

Table 1. The themes and sub-themes extracted from the data

Themes and sub-themes	Number of codes
• Management and leadership	
1- Planning	5
2. Organization and coordination	13
3. Decision-making and risk-taking skills	7
4. Management stability	4
• Providing resources	
A. Providing human resources	
1- Providing quantitative and qualitative human resources	55
2- The role the staff	6
3. Support	6
4. Authorities and Responsibilities	4
B) Providing physical resources	
1. Physical space	14
2. Facilities and equipment	121
3. Discrimination and bias of some managers	2
4- Equipping	15
• Executive Management	
1- Preparation (queuing)	30
2- Security measures	69
3. Carelessness and negligence	23
4- Documentation	8