

References

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This summary was prepared by:

Divya Nair N, Normaizira H, Samsiah A, Izzatur Rahmi MU, Nur Wahida Z.

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This Research Highlight has been peer reviewed by:

Ms Anis Syakira Jailani, Dr Tay Yea Lue and Dr Juanita Halili

External Reviewer:

Prof. Dr. Bruce Agins

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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

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This summary is based on:

A Situational Analysis on the Quality of Healthcare in Malaysia



For further information and Who is this to provide feedback on this intended for document, please contact:

Samsiah Awang samsiah.a@moh.gov.my

Who is this highlight intended for?

- Policymakers
- Healthcare professionals at various levels (national, state and facility)

Disclaimer

The views, interpretations, implications, conclusions and recommendations expressed in this document 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

This highlight features a clear and comprehensive definition of **QUALITY** in the context of healthcare in Malaysia

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RESEARCH HIGHLIGHT

MOH/S/IPSK/200.21(RH)-e

A Situational Analysis on the Quality of Healthcare in Malaysia

How do we define QUALITY healthcare in Malaysia?

Issue

There are a myriad of definitions of quality which can be found in global literature. To date, Malaysia has adapted these universal definitions of quality, and have yet to propose a definition of quality tailored to our local context.

It is critical to ascertain a mutual and clear definition of "quality" to establish a national shared interpretation that is acknowledged and embraced by all levels of the health system.

A clear local definition of quality healthcare anchors measurement, steers quality improvement interventions as well as guides policies and strategies to enhance healthcare to achieve the desired outcomes.

Key Messages

- Multiple approaches, encompassing document reviews, a survey, stakeholders' engagement sessions and international comparisons, provided valuable input in formulating the definition of quality healthcare in the Malaysian context.
- Quality healthcare in Malaysia is defined as providing high quality healthcare that is SAFE, TIMELY, EFFECTIVE, EQUITABLE, EFFICIENT, PEOPLE-CENTRED, and ACCESSIBLE [STEEEPA] which is innovative and responsive to the needs of the people and is delivered as a TEAM, in a CARING and PROFESSIONAL manner in order to improve health outcomes and client experience.
- Providing a clear, up-to-date local definition of healthcare quality will guide its understanding and standardise its measurement, in improving the quality of healthcare services delivered to our clients.

KEY CONSIDERATIONS



For Healthcare Providers

- 1. This definition of quality of healthcare is envisioned to serve as a guide to be embraced by all health practitioners in both the healthcare and health system.
- 2. This definition aims to steer the process of selecting intervention strategies for healthcare.



For Policy Makers

- 1. A clear definition of quality healthcare in the local context is intended to guide healthcare policies and strategies that are adopted to improve healthcare.
- 2. This definition of quality healthcare aims to standardise approaches utilised in its measurement and provide insight for evaluating other existing quality initiatives.

KEY FINDINGS

DATA SOURCES

QUALITY DOMAINS IDENTIFIED

(a) Customer centred (b) Equitable (c) Affordable (d) Efficient	(e) Technologically appropriate (f) Environmentally adaptable (g) Innovative	(h) Professionalism(i) Caring(j) Teamwork(k) Respect for human dignity(l) Community participation
(a) Safe (b) Effective	(c) Patient-centred (d) Timely	(e) Efficient (f) Equitable
(a) Safe (b) Effective	(c) People-centred (d) Timely	(e) Efficient (f) Equitable
(a) Safe (b) Effective (c) Patient-centred (d) Timely (e) Efficient	(f) Equitable (g) Affordable (h) Accessible (i) Professionalism	(j) Teamwork(k) Technologically appropriate(l) Innovative cultures(m) Leadership
(a) Safe (b) Effective (c) People-centred	(d) Timely (e) Efficient (f) Equitable	(g) Accessible (h) Affordable
(a) Effectiveness (b) Patient-centred (c) Timeliness	(d) Efficiency (e) Equity	(f) Accessible (g) Affordable
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Synthesis of data to form the initial definition of quality

Providing high quality healthcare that is **SAFE, TIMELY, EFFECTIVE, EQUITABLE, EFFICIENT, PEOPLE-CENTRED, and ACCESSIBLE** [STEEPA] which is responsive to the needs of the Malaysian people and is delivered as a **TEAM**, in a **CARING** and **PROFESSIONAL** manner in order to improve health outcomes.

Series of technical working group discussions & stakeholders' re-engagement sessions

Several team discussions to achieve a consensus on the definition of quality before it was presented to the Top Management

FINALISATION OF THE DEFINITION OF QUALITY HEALTHCARE IN THE **MALAYSIAN CONTEXT**

Quality healthcare in Malaysia is defined as providing high quality healthcare that is **SAFE**, **TIMELY**, **EFFECTIVE**, **EQUITABLE**, **EFFICIENT**, **PEOPLE-CENTRED**, and **ACCESSIBLE** [STEEPA] which is innovative and responsive to the needs of the people and is delivered as a **TEAM**, in a **CARING** and **PROFESSIONAL** manner in order to improve health outcomes and client experience

KEY FINDINGS - QUALITY DOMAINS DEFINITION

PROFESSIONALISM

- Commitment
- Discipline
- Best way
- Work ethics
- Standard of work

CARING

- Punctuality
- Tolerance
- Emotional control
- Exemplary character
- Courtesy
- Considerate
- Ready to serve

Responsiveness

QUITABLE

- Proactive Leadership
 - Accountability

TEAM WORK

• The spirit of togetherness

Mutual trust and respect

• United towards a common goal

EFFECTIVE

Providing the best healthcare services through competent healthcare personnel utilising the best available evidence



EQUITABLE

Delivering health care that does not differ in quality according to personal characteristics such as gender, race, ethnicity, geographical location or socioeconomic status

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FFICIENT

EOPLE-CENTRED **EFFICIENT**

Delivering health care

in a manner that makes

the best use of the

resources while also

avoiding waste

(underuse or overuse)

TIMELY

Reducing delays in providing and receiving healthcare

CANG

FFECTIVE

DEFINITION OF IMELY **QUALITY**

HEALTHCARE

SAFE

Avoiding or minimising risk and harm during the process/ delivery of healthcare for both patients and providers

SAFE

CCESSIBLE

PROFESSIONALISM

PEOPLE-CENTRED

Providing care that is respectful of and responsive to individual patient preferences, needs and values, in partnership with patients and ensuring that patient values guide all clinical decisions

ACCESSIBLE

ECONOMIC ACCESSIBILITY OR AFFORDABILITY

Ability to pay for services without financial hardship, including not only the price of the health services but also the indirect and opportunity costs (e.g. the costs of transportation to and from facilities and of taking time away from work)



PHYSICAL ACCESSIBILITY

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Availability of good health services within reasonable reach of those who need them and of opening hours, flexible appointment systems and delivery systems that allow people to obtain the services when they need them

INFORMATION ACCESSIBILITY

The right to seek, receive and impart information and ideas concerning health issues