

## THE LIVED EXPERIENCES OF NEWLY LICENSE NURSES TO THE FRONTLINE INNOVATION DURING COVID-19 PANDEMIC

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### Abstract

**Background:** The world faces great challenges because of the Covid 19 pandemic, the health care system experiences crisis with high rising morbidity and mortality rate. During this global public health crisis, consideration of populations disproportionately exposed to risk is crucial. The challenge for nurses is to ensure that our voices are heard into the future and we need to take our place at policy making tables like never before.

**Purpose:** The aim of the study to explore the lived experiences of nurses as front-line voices in innovation of caring the patient during pandemic. Nurses' knowledge and skills nurses have gained unique insights into the gaps in communication of knowledge, management, and preparation in responding the pandemic.

**Methods:** This study used a qualitative phenomenological design in which the lived experiences of the respondents are the focus. Through this, the researchers were able to gather information based on what really happened in a certain phenomenon. A Non-Probability Sampling Technique was established in this study specifically the purposive sampling. A total of nine key informants who participated in the study.

**Result:** The research study's phenomenological inquiry involved 9 key informants, 6 females (67%) and 3 male (33%) who both aged between 23 to 27 years old. The result of the study is based on the extracted response of Newly license nurses, the following themes are ((1) challenges in the delivery of care (2) nurses as work agent of innovation (3) work as self-fulfilment to serve during pandemic.

**Conclusion:** Nurses are known to be the first line of front liners, where each of them fulfills a vital and indispensable part and purpose in caring for the COVID 19 patients. The ability to become change agent plays great opportunity in providing quality of care. Recognizing the trust on their ability to see problem and create solution, enhanced self-fulfillment in caring. Nurses' ability to be innovate can reach out in the fulfilling the adventure of nurses during pandemic that can lead to provide effective and safe care delivery despite being novice nurses, to be competitive in the field.

**Keywords:** Frontline Innovation, Newly License Nurse, Covid 19 Pandemic.

### Introduction

The world faces great challenges because of the Covid-19 pandemic, the health care system experiences crisis with high rising morbidity and mortality rate. During this global public health crisis, consideration of populations disproportionately exposed to risk is crucial. Often termed 'vulnerable populations', this group includes not only older individuals, those with disabilities, ill health and comorbidities, but also those from any socioeconomic group who might have difficulty in coping mentally, physically or financially with the pandemic (The Lancet, 2020).

Nurses are frontline workers coping with the surge in infections and health systems buckling under the strain, and they "entered into the task of caring during the pandemic at a time when there were an estimated 6 million nurses short around the world. (Catton, 2020) [4]. Sadly, many nurses have become victims of the disease, dying or becoming infected, too often because they were not appropriately protected on the job with much needed equipment (Turale, 2021) [9]. Newly license nurse is somehow experiencing some doubt because the transition of being student nurse and from register nurse is somehow challenging. As a means of nurturing transition, facilitating frontline readiness, promoting nurse competency, and safeguarding patient safety, a revitalization of the orientation program that is reflective of the novice nurse is vital (Theron, 2018). They need supports and guidance in rendering the quality of care to the patient. Nurses always have competencies but somehow some having hard time in the application because of fear of not performing well. The experiences of nurses handling covid patient is also challenging because aside from handling infectious disease they still lack of experiences.

There is no doubt that nurses have risen to the challenge of caring for those seriously ill or dying from COVID-19 whilst trying to maintain care for their usual patient populations, for nurses are the frontline experts tending to the suffering of the

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patient: psychologically, emotionally, spiritually, socially, and physically (Turale, 2021) [9]. But I do believe in the newly license nurse that they are enough capable in administering quality care. What they need is a support and guide from others in the implementation of care. Putting together such a workforce will be challenging, with pre-existing shortages across the health sector. Nurses are highly skilled at leading such major projects, nurses implemented and delivered past programmed is helpful in responding and adopting new normal (Wetson, 2021).

The challenge for nurses is to ensure that our voices are heard into the future and we need to take our place at policy making tables like never before. The experience, knowledge and skills nurses have gained during the pandemic has given them unique insights into the gaps in communication of knowledge, caring, community and health system preparation, management and preparation.

### **Objective**

The aim of the study to explore the lived experiences of nurses as front-line voices in innovation of caring the patient during pandemic. Nurses' knowledge and skills nurses have gained unique insights into the gaps in communication of knowledge, management and preparation in responding the pandemic. And to ensure that voices of front liners serve as bridge to innovation of providing quality of care.

### **Methods**

#### **Research Design**

This study used a qualitative phenomenological design in which the lived experiences of the respondents is the focus. Through this, the researchers were able to gather information based on what really happened in a certain phenomenon.

#### **Key Informant Selection**

A Non-Probability Sampling Technique was established in this study specifically the purposive sampling. Crossman (2020) [5] defined purposive sampling as a technique wherein a sample is selected based on characteristics of a population and the objective of the study. Purposive sampling is also known as judgmental, selective, or subjective sampling.

The researchers selected at least nine participants that served as informants of the study who have met the criteria set: first, the informant must be newly license nurse, second, less than 1-year experiences working in the hospital.

#### **Instrumentation**

An interview guide is the major instrument that was used in the study. It served as a one-on-one interview

guide and semi-structured in nature. It also consisted of open-ended questions that helped the informants give their answers in their chosen way or manner. These questions, too, were flexible enough to ensure that it would fit in the informant's feelings or reactions. The aforementioned flexibility also allowed the interviewers to ask follow-up questions and clarifications. Recording done thru phone or social platform with their permission first.

### **Data Gathering Procedure**

The data gathering will begin once the chief of hospital permitted. The permission letter requested by the researchers to conduct the study. The letter for request of approval also includes the request for the names, email and contact number of the nurses. The researchers also ensure that this will only be used for academic and research purposes. Aside from that, the approval of the research and ethics committee will also be needed. From there, the researchers will reach the chief of nursing service through email and text messages to inform them that they are one of the eligible nursing students to participate in the study based on the inclusion criteria. The informed consent form will be sent to the staff nurse and this contains the background of the study, the data gathering or the interview via Zoom for approximately 45 minutes, video recording of the interview proper and the utilization of the staff responses to meet the study's objectives. Aside from that, it will be also stated that the participants have the right to withdraw from the study anytime and will be treated fairly. They will also be informed that all of their details written in the form as well as the video recording of the interview including their responses will be kept confidential. Their anonymity will be given utmost importance while the information from them will be utilized for the study's objectives. Lastly, the participants will be asked to sign the informed consent form along with the date of signature, representing their willingness to participate in the study voluntarily.

### **Data Analysis**

After collecting the data, the researchers followed the steps to be undertaken in analyzing qualitative data. They also used cool and warm analysis. This phenomenological analysis method consists of cool analysis wherein the researchers extracted significant statements followed by the grouping, sorting and assigning themes for the warm analysis (Diño et al., 2016). The transcription wherein the researchers transcribed the verbal and recorded answers of the informants and turned them into text form. After the transcription, the researchers did the coding. It required them to assign a code to extracted significant statements from the field text. They proceeded to clustering and categorization in which they converted the extracted data into manageable

units. The similar statements were also grouped as one in this step. The last step that they did is the formation of themes wherein major, minor and subthemes emerged based on the answers of the informant.

### **Rigor and Trustworthiness**

The rigor of conducting qualitative studies was strictly observed throughout the process to ensure its credibility, trustworthiness, and auditability. For the credibility of the gathered information, this study used a triangulation method wherein the consistency of the findings was interpreted with the use of semi-structured interviews and observations and the participants' comments. Dependability refers to the consistency and reliability of the research findings and the degree to which research procedures are documented, allowing someone outside the research to follow, audit, and critique the research process. Confirmability refers to the quality of the results produced by an inquiry in terms of how well they are supported by informants (members) who are involved in the study and by events that are independent of the inquirer. Transferability refers to the degree to which the results of qualitative research can be generalized or transferred to other contexts or settings.

### **Ethical Consideration**

The Securing the identity of the subjects is crucial to society's research purpose. To ensure the subject's safety the researcher will submit the research proposal to an Ethics Review Committee (ERC) of the university and followed ethical guidelines.

## **Results and Discussion**

### **Demographic Profile of The Participants**

The research study's phenomenological inquiry involved 9 key informants, 6 females (67%) and 3 male (33%) who both aged between 23 to 27 years old. The majority had been serving in their respective COVID ward facilities for at least four months since the start of the COVID-19 pandemic. There are three major themes that emerged from their responses about The Lived experiences of Newly license Nurses to the frontline innovation during Covid 19 Pandemic (1) challenges in the delivery of care (2) nurses as work agent of innovation (3) work as self fulfilment to serve during pandemic.

### **Theme #1: Challenges in The Delivery of Care**

Newly license nurse face uncertainties in facing the Covid 19 pandemic. Fighting and living with anxiety and fear in contacting the disease after positive exposure. The ally of anxiety in the delivery of care rises up as they exposed to patients (Ulrich, 2020) [10]. Novice Nurses' stepped up and provide quality of cared for Covid 19- patients in the difficult

situation but embracing the learning opportunity to fill the lacking in providing care (Washington Nurse, 2020) [11].

*"As a newly hired nurse assign in Covid- Ward, I experience fear and anxiousness, my mind keeps on thinking how will handle my patient. Yes, I have experiences in the hospital but I am just student before. Now it' a great challenge for me to provide quality care despite novice in the field. I always anchor myself on the knowledge and skills to what I have learned in the school."* - SN3

*"I always find myself questioning my skills but I always pray to God to give me wisdom and challenges overcoming the challenges. I 've been working very hard to be the best that I can be and to help others through serving them despite my doubt, I rely on my knowledge and skills to face challenges in addressing patient concern in the covid ward."* - SN 2

Nurses plays vital role in the combating the illness and serve as main frontlines in patient's care. They are in the most contact with suspected or confirmed COVID-19 patients from screening, hospitalization and monitoring after discharge (Barello & Graffigna, 2020) [3]. Working in the difficult situation just like pandemic is a calling of duty and a part of service that deal with crisis which made them to be appreciated in their chosen profession and valuing nursing (Sadang, 2021) [7].

### **Theme #2: Nurses as Work Agent of Innovation**

Nurses act as change agent to the process and policy in developing health care services and responding immediate response in the pandemic. Overcoming the barriers plays great role in the enhancement of knowledge and skills. The leading innovative change to achieve innovation goals will help to provide quality of care and services. (Thomas et.al 2016) [8]. Perception and awareness will lead to capacity to understand the context of situation in handling pandemic (Odoardi, 2014) [6].

*"Nurses known as change agent, I assigned at covid ward and as nurse you must be flexible. You must always ready in whatever situation. I work very hard with courage in handling situation."* - SN4

*"I must adapt myself to the changes brought my environment, to be honest sometimes I feel nervous when rendering care, especially I need to be resourceful and creative in providing care."*

The global crisis that nurses are experiencing different intrinsic and extrinsic struggles and challenges in and out of their workplaces (Alharbi, Jackson, Usher, 2020) [1]. Approach in fostering innovation is through understanding the personal characteristic and attributes of nurses like

continuous education, training and impact of innovative behavior.

### **Theme #3: Work as Self-Fulfillment to Serve During Pandemic**

Nurses must be having the most difficult job these days, but they opted to stay committed simply because they love what they do. They have the desire to serve, but given this current situation, they sometimes feel burdened to the point that they begin to doubt in a lot of ways. They begin to question their capacity to stay and render quality care to their patients. There may be discouraging thoughts but at the very end, their love for this kind of work prevails. Nurses who witnessed patients suffering will help them find their meaning and purpose serving people (Sadang, 2021) [7].

*“Seeing my patient situation touches my heart that I hope I can save them, I believe that is not by accident that I am here in this profession but it’s a calling for service, I need to do my best and nothing that money can buy fulfillment to reach other people and help them overcome their battles in life.” - SN9*

*“I always want to be nurse when I was a child, I want to serve and render my time for others, nurses for me are modern heroes, they are passionate and dedicated to their work, I want also to be part on it, giving services for people and assisting them to their needs give joy and happiness and that will be my one of greatest accomplishment not only as nurse but also as person.”- SN 8*

Nurses is noble profession; it provides quality of care and service to the patient. Knowledge, skills and attitude are key points to achieve professional fulfillment and reaching career goals. (Oliveira-Silva, 2015). Investigation of goal orientation could predict professional fulfillment. Understanding goal orientation will help to motivate people to reach goals and enhance competence and self-development (Balinbin et. al., 2020) [2].

### **Conclusion**

Nurses are known to be the first line of front liners, where each of them fulfills a vital and indispensable part and purpose in caring for the COVID 19 patients. The ability to become change agent plays great opportunity in providing quality of care. Recognizing the trust on their ability to see problem and create solution, enhanced self- fulfillment in caring. Nurses’ ability to be innovate can reach out in the fulfilling the adventure of nurses during pandemic that can lead to provide effective and safe care delivery despite being novice nurses, to be competitive in the field.

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### **Conflict of Interest**

The authors declare that there are no significant competing financial, professional, or personal interests that might have influenced the performance or presentation of the work described in this manuscript.

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