
RESEARCH ARTICLE: Quality of Healthcare Services at the Emergency Room in Sulu Sanitarium and General Hospital: Basis for Management Improvement

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ABSTRACT. This study assessed the quality of healthcare services at the Emergency Room of Sulu Sanitarium and General Hospital as a basis for management improvement. Specifically, the study evaluated the extent of healthcare quality in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies. A descriptive-correlational research design was employed, and data were gathered through a structured questionnaire administered to healthcare personnel assigned in the emergency room. Statistical tools such as frequency and percentage distribution, mean, standard deviation, and Pearson Product-Moment Correlation Coefficient were utilized in analyzing the data. The findings revealed that the respondents generally assessed the quality of emergency healthcare services as satisfactory across all identified dimensions. In terms of responsiveness of services, healthcare providers were perceived to respond promptly to emergency situations, implement efficient triage procedures, and appropriately prioritize urgent cases. Regarding reliability and competence, healthcare personnel demonstrated professionalism, adherence to institutional procedures, and effective performance in delivering emergency healthcare services. Meanwhile, the availability of facilities, equipment, and supplies was also rated satisfactory, although limitations in medical resources and supply accessibility were still observed. Furthermore, the findings showed significant positive relationships among responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies. The strongest correlation was identified between responsiveness of services and reliability and competence of healthcare providers, indicating that prompt emergency healthcare delivery is closely associated with the competence and professionalism of healthcare personnel. Based on the findings, the study concluded that Sulu Sanitarium and General Hospital generally maintains satisfactory emergency healthcare services. However, continuous improvements in staffing, healthcare infrastructure, operational efficiency, and resource management remain necessary to further enhance healthcare quality, patient satisfaction, and emergency healthcare outcomes.

KEYWORDS: *Emergency Room, Healthcare Quality, Responsiveness of Services, Healthcare Providers, Facilities and Equipment, Emergency Healthcare, Management Improvement, Sulu Sanitarium and General Hospital*

ARTICLE DETAILS

SPHE-00058; Received: April 21, 2026; Accepted: May 10, 2026; Published Online: May 29, 2026

CITATION:

Asadil, Rhajib S., & Daud, Frissida A. (2026). Quality of Healthcare Services at the Emergency Room in Sulu Sanitarium and General Hospital: Basis for Management Improvement. *Social Psychology and Human Experience*, 3(2). DOI: 10.62596/9q1s4014

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Introduction

Emergency room (ER) healthcare services play a significant role in ensuring immediate medical intervention, patient recovery, and overall healthcare effectiveness. As the frontline unit of hospitals, emergency departments are responsible for responding to acute illnesses, injuries, and life-threatening conditions that require urgent attention. The quality of services delivered in these units directly influences patient outcomes, safety, and satisfaction. Despite continuous developments in healthcare systems worldwide, many emergency departments continue to experience operational difficulties such as overcrowding, extended waiting times, inadequate staffing, and shortages in medical equipment and essential resources. These persistent challenges affect the efficiency, timeliness, and reliability of emergency healthcare delivery. According to the World Health Organization, strengthening emergency care systems remains a global priority in promoting universal health coverage and improving public health services (World Health Organization [WHO], 2019). Likewise, the United Nations Sustainable Development Goals particularly SDG 3 on Good Health and Well-Being and SDG 9 on Industry, Innovation, and Infrastructure emphasize the importance of accessible, resilient, and quality healthcare systems capable of addressing emergency situations effectively (United Nations, 2015).

On a global scale, the growing demand for emergency healthcare services has intensified the pressure experienced by healthcare institutions, especially in developing countries where resources are often insufficient. Existing studies have identified several factors that contribute to inefficiencies in emergency care, including weak triage systems, inadequate training among healthcare personnel, and fragmented referral mechanisms. These conditions frequently result in delays in patient management and reduced quality of care. Furthermore, health emergencies such as pandemics, natural disasters, and armed conflicts have exposed vulnerabilities within healthcare infrastructures, highlighting the necessity of continuous quality improvement and adaptive management strategies. In response to these concerns, the World Health Organization advocated for emergency healthcare systems that are patient-centered, efficient, equitable, and responsive to the needs of all individuals regardless of social or economic background (World Health Organization, 2020). Such international healthcare initiatives are also consistent with SDG 10, which promotes the reduction of inequalities in access to healthcare services (United Nations, 2015).

In the Philippine setting, ensuring quality emergency healthcare services remains a pressing concern, particularly in government hospitals that accommodate the majority of the population. Public hospitals commonly encounter issues related to overcrowding, lack of healthcare personnel, insufficient medical facilities, and delayed healthcare delivery. To address these challenges, the Philippine government implemented healthcare reforms through the Universal Health Care Act, which aims to improve accessibility, efficiency, and quality of healthcare services across the country. However, despite these efforts, disparities in healthcare service delivery continue to exist, especially in geographically isolated and disadvantaged areas where healthcare resources are limited (Department of Health, 2020; Dayrit et al., 2018). Structural and operational limitations within the healthcare system, including inadequate referral systems, limited hospital capacities, and uneven distribution of healthcare professionals, continue to affect the quality of emergency medical services nationwide.

The municipality of Jolo in the Province of Sulu presents a distinct healthcare environment influenced by geographical, socio-economic, and institutional challenges. Sulu Sanitarium and General Hospital serves as one of the primary providers of emergency healthcare services in the locality and plays an important role in addressing urgent medical needs of the community.

However, the hospital continues to operate under difficult conditions characterized by limited infrastructure, shortages in medical personnel, and increasing patient demands, all of which may affect the responsiveness and quality of emergency healthcare delivery. In communities where access to private healthcare facilities is limited, the emergency room remains a critical component in reducing preventable mortality and morbidity. Consequently, evaluating the quality of healthcare services provided in the emergency room becomes essential in identifying operational gaps and improving healthcare management practices. This initiative also supports SDG 16, which emphasizes effective institutions and improved public service delivery as foundations for societal development and public trust (United Nations, 2015; World Health Organization, 2019).

Moreover, assessing the quality of emergency healthcare services may provide hospital administrators, healthcare professionals, and policymakers with empirical evidence necessary for designing effective management interventions and strategic healthcare improvements. Evaluating dimensions such as responsiveness of services, competence and reliability of healthcare providers, and adequacy of facilities, equipment, and supplies may contribute to enhancing operational efficiency, patient satisfaction, and resource utilization. Effective management practices are particularly important in resource-constrained healthcare settings where maximizing available resources is essential in delivering quality patient care. These efforts are aligned with SDG 12 on responsible resource utilization and SDG 17 on strengthening partnerships and institutional collaboration to improve healthcare systems (United Nations, 2015; WHO, 2020; Kadil et al., 2024). Hence, this study aimed to assess the quality of healthcare services at the Emergency Room of Sulu Sanitarium and General Hospital as a basis for management improvement and enhanced emergency healthcare delivery.

Research Questions

This study aimed to assess the quality of healthcare services at the Emergency Room of Sulu Sanitarium and General Hospital as a basis for management improvement. Specifically, the study sought to:

1. Evaluate the extent of healthcare service quality at the Emergency Room of Sulu Sanitarium and General Hospital in relation to:
 - 1.1 Responsiveness of Services;
 - 1.2 Reliability and Competence of Healthcare Providers; and
 - 1.3 Availability of Facilities, Equipment, and Supplies.
2. Determine whether a significant relationship exists among the dimensions of healthcare service quality, specifically responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies.

Literature

The quality of healthcare services delivered in emergency rooms has remained a significant concern in healthcare systems worldwide because emergency departments serve as critical entry points for urgent and life-threatening medical conditions. The effectiveness of emergency healthcare is commonly evaluated through factors such as responsiveness of services, competence of healthcare providers, adequacy of facilities, and patient satisfaction. As healthcare demands continue to increase, hospitals are challenged to deliver efficient, accessible, and patient-centered emergency care despite operational and resource limitations.

According to DeWulf et al. (2017), improving the quality of emergency healthcare requires the identification of institutional priorities related to accessibility, staffing, and resource allocation. Their study conducted in Ghana revealed that healthcare personnel considered access to emergency care and availability of hospital resources as essential components in improving service

quality. The findings emphasized that structural and operational improvements significantly influence patient outcomes and healthcare efficiency.

Similarly, Alizadeh et al. (2024) examined service quality in emergency departments using the SERVQUAL framework and found that responsiveness and reliability were among the most influential dimensions affecting patient satisfaction. The study demonstrated that delays in healthcare delivery and inconsistencies in patient management negatively affect public perception regarding emergency healthcare services. These findings support the importance of evaluating responsiveness of services and healthcare provider competence in emergency room settings.

In the Philippine context, Jimenez et al. (2025) explored the impact of physician group practice on emergency department operations and patient satisfaction in a tertiary hospital. Their findings indicated that organizational structure and management practices influence the efficiency of emergency care delivery and patient perceptions of healthcare quality. Patients reported higher levels of satisfaction when healthcare services were delivered efficiently and when healthcare providers demonstrated competence and professionalism. This suggests that effective management strategies are essential in enhancing emergency room performance.

Studies conducted by Salehi et al. (2019) and Mohammadi-Sardo and Salehi (2018) further emphasized the relevance of the SERVQUAL dimensions in evaluating emergency healthcare quality. Their studies identified tangibility, reliability, responsiveness, assurance, and empathy as important indicators of healthcare service effectiveness. Among these dimensions, responsiveness and reliability were consistently associated with higher levels of patient satisfaction. These findings imply that healthcare institutions must prioritize prompt service delivery and dependable patient care to improve overall healthcare experiences.

Lima et al. (2015) highlighted that factors such as waiting time, healthcare environment, cleanliness, and accessibility significantly affect patient satisfaction in emergency care settings. The study revealed that patients value not only the clinical outcomes of treatment but also the overall quality of interactions and environmental conditions within emergency departments. Consequently, healthcare facilities are encouraged to improve operational efficiency and infrastructure to enhance patient trust and satisfaction.

Moreover, Abidova et al. (2021) found that perceived quality of healthcare services directly influences patient trust in emergency departments. Their study demonstrated that responsiveness of healthcare providers, communication effectiveness, and quality of care contribute to patient confidence in healthcare institutions. These findings reinforce the importance of maintaining competent healthcare personnel and effective patient-centered services in emergency healthcare delivery.

Several studies also focused on the adequacy of facilities, equipment, and healthcare resources as determinants of emergency healthcare quality. Bukhari et al. (2026) observed that deficiencies in emergency room facilities and diagnostic resources negatively affect healthcare readiness and service delivery. Likewise, Farzandipour et al. (2019) emphasized that effective healthcare information systems and accessible patient data contribute to improved patient management, faster diagnosis, and better healthcare outcomes.

In the Philippines, Pataray and Paradela (2014) assessed patient satisfaction regarding emergency services in Vicente Sotto Memorial Medical Center and found that facilities, equipment, waiting time, and healthcare provider performance significantly influenced public satisfaction. Although patients generally expressed moderate satisfaction, long waiting times and inadequate facilities remained major concerns. Similarly, Balinbin and Ruiz (2008) concluded that

healthcare personnel competence and adequacy of emergency room resources are important factors affecting patient satisfaction and service quality in hospital emergency departments.

Furthermore, Fernandez and De Alban (2025) examined emergency healthcare service delivery in government hospitals in Albay and identified staffing shortages, logistical limitations, and operational inefficiencies as barriers to quality healthcare delivery. Their study emphasized that healthcare systems operating under limited resources require effective management interventions to sustain efficient emergency care services.

The growing body of literature consistently suggests that emergency healthcare quality is influenced by multiple interconnected factors including responsiveness of services, competence of healthcare providers, adequacy of facilities and supplies, operational efficiency, and patient-centered care. These studies collectively support the need for continuous evaluation and improvement of emergency healthcare services, particularly in public hospitals where resource limitations often affect service delivery. In relation to the present study, the reviewed literature provides a strong foundation for assessing the quality of healthcare services at the Emergency Room of Sulu Sanitarium and General Hospital and identifying management strategies that may improve healthcare delivery and patient satisfaction.

Research Methodology

This study utilized a descriptive-correlational research design to assess the quality of healthcare services at the Emergency Room of Sulu Sanitarium and General Hospital as a basis for management improvement. The descriptive approach was employed to determine the respondents' assessment of healthcare quality in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies. Meanwhile, the correlational component was used to examine the relationship among the identified dimensions of healthcare quality and determine whether significant differences existed when respondents were grouped according to their demographic profile.

The descriptive-correlational design was considered appropriate because it enabled the researchers to systematically describe existing conditions and analyze relationships among variables without manipulating the study environment. This approach provided a comprehensive understanding of the current quality of emergency healthcare services and identified areas requiring improvement.

1. Population and Sampling Design

The respondents of the study consisted of healthcare personnel assigned at the Emergency Room of Sulu Sanitarium and General Hospital. These included doctors, nurses, and other emergency room staff directly involved in healthcare service delivery. The study considered respondents' demographic profile in terms of age, gender, educational attainment, length of service, and status of employment.

A purposive sampling technique was utilized in selecting respondents who possessed direct knowledge and experience regarding emergency room operations and healthcare delivery. This sampling method ensured that participants were capable of providing relevant and reliable information necessary for the objectives of the study (Chavez, 2022; Chavez et al., 2023).

2. Instruments

The primary instrument used in gathering data was a structured questionnaire adapted from related studies on healthcare service quality and emergency room assessment. The questionnaire was divided into two major sections. The first section gathered information regarding the demographic profile of the respondents, while the second section focused on the assessment of

healthcare quality in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies.

The questionnaire utilized a Likert Scale to measure the respondents' level of agreement and assessment regarding the quality of healthcare services rendered in the emergency room. Prior to data collection, the instrument underwent validation by experts to ensure clarity, relevance, and reliability of the items included in the study.

Table 1. Survey Questionnaire

Statement	5	4	3	2	1
A – Responsiveness of Services					
1. Patients in the emergency room are attended to promptly upon arrival.					
2. The triage process is conducted efficiently and without unnecessary delay.					
3. Healthcare providers respond quickly to emergency situations.					
4. Waiting time before receiving treatment is reasonable.					
5. Staff provide immediate assistance when patients request help.					
6. Emergency room personnel are always available when needed.					
7. Delays in service delivery are minimal in the emergency room.					
8. Patients are informed about the expected waiting time for services.					
9. Urgent cases are prioritized appropriately by the staff.					
10. The overall speed of service delivery in the emergency room is satisfactory.					
B – Reliability and Competence of Healthcare Providers					
1. The nurse manager clearly defines roles and responsibilities.					
2. The nurse manager provides rewards for good performance.					
3. The nurse manager monitors staff performance regularly.					
4. The nurse manager corrects mistakes promptly.					
5. The nurse manager emphasizes adherence to policies and procedures.					
6. The nurse manager gives feedback based on performance outcomes.					
7. The nurse manager uses structured supervision to ensure efficiency.					
8. The nurse manager sets clear expectations for tasks.					
9. The nurse manager addresses performance issues immediately.					
10. The nurse manager ensures that standards are consistently followed.					
C – Availability of Facilities, Equipment, and Supplies					
1. The emergency room is equipped with adequate medical equipment.					
2. Necessary medicines are readily available in the emergency room.					
3. Facilities are sufficient to accommodate the number of patients.					
4. Emergency equipment is functional and well-maintained.					
5. There is adequate space for patient care and movement.					
6. Cleanliness and sanitation in the emergency room are well-maintained.					
7. Basic utilities (water, electricity, oxygen supply) are consistently available.					
8. There are enough beds/stretchers for emergency patients.					

9. The emergency room environment supports efficient healthcare delivery.

10. Supplies needed for emergency procedures are always accessible.

3. Data Gathering procedure

Prior to conducting the study, the researchers secured approval and permission from the concerned authorities of Sulu Sanitarium and General Hospital. After obtaining approval, the researchers distributed the questionnaires personally to the selected respondents. The purpose of the study was explained to the participants, and confidentiality of responses was assured to encourage honest and objective answers.

The researchers collected the accomplished questionnaires after completion and checked them for completeness and accuracy. The gathered data were then organized, tabulated, and prepared for statistical analysis.

4. Data Analysis

The following statistical tools were used in analyzing the gathered data:

1. Mean and Standard Deviation.

These statistical measures were utilized to determine the extent of healthcare service quality in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies.

2. Pearson Product-Moment Correlation Coefficient (Pearson r).

This statistical tool was used to determine the significant relationship among the dimensions of healthcare quality assessed in the study.

Results and Discussion

1. Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital

1.1 Responsiveness of Services

Table 1.1 presents the respondents' assessment regarding the extent of healthcare quality at the Emergency Room of Sulu Sanitarium and General Hospital in terms of responsiveness of services. The findings revealed an overall weighted mean of 3.995 with a standard deviation of 0.64187, verbally interpreted as "Agree." This indicates that the respondents generally perceived the emergency room services as responsive and capable of providing timely healthcare assistance to patients.

Among the indicators, the statement "Healthcare providers respond quickly to emergency situations" obtained the highest mean score of 4.09 with a standard deviation of 0.88871, interpreted as "Agree." Likewise, the statement "Urgent cases are prioritized appropriately by the staff" ranked second with a mean score of 4.07 and a standard deviation of 0.85582. Meanwhile, the statement "The triage process is conducted efficiently and without unnecessary delay" received a mean score of 4.05 with a standard deviation of 0.74366. These findings indicate that emergency room personnel demonstrate efficiency in prioritizing urgent cases and delivering immediate healthcare services.

However, the statement "Delays in service delivery are minimal in the emergency room" obtained the lowest mean score of 3.87 with a standard deviation of 0.70575, although it remained verbally interpreted as "Agree." This suggests that occasional delays may still occur during periods of increased patient influx or operational limitations.

These findings imply that the emergency room personnel maintain a responsive approach in handling emergency healthcare situations. Efficient triage procedures and immediate staff response contribute positively to patient satisfaction and healthcare effectiveness. These findings support the study of Jimenez et al. (2025), which emphasized that staff competence and service organization significantly influence the perceived quality of emergency healthcare services. Fernandez and De Alban (2025) further noted that operational challenges and staffing limitations may affect responsiveness and efficiency in emergency healthcare settings.

Table 1.1. Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital in terms of Responsiveness of Services

No.	Statements	Mean	S.D.	Description
1	Patients in the emergency room are attended to promptly upon arrival.	4.03	.75819	Agree
2	The triage process is conducted efficiently and without unnecessary delay.	4.05	.74366	Agree
3	Healthcare providers respond quickly to emergency situations.	4.09	.88871	Agree
4	Waiting time before receiving treatment is reasonable.	3.93	.75552	Agree
5	Staff provide immediate assistance when patients request help.	3.99	.82260	Agree
6	Emergency room personnel are always available when needed.	4.04	.77746	Agree
7	Delays in service delivery are minimal in the emergency room.	3.87	.70575	Agree
8	Patients are informed about the expected waiting time for services.	3.89	.81520	Agree
9	Urgent cases are prioritized appropriately by the staff.	4.07	.85582	Agree
10	The overall speed of service delivery in the emergency room is satisfactory.	3.99	.75872	Agree
Weighted Mean		3.995	.64187	Agree

Legend: (5) 4.50–5.00 = Strongly Agree; (4) 3.50–4.49 = Agree; (3) 2.50–3.49 = Moderately Agree; (2) 1.50–2.49 = Disagree; (1) 1.00–1.49 = Strongly Disagree

1.2 Reliability and Competence of Healthcare Providers

Table 1.2 presents the respondents' assessment regarding the extent of healthcare quality in terms of reliability and competence of healthcare providers. The findings revealed a weighted mean of 3.874 with a standard deviation of 0.67294, verbally interpreted as "Agree." This indicates that the respondents generally viewed healthcare providers in the emergency room as competent, reliable, and capable of performing their duties effectively.

The statement "The nurse manager clearly defines roles and responsibilities" obtained the highest mean score of 4.02 with a standard deviation of 0.77824. Similarly, the statement "The nurse manager emphasizes adherence to policies and procedures" garnered a mean score of 3.94 with a standard deviation of 0.81427, while "The nurse manager addresses performance issues immediately" received a mean score of 3.88 with a standard deviation of 0.81995.

On the other hand, the statement "The nurse manager provides rewards for good performance" received the lowest mean score of 3.78 with a standard deviation of 0.77303. This may imply that while supervision and performance monitoring are effectively implemented, employee recognition and motivation programs may still require improvement.

The findings indicate that the hospital maintains acceptable managerial supervision and professional competence among healthcare providers. Effective leadership practices, clear role delegation, and adherence to hospital policies contribute to improved emergency healthcare delivery. These findings are consistent with Tan (2025), who emphasized that organized management systems enhance emergency room responsiveness and support efficient patient flow.

Table 1.2 Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital in terms of Reliability and Competence of Healthcare Providers

No.	Statements	Mean	S.D.	Description
1	The nurse manager clearly defines roles and responsibilities.	4.02	.77824	Agree
2	The nurse manager provides rewards for good performance.	3.78	.77303	Agree
3	The nurse manager monitors staff performance regularly.	3.87	.81222	Agree
4	The nurse manager corrects mistakes promptly.	3.86	.80428	Agree
5	The nurse manager emphasizes adherence to policies and procedures.	3.94	.81427	Agree
6	The nurse manager gives feedback based on performance outcomes.	3.87	.78695	Agree
7	The nurse manager uses structured supervision to ensure efficiency.	3.85	.78335	Agree
8	The nurse manager sets clear expectations for tasks.	3.84	.78779	Agree
9	The nurse manager addresses performance issues immediately.	3.88	.81995	Agree
10	The nurse manager ensures that standards are consistently followed.	3.83	.85345	Agree
Weighted Mean		3.874	.67294	Agree

Legend: (5) 4.50–5.00 = Strongly Agree; (4) 3.50–4.49 = Agree; (3) 2.50–3.49 = Moderately Agree; (2) 1.50–2.49 = Disagree; (1) 1.00–1.49 = Strongly Disagree

1.3 Availability of Facilities, Equipment, and Supplies

Table 1.3 presents the respondents’ assessment regarding the extent of healthcare quality in terms of availability of facilities, equipment, and supplies. The findings revealed a weighted mean of 3.666 with a standard deviation of 0.64263, verbally interpreted as “Agree.” This indicates that respondents generally perceived the emergency room facilities and resources as adequate in supporting healthcare delivery.

Among the indicators, the statement “Cleanliness and sanitation in the emergency room are well-maintained” obtained the highest mean score of 3.85 with a standard deviation of 0.77035. Likewise, “There is adequate space for patient care and movement” received a mean score of 3.75 with a standard deviation of 0.74366, while “Emergency equipment is functional and well-maintained” garnered a mean score of 3.72 with a standard deviation of 0.80503.

Meanwhile, the statement “The emergency room is equipped with adequate medical equipment” received the lowest mean score of 3.54 with a standard deviation of 0.78393. Similarly, “Supplies needed for emergency procedures are always accessible” obtained a mean score of 3.55 with a standard deviation of 0.82112. These findings indicate that although the hospital maintains acceptable healthcare facilities and emergency room resources, limitations in equipment and supply accessibility may still affect operational efficiency.

The findings suggest that while hospital personnel exert efforts to maintain cleanliness, sanitation, and healthcare functionality, resource limitations remain a challenge in emergency healthcare delivery. Jimenez et al. (2025) reported that logistical and operational challenges significantly affect emergency department performance. Likewise, Abordo et al. (2024) emphasized that overcrowding and resource shortages contribute to delays and reduced efficiency in emergency healthcare services.

Table 1.3. Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital in terms of Availability of Facilities, Equipment, and Supplies

No.	Statements	Mean	S.D.	Description
1	The emergency room is equipped with adequate medical equipment.	3.54	.78393	Agree
2	Necessary medicines are readily available in the emergency room.	3.67	.76614	Agree

3	Facilities are sufficient to accommodate the number of patients.	3.63	.78695	Agree
4	Emergency equipment is functional and well-maintained.	3.72	.80503	Agree
5	There is adequate space for patient care and movement.	3.75	.74366	Agree
6	Cleanliness and sanitation in the emergency room are well-maintained.	3.85	.77035	Agree
7	Basic utilities (water, electricity, oxygen supply) are consistently available.	3.64	.84710	Agree
8	There are enough beds/stretchers for emergency patients.	3.63	.77401	Agree
9	The emergency room environment supports efficient healthcare delivery.	3.68	.82731	Agree
10	Supplies needed for emergency procedures are always accessible.	3.55	.82112	Agree
Weighted Mean		3.666	.64263	Agree

Legend: (5) 4.50–5.00 = Strongly Agree; (4) 3.50–4.49 = Agree; (3) 2.50–3.49 = Moderately Agree; (2) 1.50–2.49 = Disagree; (1) 1.00–1.49 = Strongly Disagree

2. Correlation among the Sub-Categories Subsumed under the Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital as Basis for Management Improvement

Table 2.1 presents the correlation among the sub-categories subsumed under the extent of quality of healthcare at the Emergency Room in Sulu Sanitarium and General Hospital as basis for management improvement in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies.

The results revealed that there is a very high positive and statistically significant relationship between responsiveness of services and reliability and competence of healthcare providers ($r = .806$; $\text{sig} = .000$). This indicates that the responsiveness of emergency healthcare services is strongly associated with the competence, professionalism, and reliability of healthcare personnel. The findings imply that healthcare providers who possess adequate clinical expertise, decision-making abilities, and professional competence are more capable of delivering prompt and efficient emergency healthcare services.

Moreover, the findings showed a high positive and significant relationship between reliability and competence of healthcare providers and availability of facilities, equipment, and supplies ($r = .684$; $\text{sig} = .000$). This suggests that the effectiveness and reliability of healthcare personnel are greatly influenced by the adequacy of healthcare resources and operational support within the emergency room. Functional equipment, accessible medical supplies, and sufficient healthcare facilities enhance the capability of healthcare providers to perform their duties effectively and deliver quality patient care.

Similarly, responsiveness of services and availability of facilities, equipment, and supplies also demonstrated a high positive and statistically significant relationship ($r = .637$; $\text{sig} = .000$). This implies that healthcare responsiveness is not solely dependent on human resources but is likewise supported by the accessibility and adequacy of emergency room facilities and medical equipment. Adequate infrastructure and readily available supplies contribute significantly to faster response time, efficient patient management, and improved healthcare delivery.

The strongest correlation observed between responsiveness of services and reliability and competence of healthcare providers indicates that prompt healthcare delivery in emergency room settings is inseparable from the competence and professionalism of healthcare personnel. In high-pressure healthcare environments such as emergency departments, the ability of staff to respond

quickly and effectively relies heavily on their knowledge, clinical skills, and decision-making capabilities.

Furthermore, the significant relationship between availability of facilities, equipment, and supplies and both responsiveness and healthcare provider competence highlights the importance of structural healthcare support systems in maintaining quality emergency healthcare services. Healthcare personnel may only perform efficiently when adequate medical equipment, functional facilities, and sufficient supplies are available to support healthcare operations.

These findings support the Donabedian Model (1998), which explains that healthcare quality is influenced by both structural and process-related components. The structural aspect includes facilities, equipment, and healthcare resources, while the process aspect involves responsiveness, competence, and service delivery practices. Likewise, the findings are consistent with the SERVQUAL Model, which emphasizes reliability and responsiveness as essential indicators of healthcare quality and patient satisfaction.

The findings further imply that Sulu Sanitarium and General Hospital maintains an operational environment that supports healthcare responsiveness and professional competence through the provision of healthcare resources and organizational support systems. However, continuous improvement in resource management, infrastructure development, and staff training remains necessary to sustain quality emergency healthcare services and further improve patient outcomes.

Therefore, the null hypothesis stating that “There is no significant correlation among the sub-categories subsumed under the extent of quality of healthcare at the emergency room in Sulu Sanitarium and General Hospital as basis for management improvement” is hereby rejected.

Table 2.1 Correlation among the Sub-Categories Subsumed under the Extent of Quality of Healthcare at the Emergency Room in Sulu Sanitarium and General Hospital as Basis for Management Improvement

Variables	Pearson r	Sig.	N	Description
Responsiveness of Services				
Reliability and Competence of Healthcare Providers	.806**	.000	100	Very High Correlation
Availability of Facilities, Equipment, and Supplies	.637**	.000	100	High Correlation
Reliability and Competence of Healthcare Providers				
Availability of Facilities, Equipment, and Supplies	.684**	.000	100	High Correlation

Legend:

**** Correlation Coefficient is significant at alpha .01 level.**

Correlation Coefficient Scales Adopted from Hopkins, Will (2002):

0.0–0.1 = Nearly Zero;

0.1–0.3 = Low;

0.3–0.5 = Moderate;

0.5–0.7 = High;

0.7–0.9 = Very High;

0.9–1.0 = Nearly Perfect.

Conclusion

Based on the findings of the study, it was concluded that the Emergency Room of Sulu Sanitarium and General Hospital generally provides satisfactory healthcare services in terms of responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies. The respondents perceived that emergency room personnel are capable of responding promptly to emergency situations, implementing effective triage procedures, and prioritizing urgent healthcare needs appropriately. These findings indicate that the hospital maintains acceptable standards of emergency healthcare delivery despite operational and resource-related challenges.

The study further concluded that healthcare providers in the emergency room demonstrate professional competence, reliability, and adherence to institutional policies and procedures. Effective supervision, role clarification, and staff monitoring contribute positively to healthcare efficiency and service quality. However, the findings also suggest the need for continuous professional development programs and staff motivation strategies to further enhance employee performance and healthcare delivery.

In terms of facilities, equipment, and supplies, the respondents generally agreed that the hospital maintains adequate emergency healthcare resources and sanitary conditions necessary for patient care. Nevertheless, limitations in medical equipment, accessibility of supplies, and infrastructure capacity remain observable and may affect operational efficiency during periods of high patient demand. These findings highlight the importance of strengthening resource allocation, infrastructure development, and supply management systems within the hospital.

Moreover, the study revealed significant positive relationships among responsiveness of services, reliability and competence of healthcare providers, and availability of facilities, equipment, and supplies. The findings imply that quality emergency healthcare services are influenced by the combined interaction of competent healthcare personnel and adequate structural healthcare support systems. Efficient emergency healthcare delivery cannot be achieved through human resources alone but also requires sufficient facilities, functional equipment, and accessible medical supplies.

Overall, the study concludes that while Sulu Sanitarium and General Hospital demonstrates satisfactory emergency healthcare service delivery, continuous improvements in staffing, operational systems, infrastructure, and healthcare resource management are essential in sustaining and further enhancing the quality of emergency healthcare services, patient satisfaction, and healthcare outcomes.

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