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Satisfaction of Healthcare Workers in a Tertiary Private Hospital towards the COVID-19 Protocols of the Institution

Introduction

During the COVID-19 pandemic, it is the utmost priority of government authorities and institutions to protect the healthcare workers by providing extensive and immediate response such as implementation of policies that would safeguard the workers from the COVID-19 pandemic.

Methods

In this descriptive cross-sectional analytical study, the satisfaction level of healthcare workers toward the COVID-19 protocols and its association to age and occupation were assessed through the administration of a questionnaire. A total of 188 healthcare workers in a tertiary private hospital in Pampanga participated in this research. Judgmental sampling was used to select the respondents.

Results

Results showed that 74 (39.10%) respondents were satisfied with the implemented policies and protocols of the institution. To determine the statistical association between the measured outcome (satisfaction scores) among different groups (occupation), Kruskal-Wallis and Dunn's test was used with a level of significance set at $p < 0.05$. No statistical difference was seen in the healthcare satisfaction domains A1 (awareness promotion and health education), A2 (commodities and supplies), A3 (work environment, prevention and control), A4 (screening and triaging), A6 (overall safety), and A7 (overall satisfaction), therefore only A5 (policies and protocols) scores were compared. Physicians ($P=0.0017$) showed higher satisfaction towards A5 scores than medical technologists, radiologists, and physical therapists. Whereas, respiratory therapists ($P=0.0259$) showed higher levels of satisfaction regarding A5 scores compared to medical technologists and nurses. A weak positive correlation between age and satisfaction on domains A4-A7 was recorded, suggesting that older healthcare workers tend to have higher satisfaction scores with respect to these domains.

Conclusion

The outcomes of the study were the key findings to sustain the protocols provided by the institution in response to COVID-19 and address communication in domains where employees were less satisfied, as effectiveness of these enforced protocols at this crucial time contributed to the satisfaction of the healthcare workers.

Keywords: Satisfaction, Healthcare workers, COVID-19 Protocols