

CEBU DOCTORS' UNIVERSITY

Mandaue City, Cebu, Philippines



GRADUATE SCHOOL JOURNAL

Print ISSN 2467-5032
Electronic ISSN 2467-5040

2018 Issue

GRADUATE SCHOOL JOURNAL

Print ISSN 2467-5032
Electronic ISSN 2467-5040

2018 Issue

A compilation of theses and dissertations published annually by the Cebu Doctors' University Graduate School.

Statements, conclusions and opinions expressed in this publication are the sole responsibility of the authors

Editorial Board

Editor

Edna B. Cameron, EdD

Associate Editors

Glenda Leslie T. Baker, PhDODSA

Jennilyn C Corvera, EdD

Carmen M. Eturma, EdD

Agustin D. Agos, Jr., PhDOD

Asonita J. Parmisana, PhD

Send Correspondence to:

Graduate Office Secretariat
Graduate School
Cebu Doctors' University
1 Dr.P.V.Larrazabal Avenue, Mandaue City
Trunkline 238-8333 local 8221
Email: cdu-gs@cebudoctorsunivesity.edu

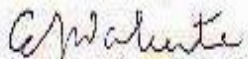
FOREWORD

This 2018 issue of the Graduate School Journal includes theses and dissertations for Academic Year 2017-2018. The 2016-2017 issue included graduate researches for Academic Year 2015-2016 and 2016-2017.

Abstracts for this 2018 issue just like our 2016-2017 issue include only those in the following disciplines: doctoral and masteral studies in Organization Development, doctoral studies in OD, School Administration, masters in Nursing, masters in Educational Management, masters in Teaching Medical Related Subjects, masters in Hospital Administration, and masters in Occupational Therapy.

In subsequent publications of this journal, many graduate researches in the health sciences will come from: PhD studies in Nursing Science, masters in Medical Technology, masters in Pharmacy, masters in Physical Therapy and masters in Psychology..

What is printed in this journal are just abstracts of the different studies. Should there be a need to read the hardbound copies, please come to the Graduate School for this purpose..



Efren S. Valiente, Ph.D.
Dean, Graduate School

TABLE OF CONTENTS

TITLE/AUTHOR	PAGE
ORGANIZATION DEVELOPMENT INTERVENTION ON MANAGEMENT SKILLS OF MANAGERS AT P.O.S. MINING LIMITED PARTNERSHIP SURATTHANI, THAILAND <i>Theeraphat Watcharaphan–DODT 2017</i>	7
Levels of Work-to-Family Conflict and Family-to-Work Conflict among Selected Working Parents of Children with Autism Spectrum Disorders in Therapy Centers in Cebu City and Mandaue City: Proposed Occupational Therapy Program <i>Kondrad R. Tan, OTRP – MAOT 2017</i>	8 - 9
EMPLOYEE JOB SATISFACTION AND PATIENT SATISFACTION ON MEDICAL NURSING SERVICES RENDERED BY STAFF OF MENDERO MEDICAL CENTER CONSOLACION, CEBU: PROPOSED EMPLOYEE ENGAGEMENT AND RETENTION PROGRAM <i>Sylvester Rio L. Abellana, MD, RN – MAHAD 2017</i>	10
GAP ANALYSIS OF PATIENTS' EXPECTATION AND PERCEPTION OF SERVICE QUALITY IN MOTHER OF MERCY HOSPITAL, TACLOBAN CITY: PROPOSED STRATEGIC IMPROVEMENT PROGRAM <i>La Rhaine G. Viernes, MD – MAHAD 2017</i>	11
The Impact of Occupational Therapy Intervention to the Parents of Children with Autism: A Phenomenological Analysis of the Experiences <i>Mench Marie M. Suner, OTRP, CPMT – MAOT 2017</i>	12-13
ORGANIZATION DEVELOPMENT INTERVENTION ON THE PERCEPTION OF CHANGE MANAGEMENT, THE BAND MUSIC SCHOOL BANGKOK, THAILAND <i>Vorawut Samaithersak - PhDOD 2017</i>	14
TOTAL QUALITY MANAGEMENT INTERVENTION ON SUPERVISORS' COMMITMENT FOR CONTINUOUS IMPROVEMENT IN PRODUCTION DEPARTMENT OF WANGSALA MILL OF SIAM CELLULOSE CO., LTD. IN KANCHANABURI PROVINCE, THAILAND <i>Wongwitit Jitman - PhDOD 2017</i>	15
ENHANCED TEAMWORK ON BUILDING A HIGHLY FUNCTIONING MANAGEMENT TEAM RIFT VALLEY TECHNICAL TRAINING INSTITUTE, IN EL DORET KENYA EAST AFRICA <i>Edwin M. Tarno – PhDOD 2017</i>	16-17
INCIDENCE OF TEENAGE PREGNANCY AND ITS MATERNAL COMPLICATION IN SELECTED HOSPITALS IN TACLOBAN CITY FROM JANUARY 2014-JUNE 2016: PROPOSED PREVENTION PROGRAM <i>Nimfa L. Nuevas, MD – MAHAD 2017</i>	18
LEVEL OF JOB SATISFACTION AMONG EMPLOYEES OF REMEDIOS TRINIDAD ROMUALDEZ HOSPITAL IN TACLOBAN, CITY: PROPOSED EMPLOYEES' DEVELOPMENT PROGRAM <i>Wilfredo Liao, MD – MAHAD 2017</i>	19
COMPLIANCE OF HEALTHCARE PERSONNEL ON NOSOCOMIAL INFECTION CONTROL MEASURES OF A PRIVATE HOSPITAL IN TACLOBAN CITY: BASIS FOR IMPROVEMENT <i>Melissa V. Gobenciong-Roa, MD, FPAFP, DPCOM – MAHAD 2017</i>	20
"Assessment of the Quality of Hospital and Patient Satisfaction On the Healthcare Delivery System : Proposed Policies for ACE-Dumaguete Doctors Inc." <i>Jonathan C. Amante, MD – MAHAD 2017</i>	21

PATIENT SATISFACTION ON BASIC OUTPATIENT LABORATORY SERVICES IN A SELECTED PRIVATE HOSPITAL IN TACLOBAN CITY: PROPOSED GUIDELINES FOR IMPROVEMENT <i>Eulogio T. Peñalosa, MD. – MAHAD 2017</i>	22-23
THE MANAGEMENT SKILLS OF THE ADMINISTRATORS AND THE PEAK PERFORMANCE OF THE EMPLOYEES OF THE MEDICAL MISSION GROUP - COOPERATIVE HOSPITAL INTAGBILARAN CITY, BOHOL: PROPOSED MANAGEMENT TRAINING AND EMPLOYEE DEVELOPMENT PROGRAMS <i>Julia B. Maape, MD – MAHAD 2017</i>	24-26
ORGANIZATIONAL INTERVENTION ON THE MOTIVATIONAL CLIMATE OF CORNERSTONE ACADEMY IN NAIROBI, KENYA <i>Samson Maina Kamau – DODT 2017</i>	27
ORGANIZATION DEVELOPMENT INTERVENTION ON THE CUSTOMER SERVICE SKILLS OF THE EMPLOYEES AT THE THAI DAIRY INDUSTRY COMPANY LIMITED IN BANGKOK, THAILAND <i>Jesada Hakpal – PhDOD 2017</i>	28
EMPLOYEES' HEALTH STATUS AND THEIR READINESS TO CHANGE HEALTH BEHAVIORS OF THE DIVINE WORD HOSPITAL IN TACLOBAN CITY: PROPOSED WELLNESS PROGRAM <i>Rosario E. Latorre, MD – MAHAD 2017</i>	29
SELF-ASSESSMENT OF THERAPEUTIC MODES AMONG THE GRADUATE STUDENTS OF MASTER OF ARTS IN OCCUPATIONAL THERAPY IN CEBU DOCTORS' UNIVERSITY: PROPOSED THERAPEUTIC RELATIONSHIP PROGRAM <i>Beatriz Marie C. Castaño, OTRP – MAOT 2017</i>	30-31
ASSESSMENT OF THE VISUAL MOTOR SKILLS OF CLIENTS WITH DEVELOPMENTAL DISABILITIES IN N2R PEDIATRIC DEVELOPMENTAL CENTER AND AIM-C BRIGHT GEM LEARNING CENTER: PROPOSED OCCUPATIONAL THERAPY PROGRAM <i>Ellyn Grace B. Sente – MAOT 2017</i>	32-33
HOSPITAL STAFF'S PATIENT SAFETY CULTURE OF EASTERN VISAYAS MEDICAL CENTER, TACLOBAN CITY: PROPOSALS FOR HOSPITAL SAFETY MANAGEMENT <i>Maria Pilipinas D. Jaya, MD, FPCP – MAHAD 2017</i>	34
CUSTOMER SATISFACTION WITH COMMUNITY PHARMACY PRACTICES AND SERVICES AT CLARIDAD PHARMACY IN TACLOBAN CITY: PROPOSALS FOR ENHANCEMENT <i>Mina Sirikit C. Tagra, MD – MAHAD 2017</i>	35
KNOWLEDGE ON ACCESSIBILITY LAW OF PERSONS WITH DISABILITY AND THEIR LEVEL OF SATISFACTION ON SELECTED BUILDING FACILITIES IN CEBU CITY: INFORMATION DISSEMINATION FOR BUILDING ADMINISTRATORS <i>Melody Ann C. Jondonero – MAOT 2017</i>	36-37
SOURCES AND LEVELS OF STRESS AMONG MEDICAL HEALTHCARE PRACTITIONERS OF EASTERN VISAYAS REGIONAL MEDICAL CENTER IN TACLOBAN CITY: PROPOSED STRESS MANAGEMENT PROGRAM <i>Maria Lourdes Fevidal-Opinion MD FPAMS – MAHAD 2017</i>	38-39
SATISFACTION LEVEL ON THE CONSULTATION PROCESS USING VIDEO CONFERENCE AMONG PATIENTS WITH RHEUMATIC DISEASES IN EASTERN VISAYAS REGIONAL MEDICAL CENTER IN TACLOBAN CITY: PROPOSED IMPROVED HEALTH CARE DELIVERY <i>Esther C. Maderazo, MD – MAHAD 2017</i>	40-41

PATIENT'S SATISFACTION WITH SURGICAL SERVICES AT THE SAMAR HOSPITAL,
CATBALOGAN, CITY: PROPOSED SURGICAL CARE IMPROVEMENT PLAN
Ma. Rosario L. Abriol-Santos, MD– MAHAD 2017 42-43

THE EFFECT OF COMBINED WRIST SPLINT AND MEDIAN NERVE GLIDING EXERCISE ON
SYMPTOMS SEVERITY AND FUNCTIONAL STATUS SCORES AMONG CARPAL
TUNNEL SYNDROME (CTS) PATIENTS AT CEBU REHABMEDICS INCORPORATED:
PROPOSED PROGRAM FOR OCCUPATIONAL THERAPY PRACTITIONER
Cristito P. Dimitiman Jr. – MAOT 2017 44-45

ORGANIZATION DEVELOPMENT INTERVENTION ON
MANAGEMENT SKILLS OF MANAGERS AT
P.O.S. MINING LIMITED PARTNERSHIP
SURATTHANI, THAILAND

Theeraphat Watcharaphan–DODT 2017
Cebu Doctors' University

ABSTRACT

This study evaluated the intervention on the management skills of managers' intervention at P.O.S.Mining limited partnership in Suratthani Province, Thailand. The research instrument used to assess the organizational problems from Solomon, (2010) OD tool entitled "How does Your Clients Rate as Managers in the Twenty-First Century". The pre ODI assessment was conducted and each of the twenty-five (25) manager- respondents were requested to completely answer the questionnaire. The organization development interventions were scheduled from February 2015 until January 2017. The post ODI evaluation was done by requiring the same respondents to answer the same research tool. The pre ODI assessment and post ODI evaluation data were then described using the mean. The paired t-test was used to compare the two sets of data and to determine the significance of the results.

The management skills of managers' intervention designed by the researcher caused a positive change on the management skills of managers' intervention at P.O.S.Mining limited partnership in Suratthani, Thailand. The analysis of all data presented reveals significant results, therefore, the organization development interventions implemented were right fit and effective in improving the management skills of managers.

Levels of Work-to-Family Conflict and Family-to-Work Conflict among Selected Working Parents of Children with Autism Spectrum Disorders in Therapy Centers in Cebu City and Mandaue City: Proposed Occupational Therapy Program

Kondrad R. Tan, OTRP – MAOT 2017
Cebu Doctors' University

ABSTRACT

The study aimed to determine the relationship between the levels of work-to-family conflict and family-to-work conflict, and the socio-demographic profile of working parents of children with autism in therapy centers in Cebu City and Mandaue City as basis for a proposed Occupational Therapy program. The respondents of the study were three-hundred ninety (390) working parents of children with autism in therapy centers in Cebu City and Mandaue City. The study utilized a descriptive correlational method and used the tool, Work and Family Conflict Scale (WAFCS) to measure the levels of work-to-family conflict and family-to-work conflict, and a researcher-made profile sheet to obtain the socio-demographic profile of the respondents.

After conducting the study, the researcher found out that among the 390 working parents of children with autism who participated in the study, majority or 68.5% were women (267), 51% were young adults ages 18-35 (199), 72.6% were married (283), 41.3% had 2 children (161), 70.5% had a college degree (275), 41.3% earn 15,000 – 30,000 pesos per month (161), 73.8% were full-time workers (288), and 80.5% had non-managerial job positions (314). The researcher also found out that the 61% of the working parents of children with autism experience high levels of work-to-family conflict (WFC), and 44.6% experience high levels of family-to-work conflict (FWC).

The researcher also found out that there is a significant relationship between the levels of WFC and job position and FWC and the work status of the working parents of children with autism wherein working parents with managerial job positions experience high levels of WFC with a p value of 0.012., and full-time working parents experience high levels of FWC with a p value of 0.001.

Furthermore, the researcher made an occupational therapy program that focuses on time management among full-time working parents and working parents with managerial job positions to reduce work-to-family conflict and family-to-work conflict.

After analyzing the results, it was concluded that working parents with managerial job positions experience high levels of WFC, and full-time working parents experience high levels of FWC. The researcher recommended the occupational therapy practitioners to utilize the proposed occupational therapy program that was uniquely made for the working parents of children with autism. This will help them to effectively balance the time needed for work and family-related responsibilities and to reduce WFC and FWC.

EMPLOYEE JOB SATISFACTION AND PATIENT SATISFACTION ON MEDICAL
AND NURSING SERVICES RENDERED BY STAFF OF
MENDERO MEDICAL CENTER CONSOLACION, CEBU:
PROPOSED EMPLOYEE ENGAGEMENT
AND RETENTION PROGRAM

Sylvester Rio L. Abellana, MD, RN – MAHAD 2017
Cebu Doctors' University

ABSTRACT

The study aimed to determine the relationship between employee job satisfaction and patient satisfaction on the medical and nursing services provided by staff of Mendero Medical Center, looking into the profiles of hospital employees and patients, levels of employee job satisfaction and patient satisfaction admitted from September 3 to September 10, 2016.

This is a descriptive, cross-sectional-correlation study utilizing Measure of Job Satisfaction (MSJ) and Short-Form Patient Satisfaction Questionnaire (PSQ-18) to gather job and patient satisfaction surveys. Factor analysis was used to determine the dimensions of employee job and patient satisfaction. Pearson correlation coefficient was used to determine the relationship between two variables.

The result showed that nursing and medical employees in Mendero Medical Center were dissatisfied in Compensation, Job Security, Competency, Skills, Kinship, Fulfilment, Gratefulness, Stability, Continuing Medical Education and Efficiency. Compensation and Job Security were the most important predictors of job satisfaction (31.48%). Patients were dissatisfied on Efficiency, Excellence and Financial aspects of medical care. Only Promotion and Professional Growth factor of job satisfaction had a positive relationship with Technical Quality, Convenience, Interpersonal Manner, Therapeutic Rapport and Professionalism of patient satisfaction. In conclusion, the correlation coefficient between employee job satisfaction and patient satisfaction is relatively weak.

GAP ANALYSIS OF PATIENTS' EXPECTATIONS AND PERCEPTION
OF SERVICE QUALITY IN MOTHER OF MERCY HOSPITAL,
TACLOBAN CITY: PROPOSED STRATEGIC
IMPROVEMENT PROGRAM

La Rhaine G. Viernes, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

Quality health care is an endless and continuing quest that hospital performance remain an important method and planning issue. The purpose of this study was to determine the gaps between the patients' expectations and their perceptions of the quality of service at the Mother of Mercy Hospital in Tacloban City, Philippines in order to develop a strategic improvement program of its services.

The manner of selection was done using Convenience Sampling Method to patients who were about to be discharged in the period of November 1, 2016 to December 30, 2016. The study used the survey tool known as SERVQUAL questionnaires, consisting of service quality dimensions.

The findings of the research revealed a negative gap between patients' perceptions and expectations in all five dimensions of the service quality in Mother of Mercy Hospital, as follows: Reliability: -0.14, Responsiveness: -0.10, Tangibles: -0.09, Empathy: -0.078, and Assurance: -0.076.

Based on the results of the study, it can be concluded that the highest gap was related to Reliability, which was followed by Responsiveness and Tangibility. The lowest was related to Assurance dimension. The negative gap showed that the expectations of the patients admitted at Mother of Mercy Hospital were not met. The study proposed a strategic improvement program in order to reduce the gap between patients' perceptions and expectations and improve the overall quality of service.

The Impact of Occupational Therapy Intervention to the
Parents of Children with Autism: A Phenomenological
Analysis of the Experiences

Mench Marie M. Suner, OTRP, CPMT – MAOT 2017
Cebu Doctors' University

ABSTRACT

The study aimed to undertake a phenomenological analysis of the experiences of the parents of children with Autism and the impact of Occupational Therapy intervention to their lives as parents. The researcher wanted to determine the themes associated with experiences of the parents. The study was conducted in Happy Hands Pediatric and Adult Therapy Center in Liloan Cebu, a private pediatric and adult therapy who specialize children with disabilities and adult physical dysfunction. There were six (6) respondents (parents) for this study. This study utilized a qualitative research design specifically phenomenological method in gathering the nature of the experience of the parents of Children with ASD and the impact of Occupational Therapy to their lives. An individual interview between the researcher and the respondents was utilized for the data gathering. The researcher transcribed the recorded data and narratives were then arranged in chronological order and written for analysis. Phenomenological analysis was utilized for the respondent's experiences as seen from the themes that were extracted from the respondent's interview.

From the Six (6) respondents participated in the study and five (5) themes were found. First, Denial, this includes the parents' initial reaction upon knowing their child's diagnosis. Second, Reluctant Acceptance, accompanying denial was reluctant of acceptance. Parents find it challenging to accept their child's condition. They realized that the condition has no remedy and is life-long. Third, Full Acceptance, the parents finally able to grasped the true nature of the condition and finally submitted for Occupational Therapy treatment. They are more knowledgeable about the child's intervention and strategies in handling their child. Fourth, Full Adjustment, the parents fully accepted their child's condition and become fully adjusted with the sudden changes brought about by the behaviors of their children. Lastly, Optimism and Hope for the Future, after a roller coaster of emotions and feelings, the parents believed that there is always hope in everything. When parents see improvements; they became more appreciative of themselves and of what the therapist is doing to their child with ASD. In this way, parents became more positive with their lives.

Based on the themes extracted from the narratives of the respondents, the researcher made Strategies for the Parents in Managing Behavior of Children with Autism Spectrum Disorder. The parents and the pediatric centers could use these strategies and the result of the study as basis in providing and establishing proper handling of children with ASD.

ORGANIZATION DEVELOPMENT INTERVENTION ON THE PERCEPTION OF
CHANGE MANAGEMENT, THE BAND MUSIC SCHOOL
BANGKOK, THAILAND

Vorawut Samaithersak - PhDOD 2017
Cebu Doctors' University

ABSTRACT

The focus of this study was to determine the effect of the intervention on the perception of change management, The Band Music School, Bangkok, Thailand . The study also aimed to determine in behavioral changes observed among the 24 teachers 1 staff and 4 executive members.

The profile on the scores of the pre and post test data showed that the development on Job/People improved from fair to very good where the mean value increased from 3.20 to 4.43 with a mean difference at 1.23. The Picture has improved from 3.46 to 4.25 with mean difference of 0.79. Right Process improved from fair to Very good with mean difference at 1.61. Ownership/Involvement improved from fair to Very good with a mean difference of 1.42. The findings of the data indicate that there were significant improvements brought about by the interventions. There is significant improvement in all areas of Management Styles.

Based on the findings of the study, the perception of change management have improved after the OD intervention, The analysis of the pre OD intervention assessment and the post OD intervention evaluation data were statistically significant, therefore the organization intervention offered were successful.

TOTAL QUALITY MANAGEMENT INTERVENTION ON SUPERVISORS'
COMMITMENT FOR CONTINUOUS IMPROVEMENT IN
PRODUCTION DEPARTMENT OF WANGSALA MILL
OF SIAM CELLULOSE CO., LTD. IN
KANCHANABURI PROVINCE,
THAILAND

Wongwitit Jitman - PhDOD 2017
Cebu Doctors' University,

ABSTRACT

The study was done at Production Department of Wangsala Mill of Siam Cellulose Co., Ltd. in Kanchanaburi Province, Thailand. It assessed and evaluated the quality management of supervisors in teamwork, data-based decision making, quality/continuous improvement, societal and external client focus. The pre-ODI assessment was conducted to all supervisors who are 8 engineers, 1 safety officer, 5 section managers and 22 foremen in production department. The Quality Management Plus (QM+) Self-Assessment by Kaufman, Watkins, and Leigh (2003) was modified and was used as the research instrument. The intervention activities were scheduled from July 2016 to August 2016. After the intervention, the post ODI evaluation was conducted on to the same respondents.

The overall average rating of the quality management increased from 2.69 (good) to 3.74 (very good). The mean rating for teamwork increased from 2.34 (fair) to 3.72 (very good). The mean rating for data-based decision making increased from 2.56 (fair) to 3.66 (very good). The mean rating for quality/continuous improvement increased from 2.64 (good) to 3.71 (very good). The mean rating for societal and external client focus increased from 3.20 (good) to 3.85 (very good).

These increments from pre-ODI mean ratings to post ODI mean ratings indicate that there is improvement in quality management on supervisors' commitment for continuous improvement in production department of Wangsala Mill of Siam Cellulose Co., Ltd. in Kanchanaburi Province, Thailand.

ENHANCED TEAMWORK ON BUILDING A HIGHLY FUNCTIONING
MANAGEMENT TEAM AT RIFT VALLEY TECHNICAL
TRAINING INSTITUTE, INELDORET
KENYA EAST AFRICA

Edwin M. Tarno – PhDOD 2017
Cebu Doctors' University

ABSTRACT

The purpose of this study was to determine the effects of organizational development interventions that enhanced teamwork in improving the overall performance of the top and middle level management at RVTTI. The study was a descriptive comparative research design where a single group of respondents were pre-tested, given an intervention, and then post-tested. An organizational diagnosis to establish the problems was done using highly functioning team assessment tool by Valerie MacLeod's. The teamwork assessment tool was administered to the management team of RVTTI. The tool was administered to 20 members of the management team to establish the status at pre intervention and also administered to 20 members of the same team after the planned interventions. The results of the study revealed that there was significant improvement in all the areas. The overall team assessment improved from fair (3.98) to very good (4.5).

The frequencies of respondents indicated a major shift in the ratings towards the higher scale when pre and post ODI data was compared. In team goals 45.4 % of the respondents rated it at 5 during the pre-intervention, this improved after ODI to 65%. In regard to the roles, 27% of the respondents had rated this criterion highest at a scale of 5 during the pre-intervention, but this improved to 45% rating after OD interventions. The other areas that had significant improvement in the percentage of respondents that rated it highest at rating of 5 when the pre intervention data and the post intervention data were compared after ODI included the Ground rules and norms that improved from 34.8% to 50%, tools, resources and physical settings that improved from 34.8% to 55%, team meetings that improved from 34.8% to 75%, Conflicts that improved from 31.8% to 55%, trust that improved from 45.5% to 55%, valuing differences that improved from 18.2% to 55%, training and development that improved from 45.5% to 50%, Improvement that improved from 52.2% to 75%, feedback that improved from 50% to 65% and follow through from 36.4% to 50%.

The highly functioning management team interventions carried out at RVTTI had a positive impact on the functioning of the management team. The interventions led to the development of a team charter, review of the institute's

ISO procedures and transitioning from ISO 9001:2008 to ISO 9001:2015, the development of an almanac of meetings, a checklist for meetings, and building capacity on ICT integration in learning and teaching coupled with the enhanced training infrastructure.

The OD interventions at RVTTI were successfully impacted positively on the management team, however the researcher cautions on the sustainability in the long term. The researcher therefore recommends that the management undertake scheduled periodic assessment to establish compliance and develop mitigating plans to ensure that the achievements are maintained, strengthened and sustained.

INCIDENCE OF TEENAGE PREGNANCY AND ITS MATERNAL
COMPLICATION IN SELECTED HOSPITALS IN
TACLOBAN CITY FROM JANUARY
2014-JUNE 2016: PROPOSED
PREVENTION PROGRAM

Nimfa L. Nuevas, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

researcher determined the incidence of teenage pregnancy and its maternal complication in selected hospitals in Tacloban City for the period of January 2014- June 2016. A retrospective, descriptive and correlational study was done in two of the biggest hospitals in Tacloban City. Medical records of teenage patients who delivered in these hospitals were retrieved, demographic data recorded, frequency and percentage distribution were computed on all the demographic profile, incidence of teenage pregnancy and maternal complications were determined and Cramer's V test done to test for association between maternal complication to age and level of education.

A total of 587 teenage patients were included in the study from the two hospitals. About 34.2% were 19 yrs old, 50.3% of those with level of education on their medical records were college level, 88.9% were on their first pregnancy, 79.7% delivered to a live, term infant, 64.9% had spontaneous vaginal delivery, the most commonly noted obstetric complication was cephalo-pelvic disproportion 12.4%, and 88.3% delivered to a live, term infant adequate for gestational age.

The incidence rates of teenage pregnancy and maternal complication in Mother of Mercy Hospital are 3.13% and 40.23% respectively and in Eastern Visayas Regional Medical Center are 12.05% and 36.6% respectively. The maternal complication of these pregnant mothers is not significantly influenced by their age and level of education.

LEVEL OF JOB SATISFACTION AMONG EMPLOYEES OF REMEDIOS
TRINIDAD ROMUALDEZ HOSPITAL IN TACLOBAN, CITY:
PROPOSED EMPLOYEES' DEVELOPMENT
PROGRAM

Wilfredo Liao, MD – MAHAD 2017
Cebu Doctors University

ABSTRACT

Primary aim of the study is to determine the level of job satisfaction of the employees of RTR Hospital, and to know whether the satisfaction level of the employees is influenced by their profile. Descriptive-correlational design was utilized in the study, and the respondents were the 201 employees of RTR-Hospital consisting of one hundred twenty one (121) from the medical services and around eighty (80) from non-medical services. A modified self-structured questionnaire based on the template introduced by Smith (Smith, 2013) was used in the data gathering procedure. Chi-square test and Cramer's V were utilized in the analyses using the IBM SPSS version 22.

The employees have a relatively higher rate of satisfaction on two parameters: Working Relationship (48.3%) and Promotion and Recognition (43.8%) compared to other parameters while the lowest rate of satisfaction was observed on the salary, benefits and Incentives (23.4%). Overall assessment on the job satisfaction level of RTR-Hospital employees were considered relatively low (less than 50% of the employees surveyed) which means, that most employees are not totally satisfied with their job. In general a very weak to weak relation was noted between the job satisfaction parameters and four of seven profiles of the respondents namely: Age, Length of service, Household income and civil status. On the other hand, a strong relationship was observed between the job satisfaction parameters and area of assignment/work area. In contrast, gender and educational background of the employees have no influence at all on job satisfaction. The employees of RTR-Hospital are highly satisfied on working relationship and promotion and recognition. Majority of the RTR-Hospital employees expressed their dissatisfaction on salary, benefits and incentives, use of skills and abilities and administration.

Overall assessment on the job satisfaction level of RTR-Hospital employees were considered relatively low. In general a weak relation was noted between the job satisfaction parameters and the profiles of the respondents. Among the seven (7) demographic profiles of the employees, only the area of assignment or work area strongly influence the level of job satisfaction. Based on the findings of the study, re-orientation of employees on hospital policies, their job description and their rights and privileges along with the implementation of Employees Development Program is more than necessary.

COMPLIANCE OF HEALTHCARE PERSONNEL ON NOSOCOMIAL INFECTION
CONTROL MEASURES OF A PRIVATE HOSPITAL IN
TACLOBAN CITY: BASIS FOR IMPROVEMENT

Melissa V. Gobenciong-Roa, MD, FPAFP, DPCOM – MAHAD 2017
Cebu Doctors' University

ABSTRACT

The study intended to know the extent of compliance of healthcare personnel of a private hospital in Tacloban, City on the standard operating procedures in preventing nosocomial infection, basis for improvement to the infection control guidelines on personal hygiene, isolation procedure, environmental cleanliness, care of equipment and aseptic performance of medical procedures.

Descriptive survey method was utilized to 125 respondents consisting of 14 head nurses, 81 staff nurses and 30 physicians of Remedios T. Romualdez Hospital Tacloban City.

Compliance of physicians on personal hygiene was low (46.7%) compared to staff nurses (74.1%) and head nurses (71.4%). Staff nurses had the highest rate (67.9%) to isolation parameter. In terms of environmental cleanliness, physicians had the least compliance (33.3%). The same observation was noted in the care of equipment, a lower compliance was posted by the physicians (56.7%). Compliance of healthcare professionals in doing medical procedures was low with the following percentages: staff nurses (48.1%), head nurses (42.9), physicians (26.7%).

There was association between profile of the respondents and different parameters on nosocomial infection control measures. The study showed that healthcare worker who were male, young, assigned to medical ward, with a nuclear family were more compliant. Healthcare workers with children had an effect on the compliance of healthcare workers to infection control measures.

The overall compliance of healthcare personnel was low on all parameters of nosocomial infection control measures. Physicians were the least compliant. Implementation of the improved infection control guidelines by the committee is more than necessary.

"Assessment of the Quality of Hospital and Patient Satisfaction
On the Healthcare Delivery System : Proposed
Policies for ACE-Dumaguete Doctors Inc."

Jonathan C. Amante, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

The study assessed the quality of hospital and patient satisfaction of the healthcare delivery system in Dumaguete City. The assessment included the evaluation of the level of quality of the existing hospitals as perceived by the practicing physicians in terms of JCI Patients Centered Standards and Healthcare Organization Management Standards. Similarly, the patients extent of satisfaction on the healthcare delivery system is evaluated. Both evaluation utilized questioners using 80 actively practicing physicians and 277 recently admitted patients.

The different parameters were studied. Generally, the patients were satisfied with the services of the hospitals in Dumaguete City. However, the physicians rated the hospitals not at par with most of JCI International healthcare standards. Medical practitioners must be complemented and supported by efficient and effective hospital support system undergoing continuing improvement. The ultimate beneficiaries are the patients themselves.

The new hospital must enter the healthcare industry from a position of superiority and competitiveness. In the end it aims not only to be the patients' hospital of choice but also the physicians' hospital of choice. The hospital must address the needs not only of local but also the fast growing number of foreign patients in the province at par swith international levels of healthcare service qualities.

PATIENT SATISFACTION ON BASIC OUTPATIENT LABORATORY
SERVICES IN A SELECTED PRIVATE HOSPITAL IN
TACLOBAN CITY: PROPOSED GUIDELINES
FOR IMPROVEMENT

Eulogio T. Peñalosa, MD. – MAHAD 2017
Cebu Doctors' University

ABSTRACT

This study aimed to determine the profile of the patients and the extent of satisfaction they have from the basic outpatient laboratory services they received from a selected private hospital in Tacloban City.

A descriptive survey was conducted from 337 randomly selected outpatient clients with age range of 18 years old and older, who came to the hospital laboratory for a hematologic (e.g., blood chemistry) and routine laboratory tests (e.g., urinalysis). This study employed a 2-part questionnaire modified from the study of Koh (2014), with some items added from the lab services satisfaction survey from Central Ohio Primary Care (n.d.) that measured the (1) profile respondents and the (2) extent of patient satisfaction on basic laboratory services.

The demographic profile of the respondents include age, sex, marital status, educational attainment, occupation, residence, number of times of patient's visit to laboratory and laboratory choice.

Majority of the respondents are from the middle age group (38.9%), are females (78.3%), college level/graduate (70.9%), married/living in (69.7%) and a cumulative percent of 57.6% have income below Php15,000 (24.3% earning below Php5,000 & 33.2% earning Php5,000-15,000 a month). Majority of the respondents (57.0%) have frequented the laboratory for more than 4 times, while 11.78% came for the first time.

Most of the respondents (58.2%) were highly satisfied about the interpersonal relationship skills of the laboratory staff, 85.2 % of them were highly satisfied on the cost of the laboratory, 58.2 % were highly satisfied on the physical environment, and majority were highly satisfied on the waiting time (61.4%) and on the turnaround time (53.7)

The results of the study demonstrated that the levels of satisfaction across different demographic profile differ when comparing among different age groups, educational attainment and the number of time the patients have visited the laboratory. Gender, marital status and income has no bearing at all on the

satisfaction of the patients on the laboratory services of the hospital. The distribution of satisfaction is the same across categories of gender, marital status and income bracket.

THE MANAGEMENT SKILLS OF THE ADMINISTRATORS AND THE PEAK
PERFORMANCE OF THE EMPLOYEES OF THE MEDICAL MISSION
GROUP - COOPERATIVE HOSPITAL INTAGBILARAN CITY,
BOHOL: PROPOSED MANAGEMENT TRAINING
AND EMPLOYEE DEVELOPMENT
PROGRAMS

Julia B. Maape, MD – MAHAD 2017
Cebu Doctors University

ABSTRACT

Employees' peak performance and commitment greatly depend on the hospital administration's management skills. A descriptive correlational study was conducted to determine if there is a relationship between the management skills of the hospital administrators and the peak performance of the employees of the MMG-Coop Hospital in Tagbilaran City. It further determined the personal profiles of the employees and if there is an association between the level of peak performance and the personal profiles of the employees. The result of the study was used to propose a management training and employee development programs to improve the performance of the administrators and employees in order to provide excellent and compassionate services to all the patients of the said hospital.

The level of management skills of the hospital administration were determined with the use of the management survey questionnaire made by Cynthia Solomon (2003). Employees' peak performance was determined with the use of the Peak Performance Inventory designed by Ken Hultman (Silberman, 2003).

The study had 110 respondents which were chosen out of convenient sampling. Of the 110 respondents, eighty (80) of which were medical staff and the remaining 30 respondents were composed of administrative staff. The data were analyzed using the mean and percentage distribution. The Pearson Correlation Coefficient was used to determine the relationship between the management skills of the administration and peak performance of the employees in MMG-Coop Hospital. The Cross tabulation and Chi-square was used to determine the relationship of the peak performance and the personal profile of the employees with regards to age, gender, level of education, position/rank and length of years employed.

The personal profile of the MMG-Coop Hospital shows that most of the employees were in their early years of establishing their job or employment. These employees are within the age range of 20 to 34 years old. The gender profile of the

MMG-Coop Hospital employees shows that almost two-thirds (72.73%) of them were female and only one-third (27.27%) were male. Most of the employees of the MMG-Coop Hospital were single (76.36%) and only 23.6 percent were married. None of them were widows/widowers or separated. The level of education of the MMG-Coop Hospital personnel shows that most of them were college graduate (87.27%), while those with college units constituted 6.36%, post graduate or doctorate degrees-2.73%, and high school as well as master's level- 1.82%.The position/rank profile of the MMG-Coop Hospital personnel shows that majority of them (72.7%) constituted the medical staff and thirty (27.3 %)were administrative personnel. The length of service profile of the MMG-Coop Hospital personnel shows that 32.73 percent of employees have worked less than one year. Those who have worked one year to less than two years constituted 27.27 percent and two years to less than five years, 21.82percent.Lesser number of employees have worked five years and above and ten years or more.

Descriptive statistics showed that of the 10 categories of the management skills, both motivating and communicating skills had the lowest mean rating of 3.39 which was interpreted as averagely effective and the rest of the management skills were moderately effective. The level of employee's peak performance was rated to be very good in all five categories. Although it is worthwhile mentioning that of the five categories, competence and working conditions had the lowest mean rating of 3.73 and 3.72 respectively.

The level of management skills of the administrators as assessed by the employees are positively correlated to the peak performance of the employees. It is seen that the Pearson correlation value is 0.30 which means that there is a moderate correlation between the management skills and the peak performance of the MMG-Coop Hospital employees. Although there is a moderate correlation, this means that the employees' peak performance greatly depend on the hospital administration's management skills. However, the personal profiles of these employees are not significantly associated with their peak performance. The Management Training and Employee Development Programs are the two outputs designed by the researcher based on the results of the study

can be concluded that the management skills of the administrators of the MMG-Coop Hospital moderately influence the peak performance factors of the employees. The personal profiles such as age, gender, civil status, level of education and number of years employed have no significant association to the peak performance of the employees. The proposed Management Training and Employee Development Programs could be vital instruments to spur performance excellence and further growth and development of the MMG-Coop Hospital and other organizations.

Recommendations

It is therefore recommended that the results of the study be used as basis in formulating plans and courses of action for performance improvement and excellent service of the administrators and employees of the MMG-Coop Hospital. The proposed Management Training and Employee Development Programs are highly recommended for the improvement of performance of the administrators and employees of the MMG-Coop Hospital services and overall operation.

ORGANIZATIONAL INTERVENTION ON THE MOTIVATIONAL CLIMATE OF CORNERSTONE ACADEMY IN NAIROBI, KENYA

Samson Maina Kamau – DODT 2017
Cebu Doctor's University

ABSTRACT

The purpose of the study was to assess the impact of organizational intervention on the motivational climate of staff of Cornerstone Academy located in Nairobi, Kenya. The study was triggered by poor school performance in the national examination and high staff turnover and massive transfer of pupils to other private schools.

Organizational analysis was carried out and relevant organizational interventions designed aimed at changing fifteen (15) areas identified as main contributors of low motivational climate of the School.

Pre and post intervention analysis were conducted showing positive change in all the fifteen areas. The School improved from average motivational climate (55%) to its way to attaining high motivation status (80%). This was an increase of 25%

Recognition and reward of individual and team performance score increased from 40% to 95%. Recognition of outstanding performance increased from 55% to 96%. The concern with regards to identification and elimination of obstacles to effective performance improved from 57% to 71%. Perception of poor pay and other benefits in comparison to similar other schools increased from 51% to 86%. Combined factors to do with staff involvement in decision-making in response to suggestions and ideas and communication related issues between management and other employees and removal of perceived barriers between departments increased from 56% to 77%. In regard to perception of fairness of personnel decisions, the score increased from 57% to 74%. Encouragement and reward on creativity and innovation score increased from 57% to 85%.

The organization development interventions implemented demonstrate positive impact on the motivational climate of Cornerstone Academy. The interventions caused an increase in the School performance and a decrease in teachers' turnover and student transfer at Cornerstone Academy.

ORGANIZATION DEVELOPMENT INTERVENTION ON THE
CUSTOMER SERVICE SKILLS OF THE EMPLOYEES
AT THE THAI DAIRY INDUSTRY COMPANY
LIMITED IN BANGKOK, THAILAND

Jesada Hakpal – PhDOD 2017
Cebu Doctors' University

ABSTRACT

The purpose of this study is to determine the effects of ODI interventions on the customer service communications following the six months monitoring period based on the pre-test results in order to reach target sales of the Thai Dairy Industry Co., Ltd.

The profile on the scores of the pre and post test data showed that the development on the level of patience and acceptance improved from the mean value showing an increase from 3.65 to 4.18 with a mean difference of 0.53.

The team player has improved from 3.25 to 3.91 with a mean difference of 0.66 interpreted from good to very good. Feeling about the job improved from 3.60 to 4.20 with a mean difference of 0.60. Interpersonal skills improved from Very good to 4.26 with a mean score from 3.70 to 4.14 and a mean difference of 0.56. The findings of the data indicated that there were significant improvements brought about by the interventions particularly on the level of patience and acceptance, team player, feeling about the job and interpersonal skills.

EMPLOYEES' HEALTH STATUS AND THEIR READINESS TO CHANGE
HEALTH BEHAVIORS OF THE DIVINE WORD HOSPITAL
IN TACLOBAN CITY: PROPOSED
WELLNESS PROGRAM

Rosario E. Latorre, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

This study determined the personal profiles, health status, and readiness to change health behaviors of the employees of Divine Word Hospital in Tacloban City.

A quantitative, cross-sectional, 98-question survey was offered to the employees. Participation was voluntary and confidential. The survey revealed a young workforce that is predominantly female, single, in early adulthood, with high educational levels, and mainly allied health professionals. Out of the 309 respondents, none reported poor health. The highest reported health conditions are asthma and blood pressure abnormalities.

Majority experience musculoskeletal pain but not severe enough to interfere with work. There is poor utilization of preventive services. Weight abnormalities, lack of leisure physical activity, unhealthy diet, work-related injury and light, non-binge, low-risk alcohol use are common. Smoking is not prevalent. The employees report high job stress and experience depressive symptoms but do not contemplate self-harm. Majority receives frequent emotional and social support and gets quality but not sufficient restful sleep. They are ready to take action towards a healthy lifestyle and are already active in reducing stress.

The employees assessed their health as generally good regardless of their health behaviors. They are ready to make changes in behavior and open to wellness opportunities. A wellness program was created based on the findings and will be presented to the hospital management.

SELF-ASSESSMENT OF THERAPEUTIC MODES AMONG THE GRADUATE
STUDENTS OF MASTER OF ARTS IN OCCUPATIONAL THERAPY
IN CEBU DOCTORS' UNIVERSITY: PROPOSED
THERAPEUTIC RELATIONSHIP PROGRAM

Beatriz Marie C. Castaño, OTRP – MAOT 2017
Cebu Doctors' University

ABSTRACT

The descriptive study included 71 out of 89 occupational therapy graduate students, or with a response rate of 80%, who were enrolled in Master of Arts in Occupational Therapy Academic Year 2016-2017. The researcher utilized Self-Assessment of Modes II to determine natural therapeutic modes of the respondents. A focus group discussion was also done to collect supplementary qualitative data on the influences in acquiring therapeutic modes.

Intentional Relationship Model (IRM) was the first theoretical framework conceptualized to help therapists fully understand the therapeutic relationship. According to IRM, a therapist's specific way of relating to a client is termed as therapeutic modes (Taylor, 2008). Therapeutic modes include advocating, collaborating, empathizing, encouraging, instructing, and problem-solving. This study aimed to describe self-assessed therapeutic modes among graduate students of Master of Arts in Occupational Therapy of CDU for the academic year 2016-2017.

Based on the analysis and interpretation of the data, the following were the findings of the study: Percentage and frequency distribution of respondents were analyzed according to specific socio-demographic characteristics. Majority of them have or had been practicing occupational therapy for one to three years. According to areas of practice, a majority of them have or had been practicing in a pediatric area of practice. Using mean percentage scores, self-assessed therapeutic modes preference among all occupational therapy graduate students were determined. This is the sequence of most- to least- used therapeutic mode: (1) instructing mode, (2) encouraging mode, (3) problem-solving mode, (4) collaborating mode, (5) advocating mode and (6) empathizing mode. There were differences of therapeutic modes between the different years of experience and the different areas of practice. After transcription, coding and thematic analysis of the focus group discussion, Personality Influences, Familial Influences and Socio-Experiential Influences were accounted for as factors that influence the acquisition of therapeutic modes. The findings of this study were utilized as building blocks to formulate the Proposed Therapeutic Relationship Program. It has supported Intentional Relationship Model and its purpose on the therapeutic relationship.

In conclusion, instructing mode was the most-used while empathizing mode was the least-used therapeutic mode of occupational therapy graduate

students. There were differences noted in therapeutic mode use between the different years of work experience as well as areas of practice. This implies that flexibility among modes must be learned and experienced through time in order to respond to different clients. For the current study, the proposed therapeutic relationship program is recommended to be embedded in the occupational therapy program to produce and train qualified entry-level occupational therapists in the aspect of the therapeutic relationship. The program is based on an outcome-based education.

ASSESSMENT OF THE VISUAL MOTOR SKILLS OF CLIENTS WITH
DEVELOPMENTAL DISABILITIES IN N2R PEDIATRIC
DEVELOPMENTAL CENTER AND AIM-C
BRIGHT GEM LEARNING CENTER:
PROPOSED OCCUPATIONAL
THERAPY PROGRAM

Ellyn Grace B. Sente – MAOT 2017
Cebu Doctors' University

ABSTRACT

This study had two major purposes. First, to assess the visual motor skill scores of children with developmental disabilities in N2R Pediatric Developmental Center and AIM-C Bright Gem Learning Center. Second, to create a general visual motor skill program to be used by parents, SpEd teachers, and other professionals who work with children with developmental disabilities with visual motor skill issues. Data for this study were gathered by letting the children complete the Test of Visual Motor Skills – 3 (TVMS – 3). The subjects of this study were children enrolled at N2R Pediatric Developmental Center and AIM-C Bright Gem Learning Center. These children were diagnosed with a developmental disability, who were at least 3 years old, and with emerging fine motor skills that can copy the three basic prewriting forms. Purposive sampling was used in selecting a total of 30 subjects to be included in the study. They were then grouped into three, according to specific diagnosis. The first group was made up of children with Autism Spectrum Disorder (ASD) (N=16), the second group was composed of children with Global Developmental Delay (GDD) (N=3), and the last group included children with Other Developmental Disabilities (ODD) (N=11).

Majority of the respondents were from 4 – 10 years old. Ninety percent of the respondents were males and 83.3% of them received special education intervention. The three most common errors committed across all diagnoses were line quality error, incorrect closure error, and rotated or reversed error. In addition, children with ASD had the highest mean score compared to those with GDD and ODD. Furthermore, a general visual motor skill program was made to correct errors and develop the visual motor skills of children with developmental disabilities.

On the basis of the results of this research, it can be concluded that children with autism spectrum disorder have better visual motor skills compared to children with global developmental delay and other developmental disabilities. Most of the children with ASD had no concern, and do not need visual motor skill intervention from an occupational therapist. It was recommended that the occupational therapy program on visual motor skills be utilized by the parents, caregivers, and professionals who work with children with developmental

disabilities. Future studies that include a more diverse population and increased number of respondents for proper representation of diagnoses, were also recommended.

HOSPITAL STAFF'S PATIENT SAFETY CULTURE OF EASTERN
VISAYAS REGIONAL MEDICAL CENTER, TACLOBAN CITY:
PROPOSALS FOR HOSPITAL SAFETY MANAGEMENT

Maria Pilipinas D. Jaya, MD, FPCP – MAHAD 2017
Cebu Doctors' University

ABSTRACT

As an important component in the delivery of healthcare services particularly in hospital set-up, patient safety is defined as the prevention and reduction of adverse outcome or injuries arising from the process of health care. Patient's safety culture examines how the perceptions, behaviors and competencies of individuals and groups determine an organization's commitment, style and proficiency in health and safety management.

Assessing the safety culture of a hospital has been proposed as a means to keep patients safe. This descriptive study assessed the hospital staff's patient safety culture of Eastern Visayas Regional Medical Center, Tacloban City, utilizing a standardized questionnaire on Hospital Survey on Patient Safety Culture, developed by the Agency for Healthcare Research and Quality (AHRQ, 2013). There were 267 respondents who participated, from the nursing service, medical staff and ancillary service staff, all directly involved in patient care.

There were Seven Patient Safety culture composites measured in this study namely; work area, supervisor, communication, frequency of events reported, hospital, patient safety grade and number of events reported. Among the seven patient safety culture composites, work area and number of events reported were the positive composites of the respondents across all level of work experience in the hospital and in specific units. The following were the neutral composites: communication, supervisor, frequency of event reported, v and hospital while they responded negatively on patient safety grade composite.

Based on the data gathered and analyzed it was concluded that, among the seven composites of patient safety culture, work area and number of events reported were the positive composites of the respondents, neutral in the following composites of supervisor, communication, frequency of events reported, and hospital and negative on patient safety grade.

CUSTOMER SATISFACTION WITH COMMUNITY PHARMACY
PRACTICES AND SERVICES AT CLARIDAD PHARMACY
IN TACLOBAN CITY: PROPOSALS
FOR ENHANCEMENT

Mina Sirikit C. Tagra, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

The investigation zooms in on the assessment of customers' satisfaction on community pharmacy practices and services at Claridad Pharmacy in Tacloban City. It aimed to answer the profile of the respondents, deeper understanding on the level of customer satisfaction and to come up with propositions to amplify the services.

Descriptive survey method was used to determine the customer satisfaction. Researcher made questionnaire with a high cronbach's alpha correlation coefficient of 0.847 was obtained rendering the questionnaire reliable. It is four point likert scales ranging from (1) which is very dissatisfied to (4) which is very satisfied. Random systematic sampling was employed in this study.

There were 500 respondents, most of them were middle age women, a college degree holders and whose combined monthly income is less than ten thousand pesos.

Based on the data presented on table 2.7 it brings to light that majority of the respondents were satisfied on the pharmacy practices, with the mean score 3.64. However the mean score of 1.99 reveals that the respondents were dissatisfied on the pharmacy services. As a result of this investigation the researcher comes up with proposals for enhancing the pharmaceutical care offered by the Claridad Pharmacy.

In conclusion, customer satisfaction with community pharmacy practices in Claridad Pharmacy such as product information, as health councilor and as personal adviser majority were satisfied, however there is a need for improvement on the services rendered such as longer opening hours of the pharmacy, pharmacy accessibility, pharmacy complain area, diagnostic testing and health information system.

KNOWLEDGE ON ACCESSIBILITY LAW OF PERSONS WITH DISABILITY
AND THEIR LEVEL OF SATISFACTION ON SELECTED BUILDING
FACILITIES IN CEBU CITY: INFORMATION
DISSEMINATION FOR BUILDING
ADMINISTRATORS

Melody Ann C. Jondonero – MAOT 2017
Cebu Doctors' University

ABSTRACT

The study aimed to determine the knowledge on accessibility law of persons with disability and their satisfaction on selected building facilities in Cebu City: information building facilities for persons with disability. The study utilized two tools namely the Satisfaction Survey on Building Facilities, a modified researcher assessment tool and Questionnaire on the Knowledge on Accessibility Law, a researcher made assessment tool.

Only thirty eight (38) of the respondents were able to participate due to schedule differences between the trainee, rehabilitation center and research environment. The research was conducted in selected buildings in Cebu City namely the Area Vocational Rehabilitation Center, Cebu City Hall, and Basilica Menor del Sto. Niño (Pilgrim Center). The data collected were statistically analyzed using the Frequency Distribution and Mean.

The researcher found out that majority of the respondents were from early adulthood group which accounted to twenty-seven (27) or 71.1% of the respondents. There was an equal number of male and female respondents, nineteen (19) or 50% for each gender. Most of the respondents have graduated high school having the frequency of twenty-five (25) or 65.8% of the respondents. Respondents with orthopedic physical impairment have the highest frequency of sixteen (16) or 42.1% of the respondents.

Most of the respondents have excellent knowledge on the Accessibility law with a frequency of twenty-five (25) or 65.8%. Thirty-five (92.1%) of the respondents were very satisfied with AVRC. More respondents or twenty one (55.3%) of the respondents were not very satisfied with to Basilica Menor del Santo Niño. Twenty-seven (71.1%) of the respondents were very satisfied with Cebu City Halls. There are variations of the degree of knowing the law when they are grouped according to their personal profiles. And there is a variation on the level of satisfaction when grouped according to their level of knowledge.

It is recommended that PWDs receive talks and seminars regarding the Accessibility Law and other laws concerning PWDs. It is highly suggested that

information dissemination on building facilities for building administrators which is the output of the study be presented for them to be aware. It is also highly recommended that the building administrators consider the modifications and suggestions stated on the research output.

SOURCES AND LEVELS OF STRESS AMONG MEDICAL HEALTHCARE
PRACTITIONERS OF EASTERN VISAYAS REGIONAL MEDICAL
CENTER IN TACLOBAN CITY: PROPOSED
STRESS MANAGEMENT PROGRAM

Maria Lourdes Fevidal-Opinion MD FPAMS – MAHAD 2017
Cebu Doctors' University

ABSTRACT

The study was conducted to determine the sources and levels of stress among the medical health practitioners of Eastern Visayas Medical Regional Center (EVRMC) hospital in Tacloban City. The study involved the regular and permanent medical practitioners that include 157 nurses and 148 resident doctors of the aforesaid tertiary level hospital. A research questionnaire is the main instrument for data gathering in this study. The questionnaire was based on the Stress Inventory developed by Fimian (1988) and S. H. Osipow's (1998) Occupational Stress Inventory (OSI) that was cited in the study of Cabacaba (2006).

The study showed that majority of medical practitioners of EVRMC are females, aging between 31 to 40 years old, married, with an average of one (1) to two (2) children, most of them have attained doctorate degree specialization, working at most for five years, and with an average monthly income between 30,001 to 40,000 pesos.

System related sources such as personal stressors, professional distress, time management and environmental stressors were all sometimes sources of stress except for job involvement that is categorized as always a source of stress. On sources of people related stress it was the superior who were considered as always a source of stress rather than that of the peers. For the medical practitioner's level of stress, physical stress is at its moderate level while psychological stress is only at the low level.

Using the Cramers-V analysis, the study revealed under the system related sources that educational qualification and average monthly income has a moderately strong relationship towards personal stressors. Further, it has also been found out that average monthly income has a moderate relationship to the other system related sources of stress such as professional distress, job involvement and time management.

It was also noted in the results that educational qualification has also made a moderate relationship towards time management and environmental sources. For people related sources, findings showed that age and educational

qualification got the moderate relationship towards superior sources of stress while the peer sources of stress got a very weak relationship towards the respondent's profile. Relationship between the levels of stress and the respondent's demographic profile showed that educational qualification has a consistent moderate relationship towards physical and psychological stress. Moreover, it was also observed that age has a moderate relationship to the psychological levels of stress among medical practitioners of EVRMC.

The study concludes that among the system-related sources, the job involvement of the medical employees is the common source of stress. While in the people-related stress sources, the superior is the common source. The employees of EVRMC are physically stressed. The educational attainment and average monthly income could be predictors of source of stress.

The educational qualification has a moderate association on the physical & psychological levels of stress. While age has a moderate association on the psychological stress only. In the light of the above findings, the researcher finds it very relevant that several support stress management programs should be adopted and implemented by tertiary hospitals in order for the medical health practitioners be able to cope with the different sources of stress in the hospital and become more productive in their respective assigned tasks.dit

SATISFACTION LEVEL ON THE CONSULTATION PROCESS USING VIDEO
CONFERENCE AMONG PATIENTS WITH RHEUMATIC
DISEASES IN EASTERN VISAYAS REGIONAL
MEDICAL CENTER IN TACLOBAN CITY:
PROPOSED IMPROVED HEALTH
CARE DELIVERY

Esther C. Maderazo, MD – MAHAD 2017
Cebu Doctors' University

ABSTRACT

A significant number of rheumatic patients have difficulty in finding convenient, accessible, and affordable health care. Personal circumstances such as financial status, distance to a rheumatology facility and the severity of one's disease defines the patients' ability to avail health care. Videoconference consultation facilitates patient's access to care, but the satisfaction towards this novel way of consulting is still uncertain.

This study assessed rheumatic patients' satisfaction on the consultation process using videoconference in Eastern Visayas Regional Medical Center, Tacloban City utilizing a cross-sectional patient satisfaction survey.

Rheumatic patients aged ≥ 18 years old, both admitted and referred to the Department of Internal Medicine in December 2016-February 2017, qualified and consented for videoconference consultation.

Patients reported their age, gender, household income, educational attainment, employment status, place of residence, and number of videoconference exposure. They rated their satisfaction on the consultation process by videoconference using four-point Likert scale (1 = not satisfied, 2 = less satisfied, 3 = satisfied, 4 = highly satisfied). The degree of relationships between demographic profiles and patients' satisfaction level were determined using Cramer's V coefficient.

In total, 30 patients completed the survey: 60 % were men belonging to 18-30 and 45-65 years old age brackets, all had low household income status at an average of Php5,000.00/month, 86.7% were unemployed, 73.3% are living outside of Tacloban City, and 100% of the respondents had their first time exposure to videoconference consultation.

Patients reported 60% satisfaction rating on both diagnosis and treatment by videoconference with an overwhelming 80% satisfaction level for follow-up care. A very strong association was seen between the age profile and the level of

satisfaction on diagnosis; while the place of residence demonstrated a strong association to the satisfaction level for both treatment and follow-up care.

Perceived prompt diagnosis, early treatment, and easy access to follow-up care suggests that videoconference method of consultation can be a new avenue to facilitate treatment among rheumatic patients.

PATIENT'S SATISFACTION WITH SURGICAL SERVICES AT THE
SAMAR PROVINCIAL HOSPITAL, CATBALOGAN, CITY:
PROPOSED SURGICAL CARE IMPROVEMENT PLAN

Ma. Rosario L. Abriol-Santos, MD– MAHAD 2017
Cebu Doctor's University

ABSTRACT

Patient satisfaction surveys have gained increasing attention as meaningful and essential sources of information for identifying gaps and developing an effective action plan for quality improvement in healthcare organizations. The healthcare managers that endeavor to achieve excellence take patient perception into account when designing the strategies for quality improvement of care. However, despite several studies conducted pertaining to patient satisfaction in public hospital and problems being a public hospital, there is no empirical study conducted pertaining to patient's satisfaction especially in the Surgery Ward, Samar Provincial Hospital.

This government hospital in the capital of Samar caters to patients from all walks of life. Samar Provincial Hospital is a 100 bed capacity, Level 1 hospital and the only government hospital in Catbalogan City, Samar and most of the patients have to contend with the services given to them especially the poor who cannot afford a private hospital.

It is on this context that this study was conducted aimed at determining the patient's satisfaction with surgical services in Samar Provincial Hospital while they are confined which would then be the basis for proposals for surgical patients' care improvement. This study likewise sought to describe the profile of the patients in terms of their age, gender, educational attainment, and monthly family income.

The patients' extent of satisfaction with the surgical services was determined along registration services, pre-surgery, and recovery room; doctor-patient relationship; and nurse-patient relationship. Most importantly, the patients' extent of satisfaction with surgical services in SPH was correlated with their demographic variables.

Meanwhile, this study employed the descriptive survey research design using a researcher-made questionnaire as the main instrument. Thirty patients were involved in this study who were drawn using convenience sampling and were given questionnaires before discharge from the hospital. All data were statistically analyzed using IBM SPSS version 22. The statistical tools of

frequency and percentage, weighted mean, median, and Cramer V were used to provide quantitative analysis of data.

From the findings of this study, the patients were generally satisfied with the registration services, pre-surgery, doctor-patient relationship, nurse-patient relationship, and over-all satisfaction. However, patients were generally dissatisfied with the recovery room services of the Samar Provincial Hospital. On the basis of the conclusion made, a Surgical Care Improvement Plan is being proposed in matrix form showing the weakest aspect of satisfaction with surgical services in SPH – the post-operative care or recovery room.

THE EFFECT OF COMBINED WRIST SPLINT AND MEDIAN NERVE GLIDING
EXERCISE ON SYMPTOMS SEVERITY AND FUNCTIONAL STATUS
SCORES AMONG CARPAL TUNNEL SYNDROME (CTS) PATIENTS
AT CEBU REHABMEDICS INCORPORATED: PROPOSED
PROGRAM FOR OCCUPATIONAL THERAPY
PRACTITIONER

Cristito P. Dimitiman Jr. – MAOT 2017
Cebu Doctors' University

ABSTRACT

This study aimed to determine the effect of combined wrist splinting and median nerve gliding exercise on the symptom severity and functional status among Carpal Tunnel Syndrome (CTS) patients at Cebu RehabMedics Incorporated as basis for a proposed Occupational Therapy program.

The participants of the study were twenty (20) diagnosed patients with carpal tunnel syndrome that was referred to Cebu RehabMedics Incorporated. The study utilized an experimental pretest and posttest method using the Boston Carpal Tunnel Questionnaire (BCQT) by Levine et al. (1993) to measure the symptom severity and functional status scale scores of two intervention groups, wrist splinting as the Control Group and wrist splinting with median nerve gliding exercise as the Experimental Group.

After conducting the study, the researcher found out that there is significant difference of the posttest scores on the symptoms severity and functional status scale between the control and experimental groups. The mean difference of symptoms severity and functional status scale was 5.500 and 2.400 respectively which showed a significant p -value of 0.000 and 0.031.

In both scales, the control group had higher scores compared to the experimental group which means that the experimental group (wrist splinting with median nerve gliding exercise) has more effect than the control group (wrist splinting only) since the higher the score, the greater the severity of symptoms felt and difficulty in performing functional activities.

Therefore, wrist splinting with median nerve gliding exercise is more effective than wrist splinting alone. This implies that patients who use wrist splint with median nerve gliding exercise has more decrease in symptoms felt and improved functional performance.

Furthermore, the researcher made an occupational therapy program that focused on incorporating all custom-made splints and pre fabricate splint comes

with the median nerve gliding exercise and splint care in the different rehabilitation centers in Metro Cebu.

For future studies, the researcher would like to recommend conducting similar study about the effectiveness of other conservative treatment for cost-effective alternative treatment.