

Factors Influencing Adherence to Patient Safety Protocols Among Healthcare Personnel in a Selected Level 2 Private Hospital in Rizal

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ABSTRACT

Patient safety protocols are essential in preventing errors and ensuring the delivery of safe, high-quality healthcare. This study aimed to determine the factors influencing adherence to patient safety protocols among healthcare personnel in a selected Level 2 private hospital in Rizal. Specifically, it described the respondents' demographic profile, assessed individual factors (knowledge of patient safety protocols and training and competency), organizational factors (management support), and determined the level of adherence to patient safety protocols. It also examined the relationship between these factors and adherence. The study employed a quantitative, descriptive-correlational research design. Using total enumeration, healthcare personnel who met the inclusion criteria participated in the study. Data were collected through a validated, researcher-administered questionnaire with acceptable reliability established through Cronbach's alpha. Descriptive statistics, including frequency, percentage, weighted mean, and standard deviation, were used to summarize the data, while appropriate inferential statistical tests at a 0.05 level of significance were applied to determine the relationships between the identified factors and adherence to patient safety protocols. The findings are expected to provide evidence on how individual and organizational factors influence adherence to patient safety protocols among healthcare personnel. The results may help hospital administrators strengthen patient safety initiatives by enhancing staff knowledge, improving training and competency, and reinforcing management support. The study may also serve as a basis for developing interventions, policies, and continuous quality improvement programs that promote a stronger culture of patient safety. Furthermore, the findings may contribute to the existing body of nursing and healthcare management research and provide useful references for future researchers conducting similar studies in healthcare settings.

Keywords: Patient safety protocols, healthcare personnel, adherence, knowledge, training and competency, management support.

INTRODUCTION

Patient safety is a fundamental responsibility of healthcare institutions, and adherence to patient safety protocols among healthcare personnel is influenced by individual factors, such as knowledge, clinical experience, skills and competence, and attitudes, as well as organizational factors including communication, teamwork, staffing, management support, reporting practices, and handoffs, despite national and international initiatives to improve patient safety (WHO, 2023; DOH, 2022, 2023). This study aimed to determine the factors influencing adherence to patient safety protocols among healthcare personnel in a selected

Level 2 private hospital in Rizal and provide evidence to support interventions, strengthen patient safety practices, improve organizational policies, and contribute to nursing practice and future research.

Statement of the Problem

This study aimed to determine the factors influencing adherence to patient safety protocols among healthcare personnel in a selected Level 2 private hospital in Rizal, identify areas for improvement, and provide a basis for potential interventions and policy enhancements. Specifically, it sought to describe the respondents' demographic profile, assess the extent to which individual and organizational factors influence adherence, and determine the level of adherence to patient safety protocols among healthcare personnel. Furthermore, the study examined significant relationships among respondents' demographic profiles, individual and organizational factors, and adherence to patient safety protocols, and identified the factors that significantly predict adherence.

Scope and Delimitations

This study focused on determining the factors influencing adherence to patient safety protocols among healthcare personnel in a selected Level 2 private hospital in Rizal by examining individual factors (knowledge, clinical experience, skills and competence, and attitude) and organizational factors (communication, teamwork, staffing, management support, reporting practices, organizational learning, and handoffs). The respondents were healthcare personnel who had been employed in the hospital for at least six months, and data were collected in June 2026 using a structured questionnaire, with adherence to patient safety protocols serving as the primary outcome. The study was limited to one selected Level 2 private hospital in Rizal and relied on self-reported responses, which may limit the generalizability of the findings and may be subject to response bias.

Review of Related Literature

Patient safety is a fundamental component of quality healthcare that requires healthcare personnel to consistently adhere to established safety protocols, with adherence influenced by both individual factors (knowledge, clinical experience, skills and competence, and attitude toward patient safety) and organizational factors (communication, teamwork, staffing, management support, organizational learning, reporting practices, and handoffs) (WHO, 2023; AHRQ, 2024). Recent studies have shown that adequate knowledge, positive attitudes, competency, effective communication, supportive leadership, sufficient staffing, and a strong patient safety culture contribute to better adherence to patient safety protocols and improved quality of care (Ayyad et al., 2024; Cho et al., 2023; Lee et al., 2023; Finn et al., 2024). Furthermore, adherence to patient safety protocols may vary according to demographic and workplace characteristics; however, evidence suggests that both individual competencies and organizational support are essential in promoting safe healthcare practices among healthcare personnel.

Conceptual Framework

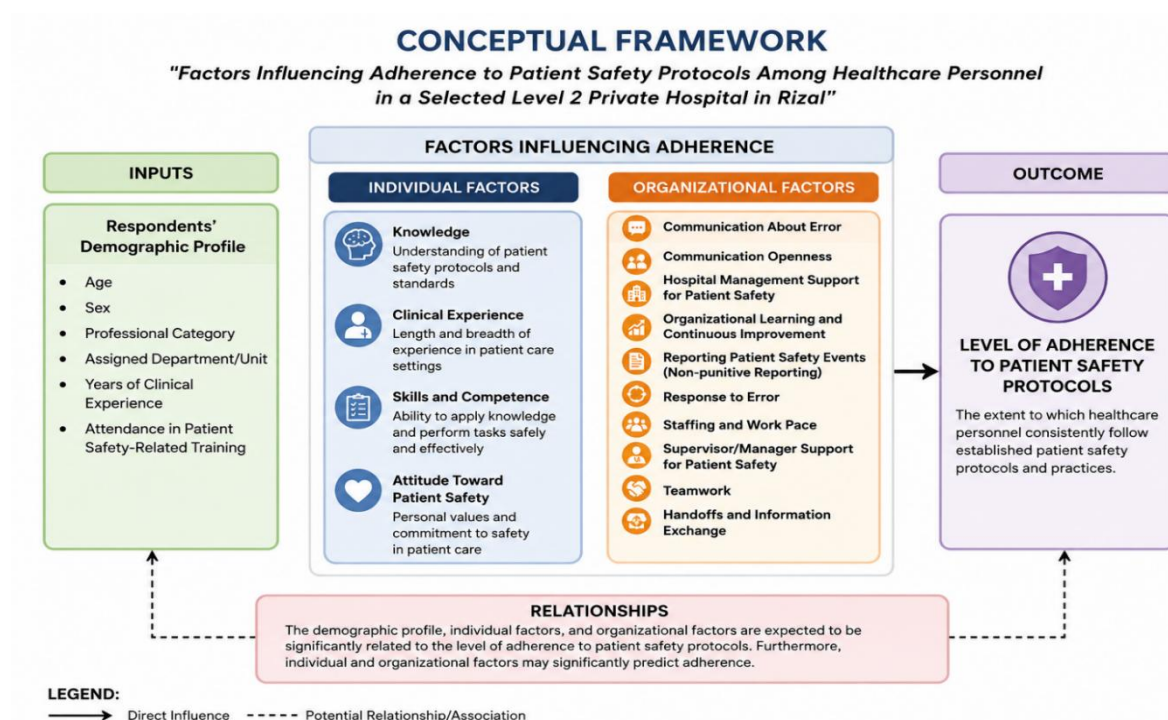


Figure 1 illustrates the conceptual framework of the study, showing that the respondents' demographic profile, individual factors, and organizational factors are the independent variables that may influence the dependent variable, which is the level of adherence to patient safety protocols among healthcare personnel.

Theoretical Framework

This study is anchored on the Donabedian Model of Quality Care, which explains that healthcare quality and adherence to patient safety protocols are influenced by healthcare structures and care processes, and is supported by Jean Watson's Theory of Human Caring and Calista Roy's Adaptation Model, which emphasize compassionate, competent care and healthcare personnel's ability to adapt to workplace demands (Endalamaw et al., 2024; WHO, 2023; Curcio et al., 2024; Motaarefi et al., 2025). Together, these theories provide the framework for examining how individual and organizational factors influence adherence to patient safety protocols and identifying the factors that significantly predict adherence among healthcare personnel.

METHODOLOGY

This section describes the research design, respondents, research instrument, data gathering procedure, ethical considerations, and statistical methods used in conducting the study.

Research Design

This study employed a quantitative descriptive-correlational and causal explanatory research design to describe the respondents' demographic profile, individual and organizational

factors, and level of adherence to patient safety protocols, examine the significant relationships among these variables, and identify the factors that significantly predict adherence without manipulating the study variables (Creswell & Creswell, 2023; Polit & Beck, 2022).

Research Steps

This study obtained ethical approval and hospital permission before collecting data through a Google Forms questionnaire with informed consent from eligible healthcare personnel, ensuring voluntary participation, confidentiality, secure data management, and proper processing of responses for statistical analysis.

Data Collection and Sample Selection

The respondents were 120 healthcare personnel from a selected Level 2 private hospital in Antipolo City, Rizal, chosen through proportional stratified random sampling, with the sample size determined using Slovin's formula. Eligible personnel were those employed for at least six months, assigned to clinical or patient-related units, and who voluntarily participated in the study.

Data Analysis Methods

The collected data were coded and analyzed using JASP statistical software and interpreted through descriptive and inferential statistics, including frequency, percentage, mean, standard deviation, correlation, and multiple regression analysis at a 0.05 level of significance.

Research Hypotheses and Validation

The study tested the null hypothesis that there is no significant relationship between the respondents' demographic profile, individual and organizational factors, and their level of adherence to patient safety protocols. The research instrument was validated by experts in nursing and patient safety to establish its content validity and was pilot-tested to determine its reliability before the actual data collection.

Study Limitations and Ethical Considerations

The study was limited to a selected Level 2 private hospital in Rizal and relied on self-reported data, while ethical standards were upheld through ethics approval, informed consent, voluntary participation, confidentiality, and secure data management.

RESULTS AND DISCUSSION

The findings showed that organizational factors had the strongest influence on adherence to patient safety protocols, while demographic characteristics had no significant relationship with adherence.

SUMMARY

The study determined the respondents' demographic profile, assessed individual and organizational factors, evaluated the level of adherence to patient safety protocols, and identified the factors that significantly predict adherence.

CONCLUSIONS

The study concluded that organizational factors are the strongest predictors of adherence to patient safety protocols, emphasizing the importance of a supportive patient safety culture and healthcare system.

RECOMMENDATIONS

The study recommends strengthening organizational support by improving staffing, communication, and leadership, implementing standardized handoffs, providing continuous patient safety training, and establishing effective incident reporting systems.

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AI DECLARATION STATEMENT

I declare that artificial intelligence (AI) tools were used solely to assist with language refinement, grammar, organization, and formatting of this manuscript, while all research design, data collection, analysis, interpretation of findings, and final content remain my own work and responsibility.

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