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**RT: Health Information Literacy, Quality Healthcare Services and Clinic
Appointment Adherence By Hiv/Aids Patients in Federal Medical Centres in
South-West, Nigeria**

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AB: Clinic appointment adherence by HIV/AIDS patients is important because it enables them to achieve long-term clinical progress and improved quality of life. However, many HIV/AIDS patients do not attend their clinic appointments regularly, resulting in missed follow-up opportunities. Health information literacy and quality healthcare services can enhance clinic appointment adherence by enabling patients to actively manage their conditions and foster patients' satisfaction and confidence in the healthcare system. Extant works of literature have considered various factors that affect clinic appointment adherence, but little attention has been given to the impact of health information literacy and quality healthcare services. Therefore, the study investigated the influence of health information literacy and quality healthcare services on clinic appointment adherence by HIV/AIDS patients in Federal Medical Centres in South-West, Nigeria.

A survey research design was used for the study. The population comprised 8,852 HIV/AIDS patients in the three Federal Medical Centres in South-West, Nigeria. A sample size of 368 HIV/AIDS patients was determined using the Krejcie and Morgan Model. The study used a simple random sampling technique to select the respondents. A structured and validated questionnaire was used to collect data. Cronbach's alpha reliability coefficients for the constructs ranged from 0.81 to 0.90. A response rate of 100% was achieved. Data were analysed using descriptive and inferential (simple and multiple regression) statistics.

Findings showed that health information literacy and quality healthcare services had a combined significant influence on clinic appointment adherence ($Adj.R^2 = 0.94$, $F(2, 367) = 28.35$, $p < 0.05$) by HIV/AIDS patients in Federal Medical Centres in South-West, Nigeria. It

also revealed that health information literacy ($Adj.R^2 = 0.91$, $F(1, 367) = 36.79$, $p < 0.05$) had a significant influence on clinic appointment adherence. Quality healthcare services ($Adj.R^2 = 0.68$, $F(1, 367) = 79.18$, $p < 0.05$) had a significant influence on clinic appointment adherence. Health information literacy indicators: Ability to access health information ($\beta = 0.44$, $t(363) = 22.27$, $p < 0.05$), ability to process health information ($\beta = 0.37$, $t(363) = 14.93$, $p < 0.05$), ability to understand health information ($\beta = 0.21$, $t(363) = 11.59$, $p < 0.05$), and ability to use health information ($\beta = 0.17$, $t(363) = 7.30$, $p < 0.05$) had a significant influence on clinic appointment adherence. Quality healthcare services indicators: tangibles ($\beta = 0.78$, $t(362) = 3.43$, $p < 0.05$), reliability ($\beta = 0.18$, $t(362) = 5.58$, $p < 0.05$), assurance ($\beta = 0.67$, $t(362) = 29.93$, $p < 0.05$), and empathy ($\beta = 0.36$, $t(362) = 10.46$, $p < 0.05$) had significant influence on clinic appointment adherence while responsiveness ($\beta = 0.01$, $t(362) = 0.46$, $p > 0.05$) had no significant influence on clinic appointment adherence.

This study concluded that health information literacy and quality healthcare services enhanced clinic appointment adherence by HIV/AIDS patients in Federal Medical Centres in South-West, Nigeria. The study recommended that healthcare providers should sustain the quality of healthcare services and provide reminder calls and text messages to patients before their appointments to help them remember their appointments.

Keywords: Antiretroviral therapy, Clinic appointment adherence, Federal Medical Centres Health information literacy, HIV/AIDS patients, Quality healthcare services

Word Count: 499

Abbreviations: RFN: Researcher's Full Name, RD: Researcher's Department, RS: Researcher's School, RE: Researcher's Email, RAE: Researcher's Alternate Email, RP: Researcher's Phone Contact, RT: Registered Title, MS: Main Supervisor, ME: Main Supervisor's E-mail Address, SP: Main Supervisor's Phone Contact, CS: Co-Supervisor, CE: Co-Supervisor's E-mail Address, CP: Co-Supervisor's Phone Contact, AB: Abstract

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