced hospitalization) items.	2.3600 \pm .27585
6- Nurses' perception toward patients' rights related to (Non-treatment) items.	1.8317 \pm .39021
Weighted mean \pm S.D	2.2483 \pm .15614

Table 3: The highest mean score of nurses' perception toward patients' rights were related to "Physical restrictions" and "Forced hospitalization" items with mean scores of (2.4233 \pm .37086), (2.3600 \pm .27585) respectively.

While the lowest mean score of nurses' perception toward patients' rights were related to "Receiving information on illness or treatment", "Confidentiality", "Forced treatment" and "Non-treatment" items with mean scores of (2.3344 \pm .24916), (2.3122 \pm .20371), (2.2283 \pm .37535) and (1.8317 \pm .39021) respectively.

The overall average of weighted mean was (2.2483 \pm .15614) for all dimensions of patients' rights. Which mean the majority of nurses' having moderate perception toward patients' rights.

Table 4: The relationships between the total mean scores of nurses' perception towards patients' rights & their clinical experiences, (n=150)

Clinical experiences of study participants		The total mean scores of nurses' perception towards patients' rights with their clinical experiences	
		Mean ± SD	Test of significant
1- Years of experience in nursing	< 2 years	2.8150 ± .03536	F = 2.045 P = .091
	2 – 5 years	2.5575 ± .16571	
	6 – 9 years	2.6226 ± .17790	
	10 – 13 years	2.6596 ± .15284	
	> 14 years	2.5750 ± .24366	
2- Years of experience in psychiatric and mental health hospital	< 2 years	2.6927 ± .18238	F = 1.169 P = .327
	2 – 5 years	2.5800 ± .19934	
	6 - 9 years	2.6369 ± .17062	
	10 – 13 years	2.6397 ± .13375	
	> 14 years	2.5874 ± .25084	
3- Current position	Staff nurse	2.6104 ± .16540	F = 7.297 P = .001*
	Head nurse	2.9433 ± .28589	
	Other: (n=8)	2.7425 ± .27639	
	<ul style="list-style-type: none"> • Nursing supervisor • Supervisor of clinics • Assistance of head nurse • Quality supervisor • Supervisor of nursing training 		
4- Training courses attendance	Yes	2.6588 ± .18353	T = 3.021 P = .003*
	No	2.6106 ± .17999	

As shown in table 4 there was no a statistically significant difference between the total mean scores of nurses' years of experience in nursing as a general and in psychiatric filed in relation to nurses' perception towards patients' rights (P-value >0.05).

While there was a statistically significant difference between the total mean scores of nurses' perception towards patients' rights and their current position at P-value = .001.

In addition, there was a statistically significant difference between the total mean scores of nurses' perception towards patients' rights and attending training courses at P-value = .003.

IV. DISCUSSION

The aim of this study was to identify nurses' perception toward patients' rights at psychiatric and mental health hospital. According to the nurses' perceptions towards patients' rights, it includes six dimensions as the following: receiving information on illness or treatment, confidentiality, forced treatment, physical restrictions, forced hospitalization and non-treatment. The result of the study represented that the majority of the staff nurses have moderate perception toward patients' rights, particularly patients' rights related to these dimensions (receiving information on illness or treatment, confidentiality, forced treatment and non-treatment). This result may be due to work overload, shortness of staff and lack of motivation and attending of training courses.

The findings of present study were in accordance with the results of studies were done by [13, 2, 12, 17]. While, the results of another studies were contradicting result [9, 4, 6, 8].

Regarding nurses' perception towards patients' rights related to fourth dimension "physical restrictions", the findings indicated that the nurses highly perceived patients' rights related to physical restrictions. This result may be due to increasing the incident cases of restraint and seclusion usage in psychiatric and mental health hospital. The finding of the current study was supported by study concluded that the nurses highly perceived the respectful care, as well the patients'

rights related to physical restrictions [2]. While study in Iran done by [10], reflected that the awareness level of nurses and doctors about patients' rights regarding physical restrictions was high, but according to their performance of both groups reflected that they were not apply patients' rights related to physical restrictions as their perception.

Regarding nurses' perception towards patients' rights related to fifth dimension "forced hospitalization (involuntary admission)", the finding of the present study indicated that the nurses' highly perceived patients' rights related to forced hospitalization. This result may be related to the presence of clear and well-established hospital policies that regulating the patients' rights related to involuntary admission.

The finding of the present study contradicted with studies done by [18, 19, 20] they found that the staff nurses have lack of awareness in relation to patients' rights of involuntary admission in psychiatric hospital.

According to the relationships between nurses' perception towards patients' rights and the socio-demographic characteristics, the results reveal that there are no a statistically significant difference.

In regard to the nurses' clinical experiences, the results reveal that there is a statistically significant difference between nurses' perception towards patients' rights and their current position. Where the nurses in the position of head nurse have the highest mean score than the staff nurses and the nurses in the other administration positions. This result may be due to the fact that, the head nurses are more familiar with the policy and ethical issues of patients' rights, which are relating to their administration position. This result is consistent with studies done by [6, 8], they mentioned that the head nurses having high perception towards patients' rights than other staff in psychiatric hospital.

Also, there is a statistically significant difference between nurses' perception towards patients' rights and attending training courses. Where the nurses who attending training courses about patients' rights have the highest mean score than whom do not attend. This result is in the same line with the studies conducted by [6, 11], which indicated that most of study participants had not attended training courses.

V. CONCLUSION

The result of this study showed that the majority of the staff nurses have moderate perception towards patients' rights. Moreover, there are statistically significant differences between nurses' current position and training courses attendance with their perception towards patients' rights.

VI. RECOMMENDATIONS

- (1) Provide administrative support for staff nurses to introduce and promote nurses' perception toward patients' rights.
- (2) Encourage the staff nurses to participate in workshops, conferences, symposiums and seminars related to protection of psychiatric patients' rights.
- (3)The administrator should obligate the staff nurses to maintain patients' privacy and confidentiality as a major ethical responsibility of all health care providers.
- (4) Ensure patients and families' feedback about their patients' rights in psychiatric hospital through the activation of patients' complaints committee.
- (5) Create new methods to motivate nurses to update their knowledge anytime and anywhere, such as online courses and bulletin boards. As well as posters in each department in hospital.
- (6)Further research should recognize the barriers that could impede the psychiatric patients' rights.

Limitation:

- In the current study, the researcher not having enough time to observe accurately the application of patients' rights.

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