

Level of Performance of Wards' Staff Nurses in Rendering Care among TB Patients in Selected Government Hospitals in Fourth District of Quezon Province:  
Basis for Enhancement

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#### Abstract

Knowledge and understanding of Tuberculosis (TB) is essential in rendering quality care to all individuals, since Nursing is a profession of caring individuals from womb to tomb. This research is about the level of performance of staff nurses on their rendering care among TB patients in the wards. It is quantitative and comparative which covered 22 staff nurses and five head nurses from selected government hospitals in Quezon province. They were selected using purposive sampling. The profile of staff nurses includes gender, age, and length of service. The head nurses are all female and in their late adulthood. The study was conducted in Guinayangan Medicare Community Hospital, Maria L. Eleazar District Hospital, and Magsaysay Memorial District Hospital. The respondents answered the adapted questionnaires from the Orientation of Hospitals on Benchbook Self-Assessment and Accreditation Process Manual II 2005 of Philippine Health Insurance Corporation which was modified by the researcher into two questionnaires and were validated by experts. The questionnaire for staff nurses had a reliability result of 0.97 and 0.99 for head nurses respectively using Cronbach Alpha. Statistical treatments that were utilized includes: frequency and percentage, mean, standard deviation, and independent sample t-Test. The result elucidated that there was no significant difference in their perceived level of performance in rendering care among TB patients in the wards when their profiles were considered. It can also be concluded that there was no significant difference between the perception of the head nurses and the staff nurses on their level of performance in rendering care among TB patients in the wards. Moreover, enhancement program pertaining to Evaluation of Care, Access, and Assessment through trainings and seminars were included.

#### Key words

Tuberculosis, Patient Care, Staff Nurses

#### Introduction

"Tuberculosis (TB) is the child of poverty – and also its parent and provider" a quote from Archbishop Desmond Tutu, (2005). People who lived in poverty are more susceptible in acquiring TB. There are national and local campaigns implemented by the Department of Health and its attached agencies on how to eradicate TB especially from nurses.

There are claimants that TB is under control but still continues to thrive in the Philippines particularly in the Quezon province. According to Yu, (2010) TB of the Pulmonary ranks eighth in the leading causes of mortality in

Quezon province in the year 2004. In another report by the Quezon Provincial Health Office, (2008) respiratory TB ranks sixth in the leading causes of mortality with 376 cases in the year 2008 in Quezon province.

Therefore, identifying the performance of nurses caring for TB patients is crucial. Nurses caring for patients with TB need to have the competency regarding the disease. It is important for nurses to be aware of the interventions for the safety and the needs of the patients. According to Bell, (2011) the nurses' role is essential in the control of TB and for the successful completion of the patient's therapy. Having the knowledge to provide the self-care needs and to implement these interventions to TB patients are essential ways of improving their conditions particularly those hospitals located in Quezon province.

#### Methodology and Methods

The design was quantitative descriptive and comparative. A comparative research makes comparison of two or more variables with the goal of determining something of these variables. Purposive sampling was used by setting criteria to get the respondents. 22 staff nurses and five head nurses were the number of respondents.

Staff nurses either male or female, 20 – 65 years old of age, and in service as a registered nurse. The hospital experience must be continuous with an allowable three month interruption. The respondents are nurses who render care to TB patients. Nurses working in the medical records, laboratory, accounting office, admitting section, and other similar forms of office and managerial work are excluded. Staff nurses are working in the wards which involve nursing and bedside care. The other respondents are head nurses. They hold a higher position than staff nurses such as Nurse II and III.

The researcher talked personally to the medical directors and the chief nurses of Magsaysay Memorial District Hospital, Maria L. Eleazar District Hospital, and Guinayangan Medicare Community Hospital to prepare them for the study. Communication letters were provided addressing the intention to conduct the study. These hospitals are a good research setting since Quezon province has incidence of poverty and Tuberculosis in the Region IV – A specifically in the CALABARZON (Cavite, Laguna, Batangas, Rizal and Quezon) area.

The Orientation of Hospitals on Benchbook Self-Assessment and Accreditation Process Manual II 2005 of Philippine Health Insurance Corporation was utilized as the tool. Among the sections of the benchbook, Section Four which is the Patient Care on the Wards was adapted further divided into seven parts, namely: Access, Entry, Assessment, Care Planning, Implementation of Care,

Evaluation of Care, and Discharge. The 43 items Four Point Scale adapted questionnaires have two sets to be answered by the staff nurses and head nurses and were answerable by SA – Strongly Agree, A – Agree, D – Disagree, and SD – Strongly Disagree. They were used to determine the level of performance in rendering care of staff nurses in the wards which was answered by themselves and the staff nurses' level of performance in rendering care as perceived by their head nurses. Moreover, the questionnaires were validated by experts and undergone reliability test using Cronbach Alpha with results of 0.97 for staff nurses and 0.99 for head nurses respectively. The locale of pilot testing in order to validate the questionnaire is Kawit Kalayaan Hospital.

The data gathered were tallied, encoded, and recorded through the use of Statistical Package for Social Sciences or SPSS. It was analyzed and interpreted using following statistical treatments of data: frequency and percentage, mean, standard deviation, and independent sample t – Test. The independent sample t – Test it was used to compare the staff nurses' level of performance in rendering care when dealing with their profile which are gender, age, and length of service. In addition, the null hypothesis is accepted if the significant value was greater or equal to 0.05 level of significant. Otherwise it would be rejected.

### Results

1. What is the profile of the staff nurses in terms of: gender, age and, length of service?

Out of the 22 staff nurses, three are males and nineteen are females. On the other hand, ten are 20 – 35 years old and twelve are 36 – 65 years old. And lastly, in terms of length of service, nine are < 5 years and thirteen are 5 years and above.

2. As perceived by the staff nurses themselves, what is their level of performance in rendering care among Tuberculosis patients in the wards, in terms of: access, entry, assessment, care planning, implementation of care, evaluation of care, and discharge?

Staff nurses described themselves very high care in all dimensions except for Evaluation of Care.

3. Is there a significant difference in the perceived level of performance of the staff nurse respondents in rendering care among Tuberculosis patients in the wards when their profile is considered?

Gender has an overall t-value of 1.45 and sig value of 0.16. On the other hand, Age has an overall t-value of 1.34 and sig value of 0.19. And lastly, Length of Service has an overall t-value of 0.20 and sig value of 0.84. There is no significant difference in the perceived level of performance of staff nurses in rendering care among TB patients in the wards when gender, age, and length of service are considered.

4. As perceived by the head nurses, what is their staff nurses' level of performance in rendering care among Tuberculosis patients in the wards in terms of: access, entry, assessment, care planning, implementation of care, evaluation of care, and discharge?

Head nurses perceived level of performance of staff nurses is very high care in terms of Access with a composite mean of 3.84, very high care in terms of Entry with a

composite mean of 3.53, high care in terms of Assessment with a composite mean of 3.35, very high care in terms of Care Planning with a composite mean of 3.55, very high care in terms of Implementation of Care with a composite mean of 3.79, very high care in terms of Evaluation of Care with a composite mean of 3.80, very high care in terms of Discharge with a composite mean of 3.68, and with overall composite mean of 3.65 which is very high care.

5. Is there a significant difference between the perception of the head nurse respondents and the staff nurse respondents themselves on the level of performance of the staff nurses in rendering care among Tuberculosis patients in the wards?

Nurses have an overall t-value of 0.54 and sig value of 0.60. There is no significant difference in the perception of the head nurses' and staff nurses' level of performance in rendering care among TB patients in the wards.

6. Based on the results of the study, what enhancement program can be proposed for the staff nurses in rendering care for patients with Tuberculosis?

The staff nurses should undergo enhancement through trainings and seminars based on the following: Evaluation of Care of Staff Nurses, Access of staff nurses according to age, and Head Nurses' Assessment of their Staff Nurses.

### Discussion

Most of the staff nurses were female, middle aged, and experienced nurses. This could mean that they are in the working group, more matured, and already settled in the hospital. The results denote the study of Tabones, (2009) that most nurses were mostly female, middle aged, and had length of service of more than five years.

Among all dimensions, Evaluation of Care got the lowest mean. It pertains to the result of care is fed to concerned physician. Thus, staff nurses perceived themselves to communicate less. It is very important that the results for the care given to TB patients are properly feedback to healthcare providers in order to continually give the proper treatment. It is vital that staff nurses are very good in the evaluation of care for most TB patients have inadequate basic education. According to Nacario, (2006) TB patients in Albay are mostly from whom obtained basic education and engaged in marginal education. Therefore, staff nurses' performance in terms of Evaluation of Care is pertinent in the field of health promotion and prevention.

In the research of Lim, (2001) personal characteristics in terms of sex, age, and length of service had no significant relationship with the level of nurses' performance. Staff nurses regardless of their profile will still have the same performance of care to TB patients. However, there is data found to be significant in terms of Age. In terms of Access, it can be concluded that 36 – 65 years old staff nurses render care much better than there who are 20 – 35 years old staff nurses because of the significant interpretation. According to Ho, (2006) increasing age was associated with higher job involvement. This could mean that the maturity of staff nurses plays important role in their job. The higher the age the better they familiarize their job specifically on the hospital set up and policies that tackles the area of Access.

Head nurses strongly agree that the staff nurses render very high care in all dimensions except for assessment. This dimension is crucial and the first part of the nursing process. According to Hammond Epstein, (2011) education, training, awareness, consultation and guidance are essential functions that are vital in the control and prevention of TB, These are components of the area of assessment. Staff nurses needed continuing education to support their growth, specifically on Assessment. Head nurses need to collaborate with their staff nurses in order to strengthen the identified loopholes against TB. It is important for staff nurses do well in terms of Assessment because of the risk of TB exposure.

This is an affirmation that the care rendered by staff nurses is consistent with that of the head nurses which means a validation of their performance. Moreover, staff and head nurses must also be aware with the problems encountered by TB patients other than the usual hospital processes they practice. According to Castillo, (2010) there are certain variables that have a significant relationship to the adherence of TB patients like: social support from the family, treatment partner, benefits of TB treatment, and community mentors' level of TB knowledge which can be related to the staff nurses' knowledge as well. Staff nurses and also head nurses must examine TB not only in the hospital point of view, but also in different perspectives for the total eradication especially on poverty stricken areas.

#### Literature Review

According to Adefuin, (2011) communication is vital for nurses in terms of the relationship to the physician. This can be used in the area of Evaluation of Care. Another paper from Agunod, (2008) age and length of working experience of the staff nurses were not found to be significant in terms of infection control which can be related to TB. However, Agunod, (2008) found out that sex be significant which contradict the result of this study. The result from Agunod, (2008) shows the profile of staff nurses that can be used to expand the discussion. In the study of Jalasco, (2007) length of service did not influence the adherence to standard precaution which can be related to the disease. Staff nurses' length of service had no bearing in terms of following the necessary precaution against TB. It is practical that staff nurses able to render the physical care of very high despite that the local are government hospitals. In the works of Gacuya, (2009) staff nurses performance in the government hospital able to meet the needs of their patients in terms of physical care. Moreover, Pereyra, (2007) clinical factors like accessibility of the facilities and the availability of staff have no effect on the effectiveness of the treatment outcome among TB patients. Still, staff nurses will ensure exact treatment of TB patients regardless of their age bracket and barriers encountered in the hospital. In the study of Ang, (2008) and Baussano, (2011) nurses are included in the high risk group of health care workers based on the nature of their work compared to the general population. Staff nurses need to be vigilant to protect themselves, other members of the health care team, and their patients.

#### Conclusions and Recommendations

The care rendered by staff nurses is consistent with that of the head nurses which means validation of their performance. Enhancement program is given through

trainings and seminars based on the research findings: effectiveness and efficiency of the rendering care of staff nurses in terms of Evaluation of Care, accessibility to the community of the government hospitals through the rendering care of younger staff nurses in terms of Access, and staff nurses' comprehensive assessment of every patient to enable the planning and delivery of patient care since head nurses perceived it as high care in terms of Assessment. It is recommended that the questionnaire should be tested and analyzed in the field of public health nursing. There should be a meticulous sampling technique and more samples to produce more credible results. Since the hospitals have inadequate number of staff nurses, it is further suggested that the study must be applied to all government hospitals in Quezon province.

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