

# Availability of Healthcare Resources on Satisfaction of Nursing Care Quality of the Hemodialysis Patients in a Level 2 Hospital

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## ABSTRACT

This study utilized a quantitative descriptive–correlational research design conducted in a Level 2 hospital in Surigao City during the first quarter of 2026. Complete enumeration was employed, involving 167 hemodialysis patients. Data were gathered using two adopted and validated instruments measuring healthcare resource availability and patient satisfaction with nursing care quality. Descriptive statistics, including mean and standard deviation, and inferential statistics using Pearson  $r$  were applied to analyze the data. Findings revealed that healthcare resources in the hemodialysis unit were generally highly available, while patient satisfaction with nursing care quality was also rated high across dimensions such as communication, responsiveness, competence, respect, and overall care experience. Moreover, a significant positive relationship was identified between healthcare resource availability and patient satisfaction with nursing care quality. The study concludes that adequate healthcare resources support improved nursing care delivery and enhance patient satisfaction among hemodialysis patients. Based on the findings, a Nursing Care Quality Enhancement Plan was proposed to strengthen service delivery and promote continuous quality improvement.

**Keywords:** Hemodialysis Patients, Healthcare Resource Availability, Nursing Care Quality, Patient Satisfaction, Descriptive–Correlational Study

## INTRODUCTION

Efficient management of healthcare resources is essential in ensuring safe, timely, and high-quality care, as the proper allocation and utilization of equipment, supplies, human resources, and support services directly influence patient outcomes and healthcare effectiveness. Inadequate resource management in hospitals can lead to treatment delays, increased workload among healthcare staff, and compromised patient safety (Omar & Goh, 2022; Htay et al., 2020), and these challenges are particularly evident in specialized services such as hemodialysis, where the complexity of care and reliance on specialized equipment and personnel make resource management critical for patient well-being and service efficiency. Hemodialysis, as a life-sustaining treatment for patients with chronic kidney disease, depends not only on the procedure itself but also on the availability of adequate healthcare resources and the quality of nursing care, making it necessary to examine how resource availability influences patient satisfaction with nursing care quality.

The study focuses on the relationship between availability of healthcare resources and patient satisfaction with nursing care quality, where resource availability includes equipment and supplies, human resources, medical and support services, and system accessibility, while patient satisfaction reflects communication, responsiveness, competence, respect, and overall care experience. Evidence shows that inadequate dialysis machines, consumables, and staffing can compromise continuity and safety of care, leading to dissatisfaction and poorer outcomes (Omar & Goh, 2022; Alreshidi et al., 2021). Global and local studies further demonstrate that shortages in dialysis staff and equipment, overcrowding, and limited machines are associated with lower patient satisfaction and longer waiting times, affecting patients' perception of care quality and trust in the healthcare system (Hussein et al., 2023; Marquez et al., 2021).

In real-life practice, hemodialysis patients often adjust treatment schedules due to limited machine availability and experience delays when supplies are insufficient, while nurses manage high patient loads and strive to

maintain safe and quality care, highlighting the need to assess how resource availability affects patient satisfaction in resource-constrained settings. The study is strengthened by the researcher's competence and practical experience in nursing, aligning with SDG 3 (Good Health and Well-being) and SDG 8 (Decent Work and Economic Growth), and its findings aim to guide nursing management in improving resource allocation, staffing adequacy, and service delivery while emphasizing the role of communication, responsiveness, and respect in sustaining patient-centered care.

## Research Questions

This study was to assess the relationship between the availability of healthcare resources and satisfaction with nursing care quality among hemodialysis patients in a Level 2 hospital in Surigao City during the first quarter of 2026.

The study specifically answered the following queries:

1. What was the level of availability of healthcare resources in the hemodialysis unit in terms of:
  - 1.1. equipment and supplies;
  - 1.2. human resources;
  - 1.3. medical and support services; and
  - 1.4. system and accessibility?
2. What was the level of satisfaction with nursing care quality among hemodialysis patients in terms of:
  - 2.1 communication;
  - 2.2 responsiveness;
  - 2.3 competence;
  - 2.4 respect; and
  - 2.5 overall care experience?
3. Was there a significant relationship between the availability of healthcare resources and patient satisfaction with nursing care quality?
4. What nursing care quality enhancement plan can be proposed based on the findings of the study?

## Statement of Null Hypothesis

**H<sub>01</sub>:** There was no significant relationship between the availability of healthcare resources and patient satisfaction with nursing care quality.

## Review Of Related Literature and Studies

**Available of resources in hemodialysis.** Available resources in hemodialysis have been consistently identified as a critical factor influencing the quality and delivery of care. A study by Atibila et al. (2025) highlighted major barriers such as insufficient dialysis machines, equipment breakdowns, supply shortages, inadequate staffing, and poor infrastructure, which resulted in long waiting times, interrupted treatments, and increased patient dissatisfaction. Similarly, global evidence shows disparities in the availability, accessibility, and quality of hemodialysis services across countries, with lower-income settings experiencing limited equipment, fewer trained personnel, and higher out-of-pocket costs that affect continuity of care and patient satisfaction (Htay et al., 2020). These findings demonstrate that shortages in equipment, staffing, and financial resources contribute to inequities in care delivery and compromise the safety and effectiveness of dialysis services, reinforcing the importance of healthcare resource availability in shaping patient satisfaction with nursing care quality.

Further studies support that resource limitations directly affect both patient experiences and nursing care delivery. Ahmed et al. (2022) found that while patients appreciated nurses' professionalism, dissatisfaction was linked to inadequate machines, maintenance issues, and limited support services. Nurses' experiences also reflect similar challenges, including machine malfunctions, supply shortages, and limited training, which led to treatment delays and difficulty in maintaining safe and effective care (Mlay et al., 2023). Local and regional studies revealed that staffing levels, supply availability, and maintenance capacity significantly influence patient

satisfaction, with better-resourced facilities reporting improved responsiveness, communication, and care outcomes (Palad, 2024; Bautista et al., 2023; Koon et al., 2020). Collectively, these studies emphasize that adequate healthcare resources are essential in ensuring quality nursing care, improving patient satisfaction, and sustaining effective hemodialysis services).

**Patient satisfaction on nursing care quality in hemodialysis.** Patient satisfaction is a vital indicator of healthcare quality and reflects how effectively nursing care meets patients' physical, emotional, and informational needs, particularly in hemodialysis settings where treatments are prolonged and repetitive. The nurse-patient relationship, communication, and technical competence significantly influence patients' perceptions of care quality (Alfaifi et al., 2021). Studies consistently show that while patients value nurses' compassion, professionalism, and competence, satisfaction is also affected by environmental conditions and resource availability. Ahmed et al. (2022) reported high satisfaction with nurses' care but noted dissatisfaction in areas such as supply availability and cleanliness, while Helmy et al. (2022) emphasized that communication, empathy, and responsiveness are strong determinants of satisfaction. A systematic review further highlighted that nurses' attitudes, timeliness of care, and availability of supplies shape satisfaction, with nursing care being a key predictor of overall dialysis service satisfaction (Al Nuairi et al., 2022). Patient education, trust, and involvement in decision-making were also found to significantly enhance satisfaction (Rajasekaran et al., 2022), while timely assistance and empathetic responses during procedures improved patient experience (Sikora et al., 2025).

Evidence also shows that systemic and contextual factors influence patient satisfaction through their impact on nursing care delivery. Resource limitations such as understaffing, equipment shortages, and high workload reduce nurses' ability to provide attentive and compassionate care, leading to patient complaints about delays and perceived neglect (Mlay et al., 2023). In the Philippine context, studies highlight the importance of relational aspects of care, where nurse presence, reassurance, and compassionate communication increase trust and satisfaction (Nebres et al., 2020), and empathy, respect, and effective communication are identified as the strongest predictors of satisfaction (Dela Cruz & Balagtas, 2023). Furthermore, adequate staffing, functional equipment, and efficient supply systems are associated with higher satisfaction, while limited resources and overworked nurses contribute to lower satisfaction, particularly in responsiveness and timeliness of care (Palad, 2024). Collectively, these findings emphasize that both nursing behaviors and resource availability play critical roles in shaping patient satisfaction with nursing care quality in hemodialysis units.

**Available of resources on patient satisfaction on quality nursing care.** Several international studies have established that the availability of healthcare resources is significantly associated with patient satisfaction with the quality of nursing care in hemodialysis settings. Helmy et al. (2022) found that deficiencies in dialysis machines, consumable supplies, and nurse staffing levels were significantly correlated with lower patient satisfaction, particularly in communication and responsiveness, indicating that inadequate resources directly affect nursing service delivery. Similarly, Al Nuairi et al. (2022) emphasized through a systematic review that adequate nurse-to-patient ratios, well-maintained equipment, and accessible support services are strong predictors of patient satisfaction, while facilities with improved structural and staffing resources consistently achieved higher satisfaction ratings. Supporting this, Plantinga et al. (2024) reported that dialysis centers with better staffing patterns, accessible support systems, and sufficient equipment demonstrated higher patient satisfaction and improved performance outcomes, reinforcing that resource adequacy is a critical determinant of high-quality, patient-centered nursing care.

In the Philippine context, similar findings have been observed. Palad (2024) reported a significant positive correlation between the availability of dialysis machines, supplies, and nurse staffing levels and patient satisfaction, particularly in communication, competence, and responsiveness. Likewise, Nebres et al. (2020) found that higher perceptions of nurse availability and accessibility of medical resources were strongly associated with increased satisfaction, highlighting the importance of nurse presence made possible through adequate staffing and resources. Furthermore, Bautista et al. (2023) demonstrated that resource shortages such as supply limitations, machine malfunctions, and insufficient staffing were negatively correlated with patient satisfaction, leading to delays, treatment interruptions, and increased patient dissatisfaction. Collectively, these studies confirm that resource adequacy directly influences the perceived quality of nursing care and patient satisfaction in hemodialysis units.

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## RESEARCH METHODOLOGY

**Design.** The study utilized a quantitative research approach employing a descriptive correlational research design. In application to the study, the descriptive design was used to determine the availability of healthcare resources in the hemodialysis unit, specifically in terms of equipment and supplies, human resources, medical and support services, and system accessibility, as well as to describe the level of satisfaction of hemodialysis patients with the quality of nursing care. Meanwhile, the correlational design was employed to assess the relationship between the availability of healthcare resources and satisfaction with the quality of nursing care among hemodialysis patients.

**Environment.** This study was conducted in a Level 2 government hospital in Surigao City located in the Caraga Region, Philippines.

**Respondents.** The respondents of this consisted of 167 hemodialysis patients receiving regular treatment in the hospital.

**Sampling Design.** This study employed complete enumeration, which involved including all eligible hemodialysis patients in the Level 2 hospital who met the inclusion criteria.

**Inclusion Criteria and Exclusion Criteria.** The study included adult hemodialysis patients aged 18 years and above who were undergoing regular dialysis treatment, including those who had recently initiated dialysis, provided that they were conscious, oriented, capable of verbal communication, and voluntarily agreed to participate by signing the informed consent form. Patients who were critically ill, mentally incapacitated, or unable to communicate effectively were excluded, as well as newly admitted patients with evident cognitive impairment, to ensure the reliability of responses. Elderly patients were not excluded based on age alone; however, those with cognitive limitations or communication difficulties during data collection were also excluded, ensuring inclusivity while maintaining the validity and accuracy of the data.

**Instrument.** This study utilized a two-part structured questionnaire to gather quantitative data on the availability of healthcare resources and patient satisfaction with nursing care quality among hemodialysis patients, with both instruments adapted from standardized and previously validated tools. Part I consisted of an adopted Resource Inventory Checklist based on frameworks such as the WHO Service Availability and Readiness Assessment (SARA) and HeRAMS, comprising 20 items across four domains: Equipment and Supplies, Human Resources, Medical and Support Services, and System and Accessibility, measured using a 5-point Likert scale, with mean scores computed for analysis; the instrument underwent expert validation and pilot testing, yielding a Cronbach's alpha of 0.91, indicating excellent reliability. Part II utilized the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) developed by Laschinger et al. (2005), consisting of 14 items covering responsiveness, communication, interpersonal respect, technical competence, and overall satisfaction, also measured using a 5-point Likert scale, with scores averaged to determine satisfaction levels; the instrument demonstrated high internal reliability with a Cronbach's alpha of 0.93.

**Data Gathering Procedures.** The data gathering procedures began with the submission of proposed research titles for approval, followed by the assignment of a research adviser, preparation of endorsement and transmittal letters, conduct of a research design hearing, incorporation of revisions, and securing of ethical clearance prior to data collection. Upon issuance of the notice to proceed, data were collected in the hemodialysis unit of a Level 2 hospital through face-to-face administration of questionnaires scheduled after dialysis sessions to avoid disruption and ensure respondent stability. The purpose, objectives, confidentiality, and voluntary nature of participation were explained, and informed consent was obtained from all participants. The researcher facilitated the process by clarifying questionnaire items when needed, checking completed responses for accuracy and completeness, and ensuring that all data were handled with strict confidentiality without personal identifiers. Data collection continued until the required number of respondents was achieved. Afterward, all responses were encoded in Microsoft Excel, submitted to a statistician for analysis, presented in tabular form with corresponding interpretation, and all physical questionnaires were securely disposed of through shredding to maintain confidentiality.

**Statistical Treatment of Data.** Mean and Standard Deviation were computed to determine the average levels and variability of responses regarding healthcare resource availability and patient satisfaction with nursing care quality, while the Pearson product-moment correlation coefficient (Pearson *r*) was used to assess the significant relationships between healthcare resource availability and patient satisfaction with nursing care quality, as well as between selected demographic characteristics and the study variables.

**Ethical Considerations.** Ethical considerations are an essential component of any research study. The study was submitted to the ethics committee of both the university and the hospital. Ethical approval was sought prior to the start of data gathering to ensure that the welfare of the respondents was protected.

**Presentation, Analysis, And Interpretation Of Data**

Table 1 Availability of Healthcare Resources

Dimensions	Mean score	SD	Interpretation
<b>A. Equipment and Supplies</b>			
1. Avail ability of functioning hemodialysis machines	4.55	0.627	Very good
2. Availability of dialyzers and bloodlines	4.71	0.457	Very good
3. Availability of dialysate fluids	4.76	0.428	Very good
4. Availability of PPE (e.g., gloves, masks) for patients	4.72	0.474	Very good
5. Availability of chairs/beds during dialysis sessions	4.68	0.539	Very good
6. Availability of clean water and water treatment system	4.69	0.475	Very good
7. Availability of disinfection and cleaning materials	4.71	0.507	Very good
Factor mean	4.69	0.280	High availability
<b>B. Human Resources</b>			
1. Presence of nephrologist during dialysis sessions	4.19	0.896	Good
2. Availability of trained dialysis nurses	4.67	0.508	Very good
3. Availability of a medical technician or aide during treatment	4.66	0.524	Very good
4. Staff-to-patient ratio during dialysis sessions	4.59	0.604	Very good
Factor mean	4.53	0.361	High availability
<b>C. Medical and Support Services</b>			
1. Availability of prescribed medications (e.g., EPO, iron supplements)	4.78	0.445	Very good
2. Access to laboratory services (blood tests, monitoring labs)	4.74	0.481	Very good
3. Access to nutrition counseling	4.35	0.829	Very good
4. Access to social work or psychosocial services	4.50	0.648	Very good
Factor mean	4.59	0.349	High availability
<b>D. System and Accessibility</b>			
1. Convenience of dialysis schedule	4.59	0.613	Very good
2. Waiting time before dialysis session begins	4.59	0.573	Very good
3. Cleanliness and maintenance of the dialysis facility	4.57	0.672	Very good
4. Availability of ambulance or transport service (if needed)	4.54	0.700	Very good
5. Accessibility of the dialysis facility (e.g., location, stairs, ramps)	4.62	0.664	Very good
Factor mean	4.58	0.421	High availability
Grand mean	4.60	0.220	High availability

Note. *n*=167.

Legend: 1.00–2.00 = Low availability; 2.01–3.50 = Moderate availability; 3.51–5.00 = High availability.

As shown in Table 1, the findings indicate that the availability of healthcare resources in the hemodialysis unit was generally high across all dimensions, reflecting a well-prepared and organized clinical environment that supports continuous, safe, and uninterrupted dialysis services. The consistent availability of equipment, supplies, personnel, support services, and accessible systems minimizes disruptions in care and allows healthcare teams to focus on patient monitoring, infection prevention, and delivery of quality nursing care. The availability of

essential dialysis materials ensures that treatment sessions are not delayed or canceled, reinforcing reliability and patient confidence, while adequate staffing supports continuous assessment, complication management, and patient education, which are essential in dialysis care (Plantinga et al., 2023). The presence of medical and support services, including medications, laboratory monitoring, and psychosocial interventions, further indicates that the unit provides holistic care that addresses not only clinical needs but also emotional and social aspects of patient well-being (Helmy et al., 2022). Additionally, system and accessibility factors such as organized scheduling, reasonable waiting times, and a clean environment contribute to a supportive care setting that enhances patient comfort, safety, and trust (Camedda et al., 2023; Weiner et al., 2024).

Observations during the study supported these findings, as the hemodialysis unit was structured and orderly, with prepared supplies, visible infection-control practices, organized scheduling, and smooth patient flow, resulting in minimal treatment delays. Nurses demonstrated coordination, adaptability, and teamwork in managing both clinical responsibilities and patient concerns, ensuring effective communication with the medical team and maintaining patient safety even when physicians were not constantly present (Mbunda et al., 2025). These findings imply that maintaining high resource availability should remain a strategic priority in nursing management to sustain patient satisfaction and care quality. Effective supply chain management, adequate staffing, workforce development, and strong communication systems are essential to prevent disruptions and enhance responsiveness, while continued attention to facility cleanliness, workflow efficiency, and accessibility supports therapeutic relationships and positive patient experiences, ultimately contributing to improved satisfaction outcomes (Reuters, 2025).

Table 2 Patient Satisfaction with the Nursing Care Quality

Dimensions	Mean score	SD	Interpretation
<b>Promptness and Responsiveness</b>			
1. Nurses responded promptly when I needed help.	4.82	0.415	Strongly agree
2. Nurses were attentive to my needs during dialysis.	4.85	0.358	Strongly agree
3. Nurses showed concern for my comfort during treatment	4.83	0.425	Strongly agree
Factor mean	4.83	0.290	High satisfaction
<b>Communication and Information Sharing</b>			
1. Nurses explained procedures clearly before performing them	4.76	0.428	Strongly agree
2. I received clear answers from nurses when I had questions.	4.84	0.369	Strongly agree
3. Nurses kept me informed about my care and progress.	4.86	0.346	Strongly agree
4. Nurses listened carefully when I spoke to them.	4.85	0.358	Strongly agree
5. Nurses encouraged me to be involved in decisions about my care.	4.84	0.364	Strongly agree
Factor mean	4.83	0.270	High satisfaction
<b>Interpersonal Respect and Empathy</b>			
1. Nurses treated me with courtesy and respect.	4.81	0.420	Strongly agree
2. Nurses maintained my privacy when providing care.	4.81	0.410	Strongly agree
3. Nurses respected my cultural and personal values.	4.87	0.339	Strongly agree
Factor mean	4.83	0.258	High satisfaction
<b>Technical Competence and Confidence</b>			
1. Nurses appeared confident and competent in performing their tasks.	4.86	0.346	Strongly agree
2. I felt safe in the care of the nursing staff.	4.89	0.318	Strongly agree
Factor mean	4.87	0.299	High satisfaction
<b>Overall Satisfaction</b>			
1. Overall, I am satisfied with the quality of nursing care I received during dialysis.	4.95	0.226	Strongly agree
Factor mean	4.95	0.226	High satisfaction

Note: *n*-167.

Legend: The following range will be used for interpretation: 1.00–2.00 = Low satisfaction; 2.01–3.50 = Moderate satisfaction; 3.51–5.00 = High satisfaction

The findings indicate that hemodialysis patients expressed a very positive level of satisfaction with the quality of nursing care, reflecting care that was not only clinically effective but also supportive and patient-centered. Satisfaction was influenced by consistent nursing presence, emotional support, and effective communication, which helped patients feel heard, safe, and valued during repeated and prolonged treatment sessions (Tri et al., 2025). Patients perceived nurses as prompt and responsive, demonstrating attentiveness and the ability to provide immediate assistance during procedures, which is critical in managing sudden discomfort or complications and in reducing anxiety while strengthening trust (Camedda et al., 2023). Communication and information sharing were also positively perceived, as patients felt informed and involved in their care, reinforcing the role of nurses as educators and facilitators in chronic care settings and supporting improved adherence and therapeutic relationships (Weiner et al., 2024). Additionally, patients experienced respectful and empathetic interactions, which contributed to emotional comfort and preserved dignity, while technical competence and professionalism of nurses enhanced patients’ sense of safety and confidence during treatment (Helmy et al., 2022; Mbunda et al., 2025).

Observations during the study supported these findings, as nurses maintained frequent interaction, provided reassurance, answered questions clearly, and fostered a trusting and approachable environment where patients felt comfortable seeking assistance. The atmosphere reflected teamwork, familiarity, and continuous engagement, which contributed to positive patient experiences and overall satisfaction, consistent with literature emphasizing the importance of strong nurse–patient relationships in dialysis care (Camedda et al., 2023; Tri et al., 2025). These findings imply that nursing management should sustain adequate staffing and manageable workloads to preserve responsiveness, strengthen communication and empathy through continuous training, and reinforce technical competency to maintain patient confidence. Furthermore, promoting a supportive and collaborative work environment is essential in sustaining high satisfaction levels, highlighting that nursing care quality in hemodialysis units is shaped not only by clinical competence but also by consistent human interaction, professionalism, and genuine concern for patient well-being.

Table 3 Relationship between Availability of Healthcare Resources and the Patient Satisfaction with the Nursing Care Quality

Variables	r value	p value	Decision	Interpretation
Availability of healthcare resources vs. Patient satisfaction with the nursing care quality	.581	.000	Reject the null hypothesis	Significant

Legend: Significant if p value is < .05. Dependent Variable: Patient satisfaction with the nursing care quality. Pearson r interpretation: A value greater than .5 is strong (positive), between .3 and .5 is moderate (positive), between 0 and .3 is weak (positive), 0 is none, between 0 and –.3 is weak (negative), between –.3 and –.5 is moderate (negative), and less than –.5 is strong (negative).

The findings indicate a meaningful and positive relationship between the availability of healthcare resources and patient satisfaction with the quality of nursing care among hemodialysis patients, suggesting that when resources such as equipment, supplies, staffing, and support services are readily available, patients tend to perceive nursing care more positively. Adequate resources allow nurses to perform procedures efficiently, respond quickly to patient needs, and focus on therapeutic interaction rather than managing limitations or delays, resulting in smoother care processes and higher satisfaction (Weiner et al., 2024). This aligns with evidence showing that healthcare resource readiness directly affects patient experiences, as sufficient materials and staffing reduce treatment delays, cancellations, and rushed interactions, thereby improving patient confidence and perceptions of care continuity (Plantinga et al., 2023). The findings emphasize that patient satisfaction is not solely determined by nurses’ skills and attitudes but is also influenced by the support system that enables consistent, safe, and compassionate care delivery.

The relationship further reflects how resource availability enhances the nurse–patient relationship by allowing nurses to focus more on communication, patient teaching, and emotional support, making caring behaviors more evident in stable and well-organized environments (Camedda et al., 2023). Observations during the study showed a structured unit with prepared supplies, coordinated workflows, timely assistance, and minimal delays, enabling

nurses to maintain calm, reassuring interactions and allowing patients to feel more comfortable and trusting (Mbunda et al., 2025). These findings imply that sustaining adequate resources should be a key strategy in nursing management, as resource readiness supports workflow efficiency, reduces staff stress, and enhances patient interaction. Continuous monitoring of both resource availability and patient satisfaction is essential to identify system-related challenges early, reinforcing that a well-resourced environment strengthens nursing performance and ultimately improves patient satisfaction in hemodialysis care.

## CONCLUSION AND RECOMMENDATIONS

**Conclusion.** In conclusion, the study established that the availability of healthcare resources in the hemodialysis unit was generally high, while patient satisfaction with the quality of nursing care was likewise high across the different dimensions of care. The findings indicate that patients perceived nursing care as responsive, competent, respectful, and supportive throughout their dialysis experience. Moreover, the significant positive relationship between healthcare resource availability and patient satisfaction suggests that adequate resources play an essential role in shaping how patients evaluate the quality of nursing care. When healthcare resources are readily available, nurses are able to perform their responsibilities efficiently and provide safe, timely, and patient-centered care, resulting in improved patient experiences and higher satisfaction. Based on these findings, it can be concluded that sustaining adequate healthcare resources is crucial in maintaining and further enhancing nursing care quality in hemodialysis settings.

**Recommendations.** Based on the findings, the recommendations emphasize the implementation of the Nursing Care Quality Enhancement Plan to sustain the high level of nursing care quality and ensure continuous availability of healthcare resources in the hemodialysis unit, with focus on patient-centered nursing practices, effective communication, responsiveness, and maintaining technical competence to further improve patient satisfaction. The findings may also contribute to nursing education by serving as evidence-based reference material on the importance of healthcare resource availability and its influence on patient satisfaction, particularly in topics related to quality nursing care, healthcare management, dialysis nursing practice, and quantitative correlational research. In terms of nursing policy, hospital administrators and nursing leaders are encouraged to strengthen policies on staffing allocation, equipment maintenance, supply monitoring, quality assurance, and patient-centered care, including regular patient satisfaction assessment to sustain high standards of care. For nursing research, the study may be disseminated through publication and conferences, with future studies recommended to explore other factors influencing patient satisfaction, conduct comparative analyses across healthcare settings, and examine hemodialysis patients lived experiences regarding nursing care quality and resource availability.

### Nursing Care Quality Enhancement Plan

#### Rationale

High-quality nursing care is a critical component in ensuring positive patient outcomes, safety, and overall satisfaction among hemodialysis patients. In the hemodialysis setting, patients undergo long-term and repetitive treatments, making the nursing team central to their daily healthcare experience. Nursing care quality is influenced not only by the competence and responsiveness of nurses but also by the availability of healthcare resources that support care delivery. When resources are adequate, nurses are able to provide timely, safe, and patient-centered care, which strengthens patient trust and satisfaction.

Findings of the study revealed that healthcare resources in the hemodialysis unit were highly available and that patients expressed high satisfaction with nursing care quality, particularly in communication, responsiveness, interpersonal respect, competence, and overall care experience. Furthermore, the study showed a significant positive relationship between the availability of healthcare resources and patient satisfaction with nursing care quality. These results indicate that maintaining resource readiness and strengthening nursing practices are necessary to sustain and further enhance quality of care. Therefore, this Nursing Care Quality Enhancement Plan is developed to maintain strengths and address areas that require continuous improvement to ensure consistent patient-centered nursing care in the hemodialysis unit.

## General Objective

The main purpose of this Nursing Care Quality Enhancement Plan is to sustain and further enhance the quality of nursing care provided to hemodialysis patients through improved nursing practices and effective utilization of healthcare resources.

## Specific Objectives

Specifically, this enhancement plan aims to:

- a. Sustain the high level of availability of healthcare resources supporting nursing care;
- b. Further enhance patient satisfaction with nursing care quality in terms of responsiveness, communication, competence, respect, and overall care experience; and
- c. Strengthen nursing management strategies that promote continuous quality improvement and patient-centered care in the hemodialysis unit.

Areas of Concern	Specific Objectives	Key Activities	Persons Responsible	Time Frame	Success Indicators
Sustain high availability of healthcare resources	Maintain consistent availability of equipment, supplies, and support services	Proper equipment use; report shortages; inventory and maintenance; strengthen supply monitoring; contingency planning; periodic review	Staff Nurses, Nurse Supervisor, Chief Nurse, Biomedical Staff, Hospital Administrators	3rd quarter onwards	Complete inventory reports; reduced equipment downtime; no treatment delay; sustained high resource availability
Enhance patient satisfaction with nursing care quality	Improve patient-centered practices (communication, responsiveness, empathy, competence)	Therapeutic communication; clear explanations; empathy; continuous learning; trainings on patient-centered care and communication; patient feedback; mentorship	Staff Nurses, Nurse Supervisor, Chief Nurse, Nursing Education Dept., HR Dept.	3rd quarter onwards	Training attendance; positive patient feedback; improved care evaluation; sustained high satisfaction
Sustain relationship between resources and care quality	Strengthen continuous quality improvement strategies	Nursing audits; meetings on patient concerns; recognition system; periodic re-assessment	Nurse Supervisor, Chief Nurse, QA Team, Hospital Administrators	3rd quarter onwards	Audit reports; meeting documentation; recognition implemented; sustained high care quality

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