



MINISTRY OF HEALTH MALAYSIA

# ANNUAL REPORT 2022

Assistant Medical Officer Services Section  
Medical Practice Division

**MINISTRY OF HEALTH MALAYSIA**  
Assistant Medical Officer Services Section  
Medical Practice Division  
Level 6, Block E1, Complex E, Presint 1,  
Federal Government Administration Centre  
62590 PUTRAJAYA

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## ***Foreword***

Assalamualaikum and sincere greetings to all,

I would like to express my deepest gratitude to Allah S.W.T. and congratulations to the employees of the Assistant Medical Officers Service section for their hard work in implementing 2022 agendas as reflected in the annual report of the Assistant Medical Officer service section Health Assistant Services for the year 2022.

The annual report for this year is unique in that it is the first to be published in English, demonstrating the seriousness with which the Assistant Medical Officer Service section takes its mission to internationalise the Assistant Medical Officer's profession in Malaysia.

I would like to state that the Assistant Medical Officer Service section has successfully implemented various programmes planned for the Assistant Medical Officers, Estate Hospital Assistants and Health Care Assistant's profession for the year 2022 despite the challenges and constraints given that the country is still in the endemic phase of Covid-19.

As the stake holders of the Assistant Medical Officers, Estate Hospital Assistants and Health Care Assistants, there is great hope and passion for the Assistant Medical Officer Service section to elevate these three professions to one high mark along with other professions in the Ministry of Health, Malaysia. In order to achieve these aspirations, various efforts have been undertaken by the Assistant Medical Officer service section in providing a comprehensive data base for all activities carried out to meet the requirements of this information source, in tandem with the development of the scope and function of the section.

I very much hope that the data and information in this annual report is expected to meet the reference needs of any entities, NGOs, individuals and others.

Finally, I take this opportunity to congratulate and thank all those involved in providing this comprehensive report. May this ongoing endeavour be sustained, Insha Allah.

Thank you.



**Zulhelmi bin Abdullah**  
**Head of Assistant Medical Officer Malaysia**  
**Ministry of Health Malaysia**

## ANNUAL REPORT COMMITTEES

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Ass. Secretary	- Encik Mohd Shahrulnizam bin Hanafi
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	- Puan Siti Nurjustie Khalishah Lausin Abdullah

# ASSISTANT MEDICAL OFFICER SERVICE SECTION ANNUAL REPORT 2022

## 1.0 INTRODUCTION

The Assistant Medical Officer Service Section (AMOSS) is the governing body for Assistant Medical Officers (AMO) in Malaysia, mandated under Act 180 (registration) of Medical Assistant, 1977 and Estate Hospital Assistants under Act 435 Estate Hospital Assistant Registration, 1965. Additionally, since 2015, the Health Care Assistant (HCA) in the Ministry of Health Malaysia has been placed under the responsibility of the AMOSS.

## 2.0 SCOPES AND ROLES OF MEDICAL ASSISTANT BOARD

### 2.1 THE SECRETARIAT OF MEDICAL ASSISTANT BOARD

The Secretariat is responsible for enforcement of Act 180 (Medical Assistants Registration) The Secretariat comprises of three main units, namely the Registration & Annual Renewal Unit, Gazettement / Competence Assessment Unit, Practice Control Unit, Complaints & Secretariat and the Secretariat of The Medical Assistant Board.

#### 2.1.1 Registration and Annual Renewal Unit

The role of the Registration and Annual Renewal Certificate (ARC) Unit is to ensure that anyone who satisfies the requirements under Act 180 is registered as a Medical Assistant. The Unit is also responsible for maintaining a registry Medical Assistants, ensuring that all Medical Assistants possess a valid Annual Renewal Certificate (ARC/PPT) to practice, monitoring and removal of names from the Medical Assistants Register when needed. In addition, the unit acts as secretariat for Medical Assistants Board meetings.

#### 2.1.2 Gazettement / Competence Assessment Unit

The Gazettement / Competence Assessment Unit is responsible for publishing the names of all newly registered Assistant Medical Officers in the Gazette for public reference. The unit also publish the removal and restoration of Assistant Medical Officer's names in the gazette.

#### 2.1.3 Practice Control Unit, Complaints & Secretariat

Practice Control Unit, Complaints & Secretariat is responsible for monitoring and regulating Medical Assistants practice in accordance with Act 180. Additionally, the Unit plans the developments of new bills for Assistant Medical Officers and handles complaints regarding the ethical and professional conduct of AMOs.

## **2.2 THE BOARD OF ESTATE HOSPITAL ASSISTANT UNIT**

Secretariat of The Board of Estate Hospital Assistant Unit is responsible for the registration of Estate Hospital Assistants who have passed their respective grading examinations. The LPHE also conducts annual examinations for Estate Hospital Assistants of Grades I, II, and III, and ensures that health facilities and services in Estate Clinics comply with the minimum standards set by the Ministry of Health.

## **2.3 PROFESSIONAL DEVELOPMENT SECTOR**

Professional Development Sector is responsible on planning, developing, and evaluating the implementation of educational program pertaining to Assistant Medical Officers. This is to ensure that the objectives and direction of the service are achieved in producing Assistant medical Officers who have high thinking skills and competence to meet the current service activities.

is under the purview of the Professional Development Sector. The Unit plans and supervises the development of the Medical Assistant Education Programme Guidelines and monitors Assistant Medical Officers training, which is provided by both public and private institutions.

### **2.3.1 Training, Accreditation and Facility Unit.**

The training, accreditation and Facility unit is responsible for coordinating activities in line with Medical Assistant Board's strategic plan . The unit plays a significant role in regulating issues and development of professional of education among others;

- i. Compliance with the Standard and Guidelines for Medical Assistant education program 2018.
- ii. Monitor the implementation of assessments'/examination by the higher Education providers (HEP).
- iii. Curriculum updates and revision.
- iv. Scheduled compliance visits to HEPs
- v. Manage appeal for clinical training facilities under MOH from private HEPs.
- vi. Visits with Malaysia Qualifications Agency (MQA) to HEPs for the purpose of accrediting Medical Assistants Program

### **2.3.2 Compulsory Placement Program Unit**

The Compulsory Placement Program Unit coordinates the implementation of the compulsory placement program for newly appointed Assistant Medical Officers. It monitors the implementation of CPP in all dedicated CPP training centres. The unit also involves in the development and revision of CPP training

modules, organizes training for CPP local preceptors at dedicated training centres and endorses new applications for CPP training centres.

### **2.3.3 Emergency Medical Rescue Services (EMRS) Training unit.**

The Emergency Medical Rescue Services (EMRS) Training unit develops training modules for the Emergency Medical Rescue Services First responders. The unit also coordinates the practical placement of EMRS First Responder in dedicated hospitals and prepares EMRS First Responder training reports for the purpose of certification of qualified participants. Furthermore, the unit is responsible in training the EMRS Trainers (TOT) to facilitate EMRS training efficiently.

### **2.3.4 Fire Safety Officer (FSO) Training Unit.**

The Fire Safety Officer Training Unit manages Fire Safety Officer training for Chief Supervisors Assistant Medical Officers in hospitals, district health offices, and MOH institutes.

## **2.4 POLICY & STRATEGIC PLANNING SECTOR**

Policy & Strategic Planning Sector oversees adherence to established policies and carries out short, long, and strategic action plans for the provision of Assistant Medical Officer and Health Care Assistant services. The sector periodically, reviews the impact of effectiveness of strategic plans and prepares report.

### **2.4.1 Policy, Human Resource and Human Capital Development Unit**

The Policy, Human Resource and Human Capital Development Unit is responsible in enhancing skills, knowledge and experience of Assistant Medical Officers and Health Care Assistants. The unit also advises Human Resource Division, Ministry of Health in the postings of Assistant Medical Officers and Health Care Assistants. Furthermore, the unit develops personnel projection for these two categories based on the demands of Malaysia's health industry.

### **2.4.2 Quality and Research Unit**

Quality and Research Unit focuses on research activities, clinical audit, Assistant Medical Officers Accreditation Standards (Hospital accreditation programme), Key Performance Indicators (KPI), and Credentialing & Privileging (C&P) of Assistant Medical Officers.

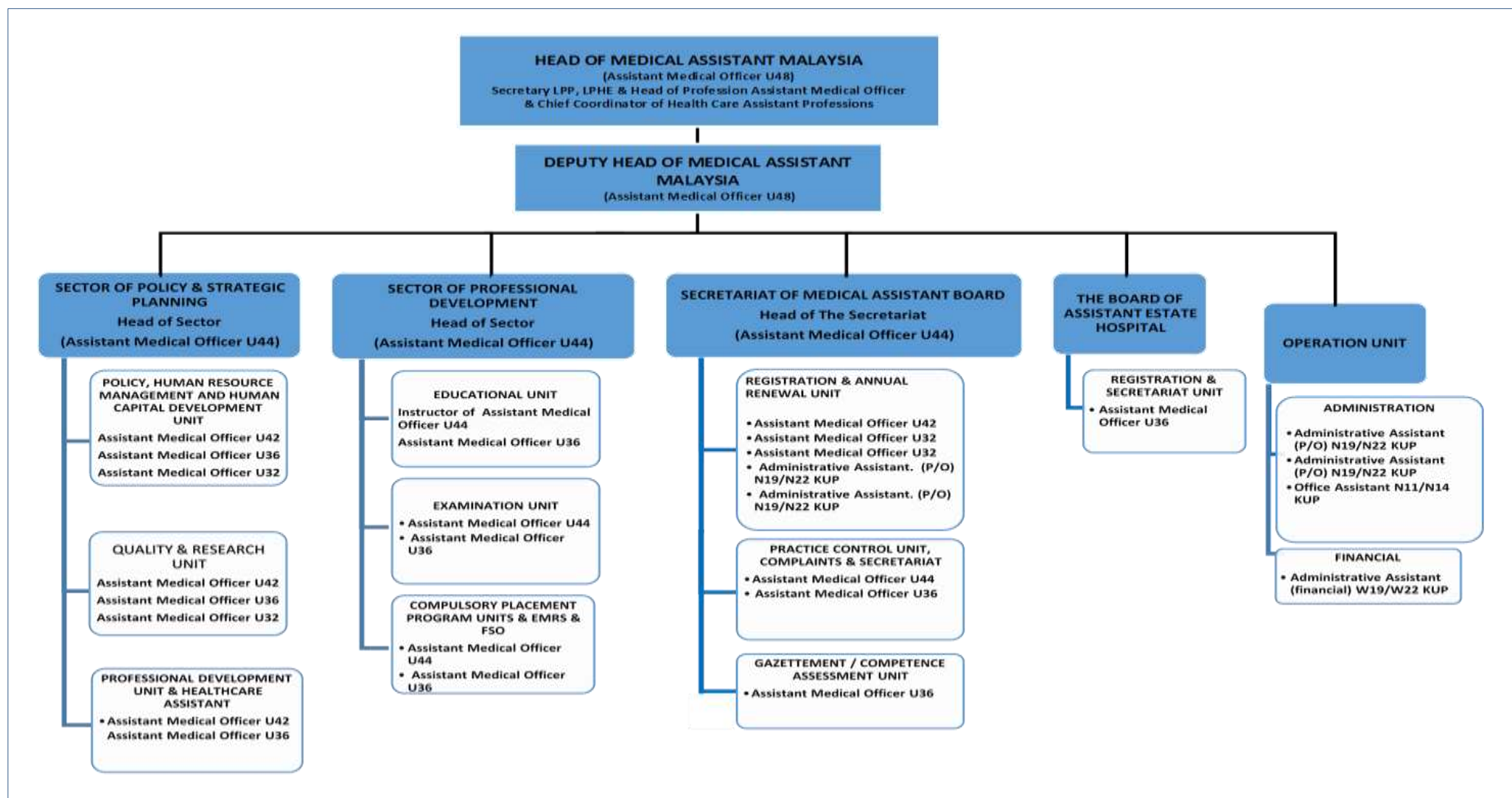
### **2.4.3 Professional Development and Health Care Assistant Unit**

The Professional Development and Health Care Assistant Unit plans career development based on the direction of Assistant Medical Officers and Health

Care Assistant development plans. For the purpose of enhancing and strengthening knowledge and abilities, the unit offers a training and learning roadmap for Assistant Medical Officers and Health Care Assistants continuously.



## 2.5 ORGANIZATION CHART OF THE ASSISTANT MEDICAL OFFICER SERVICE SECTION (CPPPP)



### 3. PERFORMANCE REPORT FOR SECRETARIAT OF MEDICAL ASSISTANT BOARD.

#### 3.1 REGISTRATION & ANNUAL RENEWAL CERTIFICATE (ARC) UNIT

##### 3.1.1 Quality Objectives

The established target is outlined as follows:

A realistic target has been set to ensure the expeditious processing of applications to be registered as a Registered Medical Assistant (Form 3 (Regulation 16(1))) submitted through the Medical Assistant Board. The objective is to achieve a processing efficiency of 85%, within 45 working days from the date of receipt by the Board.

This target signifies a commitment to streamline and expedite the registration process, acknowledging the importance of timely responses to applicants seeking registration as Registered Medical Assistants. The 85% benchmark emphasizes the Board's dedication to a swift and efficient evaluation of applications, thereby facilitating a more responsive and applicant-friendly registration system.

The defined timeframe of 45 working days underscores the Board's commitment to a transparent, accountable, and expeditious registration process, contributing to the overall enhancement of the regulatory procedures governing the registration of Medical Assistants in Malaysia.

##### 3.1.2 Statistics of Registration of Medical Assistants for Year 2022

Month	Total of Registration	Total of Compliance	Percentage Rate (%)
January	403	403	100%
February	4	4	100%
March	1	1	100%
April	7	7	100%
May	0	0	100%
June	103	103	100%
July	6	6	100%
August	68	68	100%
September	0	0	100%
October	382	382	100%
November	0	0	100%
December	0	0	100%
<b>Total</b>	<b>974</b>	<b>974</b>	<b>100%</b>

Based on the table, the registration of Medical Assistants for year 2022 is 100% where the target (85%) is achieved.

### 3.1.3 Number of Registered Medical Assistants (MAs) from 2020 to 2022 cumulatively

NO.	ITEMS	YEAR (Number of MAs)		
		2020	2021	2022
1	Registered MAs	26,841	28,130	29,104
2	Registered MAs - post implementation of Section 14, Act 180. (Removal of Name)	761 (0)	783 (22)	848 (65)
3	Registered MAs in government sector	21,768	22,652	23,401
4	Registered MAs in private sector	5,073	5,478	5,703
5	Registered Mas (Male)	21,907	22,724	23,366
6	Registered Mas(Female)	4,934	5,406	5,738

In the year 2022, the record indicates a total of 29,104 registered Medical Assistants, demonstrating a noteworthy increase of 974 individuals, equivalent to a percentage growth of **3.3%**, in comparison to the figures reported in 2021. This growth reflects a positive trend in the registration of Medical Assistants, signifying an expanding and dynamic healthcare workforce.

Pertaining to the provisions outlined in the Medical Assistant (Registration) Act 1977 [Act 180], specifically in Section 14, a total of 65 removals of names from the register were executed. This underscores the regulatory responsibilities exercised by the Act in ensuring the integrity and compliance of the registered Medical Assistants.

Furthermore, the data reveals substantial increases in registrations from both the government and private sectors compared to the preceding year, 2021. Notably, there was an augmentation of 749 registrations (equivalent to 3.2%) from the government sector and an additional 225 registrations (representing a growth of 3.9%) from the private sector. These increments signify a positive response to the demand for Medical Assistants in both public and private healthcare settings.

A gender-specific analysis of the registered Medical Assistants in 2022 reveals an increase of 642 (2.7%) in male Medical Assistants and a significant rise of 332 (5.7%) in female Medical Assistants compared to the figures reported in the previous year. This gender-wise growth highlights a balanced and diversified representation within the registered Medical Assistant community.

In summary, the data underscores a positive trend in the registration of Medical Assistants, with notable increases in total registrations, removals in accordance with statutory provisions, and a significant rise in registrations from both the government and private sectors. Additionally, the gender-wise analysis reflects a diversified and growing Medical Assistant workforce in 2022.

**3.1.4 Registration of Medical Assistants (graduates) from the Training Institute, Ministry of Health, Malaysia (ILKKM) and Private Higher Educational Institutions (IPTS) from 2020 to 2022**

NO.	COLLAGE	GENDER	YEAR		
			2020	2021	2022
1.	Training Institute, Ministry of Health Malaysia	Male	306	714	573
		Female	89	170	176
2.	Armed Forces Health Training Institute (INSAN) Terendak Camp, Malacca	Male	0	0	2
		Female	0	0	4
3.	I-Systems College, Kuching, Sarawak	Male	3	3	0
		Female	8	11	0
4.	Management & Science University (MSU), Shah Alam, Selangor	Male	3	5	3
		Female	7	20	12
5.	Murni International College, Nilai, Negeri Sembilan	Male	8	31	11
		Female	24	59	23
6.	Widad University College, Kuantan, Pahang	Male	1	1	2
		Female	2	7	2
7.	University College MAIWP International (UCMI), Kuala Lumpur.	Male	49	27	98
		Female	107	97	28
8.	UOW Malaysia KDU University College, Glenmarie, Selangor	Male	5	1	2
		Female	18	6	2
9.	Lincoln University College, Petaling Jaya, Selangor	Male	0	0	1
		Female	2	0	2
10.	University of Cyberjaya, Cyberjaya, Selangor	Male	8	6	10
		Female	10	29	22
11.	Institute of Medical Science Technology (UniKL MESTECH), Kajang, Selangor	Male	0	24	0
		Female	0	64	1
12.	Geomatika University College (GUC), Kuala Lumpur	Male	0	4	0
		Female	6	7	0
13.	DSH Institute of Technology, Setapak, Kuala Lumpur	Male	0	0	0
		Female	0	0	0
<b>TOTAL</b>			<b>1,669</b>	<b>658</b>	<b>974</b>

### 3.1.5 Annual Renewal Certificate (ARC) in 2022

NO.	ITEMS	TOTAL
1	Total Applications of ARC	23,288
2	Complete Documents	22,094
3	Approved Applications within 60 working days	21,735
4	Incomplete Documents	1194
5	Percentage Rate of Approved Applications with Complete Documents within 60 working days	98.3%

In the year 2022, the Board experienced a significant influx of applications for the Application for Certificate (ARC), receiving a total of 23,288 forms. Impressively, 22,094 of these applications were submitted with complete documentation, highlighting the applicants' diligence and adherence to submission requirements.

Within the stipulated timeframe of 60 working days, the Board efficiently processed and approved 21,735 applications. This commendable accomplishment resulted in an approval rate of 98.3%, surpassing the predetermined target of 85%. This achievement underscores the Board's commitment to timely and effective processing, ensuring that the majority of applicants receive their Certificate within the specified timeframe.

The success in exceeding the target reflects positively on the Board's operational efficiency, responsiveness, and commitment to facilitating a streamlined application process for the Certificate. It also signifies a robust and well-managed system in place to handle the substantial volume of applications received in 2022.

### 3.1.6 Medical Assistants Annual Renewal Certificate (ARC) from 2020 to 2022:

ITEMS	YEAR		
	2020	2021	2022
<b>Total Applications of ARC</b>	20,582	21,337	23,288

ARC applications show an increase of 8.4% in 2022 compared to 2021 with an increase of 1951 total application.

## 3.2 GAZETTEMENT / COMPETENCE ASSESSMENT UNIT

### 3.2.1 Gazettement

As per the stipulations outlined in the Medical Assistants Act (Registration) [Act 180], the Medical Assistants Board is mandated to publish announcements in the Gazette for the following specific purposes:

a) Section 13, Subsection (1):

The Board is required to publish in the Gazette announcements regarding the registration of new medical assistants. This serves as a formal and public acknowledgment of individuals who have successfully completed the registration process and are officially recognized as medical assistants. The announcement in the Gazette ensures transparency and public awareness of these new registrations.

b) Section 15, Subsection (1):

For matters related to 'name removal' from the registry, the Board is obligated to publish it in the Gazette. This public disclosure is crucial in communicating the removal of names from the register, thereby maintaining transparency and informing stakeholders of actions taken in response to violations or non-compliance with regulatory standards.

c) Section 16, Subsection (1):

Announcements regarding the re-entry of names in the register, as specified in Section 16, Subsection (1), are also to be published in the Gazette. This ensures that any reinstatement or re-entry into the register is formally documented and communicated to the public through this official channel.

In summary, the publication of these announcements in the Gazette aligns with the legal requirements outlined in the Medical Assistants Act (Registration) [Act 180], contributing to transparency, accountability, and public awareness in matters related to the registration and status of Medical Assistants.

The following is the year 2022 report for Section 13, subsection (1):

Section / Subsection	Total	Amount of gazetment fee(RM)
<b>13 (1)</b>	1,286	13,140.00

In accordance with Section 13, Subsection (1) of the Medical Assistants Act (Registration) [Act 180], it is reported that a total of 1,286 Medical Assistant trainees, who underwent training in 2021 from both the Ministry of Health Training Institutes (ILKKM) and private colleges, have successfully registered as medical assistants. This registration signifies their official recognition and authorization to practice as Medical Assistants.

The cost associated with this grant of registration amounts to RM13,140.00. This financial detail is pertinent information, indicating the resource allocation for the gazetment process. The disclosure of such costs adds transparency to the regulatory procedures and ensures that stakeholders are informed about the financial aspects associated with the registration of newly graduated medical assistants.

Whereas, in Section 15, subsection (1), the publication in the Gazette refers to the removal of names from the list of Medical Assistants:

Section / Subsection	Medical Assistants Board Meeting	Number of Name removal	Amount of financial allocation (RM)
<b>15 (1)</b>	66 <sup>th</sup> until 71 <sup>st</sup>	802	6,750.00

In the recent period, a total of 802 Medical Assistants were removed from the registry. This removal, according to Section 15(1)(a), was executed based on the Board's satisfaction that a Medical Assistant has deceased.

In summary, the Medical Assistants Board has effectively utilized a financial allocation of RM 21,083.40 for the purpose of broadcasting announcements in the Gazette under the provisions of the Medical Assistants Act (Registration) 1977 [Act 180]. This allocation has facilitated the implementation of necessary procedures, including the publication of information related to new registrations, name removal of registration certificates, in accordance with the legal requirements specified in the Act.

The application for broadcasting through the Government Gazette method (JIL.66) was successfully conducted on February 25, 2022. This method of dissemination ensures that the information reaches a wide audience and fulfils the transparency and public awareness objectives outlined in the regulatory framework. The financial allocation and the chosen method of broadcasting underscore the Board's commitment to maintaining an open and accountable system in managing the registration and regulatory processes for Medical Assistants.

### 3.2.2 Competency Assessment for Annual Renewal Certificate (ARC)

In accordance with the decisions made during the 65<sup>th</sup> Medical Assistants Board Meeting (LPP) in 2017, the implementation of competency test has been mandated for Assistant Medical Officers (PPP) with expired Annual Renewal Certificates (ARC). This proactive measure is designed to ensure ongoing competency and compliance with the requirements of Act 180, the Medical Assistants Act (Registration) of 1977.

Here are the appeal application statistics for the test for the Annual Renewal Certificate (ARC):

<b>Schedule: Application for Competency Assessment for ARC</b>				
<b>Sector Year</b>				
<b>Year</b>	<b>Public Sector</b>	<b>Private Sector</b>	<b>Total</b>	<b>Differences / Comparison</b>
<b>2018</b>	701 (71.5%)	280 (28.5%)	981	-
<b>2019</b>	662 (73.7%)	236 (26.3%)	898	-83 (-8.5%)
<b>2020</b>	891 (47.2%)	996 (52.8%)	1,887	989 (1.10%)
<b>2021</b>	1,351 (46.3%)	1,570 (53.7%)	2,921	1,034 (54.8%)
<b>2022</b>	1,505 (54.4%)	1,264 (45.6%)	2,769	-152 (-5.2%)

Based on the provided information, it is observed that the number of appeals for the Annual Renewal Certificate (ARC) assessment test in 2022 has decreased compared to the figures recorded in 2021. The decline is quantified at -5.2%, equivalent to a reduction of 152 applications. Despite the overall decrease, there is a noteworthy shift in the distribution of appeals between the public and private sectors.

In the public sector, there was a substantial increase in appeals, with 1,505 applications, representing a growth of 154 (11.4%) from the 2021 figure of 1,351 (46.3%). Conversely,



appeals from the private sector experienced a significant decline of 1,264 (45.6%), reflecting a decrease of 306 (19.5%) from the 2021 count.

This shift in appeal patterns suggests that there may be varying levels of awareness among Assistant Medical Officers (AMOs) regarding the significance of obtaining the Annual Renewal Certificate (ARC). The decrease in private sector appeals could be indicative of a potential lack of awareness or understanding among individuals in this sector regarding the importance of participating in the ARC assessment test.

Addressing this awareness gap and providing comprehensive information to AMOs about the importance and benefits of holding a valid ARC may contribute to increased participation in the assessment test, ensuring that Medical Assistants across both public and private sectors maintain the necessary standards and competencies outlined in the regulatory framework.

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Schedule: Assessment test for 2022

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<b>Year</b>	<b>Number of Candidates</b>	<b>Application for Assessment test</b>	<b>Number of exams</b>	<b>Absence and fail</b>
2022	2,769	2,587	2,482	365

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The table above illustrates that out of the total 2,769 candidates registered for the competition assessment, 2,587 candidates (93.4%) fulfilled the stipulated criteria and were required to undergo the evaluation test. The remaining 182 candidates were exempt from the evaluation test, and their appeals were approved without undergoing the assessment. The predominant reasons for this outcome were insufficient Continuing Professional Development (CPD) points in 2020, accounting for 1,828 candidates (73.6%), and skipped applications, constituting 654 candidates (26.4%).

Of those who participated in the assessment test, 2,482 candidates (95.9%) scored above the threshold. Consequently, there were 365 candidates (14.1%) failed the competition assessment, leading to the classification of their assessments as unsuccessful. These candidates are required to submit an appeal for reconsideration.

### 3.3 PRACTICE CONTROL, COMPLAINTS & SECRETARIAT UNIT

#### 3.3.1. Complaints in year 2022

In the year 2022, a total of seven (7) cases of complaints and inquiries were documented, addressed, and successfully concluded within the designated timeframe. The process of investigating these complaints involved initiating a preliminary investigation by the Chief of Assistant Medical Officer of the State Health Department. This measure aimed to provide an initial response to any reported issues and facilitate the gathering of comprehensive information for a thorough investigation.

Simultaneously, the Medical Assistant Board Secretariat took steps to directly respond to the complaints. This response was conducted through both email communication and official letters dispatched to the relevant individuals involved in the reported cases.

#### 3.3.2 Medical Assistant Board Meeting 2022

No.	Matter	Date	Venue
1	72 <sup>nd</sup> Medical Assistant Board Meeting	25 April 2022	Main Meeting Room (BMU), Level 5 E7, Information Management Division, MOH
2	73 <sup>rd</sup> Medical Assistant Board Meeting	22 August 2022	Operations Room, Level 4 E7, MOH
3	74 <sup>th</sup> Medical Assistant Board Meeting	7 November 2022	Main Meeting Room (BMU), Level 5 E7, Information Management Division, MOH

#### 4. THE BOARD OF ESTATE HOSPITAL ASSISTANTS (LPHE)

##### 4.4.1 Number of Estate Hospital Assistants and Assistant Medical Officers by States.

States	Total Estates	Total Clinic	Number of Estate Hospital Assistants (EHA)	Number of Assistant Medical Officers (AMO)
Perlis	0	0	0	0
Kedah	27	27	5	2
Pulau Pinang	1	1	0	0
Perak	65	57	17	12
Selangor	85	38	4	7
Negeri Sembilan	8	8	5	11
Melaka	7	7	1	6
Johor	100	98	29	28
Pahang	16	13	4	9
Terengganu	21	10	1	1
Kelantan	10	2	2	2
Sarawak	38	38	0	8
Sabah	1570	240	269	20
<b>Total</b>	<b>1948</b>	<b>539</b>	<b>391</b>	<b>112</b>

*\*Data by Ministry of Human Resource 2021*

##### 4.4.2 Total Registration of Estate Hospital Assistants within 5 Years.

Years	Probation	Grade I, II, III	Total
2018	29	22	51
2019	58	26	84
2020	34	68	102
2021	25	52	77
2022	54	1	55

#### 4.4.3 Report of The Board Estate Hospital Assistants Examination Year 2022.

The LPHE examination is carried out from 12<sup>nd</sup> to 15<sup>th</sup> September 2022 at Ministry of Health Training Institute (ILKKM) Seremban, Negeri Sembilan and Tawau, Sabah.

Table of the number of candidates sitting the exam by grade:

Examination Centre	Number Of Candidates			
	Grade 3	Grade 2	Grade 1	Total
1. Ministry Of Health Training Institute Seremban	-	1	4	5
2. Ministry Of Health Training Institute Tawau	42	29	25	96
<b>TOTAL</b>	<b>42</b>	<b>30</b>	<b>29</b>	<b>101</b>

#### 4.4.4 The Board of Estate Hospital Assistants (LPHE) 2022 Activity Report.

NO.	ACTIVITY	NOTES
1	Presentation of Plan of Action (POA).	January 2022
2	Multi-Grade PHE Registration Workshop through the Bless system in KK Sandakan, Sabah.	16 - 18 February 2022
3	Estate Hospital Assistants Board examination announcement.	1 March – 30 June 2022
4	Education Committee Meeting (1 <sup>st</sup> )	24 March 2022
5	107 <sup>th</sup> Estate Hospital Assistants Board Members Meeting	20 April 2022
6	Estate Hospital Assistants Board examination	12 – 15 September 2022
7	Education Committee Meeting 2 <sup>nd</sup> and Estate Hospital Assistants Board Members Pre-Meeting	8 November 2022
8	108 <sup>th</sup> Estate Hospital Assistants Board Members Meeting	10 November 2022

## 5. PROFESSIONAL DEVELOPMENT SECTOR

### 5.1 EDUCATIONAL UNIT

#### 5.1.1 Number of accreditation assessments visit to IPTA and IPTS (Public and Private Institutes) in 2022.

NO.	DATE	ACTIVITY
1.	19-21/01/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute (ILKKM) Sultan Azlan Shah, Perak.
2.	26-28/01/2022	Visit with MQA for Full Accreditation Assessment at Lincoln University College.
3.	09-11/02/2022	Visit with MQA for Full Accreditation Assessment at DSH Institute of Technology (DIT).
4.	23-25/02/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute Kuching, Sarawak.
5.	15-17/03/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute Johor Bahru, Johor.
6.	28-30/03/2022	Visit with MQA for Full Accreditation Assessment at WIDAD University College.
7.	11-13/05/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute Kota Kinabalu, Sabah.
8.	08-10/06/2022	Visit with MQA for Full Accreditation Assessment at Armed Forces Health Training Institute (INSAN).
9.	20-22/7/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute Seremban, Negeri Sembilan.
10.	27-29/07/2022	Visit with MQA for Full Accreditation Assessment at MURNI International College.
11.	17-19/08/2022	Visit with MQA for Full Accreditation Assessment at University of Cyberjaya.
12.	22/09/2022	Visit with MQA for Provisional Accreditation Assessment at IJN College, Kuala Lumpur.
13.	04-06/10/2022	Visit with MQA for Full Accreditation Assessment at Ministry of Health Training Institute Alor Setar, Kedah.
14.	22-24/11/2022	Visit with MQA for Full Accreditation Assessment at Universiti Kuala Lumpur (UniKL).

### 5.1.2 List of Public and Private Higher Learning Institution that received a Full Accreditation Certificates for Medical Assistant Diploma Program in 2022

No.	Higher Education Provider Name	Programme Code	Full Accreditation Period	Full Accreditation Renewal Application Status
1	Ministry of Health Training Institute Sultan Azlan Shah, Perak	MQA/FA 13053	11/10/2019 – 12/10/2024	-
2	Ministry of Health Training Institute Kuching, Sarawak	MQA/FA 13056	11/10/2019 – 10/10/2024	-
3	Ministry of Health Training Institute Johor Bahru, Johor	MQA/FA 13054	11/10/2019 – 10/10/2024	-
4	Ministry of Health Training Institute Kota Kinabalu, Sabah	MQA/FA 13055	11/10/2019 – 10/10/2024	-
5	Ministry of Health Training Institute Seremban, Negeri Sembilan	MQA/FA 13052	11/10/2019 – 10/10/2024	-
6	Ministry of Health Training Institute Alor Setar, Kedah	MQA/FA 13450	28/11/2019 – 27/11/2024	-
7	<i>Management &amp; Science University (MSU)</i>	MQA/FA 5704	29/03/2022 – 28/03/2025	-
8	Murni International College	MQA/FA 8746	01/04/2022 – 31/03/2025	-
9	<i>Widad University College</i>	MQA/FA 8834	29/03/2022 – 28/03/2025	-
10	UOW Malaysia College	MQA/FA 0966	26/06/2021 – 25/06/2023	-
11	<i>Lincoln University College (LUC)</i>	MQA/FA 9108	28/11/2020 – 27/11/2023	-
12	Maiwp International College University	MQA/FA 0391	16/04/2021 – 15/04/2024	-
13	<i>University of Cyberjaya (Uoc)</i>	MQA/FA 1947	09/02/2023 – 08/02/2026	-
14	Unikl – Mestech	MQA/FA 4941	15/08/2023 – 14/08/2026	-
15	Geomatika Malaysia University	MQA/FA 2797	30/10/2020 – 29/10/2023	-
16	DSH Institute of Technology (D.I.T)	MQA/FA 4551	22/04/2020 – 23/04/2023	-
17	Armed Forces Health Training Institute (INSAN)	MQA/FA 3504	09/07/2021 - 08/07/2026	-
18	IJN College, Kuala Lumpur	MQA/PA 12882	15/02/2023 – 14/02/2028	-
19	I-Systems College, Kuching	MQA/FA 6957	01/01/2019 – 31/12/2021	The College Has Not Applied for A Full Accreditation Renewal From MQA.

### 5.1.3 Memorandum of Agreement (MOA) between Higher Education Providers and Ministry of Health for the Medical Assistant Diploma and Bachelor in 2022.

No.	Higher Education Providers	Duration of Moa Agreement	Full Accreditation Renewal Application Status
1	I-Systems College, Kuching (Diploma of Medical Assistant)	16/12/2020 – 15/12/2025	-
2	<i>Management &amp; Science University (MSU)</i> (Diploma of Medical Assistant)	30/09/2017 – 29/09/2022	Review of The Proposed Moa by The Legal Counsel Office
3	Murni International College (Diploma of Medical Assistant)	26/05/2021 – 25/05/2026	-
4	<i>Widad University College</i> (Diploma of Medical Assistant)	24/10/2020 – 23/10/2025	-
5	UOW Malaysia College (Diploma of Medical Assistant)	27/10/2016 – 26/10/2021	The Soft Copy of The Moa Has Been Submitted to UOW for Binding Purposes
6	<i>Lincoln University College (LUC)</i> (Diploma of Medical Assistant)	05/05/2019 – 04/05/2024	-
7	MAIWP International College University (Diploma of Medical Assistant)	21/01/2018 – 20/01/2023	Review of The Proposed MOA By the Legal Counsel Office
8	<i>University of Cyberjaya (UOC)</i> (Diploma of Medical Assistant)	01/06/2020 – 31/05/2025	-
9	Unikl – Mestech (Diploma of Medical Assistant)	31/01/2017 – 30/01/2022	Review of The Proposed Moa by The Legal Counsel Office
10	Geomatika Malaysia University (Diploma of Medical Assistant)	28/04/2017 – 27/04/2022	The Soft Copy of The MOA Has Been Submitted for Binding Purposes
11	DSH Institute of Technology (D.I.T) (Diploma of Medical Assistant)	04/04/2021 – 03/04/2026	-
12	Open Universiti Malaysia (OUM) (Bachelor in Medicine and Health Sciences)	21/10/2020 - 20/10/2025	
13	Universiti Kebangsaan Malaysia (UKM) (Bachelor In Emergency Medicine)	24/06/2020 - 23/06/2025	
14	Universiti Sultan Zainal Abidin (UNISZA) (Bachelor in Medicine and Health Sciences)	-	Review of The Proposed MOA by the Legal Counsel Office

## 5.2 MEDICAL ASSISTANT BOARD EXAMINATION UNIT

### 5.2.1 Activities of the Medical Assistant Board Examination (MABE) 2022.

No	Date	Activities
1.	25 January 2022	Medical Assistant Board Examination Technical Committee Meeting No.1/2022 was held at Ministry of Health Training Institute Seremban, N.S.
2.	07 Mac 2022 - 09 Mac 2022	Medical Assistant Board Examination Question Drafting Workshop was held at KK Batu Berendam, Melaka.
3.	05 July 2022	Medical Assistant Board Examination (MABE) No.1/2022 was conducted at 5 Ministry of Health Training Institutes and University of Cyberjaya.
4.	22 August 2022 – 23 August 2022	Medical Assistant Board Examination Technical Committee Meeting No.1/2022 was held at Ministry of Health Training Institute Seremban, Negeri Sembilan.
5.	01 August 2022	Medical Assistant Board Examination (MABE), Master Committee Meeting, was held at CPPPP, Medical Practice Division, MOH.
6.	08 August 2022	Circulation of Officials result of Medical Assistant Board Examination (MABE) No.1/2022
7.	11 October 2022	Medical Assistant Board Examination (MABE) No.2/2022 was conducted at the University of Cyberjaya (UoC).
8.	19 October 2022 - 21 October 2022	Medical Assistant Board Examination Technical Committee Meeting No.2/2022 was held at Ministry of Health Training Institute Seremban, N.S.
9.	26 October 2022	Medical Assistant Board Examination (MABE), Master Committee Meeting, was held at CPPPP, Medical Practice Division, MOH.
10.	1 November 2022	Circulation of Officials result of Medical Assistant Board Examination (MABE) No.2/2022

### 5.2.2 Results of Medical Assistant Board Examination (MABE) Year 2022.

Medical Assistant Board Examination (MABE)	Number of Candidates	PASS	Failed
No.1/2022	398	365 (92%)	33 (8%)
No.2/2022	144	98 (68%)	46 (32%)



### 5.2.3 Number Assistant Medical Officers Applied for Post Basic/ Advanced Diploma (2022)

No	Courses	TOTAL CANDIDATES		
		Apply	Success	Attended
1	Advanced Diploma in Diabetes Care	42	19	19
2	Advanced Diploma in Healthcare Management	17	11	11
3	Advanced Diploma in Emergency Care	155	59	59
4	Advanced Diploma in Intensive Care Technology	9	0	0
5	Advanced Diploma in Mental Health Care	48	23	23
6	Advanced Diploma in Perioperative Management	9	7	7
7	Advanced Diploma in Respiratory Management	5	3	3
8	Advanced Diploma in Cardiovascular Health Care	29	26	26
9	Advanced Diploma in Prevention & Infection Control	35	9	9
10	Neurophysiology Diagnostic & Monitoring	7	4	4
11	Post Basic in Rehabilitation	1	1	1
12	Post Basic in Wound Care	100	10	10
13	Post Basic in Gastrointestinal Endoscopy	15	9	9
14	Post Basic in Counselling HIV/Aids	87	42	42
15	Post Basic Rheumatology Care	1	1	1
16	Post Basic Dermatology Care	12	5	5
17	Post Basic Primary Health Care	80	57	57
18	Post Basic Nephrology Care	103	83	83
19	Post Basic Ophthalmic Care	27	16	16
20	Post Basic Orthopaedic Care	36	20	20
21	Post Basic Otorhinolaryngology Care	9	1	1
22	Post Basic Peri Anaesthesia Care	39	10	10
23	Post Basic Stoma and Continence Care	1	1	1
24	Post Basic Forensic Medicine	21	15	15
25	Post Basic Sports Medicine	10	8	8
<b>TOTAL</b>		<b>899</b>	<b>493</b>	<b>493</b>

#### 5.2.4 The total number of Assistant Medical Officer applied for Post Basic/ Advanced Diploma 2022)

No	Recruitment Year	Total Candidates			Total of Candidates Rejected the Offer					
		Application	Success	Attended	Health issues	Personal	Pregnant	Resign	No approval by Hod	Register
1.	2022	899	493	493	0	0	0	0	0	0

### 5.3 COMPULSORY PLACEMENT PROGRAMME (PPW) UNIT

#### 5.3.1 Total number of participants by state (2022)

NO.	STATE	GROUP 23	GROUP 24	GROUP 25	GROUP 26	TOTAL
1	Perlis	13	17	10	-	40
2	Kedah	63	56	26	-	145
3	Pulau Pinang	55	45	22	-	122
4	Perak	62	58	32	-	152
5	Selangor	91	74	63	160	388
6	HKL	25	20	10	160	215
7	W.P. Putrajaya	25	22	20	-	67
8	Negeri Sembilan	30	24	32	-	86
9	Melaka	29	50	13	-	92
10	Johor	52	54	26	-	132
11	Kelantan	38	36	19	-	93
12	Terengganu	40	33	20	-	93
13	Pahang	55	48	21	-	124
14	Sabah	117	74	35	-	226
15	Sarawak	93	67	35	-	195
16	WP Labuan	6	6	4	-	16
	<b>TOTAL</b>	<b>794</b>	<b>684</b>	<b>388</b>	<b>320</b>	<b>2186</b>

### 5.3.2 Compulsory Placement Program Training for Local Preceptor

NO.	DATE	COURSE	VENUE	NUMBER OF PARTICIPANTS
1	17 – 18 Feb 2022	Compulsory Placement Program Local Preceptor Course in Collaboration with Selangor State Health Department	Hospital Shah Alam	30
2	1 - 2 June 2022	Compulsory Placement Program Local Preceptor Course in Collaboration with Penang State Health Department	Penang State Department of Health	27
3	28 - 30 June 2022	Compulsory Placement Program Local Preceptor Organised by Ministry of Health	Seri Bayu Resort Hotel, Bagan Lalang	79
4	11– 13 October 2022	Compulsory Placement Program Local Preceptor Course in Collaboration with Negeri Sembilan State Health Department	Negeri Sembilan State Department of Health	34
5	25– 27 October 2022	Compulsory Placement Program Local Preceptor Course in Collaboration with Kedah State Health Department	Alor Setar Training Institute of the Ministry of Health	19

### 5.3.3 Compulsory Placement Program Coordination Meeting

NO.	DATE	MEETING	VENUE
1	13 January 2022	Kelantan State Health Department Compulsory Placement Program Coordination Meeting	Kelantan State Health Department
2	6 September 2022	Negeri Sembilan State Health Department Compulsory Placement Program Coordination Meeting	Negeri Sembilan State Health Department Compulsory Placement Program Coordination Meeting

### 5.3.4 Monitoring of Compulsory Placement Program

NO.	DATE	HOSPITAL	STATE
1	17 Mac 2022	Hospital Sultan Haji Ahmad Shah, Temerloh	Pahang
2	20 Mac 2022	Hospital Kemaman	Terengganu
3	12 April 2022	Hospital Tuanku Ampuan Najihah, Kuala Pilah	Negeri Sembilan
4	14 April 2022	Hospital Port Dickson	Negeri Sembilan
5	21 April 2022	Hospital Kajang	Selangor
6	25 April 2022	Hospital Melaka	Melaka
7	27 April 2022	Hospital Tengku Ampuan Rahimah, Klang	Selangor
8	10 Mei 2022	Hospital Sultanah Maliha, Langkawi	Kedah
9	12 Mei 2022	Hospital Sultanah Bahiyah, Alor Setar	Kedah
10	13 Mei 2022	Hospital Tuanku Fauziah, Kangar	Perlis
11	20 Jun 2022	Hospital Kuala Lumpur	WP Kuala Lumpur
12	8 September 2022	Hospital Raja Pemaissuri Bainun, Ipoh	Perak
13	9 September 2022	Hospital Seri Manjung, Manjung	Perak
14	25 Oktober 2022	Hospital Sungai Buloh	Selangor
15	26 Oktober 2022	Hospital Kuala Lumpur	WP Kuala Lumpur
16	16 November 2022	Hospital Tengku Ampuan Rahimah, Klang	Selangor
17	17 November 2022	Hospital Banting	Selangor
18	22 November 2022	Hospital Ampang	Selangor
19	23 November 2022	Hospital Sungai Buloh	Selangor
20	29 November 2022	Hospital Kajang	Selangor
21	30 November 2022	Hospital Shah Alam	Selangor
22	1 December 2022	Hospital Serdang	Selangor
23	6 December 2022	Hospital Selayang	Selangor
24.	8 Feb – 9 Feb 2022	Hospital Sarikei	Sarawak

## 5.4 EMERGENCY MEDICAL RESCUE SERVICES (EMRS) ACTIVITY REPORTS

### 5.4.1 First Responder Emergency Medical Rescue Services (EMRS) training

Series	Date	Venue	Number Of Participants
1 R	23– 28 July 2022	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	34
1	15 - 26 August 2022	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	40
2	18– 29 September 2022	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	42
2 R	15– 20 October 2022	Fire and Rescue Academy Central Region, Kuala Kubu Bharu, Selangor	39

### 5.4.2 Emergency Medical Rescue Services (EMRS) Meetings

No.	Date	Meeting	Venue
1.	22 July 2022	First Responder Emergency Medical Rescue Services (Fr-EMRS) Training Coordination.	National Cancer Institute
2.	10 August 2022	First Responder Emergency Medical Rescue Services (Fr-EMRS) Training Coordination.	Fire and Rescue Department of Malaysia Headquarters
3.	13 September 2022	Emergency Medical Rescue Services (EMRS) Examination Review Meeting.	Ministry of Health Headquarters
4.	7 October 2022	Emergency Medical Rescue Services (EMRS) Training Module Review Meeting.	Ministry of Health Headquarters

### 5.4.3 Practical Placement for First Responder EMRS at MOH Hospitals

No.	State	Placement Date	Number Of Participants
1	Federal Territory of Kuala Lumpur & Putrajaya	1 Mac – 31 May 2022	1
2	Perlis		0
3	Selangor		3
4	Hospital Kuala Lumpur		6
5	Kedah		1
6	Pulau Pinang		2
7	Negeri Sembilan		3
8	Johor		9
9	Pahang		3
10	Terengganu		0
11	Kelantan		0
12	Perak		4
13	Melaka		1

## 5.5 FIRE SAFETY OFFICER (FSO) TRAINING REPORT

### 5.5.1 Fire Safety Officer (FSO) training for Hospital and Public Health Chief Assistant Medical Officer

NO.	DATE	COURSE	VENUE	NUMBER OF PARTICIPANTS
1	10 - 14 October 2022	Fire Safety Officer (FSO) training for Hospital and Public Health Chief Assistant Medical Officer	Fire and Rescue Academy Northern Region, Tronoh, Perak.	39

### 5.5.2 Fire Safety Officer (FSO) Meeting and Site Visit

NO.	DATE	MEETING	VENUE
1.	29 April 2022	Fire Safety Officer (FSO) training Coordination	Fire and Rescue Department of Malaysia Headquarters
2.	12 September 2022	The Role of Head Assistant Medical Officer at Hospital and Public health as Fire Safety Officer (FSO).	Ministry of Health Headquarters
3.	21 September 2022	Fire Safety Officer (FSO) training Coordination	Fire and Rescue Department of Malaysia Headquarters
4.	26 September 2022	Fire Safety Officer (FSO) Course Coordination	Fire and Rescue Department of Malaysia Headquarters
5.	5 October 2022	Site Visit for Fire Safety Officer (FSO) training	Hospital Raja Permaisuri Bainun, Ipoh, Perak

### 5.5.3 Monitoring of Fire Safety Officer activities

NO.	DATE	HOSPITAL	STATE
1	26 May 2022	Hospital Putrajaya	WP Putrajaya
2	17 June 2022	Hospital Kuala Lumpur	WP Kuala Lumpur
3	4 July 2022	Hospital Beaufort	Sabah
4	6 July 2022	Hospital Queen Elizabeth II	Sabah
5	18 July 2022	Hospital Tengku Ampuan Jamaah	Selangor
6	20 July 2022	Hospital Tengku Ampuan Rahimah, Klang	Selangor
7	8 August 2022	Hospital Sultanah Aminah	Johor
8	9 August 2022	Hospital Temenggong Seri Maharaja Tun Ibrahim, Kulai	Johor
9	8 September 2022	Hospital Raja Pemasuri Bainun, Ipoh	Perak
10	9 September 2022	Hospital Seri Manjung, Manjung	Perak
11	9 November 2022	Engagement Session Between Head Assistant Medical Officer (Public Health) and District Health Department Head Assistant Medical Officers in Fire Safety Officer (FSO), Organised by Family Development Division, MOH	IPKKM, Putrajaya

## 5.6 PRE-HOSPITAL CARE AND EMERGENCY MEDICAL SERVICES - RELATED ACTIVITIES

DATE	ACTIVITY	VENUE
28 June 2022	Brainstroming Session organised by HTAR 1. Consolidation of No Sign of Life (NSOL) Procedure at Scene 2. Online CPR Online and ByStander CPR at Scene	Hospital Tengku Ampuan Rahimah (HTAR), Klang
17-19 August 2022	Private Ambulance Stand Alone Regulations Drafting Workshop Organised by Medical Practice Division	The Straits Hotel & Suites, Melaka
23-25 August 2022	Workshop for Pilot Project in Developing National Institute of Pre-Hospital Care and Disaster Medicine Organised by Medical Development Division	Movenpick Hotel & Convention Centre, KLIA Sepang, Selangor
20-22 December 2022	Ambulance Officer Training Module & Log Book Development Workshop for Assistant Medical Officer in Klang Valley Ambulance Services (KVAS)	Hospital Kuala Lumpur

## 5.7 PUBLICATION

NO.	PUBLICATION	PUBLISHED DATE
1.	Compulsory Placement Programme Guidelines	10 August 2022



## 6. STATISTICS OF HUMAN RESOURCE, CREDENTIALS AND WORKLOAD

### 6.1 The Human Capital and Human Resource Development Unit

#### 6.1.1 Number of Assistant Medical Officers and their credentials

<b>BIL</b>	<b>DETAIL</b>	<b>TOTAL</b>
1	Total of registered Assistant Medical Officer	29104
2	Assistant Medical Officer in MOH	15557
3	Total Assistant Medical Officer in Non MOH Gov agencies	372
4	Assistant Medical Officer in Private Sector	5703
5	Contract Assistant Medical Officer	5157
6	Assistant Medical Officer with Post Basics / Advance Diploma	6857
7	Assistant Medical Officer with Bachelor Degree	954
8	Assistant Medical Officer with Master Degree	32
9	Assistant Medical Officer with PhD	8
10	Total Assistant Medical Officer without Post Basic	19932
11	Annual average output for Assistant Medical Officers with Post Basics	430

### 6.1.2 AMO'S with Post Basics and Advanced Diploma

<b>BIL</b>	<b>POST BASIC</b>	<b>TOTAL</b>
1	Certificate of Emergency Care	1082
2	Certificate of Psychiatry Care	229
3	Certificate of Orthopedic Care	550
4	Certificate of Renal Care	830
5	Certificate of Rehabilitation Care	21
6	Certificate of Forensics	189
7	Certificate of Ophthalmic Care	193
8	Certificate of Primary Health Care	629
9	Certificate of Diabetes Management	421
10	Certificate of Health Personnel Management	82
11	Certificate of Sports Medicine	248
12	Certificate of Gastrointestinal Endoscopy	85
13	Certificate of HIV/AIDS Counseling	136
14	Certificate of Otorhinolaryngology	73
15	Certificate of Clinical Neurophysiology	60
16	Certificate of Anesthesia (Sabah & Sarawak)	121
17	Certificate of Occupational Safety & Health	3
18	Certificate of Neuroscience Nursing	27
19	Certificate of Infection Control	137
20	Certificate of Peri Anesthesia Care	205
21	Advanced Diploma of Mental health care	86
22	Advanced Diploma in Emergency Care	1105
23	Advanced Diploma in Gerontology Nursing	35
24	Advanced Diploma in Cardiovascular Care	126
25	Advanced Diploma in Perioperative Care	109
26	Advanced Diploma in Intensive Care	75
<b>TOTAL</b>		<b>6857</b>

### 6.1.3 Assistant Medical Officer staffing in relation to population and health facility

No.	State	Total Population	Total AMO'S	Health Facility	Total Facility	Total
1.	Johor	3,844,137	1423	<b>State Hospital</b>	1	154
				Major Specialist Hospital	4	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	4	
				Permai Hospital (Psychiatric Inst)	1	
				KSKB	1	
				KKOM	31	
				TB School Team	4	
				PKD	10	
				JKN	1	
				Type 1 Health Clinic	10	
				Type 2 Health Clinic	7	
				Type 3 Health Clinic	13	
				Type 4 Health Clinic	30	
Type 5 Health Clinic	32					
Type 6 Health Clinic	3					
2.	Kedah	2,222,651	905	<b>State Hospital</b>	1	259
				Major Specialist Hospital	2	
				Minor Specialist Hospital	1	
				Hospital Without Specialists	5	
				AMO College	1	
				KKOM	18	
				TB School Team ect.	4	
				PKD	11	
				JKN	1	
				Type 1 Health Clinic	21	
				Type 2 Health Clinic	17	
				Type 3 Health Clinic	54	
				Type 4 Health Clinic	77	
				Type 5 Health Clinic	45	
Type 6 Health Clinic	1					

				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	2	
				Minor Specialist Hospital	0	
				Hospital Without Specialists	6	
				KKOM	3	
				TB School Team	2	
<b>3.</b>	<b>Kelantan</b>	<b>1,964,793</b>	<b>907</b>	PKD	10	<b>109</b>
				JKN	1	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	2	
				Type 3 Health Clinic	13	
				Type 4 Health Clinic	35	
				Type 5 Health Clinic	24	
				Type 6 Health Clinic	9	
				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	0	
				Minor Specialist Hospital	0	
				Hospital Without Specialists	2	
				KKOM	17	
<b>4.</b>	<b>Melaka</b>	<b>950,112</b>	<b>549</b>	PKD	3	<b>53</b>
				JKN	1	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	3	
				Type 3 Health Clinic	7	
				Type 4 Health Clinic	8	
				Type 5 Health Clinic	6	
				Type 6 Health Clinic	4	

				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	0	
				Minor Specialist Hospital	3	
				Hospital Without Specialists	2	
				AMO College	1	
				KKOM	12	
				TB School Team	1	
<b>5.</b>	<b>Negeri Sembilan</b>	<b>1,141,656</b>	<b>688</b>	PKD	<b>7</b>	<b>75</b>
				JKN	1	
				Type 1 Health Clinic	3	
				Type 2 Health Clinic	5	
				Type 3 Health Clinic	7	
				Type 4 Health Clinic	14	
				Type 5 Health Clinic	17	
				Type 6 Health Clinic	1	
				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	1	
				Minor Specialist Hospital	3	
				Hospital Without Specialists	6	
				KKOM	12	
				TB School Team	3	
<b>6.</b>	<b>Pahang</b>	<b>1,705,922</b>	<b>998</b>	PKD	<b>11</b>	<b>123</b>
				JKN	1	
				Type 1 Health Clinic	1	
				Type 2 Health Clinic	1	
				Type 3 Health Clinic	8	
				Type 4 Health Clinic	23	
				Type 5 Health Clinic	42	
				Type 6 Health Clinic	10	

				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	1	
				Minor Specialist Hospital	2	
				Hospital Without Specialists	2	
				KKOM	10	
<b>7.</b>	<b>Pulau Pinang</b>	<b>1,794,850</b>	761	PKD	5	<b>52</b>
				JKN	1	
				Type 1 Health Clinic	4	
				Type 2 Health Clinic	6	
				Type 3 Health Clinic	8	
				Type 4 Health Clinic	8	
				Type 5 Health Clinic	3	
				Type 6 Health Clinic	1	
				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	2	
				Minor Specialist Hospital	4	<b>140</b>
				Hospital Without Specialists	7	
				Bahagia Hospital Ulu Kinta	1	
				KSKB	1	
				KB1M	2	
<b>8.</b>	<b>Perak</b>	<b>2,534,672</b>	1475	KKOM	19	
				TB School Team	6	
				PKD	10	
				JKN	1	
				Type 1 Health Clinic	3	
				Type 2 Health Clinic	5	
				Type 3 Health Clinic	14	
				Type 4 Health Clinic	25	
				Type 5 Health Clinic	29	
				Type 6 Health Clinic	10	

				<b>State Hospital</b>	<b>1</b>	
				KKOM	0	
				PKD	1	
				JKN	1	
<b>9</b>	<b>Perlis</b>	<b>258,405</b>	249	Type 1 Health Clinic	1	<b>12</b>
				Type 2 Health Clinic	1	
				Type 3 Health Clinic	3	
				Type 4 Health Clinic	3	
				Type 5 Health Clinic	1	
				Type 6 Health Clinic	0	
				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	6	
				Minor Specialist Hospital	1	
				Hospital Without Specialists	4	
				KKOM	28	
				PKD	9	
<b>10</b>	<b>Selangor</b>	<b>6,639,307</b>	1706	JKN	1	<b>127</b>
				Type 1 Health Clinic	14	
				Type 2 Health Clinic	10	
				Type 3 Health Clinic	18	
				Type 4 Health Clinic	21	
				Type 5 Health Clinic	12	
				Type 6 Health Clinic	2	

				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	1	
				Minor Specialist Hospital	1	
				Hospital Without Specialists	4	
				KKOM	9	
				TB School Team	3	
<b>11.</b>	<b>Terengganu</b>	<b>1,297,377</b>	<b>776</b>	PKD	<b>8</b>	<b>74</b>
				JKN	1	
				Type 1 Health Clinic	0	
				Type 2 Health Clinic	1	
				Type 3 Health Clinic	10	
				Type 4 Health Clinic	13	
				Type 5 Health Clinic	19	
				Type 6 Health Clinic	3	
				<b>State Hospital (HKL)</b>	<b>1</b>	
				Major Specialist Hospital	1	
				Minor Specialist Hospital		
				Rehab Hospital	1	
				National Cancer Institute (IKN)	1	
				Inst of Respiratory Medicine (IPR)	1	
				KKOM	21	
<b>12.</b>	<b>WP Kuala Lumpur / Putrajaya</b>	<b>1,876,486</b>	<b>1495</b>	CRC	<b>1</b>	<b>51</b>
				IPK	1	
				IPKKM	1	
				PKD	5	
				JKN	1	
				Type 1 Health Clinic	4	
				Type 2 Health Clinic	4	
				Type 3 Health Clinic	5	
				Type 4 Health Clinic	2	
				Type 5 Health Clinic	1	
				Type 6 Health Clinic	0	

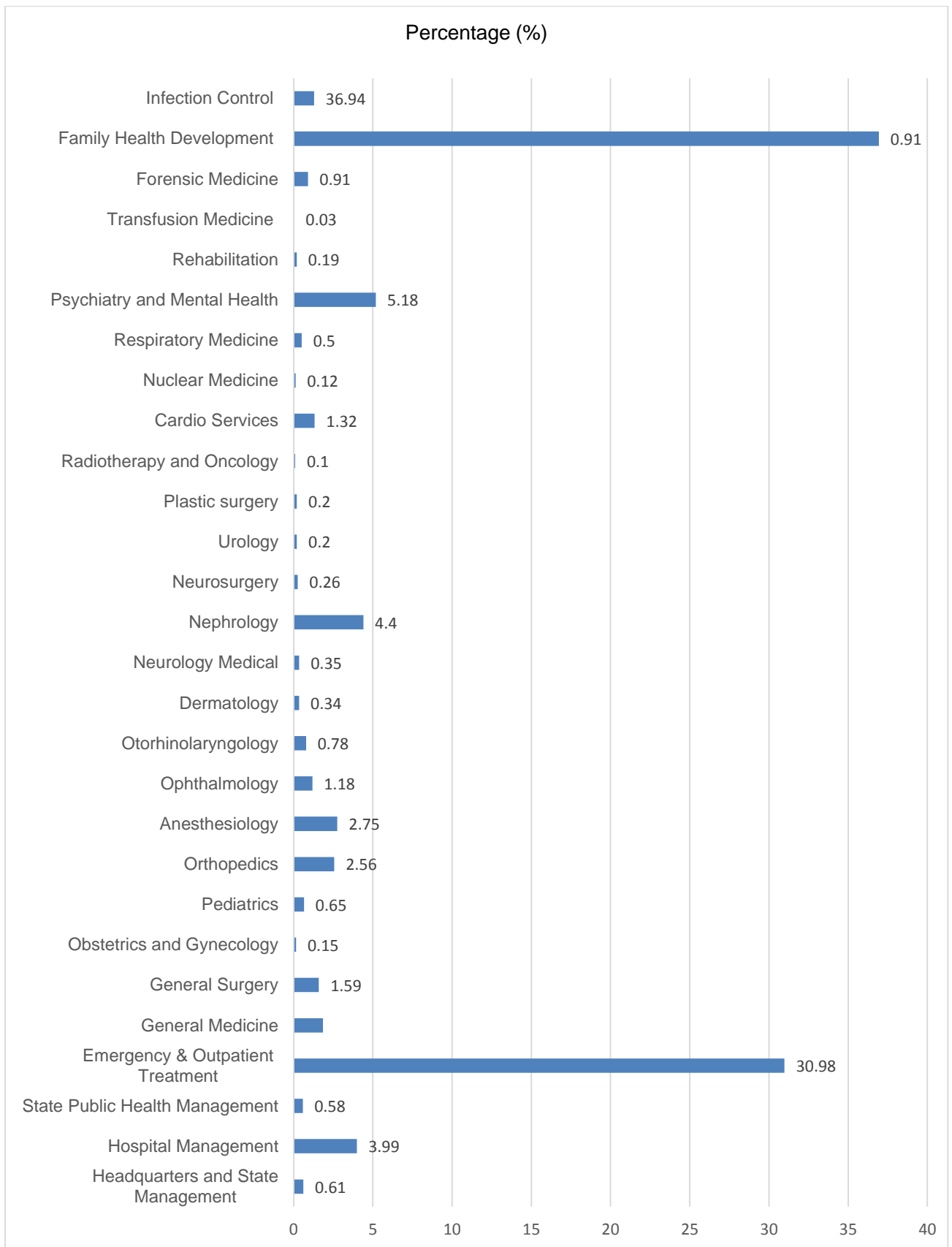


				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	4	
				Minor Specialist Hospital	4	
				Hospital Without Specialists	14	
				Hosp Mesra Bkt Padang (Psychiatric Inst.)	1	
<b>13.</b>	<b>Sabah</b>	<b>3,602,300</b>	<b>1737</b>	KSKB	1	<b>202</b>
				KB1M	9	
				KKOM	28	
				TB School Team ect.	9	
				PKD	26	
				JKN	1	
				Type 1 Health Clinic	2	
				Type 2 Health Clinic	3	
				Type 3 Health Clinic	6	
				Type 4 Health Clinic	12	
				Type 5 Health Clinic	49	
				Type 6 Health Clinic	32	
				<b>State Hospital</b>	<b>1</b>	
				Major Specialist Hospital	3	
				Minor Specialist Hospital	5	
				Hospital Without Specialists	12	
				Sentosa Hospital (Psychiatric Inst.)	1	
				Sarawak Heart Center	1	
<b>14</b>	<b>Sarawak</b>	<b>2,855,814</b>	<b>1819</b>	KSKB	1	<b>296</b>
				KB1M	2	
				KKOM	28	
				PKD	31	
				JKN	1	
				Type 1 Health Clinic	3	
				Type 2 Health Clinic	5	
				Type 3 Health Clinic	6	
				Type 4 Health Clinic	12	
				Type 5 Health Clinic	47	
				Type 6 Health Clinic	137	
				<b>State Hospital</b>	<b>1</b>	
				JKN	1	
<b>15.</b>	<b>WP Labuan</b>	<b>101,465</b>	<b>69</b>	PKD	1	<b>5</b>
				KKOM	1	
				Type 3 Health Clinic	1	

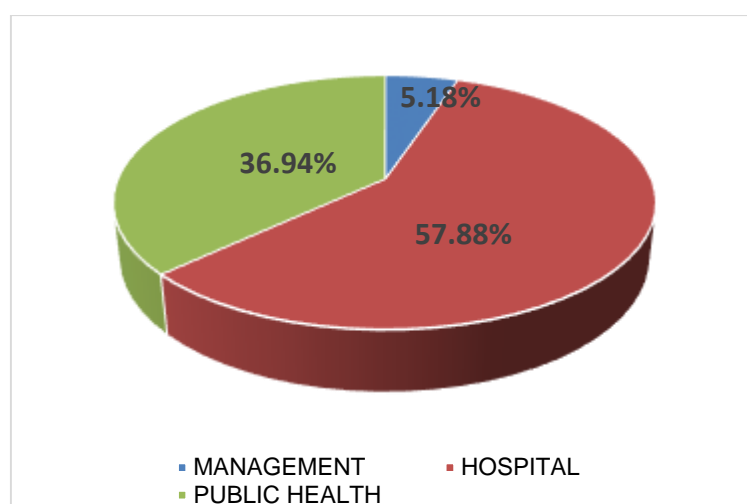
### 6.1.3 Table of Assistant Medical Officers' Areas of Practice

NO.	AREA OF PRACTICE	TOTAL AMO's	PERCENTAGE (%)
1	Headquarters and State Management	95	0.61
2	Hospital Management	620	3.99
3	State Public Health Management	91	0.58
4	Emergency & Outpatient Treatment	4821	30.98
5	General Medicine	288	1.85
6	General Surgery	248	1.59
7	Obstetrics and Gynecology	23	0.15
8	Pediatrics	101	0.65
9	Orthopedics	398	2.56
10	Anesthesiology	428	2.75
11	Ophthalmology	184	1.18
12	Otorhinolaryngology	121	0.78
13	Dermatology	53	0.34
14	Neurology Medical	55	0.35
15	Nephrology	685	4.40
16	Neurosurgery	41	0.26
17	Urology	31	0.20
18	Plastic surgery	31	0.20
19	Radiotherapy and Oncology	15	0.10
20	Cardio Services (Cardiothoracic/ Cardiology/ Cardio Perfusion)	205	1.32
21	Nuclear Medicine	18	0.12
22	Respiratory Medicine	78	0.50
23	Psychiatry and Mental Health	804	5.18
24	Rehabilitation	28	0.19
25	Transfusion Medicine	5	0.03
26	Forensic Medicine	142	0.91
27	Family Health Development	5747	36.94
28	Infection Control	201	1.29
	<b>TOTAL</b>	<b>15,557</b>	<b>100%</b>

### 6.1.3 Bar Chart of Assistant Medical Officer's Areas of Practice



### Percentage (%) of Assistant Medical Officer's Distribution



### 6.1.3 Total numbers of Assistant Medical Officer's in Various Sectors in Malaysia for the Year of 2022

#### Ministry of Health

No	Grade	Total AMOs
1	U48	2
2	U44	58
3	U41/U42/U44	489
4	U36	534
5	U32/U36	2,711
6	U29/U32/U36	11,763
<b>TOTAL</b>		<b>15,557</b>

#### University

No	University	Total AMOs
1	HUKM	96
2	PPUPM	68
3	PPUM	60
4	HUSM	86
5	PPUITM	82
6	PPUNISZA	50
<b>TOTAL</b>		<b>442</b>

### Others Agencies (Cadres)

No	Agencies	Total AMOs
1	National Anti-Drug Agency	56
2	Royal Malaysian Police	8
3	National Youth Skills Institute	4
4	Malaysian Prison Department	115
5	Social Welfare Department	10
6	Ministry of Education	9
7	Ministry of Higher Education	17
8	Immigration Department	33
9	Ministry of Defence	122
	<b>TOTAL</b>	<b>374</b>

### 6.2 NUMBERS OF HEALTH CARE ASSISTANT'S (PPK) 2022.

#### 6.2.1 Ministry of Health Malaysia

No.	Grade	Fill	Empty	Total Post
1	U 16	82	21	103
2	U 14	951	114	1,065
3	U 11/14	24,896	2,225	27,121
4	U 12	3	12	15
5	U 3/12	924	84	1008
	<b>TOTAL</b>	<b>26,856</b>	<b>2,456</b>	<b>29,312</b>

#### 6.2.2 Non MOH ( other Gov agencies)

No.	Grade	Fill	Empty	Total Post
1	U 16	1	0	1
2	U 14	50	18	68
3	U 11/14	1142	103	1245
4	U 12	0	0	0
5	U 3/12	0	0	0
	<b>TOTAL</b>	<b>1,193</b>	<b>121</b>	<b>1314</b>

### **6.3 RESEARCH, QUALITY & INNOVATION UNIT**

The "Research, Quality & Innovation Unit" plays a crucial role in planning and coordinating quality and innovation programs for Assistant Medical Officer services. The unit focuses on meeting the requirements of MS ISO 9001:2001 and Malaysia Society for Quality in Health (MSQH) – Service Standard 25: Medical Assistant Services Standards – 1st Edition. The main tasks of this unit include:

#### **Professional Development**

- a) Ensure that the advancement of Assistant Medical Officer profession accordance with the Assistant Medical Officer Profession Development Plan 2016-2030.
- b) Expand the knowledge and skills of assistant medical officers in the field of medicine.

#### **Quality Systems Implementation**

- a) Coordinate the implementation of the MS ISO 9001:2001 quality system.
- b) Organize training, seminars, and workshops to foster a culture of quality.
- c) Coordinate programs under the Public Administration Development Circular (PKPA), including Customer Satisfaction Survey, Customer Charter, and Customer Complaints.

#### **Innovation Programs**

- a) Coordinate innovation programs to encourage creative and innovative practices.
- b) Establish and monitor Performance Measurement (KPI) related to innovation.

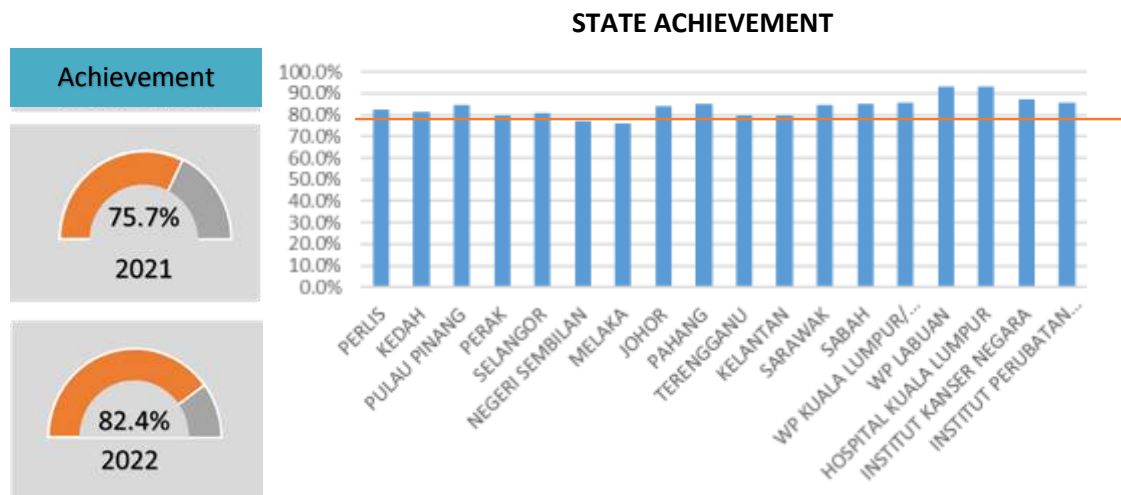
#### **Quality Audit**

- a) Coordinate and monitor Assistant Medical Officer's National clinical audits.
- b) Manage and conduct internal audits to ensure compliance with quality standards.

## 6.4 KEY PERFORMANCE INDICATORS (KPI)

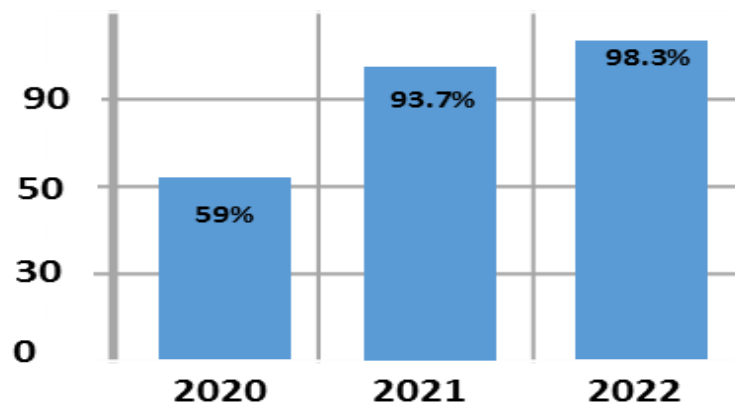
### 6.4.1 Key Performance Indicators (KPI) Deputy Director General of Health

Percentage of Assistant Medical Officers with Basic Post Qualification or Advanced Training assigned to relevant specialization unit/department. (Target > 70%).



### 6.4.2 Medical Practice Director Key Performance Indicators (KPIs).

Renewal of Annual Renew Certificate (ARC) which is completed within 60 days. (Target >85%)



### 6.4.3 Head of Assistant Medical Officer Malaysia Key Performance Indicators (KPIs).

#### a) Inappropriate Triaging (Under-Triaging):

- **Measurement:** Percentage of Category GREEN patients who should have been triaged as Category RED.
- **Standard:** ≤0.5%
- **Objective:** To assess the accuracy of triaging, ensuring that patients are appropriately categorized based on their severity.

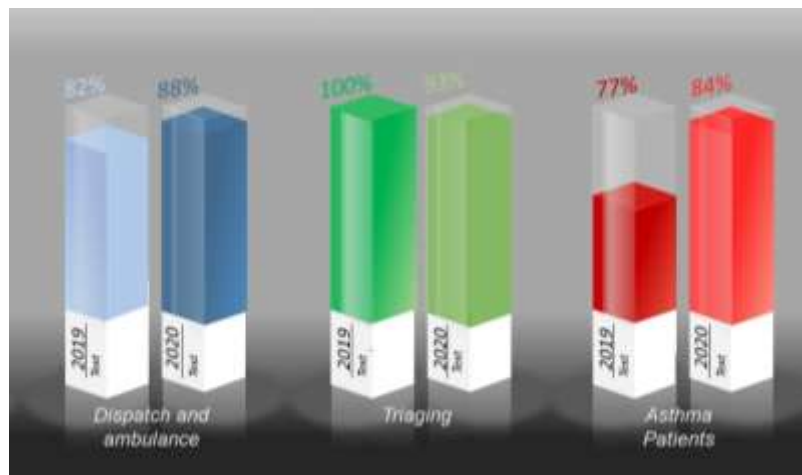
b) Dispatch and Ambulance Preparedness:

- **Measurement:** Primary response time of less than 5 minutes.
- **Standard:** >90%
- **Objective:** To ensure quick response times for dispatch and ambulance services, particularly in emergency situations.

c) PEFR Implementation for Asthma Patients:

- **Measurement:** Implementation of Peak Expiratory Flow Rate (PEFR) for Asthma Patients in the Asthma Bay by Assistant Medical Officers.
- **Standard:** >80%
- **Objective:** To assess the proper implementation of PEFR for managing asthma patients, ensuring adherence to standards.

These KPIs serve as benchmarks to evaluate and improve specific aspects of Assistant Medical Officer services, contributing to the overall quality, efficiency, and effectiveness of healthcare delivery within the Ministry of Health.

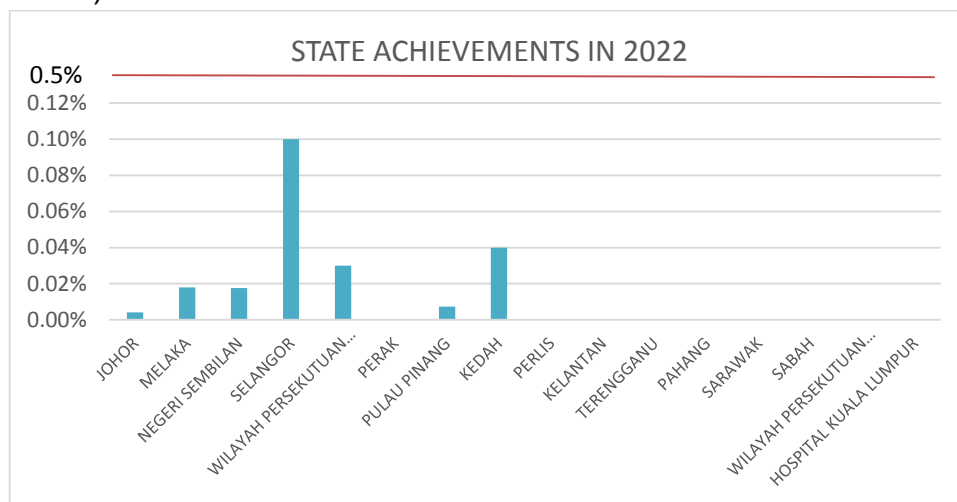


Annual Achievement of Key Performance Indicators (KPI)  
Assistant Medical Officer Service Branch



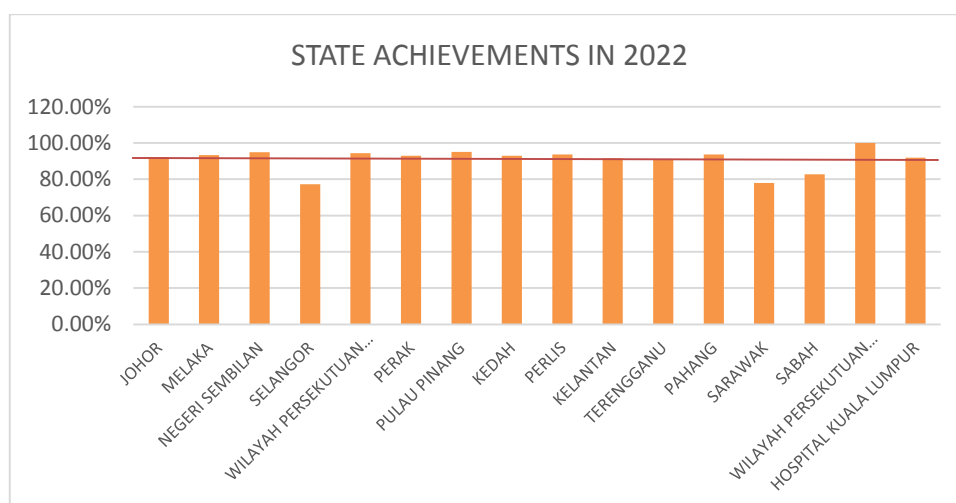
### 6.4.1 DETAILED REPORT OF EACH STATE

- (i) KPI 1- Inappropriate Triage (Under – Triage): Percentage of Category **GREEN** patients who should have been triage as category **RED**. (Standard  $\leq 0.5\%$ )



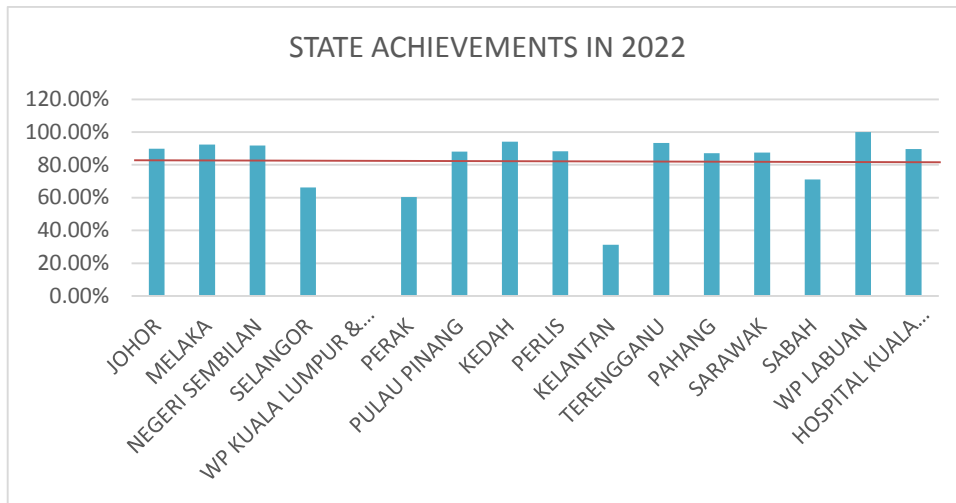
Numerator	Number of under triage” patients (“Green” Patients who should have been “Red”)
Denominator	Total Number MTC GREEN patients
Formula	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	$\leq 0.5\%$

- (ii) KPI 2 - Dispatch and ambulance preparedness for primary response of less than 5 minutes. (Standard  $>90\%$ )



Numerator	Number of dispatches with dispatch time of less than 5 minutes
Denominator	Total Number of ambulance calls
Formula	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	$>90\%$

- (iii) PEFR Implimentation for Asthma Patient in Asthma Bay by AMO (Standard >80%)



Numerator	Number of all asthma patients with Pre and Post PEFR treated in Asthma Bay
Denominator	Total number of asthma patients treated in Asthma Bay
Formula	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	80%

It's understandable that the full implementation of Peak Expiratory Flow Rate (PEFR) for asthma care in the Emergency and Trauma Department faced challenges in 2022 due to ongoing COVID-19 pandemic. In 2023, the implementation of PEFR for asthma care could proceed with the support from Chief of Emergency Medicine Malaysia, as indicated in the letter HKL/JK/98/172/2 dated March 9, 2023.

## 6.6 NATIONAL CLINICAL AUDIT REPORT

### INTRODUCTION

The Assistant Medical Officer National Clinical Audit was conducted in 2022, encompassing 104 hospitals under the Ministry of Health. Due to the COVID-19 pandemic, the audit was delayed for two years, highlighting how the global health catastrophe affected healthcare operations.

**Total Hospitals Involved:** 104 hospitals

**Audit Period:**

The audit was conducted within a specific timeframe, from June 15, 2022, to July 15, 2022.

## **Disciplines Audited:**

The audited disciplines are categorized as follows:

### **a) Emergency (Triage Care):**

Focus: Evaluating patients to identify and prioritize them based on the severity of their conditions.

### **b) Emergency (Asthma Care):**

Focus: Care and management for patients with asthma in emergency situations.

### **c) Nephrology (Hemodialysis Treatment via Permanent Vascular Access):**

Focus: Care and management of Hemodialysis treatment through permanent vascular access.

### **d) Orthopedics (Plaster of Paris Care):**

Focus: Care and management involving Plaster of Paris in orthopedic cases.

### **e) Infection Control in the Emergency Unit and Hemodialysis Unit (Hand Hygiene & Environmental):**

Focus: Infection control measures, including hand hygiene and environmental practices, in Emergency and Hemodialysis Unit.

## **Reference:**

The audit was conducted with adherence to the existing Standard Operating Procedure (SOP) book as a reference, ensuring consistency and compliance with established guidelines.

This summary provides an overview of the context, scope, and specific disciplines covered in the Assistant Medical Officer Clinical Audit conducted in 2022, with considerations for the challenges posed by the COVID-19 pandemic and cost-saving measures.

**6.6.1 The number of audit samples is according to the expertise services that have been established in a hospital as in the table below:**

<b>DISCIPLINE</b>	<b>STATE HOSPITAL</b>	<b>MAJOR SPECIALIST HOSPITAL</b>	<b>MINOR SPECIALIST HOSPITAL/ NON SPECIALIST HOSPITAL</b>
<b>Emergency (Triage Care)</b>	50 sample	30 sample	20 sample
<b>Emergency (Asthma Care)</b>	20 sample	10 sample	10 sample
<b>Nephrology (Hemodialysis Treatment via Permanent Vascular Access)</b>	30 sample	20 sample	10 sample
<b>Orthopedics (Plaster of Paris)</b>	30 sample	20 sample	10 sample
<b>Infection Control in the Emergency Unit and Hemodialysis Unit (Hand Hygiene &amp; Environmental)</b>	30 sample	20 sample	10 sample

**6.6.2 Audit Schedule 2022**

<b>No.</b>	<b>Auditee Hospital/ PTJ</b>	<b>Auditor</b>
1.	Tuanku Fauziah Hospital, Kangar, Perlis (Perlis State Health Department)	Kedah State Health Department
2.	Kedah State Health Department	Tuanku Fauziah Hospital, Kangar, Perlis (Perlis State Health Department)
3.	All Hospitals in Kedah	Kedah State Health Department
4.	All Hospitals in Penang	Penang State Health Department
5.	All Hospitals in Perak	Perak State Health Department
6.	All Hospitals in Selangor	Selangor State Health Department
7.	Putrajaya Hospital (Federal Territories KL & Putrajaya State Health Department)	Kuala Lumpur Hospital
8.	Kuala Lumpur Hospital	Putrajaya Hospital (Federal Territories Kuala Lumpur & Putrajaya State Health Department)

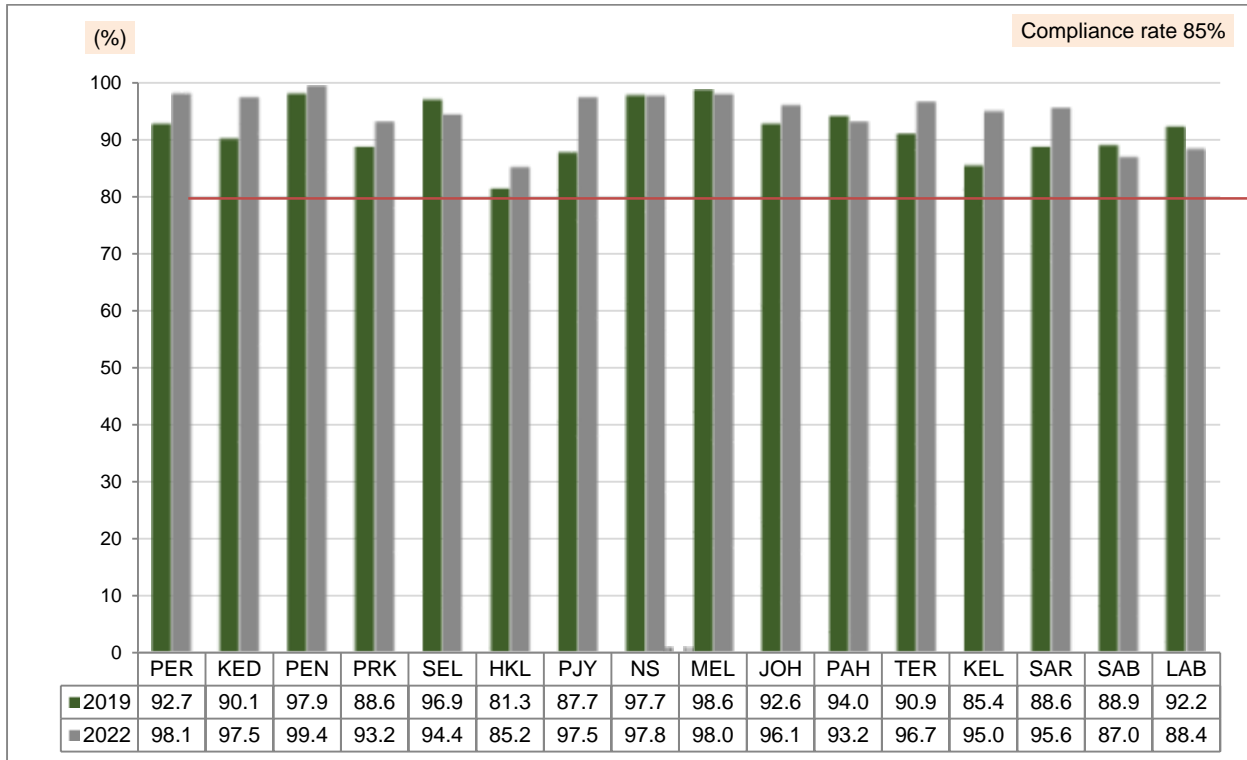
<b>9.</b>	All Hospitals in Negeri Sembilan	Negeri Sembilan State Health Department
<b>10.</b>	All Hospitals in Melaka	Melaka State Health Department
<b>11.</b>	All Hospitals in Johor	Johor State Health Department
<b>12.</b>	All Hospitals in Pahang	Pahang State Health Department
<b>13.</b>	All Hospitals in Terengganu	Terengganu State Health Department
<b>14.</b>	All Hospitals in Kelantan	Kelantan State Health Department
<b>15.</b>	Hospitals in Sarawak: i) Sarawak General Hospital ii) Miri iii) Sibu iv) Bintulu v) Sarikei vi) Bau vii) Serian viii) Sri Aman	Sarawak State Health Department
<b>16.</b>	Labuan Hospital (Federal Territory of Labuan State Health Department)	Papar Hospital (Sabah State Health Department)
<b>17.</b>	Papar Hospital (Sabah State Health Department)	Labuan Hospital (Federal Territory of Labuan State Health Department)
<b>18.</b>	Hospitals in Sabah: i) Tawau (specialize) ii) Lahad Datu (specialize) iii) Duchess Of Kent, Sandakan (specialize) iv) Women's and Children's Hospital (specialize) v) Tuaran (non-specialize) vi) Ranau (non-specialize) vii) Kota Belud (non-specialize) viii) Kunak (non-specialize) ix) Semporna (non-specialize) x) Kinabatangan (non-specialize)	Sabah State Health Department

### 6.6.3 National Assistant Medical Officer Clinical Audit work process

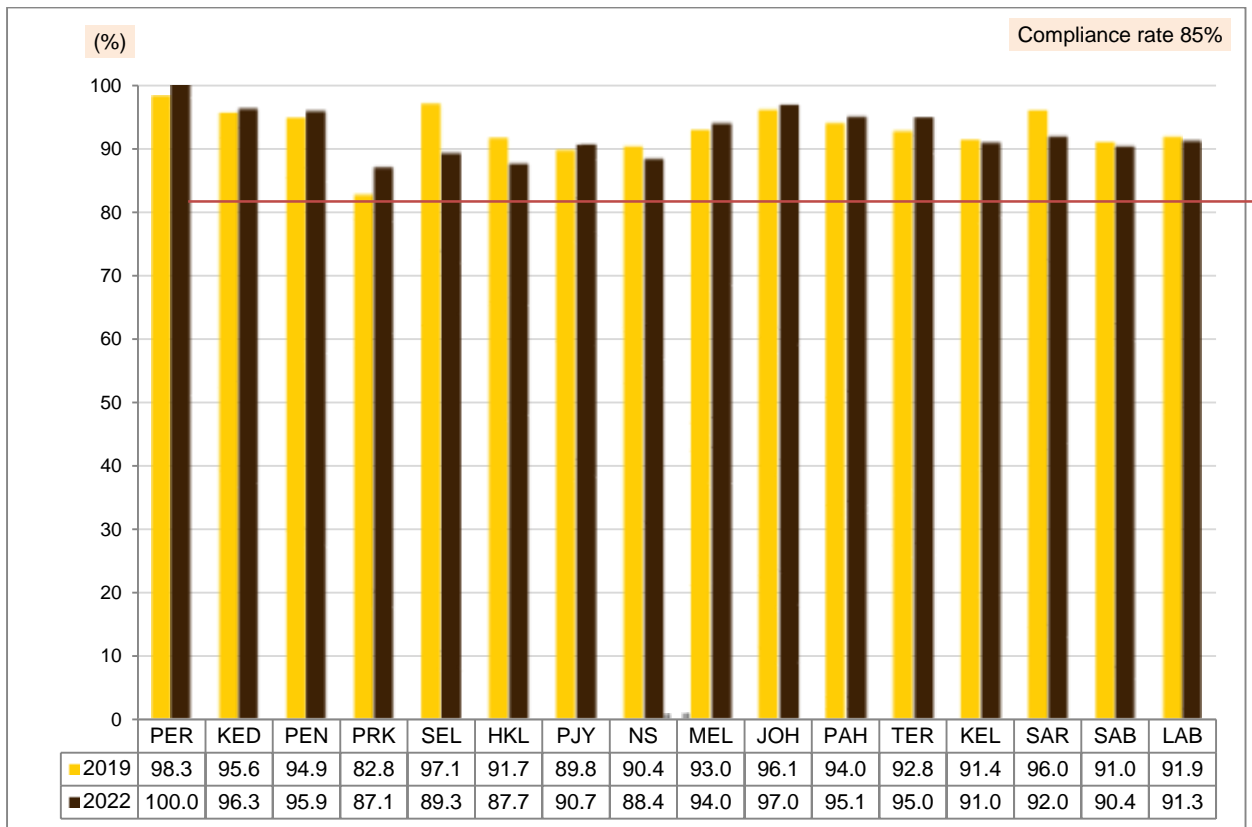
NO.	OFFICER I/C	WORK PROCESS	DURATION
i.	State Health Director	Issuing a letter of appointment as State Chief Auditor to Assistant Medical Officers	1 day
ii.	State Coordinator & Chief Auditor	Conducting a meeting of the State Chief Auditor with the State Coordinators	1 day
iii.	State Chief Auditor & Auditor	Implementation of state-wide audits by cross audits between hospitals on an ad-hoc basis	1-2 days
iv.	State Chief Auditor	Collect audit results and send to State Audit Coordinator	1-3 days
v.	State Assistant Medical Officer Audit Coordinator	Preparation of state audit report	1-7 days
vi.	State Assistant Medical Officer Audit Advisor	Analyzing or endorsement of state audit reports and send to Assistant Medical Officer Section, MOH.	1-2 days
vii.	National Chief Auditor	Receive, compilation of state audit reports and preparation for national reports	1-14 days
viii.	Clinical Audit Coordinator	Reviews and analyze national reports	1-7 days
ix.	National Assistant Medical Officer Clinical Audit Coordinator	Review the Assistant Medical Officer clinical audit report before it is endorsed by National Assistant Medical Officer Clinical Audit Advisor	1-2 days
x.	National Assistant Medical Officer Clinical Audit Advisor	Approval of the National Annual Audit Report	1-2 days
xi.	National Chief Auditor	Publish in Annual Report of the Assistant Medical Officer Section, MOH	1-2 days

## 6.7 BAR CHART OF ASSISTANT MEDICAL OFFICERS CLINICAL AUDIT BY STATE (2019 & 2022)

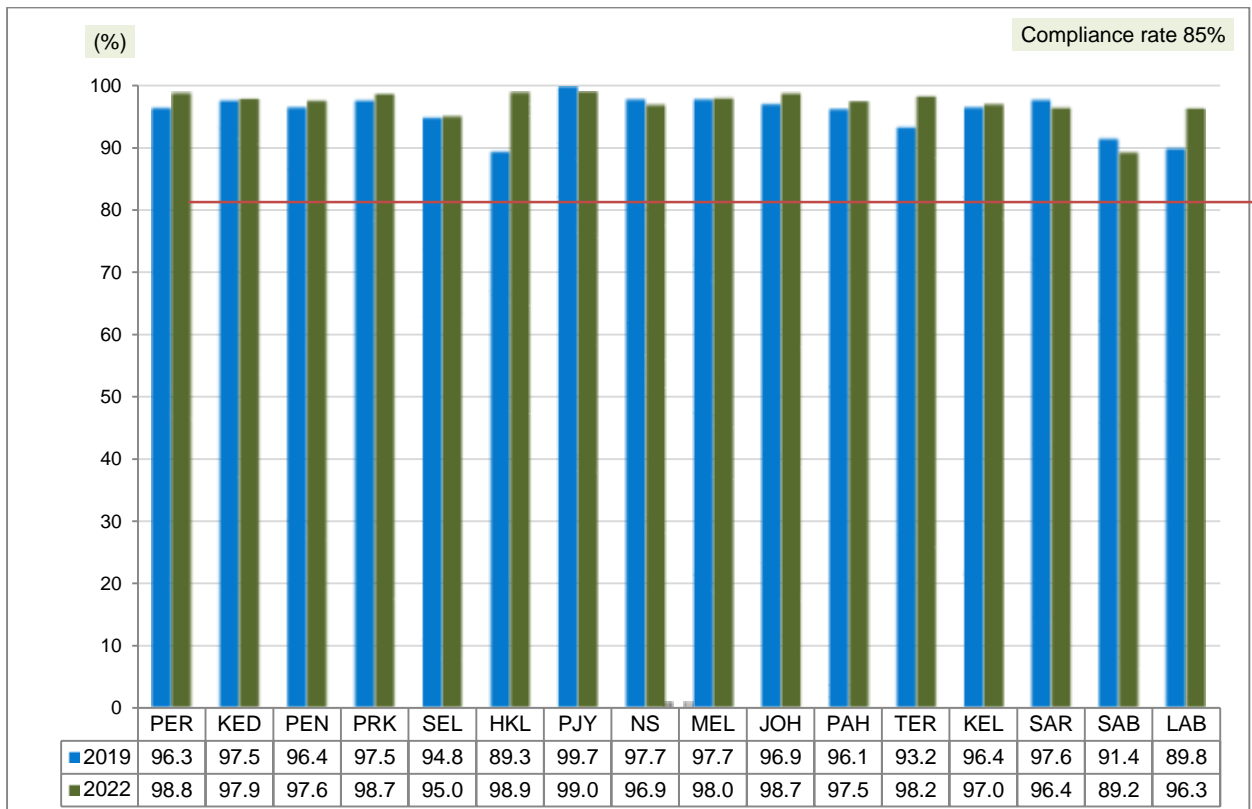
### 6.7.1 Emergency (Triage Care)



### 6.7.2 Emergency (Asthma Care)

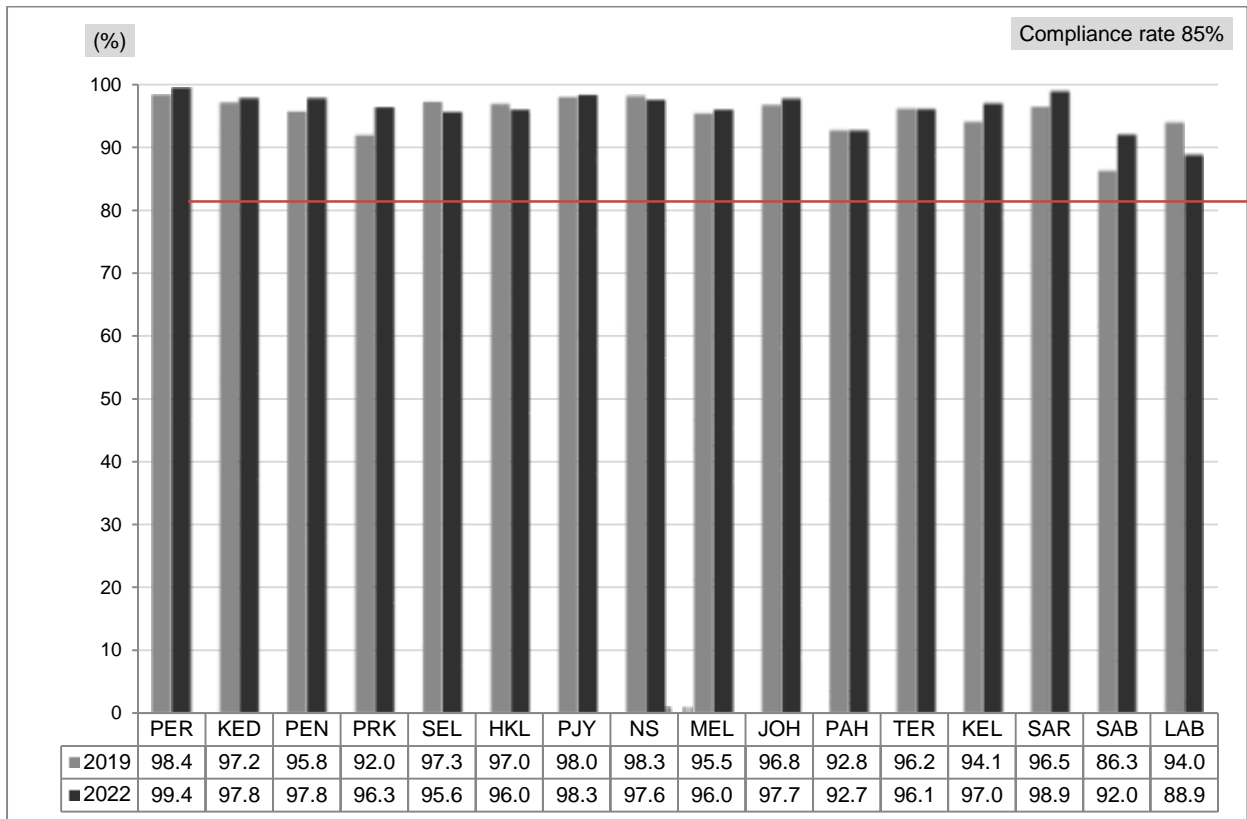


### 6.7.3 Nephrology (Hemodialysis Treatment via Permanent Vascular Access)

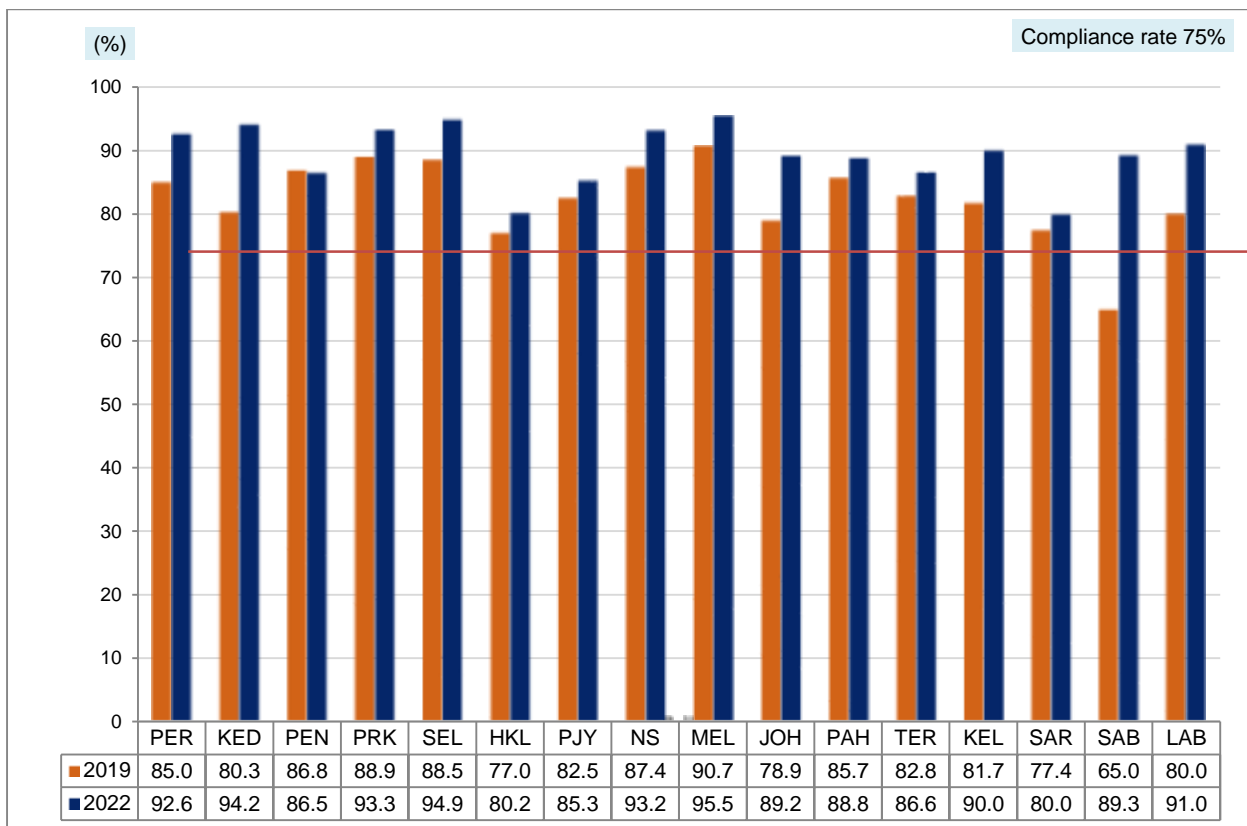




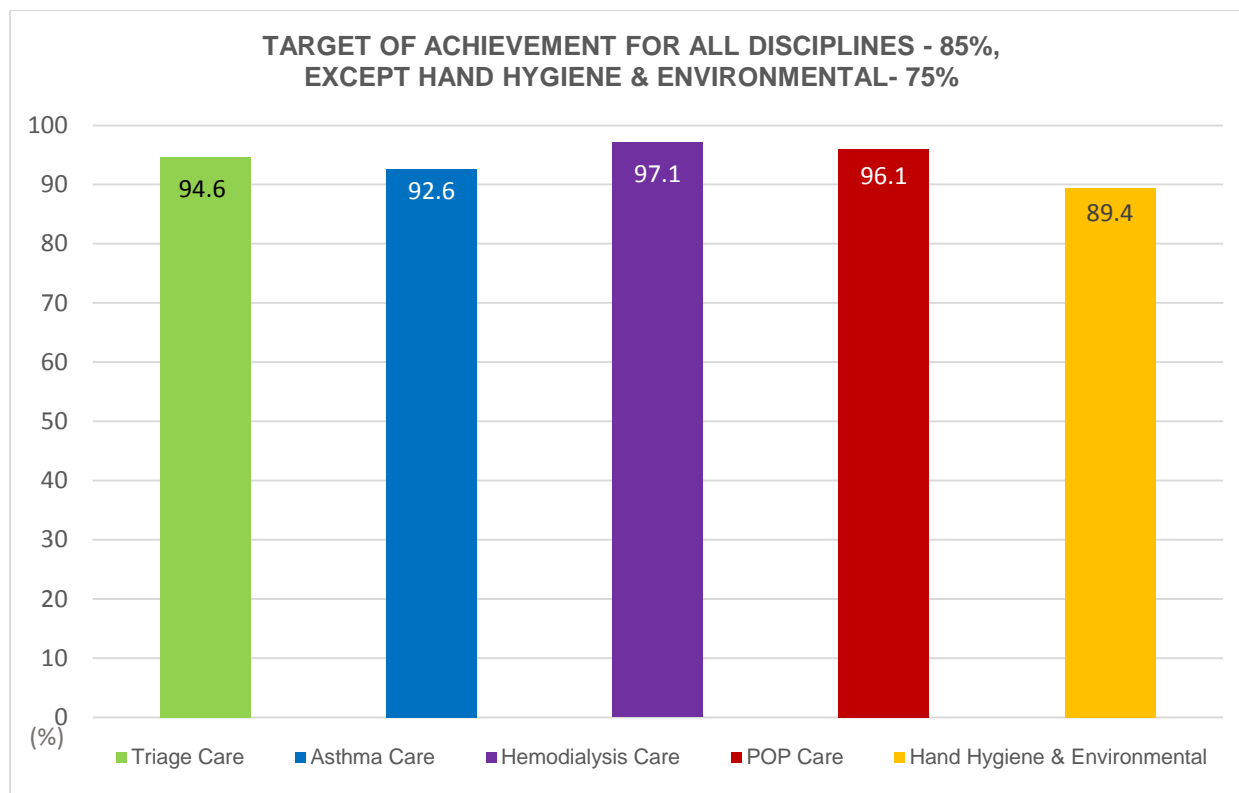
### 6.7.4 Orthopedic (Plaster of Paris Care)



### 6.7.5 Infection Control (Hand Hygiene & Environmental)



## 6.7.6 Overall Achievements for 2022



## 7. SUMMARY

The overall compliance rates for the Assistant Medical Officers Clinical Audit in 2022 across all State Health Departments in Malaysia are reported as follows:

- Have achieved more than 85% compliance rate for the 4 disciplines below:
  - Triage Care – 94.6%
  - Asthma Care – 92.6%
  - Hemodialysis Care – 97.1%
  - POP Care – 96.1%
- Have exceeded the 75% target with an 89.4% compliance rate for the Hand Hygiene & Environmental audit.

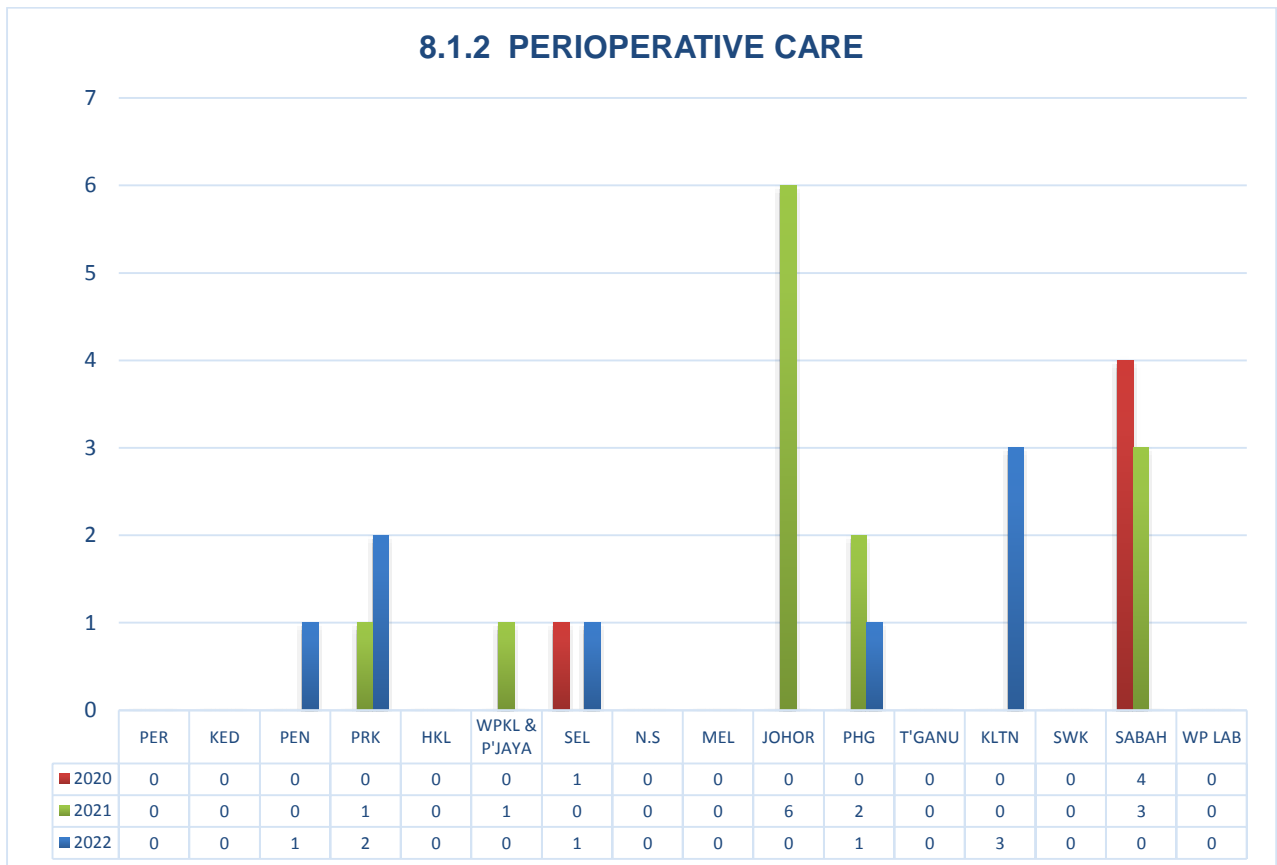
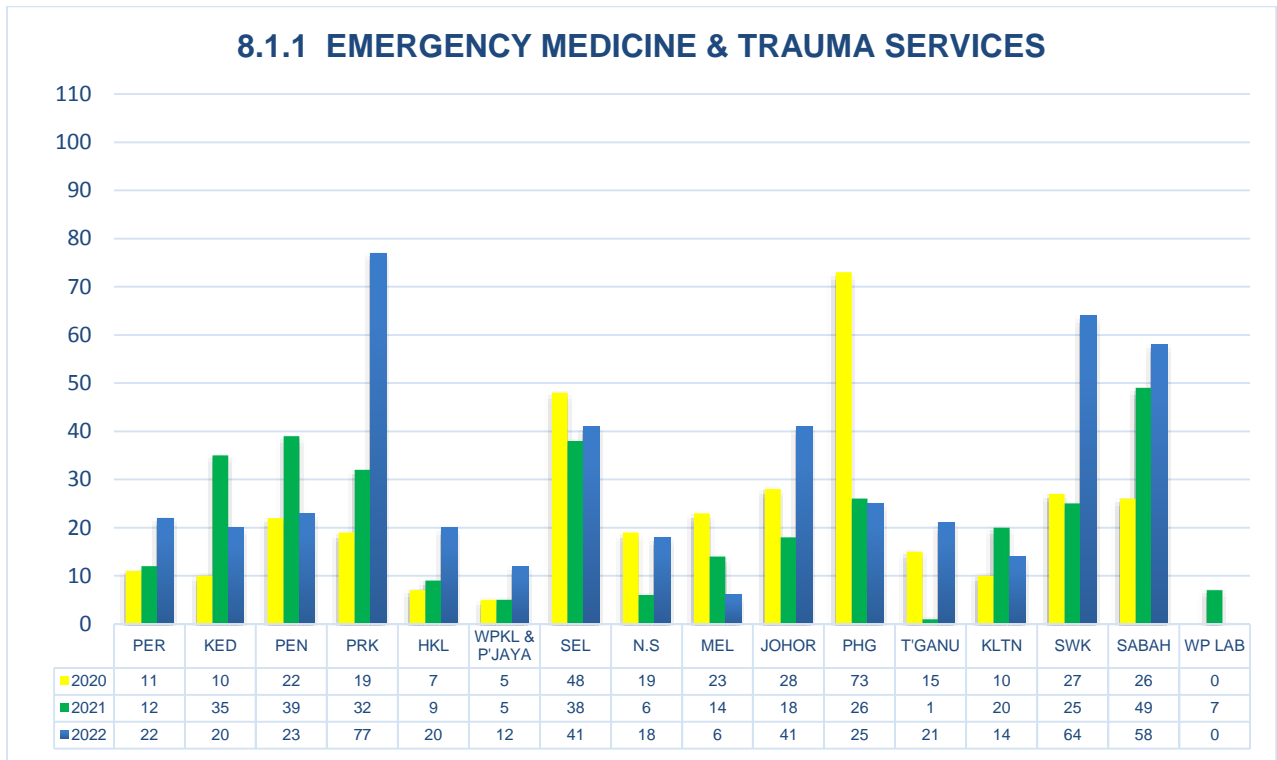
Although the overall compliance percentage is commendable, there is recognition that state-level improvements may be achieved. The suggestions made seek to direct and assist these advancements, stressing the significance of teamwork from all stakeholders. It is emphasised that Assistant Medical Officers must remain dedicated and diligent in order to reach and sustain the desired degree of competency in delivering service.

## 8. CREDENTIALING

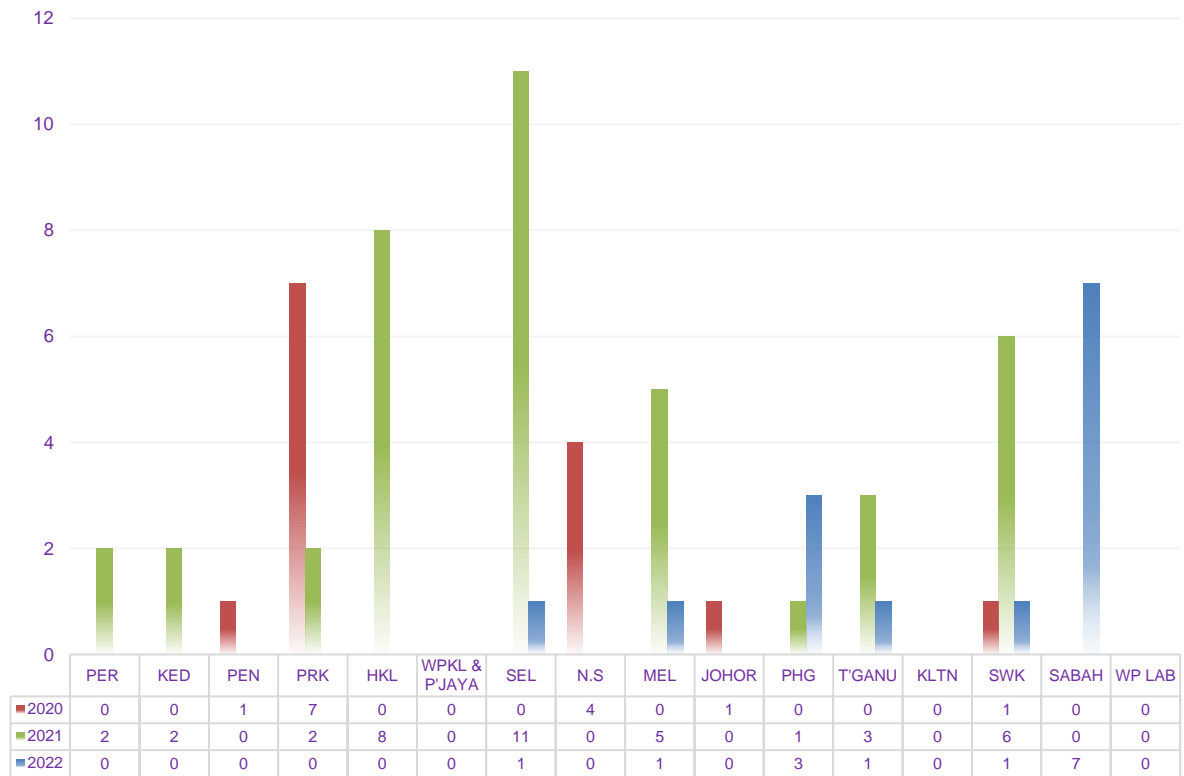
### 8.1 Table of Credentialing of Assistant Medical Officers in Medical Practice Division by State for the Year 2020, 2021 & 2022

TOTAL OF APPROVED CREDENTIALING APPLICATIONS FOR ASSISTANT MEDICAL OFFICERS (MEDICAL) BY STATES AND FIELDS IN 2020 - 2022																																											
NUM.	STATE/INSTITUTION	SERVICE/ DISCIPLINE																												TOTAL													
		EMERGENCY MEDICINE & TRAUMA SERVICES			PERIOPERATIVE			OPHTHALMOLOGY			HAEMODIALYSIS			PRE HOSPITAL CARE SERVICES			ANAESTHESIA			PERI-ANAESTHESIA			INTENSIVE CARE			ORTHOPAEDICS SERVICES			CARDIOVASCULAR PERFUSION			ENDOSCOPY SERVICES			PERI-ANAESTHESIA CARE (P.A.C)			CIRCUMCISION (DORSAL SLIT TECHNIQUE)					
		2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022						
1	PERLIS	11	12	22	0	0	0	0	2	0	0	0	8	0	5	1	0	0	0	0	0	0	0	0	0	6	2	0	0	0	0	2	0	0	0	0	0	11	25	35			
2	KEDAH	10	35	20	0	0	0	0	2	0	2	5	23	0	2	1	0	0	0	0	0	1	0	3	2	0	7	4	0	0	0	6	3	1	0	0	0	0	0	18	57	52	
3	PULAU PINANG	22	39	23	0	0	1	1	0	0	2	0	15	4	9	1	0	0	0	0	1	0	0	1	0	0	11	1	1	4	4	0	3	0	0	0	0	30	0	7	78	68	52
4	PERAK	19	32	77	0	1	2	7	2	0	12	7	20	0	0	5	0	0	0	0	3	2	0	3	0	1	22	4	0	0	0	4	1	0	0	0	5	29	13	44	103	124	
5	HOSPITAL KUALA LUMPUR	7	9	20	0	0	0	0	8	0	0	4	8	7	3	9	0	0	0	0	9	4	0	5	1	3	7	9	0	0	0	0	0	0	0	0	9	0	0	26	45	51	
6	JKWPKL & PUTRAJAYA	5	5	12	0	1	0	0	0	0	0	0	0	0	4	2	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	6	19	14
7	SELANGOR	48	38	41	1	0	1	0	11	1	3	13	19	1	12	13	0	0	0	0	14	5	0	1	0	0	16	10	0	3	0	0	5	3	0	0	0	10	4	1	63	117	94
8	NEGERI SEMBILAN	19	6	18	0	0	0	4	0	0	4	6	6	1	0	0	0	0	0	2	2	2	1	3	0	0	7	2	0	0	0	0	0	0	0	0	0	13	0	0	44	24	28
9	MELAKA	23	14	6	0	0	0	0	5	1	4	0	0	0	3	0	0	0	0	2	6	0	1	6	0	0	11	1	0	0	0	0	0	3	0	0	0	0	0	1	30	45	12
10	JOHOR	28	18	41	0	6	0	1	0	0	4	9	29	1	1	0	0	0	0	0	3	1	0	1	2	0	2	9	0	1	2	0	1	0	0	1	0	0	1	34	43	85	
11	PAHANG	73	26	25	0	2	1	0	1	3	20	6	16	2	0	2	0	0	0	0	0	3	0	0	0	0	4	14	0	1	1	1	3	0	1	1	0	16	1	4	113	45	69
12	TERENGGANU	15	1	21	0	0	0	0	3	1	9	3	13	2	1	1	0	0	0	0	9	3	0	0	0	0	6	5	0	0	0	0	0	0	0	0	0	0	30	2	26	53	46
13	KELANTAN	10	20	14	0	0	3	0	0	0	1	0	27	0	0	1	0	0	0	0	6	2	1	3	2	0	9	3	0	0	3	1	0	3	0	0	0	0	20	0	13	58	58
14	SARAWAK	27	25	64	0	0	0	1	6	1	3	2	61	2	6	4	0	48	0	0	0	0	0	1	0	1	14	0	1	1	2	0	0	0	0	0	0	0	7	35	103	139	
15	SABAH	26	49	58	4	3	0	0	0	7	18	12	43	0	1	4	2	37	17	0	0	1	0	1	0	4	10	7	1	0	1	0	3	7	0	0	0	5	8	0	60	124	145
16	JKWP LABUAN	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	0	8	5
<b>TOTAL</b>		<b>343</b>	<b>336</b>	<b>461</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>14</b>	<b>40</b>	<b>14</b>	<b>82</b>	<b>67</b>	<b>288</b>	<b>20</b>	<b>47</b>	<b>44</b>	<b>2</b>	<b>85</b>	<b>17</b>	<b>4</b>	<b>56</b>	<b>24</b>	<b>3</b>	<b>31</b>	<b>7</b>	<b>9</b>	<b>135</b>	<b>72</b>	<b>3</b>	<b>10</b>	<b>13</b>	<b>8</b>	<b>22</b>	<b>20</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>89</b>	<b>93</b>	<b>41</b>	<b>601</b>	<b>937</b>	<b>1009</b>

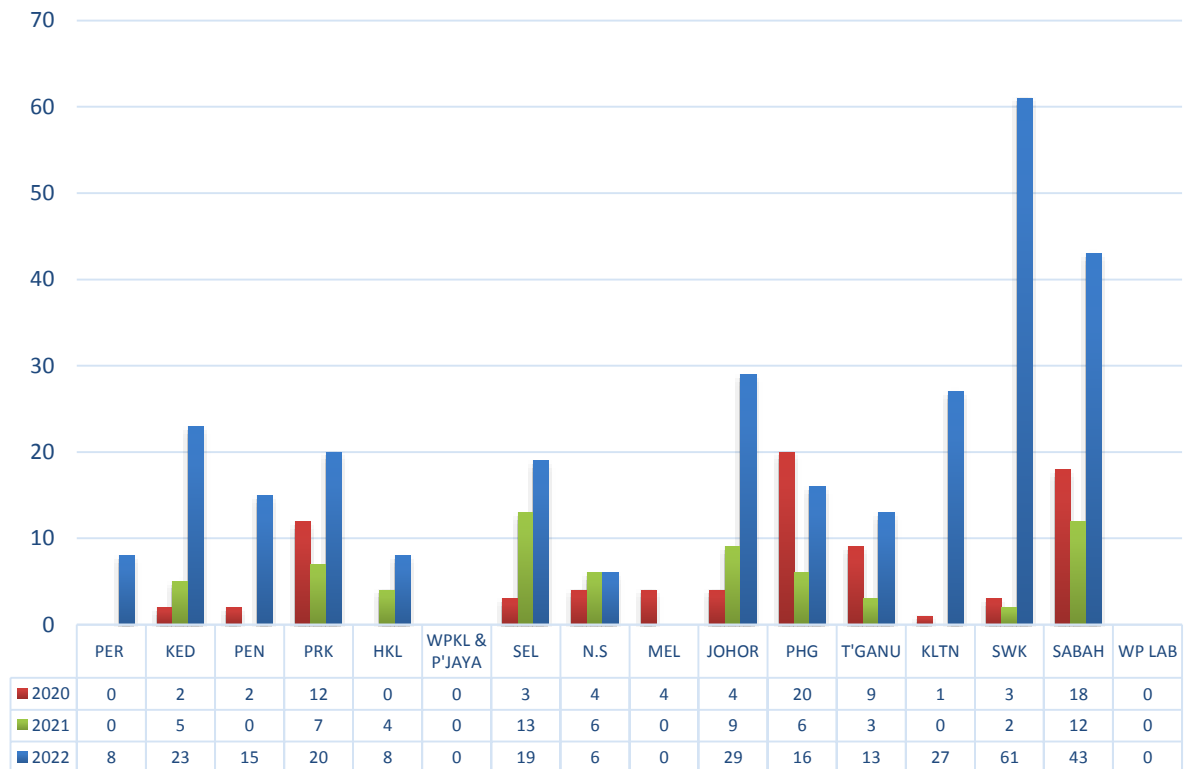
- i) Bar Chart representing Credentialing & Privileging activities of Assistant Medical Officers in Hospitals (Year 2020, 2021 & 2022)



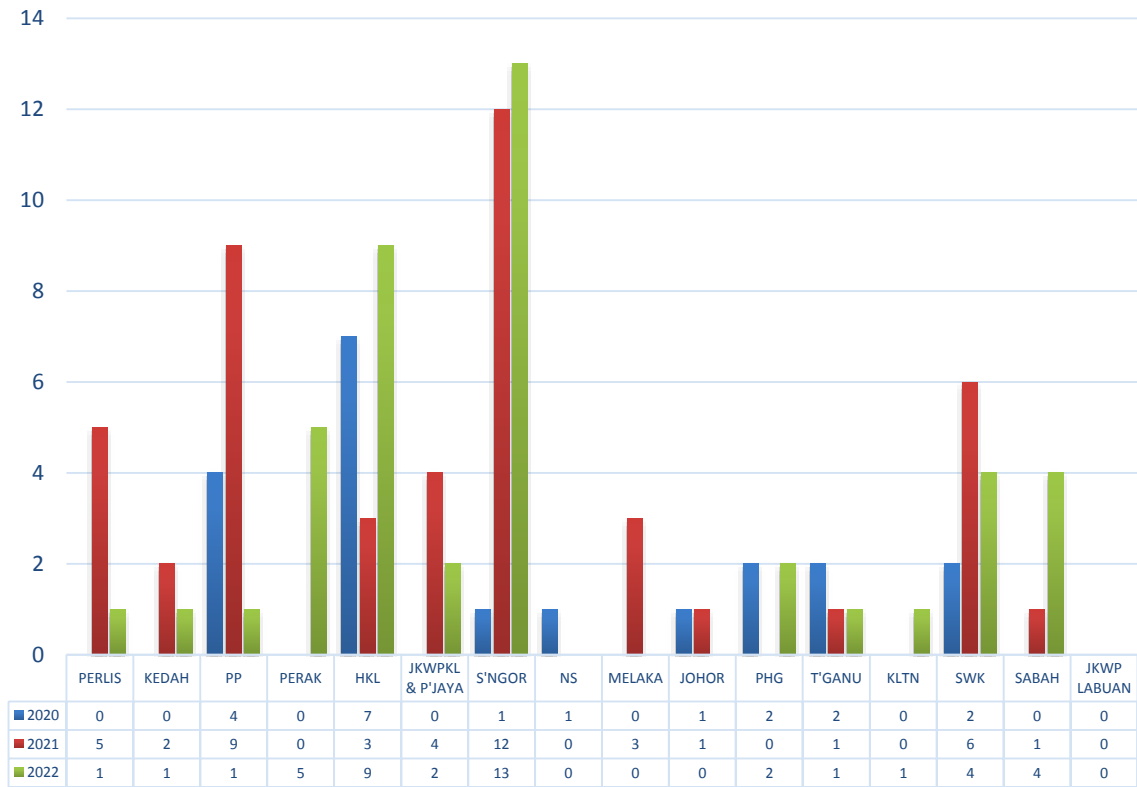
### 8.1.3 OPHTHALMOLOGY



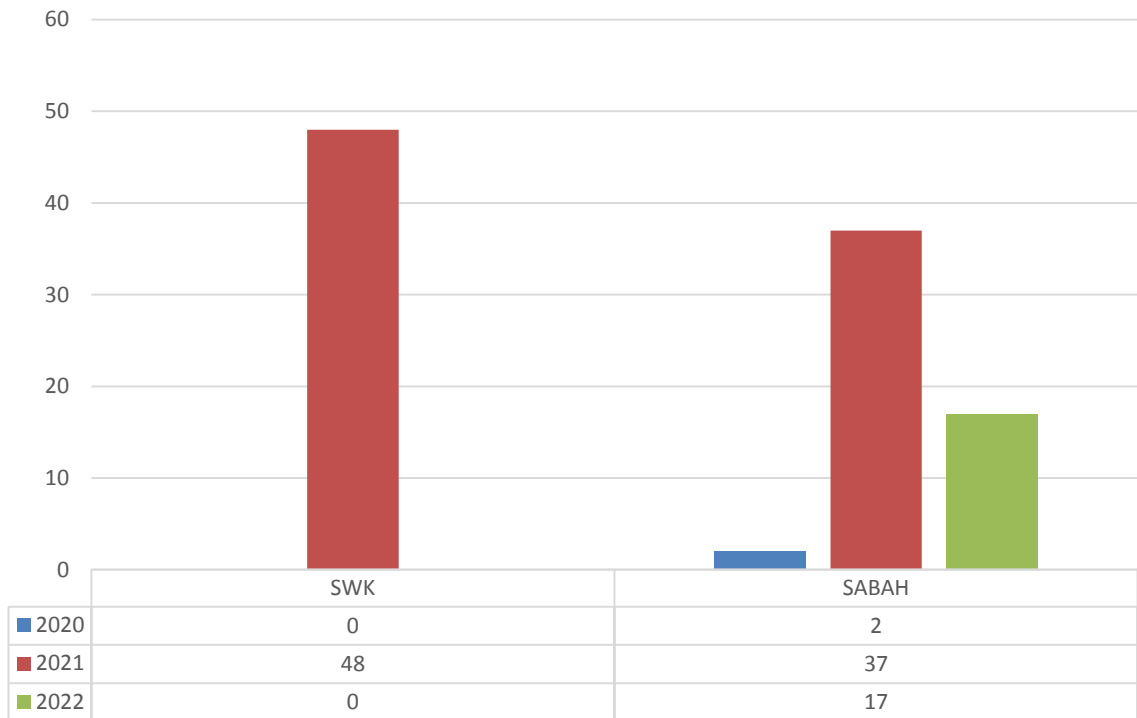
### 8.1.4 HAEMODIALYSIS



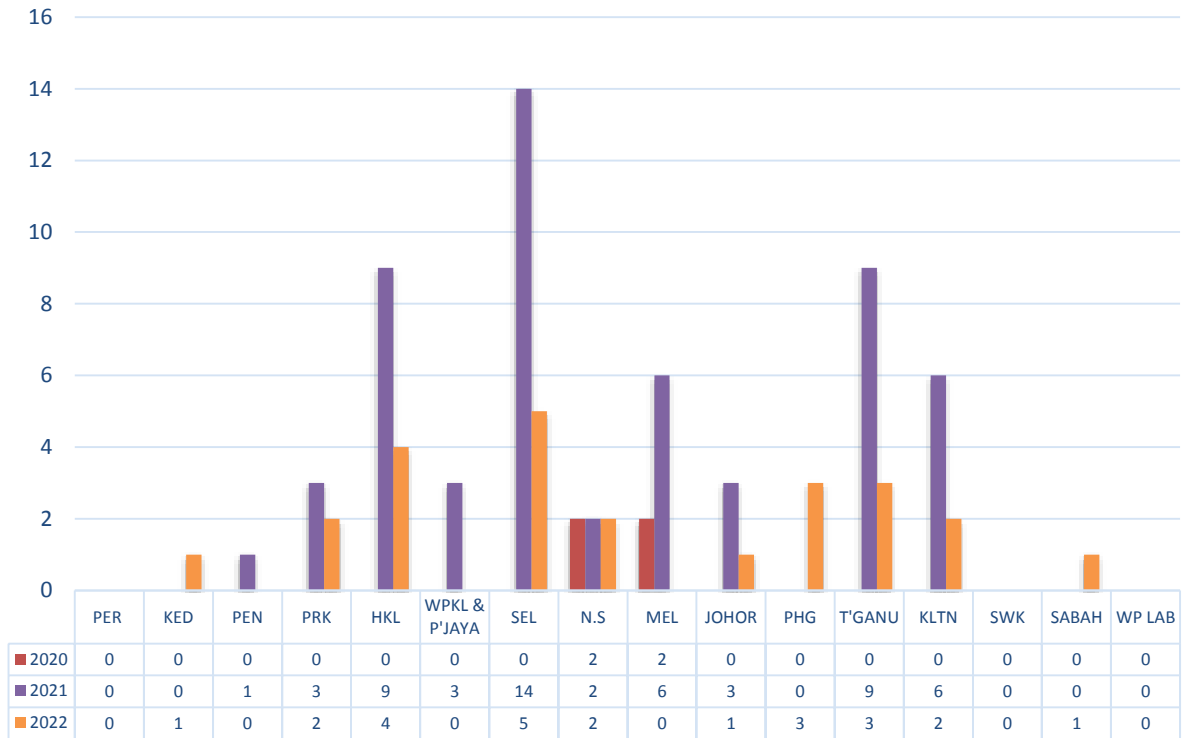
### PRE HOSPITAL CARE



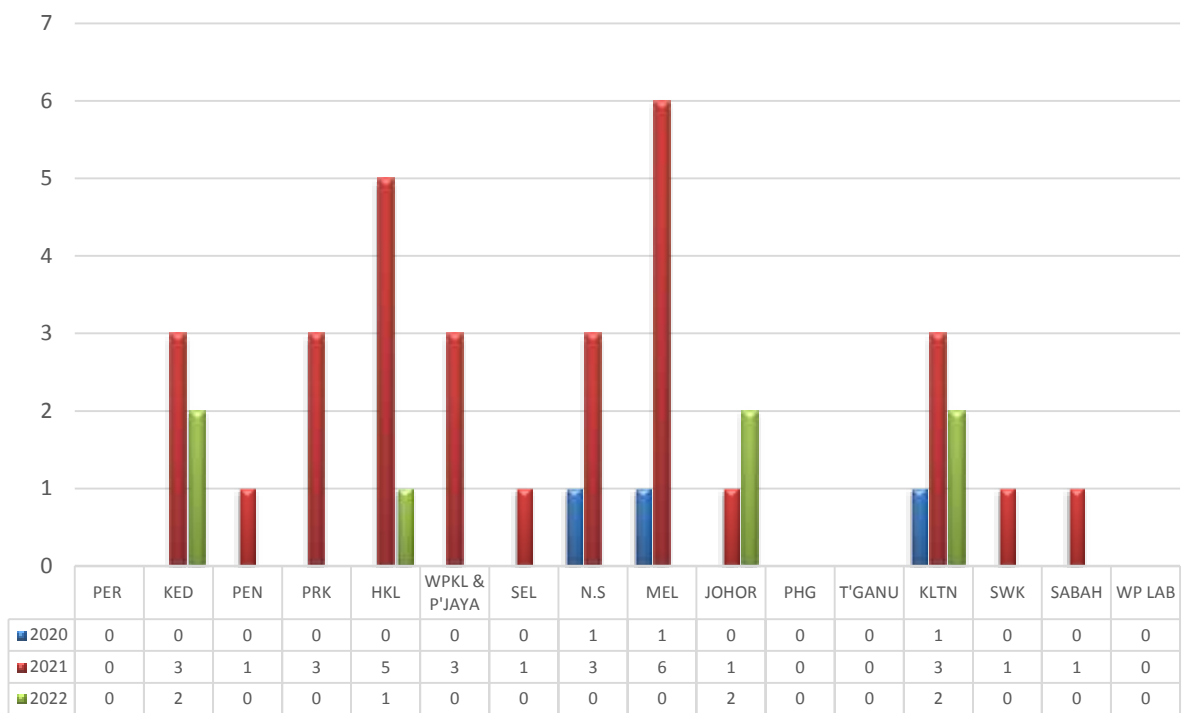
### ANAESTHESIOLOGY AND INTENSIVE CARE SERVICES (ANAESTHESIA)



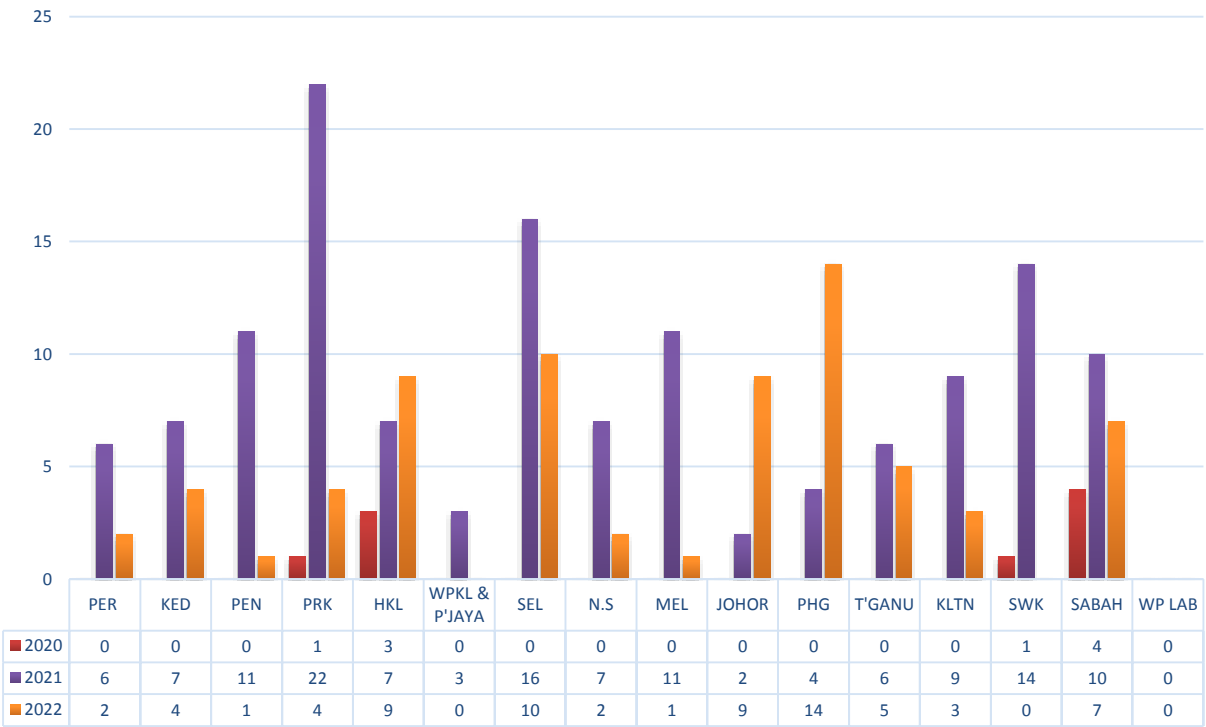
### 8.1.7 ANAESTHESIOLOGY AND INTENSIVE CARE SERVICES (PERI-ANAESTEHSIA)



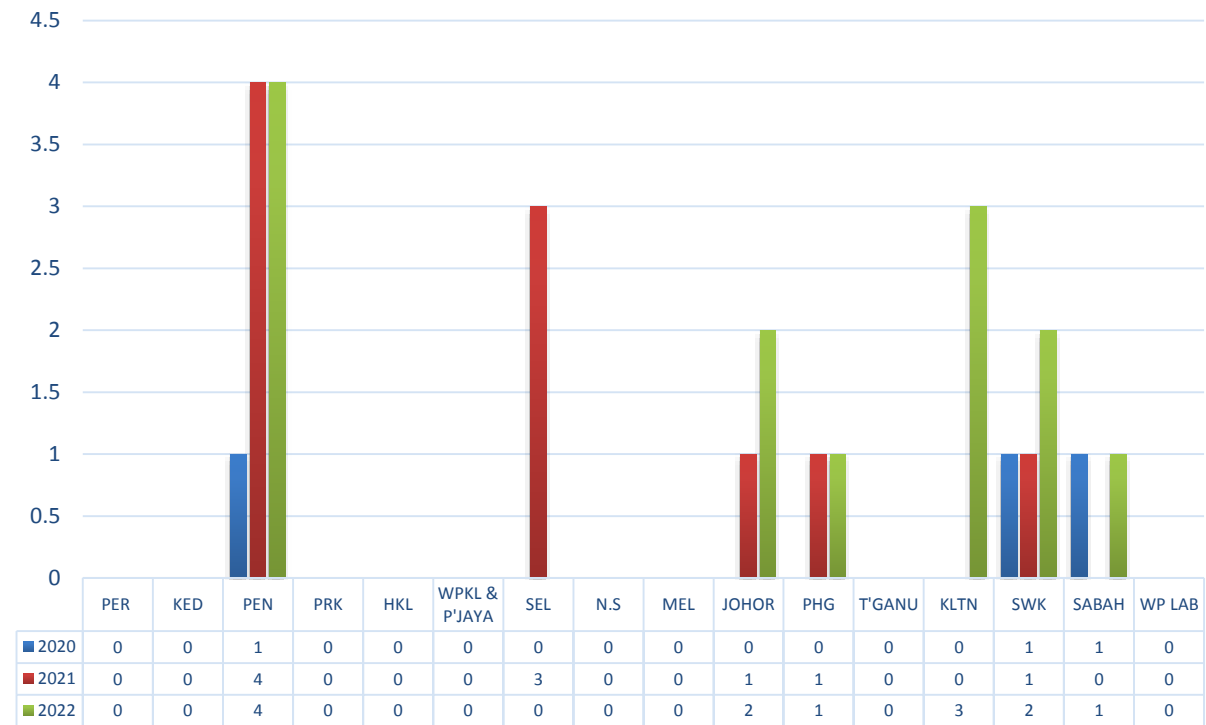
### 8.1.8 ANAESTHESIOLOGY AND INTENSIVE CARE SERVICES (INTENSIVE CARE)



### 8.1.9 ORTHOPAEDIC SERVICES

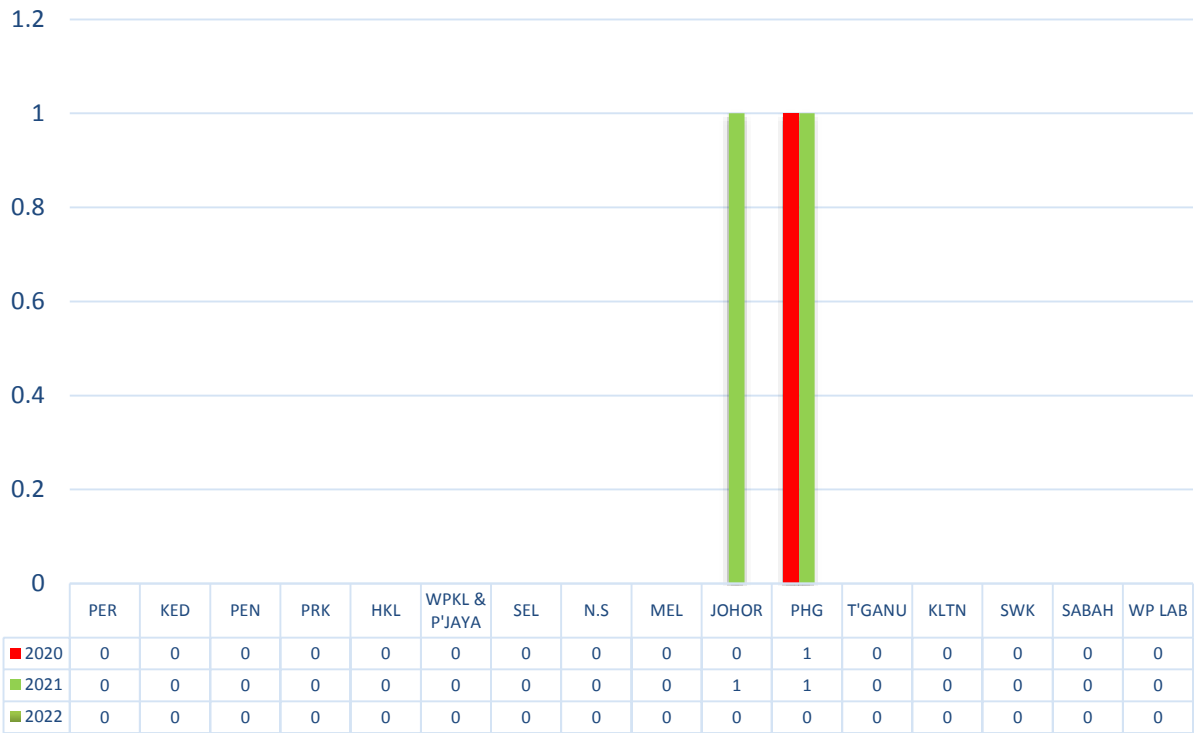


### 8.1.10 CARDIOVASCULAR PERFUSION

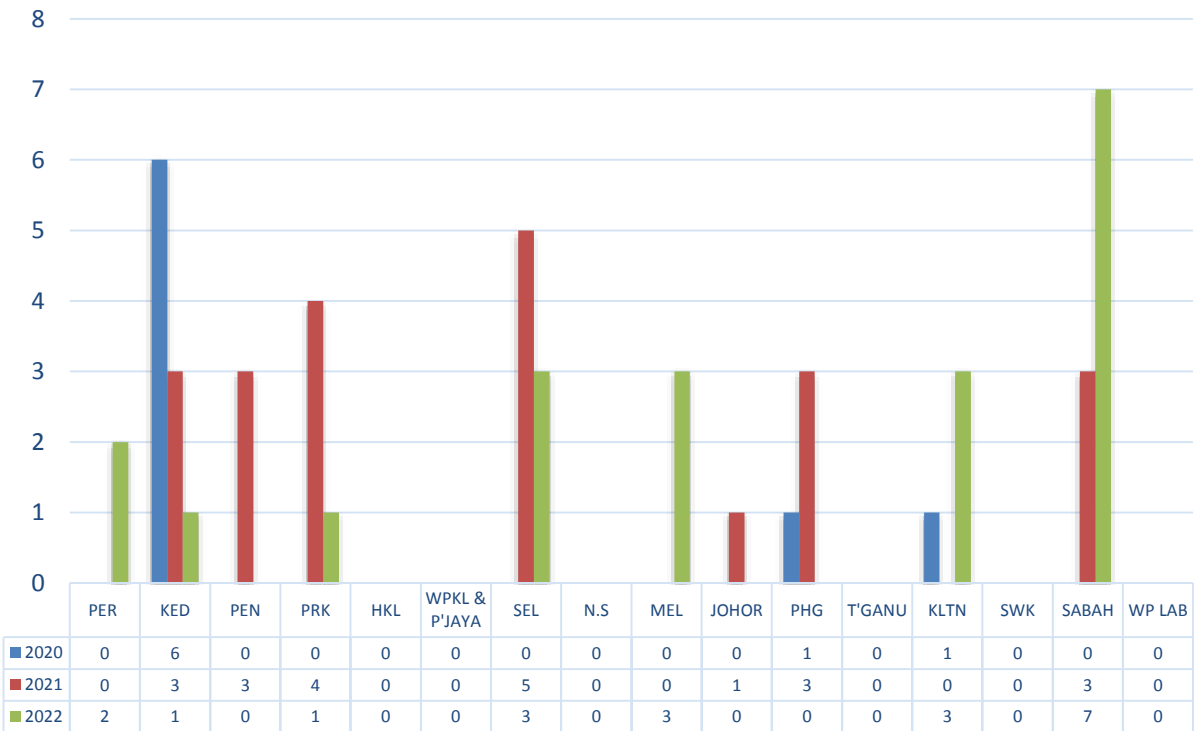




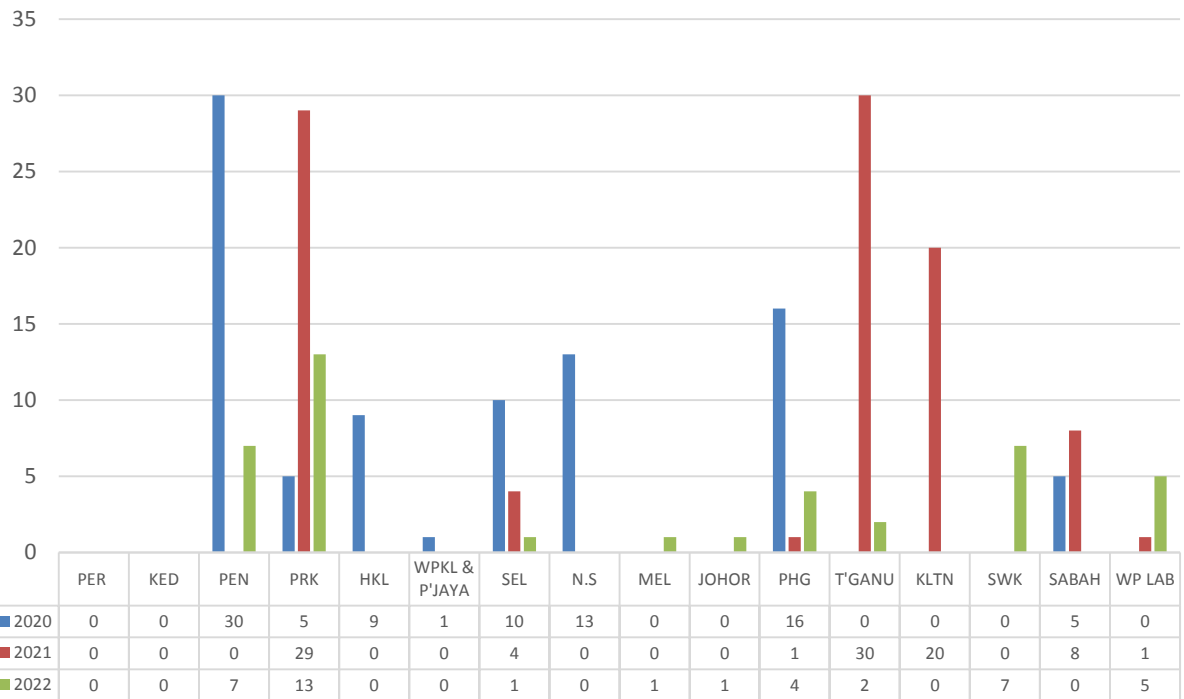
### 8.1.11 PERI-ANAESTHESIA CARE



### 8.1.12 ENDOSCOPY



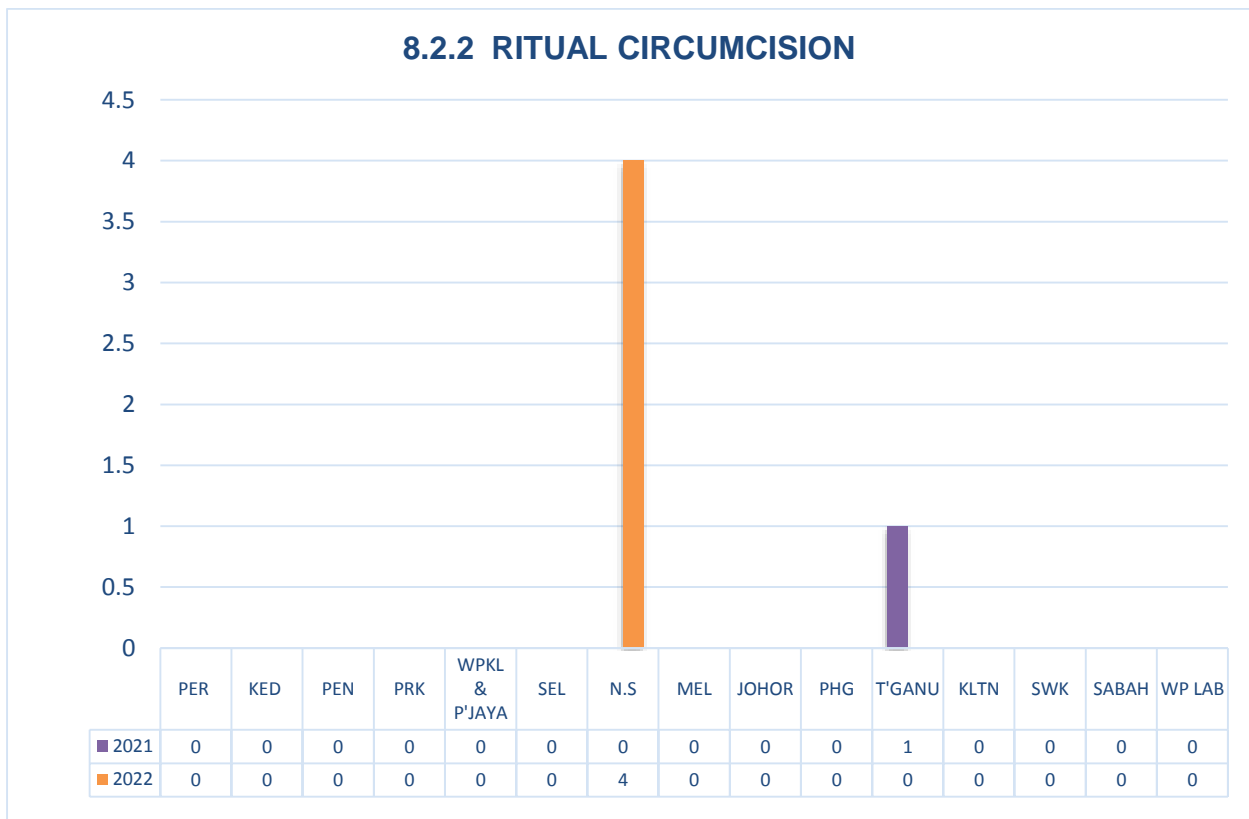
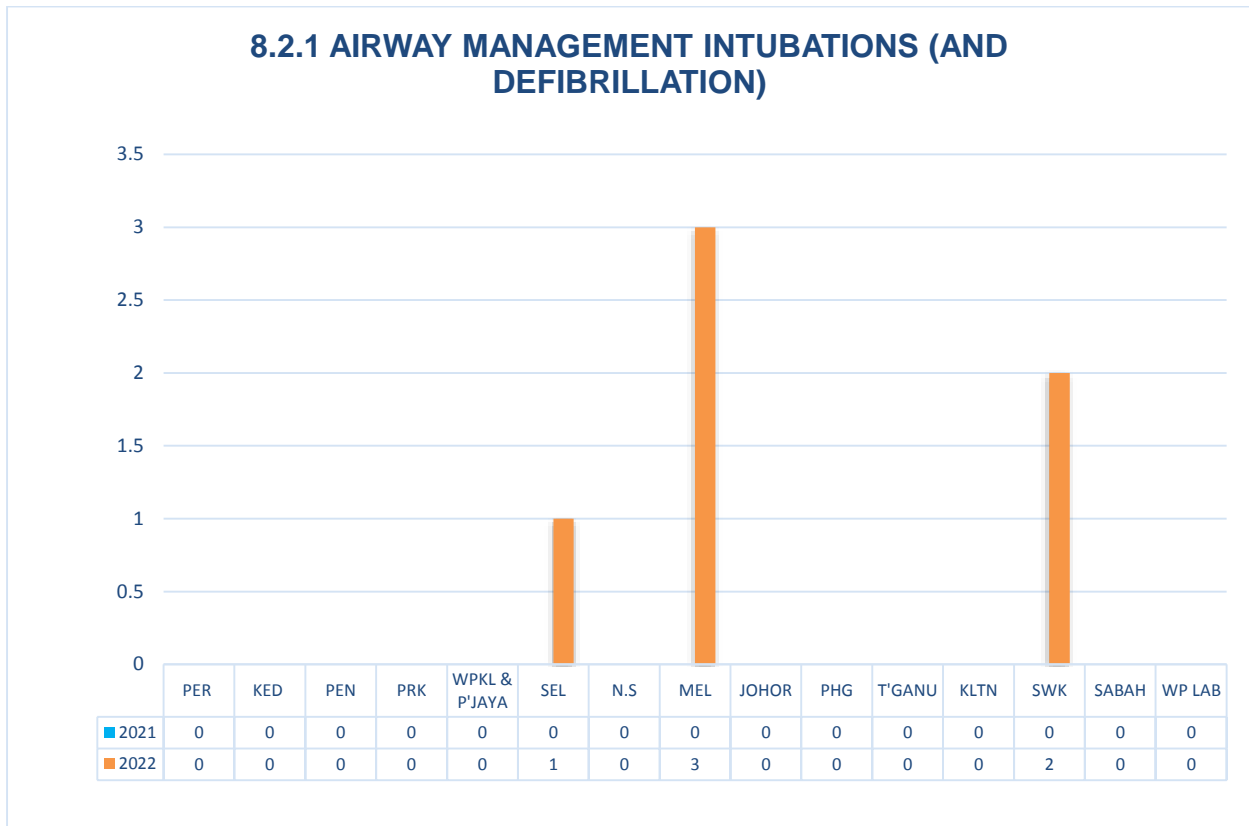
### 8.1.13 CIRCUMCISION (DORSAL SLIT TECHNIQUE)



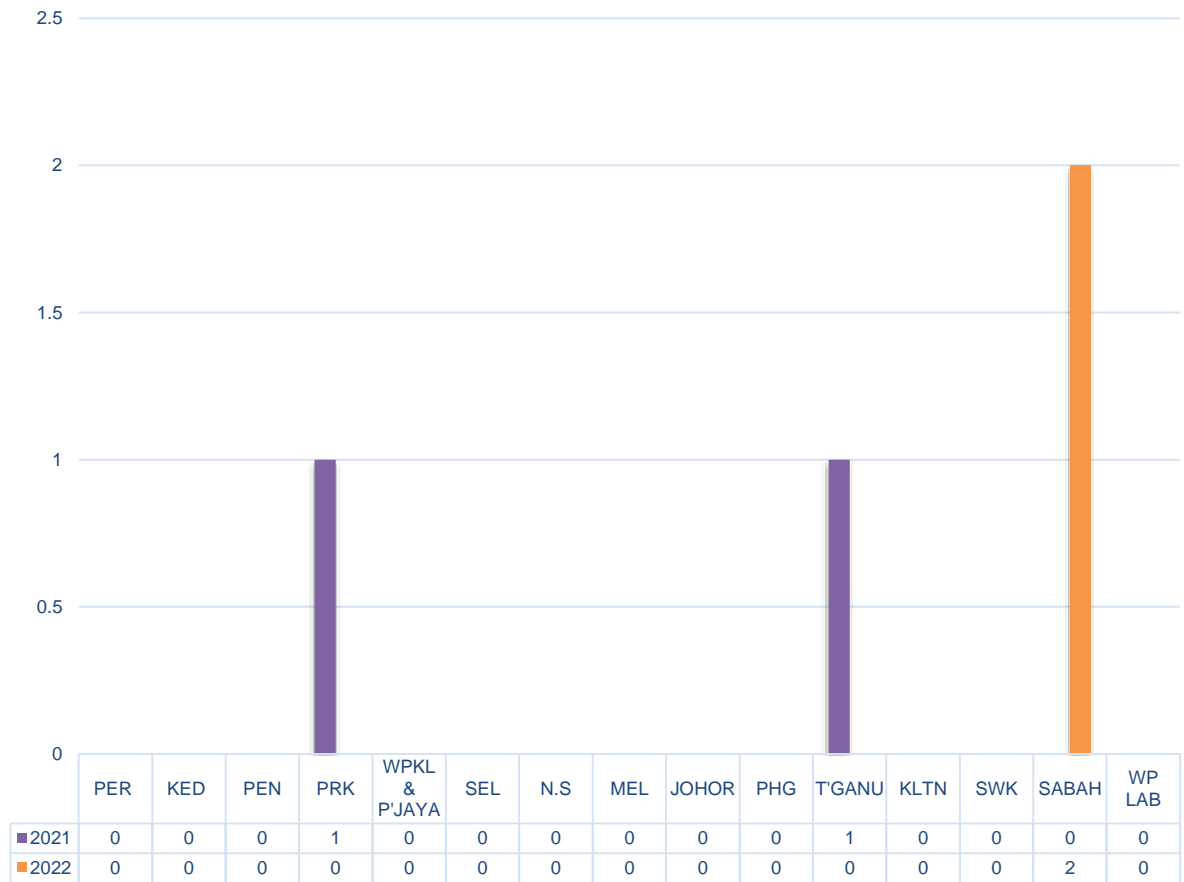
## 8.2 Table of Credentialing & Privileging activities of Assistant Medical Officers in Public Health by States in 2021 & 2022

TOTAL OF CREDENTIALING & PRIVILEGING APPLICATIONS APPROVED FOR ASSISTANT MEDICAL OFFICERS (PUBLIC HEALTH) BY STATES IN 2021-2022																																	
NUM.	LIST OF PROCEDURES	STATES																										TOTAL					
		PERLIS		KEDAH		P. PINANG		PERAK		JKWPKL & PUTRAJAYA		SELANGOR		N. SEMBILAN		MELAKA		JOHOR		PAHANG		TERENGGANU		KELANTAN		SARAWAK				SABAH		JKWP LABUAN	
		2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022		
1	Airway Management Intubations (and defibrillation)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	6	
2	Ritual Circumcision	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4	
3	Spirometry Test & Interpretation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	2	2	
4	Audiometry Test & interpretation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	
5	Integrated Management of Childhood Illness (IMCI)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
6	Memulakan Rawatan Tibi Baru Kahak Positif (Sabah & Sarawak)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
7	Slit Skin Smear untuk Pesakit Kusta (Sabah & Sarawak)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
8	Pengendalian Fundus Camera Dan Interpretasi Foto Fundus	0	0	0	0	0	0	5	8	0	5	0	17	3	15	0	0	11	34	0	0	7	1	0	0	0	1	2	2	0	0	28	83
9	Nasopharyngeal & Oropharyngeal Swab (Dis. 2020)	0	0	187	27	128	0	73	9	4	1	0	11	116	17	42	0	166	2	143	0	0	0	92	30	0	9	9	9	30	0	990	115
<b>TOTAL</b>		<b>0</b>	<b>0</b>	<b>187</b>	<b>27</b>	<b>128</b>	<b>0</b>	<b>79</b>	<b>17</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>29</b>	<b>119</b>	<b>36</b>	<b>42</b>	<b>3</b>	<b>177</b>	<b>36</b>	<b>143</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>92</b>	<b>30</b>	<b>0</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>30</b>	<b>0</b>	<b>1023</b>	<b>210</b>

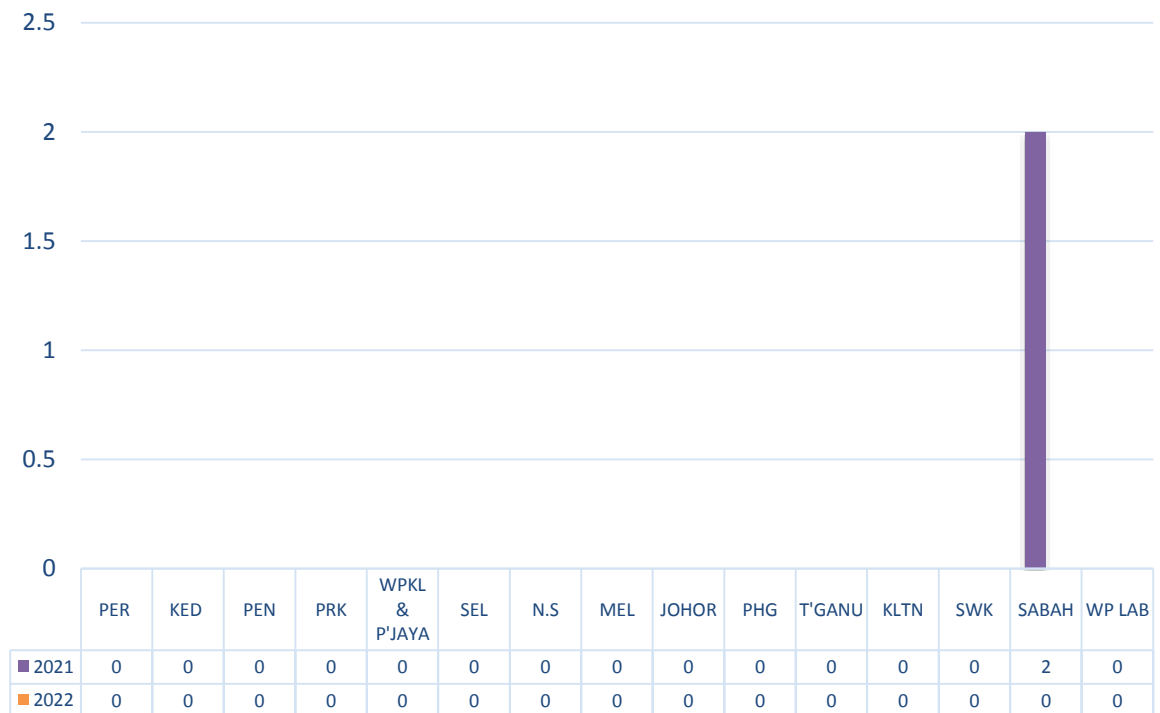
- i) Bar Chart representing Credentialing & Privileging activities (Assistant Medical Officers in Public Health) for the Year 2020, 2021 & 2022



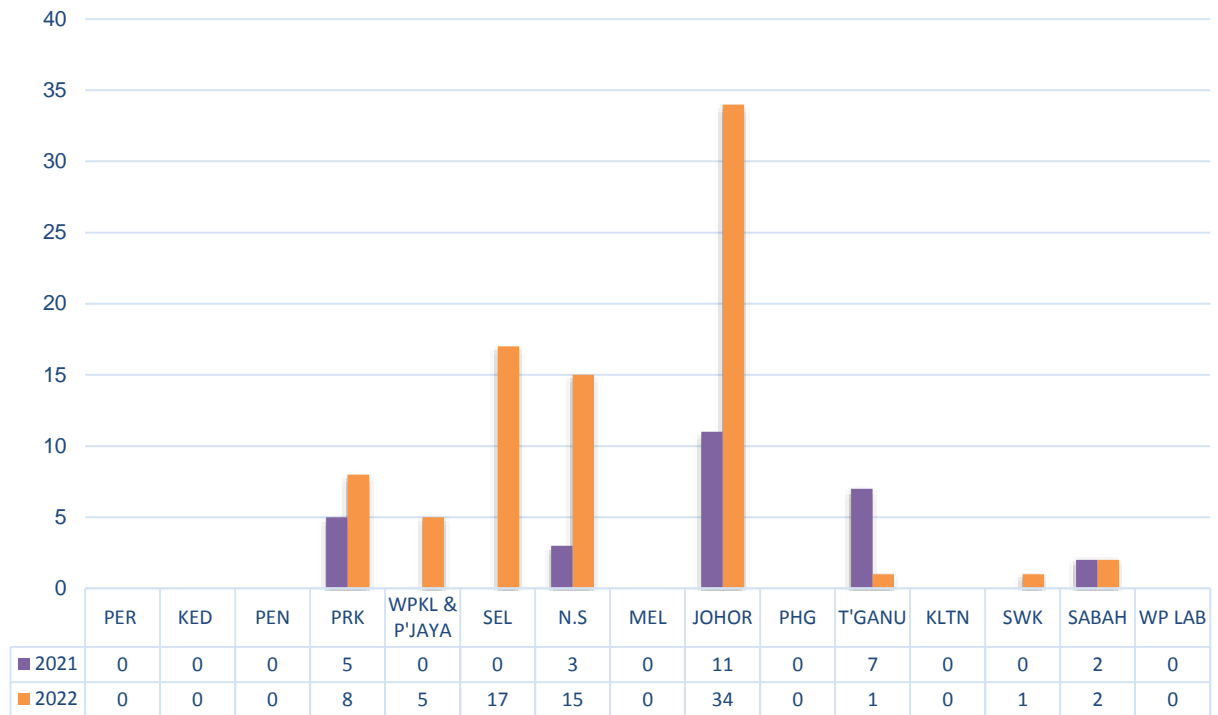
### 8.2.3 SPIROMETRY TEST & INTERPRETATION



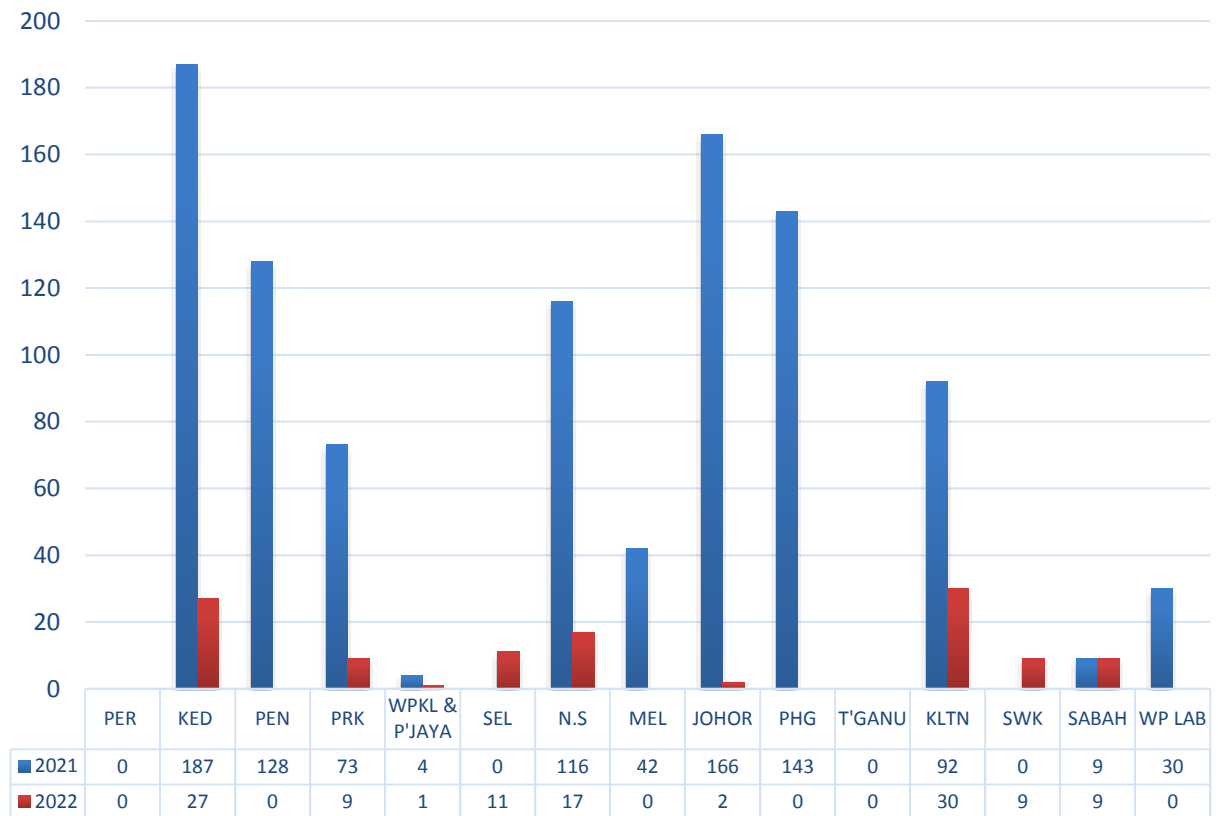
### 8.2.4 AUDIOMETRY TEST & INTERPRETATION



### 8.2.5 FUNDUS CAMERA OPERATION & FUNDUS PHOTO INTERPRETATION



### 8.2.6 NASOPHARYNGEAL & ORALPHARYNGEAL SWAB



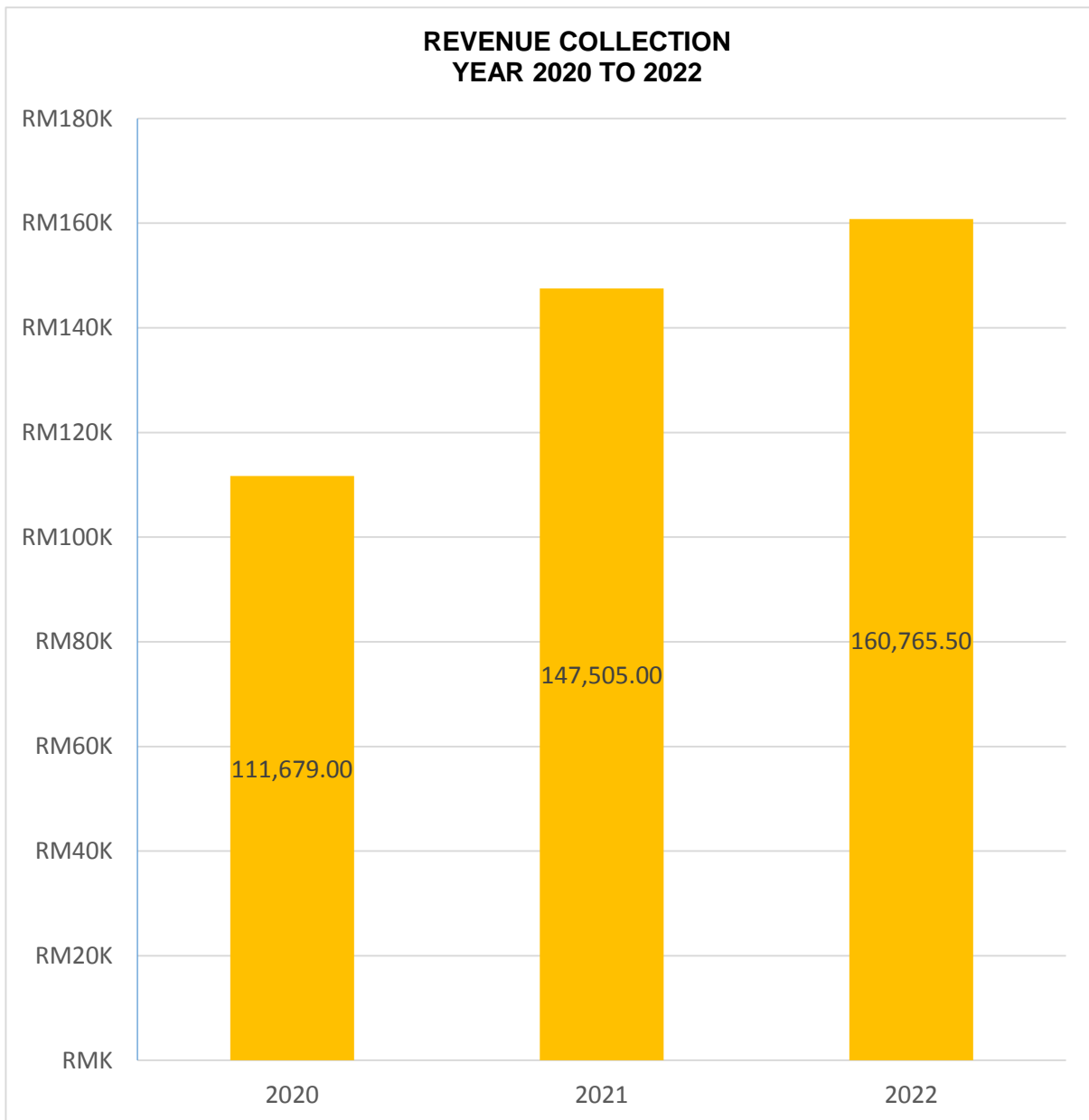
## 9. FINANCIAL REPORT

### 9.1 Receipt Report Based on Receipt Classification Code Year 2020 to 2022

NO	RECEIPT TYPE	CODE TYPES	TOTAL (RM)		
			2020	2021	2022
1.	Medical Assistant Registration	71399A-LPP	33,750.00	56,450.00	51,750.00
2.	Registration Certificate Duplication	71399B-LPP	720.00	1,050.00	1,010.00
3.	Name Re-Entry Fee	71399C-LPP	0.00	0.00	0.00
4.	Medical Assistant Badge Replacement	71399D-LPP	2,610.00	455.00	260.00
5.	Registration of Probationary Estate Hospital Assistant	71399E-LPP	625.00	50.00	1,375.00
6.	Registration of Estate Assistant Grade I, II & III	71399F-LPP	2,600.00	500.00	50.00
7.	Annual Registration Certificate (Private) Renewal	71399G-LPP	30,465.00	39,407.00	40,560.50
8.	PPT/ARC Second Copy	71399H-LPP	1,230.00	2,250.00	480.00
9.	Estate Hospital Assistant Examination Grade I	72199A-LPP	0.00	0.00	4,650.00
10.	Estate Hospital Assistant Examination Grade II	72199B-LPP	0.00	0.00	3,000.00
11.	Estate Hospital Assistant Examination Grade III	72199C-LPP	0.00	0.00	2,150.00
12.	Late Fee –Renewal of Registration Certificate	LPP-76111	39,679.00	47,343.00	30,610.00
13.	Medical Assistant Board Examination	LPP-72199	0.00	0.00	23,580.00
<b>TOTAL:</b>			<b>111,679.00</b>	<b>147,505.00</b>	<b>159,475.50</b>

## 9.2 Revenue Collection Year 2020 to 2022

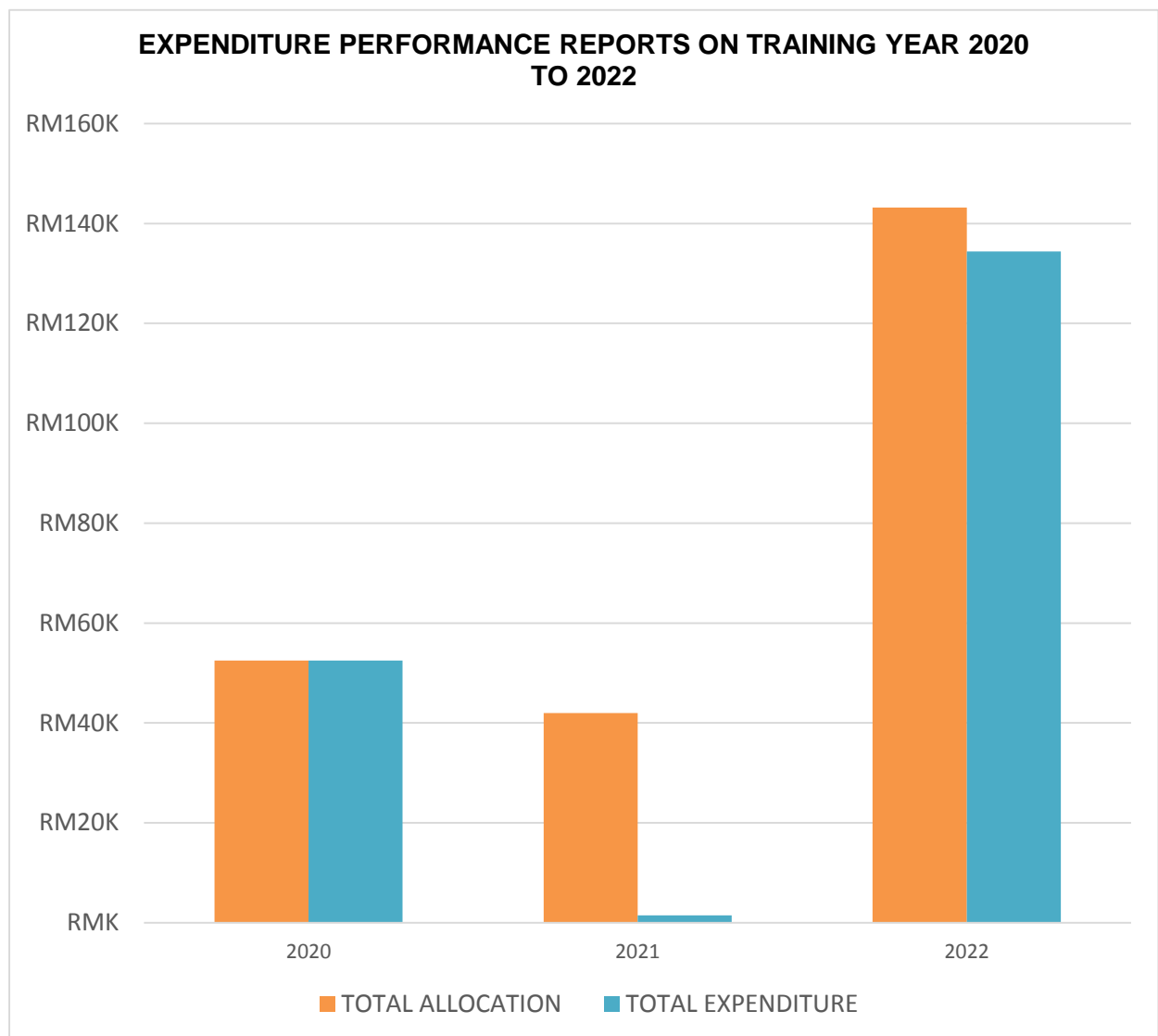
YEAR	REVENUE COLLECTION (RM)
2020	111,679.00
2021	147,505.00
2022	159,475.50





### 9.3 Expenditure Performance Reports on Training Year 2020 to 2022

NO	CONTENT	2020 (RM)	2021 (RM)	2022 (RM)
1	Total Allocation	52,500.00	42,000.00	143,165.00
2	Total Expenditure	52,500.00	1,490.00	134,419.75
3	<b>Expenditure Performance</b>	<b>100%</b>	<b>3.55%</b>	<b>93.89%</b>



#### 9.4 Fees for Clinical Training of Higher Education Providers (HEPs) Students at Malaysian Ministry of Health Facilities

NO	HIGHER EDUCATION INSTITUTIONS	YEAR 2022
1	MANAGEMENT & SCIENCE UNIVERSITY (MSU)	RM15,400.00
2	MURNI INTERNATIONAL COLLEGE	RM15,600.00
3	WIDAD UNIVERSITY COLLEGE	RM3,200.00
4	UOW MALAYSIA COLLEGE	RM 0
5	LINCOLN UNIVERSITY COLLEGE	RM800.00
6	MAIWP INTERNATIONAL UNIVERSITY COLLEGE	RM52,200.00
7	UNIVERSITY OF CYBERJAYA	RM20,000.00
8	UniKL MESTECH	RM19,600.00
9	GEOMATIKA MALAYSIA UNIVERSITY	RM9,000.00
10	DSH INSTITUTE OF TECHNOLOGY	RM10,600.00
11	I-SYSTEMS COLLEGE	RM2,600.00
12	OPEN UNIVERSITY MALAYSIA (OUM)	RM22,800.00
13	UNIVERSITY KEBANGSAAN MALAYSIA (UKM)	RM 0
14	UNIVERSITY SULTAN ZAINAL ABIDIN (UniSZA)	RM 0
15	RAMSAY SIMEDARBY HEALTHCARE COLLEGE	RM3,200.00
<b>TOTAL</b>		<b>RM175,000.00</b>

**ACHIEVEMENT OF  
PROFESSIONAL  
DEVELOPMENT PLAN  
ASSISTANT MEDICAL  
OFFICER  
6P**

## ACHIEVEMENT REPORT OF THE STRATEGIC PLAN OF ASSISTANT MEDICAL OFFICER SERVICES (TARGET FOR THE YEAR 2022)

NO	INITIATIVE	ACHIEVEMENT
1.	Pillar 1, Strategy 1 and Initiative 1: Developing the proposal for the establishment of The Service Department at the Ministry of Health Malaysia	<ul style="list-style-type: none"> <li>Paper has been submitted to JPA by Human Resources Division MOH</li> </ul>
2.	Pillar 3, Strategy 1 and Initiative 1: Establishing Flexible positions for AMO with specialized Expertise	<ul style="list-style-type: none"> <li>An allocation of 2297 AMO post (Implementers) has been proposed to be Flexible submitted to Human Resources Division MOH</li> </ul>
3.	Pillar 3, Strategy 4 and Initiative 1: Establishing a registration system for AMO research with a target of 28 research projects per year	<ul style="list-style-type: none"> <li>The number of registered research projects for the year 2022 is 57.</li> </ul>
4.	Pillar 3, Strategy 3 and Initiative 2:  To establish the standard of AMO services under The Malaysia Society for Quality in Healthcare (MSQH)	<ul style="list-style-type: none"> <li>Successfully the Standard for AMO services has been developed and placed as Service Standard 25: Medical Assistant Services in MSQH registry of Standards.</li> </ul>

**5.** Pillar 5, Strategy 1 and Initiative 1:  
  
Striving to achieve an ideal workforce that is highly skilled, Competent and meets the current service requirements (by 2020 target is 1:1150)

- Based on discussion with Health Planning Division MOH, the target ratio for the need of AMO in Malaysia by 2025 is 1:804 compared to Malaysian population

**6.** Pillar 6, Strategy 1 and Initiative 1:  
  
Enhancing the international employability of the AMO profession

- Accepting the responsibility as the joint secretariat with the Malaysia Medical Assistants Association for organizing the Global Association of Clinical Officers and Physician Associates (GACOPA)

NO	INITIATIVE	ACHIEVEMENT
7.	<p>Strategy 1 and Initiative 3: Increasing the number of Post Basic and Advanced Diploma</p> <p>2019 – (35%) 2020 – (40%) 2021 - (45%) 2022 – (50%)</p>	<ul style="list-style-type: none"> <li>No Recruitment for Post Basic/Advanced Diploma Trainees in September 2022 due to Covid-19 pandemic.</li> </ul> <p>SOURCE: Training Management Division, MOH</p>
8.	<p>Strategy 3 and Initiative 2: Developing clinical auditing activities of AMO services in Public Health</p>	<ul style="list-style-type: none"> <li>Public Health Assistant Medical Officers has held preliminary discussions with representative Family Medicine Specialists to identify the scope and methods of implementing the Clinical Audit. In principle the Family Health Specialist welcomes and agrees with this effort and hopes it can be implemented soon.</li> <li>Prior to that a Joint Meeting with Family Medicine Specialists was planned but due to current covid pandemic crisis the meeting has been postponed to an appropriate date.</li> </ul>
9.	<p>Strategy 4 and Initiative 3: To create a specific registration mechanism for area of specialty.</p>	<ul style="list-style-type: none"> <li>The Assistant Medical Officer Service Division has established a registration process for AMOs who are highly skilled in particular areas and are referred to as Assistant Medical Officer Technical Experts (AMOTeX). The purpose of registration is to ensure that those highly knowledgeable and skillful AMOs retained in their respective disciplines..</li> <li>In accordance with Director - General of Health's letter dated 22 August 2022, reference number: KKM 600-13/8/6(40) regarding Notification of Implementation on (Assistant Medical Officer Technical Expert)</li> </ul>

AMOTeX Registration Phase 1 for assistant medical officers under Ministry of Health Malaysia

- 8 clinical areas have been identified for Phase 1 are as below:

#### **PHASE 1**

##### **Medical Program**

- 1 Emergency Medicine and Trauma Services
- 2 Orthopedics
- 3 Nephrology
- 4 Neurophysiology
- 5 Cardiology, Cardiovascular Perfusion and Cardiothoracic Surgery

##### **Public Health Program**

- 1 HIV/AIDS Counseling
- 2 Wound Care Management
- 3 Diabetes Management

10. Strategy 5 and Initiative 1:  
Re-amendment of Act 180

- On 12<sup>th</sup> April 2022 a discussion was held with representatives from the '*Dewan Bahasa dan Pustaka Kuala Lumpur*' concerning the grammatical refinement of 'paramedical practitioners' terms.
- The outcome of the meeting describes paramedical practitioners are as follows:

**A group of registered Assistant Medical Officers who provide treatment, carry out diagnostic tests, rehabilitation and health advisory services that are limited compared to the scope and complexity of the duties of a Medical Officer. In accordance with the prescribed scope or with the limited supervision of the medical officer, this group may also carry out its tasks autonomously.**

NO	INITIATIVE	ACHIEVEMENT
11.	Pillar 1, Strategy 1, and Initiative 1: Revision of diploma curriculum with a focus on pre-hospital care, emergency and primary health care.	<ul style="list-style-type: none"> <li>• Implementation of a new diploma curriculum (Diploma in Medical and Health Sciences) based on Outcome Based Education (OBE) guidelines</li> <li>• Bachelor in Medical and Health Sciences (undergraduate programs) have been open at public and private universities (Open University Malaysia, University Sultan Zainal Abidin Terengganu and University Malaysia Sabah)</li> </ul>
12.	Pillar 1, Strategy 1 and Initiative 2: Develop program guidelines for bachelor's and master's degree levels in public and private institutions.	<ul style="list-style-type: none"> <li>• The Standards and Guidelines for Medical Assistant Education Program 3<sup>rd</sup> Edition 2018 are under review and are expected to be fully completed and will be release in early 2024.</li> </ul>
13.	Pillar 1, Strategy 1 and Initiative 3: Increasing the number of Degree, Master and PhD holder 2019 – (10%/2%/0.5%) 2020 – (15%/3%/1%)	<ul style="list-style-type: none"> <li>• The number of degree, master and PhD holders for 2022 (4.3% / 0.6% / 0.08%)</li> </ul>
14.	Pillar 5, Strategy 7 and Initiative 1: Application for new specialisation courses (Advanced Diploma program)	<ul style="list-style-type: none"> <li>• Two post-basic courses have been upgraded from certificate level to Advanced Diploma as below:               <ol style="list-style-type: none"> <li>i. Neuroscience Care</li> <li>ii. Respiratory Care.</li> </ol> </li> </ul>