

# The Multispecialty Healthcare Project: Towards an Effective Health Service for Continuous Improvement of Local Government Basic Services in Valenzuela City

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## ABSTRACT

The Multispecialty Healthcare Project in Valenzuela City addresses the challenges in the Philippine healthcare system, focusing on accessible and affordable health services. The study evaluates the effectiveness of the Valenzuela City Multispecialty Healthcare Center, a joint venture aimed at enhancing local government health services. Using a mixed-methods approach, the study combines qualitative and quantitative data to assess community reception, healthcare accessibility, and service delivery challenges. Findings indicate a positive community response to the center's specialized clinics and collaborations but highlight issues in accessibility and service efficiency. Key recommendations include increasing healthcare professionals, improving appointment systems, enhancing coordination, and promoting health education. These insights are valuable for policymakers, the Department of Health (DOH), and local government units (LGUs) in optimizing the center's impact. Ultimately, the study underscores the project's role in supporting the government's broader objective of improving basic health services in the Philippines.

**Keywords:** Multispecialty Healthcare Center, local government, continuous improvement, healthcare services, mixed-methods approach, community engagement, implementation challenges, service accessibility, quality of service, Valenzuela City

## THE PROBLEM AND ITS BACKGROUND

### Introduction

The Philippines, a developing country in Southeast Asia, faces significant challenges in its healthcare system, including insufficient funding, limited access to services, and a shortage of healthcare professionals, especially in rural areas (Project HOPE, 2022). Many Filipinos, particularly those in low-income communities, struggle to access adequate healthcare, leading to poor health outcomes (Dayrit et al., 2018). Recognizing this issue, the government has implemented initiatives such as Republic Act (RA) 7160, which mandates local government units (LGUs) to deliver basic health services (Official Gazette, 1991). One such initiative is the Valenzuela City Multispecialty Healthcare project, a joint venture aimed at enhancing healthcare access through the construction and operation of advanced medical facilities. To assess the effectiveness of this program, researchers conducted a study evaluating its impact on improving local government health services. The findings provide insights into implementation challenges, effectiveness, and overall status. The study offers valuable data for the Department of Health (DOH) and policymakers, helping to develop better policies for healthcare improvements nationwide. The research employed empirical methods, including gathering respondents, administering surveys, and analyzing data to determine program effectiveness. The results contribute to bridging gaps in previous studies by offering concrete recommendations to enhance local healthcare services.

## BACKGROUND OF THE STUDY

The City of Valenzuela has prioritized improving residents' lives by providing free healthcare services, ensuring accessible medical care for all. To further enhance healthcare delivery, the city partnered with Premier 101 Healthcare Management, Inc. to establish the Valenzuela City Multispecialty Healthcare Center at Valenzuela City Emergency Hospital (VCEH). Originally designed in seven phases, the project was later revised to six phases, covering services such as hemodialysis, endoscopy, EENT care, medical laboratories, rehabilitation, and a pharmacy. However, due to financial difficulties and internal management challenges—exacerbated by the COVID-19 pandemic—several phases, including the People's Pharmacy, Medical Laboratory, Rehabilitation Center, and Lifestyle Park, were canceled. Despite these setbacks, the remaining four phases continue to operate, ensuring that essential medical services such as hemodialysis and diagnostic care remain available. The initiative aligns with Valenzuela City's mission to improve governance, empower communities, and enhance public services. Further research and evaluation are necessary to assess its effectiveness and explore the feasibility of reviving the discontinued phases, ultimately strengthening healthcare services in the city.

### Statement of the Problem

This study aimed to analyze the implementation of the Multispecialty Healthcare Project and to recognize its benefits to the citizens, providing relevant information for the improvement of basic healthcare services in Valenzuela City. Specifically, it attempts to answer the following research questions:

1. What are the goals of the Multispecialty Healthcare project?
2. How does the local government implement the Multispecialty Healthcare project?
3. How effective is the implementation of the project in delivering basic public health services to the people?
  - 3.1. Service Accessibility
  - 3.2. Schedule and Time of Service
  - 3.3. Medicine, Tools and Equipment
  - 3.4. Transparency and Accountability
  - 3.5. Quality of service
4. What are the problems and challenges in the implementation of the project?
5. What are the suggestions to improve the implementation of the Multispecialty Healthcare Center Project?

### Conceptual Framework

This study focused on the Multispecialty Healthcare Project of Valenzuela City, examining its phases, implementation, and execution. Researchers analyzed the project's objectives, strategies, and processes to understand its design and functionality. The study also evaluated the effectiveness of local government healthcare services by assessing accessibility, efficiency, and quality through data collection from health office records, interviews, and surveys. Finally, findings from the analysis and evaluation were used to guide future improvements and ensure the project effectively meets the community's healthcare needs.



Figure 1. The Paradigm of the Study

## Theoretical Framework

This research is based on Service Delivery Models, which examine how public services are structured and provided to citizens. The Multispecialty Healthcare Center Project is analyzed in terms of its service delivery approach, coordination among providers, and efforts to ensure accessibility and equity. A key challenge in healthcare is balancing cost efficiency with high-quality care, requiring an evaluation of current models and potential alternatives for better service delivery (Jessup et al., 2020). In low- and middle-income countries, the poor often face barriers to quality healthcare. Social enterprises and private health organizations have developed innovative service models to bridge these gaps (Bhattacharyya et al., 2010). Effective service delivery models involve government agencies, NGOs, and private partners, considering resource availability, community involvement, and technological advancements (Schröder et al., 2020). These models ensure efficient resource use, tailored services, and equitable access, helping maximize the impact of public healthcare services.

## Scope and Limitation of the Study

This study examined the implementation and benefits of the Multispecialty Healthcare Center in Valenzuela City, focusing on three barangays: Dalandanan, Malinta, and Pasolo. These areas were chosen using purposive sampling due to their proximity to the healthcare facilities, ensuring accessibility for respondents. The study aimed to assess the effectiveness of healthcare services by gathering insights from residents actively using these facilities. By selecting barangays with direct access to the healthcare centers, the research ensured accurate and meaningful data on the program's impact on community well-being and health outcomes.

## Significance of the Study

The research findings were expected to provide valuable insights for various stakeholders:

- Department of Health (DOH): The study could help DOH assess the impact of the project on community health, guiding policies to improve healthcare access nationwide. The project's success could encourage increased government investment in public healthcare.
- Local Government Units (LGUs): The findings could assist LGUs in evaluating the effectiveness of the Multispecialty Healthcare Center, leading to improved public health programs, ordinances, and resolutions that encourage residents to utilize government healthcare services.
- Valenzuela City Residents: The research could help residents better understand and access government-sponsored healthcare services while informing them about the benefits and limitations of available medical care.
- Future Researchers: The study could serve as a reference for further research, identifying gaps in literature and guiding future investigations on related healthcare topics.

## Definition of Terms

- Basic Health Services – Essential healthcare services that address primary health needs, such as hemodialysis centers, diagnostic labs, and EENT (eye, ear, nose, throat) centers.
- Joint Venture Project – A partnership where two or more entities collaborate on a specific project. The Multispecialty Healthcare Center is a joint effort between the Valenzuela City LGU and Premier 101 Healthcare Management, Inc.
- Local Government Unit (LGU) – A governing body responsible for a specific city or town, in this case, Valenzuela City.
- Multispecialty Healthcare Center Project – An initiative aimed at enhancing healthcare services, making them more accessible and efficient for Valenzuela residents.

## REVIEW OF RELATED LITERATURE

### Description of the Implementation of Multispecialty Healthcare Center

Public health improvement relies on collaboration among governments, healthcare providers, and communities to ensure physical and mental well-being (Vergara et al., 2020). Multispecialty Healthcare Centers (MHCs) enhance healthcare delivery by providing specialized treatments, early disease detection, and holistic patient care (Wilkins & Alberti, 2019). Their effectiveness depends on proper facility planning, advanced medical technology, and a skilled multidisciplinary team (Singh & Lillrank, 2017; Mendez & Mibato, 2020; DiMaria-Ghalili et al., 2019).

- In Valenzuela City, the local government collaborated with Premier 101 Healthcare Management, Inc. through a Joint Venture Agreement to develop a seven-phase Multispecialty Healthcare Center (MHC) project. This initiative focuses on enhancing healthcare accessibility, infrastructure, and service delivery, contributing to local healthcare quality and efficiency.
- One key component of the project is the Hemodialysis Center, which aims to raise awareness and facilitate early detection of kidney disease (Levey et al., 2020). This aligns with the broader public health goal of preventing and managing chronic illnesses through specialized medical services. People's Pharmacy – Increasing access to affordable medication in underserved areas (Onyango et al., 2018).
- Endoscopy & EENT Centers – Ensuring high-quality, specialized treatments while maintaining safety protocols (Beg et al., 2017).
- Medical Laboratory & Diagnostic Center – Facilitating early disease detection and accurate diagnosis (Thompson & Lei, 2020; MedLab, 2017).
- Physical Therapy & Rehabilitation Center – Supporting fitness, nutrition, and mental health services (Galea et al., 2020).

These services contribute to improved public health, ensuring better accessibility, efficiency, and patient outcomes (Ferlie & Shortell, 2001; Lochab, 2021). Investing in MHCs strengthens healthcare systems, promotes early disease detection, and enhances the overall well-being of the community (Sorensen, 2018).

### Review of Existing Multispecialty Healthcare Center

The COVID-19 pandemic has emphasized the need for increased healthcare investment, especially in rural areas (Go, 2022). Years of neglect have led to hospital shortages, limited bed capacity, and insufficient medical equipment, highlighting the urgency for improved healthcare infrastructure. To address this, a Multispecialty Healthcare Center (MHC) in Southern Tagalog is being developed to reduce patient congestion in Manila and enhance medical service accessibility. Managed by the Department of Health (DOH), this facility will provide both primary care and specialized treatments (Sarao, 2022). In Romblon Province, a Rural Health Center has transitioned into a Multispecialty Clinic, offering services in Internal Medicine, Pediatrics, General Surgery, and ENT. This expansion has improved patient access to specialists and enabled minor surgeries at the center (Admin, 2021).

### Understanding the Implications of Establishing Multispecialty Healthcare Center

Governments have a fundamental responsibility to ensure equal access to high-quality healthcare for all citizens (Hone et al., 2018). Local governments play a key role in developing policies that promote coordinated, safe, and efficient healthcare, including subsidizing costs and increasing healthcare facilities in underserved areas (Department of Health & Great Britain Dept. of Health, 2006; Li et al., 2020). Providing basic healthcare services is particularly crucial for vulnerable populations, such as low-income families, the elderly, and individuals with disabilities, who may have limited access to private healthcare (Bhattacharyya et al., 2010).

## **Challenges of Health Center Services Establishment**

Premier101 Healthcare Management Inc. has struggled with management difficulties since 2019, which worsened in 2020 due to the pandemic's economic impact. This led to partner withdrawals and the cancellation of the Paso de Blas Wellness Center, along with other planned healthcare projects such as People's Pharmacy, Medical Laboratory and Diagnostic Clinic, City Physical Therapy and Rehabilitation Center, and Lifestyle Park (Feliciano, 2020). Instead, resources were reallocated to hemodialysis and other existing healthcare initiatives in Valenzuela City. The Philippine healthcare system faces regional disparities, limiting access due to transportation challenges, inadequate funding, and resource shortages (Fran, 2022; RHIhub, 2018; Debie et al., 2022). Establishing healthcare centers is particularly difficult in rural areas due to limited resources and unequal distribution (Collado, 2019b; Smith et al., 2019).

## **Effective Ways to Improve Health Services of Local Government**

Healthcare service quality is shaped by multiple factors, including the skills and attitudes of providers, patient expectations, and the overall healthcare system's structure (Nantsupawat et al., 2017). The Institute of Medicine's access-to-care model identifies financial constraints, structural challenges, and disparities in service utilization as key barriers to effective care (Cooper et al., 2020, as cited by Reboe Benjamin, 2021). Additionally, healthcare providers' job satisfaction directly impacts patient care quality, while patients today are more informed about their rights and expect improved services (Larson et al., 2019; Ng & Luk, 2019). However, many healthcare organizations struggle with resource limitations and frequent management changes, creating instability and inefficiencies (Micelotta et al., 2017). Even as medical advancements grow, only a fraction of new knowledge is applied in daily clinical practice, highlighting a gap between research and real-world implementation (Grol & Wensing, 2020). To bridge this gap, healthcare improvements must include cultural changes, financial planning, and structured implementation strategies (Gajadien et al., 2023). The rising cost of healthcare remains a major concern, driven by inefficient cost estimation, high administrative expenses, and expensive medical supplies (Watkins et al., 2018).

## **Benefits of Healthcare Center to the Citizen's Well-Being**

Healthcare services are essential for maintaining both physical and mental well-being. Whether through routine check-ups, specialized treatments, or chronic disease management, accessible healthcare ensures individuals receive timely and necessary medical attention. Studies highlight that people with consistent healthcare access experience better health outcomes, reduced stress, and faster recovery from illnesses (Yildirim & Arslan, 2022; Johnson et al., 2018). Furthermore, having a primary care provider improves doctor-patient communication, leading to higher satisfaction and better treatment coordination (Gonzalez et al., 2018; Schinkel et al., 2020). Without reliable healthcare access, many individuals—especially those from disadvantaged communities—face barriers that prevent them from receiving proper medical attention, increasing health disparities and disease risks (Santana et al., 2021).

## **Synthesis**

The significance of Multispecialty Healthcare Centers in healthcare service delivery systems and the Valenzuela City Government's efforts to provide primary healthcare services to its clients. The establishment of healthcare facilities can have significant implications for individuals, communities, and society as a whole by improving access to healthcare services, reducing health disparities, and improving health outcomes. However, the provision of public healthcare in the Philippines faces challenges, including limited transportation options, inadequate financing, and healthcare workforce planning that does not consider the needs of both citizens and healthcare workers. Families and children with low incomes, people living in rural areas, and those who lack resources often face challenges in accessing quality healthcare. To improve healthcare services of local government, various factors influencing healthcare service quality and successful implementation of change in healthcare need to be considered.



## RESEARCH METHODOLOGY

### Methods of Data Gathering

This study examined the effectiveness of the Multispecialty Healthcare Center in Valenzuela City, Metro Manila, in improving basic health services. Valenzuela City, known for its industrial growth and strong public healthcare system, has consistently invested in medical infrastructure. With numerous public health centers and hospitals strategically placed across districts, the city has been recognized for its healthcare initiatives, making it an ideal subject for this research. To gain a comprehensive understanding of the center's impact, the study used a mixed-methods approach, combining both quantitative and qualitative research. Surveys and interviews were conducted to collect firsthand community experiences, ensuring that the voices of residents were central to the analysis.

Table 2. Research Design Matrix

Research Question	Objective	Expected Outcome	Data Sources	Tools/Data Collection Method	Analytical Tool
What are the goals of the Multispecialty Healthcare Center	Identify the aims of the project towards the improvement of public health services	Know the purpose of the project and	Respondents	Survey Questionnaires	Descriptive Analysis
How does the local government implement the Multispecialty Healthcare Center	Analyze the process how LGU's handle and support the implementation of this project	Knowing how diligent and supportive the LGU is in handling the said project.	LGU (City Health Office, DOH)  Government Data/Document/Record (Local Resolutions and Ordinances)  Secondary Data (Existing Literature, Studies)	Semi Structured Interview  Data/Document Review  Literature Review	Content Analysis  Document Analysis o  Document Analysis
How Effective is the implementation of the project in delivering basic public health services to the people	Identify the effectiveness if the project in delivering public health services	Knowing the influence and benefits of the project in the healthcare services	Respondents	Survey Questionnaires	Descriptive Analysis
What are the problems and challenges in the implementation of the project	Identify the goal of the Multispecialty Healthcare Project	Recognizing the big impact of this project in the delivery of healthcare services in Valenzuela City	LGU (City Health Office, DOH)  Government Data/Document/Record (Local Resolutions and Ordinances)  Secondary Data (Existing Literature, Studies)	Semi Structured Interview  Data/Document Review  Literature Review	Content Analysis  Document Analysis  Document Analysis
What are the suggestions to improve the implementation of the Multispecialty Healthcare Center Project	Identify the respondent's suggestions for the improvement of the Multispecialty Healthcare Center Project	Recognizing how residents and key informants contribute to the improvement of the project.	Respondents	Survey Questionnaires  Semi Structured Interview	Descriptive Analysis  Content Analysis

### The Case Study Site: Barangays Dalandanan, Malinta, Pasolo

Valenzuela City, located in Metro Manila, Philippines, was chosen as the research site for this study on the effectiveness of the Valenzuela City Multispecialty Healthcare Center project. The study focused on three selected barangays: Barangay Dalandanan, Malinta, and Pasolo. These barangays were chosen through a systematic sampling technique based on their relevance to the project. The Valenzuela City Multispecialty Healthcare Center is situated within these barangays, allowing for easier access to the target population. Additionally, Barangay Pasolo was specifically included due to its proximity to Dalandanan and Malinta, ensuring a well-balanced representation in the research. Strategically positioned in the northern part of Metro Manila, Valenzuela City is highly accessible due to its well-developed transportation networks and urban infrastructure. This accessibility facilitated the smooth conduct of the study, making data collection more efficient for researchers and convenient for respondents. Beyond its strategic location, Valenzuela City is home to a diverse and dynamic population, encompassing individuals from various socio-economic backgrounds, age groups, and cultural contexts.

## Profile of the Study Site

The selection of the three communities for this research was based on their proximity to the Multispecialty Healthcare Center project and the high demand for healthcare services within these areas. By focusing on communities that were in close proximity to the center, the study aimed to assess the project's impact on the local residents and their access to essential health services. The chosen communities were representative of the larger population in terms of their demographics, socio-economic status, and healthcare needs. This allowed for a comprehensive analysis of how the Multispecialty Healthcare Center project effectively addressed the demands of a diverse and sizable community. By gathering comprehensive data from these communities, the research aimed to evaluate the effectiveness of the project in meeting the healthcare needs of the local residents.

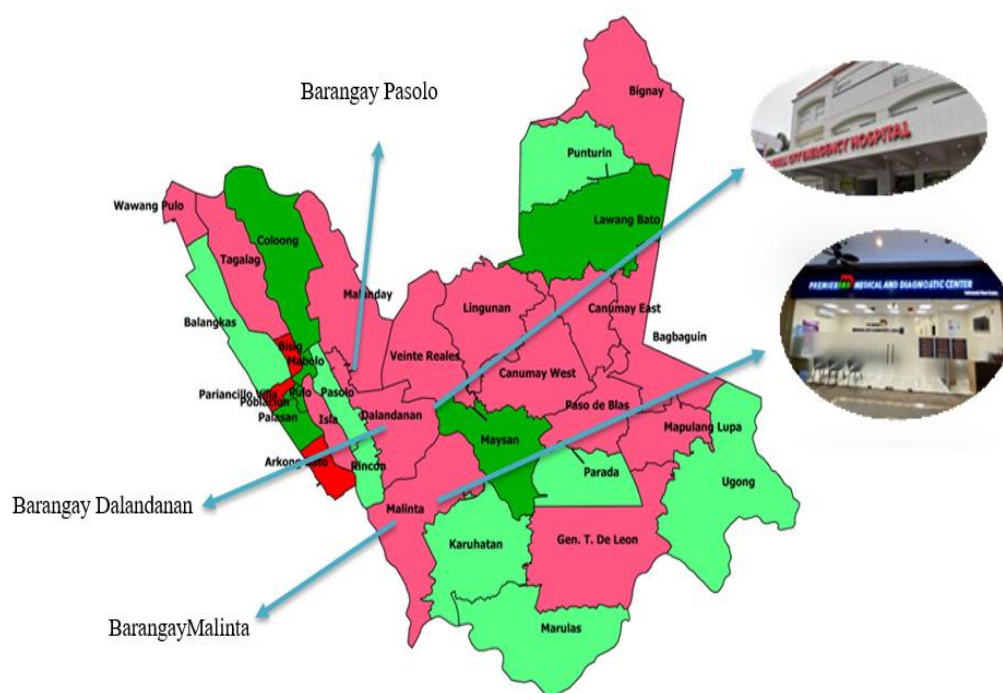


Figure 2. Valenzuela City Map with all 33 barangays

### Barangay Dalandanan

Barangay Dalandanan, located in Valenzuela City, has a population of 23,640 and a household population of 6,164. This relatively large population reflects a diverse range of healthcare needs and highlights the importance of accessible and effective healthcare services for residents. However, the barangay faces significant challenges in addressing these needs. According to the 2012 CBMS census, approximately 0.4% of children under five years old died during the reference period, equivalent to 2 out of every 500 children. In addition to health concerns, the barangay struggles with various socio-economic issues, including unemployment, high poverty incidence, and inadequate housing. These factors further emphasize the need for comprehensive healthcare interventions to improve the well-being of its residents.

### Barangay Malinta

Barangay Malinta is one of Valenzuela City's most densely populated areas, with a total population of 52,107 and 13,177 households. This high population density increases the demand for healthcare services and presents unique challenges in accessing medical care, particularly due to its mix of residential and commercial zones. Socio-economic disparities among residents exacerbate these challenges, as financial constraints hinder many individuals from seeking appropriate medical care. Additionally, traffic congestion and the distance between residential areas and healthcare facilities create barriers to timely healthcare access. The COVID-19 pandemic further intensified these difficulties, straining the barangay's already limited healthcare facilities. The surge in demand for testing, treatment, and vaccination services overwhelmed healthcare providers, leaving many residents without adequate medical support.

## Barangay Pasolo

Despite its smaller population compared to neighboring barangays, Barangay Pasolo still faces significant healthcare challenges. With 8,150 residents and 2,217 households, the barangay exhibits unique health concerns that require targeted interventions. Recent data has revealed alarming statistics, including a high rate of child mortality among children under five years old. Additionally, pregnancy-related complications have resulted in the unfortunate deaths of 10 women (0.1%), underscoring the urgent need for improved maternal healthcare services in the community. Beyond healthcare issues, Barangay Pasolo struggles with social challenges, such as limited access to education, unemployment, and financial instability, making it difficult for residents to meet their basic needs. Addressing these concerns through enhanced healthcare infrastructure and community support programs is crucial to improving overall health outcomes in the barangay.

Table 3. Number of people who potentially have experienced using the Center's services

Barangay	Population (Individual)	Population (Household)	Target Population
Dalandanan	23,640	23,586	20
Malinta	52,107	51,442	20
Pasolo	8,150	8,150	20
<b>Total</b>	<b>83,897</b>	<b>83,178</b>	<b>60</b>

The socio-demographic characteristics of Barangay Dalandanan, Barangay Malinta, and Barangay Pasolo highlight the importance of assessing the effectiveness of the Valenzuela City Multispecialty Healthcare Center project within these communities. The differences in population sizes and household numbers reflect the diverse healthcare needs of each barangay, making them ideal locations for the study. The proximity of these barangays to the Multispecialty Healthcare Center provided a valuable opportunity to gather significant data on the project's impact. Since residents had better access to healthcare services, they were more likely to utilize the center's offerings, allowing researchers to assess both the benefits and challenges experienced by the community.

## Profile of the Respondents

The first question of this research focused on the demographic profile of respondents. To address this, survey questionnaires were used to gather data on age, duration of stay, monthly income, health profile, and healthcare center attendance frequency. This is crucial for our study as a detailed exploration of the demographic profile enhances the analysis, leading to a more nuanced understanding of factors affecting healthcare effectiveness. This information not only strengthens the validity of our findings but also guides customized recommendations for enhancing healthcare services to meet the diverse needs of the population.

Table 4. Number of Respondents

Barangay	Number of Respondents	Data Collection Method
Dalandanan	20	Survey
Malinta	20	Survey
Pasolo	20	Survey
<b>Total</b>	<b>60</b>	



Responses from the residents revealed their experiences with the utilization of the Multispecialty Healthcare Center for delivering basic services in their barangays and indicated its effectiveness in improving healthcare in Valenzuela.

Table 5. Distribution of the respondents in terms of age group.

Age Group	Frequency	%
Below 18 years old	9	15.0%
18-24 years old	19	31.7%
25-34 years old	8	13.3%
35-44 years old	8	13.3%
45-54 years old	11	18.3%
55-64 years old	3	5.0%
65 years old and above	2	3.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 5 shows the distribution of the respondents in terms of age group. Among the 60 participants, the majority (31.7%) fall within the 18-24 age group, followed by 18.3% in the 45-54 age range. Notably, 15% are below 18 years old, while 13.3% fall into each of the 25-34 and 35-44 age groups. A smaller percentage is represented in the 55-64 age range (5%), and the least represented group is those aged 65 and above (3.3%).

Table 6. Distribution of the respondents in terms of gender.

Gender	Frequency	Percent
Male	35	58.3%
Female	24	40.0%
LGBTQ+	1	1.7%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 6 shows the distribution of the respondents in terms of gender. With a total count of 60 respondents, 58.3% of responses are male (with a total count of 35 respondents), 40% of responses are female (with a total count of 24 respondents), and 1.7% of responses are LGBTQIA+ (with a total count of 1 respondent).

Table 7. Distribution of the respondents in terms of educational attainment

Educational Attainment	Frequency	Percent
Below Primary School	3	5.0%
Primary School	14	23.3%
Secondary School	28	46.7%
Did not finish college	14	23.3%
Tertiary School	1	1.7%
<b>Total</b>	<b>60</b>	<b>100%</b>

Shows the distribution of the respondents in terms of gender. With a total count of 60 respondents, 58.3% of responses are male (with a total count of 35 respondents), 40% of responses are female (with a total count of 24 respondents), and 1.7% of responses are LGBTQIA+ (with a total count of 1 respondent).

Table 7 shows the distribution of the respondents in terms of educational attainment. With a total count of 60 respondents, 46.7% of responses graduated from Secondary School (with a total count of 28 respondents), 23.3% of responses graduated from Primary School (with a total count of 14 respondents), 23.3% of responses Did not finish college (with a total count of 14 respondents), 5% of responses graduated from Below Primary School (with a total count of 3 respondents), and 1.7% of responses graduated from Tertiary School (with a total count of 1 respondent).

Table 8. Distribution of the respondents in terms of location.

Residency	Frequency	Percent
Brgy. Dalandanan	20	33.3%
Brgy. Pasolo	20	33.3%
Brgy. Malinta	20	33.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 8 shows the distribution of the respondents in terms of residency. With a total count of 60 respondents, 100% of the responses are equally distributed from Brgy. Dalandanan, Pasolo, and Malinta (with a total count of 60 respondents).

Table 9. Distribution of the respondents in terms of duration of stay.

Duration of stay	Frequency	Percent
1 - 10 years	17	28.3%
11 - 20 years	25	41.7%
21 - 30 years	13	21.7%
31 years and above	5	8.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

This data illustrates the distribution of respondents based on the duration of their residence. Out of the 60 participants, 41.7% reported staying for approximately 11-20 years, 28.3% stayed for approximately 1-10 years, 21.7% stayed for about 21-30 years, and 8.3% reported staying for 31 years and above. This result indicates that most of those who had access to healthcare centers fall to the respondents who have been living in their barangays for 11-20 years

Table 10. Distribution of the respondents in terms of marital status

Marital Status	Frequency	Percent
Single	34	56.7%
Married	19	31.7%
Widowed	6	10.0%
Separated	1	1.7%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 10 shows the distribution of the respondents in terms of marital status. With a total count of 60 respondents, 56.7% of the responses are single (with a total count of 34 respondents), 31.7% of the responses are married (with

a total count of 19 respondents), 10% of the responses are widowed (with a total count of 6 respondents), and 1.7% of the responses are separated (with a total count of 1 respondent).

Table 11. Distribution of the respondents in terms of monthly income.

Monthly Income	Frequency	Percent
Below Php 5,000	19	31.7%
Php 5,001 - Php 10,000	7	11.7%
Php 10,001 - Php 15,000	9	15.0%
Php 15,001 - Php 20,000	10	16.7%
Php 20,001 - Php 25,001	7	11.7%
Php 25,001 - Php 30,000	4	6.7%
Above Php 30,000	4	6.7%
<b>Total</b>	<b>60</b>	<b>100%</b>

The distribution of respondents based on monthly income among 60 participants reveals a concerning economic landscape within the surveyed community. With 31.7% of respondents reporting a monthly income below Php 5,000, and a total of 60% earning below Php 10,000, a significant portion of the population faces financial constraints that may impact their ability to access healthcare services. This aligns with findings from a study by van Doorslaer et al. (2006), which highlights the strong association between low income and reduced access to essential health services, underscoring the need for targeted interventions to address financial barriers in healthcare. The concentration of respondents in lower income brackets emphasizes the importance of implementing equitable healthcare policies and support mechanisms to ensure that financial limitations do not compromise access to essential healthcare services.

Table 12. Distribution of the respondents in terms of health profile.

Health Profile	Frequency	Percent
Hemodialysis	35	58.3%
Heart Disease	14	23.3%
Cancer / Stroke	9	15.0%
Communicable Diseases	2	3.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 12 shows the distribution of the respondents in terms of health profile. With a total count of 60 respondents, 58.3% of the responses has Hemodialysis (with a total count of 35 respondents), 23.3% of the responses has heart disease (with a total count of 14 respondents), 15% of the responses has Cancer / Stroke (with a total count of 9 respondents), and 3.3% of the responses has Communicable Diseases (with a total count of 2 respondents).

Table 13. Distribution of the respondents in terms of Frequency of Attending the Healthcare center.

Frequency of Attending the Healthcare Center	Frequency	Percent
Daily	2	3.3%
Once a week	24	40.0%
Depends on Doctor's Schedule	17	28.3%
Unable to return due to financial problems	17	28.3%
<b>Total</b>	<b>60</b>	<b>100%</b>

Table 13 shows the distribution of the respondents in terms of frequency of attending the healthcare center. With a total count of 60 respondents, 40% of the responses says that they visit the center once a week (with a total count of 24 respondents), 28.3% of the responses says that they visit the center according to the doctor's schedule

(with a total count of 17 respondents), 28.3% of the responses says that they are unable to return due to financial problems (with a total count of 35 respondents), and 3.3% of the responses says that they visit the center daily (with a total count of 2 respondent).

### Profile of the Key Informants

The study involved conducting interviews with various stakeholders, including policy implementers/policy makers, an expert, and a community leader affiliated with Premier 101 Healthcare and Management Inc. These interviews played a crucial role in gathering comprehensive information and diverse viewpoints. The insights obtained from these discussions are instrumental in addressing the research questions posed in this study.

Table 14. Summary of information of key informants

Key Informants	District	Position	Age	Years of Service	Gender	Data Collection Method
Dr. Mark I. Rey Matias	1	Head, Hospital Operation and Patient Support Services Division	50		Male	Interview
Mrs. Margarita C. Davantes	2	Administrative Assistant of DOH			Female	Interview
Mrs. Amelia Lacsá	1	Admin		3	Female	Interview
Premier 101 Healthcare and Management	1	Medical Practitioner	-	-	Male	Interview

### Data Collection

In this study, the researcher utilized a range of sources such as published existing research or literature, and interviews. This methodology was chosen with the goal of obtaining a comprehensive understanding of the issue being investigated. Once the data had been collected, it was carefully analyzed and interpreted to provide insights into the effectiveness of the Multispecialty Healthcare Center. By conducting interviews and survey questionnaires, the researcher gained a deeper understanding of the perspectives and experiences of experts and community members. In addition, the use of published documents, along with existing research or literature, allowed the researcher to obtain a broader perspective on the topic and conduct a thorough analysis of the situation.

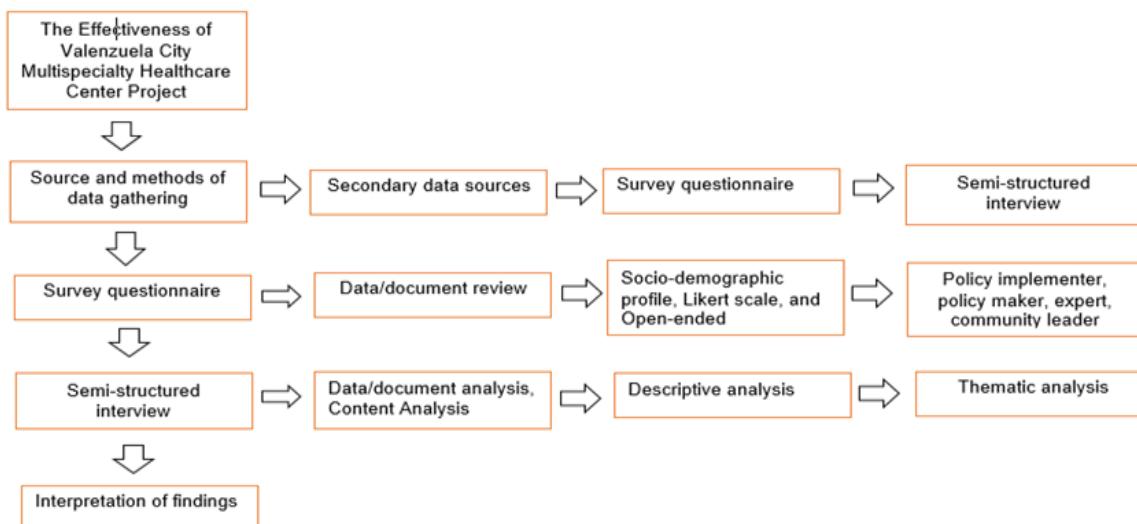


Figure 3. Research Design Flowchart



## Survey Questionnaire

This study utilized a purposive sampling technique, focusing on citizens who had access to the Multispecialty Healthcare Center to assess its effectiveness in delivering essential health services. To gather data, researchers distributed a printed survey questionnaire containing both close-ended and open-ended questions to targeted respondents across different barangays. The survey was conducted from October 29 to 31, 2023, with a total of 60 respondents.

The questionnaire was strategically structured into six sections to collect both quantitative and qualitative data, serving as a valuable resource for evaluating the center's performance and guiding future improvements in basic healthcare services:

Part I – Captured the socio-demographic profile of the respondents.

Part II – Gathered respondents' insights and prior knowledge about the project's objectives.

Part III – Focused on respondents' opinions regarding the project's implementation.

Part IV – Examined the effectiveness of project implementation across different aspects.

Part V – Identified the problems and challenges encountered in the project's implementation.

Part VI – Collected raw feedback, insights, and recommendations from respondents to improve the project.

Additionally, Table 15 presents the criteria used to determine suitable survey participants, ensuring that respondents had the necessary knowledge, experience, and qualifications to provide meaningful insights. By carefully selecting participants based on these criteria, the study ensured that the analysis of the project's effectiveness was based on well-informed perspectives, ultimately contributing to the enhancement of Valenzuela City's basic health services.

Table 15. Criteria for identifying target participants for the multispecialty healthcare center

Criteria	Remarks
Years of residency	residents who have been living in the community for a long period of time, preferably 3 years to ensure that they have a deep understanding of the center's health services since it was recently established.
Experiences in accessing the health services	Residents who have experienced accessing the center's basic health services, as they are likely to have substantial insights and firsthand experiences about the center's service to the public.
Frequency of visits to the center	the frequency of resident's access to the center reflects the center's effectiveness, likewise, it's important to gather residents' cumulative experiences and assess the center's effectiveness in meeting their healthcare requirements over time.

## Semi Structured Interview

To gain deeper insights into the effectiveness of the Multispecialty Healthcare Center in Valenzuela City, the study employed semi-structured interviews with various local government officials and key stakeholders. Participants included personnel from the City Planning and Development Office and the City Health Office, as well as representatives from Premier101 Healthcare and Management Incorporation. Engaging with these officials and community leaders allowed the researchers to explore their vision for a comprehensive healthcare

facility that meets the diverse needs of the community. The interviews were conducted face-to-face, allowing researchers to gather firsthand perspectives on the center's purpose, objectives, and effectiveness. The semi-structured format provided a flexible framework, incorporating predetermined questions while allowing researchers to adapt the discussion based on participants' responses and the natural flow of the conversation. To encourage detailed and reflective answers, open-ended questions were utilized, prompting officials to elaborate on their experiences and insights. Before each interview, researchers sought permission to record the conversation for accuracy. If the informants declined recording, the researchers documented responses manually during the interview. The data collected from these interviews played a crucial role in shaping and refining the delivery of basic health services at the Multispecialty Healthcare Center, offering valuable input for future improvements and policy considerations.

### **Expert**

The researchers conducted a comprehensive interview with the Administrative Assistant at the Health Facility Development Bureau-Department of Health (DOH), obtaining crucial insights into the Multispecialty Healthcare Center project's implementation. The administrative assistant shared detailed information, elucidating the intricate plans and objectives associated with the project. Professionals in roles like this bring expertise in health planning, effective management strategies, and the provision of essential healthcare services. This specialized knowledge is particularly vital when assessing initiatives like the Valenzuela City Multispecialty Healthcare Center. Through direct interviews, researchers can tailor specific questions, seek clarifications, and explore various facets of healthcare initiatives.

### **Policy Implementers**

The primary objective of this study was to conduct interviews with local government officials to gather significant insights and information related to the formation and provision of services at the Multispecialty Healthcare Center. The interviews specifically focused on key personnel of local government implementers, such as the City Health Office and City Planning and Development Office. The researchers concentrated information gathering primarily on the Valenzuela City emergency hospital due to the similar responses from these two agencies. The Head of Hospital Operation and Patient Support Services Division possessed critical knowledge and firsthand experience in the planning, implementation, and management of the center, making their perspectives crucial for a comprehensive evaluation. An expert from Valenzuela City Emergency Hospital (VCEH) provided critical information related to health challenges.

### **Premier 101 Healthcare and Management Inc**

This study emphasized the significance of interviewing a medical practitioner under the Premier 101 Healthcare Center project to evaluate the program's effectiveness. The medical practitioner insisted on keeping personal information confidential, contributing significantly to a comprehensive analysis of existing challenges while maintaining strict adherence to privacy guidelines. Affiliated with the Premier 101 project at Valenzuela Town Center, the expert's insights offered diversity to the study. Valenzuela City and the management had formed a joint venture for the Multispecialty Healthcare establishment. The interview aimed to gain insights into Premier 101's strategic planning, operational efficiency, and overall management. By delving into their expertise, the study aimed to understand their vision for the healthcare center, their capacity to deliver quality care across specialties, and their strategies for providing comprehensive healthcare services. This interview facilitated an assessment of the alignment between their objectives and the program's goals, ensuring positive outcomes and contributing to the enhancement of healthcare services.

### **Community Leader**

The researchers acknowledged the significance of involving community leaders from the chosen barangays (Dalandanan, Malinta, and Pasolo) to gain valuable insights for the Multispecialty Healthcare Center Project study. While recognizing the importance of engaging leaders in all selected barangays, the researchers primarily concentrated on Barangay Malinta. This decision was largely influenced by the cooperative attitude and ready availability of administrative staff in this specific barangay, which greatly supported the study's objectives. The

interview with community leader were conducted to capture the community's viewpoint on various aspects of the healthcare services provided by the center. These leader offered insights into the overall perception of healthcare services, encompassing their effectiveness, accessibility, and relevance to the specific needs of residents.

## Secondary Data Sources

To ensure a comprehensive analysis and gather relevant data for the study, the researchers utilized secondary data. This approach involved collecting and examining existing documents pertinent to the research topic, specifically focusing on government data reports, ordinances, resolutions, and digital copies of documents that provided insights into the Valenzuela City Multispecialty Healthcare and project and the delivery of basic health services in the area of interest. The researchers gathered data from the Ecological Profile 2021 taken from the record of City Planning and Development Office regarding the number of households and the map of Valenzuela City to identify the target barangay, also including the status of healthcare in Valenzuela City. Additionally, Ordinance no. 648 series of 2020 entitled “An Ordinance Prescribing the Applicable Fees and Charges Corresponding to the Services Provided by the Ears, Nose, and Throat Center and Eye Center under the Valenzuela City Multispecialty Healthcare and Wellness Center Joint Venture Project and for Other Purposes” and three other resolutions, including Resolutions No. 1092, Resolution No. 1819, Resolution No. 1820, respectively, served as supporting details to the ordinance, enabling a deeper understanding of the project's background, implementation strategies, challenges faced, and outcomes achieved. By reviewing the secondary data sources, the researchers tapped into existing sources of information that provided valuable insights into the Multispecialty Healthcare project and the delivery of basic health services.

## Data Analysis

The researchers employed a combination of qualitative and quantitative methods to gain a thorough understanding of the impact of the Multispecialty Healthcare on the community in Valenzuela City and its effectiveness in meeting the healthcare needs of the population. This research employed content analysis to analyze the data collected from individuals who were interviewed, with a strong likelihood of finding shared information about the program's influence. The interviews were conducted using a semi-structured format. Document analysis was used to thoroughly review the literature and documents pertaining to the program's health service delivery, aiming to gain a comprehensive understanding of its implementation, effectiveness, and overall impact on healthcare delivery and patient well-being.

## Content Analysis

For the study on the effectiveness of health service delivery in the program, analyzing semi-structured interviews through content analysis was a fitting approach. It allowed for systematic categorization and interpretation of interview responses (Krippendorff, 2018). The researchers could extract meaningful insights from the interview data and gain a comprehensive understanding of the experiences, perceptions, and satisfaction levels of individuals who had utilized the Multispecialty Healthcare in Valenzuela City. In addition, content analysis allowed for a thorough analysis of the respondents' feedback, enabling researchers to uncover valuable information about the effectiveness, accessibility, and quality of services provided by the healthcare facility. It not only helped in organizing and categorizing the data but also provided a structured framework for interpreting the interview responses, ultimately contributing to evidence-based decision-making and improvements in the healthcare services provided to the community in the said city.

## Document Analysis

Data/document analysis involved a systematic examination of documents, such as reports, records, and other relevant materials. In this study, data and document analysis played a crucial role in understanding and evaluating the effectiveness of a Multispecialty Healthcare Center, utilizing secondary data sources such as records from the City Health Office, resolutions, ordinances, and other existing documents. By employing this analytical approach, researchers could extract meaningful insights and gain a comprehensive understanding of the subject at hand.

## Descriptive Analysis

Once the survey questionnaires were collected, they underwent interpretation and analysis using descriptive methods. Descriptive analysis involved summarizing and interpreting the responses gathered from the survey questionnaires. The goal of this was to offer a comprehensive overview and comprehension of the survey results. Researchers could condense and present the collected data in a meaningful and concise manner. Descriptive analysis allowed for the exploration of various aspects pertaining to the program's implementation and effectiveness, including satisfaction levels, perceived benefits, and areas requiring improvement. Additionally, by employing descriptive analysis techniques, researchers could identify the demographic characteristics of the respondents, such as age, gender, and occupation, which provided valuable insights into the composition of the target population.

This figure illustrated the triangulation of the study to evaluate the effectiveness of the Valenzuela City Multispecialty Healthcare Center project. The study employed a mixed-method design, combining quantitative and qualitative methods. For the quantitative aspect, a survey questionnaire was used, incorporating Likert scale questions and open-ended questions to gather data from the respondents. Additionally, semi-structured interviews were conducted with key informants to gain deeper insights and perspectives. The researchers also reviewed secondary data such as government publications and existing literature to provide a comprehensive analysis. Through this, the study aimed to generate substantial insights, experiences, and valuable outcomes that critically assessed the effectiveness of the Multispecialty Healthcare Center project in Valenzuela City.

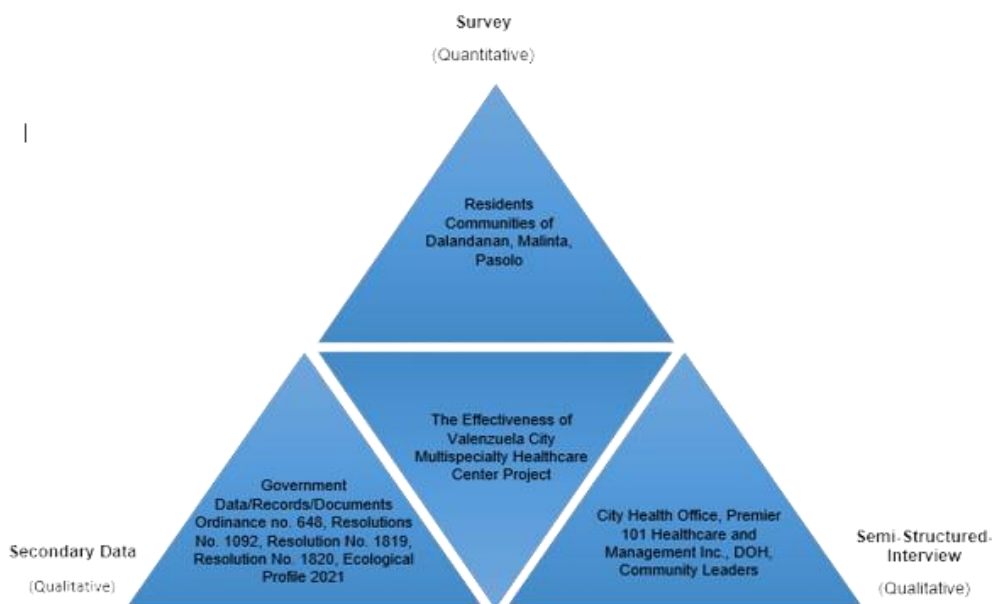


Figure 4. Framework of Analysis used in the Study

## Thematic Analysis Descriptive Analysis

Thematic analysis serves as a crucial method in our study of The Multispecialty Healthcare Center project's effectiveness in enhancing basic health services. Through a systematic examination of interview responses, this qualitative approach enables the identification of recurring patterns and insights into the diverse perspectives of stakeholders, including healthcare professionals, administrators, and patients. Beyond mere categorization, the method facilitates a nuanced exploration of the depth and complexity of participants' views. By extracting meaningful themes, the study gains valuable insights into both positive aspects and areas requiring improvement in the project's impact on basic health services.

## Ethical Consideration Statement

In conducting this research, ethical considerations have been considered to ensure that the rights and welfare of all participants are protected. The research has been approved by the academic institutional research review board,



and all participants have given informed consent before participating in the study. Any personal information collected during the study will be kept confidential and will only be used for the purpose of this research. The data collected will be analyzed and reported in a way that does not reveal the participants' identities. Furthermore, the research will adhere to all relevant ethical guidelines and standards, including those related to data privacy, informed consent, and fair treatment of participants.

## Presentation, Analysis and Interpretation of Data

This chapter encompasses the analysis, presentation, and interpretation of the study's findings, conducted in two phases. The first phase involves both qualitative and quantitative analysis of questionnaire results, while the second phase, based on interview outcomes, focuses on qualitative interpretation

## Goals of the Multispecialty Healthcare Center

To gauge the viewpoint of respondents regarding the goals of the Multispecialty Healthcare Project by the local government, the researchers conducted a survey involving 60 participants from three barangays. The primary aim was to discern the predominant goals or objectives perceived by the community for this healthcare initiative. Additionally, to further understand their perspective on the alignment of goals within the project, participants were prompted to articulate their views using a word scale. This approach aimed to capture nuanced insights into the community's perception of the project's overarching objectives and how well these goals align with their expectations and needs.

Table 16. Primary goals or objectives of this Multispecialty Healthcare project.

	Frequency	Percent
Sustaining and improving the health of the Valenzuela City community	23	38.3%
Providing better and more affordable healthcare services	15	25.0%
Achieving higher quality healthcare services	6	10.0%
Establishing more medical facilities and services	3	5.0%
Addressing the needs of patients	6	10.0%
Promoting knowledge in health and wellness	4	6.7%
Focusing on specialized services for physical health	3	5.0%
<b>Total</b>	<b>60</b>	<b>100%</b>

The result indicating that 38.3% of respondents identify the primary goal of the Multispecialty Healthcare Center project as sustaining and improving the health of the Valenzuela City community suggests a strong community-centered focus for the healthcare initiative. This aligns with the principles of community-oriented healthcare, emphasizing not only the treatment of illnesses but also the overall enhancement of community well-being. A study by Marmot and Allen (2020) supports the idea that community-centered healthcare interventions contribute significantly to the improvement of health outcomes and reduction of health disparities.

Table 17. Alignment of goals of the Multispecialty Healthcare project.

	Frequency	Percent
The goals are very well aligned with the needs of the community	9	15.0%
The goals are somewhat aligned with the needs of the community	21	35.0%
The goals are not very aligned with the needs of the community	19	31.7%
The goals are not aligned at all with the needs of the community	6	10.0%
I am not aware of the goals of the needs of the community	5	8.3%
<b>Total</b>	<b>60</b>	<b>100</b>

The result indicating that 35% of respondents perceive the goals of the Multispecialty Healthcare Center project as somewhat aligned with the needs of the community implies a moderate degree of congruence between the project's objectives and the community's requirements. This suggests that there is room for improvement in ensuring a more precise alignment between the healthcare goals and the identified needs of the community. Research by Lusk and Fiske (2019) highlights the significance of alignment between healthcare initiatives and community needs, emphasizing that well-aligned projects are more likely to achieve positive health outcomes and community satisfaction.

### Local Government's Implementation of the Multispecialty Healthcare Center

This section determined the respondent's viewpoint regarding the local government's implementation of the project. The researchers presented statements that respondents could express agreement or disagreement with, prompting them to place themselves in hypothetical situations and gauge their satisfaction with the services provided. The objective is to gain insights into how individuals perceive the effectiveness and satisfaction levels associated with the implementation of the project by the local government.

Table 18. Opinion in the Implementation of Multispecialty Healthcare Center

Statement	Option	Frequency	Percentage
1. It's pleasing to know that the healthcare center has specialized clinics for specialized services.	Agree	60	100%
	Disagree	0	0%
2. I am pleased with wellness programs such as exercise classes and nutritional counseling offered by the healthcare center.	Agree	51	85%
	Disagree	9	15%
3. I have noticed the regular updating of information about medical services and activities of the healthcare center.	Agree	35	58.3%
	Disagree	25	41.7%
4. I am pleased with the sense of security and confidence in the quality of medical services that I receive.	Agree	44	73.3%
	Disagree	16	26.7%
5. It's pleasing to know that the healthcare center has partnerships in various health sectors, such	Agree	43	71.7%
	Disagree	17	28.3%

The positive feedback expressing satisfaction with the existence of specialized clinics for specialized services and the establishment of partnerships with various health sectors, such as hospitals and laboratories, implies a community endorsement of a comprehensive and collaborative healthcare approach. This aligns with contemporary research emphasizing the importance of integrated and multidisciplinary healthcare models. A study by Mengitsu et al. (2023) highlights the positive impact of collaborative partnerships and specialized services on healthcare quality and patient outcomes, emphasizing the need for coordinated efforts across different healthcare sectors. The findings suggest that the presence of specialized clinics and strategic collaborations contributes to an enhanced healthcare experience for the community, fostering a more holistic and well-rounded approach to healthcare services.

### Effectiveness of the Multispecialty Healthcare Center Project

Having surveyed 60 respondents, the findings indicate a predominant agreement among them concerning the accessibility of the project's services, underscoring its effectiveness. Subsequently, respondents also expressed a favorable opinion regarding the service quality of the project. This suggests that the community perceives the Multispecialty Healthcare Center as not only accessible but also effective in delivering quality healthcare services. The high level of agreement regarding accessibility and service quality underscores the positive impact and effectiveness of the project in meeting the healthcare needs of the surveyed population.

Table 19. Service Accessibility

Statement	Weighted Mean	S.D.	Verbal Interpretation
It is easy to access services under this project	3.42	1.239	Neutral
I can access the nearest health center that caters to my needs.	3.33	1.100	Neutral
I save on expenses because this center offers higher quality and more affordable services compared to other centers.	3.47	1.200	Agree
<b>Grand Total</b>	<b>3.38</b>	<b>1.106</b>	<b>Neutral</b>

**Note: Strongly Agree (5.00 – 4.24), Agree (4.23 – 3.43), Neutral (3.42 – 2.62), Disagree (2.61 – 1.81), Strongly Disagree (1.80 – 1.00).**

The findings suggest that the project has effectively enhanced the accessibility of basic public health services, as evidenced by the respondents' positive perception of service quality and affordability. The highest weighted mean, represented by the statement "I save on expenses because this center offers higher quality and more affordable services compared to other centers" with a value of 3.47, indicates a general agreement among participants. This aligns with a study conducted by Javanparast et al. (2018), which emphasized the importance of affordable and high-quality health services in improving accessibility for the public. However, the statement "I can access the nearest health center that caters to my needs" received the lowest weighted mean of 3.33, suggesting a more neutral sentiment regarding the proximity of health services. Despite this, the overall weighted mean for the "Service Accessibility" parameter is 3.38, indicating a generally neutral stance on accessibility, as perceived by the respondents

Table 20. Schedule and Time of Service

Statement	Weighted Mean	S.D.	Verbal Interpretation
Efficient management in providing a proper schedule for everyone in need of health assistance.	3.07	1.039	Neutral
Delivers accurate and sufficient service in the fastest manner possible.	3.08	1.094	Neutral
Implements an effective appointment system that allows patients to receive medical services at the right time and date.	3.17	1.011	Neutral
<b>Grand Total</b>	<b>3.10</b>	<b>0.986</b>	<b>Neutral</b>

**Note: Strongly Agree (5.00 – 4.24), Agree (4.23 – 3.43), Neutral (3.42 – 2.62), Disagree (2.61 – 1.81), Strongly Disagree (1.80 – 1.00).**

The results indicate that the project has demonstrated effectiveness in delivering basic public health services concerning the scheduled time of service. Specifically, the statement "Implements an effective appointment system that allows patients to receive medical services at the right time and date" garnered the highest weighted mean of 3.17, reflecting a neutral interpretation. This suggests that respondents perceive the project's implementation as moderately successful in establishing an appointment system that facilitates timely and date-specific delivery of medical services.

Table 21. Medicine, Tools and Equipment

Statement	Weighted Mean	S.D.	Verbal Interpretation
Every health center I visit has an adequate supply of medicines, equipment, and tools.	3.07	1.071	Neutral
Available medical equipment and tools are used properly.	3.10	1.085	Neutral
Medical assistants and patients effectively utilize the available equipment and tools.	3.08	1.094	Neutral
<b>Grand Total</b>	<b>3.11</b>	<b>1.026</b>	<b>Neutral</b>

**Note: Strongly Agree (5.00 – 4.24), Agree (4.23 – 3.43), Neutral (3.42 – 2.62), Disagree (2.61 – 1.81), Strongly Disagree (1.80 – 1.00).**

The outcomes suggest that the project has been effective in providing basic public health services, particularly in terms of the utilization of medicine, tools, and equipment. Notably, the statement "Available medical equipment and tools are used properly" received the highest weighted mean of 3.10, indicating a neutral interpretation. This implies that respondents perceive the project's implementation as moderately successful in ensuring the appropriate and effective use of medical resources. This finding is consistent with a study conducted by Lari et al. (2021), which explored the significance of proper utilization of medical equipment in enhancing the quality of healthcare services, emphasizing the importance of efficient resource management for optimal service delivery.

Table 22. Transparency and Accountability

Statement	Weighted Mean	S.D.	Verbal Interpretation
Doctors, nurses, and specialists demonstrate a high level of knowledge in providing services to those in need.	3.13	.186	Neutral
Medical experts (doctors, nurses, and specialists) promptly respond to the needs of each person based on their medical requirements.	3.03	.089	Neutral
There is effective communication among doctors, nurses, and other experts caring for each patient under this program.	2.90	.145	Neutral
<b>Grand Total</b>	<b>2.98</b>	<b>.096</b>	<b>Neutral</b>

**Note: Strongly Agree (5.00 – 4.24), Agree (4.23 – 3.43), Neutral (3.42 – 2.62), Disagree (2.61 – 1.81), Strongly Disagree (1.80 – 1.00).**

The results indicate that the project has proven effective in delivering basic public health services with a focus on transparency and accountability. Notably, the statement "Doctors, nurses, and specialists demonstrate a high level of knowledge in providing services to those in need" received the highest weighted mean of 3.13, suggesting a neutral interpretation. This implies that respondents perceive a moderate level of transparency and accountability in the project's implementation, particularly regarding the expertise demonstrated by healthcare professionals. This finding aligns with a study by Mosadeghrad, (2021) which investigated the role of healthcare professionals' knowledge and competence in ensuring transparency and accountability in healthcare services, emphasizing the crucial link between staff expertise and the overall effectiveness of health programs.

Table 23. Service Quality

Statement	Weighted Mean	S.D.	Verbal Interpretation
The quality of medical care and treatment under this project is excellent.	3.25	1.129	Neutral
This program has more than adequately addressed the health needs of our community.	3.23	1.079	Neutral
I would recommend this program to other individuals in need of high-quality health services.	3.30	1.109	Neutral
<b>Grand Total</b>	<b>3.21</b>	<b>1.075</b>	<b>Neutral</b>

**Note: Strongly Agree (5.00 – 4.24), Agree (4.23 – 3.43), Neutral (3.42 – 2.62), Disagree (2.61 – 1.81), Strongly Disagree (1.80 – 1.00).**



The findings suggest that the project has been effective in delivering basic public health services with a focus on service quality. Specifically, the statement "I would recommend this program to other individuals in need of high-quality health services" received the highest weighted mean of 3.30, indicating a neutral interpretation. This implies that respondents perceive the project's implementation as moderately successful in providing services of acceptable quality, as reflected in their willingness to recommend the program to others. This observation aligns with a study by Biresaw et al. (2021), which investigated the factors influencing patient satisfaction and recommendation in healthcare services, emphasizing the importance of perceived service quality in determining patients' likelihood to recommend a program to others.

### **Qualitative Interpretation of Results Effectiveness of the Multispecialty Healthcare Center**

In addition to the survey data collected from the participants, the research team conducted interviews with key informant's integral to the study's investigation into the Multispecialty Healthcare Center. This approach aimed to enhance the depth of understanding regarding the project's implementation and functionality, seeking insights into its effectiveness. By incorporating the perspectives of key informants, including representatives from the Department of Health, a community leader in Malinta, a medical practitioner from Premier101 Healthcare Management Inc., and a policy implementer from the City Health Office, the researchers sought to provide a well-rounded view. This diverse set of key informants, each with unique expertise, ensured a balanced representation of viewpoints, contributing valuable insights into the Multispecialty Healthcare Center. With the collected responses from these key informants, the researchers conducted a meticulous analysis, delving into the project's objectives, goals, and potential opportunities and challenges. This comprehensive examination aimed to uncover the multifaceted aspects of the project, addressing both its strengths and areas for improvement. The insights derived from key informants play a pivotal role in enriching the research findings, offering nuanced perspectives that go beyond quantitative survey data. Their contributions form an integral part of the study, providing a holistic understanding of the Multispecialty Healthcare Center and its impact on the local community in Valenzuela City. Below was the condensed feedback from the medical practitioner pertaining to various aspects, including the execution procedures and supervision, community requirements, and financial considerations, as well as the limitations within the services and programs.

#### **Implementation procedures and oversight:**

The medical practitioner provides insights into the meticulous implementation process of the Multispecialty Healthcare Center project in Valenzuela City. The emphasis is placed on procedural protocols for acquiring necessary facilities and equipment. An illustrative example is given with the requirement for City approval before utilizing the 2D Echo Machine. This highlights a careful and regulatory approach, ensuring that each component within the healthcare facility undergoes proper authorization.

#### **Community Needs and Financial Considerations**

In addressing the question of identifying and prioritizing the primary needs of the community, the interviewee underscores the necessity for a request from attending doctors to initiate the process of attending to patient needs. However, a notable concern is raised regarding financial limitations. The interviewee mentions the previous availability of the Malasakit center for financial assistance, but indicates that this resource is no longer accessible. This underscores the financial challenges faced by patients, potentially hindering their ability to access essential healthcare services.

#### **Limitations in Services and Program**

The medical practitioner acknowledges the existence of limitations within the services or program. This statement reflects the recognition of constraints that may impact the breadth and depth of healthcare services offered. While the interviewee does not delve into specific details about these limitations, it indicates a realistic understanding of the scope and capacity of the Multispecialty Healthcare Center project.

## **Challenges and Opportunities**

A notable challenge highlighted by the medical practitioner is the disappearance of the Malasakit center sticker. Although the interviewee doesn't elaborate on the implications, the absence of this resource suggests potential challenges for patients seeking financial assistance. The removal of this support mechanism may pose challenges in ensuring accessibility to healthcare services, particularly for individuals with financial constraints. Opportunities for improvement and overcoming challenges are not explicitly discussed in this segment of the interview.

The interview with the medical practitioner provides a nuanced view of the implementation of the Multispecialty Healthcare Center project. The emphasis on procedural approvals, financial considerations, and the mention of challenges such as the absence of the Malasakit center sticker contribute to a comprehensive understanding. Future interviews and data analysis will be essential to unravel further nuances, challenges, and potential opportunities for enhancing the effectiveness of local government basic health services in Valenzuela City.

## **Identification and Prioritization of Community Needs**

The policy implementer elaborates on the methods employed to identify and prioritize the primary needs of the community within the project. Analysis of consolidated hospital patient census data plays a crucial role, revealing significant information such as prevalent medical conditions in the Emergency Room and Outpatient department, reasons for patient transfer, and common admitted medical conditions. Additionally, direct patient feedback through surveys and written forms is relied upon to gauge the community's experiences and preferences. This dual approach, combining quantitative data analysis with qualitative feedback, ensures a comprehensive understanding of the community's healthcare needs.

## **Project Implementation through Legal Compliance**

The expert sheds light on the meticulous implementation of the Multispecialty Healthcare Center project in Valenzuela City. This is achieved by strictly adhering to the ordinances established by the City and upholding the legality of rules and laws agreed upon within the partnership. The emphasis on legal compliance underscores the commitment to a structured and lawful execution of the project, ensuring that it aligns with the regulatory framework set by the City.

## **Community Involvement for Feedback and Improvement**

The expert acknowledges the importance of involving residents in the project for feedback and improvement. Through systematic feedback evaluations from patients and clients, the project gains valuable insights that serve as a basis for continuous improvement. While patient input is recognized as a crucial factor, the expert emphasizes that it is not the sole consideration, indicating a holistic approach to enhancements in services provided to clients and patients.

## **Challenges and Opportunities in Project Implementation**

The interviewee identifies a spectrum of challenges and opportunities in the implementation of the Multispecialty Healthcare Center project. Challenges include the rising demand for healthcare needs not initially covered in the agreement, the increasing complexity of healthcare supplies and materials, and limitations imposed by ordinances and the existing partnership agreement with the City. On the flip side, numerous opportunities are recognized, particularly in the project's ability to serve a growing number of clients and patients, meeting the increasing demand for healthcare providers and essential services.

## **Collaborative Implementation Efforts**

The community leader provides insights into the implementation of the Multispecialty Healthcare Center project, emphasizing the cooperative and shared efforts of the local residents. This collaborative spirit within the barangay has been instrumental in focusing on addressing the health needs of the community and enhancing the services provided by the hospital. The community's active participation and shared commitment form a crucial foundation for the successful implementation of the project.

## Identification and Prioritization of Community Needs

In understanding how the primary needs of the community are identified and prioritized, the community leader acknowledges the nuanced nature of healthcare requirements. Depending on individual patient needs, there are instances where the barangay may not fully meet these requirements. In such cases, a strategic course of action is adopted, redirecting individuals to the Valenzuela Emergency Hospital to ensure that their specific needs are adequately addressed. This responsive approach reflects a commitment to comprehensive healthcare solutions.

## Community Involvement for Improvement

The community leader underscores the significance of involving residents in the project for changes and improvements. Recognizing the importance of education, the leader emphasizes the need for community-wide awareness initiatives. Contributions from each individual in terms of inquiries, recommendations, and suggestions are deemed crucial. This collaborative approach to community involvement becomes a pivotal element in the continuous improvement of healthcare services.

## Challenges and Opportunities

The community leader provides valuable insights into the challenges and opportunities associated with the Multispecialty Healthcare Center project. While prioritizing healthcare is deemed essential, the leader candidly addresses the critical challenge of funding. The commendable intentions of the project may face hurdles in meeting requirements without adequate budget allocation. This financial challenge, however, is juxtaposed with the recognition of numerous opportunities, particularly in the improvement of healthcare services and the positive impact on the overall health and well-being of the community.

## Problems and Challenges in the Implementation of the Project

### Challenges in Accessing the Healthcare Center

**Lack of Awareness.** According to the respondents, a significant obstacle in accessing healthcare services is their limited awareness of the existence and scope of this particular center and its associated project. This lack of awareness seems to be a primary reason behind their unfamiliarity with the diverse range of services offered by the center. Essentially, the respondents highlight that the center's under-publicized nature has resulted in a lack of knowledge among the populace, consequently leading to their limited understanding and utilization of the comprehensive services available there.

**Prefer other healthcare facilities.** The respondents conveyed that their infrequent utilization of the healthcare center stems from a preference for alternative healthcare facilities. This preference is rooted in the fact that these alternative facilities cater to specific health problems that the mentioned healthcare center may not address. In essence, the respondents are indicating that the existence of more specialized services or solutions in other healthcare facilities better aligns with their particular health needs, leading them to choose alternative options over the mentioned healthcare center for more tailored and specific care.

**Distance.** One prominent challenge identified by respondents in accessing healthcare centers is the issue of distance. This obstacle suggests that individuals face difficulties reaching healthcare facilities due to geographical factors. It could be attributed to residing in remote or rural areas where healthcare infrastructure is limited, making the distance to the nearest healthcare center a significant barrier. Additionally, challenges related to transportation and associated costs might exacerbate the issue, further impeding timely access to medical services.

**Lack in Transportation.** A noteworthy challenge identified by respondents in accessing healthcare centers is the deficiency in transportation. This obstacle implies that individuals encounter difficulties reaching medical facilities due to limitations in transportation options. The lack of reliable and affordable transportation can significantly impede timely access to healthcare services, particularly for those residing in areas with inadequate public transportation or limited personal mobility options.

Financial barrier. A prevalent challenge voiced by respondents in accessing healthcare centers is financial constraints. This issue indicates that individuals face difficulties reaching medical facilities due to economic limitations. The cost associated with healthcare, including expenses for consultations, treatments, and medications, can pose a significant barrier for those with limited financial resources. High healthcare costs, coupled with potential lack of insurance coverage, may deter individuals from seeking necessary medical attention, leading to delayed or neglected healthcare needs.

The challenges identified in accessing the Healthcare Center, as per respondents, are multi-faceted and encompass various barriers hindering effective utilization of healthcare services. The foremost challenge, lack of awareness, underscores the need for improved publicity and information dissemination about the center and its offerings to enhance community knowledge. This finding aligns with the broader literature on healthcare accessibility, emphasizing the critical role of awareness in promoting healthcare utilization (Smith, 2021).

### **Problem or Issues Encountered Within the Services of the Multispecialty Healthcare Center**

Waiting time. According to the feedback provided by the respondents, a notable challenge they encountered while attempting to access services was the issue of prolonged waiting times. The respondents expressed that the duration they had to wait before receiving the necessary services posed a significant obstacle. This waiting time concern suggests that the efficiency and timeliness of service delivery at the facility may be an area that needs improvement, as extended waiting periods can potentially impede or inconvenience individuals seeking healthcare services.

Lack of facilities and health equipment. Having few facilities and health equipment at the healthcare center is one of the problems accessing healthcare services of the project. The respondents pointed out that the inadequacy of essential infrastructure and medical equipment posed a significant hurdle in their ability to access necessary health services. This suggests that the healthcare facility may be facing limitations in terms of resources, which could impact the range and quality of services it can provide.

Lack of needed medicines. Respondents have expressed concerns about the unavailability of essential medications, which compromises the center's ability to meet the diverse healthcare needs of the community. Addressing this issue is crucial to ensuring that patients receive timely and comprehensive medical treatments, emphasizing the importance of a well-stocked inventory and efficient supply chain management.

Unorganized system management for this project. Respondents have reported instances of confusion, delays, and inefficiencies in the management and administration of healthcare services. This organizational challenge hinders the smooth operation of the project and underscores the necessity for implementing effective management strategies and streamlined processes to enhance overall project performance.

Perceived lack of knowledge among doctors, nurses, and experts. Respondents have voiced concerns regarding instances where healthcare professionals demonstrated insufficient expertise, leading to doubts about the overall quality of care provided.

Insufficient number of doctors, nurses, and experts. Respondents highlighted concerns about understaffing, which can lead to increased patient waiting times, compromised quality of care, and challenges in meeting the diverse healthcare needs of the community. The shortage of healthcare professionals could potentially hinder the center's capacity to handle the demand for its services efficiently.

The findings revealed several key issues within the services of the Multispecialty Healthcare Center that need attention. Respondents consistently identified prolonged waiting times, emphasizing that the efficiency and timeliness of service delivery require improvement

### **Healthcare Needs That Have Been Attended To By The Project.**

Management of serious illness. The citizens highlighted that one of the healthcare needs effectively addressed by the project is the management of serious illnesses. This implies that the project has been successful in providing support, treatments, or resources specifically tailored to handle severe or critical health conditions. The



acknowledgment indicates that the project has successfully targeted this crucial aspect of healthcare, demonstrating its capability to address and manage severe illnesses within the community.

**Specialized medical treatments.** The citizens have communicated that the project has effectively addressed the needed specialized medical treatments. This suggests that the project has demonstrated a capacity to cater to the unique and distinct medical needs of individuals, providing treatments that go beyond general or routine healthcare services. The acknowledgment of specialized medical treatments being attended to by the project underscores its ability to offer a more nuanced and targeted approach to healthcare, ensuring that individuals with specific medical conditions receive the appropriate and specialized care they require.

### **The Part Of The Local Government Where Healthcare Services Had A Positive Effect Was When The Project Was Implemented.**

**Utilization of healthcare services.** The citizens said that a positive outcome observed in a specific segment of the local government is the increased utilization of healthcare services since the implementation of the project. This implies that, as a result of the project, there has been a notable improvement or increase in the use of healthcare services within that particular area. The acknowledgment of this positive outcome suggests that the project has had a beneficial impact on the community's access to and engagement with healthcare services, contributing to an overall enhancement in the utilization of these vital resources.

**Availability of specialized medical services.** The citizens have expressed that a positive outcome in a specific area of the local government is the increased availability of specialized medical services following the implementation of the project. This indicates that the project has successfully contributed to the provision of healthcare services tailored to address specific and specialized medical needs within that particular locality.

**Quality of medical treatment.** The citizens have expressed that the quality of medical treatment within a specific segment of the local government significantly improved when the healthcare project was implemented. This suggests that the project had a positive impact on the standard of healthcare services provided in that particular area.

**Timely availability of medical care.** The citizens have conveyed that a notable positive impact of the healthcare project's implementation in a specific area of the local government is the timely availability of medical care. This implies that the project has successfully contributed to ensuring that healthcare services are accessible promptly when needed.

### **Suggestions for the Improvement of the Multispecialty Healthcare Center Project**

**More healthcare professionals.** The individuals who provided feedback propose that enhancing the presence of healthcare professionals would be instrumental in accelerating the delivery of services. This, in turn, is seen as a crucial step for the local government to enhance the overall execution of the Multispecialty Healthcare Center project. The implication is that a larger and more efficient healthcare workforce is essential for ensuring the success and effectiveness of the healthcare center initiative.

**Efficient appointment and scheduling system.** To enhance the execution of the healthcare center project, citizens recommend the establishment of a more efficient appointment and scheduling system. The aim is to reduce lengthy waiting times, ensuring a smoother and more streamlined process for individuals seeking healthcare services. This suggestion implies a focus on optimizing the operational aspects of the center, with the expectation that a well-organized appointment system will contribute to a more timely and convenient experience for those accessing healthcare services.

**Enhance coordination.** In order to enhance the implementation of the healthcare center project, citizens propose that improving coordination between healthcare centers across different barangays would be beneficial. The idea is to prevent service overlap and create a more seamless process for facilitating quicker referrals, especially for specialized services that may not be available at the local healthcare center.

**Better transparency.** To enhance the implementation of the healthcare center project, citizens propose the regular conduct of reviews and audits to ensure better transparency in the center's operations. The intention is to facilitate thorough monitoring and assessment of the quality of services provided. By incorporating regular reviews and audits into the operational framework, there is an emphasis on creating a transparent and accountable system.

**Regular health education is important to increase awareness.** The citizens have put forth a suggestion for the improvement of the Multispecialty Healthcare Center Project, emphasizing the importance of regular health education as a means to enhance awareness. This implies that the citizens recognize the value of ongoing and consistent health education initiatives to inform the community about the services, benefits, and resources provided by the healthcare center.

**Conduct broader outreach programs in nearby barangays.** The citizens recommend the implementation of broader outreach programs in nearby barangays. This indicates a recognition among the citizens that extending the reach of healthcare initiatives beyond the immediate vicinity can have a positive impact on community health. The suggestion implies a desire to inclusively involve neighboring barangays in the healthcare center's programs, ensuring that a wider population can benefit from the services offered. Broader outreach programs may include health screenings, educational sessions, and awareness campaigns to encompass a larger demographic.

**Have more educational health campaigns in schools and communities.** The citizens have expressed their desire for more educational health campaigns in schools and communities. This recommendation indicates a recognition among citizens of the value of proactive health education initiatives to enhance awareness about healthcare. By advocating for more educational health campaigns, the citizens are emphasizing the potential for informed communities to make healthier lifestyle choices and utilize healthcare services more effectively.

**Fostering better collaboration.** The citizens have provided a valuable suggestion for enhancing the Multispecialty Healthcare Center Project by emphasizing the need for better collaboration among community leaders, non-government organizations (NGOs), and stakeholders. The emphasis on fostering better collaboration implies a desire for a unified effort, where various entities work together synergistically to address healthcare needs more effectively. By involving community leaders, NGOs, and stakeholders, the citizens aim to leverage diverse resources, expertise, and networks to enhance the overall impact of the healthcare center.

## Framework Development

In today's times, local governments are dealing with various health threats, and they must focus on providing health services that meet the needs of their communities. Learning from the pandemic, it's crucial to stay informed about potential health risks. Delivering continuous basic health services to the public is very important, but the challenge is how to sustain and maintain these services. Valenzuela City recognizes its duty to promote and maintain comprehensive health care for its residents, especially for those who are less fortunate. To address these challenges, a comprehensive policy framework needs to be developed. This framework should guide the city in delivering quality, affordable, and accessible health services, ensuring they thrive over time. The framework is based on a careful examination of current policies and existing frameworks and serves as a compass for developing and implementing a healthcare assessment policy tailored to Valenzuela City's unique challenges. By identifying problems, offering recommendations, and providing a structured approach to monitor and evaluate the policy's effectiveness, the framework shows a commitment to proactive and adaptive governance in the face of evolving health risks. The main goals of this policy framework are varied and cover a broad approach to healthcare services. One important goal is to improve coordination among government agencies, private groups, and stakeholders in healthcare. This aims to create a unified and cooperative approach for a better response to challenges.

## Problem Identification

The study emphasizes a significant problem of not having enough funds for healthcare initiatives, posing a major challenge to the city's ability to consistently improve basic healthcare services. Financial limitations impede the development and implementation of proactive strategies, reducing the city's ability to strengthen itself against potential challenges. It is crucial to make a collective effort to secure sufficient funding to ensure the success of

healthcare initiatives. Equally important is the lack of progress in improving basic health services, which hinders effective execution of initiatives, leading to inadequate responses to healthcare needs.

### **Implementation of the Proposed Policy Enhancement:**

The planned execution of the suggested policy improvements is a crucial task, led by the Department of Health (DOH). As the main organizer, the DOH will guide and carry out the identified actions, working closely with non-governmental organizations and private sector partners. The DOH will lead the development and implementation of specific action plans in key areas. This cooperative approach demonstrates the city's dedication to creating a unified front for consistently improving basic healthcare services. By utilizing the collective knowledge and resources of various stakeholders, the implementation process aims to increase efficiency, enhance coordination, and ensure a comprehensive approach to healthcare initiatives. The DOH's leadership is not just administrative but essential for aligning efforts strategically, ensuring that each stakeholder's contributions seamlessly integrate into an effective response framework. Additionally, with the DOH taking the lead, the City Health Office will support by providing promotional, preventive, curative, and rehabilitative services for the city's residents.

### **Stakeholders/Offices Involve In The Implementation:**

The assignment of tasks for implementing the suggested policy improvements involves a strategic partnership between important local and national offices, bureaus, and departments. Valenzuela City will assign crucial roles to specific organizations known for their expertise and authority. The Department of Health will naturally lead this effort, providing support to ensure a smooth collaboration between local and national endeavors. Supporting this, the City Health Office will handle providing promotional, preventive, curative, and rehabilitative services for the city's residents. The City Planning and Development Office will regularly supervise all city development projects, assess project implementation, and oversee other committees.

### **Monitoring and Evaluation**

The execution of this policy framework will undergo annual monitoring and evaluation. The City Planning and Development Office will present a yearly report to the City Council, detailing progress, and identifying challenges or areas needing improvement. To ensure effective monitoring of the proposed policy framework, the following strategies are suggested:

- Establish a series of key performance indicators (KPIs): Establish measurable KPIs aligned with the policy framework's objectives to track progress and impact across all healthcare service areas.
- Perform routine data analysis and reporting: Analyze collected data regularly to identify trends, patterns, and areas for improvement. Produce comprehensive reports summarizing data analysis findings, offering insights into the framework's effectiveness.

The effectiveness of the proposed policy framework will be assessed using both quantitative and qualitative methods. Evaluation will be carried out by a team of Valenzuela City experts, with external consultants providing support as needed. The evaluation team will create a detailed report outlining findings and offering improvement recommendations.

## **CONCLUSION AND RECOMMENDATIONS**

### **Summary of Findings**

Evaluating the effectiveness of the Multispecialty Healthcare Center Project in Valenzuela City is crucial for both the citizens and the local government. This assessment provides insight into how well the project meets the community's healthcare needs while helping policymakers allocate resources for similar initiatives in the future. Using a mixed-method research approach, the study combined quantitative analysis (mean and percentage calculations) and qualitative techniques (thematic and narrative analysis) to evaluate the project's performance. Findings suggest that 38.3% of respondents recognize the primary goal of the center as improving community

health, while 35% believe its objectives moderately align with local needs. Additionally, 100% of respondents expressed satisfaction with the availability of specialized clinics, and 86.7% appreciated the center's partnerships with hospitals and laboratories to enhance service quality. The study also identified key areas of strength and challenges in healthcare delivery. Cost-effectiveness emerged as a significant advantage, with respondents agreeing that the center offers high-quality yet affordable healthcare services. However, aspects such as appointment scheduling, medical equipment availability, and overall service transparency received neutral ratings, indicating room for improvement. Challenges include a lack of awareness about the center, long wait times, and occasional shortages of medical tools and facilities. Despite these issues, the center has effectively addressed critical healthcare needs, particularly for serious illnesses and specialized treatments. To enhance service delivery, respondents suggested hiring more healthcare professionals, implementing an efficient appointment system, improving transparency, and introducing mobile clinics to reach underserved areas. Overall, while the center has made notable contributions to Valenzuela's public health system, continuous improvements are needed to maximize accessibility and service quality for the community.

## Conclusions

The study on The Multispecialty Healthcare Project: Towards an Effective Health Service for Continuous Improvement of Local Government Basic Services in Valenzuela City provides a well-rounded evaluation of the project's goals, implementation, effectiveness, challenges, and potential areas for improvement. The findings indicate that the project is primarily focused on community well-being, with its specialized clinics and partnerships receiving positive feedback. However, while the project has improved service accessibility, resource utilization, and transparency, there is still room to refine its goal alignment and operational efficiency to better serve the community. Challenges such as limited awareness, long wait times, and occasional shortages in medical tools and facilities highlight the need for targeted improvements. Respondents suggested key enhancements, including hiring more healthcare professionals, streamlining appointment systems, increasing transparency, expanding mobile healthcare services, and promoting better coordination among stakeholders. While the project has made significant strides in improving public health services, these recommendations provide a roadmap for ensuring continuous progress and greater accessibility for the people of Valenzuela City.

## Recommendations

Based on the findings of this study, the researchers propose the following recommendations:

For the Department of Health (DOH):

- Strengthen collaboration with local government units (LGUs) and private healthcare partners to enhance the effectiveness of healthcare initiatives.
- Provide continuous support and guidance for projects like the Multispecialty Healthcare Center to ensure long-term success and sustainability.

For the Local Government Unit (LGU):

- Improve community engagement by utilizing diverse communication channels to increase awareness of healthcare services and facility improvements.
- Prioritize resource allocation for healthcare initiatives, ensuring sufficient funding for facility maintenance, medical equipment, and the hiring and training of qualified healthcare professionals.

For Valenzuela City Residents:

- Actively participate in community health programs and utilize available healthcare services for overall well-being.
- Stay informed about healthcare services and preventive measures through continuous educational campaigns to promote health literacy.



- Provide constructive feedback on healthcare services to help providers address concerns and improve service quality.

For Future Researchers:

- Conduct in-depth analyses of healthcare projects, assessing both their effectiveness and socio-economic impact on communities.
- Undertake long-term impact studies to evaluate the sustainability of healthcare initiatives, identifying trends, challenges, and opportunities for improvement.

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