

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 (Figure 1). The data collection was set from October 2019 to June 2020 involving the following methods.

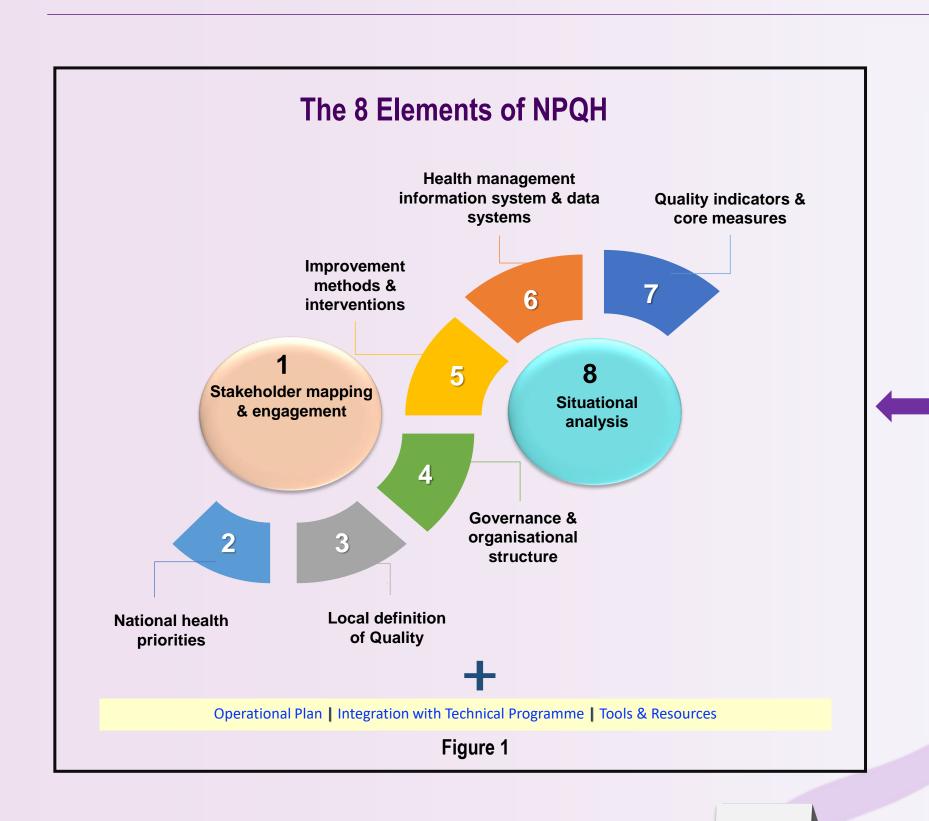
A desk review of quality related documents

Mapping of information on currently implemented quality improvement interventions

Explorative approach involving key stakeholders' engagement through:

In-person engagement sessions using semi structured interviews among key officers/informants at different levels of care i.e. national, state and facility

Online questionnaire survey targeting the less reachable healthcare workers and community/public



categories of quality-related documents mentioned

Dissemination of excel document to all the Head of

Internet search by the research team exploring for

related documents including in MOH websites and

Collection of a complete list of excel documents from

each programme as well as their softcopy/hardcopy.

Programmes in the Ministry of Health (MOH).

specific programme/department websites.

Categories of Quality-Related Documents:

Quality related legislations

Guidelines addressing quality

Professional training materials

Operating Procedures (SOP)

Financial reports

Development of excel template for

documents.

Essential variables extracted:

2. Local definition of quality

Health management

measures

National health priorities

information and data system

Quality indicators and core

Standards, protocols and Standard

Technical and vertical programme reports

Data Analysis

data extraction from quality-related Data extraction training in a group

of 2 researchers with one of them

being skilled in data extraction.

Data extraction by individual

researchers after training

Compilation of extracted data into

an excel format database.

Formal policies and strategic plans

Document Review

below.



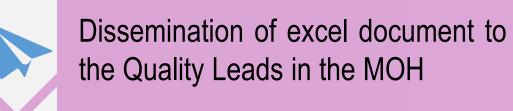
Development of an excel format comprising of all the

X





Development of an excel format to gather relevant information on current active QII in the Ministry of Health (MOH)

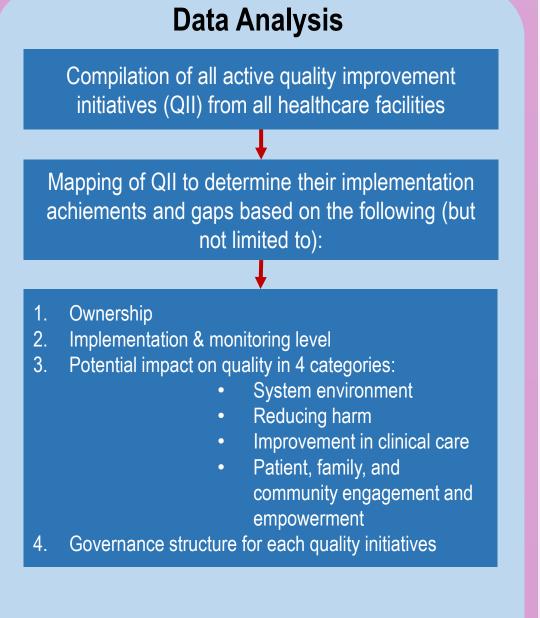


To answer



Collection of QII-related information healthcare facilities (private/university/military) through online platform (Google Form).

Internet search by the research QII-related exploring for information and documents in other healthcare facilities websites.



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:

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:

Small Group Work Approach

Used for healthcare workers with similar role in relation to implementing quality initiatives but from different agencies/ programme/ levels of care

Invitation to attend engagement session

Discussion in small groups (4-5 members) on specific questions facilitated by a skilled moderator

Report and presentation *Note taking by the research team during presentation and collection of the output (presentation slide/paper) for analysis purpose

Semi Structured Interview

Used for healthcare workers identified as key informants for a specific programme/quality initiative who were not available for small group work session.

Conducted one-to-one or one to a group of 2 or 3 people

Interview conducted at the respective healthcare worker's workplace by an experienced interviewer.

Interview was voice recorded with the participant's permission.

Note taker was assigned for each interview to document key important issues and non-verbal communication/emotional reaction/ expression (if any).

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:
- What are the quality-related issues that you encountered in your programme/at your state/workplace?
- How do we define quality of healthcare in Malaysia context? How can we move forward in terms of improving the implementation of national
- quality improvement interventions?
- How to implement quality in primary care?

theme that contained the

highest count of sub-

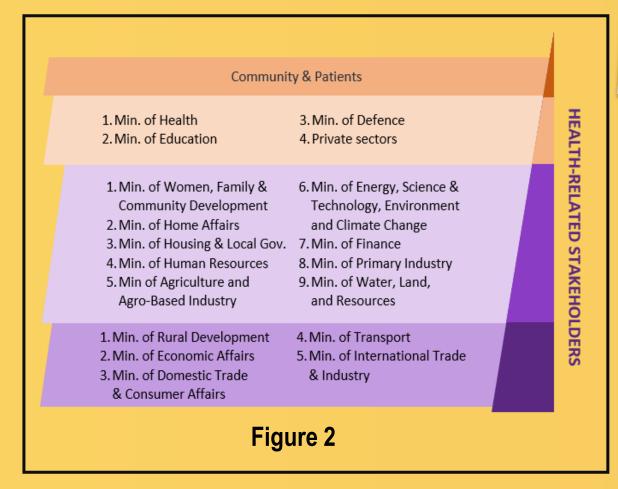
themes

- How can we work together (between public and private sectors) more effectively in Malaysia to improve quality of health of the nation?
- How do you receive feedback from patients? What did you (private sector) do in terms of quality improvement interventions
- that we (public sector) can replicate? How can we foster integration among the vertical programs and between
- vertical and Quality Initiative/programs?
- Please identify specific suggestions on strategies to accomplish this goal.

Determination of main

Determination of total

sub-themes



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 questionaire was shared with a few quality experts for content validity and revised based on the expert's feedback

Questionnaire

Healthcare Worker Based on your experiences, what is the strength of our healthcare system with respect to providing quality

services? Thinking about your personal experiences, identify area(s) that you find need the most improvement in our healthcare system in relation to quality

of healthcare. What is your opinion on quality

activities/initiatives at your workplace?

What do you think can be improved about quality activities/initiatives at your workplace?

What matters to you most when you visited any hospital or clinic?

Public

From your past experiences visiting hospital, which area did you find worked

In your opinion, what can be done to improve the quality of services in hospital or clinic?

Pre-testing

 Conducted on a group of healthcare workers and public Neccessary changes were made to improve respondent's

understanding to be able to capture the best possible answer.

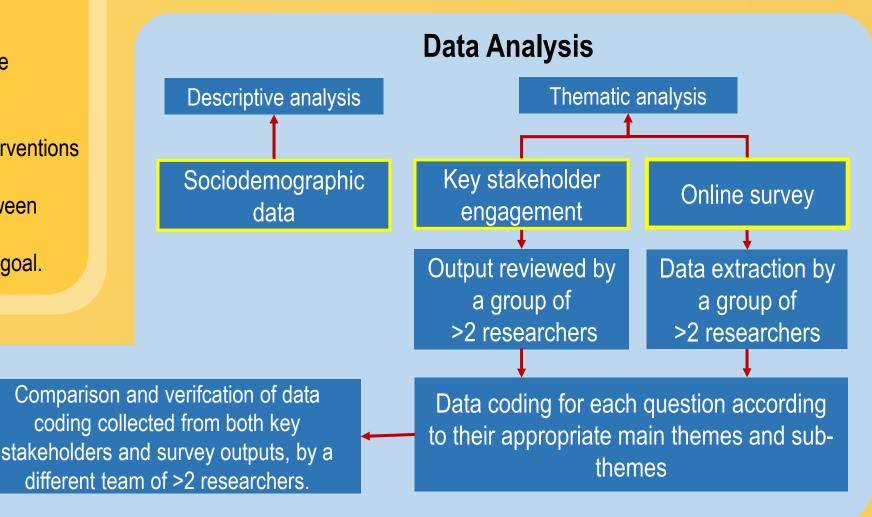
Sampling Technique

Snowballing teachnique

• 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
- Healthcare workers in the government and private sectors.



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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