

Relation between psychiatric nurses' perception of their responsibilities, patients' rights and patients with psychiatric disorders satisfaction

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ABSTRACT

Background: Psychiatric nurses are expected to fulfill a variety of formal and informal duties as part of their job. They play a vital role in ensuring that their patients' therapies are lawful and in accordance with human rights, that promote patient satisfaction with the environment and therapy. **Aim:** The purpose of the study was to explore the relation between psychiatric nurses' perception of their responsibilities, patients' rights and patients with psychiatric disorders. **Subjects and Method: Design:** a descriptive correlational design was used. **Setting:** the study conducted at in Port Said Psychiatric Health Hospital. **Subjects:** consisted of two groups of 60 psychiatric nurses and 60 patients with psychiatric disorders. **Tools:** The psychiatric nurse responsibilities questionnaire, the psychiatric patient rights questionnaire, and the psychiatric patient satisfaction questionnaire were the three instruments utilized to gather the data. **The Results:** The findings showed that 66% of psychiatric nurses had a negative opinion of their duties, 86.7% did not think that psychiatric patients had rights, and 85% of patients were not satisfied. The overall scores of nurses' perceptions of their duties, patients' rights, and patient satisfaction did not significantly correlate with each other. **Conclusion:** the majority of patients with psychiatric disorders reported low levels of satisfaction, while the majority of studied psychiatric nurses had negative perceptions of their roles and patients' rights. **Recommendations:** To raise nurses' awareness of their tasks and promote patient rights, undertake an educational program about psychiatric nurses' responsibilities and hospitalized psychiatric patients' rights.

Key words: Patients' rights, Patients' satisfaction, Psychiatric nurses, Responsibilities.

INTRODUCTION

Psychiatric nurses are required to fulfill a variety of formal and informal roles and obligations in their line of work, such as those of leaders, political activists, advocates, patient liaisons, and educators (Deloria, & Wolbring, 2022). Additionally, psychiatric nurses are crucial in making sure that the medical interventions they provide for their patients are compliant with human rights laws. Because nurses spend so much time with patients and have the chance to build relationships, along with the duty to care for them without causing harm, they are in the best position to advocate for patients (Hassen, Abozied, Mahmoud, & El-Guindy, 2022).

Existence As the front-line providers of medical treatment, nurses and doctors—including those employed by psychiatric hospitals are highly skilled in giving patients the best possible care while also taking into account the needs of those who need extra attention. Negative attitudes and views about people with psychiatric illness may be held by psychiatric nurses who provide patient care, which may have an impact on the treatment and care of individual patients. This is a result of psychiatric nurses' increased interaction with psychiatric patients, which allows them to influence other nurses to provide patients with more dismal and hopeless care (Fiana, & Wardaningsih, 2022).

The experience of work-related stress and its relationship to nurses' views and sentiments about their professional position are tied to their physiological and psychiatric health (Karanikola, Kaikoushi, Doulougeri, Koutrouba, & Papathanassoglou, 2018). It appears that progress in improving treatment practices—like working together with patients and families in psychiatric services—is happening slowly. This can be the result of professionals depending more on their own experience and intuition from the workplace than on knowledge supported by facts (Lantta, Anttila, Varpula, & Välimäki, 2021).

One of the most crucial elements in healthcare accreditation is the patient's right. The active involvement of healthcare practitioners and patients is necessary for an effective healthcare system. Three main objectives guided the creation of the patients' bill of rights. The first is to increase patient confidence in the healthcare system. The necessity of a solid patient-provider relationship is emphasized in the second goal of the patients' bill of rights. The final objective is to emphasize the critical role that patients

play in maintaining their health by outlining each patient's rights and obligations (El-Shimy, Mostafa, & Bioumey, 2020).

In recent times, evaluations of the quality of healthcare services have been conducted on a regular basis to determine the extent to which healthcare professionals and service recipients have observed patient rights. Thus, nurses' compliance with patient rights and their understanding of ethical concerns are seen as crucial to enhancing and managing the relationship between service providers and beneficiaries; as such, they are naturally very important to the management of the healthcare system (Ahmed, 2022). Since patients are among the most vulnerable groups in society, nurses' adherence to patients' rights is essential to upholding human rights. Respect for patient rights is regarded as a critical component of health care quality improvement initiatives and serves as a foundation for establishing clinical service standards (Rashdan, Abd-Elbaset, Ali, & Gabra, 2023).

On the other hand, optimal client satisfaction is necessary for enhanced and sustained access to psychiatric health services in low- and middle-income countries where competing quack practices exist (Busia, 2018). The Egyptian Hospital Accreditation standards included a patient's bill of rights, which has been in effect in all Egyptian hospitals since 2005. The rights of Egyptian patients include those related to health care access, care selection, health education, a safe environment, involvement in treatment plans, informed consent and information, research, privacy, dignity, and confidentiality (Fouad, Abdelrahman, & Mohamed, 2020).

Patient satisfaction serves as a feedback system that helps health administrators gauge how well patients' expectations have been met, making it a crucial and reliable indicator of the quality of care received. The degree to which patients believe that the healthcare professionals have fulfilled their requirements and expectations is known as their level of satisfaction. Evaluating patient satisfaction with care may help identify the aspects of the health system that need the most focus in order to provide higher-quality care (Omoronyia, Ndiok, Enang, & Obande., 2021).

The satisfaction of psychiatric patients has been found to be a useful indication for assessing and raising the standard of care. Psychiatric nurses have an impact on patients' experiences of care since they spend a lot of time with patients. Psychiatric nurses appear

to have a happy and healthy work environment when patients have positive experiences with nursing care. In order to improve patient outcomes and make their own practices more visible, professionals use the experiences and preferences of their patients. Aggression among inpatients can be decreased by taking steps to enhance patient contentment with the surroundings and care, as well as by giving them purposeful activities to engage in (Alblowy, & Morsi, 2019).

One of the primary pillars upon which to define the norms for therapeutic services may be patient rights. On the other hand, as international organizations' interest in human rights has grown, so too has the idea of patient rights. Additionally, because nurses typically have more direct patient contact than other healthcare professionals, they bear greater responsibility in this area than physicians. Therefore, the best people to defend their rights are nurses (Fouad, et al., 2020).

Significance of the study

As the front-runners in health services, nurses—including those employed in psychiatric health hospitals—must possess a strong sense of dedication in order to offer their patients the best care possible, given that the patients' conditions necessitate specialized attention (Fiana & Wardaningsih, 2022). It's critical for nurses to understand the rights of their patients because doing so can improve patient care, save costs, shorten hospital stays, and preserve patients' dignity by allowing them to collaborate with physicians on decisions. Therefore, it is crucial to determine whether patients are informed of their rights (Sookhak, Bazrafshan, Ahmadi, & Kavi, 2019). The unethical behavior of some healthcare workers and the lack of awareness of patient rights persist despite the advancements made in Egypt with regard to patient rights and ethical issues in the healthcare system (Youssef, Shabaan, Abo Gad, & Abo Ramadan, 2021). In order to gather information for future research and training initiatives, this survey was designed to assess the current state of psychiatric nurses' perceptions of their roles and their commitment to the rights of psychiatric patients. It also aimed to identify the degree of satisfaction of patients with psychiatric disorders.

AIM OF THE STUDY

The purpose of the study was to explore the relation between psychiatric nurses' perception of their responsibilities, patients' rights and patients with psychiatric disorders.

Objectives

1. Determine the psychiatric nurses' perception of their responsibilities in Port-Said psychiatric hospital.
2. Assess the levels of psychiatric nurse's perception about psychiatric patient rights in Port-Said psychiatric hospital.
3. Measure levels of patients with psychiatric disorders satisfaction in Port-Said psychiatric hospital.
4. Find out the relation between psychiatric nurses' perception of their responsibilities, Patients' rights and its effect on patients with psychiatric disorders in Port-Said psychiatric hospital.

SUBJECTS AND METHOD

A. Technical design

This design includes a description of the research design, setting, subjects, and tools of data collection.

Research design

A descriptive correlational study design was utilized in the current study.

Study setting

At the Port-Said Psychiatric Health and Addiction Treatment Hospital, this study was conducted. The General Secretariat of Psychiatric Health and Addiction Treatment is associated with the hospital. (GSMHAT), Ministry of Health.

Study subjects

Two groups made up the study subjects. All psychiatric nurses who had worked in the previously indicated setting made up the first group of nurses involved in the study with no. (60 nurses). At the time of data collection, the second group comprised all inpatients from the same setting, totaling sixty individuals.

Inclusion criteria for patients with psychiatric disorders

- Age more than 18 years.
- Able to communicate.

Tools for data collection

Three tools were used for data collection:

Tool 1: A Self-Administered Questionnaire about Psychiatric Nurses' Responsibilities: That consisted of two parts as follow:

Part (I): Personal and work-related data

This part included personnel characteristics of psychiatric nurses such as: age, gender, marital status, educational qualification, department, and years of experience.

Part (II): Psychiatric Nurses' responsibilities questionnaire

This section includes a questionnaire that was created by Yutzy (1965) to gauge how psychiatric nurses saw their level of responsibility. The researcher translated the English version of the questionnaire into Arabic. It is divided into five areas with 57 items total: duties with doctors (10 items), duties with nurses (9 items), duties with patients (21 pieces), duties with patients' family (9 items), and duties with the health team (8 items).

Scoring system for part (2): this questionnaire was rated on a 3-point Likert-scale as 3= agree, 2= uncertain, 3= disagree. The nurses' perception categorized as high if the percent scores were from 64-80%, moderate if the percent score was 48% to less than 64%, and low if the percent score was 32 to less than 48% (Park, 2005).

Tool 2: A Self-Administered Questionnaire about Nurses' Perception for Psychiatric Patient Rights:

This tool was translated into Arabic by the researcher after it was adopted in English by Roe, Weishut, Jaglom, and Rabinowitz (2002). It has thirty-one statements outlining the rights that hospitalized psychiatric health patients ought to have.

Scoring system: this questionnaire was rated on a 3-point Likert-scale as 3= agree, 2= uncertain, 3= disagree. The respondents were categorized as perceived when total score is 85% or more, uncertain when total score is 60% to less than 85%, not perceive when total score is less than 60% (Abdho, Sleem, & El-sayed., 2014).

Tool 3: A Self-Administered Questionnaire about Psychiatric Patient Satisfaction:

This tool consisted of two parts as follow:

Part (I): Personal and medical history data

This part included personal characteristics and medical history of psychiatric patients such as: age, gender, marital status, diagnosis, number of hospitalizations, and length of hospitalization.

Part (II): Psychiatric patient satisfaction questionnaire

Psychiatric patient satisfaction questionnaire produced by Marepula (2012) in the English language and was translated to the Arabic language by the researcher. The overall satisfaction of psychiatric inpatients with the care they received in a psychiatric hospital was expressed in 37 statements. The following domains made up the study: internal policies and procedures (6 items), food service (2 items), physical environment (3 items), patient satisfaction about interactions with doctors (5 items), overall experience of care during hospital stay (4 items), and satisfaction with the care given by nurses (5 items).

Scoring system for part (II): A 4-point Likert-scale ranging from 4= always, 3= sometimes, 2= never, 1= not sure. The patients' respondents were satisfactory if the percent score was equal or above 65% and unsatisfactory if less than 65% (Marepula, 2012).

B- Operational design

The study field of work was carried out through the following phases:

Tools validity

A panel of experts made up of seven experts from the psychiatric nursing department made the determination. The expertise that reviewed the instruments made sure they were clear, relevant, thorough, and understandable. The jury's remarks and recommendations were taken into consideration, and the appropriate changes, clarifications, and corrections were made to the items as a result.

Tool reliability

The reliability of the three tools used in this study by the Cronbach's alpha coefficient test to assess the internal consistency of the study tools. The internal consistency reliability for the tool 1 part II (Psychiatric Nurses' responsibilities questionnaire) was (0.902), and for the tool (A self-administered questionnaire about nurses' perception for psychiatric patient rights) was (0.790), and the internal consistency reliability for the tool 3 part II (psychiatric patients' satisfaction questionnaire) was (0.905).

Field work

Oral consent was obtained from each participant (nurses and patients) to be included in the study after the researcher clarified the nature and purpose of the study. Official written permission to conduct the study was obtained from The General Secretariat of Psychiatric Health and Addiction Treatment and the director of the study setting (Port Said Psychiatric Health and Addiction Treatment Hospital) prior to beginning data collection.

A three-month field study was carried out between the beginning of April 2023 and the end of June 2023. The researcher obtained data from the hospital for a period of 16 days, two days per week, between 10 a.m. and 2 p.m. Four to five nurses were tokened per day on average, and for psychiatric.

Pilot study

Prior to the main study, a pilot study comprising six patients and six nurses was carried out on 10% of the sample to evaluate the tool's practicality, practicability, and clarity as well as to determine how long each interview should take. The pilot project ran from the start of March 2023 until the start of April 2023. Adaptations were made in accordance with the pilot study's findings. Individuals who took part in the pilot study were not included in the study population.

Ethical considerations

The study protocol was approved by Research Ethics Committee of the Faculty of Nursing Port Said University with code number NUR (4/1/2024) (33). After outlining the goal and methodology of the study, hospital directors or administrators gave their approval for it to be carried out. Furthermore, patients were asked to give their oral agreement to participate in the study after being fully informed about it. Patients in the trial were told by the researcher that they would not face any difficulties if they choose to leave the study at any point. The researcher has made sure that participants' confidentiality and identities are maintained. Additionally, patients have received assurances concerning the confidentiality of the data obtained and that it will only be utilized for research.

C- Administrative design

An official letter containing the title and the aim of the study was sent from the Dean of the Faculty of Nursing - Port Said University to director of the study setting to obtain their approval for data collection at Port Said psychiatric hospital.

D. Statistical design

The Statistical Package for the Social Sciences was used to code, input, and analyze the data obtained from the questionnaire (SPSS version 23). The continuous data were presented as mean \pm standard deviation (SD) and had a normal distribution. Numbers and percentages were used to express categorical data. The associations between various variables were examined using correlations. P value for significant results was set at less than 0.05.

RESULTS

Table (1) reveals that, of the nurses analyzed, 58.3% were female, fewer than three quarters (70%) were married, and the majority (mean 26.24 ± 4.12) were in the age bracket of 31–40 years old. In terms of education, the majority of nurses (36.7%) held a diploma from a nursing institute or from a nursing technical school. Of them, over one third (33.3%) worked in the field of addiction treatment, more than half (55%) had five to ten years of experience, and two thirds (60%) had six to eleven years of experience in psychiatric nursing homes.

Table (2) explains that of the psychiatric patients evaluated, half (50%) were in the age category of 20–<31 years old, with a mean of 33.32 ± 9.56 . Males made up more than two thirds (61.7%) of the patient population, and more than half (55%) were single. According to their diagnosis, over 25% of them (43.3%) had schizophrenia; the majority (86.7%) had been hospitalized one to three times previously; over 25% (43.3%) had been hospitalized for four to seven months.

Figure (1) shows the levels of perception that the investigated nurses had about their duties to hospitalized psychiatric patients. The data clarifies that, more than two thirds (66.7%) of examined nurses had poor perception level, more than one third (31.7%) of them had moderate perception level, and the minority (1.7%) of them had high perception level.

Figure (2) shows how the nurses who were studied felt about the rights of psychiatric patients who were hospitalized. The graph demonstrates that none of the researched nurses felt patients' rights, less than one fifth (13.3%) of them were unsure, and the bulk (86.7%) of them were not perceived.

Figure (3) shows the satisfaction levels of the psychiatric patients under study. The chart illustrates that the majority of the patients under study felt that their perceptions were not satisfactory in every way. As proof, 98.3% of patients expressed dissatisfaction with their level of satisfaction with the healthcare providers. Most of them (96.7%) expressed dissatisfaction with the amount of treatment they received from doctors.

Table (3) demonstrates that there was no statistically significant relationship between the satisfaction of the examined psychiatric patients and the total scores of the studied nurses' perception of their obligations and patient rights.

Table (1): Personal and work characteristics of psychiatric nurses (n=60).

Items	N	%
Age (Years)		
20-<31	12	20
31-<40	42	70
≥40	6	10
Mean ±SD	26.24±4.12	
Gender		
Male	25	41.7
Female	35	58.3
Marital status		
Single	12	20
Married	42	70
Widowed / divorced	6	10
Education		
Nursing secondary school diploma	22	736.
Nursing technical institute	22	736.
Nursing faculty	16	626.
Area of work		
Men's section	21	35
women's section	19	31.7
Addiction treatment	20	33.3
Years of Experience in nursing hospitals		
<5	12	20
5:10	33	55
11:15	14	23.3
>15	1	1.7
Years of Experience in psychiatric nursing hospitals		
1-<6	16	26.7
6-<11	36	60
11-15	8	13.3

Table (2): Personal and medical characteristics of psychiatric patients (n=60).

Items	N	%
Age (Years)		
20-<31	30	50
31-<40	16	26.7
40-<50	9	15
≥50	5	8.3
Mean ±SD	33.32±9.56	
Gender		
Male	37	61.7
Female	23	38.3
Marital status		
Single	33	55
Married	18	30
Widowed / divorced	9	15
Diagnosis		
Addiction	12	20
Major depression	13	21.7
Mania	9	15
Schizophrenia	26	43.3
Number of hospitalizations		
1-3	52	86.7
>3	8	13.3
Length of hospitalization (months)		
1-3	10	16.7
4-7	26	43.3
>7	24	40

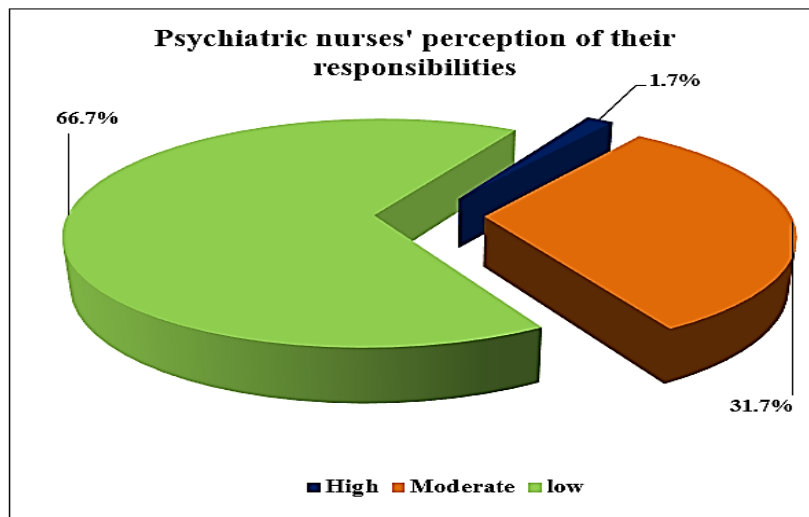


Figure (1): Total psychiatric nurses' perception of their responsibilities (n=60).

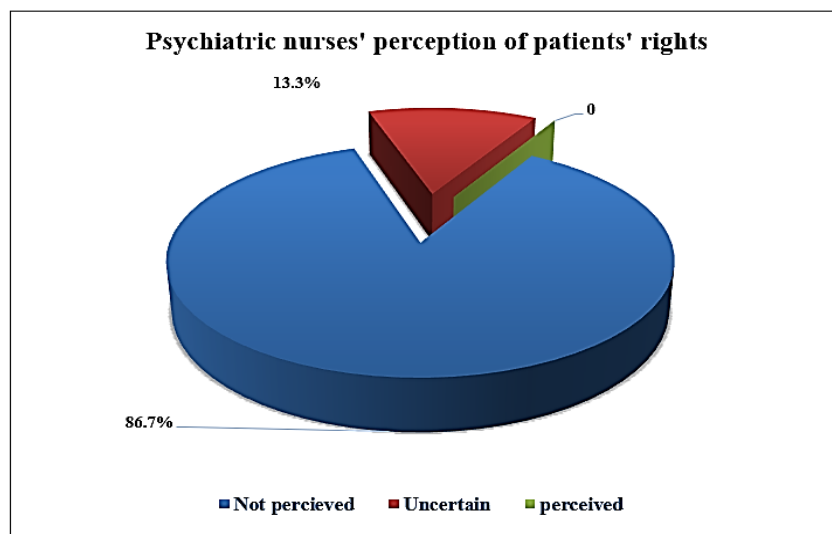


Figure (2): Total psychiatric nurses' perception regarding patients' rights (n=60).

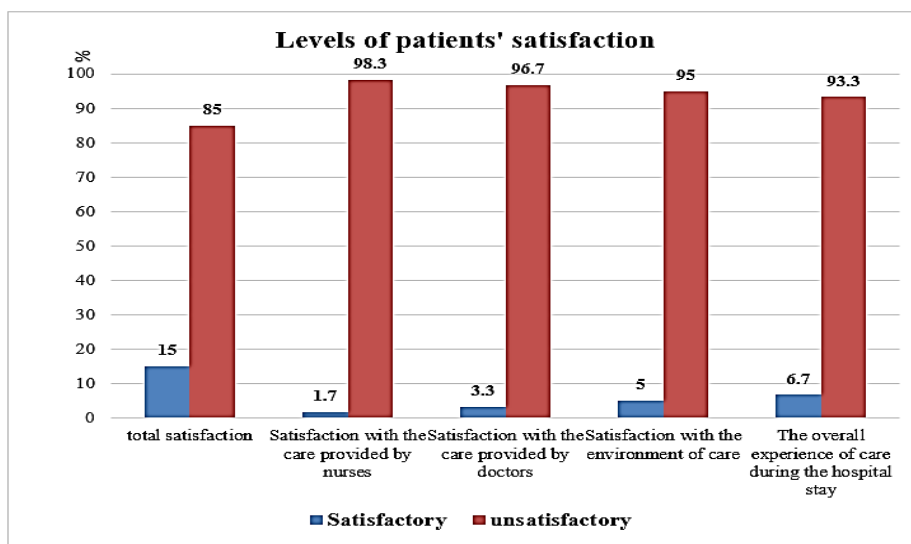


Figure (3): Total psychiatric patients' satisfaction (n=60).

Table (3): Correlation between total nurses' responsibilities, patient rights & patient satisfaction (n=60).

Items	Total nurses' responsibilities score		Total Patients' satisfaction score		Total patient rights score	
	rho	P value	rho	P value	rho	P value
Total nurses' responsibilities Score			.223	.087	-.02	.881
Total Patient satisfaction Score	.223	.087			.243	.061
Total patient rights Score	-.02	.881	.243	.061		

DISCUSSION

In their line of work, psychiatric health nurses are required to fulfill a variety of formal and informal tasks and duties, such as those of educators, leaders, political activists, advocates, and patient liaisons (Deloria and Wolbring, 2022). Additionally, psychiatric nurses are crucial in making sure that the interventions they provide for their patients are compliant with human rights laws. Because they spend a great deal of time with patients, develop relationships with them, and have a duty to care for them without harming them, nurses are in the best position to advocate for patients (Hassen, et al., 2022). A key measure for assessing and raising the standard of service is patient satisfaction. Nurses have an impact on patients' experiences with care since they spend a lot of time with patients. It appears that when nurses provide excellent care to patients, the nurses' work environment is also happy and well-maintained. In order to improve patient outcomes and make their own practices more visible, professionals use the experiences and preferences of their patients. Reducing inpatient aggressiveness involves taking steps to enhance patient satisfaction with the surroundings and care, as well as to give patients purposeful activities to engage in (Alblowy, and Morsi, 2019).

The present study was carried out to evaluate the relation between psychiatric nurses' sense of their obligations, patients' rights and patient's satisfaction. According to the current findings, over two thirds of the nurses who were studied felt poorly about their roles. Since the current result showed that the nursing technical diploma accounted for the largest percentage of the examined nurses' education, the interpretation of this result may be attributed to the main educational level of the nurses under study. The majority of the patients in the study had low perceptions of their roles and responsibilities as psychiatric nurses, according to Oflaz et al. (2021), who examined the profile of nurses in psychiatric units in Istanbul among 307 nurses working in psychiatric service units. In contrast, the current findings were at odds with those of Mondal, Latif, Akter, Ara, and Khatun (2023), who examined the therapeutic relationship between nurses and patients in a Bangladeshi tertiary level hospital, finding that 56 nurses participated in the study and had a high degree of perception regarding their overall responsibilities.

Regarding nurses' perceptions of the rights of psychiatric patients in hospitals, the current study's findings showed that most of the nurses under investigation did not believe that hospitalized psychiatric patients had any rights. The sometimes-overstated

perception of psychiatric health providers as being dictatorial and indifferent to patients' rights may be strengthened by this finding (Thapa, and Samson, 2017). These results can also be attributed to a variety of factors, including the absence of appropriate standards for choosing nurses to work in psychiatric hospitals, a scarcity of nursing staff, a lack of awareness of and attitudes toward patients' rights, a lack of pre-service and in-service training programs, a lack of workshops or training seminars, a lack of supervision and guidance when exercising patients' rights, and a lack of patient rights policy and procedure. As a result, these are caused by constrained funding, subpar facilities, and unsupportive management (Hassen et al., 2022).

These forgoing present study findings were supported by Alblowy, & Morsi, (2019) who conducted a study on nurses' attitudes toward patients' rights at a Jeddah psychiatric and psychiatric health hospital. They found that most staff nurses had moderate to low attitudes toward patients' rights, especially when it came to these dimensions (being informed about one's illness or treatment, maintaining confidentiality, being forced to receive treatment, and not receiving treatment). As well as, result was confirmed by Elsayad (2022) who conducted research on the understanding of patients' rights by psychiatric patients and the dedication of psychiatric nurses to those rights, and who came to the conclusion that the nurses under study had a limited duty to uphold those rights. However, the outcome did not match the findings of a study by Gurung & Ghimire (2020), which was carried out in Nepal and examined nurses' knowledge and attitudes on patients' rights in a teaching hospital. The study indicated that more than half of the participants had unfavorable levels of.

The current findings about the satisfaction of the psychiatric patients under study showed that most of the patients had unsatisfactory ratings across all dimensions. In keeping with this, a study by Efkeemann et al. (2019) titled Ward atmosphere and patient satisfaction in psychiatric hospitals found that the majority of patients (64.3%) were dissatisfied with the care they received. However, this finding contradicts that of Skar-Fröding et al. (2021), who showed that a majority of participants (89%) expressed moderate-to-high levels of satisfaction with psychiatric health services in their study entitled *Relationship between Satisfaction with Psychiatric Health Services, Personal Recovery, and Quality of Life*.

The current study found no statistically significant relationship between the total scores of the studied nurses' perception about their responsibilities and patient rights and the studied psychiatric patients' satisfaction in relation to the relationship between the studied nurses' perception regarding their responsibilities and patient rights and patients' satisfaction. These results inconsistent with Fouad, et al. (2020) who looked into the relationship between patients' satisfaction and nurses' adherence to patients' rights in Egypt and showed that there was a statistically significant relationship between the two. The patients in question were psychiatric patients. As well as, King, Linette, Donohue-Smith, & Wolf (2019) who examined the connection between patients' perceptions of nurses' care and their levels of satisfaction in psychiatric acute care settings, and who revealed that there was a statistically significant relationship between patients' contentment and nurses' perceived duties.

CONCLUSION

Based on the findings of the present study, it can be concluded that:

While the majority of psychiatric patients expressed poor levels of satisfaction, the majority of the investigated psychiatric nurses reported low levels of perception of their duties and patients' rights.

RECOMMENDATIONS

Based on the results of the present study, the following recommendations were suggested:

- To encourage nurses to uphold patients' rights, hospital managers should establish relationships and work environments that are supportive.
- Offer continuous assessment of nurses' adherence to the rights of psychiatric patients.
- To improve patient satisfaction, hold a workshop and training session on the rights of hospitalized psychiatric patients.
- In order to raise undergraduate nurses' awareness of psychiatric nursing, more research is required for the design and implementation of educational training programs about psychiatric nurses' responsibilities in the Faculty of Nursing at Port Said University and nursing schools affiliated with the Egyptian Ministry of Health.

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العلاقة بين إدراك ممرضى الصحة النفسية لمسئولياتهم و حقوق المرضى و تأثيره علي رضا المرضى

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الخلاصة

يلعب ممرض الصحة النفسية دورًا رئيسيًا وقيّمًا في ضمان إستناد تدخلات الرعاية الصحية النفسية إلى المبادئ الأخلاقية ومبادئ حقوق الإنسان. و لذلك يجب أن يعرف فريق الصحة النفسية وخاصة التمريض الجوانب القانونية والأخلاقية الأساسية للطب النفسي. كما أن إرضاء المرضى النفسيين في المستشفى ليس فقط مسألة ذات أهمية إكلينيكية ولكن بشكل أساسي مسألة أخلاقية. ولذلك ، تهدف هذه الدراسة إلى تقييم إدراك ممرضى الصحة النفسية لمسئولياتهم و حقوق المرضى و تأثيره علي رضا المرضى. تم استخدام تصميم وصفي لإجراء الدراسة بمستشفى الصحة النفسية بمحافظة بورسعيد؛ شملت الدراسة 60 ممرض نفسية و60 مريض نفسي. وقد اظهرت نتائج الدراسة أن 66% من الممرضين النفسيين الخاضعين للدراسة لديهم مستوى تصور منخفض فيما يتعلق بمسئولياتهم، كما أن 86.7% منهم لديهم مستوى إدراك منخفض لحقوق المرضى النفسيين، ايضا 85% من المرضى النفسيين الخاضعين للدراسة لديهم مستوى منخفض من الرضا. وقد خلصت الدراسة إلى ان معظم الممرضين النفسيين بالدراسة الحالية لديهم مستوى منخفض من التصور لمسئولياتهم وبحقوق المرضى، كم أوضحت أن معظم المرضى النفسيين بالدراسة لديهم مستوى منخفض من الرضا. وأوصت الدراسة بتنفيذ برنامج تعليمي حول مسئوليات الممرضين النفسيين و حقوق المرضى النفسيين لرفع وعي التمريض النفسي وزيادة رضا المرضى النفسيين عن الرعاية المقدمة بمستشفيات الرعاية النفسية.

الكلمات المرشدة: حقوق المرضى، رضا المريض، ممرضى الصحة النفسية.