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Care quality management and its relationship with work performance in the critical care unit and COVID ICU at the Santa Rosa Hospital - Lima (MINSA) - 2021

[Gestión de calidad de atención y su relación con el desempeño laboral en la unidad de cuidados críticos y UCI COVID del Hospital Santa Rosa- Lima (MINSA)- 2021]

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Resumen

La investigación tiene como objetivo determinar la correlación de la gestión de calidad de atención con el desempeño laboral en la unidad de cuidados críticos y UCI COVID (y sus dimensiones: productividad, compromiso, liderazgo y armonía en las relaciones interpersonales) del Hospital Santa Rosa de Lima (MINSA)- 2021. La metodología tuvo un enfoque cuantitativo de nivel correlacional y descriptivo, diseño no experimental y corte transversal. La población estuvo conformada por 80 trabajadores que cumple sus funciones laborales en la unidad de cuidados críticos y UCI COVID (finita). La muestra del estudio fue de 73 profesionales de la salud (censal). La técnica que se aplicó fue la encuesta. El instrumento constó de 34 ítems, el cual fue sometido a 5 jueces expertos, siendo calificada como aplicable por todos. Los resultados de confiabilidad fueron 0.915 de alfa de Cronbach en la variable “gestión de calidad de atención” y 0.829 en la variable “desempeño laboral”. Se concluyó que existe correlación moderada positiva de 0.503, entre las variables “gestión de calidad de atención” y el “desempeño laboral” en la unidad de cuidados críticos y UCI COVID del Hospital Santa Rosa de Lima (MINSA)-2021 (p=0.000)

Palabras clave: Gestión de calidad de atención, desempeño laboral, gestión de salud pública.

Abstract

The objective of the research is to determine the correlation of care quality management with work performance in the critical care unit and COVID ICU (and its dimensions: productivity, commitment, leadership and harmony in interpersonal relationships) of the Hospital Santa Rosa de Lima (MINSA)- 2021. The methodology had a quantitative approach at a correlational and descriptive level, non-experimental design and cross-sectional. The population was made up of 80 workers who fulfill their job duties in the critical care unit and COVID ICU (finite). The study sample was 73 health professionals (census). The technique that was applied was the survey. The instrument consisted of 34 items, which was submitted to 5 expert judges, and was rated as applicable by all. The reliability results were 0.915 Cronbach's alpha in the “care quality management” variable and 0.829 in the “job performance” variable. It was concluded that there is a moderate positive correlation of 0.503 between the variables “care quality management” and “work performance” in the critical care unit and COVID ICU of the Santa Rosa de Lima Hospital (MINSA)-2021 (p=0.000).

Keywords: Care quality management, job performance, public health management.

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1. Introduction

Quality management of the health sector according to RM No. 596-2007, states that it is one of the most important and necessary pillars for the development, growth and sustainability of the population, with the user considered as the primary axis, because it qualifies the level of excellence, accessibility and effectiveness of the services provided.

It is appropriate to determine that the COVID 19 pandemic in Peru caused a great challenge in the health sector, since it was on the verge of collapse, due to great inefficiencies that were found. Currently, the Ministry of Health, through its administrative techniques for modernizing the state, seeks to implement a dynamic, comprehensive and competitive system within each hospital institution, through the reengineering of its processes, in order to provide new posture approaches in the work performance of each professional, oriented to the development of competencies, made known with the fulfillment of goals and objectives set based on indicators (Amable et al, 2015).

Health management is a necessary and indispensable right for every human being and the state as such has the obligation to prevent it through its public and private institutions. For it to be fulfilled, it is an essential requirement that public policies be put into practice. established in the hospital environment, which are aimed at meeting the objectives and expectations of the population and must govern at a decentralized level for better territorial development with an established regulatory framework of competence, thus dissolving the multiple administrative problems that arise as: inadequate infrastructure, obsolete equipment, absence of processes and inefficient management vision (Méndez et al, 2013).

Therefore, the problems involved in the care of patients in the critical care unit and COVID ICU should be known more closely, taking greater emphasis when hiring a specialist professional, evaluating not only knowledge but also their skills, skills and initiative, which provides a more competitive and equitable service. On the other hand, it is necessary to have the necessary equipment and biomedical supplies to be able to provide care and treatment for each patient according to their needs, since when we talk about quality it is not only about meeting the patient, but also providing effective and efficient services. that provides public value to the organization, with specialized professionals who provide solutions to their health problems, providing them with accurate, detailed, understandable and humanized information (Cobo et al, 2018).

In this work, five dimensions were taken into account to measure the quality of care management variable, among them we have:
• Hiring of the specialist professional.
• Effectiveness: regarding the service provided, with a shorter waiting time.
• Patient satisfaction: in meeting their needs and expectations.
• Management of medical supplies: strategies for acquiring and using supplies.
• Patient safety: compliance with standards and protocols.
According to Robbins and Judge (2009), it is considered that the teamwork and interaction that exists between health personnel positively favors work performance efficiently where they carry out their functions.

According to Padilla (2014), a simple way for companies to eliminate the barriers they face is to provide greater emphasis on measuring performance through effectiveness, efficiency, competitiveness, commitment, initiative and job satisfaction as a social system focused on better communication through Feedback, being evaluated through interviews and competencies.
In this work, 4 dimensions were taken into account:

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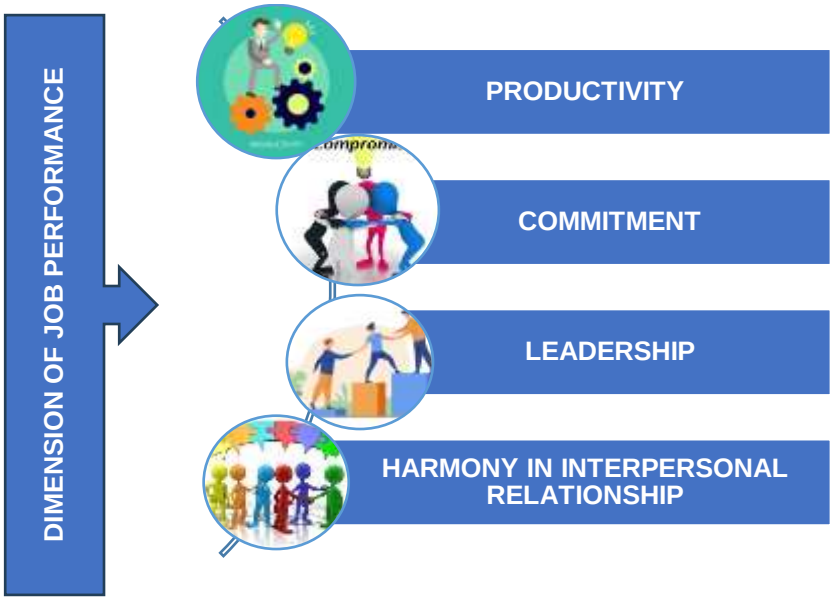
Figure 1.
Dimensions of job performance



In this sense, the general research problem was raised: How are care quality management and work performance related in the critical care unit and COVID ICU of the Santa Rosa Hospital - Lima (MINSA) - 2021?

In Lima (Peru), author Trejo del Castillo (2021) presented a study titled, “Quality management and job performance of public servants at the San Bartolomé Herrera Hospital, 2020.” The present study seeks to understand the relationship that exists between institutional quality management and the functions carried out by public employees. Within the methodology she carried out a quantitative study at a correlational level. The sample was made up of 70 public servants who work within the institution. Using Spearman's rho statistical analysis, a significance of 0.000 and a rho coefficient = 0.628 were obtained. A positive correlation between the variables was concluded because their asymptotic significance was less than 0.05. Giving as a recommendation to continue motivating workers to provide quality services that benefit patients and therefore their improvement as competitive professionals.

In Lima (Peru), the author Pérez (2023) presented a study titled, “Quality management and work performance of healthcare personnel in a health network in Lima province, 2023.” Her study sought to know the degree of significance between both quality variables provided and the functions performed by care workers. Within the methodology that she presented, it was a descriptive study of a correlational level. The sample consisted of 109 public workers who work within the healthcare network. Using the statistical correlation test, a rho value = 0.054 and a sig. = 0.577 were obtained. It was concluded that there is no correlation between the variables “quality management” and “job performance” because it presented a significance greater than 0.005, accepting the null hypothesis. Giving as a recommendation that the directors of the institution continue to establish clear expectations and promote teamwork, for quality work.

This work is justified with the sole purpose of providing new approaches in the public management of the hospital sector, for the continuous improvement of quality regulated within the framework

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of the modernization of the state that favors generating public value aimed at the success of the institution.

At a practical level it is justified because it will help improve trust between the patient, their family and the health professional, favoring the strengthening of their humanized care in critical areas.
The synthesis of this research has the following general objective: Determine the relationship between care quality management and work performance in the critical care unit and COVID ICU of the Santa Rosa Hospital - Lima (MINSA) - 2021.

Finally, the study hypothesis was: care quality management is significantly related to work performance in the critical care unit and COVID ICU of the Santa Rosa Hospital - Lima (MINSA) - 2021.

2. Materials and methods

The research used had a quantitative, non-experimental approach because the study variables, applied, transversal and correlational design, were not manipulated. Regarding the population, it is convenient to indicate that it was made up of 80 health professionals.
According to Sánchez et al (2018) stated that the sum of the individuals under study are part of the universe having the same random possibility of being selected for the survey, resulting in a sample size of 73 health professionals who work in the unit. critical care and ICU COVID of the HSR. Calculated according to formula for finite populations (5% margin of error, 95% confidence level).

$$= \frac{Z^2 \times \mathrm{N} \times \mathrm{p} \times \mathrm{q}}{\mathrm{e}^2 \times (N-1) + (Z^2 \times p \times q)}$$

$$\frac{1.96\mathrm{x}^2 \times 80 \times 50\% \times 50\%}{5\%^2 \times (80-1) + (1.96^2 \times 50\% \times 50\%)}$$

$$n = 73$$

The technique used was the survey, it is extremely important to emphasize that said survey was prepared by the researcher himself, the Google forms form was used for data collection, the instrument was the questionnaire that consists of 20 items to measure the independent variable. “care quality management” and 14 items for the dependent variable “job performance”. The data were collected in a certain period of time, allowing an analysis and discussion of the results, through the use of SPSS 26 statistical software.

The validity of the instrument was measured by 5 expert judges, who rated the instrument between 95%-100%. In addition, Cronbach's alpha was used to measure reliability, finding a value of 91.5% for the quality of care management variable and 78.1% for the job performance variable.
Ethical aspects: This study had the authorization and approval of the Methodological Research Committee of the Santa Rosa Hospital, respecting the principles of autonomy, beneficence, justice and non-maleficence, guaranteeing the confidentiality of the data collected.

Values

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

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Questionnaire to measure the Quality of Care Management Variable

N°	Hiring the specialist professional	5	4	3	2	1
1	The personnel selection processes comply with the formality in hiring a new worker.					
2	The professionals have the necessary knowledge for the positions that are called.					
3	The professional has the decision-making capacity to solve problems under his/her responsibility.					
4	Some induction process is applied when you are admitted by the institution.					
N°	**Effectiveness**					
5	The performance of your duties is constantly evaluated.					
6	The staff has the necessary skills.					
7	We work as a team to achieve institutional goals.					
N°	**Patient satisfaction**					
8	You do humanized work on the patient.					
9	You show interest in solving the problems that arise in the patient.					
10	Complaints submitted in the complaints book are resolved.					
11	You provide assertive communication to the patient to improve their care.					
12	The institution has sufficient personnel to meet the demands of the service.					
13	The institution's facilities provide job security.					
N°	**Medical supplies management**					
14	Obtaining medical supplies is managed promptly.					
15	The pharmacy area supplies the necessary supplies to do a good job.					
16	Resources are used appropriately to fulfill their functions.					
17	The institution facilitates the acquisition of modern equipment.					
N°	**Patient safety**					
18	Biosafety standards are met.					
19	Adverse events are reported immediately.					
20	Invasive procedures performed within the institution are previously informed and authorized.					

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Questionnaire to measure the Job Performance Variable

N°	Productivity	5	4	3	2	1
1	You perform your duties competently.					
2	You correctly execute your assigned tasks.					
3	You ask for help when an unknown problem occurs.					
4	You organize your work time.					
N°	**Commitment**					
5	You properly care for the medical equipment you use.					
6	You constantly train for your professional growth.					
7	You show punctuality when arriving at work.					
8	You fulfill the role established by your leadership.					
N°	**Leadership**					
9	You identify your mistakes and seek to solve them.					
10	You propose ideas for continuous improvement in the work you do.					
11	The work you do allows you to prioritize your activities.					
N°	**Harmony in Interpersonal Relationships**					
12	You train your colleagues to improve their skills.					
13	The leadership takes your opinions into account when making decisions.					
14	The institution encourages and supports you in your professional development.					

3. Results

Table 1
Result of Cronbach's alpha-care quality management variable.

Cronbach's alpha	N° of elements
0.915	20

According to Table 1, in the care quality management variable, validity was checked by estimating Cronbach's alpha with a value of 0.915, which means that the instrument is considered an excellent level of reliability with 91.5%, composed for 20 questions.

Table2
Result of Cronbach's alpha-job performance variable.

Cronbach's alpha	N° of elements
0.781	14

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According to table 2, in the job performance variable, validity was checked by estimating Cronbach's alpha with a value of 0.781, which means that the instrument is considered an acceptable level of reliability with 78.1%, composed of 14 questions.

Table3
Spearman's rho test for the general hypothesis

			Care quality management	Work performance
Spearman's rho	Care quality management	Correlation Coefficient	1.000	0.503
		Sig. (2-tailed)		<0.001
		N	73	73
	Work performance	Correlation Coefficient	0.503	1.000
		Sig. (2-tailed)	<0.001	
		N	73	73

According to Table 3, Spearman's rho test was conducted to test the general hypothesis. Among the results obtained, the value of <0.001 is found as bilateral asymptotic significance (p.), which, being less than 0.05, allows us to discard the null hypothesis (H0) and accept the alternative hypothesis. Therefore, care quality management is significantly related to work performance in the critical care unit and COVID ICU of the Santa Rosa Hospital - Lima (MINSA) - 2021. In addition, the correlation coefficient (r) of 0.503 was identified. This is considered a moderate positive correlation intensity.

Table 4
Summary of the correlations found between the variables X↔ Y

Relationship of variables	**Hypothesis**	**. value (Sig.)**	**Value r**	**Confirmation of hypothesis**
Care quality management ↔Job performance	X ↔ Y	0.000	0.503	Sí
Care quality management ↔ Productivity	X ↔ Y_1	0.001	0.393	Sí
Quality management of care ↔Commitment	X ↔ Y_2	0.007	0.316	Sí
Quality of care management ↔Leadership	X ↔Y_3	0.119	0.184	No
Quality management of care ↔Harmony in interpersonal relationships	X↔Y4	0.000	0.590	Sí

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According to table 4, it can be seen that the specific hypotheses with their dimensions of productivity, commitment and harmony in interpersonal relationships were found to have a sig. = 0.000 which, being less than 0.05, allows accepting the alternative hypothesis with the exception of specific hypothesis with the leadership dimension that obtained a sig.= 0.119 with a Spearman's rho test rho= 0.184 which shows that there is not enough evidence to accept the alternative hypothesis. It is also important to clarify that in the general hypothesis with a sig.=0.000 it allows us to deduce that care quality management is significantly related to work performance in the critical care unit and COVID ICU of the Santa Rosa-Lima Hospital (MINSA). - 2021.

4. Conclusions

This research was concluded using Spearman's rho statistical test in order to test the general hypothesis. Among the results obtained, the value of 0.000 is found as bilateral asymptotic significance (p.), which, being less than 0.05, allows us to discard the null hypothesis (H0) and accept the alternative hypothesis. Therefore, care quality management is significantly related to work performance in the critical care unit and COVID ICU of the Santa Rosa Hospital - Lima (MINSA) - 2021.

In addition, the correlation coefficient (r) of 0.503 was identified. This is considered a moderate positive correlation intensity.

5. Acknowledgment

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