



Tehran University of Medical Sciences  
Faculty of Medicine.

Ph.D. Thesis

The explanation of the patient's rights components and  
a new model for the patient's rights assessment from the  
view point of recipients of health services in Iran

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# Abstract

"Patient's rights" is one of the most important fields in clinical medical ethics. The world wide importance of the subject in the area of health system management is revealed through reviewing the historical trend of the patient's rights subject. In the present study, the researcher tries to explain the different dimensions of patient's rights and design a valid and reliable tool for assessing the degree of patient's rights observance according to the hospitalized patients attitudes through reviewing existing comprehensive literatures and doing interviews with content experts, This model of assessing together with the hospital accreditation model can develop a comprehensive vision for management in terms of the status of patient's rights and his or her unfulfilled demands.

## **Methodology:**

First step: Identification of the different aspects and components of the patient's rights and its conceptual and operational definitions:

Identification of patient rights is the first step in the developing of questionnaire. Then some questions with good Comprehensiveness were suggested on the basis of specified fields.

Second step: Designing questions:

In this step the main researcher designed the initial questions based on the results of the previous step and doing in-depth interviews and group discussions with the main stake holders in order to entering the final tools.

Third step: Quantifying and evaluating the questions (Relevancy and Clarity):

This stage was carried out by experts on the field of patient's rights, well-informed patients with good cooperation and an experienced methodologist. At this stage the content validity indices, including the inter-rater agreement, relevancy and clarity of each question, the total relevancy and clarity of the tools and comprehensiveness of the tools were specified.

Fourth step: Assessing the reliability indices of questionnaire and doing its final refining: Intra-class correlation (ICC) and alpha-Cronbach were used to estimate the reliability and internal consistency, respectively. The total ICC was obtained by comparing the scores of the questionnaire in two stages at interval of 2 to 3 weeks with twenty two subjects.

At the end of this stage the final questionnaire was prepared and administered.

It is worth mentioning that the score of each aspect of the patient's rights is calculated on the basis of the mean of the earned scores of questions related to that aspect. The total score of the questionnaire is the mean of the earned scores in each aspect by using the given weight coefficient.

## **Results and discussions:**

As a whole, in the present study, patient rights were divided on nine aspects:

Having a human and respectful manner with the patient (considering human dignity of the patient)

Taking into consideration the patient's comfort and convenience

Respecting the patient's privacy

The quality of services in terms of scientific (specialized) aspects

Based on the patient interests

Respecting justice

To have access to the information

Respecting the right of choice and to give the right for the free decision making

Liability and accountability

So in the present study, an instrument has been designed to assess the attitudes of hospitalized patients about the observance of patients' rights. The designed tool has been confirmed in terms of

validity and reliability and finalized in two versions: detailed questionnaire with sixty questions and summarized questionnaire which has ten questions and the weight of every one of its aspects has been specified.

**Key words:** Patient's Rights, Medical Ethics, Hospital Accreditation, Hospital Ethics Committee, Clinical Governance