



Experience Day Two: Patient Experience and Innovation Day

Time*	Experience Day 2
09.00-09.30 (30 min travel)	Travel from KLCC to National Heart Institute
09.30-12.30 (3 hours visit)	National Heart Institute: <ul style="list-style-type: none">• Opening Speech by Chief Executive Officer, Dr Mohd Azhari Yakub and Briefing by the Director of Quality, Dr Yap Lok Bin• Hospital Tours and Learning Sessions (30 mins each):<ul style="list-style-type: none">○ Door to balloon time for coronary angioplasty – Emergency Department to ICL○ Engaging patients in clinical practice (Double checking medication)○ Quality improvement via integration of hospital wide quality data○ Visit to Paediatric & Congenital Heart Centre
12.30-13.15 (45 mins - 1 hour)	Travel from National Heart Institute to Cheras Rehabilitation Centre
13.15-14.00 (45 mins)	Lunch at Cheras Rehabilitation Centre
14.00-17.00 (3 hours visit)	Cheras Rehabilitation Centre <ul style="list-style-type: none">• Briefing by HRC Director Dr Roslan Johari bin Dato' Mohd Ghazali• Visit to Ward 2B, Physiotherapy Unity, Occupational Therapy Unit
17.00-18.00 (1 hour travel)	Travel from Cheras Rehabilitation Centre to to KLCC

National Heart Institute

National Heart Institute or 'Institut Jantung Negara' (IJN) was part of the Kuala Lumpur General Hospital until we were corporatised in September 1992 as a separate specialist entity to deliver advanced standards in cardiovascular and thoracic medicine for adult and paediatric heart patients.

Having treated over a million patients, IJN has since gained wider recognition as the leading Cardiovascular and Thoracic Health Centre in the region as shown by the rising number of referrals for complicated and demanding cases. Today we are an integrated one-stop centre offering comprehensive cardiac services under one roof. We have an experienced and committed team of specialist cardiologists, surgeons, anaesthesiologists and allied health



professionals passionate about seeking new and better ways to provide our services. They are empowered to deliver the highest standards of clinical excellence following upon policy of investment in the latest technology that can handle even the most complicated cases.

To continue to be the leading heart institution in the region, we actively support training, research and development activities that will be applied to enhance our standards of care.

Delegates Expectation & Programme details

Delegates can expect to see a variety of examples within our hospital of different scenarios where quality indicators are used to improve the standard of service that is delivered to patients. We have selected some examples which highlight introduction of measures to improve quality in different ways. The following are the specific scenarios that delegates will be shown during the visit:

1. Door to Balloon Time

The gold standard for treatment of heart attack patients is Percutaneous Coronary Intervention (PCI), a treatment that mechanically clears the blocked culprit coronary artery. "Door to Balloon Time" is a key process indicator for the success of this procedure. Door to Balloon Time measures how long it takes before a heart attack patient receives Primary PCI or Balloon Angioplasty upon entering the door of the hospital. A target of Door to Balloon Time of less than 90 minutes is recommended. This session will highlight measures that are used to reduce and also to maintain good door to balloon time.

2. Patient's engagement

Hospital staff and patients work together to improve health. Patients want to be engaged in their own healthcare decision-making process, and those who are engaged as decision-makers in their care tend to be healthier and have better outcomes. IJN has conducted a pilot study involving selected patients who are invited to participate based on their knowledge about their medication such as Insulin. Patients have successfully engaged with nurses to check and confirm that insulin doses administered are correct and to the right patient.

3. Quality Improvement via integration of hospital wide quality data

Analyses and aggregated data are used to identify improvement for patient care, hospital management, ongoing monitoring and evaluation of medical staff in the institute's Quality Improvement & Patient Safety programme. The roles and responsibilities of personnel in the Quality Management Department are to coordinate, validate data and integrate like measures in measure selection, aggregations and intense analyses to detect common or special cause variations, and suggest areas for improvement.

4. Visit to Paediatric & Congenital Heart Centre (PCHC)

The PCHC delivers tertiary centre paediatric cardiology services for patients who come from throughout the country. These patients often have complex cardiology problems. The PCHC has developed different means of ensuring the best care for paediatric patients in a holistic manner. This requires specialized methodology for education of complex conditions and also empowerment of parents in clinical decision making when involve in the child's care.



Cheras Rehabilitation Centre

Cheras Rehabilitation Hospital (HRC) is the largest and the first rehabilitation hospital in Southeast Asia that provide rehabilitation services in a comprehensive and in a holistic manner.

The hospital was built with the goal of becoming a reference centre that will provide comprehensive medical rehabilitation services in Malaysia and its vision is to be a world class rehabilitation hospital by providing comprehensive healthcare.

HRC also the first hospital in Malaysia to implement the use of Industrialised Building System (IBS) in the effort to promote greater efficiency, reduction in labour, and cost-effectiveness in construction. It is also the first hospital in Malaysia to integrate energy-efficiency (EE) and sustainable design principles into the overall development. Many parts of the building are naturally cooled, with utilisation of natural daylight as the source for lighting.

For more info please visit our website at www.hrc.moh.gov.my