

COVID- 19 PANDEMIC CONTRIBUTE NEGATIVE IMPACT ON READINESS FOR INTERNATIONAL RE-ACCREDITATION IN A MAJOR PRIVATE HOSPITAL IN NEGERI SEMBILAN, MALAYSIA

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INTRODUCTION

KPJ Seremban Specialist Hospital is a tertiary private specialist hospital located in the City of Seremban, State of Negeri Sembilan, Malaysia, with 195 operational beds. It is one of the 29 private hospitals under KPJ Healthcare Berhad group of hospitals, the largest hospital group in Malaysia.

KPJ Seremban Specialist Hospital has embarked on the quality and safety journey since 2006 and we continuously improved our service and delivery of care by being accredited by national and international accreditation bodies. It has accomplished 4th cycle of national accreditation and is due for the 4th cycle of international accreditation.

The COVID-19 pandemic had exhausted healthcare workers mentally, physically, and financially.

Research Question:

- Do COVID-19 have a negative impact on the readiness of international re-accreditation process?

AIM

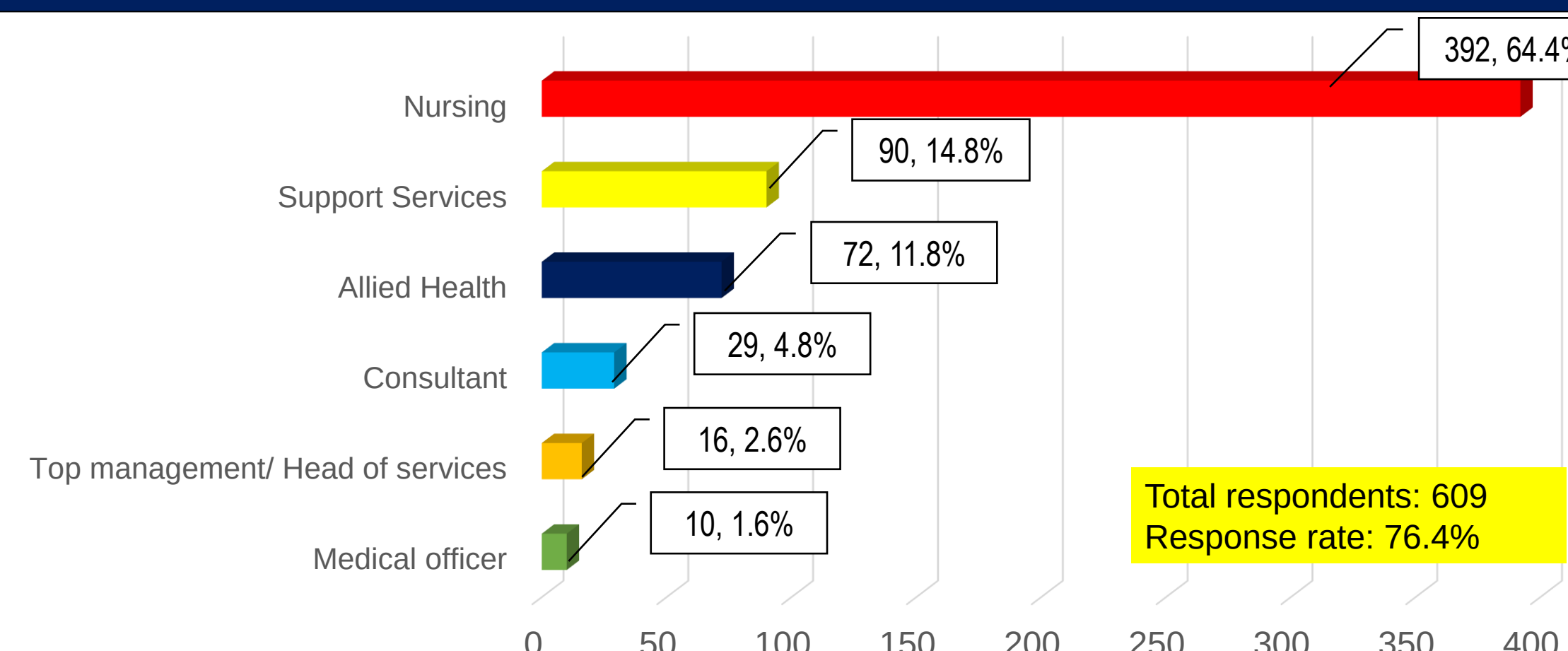
The objective of this study is to assess the readiness of healthcare workers to undergo the international re-accreditation process following the COVID-19 pandemic.

METHOD

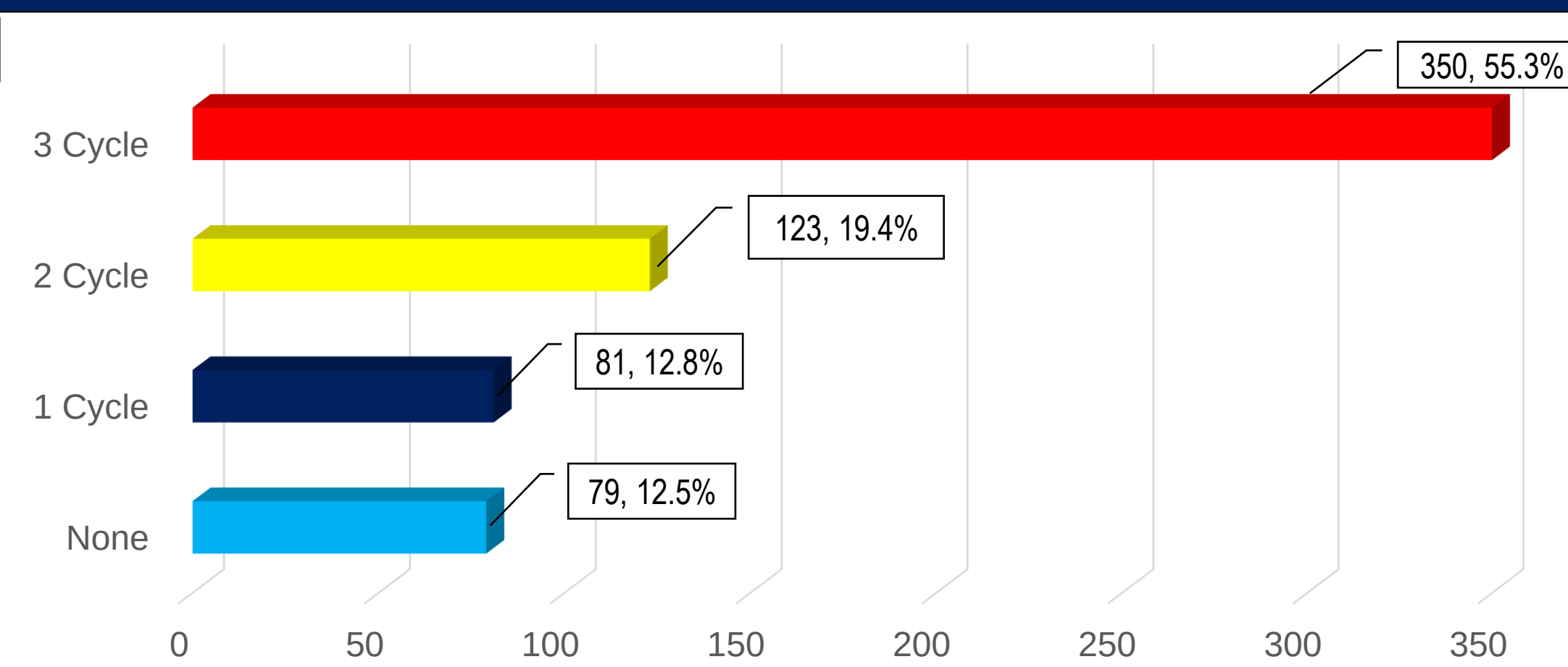
This survey study was conducted from July to August 2021. A convenience sampling was used to collect data at KPJ Seremban Specialist Hospital. A self-developed closed ended questionnaire consisting of 10 items (graph 2 – 11) was distributed to all medical practitioners and healthcare workers. The questionnaire was distributed using an online platform which is google form. Study design is descriptive cross-sectional. Data analysis was conducted using SPSS version 20.0.

RESULTS

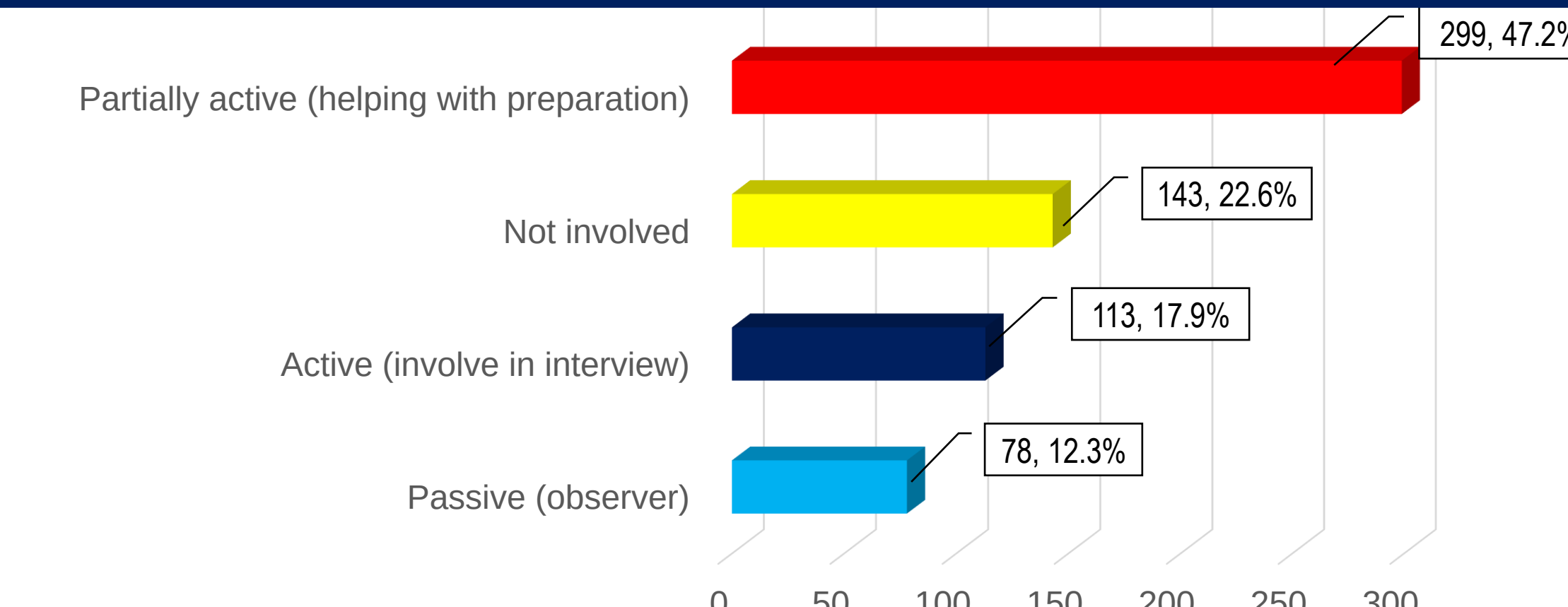
Graph 1: Demographic data - Number of responses and division



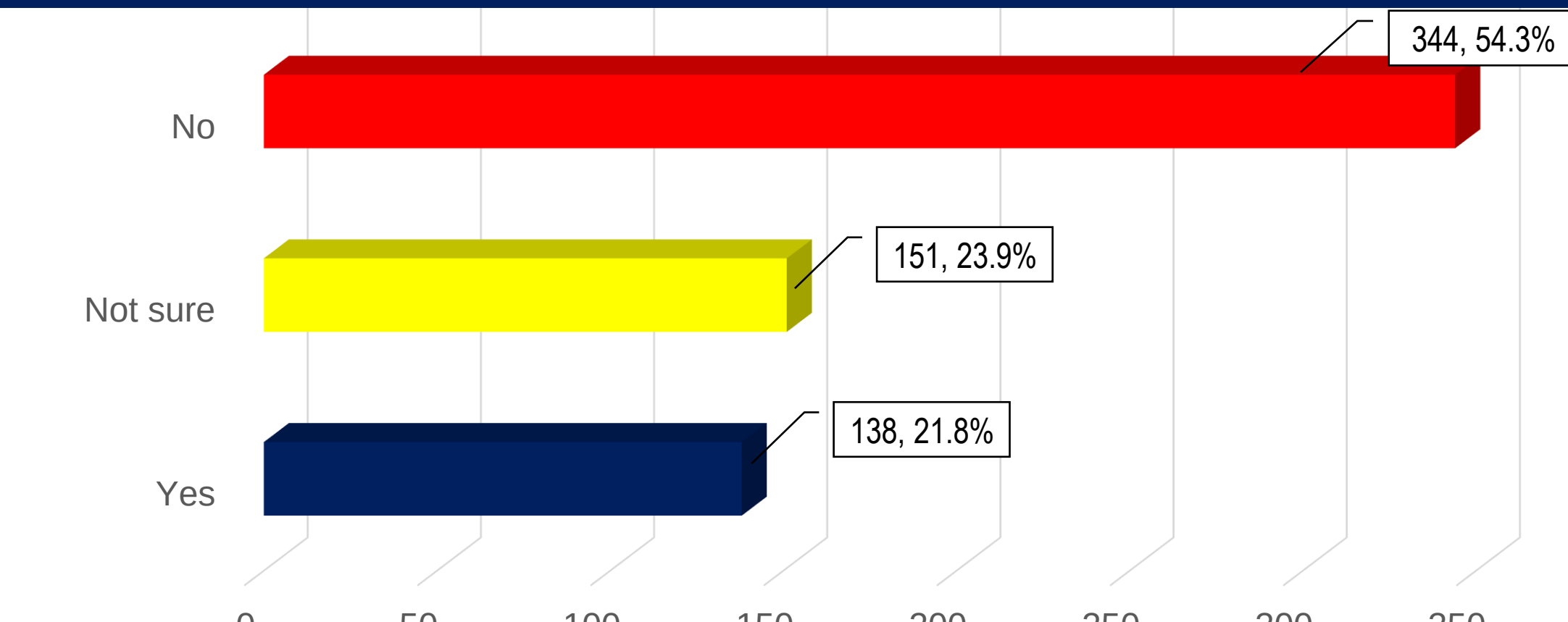
Graph 2: Q1 - Number of involvement in international accreditation



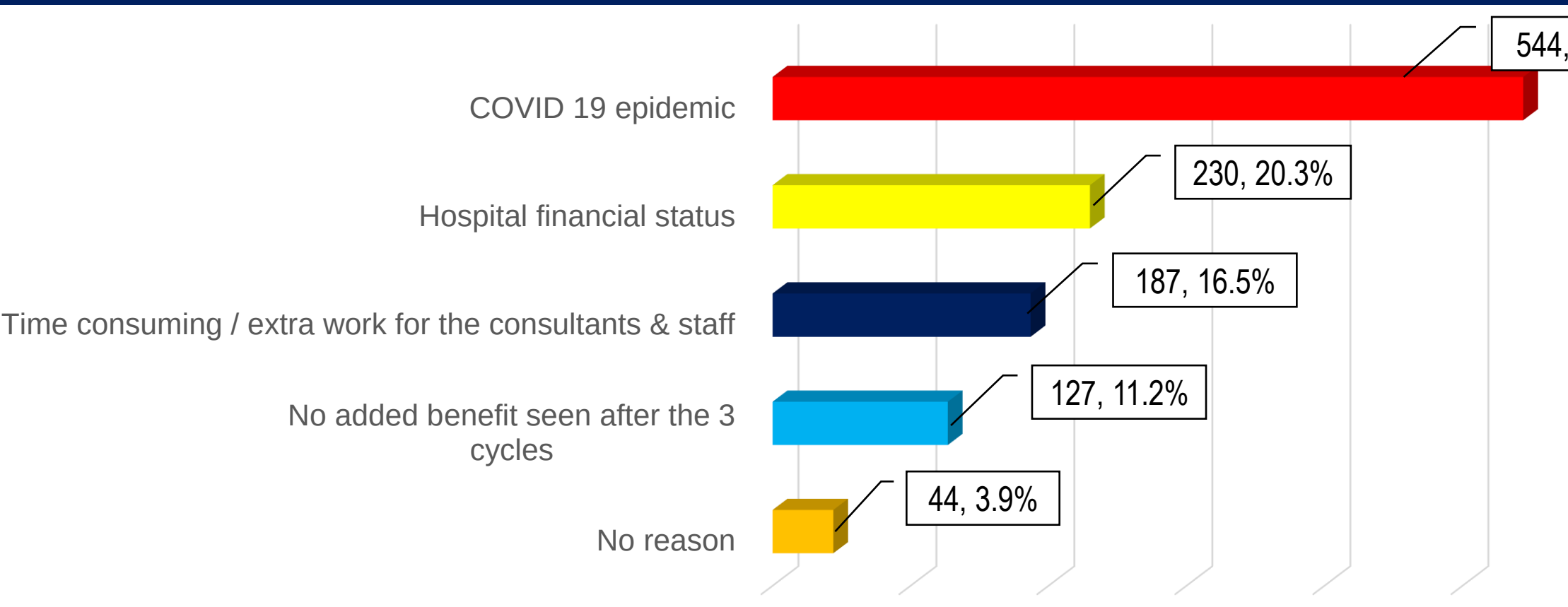
Graph 3: Q2 - Degree of involvement



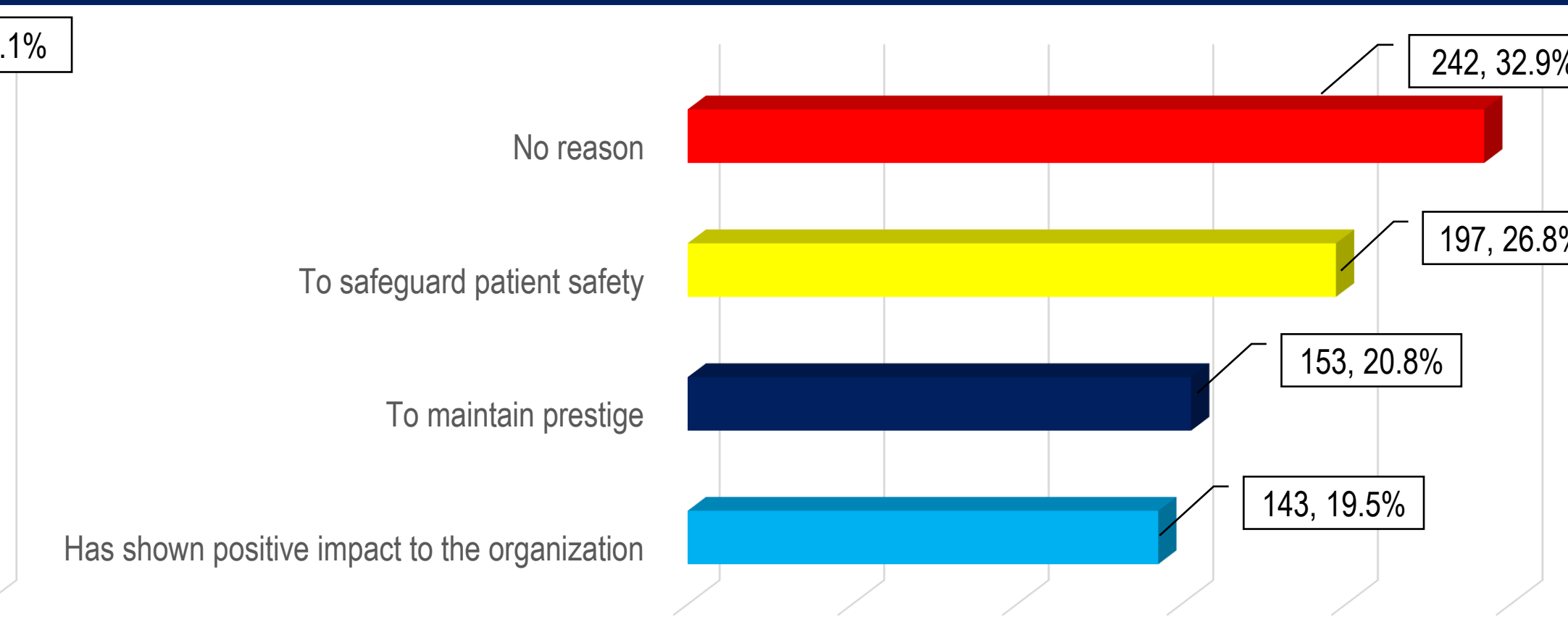
Graph 4: Q3 - Do you prefer the hospital going for international re-accreditation?



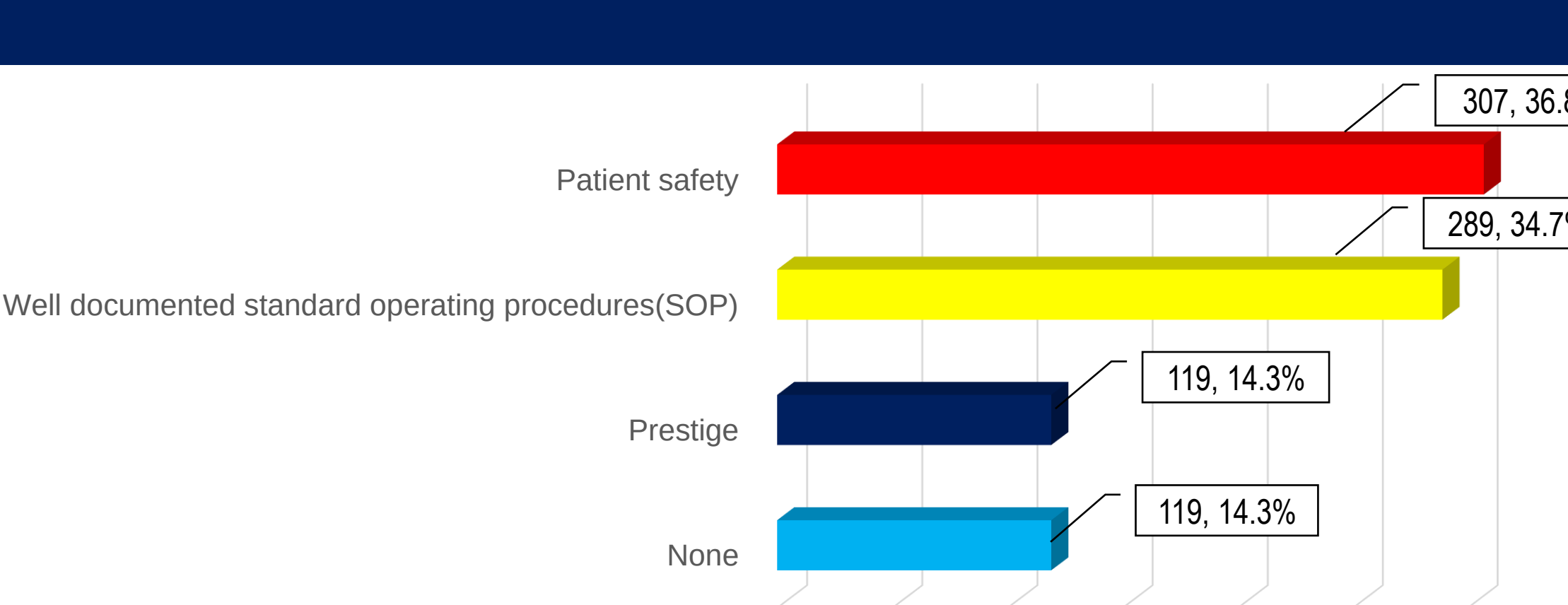
Graph 5: Q4 - The reason why the hospital should not be going for the 4th cycle



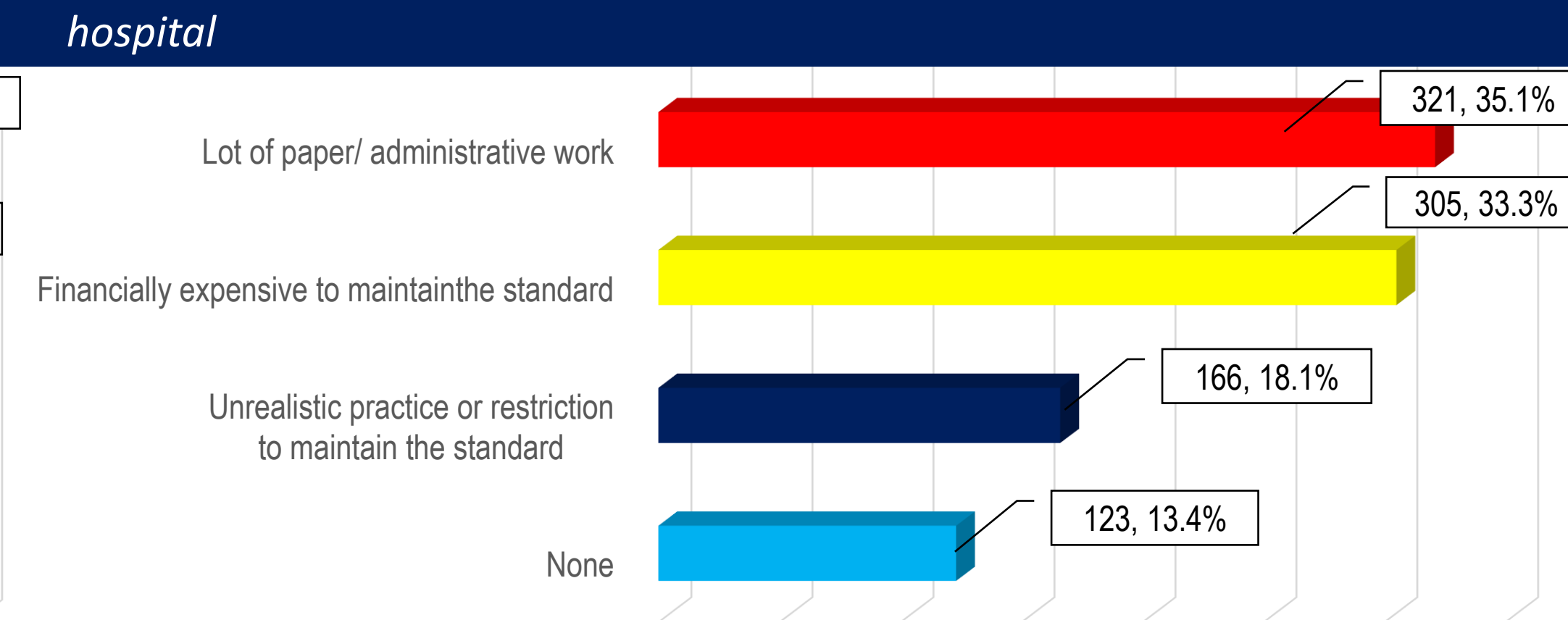
Graph 6: Q5 - The reason why the hospital should be going for the 4th cycle



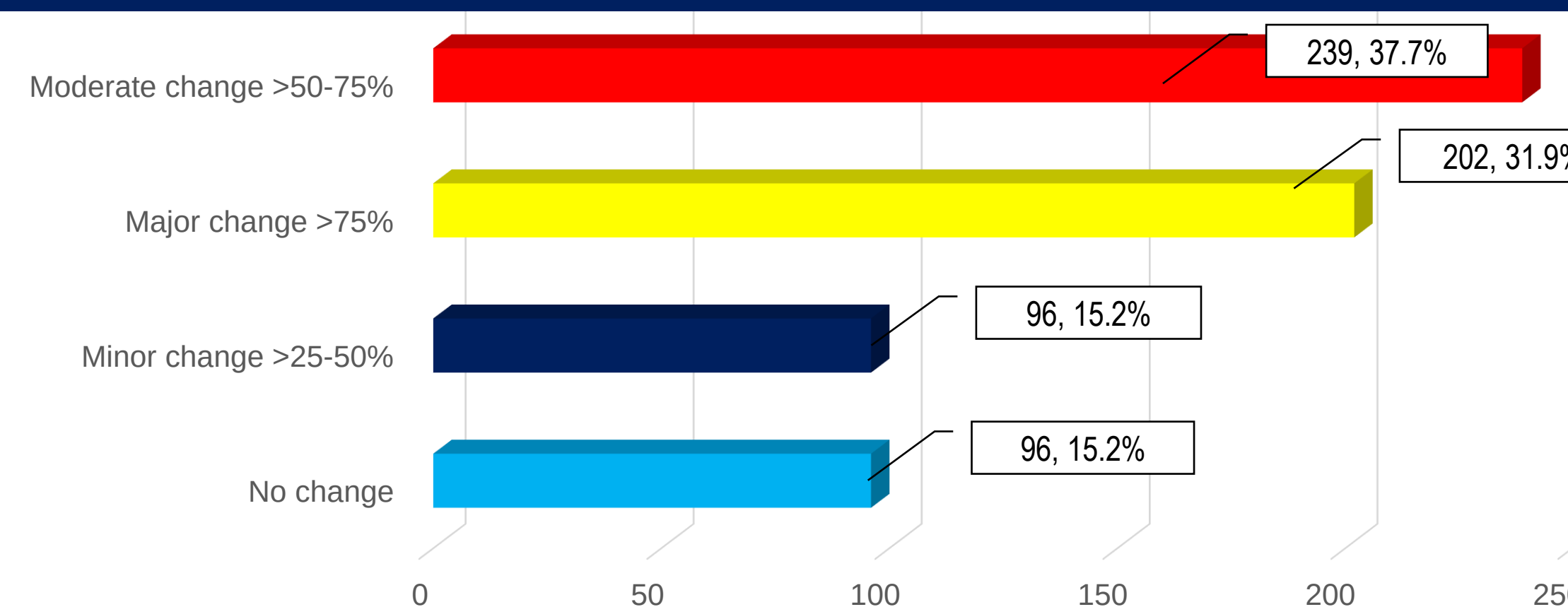
Graph 7: Q6 - The main contribution of international accreditation to the hospital



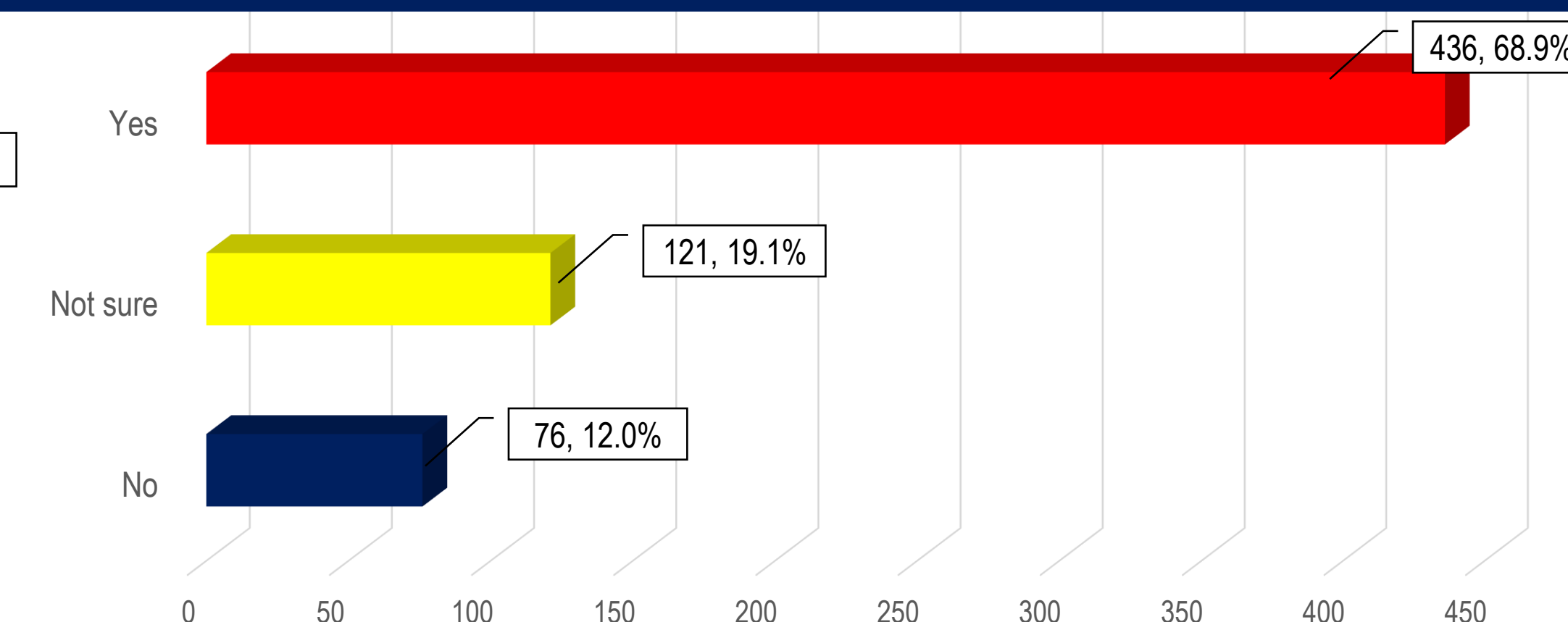
Graph 8: Q7 - The main disadvantage of international accreditation to the hospital



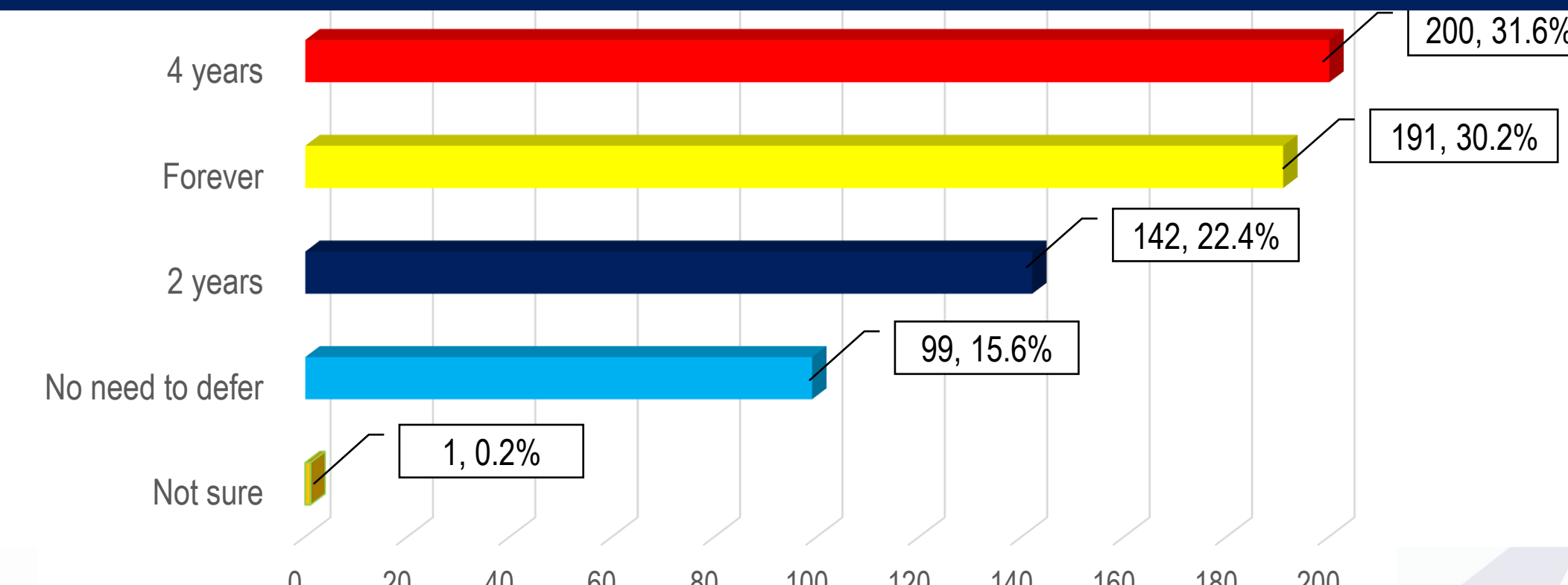
Graph 9: Q8 - How does international accreditation change your practice in the hospital?



Graph 10: Q9 -Do you think MSQH accreditation already sufficient for this hospital



Graph 11: Q10 - How long do we need to defer international accreditation?



CONCLUSIONS

The study shows that International Accreditation has given a positive impact on the improvement in a healthcare service provider. However, COVID-19 pandemic has posed significant mental, physical and financial challenges to the healthcare workers and institution. This has led to dramatic negative influence on the decision for international re-accreditation.

ACKNOWLEDGEMENT

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