



# ANNUAL 2023 REPORT 2023

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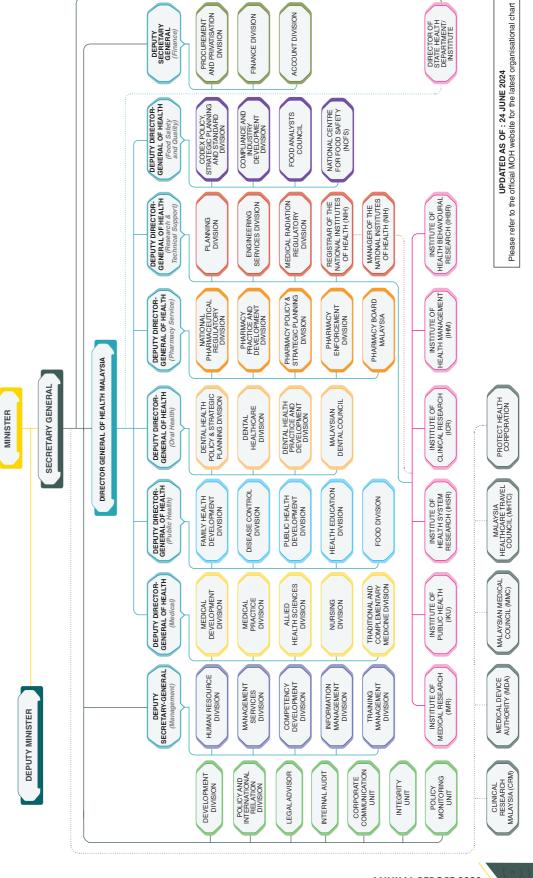
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# ORGANISATION CHART MINISTRY OF HEALTH MALAYSIA



V

# **VISION**

#### A nation working together for better health

## **MISSION**

# The mission of the Ministry of Health is to lead and work in partnership:

- · To facilitate and support the people to:
  - o fully attain their potential in health
  - o appreciate health as a valuable asset
  - o take individual responsibility and positive action for their health
- · To ensure a high quality health system that is:
  - o customer centre
  - o equitable
  - o affordable
  - o effcient
  - o technologically appropriate
  - o environmentally adaptable
  - o innovative
- With emphasis on:
  - o professionalism, caring and teamwork value
  - o respect for human dignity
  - o community participation

CHAPTER

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HEALTH STATUS

#### INTRODUCTION

Malaysians today are generally healthier and more capable of being productive. The overall level of health achieved is one of the key indicators of a nation's success. Good health enables Malaysians to lead better and meaningful lives. In addition, a high level of health contributes to increased prosperity and overall social stability.

#### **POPULATION STRUCTURE**

The population of Malaysia in 2023 was estimated at 33.4 million with an annual population growth rate of 2.13%. The total population in 2023 showed an increase of 0.7 million as compared to 32.7 million recorded in 2022. The geographical distribution of population showed that Selangor has the highest population at 7.2 million, while Federal Territory (FT) Labuan recorded the lowest population at 0.1 million. Sabah recorded the highest annual population growth rate of 5.19%, while Perak recorded the lowest annual growth rate of 1.06% as shown in **Table 1.1.** 

Table 1.1 Population and Annual Population Growth Rate by State in Malaysia 2022-2023

State	Population ('000)		Annual Population Growth Rate (%	
<b></b>	2022	2023	2022	2023
Johor	4,028.3	4,107.2	0.21	1.94
Kedah	2,163.1	2,189.3	0.53	1.20
Kelantan	1,830.6	1,859.8	1.00	1.58
Melaka	1,008.6	1,028.3	0.41	1.93
Negeri Sembilan	1,207.9	1,224.9	0.31	1.40
Pahang	1,614.3	1,643.2	0.80	1.77
Pulau Pinang	1,740.9	1,772.6	0.05	1.80
Perak	2,514.4	2,541.2	-0.06	1.06
Perlis	289.8	293.1	0.76	1.13
Selangor	7,050.3	7,209.7	0.51	2.24
Terengganu	1,186.6	1,210.0	1.36	1.95
Sabah	3,414.9	3,596.7	0.07	5.19
Sarawak	2,473.5	2,502.3	0.32	1.16
FT Kuala Lumpur	1,961.2	2,005.7	-0.14	2.24
FT Labuan	96.9	99.0	0.93	2.14
FT Putrajaya	117.0	118.8	1.55	1.53
MALAYSIA	32,698.1	33,401.8	0.37	2.13

#### Notes:

Source: Current Population Estimates, Malaysia 2024, Department of Statistics Malaysia

Current mid-year population estimates 2022 and 2023 are based on Population and Housing Census Malaysia 2020 (Census 2020)

<sup>2.</sup> The added total may differ due to rounding

In 2023, the male population in Malaysia outnumbered the females at 17.5 million and 15.9 million respectively, with the sex ratio of 110 males for every 100 females. The working age population, which consists of population aged 15 to 64 years was 23.3 million or 69.90% of the total population. Meanwhile, young age and old age population were 7.6 million (22.66%) and 2.5 million (7.44%) respectively, as shown in **Table 1.2.** 

Table 1.2 Principal Statistics of Malaysia Population 2023

Donulation	2023		
Population	Number ('000)	% of Total Population	
Male	17,472.3	52.31	
Female	15,929.5	47.69	
Sex ratio	110 males per 100 females		
Working age group (15-64 years)	23,347.4	69.90	
Young age group (below 15 years)	7,569.2	22.66	
Old age group (65 years & above)	2,485.2	7.44	
Total dependency ratio	43.06		
Young age dependency ratio	32.42		
Old age dependency ratio	10.6	4	

#### Notes:

- Current mid-year population estimates are based on Population and Housing Census 2020, Malaysia (Census 2020)
- 2. The added total may differ due to rounding

Source: Current Population Estimates, Malaysia 2024, Department of Statistics Malaysia

The dependency ratio is the number of people in the young and old age groups that need to be supported by every 100 people in the working age group. This ratio can be disaggregated into the total dependency ratio, young age dependency ratio and the old age dependency ratio. In 2023, the total dependency ratio was 43.06, with the young age dependency ratio at 32.42 and the old age dependency ratio at 10.64.

#### **HEALTH STATUS**

Health status is measured by the health condition of the individual and the population as a whole. It can be measured through some health status indicators such as life expectancy at birth, mortality and morbidity.

#### LIFE EXPECTANCY AT BIRTH

Life expectancy is the average remaining age (years) for a person who is expected to live at the beginning of the certain age. Life expectancy at birth indicates the number of years a newborn infant would live, if prevailing patterns of mortality at the time of its birth are to stay the same throughout its life.

In 2023, the life expectancy at birth was 74.8 years, an increase from 73.8 years compared to the previous year. The same situation is observed for male and female life expectancies at birth, which are 72.5 years and 77.4 years respectively. This increase in life expectancy is attributed to the decrease in the number of deaths in 2023 compared to 2021 and 2022, during the COVID-19 pandemic as shown in **Figure 1.1.** 

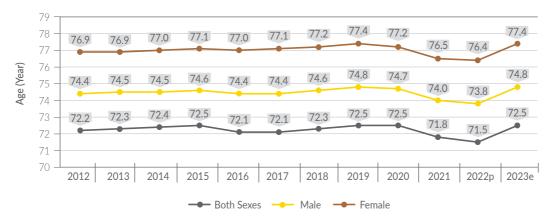


Figure 1.1 Life Expectancy at Birth Malaysia, 2012-2023

#### Notes:

- 1. P Preliminary figure
- 2. e Estimate figure

Source: Abridged Life Tables 2021-2023, Department of Statistics Malaysia

#### **MORTALITY**

Mortality data provide a useful resource for measuring health. These data offer a comprehensive view of the health in community as it involves each individual.

The trends for crude death rate (CDR), neonatal mortality rate (NMR), infant mortality rate (IMR) and maternal mortality ratio (MMR) in Malaysia for the period of 1990 to 2022 are shown in **Figure 1.2.** The CDR recorded a decrease from 6.9 in 2021 to 6.3 per 1,000 population in 2022. The MMR also showed a decline compared to the previous year, from 68.2 to 26.0 per 100,000 live births.

However, the NMR and IMR showed a contrasting trend with increases in 2022, rising from 4.1 to 4.2 per 1,000 live births and from 6.1 to 6.8 per 1,000 live births, respectively, compared to 2021. The trends for other mortality rates are shown in **Table 1.3.** 



Figure 1.2 Mortality Rates in Malaysia, 1990-2022

Source: Vital Statistics Malaysia 2023, Department of Statistics Malaysia

Table 1.3 Mortality Rates in Malaysia, 2015-2022

Indicators	2015	2016	2017	2018	2019	2020	2021	2022
Crude death rate (per 1,000 population)	5.0	5.1	5.3	5.3	5.3	5.1	6.9	6.3
Stillbirth rate (per 1,000 births)	4.4	5.2	5.4	5.5	5.4	5.1	5.0	5.0
Perinatal mortality rate (per 1,000 births)	7.7	8.3	8.7	8.9	8.4	8.0	8.2	8.2
Neonatal mortality rate (per 1,000 live births)	4.3	4.2	4.4	4.6	4.1	3.9	4.1	4.2
Infant mortality rate (per 1,000 live births)	6.9	6.7	6.9	7.2	6.4	5.9	6.1	6.8
Toddler mortality rate (per 1,000 population aged 1-4 years)	0.4	0.4	0.4	0.4	0.3	0.3	0.3	0.4
Under-5 mortality rate (per 1,000 live births)	8.4	8.1	8.4	8.8	7.7	7.3	7.4	8.6
Maternal mortality ratio (per 100,000 live births)	23.8	29.1	25.0	23.5	21.1	24.8	68.2	26.0

Source: Vital Statistics, Malaysia, 2023, Department of Statistics Malaysia

#### **MORBIDITY**

The health status of a community is usually measured in terms of morbidity, which focuses on the incidence or prevalence of disease.

Hospitalisation indicates the severity of diseases requiring further treatment, patient stabilization, or patient isolation to prevent disease transmission. The total admissions to the Ministry of Health Malaysia (MOH) hospitals in 2023 were 2,744,681. Out of this total, the category pregnancy, childbirth, and the puerperium was the leading cause of hospitalisation in MOH hospitals which accounted for 19.19%, followed by diseases of the respiratory system (15.30%) and certain conditions originating in the perinatal period (9.48%) as shown in **Figure 1.3.** 

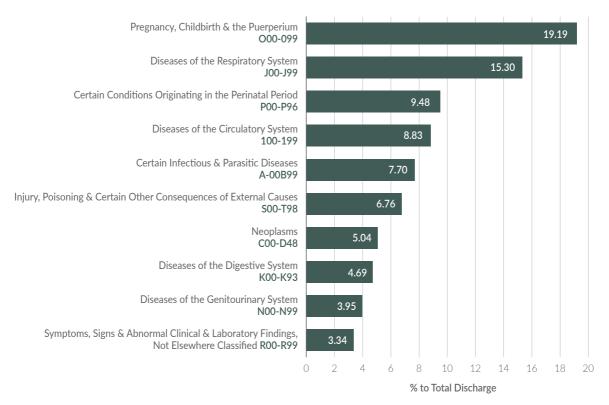


Figure 1.3 10 Principal Causes of Hospitalisation in MOH Hospitals, 2023 Percentage to Total Discharge (%)

Note:

Based on chapter grouping, International Statistical Classification of Disease 10th Revision (ICD - 10), Version 2010

The total number of deaths recorded in MOH hospitals was 72,149 deaths in 2023 where diseases of the circulatory system was the leading cause of death, accounting for 21.49%. This was followed by diseases of the respiratory system (20.78%) and certain infectious and parasitic diseases (11.47%) as shown in **Figure 1.4.** 

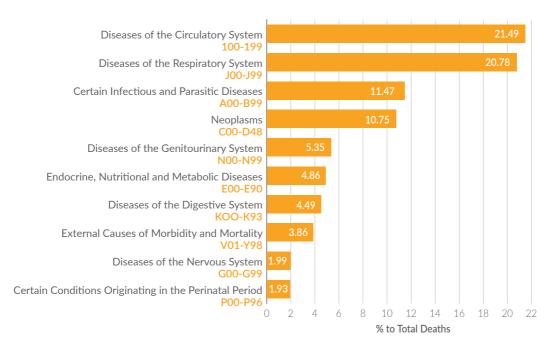


Figure 1.4 10 Principal Causes of Death\* in MOH Hospitals, 2023 Percentage to Total Deaths (%)

#### Notes:

- 1. Based on chapter grouping, International Statistical Classification of Disease 10th Revision (ICD 10), Version 2010
- \* Starting in 2014, tabulations for causes of death in MOH hospitals are based on the underlying cause of death as recommended by the World Health Organisation (WHO)

#### **HEALTH FACILITIES AND FACILITY UTILISATION**

The total number of MOH hospitals providing inpatient services in 2023 was 149, with a total of 45,964 beds. This total consisted of 138 hospitals of various types and 11 special medical institutions with total beds of 40,348 and 5,616 beds respectively. The Bed Occupancy Rate (BOR) for MOH hospitals and special medical institutions in 2023 was 73.25% as shown in **Table 1.4.** 

There were 1,095 Health Clinics (KK), 1,716 Rural Clinics (KD) and 80 Maternal and Child Health Clinics (KKIA) in 2023. Starting from 1 January 2019, 1Malaysia Clinic (K1M) was renamed to Community Clinic (KKom) and as of 31 December 2023, there were 228 KKoms nationwide which provided basic medical services for illnesses and mild injuries to the community.

Table 1.4 Health Facilities by Type, Number of Bed Complement and Bed Occupancy Rate (BOR) in MOH, 2018-2023

Facility	2018	2019	2020	2021	2022	2023
Number of Hospitals	144	144	146	146	148	149
i. Hospital	135	135	135	135	137	138
ii. Special Medical Institution	9	9	11	11	11	11
Number of Bed Complement <sup>1</sup>	42,434	42,936	44,117	44,849	45,167	45,964
i. Hospital	37,619	38,131	38,543	39,263	39,581	40,348
ii. Special Medical Institution	4,815	4,805	5,574	5,586	5,586	5,616
BOR (%) <sup>1</sup>	68.75	70.01	64.72	77.52	69.01	73.25
Number of KK	1,000	1,027	1,051	1,057	1,077	1,095
Number of KD	1,791	1,771	1,752	1,749	1,722	1,716
Number of KKIA	90	87	87	86	83	80
Number of K1M/KKom	343	286	257	255	239	228

Note:

<sup>&</sup>lt;sup>1</sup>Refers to number of bed complement and BOR in MOH Hospitals and Special Medical Institutions



#### MANAGEMENT PROGRAMME

The management sector under the MOH is responsible in planning and developing competent human resources to ensure efficiency, organise and effective organisational governance. This sector consists of five main divisions under the supervision of the Deputy Secretary General (Management) as follows:

- i. Human Resource Department (BSM)
- ii. Training Management Department (BPL)
- iii. Competency Development Department (BPK)
- iv. Management Service Department (BKP)
- v. Information Management Department (BPM)

#### **HUMAN RESOURCE DIVISION (BSM)**

Management of human resources consist of human resources planning, appointments, service affairs, in-service training, promotion, employer-employee relations, organisation development, remuneration, disciplinary management and retirement affairs. These roles are carried out by the BSM through the following branches:

#### i. Policy, Remuneration and Staffing Branch

Involving policy studies related to organisation, human resources and staffing, review of program functions, service delivery capacity and redistribution of staffing, policy management on performance, allowance management as well as study of improvement, expansion and rationalisation of allowances and incentives as well as the management of employer-employee relations.

#### ii. Service and Support Management Branch

Involving recruitment management through collaborative relationship with the Public Service Commission (PSC), placement (posting) and exchange (transfer) management, review of salary and allowance eligibility, leave management, service review as well as issues arising from discipline and complaints.

#### iii. Promotion, Evaluation and Performance Branch

Involving the management and monitoring of the Key Performance Indicators (KPI) of the top management, the management of acting and promotion as well as performance management.

#### **HUMAN RESOURCES CAPACITY**

MOH is the ministry with the second highest human resources after the Ministry of Education (MOE). As of December 31, 2023, the total number of human resources serving at the MOH is 298,397 officers. This number consists of 265,221 (88.90%) permanent appointed officers and 33,176 (11.10%) contract appointed officer as shown in **Figure 2.1.** 

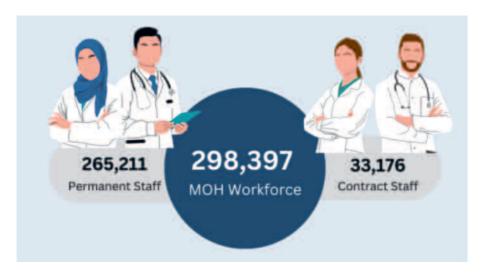


Figure 2.1 Permanent and Contract Appointments for 2023

#### **DIVERSITY OF SERVICE SCHEMES**

The efficiency and effectiveness of the operation of MOH health facilities is achieved through collective commitment and cooperation from various levels of human resources and scheme of service backgrounds. There are 116 schemes of service in the MOH that are still active, consisting of 95 active schemes of service and 21 obsolete schemes of service which still have an incumbent serving as illustrated in **Figure 2.2.** 

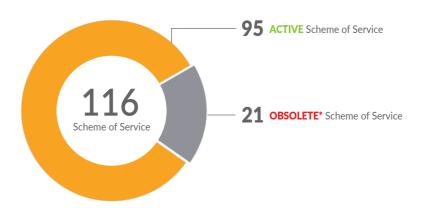


Figure 2.2 Scheme of Services

Note:

\*Obselete Scheme of Service will be completely abolished when the current incumbent retires or resigns

#### **ADDITIONAL PERMANENT POST**

From the year 2021 to 2023, MOH has received a total of 19,426 new posts. This increase was necessitated by the need for additional staffing in existing, upgraded as well as newly constructed health facilities. In 2023, MOH had a total of 294,413 permanent posts, an increase of 2.80% compared to 2022, with the achievement of filling permanent posts as many as 265,221 (90.10%) officers. Recruitment involving positions in the appointment grade continues through a collaborative relationship with the PSC. While for the promotion grade, recruitment was made based on approval from the Promotion Board by considering the attrition factors such as resignations and retirements. **Figure 2.3** indicates details of MOH personnel in the permanent posts according to the services group.

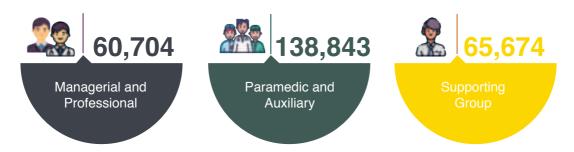


Figure 2.3 Filling of MOH Permanent Post According to the Services Group for 2023

#### Notes:

- Managerial and Professional group is an officer in grade 41 and above including those in the Top Management Group (Superscale and Special Grade) and integrated scheme of service.
- ii. The total of permanent posts in MOH excludes 2,588 filled cadre posts in other ministries or government agencies.

#### PLACEMENT OF MOH PERSONNEL IN OTHER MINISTRIES

MOH also commit to help other ministries through health support services implemented by agencies under the ministry such as:

- i. Prime Minister's Department (PMO)
- ii. Ministry of Internal Affair (KDN)
- iii. Ministry of Defence (MINDEF)
- iv. Ministry of Education (MOE)
- v. Ministry of Higher Education (MOHE)
- vi. Ministry of Women, Family and Community Development (KPWKM)
- vii. Ministry of Human Resource (MOHR)
- viii. Ministry of Housing and Local Government (KPKT)
- ix. Ministry of Youth and Sport (KBS)
- x. Ministry of Natural Resources, Environment and Climate Change (NRECC)
- xi. Ministry of Science, Technology and Innovation (MOSTI)
- xii. Ministry of Rural & Regional Development (KKDW)

As of 31 December 2023, MOH has placed 2,588 health workers in cadre posts in other ministries, which includes 132 officers in the management and professional group, 1,315 in the paramedic and auxiliary group and 1,141 in the supporting group.

Table 2.1 Placement of MOH Cadre Personnel in Other Ministries and Government for 2023

Ministries	Medical Officers	Nurses	Community Nurses	Medical Officer Assistants	Healthcare Assistants	Other Scheme of Services	Total
MINDEF	-	475	149	111	199	83	1,017
KPWKM	-	25	66	6	843	56	996
KDN	47	12	1	210	52	57	379
MOHR	20	28	-	-	-	1	49
РМО	1	-	-	-	-	46	47
MOE	-	5	-	5	7	25	42
KPKT	-	-	-	-	-	25	25
MOHE	-	-	-	16	-		16
KBS	-	-	-	4	3	1	8
NRECC	-	-	-	-	-	5	5
MOSTI	-	-	-	-	-	1	1
KKDW	-	-	-	-	-	3	3
Total	68	545	216	352	1,104	303	2,588

#### APPOINTMENT OF MAIN SERVICE SCHEMES

MOH scheme of service includes medical officers, dental officers, pharmacy officers, science officers, environmental health officers, nurses, assistant medical officers, radiographer, assistant environmental officers, nutritionist officers, engineers, medical laboratory technologists and others. In 2023, the total number of human resources in five (5) schemes of service which are medical officers, dental officers, pharmacy officers, nurses and assistant medical officers consist of 136,657 (51.53%) out of a total of 265,221 filling permanent posts as shown in **Figure 2.4.** 



Figure 2.4 MOH Main Schemes of Service for 2023

#### APPOINTMENT OF CONTRACT STAFF FOR SERVICE CONTINUITY

In 2023, MOH achieved success in retaining contract healthcare personnel through the process of contract reappointment certification. This situation proved to be highly beneficial as MOH continued to face the challenges of COVID-19, with a significant increase in the number of patients and clients seeking medical care at MOH facilities, particularly in the Emergency and Trauma Department of hospitals.

A total of 33,176 personnel consisting of various schemes have been appointed on a contract basis. These appointments were made due to expertise requirements, Act's requirement for housemanship training, compulsory service and to assist the continuity of current health services delivery in MOH healthcare facilities as shown in **Table 2.2.** 

Table 2.2 Appointment of MOH Contract Personnel for 2023

Scheme of Service	Total Appointment			
Appointment due to Expertise Service Requirements				
Medical Specialist	22			
Appointment due to the Act's Requirements for Housemanship Training	and Compulsory Service			
Medical Officer	14,511			
Dental Officer	3,084			
Pharmacist	3,351			
Appointment to Assist the Continuity of Health Service	es Delivery			
Science Officer	113			
Environmental Health Officer	65			
Optometrist	13			
Counsellor	200			
Assistant Medical Officer	4,377			
Environmental Health Officer Assistant	1,016			
Engineer Assistant	49			
Medical Laboratory Technologist	997			
Dental Technologist	109			
Radiographer	254			
Physiotherapist	155			
Occupational Therapist	209			
Dental Surgery Assistant	430			
Healthcare Assistant	23			
Public Assistant	11			
IPKKM Contract of Service Officer	1			
MySTEP Personnel	4,186			
Total	33,176			

## ENGAGEMENT SESSION WITH TRADE UNION AND EMPLOYEE ASSOCIATION

To ensure efficient and effective service delivery, MOH must ensure a two-way communication is implemented periodically to address emerging issues faced by its officers. The employer-employee engagement platform facilitated through the Majlis Bersama Jabatan (MBJ), includes engagement sessions with union representatives with the assistance of BSM acting as the secretariat, alongside top management and administrative members.

Through the engagement session platform, the trade unions or employee associations are given a chance to communicate with MOH top management, addressing their opinions, views and contributing ideas for the betterment of the working environment within the MOH organisation. The main engagement session with trade union and employee association as follows:

- i. 2023 MOH Worker Union Convention on 26-27 July 2023 at Holiday Inn Melaka
- ii. Minister of Health Meeting Session with Alliance of President and General Secretary Council (MAPSU) on 3 August 2023
- iii. Town Hall session with Minister of Health and Malaysian Medical Association (MMA) on 10 February 2023 at MOH Main Hall
- iv. Workshop on Review of Public Service Remuneration and Rising Issue in Town Hall for Allied Health Science Staff on 4 September 2023
- v. Courtesy visit Medical Assistant Union on 19 October 2023
- vi. Workshop on Post Mapping and Shift Working Hours for Medical Assistant and Nurses on 22-24 November 2023
- vii. Workshop on Decongestion of MOH Facility with Special Task Force on Agency Reform (STAR) and Malaysia Productivity Corporation (MPC) on 28 November 2023
- viii. MBJ session was held four (4) times at MOH Headquarters (IPKKM), State Health Department (JKN) and *Pusat Tanggungjawab* (PTJ)





Image 2.1 MOH Engagement Sessions for Year 2023

## REVIEW OF PUBLIC SERVICE REMUNERATION (SSPA) FOR HEALTH CLUSTER

MOH has implemented an engagement session on the SSPA for the health cluster on 31 July 2023 at the Auditotium Perdana National Institute of Health (NIH). This session involved representatives from 38 associations, representatives from 29 unions, representatives from the Public Services Department (JPA), MOHE, MINDEF, KPKT and representatives of service schemes under the MOH. MOH has submitted 5,261 SSPA review inputs to JPA. The details of the input are as follows:

- i. 839 inputs (16%) were received for the scope of talent management
- ii. 1,433 inputs (27%) for the scope of employment and organisation
- iii. 2,989 inputs (57%) for the scope of remuneration (salary, allowances and facilities)





Image 2.2 SSPA Engagement Sessions for Health Cluster

#### PROMOTIONS AND PERFORMANCE MANAGEMENT

MOH appreciates the commitment and contributions of its officers at every level in delivering healthcare services. Each year, MOH ensures every Head of Department to conduct annual performance evaluations for all officers under their supervision for screening of Excellent Service Award (APC) candidates, approval on acting of post as well as promotions to a higher grade.

For 2023, 8% of all MOH officers were awarded the APC, while 30,989 officers have been approved for acting on post and promotion to higher grade as shown in **Figure 2.5.** 



Figure 2.5 Promotion and acting on Post Affairs for 2023

#### **HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM (HRMIS)**

HRMIS is the core human resource management system developed by the Public Service Department to manage human resource information within the public service. This system comprises core modules such as Human Resource Acquisition, Development, Performance Management, Career Management, Compensation Management, Benefits and Rewards.

HRMIS provides an up-to-date, open data and flexible human resource information system to meet management needs at MOH. Therefore, MOH is committed to ensuring the implementation of HRMIS at all levels of IPKKM, including PTJ in rural and remote areas. In 2023, the achievement of HRMIS implementation in MOH was 99.02% as shown in **Figure 2.6.** 

Criteria	Achievement (%)
Updating Staffing Data	100
MyPortfolio	95
Asset Declaration	100
Main Work Target: MyPerformance	98
Involvement and Contribution: My Performance	98
Transferring Application	100
Covering of Duties Application	100
Competency Development Programme	100
MBJ	100
Termination of Service	100
Inland Travel Claims	99.3
Overtime Allowance Claims	99.4
Miscellaneous Claims	99.4
Management of Leave through HRMIS	97
Management of Emoluments through HRMIS	99.8
Management of KEW.8 Statement	100
Data Integrity (126 Data Element)	97.5



Figure 2.6 MOH HRMIS Achievement Report 2023

#### **COMPETENCY DEVELOPMENT DIVISION (BPK)**

BPK remains committed to developing the generic competencies of the MOH personnel in facing current challenges and to fulfil the government's aspirations in providing an effective healthcare service delivery system. The implementation of structured courses throughout the year is crucial to ensure that the competencies of MOH personnel are consistently maintained at a high level and can be enhanced from time to time in line with the Human Resource Training Policy for the Public Sector under Circular Service Number 6 of 2005 and Circular Service Number 2 of 2005: Implementation of the Public Sector Human Resource Training Plan.

In 2023, BPK conducted a total of 112 courses with the participation of 3,914 participants. The breakdown of course was organised as follows:

Table 2.3 Courses Organised by BPK in 2023

Units	Total C	Number of	
Offits	Physical	Online	Participants
Policy and Development (DP)	8	3	363
Executive Development (PE1)	5	9	263
Professional and Ethical (PE2)	7	6	505
Leadership and Management (KP)	6	6	342
Governance and Integrity (GI)	14	2	716
Innovation and Quality (IK)	3	3	480
Digital and Technology (DT)	10	9	876
Departmental Subject Examination (PJ)	12	-	172
Administration and Finance (PK)	9	-	197
Total	74	38	3,914

#### TALENT DEVELOPMENT PROGRAMME (TDP)

TDP has been initiated since 2018 specifically for all grade 41-52 MOH officers. The implementation of TDP aims to enhance the resilience of MOH personnel in facing challenges and constraints in delivering quality public services. TDP aims to produce officers with resilient leadership, flexibility, agility, adaptability, innovativeness in addressing various challenges, with a high-level and forward-thinking mindset, both inside and outside the box, grounded on pure values and professionalism.

The theme for the TDP for 2023 was *Digital Leadership: Changing Paradigm for The Future*, aligning with the significance of digitisation in public services. The programme was conducted in hybrid from 15 May to 10 November 2023, involving the participation of 30 participants from grade 41-44 officers across 16 service schemes. A total of five (5) modules were implemented as follows:

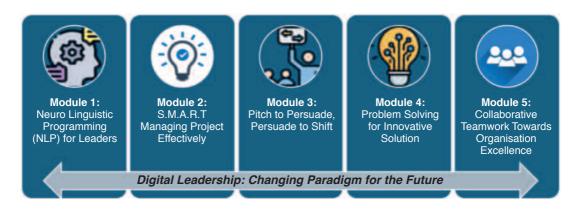


Figure 2.7 TDP Cohort 5 Modules

To date, this annual programme has been implemented for a total of five (5) cohorts involving 136 participants from grade 41-52. Out of this number, 80 participants consist of grade 41-44 officers (Cohorts 1, 3, and 5), while 56 participants are officers from Grade 48-52 (Cohorts 4 and 5). More than 20 service schemes within the MOH have been involved throughout the implementation of this programme.





Image 2.3 TDP Cohort 5

# DEVELOPMENT AND REFINEMENT OF THE FUNCTIONAL COMPETENCY DICTIONARY (KKF)

BPK has collaborated with the Public Service Department (JPA) to develop the KKF for the MOH. The KKF is one of the performance elements to be assessed through the Human Resource Management Information System (HRMIS) within the MyPerformance element. The assessment covers the Management and Professional Group as well as the Supporting Group under the Federal Public Service. The development of KKF in this ministry involves 74 professions out of 109 professions with the participation of a total of 305 officers.

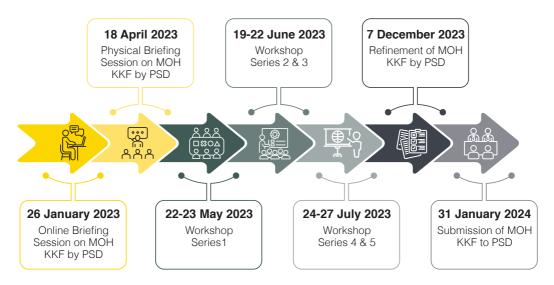


Figure 2.8 Timeline of MOH KKF

In principle, the development of this KKF is important to facilitate employee placement, measure employee performance assessments based on their respective competencies, and serve as a basis for the annual salary increment for MOH officers. As a result of the workshop and further discussions with JPA, the MOH will adopt 25 new competencies considering the competencies required by MOH personnel and those developed by other ministries or agencies.

#### **CERTIFIED PROFESSIONAL COACH (CPC)**

CPC course is one of BPK's new initiatives in 2023 to develop the competency of MOH officers. The objective for this CPC course is to produce professional coaches among civil servants who will lead this coaching programme in their respective ministries or agencies and create a culture of coaching in the workplace.

A total of 25 MOH's officials have been selected and a total of 23 officials have been successfully certified as Professional Coach on 31 January 2024 at National Institute of Public Administration (INTAN) Bukit Kiara. The officers for this Cohort 1 are pioneers in MOH and coaching Ambassadors in their respective organisation. These officers were also appointed as Professional Coaches in public service under INTAN, which is a Centre of Excellent (COE) in the field of coaching.





Image 2.4 CPC Course at INTAN Bukit Kiara

#### **GOVERNMENT PROCUREMENT CERTIFICATION COURSE (SPPK)**

Government procurement management is a critical strategic domain in public financial management. A substantial portion of the national budget is allocated for the operation of government ministries, departments or agencies and the development of the economic, social and national security sectors, the majority of which involves government procurement processes. Government procurement must be efficient, transparent, with high integrity and accountability. Therefore, the implementation of good governance practices in government procurement management, adhering to the five (5) principles of public procurement, namely public accountability, transparency, best value for money, open competition as well as fairness and impartiality.

In line with this, BPK has collaborated with INTAN to conduct the SPPK. This course is specifically designed to develop competent public servants in executing and managing government procurement. The course took place at Pearl Kuala Lumpur Hotel from 3-7 July 2023. A total of 40 participants, consisting of selected officers responsible for procurement management, attended the SPPK course. The speakers included representatives from the Ministry of Finance (MOF) and INTAN. All participants successfully obtained certification from INTAN.



Image 2.5 SPPK Course 2023

# BRIEFING ON THE CONCEPT OF PUBLIC SERVICE MADANI MALAYSIA (MMPA)

The MMPA Concept Briefing was held online on 27–28 November and 6–7 December 2023. A total of 4,471 MOH staff participated in the briefing with details of the participants as follows:

Table 2.4 Total of MMPA Participants 2023

Facility	Number of Participants
MOH Headquarters (IPKKM)	505
State Health Department (JKN) (including Hospitals/District Health Offices/Health Clinics/Dental Clinics)	3,752
Health Institutes	214
Total	4,471

The purpose of the awareness is to:

- i. To understand the concept of Malaysia MADANI
- ii. To list the six (6) core value of Malaysia MADANI
- iii. To explain the five (5) post dimension in developing policies
- iv. To list the eight (8) important elements of Malaysia MADANI

# STRATEGIC WORKSHOP OF SECRETARY GENERAL (KSU) WITH STATE HEALTH DIRECTORS, HOSPITAL DIRECTORS AND DEPUTY STATE HEALTH DIRECTORS (MANAGEMENT)

This strategic workshop provides a brainstorming and sharing ideas session with the aim to obtain creative and innovative solutions that would improve the quality of the delivery system and service quality of MOH's health facilities. A total of 210 participants attended the workshop which involves State Health Directors, Hospital Directors and Deputy State Health Directors (Management) from 23-24 June 2023 at Putrajaya.

The strategic issues discussed mainly focus on five (5) topics which are human resource management, financial and procurement, asset management (medical and non-medical), hospital management and Hospital Information System.





Image 2.6 KSU Strategic Workshop with JKN Director, Hospital Director and Deputy Director of JKN (Management)

#### **HEALTH EXCELLENCE AND LEADERSHIP (HEAL)**

In order to anticipate the increasingly difficult and complex challenges, MOH needs to take initial steps in building capacity and developing leaders in the organisation by providing knowledge, skills and exposure to officers on effective leadership based on the situation. For that purpose, BPK has sent senior officials to participate in the HEAL Programme (HEAL) which was organised by Melbourne Business School (MBS) Australia in October and November 2023 in Port Dickson, Negeri Sembilan which benefited 24 MOH participants ranging from grade 54-56.





Image 2.7 HEAL Programme 2023

#### **DEPARTMENTAL SUBJECT EXAMINATION**

BPK has conducted two (2) series of Departmental Subject Examination for the year 2023. Overall, a total of 172 candidates from 14 service schemes sat for the Departmental Subject Examinations in the year 2023. Out of the total candidates, 138 candidates passed the examination with a pass rate of 80.23%.





Image 2.8 Department Subject Examination 2023

#### **MANAGEMENT SERVICES DIVISION (BKP)**

#### **FINANCIAL MANAGEMENT**

BKP is responsible for the IPKKM's Management Programme whereby a total of RM1.89 billion has been allocated under the Operating Budget. The performance-based expenditures for the financial year ending on 31 December 2023 are 103.3%. Total allocations and expenditures by activity are shown in **Table 2.5.** 

Table 2.5 Total Allocations and Expenditures by Activity under Management Programme for the Financial Year 2023

Activity	Allocation (RM)	Expenditure (RM)
IPKKM Management	680,530,541.30	727,154,951.56
Human Resource	14,214,924.88	15,466,134.94
Finance	728,636,894.01	730,106,594.93
Training	421,421,565.12	433,642,536.57
Information Technology	47,692,963.38	48,226,486.17
Competency Development	4,408,942.93	5,342,345.22
Total	1,896,905,831.62	1,959,939,049.39

#### **ASSET MANAGEMENT UNIT**

The Asset Management Unit is responsible for managing matters related to assets, premises maintenance and procurement. The performance for each activity for the year 2023 is as in **Figure 2.9.** 

#### Procurement:

- i. Tender 1 (RM98,349,394.56)
- ii. Quotation 10 (RM2,355,013.50)
- iii. Direct Purchase 36 (RM4,964,648.97)

#### 2. Asset Management:

- i. IPKKM Asset Registration 2,653 unit
- ii. IPKKM Asset Verification 99.2%

#### Premise Maintenance:

- i. Complaints and fixed defects in IPKKM (Kompleks E and Jalan Cenderasari) 1,861
- ii. Maintenance Contract in IPKKM:
  - Facility Management in IPKKM, Kompleks E, Putrajaya
  - Aircond and Fire Alarm Management in IPKKM, Jalan Cenderasari, Kuala Lumpur
  - Electrical Component Management in IPKKM, Jalan Cenderasari, Kuala Lumpur
  - Landscape Services in IPKKM, Jalan Cenderasari, Kuala Lumpur
  - Pest Control Services in IPKKM, Jalan Cenderasari, Kuala Lumpur
  - Housekeeping Services in IPKKM, Jalan Cenderasari, Kuala Lumpur
  - Housekeeping Services in IPKKM, Menara Prisma, Putrajaya
  - Housekeeping Services in Allied Health Sciences Division (BSKB), Presint Diplomatik, Putrajaya
  - Pest Control Services in Allied Health Sciences Division (BSKB), Presint Diplomatik, Putrajaya
  - Times Attendance Management System (eTAMS) in IPKKM, Kompleks E, Putrajaya

Figure 2.9 Summary of Activities of Asset Management Unit for 2023

#### **MANAGEMENT OF PROTECTIVE SECURITY**

BKP is responsible for the management of protective security in KKM including the management of the government's official confidential documents in line with the Security Directive (Revisions and Amendments 2017) and the related circular, letters, guidelines as well orders as summarised in **Figure 2.10.** 

RECOGNITION	National Protection Security Premier Award: Best Ministry Category BOMBA Pre-Certification Certificate 2023
APPOINTMENT	173 Classification Officers under Section 2B of the Official Secrets Act for the KKM 37 Assistant Security Officer of the Department 237 Secret Sub-Registrar 294 Scheduled Security Post holder
SECURITY COORDINATION	426 Department Identification Card Activation 965 Security Access Card Activation 314 Security Access Card Deactivation 72 Vehicle Clamping Collection

Figure 2.10 Management of Protective Security for 2023

#### **GENERAL MANAGEMENT**

The General Management Branch manages human resources for IPKKM and matters pertaining to administration including consultation for protocol, psychology and Islamic affairs matters based on demand in MOH. The summary of the Programmes and activities under the General Management Branch throughout 2023 is shown in **Figure 2.11.** 

#### **Human Resource Management Unit**

- Selection of 518 recipients for the MOH Outstanding Service Award 2022 (APC 2022)
- Management of:
  - 216 personnel for confirmation of appointment, confirmation of service and pension status
  - 81 personnel for retirement (mandatory/optional/issuance)
  - 711 personnel for promotion
  - 12,978 Kew. 8 documents

#### **Administration Unit**

- o 100% of issues were solved through the Majlis Bersama Jabatan (MBJ)
- Appointments of:
  - 1,811 Hospital Visitors Board (ALPH) for the period of 1 June 2023 to 31 May 2026
  - 308 Visitors of Psychiatric Hospital Board (ALPHP) for the period of 4 August 2023 to 3 August 2026
- Coordination of:
  - Inauguration Ceremony of Tanjong Karang Hospital, Selangor on 9 February 2023 by His Majesty Sultan Selangor
  - Inauguration Ceremony of Cyberjaya Hospital, Selangor on 9 March 2023 by His Majesty Sultan Selangor
  - Inauguration and Rebranding Ceremony of Serdang Hospital, Selangor on 8 May 2023 by His Majesty Sultan Selangor
  - MOH's Hari Raya Aidilfitri Celebration on 17 May 2023 at MAEPS Serdang with the presence of the Prime Minister
  - Launching Ceremony of Skim Perubatan MADANI and MADANI Afiat Program on 1 October 2023 at Bulatan Sultan Azlan Shah, Ipoh, Perak by the Prime Minister

#### **Psychology Management Unit**

- o Management of:
  - Four (4) Continuous Management Education (CME) Programmes
  - Four (4) Personal Development Programmes
  - Three (3) Financial Programmes
  - Two (2) Intervention Programmes
  - Two (2) Programmes Celebration Month of National Counselling at the IPKKM level
  - Two (2) Corporate Social Responsibility (CSR) Programmes
  - Two (2) Programmes Celebration Month of Independence
  - Two (2) Emotional Management Programmes
- Coordination of:
  - Three (3) Collaboration Programmes with other ministries
  - Two (2) Programmes with AKRAB IPKKM

#### **Islamic Affairs Unit**

- Coordination of:
  - The 32<sup>nd</sup> Ministry of Health Quran Recitation Ceremony on 6-8 August 2023
  - Facilitation for ten (10) applications of Malaysia Halal Certification for hospital kitchen
  - Eight (8) dakwah, appreciation of Islamic values Programmes and Islamic Celebration Days
- o Management of Islamic Affairs in MOH pertaining:
  - 60 registrations of Islamic Medicine Practitioners as Registered Practitioners under Act 755
  - 30 Patient Spiritual Care Service for staff, patients and families in all MOH hospital/health facilities
  - 16 Ibadah Friendly Hospital Program (IFH) auditing and issuance of HMI Certificate for MOH hospitals
  - Seven (7) Ibadah Friendly Hospital Program (IFH)
  - Five (5) briefing Programmes for i-Syifa Screening in collaboration with the Department of Islamic Religious State (JAIN)
  - Five (5) Spiritual Care Service Training Programmes for MOH hospitals

Figure 2.11 Programmes and Activities under General Management Branch 2023

#### **INFORMATION RESOURCE MANAGEMENT**

BKP provides library and information services for the convenience of MOH employees. The activities and achievements of the Information Resource Management are as stated in **Table 2.6.** 

Table 2.6 Activities and Achievements of Information Resource Management for 2023

Activities	Achievements
Managing Information and Digitalisation	<ul> <li>Subscribing to six (6) databases for the Virtual Library Portal, namely AccessMedicine, ClinicalKey for Nursing (e-books from BibliU &amp; Wiley), Emerald Insight (e-journals from Emerald Health and Social Care), OVID (journals published by Wolter Kluwers), LawNet, and eLaw.</li> </ul>
	<ul> <li>The Portal Virtual Library Discovery Services can be accessed at https://vlib.ovidds.com/</li> </ul>
	Access to the VLDS Portal: 148,088 visitors.
	Total membership of the VLDS Portal: 2,436 members.
	<ul> <li>Session for sharing and raising awareness on the usage of the Virtual Library Portal and subscribed databases.</li> </ul>
Collection Development and Advisory Services	Oversight of acquired materials and donations.
	<ul> <li>Advisory support for 78 medical libraries.</li> </ul>
	Conduct visits to three designated medical libraries.
	<ul> <li>Organise a Meeting and Workshop for Medical Library Management in 2023.</li> </ul>
Library and Information Services	<ul> <li>Manage various promotional activities and 18 programmes to encourage the library.</li> </ul>

#### RECORD MANAGEMENT

Responsible for the management of records in MOH including monitoring of Digital Document Management System (DDMS) as well as MOH personnel files. The summary of programmes and activities of this unit is shown in **Table 2.7.** 

#### Table 2.7 Programmes and Activities under the Records Management for 2023

#### **Digital Document Management System (DDMS)**

- » Implementation of DDMS on 6,087 personnels and 43 divisions in IPKKM.
- » 161,071 documents are uploaded into DDMS.

#### **Management of MOH Personnel Files**

- » Registration of 9,456 personnel files through Personnel Files Management System.
- » Management of 21,475 Personnel Files to Human Resources Division, IPKKM.

#### Implementation of Records Management Programme

- » Implementation of 35 courses or record management training for various PTJs.
- » Consultation of file and mail management to 43 divisions in IPKKM
- » Record Management Inspectorate:
  - JKN East Zone (Kelantan, Terengganu and Pahang)
  - JKN South Zone (Melaka and Johor)
  - Seven (7) divisions at IPKKM
    - i. Disease Control Division
    - ii. Family Health Development Division
    - iii. Medical Radiation Surveillance Division
    - iv. Food Safety and Quality Division
    - v. Medical Development Division
    - vi. Engineering Services Division
    - vii. Medical Practice Division

#### » Management of record disposal:

- Disposal of 43,734 files
- 16 books transferred to the National Archive of Malaysia
- 2,220 photos transferred to the National Archive of Malaysia

#### **Management of IPKKM Mails and Registry**

- » Management of 86,199 incoming mails
- » Delivery of 97,706 outgoing mails

# **KEY PERFORMANCE INDICATORS (KPI)**

### Performance Evaluation Based on KPI for the Minister of Health

BKP coordinates the implementation of the 100-day performance evaluation for the Minister of Health and the Annual KPI which is reported periodically to the Minister's Office based on the needs from time to time.

# Performance Evaluation Based on KPI Tier 1, Tier 2 and Tier 3 for 2023

BKP as a main coordinator in the implementation of KPI based performance evaluation for two (2) categories:

- PPTPA Tier 1 to Tier 3 (Management Sector)
- PPTPA Tier 1 to Tier 7 (Technical Sector) for Generic KPIs

# MADANI GOVERNMENT ONE-YEAR ANNIVERSARY PROGRAMME

BKP is responsible as the Main Secretariat of the MOH for the MADANI Government One-Year Anniversary Programme which was held on 8-10 December 2023. The objective of this programme was to spread and promote the new policies and initiatives introduced to the people, increase public awareness and understanding of the direction and government goals and build trust and confidence between the government and the people. This programme focuses on three (3) components which are the one-year achievement in Kerajaan MADANI, the people's touchpoint services and the people's well-being initiative.

# **BUDGET, PROCUREMENT AND KPI COORDINATION RETREAT**

BKP was responsible as the organiser and main secretariat for the Budget, Procurement and KPI Coordination Retreat, held on 15-16 December 2023 at the Lexis Hotel, Port Dickson. This retreat was attended by 120 senior officials and top management of the ministry, aiming to coordinate budget, procurement and development planning in addition to preparing and finalising the Minister of Health's KPI and a roadmap for MOH.

# THE IMPLEMENTATION OF THE PUBLIC SECTOR CONDUCIVE ECOSYSTEM (EKSA) AND INDEPENDENT EKSA AT MOH

BKP is a Main Secretariat in the implementation of EKSA at the ministry. Throughout 2023, 37 health facilities from various levels have successfully obtained EKSA certification by the Malaysian Administrative Modernization and Management Planning Unit (MAMPU).

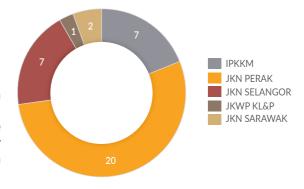


Figure 2.12 EKSA Certification in Health Facilities 2023

# **INNOVATION & QUALITY**

# Anugerah Perdana Inovasi (API) MOH

The 2023 API MOH Presentation Session involving twelve (12) groups of innovation projects from various facilities under the MOH was carried out during the MOH Innovation Steering Committee (JPPI) Meeting.

# Anugerah Inovasi Perdana Sektor Awam (AIPSA)

A total of five (5) projects namely SafeNeeD, CODIQ My, Visually Impaired Friendly Drug Labels, Cof'e; and Virtual Clinic has participated in the Public Sector Premier Innovation Award (AIPSA) Year 2023 organised by MAMPU. The Cof'e project from the National Institute of Health (NIH), MOH has been selected to receive the AIPSA Year 2023 award for Social Track which was presented by Prime Minister.

# **SMART NATION 2023 Expo**

The SMART NATION 2023 Expo themed Connecting Smart Innovations was held on 19-21 September 2023 at Malaysia International Trade & Exhibition Center (MITEC), Kuala Lumpur. MOH participated in exhibitions, Pocket Talk sessions and group visits during the Smart Healthcare Expo 2023 session.

# **Quality Management System (QMS)**

BKP coordinates the Quality Management System (QMS) of the IPKKM Management Programme (PPIPKKM) and is the secretariat for the implementation of MS ISO 9001:2015 SPK PPIPKKM for ten (10) divisions under the Management Programme of the MOH. PPIPKKM has successfully obtained MS ISO 9001:2015 re-certification from SIRIM QAS International Sdn. Bhd. for the ten (10) divisions until 5 January 2027.





Image 2.9 Certification of MS ISO 9001:2015 Quality Management System (QMS) of PPIPKKM

The 2nd Stage Management ຕ COURSE SPK **COURSE SPK MS** ന്റ MS ISO 8 9001:2015 MS ISO **Review Meeting** Audit Surveilla

Meeting Surveillance (MKSP) Year **QUALITY** Quality SYSTEM
E RECERTIFICATION
AUDIT
(SPK YEAR 2023) 2022 MANAGEMENT Management System The 2<sup>nd</sup> Stage The purpose of Recertification Audit this meeting is to Audit (SPK) 22-24 Surveillance was discuss issues Surveillance w **IPKKM** related to the Date: SIRIM to monitor implementation The purpose of A course was the level of of the purpose held to give the MS ISO 9001:2015 compliance with MS ISO exposure and auditing 9001:2015 knowledge to ten Quality standards and (10) Divisions. Management Quality ethical Management System procedures System Recertification carried out by ten throughout the Audit (SPK) is to (10) Divisions year 2022, then assess the under the IPKKM need to be organization's Management improved. compliance with standard Programme involved with SPK procedures and MS ISO requirements 9001:2015. during the certification period.

Figure 2.13 Implementation of MS ISO 9001:2015 PPIPKKM

# **INFORMATION MANAGEMENT DIVISION (BPM)**

# BPM'S ROLE AS A DRIVING FORCE OF DIGITALISATION AT MOH

BPM plays an important role as a driving force towards progressive change through technological innovation and the digital ecosystem at MOH. This includes its role as a strategic partner by providing technical advice to all agencies and divisions. BPM bears a great responsibility to shape the aspirations of digitalisation in health care services in Malaysia.

BPM focuses on three (3) main roles as follows:

- i. ICT Policy and Strategic Planning
- ii. ICT Projects Implementation (System Development and Maintenance)
- iii. ICT Technical Management

Throughout the year 2023, BPM has successfully maintained the achievement of KPI more than the set target. In line with KPI achievement, BPM has also successfully implemented the strategic plan activities based on the MOH Digitalisation Strategic Plan (PSP KKM). BPM's main target is to emphasise managing the implementation of system development and maintenance towards the cloud computing environment and the provision of ICT infrastructure to meet the requirements of all application systems.

# **INNOVATION AWARD OF THE MOH (AIKKM) 2023**

BPM is the secretariat for the technology category of *Anugerah Inovasi KKM* (AIKKM) with the theme *KKM yang Kreatif Inovatif dan Berdaya Cipta Pemangkin Generasi MADANI*.

The Desktop Assessment for this category was held on 11 July 2023 and a total of 14 innovation projects from seven (7) states were accepted and screened to the next stage. The second evaluation was held via online on 15 August 2023. Three (3) experienced judges were elected from BPM to evaluate the projects. A total of ten (10) innovation projects have been shortlisted for the final stage of the AIKKM 2023 innovation category, which took place online on 26 September 2023. The final winners for the AIKKM technology category are as follows.

Table 2.8 Winner Results in AIKKM 2023

Winner	State/ Institute	Project Title
First	Jabatan Perubatan Forensik, Hospital Tengku Ampuan Rahimah, Klang Selangor	Farms - <i>Pemantauan Secara</i> Real- Time <i>Penyediaan Laporan Bedah</i> <i>Siasat Medikolegal</i>
Second	Jabatan Farmasi, Hospital Seberang Jaya, Pulau Pinang	E-Antibiotic Guardian
Third	Klinik Kesihatan Segambut, Jabatan Kesihatan Wilayah Persekutuan Kuala Lumpur & Putrajaya	Digitalizing M-Chat to Improve Autism Screening Among Children
Special Jury Award	Pakar Perubatan Keluarga Negeri Selangor	MyNNJ Apps

# ICT TRUST FUND (KWAICT) AND REWARD TO THE ENVIRONMENTAL HEALTH RISK INVENTORY SYSTEM (EHRI) PROJECT TEAM

The application for the Rewards of the EHRI System Project Team has been approved by the Meeting of the Public Sector ICT Project Development Trust Fund Committee (JKWAICT) No. 3 of 2023 on 17 November 2023. The EHRI System Development Team consists of 26 officers, comprising 15 officers from BPM, three (3) officers from the Engineering Services Division, and eight (8) officers from the Malaysian Space Agency, who have successfully received a cash amount of RM88,534.00 and a certificate of appreciation.

KWAICT is a recognition to ICT Project Team who successfully develop and implement in-house ICT Projects which contributes cost savings to the government.





Image 2.10 KWAICT Document Refinement Session and EHRI System Presentation to KWAICT Committee

# MID-TERM REVIEW OF DIGITALISATION STRATEGIC PLAN FOR MOH 2021-2025 (PSP KKM)

PSP KKM 2021-2025 was developed to improve digital services towards an efficient health delivery, increase productivity and improve services aligned with the business needs of MOH. The strategic plan consists of four (4) strategic thrusts, 13 strategies and 30 digital programmes.

The review of the MOH Digital Strategic Plan was conducted from August to December 2023 to align the plan with Malaysia MADANI, MOH Strategic Plan and 12<sup>th</sup> Malaysia Plan (12MP) The review was done based on *Garis Panduan Penyediaan Perancangan Strategik Pendigitalan Sektor Awam* (PERSPSA) published by *Jabatan Digital Negara* (JDN). The Landscape Map Viewpoint (LMV) of application at MOH was updated to visualise the strategic level architecture at the organisation level.





Image 2.11 Mid-Term Review of PSP MOH 2021-2025 Workshop at Marina, Putrajaya

The workshop was held on 8-9 November 2023 at Marina, Putrajaya. The objectives are to update programmes' achievements and to implement mid-term review studies based on the template that was given to project owners. The research report will be presented in the ICT Steering Committee Meeting (JPICT) in March 2024 for approval.

# **EXPANSION OF HOSPITAL INFORMATION SYSTEM (HIS)**

In order to improve service provision efficiency and to ensure the continuity of healthcare services, the HIS@KKM and its sub-systems have been deployed in phases at the MOH facilities.

BPM has utilised internal technical talents and expertise proactively to implement HIS@KKM at Melaka Hospital (HMel) and Central Sterile Supply Services Information System (CenSSIS) at Sultan Idris Shah Hospital (HSIS), Serdang Selangor through coaching method with the respective hospital personnel. Melaka Hospital has gone through a digitalization transformation via the replacement of the Inpatient Management System (SPPD) to HIS@KKM. Melaka Hospital has started using HIS@KKM since 1 July 2023 which includes areas such as wards, Medical Record Department, Inpatient Registration Room and Revenue Unit gradually.

Meanwhile, the expansion of CenSSIS has been implemented at the Central Sterile Services Unit (CSSU), HSIS. The Kick Off meeting was held on 2 October 2023 and expected to go live in early 2024. Hospital Sultan Ismail, Johor has also embarked in the expansion of HIS@KKM and the Kick Off Meeting was held on 27 December 2023. The migration of HIS@KKM to MyGovCloud@ PDSA for Bera Hospital, Pahang and Port Dickson Hospital, Negeri Sembilan was successfully performed on 29 November 2023 as a result of strategic collaboration between the MOH and the JDN.

Hospital Tengku Ampuan Afzan (HTAA), Kuantan, Pahang has also benefited from digitalisation through the implementation of the Standalone Radiology Information System (RIS@KKM). The HTAA Radiology Department has started using RIS@KKM since 16 November 2023.

In addition, the Picture Archiving and Communication System (PACS) system has been expanded to four (4) hospitals within the Ipoh Perak Cluster, of which Raja Permaisuri Bainun Hospital (HRPB), Ipoh being the Lead Hospital for the Ipoh Perak Cluster together with three (3) other non-lead hospitals namely Sungai Siput Hospital, Kampar Hospital and Batu Gajah Hospital. The Kick Off Meeting was held on 24 August 2023. The sharing of radiological information that includes reports and digital medical images among Ipoh Perak Cluster not only will be benefitted by the local residents, besides being able to save printing costs for the hospitals.

Subsequently, BPM together with the ICT Consulting Division, JDN has implemented Software Quality Assurance (SQA) on the Lab Information System (LIS@KKM) sub-system in early 2023 to improve the quality and performance of the KKM owned application.



LIS@KKM Charter Signing Session with ICT Consulting Division, JDN



**HIS@KKM Coaching in Malacca Hospital** 

# Image 2.12 Expansion of HIS 2023

In line with KKM's direction to expand the integrated Electronic Medical Record (EMR) system throughout the country, a site visit was held on 20-25 September 2023 to the seven (7) hospitals involved in Negeri Sembilan. The integrated health record system will facilitate access to information at any facility visited (point of care) and help to monitor and plan an organised health system in general.

In conclusion, HIS@KKM and sub-systems have proven to improve the efficiency of patient care and management, consistent with the government's goal to create a Lifetime Health Record (LHR) with the aim of achieving the well-being of the people. A summary of the expansion activities for the Hospital Information System in 2023 as in **Figure 2.15.** 



Figure 2.15 Expansion of HIS

# **ePLACEMENT MODERNISATION USING DevOps APPROACH**

The Placement System for newly appointed Medical Officers, Dental Officers and Pharmacy Officers at the MOH was developed in 2015 to support the administration of officer placement. The system was developed in-house and is divided into three (3) sub-systems, namely eHousemen, eDentist and ePharmacist. In line with current technologies, there is a need to redevelop this system as a centralised system which is the Medical, Dental and Pharmacy Officer Placement System (ePlacement).

The system is developed using modern application development that uses the DevOps application life cycle. DevOps is the application of principles and culture that allows better communication and collaboration between stakeholders specifically to determine direction, developing and operating application systems and implementing continuous improvement in all aspects of the life cycle. JDN has agreed to help project development team consists of BPM and BSM officers through a DevOps coaching session started from 6 November 2023 and will end in April 2024.





Image 2.13 Coaching Session and Daily Scrum Discussion

# TRAINING AND COMPETENCY COURSES FOR BPM OFFICERS

BPM has organised a number of trainings and courses to enhance competencies amongst officers. These selected trainings and courses are in line with current demand and requirement of current technologies to effectively increase project management capabilities imposed by BPM management. The trainings and courses are as follows:

# Chief Digital Officer (CDO) Professionalism Session with the Head of ICT, State Health Department (JKN) IT and MOH Facilities

This session was held on 15-16 March 2023 to coordinate ICT management for IPKKM and states. The session is held tentatively twice (2) a year and attended by BPM head of unit and head of division, ICT representative from various divisions from IPKKM, JKN as well as MOH facilities.

# ii. Design Thinking Using Cloud Technology

The objective of this course is to expose ICT Project Management using cloud technology. This course was held on 11-12 October 2023 and organised by HIS Application Unit.

# iii. Design Thinking Master Class with INTAN

This course is held on 27-28 October 2023 for all officers' grade F48 and above. This course aims to explore various methods and principles related to Design Thinking as an approach to innovation in task improvement.

# iv. Organisational Strategic Strengthening Course

BPM always ensures that the quality of services is improving at all times. BPM management needs to have a high level of innovation and creativity to ensure that BPM is always relevant and becomes a driving force of the digitalisation in the healthcare services of Malaysia. Therefore, courses like this are held every year with new and up-to-date content in line with current technology developments.

# TRAINING MANAGEMENT DIVISION (BPL)

# **PRE-SERVICE PROGRAMMES**

The Pre-Service Programme is a paramedic training consisting of 13 health paramedics and auxiliaries. The intake information for the Pre-Service Programme trainees in 2023 is shown in **Figure 2.16.** 



Figure 2.16 Trainees Intake for Pre-Service Training Year 2023

# **ADVANCED PROGRAMMES**

The MOH Advanced Programme is an In-Service Training (LDP) programme offered to health paramedics and auxiliaries personnel from governmental agencies, statutory bodies and private health Institutions. Information on the number of applications and recruitment of Advanced Program trainers for the year 2023 as in **Figure 2.17**, **Figure 2.18** and **Figure 2.19**.



Figure 2.17 Application for Advanced Programme Year 2023



Figure 2.18 Trainees Intake for Advanced Programme Year 2023

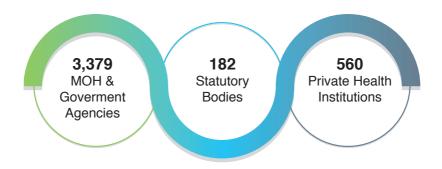


Figure 2.19 Breakdown of Advanced Program Trainer Intake by Service Sector in 2023

# MEDICAL SPECIALISATION PROGRAMME

A total of 1,335 Medical Officers were granted the *Hadiah Latihan Persekutuan* (HLP) to pursue a Master in Medicine Programme specialising in various fields in 2023, as shown in **Table 2.9.** The number of Medical Officers offered with HLP in 2023 decreased by 2.6% compared to 2022 due to the lack of candidates who passed the qualification screening stage by the specialist Committee.

Table 2.9 Number of Medical Officers Offered with Scholarships, 2022–2023

Disciplina		2022			2023	
Discipline	HLP	PLK	TOTAL	HLP	PLK	TOTAL
Anesthesiology	120	7	127	110	16	126
Public Health/Community	153	1	154	124	3	127
Clinical Oncology	13	1	14	19	0	19
Neurosurgery	20	0	20	16	1	17
Obstetric & Gynecology	95	5	100	75	11	86
Ophthalmology	58	2	60	59	9	68
Orthopaedic	68	5	73	87	10	97
Otorhinolaryngology	40	0	40	37	4	41
Pathology	54	3	57	55	4	59
Paediatric	75	10	85	62	20	82
Internal Medicine	107	12	119	84	34	118
Emergency Medicine	107	4	111	73	10	83
Family Medicine	97	5	102	93	13	106
Nuclear Medicine	7	0	7	7	0	7
Rehabilitation Medicine	16	0	16	16	0	16
Sports Medicine	8	1	9	6	0	6
Transfusion Medicine	10	0	10	9	1	10
Plastic Surgery	6	0	6	6	0	6
Psychiatry	50	4	54	41	12	53
Radiology	91	4	95	86	22	108
General Surgery	95	1	96	69	17	86
Paediatric Surgery	3	0	3	4	0	4
Forensic	13	0	13	9	1	10
Total	1,306	65	1,371	1,147	188	1,335

A briefing session for 1,335 Medical Officers was held from 23 to 25 May 2023 at the Perdana Auditorium, Setia Perdana Complex, Prime Minister's Department to provide clearer information to the officers on the implementation for the Master of Medical Programme.



Image 2.14 Medical Officer Briefing Session

# **IN-SERVICE TRAINING (LDP)**

BPL manages the allocation of In-Service Training (LDP) for generic and functional courses, in the country and abroad. BPL also conducts courses for MOH staff at the Ministry of Health Malaysia Headquarters (IPKKM), Training Management Division (BPL) and Ministry of Health Training Institute (ILKKM) as well as implementing the *Program Transformasi Minda* (PTM) for newly appointed Medical, Dental and Pharmacy Officers. In 2023, 12 LDP Domestic Courses were conducted, with a total participation of 646 officers from BPL and ILKKM.

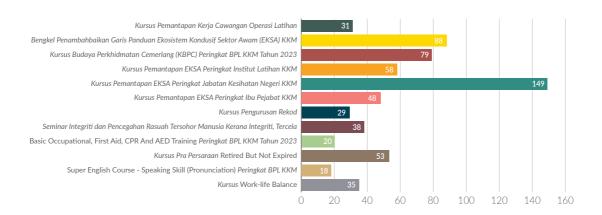


Figure 2.20 Number of Entries by Course Organised by BPL

# BACHELOR/DOCTORAL PROGRAM PHILOSOPHY/AREA OF SPECIAL INTEREST FOR MANAGEMENT GROUP EMPLOYEES & MOH PROFESSIONALS

For 2023, a total of 247 MOH officers from various health service schemes have been offered Full Paid Study Leave (CBBP) with *Hadiah Latihan Persekutuan* (HLP) to further their studies at/in the Master's, Doctor of Philosophy and Area of Special Interest (AOSI) levels in the health sector.

Table 2.10 Master's, Doctor of Philosophy and Area of Special Interest (AOSI) 2023

Level of Study	2023 CBBP with HLP	2023 CBBP without HLP	2023 CBTG without HLP
Masters	198	22	1
PhD	43	2	
AOSI	6		
Total	247	24	1

The number of CBBP with sponsorships HLP for studies at the Master's, Doctor of Philosophy and AOSI levels offered in the year 2023 showed an increase of 41.1% compared to the year 2022. A briefing session for 272 officers of the Management and Professionals group (Non-Common Use Scheme) was held on 7 June 2023 at the Perdana Auditorium, Setia Perdana Complex, Prime Minister's Department to provide a clearer explanation on Study Leave, HLP, contract bonding of services and others which related to the implementation of the Master's/Ph.D/AOSI Programme.



Image 2.15 Study Leave Briefing Ceremony

# BACHELOR'S DEGREE PROGRAM FOR MOH SUPPORTING GROUP OFFICERS

In 2023, a total of 34 applications were received from supporting Group Officers for Half-Paid Study Leave (CBSG) without HLP a full-time study in Bachelor Degree. Of these numbers, 17 officers have passed through screening and were offered scholarships which consist of 12 Assistant Medical Officers, 2 Assistant Pharmacy Officers, 2 Nurses and 1 Health Care Assistant.

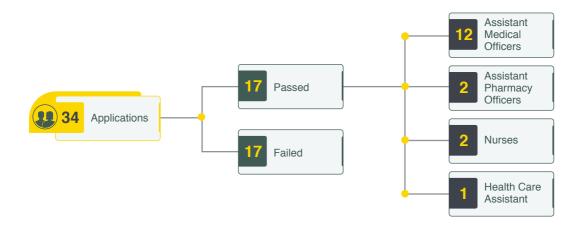


Figure 2.21 Application from Supporting Group Officer Year 2023

# **ILKKM CONVOCATION CEREMONY YEAR 2023**

The Convocation Ceremony of the Ministry of Health Malaysia Training Institute (ILKKM) was held annually to celebrate and give recognition to graduates who have successfully completed their studies in all 19 ILKKMs throughout Malaysia. It was held in three (3) zones, namely Peninsular Zone, Sarawak Zone and Sabah Zone. A total of 3,264 graduates from the entire number of 6,679 graduates from 2023 attended the ILKKM Convocation Ceremony 2023 with the theme *Graduan ILKKM Cemerlang Pendukung Kesihatan MADANI*.



Image 2.16 ILKKM Convocation Ceremony Year 2023

# CHAPTER O FINANCE

# **FINANCE DIVISION**

The management of finances within the Ministry of Health (MOH) is entrusted to the Finance Division, which holds the responsibility of overseeing the ministry's budget and revenue, as well as ensuring compliance with financial policies and regulations. The Finance Division comprises three (3) branches, namely Cawangan Dasar Kewangan, Cawangan Pengurusan Hasil and Cawangan Pengurusan Belanjawan.

# **BUDGET MANAGEMENT**

MOH was allocated RM36.33 billion in 2023 whereby RM31.50 billion was for Operation Budget (B42) and RM4.83 billion for Development Budget (P42).

### **OPERATING BUDGET PERFORMANCE IN 2023**

In 2023, MOH spent RM32.19 billion (102.20%) of its total allocated budget. The highest operating budget allocation was for Medical Programme with RM11.96 billion (37.97%) and followed by allocation for the Special Programme with the amount of RM6.81 billion (21.63%). **Table 3.1** shows the allocation and expenditure according to each respective programme in 2023.

Table 3.1 Allocation and Expenditure of Operating Budget by Programme 2023

Programme	Allocation (RM)	Expenditure (RM)
Medical	11,960,070,390	13,147,980,510
Special Programme	6,813,106,080	7,291,769,819
Public Health	5,534,712,000	5,966,445,101
Management	2,117,587,090	2,294,748,909
New Policy	1,722,420,000	-
Financial Commitment	1,600,000,000	1,618,652,715
Oral Health	1,055,819,660	1,167,043,962
Research & Technical Support	371,149,600	369,975,978
Pharmaceutical Services	219,057,200	227,923,919
Food Safety & Quality	106,077,980	108,682,109
Total	31,500,000,000	32,193,223,023

Note:

Actual expenditure exceeding 100% is due to additional allocation received for emolument payment, pensioner medical treatment expenses, payment to the National Heart Institute, scholarships and Minimum Wages Order. Adjustments for these expenses will be made in the following year (data as of 31 December 2023).

# MEDICAL AMENITY FOR FEDERAL PUBLIC SERVICE RETIREES AND VETERANS WITH PENSION

Beginning 1 June 2017, MOH has assumed the role and management related to medical amenities given to federal public service retirees and veterans with pension including qualified family members. The assumption of this role also involves the Ministry of Higher Education (MOHE) and the Ministry of Defence (MINDEF) which cover the following functions and roles:

- i. Coordination of medical treatment allocation for federal public service retirees
- ii. Processing of claims for reimbursement of medicines, medical devices and emergency treatments
- iii. Appointment of dialysis panels for retirees
- iv. Other matters relating to medical treatment amenities for federal public service retirees and veterans with pension

In 2023, RM528.66 million has been distributed to cater for the medical treatment expenses of pensioners at MOH healthcare facilities, university hospitals, Armed Forces Hospital and Retirement Fund (Incorporated) (KWAP). A total of 452 dialysis panels (new and renewals) were appointed in 2023 and this brings the total number of 674 dialysis panels that have been appointed by MOH for pensioner dialysis treatment.

### **REVENUE MANAGEMENT**

In 2023, MOH generated a total revenue of RM957.62 million. Medical fees revenue collection formed the major part of the total revenue which contributed RM526.04 million or 54.93% to the total revenue. The breakdown of revenue categories is detailed in **Table 3.2**, while **Figure 3.1** illustrates the medical fees revenue collected and outstanding from 2019-2023.

Table 3.2 Revenues Collected by Classification 2023

Code	Code Classification	Amount (RM)	(%)
71000	License, Registration Fees & Permits	32,371,166.07	3.38
72000	(i) Medical Fees	526,038,039.30	54.93
	(ii) Others (non-medical fees)	64,447,987.63	6.73
73000	Sales of Goods	6,836,315.66	0.71
74000	Rentals	45,800,345.47	4.78
75000	Interests & Return on Investment	419,307.51	0.04
76000	Fines & Penalties	87,421,539.81	9.13
77000	Contributions & Compensations from Overseas and Local Contributions	8,180,076.07	0.85
80000	Non-revenue Receipts	186,107,039.85	19.43
	Total	957,621,817.37	100.00

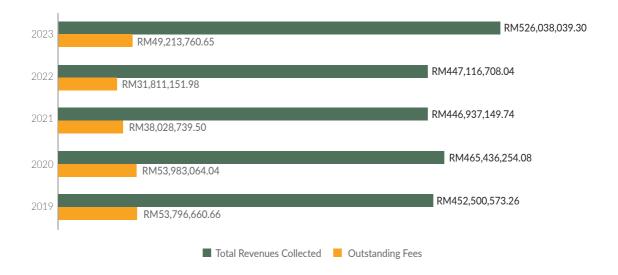


Figure 3.1 Medical Fees Revenues Collected and Outstanding 2019-2023

In 2023, the total outstanding medical fee charges were RM49.21 million which accounted for 9.36% of the RM526.04 million revenue collected from medical fees. 81.45% of the total outstanding medical fees were attributed to non-Malaysian patients. **Table 3.3** presents a detailed breakdown of collection records and outstanding amounts categorised by citizenship status.

Table 3.3 Total Outstanding and Revenues Collected according to Citizenship Status under the Fees Act (Medical) 2023

Citizenship	Outstanding	Fees	Fees Collected	
Citizensinp	(RM)	(%)	(RM)	(%)
Malaysian	9,130,658.58	18.55	268,878,844.65	51.11
Non-Malaysian	40,083,102.07	81.45	257,159,194.65	48.89
Total	49,213,760.65	100.00	526,038,039.30	100.00

# GO CASHLESS KKM CAMPAIGN

The Cashless Payment Campaign Initiative by MOH commenced in October 2022 and was further enhanced in 2023. *Go Cashless KKM* Campaign was launched in June 2023 with various promotional activities and engagement sessions with the public and MOH facilities nationwide. As a result, MOH has recorded a significant increase in the number of cashless transactions across all MOH facilities by the end of 2023.

**Figure 3.2** illustrates the increase in the number of recorded cashless payment (ePayment) compared to conventional (e.g. cash and cheque) transactions in 2023. The total number of ePayment transactions has increased from 446,558 in January 2023 to 1.21 million in December 2023. This is an increase of percentage from 37.76% to 59.79%.

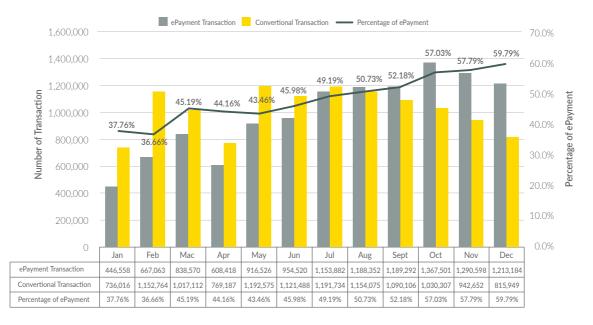


Figure 3.2 Transactions Recorded for Cashless Payment 2023

# **FINANCIAL AID AND GRANT**

# MEDICAL ASSISTANCE FUND (TBP)

TBP was established in 2005 following Section 10 of the Financial Procedure Act 1957. It is governed by the Trust Deed, TBP Guidelines and the current regulations in force. TBP aims to assist underprivileged patients in financing their treatment costs and purchase of medical supplies including medicines at MOH hospitals and public university hospitals. **Figure 3.3** below shows the allocation of TBP, the number of patients and the total amount of TBP approvals from 2005-2023. The total amount of TBP approvals is based on the available balance of *Kumpulan Wang Amanah*. In 2023, the total TBP benefit recipients was 4,588 covering 23 different disciplines.



Figure 3.3 TBP Allocation, 2005-2023

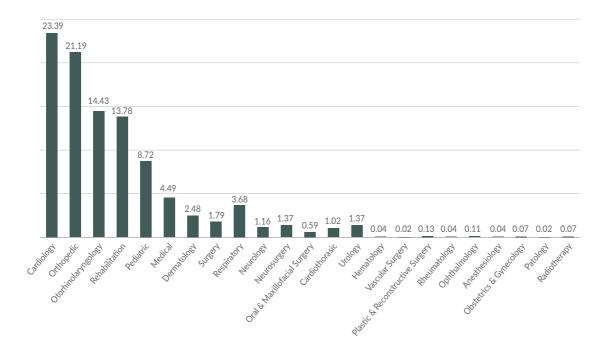


Figure 3.4 Percentage of TBP Approval by Disciplines 2023

# SUBSIDY PROGRAMME FOR HEMODIALYSIS TREATMENT AND ERYTHROPOIETIN (EPO) INJECTION

Subsidies for hemodialysis treatment and EPO injection are given to patients who seek treatment at non-governmental organisation (NGO) hemodialysis centres which was introduced since 1 April 2001 and focused towards helping the poor and underprivileged patients. This financial assistance is in the form of subsidised treatment cost of RM100 for each treatment of hemodialysis. Apart from that, a subsidy of RM18.50 for each EPO injection, is also catered for poor or underprivileged patients. The total overall cost for each patient which includes hemodialysis treatment and EPO injection is RM1,640.50 per month. The cumulative number of patients that received subsidised treatment in 2023 is 1,894 while the number of patients approved in 2023 is 543 out of 582 who applied. The total allocation in 2023 is RM24.68 million with a total expenditure of RM24.63 million. The total number of NGOs that have been registered under this subsidy is 62 NGOs involving 135 dialysis centres as shown in **Figure 3.5.** 



Figure 3.5 Total Allocation and Expenditure of Subsidy Programme for Haemodialysis Treatment and EPO Injection 2023

### Note:

Total expenditure of RM24.63 million was recorded in 2023 for the hemodialysis subsidy programme involving a total number of 1,894 patients as of 31 December 2023.

# FINANCIAL ASSISTANCE TO NGOs

The allocated financial assistance to NGOs was RM2.31 million, with a total expenditure of RM2.308 million. This included disbursing aid to 19 NGOs for palliative care, totalling RM1.55 million, 14 NGOs for tuberculosis treatment, totalling RM0.47 million and 25 NGOs for health promotion, totalling RM0.29 million. The total allocation and expenditure of financial assistance to NGOs in 2023 as shown in **Figure 3.6.** 

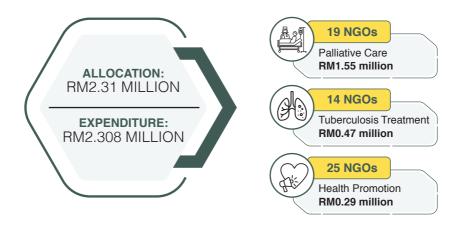


Figure 3.6 Total Allocation and Expenditure for Financial Assistance to NGOs 2023

Overall, the total expenditure for TBP, Hemodialysis Treatment Cost Subsidies and financial aid to NGOs from 2018 to 2023 is shown in **Table 3.4.** 

Table 3.4 Expenditure and Number of Benefit Recipients under MOH Medical Assistance Programme 2018-2023

Type of		Expenditure and Number of Patients/NGOs				
Assistances	2018	2019	2020	2021	2022	2023
Medical Assistance Fund (TBP)	RM51.7 mil (5,739 patients)	RM46.5 mil (4,615 patients)	RM40.5 mil (3,330 patients)	RM44.2 mil (3,459 patients)	RM48.9 mil (3,812 patients)	RM63.5 mil (4,588 patients)
Haemodialysis Treatment Cost Subsidies	RM25.45 mil (2,348 patients)	RM35.45 mil (2,015 patients)	RM33.38 mil (2,339 patients)	RM36.44 mil (2,615 patients)	RM26.97 mil (2,881 patients)	RM24.63 mil (1,894 patients)
Financial Assistance to NGOs	RM2.41 mil (60 NGOs)	RM4.76 mil (66 NGOs)	RM3.43 mil (40 NGOs)	RM3.12 mil (44 NGOs)	RM4.83 mil (81 NGOs)	RM2.31 mil (58 NGOs)

# PROCUREMENT AND PRIVATISATION DIVISION

The Procurement and Privatisation Division is responsible for planning, managing and implementing procurement, privatisation programmes as well as asset and store management in MOH. The procurement process for equipments and services is implemented based on five (5) principles, which are:

# i. Public Accountability

The procurement management entrusted must be carried out responsibly in accordance with the policies and regulations set.

# ii. Transparent

All policies, regulations and procurement processes implemented must be clear, well known and well-understood and in accordance with established policies and regulations.

# iii. Best Value for Money

Procurement management should provide the best return on every ringgit spent.

# iv. Open Competition

The procurement process should provide open opportunities to all parties who are eligible to compete.

# v. Fair Dealing

Procurement must be invited, processed and considered fairly and equitably based on established policies and regulations.

This division serves as the main secretariat for the Procurement Board of the Ministry of Health (LPKKM). LPKKM's members consist of senior government officers and representatives from central and technical agencies. Additionally, this division functions as the secretariat for the

Government Movable Asset Management Committee (JKPAK), overseeing the management of MOH's movable assets and storage facilities. Moreover, it serves as the secretariat for the MOH's Secretary-General, who acts as the Approving Authority for applications to accept non-cash gifts for departmental use.

This division is also responsible for managing privatisation programmes involving medical supply and logistics services, procurement and maintenance of medical equipment at MOH clinics, Hospital Support Services as well as Foreign Workers Health Supervision and Inspection Services (FOMEMA). These privatisation programmes are in line with the National Privatisation Policy. Therefore, the programmes have been closely monitored and improved constantly to ensure they achieve their objectives and desired output. The division also regulates the management of stores, inventories and MOH assets to ensure all applicable rules are always adhere to.

# PROCUREMENT PERFORMANCE OF MOH

In 2023, MOH undertook procurement amounting to RM2,531,727,672.60 and obtained savings of RM320,255,972.57 or 12.65% which covered the procurement of pharmaceuticals, medical equipment, services, uniform (fabric), medical gases, information and communications technology (ICT), vehicles and toner supplies. **Table 3.5** shows the achievement of MOH Procurement in 2023 by categories.

In line with the government resource optimisation policy, MOH has secured savings in procurement expenditure to ensure the allocation received is sufficient to cover core services and patient care needs. This was also to ensure healthcare services were not affected. The savings obtained were based on the comparisons between the department's estimated price with contract price offered as well as negotiated prices from companies.

Table 3.5 Achievement of MOH Procurement 2023

Category	Procurement Value (RM)	Savings (RM)
Pharmaceutical	982,289,956.38	170,360,665.69
Medical Equipment & Vehicle	334,858,366.40	56,447,288.20
Services	752,855,280.66	24,876,251.76
ICT	218,190,566.82	17,390,753.48
Toner	11,498,187.06	91,790.91
Multimodal Transport Operator (MTO)	9,758,309.13	421,795.87
Medical Gas	72,920,000.00	55,740.00
Uniform (fabric)	98,349,394.56	46,755,862.26
Procurement for Other Goods & Services	51,007,611.59	1,255,824.40
Total	2,531,727,672.60	320,255,972.57

Note:

Data as of 31 December 2023

# MANAGEMENT OF PRIVATISATION OF SUPPLIES AND SERVICES

The Procurement and Privatisation Division is responsible for managing four (4) privatisation projects and one (1) outsourcing services-based project as follows:

# Service Privatisation Projects

- i. Hospital Support Services (PSH)
- ii. Medical Equipment Enhancement Tenure (MEET)
- iii. Concession of Makmal Ubat dan Stor MUS Concession (until 30 June 2023)
- iv. Concession of *Perkhidmatan Logistik Bekalan Perubatan* Logistics Concession that replaced MUS Concession (starting from 1 July 2023)

# **Outsourcing Project**

 Foreign Workers Medical Examination Coordination and Surveillance System (FWMES) in Peninsular Malaysia and Federal Territory of Labuan

These privatisation and outsourcing projects have provided various benefits to the government. The implementation of the PSH and MEET projects have enabled comprehensive maintenance on the facility and biomedical equipment. The concession of *Perkhidmatan Logistik Bekalan Perubatan* has facilitated the supply of drugs and non-drugs to MOH facilities. The FWMES project has enabled MOH in ensuring only healthy foreign workers are eligible to work in Malaysia.

# ePEROLEHAN (eP) SYSTEM

The eP System which was developed in the year 2000 serves as an online platform to enable government agencies to procure supplies and services from government-registered vendors. The eP System is one of the largest Government-to-Business (G2B) virtual markets in ASEAN with two (2) million online catalogues. Starting from January 2018, the Ministry of Finance (MOF) has introduced an improved eP System to fully enabled end-to-end procurements. Based on the records, MOH is the largest eP System user and has been using the eP System optimally. **Table 3.6** shows the ministry's achievement in the use of the eP System for 2020-2023.

Table 3.6 MOH Achievements in the Use of the eP System 2020-2023

Year	Total Transaction	Transaction Value (RM)	Allocation (RM)	Achievement (%)
2020	715,345	5,731,877,322.29	7,000,000,000.00	81.89
2021	695,556	6,601,673,230.00	7,000,000,000.00	94.31
2022	776,779	7,465,679,863.00	6,000,000,000.00	124.43
2023	818,881	7,534,635,105.00	6,000,000,000.00	125.58

Note:

Data as of December 2023

Source: eP System, MOF

There was an increase in the use of the eP System in 2023 compared to the previous year. MOF has stipulated that procurement of products and non-consulting services (direct purchase, quotation and tender) to be fully implemented using the eP System. However, some procurements such as the procurement for PSH have been exempted by MOF and implemented manually. Other procurements that require exemption from eP System need prior approval from MOF.

# MANAGEMENT OF MOVABLE ASSETS AND STORAGE

As of 31 December 2023, MOH reported a total of 2,972,492 units of movable assets, valued at RM15,593,152,297.74 in acquisition costs. The remaining stock is valued at RM880,163,848.90, with MOH achieving a notable 6.49 *Kadar Pusingan Stok* (KPS) for store management performance throughout 2023. Reports on movable assets and store management are required to be prepared quarterly and validated during the JKPAK meetings to ensure compliance with the procedures and circulars issued by MOF. In recognition of its exceptional performance, MOH was awarded a *Sijil Pencapaian Kadar Pusingan Stok* (KPS) during the Conference for Assets Officers organised by MOF in 2023. This award acknowledges MOH's stock turnover rate exceeding 4.0 for 2022 (Image 3.1).







Image 3.1 Conference for Assets Officers 2023

# **ACCOUNT DIVISION (BA)**

BA is responsible for providing comprehensive government accounting to ensure all Responsibility Center (RC) transactions are being accounted accurately and completely within the time frame in accordance with Vision and Mission of BA as shown in **Figure 3.7.** 



Figure 3.7 Vision and Mission of Account Division

# FINANCIAL MANAGEMENT

BA is responsible for preparing the Ministry's Financial Statements (PKK) based on the accrual basis which need to be submitted monthly and yearly to the Accountant General's Department of Malaysia (JANM). PKK is prepared for the purpose of reporting the Statement of Financial Position, Statement of Financial Performance, Statement of Changes in Net Equity and Notes to the Financial Statements. It also contains information on the performance of the ministry's expenditure and revenue collection. The summary of MOH Positions and Performance (Interim) for 2023 is shown in **Figure 3.8.** 

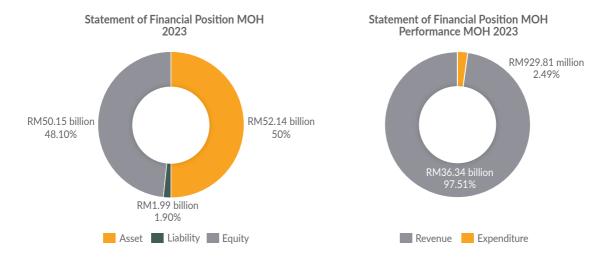


Figure 3.8 Summary of MOH Positions and Performance 2023 (Interim)

Based on the Ministry's Statement of Financial Position, assets recorded the highest amount at RM52.14 billion with the Property, Plant and Equipment asset component recording the highest transactions at RM50.69 billion (97.22%). Meanwhile, the expenditure recorded the highest amount in the Ministry's Performance Statement at RM36.34 billion. The highest component of expenditure was Salary, Wages & Benefits at RM21.67 billion (59.63%). MOH's Asset Position and Expenditure Performance for 2023 is shown in **Figure 3.9.** 

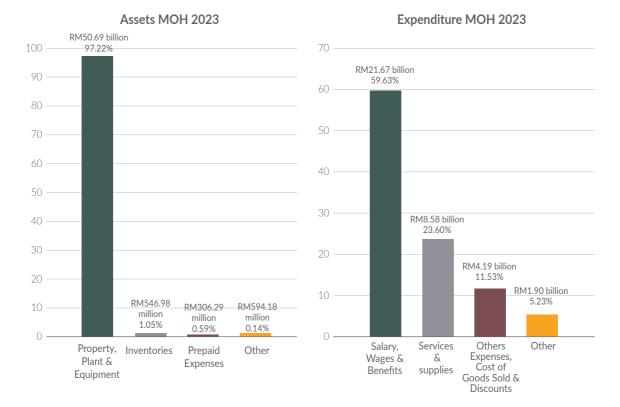


Figure 3.9 Assets and Expenditure MOH 2023

Overall, as of 31 December 2023, total accumulated assets for the Ministry's Financial Position has amounted to RM52.14 billion, with liabilities of RM1.99 billion and equity worth RM50.15 billion. Meanwhile, the Ministry's Financial Performance showed that the expenditure exceeded revenue by RM35.41 billion. The accumulated expenditure was RM36.34 billion, while cumulative revenue amounted to RM929.81 million.

# **BILL PERFORMANCE MANAGEMENT**

The overall performance in 2023 for bill payment within 14 days was 99.99%, which was a sum of 2,091,022 bills with a total payment of RM14.15 billion. The balance of 0.01% was 136 bills overdue by more than 14 days with a total of RM2.90 million. MOH's bill payment performance within 14 days in 2023 recorded the same percentage as in 2022 at 99.99%. However, the number of bills paid over 14 days showed a decrease from 290 in 2022 to 136 in 2023, which is a percentage drop of 53.10%. The performance of bill payments within 14 days for 2022 and 2023 is shown in **Figure 3.10**.

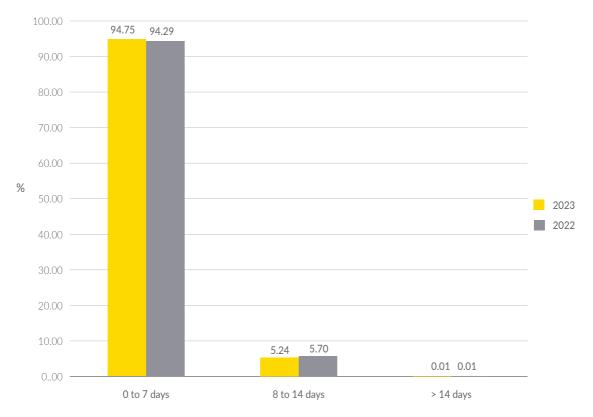


Figure 3.10 Performance of Bill Payment Within 14 Days, 2022 and 2023

To ensure that bill payments at RC are fulfilled within 14 days in an orderly manner, an online briefing on MOH Bill Payment Performance was held on 22 February 2023 (Image 3.2). In addition, a Workshop on Strengthening Bill Payment Performance within 14 days for Sabah and Sarawak Zone was held on 14-15 March 2023, with emphasis placed on RCs experiencing delays and recurring issues in bill payments (Image 3.3).



Image 3.2 Briefing on MOH Bill Payment Performance



Image 3.3 Workshop on Strengthening
Bill Payment Performance within
14 Days at Sabah and Sarawak
Zone

# **GOVERNANCE AND COMPLIANCE**

Inspection visits were conducted on 168 out of 453 RCs under MOH throughout Malaysia (Image 3.4). Verification of monthly revenue receipt documents was carried out at 438 MOH Main Collector's Offices. Monitoring activities were performed to ensure existing procedures comply with accounting policies and standards. The scope of the review of the Accrual Accounting Compliance Inspectorate conducted in the field includes four (4) components, namely the Asset, Expenses, Liabilities and Revenue Management Inspectorate to identify the issues that need to be reported to the Secretary General of the Treasury.





Image 3.4 Compliance Inspectorate Conducted at RC

# **ENGAGEMENT WITH RCs AND MOH ACCOUNTING OFFICERS**

The 2023 MOH Accounting Officer Conference was held on 10-12 September 2023 at Primula Beach Hotel, Kuala Terengganu. This conference was virtually officiated by Deputy Secretary General (Finance) MOH and was attended by 88 participants from RCs nationwide. BA also held an Accounting and Financial Management Engagement Session within Sabah Zone on 25 September 2023 at UTC Sabah. This engagement session brought together officials from 53 RCs in Sabah and two (2) RCs in the Federal Territory of Labuan to discuss accounting and financial issues. On 30 November 2023, BA held a Briefing on the 2023 Federal Government Account Closing Process to all *Ibu Pejabat Kementerian Kesihatan Malaysia* (IPKKM) RCs located at the Auditorium of the Public Service Department. This briefing aimed to inform the final date of the financial document process to facilitate the account closing process in 2023. In addition, a total of 26 training series attended by 3,450 officers were implemented throughout 2023. The list of activities is shown in **Image 3.5, 3.6, 3.7,** and **3.8.** 



Image 3.5 MOH Accounting Officer Conference 2023



Image 3.6 Engagement Session on Accounting and Financial Management with RCs Sabah Zone





Image 3.7 Federal Government Account Closing Process Briefing 2023





Image 3.8 Deposit Account Management Course and Costing & Guidelines efinement Workshop MOH Hospital



# PUBLIC HEALTH PROGRAMME

The Public Health Programme is responsible for assisting individuals and communities in achieving and maintaining optimal health levels through integrated preventive, screening, and disease control services, as well as curative and rehabilitative care at all levels of health services. It also promotes healthy lifestyles to become a practice among every individual and society. The divisions under the Public Health Program are as follow:

- i. Public Health Development Division
- ii. Disease Control Division
- iii. Family Health Development Division
- iv. Nutrition Division
- v. Health Education Division

# PUBLIC HEALTH DEVELOPMENT DIVISION (BPKA)

The roles of BPKA includes the following:

- Planning, coordinating and monitoring the delivery of health services for the rural Orang Asli community through the Pasukan Bergerak Orang Asli (PBOA) and Flying Doctor Service (PDU).
- ii. Ensure performance monitoring of implementation, Quality Management System for Public Health Programmes.
- iii. Ensuring training planning in and out of the country for the Public Health Programmes.
- iv. Ensuring compliance and coherence of effective and sustainable policies between national health policies and international health policy benchmarks in arenas such as the World Health Organisation (WHO), ASEAN, Organisation of Islamic Cooperation (OIC) and others.
- v. Reviewing the proposed allocation and procurement requirements for vaccines not under the National Immunisation Programmes, as well as non-drugs and reagents in Public Health.
- vi. Ensure enforcement activities in the field are carried out.

# **ORANG ASLI (OA) HEALTH SERVICES**

Since the acquisition of health and medical services for the OA by the MOH from the Department of Orang Asli Development (JAKOA) through a Memorandum of Understanding (MoU) signed in 2012, healthcare services for the Orang Asli have constantly been improved to ensure their health status is on par with the general population in Malaysia. This is in line with the Universal Health Coverage (UHC) agenda among marginalised populations such as the OA community.

The healthcare services provided include static clinic facilities and mobile health services known as PBOA. There are a total of 20 static clinics located in OA villages and 27 PBOAs providing services to 339 OA villages in the remote areas of Pahang, Kelantan, Perak and Johor states. The PDU services are also provided to the OA communities in remote areas inaccessible by road, involving 13 villages in Gua Musang, Kelantan and two (2) villages in Hulu Perak, Perak. **Figure 4.1** shows the distribution of services provided to the OA community especially in remote areas.

# Static Health Facilities and Mobile Health Team (PBOA) services in Orang Asli Villages

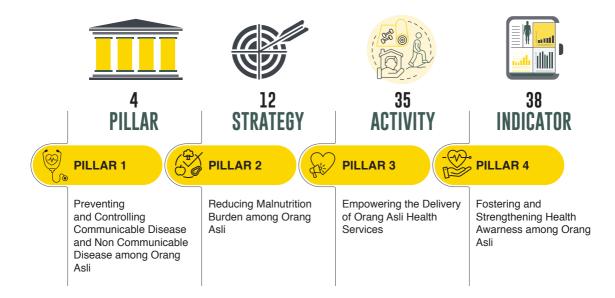


PBOA Service coverage: Since 2019, at least once or twice a month to selected Orang Asli Village

Figure 4.1 The Healthcare Services provided in the OA Villages

In order to assess the health status of OA, an Orang Asli Health Survey (OAHS) was conducted in 2022 by the Institute of Public Health (IKU). The scope of the survey included the prevalence of major diseases as well as specific health issues among the OA. Based on the findings of the survey, the National Strategic Plan for Orang Asli Health Services (NSPOA) for the years 2024-2028 has been developed to address the identified health issues.

The NSPOA 2024-2028 is the first strategic plan developed with the objective of improving the health status of the OA in Peninsular Malaysia. The NSPOA 2024-2028 is a document formulated for implementation and monitoring over a period of five (5) years, aligned with the aspirations outlined in the Health White Paper (HWP). This plan is committed to evolving alongside global health developments and the transformation of healthcare services in alignment with the technological advancements and modernisation era, with the aim of enhancing the health status of the OA community to be on par with the general population in Malaysia.



### NATIONAL STRATEGIC PLAN ORANG ASLI HEALTH SERVICES 2024-2028

Figure 4.2 The Key Pillars of the National Strategic Plan for Orang Asli Health Services (NSPOA)



Image 4.1 The NSPOA Development Meeting in Port Dickson, Negeri Sembilan on 9-11 October 2023

# ESTABLISHMENT OF A QUALITY UNIT AT THE DISTRICT HEALTH OFFICE (PKD)

On 5 October 2021, the Director General of Health (DG) launched a quality-related policy known as the National Policy for Quality in Healthcare (NPQH) 2022-2026. This policy was developed by the Institute for Health Systems Research (IHSR). In general, NPQH consists of seven (7) strategic goals, 22 objectives and 47 indicators. One of the indicators is to Establish a Quality Department/ Unit or Committee at the district level with the target of 50% of quality units established in PKD by 2023. In 2023, a total of 87 quality units were successfully established out of 117 PKDs with Responsibility Centre (RC) status, representing 74.35%.

### **PUBLIC HEALTH TRAINING PLANNING**

This branch monitors the training planning and the implementation of the staff in the Public Health Programme. In 2023, a total of 6,331 local courses were conducted or attended, with expenditures amounting to RM6,823,030.20 compared to 3,470 courses with expenditures of RM4,473,928.94 in 2022. There were seven (7) staff participating in short-term overseas training in 2023 with a total expenditure of RM123,586.64. The overall achievement for the In-service Training Programme is shown in **Table 4.1.** 

Table 4.1 In-service Training Programme Achievement for Public Health Programme 2022-2023

		Achievement				
	20	22	2	2023		
Training	No. of Course Attended	Expenditure (% from annual allocation)	No. of Course Attended	Expenditure (% from annual allocation)		
Local	3,470	RM4,473,928.94 (99.50%)	6,331	RM6,823,030.20 (99.47%)		
Oversea	0	RM0.00 (0%)	7	RM123,586.64 (91.89%)		

This branch is also responsible for monitoring the application and utilisation of health facilities involving the use of the PKDs, Health Clinics (KK) and Makmal Kesihatan Awam (MKA) for field training purposes. In 2023, a total of 26 applications were approved either for Memorandum of Agreement (MoA) renewal or additional facilities application involving 13 for the Nursing Programme, seven (7) for the Allied Health Sciences Programme and six (6) for the Medical Programme.

### 152ND SESSION OF THE WHO EXECUTIVE BOARD

The Minister of Health has led the Malaysian delegation accompanied by the DG and delegation from the Global Health Branch as well as from the Policy and International Relations Division (BDHA) for this meeting that was held in Geneva, Switzerland on 30 January until 7 February 2023. Malaysia, as Vice Chair 1 of this Executive Board played a crucial role and intervened actively for all the technical and governance agenda items and delivered 25 interventions.

### **WORLD HEALTH DAY 2023**

MOH in collaboration with the WHO Representative Office for Malaysia, Brunei Darussalam and Singapore, organised the World Health Day 2023 celebration with the theme Health for All was officiated by the Minister of Health Malaysia on 7 April 2023 in commemoration of WHO's 75th anniversary. A health forum titled The Past, Present and Future was held during this celebration, focusing on healthcare financing, challenges, and opportunities to build resilient and sustainable healthcare systems. In addition, a photo gallery showcasing the MOH-WHO's collaboration was exhibited during the event.

# SHORT-TERM ATTACHMENT OF MOH OFFICIALS AT WHO HEADQUARTERS, GENEVA, SWITZERLAND

Every year, the Global Health Branch coordinates a short study tour to the WHO Headquarters in Geneva. This training was held from 17-19 May 2023, involving four (4) senior officers from the Ministry of Health Malaysia and was managed by the MoH's Traning Management Division. The short study tour training included officers from the Public Health, Medicine, Pharmacy, and Oral Health programmes. These officers were given exposure to the operations of two (2) technical units at WHO, namely Social Determinants of Health and Health Workforce.

# **76<sup>TH</sup> WORLD HEALTH ASSEMBLY (WHA76)**

The Malaysian delegation, led by the Minister of Health and accompanied by the Director-General of Health and the Deputy Director of the Family Health Development Division, attended the assembly in Geneva, Switzerland, from 21-31 May 2024. The theme of this assembly was Saving *lives, driving health for all* with a focus on enhancing commitment to health equity. Malaysia presented several interventions on global health issues such as the Global Strategy for Women's, Children's and Adolescent Health, Universal Health Coverage, Non-communicable Diseases, Substandard & Falsified Medical Products, Strengthening Rehabilitation in Health Systems, the draft global strategy on infection prevention control, poliomyelitis, Social Determinants of Health, and the United Nations Decade of Action on Nutrition. The highlight of Malaysia's success at WHA76 was the acceptance of the resolution Behavioural Sciences for Better Health, which was proposed by Malaysia in 2022 and adopted by WHO member states.

# 7<sup>TH</sup> INTERGOVERNMENTAL NEGOTIATING BODY FOR THE PANDEMIC ACCORD (INB7) AND 6<sup>TH</sup> WORKING GROUP MEETING TO THE AMENDMENTS OF THE IHR (2005) (WGIHR6)

The negotiating team for Malaysia was led by the senior officer from the Global Health Branch, accompanied by officers from the MOH's Legal Advisor office and the BDHA. Malaysia was given the mandate to participate in these meetings that was held on 4-8 December 2023 to draft and negotiate on an international instrument on pandemic prevention, preparedness and response. Additionally, Malaysia was also one of the 16 WHO Member States that submitted proposed amendments to the International Health Regulation (2005). Our national positions for the negotiations are based on the principles of equity, solidarity and sovereignty.

# $17^{\text{TH}}$ ASEAN SENIOR OFFICIALS' MEETING ON HEALTH DEVELOPMENT (SOMHD) AND RELATED MEETINGS

During the 17th ASEAN SOMHD meeting in Vientiane, Lao PDR, held from 19-23 June 2023, the Deputy Director General of Health, Public Health (TKPK KA) MOH served as the ASEAN SOMHD Vice Chair accompanied by the Deputy Director, Disease Control Division (BKP) who is Malaysia's ASEAN Health Cluster 1 Country Coordinator. The delegates were assisted from

Malaysia by an officer from the Global Health Branch. Malaysia presented updates on important initiatives that the country is leading on, namely the ASEAN Drug Security and Self Reliance (ADSSR), the ASEAN Recommendation on Quality Health Care, the ASEAN Food Safety Regulatory Framework Agreement (AFSRF) and the ASEAN Risk Assessment Centre on Food Safety (ARAC). During the meeting other progress and updates of the previous ASEAN Post-2015 Health Development Work Programmes (APHDA) were also discussed together with a discussion on ongoing Partnerships with Dialogue and Development Partners.

### COURSE ON INTERCULTURAL COMMUNICATION AND CULTURAL DIPLOMACY

The Global Health Branch, BPKA, in collaboration with the Institute of Diplomacy and Foreign Relations (IDFR), organized a two-day course on International Communication and Cultural Diplomacy for the ASEAN Health Cluster Focal Points Officers from the MOH on 1-2 August 2023. This course is important because these officers represent the country and the ministry in professional interactions with officials from other ASEAN countries. The objective of this course is to enable MOH officers to gain knowledge in Cross-Cultural Communication & Cultural Diplomacy and to enhance professional communication with ASEAN counterparts through direct presentations and practical activities. The competency of MOH officers is enhanced to foster better cooperation and international dialogue for Malaysia at the regional and international levels, particularly in the health sector.

### APPOINTMENT OF AUTHORISED OFFICERS AND DELEGATION OF AUTHORITY

The Authority and Competence Subunit were responsible for managing the appointment of authorised officers under the public health legislation to ensure that all enforcement activities were carried out according to Standard Operating Procedures (SOPs). The number of authorised officers appointed under the public health legislation is shown in **Figure 4.3.** 

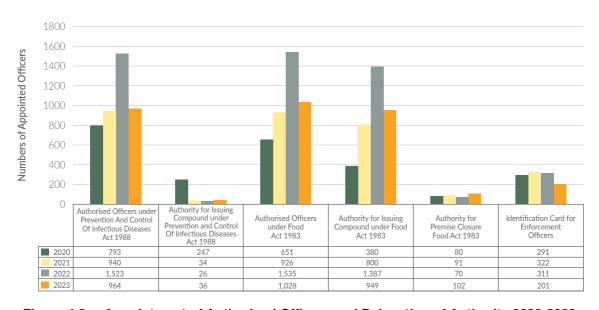


Figure 4.3 Appointment of Authorised Officers and Delegation of Authority 2020-2023

#### **PUBLIC HEALTH LEGISLATION**

The review process of public health law is one of the main cores of Sektor Inspektorat dan Perundangan (SIP). It is conducted to enhance and ensure that all enforcement procedures and activities comply with established procedures and are kept relevant at all times. In 2023, all 27 SOPs were revised and amended involving all enforcement work processes related to public health legislation. In addition, the Legislation Subunit were responsible for consultation and preparation of the draft for the Control of Smoking Products and Public Health Act 2024 [Act 852] specifically related to enforcement until the bill was presented at Parliament for approval and gazetted.

#### INTELLIGENCE ACTIVITIES OF PUBLIC HEALTH LEGISLATION ENFORCEMENT

Intelligence is an important element of enforcement activities. The success of enforcement activities also depends on the intelligence activities that have been done by officers in the field. There are two (2) types of intelligence namely Active Intelligence and Passive Intelligence. Throughout 2023, a total of 1,762 Active Intelligence and 109 Passive Intelligence were conducted nationwide.

# ACHIEVEMENT OF ENFORCEMENT ACTIVITIES UNDER THE PUBLIC HEALTH LEGISLATION

Enforcement activities under public health laws are overall monitored by the Operational Regulatory Subunit. The enforcement under this act shows a decrease from the previous year with the transition of the COVID-19 pandemic to the endemic phase (**Figure 4.4** and **4.5**). It focuses on educational enforcement and emphasises failure to report communicable diseases.

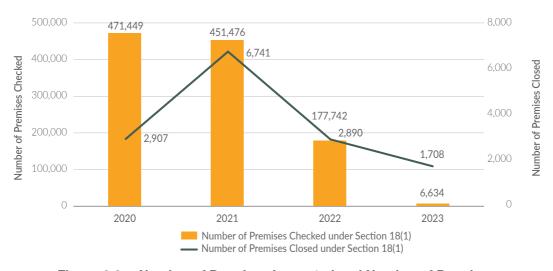


Figure 4.4 Number of Premises Inspected and Number of Premises Closed in the Enforcement of [*Act 342*] 2020-2023

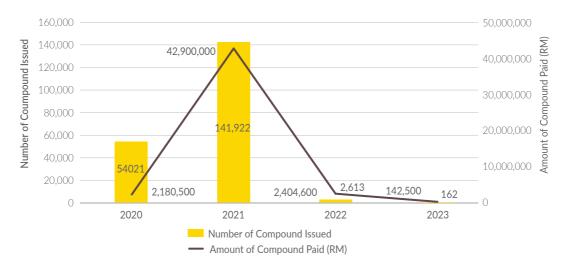


Figure 4.5 Number of Compounds Issued and Total Amount of Compounds Paid in the Enforcement of Act 342 2020-2023

The enforcement under the Destruction of Disease-Bearing Insects Act 1975 [*Act 154*] focuses on the prevention and control of Dengue Fever. In 2023, 36,426 compounds of RM500.00 were issued as compared to 28,889 compounds issued in 2022. A total of 4,264 cases were registered for court action as compared to 2,953 cases in 2022.

The Control of Tobacco Product Regulations 2004 (PPKHT) are subsidiary laws under the Food Act 1983 [*Act 281*] that cover the enforcement of smoking activities in non-smoking areas, the sale of cigarettes in open packages and the sale of tobacco products on online platforms. The achievement of PPKHT enforcement in 2020-2023 is shown in **Figure 4.6.** 

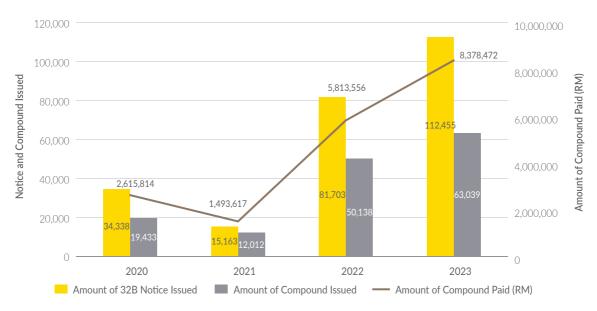


Figure 4.6 Enforcement of PPKHT on 2020-2023

### PROSECUTION UNDER PUBLIC HEALTH LAW

Prosecution of offences in court is the final element in the enforcement process under Public Health Legislation. In 2023, 2531 cases were registered and handled in the magistrate's court. As a result, 2463 cases were sentenced to fines with a total acceptable value of RM4,073,069.00. A total of 64 cases were sentenced to fines and imprisonment. At the same time, four (4) cases have been sentenced to prison. The following is the performance composition of prosecution case handling according to the act/regulations compared to the punishment that the court has decided as shown in **Figure 4.7** to **4.9**.

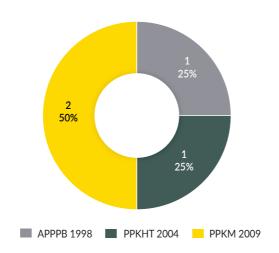
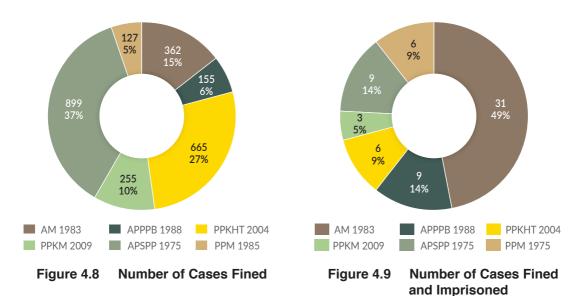


Figure 4.7 Number of Imprisoned Cases



### **FUMIGATION**

In 2023, the Fumigation Subunit registered 256 Licensed Operators, organised fumigation exams for 70 pest control applicants and trained 59 Assistant Environmental Health Officers or Environmental Health Officers as competent auditors. They also collaborated with the Malaysia

Productivity Corporation (MPC) to amend the Hydrogen Cyanide Act 01953 [Act 260] and enhance safety and productivity standards. The subunit is dedicated to safeguarding public health and the environment through rigorous enforcement and continuous improvement of fumigation practices as shown in **Image 4.2** and **4.3**.

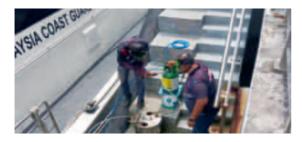




Image 4.2 Monitoring of Fumigation Work

Image 4.3 Fumigation Examination, MOH No. 1/2023

## VIRTUAL CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

CPD is an integrated effort in strengthening the skill and professionalism of all professionals. The realisation of continuous learning is crucial for healthcare personnel to equip them with knowledge that aligns with current healthcare findings and technology. In order to achieve the objective of escalating knowledge and skills of public health pharmacy personnel with prudent expenditure, ten (10) virtual training sessions were held in 2023. The total number of healthcare professionals participating in all these training sessions was 3,678 which consisted of 2,284 from management and professional groups and 1,394 from the support group respectively. This cost-effective continuous training will be pursued in 2024 for all public health pharmacy personnel.

Table 4.2 Virtual Training Session Held in 2023

Training Session	Date Of Event
Bengkel Klinik Virtual Quality Assurance Penolong Pegawai Farmasi Kesihatan Awam - Session 1	7-8 February 2023
Pharmacy Virtual Seminar: Updates in Common Infectious Diseases in Primary Care	11 April 2023
Taklimat Pelaksanaan Audit Antimicrobial Stewardship (AMS) bagi Skop Perkhidmatan Farmasi di Fasiliti Kesihatan Primer	12 April 2023
Management of Asthma & COPD in Primary Care	3 May 2023
Bengkel Klinik Virtual Quality Assurance Penolong Pegawai Farmasi Kesihatan Awam - Session 2	7-8 June 2023
Warga Emas: Penggunaan Ubat & Risiko Jatuh	8 June 2023
Sesi Latihan Pelaksanaan Enhanced Primary Health Care (EnPHC) bagi Skop Farmasi	17 August 2023
Medication Error in Primary Care	13 September 2023
Webinar: Understanding and Intepreting Antimicrobial Drug Utilization Research (DUR) In Primary Care	25 October 2023
SGLT2 Inhibitors in Primary Care Diabetes Patients: Cardio, Renal and Metabolic Benefits	21 November 2023

# **DISEASE CONTROL DIVISION (BKP)**

BKP is responsible for preparedness' surveillance, early detection and response activities for all public health crises including non-communicable diseases, communicable diseases (endemic, newly emerging and re-emerging infectious diseases), which threaten public health. All these activities were done in collaboration with multiple local, regional and global agencies.

# PREPAREDNESS, SURVEILLANCE AND RESPONSE BRANCH

This branch plays an important role in protecting public health, minimising the spread and impact of infectious diseases and minimising health impact from emergency or catastrophic events. Various public health preparedness activities were carried out, which include monitoring threats through surveillance activities, coordinating acute and rapid actions, to deal effectively with health emergency crises. These activities aim to reduce the incidence of epidemics or disasters.

#### WORKSHOP FOR MANUAL UPDATE ON ANTHRAX THREAT MANAGEMENT

This workshop was held at the National Institute of Health on 8-10 November 2023, to update the Anthrax Threat Management Manual 2019. The workshop was attended by 55 participants from the MOH and various other agencies such as the Royal Malaysia Police (RMP), the Fire and Rescue Department of Malaysia (JBPM), Public Higher Education Institutions, the National Disaster Management Agency (NADMA), Department of Environment (DOE) and Department of Veterinary Services.

# IHR (2005) CORE CAPACITIES AT INTERNATIONAL POINTS OF ENTRY (POE) WORKSHOP

The workshop aimed to empower the IHR core capacities among state officials in preparedness and effective response to Health emergencies at International POE. This workshop has been sponsored by the WHO under the Outbreak Crisis Response and Scalable Operations programme and was held from 22-25 May 2023 in Pulau Pinang.



Image 4.4 Workshops and Site Visits

### INTERNATIONAL HEALTH REGULATION (IHR) EXERCISE CRYSTAL

BKP conducted an IHR Exercise Crystal on 5 December 2023. The theme for the simulation exercises was a radioactive material leakage incident. This training was also attended by officers of the MOH, RMP, JBPM, Malaysian Armed Forces, the National Security Council (NSC), NADMA, Department of Chemistry Malaysia, Ministry of Environment & Water and Department of Veterinary Services. It aims to test the communication functions of the IHR National Focal Point (NFP) including information sharing, risk assessment and decision making.



Image 4.5 IHR Exercise Crystal

## **GEBENG SIMULATION EXERCISE 2023 (CHEMICAL INCIDENT)**

This simulation exercise focused on a chemical pollution incident resulting from a road accident involving a chemical transport truck and a bus. This exercise was conducted in the Kawasan Perindustrian Gebeng, Kuantan, Pahang on 10-12 July 2023 and was officiated by the Deputy Minister of Health, involving 234 participants from Malaysia and eight (8) ASEAN countries. This programme is part of the ASEAN Emergency Operations Centre (EOC) Network activities involving collaboration with the ASEAN Secretariat and Global Affairs Canada (GAC).

## **5<sup>TH</sup> REGIONAL COLLABORATION DRILL (FLOOD INCIDENT)**

Malaysia hosted the 5<sup>th</sup> Regional Collaboration Drill on 25-28 September 2023 in Kuala Lumpur, involving a major flood scenario in the Klang Valley. The programme was attended by 300 participants from nine (9) ASEAN countries including Malaysia. This programme was a collaboration with the ASEAN Secretariat, the ASEAN Coordinating Centre for Humanitarian Assistance on Disaster Management (AHA Centre), Japan Advisory Committee (JAC), Japan Disaster Relief (JDR), Japan International Cooperation Agency (JICA) and the ASEAN Regional Capacity Strengthening Project on Disaster Health Management (ARCH).

# ASEAN RISK ASSESSMENT AND RISK COMMUNICATION CONFERENCE 2023

This conference was held at Le Meridian Hotel, Kuala Lumpur on 23-26 October 2023, with the theme RARC in Disaster, Outbreak, Crisis and Emergency involving 130 participants from ten (10) ASEAN countries and Civil Society Organisations (CSOs) in collaboration with the UK Health Security Agency (UKHSA) and WHO.



Image 4.6 ASEAN Risk Assessment and Risk Communication Conference 2023

# WORKSHOP ON TESTING AND REVIEWING THE JOINT MULTISECTORAL OUTBREAK INVESTIGATION & RESPONSE GUIDELINES (JMOIR) 2023

Malaysia hosted the JMOIR 2023 workshop on 13-15 June 2023 at the Parkroyal Collection Hotel Kuala Lumpur. This workshop was carried out by the Epidemic Intelligence Programme of Malaysia (EIP), with the support of the ASEAN+3 Field Epidemiology Training Network (FETN), ASEAN Veterinary Epidemiology Group (AVEG), Canada Weapons Threat Reduction Programme, ASEAN Secretariat, World Organisation for Animal Health (WOAH) and Food and

Agriculture Organisation (FAO) of the United Nations Regional Office for Asia and the Pacific. The workshop served as a capacity-building exercise and as a gap analysis between JMOIR and the joint human and animal health guidelines to generate recommendations for a supplementary document through a tabletop exercise on a cross-border investigation and management of a zoonotic disease outbreak. This workshop was participated by 31 professionals from human-and-animal health sectors in ten (10) ASEAN Member States.





Image 4.7 Workshop on Testing and Reviewing JMOIR 2023

# INTERGOVERNMENTAL NEGOTIATING BODY (INB) FOR THE WHO CA+ (PANDEMIC AGREEMENT) & TARGETED AMENDMENTS TO THE IHR (2005)

The IHR (2005) serves as a binding international framework embraced by 196 Member States, including all 194 WHO Member States, to prevent and respond to disease transmission across borders, ensuring minimal disruption to global movement and trade. Originating in 1951, the IHR underwent multiple amendments, notably in 2005 following the SARS outbreak. The COVID-19 pandemic further underscored the imperative for collective action, prompting agreements during the World Health Assembly (WHA) sessions in 2021 and 2023 to enhance pandemic preparedness and bolster the IHR.

# **INB** - Intergovermental Governing Body

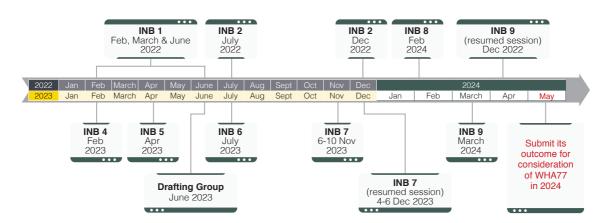


Figure 4.10 Timeline of INB WHO CA+ (Pandemic Agreement) Preparation

# **WGIHR**

# Working Group on Amendments to the International Health Regulations



Figure 4.11 Timeline of Targeted Amendments to IHR (2005)

Consequently, all member states, in collaboration with WHO, established two (2) key negotiation platforms: the INB for crafting the INB WHO CA+ (Pandemic Agreement) and the WGIHR to refine the IHR (2005). Malaysia actively participates in these discussions, reaffirming its dedication to strengthening global health security based on the principles of sovereignty, justice, equality and transparency. This involvement aligns with the broader goals shared by other WHO Member States.

# PLANNING PHASE FOR DEVELOPMENT OF ELECTRONIC SYSTEM FOR NATIONAL CENTRE FOR DISEASE CONTROL (eNCDC)

The eNCDC System is a comprehensive information system to support national preparedness and control activities. The planning phase started at the end of 2022 and continued in 2023, involving various activities and units or sectors in the BKP and National Public Health Laboratory (NPHL). It will comprise eleven (11) main modules and 51 sub-modules which cover all activities in both components. The budget was approved in Rolling Plan 4 (RP4), Twelfth Malaysia Plan (12MP). The development phase of eNCDC will start in 2024, which involves presentations for approval at the ICT Technical Committee (JTICT), MOH ICT Steering Committee (JPICT) and ICT Steering Committee for Public Sector (JTSA) before proceeding into the tender process.

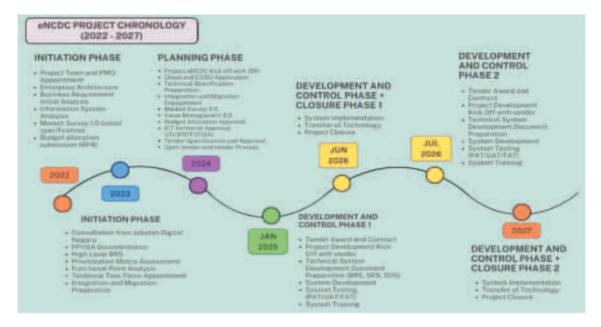


Figure 4.12 Timeline of eNCDC Development

# **COMMUNICABLE DISEASE BRANCH**

This branch aims to control vector-borne illnesses, HIV, TB, leprosy, Sexual Transmitted Infection (STI), Hepatitis C, zoonotic infections, vaccine-preventable sicknesses, food and waterborne diseases, and other communicable diseases, to improve community health. In alignment with WHO initiatives and Sustainable Development Goal (SDG) targets, the branch has initiated several communicable disease programmes, focusing on disease eradication, elimination and ending diseases initiatives as follows:

- A Disease Eradication Initiative
  - i. Eradicate Polio 2030
- B. Ending Initiatives
  - i. Ends AIDS 2030
  - ii. Ends STI 2030
  - iii. End TB 2035
- C. Disease Elimination Initiatives
  - i. Mother-to-Child Transmission of HIV and Syphilis
  - ii. Mother-to-Child Transmission Hep B 2030
  - iii. Malaria Elimination 2025
  - iv. Lymphatic Filariasis Elimination 2025
  - v. Hepatitis C Elimination 2030
  - vi. Measles & Rubella Elimination 2025
  - vii. Rabies Elimination 2030
  - viii. Leprosy: Zero Case Autochthonous by 2030

### **EMPOWERING THE COMMUNITY IN DENGUE PREVENTION AND CONTROL**

Dengue is an endemic disease in Malaysia. A cyclical pattern of dengue cases every 4-5 years was observed with previous epidemics reported in 2015 and 2019. In 2023, a total of 123,111 dengue cases were reported and had increased by 86.24% compared with 66,102 cases in 2022. Nevertheless, the reported dengue burden in 2023 was 5.4% less than in 2019 (pre-COVID-19 pandemic). A total of 100 dengue deaths were reported in 2023 with case fatality rate (CFR) of 0.08% which was below the national target of 0.2%. *Gotong-royong Mega Perangi* Aedes, a national event officiated by the Minister of Health, is held twice yearly alongside various agencies and local volunteers for community clean-up activity as well as to advocate for Aedes free environment.

#### STRENGTHENING ENTOMOLOGY ACTIVITIES IN DENGUE OUTBREAK LOCALITY

In the coming year, the focus is on enhancing dengue control efforts, especially in the hotspot area by implementing Entoforce. This is an intensive entomology approach which includes spatial and situational analysis, entomological investigation, data analysis and proposal for improvement of control activities based on the Integrated Vector Management (IVM) concept. In addition, the MOH also aims to expand the release of Aedes mosquito with Wolbachia in Malaysia through the addition of ten (10) new localities each year.



Image 4.8 *Madani Afiat* and *Gotong-royong Mega Perangi* Aedes 2.0 Programme in Johor

#### STRENGTHENING EFFORTS BEYOND MALARIA ELIMINATION

Malaysia has successfully maintained zero indigenous human malaria status in 2023 for the sixth consecutive year, since 2018. In 2023, there were 3,628 malaria cases reported of which 749 (20.6%) cases were human malaria and 2,879 (79.36%) were zoonotic malaria. Among the human malaria cases reported, 667 (89.05%) were imported and 82 (10.95%) were introduced. There were 16 malaria deaths reported in 2023, compared to 12 deaths in 2022. This programme has successfully developed the National Strategic Framework for Prevention of Malaria Reestablishment (NSFPOR) 2021-2026 to strengthen the existing strategies during the elimination phase. However, the challenges remain at the high-risk malaria localities especially involving hard-to-reach populations in the rural area with exposure to increasing risk of importation of malaria from endemic countries either from influx of foreign workers or Malaysian workers returning from endemic countries.

#### **TOWARDS LYMPHATIC FILARIASIS ELIMINATION**

The National Lymphatic Filariasis Elimination Programme (LFEP) has successfully reduced the prevalence of lymphatic filariasis (LF) to less than 2% in all 81 (100%) endemic mukims in Peninsular Malaysia. However, five (5) of the total 46 (89%) endemic mukims in Sabah and Sarawak have yet to achieve less than 2% LF prevalence. To achieve the target, these remaining endemic mukims are undergoing active surveillance and Mass Drug Administration (MDA) with triple-drug regimen of ivermectin, diethylcarbamazine (DEC) and albendazole to bring down the LF prevalence to less than 2% by the year 2025.

#### **HIV AND YOUNG ADULTS: A CALL TO ACTION**

In 2023, 75% of new HIV infections were reported among individuals aged 20 to 39, with 90% being males and 96% transmitted sexually. MOH has implemented several strategies:

- i. PROSTAR 2.0 programme, now a school-based initiative, aims to enhance teens' resilience and awareness regarding HIV, STIs and biopsychosocial-spirituality. Training of Trainers was conducted in 2023 involving 46 healthcare workers from each state.
- ii. To improve access to sexual health services for at-risk youth, MOH has launched the first edition of the HIV Self-Testing Guideline and TestNow website in 2023. This platform provides the public with HIV information, risk assessment and self-test kits.
- iii. The PrEPGov pilot project, initiated at 21 KKs, aims to assess the feasibility and public health impact of providing Pre-exposure Prophylaxis (PrEP) to those at risk. The service has been expanded to 31 clinics in 2024.
- iv. Partner Referral Guideline was developed to standardise detection procedures and case management. The aim is to facilitate early detection, contact referral and prudent legal actions to prevent HIV spread among the community.



Image 4.9 Launching Ceremony of HIV Self-Testing Guideline and The TestNow Portal During the World AIDS Day 2023 Celebration

#### **TOWARDS END TB 2035**

Tuberculosis remains a major public health concern in Malaysia. There were 26,781 reported TB cases in 2023 with a notification rate of 80.2 per 100,000 population, an increment of 1,390 cases (5.47%) as compared to 25,391 cases with a notification rate of 77.8 per 100,000 population in 2022. The number of TB deaths for 2023 was 2,623 with a TB mortality rate of 7.86 per 100,000 population as compared to 2,572 with TB mortality rate of 7.88 per 100,000 population in 2022. The number of multi-drug resistant TB (MDR-TB) and rifampicin-resistant TB (RR-TB) were 175 cases as compared to 170 cases in 2022. BCG immunisation coverage for the live birth babies for 2023 was 98.65%.

Early tuberculosis case detection and early commencement of treatment are important to reduce further spread in the community. Therefore, the National Strategic Plan to End TB (2021-2030) has been developed to support preventive and control strategies. In 2023, 192,900 individuals who were contacts of TB cases were screened and 1,083 (0.56%) were diagnosed with TB. Furthermore, Latent TB Infection (LTBI) detection and TB Preventive Treatment (TPT) have been implemented. In 2023, there were 11,241 individuals eligible for TPT with 8,295 (73.79%) agreeing to take TPT.

#### **TOWARDS ZERO NEW LOCAL LEPROSY CASE 2030**

Malaysia attained leprosy elimination status as a public health burden in 1994, with a prevalence rate of 0.9 cases per 10,000 population. The number of reported cases has consistently declined since 1994 with a prevalence rate of <1 case per 10,000 population. WHO is now focusing on elimination based on interruption of transmission, aiming for zero new autochthonous cases by the year 2030. In 2023, the reported number of leprosy cases was 256, representing an increase of 73 cases (39.89%) compared to the 183 cases reported in 2022. Of this total, 141 cases were new adult autochthonous cases, and 13 cases were children. The number of new leprosy cases with Grade 2 disabilities registered was 33 cases, with a rate of 1 per 1 million population. A total of 75% of leprosy patients received treatment in 2021 (multibacillary) and 2022 (paucibacillary) had completed their treatment.

#### **RABIES ELIMINATION 2030**

There were 21 cases of Rabies reported among humans (Human Rabies) in 2023 with 19 deaths (case fatality rate: 90%). 95% of deaths (n=18) occurred in Sarawak (local transmission) meanwhile one (1) case was reported in Selangor involving an imported case. A total of 75 cases with 68 deaths (case fatality rate: 91%) have been reported among humans since the Rabies outbreak was declared in 2017.

### REDUCTION IN HAND, FOOT & MOUTH DISEASE (HFMD) INCIDENCE

For HFMD, a total of 136,543 cases were reported in 2023 compared to 149,578 in 2022; a decrease of 8.7%. The increase in cases by 53% in epidemiological week 19 (n=1,327) compared to week 18 (n=870) was caused by movement between states and districts during festivals. The main causative agent was Coxsackie A6 (44%; 940 out of 2,131 positive samples).

#### STATUS OF OTHER ZOONOTIC DISEASES

There was an increase of 16% for the notification of Melioidosis in 2023; 749 cases compared to 644 cases in 2022. The case fatality rate for Melioidosis was 15% (112 deaths). For Leptospirosis notifications, there were 1,498 cases confirmed through laboratory investigations with 25 deaths reported (Case fatality rate: 1.7%). There were 21 cases of Brucellosis reported and confirmed through laboratory investigations in 2023 with two (2) outbreaks occurring in Terengganu which involved four (4) cases who consumed unpasteurized goat's milk. A total of nine (9) Mpox cases had been reported and all cases had a history of high-risk activities. There was one (1) case of Q fever reported in 2023 in Kelantan. There had been no cases reported for Avian Influenza, Ebola, Nipah and MERS-CoV.

#### **POLIO-FREE STATUS THROUGHOUT 2023**

Malaysia has maintained its polio-free status throughout 2023. An assessment of the polio prevention and control programme was conducted by the WHO from 13 February to 3 March 2023. The evaluation results highlighted the need to strengthen activities related to Acute Flaccid Paralysis (AFP) surveillance and the Environmental Surveillance Programme for Polio Virus. A Training of Trainers session on Polio Surveillance, involving international polio experts, was conducted from 18-22 September 2023, with participants from the JKNs, hospitals and laboratories.

#### REDUCING MEASLES BURDEN

Measles incidence rose in 2023 to 53.90 cases compared to 6.40 cases per 1,000,000 people in 2022. A risk assessment for the measles outbreak was conducted in collaboration with the WHO from 16-20 January 2023. Considering the high risk of measles transmission, a measles-rubella immunisation campaign was implemented in the affected areas throughout 2023, and a nationwide campaign is scheduled for 2024.

#### PERTUSSIS PREVENTION

Pertussis (whooping cough) incidence increased in 2023 to 3.60 cases compared to 0.29 cases per 100,000 people in 2022. The administration of pertussis vaccine in the form of the tetanus-diphtheria-pertussis (Tdap) combination vaccine for pregnant mothers will be implemented nationwide in 2024, once vaccine supplies become available at healthcare facilities.

#### **FOOD POISONING IN SCHOOL**

The number of food poisoning episodes increased from 392 in 2022 to 496 in 2023, mainly occurring in schools. This might be attributed to the full opening of face-to-face school sessions compared to 2022 when many classes were conducted virtually. Out of the reported 496 episodes, 146 (29.44%) involved schools under the Ministry of Education Malaysia (MOE), 46 (9.27%) were non-MOE schools, 58 (11.69%) occurred in other institutions, 111 (22.38%) in residences, and 135 (27.22%) fell under other categories.

# OTHER FOOD AND WATERBORNE DISEASES

There was an increase in the incidence of typhoid and paratyphoid, cholera and hepatitis A, however, it has remained less than 1.00 per 100,000 population. The incidence of dysentery, increased to 1.48 per 100,000 population, marking the highest in the past ten (10) years.

### **ENTOMOLOGICAL INVESTIGATION (EI) ACTIVITIES**

In 2023, Aedes entomological investigation (EI) activities were implemented in 3,703 localities involving areas with Controlled Outbreaks (2,778 localities), Uncontrolled Outbreaks (439 localities) and Hotspots (486 localities). The EI results found that 1,287 (34.8%) of the outbreaks were still at risk of persistent infection. MOH has implemented the release of Aedes mosquitoes with Wolbachia in 32 localities, and only 19 localities were eligible for evaluation. All 19 localities have shown a decrease in dengue cases from 45% to 100%.

El was carried out in 15 localities that reported malaria cases to ensure that was no local human malaria (indigenous) cases. It was found that two (2) localities recorded "high" receptivity value, 10 localities with "moderate" and three (3) localities with "low" receptivity value. All localities that recorded "high" receptivity are prioritize for the monitoring activity.

For Mansonia mosquito surveillance, a total of 87 (59%) El activities were carried out focusing on cases of Brugia malayi infection. The main species of Mansonia recorded are M. bonneae, M. uniformis and M. dives. A total of 35 localities were carried out in parasitic detection via dissection or molecular method and it was found that two localities were positive with filariasis parasite.

#### CONSULTATION ON PEST OF PUBLIC HEALTH IMPORTANCE

The Entomology and Pest (E&P) Sector also provides consultation and control measures on pests of public health importance such as termites, rodents, fleas and others. A total of 430 complaints were received by E&P Units in states and districts involving health facilities (52%), government premises (30%) and residential (10%).

# **NON-COMMUNICABLE DISEASES (NCD) BRANCH**

NCDs pose a significant challenge to Malaysia's healthcare system. The burden of NCDs is harming the population's health as well as the nation's economy. The National Strategic Plan for NCD (NSP-NCD) 2016-2025, which emphasizes prevention, early detection, and management of NCDs and their risk factors; by promoting healthy lifestyles, enhancing access to medical services, and bolstering health systems.

Occupational Safety and Health is an important aspect in an organisation. According to the Occupational Safety and Health Act 1994, employers are required to provide a safe and healthy working environment for their employees. Employees must also follow safety and health regulations and notify their employers of any unsafe working conditions or hazards.

Environmental health and climate change aim to prevent and control climate change and environmental pollution-related diseases. Activities include surveillance of illnesses related to climate change such as floods, haze and heat waves as well as activities on adaptation and mitigation of climate change. Other consultations includes Environmental Impact Assessment (EIA), Health Impact Assessment (HIA), environmental toxicology assessment and advocacy related to issues or health risks caused by environmental pollution from various hazards.

#### **NATIONAL HEALTH SCREENING INITIATIVE (NHSI)**

In 2023, 1,531,537 Malaysian populations were screened through this initiative (102.1% from 1.5 million annual target) with 1,053,060 screened were from MOH programmes, 340,257 were from PekaB40 and 138,220 through SOCSO). From this screening activities, it was found that:

- i. BMI screening result; 246,901 individuals with normal BMI (23.4%), 53,328 were underweight (5.0%), 368,830 individuals were overweight (34.9%) and 387,976 individuals were obese (36.7%).
- ii. 86,676 (8.2%) were healthy individuals and had no NCD risk factors.
- iii. 497,687 (47.1%) were individuals who had already been diagnosed with NCD during screening.
- iv. 413,404 (39.1%) were individuals who were identified with NCD risk factors (abnormal BMI, smoking, abnormal blood pressure, abnormal glucose or abnormal cholesterols level).
- v. 54,123 (5.3%) are individuals without NCD but had a history of smoking, history of alcohol intake and positive family history of NCD

Promotional and prevention activities still needed to be done to ensure more Malaysians are screened for early detection of NCDs and prompt treatment.

# **SMOKE-FREE HOME (RBAR)**

The KPI monitored by the KOSPEN Programme is RBAR. The RBAR initiative aims to create a smoke-free environment for passive smokers. This policy is implemented with the house owner's permission to officially declare the home a no-smoking zone and place an RBAR at the front door. A total of 766 localities (92%) in KOSPEN met the target of at least ten (10) houses participating in the RBAR programme. All states met their target of 60% of localities participating in RBAR.





Image 4.10 Smoke-Free Home Sign (RBAR)

# **WORKPLACE HEALTH INTERVENTIONS**

As of 2023, a total of 190,119 personnel have been screened from 2,100 agencies participating in the KOSPEN WOW programme. The screening results found 12,375 personnel (7%) with a blood pressure reading  $\geq$ 140/90mmHg and 21,873 personnel (12%) had a capillary glucose reading  $\geq$ 5.6 mmol/L (fasting) or  $\geq$ 7.8 mmol/L (random). A total of 9,549 personnel (77%) were detected with a blood pressure reading  $\geq$ 140/90mmHg and 9,732 personnel (44%) with a capillary glucose reading  $\geq$ 5.6 mmol/L (fasting) or  $\geq$ 7.8 mmol/L (random) were referred to a health facility for further examination.

KOSPEN WOW also conducted a Weight Management Programme, involving 547 personnel, with 111 personnel (20%) successfully losing at least 5% of their original body weight, within three (3) months. A total of 305 personnel remained until the sixth month and 113 personnel (37%) managed to lose at least 10% of their original weight.





Image 4.11 KOSPEN WOW Programme

# **SHARPS INJURY SURVEILLANCE (SIS)**

A total of 1,930 cases of sharps injuries were notified to the Occupational Safety and Health (OSH) Sector in 2023. The number of cases reported showed an increase of 39.2% compared to the 1,173 cases in 2022. In 2023, from the total cases of sharps injuries, 1, 473 were cases of needle stick injuries and therefore, the OSH sector plans to request the acquirement of safety needles for all health facilities in 2024 to reduce the occurrence of needle stick injuries among healthcare workers.

# ACCIDENTS AND INJURIES, DANGEROUS OCCURRENCES, OCCUPATIONAL POISONING AND DISEASE SURVEILLANCE

There was an increase of 50.2% in the number of cases of accidents and injuries (not including sharp injuries) reported among healthcare workers and 89.4% increase in the number of occupational poisonings reported as compared to the year 2022. Meanwhile, there were 315 cases of occupational lung diseases notified in 2023 compared to 116 cases in year 2022.

# OCCUPATIONAL HEALTH DOCTOR (OHD) COURSE

OHD course for MOH officers is a yearly event aimed at increasing the number of OHDs among MOH medical doctors to carry out occupational health services in MOH facilities. In 2023, it was held at the National Institutes of Health (NIH) comprising a total of 48 participants from all over the country 2023. This course was held in three (3) sessions which were Session 1 (14-16 July 2023), Session 2 (18–20 August 2023) and Session 3 (22-25 September 2023).

### OCCUPATIONAL SAFETY AND HEALTH (OSH) WEEK

OSH Week was organised from 20 July to 3 August 2023 and was launched by the Minister of Health. During this OSH week, many activities were carried out which comprising of Hazard Identification, Risk Assessment and Risk Control (HIRARC) activity, Automated External Defibrillator (AED) and Cardiopulmonary Resuscitation (CPR) activity, lectures and talks on OSH, Commuting Awareness–Defensive Driving, Tiktok competition on OSH, hiking activity in Bukit Batu Putih Tanjung Tuan and health screening.





Image 4.12 OSH Week Celebration

## UNITED NATIONS FRAMEWORK CONVENTION ON CLIMATE CHANGE (UNFCCC)

The Environmental Health Unit (EHU) was involved in the preparation of the Fourth National Communication (NC) and Biennial Update Report (BUR) under the UNFCCC on public health chapter. The MOH attended the inaugural Climate & Health Ministerial meeting, which was held in December 2023 during the 28th Conference of the Parties (COP28) UNFCCC in Dubai, United Arab Emirates (UAE). The delegation was led by the Minister of Health together with the Director General of Health and an official from EHU. Malaysia also endorsed the Declaration on Climate and Health which was launched during the meeting.



Image 4.13 COP28 UNFCCC Climate & Health Ministerial Meeting 2023

# FLOOD MANAGEMENT (HEALTH) AND HEAT & HAZE-RELATED ILLNESS SURVEILLANCE

EHU had activated the National CPRC Flood Operations Room twice (2) for flood management of the Northeast Monsoon (MTL) 2022/2023 from 1-23 March 2023 and the Northeast Monsoon (MTL) 2023/2024 starting 26 December 2023 to 31 January 2024. During Epidemiological Week (EW) 16-45 in 2023, there were 65 cases of heat-related sickness, three (3) of which were fatal. Meanwhile, 17 sentinel health clinics and four (4) sentinel hospitals monitored haze-related illnesses daily in locations with an unhealthy Air Pollution Index (API). The trend of haze-related illness recorded cases revealed an increase in Upper Respiratory Tract Infection (4.5%) and asthma (19.6%) cases, during the haze period within Southwest Monsoon (EW 40-42) when as compared to the non-haze period within Southwest Monsoon (EW 20-39) in the same year.

### THE SMOKING CONTROL PRODUCTS FOR PUBLIC HEALTH ACT 2024 [ACT 852]

The Smoking Control Products for Public Health Act 2024 [Act 852], was approved by the Dewan Rakyat on 30 November 2023, followed by the Dewan Negara on 14 December 2023.

The act was subsequently officially published on 2 February 2024. This legislation enforces comprehensive regulations on smoking products, encompassing both conventional cigarettes and electronic cigarettes or vape. It also includes prohibitions on the sale, purchase and usage of these products by minors (OBD). MOH is committed to executing a five-year Advocacy Plan. This plan is centred around health education initiatives that advocate for and prevent smoking, aiming to safeguard the younger generation. The goal is to ensure that individuals remain non-smokers from primary school through secondary and university levels, aligning with the nation's mission to eradicate all forms of smoking practices by the year 2040.



Image 4.14 The Smoking Control
Products for Public Health
Act 2024 [Act 852]
Gazettement in Dewan Negara

# NATIONAL PUBLIC HEALTH LABORATORY (NPHL)

NPHL consist of four (4) main departments namely the Quality Department, Food Department, Disease Department and Epidemiological Department. The Quality Department is responsible for strengthening laboratory quality management and operations, in line with national and international standards. The Food Department, NPHL plays a role in carrying out food analysis to ensure that the food marketed is safe through implementing the Food Act 1983. The Disease Department conducts laboratory surveillance, outbreak investigation and quality assurance activities including Proficiency Testing Providers for External Quality Assurance (EQA), kit evaluation and technical training programme. The Epidemiology Department assists in planning, implementing, monitoring and evaluating laboratory surveillance activities, providing human resources and technical guidance and advisory of laboratory perspective in outbreak investigation or public health events. Activities were as follows:

# NATIONAL LABORATORY STRATEGIC (NLSP) SWOT ANALYSIS WORKSHOP

The workshop was held in Thailand from 8-10 November 2023, aimed to conduct a SWOT analysis to establish the National Laboratory Straegic Plan (NLSP). This workshop involved collaboration among four (4) countries: Thailand, Timor-Leste, Indonesia, and Malaysia. It was attended by representatives from various agencies, including clinical services, veterinary services and food-related sectors.



Image 4.15 Workshop Participants
National Laboratory
Strategic (NLSP) SWOT
Analysis Workshop

# WHO BENCHMARKING OF THE NATIONAL MEDICINE AND VACCINE REGULATORY SYSTEM

On 20-24 November 2023, the WHO Benchmarking of the National Medicine and Vaccine Regulatory System took place. The assessment utilised the criteria outlined in the Global Benchmarking Tool (GBT) to evaluate the overall standard of drug regulation implemented by a country. The assessment was carried out by the National Pharmaceutical Regulatory Agency (NPRA) and the Vaccine Potency Laboratory NPHL, aimed to provide a benchmark for the achievement of vaccine laboratories in Malaysia. The assessment was conducted by two (2) assessors from South Korea and one (1) from Canada.



Image 4.16 WHO Benchmarking of the National Medicine and Vaccine Regulatory System Assessment

#### MYCOTOXIN TECHNICAL TRAINING UNDER NATIONAL REFERENCE

The Food Division in collaboration with MARDI Serdang has successfully organised a Mycotoxin Technical Training held at the MARDI Headquarters, Serdang on 11 July 2023. This programme was attended by 20 representatives from various government agencies and Institutions of Higher Learning (IPT). This training was conducted to introduce a rapid detection kit for mycotoxins (MARDI Sense), developed by the MARDI research group, led by Dr. Nur Azura binti Mohd Said, Principal Research Officer, Biotechnology & Nanotechnology Research Centre. This kit is capable of detecting the incidence of mycotoxins, AFB1 analyte on grain corn in the field in situ, real time and fast. Apart from this technical training, a representative from Universiti Putra Malaysia (UPM), Associate Professor Dr. Nik Iskandar Putra bin Samsudin also presented three (3) research projects that have been completed and are being carried out at the Faculty of Food Science and Technology.





Image 4.17 Mycotoxin Technical Training Organized by the NPHL

# ANALYSIS OF THE ENVIRONMENTAL SURVEILLANCE FOR POLIOVIRUS (ESPV) AND COVID-19

In 2023, ESPV was involved in analysing 381 specimens collected nationwide, which were processed by referral laboratories such as NPHL, KK PHL, and IMR. 48.6% tested positive for Non-Polio Enterovirus (NPEV). 496 samples of environmental surveillance for SARS-CoV-2 Community were conducted, from all states. Omicron variant was detected in 447 (90.1%) samples. Environmental surveillance at the POE, Kuala Lumpur International Airport (KLIA), involved the testing and analysis of 102 samples. Out of these samples, 98 (96.1%) were positive for PCR SARS-CoV-2. Of these, 60 samples detected a mixture of Variant of Interest (VOI) and Variant Under Monitoring (VUM) by Whole Genome Sequencing (WGS).

#### SURVEILLANCE OF PRIORITY PATHOGENS

In 2023, 13 laboratory surveillance reports were successfully submitted to the relevant stakeholders as scheduled. In addition, the NPHL has further enhanced the report to include genomic surveillance reports of SARS-CoV-2 and Measles in collaboration with the Virology Section of the Disease Department. Two weekly Bulletins on Laboratory Surveillance and Outbreak Reports were successfully published and disseminated. For 2023, the Epidemiology section conducted a three (3) day workshop to develop an Event-Based Surveillance (EBS) Laboratory Protocol, in collaboration with the WHO Country Office and WHO Experts from the WHO WPR office, in Manila, and the WHO HQ Laboratory Office, France.



Image 4.18 The EBS Workshop

### **CAPACITY BUILDING**

In 2023, training and capacity building of staff involved in the Rapid Response Team (RRT) was conducted concerning risk communication, incident management system, sample management (planning, sample collection, storage and transportation) and correct biosafety practices. This was followed by a workshop on the revision of the NPHL Laboratory Rapid Response Team Manual, conducted on. In November 2023, four officers from the NPHL had an attachment in Singapore to learn sampling techniques on wastewater for the SARS-CoV-2 virus and other enteroviruses.





Image 4.19 Capacity Building Workshop

#### **GUIDELINES REVISION**

Other activities conducted include the revision of several interim laboratory guidelines namely Mpox, MERSCOV, and Nipah virus, as well as the Laboratory Rapid Response Manual of NPHL., a workshop on Another output for the Outbreak Response Section was the weekly Laboratory EWAR was developed and circulated from September 2023 to date.

## LABORATORY INFORMATION MANAGEMENT SYSTEM (LIMS)

In 2023, this section took the lead in coordinating a series of workshops and discussions to prepare users' requirements for the laboratory module of the Electronic National Center for Disease Control (eNCDC) Project in collaboration with the Disease Control Department. The laboratory module namely Laboratory Information Management System (LIMS) is tailored to the specific needs of the Public Health Research Laboratory (PHRL) as part of the component of eNCDC Project.

In addition, the IT Section successfully implemented three supplementary modules via in-house development to enhance the existing lab management processes:

- i. Leprosy Modules in SIMKA V3 (October 2023)
- ii. Leprosy Results in SIMKA-Result (November 2023)
- iii. eMalaria System (March 2023)

These developments have been smoothly implemented nationwide, ensuring widespread integration and efficiency. Aligned with the commitment to continuous improvement and ensuring optimal performance in laboratory operations, the IT Section has successfully upgraded the network platform from MyGovNet 1.0 to MyGovNet 2.0. This upgrade represents a significant milestone in our efforts to enhance reliability, minimise downtime, and improve user experience across the organisation. In the event of an interruption or failure in the primary line of connectivity, the network will automatically reroute traffic to the next available active line. This proactive approach minimises downtime and ensures continuous access to essential services and resources.

# **FAMILY HEALTH DEVELOPMENT DIVISION (FHDD)**

FHDD provides primary healthcare through numerous clinics and outreach services, ensuring comprehensive services for all, including health promotion, disease prevention, detection and early treatment, chronic disease care, rehabilitation services, home care, and palliative care from pregnant mothers to the elderly population. They maintain healthcare quality through support services, human resource development and the implementation of tele-primary care.

#### PRIMARY HEALTHCARE INFRASTRUCTURE

Two (2) new facilities have opened to improve health services in response to rapid development and population growth. Additionally, 13 primary healthcare facilities have been upgraded to health clinics (KKs), including two (2) mother and child health clinics (KKlAs) and eleven (11) village clinics (KDs), to offer comprehensive services to the local community. Meanwhile, 62 primary healthcare facilities have been closed for safety and quality reasons.

#### CLINICAL SUPPORT SERVICES AT PRIMARY HEALTHCARE FACILITIES

In 2023, clinical support services at the primary healthcare level showed an increase in radiology services by 3.24%, from 247 KKs in 2022 to 255 KKs throughout Malaysia. The number of primary healthcare laboratories in health facilities also increased from 765 in 2022 to 777 laboratories this year. As for dietetic services, the number of appointments increased to 118 appointments, with dietetic service coverage at 575 KKs.

There were 449 appointments for various grades of physiotherapists placed in 298 KKs and 450 occupational therapy practitioners in 278 KKs. However, only three (3) appointments for speech therapy officers were placed in three (3) KKs.

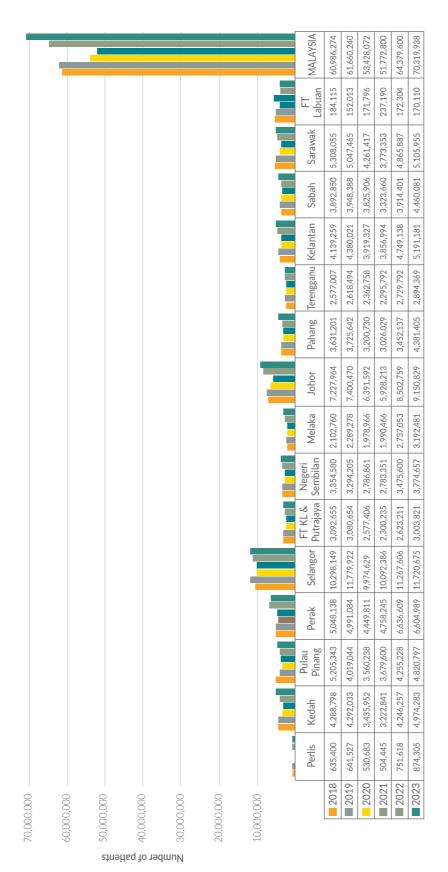
For medical social work services, 27 medical social work officers provided services in 241 KKs. In optometry services, two (2) permanent optometrists and 15 contract optometrists were placed in 17 KKs. Counselling services were conducted by 26 permanent psychology officers and 199 contract psychology officers.

#### THE INITIATIVE TO REDUCE CONGESTION IN HEALTH CLINICS

From 25 March to 31 December 2023, a pilot initiative was launched at the KK Bandar Botanik and expanded to five (5) other KKs to reduce congestion in the green zone of the Emergency and Trauma Department at nearby hospitals. This pilot initiative, led by the Special Task Force on Agency Reform (STAR), involved extending operating hours at six (6) KKs until 9:30 PM daily, including weekends and public holidays. It not only reduces congestion but also allows people to receive acute treatment after office hours.

# PRIMARY HEALTHCARE PATIENT ATTENDANCE

In 2023, a total of 70,319,938 patients received treatment at primary healthcare facilities throughout Malaysia. The trend of patient attendance at these facilities increased each year, except during the COVID-19 pandemic and the Movement Control Order (MCO) in 2020 and 2021. Selangor had the highest number of patient arrivals from 2018 to 2023, followed by Johor and Perak as shown in **Figure 4.13.** 



Number of Patients Attending Primary Healthcare Facilities from 2018-2023 Figure 4.13

### **MOBILE CLINIC (MC) SERVICES**

To enhance access to primary healthcare, the implementation of MC services and virtual consultations has been intensified. In 2023, a total of 311,654 visits to MCs with 40% from Indigenous ethnic groups, 25% Sabah natives, 18% Sarawak natives, 13% Malay, 2% Chinese and 1% from other ethnic groups and non-citizens respectively.

#### MATERNAL HEALTHCARE AND FAMILY PLANNING

Maternal healthcare encompasses antenatal care (ANC), intrapartum care and postnatal care (PNC) as well as family planning services. Pre-pregnancy care aims to optimise the health of women of reproductive age with medical conditions before pregnancy. In 2023, over 98% of pregnant women received at least one ANC visit, 99.6% had safe deliveries and 99.8% of postnatal mothers attended clinic visits at one (1) month. On average, women attended more than 12 ANC visits. Screening activities for GDM in 2023 showed that 23% of antenatal mothers detected GDM and 2.4% of postnatal GDM mothers with confirmed diabetes. At least 64% of women with medical conditions practised effective family planning methods.

The Maternal Mortality Ratio (MMR) decreased from 68.2 (2021) to 26.0 per 100,000 live births in 2022. The decline was attributed to successful efforts in containing the COVID-19 epidemic, as this infection had been a major cause of maternal death in the previous year.

The Action Plan to Reduce Maternal Mortality 2023-2030, aimed at achieving the MMR target in line with the Sustainable Development Goals (SDGs), has been developed. The approach to high-risk pre-pregnancy care has been expanded in specialist hospitals, through collaboration between the FHDD and the Medical Development Division to develop these guidelines.

The perinatal mental health programme is strengthened by introducing perinatal mental health screening, among other related activities. Therefore, the Perinatal Depression Screening and Management Manual in Primary Healthcare Facilities are being developed together with various expertise.

#### **CHILD HEALTHCARE**

#### **Children Immunisation**

In 2023, immunisation coverage achievement exceeded the target, reaching 95% for all types of immunisations under the National Immunisation Programme (NIP). **Table 4.3** shows the coverage achievement for key indicators at the national level for 2023.

Table 4.3 Achievement of Coverage for National Key Indicators for 2023

Indicator	Type of Immunisation	Achievement (%)
Sustainable Development Goal (SDG)	Dos 3 DTaP-IPV-HepB-Hib	103.60
	PCV Dos 1	100.58
Outcome-Based Budget (OBB)	MMR Dos 1	102.80

The expansion of the Catch-Up Pneumococcal Vaccination Programme (CHUPP) was implemented from 1 June 2023 to 31 May 2024, for children born in the years 2018 and 2019. The objective of this expansion is to provide protection to children who were not included in the original cohort for the Pneumococcal vaccine in the routine immunisation programme.

## **Early Disability Screening**

The focus of health services for children with disabilities (OKU) is early disability screening, confirmation, and rehabilitation. The achievement of early screening for children with disabilities 0-1 years for the year 2023 is 0.18%, exceeding the MOH target of 0.12%. Additionally, all 371,145 children aged 18-24 months underwent M-CHAT screening. Results showed that 1,453 (0.39%) children failed the screening, with 167 (11.5%) confirmed to have Autism Spectrum Disorder (ASD).

#### **HEALTH SCREENING**

# Screening for Non-Communicable Disease (NCD) Risk under The National Health Screening Initiative (NHSI)

A total of 1,247,537 screenings were conducted at primary healthcare facilities under the NHSI in 2023. Out of these, 1,053,399 clients were screened using the NCD Risk Screening, while an additional 194,138 clients received Package 1 Benefits: PeKa B40 Health Screening.

For the NCD Risk Screening, 143,863 individuals (13.66%) were found to have high glucose levels, 245,391 individuals (23.30%) had high blood pressure, 64,411 (36.50%) out of 176,615 individuals tested for blood cholesterol levels had high cholesterol levels, 386,534 individuals (36.69%) were obese with a BMI  $\geq$ 30, 39,312 (3.73%) were smokers and 11,865 individuals (1.13%) were at risk of alcohol addiction.

Through the PeKa B40 Health Screening, the majority of screened clients were found to have diseases: 63,996 individuals (38.5%) had diabetes, 105,040 individuals (63.2%) had hypertension, and 99,402 individuals (59.8%) had hypercholesterolemia. A total of 25,249 individuals (15.2%) were identified as new cases of diabetes, 9,721 (5.8%) were new cases of

hypertension, and 30,091 (18.1%) were new cases of hypercholesterolemia. Additionally, 38,747 individuals (10.3%) were obese with a BMI  $\geq$ 30, 17,153 individuals were smokers and 5,915 individuals (3.6%) were at risk of alcohol addiction.

#### **Adolescent Health**

Preliminary data for 2023 indicates that a total of 281,302 adolescents (5.22%) have undergone screening from Malaysia's adolescent population aged 10-19 years, which totals 5,393,800. The five (5) main problems identified are nutrition issues 26,476 (9.41%), risky behaviour problems 6,462 (2.30%), physical health problems 3,045 (1.08%), mental health problems 2,386 (0.85%), and sexual and reproductive health problems 2,255 (0.80%). The number of new pregnant adolescents registered in MOH primary healthcare facilities decreased from 10,349 in 2019 to 8,464 in 2023. Among these, 3,464 adolescents (40.93%) were unmarried and 7,185 adolescents (84.89%) were not in school. The highest number of registered pregnant adolescents in government health facilities in 2023 was in Sarawak (2,026 cases), followed by Sabah (1,065 cases) and Selangor (799 cases).

#### **Adult Health**

The women's reproductive cancer screening programme includes cervical and breast cancer screening. Currently, cervical cancer screening targets women aged 30-65 years who have never had sexual intercourse. This screening is conducted through two (2) main methods: pap smear/liquid-based cytology or Human Papillomavirus (HPV) DNA testing.

Preliminary data for 2023 shows that a total of 400,749 women (20.5%) have undergone cervical cancer screening. Of this number, 305,744 women (13.5%) have been screened using cytology methods and 95,005 women (7%) have undergone HPV DNA testing.

Clinical breast examinations are offered to women aged 20 and above at all health facilities. Women aged 40 and above found to be at risk for breast cancer should undergo annual mammography screening. For women aged 50 and above without major breast cancer risk factors, mammography screening should be conducted every two (2) years if the mammogram results are normal.

A total of 1,701,449 (28.7%) women aged 20 and above have undergone clinical breast examinations. Screening identified 15,622 women at risk for breast cancer who then underwent mammography screening. Based on the received mammogram reports, a total of 122 women were detected with breast cancer, resulting in a breast cancer detection rate of 0.78%.

## **Elderly Health**

The Dementia Action Plan 2023-2030 was presented and endorsed at a Special Meeting of the Director-General of Health in April 2023. This action plan was prepared in reference to the WHO Global Action Plan on The Public Health Response to Dementia 2017-2025. It emphasises enhancing sustainable healthcare and social support systems for people with dementia and caregivers through comprehensive, integrated and patient-centred care health services.

The Special Meeting of the Director-General of Health also approved the Elderly Health Service Action Plan 2023-2030 (PTPKWE 2023-2030) in September 2023. This action plan is aligned with the MOH Strategic Plan (2021-2025) and the Health White Paper (HWP). It aims to enhance continuous elderly health services through comprehensive, integrated and patient-centred

care health services involving all levels in the community, primary and tertiary care. Moreover, it emphasises cooperation and coordination among various ministries, agencies and non-governmental organisations in strengthening UHC.

FHDD adopts a proactive approach to ensure integrated care for the elderly at the primary healthcare level, focusing on person-centred care through GeCares. GeCares main goal is to optimise intrinsic capacity and functional ability as individuals age. Screened elderly individuals will be referred to Family Medicine Specialists for detailed assessment and offered personalised care plans.

Senior Clubs, established under the coordination of KKs, aim to encourage community engagement and involvement of non-governmental organisations in elderly healthcare. As of December 2023, there are 13,897 members affiliated with 266 active senior clubs.

The expansion of the Community Nurse's role in village clinics is an initiative to expand services through Community Based Primary Healthcare. It has been implemented in phases since 2019, and to date, 289 KDs are implementing this initiative.

### **OUTREACH SERVICES**

#### **School Health Service**

The School Health Plan was initiated in 1967 to ensure the optimal health of school children. School health services are given to pre-school children up to Form 4 students according to a set schedule. These services mainly include health education, screening, health appraisal, immunisation, treatment, referral and other related activities, which are given annually within schools. In 2023, the coverage of school health services for Year 1, Year 6 and Form 3 students exceeded 97%.

Regarding nutritional status in 2023, Sarawak showed the highest percentage of overweight and obese children in Year 1 at 19.14%. Perlis and Perak recorded the highest percentage of overweight and obese children among Year 6 students at 29.30%. Melaka documented the highest percentage of overweight and obese children among Form 3 students at 23.94%.

School health immunisation services are provided to school children in Year 1, Form 1 and Form 3. DT vaccines are given to Year 1 students, while Form 1 female students and Form 3 school children receive HPV and ATT vaccine respectively. In 2023, the coverage for DT and ATT immunisations was 94.68 % and 92.77% respectively. However, no HPV immunisation was administered to the Form 1 female school children cohort 2023 due to no HPV vaccine supply. There was a limitation in data collection as the data cycle for collecting school health data began in March 2023 and will end in March 2024.

### The Form 4 Thalassaemia Screening Programme

In 2023, among Form 4 students, a total of 247,178 were offered Thalassaemia screening to determine carrier status. Of those offered screening, about 226,240 students (91.52%) obtained written consent from their parents for the screening. Approximately 218,343 (96.50%) of those with written consent underwent screening, indicating a 10.0% increase compared to the previous year. Results showed 130,830 students (59.92%) were not Thalassaemia carriers, while

54,339 students (24.89%) were suspected carriers. Additionally, 29,920 students (13.70%) were detected to have iron deficiency anaemia and 3,254 students (1.49%) had other causes of anaemia.

## Community-Based Rehabilitation (PDK) Visit

A total of 567 Community-Based Rehabilitation (PDK) centres were visited for health checks and early health interventions for Persons With Disabilities (PWD), with 18,130 out of 18,320 PWD children (98.96%) having their health checked and receiving early interventions as required.

## **Domiciliary Care Service and Palliative Care**

The focus of health services for adults with disabilities is Domiciliary Care Services (PPD) and Palliative Medical Scope. As of December 2023, a total of 416 KKs have implemented PPD, and 225 KKs have implemented palliative care. A total of 26,505 bedridden patients have received PPD and 1,259 patients under palliative medical scope have been treated. In 2023, the scope of palliative medical care was expanded to Johor and Sabah.

### **EMERGENCY AND AMBULANCE SERVICES IN PRIMARY HEALTH FACILITIES**

In 2023, the emergency response time at primary healthcare facilities achieved the target, i.e., 100% of cases coming to the emergency unit during office hours responded within one (1) minute and 95% of cases after office hours responded within 15 minutes. The number of functioning ambulances decreased from 817 units to 787 units compared to 2022 due to a lack of distribution of new ambulances in 2023. In addition, a total of 68 ambulances with Beyond Economic Repair (BER) status were still in use during the BER process.

From 14-16 August 2023, Basic Life Support (BLS) training for Assistant Medical Officers was conducted in collaboration with the JKN Kedah involving 30 participants from all districts in Kedah and Perlis. In addition, 33 health personnel consisting of Family Medical Specialists, Medical Officers, and Assistant Medical Officers from the Public Health Programme attended the Training of Trainer Basic Life Support Instructor Course held according to zones under the National Committee on Resuscitation Training (NCORT).

### PRIMARY MEDICAL CARE

Among the main activities conducted to ensure the quality of healthcare delivery at MOH primary healthcare facilities were the strengthening of the implementation of the Enhanced Primary Healthcare (EnPHC) initiative through the review of procedures and referral documents to align with MOH's current direction. Workshops were held on 23-25 May 2023, attended by representatives from involved states and experts from various divisions and departments. By 2023, a total of 73 KKs had implemented the EnPHC initiative involving five (5) states i.e. Johor, Selangor, Kelantan, Negeri Sembilan and Perlis, with an increase of 18 KKs compared to 2022. The achievement for hypertension control indicators in EnPHC facilities, which are the KPI for Directors and Deputy Directors, was 61.30%.

Furthermore, the implementation of Pain as the 5th Vital Sign (P5V5) was expanded to all KKs. A total of 1,032 KKs implemented P5V5 in 2023. Modern wound care services were also strengthened and gradually expanded to all KKs. A total of 844 KKs provided modern wound care services in 2023.

#### PRIMARY HEALTH DIGITALISATION

The Teleprimary Care-Oral Health Clinical Information System (TPC-OHCIS) is the MOH Electronic Health Record System. It was piloted in 2017 and has now been expanded to 106 KKs in nine (9) states throughout Malaysia. It is used in all types of KKs from super I to type VII in urban and rural areas including Sabah and Sarawak. In 2023, TPC-OHCIS achieved a high system usage rate, namely 88.3% in outpatient units and 83.3% in MCH units. This high usage rate has resulted in a large TPC-OHCIS database sized at 4.07 terabytes with 3.6 million patients and 21.6 million clinic visits. This large database has enabled MOH to make data-driven decisions to achieve cost-effective programme implementation objectives.

TPC-OHCIS data extraction occurs almost every week, playing a crucial role in making decisions within STAR projects aimed at reducing emergency department congestion. The reduction in KK working hours in this STAR project has been reduced to more cost-effective periods using TPC-OHCIS data. TPC-OHCIS data is instrumental in crafting health benefit packages for national health financing. In 2023, 69 research studies were conducted using TPC-OHCIS data. At present, the International Medical University (IMU) is harnessing TPC-OHCIS data to train datasets for implementing Precision Medicine in the Seremban Diabetes Cohort (SeDia) study at the KK Seremban. TPC-OHCIS data is also used to conduct diabetes and hypertension audits. Representatives from each state champion presented TPC-OHCIS data analyses at the national level TPC-OHCIS meeting on 19-21 September 2023.

#### **APPOINTMENT SYSTEM**

The MyVAS appointment system and MySejahtera Application were introduced in January 2023. This initiative aims to enhance service efficiency and facilitate client access to services provided at primary healthcare facilities. The appointment system also assists healthcare facilities in scheduling services based on their capacity to avoid congestion at registration and waiting areas. However, for emergency cases, clients can proceed directly to healthcare facilities as usual without needing an appointment.

Table 4.4 The Achievement of the Appointment System Initiative for 2023

Item	Numbers
The number of health clinics utilizing the MyVAS appointment system and MySejahtera application	914
The total number of appointment slots opened and available for clients to book	14,629,310
The number of appointment slots booked through the MySejahtera application	2,360,959

#### VIRTUAL CLINIC

In 2023, a total of 367 KKs have implemented virtual consultations, which have successfully benefited 109,763 patients.

#### **PRIMARY QUALITY & INNOVATION**

#### **Prevention and Infection Control**

A total of 707 Compliance Audits of Standard Precautions Practices were conducted in 2022. The compliance rate reached 96.4%, showing a decrease of 0.6% compared to 2021 but still meeting the set target of 95%. The Hand Hygiene Compliance Survey was conducted at 358 KKs, revealing that 92% of hand hygiene practices were implemented out of 161,000 hand hygiene opportunities audited.

#### **Patient Safety Programme**

In 2023, only 572 out of 675 incidents reported were patient safety-related incidents at primary healthcare facilities. The highest reporting came from Selangor, followed by Perak and Johor. Medication-related errors were the frequently reported incidents followed by patient falls and errors in clinical patient management.

# **NUTRITION DIVISION**

# NATIONAL STRATEGIC PLAN TO COMBAT DOUBLE BURDEN OF MALNUTRITION (BBM) AMONG CHILDREN IN MALAYSIA. 2023-2030

The National Strategic Plan for Combating the Double Burden of Malnutrition among Malaysian Children, 2023-2030 has been established and presented at the Special Committee Meeting for Combating the Double Burden of Malnutrition among Children (JKK BBMKK) chaired by Deputy Prime Minister on 4 April 2023. This committee consists of 16 cabinet ministers as well as the top management of the ministry and functions to monitor the implementation status of this strategic plan.

This strategic plan emphasises five (5) strategies with 31 main initiatives that in line with the mission of Nutrition Policy of Malaysia 2.0 and the 12<sup>th</sup> Malaysia Plan through Priority Area B: Improving the Delivery of Health Care Services.

The achievement of these key indicators will be obtained through the National Health and Morbidity Survey (NHMS). The implementation of each initiative will be monitored every three (3) or six (6) months. The implementation status of this strategic plan will be reported in the JKK BBMKK Meeting held twice a year.



Image 4.20 The Deputy Prime Minister Chaired the JKK BBMKK in Parliament on 4 April 2023



Figure 4.14 National Strategic Plan to Combat the Double Burden of Malnutrition among Malaysian Children 2023-2030

### ADVOCACY TO REDUCE SUGAR INTAKE AMONGST MALAYSIAN

The Prime Minister of Malaysia has called upon all ministries to implement sugar reduction campaigns to increase awareness and cultivate the practice of consuming less sugary food and drinks among the population to reduce diabetes prevalence in Malaysia.

### The Reduce Sugar Campaign by MOH 2023

The MOH launched the Reduce Sugar Campaign on 29 October 2023 at Precinct 16 Food Court, Putrajaya and was officiated by the Minister of Health. The campaign logo and tagline which is *Sugar: 1 Teaspoon is Enough, Less is Better, None is the Best!* were also launched during this event. Among the highlights of this event was the presentation of commitment plaques to food court and food truck operators in Putrajaya, as well as the issuance of certificates to all the Directors of State Health Departments to implement the sugar reduction campaign at the state level.

# Development of The Strategic Plan for The Reduction of Sugar Consumption Amongst Malaysian 2024-2026 and The Advocacy Plan for Reducing Sugar Consumption

The Strategic Plan for the Reduction of Sugar Consumption Amongst the Malaysian 2024-2026 focuses on efforts to reduce sugar consumption among the Malaysian population involving collaboration among various ministries, agencies, and industry players. This plan comprises five (5) main strategies supported by 54 activities. In the meantime, the Advocacy Plan for the Reduction of Sugar Consumption Amongst the Malaysian 2023-2026 was established to support more specific sugar reduction activities. This plan will focus on eight (8) settings covering various approaches that would have a better impact on the community.

# **Engagement Sessions with Ministries and Agencies**

Collaboration and synergy among various parties are essential to ensure that information regarding the importance of reducing sugar intake for health is widely conveyed to the public. These engagement sessions were conducted both at the ministry and state levels. Among the engagement sessions conducted include collaborations with the Ministry of Domestic Trade and Consumer Affairs, Perbadanan Putrajaya (PPj), National Consumer Council (Majlis Pengguna Negara), Malaysian Muslim Restaurant Owners Association (PRESMA), Local Authorities, State Assembly Offices (DUN) and the supermarkets.

### The Implementation of Nutrition Advocacy Activities to Reduce Sugar Intake

The nutrition advocacy activities conducted are to create awareness towards cultivating reduced sugar intake among the Malaysian population. One of the strategies adopted is to educate and provide information related to nutrition for beverage operators to offer less sweet drinks to consumers. Various community-level activities have been implemented such as demonstrations of less sweetened teh tarik, sugar awareness talks, competitions and related exhibitions. Furthermore, advocacy for promoting healthy meal preparation practices during meetings is also carried out at the ministry and state levels. Social media platforms are also utilised to disseminate messages using infographics, videos and other educational materials using platforms such as Facebook, TikTok, Instagram and YouTube.





Image 4.21 The Launching Ceremony of the Reduce Sugar Level Campaign by MOH 2023



Image 4.22 Advocacy Activities to Reduce Sugar Intake at State Level

# THE LAUNCHING AND PUBLICATION OF A SERIES OF MALAYSIAN DIETARY GUIDELINES AT THE NATIONAL LEVEL 2023

In 2020, the MOH has published the Malaysian Dietary Guidelines (MDG 2020) and the Malaysian Food Pyramid 2020 (MFP 2020). MDG 2020 focuses on the target group aged 18-59 years, while MFP 2020 focuses on the age group of seven (7) years and above. MDG and MFP 2020 are healthy eating references at the national level that need to be used by health professionals and related stakeholders involved in delivering healthy eating messages either directly or indirectly to the community.

Apart from MDG and MFP 2020, four (4) series of Malaysian Dietary Guidelines specific to the target group have also been developed, namely:

- i. Malaysian Dietary Guidelines for Children and Adolescents (MDGCA)
- ii. Malaysian Dietary Guidelines for Older Persons (MDGOP)
- iii. Maternal Dietary Guidelines for Malaysia (MDGM)
- iv. Malaysian Dietary Guidelines for Vegetarians (MDGV)

This series of Malaysian Dietary Guidelines was officially launched on 2 October 2023, by DG, in a hybrid launch ceremony. The dietary guidelines series can be accessed through the website of the Nutrition Division https://hq.moh.gov.my/nutrition/.

This series of Malaysian Dietary Guidelines will be used by the entire community widely and should be utilized best by all parties towards achieving a better nutritional and health status.





Image 4.23 Series of Malaysia Dietary Guidelines launched by DG on 2 October 2023

### **2ND MOH NUTRITIONISTS' SYMPOSIUM: LEADING INNOVATION IN NUTRITION**

The symposium was held on 13-14 February 2023, at Movenpick Hotel & Convention Centre, KLIA, Sepang, involving 250 MOH Nutritionists nationwide. This second symposium themed *Leading Innovation in Nutrition* was officiated by TKPK KA. The theme was chosen to encourage innovation and creativity among nutritionists and to instil it in their daily practices. This is in line with the government's aspiration to enhance and promote innovation activities towards service improvement.

The activities held during this symposium were innovation and best practices poster competition, oral presentations and State Nutrition Potpourri. Knowledge-sharing sessions related to innovation by speakers from government, private and international agencies were also conducted.





Image 4.24 The Opening of the 2<sup>nd</sup> MOH Nutritionists' Symposium 2023

# ACHIEVEMENT OF KEY PERFORMANCE INDICATORS (KPI) NUTRITION DIVISION 2023

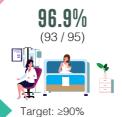
**78.5%** (2,065 / 2,631)

Percentage of underweight children in the Rehabilitation Programme for Malnourished Children who gained weight based on the 2006 WHO growth standards

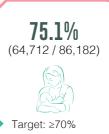


Target: 73%

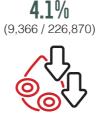
Percentage of hospitals that maintain Baby Friendly Hospital status



Percentage of six-month-old infants attended at the Health Clinic who are exclusively breastfed



Percentage of anemia (Hb <11gm%) among pregnant women at 36 weeks of pregnancy (January-September 2023)



Target: ≤5.0%

The percentage of schools complied with the list of food and drinks sold in the Malaysian Ministry of Education's (MOE) school canteen





Target: ≥50%

**68.3%** (123 / 180)

Percentage of Parent Teacher Associations (PIBG) with a C-HAT (*Cara Hidup Anda Terbaik*) Lead Trainer (JU) implementing nutrition and health activities

















# **PUBLIC SECTOR E-LEARNING (EPSA)**

To support efforts to strengthen training through digital initiatives, the Nutrition Division has taken the opportunity from the availability of technology to provide online nutrition-related training facilities. The system can be accessed through various platforms such as personal computer, laptop, smartphone or tablet. This EPSA course material has been developed by a Subject Matter Expert (SME) and learning designers.

### **Development of Epsa Course Materials**

### Malaysian Dietary GuidelineS 2020

This course provides an introduction to the MDG 2020 which is a long-term (10-year) healthy eating guide at the national level.

### Management of Gestational Weight Gain (Gwg) at Health Clinic

This course is a closed course tailored for health professionals of the MOH Medical Officers, Nutritionist, Staff Nurses and Post Basic Trainers to guide health personnel on strategies to monitor weight gain in pregnant women (Gestational Weight Gain, GWG) to achieve optimal weight gain as recommended by the MOH.

# Pinggan Sihat Malaysia

This course discusses the steps to plan a meal using the Pinggan Sihat Malaysia, the five (5) main recommendations, the importance, and how to achieve the recommendations to further support meal planning according to the Pinggan Sihat Malaysia.

### Healthy Eating Responsibility for Women (HER)

This course explains healthy eating practices and healthy lifestyles among women which is HER initiative that encourages women to take responsibility for healthy eating and lifestyle practices for better health.



Figure 4.15 EPSA Course Materials Developed in 2023

Table 4.5 List of EPSA Course Materials Developed in 2023

Course	Course Code	Course Hour	Minimum Learning Period	Offer Status	Dates Offered on the INTAN Portal
Panduan Diet Malaysia 2020	EZA0287	2 hours	30 minutes	Open	11 May 2023
Pengurusan Peningkatan Berat Badan Wanita Hamil (GWG) di Klinik Kesihatan	EZA0290	2 hours	30 minutes	Closed (for health professional)	20 May 2023
Pinggan Sihat Malaysia	EZA0301	2 hours	30 minutes	Open	27 September 2023
Pemakanan Sihat Wanita (HER)	EZAO311	2 hours	30 minutes	Open	19 January 2024

# **HEALTH EDUCATION DIVISION (HED)**

The HED has been a leading organisation in the implementation of national health promotion activities since 1991. For three (3) decades since its establishment, the HED has undergone a series of evolutions in the delivery of health promotion services aimed at improving the health literacy of Malaysians through disseminating health information across various media platforms, modification of health behaviour, advocacy, and community empowerment. The National Agenda for Healthy Malaysia (ANMS) focuses on four (4) Thrusts namely:

- i. Strengthening the Promotion of a Healthy Living Culture
- ii. Strengthening Health Wellness Services
- iii. Empowering Self-Health Control
- iv. Strengthening Environmental Cleanliness

# THRUST 1: STRENGTHENING PROMOTION OF HEALTHY LIVING CULTURE THROUGH MEDIA AND ACTIVITIES

A healthy lifestyle and a supportive environment are essential to health and well-being. To promote healthy living and improve accessibility to health information, various media platforms and health promotion activities are used to ensure that people benefit from accurate and timely health messages.

# PROMOTION OF HEALTHY LIVING CULTURE ON SOCIAL MEDIA, CONVENTIONAL MEDIA AND EXTERNAL MEDIA

The HED implemented the Healthy Living Culture Campaign to enhance awareness, understanding and empower people to adopt a healthy lifestyle. In 2023, 21,867 health promotion and education materials related to healthy living culture were published and 808,267 materials were distributed, including infographics, videos, e-magazines, books, posters, brochures and others as shown in **Figure 4.16.** Various social media channels such as Facebook, TikTok, X (Twitter), Instagram, Telegram and YouTube are also used to promote healthy living culture to the targeted groups with overall achievements of 39,038 posts, 38,113,780 reach and 365 social media live sessions. In order to strengthen the delivery of the message to the target group, conventional media through television and radio broadcast, a total of 1,222 slots have been posted while external media achieved 2,499 advertisements displayed as shown in **Figure 4.17.** 

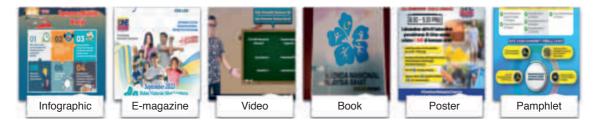


Figure 4.16 Publication Materials on Healthy Living Culture Promotion



Figure 4.17 Promotions on Various Media Channels

# COLLABORATION PROGRAMME BETWEEN JELAJAH AGENDA NASIONAL MALAYSIA SIHAT (ANMS), ONE HOUR MALAYSIA CLEAN UP PROGRAMME AND MADANI AFIAT PROGRAMME

In 2023, the implementation of a collaborative programme between Jelajah ANMS, One Hour Malaysia Clean Up Programme and MADANI Afiat Programme was implemented as a marketing approach to health communication with the objective of improving health literacy through the culture of healthy living and environmental hygiene, empowering people for self-health control and strengthening the network of cooperation with strategic partners in achieving health well-being. The implementation of this collaboration programme in nine (9) states successfully recorded 8,998 visitors' participation in the health survey and 96% of these visitors agreed that health screening is important in the prevention of early treatment of diseases.





Image 4.25 Jelajah ANMS, One Hour Malaysia Clean Up Programme and MADANI Afiat Programme 2023

# CELEBRATION OF BULAN MALAYSIA SIHAT SEJAHTERA (BMSS) AND KEMBARA BMSS SEKOLAH KICK-OFF

BMSS was first introduced in the year of 2022 as a government initiative to produce a healthy and prosperous Malaysian through a healthy living culture. The BMSS celebration is recognised every year in September. For the year 2023, the National Level BMSS Celebration was successfully launched by the Deputy Minister of Health and Deputy Minister of Education on 8 September 2023 at the compound of the Bulatan Sihat Kompleks E, Putrajaya. The BMSS celebration in 2023 recorded a total of 402,090 participants, with 9% of that number being school students from 107 schools nationwide. Additionally, 10 Lotus's Supermarkets across the country have partnered with BMSS by organising various activities supporting the culture of healthy living. BMSS 2023 also successfully attracted the involvement of 476 strategic partners from various sectors by implementing 893 activities. A survey conducted throughout BMSS found that 99% of visitors agreed that BMSS increased awareness about health and the importance of health screenings, which encouraged Malaysians to adopt a healthy lifestyle.





Image 4.26 BMSS 2023

# WORLD PHYSICAL ACTIVITY DAY (WOPAD) CELEBRATION

Every Step Counts is the theme of WoPAD, which is celebrated globally on the 6<sup>th</sup> of April. This theme means that the effort to always be active in any way, no matter how small, is very meaningful for health. In conjunction with WOPAD 2023, many activities were carried out, such as the BookDoc Virtual Steps Challenge WoPAD 2023, FB Live sessions, TikTok videos and sharing of WoPAD 2023 infographics. The national level of WoPAD celebration was officiated online by the Director of the Health Education Division on 6 April 2023. Overall, the total number of WoPAD 2023 participants was 3,738 people with a total of 518,298,831 steps.



Figure 4.18 WoPAD 2023 Launching

#### MYCHAMPION@KKM NATIONAL CONVENTION

The MyCHAMPION@KKM National Convention 2023 was held from 13-15 October 2023 at the USJ Summit Hotel, Selangor and was attended by 700 MyCHAMPION@KKM volunteers that comprised of the volunteer teams from the Communication for Behavioral Impact (COMBI), Sukarelawan Komuniti Sihat Pembina Negara (KOSPEN), Duta Kenali Ubat Anda (DKUA), Ikon Gigi (IGG), Panel Penasihat Klinik Pergigian (PPKK) and Wakil Kesihatan Kampung (WKK). This convention exposed the participants to knowledge about the best practices of social innovation projects that can be used as a guide for implementing programs in the community. Among the activities during the convention were the MyCHAMPION Team's Service and Product Innovation Project Competition, information sharing sessions on health and environmental cleanliness by strategic partners and a demonstration session on urban garden planting projects. Also held at the convention was the National Level Dengue-Free Higher Education Institution (IPT) Award Ceremony.





Image 4.27 MyCHAMPION@KKM Convention

# HEALTH PROMOTION IN LEARNING INSTITUTIONS (HePILI) PROGRAMME

The HePiLI program was introduced in 2018. HePiLI programs are implemented from the preschool level up to higher education institutions to expose the younger generation to basic health knowledge and skills to foster a healthy living culture. In 2023, among the activities held were the Virtual HePiLI Gathering. which set a Malaysia Book of Records for the highest participation (1,005,023 participants from primary, secondary school students and higher education students), the BMSS School Tour 2023 (involving 102 schools and 33.820 primary school students), Kembara Sihat Seiahtera HePiLl Bersama Didi & Friends 2023 Zon Tengah with more than 50,000 visitors attending the 5 days event at IOI City Mall Putrajaya, *Doktor Muda* Programme for both primary and secondary schools (104,077 members), Program Siswa Sihat (PROSIS) with 2,309 members, Si Cilik Bercerita Video Competition (65 entries), and the HePiLI Online Quiz (80,585 participants). The achievement indicators for Tunas Doktor Muda students who reached the 'Mastered' level in five (5) out of seven (7) health behaviours recorded were Preschool KPM (83.8%), Tabika Perpaduan (80.4%), and Tabika KEMAS (77.4%).





Figure 4.19 HePiLI Programme 2023

# THRUST 2: STRENGTHENING HEALTH WELLNESS SERVICES

Health and wellness services are an enabling factor in creating an environment that supports the healthy living culture of the people through the strengthening of health and wellness services of the Wellness Hub and Wellness on Wheels (WoW).

## WELLNESS HUB AND WELLNESS ON WHEELS (WOW) SERVICES

Wellness Hub is a facility that provides integrated services to the local community. The Wellness Hub service focuses on health and wellness services to support healthy living and environmental sustainability that support health and well-being. The Wellness Hub service is also enhanced by the Wellness on Wheels initiative (WoW), a mobile health wellness service to the community through the outreach program. As of 2023, there are 31 Wellness Hubs nationwide, while WoW numbers are 22. The total attendance for services performed by the Wellness Hub through

physical, virtual and outreach is 304,913 and 88% of new Wellness Hub clients have been referred to at least two (2) healthy lifestyle packages. On the other hand, 1,063 localities have been covered by WoW services with 244,144 participants. Three (3) new Wellness Hubs were also developed which are Wellness Hub Terengganu, Wellness Hub Kluang and Wellness Hub Lahad Datu.





Image 4.28 Wellness Hub and Wellness on Wheels (WoW)

# THRUST 3: EMPOWERING SELF-HEALTH CONTROL

This initiative empowers individuals, families, communities, and strategic partners to embrace a healthy living culture and manage their own health and well-being.

# WEIGHT MANAGEMENT PROGRAM I FIT EAT RIGHT (IFitEr)

The IFitEr Programme is one of the MOH initiatives to help communities facing the problem of overweight and obesity. Apart from helping participants manage their weight and increase their fitness level, this program also strengthens the community in cultivating healthy living. The implementation of IFitEr in 2023 consists of the physical implementation of IFitEr (6 months)

and online IFitEr, also known as MyVIFitEr. In total, 130 sessions of the IFitEr program have been successfully implemented with a total of 3,500 participants. 71% of the participants who remained until the end of the program had managed to lose weight at the end of the intervention, and 13% of the participants managed to lose at least 10% of their original body weight at the end of the intervention.



Figure 4.20 IFitEr Programme 2023



## ANMS STRATEGIC PARTNERS' ENGAGEMENT AND CAPACITY BUILDING

In 2023, the HED implemented an ANMS engagement session with 1,573 strategic partners, consisting of 25 Ministries, 678 Public Sector, 252 Private Sector, and 618 Non-Governmental Organisations (NGOs). As a result of this involvement, as many as 49% of these strategic partners have successfully implemented at least four (4) ANMS initiatives, with the implementation of 7.802 activities.





Image 4.29 ANMS Strategic Partners' Engagement 2023

# CAPACITY BUILDING OF MALAYSIAN COMMUNITY HEALTH AGENT (MYCHAMPION)

One of the important components under ANMS is the capacity building of health agents or volunteers, which is MyCHAMPION. MyCHAMPION consists of agents and community volunteers from various ministries, private agencies and NGOs whose role is not only to support the implementation of ANMS but to proactively play as spokespeople and facilitators at the community level in addition to acting as behavioural change agents so that the community practice a healthy lifestyle. As of 2023, MyCHAMPION's registered membership is 6,978. As for MyCHAMPION (KKM), 3,995 have been successfully trained, and 77% have successfully implemented at least four (4) ANMS initiatives.

## COMMUNITY EMPOWERMENT THROUGH MYCHAMPION COMBI

COMBI stands for Communication for Behavioural Impact which is a social mobilisation and communication strategy that influences and empowers individuals, families, and communities towards a culture of healthy living and environmental hygiene. In 2023, MyCHAMPION COMBI has implemented various activities with the community, which include the promotion of healthy living culture through social media (2,217) and conventional media (182,773), mobilisation activities of the educational community (2,270) and outreach activities (275,743). In 2023, the total number of MyCHAMPION COMBI members nationwide was 31,997, and a total of 132 new COMBI localities were successfully established, with a total locality of 3,385 as shown in **Figure 4.21.** 



Figure 4.21 COMBI Localities in Malaysia 2023

# **QUIT SMOKING CESSATION (QSC) IN HOSPITAL**

The QSC provides smoking cessation counselling using behaviour modification techniques. Managed by Health Education Officers, this service is offered at 52 hospitals and institutions nationwide. **Figure 4.22** compares QSC achievements for 2021, 2022, and 2023.

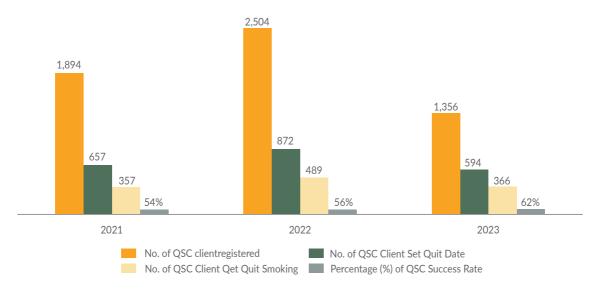


Figure 4.22 Comparison of QSC Achievements 2021-2023

# THRUST 4: STRENGTHENING ENVIRONMENTAL CLEANLINESS

Keeping the environment clean is a joint responsibility of all levels of society. The state of the environment has implications for the health and well-being of Malaysian Families. Therefore, steps to foster a sense of belonging and shared responsibility in aspects of cleanliness and preserving the cleanliness of the environment to support health and well-being need to be given attention.

## **ENVIRONMENTAL CLEANLINESS ACTIVITIES BY THE COMMUNITY**

In 2023, 4,999 communities were empowered with healthy lifestyle practices and carried out health education activities related to environmental cleanliness. For the coverage of inhabited houses in trained COMBI localities, there were 159,118 out of 444,448 inhabited houses that have successfully carried out search and destroy of potential breeding grounds for mosquitoes, especially for the prevention of dengue fever as shown in **Image 4.30**.





Image 4.30 Search & Destroy of Mosquito Breeding Grounds Activities and Environmental Cleanliness 2023

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# MEDICAL PROGRAMME

The Medical Programme is responsible for matters related to hospital medical services. It is headed by the Deputy Director General of Health (Medical). This programme consists of five (5) divisions which are:

- i. Medical Development Division (MDD)
- ii. Medical Practice Division (BAP)
- iii. Allied Health Sciences Division (AHSD)
- iv. Nursing Division
- v. Traditional & Complementary Medicine Division (T&CMD)

# MEDICAL DEVELOPMENT DIVISION (MDD)

MDD is responsible for policymaking and planning, implementation and development of medical services. The aim is to prepare comprehensive medical services which support primary health care. All these functions are fulfilled by four (4) sections and two (2) units as below:

- i. Medical Services Development Section
- ii. Medical Profession Development Section
- iii. Medical Care Quality Section
- iv. Malaysian Health Technology Assessment Section
- v. Medical Aid Fund Technical Assessment Unit and Medical Compensation Technical Evaluation Unit

# **MEDICAL SERVICES DEVELOPMENT**

# INTERNATIONAL LEAN HEALTHCARE CONFERENCE

Deputy Minister of Health Malaysia has inaugurated the 2023 International Level Lean Healthcare Conference on 15 August 2023 at the Everly Hotel, Putrajaya. This conference was the best platform for all staff and medical practitioners from various fields to share Lean implementation practices in their respective facilities. The implementation of Lean has helped to improve the work process, including the waiting time for emergency treatment in the emergency department, specialist clinics and diagnostic laboratories, further increasing the level of efficiency and productivity of the work process and health care for patients in MOH hospitals.





Image 5.1 The Officiation Ceremony of the International Lean Healthcare Conference

Table 5.1 Medical Services Development Achievements and Activities 2023

Achievements	Total
International Conferences/Seminars	10
National Conferences/Seminars	12
Development of Policies/Guidelines/Manual/Protocol	51
Publishing	17
Number of Technical Workshops/Courses/Training	117
Public Private Partnership (PPP) Project and Outside MOH Agencies	30
Number of Monitoring Visits	164
International Collaboration	11
Research Involvement	19
Technical/Specialty Meeting	754
Health Day Celebration	14

## THE 1ST GLOBAL SURGERY CONFERENCE: THE NEW DAWN

This conference was officiated by the Minister of Health on 19 March 2023 which involves WHO Representative and Head of the WHO Country Office to Malaysia, Brunei Darussalam, Singapore and Harvard Medical School. The main objective of this conference is to encourage more collaboration opportunities with various international agencies with the focus on bridging the gap in health service delivery as well as providing access to basic and critical surgical services to patients.

# PUBLIC PRIVATE PARTNERSHIP (PPP) WITH IHH HEALTHCARE FOR RADIOTHERAPY SERVICES FOR BRAIN CANCER PATIENTS

IHH Healthcare and MOH have signed a MoU to sponsor 500 patients, especially patients from the B40 category, to undergo radiotherapy at seven (7) IHH hospitals in Malaysia. This Corporate Social Responsibility (CSR) programme involves stereotactic procedures with Gamma Knife or LINAC, managed by oncology, neurosurgery and interventional radiology (IR) specialists from the MOH. This MoU would last until 29 February 2024 and has benefited 481 patients until 31 December 2023.

# STRATEGIC COLLABORATION OF MOH, SRI SATYA SAI SANJEEVANI HOSPITAL (SSSSH), INDIA AND TUNKU ABDUL RAHMAN UNIVERSITY (UTAR) FOR THE MIRACLE BABY PROGRAMME

During the visit of the surgical team from SSSSH, a total of 16 paediatric heart patients had successfully undergone surgery and a total of 20 procedures were carried out at Hospital Pulau Pinang (HPP). This programme aimed to provide complex paediatric heart surgery services at HPP with the support of a world-renowned heart centre.

# MEDICAL PROFESSION DEVELOPMENT

#### SELECTION OF HAJJ MEDICAL MISSION

The Medical Profession Development Section through MDD has officially been entrusted as the main secretariat that manages the selection of Hajj Medical Mission starting October 2023. For the first time in the selection of medical Hajj personnel, MOH provides a virtual platform to smooth the selection process and make it more transparent and faster through the Medical Programme Information System (MPIS). Through the implementation of this virtual method, the selection of medical Hajj personnel this year was made directly at the MOH level without going through the screening process at the state level, as implemented in previous years. The applications to all MOH facilities were opened on 27 October 2023 and closed on 9 November 2023. Finally, the list of candidates for the Hajj medical mission for the 1445H/2024M Hajj season was shortlisted, involving 150 new and 129 experienced staff.

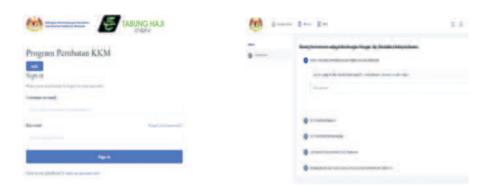


Image 5.2 Selection of Haji Medical Mission through MPIS Platform

# HUMAN RESOURCE VERIFICATION VISIT FOR UPGRADING FACILITIES UNDER THE MEDICAL PROGRAMME

In 2023, nine (9) hospitals and institutions under the MOH Medical Programme were involved in the Personnel Verification Visit. The facilities were:

- i. Institute of Urology Nephrology, Hospital Kuala Lumpur
- ii. Hospital Kajang, Selangor
- iii. Hospital Sultanah Aminah, Johor Bahru (pathology laboratory upgrade)
- iv. Hospital Bachok, Kelantan
- v. Hospital Besut, Terengganu
- vi. Hospital Baling, Kedah
- vii. Hospital Pasir Mas, Kelantan
- viii. Hospital Beaufort, Sabah
- ix. Hospital Women and Children's, Likas, Sabah

## HOUSEMANSHIP TRAINING PROGRAMME

The Housemanship Programme is a two-year training programme covering six (6) different disciplines in 51 training hospitals. It aimed at producing safe and competent medical practitioners. House officers who successfully complete the training are eligible to be granted a Full Registration Certificate and provide healthcare services.

# **Development and Refinement of Housemanship Training Policies**

Policies are crucial to ensure the consistency of housemanship training implementation at the level of the JKN and hospitals. Therefore, MDD is responsible for ensuring the existing policies are updated or new policies are formulated based on current needs.

# **House Officer Mental Health Support Group Guidelines**

In today's modern society, maintaining a balance between social life and working life as well as mental well-being is crucial. Therefore, the PPS Unit has taken significant steps to introduce a guideline for establishing a special mental health support group for the house officer. This support group aims to provide a safe space for house officers to share their experiences, seek advice and receive emotional support throughout their training period, which is filled with challenges.

Therefore, a special task force was established in March 2023 to analyse data and formulate the implementation methods of the mental health support group. Various engagement sessions were held with specialists, psychiatrists, counsellors, deputy hospital directors, and a group of house officers as representatives to gather the necessary information. Subsequently, a workshop was conducted on 11-13 September 2023, to draft and finalize the content of the guidelines, which is expected to be launched in the first quarter of 2024.



Image 5.3 House Officer Mental Health Support Group Guidelines Workshop

# Guidelines for the Implementation of Orientation Programme for Newly Appointed House Officer

Based on the report published by the Healthcare Worker Culture Improvement Task Force (HWCITF) in August 2022, one of the issues raised was the lack of uniformity in The Orientation Programme for Newly Appointed House Officer. The orientation programme is crucial as they need to understand various administrative policies in hospitals and their respective departments throughout their housemanship training. The inconsistency in the modules provided during the orientation programme has resulted in some information not being effectively conveyed. Therefore, the PPS Unit has produced *A Guideline for Implementation of House Officer Orientation Programme* on 15 August 2023 to ensure that housemanship training programme in hospitals is delivered with standardised information and objectives. This guideline has been implemented starting from the appointment of house officers Batch 6 in 2023.

# Malaysian Standard for Housemanship Training

Among the proposals put forward through the HWCITF report was the enhancement of housemanship training standards. These standards are crucial to ensure that any policies formed are consistent, high quality and more systematic. As a result, the PPS Unit in collaboration with the Malaysian Medical Council has prepared a draft of a new and more comprehensive housemanship training standard. It encompasses seven (7) areas, namely:

- i. Programme Development and Delivery
- ii. Assessment of Housemanship Training
- iii. Trainee Selection and Support Services
- iv. Mentorship
- v. Educational Resources
- vi. Programme Management
- vii. Programme Monitoring, Review and Continuous Improvement

This standard was further reviewed by selected stakeholders and finalized by the Malaysian Medical Council.

# **Digitalisation of Housemanship Programme**

# **Development of Digital Housemanship Logbooks in The MPIS**

In line with the advancements in science and technology, PPS Unit has also begun developing digital housemanship logbooks in the MPIS since August 2023. These digital logbooks are developed to revolutionize the monitoring and evaluation methods of house officers' performance. House officers can access and update their training records more easily and efficiently. These logbooks serve not only as repositories for important information but also act as a medium for supervisors to monitor and assess house officers' performance and competency from time to time. The pilot project for the use of digital logbooks will be phased out starting from the appointment of house officer Batch 1 in 2024.



Image 5.4 House Officer Logbooks in the MPIS

# **Development of The Official Housemanship Programme Website**

The PPS Unit has also developed the *myhouseman.com* website, which served as the official website of the Housemanship Programme in September 2023. This website was also a crucial initiative in supporting the PPS Unit's mission to provide quality and effective housemanship training. *myhouseman.com* was specifically designed to provide up-to-date information related to the Housemanship Programme, such as guidelines, appointment schedules, training modules and many more. It aimed to make it easy and fast for anyone to access the necessary information they need.







Image 5.5 Official Housemanship Programme Website - myhouseman.com

# **Accreditation of Housemanship Training Hospital**

The accreditation of housemanship training hospital is an important process involving the assessment and recognition of criteria required for any hospital to implement housemanship training. Through this process, identified hospitals will be evaluated to determine if they meet specific standards and criteria set by the Medical Qualifying Committee. The criteria include hospital infrastructure, bed capacity, patient (casemix), number of specific procedures, number of resident specialists and others.

# Accreditation Review Visit to Hospital Sultanah Maliha, Langkawi

On 16 February 2023, the PPS Unit conducted a review accreditation visit to Hospital Sultanah Maliha, Langkawi. The hospital was among the latest facilities to receive recognition as a housemanship training hospital which was recognized in 2019 and started to receive house officers starting in 2020. The purpose of this visit was to reassess and gather feedback from the hospital management and house officer who were undergoing their training there.



Image 5.6 Hospital Sultanah Maliha, Langkawi Accreditation Review Visit

# Reassessment of Accreditation Data from International Islamic University Hospital

In addition to MOH hospitals, the house officers were also placed at university teaching hospitals such as the University Malaya Medical Centre and Hospital Canselor Tuanku Mukhriz. In 2023, the PPS Unit received an application from the International Islamic University Hospital to be accredited as a housemanship training hospital. The evaluation concluded that there were several criteria that require improvement.

# **Audit of Houseman Training Hospital**

Every year, several hospitals are selected for audit to ensure that the Housemanship Programme is consistently implemented according to guidelines and policies produced by the MOH. In 2023, the PPS Unit have conducted two (2) audit sessions which are at Hospital Tuanku Fauziah on 15 February 2023 and Hospital Tuanku Ja'afar on 5 October 2023. During the audit sessions at both hospitals, Unit PPS also held engagement sessions with all house officers to gather direct feedback regarding their training.



Image 5.7 Audit in Hospital Tuanku Ja'afar

# Publication of Housemanship Completion Among House Officers Cohorts 1-7 in Collaboration with The National Institute of Health (NIH)

The PPS Unit has collaborated with the NIH to conduct an in-depth study on the success rate of house officers in completing housemanship training within the three-year contract period. The study, which began in 2022, was successfully published in 2023. Through this study, it was found that 95.5% of house officers were able to complete their training within the three-year contract period. Furthermore, the study also identified the percentage of house officers who were extended in each posting based on specific categories and reasons. This study has provided a clearer understanding of factors that may contribute to house officers passing rates and extensions, as well as recommendations to improve overall house officers' performance. Through this study, the PPS Unit has gained deeper insight, and it serves as a guide for improvement of the housemanship training policies in the future.



Image 5.8 A Study on Housemanship Completion Among House Officers with NIH

# Field Visit by The PPS Unit to Housemanship Training Hospitals

The PPS Unit consistently practices an open-door policy in receiving feedback regarding housemanship training. On 30 January 2023, the PPS Unit conducted a field visit to Hospital Sultan Ismail in Johor Bahru together with the MDD Director to receive constructive feedback from house officers and specialists through interview sessions and a town hall meeting. Furthermore, the PPS Unit also conducted a field visit to Hospital Tuanku Ampuan Najihah on 23 June 2023, in response to a complaint received from house officers there.





Image 5.9 The PPS Unit Field Visit

## **COMPULSORY SERVICE OF MEDICAL OFFICERS**

Compulsory service is a form of clinical exposure requirement to enhance the ability and skills of a fully registered medical practitioner. This includes ensuring an equitable distribution of new registered practitioners and addressing the shortage of full registered medical practitioners covering national services through relocation upon completion of housemanship training conducted at the MOH. There are three (3) main matters of compulsory service carried out under the Medical Act 1971 [Act 50] which are:

- i. Issuance of compulsory service notices pursuant to Subsection 40(1), 40(2) and under Section 41
- ii. Certificate of completion of compulsory service based on Subsection 40(4)(c)
- iii. Application for compulsory service relaxation pursuant to Section 42

This compulsory service was first conducted by the MDD on 1 April 2022. A total of 6,256 compulsory service notices have been issued to registered medical practitioners until December 2023. The certification of compulsory service for registered medical practitioners will only start in April 2024.

Several improvements in conditions and processes have been implemented for the application of compulsory service flexibilities through the establishment of the *Surat Pekeliling Ketua Pengarah Kesihatan Malaysia Bilangan 15 Tahun 2022 Garis Panduan Urusan Khidmat Wajib di Perkhidmatan Awam Malaysia*. The reforms introduced were more directed towards the reasons and conditions of application based on the four (4) categories of application for compulsory service relaxation according to the provisions of 42 of the Medical Act 1971 [*Act 50*] as follows:

- i. The Reduction Category is where practitioners get a job offer in the private sector. The condition of the application is to have at least one year's compulsory service experience.
- ii. The Deferment Category is where practitioners get offers to pursue medical-related studies. A minimum period of one year of study with the practitioner's career direction information should be specified.
- iii. Consideration Category is where to take into account the services in MOH and any other Government bodies that carry out medical duties including in teaching hospitals of public universities and local authorities.
- iv. Exemption Category is where there is no offer in the public sector for six (6) months after the application is submitted and a Malaysian practitioner who intends to return after the age of 40 years and above.

The total number of applications for compulsory service relaxation from June 2022 to December 2023 was 1,575 applications (reduction), 29 applications (deferment), 77 applications (consideration) and 113 applications (exemptions) with a total of 1,794 applications as shown in **Table 5.2.** 

Table 5.2 Application for Compulsory Service Relaxation June 2022 - December 2023

Category	2022	2023	Total
Reduction	690	885	1,575
Deferment	12	17	29
Exemption 1	9	30	39
Exemption 2	20	54	74
Consideration	31	46	77
Total	762	1,032	1,794

# GENERAL AND MANAGEMENT GUIDELINES FOR PARALLEL PATHWAY SPECIALTY TRAINING

The refinement of the General Guideline and Management Guideline for Parallel Pathway Specialist Training for 14 areas of the medical specialty field was conducted to further strengthen the standard of Parallel Pathway Specialist Training in order to produce reputable, dedicated and competent specialists. Implementation issues discussed included general and specific requirements, training structure, training facilities, evaluation during training and completion criteria.

The workshop was chaired by the Deputy Director of the Medical Profession Development Section and was attended by 46 medical specialists from various fields including heads of specialities, heads of specialist training and senior officers of the MOH.





Image 5.10 General and Management Guidelines for Parallel Pathway Specialty Training Works

# **MASTER OF MEDICINE PROGRAMME**

The Master of Medicine Programme a specialist training programme conducted by eight (8) public universities in collaboration with the MOH, Malaysia. Currently, 23 areas of basic specialist training are offered in the Master of Medicine Programme. In 2023, 1,335 HLP slots were allocated to qualified medical officers to pursue studies in the Master of Medicine Programme. As of 31 December 2023, there were a total of 4,793 trainees enrolled in the programme as shown in **Table 5.3.** 

## **PARALLEL PATHWAY IN MOH**

Parallel Pathway Specialist Training is a structured on-the-job training conducted by the MOH to produce medical specialists. Recognised postgraduate qualifications under the specialist training are awarded by professional bodies. The role of the MOH is to assist candidates to fulfil at least four years of supervised training in basic speciality as required by the National Specialist Register, on top of passing examinations provided by the professional bodies.

The implementation of this Parallel Pathway Specialist Training is done in accordance with the relevant standards for specialist training by the Malaysian Medical Council and guided by the National Postgraduate Medical Curriculum. Parallel Pathway Specialist Training in MOH Malaysia is conducted locally or in combination with overseas attachment. There were 17 specialist training for 14 specialities available in MOH Malaysia. As of 31 December 2023, there were a total of 3,412 trainees in the Parallel Pathway Specialist Training as shown in **Table 5.3.** 

Table 5.3 Total Number of Trainees in Master Programme and Parallel Pathway Specialist Training in MOH in 2023

Specialty	Master Programme	Parallel Pathway	Total
Family Medicine	390	1,548	1,938
Internal Medicine	406	881	1,287
General Paediatrics	277	286	563
Obstetrics & Gynaecology	300	257	557
Anaesthesiology & Critical Care	478	61	539
Emergency Medicine	358	121	479
Clinical Radiology	348	66	414
Public Health	394	-	394
Orthopaedic Surgery	323	-	323
General Surgery	314	-	314
Ophthalmology	237	53	290
Psychiatry	202	61	263
Pathology	235	-	235
Otorhinolaryngology	170	-	170
Neurosurgery	75	-	75
Oncology	55	11	66
Rehabilitation Medicine	52	-	52
Forensic Pathology	35	7	42
Transfusion Medicine	40	-	40
Plastic Surgery	27	10	37
Sports Medicine	35	-	35
Urology	-	34	34
Cardiothoracic Surgery	7	16	23
Nuclear Medicine	19	-	19
Paediatric Surgery	16	-	16
Total	4,793	3,412	8,205

# **SUBSPECIALTY PROGRAMME**

The MOH has structured the subspecialty training programme since 2002. It is conducted either entirely in the country or overseas. As of 31 December 2023, 978 trainees participated in the MOH's Subspecialty Training Programme as shown in **Table 5.4.** 

Table 5.4 Number of Subspecialty Trainees in MOH Hospital 2023

Specialty/Subspecialty	Number of Subspecialty Trainees
Anaesthesiology & Critical Care	48
Cardiology	79
Cardiothoracic Surgery	2
Dermatology	36
Emergency Medicine	26
Forensic Pathology	4
Internal Medicine	179
General Surgery	63
Upper Limb, Hand & Microsurgery	10
Nephrology	50
Neurology	35
Nuclear Medicine	2
Obstetric & Gynaecology	52
Ophthalmology	39
Orthopaedic	70
Otorhinolaryngology	20
General Paediatric	93
Paediatric Surgery	3
Pathology	46
Psychiatry	46
Clinical Radiology	40
Rehabilitation Medicine	4
Respiratory Medicine	26
Urology	2
Transfusion Medicine	3
Total	978

Note:

Not including Family Medicine Specialists, Public Health Specialists and Dentists.

## **GAZETTEMENT OF SPECIALIST**

Every medical officer identified with a recognized post-graduate qualification needs to be gazetted by the Special Gazettement Committee chaired by the Director-General of Health along with three-panel members in accordance with General Order Chapter F, Section (V) various Clauses 27(a) and (b). In 2023, a total of 921 clinical specialists were gazetted, which is 99% of the 930 gazettal applications received by the MOH for 2023 as shown in **Table 5.5.** The number of gazettal applications depends on the number of officers who successfully obtain qualifications within their designated post-graduate period.

Table 5.5 Total Number of Gazetted Specialists 2016-2023

Total							
2016	2017	2018	2019	2020	2021	2022	2023
586	707	777	603	727	749	1,264	921

## **CLINICAL SPECIALIST IN MOH HOSPITALS**

The number of specialist doctors shows a declining trend for most specialties, while the number of sub-specialist doctors shows an increasing trend in MOH hospitals. In 2023, the total number of specialists from various disciplines and sub-specialties was 7,984 individuals. This number represents a decrease of 0.9% compared to the total number of specialist doctors in the year 2022, which was 8,059 individuals. The decrease takes into account the number of specialist doctors who have retired and resigned in the year 2023 as shown in **Table 5.6.** 

Table 5.6 Number of Clinical Specialists in MOH Hospitals 2016-2023

Specialty/Subspecialty	Number of Specialist (Including Subspecialty Trainee and Specialist on Contract Basis)							
	2016	2017	2018	2019	2020	2021	2022	2023
Anaesthesiology	514	533	573	558	591	734	856	800
Cardiology	46	68	76	99	99	97	95	142
Cardiothoracic Surgery	21	19	18	18	18	23	15	16
Dermatology	40	47	54	73	77	76	79	97
Emergency Medicine	246	271	324	331	376	475	537	534
Forensic	27	31	34	33	38	47	48	48
General Medicine	804	790	764	830	591	708	892	1,557
General Surgery	303	321	342	323	219	305	460	442
Hand & Microsurgery	1	0	0	0	0	0	0	0
Nephrology	67	75	94	113	106	105	93	140
Neurology	29	37	47	51	50	50	48	75
Neurosurgery	54	57	58	55	49	67	79	72
Nuclear Medicine	22	25	27	28	34	36	40	40

Specialty/Subspecialty	Number of Specialist (Including Subspecialty Trainee and Specialist on Contract Basis)							
оросии, у ошторосии, у	2016	2017	2018	2019	2020	2021	2022	2023
Obstetrics & Gynaecology	306	329	371	389	459	533	625	587
Ophthalmology	252	278	288	294	322	401	440	385
Orthopaedic	297	328	358	358	392	487	563	534
Otorhinolaryngology	162	162	187	183	201	257	280	255
Paediatric	459	478	500	498	620	667	789	733
Paediatric Surgery	27	32	36	35	37	49	49	54
Pathology	333	384	422	422	494	611	645	612
Plastic Surgery	30	31	36	36	41	54	56	53
Psychiatry	203	223	245	257	284	368	414	410
Radiology	324	339	379	388	426	511	576	542
Radiotherapy & Oncology	31	34	35	32	36	46	64	60
Rehabilitation Medicine	57	62	70	68	74	90	94	91
Respiratory Medicine	37	43	55	60	58	57	53	77
Sports Medicine	23	27	32	34	40	48	54	50
Urology	27	35	35	35	32	37	43	33
Transfusion Medicine	35	41	47	48	56	66	72	76
Total	4,777	5,100	5,507	5,649	5,820	7,005	8,059	7,984

# DEVELOPMENT OF THE HUMAN RESOURCE MODULE (HRM) FOR SPECIALIST WITHIN THE MPIS

The MOH periodically produces more specialist to meet the healthcare service needs across the public sector nationwide. A total of 4,806 medical officers were proclaimed as specialist from 2018 to 2022 by the Director-General of Health under the General Orders in Chapter F, Section V - Miscellaneous, Clause 27 (a) and (b). This includes clinical specialists under the Medical Programme and specialists in Family Medicine and Public Health specialists in other Programmes under the Ministry. Based on projections from the Medical Development Division, the public sector requires about 16,792 specialists in 2025 and 19,714 specialists by 2030.

In line with this development and efforts to ensure the equitable and adequate distribution of specialist medical officers across the country, the Medical Programme has developed a special database known as the HRM in the MPIS. This database facilitates the mapping of medical services and future service development planning. Currently, there are 149 MOH hospitals nationwide with a capacity of 47,243 beds, offering 28 basic specialty services and 96 subspecialty services, and 104 areas of interest.

An integrated system and database are essential for good governance in managing increasingly complex medical services in hospitals. Therefore, several roadshow sessions have been conducted by the Medical Professional Development Branch, MDD, to introduce the system and train system users at the hospital and State Health Department levels. The roadshows were held in zones as shown in **Table 5.7.** 

Table 5.7 HRM Roadshow 2023

Zone	State/Facility	Date	Venue
Central 1	Selangor	2 Oct 2022	Blok E1, Putrajaya
Central 2	Special Medical Institution, HKL	11 Jan 2023	Blok E1, Putrajaya
North	Perlis, Kedah, Pulau Pinang, Perak	8 Feb 2023	Hospital Kepala Batas
East Coast	Kelantan, Terengganu, Pahang	7 March 2023	Universiti Malaysia Pahang
South	Negeri Sembilan, Melaka, Johor	1 June 2023	Newcastle University Medicine Malaysia
Sarawak	Sarawak	8 June 2023	Petrajaya Kuching Sarawak
Sabah	Sabah	3 Aug 2023	UTC Sabah



Image 5.11 HRM Roadshow for Sabah Zone

# myCPD SYSTEM

The Continuing Professional Development Programme (CPD) is designed to enable health personnel to maintain and enhance their knowledge and skills through lifelong learning. The myCPD online monitoring system, launched in 2017, allows health personnel to record their CPD activities online. By January 2024, the system had 293,470 users and 2,286 programme organisers. CPD points are used for various purposes, such as renewing the Annual Practice Certificate, awarding the Distinguished Service Award, and meeting training needs. The CPD-related activities in 2023 as shown in **Table 5.8.** 

## Table 5.8 CPD-related Activities 2023

# Workshop/Activity/Training

myCPD Technical Training Session 1 Programmer Language

myCPD System Administrator Enhancement Workshop version 2.0, JKN Terengganu

Workshop on Enhancement of Northern Zone myCPD System Administrators - Sungai Petani, Kedah

Memorandum of Understanding (MoU) between the Malaysian Medical Councils and CPD Administrator (myCPD, MMA and AMM)

CPD Programme Awareness Course and Enhancement of myCPD System Implementation version 2.0 - MKAK Sq. Buloh

Workshop of Updating Handbook of Continuing Professional Development (CPD) For CPD Coordinator (SME) - Melaka

CPD - Bahagian Pekembangan Perubatan Verification Audit

Training Operations Plan Year 2023 Domestic and Overseas

Training Operation Plan Monitoring Report and LDP Expenditure Performance

LDP Expenditure Performance Distribution Domestic and Foreign

Nomination of Officers for Overseas LDP And Advanced Competency Programme

Assessment Report of Short Courses





Image 5.12 MoU between Malaysian Medical Councils and CPD Administrator CPD (myCPD, MMA & AMM)



Image 5.13 Workshop of Updating Handbook of CPD for CPD Coordinator (SME) - Melaka

# **MEDICAL CARE QUALITY**

The Medical Care Quality Section (CKPP) plays a role in planning, implementing, monitoring and improving medical services to ensure the safety, quality and effectiveness of health services as a whole, as well as meeting the needs and expectations of patients and the community. The achievements of CKPP throughout 2023 are shown in **Figure 5.1.** 



Figure 5.1 CKPP 2023 Achievements

## **INFECTION CONTROL**

The Infection Control Unit has successfully produced two (2) reports in 2023, namely the Annual Report on Infection Prevention & Control and the Antimicrobial Resistance (AMR) Containment Programme 2022, and the National Wound Care Surveillance Report 2022. The National World Hand Hygiene Day (WHHD) 2023 and the Infection Prevention and Control Seminar took place on 14 June 2023 and was attended by 400 participants. The slogan for WHHD 2023 was *Accelerate Action Together*. *SAVE LIVES – Clean your hands*, reminding us of our collective responsibility to take immediate and concerted action to protect lives through hand hygiene practices.

At the request of the MOH, the World Health Organization (WHO) conducted a mission from 4-11 September 2023 to support the strengthening of antimicrobial resistance (AMR) surveillance and laboratory systems. Collaborating with the WHO and expertise from the National Institute of Infectious Diseases (NIID) Japan, Infection Control Unit organized the AMR Outbreak Response in Hospital Settings Train-the-Trainer Workshop from 4-6 September 2023. Subsequently, a review of the national AMR surveillance system and laboratories, including visits to key institutions, was conducted on 7-8 September. On 11 September 2023, the team participated in a Regional AMR Tripartite project meeting. Chaired by the Director-General of Health, the meeting was attended by WHO representatives, the Food and Agriculture Organization of the United Nations (FAO), the World Organisation for Animal Health (WOAH), and relevant sectors under One Health. The meeting discussed Malaysia's participation in the project, supporting AMR action plans in the country, and Malaysia's interest in joining regional AMR-related activities. The national-level celebration of World Antimicrobial Resistance Awareness Week (WAAW) on 18 November 2023, in Putrajaya, included the launch of the Malaysian Action Plan on Antimicrobial Resistance (MyAP-AMR) 2022-2026, embracing a comprehensive One Health approach. The Infection Control Unit also organized the 6th National Wound Care Conference (NWCC) 2023 from May 23-25, themed Wound Care: A Decade in Malaysia. The conference was attended by 605 healthcare professionals nationwide, including the launch of the Wound Care Manual 2<sup>nd</sup> edition 2023.

# **HEALTH TECHNOLOGY ASSESSMENT**

This division through Malaysian Health Technology Assessment Section (MaHTAS) is mandated to provide evidence-based information on the value of new and existing health technologies, including safety, effectiveness, cost-effectiveness, organizational, social, and ethical implications for decisions at various levels. Assessments are presented in the form of Health Technology Assessment (HTA) reports, Technology Reviews (mini HTA), Rapid Review (Information Brief), TechScan and TechBrief. These reports were developed to accommodate the formulation of safe and effective policies for patient-focused health technologies.

MaHTAS also ensures the development and implementation of Clinical Practice Guidelines (CPG). For the year 2023, there are eight (8) CPGs that have been approved by the HTA-CPG Council Meeting, namely:

- i. Management of Dyslipidaemia 2023 (6th Edition)
- ii. Management of Heart Failure (5<sup>th</sup> Edition)
- iii. Management of Retinopathy of Prematurity (Second Edition)
- iv. Management of Cancer Pain (Second Edition)
- v. Management of Geriatric Hip Fracture
- vi. Management of Systemic Lupus Erythematosus
- vii. Management of Anterior Crossbite in Mixed Dentition (Third Edition)
- viii. Management of Hypodontia (Second Edition)

On 11 July 2023, three (3) CPGs were launched by Director of the Medical Development Division, representing the Director General of Health Malaysia. The three (3) CPGs are Acne Vulgaris (2<sup>nd</sup> Edition), Obstructive Sleep Apnea and Chronic Hepatitis B In Adults.

CPG training for General Practitioners was also held for the year 2023 which were Management of Diabetic Foot (Second Edition), Management of Atopic Eczema and Management of Major Depressive Disorder (Second Edition). In addition, MaHTAS has published four (4) quick references and one (1) patient information leaflet and organised six (6) CPG Training of Core Trainers. Here are the achievements of the publication of the health technology reports for 2023 as shown in **Table 5.9**.

Table 5.9 Total Reports of Health Technology Assessment 2023

Types of Report	Total
Health Technology Assessment	1
Clinical Practice Guidelines	8
Technology Review (mini-HTA)	13
Information Brief	23
TechScan	6
TechBrief	8

## HEALTH TECHNOLOGY ASSESSMENT TRAINING COURSE

The Northern Zone Health Technology Assessment Training Course was successfully implemented on 29-31 May 2023 in Ipoh, Perak. This course targeted key stakeholders and policymakers in Perak, Kedah, Pulau Pinang and Perlis which aims to strengthen participants' awareness and level of understanding regarding health technology assessment, and then use it in the making of related policies within their respective organizational levels based on the recommendations of the evaluation. A total of 80 participants consisting of TPKN(P), TPKN(KA), TPKN(Dentistry), TPKN(F), Hospital Directors and District Health Officers as well as selected senior officials of the Northern Zone attended the training.





Image 5.14 Health Technology Assessment Training Course

# HEALTH TECHNOLOGY ASSESSMENT TECHNICAL COMMITTEE MEETING (HTA TAC)

HTA TAC is a bi-annual meeting held to discuss and decide on recommendations for the health technology assessment that has been carried out. Both HTA TAC meetings for the year 2023 (25 May 2023 and 25 October 2023) were chaired by the Director of MDD. At the first term meeting, seven (7) Technology Review reports were successfully presented and debated, followed by one (1) Health Technology Assessment report and six (6) Technology Reviews at the second term meeting.

## THE 11<sup>™</sup> HTASIALINK CONFERENCE

HTAsiaLink is a collaborative network of HTA agencies in the Asia-Pacific region. The HTAsiaLink Annual Conference is an academic event where there is a sharing of knowledge, expertise and experience from experts in this field. They also had a discussion on current issues related to the implementation of HTA, in addition to related challenges and opportunities in the divergent

health system. This year marked a history with Malaysia hosting the 11th conference. MaHTAS in collaboration with USM and the Pharmacy Services Programme have successfully organised the 11th edition of the HTAsiaLink 2023 Conference with the theme *Reshaping and Reshifting Health Technology Assessment in Navigating the Future Landscape*. This conference was held on 4-7 September 2023 at the Mercure Living Putrajaya Hotel and was attended by 275 participants from 20 countries.



Image 5.15 11<sup>™</sup> HTAsiaLink Conference

# ASEAN HTA HARMONISATION OF REPORTING FORMAT OF CLINICAL EFFECTIVENESS OF PHARMACEUTICAL & MEDICAL DEVICE

The project under the ASEAN Health Cluster 3 (AHC 3) Work Programme for 2021-2025 was jointly led by the Philippines and Malaysia, which acts as a leader in developing a uniform reporting format for the safety and effectiveness domain among ASEAN countries to simplify and strengthen cooperation between HTA agencies in carrying out evaluations. A workshop to realize the objectives of this project was successfully held at Mercure Living Putrajaya Hotel on 8 September 2023.

## **NATIONAL HEALTHTECH HUB**

MaHTAS has collaborated with the Malaysian Research Accelerator for Technology & Innovation (MRANTI), under the Ministry of Science, Technology and Innovation (MOSTI) in the establishment of the National HealthTech Hub framework under the National Technology & Innovation Sandbox Programme (NTIS). The second Health Technology Hub Regulatory Workshop was held on 13 March 2023 and was attended by various MoH and MOSTI agencies involved in the development, testing, regulation, evaluation and commercialisation of health technology. This workshop discussed a clearer process flow for Sandbox testing activities. The proposed process flow for the health industry discussed at the workshop was presented at the Health Technology Hub Regulatory Committee Meeting No. 1/2023 on 26 May 2023 to obtain approval and feedback from the committee members.

In addition, MaHTAS has held a health industry development engagement session with various agencies related to the Malaysian health industry and the health innovation ecosystem on 11 October 2023 and was chaired by the Director of MDD. The KKM representatives comprised of the Units of Horizon Scanning and the Health Industry of MaHTAS, the Unit of Resource, the Engineering Division and the Policy and International Relations Division, while the external agencies are from the Ministry of International Trade and Industry (MITI), Malaysia External Trade Development Corporation (MATRADE), Malaysian Development of Authority (MIDA), Malaysia Digital Economy Corporation (MDEC), Malaysian Industry-Government Group for High Technology (MIGHT) and MRANTI. The objective of this session was to discuss solutions and how each agency can act as a facilitator in the health industry in Malaysia.



Image 5.16 Health Industry Development Engagement Session

# MEDICAL AID FUND (TBP) TECHNICAL ASSESSMENT

The TBP is a programme launched to help underprivileged patients in government hospitals and university medical centres to undergo treatment and rehabilitation that has been prescribed by the treating specialists and medical officers. TBP was established on 15 January 2005 under Section 10, Financial Events Act 1957.

# THE LAUNCHING OF DRUG GUIDELINES AND MEDICAL FUND PROGRAMME "WE CARE WE HELP"

On 23 July 2023, MDD launched the Drug Assistance Guidelines which were inaugurated by the Deputy MDD at Raja Perempuan Zainab II Hospital in conjunction with the *We Care We Help* Medical Fund Programme. This launching includes a field trip programme to provide information on fund application guidelines, visits to patients' homes and delivery of medical equipment that has been approved.

# SHARING OF TBP APPLICATION GUIDELINES WITH AID-GIVING AGENCIES

The TBP Unit has provided TBP Application Guidelines with the Selangor Zakat Board (LZS), the Malaysian Social Welfare Department (JKMM) and the Department of Orang Asli Development (JAKOA) to improve application case management procedures to obtain medical financial assistance. The following is the total TBP application for 2023.

Table 5.10 TBP Applications 2023

Status	Total Application	Application Amount (RM)	Percentage Application Amount (%)
Accepted	4,373	65,058,448.34	88.31
In Technical Action	95	2,225,512.14	1.92
Query	105	1,928,422.75	2.12
Reject	232	3,976,441.93	4.68
Invalidated	144	3,109,039.06	2.91
Guaranteed	3	82,100.00	0.06
Total	4,952	76,379,964.22	100

# MEDICAL COMPENSATION TECHNICAL EVALUATION

The *Unit Penilaian Teknikal Saraan Ubat* (SARAUBAT) is responsible for managing medical bill and claims borne by the government based on and subject to the circulars in force. The following are the statistics of accepted and rejected medical bill reimbursements for 2023.

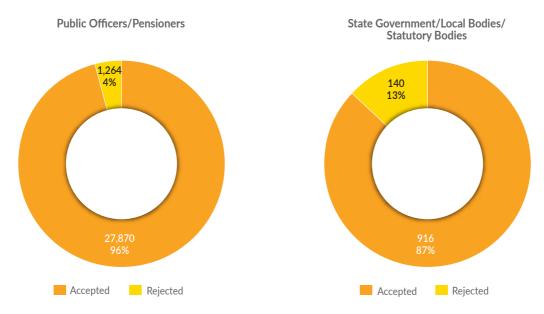


Figure 5.2 Total Medical Bill Reimbursement Accepted and Rejected

# **MEDICAL PRACTICE DIVISION (BAP)**

# PRIVATE MEDICAL PRACTICE CONTROL SECTION (CKAPS)

CKAPS implements and enforces the Private Healthcare Facilities and Services Act 1998 [Act 586]. The regulation and control for private healthcare facilities and services (PHFS) under Act 586 include registration, approval, licensing, handling of complaints, quality evaluation, enforcement activities and matters relating to PHFS. As of 31 December 2023, 15,547 PHFS have been registered and licensed under Act 586.

# **REVENUE FOR THE YEAR 2023**

In 2023, CKAPS collected RM5,142,605 from processing, issuance, and administrative fees, a 17.1% increment compared to the revenue collection in 2022. This is the highest revenue collection since 2016 and has continuously increased since 2020. **Figure 5.3** shows the revenue comparison from 2016 to 2023.

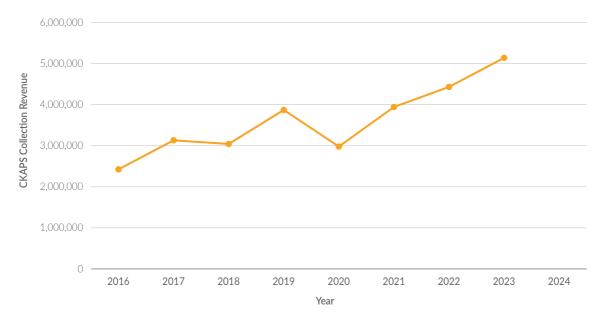


Figure 5.3 Revenue for the Year 2016-2023

# **TECHNICAL MEETING AND CKAPS ACTION PLAN 2023**

The presentations from the committees that have been established during the Technical Meeting in 2023 are as follows:

- i. Preparation of Investigation Papers under the Private Healthcare Facilities and Services Act 1998 [*Act 586*] by CKAPS JKN Terengganu and Johor
- ii. Review of Standard Operating Procedures in Enforcement by CKAPS JKWP KL & Selangor
- iii. Review of Standard Operating Procedures for Compounding Offences under Act 586 by CKAPS JKN Perak & Pulau Pinang
- iv. Orientation Kit Development by CKAPS JKN Kelantan & Pahang
- v. PHFS Signboard Standard Operating Procedure under Act 586 by CKAPS JKN Sabah and JKWP Labuan
- vi. Ultrasound Scan Guideline in Private Medical Clinics by CKAPS JKN Negeri Sembilan and Melaka
- vii. Integrated Operations by CKAPS JKN Kedah and Perlis

This meeting aims to increase the cooperation, understanding and efficiency of CKAPS state leaders in dealing with various issues regarding the implementation and enforcement of [Act 586] and its regulations.



Image 5.17 Representatives from CKAPS HQ and CKAPS JKN/WP at the Technical Meeting

# TRAINING OF TRAINER (ToT) PRIVATE CLINIC REGISTRATION PROCESS TO CKAPS JKN/WP

A ToT visits in 2023 were held to convey information regarding the latest policies and guidelines to avoid misunderstandings and disorganisation in implementing Private Healthcare Facilities and Services (PHFS) Act 1998 [Act 586] and its regulations. Six (6) visits were held as follows:

i JKWP Kuala Lumpur & Putrajaya

ii JKN Pahang

iii JKN Negeri Sembilan

iv JKN Sarawak

v JKN Sabah & Labuan

vi JKN Johor

24-27 January 2023

- 23-24 February 2023

- 25-26 May 2023

- 26-27 June 2023

- 24-25 August 2023

- 25-26 October 2023

# IMPROVISATION IN PRIVATE CLINICS REGISTRATION AND PHFS LICENSE RENEWAL PROCEDURES

Following the increasing number of PHFS and applications submitted, CKAPS has thoroughly explored and improved the process involving licensed and registered PHFS under [*Act 586*]. This implementation will contribute positive impacts as follows:

- i. Reducing the application process period, particularly involving CKAPS officers
- ii. Eliminating duplication of work between CKAPS officers, at the same time abolishing bureaucracy
- iii. Reduction of supporting documents that need to be submitted during applications, in line with lean healthcare concept
- iv. Strengthening the service evaluation activities by CKAPS JKN/WP officers

## PRIVATE CLINIC REGISTRATION

As of December 2023, there are more than 14,000 registered private clinics, accounting for 92% of the total licensed/registered PHFS under 586 throughout Malaysia. The number and complexity of the applications received are increasing over time.

Therefore, improvements to the clinic registration policy have been made to facilitate the private sector's provision of healthcare services. The main improvement is in the clear distribution of duties among officers at CKAPS HQ and JKN/WP, thus increasing efficiency and productivity.

A Private Clinic Registration Policy Workshop involving 28 participants from CKAPS HQ and JKN/WP was organised at Ibis KLCC 1-3 March 2023, to discuss and refine the new work process and update the checklists and guidelines. The new policy implemented on 1 January 2024 reduced the application processing duration from six (6) months to two (2) months.



Image 5.18 Private Clinic Registration Policy Workshop

The PHFS License Renewal Policy Workshop was held at Concorde Hotel, Shah Alam, from 22-24 August 2023, involving officers from CKAPS HQ, CKAPS JKN Selangor and JKWP KL & Putrajaya. The main objective of this workshop is to discuss in depth the work procedures, checklists, guidelines, orientation kit and any related matters.





Image 5.19 PHFS License Renewal Policy Workshop

# COURSES ORGANISED BY THE SERVICE EVALUATION SECTOR CKAPS

To improve the knowledge and competency of CKAPS enforcement officers, the CKAPS Basic Prosecution Course and Forensic Photography Course were held from 13-15 June 2023 at Lexis Hotel, Port Dickson and was attended by 90 officers from CKAPS HQ and CKAPS JKN/WP. In addition, a Verification Visit under Act 586 Workshop has also been organised at IBIS KLCC from 3-5 October 2023 to provide exposure and coordinate the usage, purposes and documents related to verification visits conducted by CKAPS JKN/WP.

# **MEDICAL LEGISLATION SECTION (CPP)**

CPP consists of five (5) sectors which are:

- i. Drafting Sector
- ii. Private Health Facility Fee Sector
- iii. Aesthetic Medical Practice Sector
- iv. Health Tourism Sector
- v. Globalisation Sector

The year 2023 was filled with various activities, and significant achievements were witnessed resulting from cooperation between CCP with the government, private agencies and relevant stakeholders.

#### **DRAFTING SECTOR**

This sector consists of a Facility Unit, Profession Unit and Practice Unit, which are responsible for drafting new bills and regulations and amending existing Acts and Regulations under the purview of the Medical Programme.

A significant achievement by this Sector in 2023 is the approval of the amendment of the Mental Health Act 2001 on 23 May 2023 by Dewan Rakyat and subsequently by Dewan Negara on 20 June 2023. This was a Consequential Amendment made together with the amendment of the Penal Code for the abolishment of offence against suicide attempts to allow individuals who attempted suicide to be rescued and given necessary assistance and not be penalised for the crime.



Image 5.20 Tabling of Mental Health Act 2001 Amendment in Dewan Rakyat

Drafting works for new regulations for a private standalone ambulance were continued with consultation and engagement sessions with various government and private agencies, including the Malaysia Marine Department, Civil Aviation Authority of Malaysia, Land Public Transport Agency, Malaysia Institute of Road Safety Research and providers of a private standalone

ambulance in Klang Valley, Pulau Pinang and Sabah. The Regulatory Impact Assessment (RIS) to draft this regulation was approved by Malaysia Productivity Corporation (MPC) on 9 January 2023. This Sector also started amending the Private Healthcare Facilities and Services Act 1998 [*Act 586*], in which the MPC approved the RIS on 1 August 2023.

Throughout 2023, this Sector was involved in workshops and meetings to prepare the National Ageing Blueprint, particularly regulating private aged healthcare facilities and services.



Image 5.21 National Ageing Blueprint Preparation Meeting

### PRIVATE HEALTH FACILITY FEE SECTOR

In 2023, this Sector completed the amendment of the 13th Schedule under [Act 586], which involved adding 1,300 new medical procedures and the allowable charges for medical specialists in private hospitals. In total, 50 consultation sessions with 36 stakeholders were conducted for this amendment.

This sector received and settled 281 complaints and queries regarding complaints and queries about professional charges in private hospitals. As an initiative to provide an understanding of the application of the 13th Schedule among private medical specialists, this Sector, in 2023, was invited for briefing sessions by 11 private hospitals around Klang Valley, Melaka, and Pulau Pinang. This initiative has helped reduce the number of complaints about charges from private hospitals.



Image 5.22 Briefing on Amendment of 13<sup>th</sup> Schedule to Minister of Health

### **AESTHETIC MEDICAL PRACTICE SECTOR**

This Sector, which is the secretariat for the Main Credentialing & Privileging Committee Aesthetic Medical Practice, conducted two (2) sessions of assessment for Letter of Credentialing and Privileging (LCP) Chapter 1 in 2023 meant for registered medical practitioners who wish to provide aesthetic medical service. A total of 141 candidates sat for the written assessment and 127 candidates for the oral assessment.

Up to December 2023, 701 registered medical practitioners hold LCP, which are divided into three (3) chapters:

i. Chapter 1 (General Practitioners): 527

ii. Chapter 2 (Medical Specialists): 82

iii. Chapter 3 (Surgical Specialists): 92



Image 5.23 Written Assessment Session for Letter of Credentialing and Privileging

In an attempt to curb cases of aesthetic medical practice by unqualified individuals, this Sector has taken initiatives by working with the Association of Registered Aesthetic Doctors Malaysia (PDEBM) to initiate the Aesthetic Public Awareness Campaign (APAC) to create awareness in the public of aesthetic medical practice. This sector has also collaborated with various government agencies, e.g. Malaysia Communication and Multimedia Commission, Ministry of Domestic Trade and Cost of Living, Department of Standards Malaysia and Medical Device Authority, to ensure the public receives treatment from qualified individuals.

### **HEALTH TOURISM SECTOR**

Throughout 2023, this sector received 26 applications for Investment Tax Allowance from private hospitals involved in health tourism for verification. This sector worked with the CKAPS, the Engineering Division and the Medical Device Authority in the verification process, which will hopefully support the development of the health tourism industry in Malaysia.

#### **GLOBALISATION SECTOR**

This sector, in cooperation with the MITI scrutinised and monitored the development of international trade agreements involving the private healthcare sector and provided technical opinions and inputs on matters related to the liberalisation of the healthcare sector. This sector represented Malaysia in the ASEAN Joint Coordinating Committee on Medical Practitioners (AJCCM), which discussed matters related to the mutual



Image 5.24 AJCCM Meeting at Brunei Darussalam

recognition of medical practitioners in the ASEAN region to realise the goal of the ASEAN Economic Community. In 2023, representatives from this sector attended the AJCCM meetings, conducted virtually hosted by Vietnam on 1 February 2023 and a physical meeting in Brunei Darussalam on 14 November 2023.

### **MEDICO LEGAL SECTION (CML)**

CML is the guardian of medical practice and medico legal dispute resolution in MOH, specifically those concerning public healthcare facilities. Divided into four (4) teams, CML tackles medico legal grievances, investigates compensation claims and works with the Attorney General's Chambers (AGC) on medical malpractice cases. CML also holds training sessions on medico legal issues and conducts audits to ensure adherence to guidelines, policies and standards.

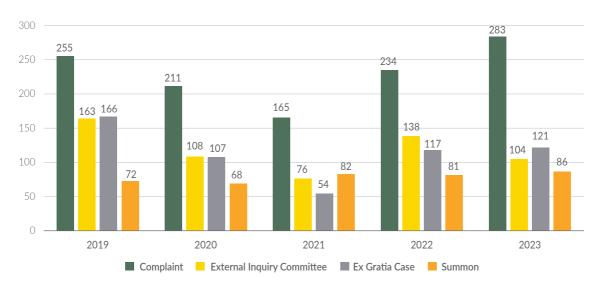


Figure 5.4 Medico Legal Statistics 2019-2023

### **COMPLAINT MANAGEMENT**

Public healthcare facilities investigate medico legal complaints internally and report them to CML. If a complaint or compensation claim cannot be resolved internally, an External Inquiry Committee is formed. In 2023, CML received 283 complaints. Compensation claims from 121 new cases were reviewed, and nearly half (59 cases or 48.76%) were recommended for compensation. MOH prioritises resolving medico legal complaints with compensation claims. In 2023, an impressive 90.3% of such complaints were settled within a year (365 days) of being filed.

### **LITIGATION**

CML works with the AGC to manage lawsuits alleging medical malpractice against MOH facilities. It provides expert advice, helps manage cases, prepares documents for out-of-court settlements, and finds potential expert witnesses. In 2023, 23 writ of summons, 62 originating summons and one third-party notice involving medical malpractice lawsuits and claims against MOH facilities were registered in CML.

### **COMPENSATION**

In 2023, MOH awarded a total of RM6,891,879.28 in compensation for ex gratia settlements and litigation cases.

Table 5.11 Medico Legal Compensation 2019-2023

Year	Ex Gratia		Litigation		Total	
real	Amount (RM)	Case	Amount (RM)	Case	Amount (RM)	Case
2023	2,073,591.70	61	4,818,287.58	12	6,891,879.28	73
*2022	1,694,258.07	25	4,193,506.64	10	5,887,764.71	35
2021	2,740,822.43	46	27,715,932.27	15	30,456,754.70	61
2020	3,909,087.89	55	14,427,784.37	18	18,336,872.26	73
2019	4,471,603.29	70	18,449,560.91	36	22,921,164.20	106

Note:

#### **SURVEILLANCE**

CML ensures that MOH healthcare facilities and JKN follow recommendations from External Inquiry Committees. To achieve this, CML actively conducted meetings throughout 2023:

- Technical Meeting on Medico Legal Case Management with state coordinators (10-11 October)
- ii. Medico Legal Case Monitoring Meeting:
  - MOH Nursing Division (22 February)
  - Assistant Medical Officer Branch, Medical Practice Division (8 March)
  - JKN Pahang (14 September)
  - Hospital Raja Permaisuri Bainun (6 November)

### **COMPETENCY ADVANCEMENT**

In 2023, CML took the initiative of conducting various training programmes to enhance the management of medico legal cases within MOH healthcare facilities and JKN. Collaboration with the JKN Sabah and Selangor was beneficial in organising courses and training sessions.

Table 5.12 Course and Training 2023

Course/Training	Date	Participant
Expert Witness Training	8-10 May	30
Management of Medico Legal Complaints	23-24 August	100
Inquiry Committee Training	23-25 September	46

<sup>\*</sup>Updated figure on the ex gratia settlement made for the year 2022



Image 5.25 Expert Witness Training ILKAP, Bangi



Image 5.26 Medico Legal Complaints Management Course HQE, Sabah

### **PUBLICATION**

- i. CML's E-Bulletin Vol. 4 was published in December 2023
- ii. To support MOH staff further, the Guidelines on the Management of Medico Legal Litigation in Ministry of Health Malaysia 2023 was published on 17 April 2023 and uploaded to the BAP website for easy access

### **ASSISTANT MEDICAL OFFICER SERVICES SECTION (CPPPP)**

CPPPP is an organisation that regulates the registration, development and direction of the Assistant Medical Officer (PPP) profession in Malaysia. Medical Assistants (Registration) Act 1977 [Act 180] regulates the registration of assistant medical officers. CPPPP is also responsible for regulating Estate Hospital Assistants under the Estate Hospital Assistants (Registration) Act 1965 [Act 435]. Since 2015, healthcare assistants have also been placed under the responsibility of the CPPPP.

### REGISTRATION AND ANNUAL REGISTRATION CERTIFICATE (ARC) UNIT

### **Registration - Quality Objective**

85.0% of applications for Form 3 (Rule 16 (1)) Certificate of Registration as a Medical Assistant with the Malaysian Medical Assistant Board will be processed and completed within 45 working days from the date of the Certificate of Registration set by the Secretary of the Medical Assistant Board.

**Table 5.13 Registration Performance 2023** 

Month	No. of Registration	Compliance	Non-Compliance	Percentage (%)
January	103	103	0	100
February	45	45	0	100
March	170	170	0	100
April	0	0	0	100
May	244	244	0	100
June	54	54	0	100
July	10	10	0	100
August	0	0	0	100
September	67	67	0	100
October	70	70	0	100
November	86	86	0	100
December	0	0	0	100

### COMPULSORY PLACEMENT PROGRAMME (PPW)

The 6-month PPW in the Emergency Department is a special programme designed and implemented for all newly appointed PPP in the MOH. The programme is aimed to strengthen clinical skills, enhancing the ability to make decisions and improving communication effectiveness.

Table 5.14 PPW Placement by States 2023

Location	Group 27/2023	Group 28/2023	Group 29/2023	Total
Perlis	8	13	12	33
Kedah	25	15	29	69
Pulau Pinang	30	20	27	77
Perak	20	26	31	77
Selangor	244	77	50	371
Hospital Kuala Lumpur	62	17	0	79
FT Putrajaya	53	5	19	77
Negeri Sembilan	46	21	29	96
Melaka	21	15	23	59
Johor	32	21	24	77
Kelantan	27	16	29	72
Terengganu	19	20	22	61
Pahang	37	31	3	71
Sabah	163	32	35	230
Sarawak	144	33	31	208
FT Labuan	5	0	11	16
Total	936	362	375	1,673

### **MALAYSIAN OPTICAL COUNCIL (MOC)**

The MOC is the regulatory body tasked with enforcing the Optical Act 1991 [Act 469] and the Optical Regulations 1994. Activities under the Act 469 are to regulate the optometry and opticianry profession include registration, issuance of Annual Practice Certificates (APC), handling complaints, monitoring optometry practices, and related matters. MOC is also responsible for the assessment and accreditation of Optometry and Opticianry Programmes conducted by the Higher Education Centre in Malaysia.

### **RECOGNITION, OPERATION & FINANCE SECTOR**

This sector is responsible in recognition of the Optometry/Opticianry Programme and APEL (C) Assessment for registered opticians.

### PROGRAMME ACCREDITATION MONITORING ASSESSMENT

The assessment of full programme accreditation monitoring has been conducted for two (2) programmes throughout the year 2023 namely Bachelor of Optometry (Honours) (AA 0020), UIAM on 14 June 2023, and Fellow of British Dispensing Optician (FBDO) (A 7981), Axismatics Professional Institute on 8 August 2023.

### CODE OF PRACTICE FOR PROGRAMME ACCREDITATION UNDERGRADUATE OPTOMETRY DEGREE/OPTICIANRY DIPLOMA VERSION 2.0

A notice regarding the enforcement of this document has been issued to the MQA and Higher Education Institutions offering optometry/opticianry programmes on 2 March 2023.

This document has been approved by the Committee during the 80<sup>th</sup> MOC meeting for full implementation effective 1 January 2024, for existing programmes that have been accredited by MQA. Meanwhile, the offering of the new programmes was effective from 1 March 2023.

### ASSESSMENTS FOR ACCREDITATION OF PRIOR EXPERIENTIAL LEARNING FOR CREDIT AWARD [APEL (C)]

Several activities related to APEL (C) were conducted throughout 2023, as outlined in **Table 5.15.** 

Table 5.15 APEL (C) Assessment Activities

Activities	Date	Target
Briefing on the completion of the self- assessment form by APEL (C) MOC Advisor	6 April 2023	Registered Optician who has completed the Bridging Programme
Briefing on completion of the APEL (C) portfolio	1 August 2023	Registered Opticians involved in APEL (C) evaluation.

#### REGISTRATION SECTOR

The registration sector is responsible for matters related to the registration and issuance of APC for optometry practitioners, namely optometrists and opticians, in Malaysia.

### REGISTRATION OF OPTOMETRY PRACTITIONERS

Starting from January 2023, the registration sector has introduced a new registration procedure where applicants are required to attend a registration briefing before being allowed to register with the MOC. A total of 14 briefing sessions were conducted throughout the year 2023, registering a total of 187 new practitioners.

Table 5.16 Number of Registered Optometrists and Opticians in 2023

	New Practitioners	Registered Practitioners	Deceased & Retired
Optician	20	3,497	234
Optometrist	167	3,017	16
Total	187	6,514	250

#### **APC**

Starting from September 2023, MOC has introduced the Malaysian Healthcare Practitioners' System (MHPS) to enable registered optometry practitioners to apply for APC renewal and make online payments. The MHPS is a practitioner registration system that is also being used by other agencies such as the Malaysian Dental Council and Allied Health Professions Council.

In addition to announcing this new system on the website and official MOC Facebook page, the APC Unit from the Registration Sector also went into the field by setting up booths to assist practitioners in using the MHPS system in collaboration with the programme organizers Malaysian Association of Practicing Opticians, MAPO) at Concorde Hotel, WP Kuala Lumpur and Sarawak Optical Traders Association (SOTA) at Pullman Hotel, Sarawak.

#### **MOC EVALUATION COMMITTEE**

MOC Evaluation Committee was established to discuss matters related to practitioner registration and optometry practices in Malaysia. In the year 2023, a total of three (3) MOC Evaluation Committee meetings were held on the dates of 7 February, 15 May and 7 September 2023.

### PROFESSIONAL QUALIFYING ASSESSMENT (PQA)

MOC together with the Pertubuhan Akademi Optometri Malaysia successfully conducted the PQA to register opticianry graduates who have qualifications not listed in the First Schedule of the Optical Act 1991 as registered opticians. The PQA was held at the UKM Optometry Clinic on 9 September 2023 involving one candidate.

### **ETHICS AND ACT SECTOR**

This sector is responsible for the implementation of drafting the Optometry Bill, amendments to the Schedule of the Optical Act 1991 and the Optical Regulations 1994, handling complaints related to optometry practitioners and MOC services, and conducting Optical Surveillance Audit (ASO) on optometrists and opticians serving in the private sectors.

### **COMPLAINTS**

MOC receives complaints through various channels via email (eaduan.moc@moh.gov.my), mail and phone. The total number of complaints received and managed by MOC is shown in **Figure 5.5.** 

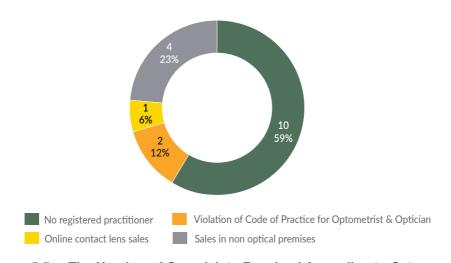


Figure 5.5 The Number of Complaints Received According to Category 2023

### **OPTICAL SURVEILLANCE AUDIT (ASO)**

A total of 90 optical premises have successfully undergone audits to assess compliance with the Optical Act 1991. ASO is a periodic audit conducted on registered optometrists and opticians practising optometry at optical premises in Malaysia. For the year 2023, audits were conducted in the states of Selangor and Sarawak according to selected districts that were predetermined.

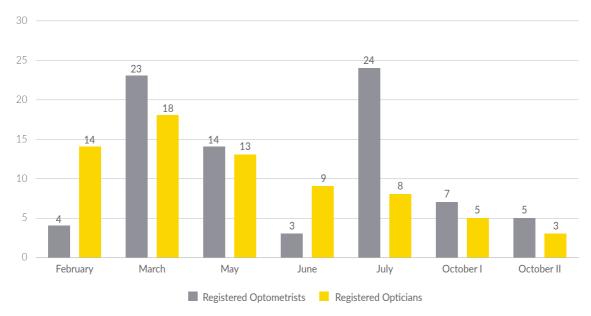


Figure 5.6 Number of Registered Practitioners ASO Audited

### JAWATANKUASA ADUAN TERHADAP PENGAMAL OPTOMETRI, MOC

A meeting was held on 31 October 2023 in the MOC Meeting Room attended by committee members involved. As a result of the findings from this meeting, the secretariat acted on the complaints received in accordance with the provisions in the Optical Act 1991 and Optical Regulations 1994 as well as the Code of Practice for Opticians and Optometrists.

### **COMPETENCY SECTOR**

This sector is responsible for the management of CPD for the optometrist and optician professions as well as overseeing the administration of the contact lens examinations for registered opticians before issuing certificates of authorization to prescribe and dispense contact lenses.

#### CONTACT LENS EXAMINATIONS FOR REGISTERED OPTICIANS

Section 30 of the Optical Act 1991 provides for authorization to prescribe and dispense contact lenses to registered opticians who have passed the contact lens examination. Every year, the MOC organizes the Contact Lens Examination for Registered Opticians. For the year 2023, the Contact Lens Theory Examination (9 candidates) was conducted on 12 September 2023, while the Contact Lens Practical Examination (8 candidates) took place on 26 September 2023, at the Optometry Studies Centre, Faculty of Health Sciences, UiTM Selangor, Puncak Alam campus.

### STANDARDS, GUIDELINES AND MATTERS RELATED TO CONTACT LENS EXAMINATIONS

The Conjoint Contact Lens Committee Meeting No. 1/2023 dated 29 May 2023 and No. 2/2023 dated 17 August 2023 made amendments and updates to the five (5) matters, namely the terms of reference of the Conjoint Contact Lens Committee, the module of the Contact Lens Course for Registered Opticians, the Rubric of the Contact Lens Examination (Practical) for Registered Opticians under Section 30(5) of the Optometry Act 1991, the Guidelines for Application for Authorization to Prescribe & Dispense Contact Lenses Under Section 30(4) of the Optometry Act 1991, and the Guidelines for Conducting the Contact Lens Examination Under Section 30(5) of the Optometry Act 1991, which were presented and approved in the JKP meeting dated 7 September 2023, and were implemented in the Contact Lens Examination for Registered Opticians on 12 & 26 September 2023.

### **ALLIED HEALTH SCIENCES DIVISION (AHSD)**

AHSD is responsible for 29 Allied Health Professions in MOH. This division is accountable for managing a workforce of 30,000 individuals from clinical, laboratory and public health services. Its core responsibilities include developing policies for health services and fostering career growth, promoting research and quality activities, determining training and competency standards as well as addressing the health resource needs.

### MALAYSIAN ALLIED HEALTH PROFESSIONS COUNCIL (MAHPC)

The 1st MAHPC was established with the appointment of 23 Council Members by MOH starting 9 July 2020 for the tenure of 3 years and ends on 8 July 2023. In line with the amendment of the Second Schedule on 24 March 2022, 16 registered allied health practitioners that appointed as council members for the 2nd MAHPC, effective from 9 July 2023 until 8 July 2026. In general, this council has the following main roles and responsibilities:

- i. To register and issue certificates to registered allied health practitioners
- ii. To determine the appropriate qualifications of allied health professions
- iii. To determine the necessary prerequisite requirements of allied health professions
- iv. To regulate the ethics and professional conduct of registered allied health practitioners
- v. To regulate the practice of registered allied health practitioners



Image 5.27 2<sup>nd</sup> Council Member Appointment Presentation Session with Minister of Health



Image 5.28 2<sup>nd</sup> Malaysian Allied Health Council Members

### **REGISTRATION OF ALLIED HEALTH PRACTITIONERS**

The registration process for allied health practitioners commenced on 1 July 2022, following the Registration Schedule issued by the MAHPC. Throughout 2023, registration for practitioners from the public sector and higher education institutions was carried out. Practitioners submitted their registration applications using the online platform called the Malaysian Healthcare Practitioners' System (MHPS), developed by the Information Management Division (BPM). The Malaysian Dental Council, Malaysian Optical Council, Malaysian Dental Therapists Board, and the MAHPC utilize this system.

In 2023, a total of 11,503 registrations were approved by the MAHPC, compared to 6,841 in 2022. From 1 July 2022 to 31 December 2023, a total of 18,344 applications were approved, resulting in a collection of RM2,919,550.00.

Table 5.17 Revenue Collected from Allied Health Practitioner Registration from 1 July 2022 to 31 December 2023

Revenue Collected	RM
Registration Fee	1,084,750.00
Registration Certificate Fee	1,834,800.00
Total	2,919,550.00

Table 5.18 Registered Allied Health Practitioners Year 2022 and 2013

Profession	Regis	Registration		
Profession	2022	2023		
Audiologist	186	80		
Dietitian	372	226		
Entomologist (Public Health)	6	127		
Physiotherapist	1,715	652		
Medical Physicist	59	117		
Nutritionist	115	409		
Clinical Psychologist	73	330		
Diagnostic Radiographer	1,755	1,084		
Medical Laboratory Scientist	94	1,385		
Occupational Therapist	1,216	789		
Speech-Language Therapist	160	197		
Radiation Therapist	105	217		
Medical Laboratory Technologist	51	4,728		
Dental Technologist	899	223		
Environmental Health Officer	17	919		
Health Education Officer	18	20		
Total	6,841	11,503		
Cumulative Total		18,344		

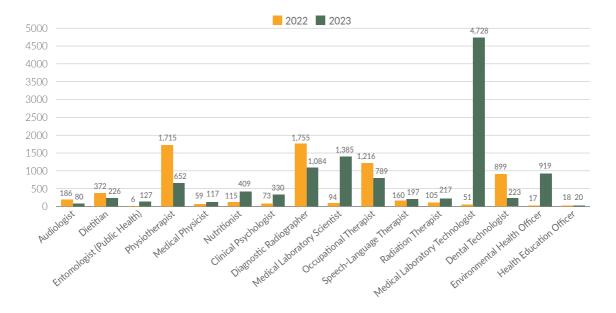


Figure 5.7 Allied Health Practitioner Registration by Professions

#### **ACTIVITIES OF THE MAHPC SECRETARIAT**

Throughout 2023, the MAHPC Secretariat carried out various activities to fully enforce Act 774, which is expected to take effect on 1 July 2025. These activities included formulating policies and guidelines as well as disseminating information related to Act 774 to practitioners and the public. Additionally, the MAHPC was responsible for matters related to the standardisation of education programmes and the accreditation assessment of education programmes for 16 professions listed in the Second Schedule, covering 21 fields of study.

In 2023, the MAHPC assumed the role of accreditation assessment (Provisional Accreditation started 1 January 2023 and Full Accreditation started 1 July 2023) from the Malaysian Qualifications Agency (MQA), which oversees the quality assurance of higher education in both the public and private sectors. The Joint Technical Committee (JTC) played a crucial role in managing and supervising accreditation assessment activities on behalf of the MAHPC before being awarded accreditation by the MQA.

Table 5.19 Secretariat Activities in 2023

Secretariat Activites	Quantity
Meetings	Quantity
Malaysian Allied Health Professions Council (MAHPC)	3
Joint Technical Committee (JTC)	2
Programme Standard (HEO)	1
Technical Working Group (TWG)	2
Qualifying Committee	3
Joint Meetings with Relevant Agencies	2
Talks on Act 774	
Allied Health Professions in the Public Sector	10
Allied Health Professions in the Private Sector	8
Allied Health Professions in the Higher Education Sector	5
Workshops and Courses	
Development & Harmonisation of Programme Standard	2
Code of Practice for Programme Accreditation (COPPA 2.0) for Allied Health Professions	1
Total	39

Table 5.20 Application for Provisional and Full Accreditation Assessment from Higher Education Providers

Qualification Name	Higher Education Providers		
Provisional Accreditation Assessment			
Bachelor of Physiotherapy (Hons)	SEGI University		
Diploma in Physiotherapy	UNIKOP College		
Diploma in Physiotherapy	VISION College		
Master in Clinical Psychology	Universiti Teknologi Mara		
Full Accreditation	Assessment		
Master in Clinical Psychology	Taylor University		
Bachelor of Biomedical Sciences (Hons)	MAHSA University		
Bachelor of Physiotherapy (Hons)	AIMST University		
Bachelor of Medical Imaging (Hons)	MAHSA University		
Bachelor of Physiotherapy (Hons)	MAHSA University		
Bachelor of Environmental Health & Safety (Hons)	MAHSA University		
Bachelor in Environmental Health (Hons)	Management & Science University		
Bachelor of Physiotherapy (Hons)	International Islamic University of Malaysia		
Diploma in Dental Technology	MAHSA University		
Diploma in Physiotherapy	AIMST University		
Diploma in Physiotherapy	MAHSA University		
Diploma in Medical Imaging	MAHSA University		
Diploma in Medical Laboratory Technology	MAHSA University		
Diploma in Environmental Health	MAHSA University		
Diploma in Dental Technology	Institut Latihan Kesihatan Angkatan Tentera		

### **ENFORCEMENT OF ACT 774**

### **EDUCATION ENFORCEMENT VISITS PERIODICALLY**

Regular educational visits were carried out on 44 premises that provide services related to allied health. It aims to raise awareness about the implementation and enforcement of Act 774.

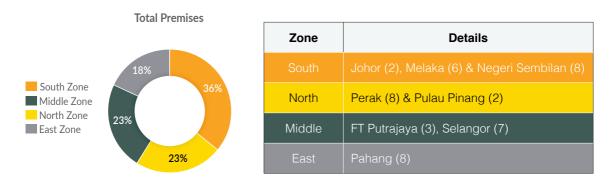


Figure 5.8 Visited Premises by Zone 2023

### **COMPLAINTS RELATED TO OFFENSES UNDER ACT 774**

There were 31 complaints related to offences under Act 774 received between 2018 to 2023 as shown in **Figure 5.9.** 

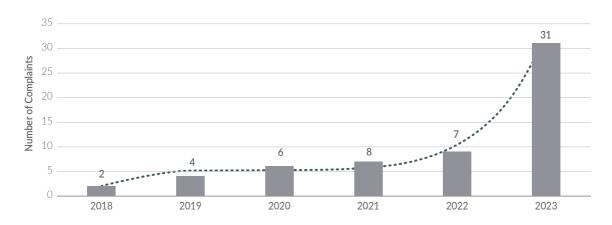


Figure 5.9 Number of Complaints Received Related to Act 774 Year 2018-2023

### PREPARATORY COURSE FOR THE APPOINTMENT OF ENFORCEMENT OFFICER OF ACT 774

Appointed Enforcement Officers must attend five (5) designated courses to ensure they are competent in performing their duties. The following are the courses that have been implemented in 2023 for Group II (appointed) and Group III (in training):

- i. Investigation Paper Preparation Course (Group II) in collaboration with Institut Latihan Kehakiman dan Perundangan (ILKAP) on 29 May 1 June 2023
- ii. Pre-Trial and Prosecution Technique Course (Group II) in collaboration with ILKAP on 31 July 4 August 2023
- iii. Basic Enforcement Course (Group III) on 24-25 October 2023 (online Google Meet)



Image 5.29 Pre-Trial and Prosecution Techniques Course (Group II) in Collaboration with ILKAP on 31 July - 4 August 2023

### LECTURE AND BRIEFING ON THE ENFORCEMENT OF ACT 774

The lectures and briefings were held for the promotion and education regarding the enforcement of Act 774, as shown in **Table 5.21.** 

Table 5.21 Lecture and Briefing on the Enforcement of Act 774

Lecture and Briefing by Profession	No. of participants	Date	Location
Medical Laboratory Technologist	53	13 Feb 2023	Tampoi Health Clinic
Medical Laboratory Technologist	74	24 Feb 2023	Tuanku Ja'afar Hospital
Medical Laboratory Technologist	103	13 Mac 2023	Online
Medical Laboratory Technologist	54	15 March 2023	Kuala Lumpur Hospital
Physiotherapist Association members	407	22 March 2023	Online
Medical Laboratory Technologist	40	31 April 2023	Kajang Hospital
Bachelor of Biomedical Science students	40	08 May 2023	University of Malaya
Allied Health Professionals	84	20 June 2023	National Heart Institute
Allied Health Professionals	258	05 Sept 2023	Sarawak General Hospital
Allied Health Professionals	661	21 Sept 2023	Sunway Medical Centre

### PREPARATION OF ENFORCEMENT STANDARD OPERATING PROCEDURES (SOP) FOR ACT 774

There were three (3) SOPs that have been finalised throughout 2023, namely:

- i. Periodic Inspection Visit SOP
- ii. Complaint Reception and Investigation SOP
- iii. Forensic Photography SOP

### MEETINGS AND ENGAGEMENT SESSIONS INVOLVING VARIOUS AGENCIES REGARDING THE ENFORCEMENT OF ACT 774

Meetings and engagement sessions have been held internally and in collaboration with various agencies to coordinate and implement enforcement activities involving Act 774 at the AHSD and nationally, as follows:

- i. Coordination Meeting on the Enforcement of the Allied Health Professions Act 2016 [*Act 774*] No. 1/2023 on 27 February 2023.
- ii. Coordination Meeting on the Enforcement of the Allied Health Professions Act 2016 [Act 774] No. 2/2023 on 6 December 2023.
- iii. Joint Meeting of the Policy and Development Branch of the AHSD which has been conducted every three months.
- iv. Meeting Addressing Current Issues Related to Nutrition under the Allied Health Professions Act 2016 [*Act 774*] on 13 December 2023.
- v. Enforcement Section Meetings were held two (2) times per month.

### **KEY PERFORMANCE INDICATORS (KPI) OF AHSD**

In 2023, the KPI monitored by AHSD included one (1) Deputy Director General of Health (Medical), four (4) AHSD Director, four (4) Senior Deputy Directors, 27 Allied Health Professions, four (4) National Indicator Approach (NIA), 14 Quality Objectives, and one (1) Universal Health Coverage (UHC). Reporting for the UHC indicator has been implemented through the National Health and Morbidity Survey (NHMS) 2023. The report will only be available after the analysis of the study has been released by NHMS. All of the KPIs were found to have successfully achieved the 100% target that had been set and the KPIs of some professions have been improved with new indicators for the year 2024. In addition, the development of the Quality Assurance (QA) project among allied health profession has been initiated involving ten (10) professions.

### ALLIED HEALTH PROJECTS UNDER WHO BUDGET PROGRAMME

In 2023, AHSD continues to carry out two high impact projects under the WHO programme budget entitled:

- i. Development of Credentialing, Competency and Capability Framework for Allied Health Professions in Ministry of Health Malaysia
- ii. Occupational Engagement Activities Among the Elderly to Promote Health and Well-Being in the Community

Both of these projects are in the reporting phase which will be completed in 2024. The results of this project can support the development of new policies related to career development and allied health services in the country. AHSD has also published two (2) technical report books for the projects under the WHO Programme Budget 2020 to 2021, namely the Review of Allied Health Professions Act 2016 [Act 774] and research on Developing Criteria for a Profession to be considered as Profession of Allied Health in Malaysia. The research article was also successfully published in the international journal BMC Health Services Research. Publication of abstracts and manuscripts for the 13th AHSC Conference are also published in the Journal of Health Management. In line with the Health White Paper, AHSD has conducted a Desk Review of Allied Health Services at Primary Health which will be completed in 2024.





Image 5.30 Technical Report under the WHO Programme Budget Published in 2023

### THE MID-TERM REVIEW (MTR) OF THE STRATEGIC PLAN FOR AHSD AND ALLIED HEALTH PROFESSIONS 2021-2025

The MTR of the Strategic Plan for AHSD and Allied Health Professions 2021-2025 has been carried out to review the implementation of the action plan for activities and programmes that had been identified at the beginning of the 12th Malaysia Plan (12MP) period. In the first term, approximately 80% of activities and indicators had reached the target. Since there are changes in policy, amendments, adjustment and resetting of targets, a few activities has been revised in line with the Strategic Framework of the Medical Programme MOH 2021-2025.

Initially this strategic plan had a total of 75 strategies, 85 implementation plans, 164 professions implementation plans and 306 activities. However, after the MTR presentation in mid-June 2023, 39 activities were dropped due to irrelevant indicators and difficulties in implementing the strategies. The MTR also concluded that 163 activities remained, 87 changed, 14 added and four (4) completed. A total of 264 activities will be used for the period 2024-2025. The document of the mid-term review will be published in early 2024 and will be uploaded at the AHSD website for reference.

### REGULATORY IMPACT ANALYSIS FOR GOVERNANCE OF UNREGULATED PROFESSIONS UNDER ACT 774 IN MALAYSIA

Since the implementation of the Allied Health Professions Act 2016 [Act 774], there have been applications from several new professions to be listed in Schedule Two of Act 774. To ensure good regulatory practice, the Allied Health Sciences Division (AHSD) in collaboration with the Malaysia Productivity Corporation (MPC) conducted a regulatory impact analysis (RIA) to identify the best options for administering unregulated allied health professions. The professions involved in this RIA are cardiovascular technology, perfusion, genetic counselling, prosthetics & orthotics, music therapy and sonography. Several engagement sessions were held with all six relevant professions throughout the year 2023. Discussions also involved top management of

the MOH and regulatory bodies as stakeholders in the development of this regulatory framework. AHSD also conducted a cost-benefit analysis that impacts the government or regulatory bodies, businesses, associations, practitioners and users.

A public consultation was held online through the Unified Public Consultation (UPC) platform from 30 August to 30 September 2023. In this consultation session, AHSD explained issues related to the regulation of unregistered allied health professions not limited to regulations or laws but also other methods such as self-regulation, co-regulation, and non-regulatory approaches. The public was invited to respond to a survey, and a total of 597 respondents participated. The majority of respondents agreed that regulation would ensure the establishment of necessary minimum standards, ensure practitioners are qualified and trained, guarantee the quality and safety of services, and effectively manage complaints related to practitioner misconduct or ethics.

The results of this RIA are expected to assist AHSD in developing a regulatory framework for unregistered allied health professions under any professional act. Such a framework is aimed at ensuring the public receives safe and quality health services while meeting the expectations of various stakeholders.

### PLANNING AND COORDINATING EMPLOYMENT NEEDS OF ALLIED HEALTH PROFESSIONS

AHSD consistently plays a role in planning, coordinating, managing, facilitating, and addressing the needs and employment issues involving 29 allied health professions.

In 2023, a total of 11 allied health professions received contract extensions for three (3) years under the Contract of Service (COS), namely science officers (microbiology), science officers (biochemistry), science officers (biomedical), health education officers, environmental health officers & assistant environmental health officers, physiotherapists, occupational therapists, diagnostic x-ray technologists, medical laboratory technologists and dental technologists. Meanwhile, one (1) allied health professions, namely the psychology officer (counselling), received a contract extension for two (2) years under the Contract for Service (CFS). Allied health professions have applied for 4,875 new positions and a total of 3,485 contract positions have been successfully created.

Proposals and Justifications for Allied Health Professions for the Health Cluster, Management Cluster, and Science and Technology Cluster in the Study of Public Service Remuneration System 2023 were submitted to the Human Resource Division (BSM) and subsequently forwarded to the Public Service Department (JPA) on 11 September 2023. AHSD has submitted an Application Paper for the Use of Uniforms for Assistant Science Officers (PPS) MOH to the Management Services Division (BKP). This application was approved by the JPA and will take effect on 1 January 2026.

AHSD has prepared several reports related to the employment of Allied Health Professions. In April 2023, a report on Human Resources for Health (HRH) for the year 2022 was prepared that involves all Allied Health Professions in MOH. It also includes the recruitment of cadres and is divided into diploma, bachelor, and master graduates. Among the generated reports are the total number of graduates with diplomas, bachelors and masters filling allied health professions positions from public or private universities from local and abroad, the report on the number of job placements by state, the report on the number of civil servants by age category, and the report on the number of civil servant placements by facility category.

### CAREER PATHWAY FOR ALLIED HEALTH PROFESSIONS

The Career Pathway Framework for Allied Health Professions is being developed in accordance with the Strategic Plan of the Medical Programmes and Allied Health Sciences Division. Its goal is to strengthen the capacity and capability of human resources for health, leading to the implementation of a plan to improve career pathways for allied health professions.

In the process of developing this career pathway framework, the scoping review for the allied health professions career pathway framework was implemented throughout 2023 to obtain important input on the career path of allied health professions in Malaysia and abroad. Details of the Career Pathway Framework development process for the allied health professions throughout 2023 as shown in **Image 5.31.** 



Image 5.31 Development Process of the Career Pathway Framework for Allied Health Professions 2023

The posters from Scoping Review were also presented at the 13<sup>th</sup> Allied Health Scientific Conference (AHSC) held at Everly Hotel, Putrajaya on 12-13 September 2023. The four (4) posters are:

- i. Definition of Career Pathways for Allied Health Professions
- ii. The Availability of Career Pathways for Allied Health Professions: A Scoping Review
- iii. Framework for Career Pathways for Non-Allied Health Professions: A Scoping Review
- Criteria for Career Pathways for Allied Health Professions in Other Countries: A Scoping Review

### PUBLICATION OF STANDARD OPERATING PROCEDURES (SOP) AND CAREER DEVELOPMENT GUIDELINE

In April 2023, 26 SOPs and one (1) Career Development Guideline were published, which may be viewed via the following link: https://hq.moh.gov.my/alliedhealth/



Image 5.32 Standard Operating Procedure (SOP) Book and Framework Development and Career Pathway Book Published



Image 5.33 Activities of the Professional Development Unit 2023

### STUDENTS' PRACTICAL AT MOH FACILITIES

A total of 48 higher education institutions (11 public institutions and 37 private institutions) have signed a memorandum of agreement (MoA) with the Government of Malaysia, represented by the MOH, for the purpose of student training at MOH facilities. This includes 110 allied health programmes and 407 MOH facilities approved by the Jawatankuasa Penggunaan Fasiliti (JKPF) of the MOH.

### CREDENTIALING FOR ALLIED HEALTH PRACTITIONERS

Starting from 1 February 2023, applications for credentialing recognition have been implemented online through the e-Credentialing system for nine (9) allied health professions. The Sub-Specialty Committee (SSC) meetings and the National Credentialing Committee (NCC) meetings have accredited a total of 58 allied health practitioners for the year 2023. This brings the cumulative total to 9,702 allied health practitioners who have been granted credentialing recognition from 2014 to 2023 as outlined in **Table 5.22.** 

Table 5.22 Number of Allied Health Practitioners Recognized with Credentialing in 2023

Allied Health Practitioners	Number of Practitioners Credentialed (2023)	Total Credentialed (2014-2023)
Physiotherapist	12	1,855
Occupational Therapist	0	1,495
Diagnostic Therapist	2	3,250
Radiation Therapist	0	338
Dental Technologist	27	793
Optometrist	16	620
Dietitian	0	981
Speech-Language Therapist	1	208
Audiologist	0	162
Total	58	9,702

### **ALLIED HEALTH PRACTITIONERS TRAINING**

A total of 356 competency certificates were issued to allied health practitioners who successfully completed competency attachment training at the MOH in 2023. A total of 29 courses involving 1,231 allied health practitioners were successfully conducted with an human capital development expenditure of RM82,510.00 as an initiative to enhance the capabilities of allied health practitioners in 2023.

An integrated orientation course for newly appointed allied health practitioners at the MOH was conducted online with the participation of 1,115 professionals. A total of 34 allied health practitioners have also successfully pursued studies in their respective fields of master and doctorate degrees both locally and internationally with or without Federal Government's Scholarship (HLP).

### **ALLIED HEALTH PROFESSIONS WEBINAR PROGRAMME**

The webinar programme organised by AHSD in collaboration with the allied health professions is an initiative to introduce the services provided by the allied health professions to the public. In addition, this webinar is also one of the methods of learning and sharing new knowledge to members of the profession. Each webinar series conducted will also be shared through the AHSD's Facebook social media platform. A total of ten (10) webinar series have been successfully held in 2023 with an estimated participation of 1,500 people in live webinars and on Facebook.

### **NURSING DIVISION (BKj)**

BKj is responsible for planning the development of nursing services in line with the aspirations of the MOH and managing the nursing fraternity in a constructive and productive manner to maintain nursing standards.

### NURSING POLICY AND PRACTICE BRANCH

### **QUALITY AND TRAINING SECTOR**

This sector has three (3) indicators that are monitored for the nursing division, which are the director's Key Performance Indicators (KPI), quality objectives and customer charter. As for the national level, three (3) indicators are monitored, namely the National Nursing Audit (NNA) for Medical Programme and Public Health, the National Operating Room Nursing Audit (NORNA) and the National Nursing Indicator Approach (NNIA).

#### NURSING QUALITY STANDARDS DEVELOPMENT UNIT

The Director of Nursing has six (6) KPIs and has achieved all the targets as shown in **Table 5.23**.

Table 5.23 KPI Achievements for Director of Nursing 2023

Indicators	Target (%)	Achievement (%)
The percentage of registered nurses holding a Post Specialisation Certificate (Certificate/Advanced Diploma) placed by field of specialization	≥90	100
Percentage of applications for annual practicing certificates issued before or on 31 December of the current year	100	100
Percentage performing 12 monitoring visits a year, for the adherence of used MOH facilities for training of nursing programs	100	100
Percentage of completed Continuing Professional Development (CPD) application results issued within ten (10) working days prior to the program commencement	≥80	100
The percentage of nurses who have served in 12 clinical placements for more than 6 months and have been certified by the Hospital Privileging Committee and awarded a recognised privileging certificate	≥60	62
The percentage of credentialing certificates and badges for new applications that are issued within 30 working days of the National Credential Committee (NCC) meeting	≥80	100

Nursing standards and competencies of nurses in hospitals are measured using the Medical Programme NNA which has five (5) elements. There are four (4) elements have achieved the standards as shown in **Table 5.24.** The 5<sup>th</sup> element has been strengthened for the evaluation of soft skill components to achieve the set targets.

Table 5.24 Achievement of Medical Program NNA 2023

Elements	Target (%)	Achievement (%)
Administration of Intravenous Infusion	90	99
Aseptic Wound Dressing	90	99
Pain as 5 <sup>th</sup> Vital Sign	90	99
Blood or Blood Component Transfusion	100	100
Administration of Oral Medication	100	99

A total of 12 elements of public health NNA were audited and achieved for 2023 as shown in **Table 5.25.** 

Table 5.25 Achievement of Public Health NNA 2023

Elements	Target (%)	Achievement (%)
Handling of high risk pregnancy - Anemia	85	94
Handling of high risk pregnancy - Pregnancy Induce Hypertension	85	96
Handling of high risk pregnancy - Gestational Diabetes Mellitus	85	93
Physical examination and palpation of the abdomen of pregnant mothers at the clinic for new and repeated antenatal	90	99
Postnatal examination at homes - mother	95	99
Postnatal examination at homes - baby	95	100
Vaccination by immunization injection	100	100
Cold Chain Maintenance	100	100
Evaluation of growth and development in babies and children	95	99
Management of malnourished children (KZM) among infants and children aged 6 months to 6 years	80	90
Leadership and administration of nursing services.	85	99
Human resource management at the primary health care level	85	100

In order to maintain safe patient care, the indicators that are being monitored under the NNIA have achieved standards as shown in **Table 5.26.** 

Table 5.26 Achievement NNIA 2023

Indicators	Target (%)	Achievement (%)
Incidence of Patient Fall	≤4.0	0.20
Incidence of Phlebitis among inpatients with intravenous (IV) cannulation	≤35.0	2.82
Incident of pressure injury in non-ambulatory patients	≤2.1	1.03

#### NURSING PROFESSIONAL DEVELOPMENT UNIT

For the year 2023, a total of three (3) courses were organised by the BKj. This unit is a regulatory body in awarding CPD points for organiser who conduct courses. This unit had received 3,085 applications from government and private sectors. A total of 2,267 (73.5%) programmes were approved meanwhile 818 (26.5%) were rejected because not meeting the application requirements.

### **CREDENTIALING AND PRIVILEGING UNIT (C&P)**

There are 12 disciplines that are accredited with credentialing certificates for three (3) years by the NCC. Approval of applications from the intensive care discipline was the highest, credentialing (646) and re-credentialing (601) while the credentialing & privileging committee at the hospital level will handle privileging in their respective hospitals.

#### **COMPLAINTS AND FEEDBACK UNIT**

BKj has made improvements through courses, workshops, and monitoring visits related to the scope of complaints and customer satisfaction for MOH nurses. Soft skill is the main causes of complaints about nurses which is 288 (37.6%) followed by attitude 192 (25.1%) for year 2023.

#### NURSING RESEARCH UNIT

The activities of the Nursing Research Unit for the year 2023 as shown in **Table 5.27** and **Image 5.34**.

Table 5.27 Activities of Nursing Research Unit 2023

Activities	Achievement	
Appointment of research coordinator at state, institutional and MOH hospitals level.	Appointment of 38 nurses with qualification of Bachelor of Nursing	
Provide advisory and facilitation services in nursing research	16 facilities with 20 applications for advisory and facilitation services were carried out	
	8 surveys of 8 facilities (NIH, IPKKM and external agencies)	
Collaboration in research, training, presentation and nursing research publication	Research publication achievement: i. Nursing Sensitive-Indicators - A Literature Review ii. Practical Experience Utilising a Rapid Review Process for Nursing Practice Decision-Making on Pressure Injury Outcome Indicators	

Activities	Achievement	
Organising national nursing conference	4th National Nursing Research Colloquium on 15-16 March 2023 with 296 nursing participations	
BKj report publication	BKj Annual Report, e-Buletin BKj, Appreciation Report, Midwives Exhibitions, Nurses Day Celebration and Program Keceriaan Kemerdekaan	
Nurse appreciation	Motivation and appreciation speeches for nurses who succeed in terms of academic and nursing services of academic and nursing services	



Image 5.34 Activities Nursing Research 2023

### **PRACTICE SECTOR**

### NURSING PRACTICE UNIT (MEDICAL AND PUBLIC HEALTH)

Monitoring and supervisory visits at 42 facilities, including hospitals and health clinics; the women's prisons in outreach programmes have been carried out in 2023. This unit places great emphasis on SOPs, guidelines and MOH policies while conducting clinical monitoring and supervision for patient and healthcare worker safety as shown in **Image 5.35.** 





Image 5.35 Monitoring and Supervisory Visits of Practice Sector 2023

### REGULATORY BRANCH

### REGISTRATION AND ENFORCEMENT SECTOR

### REGISTRATION AND ANNUAL PRACTISING CERTIFICATE (APC) UNIT

In year 2023, a total of 4,743 nurses have been registered with the Malaysian Nursing Board (MNB) consisting of 3,693 Registered Nurses, 21 Assistant Nurses, 193 Public Health Nurses and 43 Mental Health Nurses. Meanwhile, 789 Midwives Part 1 have been registered with the Malaysia Midwives Board (MMB).

A total of 144,822 nurses were given APC consisting of 124,257 Registered Nurses, 1,098 Nurse Assistants and 19,467 Community Nurses. The total number of applications to serve abroad is 2,445 nurses. Applications to serve in Saudi Arabia (1,341) are the highest followed by Singapore (924).

### TEMPORARY PRACTISING CERTIFICATE (TPC) REGISTRATION & INTERNATIONAL RELATIONS UNIT

A total of 47 *Jururawat Terlatih Warganegara Asing* (JTWA) got quota approval, consisting of 45 new quota categories and 2 renewed quota categories. In year 2023, there are 53 TPC applications for JTWA consisting of 15 new TPC approvals, 25 renewal TPCs and 3 elective TPCs.

The Asean Joint Coordinating Committee on Nursing (AJCCN) meeting was held virtually on 31 January 2023, and in person on 13–17 November 2023, and the International Council Nursing Conference was held on 1–5 July 2023. The 26th Joint Singapore-Malaysia Nursing Conference (JSMNC) was held on 19–21 October 2023, at The Academia Singapore with a total of 30 participants from Malaysia.

### STANDARDS AND ACCREDITATION SECTOR

### NURSING CURRICULUM ASSESSMENT UNIT

The number of nursing training institutions and accreditation assessment visits for year 2023 as shown in **Table 5.28**.

Table 5.28 Nursing Training Institutions and Accreditation Assessment Visits 2023

Institutions	Facilities	Visit
Ministry of Health Training Institution (ILKKM)	13	6
Public University	11	9
Private Higher Learning Institution	49	45
Ministry of Defense	1	1
Total	74	61

In 2023, 134 applications for teaching permits had been accepted for processing, with 131 of them being approved. Of these, 61 were from the teacher category and 70 were from the clinical instructor category.

#### **EXAMINATION UNIT**

The total number of candidates who registered for the MNB and MMB exams for the year 2023 was 4,717 candidates and the total number of candidates who sitting the examination was 4,715 (99.96%). The total number of candidates who registered for the MNB qualification exam for JTWA was 20 candidates and the total number of candidates who sitting the examination was 20 (100%).

### MOH FACILITY UTILISATION MANAGEMENT FOR INSTITUTES OF HIGHER EDUCATION UNIT

In 2023, 53 *Pemberi Pendidikan Tinggi* (PPT) have signed a MoA with the MOH to undergo training at the MOH's facilities. This unit carries out compliance monitoring of the usage of MOH facilities for the purpose of providing clinical training for nursing students or trainees. Monitoring at seven (7) hospitals and six (6) public health facilities of the MOH was conducted.

### CORPORATE MANAGEMENT SECTOR

#### NURSING HUMAN RESOURCE PLANNING UNIT

In year 2023, a total of 2,601 nurses have been appointed on a permanent position.

#### **ADMINISTRATION AND FINANCE UNIT**

For the year 2023, the Administration and Finance Unit has achieved 100% of the HRMIS KPI target set according to guidelines and regulations.

#### INFORMATION TECHNOLOGY UNIT

The Information Technology Unit has organised two (2) information and communication technology (ICT) courses: Infographic Course using Microsoft PowerPoint on 4-5 September 2023 with a total of 32 participants and Microsoft Excel Course: Trick & Tips on 25-26 September 2023 with 32 participants.

## TRADITIONAL AND COMPLEMENTARY MEDICINE DIVISION (T&CMD)

T&CMD is responsible for the development of policy, expansion and regulation of traditional and complementary medicine (T&CM) services and practitioners in Malaysia.

The division comprises of five (5) sections as follows:

- i. Policy and Development Section
- ii. Practice Section
- iii. Traditional and Complementary Medicine Council Section
- iv. Inspectorate and Enforcement Section
- v. Professional Development Section

For the year 2023, the activity of this division continued with the international collaboration among neighbouring countries, the development of T&CM research framework, reinforcement of the regulation activity of private T&CM facilities and the processing of local and foreign T&CM practitioner registration as according to the Traditional dan Complementary Medicine Act 2016 [Act 775].

# COLLABORATION BETWEEN THE GOVERNMENT OF MALAYSIA AND THE GOVERNMENT OF THE REPUBLIC OF INDIA IN THE FIELD OF TRADITIONAL MEDICINE

Since 2010, the Government of Malaysia and the Government of the Republic of India have established cooperation in the field of Traditional Indian Medicine (TIM). This collaboration enabled the provision of TIM services, including Shirodhara, External Basti Therapy and Varmam Therapy at selected MOH hospitals.

Through this partnership, the Government of the Republic of India extends the AYUSH Scholarship Scheme, offering Malaysians opportunities to pursue studies in the TIM field in India. As of 2023, 25 Malaysian students have benefited from this scholarship scheme.

To strengthen ties between Malaysia and India, an annual Bilateral Technical Meeting (BTM) is held alternately in India and Malaysia to discuss the collaboration between both countries relating to the expansion of TIM practices, education and training as well as collaboration in the research field. On 18 August 2023, the Ministry of Ayush hosted the 8th BTM in Gandhinagar, Gujarat, India. Among the matters discussed during the meeting were sustainance of the current collaboration, plans for Memorandum of Understanding (MoU) renewal, TIM-related conferences or workshops, deputation status of TIM experts to Malaysia and investment opportunities in TIM for both countries.

In commemoration of the decade-long partnership between the Government of Malaysia and the Government of the Republic of India, the T&CMD published a Coffee Table Book in November 2023, as a token of appreciation and and a memoir of established collaboration between the two parties.



Image 5.36 8th BTM Meeting in Gandhinagar, Gujarat, India 2023



Image 5.37 Presentation of the Coffee
Table Book A Decade of
Collaboration: MalaysiaIndia Partnership in
Traditional Systems of
Medicine

### WHO TRADITIONAL MEDICINE (TM) GLOBAL SUMMIT AND GUJARAT DECLARATION

The WHO TM Global Summit, themed *Towards Health and Well-Being For All* was held concurrently with the G20 Health Ministerial Meeting in Gandhinagar, Gujarat, India on 17-18 August 2023 that was co-organised by the WHO and the Government of India. Delegates present included G20 Health Ministers, scientists, traditional medicine practitioners, health workers, and civil society representatives from across 88 countries. The Malaysian delegation was led by the Deputy Director General of Health (Medical) [DDG (M)], accompanied by the Director and four (4) officers of T&CMD.

The summit which is organised for the first time following the establishment of the WHO Global Centre for TM in India in 2022 functions as a knowledge hub for traditional medicine to optimise traditional medicine's role in global health and sustainable development. Emphasising evidence-based integration, the summit aimed to garner political commitment and collective action from the countries involved.

In the same summit, the Malaysian delegation had the opportunity to present findings on the current analytical situation of T&CM in primary healthcare in Southeast Asia and Western Pacific regions such as sharing the best practices in traditional postnatal care, highlighting the contributions of T&CM and related policy implications as well as emphasizing the importance of standardising T&CM data within the national health information system. Additionally, Malaysia also took part in the Western Pacific Region exhibition pavilion which showcased Malaysia's biodiversity and unique practices of traditional medicine.

The outcome of the Summit witnessed the establishment of an agreement named The Gujarat Declaration. This declaration outlined evidence-based outcomes and called for intensified efforts in implementation approaches for traditional, complementary and integrative (TCI) medicine.

Key actions proposed include supporting the development of the WHO TM Global Strategy 2025-2034, respecting and sustaining traditional knowledge & biodiversity, integrating TCI into Universal Health Coverage (UHC) through a primary health care approach, promoting research & innovation and establishing monitoring systems for TCI-related data & routine information systems.





Image 5.38 WHO TM Global Summit 2023

Image 5.39

Exhibition on Traditional Medicine from Various WHO Regional Countries

### COLLABORATION BETWEEN THE GOVERNMENT OF MALAYSIA AND THE GOVERNMENT OF CHINA IN THE FIELD OF TRADITIONAL MEDICINE

On 18 December 2023, the 5<sup>th</sup> BTM between the Government of Malaysia and the Government of China in the field of traditional medicine was held at the MOH Headquarters (IPKKM) in Putrajaya. The Malaysian delegation was led by Director General of Health (DG), along with representatives from MOH. The Chinese delegation, led by Vice Commissioner of the National Administration of Traditional Chinese Medicine (NATCM), included representatives from NATCM and Embassy of the People's Republic China in Malaysia.

The collaborative initiatives outlined in this meeting encompass knowledge-sharing sessions on various aspects. These include evidence-based research in traditional medicine, the regulatory systems for ethnic medicines in China, research protocols in traditional medicine, development of benchmarks for traditional medicine practices, training programs to enhance the fundamental understanding of medical practitioners in traditional medicine, and more. This collaboration is pivotal in strengthening evidence-based traditional medicine practices in Malaysia, ensuring the delivery of safe services and demonstrating the sustained commitment of both nations to this field.

Following the Bilateral Technical Meeting, the Chinese delegation participated in the Courtesy Visit Session to the Deputy Minister of Health, in Putrajaya. The objective of this visit was to enhance collaboration in the field of T&CM between the two countries, as established by the signing of the MoU on cooperation in traditional medicine in 2011. Discussions encompass the advancements and potential of T&CM within the healthcare systems of Malaysia and China.

The Chinese delegation also took the opportunity to visit the Forest Research Institute Malaysia (FRIM) and the Ethnobotanical Garden. The purpose of this visit was to gain insights into the development and preservation of traditional medicinal plant resources in Malaysia, as well as to explore potential collaborations in related fields.



Image 5.40 5th BTM at IPKKM, Putrajaya

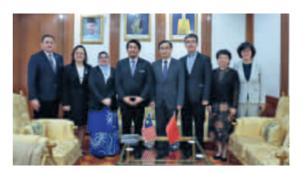


Image 5.41 Courtesy Visit by the Chinese Delegation to the Deputy Health Minister



Image 5.42 Meeting between the
Chinese Delegation and
the Natural Products
Division in FRIM

### **COLLABORATION WITH ASEAN COUNTRIES**

Aligned with the ASEAN Health Cluster 3 Work Programme for 2021-2025, Malaysia, as the host country held an online workshop titled Governance and Recognition of T&CM in the National Healthcare System Among the ASEAN Member States (AMS) on 25-26 July 2023. This initiative was conducted from the outcome of Malaysia's survey under the ASEAN Health Cluster 3 in 2020, to identify common training needs for T&CM among AMS.

Speakers from Malaysia, Philippines, Thailand and Singapore were invited to share insights covering a diverse spectrum of T&CM governance areas such as practices, practitioners, products, premises, education, medical devices, research, health financing and digitalisation for the AMS.

The workshop's primary objectives were to disseminate the latest developments and strategies in T&CM governance among AMS, recognise challenges and best practices. The overarching goal is to collaboratively enhance the safety, accessibility and quality of T&CM services throughout the ASEAN region.

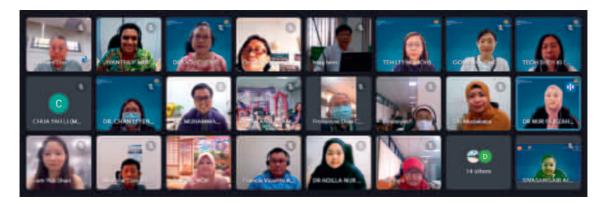


Image 5.43 Online Workshop Titled Governance of T&CM in National Healthcare System among the AMS 2023

### WORKING VISIT TO UNIVERSITY TUNKU ABDUL RAHMAN (UTAR) HOSPITAL

On 7 November 2023, MOH made a working visit to UTAR Hospital, Kampar, Perak. The MOH delegation was led by TKPK(P) accompanied by Director of T&CMD and officers from MOH. The main purpose of this visit is to gain a deeper understanding of the services offered by UTAR Hospital as well as the issues and challenges faced in the provision of western medicine and T&CM services. The delegates were warmly welcomed by the President of UTAR.

The visit commenced at UTAR Hospital Western Medical Centre which was led by its Director. The Western Medical Centre began operating in August 2023 and offers various specialist treatment and counselling services, including dialysis centre, mammography, magnetic resonance imaging (MRI), computed tomography (CT) scan, etc.

Next, the MOH delegation was led by Director of the UTAR Hospital T&CM Centre to visit the UTAR Hospital T&CM Centre. The centre began operating since April 2022 offerings a wide range of T&CM services including acupuncture and moxibustion, Traditional Chinese Medicine (TCM) internal medicine, Ayurvedic medicine and TCM rehabilitation for inpatients and outpatients. As of November 2023, the UTAR Hospital T&CM Centre has provided T&CM services to more than 40,000 patients.

Overall, this working visit has strengthened the cooperative relationship between MOH and UTAR Hospital. It is hoped that there will be more collaboration opportunities in the development of western medicine and T&CM services in the future for the well-being of Malaysians.



Image 5.44 MOH Delegates with the UTAR Hospital's Top Management at the UTAR Hospital T&CM Centre, Kampar, Perak

### LAUNCHING OF T&CM RESEARCH FRAMEWORK IN MALAYSIA AND GUIDELINE FOR HERBAL MEDICINE RESEARCH

The Minister of Health launched the T&CM Research Framework in Malaysia and the Guideline for Herbal Medicine Research at the National Institutes of Health (NIH) on 14 April 2023.

The T&CM Research Framework in Malaysia is the product of a collaboration between T&CM Division, Herbal Medicine Research Centre (HMRC), Institute for Medical Research (IMR) and a WHO-appointed consultant. It has been published as a reference and guide for stakeholders interested in the conduct and evaluation of T&CM research in Malaysia. The Framework details general requirements for research conduct in Malaysia following current guidelines and regulations as well as specific needs for T&CM research especially in integrating the principles and theories of traditional medicine into research methodology and design.

The Guideline for Herbal Medicine Research has been developed by the National Committee for Research and Development of Herbal Medicine. It is intended as guidance for research on herbal products with therapeutic claims, as defined by conventional medicine. The Guideline includes comprehensive information on the data required for the development of herbal products covering quality, pre-clinical and clinical. Additionally, it includes information on the development of pre-clinical data to meet the needs of conducting further clinical studies in the future as well as a description of methods to link these two phases.

It is hoped that the publication of both the framework and guideline will encourage an increase in the quantity and quality of research in addition to strengthening the cooperation and collaboration of various parties in line with the MOH's intention to preserve the field of T&CM for the good and benefit of all Malaysians.



Image 5.45 Launching Ceremony of T&CM Research Framework in Malaysia and Guideline for Herbal Medicine Research

### GUIDELINES FOR TRADITIONAL AND COMPLEMENTARY MEDICINE HEALTHCARE FACILITIES AND SERVICE IN MALAYSIA

The Traditional and Complementary Medicine Act 2016 [Act 775] regulates the practice and practitioners of T&CM in Malaysia. At present, the regulation of private T&CM facilities is not under the purview of any other regulatory agency clearly. Apart from that, the lack of standards for private T&CM facilities impacts the safety and quality of T&CM services. Currently, private T&CM facilities only require a business license from local authorities to operate.

The proposal for the development of a new Act on the Facilities and Private T&CM Healthcare Services is an effort by the MOH so that the regulation of private T&CM facilities in Malaysia can be implemented sustainably. The process of drafting this new bill is expected to take several years. Therefore, as an interim measure in the development phase of this bill, Guidelines for the Facilities and Healthcare Services of Private Healthcare Facilities in Malaysia have been created to encourage self-regulation among private T&CM healthcare facilities.

This aligns with efforts to transform the T&CM sector in the 12th Malaysia Plan and to achieve United Nations Sustainable Development Goal 3, which aims to assurance of healthy lives and the promotion of well-being for all at all ages via an efficient and nationwide system of healthcare, comprising a comprehensive public sector system and complemented by an active private healthcare system.

This guideline will be launched online by the DG in early 2024 and will be uploaded to the official website of the T&CMD, MOH.



Image 5.46 Guidelines for T&CM Healthcare Facilities and Services in Malaysia

### REGISTRATION STATISTICS OF T&CM PRACTITIONERS WITH THE T&CM COUNCIL

T&CMD through the Traditional and Complementary Medicine Council Section is responsible in processing the T&CM practitioner registration applications. In the year 2023, 2,893 new local T&CM practitioner registration applications were approved and 2,026 Registered Practitioner's Practising Certificates (RPPC) were issued as in **Table 5.29**. For the foreign T&CM practitioner registration applications, 35 new Temporary Practising Certificate (TPC) were approved and 29 TPC renewals were issued.

Table 5.29 Total Number of Local & Foreign T&CM Practitioners
Registered with T&CM Council 2023

	Local T&CM Practitioners		Foreign T&CM Practitioners	
Recognised Practice Area	Number of New Practitioner Applications Approved	Number of RPPC Issued	Number of New TPC Applications Approved	Number of Renewal TPC Issued
Traditional Malay Medicine	586	252	Not applicable	Not applicable
Traditional Chinese Medicine	1,867	1,491	16	14
Traditional Indian Medicine	68	34	10	4
Homeopathy	112	83	2	1
Chiropractic	114	65	4	7
Osteopathy	2	1	3	3
Islamic Medical Practice	144	100	Not applicable	Not applicable
Total	2,893	2,026	35	29



### RESEARCH & TECHNICAL SUPPORT PROGRAMME

This programme, led by the Deputy Director of Health (Research & Technical Support), is pivotal in formulating strategic health policies, developing comprehensive health plans and enhancing the quality of health services across the nation. This programme includes:

- i. Planning Division
- ii. Engineering Service Division
- iii. Medical Radiation Surveillance Division
- iv. National Institutes of Health (NIH)

#### PLANNING DIVISION

The Planning Division focuses on several crucial activities such as the formulation of the Health Sector Transformation Plan, improving the quality of health data, implementation of health informatics standards in Malaysia as well as planning, developing and evaluating the programmes or projects as planned in the Twelfth Malaysia Plan (12MP). The Planning Division consists of six (6) sections:

- i. Health Plan and Policy Planning (PDPK)
- ii. National Health Financing (NHF)
- iii. Malaysia National Health Accounts (MNHA)
- iv. Health Informatics Centre (HIC)
- v. Health Facility Planning (PFK)
- vi. eHealth Planning

### **HEALTH PLAN AND POLICY PLANNING (PDPK) SECTION**

#### **HEALTH WHITE PAPER (HWP)**

HWP is a national health reform plan document that outlines the main challenges faced by the health system and proposes solutions to ensure a higher quality, sustainable and resilient health system. This document proposes four (4) pillars and 15 main strategies to systematically reform the country's health system in the next 15 years.

**Table 6.1** National Health System Reform Framework

All for Health – Health for All					
Aspirations:	Aspirations:				
	A healthy nation				
	An equitable and pe	An equitable and person-centred health system			
	A resilient health sys	tem			
	An open and innovat	ive health ecosystem	า		
	A health system prize	ed and valued by the	e people		
Health Reform	Pillars & Strategies:				
	Pillar 1: Transforming Health Service Delivery	Pillar 2: Advancing Health Promotion and Disease Prevention	Pillar 3: Ensuring Sustainable and Equitable Health Financing	Pillar 4: Strengthening the Health System's Foundations and Governance	
	Prioritising primary healthcare  Optimising hospital care services  Increasing effective public-private partnerships Harnessing digital technologies  Ensuring equity in healthcare delivery	Strengthening public health functions Improving inter-sectoral coordination and collaboration for health Incentivising prohealth practices and behaviours	Increasing investments in health  Ensuring the population receive comprehensive services that are affordable  Ensuring effective and efficient healthcare spending	Restructuring MOH's role  Strengthening policies, legislation and regulations  Fortifying the health workforce  Stimulating research, innovation, and evidence-based approaches	

The HWP was developed based on a public consultation process and engagement with stakeholders, including various ministries and agencies, citizens, private sector and NGOs. This HWP also takes into account the results of various studies of the Malaysian health system, applying local and global evidence as well as international benchmarks. The efforts proposed in the HWP cover systemic and structural changes. The HWP was presented at the Dewan Rakyat and Dewan Negara meetings on 15 June 2023 and 26 June 2023. It was approved after gaining the support of the majority of Members of Parliament.



Image 6.1 Presentation of the HWP in Parliament

# MID-TERM REVIEW OF THE $12^{\text{TH}}$ MALAYSIA PLAN (MTR 12MP) FOR THE HEALTH CHAPTER

The five-year Malaysia Plan that has been developed will be reviewed every half-term to measure the achievement of targets for the first two (2) years. It includes a review of targets, strategies, initiatives, programs and development projects. The current MTR 12MP has focused on aspects of evaluation and review that include achievements, gap analysis, and direction as well as emphasis on the efficiency of implementation of development programs and projects in 2021 and 2022.

### SUSTAINABLE DEVELOPMENT GOALS (SDG) & UNIVERSAL HEALTH COVERAGE (UHC)

The National SDG Council chaired by the Prime Minister on 7 November 2023 has agreed to appoint the MOH as the lead ministry for SDG 3. Therefore, the Planning Division as the secretariat at the MOH has taken the initiative to organise an Introduction Seminar on SDG and UHC Central Zone on 14 September 2023 at the Pulse Grande Hotel, Putrajaya which was attended by 40 participants. The main objective of this seminar is to raise awareness and spread information about the SDGs and UHC among health workers. This activity is in line with the terms of reference that have been outlined to the lead ministry by the Ministry of Economy.



Image 6.2 Participants of the SDG & UHC Central Zone

# SUPPLY AND DEMAND STUDY FOR HEALTHCARE FACILITY, EQUIPMENT, AND HUMAN RESOURCE CAPACITY IN MALAYSIA PHASE 1 2023-2024

This study aims to strengthen the planning of health resource needs for the country which includes facilities, health personnel and selected high-cost equipment in the public and private sectors as well as the development of an interactive visualisation platform using Geographical Information Systems (GIS). This visualisation platform is a tool for producing projected analysis of facility development, the addition of health personnel and equipment.

The World Bank Group (WBG) has been appointed as the consultant for this study while the Planning Division plays the role of project management team and conducted various engagement sessions with the consulting team. Among the activities carried out such as the Inception Mission held at Sasana Kijang, Bank Negara Malaysia, Kuala Lumpur in September 2023. The objectives of this Inception Mission include determining the main professions that will be taken into account in the study, obtaining access to existing reports and study data, protocols for evaluating existing information systems and data collection tools, as well as joint interaction with the Reimbursable Advisory Services (RAS) Technical Committee.

### NATIONAL HEALTH FINANCING (NHF) SECTION

NHF Section was established in 2009 with the main focus on planning, studying, designing, developing, implementing, and monitoring policies, strategies, and activities related to the financing of the Malaysian health system. Since its establishment, this section has played an important role in all health reform activities. Recently, NHF was one of the sections actively involved in preparing and obtaining parliamentary approval for Malaysia's health transformation plan through the development of the HWP. In addition to this, NHF is responsible for monitoring the performance of Ministry of Health-owned companies, namely ProtectHealth Malaysia (PHM) and ProtectHealth Corporation Sdn. Bhd. (PHCorp). NHF also facilitates healthcare financing collaborations both domestically and internationally and serves as the national reference centre for healthcare financing. Throughout the year 2023, a range of activities that were executed to accomplish the objectives and operationalise the functions of the NHF section are further explained below.

#### GOVERNANCE, MONITORING & EVALUATION COMMITTEE (GMEC)

The main aim of establishing GMEC in 2021 is to oversee and assess the effectiveness of PHM and PHCorp in ensuring that both these government non-profit entities align their activities and implement health financing projects, programmes, and initiatives in accordance with the MOH healthcare system needs policies, and healthcare social agenda. The GMEC is chaired by the Deputy Director-General of Health (Research and Technical Support), MOH, and the committee comprises representatives from within MOH, academia, and other government agencies.

The NHF section plays both a technical and administrative role, serving as the secretariat for the GMEC committee. This section is responsible for organising quarterly meetings with the committee and producing an annual executive report to ensure the prudent management of PHM and PHCorp in line with their social and sustainable objectives. The report includes an analysis of the companies' performance achievements and recommendations for improvements to be presented to the MOH. For the year 2023, the report covered topics such as the performance of programmes implemented by the companies, including the Skim Peduli Kesihatan untuk Kumpulan B40 (PeKa B40), Electronic Service Provider (ESP) – SPIKPA, and the National COVID-19 Immunisation Programme (PICK) activities for the year 2023.

#### **HEALTH FINANCING WORKSHOP 2023**

The Health Financing Workshop organised by NHF was held on 18-19 October 2023 at the Meranti Room, Medical Device Authority (MDA), Cyberjaya. The objective of this workshop is to strengthen the knowledge, skills, and competency of NHF Section officers on the principles of the health system and national health financing. To fulfil this objective, NHF sourced highly recommended local and foreign speakers, including Professor Tsung-Mei Cheng, a Health Policy Research Analyst from Princeton University. NHF embedded a special emphasis on the topic of Taiwan's National Health Insurance Administration (NHIA) as part of the workshop agenda.





Image 6.3 Health Financing Workshop 2023

### PENJENAMAAN SEMULA SERTA PENGHANTARAN BAKI PAKEJ PENJAGAAN COVID-19 DI BAWAH PROGRAM MADANI AFIAT (PPCMA)

NHF was appointed as the project manager for the *Penjenamaan Semula Serta Penghantaran Baki Pakej Penjagaan COVID-19 di bawah Program Madani Afiat KKM (PPCMA)*. This activity involves rebranding items such as oximeters, thermometers, and reusable face masks from the Pakej Penjagaan COVID-19 to be used as components in preparing souvenirs for the MADANI Afiat programme in the form of MADANI Afiat pouch bags. The main role of NHF is to ensure compliance (quality, delivery schedule, and intervention in case of delivery delays) of the appointed contractor with the project contract and to coordinate the distribution of MADANI Afiat souvenirs to state health departments, ministries and other related programmes.



Image 6.4 MADANI Afiat Pouch Bag Distribution

#### INTERNATIONAL COLLABORATION

The NHF Section continuously fosters strong international collaboration on global platforms to enhance expertise and knowledge on the national healthcare financing system. Among the collaboration activities conducted in 2023 were:

#### WHO & World Bank (WB)

NHF participated in the Seventh WHO Bi-Regional Workshop on Health Financing Policy for UHC In Asia and The Pacific: Making Health Financing Work for Equitable Access and Financial Protection. This workshop was organised by two (2) regional offices of the World Health Organisation (WHO), namely SEARO (Southeast Asian Regional Office) and WPRO (Western Pacific Regional Office), in collaboration with the World Bank (WB) and the Asian Development Bank (ADB), from 8-11 May 2023, in Siem Reap, Cambodia.



Image 6.5 Seventh WHO Bi-Regional Workshop on Health Financing Policy for UHC in Asia and the Pacific

#### Joint Learning Network (JLN)

The Planning Division, through NHF, is the coordinator of the Country-Core Group (CCG) JLN Malaysia and is chaired by the Director of Planning Division. Among the activities participated in by NHF officers are Efficiency Collaborative, Provider Payment Mechanism Collaborative, Domestic Resource Mobilization Collaborative and Private Sector Engagement Collaborative platforms, which also produced several knowledge products that assisted in improving the quality of the country's health services.



Image 6.6 Special In-person Meeting of the JLN DRM Collaborative and The World Bank Global Flagship Mini Course on 15-17 May 2023 at Nagasaki, Japan

### MALAYSIA NATIONAL HEALTH ACCOUNTS (MNHA) SECTION

MNHA Section always strives and is committed to reporting comprehensive and up-to-date national health expenditure data for evidence-based health policy development. Since 2006, MNHA has been regularly issuing the MNHA National Health Expenditure Report on an annual basis. The most recent MNHA time series data spans 25 years, encompassing the period from 1997-2021.

In addition to this, various macro data on national health expenditure are reported, aiding not only in the formulation of national policies but also serving the needs of researchers and other stakeholders. To uphold the quality and transparency of the data produced, MNHA has instituted the Technical Advisory Committee (TAC). Comprising representatives from diverse divisions within the MOH, this committee is tasked with reviewing and scrutinising the methodology and data. Subsequently, the data undergoes validation by the MNHA Steering Committee before dissemination at the national and international levels. This committee, cochaired by the Secretary General of the MOH and the Director General of Health, comprises top management representatives from various public and private sector agencies.

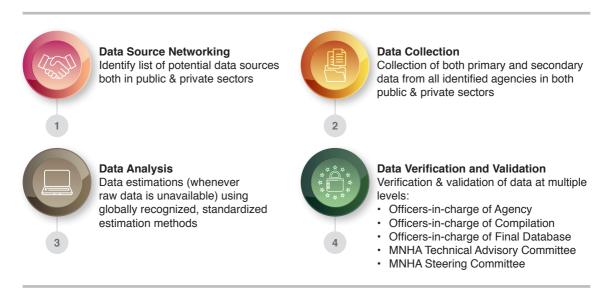


Figure 6.1 Overview of MNHA Methodology

#### MNHA HEALTH EXPENDITURE 2011-2021

Among the macro data generated using the MNHA framework are Total Expenditure on Health (TEH) as a percentage of Gross Domestic Product (GDP), Out-of-Pocket (OOP) health expenditure, hospital health expenditure and other related data. Based on the latest time series report, TEH for the year 2021 was RM78,220 million (**Figure 6.2**) with an increase of 17% compared to the previous year, which was RM67,022 million. Next, TEH as a percentage of GDP was 5.10% and health expenditure per capita was RM2,186. The significant increase in health expenditure is due to health expenditure related to COVID-19, especially for the implementation of PICK.

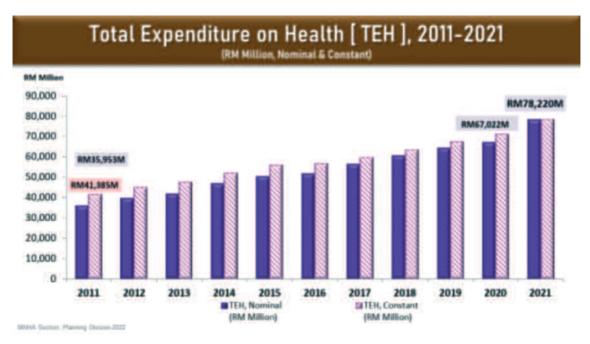
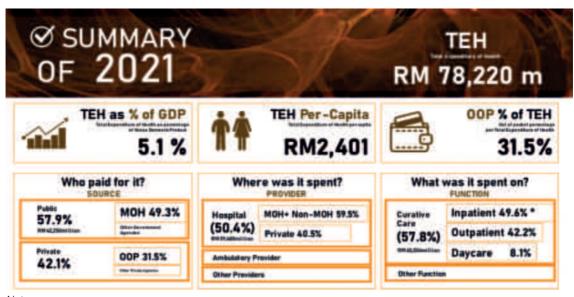


Figure 6.2 TEH 2011-2021 (RM Million & Percentage GDP)

Based on the latest time series report, the public sector showed an upward trend where health expenditure by the public sector was RM42,250 million, equal to 57.90% of TEH compared to the previous year which was RM36,556 million. Meanwhile, OOP health expenditure was 31.50% of TEH. In the same year, data based on the type of health services showed that expenditure on curative treatment services was RM45,204 million with an increase of 15% compared to the previous year.



Note:

All the percentages stated in lower boxes are % of TEH

Figure 6.3 Summary of National Expenditure for Health 2021

#### MNHA COLLABORATION ACTIVITIES

Annually, MNHA contributes national health expenditure data to the Global Health Expenditure Database (GHED), recognized as the largest repository serving as a global reference for health expenditure data among WHO member countries. Leveraging the conceptual framework, definition, and standardised National Health Accounts (NHA) methodology, GHED facilitates the comparative analysis of health expenditure trends across nations. Furthermore, MNHA maintains collaborative ties with esteemed international bodies such as the WHO and the WB. These organisations actively orchestrate diverse workshops aimed at enhancing the capacity of MNHA officials. Moreover, the exchange of knowledge and experiences through MNHA sessions with counterparts from Brunei and Indonesian NHA teams has significantly fortified cooperation and fostered positive bilateral relations between the involved nations.



Image 6.7 MNHA Steering Committee Meeting 2023



Image 6.8 Efficiency Workshop with WB Expert from Melbourne on 22-23 June 2023

# **HEALTH INFORMATICS CENTRE (HIC) SECTION**

#### ASIA EHEALTH INFORMATION NETWORK (AeHIN) ANNUAL GENERAL MEETING 2023

AeHIN is a non-profit organisation with the support of WHO established in 2011 to assist Asian countries in developing the field of digital health. AeHIN now has more than 1,800 members from around the world, especially in Asia. This annual meeting was held in JS Luwansa, Jakarta, Indonesia from 6-9 November 2023. The main objective of this meeting is to share and exchange knowledge, best practices, and action-oriented recommendations on digital health governance, architecture, program management, health data standards, and interoperability among Asian countries and development partners. A total of 70 organisations and representatives from 21 countries attended this meeting. Representatives from key organisations and several representatives from the industry were also present.





Image 6.9 AeHIN Annual General Meeting 2023

#### HEALTH INFORMATICS COMPETENCY BUILDING WITH UNIVERSITI MALAYA

UM eHealth Unit (UMeHU), Faculty of Medicine Universiti Malaya visited the Health Informatics Center on 27 November 2023 with the presence of eHealth Section and Competency Development Division from MOH. UMeHU was established to implement the Master of Digital Health Programme and to conduct research in the field of Health Informatics. This visit aims to identify the industry requirements in the field of Health Informatics so that they are included in the syllabus provided. Among the potential collaborations discussed were the inclusion of bilateral Continuing Medical Education (CME) sessions, the establishment of micro-credential courses for MOH employees and the appointment of MOH lecturers in the Master of Digital Health Programme.

# SIGNING OF A MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE MOH AND UNIVERSITI KEBANGSAAN MALAYSIA (UKM) ON INTERNATIONAL CLASSIFICATION OF DISEASES 11<sup>TH</sup> VERSION (ICD-11) CODING TRAINING COOPERATION

The HIC in collaboration with the International Centre for Casemix & Clinical Coding (ITCC), Hospital Canselor Tuanku Muhriz (HCTM), held an MoU signing ceremony between MOH and UKM on ICD-11 coding training cooperation on 1 March 2023. This coding training collaboration is a follow-up to the transition plan for the diagnosis coding system in MOH health facilities from ICD-10 to ICD-11. The main objective of the MoU is to strengthen cooperation between MOH and local universities for the implementation of ICD-11 coding training in an effort to produce skilled workers in this field.

ICD-11 is a new classification system developed by the WHO to replace the ICD-10 system for the purpose of coding the diagnosis of diseases treated in health facilities. HIC has taken the initiative to hold this MoU as an initial step in the transition of the coding system, as this coding process is important in the production of health data and statistics at the national and international levels. Overall, the objective of establishing this MoU has been successfully achieved and the MOH will utilise this effort to strengthen the workforce in the field of diagnosis coding, especially officers in the Records Department of MOH health facility.



Image 6.10 MoU Signing Ceremony between MOH and UKM on ICD-11 Coding Training Cooperation

#### **ICD-11 AWARENESS AND TRAINING 2023**

In 2023, empowering the users from MOH Malaysia was the focus. A total of 44 sessions made up the nationwide roadshow to promote the use of ICD-11. The roadshow consisted of awareness talks and certification training courses co-organised by the Planning Division, JKN and other MOH agencies to inform stakeholders on the ICD-11 transition. This roadshow served as an avenue to clarify issues, challenges and to reaffirm Malaysia's commitment in the 72<sup>nd</sup> World Health Assembly in 2019 among the local stakeholders.



Image 6.11 Awareness Training with JKN Perlis

#### INTERNATIONAL CONTRIBUTION ON ICD-11 IMPLEMENTATION

At the international level, Malaysia was given the honour to regularly share on the progress and strategies used in ICD-11 implementation in 2023. These sessions worked two ways, not only for the participants' benefit but it as an avenue for MOH Malaysia to get feedback and further improve the implementation approaches used in Malaysia. To name a few, sessions were held with the Pacific Island countries in April, WHO-FIC Australian Collaborating Centre in August, IFHIMA ICD-11 Community of Practice in September and the Republic of Namibia in November.

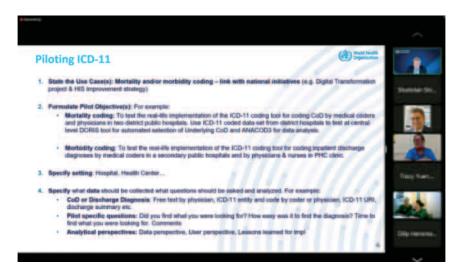


Image 6.12 Session with the Pacific Island Countries

# **HEALTH FACILITY PLANNING (PFK) SECTION**

The PFK section diligently delivers top-tier health services around the country. This section ensures that healthcare facility design and development are aligned with government standards and goals. This entails identifying healthcare facilities that require construction or renovation to enhance access to national health services.

#### **PROJECTS THAT HAVE BEEN DELIVERED IN 2023**

18 projects have been completed and handed over for operation, consisting of six (6) hospital upgrades and 12 new or replacement health clinic projects. The 2023 project distribution is depicted in **Figure 6.4**.



Figure 6.4 Projects that have been Delivered in 2023

#### PROJECTS THAT HAVE BEEN APPROVED IN 2023

Eight (8) projects were approved in 2023. The projects include one (1) new health clinic, four (4) replacement clinics, two (2) hospital upgrades, and a new laboratory. Among those projects are:

- i. Sepupok Health Clinic (Type 3) with Quarters, Miri, Sarawak.
- ii. Penampang Health Clinic (Type 3), Sabah
- iii. Linggi Health Clinic (Type 4) with Quarters, Negeri Sembilan
- iv. Mak Mandin Health Clinic (Type 3) and Integration Quarters, Penang
- v. USJ 1 Health Clinic (Type 2) Subang Jaya Petaling Jaya
- vi. Construction of 48 Additional Units of Class F Quarters and Operating Room Building for Hospital Bera
- vii. Construction of Women and Children Block in Hospital Melaka
- viii. Construction of Kuching Sarawak Public Health and Food Safety & Quality Laboratories

#### **NATIONAL HEALTH FACILITY MASTER PLAN 2023-2045**

To meet the needs of the country's health, thorough and organized planning for health facilities is required. This section has developed a comprehensive 20-year Master Plan for healthcare facilities for the whole country. The Master Plan has been developed through briefings, coordination, and refinement workshops organised throughout June to November 2023. The health facilities master plan for the years 2023-2045 will be developed at the state and MOH levels. This paper will provide guidance on facility project allocation, human resource requirements, medical equipment, and land acquisition.

#### REVIEW OF THE HEALTH FACILITY MASTER PLAN FOR SABAH AND SARAWAK

Malaysia is committed to achieving universal health coverage by constantly improving the health system's performance through policy implementation. The PFK section has developed a document called Revision of the Health Facilities Master Plan for Sabah and Sarawak, following the guidelines in the Malaysia Agreement 1963 (MTPPMA63). This plan aligns with the initiatives outlined in MA63 and seeks to improve the capacities of certain hospital-specialised services while setting up comprehensive health clinics in areas that currently lack such facilities and services. The document was presented on 16 February 2023 and endorsed by The Secretary-General of MOH and the Deputy Prime Minister in July 2023. The plan's implementation is monitored four (4) times a year by MTPPMA63.

#### PREPARATION OF EQUIPMENT GUIDELINES FOR TYPE 4, 5 AND 6 HEALTH CLINICS

#### Preparation of List, Quantity & Cost of Equipment

Equipment Guidelines for Health Clinic Types 4, 5 and 6 are essential for primary health facility planning and procurement. The PFK section together with the Family Health Development Division and the Dental Health Program had developed this document to meet those needs. This document was developed based on experience, discussion, and review by all stakeholders. This document will help plan equipment needs based on the services provided in each public health clinic.

#### Post Occupation Evaluation (POE)

POE is a technical assessment of new facilities after they have been operational for ten (10) years. The goal is to assess the design and functionality of the space at the health facility after the project has been handed over. The evaluation results will serve as a blueprint for enhancing the future planning of health facilities. On the 6 of November 2023, Hospital Shah Alam was selected for the evaluation. This evaluation utilises the following methods:

- i. Research based on the AEDET Toolkit provided by the United Kingdom's National Health System for the general public, patients and professionals
- ii. Conducting facility visits through walkthrough surveys
- iii. Structured interviews conducted during the facility tour

#### **eHEALTH PLANNING SECTION**

# IMPLEMENTATION OF ONLINE HEALTHCARE SERVICES REGULATORY LAB (OHS REGLAB)

MOH implemented the OHS RegLab on 17 February 2022 to determine the regulation of a new service model of online health service delivery. A total of 33 OHS platform provider companies, eleven (11) divisions in the MOH and five (5) central agencies including regulatory bodies are involved in OHS RegLab. The activities carried out in 2023 are as follows:

- i. Guideline for OHS under the MOH Regulatory Lab version 2.0 Webinar for companies on 23 June 2023 to gather feedback for further improvements.
- ii. OHS service model analysis through the Business Model Survey and 13 virtual interview sessions with 28 companies.
- iii. OHS Platform Provider Classification Workshop with the MOH and central agencies on 26 September 2023 to identify solutions for OHS issues that have been identified from OHS service model analysis and company feedback.





Webinar Guidelines for OHS

OHS Virtual Interview Session

Image 6.13 OHS Implementation 2023

# MINI CONNECTATION PROJECT HEALTH INFORMATION EXCHANGE (HIE) FOR ELECTRONIC MEDICAL RECORD (EMR) PROJECT IN MOH HOSPITALS AND HEALTH CLINICS IN NEGERI SEMBILAN

The development and implementation of the HIE project for MOH hospitals and health clinics in Negeri Sembilan, commenced as early as December 2022 and concluded by 30 November 2023. One of the key aspects of the development and implementation of this project encompasses testing activities of the health data sharing platform across various information systems. The Mini Connectathon HIE served as a direct testing ground for the information systems, based on specifically defined effective and secure data sharing protocols within a controlled environment.

The development of a sustainable digital health platform is paramount to facilitate extensive integration, compatibility, and harmonised control across diverse systems, thereby enabling comprehensive and integrated health information sharing. The HIE project is one of the EMR implementation endeavours in MOH hospitals and clinics. Its implementation aligns with MOH's vision to realize an Integrated Health Information System within the health sector.

#### VIRTUAL CLINIC (VC) PROJECT AT HEALTH FACILITIES IN NEGERI SEMBILAN

The VC project provides clinical consultation services and patient treatment plans that are done virtually for health care services that have been identified by the MOH. This project is one of the initiatives in implementing the EMR Project by the Planning Division. By reducing the frequency of physical attendance at the facility, virtual healthcare consultation services can expand access to health services while simultaneously addressing the problem of overcrowding in health facilities. The developed VC system consists of four (4) components: online appointments, online registration, virtual face-to-face consultation & documentation, and the payment module.





Image 6.14 Onboarding Session at Hospital Tuanku Ampuan Najihah (HTAN), Kuala Pilah

# **ENGINEERING SERVICES DIVISION (ESD)**

ESD is responsible for planning, implementing and monitoring engineering services at MOH health facilities, including maintenance services and project implementation. ESD also plays a role in implementing engineering activities related to environmental health and comprises of:

- i. Planning Branch
- ii. Service Branch
- iii. Regulatory Branch
- iv. Biomedical Sector

#### PLANNING BRANCH

ESD is responsible for policy planning and technical guidelines to ensure effective operation, maintenance, and management of MOH buildings, equipment, and systems. They provide technical consultation and advisory services, especially for Public Private Partnership (PPP) projects. ESD also reviews engineering drawings and inspects private healthcare facilities to comply with the Private Healthcare Facilities Services Act 1998 [*Act 586*]. In 2023, ESD reviewed 507 engineering plans for new licenses, extensions or modifications, and conducted 100 technical inspections.

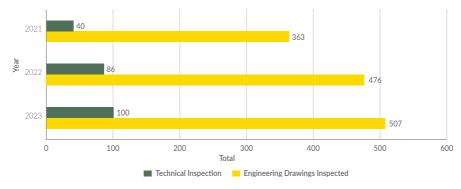


Figure 6.5 Engineering Drawings Reviewed and Technical Inspection 2021-2023

#### MANAGEMENT OF IMMOVABLE ASSET

ESD plays the role of assisting the Secretary-General in carrying out all immovable asset management responsibilities (life cycle asset) in the MOH in accordance with the *Pekeliling Am Bil.3 Tahun 2021: Tatacara Pengurusan Aset Tak Alih Kerajaan*. Below are the activities being held in 2023:

Table 6.2 Immovable Asset Management Activities 2023

Activities	Number of Activities
Registration of Daftar Premis Aset (DPA)	12 DPA
Condition Assessment Reporting	195 Reports
Disposal Reporting	169 Reports
Loss/Write-Off Reporting	11 Reports

#### **SERVICE BRANCH**

#### MOH PROJECT IMPLEMENTATION

ESD has implemented 80 projects under the Development Allocation, Sinking Fund and Private Finance Initiative (PFI) Funds. **Figure 6.6** shows the breakdown of projects managed by ESD according to the implementation category.

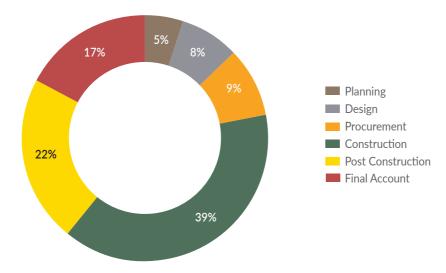


Figure 6.6 Percentage of Projects According to Implementation Category

A total of 15 projects worth RM45,484,579.91 were fully completed, handed over to the users in 2023 and have begun operations as shown in **Image 6.15**.



Proposed Demolition and Rebuilding of KK and Klinik Pergigian Dato' Keramat, FT Kuala Lumpur Project



Upgrading of
Radiopharmaceutical Preparation
Laboratory for Unit Farmasi
Nuklear, Jabatan Perubatan
Nuklear, Hospital Kuala Lumpur
Project



Sub Switchboard (SSB) of Main Switchboard 1 (MSB 1) Replacement Work at Hospital Pakar Sultanah Fatimah Muar, Johor Project



Electrical Wiring and Distribution Box (DB) and Other Related Works at Hospital Selama, Perak Project



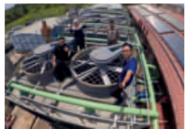
Replacement Works of 2 units Standby Generator Set at Hospital Sungai Siput, Perak Project



Upgrading of Water Supply System, Lightning Arrestor System and Replacement of Main Telephone System (PABX) at Hospital Sultanah Aminah, Johor Bahru Project



Upgrading the Central Air Conditioning System at Hospital Mersing, Johor Project



T&C for Upgrading the Central Air Conditioning System at Hospital Sibu, Sarawak Project



Construction of Pharmacy Store at Hospital Orang Asli Gombak, Selangor Project

#### Image 6.15 Handover and Testing and Commissioning (T&C) Session for ESD Projects

ESD is also involved in providing technical advice and engineering expertise for upgrading projects at health facilities with other divisions at the Ministry of Health Headquarters and agencies.



Work Visit of Director, Medical Development for Proposed Building Renovation Work to Upgrade Cataract Surgery Centre Services MAIWP – Hospital Selayang (PPKM–HS)



Renovation Works of Office Space at WHO Global Service Centre (GSC), Cyberjaya with Policy and International Relations Division, MOH



Upgrading Facility and Services at Low-Risk Maternity Centre, Hospital Putrajaya (HPj) Project – Upgrading the Maternity Ward into Minor Operating Room and Other Related Physical Works

Image 6.16 Technical Advisory Services

#### **HOSPITAL SUPPORT SERVICES (HSS)**

HSS Programme is a privatisation contract agreement that has been signed by five (5) concession companies and six (6) non-concession companies. The service being provided consists of six (6) scopes which are:

- i. Facility Management Services (FMS)
- ii. Facility Engineering Management Services (FEMS)
- ii. Biomedical Engineering Management Services (BEMS)
- iv. Healthcare Waste Management Services (HWMS)
- v. Cleansing Services (CLS)
- vii. Linen and Laundry Services (LLS)

The number of hospitals and institutions involved with HSS concession contracts is 148 with the contract value of RM1.92 billion per year while for non-concession contracts, there are eleven (11) hospitals and institutions with contract value of RM584 million. **Figure 6.7** shows the operating zone and the number of hospitals and institutions involved.

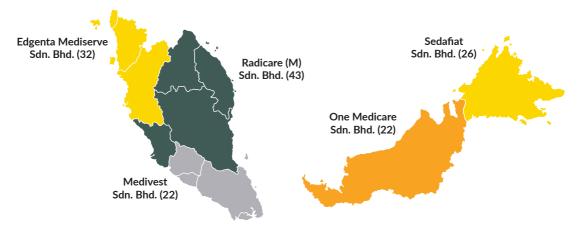


Figure 6.7 Number of Hospitals and Institutions by Concession Companies

In order to ensure the company's compliance with the requirements and obligations of the HSS contract, ESD also conducts Technical Audit inspections. Technical Audit activities that had been carried out throughout 2023 are shown in **Figure 6.8** and **Image 6.17**.

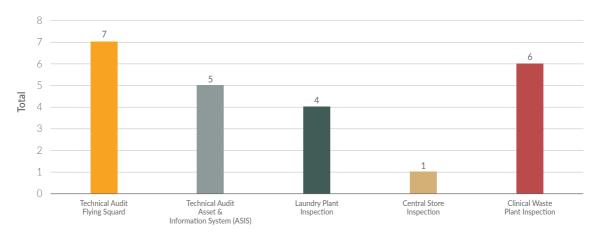


Figure 6.8 Numbers of Technical Audit Inspection 2023







Image 6.17 Audit Technical Inspection 2023

# **CLINIC SUPPORT SERVICE (CSS)**

CSS Programme is a contract signed by several companies involving 201 KKs with an annual cost of RM137 million. The services provided consist of two (2) scopes:

- i. Facility Engineering Maintenance Services (FEMS)
- ii. Cleansing Services (CLS)

Technical Audit Inspections were also carried out at 13 clinics to ensure CSS implementation complies with contract requirements and maintenance is carried out in accordance with good engineering practice.

#### **CLINIC FACILITY ENGINEERING**

In addition to implementing the CSS Programme, an amount of RM162,270,593.85 has been allocated to ensure the level of safety and functionality of the clinic is optimal to ensure user comfort. Among the activities that have been carried out involve repairing and upgrading buildings, replacing and maintaining engineering systems and infrastructure at MOH clinic facilities across the country.

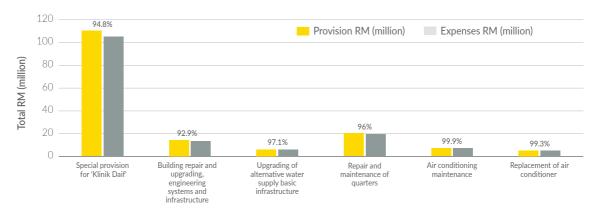


Figure 6.9 Allocations and Expenditure for the MOH Clinic Facility Engineering Works 2023

#### **SUSTAINABILITY PROGRAMME (SP)**

The SP was established in 2018 for planning, coordinating, implementing and monitoring SP within MOH healthcare facilities, to support the government's aim to reduce carbon emissions by 45% by 2030. The implementation of SP can also ensure that the health facilities of the MOH achieve the carbon-neutral target by 2045 and support the government's aspiration to become a net zero country by 2050.

In 2023, the MOH successfully won various international and national awards through the implementation of SP (**Figure 6.10**). In addition, MOH is also actively involved in promoting the implementation of sustainable initiatives in health facilities to the general public and is directly involved with international seminars and exhibitions such as the International Greentech & Eco Products Exhibition & Conference Malaysia 2023 (IGEM 2023) and LEED in Southeast Asia (4<sup>th</sup> edition) (**Image 6.18**).

#### **GREEN BUILDING ACHIEVEMENTS**



Figure 6.10 SP Achievement 2023



Image 6.18 IGEM 2023 & LEED in Southeast Asia (4th Edition)

#### **REGULATORY BRANCH**

#### WATER QUALITY BILL (RUU KAM) PROGRAMME

The MOH through the ESD is actively increasing its efforts in the process of getting approval for the RUU KAM. The programme was introduced for the purpose of regulating the quality and safety of drinking water. It is expected to increase the commitment of water suppliers in ensuring safe drinking water quality levels to protect public health. For 2023, as many as 97.59% of the 1.6 million tests of treated water quality parameters throughout Malaysia comply with the National Drinking Water Quality Standards.





Image 6.19 Activities to Identify the Level of Drinking Water Quality and Safety

#### RURAL ENVIRONMENTAL SANITATION PROGRAMME (BAKAS)

In 2023, the BAKAS programme continued with the implementation of water supply and sanitation subsidy projects for rural residents. A total of 192 water supply systems were built where clean water is supplied to 2,108 households which involves allocation of RM4,717,438.28. Meanwhile, as for sanitation facilities, a total of 761 households were provided with sanitary latrines, 583 households with sullage disposal management systems and 834 households with solid waste management systems with a total cost of RM4,804,150.90.





Image 6.20 Construction of Gravity Feed System in Kampung Kahaba, Keningau, Sabah

# DETECTION OF PER-AND POLYFLUOROALKYL SUBSTANCES (PFAS) IN RAW AND TREATED WATER SOURCES IN DENGKIL, SELANGOR

ESD also conducted a pilot study to determine the presence of PFAS in raw and treated water sources and will be followed by further studies in other selected locations to be determined as needed.





Image 6.21 PFAS Sampling Activities in Raw and Treated Water Sources in Sungai Bukit Tampoi, Dengkil Selangor

#### NATIONAL ENVIRONMENTAL HEALTH ACTION PLAN (NEHAP)

In 2023, the Malaysian NEHAP Secretariat organised the 9<sup>th</sup> NEHAP conference. The conference with the theme *Environmental Health Risks: Standing Up to Protect Everyone's Health Each and Every Day* gathered a total of 145 participants who were involved in the development of the Malaysia NEHAP and State SEHAP action plans.



Image 6.22 9th NEHAP Conference 2023

#### **AIR QUALITY UNIT (UKU)**

The main activities and programmes carried out by UKU in 2023 are as shown in **Figure 6.11** and **Image 6.23**.



Figure 6.11 Implementation of IAQ Programme 2023







Image 6.23 IAQ Programme 2023

#### **ENVIRONMENTAL HEALTH PROTECTION UNIT (PEKA)**

PEKA's activities for 2023 are more focused on improving the Environmental Health Risk Inventory (EHRI) System through Change Request (CR). Part of the achievements of the PEKA Unit are shown in **Figure 6.12**.

Implementation of 13 Change Request (CR) including data automation into EHRI System

Organised Technical & Steering Committee Meetings with Malaysia Space Agency (MYSA)

Implement audit for EHRI data verification in Sabah, Terengganu, Kedah and Negeri Sembilan

Figure 6.12 Achievements of PEKA 2023

Additionally, there were 79 Environmental Impact Assessment (EIA) reports that have been received by PEKA for technical reviews to fulfil the requirements of the Environmental Quality (Prescribed Activities) EIA, 2015 and the reviews have been submitted to the Department of Environment (DOE).

STRENGTHEN THE IMPLEMENTATION OF WATER, SANITATION AND HYGIENE (WASH) PROGRAMME IN HEALTHCARE FACILITIES THROUGH THE MALAYSIAN ACTION PLAN ON ANTIMICROBIAL RESISTANCE (MYAP-AMR) 2022-2026

ESD is also involved in improving the WASH programme at healthcare facilities to help prevent infection and combat AMR through the strategy of Strengthening the Implementation of WASH Programme at Healthcare Facilities stated in the MyAP-AMR 2022-2026.



Figure 6.13 MyAP-AMR 2022-2026

### COLLABORATION BETWEEN MALAYSIA AND WHO: CLIMATE CHANGE, THE ENVIRONMENT AND HEALTH WITH A FOCUS ON HEALTHCARE FACILITIES

ESD was involved in the Member States Technical Consultation on Climate Change, the Environment and Health, with a Focus on Health Care Facilities which was held on 23-26 October 2023 in Manila, Philippines which aims to improve quality care, saving lives including ending preventable maternal and newborn deaths, reducing costs of healthcare-associated infections and spread of antimicrobial resistance.

ESD is also involved in the Eleventh Highlevel Officials Meeting of the Asia-Pacific Regional Forum on Health and Environment (11th HLOM-APRFHE) on 22-23 November 2023 in Jakarta, Indonesia. This regional forum provides a platform of cooperation between the health and environment sectors in terms of sharing knowledge and experiences especially WASH in healthcare facilities advocating for measures, policies and actions to protect the health and well-being caused by environmental risk factors and to promote other sectors such as transport. education, energy, trade and others to place the health of people at the heart of the SDG, Paris Agreement, Minamata Conventions and other International Conventions and Regional Initiatives.



Image 6.24 Climate Change, the Environment and Health



Image 6.25 11<sup>th</sup> HLOM-APRFHE

#### **BIOMEDICAL SECTOR**

For the field of biomedical engineering, the functions carried out by ESD are as follows:

- Supervise the BEMS at MOH healthcare facilities under the HSS Concession Agreement, Medical Equipment Enhancement Tenure (MEET) Programme and other BEMS contracts.
- ii. Implement the projects for supplying medical equipment in MOH facilities through methods such as the Supply & Install and Replacement Through Maintenance (RTM) Programme.
- iii. Provide advisory services such as forensic investigation, technical advice and development of standards and guidelines.

**Supply of Medical** Supervision **Equipment Subject** HSS HSS **RTM** Supply & (Non-(Concession) Install **Programme** concession) No. of Facility 13 148 10 2,988 17 17 No. of Equipment 214,775 11,455 141,264 14

Table 6.3 Biomedical Sector Activities 2023

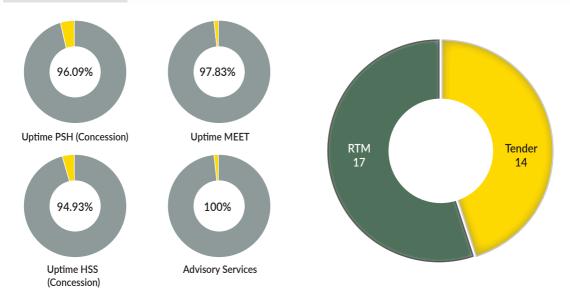


Figure 6.14 Biomedical Sector Achievement in 2023

#### NATIONAL BIOMEDICAL ENGINEERING CONFERENCE 2023 (NBEC 2023)

Additionally, the 2nd Institute of Electrical and Electronics Engineers (IEEE) NBEC 2023 was held on 5-7 September 2023 anchored on the theme Adaptation Towards Green & Emerging Healthcare Technology in collaboration with Universiti Teknologi Malaysia (UTM).



Image 6.26 Inauguration of NBEC 2023 by the Director of Health

# MEDICAL RADIATION SURVEILLANCE DIVISION (MRSD)

MSRD is responsible for regulating the use of ionising radiation in medicine through the enforcement of the Atomic Energy Licensing Act [Act 304] and provides technical advice on radiation safety and protection, including medical physics. To ensure radiation safety programmes meet international standards, MSRD collaborates with various national and international agencies.

MRSD comprises of four (4) branches:

- i. Licensing & Registration Control Branch
  - Licensing Section
  - Registration Section
- ii. Enforcement & Prosecution Branch
  - Enforcement Section
  - Prosecution Section
- iii. Medical Physics Services Branch
  - Code and Standard Section
  - Technical Service Section
- iv. Inter-Agency Cooperation & Training Branch
  - Inter-agency Cooperation Section
  - Training Development Section

# LICENSING AND REGISTRATION CONTROL ACTIVITIES UNDER THE ATOMIC ENERGY LICENSING ACT 1984 [ACT 304] FOR MEDICAL PURPOSE

Over the year 2023, a total of 1,510 licenses were issued by the Director General of Health to the medical institution. This number includes 550 new licenses and 960 renewals of the licenses. In total, there are 6,255 medical institutions controlled by registration (government) and licensing (private) as shown in **Table 6.4**. It consists of 1,091 government medical institutions and 5,164 private medical institutions.

Table 6.4 Number of Registered Medical Institutions (Government) or Licensed (Private) under the Act 304

Type of Premises	Private	Government
Dental Clinic	2,899	562
General Practitioner Clinic	1,663	
Hospital (Radiology)	201	159
Health Clinic		286
Veterinary Clinic	203	6
Non X-Ray Radiology Specialist Clinic	67	
Radiology Clinic	45	
Military Hospital/Clinic		59
Nuclear Medicine Centre	28	7
Radiotherapy Centre	35	7
Blood Irradiator Centre	5	3
Class H	11	
Mobile X-Ray Services Clinic	7	2
Total	5,164	1,091
Total Amount	6,2	255

Meanwhile, the total amount of fee charges on private medical institutions for the year 2023 is RM722,155.00 with each of these amounts stated in **Table 6.5** below.

Table 6.5 The Total Amount of Fee Charges for the Year 2023

License Fee	Process Fee	*Sales of Document	Total Amount
(RM)	(RM)	(RM)	(RM)
690,025	26,370	5,760	722,155

Note:

<sup>\*</sup> Sales of Buku Pemeriksaan Perubatan Pekerja Sinaran, LPTA/BM/5(A)

From the total number of institutions mentioned above, it comprises 11,710 irradiating apparatuses with respectively 2,817 irradiating apparatuses each in the government medical institutions and 8,893 irradiating apparatuses in the private medical institutions. The total number of irradiating apparatuses by sector and type of apparatus are stated in Table 6.6. In addition, there were 1,581 radioactive material sources consisting of 1,387 sealed sources and 194 unsealed sources. This number involves as many as 350 radioactive sources in government medical institutions and 1,231 in private medical institutions. The total number of radioactive material sources by sector and service is shown in **Table 6.7**.

Table 6.6 The Total Amount of Irradiating Apparatus in Government and Private Institutions under Act 304

Type of Irradiating Apparatus	Private	Government
General/Mobile X-Ray/Veterinary	2,600	1,371
Dental (Intra Oral/OPG/CBCT)	5,049	830
Fluoroscopy (Static/Mobile)	418	315
Angiography	133	43
Computed Tomography Scanner	201	94
Mammography	198	70
Lithotripter	23	15
Bone Densitometer	113	21
Linear Accelerator	45	17
Linac kV Imaging	40	15
Gamma Knife Cone Beam CT	4	0
Intraoperative Radiotherapy (IORT)	7	0
Simulator	3	1
CT Simulator	18	8
Tomotheraphy	6	2
PET-CT/SPECT-CT	32	14
Medical Cyclotron	3	1
Total	8,893	2,817
Total Amount	11,	710

Table 6.7 The Number of Registered/Licensed Radioactive Sources under the Act 304

Type of	Services	No. of Sources		Tatal	
Radioactive Source		Private	Government	Total	
	Radiotherapy	817	6		
0 1 1	Nuclear Medicine	262	286	1 207	
Sealed sources	Blood Irradiator	5	8	1,387	
	Class H	3			
Unsealed sources	Nuclear Medicine	144	50	194	
Total		1,231	350	1,581	

# ENFORCEMENT AND PROSECUTION ACTIVITIES UNDER ACT 304 FOR MEDICAL PURPOSE

The purpose of the enforcement and prosecution activities is to ensure compliance with all regulatory requirements stipulated from time to time as stated in the terms of registration and licensing. This compliance is to ensure the safety and the optimum use of ionising radiation to workers, patients and the public as well as security safety aspects to any facility using high-risk radioactive materials, especially under Category 1 and Category 2.

Throughout the year 2023, JKN has issued 782 notices and 101 reminders of license renewal to private medical institutions. Whereas the inspection visits have been made to as many as 2,494 government and private medical institutions. This figure consists of 1,239 government medical institutions and 1,255 private medical institutions. On the whole, there are 2,349 institutions have complied with regulatory requirements and conversely, there are 145 institutions have not complied as stated in **Table 6.8**. The percentage of institutions fully complied with the regulatory requirement is 94.19% while 5.81% are non-compliant. For non-compliant, institutions will be monitored and follow-up actions will be taken from time to time. The following measures such as suspension of licenses and indictments will be taken against any institutions that still fail to comply with the stipulated regulatory requirements.

Table 6.8 Inspections Performed in 2023

Cotomorus of Implifysticano	No of Increation	Status of Compliances	
Category of Institutions	No. of Inspection	Comply	Not Comply
Government	1,239	1,167	72
Private	1,255	1,182	73
Total	2,494	2,349	145
Percentage of Co	mpliance (%)	94.19	5.81

In addition, 214 radiograph audit visits were conducted over the year 2023. From the number, 174 institutions have complied with radiograph image criteria while 40 institutions did not comply with the requirements. The main reason for non-compliance was the failure to use primary markers, technical factors and collimation. For non-compliant institutions will be monitored and follow-up actions will be taken from time to time.

Throughout 2023, MRSD also managed the activities related to complaints of radiation exposure incidents and violations of Act 304 as shown in **Table 6.9**. The number of complaints received was 127 including the corresponding number of complaints as in the table below. An investigation visit was also conducted to verify all the complaints. Some complaints have been completed while the rest are still in the stage for follow-up action.



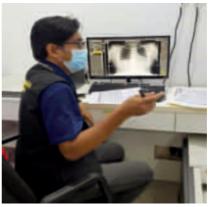


Image 6.27 Inspection Visit Activiti to Government and Private Medical Institutions

Table 6.9 Activities for Management of Radiation Exposure Complaints and Incidents

Activity	Total
Number of complaints of radiation doses exceed the dose limit	17
Number of complaints against breach of Act 304	43
Number of investigation visits for complaint verification or breach of Act 304	67

Status of the private medical institutions that have had enforcement and prosecution action taken against them throughout 2023 as shown in **Table 6.10**. According to the table, a total of 14 premises that are not in compliance with Act 304 have had enforcement action taken against them. Out of this number, seven (7) institutions have been prosecuted and the remaining are pending prosecution.

**Table 6.10** Enforcement and Prosecution Activities

Activity	Total
Number of raids under Act 304	14
Number of completed prosecutions under Act 304	7

# MEDICAL PHYSICS SERVICES (TECHNICAL SERVICE AND CODES & STANDARDS ACTIVITIES)

Throughout 2023, a total of 156 technical advice services related to ionising radiation (IR) and non-ionising radiation (NIR) activities have been provided to clinics and hospitals under MOH. The list of technical services is shown in **Table 6.11**.

Table 6.11 Technical Advice on IR and NIR

Type of Activity	Total
Preparation and evaluation of IR modality specifications and related facilities	24
<ul> <li>Technical advice for the following task:</li> <li>Testing and Commissioning (T&amp;C), Technical Specific Adhere (TSA)</li> <li>Project progress and site visit</li> <li>Radiation safety shielding thickness verification</li> </ul>	99
Random Repeat Test (RRT) on quality control (QC) testing for IR modality and related facilities in government medical institution	27
Radiation safety technical plan and drawing and protection review for new government clinic and hospital projects	6
Total	156

The list of new policy documents developed in 2023 is shown in **Table 6.12**. The development of these documents was carried out through several parent committees and technical work. The committees that have been established with members from various professional bodies, industries as well as related groups are listed below:

- Standing Committee on Quality Assurance Programmed (QAP) for Nuclear Medicine Services under Act 304
- Standing Committee on Quality Assurance Programmed (QAP) for Radiology Services under Act 304
- iii. Standing Committee on Quality Assurance Programmed (QAP) for Radiotherapy Services under Act 304
- iv. Standing Committee on Quality Assurance Programmed (QAP) for Dental Services under Act 304
- v. Steering Committee for Certification on Radiation Protection Officer (RPO) (Medical) under Act 304
- vi. Working Group for Certification on Radiation Protection Officer (RPO) (Medical) under Act 304
- vii. Steering Committee for Nuclear Security Programme, MOH under Act 304

Table 6.12 New Policy and Guideline in 2023

Documents	Notes
Manual Perlaksanaan Programme Jaminan Kualiti (QAP) dalam Perkhidmatan Radiologi – Pindaan September 2023	The document has been distributed to government and private medical institutions through the letter of the Director General of Health on 24 October 2023
Standard Operation Procedure (SOP) for Maternal and Fetal Doses Estimation in Nuclear Medicine Procedures	The document has been distributed to government and private medical institutions through the circular letter of the Director General of Health No. 20/2023 on 18 December 2023
Guidance Document on Developing Site Security Plan (SSP) For Medical Facilities in Malaysia	The document has been distributed to government and private medical institutions through the Director General of Health circular letter on 17 April 2023
Guideline on Nuclear Security Culture Programme for Medical Facilities in Malaysia	The document has been finalised on 17 November 2023

The activities related to radiation safety research are as follows:

- National Medical Radiation Exposure for the Development of Malaysian Diagnostic Reference Level (DRL) in Diagnostic Radiology and Dental Radiology
- ii. National Medical Radiation Exposure for the Development of Malaysian Diagnostic Reference Level (DRL) in Nuclear Medicine

The objective of this study is to establish a standard of Patient Reference Levels or Diagnostic Reference Levels (DRLs) as a guide to medical institutions in ensuring the safety and optimisation of radiation exposure to patients.

#### INTER-AGENCY TECHNICAL COOPERATION & TRAINING DEVELOPMENT

Technical cooperation is essential to ensure that the MRSD benefits from technical assistance, particularly in the areas of training and policy development. In addition, the MRSD also plays a role in providing input to the MOH in the aspect of engaging cooperation and bilateral relations between Malaysia and foreign countries as follows:

- i. Department of Atomic Energy Malaysia, MOSTI
- ii. Malaysia Nuclear Agency (ANM)
- iii. Chief Government Security Office (CGSO)
- iv. Office of Radiological Security (ORS) US Department of Energy
- v. International Atomic Energy Agency (IAEA)
- vi. World Health Organisation (WHO)

Table 6.13 Number of Inter-Agency Cooperation Activities

Activities	Notes/Achievement
Preparation of feedback Iktisar Notes/Conversation Input/ Cooperation input/Cooperation notes for bilateral relations between	Preparation of Feedback on Overview and Conversation Notes (BSN) on Bilateral Cooperation and Health-Related Issues Between Malaysia and Foreign Countries (24 Countries)
MRSD and Internal and Foreign Agencies	Application for feedback on legislation and input related to the Single Entry Point (SEP) initiative at the Malaysia-Singapore border
	Monitoring of the Proposed Implementation of TC IAEA MAL 9019 Project for year of 2022/2023 under the International Atomic Energy Agency (IAEA) project.
Monitoring the implementation of the Country Programme Framework (CPF) 2022-2027	Nomination under Expert Request Form and a nomination for Technical Cooperation (TC) Fellowship/Scientific Visit Form for the year 2023
	Secretariat for Dialogue Session on Technical Cooperation (TC) Programme under the International Atomic Energy Agency (IAEA).
	The delegates from Nuclear and Radiological Regulatory Commission (NRRC) Saudi Arabia for Fellowship Programme on The Inspection and Enforcement of Radiation Facilities
Safety and Security related	The delegates from Safety, Health and Environment National Authority (SHENA), Brunei Darussalam for Fellowship Programme on The Inspection and Enforcement of Radiation Facilities
technical cooperation programmes with international agencies	Expert Mission Dosimetry Audit Network
	SV-RAS9096-2302415_TC Group Scientific Visit on Training Regulatory Inspector on PET-CT.
	Workshop on Accelerating the Adoption of Alternative Technology for Blood Irradiation organised by MRSD in collaboration with ORS held from 31 October to 2
	November 2023 in Kota Kinabalu



Image 6.28 Workshop on Accelerating the Adoption of Alternative Technology for Blood Irradiation Organised by MRSD in Collaboration with ORS





Image 6.29 Fellowship Programme on The Inspection and Enforcement of Radiation Facilities by the Delegates from Nuclear and Radiological Regulatory Commission (NRRC) Saudi Arabia

As well as for the training development activities, the status of achievement in the whole year 2023 is shown in **Table 6.14**.

**Table 6.14** Training Development Activities

Activities	Total/Achievement
Number of Continuous Medical Education (CME) approvals under the Act 304	378
Number of Dissemination of Information through CME sessions under Act 304	429
Total Hours (hrs) of information dissemination by BKRP's officers through the CME programme	330
Number of personnel trained under the programme organised by MRSD	536

Medical radiation safety and protection are increasingly important for improving the quality of radiation equipment and radioactive substance use. MRSD provides expertise and technical support to protect patients, workers and the public. Existing programmes will expand with technological developments to meet complex medical needs and comply with current standards. This includes enhancing security activities, safeguards and public engagement to address radiation effects on public health. MRSD aims to strengthen medical radiation safety activities in line with MOH requirements, ensuring safety through technology, innovation and sustainable practices.

# NATIONAL INSTITUTES OF HEALTH (NIH)

#### OFFICE OF THE NIH MANAGER

The Office of NIH Manager is responsible for managing the implementation of health research at the MOH. The activities involved are from the beginning of research planning and research conduct, application and disbursement of research grants, and the dissemination of scientific research results. The Office of NIH Manager plays an important role in ensuring that the health research program at the MOH runs smoothly in achieving research outputs and outcomes to support the development of national health policy.

In 2023, a total of RM31,086,136 of Research and Development Allocation was distributed for the conduct of health research at the MOH. A total of 88% of the amount has been spent to implement projects according to the following clusters:

Table 6.15 Projects Conducted under Research and Development Allocation for Year 2023

Cluster	No. of Projects	Total Allocations
Communicable Diseases	22	RM2,850,081
Non-Communicable Diseases	20	RM2,003,145
Sustainable Environment and Climate Change	7	RM1,000,000
Universal Access of Quality Healthcare	9	RM600,000
Biomedical	41	RM7,983,270
Aged Population	7	RM1,341,502
Innovation and Health Technology	9	RM2,200,000
Precision Medicine	9	RM3,639,888
Clinical Trials Hub	6	RM1,268,250
NHMS 2023: Non-Communicable Diseases and Healthcare Demand	1	RM7,500,000
NHMS 2024: Malaysian Nutrition Survey	1	RM500,000
NHMS 2022: Maternal and Child Health	1	RM200,000
Total	133	RM31,086,136

In 2023, a total of 3,709 research projects were registered in the NMRR system and a total of 2,536 research projects received ethics approval through the Sector for Ethics and Research Surveillance (SEPP). In terms of post-approval evaluation and approval, a total of 537 research projects were given ethics approval renewal, 439 projects for study closure, 1,743 Serious Adverse Events (SAE) report evaluations, and 2,305 Protocol Deviation (PD) report evaluations. The sector had conducted compliance reviews for six (6) studies in 2023. Through the Network of Ethics Committees in Malaysia (NERCIM), this sector had also provided training to other ethics committees in Malaysia.

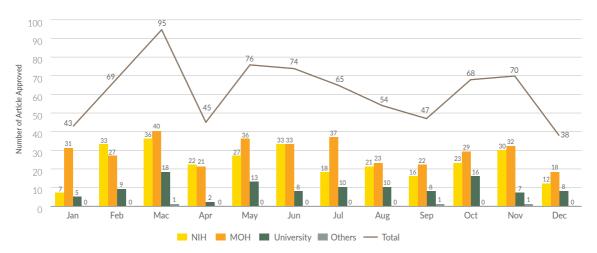


Figure 6.15 Total Application for Publication Approval in 2023

Sector for Biostatistics & Data Repository (SBDR) is one of the sectors under the Office of the NIH Manager that serves to provide consultancy services related to research methodology and data analysis. Apart from that, this sector also functions as a research data storage centre and supplies research data based on requests from researchers. For 2023, a total of 432 consultation sessions have been conducted involving researchers from within and outside NIH. In order to make it easier for customers to obtain consultancy services, the SBDR in collaboration with the Information Technology Sector (STM) NIH has developed a system for consulting appointments known as the e-biostatistics system via website.

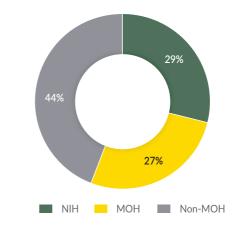


Figure 6.16 Consultation and Training

The Evidence Based Health (SEBH) sector has produced 15 scientific publications and 15 scientific presentations throughout the year 2023. In addition, the sector is also conducting 6 research projects involving collaboration between NIH, MOH and universities.



#### Image 6.30 Delegation and Collaboration

The Collaboration and Innovation Unit (UKI) is responsible for coordinating strategic networks, helping to manage collaboration initiatives in the field of collaboration and innovation with agencies, institutions and innovation bodies at national and international levels. In addition to coordinating the management and renewal of intellectual property and coordinating the 2023 MOH Prime Innovation Award as well as managing collaboration agreement documents between NIH institutes with universities and local agencies.

In addition to research management, the Office of NIH Manager is also responsible for maintaining the health and safety of NIH employees through the Occupational Safety & Health Unit (UKKP). UKKP's mission is to create a safe, healthy and conducive work environment for every employee. UKKP plans and implements occupational safety and health promotion activities and programmes. UKKP also conducts training and research-based assignments through collaboration with other institutes.

## **INSTITUTE FOR MEDICAL RESEARCH (IMR)**

IMR consists of eight (8) centres which are Infectious Diseases Research Centre (IDRC), Allergy & Immunology Research Centre (AIRC), Cancer Research Centre (CaRC), Environmental Health Research Centre (EHRC), Herbal Medicine Research Centre (HMRC), Nutrition, Metabolism & Cardiovascular Research Centre (NMCRC), Biochemistry & Genomics Research Centre (BGRC) and Special Resource Centre (SRC). The institute conducts biomedical research, specialised diagnostic tests, consultation, training and technology transfer activities.

Laboratory services were provided for special diagnostics and in support of transplantation. Ongoing international efforts included research for the drugs for neglected disease and training of participants from Southeast Asian countries in the areas of medical microbiology, parasitology and entomology through its Southeast Asia Ministers of Education Organisation (SEAMEO) network. The Framework on Traditional and Complementary Medicine Research in Malaysia and Guidelines for Herbal Medicine Research was also launched. IMR continues to improve its biomedical research capacity in promoting the health of Malaysians.





Image 6.31 IMR Then and Now

#### **IMR OPEN DAY 'IMR 123 YEARS'**

IMR, which was established in 1900, celebrated 123 years of conducting medical research for the nation in 2023. The anniversary celebration was graced by the Sultan and Tengku Permaisuri of Selangor. The Sultan of Selangor officiated the IMR Open Day on 19 October 2023. Among the activities held for visitors were scientific exhibitions, research laboratory visits, competitions, interactive quizzes, health screenings and blood donation. The public, schools and institutes of higher learning were invited to join in the IMR Open Day event that was held for the first time at the National Institutes of Health (NIH) Complex at Setia Alam.



Image 6.32 The Sultan of Selangor, Tengku Permaisuri, Health Minister, IMR Director at the Electron Microscopy Laboratory





Image 6.33 Science Exhibition and Activities for Children during IMR Open Day 2023

# ISLAMIC WORLD EDUCATIONAL, SCIENTIFIC AND CULTURAL ORGANISATION (ICESCO) PRECISION MEDICINE SYMPOSIUM AND WORKSHOP

The ICESCO Precision Medicine Symposium and Workshop was organised by IMR in collaboration with ICESCO, with the support of the MOH Researchers' Association from 14-18 August 2023. The symposium and workshop were organised to increase awareness and foster interests in the field of genomics and precision medicine, promote research and development in healthcare and to facilitate capacity-building in genomics and bioinformatics analyses to support the implementation of precision medicine. This one-day symposium was attended by 200 participants and followed by a workshop over four (4) days packed with research dialogues and hands-on sessions on bioinformatics and genomics. Topics that were presented included population genomics, polygenic risk scores, single-cell sequencing, spatial transcriptomics, liquid biopsies and the associations of human leukocyte antigen with diseases. The symposium brought together both public and private sectors across Malaysia.



Image 6.34 Symposium Opening Ceremony by TKPK (P&ST)



Image 6.35 Welcome Speech by ICESCO Representative, Prof. Dr.
Raheel Qamar

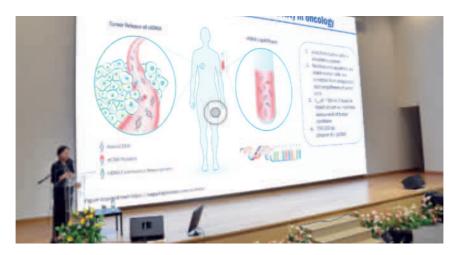


Image 6.36 Sharing of Experience by Japanese Foundation for Cancer Research

# ASIA PACIFIC ONE HEALTH INITIATIVE ON ANTIMICROBIAL RESISTANCE (ASPIRE) PROGRAMME

Antimicrobial resistance (AMR) is a global issue addressed through the One Health concept highlighting the interconnectedness of human, animal and environmental health. Under the ASPIRE Programme, the Tokyo AMR One Health Conference and Technical Working Group (TWG) Meeting tackled challenges in the Asia Pacific region. Three (3) IMR researchers participated in the Surveillance & Laboratory Network and Research & Development TWGs. A joint research entitled *Prevalence of ESBL-Producing E.Coli and Carbapenem-Resistant Enterobacterales using a Tricycle-Based Approach in a Selected State of the Northern Region of Malaysia* will be carried out.

The research will be a collaboration between the EHRC and Bacteriology Unit and the Japanese National Institute of Infectious Diseases (NIID). Various agencies including JKN, a hospital, a health clinic, a wastewater consortium and a water concession company are also involved.





Image 6.37 Training Workshop by Japanese NIID Researchers







Image 6.38 Sampling of Municipal Wastewater, Wet Market Wastewater and River Water

#### TRANSPLANTATION IMMUNOLOGY

The Transplantation Immunology Unit, AIRC, has established specialised immunological investigations to support both solid organ and blood stem cells transplants activities in the country. In 2023, more than 14,000 requests for such tests were received from public and private hospitals or institutions. The unit also provides consultations and laboratory training to government and non-government health facilities. Information on transplantation immunology is disseminated through publications, presentations and workshops.





Image 6.39 Complement-Dependent Cytotoxicity Crossmatch Test



Image 6.40 IMR SEAMEO Webinar Transplant Puzzle – Joining the Pieces Together

In providing an enhanced service for Malaysia's transplant setting, the unit collaborates with the National Cancer Council Malaysia (MAKNA) and National Blood Centre (PDN). Through the initiative of the Malaysian Stem Cell Registry (MSCR), 40,000 Malaysians have been recruited as stem cell donors. Meetings and workshops are continually organised to strengthen partnerships. In August 2023, a meeting was held to discuss future directions and initiatives which was attended by the Head of AIRC, representatives from Medical Development Division, General Manager of MAKNA and Head of Cellular Therapy Division PDN.



Image 6.41 MSCR Meeting between IMR, Medical Development Division, MAKNA and PDN

## **INSTITUTE FOR PUBLIC HEALTH (IKU)**

# THE 2023 NATIONAL HEALTH AND MORBIDITY SURVEY (NHMS) STEERING COMMITTEE MEETING

The NHMS steering committee convened on 28 March 2023, chaired by the former Director General of Health Malaysia. The agenda covered discussions on the 2022 NHMS surveys, focusing on outcomes from the household-based Maternal and Child Health Survey and the school-based Adolescent Health Survey (AHS). The committee also deliberated on the NHMS 2023 update, which emphasises non-communicable diseases and healthcare demand, along with the Global Adults Tobacco Survey (GATS). A launch event for the NHMS Coffee Table Book transpired during this session. This book features insightful interviews with principal investigators from previous NHMS cycles, providing a platform for them to share their experiences, challenges and successes in leading the national survey.





Image 6.42 The NHMS Steering Committee 2023

#### THE LAUNCHING OF THE NHMS 2022 FINDINGS

On 18 May 2023, the Deputy Minister of Health, officially launched the findings of the NHMS 2022 at Dewan Serbaguna, MOH. IKU successfully conducted two (2) national-level surveys, namely the Adolescent Health Survey (AHS) and the Maternal and Child Health Survey. Data collection for the AHS took place from June to July 2022, involving 239 randomly selected secondary schools across Malaysia. Approximately 34,000 adolescents aged 13-17 participated in this survey, which aimed to determine the prevalence of health-risk behaviours and protective factors among adolescents in Malaysia.

For the Maternal and Child Health Survey, data collection commenced from August to October 2022. This survey included 13,832 randomly selected households nationwide, with a total of 25,413 respondents, encompassing mothers with children under two (2) years old, children under five (5) years old and reproductive-age women. The objective of this survey was to obtain the current health status of these groups, and the findings will be used in international monitoring, as outlined by the WHO under the United Nations' SDG and UHC indicators. The key findings of both surveys, presented in infographic form and the technical report can be accessed by visiting the IKU official website.





Image 6.43 Launching of the NHMS 2022 Findings by the Deputy Minister of Health

## AHS FINDINGS PRESENTATION TO STAKEHOLDERS IN THE SCHOOL MANAGEMENT DIVISION, MINISTRY OF EDUCATION MALAYSIA (MOE)

A stakeholder presentation was conducted on 23 May 2023, at the School Management Division, MOE to inform the NHMS AHS findings. The survey was a collaborative project with the MOE to collect data on health risk behaviours and protective factors among Malaysian adolescents aged 13-17 years old. A research team from the IKU led this project. This is the third survey following two similar surveys conducted in 2012 and 2017.



Image 6.44 Principal Investigator for AHS and the Director of IKU with MOE Stakeholders

#### NHMS 2023: NON-COMMUNICABLE DISEASE (NCD) AND HEALTH CARE DEMAND (HCD)

The NHMS 2023 is a national health survey conducted on a representative sample of the population in Malaysia to obtain information related to health status, non-communicable disease trends, non-communicable disease risk factors, and healthcare demand. This information is also required for international monitoring set by the WHO under the United Nations' SDG and UHC.

Data collection was conducted throughout Malaysia from July to October 2023, involving face-to-face interviews, self-administered questionnaires, telephone interviews, clinical assessment as well as capillary and venous blood sampling. There were 499 enumeration blocks overall, and 5,553 houses were visited. The overall response rate for field data collection was 83.20%. A total of 5,006 (90.10%) household heads participated in the survey, and 13,616 (92.10%) individuals were successfully interviewed. A smaller study determining the nationwide prevalence of metabolic syndrome and metabolic dysfunction-associated fatty liver disease was also conducted with the NHMS 2023.



Image 6.45 The Launching Event and Data Collection Activities of the NHMS 2023

#### **GLOBAL ADULT TOBACCO SURVEY (GATS)**

The GATS is a nationally representative household survey of individuals aged 15 years or older on tobacco use and its relevant indicators. GATS is a collaboration study with the U.S. Centers for Disease Control and Prevention (CDC) and WHO which was first implemented in Malaysia in 2011 and repeated in 2023. GATS 2023 was launched by the Minister of Health at the Lexis Hotel, Port Dickson, Negeri Sembilan on 11 June 2023. The survey included all states and federal territories in Malaysia, with a total of 5,780 randomly selected households representing urban and rural areas. Data collection activities were carried out from June to July 2023. The findings from GATS will help support the development of policies and public health strategies to further reduce the burden of smoking in Malaysia.









Image 6.46 GATS Launching Ceremony and Data Collection Activities

## THE MALAYSIAN BURDEN OF DISEASE AND INJURY STUDY (MBOD)

MBOD was conducted by the Centre for Burden of Disease Research, aims to comprehensively assess diseases and injuries by combining both fatal and non-fatal conditions, measured in Disability-Adjusted Life Years (DALY). Following the Global Burden of Disease concept, the burden of specific disease conditions and overall health loss is measured by quantifying the difference between living to old age in good health or any deviation from a healthy state due to illness, injury, disability or death. A series of discussions were conducted with the experts according to the diseases group. As of today, MBOD is still ongoing, comprising a revised list of 162 specific causes of diseases and injuries compared to 112 in the previous study.



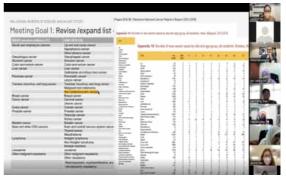


Image 6.47 Data Refinement Meeting for Disease Burden in Malaysia for Diabetes Mellitus, Endocrine, Blood & Immune Disorders, Cardiovascular & Circulatory Disease and Neoplasms





Image 6.48 Workshop on Data Analysis and Report Writing

## **INSTITUTE FOR CLINICAL RESEARCH (ICR)**

The ICR remains steadfast in its commitment in advancing rigorous clinical research. Throughout 2023, ICR continued to be instrumental in generating evidence-based knowledge that significantly influenced healthcare policies and practices.

ICR made notable strides in academic publications, with a total of 161 manuscripts seeing the light of day. Among these, 124 were published internationally, underscoring the institute's global reach, while the remainder were published in local journals. Additionally, ICR maintained its exceptional Research Consultation Clinics (RCC) across 37 Clinical Research Centres (CRCs), catering to both MOH and non-MOH personnel including international stakeholders.

In 2023, ICR and its CRCs across Malaysia collectively conducted 587 research projects, marking a substantial endeavour in advancing medical knowledge. This encompassed 398 investigator-initiated research (IIR) projects, 189 industry-sponsored research (ISR) projects including Phase I Clinical Trial, reflecting a diverse range of collaborative efforts among MOH, non-MOH and international institutions.

ICR won the first runner up in the social tract of Public Sector Prime Innovation Award 2023 for the research project named *Research and Development of a Cough Sound Artificial Intelligence (A.I.) for the Detection of COVID-19 (Cof'e)* and the award was presented by the Prime Minister. Cof'e is an online COVID-19 pre-screening application powered by Artificial Intelligence (AI) and it is an innovation project from the Digital Health Research & Innovation Unit (DHRi).

#### 16TH NATIONAL CONFERENCE FOR CLINICAL RESEARCH (NCCR)

The 16<sup>th</sup> NCCR, in conjunction with the 20<sup>th</sup> anniversary of the CRC at Hospital Umum Sarawak (CRC HUS) and Sarawak State Research Day was held from 20-22 September 2023, at the Waterfront Hotel, Kuching, Sarawak. The Director of the IRC and Head of CRC HUS, served as the organising and scientific chairpersons, respectively.

The conference with the theme *Quantum Leap in Research Leadership* was inaugurated by the Deputy Secretary General (Finance) and was graced with the presence of former directors of the ICR. A notable highlight was the signing of a Memorandum of Understanding (MoU) between the NIH and Sarawak Infectious Disease Centre (SIDC).

Total of 364 delegates and a diverse lineup of 46 faculty members from Malaysia and various parts of the world participated in the event. Continuing a tradition established since 2015, the Dr. Wu Lien-Teh Research Awards, aimed at honouring Dr. Wu's legacy and promoting research, Dr. Masliyana Husin and Mr. Nicholas Hing Yee Liang received the Young Investigator Award and Best Scientific Poster Award, respectively. A total of 189 abstracts were accepted, out of which 176 were presented at NCCR. Total of 153 consented abstracts were subsequently published in the Medical Journal of Malaysia, Volume 78, Supplement 3, November 2023.





Image 6.49 16<sup>th</sup> NCCR 2023 in conjunction with 20<sup>th</sup> Anniversary of the CRC HUS and Sarawak Research Day

#### THE FIRST FULLY REGISTERED PHASE 1 UNIT IN MALAYSIA: CRC HUS

In December 2019, following the publication of the 2018 Guideline for Phase I Unit Inspection & Accreditation Programme, the CRC HUS achieved a significant milestone in its ongoing pursuit of advancing clinical research. It became the first facility in MOH and Malaysia to receive provisional registration under the Phase I Unit Accreditation Program by the National Pharmaceutical Regulatory Agency (NPRA). Subsequently, in July 2023, CRC HUS underwent a comprehensive inspection by NPRA for full registration as a Phase I Unit facility and was granted full registration status in December 2023.

The accreditation of CRC HUS as a Phase I Unit holds considerable importance and offers distinct advantages in enhancing early phase drug development in Malaysia. By achieving accreditation, CRC HUS demonstrates to stakeholders including sponsors, regulatory bodies, and the scientific community a steadfast commitment to maintaining the highest standards in clinical research.

The successful establishment of accredited clinical trial facilities and their supporting infrastructure has the potential to attract further investments and partnerships, thereby expanding the scope of early phase drug development research within Malaysia. Moreover, the successful execution and delivery of early phase trials can enhance the confidence of trial sponsors, potentially leading to an influx of phase II and III studies into the country.

This achievement underscores the unwavering dedication of CRC HUS and ICR to upholding the highest standards of clinical research, ensuring adherence to regulatory requirements, and cultivating a safe and conducive research environment. It represents a significant stride forward in ICR's mission to contribute to the advancement of healthcare and the well-being of patients, firmly establishing it as a trailblazing institution in the realm of clinical research within MOH.



Image 6.50 NPRA Full Inspection for Phase 1 Unit Accreditation Programme

#### PALLIATIVE MEDICINE RESEARCH PROPOSAL WORKSHOP

In partnership with the Research Subcommittee of the MOH National Palliative Care Strategic Development Technical Group and the Centre for Clinical Epidemiology (CCE) organised a Palliative Medicine Research Proposal Workshop. This event took place at the NIH on 23 October 2023. A total of 30 participants from various departments of the MOH, Ministry of Higher Education (MOHE) and NGOs attended the workshop.

During the workshop, four (4) specialist trainees presented their research proposals and received valuable feedback, enabling them to refine and improve their proposals. The event aimed not only to support the development of palliative medicine research but also served as an opportunity to encourage clinicians to actively engage in clinical research initiatives.



Image 6.51 Palliative Medicine Research Proposal Workshop 2023

# IDENTIFYING QUALITY INDICATORS FOR END-OF-LIFE CANCER CARE IN MALAYSIA: A MODIFIED DELPHI STUDY

This was a modified Delphi study which aimed to develop an expert-group and consensus-based list of quality indicators to be used for evaluating the quality of end-of-life care for cancer patients that is applicable in Malaysia. Following a scoping review, this study used repeated rounds of iterative online surveys to obtain consensus from a multidisciplinary expert panel who has knowledge and experience in end-of-life cancer care. This study is a collaboration between the ICR, Department of Palliative Medicine Hospital Selayang and HOSPIS Malaysia. A five-round modified Delphi survey was conducted from April 2023 to January 2024.

#### VIRTUAL REALITY RESEARCH IN GENERALISED ANXIETY DISORDER

Virtual reality is not a new technology in healthcare. The advancement in virtual reality in healthcare has been tremendous over the past decade. Some countries have been using virtual reality as a standard of care in patients for various fields including mental health. The DHRi conducted an effectiveness and acceptability study using this technology in the area of mental health.

An open label randomised controlled trial was conducted in the management of generalised anxiety disorder. Study site involved five (5) hospitals in Malaysia which consisted of psychiatrists from Hospital Kulim, Hospital Sultanah Bahiyah, Hospital Sultanah Aminah, Hospital Permai and Hospital Sultanah Nur Zahirah involving 80 subjects. The first recruitment started in February 2023 and the last patient was recruited in October 2023. Currently the study is undergoing data cleaning and data analysis phase.





Image 6.52 Site Initiation Visit at Hospital Sultanah Aminah, Johor & Technology Transfer Workshop at Shah Alam

## MULTICENTRE RANDOMISED CONTROL TRIALS (RCT)

There have been an increasing number of IIR trials conducted in 2023. Notable researches include Effect of High Dose Intravenous Vitamin C as an Adjunct in the Treatment of Patients with Severe Pneumonia in Intensive Care Unit: A Multi-Center, Double-Blinded, Two-Arm, Placebo-Controlled, Randomised Trial (VISCEP), Early Intravenous to Oral Antibiotic Switch in Uncomplicated Staphylococcus Aureus Bacteraemia (EVOS) and Impact of Medications Review on Potentially Inappropriate Medications and Clinical Outcomes Among Hospitalised Older Adults (REVMED) are currently being conducted and these RCTs are expected to be completed by 2025.

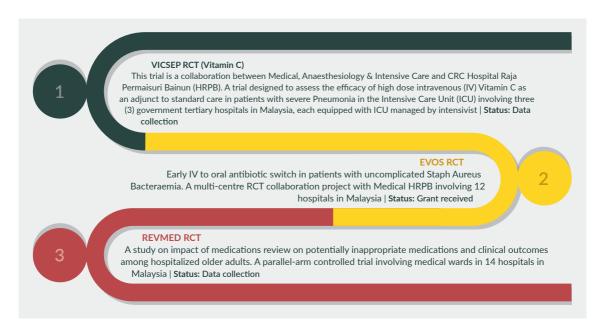


Figure 6.17 Infographic on Multicentre RCT



Image 6.53 VICSEP Study Site Initiation Visit at Hospital Sultanah Bahiyah

#### TRAINING OF TRAINERS: INTRODUCTION TO CLINICAL RESEARCH VERSION 2.0

An Introduction to Clinical Research workshop was implemented to foster interest in clinical research among MOH personnel in 2013. Since then, clinical research has advanced considerably, moving beyond traditional observational and clinical trial approaches to incorporate elements such as big data, artificial intelligence, medical devices, biological materials and sophisticated methodologies like adaptive trial methodologies.

Acknowledging these developments, the ICR in 2023 has revised the modules and presentation slides for the Introduction to Clinical Research Workshop. Furthermore, ICR organised a Training of Trainers: Introduction to Clinical Research Workshop specifically tailored for personnel within the CRC network. The objective is to equip CRCs with the necessary skills to deliver the updated modules and to train potential speakers. These workshops have been conducted in the East Coast, South and Klang Valley region. A total of 63 participants from CRC have been trained so far based on the new module.





Image 6.54 Training of Trainers: Introduction to Clinical Research Workshop

#### ANTIMICROBIAL RESISTANCE (AMR) RESEARCH

AMR is one of the top global public health threats. It is a leading cause of death around the world with the highest burdens in middle and lower income countries. The relationship between antibiotic use and the development and spread of AMR is well-documented. The WHO released a global strategy to contain antimicrobial resistance back in 2001, which includes measures to promote the rational and judicious use of antibiotics. Among the key strategies recommended were the antimicrobial stewardship programs, including the development of antibiotic policy guidelines. Additionally, monitoring antibiotic prescribing is among the research priorities highlighted in the WHO global research agenda for AMR in humans.

ICR has actively conducted numerous researches on antibiotic utilisation and AMR in healthcare settings in Malaysia. Among the aspects looked into included the trends of antibiotic utilisation in public and private healthcare as well as the trend of antimicrobial resistant organisms in public health settings. Study findings have been published in journals such as Antibiotics, BMC Public Health as well as BMC Infectious Diseases and uploaded to the Malaysia One Health Antimicrobial Resistance (MyOHAR) website.

Publications (Human Health)

# A COMPARISON BETWEEN ANTIBIOTIC UTILISATION IN PUBLIC AND PRIVATE COMMUNITY HEALTHCARE IN MALAYSIA NITERRUPTED TIME SERIES ANALYSIS A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA MALAYSIA MALAYSIA FINE SERIES ANALYSIS A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA MALAYSIA MALAYSIA FINE SERIES ANALYSIS A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA MALAYSIA FINE SERIES ANALYSIS A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA FINE SERIES ANALYSIS A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA CARE CLINICS IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC UTILISATION IN MALAYSIA CARE CLINICS IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC ANTIBIOTIC PRESCRIBING IN PUBLIC AND PRIVATE PRACTICE: A CROSS-SECTIONAL STUDY IN PRIMARY CARE CLINICS IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC ANTIBIOTIC PRESCRIBING IN PUBLIC AND PRIVATE PRACTICE: A CROSS-SECTIONAL STUDY IN PRIMARY CARE CLINICS IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC ANTIBIOTIC PRESCRIBING IN PUBLIC AND PRIVATE PRACTICE: A CROSS-SECTIONAL STUDY IN PRIMARY CARE CLINICS IN MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC MALAYSIA A PROPERTY INTERPRETATION OF COVID-19 PANDEMIC ON ANTIBIOTIC MALAYSIA PRIVATE COVID-19 PANDEMIC ON A

Image 6.55 Publications on AMR Research

## **INSTITUTE FOR HEALTH SYSTEMS RESEARCH (IHSR)**

The IHSR is an applied research institute within the MOH which was established in 2002. IHSR conducts health systems research and provides methodological capacity-building programmes and consultancy services to strengthen Malaysia's health systems. The institute is honoured to be designated as the WHO Collaborating Centre (WHOCC) for health systems research and quality improvement from 2021-2025.

#### RESEARCH IN HEALTH SYSTEMS: CATALYSING HEALTH SYSTEMS TRANSFORMATION

IHSR is dedicated to advancing health systems in Malaysia by providing evidence-informed insights to enhance the quality of healthcare. The research areas covered by IHSR include health policy, health economics, health equity, service delivery, quality improvement and health outcomes.

# THE COVID-19 CHRONICLES OF MALAYSIA I COURSING FORWARD: EMBRACING RIPPLES (BOOK 6)

The COVID-19 Chronicles of Malaysia series concluded with the release of its sixth and final edition, titled *Coursing Forward: Embracing Ripples (Book 6)* in March 2023. The series comprehensively documents the unfolding events and the Malaysian government's multifaceted efforts to navigate the challenges posed by the COVID-19 pandemic. It is intended to serve as both a guide and a historical archive for future generations. The chronicle series is now accessible on the IHSR website.





Image 6.56 The COVID-19 Chronicles of Malaysia

# CERVICAL CANCER SCREENING: SIMULATION OF BEST PRACTICES TO ACHIEVE THE TARGET (SIMUCERVS PROJECT)

The SimuCervS project commenced in middle of year 2022 and concluded in June 2024. The objective of this study was to assess the impact of transitioning from cytology to HPV testing, as well as the gradual increase in screening coverage and its effect on cervical cancer elimination. The findings of this project have been presented to various stakeholders, including the Family Health Development Division (BPKK), the Cervical Cancer Elimination Steering Committee and the Deputy Director-General of Health (Public Health). Recently, the results of the SimuCervS study were also presented to the Director-General of Health (KPK) during a special KPK meeting in January 2024. In addition to presentations to stakeholders,

emphasis has been placed on scientific dissemination. To date, this research project has produced four (4) scientific poster presentations. For publications, the SimuCervS project has published one (1) summary document titled *Summary of Key Findings* – SimuCervS, two (2) research highlights and one (1) article published in a journal. Several manuscripts are currently under review by journals.



Image 6.57 The SimuCervs Project

#### **NURSING-SENSITIVE INDICATORS: A LITERATURE REVIEW**

The IHSR in partnership with the Nursing Division has undertaken a strategic initiative to strengthen the quality of nursing care at the national level. This project involved two (2) pivotal activities which is a comprehensive literature review and stakeholder engagement to explore critical areas of concern to be monitored for delivering quality care based on current healthcare needs. Based on the insights gathered from the iterative, two-phase approach, the recommendation emerged to establish an expert group for the prioritisation of nursing-sensitive indicators.





Image 6.58 Nursing-Sensitive Indicators Workshop

# SITUATIONAL ANALYSIS OF MOH HOSPITAL EMERGENCY DEPARTMENT: GEOSPATIAL ANALYSES OF ACCESSIBILITY TO HEALTHCARE FACILITIES

A project initiated in response to congestion issues in the emergency departments of MOH hospitals. IHSR is actively involved in generating scientific evidence and conducting situational analyses to aid in the development of strategies to address this issue. The study primarily focuses on assessing the availability and accessibility of healthcare facilities and services. The study's findings hold potential for application in infrastructure planning and the formulation of health policies related to access, such as the referral or redirection of cases between service networks or facilities, including collaboration between the public and private sectors.



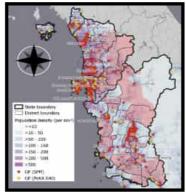


Image 6.59 Analysis of MOH Hospital Emergency Department

#### **HEALTH ECONOMICS RESEARCH**

In 2023, two (2) major studies were conducted. Firstly, a comprehensive study examined the financial implications of cancer, specifically focusing on cost estimation and affordability within the lower-income demographics. The study's conclusion was marked by a final presentation on 17 August 2023, where key findings were disseminated to stakeholders from the Planning Division and Protect Health Corporation. Insights derived from this research, complemented by government initiatives such as the PeKa B40 programme, offer valuable evidence for future estimations and policy considerations with research highlights and infographics now available for dissemination.

Additionally, responding to the need to improve survival rates for cardiac arrests outside of hospitals by making automated external defibrillators (AEDs) more accessible, a joint study was launched to assess their cost-effectiveness and effectiveness in real-life situations, in line with government efforts to expand their availability. A research titled *Cost-Effectiveness of AED Deployment In Selected Public Locations In Pulau Pinang* (CAEDiP), this study aims to identify cost drivers and facilitating factors, enabling policymakers to optimise AED deployment during the rollout and assess the balance between financial investment and benefits.







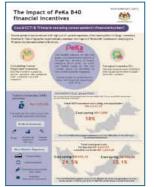




Image 6.60 The Project on the Financial Burden of Cancer

#### CAPACITY BUILDING INITIATIVES: EMPOWERING HEALTHCARE SYSTEM EXCELLENCE

IHSR fosters evidence-informed decision-making in critical areas, such as implementation research, quality improvement and health economics by equipping health care professionals with essential skills for practical application. This strategic integration of research with capacity-building initiatives supports healthcare strengthening, contributing to the enhancement of healthcare practices and the effective formulation, implementation, monitoring and evaluation of health policies.

## **IMPLEMENTATION RESEARCH WORKSHOP**

In collaboration with the State Pharmaceutical Services Divison of JKN Selangor, the workshop aimed to provide participants with a strong foundation in Implementation Research (IR). The workshop was attended by 31 participants from various JKN Selangor affiliated units. IHSR had introduced the key concept and principles of IR with the demonstration of practical application.

The results yielded from the pre- and postassessment at the workshop has shown the improvements among the majority of the participants in the aspect of IR knowledge except for domain How. The relevant perception and knowledge in IR had improved among the participants. It is hoped that the participants will be able to identify strategies and activities for engaging key stakeholders in the translation dissemination of evidence and to define implementation research outcome.



Image 6.61 Implementation Research Workshop

#### **HEALTH ECONOMICS WORKSHOPS**

IHSR in collaboration with the School of Distance Education, Universiti Sains Malaysia (USM), Chang Jung Christian University and the National Yunlin University of Science & Technology, Taiwan, co-organised the inaugural International Workshop on Healthcare Efficiency and Productivity Analysis on 11 April 2023, attended by 226 local and international participants.

The workshop aimed to foster collaboration among healthcare experts and researchers to exchange insights on efficiency and productivity analysis in the healthcare sector. Sessions included discussions on the efficiency of cluster hospitals, with presentations such as *The Efficiency of Resource Allocation in Highly Coordinated Hospital Clusters: A Case Study in the Hospital Sector of Hong Kong* by Associate Professor Dr. Ying Chu Ng and Associate Professor Dr. Son Nghiem explored efficiency analysis in healthcare, emphasising the potential for improvement through lessons from various health facilities. Head of the Centre of CHeER, presented on *Data Envelopment Analysis for Ambulance Services in the Ministry of Health Malaysia*. The workshop marked the initiation of collaborative efforts to enhance healthcare system efficiency and productivity.

Additionally, the IHSR conducted a workshop on Markov Modelling for Health Economics Evaluation, attracting 38 healthcare professionals with a foundational understanding of Cost-Effectiveness Analysis (CEA). The workshop aimed to provide participants with insights into the practical application of Markov Modelling in economic evaluations, covering topics such as constructing models in Microsoft Excel and conducting sensitivity analysis.





Image 6.62 International Workshop on Healthcare Efficiency and Productivity Analysis 2023

#### WRITING FOR Q BULLETIN: POLISH & PUBLISH WORKSHOP

The annual writing workshop for Q Bulletin: Polish and Publish was organised by the IHSR at NIH from 7-9 March 2023. The workshop intended to guide authors in understanding and refining their Quality Assurance (QA) and Quality Improvement (QI) manuscripts. The workshop also included recruiting identified officers to be trained as reviewers. Participation of authors and reviewers from diverse backgrounds was to foster discussions and knowledge sharing, thereby strengthening the writing and critiquing skills that will ultimately contribute to the quality of articles published in the Q Bulletin.





Image 6.63 Writing for Q Bulletin: Polish & Publish Workshop

#### **QA WORKSHOP: COMMENT & CRITIQUE**

IHSR organised a two (2) day comment and critique workshop for various health professionals hailing from different health facilities in Terengganu. This workshop aimed to enhance the capacity of QA and QI project reviewers and juries. Participants were exposed to the art of role-switching between reviewer and jury roles, as well as developing the techniques of providing constructive criticism.





Image 6.64 QA Workshop: Comment & Critique

#### SPOTLIGHT ON QUALITY: THE Q BULLETIN

In July 2023, a special edition of the Q Bulletin featuring the 11<sup>th</sup> National QA Convention 2022 was circulated. This vibrant issue covered every facet of convention organisation, from planning through the entire schedule of events. In contrast, the Q Bulletin Volume 1, No. 32 was released later, covering a variety of topics through six (6) articles focusing on facility-level quality improvement studies with interventions targeting patients, healthcare workers or both groups.



Image 6.65 Q Bulletin

# **INSTITUTE FOR HEALTH MANAGEMENT (IHM)**

#### TALENT GROOMING PROGRAMME (TGP) INSPIRATIONAL LEADERSHIP PODIUM 1/2023

The TGP Inspirational Leadership Podium Series was successfully held twice in 2023, serving as a distinguished platform for leading figures to share their insights on navigating organisations and leveraging leadership accomplishments throughout their careers. Broadcasted live, this series reached approximately 1,000 MOH participants nationwide. The event was collaboratively organised by TGP Cohorts 10 and 12 with the TGP Secretariat at NIH.

The first event was hosted by TGP Cohort 10 on 16 March 2023 with the theme *Leadership Resilience: Conquering Uncertainty and Setbacks*. President and CEO of PEMANDU Associates was invited to deliver insights on transformational leadership, covering topics such as situational leadership and the discipline of action.



Image 6.66 TGP Inspirational Leadership Podium 1/2023

#### **TGP INSPIRATIONAL LEADERSHIP PODIUM 2/2023**

The second podium series event, themed Dawn of a New Era: Re-inventing Healthcare, organised by TGP Cohort 12, went successfully on 30 August 2023. Tan Sri Datuk Seri Dr. S. Subramaniam, former Malaysian Health Minister, as the invited speaker shared valuable insights on how politics and health intersect to drive national health reform including discussions on the Health White Paper (HWP) and his experiences as the former Minister of Health.



Image 6.67 TGP Inspirational Leadership Podium 2/2023

#### TGP COMPLETION CERTIFICATE CEREMONY

On 23 June 2023, 19 TGP Alumni were awarded their completion certificates by the Minister of Health at the TGP Completion Certificate Ceremony during the MOH Monthly Assembly (June 2023), held at the Multipurpose Hall, Level 8, Block E7, Complex E, Putrajaya.



Image 6.68 TGP Completion Certificate Ceremony

#### STUDY ON SUSTAINABILITY OF LEAN IMPLEMENTATIONS AT MOH HOSPITAL

MOH has introduced various initiatives such as training modules for lean awareness, Training of Trainers for Lean Advance and appointment of lean champions in order to recognise the importance of lean sustainability. More recently, the MOH has decided to empower JKN to sustain lean implementations in the hospitals under their administration by the formation of a State Flying Squad. All these initiatives showed that planning for lean sustainability has always been in the agenda of MOH.

IHM has embarked on a study to assess the sustainability of lean implementations at MOH hospitals. In particular, the researchers were able to identify the factors essential for the sustainment of lean within the MOH hospitals. This study employed a mixed-method approach with three (3) phases spanning over one and half years. The research activities involved conducting scoping review, in-depth interviews, validating framework by the lean experts, formation of checklist, a pilot study and fieldwork across hospitals in six (6) regions of Malaysia. The preliminary findings provided valuable insights in shaping strategies to sustain lean in the MOH and were also presented to the policy makers from the Medical Development Division MOH. The third phase of the study is currently ongoing with the entire study anticipated to conclude by mid-2024.



Image 6.69 Engagement with Lean Experts from UniKL



Image 6.70 Lean Implementation in Hospital Sungai Buloh

# STUDY AMONG DIABETES EDUCATORS (DE) IN PRIMARY HEALTH CLINICS, NEGERI SEMBILAN

From December 2021 to August 2023, IHM undertook a study focused on DE, titled Understanding the Role of Diabetes Educators and Measuring their Time Spent for Diabetes Care in the Ministry of Health Primary Health Clinics, Negeri Sembilan. This study aimed to understand the roles of DE in diabetes care, measure the utilisation of time by DEs in performing diabetes care and explore on facilitators and barriers that affect DEs in executing their role in health clinics.

It was a mixed-method study methodologies conducted in three (3) phases. Among the findings were DEs allocated portions of their time across five (5) domains of tasks, namely diabetes care, non-diabetes care, supportive roles, administrative and personal. Non-diabetes care encompassed tasks related to managing other non-communicable diseases such as hypertensive patients and other outpatient cases. Among these domains, DEs spent most of their time for diabetes care (69.0%) in which within the domain of diabetes care, DEs were observed to dedicate more time on indirect care activities (61.30%), such as patient documentation and attending courses.

The study shed light into the factors affecting their time utilisation for diabetes care in primary health clinics. The study findings were presented to the stakeholder at JKN Negeri Sembilan on 1 August 2023.



Image 6.71 Presentation of Study among DEs in Primary Health Clinics at JKN Negeri Sembilan

## **INSTITUTE FOR HEALTH BEHAVIOURAL RESEARCH (IHBR)**

The IHBR was established in 2006. The primary functions of this institute are to conduct research, training, and consultancy in health behaviour. IHBR specific tasks can be divided into behavioural determinants, health risk behaviour studies, health promotion intervention studies, programme evaluation, behaviour insights, instrument development and health communication.

#### **RESEARCH**

IHBR has successfully implemented various studies in the field of health behaviour. The results of the studies have been shared with the stakeholders to address various issues and improve the well-being of the community's health. In 2023, IHBR conducted 28 studies related to health behaviour as shown in **Table 6.16**.

Table 6.16 Research Conducted according to Research Priority Areas in 2023

Cluster	No.
Non-communicable diseases	8
Healthy lifestyle components	10
Digital technologies in assessing risk behaviour	3
Preventative behaviour	3
Health communication	1
Substance use	1
Marginalised community	1
Vaccine-related	1

## **PUBLICATION**

Table 6.17 Articles Published as Lead Author 2023

Articles	Journal
Readiness to Quit Smoking among Registered Smokers at the Quit Smoking Clinic Services in Malaysia	Southeast Asia Psychology Journal
Facilitators and Barriers to Latent Tuberculosis Infection Treatment among Primary Healthcare Workers in Malaysia: A Qualitative Study	BMC Health Services Research
A Scoping Review on Factors Influencing Milk Consumption Behaviour Among Adults	International Journal of Public Health Research
Lifestyle and Preventive Behaviours Among Adults During the Early Phase of the COVID-19 Movement Control Order (MCO) In Malaysia	Journal of Education and Health Promotion
Globalisation and the Health and Well-Being of Migrant Domestic Workers in Malaysia	Global Health
Facilitators And Barriers for Tuberculosis Preventive Treatment Among Patients with Latent Tuberculosis Infection: A Qualitative Study	BMC Infectious Diseases
Community Participation and Volunteering among Orang Asli During Measles Outbreak in Kelantan: An Ethnography Perspective	Academic Research in Business and Management Sciences (IJ-ARBSS)
Identifying Information, Motivation & Behavioural Factors and Its' Relation to Diabetes Self-Care: A Qualitative Study among People with T2DM	International Journal of Nursing and Health Service
The Relationship between Health Literacy and Physical Activity Level among Malaysians: Using the Malaysian Healthy Lifestyle Index (MHLI)	International Journal for Multidisciplinary Research
Help-Seeking Behaviours among Suicide Survivors	International Journal of Academic Research in Business & Social Sciences
Association of Health Literacy and Socio-Demographic Factors among Malaysian Adults: Findings from National Health Morbidity Survey (NHMS) 2019	International Journal of Academic Research in Economics and Management Sciences
The Risk of Vaccine-Preventable Diseases to Children: What the Parents Perceive	International Journal of Academic Research in Business & Social Sciences
Development and Item Analysis of a Self-Reporting Instrument to Capture Children's Knowledge and Behaviours on Zoonotic-Related Diseases from Household Pets	International Journal for Multidisciplinary Research
A Qualitative Study on Health Information Needs on Non-Communicable Diseases among Rural Communities in Sarawak, Malaysia	International Journal of Social Policy and Society (IJSPS)
Alternative Practices of Vaccination among Parents in Selangor, Malaysia	International Journal for Multidisciplinary Research (IJFMR)
Use of Artificial Intelligence Tools for Diabetes Care: Protocol for Exploring Patient Attitude and Perspective	Malaysian Journal of Qualitative Research (MJQR)
An Online Survey on the Acceptance of COVID-19 Vaccine	Malaysian Journal of Health Promotion
Psychological Effects of Coronavirus Disease 2019 (COVID-19) amongst Healthcare Workers	Malaysian Journal of Health Promotion
Preferences for Healthcare Services among Key Populations in Malaysia: A Qualitative Study	Malaysian Journal of Health Promotion

# ACHIEVEMENT OF HEALTH PROMOTION COMPETENCY & ADVANCED LEARNING CENTRE: BEHAVIOURAL INSIGHTS (BI) UNIT

The BI Unit has achieved significant milestones, demonstrating its continued dedication in promoting and implementing evidence-based health behaviour practices. Some of the successes achieved by the unit include:

- i. Developed the draft resolution on Behavioural Sciences for Better Health at the 76<sup>th</sup> World Health Assembly in Geneva on 23 May 2023 until the resolution was accepted
- ii. Carried out consultation sessions at the international level by sharing expertise regarding the development of BI functions in public health with WHO Member Countries from the African Region and Brunei Darussalam
- iii. Organized Behavioural Insights for Better Health Workshop in collaboration with WHO Malaysia, Brunei Darussalam, and Singapore, which was attended by 35 Health Education Officers from various districts throughout the country, including two (2) officers from Brunei Darussalam
- iv. Participated in a member state consultation on Communication for Health (C4H) in the WHO Western Pacific Region in Manila, Philippines
- v. Conducted several studies, namely the community's perception of the Emergency Department's services, obesity among school children and the role of women in the prevention of malaria
- vi. Carried out BI health promotion and awareness activities during town hall sessions organized by the Health Education Division in five (5) zones in Malaysia
- vii. Participated in the 13<sup>th</sup> Allied Health Scientific Conference and Asia Pacific SBCC Regional Symposium 2023
- viii. Developed BI Module and National BI Action Plan
- ix. Participated in the Capacity Development Consultation on BI, led by Mr. Faisal Naru, BI expert in collaboration with the Malaysian Productivity Corporation (MPC)



Image 6.72 Behavioural Insights Workshop in Collaboration with WHO

#### ACHIEVEMENTS OF THE HEALTH BEHAVIOUR DETERMINANTS RESEARCH CENTRE

This centre has carried out studies by focusing on factors that influence health behaviour, such as biology, socio-culture and ecology. The following are the studies that have been carried out:

- i. Know Your Medicines Program Study: Evaluation of Knowledge, Practices, and Perceptions among Ambassadors, Communities, and Program Coordinators. The main purpose of this study is to evaluate the impact of the Know Your Medicine Program among ambassadors, the community involved, and program coordinators
- ii. Acceptance Study of the Aedes Wolbachia Mosquito Project Among the Community in Desa Mentari, Petaling Jaya, Selangor. This study aims to find out the acceptance of the community in Mentari Village, Petaling Jaya especially in terms of health education activities that have been carried out
- iii. To Assess the Effectiveness of Behavioral Intervention in Managing T2DM Patients in Kuang Health Care Clinic, the Selangor study aims to find out the effectiveness of behavioural intervention among stage 2 diabetes patients. The Diabetes Behavioural Diagnosis Instrument (DBDI), which has been validated, has been used for the diagnosis of patient behavior diabetes before and after health behavior intervention



Image 6.73 Research on To Access the Effectiveness of Behavioural Intervention in Managing T2DM Patients in Kuang Health Care Clinic, Selangor

# ACHIEVEMENTS OF THE HEALTH COMMUNICATION & INFORMATICS RESEARCH CENTRE (PPKIK)

This centre is a leader in communication research & information dissemination in aspects of health behaviour change by focusing on the areas of media use and health communication and health literacy assessment. The studies that have been carried out are:

- i. Malaysian Health Literacy Survey (TLKM) 2023 is to measure the level of health literacy (adults & teenagers)
- ii. Validation of Health Literacy Pertaining to Salt Instrument & Assessment of Health Literacy related to Salt Intake among Malaysians in order to assess the level of salt literacy among the Malaysian population
- iii. Development & validation of Malaysia Mental Health Literacy Tools in order to develop and validate the Malaysian Mental Health Literacy Tool
- iv. Validation of the measurement of Health Literacy Among Adolescents' Questionnaire (MOHLAA-Q) to validate the MOHLAA-Q questionnaire

#### ACHIEVEMENTS OF THE RISK BEHAVIOUR SURVEILLANCE RESEARCH CENTRE

This centre is responsible for conducting studies that include a variety of behaviours that affect a person's physical, mental, and safety health. Research on risky behaviour is important because it helps to identify factors that influence such behaviour and to develop appropriate interventions through monitoring trends, patterns, and determinants of risky behaviour in society. Among the studies that this centre has carried out are:

- i. Research on Advance Care Planning (ACP) to assess the importance of an individual decision-making process about their health care in the future when they are unable to do so due to illnesses
- ii. A Study of Weight Loss (Obesity) among Primary School Students through the use of BI approach through digital technology
- iii. A study to evaluate the community's perception and acceptance of the use of cannabis in the medical field to support the government in determining the appropriate strategy to be considered in the use of cannabis for medical purposes
- iv. Exploring influences in help-seeking behaviour among individuals with suicidal behaviours in Malaysian Government Health Facilities to enable researchers to understand the factors that influence individuals' help-seeking behaviour after experiencing a suicidal crisis in their lives in the aspects of psychology, psychiatry and mental health



Image 6.74 Research Team for the Study of Weight Loss Among Primary School Students Through the Use of BI Digital Technology

#### ACHIEVEMENTS OF THE HEALTH PROMOTION INTERVENTION RESEARCH CENTRE

The Health Promotion Intervention Research Centre has carried out studies related to mental health issues among teenagers and blood donation among donors:

- i. The study Contributing Factors to Psychological Distress, Coping Strategies, and Help-Seeking Behaviors among Adolescents was funded by UNICEF and was conducted among children and adolescents aged 10-17 years who live in the People's Housing Project (PPR). The purpose of this study is to determine the prevalence of psychological stress and explore the determining factors, coping strategies and help-seeking behavior when dealing with psychological depression
- ii. A Study of Psychological Impact among Adolescents during Home-Based Learning Amid the COVID-19 Pandemic in Selangor has been conducted among school students aged 10-16 years. The results of the study found the existence of early signs of psychological and physiological stress symptoms when they went through learning sessions from home during the pandemic
- iii. A Study to Determine the Behavioral Intention Factors of Blood Donors as Regular Blood Donors at the National Blood Center aims to determine the intention of blood donors aged between 18-65 years as regular red blood donors. A total of 1,426 red donation donors were involved in this study

CHAPTER

ORAL HEALTH

## **ORAL HEALTH PROGRAMME**

The Oral Health Programme, Ministry of Health Malaysia (OHP MOH) always strives to improve the oral health status of Malaysians, in line with the country's socio-economic progress. The OHP MOH led by the Principal Director (Oral Health), consists of three (3) divisions, namely the Division of Oral Health Policy and Strategic Planning, the Division of Oral Health Care, and the Division of Oral Health Practice and Development. These three (3) divisions, which are supported by 13 branches, work together to ensure that the objectives of the program are achieved for the oral health of the people. The OHP MOH actively organises and participates in activities at home and abroad, in implementing the oral health agenda.

## **MALAYSIAN DENTAL COUNCIL (MDC)**

MDC is a regulatory body established under the Laws of Malaysia, Dental Act 2018 and Regulations 2021 [*Act 804*] which came into effect on 1 January 2022 to replace the Dental Act 1971 [*Act 51*] that governed the field of dentistry for the past 50 years. Section 4 of Act 804 empowers the MDC to perform the following functions:

- i. Recognise qualifications for registration of practitioners under this Act
- ii. Approve post-graduate qualifications to register as dental specialists
- iii. Register and issue certificates to dental practitioners
- iv. Register and issue certificates to dental specialists
- v. Determine the criteria for registration of dental specialists
- vi. Regulate examinations for registration of dental surgeons
- vii. Regulate the period of compulsory service of dental practitioners
- viii. Regulate the standards of practice of dental practitioners
- ix. Regulate the ethics and professional conduct of dental practitioners
- x. Regulate the scope of practice of practitioners
- xi. Do such other things as may be required or permitted to do under this Act

Act 804 requires that only qualified, competent and professional practitioners shall be registered and eligible to provide oral health services in Malaysia. With this, the quality of service and the safety of patients is guaranteed, as well as increasing people's confidence and trust in the dental services.

# MALAYSIAN DENTAL THERAPISTS BOARD (LJPM)

LJPM is a new regulatory body established under Act 804. The Board functions are to register and issue certificates to dental therapists and post-basic dental therapists, regulate any examination for the registration of dental therapists, regulate standards of practice of dental therapists, regulate the ethics and professional conduct of dental therapists and execute any other task required or permitted to be done under this Act. In 2023, a total 3,023 dental therapists were registered with LJPM, of which 3,018 were working in the public sector and five (5) were working in the private sector. In addition, there were a total of 292 post-basic dental therapists in the discipline of Oral and Maxillofacial Surgery, Paediatric Dentistry, Orthodontics and Periodontics.

# 13TH ASIAN CHIEF DENTAL OFFICERS' MEETING (ACDOM)

The 13<sup>th</sup> ACDOM was held from 8-11 December 2023 with the theme *Oral Health: Time to Action* at Krungsri River Hotel, Ayutthaya, Thailand, organized by Mahidol University, Thailand. Since 2009, Malaysia and Thailand have acted as a joint secretariat. The Principal Director (Oral Health) delivered a presentation entitled From Global to Local: How Malaysia Delivers Global Oral Health Action Plan (2023-2030) to National Actions. Malaysia needs support for the whole-of-government approach to achieve global targets for oral health and a whole-of-nation approach from various stakeholders including the public sector, private sector, non-governmental organizations (NGOs), industry players and communities to achieve the targets as set, by the year 2030. Among the focus of the service is increasing the coverage of oral health service delivery, reducing the burden of oral diseases, improving integration and access to oral health care services and increasing the availability of essential dental medicines so that they are listed in the National Essential Medicines List.





Image 7.1 13th Asian Chief Dental Officers' Meeting

#### THE GLOBAL SCRUB CHOIR MUSIC VIDEO PROJECT

The World Health Organisation (WHO) Western Pacific Regional Office, in collaboration with the Global Scrub Choir, organised the Music Video Project as an effort to appreciate the service and sacrifice of healthcare personnel. OHP MOH staff at various levels, including specialists in hospitals and headquarters, participated in the project. The music video, featuring healthcare personnel from across the Western Pacific Region, was launched on 15 October 2023, during the 74th Session of the WHO Regional Committee for the Western Pacific in Manila, Philippines.





Image 7.2 The Global Scrub Choir Music Video

# 17<sup>TH</sup> INTERNATIONAL DENTAL COLLABORATION OF THE MEKONG RIVER REGION (IDCMR) 2023

The 17<sup>th</sup> IDCMR conference was held from 12-15 October 2023 at Aloft Hotel Pulau Langkawi, Kedah, with the theme *Putting Research into Practice*. The Principal Director (Oral Health) delivered the Plenary Session 1, entitled Global Oral Health Agenda 2030: Role of Stakeholders. The Global Oral Health Agenda 2030 is an ambitious initiative, resulting from the adoption of The World Health Assembly (WHA) Oral Health Resolution (WHA 74.5) in 2021, which focuses on oral health. This agenda includes a comprehensive global strategy to address dental disease, consisting of a global action plan towards Universal Health Coverage (UHC) for dental health, by addressing the challenges faced in this area worldwide.

#### **GLOBALISATION AND LIBERALISATION OF ORAL HEALTH SERVICES**

The 31st and 32nd meetings of the Association of Southeast Asian Nations (ASEAN) Joint Coordinating Committee on Dental Practitioners took place online in Jakarta on 31 January 2023, and in-person in Brunei Darussalam on 14 November 2023. These meetings are held twice a year and serve as forums to address matters pertaining to the enhancement of cooperation within the Mutual Recognition Agreement (MRA) on dental practitioners. The OHP MOH provided feedback regarding dental services in bilateral and multilateral negotiations between Malaysia and various countries. Furthermore, the OHP MOH participated in preparing the draft on the ASEAN Community Vision 2045, demonstrating commitment to building a resilient, innovative, dynamic and people-centred ASEAN.

## **76<sup>TH</sup> WORLD HEALTH ASSEMBLY (WHA)**

The OHP MOH has played an active role in various collaborations with the WHO. Malaysia, as a member country, is committed to implementing the WHO Global Health Agenda, including the WHA 74.5 Resolution, The Global Oral Health Strategy (2022), and The Global Oral Health Action Plan (2023). In May 2023, for the first time, the OHP MOH participated in the 76th WHA in Geneva, Switzerland, together with other Malaysian delegations, who accompanied the Malaysian Minister of Health and the Director General of Health. The representatives delivered Malaysia's intervention notes on various health agendas and participated in bilateral discussions with representatives of the WHO Oral Health Programme, participated in meetings with representatives of the WHO Western Pacific Region and engaged in events related to health, non-communicable diseases and oral health agendas, towards UHC for oral health by 2030.

# NATIONAL ORAL HEALTH RESEARCH INITIATIVE (NOHRI) SCIENTIFIC CONFERENCE 2023

The NOHRI is a collaborative effort between stakeholders in dental research in Malaysia, namely the MOH, public and private universities, the Malaysian Armed Forces, the Oral Cancer Research and Coordinating Centre (OCRCC) and Cancer Research Malaysia. This collaboration started in 2010 under the 10<sup>th</sup> Malaysia Plan (10<sup>th</sup> MP), and NOHRI 2023 was organized by Kulliyyah of Dentistry, International Islamic University Malaysia (IIUM) with the theme of *Transcending Excellence within the Changing Landscape and Medicolegal Reforms in Dental Practice*, from 20-21 October 2023 at IIUM, Kuantan, Pahang.





Image 7.3 National Oral Health Research Initiative 2023

# WORLD ORAL HEALTH DAY (WOHD) 2023 CELEBRATION AND LAUNCHING OF THE NATIONAL ORAL HEALTH POLICY

Themed *Be Proud of Your Mouth: Look After Your Oral Health for a Lifetime of Smiles, Laying Foundation for Better Oral Health*, WOHD was celebrated on 20 March 2023, at Sasana Kijang, Bank Negara Malaysia. The event was officiated by Deputy Prime Minister cum Minister of Plantation & Commodities. He also launched the newly published National Oral Health Policy which serves as a framework that unifies all stakeholders and aligns strategies to deliver better oral health services, thereby improving the health and quality of life of the Malaysian population. This celebration received strategic cooperation from various agencies such as the Malaysian Dental Association (MDA), the Health Services Division (Dental Branch) of the Malaysian Armed Forces (ATM), the Malaysian Dental Students' Association (MDSA), the Malaysian Dental Deans' Council, Haleon and Mars Wrigley. The celebration also received media coverage from various television networks, radio stations and online newspapers.









Image 7.4 World Oral Health Day 2023

# **HEALTH WHITE PAPER: ORAL HEALTH PROGRAMME**

A total of two (2) series of Health White Paper Workshops: Reformation OHP MOH were held on 2-4 August 2023 and 3-5 September 2023 to develop future strategies and plans in line with the inspiration of the MOH Health White Paper and future proof. This workshop was also held to finalize the activities under the initiative that has been designed to be in line with OHP MOH reform plan and direction, determine the activities that will be carried out under the initiatives that have been identified for each strategy that has been outlined and set the implementation stage for the activities that will be carried out to make the initiatives formulated a success.

# NATIONAL HEALTH AND MORBIDITY SURVEY 2020: NATIONAL ORAL HEALTH SURVEY OF ADULTS 2020 (NHMS 2020: NOHSA 2020) SEMINAR

The NHMS 2020: NOHSA 2020 Seminar was held at Dewan Serbaguna, Block E7, MOH on 11 September 2023. The purpose of this seminar was to present the findings from the NHMS 2020: NOHSA 2020, which was successfully conducted in 2022 involving a total of 16,734 respondents aged 15 years and above, from 6,895 households nationwide. This seminar involved participants from all dental fraternities in Malaysia such as, dental specialists from the MOH, dental officers from State Oral Health Divisions, the Oral Health Division of the Malaysian Armed Forces and Public and Private Higher Education Institutes, as well as representatives from NGOs. A total of ten (10) presentations were delivered by the Core Team Analysis NHMS 2020: NOHSA 2020. The closing ceremony was officiated by the Principal Director (Oral Health).





Image 7.5 NHMS 2020: NOHSA 2020 Seminar

# QUALITY ASSURANCE (QA) WORKSHOP: FROM ZERO TO HERO

For the first time, OHP MOH and the Institute of Health Systems Research (IHSR) collaborated in organising a QA training workshop for dental personnel at national level. This workshop was held at the Putrajaya Lake Club from 3-5 October 2023 and was officiated by the Director of Oral Health Practice and Development Division. A total of 37 dental personnel from various post categories participated in this workshop. At the end of this workshop, all participants were given the mandate to develop, implement and complete proposed QA projects at their respective states, territories, institutions in preparation to compete in the upcoming National QA Convention in 2024.

# **MYBRUSHHOUR2023**

During the Oral Health Promotion Week (MPKP) 2023 themed *Mulut Sihat Pilihan Saya*, the MyBrushHour2023 activity took place simultaneously nationwide for one (1) hour on 15 June 2023. This involved live broadcasts via Facebook Live by MOH, in collaboration with six (6) states namely Kedah, Kelantan, Selangor, Johor, Sabah and Melaka as hosts. The activity aimed to promote toothbrushing practices as a preventive measure against oral diseases while maintaining optimal oral health. The event successfully engaged 1,225 government and private facilities with participation from 83,289 individuals nationwide.





Image 7.6 MyBrushHour2023

# EXPANDING THE IMPLEMENTATION OF THE ELECTRONIC MEDICAL RECORD (EMR) IN DENTAL CLINICS

Teleprimary Care-Oral Health Care Information System (TPC-OHCIS), an integrated clinical operating system was implemented across 31 dental clinics in Negeri Sembilan and one (1) dental clinic in Pulau Pinang. TPC-OHCIS encompasses primary oral health care services (outpatient and outreach oral health care services), preventive programmes, and non-hospital based dental specialty services including Orthodontics, Periodontics and Restorative Dentistry. The implementation of TPC-OHCIS was extended to 23 dental clinics in Johor, Selangor, and the Federal Territory of Kuala Lumpur in 2023.

# GABUNGAN RETEN PERKHIDMATAN KESIHATAN PERGIGIAN (GI-RET 2.0) SYSTEM

The Gi-RET 2.0 system, developed in-house by dental personnel, is a web-based platform that serves as a one-stop centre for online data collection, covering dental information for all categories of patients at dental clinics and outreach programmes. This system was officially adopted (Go-Live) nationwide in 2023. All reports can be generated automatically in real-time using the entered data. Among the advantages of using this system are the generation of up to 75 different reports with a single instance of data entry, uniform compilation of dental data/reports, and better accessibility to reports at each administrative level (clinic, district, state and headquarters).





Image 7.7 Gi-RET 2.0 System Development Workshop

# IMPLEMENTATION OF ONLINE APPOINTMENT BOOKING SYSTEM IN DENTAL CLINICS VIA THE MySejahtera (MySj) APPLICATION

An online appointment booking system was rolled out in MOH dental clinics nationwide on 15 May 2023 via the MySj application, as a commitment by the OHP MOH to enhance the quality of oral healthcare services for the population. By December 2023, a total of 610 dental clinics embraced this system to digitise the process of scheduling dental appointments for clients. This system, which is also used by oral healthcare professionals to arrange follow-up appointments, served a total of 802,827 MOH clients who successfully reserved and attended their dental appointments as per scheduled slots. The system has also received positive feedback from clients, which highlights its effectiveness in enabling prompt access to oral healthcare.

#### CERTIFICATION OF MS ISO 9001:2015 OHP MOH 2023

In 2023, 663 out of 707 (93.8%) dental clinics which operate daily, successfully obtained ISO certification, which marked an increase of 2.1% of certified dental clinics, as compared to 91.7% in 2022. The percentage of dental clinics with the latest version of MS ISO certification is monitored as one of OHP MOH's Key Performance Indicators (KPI) with a target set at ≥90%.

# **DEVELOPMENT PROJECTS UNDER MALAYSIA PLAN (MP)**

In 2023, ten (10) health clinic (KK) development projects with oral health components were developed to completion. Below are the names of those newly completed projects:

- i. KK (Type 2) Bandaraya Miri, Sarawak
- ii. KK (Type 3) Skudai Baru, Skudai, Johor
- iii. KK (Type 3) with Quarters Bandar Raub, Pahang
- iv. KK (Type 3) with Quarters (2F & 2G) Padang Besar, Perlis
- v. KK (Type 3) with Quarters Tampoi, Johor Bahru, Johor
- vi. KK (Type 3) with Quarters Kok Lanas, Kota Bharu, Kelantan
- vii. KK (Type 3) with Quarters Air Putih, Barat Daya, Pulau Pinang
- viii. KK (Type 3) with Quarters Pauh, Kangar, Perlis
- ix. KK (Type 4) Palong 456, Negeri Sembilan
- x. KK (Type 5) Palong Timur, Johor





Image 7.8 KK Type 5 and KK Type 3 with Quarters

## ADDITIONAL POSTS FOR DENTAL SPECIALISTS IN MOH

The Ministry of Finance has agreed to approve the creation of new positions and the addition of various service schemes and grades for the purpose of accommodating the needs and operation of new and upgraded facilities in 2023. Distribution of this new positions is according to the current needs and operational status of the facilities involved. A total of 70 dental specialist positions have been distributed according to the facilities.

# ADDITIONAL PERMANENT POSITIONS FOR THE DENTAL OFFICER SCHEME

The Cabinet Meeting on 29 January 2022, approved the addition of 4,186 permanent positions for medical officer, dental officer, and pharmacy officer schemes in 2022. Out of this total, 250 permanent positions for the dental officer scheme were added on 8 September 2023. This will be followed by an additional 1,500 positions for the medical officer, dental officer and pharmacy officer schemes until 2025. MOH's effort to fill these critical positions represents a positive change, enabling more contract staff to secure permanent employment in the future.

# **ACCREDITATION OF DENTAL PROGRAMMES**

The Joint Technical Committee for Evaluation of Dental Specialist Programmes (JTCEDSP) and the Joint Technical Accreditation Committee (JTAC) were established under the Malaysian Qualification Agency Act [Act 679] with one of the functions to make recommendations to the MDC on applications for accreditation of dental programmes in Malaysia. Throughout 2023, a total of 12 meetings were held as planned, and the recommendations of the JTCEDSP and JTAC were presented to the MDC. In addition, the Code of Practice for Programme Accreditation Postgraduate Dental Degree (COPPA-PG Dental) Committee was established in 2022 under the JTCEDSP to develop the COPPA-PG Dental document, which will serve as the main reference for the Panel of Assessors and Higher Education Providers during the accreditation process of a Dental Specialty Programme. The COPPA for Programme Accreditation for Diploma in Dental Therapy (DTP) Committee was established under JTAC also in 2022 to develop COPPA-DTP for the accreditation process of a DTP programme. Both COPPA documents for PG and DTP programmes are in the development phase and targeted to be ready for endorsement by MDC in 2024.

## **PROSECUTION UNDER ACT 804**

Throughout 2023, a total of 35 investigation papers (IP) were opened and 8 cases completed the trial process in court with the collection of fines amounting to RM432,000. Authorized Officers under Act 804 were also involved in the enforcement of the Private Healthcare Facilities and Services Act 1998 [Act 586] of which 32 IPs have been prepared and ten (10) cases have completed the trial process in court with the collection of fines amounting to RM374,000 under this Act. Prosecutions in court were conducted by Dental Prosecuting Officer appointed under Section 377(b) of the Criminal Procedure Code [Act 593].

# ENFORCEMENT UNDER ACT 804 AND COLLABORATION WITH THE MEDIA

The Oral Health Legislation and Enforcement Section (CPPKP) received 92 complaints throughout 2023. Based on preliminary investigation reports, 87 complaints were found to be justified with

71 complaints involving illegal dental practice and 16 complaints were related to registered private dental clinics (PDC). A total of 23 raids were carried out covering three (3) raids on registered PDC and 20 raids related to illegal dental practices attributable to espionage and intelligence carried out. CPPKP also carried out field supervision of Johor State Oral Health Division on 9-12 May 2024 to ensure compliance with the Enforcement Standard Operating Procedures. Efforts to raise public awareness on illegal dental practice have been carried out through collaboration with Media Prima Berhad, whereby four (4) enforcement activities have been television series show 999 throughout 2023.





Image 7.9 Raid Activity in Selangor and Collaboration with Media Prima Berhad

# PUBLICATION OF DENTAL CLINICAL PRACTICE GUIDELINES (CPG)

A total of two (2) dental CPGs were successfully presented at the Health Technology Assessment (HTA) and CPG Council Meeting on 16 November 2023. This meeting was chaired by Director General of Health, MOH. The CPGs titled Management of Anterior Crossbite in Mixed Dentition (3<sup>rd</sup> Edition) and Management of Hypodontia (2<sup>nd</sup> Edition) were considered and approved by the council members. At the end of the session, both CPGs received publication numbers from the MOH. This publication number is an official reference that can be used by health professionals in clinical dental practice in Malaysia.

# KAMPUNG ANGKAT PERGIGIAN PROGRAMME

The Kampung Angkat Pergigian Programme was first introduced in 2019 in Negeri Sembilan. However, this programme was stopped temporarily due to the COVID-19 pandemic. In 2023, this programme was continued and expanded throughout the country. The Kampung Angkat Pergigian programme is an initiative of the OHP MOH to improve oral health standards in village communities by empowering oral self-care and improving oral health literacy. A total of 57 new

kampung angkat (foster villages) have been identified throughout Malaysia. These foster villages include aborigine villages, *Projek Perumahan Rakyat* (PPR) and other identified settlements. The Deputy Minister of Health completed the inauguration of the *Kampung Angkat Pergigian* Programme at Richard Pie House, Bekenu, Miri, Sarawak on 18 June 2023.





Image 7.10 Inauguration of the Kampung Angkat Pergigian Programme

## THE ORAL HEALTH SPECIALTY CLUSTER SERVICE

The Oral Health Specialty Cluster Service was approved by the Director General of Health on 18 February 2019 to expand the delivery of oral health specialty services. This service involves two (2) areas of hospital based oral health specialty namely Oral and Maxillofacial Surgery (OMFS) and Paediatric Dentistry (PaedDent) as well as two (2) non-hospital based areas of expertise namely Restorative Dentistry (ResDent) and Periodontics (Perio). Currently, the Oral Health Specialty Cluster Service is implemented in nine (9) states involving 21 clusters, namely, ten (10) from OMFS, five (5) from PaedDent, four (4) from Perio and two (2) from ResDent. This service aims to overcome the problem of lack of dental specialists in rural areas, to increase population access to specialist dental treatment services and reduce patient congestion in specialist units. It also guarantees the continuity of treatment and increases the success of the given treatment. This service can also provide early exposure to dental officers in the primary service in preparation for postgraduate studies.

# **DOMICILIARY ORAL HEALTHCARE SERVICES (DOHS)**

The DOHS initiated by MOH in 1993, has since evolved into a more dynamic and robust outreach effort. In its infancy, the service catered to senior citizens residing in institutions for the elderly. Now, the DOHS is an exemplary endeavour for addressing the issue of inequitable access. It aims to provide appropriate and effective oral health care to individuals who are unable to seek treatment due to certain circumstances, subsequently improving their quality of life. It comes under the purview of Special Care Dentistry, whose specialists are tasked with establishing DOHS teams in every state and training the teams. As of now, 41 teams have been endorsed across ten (10) states, and hundreds of Malaysians have benefited from the home visit services under this programme. These teams are equipped to provide primary oral health care and treatment to the elderly and people with impairments, as well as follow-up visits for maternal and child health and post-operative continuity of care.

# IMPLEMENTATION OF THE DENTURE PRODUCTION INITIATIVE UTILIZING 3D PRINTING TECHNOLOGY AT THE PRIMARY DENTAL CLINIC

In accordance with the rapid development of the competitive digital revolution, the use of applications related to emerging technologies or Fourth Industrial Revolution (4IR) is often adapted in the delivery of services and healthcare. Recognizing this trend, OHP MOH started exploring the feasibility of producing dentures through the use of 3D printing machines as an alternative method to strengthen and improve the delivery of oral health services. This is in line with the emergence of technologies and leveraging them to enhance healthcare delivery. In 2023, the procurement of ten (10) units of 3D printing machines was approved and will be used in the ten (10) identified MOH dental clinics in 2024. The use of this technology promises shorter denture production time and reduction in the number of visits a patient will have to attend. It is expected that a total of 30,000 dentures will be produced each month, resulting in benefits to approximately 360,000 patients a year.







Image 7.11 Training on the Use of 3D Printing Machines for Denture Production

# ORAL HEALTH SERVICES TO ATHLETES AT THE NATIONAL SPORTS INSTITUTE (ISN)

The expansion of oral health services to athletes in Malaysia is one of the indicators outlined in the National Oral Health Strategic Plan 2022-2030. Accordingly, in 2023, the OHD MOH started discussions with the ISN on 19 January 2023 to expand the scope of oral health services for athletes. Series of discussions were held to materialize this programme. Oral health services will be provided through outreach to athletes at ISN, Bukit Jalil using the Mobile Dental Clinic. The services delivered include basic oral health examination and treatment. Athletes who need follow-up treatment will be referred to an identified dental clinic.





Image 7.12 Oral Health Care Service Delivery to Athletes



# INTRODUCTION

The Pharmaceutical Services Programme (PSP) is responsible for ensuring that the pharmaceutical products used in the country comply with standards, and are safe, effective and of quality. The Programme enforces acts and regulations related to medicinal products, facilitates accessibility to medicines and promotes the rational use of medicines by healthcare providers and consumers. There are five (5) main divisions under the purview of the Senior Director of the Programme are as follows:

- i. Pharmacy Policy and Strategic Planning Division (BDPSF)
- ii. Pharmacy Practice and Development Division (BAPF)
- iii. Pharmacy Enforcement Division (BPF)
- iv. Pharmacy Board Malaysia Division (BLFM)
- v. National Pharmaceutical Regulatory Agency (NPRA)

# **REGISTERED PHARMACIST IN MALAYSIA**

There were 20,931 registered pharmacists who renewed their annual certificates for 2023 according to their sector of practice as shown in **Figure 8.1.** 

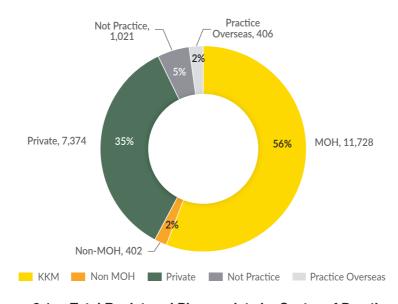


Figure 8.1 Total Registered Pharmacists by Sector of Practice 2023

#### MEDICINES PROCUREMENT AND EXPENDITURE IN MOH

The total cost of medicines procured for all MOH hospitals, institutions and health clinics was RM3,308.56 million. The expenditure increased by 3.61% as compared to the total cost in 2022. Medicine expenditures for Approved Product Purchase List (APPL) through concessionaire company was RM1,210.42 million (36.58%), MOH contract at the expense of RM1,363.79 million (41.22%), and direct purchase and quotations at the expense of RM734.35 million (22.20%).

# DISPENSING OF MEDICINES IN MOH HOSPITALS AND HEALTH CLINICS

Pharmacy Value Added Services (VAS) was built by delighting the customer by following the new norm to reduce congestion at the pharmacy counter and the frequency of visits by patients to the outpatient pharmacy as well as to facilitate obtaining follow-up medication supplies. With the available VAS such as *Ubat Melalui Pos* (UMP), Drive-Through Pharmacy and Locker, *Perkhidmatan Pembekalan Ubat Susulan Melalui Pihak Ketiga* (UM3) is introduced in 2022 to deliver patient's follow-up medication supply from healthcare facilities to desired location within the same day with minimal delivery charges paid by patients. The advantage of UM3 includes more variation of medicinal products to be delivered such as cold chain medications and it was first implemented in Perlis and expanded subsequently to Hospital Kuala Lumpur (HKL) and Kedah.

In 2023, there was an increment of 10.80% in the number of outpatient prescriptions received in hospitals and health clinics as compared to the previous year following the manageable COVID-19 pandemic. The number of prescriptions received at MOH facilities was 57.7 million, of which 37.8 million prescriptions were received in health clinics (KK) and 19.9 million prescriptions in hospitals, respectively. Apart from that, the year 2023 also shows a 10% increase in the number of inpatient prescriptions received in the hospitals, from 14.9 million prescriptions in 2022 to 16.5 million prescriptions in 2023.

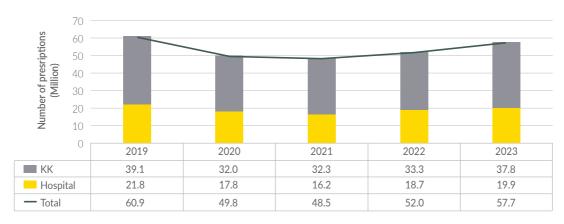


Figure 8.2 Number of Outpatient Prescriptions Received for 2019-2023

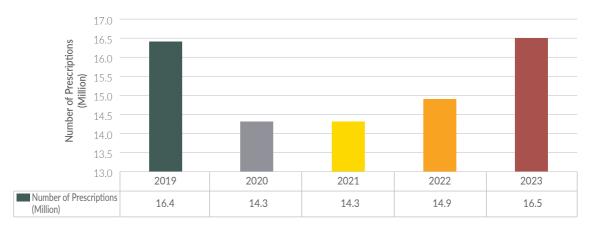


Figure 8.3 Number of Inpatient Prescriptions Received for 2019-2023

# LISTING OR AMENDMENT TO THE MINISTRY OF HEALTH MEDICINES FORMULARY (MOHMF)

MOHMF is a list of medicines that have been approved for use in all MOH facilities which serves as a guide for MOH healthcare professionals in determining medicines for the treatment of patients. Applications to list or amend the MOHMF will be tabled in the MOHMF Panel meeting which convenes three (3) times a year. BAPF is responsible for processing and evaluating the applications for listing or amendment to MOHMF.

There are 1,617 preparations comprising 850 chemical entities listed in the MOHMF as of December 2023. The number of medicines listed in the MOHMF from 2019 to 2023 is summarised in **Figure 8.4**.

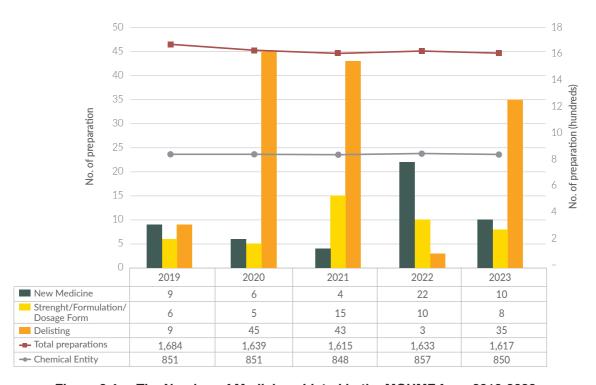


Figure 8.4 The Number of Medicines Listed in the MOHMF from 2019-2023

# SPECIAL APPROVAL MEDICINES (SAM)

SAM application is required prior to the use of the medicine where indications are not listed in the MOHMF (including registered and unregistered medicines). These applications are assessed as alternative treatments after the use of medicines available in the MOHMF have been prioritised. Throughout 2023, a total of 11,181 SAM applications were received from MOH facilities of which 10,028 applications (89.69%) were approved with an estimated cost of RM240.76 million. The number of SAM applications from MOH facilities approved and the total cost of approvals from 2019 to 2023 are summarised in **Figure 8.5**.

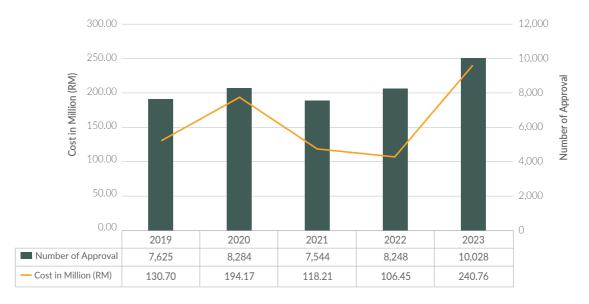


Figure 8.5 SAM Applications Approved & Total Cost of Approvals for 2019-2023

# NATIONAL MEDICINES POLICY (DUNas) FOURTH TERM (2022-2026)

Planning and management of the pharmaceutical sector in Malaysia is guided by the goals of DUNas which has entered into its fourth term (2022-2026). The implementation of this policy is comprehensive with the involvement of stakeholders which represents a collaboration and partnership between the public and private parties to jointly build the pharmaceutical sector in this country.

The policy book was published and launched on 25 September 2023. This policy charts the country's direction to ensure systematic and holistic governance of medicines to achieve better health outcomes for Malaysians. The objective of the policy is to promote equitable access to medicines and rational use of medicines that are safe, effective and affordable towards improving the health of the nation. The five (5) components of this policy are:

- i. Governance in Medicines
- ii. Quality, Safety and Efficacy of Medicines
- iii. Access to Medicines
- iv. Quality Use of Medicines
- v. Partnership and Collaboration for the Healthcare Industry

In addition to developing key strategies and approaches to achieve long-term and medium-term goals, DUNas also provides a framework for the coordination of key activities from the public and private sectors. The formulation and implementation of this policy serve as a platform for stakeholders to provide their views and constructive input. DUNas also conveyed the roles and responsibilities of each stakeholder to ensure the public and private sectors are driven towards the same goal.

# **VISUALLY IMPAIRED-FRIENDLY MEDICINE LABEL**

The MOH has introduced an initiative called Visually Impaired-Friendly Medicine Label as a proactive measure in supporting the needs of visually impaired patients in the matter of taking medicine. Through this initiative, medicine labels provided to visually impaired patients will include Braille inscriptions intended to explain how to take the medicine or the dose of medicine. In addition, this label also has an indication that explains the purpose of the medicine such as fever, cough or flu.

The Visually Impaired-Friendly Medicines Label initiative has been implemented in 250 selected MOH healthcare facilities nationwide. This initiative represents an expansion of the Know Your Medicines Programme to support the Malaysian Patient Safety Goals 2.0 under Medication Safety: Medication Without Harm. The Visually Impaired-Friendly Medicine Label initiative reflects the government's concern in ensuring that the Visually Impaired have the right to receive accurate information regarding the safe administration of medication. Furthermore, this initiative also enhances the country's image on the international stage in line with the Convention on the Rights of Persons with Disabilities and the Persons with Disabilities Act 2008.





Image 8.1 Launch of Visually Impaired Friendly Drug Labels

#### **OPERATION PANGEA XVI**

Operation Pangea is a well-established integrated operation coordinated by INTERPOL starting in 2008. This operation targets the online advertising, supply and sale of unregistered or counterfeit pharmaceutical products worldwide. Just as importantly, Operation Pangea works to raise public awareness of the risks associated with purchasing unregistered drugs online.

Operation Pangea's objectives are to:

- i. Increase public awareness of the risk of buying medicines from fake websites.
- ii. Confiscate unregistered, counterfeit and adulterated products and remove them from the market.
- iii. Block access to websites that sell illegal pharmaceutical products.

Operation Pangea XVI took place from 3-10 October 2023. INTERPOL coordinated the implementation of Operation Pangea XVI with the involvement of authorities consisting of police, customs and health authorities from 89 countries around the world. This operation was also assisted and supported by Europol, the World Customs Organization, the World Health Organization (WHO), the United Nations Office on Drugs and Crime (UNODC), the International Narcotics Control Board (INCB), health enforcement agencies and Pharmaceutical Security Institute.

This operation has led to 72 arrests worldwide, the seizure of potentially dangerous pharmaceutical products worth more than USD7 million, the opening of 325 new investigation files and the closure of more than 1,300 advertisement links involving pharmaceutical crimes.

During Operation Pangea XVI, the most seized drugs worldwide were sex stimulants, accounting for 22% of total seizures. The second most confiscated drugs were psychotropic substances, such as antidepressants that violated the law, at 19%. Following closely were sex hormones and gastrointestinal drugs, which accounted for 12% of the confiscated items.

#### **INVOLVEMENT OF MALAYSIA**

BPF coordinated this operation in Malaysia which involved collaboration between several agencies, such as the National Central Bureau (NCB) INTERPOL Malaysia, the Royal Malaysian Customs Department, and the Malaysian Communications and Multimedia Commission (MCMC).

# a. Online Selling of Pharmaceutical Product Screening

A total of 1,675 website links, including social media and e-commerce accounts, were detected selling pharmaceutical products that violated the provisions of enforced laws, of which 76% of these links were in e-commerce platforms. BPF filed a complaint about these links to the MCMC as well as social media and e-commerce platform providers to block access and take down the content. This year's operation found an increase in the sale of controlled drugs such as psychotropic substances, painkillers, antibiotics and cough medicine sold by unqualified or unauthorised sellers.

#### b. Inspection at Main Entry Points

During this operation, 330 postal packages were inspected and 58 postal packages containing unregistered pharmaceutical products were seized. Inspections were also carried out at all major entry points across the country involving air cargo, airports, border posts and ferry terminals. The total amount seized in all these locations is 13,552 units, with a seized value of RM132,498.00. The most confiscated products at the entry points of Malaysia were cosmetics (2,359 units), followed by products for treating gastritis (2,243 units) and steroids (1,673 units). BPF also found that the trend of purchasing painkillers and health supplements from abroad increases yearly. In addition, a total of 1,465 units of painkillers and 1,343 units of health supplements were confiscated at the main entry points and mail distribution centres throughout Malaysia. Most seized pharmaceutical and cosmetic products originate from Australia, Bangladesh, Hong Kong, Japan and India.

#### c. Raids

BPF also conducted targeted raids on sellers and business premises involved in online sales. A total of 45 premises selling unregistered pharmaceutical products, including residential houses, clinics and business premises, were raided. During the raid, 96,691 units of pharmaceutical products that violated the law were seized for further investigation. The value of the seizure was estimated at RM417,291. The raid in this operation targeted illegal psychotropic substances. BPF also seized traditional products that were falsely mixed with unregistered steroids, painkillers and cough medicines and were sold by sellers who were not licensed and not authorised under the Poisons Act 1952. As a result of this raid, as many as 12 investigation files have been opened for further action.

# d. Awareness Activity

Public awareness activities are also part of Operation Pangea XVI activity. BPF and the Pharmacy Enforcement Branch throughout the country conducted 245 awareness campaigns during the Operation period. Awareness activities are carried out comprehensively throughout the country, including implementing conventional activities such as talks, dialogues and exhibitions and using new media components such as social media, official portals and short messaging systems. The dissemination of messages in the form of infographic posters, educational videos, jingles and crawlers was also implemented to meet the needs and arouse the interest of all levels of society.

# e. Pangea Operation Coordination Unit (OCU)

Based on the expertise of pharmacy enforcement officers with backgrounds as pharmacy and enforcement officers, INTERPOL has invited a pharmacy enforcement officer to join the Pangea Operation Coordination Team throughout the operation period. The official was stationed at the INTERPOL Global Complex for Innovation, Singapore, from 2-11 October 2023. This official is responsible for analysing the data transmitted by the countries participating in the operation.

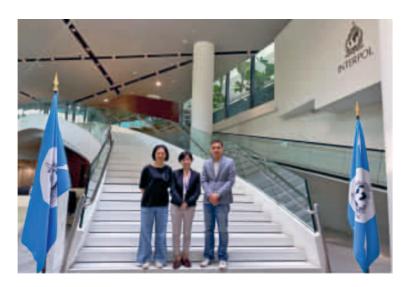


Image 8.2 Pharmacy Enforcement Officer with INTERPOL Officer at the INTERPOL Global Complex for Innovation, Singapore

# KPI DIMENSIONS OF COMPETITIVENESS 2023: PHARMACY INTEGRATED COMMUNITY CARE (PICC) PROGRAMME

PICC is a programme aimed at providing care services for chronic patients. This programme is implemented with the concept of diabetes tuition centred in the community. The focus of PICC is to enhance medication adherence among diabetic patients. This programme is one of the innovation projects from the Pharmaceutical Services Division, JKN Terengganu. This programme has been expanded to all states with improvements in modules, educational materials and implementation guides to be adapted to all states. In 2023, PICC was appointed as the KPI of the Agency's Competitiveness Dimension which was indirectly serving as a KPI for the MOH's Top Management. For 2023, five (5) intervention states have been selected, namely Kelantan, Terengganu, Kedah, Perak and Sarawak. The KPI indicator is the percentage of diabetic patients who achieve a reduction in HbA1c after completing the PICC session ≥65%. This KPI has been successfully achieved, with the national achievement for 2023 was 67.98%.







Image 8.3 PICC Activities in the Community

# ON-SITE EVALUATION (OSE) OF MALAYSIA CONDUCTED BY THE ORGANISATION FOR ECONOMIC COOPERATION AND DEVELOPMENT - GOOD LABORATORY PRACTICE (OECD-GLP) EVALUATION TEAM

Malaysia has been accepted as a non-member with full adherent to the Organisation for Economic Cooperation and Development (OECD) since 29 March 2013. For this purpose, NPRA has been appointed as one of the Compliance Monitoring Authorities (CMA) in Malaysia and the Department of Standards Malaysia (DSM). Both agencies are subjected to a periodic reassessment through On-Site Evaluation (OSE) every ten (10) years.

NPRA and the DSM have completed a reassessment session of On-Site Evaluation (OSE) conducted by the OECD assessment team from 14-20 May 2023. The OSE on NPRA involved:

- i. Assessment of the implementation of NPRA's GLP Compliance Programme
- ii. Assessment of the GLP inspection and its processes performed by NPRA inspectors to the testing facility in Bangi on 16-17 May 2023

The assessment results from the OECD evaluation team show a positive response to Malaysia's compliance with the MAD system in the Assessment of Chemicals.





Image 8.4 OSE by the OECD-GLP Evaluation Team

# STUDYING THE IMPACT OF MEDICINES POOLED PROCUREMENT ON MEDICINES PRICING IN THE PUBLIC SECTOR

BAPF is currently conducting a study on the Impact of Medicines Pooled Procurement on Medicines Pricing in the Public Sector encompassing three (3) ministries, namely the MOH, the MINDEF and the MOHE The study is conducted in phases, with Phase 1 to measure the estimated savings and price differences obtained with the implementation of pooled procurement. Meanwhile, Phase 2 estimates projection to extend pooled procurement on other MOH contract items.

The Executive Report for the Phase 1 study has been published and shared with all ministries, accessible through the PSP Portal. The report highlights that the pooled procurement resulted in government savings of RM179.6 million, equivalent to 17.7% of the total procurement amount of RM1.016 billion. MOH benefitted the most significant savings at RM114 million, followed by MOHE at RM58.9 million and MINDEF at RM6.7 million. For Phase 2 of the study, the division has collaborated with the Centre for Health Economics Research, IHSR to identify factors influencing savings in pooled procurement and estimating projections of similar procurement in the future.



Image 8.5 Studying the Impact of Medicines Pooled Procurement on Medicines Pricing in the Public Sector 2023

# LAUNCHING OF THE JOURNAL OF PHARMACY QUALITY IMPROVEMENT INITIATIVES (PHARMQIIS)

The Journal of PharmQIIs is a peer-reviewed journal published by the PSP. This journal is one of our initiatives to share best practices and practical knowledge when conducting Quality Improvement Initiatives (QIIs). Thus, it will encourage and motivate more pharmacy professionals to take part in quality-based improvement initiatives to contribute and provide better health care services.

In conjunction with the Pharmacy Innovation and Creative Convention 2023 (KIKF2023) in August 2023, the Journal of PharmQIIs Special Edition has been published. This special edition compiled 45 abstracts of selected projects that were presented during the final stage of KIKF2023. Information on this journal can be accessed at PSP's Portal www. pharmacy.gov.my





Image 8.6 Launching of the Journal of PharmQlls 2023



Image 8.7 KIKF2023 Organising Committee, JKN Pulau Pinang, Judging Panels and Participants

# **NATIONAL REGULATORY CONFERENCE (NRC) 2023**

In 2023, NPRA in collaboration with the Malaysian Pharmacists Society (MPS) successfully organised the NRC 2023 on 15-17 August 2023 at M Resort & Hotel, Kuala Lumpur. This conference was officiated by the Minister of Health.

The objectives of this conference include:

- i. To promote and cultivate regulatory excellence
- ii. To strengthen collaboration and smart partnership among the stakeholders
- iii. To disseminate information on the latest development and challenges in the evolving regulatory landscape

The theme of NRC 2023 was *Regulatory Agility: Navigating Winds of Change* which reflects regulatory agility in facing current challenges and driving positive transformation. The conference also facilitates in bridging the gap between authority and industry to ensure the quality, safety and efficacy of the medicines in the Malaysian market.





Image 8.8 National Regulatory Conference 2023

# PHARMACEUTICAL ENFORCEMENT CONFERENCE 2023

The Pharmaceutical Enforcement Conference 2023 was held at Dorsett Hotel, Subang Jaya on 16-18 May 2023. The theme *Dynamic Pharmacy Enforcement Beyond Diversification of Pharmaceutical Trade* reflects the commitment of the BPF to explore new and innovative ways to ensure that the diversity of the pharmaceutical trade remains in a safe environment.

The objectives of the conference were:

- i. To understand the challenges and scenarios of pharmaceutical trade in Malaysia
- ii. To empower pharmaceutical enforcement officers with the knowledge and skills to investigate pharmaceutical crime cases in the diversity of the pharmaceutical trade
- iii. To expand the cooperation mechanism between the BPF, local and international agencies for the prevention of illegal pharmaceutical trade





Image 8.9 Pharmacy Enforcement Conference 2023

# **WORLD PHARMACISTS DAY 2023**

The celebration of the World Pharmacists Day 2023 was held on 1 October 2023 at Bulatan Sultan Azlan Shah, Bandar Meru Raya, Ipoh, Perak in conjunction with the National Madani Afiat Programme 2023. The celebration was completed by the Prime Minister of Malaysia.

The theme *Pharmacy Strengthening Health System* emphasises the important role of pharmacist profession as one of the pillars in health services of the country. A few interesting activities at the event were Know Your Medicines, FarmaTag, MyUbat exhibition with the Pejabat Pos Malaysia, Pharmazania and Home Medication Review at Rumah Seri Kenangan Ulu Kinta.



Image 8.10 Prime Minister Visited the MyUBAT Booth



Image 8.11 Home Medication Review at Rumah Seri Kenangan Ulu Kinta



Image 8.12 Secretariat for World Pharmacists Day 2023

# WORKSHOP ON FORMULATION OF NATIONAL MEDICINES POLICY (DUNas) 2023

The Workshop on Formulation of DUNas 2023 was organised on 28-29 March 2023 at the NIH, Setia Alam. The objectives of the workshop were to:

- i. Update the master plan of action that has been developed
- ii. Obtain unanimous consensus from all stakeholders to finalise the plan of action

Thoughtful inputs were received and a comprehensive review was carried out to produce a master plan of action that is responsive to the challenges and needs of the nation's health. Following this workshop, a new term of policy and master plan of action was approved by the MOH's Top Management in the DUNas Steering Committee Meeting on 11 April 2023.



Image 8.13 Workshop on Formulation of DUNas 2023

CHAPTER

FOOD SAFETY AND QUALITY

# INTRODUCTION

The Food Safety and Quality Programme (FSQP) is mandated as the competent authority for the control of national food safety and quality along the food supply chain. FSQP is responsible for protecting the public against health hazards and fraud in the storage, preparation, processing, packaging, transportation, sale and consumption of food and to facilitate the trade. The Food Act 1983 and its regulations form the backbone of the food safety programme. The programme is headed by a Senior Director of Food Safety and Quality which consists of:

- i. Policy, Strategic Planning and Codex Standard Division
- ii. Compliance and Industrial Development Division
- iii. Malaysian Food Analyst Council

The main activities of FSQP include monitoring and enforcement of imported food, domestic and food premises, food export control, pre-market approval, food safety certification, food poisoning prevention, risk assessment and food surveillance, development of regulations and standards, laboratory services, labelling advisory and food safety assurance system.

## **CELEBRATION OF WORLD FOOD SAFETY DAY 2023**

The World Food Safety Day is celebrated yearly on 7 June. The celebration in 2023 was officiated by the Minister of Health and Senior Director for Food Safety and Quality via speech video with the theme *Food Standards*, *Save Lives*.





Image 9.1 World Food Safety Day Celebration 2023

# APRON WALK IN CONJUNCTION WITH WORLD FOOD SAFETY DAY 2023

FSQP for the first time organised the Apron Walk in conjunction with World Food Safety Day 2023 celebration on 24 September 2023. The Launching Ceremony of Apron Walk was officiated by the Deputy Minister of Health in Anjung Floria, Putrajaya which is one of the activities in support of the implementation of the *Agenda Nasional Malaysia Sihat* (ANMS). Celebration of Codex 60<sup>th</sup> Anniversary was also held during this event involving over 1,000 participants.



Image 9.2 Apron Walk in Conjunction with World Food Safety Day Celebration 2023

# **NATIONAL FOOD SAFETY POLICY (DKMK) 2.0**

Strengthening of DKMK 2.0 Meeting was held to review and enhance the DKMK in line with the latest international policies of the World Health Organization (WHO) and the Food and Agriculture Organization (FAO). This enhancement will transform the existing policy into DKMK 2.0 which consists of several comprehensive strategic thrusts. Two (2) series of meetings were held on 2-4 October 2023 and 30 October -1 November 2023.



Image 9.3 Strengthening of DKMK 2.0 Meeting

# ROADMAP FOR FOOD SAFETY INDEX DEVELOPMENT IN MALAYSIA

The development of the national food safety index is an effort to measure and monitor the implementation of food safety activities holistically, along the food supply chain from the acceptance of raw materials, processing, distribution and food sold in the market. FSQP is in the process of setting up the indicators and components in phases for the development of a food safety index in Malaysia. The Meeting on the Roadmap of Food Safety Index Development in Malaysia was held on 17-20 September 2023 involving state representatives to discuss matters related to the development of the food safety index in Malaysia.





Image 9.4 Meeting on the Roadmap for Food Safety Index Development

# RECOGNITION OF THE BEST STATE-LEVEL FOOD SAFETY AND QUALITY DIVISION (BKKM)

The recognition of the Best BKMM has been introduced in 2020 to recognise the excellence of achievements at the JKN. Evaluation criteria are based on the achievement of the implementation of the action plan, key performance indicator, client charter, innovation activities and financial management in the previous year. The recognition of the Best BKKM of the Year 2022 was given to BKKM, JKN Terengganu, followed by BKKM, JKN Perlis in the second place and BKKM, JKN Negeri Sembilan in the third place. Through this recognition, all states continue to strive for healthy competition to improve excellence to reach national food safety control goals.







Image 9.5 Recognition of the Best BKKM Year 2022

# NATIONAL FOOD LABORATORY HOLISTIC FRAMEWORK

The National Food Laboratory Holistic Framework was created to enhance food analysis services holistically. FSQP in cooperation with the agency under *Jawatankuasa Analisis Makanan* (JKAM) has developed the framework which outlines the strategic direction of implementation of food analysis services that will guide all the agencies and stakeholders. Two (2) series of meetings were held on 29-31 May 2023 and 14-16 August 2023 and the framework was presented and agreed upon at the JKAM Meeting on 1 November 2023 and the *Jawatankuasa Induk Keselamatan Makanan* on 8 December 2023.







Image 9.6 National Food Laboratory Holistic Framework Meeting 2023

## **FOOD ANALYSIS SERVICE**

Food Safety and Quality laboratories provide food analysis services and receive samples from JKN, Entry Points and PKD for monitoring and enforcement activity. A total of 29,012 food samples were analysed in 2023. Of these samples, 28,683 (98.87%) achieved the prescribed Laboratory Turnaround Time (LTAT).

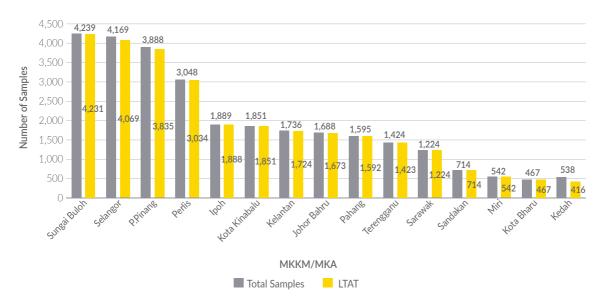


Figure 9.1 Total of Samples Analysed and LTAT for 2023

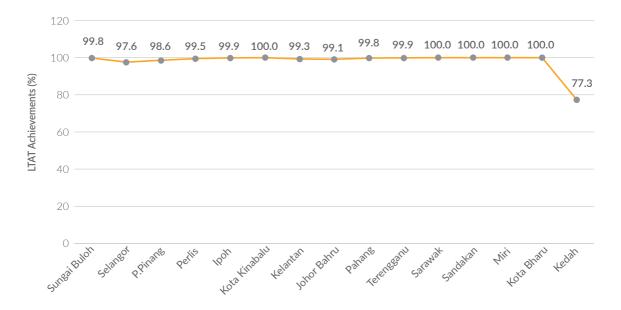


Figure 9.2 LTAT Achievements for 2023

# **FOOD SAFETY SURVEILLANCE**

In 2023, there were five (5) surveillance activities consisting of planned surveillance, active surveillance and three (3) research were conducted as shown in **Table 9.1.** 

Table 9.1 List of Food Safety Surveillance Activity Conducted in 2023

# **Planned Surveillance** i. Surveillance on the contamination of heavy metals (arsenic, plumbum and cadmium) in selected food products at the local market ii. Standard status (Percentage of moisture, protein, sucrose and reducing sugars) for gula melaka, gula kabong and gula apong Surveillance of Cyclamate in junk foods at the local market iii. **Active Surveillance** Surveillance on omega content in chicken egg at the local market Antimicrobial Resistance (AMR) Surveillance Surveillance on contamination of Salmonella and E. coli as well as AMR in selected food products at the local market. **Food Safety Research** i. Research on Whole - Genome Analysis of AMR ii. Research on Risk Analysis on Acrylamide Formation in French Fries at Fast Food Restaurant in Malaysia - A Probabilistic Approach Research on Determination of Shelf Life and Quality of Edible Bird Nest (EBN) iii.

# **EXPOSURE ASSESSMENT**

A total of five (5) exposure assessments in food safety based on identified hazards and parameters were carried out which are lead in vegetables and fruits, colistin in meat, cadmium in vegetable, lead in food and chlorpyrifos in vegetable. The findings from the exposure assessment are used as scientific evidence in setting food standards and other measures to ensure that the actions taken are effective in protecting the health of the people as well as facilitating the food trade in Malaysia.

# INTERNATIONAL FOOD SAFETY TRAINING CENTRE (IFSTC) MALAYSIA

IFSTC Malaysia is responsible for providing expertise training to stakeholders such as the food industries, legal practitioners, lecturers and university students, enforcers, officers from government agencies, as well as any individuals or members of the association who are interested in deepening their knowledge on the field of food safety and quality.

From 2016 to 2023, a total of 92 trainings were organised and participated by 2,875 participants including participants from Brunei. In addition to organising scheduled training, IFSTC Malaysia also cooperates and collaborates with various bodies at the national and ASEAN levels including:

- Technical Assistance Updates on EU Export Requirements and HACCP/GMP Implementation in Brunei held on 19-21 January 2023 involving 47 participants from the food industry, Department of Agriculture and Agri-Food Brunei and Food Safety Authority Brunei
- ii. Participation and oral presentation at the 17<sup>th</sup> ASEAN Food Safety Conference held on 23-27 October 2023 in Kuching, Sarawak
- iii. Private Partnership Initiative, a collaboration with the International Life Science Institute Southeast Asia Region (ILSI SEA), Malaysian Institute of Food Technology (MIFT), Taylor's University and Sunway University







Image 9.7 Training and Seminar Organised by IFSTC Malaysia 2023

# THE INTERNATIONAL FOOD SAFETY AUTHORITIES NETWORK (INFOSAN) BI-REGIONAL ASIA-PACIFIC MEETING 2023

The INFOSAN Bi-Regional Asia-Pacific Meeting 2023 was held on 5-6 December 2023 in WHO Headquarters, Geneva, Switzerland. This meeting was attended by the Director of Policy, Strategic Planning and Codex Standards Division, FSQP. The meeting aims to develop a national action plan for INFOSAN to further enhance food safety in the Asia-Pacific region,

strengthen cooperation among food safety authorities in the Asia-Pacific region and strengthen the communication network with the INFOSAN secretariat through a harmonious approach to preparedness and response involving food safety emergencies.





Image 9.8 INFOSAN Bi-Regional Asia-Pacific Meeting 2023

#### DOMESTIC CONTROL AND COMPLIANCE

#### **FOOD PREMISE REGISTRATION**

All food premises shall be registered with the MOH as required under Food Hygiene Regulations 2009. In 2023, a total of 27,448 food premises have been registered including 2,049 food factories (category P1), 1,523 food premises involved in catering or mass catering of food (category P2), 23,681 food outlet premises (category P3) and 195 vehicles selling food (category P4).

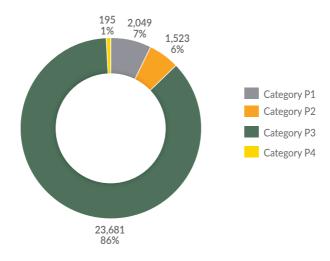


Figure 9.3 Registration of Food Premises 2023

#### **FOOD PREMISES INSPECTION**

Food premise inspection is to ensure the cleanliness of the premises and comply with the requirements of the Food Act 1983 and the Food Hygiene Regulations 2009. In 2023, a total of 63,605 food premises were inspected, with 1,477 (2.32%) of premises being instructed to temporarily close under Section 11, Food Act 1983.

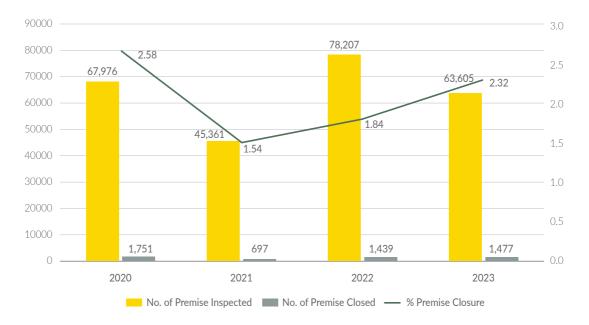


Figure 9.4 Inspection and Closure of Food Premises from 2020-2023

#### **FOOD SAMPLING**

Food sampling is conducted through a risk-based approach to ensure that food prepared and sold in Malaysian markets complies with the requirements of the Food Act 1983 and the Food Regulations 1985. In 2023, a total of 30,183 food samples were analysed of which 974 samples (3.23%) were found to contravene the Food Act 1983 and the Food Regulations 1985. From 2020 to 2023, there was a decreasing trend for contravention samples.

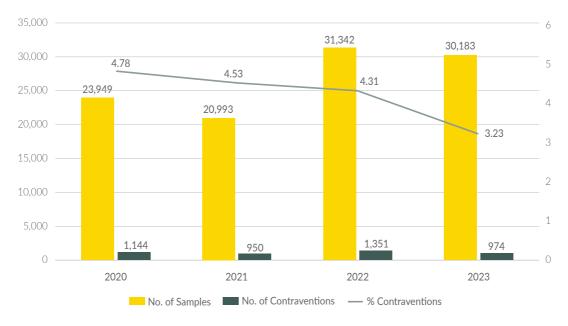


Figure 9.5 Number of Samples Taken and Percentage of Contravene Samples for 2020-2023

## **FOOD SAFETY OPERATION**

In 2023, FSQP coordinated food safety operations at the national level as a proactive measure to address food safety issues namely *Operasi Ramadan, Operasi Tahun Baru Cina* and *Operasi Premis Bersih.* 



Figure 9.6 Food Safety Operation for 2023

## **FOOD ALERT AND FOOD RECALL**

In 2023, a total of 129 Food Alert notifications were recorded and 53 orders to withdraw products from the market (Food Recall) were issued.



Figure 9.7 Number of Food Alerts and Notices of Recall from 2020-2023

## **FOOD HANDLER INSPECTION**

All food handlers are required to attend Food Handler Training (LPM) at the Food Handler Training School accredited by the MOH and are required to obtain anti-typhoid vaccination.

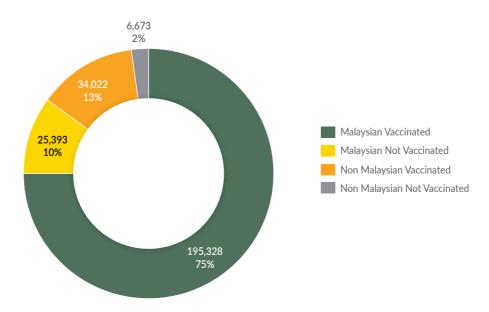


Figure 9.8 Food Handlers Anti-typhoid Vaccination Status Inspection for 2023

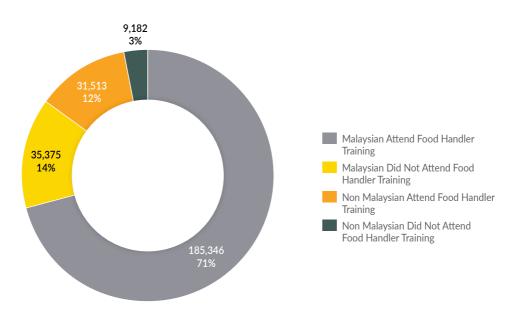


Figure 9.9 Food Handlers Inspection for LPM for 2023

# **ENFORCEMENT OF FOOD ANALYST ACT 2011**

Food analysts are required to be registered under the Food Analyst Act 2011 and to have a valid Annual Practicing Certificate (APC). As of 2023, the total cumulative number of registered food analysts was 1,572 in various sectors. In 2023, enforcement activities under the Food Analyst Act 2011 and the Food Analyst Regulations 2013 have been carried out by inspection activities on 260 laboratories and 790 food analysts and one (1) of food analysts have been prosecuted in court.

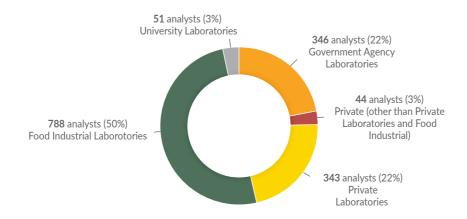


Figure 9.10 Total Number of Registration of Food Analysts by Sectors

## **FOOD IMPORT CONTROL**

Food import control activities were implemented through 70 entry points throughout Malaysia. A total of 367,094 food consignments were imported into Malaysia in 2023 compared to 364,961 food consignments in 2022. From the total of year 2023, 366,195 (99.7%) consignments were document inspected and 92 (1.7 per cent) of the 5,461 food samples were found to be contravene of the Food Regulations 1985 compared to 102 (2.9 per cent) of 3,563 food samples in 2022 as shown in **Figure 9.11.** There are six (6) levels of inspection for inspected food as depicted in **Figure 9.12.** 



Figure 9.11 Contravention of Imported Food Samples for 2022-2023

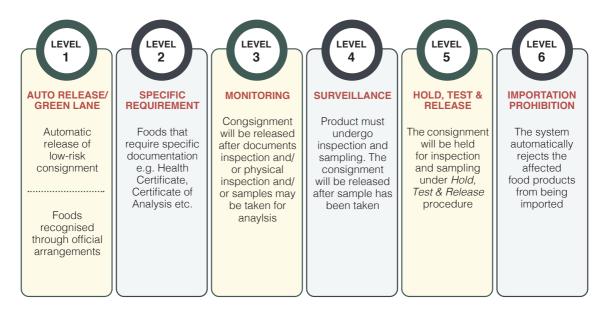


Figure 9.12 Food Import Control (Risk-Based Approach)

## **FOOD EXPORT CONTROL**

The export monitoring program is an official control developed according to the commodities and the requirements of the importing country. FSQP has also listed export food facilities approved by the importing countries.

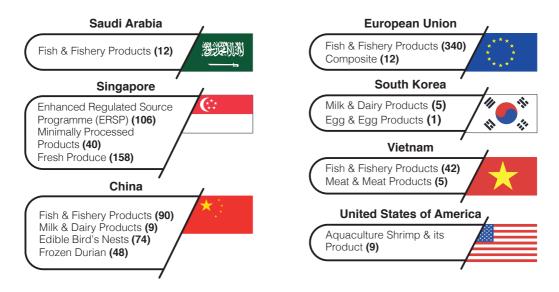


Figure 9.13 Number of Export Food Facilities Listed under MOH until 2023

## **ISSUANCE OF EXPORT CERTIFICATE**

Issuance of export certificates by FSQP for exporters is under the requirement imposed by the importing countries. The total of export certificate issuance in 2023 was 66,003.

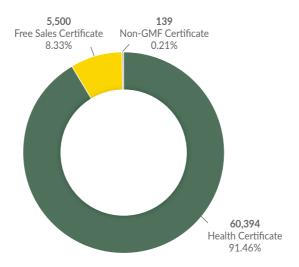


Figure 9.14 Number of Issuances of Export Certificate 2023

## INDUSTRIAL DEVELOPMENT

# **LICENSING**

Issuances of four (4) licensing categories required under the Food Regulations 1985 which are water vending machine, ice, natural mineral water and packaged drinking water. In 2023, the total number of licenses issued was 3,217 for water vending machines, 219 for ice, three (3) for natural mineral water and 12 for packaged drinking water.

#### CERTIFICATION OF FOOD SAFETY ASSURANCE PROGRAMME

The implementation of food safety assurance programme certification is implemented to assist the food industry in complying with the requirements of the Food Act 1983 and its regulations through certifications such as Hazard Analysis Critical Control Point (HACCP), Good Manufacturing Practice (GMP) and *Makanan Selamat Tanggungjawab Industri* (MeSTI). **Figure 9.15** and **Figure 9.16** show the trend and achievements for the certification of food safety systems from 2016 to 2023.

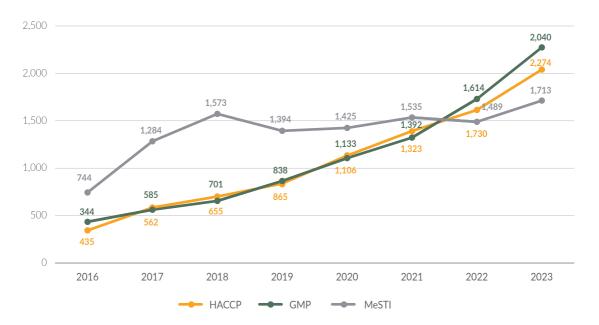


Figure 9.15 Number of HACCP, GMP and MeSTI Certificate Holders from 2016-2023

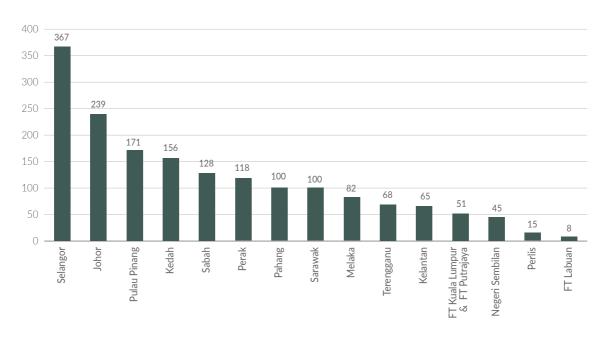


Figure 9.16 Number of Food Manufacturing Premises that Obtained MeSTI Certificate 2023

Besides, various other certifications have been introduced under the FSQP. As of 2023, the totals for other food safety-related certifications and listings are as follows:

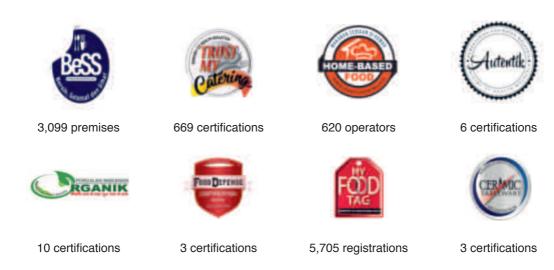


Figure 9.17 Number of Food Safety-Related Certifications and Listings

#### **FOOD POISONING PREVENTION**

A total of 496 episodes of food poisoning occurred throughout Malaysia in 2023. As a preventive measure for food poisoning incidents, FSQP continuously monitors the training of food handlers provided through the Food Handlers Training School and Instructors accredited by MOH. Collaboration with various agencies was held to prevent food poisoning incidents such as the ProKEM programme with the MOE and Majlis Amanah Rakyat (MARA) as shown **Image 9.9.** 



Figure 9.18 Food Handler Training Programme 2023



ProKEM Cohort 2 Monitoring for 2023



Coordination of KRM investigation activities with Disease Control Division



Training of food safety in collaboration with MOE and MARA



Investigation of food poisoning based on the concept of HACCP



Empowerment of food poisoning control with CDC, MOE and MARA

Image 9.9 Food Poisoning Prevention Activities 2023

## FSQP COLLABORATION WITH THE VARIOUS SECTORS FOR THE RECOGNITION OF PREMIS BERSIH DAN SELAMAT (BeSS)

The recognition of BeSS is given to food premises that have been rated clean by MOH and an appreciation to encourage them to provide a safe and clean premise environment to customers. Several collaborations have been held regarding food safety and quality activities at the supervisory premises of the Ministry of Tourism, Arts, and Culture (MOTAC), Genting Malaysia Berhad, and the Malaysian Muslim Restaurant Association (PRESMA).





Image 9.10 Collaboration Meetings with Genting Malaysia Berhad and PRESMA

## **NATIONAL CENTRE FOR FOOD SAFETY (NCFS)**

NCFS is a scientific arm under FSQP which functions to provide scientific data specially to ensure food safety along the food supply chain including enhanced control measures against hazardous food products. The construction of the NCFS project was started in April 2018 and the current expected completion date is 1 May 2024.



Image 9.11 MOH Top Management Visit to NCFS in Sepang, Selangor

NCFS has identified six (6) preliminary services that will be implemented in the short to medium term when NCFS starts operating as in **Figure 9.19.** 

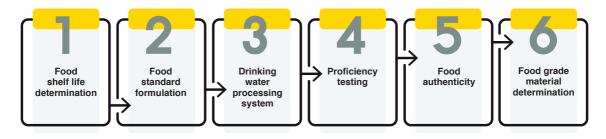


Figure 9.19 NCFS Preliminary Services



#### INTRODUCTION

The Development Division, MOH is responsible for managing activities related to the management such as planning, implementing, controlling, monitoring and evaluating development programs and projects of MOH's health facilities implemented under the Malaysia Plan (RMK). The division was formerly known as the Planning and Development Division, but later was separated into two (2) new entities namely the Planning Division and the Development Division with different functions after the organizational restructuring took place on 1 September 2012. Subsequently on 27 September 2018, the Development Division went through the rebranding of its organization in which the responsibilities and functions were reorganized into three (3) main sections and supported by 12 units as follows:

- A. Section of Project Management I:
  - i. Project 1 (North Region) Unit
  - ii. Project 2 (Central Region) Unit
  - iii. Project 3 (East Region) Unit
  - iv. Public, Private and Partnership Unit
- B. Section of Project Management II:
  - i. Project 4 (South Region) Unit
  - ii. Project 5 (Sabah and Sarawak) Unit
  - iii. Budget RMK Unit
  - iv. Technical and Procurement Unit
- C. Section of Resource Management:
  - i. Land Unit
  - ii. Finance and Administration Unit
  - iii. Coordination (Visits/Parliament) Unit
  - iv. Coordination (Meeting Secretariat) Unit

#### **ACTIVITIES AND ACHIEVEMENTS**

#### **IMPLEMENTATION OF RELATED MEETINGS IN 2023**

In accordance with Directive No. 1 2023: The National Development Implementation Coordination Mechanism, the Development Division is entrusted as the coordinator for the Ministry Development Action Council Meeting (MTPK) and the Ministry Development Action Committee Meeting (JTPK) in MOH.

The MTPK meeting chaired by the Minister of Health is responsible for ensuring that all the decisions of the National Development Action Council (MTPN) and the National Development Action Committee (JTPN) are fully implemented at the ministry level. It also plays a role in finding solutions to issues and problems in the implementation of development programmes/ projects under the ministry as well as issues related to the welfare of the people.

While, the JTPK Meeting chaired by the Chief Secretary of the Ministry of Health is responsible for ensuring that all instructions and decisions of the MTPN, JTPN and MTPK are implemented effectively. The JTPK meeting also needs to address policy issues/problems and implementation strategies for development programmes or projects in the ministry, including issues related to people's well-being.

Table 10.1 MTPK and JTPK Meeting in 2023

МТРК	JTPK
MTPK Bil. 1/2023-26 January 2023	JTPK Bil. 1/2023-24 March 2023
MTPK Bil. 2/2023-17 April 2023	JTPK Bil. 2/2023-11 April 2023
MTPK Bil. 3/ 2023-28 July 2023	JTPK Bil. 3/2023-10 May 2023
MTPK Bil. 4/ 2023-21 December 2023	JTPK Bil. 4/2023-1 June 2023
Note: MTPK Meeting was scheduled quarterly	JTPK Bil. 5/2023-25 July 2023
	JTPK Bil. 6/2023-16 August 2023
	JTPK Bil. 7/2023-18 September 2023
	JTPK Bil. 8/2023-16 October 2023
	JTPK Bil. 9/2023-23 November 2023
	JTPK Bil. 10/2023-19 December 2023

#### **DEVELOPMENT EXPENDITURE YEAR 2023**

Under the 12<sup>th</sup> Malaysia Plan Rolling Plan 3 (RMKe-12 RP3) Year 2023, Development Expenditure (DE) of MOH was RM4.827 billion for 657 projects under development health facilities that involved 444 new projects and 213 continued projects. This budget was allocated for the implementation of physical and non-physical development projects. As of 31 December 2023, the spending performance of DE was RM4.661 billion (96.56%) from the current year allocation. Details of MOH's development expenditure are stated in **Table 10.2**.

Table 10.2 The MOH DE's Achievement 2023

Project No./Name	Development Expenditure 2023 (RM)	Liability 2023 (RM)	Expenses 2023 (RM)	Liability + Expenses 2023 (RM)	%
BP 100 - Training	35,830,005.00	-	34,556,250.38	34,556,250.38	96
102 Upgrading Training Projects	730,005.00	-	720,051.00	720,051.00	99
105 In-Service Training	35,100,000.00	-	33,836,199.38	33,836,199.38	96
<b>BP 200 -</b> Public Health	405,899,137.00	-	377,826,645.36	377,826,645.36	93
201 Public Health Service (Rural)	137,226,663.00	-	121,348,110.25	121,348,110.25	88
202 Water Supply and Environmental Sanitation (BAKAS)	9,861,000.00	-	9,518,331.03	9,518,331.03	97
203 Public Health Service (Urban)	257,911,473.00	-	246,060,350.13	246,060,350.13	95
204 Mobile Clinic	900,001.00	-	899,853.95	899,853.95	100
<b>BP 300 -</b> Health Facilities	771,534,774.00	124,899.40	742,145,219.23	742,270,118.63	96
BP 400 - Hospital	341,867,281.00	-	338,357,670.30	338,357,670.30	99
<b>BP 500 –</b> Research & Development (R&D)	31,703,749.00	-	27,873,541.51	27,873,541.51	88
<b>BP 600 –</b> Upgrading & Maintenance	387,000,000.00	-	366,935,637.74	366,935,637.74	95
<b>BP 700 -</b> Land Acquisition & Maintenance	17,304,350.00	-	15,963,734.23	15,963,734.23	92
<b>BP 800 –</b> Information & Technology (ICT)	51,407,808.00	-	46,707,910.50	46,707,910.50	91
<b>BP 900 –</b> Staff Facilities	28,964,783.00	-	28,668,903.59	28,668,903.59	88
901 Quarters (Rural)	73,616,676.00	-	64,904,301.57	64,904,301.57	93
902 Quarters (Urban)	60,618,141.00	-	52,855,098.09	52,855,098.09	87
904 State Health Office	20,365.00	-	14,996.53	14,996.53	74
<b>BP 1100 –</b> Equipment & Vehicles	367,209,037.00	-	309,617,807.27	309,617,807.27	84
<b>BP 1200 – P</b> ublic Private Partnership Project (PPP)	2,313,018,300.00	-	2,305,691,117.54	2,305,691,117.54	100
<b>BP 9000 –</b> Health Tourism	2,313,018,300.00	-	2,000,000.00	2,000,000.00	100
Total	4,827,355,900.00	124,899.40	4,661,248,739.22	4,661,373,638.62	96.56

# TRAINING DEVELOPMENT FOR ENHANCING THE OFFICERS' COMPETENCIES

The Development Division also focused on designing, planning and implementing the Training Operation Plan to enhance the competencies of their officers in managing and performing tasks, especially in project management as well as updating information in the MyProjek Monitoring System. The list of the training development activities held or attended throughout 2023 is as per **Table 10.3**.

Table 10.3 Training Activities for Competency Development 2023

Activity	Date
Value Management Strategic (VMS) Lab for Construction Hospital Kulim Kedah Additional Building	20-22 March 2023
Workshop Improvement Standard Shape Pre-Approved Plan (PAP) for MOH Health Facilities	10-11 July 2023
Outcome Evaluation Study Workshop MOH	3-5 October 2023
Land Management Empowerment Workshop for Ministries/User Departments (KJP) Series 1: Land Acquisition in the States of Peninsular Malaysia	21 October 2023





Image 10.1 Outcome Evaluation Study Workshop MOH 2023

#### THE HANDOVER OF COMPLETED HEALTH FACILITY PROJECTS

The handover of the completed health facility projects involved inspection of the projects with the end-user, Public Works Department (JKR) and the contractors involved. The facility building was completely built and all related processes were properly undertaken, the projects will handed over to the end-user, namely the JKN or Health Institutes. In 2023, a total of 18 completed health facility projects were awarded to end-users as stated in **Table 10.4**.

Table 10.4 Handover of Completed Health Facility Projects 2023

Projects	Completed	Submitted
Hospital		
Construction of a new Pathology Laboratory Building, Hospital Sultanah Aminah, Johor Bahru	22 April 2023	18 June 2023
Upgrading the Lightning Trap System at Hospital Sultanah Aminah, Johor Bharu	17 June 2023	14 December 2023
Operating Room Complex, ICU & Additional Ward Hospital Kuala Lumpur, FT Kuala Lumpur	4 August 2023	25 September 2023
Upgrading and Replacement Lift System Works at Hospital Sultanah Nur Zahirah, Terengganu	17 August 2023	25 October 2023
Upgrade the Intensive Care Unit, Hospital Tuanku Fauziah, Kangar, Perlis	18 October 2023	28 November 2023
Health Clinic, Dental Clinic	and Quarters	
Construction of a Health Clinic (Type 3) with Raub Town Quarters, Raub, Pahang	9 January 2023	10 March 2023
Construction of Health Clinic & Dental Clinic Dato' Keramat, FT Kuala Lumpur	20 January 2023	3 February 2023
Construction of a Health Clinic (Type 5) with Palong Timur Quarters, Segamat, Johor	18 February 2023	18 June 2023
Construction of a Health Clinic (Type 3) with Tampoi Quarters, Johor Bahru, Johor	28 February 2023	29 May 2023
Construction of a Health Clinic (Type 7) with Mata Ayer Quarters, Machang, Kelantan	4 April 2023	3 June 2023
Construction of a Health Clinic (Type 7) with Sokor Quarters, Tanah Merah, Kelantan	6 April 2023	3 June 2023
Construction of a Health Clinic (Type 7) with Karangan Quarters, Kuala Krai, Kelantan	6 April 2023	3 June 2023
Construction of a Health Clinic (Type 7) with Kerilla Quarters, Machang, Kelantan	13 April 2023	3 June 2023
Construction of a Health Clinic (Type 7) with Peria Quarters, Kuala Krai, Kelantan	1 April 2023	3 February 2023
Construction of a Health Clinic (Type 3) with Taman Ungku Tun Aminah Quarters, Johor	30 April 2023	18 June 2023
Construction of Health Clinic (Type 2) Miri City, Sarawak	26 Jun 2023	27 October 2023
Construction of a Health Clinic (Type 3) with Quarters (2F And 2G) Padang Besar, Perlis	1 August 2023	5 September 2023
Construction of a Health Clinic (Type 3) with Kok Lanas Quarters, Kota Bharu, Kelantan	11 September 2023	30 November 2023





Image 10.2 Projects Handover Ceremony

CHAPTER

11
INTERNAL AUDIT

## **INTERNAL AUDIT DIVISION (CAD)**

CAD of the MOH was established in 1980 following the Treasury Circular No.2 Year 1979. The roles and responsibilities of the CAD were strengthened by Treasury Circular PS 3.1/2013, which regulates the *Pelaksanaan Audit Dalam di Kementerian atau Jabatan Persekutuan dan Kerajaan Negeri*.

The CAD led by the Head of Internal Audit is authorised to conduct independent, fair and equitable audits and reports directly to the Secretary-General of the MOH. The CAD also serves as the third line of defence providing independent assurance to the MOH by assisting it in achieving its objectives by ensuring that governance, internal controls and risk management are sound and systematic.

#### **ACTIVITIES**

In accordance with PS 3.1 and the auditing standards of The International Organisation of Supreme Audit Institutions (INTOSAI) and The Chartered Institute of Internal Auditors, CAD has implemented five (5) audit programmes throughout the year 2023 as follows:

- i. Financial Auditing
- ii. Performance Auditing
- iii. Verification of Initial Balance of Asset and Liabilities (Accrual Accounting)
- iv. Financial Management Risk Assessment
- v. Internal Control Statement for Items in Financial Statements

#### FINANCIAL AUDITING

Financial Auditing encompasses a wide range of methods including the audit of internal controls, financial or legal regulations compliance including financial records as well as the financial system established in the RCs. In 2023, CAD has conducted four (4) types of Financial Auditing activities including Financial Management Auditing, Compliance Audit, Payment Audit and Spot Audit.

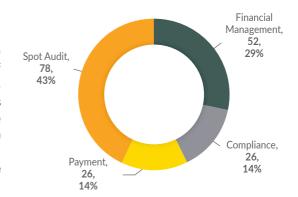


Figure 11.1 Number of Financial Audit Conducted in 2023

#### **PERFORMANCE AUDITING**

CAD had also conducted performance audits to evaluate whether the Federal Government's activities were carried out efficiently, economically and effectively to achieve the desired objectives. The measurement of inputs, outputs and outcomes will be examined to determine the management and achievement of the programme or activity. In 2023, a total of 12 performance audits were conducted involving procurement management, programme or activity management and ICT projects as shown in **Table 11.1**.

Table 11.1 List of Performance Audits Topics

-		n	CS
-	w	91	12

Management of Full Paying Patient Services

Management of Accidents and Loss of Government/Department Vehicles

Management of Cleansing Services under Hospital Support Services

Procurement and Maintenance of Mobile Dental Team Equipment/Vehicles

Procurement of Quarters Maintenance and Repair

Procurement of Medicines

Procurement of Medical Equipment at Health Clinics and Mother and Child Health Clinics

Procurement and Management of Mobile Clinic Services (Mod Bot)

Procurement of Terminal Point of Sales (TPOS) and Implementation of e-Payment

Development of the Patient Registry Application (ARP) System in Planning Division MOH

Management of ICT Hardware and Software Leasing Service at RCs MOH for the Implementation of the iGFMAS Federal Government Accrual Accounting System Project

Operation and Maintenance Support Services for Hospital Information System (HIS) Hardware, Network, Software and Application

# VERIFICATION OF INITIAL BALANCE OF ASSETS AND LIABILITIES (ACCRUAL BASIS ACCOUNTING)

As agreed in the Accrual Committee Meeting, CAD is required to perform a verification of the initial balance of assets and liabilities in the ministry's financial statements, which covers the items in the Statement of Financial Position. In 2023, CAD had conducted two (2) activities to verify the balance of assets and liabilities on the items of the financial statements in line with the implementation of the Federal Government Accrual Accounting. The verification audit performed includes the confirmation of the initial balance data of Movable Assets and Immovable Assets (Land and Building), Account Payable for Building and Investment Property for the cut-off date 31 December 2022 and Migration Phase Two for the year 2023.

Table 11.2 Verification of Initial Balance Data of Assets and Liabilities

Item	Cut-off 31 December 2022	Migration Phase Two Year 2023
Immovable Asset (Building)	2,013,557,795.10	356,637,010.22
Immovable Asset (Land)	81,210,000.00	935,442,637.07
Movable Asset	21,496,353.04	-
Accounts Payable for Building	45,824,370.70	-
Investment Property	-	188,492,910.00

## FINANCIAL MANAGEMENT RISK ASSESSMENT AND INTERNAL CONTROL STATEMENT FOR ITEMS IN FINANCIAL STATEMENTS

Among the responsibilities of CAD stipulated under PS 3.1 is to provide assurance and consulting services to the organisation. For that purpose, CAD needs to carry out a financial management risk assessment, which includes four (4) main elements namely Revenue Collection Control, Asset Management, Expense Management and Procurement Management.

In 2023, CAD has conducted three (3) risk assessment audits on the Monitoring HIV/AIDS Fund's Utilization of Majlis AIDS Malaysia (MAM), Procurement ITEM Through Consignment on Invasive Cardiology Laboratory (ICL) at three (3) RCs and Management of Movable Assets (Research Equipment Tools) at four (4) RCs.

CAD has also issued an Internal Control Statement based on the risk assessment audit that was conducted. It aims to assess whether the implementation of the program complies with the agreement clauses, to determine the effectiveness of the established internal controls and to make recommendations for improvements.

The audit results contained in the audit reports are presented in the Audit Committee Meeting in accordance with the requirements of the Treasury Circular PS 3.2/2013. The two (2) outcomes of the Audit Committee Meeting are the recommendations for improvement of the processes and procedures to strengthen the internal controls and the punitive actions to be taken by the Integrity Unit for certain cases.

#### **ACHIEVEMENT**

CAD has received an Excellent performance recognition from the MOF on 24 October 2023 with a full rating of five (5) stars for the Effectiveness in the Implementation of the Federal Ministry/Department Internal Audit 2023. The rating is based on two (2) main aspects of the assessment, namely the impact of the audit and internal audit's compliance with audit regulations/standards. Meanwhile, the evaluation component is divided into two (2) parts, namely the Perception Survey by the Stakeholders (70%) and the Inspectorate Self-Assessment (30%).





Image 11.1 Awarding of the Certificate of Effectiveness of Internal Audit Implementation of Ministries/Federal Departments 2023



## **CORPORATE COMMUNICATIONS UNIT (UKK)**

UKK was established with the objective of enhancing the image of the ministry, promoting the ministry's policies and programmes through organized and effective public relations strategy. In addition, the UKK acts as the frontline in managing customer service and public complaints. This unit consists of four (4) sections:

- Media Section
- ii. Strategic Communications Section
- iii. Corporate Affairs Section (HEK)
- iv. Public Response Management Section (SPRA)

#### **MEDIA SECTIONS**

The Media Section is responsible for media management at all official events of MOH. The programmes include the following:

#### THE LAUNCHING OF HOSPITAL TANJONG KARANG, SELANGOR

Tanjong Karang Hospital, Selangor was officiated on 9 February 2023 by DYMM Sultan Selangor and DYMM Tengku Permaisuri Selangor. This hospital replaced the existing Tanjong Karang Hospital building which has been in operation since 1966, in order to provide optimal healthcare services to the public.





Image 12.1 Launching of Hospital Tanjong Karang, Selangor

#### **MADANI AFIAT PROGRAMME**

The MADANI Afiat Programme is a public outreach programme to empower communities in creating awareness of disease prevention and health programme activities led by the MOH among the target groups.

This programme was conducted in seven (7) states namely Selangor, Kedah, Terengganu, Johor, Perak, Melaka and Pulau Pinang. One of the main activities is Touch Point was home visits with a focus on health screening activities involving the top management of the MOH, community leaders and medical teams.





Image 12.2 MADANI Afiat Programme

### **HEALTH WHITE PAPER (HWP) TOWN HALL SESSION**

The HWP Town Hall session was held at five (5) zones as follows:

- i. Central Zone (18 April 2023)
- ii. Sarawak State Zone (27 April 2023)
- iii. Sabah State Zone (28 April 2023)
- iv. North Zone (1 May 2023)
- v. South Zone (7 May 2023)

HWP is a document that outlines the national health reform plan that highlights the major challenges faced by the health system and proposes solutions to ensure a higher quality, sustainable, and resilient national health system.





Image 12.3 Health White Paper (HWP) Town Hall Session

## LAUNCHING OF SKIM PERUBATAN MADANI DAN PROGRAM MADANI AFIAT PERINGKAT KEBANGSAAN 2023

Skim Perubatan MADANI dan Program MADANI Afiat Peringkat Kebangsaan 2023 was launched by YAB Prime Minister at Bulatan Sultan Azlan Shah, Ipoh, Perak on 1 October 2023.

The MADANI Medical Scheme is an important initiative of Malaysia's MADANI Policy aimed at providing equal access to quality health services to meet the health needs of the B40 group in Acute Primary Health Care, which is the outpatient treatment of acute cases.

Skim Perubatan MADANI is an initiative by the government implemented through the MOH aims to increase the low-income group's access to acute primary care services in the private sector and improve the welfare and enhance the well-being of the population as well as to increase the participation of General Practitioners (GP) in acute care at primary level, through Public-Private Partnership.





Image 12.4 Launching of Skim Perubatan MADANI dan Program MADANI Afiat Peringkat Kebangsaan 2023

## MEDIA ENGAGEMENT SESSION ON THE CONTROL OF SMOKING PRODUCTS FOR PUBLIC HEALTH BILL 2023

Minister of Health held a media engagement session with nearly 40 Media Editors to provide briefings and detailed information on the Control of Smoking Products for Public Health Bill 2023 through presentations and a question-and-answer session held at the Banquet Hall, Parliament on 6 June 2023.





Image 12.5 Media Engagement Session on the Control of Smoking Products for Public Health Bill 2023

#### NARATIF KHAS INTERVIEW SESSION WITH MINISTER OF HEALTH

An interview session with the Minister of Health was held on 1 November 2023 at Radio Television Malaysia (RTM). This interview was conducted for the *Naratif Khas* programme to discuss the *PascaBelanjawan 2024: Reformasi Sistem Kesihatan*.





Image 12.6 Naratif Khas Interview Session with Minister of Health

#### STRATEGIC COMMUNICATIONS SECTION

The Strategic Communications Section plays an important role in managing issues affecting the ministry while promoting government policies and programmes to the people. The ministry promotes various content via Facebook, X, TikTok, Instagram, Telegram and Youtube.

Table 12.1 Highest Post-Engagement Posting Throughout the Year 2023

Visual Communication	Reach
Official Statements	
Special Media Press Conference on the Status of COVID-19	428,450
Special Media Statement - Status COVID-19	371,443
Media Statement COVID-19 Epidemiology Week-50	307,959
Voice note recording related to the use of face masks in areas of Kuala Lumpur that have been severely affected by COVID-19.	305,402
The Appointment of YB Datuk Seri Dr Dzulkefly Ahmad as Minister of Health	296,921
Infographics	
Tahukah anda - Zero Sugar	462,349
Ketahui Keperluan Kalori Anda	265,212
Radang Sinus	201,317
10,000 Langkah Membawa Faedah	190,005
Reformasi KKM menerusi Bitara MADANI	169,005

The Strategic Communications Section also plays a role in enhancing the social media network of the MOH through the publication of significant new version programs to empower the country's health messages and policies:

#### i. Tik-Tip Sihat

*Tik-Tip Sihat* that started on 1 June 2023 is a promotional activity aimed at focusing on simple tips and guides related to current health issues that serve as quick messages and friendly reminders to the public.

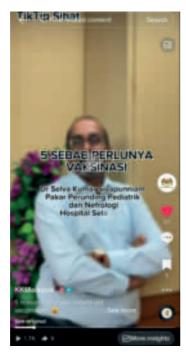




Image 12.7 Tik-Tip Sihat

#### ii. Kapsul 365KKM and Special Report

Explanation of current issues that require justification to clarify health policies based on public response and reaction.





Image 12.8 Kapsul 365KKM and Special Report

Special briefings on current issues organized by the MOH and Ministry of Communications:

- i. Briefing of current issues and strategic collaboration between Ministries to the government's key communicators such as JaPen and strategic partners (JKOM, KEMAS and MKN) as well as members of the MADANI Community (KM). Briefings were held with key government communicators to strengthen strategic communications through face-to-face engagement with target audiences in conjunction with both conventional media and social media communications.
- ii. Through the smart partnership initiatives established by UKK together with the Ministry of Communications and the Department of Information Malaysia, the dissemination of information can be further synergised through more strategic communication channels in the effort to shape perceptions through multiple sessions of engagement, fieldwork, big data analytics and persuasion by the appointed key communicators.





Image 12.9 Briefing regarding MOH Preparedness Relating to COVID-19 Vaccines and MySejahtera on 15 February 2023



Image 12.10 The Control of Smoking Products for Public Health Bill 2023 on 12 December 2023

Empowering communication channels through the coordination of proactive communication platforms based on public relations activities.

i. Training to enhance the unit's competency in creative content by visiting a production studio Kapsul Berita Maritim Malaysia. UKK serves as the coordinator for media management and strategic communication through advocacy and communication activities in formulating and implementing a Ministry-level Risk Communication Plan to ensure that the credibility of the ministry's image and key messages can be channelled effectively.



Image 12.11 Visiting to Production Studio Kapsul Berita Maritim Malaysia

#### **CORPORATE AFFAIRS SECTION**

The Corporate Affairs Section is responsible for managing all corporate affairs of the ministry, such as preparing text speeches for the top management, publishing ministry's books and publishing the *e-Buletin* of the MOH as well as providing public relations consultancy services.

#### **PUBLICATION OF E-BULETIN 2023**

The Sihat MADANI 2023 *e-Buletin* is a quarterly publication by the UKK intended to provide information on the activities of the Top Management of the MOH throughout 2023. Additionally, it serves as documentation of health services and as a reference source for public servants and the general public.





Image 12.12 Publication of e-Buletin MOH 2023

#### **PUBLIC RESPONSE MANAGEMENT SECTION**

The Public Response Management Section is responsible for coordinating the complaints received through various platforms.

The MOH has received a total of 37,464 public feedbacks registered under *Sistem Pengurusan Aduan Awam* (SiSPAA) in 2023 based on the categories listed in **Table 12.2**:

Table 12.2 Number of Public Feedbacks Received in 2023

Type of Feedback	Categories	Received	Total
Complaint	Ordinary	12,022	12 727
Complaint	Complex	1,705	13,727
	Recognition	14,888	
Non-Complaint	Report	5,101	
	Inquiries	1,998	23,737
	Application	1,038	
	Suggestion	712	
	То	tal	37,464

Overall, the ministry achieved 96.33% in resolving the complaints received as shown in **Table 12.3**:

Table 12.3 Number of Received and Resolved Complaints in 2023

Categories	Resolve Duration	Received	Resolved (%)	Resolved within 15 Days (KPI) (%)
Ordinary	15 working days	12,022	11,862 (98.7%)	11,110 (92.4%)
Complex	>16 - 365 days	1,705	1,363 (79.9%)	-
To	otal	13,727	13,225 (96.3%)	

The analysis of KKM complaints corresponds to the complaint categories defined in the SiSPAA as shown in **Table 12.4**:

Table 12.4 Percentage of Complaints Received Based on Issued in 2023

Complaint Category	Percentage (%)
Patient Management	51.8
Administration Management	16.2
Quality of Governance Services	15.2
Public Health	7.5
Public Facilities	5.0
Clinical Facilities	2.1
Pharmaceutical Services	1.2
Food Safety & Quality Division Services	0.2

In 2023, MOH achieved its Key Performance Indicator (KPI) targets. For the first KPI, which is the processing of ordinary complaints within 15 working days, MOH achieved 92.4% compared to the target of 85%. For the second KPI, which is the processing of non-complaint feedback (excluding report feedback), MOH achieved 97.4% compared to the target of 90%. This achievement is detailed in **Table 12.5** below:

**Table 12.5** KPI Year 2023

KPI	Target	Achievement
Resolving ordinary complaint within 15 working days	85%	92.4%
Resolving non-complaint feedback (excluding report feedback) within 15 working days	90%	97.4%

#### MOH'S PUBLIC RELATIONS OFFICER EMPOWERMENT ACTIVITIES

UKK is crucial in strengthening the ministry's functionality through comprehensive public relations practice particularly in the areas of strategic communications and media management, public response and corporate management. UKK as the main communication and corporate reference of the MOH is responsible for providing appropriate training and courses to improve the efficiency and competence of Public Relations Officers in the Ministry of Health facilities nationwide.

In 2023, UKK implemented two programmes namely the Public Relation Officer (PRO) Empowerment Programme 2023 and the Training of Trainers (TOT) Programme: Implementation of Impactful Communication Strategies and Digital Tactics.

#### i. MOH's PRO Empowerment Programme 2023

The PRO Empowerment Programme 2023 was held from 21 to 23 August 2023 at the Avillion Admiral Cove Hotel, Port Dickson, Negeri Sembilan. This workshop was attended by PROs from MOH hospitals nationwide. As part of this programme, PRO was introduced to the concepts and components of the MOH's public relations strategy and media management.





Image 12.13 MOH's PRO Empowerment Program 2023

## ii. TOT Programme: Implementation of Impactful Communication Strategies and Digital Tactics

The TOT Programme: Implementation of Impactful Communication Strategies and Digital Tactics was held from 8 to 10 November 2023 at the Corus Hotel, Kuala Lumpur. This workshop was attended by PROs from MOH hospitals. During this programme, PRO was introduced to the use of Artificial Intelligence (AI) in addressing emerging issues in the MOH according to the procedure by which public relations and communications can be strategically and tactically implemented.





Image 12.14 TOT Programme

CHAPTER 13

POLICY AND INTERNATIONAL RELATIONS

## POLICY AND INTERNATIONAL RELATIONS DIVISION (BDHA)

BDHA consists of three (3) sections which are the Policy and Strategic Planning Section, Cabinet and Secretarial Section as well as International Section. BDHA is responsible for managing the following tasks:

- i. Formulates and implement public health policies
- ii. As the focal point in international relations and the development of healthcare industries
- iii. Coordinates international trade issues
- iv. Ensures Malaysia's health-related interests are voiced and protected diplomatically through international legal instruments
- v. Coordinates the preparation of Cabinet Papers
- vi. Coordinates MOH Parliamentary Questions and related Parliamentary matters
- vii. Secretariat for MOH High Level Meetings, including the MOH Post-Cabinet Meetings

#### **CABINET RELATED MATTERS**

BDHA has coordinated 65 Cabinet Papers for tabling at the Cabinet Meeting. This division has also coordinated and provided input for 83 Memorandums from other ministries, as well as 63 feedbacks on the Cabinet Meeting minutes.

#### **PARLIAMENT UNIT**

The Parliament Unit was placed under the Policy and Strategic Planning Section starting from May 2023. For the year 2023, a total of 624 Parliamentary Questions (Senate and House of Representative) related to MOH were coordinated and recorded. The detailed information related to the 2023 MOH Parliamentary Questions are as shown in **Figure 13.1**.

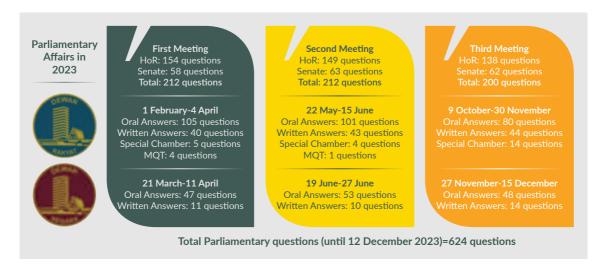


Figure 13.1 The MOH Parliamentary Record for Year 2023

Note: House of Representative (HoR)

#### MOH HIGH-LEVEL MEETINGS

Post Cabinet Meeting and MOH Management Meeting are among the high-level meetings coordinated by BDHA.



Figure 13.2 MOH High-Level Meetings 2023

#### **GOOD REGULATORY PRACTICE WORKSHOP SERIES 1 AND 2, 2023**

BDHA in collaboration with the Malaysia Productivity Corporation (MPC) organized two (2) sessions of The Good Regulatory Practice Workshop in 2023. Series 1 was held on 13-14 March 2023 at the Armada Hotel, Petaling Jaya and was attended by 28 officers while Series 2 took place on 30-31 May 2023, at the Bangi Resort Hotel, Bandar Baru Bangi and was attended by 27 officers.



Image 13.1 Good Regulatory Practice Workshop 2023

# WORKSHOP ON STRENGTHENING PARLIAMENTARY ANSWERS PREPARATION SKILLS FOR PARLIAMENTARY COORDINATORS 2023

MOH Parliamentary Coordinators and Drafters of Parliamentary answers were exposed to the latest procedures in preparing parliamentary responses during the Strengthening Parliamentary Answers Preparation Skills for Parliamentary Coordinators on 23-25 August 2023 at the Best Western i-City Shah Alam.

#### EASE OF DOING BUSINESS WORKSHOP

BDHA in collaboration with MPC has organised Ease of Doing Business Workshop on the 28–29 August 2023 at Swan-Garden Hotel, Melaka. Seven (7) officers from MPC and 18 participants from Medical Device Authority (MDA), Private Medical Practice Control Section (CKAPS) and National Pharmaceutical Regulatory Agency (NPRA) have attended this workshop. The objective of this workshop was to review the regulations which results in ease of doing business with industry players.





Image 13.2 Ease of Doing Business Workshop

#### PEMBANGUNAN DASAR DAN POLISI AWAM WORKSHOP

Pembangunan Dasar dan Polisi Awam Workshop was held on 6-8 September 2023 to provide MOH officials involved in policy development with an overview of the Malaysian public policy formulation process. Continuous human resource development is crucial for ensuring the development of a comprehensive health policy and meeting the goals and needs of the country's healthcare sector.

# DIALOGUE SESSION BETWEEN EU-ASEAN BUSINESS COUNCIL (EU-ABC) AND MOH

A dialogue session between EU-ABC and MOH was held on 14 September 2023 as part of the EU-ABC Health Roadshow program with the theme *Living in a World with COVID-19: Continuing Safeguards for the Population in Malaysia.* The session was attended by the Deputy Secretary-General (Finance) and senior officials of the MOH.





Image 13.3 Dialogue Session between EU-ABC and MOH

# AGREEMENT BETWEEN THE GOVERNMENT OF MALAYSIA AND THE WORLD HEALTH ORGANIZATION (WHO) CONCERNING THE ESTABLISHMENT OF THE WHO GLOBAL SERVICE CENTRE (GSC)

Malaysia has signed the Renewal of the WHO GSC Host Country Agreement on 31 January 2023. The agreement was signed by Minister of Health Malaysia and Director General of WHO in Geneva, Switzerland.





Image 13.4 Agreement between the Government of Malaysia and WHO concerning the Establishment of the WHO GSC

#### **CONTRIBUTION TO OTHER COUNTRIES**

BDHA coordinated several contribution programmes to other countries. Among the contribution programmes which were successfully implemented are:

- i. Donation of medical supplies for the first humanitarian aid delivery mission by the Malaysian Government to Syria, costing RM96,004.83 on 18 February 2023
- ii. Donation of medical supplies to Palestine costing RM925,391.08 on 8 December 2023

#### CONTRIBUTION FROM FOREIGN COUNTRIES

For the year 2023, contributions received from other countries are as follows:

- Cold Chain Equipment and vehicles as part of Last One Mile Support from Japan to Malaysia on 14 April 2023
- ii. 583 unit of computers from WHO on 15 August 2023

#### **OFFICIAL WORKING VISITS**

BDHA has coordinated official foreign delegation visits to Malaysia as well as organising international visits led by the Minister of Health and Deputy Minister of Health. The following is the list of the official international visits in 2023:

## Table 13.1 Official Working Visits 2023

Official Visits of the Foreign Governments to MOH			
Meeting between Minister of Health and Dr. Luis Pizarro, Executive Director, Drugs for Neglected Diseases Initiative (DNDI)	4 March 2023		
Official International Visits of MOH Delegation			
Official Working Visit to Oxford and London, United Kingdom	27-29 January 2023		
152 <sup>nd</sup> Session of the WHO Executive Board in Geneva, Switzerland	30 January- 7 February 2023		
APEC Health Working Group Plenary Meeting in United States of America	18-20 February 2023		
35th Commonwealth Health Ministers Meeting in Geneva, Switzerland	20 May 2023		
76th World Health Assembly in Geneva, Switzerland	21-30 May 2023		
153 <sup>rd</sup> Session of the WHO Executive Board in Geneva, Switzerland	31 May-1 June 2023		
YB Minister of Health's Official Bilateral Working Visit to the Republic of Singapore	9-11 July 2023		
High Level Meeting on Health and the Economy (SOM3 2023) in United States	6 August 2023		
High-Level Meeting of the 78th United Nations General Assembly in New York, United States of America	19-22 September 2023		
Official Working Visit of Deputy Minister of Health to attend the Fifth Global Mental Health Summit in Buenos Aires, Argentina	5-6 October 2023		
74 <sup>th</sup> Session of the WHO Regional Committee for the Western Pacific in Manila, Philippines	16-20 October 2023		
Healthcare Sectoral Services Working Group (HSSWG) Meeting in Brunei Darussalam	15 November 2023		
Climate – Health Ministerial 28 <sup>th</sup> Conference of the Parties of the UNFCCC (COP 28) in Dubai, United Arab Emirates	3 December 2023		
Informal Session of the WHO Executive Board in Doha, Qatar	4-5 December 2023		
Official Working Visit of Minister of Health to Doha, Qatar	6 December 2023		





Image 13.5 MOH Official Working Visits 2023

## **COURTESY CALLS**

BDHA was assigned the responsibility of coordinating courtesy calls on the Minister of Health, Deputy Minister of Health and MOH top management by foreign delegates. The list of courtesy calls is as follows:

Table 13.2 Courtesy Calls 2023

Courtesy Calls on the Minister of Health	
Courtesy call by H.E. Ouyang Yujing, Ambassador of the Peoples' Republic of China	6 January 2023
Courtesy call by Dr. Rabindra Abeyasinghe, WHO Representative to Malaysia, Brunei Darussalam and Singapore	9 January 2023
Courtesy call by Minister of Health the Republic of Maldives during the 152 <sup>nd</sup> Session of the World Health Organisation (WHO) Executive Board Meeting in Geneva, Switzerland	3 February 2023
Courtesy call by Mr. Denys Mykhailiuk, Chargé D'affaires, Embassy of Ukraine	7 February 2023
Courtesy Call by H.E. Brian D. Mcfeeters, Ambassador of the United States of America to Malaysia	10 February 2023
Courtesy call by H.E. Dr. Justin Lee, the High Commissioner of Australia	16 February 2023
Meeting between Minister of Health and Mr. M. Arsjad Rasjid P.M., Chairman of the ASEAN Business Advisory Council (BAC) Indonesia	28 February 2023
Meeting between the United States-ASEAN Business Council (US-ABC) Meeting and Minister of Health	15 March 2023
Courtesy call by H.E. Vanu Gopala Menon, the High Commissioner of the Republic of Singapore	16 March 2023
Courtesy call by H.E. Takahashi Katsuhiko, Ambassador of Japan	14 April 2023
Courtesy call by H.E. Hilary Reilly, Ambassador of Ireland	9 May 2023
Courtesy Call by H.E. Salah Mohammed Abdullah Busiol Al-Sorour, Ambassador of Qatar to Malaysia	7 June 2023
Courtesy Call by H.E. Ali Asghar Mohammadi, Ambassador of the Islamic Republic of Iran	26 June 2023
Courtesy call by H.E. Ravshan Usmanov, Ambassador of the Republic of Uzbekistan	27 June 2023
Courtesy call by H.E. Joachim Bergström, Ambassador of Sweden	14 August 2023
Courtesy call by Prof Tshilidzi Marwala, Rector of the United Nations University and Under-Secretary-General of the United Nations	5 September 2023
Courtesy call by H.E. Emir Salim Yüksel, Ambassador of the Republic of Türkiye	13 September 2023
Courtesy call by the International Commission Against the Death Penalty (ICDP) Delegates	13 September 2023
Courtesy call by H.E. Andreas Launer, Ambassador of Austria	9 November 2023
Courtesy call by H.E. Orla Tunney, Ambassador of Ireland	16 November 2023
Courtesy Call by Dubai Health Authority (DHA)	20 November 2023
Courtesy Calls on the Deputy Minister of Health	
Courtesy call by H.E. Jiří Kozák, Deputy Foreign Minister of Czech Republic	13 June 2023
Courtesy call by the Delegation of Mass General Brigham Global Advisory, Harvard Medical School	30 November 2023
Courtesy Calls on the Top Management	
Courtesy call by the Ambassador of Brazil, H.E. Ary Norton De Murat Quintella on the Director General of Health	13 March 2023





Image 13.6 MOH Courtesy Calls 2023



#### INTRODUCTION

The Legal Advisor's Office (LA Office) consists of one (1) Legal Advisor, seven (7) Senior Federal Counsels, six (6) Federal Counsels, two (2) Assistant Legal Officers, and 12 supporting staff. As a representative of the Attorney General's Chamber (AGC) at the MOH, the LA Office is always committed to carrying out its duties to provide legal advice either verbally or in writing, to draft laws, to review legal documents and to represent the MOH in relation to civil actions.

#### **OVERALL ACHIEVEMENT**

In general, the amount and scope of work handled by the LA Office are subject to the application submitted by the MOH. In 2023, the LA Office attended a total of 3,507 agreements and legal instruments such as domestic and foreign memorandums of understanding and procurement agreements, provided 942 written legal opinions and attended a total of 908 meetings. In relation to the review of the drafting of laws, a total of 23 laws inclusive of main and subsidiary legislation have been approved by the AGC. In addition, the LA Office has also filed a total of 121 civil claims in court and assisted AGC in 45 civil claims against MOH. Throughout 2023, the amount of money successfully collected in civil claims was RM1,193,895.56. In the meantime, the LA Office has also managed the documentation of 79 road accident cases for AGC's further action.

#### **ACTIVITIES**

# WORKSHOP ON COORDINATION AND DISCUSSION IN RELATION TO THE ATTORNEY GENERAL'S INSTRUCTIONS ON GOVERNMENT ICT CONTRACTS AND MANAGEMENT MEETINGS of LA'S OFFICE 2023

This workshop was held from 14–16 September 2023 at Avi Pangkor Beach Resort, Pangkor Island, Perak. This workshop was attended by 13 officers and 13 staff from the LA Office. The purpose of this workshop was to discuss matters related to the vetting of the ICT contracts taking into account the latest instructions of the Attorney General and coordinating the administrative affairs as well as management of the LA Office. A lecture session entitled Handling Stress in the Workplace delivered by personnel from Sektor Kesihatan Mental, Pencegahan Kecederaan dan Keganasan dan Penyalahgunaan Substans, Bahagian Kawalan Penyakit was also interspersed in this workshop as well as team building activities to strengthen the cooperation between LA Office's officers and staff.







Image 14.1 Workshop on Coordination and Discussion in relation to the Attorney General's Instructions on Government ICT Contracts and Management Meetings of LA's Office 2023

## COURSE ON STRENGTHENING THE MANAGEMENT AND ADMINISTRATION OF GOVERNMENT CONTRACTS 2023

This course has been organised by BPK in collaboration with the LA Office from 23-24 October 2023 at Dewan Serbaguna, IPKKM, Putrajaya. This course was attended by representatives of each *Pusat Tanggungjawab* (PTJ) from all states including Sabah and Sarawak who are responsible for administering government contracts at their respective PTJs. This course was held to strengthen participants' understanding of the management and administration of a contract, including matters related to format, terms and issues that may arise during the drafting of a contract.





Image 14.2 Course on Strengthening the Management and Administration of Government Contracts 2023

# THE CONTROL OF SMOKING PRODUCTS FOR PUBLIC HEALTH BILL 2023 [D.R. 42/2023]

On 30 November 2023, the Control of Smoking Products for Public Health Bill 2023 (Bill) was approved in the Dewan Rakyat and further approved in the Dewan Negara on 15 December 2023. This Bill is to provide for matters related to registration, advertising, control of the sale and purchase of tobacco products, smoking materials and tobacco substitute products, and to provide for matters related thereto. The presentation of this Bill was the result of cooperation between *Sektor Kawalan Tembakau* and FCTC, *Bahagian Kawalan Penyakit* and the LA Office.





Image 14.3 Presentation of D.R. 42/2023 Session in Parliament

CHAPTER

15
INTEGRITY

### INTEGRITY UNIT

Integrity Unit, MOH was established on 10 February 2014 based on Service Circular Number 6 of 2013 regarding the Establishment of Integrity Units in all public agencies. The establishment of the Unit Integrity is to consolidate all integrity-related management under a specialised unit so that integrity institutionalisation initiatives, prevention, compliance, misconduct detection and punitive actions can be implemented more focused, planned, efficient, and achieve optimal success. In general, there are six (6) sections under this unit, namely the Integrity Strengthening Section, Complaints Management Section, Disciplinary Section, Governance Section, Compliance Section, and Detection & Verification Section.

### **ACTIVITIES AND ACHIEVEMENTS**

In 2023, Integrity Unit received 406 complaints which are 12 criminal complaints, 258 disciplinary complaints and 136 ethical breaches complaints.

Besides, a total of 284 misconduct reports were received, where 127 cases have been brought for consideration and decided by the MOH Disciplinary Authority (DA), 24 cases have been submitted to the DA of Public Service Department, 12 cases to the DA of Public Service Commission and the rest are still in the determination of the chairman or prime facie paper and proceedings.

Disciplinary inspections are also carried out at MOH facilities that have Disciplinary Board as a platform for the department to seek advice and improve identified weaknesses based on the inspection findings. In addition, Human Resource Champion (Discipline) Workshop was held to explain the simulation of disciplinary punishment based on cases that are currently or have been acted upon so that they can be managed in an orderly manner.

For the first time, the MOH has participated in the Integrity, Governance, and Anti-Corruption Award (AIGA) 2023 organised by the Malaysian Integrity Institute (IIM). This award recognises both the public and private sectors that demonstrate commitment to fostering and practicing integrity, good governance and anti-corruption management initiatives within their respective organisations. It serves as a benchmark that enables organisations to measure the effectiveness of implemented initiatives aimed at enhancing integrity within the organisation with a focus on best governance practices and internal control systems to curb corruption. A total of 154 organisations participated in this award, comprising 95 public agencies and 59 private agencies.

















Image 15.1 AIGA Audit 2023

MOH has organised the Corruption Free Pledge Ceremony (IBR) on 15 November 2023 as one of the efforts to improve integrity and express the commitment of MOH to be free from corruption and misuse of power. The hybrid ceremony was led by the Secretary General along with top management and MOH staff witnessed by the Deputy Chief Commissioner (Operations) of the Malaysian Anti-Corruption Commission (MACC). This ceremony was also attended by the Minister and Deputy Minister of Health.





Image 15.2 MOH IBR

In order to promote and cultivate integrity among MOH, the Integrity Unit also actively promotes and cultivates integrity among MOH by disseminating the integrity messages to all MOH staff through distribution of 14 series of message posters and short videos. The Integrity Unit also organised three (3) series of Integrity Talk Programmes as follows:

- Integrity Empowerment Programme Series 1/2023: Outstanding Personality Culture of Integrity: Exclusive Yourself by Celebrity Speaker, Amin Idris and Professional Image Consultant, Rudy Ludinata
- ii. Integrity Talk Series 2/2023: The Value of Hijrah and Independent Minds by Imam Muda Asyraf
- iii. Executive Talk Series 3/2023: Managing Integrity by Tan Sri Abu Kassim bin Mohamed





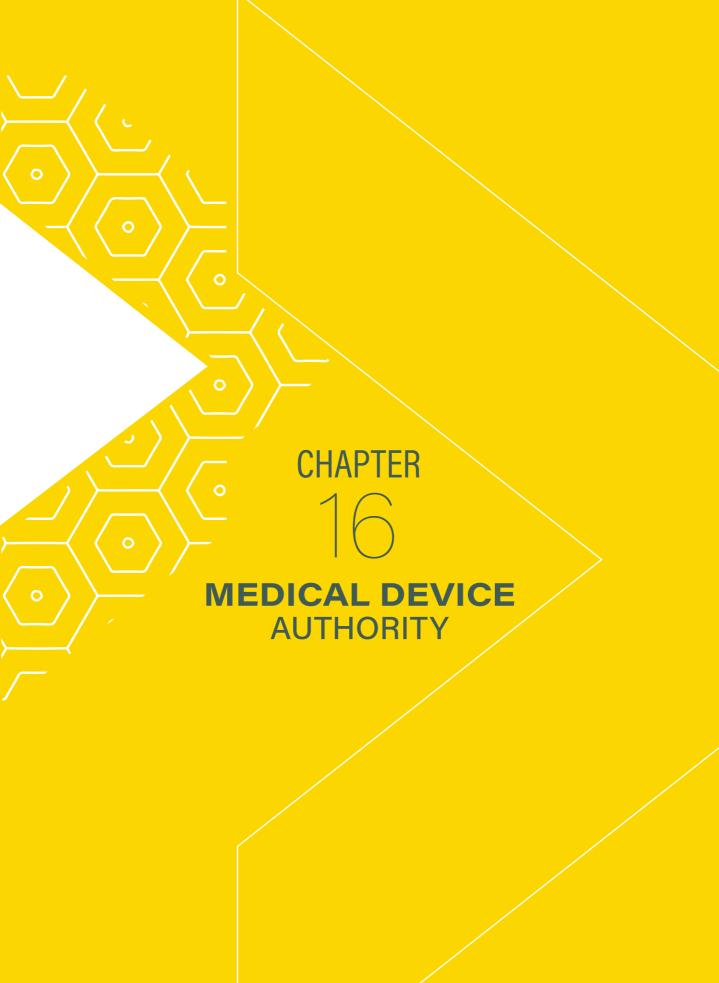




Image 15.3 Integrity Talk Program Series 1, 2 and 3

The Integrity Unit has carried out compliance monitoring activities for civil servants' property declarations at MOH regularly including presenting the Key Performance Indicators (KPI) achievement status in meetings involving heads of department. As a result, MOH has successfully achieved the KPI of 100% property declaration in 2023 involving 259,737 civil servants at MOH. A total of seven (7) compliance checks were conducted in five (5) departments, revealing 26 good governance practices in all departments and 18 improvement recommendations for the action of the relevant departments.

MACC is responsible to carry out a risk rating on public agencies every three (3) years. The level of risk is classified as high, medium or low. Risk in the context of this rating includes factors that tend to commit corruption based on organisational characteristics. The previous rating was made in 2020 where the MOH was rated as high risk. Based on the data obtained from the MACC for the period 2020-2022 and also the information provided by the MOH, the risk re-rating of 2023 resulting that the MOH is categorised as a moderate risk.



# MEDICAL DEVICE AUTHORITY (MDA)

MDA is a federal statutory body under the MOH that plays a role in ensuring that medical devices marketed in Malaysia are safe and effective as well as preventing the entry of medical devices that do not meet standards.

Through the enforcement of the Medical Device Act 2012 [Act 737] and its regulations, MDA protects the health and safety of the public from being exposed to risks associated with the use of unrecognised medical devices, and addresses issues related to the medical device industry.

### MEDICAL DEVICE REGISTRATION AND ESTABLISHMENT LICENCE

In 2023, MDA received and processed 18,136 applications involving medical device registration. The number of applications received by the month and types of applications as shown in **Table 16.1**.

A total of 9,153 new applications were received in 2023. However, the number of applications approved and granted medical device registration certificates was 9,650. This difference is due to the fact that the approved applications include new applications received at the end of 2022.

MDA has received and processed 4,322 re-registration applications. However, 5,981 applications were processed and re-registration certificates were successfully issued. 4,661 change notification applications involving medical devices were processed and received, which is 4,202 change notification applications were approved.

Table 16.1 Applications for Medical Device Registration Received and Approved Year 2023

	Appl	Applications Received		Applications Approved			
Month	New Registration	Re- Registration	Change Notification	New Registration	Re- Registration	Change Notification	
January	683	498	363	512	493	340	
February	623	462	349	583	425	167	
March	764	503	386	465	484	453	
April	745	398	319	676	572	351	
May	847	416	436	1,675	1,322	356	
June	751	393	421	926	548	441	
July	820	313	383	1,193	596	409	
August	868	291	412	932	415	401	
September	629	343	361	597	298	291	
October	879	260	481	788	329	352	
November	719	255	390	561	265	313	
December	825	190	360	742	234	328	
Total	9,153	4,322	4,661	9,650	5,981	4,202	
Grand Total		18,136			19,833		

In 2023, MDA received a total of 2,350 establishment licence applications for various activities. A total of 2,437 application approvals were successfully issued. The number of applications related to licensing activities as shown in **Table 16.2**.

Table 16.2 Applications Related to Establishment Licensing Activities Year 2023

Type of Application	Applications Received	Application Approved
New Licence Application	567	685
Renewal Licence Application	764	712
Major Amendment Applications	263	244
Minor Amendment Applications	163	158
Change of Ownership	497	559
Licence Surrender Applications	38	42
Licence Withdrawal Applications	58	37
Total	2,350	2,437

### **ENFORCEMENT**

The achievements for enforcement activities as shown in **Table 16.3**.

Table 16.3 Enforcement Activities Year 2023

Activities	Achievement
Number of investigations and premises & individual inspections for complaint verification of non-compliance with Act 737	443
Number of complaints received and evaluated	126
Number of complaints handled	243
Number of raids conducted	8
Number of suspension notices issued	17
Number of investigation papers were successfully registered in the Prosecution Division, Attorney General Office	2

### MEDIA AND PUBLIC RELATION

To ensure that the public is aware of the need to choose registered medical devices, MDA continues to intensify these efforts by empowering the dissemination of information to the public through mass media, social media platforms and organising awareness programmes as shown in **Table 16.4**.

Table 16.4 MDA Promotion and Awareness Programmes Year 2023

Location	Date
Hospital Sultanah Nur Zahirah, Terengganu	25 May 2023
Jabatan Kesihatan Negeri Perlis	21 June 2023
Hospital Raja Permaisuri Bainun, Perak	24 July 2023
Hospital Tengku Ampuan Afzan, Pahang	2 August 2023
Hospital Queen Elizabeth II, Sabah	25 September 2023
Hospital Melaka, Melaka	25 October 2023
Hospital Umum Sarawak, Sarawak	30 November 2023

The cooperation provided by the media in covering MDA's events, programmes and raid activities in 2023 has greatly helped to enhance and promote MDA's image and reputation among Malaysians.

The programs organised by MDA that received media coverage as shown in **Table 16.5**.

Table 16.5 Media Coverage Year 2023

Media Coverage	Activities	Date of Publication/ Broadcast
Newspaper		
Berita Harian	Event with The Industry	7 June 2023
Berita Harian, News Straits Times (NST), Utusan Malaysia and The Star	Raid Operation	14 June 2023
Berita Harian and Sinar Harian	Raid Operation	14 July 2023
The Star and BERNAMA	Event of Signing Ceremony with The Ministry	6 September 2023
Utusan Malaysia, The Star, Berita Harian and Harian Metro	Raid Operation	5 October 2023
Berita Harian, Harian Metro, Utusan Malaysia, Sin Chew Daily and Makkal Osai	Raid Operation	16 November 2023
Sinar Harian and The Sun Daily	Statement on COVID-19 Test Kit	23 December 2023
Radio		
BERNAMA Radio	Interview	27 March 2023
Traxx FM	Interview	8 May 2023
BERNAMA Radio	Interview	6 November 2023
Television		
BERNAMA TV (News)	Interview	27 March 2023
Apa Khabar Malaysia (BERNAMA)	Interview	30 March 2023
Buletin Utama (TV3), Astro Awani, 999 (TV3)	Interview	14 June 2023
Buletin TV9	Interview	16 November 2023

CHAPTER 1

MALAYSIA HEALTHCARE TRAVEL COUNCIL (MHTC)

### INTRODUCTION

The Malaysia Healthcare Travel Council (MHTC) spearheaded various initiatives aimed at attracting healthcare travellers to choose Malaysia as their preferred destination for medical care. These initiatives included government-to-government (G2G) meetings, business-to-consumer (B2C) activities, MoU signings, media familiarisation visits and more. The active participation of MHTC's member hospitals played a crucial role in the success of these activities, all of which were aligned with the goals outlined in the Malaysia Healthcare Travel Industry Blueprint 2021-2025.

The concerted efforts and activities throughout 2023 resulted in a significant increase in the number of healthcare travellers visiting Malaysia. In 2023, Malaysia welcomed more than 1.3 million healthcare visitors seeking a wide range of treatments, from general medical checkups to preventive and curative procedures. This influx of healthcare travellers contributed over RM2.2 billion in revenue to the healthcare industry. This milestone set a new record for the industry, surpassing the pre-pandemic peak achieved in 2019 of RM1.7 billion as shown in **Figure 17.1**.

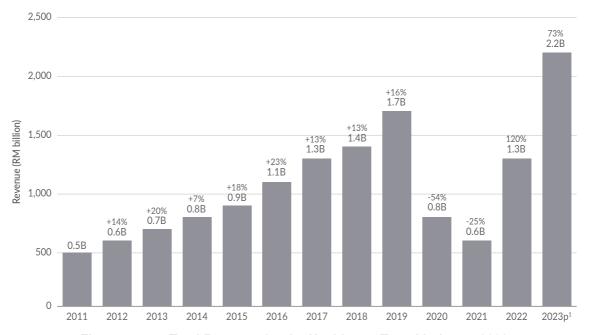


Figure 17.1 Total Revenue for the Healthcare Travel Industry 2023

Note:

The latest 2023 performance is based on data collection on 25 March 2024 with an average cumulative response rate of 80%; The 2023 data crosscheck process is still ongoing

Source: Malaysian Healthcare Travel Council (MHTC)

Since its launch in 2021, the Malaysia Healthcare Travel Industry Blueprint 2021-2025 has served as the guiding framework for all initiatives, plans or activities undertaken by MHTC. Each plan is aligned with the three (3) core pillars of the blueprint: healthcare travel ecosystem, Malaysia healthcare brand and markets. These pillars are instrumental in realising the blueprint's aspiration of delivering the best Malaysia healthcare experience by 2025.

In 2023, MHTC conducted a series of activities categorised into three (3) main areas which are market positioning, branding & awareness, and active ecosystem.

### MARKET POSITIONING

Under the market positioning category, the activities conducted focus on positioning MHTC in the identified market. The activities include:

- i. Four (4) Malaysia Healthcare Expo's (MHX) conducted in around Indonesia (Jakarta, Surabaya, Bandung and Makassar) participated by 79 hospitals and three (3) state tourism bodies and the events garnered over 4,400 leads and with estimated revenue of RM11.5 million to MHTC member hospitals
- ii. Five (5) MH Events (MHConnect, MHConsult, MHExchange, MH Business Forum and MH Week) in three (3) markets with over 90 business networking leads
- iii. Participated in eight (8) international trade events in Indonesia, Bangladesh, China, Hong Kong, Myanmar and Oman
- iv. Penetrate new markets, accompanying Minister of Health for Bilateral Health Diplomacy working visit to Doha, Qatar for medical tourism via G2G (treatment abroad & medical symposium)
- v. Conducted engagement sessions with nine (9) countries involving embassies, high commissions and foreign ministries
- vi. Signed 20 MoUs across five (5) markets
- vii. Engaged more than 150 agents across 12 countries
- viii. Conducted 35 digital campaigns and garnered more than 27,000 new unique leads





Image 17.1 Activities under Market Positioning

Source: Malaysian Healthcare Travel Council (MHTC)

### **BRANDING AWARENESS**

MHTC has conducted initiatives and events to push the Malaysia Healthcare Branding and create awareness for the brand. The activities and outcomes are as follows:

- Continuously pushed the Experience Malaysia Healthcare campaign regionally and globally
- ii. Created more than 2,600 content garnering more than 70 million impressions
- iii. Participated in nine (9) speaking engagements across local and international platforms
- iv. Participated in 40 media engagements which included interview coverage by media both locally and internationally
- v. Received more than 15,000 brand mentions through online news and social media
- vi. Received more than 10,000 MHTC-specific news coverage in multiple countries
- vii. Participated in and received four (4) awards and recognition locally and internationally
- viii. Received more than 400 participants for MHTC's Medical Travel Media Awards 2023





Image 17.2 Activities for Branding and Awareness

Source: Malaysian Healthcare Travel Council (MHTC)

### **ACTIVE ECOSYSTEM**

To ensure that the ecosystem is well-connected and vibrant, MHTC has conducted several activities with various stakeholders and partners:

- i. Collaborated with the Immigration Department of Malaysia and introduced four (4) preferred lanes and immigration counters for healthcare travellers
- ii. Introduction of two (2) new facilitation services; Medical Companion Services and AirAsia Ride
- iii. Announcement of the four (4) finalists for the Flagship Medical Tourism Hospital Programme
- iv. Official launch of One Stop Portal (Phase 1) with 84 hospitals, 644 doctors and 129 healthcare packages onboarded
- v. Launch of active retirement living pilot project with four (4) integrated wellness residences and six (6) member hospitals matched
- vi. Organised 13 hospital visits in four (4) countries for hospital benchmarking

- vii. Approved more than 240 eVISA applications since its activation in the fourth quarter of 2022
- viii. Developed 16 Premium Wellness and Wellness for Elderly Packages with nine (9) hospitals, six (6) hotels and four (4) wellness centres
- ix. Recruited five (5) new Affiliate Members





Image 17.3 Activities for Active Ecosystem

Source: Malaysian Healthcare Travel Council (MHTC)

### **ACTIVITIES WITHIN MARKET**

MHTC organised proactive market-led initiatives across targeted regions, including Bangladesh, China, Hong Kong, Indochina (Myanmar, Cambodia and Vietnam), Indonesia and the Middle East. These efforts are carefully planned to enhance the presence of Malaysia Healthcare and boost its impact in the global healthcare landscape.





Image 17.4 Activities in China & Hong Kong Market

Source: Malaysian Healthcare Travel Council (MHTC)



### INTRODUCTION

ProtectHealth Corporation Sdn. Bhd. (ProtectHealth) was incorporated on 19 December 2016 as a wholly owned subsidiary of ProtectHealth Malaysia (PHM) under the MOH. ProtectHealth coordinates, administers and manages initiatives related to financing healthcare services as mandated by MOH. PHM and ProtectHealth were established with two (2) mandates as approved by the *Jemaah Menteri*, which are:

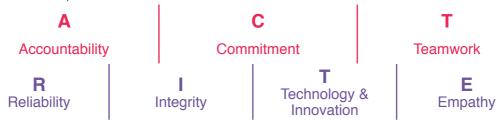


### **National Health Financing**



**Strategic Purchaser:** Public–Private
Partnership & Reducing Healthcare Costs

ProtectHealth operates based on its core value of **ACTRITE**:



ProtectHealth is the implementer of healthcare entrusted by the MOH as shown in Figure 18.1.









Skim Perubatan MADANI

Skim Peduli Kesihatan untuk Kumpulan B40 Private Medical Practitioners' and Healthcare NGOs' participation in the PICK Electronic Services
Provider for Skim
Perlindungan
Insurans Kesihatan
Pekerja Asing
(SPIKPA)

Figure 18.1 ProtectHealth Programmes

Source: ProtectHealth

### PROGRAMME AND ACHIEVEMENT

### SKIM PEDULI KESIHATAN UNTUK KUMPULAN B40 (PEKA B40)

PeKa B40 is an initiative by the government to address the health needs of the lower-income group, especially on non-communicable diseases (NCDs).

ProtectHealth has implemented the PeKa B40 Scheme since 15 April 2019 and is in line with the objective of strengthening public-private partnerships. Until 31 December 2023, ProtectHealth has collaborated with more than 4,800 health facilities with a breakdown as shown in **Figure 18.2**.

3,513 General Practitioners (GPs) 1,002 MOH Health Clinics 230 Private Labs 148 MOH Hospitals

Figure 18.2 ProtectHealth Collaborations

Source: ProtectHealth

The target group comprises individuals from the B40 group, specifically recipients of the Sumbangan Tunai Rahmah and their spouses aged 40 and above. PeKa B40 provides four (4) benefits as shown in **Figure 18.3**.







Health Aid (up to RM20,000)



Completing Cancer Treatment Incentive (RM1,000)



Transport Incentive (up to RM1,000)

Figure 18.3 PeKa B40 Benefits

Source: ProtectHealth

### **ACHIEVEMENT OF PEKA B40**

In 2023, PeKa B40 has recorded several achievements including:

### PEKA B40 RECIPIENTS WHO HAVE BEEN SCREENED IN 2022 & 2023



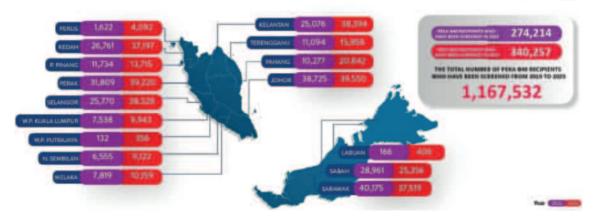


Figure 18.4 Screened PeKa B40 Recipients in 2022-2023

Source: ProtectHealth

- i. Successfully detected at least 42.90% of new cases of NCD.
- ii. PeKa B40 recorded a total of 340,257 health screenings (Benefit 1) conducted, representing an increase of 5.65% from 2022.
- iii. A total of 31,281 Health Aids (Benefit 2) were approved, while 2,637 Completing Cancer Treatment Incentive (Benefit 3) were approved, and 8,134 applications for Transport Incentive (Benefit 4) were approved.

Among the contributing factors to this increase are continuous initiatives such as joint engagement sessions with private medical practitioners and health clinics, outreach programmes, strategic collaborations with government agencies, private entities and NGOs as well as promotion on social media.



Image 18.1 PeKa B40 Outreach Programmes 2023

Source: ProtectHealth

## **SKIM PERUBATAN MADANI (SPM)**

SPM was launched as a pilot project established to reduce congestion in hospitals, especially in the Green Zone Emergency Departments of MOH hospitals and to address the healthcare needs of the B40 group for minor illnesses.

Recipients of the *Sumbangan Tunai Rahmah* (STR) among the B40 group can receive treatment at registered GPs under SPM. There are three (3) beneficiary categories under SPM with treatment value limits as shown in **Figure 18.5**.





# Senior Citizens (Without Spouse)

RM125



RM75

Figure 18.5 Recipients of SPM's Benefits

Source: ProtectHealth

The scheme was launched on 15 June 2023, with an initial rollout in ten (10) districts (WP Kuala Lumpur, Gombak, Hulu Langat, Petaling, Klang, Johor Bahru, Kinta, Timur Laut, Kota Kinabalu and Kuching), focusing on achieving its objective of reducing patient congestion at MOH facilities. The scheme was then expanded to eleven (11) more districts (Kuala Nerus, Kuala Terengganu, Kota Bharu, Pasir Mas, Kota Setar, Kuala Muda, Seremban, Kuantan, Melaka Tengah, Perlis and Seberang Perai Tengah) on 8 August 2023, as Phase Two. SPM was subsequently extended nationwide on 19 September 2023, as Phase Three. After the pilot phase in 2023, a study on the scheme indicated that the utilisation rate of benefits was concentrated in the Phase 1 ten (10) districts. Therefore, with the study findings and the sustainability of current government financial financing, the decision was made to continue the scheme only in these ten (10) districts starting in 2024.

### **ACHIEVEMENT OF SPM**

Until 31 December 2023, SPM has recorded impressive achievements as shown in **Figure 18.6**.



1,590,118
Total treatment



**1,210,701**Total Patients



**852,996**Total Household



**40,000**Highest Treatment in a Day



Claims Processed via Automation and Machine Learning



99%
Treatment at Private
Clinics without
Referral to MOH
Facilities

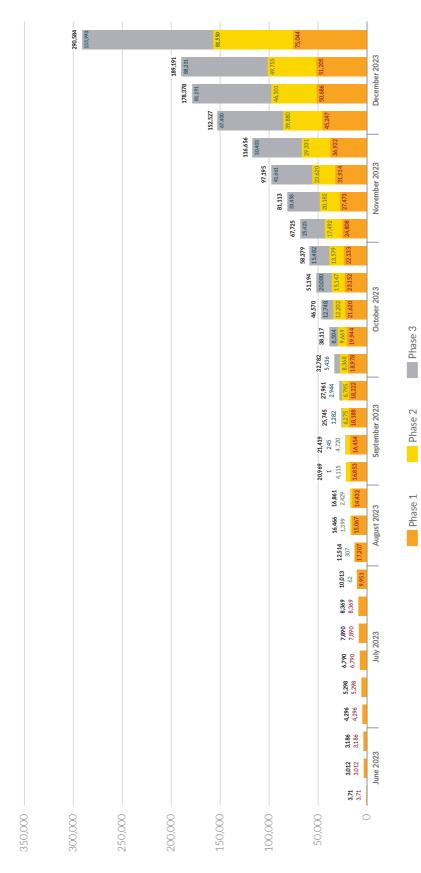


Figure 18.6 Total Visits of SPM

Source: ProtectHealth

There was a significant increase towards the end of December due to several factors such as billboards, radio advertisements, Info on Wheels@JAPEN, awareness campaigns, engagement sessions and field walkabouts, in addition to increased access through proactive GP involvement.

SPM has proven successful in helping to reduce congestion at MOH facilities, especially in the Green Zone of MOH hospitals. For the total number of visits during the hours of 8 a.m. to 6 p.m., data shows that a total of 1,112,906 visits were made, while during the hours of 6 p.m. to 8 a.m., a total of 515,436 visits were made.

This indicates the success of SPM in providing treatment for minor treatments within a 24-hour period, including during both working hours and after-hours, indirectly assisting in reducing the burden on clinics and public hospitals nationwide.

To ensure the smooth implementation of the SPM programme and align with digitisation initiatives, ProtectHealth has developed the Primary Care Information System (PRIMIS), a user-friendly system to facilitate GPs in recording patient data. Moreover, it serves as a health data repository (data warehouse) that can be expanded in the future. Additionally, the Perubatan MADANI application has been developed to facilitate end-users in checking their eligibility, clinical finding, balance checking, and verifying their identity through One-Time Password (OTP) confirmation.

The digitisation is the government's digitalisation aspirations and the MOH's efforts to improve the efficiency and effectiveness of services to users while simplifying patient transactions.



### **WAY FORWARD**

ProtectHealth is dedicated to supporting the MOH's efforts to transform the healthcare landscape, ensuring responsiveness to immediate needs and sustainability in the long term. The aspects of competency and capability are always emphasised in building and elevating ProtectHealth to higher levels.

Strategic Purchasing, Digital Technology, Healthcare Financing, Claims Management, Medical Audit, and Benefits Package Development are among the expertise areas that ProtectHealth has achieved and continuously develops in implementing its mandates and programmes to the best of its abilities.

In 2024, ProtectHealth is committed to further enhancing delivery and services through several new initiatives and improvements to existing ones, such as:

- i. PeKa B40 2.0
- ii. Skim Perubatan MADANI 2.0
- iii. Hospital Services Outsourcing Programme
- iv. Cervical Cancer Screening (HPV screening)
- v. Wellness Programme
- vi. SPIKPA
- vii. Health Advocacy

CHAPTER 1

MALAYSIAN MEDICAL COUNCIL (MMC)

### INTRODUCTION

Malaysian Medical Council (MMC) is a Federal Statutory Body established on 1 July 2017 after amendments were made to the Medical Act 1971 gazetted in 2012 that regulates the practice of medicine in Malaysia. The MMC is responsible for the registration of medical practitioners as mandated by the Act to ensure the highest standard of medical ethics, education and practice in the interest of patients, the public and the profession through the fair and effective administration of the Medical Act.

Under the provision of Section 4 of the Medical Act 1971, the MMC functions are:

- i. To register medical practitioners
- ii. To regulate the practice of medicine

### The objectives of MMC are:

- i. To ensure the enforcement of the Medical Act 1971 & the Medical Regulations 2017
- ii. To ensure safe and quality medical care provided to the nation, through:
  - a. Registration of medical practitioners
  - b. Regulate the conduct and ethics of Registered Medical Practitioners (RMPs)
  - c. Accreditation of medical programmes

### **ACTIVITY AND ACHIEVEMENT**

### REGISTRATION OF MEDICAL PRACTITIONERS

Medical practitioners must be registered with the MMC to legally practice medicine in Malaysia. Through registration, the council ensures that a medical practitioner has the knowledge, skills and competence to provide safe and effective treatment to the public.

- i. Provisional Registration (under Sections 12 and 13 of the Act) allows newly qualified practitioners to undergo clinical training (housemanship) under supervision.
- ii. Full Registration (under Section 14 of the Act) allows a medical practitioner to practice independently. There are two (2) types of full registration:
  - a. Without condition (under Section 14(1) of the Act): No restriction and condition is imposed upon the completion of the compulsory service.
  - b. With conditions (under Section 14(2A) and 14(3) of the Act): registration is subjected to restrictions and conditions determined by the MOH, after consulting by the council. Practitioners are allowed to practice according to a place of practice, the scope of practice and a determined period.
- iii. Specialist Registration (under Sections 14A, 14B and 14C of the Act) is required for the Specialist medical practitioner to register after the amendment to the Medical Act. A physician who is not registered in the specialist register is not allowed to practice in the particular specialisation field.

- iv. Temporary Practising Certificates (TPC) (under Section 16 of the Act) are issued to enable foreign-registered medical practitioners wishing to practice medicine in Malaysia usually for teaching, conducting research, attending post-graduate courses, to undergo clinical attachment or fellowship training.
- v. Letter of Good Standing (LOGS) is required for registration with other foreign medical councils or professional registering bodies.
- vi. Annual Practising Certificate (APC) (under Section 20(1) of the Act) must be obtained by all fully Registered Medical Practitioners (RMP) to practice legally in Malaysia.

The summary of registration approved by the MMC for 2023 is shown in **Table 19.1**.

Table 19.1 MMC Registration Application Approved under the Medical Act 1971 for 2023

Types of Application	Total
Provisional Registration	3,247
Full Registration with No Condition Section 14(1) of the Act	4,014
Full Registration with Condition Section 14(2A) of the Act	7
Full Registration with Condition Section 14(3) of the Act	295
Specialist Registration Section 14C of the Act	1,252
Temporary Practising Certificate Section 16(1) of the Act	173
Letter of Good Standing	1,291
Annual Practising Certificate Section 20(1) of the Act	71,353

Source: Malaysian Medical Council (MMC)

# LAW AND REGULATIONS (COMPLAINT)

Medical Act 1971 (Old Act) & the Medical Act 1971 cover the jurisdiction for misconduct of registered medical practitioners in Malaysia. There are six (6) Preliminary Investigation Committee (PIC) formed under the Medical Act 1971 (Old Act). Whereas, under the Medical Act 1971, there are five (5) PIC in total.

Below is the total number of complaints registered under the Medical Act 1971 (Old Act) and the Medical Act 1971 in 2023 (**Table 19.2**):

Table 19.2 Statistics of Complaints Sentenced to the PIC under the Medical Act 1971 (Old Act) & the Medical Act 1971 for 2023

Act	PIC I/1	PIC II/2	PIC III/3	PIC IV/4	PIC V/5	PIC VI	Total
Medical Act 1971 (Old Act)	4	3	8	6	5	2	28
Medical Act 1971	14	17	67	16	7	-	121
Total	18	20	75	22	12	2	149

Source: Malaysian Medical Council (MMC)

### FINANCIAL REPORT

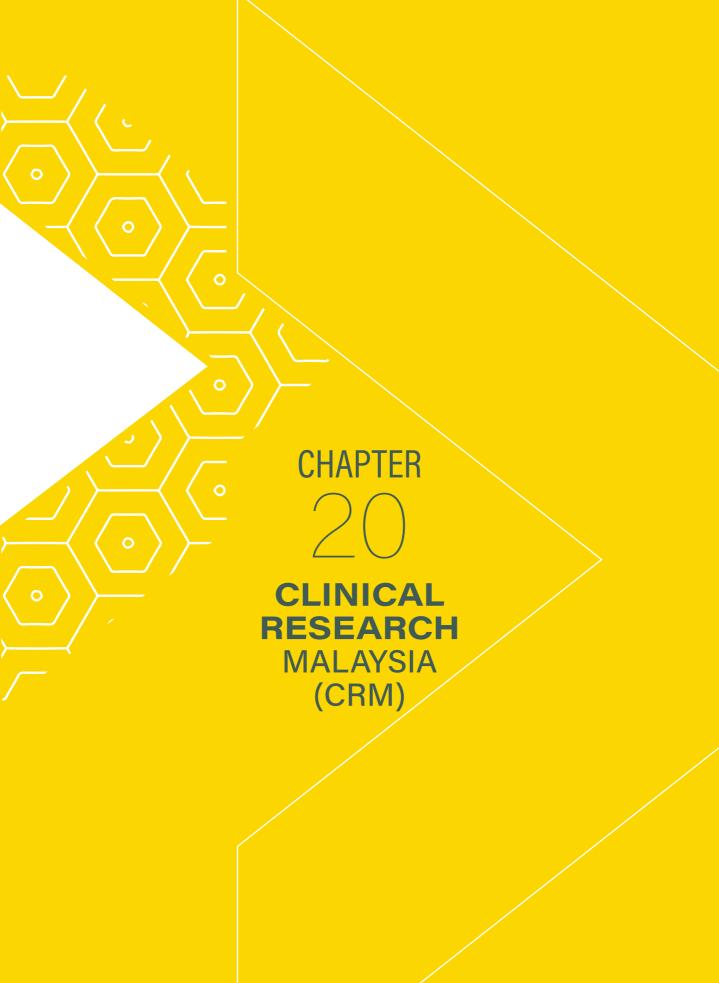
MMC financial report prepared for the year ended 2023 as below:

- MMC's total profit in Year Assessment (YA) 2023 was RM5,749,624.34 lower than in YA 2022 with differences of RM494,999.62
- ii. MMC's income from Government Grants in YA 2023 was equal to YA 2022 which is RM2,000,000.00
- iii. MMC total expenses in YA 2023 were higher than YA 2022 with differences of RM1.519.536.82

### **WAY FORWARD**

The MMC also serves as a body responsible for regulating the conduct and ethics of Registered Medical Practitioners and Acts based on complaints received from the public. The council, entrusted as custodian of the Malaysian Medical Profession, has the arduous duty of regulating this noble profession to the satisfaction of its clients, transparently and efficiently.

In the process of moving towards digitalisation, MMC has established a Quality & Audit Committee run under the Quality Management & Audit Unit to ensure the Quality Management System (QMS) is being implemented at MMC. In accordance with the MS ISO 9001:2015 requirement, MMC has initiated a Project Documentation which consists of Internal Documentation mainly for MMC work processes and external documentation for public stakeholders. This effort is to provide quality and excellent services to all Registered Medical Practitioners in Malaysia.



# CLINICAL RESEARCH MALAYSIA (CRM)

CRM is a Global Trusted Research Management Organisation established by MOH Malaysia in 2012. The organisation is guided by the principles of Humanity, Stability and Sustainability in providing global clinical trial solutions and enabling a thriving clinical research ecosystem in the country. At its very core, CRM aims to bring clinical research that addresses the unmet needs of patients and transforms health outcomes in Malaysia.

CRM delivers sponsored clinical trials with Speed, Reliability and Quality through operational excellence and working with stakeholders by providing end-to-end clinical research support services. Certified with both MS ISO 9001:2015 Quality Management System (QMS) and ISO 37001:2016 Anti-Bribery Management System (ABMS), and is aligned with international regulations, our core values and code of conduct are ingrained throughout CRM. The strength of this organisation lies in the people of CRM as we strive towards our vision to make Malaysia the preferred clinical research hub in Asia.

### **ACHIEVEMENTS**

Approximately 2-3% of global sponsored research is conducted annually in the Southeast Asia region, where in 2023 Malaysia ranks second after Singapore in terms of the number of new industry-sponsored trials conducted within the region. Sponsored research in Malaysia has seen continuous expansion over the years, with a total of 276 approved studies by the Medical Research and Ethics Committee (MREC) of MOH and Institutional Review Boards/ Independent Ethics Committees (IRB/IECs) in 2023. This marks the fourth consecutive year of growth since 2020, with the highest number of new sponsored studies noted in addition to being 25% above the expected target. Moreover, over 65% of sponsored research conducted in Malaysia took place in MOH) facilities, including public hospitals and primary healthcare centres referring to **Figure 20.1**.

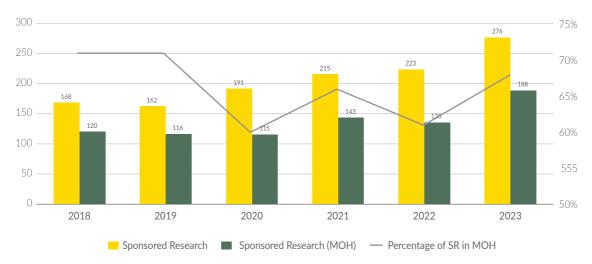


Figure 20.1 Number of Sponsored Research from 2018-2023

CRM has consistently achieved the targeted KPIs with surplus percentages. The investment valued at RM137,694,810 million was derived from the Clinical Trial Agreements (CTAs) executed in 2023. These agreements have contributed to a total Gross National Income (GNI) of RM1.16 billion for Malaysia's clinical research industry since 2012. Moreover, the nation's talent pool in the clinical research industry has expanded within the country, with several leading global biopharmaceutical companies having elevated their clinical research role and presence in Malaysia.



Figure 20.2 Clinical Research Scorecard from 2019-2023

Source: Clinical Research Malaysia

CRM has delivered on all its KPIs, with a surplus income of RM3,904,752 (**Table 20.1**).

Table 20.1 CRM KPI Performance in 2023

Key Performance Indexes (KPIs)	Target	Actual	Rate Difference from Target (%)
KPI 1: Sponsored Research (SR)	220 New Studies	276 New Studies	+25.45
KPI 2: SR in MOH Centres	135 New Studies	188 New Studies	+39.26
KPI 3: CRM Income	RM21,230,000	RM25,134,752	+18.39
KPI 4: CRM Expenses	RM22,366,873	RM22,340,263	-0.12
KPI 5: GNI (CTA Value)	RM133,000,000	RM137,694,810	+3.53

CRM also operates as a Site Management Organisation (SMO) for SR conducted at MOH sites, primarily through the services of its Study Coordinators. As illustrated in **Figure 20.3**, the number of CRM Study Coordinators (SCs) has steadily increased each year in response to the growing number of SR projects. In 2023, there are over 180 CRM SCs nationwide, an increase of 11% compared to 2022. The primary role of CRM SCs is to assist investigators in various study activities. One notable responsibility is facilitating study recruitment efforts to help investigators meet their recruitment targets.

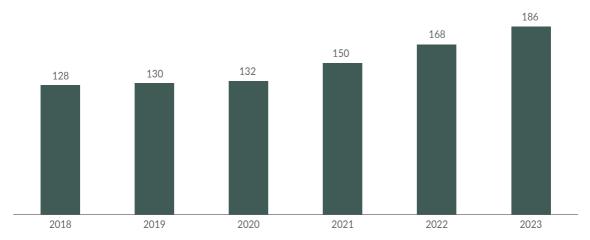


Figure 20.3 Number of Study Coordinators in CRM from 2018-2023

Source: Clinical Research Malaysia

CRM is committed to increasing the number of clinical research studies conducted in Malaysia by maintaining continuous engagement with industry stakeholders. This involves working closely with established and emerging Contract Research Organisations (CROs) as well as pharmaceutical, biotechnology, and medical device companies (sponsors) to enhance the country's presence in global clinical research (**Figure 20.4**). Through its online presence, CRM consistently raises awareness via social media platforms, achieving over 59 million visits and impressions in 2023, a substantial increase from the previous year.

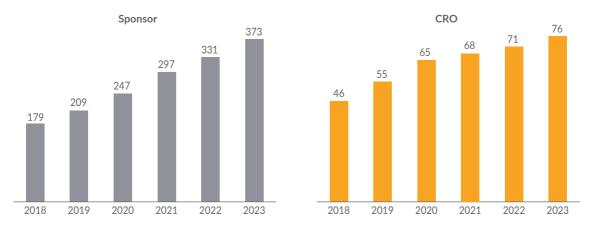


Figure 20.4 Growth of Sponsor and CRO from 2018-2023

### **GLOBAL VISIBILITY**

CRM has also conducted several impactful engagements with the top management of some of the global top biopharmaceutical companies during international meetings, which has produced key results in the expansion of studies in Malaysia, especially early phase studies.

Table 20.2 CRM Global Engagements in 2023

International Speaking Engagements	Partnerships
Drug Information Association (DIA) China 2023 at Suzhou from 16-19 June 2023	AstraZeneca Sdn Bhd signed a Memorandum of Understanding (MoU) with CRM and Sarawak General Hospital
Drug Information Association (DIA) Asia 2023 in Beijing on 13 September 2023	CRM renewed its partnership with IQVIA for the Prime & Partner program in addition to Malaysia's being awarded the Certificate of Achievement as top-performing site under the program
<b>REACTA forum 2023</b> at Chiba University, Japan from 16-17 November 2023	CRM formalised a new partnership with Marken to expand initiatives into decentralised clinical trials
Clinical Research Governance (CRGo) World Conference & International Clinical Trial Center Network (ICN) Symposium 2023 in Hong Kong on 29 November 2023	CRM participated in the Global Partner Consultation Program organised by Princess Margaret Cancer Centre in Canada along with MOH Head of Specialty in Oncology and Radiotherapy, Dr. Ros Suzanna

Source: Clinical Research Malaysia

### PHASE 1 REALISATION PROJECT PIRP 2.0

In 2023, CRM signed an education scholarship agreement with MOH and the National Pharmaceutical Regulatory Agency (NPRA). Under this agreement, two (2) NPRA officers will be sponsored to pursue their master's programme in Clinical Pharmacology at King's College London. This aligns with CRM's P1RP 2.0, which focuses on further enhancing Malaysia's early phase capabilities. Furthermore, Sarawak General Hospital led by Dr. Voon Pei Jye conducted the First-In-Human (FIH) clinical research in Malaysia, focusing on a first-in-class trial therapy for patients with advanced solid tumours. The findings of the study were highlighted at the International Conference 2023 hosted by the European Organisation for Research and Treatment of Cancer (EORTC), the National Cancer Institute (NCI), and the American Association for Cancer Research (AACR) in Boston.

# **CRM ACTIVITIES**

One of the major highlights in 2023 was the CRM Trial Connect 2023 conference, praised for its success as another thriving international event surpassing the inaugural event held the previous year. The two-day event brought together distinguished guests, speakers and delegates from various sectors of the clinical research community. The conference showcased an impressive attendance of 530 participants and representation from 105 organisations.

Furthermore, CRM remained committed to enhancing the skills and knowledge of its SC and investigators through various activities, training sessions and workshops. These initiatives were instrumental in ensuring continuous improvement of clinical trial delivery quality, reinforcing CRM's commitment to excellence in clinical research.

Table 20.3 CRM Programmes in 2023

Training/Activities	Frequency
I AM AWARE Roadshow	7
Good Clinical Practice Refresher Workshop	4
Nurturing New Talents in Sponsored Research	4
Patient Recruitment and Retention Workshop	4
Training to Improve Performance of Study Coordinators (TIPS)	2
Regulatory Inspection Workshop	2
Protocol Compliance Workshop	2
Training to Improve Performance of Study Coordinators (TIPS): Train the Trainer	1
Investigator Dialogue	1

Source: Clinical Research Malaysia

### **WAY FORWARD**

As we step into 2024, CRM is focused on achieving excellence in our operations by continuing to prioritise Humanity, Stability, and Sustainability. We are committed in our vision in making Malaysia the preferred clinical research hub in Asia and in attaining our goals by 2033.



Figure 20.5 CRM KPIs 2023-2033

# GLOSSARY

# **GLOSSARY**

12MP	Twelfth Malaysia Plan	AJCCM	ASEAN Joint Coordinating
4IR	Fourth Industrial Revolution		Committee on Medical
AADK			Practitioners
ABMS	Anti-Bribery Management System	AKI	Special Innovation Award
ACD	Active Case Detection	AKM	Keluarga Malaysia Aspirations
ACDOM	Asian Chief Dental Officers'	ALPH	Hospital Visitors Board Member
ACP	Meeting Advanced Competency	ALPHP	Psychiatric Hospital Visitors Board Member
ACP	Programme	AMO	Assistant Medical Officer
ADB	Asian Development Bank	AMR	Antimicrobial Resistance
ADSSR	ASEAN Drug Security and Self	AMS	Antimicrobial Stewardship
	Reliance	ANC	Antenatal Care
AED	Automated External Defibrillator	ANMS	Agenda Nasional Malaysia Sihat
AEFI	Adverse Events Following	AOSI	Area Of Special Interest
	Immunisation	AP-HSAF	Asia Pacific Health Security
AEHIN			Action Framework
AFAS	ASEAN Framework Agreement on	APC	Excellent Service Award
A 5110	Services	APC	Annual Practicing Certificate
AFHS	Adolescent Friendly Health Service	APEC	Asia-Pacific Economic
AFP		ADI	Cooperation
AFSRF	ASEAN Food Safety Regulatory	API	Air Pollution Index
Al Olli	Framework	APPL	Approved Product Purchased List
AGC	Attorney General's Chamber	APSPP	Akta Pemusnahan Serangga Pembawa Penyakit
AGE	Acute Gastroenteritis	ARAC	ASEAN Risk Assessment Center
<b>AHA</b> Centre	ASEAN Coordinating Centre		on Food Safety
	for Humanitarian Assistance on Disaster Management	ARC	Registration and Annual Registration Certificate
AHMM	ASEAN Health Ministers Meeting	ARCH	ASEAN Regional Capacity
AHS	Adolescent Health Survey		Strengthening Project on Disaster
Al	Artificial Intelligence		Health Management
AIGA	Integrity, Governance and Anti-	ASD	Autism Spectrum Disorder
	Corruption Awards	ASEAN	Association of Southeast Asian Nations
AIKKM	Anugerah Inovasi Kementerian	ASEAN EOC	
AIPSA	Kesihatan Malaysia Public Sector Premier Innovation	ASEAN EUC	ASEAN Emergency Operations Center
AIFSA	Award	ASHD	Allied Science Health Division
AIRC	Allergy and Immunology	ASO	Optic Surveilance Optic
7	Research Centre	ATM	Malaysia Armed Force
AJCCD	ASEAN Joint Coordinating	ATT	Tetanus Toxoid
	Committee on Dental Practitioners	AVEG	ASEAN Veterinary Epidemiology
		ALL	Group

ВА	Account Division	BSM	Human Resource Department
BAC	Business Advisory Council	BSSK	Adolescent Health Screening
BAKAS	Rural Environmental Sanitation		Form
	Programme	втм	Bilateral Technical Meeting
BAP	Medical Practice Division	BUR	Biennial Update Report
BAPF	Pharmacy Practice and	C-HAT	Cara Hidup Anda Terbaik
	Development Division	C&P	Credentialing and Privileging
BBM	Double Burden Malnutrition	C4H	Communication for Health
BCG	Bacillus Calmette-Guérin	CAB	Conformity Assessment Bodies
BDHA	Policy & International Relations	CAD	Internal Audit Division
DDDCE	Division  Division  Chronical Chroni	CaRC	Cancer Research Centre
BDPSF	Pharmacy Policy and Strategic Planning Division	CAU	Clinical Audit Unit
BEMS	Biomedical Engineering	CBBP	Full Pay Study Leave
220	Maintenance Services	CBSG	Half Pay Study Leave
BER	Beyond Economic Repair	CBTG	Unpaid Study Leave
BFHI	Baby-Friendly Hospital Initiative	CCE	Centre for Clinical Epidemiology
BGRC	Biochemistry and Genomics	CCG	Core Country Group
	Research Centre	CCT	Centre for Clinical Trial
ВІ	Behavioural Insights	ССТІ	Completing Cancer Treatment
BKj	Nursing Division		Incentive
BKKM	Food And Safety Quality Division	CDC	Complement-Dependent Cytotoxicity
BKP	Management Service Department	CDC	Centers for Disease Control and
BKP	Disease Control Division	020	Prevention
BKPS	Sarawak Oral Health Division	CDO	Chief Dental Officers
BLFM	Pharmacy Board Malaysia Division	CDO	Chief Digital Officer
BLS	Basic Life Support	CDR	Crude Mortality Rate
BMI	Body Mass Index	CEA	Cost Effectiveness Analysis
BMSS	Bulan Malaysia Sihat Sejahtera	CenSSIS	Central Sterile Supply Service
BOR	Bed Occupancy Rate	OED	Information System
BPF	Pharmacy Enforcement Division	CFR	Case Fatality Rate
ВРН	Benign Prostatic Hyperplasia	CGSO CHUPP	Chief Government Security Office Catch-Up Pneumococcal
ВРК	Competency Development Department	СПОРР	Vaccination
ВРК	Health Education Division	CKAPS	Private Medical Practice Control
BPKA	Public Health Development	CKD	Section Chronic Kidney Discoses
2	Divison	CLS	Chronic Kidney Disease
BPKK	Family Health Development	CME	Cleansing Services Continuing Medical Education
	Division	CML	Medico Legal Section
BPL	Training Management Division	COMBI	Communication for Behavioural
BPM	Information Management Department	COMBI	Impact
BPP	Medical Development Division	СОР	Conference of the Parties

COPD	Chronic Obstructive Pulmonary	DDMS	Digital Document Management
00. 5	Diseases	DD.III.O	System
COPPA-DTP	COPPA for Programme	DE	Diabetes Educators
	Accreditation for Diploma in	DEC	diethylcarbamazine
00004.00	Dental Therapy	DevOps	Development and Operations
COPPA-PG Dental	Code of Practice for Programme Accreditation Postgraduate	DG	Director General
Domai	Dental Degree	DHC	Domiciliary Healthcare Services
CPD	Continous Professional Development	DHRi	Digital Health Research & Innovation Unit
CPF	Country Programme Framework	DKICT	ICT Security Policy
CPG	Clinical Practice Guideline	DKMK	National Food Safety Council
CPP	Medical Legislation Section	DKUA	Duta Kenali Ubat Anda
СРРКР	Oral Health Legislation and Enforcement Section	DNDi	Drugs for Neglected Diseases Initiative
СРРРР	Assistant Medical Officer Service	DOE	Department of Environment
	Branch	DOSM	Department of Statistics Malaysia
CPR	Cardiopulmonary Resuscitation	DOTS	Direct Observed Treatment Short
CPRC	Crisis Preparedness and		Course
	Response Centre	DRL	Diagnostic Reference Level
СРТРР	Comprehensive and Progresive Agreement for Trans-Pasific	DSM	Department of Standard Malaysia
	Partnership	DT	Diphteria & Tetanus
CRC	Clinical Research Centre	DTP DTS	Diploma in Dental Therapy
CRC SGH	Clinical Research Centre at	DUN	Temporary Detention Depots State Assembly Office
	Sarawak General Hospital	DVS	Department Of Veterinary
CRCs	Clinical Research Centres	DVS	Services Malaysia
CRE	Carbapenem-Resistant Enterobacterales	e-IR	e-Incident Reporting
CRM	Clinical Research Malaysia	E&P	Entomology and Pest
CSO	Civil Society Organizations	EA	Enterprise Architecture
CSR	Corporate Social Responsibility	EBS	Event-Based Surveillance
CSS	Clinics Support Services	eCML	Medico Legal Division Information System
CSSU	Central Sterile Services Unit	eDentist	Dental Officer Placement System
DA	Disciplinary Authority	eHousemen	Medical Officer Placement
DALY	Disability-Adjusted Life Years	or roudemen	System
DBDI	Diagnosis Behavioral Diabetes	EHRC	Environmental Health Research
DBKL	Kuala Lumpur City Hall		Centre
DBP	Dewan Bahasa dan Pustaka	EHRI	Enviromental Health Risk
DCA	Drug Control Authority	=	Inventory System
DCD	Diseases Control Division	EHU	Environmental Health Unit
DCEV	Death And Critically III	EI	
	Emergency Visits	EIA EKSA	Enviromental Impact Assessment Public Sector Conducive
DDBIA	Disease Destruction of Bearing Insects Act	ENSA	Ecosystem Ecosystem

EMR	Electronic Medical Record	FOA	Food and Agriculture
eNCDC	Electronic National Center for		Organization
	Disease Control	<b>FOMEMA</b>	9
EnPHC	Enhanced Primary Health Care		Supervision and Inspection
EOC	Emergency Operation Center	E. 0114	Services
eР	ePerolehan	FoSIM	Food Safety Information System of Malaysia
ePakar		FPP	,
	System for Graduated Specialist	FRD	Fire and Rescue Department
ePharmacist	Pharmacy Officer Placement System	FSQP	The Food Safety and Quality
ePlacement	Medical, Dental and Pharmacy		Programme
er lacement	Officer Placement System	FT	Federal Territory
EPO	Erythropoietin	FUKKM	,
EPSA	Public Sector E-Learning		Formulary Medicine
EPU	Economic Planning Unit	FWBD	Toda Traidi Barria Bradada
EQA	External Quality Assurance	FWMES	Foreign Workers Medical Examination Coordination &
ERIA	Economic Research Institute for		Surveillance System
	ASEAN and East Asia	G2B	-
ESD	Engineering Service Division	G2G	Government to Government
ESP	Electronic Service Provider	GAC	Global Affairs Canada
ESP-SPIKPA	Electronic Service Provider for SPIKPA	GAMA	Global Action for Measurement of Adolescent Health
ESPV	Environmental Surveillance for Polio Virus	GATS	
eTAMS	Times Attendance Management	GBT	Global Benchmarking Tool
	System	GCP	Good Clinical Practice
EU-ABC	EU-ASEAN Business Council	GDM	
EVALI	E-Cigarette or Vaping Product	GDP	
	Use-Associated Lung Injury	GEG	gamma
EW	Epidemiological Week	GEGAR	Generational Endgame Advocacy Roadshow
EWAR	Early Warning Alert and Response	GFS	Gravity Feed System
FA	Full Accreditation	GHED	Global Health Expenditure
FAO	Food and Agriculture	GIILD	Database
170	Organization	Gi-RET 2.0	   Sistem Gabungan Reten
FCD	Malaysian Food Composition		Perkhidmatan Kesihatan
	Database		Pergigian
FCTC	Framework Convention on Tobacco Control	GIS	Geographical Information Systems
FEMS	Facility Engineering Maintenance	GLC	Government-Linked Company
	Services	GMEC	
FETN	Field Epidemiology Training	01/5	Evaluation Committee
EMO	Network	GMP	Good Manufacturing Practice
FMS	Facility Management Services	GNI	Group National Income

GP	General Practitioners	HSSWG	Healthcare Sectoral Services
GSC	Global Service Centre	1133WG	Working Group
GWG	Gestational Weight Gain	нта	
Hb	Haemoglobin	нта	Health Technology Assessment
HCD	Health Care Demand	НТАА	Tengku Ampuan Afzan Hospital
НСТМ	Hospital Canselor Tuanku Muhriz	HTAi	Health Technology Assessment
HE	Higher Education Institution		International
HEADSS	Home, Education/Employment,	HTAN	Hospital Tuanku Ampuan Najihah
	Peer Group Activites, Sexuality and Suicide Depression	HTAR	Hospital Tengku Ampuan Rahimah
HEK	Corporate Affairs Section	HTJ	Hospital Tunku Ja'afar
HEP	Higher Education Providers	HUSM	Hospital Universiti Sains Malaysia
HePiLI	Health Promotion in Learning Instituitions	HWKKS	Hospital Wanita dan Kanak- Kanak Sabah
HER	Healthy Eating Responsibility for Women	HWMS	Healthcare Waste Management Services
HFMD	Hand Foot Mouth Disease	HWP	Health White Paper
HIA	Health Impact Assessment	IAEA	International Atomic Energy
HIC	Health Informatics Centre		Agency
HIE	Health Information Exchange	IAQ	Indoor Air Quality
HIRARC	Hazard Identification, Risk	IBR	Corruption Free Pledge
	Assessment and Risk Control	ICD-10	International Statistical Classification of Disease 10th
HIS@KKM	Hospital Information System at MOH	100 44	Revision
HIV	Human Immunodeficiency Virus	ICD-11	International Classification Of Diseases 11th Version
HKL	Hospital Kuala Lumpur	ICESCO	Islamic World Educational,
HLA	Human Leukocyte Antigen		Scientific and Cultural
HLP	Hadiah Latihan Persekutuan		Organization
HLS	Housemanship Training Hospital	ICHI	International Classification of
HMel	Melaka Hospital	100	Health Interventions
HMRC	Herbal Medicine Research	ICR	Institute for Clinical Research
110	Centre	ICT	Information and Communication Technology
HO HOS	House Officer Head of Services	IDA	Iron Deficiency Anaemia
HPV	Human Papilloma Virus	IDCMR	International Dental Collaboration
HRMIS	Human Resource Management		of the Mekong River Region
HININIS	Information System	IDDS	Integrated Drug Delivery Service
HRPB	Raja Permaisuri Bainun Hospital	IDFR	Institutes Diplomacy and Foreign Relations
HSA	Hospital Sultanah Aminah	IDRC	Infectious Diseases Research
HSI	Hospital Sultan Ismail	טחטו	Centre
HSIS	Sultan Idris Shah Hospital	IFH	Friendly Hospital Program
HSS	Hospital Support Services	IFitEr	Weight Management Program I Fit Eat Right

IGG	lkon Gigi	IR	Implementaion Research
IHBR	Institute for Health Behavioural	Workshop	Workshop
	Research	IRB/IECs	Institutional Review Boards/
IHM	Institute for Health Management		Independent Ethic Committees
IHR	International Health Regulation	IRS	Indoor Residual Spraying
IHSR	Institute for Health System Research	ISMS	Information Security Management System
IIM	Malaysian Integrity Institute	ISN	National Sports Institute
IIR	Investigator-Initiated Research	ISPOR	The Professional Society for
IIUM	International Islamic University Malaysia		Health Economics and Outcomes Research
IKN	National Cancer Institute		Industry-Sponsored Research
IKU	Institute for Health System	IT	Information Technology
ILI	Research Influenza-Like-Illness	ITCC	International Centre for Casemix & Clinical Coding
ILKEM	Malaysian Protection Security Training Institute	ITEC	Indian Technical and Economic Cooperation
ILKKM	Ministry of Health Training	IVM	Integrated Vector Management
izititiii	Institute	JAC	Japan Advisory Committee
ILO	International Labour Organisation	JAKM	Jelajah Aspirasi Keluarga
ILSI	International Life Science Institute		Malaysia
IMR	Infant Mortality Rate	JAKOA	Orang Asli Development Department
IMR	Institute for Medical Research	JANM	Accountant General's
IMU	International Medical University	0	Department of Malaysia
INAHTA	International Network of Agencies for Health Technology	JBPM	Malaysian Fire and Rescue Department
IND	Assessment Intergovernmental Negotiation	JDN	National Digital Department
INB	Body	JDPKK	MOH Policy and Planning Committee
INB7	7 <sup>th</sup> Intergovermental Negotiating Body for The Pandemic Accord	JDR	Japan Disaster Relief
INFOODS	International Network of Food	JFK	COVID-19 Vaccine Special
IIII 00D0	Data System		Pharmacovigilance Committee
INTAN	National Institute of Public Administration	JICA	Japan International Cooperation Agency
IoT	Internet of Things	JKK	Jawatankuasa Keselamatan dan
IP	Intellectual Property		Kesihatan Pekerjaan
IPC	Infection Prevention Control	JKK BBMKK	Special Committee Meeting for Combating The Double Burdem
IPKKM	Ministry Of Health Malaysia		of Malnutrition Among Children
IDTA	Headquarters	JKN	State Health Department
IPTA	Public Higher Learning Institution	JKNS	Selangor State Health
IPTS	Private Higher Education Institution	IND DO 0000	Departments
IR	Lonising Radiation	JKP PS 2022	2022 Strategic Plan Monitoring Committee

JKPB	External Inquiry Committee	KZM	Kekurangan Zat Makan
JKPF	Jawatankuasa Penggunaan	LA	9
	Fasiliti	LCP	Letter of Credentialing and
JKPPT	Land Management and		Privileging
	Monitoring Committee	LDP	In Service Training
JKR	Public Works Department	LEED	Leadership in Energy and
JKWAICT	Jawatankuasa Kumpulan Wang		Environmental Design
	Amanah Pembangunan Projek ICT Sektor Awam	LFEP	National Lymphatic Filiariasis Elimination
JLN	Joint Learning Network	LHR	Lifetime Health Record
JM	Community Nurses	LIMS	Laboratory Information
JMOIR	Joint Multisectorial Outbreak		Management System
	Investigation and Response Guidelines	LIS@KKM	, , , , , , , , , , , , , , , , , , , ,
JPICT	ICT Steering Committee	LJPM	Lembaga Juruterapi Pergigian
JPJ	Road Transport Department		Malaysia
JTA	Department of Atomic Energy	LLIN	
JTAC	Joint Technical Accreditation	LLS LMV	,
OIAG	Committee	LIVIV	
JTCEDSP	Joint Technical Committee for	LPHE	
	Evaluation of Dental Specialist	LPKKM	Estate Hospital Assistant Board  Procurement Board of the
	Programmes	LPKKIVI	Ministry of Health
JTI	ICT Project Technical Committee	LPPKN	National Population and Family
JTSA	ICT Steering Committee for Public Sector		Development Board
JU	Lead Trainer	LTBI	Latent TB Infection
K1M	1Malaysia Clinic	MACC	'
KBM	Quit Smoking Service		Commission
KD	Rural Clinics	MAF	Malaysian Armed Forces
KIK	Innovative and Creative Group	MAHEO	Malaysian Health Promotion Organisation
	Convention	MAHPC	Malaysian Allied Health
KK	Health Clinic	MAIII O	Professions Council's
KKom	Community Clinic	MaHTAS	   Malaysian Health Technology
KLIA	Kuala Lumpur International		Assessment Division
	Airport	MAKNA	National Cancer Council Malaysia
KOSPEN	Komuniti Sihat Pembina Negara	MAMPU	Malaysia Administrative
KPDNHEP	Ministry of Domestic Trade and Consumer Affairs		Modernisation and Management Unit
KPI	Key Performance Indicator	MAP	Monitoring, Awareness and
KPKT	Ministry of Local Government		Product
	Development	MAPSU	Alliance of President and General Secretary Council
KWAICT	ICT Trust Fund	MARDI	Malaysian Agricultural Research
KWAP	Retirement Fund (Incorporated)	MANDI	and Development Institute
KWC	Kumpulan Wang COVID-19		1

MAS	Malaysian Arthroscopy Association Annual Scientific	MHPSS	Mental Health and Psychososial Support Service
	Meeting	MHTC	
MATRAIN	Maritime Transport Training Institute		Council
МВ	Multibacillary/ Multibacillary	MIID	Malaysia Institute of Infectious Disease
IVID	Leprosy	MINDEF	
MBOD	Malaysian Burden of Disease and	MITI	-
	Injury		Industry
MC	Mobile Clinic	MKSP	Management Review Meeting
MCD	Medically Certified Death	MMA	Malaysian Medical Association
MCDF	Malaysia Civil Defence Force	ММС	Malaysian Medical Council
MCH	Mother and Child Health Cilinic	MMR	Maternal Mortality Ratio
MCH	Maternal and Child Health	MNHA	Malaysia National Health
MCMC	Malaysian Communications &		Accounts
	Multimedia Commission	MoA	9
MCO	Movement Control Order	MOA	, ,
MDA	Medical Device Authority		Association Oction Coursell
MDA	Malaysian Dental Association	MOC	, '
MDA	Mass Drug Administration	MOE	,
MDC	Malaysian Dental Council	MOF	,
MDEB	Malaysian Digital Economy Blueprint	МОН	,
MDG 2020	Malaysian Dietary Guidelines	MOHE	Ministry of Higher Education
	2020	MOSTI	Kementerian Sains, Teknologi dan Inovasi
MDR-TB	Multi Drug Resistance Tuberculosis	MOU	Memorandum of Understanding
MDSA		MPC	Malaysia Productivity Corporation
MDSA	Malaysian Dental Students' Association	MPKP	Oral Health Promotion Week
MDT	Multi-Disciplinary Team	Мрох	Monkeypox
MED4IRN	Council of Digital Economy and	MPSG	Malaysian Patient Safety Goals
	the Fourth Industrial Revolution	MQA	Malaysian Qualification Agency
MEET	Medical Equipment Enhancement	MQC	Medical Qualifying Committee
	Tenure	MQSH	Malaysian Society for Quality in
MENANG	Menangani Kesakitan Kronik		Health
MERS-CoV	Middle East respiratory syndrome	MR	Measles & Rubella
M-OU	coronavirus	MRA	Mutual Recognition Agreement
MeSH	Medical Subject Headings	MRCS	Malaysian Red Crescent Society
MeSTI	Makanan Selamat Tanggungjawab Industri	MREC	Medical Research and Ethics Committee
MFP 2020	Malaysian Food Pyramid 2020	MRSD	Medical Radiation Surveillance
МННО	Malaysia Holistic and Herbal	MO 100	Division  Malaysian Standards International
FALIDO	Organisation	MS-ISO	Malaysian Standards-International Organization for Standardization
MHPS	Malaysian Healthcare Practitioners' System	MSCR	Malaysian Stem Cell Registry
	Traditionors Cystom	MISON	Malaysian Otom Och Hogistry

MSN	Malaysian Neuroscience Association	NHIA	National Health Insurance Administration
MTAC	Medication Therapy Adherence Clinic	NHMS	National Health and Morbidity Survey
MTL	Northeast Monsoon	NHSI	National Health Screening
MTPPMA63	Malaysia Agreement 1963		Initiatives
MTR 12MP	Mid-Term Review of the 12 <sup>th</sup>	NICU	Neonatal Intensive Care Unit
	Malaysia Plan	NIH	National Institute of Health
MyAP-AMR	Malaysian National Action Plan on Antimicrobial Resistance	NIID	National Institute of Infectious Diseases
MyHDW	Malaysian Health Data Warehouse	NIP	National Immunization Programme
MyNNJ	Malaysian Neo Natal Jaundice	NIR	Non-Lonising Radiation
Apps	Application	NLFEP	National Lymphatic Filariasis
MyVAS	Malaysia's Virtual-Health Assistant System		Elimination Programme
NADMA	National Disaster Management	NLM	National Library of Medicine
	Agency	NLSP	National Laboratory Strategic Plan
NATCM	National Administration of Traditional Chinese Medicine	NMCD	Non-Medically Certified Death
NBR	National Diabetes Registry	NMCR	Nutrition, Metabolism and Cardiovascular Research Centre
NC	National Communication	NMIBC	   Non-Muscle-Invasive Bladder
NCC	National Credentialing Committee		Cancer
NCCR	National Conference for Clinical	NMP	National Medicine Policy
	Research	NMR	Neonatal Mortality Rate
NCD	Non-Communicable Disease	NNA	National Nursing Audit
NCDC	National Centre For Disease Control	NNIA	National Nursing Indicator Approach
NCEMH	National Centre of Excellence for	NOHP	National Oral Health Policy
NCERT	Mental Health  National Cell Ethics Research	NOHRI	National Oral Health Research Initiative
NCGM	and Therapy Committee  National Centre for Global Health	NOHSA	National Oral Health Survey of Adults
	and Medicine	NORN	National Operating Room Audit
NCORT	National Committee on Resuscitation Training	NPANM	National Plan of Action for Nutrition in Malaysia
NEHAP	National Environmental Health	NPEV	Non-Polio Enterovirus
NEDOIM	Action Plan	NPHL	National Public Health Laboratory
NERCIM	Network of Ethics Committees in Malaysia	NPQH	National Policy for Quality in Healthcare
NFP	National Focal Point	NPRA	National Pharmaceutical
NGO	Non-governmental Organisation	MITTA	Regulatory Agency
NHA	National Health Accounts	NRRC	Nuclear and Radiological
NHF	National Health Financing	_	Regulatory Commission

NSC	Nuclear Security Culture	PACS	Picture Archiving and
NSC	National Security Council		Communication System
NSFPOR	National Strategic Framework	РВ	Paucibacillary/ Paucibacillary
	for Prevention of Malaria Re-		Leprosy
	establishment	PBOA	Orang Asli Mobile Team
NSP-NCD	National Strategic Plan for Non- Communicable Disease	PCF	Community Feeding Programme
NSPDPC	National Strategy Plan for Dengue	PCR	Polymerase Chain Reaction
NSPDPC	Prevention and Control	PD PDN	Protocol Deviation  National Blood Centre
NSPOA	National Strategic Plan Orang Asli	PDN	Health Plan and Policy Planning
NSR	National Specialist Register	PDRM	, ,
NTD	Neglected Tropical Disease	PDU	Royal Malaysian Police Flying Doctor Service
NTIS	National Technology and	PEKA	Environmental Health Protection
	Innovation Sandbox	PeKa B40	Skim Peduli Kesihatan untuk
NTM	Non-tuberculous Mycobacteria	Pena D40	Kumpulan B40
NTP	National Training of Paediatric	PEP-SDR	Post Exposure Prophylaxis -
000	Palliative Provider		Single Dose Rifampicin
O&G	Obstetrics & Gynaecology	PERKESO	Social Security Organisation
OAUO	Orang Asli Haalth Survey	PERSPSA	Garis Panduan Penyediaan
OAHS	Orang Asli Health Survey		Perancangan Strategik
OBB	Outcomed Based Budget	DEA	Pendigitalan Sektor Awam
OCR	Outbreak and Crisis Response	PFA	Psychological First Aid
OCRCC	Oral Cancer Research and Coordinating Center	PFAS	Per-And Polyfluoroalkyl Substances
OHD	Occupational Health Doctor	PFH	Pain Free Hospital
OHP MOH	Oral Health Programme Ministry	PFI	Private Finance Initiatives
	of Health	PFK	Health Facility Planning
OHS	Online Healthcare Service	PHC	Primary Healthcare
OHS RegLab	Online Healthcare Services Regulatory Lab	PHCorp	ProtectHealth Corporation Sdn. Bhd.
OHU	Occupational Health Unit	PHEIC	Public Health Emergency of
OIC	Organisation of Islamic		International Concern
	Cooperation	PHFS	Private Healthcare Facilities and
OKU	Orang Kurang Upaya		Services
ООР	Out-of Pocket	PHM	ProtectHealth Malaysia
ORS	Outdoor Residual Spray	PHPN	Private Healthcare Productivity Nexus
ORS	Oral Rehydration Salt	PHRL	
ORS	Office of Radiological Security	PHAL	Public Health Research Laboratory
OTMS	Operating Theater Management System	PIBG	Parents and Teachers
ОТР	One-Time Password		Association
P&ST	Research and Technical Support	PIBKS	Parents, Community and Private Involvement
P5VS	Pain as the 5 <sup>th</sup> Vital Sign	PICC	Pharmacy Intergrated Community
'		FICE	Care

PICK	National COVID-19 Immunisation	PRIMIS	Primary Care Information System
PICK	Programme	PRIS	Patient Registry Information
PICKids	National COVID-19 Immunisation	FNIS	System
	Programme for Children	ProKEM	Food Safety Programme
PID	Primary Immunodeficiency	PS 2022	2022 Strategic Plan
	Diseases	PSC	Public Service Commission
PJH	Daycare Centre	PSD	Public Service Department
PKD	Health District Office	PSH	Hospital Support Service
PMCC	Princess Margaret Cancer Centre	PSP	Pharmaceutical Services
PMO	Prime Minister Office		Programme
PNC	Postnatal Care	PSP	Pegawai Sains Pemakanan
PNN	Postnatal Care Nursing	PSP KKM	MOH Digitalisation Strategic Plan
POA	Plan of Action	2021 - 2025	2021 - 2025
POC	Proof of Concept	PTC	Perubatan Tradisional Cina
POCT	Point of Care Testing	PTJ	Pusat Tanggungjawab
POE	Point of Entry	PTM	Program Transformasi Minda
POMR	Perioperative Mortality Review	PTPKWE	Elderly Health Service Action Plan
POR	Prevention of Malaria Re-	2023-2030	2023 - 2030
DDC	establishment	PWD	Person With Disabilities
PPC PPC	Pre-Pregnancy Care	QA	Quality Assurance
_	COVID-19 Care Package	QAP	Quality Assurance Programme
PPCMA	Pakej Penjagaan COVID-19 Di Bawah Program Madani Afiat	QMS	Quality Management System
PPE	Personal Protective Equipment	QSC	Quit Smoking Cessation
PPj	Perbadanan Putrajaya	R&D	Research & Development
PPKHT 2004	The Control of Tobacco Product	RAS	Reimbursable Advisory Services
	Regulations 2004	RBAR	Smoke Free Home
PPKK	Panel Penasihat Klinik Pergigian	RC	Responsibility Centre
PPKZM	Programme For Undernourished	RCC	Research Consultant Clinic
	Childrem	RCTs	Randomised Control Trials
PPP	Public Private Partnerships	RIS	Regulatory Impact Statement
PPR	Projek Perumahan Rakyat		Radiology Information System
PPS	Temporary Evacuation Centre	RMC	Royal Malaysian Customs Department
PPSp	Patient Spiritual Care Service	RMP	Royal Malaysia Police
PPTA	Public Service Top Management	RP 4	Rolling Plan 4
221	Officers	RPPC	Registered Practitioner's
PPV	Vaccination Centres	_	Practising Certificates
PPW	Compulsory Placement Programme	RR-TB	Rifampicin-resistant TB
PR	Public Relations	RRT	Random Repeat Test
PRC	People's Republic of China	RRT	Rapid Response Team
PrEP	Pre-Exposure Prophylaxis	RRTF 2.0	National COVID-19 Rapid
PRESMA	Malaysian Muslim Restaurant		Response Task Force
TILSWA	Association	RTM	Replacement Through
l			Maintenance

RUU KAM	Drinking Water Quality Bill	SPPD	Inpatient Management System
SAE	Serious Adverse Events	SPRA	Public Response Management
SAR	Search and Rescue		Section
Saraubat	Medical Compensation Technical	SQA	Software Quality Assurance
	Evaluation Unit	SRC	Special Resource Centre
SB	Biomedical Sector	SSAC	State System of Accounting and Control
SBDR	Sector for Biostatistics & Data Repository	SSDL	Secondary Standard Dosimetry
SC	Study Coordinator		Laboratory
SCH	Steering Commitee on Health	SSI	Surgical Site Infection
SDC	Specialised Diagnostic Centre	SSP	Site Security Plan
SDC	School Dental Clinics	SSPP	Client Experience Questionnaire
SDG	Sustainable Development Goals	STAR	Special Task Force on Agency Reform
SEBH	Evidence Based Health Sector	STBP	Medical Aid Fund System
SEP	Single Entry Point	STI	Sexually Transmitted Infection
SHENA	Safety, Health and Environment  National Authority	STM	Information Technology Sector
SIP	Inspectorate and Legistlative	STR	Sumbangan Tunai Rahmah
<b></b>	Sector	T&C	Testing & Commissiong
SIS	Sharps Injury Surveillance	T&CM	Traditional and Complementary
SiSPAA	Public Complaint Management		Medicine
	System	T&CMD	Traditional and Complementary
SJAM	St. John Ambulance of Malaysia		Medicine Division
SJTK	Clinic Appointment System	T&CMS	Traditional and Complementary  Medicine Council Section
SME	Subject Matter Expert	TAC	Technical Advisory Committee
SMEs	Small and Medium-sized	TB	Tuberculosis
SMIS	Enterprise Special Management Informtion	TC	Technical Cooperation
SIVIIS	System	TCI	Traditonal, Complementary and
SMRP	Sistem Maklumat Rawatan		Integratif Medicine
	Pelanggan	Tdap	tetanus-difteria-pertussis
SOMHD	Senior Officilas Meeting on Health	TDP	Talent Development Programme
	Development	TEH	Total Expenditure on Health
SOP	Standard Operating Procedure	TGP	Talent Grooming Programme
SP	Sustainability Programme	THA	Total Hip Arthroplasty
SPFK	Health Facility Planning	THIS	Total Hospital Information System
SPFP	Personnel Files Management System	TIM	Traditional Indian Medicine
SPIKPA	Skim Perlindungan Insurans	TKA	Total Knee Arthroplasty
	Kesihatan Pekerja Asing	ТоТ	Training of Trainer
SPKAKP	International Health Regulations &	TPC TPC	Temporary Practising Certificate Teleprimary Care
0011	Health Travel Sector	TPC-OHCIS	Teleprimary Care – Oral Health
SPM	Skim Perubatan MADANI	11 0-011013	Clinical Information System
SPPBI	Import Goods Acquisition Application System	TPOS	Terminal Point-of-Sale
	•		

TPT	Tuberculosis Preventive	VA	Verbal Autopsy
	Treatment	VAS	Value Added Services
TR	Technology Review	vc	Virtual Clinic
TSA	Technical Specific Adhere	VeDa	Verifications of Data for Death Not
TWG	Technical Working Group		Validate by Medical in Malaysia
UAE	United Arab Emirates		System
UAT	User Acceptance Testing	VLDS	Virtual Library Discovery Services
UHC	Universal Health Coverage		Portal
UKHSA	United Kingdom Health Security	VOI	Tanan or moreot
	Agency	VPD	Vaccine Preventable Disease
UKI	Collaboration and Innovation Unit	VUM	Variant Under Monitoring
UKK	Corporate Communications Unit	WASH	Water, Sanitation and Hygiene
UKKP	Occupational Safety & Health	WB	World Bank
	Unit	WBG	World Bank Group
UKM	Universiti Kebangsaan Malaysia	WEF	World Economic Forum
UKU	Air Quality Unit	WGIHR	Working Group on Amendments
UM	University of Malaya		to the International Health
UM3	Supply of Repeated Medicines	woo	Regulations
	Through Third Party	WGS	Whole Genome Sequencing
UMeHU	UM eHealth Unit	WHA	World Health Assembly
UMP	Appointment System Medicine	WHO	World Health Organization
	by Post	WHO CA+	World Health Organisation (WHO) Convention Agreement
UNFCCC	United Nations Framework on Climate Change	WHOCC	World Health Organization
UNGA		WHOCC	Collaborating Centre
UNHCR	United Nations High	WKK	Wakil Kesihatan Kampung
ONTION	Commissioner for Refugees	WMO	Wolbachia Mosquito Operation
UNICEF	United Nations Children's Fund	WOAH	World Organisation for Animal
UPEN	Economic Planning Unit		Health
UPM	Universiti Putra Malaysia	WOHD	World Oral Health Day
USA	United States of America	WOPAD	World Physical Activity Day
USM	University of Science Malaysia	WoW	Wellness on Wheels
USP	Medical Resource Unit	WPR	Western Pacific Region
	Universiti Tunku Abdul Rahman	WPSD	World Patient Safety Day
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