

MADISON MEMORIAL HOSPITAL	Version #: Version
Title: Patient Rights	

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Department(s): Madison Memorial Hospital	Next Review Date:

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Purpose/Summary:

Purpose: To educate both the patient and clinician on their roles and rights in a healthcare setting in order to ensure they receive the best quality of care.

Summary: This policy outlines patient rights, staff training that will improve quality of care, and prioritizing patient safety.

Definitions:

- **Patient Rights:** Encompasses legal and ethical issues in the provider-patient relationship, including a person's right to privacy, the right to quality medical care without prejudice, the right to make informed decisions about care and treatment options, and the right to refuse treatment (Davis, 2020).
- **Independent Patient Rights Advisors (IPRA):** Trained individuals that help patients, their families, carers and other support people to know more about their rights under the Act (Queensland, 2020).
- **Communication over Language Barriers questionnaire (CoLB-q):** A valid and reliable questionnaire that addresses language barriers and the use of interpreters (Granhagen Jungner et al., 2018).
- **Patient Satisfaction Score:** The extent to which patients are happy with their healthcare, both inside and outside of the doctor's office (Davis, 2020).

Goals and Objectives:

1. Increase trust between the patient and clinician by protecting and promoting each patient's rights.
2. Patients will be shown and taught their rights within 1 hour of admittance.
3. Employees will understand their rights along with the rights of their patients by attending mandatory trainings once a quarter.
4. Patients' satisfaction with care will improve as evidenced by a higher average score from surveys compared to over the last 6 months.

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The goals and objectives of this process interrelate to the hospitals goals and objectives as follows:

Quality: By implementing this policy, patient rights will be protected, and the best quality care will be given.

Providing the Exceptional Experience: Patients that are informed of their rights upon admittance will better understand the role and what is expected of the clinician. When expectations and roles of both the patient and clinician are understood the outcome will be more positive and effective.

Ensuring Our Future: When these practices are implemented, the trust and care given by their clinician will improve. Because of the established relationship, the patients will have an increased desire to return for future care.

Equipment and Suitable Environment Needed:

- Patient Satisfaction Survey

Procedure:

Overview	Details
Step 1	<p><i>Reinforcing Patient Rights for Patient</i></p> <ol style="list-style-type: none"> 1. Upon admission, administer pamphlet to patient containing all patient rights and responsibilities. <ol style="list-style-type: none"> a. This pamphlet should be given within two hours of admission (Yaghobian et al., 2014). b. Patient verbalization of understanding rights and responsibilities is required during teaching and administration of pamphlet. <ol style="list-style-type: none"> i. If patient cannot verbalize understanding due to a language barrier, the use of interpreters and a language barrier tool (CoLB-Q) will be utilized to create communication and understanding of patient rights to patients (Granhagen et al., 2018).

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	<p>2. Patients will be taught acceptable behaviors and standards regarding their rights through:</p> <ul style="list-style-type: none"> a. Patient bill of right posters visible on hospital walls containing pertinent information and resources available to access throughout the hospital (Ahmed et al., 2017) b. Access to Independent Patient Right Advisors (IPRA) on floor to ensure that all patients are advocated for at Madison Memorial Hospital(Cheung et al., 2021) c. Access to knowledgeable hospital staff through communication (see step 4)
Step 2	<p><i>Reinforcing Patient Rights for Nurses and Health Care Staff</i></p> <p>1. The healthcare team will be informed of patient rights and implement literature regarding these rights through use of training and employment education (Ahmed et al., 2017). (see Step 1a for literature review)</p> <ul style="list-style-type: none"> a. The health care team will participate in training. They will be required to demonstrate knowledge of patient rights as well as resources for patients (see Step 4).
Step 3	<p><i>Reinforcing Employee Rights for all Healthcare Staff</i></p> <p>1. Upon beginning employment, Madison Memorial Hospital will provide a printed and digital copy of the ANA Bill of Rights to each healthcare worker (Adams et al., 2018).</p> <ul style="list-style-type: none"> a. This document should be given within two weeks of employment and a signature should be obtained to ensure understanding of employee rights by healthcare staff. <p>2. Madison Memorial Hospital will provide advocacy towards nurses and other healthcare staff through:</p> <ul style="list-style-type: none"> a. Encouraging and providing incident reports to be utilized by healthcare professionals to promote a safe work environment b. Providing quarterly mental health screenings to nurses (Noben et al., 2015). c. Completing a one-hour training on patient and nursing rights with healthcare staff within two weeks of employment (Ibrahim et al., 2016).

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Step 4	<p><i>Monitoring and Measuring</i></p> <p>1. Madison Memorial Hospital will provide quality control centers to allow patients to exercise rights through complaints and suggestions of best care (Ahmed et al., 2017).</p> <p style="padding-left: 20px;">a. Through patient satisfaction scores, patients will report understanding of rights and report satisfaction of nurse advocacy towards them (Rashid & Amina, 2014).</p> <p>2. Madison Memorial Hospital will provide the Patient Safety Scoring Systems for patients before discharge.</p> <p style="padding-left: 20px;">b. Patients and nursing staff have the opportunity to rate their level of safety during their time at the hospital that will be recorded quarterly to track trends.</p> <p>3. Madison Memorial Hospital will provide quarterly training to all staff regarding patient rights and advocacy (Ninnoni et al., 2019)</p> <p style="padding-left: 20px;">c. Nurses and other healthcare members should be expected to understand patient rights at all times. They are expected to verbalize their knowledge during quarterly drills.</p>
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Internal References:

- Incident Report
- Patient Bill of Rights
- Patient Satisfaction Scoring System
- Patient Safety Scoring System
- Nurses Bill of Rights

External References:

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Rashid, A., & Amina, A. (2014). Patient satisfaction survey as a tool towards quality improvement. *US National Library of Medicine* 29(1): 3-7.

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Yaghobian, M., Kaheni, S., Danesh, M., & Abhari, F. R (2014). Association between awareness of patient rights and patient's education, seeing bill, and age: a cross-sectional study.

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Requirements:

- “Registered nurses promote and restore health, prevent illness, and protect the people entrusted to their care. They work to alleviate the suffering experienced by individuals, families, groups, and communities. In so doing, nurses provide services that maintain respect for human dignity and embrace the uniqueness of each patient and the nature of his or her health problems, without restriction regarding social or economic status. To maximize the contributions nurses, make to society, it is necessary to protect the dignity and autonomy of nurses in the workplace” (American Nurses Association, 2021).
- “As a patient, you have certain rights. Some are guaranteed by federal law, such as the right to get a copy of your medical records, and the right to keep them private. Many states have additional laws protecting patients, and healthcare facilities often have a patient bill of rights. An important patient right is informed consent. This means that if you need a treatment, your health care provider must give you the information you need

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to decide. Many hospitals have patient advocates who can help you if you have problems” (United States Department of Health and Human Services, 2021).

- “Physicians can best contribute to a mutually respectful alliance with patients by serving as their patients’ advocates and by respecting patients’ rights. These include the right:
 1. To courtesy, respect, dignity, and timely, responsive attention to his or her needs.
 2. To receive information from their physicians and to have the opportunity to discuss the benefits, risks, and costs of appropriate treatment alternatives, including the risks, benefits, and costs of forgoing treatment. Patients should be able to expect that their physicians will provide guidance about what they consider the optimal course of action for the patient based on the physician’s objective professional judgment.
 3. To ask questions about their health status or recommended treatment when they do not fully understand what has been described and to have their questions answered.
 4. To make decisions about the care the physician recommends and to have those decisions respected. A patient who has decision-making capacity may accept or refuse any recommended medical intervention.
 5. To have the physician and other staff respect the patient’s privacy and confidentiality.
 6. To obtain copies or summaries of their medical records.
 7. To obtain a second opinion.

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- 8. To be advised of any conflicts of interest their physician may have in respect to their care.
- 9. To continuity of care. Patients should be able to expect that their physician will cooperate in coordinating medically indicated care with other health care professionals, and that the physician will not discontinue treating them when further treatment is medically indicated without giving them sufficient notice and reasonable assistance in making alternative arrangements for care” (American Medical Association, 2021).

Quality Assurance and Sustainability:

Upon hire, healthcare staff will be expected to complete an hour long training detailing patient and staff rights. New hires will be expected to become familiar with the Patient Bill of Rights/Healthcare Workers’ Rights prior to training. This training will be taught by a nurse leader who has been specifically trained in these areas, a member of the hospital’s Human Resource Department, as well as a hospital administrator that specializes in healthcare law and legal rights. The training will include a lecture portion where participants will learn what patients are legally obligated to when entering the facility as well as what rights protect staff in the event of patient aggression/inappropriate behavior and/or patient refusal of treatment. Participants will then be asked to demonstrate (after examples are given) how to properly inform every patient of their rights upon admission and use teach-back strategies to ensure it is understood. Each staff member will be expected to describe the appropriate literature each patient is to receive and when they should receive it. The final part of the training will be specific to staff rights and will

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be a lecture describing how to access information on these rights at any time and where to find them. A question-and-answer portion will follow to allow for further understanding and open discussion of what these rights are and the appropriate chain-of-command to report to when said rights are violated. Adequate training of staff members will help increase safety and improve overall experience for both patients and staff as well as decrease the likelihood of legal conflict in regard to patients' rights.

To ensure compliance, quality control personnel will evaluate staff response to violations of both their rights and patient rights including (but not limited to): documentation of teaching related to patient rights, review of staff rights, completion of incident report (if indicated), and proper reporting to nurse leader. Once a quarter, staff will be asked to participate in random drills which will ask them to identify information learned at the aforementioned training and will be evaluated accordingly. Quality control personnel will also instigate random audits which will include confidential interviewing of both patients and staff in regard to knowledge of rights and perceived level of protection of those rights. Quality control personnel will then give feedback/direction as necessary.

This policy will be reviewed and updated every two years to align with current evidence-based research. Along with this, patients will be given satisfaction surveys that will be combined quarterly to show trends in satisfaction or dissatisfaction. The survey will allow the patient to detail perceived treatment from the staff and level of safety felt while in the hospital as well as perceived level of awareness of rights from both staff and patients.

Disclaimer:

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This policy is written only as a resource to be used by healthcare staff and is not suitable for all circumstances. This policy does not ensure patient and staff safety. In some situations, additional intervention may be needed, or policy may be subject to change per provider order.