



UNIVERSITI
TEKNOLOGI
MARA

Hospital
Al-Sultan Abdullah

ISSUE 2/2023

QIPS NEWSLETTER



PROUDLY PRODUCED BY
QUALITY IMPROVEMENT AND PATIENT SAFETY DEPARTMENT



EDITORIAL

ISSUE 2/2023

BOARD

EDITORS:

Prof. Dr. Sazzli Shahlan Kasim
DIRECTOR OF HASA

Associate Prof. Dr. Julina Md. Noor
HEAD OF QIPS DEPARTMENT

Dr. Fatim Zulaika Mohamed Ali
DEPUTY HEAD OF QIPS DEPARTMENT

AUTHORS:

Dr. Farah Farhana Harith
Dr. Mahfuzah Ruselan

DESIGNER

Siti Nurfarhana Nabila Zailani
Bachelor Degree of Health Administration (Hons.)
Intern

TABLE OF CONTENTS

Patient Safety **01**

Blood transfusion safe practice

Road to MSQH Accreditation **03**

Past events

Internship Experience @QIPS **11**

From the students' perspective

Upcoming events **13**

Mark your calendar

BLOOD TRANSFUSION SAFE PRACTICE

UTILIZING THE CLINICAL HANDBOOK FOR ENHANCED PATIENT CARE



LIGHTNING NEVER STRIKES TWICE..

In response to a near miss incident involving a blood transfusion error last year, a thorough root cause analysis was conducted at the hospital level. As a result, the hospital is now developing a comprehensive blood transfusion guideline, overseen by the blood transfusion committee. Alongside this initiative, educational training will be provided to ensure that all staff members are well-informed about the protocol and safety measures surrounding blood transfusion.

During the development process, we kindly ask for your patience as it may take a few months to complete. Your commitment to patient safety is crucial, and we truly appreciate your understanding in this matter.

In the meantime, we would like to encourage all clinical staff members to familiarize themselves with the Clinical Laboratory Handbook prepared by the Clinical Diagnostic Laboratory. This valuable resource focuses on the correct procedures and requirements for specimen collection and handling during the pre-analytical phase of laboratory testing. You will find dedicated chapters outlining the entire blood transfusion process, from filling in the request form to reporting transfusion reactions. You can conveniently download the handbook from the hospital's official website.

PROMOTING **SAFE BLOOD TRANSFUSION**

Hospital Universiti Teknologi MARA Al-Sultan Abdullah

HOME CONTACT US DIRECTORY CORPORATE ▾ CONFERENCY ▾ DOWNLOAD ▾

CLINICAL DIAGNOSTIC LABORATORIES

Introduction Organisation Chart Function Chart Services ISO 15189 Activities Achievements Operation Hour

Contact Us **Download** Staff Directory

Clinical Laboratory Handbook **★**

Customer Education Series Handouts

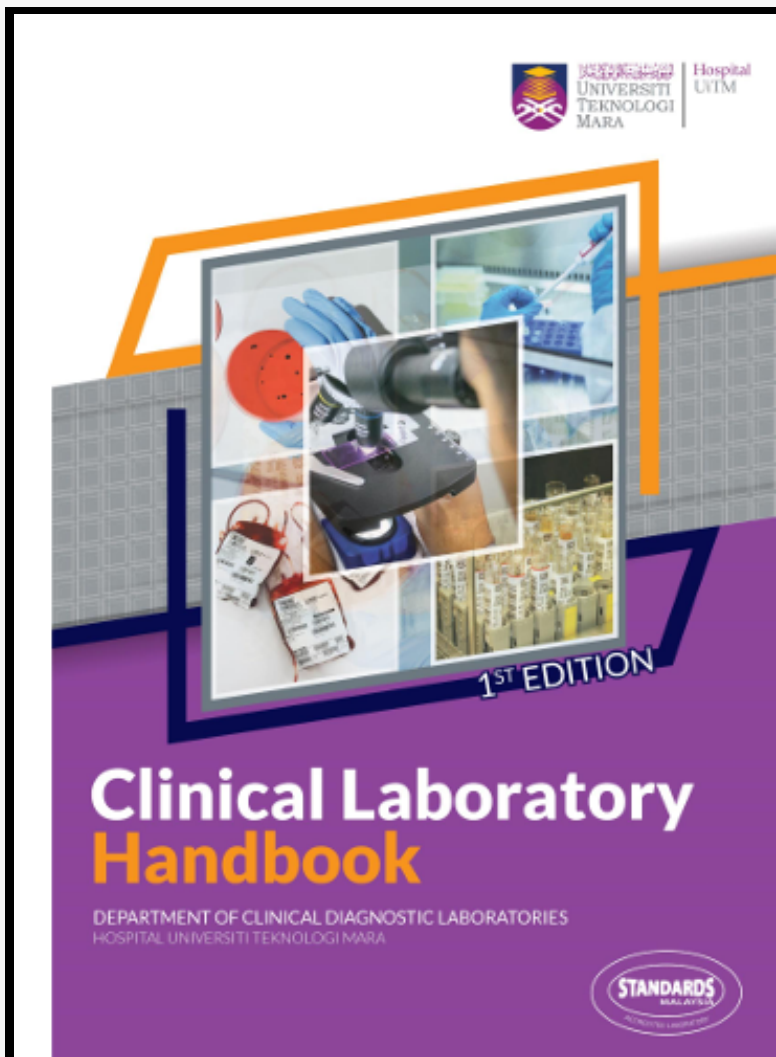
Guidelines

Forms

Reports

CLICK HERE

Clinical Laboratory Handbook on our hospital website



Adhering to these guidelines will positively impact patient management and enhance the overall quality of service provided.

Let's stay informed, proactive, and work together to prioritize the well-being of our patients through safe and standardized blood transfusion practices.



ROAD TO

MSQH ACCREDITATION 2023

KIK WORKSHOP



UNIVERSITI
TEKNOLOGI
MARA

Hospital
Al-Sultan Abdullah

KUMPULAN INOVATIF & KREATIF HASA UITM 2023

Penyelaras KIK Hospital Al-Sultan Abdullah:
Encik Mohd Adiffer bin Othman

KIK WORKSHOP SERIES

coordinated by En. Mohd Adiffer bin Othman.

The training session was conducted by Ts. Suhaihisam Mohd Saufi on 23rd-24th March 2023.

The training brought together participants from various departments and groups, including Peace Maker Group (HASA), Baby Book Group (HASA), PSY Shield (HASA), E-Pal (HASA), Bahtera Emas (*Unit Pengurusan Kolej, UiTM Sungai Buloh*) and Engineering Department (UiTM Sungai Buloh).

The training covered a range of important topics aimed at enhancing our problem-solving and innovation capabilities. Here are some of the key content discussed during the training:

- **Presentation of HASA KIK Planning For 2023:**

Ts. Suhaihisam Mohd Saufi kicked off the session by presenting the HASA KIK (Key Performance Index) Planning for the year 2023. This presentation provided valuable insights into the goals and targets set by HASA for the upcoming year, highlighting the importance of aligning our efforts with the organization's overall objectives.

- **Discussion of Problems in the Workplace and Creating Innovation:**

Recognizing the significance of addressing workplace problems, the training session delved into understanding how to identify and analyze challenges effectively. Participants engaged in interactive discussions, sharing their experiences and perspectives on various work-related issues. The emphasis was on viewing problems as opportunities for innovation and growth, with practical examples provided to inspire creative problem-solving approaches.



- **Strategy to Overcome Problems:**

Building upon the previous discussion, Ts. Suhaihisam Mohd Saufi facilitated a conversation on strategies to overcome workplace problems. The session explored different methodologies and approaches that can be applied to tackle challenges more effectively. Participants actively contributed their ideas and experiences, fostering a collaborative learning environment.

- **Discussion of Ishikawa Diagram Method:**

The training also introduced the Ishikawa Diagram method, commonly known as the Fishbone Diagram or Cause-and-Effect Diagram. This technique provides a structured approach to identify and analyze the root causes of problems. Through practical exercises and case studies, participants gained a deeper understanding of how to apply the Ishikawa Diagram method in their daily work.

INTERDEPARTMENTAL POLICY REFINEMENT WORKSHOP



With the objective of achieving optimal interdepartmental policies, we recently conducted a workshop on 18th May 2023 that brought together relevant departments. We extend our gratitude to the department heads and representatives who went the extra mile to participate in this event. To ensure everyone has access to the outcomes, final reports detailing the interdepartmental policies have been disseminated via email for reference purposes.



TWO PATIENT IDENTIFIER



As part of patient safety programme in the hospital, Two Patient Identifier Workshop took place on 23rd May 2023 involving our clinical staffs which emphasizes the importance of using two patient identifiers, such as name and date of birth, to verify patient identity accurately.

By implementing this practice consistently, healthcare providers can reduce the risk of:

- medication errors
- wrong procedures on wrong patient

This ultimately enhances patient safety and reduces the likelihood of adverse events.



MSOH STEERING COMMITTEE MEETING

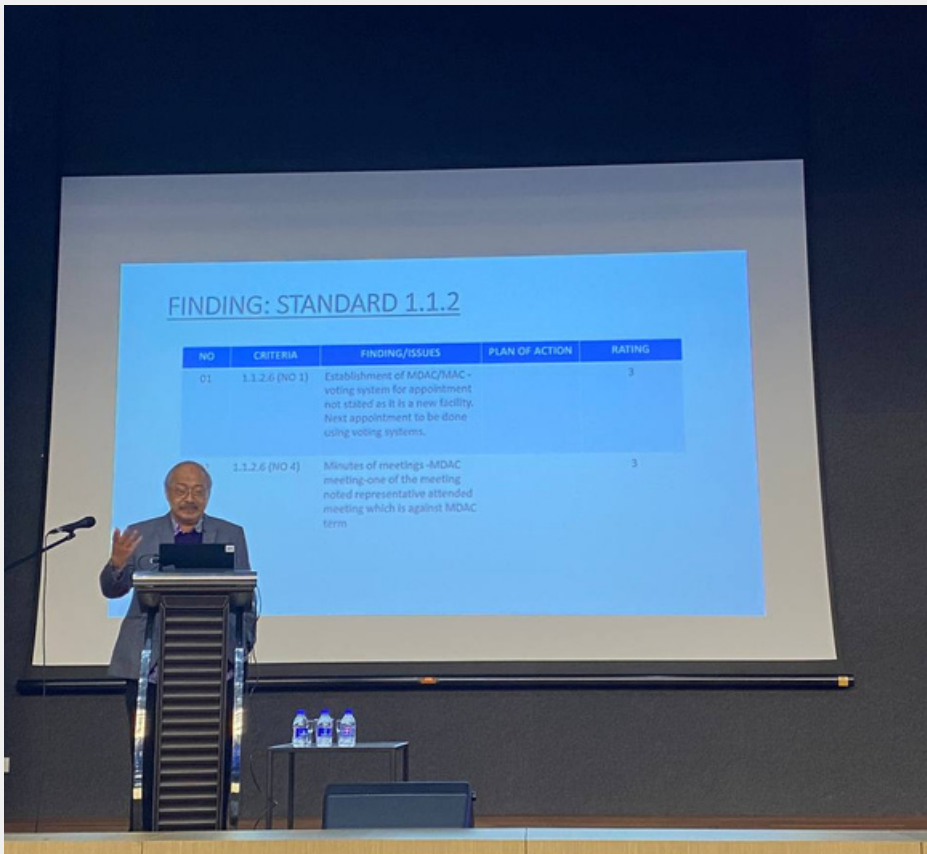


On 6th June 2023, the Steering Committee held its second meeting of the year, bringing together essential stakeholders, including hospital management, clinical and non-clinical department heads.

The primary objective of this significant gathering was to engage in discussions and assessments regarding the accreditation process and standards. The meeting aimed to identify areas for potential improvement as we strive to attain accreditation within the current year.

Let us remember that the journey towards accreditation requires a unified effort and a collective commitment.

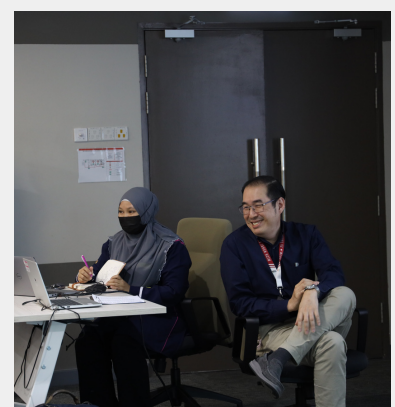
MSQH GAP ANALYSIS



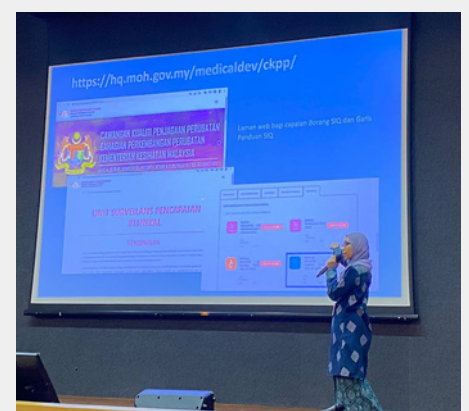
Training for MSQH Accreditation 6th Edition Standards (Package 2)

Led by the esteemed CEO of MSQH, Prof Dato' Dr Abdul Rahim bin Abdullah, the training included two certified surveyors, Matron Norhayati Tukiman and Associate Prof Dr Ng Beng Kwang.

Prior to the imminent survey, we remain hopeful that any identified shortcomings will be addressed and improved upon.



KEY PERFORMANCE INDICATOR WORKSHOP



As part of the quality training initiative by the QIPS department HASA

The KPI workshop, which took place on June 21, 2023, aimed to enrich our knowledge of KPIs and equip us with essential tools for gathering and analyzing data to enhance our performance. Esteemed guest speakers from the Clinical Development Unit of the Ministry of Health in Putrajaya were invited to share valuable insights regarding the significance of KPIs in our workplace. It is crucial to remember that KPIs go beyond mere numbers; they serve as powerful instruments that empower us to make informed decisions and improve patient care.



INTERN EXPERIENCE @QIPS

QUALITY IMPROVEMENT AND PATIENT SAFETY INSIGHTS



INTRODUCTION

During our internship at QIPS HASA, we have acquired a wealth of valuable skills. Here are some key competencies we have developed:

PATIENT SAFETY AWARENESS

We learn patient safety principles and practices. These include knowledge of error reporting systems, protocols for preventing medical errors, and strategies for promoting patient safety culture within healthcare organizations.



ETHICAL INTEGRITY

Placing a strong emphasis on an ethical mindset and maintaining utmost respect for patient and healthcare professionals' confidentiality is of paramount importance. As we adhere to professional standards, it is crucial to ensure the ethical handling of sensitive patient information throughout our work.

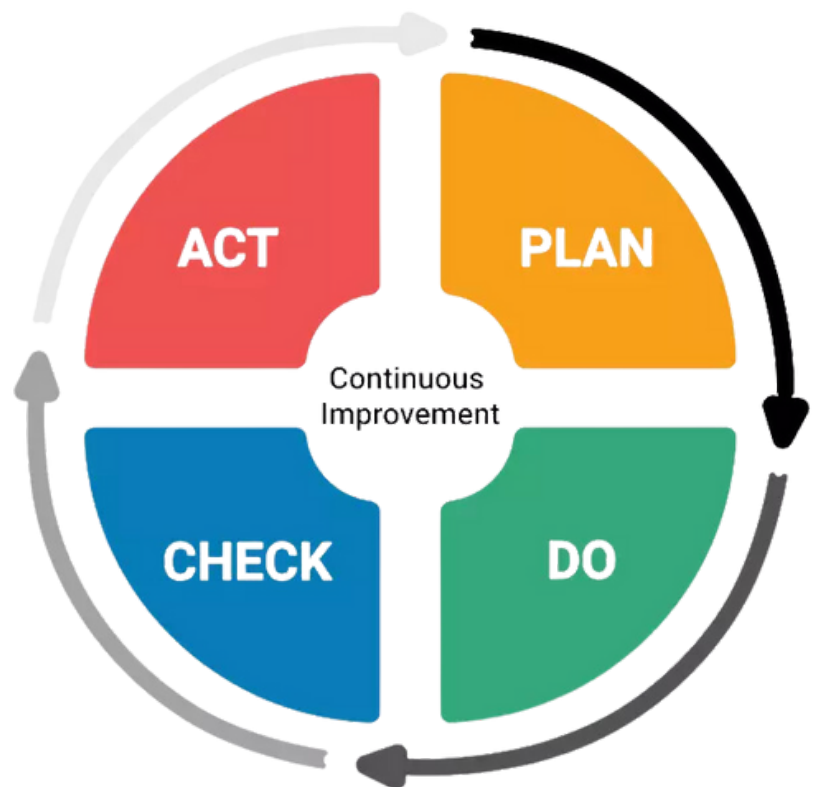


ANALYTICAL SKILLS

Possessing the capability to analyze data, conduct root cause analysis, and interpret quality metrics which is essential for identifying trends, patterns, and areas for improvement. These skills are invaluable in supporting the quality department's ongoing efforts.

KNOWLEDGE OF QUALITY MANAGEMENT SYSTEMS

We are familiarized with common quality management frameworks and methodologies, such as Total Quality Management (TQM) or Plan-Do-Check-Act (PDCA) Cycle. Understanding these systems will give a foundation to contribute to quality improvement initiatives.



INTERNSHIP STUDENTS OF QIPS MARCH - AUGUST '23

We thank QIPS department for the guidance. You'll be missed.



SITI NURFARHANA
NABILA ZAILANI



SITI NORATHIRAH
AZMI

JULY-AUGUST
2023

UPCOMING

E V E N T



Hospital
Al-Sultan Abdullah

WORKSHOP

6th July 2023

INCIDENT REPORTING & ROOT CAUSE ANALYSIS




SPEAKER

**ASSOC PROF DR MOHD
IDZWAN BIN ZAKARIA**

EMERGENCY MEDICINE SPECIALIST

FORMER HEAD OF QUALITY
DEPARTMENT UMMC &
FORMER RCA COMMITTEE CHAIRMAN
(2016 - 2020)

06 JULY 2023
(THURSDAY)  8:00AM-
5:00PM

 CONFERENCE ROOM 1,
LEVEL 2, HASA

LIMITED FOR 30 PAX ONLY!

JULY-AUGUST
2023

UPCOMING

E V E N T

CPD POINT
&
TRAINING HOUR
PROVIDED



Hospital
Al-Sultan Abdullah

13th July 2023

CLINICAL AUDIT WORKSHOP

PRIMARY CARE MEDICINE X QIPS

13th JULY 2023 | 9am - 5pm

VENUE:

CONFERENCE ROOM,
LEVEL 2,
HOSPITAL AL-SULTAN ABDULLAH

JULY-AUGUST
2023

UPCOMING

E V E N T



10th July- 15th
August 2023

JULY-AUGUST
2023

UPCOMING

E V E N T



Hospital
Al-Sultan Abdullah



14th August 2023

Bengkel PENKOMERSIALAN PRODUK INOVASI

Hospital Al-Sultan Abdullah, HASA UiTM

2023

ISNIN

14 OGOS, 2023
9:00 AM - 1:30 PM
AUDITORIUM 1, ARAS 2



**PM Dr Fazlena
Hamzah**

Timbalan Pengarah
Pemindahan Teknologi & Pengkomersialan
BITCOM



**Dr Mohd Sufri
Mastuli**

Ketua Kerjasama Strategik & Projek Khas
BITCOM



**Dr Fazleen Haslinda
Mohd Hatta**

Ketua Perlesenan Teknologi & Pembangunan
Perniagaan
BITCOM

DIANJURKAN OLEH

Jabatan Peningkatan Kualiti dan Keselamatan Pesakit

MSQH SURVEY

**COMING
SOON**

14 - 16.11.2023

PRODUCED BY:

QUALITY IMPROVEMENT PATIENT SAFETY



jabatankualiti.huitm@uitm.edu.my