

## **Summary**

Successful relationship between nurses and the patients depend on trust, respect and appreciation as patients are people not sets of symptoms. The sensitivity of this relationship is due to dealing with human body .

The quality of the relationship between nurses and patients is an important factor in patients` satisfaction and in turn affecting commitment in the treatment and improving the outcome .

Cultural differences play an important role in individual attitudes and perceptions of rights in general and patients` rights in particular. The researchers made by a World Health Organization on patients` rights suggested that each country should articulate its concerns and priorities according to its own cultural and social needs to promote and protect patients` rights .

Hence, nurse's and patient's perception toward patient's rights and patient's satisfaction of nurses` compliance to their rights are extremely important and should be adhered to those who are responsible for patient's care.

The aim of this study is to; determine nurses` and patients` perception toward patient's rights and patient's satisfaction of nurses` compliance at Benha University Hospital. Study setting included general medical and surgical departments at Benha University Hospital. These departments were as follow: medical department consisted of (medicine unit 1, 2, 3 4, 5 and 6) surgical department consisted of (male and female) unit. The subjects contain (180) patients who fulfill the criteria for selection; aware, adult, conscious and admitted for at least three days and

(137) nurses who were working in the previously mentioned units. Two developed tools were used for data collection in the study; the first tool: nurses and patients perception toward patient rights questionnaires. Each questionnaire consisted of two parts. The first part, contained demographic data related to the each subject (age, qualification ...). The second part consisted of the twelve main items of patient's rights and sub items related to nursing care of patients. The second tool was patient's satisfaction related to nurses` compliance to patient's rights questionnaire were included the same twelve main items of patient's rights and sub items related to nursing care of patients. The questionnaire were revised by jury six from various departments at the faculty of nursing, three of general practitioners' and three of hospital administrators .Modifications were done based on their comments.

**The study has generated the following findings:**

- 1- More than half of nurses (50.36%) working at general medical department and the other (49.64%) at general surgical department. As regarding to marital status the majority of nurses (81.02%) were married. As far as nurses' education the highest percent of nurses (75.91%) have nursing diploma. The highest percent of nurses (29.20%) have experience over fifteen years or more.
- 2- One third of patients (33.89%) had basic education. In relation to sex a little low than two third of patients (59.44%) were female. As regarding to number of previous admission about one third of them (33.89 %) were first admission, while (13.89 %) of them admitted three times or more.
- 3- Two third of nurses (62.04%) had a high degree of awareness regarding patient's rights to considerate and respectful care while,

(35.76%) of them unaware of review the records as a patient's right.

- 4- Highest percentage of patients (55.56% & 52.22%) had a high level of awareness regarding to "privacy" and "considerate and respectful care" respectively. While, (17.77%) of patients were unaware of their rights to decide to participate in research studies.
- 5- 21.11% & 44.44% of patients` had strongly satisfied & satisfied toward confidentiality as patient`s right respectively. While the majority (91.11% & 78.89) of them was unsatisfied regarding their rights to "privacy" and "being informed about other hospitals and other health care providers" respectively.
- 6- Majority of patients` were unsatisfied related to the considerate and respectful care and response to request. While concerning the item " review the records" all patients were unsatisfied
- 7- Patients` age had a statistical significant relation with his/her awareness, while patients` sex had statistical significant relation with both his/her awareness and satisfaction, on the opposite of patients` education had a statistical significant relation neither with awareness nor their satisfaction about nurses` compliance to patient`s rights.
- 8- Total mean score of nurses` awareness was more than patients` awareness and patients` awareness was more than their satisfaction about nurses` compliance to patient`s rights.
- 9- A highly statistical significant difference between patient awareness and their satisfaction and patient satisfaction and nurses` awareness was proved.