

ISQua International Society for Quality in Health Care

REPUBLIC OF TÜRKİYE MINISTRY OF HEALTH

TÜSEB TÜSKA TÜRKİYE HEALTH CARE QUALITY AND ACCREDITATION INSTITUTE

Malaysian Society for Quality in Health (MSQH) 25 Years Milestone The Continuous Quality Improvement Journey

P610

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Introduction

MSQH was initiated in 1997 with the primary mission of established a national accreditation program for healthcare facilities towards delivering quality and safe healthcare. The first hospital was awarded accreditation in 2000. It further describes actual events and anecdotes that members have experienced while participating in the activities of the society. This paper also delves into the legacy the organisation hopes to leave behind, sustainability of the national accreditation programme, its benefits and outcomes inspired by the collective achievements of stakeholders as well as the collaborations it needs to forge in order to continue its mission of quality and safety in healthcare.

The journey is described in five chapters under the following title;

1) Birth of MSQH
2) Evolution of MSQH
3) Alliances of MSQH
4) Educate, Enable, Evaluate, Engagement and Empowerment
5) Way of the Future

Aim

1. Celebrate the 25th anniversary of the society with members, affiliations, partners and networks that have shaped the organisation since 1997
2. Be inspired by the collective achievements of healthcare accreditation programmes and initiatives
3. Reinforcing the peer-review process and participation in quality improvement programme and standards development
4. Interpreting milestones and heritage of the society and sharing them with members at local and international level as a guide or benchmark for improving healthcare quality and society
5. Understand the business the society is conducting and be able to apply this knowledge to the healthcare profession or workplace.

Method

Transformational change through gradually developing and integrating the building blocks since the middle of 1980s from measurement system for quality and risk management (initiatives i.e. quality performance indicators and incident reporting), belief system (culture), credentialing and privileging, clinical practice guidelines, administrative rules (especially for public hospitals), legislation (PHFS Act 1998 and its Reg. 2006) and strengthening market forces (professional and consumer empowerment).

This descriptive case study is based on a combination of qualitative and quantitative methods comprising the foundation and history, evolution and adaptation, strategic alliances, future and epilogue. Under these, a variety of contributing members explored the foundations of MSQH's success, the journey it took and its impact on the Malaysian healthcare sector – as described by founding committee members and key members including healthcare staff, management and surveyors, who have shaped the society's journey over a quarter-century to what it is today.

Conclusion

This paper also seeks to depict how visionary leaders in MSQH have driven MSQH towards achieving numerous successful milestones and managed navigated through turbulent and challenging times and emerged as the lead accrediting organisation to be recognised by five ministries and awarded the internationally acclaimed ISQua seal of accreditation. This is reflected in the Memberships, Surveys & trainings, Standards development and Surveyors.

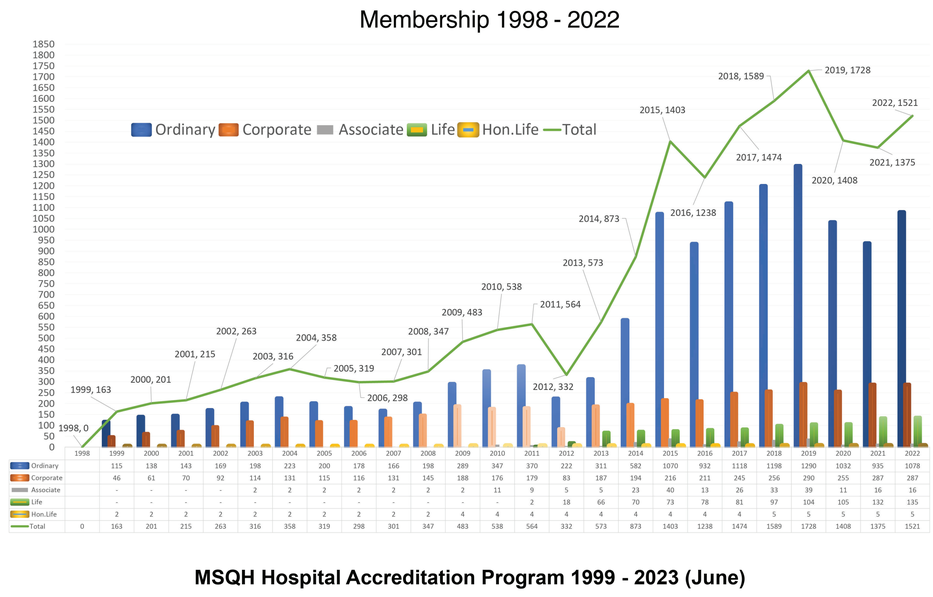
Scan to Download



Result

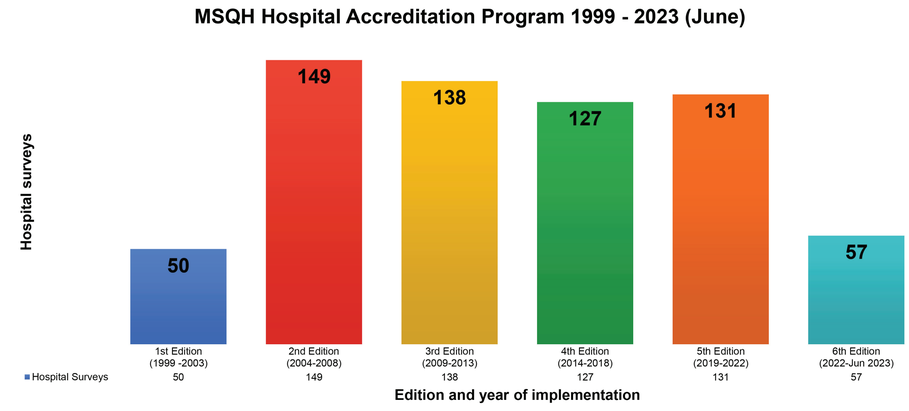
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1. Memberships
2. Surveys
3. Trainings
4. Feedback surveys (healthcare staff, management and surveyors, MSQH staff)
5. Financial performance

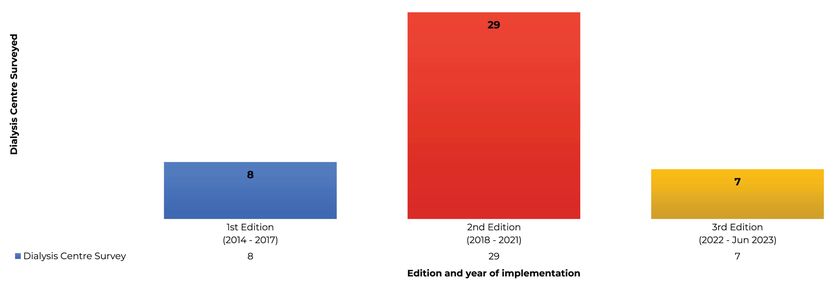


	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Ordinary		115	138	143	169	198	223	200	178	166	198	289	347	370	222	311	582	1070	932	1118	1198	1290	1032	935	1078
Corporate		46	61	70	92	114	131	115	116	131	145	188	176	179	83	187	194	216	211	245	256	290	255	287	287
Associate		-	-	-	-	2	2	2	2	2	2	2	11	9	5	5	23	40	13	26	33	39	11	16	16
Life		-	-	-	-	-	-	-	-	-	-	-	-	2	18	66	70	73	78	81	97	104	105	132	135
Hon.Life		2	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	4	4	4	5	5	5	5	5
Total	0	163	201	215	263	316	358	319	298	301	347	483	538	564	332	573	873	1403	1238	1474	1589	1728	1408	1375	1521

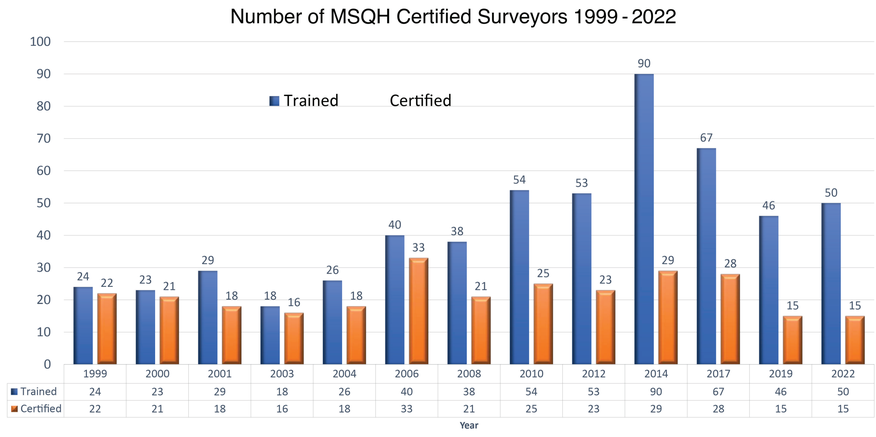
MSQH Hospital Accreditation Program 1999 - 2023 (June)



MSQH Accreditation Program (Chronic Dialysis Treatment) 2014 - June 2023

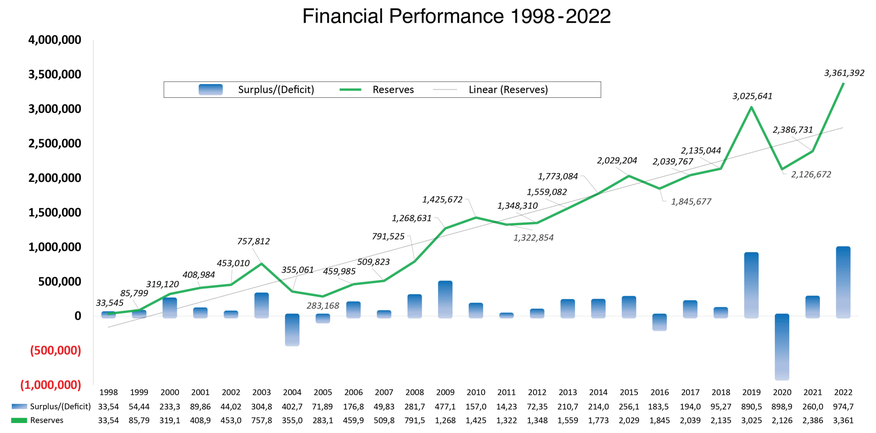


Number of MSQH Certified Surveyors 1999 - 2022



	1999	2000	2001	2003	2004	2006	2008	2010	2012	2014	2017	2019	2022
Trained	24	23	29	18	26	40	38	54	53	90	67	46	50
Certified	22	21	18	16	18	33	21	25	23	29	28	15	15

Financial Performance 1998 - 2022



	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Surplus/(Deficit)	33,54	54,44	233,3	89,86	44,02	304,8	402,7	71,89	176,8	49,83	281,7	477,1	157,0	14,23	72,35	210,7	214,0	256,1	183,5	194,0	95,27	890,5	898,9	260,0	974,7
Reserves	33,54	85,79	319,1	408,9	453,0	757,8	355,0	283,1	459,9	509,8	791,5	1,268	1,425	1,322	1,348	1,559	1,773	2,029	1,845	2,039	2,135	3,025	2,126	2,386	3,361

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