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Knowledge of Model of Care among King Abdul-Aziz Hospital Employees at Jeddah First Health Cluster in 2024

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In Loving Memory of Late Professor Doctor ""Mohamed Refaat Hussein Mahran""

Abstract

This research investigates the extent of knowledge and comprehension of the model of care (MoC) among the Jeddah First Health Cluster staff at King Abdulaziz Hospital and its associated facilities in Saudi Arabia. The study assesses the staff's knowledge, understanding, willingness to embrace, and preparedness to implement the MoC. A cross-sectional survey was undertaken among healthcare professionals and administrators, with a total of 350 participants who successfully filled out the questionnaire. The results suggest that a significant proportion of participants (53.8%) have knowledge of the current transformations and advancements in the healthcare industry of Saudi Arabia, while 37% demonstrate a solid comprehension of the MoC concept. However, just a third of the individuals were acquainted with the newly introduced MoC. The findings also indicate that 40.7% of the staff express agreement with the objectives and components of the MoC. However, there is a need to enhance their acceptance and desire to actively participate in its execution. The research offers useful insights for targeted interventions to improve staff comprehension, acceptance, and implementation of the MoC, thereby enhancing the quality of healthcare services in the Jeddah First Health Cluster.

Keywords: Model of Care, Healthcare Delivery, Saudi Healthcare System, Staff Knowledge, Healthcare Transformation.

Introduction:

A "model of care" (MoC) is a way health services are delivered, ensuring delivering appropriate care at the right time and place by the right team. (van Niekerk et al., 2021). Saudi Arabia's healthcare system is currently provided free of charge to citizens and expatriates working in the public sector, primarily through the Ministry of Health (MOH). The country serves over 5 million pilgrims and visitors to the Holy Mosque at Makkah annually, providing free healthcare services through MOH facilities (Almalki et al., 2011).

The Saudi healthcare system has rapidly improved in recent years due to the high prioritization of providing citizens with high-quality services (Alotaibi et al., 2022; Al Ali et al., 2022). The National Transformation Program (NTP) is one of the executive programs implemented to achieve the Saudi "Vision 2030" plan, which focuses on "Transforming Healthcare" to promote public health by implementing a new care model that focuses on prevention and improving Saudi society's health awareness (Chowdhury et al., 2021; Alfawaz et al., 2022; Justinia, 2022). Additionally, it is essential to recognize the significance of nutritional education, particularly regarding antioxidants and their health benefits. Antioxidants play a crucial role in combating oxidative stress, which is linked to various chronic diseases [Reference: Mechanisms of Antioxidant Actions and their Role in many Human Diseases: A Review].

A health cluster is an integrated and interconnected network of healthcare providers under a single administrative structure that facilitates access to health services for beneficiaries and moves patients between several types of care (Burns et al., 2022). The new MoC was introduced by the Saudi MoH in 2018, aiming to address the comprehensive care needs throughout a patient's life and was designed based on the six care systems selected based on the demands a person will have of a healthcare system throughout their life (Alruzaiza and Mahrous, 2020).

In November 2017, research was released that examined the implementation of an emergency care model at a hospital in Australia (Millichamp et al., 2017). The research aimed to support emergency nursing care by enhancing workload management and fostering individual accountability for patient care and fosters individual accountability and responsibility for patient care. This was motivated by the fast-paced nature and high-acuity workload often seen in emergency rooms, which often experience rapid patient turnover. Thus, ensuring sufficient staffing is crucial for achieving excellent patient outcomes, and MoCs offer foundations that guarantee safe and effective patient-to-nurse ratios. The quantitative data was evaluated using descriptive statistics, while the qualitative

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data underwent thematic analysis to detect recurring themes. Following the adoption of an emergency model, the subsequent analysis of the emergency nursing assistance model demonstrated enhanced employee happiness about workloads and patient care (Millichamp et al., 2017).

A comprehensive assessment of chronic disorders was released in May 2015 (Davy et al., 2015). This systematic literature analysis sought to uncover and consolidate global data on the efficacy of components encompassed in a Chronic Care model for enhancing healthcare practices and health outcomes in traditional medical settings.

This evaluation specifically examines the effectiveness of healthcare practices and the resulting health outcomes while using a Chronic Care paradigm. In addition, pertinent instances and case studies were included. Out of the 77 studies that were assessed and satisfied the criteria for inclusion in the research, all except for two indicated positive changes in healthcare practice or improvements in health outcomes for individuals with chronic diseases. Although self-management support and delivery system design were the most often used components of the Chronic Care model, there were significant discrepancies across studies in terms of the specific combinations of features and the way these aspects were applied. Furthermore, the application of nanoparticles in medical treatment has been explored, particularly for their antimicrobial properties [2 references: 1- Antimicrobial properties of nanoparticles in

biofilms. 2- Evaluation of the Antibacterial Inhibitory Activity of Chitosan Nanoparticles Biosynthesized by Streptococcus thermophilus] and which may provide an innovative approach to managing chronic infections associated with chronic diseases

The authors proposed other aspects, such as promoting thoughtful healthcare practices and effectively communicating the significance of chronic illness treatment. Additionally, it was shown that the support of leaders in implementing and maintaining interventions may be just as essential as the components of a Chronic Care model in enhancing healthcare practices and health consequences for patients with chronic conditions (Davy et al., 2015).

Consequently, this study aims to offer significant insights into the understanding and perspectives of King Abdulaziz Hospital and its affiliated primary health care centers staff members regarding the MoC. The results will provide valuable insights for focused interventions aimed at improving staff comprehension, acceptability, and execution of the MoC. In conclusion, this can enhance the caliber of healthcare services offered to the community serviced by the Jeddah First Health Cluster.

1.   Research Objective

The main aim of this research study is to evaluate the extent of understanding of the MoC among employees of King Abdulaziz Hospital and its affiliated primary health care centers. More precisely, the study has the following objectives:

- Evaluate the level of knowledge and understanding of the changes occurring in the healthcare industry among employees of King

Abdulaziz Hospital and its affiliated primary health care centers.
- Evaluate staff comprehension of the MoC's goals and elements.
- Evaluate the level of acceptance of the MoC and its potential impact on the quality of healthcare services.
- Assess staff readiness to adopt and implement the MoC in their roles.

2.   Research Questions

In order to accomplish the study objectives, the research will focus on the following inquiries:

- What is the attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary health care centers?
- What is the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary health care centers?
- What is the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary health care centers?

3.   Methodology

Overview

In this chapter, the participants of the study and the instruments employed are introduced. Moreover, the procedure of the research, the design and data analysis are presented in detail where this study aims to evaluate the extent of understanding of the MoC among personnel at King Abdulaziz Hospital and its affiliated primary health care centers.

Design of the Study

This study uses a cross-sectional survey design to evaluate healthcare workers' attitudes, knowledge, and preparedness about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary health care centers. The study employs a self-administered questionnaire as the data collection method for the target group. The survey comprises 20 questions that are categorized into four main dimensions: Demographic Information, Awareness, Understanding, and Acceptance/Action (**Appendix A**).

Participants

The study includes individuals employed as health professionals and administrators in King Abdulaziz Hospital and its affiliated primary health care centers. In order to obtain a sample that accurately represents the population, the researchers intend to have at least 350 participants. This sample size would allow for a 95% confidence level, with a margin of error of 5%.

Data Collection

The survey is disseminated digitally to all healthcare personnel, encompassing physicians, nurses,

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and administrative personnel, within the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers. Survey participants are required to finish the survey within duration of 4 weeks. Periodic reminders sent to encourage participation.

The validity of the research tool:

Face validity

After the completion of the preparation of the questionnaire and the formulation of the statements, the initial questionnaire was presented to the supervisor of the research and a group of professors to ascertain the extent to which each statement was related to the factor to which it belongs and also to check the clarity and integrity of the formulation of the paragraphs until the questionnaire reached its final form.

The internal consistency:

We calculated internal consistency using Pearson correlation coefficient between each phrase and the axis to which it belongedas shown in the following:

Table (1)Pearson correlation coefficient between each phrase and each axis

N	correlation coefficient	N	correlation coefficient
1	.658**	9	.608**
2	.723**	10	.651**
3	.644**	11	.560**
4	.633**	12	.605**
5	.508**	13	.786**
6	.634**	14	.670**
7	.543**	15	.696**
8	.533**	16	.606**

**. Correlation is significant at the 0.01 level (2-tailed).

From the above table we conclude that all Pearson correlation coefficients between each item and the axis that belonged it come with high degree and significant (where the significant value is less than 0.05) Which indicates a high degree of validity of the internal consistency of the terms of the questionnaire.

The reliability of tool:

The reliability of the study tool means that the tool will give approximately the same results when applied multiple times to the same sample. This refers to how consistently the tool provides similar results when applied multiple times to the same sampleOr it means ensuring that the response will be approximately the same if it is repeatedly applied to different people at different times.

The reliability of the questionnaires was checked through Cronbach's alpha Coefficient, as shown in the following table.

Table (2) Cronbach's Alpha coefficients

Axis	N items	Cronbach's Alpha
Awareness	3	.793
Understanding	3	.801
Acceptance/Action	10	.844
Total degree	16	.846

From the above table we conclude that the reliability

coefficients value of all axes of questionnaire were the total reliability score indicates high reliability and suitability for application and the total degree of reliability was (.846) which is high value and approaching the correct one and it refers to the reality of the questionnaire for the application

Data Analysis

The data obtained from the questionnaire is examined using statistical tools such as SPSS. Descriptive statistics, such as frequencies, means, and standard deviations, are computed for each item in the survey.

Ethical concerns

The study protocol has undergone has been reviewed and approved from the Institutional Review Board (IRB) of the Jeddah First Health Cluster. Survey participation is voluntary, and all answers will be treated as private. Prior to completing the questionnaire, participants will need to provide informed consent. The collection of personal identifying information will be avoided, and the data will be securely stored and only accessed by the research team.

4. Results

This section will provide a detailed description of the data analysis and research findings. Also, it will convey all the study's findings and analysis using tables, text, and figures, emphasizing the most significant information.

Study demographic data

The frequencies and percentages of the sample were calculated according to the following:

1- What is your age

Table (1) What is your age

Answers	Frequency	Percent
18-30	54	15.0
31-40	171	47.5
41-50	107	29.7
over 50	28	7.8
Total	**360**	**100%**

From the above table, we conclude that (47.5%) of the participants aged between 31 and 40 years old, (29.7%) of the participants aged between 41 and 50 years old, (15%) of the participants aged between 18 and 30 years old, and (7.8%) of the participants aged over 50 years old
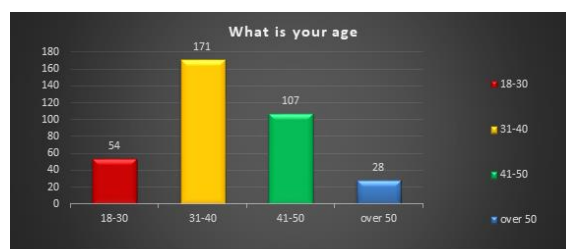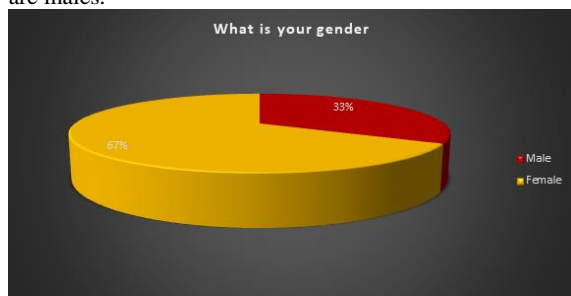

2- What is your gender?

Table (2) What is your gender?

Answers	Frequency	Percent
Male	119	33.1
Female	241	66.9
Total	**360**	**100%**

From the above table, we conclude that (66.9%) of the participants are females, and (33.1%) of the participants are males.

**3- What is your current role/position?**
Table (3) What is your current role/position

Answers	Frequency	Percent
Healthcare professional	280	77.8
Administrator/support staff	46	12.8
Other (please specify)	34	9.4
Total	**360**	**100%**

From the above table, we conclude that (77.8%) of the participants are f Healthcare professional, and (12.8%) of the participants are Administrator/support staff.
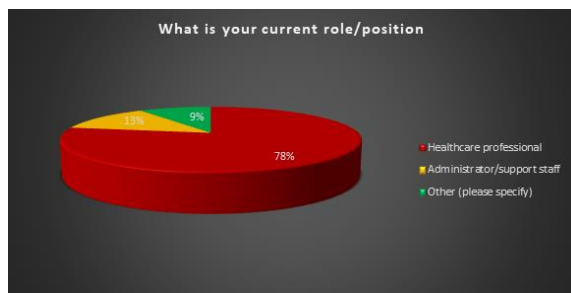

4- How many years of experience do you have in the healthcare field?
Table (4) How many years of experience do you have in the healthcare field

Answers	Frequency	Percent
Less than 5 years	59	16.4
5-10 years	65	18.1
11-15 years	113	31.4
16-20 years	65	18.1
More than 20 years	58	16.1
Total	**360**	**100%**

From the above table, we conclude that (31.4%) of the participants have from 11 to 15 years of experience in the healthcare field, (18.1%) of the participants have from 5 to 10 years of experience in the healthcare field, (18.1%) of the participants have from 16 to 20 years of experience in the healthcare field , (16.4%) of the participants have less than 5 years of experience in the healthcare field ,and (16.1%) of the participants have more than 20 years of experience in the healthcare field .
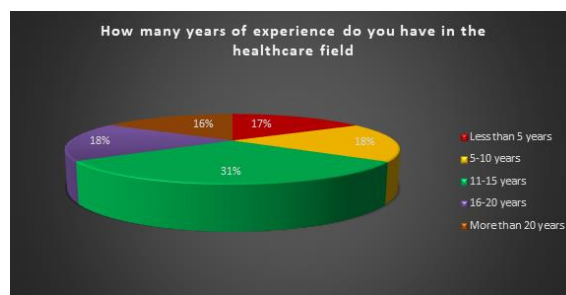
Answering the questions of the study
The first question: What is the attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated centers?

The frequencies, percentages, Means, and standard deviations were calculated to the first axis according to the following:

Table (5) frequencies, percentages, Means, and standard deviations of the first axis

Items		Opinions					Mean	Standard deviation	Rank	Degree
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree				
I am aware of the ongoing changes and developments in the Saudi healthcare sector.	N	8	30	89	164	69	3.71	.944	1	Agree
	%	2.2	8.3	24.7	45.6	19.2				
I understand the concept of a "model of care" (MoC) in healthcare delivery	N	17	55	98	140	50	3.42	1.055	3	Agree
	%	4.7	15.3	27.2	38.9	13.9				
I am familiar with the new MoC being implemented by the Ministry of Health in Saudi Arabia.	N	14	59	90	143	54	3.46	1.055	2	Agree
	%	3.9	16.4	25.0	39.7	15.0				
Total degree							3.53	1.018		Agree

From the above table we conclude that the attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters with mean (3.53) and degree of (Agree), and standard deviation

(1.018) high value, indicating the differences opinions of the study sample on the attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters .

In the first order: (I am aware of the ongoing changes and developments in the Saudi healthcare sector.), with mean (3.71), a standard deviation of (0.944) and the degree (Agree).

In the last order (I understand the concept of a "model of care" (MoC) in healthcare delivery) with mean of (3.42) and a standard deviation (1.055) with a degree (Agree)

From the previous results we conclude that the attitude of the healthcare workers about the new model of care (MoC)

that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with high degree

The second question: What is the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated centres?

The frequencies, percentages, Means, and standard deviations were calculated to the second axis according to the following:

Table (6) frequencies, percentages, Means, and standard deviations of the second axis

Items		Opinions					Mean	Standard deviation	Rank	Degree
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree				
I comprehend the fundamental goals of the new MoC.	N	14	59	89	143	55	3.46	1.057	1	Agree
	%	3.9	16.4	24.7	39.7	15.3				
I understand the key elements and components of the new MoC.	N	16	62	98	134	50	3.39	1.063	2	Neutral
	%	4.4	17.2	27.2	37.2	13.9				
I can explain how the new MoC aims to improve healthcare service delivery	N	22	75	104	109	50	3.25	1.119	3	Neutral
	%	6.1	20.8	28.9	30.3	13.9				
Total degree							3.37	1.08		Neutral

From the above table we conclude that the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with mean (3.37) and degree of (Neutral), and standard deviation (1.08) high value, indicating the differences opinions of the study sample on the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers.

In the first order: (I comprehend the fundamental goals of the new MoC.), with mean (3.46), a standard deviation of (1.057) and the degree (Agree).

In the last order (I can explain how the new MoC aims to improve healthcare service delivery) with mean of (3.25) and a standard deviation (1.119) with a degree (Neutral)

From the previous results we conclude that the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster, King Abdulaziz Hospital and its affiliated primary care centers with moderate degree

The third question: What is the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated centres?

The frequencies, percentages, Means, and standard deviations were calculated to the third axis according to the following:

From the following table we conclude that the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster, King Abdulaziz Hospital and its affiliated primary care centers with mean (3.83) and degree of (Agree), and standard deviation (0.85) low value, indicating the homogeny opinions of the study sample on the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters

In the first order: (I am willing to actively participate in the adoption and execution of the new MoC.), with mean (3.91), a standard deviation of (0.828) and the degree (Agree) and (I am committed to continuous learning and development to effectively apply the new MoC.), with mean (3.91), a standard deviation of (0.836) and the degree (Agree).

In the second order: (I am confident in my ability to implement the new MoC in my role.), with mean (3.87), a standard deviation of (0.881) and the degree (Agree)

In the last order (I am motivated to champion the adoption of the new MoC within my workplace) with mean of (3.77) and a standard deviation (0.932) with a degree (Agree)

From the previous results we conclude that the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with high degree

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Table (7) frequencies, percentages, Means, and standard deviations of the third axis

Items		Opinions					Mean	Standard deviation	Rank	Degree
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree				
I believe the new MoC will enhance the quality of healthcare services.	N	4	14	110	161	71	3.78	.844	7	Agree
	%	1.1	3.9	30.6	44.7	19.7				
I am supportive of the implementation of the new MoC	N	7	15	103	162	73	3.78	.884	7	Agree
	%	1.9	4.2	28.6	45.0	20.3				
I am willing to actively participate in the adoption and execution of the new MoC.	N	4	13	78	182	83	3.91	.828	1	Agree
	%	1.1	3.6	21.7	50.6	23.1				
I feel prepared to apply the principles of the new MoC in my daily work.	N	5	21	95	158	81	3.80	.900	6	Agree
	%	1.4	5.8	26.4	43.9	22.5				
I believe the new MoC will improve coordination and integration of healthcare services.	N	2	11	105	167	75	3.84	.805	3	Agree
	%	0.6	3.1	29.2	46.4	20.8				
I am confident in my ability to implement the new MoC in my role.	N	3	22	82	165	88	3.87	.881	2	Agree
	%	0.8	6.1	22.8	45.8	24.4				
I perceive the new MoC as an effective way to promote preventive healthcare	N	2	12	108	165	73	3.82	.810	5	Agree
	%	0.6	3.3	30.0	45.8	20.3				
I am motivated to champion the adoption of the new MoC within my workplace	N	5	15	102	159	76	3.77	.932	8	Agree
	%	1.4	4.2	28.3	44.2	21.1				
I believe the new MoC will improve the overall health outcomes of the population.	N	3	10	105	167	74	3.83	.812	4	Agree
	%	0.8	2.8	29.2	46.5	20.6				
I am committed to continuous learning and development to effectively apply the new MoC.	N	3	18	72	184	83	3.91	.836	1	Agree
	%	0.8	5.0	20.0	51.1	23.1				
Total degree							3.83	0.85		Agree

5. Discussion

- The attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with mean (3.53) and degree of (Agree), and standard deviation (1.018) means that that the attitude of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters with high degree

- The knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters with mean (3.37) and degree of (Neutral), and standard deviation (1.08) means that the knowledge of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with moderate degree

- The preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah

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First Health Cluster at King Abdulaziz Hospital and its affiliated primary care canters with mean (3.83) and degree of (Agree), and standard deviation (0.85) means that the preparedness of the healthcare workers about the new model of care (MoC) that Saudi Arabia's Ministry of Health is implementing among the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers with high degree

6. Conclusion

In conclusion, the results provide useful insights into the present condition of the staff's understanding and attitudes toward the ongoing healthcare revolution in the nation. The study's results highlight the crucial need of efficient communication, training, and change management in guaranteeing the successful execution of the MoC within the King Abdulaziz Hospital. Specific interventions, such as educational seminars, effective communication methods, and active involvement with the staff, might be effective in addressing the gaps in knowledge, comprehension, and acceptance of the new care model.

Moreover, the research emphasizes the need to implement a holistic strategy for healthcare reform, which considers the viewpoints and preparedness of the personnel. To successfully move towards a patient-centric, prevention-focused, and integrated model of care that enhances the overall quality of healthcare services, the Saudi healthcare system may solve the highlighted deficiencies and enhance the staff's ownership of the MoC.

Ultimately, this research offers significant perspectives on the present condition of the staff's knowledge, comprehension, and attitudes towards the newly introduced care model in the Jeddah First Health Cluster at King Abdulaziz Hospital and its affiliated primary care centers. The results may provide valuable insights for creating specific interventions and strategies to support the effective adoption and implementation of the MoC, hence contributing to the overall healthcare reform initiatives in Saudi Arabia.

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Appendix A
Questionnaire Questions

Dear Participants,

Thank you for participating in this important survey. The purpose of this study is to assess the understanding, perspectives, and preparedness of healthcare workers working in King Abdulaziz Hospital and its affiliated primary health care centers at Jeddah First Health Cluster in Saudi Arabia for the implementation of the new model of care (MoC).

Your participation in this survey is entirely voluntary. By completing the questionnaire, you are granting informed consent to participate in this study. All responses will be kept totally confidential, with no personally identifiable information being gathered. The data will be used purely for research purposes and stored securely, with access restricted to only the study team. The survey consists of 20 questions organized into four major sections: demographic information, awareness, understanding, and acceptance/action. It should take around 10-15 minutes to complete.

Your candid and thoughtful replies are crucial in providing us with insights about healthcare staff's present level of knowledge, opinions, and readiness for the new MoC. This information will be critical in determining which areas require targeted training, communication, and change management initiatives to guarantee the new care model's successful and long-term adoption within the Jeddah First Health Cluster.

Thank you in advance for participating. If you have any questions or concerns, please reach out to the research team.

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Section A: Demographic

1. **What is your age?**
   - 18-30
   - 31-40
   - 41-50
   - Over 50

2. **What is your gender?**
   - Male
   - Female

3. **What is your current role/position?**
   - Healthcare professional
   - Administrator/support staff
   - Other (please specify)

4. **How many years of experience do you have in the healthcare field?**
   - Less than 5 years
   - 5-10 years
   - 11-15 years
   - 16-20 years
   - More than 20 years

Section B: Awareness

5. **I am aware of the ongoing changes and developments in the Saudi healthcare sector.**
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

6. **I understand the concept of a "model of care" (MoC) in healthcare delivery.**
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

7. **I am familiar with the new MoC being implemented by the Ministry of Health in Saudi Arabia.**
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

Section C: Understanding

8. **I comprehend the fundamental goals of the new MoC.**
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

9. **I understand the key elements and components of the new MoC.**
   - Strongly disagree
   - Disagree
   - Neutral
   - Agree
   - Strongly agree

10. **I can explain how the new MoC aims to improve healthcare service delivery.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

Section D: Acceptance/Action

11. **I believe the new MoC will enhance the quality of healthcare services.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

12. **I am supportive of the implementation of the new MoC.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

13. **I am willing to actively participate in the adoption and execution of the new MoC.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

14. **I feel prepared to apply the principles of the new MoC in my daily work.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

15. **I believe the new MoC will improve coordination and integration of healthcare services**.
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

16. **I am confident in my ability to implement the new MoC in my role.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

17. **I perceive the new MoC as an effective way to promote preventive healthcare.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

18. **I am motivated to champion the adoption of the new MoC within my workplace.**
    - Strongly disagree
    - Disagree
    - Neutral
    - Agree
    - Strongly agree

_____

19. I believe the new MoC will improve the overall health outcomes of the population.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

20. I am committed to continuous learning and development to effectively apply the new MoC.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Thank you for your Participation!