

Methodology

Study Design	Cross-sectional study
Data collection period	March-July 2019
Sampling Technique	Convenience sampling
Sample size	800
Sample selection	a) Inclusion criteria: public/patients who utilise any healthcare facilities (public facilities and private facilities) and understand Malay and English language. b) Exclusion criteria: public/ patients below 18 years old.
Tool Development	- Validated online survey by quality experts - Pre-tested among a group of publics
Survey Details	Survey consists of: - Socio-demographic characteristics - Three (3) open-ended questions: 1. What matters to you most when you visited any hospital or clinic? 2. Which area do you find works well? 3. What can be done to improve the quality of services in hospital or clinic?
Analysis	Content Analysis method where findings were mapped using the Primary Healthcare Performance Initiative (PHCPI) framework ^{3,4} . <i>*The PHCPI framework was used to map the themes as it comprehensively illustrates the components of the primary health care which is the initial point of interaction between the public and the healthcare system.</i>

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Conflict of interest

There is no conflict of interest.

Additional Information

Other articles are available upon request. Please email ihsrqa@moh.gov.my

Keywords

Quality, healthcare, health facilities, Malaysian, online survey, public

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This summary is based on:

A Situational Analysis on the Quality of Healthcare in Malaysia



KEMENTERIAN KESIHATAN MALAYSIA
INSTITUT PENYELIDIKAN SISTEM KESIHATAN

Research Highlight

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Who is this for?

- Policy makers
- Healthcare providers
- Quality leads coordinators

Research Highlight

Disclaimer

The views, interpretations, implications, conclusions and recommendations expressed in this paper are those of the authors alone and do not necessarily represent the opinions of the other investigators participating in the project nor the views or policy of the Ministry of Health Malaysia

Purpose of this highlight

To share findings on the public's perspectives on the quality of healthcare services.

Project reference number:
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RESEARCH HIGHLIGHT

MOH/S/IPSK/209.22 (RH)

A Situational Analysis on the Quality of Healthcare in Malaysia

Understanding Quality in Healthcare Through the Public's Lens

Issue

Quality of healthcare delivered is critical in ensuring optimal patient outcomes and is a major concern for both healthcare providers and patients.

Healthcare providers and patients view quality of healthcare from different perspectives. Both views are equally imperative, and the challenge is to find the right balance between the needs and expectations of the public (patient) and different healthcare providers (service providers).

Understanding the publics or patients' opinions about quality of healthcare is of paramount importance as they would provide valuable insights into identifying opportunities for improving the healthcare system from the demand viewpoint.

This study aimed to explore the public perspective on the quality of healthcare services (public facilities or private facilities) rendered by the healthcare facilities (clinic or hospital) in Malaysia.

Key Messages

- Quality issues related to service delivery were the top concerns raised by the public.
- Timeliness, patient provider respect and provider competence are the three key core indicators that matter most to the public when they visit any clinic or hospital. While many responses highlighted their good experiences, many responses also emphasised that these three areas require improvement.
- Strengthening the healthcare workforce capacity, especially doctors, and healthcare facility infrastructures were important concerns identified by the public.
- Quality improvement offers an opportunity to develop innovative solutions to optimise available resources to ensure the quality of healthcare.

Background

Patient engagement has been increasingly recognised as an essential component of high-quality care, with the potential to improve health outcomes.

Patients can be engaged at different levels^{1,2}, including direct care, where the focus is usually on patient-provider relationship when making care management choices. They can also be engaged at the organisational design and governance level, through participation in health advisory councils or co-leading quality initiatives at health facilities. The highest level of involvement is at policy level, where efforts are undertaken to integrate patients in broader ways, including improving or redesigning service delivery by incorporating patient experiences. Through this engagement, patients/public views as well as recommendations are considered and used for implementation of any programme or decision making.

This study was part of a situational analysis conducted to better understand the quality of healthcare delivered in Malaysia from the perspective of patients and general public, with the findings being used to inform the development of the new Malaysian National Policy for Quality in Healthcare.

Key Considerations for Policy Makers

- Strengthen the capabilities and competencies of healthcare providers:
 - Soft skill components by emphasising appreciation and practice of corporate culture values.
 - Technical components to provide high quality of care to clients.
 - Providing continuous training on technical competency amongst the healthcare providers to ensure their skills are maintained and consistent with current knowledge and values.
- Adopt innovative and collaborative ways to improve quality of care, specifically, to reduce waiting time, improve infrastructure and facilitate access to healthcare facilities.

Key Considerations for Healthcare Providers

- Embrace the practice of MOH corporate culture values of Caring, Teamwork and Professionalism into daily work activities
- Conduct more innovative quality improvement initiatives to address service delivery issues raised by the public such as long waiting time
- Continuous upgrading of knowledge and skills (technical and communication) by attending related courses (Continuous Professional Development-CPD)

Key Findings

