

## The study of awareness of administrative personnel about patients' rights in the hospitals of Tabriz University of medical sciences in 2009

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### Abstract

**Background and objectives:** Nowadays, respecting patient's rights is the principal concern of hospital administrators to improve quality and patient satisfaction. It is also one of the most important competitive advantages for hospitals.

Since administrative personnel are at the top of the healthcare team, thus, their awareness of patients' rights is essential for better implementation of these rights.

This study was conducted to determine the extent of administrative personnel awareness of patients' rights in Tabriz educational hospitals in 2009.

**Material and Methods:** This is a descriptive-analytical study which was conducted as cross-sectional. 55 participants including (hospital administrators, supervisors, and matrons) of Tabriz University of medical sciences were studied by census method.

A valid and reliable questionnaire was used for data collecting. Descriptive and inferential statistical methods were used for data analysis. Chi-square and Fisher tests were used to compare the relationship between variables. SPSS 10 was used for data analysis.

**Results:** In total, 1.8% of managers had poor awareness, 76.2% average and 22% of the managers had good awareness. The findings of the awareness divided by administrators, supervisors and matrons include: Poor, average and good awareness of managers were (0%, 10%, 7.2% respectively). Also, poor, average and good awareness of supervisors were (1.8 %, 47.3%, 14.8 % respectively). The awareness of all matrons was medium in patients' rights. The rate of good awareness compared with other groups of the hospital managers had the highest rank. By investigating the relationship between individual variables and awareness of patients' rights, there was significant and inverse relationship between job experience and knowledge about the patient's rights. 63.3% of studied subjects had no training course about patient's rights.

**Conclusion:** The moderate knowledge and awareness of administrative personnel about the patients' rights indicated necessity of implementation of combined strategies for improving the awareness level. Educational courses, continuous training on patients' rights in education curriculum of medical sciences fields can be used to promote the awareness of healthcare staff for patients' rights.

**Key Words:** Patients rights, Manager, Awareness, Educational Hospitals

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