



Appreciative Inquiry into Carative Behavior: Basis for Patient Care Improvement

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ABSTRACT

The study focused on the caring behavior of Mindoreño nurses using a qualitative research design. The participants were six nurses who provided direct patient care, were not in managerial positions, worked on a rotating shift, and consented to participate. The study used appreciative inquiry questions using the 4D process or the Appreciative Inquiry Model adapted from the Agency for Healthcare Research and Quality (2015) and the Scottish Social Service, "Appreciative Inquiry Resource Pack." The findings revealed that the participants possess the attributes of a caring profession, exhibit work camaraderie, and are driven by their love for their families. They believe that providing high-quality patient care requires a suitable staffing structure or adequate nurse-to-patient ratio, which ensures a healthy work-life balance. Additionally, the need for augmentation of healthcare services will significantly help nurses deliver high-quality care and achieve patient satisfaction. The study concluded that the participants possess the attributes of a caring profession, work camaraderie, and the desire to care for their families drives them to work daily. Adequate nurse-patient ration and additional healthcare services are needed to meet the health needs of the Mindoreño community. Keeping nurses updated on current trends will enable them deliver high-quality patient care. Recommendations for future researchers include appreciative inquiry for organizational transformation and training staff nurses to provide better patient care. Regular training needs analysis should be conducted to identify priority areas for professional development, and adequate staff should be provided to maintain the appropriate nurse-patient ration for quality care.

Keywords: *carative behavior; compassionate relationship; appreciative; teamwork; quality care*

Introduction

Nurses play a crucial role in patient satisfaction through their caring behavior, which includes being compassionate, empathetic, attentive, and nonjudgmental. This care is characterized by nurses' technical experience, expertise, personal maturity, and interpersonal sensitivity, leading to security, emotional support, and fulfillment of biopsychosocial needs. Nurses often experience stress and anxiety due to their workload, which can be overcome with physical, emotional, and spiritual support.

Appreciative inquiry (AI) is a philosophical technique that helps understand nurses' feelings about caring for patients and their plans to improve patient care. It removes blame and encourages constructive collaboration, drawing on experiences that facilitate positive professional relationships and communication. Appreciative inquiry is used to enhance leadership and bring about organizational and societal change by examining best practices, strategic planning, organizational culture, and projects.

The appreciative inquiry model, created by Case Western Reserve University's Weatherhead School of Management, focuses on the salient characteristics of living organizations and systems at the societal level. The goal of appreciative inquiry is to discover an organization's unrealized good potential, such as its chances, resources, character, and worth. A transformation founded on breakthrough, discovery, and innovation can be facilitated by the finding of potential.

This study discusses how appreciative inquiry can be used to determine compassionate behavior and how it can enhance patient care. By focusing on the salient characteristics of living organizations and systems, appreciative inquiry can help foster transformation and innovation.

Background of the Study

Nurses' caring behavior is an important element in building trust and patient satisfaction. It is being compassionate, showing respect, and giving attention to the needs of the patients. Moreover, nurses should be guided and must have constant communication with their superiors to reduce the anxiety and stress they feel. It is very important for them to have someone to talk to and to feel that there is someone behind them who is ready to listen. Because of the nurses' compassionate demeanor, patients in Oriental Mindoro elect to be admitted to a secondary hospital. According to its patient satisfaction survey, nurses are polite, quick to return calls, and attentive to patients' comfort needs. However, nurses can experience a lack of respect and appreciation for

their efforts. Every time a mistake is observed, the nurse is held accountable. However, other professionals are unaware that nurses are the ones who respond to the patients' needs first, despite the fact that they are worn out from their high workloads and occasionally have to work longer shifts because of a staffing shortage. In order to ascertain the nurses' compassionate behavior in the provision of care for patient care improvement, the researcher decided to conduct this study using the appreciative inquiry approach. Mindoreño nurses are committed to quality healthcare delivery. Asking nurses about their caring behavior through an appreciative inquiry approach is the best way to know how it will contribute to patient care improvement. This study utilized the 4D phases of appreciative inquiry. Discover the best experiences of nurses in patient care. "Dream" refers to the visions and qualities of nurses that make them successful in-patient care. The steps to ensuring quality care are known as design. Destiny are action plans for achieving and maintaining caring behavior in order to improve patient care. The researcher decided to conduct this study to describe the philosophical approach to promoting caring behavior according to appreciative inquiry and explore how it may help to improve patient care. The study will make the participants aware of the essence of their call to care.

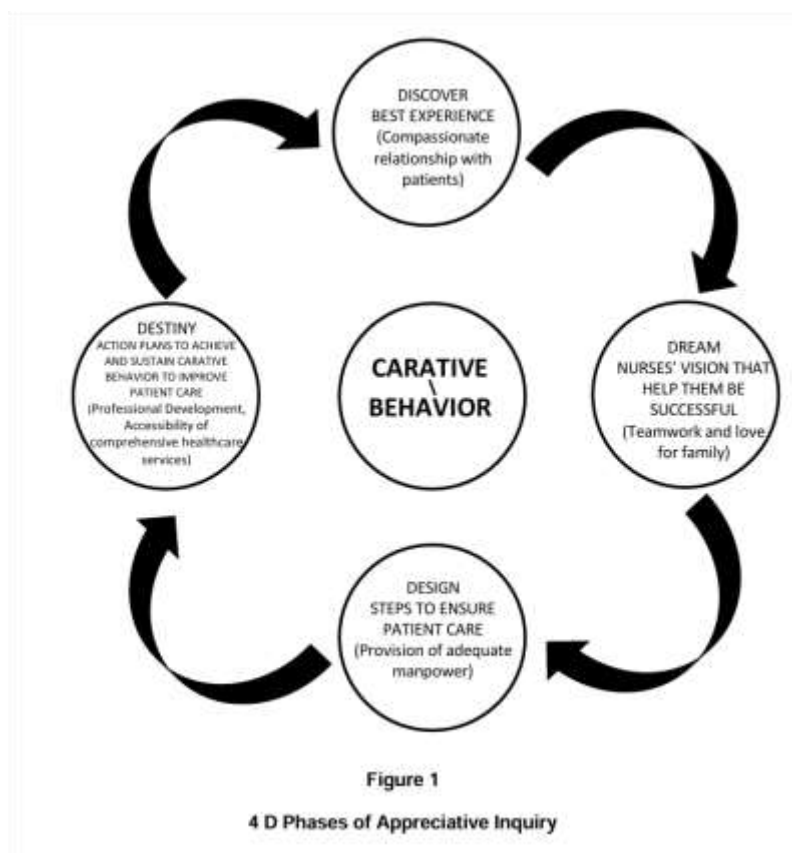
Scope and Limitations of Study

This study utilized a qualitative research design that focused on the caring behavior of Mindoreño nurses. The participants were the six (6) nurses who met the criteria through purposive sampling. Criteria for choosing the participants included: 1) nurses providing direct patient care; 2) nurses not holding managerial positions; 3) nurses working on a rotational shift; and 4) consented to participate in the study. The study used appreciative inquiry interview questions using the 4 D process or the Appreciative Inquiry Model adapted from the Agency for Healthcare Research and Quality (2015) and from the Scottish Social Service, "Appreciative Inquiry Resource Pack." The study was conducted through an individual interview utilizing the appreciative inquiry approach from April to May 2022.

Conceptual Framework

4 D of Appreciative Inquiry

This conceptual framework represents how appreciative inquiry will work with the caring behavior of Mindoreño nurses using the 4 D phases of AI developed by David Cooperrider and Dianna Whitney. The first is to discover the best experiences of nurses in caring, such as a compassionate relationship with the patient. The second is the dream phase, which would be the visions of nurses that make them successful in caring—teamwork and love for family. Third is the design phase, which includes the steps to ensure quality patient care, the nurse patient ratio, or the staffing pattern. And the fourth phase is destiny. These are professional development and enhancements to healthcare services in order to achieve and maintain patient care.



METHODOLOGY

Research Design

The study utilized qualitative design. According to Burklow (2018), qualitative research is a scientific observational approach for gathering non numerical data. It is best used when the researcher is trying to understand the why and how of the experience. A qualitative design was used to describe the philosophical approach to promoting caring behavior through an appreciative inquiry approach as well as to investigate how it will improve patient care. Individual experiences and beliefs are the emphasis of this study method. This employed semi-structured methods such as in-depth interviews with open-ended questions through individual discussion. The research provided descriptive information about caring behavior. Thematic analysis was utilized as a step-by step framework to identify and analyze the caring behavior of Mindoreño nurses after the interviews had been transcribed verbatim to acquire a better understanding of the participants' experiences and perspectives.

Participants of the Study

The study was conducted in a private hospital in Oriental Mindoro. The study were participated by six (6) nurses selected through purposive sampling from Ward Services (4) and Adult Intensive Care Unit (2).

Inclusion and Exclusion Criteria

Nurses who are providing direct patient care assigned in Ward Services (4), and in Adult Intensive Care Unit (2), not holding a managerial position, working on a rotational shift and those who gave consent to participate was included as the participant of the study. The Nurse Managers and those who are not working on a rotational shift was excluded in the study.

Withdrawal Criteria

Participant who ended participation was allowed without penalty. Participants was no longer contacted about the research study after the researcher was informed about the withdrawal.

Research Locale

The study was conducted at a secondary hospital in Oriental Mindoro. This hospital is located in Calapan City, Oriental Mindoro's capital, three kilometers from Poblacion and five kilometers from the harbor, which serves as the city's major entrance. It is a secondary level hospital that is accredited by Philhealth and Mother and Baby Friendly Hospital Initiatives. Its goal is to make people's life healthier by providing Oriental Mindoro and the surrounding area with affordable, easily accessible, and high-quality healthcare services. A hospital that upholds the values of its past generations, who have cultivated a heritage of compassion, and is committed to providing selfless, compassionate care.

Ethical Considerations

The following ethical principles were observed in the conduct of this study.

Informed Consent. A protocol for obtaining informed consent was obtained from the participants prior to the focus group discussion. The content of the informed consent form was read by the participant and explained by the researcher to make it clear to them. After signing the form, the participant should take part in the discussion responsibly. It contains the purpose or reason why the respondents were invited to participate in the study, explains how the study will be conducted, and gives respondents the right to refuse to join or withdraw at any time without penalty.

Risks, Benefits and Safety. The researcher assured the respondents that all precautionary measures had been taken to avoid the occurrence of emotional harm and social stigma. Informational risk is the possibility of a violation of confidentiality or a loss of privacy. Subject identification outside of the research study may be possible if research information (e.g., responses, data, identifiers, etc.) is accidentally disclosed. Therefore, only a small number of participants in one session were required to maintain privacy. The emotional risk may occur during the discussion; participants are therefore allowed to not answer the question or take part in the discussion when feeling uncomfortable. The result of the study is beneficial to the hospital administrator, nursing administrator, nursing practice, nursing education, and nursing research. The participation of the participants aided the researcher in describing the philosophical approach to promoting caring behavior using AI and how it will improve patient care. A copy of the abstract and its recommendation will be given to the participant if he or she wishes.

Privacy and Confidentiality of Information. Included in the informed consent is the use of the statements on assurances of privacy and confidentiality. The participant's name was not revealed; instead, there was an assigned code name for the participant through data collection, analysis, and publishing of the study findings to maintain the participants' anonymity and confidentiality. The discussion was audio-recorded for data analysis. Nobody was identified on the record. A cabinet was allotted to keep the recorder and lock it with keys to be handled only by the researcher. The recorder will be kept for five (5) years, then deleted.

Justice. This principle includes participants' rights to fair treatment and privacy. Fair treatment includes the fact that the participant was included based on the inclusion criteria and requirements of the research. non-prejudicial treatment of participants to those who refuse to take part in or withdraw from the study as specified in the informed consent. The participant may contact the researcher at any point in the study to clarify information using the cell phone number and email address that were also specified in the informed consent. There was no offensive, discriminatory, or other unacceptable language

used in the interview. Sensitivity and respect for the participants' beliefs, habits, lifestyles, culture, and emotions, as well as courteous treatment, were always present.

Compensation. The participants were not provided with financial compensation. However, a token of appreciation was given by the researcher as a sign of gratitude for taking part in the research.

Conflict of Interest. The researcher has no conflict of interest neither from the financial or any forms from the research locale.

Research Instrument

The study used appreciative inquiry interview questions using the 4 D process or the Appreciative Inquiry Model adapted from the Agency for Healthcare Research and Quality (2015) and from the Scottish Social Service, "Appreciative Inquiry Resource Pack". The researcher modified it to fit the nature of the current study in order to solicit responses from the participants in order to 50 answer the research objectives. Draft of modification was presented to panel members through email and approval was obtained to proceed the data gathering. The first distinct phase is discovery wherein the participants were asked to describe their best experience in patient care. The questions asked pertaining to their best experience where patients appreciated the care rendered and the situations that supported their good experiences with patient care. The second distinct phase is the dream. The participants were asked the most important characteristics in their behavior in patient care that made them successful. The third distinct phase is the design. The participants were asked what should be done to improve patient care. The last phase is the destiny. Action plans and goals were formulated based on the statements crafted in the dream and design phase to achieve and sustain the carative behavior for patient care improvement.

PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

Discover

Theme 1: Compassionate Relationship

The nurses with the most experience in patient care are involved in this phase. These are the accounts of nurses who have impacted patients' lives significantly and who exhibit a compassionate relationship with them. The nurse and the patient's family also developed a compassionate relationship. One of the professional connections they were able to make was through this.

"Sa simpleng concern po na inattend ko yung mga pasyente, may compassion ng nurse ay sa pamamagitan ng pagkakaroon ng rapport sa pasyente. Kapag po may buntis po tapos sumasakit po ang tyan, nahilab, pag inattend mo sila." (Nurse 1)

"Nagkakameron po ng good relationship sa pasyente, na halimbawa po...nakikilala ko din po yung bantay...minsan po ay naalala po din nila ako pag bumabalik sila...nagpapacheck-up... Naipakita ko po ang compassion ko sa pamamagitan ng pagke-care ko po sa kanila...sa pagbibigay po ng gamot...sa pakikipag-usap. Dapat po may compassion para po magkameron ng good relationship sa pasyente at saka sa nurse." (Nurse 2)

"Example po ng pasyente ko na nagiging mas pursigido sa pagtatrabaho as a nurse, yun pong nagkaron ako ng pasyenteng CVA, nilagyan po sya ng tracheostomy tube naging mas attached ako sa kanya dahil nakikita ko po yung sa family, relative at sa sarili nya na gusto nyang gumaling. Nakikicooperate sya kapag may sasabihin ka sa kanya na ...kasi nakatrache sya d sya makapagsalita pero through eye to eye contact, pagpisil ng kamay nya, nararamdaman ko yung may pain sya...parang na-a-attached ako sa ganoong pasyente. Importanteng may compassion tayo para mas gumaling ang pasyente, para po mas comfortable yunSg pasyente it will help to strengthen nurse patient relationship po." (Nurse 3)

"Dahil ako po yung lagging nakafront sa pasyente, ako ang laging nakakusap, laging nasa tabi ng pasyente, ako din po nagpapaliwanag sa mga gagawin sa kanya. At nauunawaan naman po nila ng ayos at dahil po doon ay nagkakameron na kami ng magandang samahan at nakukuha ko po ang tiwala nila." (Nurse 4) "Merong situation po sa ward na may patient na pabalik-balik syang naadmit tapos yung relative sobrang natutuwa sa akin kasi naappreciate nya yung ginagawa naming bilang nurses, talagang todo praise po sya at may times pa nga po na nagpapaadmit sya kung saang ward ako nakaduty." (Nurse 5)

"Way back in 2013 po, natatandaan ko po nagkaron kami ng admission na ang case ng patient ay severe bleeding, post-partum, nanganak na sya sa bahay tapos dumating sya sa hospital, sa ER, sobrang bagsak na ng hemoglobin nya at ang blood type po ng patient ay nagkataon na B positive, nong time po kasi na yun walang makunan ng blood kahit saan po magtanong, kahit sa provincial hospital blood bank or somewhere na pwedeng kunan ng B positive so, ang nagyari po non na kailangang kailangan na masalinan ng dugo ang pasyente nagkaton po na ako ang duty noon sa ICU tapos fortunately ay same kami ng blood ng pasyente and at the same sa screening po at saka sa cross matching ay nag-match naman po, so, bilang isang nurse po kahit alam kong pagod na ako tapos night duty, parang...yung calling na tumulong sa kapwa kahit na ang tingin sa sarili ay parang alanganin yung pagdo-donate ng dugo during that time dahil nga hindi ako physically prepared sa pagdo-donate ng dugo, pero kapag po yung willingness or compassion nga na tumulong sa iba ang lagi pong nasa isip at puso kahit po anong sitwasyon basta ang mahalaga po ay makatulong ako at gagawin ko ang nararapat. Medyo hindi maganda ang condition ng katawan ko noon pero nagdonate po talaga ako ng blood doon sa pasyente at awa naman ng Dios ay nagkita kami ilang years after ay nagkaanak na uli sya." (Nurse 6)

According to the transcriptions, the nurses were able to foster a compassionate relationship by focusing on the patient's needs, communicating verbally and nonverbally, and earning the patient's confidence. Nurses can build therapeutic interactions with patients with the support of compassion. Compassionate care entails empathy and clear communication, both of which improve patient outcomes (Pehlivan & Guner, 2020). While according to Ilarde et al. (2021), the nicest and most precious gift a nurse can provide a patient is compassionate care, that's why nurses have always attempted to

meet the patient's needs despite all restrictions and obstacles. The establishment of a healthy nurse-patient relationship is vital. The nurses should explain everything that is going to be done and the plan of care, making sure that the family is involved in the decision-making process. Touch is a means of compassion and caring for some patients, but nurses should be aware of personal limitations because there are patients who prefer not to be touched. This helps build trust and open lines of communication (Androus, 2022). Moreover, in the article by Younas et al. (2019), nurses must be self-aware to improve nurse-patient interaction and patient care. Nurses' attitudes toward self-awareness in nursing are investigated in this study. A purposive sample of 13 nurses was interviewed face-to-face in semi-structured interviews at two hospitals in Pakistan. Nurses' self-awareness can help them manage difficult situations and provide culturally competent care to patients of varied ethnic and religious backgrounds.

Dream

In this phase, the participants were questioned about the most crucial aspects of their behavior in patient care that contributed to their success with reference to the vision of nurses. People who contributed to their accomplishments were also asked in this phase. They claim that their motives for going to work each day are teamwork and love for their families.

Theme 2: Teamwork

Teamwork refers to nurses working together or helping each other to quickly respond to the needs of the patients, thereby allowing them to display dedication to their work, resulting in excellent delivery of nursing care. The participants claim that working together allows them to do their tasks quickly and respond to patients' needs. They work hand in hand to provide the care needed by the patients, especially in difficult situations. The following are the participants' responses regarding this value.

"Integrity po, service...yun po. Nagtutulungan po kaming mga nurses kapag toxic." (Nurse 1) "Halimbawa po merong komplikadong kaso at marami din pong gamot na ibibigay,,,at katulad po sa ICU...madami po ako natutunan sa kanila, kapag po meron akong gamot na ibibigay at hindi ko pa alam kung paano ibigay, tinuturuan po nila ako." (Nurse 3) "Tapos po sa mga co-workers naman po, few but not all, may mga katrabaho na willing tumulong lalo na pag alam nilang sobrang toxic mo lalo na pag alam nilang marami kang ginagawa lalo na po nong minsan na alam nilang mag-isa lang ako...minsan kasi maraming duty sa kabila tapos konti lang ang patient, sa amin naman maraming pasyente tapos konti ang staff pero tinutulungan po kami sobrang appreciated ko po yung may mga dumarating na tulong at nag - a- adjust kung saan kailangan ng tulong." (Nurse 5)

The responses of the participants are reflections of their vision and dream to serve as health workers despite the challenges they encounter in the workplace. Their family, as the source of their motivation, feeds their desire to continue working. Teamwork among nurses themselves spices up their commitment to serve.

Based on these responses, there is a high level of teamwork amongst nurses. Creighton and Smart (2022) discussed how nurses function as a team and how they can develop their collaboration abilities. To deliver high-quality, safe, patient-centered care in a manner that is both professional and effective requires teamwork in the healthcare industry. It is impossible for one person to properly deliver all the care required due to the increased complexity of demands and comorbidities that patients are coming with, which emphasizes the value of collaboration. This article provides a summary of how student nurses can comprehend healthcare teams and integrate themselves in accordance with the Nursing and Midwifery Council. Thus, teamwork has many elements. Some are instinctive; others require practice. Patient care and safety should be at the heart of everything we do in healthcare. According to the authors, you won't know your strengths and weaknesses until you try, but you can prepare yourself to some extent through training, reflection, and simulation.

Meanwhile, the findings of the descriptive survey of Costello et al. (2021) pointed to areas where teamwork can be strengthened and improved. Introducing teambuilding tactics and acting on the results of the survey could help improve communication and teamwork, which could affect nurse care and patient outcomes. The findings suggest that actions to increase cooperation and ensure the implementation of teambuilding tactics to improve effective communication in an acute medical care setting would have a substantial impact on staff satisfaction.

However, in health care, teamwork is often overlooked as a key concept limiting the games we may achieve (James, 2021).

Regarding dedication, another nurse explained that because nurses are dedicated to their work, they respond quickly whenever help is needed.

"At sa ward naman po ay dahil dedicated po mga kasama ko, kung alam po nila na kailangan ko ng tulong mabilis naman po sila magrespond. Andiyan po agad sila para tulungan ako para sa ikabubuti ng pasyente." (Nurse 4)

In nursing, dedication is characterized as a feeling and condition of mind and heart, like an unwavering devotion, which is the art and essence of nursing. It is caring from the heart, using all human beings and technical resources available, going above and beyond normal working hours and organizational and legal responsibilities. This act is frequently performed without any expectation of reward or incentive, which may lead to the neglect of one's own needs (Sabetsarvestani et al., 2022).

In a descriptive, cross-sectional, and correlational design study of nurses' professional commitment and its effects on patient safety in Jordan, patient safety is strongly and positively connected with nurses' professional dedication. This study gives a basic understanding of how registered nurses' professional commitment can improve patient safety. Thus, managerial assistance was determined to be important in order to increase nurses' professional dedication, which improves healthcare results (Al-Hamdan et al., 2017).

Other participants claimed that the employers and head nurses are supportive and approachable, and her co-nurses are willing to help when one patient is in cardiac arrest. Due to a staffing shortage, when one staff member is absent, they are willing to extend their hours of work.

“Una ko pong na-appreciate yung supportive employers, approachable senior staff. Kapag kailangan ng tulong willing po silang tumulong lalo na po kung may nag-arrest na pasyente.” (Nurse 6)

“Nagtutulungan po...halimbawa po kapag may absent, automatic po na ako yung magduduty para sa kanya at dahil kilala na po namin ang bawat pasyente mas nagkakameron po ng continuity of care...yun po tulungan na lang po..kapag po may problema, nasasabi po namin sa mga heads at nagkakaroon po ng solusyon kung ano po yung problema ko. Yung katulad nga po ng kailangan naming mag absent ginagawan po agad nila ng solusyon.” (Nurse 2)

The ability to establish a favorable atmosphere of cooperation is one of the most critical components of team success. Leaders that demonstrate respect for their team members' ideas and an interest in their personal lives are thought to be more productive. Leaders that have a supportive attitude and create a positive environment inside the team assist their team members in doing better (Kourkouta et al., 2021).

Staffing issues force the nurse on duty to work longer hours. According to Emmanuel et al. (2020), RN shortage is associated with a lower chance of completing supplementary work. Working longer shifts resulted in fewer opportunities for professional development and less opportunity to discuss patient care issues with co-workers. Overtime, as well as the implementation of extended shifts, are not viable options.

On the other hand, Resaeen et al. (2022) identified two types of impediments to teamwork in the care of COVID-19 patients: individual issues and organizational constraints. Individual issues were divided into four categories: inadequate education, motivation, inexperience, and misconceptions. Lack of organizational support, poor organizational communication, and insufficient infrastructure were all identified as organizational difficulties. Thereby, these impediments contributed to inadequate teamwork in the care of COVID-19 patients.

Theme 3: Love for Family

This refers to nurses' concern for their families. The source of their motivation to work despite of the hardships experienced at the workplace. This is depicted in the following responses.

“Inspirasyon ko po ang family ko at mga workmates po at nakasanayan na din po ang trabaho.” (Nurse 1)

“Unag-una po para sa pamilya, sa trabaho po pag papasok sanay na din po ng ganon na uuwi ako sa hapon or sa gabi.” (Nurse 2) “Para po sa pamilya ko...sa anak ko...kaya po nagwork ako dito sa maes.” (Nurse 3)

“Unang-una po ay para sa anak ko po.” (Nurse 4)

“Ngayon po nagtatrabaho po ako for family kasi po kailangan kong mag-earn at habang tumatagal nagustuhan ko na po yung trabaho” (Nurse 5)

In accordance with the study of Menges et al. (2017), many people work to support their families, but surprisingly little research has looked into the repercussions of this motive. Using prosocial motivation and action theories, the authors believe that family motivation improves job performance by increasing energy and decreasing stress, and that is especially significant when intrinsic drive is absent. Their approach is supported by survey and diary data collected over numerous time intervals in a Mexican maquiladora. They discovered that when intrinsic motivation is low, family motivation improves job performance, in part by supplying energy but not by reducing stress. Therefore, they conclude that supporting a family is a potent source of motivation that can improve workplace performance, with important implications for motivation research and the dynamics of work-family involvement.

The descriptive study that was based on a methodological and causal design by Ekici et al. (2017) concludes that nurses who are having trouble managing their family roles and responsibilities due to high work pressure are more likely to leave their existing professions in search of better working conditions, a lower workload, and more managerial support. Nurses' work structures should be modified in order to improve job satisfaction.

Design

This stage includes the procedures to guarantee high-quality patient care as well as the tools they believe will enable them to succeed in providing treatment. According to them, staffing patterns and the augmentation of healthcare services will greatly aid in providing patients with high-quality care.

Theme 4: Provision of Adequate Manpower

Refers to figuring out how many nurses are necessary to deliver the required level of care and satisfy the patient's needs. This theme presents the responses of the nurses regarding work arrangements. A good nurse-patient ratio, they believe, will allow them to provide quality care, ensure patient satisfaction, and avoid extending work hours when one is absent. The following are their declarations regarding staffing patterns.

“Yun lang mam sa tamang nurse patient ratio para po mas maging maayos ang pagdedeliver naming ng care sa pasyente at hindi nagmamadali dahil kelangan pang puntahanyung isa dahil ako lang po ang nurse sa station na ito na merong 15 patients at magkakaroon po ng satisfaction ang pasyente”. (Nurse 1) “Magkaroon ng maraming duty para kapag nawawalan ng duty, hindi na mag twe-twelve hours yung iba para po hindi nagkakasakit dahil kapag po napapavertime yung iba po ay nagkakasakit na din lalo na po noong may surge ng COVID-19. Karaniwan po after ng OT masakit na ang ulo at katawan dahil nga po siguro sa sobrang pagod at stress at yun po mag increase ng sweldo para sa mga nurses”. (Nurse 2)

“At saka po yung lagi ding problema sa Pilipinas, yung staffing po, lagi tayong kulang...mas maganda po talaga sa isang institution yung madami para tulong-tulong po”. (Nurse 3)

“Siguro mam yung sa staffing lang po talaga. Kulang po talaga sa staff pero nagagawan naman po ng paraan. Yun lang po ang concern ngayon na nakikita naming mga nurses”. (Nurse 4)

“Sa staffing mam yung sa ratio po. Narinig ko po sa manila 1: 8 lang po usually lalo na kung private, to provide good nursing care, patient care talaga. Mas maganda po kung ganon lalo na po sa VIP na ward walang magreklamo”. (Nurse 5)

The responses of the participants conveyed the message that an adequate staffing pattern or adequate nurse-patient ratio is vital to ensure quality patient care. This will also ensure work-life balance.

Inadequate staffing is related to improving overlooked care, which threatens the high quality of care and nurse outcomes. In the article by Cho et al. (2020), they looked at the relationships among nurse staffing, nurses' prioritization of nursing activities, ignored care, pleasant nursing care, and nurse outcomes. The participants in their study are the 2114 teams of workers and nurses from 156 scientific or surgical units. They found out that the incidence of overlooked care differed with the use of nursing activities. Poorer staffing became related to an improved quantity of overlooked activities. They conclude that adequate staffing is needed to lessen overlooked care and enhance high satisfactory care and nurse activities.

Persolja, (2018) conducted a study that looked at the impact of nurse staffing patterns on patient satisfaction and needs in three units of a single secondary-care regional hospital in Slovenia. There were 484 patients who took part in her study that looked at nursing staff levels, patient demands, and patients' satisfaction with nursing care. Patient satisfaction was significantly influenced by the realized percentage of registered nurse personnel requirements, the number of nursing care hours per patient day, and the proportion of registered nurses on the nursing team. She concluded that there was a substantial link between actual and needed staffing numbers and patient satisfaction. Patient outcomes are influenced by nurse staffing patterns. Thus, she suggests that patient happiness should be predicted using the outcomes of the patient needs categorization system and the workforce structure features.

During the pandemic, many of the nurses worked overtime because other nurses were on quarantine and isolation. Hoedl et al. (2021) look into the impact of the nursing staff's working hours on the perceived degree of stress during the COVID-19 pandemic. The majority of the nurses were under moderate stress. They discovered a statistically significant link between the number of hours worked per week and the nurses' reported stress levels. Furthermore, 15% of nurses who had worked more than 40 hours said they were under a lot of stress. Thus, these findings demonstrate the deleterious effects of lengthy working hours. As a result, a national conversation about limiting the working hours of healthcare personnel during the pandemic is required. This topic has the potential to improve the health and safety of healthcare workers, patients, and the general public.

Destiny

The action plan to increase nurses' compassionate behavior for patient care is part of this phase. Participants were questioned regarding what they ought to carry out in order to continue learning about patient care improvement. They contend that continuing their education will enable them to provide better patient care.

Theme 5: Professional Development

The process of enhancing practice through ongoing education and training. Attending chances for continuing education keep the nurses up to date on the most recent tools, methods, and approaches to practice quality care to patient.

On this theme, nurses wish to have more seminars and training to keep them updated on new trends; share the knowledge acquired in seminars with their co-workers; and to have continuity of care. This was based on the interview as follows:

“Mag-attend po ng trainings and seminars kahit virtual kasi nga po hindi pa pwede ang face to face. Marami naman po ngayong virtual seminars na libre”. (Nurse 1)

“Free seminar para magkaron ng dagdag kaalaman ang lahat ng staff para mas malaman nila kung ano ang bago para mas madagdadagan pa ang pagke care sa pasyente”. (Nurse 2)

“Siguro po yung tuluy-tuloy na pag-aaral po, training po natin if ever po na may kailangang matutunan..katulad po nong pinagawa nyo dati sa infusion pump po na talaga pong malaking tulong sa amin dahil po makakapag waste ng time para po maghanap pa ng marunong na makakapagturo para lang mapagaan po at least po ngayon ay alam na po naming para paganahin o operate po”. (Nurse 4)

“Update ng knowledge po. Through trainings, seminars kasi iba na po yung innovations ngayon, paiban a po ng paiba, para at least po ay nalalaman natin at pwede nating i-share sa iba para magkaroon ng continuity of care at hindi lang ako yun at least yung ibang mga kasama at least sabay sabay pong nagpo-progress pag ganon”. (Nurse 5)

“Kailangan po siguro ng consistency at maaachieve by upgrading ourselves by attending trainings, upgrade ang learnings through attending seminars or yung mga bagong breakthroughs kailangan laging updated doon para maattain ang quality nursing care”. (Nurse 6)

Nurses' willingness to attend seminars and training clearly showed their commitment to keeping abreast with the latest trends in nursing practice to achieve and sustain behaviors, be competent, and improve patient care.

In the health field, lifelong professional education is regarded as a quality indicator since it can increase health workers' knowledge and abilities, as well as nursing care. In the study of Lera et al. (2020), the authors examined and documented the attitudes and behaviors of nurses at state-run hospitals in the Municipality of Thessaloniki about lifelong learning through new technology. Their goals are to identify nurses' motives for lifetime distant education,

document nurses' perceptions of the necessity for continuing nursing education, and determine how nurses pursue lifelong learning. In accordance with their study, the two main reasons for continuing education were the need to improve the nursing profession and the quality of care provided. They conclude that nurses believe that continuing education is essential and that their expertise needs to be expanded and updated on a regular basis.

Price and Reichart (2017) examined the impact of continued training and education on nurses' career satisfaction and ability to offer high-quality patient care at various phases of their careers. Their study was done through focus group discussion with a total of 185 people who took part. Continuous professional growth is an expressed need and expectation for nurses at all career levels, according to a thematic analysis of the data.

Moreover, achieving a continuity of care that creates consistent, long term, person-centered care requires knowledge and information sharing that transcends disciplinary and organizational boundaries. Collaborative accountability is required both horizontally and vertically at the micro, meso, and macro levels of the system, rather than focusing on personal accountability and relationships at the micro level (Ljungholm et al., 2022).

Theme 6: Accessibility of comprehensive healthcare services.

Refers to the various provision of diagnostic examinations and procedures needed by the patients which include magnetic resonance imaging (MRI), magnetic resonance angiography (MRA), endoscopic retrograde cholangiopancreatography electroencephalogram (EEG).

Listed below are the transcriptions from the respondents' responses pertaining to the patient care services.

"Magkaron pa po ng maraming facility, halimbawa po ay cath lab at yung ibang kailangan para hindi na mailuwas yung mga pasyente". (Nurse 2)

"Ang wish ko po ay yung MRA/MRI na magkameron tayo para po pag nirequest ng doctor hindi na sya ganon ka-hassle na magtransfer pa sa ibang hospital". (Nurse 3)

"Hindi lang po sana maging tertiary hospital, makapag advance na rin tayo para sa mga pasyente natin, para hindi na nila kailangang lumuwas, yung mga procedure natin na sa ngayon naman po ay medyo ok na tulad po ng ERCP ni Dr. Gonzales na dati po ay kailangang sa Lipa City pa pero meron na din po dito sa Ating probinsya, para maka-save na din po ang mga pasyenteng kailangan pang iluwas, proper treatment na wala po sa ngayon...sana po ay magkaroon po at ng sag anon po mas masasatisfy ang mga pasyente sa services natin". (Nurse 4)

"Sa akin mam, upgrade ng facility, like yun nga pong mga patients ng Gastro na may special procedure need pa nating ilipat sa kabilang hospital para doon gawin. Mas maganda po yung magkaroon na din tayo tulad po ng EEG na dati dinadala pa natin sa ibang hospital pero ng magkameron nap o tayo mas madali na nating nagagawa at hindi nakakatakot na nagococonvulsion ang patient tapos ililipat pa natin. Mapanaganib po iyon sa isang patient na baka habang nasa daan ay may mangyari". (Nurse 5)

"Gusto kong madagdagan pa ang ating services para maging JCIH Accredited ang ating hospital in the next 5 years". (Nurse 6)

The above responses of the participants enumerated their recommendation for the augmentation of hospital and diagnostic services to address the health needs of Mindoreños. According to the transcriptions, nurses stated that it would be preferable to have an additional healthcare service so that patients who require special diagnostic procedures would not have to transfer to another facility or go somewhere else. They also mention that complete healthcare services contribute to patient satisfaction. In the descriptive survey research by Manzoor et al. (2019) on patient satisfaction with health care services at the public hospitals in Pakistan, the overall opinions on patient satisfaction with the availability of health services in hospitals were good. Satisfaction with laboratory and diagnostic care, health care, and prenatal care was satisfactory. This corresponds to the nurse's perceptions of patients' satisfaction with healthcare services in this study.

PROPOSED PATIENT CARE PROGRAMS FOR NURSES

General Objective:

Initiatives in patient care programs are intended to enhance the patient experience by addressing patient needs and raising expectations for high-quality care. The treatment that patients need and deserve will be given with the assistance of these programs.

Specific Objectives:

At the end of the program, nurses would be able to:

1. Provide a quality and efficient patient care delivery.
2. Demonstrate a commitment to improving their patient care knowledge and abilities.

Time Allotment:

The program is expected to be completed in a 12 – 24 month period. This program needs the assistance of the management and the participation of the nursing service staff.

Resources:

BUDGETARY RESOURCES

The allocation of budgetary resources would be made by the management since the organization and its staff will both benefit from the proposed program. The program facilitators are advised to make a budget proposal for the said activity, and the cost will depend upon who will be the resource speaker. The speakers may come from the same institution or they may be asked by outside sources.

HUMAN RESOURCES

The head of the nursing service and other nurse managers, with the help and guidance of the executive committee, will lead this action. Other support staff, such as senior nurses, will be needed to ensure that the program is fully implemented and monitored.

NURSES' PATIENT CARE PROGRAM

Key Result Area	Objective	Performance Indicator	Methodology	Person Involved	Expected Outcome
Staffing Pattern	To be able to establish a safe and effective staffing pattern.	Patient satisfaction Adequate nurse-patient ratio	Intensive approach of hiring nurses in collaboration with universities and colleges with nursing program. Sponsoring nursing students/scholars for possible manpower. Mobile caravan hiring in selected facilities like mall in nearby municipalities.	Human Resource Team	Hire adequate manpower to meet nurse-patient ratio.
Professional Development Seminar/Competencies Soft Skills	For nurses to keep abreast with latest trends of nursing practice. To be able to sustain good camaraderie	Performance evaluation Employee satisfaction Rapport and trust with the patients, relatives, and co-workers are built.	Conduct seminars and trainings. Conduct individual performance competency rate bi-annual. Effective communication	Management Supervisors Nursing Staff Nursing Staff	Improved performance High competency rate Nursing staff are able to demonstrate professional ethics in the delivery of care.
Augmentation of hospital services	To supplement the treatment and services offered by the hospital.	Patient experience Excellent services	Partnership with the physicians who will operate the machine.	Hospital management	Provision of medical equipment for diagnostic

				Procurement department	examination (MRI, ERCP)
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Conclusions

Based on the outcome of the study, the following conclusions were drawn:

1. The participants possess the attributes of a caring profession.
2. Work camaraderie was seen in this study, whereby nurses worked as a team to achieve organizational goals.
3. The desire to care for their families drives nurses to work every day.
4. Adequate nurse-patient ratio and additional healthcare services are needed to meet the health needs of the Mindoreño community.
5. Keeping the nurses up to date on current trends will enable them to deliver high-quality patient care.

Recommendations

The following recommendations are made in light of the findings and conclusion:

1. To the hospital administrator and management, the researcher recommends the utilization of appreciative inquiry for organizational transformation and in training staff nurses to provide better patient care. 78 In the current situation, it is preferable to focus on the good deeds and qualities of hospital employees in order to improve patient care. Allocation of budget and resources, especially in the augmentation of healthcare services.
2. To the nursing administrator, conduct a regular training needs analysis. It would be the basis for identifying priority areas for the professional development of nurses.
3. To the human resources team: provide adequate staff to have the adequate nurse-patient ratio needed to deliver quality care.
4. To future researchers: conduct similar studies on the patient-care practices of nurses to investigate additional patient-care practices.

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