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## **Internship Report at San Antonio Medical Center of Lipa, Inc. Lipa City, Batangas**

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### **ABSTRACT**

This immersion report provides a comprehensive overview of the practicum experience undertaken at San Antonio Medical Center of Lipa, Inc. (SAMCLI), as part of the Master of Hospital Administration program. The report includes detailed observations and insights into the organization's strengths and weaknesses, particularly in terms of training and development needs for the Gen-Z nursing staff and the challenges posed by staffing shortages. The report highlights the intern's journey through various administrative roles, including office management, communication, record-keeping, HR support, and policy implementation. Feedback from daily learning activities underscores the importance of effective training, professional development, and fostering a supportive work environment. A key recommendation is the application of Herzberg's Two-Factor Theory of Motivation to address staff demotivation. By enhancing job satisfaction through improved working conditions, recognition, and opportunities for growth, SAMCLI can better retain and motivate its nursing staff. The report concludes with reflections on the intern's overall learning experience, emphasizing the critical role of administrative functions in delivering quality healthcare, the value of professional development, and the importance of continuous improvement in healthcare management.

Keywords: *Healthcare administration, internship experience, professional development*

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## **1. INSTITUTIONAL BRACKGROUND**

### **Introduction**

San Antonio Medical Center of Lipa, Inc. (SAMCLI) stands as a beacon of healthcare excellence in the heart of Lipa City, Batangas. Founded on a commitment to compassionate care and clinical innovation, SAMCLI has become a trusted pillar in the community, dedicated to meeting the healthcare needs of individuals and families with unwavering integrity and professionalism.

Located at 2 C.M. Recto Avenue, Brgy. 9-A, Lipa City, Batangas, SAMCLI embodies a legacy of healthcare excellence built through years of dedicated service to the Lipa community and beyond. The institution's commitment to providing comprehensive healthcare services is reflected in its Level II accreditation, which serves as a testament to SAMCLI's adherence to stringent quality standards and best practices in patient care.

Leading SAMCLI's operations is Mr. Antonio N. Reyes, MHA, a visionary leader with extensive experience in hospital administration. Under his guidance, SAMCLI continues to thrive as a center of excellence in healthcare delivery. Supported by the esteemed Medical Director, Dr. Emma R. Caringal, MBA, SAMCLI is driven by a commitment to patient-centered care and medical excellence.

SAMCLI boasts a modern infrastructure equipped with state-of-the-art medical facilities and technology, ensuring that patients receive the highest quality of care in a comfortable and conducive environment. With a bed capacity of 35, SAMCLI is well-equipped to address the diverse healthcare needs of the community, offering a comprehensive range of medical services across various specialties. Beyond to its clinical services, SAMCLI is deeply committed to community engagement and outreach, partnering with local organizations and stakeholders to promote health and wellness initiatives. The institution's dedication to fostering a healthier community extends beyond its walls, as SAMCLI strives to empower individuals to lead healthier, more fulfilling lives.

The internship plan bridges academic learning with practical application in healthcare. Immersion in real-world scenarios enriches knowledge, hones skills, and fosters professional development, preparing the intern to become a competent healthcare professional.

### **Brief History**

San Antonio Medical Center of Lipa, Inc. has been a pioneering healthcare provider in Lipa City since its inception. Established in 1970 as the San Antonio Maternity and Medical Hospital, it began its journey with a focus on basic healthcare under the guidance of the first US-trained Obstetrician-Gynecologist, Frances N. Reyes, and Internist-Cardiologist, Cesar A. Reyes Sr.

Evolving over the years, the institution transitioned into San Antonio General Hospital in the late 1980s, expanding its services to support licensed physicians in pediatrics, obstetrics and gynecology, general surgery, and other essential medical disciplines. This transformation marked a significant milestone in its progression from a primary to a secondary healthcare facility.

In 2008, San Antonio Medical Center of Lipa, Inc. emerged as a tertiary medical center, reflecting its commitment to providing a comprehensive range of medical specialty services and facilities. Among its offerings are specific sub-specialty care areas such as Reproductive Endocrinology and Infertility (REI), showcasing its dedication to meeting the evolving healthcare needs of the community.

The institution's continuous pursuit of excellence led to the establishment of new facilities, including the Fertility Center and Gynecologic-Minimally Invasive Surgery Center, specializing in advanced procedures such as laparoscopy and hysteroscopy. Notably, on January 9, 2013, San Antonio Medical Center of Lipa achieved a significant milestone by becoming the first ISO 9001:2008 Certified Hospital in the Batangas province.

As an ISO-certified hospital, San Antonio Medical Center ensures its commitment to customer satisfaction through standardized and affordable medical care, setting a benchmark for quality and excellence in healthcare delivery within the region.



## ***THE COMPANY***

### **Policy and Core Values**

#### ***MISSION***

To provide quality, affordable and compassionate healthcare by employing competent and committed medical staff and personnel, applying sound management practices and technology while maintaining our social and moral duty.

#### ***VISION***

To be the leading healthcare provider in the Southern Tagalog Region.

#### ***CORE VALUES***

In pursuit of our mission, we are guided by the following core values:

- Respect for rights of the customer
- Commitment to the total well-being of our customer
- Courtesy
- Services excellence
- Teamwork

- Compassion
- Honesty
- Integrity
- Mutual Respect and fairness
- Continuous learning and improvement

#### ***QUALITY POLICY***

We commit to the satisfaction of our customers by providing quality, affordable and compassionate healthcare services through a well-trained workforce and provision of new technology.

We shall achieve quality services by employing

QUALITY Management Standards for all stakeholders to follow.

Our goal for QUALITY Management System

goes BEYOND our aspirations.

#### ***FUNCTIONS OF ORGANIZATION***

The administrative department serves as the backbone of any organization, ensuring seamless operations across all functions. Here are some key functions it performs:

- **Office Management:** Overseeing day-to-day office operations, including the management of supplies, equipment, and facilities, to maintain an efficient working environment.
- **Communication Hub:** Acting as a central point for both internal and external communication, managing correspondence, emails, and phone calls to ensure effective information flow.
- **Record Keeping:** Maintaining accurate records and documentation, such as employee records, financial documents, and organizational policies, to facilitate decision-making and compliance.
- **Human Resources Support:** Assisting the HR department in tasks such as employee onboarding, payroll processing, benefits administration, and maintaining personnel files to support the organization's workforce needs.
- **Facilities Management:** Overseeing the maintenance and security of office facilities, including lease management, repairs, and safety protocols, to provide a safe and conducive work environment.
- **Administrative Support:** Providing administrative assistance to various departments and senior management, including scheduling meetings, arranging travel, and preparing reports to streamline organizational processes.
- **Policy Implementation:** Assisting in the implementation and enforcement of organizational policies and procedures to ensure compliance and consistency across the organization.
- **Coordination:** Coordinating activities and initiatives between different departments to foster collaboration and synergy, enhancing overall organizational effectiveness.
- **Customer Service:** Handling inquiries and providing support to customers or clients, either directly or by directing them to the appropriate department, to maintain positive relationships and uphold the organization's reputation.
- **Budgeting and Expense Management:** Assisting in budget preparation, monitoring expenses, and processing invoices and payments to ensure financial stability and accountability.

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## **2. INTERNSHIP PLAN**

### ***2.1 Rationale***

The internship plan outlined herein serves as a strategic endeavor to bridge the gap between academic learning and practical application within the dynamic environment of the chosen healthcare institution. By immersing oneself in real-world scenarios, the intern gains invaluable insights, experiences, and exposures that enrich their academic knowledge and enhance their professional competencies. Moreover, the internship serves as a pivotal platform for the intern to explore and contextualize theoretical concepts within the intricate workings of the healthcare industry. Through hands-on experiences and direct engagement with healthcare professionals, the intern not only hones their skills but also cultivates a deeper appreciation for the complexities

and nuances inherent in the field. Thus, the rationale behind this internship plan is rooted in the belief that practical exposure and experiential learning are indispensable components of professional development, enabling the intern to emerge as a competent and well-rounded healthcare professional.

## 2.2 Objectives

The internship plan is designed with the following objectives in mind, structured around three key domains: knowledge, skills, and attitude.

### *Knowledge*

- To acquire comprehensive knowledge of the theoretical principles and practical applications relevant to the chosen field of study within the healthcare institution.
- To gain an understanding of the organizational structure, policies, and protocols governing the operations of the healthcare institution.
- To explore emerging trends, best practices, and advancements in healthcare delivery and management.

### *Skills*

- To develop proficiency in various clinical and administrative skills through hands-on training and mentorship from experienced healthcare professionals.
- To enhance communication skills, both verbal and written, for effective interaction with patients, colleagues, and other stakeholders.
- To cultivate critical thinking, problem-solving, and decision-making skills necessary for addressing complex challenges in healthcare delivery and management.

### *Attitude*

- To foster a growth mindset and a commitment to lifelong learning, recognizing the importance of continuous professional development in the healthcare profession.
- To cultivate a sense of professionalism, integrity, and ethical responsibility in all aspects of healthcare practice.
- To promote empathy, compassion, and cultural sensitivity in the delivery of patient-centered care, recognizing the diverse needs and backgrounds of individuals within the community.

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## 3. INTERNSHIP EXPERIENCE

### 3.1. Schedule of Operations

The schedule of operations delineates the period during which the internship program is applicable for the intern student to engage in practical experiences in San Antonio Medical Center of Lipa, Inc. (SAMCLI). The schedule is structured to align with the academic calendar and the operational requirements of the institution. The internship duration typically spans 40 hours, encompassing designated time frames for orientation, departmental rotations, project assignments, and evaluations. The schedule is subject to adjustment based on the needs of the institution and the learning objectives of the intern.

### 3.2 Duties

Intern is entrusted with a spectrum of duties and responsibilities aimed at providing them with a comprehensive and immersive learning experience. These duties may vary depending on the departmental rotations and the specific focus areas of the internship program. Broadly categorized, the duties of interns may include but are not limited to:

- A. Clinical Rotations:
  - Shadowing healthcare professionals during patient consultations, examinations, and procedures.
  - Assisting in patient care activities, including vital sign monitoring, medication administration, and patient education.
  - Participating in ward rounds, case presentations, and multidisciplinary team meetings.
- B. Administrative Support:
  - Assisting in the preparation and maintenance of patient records, charts, and documentation.
  - Coordinating appointments, scheduling procedures, and managing patient inquiries.
  - Collaborating with administrative staff in data entry, report generation, and inventory management.
- C. Quality Improvement Projects:

- Participating in quality improvement initiatives aimed at enhancing patient outcomes and operational efficiency.
- Conducting research, data analysis, and literature reviews to support evidence-based practice.
- Developing and implementing protocols, guidelines, and performance improvement plans.

D. Community Outreach:

- Participating in community health programs, health screenings, and health education initiatives.
- Engaging with community organizations, schools, and local stakeholders to promote health and wellness.
- Contributing to the development and dissemination of educational materials and resources.

E. Professional Development:

- Attending educational seminars, workshops, and training sessions to augment clinical and professional skills.
- Engaging in reflective practice, self-assessment, and goal-setting to facilitate personal and professional growth.
- Seeking mentorship and guidance from experienced healthcare professionals to enhance learning and development.

### 3.3 Knowledge Acquired

Throughout the internship experience at San Antonio Medical Center of Lipa, Inc. (SAMCLI), the intern student has gained a wealth of knowledge, skills, and understanding in various aspects of hospital operations. These insights have been acquired through hands-on participation in clinical rotations, administrative tasks, quality improvement projects, community outreach initiatives, and professional development activities. The knowledge acquired can be categorized into several key areas, as follows:

**3.3.1 Clinical Skills and Practices:** Through clinical rotations in departments such as Obstetrics and Gynecology, Pediatrics, Surgery, and Internal Medicine, the intern has developed a solid foundation in clinical skills and practices. This includes proficiency in patient assessment, vital sign monitoring, medication administration, wound care, and other essential clinical procedures. The intern has also gained exposure to diagnostic and therapeutic interventions, surgical techniques, and post-operative care protocols, thereby enhancing their clinical competency and confidence in delivering patient care.

**3.3.2 Medical Knowledge and Understanding:** By actively participating in patient care activities and attending ward rounds, case presentations, and multidisciplinary team meetings, the intern has deepened their medical knowledge and understanding of various disease processes, treatment modalities, and healthcare interventions. This includes gaining insights into disease pathology, diagnostic criteria, treatment algorithms, and evidence-based practice guidelines, as well as recognizing the importance of interdisciplinary collaboration in optimizing patient outcomes.

**3.3.3 Healthcare Administration and Operations:** Through involvement in administrative support tasks, such as record-keeping, appointment scheduling, and inventory management, the intern has gained insight into healthcare administration and operations. This includes understanding the organizational structure, policies, and protocols governing hospital operations, as well as the importance of effective communication, teamwork, and professionalism in delivering quality patient care and services. The intern has also acquired knowledge of regulatory compliance requirements, quality improvement methodologies, and risk management principles, contributing to the overall efficiency and effectiveness of hospital operations.

**3.3.4 Community Health and Outreach:** Through participation in community health programs, health screenings, and health education initiatives, the intern has developed an understanding of community health needs and disparities. This includes recognizing the social determinants of health, advocating for health equity, and engaging with diverse populations to promote preventive care and wellness. The intern has also gained insights into public health initiatives, health promotion strategies, and collaborative partnerships with community organizations, fostering a holistic approach to healthcare delivery and community engagement.

**3.3.5 Professional Development and Growth:** Through attendance at educational seminars, workshops, and training sessions, as well as mentorship from experienced healthcare professionals, the intern has invested in their professional development and growth. This includes honing communication skills, critical thinking abilities, and problem-solving aptitudes, as well as cultivating a commitment to lifelong learning, ethical practice, and patient-centered care. The intern has also embraced a growth mindset, seeking feedback, reflecting on experiences, and setting goals for continuous improvement and excellence in their future healthcare career.

### 3.4 Working Relationship with the Staff

During the internship at San Antonio Medical Center of Lipa, Inc. (SAMCLI), the intern developed professional working relationships with the staff members across various departments and levels of the organization. These relationships were characterized by collaboration, communication, mutual respect, and a shared commitment to providing high-quality patient care and services. The intern's interactions with the staff encompassed a range of activities and scenarios, contributing to a rich and rewarding learning experience. Key aspects of the working relationships include:

- a. **Collaborative Environment:** The intern was welcomed into a collaborative environment where teamwork and cooperation were valued and encouraged. Staff members from different departments worked together seamlessly, leveraging their respective expertise and skills to achieve common goals and objectives. The intern actively participated in interdisciplinary collaborations, contributing insights, ideas, and perspectives to team discussions and decision-making processes.
- b. **Open Communication:** Effective communication was a hallmark of the working relationships at SAMCLI, fostering transparency, clarity, and accountability. The intern engaged in open and honest communication with staff members, seeking clarification, sharing information, and providing updates as needed. Whether communicating with physicians, nurses, allied health professionals, or administrative staff, the intern demonstrated active listening skills, empathy, and professionalism in their interactions.
- c. **Mentorship and Guidance:** Experienced healthcare professionals at SAMCLI served as mentors and guides to the intern, offering support, encouragement, and valuable insights throughout the internship. The intern benefited from one-on-one mentorship sessions, shadowing opportunities, and constructive feedback from mentors, helping them navigate challenges, refine their skills, and develop professionally. Mentors provided guidance on clinical practices, professional conduct, and career development, empowering the intern to succeed in their future healthcare endeavors.
- d. **Respectful and Collegial Atmosphere:** The working relationships at SAMCLI were characterized by a respectful and collegial atmosphere, where every team member was valued and appreciated for their contributions. The intern embraced diversity and inclusivity, recognizing the unique strengths and perspectives of each staff member. Respectful communication, empathy, and professionalism were foundational principles that guided interactions and fostered a positive work culture within the organization.
- e. **Team Dynamics and Leadership:** The intern had the opportunity to observe and engage with various team dynamics and leadership styles within the organization. From multidisciplinary care teams to departmental meetings and committee discussions, the intern witnessed effective leadership in action and learned valuable lessons about team dynamics, conflict resolution, and decision-making processes. Staff members exhibited leadership qualities such as integrity, adaptability, and servant leadership, inspiring the intern to emulate these qualities in their own practice.

### **3.5 Daily Learning Feedback**

#### *Day 1 - April 22, 2024 (Monday)*

Feedback received on Day 1 highlighted the intern's eagerness to learn, adaptability to new surroundings, and willingness to participate actively in the learning process. These qualities align with the administrative functions of office management and administrative support outlined in the internship plan. As an administrator, it's essential to foster a welcoming environment for new interns, ensure smooth office operations, and provide support for their integration into the hospital setting. The intern's enthusiasm reflects positively on the internship plan's rationale, which emphasizes the importance of practical experiences in bridging the gap between academic learning and real-world application.

#### *Day 2 – April 23, 2024 (Tuesday)*

On Day 2, feedback emphasized the intern's growing confidence in applying clinical skills, their ability to communicate effectively with patients and colleagues, and their proactive approach to learning opportunities. These attributes are relevant to administrative functions such as communication, HR support, and policy implementation. Effective communication with patients and colleagues is essential for delivering quality patient care, while HR support involves assisting with employee onboarding and fostering a positive work culture. The intern's proactive approach aligns with the internship plan's objectives of fostering a growth mindset and professionalism, as well as honing critical thinking and problem-solving skills.

#### *Day 3 – April 24, 2024 (Wednesday)*

Feedback on Day 3 highlighted the intern's critical thinking abilities, commitment to patient advocacy, and professionalism in engaging with both colleagues and community members. These qualities are integral to administrative functions such as policy implementation, coordination, and customer service. The intern's involvement in quality improvement projects reflects their commitment to enhancing patient outcomes, which aligns with the internship plan's objective of providing an immersive learning experience focused on knowledge, skills, and attitude development. Engaging with community members also demonstrates the intern's dedication to community outreach, a key aspect of the internship plan's objectives.

#### *Day 4 – April 29, 2024 (Monday)*

On Day 4, feedback commended the intern's growth and progress throughout the internship, noting their increased confidence in clinical decision-making, adaptability to challenging situations, and strong work ethic. These attributes are relevant to administrative functions such as facility management, coordination, and administrative support. Effective facility management ensures a safe and conducive work environment, while coordination between departments facilitates collaboration and synergy. The intern's demonstrated growth aligns with the internship plan's objectives of providing a comprehensive learning experience and fostering professionalism and a growth mindset.

#### *Day 5 – April 30, 2024 (Tuesday)*

Feedback on the final day highlighted the intern's maturity, self-awareness, and dedication to excellence in healthcare practice. These qualities are essential for administrative functions such as record keeping, policy implementation, and customer service. Maintaining accurate records ensures compliance with regulatory standards, while policy implementation fosters consistency and accountability across the organization. The intern's dedication to excellence reflects positively on the internship plan's objectives of instilling professionalism and a commitment to lifelong learning. Discussing areas for continued development collaboratively also aligns with the internship plan's emphasis on reflective practice and ongoing growth.

### 3.6 Journal

During the internship at San Antonio Medical Center of Lipa, Inc. (SAMCLI), the intern maintained a detailed journal to record his daily activities, experiences, and reflections. The journal served as a valuable tool for self-assessment, learning, and professional development, allowing the intern to document his progress, challenges, and insights throughout the internship period. The following excerpts from the intern's experiences, and reflections related to his internship:

#### 3.6.1 Day 1 – April 22, 2024

*"Today, I began my internship at SAMCLI by familiarizing myself with various administrative tasks. I organized office supplies, updated inventory records, and assisted in preparing documents for upcoming meetings. My supervisors appreciated my attention to detail and proactive approach to office management."*

#### 3.6.2 Day 2 – April 23, 2024

*"Spent the day assisting with communication tasks within the hospital. I drafted emails, prepared memos, and updated internal communication boards. Additionally, I participated in HR support activities, assisting with employee onboarding processes and updating personnel files. Received positive feedback on my effective communication skills and ability to handle administrative tasks efficiently."*

#### 3.6.3 Day 3 – April 24, 2024

*"Engaged in record-keeping activities today, ensuring accuracy and completeness of patient records and administrative documents. I updated electronic health records, filed paperwork, and organized patient files for easy access. Also, participated in policy implementation discussions, providing input on improving administrative processes. Feedback highlighted my attention to detail and commitment to maintaining organized records."*

#### 3.6.4 Day 4 – April 29, 2024

*"Focused on facility management tasks today, overseeing maintenance requests and coordinating repairs as needed. Additionally, I assisted in coordinating departmental activities, scheduling meetings, and preparing agendas. Received commendations for my ability to manage facilities effectively and facilitate smooth coordination between departments."*

#### 3.6.5 Day 5 – April 30, 2024

*"On the final day of my internship, I wrapped up administrative tasks and participated in exit interviews with mentors. Reviewed and updated organizational policies and procedures, ensuring compliance with regulatory standards. Discussed opportunities for improvement in administrative processes and received feedback on my professionalism and dedication to excellence in administrative roles."*

### 3.7 Observation and Insights

During my internship at San Antonio Medical Center of Lipa, Inc. (SAMCLI), I gained profound insights into the integral role of administrative functions in fulfilling their mission to provide quality, affordable, and compassionate healthcare. From efficient office management to meticulous record-keeping, every aspect of administrative work directly contributes to upholding their commitment to customer satisfaction and total well-being. These observations reinforced the core values of service excellence, teamwork, compassion, integrity, and continuous learning. Furthermore, they underscored the importance of their quality policy, emphasizing the use of quality management standards to ensure exemplary healthcare services. My internship experience highlighted the necessity for ongoing professional growth and adaptability in striving towards our vision of becoming the leading healthcare provider in the Southern Tagalog Region.

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## 4. ANALYSIS AND COMMENTARIES

### 4.1 Formal and Informal Relationships

#### Formal Relationships

During my internship at San Antonio Medical Center of Lipa, Inc. (SAMCLI), formal relationships were prevalent in the structured and organized interactions between interns and other members of the hospital organization. These relationships were characterized by established rules, norms, protocols, and clear expectations, fostering a professional environment conducive to learning and collaboration. For instance, formal relationships were evident in my interactions with supervisors during performance evaluations and feedback sessions. Clear expectations were set regarding my responsibilities and

performance standards, and regular feedback was provided to track my progress and address any areas for improvement. Additionally, formal relationships were observed in interdisciplinary team meetings, where healthcare professionals from various departments came together to discuss patient care plans and treatment strategies. Each member adhered to established protocols and procedures, contributing their expertise to ensure comprehensive and effective patient care.

#### *Informal Relationships*

In contrast to formal relationships, informal relationships at SAMCLI were characterized by personal, uninstructed, and casual interactions between interns, co-interns, and members of the hospital organization. These relationships fostered a sense of camaraderie and mutual support, enhancing the overall internship experience. For example, informal relationships were evident during breaks or social gatherings, where interns and staff members engaged in casual conversations and shared personal experiences. These interactions helped to build rapport and fostered a supportive environment where interns felt comfortable seeking advice or assistance from their peers. Furthermore, informal relationships played a role in mentorship, as experienced staff members offered guidance and mentorship to interns outside of formal training sessions.

## **4.2 Strengths of the Organization**

#### *Client Feedback Summary Report*

San Antonio Medical Center of Lipa, Inc. (SAMCLI) demonstrates outstanding internal capabilities and qualities, as reflected in its exceptional performance and reputation within the healthcare industry. Recent client feedback, summarized in the report from March 2024, underscores SAMCLI's strengths. Across various categories, SAMCLI received remarkably high ratings, with an impressive 69.00% of respondents rating Staff and Doctors as Excellent, followed by 22.64% as Very Good. Similarly, Services and Procedures received praise, with 64.89% rating them as Excellent and 24.62% as Very Good. Additionally, SAMCLI's Facilities and Equipment garnered positive feedback, with 63.83% rating them as Excellent and 23.68% as Very Good. Such high percentages highlight SAMCLI's commitment to excellence in patient care and service delivery, solidifying its position as a trusted healthcare provider.

Furthermore, SAMCLI's strength is evident in the overwhelmingly positive recommendation rate from clients. An impressive 98.56% of respondents expressed their willingness to recommend SAMCLI to their relatives and friends, emphasizing the level of trust and satisfaction instilled in patients and their families. This high recommendation rate not only speaks to the quality of SAMCLI's services but also underscores its dedication to meeting the needs of the community.

In conclusion, SAMCLI's strengths, backed by impressive percentage ratings, encompass its exemplary medical staff, state-of-the-art facilities, and comprehensive range of services. Continuously exceeding patient expectations and earning their trust and loyalty, SAMCLI stands out as a beacon of excellence in the healthcare industry, committed to delivering compassionate and high-quality care to its patients and community.

#### *Patient Hospital Census*

San Antonio Medical Center of Lipa, Inc. (SAMCLI) demonstrates remarkable internal capabilities, assets, and qualities that contribute to its ability to excel and achieve its goals within the healthcare industry. One significant indicator of SAMCLI's strength is its consistent growth in hospital census over the past three years.

Comparing the hospital census for the last three years reveals a substantial increase in patient admissions, reflecting SAMCLI's growing prominence and effectiveness in meeting the healthcare needs of the community. In 2021, the hospital census stood at 1,279, which then grew to 1,602 in 2022, and further surged to 2,093 in 2023. This steady upward trend highlights SAMCLI's capacity to attract and retain patients, indicative of its reputation for providing quality healthcare services and patient-centered care.

SAMCLI's ability to consistently increase its hospital census underscores its strengths in various areas, including clinical excellence, patient satisfaction, and community trust. By effectively addressing the healthcare needs of its growing patient population, SAMCLI demonstrates its commitment to delivering exceptional healthcare services and its capacity to adapt and thrive in a dynamic healthcare landscape.

#### *Training and Professional Development*

San Antonio Medical Center of Lipa, Inc. (SAMCLI) showcases robust internal capabilities and qualities that significantly contribute to its ability to excel and achieve its goals within the healthcare industry, particularly in the realm of training and professional development.

In 2023, SAMCLI demonstrated a profound commitment to the ongoing growth and enhancement of its nursing staff through a comprehensive array of sponsored training programs. These initiatives serve as a cornerstone of SAMCLI's strength, ensuring that its workforce remains well-equipped with the latest knowledge and skills necessary to deliver exceptional patient care. Specifically, SAMCLI sponsored training programs for its nursing staff included:

- A. *IV Therapy*: Nine (9) nurses benefited from specialized IV therapy training, equipping them with advanced skills in intravenous administration and patient care.
- B. *Basic Life Support (BLS)*: Seven (7) nursing staff members underwent BLS training, enhancing their ability to respond effectively to life-threatening emergencies and provide critical care in cardiac arrest situations.



- C. *Advanced Cardiac Life Support (ACLS)*: Twelve (12) nursing staff members participated in ACLS training, furthering their proficiency in managing complex cardiac conditions and resuscitation efforts, thereby improving patient outcomes in critical care settings.
- D. *Infection Control Training*: Two (2) nursing staff members underwent specialized training in infection control, enhancing their knowledge and practices in preventing and managing infections within the healthcare environment, crucial for maintaining patient safety and reducing healthcare-associated infections.

Additionally, SAMCLI's commitment to professional development extends beyond training programs to include sponsorship of post-graduate studies. By providing support for advanced education, SAMCLI empowers its employees to pursue higher levels of academic achievement and specialization, thereby enriching the talent pool within the organization and fostering a culture of continuous learning and excellence.

These documented initiatives underscore SAMCLI's proactive approach to investing in its workforce, enhancing its internal capabilities, and ensuring the delivery of high-quality, patient-centered care. By prioritizing training and professional development, SAMCLI not only strengthens its workforce but also solidifies its position as a leader in the healthcare industry, dedicated to achieving excellence and advancing the well-being of its patients and community.

### **4.3 Weakness of the organization**

San Antonio Medical Center of Lipa, Inc. (SAMCLI) faces significant challenges in meeting the training and developmental needs of its nursing staff, particularly those belonging to the Gen-Z demographic. This weakness is compounded by several factors, including the prevalence of newly hired Gen-Z nurses, accounting for approximately 87.71% of the nursing workforce, and a pervasive sense of demotivation among existing nursing staff.

#### *Training and Developmental Needs of Gen-Z Nurses*

The influx of newly hired Gen-Z nurses presents a unique set of challenges for SAMCLI in terms of training and development. As digital natives, Gen-Z nurses often possess strong technological skills but may lack practical clinical experience and require tailored training programs to bridge the gap between theoretical knowledge and hands-on skills. Moreover, the fast-paced nature of healthcare delivery demands continuous learning and adaptation, necessitating innovative approaches to training and development to meet the evolving needs of this generation of nurses.

#### *Unmotivated Nursing Staff*

SAMCLI also grapples with a pervasive sense of demotivation among its nursing staff, which adversely affects employee morale, productivity, and ultimately, the quality of patient care. Factors contributing to this demotivation may include a lack of recognition and career advancement opportunities, insufficient support from leadership, and feelings of burnout stemming from heavy workloads and job-related stressors. Addressing these underlying issues is paramount to fostering a positive work culture that values and supports the well-being and professional growth of nursing staff.

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## **Conclusion**

The intern's experience at San Antonio Medical Center of Lipa, Inc. (SAMCLI) has been both enriching and insightful, providing a comprehensive understanding of hospital administration and healthcare management. Throughout the practicum, the intern observed and participated in various aspects of hospital operations, from administrative functions to frontline patient care. This experience allowed the intern to gain valuable hands-on knowledge and insights into the healthcare industry.

Reflecting on the journey at SAMCLI, the intern learned the importance of effective leadership, communication, and collaboration in driving organizational success and delivering high-quality patient care. The intern witnessed firsthand the dedication and commitment of SAMCLI's healthcare professionals to upholding the organization's mission of providing quality, affordable, and compassionate healthcare. However, the intern also identified areas for improvement, particularly in addressing staffing shortages, enhancing training and development opportunities, and fostering a culture of employee motivation and engagement.

Moving forward, the intern believes that SAMCLI has the potential to further excel by embracing innovation, investing in its workforce, and prioritizing patient-centric care. By implementing the recommendations outlined in this report, SAMCLI can enhance its operational efficiency, improve staff morale and retention, and ultimately, enhance the overall patient experience. As SAMCLI continues to evolve and grow, the intern is confident that it will remain a beacon of healthcare excellence in the Southern Tagalog Region, fulfilling its vision of being the leading healthcare provider in the community.

In closing, the intern is grateful for the opportunity to have been a part of SAMCLI's journey and looks forward to applying the knowledge and skills gained during the practicum to contribute positively to the field of hospital administration and healthcare management in the future.