



Postgraduate Program and Research

Department of Health Management

Knowledge, Attitudes, and Practice of Confidentiality of Patients' Healthcare Records Among Healthcare Professionals at Selected Private Hospitals in Hodan District, Mogadishu Somalia

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Student's Name: Zeynab Ahmed Mohamed

Supervisor's Name: Dr Omar Salad Elmi

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ABSTRACT

Patients' healthcare records confidentiality is a cornerstone of the healthcare system. It builds trust between the patient and the healthcare professionals, which leads to increased service utilization and transparency.

The study aimed to determine the knowledge, attitudes, and practice of confidentiality regarding patients' healthcare records among healthcare professionals at selected private hospitals in Hodan district, Mogadishu, Somalia.

This was a cross-sectional survey study. The study was conducted among healthcare professionals in two private hospitals in Hodan district, Mogadishu, Somalia. Data were collected using structural questionnaires developed and validated by previous researchers. Data for this study were recruited and carried out between December 2021 and April 2022.

A total of 196 study participants, which comprised 100 (51%) doctors and 96 (49%) nurses, participated in the study. Most of the participants aged between 18–65 years old, 89 (45.4%). Most of the contributors have had 3-6 years of working experience, represented by 80 (43.4%). All the participants have heard about confidentiality and 103 (52.6%) acquired that knowledge from multiple sources. Over half of the study participants 124 (63.3 %) agreed that confidentiality was important as clinical care. 113 (57.6%) participants strongly disagreed that discussing a patients' condition with friends outside the workplace is normal. On the contrary, more than half of the participants 112 (57.1%) had mentioned that they discuss patients' conditions before other patients to save time and space, and the remaining 84 (42.9%) denied that act.

This study revealed that the healthcare professionals knew patients' healthcare records confidentiality and had positive attitudes towards it, which may have been learned formally or informally from their work or tertiary education. In contrast, there were discrepancies and gaps in their respective obligations' knowledge, attitudes, and practice. Therefore, an administrative intervention program about confidentiality and acting toward patients' healthcare records would be worthwhile to hence practice and close the gap between knowledge, attitudes and practice of confidentiality of patients' healthcare records among healthcare professionals in Somalia.