

A Study on Perception of Healthcare Workers During COVID-19

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Abstract

The World Health Organization has announced the 2019-nCoV an international public health emergency. Studying the perception of healthcare workers is important. Perception differs from person to person. There are a variety of papers concerning the study of perception of healthcare workers. In this review paper, the researcher had studied the review papers pertaining to the perception of healthcare workers towards the healthcare system during COVID-19. Various studies shows that the COVID-19 has resulted in a variety of problems in the healthcare workers. Healthcare workers had the required knowledge pertaining to COVID-19, but they felt high risk of infection to family members.

Keywords: Healthcare, concerning, COVID-19, infection

Introduction:

The Healthcare system is divided into primary, secondary and tertiary healthcare. Primary and secondary system consist of primary & community health centres and district hospitals. Tertiary health system consists of more advanced form of equipment's and measures for treatment. It usually involves patients which are referred from primary and secondary healthcare systems. (WHO,2006).

The coronavirus SARS-CoV-2, originated in China, epi-centred in Hubei Province, has spread to many countries. Up to February 2020, China has large morbidity and mortality but in other Asian countries, in Europe and North America incidence remains low then. (Velavan and Meyer 2020). The clinical signs of COVID-19 were gastrointestinal symptoms, pneumonia and asymptomatic infections. The virus was named by WHO as the 2019 novel coronavirus (2019-nCoV). (Chan et al 2020). The asymptomatic patients for infection are not yet defined. In symptomatic patients, the clinical signs cough, fever, fatigue, upper respiratory tract infections and nasal congestion start in less than a week. The infection can lead to severe chest symptoms and dyspnoea in patients. The WHO has announced the 2019-nCoV an international public health emergency. (Guan et al 2020). COVID-19 pandemic spread in most countries in some months. Healthcare institutions preparedness along with healthcare workers (HCWs) are important for coronavirus prevention and control measures. COVID-19 pandemic has revealed how the preparedness has impacted in handling the same. (Alreshidi et al 2020). The COVID-19 pandemic has increased mental health issues in the world. Stress affects the people in many ways like temper issues, chaotic family life, sleep and even the people turn suicidal. Socio-economic conditions, lockdown, communication, weak governance, infrastructure of healthcare facilities makes people anxious and disturbs their life (Islam et al 2020).

Perception is a “process by which individuals select, organise and interpret their sensory impressions, so as to give meaning to their environment” and differs from person to person. (Agarwal 2009). The perceptions of Professional determine the design and delivery whereas client evaluate services provided are important in a service. Both parties are important for gaining an understanding of service quality. (Brown and Swartz 1989).

There are a variety of papers concerning the study of perception of healthcare workers. In this review paper, the researcher had studied the review papers pertaining to the perception of healthcare workers towards the healthcare system during COVID-19.

Methods:

The researcher reviewed various online journals in search of research papers relevant for the study. The researcher reviewed famous journals and reviewed the papers. Methodology used is shown in Figure 1.

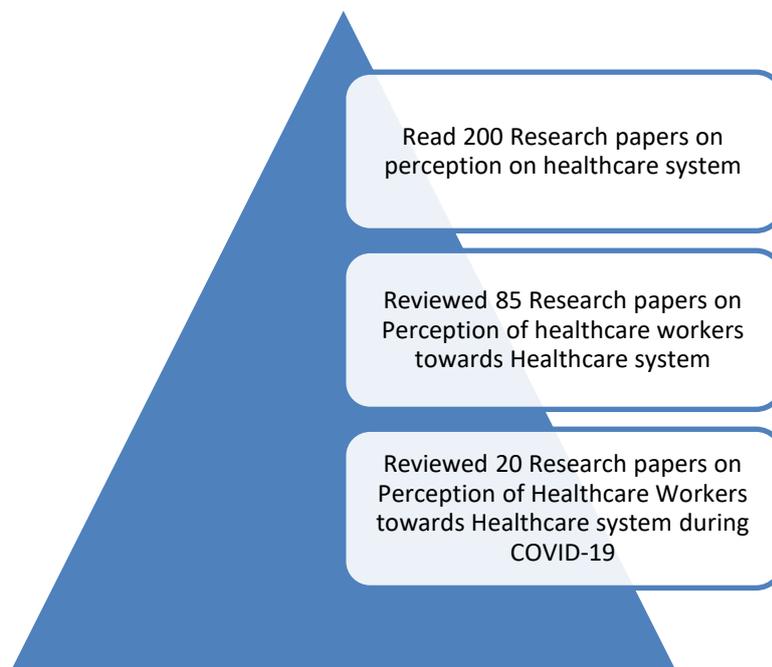
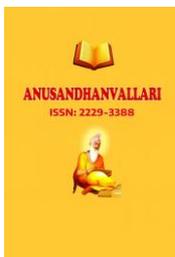


Figure 1

Result:

The various research papers reviewed has shown a variety of purposes for which the studies are conducted. Various countries healthcare systems have faced different hardships and various measures are taken by different governments towards COVID-19 shown by tanne et al 2020.

Preparedness of healthcare workers was studied in Saudi by Alreshidi et al 2020 shows that healthcare workers had proper training and knowledge to combat COVID-19. A study by Dalky et al 2021 in UAE further confirmed that healthcare workers had the required knowledge of COVID-19, with main source of information being social media. Another study in Vietnam by Hyunh et al 2020 showed that healthcare workers had sufficient knowledge with pharmacists showing the most positive attitude towards COVID. Bhagavathula et al 2020, shows that the main source of information for the HCWs were government websites and social media. The study identified significant knowledge gaps between doctors and other HCWs. The HCWs had insufficient knowledge but showed positive perception of COVID-19 transmission. Bekele et al 2021 conducted a study on the knowledge on COVID 19 by the healthcare workers in Ethiopia confirmed the fact that knowledge among the workers is high but there is a gap between knowledge and practice in COVID-19.



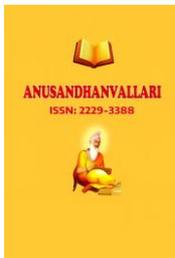
Various studies shows that the COVID-19 has resulted in a variety of problems in the healthcare workers. According to the study of Gorini et al 2020, healthcare workers consider that the COVID-19 had a high impact on their daily working. Amin et al 2020 in its study on Pakistan shows that 42.67% participants have anxiety/depression. Prevalence was significantly high among young physicians. Physicians working in emergency department were more likely to be depressed than doctors working in clinics, wards, and other units. There had been various mental health issues in the healthcare workers in many countries. In Ethiopia, the study by Mulu et al 2020 shows that people feel anxious, unsafe, stress and work life balances working in COVID-19. These studies highlighted the importance of counselling sessions for the doctors. In Saudi Arabia, healthcare workers perception and attitude were studied towards COVID-19 by Abolfotouh et al 2020, three-fourth of the workers felt scared of contracting the disease despite 69% of the workers felt obliged for the care of the patients. Not even the healthcare providers, people were also scared in this pandemic. Didar-ul Islam 2020 showed that people were stressed of tension of family members. In Italy, the young people were worried and tensed with the spread of the pandemic shown by study done by casanova et al 2020. Miaskowski et al 2020 shows that in California, people are also worried about spread of this pandemic in the family members. A study by Puci et al shows that the most frequent worry among the Italian healthcare workers was the risk of infection among the surrounding people. Lowest risk of infection was considered by the administrative staff. Even, Gorini et al 2002 also confirm that Italian healthcare workers consider themselves a risk to their family members. Amin et al 2020 also shows that healthcare workers were anxious in Pakistan. Tan et al 2020 shows that the study of Burnout factors is also important in COVID times. The study shows that to reduce effects of burnout coping strategies during the pandemics should be taught in sustaining patient-care efforts. Avoiding prolonged shifts, adequate training safe working environments among healthcare workers is important during COVID.

Even, studies in Nigeria by Umar et al 2020 shows that preparedness was inadequate, and the precautions used like the availability of PPE kits was less. Kim 2020 reviewed the current preparedness in Korea. He mentioned a single case that has shown the steps needed to be taken to further improve the preparedness of Korea. A preparedness study was done in Ethiopia by Mulu et al 2020 showing the same factor that the country is unprepared for the pandemic with health workers feeling unsafe and anxious working in the Pandemic. A study of Pakistan by Amin et al 2020 shows that majority of healthcare workers had the required knowledge for the pandemic. Pakistan is an extreme case in preparedness towards CONVID-19, with people being stressed and anxious, lack of proper training, knowledge and even PPE kits and equipment's. But Delgado et al 2020, showed that doctor in Latin America had the required Supplies like PPE kits.

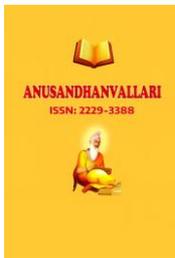
Some of the studies is shown in Table 1. This table shows a detailed data on some of the studies covered by the researcher. This table shows the country of study and the year along with the results and the variables studied in the study.

Table 1

Title	Country	Result	Variables	Year
Abolfotouh et al	Saudi Arabia	Felt risk of contracting COVID-19 infection.	Perception and attitude of healthcare workers	2020
Alreshidi et al	Saudi Arabia	Negative feeling among participants was not high. Healthcare workers had fair knowledge, want to continue work as a	Healthcare workers' knowledge, emotions and perceived institutional preparedness	2020



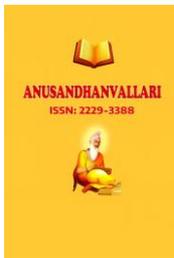
		professional and have ethical duty.		
Dalky et al	United Arab Emirates	Participants had relevant information about COVID with government and social media as their source. They consider their preparedness as good and were satisfied with UAE'S preparedness.	Awareness, Perception, Attitudes, and Preparedness of Health-care Professionals	2021
Huynh et al	Vietnam	The participants have sufficient knowledge. Pharmacists had higher levels of positive attitude than other Healthcare Professionals.	Knowledge and attitude regarding COVID-19.	2020
Mulu et al	Ethiopia	Participants feel unsafe and anxious while working. There is increased stress and anxiety, fatigue, and work life balance disturbances.	Preparedness of healthcare provider and personal protective equipment	2020
Urooj et al	Pakistan	Main fear among doctors was infecting the family members and themselves. The expectations of doctors mainly include PPE supply and better Standard Operating Procedures.	Fears- Infecting family members, Rapid spread of disease, complications of disease, becoming a carrier and missing the diagnosis	2020
Vindrola-Padros et al	UK	Anxiety and stress among participants due to less personal protective equipment which had a tangible impact on them. Social media highlighted training was insufficient, lack of advice and information	Concerns about changing guidelines and lack of training. Difficulties with use of PPE.	2020
Alreshidi et al	Saudi	95.5% have proper training and had fair knowledge -80.8% have knowledge of incubation period. Negative feeling	Sociodemographic and workplace characteristics, disease background (modes of transmission, infection control measures),	2020



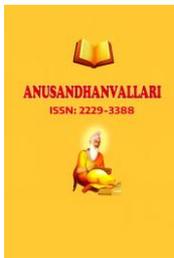
		among participants was not high.	emotional impact and Healthcare workers perception about institutional preparedness (Planning and decision making, Supplies and resources, Education and training, Facility communication).	
Jafar and Shoukat	Pakistan	Various factors affect the performance of healthcare workers- Anxiety and hysteria, lack of PPE and proper training, worries about family, non-compliance with SOPs by patients and their attendants, adopting safety measures and emotional breakdown of patients.	Prevalence of anxiety and hysteria, worries about family, Lack of proper training for preparedness and safety, Lack of personal protection equipment, Non-compliance with SOPs by patients and their attendants, Adopting safety measures in hot and humid weather	2020
Amin et al	Pakistan	56.56% participants have high overall knowledge score. Required PPE highest was gloves followed by others. 42.67% participants were found to have anxiety/depression prevalent in young physicians working in emergency department.	PPE kits, anxiety/Depression, and associated factors	2020

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