



MINISTRY OF HEALTH MALAYSIA
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Q Bulletin

MINISTRY OF HEALTH MALAYSIA
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QA 11TH NATIONAL CONVENTION 2022

*Revolutionising **Quality**
Towards People-Centered Care*

Highlights:

- ▶ Editor's Note
- ▶ Road to Convention
- ▶ List of Winners
(Oral, Poster & Short Video)
- ▶ Best Participation Award
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- ▶ Revolutionising Quality Towards
People-Centered Care
- ▶ QA/QI Champion Award
- ▶ MSQH Accreditation
Excellence Award
- ▶ Meet the Leaders



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Editor's Note

Here's to welcoming the year 2023 with our Q Bulletin Supplementary Edition in conjunction with the 11th National QA Convention 2022.

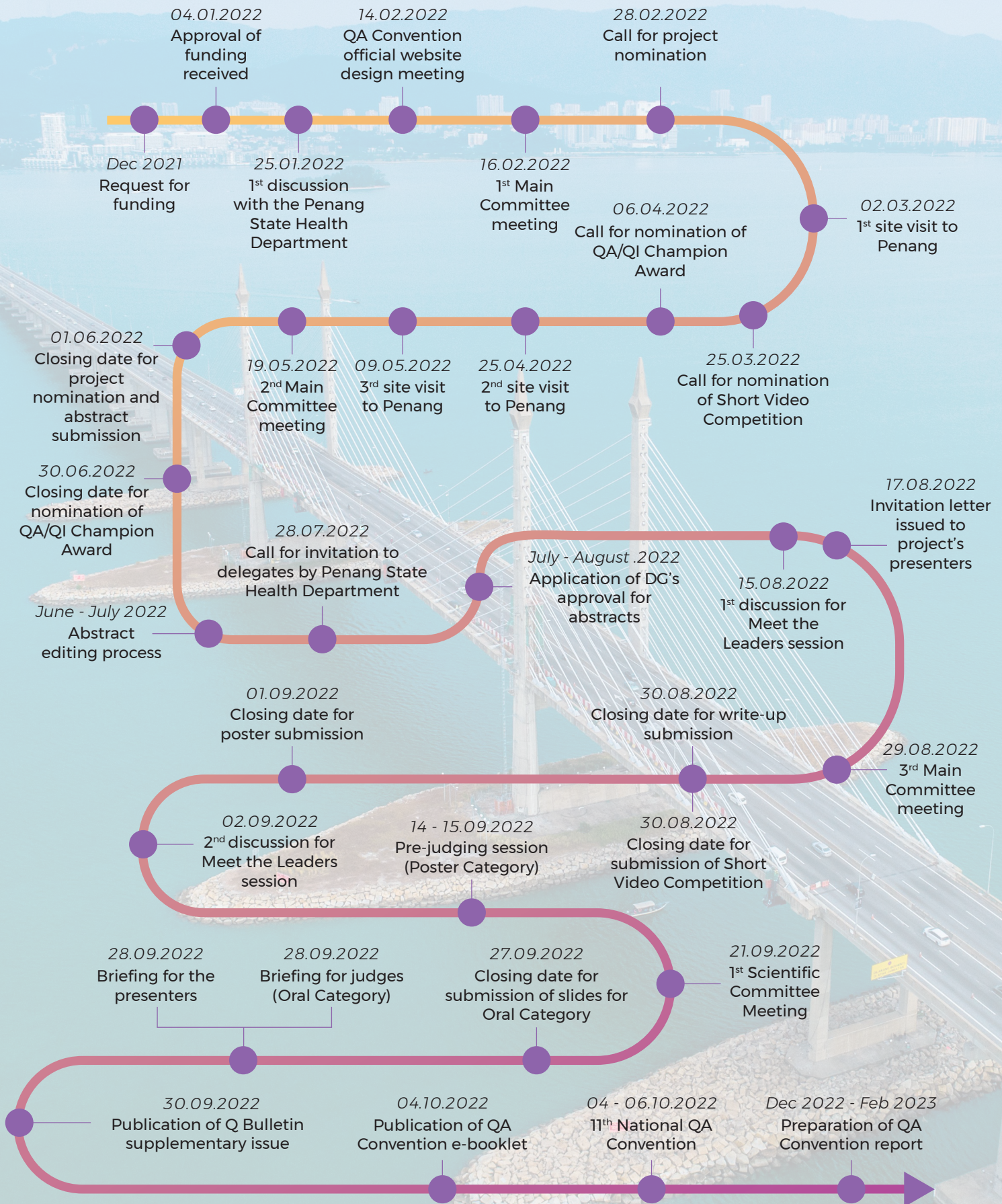
In this issue, we shared our journey throughout the QA Convention from the early preparations right up until the final glorious event, held at The Light Hotel, Penang, from 4th to 6th October 2022. The theme was **Revolutionising Quality Towards People-Centered Care**. Yes, everything we do, we do it for our clients!

The convention was a collaboration between the Institute for Health Systems Research (IHSR) and Penang State Health Department as the host, together with the Malaysian Society for Quality in Health (MSQH). Our deepest gratitude goes out to the committee members for working tirelessly since the end of 2021 to ensure the convention went on as planned.

This edition captured the essence of the convention, with the participation of nearly 500 delegates of differing levels and specialties as well as quality backgrounds. They represented various organisations from the Ministry of Health, private sectors, institutions, Ministry of Defense and universities. A newly introduced session of the convention, the Meet the Leaders session, hosted delegates in service and also not forgetting the gurus from the quality fraternity. Continuing their passion for quality, they poured out their experience, advice and shared their hopes in an effort to motivate the new generation.

Flip through each page of this bulletin to find out more about this national two-yearly event. Till the next edition, enjoy your reading.

Road to *Convention*



“ Success is a journey, not a destination. The doing is often more important than the outcome. ”

Arthur

Oral Presentation Category



Achieving Zero Number Fake Braces Usage Among Schoolchildren in SMK Seri Pantai

Presenter:
Dr Chong Zi Wei
Klinik Pergigian Zon Lembah Pantai
JKWPKL&P, Program Kesihatan Pergigian



Reducing the Heavy Usage of Controlled Antibiotics in Hospital Seberang Jaya

Presenter:
Miss Ann Lisa Arulappen
Hospital Seberang Jaya, Pulau Pinang



Improving Utilisation of Parenteral Iron Therapy for Treatment of Iron Deficiency Anemia (IDA) in Medical Wards of Hospital Kuala Lumpur

Presenter:
Miss Gan Shiau Shuang
Hospital Kuala Lumpur



Reducing the Percentage of Fissure-filled Teeth Failure among Primary Schoolchildren in Perlis

Presenter:
Dr Nuranida Hani Ruslan
Bahagian Kesihatan Pergigian, Perlis



Improving HbA1c Control Among Newly Insulin Initiated Type 2 Diabetes Mellitus (T2DM) Patients in Klinik Kesihatan Kelana Jaya (KKKJ)

Presenter:
Dr Lim Sue Yee
Klinik Kesihatan Kelana Jaya, Selangor



Meningkatkan Peratusan Sesi Penderma Darah (Mobile) Yang Mencapai Sasaran Jumlah Kutipan Beg Darah di Unit Transfusi Darah Hospital Sultanah Nur Zahirah

Presenter:
Dr Norsuzilawati Abdullah
Hospital Sultanah Nur Zahirah, Terengganu

“ Every champion was once a contender that refused to give up. ”

Rocky Balboa

Poster Presentation Category



Reducing High Failure Rate of Computed Tomography Pulmonary Artery / Contrast Enhanced Computed Tomography (CTPA / CECT) Thorax Examination in Children in Hospital Seberang Jaya

Presenter:
Dr Tan Peng Peng
Hospital Seberang Jaya, Pulau Pinang



Meningkatkan Peratusan Pemulihan Kes Positional Talipes di Hospital Tuanku Fauziah

Presenter:
Mrs Norizan Abd Aziz
Hospital Tuanku Fauziah, Perlis



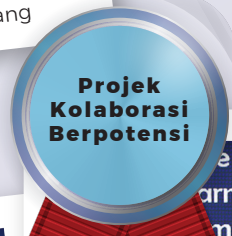
Increasing the Percentage of Discharge Prescriptions Dispensed Through Bedside Dispensing in Hospital Kajang

Presenter:
Mrs Dzati Awatif Yusof
Hospital Kajang, Selangor



Reducing the Percentage of Inappropriate Tramadol Prescribing in the Emergency & Trauma Department (ETD) of Hospital Tuanku Ampuan Najihah

Presenter:
Miss Ser Yin Ting
Hospital Tuanku Ampuan Najihah, Negeri Sembilan



Reducing the Percentage of Transcribing Errors in the Pharmacy Information System (Phis) at Pharmacy Department Under Pejabat Kesihatan Daerah Kampar

Presenter:
Mrs Tang Xuan Han
Pejabat Kesihatan Daerah Kampar, Perak



Pengurusan Berat Badan di Kalangan Penjawat Awam Pejabat Kesihatan Daerah Sik Secara Maya

Presenter:
Dr Nora Saliza Md Salim
Pejabat Kesihatan Daerah Sik, Kedah

"Gold medals aren't really made of gold. They're made of sweat, determination, and a hard-to-find alloy called guts"

Dan Gable

Words of Wisdom from the Juries (Oral & Poster Category)

01. Good commitment from both participants and organisers, with remarkable participation from non-MOH and also non-clinical areas of healthcare.

02. All presenters and projects are already winners to be able to participate in the conference held at the national level. Congratulations to all presenters, both MOH and non-MOH.

03. Depicted tremendous team effort, with new, relevant and various important aspects of healthcare studied, which achieved the desired outcomes.

04. It was a tough competition with good presentations and an even more tough decision on deciding winners for the juries.

05. These were certain winning points that were looked at that gave the winning projects their edge: creative innovations, sustainability, presence of collaboration, cost-saving measures, ability to reduce waste, ability to improve efficiency.

06. Areas for improvement:

- Emphasised the importance of complying with the QA methodology, as that is the first aspect juries look at when judging. There is the QA Workbook and also various QA champions in respective states who can be consulted to learn on the QA methodology.
- This platform allows one to learn how to improve presentation techniques from other presenters, how to design slides that not only have important information but are easy to understand.

07. The next step for projects is to look at the duplication of the projects to improve the quality of healthcare at other facilities that may be facing similar issues.

08. Projects addressing similar problems with various innovative strategies should be collected and reviewed by higher officials in MOH so that these proven strategies can be implemented nationwide.

09. We have received participation from private facilities, National Heart Institute, Malaysian Armed Forces and university hospitals. The diversity of the platform is highly advantageous for all of us to learn from each other as each has its own strengths.

10. The various presenter backgrounds allow not only other presenters but also juries to learn about the diverse areas that are equally important, towards improving the quality of healthcare.



11. We appreciate the participation from non-MoH, we highly encourage you to continue participating in the future. Your projects provide valuable insights into best practices, and we believe that MOH can learn a lot from you. While there may be some room for improvement in terms of QA methodology, we're confident that with your participation, we can all learn and grow together.



12. We would suggest the organisers to have the Best Presenter Awards next time.

“ Don't judge each day by the harvest you reap but by the seeds that you plant. ”

Robert Louis Stevenson

Short Video Category



Komplek Triage, Jabatan Kecemasan Hospital Sultanah Bahiyah
Presenter:
Dr Nursuraya Muhammad Farid Wong
Hospital Sultanah Bahiyah, Kedah



Pain as 5th Vital Sign – Even for Tiny Patient
Presenter:
Mrs Sharini Sha'ari
Hospital Tuanku Ja'afar, Negeri Sembilan



Improving Eye Drop Administration Technique Among Glaucoma Patients Referred
Presenter:
Miss Yu Ee Li
Hospital Tuanku Ampuan Najihah, Negeri Sembilan



Best Participation Award

The Best Participation Award aimed to honour one state or institution or program with the most entries (regardless of the category) in which, winning projects contributed higher scores to the cumulative marks. It was awarded to Penang Health State Department, with 22 projects entries and two of them winning the second and first place. Hopefully, this will catalyse the development of more innovative, creative and high-quality ideas to improve the quality of health services for the public. They took home cash, a trophy and a certificate. Heartfelt congratulations to Penang State Health Department. Their tireless effort truly paid off.



"I hated every minute of training, but I said... Don't quit. Suffer now and live the rest of your life as a champion."

Muhammad Ali

Words of Wisdom from the Juries (Short Video Category)

The juries found that the participants had given a high commitment to produce the best short video. They acknowledged the fact that it was a difficult task to choose a winner due to the almost similar quality of the videos produced.

Some aspects to be considered for improvements:



Creativity with regards to how the QA components would be displayed, incorporated or presented in the video



Use a simple, concise and impactful storyline for easier understanding of the video



Use high resolution images



Ensure there is a continuity in the transition between the contents to convey information more effectively.



Select appropriate and relevant motion effects to improve the video storyline



Behind the Scenes

Pre-event preparation was meticulously planned and executed, which began as early as 2021. The Main Committee, Scientific Committee and State Organising Committee had been working hand in hand through physical and virtual meetings with multiple site visits to ensure the success of the event.



*“ Everyone sees the glory moments,
but they don't see what happens behind the scenes. ”*

Allyson Felix

“Revolutionising Quality Towards People-Centered Care”



Plenary Session

by **YBhg Dato' Dr Asmayani Khalib**,
Deputy Director-General of Health (Medical)

The convention was honoured to have YBhg Dato' Dr Asmayani Khalib, Deputy Director-General of Health (Medical), preside over the plenary session on the topic “Revolutionising Quality towards People-Centered Care.”. She expressed her delight in joining the commemoration of the 11th National QA Convention, affirming the theme was in the right direction as people-centered care (PCC) is at the heart of strong healthcare systems. This was also in line with one of the quality domains identified in the recently launched Malaysian National Policy for Quality in Healthcare (NPQH).

She accentuated the importance of implementing economically sustainable and integrated health care organised around the needs of the people within the systems rather than diseases. Considering the complex interactions between patients, family, and communities, with dependency upon other sectors such as education, sanitation, environment, and housing, and taking into account the underlying country's setting and development status, as well as healthcare governance, strategies were outlined by the

WHO to achieve better health for people. WHO Framework on integrated people-centered health services (IPCHS) outlined these five strategies:

- ▶ Empowering and engaging people
- ▶ Strengthening governance and accountability
- ▶ Reorienting the model of care
- ▶ Coordination of services
- ▶ Creating an enabling environment

YBhg Dato' Dr Asmayani Khalib then emphasised the role of the QA Programme in mediating the transition stronger by grasping on the concept via NPQH. The policy had outlined the first strategic priority with similar aim. In improving integrated people-centered health services, two main objectives need to be accomplished, which are:

- a) Strengthening commitment to improving PCC which can be achieved by supporting and facilitating research, innovations, and other quality projects on PCC.
- b) Empowering and engaging people can be achieved by creating an enabling environment and ensuring patient experience surveys are conducted on a regular basis.

“People will never forget how you made them feel.”

—
Maya Angelou

**Plenary
Session
6th October
2022**



Dato' Dr Asmayani Khalib
(DDG Medical) mewakili Tan Sri KPK

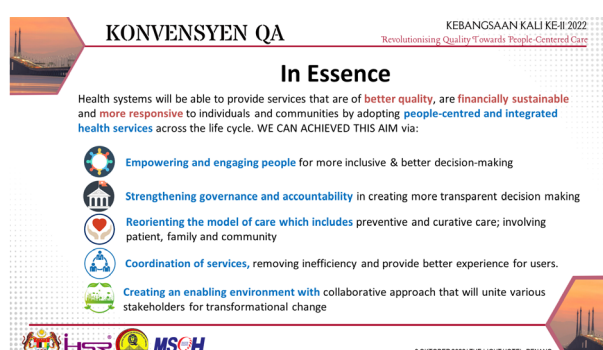
“Revolutionising Quality Towards People-Centered Care”

For objective (a), she highlighted the ability and achievement of the QA implementation strategy in encouraging the implementation of many high-quality and impactful initiatives so far. These QA implementation strategies can revolve around the following:

- ▶ Reengineering of the work process
- ▶ Improving communication skills
- ▶ Improving training for staff
- ▶ Improving and strengthening patient education
- ▶ Strengthening the monitoring and evaluation process
- ▶ Improving tools used (e.g., forms, the checklist)
- ▶ Improving time management
- ▶ Improving guidelines and protocols
- ▶ Changing attitude and practice, and
- ▶ Optimising existing resources

She then continued sharing some examples of PCC studies which used either the QA approach study or came out with innovative solutions for the problem.

In her closing, YBhg Dato' congratulated all presenters who shared their quality efforts, hoping they took this opportunity to expand their collaborative network. The painstaking effort of the organising teams from IHSR, Penang State Health Department, and MSQH in making the convention a success was also highly commended. Almost 600 participants who attended the plenary rose for ovation and this was aired live via *Jabatan Kesihatan Negeri Pulau Pinang* Facebook.



“Change will not come if we wait for some other person or some other time. We are the ones we have been waiting for. We are the change that we seek.”

Barack Obama

Quality Assurance (QA)/ Quality Improvement (QI) Champion Award

Twenty-five healthcare workers were awarded this national award which was introduced in 2017. The receiver had demonstrated a significant contribution to the improvement of health quality at the state, national or international level. The nominees were selected based on their involvement in any quality initiatives in the past five years guided by two main criteria; (i) leadership in quality and (ii) technical expertise in quality.



02

**Dr Akmal Hafizah
Zamli**

Pakar Rehabilitasi

Hospital Sungai Buloh



05

**Dr Dewi Juliana Mohd
Namsah**

Pegawai Perubatan

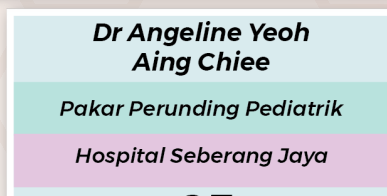
KK Air Tawar



08

Dr Johnny Pangkas

*Pakar Perubatan Kesihatan
Awam
Pejabat Kesihatan Bahagian
Betong*



**Dr Angeline Yeoh
Aing Chiee**

Pakar Perunding Pediatrik

Hospital Seberang Jaya



03

Dr Hor Chee Peng

Timbalan Pengarah (Klinikal)

Hospital Kepala Batas



06

**YBhg. Dato' Dr Hjh
Kasemani Embong**

Pengarah Kesihatan Negeri

JKN Terengganu



09



01

**Dr Ahmad Tajuddin
Mohamad Nor**

*Pakar Perunding Kecemasan
& Trauma*

*Hospital Tengku Ampuan
Rahimah*



04

Mr (Dr) Azmi Alias

*Pakar Perunding Pembedahan
Neurosurgeri*

Hospital Tuanku Azizah



07

Dr Izamin Idris

Pegawai Kesihatan Daerah

*Pejabat Kesihatan Daerah
Kota Bharu*



10

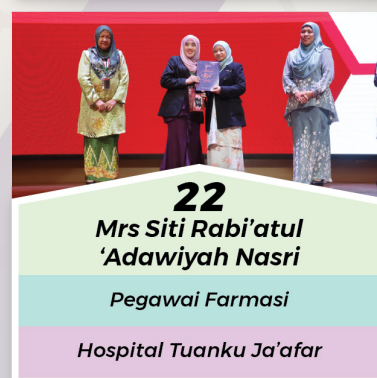
Mrs Lee Kai Fong

Pegawai Farmasi

Hospital Seberang Jaya

**“To be a champion, compete; to be a great champion, compete with the best;
but to be the greatest champion, compete with yourself.”**

Unknown



“ Champions believe in themselves, even when no one does ”

Unknown

Malaysian Society for Quality in Health (MSQH) *Accreditation Excellence Award*

A special award newly introduced by the MSQH this year to recognize the hospitals in the public and private sectors that meet the accreditation excellence criteria in the aspect of Institutional Quality Assurance. The facilities should demonstrate continuous and consistent commitment in implementing each edition of MSQH accreditation, proven effort in cultivating continuous quality improvement and have shown excellent performance in the last two cycles. Fifteen hospitals from the public and private sectors were selected to receive this award.

01



Hospital Batu Gajah, Perak

02



Hospital Changkat Melintang, Perak

03



Hospital Slim River, Perak

04



Hospital Sungai Siput, Perak

05



Hospital Kuala Penyu, Sabah

06



Hospital Kunak, Sabah

“Excellence endures and sustains. It goes beyond motivation into the realms of inspiration.”

Azim Premji

08



Gleneagles Hospital, Kuala Lumpur

07



Avisena Specialist Hospital, Selangor

09



Hospital Lam Wah Ee, Pulau Pinang

10



Institut Jantung Negara, WP Kuala Lumpur

11



KPJ Selangor Specialist Hospital

12



KPJ Johor Specialist Hospital

13



Pantai Hospital Kuala Lumpur

14



Pantai Hospital Penang

15



Prince Court Medical Centre, WP Kuala Lumpur

“Winning doesn't always mean being first. Winning means you're doing better than you've ever done before.”

Bonnie Blair

Free and easy session
Meet the LEADERS
 Interact • Exchange • Inspire
 OCT 2022
 in conjunction with the 11th National QA Convention 2022

Meet the LEADERS
 Interact • Exchange • Inspire
 in conjunction with the 11th National QA Convention 2022

"Paving the way for networking, exchanging of ideas or experiences, and exploring possibilities"

OBJECTIVE

To encourage open communication between implementers, mid-level and top-level managers and reduce the power-distance index.

Meet the Leaders (Mtl)

With the "santai" concept and the tagline of Interact, Exchange, Inspire, this free and easy session was specially designed to enable an informal and interactive session between participants who are the implementers, mid-level and senior level managers. This session aimed to encourage open communication, pave the way for networking, exchanging ideas or experiences and exploring the possibility of potential collaborations. A special montage video was created to introduce the invited quality leaders to the audience at the beginning of the session.



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

John Quincy Adams



"Go beyond merely communicating to connecting with people."

Jerry Bruckner

Delegates Feedback

Total attendance

495

Number of feedback received

341

Response rate

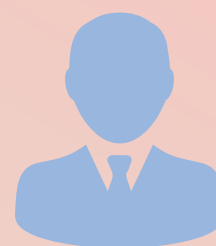
69%

a) Gender



81.5%

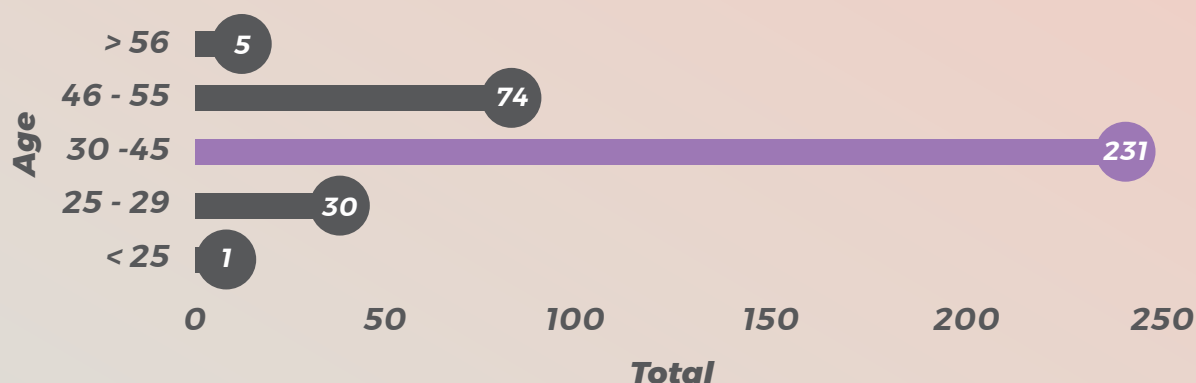
n = 278



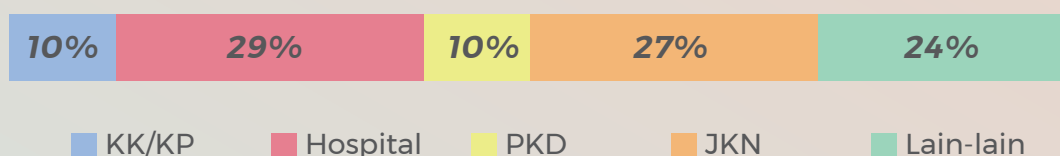
18.5%

n = 63

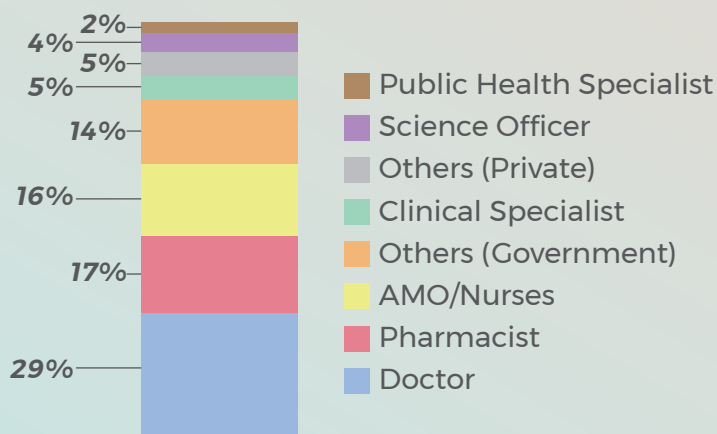
b) Age



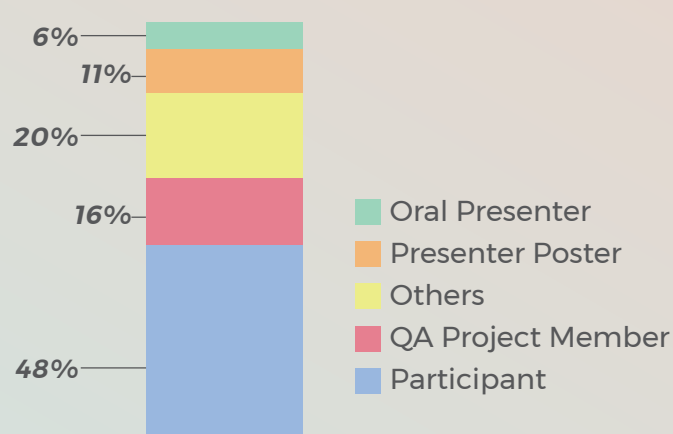
c) Affiliation



d) Occupation



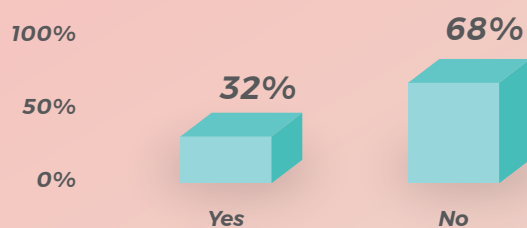
e) Participation category



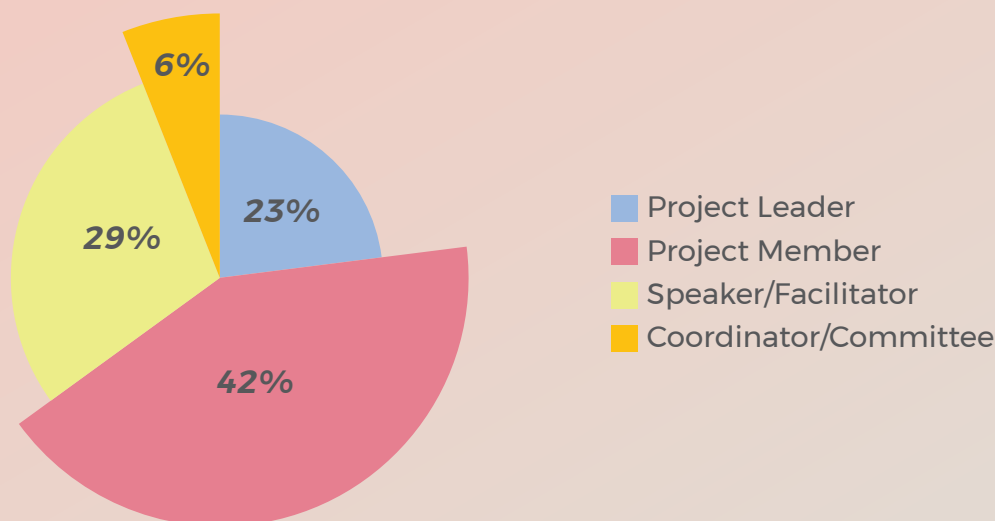
“Your most unhappy customers are your greatest source of learning”

Bill Gates

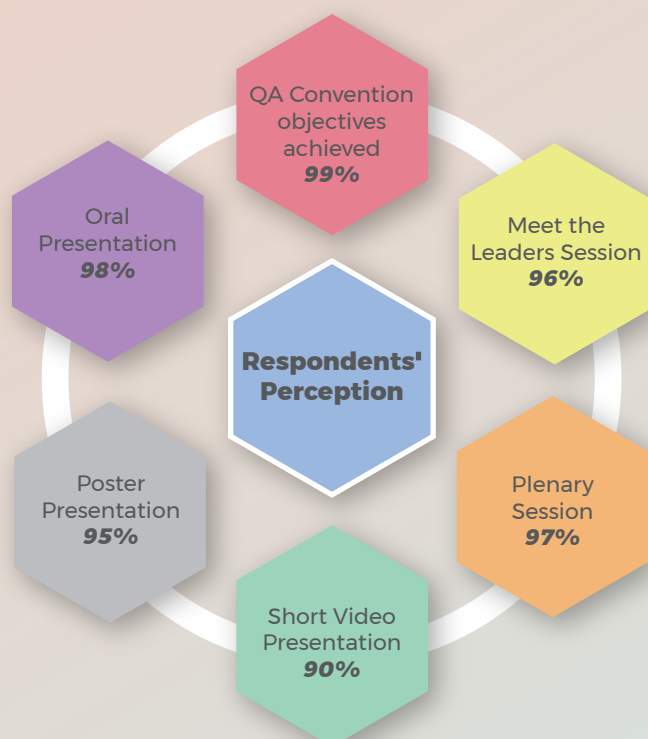
f) Participant involvement in QA projects



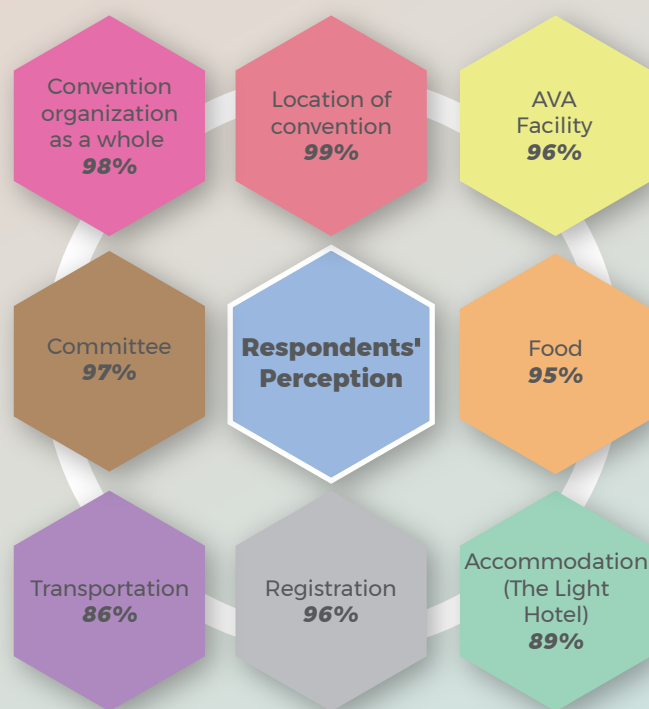
g) Involvement in QA project as:



h) The achievement of QA Convention objectives and agenda



i) QA Convention management (hospitality & logistics)



* Percentage of respondents who rated 4 or 5 for each component.

Not satisfactory 0 <-----> 5 Very satisfactory

“Get closer than ever to your customer. So close, in fact, that you tell them what they need well before they realise it themselves.”

Steve Jobs

Sayonara & Bienvenue

Thank you and congratulations to Penang State Health Department as the host for the memorable QA Convention 2022. Our next destination would be in Negeri Sembilan, to be hosted by Negeri Sembilan State Health Department in 2024. As a symbol representing the passing baton to the next host for the National QA Convention, YBhg Dato' Dr Ma'arof Sudin, State Health Director, Penang State Health Department, handed over the National QA Convention organising plaque to YBrs Dr Siti Hanisah Zainal, representing Negeri Sembilan Health Director witnessed by the honourable VIPs.



*Pisang emas dibawa belayar,
Masak sebiji di dalam peti,
Hutang emas boleh dibayar,
Hutang budi dibawa mati.*

*Adat perpatih menjadi legasi,
Bandar DiRaja Seri Menanti,
2024 Negeri Sembilan sebagai destinasi,
Meneruskan perjuangan memartabat **KUALITI***

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*Kalau ada sumur di ladang,
Boleh hamba menumpang mandi,
Kalau ada umur yang panjang,
Boleh kita bertemu lagi...*

NEGERI SEMBILAN 2024

