

Planning Strategies Of Nurse Administrators And Quality Healthcare Service Delivery In The Bangsamoro Autonomous Region In Muslim Mindanao

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Abstract

The study determined the planning strategies of nurse administrators in the public hospitals in the Bangsamoro Autonomous Region in Muslim Mindanao using mixed method of research that combines survey and interview in data gathering. The respondents of the study were the 142 head nurses and nurse administrators who were working at Cotabato Regional and Medical Center, Cotabato Sanitarium Hospital and Maguindanao Provincial Hospital for calendar year 2023. The result of the study revealed that the extent of effectiveness of planning strategies of nurse administrators in terms of forecasting, budgeting risk management and tracking and monitoring were all highly extensive. The extent of quality delivery of healthcare services of public hospitals in terms of patient care and safety and resource allocation were both extensive but the manpower competency was highly extensive. The common challenges revealed that the main problem is the budgeting abilities specially if the allocated budget is not sufficient. Also lack of sufficient resources to provide quality care to patients. The study concludes that the nurse administrators of hospitals in the BARMM has manifested good planning strategies in forecasting, budgeting, risk management and monitoring. However, despite of their skills in planning still there were challenges in attaining quality health care service delivery. The lack of sufficient material resource due to inadequate equipment and supplies often hindered effective nursing care to patient that affected planning of administrators.

Keywords— *Planning Strategies, Nurse Administrators, Quality Health Care*

Introduction

The nurse administrators have a multifaceted role in translating organizational strategic vision, values, and objectives into action. They do not only provide administrative and clinical leadership but have 24-h responsibility for patient, material and human resources. The emergence of COVID 19 had contributed more to the challenges these administrators faces nowadays (Ofei, et al, 2020).

Philippines, as one of the developing countries in Southeast Asia is currently facing lot of issues in nursing administration aspect. The constraint in manpower, resources and the emergence of novel COVID 19 pandemic caught many of them off balance in planning how to cope with the situation with meager resources. It is interesting to evaluate the extent the planning strategies of nurse administrators in the country in mitigating such challenges (Bautista, et al, 2020).

In the Bangsamoro Region, nurse administrators also face vast challenges in ensuring quality service be delivered to the people. The shift in government system added with the emergence of COVID 19 pandemic demands specialized planning strategies to be able manage the different department they handle despite of insufficient resources and knowledge on the new normal setting (Latiph, 2020).

This study aims to identify planning strategies in organizational issues related to quality service delivery for work purposes and examine whether such issues influence health service delivery. There is also scantiness of literature on planning strategies for nurse administrators that can help in the effective and efficient discharge of their roles.

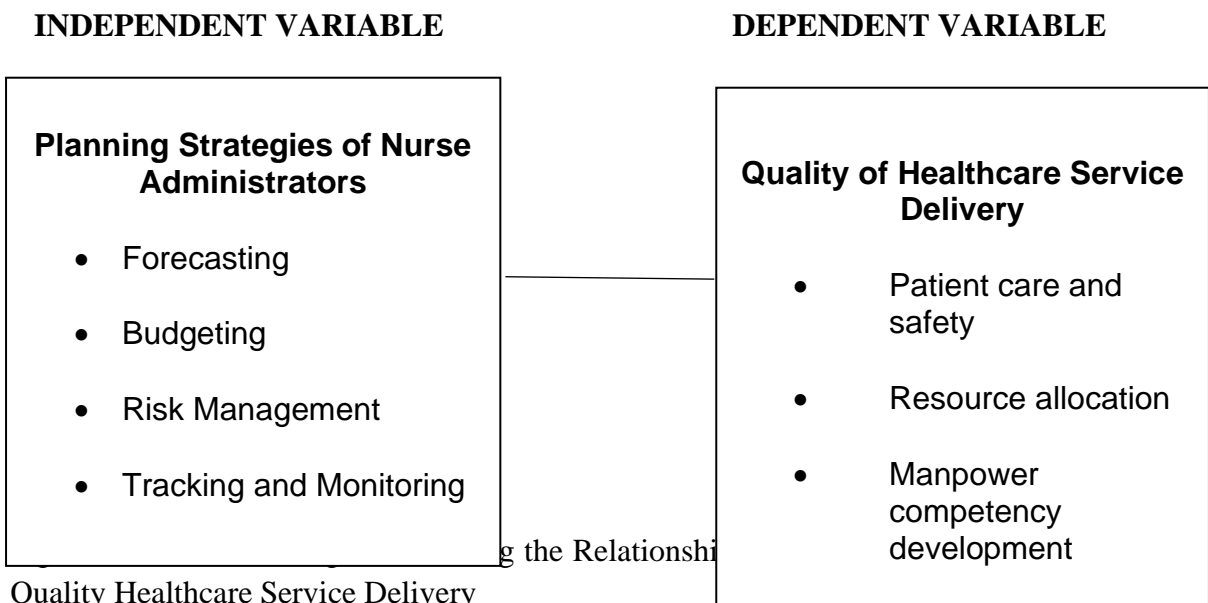
Research Objectives

This study aimed to describe the planning strategies of nurse administrators in the public hospitals in the Bangsamoro Autonomous Region in Muslim Mindanao.

Specifically, the study sought to answer the following specific questions:

1. Determine the planning strategies of nurse administrators in the attainment of quality health care services.
2. Describe the delivery of healthcare services among public hospitals.
3. Identify the challenges encountered in the planning strategies that affected the quality healthcare delivery of the nurse administrators.

Framework of the Study



Methodology

Research Design

The study utilized the mixed research design. This type of research is appropriate in conducting a deeper investigation on describing a phenomena using survey and interview in describing and interpretation of the research findings (Polit, 2015). The quantitative aspect described nurse administrators planning strategies and quality health care service delivery in

public hospitals. The qualitative aspect described the challenges encountered by the respondents as support to the findings of the study.

Locale of the Study

The study was conducted in the Bangsamoro Autonomous Region in Muslim Mindanao specifically in public hospitals namely: Cotabato Regional and Medical Center and Cotabato Sanitarium Hospital, Maguindanao Provincial Hospital.

Respondents of the Study

The respondents of the study were the selected 142 individuals composed of Nurse administrators and Head nurses for calendar year 2022-2023 from the identified public hospitals.

Sampling Technique

The researcher used the stratified random sampling technique which belong to probability sampling method. This was done by selecting respondents from strata which are the public hospitals where the Nurse Administrators were be selected. Then using Raosoft calculator, the sample size was determined and they were selected randomly from the population.

Research Instrument

The researcher made use of a researcher - made survey questionnaire as an instrument.

Results and Discussion

Table 1 Mean Value of the Extent of Effectiveness of Planning Strategies of Nurse Administrators

n=142

Item	Mean	Interpretation
1. Forecasting	3.81	Highly Extensive
2. Budgeting	3.52	
3. Risk Management	3.82	Highly Extensive
4. Tracking and Monitoring	3.84	Highly Extensive
		Highly Extensive
OVERALL MEAN	3.75	Highly Extensive

Item	Mean	Interpretation
Range of Means		
3.50-4.00	Highly Extensive	
2.50-3.49	Extensive	
1.50-2.49	Less Extensive	
1.00-1.49	Least Extensive	

Table 1 presents the extent of effectiveness of planning strategies of nurse administrators in terms of forecasting, budgeting, risk management and tracking and monitoring that got an overall mean of 3.75 interpreted as highly extensive. This implies that there is an effective planning strategy implemented by the administrators.

This agrees with Peng, et al (2022) planning strategies of Nurse Administrators are important in the operation of the department. The ability to predict and develop strategies to manage risk and evaluate outcome can be a good source of planning programs.

Table 1 Mean Value of the Extent of Quality Delivery of Healthcare Services of Public Hospitals

n=142

Item	Mean	Interpretation
1. Patient care and safety	3.84	Highly Extensive
2. Resource allocation	2.82	
3. Manpower competency	3.87	Extensive Highly Extensive
OVERALL MEAN	3.51	Highly Extensive

Item	Mean	Interpretation
Range of Means		
3.50-4.00	Highly Extensive	
2.50-3.49	Extensive	
1.50-2.49	Less Extensive	
1.00-1.49	Least Extensive	

Table 2 presents the extent of extent of quality delivery of healthcare services of public hospitals that got an overall mean of 3.51 interpreted as highly extensive. This means that the hospitals are satisfactorily providing services to the public. Although the resource allocation got a lower rating still it means the resources are sustained.

Karaca & Durna (2019) concluded that adequate and sufficient nurses in a hospital means more hands to perform nursing care. This is a vital component of quality service delivery. Hospitals nowadays offers good package to attract more nurses in their hospital.

Challenges Encountered

The interview conducted resulted to formulation of themes as basis for the problems identified. The common answers revealed that the main problem is the budgeting abilities especially if the allocated budget is not sufficient. Also lack of sufficient resources to provide quality care to patients.

Conclusion

The study concludes that the nurse administrators of hospitals in the BARMM has manifested good planning strategies in forecasting, budgeting, risk management and monitoring. However, despite of their skills in planning still there were challenges in attaining quality health care service delivery. The lack of sufficient material resource due to inadequate equipment and supplies often hindered effective nursing care to patient. The bulk of patient also affects the provision of care accompanied by limited resources. The planning strategies had helped improved the human resource availability and capacity. This is vital in service delivery quality assurance.

Recommendations

The Department of Health must develop effective planning strategy programs for nurse administrators. This can sustain their ability to plan, forecast, monitor and even identify possible risk in quality nursing service delivery.

The Hospital Administrators must increase budget allocations to upgrade the resources of nursing service like technology infusion. This can make the nursing service more competitive and satisfactory.

To the National Government must increase budget allocation to public hospitals to provide adequate equipment based on the needs of the patient. This can help planning strategies of nurse administrators more responsive to the need of patients.

The nurses must share their ideas in planning to be able to augment the needs of the patient during poor resource availability.

The nurse administrators must join in planning strategy development to harness their skills in planning despite of limited resources and any unexpected situations to occur.

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