

## **ABSTRACT**

### **Purpose of the study**

This study investigated confidentiality of patients' information among nurses. Hospital protocols in place and continuous medical education regarding patient confidentiality among nurses working at International Hospital Kampala were examined.

### **Objectives of the study**

The study particularly sought to investigate nurses who engage in the transfer and management of patients' information. The study was conceived due to the fact that it is only proper that such a vital service is checked for the quality of patient confidentiality whenever it is offered. It was also not known whether patient confidentiality in nursing care impacts on the quality of health care patients were well emphasized in hospital protocols and during continuous medical education. Hence the objectives of the study were to assess hospital protocols in place, continuous medical education and the level of confidentiality of patients' information among nurses at International Hospital Kampala.

### **Methods**

The study was conducted through a cross-sectional study design, data being collected between June and November 2012 using questionnaires from 53 respondents selected from nurses in all clinical departments of International Hospital Kampala. The sample size was calculated using Taro Yamane's and Cochran's formula. The data was analyzed using descriptive statistics and presented in tables and figures.

### **Results**

The study established that 77.55% of nurses maintained patient confidentiality at the work place, 78% of the nurses admitted that hospital protocols regarding patient confidentiality were in place and 80% of nurses mentioned that continuous medical education engaged them. Most nurses were able to give ways in which patient confidentiality was maintained at the work place, had been briefed about hospital protocols pertaining to patient confidentiality and agreed that during CMEs, the relevance of patient confidentiality during nursing practice was emphasized.

### **Conclusion and recommendations**

The study concluded that proper hospital protocols were in place and were passed on to the nurses through continuous medical education to maintain a certain standard of patient confidentiality. The study also recommends that nurses need more clarification on protecting patients' privacy and complying with hospital protocols in place. Continuous medication education needs to focus on access to, security measures in handling and proper procedures in destroying patient information.