

## **X1: Malaysia Healthcare Experience Visits**

<b>Time</b>	<b>Experience Day 1</b>
08.30-09.30 (1 hour travel)	Travel from KLCC to Sunway Medical Centre
09.30-12.00 (2 hrs 30 mins visit)	Sunway Medical Centre <ul style="list-style-type: none"> <li>● Welcome speech by Mr Lau Beng Long, Managing Director, Sunway Group Healthcare Services</li> <li>● Corporate Presentation</li> <li>● Hospital Tour</li> <li>● Group Photo at Tower C Lobby</li> </ul>
12.00-12.45 (45 mins travel)	Travel from Sunway Medical Centre to Royal Klang Club
12.45-13.30 (45 mins)	Lunch at Royal Klang Club
13.30-16.30 (3 hours visit)	Hospital Tengku Ampuan Rahimah, Klang
16.30-18.00 (1 hr 30 mins travel)	Travel from Hospital Tengku Ampuan Rahimah, Klang to KLCC <ul style="list-style-type: none"> <li>● Welcome</li> <li>● Refreshments</li> <li>● Hospital Tour</li> </ul>

### **Sunway Medical Centre**

Established in 1999, Sunway Medical Centre is an Australian Council on Healthcare Standards (ACHS) and Malaysian Society for Quality in Health (MSQH) accredited private hospital. Located in the heart of Sunway City, Sunway Medical is one of the leading private tertiary medical care centres in the country, with 26 Centres of Excellence, a total capacity of 620 beds, 130 consultation suites, 12 operating theatres and a multi-storey car park with 1,450 parking bays.

We offer a comprehensive range of medical services, which include facilities and advanced medical technologies for outpatient and inpatient specialty care, health and wellness programmes and 24-hour emergency services. These are coupled with a strong support system comprising over 200 medical consultants and 1,600 dedicated staffs including professional allied health staff as well as trained and committed nursing staff. Sunway Medical Centre is affiliated with the Jeffrey Cheah School of Medicine & Health Sciences and Monash University Malaysia to further meet the demands of medical education, training and research.

In the essence of 'Improving The Lives We Touch', we hope to set new standards in healthcare service by not only equipping our hospital with advanced equipments and innovative technology, but coupled with the passion and dedication from our team of stellar professionals with a proven

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track record. Our aim is to position ourselves as a leading cancer centre in the region, offering top quality care and a comprehensive range of diagnostic and treatment options to our patients.

### **Programme details**

In this visit, delegates will have a chance to experience how quality improvement and patient safety is advocated in a private healthcare setting. The delegates will then be divided into groups to tour the 5 departments which are critical in contributing to our aim to be a leading cancer centre.

#### **1) Accident & Emergency**

In a health emergency, timing is crucial. Accident & Emergency Department (A&E) and Emergency Medical Service (EMS) play a pivotal role in the resuscitation process. This session will highlight measures that are used to reduce the average time a patient spends in the emergency department before they are seen by a doctor and the response time of our ambulance service.

#### **2) Department of Pathology, Laboratory Medicine and Molecular Laboratory**

Sunway Medical Centre's laboratory is Malaysia's first private hospital laboratory to be awarded with MS ISO 15189 accreditation standard and we have been sustaining the accreditation for the past 10 years for the scope of Chemical Pathology, Anatomical Pathology, Hematology, and Microbiology under the revised version of MS ISO 15189:2014. It is also the first medical laboratory in Malaysia to receive the Westgard Sigma Verification in year 2014.

Our Molecular Diagnostics Lab runs diagnostic tests to evaluate a person's health at the molecular level and it complements the existing Laboratory services. It is the key to "precision medicine", advanced clinical outcomes and better continuum of care. We identify genes, RNA and protein variations for disease diagnosis, and/or whether a particular treatment option is likely to be effective for a given disease. Conduct various respiratory, oncology, genetic, drug resistance, infectious diseases monitoring, screening and detection tests, i.e. PCR tests, HLA typing and Next Generation Sequencing.

#### **3) Outpatient oncology clinic & Chemotherapy Day Ward**

Here, the delegates will be meeting with some of our consultant oncologists and nurses for a better understanding of the process of treatment plans, patient management, patient education, counseling and specific measures in patient safety and quality improvement initiatives.

#### **4) Cytotoxic Drug Reconstitution (CDR) & Chemo-pharmacy**

The pharmacy which is located at the Lower Ground of Tower C complements the hospital's Daycare Chemotherapy unit by housing a Ministry of Health-approved cytotoxic drug reconstitution facility. Situated next to the Daycare Chemotherapy unit, chemotherapy orders are received and prepared by team of trained pharmacy professionals. Cytotoxic drug reconstitution takes place under aseptic conditions in a dedicated clean room. Clinical pharmacy services are also provided at the Daycare Chemotherapy unit to review chemotherapy orders and provide medication counseling to patients.

#### **5) Radiotherapy and nuclear medicine**

At our Nuclear Medicine Centre, we adopt the individual patient dosing to minimize the risk of unnecessary radiation exposure to both the patients and the staffs. Similarly, we perform a pretreatment patient specific QA for our radiotherapy patients and verifying plans prior to treatment. Using complex stereotactic treatments such as SBRTs and SRTs, we perform pre and post-cone beam CT scans to monitor patient's setup deviations. Patient's weight is also monitored

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on a weekly basis with daily vital signs monitoring to track patients' condition throughout the radiotherapy journey.

**Hospital Tengku Ampuan Rahimah**  
**Institutionalising Quality Culture in a State Public Hospital**

Hospital Tengku Ampuan Rahimah, Klang is a State public hospital of 1,154 beds. This is the 2nd busiest hospital in the country with BOR of 90% throughout the year. It provides secondary and tertiary care, supported by a team of specialists of various disciplines.

The delegates will experience a typical, large State Public Hospital. All public hospitals under the Ministry of Health (MOH) Malaysia, are run and governed by a medical doctor administrator as the Director of the hospital. The MOH provides the policies and governance structure. The Director of the hospital ensures the hospital runs efficiently and effectively.

For this visit, delegates can experience first hand how the Quality Management System is structured and how quality improvement is at the heart of all activities at the hospital level. Delegates can appreciate how a very busy and challenging hospital can institutionalise quality improvement initiatives.

This programme will provide an overview of the MOH healthcare system at hospital level. Delegates will be divided into groups for a tour to see aspects of quality improvement initiatives related to:

- ISO 9001
- Quality Assurance Programme
- Incident reporting
- Patient Safety Goals
- LEAN initiatives