



UNIVERSITI
TEKNOLOGI
MARA

Hospital
Al-Sultan Abdullah

QUALITY NEWSLETTER



PROUDLY PRODUCED BY:

QUALITY IMPROVEMENT AND
PATIENT SAFETY DEPARTMENT

2024
ISSUE 1

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2024**

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FRIENDLY REMINDER



PATIENT SAFETY



UNDERSTANDING DANGEROUS DRUG

A "dangerous drug" typically refers to a substance that has the potential for abuse and poses a risk to public health and safety. These substances are controlled and regulated by governments to prevent misuse, trafficking, and associated criminal activities. In Malaysia, the term "dangerous drugs" is often used in the context of legislation such as the Dangerous Drugs Act (DDA).

The Dangerous Drugs Act (DDA) in Malaysia is legislation designed to control and regulate substances that are deemed dangerous and have the potential for abuse.

Examples of substances commonly considered dangerous drugs include opioids (Morphine, fentanyl, pethidine, etc), cocaine, cannabis, amphetamines, hallucinogens, and other substances that can have psychoactive effects (Midazolam, Diazepam etc)

Responsibilities of Healthcare Professionals:



DO'S

1. Prescription Practices

- Ensure prescriptions are clear, accurate, and in compliance with the DDA regulations.
- Regularly update knowledge on controlled substances and their proper prescription.

2. Drug Administration

- Administer medications according to established protocols and guidelines.
- Document drug administration accurately in patient records.

3. Reporting and Monitoring

- Report any suspicious activities related to drug misuse promptly.



DON'TS

1. Prescription Practices

- Engage in unauthorized prescribing or dispensing of controlled substances.
- Prescribe medications outside the scope of professional practice or personal use.

2. Drug Administration

- Divert medications for personal use or unauthorized distribution.
- Neglect proper documentation of drug administration.

3. Reporting and Monitoring

- Ignore signs of drug misuse or diversion.
- Withhold information regarding potential drug-related incidents.

Note:

In response to a recent incident involving the mishandling of dangerous drugs at HASA, the hospital director has swiftly issued a memo effective December 1st, 2023, emphasizing the prohibition of borrowing dangerous drugs and psychotropics, from other units. Your cooperation to adhere to this memo is crucial for the overall safety and well-being of our patients and the integrity of our healthcare practices.



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MEMO

PERKARA : LARANGAN PEMINJAMAN UBAT PSIKOTROPIK DAN UBAT-UBAT LAIN
DIBAWAH AKTA DADAH BERBAHAYA 1952

DARIPADA : PENGARAH

KEPADA : SEMUA STAF KLINIKAL

TARIKH : 1 Disember 2023 / 1445H جماد الأول 17

RUJUKAN KAMI : 100 - HUiTM (PT 1/1/11/01 - 32/2023)

السلام عليكم ورحمة الله وبركاته dan Salam Sejahtera

YBhg. Profesor/Profesor Madya/Dr./Tuan/Puan

Dengan segala hormatnya perkara di atas adalah dirujuk.

2. Bagi memastikan pengendalian ubat mematuhi **Akta Dadah Berbahaya 1952**, setiap wad atau unit **TIDAK DIBENARKAN** untuk meminjam ubat psikotropik dan ubat/dadah berbahaya dari mana-mana wad atau unit. Pihak Pengurusan Hospital Al-Sultan Abdullah akan mengambil tindakan tegas terhadap mana-mana pegawai yang melanggar arahan ini secara sengaja atau tidak sengaja.

3. Sekiranya bekalan di setiap unit atau wad tidak mencukupi, pegawai bertanggungjawab unit/wad perlu mendapatkan bekalan melalui Jabatan Farmasi dengan menggunakan preskripsi di atas nama pesakit yang memerlukan. Pematuhan kepada polisi pemberian ubat DDA perlu sentiasa dipatuhi oleh semua pihak.

Kerjasama dan perhatian pihak YBhg. Dato'/ Prof/ Prof Madya/ Dr./ Tuan/ Puan dalam perkara ini amatlah dihargai.

Sekian, terima kasih.

اوسها، تقوى، موليا

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

Saya yang menjalankan amanah,

(PROFESOR DR. SAZZLI SHAHLAN KASIM)

Pengarah



ZERO MEDICATION ERROR

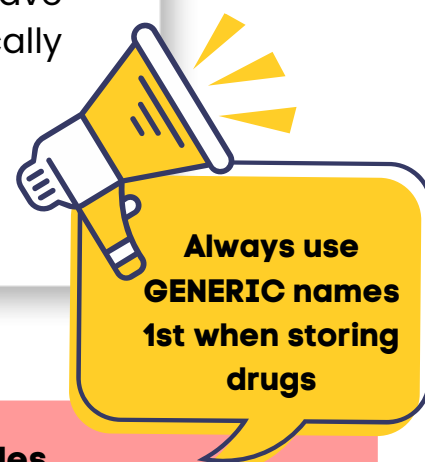


by guest author:
Muhammad Asyraf bin Harun,
Pharmacist of Hospital Al-Sultan Abdullah

LOOK ALIKE SOUND ALIKE (LASA) DRUGS

What is LASA?

- "Look-alike sound-alike" (LASA) drugs refer to a category of medications that have names/packaging that are visually or phonetically similar to one another.
- Sound-alike drugs:



Types of Sound-Alike	Examples
Generic - Generic	DOBUtamine VS DOPAmine
Generic - Innovator	NALOXone VS LANOXin
Innovator - Innovator	LOMOtil® (Atropine + Diphenoxylate) VS STEMEtil® (Prochlorperazine)

Strategies to avoid errors with LASA medicines

Safe Storage Practice

- Tall Man Lettering
- LASA alert label
- Drug arrangement - separate LASA pair (NOT next to each other)



LASA Label

- Standardized LASA label available on Pharmacy Department HASA Google Sites
- Google Site Pharmacy Department > References & Download > Look Alike Sound Alike Medications



**Please laminate -
to be pasted next to
LASA medication
label on
shelves/storage**



MSQH SURVEY 2023





MSQH SURVEY 2023

At last, the much-anticipated moment has dawned upon us! Our unity shone brightly as we put our utmost effort for the prestigious MSQH accreditation, triumphantly ran from November 14th to November 16th, 2023. With our full-house summation hall, we eagerly anticipate a favorable verdict, confident that our unwavering dedication will yield a resounding success!





INTERNSHIP @ QIPS



written by:
Adib Nasrullah Aman
Bachelor Degree of Health Administration (Hons.)
Intern QIPS

INTERNSHIP @ QIPS

A Journey into Quality Improvement & Patient Safety

Commencing our internship venture at QIPS HASA has been an impactful and transformative chapter, granting us the invaluable opportunity to acquire essential skills. We extend our heartfelt appreciation to Hospital Al-Sultan Abdullah for welcoming us as interns.

Throughout our tenure, actively involved in various hands-on assignments and collaborative endeavors, we've honed several vital competencies, encompassing:

C&P File Management

Our experience handling C&P Documentation proved pivotal. We arranged a sophisticated folder structure, ensuring meticulous file organization, and implemented a standardized naming convention for clarity. Our C&P File Management journey is not just about enhancing efficiency; it's a strategic approach to solidify our process for the MSQH standards.



Night round MSQH

Participating in night rounds with MSQH champions showed a different perspective on ensuring departmental adherence to MSQH standards. The night rounds with MSQH champions showed to us how they went beyond inspection, an effort towards excellence and a steadfast commitment to adhere more than MSQH standards.



Secretariat KIK Workshop

As the Secretariat for the KIK Workshop, we played a pivotal role in coordinating the event's success. Managing attendance swiftly, learning photography skills, and preparing a comprehensive workshop report were key responsibilities. Overall, we learnt that our role went beyond administrative tasks, allowing to actively contribute for a successful and memorable workshop.



Blood Transfusion Safety Module

Discovering the dual roles of a creative director and videographer is no simple feat! Collaborating closely with doctors, we meticulously coordinated filming sessions to align precisely with their vision, ensuring a comprehensive depiction of blood transfusion procedures. This experience emphasized the importance of creativity, collaboration, and an unyielding commitment to producing exceptional visual narratives for medical education.



Root Cause Analysis (RCA)

Learning Root Cause Analysis from a clinician was an eye-opening experience. The primary objective of Root Cause Analysis was crystal clear: to elevate and perfect current systems. The diverse array of methodologies such as the "5 Whys," Fishbone diagrams, and the London protocol were previously unfamiliar to us. This transformative learning journey has armed us with a toolbox for methodical problem-solving and fostering ongoing enhancements in healthcare practices.



**Root-Cause
Analyses**

MSQH Accreditation

We're happy to be part of the MSQH Actual Survey Task Force as QIPS Secretariat for MSQH Accreditation Hospital Al-Sultan Abdullah. Our responsibilities encompassed a wide range of tasks, included preparing documents, arranging accommodations for surveyors, and preparing certificates. Throughout this experience, we learned that success comes from cohesive teamwork built on effective communication and coordination. We recognize that adhering to MSQH standards ensures quality assurance, accreditation, and continuous improvement in patient care and safety. It was a wonderful experience!



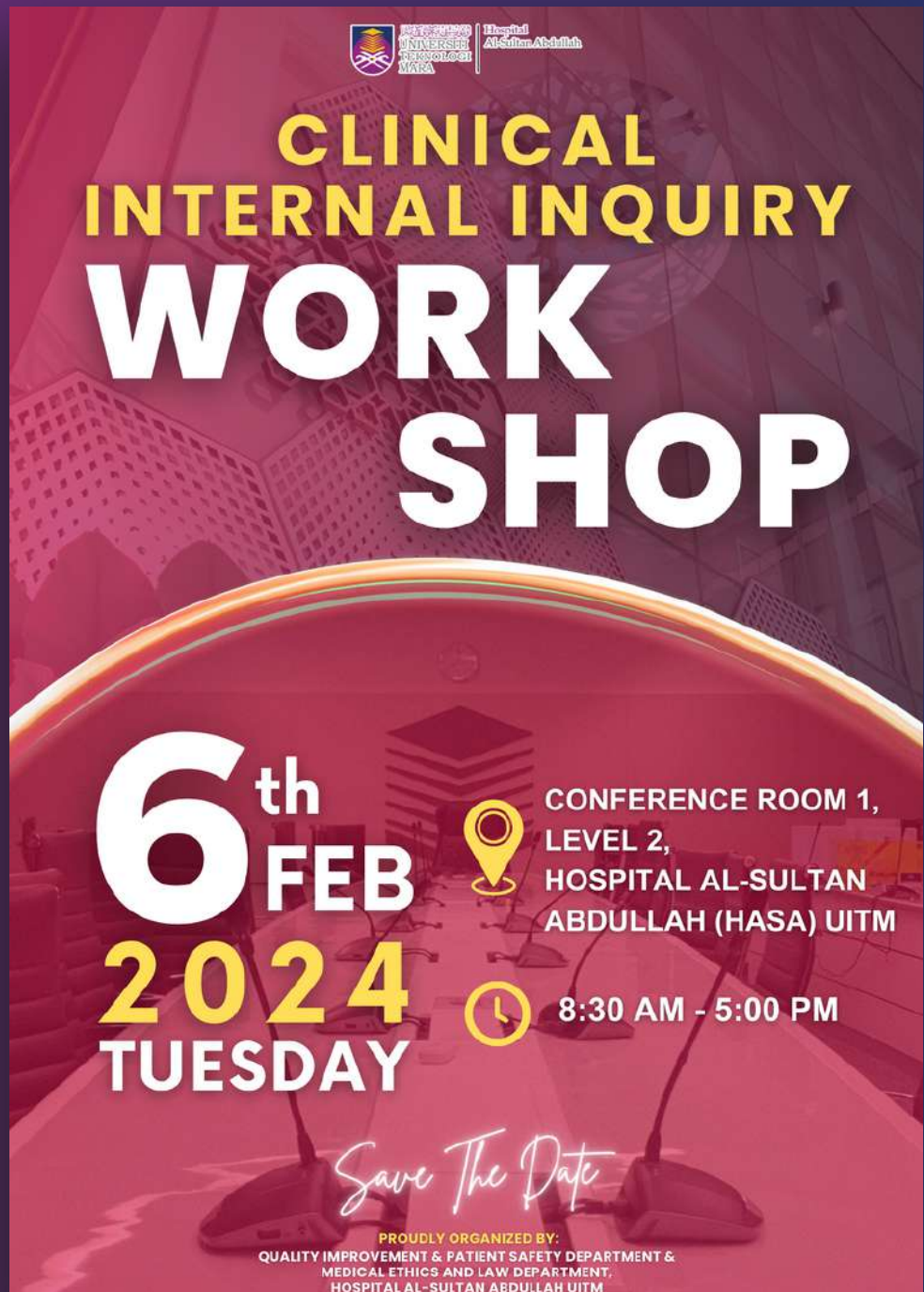
INTERNSHIP STUDENTS OF QIPS SEPTEMBER 2023 - FEBRUARY 2024



Thanks to the QIPS department for invaluable guidance. You'll be missed.



EVENTS 2024


UPCOMING


The poster features a background image of a modern building with a large rainbow arching over a conference room. The room is equipped with microphones and water bottles on a long table. The text is overlaid on this image.

CLINICAL INTERNAL INQUIRY WORK SHOP

**6th FEB
2024
TUESDAY**

 CONFERENCE ROOM 1,
LEVEL 2,
HOSPITAL AL-SULTAN
ABDULLAH (HASA) UITM

 8:30 AM - 5:00 PM

Save The Date

PROUDLY ORGANIZED BY:
QUALITY IMPROVEMENT & PATIENT SAFETY DEPARTMENT &
MEDICAL ETHICS AND LAW DEPARTMENT,
HOSPITAL AL-SULTAN ABDULLAH UITM

6TH FEBRUARY 2024

FRIENDLY REMINDER

KPI DATA ENTRY

INCIDENT REPORTING

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