



MINISTRY OF HIGHER EDUCATION



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KONSORTIUM HOSPITAL UNIVERSITI AWAM MALAYSIA



5th NATIONAL CONFERENCE OF ACADEMIC MEDICAL CENTRE

Hospital Al-Sultan Abdullah (HASA) UiTM

Complementing Healthcare
Transformation in Malaysia MADANI



Hospital
Al-Sultan Abdullah



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ABOUT KHUAM

KONSORTIUM HOSPITAL UNIVERSITI AWAM MALAYSIA (KHUAM)

The Konsortium Hospital Universiti Awam Malaysia (KHUAM) was founded on 15th June 2017 with the signing of a Memorandum of Agreement between five public university hospitals in Malaysia. In the following years, six other public universities have also pledged their support and commitments towards this strategic partnership and initiative.

Its objectives include building networks and strategic partnerships among all teaching hospitals. More importantly, it provides an official channel for sharing and exchanging ideas to enhance the performance of university-affiliated teaching hospitals on a global scale, amidst a challenging and competitive environment. Through KHUAM, university hospitals can collaborate in various fields, including medical research, health education, professional development, and hospital management.

Since its establishment, the National Academic Conference has served as a platform for meetings between university-affiliated teaching hospitals, Ministry of Health hospitals, private hospitals, and relevant agencies to discuss healthcare provision and offer opportunities for participants to enhance their knowledge in the context of new norms in the country's medical and healthcare system.

Previous conferences have been organized by:

- 2018 - Universiti Malaya Medical Centre (UMMC)
- 2019 - Hospital Canselor Tuanku Muhriz UKM (HCTM)
- 2021 - Hospital Universiti Sains Malaysia (HUSM)
- 2022 - Sultan Ahmad Shah Medical Centre @IIUM (SASMEC @IIUM)

KHUAM 5TH NATIONAL CONFERENCE OF ACADEMIC MEDICAL CENTRE

Hospital Al-Sultan Abdullah, UiTM, has been chosen as the host for the 5th National Conference of Academic Medical Centre, with the theme of **"Complementing Healthcare Transformation in Malaysia MADANI."**

The conference is scheduled to take place on July 24th and 25th, 2023, at Hospital Al-Sultan Abdullah UiTM in Puncak Alam, Selangor. The main objective of this conference is to support comprehensive policy and structural reforms in Malaysia's healthcare system, as well as to enhance budget allocation and generation in healthcare provision progressively.

It is estimated that around 300 participants from various professional backgrounds will attend this conference, contributing to its success. Among the plenary topics to be presented at the conference are:

- The Do's and the Don't in Malaysian Healthcare Transformation Post Pandemics
- Matching Specialist Training and Service Needs for the Country
- Digitalization in Healthcare

ORGANIZING COMMITTEE

KHUAM 5th NATIONAL CONFERENCE OF ACADEMIC MEDICAL CENTRE

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ADVISOR

Professor Dr. Sazzli Shahlan Kasim

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Dr. Nurfarhana Abd Manaf

TREASURER

Noor Alzura Alang Idris
Mazuina Samsuri

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Nur Atikah Mohd Rani
Muhammad Aidil Azmie
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Muhammad Nazmi Aiman Noor Azlin
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Nur Syahirah Sanusi
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Nurul Hasdiyanti Nordin
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Syaza Najwa Khairudin
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ORGANIZING COMMITTEE

KHUAM 5th NATIONAL CONFERENCE OF ACADEMIC MEDICAL CENTRE

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Mohd Hafidz Satar
Nurhidayah Yakob
Nurul Shafika Md Idros

PROTOCOL & RECEPTION

Nora Noordin
Nurshafika Sulor

SECURITY & SAFETY

Khairul Azman Abu Bakar
Kartinaigus Asril

SOUVENIR

Roseerviyana Ahmad
Nuradila Johari
Nor 'Ainie Aripin
Che Ku Nor Zulaikha Che Ku Zangi
Nurhasidah Mat Hassan
Norida Idris
Norhidayah Moksini
Norliana Yahya

RAPPORTEUR

Sazreza Shahadan
Dr. Nur Farhana Abd Manaf
Dr. Azlina Ibrahim
Irida Yasmoon Awang
Fadhlinah Ab Majid
Ebby Anuar Bahari
Nurnadiyah Nordin
Dr. Rafezah Razali
Halimatun Radziah Othman
Norfaizah Jatlee
Nurul Asma Salsabila Mohamad Alias
Nur Amalina Samat
Ts. Muhammad Idham Mohamed
Muhammad Fakhri Sallehuddin
Nur Svakila Mohd Zaki
Syumaimah Muhammad Yunus

PROMOTION & PUBLICITY

Dr. Muzzamil Mohd Khairi
Anuar Mohammad
Wan Saufi Wan Zamri
Nurhidayah Yakob
Mohd Hafizi Jilani

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Saliza Abdul Kadir
Md. Hairul Haron
Wan Mohamad Azri Wan Mohd Rais
Azrul Ainal Abdullah
Siti Suhaila Md Jopri
Muhammad Iqbal Baharudin
Muhammad Zulzain Md Sukor
Mohd Dhiya' Uddin Norisham

TECHNICAL (ICT)

Isnariza M. Zakaria
Zairi Azmal Borhan
Sharizam Kamarudin
Muhammad Shafiq Nazarudin
Nor Maisharah Suhaimi

FOOD & BEVERAGES

Nor Fatimah Ishak
Hazelin Abd Rahim
Izzah Ismail
Farah Farhanah Mohd Hashim
Nadiyah Azmi
Norsyuhadah Mazlan
Ahmad Naquidin Khalid
Alliya Amira Yasin
Nur Hazim Amat Simin
Muhammad Asyraf Abd Rahim
Abu Zariq Abd Rahman
Zatul Norzakiah Abdullah
Ahmad Faizal Abd Karim
Normazlina Md Noor
Nurul Jannah Nazarudin
Safara Nurul Nadia Zamri

MESSAGE FROM

VICE-CHANCELLOR UiTM



PROF. DATUK DR. HAJAH ROZIAH MOHD JANOR

Assalamualaikum w.b.t, Selamat Sejahtera, Salam Perpaduan dan Salam UiTM diHatiku.

As the proud host of the 5th edition of the National Conference of Academic Medical Centre at Hospital Al-Sultan Abdullah UiTM (HASA), I extend a warm and heartfelt welcome to all VIPs, speakers, presenters, participants, sponsors, and visitors.

Despite being a relatively new healthcare service provider in the national healthcare ecosystem, UiTM is committed to working together with all stakeholders, as we share the same ultimate goal of advancing healthcare in Malaysia. As a tertiary education centre with global ambitions, UiTM firmly believes in the interconnectedness of education and health. Education and health are interdependent, with one greatly influencing the other. Numerous studies have demonstrated the link between poverty, low-income status, and adverse health outcomes, including shorter life expectancy and higher infant mortality rates. By providing high-quality education, especially at the university level, we can break the intergenerational poverty cycle and improve the health and well-being of our people, particularly the youth.

UiTM takes pride in contributing to the healthcare sector, not only in Selangor but also at the national level through HASA. We believe that our expertise and know-how can add value and support policy-makers and other crucial stakeholders in shaping the nation's healthcare landscape. Being part of KHUAM, we collaborate with others as a single unit to complement the national healthcare system rather than compete against it, fostering a unified and cohesive approach to healthcare transformation. I express my sincere gratitude to the HASA management team, and the organizing committee for their unwavering dedication and hard work in bringing this conference to life. I hope that you will enjoy the conference and experience UiTM's hospitality throughout the event.

Together, let us engage in fruitful discussions, share knowledge, and foster collaborations that will lead to meaningful advancements in healthcare for the betterment of our nation and its people. Thank you, and let us make this conference a resounding success

MESSAGE FROM

THE ADVISOR



PROFESSOR DR. SAZZLI SHAHLAN KASIM

Dear Distinguished Guests, Esteemed Colleagues, and Honourable Participants,

It is with immense pleasure and great honor that I extend a heartfelt welcome to all of you as the Hospital Director hosting the 5th National Conference of Academic Medical Centre at our esteemed institution, Hospital Al-Sultan Abdullah UiTM (HASA).

We are thrilled to have the privilege of hosting this prestigious event, which brings together key stakeholders, renowned experts, and dedicated professionals from across the healthcare industry. Together, we embark on a journey of collaboration, knowledge sharing, and exploration of innovative solutions to address the challenges facing our nation's healthcare.

As the Hospital Director of HASA, I am incredibly proud of the progress and contributions we have made in our relatively short existence. Our commitment to excellence in healthcare delivery, patient-centered care, and cutting-edge research has driven us to be a proactive partner in the broader healthcare ecosystem.

At UiTM, we firmly believe that education and health are inextricably intertwined. We recognize the profound impact of education on individual and community health outcomes. By empowering our youth with a high-quality education, we aspire to break the chains of intergenerational poverty, ultimately enhancing the health and well-being of our nation's citizens. Being part of the KHUAM family, we firmly advocate for collaboration over competition. Together, as a unified entity, we complement the national healthcare system's efforts to ensure the highest standards of healthcare for all Malaysians.

I extend my sincerest gratitude to the HASA management team, our esteemed VIPs, distinguished speakers, dedicated presenters, enthusiastic participants, generous sponsors, and the hardworking organizing committee for their relentless efforts in making this conference a reality.

I encourage each of you to actively engage in the discussions, share your expertise, and foster new connections. Let us seize this golden opportunity to catalyze transformative changes in our healthcare industry and work towards a healthier, more prosperous Malaysia. May the 5th National Conference of Academic Medical Centre be a resounding success, leaving a lasting impact on healthcare transformation in our nation.

Thank you, and I look forward to an enlightening and enriching conference

MESSAGE FROM

CONFERENCE CHAIR



ASSOC. PROF. DR. AHMAD IZUANUDDIN ISMAIL

Dear Esteemed Guests, Distinguished Speakers, Colleagues, and Participants,

It is with great pleasure and excitement that I stand before you as the Organizing Chairman of the 5th National Conference of Academic Medical Centre, focusing on the theme "Healthcare Transformation in Malaysia MADANI."

The term "MADANI" embodies our vision of inclusive and collaborative healthcare transformation, where all stakeholders come together as a cohesive force. This conference serves as a platform to foster dialogue, share knowledge, and forge partnerships to address the pressing challenges facing our healthcare landscape.

As we march towards the future, Malaysia is projected to become an aging nation, presenting us with a multitude of healthcare challenges. The rise of non-communicable diseases and mental health disorders, coupled with the impact of global geopolitical tensions and climate change, demand a paradigm shift in our approach to healthcare.

Coinciding with tabling of the Health White Paper in parliament, the timing of this conference couldn't be more opportune. Our aim is to complement the existing healthcare system by pooling resources and expertise from various sectors, including the Ministry of Health, private sectors, and university hospitals under KHUAM.

The theme "Healthcare Transformation in Malaysia MADANI" signifies our commitment to fostering a collaborative environment, where all voices are heard, ideas are shared, and innovations are embraced. Together, we can shape a healthier and resilient Malaysia for generations to come.

I extend my deepest gratitude to all those who have worked tirelessly to bring this conference to fruition—the organizing committee, speakers, presenters, sponsors, and participants. Your unwavering support is the foundation of this event's success.

Let us engage in meaningful discussions, forge new alliances, and collectively steer the course towards a brighter future for healthcare in Malaysia. May this conference be a catalyst for transformative changes and a stepping stone towards a healthier MADANI nation.

Thank you, and I wish you all an enlightening and productive conference.

LIST OF INVITED SPEAKERS

KHUAM 5th NATIONAL CONFERENCE OF ACADEMIC MEDICAL CENTRE

Dato' Sri Idris Jala

President & Chief Executive Officer
Performance Management and Delivery Unit
(PEMANDU)

Prof. Dr. Nazirah Hasnan

Director
Universiti Malaya Medical Centre (UMMC)

Prof. Dato' Dr. Nik Hisamuddin Nik Ab Rahman

Director
Hospital Universiti Sains Malaysia

Prof. Dato' Dr. Mohamed Saufi Awang

Director
Sultan Ahmad Shah Medical Centre (SASMEC)

Assoc. Prof. Dr. Tang Swee Fong

Senior Consultant Paediatrician and Paediatric Intensivist
Hospital Tunku Ampuan Besar Tuanku Aishah Rohani UKM

Prof. Dr. Helen Benedict Lasimbang

Director
Hospital Universiti Malaysia Sabah UMS

Dr. Ahmad Fahmi Md Sahray

Head
Spirituality & Health Unit
Hospital Sungai Buloh

Encik Mohd Safuan Mohd Zairi

Chief Ecosystem Development Officer
Malaysian Research Accelerator for
Technology & Innovation (MRANTI)

Mr. Fabian Bigar

Chief Executive Officer
MyDIGITAL Corporation
Ministry of Economy, Malaysia

Prof. Dato' Dr. Hj. Abdul Rahim Abdullah

Chief Executive Officer
Malaysian Society for Quality in Health (MSQH)

Assoc. Prof. Dr. Mohd Idzwan Zakaria

Senior Consultant (Emergency Medicine)
University Malaya Medical Centre (UMMC)

Prof. Dato' Dr. Hanafiah Harunarashid

Pro Vice Chancellor
Universiti Kebangsaan Malaysia

Dato' Dr. Khalid Ibrahim

Principal Medical Lecturer
Faculty of Medicine UiTM

Dr. Khor Swee Kheng

Chief Executive Officer
Angsana Health

Puan Suraya Hani Saleh

Timbalan Setiausaha Bahagian
Bhgn. Dasar dan Penyelidikan
Kementerian Pengajian Tinggi

Datuk Dr. Kuljit Singh

President
Assoc. of Private Hospitals Malaysia (APHM)

Dr. Zamzaliza Abdul Mulud

Senior Lecturer
Faculty of Health Sciences UiTM

Assoc. Prof. Dr. Mohd Haidzir Abd Manaf

President
Malaysian Physiotherapy Association

Dr. Nuraidah Mohd Marzuki

Deputy Director
Health Informatics Centre
Ministry of Health Malaysia

Dr. Masliyana Husin

Principal Investigator & Analyst, RECoVaM Study
Institute for Clinical Research
National Institutes of Health

Prof. Madya Dr. Hanita Othman

Deputy Director
(Diagnostic, Pharmacy and Support Service)
Hospital Canselor Tuanku Muhriz UKM

Dr. Muhammed Anis Abd Wahab

Deputy Director
Planning Division MOH



CONFERENCE PROGRAM

CONFERENCE PROGRAM

DAY 1 | MONDAY, 24 JULY 2023

TIME	SESSION
08:00-08:30	Registration
08:30-09:15	Plenary 1 : The Do's and the Dont's in Malaysian Healthcare Transformation Post Pandemics
	Symposium 1 : Equitable Access
09:15-09:40	Topic 1a : Optimizing Resources Among the University Teaching Hospitals and MOH
09:40-10:05	Topic 1b : Ensuring Equity of Access to all University Teaching Hospitals
10:05-10:30	Topic 1c : Hospital Clustering Project: A Viable Option for University Teaching Hospitals?
10:30-10:45	Q & A
10:45-11:00	Refreshment Break (Poster viewing)
	Symposium 2 : Sustainability
11:00-11:25	Topic 2a : Financial Sustainability: Strategies to Adapt and Adopt
11:25-11:50	Topic 2b : Human Resources for Future Health Systems
11:50-12:15	Topic 2c : Best Practices in Financial Management: Lessons from the Recent Past
12:15-12:30	Q & A
12:30-01:30	Opening Ceremony <ul style="list-style-type: none"> • Welcome Speech by Director of Hospital Al-Sultan Abdullah UiTM • Opening Speech • Officiation and Gimmick • Keynote Speech
01:30-02:30	Lunch & Poster Viewing and Judging
02:30-03:15	Plenary 2 : Matching Specialist Training and Service Needs for the Country
	Symposium 3 : Working Together/Collaboration
03:15-03:40	Topic 3a : Collaborative Work Between University Teaching Hospital and MOH During Covid Pandemic
03:40-04:05	Topic 3b : Forging a Complementary Partnership with the Private Healthcare Institutions
04:05-04:30	Topic 3c : The Roles of University Teaching Hospital, MOH, and the Private Sector in Resource Optimization
04:30-04:45	Q & A
04:45-05:00	Refreshment Break
05:00-06:30	Topic Track 1: Administrative Current and Future Challenges of Hospital Governance at University Teaching Hospitals
	Topic Track 2: Pharmacy Procurement/Common Formulary/Collaboration/Financial and Staffing Issues
	Topic Track 3: Finance Financial Sustainability at University Teaching Hospitals

CONFERENCE PROGRAM

DAY 2 | TUESDAY, 25 JULY 2023

TIME	SESSION
08:00-08:30	Registration
08.30-10:00	Topic Track 1: Nursing Future Trend in Nursing: What to Expect? Topic Track 2: Spirituality Introduction to Spirituality Care Services in University Teaching Hospitals Topic Track 3: Allied Health Reshaping the Standard of Rehabilitative Care in Teaching Hospitals
10:00-10:30	Refreshment Break
10:30-11:15	Plenary 3 : Digitalization in Healthcare Symposium 4 : Harnessing Technology
11:15-11:40	Topic 4a : Creating the Digital Link Between the Public Healthcare and the Private Sector
11:40-12:05	Topic 4b : Healthcare in IR5.0?: What is the Future Outlook
12:05-12:30	Topic 4c : Harnessing Big Data in Healthcare: The Malaysian Experience
12:30-12:45	Q & A
12:45-01:30	Lunch Symposium 5 : Governance and Leadership
02:00-02:25	Topic 5a : Nurturing Patient Safety and Quality Healthcare Delivery Through Leadership
02:25-02:50	Topic 5b : University Teaching Hospital And The Accreditation Process: Challenges And Opportunities.
02:50-03:15	Topic 5c : Adverse Events in the Hospital - The Medicolegal Implications
03:15-03:30	Q & A
03:30-04:30	Forum The Role of University Teaching Hospitals in Health White Paper
04:30-05:00	Closing Ceremony • Closing Speech



SPEAKERS ABSTRACT

SYMPOSIUM 1:

EQUITABLE ACCESS



PROF. DATO' DR. HANAFIAH HARUNARASHID

Pro Vice Chancellor
Universiti Kebangsaan Malaysia

TOPIC 1A:

Optimizing Resources Among the University Teaching Hospitals and Ministry of Health

SETTING COMMON GOALS WITHOUT DUPLICATION OF ROLES

Malaysia has such a robust publicly financed graduate medical education system that rivals modern economies of the world, in the form of the network of public university hospitals. However, some of the more established public university teaching hospitals are still struggling with legacy issues of carrying the burden of public mandate for provision of basic to advanced public healthcare within its population coverage, while simultaneously having to fulfil its primary mandate in ensuring uninterrupted training and continuity of the formal tertiary education process according to the high standards already set in place.

Whereas the newer public university hospitals have been cast aside to the fringes of the public healthcare system, ambiguous of its specific role within the communities where they are sited. Moving forward, there is a need to untangle the convoluted ideas of mixed responsibilities and boundaries so that both MOHE and MOH entities can function synergistically without sacrificing individual objectives, identities, and autonomy. Ultimately this confusion can cause severe disruptions to everyday operations and prevent public access to critical services. Setting common goals would be the first step in establishing a framework for shared responsibilities with differentiated roles so that existing barriers and siloed practices could be dismantled effectively. Alternative service models that could be adopted for the KHUAM consortium will be outlined and discussed briefly.

SYMPOSIUM 2:

SUSTAINABILITY



PROF. DATO' DR. NIK HISAMUDDIN NIK AB RAHMAN
Director
Hospital Universiti Sains Malaysia

TOPIC 2A: Financial Sustainability - Strategies to Adapt and Adopt

Teaching hospitals are one of the most important institutions in providing health-care services and at the same time providing teaching and learning, and research and development activities. The multiple roles of teaching hospitals are achievable by the presence of highly experienced specialists, advanced technology and most important robust governance. The three domains of activities require substantial financial back up from the government. Unfortunately the present situation indicates almost all IPTA teaching hospitals in Malaysia face shortage of budget making them barely functioning at optimal level. Among the reasons for healthcare financial burden are increasing operational cost, obsolete method of financial allocation, suboptimal saving and money generating mechanisms.

This lectures elucidate the key issues on financial burden the HPUs (Hospital Pengajar Utama) are facing with few recommendations on how to mitigate the issue and creating a more sustainable healthcare financing. The talk also elucidates the importance of strong collaboration among the all HPUs and hence the relevancy of Konsortium Hospital Universiti Awam (KHUAM) to find the best financial solution for all in a team work manner.

SYMPOSIUM 2:

SUSTAINABILITY



DR. KHOR SWEE KHENG
Chief Executive Officer
Angsana Health

TOPIC 2B: Human Resources for Future Health Systems

Future health systems will be defined by technology, changing disease burdens in aging populations with 100-year lifespans, and a global shortage of healthcare workers. Therefore, health professionals, universities, governments, and societies must change to adapt to these trends, by providing lifelong education that equips students and professionals with the psychological and pedagogical skills to continue upskilling and reskilling and by changing the incentive structures to attract, retain and motivate talent. This session will discuss how might future health systems look like, its impact on human resources for health (HRH), the adaptations needed for HRH to be future-fit, and what health professionals, universities and governments can do today to prepare for the health systems of the future.

SYMPOSIUM 2:

SUSTAINABILITY



PROF. DATO' DR. MOHAMED SAUFI AWANG

Director
Sultan Ahmad Shah Medical Centre (SASMEC)

TOPIC 2C:

Best Practices in Financial Management: Lessons from the Recent Past

Financial management in hospitals is the process of managing the financial resources of hospital to ensure that it is able to provide quality health services while remaining financial sustainable. The main aim is to reduce cost while at the same time generating some revenues. To achieve this, the financial cycle must include good planning and budgeting, resources allocation, operating and continuous monitoring, evaluation and reporting, and controlling plus auditing. In doing so, there are risks associated with financial management. Among others are instability of currency, uncollected debt and lower operating budget from the government. In this presentation, we will also share our experiences and our future projections in term of revenue generating projects. In conclusion, it is always stressful when facing financial problems. Therefore, financial management should become part of the key processes within your organization and be included in your strategic planning.

SYMPOSIUM 3:

WORKING TOGETHER / COLLABORATION



ASSOC. PROF. DR. TANG SWEE FONG

Senior Consultant Paediatrician And Paediatric Intensivist
Hospital Tunku Ampuan Besar Tuanku Aishah Rohani UKM

TOPIC 3A:

Collaborative Work Between University Teaching Hospitals and Ministry of Health During Covid Pandemic

The COVID-19 pandemic has had a significant impact on healthcare services globally. In Malaysia, the rapid increase in cases over the first several months and the subsequent waves that followed, posed unprecedented pressure on all healthcare services especially acute and critical care services. The hospitals designated as COVID-19 hospitals under the Ministry of Health were rapidly overwhelmed and collaborative efforts to provide care were made with University Hospitals, Ministry of Defence as well as private hospitals. In the Klang Valley, University Hospitals such as Hospital Canselor Tunku Mukriz and University Malaya Medical Centre were already functioning as Covid-19 Hospitals since the start of the pandemic. However, with the surge of Delta variant in 2021, hospital wards, intensive care units and emergency departments were overflowing with patients.

The subsequent taking over and conversion of the newly built Specialist Children's Hospital, UKM to become an adult COVID-19 hospital by the Ministry of Health, under the Emergency Ordinance 2021, was the first in the history of the country. The collaboration proved successful in helping to overcome the shortage of bed spaces and managing of the more severe cases. The road to a successful collaboration was not without its challenges. The main challenges faced were related to governance, policies and procedures, human resources, and procurement of drugs and medical equipment.

SYMPOSIUM 3:

WORKING TOGETHER / COLLABORATION



DATUK DR. KULJIT SINGH

President

Assoc. of Private Hospitals Malaysia (APHM)

TOPIC 3B:

Forging a Complementary Partnership with the Private Healthcare Institutions

The Malaysian population's access to high-quality healthcare is greatly facilitated by private healthcare organisations. By providing a variety of fresh approaches to address patients' changing needs and expectations, they support the public healthcare system. The legislative frameworks, financing methods, human resources, adoption of new technologies, and patient safety are only a few of the potential and difficulties for improving the collaboration and coordination between the public and private sectors. As the President of the Association of Private Hospitals Malaysia (APHM) and an ENT surgeon, Datuk Dr. Kuljit Singh offers his ideas on how to create a complimentary alliance with the private healthcare facilities that will be advantageous to both parties.

TOPIC TRACK 1:

NURSING



DR. ZAMZALIZA ABDUL MULUD

Senior Lecturer

Faculty of Health Sciences UiTM

Future Trend in Nursing: What to Expect

Malaysia has been facing a nursing shortage for years, and that shortage is not expected to turn around in the near future. The factor that will intensify the nursing shortage is the ageing population and the migration of our nurses to work abroad since the salary is lucrative and paid equally according to their qualifications. As a result, we may anticipate that the demand for nurses will continue to rise in the future. In addition, to ensure quality care, WHO has recommended that the basic entry qualification for nurses is at least a bachelor's degree. So, what will that mean for the future of nursing? Registered nurses without a nursing degree may consider returning to pursue their education, perhaps choosing an online program. In addition, as Malaysia is steadily ageing, this also will shape the future of nursing. Experts anticipate that we will see a significant increase in the demand for nurses with a speciality in geriatrics, and that could be a problem because only a small number of registered nurses are specialized in geriatrics in this country. Lastly, in the future, technologies like virtual reality, mobile apps, and video capture software will be an integral part of nursing, and nurses will have to acquire proficiency in these technologies. Therefore, imperative for nurses to develop technical skills that can make them efficient in delivering quality healthcare services under any circumstances.

TOPIC TRACK 3:

ALLIED HEALTH



ASSOC. PROF. DR. MOHD HAIDZIR ABD MANAF
President
Malaysian Physiotherapy Association

Reshaping the Standard of Rehabilitative Care in Teaching Hospitals

Rehabilitative care plays a vital role in aiding patients to regain independence and enhance their quality of life after suffering from a disease, injury, or surgical procedure. However, the current standard of rehabilitative care in teaching hospitals often falls short of meeting the changing needs and expectations. This presentation aims to explore the factors contributing to the need for redefining the standard of care, including advancements in medical technology, shifting demographics, and evolving patient preferences. The focus will be on the importance of adopting a patient-centred approach that goes beyond traditional models of care. The presentation will highlight innovative strategies and interventions that can be implemented to improve outcomes and enhance patient experiences in rehabilitative care.

These may include utilizing technology for remote monitoring, implementing personalized treatment plans, and fostering interdisciplinary collaboration among healthcare professionals. The talk will emphasize the crucial role of education and training in equipping healthcare professionals with the necessary skills to deliver high-quality rehabilitative care. It will underscore the significance of continuous professional development and integrating evidence-based practices into the curriculum of allied health programs. Additionally, the session will address potential challenges and obstacles that may arise during the redesign of rehabilitative care, such as financial considerations, resource allocation, organizational restructuring, and the need for policy reforms. Strategies to overcome these obstacles and cultivate a culture of continuous improvement in teaching hospitals will also be discussed.

SYMPOSIUM 5:

GOVERNANCE AND LEADERSHIP



PROF. DATO' DR. HJ ABDUL RAHIM ABDULLAH
Chief Executive Officer
Malaysian Society for Quality in Health (MSQH)

TOPIC 5A : Nurturing Patient Safety and Quality Healthcare Delivery Through Leadership

Healthcare system goals are essentially the responsibilities of the government through putting in place healthcare financing, delivery and intermediary structures. The providers and deliverers of healthcare are responsible and accountable for health care services goals but the governing body (government, boards) in both public and private have moral and legal responsibilities as well. There are fundamental problems in trying to achieve quality and safe outcomes in healthcare. We are under no illusion that avoidable deaths every year are the results of political, strategic or operational decisions. From the first healthcare reform and financing report in 1984, subsequently efforts have been made in developing and putting in place building blocks towards Quality and Safety in healthcare.

Why is it important to develop both technical (medical/ clinical) and leadership skills? So, what are some of the main reasons why gaining leadership skills will enhance healthcare quality and safety?

Whether at board or operational and departmental levels, a leadership situation arises when there is a minimum of two persons. Within the MSQH National Accreditation Program framework, governance and leadership standards are embedded in all Services standards (except for standards on Patient Family Rights). The first part itself is on leadership, organisation and management, a requisite in implementing the other functional areas to nurture and sustain a continuous quality improvements and patient safety culture in healthcare organisations. These are evident in artefacts such as organisational charts and technical/clinical committee structures and in processes such as leadership by example, leadership communications and participative leadership. ***Thus, it is imperative that individuals pursue leadership opportunities to become skilled leaders capable of guiding a successful team within a learning environment.***

SYMPOSIUM 5:

GOVERNANCE AND LEADERSHIP



PROF. MADYA DR. HANITA OTHMAN

Deputy Director
(Diagnostic, Pharmacy and Support Service)
Hospital Canselor Tuanku Muhriz UKM

TOPIC 5B :

University Teaching Hospital and the Accreditation Process: Challenges and Opportunities

Ensuring quality is a critical component of high-performing health systems. Having access to health care is not enough: patients who enter the health care system need to be confident that they will receive care that is safe, effective, and consistent with the latest clinical evidence. This is particularly important for teaching hospitals which provides services that are abreast of latest practices and cutting-edge technology, clinical education, clinical training and research.

The concerns about level and variations in hospital quality are not new. It is a known fact for decades that hospitals differ in their ability to provide high-quality care for patients and one of the strategies for ensuring and improving care has been accreditation. Accreditation is viewed as a reputable tool to evaluate and enhance the quality of health care. Accreditation process basically involved the use of an external, independent body that applies objective criteria to ensure that hospitals are implementing evidence-based practices to maximize patient outcomes.

Malaysia Society of Quality in Health (MSQH) is the main hospital accreditation body in Malaysia. It is recognized nationally and internationally as the leading Malaysia organization that promotes and improves safety and quality in the provision of healthcare service in Malaysia. To date, MSQH has accredited 103 hospitals in Malaysia.

As for the hospital, to prepare for accreditation, a comprehensive assessment of processes, policies, and procedures, and others that are related to accreditation standards has to be performed. This will be followed by changes to ensure that the structures meet standards and regulations. Achieving and maintaining accreditation provides benchmarks for measuring how the hospital is performing. The process helps to maintain compliance with healthcare laws and regulations and keep up to date with industry standards.

Being the first teaching hospital that is granted full accreditation by MSQH, we are glad to share our journey, the challenges, the opportunities and the benefits of accreditation.

SYMPOSIUM 5:

GOVERNANCE AND LEADERSHIP



ASSOC. PROF. DR. MOHD IDZWAN BIN ZAKARIA
Senior Consultant (Emergency Medicine)
University Malaya Medical Centre (UMMC)

TOPIC 5C :

Adverse Events in the Hospital - The Medicolegal Implications

Adverse events in hospitals can have significant medicolegal implications, often leading to legal actions and potential financial repercussions for healthcare institutions. Hospital administrators and healthcare providers may face reputational damage, increased insurance premiums, and potential financial settlements or judgments if found liable. To mitigate medicolegal risks, hospitals have implemented good governance strategies like improved patient safety protocols, incident management system, risk management strategies, quality improvement and enhanced communication among healthcare teams. In addition, the use of electronic health records and technology-enabled safety checks has been encouraged to reduce errors and improve documentation.

Medical professionals and hospital staff can also benefit from adequate training, ongoing education, and adherence to evidence-based practices to minimize adverse events. Open and transparent communication with patients and their families can foster trust, facilitate early resolution of concerns, and reduce the likelihood of legal action. Promoting a culture of ethics and professionalism, with a strong emphasis on patient-centred care and respect for patient rights, can contribute to reducing litigation.



PLENARY 1:

THE DO'S AND THE DONT'S IN MALAYSIAN HEALTHCARE TRANSFORMATION POST PANDEMICS

DATO' SRI IDRIS JALA

President & Chief Executive Officer
Performance Management and Delivery Unit
(PEMANDU)



SYMPOSIUM 1 : EQUITABLE ACCESS

TOPIC 1B: ENSURING EQUITY OF ACCESS TO ALL UNIVERSITY TEACHING HOSPITALS

PROF. DR. NAZIRAH BINTI HASNAN

Director
Universiti Malaya Medical Centre (UMMC)



SYMPOSIUM 1: EQUITABLE ACCESS

TOPIC 1C: HOSPITAL CLUSTERING PROJECT: AVIABLE OPTION FOR UNIVERSITY TEACHING HOSPITALS?

DATO' DR. KHALID IBRAHIM

Principal Medical Lecturer
Faculty of Medicine UiTM



PLENARY 2 :

MATCHING SPECIALIST TRAINING AND SERVICE NEEDS FOR THE COUNTRY

PUAN SURAYA HANI SALLEH

Timbalan Setiausaha Bahagian
Bhgn. Dasar dan Penyelidikan
Kementerian Pengajian Tinggi



SYMPOSIUM 3 :

WORKING TOGETHER/COLLABORATION

TOPIC 3C:

THE ROLES OF UNIVERSITY TEACHING HOSPITALS, MINISTRY OF HEALTH AND THE PRIVATE SECTOR IN RESOURCE OPTIMIZATION

PROF. DR. HELEN BENEDICT LASIMBANG

Director
Hospital Universiti Malaysia Sabah UMS



TOPIC TRACK 2 : SPRITUALITY

INTRODUCTION TO SPIRITUALITY CARE SERVICES IN UNIVERSITY TEACHING HOSPITALS

DR. AHMAD FAHMI MD SAHRAY

Head
Spirituality & Health Unit
Hospital Sungai Buloh



PLENARY 3 :

DIGITALIZATION IN HEALTHCARE

ENCIK MOHD SAFUAN MOHD ZAIRI

Chief Ecosystem Development Officer
Malaysian Research Accelerator for
Technology & Innovation (MRANTI)



SYMPOSIUM 4 : HARNESSING TECHNOLOGY

TOPIC 4A:

CREATING THE DIGITAL LINK BETWEEN THE PUBLIC HEALTHCARE AND THE PRIVATE SECTOR

DR. NURAIDAH MOHD MARZUKI

Deputy Director
Health Informatics Centre
Ministry of Health Malaysia



SYMPOSIUM 4: HARNESSING TECHNOLOGY

TOPIC 4B:

HEALTHCARE IN IR5.0 : WHAT IS THE FUTURE OUTLOOK

MR. FABIAN BIGAR

Chief Executive Officer
MyDIGITAL Corporation
Ministry of Economy, Malaysia

SYMPOSIUM 4: HARNESSING TECHNOLOGY

TOPIC 4C: HARNESSING BIG DATA IN HEALTHCARE: THE MALAYSIAN EXPERIENCE



DR. MASLIYANA HUSIN

Principal Investigator & Analyst, RECoVaM Study
Institute for Clinical Research
National Institutes of Health

FORUM : THE ROLE OF UNIVERSITY TEACHING HOSPITALS IN HEALTH WHITE PAPER



DR. MUHAMMED ANIS ABD WAHAB

Deputy Director
Planning Division MOH



NOTES



NOTES



SPONSORSHIP

LIST OF SPONSORSHIP

The logo for Triple, featuring the word "Triple" in a bold, blue, sans-serif font. A green swoosh underline is positioned beneath the letters "ple".The logo for Wijapharma Sdn Bhd, consisting of the word "wijapharma" in a white, lowercase, sans-serif font, with "SDN BHD" in a smaller, white, uppercase font below it.The logo for Richiamo Coffee, featuring the word "RICHIAMO" in a large, white, serif font. Above it, "ORIGINAL · PREMIUM" is written in a small, white, sans-serif font. Below it, "COFFEE" is written in a white, sans-serif font, and "EST. 2015" is written in a white, sans-serif font on a small banner.The logo for pharmaniaga, with "pharma" in orange and "niaga" in blue, both in a bold, sans-serif font.The Pfizer logo, featuring a stylized blue "P" icon followed by the word "Pfizer" in a blue, italicized, sans-serif font.The logo for InnSai, featuring the word "InnSai" in a blue, stylized, sans-serif font, with a registered trademark symbol (®) below it.The logo for Averroes Pharmaceuticals Sdn. Bhd., featuring the word "AVERROES" in a green, serif font, with "PHARMACEUTICALS SDN. BHD." in a smaller, green, sans-serif font below it.

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