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The awareness of informing the patient of his laws as the element of the work of the nurse of the system and the medical lifeguard

Świadomość informowania pacjenta o jego prawach jako element pracy pielęgniarki systemu i ratownika medycznego

Summary

Healthcare Centres belong to an organization, for which assurance like of the best quality of one's benefits is a priority value. A patient is an outside customer, for which he provides services. At present fight of the competition against the patient - of customer is very big. To its institution accreditation is one of forms of attracting clients. "Accreditation is a system of the voluntary, outside and direct evaluation being aimed at showing institutions ensuring the good level of benefits" (Maciąg A., Sakowska I. 2006). If it is about an area of patient's rights, accreditation standards include internal communications. Informing the patient of entitlements it being entitled to him is an important component of internal communications in the course of the stay in institutions of the health care.

According to WHO, it is possible to divide patient's rights on individual and social:

- social rights are this part of entitlements of the individual which results from the membership in the determined society e.g. right to the equal access to health benefits.
- individual rights, it this part of entitlements of the individual coming directly from laws and the freedom of the man e.g. the right to the respect of its person as the human person, the respect for the privacy.

Records concerning patient's rights are in a Polish law in:

- of constitution,
- acts (about the medical profession, nurses of both tissues for the midwife, about healing activity, about benefits of the health care financed from public means, about the protection of the mental health, about taking and transplanting cells, and organs, …)
- code of ethics.

In this issue a fact is an important thing so that patient's rights are obeyed and applied in institutions of the health care. All institutions from the area of the health care are obliged to ensure the accessibility to the Card of patient's rights.

The accessibility to information about patient's rights at institutions is being carried out by putting in the visible place the Card of patient's rights. Observing procedures associated with informing patients of their laws is as important at present awareness of the society associated with held laws and the high activity connected with pursuing one's rights in a court of law are growing. The accession to the European Union also widened the scope of these laws and the possibility more effective of enforcing them during the stay in medical facilities. For the medical staff, particularly for nurses and lifeguards which while treating the patient longest

are alert with it due informing the patient of his laws should become a priority and like most accurate following them in order to avoid mistakes which could in order to become pregnant in effects.

Key words: patient, nurse, medical lifeguard, patient's rights

Streszczenie
Zakłady Opieki Zdrowotnej należą do organizacji, dla których zapewnienie jak najwyższej jakości swoich świadczeń jest wartością priorytetową. Klientem zewnętrznym, dla którego świadczy usługi jest pacjent. Obecnie walka konkurencji o pacjenta – klienta jest bardzo duża. Jedną z form przyciągnięcia klienta do swojej placówki jest akredytacja.
„Akredytacja to system dobrowolnej, zewnętrznej i bezpośredniej oceny mający na celu wskazanie placówek zapewniających dobry poziom świadczeń" (Maciąg A., Sakowska I. 2006). Jeśli chodzi o obszar Praw Pacjenta, standardy akredytacyjne obejmują komunikację wewnętrzną. Najważniejszym elementem komunikacji wewnętrznej jest poinformowanie pacjenta o przysługujących mu prawach w trakcie pobytu w placówkach ochrony zdrowia. Według WHO, Prawa Pacjenta można podzielić na indywidualne i społeczne:
- prawa społeczne to ta część uprawnień jednostki, która wynika z przynależności do określonego społeczeństwa np. prawo do równego dostępu do świadczeń zdrowotnych.
- prawa indywidualne, to ta część uprawnień jednostki wywodząca się bezpośrednio z praw i wolności człowieka np. prawo do poszanowania swojej osoby jako osoby ludzkiej, poszanowanie prywatności.
W prawie polskim zapisy dotyczące praw pacjenta znajdują się w:
- konstytucji,
- ustawach (o zawodzie lekarza, pielęgniarki i położnej, o działalności leczniczej, o świadczeniach opieki zdrowotnej finansowanych ze środków publicznych, o ochronie zdrowia psychicznego, o pobieraniu i przeszczepianiu komórek, tkanek i narządów, …)
- kodeksie etyki zawodowej.
Najważniejszą rzeczą w tej kwestii jest fakt, by prawa pacjenta były respektowane i stosowane w placówkach ochrony zdrowia. Wszystkie placówki z obszaru ochrony zdrowia zobowiązane są zapewnić dostępność do Karty Praw Pacjenta.
Dostępność do informacji o Prawach Pacjenta w placówkach jest realizowana poprzez umieszczenie w widocznym miejscu Karty Praw Pacjenta. Przestrzeganie procedur związanych z informowaniem pacjentów o ich prawach jest o tyle ważne, że obecnie wzrasta świadomość społeczeństwa związana z posiadanymi prawami i większa aktywność związana z dochodzeniem swoich praw na drodze sądowej. Wstąpienie do Unii Europejskiej poszerzyło również zakres tych praw oraz możliwość skuteczniejszego ich egzekwowania podczas pobytu w placówce służby zdrowia. Dla personelu medycznego, a szczególnie dla pielęgniarek i ratowników, które podczas leczenia pacjenta najdłużej znajdują się w kontakcie z nim priorytetem powinno stać się właściwe informowanie pacjenta o jego prawach i jak najdokładniejsze ich przestrzeganie w celu uniknięcia błędów, które mogły by stać się brzemienne w skutkach.

Słowa kluczowe: pacjent, pielęgniarka, ratownik medyczny, prawa pacjenta

Admission

From the moment of health reforms and the formation of health-insurance funds which next was converted into the National Health Fund, healthcare centres in the destination of making profits and like of the most beneficial contracts with the fund must incessantly seek patients' services. It is forming not only with raising the level of provided services and obtaining certificates announcing the level of benefits, but also by due warning the Card of patient's rights and handing over for patients like the most information to this subject. To take effect it has with the fact that patients in the future, in case of the treatment will re-elect the given institution of the health care. Presumably, in relation to the professional service they will recommend other persons her as the credible, safe institution with the professional employee staff and consequently will let make profits and stay at the medical market.

Plants of the health care belong to an organization, for which assurance like of the best quality of one's benefits is a priority value.

To its institution accreditation is one of forms of attracting clients. For acquiring accreditation both private institutions and health cares national, providing services from the scope are trying.

"Accreditation is a system of the voluntary, outside and direct evaluation being aimed at showing institutions ensuring the good level of benefits". (Maciąg, Sakowska, 2006)

If it is about an area of patient's rights, accreditation standards include internal communications. Informing the patient of entitlements it being entitled to him is an important component of internal communications in the course of the stay in institutions of the health.

"According to the World Health Organization - WHO, patient's rights it is possible to divide on individual and social:

- social rights are this part of entitlements of the individual which results from the membership in the determined society e.g. right to the equal access to health benefits.

- individual rights, it this part of entitlements of the individual coming directly from laws and the freedom of the man e.g. the right to the respect of its person as the human person, the respect for the privacy " (Maciąg, Sakowska, 2006).

In Poland, patient's rights governing recordings were entered into in the constitution - of Constitution from 2 April 1997 (Journal of Laws No. of 78 pos. 483), which 68 is telling sec. 1 the Art., for that: "everyone has the right to a health care", and Art. 68 is telling sec. 2 about it, that: ", irrespective of their financial circumstances, official authorities provide the equal access to benefits of the health care financed from public means for citizens" on conditions and in the scope determined in the act. (the Polish constitution, 1997)

More specific information associated with patient's rights was entered into in acts:

1. act from 15 April 2011 about healing activity (i.e. 2013,217 Journal of Laws from later changed)
2. act from 27 August 2004 about benefits of the health care financed from public means (i.e. Journal of Laws 2008. 164.1027 as amended),
3. regulation of the Health Minister from 28 August 2009 about benefits guaranteed from the scope of the medical rescue (Journal of Laws 2009. 139.1137),
4. act from 6 November 2008 about patient's rights and the Spokesman of patient's rights (i.e. 2012,159 Journal of Laws from later changed),

5. regulation of the Ministry of Defence from 18 December 2009 on kinds and the scope of medical documentation in healthcare centres created by the National Defence minister and the way for her of processing (Journal of Laws 2009. 222.1765),
6. act on the medical profession and of doctor of the dentist from 5 December 1996 (i.e. Journal of Laws 2011. 277.1634 as amended),
7. act from day 15 of 2011r July about the competition of the nurse and the midwife (Journal of Laws 2011. 174.1039 as amended),
8. act from 8 September 2006 about the National Medical Rescue (Journal of Laws 2006. 191.1410 as amended),
9. regulation of the Health Minister from 28 August 2009 about benefits guaranteed from the scope of the medical rescue, and codes of ethics of nurses and doctors.

In this issue a fact is an important thing so that patient's rights are obeyed and applied in medical institutions. All institutions from the area of the health care are obliged to ensure the accessibility to the Card of patient's rights.

The accessibility to information about patient's rights at institutions is being carried out by putting in the visible place the Card of patient's rights.

Hospital accident ward (SOR) it is a branch which is showpiece of the hospital. He is an only branch in the current system of the health care which is admitting patients without a necessary referral to hospital. If the patient is feeling bad, thinks, that his basic bodily functions (breath, circulation, awareness) are deteriorating it is thriving alone, or is calling the ambulance which is transporting him to SOR. in the moment of the arrival of the sick person in SOR a procedure consisting in the electronic verification of entitlements of the beneficiary is starting (eWUŚ). The result of the verification isn't significant, if a patient means treating. Every patient in the state of the threat to life must have a given help in SOR.

Next established medical documentation is staying with applicable procedures at the hospital. Pursuant to applicable regulations it is in the moment of accepting the sick person to SOR a patient should be informed of entitlements it being entitled to him. The card of patient's rights in SOR according to the availability principle is in a point of the medical segregation, the registration and parties of patients which is the top one spot of the contact of the patient with the staff of the accident ward. This top one spot of the contact with KPP of patients which alone are reaching the SOR doctor is. Patients which are calling the Team of the Medical Rescue on should be in contact with KPP already in the moment of the contact with team members of the Medical Rescue (ZRM). It is they should inform sick persons of entitlements it being entitled to them, but with it is differently. Sick persons know "are paying contributions and they deserve the help how will only call her". They are satisfied how have a given help. The small group only apart from the given help wants to listen to sick persons about entitlements it being entitled to them resulting from KPP.

In opinion 15 (12.3%) of working lifeguards the first contact with the patient is "difficult". There are situations, in which it is hard to tell the patient directly about laws resulting from KPP, what he/she isn't marking, that they aren't followed by the lifeguard, nurse of the system during the performance of activities medical. A this obligation of

making properly, in harmony is a best practice and current with knowledge of medical rescue activities into SOR and ZRM there employed by the medical staff. The non-observance of fundamentals of the work is burdened with the responsibility of provisions of the law general (the penal code, civil, of work), of self-government law (act about the profession of the Nurse and the Midwife, about the self-government of Nurses and Midwives) and of code of ethics.

How he is saying the record "of International ICN code of ethics for Nurses" of year taken on by the Congress of Nurses in 1953 with his last search in 2005, that "the nurse at the work all the time is observing standards of professional proceedings which sustain the credibility of the entire occupational group and are increasing the public trust. Nurse taking care is assuring that he is using new technologies and acquisitions of the learning in way safe for people, following their laws and the dignity "(MKE ICN, 2007).

Standards - legal acts bringing the subject matter of patient's rights up in one's contents, are informing citizens that every patient has the right to information about patient's rights. In the process they will impose, to the entire staff of institutions providing medical services, the duty of informing patients of their laws, what how it results from conducted examinations not always is being followed. The act on the profession of the nurse and the midwife is saying, "that, the patient has the right to obtain information about his laws from the nurse and for the midwife" (Act on ZPiP, 2011). If they showed examinations, such a state of affairs doesn't result for lack of involving the staff in the implementation of the obligations, and from the lack of knowledge to this subject and of time.

Eleven nurses (9%) and 5 (4%) medical lifeguards working in the Hospital accident ward and in the Team of the Medical Rescue were granted, that didn't know records included in prescriptive documents associated with abiding by patient's rights. Simultaneously they are making no footsteps in order to change this state of affairs, thinking that in the form of legal documents they aren't using regulations performing medical activities. Institutions of the health care, through the race with the competition in getting certificates often forget about the basic staff training medical from provisions of law it is necessary to know which on a given workstation so that doesn't reach breaking patient's rights and accidents.

An attempt of the answer to a question with which nurses and medical lifeguards have a knowledge about the card of patient's rights, to obey these laws in the course of the discharge of one's duties was a purpose of this work as well as what step the evaluation is facilitating the medical staff in access for patients to information about the Card of patient's rights.

Materials and methods

In the destination of getting the better image associated with abiding by patient's rightsthey conducted research on the group of 122 persons (100%): 86 (70.5%) of nurses and 36 (29.5%) of medical lifeguards.

Findings

Analysis of conducted examinations is pointing, that 56 nurses (45.9 %) stated, that in entire personally never informed her previous job of sick persons about entitlements it being entitled to them, and of patient's rights arising from the Card. It didn't prevent them from performing everyday duties according to provisions of the law. The same nurses also stated that activities which could had taken none in order to change keeping them. All nurses (86) and medical lifeguards (36) they admitted that the Card of patient's rights was accessible at the institution of the health care, in which they are employed in visible places, but simultaneously notice that it doesn't cause good acquainting oneself of patient with these laws, since finding one's way to the institution of the health care patients are intending only about it to get the necessary assistance, and the staff on account of restrictions in the employment is focusing exclusively on the help for sick persons recognizing for unnecessary informing patients of their laws since they are available in the place, in which the patient can oneself to acquaint with them personally. The fact that the examination showed is alarming, that 11 (9%) of nurses and 5 (4%) in the profession doesn't know actively working lifeguards exactly contents of the Card of patient's rights, since didn't read to her. It appears from information included in questionnaire forms that at the stage of the apprenticeship in med schools the legal issues associated with the practising a profession are being omitted by listeners. It is tied up with the fact that we don't like to learn provisions of law. It is comforting, that nurses and lifeguards in the framework of the self-education, specialist training on the post-graduate education and courses and at the work is being acquainted with KPP.

He results from examinations, that as many as 78 (63.9%) regards all respondents, that since the Card of patient's rights was put in the visible place it is a sufficing way to make patients aware of their laws and there is no need to provide this information by the medical staff.

Such action can result in it, that in case of becoming known of complications associated with the stay of the patient in units of the health care and the treatment, the employee will be accused of the non-accomplishment of duties by ceasing contents associated with not-informing patients of laws from the Card of patient's rights in spite of putting her in visible for the sick person places on the area Health Care Centre, however the medical staff seems to underestimate this problem not realizing consequences they can carry which if a thing of which the patient wasn't informed happens. Examined persons in the amount of 12 (9.8%) of nurses and 3 (2.4%) they also stated lifeguards, that excessive making aware of patients as for their laws could in order to result in it, that both doctors and nurses and lifeguards had been so that exposed by this staff to the complaints of patients associated with the level of provided services. Moreover 21 nurses (17.2%) and 7 lifeguards (5.7%) stated that informing the patient of his laws was taking the time, in the course of which they could up in order to perform examinations commissioned to the patient. The examination showed that two methods of the transmission of information were usually applied in fingerings of the health care for patients about their laws: by putting in the visible place and by disclosing the card of patient's rights which is "in the desk by the counter of a nurse".

Observing procedures associated with informing patients of their laws is as important at present awareness of the society associated with held laws and the high activity connected with pursuing one's rights in a court of law are growing. The accession to the European Union also widened the scope of these laws and the possibility more effective of enforcing them during the stay in medical facilities. For the medical staff, particularly for nurses and lifeguards which while treating the patient longest are alert with it due informing the patient of his laws should become a priority and like most accurate following them in order to avoid mistakes which could in order to become pregnant in effects. Putting a lot of duties caused minimizing employing the staff at hospitals and consequently increasing the tiredness and reducing the concentration what in the end can lead to negligence and mistakes.

So that an improvement in abiding by patient's rights at medical institutions takes place directors of hospitals should not only focus on improving provided services and obtaining quality certificates, but also on the systematic upsizing what caused in order to a per cent of falling patients would reduce on one nurse, medical lifeguard, and hence let in order to it for better making aware of patients about entitlements it being entitled to them and better their realization by the staff of institutions of the health care. Perhaps it is worthwhile in order to make the work easier for nurses, for lifeguards and to prepare the press of authorizing the patient following the example of procedural entitlements and duties of the aggrieved party or the suspect in the form (Wędrychowska, 2009). Such a document one could give health cares after the arrival in the institution to the patient so that he can in the course of the stay fully get acquainted with laws it being entitled to him and let in order to it for the due realization of regulations applying to patient's rights in prescriptive documents and stopped deepening amongst the staff unaware breach of regulations resulting from not-acquainting patients with their laws. It was other better solution so that also acknowledged the patient's charter as the act by the legislative branch about standard character what let patients to better seeking its laws, but the medical staff it lighten patients' burden from the duty of announcing about their laws. He should it to be blend of all articles currently scattered in different acts, because at present through a maze of regulations the patient isn't able to find everyone of entitlements it being entitled to him, and the medical staff in the course of performing activities saving the life often isn't able to remember everyone of provisions concerning patient's rights (Wędrychowska, 2009; Maciąg, Sakowska, 2006).

Conclusions

1. All 122 (100%) persons participating in the examination admitted that the Card of patient's rights was accessible at institutions of the health care, in which they are employed.
2. Eleven (9%) of nurses and 5 (4%) doesn't know medical lifeguards exactly KPP contents, since alone didn't read to her.
3. It results from conducted examinations that at least a straight majority of nurses regards wrong its behaviour concerning not informing patients of their laws then it isn't preventing them from making the routine work under effective laws and regulations.

4. Twelve (9.8%) of nurses and 3 (2.4%) regards medical lifeguards informing the patient of his laws directly by the medical staff could in order to cause the patient would abuse them to the purpose of the achievement like the greatest benefits to oneself, and hence could in order to destabilize it work of the staff at institutions of the health care.
5. As a result of conducted examinations one should state that acquainting nurses and medical lifeguards with the Card of patient's rights should be one of main subjects of trainings inside ward sisters, and the new staff should read her plot on the day of hiring.
6. One should also pay special attention for the process of educating the new staff, peculiarly at handing those present over about legal documents to the knowledge in the health care.

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