

Effect of Training Program on Technical Nursing Interns' Performance Regarding Application of Patients' Rights

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Abstract

Background: Patients' rights have become the center of national attention in the practice of nursing which are integral components of human rights. These rights are derived from medical professional values and code of nursing ethics, to defend patients' rights and ensure non-discrimination while providing care. **Objective:** The aim was to determine effect of training program on technical nursing interns' performance regarding application of patients' rights. **Design:** Quasi experimental research design was used. **Setting:** Study was conducted at medical department at Kafr ELShiekh general hospital affiliated to Ministry of Health. **Subjects:** All technical nursing interns (n=50) and all patients (n=133) admitted within six months were participated in the study **Tools:** Three tools were used; (1) Technical nursing interns' knowledge questionnaire (2) Technical nursing interns' practice observation checklist (3) Patients' satisfaction interview. **Results:** Technical nursing interns range (60% - 54%) showed either poor or fair knowledge level about all domains of patients' rights which improved post program to be range (86% - 76%) have good level of total knowledge. Technical nursing interns range (66% - 56%) had unsatisfactory level of patients' rights practice preprogram, changed post program to be range (88% - 78%) had satisfactory practice level. Post program 81.2%, 74.4% and 63.9% of patients had high satisfaction level on access to information and emergency services, respectful and non-discriminatory services and keep privacy, and confidentiality domains. **Conclusion:** The designed and implemented training program significantly improved technical nursing interns total knowledge and maintain their practices about patients' rights. **Recommendation:** Technical nursing interns required to attend training program about patients' rights prior to internship training to update their knowledge.

Key words: Patients' right, Technical nursing interns, Training program, Performance.

Introduction

Recently patients' rights have become the center of national attention in the practice of nursing which are integral components of human rights. These rights are derived from medical professional values and ethics, to defend patients' rights and ensure non-discrimination while providing care of patients with high respect and quality⁽¹⁾. Patient rights are legal and ethical issues, reflects the patient's acceptance to participate in care with an emphasis on his or her autonomy. A hospital can't violate these rights, which setup the relationships between the patients, system and health care providers⁽²⁾. Patients' bill of rights is a document on how patient treated during the course of their hospital stay, and provide goals and expectations for patient treatment⁽³⁾.

Technical nursing interns are newly graduate nursing students play an important role in providing patients' care. Their performance regarding patients' rights are to ensure that they provide the highest possible standard of care while respecting the fundamental dignity of each patient, as well as help patient express any problem that may encounters⁽⁴⁾. Patients' rights consists of five domains including respectful and non-discrimination, choice of providers and deciding freely, access to

information and emergency services, complaints and appeals and keep privacy and confidentiality⁽⁵⁾. Respectful and non-discrimination means that patients have the right to considerate, respectful and non-discriminatory care from their providers. The health care staff required to give care irrelevant of age, race, religion, nationality, legal status, financial status, type of insurance, diagnosis, sexual orientation or gender identity or expression. Patients' spiritual, psychosocial, and cultural beliefs must be respected⁽⁶⁾. While the domain of patients' rights to choose health care providers and deciding freely means that patients have the right to choose who can give them high quality care on the basis of adequate information⁽⁷⁾. Patients' right for access to information and emergency services. Patients should receive adequate, accurate and easily-understood information about their illness, possible interventions, and the known benefits and risks of specific treatment options⁽⁸⁾. Each patient has the right to emergency services to avoid as much suffering and pain as possible, in each phase of his or her illness and avoid complications⁽⁹⁾. Patients have right to complain and appeals whenever suffered a harm and have the right to receive a response or other feedback.

Complaints typically involve minor issues, such as room housekeeping or food preferences, while patient' appeals means a formal or informal written or verbal complaint that is made to the hospital by a patient, or the patient's representative, regarding the patients' care^(10,11).

Finally, patients' rights to privacy and confidentiality, all information relative to patient' health status and medical records must be considered private, and adequately protected⁽¹²⁾. However, application of patients' rights are the basis of patients' satisfaction with the treatment process, confidentiality, informed consent and privacy⁽¹³⁾. Patient' satisfaction equal to the degree of convergence between the expectations the patients have of ideal care and their perception of the care they really get⁽¹⁴⁾.

Patient' satisfaction can be defined as the expression of patient's judgment on the quality of care received⁽¹⁵⁾. National and international laws as well as human rights conventions and treaties reaffirms the essential components of the patients' rights to health as state obligations. These components are; the availability of health services, health infrastructure and public health programs, the non-discriminatory access for all to health care, the acceptability of health services and,

the quality of care. Those patients' rights to health constituents are in perfect correspondence with patient satisfaction components^(16, 17). Patients' right is one of eight categories that the final accreditation is based on⁽¹⁸⁾. So, this study designed and implemented training program about patients' rights for technical nursing interns who still have not started their work in the future work place aiming at improve their knowledge about patients' rights and practice which can bring lots of benefits such benefits include increased quality of health care services; decreased costs; more prompt recovery; decreased length of stay in hospitals; lower risk of irreversible physical and spiritual damages. Consequently increased patient' satisfaction and dignity with patients' rights application^(19, 20). **Aim of the study**

Determine effect of training program on technical nursing interns' performance regarding application of patients' rights.

Research hypothesis

After implementation of the training program it is expected that Performance of technical nursing interns regarding application of patients' rights will be improved

Subjects and Method

Study design: Quasi experimental research design was used to achieve the aim of the present research.

Setting: The study conducted in Medical department of Kafr EL-Shiekh General hospital affiliated to Ministry of health where the technical nursing interns take their training. It was established in the last fifties, has four floors and capacity of hospital contain 450 beds.

Subjects: The study subject consisted of all (N=50) technical nursing interns at medical department and all patients (N=133) admitted within six months at the previous mentioned setting, who are adult, fully conscious, and have more than three days admission.

Tools: The data of the study collected using three tools:

Tool I: Technical Nursing Interns' Knowledge Questionnaire. This tool developed by the researcher guided by **Selen and Yeliz (2015)⁽²¹⁾** and relevant literatures review to assess their knowledge about patients' rights and

Part one: Characteristics of technical nursing interns such as age, sex, marital status, source of information about patients' rights and achievement level.

Part two: Question (67) about Technical Nursing Interns' Knowledge about patients' rights. in form of multiple choice and true & false. These questions classified into the patients' rights following categories: -

Basic concepts and benefits of patients' rights.

Respectful and nondiscrimination service domains.

Choice of care providers, deciding freely, access to information and emergency services domains.

Complaints, appeals, keep privacy and confidentiality domains.

Aspects of patients' satisfaction with application of patients' rights domains.

Practice situations and examples on application of patients' rights five domains

Scoring system: Technical nursing interns' answers scored by two for correct answer and zero for incorrect answer

Levels of head nurse knowledge

- Good level of knowledge $\geq 75\%$
- Fair level of knowledge 75-% - 60%
- Poor level of knowledge <60%

Tool II: Technical Nursing Interns' Practice Observation Checklist.

This tool developed by the researcher guided by **WHO (2018)⁽²²⁾**, **Parsapoor**

(2012)⁽²³⁾, Habib and Al-Siber (2013)⁽²⁴⁾, and recent related literatures.

It included five domains of patients' rights as follows:-

Patients' rights for receiving respectful and non-discriminatory service domain

Patients' rights for choose of care providers and deciding freely domain

Patients' rights for access to information and emergency services domain included two subscales:

Access to information subscale,

Emergency services subscale,

Patients' rights for complaints and appeals domain

Patients' rights for keep privacy and confidentiality domain, divided into two subscales:

Autonomy subscale,

Confidentiality subscale

Scoring system

Technical nursing interns' practice for application of patients' rights domains observed on a three points Likert scale ranging from 3=complete done, 2=incomplete done and 1= not done.

Levels of existence of conflict

-Satisfactory application level $\geq 75\%$

Unsatisfactory application level $< 75\%$

Tool III: Patients' Satisfaction Interview.

This tool developed by the researcher guided by Parsapoor (2012)⁽²³⁾, and recent related literatures to assess patient' satisfaction regarding application patients' rights domains and include two parts as follows:

Part one: Characteristics of patients such as diagnosis, age, sex, marital status, department, educational level, length of stay.

Part two: Patients' satisfaction regarding application of five domains of patients' rights used in tool II and contains 30items as follows

Respectful and non-discriminatory service include 6 items

Choice of providers and deciding freely include 6 items

Access to information and emergency services include 6 items

Complaints appeals include 6 items

Keep privacy and confidentiality, include 6 items

Scoring system:

Patients' responses measured on five points likert scale 5=strongly agree, 4=agree, 3=uncertain, 2=disagree, and 1= strongly disagree and concluded to three points

likert scale 3= strongly agree + agree, 2= uncertain and 1= strongly disagree + disagree.

Levels of patients satisfaction.

High level of satisfaction $\geq 75\%$

Moderate level of satisfaction 60 -75%

Low level of satisfaction $< 60\%$

Method

- Official permission to conduct the study from the director of Kafr EL-Shiekh General Hospital was obtained and submitted to the responsible authorities to obtain the approval and assistance in data collection.

- **Ethical consideration:** the aim of the study was explained to technical nursing interns to gain their cooperation, verbal consent for their participation in the study was obtained and they had the right to withdrawal. They were informed that their information was kept confidential.

- Tools II and III were presented to a jury from the area of specialty to check tools content validity.

- The jury responses were represented in four points rating scale ranging from (4-1); 4= strongly relevant and 1= not relevant. Necessary modifications were done included clarification, omission of certain questions and adding others and simplifying work related words. The face validity for technical

nursing interns' practice observation checklist of tool II was 94% and 95% for patient' satisfaction for tool III

- Reliability of tools was tested using Cronbach Alpha Coefficient test, Its value 0.835 for patients' satisfaction, 0.776 for technical nursing interns practice, and 0.812 for technical nursing interns' knowledge

- A pilot study was conducted on (5) technical nursing interns and (13) patients randomly selected to test the tools for clarity and applicability, not from study subjects. It was conducted two times to the same technical nursing interns and patients after two weeks later (test - retest) to assess reliability of tools.

- Data collection phase

- Tool I Knowledge questionnaire about technical nursing interns patients' rights, was used before and after implementation of the program.

- Tool II technical nursing interns' practice observation checklist was used before and after implementation of program.

- Tool III patients' satisfaction interview, was used after implementation of program.

- The technical nursing interns were divided into 7 groups. The program time was 7 hours for each group. Every session

1 hour for seven days. The program was conducted for technical nursing interns at medical department at Kafr EL- Sheikh General Hospital or inside head nurses office as available.

The appropriate time for data collection was started session at 11am –12pm as it was the most suitable time for them after finishing first necessary work. The duration of data collection was 6 months started from February 2021 to July 2021.

Constructional of educational program

The first step was the statement of instructional objectives derived from the assessed need of the sample and literature review.

Instructional objectives

The main objective of the program is to improve technical nursing interns' knowledge and performance regarding application of patients' rights

Specific objectives

At the end of the program the technical nursing interns should be able to:

- Recognize basic concepts and benefits of patients' rights domains
- Explain patients' right for receiving respectful and non-discriminatory service domain
- Discuss patients' right for choose of care

providers and deciding freely and access to information and emergency services domains.

-Illustrate patients' right for complaints appeals and keep privacy and confidentiality domains.

-Explain aspects of patients' satisfaction regarding application of patients' rights domains

-Apply training on practice situations examples on five domains of patient' right.

Program content

The content was designed to provide knowledge The content was designed to provide knowledge related to patients' rights. . The program includes seven sessions as follows:-

Session (1) Concepts and benefits of patients' rights.

Session (2) Patients' right for receiving respectful and non-discriminatory service.

Session (3) Patients' right for choose of care providers, deciding Freely, access to information and emergency services.

Session (4) Patients' right for complaints, appeals, keep privacy and confidentiality.

Session (5) Aspects of patients' satisfaction regarding application of patients' rights.

Session (6,7) Training on practice situations and examples on five domains of patient' right.

Learning strategies

Selection of teaching method was governed by studying the subjects needs and content of the program. The methods used were group discussion, simulation, and role play.

Teaching aids

The teaching aids used for attainment of program objectives were data show, handouts, flow sheets, pens and papers.

Implementation of program

The study was carried on 50 technical nursing interns. The technical nursing interns were divided into seven groups. The program time was 7 hours for each group. Every session 1 hour for seven days. The program was conducted for technical nursing interns at medical department at Kafr EL- Sheikh General Hospital or inside head nurses office as available. They preferred to start session at 11am –12pm as it was the most suitable time for them after finishing first necessary work. The technical nursing interns were informed about objectives of program. The researcher built good relationship and motivated them

to participate and share in program activities.

Statistical analysis

Statistical presentation and analysis of the present study was conducted, using the mean, standard Deviation, chi-square and Linear Correlation Coefficient [r]tests by SPSS V20.

Results

Table (1): Shows characteristics of technical nursing interns. High percent(70%) of technical nursing interns aged 21- < 22 years old with age ranged 20 -22 years and mean age 21.4 ± 1.35 . 80% were female, 62% were single. 48% had very good and 40% had excellent and 12% had good level of achievement.

Table (2): Represents characteristics of patients. Patients age ranged from (29 -72) years old, 35.3% and 33.8% of patients aged 51- < 60 and > 60% years, with mean age 52.6 ± 7.81 , 51.9% of patients were male and 63.2% of them were married. 17.3% of them their diagnosis had renal failure, and 11.3% had uncontrolled diabetes mellitus. Patients education (35.3%) were read and write, 27.8 had diploma and 20.3% have high education. 66.9% and 33.1% of patients stayed one

week and more in the medical department at Kafr– El Shiekh general hospital.

Figure (1): shows technical nursing interns' levels of total knowledge about patients' rights. Preprogram about half of them had poor level of knowledge on patients' rights, but, post program changed to be the majority were at good level

Table (3): Shows technical nursing interns' levels of total knowledge about patients' rights domains pre and post training program. there was statistically significant improvement of technical nursing interns level of knowledge for all patients' rights domains post program at ($p < 0.001$) and ($p < 0.05$). Preprogram range (46% - 40%) of technical nursing interns showed good level of knowledge about all domains of patients' rights. But high percent (60% - 54%) of technical nursing interns showed either poor or fair level of knowledge about all domains of patients' rights. The technical nursing interns knowledge improved to range (86% - 76%) showed good level of knowledge post program.

Figure (2): Technical nursing interns' level of total practice for patient' right domains pre and post program. Preprogram below half of technical nursing interns had

satisfactory level changed post program to be majority have satisfactory level of total practice for patient' right domains.

Table (4): Represents technical nursing interns' levels of practice for application of patients' rights domains pre and post program. There were highly statistical significant improvement of technical nursing interns' level of practice for application of patient' right domains at ($p = < 0.001$). Preprogram technical nursing interns 66% and 62% showed unsatisfactory level for practice of choice of providers and deciding freely, complain and appeals domains changed post program to 80% and 78% showed satisfactory practice level. Equal (60%) of technical nursing interns showed unsatisfactory level for practice of respectful and non-discriminatory service domains and keep privacy and confidentiality domains preprogram respectively changed post program to be 82% and 88% satisfactory practice level. Beside, technical nursing interns 56% showed unsatisfactory level for practice of access to information and emergency services preprogram, changed post program to be 86% showed satisfactory level.

Figure (3): Shows levels of total patients' satisfaction with

application of patients' rights, post program high percent of patients had high level of satisfaction and low percent had moderate and low levels of satisfaction.

Table (5): Shows levels of patients' satisfaction about application of patients' rights post program. This table revealed that 81.2%, 74.4% and 63.9% of patients had high satisfaction level on access to information and emergency services, respectful and non-discriminatory services and keep privacy, and confidentiality domains, post program, respectively. More than half (57.1%) of patients had high satisfaction level on choice of providers and deciding freely post program. Equal (37,6%) of patients had low and moderate level of satisfaction about complaints and appeals domain post program. **Figure (4):** Shows correlation between total practice

and total knowledge pre and post program. There was statistical significant positive correlation between technical nursing interns total knowledge and practices about patients' rights preprogram at ($P = 0.026$) and post program at ($P = 0.001$) **Figure(5):** Correlation between level of total practice and level of total satisfaction post program. There was statistical significant positive correlation between technical nursing interns level of total practice and level of total patient' satisfaction post program at ($P = 0.022$).

Table (1): Characteristics of technical nursing interns (N= 50)

Variables	N= 50	%
Age		
20 - < 21	14	28
21 - < 22	35	70
22 -	1	2
Range	20 - 22	
Mean±SD	21.4±1.35	
Sex		
Male	10	20
Female	40	80
Marital Status		
Single	31	62
Married	19	38
Level of achievement		
Excellent	20	40
Very good	24	48
Good	6	12

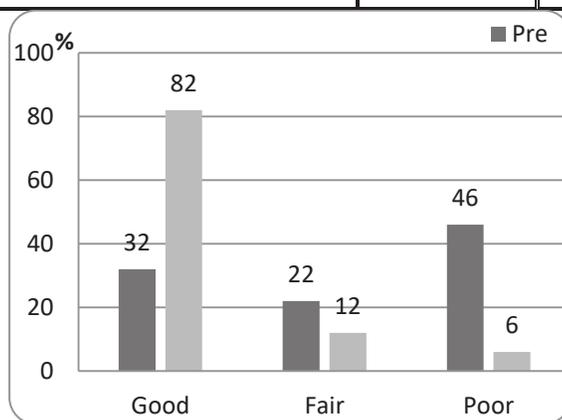


Figure (1): Technical nursing interns' level of total knowledge about patients' rights pre and post training program

Table (2): Characteristics of patients (No= 133)

Variables	N=(133)	%
Age (years)		
29 – 40	16	12.0
40- <51	25	18.8
51- 60	47	35.3
>60	45	33.8
Range	29 - 72	
Mean±SD	52.6±7.81	
Sex		
Male	69	51.9
Female	64	48.1
Diagnosis		
Uncontrolled Diabetes Miletus	15	11.3
Liver failure	14	10.5
Renal failure	23	17.3
Convulsion under investigation	10	7.5
Hematemesis	15	11.3
Cerebral Stroke	9	6.8
Cerebral hemorrhage	8	6.0
Septicemia	10	7.5
Congestive heart failure	10	7.5
Liver cirrhosis	9	6.8
Aneamia	10	7.5
Marital Status		
Single	7	5.3
Married	84	63.2
Divorced	15	11.3
Widow	27	20.3
Educational level		
Illiterate	22	16.5
Read and write	47	35.3
Diploma	37	27.8
High education	27	20.3
Length of stay		
one week	89	66.9
more than week	44	33.1

Table (3): Technical nursing interns total knowledge level about patients' rights domains pre and post training program (No = 50)

Total Knowledge level Knowledge domains	Pre			Post			Chi- square	
	Good	Fair	Poor	Good	Fair	Poor	X ²	P-value
	%	%	%	%	%	%		
Basic concepts and benefits of patients' rights	46	20	34	76	16	8	11.958	0.003*
Respectful and non-discriminatory service right	44	20	36	80	14	6	11.991	0.002*
Choose care providers, deciding freely, access to information and emergency services right	40	32	28	82	16	2	21.163	<0.001**
Complaints, appeals, privacy and confidentiality right	44	22	34	78	12	10	12.754	0.002*
Patients' satisfaction with application of patients' rights	40	22	38	84	10	6	15.159	<0.001**
Difficult situations on receiving respectful, non-discriminatory service, choose of care providers and deciding freely, access to, information and emergency services	46	26	28	82	14	4	12.888	0.002*
Difficult situations about complaints, appeals, keep privacy and confidentiality	40	20	40	86	10	4	15.114	<0.001**

****Highly significant at P < 0.001 * significant at p <0.05**

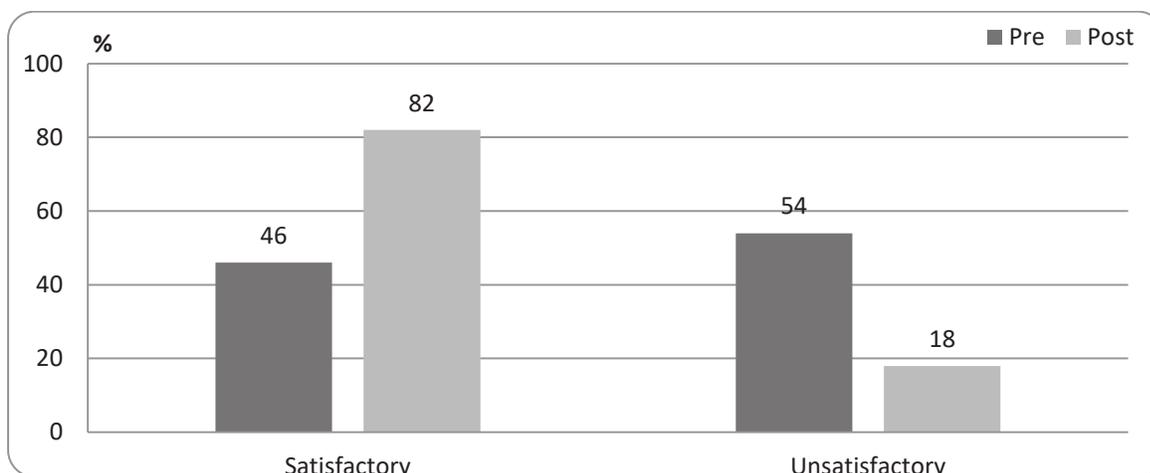


Figure (2): Technical nursing interns' level of total practice for patient' right domains pre and post program

Table (4): Technical nursing interns' levels of practice for application of patient' right domains pre and post training program (No = 50)

Level of practice Domains	Pre		Post		Chi-square	
	Satis	Unsatis	Satis	Unsatis	X ²	P-value
	%	%	%	%		
Respectful and non-discriminatory service domain	40	60	88	12	18.382	<0.001**
Choice of providers and deciding freely domain	34	66	80	20	16.103	<0.001**
Access to information and emergency services domain	44	56	86	14	13.511	<0.001**
Complaints and appeals domain	38	62	78	22	16.420	<0.001**
Keep privacy and confidentiality domain	40	60	82	18	9.007	<0.001**

****Highly significant at P < 0.001**

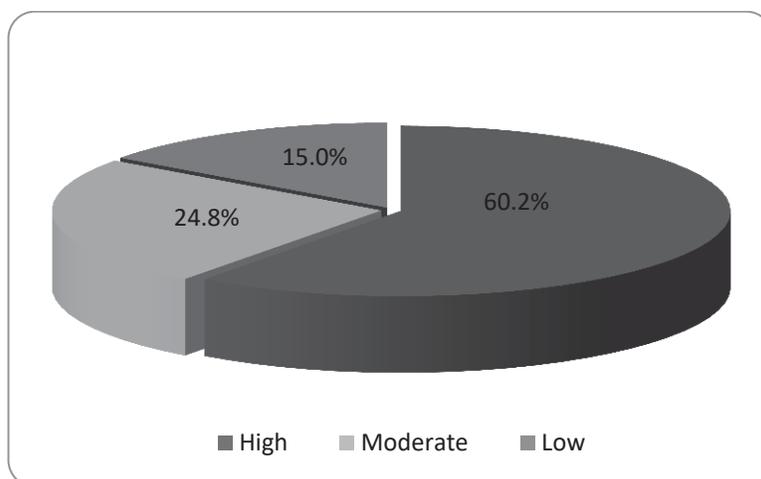


Figure (3): Levels of total patients' satisfaction with application of patients' rights post program

Table (5): Levels of patients'' satisfaction about application of patients' rights post program (No = 133)

Dimensions of patients' satisfaction	High		Moderate		Low	
	N	%	N	%	N	%
Respectful and non-discriminatory domain	99	74.4	21	15.8	13	9.8
Choice of providers and deciding freely domain	76	57.1	36	27.1	21	15.8
Access to information and emergency services domain	108	81.2	22	16.5	3	2.3
Complaints and appeals domain	33	24.8	50	37.6	50	37.6
Keep privacy and confidentiality domain	85	63.9	37	27.8	11	8.3

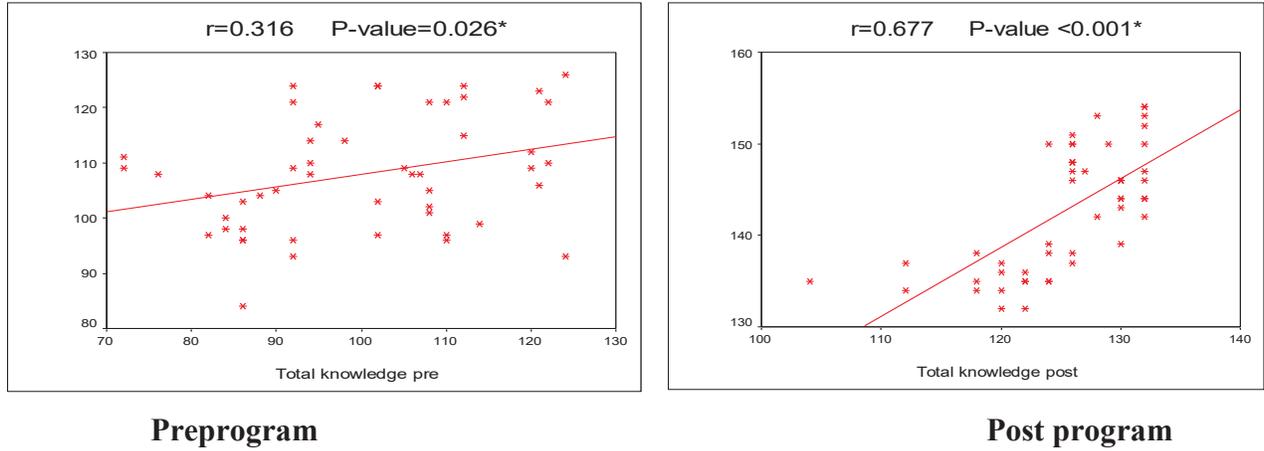


Figure 4: Correlation between total practice and total knowledge pre and post program.

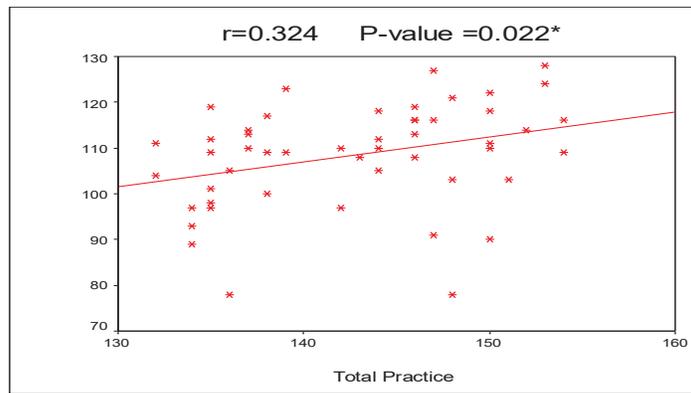


Figure 5: Correlation between level of total practice and level of total satisfaction post program.

Discussion

Patients' rights are a crucial human right because patients are one of the most vulnerable groups in the society. Therefore, adherence to patient rights is considered an important issue in the quality improvement efforts in health services, and one of the main bases for defining standards of clinical services.

Result analysis indicated that about half of technical nursing interns preprogram showed poor level of knowledge about patients' rights. Most properly those technical nursing interns' poor level of knowledge was due to their curriculum because not all patients' rights domains are included. Actually more than half of technical nursing interns preprogram showed either poor or fair knowledge about patients' rights inspite of their level of achievement were excellent and very good. The fact is that technical nursing interns pass through a transient period with significant job responsibilities. Usually they face multifaceted issues, dilemmas and problems that oblige them to use their talents, skills and knowledge which should be acquired through their undergraduate education and training.

Yousefzadeh, et al., (2021)⁽²⁵⁾ study about knowledge and attitude of midwifery

students towards observing the ethical and legal standards of patients' rights supported the present study and found that more than half of the internship students weren't aware of patient rights and had low level of knowledge and revealed that midwifery students due to the lack of direct involvement in patient' problems and lack of responsibility in this regard have not yet felt the need for further training.

Also, **Hassan et al (2017)⁽²⁶⁾** study about effect of patients' rights training sessions for nurses on perceptions of nurses and patients, supported the present study in the governmental and private hospital and revealed that preprogram less than half of nursing staff in the governmental hospital and about two- fifths in the private hospital had incorrect or incomplete knowledge related to patients' rights. He stated that this may be attributed to many factors, such as a lack of awareness and attitude toward patients' rights and lack of in-service training programs.

Adding that **Ganjoo, et al., (2021)⁽²⁷⁾** found that high percent of the participants had good knowledge about ways of dealing with emergency situations and contradicting options after implementing the workshop

compared to low percent before implementing the workshop.

The present study finding showed that more than half of technical nursing interns had unsatisfactory level of total practice for patients' rights before program implementation. The fact is that those technical nursing interns practice had unsatisfactory level of all domains including respectful and non-discriminatory service, choice of providers and deciding freely, access to information and emergency services, complaints and appeals, and keep privacy and confidentiality domains. Their unsatisfactory practice level due to lack of knowledge about patients' rights domains and need for attending orientation training program prior to their internship period to guarantee better patients' rights knowledge, skills and practice.

Thema (2020)⁽²⁸⁾ study about strategies to improve patients' awareness regarding the patients' rights charter in selected hospitals of Limpopo Province in South Africa supported the present study result and found that preprogram majority of the participants had inadequate total practice regarding patients' rights. Conversely, **Fouad et al (2020)⁽¹⁰⁾** study nurses compliance toward patients' rights and its relation to patients satisfaction,

found that more than half of staff nurses at Minia University Hospital had high level of compliance and rest had moderate level of compliance toward patients' rights. This result due to staff nurses at university hospitals attending courses about patient rights activate their positive vision toward nursing profession and improved their attitude toward performing patients' rights.

Kassa et al (2019)⁽²⁹⁾ study about assessment of knowledge, attitude and practice and associated factors towards palliative care among nurses working in selected hospitals, Addis Ababa, Ethiopia supported the present study result and stated that majority of nurses had poor attitude and poor practice when dealing with terminally ill patients, mentioned that finding could be related to respondents' poor knowledge towards palliative care and also due to the study subjects who had less than five years of work experience since experience affect the practice.

Yet knowledge and practice of most of technical nursing interns showed statistical significant improvement in majority of items due to their attendance of present study program. The sessions explained to them concepts, benefits, principles, patients' rights domains, patient' satisfaction on application

of patients' rights and practical situation on patients' rights domains. The well-designed program attracted those technical nursing interns' attention to recognize the giving and receiving of information and evoked their sense of responsibility toward application of patients' rights domains. Really the program clarified patients' rights domains and patient' satisfaction, which positively impact on their performance regarding patients' rights through daily work activities.

Ganjoo, et al., (2021)⁽²⁷⁾ support present study result and found that high percent of the participants had good knowledge and practice about ways of dealing with emergency situations and contradicting options after implementing the workshop compared to low percent before implementing the workshop.

This result is congruent with the study done by **D'Souza, et al., (2020)⁽³⁰⁾** found that high percent of the participants' knowledge and practice about privacy and confidentiality aspects were improved after implementing the planned teaching program. Also, **Njuguna, et al., (2020)⁽³¹⁾** study health literacy on patients' rights charter among users of primary care health facilities in Kiambu and Machakos Counties in Kenya, support present study result and found

significant improvement in the participants' knowledge and practice regarding methods of complain and confidentiality issues. Majority of patients had high satisfaction level on access to information and emergency services post program. actually patients were strongly agreed that technical nurses interns provide them with information in clear and understandable manner and provide them with sufficient information about the possible side effects and complications after asking doctor. Technical nurses' interns provide patients with emergency services for serious dysfunction of body organs and provide patients with emergency services and first aid whenever required

Asamrew and Endris (2020)⁽³²⁾ study about level of patient satisfaction with inpatient services and its determinants, supported the study result and stated that the relevance of information services given for patients and proper admitting processes, with the short waiting time to receive service, and ensuring privacy and confidentiality for services provided by nursing staff provided high level of satisfaction for patients. They explained that this may be due to the level of the hospital and/or workers capacity and motivation status of the health workers to

attain higher patients' needs. **Dada et al (2021)**⁽³³⁾ study about patients' satisfaction with emergency care services in a University Teaching Hospital in South-West, Nigeria supported the study results and mentioned that speed of pain control and the time to surgical intervention was rated very good and excellent .

Also, **Farzianpour et al (2016)**⁽³⁴⁾ study about relationship between ' patient's rights charter' and patients' satisfaction in gynecological hospitals, supported study findings and found that nursing staff providing sufficient information about the disease, treatment methods and common complications, patient's and the alternative decision-maker's access to health care team during hospitalization and after discharge from the hospital in an understandable language. Conversely **Bazmi et al (2019)**⁽³⁵⁾ study about assessment of patients' awareness of their rights in teaching hospitals in Iran. reported the lowest score of patient' knowledge for the right to receive necessary information on possible side effects, as well as other treatment options and participation in the final selection of treatment

Conclusion.

Technical nursing interns had poor level of total knowledge and unsatisfactory level of

total practice for patients' rights preprogram which reflected on their demand for training program to explain necessary information and train them for application of patients' rights. The present study well designed program improved technical nursing interns' knowledge and practice. As well as improved their performance regarding practicing of patients' rights domains and increased patients' satisfaction.

Recommendations

In the light of the current study finding these recommendations are suggested:

Integrate patients' rights in the curriculum of technical nursing students to improve their knowledge.

Conduct orientation about patients' rights prior to internship training practice.

Develop supportive working conditions and encourage nurses' compliance to patients' rights.

Stress use of steps of patients' rights to complains among nurses.

Conduct periodic formal and informal evaluation of nurses' practice of patients' rights.

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