

# Quality Improvement in the Healthcare of Malaysia: A Situational Analysis

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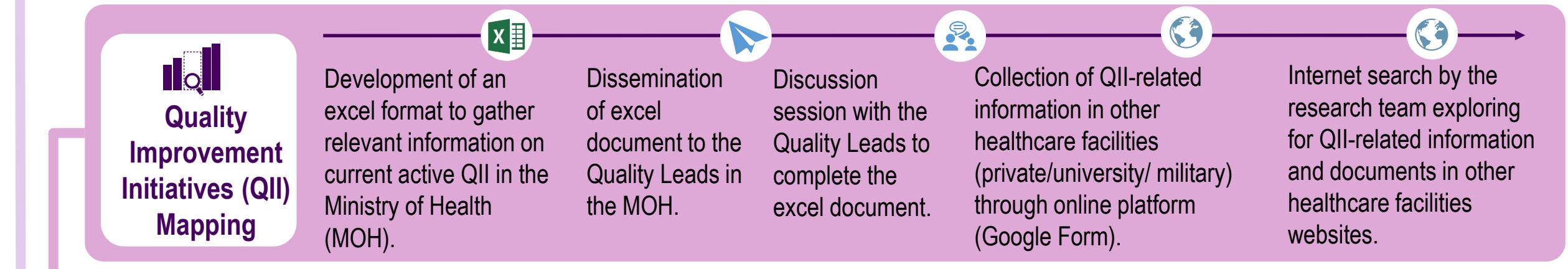
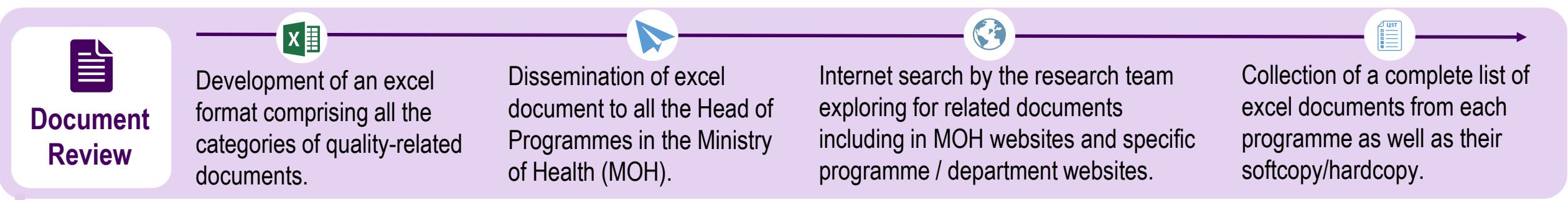
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## INTRODUCTION

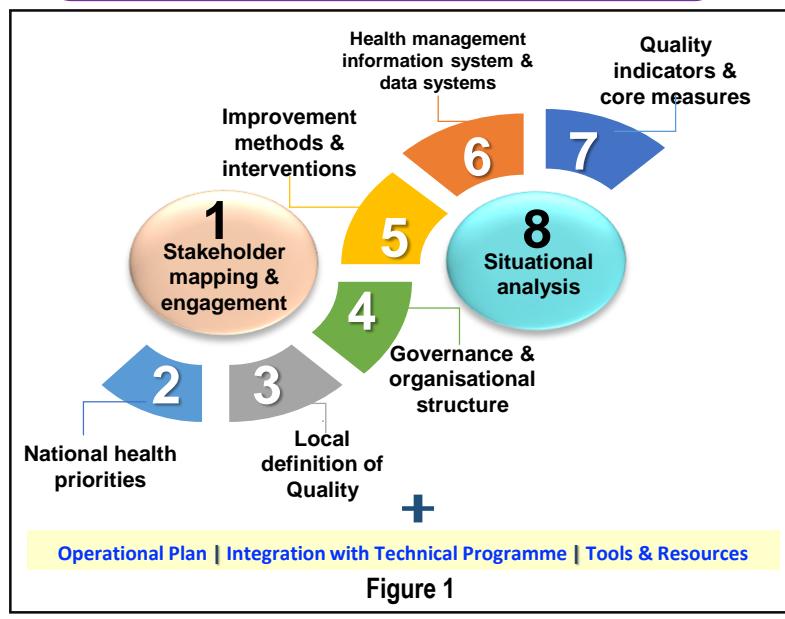
Improving quality of healthcare has been a priority in Malaysia. With various quality improvement initiatives being implemented, there is need for clear direction and integration of these efforts through the development of a national policy.

## METHODOLOGY

This situational analysis adapted its method and framework from the World Health Organization handbook for National Quality Policy and Strategy<sup>1</sup>. It involves a review of historical and current information, as well as the collation of new data to answer the 8 elements in the framework (Figure 1).

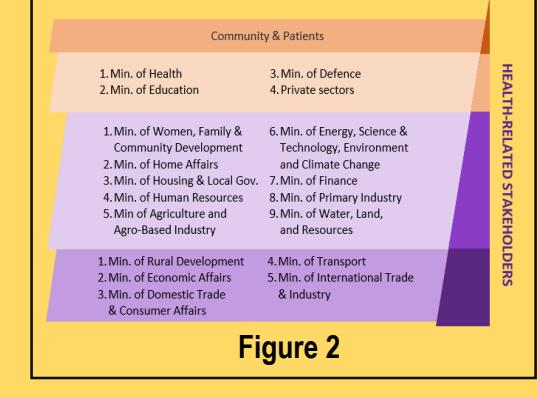


## To Answer The 8 Elements of NPQH



## 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

#### 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.

#### 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.

## 2

### Google Form

#### Tool Development

The draft questionnaire (in Bahasa Malaysia and English) 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?

##### Public

- What matters to you most when you visited any hospital or clinic?
- From your past experiences visiting hospital, which area did you find worked well?
- In your opinion, what can be done to improve the quality of services in hospital or clinic?

##### Respondents

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

#### Pre-determined Questions

- 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?
- 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.

## CONCLUSION

A comprehensive situational analysis 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

- 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.

## ACKNOWLEDGEMENT

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