

## Adapting to the new normal: Employees experience from various hospitals in Batangas City

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### *Abstract*

How to adapt has been one of the challenges the medical staff in different institutions in Batangas City have to face. The hospital has made significant adjustments to staff schedules, roles, and workloads, as well as new hygiene protocols to prevent the spread of the disease. This research explored the struggles that the hospital employees in Batangas City are experiencing due to the far-reaching damage of the COVID-19 pandemic and their experiences in adapting to the new normal system of medical work. This study utilized a qualitative research design with a total population of 25 hospital employees within 5 hospitals in the city. The data was gathered through face-to-face interview using an open-ended questionnaire. The researcher was able to formulate emergent themes and subthemes derived from the analysis of data gathered. This data gives a comprehensive description of the topic under investigation and allows for the discovery of important information. Hence, the researcher recommended guidelines to maintain optimal compliance with Covid-19 safety regulations as well as maximizing employee productivity. This pandemic taught everyone to give importance on their health and safety, which is a critical component of an effective response to the current situation.

**Keywords:** new normal, adapting to the new normal, employee practice

## **Adapting to the new normal: Employees experience from various hospitals in Batangas City**

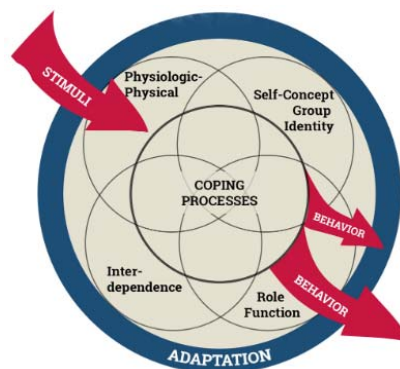
### **1. Introduction**

The healthcare staff is kept on their toes by their vocation and love for what they do, but they are also people and must deal with a spectrum of emotions, including a terror that no one can shake, whether they are inside the hospital or not. How to adapt has been one of the challenges the medical staff in different institutions in Batangas City have to face. The hospital has made significant adjustments to staff schedules, roles, and workloads, as well as new hygiene protocols to prevent the spread of the disease. These changes range from building reconfigurations to isolate the Covid-19 patients so the hospital can continue treating patients with other diseases. The pandemic is proving that individuals all over the world are remarkably similar as it continues to spread. No matter what our differences, we can all agree that we are grateful for the massive effort done by healthcare professionals. Authorities all over the world have urged people to heed the advice, disregard misleading information, and protect themselves from discrimination. Their commitment to their vocation has motivated the rest of us to contribute to their success.

Nurses in all healthcare environments have had to adapt to the pandemic's ever-changing necessities to respond to the call of their duties. Additionally, healthcare workers were expected to work flexibly and confront risks: the home-based health nurses have had the added challenge of caring for people in their households' settings despite the risk that the patient and their family may not be properly disinfected and may have residents who have not followed isolation guidelines appropriately. Effectively, in response to the immediate and accessible necessity of action, the healthcare system adapted to the changes to function consecutively. Therefore, the researcher conducted this study to advance an argument that the different perspectives have expressed and continued to maintain on the factors of the adaptation of new normal protocols from various hospitals in Batangas City. This study will be significant to the health care workers and also the public to gather further knowledge regarding coping with change amid the Covid-19 pandemic. The relevance of this study to the field of discipline/practice is the regulations and practices that schools are using to correct students' behavioral problems as it has the same strategies that require the front liners in adapting to the new normal set-up through following the health guidelines and safety protocols.

**Objectives of the Study** - This research explored the struggles that the hospital employees in Batangas City are experiencing due to the far-reaching damage of the COVID-19 pandemic and their experiences in adapting to the new normal system of medical work.

**Theoretical Framework** - Thanks to the utilization of models in nursing, nurses can concentrate on the role of nursing and its applications rather than medical practice. Additionally, it encourages controlled, methodical, effective, and efficient patient care. One of the models that is often used in nursing is the Roy Adaptation Model. This model states that nursing's goal is to increase compliance and life expectancy. This evaluates the patient in four different ways, including physiology, self-perception, role function, and dependency, in order to give thorough therapy. The adaptation model developed by Sister Callista Roy focuses on the adjustments that people go through as they react to environmental cues to preserve their integrity. The goal of Roy's Adaptation Model nursing is to promote an integrated level of adaptation for individuals and groups that can enhance well-being, quality of life, and dying with dignity. The ideas of Roy's Adaptation Model, their definitions, and the dimensions of the multidimensional concepts are all presented in this chapter. The family structure, function, relationships, and consistency dimension of Family Coherence is a representation of Roy's Adaptation Model Nursing Process' assessment of behaviors dimension.



**Figure 1.** Roy's Adaptation Model

People, their environment, health, and nursing are among the metaparadigm ideas included in the Roy Adaptation Model. This model sees the person as a constantly interacting biopsychosocial entity with a changing environment. The environment contains focal, contextual, and residual stimuli. A focused stimulus is provided by the conflict between one's internal and external circumstances. Contextual stimuli are the supplementary stimuli that interact with the current situation and assist the main stimuli. The residual stimuli are the external variables affecting the current situation. They consist of concepts, actions, and personal experiences. RAM asserts that the aim of nursing is to ensure that adaptation takes place. By improving adaptation across health and disease, which also improves health, the interaction between the environment and human systems is strengthened. As a result, it improves end-of-life care, life quality, and health.

## 2. Literature Review

The healthcare staff is kept on their toes by their vocation and love for what they do, but they are also people and must deal with a spectrum of emotions, including a terror that no one can shake, whether they are inside the hospital or not. COVID-19 and its impact on our daily lives have been described as unprecedented, unparalleled, extraordinary, one-of-a-kind, and once-in-a-lifetime events. With spatial distancing guidelines and regulations on visiting the elderly, international returning visitors, and other loved ones, the way people socialize and connect with others has changed. Schools and universities have shifted their educational offerings online, and meetings have been canceled or rescheduled indefinitely. Work has changed, and many of us have shifted from the office to our homes, while others have lost income or been laid off (Tu, Tu, Gao, Shao & Shen 2020). The COVID-19 pandemic has had a significant impact on the global healthcare system and higher education. Adapting to a "new normal" culture, an increasing response to COVID-19, was critical for public health recovering and learning. In terms of its impact on health, the Coronavirus Disease 2019 (COVID-19) pandemic was unprecedented. Many people's mental health has been harmed by the unexpected need to manage this "new normal." Cheng, Wang and Ebrahimi (2021).

According to "Life in the New Normal: 94% of Filipinos are worried about COVID-19," (2020), the COVID-19 pandemic also created a huge impact on Filipinos' lives. Filipinos believed they have adapted to the new normal's restrictions. According to Ipsos PH, 94% of Filipinos are concerned about contracting COVID-19. Community guidelines have also had a significant impact on Filipino household income. The way we used to live has changed. The COVID-19 global pandemic has created uncertainty in our professional and personal lives. With really no concise end in sight and changes occurring daily, adjusting to this 'new normal' can be difficult. Physical distancing and good hand hygiene have all become a part of our everyday routines. A rapidly changing environment has increased our need for agility and adaptability. This was difficult - especially for all of us who dislike change even in the best of circumstances. "How to adapt to a new normal during COVID-19," (2020).

"Adapt and Thrive in the "New Normal" Recover, Restore and Re-open," (n.d.), the pandemic has posed significant challenges to society. Stanford Medicine, for example, has had to address major operational challenges, implement new policies and guidelines to avoid disruptions in patient care while also ensuring the well and safety of their employees, and develop frameworks to adjust and recover within the COVID-19 environment. Several other communities have also been affected. Individuals have been required to implement social distance guidelines, adjust the patterns of their everyday lives and cope with this dynamic environment — while simultaneously coming up with ways to stay connected and restore some sense of normality while keeping their distance.

The COVID-19 pandemic caused disruptions in every industry. Individual lifestyles and companies were compelled to evolve and shape to adjust to a new normal. City-wide lockdowns, tighter border controls, and travel limitations were among the interruptions, all white countries scramble to focus on their preparedness for early detection and prevention of future spread. "Life after COVID-19: Road to Recovery in the New Normal," (n.d.). The COVID-19 pandemic has increased global uncertainty about the economic system, health, finances, transport, and employment. While many factors during this time were beyond our control, it was critical to adapt to these changes and managed the future with caution. Accepting the current situation dubbed the "new normal," necessitates encountering ambiguity and incorporating one into our decision-making Crowley (2020).

According to Lee (2020), priorities shifted as a result of the COVID-19 pandemic. Many consumers and companies were struggling to stay afloat. Caution and concern could be seen as Filipinos prioritized spending on necessities and showed reluctance to return to previous spending patterns. To compensate, alternative methods of shopping and transacting business have been investigated: transactions made through online purchases and deliveries, and payments made through online transactions such as digital payment. Knowing that consumers were willing to try new things and were aware of the barriers, it was interesting to see how businesses would innovate to recover and recoup their losses.

Our life and the economy have been impacted by the Covid-19. In their article, they discussed methods for implementing business strategies that can help businesses become more resilient by coping with, adjusting to, and recuperating from hardship brought on by the said virus. They talked about how information technology may be leveraged to improve company resilience and continuity, including digital logistical systems, data analysis, artificial intelligence, machine learning, robots, online purchasing, and the Internet of Things Fui-Hoon Nah and Siau (2020). COVID-19 pandemic also impacted other health concerns. The oncology population is confronted with unprecedented challenges. Ovarian cancer patients and their oncologists were weighing the risks of COVID-19 and cancer treatment against the consequences of postponing cancer treatment. Women with OC were experiencing higher levels of cancer fear, anxiety, and depression as a result of the delay in treatment care Jacome (2021).

In response to the continuing negative impacts of COVID-19 globally, countries implemented new normal. According to Praghlapati (2020), the Corona Virus 2019 (COVID-19) outbreak in Indonesia is critical for all significant components of health and the economy. The Indonesian government fought COVID-19 in a variety of ways that were outlined in government regulations. At the moment, the government rules against COVID-19, and following the renewal in Indonesia, the Indonesian government implemented a New Normal. As governments across Australia take cautious steps toward lifting COVID-19 restrictions, it was time to consider life after the lockdown. According to Manicavasagar (n.d.), although that many of us have spent weeks fantasizing about the day when things will start recovering, it might not be easy. When we returned to the world after the lockdown, we could expect to see many changes, from a favorite café that did not survive the lockdown to greetings between companions that now includes a nod or a wave rather than an effusive touch. However, for others, the changes may be more profound. The pandemic's unexpected nature, as well as its unexpected and intrusive appearance in our lives.

In terms of its impact on health, the Coronavirus Disease 2019 (COVID-19) pandemic was unprecedented.

Many people's mental health has been harmed by the unexpected need to manage this "new normal." Coping flexibility was proposed as an adaptive quality during this period of upheaval, understood as the astute application of coping strategies to meet specific situational demands.

The current study looked at the links between coping flexibility and two mental health issues: COVID-19 depression and anxiety. Coping flexibility was consistently negatively linked with depression and all four types of COVID-19 anxiety. More interestingly, there was a significant relationship between COVID-19 anxiety and the perceived likelihood of infection. These findings provide insight into the psychological advantages of adapting to the "new normal" amid the COVID-19 pandemic Cheng, et. al (2021). However, most of all, it affected the health sector. The widespread COVID-19 disease had put health systems worldwide under pressure and tested the toughness of healthcare workers. The World Health Organization (WHO) recognized them as one of the six building blocks of health systems and coined the term "front liners" for them; firstly, healthcare workers were key to a health system's ability to respond to external shocks such as sudden beginnings of bad things like disease and as first responders were often the hardest hit by these shocks. Secondly, supporting healthcare workers was key to strengthening health systems' toughness Chemaliand Mari-Sá (2022).

According to Vedovato. (n.d.), the media stories reported inadequate working conditions due to a lack of and/or insufficient PPE; healthcare employees with comorbid conditions staying at work; disease and fatality from COVID-19; stress and fear of being infected, and having to deal with coworkers' death and disease; challenges in getting screened for COVID-19 and acquiring sick leave for diagnosis; resigning from health care workers; the need for rapid professional updating for COVID-19 health care, and an analysis of the working conditions. The pandemic demonstrates the necessity for public funding for health care for employees responsible for population care.

According to Hennein (2020), the COVID-19 pandemic increases the risk of negative psychological outcomes in healthcare workers. However, no research has used qualitative methods to assess health workers' experiences during the COVID-19 pandemic to develop potential factors that could be related to their emotional well-being. We will distribute a survey to healthcare workers at 25 medical centers across the United States in May 2020. To assess rates of probable major depression and anxiety, associated cutoff values were used. We included two open-ended questions in which respondents were asked to recall their most incredibly stressful and hopeful moments during the COVID-19 epidemic, as well as how they felt about them, in order to obtain insight into the variables impacting these and other psychiatric illnesses. We created a social ecology model to reflect themes in the experiences of health professionals at five ecological stages: individual, interpersonal, organizational, community, and public policy. This model uses a hybrid inductive-abductive technique and thematic content analysis. A potential severe depressive illness affected 14.0% of the 1,132 survey respondents, a probably generalized anxiety disorder affected 15.8%, a probable post-traumatic stress disorder affected 23.1%, and a probable alcohol use problem affected 42.6%. Health and lifestyle, and self-care behaviors were among the individual-level themes. The well-being of their peer group, family dynamics, and social support were interpersonal-level themes. The institution's manpower, primary care, procedure, and teams were among the organizational-level themes. Finally, themes in public policy included government and healthcare system leadership, as well as shelter-in-place policy. Our findings shed light on novel factors that influence the workers' well-being during the pandemic. To inform interventions and public policy that lower mental health morbidity among healthcare professionals during this and future epidemics, these aspects should be further studied.

Furthermore, healthcare workers all over the world also have risen to the challenge of handling COVID-19 patients, presumably at great personal cost. There have been calls for psychosocial support for staff members as well as increasing knowledge of the potential psychological effects of Covid-19. However, from the perspective of healthcare workers, so far, little focus has been given to comprehending the consequences of operating during a pandemic from the perspective of healthcare employees, or what their perspectives are on support. Healthcare professionals' experiences during the pandemic were not unique; themes from earlier pandemics and epidemics were eerily similar to what we are witnessing about the Covid-19's current worldwide impact. We have an

opportunity to gain insight from previous crises, reduce the negative psychological impact of COVID-19, and support the long-term well-being of the global healthcare workforce Billings, et. al (2021).

The COVID-19 has a psychological and social impact on workers all over the world, and appropriate coping strategies are required to avoid negative mental health issues. Community healthcare officials should promote coping strategies and devise novel ways to encourage practice among healthcare employees. To protect the mental health of healthcare professionals, digital psychological support initiatives or workplace mental health support groups should be available Nu Htaya, et al. (2021).

Additionally, according to Kluge (2022), before COVID-19, our health and care workforce was already challenged by support staff losses, insufficient recruitment and retention, qualified worker migration, unappealing working conditions, and a lack of professional development opportunities. The pandemic exacerbated the situation. This might be utterly devastating if not properly addressed. On all fronts, we must have optimal health and care workforce in place. Most organizations were consistently speaking out about their "new normal," and how they were dealing with outcomes such as improved patient safety, rising understaffing, retention concerns, stifled earnings growth, and operational uncertainty about the long-term effects of the COVID-19 pandemic. For many medical practitioners, 2021 was expected to be the year of normalcy after an extremely busy 2020. However, the majority of people have realized that healthcare was just the beginning of a new chapter that will fully replace our previous perspectives Ackerman (2020). Furthermore, another year into the health crisis, recent media coverage in the Philippines outlined the departure of Filipino nurses to work abroad. In just the first two to three weeks of October 2021, 5% to 10% of nurses employed by private hospitals resigned. A hospital chief in a city mentioned in a subsequent 2021 news report that nurses had dropped from 200 to 63 the year before. Since the pandemic started, almost 40% of nursing staff in private institutions have decided to resign. As a result of the shrinking amount of nurses during the pandemic, healthcare facilities in the Philippines may be insufficiently staffed Alibudbud (2022).

The COVID-19 pandemic has altered how Filipino medical professionals do their work both domestically and internationally. One of the biggest countries in the world for sending nurses abroad is the Philippines. Before the pandemic, approximately 17,000 Filipino nurses left the country to work overseas in 2019. In total, nearly 193,000 Filipino-trained nurses are employed abroad, making almost 85% of all nurses educated in the nation. Nevertheless, the pandemic has disrupted the movement patterns of medical personnel. Although the pandemic created unprecedented global demand for healthcare employees, the Philippine government tightened labor movement restrictions. In these environmental changes, healthcare institutions seeking to hire Filipino medical workers must assess current restrictions and consider alternative labor markets in ASEAN Koty (2021). Therefore, to cope with the changes, many activities were introduced, particularly the use of digital devices. According to Trakulkongsmut (2020), with severe social removal estimates in place, many people were looking for data concerning their health to accurately evaluate any complications they may notice. Numerous people have begun utilizing telehealth services, which use correspondence advances to provide the following medical care administrations: teleconsultations, side effect observing, and understanding of test results, in collaboration with clinical experts through Virtual Clinics. Locally established blood tests, health assessments, immunizations, physiotherapy, wound dressing, and medication conveyance administrations. Care for patients with ongoing medical issues, such as stroke victims, with specially designed monitoring hardware aimed at reducing difficulties, enabling full recovery, and giving their guardians true peace of mind. Telemedicine does have some limitations, one of the most significant being. According to Buselli et al. (2020), the recent global COVID-19 outbreak served as a timely reminder of the mental health that healthcare workers need on the front lines of the pandemic response. Local institutions, in addition to international guidelines, require quick and practical approaches that are easily replicable in different populations and contexts.

### 3. Methodology

**Research Design** - According to Buselli et al. (2020), the recent global COVID-19 outbreak served as a

timely reminder of the mental health that healthcare workers need on the front lines of the pandemic response. Local institutions, in addition to international guidelines, require quick and practical approaches that are easily replicable in different populations and contexts. In this study, a qualitative research design is characterized as an advertised research strategy which focuses on getting information through verbal exchanges and open-ended questions. This is based on social science fields like anthropology, sociology, and psychology. Since the interviewer/researcher also seeks to understand the respondents' motivation and sentiments, the qualitative research methods enable in-depth and assist scrutinizing and addressing of respondents based on their replies. In order to draw conclusions from market research, it can be helpful to understand how your audience makes decisions.

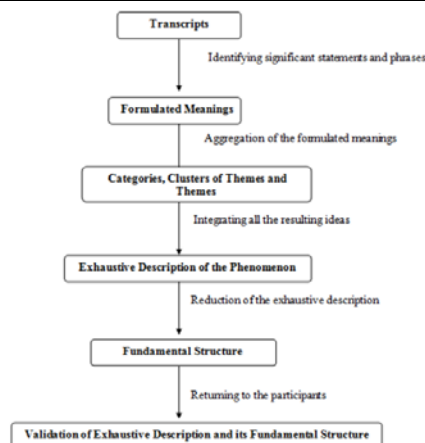
**Setting and Participants** - The respondents of this study were made up of 25 front liners working from different hospitals in Batangas City who are adapting to new normal protocols. Respondents were made up of 11 nurses, 9 nursing attendants, 3 office employees, and 2 doctors. Based on their availability and willingness to participate, respondents are chosen. Replacing the respondents who successfully opt out of the study is the responsibility of the researchers. It is significant that respondents participated voluntarily in the study. Respondents participated based on informed consent. In order to comply with the principle of informed consent, researchers must provide participants with enough information and assurances about their participation so they can understand the potential consequences and freely decide whether or not to participate, free from undue pressure or coercion. In designing the interview, insulting, discriminatory, or other objectionable language is avoided, and respondents' privacy and anonymity are given top priority.

**Data Collection Procedure** - Following the health protocols, physical contact with social distancing was strictly implemented in this study. Therefore, the process of gathering responses from the participants was conducted face-to-face. The researcher sent a consent form to the respondents and the schedule of meet up for face-to-face interviews was facilitated. The participants who met the research criteria were subjected to the study: participants were healthcare workers from various hospitals in Batangas City ages 18-55. Participants were given time to respond for their accessibility and availability, then the researcher conducted the survey afterward. The completion of data was used to reveal findings after conducting the content analysis. The researcher also ensured the confidentiality and privacy of the data that were collected.

**Data Gathering Instrument** - Before the health protocols and availability of the participants, this research had physical contact and used a form as the guide for answering interview questions. Since all findings, interpretations, and observations are done via the qualitative researcher's lens, they frequently view themselves as "instruments" in the research process. The question form is a modern medium of conducting data from the respondents as it is way more accessible and flexible.

**Data Analysis** - Colaizzi's method of data analysis was utilized in this research to determine the experiences of healthcare employees in adapting to the new normal system. Face-to-face interviews were performed utilizing a prepared semi-structured interview manual. The attendees were reminded to speak freely and share their personal experiences. Each interview was conducted by the researcher and lasted 45 to an hour. At the conclusion of each interview, the researcher informed the participants that she needed to call them again to discuss the study's findings and make sure they truly resembled their personal viewpoints.

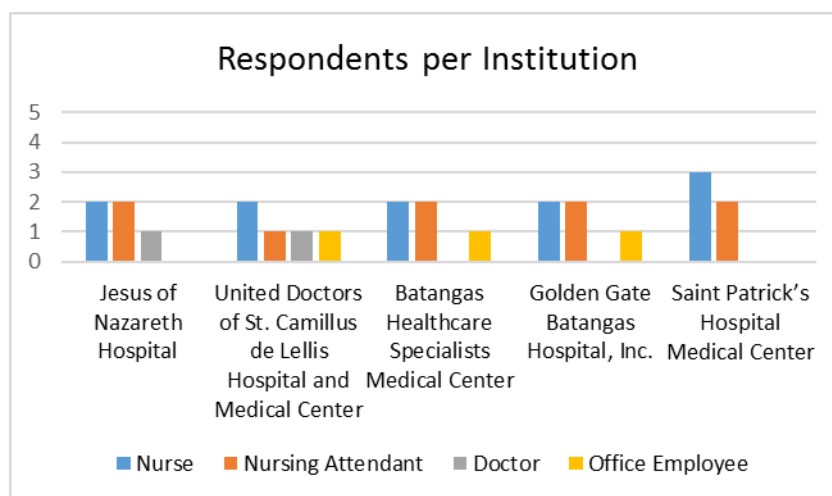
**Ethical Considerations** - Getting consent from the institution, the research ethical committee and the proponent of the research instrument was the first step in conducting the study. The goal of the study was explained to healthcare workers who engaged in the study. The participants were made aware of their option to decide not to finish the study and to withdraw if they so desire. Additionally, a formal consent form was given to those who participated in the study, and all participants' identities and confidentiality were protected.



**Figure 2.** Colaizzi's Method of Data Analysis

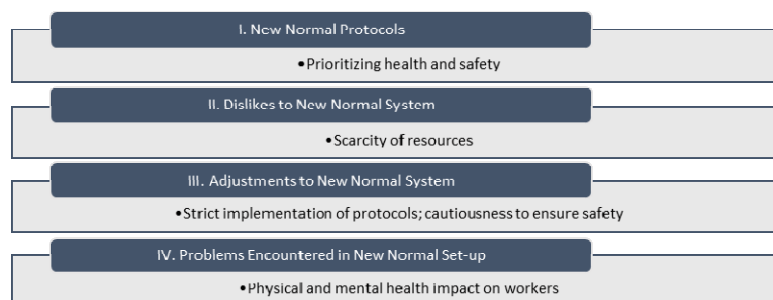
#### 4. Results and Discussion

**Profile of the Respondents** - The respondents of the study are 25 hospital employees from 5 different hospitals in Batangas City named Jesus of Nazareth Hospital, United Doctors of St. Camillus de Lellis Hospital and Medical Center, Batangas Healthcare Specialists Medical Center, Golden Gate Batangas Hospital, Inc., and Saint Patrick's Hospital Medical Center. 5 respondents were chosen from each institution and took part in the study. The figure below shows the position of employees per institution who were surveyed.



**Figure 3.** Respondents per Institution

##### 4.1 Findings



**Figure 4.** Emergent Themes and Subthemes



The figure above depicts the emergent themes and subthemes derived from interview data. This data gives a comprehensive description of the topic under investigation and allows for the discovery of important information.

### **Theme 1: New Normal Protocols**

This theme presents the new normal protocols within the healthcare facility; including examples of tests/processes to undergo. To ensure the health and safety of the patients and staff, strict implementation and exposure to new protocols are observed. A subtheme is created to further understand the information herein.

**Subtheme: Prioritizing Health and Safety** - To ensure health and safety within the healthcare facility, several tests, processes, and additional equipment are created. The respondents were asked what are the processes and protocols that were facilitated in the healthcare institution and the responses are below:

*“Free RT-PCR test is given to healthcare workers” – nurse #8*

*“Social distancing and hand washing are still facilitated in our hospital and I like it. It became our routine.” – office employee #2*

*“Wearing face mask became part of our daily routine to ensure that we prevent transferring of viruses.” – nurse #7*

*“Separate facilities are provided for covid and non-covid patients like wards, examination rooms and the like.” – nurse #10*

*“Our hospital has enlarged the triage area to ensure proper assessment of patients.” – nurse #2*

*“We are back to usual face-to-face consultation today but we make sure that patients do not have any symptoms.” – doctor #1*

*“We still use plastic barriers in our office as well as microphones to minimize transmission of virus.” – office employee #1*

The process, and healthcare practices mentioned are essential to the facility as it prevents the transmission of the Covid-19 virus. Practices include the utilization of barriers, screening, isolations, and proper wearing of face masks.

### **Theme 2: Dislikes to the New Normal System**

This theme presents the new normal protocols within the healthcare facility; including examples of tests/processes to undergo. To ensure the health and safety of the patients and staff, strict implementation and exposure to new protocols are observed. A subtheme is created to further understand the information herein.

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*“Wearing face mask became part of our daily routine to ensure that we prevent transferring of viruses.” – nurse #7*

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The process, and healthcare practices mentioned are essential to the facility as it prevents the transmission of the Covid-19 virus. Practices include the utilization of barriers, screening, isolations, and proper wearing of face masks.

### **Theme 3: Adjustments to New Normal System/Protocols**

Being a full-time worker without the existing Covid-19 virus is quite easier compared to the situation right now. This theme shows how and what are the respondents' adjustments made in their respective hospitals.

**Subtheme: Strict Implementation of Protocols; Cautiousness to Ensure Safety** - Social distancing, proper garments, and health practices are one of the protocols needed even outside hospitals. Below are the statements of the respondents on how they follow the new normal system/protocols.

*“Hand washing and the use of alcohol is more frequent now.” – office employee #2*

*“New normal is strictly implementing that if you have any symptoms, you are not allowed to work even though you are capable to function.” - Nurse #6*

*“New normal system tends to use technology/computer-based platforms more than the old system.” – doctor #1*

*“RT-PCR is still mandatory for those who have symptoms before going back to work.” – nurse #2*

*“Wearing face masks every time” – nurse attendant #1*

*“Visitors and availability of relatives beside the patients were still prohibited and is limited to only one relative per patient.” – nurse #8*

### **Theme 4: Problems encountered in the new normal set-up**

This theme provides the problems encountered by the staff of five different hospitals in Batangas City in the new normal set-up. A subtheme is created to explain the problems specifically.

**Subtheme: Physical and mental health impact on workers** - This subtheme focuses on the status of the staff's physical and mental health. Below are the responses gathered on what they encounter in this problem.

*“For me, my anxiety and stress were lessened compared to before since I am already capable of adapting to the new normal.” – nurse #4*

*“I experienced a lack of extracurricular activities since I work extra hours in our hospital.” - doctor #1*

*“My health problems worsened because of the extra workload.” - Nurse attendant #9*

*“I lack in physical activities as I am back working on-site.” - office employee #1*

## 5. Conclusion

Based on the identified findings above, the researcher concluded that staff within the five hospitals in Batangas City have adapted to the new normal protocols and systems amidst the Covid-19 pandemic. The participants showed a high level of satisfaction with the implemented protocols to ensure the health and safety of everyone. The pandemic has both taught and reminded the respondents to be flexible, adaptable, and empathic while facing the unknowable. These abilities take time to develop and master. They grow over time as a result of the experiences we have in life. These are priceless abilities that may include in our toolkits to help us deal with life's obstacles and prosper in an unpredictable future. In the end, the abilities of flexibility, adaptability, and empathy may undoubtedly assist us to make sense of and react well to the urgent demand of the times without burning ourselves out or losing our sanity over things, regardless of what style of work or learning we are called to do or be a part of.

### 5.1 Recommendations

Based on the interview, employees have different coping mechanisms that affect their physical and mental health status. It shows that hospital challenges may have worsened and others may have improved. A variety of issues must be considered that may affect employee productivity and changes to maintain optimal compliance with Covid-19 safety regulations and their health and safety, which is a critical component of an effective response to the current pandemic. Following the findings and recommendations of the study, it is suggested that:

- This research will give readers and other researchers valuable data that will serve as a foundation for future research on pandemic compliance and health behaviors.
- Addition of resources and staff is recommended by the researcher to accommodate more patients and lessen the burden of workloads within each other.
- A psychological assessment is recommended by the researcher for the staffs, especially nurses, doctors, and other hospital workers, given the hospital facility to ensure the mental health of the said staff.

Here are some specific recommendations:

- Provide regular training on the new normal protocols and systems.
- Create a culture of continuous learning and improvement.
- Provide resources to help staff develop their flexibility, adaptability, and empathy.
- Celebrate staff successes and accomplishments.
- Create a supportive and collaborative work environment.

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