

CHAPTER IV

RESEARCH RESULT

In this study eligible respondents including doctors, nurses, nurse aids and patients were identified. A total of 199 HCWs and 400 patients were given structured questionnaire after briefing the aim and objectives of the study taking their consent. After getting returned questionnaire data collection process was stopped. The results obtained after data collection are presented under different heading dealing with the four main aspects of the study.

Part I Questionnaire returned

Part II Socio-demographic data

Part III The level of perception of patients' rights and practices patients' rights.

Part IV Association between respondents' socio-demographic data and other factors that affect perception of patients' rights and its practices.

Part V Relationship of perception of patients' rights that affect its practices.

Part VI Comparison of perception of patients' rights and practices among difference groups of respondents.

Part VII Other recommendations

PART I QUESTIONNAIRE RETURNED RATE

The questionnaire returned rate was 100% of registered nurses, technical nurses, nurse aids and patients. Doctors returned questionnaire with 74.3%. The questionnaire returned rate of doctors might not be the threat to validity because the researcher first wanted to use proportional stratified sampling in health care workers group, therefore doctors must use only 22, it can representative. The overall returned rate was 95.2%.

Table 4.1.1 Questionnaire returned rate of health care workers

Groups of health care workers	Total questionnaires distributed	Number of questionnaires returned	Returned Rate (%)
Doctors	39*	29	74.3
Registered Nurses	77	77	100
Technical Nurses	37	37	100
Nurse aids	56	56	100
Total	209	199	95.2

*All doctors 43 persons but when researcher collected data, in the Institute had only 39 persons because of 3 doctors take time off for their studying and 1 doctor move to other hospital. Therefore I cannot follow them to participate.

However, in comparison of socio-demographic data between response group and non-response group of doctors, it was showed that there was no statistically significant difference between both groups namely, no difference of age, gender, and work experience with p-value 0.845, 0.981 and 0.521 respectively. Therefore, response group of doctors could be used to represent all doctors in the Institute. The detail was shown in table 4.1.2.

Table 4.1.2 Comparison of socio-demographic data between responses and non-responses group of doctors

Socio-demographic	Group of doctors. n(%)		Total	Chi-square	df	P-value
	Response (n= 29)	Non-response (n=14)				
Age (Years)						
≤ 40	19 (65.5)	8 (57.1)	27 (62.8)	0.038	1	0.845
> 40	10 (34.5)	6(42.9)	16 (37.2)			
Total	29 (100)	14 (100)	43 (100)			
Mean	39.55	39.14				
Gender						
Male	17 (58.6)	9 (64.3)	26 (60.5)	0.001	1	0.981
Female	12 (41.4)	5 (35.7)				
Total	29 (100)	14 (100)				
			43 (100)			
Work experience (Year)						
≤ 15	19 (65.5)	7 (50.0)	26 (60.5)	0.413	1	0.521
> 15	10 (34.5)	7 (50.0)				
Total	29 (100)	14 (100)				
			43 (100)			

PART II SOCIO-DEMOGRAPHICS DATA

Health care workers

According to Table 4.2.1 out of 199 HCWs most of the HCWs were in age group 40 – 49 years, of which 85 (42.7%). The youngest was 20 years old and the oldest was 60 years old. The average age of this sample was 39.6 years. Most of doctors and nurse aides belong to age group 30 – 39 years, of which 17 (18.6%) and 27 (48.2%). Most of registered nurses and technical nurses were age group 40 – 49 years, of which 47 (61.0%) and 26 (70.3%) respectively. According to Table 4.2.2 among 199 HCWs, out of which 175 were females at 87.9%, and 24 males at 12.1%. Registered nurses and nurse aids were 100% female. The ratio of male and female is 1 : 7.29.

Most of the HCWs were married, of which 123 (61.8%), 55 (27.6%) were singles and 21(10.6%) were widowed/divorced/separated. Among each group most of doctors, registered nurses, technical nurses and nurse aids also were married of which 13 (62.1%), 49 (63.6%), 25 (67.6%) and 31 (55.4%). (Table 4.2.3)

According to Table 4.2.4 among 199 HCWs, most of HCWs graduated bachelor's degree, of which 91 (45.7%), followed by 41 (20.6%) certificate or diploma. Only 1 (3.4%) of doctors graduated Doctor's degree. Among 29 doctors, most of doctors graduated as specialists at 11 (38.0%). Among 77 registered nurses, most of RNs graduated bachelor's degree at 73 (94.8%). Among 37 technical nurses, most of TNs graduated certificate or Diploma at 31 (83.8%). And among 56 nurse aids, most of NAs graduated grade 12 at 35 (62.5%).

The majority of HCWs worked at department of medicine, of which 96 (48.2%), followed by 29 (14.6%) at obstetric-gynecology, 27 (13.5%) in others departments including eye-ear-nose-throat, emergency room and x-ray department. Most of HCWs were in medicine department; 10 (34.5%) doctors, 31 (40.3%) registered nurses, 21 (56.8%) technical nurses and 34 (60.7%) nurse aids. (Table 4.2.5)

According to Table 4.2.6, most of HCWs had work experience of more than 22 years, of which 81 (40.7%), followed by 31 (15.6%) at 7 to 9 years. The average work experience was 16.39 years; minimum of 1 year and maximum of 39 years.

All 199 (100%) HCWs ever had experience of perceived knowledge of patients' rights. Most of HCWs received this knowledge from the copy of patients' rights that was shown at the Institute; it was 163 (37.1%), followed by 99 (22.5%) from seminar or training. Only 5 (1.1%) of HCWs received this knowledge from others including information of HA and Internet. (Table 4.2.7)

According to Table 4.2.8 most of HCWs ever had moral training or code of professional training at 183 (92%). Only 16 (8.0%) of HCWs never had moral training or code of professional training.

Table 4.2.1 Number and percentage of HCWs by age

Age group (Years)	Doctors		RNs		TNs		NAs		Total	
	n	%	n	%	n	%	n	%	n	%
20 - 29	2	6.9	14	18.2	1	2.7	21	37.5	37	19.1
30 - 39	17	58.6	7	9.1	2	8.1	27	48.2	54	27.1
40 - 49	5	17.2	47	61.0	26	70.3	7	12.5	85	42.7
≥ 50	5	17.2	9	11.7	7	18.9	1	1.8	22	11.1
Total number	29	14.6	77	38.7	37	18.6	56	28.1	199	100

Mean = 39.58 SD = 9.12 Median = 41.0 Min = 20 Max = 60

Table 4.2.2 Number and percentage of HCWs by marital status.

Gender	Doctor		RN		TN		NA		Total	
	n	%	n	%	n	%	n	%	n	%
Male	17	58.6	-	-	7	18.9	-	-	24	12.1
Female	12	41.4	77	100	30	81.1	56	100	175	87.9
Total	29	100	77	100	37	100	56	100	199	100

Male : Female = 1 : 7.29

Table 4.2.3 Number and percentage of HCWs by marital status.

Marital status	Doctors		RNs		TNs		NAs		Total	
	n	%	n	%	n	%	n	%	n	%
Single	9	36.0	23	29.9	3	8.1	20	35.7	55	27.6
Married	18	62.1	49	63.6	25	67.6	31	55.4	123	61.8
Widowed/Divorced /Separated	2	6.9	5	6.5	9	24.3	5	8.9	21	10.6
Total number	29	14.6	77	38.7	37	18.6	56	28.1	199	100

Table 4.2.4 Number and percentage of HCWs by education level

Level of education	Doctors		RNs		TNs		NAs		Total	
	n	%	N	%	n	%	n	%	n	%
1. Grade 9 or less than	-	-	-	-	-	-	9	16.1	9	4.5
2. Grade 12	-	-	-	-	-	-	35	62.5	35	17.6
3. Certificate/Diploma	-	-	2	2.6	31	83.8	8	14.3	41	20.6
4. Bachelor's degree	8	27.6	73	94.8	6	16.2	4	7.1	91	45.7
5. Master's degree	9	31.0	2	2.6	-	-	-	-	11	5.5
6. Specialist certificate	11	38.0	-	-	-	-	-	-	11	5.5
7. Doctorate degree	1	3.4	-	-	-	-	-	-	1	3.4

Table 4.2.5 Number and percentage of HCWs by work department

Work department	Doctor		RN		TN		NA		Total	
	n	%	n	%	n	%	n	%	n	%
1. Obstetric-Gynecology	-	-	18	23.4	5	13.5	6	10.7	28	14.6
2. Surgery	6	20.7	5	6.5	4	10.8	10	17.9	25	12.6
3. Medicine	10	34.5	31	40.3	21	56.8	34	60.7	96	48.2
4. Pediatric	4	13.8	11	11.3	4	10.8	3	5.4	22	11.1
5. Others	9	30.9	12	15.6	3	7.4	3	5.4	27	13.5

Table 4.2.6 Number and percentage of HCWs by work experience.

Work experience (in years)	Doctors		RNs		TNs		NAs		Total	
	n	%	n	%	n	%	n	%	n	%
≤ 3	2	6.9	5	6.5	-	-	11	19.6	18	9.0
4 - 6	-	-	8	10.4	1	2.7	14	25.0	23	11.6
7 - 9	6	20.7	5	6.5	2	5.4	18	32.1	31	15.6
10 - 12	7	24.6	2	2.6	1	2.7	3	5.4	13	6.5
13 - 15	4	13.8	4	5.2	1	2.7	2	3.6	11	5.5
16 - 18	-	-	1	1.3	1	2.7	2	3.6	4	2.0
19 - 21	4	13.8	10	13.0	1	2.7	3	5.4	18	9.0
≥ 22	6	20.7	42	54.5	30	81.1	3	5.4	81	40.7

Mean = 16.39 SD = 9.86 Median = 18 Min = 1 Max = 39

Table 4.2.7 Number and percentage of HCWs by their perceived knowledge of patients' rights and which source they got its.

Knowledge of patients' rights	Doctor		RN		TN		NA		Total	
	n	%	n	%	n	%	n	%	n	%
Experience of perceived knowledge of patients' rights										
Never	-	-	-	-	-	-	-	-	-	-
Ever	29	100	77	100	37	100	56	100	199	100
From which source*										
1.The copy of patients' rights statement that shown at the Institute	20	35.1	69	33.7	29	32.6	45	50.6	163	37.1
2.Colleague	4	7.0	16	7.8	6	6.8	7	7.7	33	7.5
3.Professtional course	13	22.8	54	26.3	23	25.8	5	5.7	95	21.6
4.Seminar or training	9	15.8	41	20.0	23	25.8	26	29.3	99	22.5
5.Self-learning	8	14.1	23	11.2	8	9.0	6	6.7	45	10.3
6.Other	3	5.2	2	1.0	-	-	-	-	5	1.1

* The sample can choose answer more than one.

Table 4.2.8 Number and percentage of HCWs by experience of moral training or code of professional training.

Moral training or code of professional training	Doctors		RNs		TNs		NAs		Total	
	n	%	n	%	n	%	n	%	n	%
Never	6	20.7	4	5.2	2	5.4	4	7.1	16	8.0
Ever	23	79.3	73	94.8	35	94.6	52	92.9	183	92.0
Total	29	100	77	100	37	100	56	100	199	100

Patients' characteristics

According to Table 4.2.9, the total number of patients was 400, out of which 213 (53.2%) were female, 187 (46.8%) male. The average age of the sample was 34.6 years. The youngest was 15 years old and the oldest was 82 years old. The most of respondents belong to age group 31 - 40 years, of which 151 (37.8%), followed by 139 (34.8%) age group 21 - 30 years. Most of respondents belong to married were 220 (55.0%). A majority of the respondents had a bachelor's degree with 110 (27.5%), while 84 (21.0%) had graduated from grade 12. The respondents graduated from doctor's degree and none education were equally at only 1 (0.3%).

In respect to the respondent's occupations, most of them were company's employees at 156 (39.0%). Another group was government officials or state-enterprises at 72 (18%). Only 5 (1.3%) of respondents belonged to farmers.

The highest number of respondents was in the income bracket of 10,001 - 30,000 baht per month at 131 (32.8%), followed by 66 (16.5%) of the income between 4,001 - 6,000 baht per month. The average income was 15,280.51 baht. Most of respondents visited to OPD Medicine at 243 (60.8%), followed by 59 (14.8%) at OPD surgery. The 282 (70.5%) respondents visited BI at least three times, followed by 66 (16.5%) visited two times and for 52 (13.0%) of the respondents it was their first visit.

Most of them ever perceived knowledge of patients' rights were 235 (58.8%) and for 165 (41.3%) of them never perceived knowledge of patients' rights. Most of

them received knowledge of patients' rights from mass media were 146 (45.3%), followed by 114 (35.4%) from the copy of patients' rights at the Institute. Only 3 (0.8%) got this knowledge from Internet.

Table 4.2.9 Number and percentage of patients by socio-demographic data

Socio-demographic data	Respondents (Patients)	
	Number	Percentage (%)
Total number of patients	400	100
Age (years)		
≤ 20	22	5.5
21 - 30	139	34.8
31 - 40	151	37.8
41 - 50	55	13.8
≥ 51	33	8.3
Mean = 34.59 S.D, = 10.97 Median = 33 Min = 15 Max = 82		
Gender		
Male	187	46.8
Female	213	53.2
Male : Female = 1 : 1.1		
Marital status		
Single	137	34.2
Married	220	55.0
Widowed/ Divorced/ Separated	43	10.8
Education level		
1.None	1	0.3
2.Grade 4	22	5.5
3.Grade 6	52	13.0
4.Grade 9	66	16.5
5.Grade 12	84	21.0

Table 4.2.9 (cont.) Number and percentage of patients by socio-demographic data

Socio-demographic data	Respondents (Patients)	
	Number	Percentage (%)
Education level		
6.Certificate /Diploma	57	14.3
7.Bachelor's degree	110	27.5
8.Master's degree	7	1.8
9.Doctorate degree	1	0.3
Occupation		
1. Company's employee	156	39.0
2. Government official/ State-enterprise	72	18.0
3. Unemployed	60	15.0
4. Private business	53	13.3
5. Housewife	28	7.0
6. Student	26	6.5
7. Farmer	5	1.3
Income (Baht / month)		
≤ 2,000	9	2.7
2,001 – 4,000	22	6.5
4,001 – 6,000	66	19.6
6,001 – 8,000	33	9.8
8,001 – 10,000	55	16.3
10,001 – 30,000	131	38.9
> 30,000	21	6.2
Total*	337	100
Mean = 15,280.51	SD = 19,966.38	Median= 10,000 Min = 300
		Max =300,000

Table 4.2.9 (cont.) Number and percentage of patients by socio-demographic data

Socio-demographic data	Respondents (Patients)	
	Number	Percentage (%)
Department of received service		
1. Medicine	243	60.8
2. Surgery	59	14.8
3. Eye, Ear, Nose, Throat	42	10.5
4. Obstetric-Gynecology	31	7.8
5. Pediatric	15	3.8
6. Antenatal clinic	10	2.5
Number of OPD visit		
One time	66	16.5
Two times	52	13.0
Three times or more	282	70.5
Experience of perceived knowledge of patients' rights		
Never	165	41.3
Ever	235	58.7
From which source **		
1.Mass media	146	45.3
2.Copy at hospital	114	35.4
3.Colleague	43	13.4
4.Seminar / Training	16	5.0
5.Others	3	0.9

*Missing data was 63.

** In this question that sample can choose answer more than one.

PART III THE LEVEL OF PERCEPTION AND PRACTICES PATIENTS' RIGHTS

From the results of data analysis, the level of HCWs' perception of patients' rights it was shown that most of them, 71.4% strongly agreed with patient has right to demand current information regarding his role and the risk involved, in order to make decision, followed by 69.3% patient who enrolls research should receive take care without another dangerous from that research. The majority of them disagreed with the relative can copy patient's information as appeared in medical record even if patient does not consent were 42.2%, followed by 12.6% patient has the right to request a second opinion.

Most of the HCWs often serve patients equity even if they have different race nationality was 88.4%. The majority of them never willing when patient's relation need to copy patient's information as appeared in medical record even if patient does not consent and never doing activity to patient, without explaining reasons before every time were 63.8% and 50.3%. (See table 4.3.1-4.3.2)

On the other hand, the level of patients' perception of patients' rights showed that most of them strongly agreed with patient who enrolls research should receive take care without danger from that research, and patient should receive safely healing without accident, danger and complication were 73.5% and 73.0% respectively. The majority of them disagreed about the relation can copy patient's information as appeared in medical record even if patient does not consent was 35.5%. In the practices, most of them often received service equity even though they had different finance standing was 66.8%.The highest of them never have participated with HCWs about making decision of choosing medical treatment at 17.0%. (See table 4.3.3-4.3.4)

The respondents in this study answered the questions on their perception of patients' rights and practices concerning the Declaration of Patients' Rights in Thailand, 1998. The top level of perception of patients' rights among the HCWs was high with 86.4% and 77.4% respectively. And the top level of their practices patients' rights also was high and moderate. Most of the 400 patients belong to high level of perception, followed by moderate. And the top level of their received practices also was high, followed by moderate. When comparing among different groups of HCWs, doctors

ranked the highest of perception and practices patients' rights at 93.1% equally. While registered nurses, nurse aids and technical nurses perception of patients' rights ranked at 90.9%, 85.7% and 73.0% respectively. While comparing HCWs' practices patients' rights, most of them belong to doctors with 93.1%, followed by 83.1% of registered nurses, 78.4% of technical nurses and 60.7% of nurse aids. (Table 4.3.6)

Table 4.3.1 Number, percentage and mean score of HCWs' perception patients' rights by items (n = 199)

Perception of patients' rights	Strongly agree	Agree	Disagree	Strongly Disagree	Mean
	(4)	(3)	(2)	(1)	
	n (%)	n (%)	n (%)	n (%)	
1. The basic right to received health care					3.65
1.1 HCWs should pay attention to patient.	129(64.8)	69(34.7)	1(0.5)	0(0)	3.64
1.2 Patient should be received safely healing without accident, dangerous and complication.	132(66.3)	66(33.2)	1(0.5)	0(0)	3.66
2. The right to received full medical service that provider cannot select.					3.62
2.1 AIDS patient or general patient should received medical service equity.	127(63.8)	70(35.2)	2(1.0)	0(0)	3.63
2.2 Right to received medical service equity even if patient who has different race or religion.	131(65.8)	67(33.7)	1(0.5)	0(0)	3.65
2.3 Patient should received medical care depend on level of severity of disease and line of priority.	129(64.8)	64(32.2)	4(2.0)	10.5	3.61
3. Right to know information in order to make decision.					3.51
3.1 Doctor and nurse should explained reasons about why do you need to admit in order to make decision for consent with willingness. (Except a case of emergency)	126(63.3)	73(36.7)	0(0)	0(0)	3.63
3.2 HCWs should give information to patient in order to make decision.	98(49.1)	87(43.1)	8(4.0)	5(2.5)	3.43
3.3 Doctor and nurse should explain simple language.	107(53.8)	89(44.7)	2(1.0)	0(0)	3.56
4. Patient at risk has the right to receive urgent and immediate relief as from medical practitioner as necessary, regardless of whether the patient requests or not.	134(67.3)	58(29.1)	7(3.5)	0(0)	3.63
5. Right to know name-surname and the specific of practitioner.	101(50.8)	94(47.2)	3(1.5)	1(0.5)	3.48
6. Right to request a second opinion as well as right to change the place of medical service or treatment.					3.34
6.1 Patient has the right to request a second opinion.	69(34.7)	103(51.8)	2(12.6)	2(1.0)	3.20

Table 4.3.1 (cont.) Number, percentage and mean score of HCWs' perception of patients' rights by items (n = 199)

Perception of patients' rights	Strongly agree	Agree	Disagree	Strongly Disagree	Mean
	(4)	(3)	(2)	(1)	
	n (%)	n (%)	n (%)	n (%)	
6.2 Patient has the right to change the place of medical service.	101(50.8)	95(47.7)	3(1.5)	0(0)	3.49
7. The patient has records protected by confidentiality.					3.57
7.1 HCWs must keep patient's information confidential, exception being in cases due to legal obligation.	116(58.3)	81(40.7)	2(1.0)	0(0)	3.57
8. The right to demand current information regarding his role in the research and risk involved, in order to making decision.					3.69
8.1 Researcher must give patient adequate detail regarding his role and risk involved, in order to make decision to participate.	142(71.4)	56(28.1)	1(0.5)	0(0)	3.71
8.2 Patient who enrolls research should receive take care without another dangerous from that research.	138(69.3)	57(28.6)	4(2.0)	0(0)	3.67
9. The right to know or demand information as appeared in the medical record as requested.					3.19
9.1* Patient has the right to know his full and current information as appeared in medical record as request.	90(45.2)	97(48.7)	10(5.0)	0(0)	3.41
9.2** The relative can copy patient's information as appeared in medical record even patient does not consent.	18(9.0)	29(14.6)	84(42.2)	68(34.2)	3.02
10. The guardian or legal representative may use their rights in place of a person under the age of eighteen, or who is physically or handicapped wherein they could not exercise their own rights.					3.48
10.1 The guardian or legal representative should use their rights in place of a person under the age of eighteen.	88(44.2)	107(53.8)	3(1.5)	1(0.5)	3.42
10.2 The guardian or legal representative should use their rights in the place of person who is physically or handicapped wherein they could not exercise their own rights.	111(55.8)	86(43.2)	2(1.0)	0(0)	3.55

*One missing, ** Negative question need to recode score when calculate.

Table 4.3.2 Number, percentage and mean score of HCWs' patients' rights practices by items (n = 199)

Patients' rights practices	Often	Sometime	Seldom	Never	Mean*	No experience n
	(4)	(3)	(2)	(1)		
	n(%)	n(%)	n(%)	n(%)		
1. The basic right to received health care.					3.73	
1.1 You paid attention to take care of patients.	148(74.4)	49(24.6)	1(1.0)	0(0)	3.73	0
1.2 You take care patient with safety.	153(76.9)	40(20.1)	5(2.5)	0(0)	3.74	0
2. The right to received full medical service that provider cannot select.					3.87	
2.1 You serve patients equity even if they have different finance standing.	152(77.6)	38(19.4)	6(3.0)	0(0)	3.74	3
2.2 You serve patients equity even if they have different race nationality.	176(88.4)	19(9.5)	2(1.0)	0(0)	3.88	2
2.3 You serve patients following as level of severity and line of priority	172(87.3)	23(11.7)	2(1.0)	0(0)	3.86	2
3. Right to know information in order to make decision.					3.30	
3.1** When you will do activity to patient, no need to explain reasons before every time.	22(11.3)	22(11.3)	53(27.2)	98(50.3)	3.10	4
3.2 You always provide medical treatment by make decision with patients. (Except a case of a life-threatening emergency)	69(35.9)	98(51.0)	19(9.9)	6(3.2)	3.20	7
3.3 You give patient a clear and simple explanation of a progress of disease, treatment plan and self-care.	109(56.5)	70(36.3)	12(6.2)	2(1.0)	3.48	6
3.4 You give patient free of making decision about treatment, but it must not infringe upon other individual rights.	104(55.6)	63(33.7)	13(7.0)	7(3.7)	3.41	12

*Mean calculated by except no experience.

** Negative question need to recode score when calculate.

Table 4.3.2 (cont.) Number, percentage and mean score of HCWs' practices patients' rights by items (n = 199)

Patients' rights practices	Often (4)	Sometime (3)	Seldom (2)	Never (1)	Mean*	No Experience n
	n (%)	n (%)	n (%)	n (%)		
4. Patient at risk has the right to receive urgent and immediate relief as from medical practitioner as necessary, regardless of whether the patient requests or not.					3.48	
4.1 AIDS patient at near dead, you gave urgent and immediate relief, regardless of whether patient or relation request or not.	111(63.4)	42(24.0)	17(9.7)	5(2.9)	3.48	25
5. Right to know name-surname and the specific of practitioner.					3.19	
5.1 You introduced patient yourself or when patient asked you.	88(45.4)	65(33.5)	31(16.0)	10(5.1)	3.19	5
6. Right to request a second opinion as well as right to change the place of medical service or treatment.					3.03	
6.1 You are willing to advise patient or relation when they asked for a second opinion about medical treatment.	70(37.8)	66(35.7)	34(18.4)	15(8.1)	3.03	14
7. The patient has records protected by confidentiality.					3.83	
7.1 You keep patient's information confidential, exception being in cases due to legal obligation.	164(86.3)	20(10.5)	5(2.6)	1(0.5)	3.83	9
8. The right to demand current information regarding his role in the research and risk involved, in order to making decision.					3.39	
8.1 You gave patient a clear explanation concerning your research in order to make decision to participate.	105(65.2)	39(24.2)	6(3.7)	11(5.8)	3.48	38

*Mean calculated by except no experience.

Table 4.3.2 (cont.) Number, percentage and mean score of HCWs' practices patients' rights by items (n = 199)

Patients' rights practices	Often	Sometime	Seldom	Never	Mean*	No experience n
	(4)	(3)	(2)	(1)		
	n (%)	n (%)	n (%)			
8.2 You are pleased a sample who need to withdraw from that research, even if he/she consented already.	102(79.1)	20(15.5)	2(1.5)	5(3.9)	3.70	70
8.3** In a research, you no need patient know about their risk or hardship.	26(18.7)	14(10.1)	6(4.3)	93(66.9)	2.23	0
9.The right to know or demand information as appeared in the medical record as requested.					3.34	
9.1 You are pleased to patient whom requests know his full and current information as appeared in medical record.	105(58.3)	53(29.5)	11(6.1)	11(6.1)	3.40	19
9.2** You are pleased to patient's relation can copy patient's information as appeared in medical record even patient does not consent.	23(12.4)	19(10.3)	25(13.5)	118(63.8)	3.06	14
10. The guardian or legal representative may use their rights in place of a person under the age of eighteen, or who is physically or handicapped wherein they could not exercise their own rights.					3.65	
10.1 In case of a person under the age of eighteen, you gave their guardian or legal representative use rights for him.	143(75.7)	31(16.4)	8(4.2)	7(3.7)	3.64	10
10.2 In case of a person is physically or handicapped, you gave their guardian or legal representative use rights for him.	151(81.2)	20(10.8)	8(4.3)	7(3.8)	3.69	13

* Negative question calculated by recode score.

** Negative question need to recode score when calculate.

Table 4.3.3 Number, percentage and mean score of patients' perception patients' rights by items (n = 199)

Perception of patients' rights	Strongly agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	Missing	Mean
	n(%)	n(%)	n(%)	n(%)		
1. The basic right to received health care						3.69
1.1 HCWs should pay attention to patient.	270(67.5)	123(30.8)	4(1.0)	1(0.3)	2(0.5)	3.66
1.2 Patient should be received safely healing without accident, dangerous and complication.	292(73.0)	102(25.3)	4(1.0)	1(0.3)	2(0.5)	3.72
2. The right to received full medical service that provider cannot select.						3.62
2.1 AIDS patient or general patient should received medical service equity.	296(67.3)	115(28.8)	12(3.0)	2(0.5)	2(0.5)	3.64
2.2 Right to received medical service equity even if patient who has different race or religion.	284(71.0)	113(28.3)	2(0.5)	0(0)	1(0.3)	3.71
2.3 Patient should received medical care depend on level of severity of disease and line of priority.	235(58.8)	146(36.5)	10(2.5)	1(0.3)	8(2.0)	3.57
3. Right to know information in order to make decision.						3.60
3.1 Doctor and nurse should explained reasons about why do you need to admit in order to make decision for consent with willingness. (Except a case of emergency)	243(60.8)	148(37.0)	5(1.3)	2(0.5)	2(0.5)	3.59
3.2 HCWs should give information to patient in order to make decision.	213(53.6)	162(40.5)	21(5.3)	2(0.5)	1(0.3)	3.57
3.3 Doctor and nurse should explain simple language.	261(65.3)	131(32.8)	7(1.8)	0(0)	1(0.3)	3.64

Table 4.3.3 (cont.) Number, percentage and mean score of patients' perception of patients' rights by items (n = 199)

Perception of patients' rights	Strongly agree	Agree	Disagree	Strongly Disagree	Missing	Mean
	(4)	(3)	(2)	(1)		
	n (%)	n (%)	n (%)	n (%)		
4. Patient at risk has the right to receive urgent and immediate relief as from medical practitioner as necessary, regardless of whether the patient requests or not.	279(69.8)	103(25.8)	15(3.8)	1(0.3)	2(0.5)	3.66
5. Right to know name-surname and the specific of practitioner.	216(54.0)	162(40.5)	20(5.0)	1(0.3)	1(0.3)	3.49
6. Right to request a second opinion as well as right to change the place of medical service or treatment.						3.29
6.1 Patient has the right to request a second opinion.	155(38.8)	174(43.5)	59(14.8)	8(2.0)	4(1.0)	3.20
6.2 Patient has the right to change the place of medical service.	184(46.0)	179(44.8)	28(7.0)	3(0.8)	6(1.5)	3.38
7. The patient has records protected by confidentiality.						3.64
7.1 HCWs must keep patient's information confidential, exception being in cases due to legal obligation.	274(68.5)	108(27.0)	17(4.3)	0(0)	1(0.3)	3.64
8. The right to demand current information regarding his role in the research and risk involved, in order to making decision.						3.65
8.1 Researcher must give patient adequate detail regarding his role and risk involved, in order to make decision to participate.	252(63.0)	137(34.3)	5(1.3)	5(1.3)	1(0.3)	3.59

Table 4.3.3 (cont.) Number, percentage and mean score of patients' perception of patients' rights by items (n = 199)

Perception of patients' rights	Strongly agree	Agree	Disagree	Strongly Disagree	Missing	Mean
	(4)	(3)	(2)	(1)		
	n (%)	n (%)	n (%)	n (%)		
8.2 Patient who enrolls research should receive take care without another dangerous from that research.	294(73.5)	96(24.0)	3(0.8)	5(1.3)	2(0.5)	3.71
9.The right to know or demand information as appeared in the medical record as requested.						2.94
9.1 Patient has the right to know his full and current information as appeared in medical record as request.	237(59.3)	140(35.0)	15(3.8)	3(0.8)	5(1.3)	3.55
9.2The relative can copy patient's information as appeared in medical record even patient does not consent.	87(21.8)	125(31.3)	142(35.5)	46(11.5)	0(0)	2.38*
10. The guardian or legal representative may use their rights in place of a person under the age of eighteen, or who is physically or handicapped wherein they could not exercise their own rights.						3.48
10.1 The guardian or legal representative should use their rights in place of a person under the age of eighteen.	194(48.5)	185(46.3)	18(4.5)	1(0.3)	2(0.5)	3.44
10.2 The guardian or legal representative should use their rights in the place of person who is physically or handicapped wherein they could not exercise their own rights.	241(60.3)	143(35.8)	12(3.0)	2(0.5)	2(0.5)	3.57

* Negative question need to recode score when calculate.

Table 4.3.4 Number, percentage and mean score of patients' received patients' rights practices by items (n = 199)

Patients' rights practices	Often	Sometime	Seldom	Never	Mean*	No experience n
	(4)	(3)	(2)	(1)		
	n (%)	n (%)	n (%)	n (%)		
1. The basic right to received health care.					3.46	
1.1 You got paid attention to take care from HCWs.	182(50.4)	155(42.9)	19(5.3)	5(1.4)	3.42	39
1.2 HCWs take care you safety.	210(60.9)	106(30.7)	21(6.1)	8(2.3)	3.50	58
2. The right to received full medical service that provider cannot select.					3.50	
2.1 You got service equity depend on your level of severity of symptom and line of priority.	210(58.7)	108(30.1)	29(8.1)	11(3.1)	3.44	42
2.2 HCWs gave you and other patient medical service equity even if we have different finance standing.	251(66.8)	93(24.8)	25(6.7)	6(1.6)	3.57	25
3. Right to know information in order to make decision.					3.21	
3.1 You got simple language explanation about health information.	199(51.7)	142(36.9)	32(8.3)	12(3.1)	3.37	15
3.2 You have participation with HCWs to make decision of choosing medical treatment.	125(34.8)	129(35.9)	44(12.3)	61(17.0)	2.89	41
3.3 You got simple language explanation of a progress of disease, treatment plan and self-care	200(52.8)	130(34.3)	39(10.3)	10(2.6)	3.37	21
4. Patient at risk has the right to receive urgent and immediate relief as from medical practitioner as necessary, regardless of whether the patient requests or not.					3.17	

* Mean calculated by except no experience.

Table 4.3.4 (cont.) Number, percentage and mean score of patients' received patients' rights practices by items (n = 199)

Patients' rights practices	Often	Sometime	Seldom	Never	Mean*	No experience n
	(4)	(3)	(2)	(1)		
	n (%)	n (%)	n (%)	n (%)		
4.1 In critical condition, you got urgent and immediate relief from HCWs, regardless of whether you or relation request assistance or not.	144(46.3)	104(33.4)	36(11.6)	27(8.7)	3.17	89
5. Right to know name-surname and the specific of practitioner.					2.96	
5.1 You knew name-surname and the specific of practitioner who take care you.	128(34.8)	147(39.9)	44(12.0)	49(13.3)	2.96	32
6. Right to request a second opinion as well as right to change the place of medical service or treatment.					2.80	
6. If you request a second opinion about medical treatment from other hospital, HCWs willing to suggest you.	86(30.2)	108(37.9)	40(14.0)	51(17.9)	2.80	115
7. The patient has records protected by confidentiality.					3.06	
7.1 HCWs never gave your information appear in medical record to other people if they did not have your consent.	108(48.2)	58(25.9)	21(9.4)	37(16.5)	3.06	176
8. The right to demand current information regarding his role in the research and risk involved, in order to making decision.					3.15	
8.1 You got complete information of research from researcher, in order to make decision to participate with them.	116(51.3)	60(26.5)	21(9.3)	29(12.8)	3.16	174
8.2 You got take care, protect dangerous from experimental.	109(52.7)	52(25.1)	14(6.8)	32(15.5)	3.15	193

* Mean calculated by except no experience.

Table 4.3.4 (cont.) Number, percentage and mean score of patients' received patients' rights practices by items (n = 199)

Patients' rights practices	Often	Sometime	Seldom	Never	Mean*	No experience n
	(4)	(3)	(2)	(1)		
	n(%)	n (%)	n (%)	n (%)		
9.The right to know or demand information as appeared in the medical record as requested.					3.14	
9.1 HCWs are pleased when you want to know your full and current information as appeared in medical record as request.	136(50.5)	73(26.8)	27(9.9)	36(13.2)	3.14	128
10. The guardian or legal representative may use their rights in place of a person under the age of eighteen, or who is physically or handicapped wherein they could not exercise their own rights.					3.13	
10.1 In case of a person under the age of eighteen, HCWs gave you (guardian or legal representative) use your rights for him.	98(52.7)	40(21.5)	14(7.5)	34(18.3)	3.09	214
10.2 In case of a person is physically or handicapped, HCWs gave you (guardian or legal representative) use your rights for him.	96(56.5)	35(20.6)	13(7.6)	26(15.3)	3.18	230

* Mean calculated by except no experience.

According to table 4.3.5a, it was found that more than 50% of HCWs strongly agreed with the HCWs' perceived patients' rights in 14 out of 19 items of the list; and more than 50% of the patients strongly agreed with the Patients' perceived patients' rights in 15 out of 19 items of the list. It showed that respondents' perceived patients' rights were consensus with both HCWs and patients in almost all items except items 3.2, 9.1, 10.1, 6.1 and 9.2 for HCWs and items 6.2, 10.1, 6.1, and 9.2 for patients. In considering the difference between mean of HCWs and patients' perceived patients' rights, it was found that patients' perceived patients' rights was higher than that of HCWs in 11 out of 19 items of the list. The highest different score was item 9.2 as the relative can copy patient's information as appeared in medical records even if patient does not consent, at 0.39. Item 6.2 as patient has the right to change the place of medical service, HCWs and patients' were equally perceived this right. The detail was showed in table 4.3.5a.

Table 4.3.5a Percentage and mean of respondents' perception of patients' rights by rank of listes.

Rank*	Item	HCWs' perceived patients' rights	Patients' perceived patients' rights	X ₁ -X ₂
		Strongly agree %, (x ₁)	Strongly agree %, (x ₂)	
1	8.1	71.4 (3.17)	63.0 (3.59)	0.02
2	8.2	69.3 (3.67)	73.5 (3.71)	-0.04
3	4	67.3 (3.63)	69.8 (3.66)	-0.03
4	1.2	66.3 (3.66)	73.0 (3.72)	0.04
5	2.2	65.8 (3.65)	71.0 (3.71)	-0.06
6	2.3	64.8 (3.61)	58.8 (3.57)	0.04
7	1.1	64.8 (3.64)	67.5 (3.66)	0.02
8	2.1	63.8 (3.63)	67.3 (3.64)	-0.01
9	3.1	63.3 (3.63)	60.8 (3.59)	0.04
10	7.1	58.3 (3.57)	68.5 (3.64)	-0.07
11	10.2	55.2 (3.55)	60.3 (3.57)	-0.02
12	3.3	53.8 (3.56)	65.3 (3.64)	-0.08
13	5	50.8 (3.48)	54.0 (3.49)	-0.01
14	6.2	50.8 (3.49)	46.0 (3.38)	0.11
15	3.2	49.1 (3.43)	53.6 (3.57)	-0.14
16	9.1	45.2 (3.41)	59.3 (3.55)	-0.13
17	10.1	44.2 (3.42)	48.5 (3.44)	-0.02
18	6.1	34.7 (3.20)	38.8 (3.20)	0
19	9.2**	9 (3.02)	21.8 (2.63)	0.39

* HCWs' perceived patients' rights were considerate for rank of listed. The detail was showed in table 4.3.1.

** Negative question need to recode score when calculate.

According to table 4.3.5b, HCWs' perceived often practices of patients' rights more than 50% of them were 14 out of 20 items of lists. The highest often practices was item 2.2 (88.4%) as HCWs serve patients equity even if patients have different race nationality, followed by 87.3% of item 2.3 as HCWs serve patients following level of severity and line of priority. The lowest often practices was item 3.1 (11.3%) as when HCWs will do activity to patient, no need to explain reasons before every time.

On the other hand, patients' perceived getting often practices of patients' rights more than 50% of them were 10 out of 16 items of lists. The highest often score that they got practices of patients' rights was item 2.1 (66.8%). The lowest score was item 6.1 (30.2%) as HCWs willing to suggest patient about second opinion when he/she requested. In considering the difference between HCWs' perceived often practices of patients' rights and patients' perceived often received its practices, it showed that HCWs' perceived often practices of patients' rights higher than patients. The highest different score was item 7.1 (0.77) as HCWs never gave patient's information appear in medical records to other people if patient did not give his/her consent.

Table 4.3.5b Percentage and mean of respondents' perceived practices of patients' rights by rank of list.

Rank*	Item	HCWs' perceived patients' rights	Patients' perceived patients' rights	X ₁ - X ₂
		Often do %, (x ₁)	Often received %, (x ₂)	
1	2.2	88.4 (3.88)	No question	-
2	2.3	87.3 (3.86)	58.7 (3.44)	0.42
3	7.1	86.3 (3.83)	48.2 (3.06)	0.77
4	10.2	81.2 (3.69)	56.5 (3.18)	0.51
5	8.2	79.1 (3.70)	52.7 (3.15)	0.55
6	2.1	77.6 (3.74)	66.8 (3.57)	0.17
7	1.2	76.9 (3.74)	60.9 (3.50)	0.24
8	10.1	75.7 (3.64)	52.7 (3.09)	0.55
9	1.1	74.4 (3.73)	50.4 (3.42)	0.31
10	8.1	65.2 (3.48)	51.3 (3.16)	0.32
11	4.1	63.4 (3.48)	46.3 (3.17)	0.31
12	9.1	58.3 (3.40)	50.5 (3.14)	0.26
13	3.3	56.5 (3.48)	52.8 (3.37)	0.11
14	3.4	55.6 (3.41)	No question	-
15	5.1	45.4 (3.19)	34.8 (2.96)	0.23
16	6.1	37.8 (3.03)	30.2 (2.80)	0.23
17	3.2	35.9 (3.20)	34.8 (2.89)	0.31
18	8.3**	18.7 (2.23)	No question	-
19	9.2**	12.4 (3.06)	No question	-
20	3.1**	11.3 (3.10)	No question	-

* HCWs' perceived practices of patients' rights were considered for rank of listed. The detail was shown in table 4.3.3.

** Negative question need to recode score when calculate.

Table 4.3.6 Number and percentage of respondents ' perception of patients' rights level by groups

Groups of HCWs	Level of perception (%)			Level of practices (%)			
	n	High	Moderate	Low	High	Moderate	Low
Doctors	29	93.1	6.9	0	93.1	6.9	0
Registered Nurses	77	90.9	9.1	0	83.1	16.9	0
Technical Nurses	37	73.0	27.0	0	78.4	21.6	0
Nurse aids	56	85.7	14.3	0	60.7	33.9	5.4
Total of HCWs	199	86.4	13.6	0	77.4	21.1	1.5
Patients	400	90.5	9.5	0	61.5	31.0	5.8

*In case of received practices patients' rights analyzed only sample who have experience concerning that question.

The level of perception referring to the mean

Low = Mean 1.00 - 2.00

Moderate = Mean 2.01 - 3.00

High = Mean 3.01 - 4.00

According to Tables 4.3.7 to 4.3.11, it showed that the highest percentage of HCWs' perception was item 2, at 75.9%, followed by 75.4% of item 8 and 74.9% of item 1. In considering each group of respondents, it was shown that the highest percentage of HCWs' practices patients' rights was item 79.3% respectively. The highest percentage of doctors' practice was item 7 and item 1 at 89.7% and 86.2%. The highest percentage of RNs' perception was 84.4% of item 8, followed by 81.8% of item 2. The highest percentage of RNs' practice patients' rights was item 1 and item 2 at 94.8% and 90.9%. The highest percentage of TNs' perception was item 3 and 8 with equal 70.3%. The highest percentage of TNs' practices was item 1 and item 2 at 97.3% and 89.2%. The highest percentage of NAs' perception was item 1 and 2 with 73.2% equally. The highest percentage of NAs' practices was 85.5% of item 2, followed by 83.9% of item 1.

The highest percentage of patients' perception of patients' rights was item 1 and item 2 with 80.5% and 79.8%. And also they received highest percentage its practices were item 2 and item 1 with 66.9% and 62.3%. The lowest of their perception was item 9 at 28.8% namely, the right to know their information as requested. The lowest percentage of patients' received practices patients' rights was item 6 as the rights to request a second opinion and the right to know name-surname of practitioner at 30.2%. The details was shown in Table 4.3.12.

Table 4.3.7 Percentage of HCWs' level of perception and practices by 10 items of patients' rights (n = 199)

Patients' rights	Perception (%)				Practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	74.9	25.1	0	199	91.0	8.5	0.5	199
2.The right to received full medical service that provider can not select.	75.9	24.1	0	199	87.9	11.6	0.5	198
3.The right to know information in order to making decision	66.3	33.7	0	199	59.4	38.1	0.5	197
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	67.3	29.1	3.5	199	63.4	24.0	12.6	175
5.The right to know name-surname and the specially of the practitioner	50.8	47.2	2.0	199	45.4	33.5	21.1	194
6.The rights to request a second opinion as well as change the place of medical service or treatment.	49.7	48.2	2.0	199	37.5	35.7	26.5	185
7.The patient has records protected by confidentiality.	58.3	40.7	1.0	199	86.3	10.5	3.2	190
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	75.4	24.6	0	199	63.2	31.3	5.5	163
9.The right to know or demand information as appeared in the medical record as requested.	45.2	53.8	1.0	199	61.1	33.2	5.7	190
10.The father/mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	57.3	41.7	1.0	199	81.1	10.5	8.4	190

Table 4.3.8 Percentage of doctors' level of perception and practices by 10 items of patients' rights (n = 29)

Patients' rights	Perception (%)				Practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	75.9	24.1	0	29	86.2	13.8	0	29
2.The right to received full medical service that provider can not select.	82.8	17.2	0	29	82.8	17.2	0	29
3.The right to know information in order to making decision	79.3	20.7	0	29	58.6	41.4	0	29
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	65.5	31.0	3.4	29	44.8	37.9	17.3	29
5.The right to know name-surname and the specially of the practitioner	58.6	41.4	0	29	37.9	44.8	17.2	29
6.The rights to request a second opinion as well as change the place of medical service or treatment.	62.1	37.9	0	29	48.3	31.0	17.2	28
7.The patient has records protected by confidentiality.	55.2	44.8	0	29	89.7	10.3	0	29
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	75.9	24.1	0	29	65.5	20.7	0	25
9.The right to know or demand information as appeared in the medical record as requested.	69.0	31.0	0	29	75.9	24.1	0	29
10.The father/mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	58.6	41.4	0	29	82.8	17.2	0	29

Table 4.3.9 Percentage of registered nurses' level of perception and practices by 10 items of patients' rights (N = 77)

Patients' rights	Perception (%)				Practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	80.5	19.5	0	77	94.8	5.2	0	77
2.The right to received full medical service that provider can not select.	81.8	18.2	0	77	90.9	9.1	0	77
3.The right to know information in order to making decision	66.2	33.8	0	77	59.7	40.3	0	77
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	71.4	27.3	1.3	77	75.0	17.2	7.8	64
5.The right to know name-surname and the specially of the practitioner	61.0	37.7	1.3	77	42.7	28.0	29.3	75
6.The rights to request a second opinion as well as change the place of medical service or treatment.	62.3	37.7	0	77	35.5	40.8	23.7	76
7.The patient has records protected by confidentiality.	59.7	39.0	1.3	77	90.8	9.2	0	76
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	84.4	15.6	0	77	75.0	22.1	2.9	68
9.The right to know or demand information as appeared in the medical record as requested.	63.6	36.4	0	77	64.5	37.6	3.9	76
10.The father/mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	61.0	36.4	2.6	77	89.6	7.8	2.6	77

Table 4.3.10 Percentage of technical nurses' level of perception and practices by 10 items of patients' rights (n = 37)

Patients' rights	Perception (%)				Practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	64.9	35.1	0	37	97.3	2.7	0	37
2.The right to received full medical service that provider can not select.	62.2	37.8	0	37	89.2	10.8	0	37
3.The right to know information in order to making decision	70.3	29.7	0	37	73.0	27.0	0	37
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	54.1	37.8	8.1	37	72.7	15.1	12.2	33
5.The right to know name-surname and the specially of the practitioner	45.9	51.4	2.7	37	35.1	45.9	0	37
6.The rights to request a second opinion as well as change the place of medical service or treatment.	45.9	51.4	2.7	37	41.2	32.4	26.4	34
7.The patient has records protected by confidentiality.	56.8	43.2	0	37	78.4	10.8	10.8	37
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	70.3	29.7	0	37	63.0	33.3	3.7	27
9.The right to know or demand information as appeared in the medical record as requested.	59.5	40.5	0	37	61.1	36.1	2.8	36
10.The father/mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	48.6	51.4	0	37	83.8	10.8	5.4	37

Table 4.3.11 Percentage of nurse aids' level of perception and practices by 10 items of patients' rights (n = 56)

Patients' rights	Perception (%)				Practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	73.2	26.8	0	56	83.9	14.3	1.8	56
2.The right to received full medical service that provider can not select.	73.2	26.8	0	56	85.5	12.7	1.8	55
3.The right to know information in order to making decision	57.1	42.9	0	56	50.0	40.7	9.3	54
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	71.4	25.0	3.6	56	51.9	29.4	15.7	51
5.The right to know name-surname and the specially of the practitioner	35.7	60.7	3.6	56	60.4	26.4	13.2	53
6.The rights to request a second opinion as well as change the place of medical service or treatment.	28.6	66.1	5.4	56	31.9	31.9	36.2	47
7.The patient has records protected by confidentiality.	58.9	39.3	1.8	56	83.3	12.5	4.2	48
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	66.1	33.9	0	56	37.2	48.8	14.0	43
9.The right to know or demand information as appeared in the medical record as requested.	48.2	51.8	0	56	46.9	38.8	14.3	49
10.The father/mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	57.1	42.9	0	56	62.5	12.5	25.0	48

Table 4.3.12 Percentage of patients' level of perception and received practices by 10 items of patients' rights (n = 400)

Patients' rights	Perception (%)				Received practices (%)			
	High	Moderate	Low	n	High	Moderate	Low	n
1.The basic right to received health care services.	80.5	18.8	0.8	400	62.3	27.5	10.2	374
2.The right to received full medical service that provider cannot select.	79.8	20.0	0.2	400	66.9	24.8	8.3	375
3.The right to know information in order to making decision.	73.4	26.3	0.3	400	46.3	40.1	13.6	391
4.Patient at risk, or near death has the right to received urgent and immediate relief as necessary.	69.8	25.8	4.4	400	46.3	33.4	20.3	311
5.The right to know name-surname and the specially of the practitioner.	54.0	40.5	505	400	34.8	39.9	25.3	368
6.The rights to request a second opinion as well as change the place of medical service or treatment.	50.0	43.5	6.5	400	30.2	37.9	31.9	285
7.The patient has records protected by confidentiality.	68.5	27.0	4.5	400	48.2	25.9	25.9	224
8.The right to demand current information regarding his role in the research and risk involved, in order to making decision.	77.8	20.8	1.4	400	48.4	21.6	30.0	227
9.The right to know or demand information as appeared in the medical record as requested.	28.8	67.8	3.4	400	50.0	26.8	23.2	272
10.The father/ mother or legal representative may use their rights in place of a child under the age of 18 or who is physically or mentally.	60.2	35.8	4.0	400	44.8	17.7	37.5	192

PART IV ASSOCIATION BETWEEN SOCIO-DEMOGRAPHIC DATA AND PERCEPTION OF PATIENTS' RIGHTS

The factors associated with perception of patients' rights among HCWs were level of education, work experience, and work position with p-value of 0.025, 0.039, and 0.043 respectively.

While factors of gender, age, marital status, and moral training or code of professional training, did not associate with perception of patients' rights and work department with p-value of 0.88, 0.35, 0.97, 0.80 and 0.50 respectively. (Table 4.4.1)

The factors associated with patients' perception of patients' rights were level of education and occupation with p-value of 0.010 and 0.023 respectively. While age, gender, marital status, family income, experience of perceived knowledge of patients' rights and number of OPD visits were not associated with their perception at p-value 0.238, 0.264, 0.605, 0.705, 0.095 and 0.992 respectively. (Table 4.4.2)

Table 4.4.1 Association between HCWs' socio-demographic data and level of perception of patients' rights.

Socio-demographic		Level of perception*(%)		N	Chi-square	df	P-value
		High	moderate				
Gender	Male	83.3	16.7	24	0.024	1	0.877
	Female	86.9	13.1	175			
Age (year)					3.254	3	0.354
	≤ 30	90.7	9.3	43			
	31 - 40	88.9	11.1	54			
	41 - 50	85.4	14.6	82			
	51 - 60	75.0	25.0	20			

* No low level of perception of patients' rights.

Table 4.4.1 (cont.) Association between HCWs' socio-demographic data and level of perception of patients' rights.

Socio-demographic	Level of perception * (%)		N	Chi-square	df	P-value
	High	moderate				
Marital status						
Single	87.3	12.7	55	0.049	2	0.976
Married	86.2	13.8	123			
Widowed/divorced /	85.7	14.3	21			
Separated						
Level of education						
Certificate/Diploma or lower	78.8	21.2	85	7.341	2	0.025
Bachelor's degree	92.3	7.7	91			
Master's degree or higher	91.3	8.7	23			
Work position						
Doctors	93.1	6.9	29	8.157	3	0.043
Registered nurses	90.9	9.1	77			
Technical nurses	73.0	27.0	37			
Nurse aids	85.7	14.3	56			
Work experience (years)						
≤10	42.4	29.6	81	6.5	0.063	0.039
11 - 20	19.8	7.4	36			
>20	37.8	63.0	82			

*No low level of perception of patients' rights.

Table 4.4.1 (cont.) Association between HCWs' socio-demographic data and level of perception of patients' rights by gender.

Socio-demographic	Level of perception* (%)		n	Chi-square	df	P-value
	High	moderate				
Experience of moral training or code of professional training						
Never	81.3	18.8	16	0.063	1	0.802
Ever	86.9	13.1	183			
Work department						
Obstetric-gynecology	86.2	13.8	29	3.315	4	0.507
Surgery	92.0	8.0	25			
Medicine	82.3	17.7	96			
Pediatric	90.9	9.1	22			
Other	92.6	7.4	27			

* No low level of perception of patients' rights.

Table 4.4.2 Association between patients' socio-demographic data and others factors that affect to perception of patients' rights

Socio-demographic	Level of perception* (%)		n	Chi-square	df	P-value
	High	moderate				
Age (years)						
15 - 34	90.5	9.5	227	2.869	2	0.238
35 -54	88.7	11.3	151			
> 54	100	0	22			
Gender						
Male	92.5	7.5	187	1.245	1	0.264
Female	88.7	11.3	213			

* No low level of perception of patients' rights.

Table 4.4.2 (cont.) Association between patients' socio-demographic data and others factors that affect to perception of patients' rights

Socio-demographic	Level of perception* (%)		n	Chi-square	df	P-value
	High	moderate				
Marital status						
Single	89.1	10.9	137	1.006	2	0.605
Married	91.8	8.2	220			
Widowed/divorced/ separated	88.4	11.6	43			
Education level						
Primary school / none	82.7	17.3	75	9.160	2	0.010
Secondary school	90.3	9.7	207			
Bachelor's degree and higher	95.8	4.2	118			
Occupation						
Unemployed	84.2	15.8	114	7.567	2	0.023
Government official /state-enterprise	94.4	5.6	72			
Company's employee	92.5	7.5	214			
Family Income (Baht per month)						
< 10,000	89.2	10.8	185	0.698	2	0.705
10,001 - 15,000	92.0	8.0	50			
> 15,000	91.5	8.5	165			
Experience of perceived knowledge of patients' rights						
Never	87.3	12.7	165	2.793	1	0.095
Ever	92.8	7.2	235			

* No low level of perception of patients' rights.

Table 4.4.2 (cont.) Association between patients' socio-demographic data and others factors that affect to perception of patients' rights

Socio-demographic	Level of perception* (%)		n	Chi-square	df	P-value
	High	moderate				
Number of OPD visit						
One time	90.9	9.1	66	0.015	2	0.992
Two times	90.4	9.6	52			
Three times or more than	90.4	9.6	282			

* No low level of perception of patients' rights.

PART V RELATIONSHIP OF PERCEPTION OF PATIENTS' RIGHTS THAT AFFECT ITS PRACTICES.

According to table 4.5.1, the numbers of HCWs with low perception can be categorized into 2 groups. The result showed that there was statistically significant relationship in HCWs' perception of patients' rights and its practices at 7.126 (p-value 0.008). The majority of them were high perception and high practices at 80.8%. Only 19.2% out of them were high perception and moderate and low practices. It seems that HCWs' practices of patients' rights were high depending on high perception. But on the other hand, as patients group, there was no statistically significant relationship between their perception of patients' rights and receiving its practices with 0.49 (p-value 0.512). The detail was shown in table 4.5.2.

Table 4.5.1 Relationship of HCWs' perception of patients' rights and practices patients' rights.

Level of perception of patients' rights	Level of practices patients' rights (%)		N	Chi-square	df	P-value*
	High	Moderate /Low				
High	80.8	19.2	177	7.126	1	0.008
Moderate	55.6	44.4	27			

*P-value was calculate after combining number of nurse aids in low and moderate of level of practices patients' rights because of low expected value (<5) more than 20% of cell that was no appropriate for Chi-square test.

Table 4.5.2 Relationship of patients' perception of patients' rights and practices patients' rights.

Level of perception of patients' rights	Level of practices patients' rights (%)		Total	Chi-square	df	P-value*
	High	Moderate / Low				
High	62.2	37.8	362	0.49	1	0.512
Moderate	55.3	44.7	38			

PART VI COMPARISON OF PERCEPTION AND PRACTICES PATIENTS' RIGHTS AMONG DIFFERENCE GROUPS OF HCWs

According to table 4.6.1, the numbers of HCWs with low perception was less than 5, so it can be categorized into 2 groups. In comparison of perception of patients' rights among different groups of HCWs, it was showed that there were different percentage of high level of perception between doctors and NAs at 93.1% and 85.7% respectively, but there were no statistically significant difference with p-value 0.059. In comparison of perception of patients' rights in each items it was shown that there were statistically significant difference with item 5 and item 6 namely, among HCWs perceived different in the right to know name-surname and specifically of the practitioner and the right to request a second opinion at p-value 0.025 and 0.001 respectively. (Tables 4.6.1 - 4.6.11)

Table 4.6.1 Comparison of perception of patients' rights among different groups of HCWs. (n = 199)

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	93.1	6.9	29	8.157	3	0.059
Registered nurses	90.9	9.1	77			
Technical nurses	73.0	27.0	37			
Nurse aids	85.7	14.3	56			

Table 4.6.2 Comparison of perception of the basic right to received health care service (Item 1) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	75.9	24.1	29	3.372	3	0.338
Registered nurses	80.5	19.5	77			
Technical nurses	64.9	35.1	37			
Nurse aids	73.1	26.8	56			

Table 4.6.3 Comparison of perception of patients' right to received full medical care regardless of their different situation (Item 2) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	82.8	17.2	29	6.255	3	0.100
Registered nurses	81.8	18.2	77			
Technical nurses	62.2	37.8	37			
Nurse aids	73.2	26.8	56			

Table 4.6.4 Comparison of perception of patients' right to know information in order to making decision (Item 3) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	79.3	20.7	29	4.562	3	0.207
Registered nurses	66.2	33.8	77			
Technical nurses	70.3	29.7	37			
Nurse aids	57.1	42.9	56			

Table 4.6.5 Comparison of perception of patients' right to received urgent and immediate relief as necessary (Item 4) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	65.5	34.5	29	4.024	3	0.259
Registered nurses	71.4	28.6	77			
Technical nurses	54.1	45.9	37			
Nurse aids	71.4	28.6	56			

Table 4.6.6 Comparison of perception of patients' right to know name-surname and specifically of practitioner (Item 5) among group of HCWs.

Group of HCWs	Level of perception of patients' rights. (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	58.6	41.4	29	9.387	3	0.025
Registered nurses	61.0	39.0	77			
Technical nurses	45.9	54.1	37			
Nurse aids	35.7	64.3	56			

Table 4.6.7 Comparison of perception of patients' right to request a second opinion as well as change place of medical service (Item 6) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	62.1	37.9	29	16.902	3	0.001
Registered nurses	62.3	37.7	77			
Technical nurses	45.9	54.1	37			
Nurse aids	28.6	71.4	56			

Table 4.6.8 Comparison of perception patients' right has records protected by confidentiality (Item 7) among group of HCWs. (n = 199)

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	55.2	44.8	29	0.228	3	0.973
Registered nurses	49.7	40.3	77			
Technical nurses	56.8	43.2	37			
Nurse aids	58.9	41.1	56			

Table 4.6.9 Comparison of perception of patients' right to demand current information regarding his role in the research (Item 8) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	75.9	24.1	29	6.526	3	0.089
Registered nurses	84.4	15.6	77			
Technical nurses	70.3	29.7	37			
Nurse aids	66.1	33.9	56			

Table 4.6.10 Comparison of perception of patients' right to know or demand their information as request (Item 9) among group of HCWs.

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	58.6	41.4	29	5.875	3	0.118
Registered nurses	50.6	49.4	77			
Technical nurses	37.8	62.2	37			
Nurse aids	35.7	64.3	56			

Table 4.6.11 Comparison of perception of the guardian or legal representative may use their rights for in place of a person under the age 18, or who is physically or mentally (Item 10) among group of HCWs. (n = 199)

Group of HCWs	Level of perception of patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	58.6	41.4	29	1.593	3	0.661
Registered nurses	61.0	39.0	77			
Technical nurses	48.6	51.4	37			
Nurse aids	57.1	42.9	56			

According to table 4.6.12, there were differences in practice of patients' rights among different groups of HCWs with statistically significant at p-value 0.002. In comparison of each item of patients' rights practices it was shown that there were statistically significant difference with item 4, 8 and 10 at p-value 0.006, 0.001, and 0.002 respectively. Therefore, among HCWs there were differences in patients' rights of patient at risk, has the right to receive urgent and immediate relief as necessary, the right to demand information regarding his role in the research and in case of person who is under the age of eighteen or who is physically or mentally handicapped, the guardian or legal representative may use their rights for them. The detail was shown in table 4.6.12-4.6.22.

Table 4.6.12 Comparison of practices patients' rights among group of HCWs. (n = 199)

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	93.1	6.9	29	14.454	3	0.002
Registered nurses	83.1	16.9	77			
Technical nurses	78.4	21.6	37			
Nurse aids	60.7	39.3	56			

Table 4.6.13 Comparison of practice about the basic right to received health care service (Item 1) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	86.2	13.8	29	7.352	3	0.061
Registered nurses	94.8	5.2	77			
Technical nurses	97.3	2.7	37			
Nurse aids	83.9	16.1	56			

Table 4.6.14 Comparison of practice patients' right to received full medical care regardless of their different situation (Item 2) among group of HCWs.

Group of HCWs	Level of practice patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	82.8	17.2	29	1.741	3	0.628
Registered nurses	90.9	9.1	77			
Technical nurses	89.2	10.8	37			
Nurse aids	85.5	14.5	55			

Table 4.6.15 Comparison of practices patients' right to know information in order to making decision (Item 3) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	58.6	41.4	29	4.816	3	0.186
Registered nurses	59.7	40.3	77			
Technical nurses	73.0	27.0	37			
Nurse aids	50.0	50.0	54			

Table 4.6.16 Comparison of practices patients' right to received urgent and immediate relief as necessary (Item 4) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	40.7	59.3	27	7.085	3	0.006
Registered nurses	75.0	35.0	64			
Technical nurses	72.7	27.3	33			
Nurse aids	54.9	45.1	51			

Table 4.6.17 Comparison of practices patients' right to know name-surname and specifically of practitioner (Item 5) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	37.9	62.1	29	7.249	3	0.064
Registered nurses	42.7	57.3	75			
Technical nurses	35.1	64.9	37			
Nurse aids	60.4	39.6	53			

Table 4.6.18 Comparison of practices patients' right to request a second opinion as well as change place of medical service (Item 6) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	50.0	50.0	28	2.796	3	0.424
Registered nurses	35.5	64.5	76			
Technical nurses	41.2	58.8	34			
Nurse aids	39.1	68.1	47			

Table 4.6.19 Comparison of practices patients' right has records protected by confidentiality (Item 7) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	89.7	10.3	29	3.897	3	0.273
Registered nurses	90.8	9.2	76			
Technical nurses	78.4	21.6	37			
Nurse aids	83.3	16.7	48			

Table 4.6.20 Comparison of practices patients' right to demand current information regarding his role in the research (Item 8) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		n	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	76.0	24.0	25	18.320	3	0.001
Registered nurses	75.0	25.0	68			
Technical nurses	63.0	27.0	27			
Nurse aids	37.7	62.8	43			

Table 4.6.21 Comparison of practices patients' right to know or demand their information as request (Item 9) among group of HCWs.

Group of HCWs	Level of practices patients' rights, (%)		Total	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	75.9	24.1	29	7.154	3	0.067
Registered nurses	64.5	35.5	76			
Technical nurses	61.1	38.9	36			
Nurse aids	46.9	53.1	49			

Table 4.6.22 Comparison of practices the guardian or legal representative may use their rights for in place of a person under the age 18, or who is physically or mentally (Item 10) among group of HCWs. (n = 199)

Group of HCWs	Level of practices patients' rights (%)		Total	Chi-square	df	P-value
	High	Moderate and Low				
Doctors	85.7	14.3	28	15.006	3	0.002
Registered nurses	89.6	10.4	77			
Technical nurses	83.8	16.2	37			
Nurse aids	62.5	37.5	48			

PART VII RECOMMENDATIONS

In addition to offering their opinion and following questions provided, the respondents stated what they thought were problems and what they needed to further improve quality of service concerning patients' rights. There were 204 comments from respondents. Most of the respondents were 60.2% from patients, followed by 28.0% from nurses and 11.8% from doctors. Nurse aids did not have recommendations. The majority of respondents' opinion about problems that made low perception at (28.9%) lack of motivation of patients' rights, followed by 35(17.2%) of low level of education.

There were 80 recommendations to further improve quality of service concerning patients' rights, showed at most of the recommendations were from patients at 87.7%, followed by 8.7% from nurses and 3.7% from doctors. They suggested that it should be arranged to have more publicity, such as distribution of leaflets and through mass media and should be arranged to have a training course of patients' rights for the patients and their cousins with 18(22.5%) and 15(18.8%).

Table 4.7.1 Number and percentage of respondents' opinion of problem and barrier toward patients' rights.

Problems	Doctors	Nurses	Nurse idsn	Patients	Total
	n	n		n	n(%)
1. Lack of motivation of patients' rights	1	8	-	50	59(28.9)
2. The low level of education	3	10	-	22	35(17.2)
3 There were imbalance between a number of HCWs and patients. Therefore, doctor can take little time for each patient.	6	3	-	17	26(12.7)
4. Lack of patients' pay attention of patients' rights	1	7	-	10	18(8.8)
5. Lack of HCWs' pay attention of patients' rights and it may be workload or working with routine.	1	12	-	4	17(8.3)
6. Patients were not really understood of meaning of patients' right, so they were make more complains, and they did not know their responsibility.	5	9	-	1	15(7.4)
7. The medical language can be difficult to understand	3	2	-	8	13(6.4)
8. Patients were respected deeply or shine to ask HCWs, they afraid that make HCWs dissatisfactions.	2	2	-	5	9(4.5)
9.A poor media or information that it is not patient approach.	-	-	-	6	6(2.9)
10.Limitation of the Institute's policy such as the right to request second opinion, because of lack of doctors in the government hospital.	2	4	-	-	6(2.9)

Table 4.7.2 Number and percentage of respondents' opinion to improving awareness of patients' rights.

Recommendations	Doctors	Nurses	Nurse aids	Patients	Total
	n	n	n	n	n(%)
1. Arrange to have more publicity, such as distribution of leaflets and through mass media.	-	-	-	18	18(22.5)
2. Arrange to have a training course for the patients and their cousins.	-	-	-	15	15(18.8)
3. A simple language should be used in the communication for easy understanding.	-	-	-	13	13(16.3)
4. Increase the number of HCWs	-	-	-	11	11(13.8)
5. There should be a consulting team to receive consultation directly.	-	-	-	6	6(7.5)
6. Arrange to have training in services behaviors, such as speaking and caring.	1	-	-	5	6(7.5)
7. The patients' rights should be implemented since first year.	1	4	-	-	5(6.2)
8. There should be a duty assignment for each patient coupled with the declaration of the patients' rights.	1	2	-	-	3(3.7)
9. An authority should have an incentive for the HCWs to promote a good relationship such as providing a reward, merit announcement and a bonus scheme.	-	-	-	2	2(2.5)
10. Reduce workload and increase the quality instead.	-	1	-	-	1(1.2)