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**APHM**  
Persatuan Hospital Swasta Malaysia  
Association of Private Hospitals of Malaysia

# PATIENTS' and FAMILY RIGHTS: Knowledge into Action



by



Puan Sri Dr Wong Hee Ong  
Councilor and Chief Surveyor  
Malaysian Society for Quality in Health

**STANDARDS**  
MALAYSIA

# PATIENT and FAMILY RIGHTS



## OVERVIEW:

- 1 Right to safe, considerate and respectful care
- 2 To obtain **information** concerning his diagnosis, treatment and prognosis
- 3 Right to receive information to be able to give **informed** consent
- 4 Consideration and respect of his/her **privacy needs**
- 5 Provision for safety of a **patient's possessions**
- 6 Right to **security** and protection from physical injury and abuse especially the young, elderly and disabled.
- 7 To expect respect **confidentiality** of communication and records
- 8 To obtain a second opinion or a transfer if facilities are not available
- 9 To complain and the right to be heard
- 10 Information about organ donation and research

# EDUCATION AND TRAINING

**Leaders:** need to know and understand patients' and family rights and their responsibility to provide processes that support these rights during care

**Staff:** need to be knowledgeable and understand their role in protecting patients' and family rights during care

**Patients:** need to be educated in a manner they can understand about their rights and responsibilities during their care process

DEVELOPING and  
DOCUMENTING POLICIES  
PROCEDURES

# DEVELOP and DOCUMENT POLICIES and PROCEDURES

**Policies and Procedures to support Patient and Family rights include:**

- Patients' right to **safe care**
- Respect of patients' **privacy** needs:  
interviews/examinations, procedures, treatment, transport, visitors
- Protection of patients' **possessions** from theft/loss
- Identification of vulnerable groups to **protect from assault or injury** eg., children, elderly, disabled

## Policies and Procedures (contd)

- Respect patients' **confidentiality** – protect information from loss or misuse, who has access, when and how information can be released, not holding patient related discussions in public places
- The right of patients and family to **participate in care process** – withholding of resuscitative services, withdrawing of life support treatment (comply with religious and cultural norms and any legal or regulatory requirements)
- **Informed consent** – who is to obtain consent, policies and procedures within context of the law for when others can grant consent. Availability of types of treatment and procedures requiring informed consent

INFORMING

the

PATIENT

# PATIENT INFORMATION

Patients need to be informed in a manner they can understand regarding hospital rules and regulations, policies and procedures and any other information regarding their rights.

Staff try to **establish confidence and trust with patients** and identify their expectations regarding their rights. They should be informed of among others:

- the right to complain – the grievance mechanism
- assessment and pain management
- research and clinical trials
- organ donation

TRANSLATING  
Knowledge into Action

- Understanding the policy and its purpose
- Creating an action plan to implement the policy
- Identifying the persons involved
- Prepare a training plan
- Prepare and create flowcharts to illustrate the actual workflow
- Create processes to audit, revise and improve on the policy and procedure

# Attributes needed to support Patient Safety Policy and Action

- Culture
- Communication
- Competency
- Commitment

What is the evidence that the organisation supports and protects Patients' and Family Rights?

## EVIDENCE OF COMPLIANCE

in support of

Patients and Family Rights:

- Knowledgeable leaders, staff and patients
- Documentation of Policies and Procedures
- Patients and families are well informed
- Implementation of policies and procedures





# Thank You



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