



TM KAMPUS PUNCAK ALAM

QUALITY

ANJUNG
ZAM-ZAM

NEWSLETTER

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PHARMACIST'S NOTE: ZERO MEDICATION ERROR

By,
Muhammad Asyraf bin Harun
&
Nur Asyiqin binti Masenwat,
Pharmacists of Hospital Al-Sultan
Abdullah

**MEDICATION ERROR
CATEGORY F**

An ERROR occurred that may have contributed to/resulted in temporary harm to patient and required initial/prolonged hospitalization.



**ALERT DURING
FILLING,
COUNTERCHECKING,
DISPENSING &
ADMINISTERING
PROCESS**



**E
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T. hydroCORTISONE
10mg



T. hydroCHLOROTHIAZIDE
25mg

VS



IV IRON SUCROSE
100MG/5ML, 5 ML
(RANOFER)



IV FERRIC
DESIROMALTOSE
100MG/ML, 5ML
(MONOFER)



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Medication Safety Is Everyone's Responsibility



CLINICAL INTERNAL INQUIRY WORKSHOP





On February 6th, 2024, we successfully coordinated a Clinical Internal Inquiry Workshop in collaboration with our Medical Ethics and Law Department. We extend our gratitude to Datuk Dr. Mahathar, an esteemed figure in the field, for leading us through the mock internal inquiry session.

The event proved to be interactive, while highlighting the significance of internal inquiries. It was an interesting to discover the hidden talents of our fellow consultants in acting during the mock internal inquiry.





KIK WORKSHOP SERIES

By,
Mohd Adiffer Othman,
Assistant Registrar,
Department of Quality Improvement and
Patient Safety,
Hospital Al-Sultan Abdullah

The KIK Workshop Series 01/2024 was conducted on 29th February, 2024. This workshop was led by the KIK Coordinator of Hospital Al-Sultan Abdullah UiTM, Mohd Adiffer Othman, Assistant Registrar, Department of Quality Improvement and Patient Safety.

IR Haji Anuar Mohamad, Senior Engineer, Office of Infrastructure & Infostructure Development, Shah Alam was appointed as the KIK Referral Expert and Ms. Nur Fatimah Ibrahim Ngajimi as the KIK Facilitator at HASA.



The first workshop session began with an introduction to HASA's KIK, Presentation on Innovation Cultivation in the New Horizon of Innovative Creative Groups by the KIK Referral Expert from UiTM HASA, KIK project implementation and project documentation, PDCA method, and discussions on the issues faced by each group and the innovation planning for their respective product.

The second series was conducted on March 26, 2024 delivered by the KIK Referral Expert, Mr. Haji IR Anuar Hashim, assisted by Mrs. Nur Fatimah Ibrahim Ngajimi. We discussed the concept of Design Thinking as one of the techniques in presenting KIK slides and documentation. Mr. Haji Anuar also explained the differences between the concept of Design Thinking and PDAC (Plan Do Check Act).





KPI Data Verification Session

Are you curious about why we're holding a session to confirm your department's KPI data collection for the year 2023?

As part of our ongoing efforts to enhance quality, some members of the QIPS department were sent to observe the Ministry of Health, Malaysia's practices over the decades.

The purpose of the KPI data verification session is to ensure that staff collecting the data are doing so accurately, consistently, and reliably.

Therefore, we're aiming to have the staff who collect the data firsthand present during the session.

To maintain objectivity, we've prepared an 'answer scheme' for your reference.

Please review the schedule emailed to all Heads of Departments and Quality Officers for the scheme and your assigned time slot.






CLINICAL AUDIT WORKSHOP



In 2024, we've established a new team dedicated to Clinical Audit within the QIPS department. Led by Dr. Azrina Ahmad @ Mohd, Associate Professor Dr. Suzanna Daud, and Dato' Dr. Khalid Ibrahim, this unit focuses on enhancing healthcare quality through systematic evaluation and improvement.

What advantages does conducting Clinical Audits within your own department offer?

Apart from being a pathway for publication in journals, the benefits include:

-  **Improvement of Patient Care:** Clinical audits help identify areas where patient care can be enhanced by analyzing clinical practice and care.
-  **Compliance with Standards:** Clinical audits help ensure compliance with these standards by identifying areas where practices may not align with established guidelines or best practices.
-  **Professional Development:** It encourages critical thinking, fosters a culture of continuous learning and improvement, and promotes collaboration among multidisciplinary teams.

- ✓ **Resource Optimization:** By identifying inefficient practices or areas where resources are underutilized, clinical audits can help hospitals optimize resource allocation. This can lead to cost savings and improved efficiency in healthcare delivery.
- ✓ **Risk Management:** Clinical audits can help identify potential risks and vulnerabilities in healthcare processes, allowing hospitals to implement preventive measures and mitigate risks before they result in adverse events or patient harm.
- ✓ **Quality Improvement:** Ultimately, the overarching goal of clinical audits is to drive continuous quality improvement in healthcare delivery by systematically reviewing and analyzing clinical practices and outcomes, we can identify opportunities for improvement and implement evidence-based changes to enhance the overall quality of care provided to patients.



**U
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EVENT

KPI DATA VERIFICATION SESSION

**CLINICAL & SUPPORTING
CLINICAL
DEPARTMENT**

25TH APRIL 2024

-

07TH JUNE 2024



CLINICAL AUDIT MASTERCLASS SERIES

OPHTHALMOLOGY



PAEDIATRICS



PHARMACY



NURSING



28/05/2024

Tuesday

8.00am-1pm

Seminar Room VIP Ward, Level 9

Bring along laptop , proposal/clinical practice guideline



CLINICAL AUDIT MASTERCLASS

YEAR 2024 MONTHLY SCHEDULE

✓ Done

30/04/24

MEDICAL, GENERAL SURGERY, ORTHOPAEDIC,
REHABILITATION

28/05/24

OPHTHALMOLOGY, PAEDIATRICS, PHARMACY,
NURSING

25/06/24

RADIOLOGY, CDL , ANAESTHESIOLOGY,
ONCOLOGY

30/07/24

FORENSIC, EMERGENCY, ORL, O&G

27/08/24

ASSISTANT MEDICAL OFFICER,
MEDICAL RECORD ,
CVTS,
PSYCHIATRY

FRIENDLY REMINDER



Incident Reporting when required



Regular KPI data entry



Safe practice always

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