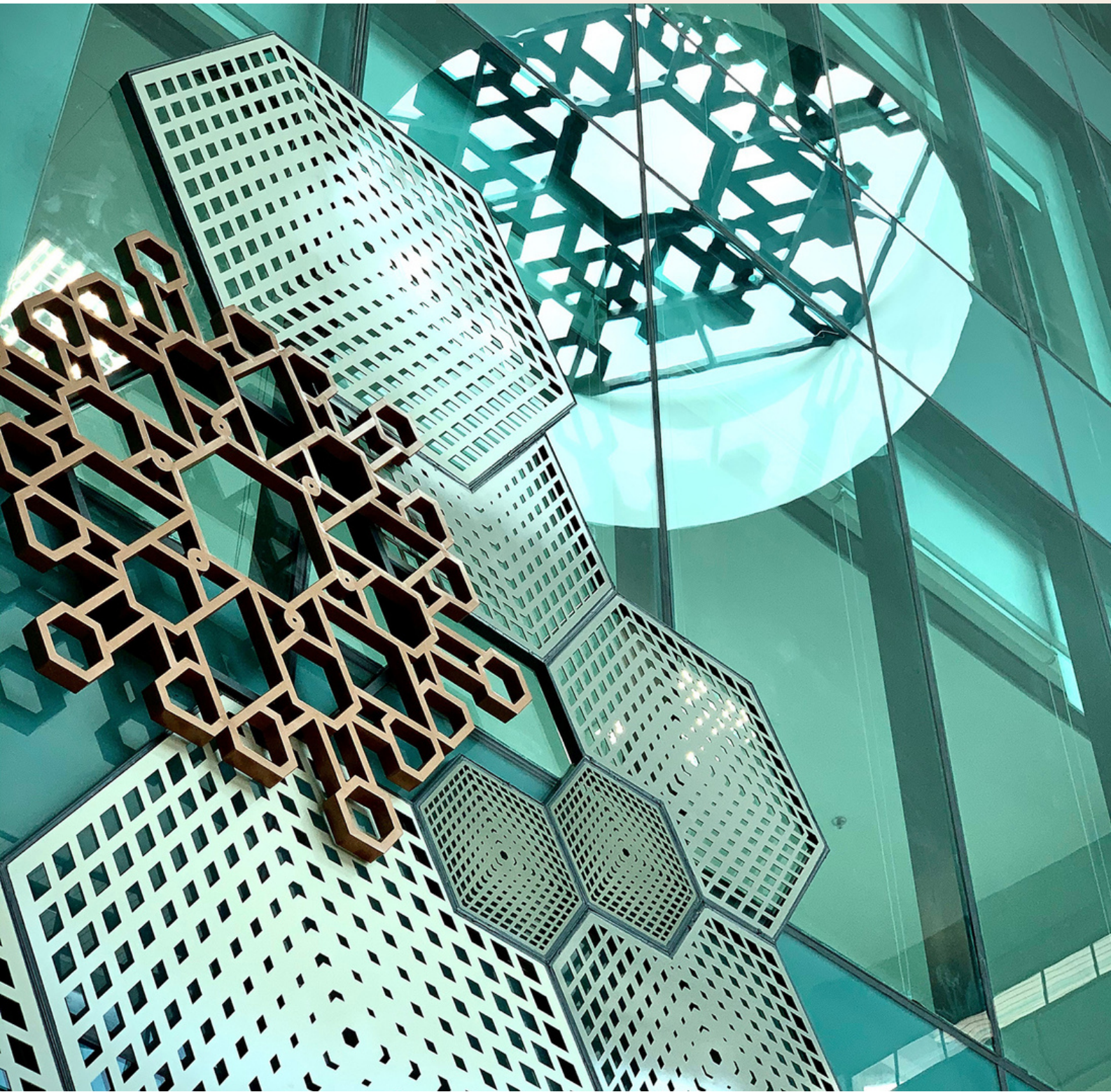


MARCH 2023

ISSUE 1/2023

QUALITY IMPROVEMENT NEWSLETTER





UNIVERSITI
TEKNOLOGI
MARA

Hospital
Al-Sultan Abdullah

Editorial Board

**EDITOR/
DIRECTOR OF HASA**

**PROF. DR. SAZZLI SHAHLAN
KASIM**

**EDITOR/
HEAD OF DEPARTMENT
OF QIPS**

**ASSOCIATE PROF. DR JULINA
MD. NOOR**

**EDITOR/
DEPUTY HEAD OF
DEPARTMENT OF QIPS**

**DR FATIM ZULAIKA
MOHAMED ALI**

AUTHORS

**DR FARAH FARHANA BINTI
HARITH,
DR MAHFUZAH BINTI
RUSELAN**

DESIGNER

**SITI NORATHIRAH BINTI
AZMI
(INTERNSHIP STUDENT)**

**PRODUCED BY:
QUALITY IMPROVEMENT PATIENT SAFETY
DEPARTMENT**

CONTENT

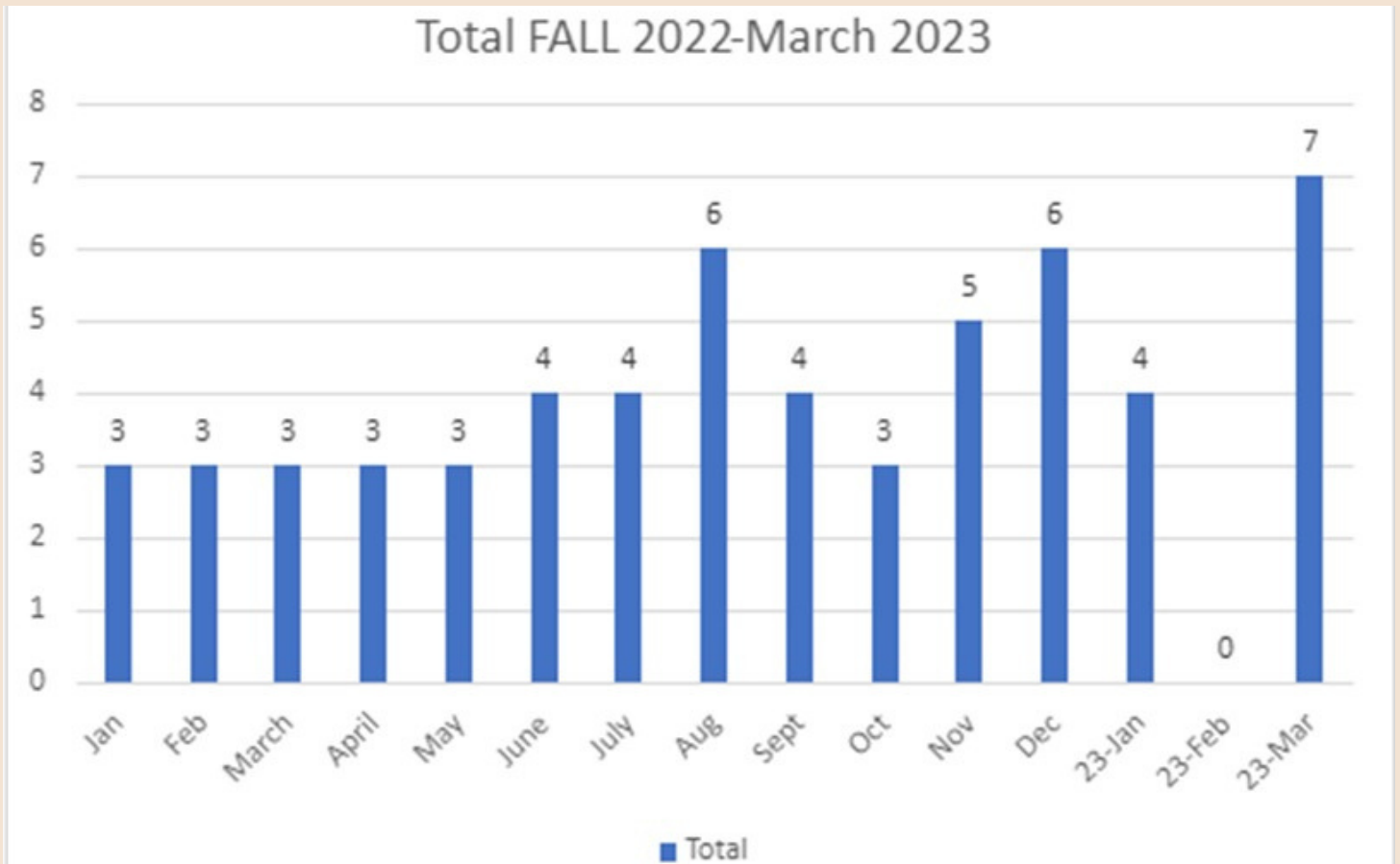


04 Patient Safety Update

06 Road to
MSQH Accreditation

12 Reminder

PATIENT SAFETY UPDATE



Patient Fall Prevention

Many of us might not be aware that our facility has had a total of 47 patient falls in the year 2022. While from January to March 2023, we had 11 fall incidents. Patient falls can result in serious injuries and have a negative impact on the patient's recovery process. Therefore, it is imperative that we take steps to prevent patient falls.

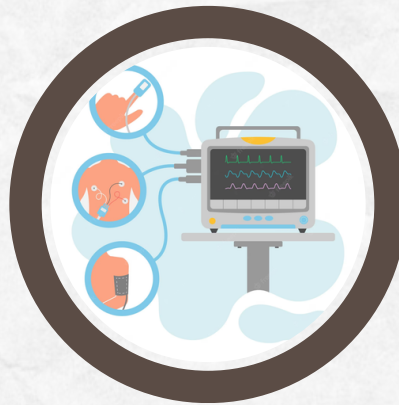


To ensure patient safety and to prevent fall, please adhere to the following guidelines:



1. Identify patients who are at risk of falls

All patients admitted to the facility should be assessed for their risk of falls using **MORSE FALL SCALE**.



2. Monitor patients closely

Staff should closely monitor patients who are identified at risk of falls. This may include hourly round, the use of alarms, ensure the side - rails are up and the provision of assistive devices such as walkers or canes.



3. Ensure a safe environment

Staff should ensure that the environment is safe for patients. This includes keeping the floors clean and dry, ensuring that beds and chairs are in good condition, and removing any obstacles that could trip patients.



4. Educate patients and THEIR FAMILIES

Patients and their families should be educated on fall prevention. This may include instructions on how to call for assistance, how to use assistive devices, and how to navigate the environment safely.



5. Document all falls

All falls should be documented in the patient's medical record. This includes the time of the fall, any injuries sustained, and any actions taken in response to the fall.

ROAD TO MSQH ACCREDITATION 2023





18th JAN
2023



'SANGGAR KERJA'

Our first facility-wide meeting, a whole day event held at Royal Chulan Damansara, was executed smoothly in the first month of the year.



During the meeting, each department had the opportunity to showcase their performance and raise any concerns, with the hospital's top management in attendance.



As many attendees commented, the day provided a much-needed break from the hospital and served as an annual retreat that everyone looks forward to.



MOCK SURVEY BY JKNS

1st - 3rd Feb
2023

To prepare for the upcoming November 2023 survey, surveyors from Jabatan Kesihatan Negeri Selangor (JKNS) were invited to audit all standards in the hospital, providing a valuable learning experience for all involved.

The event happened in three days, in which interviews and on-site visits were done to all departments in the hospital. We were surprised by a night round by the surveyors too.

Let us not forget to make necessary amendments and improvements based on the feedback received.



THE RESPECTFUL MANAGEMENT OF AFTERMATH OF UNWANTED EVENT SEMINAR

**31ST JANUARY
2023**

QIPS HASA successfully held its first medico-legal conference in the first month of the year, which was attended by 300 participants from all over Malaysia, including our own staff. The event provided valuable insights on managing complaints from both legal and clinical perspectives. It was a fruitful opportunity to enhance our commitment to improving the quality of service and patient safety.



CLINICAL AUDIT CONVENTION

7th FEBRUARY
2023

Clinical audit is a quality improvement process that enables hospitals to assess and enhance the quality of patient care.

Our first Clinical Audit Convention, with invited judge Prof. Dr. Tunku Kamarul Zaman Tunku Zainol Abidin, Director of the Advanced Medical and Dental Institute at Universiti Sains Malaysia together with Dato' Dr Khalid, saw the participation of 19 clinical departments.

Each department presented their chosen title, and any areas for improvement were identified by our esteemed guests.

Congratulations to Primary Care Medicine for emerging as the champion of the convention!

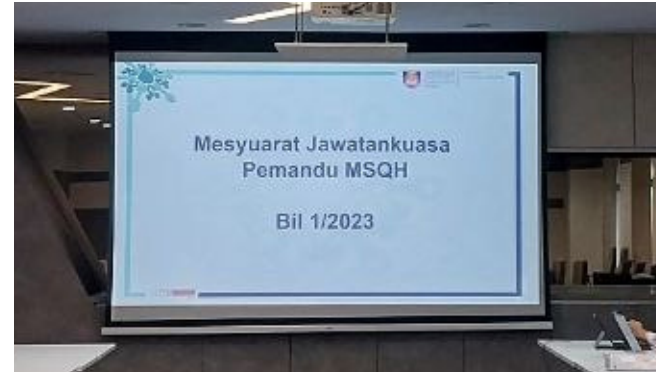


MSQH STEERING & TECHNICAL MEETING

7th & 20th MARCH
2023

Upon receiving the final summary report of the recent Mock Survey by JKNS, the MSQH Steering and Technical Committee members promptly convened to discuss the highlighted issues and strategize for the upcoming real survey in November 2023.

The minutes of the meeting will be distributed to all relevant parties shortly. In the meantime, let us gear up and prepare for the upcoming survey.



09:00

Tuesday, November 14

REMINDER

MSQH CLINIC

OK!



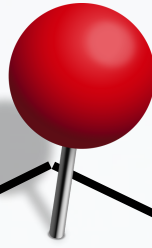
MSQH Clinic

Keep in mind that MSQH clinic is available on appointment basis.

If your department wishes to seek clarification on MSQH standards, QIPS can arrange a session with our advisor, Dato' Dr. Khalid.

Several departments, including the Medical Social Worker (MSW) and *Klinik Warga*, have already taken advantage of this opportunity.





MSQH SURVEY

**COMING
SOON**

14/11/2023


33

WEEKS

00

DAYS

**PRODUCED BY:
QUALITY IMPROVEMENT PATIENT SAFETY
DEPARTMENT**

 jabatanqualiti.huitm@uitm.edu.my