

# Compliance with Health Care Quality Standards in Government Accredited Hospitals in the Province of Albay

RYAN S. ALTAVANO<sup>1</sup>, JEYMAR B. BETIZ<sup>1</sup>

<sup>1</sup>Bicol College, Daraga Albay, Philippines

ORCID Ryan S. Altavano: <https://orcid.org/0009-0008-3538-4581>,

Jeymar B. Betiz: <http://orcid.org/0000-0003-0178-5914>

*Corresponding Author: [ryanaltavano86@yahoo.com](mailto:ryanaltavano86@yahoo.com)*

Originality: 100%

Grammarly: 98%

Plagiarism: 0%

## ABSTRACT

### *Article history:*

Received: 1 Mar 2023

Revised: 4 Sept 2023

Accepted: 5 Oct 2023

Published: 30 Oct 2023

**Keywords** — Social Science, Compliance, Health Care Quality Standard, Government Accredited Hospitals, mixed-methods, Philippines

Global health systems operate within ever-evolving local and global environments, influenced by various factors, including economic shifts, demographic dynamics, and technological advancements, among other variables. A study was conducted to determine the Health Care Quality Standards among the government-accredited hospitals in the province of Albay. Specifically, it identified the status of Health Care Quality Standards in the Province of Albay along with Policies and Procedures, Services, Human Resources, Budget, and Logistical Resources. It determines the Health Care Quality Standards among the government-accredited hospitals in the province

of Albay regarding Patient Care Management, Human Resource Management, Information Management, and Safe Practice and Environment. The quantitative



© R. Altavano and J. Betiz (2023). Open Access. This article published by JPAIR Multidisciplinary Research is licensed under a Creative Commons Attribution-Noncommercial 4.0 International (CC BY-NC 4.0). You are free to share (copy and redistribute the material in any medium or format) and adapt (remix, transform, and build upon the material). Under the following terms, you must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. You may not use the material for commercial purposes. To view a copy of this license, visit: <https://creativecommons.org/licenses/by-nc/4.0/>

method was used to gather responses from respondents. The respondents of the study are personnel from the top and middle management and selected patients in the three hospitals. Hence, the study revealed that the Health Care Quality Standards among the government-accredited hospitals in the province of Albay are complied with based on the requirements set forth by the hospitals among the four components. Thus, it ensures that health services are responsive to the needs of targeted individuals and communities and encourages the role of communities as co-producers of health. The study recommends a sustainable healthcare management framework to strengthen and sustain comprehensive healthcare services, thus improving the community's quality of life.

## INTRODUCTION

In compiling the 2023 Best Countries rankings by U.S. News, a well-established public health system is identified as one of nine elements contributing to the quality-of-life sub-ranking. This broader evaluation involves surveying over 17,000 individuals globally, who assess 87 countries based on 73 distinct attributes. Countries deemed to possess robust public health systems are often associated with shared characteristics such as universal healthcare coverage, increased life expectancy, and significant social expenditure, as perceived by respondents (Johnson, 2023). Likewise, the ASEAN Economic Community Blueprint 2025 prioritizes healthcare among key sectors, aiming for a robust industry with improved facilities and services for affordable, high-quality healthcare in the region. The EU-ASEAN Business Council backs these goals, advocating collaboration with ASEAN bodies and governments while recognizing the imperative for substantial enhancements in healthcare provision. Effective cooperation between governments, regulators, industry, and the private sector is crucial for implementing comprehensive solutions and improving healthcare access across the ASEAN region.

Hospitals play a vital role in providing healthcare services and consume a significant portion of resources within the health system, emphasizing the importance of strategic management. Effective management necessitates adopting innovative approaches and training skilled managers to optimize hospital operations (Bastani et al., 2021). Meanwhile, health systems operate within dynamic environments influenced by economic, demographic, and technological factors. Recent reforms in Israel's public health services have led to substantial changes in the health system, including increased competition, driven by the need to reduce per capita expenditures amid growing demand and increased awareness of health issues (Naamati Schneider, 2020).

Meanwhile, the healthcare system in the Philippines is a blend of public and private healthcare. Public healthcare is predominantly financed by government funds derived from taxes and subsidies, while the private sector primarily depends on out-of-pocket payments or private insurance. The public healthcare system extends essential services to the general populace, either free of charge or at a reduced cost. These services are accessible at diverse facilities, including community health centers, district hospitals, and regional hospitals (Jacobs, 2023).

In the Bicol region, the Bicol Regional Hospital and Medical Center, through Republic Act No. 9485, recognizes the need to observe high professionalism and integrity during working hours to maintain and improve its services to the general public. Aside from the aforementioned law, this charter is bound to several other legalities ensuring honest and untarnished delivery of services to patients. Moreover, this institution believes that its clients are the fuels that keep its engine running and that its existence won't make any sense without them. BRHMC intends to provide and deliver high-quality services that are accessible, timely, efficient, appropriate, and non-discriminatory, with its vision of providing excellent quality healthcare services and training for all with an efficient health system delivery network.

The study primarily focused on healthcare quality standards among the government-accredited hospitals in the province of Albay. It described the status of Health Care Quality Standards in the Province of Albay along with Policies and Procedures, Services, Human Resources, Budget, and Logistical Resources. It also determined the Health Care Quality Standards among the government-accredited hospitals in the province of Albay regarding Patient Care Management, Human Resource Management, Information Management, and Safe Practice and Environment. Likewise, a Health Care Management framework was proposed to enhance the Health Care Quality Standards.

Though the hospital building being used right now can accommodate more patients, its accommodation sometimes proves to be a big problem due to financial constraints. Every day, an increasing number of patients seek medical care, but financial constraints are the main issue. An increase in the number of patients also means an increase in medical supplies, meds, equipment, and, most importantly, additional medical workers and staff. Since both manpower and supplies seem to be the foreseen problem, the quality of health care cannot be guaranteed, and they will just resort to referrals, which will be a big loss in the hospital's income. Thus, healthcare management and services were affected. This is the gap that the researcher wants to be bridged. After addressing healthcare service issues, positive outcomes will be observed, including enhanced

accessibility, better patient outcomes, increased system efficiency, and improved coordination among healthcare providers. These improvements contributed to a healthier population and had societal and economic benefits. A study detailing these changes will benefit stakeholders like hospitals, the Department of Health, medical practitioners, external, internal, and researchers, providing valuable insights for decision-making and future healthcare initiatives.

## FRAMEWORK

This study is anchored on system theory by Ludwig von Bertalanffy (1968) and Heylighen and Joslyn (1992). The systems theory posits that organizations consist of multiple subsystems that may not have direct connections yet collaborate to constitute the entire entity. This theory is valuable in comprehending organizational behavior, change, and development. By embracing a systems perspective, one gains insight into the interrelationships among different components within the organization and their intricate interactions. In the context of healthcare quality standards, Bertalanffy's System Theory highlights the importance of understanding how different elements within the healthcare system interact and influence one another. It emphasizes the need for a comprehensive approach to quality improvement that considers the entire system rather than focusing solely on individual components. By applying System Theory principles, healthcare organizations can develop more effective quality standards that address specific processes or outcomes and the system's underlying structures and dynamics. This may involve implementing strategies to enhance stakeholder communication and collaboration, optimizing resource allocation, and continuously monitoring and adapting to environmental changes.

Further, this theory was supported by the Evaluation Theory by Smith and Scriven (Mertens & Wilson, 2012). According to Smith, evaluation theory is that characteristic that replicates our rationale about how and why we are involved in evaluation. Its purpose is evaluation validation, accountability, monitoring, improvement, and development. Theories deliver direction in defining the purposes for evaluations and describing what we study as acceptable proof for making conclusions in an evaluation. Scriven (1996) says that a good evaluation theory should deliver demarcation criteria among evaluation and other types of surveys such as forecasts or data analysis. In healthcare quality standards, this involves establishing clear benchmarks for quality indicators and measuring performance against these benchmarks. Further, this may involve utilizing a combination of quantitative metrics, such as patient outcomes and process

measures, as well as qualitative feedback from stakeholders, such as healthcare providers and patients.

## **OBJECTIVES OF THE STUDY**

This study determined the compliance of the health care quality standards in government-accredited hospitals in the province of Albay. It identified the status of Health Care Quality Standards in the Province of Albay along with Policies and Procedures, Services, Human Resources, Budget, and Logistical Resources. It also determined the Health Care Quality Standards among the government-accredited hospitals in the province of Albay regarding Patient Care Management, Human Resource Management, Information Management, and Safe Practice and Environment covering the period from 2020-2022.

## **METHODOLOGY**

### **Research Design**

This study is a descriptive quantitative research. The quantitative method was used to gather respondents' responses regarding the perceived compliance with the healthcare quality standards. This approach enables researchers to quantify the performance of hospitals to quality standards. Using numerical data, such as compliance rates on quality metrics, researchers assessed how standards are met and measured variations across different settings or populations. Further, this identifies disparities in the outcomes of healthcare quality standards among hospitals in Albay. This information is valuable for targeting interventions and resources to address inequities and improve the overall quality of care.

### **Research Site**

This study was conducted in Albay province, specifically in Tabaco City, Ligao City, and Rapu-Rapu, Albay, with government-accredited hospitals. These hospitals are the Dr. Lorenzo P. Ziga Memorial District Hospital, wherein the existing hospital facilities and professional health care services of the Dr. Lorenzo P. Ziga Memorial District Hospital are enhancements and augmentations made to align with and be proportional to the expanded bed capacity. There will be a corresponding increase in medical personnel to accommodate this expansion. Moreover, the Josefina Belonte Duran Albay Provincial Hospital is located in Purok 2 Tuburan, Ligao City, owned by the provincial government of Albay, provides various medical and general services. The hospital holds a license to operate approved by the Secretary of Health and a certificate of accreditation

granted by the Philippine Health Insurance Corporation.

### **Respondents**

The respondents from government-accredited hospitals were the top and middle management personnel. Further, other respondents were the patients. A total of 67 respondents from the Top and Middle management using the Total Enumeration and 281 among the 4,500 patients as respondents using Slovin's formula to calculate the sample size ( $n$ ) given the population size ( $N$ ) and a margin of error ( $e$ ). The respondents were chosen based on their knowledge of the problem and availability.

### **Instrumentation**

To answer the objectives of the study, the survey questionnaire primarily indicates the health care quality standards along with Patient Care Management, Human Resource Management, Information Management, Safe Practice, and Environment. The questionnaires enabled the researcher to gather the data applicable to the respondents. To ensure that the instrument will produce the themes, the items included in the questionnaire were subjected to validation by personnel from the level 1 government-owned hospital for face and content validation. Face and content validity are questionnaire measurement techniques used to judge and quantify measurements that appear acceptable to the general public and highly qualified experts. The study used a Likert-type survey questionnaire that gave the respondents four (4) choices of answers on the healthcare quality standards. Likewise, this study used Kendall's (1955) rank correlation coefficient to show significant agreement on the rank of healthcare quality standards. The correlation coefficient assesses the extent of similarity between two sets of rankings assigned to the same set of objects. This coefficient relies on the count of inversions, representing pairs of objects, required to convert one rank order into another.

### **Sampling Technique**

In order to select the respondents, this study used purposive and simple random sampling. Purposive sampling represents a group of different non-probability sampling techniques. Also known as selective or subjective sampling, purposive sampling relies on the findings of the researcher when it comes to selecting the units to be studied. The main goal of purposive sampling is to address the research questions effectively; the focus will be on specific characteristics of the population that are of particular interest, as they will provide the most relevant information.

## **Data Analysis**

This study used the documentary analysis to answer the objective number 1. The review checks a document to ensure it is ready to be used or published. This usually involves reading the document, checking the sources, and ensuring that data points are accurate. Moreover, the researcher used a questionnaire to gather the data for a reliable response. Further, the statistical tool used in this study is the weighted mean. This will be the method by which the number of respondents, responses, and occurrences of the subject will be determined.

## **Research Ethics Protocol**

To ensure ethical standards in this study, participation is entirely voluntary, and participants have been provided with a consent letter to engage with the questionnaire freely. Moreover, respondent anonymity has been upheld. Ensuring the dignity of participants through careful phrasing in the questions was a top priority in this research. Ultimately, the researcher is dedicated to upholding the study's independence and impartiality in presenting all the gathered data.

## **RESULTS AND DISCUSSION**

This part of the study presents the analysis and interpretation of the data gathered on healthcare management in the province of Albay. They were analyzed and interpreted in the light of the insights from reading and statistical outputs for the relationship.

### **Status of Health Care Management in the Province of Albay.**

Healthcare management, commonly known as healthcare administration, involves overseeing, managing, or administering healthcare systems, public health systems, hospitals, complete hospital networks, or other medical facilities. The responsibilities of professionals in this role encompass ensuring the smooth operation of individual departments, recruiting qualified personnel, facilitating effective communication across the organization, achieving specific outcomes, and ensuring efficient use of resources, among various other duties. In this study, the status of the Health Care Management in the Province of Albay describes the policies and procedures, services provided by the hospitals, human resources, budget, and logistical resources.

**Policies and Procedures.** These general guidelines outline the organization's plan for tackling an issue. Policies communicate the connection

between the organization's vision, values, and day-to-day operations (Case IQ, n.d.). This study focuses on the healthcare policies and procedures performed by government-accredited hospitals in the province of Albay. The policies and procedures include the policy on patient support management, composed of admitting and information; medical records and social services; general services, including programs and services; maintenance and engineering; housekeeping; linen and laundry; security services; and ambulance services. It also includes the ancillary services in pharmacy, standard policies, and procedures in clinical laboratories, blood stations, and imaging/radiology (x-ray/ultrasound).

**Services.** Hospital services are the collective activities of all departments and hospital personnel, which results in satisfactory patient care. Likewise, it encompasses medical and surgical services and the associated laboratories, equipment, and personnel; this term pertains to the medical and surgical mission carried out by a hospital or hospital system. Based on the documents gathered, the services provided by the three hospitals were in-patient services, outpatient services, ancillary services, laboratory services, radiological services (x-ray), dietary services, pharmacy services, admin and finance section, internal administration, patient support, general services, and ancillary services.

Bastani et al. (2021) stress the pivotal role of hospitals in providing health services and their considerable influence on public health. They highlight the importance of adept resource management for ensuring the efficiency and effectiveness of hospitals. In a related view, Manzoor et al. (2019) assert that optimal healthcare service delivery is crucial for differentiating a hospital, enhancing efficiency, and achieving a competitive advantage. They argue that the gap between customer perceptions and expectations in healthcare services shapes service quality.

**Human Resource.** Human resource is the total supply or personnel available or engaged for a specific job or task and an appointment of responsibility and authority among the organization's members. In this study, it is the personnel of the government-accredited hospitals in the province of Albay. Based on the data provided by the three government-accredited hospitals in the province of Albay, personnel are designated to deliver basic healthcare services based on medical and allied medical positions. The data reveals 200 positions in JBDAPH, 115 in DLPZMDH, and 14 in RRDH, which can be very limited.

Since the hospital is an agency of the Provincial Government of Albay, it is managed by a Chief of Hospital under the supervision of the Provincial Health Officer under the authority of the Governor. The Chief of the Hospital



is supported by Medical Officer III, who acts as an Officer-In-Charge in his absence. The Medical Officer III, Chief Nurse, and Administrative Officer II comprise the Middle Management. Though their main function involves direct supervision of their respective staff, they may also participate in policy making. The Quality Assurance Program, Therapeutic and Infection Control Program were organized to provide quality health services.

Mogakwe et al. (2020) suggest recommendations for Ekurhuleni's primary healthcare (PHC) clinics to align with National Health Insurance (NHI) goals, focusing on allocating adequate human resources, ensuring ample medical supplies, and augmenting budgets. Bastani et al. (2021) emphasize that hospital issues often result from a lack of capable managers, which is essential for optimizing facilities, ensuring staff and client satisfaction, and delivering efficient and effective services.

**Budget.** It is an estimation of revenue and expenses over a specified timeframe. These funds are allocated to defray the administrative and operational activities in compliance with the Health Care Quality Standard. The budget is a detailed management plan communicating an organization's financial expectations regarding income and expenses. It plays a crucial role in comparing projected expectations to actual results, assisting decision-makers in evaluating performance and forecasting future outcomes. By delineating the acquisition and utilization of resources over a specific period, the budget facilitates future activity projection, ensuring alignment with organizational objectives. Moreover, it aids in planning, controlling, and securing resources appropriately to achieve set objectives, making it a pivotal tool in organizational planning and management.

Based on the data gathered from the Budget Office of the Albay provincial government, a budget is allocated for the health care services in the three hospitals. The budget is allocated to the Hospital and Health Care Program, Special Account, Current Operating Expenditures, Maintenance and Other Operating Expenses, and Capital Outlay. Specifically, the budget was allocated to Current Operating Expenditures for personal services like salaries and wages, Personal Economic Relief Allowances (PERA), Representation Allowance, Transportation Allowance, Clothing/Uniform Allowance, and other object expenditures for personal services.

**Logistical Resources.** It is generally the detailed organization and implementation of a complex operation. Operationally, this is the supply of facilities and equipment in government-accredited hospitals in the province of Albay.

Based on the results, there is long-term planning as evidenced by a project proposal to upgrade the hospital to a 50-bed capacity and as a Primary Hospital, thereby improving its service capabilities and upgrading its equipment and facilities. The hospital conducts an annual procurement plan. Likewise, facility or logistical management is vital in the administration and operation of these hospitals. Facility management serves as a tool for individuals or facility managers tasked with ensuring the seamless functioning of people and building facilities, fostering a harmonious working environment. Facilities management emphasizes cleanliness, cost-effectiveness, employee safety, enhanced productivity, and customer satisfaction.

Martinez and Williams (2019) investigate the decision-making processes for budget allocation in public hospitals, shedding light on resource allocation strategies and how they address the diverse needs of patient populations. Concurrently, Anderson and Lee (2020) use a quantitative approach to assess how budget constraints impact hospital services, offering valuable empirical evidence on the trade-offs and challenges in budget allocation. Both studies contribute to discussions on the financial sustainability of healthcare systems.

**Compliance with Health Care Quality Standards among the government hospitals in the province of Albay.** The Compliance on Health Care Quality Standards among the government hospitals in the province of Albay describes patient care management, human resource management, information management, and a safe care environment.

**Patient Care Management.** Patient care encompasses preventing, treating, and managing illnesses and preserving physical and mental well-being. This involves services provided by healthcare professionals. This addresses the patient's clinical, social, emotional, and religious needs. Based on the results of the data, the discharge plan is a component of the patient's care plan. It is recorded in the patient's chart that it has the highest weighted mean of 3.69 or highly complied, which was followed by the indicator that each patient's physical, psychological, and social status is assessed with a weighted mean of 3.05 or highly complied. On the other hand, the care plan addresses the patient's relevant clinical, social, emotional, and religious needs and has the lowest weighted mean of 2.22, or moderate compliance. Overall, compliance with Health Care Quality Standards among the government hospitals in the province of Albay and patient care management have an average weighted mean of 2.96 or complied as perceived by the top and middle management and patient respondents.

This implies that in compliance with these three hospitals' healthcare quality standards, it gave quality patient care, which affects health outcomes.

It contributes to a more positive patient recovery experience and improves the patient's physical and mental quality of life. Patient care management has a variety of positive effects beyond health outcomes. Enhanced communication and compassion contribute to a heightened level of trust between patients and healthcare professionals, leading to overall increased satisfaction levels. Providing patients with more information and showing respect also boosts the likelihood of their adherence to treatment recommendations.

It further implies that quality of patient care and safety are the top priorities of health workers in hospital management. The management in health care has a legal and moral responsibility for hospitals to guarantee a high standard of patient care and actively work towards its improvement. The decisions and actions undertaken by the hospital are instrumental in fulfilling this obligation. Management has a direct effect on patient care. Management can be found forming goals and strategies, monitoring quality, reviewing performances, and developing organizational culture; whether it involves selecting and integrating new technology or overseeing daily operations, management plays a crucial role. Regardless of the specific task, the time and effort invested by management directly impact on the quality and safety of processes, performance, and, ultimately, patient outcomes. Patient care is the hospital management's primary focus. A healthcare system's profitability and success directly correlate with better patient outcomes. The foundation for enhanced outcomes lies in the quality of medical procedures. For sustained positive patient outcomes, the patient needs to have a well-defined and attainable health goal, a clear plan to pursue that goal, and an accessible structure that supports their progress.

Njoku (2019) aimed to explore hospital administrators' experiences in utilizing strategies to enhance patient services, with potential implications for positive social change through information sharing among stakeholders. Additionally, research by Shabbir et al. and Asif et al. in Manzoor et al. (2019) revealed a significant association between patient satisfaction and healthcare service quality. The studies emphasized the importance of investigating the alignment between expected and perceived health services in determining patient satisfaction.

**Human Resource Management.** This is the strategic approach to nurturing and supporting employees and ensuring a positive workplace environment (DOH, 2021). This is the appropriate staff numbers and skill mix available to achieve desired patient and organizational outcomes. Based on the results of the study, establishing the lines of communication at all levels to better supervise personnel has the highest weighted mean of 3.85 of highly complied,

which was followed by having proper management of human resources in the recruitment and maintenance of clinical and non-clinical staff, promoting staff morale, providing opportunities for specialized development, and in the capability of a health care organization to provide quality health care services and progress patient health outcomes with a weighted mean of 2.97 or complied. On the other hand, creating proper scheduling, safety, and education programs sensitive to the unique situations of medical professionals, supporting practitioners in their current roles, and preparing them for long-term professional growth have the lowest weighted mean of 2.21 or moderate compliance. Overall, the Compliance with Health Care Quality Standards among the government hospitals in the province of Albay and human resource management have an average weighted mean of 2.95 or complied as perceived by the top and middle management and patient respondents.

This implies that the personnel of these hospitals shall have regular training programs to enhance the capabilities and skills of the hospital staff so that they can perform their duties and responsibilities and provide efficient healthcare services. This is to pursue professional advancement to be updated on the current issues and health thrusts continuously and to keep abreast of their profession's methods, abilities, and techniques as health workers. In addition, this is also to encourage their professional growth. The effectiveness of the training program depends on management commitment, motivational factors, adequate initial job training, good communications, and, ultimately, the organization's goals and objectives.

This is to ensure the conduct of personnel; thus, due respect should be given to patients/relatives, and the interest of the hospital clientele should be prioritized. Confidentiality of patient's records must be exercised unless consent is given by the patient or his/her authorized representative, and personnel must be service-oriented. Moreover, it implies that effective communication is needed to establish the lines of communication. Effective communication in healthcare is crucial, potentially impacting life-or-death situations. Health administrators and healthcare professionals can benefit from understanding communication types, barriers, and evidence-based strategies for improved communication. Overcoming barriers, healthcare management recognizes the significance of listening, acknowledging that effective communication begins with understanding and valuing each other's perspectives. This recognition is vital in harnessing medical professionals' collective knowledge and expertise within healthcare organizations.

Szabo et al. (2020) explore the aspects of health worker demography and examine the application of demographic tools and techniques in analyzing the health labor market.

**Information Management.** This infrastructure collects, manages, preserves, stores, and delivers information. This involves collecting and aggregating data for patient care, management of services, education, and research. Likewise, Health information management involves acquiring, analyzing, and safeguarding digital and traditional medical information crucial for delivering high-quality patient care. This field represents a fusion of business, science, and information technology.

Based on the results of the study, the organization defines data sets, data generation, collection, aggregation methods, and the qualified staff involved in each stage. There are procedures to protect records and patient charts against loss, destruction, tampering, and unauthorized access or use, with the highest weighted mean of 3.82 or highly complied. This was followed by policies and procedures on filing and retrieving charts with a weighted mean of 3.77, which also highly complied.

On the other hand, using a healthcare information management system facilitates streamlined access to patient information, ultimately enabling healthcare providers to deliver improved healthcare services, having the lowest weight of 2.11 or moderately complied. Overall, Compliance with Health Care Quality Standards among the government-accredited hospitals in the province of Albay, along with information management, has an average weighted mean of 3.35 or complies as perceived by the top and middle management and patient respondents.

This implies that information management in these hospitals helps improve the quality of patient care and shapes the entire internal management process through information management and technological advancement. Moreover, an information management system in health care creates a more efficient flow of information between patients and management, ultimately leading to increased productivity and efficiency. It implies further that, with the rapid adoption of digital health systems, the role of health information management leaders should not be undervalued. Embracing health IT solutions with strong information management practices can aid healthcare reform efforts.

Information management ensures data quality, especially accuracy, accessibility, comprehensiveness, and consistency. This is about Health Information Management (HIM), which involves acquiring, analyzing, and safeguarding digital and traditional medical information essential for delivering quality patient care. Health Information Management is essential for healthcare providers to ensure patient information privacy and security.

Health Information Management (HIM) encompasses medical coding,

billing, Compliance with regulations, and managing requests for personal health information. It offers various benefits, including increased efficiency and optimized access to healthcare information systems, particularly in revenue cycle management. Standardizing and efficiently handling tasks related to Personal Health Information (PHI) requires managerial dedication, especially in larger organizations. This is relevant to Jamal et al.'s (2009) study on the impact of Health Information Technology (HIT) on healthcare quality, specifically focusing on clinicians' adherence to evidence-based guidelines and its impact on patient outcomes.

Janakiraman et al. (2022) and Kumar and Mallipeddi (2022) explore the impact of Health Information Exchanges (HIEs) in emergency departments (EDs) on the quality and efficiency of medical care. The study also investigates whether the breadth of patient health information and physicians' experience with HIEs moderate these effects, utilizing unique panel data tracking HIE access by physicians in participating hospitals. On a related note, Abed (2020) highlights the increasing use of information technology in healthcare, particularly in documentation, coding, billing, and management. He emphasizes the need for clear expressions of sustainability plans, including upfront identification of capital investments, costs, ICT, capacity, and infrastructure requirements.

**Safe Practice and Environment.** This is the practice of policies and procedures that ensure that a surrounding environment, including work areas, laboratories, or facilities, is free of dangers that could cause harm to a person working in those areas (DOH, 2021). This study aims to provide a safe, functional, and effective environment of care.

Based on the results of the study, the organization uses a coordinated system-wide approach to reduce the risks of healthcare-associated infections has the highest weighted mean of 3.83 or highly complied, which was followed by the organization reporting information about infections to personnel and public health agencies with a weighted mean of 3.82 also highly complied. On the other hand, the organization strategizes to establish a secure and efficient care environment in alignment with its mission and services and comply with relevant laws and regulations, with the lowest weighted mean of 2.92 or complied. Overall, the Compliance with Health Care Quality Standards among the government hospitals in the province of Albay, along with safe practice and environment, has an average weighted mean of 3.65 or highly complied as perceived by the top and middle management and patient respondents. This implies that safe practice and environment are essential to protect patients and personnel. Primarily, patient safety is a fundamental discipline that involves every aspect of a comprehensive

healthcare system.

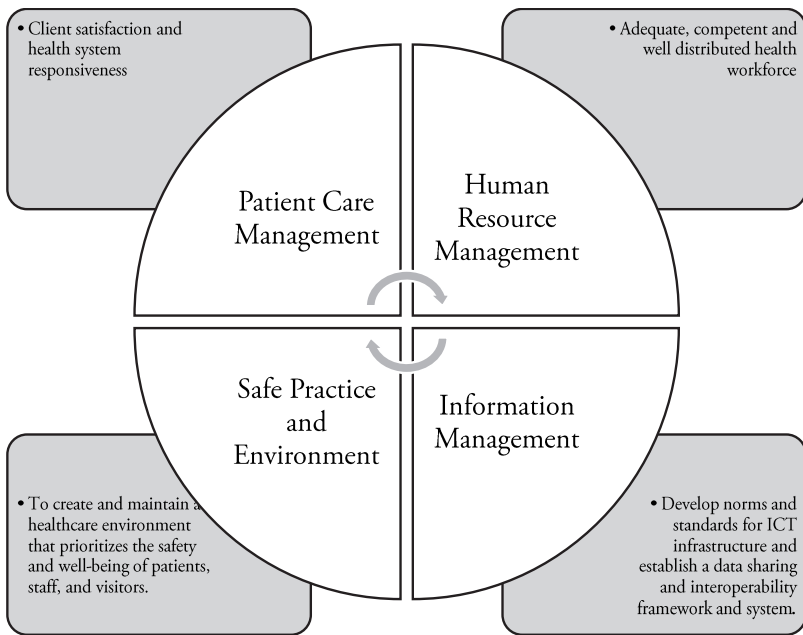
Maintaining a safe environment reflects a level of care and awareness for patient welfare that is as significant as any other phase of proficient health care. This further implies that the three hospitals have a safe environment for patients. In particular, ensure awareness, adhere to health and safety legislation, maintain hygienic conditions for the environment and equipment, ensure proper maintenance of utilized equipment, follow regulations regarding hazardous substances, and dispose of controlled, clinical, and offensive materials appropriately and minimize the risk of infection by following appropriate infection controls, including hand hygiene.

According to Saleh (2017), as intricate environments, hospitals involve various elements like patients, staff, equipment, services, and information. Ensuring a safe environment is crucial for competent healthcare and patient safety. Clinical engineers contribute significantly to maintaining hospital safety. Internal factors like waste management, noise, and infection control, and external factors such as water sources and treatment and sewage disposal collectively impact the hospital environment.

A safe hospital environment is considered an environment in which the comfort and safety of patients and medical staff of a health facility are provided. Such an environment is created by events of a certain nature, infection safety mode, ensuring patient hygiene, compliance by health workers with personal hygiene requirements, and therapeutic and protective regimes of the medical facility (Astron, 2021).

Furthermore, a safe and healthy healthcare environment is essential for the well-being of patients, staff, and visitors. It can prevent infections, injuries, errors, and stress and improve the quality and efficiency of care. However, maintaining a safe and healthy healthcare environment is not always easy, especially in times of crisis, change, or uncertainty. Based on the latest healthcare management best practices, here are some of the best ways to achieve this goal (LinkedIn, 2023).

**Proposed Health Care Management Framework.** Effective management and its functions within a hospital are crucial for enhancing the quality of healthcare services, with management or administrators needing numerous capabilities to accomplish these functions efficiently and effectively. Today, more attention must be paid to professional hospital managers and administrators, especially those educated in Health Care Management.



**Figure 1. Health Care Management Framework**

Patient Care Management focuses on ensuring that patients receive high-quality care that meets their needs and preferences, ultimately leading to satisfaction with the healthcare services and responsiveness of the health system. This component emphasizes the importance of promptly addressing patients' concerns, facilitating timely access to care, fostering effective communication between healthcare providers and patients, and tailoring services to individual needs. By prioritizing client satisfaction and responsiveness, healthcare facilities can enhance patient experience, build trust, and improve health outcomes.

Human Resource Management, plays a critical role in ensuring that healthcare facilities have an adequate, competent, and well-distributed workforce. This involves recruiting, training, and retaining qualified healthcare professionals and ensuring equitable distribution of personnel across different regions and healthcare settings. By maintaining a competent and well-distributed workforce, healthcare organizations can deliver high-quality care, meet the diverse needs of their patient population, and contribute to positive health outcomes for individuals and communities.



The Safe Practice and Environment aims to create and maintain a healthcare environment that prioritizes the safety and well-being of patients, staff, and visitors. This includes implementing protocols and procedures to prevent accidents, infections, and other safety hazards within healthcare facilities. By prioritizing safety and implementing appropriate measures, healthcare organizations can minimize risks, protect individuals from harm, and promote a culture of safety and well-being.

Moreover, Information Management focuses on developing norms and standards for information and communication technology (ICT) infrastructure and establishing data sharing and interoperability frameworks and systems. This involves implementing electronic health records (EHR) systems, developing protocols for data sharing among healthcare providers, and ensuring interoperability between different healthcare systems and technologies. By improving the accessibility, accuracy, and timeliness of health information, healthcare organizations can enhance decision-making, coordination of care, and overall efficiency of healthcare services.

The proposed Health Care Management Framework will allow the hospitals to sustain efficient and orderly operations, handle issues and concerns, optimize medical resources, maintain high-level participation of medical professionals and staff, maximize health value, and provide better healthcare and related services.

## **CONCLUSIONS**

The assessment of healthcare quality standards reveals that most areas have adequate policies, procedures, services, and human resources. The Rural Regional Development Hospital (RRDH) faces challenges with limited personnel, particularly in key management positions. However, it is noted that government-accredited hospitals generally provide quality service, enhancing client satisfaction. Ethical conduct and adherence to health standards among personnel are highlighted, though investment is needed in RRDH's workforce. Information management is manual, and safe practices are emphasized to ensure patient well-being. The study finds significant alignment across patient care, human resources, information management, and safe practice standards. A proposed healthcare management framework aims to improve compliance and overall quality of care, optimizing resource utilization and preventing loss or harm.

## TRANSLATIONAL RESEARCH

The findings of this study could be translated into an action plan that aims to facilitate the hospital's sustained, efficient, and well-organized operation. It is designed to address issues, optimize medical resources, foster active participation from medical professionals and staff, enhance health value, and improve health care and related services. This will be endorsed through a diverse scope of institutional campaigns. Implementing this healthcare management framework will help government-owned hospitals and the local community.

## LITERATURE CITED

- Abed, S. S. (2020). Hospital Management System. <https://bit.ly/48IR2hZ>
- Astron. (2021). Safe Hospital Environment and Patient Safety. *ASTRON Hospital & Health Care Consultants*. <https://bit.ly/49baF21>
- Bastani, P., Mohammadpour, M., Bahmaei, J., Ravangard, R., & Mehralian, G. (2021). Hospital management by health services management graduates: the change paradigm in Iran. *Heliyon*, 7(11).
- Case IQ (n.d.). Policies and Procedures in the Workplace: The Ultimate Guide. <https://www.i-sight.com/resources/policies-and-procedures-in-the-workplace-the-ultimate-guide>
- EU-ASEAN BUSINESS COUNCIL. (2019). Driving Comprehensive Health Care Policy in ASEAN. <https://bit.ly/3Udwjhx>
- Heylighen, F and Joslyn, C. (1992). What is Systems Theory? <http://pespmc1.vub.ac.be/SYSTHEOR.html>
- Jacobs, J. (2023). The Healthcare System In The Philippines For Expats. <https://www.pacificprime.com/blog/healthcare-system-in-philippines-for-expats.html>
- Jamal, A., McKenzie, K., & Clark, M. (2009). The impact of health information technology on the quality of medical and health care: a systematic review. *Health Information Management Journal*, 38(3), 26-37.

- Johnson, SR. (2023). 10 Countries With the Best Public Health Systems. <https://bit.ly/3SM1MFe>
- Kumar, S., & Mallipreddi, R. R. (2022). Impact of cybersecurity on operations and supply chain management: Emerging trends and future research directions. *Production and Operations Management*, 31(12), 4488-4500.
- LinkedIn. (2023). What are the best ways to maintain a safe and healthy healthcare environment? <https://bit.ly/3SzObSU>
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2019). Patient satisfaction with health care services; an application of physician's behavior as a moderator. *International journal of environmental research and public health*, 16(18), 3318.
- Mertens, D. M., & Wilson, A. T. (2018). *Program evaluation theory and practice*. Guilford Publications.
- Naamati Schneider, L. (2020). Strategic management as adaptation to changes in the ecosystems of public hospitals in Israel. *Israel Journal of Health Policy Research*, 9(1), 1-11.
- Njoku, V. (2019). *Strategies Hospital Administrators Utilize to Optimize Patient Services* (Doctoral dissertation, Walden University).
- Saleh, N. (2017). Environmental safety in hospitals. *Asian Hosp Healthcare Manage Issue*, 38, 44-50.
- Scriven, M. (1996). The theory behind practical evaluation. *Evaluation*, 2(4), 393-404.
- Szabo, S., Nove, A., Matthews, Z., Bajracharya, A., Dhillon, I., Singh, D. R., ... & Campbell, J. (2020). Health workforce demography: a framework to improve understanding of the health workforce and support achievement of the Sustainable Development Goals. *Human Resources for Health*, 18(1), 1-10.