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MSQH ACCREDITATION NEWSLETTER

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UNIVERSITI
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Al-Sultan Abdullah



MSQH ACCREDITATION

In line with our vision to be a
globally renowned healthcare
centre,

by achieving internationally
recognised MSQH accreditation,
will put us in the right direction
for a continuous quality
improvement in healthcare
service, corporate culture and
facilities.

PRODUCED BY:
QUALITY IMPROVEMENT PATIENT SAFETY DEPARTMENT
HOSPITAL AL-SULTAN ABDULLAH

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20 - 24TH DECEMBER 2021

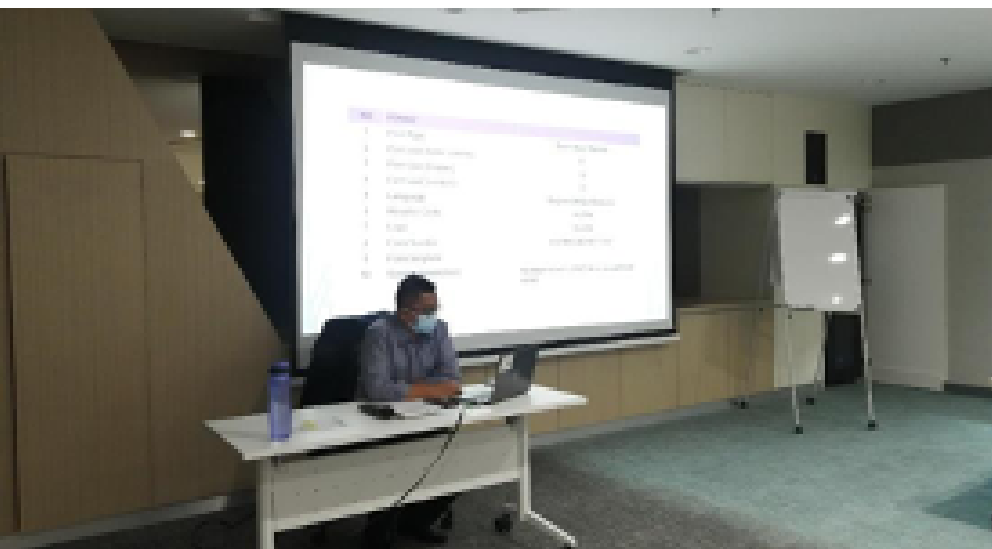


WORK INSTRUCTION & STANDARD OPERATING PROCEDURE (SOP) WORKSHOP

On 20 till 24th December 2021, a workshop was organized by QIPS to teach our staffs mainly the Head of Departments and Liaison Officer of MSQH on the right and proper format of SOP and Work Instruction of each department.

The workshop was done hands-on in which at the end of the session, drafts of the documents had to be submitted.

To date, thanks to the workshop organized, a few of the departments has done well in following the format.



2021/12/20 09:14

PAST EVENT

09 FEBRUARY &
09 JUNE 2022



INTERNAL AUDIT WORKSHOP

In preparation of Internal Audit between departments, a workshop on Internal Audit was done with the presence of our experienced technical advisor Dato' Khalid.

Head of Departments and selected staffs were invited to learn on process of internal audit and criteria needed to be a good auditor.



2021/12/20 09:14

30TH MARCH - 25TH JULY 2022



INTERNAL AUDIT

Internal Audit between departments were successfully arranged in 4 cycles, from March till July 2022.

From the internal audit, each department was rated based on the MSQH marking and the progress of each department in completing the requirement of MSQH standards were monitored.



10TH MAY 2022



CLINICAL AUDIT WORKSHOP

On 10th May 2022, Clinical Audit Workshop attended by the selected Liaison Officers was successfully took place.

The targeted audience was taught on the importance of clinical audit as part of staff improvement activities as well as to fulfill the MSQH requirement.

The audience were taught on how to do clinical audit, in preparation of the upcoming Clinical Audit Conference on 28th November 2022.





24TH MARCH 2022

-at Hospital Sg. Buloh



08TH MARCH 2022

-at Sunway Medical Centre

BENCHMARK VISIT

Throughout the year, in order to identify areas for improvement and to put our hospital on par with other MSQH accredited hospital, QIPS department paid a visit to Hospital Sg Buloh, Sunway Medical Centre, Institut Kanser Negara and Institut Jantung Negara.

18TH MAY 2022 -at Institut Jantung Negara



BENCHMARK VISIT

From the benchmark visit, it was an excellent learning experience to identify areas in need for improvement, to learn ways to improve our performance, as well a good reference point on our current progress in achieving MSQH accreditation.



11TH OCTOBER 2022 -at Institut Kanser Negara

BENCHMARK VISIT

Members from our Facilities department and QIPS paid a benchmark visit to IKN on 11th October 2022 to learn on how Private Funding Initiative is running swiftly at their facility.

These include on how Linen and Housekeeping are run as per MSQH requirements.



PAST EVENT



MSQH STEERING COMMITTEE MEETING

MSQH steering committee had its third sitting on 2nd November 2022.

The progress of MSQH was discussed highlighting on the departments in need for thorough review, self-rating submitted and to address any raising concern by the members of the committee.



PAST EVENT



MSQH TRAINING PACKAGE 1



Recently on 17th November 2022, as part of MSQH accreditation programme, the CEO of MSQH Prof Dato' Dr Hj Abdul Rahim Abdullah and its technical advisor A/P Dr. M. A. Kadar Marikar came to train on-site on the MSQH Accreditation 6th Edition Standard, rating system and the survey process.

The participants had a fruitful Q&A session to iron out any enquiries related to MSQH requirements.





MSQH CLINIC

QIPS department with the presence of our technical advisor Dato' Khalid has planned MSQH clinic on weekly basis, to any department available to assist in fulfilling MSQH requirements.

The MSQH standard related to the department was reviewed one-by-one and any concern was addressed.



OPEN KM



A website meant to organize hospital documentation in which policy, standard procedure, work instruction, organization charts, forms, external documents, credential and privileging of staffs ,and risk register of all departments will be accessible online.

SEMINAR
'RESPECTFUL
MANAGEMENT IN THE
AFTERMATH OF
UNWANTED EVENT'



In planning to be organized in January 2023, as part of our effort to educate our hospital staff on the importance of patient's safety, a line of reputable speakers of lawyers and clinical professors will be speaking on topics on the importance of Incident Reporting and Root Cause Analysis, and ways to prevent and manage potential complaints.

TIMELINE

28 NOV 2022

Clinical audit conference

15 DEC 2022

Standard 1 Internal Audit

JAN 2023

Mock MSQH

MARCH 2023

MSQH Accreditation



QIPS organizes
MSQH clinic
(by appointment)
to assist with your
enquires related to
MSQH requirements.

