

**FACTORS AFFECTING THE INTERPRETATION OF DISPENSING INSTRUCTIONS
BY HEALTH CARE PROVIDERS TO PATIENTS: A SURVEY OF HEALTH
FACILITIES IN RONGAI DISTRICT, NAKURU COUNTY**

BY

EGLA JEPTUI BOIYWO

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ABSTRACT

The purpose of the study was to find out the factors affecting the interpretation of dispensing instructions by health care providers to patients within health facilities. The objectives of the study were to; assess the various types of instructions issued by health care providers to patients, establish possible reasons why patients are not able to interpret information dispensed by health care providers, identify the challenges faced by health care providers to ensure that information dispensed is well understood by patients and evaluate strategies that health care providers can employ to ensure that the information dispensed is well understood by patients.

The study employed a descriptive survey research design. The study was conducted within **health facilities in Rongai District, Nakuru County. The study participants were 5 management**, 100 health care providers and 300 patients. A sample of 122 respondents was chosen from the target population. The researcher used purposive sampling technique to select the management. The health care providers who participated in the study were selected using simple random sampling. The researcher also used convenience sampling technique to select the patients. The research instruments adopted included the questionnaires as the main tool for data collection.

The data was organized, edited, analyzed and interpreted using descriptive statistics. The researcher used the computer programme SPSS to analyze the data. The data was analyzed using frequency tables, percentages, charts and graphs.

The findings of the study added to the body of knowledge that already exists on the relationship between factors and the interpretation of dispensing instructions by health care providers. It can also be used as a basis for further academic research on the topic. The study provided insights to the health facilities management, health care providers and patients in Rongai District on what was needed to be done to enhance improvement on dispensing instructions and also provide a basis on which future planning can be guided.