Innovative Competency of Nursing Attendants: Evidence from the Philippines

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Abstract. Nursing attendants play a vital role in healthcare, yet their competencies in knowledge, skills, attitude, training, and digital literacy require continuous assessment and improvement. This study evaluated their competencies and identified challenges to propose an innovative competency framework. Using a quantitative descriptive research design, data were collected from 131 nursing attendants in nine government hospitals in Sorsogon Province through a self-assessment tool. Respondents had at least two years of experience, were actively employed, and voluntarily participated. The questionnaire was adapted from established competency standards and validated by a chief nurse from another province. Findings revealed that most nursing attendants were young to mid-career professionals, predominantly female, with a college education. While many engaged in training, access to professional development varied. Self-assessments indicated strong competencies in clinical knowledge, practical skills, and attitude, with attitude scoring the highest. However, training received lower scores, indicating a need for more learning opportunities, while digital and technological competence ranked the lowest. Strengths included effective patient monitoring, timely care delivery, and teamwork, contributing to patient safety and positive healthcare outcomes. Challenges included inadequate compensation, difficulty using modern equipment, and educational gaps. The study recommends targeted training programs, enhanced digital literacy, and hands-on experience with advanced technology. It also proposes adopting the developed competency framework to guide policy improvements and ensure high-quality patient care.

Keywords: Clinical competence; Competency framework, Innovative competency; Nursing attendants.

1.0 Introduction

Nursing attendants play a vital role in the healthcare system by providing frontline patient support and assisting licensed healthcare providers. They help ensure the smooth operation of healthcare teams and contribute to the overall quality of patient care. To perform their duties effectively, nursing attendants need proper training, skills, and competencies that align with modern healthcare demands. However, the minimum qualification for government-employed nursing attendants, as stated in the Civil Service Commission Memorandum Circular No. 10, Series of 2013 (Civil Service Commission, 2013), requires only an elementary education with no mandated experience, formal training, or eligibility. This qualification standard may no longer be sufficient given the increasing complexity of patient needs, advancements in medical technology, and rising expectations for quality care. There is a need to re-evaluate and enhance nursing attendants' competency and qualification requirements.

Despite their critical role, the assessment of nursing attendants' competencies remains limited compared to that of licensed nurses. Previous studies have primarily focused on evaluating the competencies of registered nurses (Abadian et al., 2024; Almarwani & Alzahrani, 2023; Kim & Choi, 2019), leaving gaps in understanding the knowledge, skills, attitudes, and technological competencies of nursing attendants. Additionally, there is limited research on how these competencies impact patient care, patient safety, and healthcare outcomes. Addressing this gap is essential for identifying areas where nursing attendants may need further support and training.

Competencies in knowledge, skills, and attitudes are essential for nursing attendants to provide safe and effective patient care. Strong competencies enable them to perform tasks accurately, monitor patients efficiently, and respond to emergencies. Technological competency has also become crucial in modern healthcare with the increasing use of digital tools and medical technologies. This study assesses nursing attendants' strengths and weaknesses to understand how these competencies impact healthcare delivery and patient outcomes.

Nursing attendants face several challenges, including limited training, restricted access to technology, and unclear clinical protocols. Specific procedures, such as insulin injections and nasogastric tube (NGT) feeding, are often handled by family caregivers at home rather than by trained nursing attendants. Research suggests that with proper standardized training, nursing attendants could safely perform these tasks and improve patient care (Jayasuriya et al., 2001; Davidson et al., 2023; Lagatta et al., 2021). However, the lack of standardized training and formal eligibility for nursing attendants presents a barrier to their professional growth and the quality of care they provide.

Strengthening the competency framework for nursing attendants is essential to address these gaps. Aligning training programs with established qualification standards, such as policies under the Local Government Code of 1991 (RA 7160) and Special Eligibility Grants (CSC MC 03 s. 2008), could help professionalize the workforce. This study references the Department of Health (DOH) competency framework to develop an Innovative Competency Framework for nursing attendants. While the study focuses on Sorsogon Province, the proposed framework could be scaled for nationwide implementation, improving the quality and effectiveness of nursing attendants in hospital settings.

2.0 Methodology

2.1 Research Design

This quantitative study employs a descriptive research design that utilizes quantitative data and analysis of the competencies of nursing attendants and develops an Innovative Competency Framework tailored to their needs. A descriptive research design describes the characteristics of a population or phenomenon being studied (Creswell, 2018). This type of research gathers quantifiable data to analyze statistically, develop knowledge concepts, and provide solutions to identified problems or issues. The descriptive approach was chosen because it enables a comprehensive evaluation of nursing attendants' self-assessed competencies in knowledge, skills, attitudes, training, and digital literacy, offering valuable insights into their strengths and areas for improvement. To collect the necessary data, a survey was conducted using a structured questionnaire designed to assess these competencies and analyzed statistically to identify patterns, gaps, and trends in their competencies.

2.2 Respondents of the Study

The study participants were the nursing attendants employed in government hospitals in the Province of Sorsogon, Philippines. The 131 respondents were selected through a total enumeration approach and met the specific inclusion criteria. To ensure relevant experience and job consistency, the respondents chosen had two years of work experience at the same institution. They were currently active in their job positions as nursing attendants and willing to participate in the data gathering for this study. This approach ensured the respondents were familiar with their roles, providing a more accurate self-assessment of their competencies.

2.3 Research Instrument

The study used one questionnaire to elicit the needed information to answer its objective through a survey. Questions and indicators were taken from several sources that are available online, such as the Student Performance Standards of the Florida Department of Education, Southern Illinois University Nursing Aid Sample Test, Self-assessment on Nursing Informatics Competencies in Hospital developed by Farzandipour et al. (2020),

and other related studies and literature, which were revised to elicit the needed information from the respondents. A chief nurse from another province validated the instrument. Part I gathered the respondents' demographic information, forming the first part of the questionnaire. This includes age, sex, civil status, educational attainment, employment status, years in service, and number of related trainings attended. Part II explored the self-reported competencies of nursing attendants in the different areas of innovative competencies, namely knowledge, skills, attitude, training, and digital or technology competency. Part III of the questionnaire is a self-assessed evaluation used to determine the quality of nursing attendants' competencies in patient care, patient safety, and health care outcomes, which answers the fourth objective of this study. Part IV of the survey instrument comprises a set of predetermined statements to identify the challenges nursing attendants faced in their workplace, particularly in applying their current competencies. Respondents reviewed these statements and indicated which challenges they encountered.

2.4 Data Gathering Procedure

The researcher sought official approval from the provincial local chief executive, hospital administrations, and relevant authorities to conduct the study. Once approval was granted, an orientation was conducted to explain the purpose of the study, the confidentiality of responses, and the voluntary nature of participation. Nursing attendants were then provided with self-assessment questionnaires, which were distributed personally. They were asked to complete the questionnaire during their break or off-duty days so that no work was disrupted. The completed questionnaires were collected and reviewed for completeness before proceeding to statistical analysis.

2.5 Ethical Consideration

This study upheld strict ethical considerations to ensure the participants' rights, privacy, and well-being. Informed consent was obtained, allowing participants to voluntarily join the study and clearly understand its purpose and procedures. All data were secured, and no personally identifiable information was disclosed. The study complied with institutional and ethical research guidelines, with the approval of the provincial local chief executive and hospital administrators.

3.0 Results and Discussion

3.1 Nursing Attendant's Demographic Profile

Examining the respondents' demographic profile, which is presented in Table 1, is essential to comprehensively understanding the study's participants. The largest group of nursing attendants (54.2%) falls within the 26-41 age range and represents a relatively young workforce primarily composed of millennials. This group is highly adaptable, eager to learn, and open to new technologies, making them early adopters. However, their pursuit of career growth often leads them to seek better career opportunities, emphasizing the need for supportive workplace development (Fuscaldo,2023). In contrast, the smallest group (5.34%) comprises nursing attendants aged 58-68. Despite their more miniature representation, they bring valuable experience, loyalty, and a strong work ethic. While they may face challenges with adopting new technology, their extensive knowledge positions them well for mentoring younger colleagues. The level of digital health literacy tends to be higher in the generation who were exposed to technology at a young age (Brinzac et al., 2024). Hence, more than half of the nursing attendants are expected to struggle with technology and digital literacy.

The workforce is predominantly female (62.6%), with males making up 37.4%, reflecting the traditional gender distribution in nursing. This imbalance is influenced by societal norms that associate caregiving with nurturing roles. Lapitan (2023) also noted that male rejection by patients contributes to this trend, highlighting the need to promote gender diversity in healthcare. Most nursing attendants are married (64.88%), with 30.53% single and 4.58% widowed, suggesting that many balance family responsibilities with their profession. Data presents a well-educated workforce wherein 78.62% have completed college, while only 2.29% have elementary education. Job-order employees (56.49%) outnumber those in permanent positions (43.51%), indicating possible job insecurity affecting morale. The largest group (54.2%) has 2–5 years of experience, while 19.08% have 6–10 years, and 26.72% have over 11 years, reflecting a mix of new and experienced workers. More than half of the attendants (54.2%) have attended five or more training sessions, showing strong engagement in professional development, while 12.21% have attended only 1–2 sessions, indicating limited training exposure.

Table 1. *Demographic Profile of the Respondents*

Indicators	Frequency	Percentage
Age		
22-25 years old	18	13.7
26-41 years old	71	54.2
42-57 years old	35	26.7
58-68 years old	7	5.34
Sex		
Male	49	37.4
Female	82	62.6
Civil Status		
Single	40	30.5
Married	85	64.8
Widow/Widower	6	4.58
Educational Attainment		
Elementary Graduate	3	2.29
High School Graduate	14	10.6
College Graduate	103	78.6
Short Courses	11	8.40
Current Employment Status		
Permanent	57	43.5
Job order	74	56.4
Years of Work experience		
2-5 years	71	54.2
6-10 years	25	19.0
11 and above	35	26.7
Number of related trainings attended		
1-2	16	12.2
3-4	44	33.5
5 and above	71	54.2

The demographic data indicate that the nursing attendant workforce mainly comprises young to mid-career, predominantly female, and college-educated individuals, with many in job-order positions, which may impact job satisfaction and retention. While most actively participate in training, some have limited access to development opportunities. The findings suggest public administrators should create programs to support career progression, particularly for young to mid-career workers. An example is the Clinical Care Associate (CCA) Program, which helps nurses pass board exams while employed, enhancing workforce development and healthcare services. This is related to Thwin's study (2023), which showed that career progression significantly impacts job performance and patient care quality, as skill development enhances engagement and fulfillment. Nursing attendants who undergo structured training in advanced caregiving and digital tools tend to be more competent, satisfied, and motivated, leading to better patient care and fewer errors. To retain skilled workers, public administrators should provide pathways to permanent employment and allocate resources for professional development. Nurse administrators must also identify training needs and implement standardized, equitable programs to keep nursing attendants updated on best practices.

3.2 Innovative Competency
Knowledge
Nursing attendants are vital in supporting nurses and providing direct patient care. Strong competency ensures patient safety by helping them follow protocols, recognize symptoms, and respond effectively. Knowledge competency reflects their ability to understand key healthcare concepts and information. Table 2 revealed the knowledge competencies of nursing attendants in various areas. Nursing attendants showed the highest confidence in monitoring vital signs (4.8), which is essential for early issue detection and timely intervention. Frequent practice during shifts enhances their expertise, supporting effective care, complication prevention, and better health outcomes. Nursing attendants scored 4.76 in understanding their roles, vital for teamwork, efficiency, and conflict prevention, ensuring smooth healthcare operations. They also demonstrated strong competency (4.57) in categorizing patient care (urgent, non-urgent, emergent), though nurses typically lead this task. With high competence, they may assist in this process under nurse supervision. Although health education knowledge ranked within high competency, it received the lowest score, indicating a need for additional training. Strong health education skills help patients follow care instructions. Garrigues et al. (2022) similarly found that while

nurses have the skills for health education, they often lack sufficient knowledge, highlighting the need for improvement.

Table 2. *Level of Innovative Competency of Nursing Attendant along Knowledge*

Indicators	Mean	Interpretation
1. I understand the duties and responsibilities of nursing attendants that promote patients' health and ensure quality of care	4.76	Very high competency
2. I am knowledgeable on normal vital signs such as body temperature, pulse rate, respiration rate, blood pressure and oxygen saturation of patients according to age	4.80	Very high competency
3. I am knowledgeable about the principles of infection control, isolation protocols and identifying potential or presumptive highly infectious cases.	4.49	High competency
4. I am oriented to principles of aseptic technique	4.40	High competency
5. I am knowledgeable on how to protect patient in seizure from harm	4.40	High competency
6. I understand most commonly used medical abbreviation (NPO, PO, Stat, IVF, IV)	4.34	High competency
7. I am knowledgeable on the prioritization and categorization of patient care (non-urgent, urgent and emergent)	4.57	Very high competency
8 I am knowledgeable on recognizing changes in patient status that necessitates urgent care	4.38	High competency
9. I receive and give oral reports of a patient's status.	4.26	High competency
10. I am able to conduct health education without difficulty	4.04	High competency
Average Weighted Mean	**4.44**	**High competency**

The nursing attendants rated themselves highly in key clinical competencies, showing readiness for nursing responsibilities. However, further skill enhancement can improve communication, patient interaction, and overall competency. Goliroshan et al. (2018) emphasized the need for continuous quality improvement in nursing services. Nurse administrators should regularly assess performance, identify gaps, and implement improvements to enhance patient satisfaction.

Skills
Competency along skills enables nursing attendants to perform tasks accurately and efficiently, applying knowledge in practice. This includes vital sign monitoring, use of medical equipment, life support, and aseptic techniques, ensuring safe and effective patient care. They are knowledgeable and confident in applying these skills. Table 3 highlights nursing attendants' self-assessed innovative competency in clinical skills. They rated themselves highly competent (4.7) in infection control measures, including hand hygiene, PPE use, UV sanitation, and sharps disposal, essential for preventing cross-contamination, especially during COVID-19 (CDC, 2020). They also demonstrated high competency in recording vital signs and basic life support, which are crucial for early detection of health issues and timely interventions (Sapra et al., 2023).

Table 3. *Level of Innovative Competency of Nursing Attendant along Skills*

Indicators	Mean	Interpretation
1. I am skilled at helping patients with daily activities such as bathing, dressing, grooming, and toileting considering their dignity and comfort	4.30	High competency
2. I can demonstrate procedure on transporting and moving of patients by using proper body mechanics	4.24	High competency
3. I am proficient in taking, reporting and recording body temperature, pulse rate, respiration, blood pressure and oxygen saturation of patients	4.67	Very high competency
4. I am able to practice proper hand washing technique, proper donning and doffing of PPE, sanitizing the environment by use of disinfectants and UV lights, safe handling or disposal of sharps and isolation protocols	4.70	Very high competency
5. I can apply aseptic technique on wound care and change of dressing.	4.57	Very high competency
6. I can communicate with patients with special needs such as hearing and speech problems	3.99	High competency
7. I can position patient as indicated such as prone, supine, Trendelenburg, Fowlers, Lithotomy position	4.31	High competency
8. I am able to demonstrate the safe use of medical equipment such as nebulizer, oxygen regulator, pulse oximeter, thermometer and automated external defibrillator	4.60	Very high competency
9. I am able to perform Basic Life Support such as cardiac compression and rescue breathing	4.61	Very high competency
10. I am able to distinguish NGT in place and feeds patient on NGT	3.81	High competency
Average Weighted Mean	**4.38**	**High competency**

Also, nursing attendants showed confidence in basic life support (BLS) skills, reflecting their readiness for life-saving interventions like CPR, likely due to facility-based training. However, communicating with special needs patients (3.99) and NGT-related tasks (3.81) scored lower, indicating areas for improvement. While they have a

strong educational background, specialized training in NGT feeding is essential to prevent complications and legal risks. Currently, licensed nurses handle NGT feeding, but family caregivers perform it at home without formal training, highlighting the need for proper education and support. Aligned with this, Mou et al. (2021) highlighted the need for standardized training for home caregivers in enteral nutrition, addressing a gap in patient care continuity. In the Philippines, regulatory standards differ, affecting healthcare delivery and remains a gap in the continuity of patient care in the community. Despite this, nursing attendants rated themselves highly in core skills, likely due to mentorship and hands-on learning, even without a formal nursing background. Continuous monitoring and training can further enhance their competencies and ensure better patient outcomes.

Attitude
Competency along Attitude encompasses the values, behaviors, and mindset influencing how individuals approach their work, interact with patients and colleagues, and handle challenging situations. Table 4 highlights nursing attendants' innovative competency along attitude, emphasizing empathy, patience, teamwork, and respect for patient dignity. They scored highest (4.85) in commitment to patient privacy, reflecting their strong understanding of confidentiality and trust. Maintaining privacy and confidentiality is essential in upholding professional and ethical healthcare standards.

Table 4. *Level of Innovative Competency of Nursing Attendant along with Attitude*

Indicators	Mean	Interpretation
1. I actively communicate with patients and family for provision of social interaction and taking patients feedback, needs and concern through active listening.	4.41	High competency
2. I respect the patients' right to privacy	4.85	Very high competency
3. I am fully attentive to patients' emotion and body language	4.41	High competency
4. I display empathy and compassion such as staying, understanding, responding to patient emotions and providing reassurance if needed	4.45	High competency
5. I actively communicate with the healthcare team regarding updates on patient status and collaborating with colleagues	4.47	High competency
6. I collaborate with healthcare team in resolving issues for patient health care needs	4.45	High competency
7. I easily adapt to changing circumstances such as adjusting care plans in response to new information	4.21	High competency
8. I assist patients while observing safety principles	4.52	Very high competency
9. I orient patients and watchers on physical set up of hospital	4.50	Very high competency
10. I immediately report event needing prompt action.	4.47	High competency
Average Weighted Mean	**4.47**	**High competency**

Nursing attendants also demonstrated high competency in attitude, particularly in safety protocols and patient orientation. Administrators can reinforce these skills across the organization. Communication competence is strong but could improve in addressing patient feedback and team collaboration. Effective communication minimizes errors, enhances patient safety, and fosters trust and satisfaction. Nursing attendants scored lowest (4.21) in adaptability to changing circumstances, highlighting the need to improve flexibility in adjusting care plans. Building resilience can help them manage stress, maintain composure, and sustain job satisfaction. Linares et al. (2022) support that skill enhancement strengthens adaptability in high-pressure environments The overall Analysis of the data collected suggests that nursing attendants are highly competent in essential aspects such as respecting privacy, ensuring safety, and orienting patients. Minor improvements could enhance patient adaptability and emotional engagement, contributing to a more holistic and responsive approach to patient care. To complement nursing attendants ' technical competencies, public administrators must allocate resources for continuous professional development programs focusing on soft skills, such as emotional intelligence, adaptability, and interpersonal communication.

Training
Competency and Training refer to the ability to acquire, apply, and continually update essential skills and knowledge to perform their duties effectively. Table 5 highlights the nursing attendants' proficiency, commitment to continuing learning, and need for targeted training in specific areas. Nursing attendants' competency includes clinical skills, communication, safety protocols, and adaptability. Training ensures they confidently perform tasks and follow standards. Motivation for Continued Learning (4.63) reflects their commitment to skill advancement, adaptability, and maintaining high-quality patient care

Table 5. *Level of Innovative Competency of Nursing Attendant along Training*

Indicators	Mean	Interpretation
1. My knowledge and skills gained from training has improved my ability to provide health education to patients and their families on topics such as newborn care, benefits of exclusive breastfeeding, importance of newborn screening, wound care, and post-discharge instructions.	4.34	High competency
2. I am knowledgeable and skilled in feeding long term care patient with nasogastric tube	3.59	High competency
3. I am knowledgeable and skilled in giving insulin injection to long term patients with diabetes	3.28	Moderate competency
4. I can effectively apply Basic Life Support (CPR, use of AED, Foreign Body Obstruction and First Aid for infant, child and adult)	4.35	High competency
5. I am proficiently trained in Infection Prevention and Control such as wearing PPEs, hand hygiene and aseptic technique	4.55	Very high competency
6. I am equipped with knowledge and skills to teach and guide new nursing attendants	4.41	High competency
7. I am motivated to participate in continuing learning and training opportunities to enhance my skills and knowledge.	4.63	Very high competency
8. I am equipped with fundamental training skills as frontline health worker.	4.49	High competency
9. I am proficient in assisting patients in taking medicines under the TB-DOTS program	3.66	High competency
10. I am knowledgeable in giving enemas and catheter care.	3.87	High competency
Average Weighted Mean	**4.12**	**High competency**

The second highest-scoring competency is the proficiency acquired from Infection Prevention and Control (IPC) training, with a score of 4.55, interpreted as very high competency in infection prevention measures, including PPE use, hand hygiene, and aseptic techniques. This suggested that training in IPC has been thorough and well-absorbed, a positive finding given the importance of infection control in healthcare settings. Other indicators were scored highly however needing some improvements for them to function effectively in the healthcare setting.

Two among the lowest scores are their competency in *feeding long-term care patients via nasogastric tubes* (3.59) and *administering insulin injections for diabetic patients* (3.28). This indicates that nursing attendants have a moderate competency level in these tasks and a lower score than others. These scores suggest that nursing attendants have a foundational understanding given that most of the respondents have higher educational backgrounds but may lack consistency or confidence in these more specialized skills This is likely due to role limitations of nursing attendants in hospital settings even though family caregivers provide these procedures in a home setting or with insulin injection, it is even self-administered by patients.

The data reflected that nursing attendants are generally highly competent in training in essential nursing tasks. Their proactiveness in participating in continuing learning and training opportunities is a positive indicator of a progressive healthcare environment. However, moderate proficiency in specialized skills indicates a need for targeted interventions to reinforce practical knowledge. Enhancing these areas would enable attendants to deliver more comprehensive, safe, and effective patient care.

Studies emphasize the need for continuous learning even with high self-assessed competency (Goliroshan et al., 2018). Training improves patient care quality (Osman et al., 2019), and self-assessment helps identify areas for skill enhancement (Allvin et al., 2020). Nursing policymakers should evaluate the current scope of practice for nursing attendants and consider expanding their roles to include specific specialized skills, such as assisting with procedures like NGT feeding. This would align their hospital duties with the practical needs of patients in community or home settings. Also, policies should build on the higher educational attainment of nursing attendants, encouraging advanced certifications or professional development opportunities to bridge the gap between foundational skills and specialized practice.

Digital and Technology Competency
Digital and Technology Competency is using digital technologies confidently, critically, and responsibly for work. This includes the ability to use or handle equipment or tools. Technology literacy is increasingly important in nursing practice. This study highlighted the general strength of nursing attendants' digital and technological competencies. Table 6 presents the nursing attendants' digital and technology competency, including proficiency in medical devices like thermometers, pulse oximeters, blood pressure monitors, and other portable diagnostic tools. Their highest-rated skills include medical device operation (4.49) and oxygen system management, indicating strong competency in handling essential equipment for diagnosing, treating and monitoring patients with minimal supervision, ensuring patient safety and efficient care delivery.

Table 6. *Level of Innovative Competency of Nursing Attendant along Digital and Technology Competency*

Indicators	Mean	Interpretation
1. I am competent in using handheld devices, such as mobile phones or tablets in communicating with colleagues for patient care coordination.	4.23	High competency
2. I know how to turn on and shut down the computer.	4.36	High competency
3. I am proficient in basic computer skills such as Word, Excel, and PowerPoint which are needed for communication, documentation, and reporting.	3.85	High competency
4. I am able to use computer devices such as printers and photocopiers which are utilized in providing discharge plans to patients.	4.02	High competency
5. I can use e-mails (creating, writing, and responding)	3.85	High competency
6. I can use the internet to seek online training and education to stay updated on best practices.	4.13	High competency
7. I can effectively educate patients and their families on how to use technology in accessing health-related information online and online health care appointments.	3.79	High competency
8. I can identify parts of ECG machine and its accessories and can help nurses in attaching electrodes to the patient	4.11	High competency
9. I can operate a mechanical bed, wheelchair, and stretcher.	4.49	High competency
10. I can attach and detach oxygen pressure gauges to oxygen tanks or oxygen manifold system	4.49	High competency
Average Weighted Mean	**4.11**	**High competency**

Nursing attendants also showed high competency in device use for communication (4.23), online training (4.13), and computer peripheral device use (4.02), though needing room for improvement. Enhancing their ability to utilize online resources can further support continuous learning and professional growth. The lowest-rated competencies were basic computer software skills (3.85) and guiding patients in using technology (3.79), indicating limited proficiency in digital tools. Training is needed to enhance digital literacy and support technology-integrated workflows in healthcare. This is supported by a study by Hester et al. (2019) which proved how digital tools enhance learning, including vital sign assessment apps. Mobile-based training allows nursing attendants to access modules, webinars, and certifications anytime, improving their skills without disrupting work.

Nursing attendants are highly competent in operating medical devices and performing core patient safety and mobility tasks. This reduces the need for supervision. However, the moderately lower scores in computer literacy and digital communication highlight a need for targeted training in using software tools and guiding patients using digital health resources. Computer-literate nursing attendants can efficiently update electronic health records (EHRs) and improve team coordination through digital communication tools. Brînzac et al. (2024) emphasized that digital literacy enhances patient communication in healthcare. Strengthening these areas will enhance nursing attendants' ability to adapt to the increasing role of technology in healthcare and expand nursing attendants' capabilities.

Summary

The summary of nursing attendants' innovative competency explores their self-assessed proficiency across five key areas: knowledge, skills, attitude, training, and digital and technology competency. This comprehensive assessment highlights their strengths in core nursing responsibilities while identifying opportunities for growth in specialized and digital competencies. Table 7 presents the overall findings on the innovative competency of nursing attendants along knowledge, skills, attitude, training, and digital and technology competency. It can be gleaned in Table 7 that the highest competency rated is Attitude Competency (4.47). This reflects a positive attitude towards their roles and responsibilities. This is encouraging, as a good attitude can drive motivation and willingness to improve in other areas. Knowledge and skills competency are rated highly, although they need improvement. This shows that nursing attendants have a solid foundation and feel capable of executing patient care tasks. This level of competence can be attributed to the more significant number of respondents with a higher educational background.

Table 7. *Summary of Innovative Competency of Nursing Attendants*

Competency	Average Weighted Mean	Interpretation
Knowledge	4.44	High Competency
Skills	4.38	High Competency
Attitude	4.47	High Competency
Training	4.12	High Competency
Digital and Technology	4.11	High Competency
Overall Average Weighted Mean	**4.30**	**High Competency**

The lower rated competencies are training competency, 4.12, and digital and technology competency, 4.11. With an overall average weighted mean score of 4.3, the interpretation of *high competency* suggests that nursing attendants generally feel enormously competent in these areas and need some improvement. Public administrators must design and implement targeted training initiatives to address these gaps that would enhance nursing attendants' overall effectiveness and readiness in handling the demand and complexity of healthcare and the advancement in medical technology. Policies must prioritize equipping the facility with modern technological equipment and training staff on its utilization.

3.3 Quality of Innovative Competencies of Nursing Attendants
This study explored the quality of nursing attendants' innovative competencies about patient care, patient safety, and healthcare outcomes. By examining the quality of their competency in these critical areas, areas where nursing attendants excel or consistently maintain standards were identified. This also uncovered gaps that can be addressed to ensure optimal patient care.

Patient Care
The duties of nursing attendants encompass a wide range of responsibilities, from assisting with essential patient needs to providing emotional support, and they are integral in improving patient outcomes and satisfaction. Nursing attendants assist patients with fundamental tasks such as bathing, dressing, feeding, and assisting with patient's mobility. These activities are essential for maintaining patient dignity and comfort, especially for those with mobility or cognitive impairments. Their role has become increasingly important in recent years as healthcare facilities face a rising number of patients, especially following the COVID-19 pandemic and the occurrence of emerging and re-emerging highly infectious diseases, nursing attendants need to apply strict infection prevention and control measures (Fatema et al, 2020).

Table 8. *Quality of Innovative Competency of Nursing Attendants in Patient Care*

Indicators	Mean	Interpretation
1. My current competencies help to elevate patient satisfaction	4.42	High Competency
2. My proficiency in monitoring and reporting of vital signs contributes to accurate management of patient	4.63	Very High Competency
3. My communication skills effectively convey information to patients, their families, and to other members of the healthcare team	4.47	High Competency
4. I have sufficient knowledge to properly assess the pain score of patients and report them to the charge nurse.	4.35	High Competency
5. My current competency helps me to provide clear and understandable health education to patient and their family.	4.38	High Competency
6. My knowledge of Infection prevention and control can successfully ensure a safe and sterile environment.	4.40	High Competency
7. I can advocate for patients to ensure that their concerns are raised and addressed	4.37	High Competency
8. I respect the diverse cultures and beliefs of my patients	4.57	Very High Competency
9. I actively collaborate with other healthcare teams in providing quality patient care	4.48	High Competency
10. My current training, knowledge, and skills are sufficient to provide direct quality patient care	4.40	High Competency
Average Weighted Mean	**4.45**	**High Competency**

Table 8 displayed the quality of innovative competency of nursing attendants in patient care. As gleaned in Table 8, the survey revealed strengths and areas for improvement on the quality of innovative competency in delivering patient care. Highest rating is 4.63 on *Monitoring and Reporting Vital Signs*. Effective monitoring is fundamental to the early detection of potential health issues, allowing timely interventions. This reflects their strong contribution to patient safety and quality care. In contrast, the study by Graan et al. (2020) in a hospital in KwaZulu-Natal, South Africa, identified challenges in the recording and interpretation of vital signs, including errors in documentation and failure to report abnormalities to supervising nurses. These issues potentially compromise patient safety and highlight the critical consequences of lapses in this competency.

Also very highly rated is *Respect for Cultural Diversity*, 4.57. This high score reflects the attendants' commitment to inclusivity, supporting positive interactions, and client-centered care. This also means they recognize and respect cultural diversity in patient care, which is crucial for effective care delivery. Other indicators for quality of innovative competency in patient care were self-rated as high competency needing minor improvement, such as *Collaboration*, 4.48; *Communication Skills*, 4.47; and *Elevating Patient Satisfaction*, 4.42. The lowest rating is the

knowledge on pain scoring, which scored 4.35. Limited knowledge of pain scoring can result in inconsistent or inaccurate pain assessments, which may lead to delayed intervention, under-treatment or over-treatment of patients' pain. Poor pain management affects patients' satisfaction and might prolong patients' recovery.

Overall, the data reflected that nursing attendants' competency in patient care is high and may be able to meet the patients' needs and satisfaction. This high self-assessment suggests that nursing attendants feel well-prepared and capable in their roles, a likely contributor to quality patient care. Public administrators must prioritize training to increase these strengths, including a communication workshop and a feedback system. There is a need to invest in digital literacy programs and technology infrastructure and provide access to user-friendly technology tools to empower nursing attendants. Findings of this study highlighted the importance of training in enhancing competencies, supported by Alshammari et al. (2023), who found that integrating technology and training improves nursing workforce competencies and job satisfaction. Additionally, Benner's (1984) "Novice to Expert" theory emphasizes that expertise develops over time through experience and education, reinforcing the need for continuous training to promote healthcare standards. Proficiency in delivering quality patient care is crucial for preventing health deterioration. Goliroshan et al. (2018), Osman et al. (2019), Murshid (2020), and Faris et al. (2022) consistently underscored the pivotal role of quality competency in healthcare delivery. Competency in pain assessment was highlighted as a key skill, with Shrestha (2023) noting that work experience enhances this ability. Pre-service training was recommended to improve attendants' proficiency further, ensuring better pain management protocols and patient comfort.

Patient Safety

Nursing attendants are essential in promoting patient safety across healthcare settings. They are often the primary contact for patients, providing basic care, monitoring, and emotional support. Table 9 provides the quality of innovative competency of nursing attendants along patient safety. Since the COVID-19 pandemic, the role of nursing attendants has become even more essential in ensuring patient safety, particularly in infection control, monitoring vital signs, and communication.

Table 9. *Quality of Innovative Competency of Nursing Attendants Along Patient Safety*

Indicators	Mean	Interpretation
1. My knowledge guides me to adhere to safety protocol standards.	4.5	Very High Competency
2. I have sufficient training in responding to emergencies while ensuring patient safety during critical situations.	4.36	High Competency
3. I am aware of the fall risk of patients and ensure its prevention	4.4	High Competency
4. I constantly practice hand washing, wear PPE, and observe aseptic techniques in carrying out or assisting in the procedure	4.64	Very High Competency
5. I always observe the accuracy of patient identification by asking for their name before provision of care or taking vital signs	4.62	Very High Competency
6. My training in safe patient handling and transport ensures safety for me and my patients.	4.54	Very High Competency
I am confident in reporting events or near-miss events to ensure patient safety	4.4	High Competency
7. I properly washed used instruments, packed them, and sterilized them.	4.61	Very High Competency
8. I recognize equipment trouble and report it for checking and maintenance	4.53	Very High Competency
9. I am aware and concerned about my health to assure my physical and mental capability to care for my patient.	4.67	Very High Competency
Average Weighted Mean	**4.45**	**High Competency**

As revealed in Table 9, the nursing attendants have high confidence in their competencies. *Awareness and concern for one's health scored highest, with 4.67, which is interpreted as very high competency*. Awareness of personal health is crucial for maintaining consistent patient care quality. This high score implies that attendants prioritize their physical and mental well-being, ensuring they are capable and prepared to deliver safe and effective patient care. Public administrators should view this as an opportunity to reinforce and expand programs that promote mental health, physical well-being, and stress management. Policies must support regular health assessments and mental health services that could further sustain this competency.

Also scored as very high competency are *Practice of Aseptic Technique and PPE Use* (4.64), *instrument sterilization* (4.61) showing a strong commitment to infection control practices which helps prevent healthcare-associated infections (HAIs) and *Patient Identification Accuracy* (4.62) ensuring correct patient identification which significantly reduce risks of errors and promote a safety-conscious culture in patient interactions. Other indicators were also highly rated, suggesting that nursing attendants are well-versed in safety protocols, safe patient handling and transport, emergency response, fall risk awareness, event reporting, which contribute substantially to patient safety and an efficient health care environment. Their high self-assessment underscores their dedication in maintaining safety standards, infection control, and personal well-being.

By focusing on these core competencies, government hospitals can be confident in the nursing attendants' ability to uphold patient safety standards, reduce errors, and foster an environment of continuous safety awareness. Administrators should strengthen training programs to maintain this high level of competency of nursing attendants and be updated with the latest standards and practices. A need for fund allocation for trainings, PPE supplies, sterilization equipment, and safety programs must be included in the priority lists of administrators. These efforts can elevate the quality of care and enhance the reputation of the healthcare institution, which promotes a culture of safety. Supporting this, Park, S. (2022) discussed in his study that patient safety activities are influenced by healthcare providers' competencies. To reinforce these competencies, continuing learning, such as training in these areas, will contribute to patient safety improvements. The studies of Gomez et al. (2020), Gasaba et al. (2020), Abbas (2021), Siam (2022), and Onal (2024) are also aligned with the present study.

Healthcare Outcome

Healthcare outcome results from healthcare intervention on a patient's health status. Nursing attendants ensure positive healthcare outcomes by providing fundamental care, patient safety, and emotional support, contributing to patient satisfaction and recovery. Nursing attendants' ability to provide personalized care improves patient satisfaction, which is closely linked to positive health outcomes. The competencies of nursing attendants in patient-centered care, infection control, accurate monitoring, effective communication, and patient education all contribute to positive healthcare outcomes. Table 10 highlights the nursing attendants' confidence in the quality of their competencies in driving positive healthcare outcomes.

Table 10. *Quality of Innovative Competency of Nursing Attendants in Healthcare Outcome*

Indicators	Mean	Interpretation
1. The current innovative competency of nursing attendants is sufficient in monitoring patients' progress	4.51	Very High Competency
2. The current innovative competency of nursing attendants results in high performance which impacts patient satisfaction	4.49	High Competency
3. The current innovative competency of nursing attendants is sufficient to recognize and respond promptly to changes in a patient's condition.	4.43	High Competency
4. The current innovative competency of nursing attendants can guide to address the specific needs and preferences of patient	4.48	High Competency
5. The current innovative competency of nursing attendants greatly contributes to effectively delivering care on time	4.53	Very High Competency
6. The current innovative competency of nursing attendants brings out the positive behavior in dealing with patients which gains their cooperation for treatment.	4.51	Very High Competency
7. The current innovative competency of nursing attendants is sufficient for eliciting and providing accurate patient data as needed while taking into account their right to privacy.	4.51	Very High Competency
8. The current innovative competency of nursing attendants is sufficient to provide a home care plan for patients.	4.38	High Competency
9. The current innovative competency of nursing attendants can greatly contribute to patients' speedy recovery	4.43	High Competency
10. The current innovative competency of nursing attendants has a positive impact on the performance of the healthcare team.	4.48	High Competency
Average Weighted Mean	**4.44**	**High Competency**

Table 10 shows that nursing attendants scored the highest in Delivering Care on Time, 4.53. This demonstrates their ability to deliver prompt and effective care. This competency is important for preventing health complications and ensuring treatment efficiency by minimizing delays. Prompt care ensures that potential health issues are addressed early, preventing them from escalating into more severe complications. Nursing attendants demonstrating efficiency in preventing health complications is their role in the early detection and management

of pressure ulcers. In their routine of assessing the skin integrity, if a noted redness in a back area would prompt them to reposition the patient more frequently, use a specialized relieving mattress and ensure the cleanliness and dryness of the area. The nursing attendant then reports the finding to the nurse or physician for additional prescription or intervention.

Monitoring Patient Progress, Fostering Positive Behavior and Gaining Patient Cooperation, and Accuracy and *Privacy in Patient Data Collection* equally scored 4.51, a display of very high confidence of nursing attendants on the quality of competency along healthcare outcome. Other indicators also reflected a high competency; however, the lowest rating is on *Competency in Providing Home Care Plans*. It suggests an opportunity for improvement in preparing patients for continued care at home. Enhanced training and support in this area could empower patients for independent recovery. Nursing attendants must have knowledge and skills to give clear, supportive instructions that empower patients to manage their recovery independently after discharge. This helps patients feel more confident in their self-care, which can reduce the likelihood of readmission and support recovery.

The data showed high confidence among nursing attendants regarding their competencies' impact on healthcare outcomes. The findings suggested that attendants are skilled and aware of how their abilities positively affect patient health, satisfaction, and overall recovery rates. Their competencies contribute to a responsive and efficient healthcare environment, promoting patient-centered care and supporting faster recoveries. Studies by Lazem et al. (2019) and Osman et al. (2019) agreed that continual assessment and updating of competency are vital for improving patient healthcare outcomes. Innovation in digital health also supports patient continual care (Ronghe et al., 2022). To ensure that nursing attendants remain proficient, competency updates may be done semi-annually through workshops.

Summary
The summary of the quality of innovative competency among nursing attendants provides a comprehensive evaluation of their ability to adapt and implement innovative practices in patient care, patient safety, and healthcare outcomes. This section highlights how nursing attendants apply their knowledge, skills, attitudes, training, and digital competencies to address the dynamic needs of healthcare settings. By exploring their role, this analysis underscores the impact of their competencies on improving overall patient experiences. Table 11 shows nursing attendants' overall quality of innovative competency in patient care, safety, and healthcare outcomes.

Table 11. *Summary Table of Quality of Innovative Competency of Nursing Attendants*

Quality of Innovative Competency	Average Weighted Mean	Interpretation
Patient Care	4.45	High Competency
Patient Safety	4.45	High Competency
HealthCare Outcome	4.44	High Competency
Overall Average Weighted Mean	**4.45**	**High Competency**

The 4.45 quality of competency in patient care indicates a high level of competency. This suggested that nursing attendants perform well in providing care that meets patients' needs and ensures comfort. This high score indicates that they demonstrate a deep understanding of and responsiveness to patients' physical, emotional, and psychological requirements with a very high competency on monitoring vital signs. This finding posits that nursing attendants adhere to best practices and protocols in providing care, ensuring it is safe, efficient, and consistent. An area needing improvement is their knowledge on assessing and scoring pain, which can delay intervention or may lead to inappropriate management. Training on this area may improve their competency, contributing to a high quality of care.

Quality of innovative competency along safety was also scored at 4.45, which implies that nursing attendants are adept at maintaining safety protocols, reducing risks, and preventing adverse incidents that could harm patients. This reflects a strong commitment to safeguarding patient health and maintaining the healthcare environment's integrity through understanding and compliance with established safety guidelines and procedures. Safety standards include proper hand hygiene, safe patient handling, and using personal protective equipment (PPE) correctly.

For the quality of innovative competency in healthcare outcomes, the nursing attendants scored 4.44, showing a high level of competency. It implies that nursing attendants positively contribute to improved healthcare outcomes by supporting effective treatments, promoting recovery, and enhancing patient satisfaction. The finding suggested that they effectively implement interventions that promote patient recovery from illness and reduce the risk of complications. The finding also posits that nursing attendants are skilled in addressing the holistic needs of patients, contributing to their physical, emotional, and psychological health.

The weighted mean score of 4.45 reinforces the nursing attendants' consistently high self-rated competencies across these areas. All three areas and the average mean score fall into the *High Competency* range, indicating that nursing attendants possess a strong foundation in skills essential for quality patient care, safety, and outcome improvement. This level of competency is likely beneficial for healthcare institutions in maintaining high standards of care and patient satisfaction. To strengthen the result of the self-assessment of nursing attendants' competency, the researcher investigated their performance evaluation ratings, which were requested from the human resource offices of the nine government hospitals through the chief nurses. The high competency scores of nursing attendants aligned with their very satisfactory performance ratings, confirming that nursing attendants' skills and competencies were effectively translated into their job performance. The individual performance evaluation ratings for permanent nursing attendants have a 4.56 average mean score and a 4.46 average mean score for nursing attendants holding job order position. This gives an overall average mean of 4.51, a very satisfactory rating on performance evaluation of nursing attendants of the nine government hospitals in the Sorsogon Province.

The high competency level of nursing attendants, which aligned with the very satisfactory performance, indicates a skilled workforce. Public administration should develop strategies to retain these competent individuals through competitive compensation, job security, and career growth opportunities. Also, there is a need to focus on policies that continually support skill enhancement and performance monitoring to sustain this high level of competency. Furthermore, the findings justify budgetary allocations and policy initiatives to upgrade the nursing attendant's competencies.

3.4 Challenges of Nursing Attendant with their Innovative Competency.
Nursing attendants face several challenges in their roles, even when they possess a strong level of competency. While confident in skills such as patient monitoring, infection control, and basic care tasks, they often encounter barriers that impact their ability to apply these competencies effectively in diverse and demanding healthcare settings. This study has explored the challenges of nursing attendants with their current competencies, ranked by frequency of responses. Table 12 presented the challenges nursing attendants encountered with their innovative competency. The 10 predetermined statements were ranked by the number of respondents, 1 as the greatest and 10 as the least met challenges.

Table 12. *Challenges of Nursing Attendant with Their Innovative Competency*

Challenges	Frequency	Rank
1. My educational attainment relative to my present job position	75	3rd
2. Handling modern clinical equipment in monitoring patient's condition	82	2nd
3. My computer proficiency is used in enriching clinical knowledge and skills through online training.	65	6th
4. The job description for nursing attendants does not conform with actual functions.	47	8th
5. Lack of clear understanding of duties and responsibilities	27	10th
6. Salaries that don't reflect the hard work.	83	1st
7. No room for career growth.	49	7th
8. Perception as the lowest level on the healthcare ladder	33	9th
9. Availability of training that improves knowledge, attitude, and nursing skills	67	5th
10. Increasing demand and client expectations.	74	4th

Salaries that do not reflect hard work got 83 responses and were ranked first. This is the most marked indicator that shows the most significant concern among nursing attendants is their compensation. Despite the demanding nature of their job, they feel their salary does not correspond to the effort they put in. They compare their workloads and shifting schedules to other staff receiving higher compensations but with fewer tasks. This will likely impact job satisfaction and retention as financial compensation is an important factor in job satisfaction. This was supported by the study of Baidun (2024), specifically fair compensation, which was identified as a factor positively correlated with employee performance.

The second rank is *Handling Modern Clinical Equipment in Monitoring Patient's Condition*. Nursing attendants grapple to keep up with the demands of modern clinical equipment, highlighting a widening gap in the skills needed for today's high-tech healthcare environment. As healthcare becomes increasingly digital, nursing attendants often struggle to adapt to new equipment and technologies designed to improve patient outcomes. The 82 responses in this study, ranking this issue as the second most prominent challenge, emphasized how limited training and experience with modern devices can directly impact their ability to meet essential competency standards. Unfamiliarity with clinical equipment can lead to increased errors, inefficiencies, and decreased confidence among nursing attendants. Technology-related stress is often experienced when they lack formal training on digital tools (Varanasi et al., 2021). This gap may result in delays in patient care and underutilization of advanced diagnostic tools, compromising the quality of care delivered.

The third most common challenge faced by nursing attendants is the mismatch between their educational attainment and skills required in modern healthcare. Despite many having higher education, some lack nursing-related backgrounds, leading to feelings of inadequacy and reduced confidence. Skills are often developed through mentorship rather than formal training. This gap affects self-efficacy and clinical readiness, as supported by studies from Abun et al. (2021) and Sharma et al. (2021). Enhancing relevant education and continuous professional development can help bridge this gap.

Other significant challenges are *increasing demand and client expectations*, *the availability of training that improves knowledge, attitude, and nursing skills, computer proficiency for online learning, lack of career growth, and job description not matching actual functions*. Rising patient-to-staff ratios and heightened expectations strain nursing attendants, potentially reducing care quality and patient satisfaction. They may feel unprepared to meet the increasing demands aggravated by a lack of available training for complex patient care and technological barriers. Two of the lowest ranks of challenges nursing attendants face are *perception as the lowest level on the healthcare ladder and lack of clear understanding of duties and responsibilities*. While the issue of perception ranks lower among the challenges, it reflects a concern about professional respect and recognition within the healthcare hierarchy. Nursing attendants are often seen as occupying the lowest level in the healthcare hierarchy, impacting their professional identity and self-worth. This perception may stem from the belief that attendants are less skilled or qualified than other healthcare professionals, despite their critical role in patient care.

Public perceptions do not accurately reflect the importance of nursing attendants in the health care system, resulting from social perceptions that need to be changed (Nair, 2022). Nursing attendants are often seen as performing only basic tasks, which fails to recognize their essential role in ensuring patient safety, providing comfort, and supporting the medical team. The lack of a clear understanding of duties and responsibilities among nursing attendants, though ranked lowest as a challenge, remains a critical issue impacting their efficiency, job satisfaction, and overall performance. This lack of clarity can create operational confusion and stress, affecting the nursing attendants' ability to contribute effectively to patient care. Role ambiguity occurs when nursing attendants are unsure of their role's specific tasks and boundaries, leading to inconsistencies in their work. They may experience conflicting expectations or difficulty prioritizing tasks, affecting their confidence and ability to perform well. Unclear delegated tasks result in a confused role. This was investigated by Saiki et al. (2021), and their study revealed that nursing attendants rated their desired roles higher than their perceptions of nurses' expectations of them.

The findings of this study underscored specific challenges nursing attendants face, with compensation, technology, and education, which stand out as the most pressing concerns. These issues suggest better training opportunities, clearer career pathways, and addressing compensation gaps to improve job satisfaction and retention. Handling technological advancements and managing growing client expectations are critical areas where support and resources are needed to help attendants meet competency standards effectively. A similar study by Dunn (2024) also discussed the struggles of nursing attendants and identified ways to overcome them. In addition, the studies of Davis (2023) and Hudson (2023) are aligned with the present study as both have investigated the challenges in the nursing workforce.

4.0 Conclusion

The study highlights key insights into the nursing attendant workforce, competencies, performance, and challenges. The demographic profile indicates that the workforce comprises young to mid-career professionals, predominantly female, with a strong educational background. While experience levels vary, a significant portion holds job-order positions, which may impact job stability and career growth. The self-assessment of nursing attendants across multiple competency areas such as knowledge, skills, attitude, training, and digital and technology proficiency, suggests a generally high level of competency, with minor areas for improvement through continuous training and professional development. Furthermore, the competency levels in patient care, patient safety, and healthcare outcomes were rated highly, aligning with satisfactory job performance evaluations. This confirms that nursing attendants effectively apply their skills in practice, contributing positively to healthcare service quality. Despite these strengths, nursing attendants face several challenges, including financial constraints, technological adaptation difficulties, educational gaps, and role-related concerns. The most critical issues include inadequate compensation, struggles with modern medical equipment, and limited access to advanced learning opportunities. Addressing these challenges through policy interventions, enhanced training programs, and improved working conditions will be essential to sustain and further enhance the efficiency and effectiveness of nursing attendants in the healthcare system. Building on these insights, this study highlights the need for an Innovation Competency Framework explicitly designed for nursing attendants. This framework will help assess their strengths and areas for growth while providing opportunities to develop their skills, knowledge, attitudes, and digital literacy. By equipping them with the right tools and training, nursing attendants can feel more confident and prepared to meet the ever-changing healthcare demands. This framework can also enhance the credibility and reputation of the organization for delivering high-quality and reliable health care services provided by competent nursing staff.

5.0 Contributions of Authors

The author of this research contributed to the conceptualization, design, and execution of the study, ensuring a comprehensive assessment of nursing attendants' innovative competency. I reviewed the relevant literature, developed the research instruments, and analyzed data to draw meaningful conclusions. Additionally, I interpreted the findings, discussed their implications for healthcare practice, and formulated recommendations to enhance the competency framework for nursing attendants.

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7.0 Conflict of Interests

The author declares that there is no conflict of interest in conducting this research. All findings and conclusions were derived objectively, without any influence from personal, financial, or institutional interests.

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9.0 References

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