

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 [STEEPPA]** 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.



KEMENTERIAN KESIHATAN MALAYSIA
INSTITUT PENYELIDIKAN SISTEM KESIHATAN

Research Highlight

Research Highlight

This summary is based on:

A Situational Analysis on the Quality of Healthcare in Malaysia

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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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METHODOLOGY

Review of MOH’s mission statement

Review of internationally recognised quality domains

1ST STAKEHOLDERS’ ENGAGEMENT

Quality Initiatives’ Leads, Private, Universities, MOH Vertical Programmes, Ministry of Defence & Health Associations

REVIEW OF LOCAL QUALITY-RELATED DOCUMENTS & ONLINE INFORMATION

465 documents

ONLINE SURVEY

1412 survey responses (612 healthcare providers and 800 public respondents)

Synthesis of data to form the initial definition of quality

Series of Technical Working Group Discussions & Stakeholders’ Re-Engagement Sessions

Presentation to Top Management

References

1. Institute of Medicine. Crossing the Quality Chasm: A New Health System For the 21st Century. Washington DC: National Academy Press; 2001.
2. Accessibility (WHO). Retrieved on 24 November 2019 from <https://www.who.int/gender-equity-rights/understanding/accessibility-definition/en/>
3. Handbook for National Quality Policy and Strategy. World Health Organization (2018)

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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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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
Mission statement by Ministry of Health	(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
International quality domains - Institute of Medicine (IOM)	(a) Safe (b) Effective (c) Patient-centred (d) Timely (e) Efficient (f) Equitable
International quality domains - World Health Organization (WHO)	(a) Safe (b) Effective (c) People-centred (d) Timely (e) Efficient (f) Equitable
1 st Stakeholders' engagement	(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
Review of local quality-related documents & online information	(a) Safe (b) Effective (c) People-centred (d) Timely (e) Efficient (f) Equitable (g) Accessible (h) Affordable
Online survey	(a) Effectiveness (b) Patient-centred (c) Timeliness (d) Efficiency (e) Equity (f) Accessible (g) Affordable
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

