



Program Perkhidmatan Farmasi
Kementerian Kesihatan Malaysia



NATIONAL POLICY FOR QUALITY IN HEALTHCARE
Bridging Silos, Accelerating Improvements

Introduction to National Policy of Quality in Healthcare (NPQH) 2022-2026

SEMINAR PERKONGSIAN INISIATIF KUALITI DAN INOVASI FARMASI BIL. 1/2022

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MALAYSIA



KEMENTERIAN KESIHATAN MALAYSIA



NATIONAL POLICY FOR QUALITY IN HEALTHCARE

Bridging Silos, Accelerating Improvements



2022 - 2026

Tujuan Pembentangan

Memperkenalkan dokumen *National Policy of Quality in Healthcare (NPQH)*

Pelancaran NPQH pada 5 Oct 2021

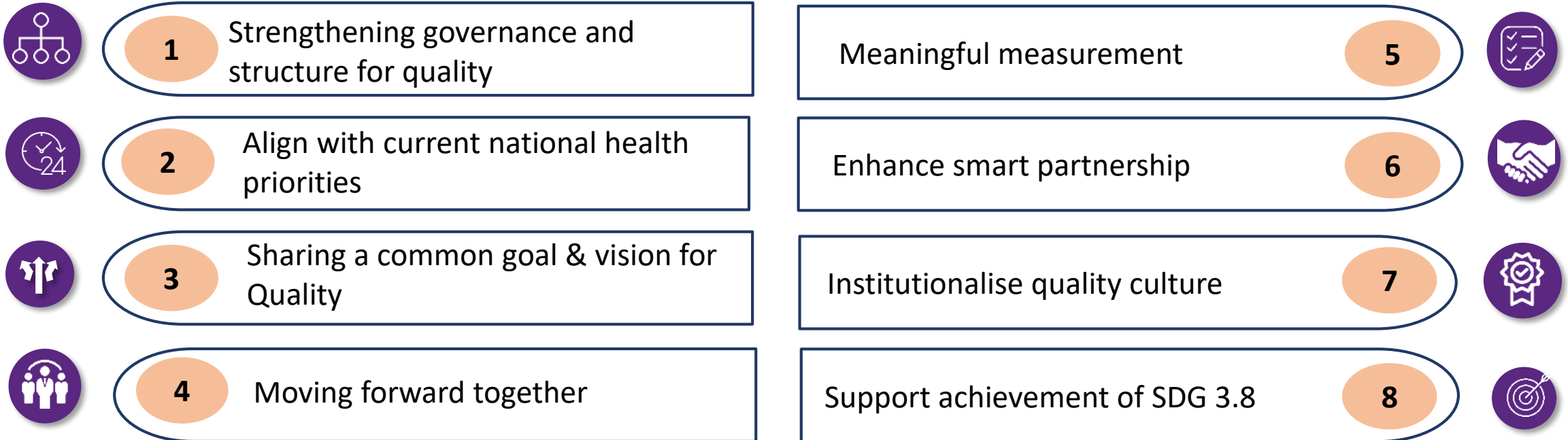


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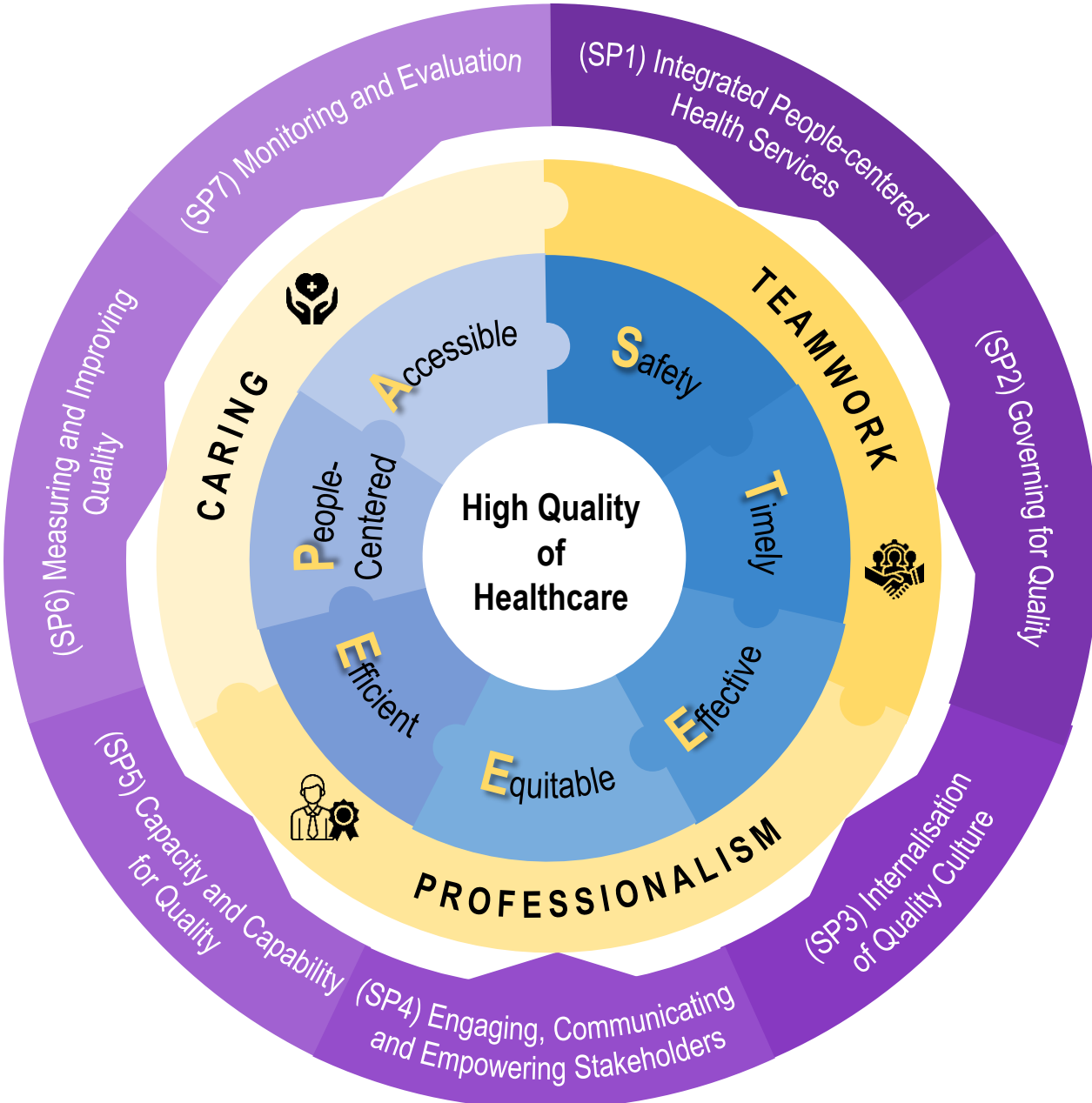
NPQH- Overview

The National Policy for Quality in Health Care (NPQH) is a **country level document** which will provide an **official, explicit statement** of the policy and strategies required to **enhance the quality** of Malaysia's **health care** system.

Why We Need NPQH

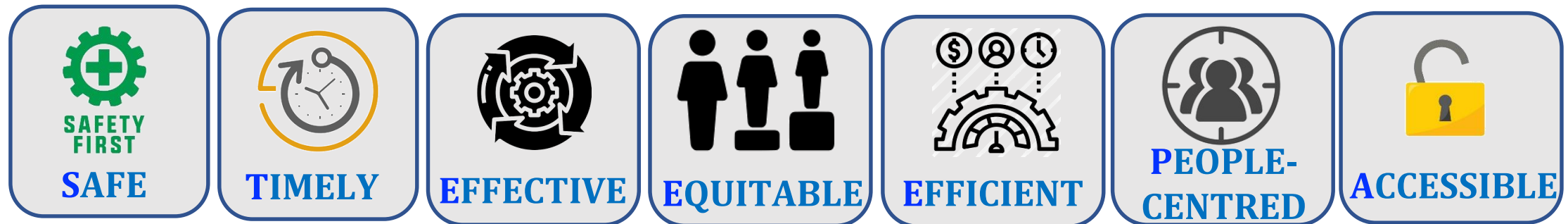


NPQH Implementation Framework



What is QUALITY healthcare in our context

Providing **high quality** healthcare that is:



(STEEPA)

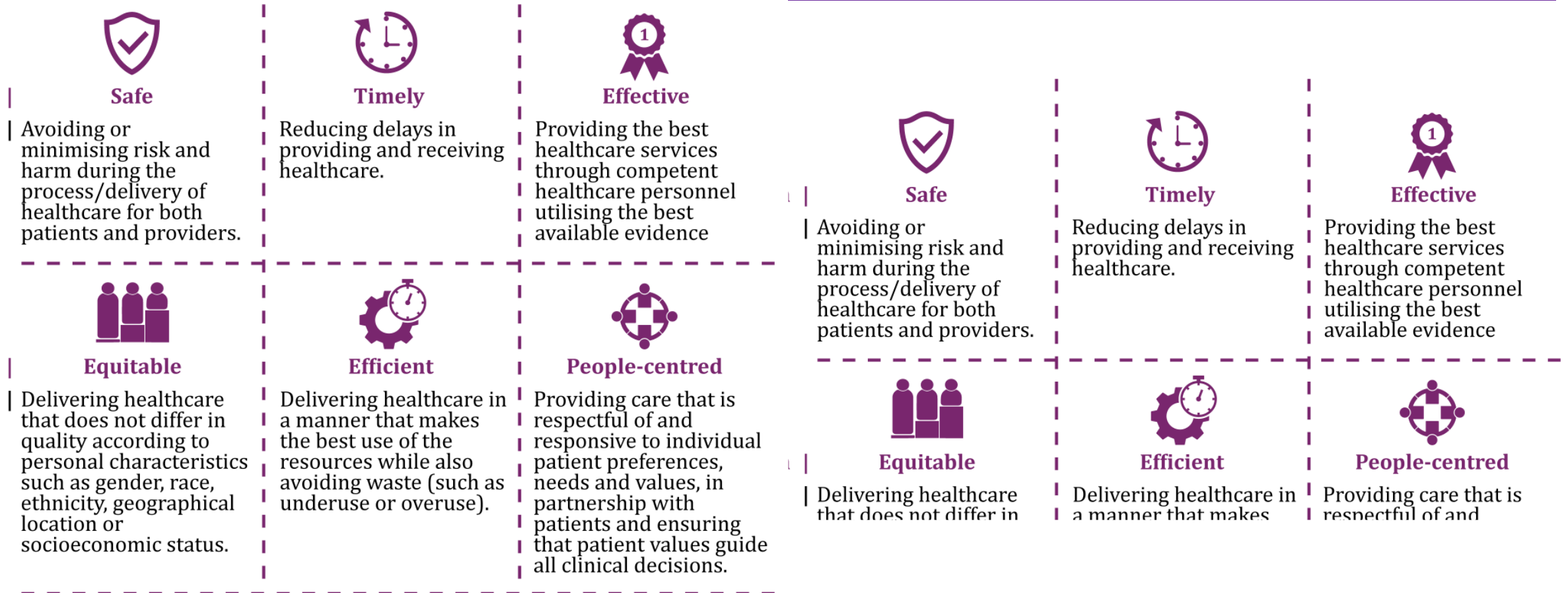
which is innovative and responsive to the needs of the people and is delivered as a

TEAM, in a **CARING** and **PROFESSIONAL**

manner in order to improve health outcomes and client experience.

What is QUALITY healthcare in our context

Definition of Quality Domains



What is QUALITY healthcare in our context



Caring

Courtesy

Considerate

Ready to serve

Proactive

Responsiveness

Punctuality

Tolerance

Emotional Control

Exemplary character

Some elements in the core value of Corporate Culture



Team Work

United towards a common goal

The spirit of togetherness

Leadership

Mutual trust and respect

Accountability

Knowledge and skill

Creativity and innovation

Unity and cooperation within the team/ unanimity

Exemplary character



Professionalism

Commitment

Discipline

Best way

Work ethic

Standard of work

NPQH Implementation Framework



NPQH Direction (2022-2026)

7



**Strategic
Priority (SP)**

22



Objective

43



Action

47



Indicator

NPQH at glance

7 Strategic Priorities	Objectives	Actions	Indicators
SP1 : Improving integrated people-centred services	2	3	6
SP2 : Strengthening governance for quality	4	8	7
SP 3: Strengthening internalisation of quality culture among all healthcare staff	5	6	8
SP 4 : Enhancing communication and engagement of stakeholders for quality	3	5	7
SP 5 : Building effective capacity and capability for quality	2	7	8
SP 6 : Enhancing measurement and quality improvement initiatives	4	9	6
SP 7 : Strengthening monitoring and evaluation of quality programme or initiatives	2	5	5
	22	43	47 ₁₁

Plan of Action (2022-2026)

SP 1

Improving integrated people-centred services

Objectives

Actions (Healthcare provider level)

1

Strengthening commitment in improving people centered care

Support and facilitate researches, innovations and quality projects on PCC

2

Empowering and engaging people

Provide high quality healthcare to ensure patients good experience during their visit to health facility – reduce client complaint

Creating an enabling environment for client to provide feedback

SP 2

Strengthening governance for quality

Objectives

Actions (Healthcare provider level)

1

Strengthening leadership commitment in quality through the monitoring of current organisations' performances

Support and commitment towards quality initiatives implementation through planned Quality Committee meetings to discuss on the organisations' performances and providing feedback to facilities on their performances

2

Underline the importance of quality in the MOH at top level management

Present quality-related initiative papers during the management meeting

3

Strengthening the governance of the Quality Committee/ Department / Section

Periodic reviews of the TOR of existing Quality Committees at various levels within 3-5 years

Establish a Quality Department/unit or committee at district level

4

Improving resources for quality

Top management to designate high priority towards the specific allocation of financial resources towards quality trainings

SP 3

Strengthening internalisation of quality culture among all healthcare staff

Objectives

Actions (Healthcare provider level)

1

Understanding the current level of the organisation's quality culture, readiness for change and performances

Embrace strong quality culture with compassion as the core attribute – CARING, PROFESSIONALISM, TEAMWORK

2

Emphasis on employee wellness and welfare

HCW to participate in screening programme for risk factors of NCD in MOH settings that implement KOSPEN Plus Programme

3

Develop, implement and strengthen an engagement plan between top management and healthcare providers

Provide appropriate and up-to-date mechanism for staff to provide continuous feedback to the leaders

4

Strengthen the reward, incentive and recognition mechanism

Award regular recognition for active quality involvement

5

Review and optimise the system for healthcare facility accreditation to meet quality of care objective

Contribute to the accreditation process

SP 4

Enhancing communication and engagement of stakeholders for quality

Objectives

Actions (Healthcare provider level)

1

Strengthen the interaction among programmes **within the MOH**

2

Strengthen the interaction among MOH programmes **with other Ministries, private sectors and the community**

3

Foster knowledge sharing and knowledge translation platform on quality improvement activities

Participate in any interaction or engagement or dialogue session within or beyond MOH to discuss quality related issue

Sharing quality best practices through relevant platforms within and among organisations

Publish your quality work/project locally or internationally

Utilise/make use of quality online hub that foster sharing of best practices/ quality projects, expertise and centre of excellence

SP 5

Building effective capacity and capability for quality

Objectives

Actions (Healthcare provider level)

1

Strengthen in-service quality improvement training encompassing technical and soft skills

Conducting regular/ continuous training on quality improvement among all levels of HCWs, across the health sectors (in-person/ online)

Collaborate with other agencies beyond MOH for the training in quality healthcare

Develop the capacity of a pool of trainers/ internal experts/ mentors/ champions to conduct trainings at national/ international levels

Develop, review or upgrade the quality training modules (conventional / e-learning)

Ensure staff working the quality department/initiative have the competency and skills in quality

Increasing competency and capability of staff coordinating the quality initiatives

2

Assessment of the training provided

Provide continuous feedback on the training provided

Objectives

Actions (Healthcare provider level)

1

Reviewing and strengthening the measurement and indicator framework

Aware about existing indicators to measure quality

- What are the standards
- What are threshold (if applicable)
- What are the technical specifications

2

Improving data quality

Involve in data collection

- Aware about data collection period
- Ensure data quality –data completeness
- Verify data before submission
- Conduct audit sessions to review data quality

3

Managing data and linking data sources – strengthening MyHDW

Providing data/report correctly using given platform/database

4

Using data for decision making

Understand what your data is telling you

- If not achieving standard– find the contributing factors and possible solutions

Objectives

Actions (Healthcare provider level)

1

Organising/conducting QII evaluations

Give full cooperation/facilitate the evaluation process

Provide relevant documents when needed

Participate as stakeholders when needed (survey/interview etc)

Give full cooperation/facilitate the evaluation process

2

Dissemination and communication of evaluation results to close the loop

Utilise and act upon the results of evaluation for improvement

Ensure the loop is closed- identify root causes and implement possible remedial measures

How can we together implement NPQH

(i) Roles & Responsibilities

(ii) Dissemination of NPQH through various channels

(iii) Monitoring & Evaluation

A call for a multilevel actions!

National

State/District

Facility

Individual Healthcare Provider

Community

How can we together implement NPQH

NATIONAL LEVEL

- Head of programmes
- Head of Divisions/Department/Centre/Section/Institution
- Programme Managers
- Chief Executive Officers/Presidents
- Quality Department/Section/Committee/Council
- Quality Lead coordinators
- Healthcare Providers

STATE LEVEL

- Directors and Deputy Directors
- Hospital Directors
- District Health Officers
- Dental Health Officers
- Managers at private hospitals
- Quality Division/Unit
- Quality Lead coordinators
- Healthcare Providers

FACILITY LEVEL

- Director
- Deputy Directors
- Hospital Directors
- District Health Officers
- Head of Department
- Quality Division/Unit
- Healthcare Providers

COMMUNITY LEVEL

- Civil Society Organisation
- Community Leader
- Citizen and client

Mechanism for NPQH Implementation : Roles & Responsibilities



Mechanism for NPQH Implementation

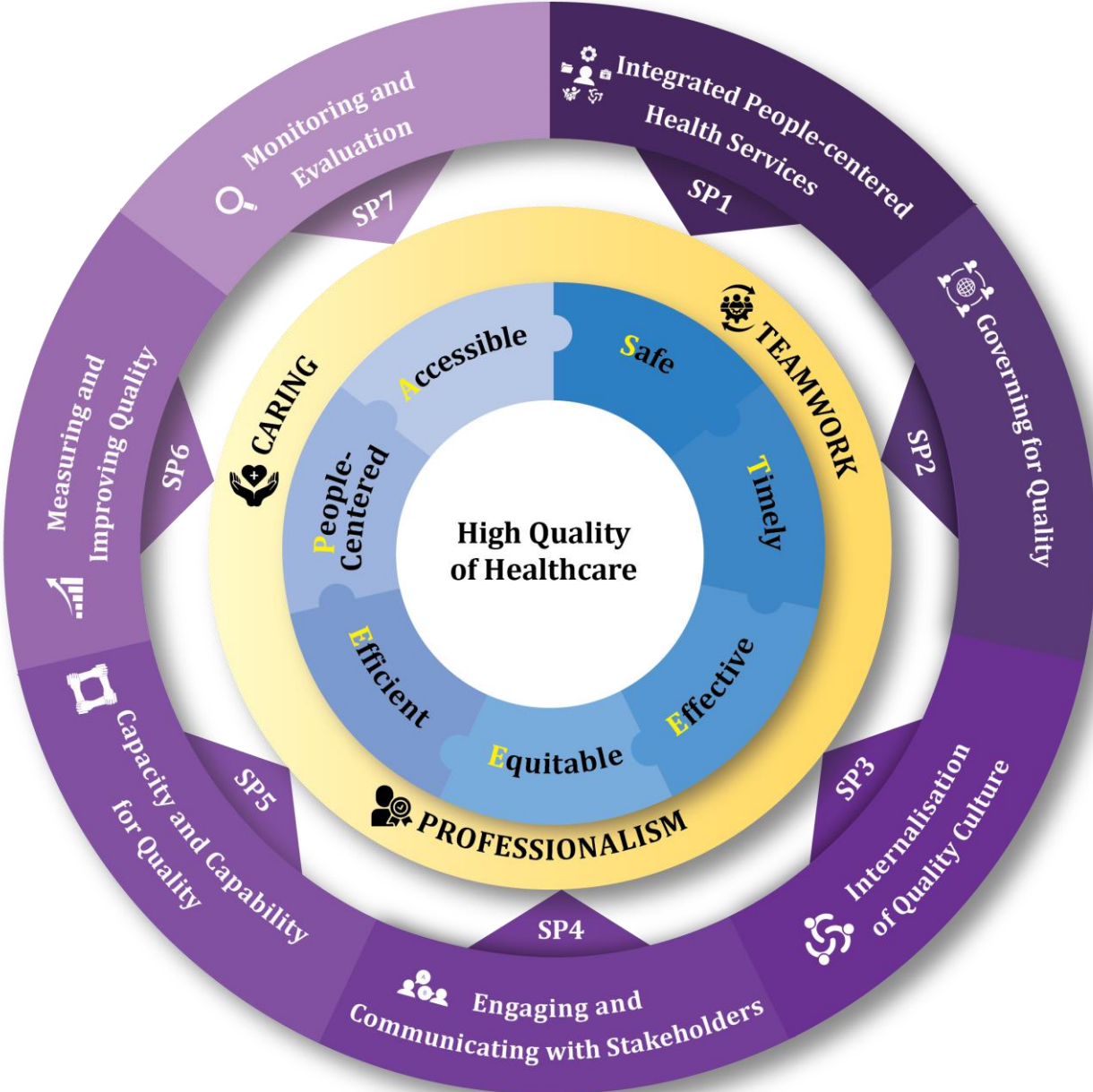
(ii) Dissemination of NPQH through various channels

- ❑ Launching of **NPQH** at national level to create awareness
- ❑ Ensuring access of **NPQH** document (hard copy/soft copy)
- ❑ Publicise **NPQH** through promotional material and various social media platforms
- ❑ Sharing **NPQH** development process with other countries for country-to-country learning purposes

(iii) Monitoring & Evaluation

- ❑ Close monitoring of **NPQH** in the next 5 years
- ❑ Strengthen existing QA Committees' TOR at various levels include NPQH components
- ❑ Expanding composition of the committees as necessary to ensure wide and adequate representation of the stakeholders.
- ❑ Regular meeting (minimum annually) to monitor progress and achievement.

NPQH Implementation Framework



Take Home Message

- Putting patients and community at the centre of care
- Teamwork effort from multilevel is critical to ensure successful implementation of NPQH
- Do quality from your heart

Acknowledgement and References

- Institute Health System Research (IHSR), NIH
- Dr Samsiah binti Awang and team (Pusat Penyelidikan Kualiti Kesihatan)
- Ministry of Health Malaysia. National Policy for Quality in Healthcare: Bridging Silos Accelerating Improvements. Selangor: Institute for Health Systems Research; 2021.



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TERIMA KASIH

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