



ADDIS ABABA UNIVERSITY
COLLEGE OF BUSINESS AND ECONOMICS
PUBLIC ADMINISTRATION AND DEVELOPMENT MANAGEMENT
Masters of Arts in Public Management and Policy

ASSESSING THE PRACTICE, CHALLENGE AND PROSPECTS OF HEALTH
PROFESSIONAL ETHICS IN COMMUNITY SERVICE: THE CASE OF ALERT
COMPREHENSIVE SPECIALIZED REFERRAL HOSPITAL, ETHIOPIA

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ABSTRACT

The study is conducted to assess challenges, prospects and practice of health professional ethics in community service in reference to ALERT Comprehensive Specialized Referral Hospital. To achieve the research objective descriptive research design was applied. The target population for this study constituted of health professionals and the community. Pertinent data for the study were gathered through structured and open ended questionnaires. This study also used purposive and simple random sampling techniques. Lastly descriptive techniques were used to analyze study participants' biography, and the practice of ethical principles of health professional. The qualitative part of the study was analyzed using narrative description method. The findings are summarized as follows. In ALERT Comprehensive Specialized Referral Hospital; Health professionals don't provide freedom to the community. "This day we are pursuing normative approach rather than being pragmatic i.e.; we follow strict rule; so, this would be considered as the condition backing the implementation of professional ethics". Based on the finding the study concluded that the overall implementation of professional ethics, in terms of beneficence, is at inadequate level. So, it is better for the referral hospital to put its effort for the beneficence aspect of professional ethics would be improved. On the other hand, referral hospital is in constraints with various challenges. For instance, there is poor relationship between administrators and health professionals. So, in this regard it is better for the referral hospital to reconsider mentorship. The supervisor should not be a boss rather it is also expected for the supervisor to be mentor. Mentorship training packages should be organized to realize professional ethics

Key words: Health professional ethics, beneficence, confidentiality, privacy, justice

1. INTRODUCTION

One of the defining characteristics of professions has always been that they have their own codes of ethics and are responsible for professional discipline. Particularly, professional ethics are the guidelines derived from the values and principles concerned with the modalities of proper conduct when practicing his/her profession [16]. Particularly in medicine the classic code, Hippocratic Oath, exists alongside many written by national, regional, international professional bodies [12]. The British Medical Association (BMA) and similar national bodies have codified their understanding of moral norms. American Medical Association is also expected to adhere to its 'principles of medical ethics' The World Medical Association (WMA) has also written the declaration of Geneva. Medical ethics have common features in different countries [9]. However; each country adopts certain modification according to prevailing local culture, religious beliefs, social norms and standards of medical practice.

With spectacular advances in Medical Sciences, many ethical issues related to healthcare have risen, which needs to be dealt with extreme sensitivity and professionalism in line with various codes of Medical Ethics [7]. Actually, the contributions of ethics to the quest of good health have imperatively contributed to the kind of professionals that all medicines must seek to provide. In the medical field there are several ethical principles geared towards the development of medicine which in return enhance health care. Since its inception, ethics (also referred to as moral philosophy) has existed as the vital system of moral principles governing the appropriate conduct of an individual or group [12]. In community service the act and codes of ethics urge all health practitioners (including community health workers) to avoid unethical practices in their working environment. For instance, community health worker should build the community's trust by being honest, sincere, doing well, avoiding harm, treating people justly, and building unity in the community and properly apply knowledge, skill along with professional ethics [12].

Meanwhile, this day complaints against healthcare professionals (including community health workers) appear to proliferate; specifically, in respect to non-adherence to professional ethics [3]. At this juncture the practice, challenge, and prospects of health professional ethics are the key. So, this study was designed to assess challenges and prospects of the practice of

health professional ethics in reference to ALERT Comprehensive Specialized Referral Hospital. ALERT is a medical facility on the edge of Addis Ababa, specializing in Hansen's disease, also known as "leprosy". It was originally the "All Africa Leprosy Rehabilitation and Training Center" (hence the acronym), but the official name is now expanded to include tuberculosis: ALERT Comprehensive Specialized Referral Hospital was initially established to provide service for leprosy patients; since July 2002.

The quest for research-based intervention was high on the priority list for the referral hospitals to know about their status in embedding professional ethics. Particularly, this bleak scenario was presented at the seminal discussion on "how to interact the community in comply with health professional ethics" [17]. This by itself initiated the writer of this thesis to conduct this study.

2. STATEMENT OF THE PROBLEMS

Various scholars advised that if the practice of professional ethics and medical assistance administered in harmony to the victims, there is a greater chance of survival and a reduction in the severity of causality [6]. Meanwhile, developing countries were not successful to enjoy with this privilege. Further, in community service health professionals are challenged due to not be well equipped with professional ethics.

So, for the past few decade health professional ethics was a source of inspiration for the research. For instance [6]. assessed nurse's knowledge and practice regarding professional ethics that practiced in primary health care centers in Port Said [7] and also assessed Health Care Providers Knowledge, Attitude and Practice towards professional ethics in Ambo Town. In addition, [1] assessed the overall ethical practice of health care workers.

In respect of Ethiopia although the aforementioned study reported interesting results; they are far off to reflect on the ethical challenges health professionals face in their everyday work, and experiencing the benefits of it, such as relief of moral distress. Therefore, considering the noted gap, this study was interested to assess challenge, prospect and practice of health professional ethics in community service in reference to ALERT Comprehensive Specialized Referral Hospital.

3. OBJECTIVE OF THE STUDY

The objective of this paper is to assess the practice, challenges and prospects health professional ethics in community service reference to ALERT Comprehensive Specialized Referral Hospital in Ethiopia

4. MATERIAL AND METHOD

4.1 Study area and Period: The study was conducted in community centers for ALERT Comprehensive Specialized Referral Hospital found at suburb, particular place , Zenebework about 9.8 km south west to the center of Addis Ababa. The Study was conducted from May, 2023 to August, 2023.

4.2 Study Design, Target Population and sample size determination: Institution based quantitative cross sectional study was used. Randomly selected Health professional from ALERT Comprehensive Specialized Referral Hospital and community members were study subjects. Sample size was determined using single population proportion formula $n = N/1 + Ne^2$ [15] considering confidence level at 95%=1.96, 5% margin of error and P value was estimated from a related study, The role of a research design is to manage the collection of relevant data with minimal consumption of effort, time and money considering the research objectives [10].This study applied descriptive research design. The purpose of adopting descriptive research design is to describe health professional ethics embedded in ALERT Comprehensive Specialized Referral Hospital with its major challenges and prospects.. Finally 186 samples were studied.

4.3 Sampling Procedure and Data Collection:

The study participants 13 health care providers and 176 from community members were selected by simple Random sampling method. Data was collected using self-administered questionnaires. A structured questionnaire was prepared in English.

Target population is a universal set of the study of all members of real or hypothetical set of people, events or objects to which an investigator wishes to generalize the result [13], the source population for this study consisted of health professionals and the community members. The target population constituted of 20 health professionals and 330 community members.

The right selection of sampling technique is important to ensure the representativeness of the sample that can be dependable to generalize the information obtained from the sample to the whole population of the study [10], Then, simple random sampling is applied to select individuals. The sample size constituted of 186 health professionals and community members, determined based on formula [15].

5. DATA SOURCE

Method is a specific data collection process in accordance with the assumption of the selected methodology [18]. Primary data are those which are collected a fresh and for the first time and thus happen to be original in character. For this study primary data sources health professionals and members in community and secondary information source was books, document from Hospital and internet.

The standardized and tested questionnaire were adopted in the form study participants would give response in Likert scale with five scale degree of agreement technique (i.e.; strongly agree= 5, Agree = 4, Neutral = 3, Disagree = 2, and strongly disagree = 1). The study participants would give response in level of adequacy with five scale degree of adequacy technique (i.e. 1 = In adequate; 2 = Mildly adequate; 3 = Reasonably adequate; 4 = Very adequate; 5 = Totally adequate). This was analyzed using the following scale and description of mean values. Questionnaire is a pre-formulated written set of questions to which respondents record their answers”. It is a self-explanatory, read and answered by respondents by themselves.

Table 1: Scale and qualitative description of responses to Likert scale questions

Scale	Range	Qualitative description
1	2.99	Inadequate
2	3.00 - 3.49	Mildly adequate
3	3.55 - 3.99	Reasonably adequate
4	4.00 - 4.74	Very adequate
5	4.75	Totally adequate

Source: Own synthesis from literature review on Gebreyohannes , et al. (2022)

6. RELIABILITY AND VALIDITY

For ensuring reliability indicates the consistency of the scores obtained between different respondents or within the responses of the same subjects' overtime[14], Data collected was subjected to Cronbach Alpha and the reliability coefficient returned an $\alpha = 0.870$ for the overall questionnaire to place ethical principles of health professional in to practice while the reliability coefficient of the sub-scale returned the following: Autonomy = 0.758; Beneficence = 0.805; Justice = 0.734; Privacy = 0.718; Confidentiality = 0.728 (Table 2).

Table 2: Reliability test

Human Resource Management	
Cronbach's Alpha	N of Items
Autonomy	
0.758	4
Beneficence	
0.805	5
Justice	
0.734	3
Privacy	
0.718	1
Confidentiality	
0.728	2

Source: own survey SPSS V25 (2023)

7. ETHICAL CONSIDERATION

Ethical clearance was obtained from Addis Ababa University. Permission letter was obtained from Department of Public administration and developmental management. Participation in the study was on voluntary bases and oral consent was obtained from study participants to confirm their willingness. All the information provided by the study participants were kept confidential.

8. RESULT AND DISCUSSION

8.1 Respondent rate of Health professionals

A total of one hundred eighty-six (186) questionnaires were distributed with one hundred seventy-six (176) returned adequately filled giving a response rate of 94.6%. One hundred sixty-three (163) questionnaires were adequately filled by community, while; thirteen (13) questionnaires have been adequately completed by health professionals. As the result from

respondent of health professionals, 12 (85%) of the surveyed participants are Bachelor degree holders; while 1(15%) of the respondents has education level of diploma. This indicates most of the respondents can well read and understand the questionnaire written in English and supposed to have at least moderate level of knowledge on the research topic. Work experience is concerned; slim majority of the health professionals are with experience of ten (10) years and above which in turn gave relatively better opportunity to elicit analyzable information and data about the research topic. In addition, this percentage is significant for this study as it demonstrates that most of respondents have been in the health sector for long time and therefore their view about professional ethics was based on their experience over a considerable duration of time.

Out of total of 13 Health professionals participated on the study, of which the majorities (30%) are general physicians. The profession of the surveyed participants does not lead to a similar level but it indicates variety in professions. Thus, it can imply that the randomly selected respondents were in different profession groups, which is very important to get vital information for the study. This was also an outstanding outcome indicating that the comprehensive specialized referral hospital was allocating professionals to carryout public health care activities. Health ethics is defined as a code of behavior accepted voluntarily, within the profession as, opposed to laws, regulations and directives issued by official body or scientific study of morality [2]. Health ethics have common features in different countries. However, each country adopts certain modifications according to prevailing local culture, religious beliefs, social norms and standards of public health practice [14]

Ethical principles consist of respect for dignity, beneficence, non-maleficence, justice, and fidelity & responsibility[4].‘Respect for dignity’ minds professionals to respect the dignity and worth of all people and the rights to privacy, confidentiality, and autonomous decision-making (self-determination). On the other hand, ‘Beneficence’ recalls professionals to engage in actions that are beneficial and contribute to the welfare of others; helping others and promoting good [2].

Regarding to ‘Non-maleficence’; it minds professionals to do no harm, refrain from harm, and/or protect clients from harm; avoiding and/or removing conditions that could be harmful to a person’s liberty, personal/psychological well-being [6].However, ‘Justice’ recalls

professionals to promote fairness and justice in the access to and benefit from assessment services. Professionals are committed to the fair and equitable treatment of all clients in the quality of the process, procedures, and services conducted.

Concerning of fidelity & responsibility; it minds professionals to strive to be honest, loyal, and honor promises or commitments made and/or expectations that were legitimately engendered [8].

8.2 Respondent rate of community

General background about the community member, including position in the community, education background, age, sex and service years' .Total of 163 community members participated on the study, of which the majority (84.4%) is in the age group of 26-55 years. The year of age of the surveyed participants does not lead to a similar level but it indicates variety in year of age. Thus, it can imply that the randomly selected respondents were in different age ranges, which is very important to get vital information for the study. The sex of the surveyed participants does not lead to a similar level but it indicates variety in gender. Thus, it can imply that the randomly selected respondents were in different sex group, which is very important to get vital information for the study. This same is true also for the case of occupation.

9. Health professional ethics

This study has assessed professional ethics so far implemented in terms of ethical principles i.e.; Autonomy, Beneficence, Justice, Privacy, and Confidentiality.

Autonomy

This study has assessed the autonomy dimension of professional ethics so far implemented using four (4) items for surveyed participants would give response in Likert scale with five scale degree of agreement as presented (Table 2).

Table 3: Autonomy

Items	Mean	Std. Deviation
Suggestion and contradicting concerns raised from the customers are received by health professionals as positive inputs.	3.88	0.592

Once, Health Professional gives particular health service option, it is difficult to change to other even when customer is complaining on service.	3.71	0.599
Health professionals provide freedom to decide to participate or not on a particular health service	2.42	0.694
The Health Professionals influence community to use the service	2.33	0.699
Overall mean	3.085	

Source: survey Data, 2023

As the result demonstrated on Table 3, the mean results, align with the variables, are listed in descending order based on the participants' responses about the project scope management practice. Since the standard deviation value was not more than 1 indicating that the finding was normally distributed and the responses from the participants were very close to the mean value.

In ALERT Comprehensive Specialized Referral Hospital Health professionals give attention to the community's suggestions. This is reported by the mean value (3.88) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 3.1) & (Table 4.3). In addition, Health professionals give so many options to the community. This is affirmed by the mean value (3.71) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & (Table 3).

Meanwhile, in ALERT Comprehensive Specialized Referral Hospital; Health professionals don't provide freedom to the community. This is shown by the mean value (2.42) which falls in the range (2.99) qualitatively signifying inadequate level (Table 1) & (Table 3). In addition, Health Professionals don't influence the community for they would be loyal to the service. This is reported by the mean value (2.33) which falls in the range (2.99) qualitatively signifying inadequate level (Table 1) & (Table 3).

Overall the implementation of professional ethics, in terms of autonomy, is reported by the mean value (3.085) which fall in the range (3.00 - 3.49) qualitatively signifying mildly adequate level (Table 2 & Table 3). Actually, previous studies' findings are also concurred with the contemporary study's result. For instance, in respect to nurses; previously [6] revealed that knowledge regarding professional ethics was deficient.

Beneficence

This study also sought to find out the trend of professional ethics so far implemented in terms of beneficence using five (5) items scored on a five point Likert scale of (5) = strongly agree (4) = agree (3) = not sure (2) = disagree (1) strongly disagree as presented below (Table 4).

Table 4: Beneficence

Items	Mean	Std. Deviation
Health professionals have willingness to solve health related problems	3.73	0.586
Health Professionals provide effective service	3	0.687
Health Professionals give due consideration to value of the customers	2.69	0.776
Health Professionals provide efficient service	2.69	0.776
Health professionals are dependable and consistent in solving customer's complaints	2.66	0.888
Overall mean		2.954

Source: survey Data, 2023

To some extent there is a trend of providing effective service in ALERT Comprehensive Specialized Referral Hospital. This is reported by the mean value (3) which fall in the range (3.00 - 3.49) qualitatively signifying mildly adequate level (Table 1) & (Table 4). In ALERT Comprehensive Specialized Referral Hospital Health professionals have willingness to solve health related problems. This is reported by the mean value (3.7) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & (Table 4).

Meanwhile, in ALERT Comprehensive Specialized Referral Hospital; Health professionals are not ready to community's complaints. This is shown by the mean value (2.66) which falls in the range (2.99) qualitatively signifying inadequate level (Table 1) & (Table 4). Overall the implementation of professional ethics, in terms of beneficence, is reported by the mean value (2.954) which falls in the range (2.99) qualitatively signifying inadequate level (Table 1 & Table 4).

This study's finding is strengthened by previous studies' result. For example, previously [7] aired that many health care practitioners have little or no attention to the implementation of ethical principles. [1] also has shown that the overall ethical practice of health care workers was low.

Justice

This study has dispatched questionnaires to the community and health professionals for they can give responses in degree of agreement about so far practices professional ethics in terms of justice as presented (Table 5).

Table 5: Justice

Items	Mean	Std. Deviation
Health professionals distribute medical resource equitably and fair	3.89	0.433
Health Professionals discriminate customers in the course of service provision	3.45	0.654
Health professionals are held accountable when there is discrimination during service provision.	2.07	0.997
Overall mean	3.13	

Source: survey Data, 2023

In ALERT Comprehensive Specialized Referral Hospital Health professionals distribute medical resource equitably and fair. This is shown by the mean value (3.89) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & Table 5). In contrary Health Professionals discriminate the community member over the course of service provision. This is affirmed by the mean value (2.67) which fall in the range (2.99) qualitatively signifying inadequate level (Table 1) & (Table 5). Overall the implementation of professional ethics, in terms of justice, is shown by the mean value (3.13) which fall in the range (3.00 - 3.49) qualitatively signifying mildly adequate level (Table 1 & Table 5).

Privacy

This study has assessed the privacy dimension of professional ethics so far implemented using four (3) items for surveyed participants would give response in Likert scale with five scale degree of agreement as presented (Table 1).

Table 6: Privacy

Items	Mean	Std. Deviation
Health professionals give due consideration for the privacy of the community member over the course of service provision	3.64	0.555
Overall mean	3.64	

Source: survey Data, 2023

As the privacy aspect of professional ethics; in ALERT Comprehensive Specialized Referral Hospital Health professionals give due consideration for the privacy of the community member over the course of service provision. This is reported by the mean value (3.64) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & (Table 6).

Confidentiality

This study also sought to find out the trend of professional ethics so far implemented in terms of confidentiality using two (2) items scored on a five point Likert scale of (5) = strongly agree (4) = agree (3) = not sure (2) = disagree (1) strongly disagree as presented below (Table 7).

Table 7: Confidentiality

Items	Mean	Std. Deviation
Confidentiality is kept by Health Professionals items of the community member' s personal information	3.9	0.354
Confidentiality is kept by Health Professionals in terms of community member' picture and image obtained	3.6	0.488
Overall mean	3.75	

Source: survey Data, 2023

In ALERT Comprehensive Specialized Referral Hospital Health confidentiality is kept by Health Professionals items of community member's personal information. This is reported by the mean value (3.9) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & (Table 7). In addition, confidentiality is kept by Health Professionals in terms of community member's picture and image obtained. This is affirmed by the mean value (3.6) which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level (Table 1) & (Table 7).

Challenges

This study has also assessed major challenges of health professional ethics implementation as presented below (Table 8).

Items	Mean	Std. Deviation
Social factors dominate over health professional duty	3.89	0.898
The responsibility of community for assignment of health issue	3.45	0.998
The commitment of the health professionals during practicing in community	3.15	0.999
Overall mean		3.46

Source: survey Data, 2023)

Based on health professionals' opinion; primarily, Social factors of community dominate over health professionals duty and responsibly were challenged when professional ethics implementation in ALERT Comprehensive Specialized Referral Hospital. This is indicated by the mean value of 3.89 and standard deviation of 0.898. Next to this; 'the responsibilities of community for assignment of health issue were a constraint to implementation of professional ethics. This is indicated by the mean value of 3.45 and standard deviation of 0.998. In addition, the commitment of the health professionals during practicing in community indicated by the mean value of 3.15 and standard deviation of 0.999. This is affirmed by the mean value which fall in the fall in the range (3.00 - 3.49) qualitatively signifying mildly adequate level.

Even though, we are doing a great deal in labor and time for ease implementation of professional ethics; still now we are not at the position to maintain good health professional ethics in community

Prospects

Lastly, the researcher approaches to the key informants for they can describe their views, opinions, knowledge, experience or values about the conditions backing the implementation of health professional ethics. During the interview session, key informants explained the issue in part by saying that

This day we are pursuing normative approach rather than being pragmatic i.e.; we follow strict rule; so, this would be considered as the condition backing the implementation of professional ethics.

This day our organization is becoming to have a culture of tight rather than loose; so, this would be considered as the condition backing the implementation of professional ethics by favoring always speak seriously

This day we are following normative approach rather than being pragmatic; so, this would be considered as the condition backing the implementation of professional ethics by forcing us to pursue correct procedures

This day our organization is becoming to have a culture of open system rather than closed system; so, this would be considered as the condition backing the implementation of professional ethics by forcing us to pay attention for the working conditions

Actually, theories on organizational cultures have theoretical stands in this regard. For instance, those organizations which have a tight culture; there is possibility for the ease implementation of professional ethics.

In this thesis work, the study assessed practice, challenges and prospects of health professional ethics in community service reference to ALERT Comprehensive Specialized Referral Hospital. This study applied descriptive research design. The purpose of adopting descriptive research design is to describe health professional ethics embedded in ALERT Comprehensive Specialized Referral Hospital with its major practice, challenges and prospects. Finally, descriptive techniques were used to analyze study participants' biography, and the practice of ethical principles of health professional. The qualitative part of the study was analyzed using narrative description method. The findings are summarized as follows.

- In ALERT Comprehensive Specialized Referral Hospital; Health professionals don't provide freedom to customer in community. This is shown by the mean value (2.42) which falls in the range (2.99) qualitatively signifying inadequate level. In addition, Health Professionals don't influence customer in community for they would be loyal to the service. This is reported by the mean value (2.33) which falls in the range (2.99) qualitatively signifying inadequate level.
- Health professionals are not also ready to customers' complaints. This is shown by the mean value (2.66) which falls in the range (2.99) qualitatively signifying inadequate level. Overall the implementation of professional ethics, in terms of beneficence, is reported by the mean value (2.954) which falls in the range (2.99) qualitatively signifying inadequate level.
- In ALERT Comprehensive Specialized Referral Hospital Health professionals distribute medical resource equitably and fair. This is shown by the mean value (3.89)

which fall in the range (3.55 - 3.99) qualitatively signifying reasonably adequate level. Overall the implementation of professional ethics, in terms of justice, is shown by the mean value (3.13) which fall in the range (3.00 - 3.49) qualitatively signifying mildly adequate level.

- Regarding to challenges ‘poor relationship between the customer in community and health professionals’ is a constraint to professional ethics implementation in ALERT Comprehensive Specialized Referral Hospital. This is indicated by the mean value of 3.89 and standard deviation of 0.898. Next to this; ‘Poor relationship between administrators and health professionals’ is a constraint to the ease implementation of professional ethics. This is also reported by the respondents with mean score 3.45 and standard deviation of 0.998.
- As far as the prospect is concerned; during the interview session, key informants explained the issue in part by saying that “This day we are pursuing normative approach rather than being pragmatic i.e.; we follow strict rule; so, this would be considered as the condition backing the implementation of professional ethics”

5.2. Conclusion

Various scholars and academic experts have conducted many studies across the globe regarding to professional ethics. This research work was an attempt to assess the practice, challenges and prospects of health professional ethics in community service reference to ALERT Comprehensive Specialized Referral Hospital.

Regarding to what extent health professional ethics is embedded in ALERT Comprehensive Specialized Referral Hospital; the practice of professional’s ethics in community service, in terms of autonomy, is at mildly adequate level implies health professional not allowed to community for self-determination, freedom of action, free choices and takes decisions without the constraint of another. In terms of justice, is also at mildly adequate level, health professional not properly made justification for unequal distribution of medical service ,It implies that human beings as moral equals should be treated equally and ensure that health care is distributed in society in a way which is fair and equitable service . In terms of beneficence, is at inadequate level, it lays the groundwork for the trust that society places in the health profession and the trust that individuals place in particular health care activities. The overall the practice of professional’s ethics in community service is so poor.

Regarding to challenges of health professionals ethics implementation; Social factors more dominate over health professional duty, Concerning of the conditions backing the implementation of health professional ethics in community service.

11. RECOMMENDATION

Based on the reviewing the previous findings and the conclusions made before, the following recommendations and suggestions are being put forward: ALERT Comprehensive Specialized Referral Hospital is with high demand of professional ethics. The overall implementation of professional ethics, in terms of beneficence, is at inadequate level. So, it is better for the referral hospital to put its effort for the beneficence aspect of professional ethics would be improved. On the other hand, referral hospital is in constraints with various challenges. For instance, Social factors more dominate over health professional duty and responsibility's, conducting regular monitoring and evaluation systems at the different stages of health professionals practice according to the planned time, the planned budget and as per the required quality. Appointing independent monitoring and evaluating bodies also increase the effectiveness so that early intervention will take place before the problems get out of hand. In this regard it is better for the referral hospital to reconsider mentorship. Alert Specialized Comprehensive Hospital's management must design strategies to reduce current ethical malpractices, strengthening participation of community, maintain employees and community relationship; make improvement in performance of Health professional's ethics and also promoting ethical awareness and giving regular trainings regarding the values of ethical behavior for the overall good professionals practice in community service.

ABBREVIATION

ALERT - All Africa Leprosy Rehabilitation and Training Center; BMA- The British Medical Association; CHW- Community Health Worker; CRCC- Commission on Rehabilitation Counselor Certification; CSHO- The Center for Sustainable Health Outreach; EOLSS- Encyclopedia of Life Support Systems; ESA Ethiopian Standard Agency; KII- Key Informant Interview; NHS- National Health Service; TPB- Theory of Planned Behavior; TRA- Theory of Reasoned Action; WMA -The World Medical Association

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