



QUALITY IMPROVEMENT IN THE HEALTHCARE OF MALAYSIA: A SITUATIONAL ANALYSIS



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INTRODUCTION

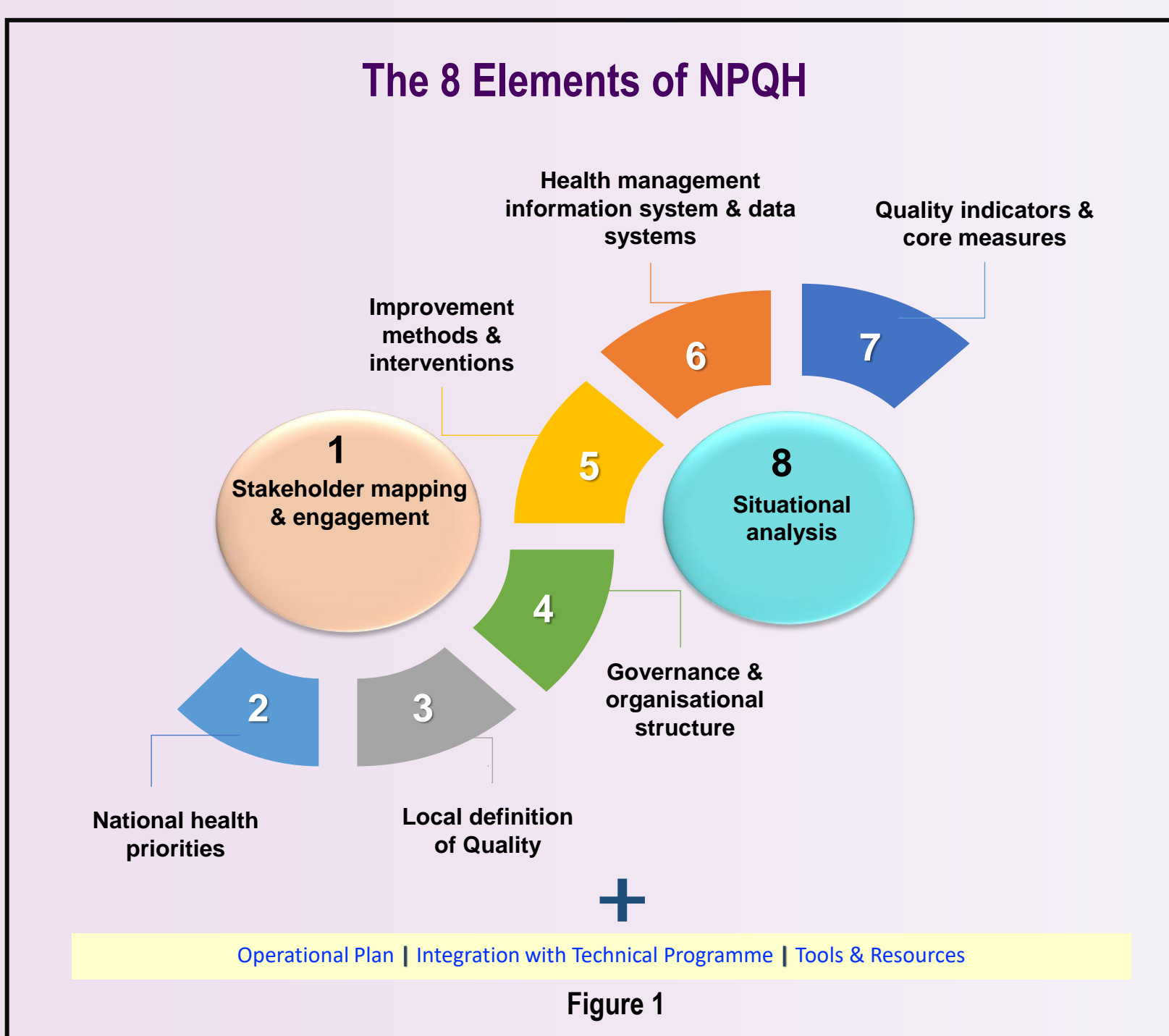
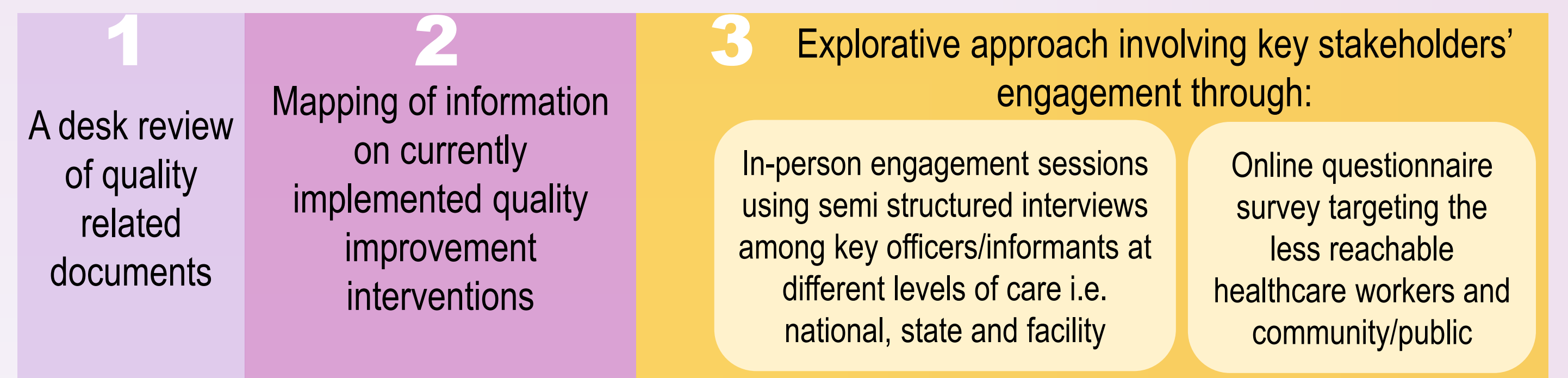
Improving quality of healthcare has always been a priority of the Ministry of Health in Malaysia. With various quality improvement initiatives being implemented, there is a need for clear direction and integration of these efforts through the development of a national policy.

OBJECTIVE

To build a better understanding of the current state of quality in health care including the existing strengths of the health care system as well as the anticipated barriers and facilitators to the process at the national, state, local, institutional and community levels. This study listed the methods used in an ongoing situational analysis of the quality improvement in the healthcare of Malaysia.

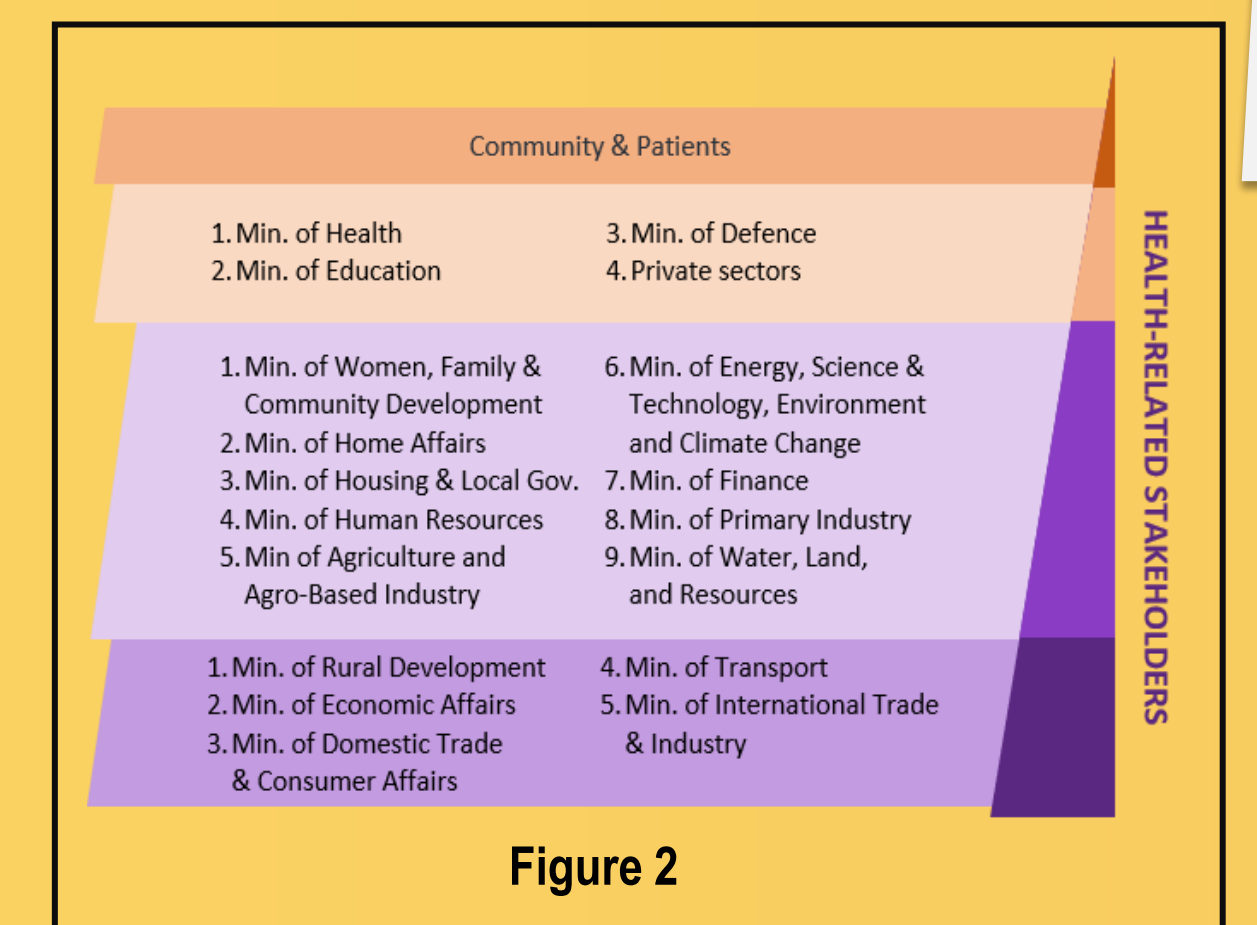
METHODOLOGY

This situational analysis adapted its method and framework outlined in the World Health Organization handbook for National Quality Policy and Strategy¹. It involves a review of historical and current information as well as the collation of new data to answer the eight elements in the framework (Figure1). The data collection was set from October 2019 to June 2020 involving the following methods.



3 Stakeholder Engagement

A diverse group of stakeholders were identified and engaged to explore their views and opinions in order to understand the current state of quality, contextual factors, and historical quality journey in Malaysia. Figure 2 illustrates the mapping of key stakeholders needed for involvement. They were engaged through the methods stated below:

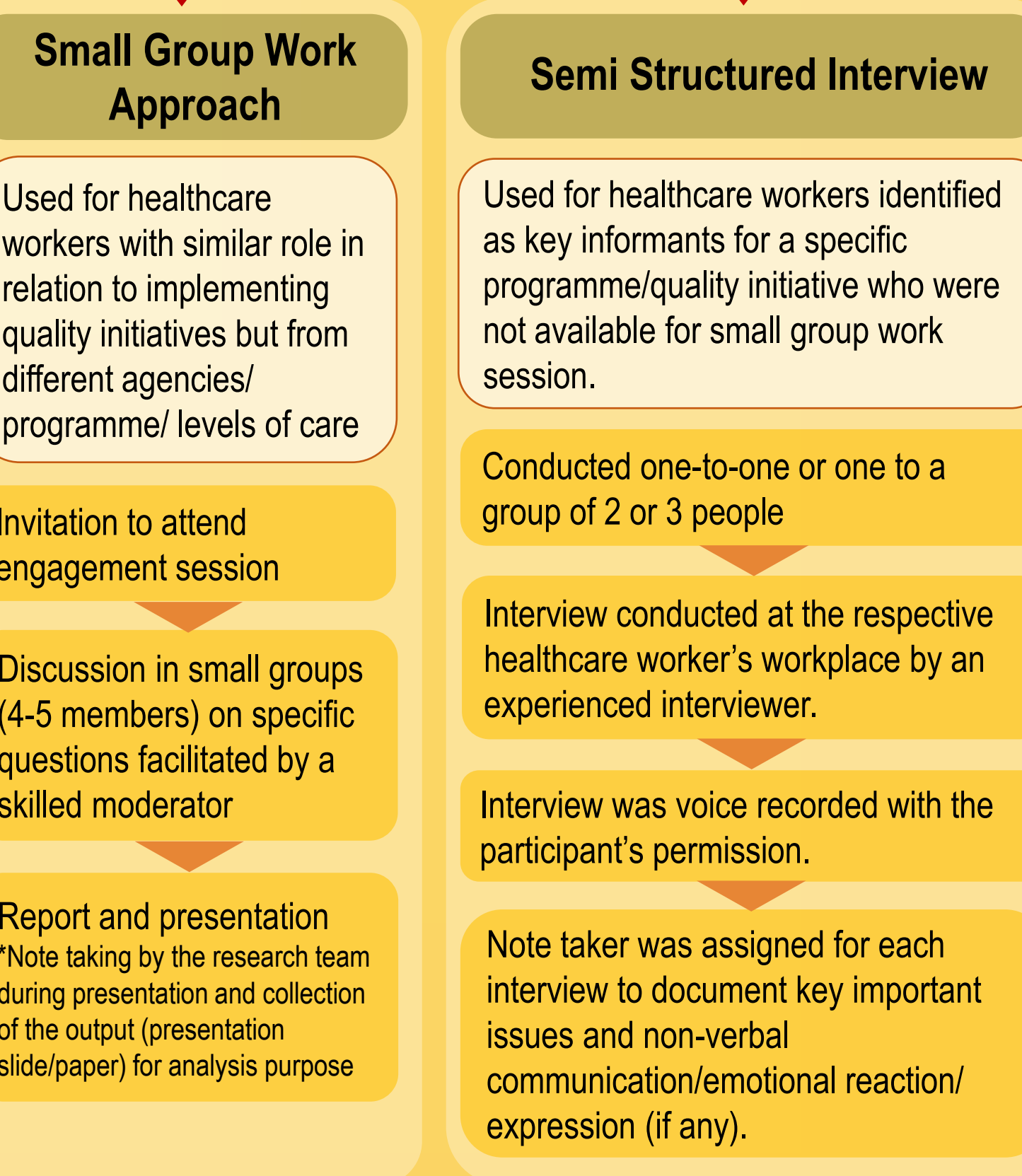


1 In-person Engagement Session

Identification of stakeholders (healthcare workers/ representatives from other agencies/ ministries)

Selected stakeholders were invited for engagement session

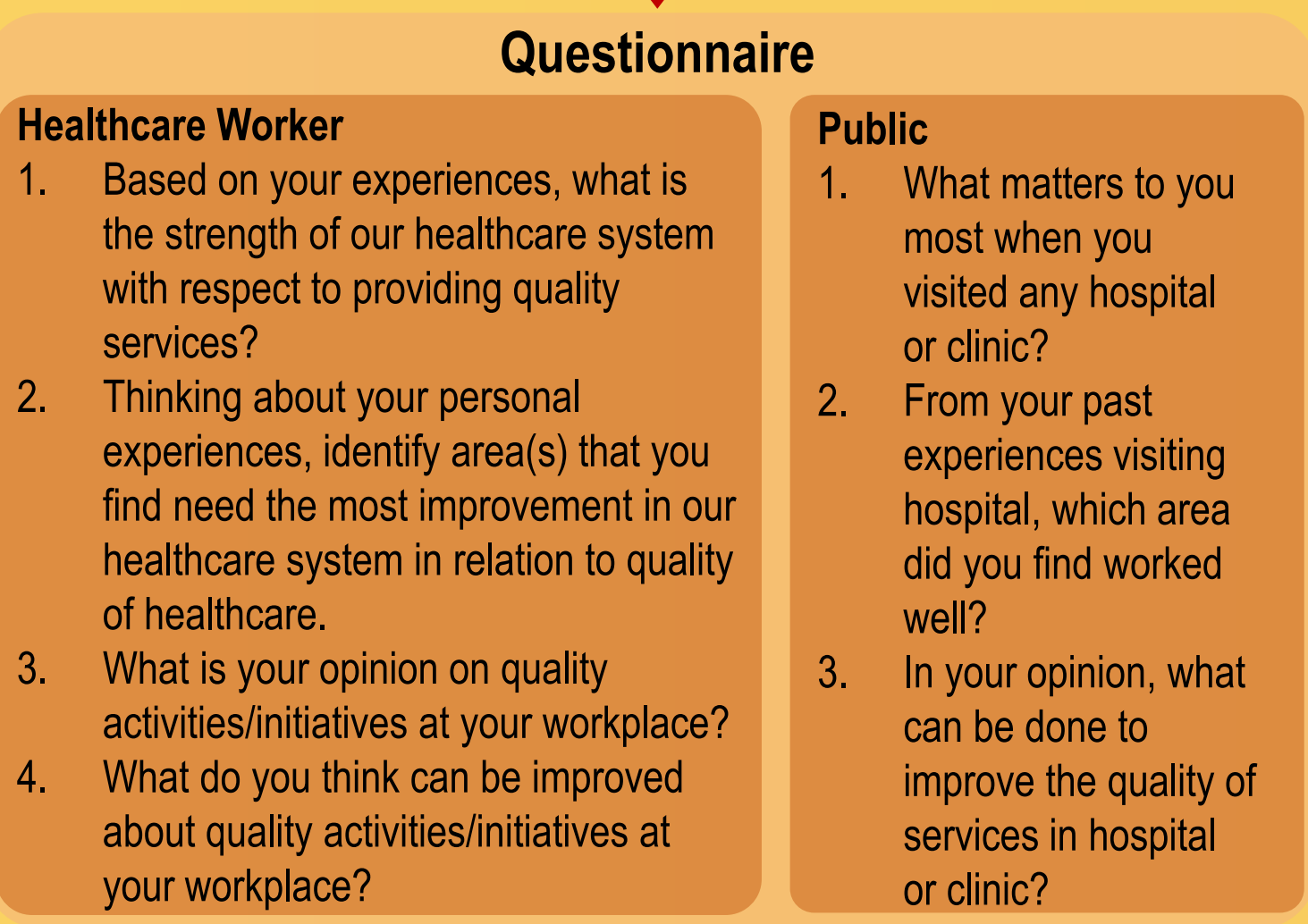
Two approaches were adapted for In-person Engagement session:



2 Online Survey

Tool Development

- Developed using Google Form
- Contained two sets of open ended questions and each of them was prepared according to their targeted respondents.
- Questions in Bahasa Malaysia and English
- The draft questionnaire was shared with a few quality experts for content validity and revised based on the expert's feedback



Pre-testing

- Conducted on a group of healthcare workers and public
- Necessary changes were made to improve respondent's understanding to be able to capture the best possible answer.

Sampling Technique

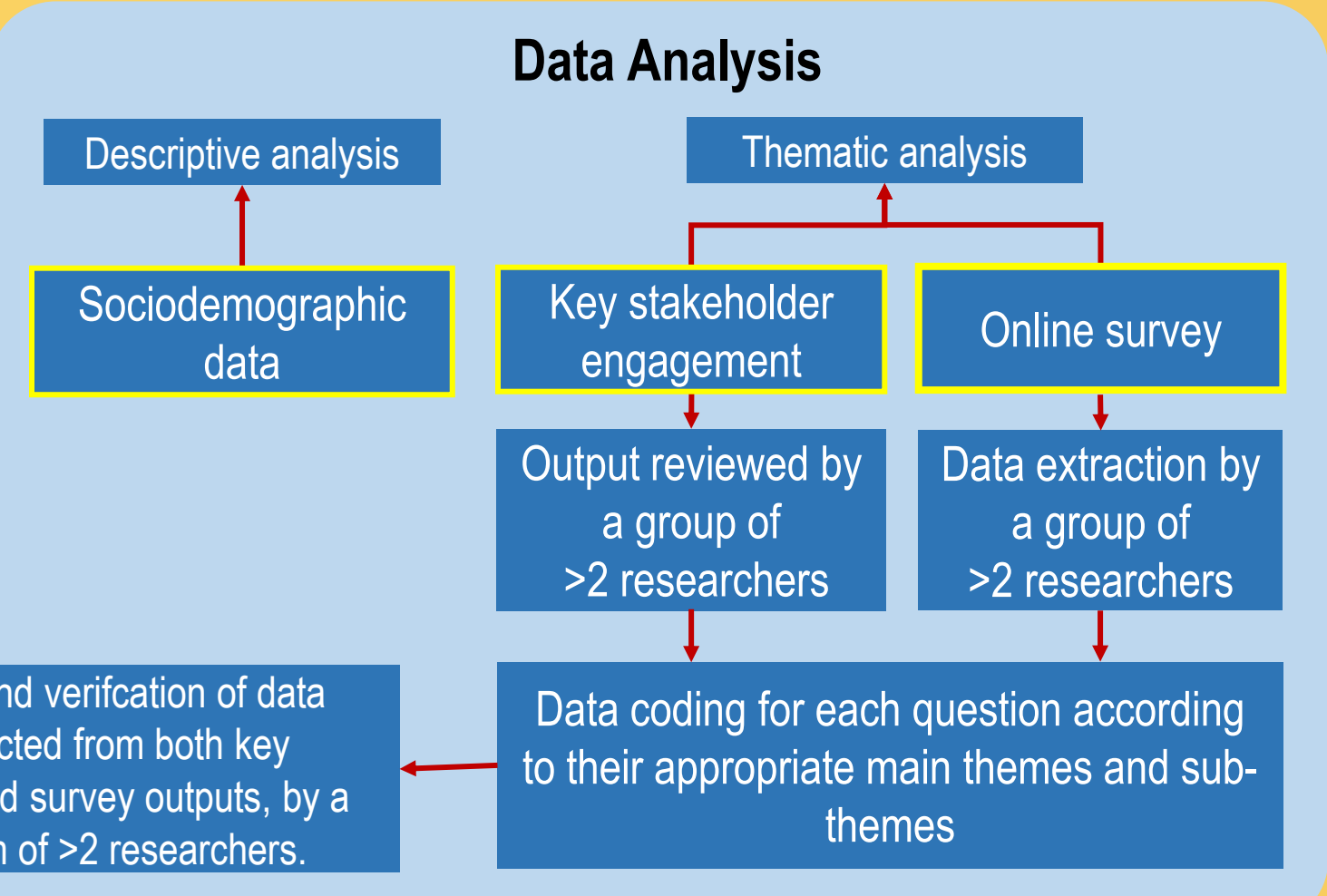
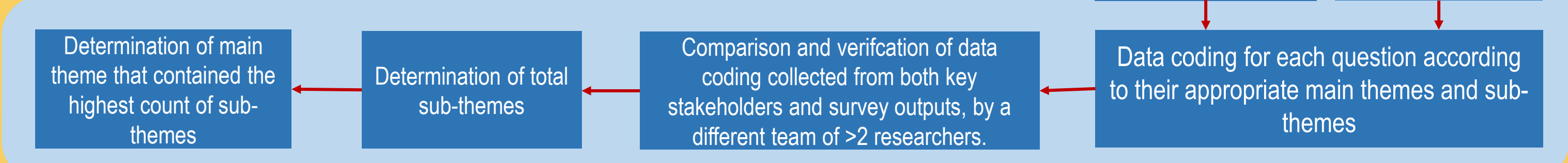
- Snowballing technique
- Dissemination of survey link and QR code through various channels including (but not limited to); emails, MOH postmasters, Facebook, websites, WhatsApp groups etc.

Respondents

- Public/community who utilise any healthcare facilities (public and private)
- Healthcare workers in the government and private sectors.

Pre-determined Questions

- The questions were customised/tailored according to the stakeholder's background, role, and the organisation they represent
 - Following are the list of pre-determined questions for the engagement sessions:
1. What are the quality-related issues that you encountered in your programme/at your state/workplace?
 2. How do we define quality of healthcare in Malaysia context?
 3. How can we move forward in terms of improving the implementation of national quality improvement interventions?
 4. How to implement quality in primary care?
 5. How can we work together (between public and private sectors) more effectively in Malaysia to improve quality of health of the nation?
 6. How do you receive feedback from patients?
 7. What did you (private sector) do in terms of quality improvement interventions that we (public sector) can replicate?
 8. How can we foster integration among the vertical programs and between vertical and Quality Initiative/programs?
 9. Please identify specific suggestions on strategies to accomplish this goal.

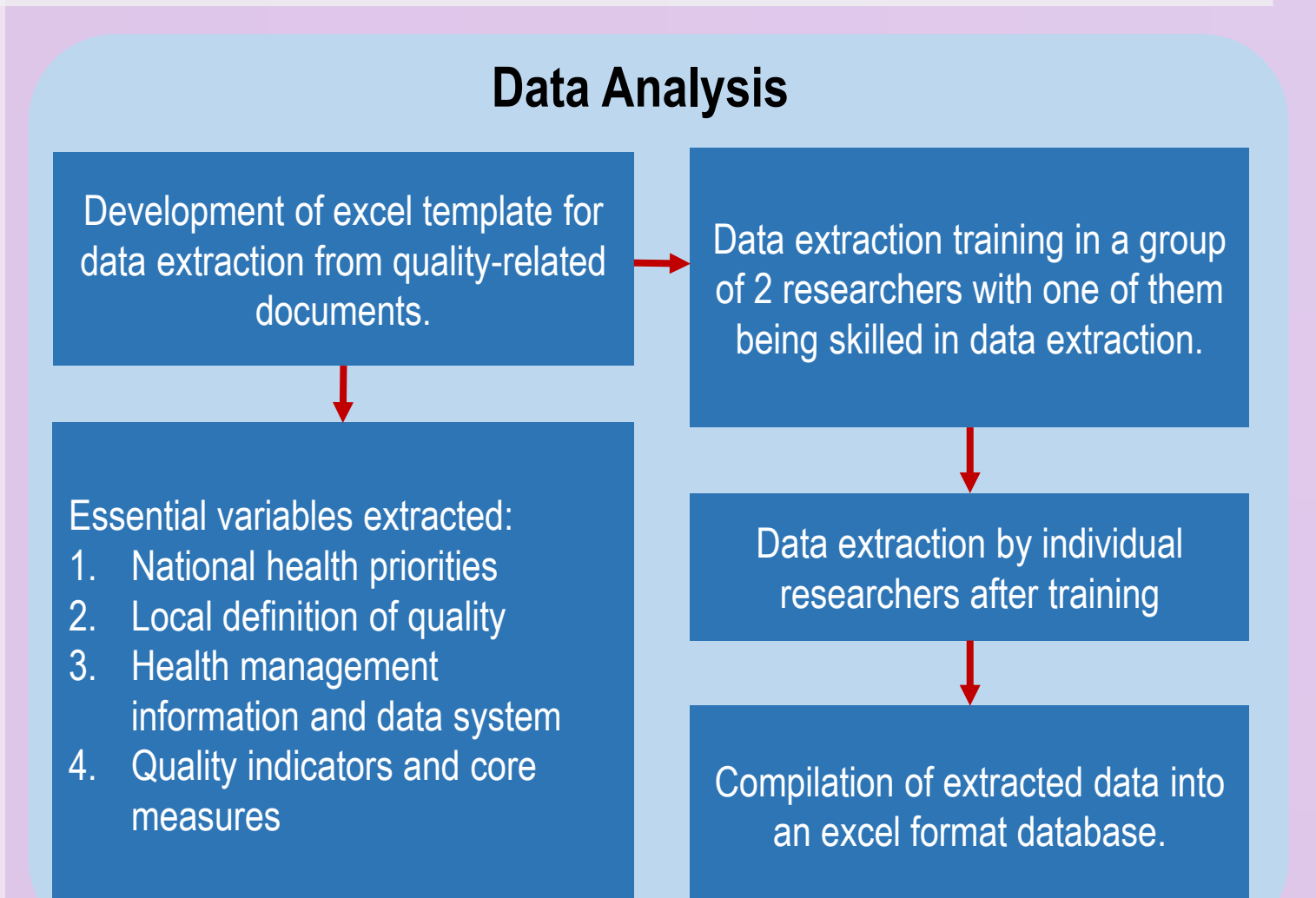


1 Document Review

- Development of an excel format comprising of all the categories of quality-related documents mentioned below.
- Dissemination of excel document to all the Head of Programmes in the Ministry of Health (MOH).
- Internet search by the research team exploring for related documents including in MOH websites and specific programme/department websites.
- Collection of a complete list of excel documents from each programme as well as their softcopy/hardcopy.

Categories of Quality-Related Documents:

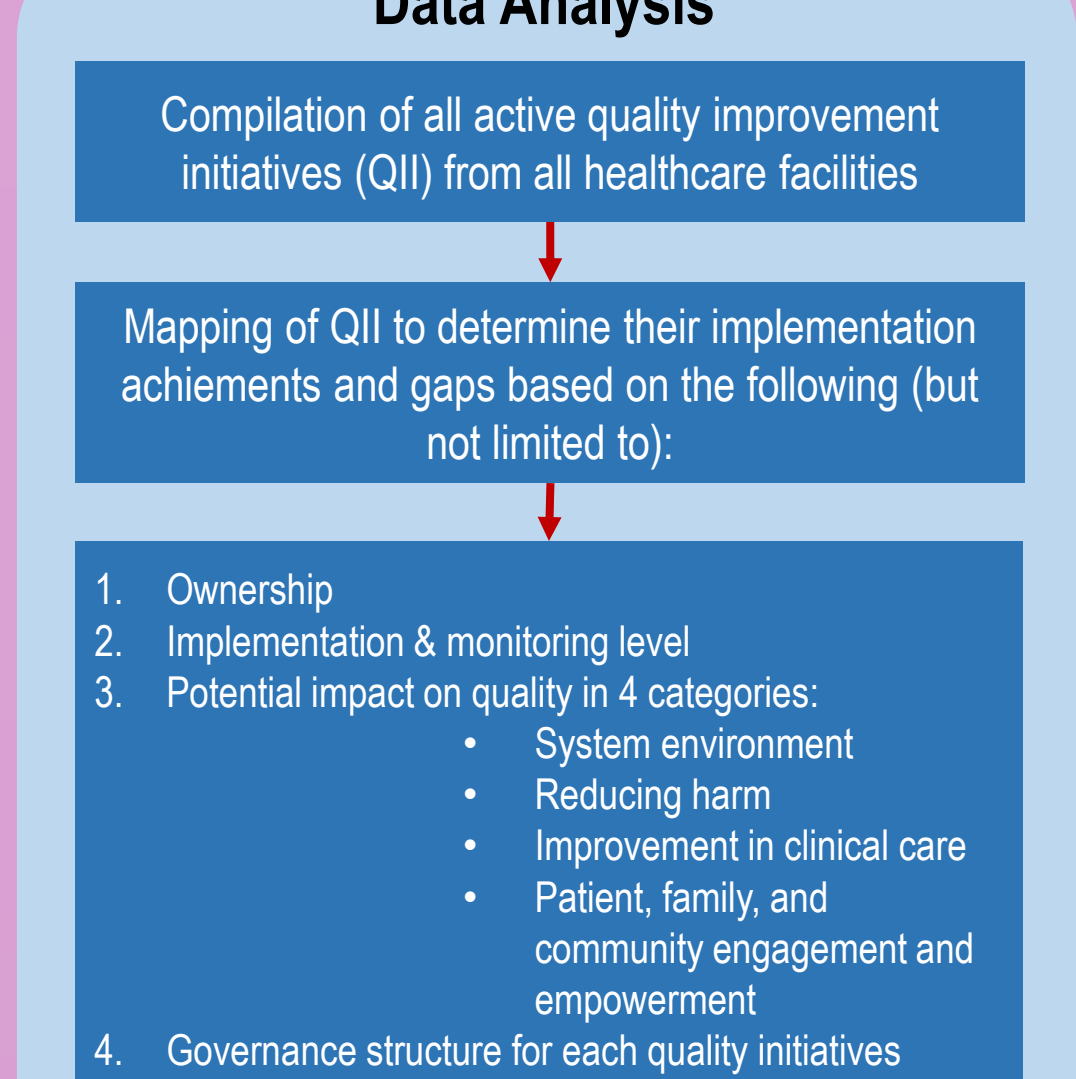
1. Formal policies and strategic plans
2. Quality related legislations
3. Guidelines addressing quality
4. Professional training materials
5. Standards, protocols and Standard Operating Procedures (SOP)
6. Technical and vertical programme reports
7. Financial reports



2 Quality Improvement Initiatives (QII) Mapping

- Development of an excel format to gather relevant information on current active QII in the Ministry of Health (MOH)
- Dissemination of excel document to the Quality Leads in the MOH
- Discussion session with the Quality Leads to complete the excel document.
- Collection of QII-related information in other healthcare facilities (private/university/military) through online platform (Google Form).
- Internet search by the research team exploring for QII-related information and documents in other healthcare facilities websites.

Data Analysis



CONCLUSION

A comprehensive situational analysis using multiple methods help to understand the current state of quality in different sectors (public and private) at various levels of healthcare (national, state and facility). It serves as a guide in providing relevant and recent evidence, which will benefit both stakeholders and programme planners in formulating an effective plan of action to implement and monitor Quality Improvement Initiatives as well as in the development of the new National Policy for Quality in Healthcare for Malaysia.

REFERENCE

1. Handbook for National Quality Policy and Strategy: A Practical Approach for Developing Policy and Strategy to Improve Quality of Care. Geneva: World Health Organization; 2018. Licence: CC BY-NC-SA 3.0 IGO.

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