

**UNIVERSITI
MALAYA**

PUSAT PERUBATAN UM

MAJLIS PEMBUKAAN AUDIT PEMANTAUAN PPUM TAHUN 2013 OLEH SIRIM QAS INTERNATIONAL SDN. BHD. 21 HINGGA 23 MEI 2013

TARIKH : 21 MEI 2013

MASA : 9.00 PAGI

TEMPAT : BILIK PUDINA, TINGKAT 14, MENARA UTAMA



AGENDA TAKLIMAT

- LATAR BELAKANG ORGANISASI
- PENAMBAHBAIKAN TERKINI DALAM SISTEM PENGURUSAN KUALITI (QMS)
- PENAMBAHBAIKAN BERTERUSAN
- INISIATIF KESELAMATAN PESAKIT

LATAR BELAKANG ORGANISASI

- Visi, Misi, Nilai Teras PPUM dan Dasar Kualiti PPUM
- Carta Organisasi PPUM
- Kedudukan Perjawatan PPUM
- Statistik Pesakit Tahun 2012
- Jumlah Katil di PPUM

PUSAT PERUBATAN UNIVERSITI MALAYA

PADA HARI INI....



VISI

Untuk diiktiraf sebagai pusat perubatan bertaraf dunia yang menyediakan perkhidmatan penjagaan kesihatan yang berkualiti tinggi serta latihan dan penyelidikan perubatan berdasarkan standard antarabangsa.

MISI

Pusat Perubatan Universiti Malaya beriltizam untuk menawarkan perkhidmatan penjagaan kesihatan yang berkualiti tinggi, latihan dan penyelidikan perubatan tertiar serta perkhidmatan komuniti dan kebajikan pesakit

DASAR KUALITI

“PPUM akan menggembleng semua keupayaan dan potensi sumber untuk menghasilkan taraf Pendidikan, Perkhidmatan Kesihatan, Penyelidikan dan Pentadbiran yang berkualiti tinggi.

Dasar ini akan direalisasikan oleh setiap staf melalui komitmen untuk penambahbaikan yang berterusan dalam pelaksanaan sistem kualiti terkini ”.

NILAI TERAS PPUM



Kecemerlangan



Berpusatkan pesakit



Etika



Efisien

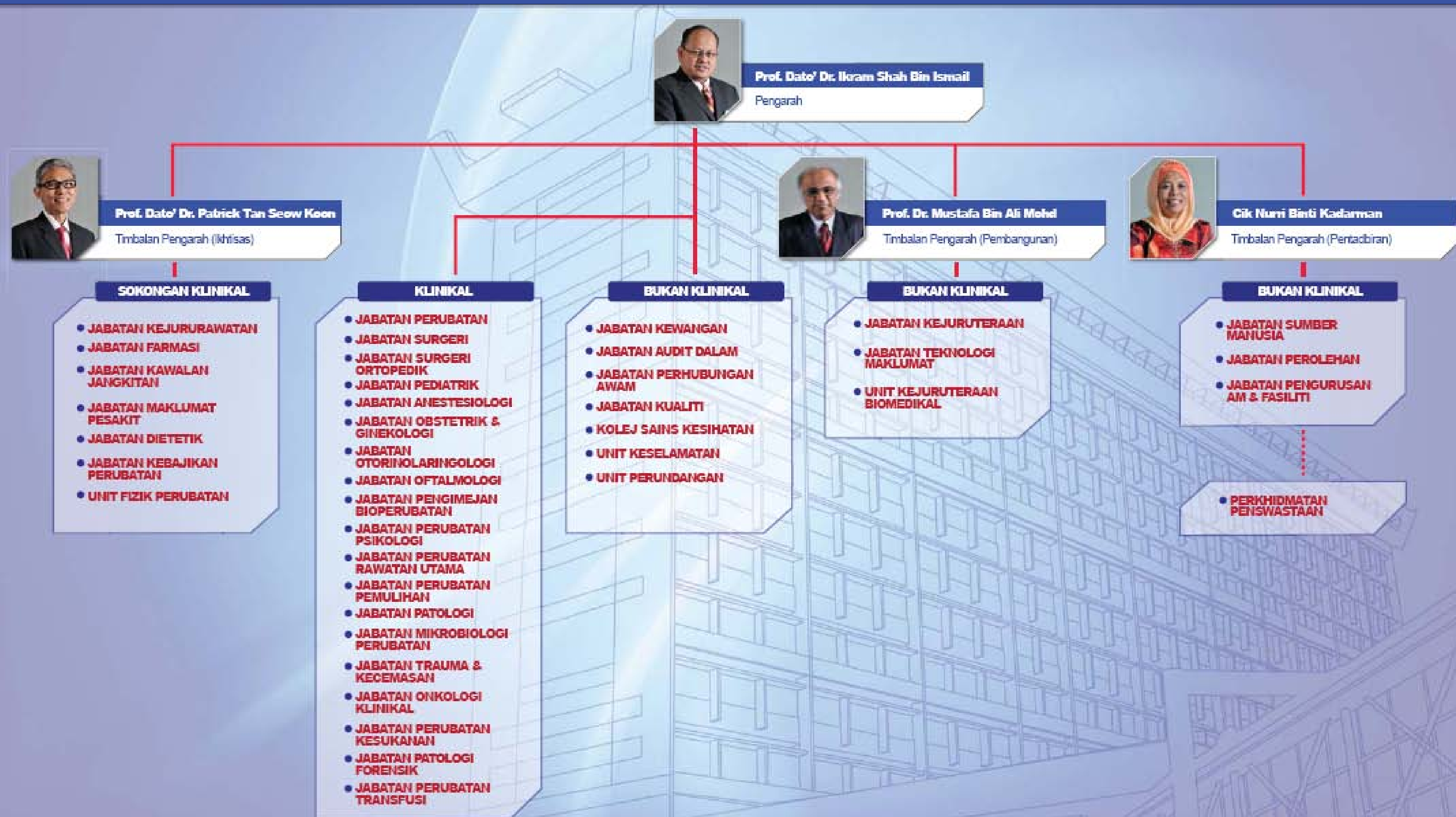


Empati



Kemesraan

CARTA ORGANISASI PUSAT PERUBATAN UNIVERSITI MALAYA

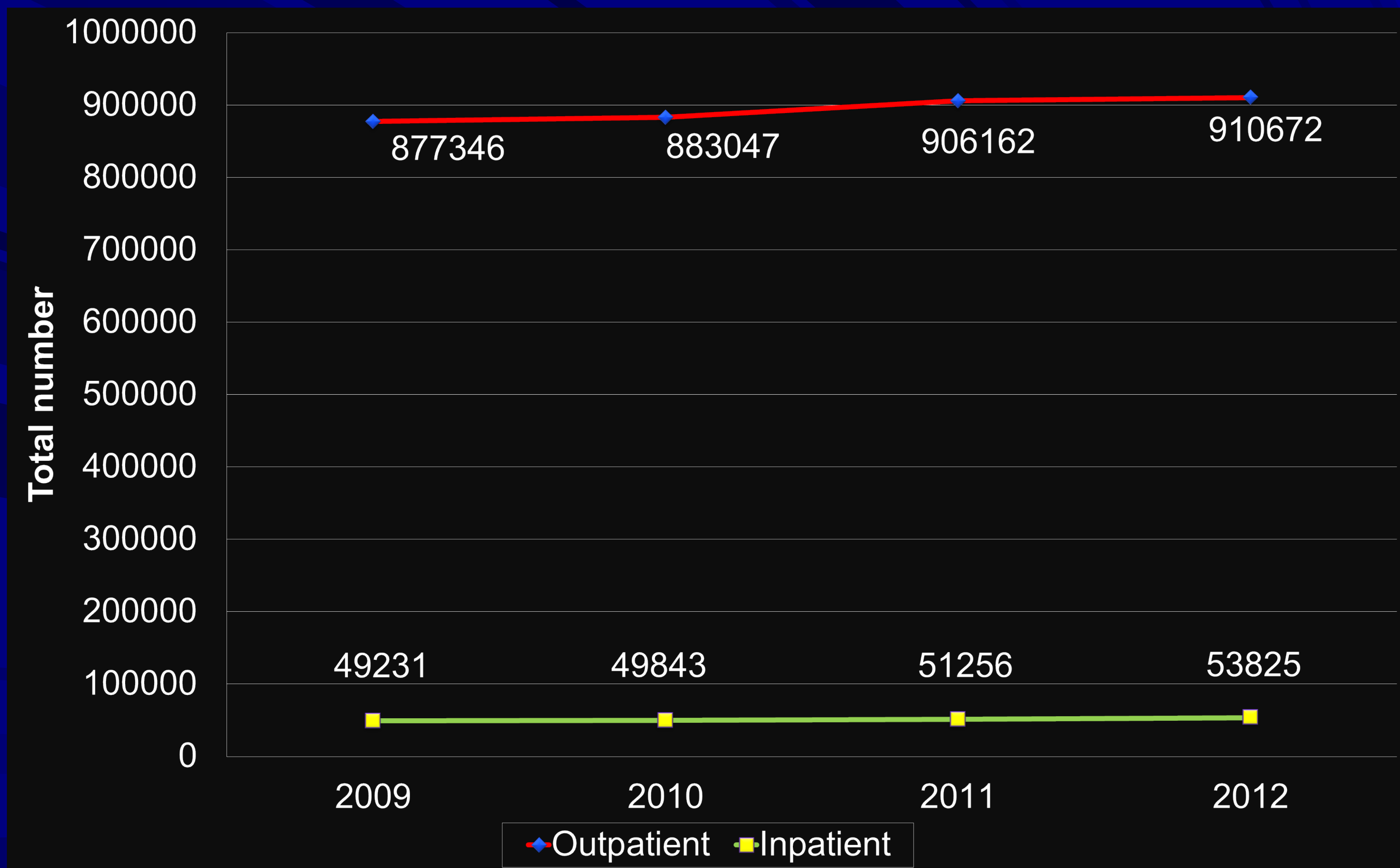


DIKEMASKINI SEHINGGA MAC 2013

KEDUDUKAN PERJAWATAN PPUM (dikemas kini sehingga 31 Mac 2013)

KUMPULAN JAWATAN	BILANGAN JAWATAN YANG DILULUSKAN	BILANGAN JAWATAN YANG DIISI	PERJAWATAN BELUM DIISI
PENGURUSAN TERTINGGI	1	1	0
PENGURUSAN & PROFESIONAL	588	566	22
KUMPULAN SOKONGAN I	3308	3245	63
KUMPULAN SOKONGAN II	1195	1178	17
JUMLAH BESAR	5092	4990	102

STATISTIK JUMLAH KEMASUKAN TAHUN 2009-2012



JUMLAH KATIL DI PPUM

(Dikemas kini sehingga 16 April 2013)

LOKASI	WAD	UNIT	JUMLAH KATIL SEBENAR	JUMLAH KATIL BEROPERASI
Menara Utama	13UA	Perubatan	30	30
	13UB	Perubatan	23	23
	12U	Perubatan	56	56
	11UA	Perubatan	39	39
	11UB	Perubatan	12	12
	10U	Ginekologi	49	49
	9U	Ortopedik	56	56
	8U	Ortopedik	56	56
	7U	Surgikal	56	56
	6U	Surgikal	56	56
	5UA	Perubatan	14	14
	5UB	Surgeri	17	17
	4U/ CCU	Kritikal	39	39

LOKASI	WAD	UNIT	JUMLAH KATIL SEBENAR	JUMLAH KATIL BEROPERASI
Menara Utama	ICU	Kritikal	27	18
	CICU1	Kritikal	6	6
	9TD	Surgeri	24	24
	8TD	Perubatan	23	23
	7TD	ENT	28	28
	7TE	Oftalmologi	28	28
	6TD	Perubatan	21	21
	6TE	Perubatan	23	23
	3TE (L)	Psikiatrik	22	22
	3TE (P)	Psikiatrik	22	22
	WP1	Perubatan	18	18
	WP2	Perubatan	17	17

Samb... JUMLAH KATIL DI PPUM

LOKASI	WAD	UNIT	JUMLAH KATIL SEBENAR	JUMLAH KATIL BEROPERASI
KKWK (T8)	Wad Peds 8PA	Peds	30	30
KKWK (T8)	Wad Peds 8PB	Peds	26	26
KKWK (T7)	Wad Peds 7PA	Peds	24	24
KKWK (T7)	Wad Peds 7PB	Peds	22	0
KKWK (T6)	Wad Peds & Neonatal Surgeri 6PA	Peds	19	8
KKWK (T6)	Wad Peds & Neonatal Surgeri 6PB	Peds	21	21
KKWK (T5)	Wad Peds Onkologi 5PA	Peds	26	26
KKWK (T5)	Wad Peds 5PB	Peds	28	0
KKWK (T4)	Wad Pemindahan Sum-sum tulang Peds	Peds	10	6

LOKASI	WAD	UNIT	JUMLAH KATIL SEBENAR	JUMLAH KATIL BEROPERASI
KKWK	PICU	Peds	20	10
KKWK	NICU	Peds	12	6
KKWK	SCN	Peds	27	19
KKWK (T3)	Wad Bersalin	Obs	34	16
KKWK (T5)	Wad ANC	Obs	48	40
KKWK (T6)	Wad Postnatal	Obs	58	40
Menara Selatan	Wad Neuro Medikal	Perubatan	22	0
	Wad Neuro Rehab	Rehab	46	0
	Wad Kardiak	Perubatan	35	0
Wad Trauma & Kecemasan		T&K	26	26
JUMLAH KATIL KESELURUHAN			1296	1051

PENAMBAHBAIKAN TERKINI DALAM SISTEM PENGURUSAN KUALITI

- Pengemaskinian Carta Jawatankuasa Kerja Kualiti dan Keselamatan PPUM
- Petunjuk Prestasi PPUM
- Polisi –polisi PPUM
- Audit Dalaman 2013
- Perancangan Audit Berterusan 2012/2013
- Projek Penambahbaikan Kualiti
- Pengiktirafan dan Pensijilan

PENGEMASKINIAN CARTA JAWATANKUASA KUALITI DAN KESELAMATAN PPUM

KUALITI DAN KESELAMATAN

Jawatankuasa Pemandu Kualiti dan Keselamatan
Pengerusi : Pengarah PPUM

**Jawatankuasa Keselamatan, Kesihatan dan
Persekitaran Pekerjaan**
Pengerusi : Pengarah PPUM

Jawatankuasa Kerja Kualiti dan Keselamatan
Pengerusi : Wakil Pengurusan –SPK, PPUM

*** Jawatankuasa Kerja Pengurusan
Risiko**
Pengerusi : Pengarah PPUM

**Jawatankuasa Kecederaan Tercucuk
Jarum**
Pengerusi : Pensyarah Kanan, Jabatan
Perubatan

**Jawatankuasa Pra
Akreditasi dan
Pensijilan**

Pengerusi : Timbalan
Pengarah (Ikhtisas)

*** Jawatankuasa
Rekod Perubatan**

Pengerusi :
Timbalan
Pengarah
(Ikhtisas)

**Pasukan Akreditasi dan
Pensijilan**

- Pensijilan ISO
- Pensijilan Makmal
- Akreditasi MSQH

Pengerusi : Timbalan
Pengarah (Ikhtisas)

***Pasukan
Pencegahan Jatuh**

Pengerusi :
Ketua Kolej Sains
Kesihatan

**Jawatankuasa
Keselamatan
Ubat-ubatan**

Pengerusi : Ketua
Pegawai Farmasi

*** Jawatankuasa
Transfusi Darah**

Pengerusi :
Pengarah PPUM

**Pasukan Root Cause
Analysis (RCA)**

Pengerusi : Pakar
Perunding Klinikal
yang dilantik

**Jawatankuasa
Pengurusan
Bencana**

Pengerusi :
Pengarah PPUM

PENGEMASKINIAN NAMA JAWATANKUASA DAN KEAHLIAN JAWATANKUASA PEMANDU/KERJA KUALITI DAN KESELAMATAN PPUM

Jawatankuasa Pemandu Kualiti & Keselamatan PPUM

Pengerusi - Pengarah PPUM

- Ahli-ahli
- Timbalan Pengarah (Ikhtisas)
 - Timbalan Pengarah (Pentadbiran)
 - Timbalan Pengarah (Pembangunan)
 - Wakil Pengurusan - Sistem Pengurusan Kualiti (QMS) PPUM
 - Timbalan Wakil Pengurusan - Sistem Pengurusan Kualiti (QMS) PPUM
 - Ketua Auditor Dalaman - Sistem Pengurusan Kualiti (QMS) PPUM
 - Ketua Juruaudit, Jabatan Audit Dalam
 - Ketua Akauntan, Jabatan Kewangan
 - Ketua Pegawai Kejururawatan

Setiausaha - Ketua, Jabatan Kualiti

Urus setia - Pegawai Tadbir, Jabatan Kualiti

** Mesyuarat ini boleh dipengerusikan oleh wakil yang dilantik oleh Pengerusi.*

** Lain-lain ahli atas jemputan adalah mengikut keperluan mesyuarat.*

Jawatankuasa Kerja Kualiti & Keselamatan PPUM

Pengerusi - Wakil Pengurusan - Sistem Pengurusan Kualiti (QMS) PPUM

Ahli-ahli - Timbalan Wakil Pengurusan - Sistem Pengurusan Kualiti (QMS) PPUM

- Ketua Auditor Dalaman - Sistem Pengurusan Kualiti (QMS) PPUM

- Pengurus Dokumen - Sistem Pengurusan Kualiti (QMS) PPUM

- Pengurus Kualiti Akreditasi Makmal/Wakil

- **Ketua, Jabatan Kualiti**

- **Ketua, Bahagian Pengurusan Kualiti, Jabatan Kualiti**

- **Ketua, Bahagian Pengurusan Risiko, Jabatan Kualiti**

- **Ketua /Wakil, Jabatan Maklumat Pesakit**

- Ketua /Wakil, Jabatan Teknologi Maklumat

- Ketua Pegawai Kejururawatan/Wakil, Jabatan Kejururawatan

- Ketua/**Wakil**, Jabatan Kawalan Jangkitan

- Ketua Akauntan/Wakil, Jabatan Kewangan

- Ketua/Wakil, Kolej Sains Kesihatan

Setiausaha - Pegawai Tadbir N44, Bahagian Pengurusan Kualiti,
Jabatan Kualiti Merangkap Penolong Pengurus Dokumen

** Mesyuarat ini boleh dipengerusikan oleh wakil yang dilantik oleh Wakil Pengurusan – QMS PPUM.*

** Pengerusi jawatankuasa ini boleh menjadi pengerusi ganti kepada Pengerusi Jawatankuasa Pemandu Kualiti dan Keselamatan PPUM.*

PETUNJUK PRESTASI PPUM

1. Pencapaian Petunjuk Prestasi Utama (KPI)

- KPI Pengarah
- KPI Klinikal
- KPI Pengurusan

2. Petunjuk Kualiti

- Objektif Kualiti
- Petunjuk Klinikal CQA

PETUNJUK PRESTASI UTAMA PPUM / KEY PERFORMANCE INDICATORS (KPI)

KPI PENGARAH PPUM

BIL.	PENYATAAN KPI	STANDARD	PENCAPAIAN TAHUN 2011	PENCAPAIAN TAHUN 2012
1.	<i>To achieve and sustain and certifications and accreditations</i>	<i>Yearly/ As per requirement</i>	<i>*Going 1st assessment by MSQH in Dec 2012</i>	<i>1 year accredited</i>
2.	<i>Achievement of Hospital Performance and Quality Indicator</i>	80%	90%	91%
3.	<i>Rate of staff turn over</i>	5%	0.29% <i>(achievement until 27 September 2011)</i>	2.57%
4.	<i>Achievement of Index Accountability Rating by National Audit Department</i>	<i>At least 3 star</i>	3 star	<i>*Awaiting result from National Audit Department</i>
5.	<i>Hospital Mortality Rate</i>	< 3.5%	3.39%	3.55%

Nota : - Semua pencapaian KPI belum dibentangkan dalam Jawatankuasa Pemandu Kualiti & Keselamatan PPUM

KPI KLINIKAL

BIL.	PENYATAAN KPI	STANDARD	PENCAPAIAN TAHUN 2011	PENCAPAIAN TAHUN 2012
1.	<i>Hand Hygiene Compliance</i>	> 75%	47.3%	52.8%
2.	<i>Incidence Rate of Wrong Surgery Performed</i>	0%	0%	0%
3.	<i>Incidence Rate of MRSA</i>	0.5%	0.1%	0.29%
4.	<i>Incidence Rate of Patient Fall</i>	< 0.5	0.6%	0.72%
5.	<i>Incidence Rate of Medication Error (excluding near misses)</i>	0%	0.002	0.003%
6.	<i>Incidence Rate of Blood Transfusion Error (excluding near misses)</i>	0%	0.004%	0.02%
7.	<i>Healthcare-associated Infection Rate (HAI)</i>	< 5%	3.3%	1.9%

Nota : - KPI klinikal juga merupakan *National Patient Safety Goals* (NPSG)

KPI PENGURUSAN (*MANAGERIAL*)

BIL.	PENYATAAN KPI	STANDARD	PENCAPAIAN TAHUN 2011	PENCAPAIAN TAHUN 2012
1.	<i>Patient Satisfaction</i>	80%	84.3 %	92.2%.
2.	<i>Elective Surgery Cancellation Rate</i>	<10%	5.46%	10.28%
3.	<i>Average Hospital Bed Occupancy Rate</i>	75%	79%	75.7%
4.	<i>Availability of Patient's Folder For Treatment</i>	97%	99.9%	99.9%
5.	<i>Completeness Of Discharge Summary Upon Discharge</i>	100%	90.3%	95.6%

OBJEKTIF KUALITI DAN PETUNJUK KLINIKAL PPUM TAHUN 2012

i. Objektif Kualiti PPUM tahun 2012

PERKARA	JUMLAH
Objektif Kualiti Teras yang dipantau	15 pernyataan
Objektif Kualiti Jabatan/ Unit yang dipantau	20 pernyataan

ii. Petunjuk Klinikal PPUM tahun 2012

PERKARA	JUMLAH
Petunjuk Klinikal yang dipantau	55 pernyataan

POLISI/PROSEDUR TERKINI

PERATURAN DAN POLISI-POLISI UTAMA PPUM



PUSAT PERUBATAN UM

TARIKH : 18 Mac 113

MASA :

MANUAL KUALITI

PK / AK

SENARAI DOKUMEN
KUALITI

DOKUMEN SOKONGAN

POLISI PPUM

OBJEKTIF KUALITI

KEY PERFORMANCE
INDICATORS (KPI)

MS ISO 9001:2008

DOKUMEN YANG USANG

PENTADBIR DOKUMEN
KUALITI

*Nota : Tanda
berwarna
merah
merupakan
polisi terkini*

POLISI-POLISI PUSAT PERUBATAN UNIVERSITI MALAYA (PPUM)

HOSPITAL WIDE POLICY (HWP)

1.	PL-004	ADMINISTRATIVE MANAGEMENT OF UMSC/UMMC PATIENTS IN UMMC/UMSC POLICY
2.	PL-046	CREDENTIALING AND PRIVILEGING POLICY FOR MEDICAL PRACTITIONER AND ALLIED HEALTH STAFF
3.	PL-032	ELECTRONIC PATIENT INFORMATION SECURITY POLICY
4.	PL-088	EXTERNAL DISASTER POLICY
5.	PL-086	HOSPITAL MAINTENANCE POLICY AND PROCEDURE
6.	PL-087	HOSPITAL OUTBREAK POLICY
7.	PL-044	INCIDENT MANAGEMENT PROCESS POLICY AND PROCEDURES
8.	PL-034	INTERNAL AND EXTERNAL COMMUNICATIONS POLICY (IECP)
9.	PL-033	MEDICAL RECORDS POLICY
10.	PL-026	OCCUPATIONAL SAFETY AND HEALTH & ENVIRONMENTAL POLICY
11.	PL-039	PATIENT AND FAMILY RIGHTS POLICY
12.	PL-002	POLICY AND PROCEDURE OF POLICY DEVELOPMENT
13.	PL-003	POLISI LAWATAN KE RUMAH (HOME VISIT)
14.	PL-083	PREVENTION AND CONTROL OF INFECTION POLICY
15.	PL-085	RISK MANAGEMENT PROGRAM POLICY
16.	PL-059	SECURITY MANAGEMENT POLICY
17.	PL-001	UMMC GENERAL POLICY
18.	PL-091	UMMC MEDICAL STAFF BYLAWS
19.	PL-090	UMMC MEDICAL STAFF RULES AND REGULATIONS
20.	PL-025	UNIVERSITI MALAYA MEDICAL CENTRE INTERNAL DISASTER PREPAREDNESS AND POLICY WITHIN THE COMPLEX

PELAN / GARIS PANDUAN TERKINI



PUSAT PERUBATAN UM

TARIKH : 18 Mac 113

MASA :

MANUAL KUALITI

PK / AK

SENARAI DOKUMEN
KUALITI

DOKUMEN SOKONGAN

POLISI PPUM

OBJEKTIF KUALITI

KEY PERFORMANCE
INDICATORS (KPI)

MS ISO 9001:2008

DOKUMEN YANG USANG

SENARAI DOKUMEN SOKONGAN PUSAT PERUBATAN UNIVERSITI MALAYA (PPUM)

BAHAGIAN PENGURUSAN KUALITI (QSU)

SENARAI DOKUMEN SOKONGAN		
1.	DS0690	GARIS PANDUAN PENGUTIPAN SISA KIMIA DI PPUM
2.	DS0700	GARIS PANDUAN BAGI ARAHAN KESELAMATAN PENGGUNAAN ALAT AUTOCLAVE DI PPUM
3.	DS0739	GARIS PANDUAN PERMOHONAN PINDAAN/BARU/PELUPUSAN BORANG KUALITI
4.	DS0740	GARIS PANDUAN PERMOHONAN PINDAAN/BARU/PELUPUSAN DOKUMEN KUALITI (PROSEDUR KUALITI, ARAHAN KERJA DAN DOKUMEN SOKONGAN)
5.	DS0755	GARIS PANDUAN PERMOHONAN PENDAFTARAN BARU/PINDAAN/PELUPUSAN PIAGAM PELANGGAN BAGI SETIAP JABATAN/UNIT
6.	DS0802	GUIDELINES FOR HOUSE OFFICERS IN PPUM
7.	DS0814	QUALITY AND PATIENT SAFETY PLAN UMMC
8.	DS0815	BIOMEDICAL EQUIPMENT MANAGEMENT PLAN
9.	DS0816	HAZARDOUS MATERIALS AND WASTE MANAGEMENT PLAN
10.	DS0871	GARIS PANDUAN PENGURUSAN PROJEK-PROJEK KUALITI DI PPUM
11.	DS0892	CONTRACTOR SAFETY PRACTICE MANUAL AT UNIVERSITY MALAYA OF MEDICAL CENTRE (UMMC), KUALA LUMPUR
12.	DS0929	GARIS PANDUAN PETUNJUK KUALITI
13.	DS0991	PELAN TINDAKAN BENCANA DALAMAN PPUM

Nota : Tanda berwarna merah merupakan Dokumen Sokongan terkini

PERANCANGAN AUDIT BERTERUSAN 2013

BIL.	PERKARA	TARIKH
1.	Discaj Prosedur dan Discaj Lounge	Pre-Audit: 23 April 2013 Post-Audit: Jun 2013
2.	Pematuhan dan Penetapan Semula Kuota Klinik	Cadangan pelaksanaan: Jun 2013
3.	Pematuhan kepada Prosedur Identifikasi Pesakit dalam Pemberian Ubat-ubatan	Cadangan pelaksanaan : Julai 2013

AUDIT DALAMAN (MS ISO 9001:2008) 2013

TARIKH AUDIT : 21 - 23 JANUARI 2013

JUMLAH KESELURUHAN DAPATAN AUDIT
DALAMAN TAHUN 2013

➡ KETIDAKPATUHAN : 21

➡ LAPORAN PENAMBAHBAIKAN: 90

PROJEK PENAMBAHBAIKAN KUALITI

PENCAPAIAN PROJEK PENAMBAHBAIKAN KUALITI (QIT) & PROJEK QUALITY ASSURANCE (QA)

PENYERTAAN DI PERINGKAT ANTARABANGSA 2012 (THE ASIAN HOSPITAL MANAGEMENT AWARDS – AHMA)

BIL.	JABATAN	TAJUK PROJEK	PENCAPAIAN
1.	Jabatan Farmasi	<i>Improving the Process of Technical Drug Evaluation</i>	Penyertaan
2.	Jabatan Kejururawatan	<i>Improvement in Intravenous Infusion Care Leads to Reducing the Incidence of Intravenous Infiltration Among Paediatric Patients.</i>	Penyertaan
2.	Jabatan Perubatan Transfusi	<i>Promoting a New Generation of Healthy Voluntary Blood Donors</i>	Penyertaan

PROJEK-PROJEK PENAMBAHBAIKAN KUALITI (QIT) YANG SEDANG AKTIF

BIL.	JABATAN	TAJUK PROJEK
1.	Dietetik	<i>Improving Diabetes Education service at Gestational Diabetes (GDM) Clinic-meeting the numbers with limited resources</i>
2.		<i>Optimization Of Dietetic Services in RUKA, UMMC</i>
3.		<i>Improving Food Quality In UMMC with New Food Service Contractor</i>
4.	Perubatan Pemulihan	<i>“Pemasaalahan Fail Pesakit di Jabatan Perubatan Pemulihan”</i>
5.	Kebajikan Perubatan, Jabatan Farmasi & Jabatan Dietetik	<i>Improving Glycaemic Control Among Poorly Controlled Type 2 Diabetes Mellitus Patients Through Multidisciplinary Approach</i>
6.	Makmal Kardiorespiratori	<i>“Pelambakan Penerimaan Borang Echo”</i>
7.	Perubatan Transfusi	<i>Promoting A New Generation of Healthy Unpaid Blood Donors</i>

BIL.	JABATAN	TAJUK PROJEK
8.	Farmasi	<i>Reducing The Return Of Cytotoxic Drugs From Wards/Daycare</i>
9.		<i>Reducing Medication Errorr In Outpatient Pharmacy</i>
10.		<i>Improving Glycaemic Control Among Poorly Controlled Type 2 Dabetes Melitus Patients Through Multidisciplinary Approach</i>
11.	Jabatan Patologi/Trauma & Kecemasan	<i>Improving CBC Turnaround Time in Emergency Department</i>
12.	Teknologi Maklumat	“Penambahbaikan QIT Windows Update Komputer”
13.	Jabatan Perubatan Pemulihan (Bahagian Pemulihan Cara Kerja)	“Pembaziran Penggunaan Thermoplastic Splint di Bahagian Pemulihan Cara Kerja”
14.		“Mengenal pasti faktor-faktor kepelbagaian kemudaratatan tangan di pergelangan tangan di kalangan staf PPUM yang dirujuk ke pemulilhan tangan dan anggota atas, Bahagian Pemulihan Cara Kerja, PPUM”

PROJEK-PROJEK “EASY QUALITY” 2012/2013

BIL.	JABATAN	TAJUK PROJEK
1.	Farmasi	<i>Introducing Calendar On Every Desktop (icalendar)</i>
2.	Farmasi	<i>Introducing Softcopy Of Medication Supply Appointment Date On Every Desktop</i>
3.	Farmasi	<i>Improving The Supply Of Gyceryl Trinitrate (GTN) To Wards</i>
4.	Farmasi	<i>PharmCARE Daily Checklist</i>
5.	Farmasi	“Memperkenalkan Sistem Penyediaan/Pembungkusan Ubat yang teratur bagi preskripsi Pesakit Dalam wad.”
6.	Farmasi	“Memperkenalkan senarai semak penilaian teknikal (ubat)”.
7.	Latihan	“Permohonan Kursus Individu Secara On-line (My Training”
8.	Farmasi	“Menambahbaik Proses Penyediaan Kotak Ubat Resusitasi”
9.	Farmasi	“Mewujudkan Dokumen Google Jawatankuasa Terapeutik & Ubat: Daftar Permohonan Ubat Baru”
10.	Farmasi	“Memperkenalkan Kit Ubat Sapu”
11.	Farmasi	<i>Introducing e-Rx cue cards on doctor’s computer</i>
12.	Farmasi	<i>Improving PharmCARE BY-POST Booking Process</i>

PENGIKTIRAFAN DAN PENSIJILAN

PENGIKTIRAFAN DAN PENSIJILAN












INTERNATIONALLY CERTIFIED

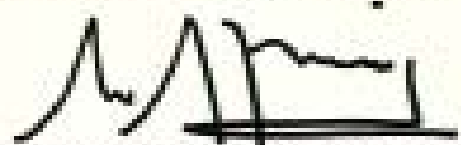
Malaysian Society for Quality in Health

STANDARDS MALAYSIA

This is to certify that
Malaysian Society for Quality in Health has surveyed
University Malaya Medical Centre
 (Name of hospital)
12th - 14th Dec 2012
 (Survey Date)
 and awarded substantial compliance for the services listed below:

Governance, Leadership & Direction	Ambulatory Care Services — Day Care (Breast Cancer Resource Centre)
Nursing Services	Ambulatory Care Services — Day Care (Urology)
Prevention and Control of Infection	Ambulatory Care Services — Day Care (Paediatric)
Health Information Management System	Critical Care Services — ICU
Emergency Services	Critical Care Services — Neurosurgery ICU
Clinical Services — Medical	Critical Care Services — CCU
Clinical Services — Nephrology	Critical Care Services — CCU
Clinical Services — Psychological Medicine	Critical Care Services — PICU
Clinical Services — Sports Medicine	Critical Care Services — MICU
Clinical Services — General Surgery	Critical Care Services — Haematology
Clinical Services — Plastic Surgery	Critical Care Services — Labour / Delivery Services
Clinical Services — Neurosurgery	Radiology / Diagnostic Imaging Services
Clinical Services — Paediatric Surgical	Pathology / Laboratory Services
Clinical Services — Urology	Pathology / Laboratory Services — Microbiology Medicine
Clinical Services — Cardiothoracic	Allied Health Professional Services — Medical Social
Clinical Services — Otorhinolaryngology	Allied Health Professional Services — Optometry
Clinical Services — Ophthalmology	Allied Health Professional Services — Speech Therapy
Clinical Services — Orthopaedics	Allied Health Professional Services — Audiology
Clinical Services — Obstetrics & Gynaecology	Allied Health Professional Services — Physiotherapy
Clinical Services — Paediatrics	Allied Health Professional Services — Occupational Therapy
Clinical Services — Nuclear Medicine	Allied Health Professional Services — Dietetics
Clinical Services — Cardiology	Pharmacy Services
Clinical Services — Gynaecology / Oncology	Housekeeping Services
Clinical Services — Oncology	Linens Services
Clinical Services — Rehabilitation Medicine	Food Services
Anaesthetic Services	Forensic Medicine Services
Ambulatory Care Services — Endoscopy	Standards for General Application — Psychiatric Day Care
Ambulatory Care Services — Day Care (OT)	Standards for General Application — Primary Care Medicine
Ambulatory Care Services — Day Care (Medical)	

This Accreditation is valid
 from **15 Dec 2012** to **23 Feb 2014**



Datin Paduka Siti Sa'diah Sheikh Bakir
 President, MSQH






*Our effort towards
 Quality & Safety
 UMMC undergone
 Survey under Malaysian
 Society for Quality in
 Health (MSQH) Standard
 3rd Edition 12 – 14 Dec
 2012 and achieved*

SESI PENILAIAN MSQH



Samb... PENGIKTIRAFAN DAN PENSIJILAN

WHO/UNICEF Baby Friendly
Hospital Initiative Global Criteria-
7th July 2006. Recertification
Audit : 24th July 2012- 23th July
2015



Samb... PENGIKTIRAFAN DAN PENSIJILAN

Diabetic Foot
Center recognised under
International Diabetic Federation
- Western Pacific Region.



INISIATIF KESELAMATAN PESAKIT

- Kod Kecemasan
- Kad Keselamatan
- *Patient Information Handbook*
- Pencegahan Jatuh (*Fall Prevention*)
- Pencegahan Kecederaan Peralatan Tajam
- Keselamatan ubat-ubatan
- Kursus Latihan Berkaitan Keselamatan Pesakit

POSTER KOD KECEMASAN

 **UNIVERSITI
MALAYA**
PUSAT PERUBATAN UM

UMMC EMERGENCY CODE

Code **BLUE** : Medical Emergency
(Patient collapse/ unconscious)

Call/ dial : 03-7949 7777 or ext. 7777
(with internal phone)

➡ Inform : Location
: Emergency problem*

* Please specify :

- Patient adult or child
- Problem statement

Example: Shortness of breath
Injury
Faint
Convulsion

Code **RED** : Fire

Code **YELLOW** : Internal Disaster

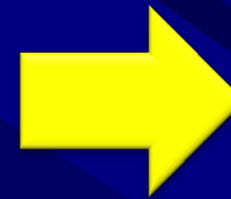
Call/ dial : 03-7949 4000 or ext. 4000
(with internal phone)

➡ Inform : Location

Approved by: 
APRIL 2020 DR. HASSAN BACH BIR BACH,
Director
University Malaya Medical Centre
Date: 18 October 2012

KAD KESELAMATAN

Versi Bahasa Malaysia



**UNIVERSITI
MALAYA**
PUSAT PERUBATAN UM

KAD KESELAMATAN
Kod Kecemasan PPUM

KOD	JENIS KECEMASAN	DAIL
Merah	Kebakaran	03-7949 4000
Oren	Pengungsian	
Hitam	Amukan	
Kuning	Semua Bencana Dalaman	
Coklat	Tumpahan Bahan Berbahaya	
Ungu	Ancaman Bom	
Biru	Kecemasan Perubatan	03-7949 7777

INFORMASI KECEMASAN KEBAKARAN

Kecemasan Kebakaran

1. **SELAMATKAN** mangsa dari tempat kebakaran ke kawasan selamat terdekat.
2. **AKTIFKAN "CODE RED"** dan pecahkan gelas penggera kecemasan.
3. **TUTUP** pintu atau pintu rintangan api bagi mengelakkan penyebaran asap dan api ke kawasan lain.
4. **PADAMKAN** api.

Cara Menggunakan Alat Pemadam Api

1. **CABUT** pin keselamatan.
2. **TUJUKAN** nozel ke arah punca api.
3. **TEKAN** pemicit untuk sembur agen pemadam.
4. **SEMBUR** dari kiri ke kanan anggaran 6"/ 15 cm dari api hingga padam. Pastikan dijarak yang selamat.



Unit Keselamatan, Kesihatan dan Persekitaran Pekerjaan
Bahagian Pengurusan Risiko, Jabatan Kualiti

**UNIVERSITI
MALAYA**
UM MEDICAL CENTRE

SAFETY CARD
UMMC EMERGENCY CODES

CODE	TYPE OF EMERGENCY	DIAL
Red	Fire	03-7949 4000
Orange	Evacuation	
Black	Rampage	
Yellow	All Internal Disaster	
Brown	Hazardous Materials Spill	
Purple	Bomb Threat	
Blue	Medical Emergency	03-7949 7777

Emergency Assembly Areas

- Zone A : In front of Medical Library
- Zone B : In front of RUKA
- Zone C : In front of Faculty of Dentistry
- Zone D : In front of Department of Procurement
- Zone E & F : Parking area in front of Nurses Hostel
- Zone G : Parking area in front of Faculty of Dentistry
- Zone H : Pathway to Ibnu Sina Residential College

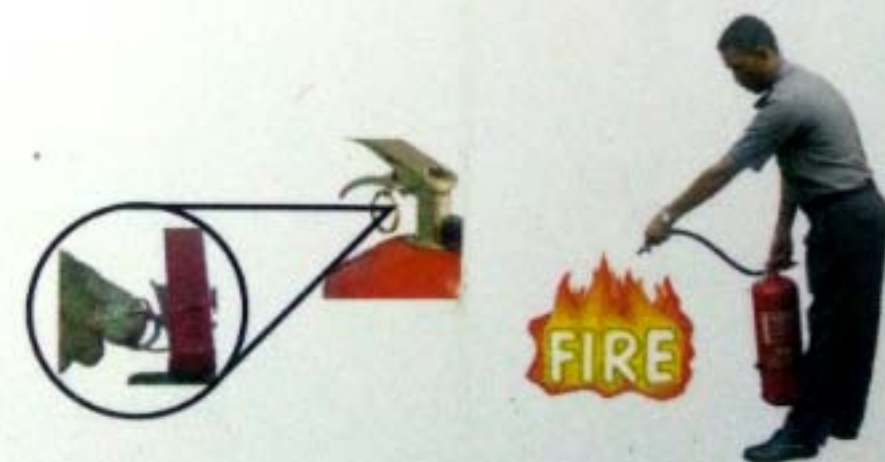
FIRE EMERGENCY INFORMATION

Fire Emergency

1. **RESCUE** anyone in the immediate area of the fire.
2. **ACTIVATE CODE RED** and alarm / break glass.
3. **CLOSE** the door and fire shutters to prevent the spread of smoke and fire.
4. **EXTINGUISH** the fire.

Extinguish the Fire

1. **PULL** out the safety pin.
2. **AIM** the nozel at the base of the fire.
3. **SQUEEZE** the handle slowly to discharge the agent.
4. **SWEEP** side to side. Approximately 6"/ 15 cm from the fire until expended. Keep a safe distance from the fire.



Occupational Safety, Health and Environment Unit
Risk Management Division, Department of Quality

Kawasan Berkumpul Kecemasan

- Zon A : Depan Perpustakaan Perubatan
- Zon B : Depan Ruka
- Zon C : Depan Fakulti Pergigian
- Zon D : Depan Jabatan Perolehan
- Zon E & F : Parkir Hadapan Asrama Jururawat
- Zon G : Parkir depan Fakulti Pergigian
- Zon H : Laluan ke Kolej Kediaman Ibnu Sina

Zon H : Laluan ke Kolej Kediaman Ibnu Sina
Zon G : Parkir depan Fakulti Pergigian
Zon E & F : Parkir Hadapan Asrama Jururawat
Zon D : Depan Jabatan Perolehan
Zon C : Depan Fakulti Pergigian
Zon B : Depan Ruka
Zon A : Depan Perpustakaan Perubatan



Versi Bahasa Inggeris

PATIENT INFORMATION HANDBOOK

Bahagian Pengurusan Risiko, Jabatan Kualiti
Tingkat 1, Kompleks Pendidikan Sains Kejururawatan
Pusat Perubatan Universiti Malaya,
Universiti Malaya, Lembah Pantai,
50603 Kuala Lumpur.



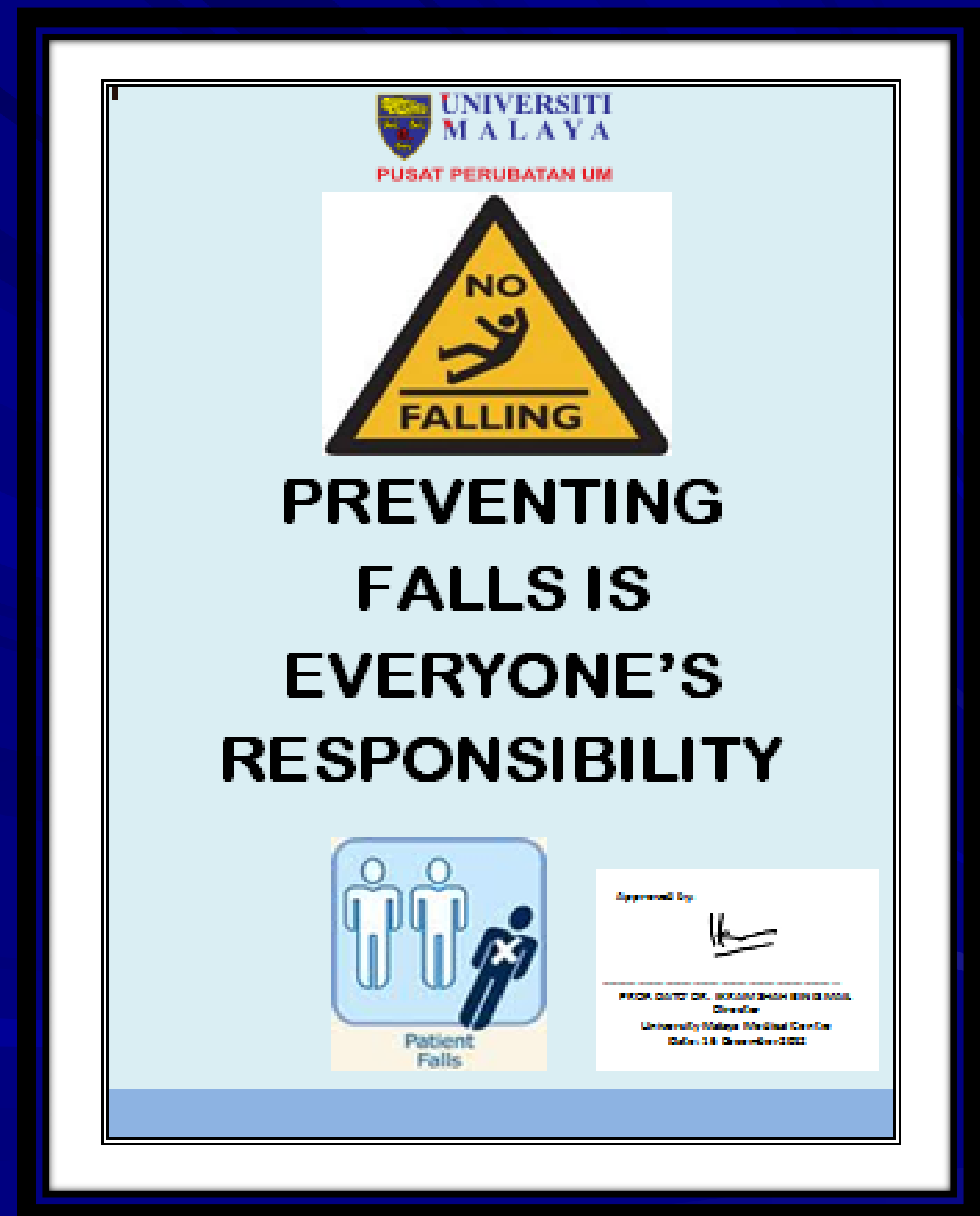
PATIENT INFORMATION HANDBOOK

PENCEGAHAN JATUH OLEH PASUKAN PECEGAHAN JATUH PPUM



Patient Wrist Band

Fall Poster



PENCEGAHAN JATUH OLEH PASUKAN PECEGAHAN JATUH PPUM



PENCEGAHAN JATUH OLEH PASUKAN PECEGAHAN JATUH PPUM



WHAT IS FALL?

- Is a sudden, uncontrolled, unintentional, downward displacement of the body to the ground or other object excluding violent blows or purposeful actions.
- Include slips, stumbles or trips.
- Found on the floor neither the patient nor anyone else knows.



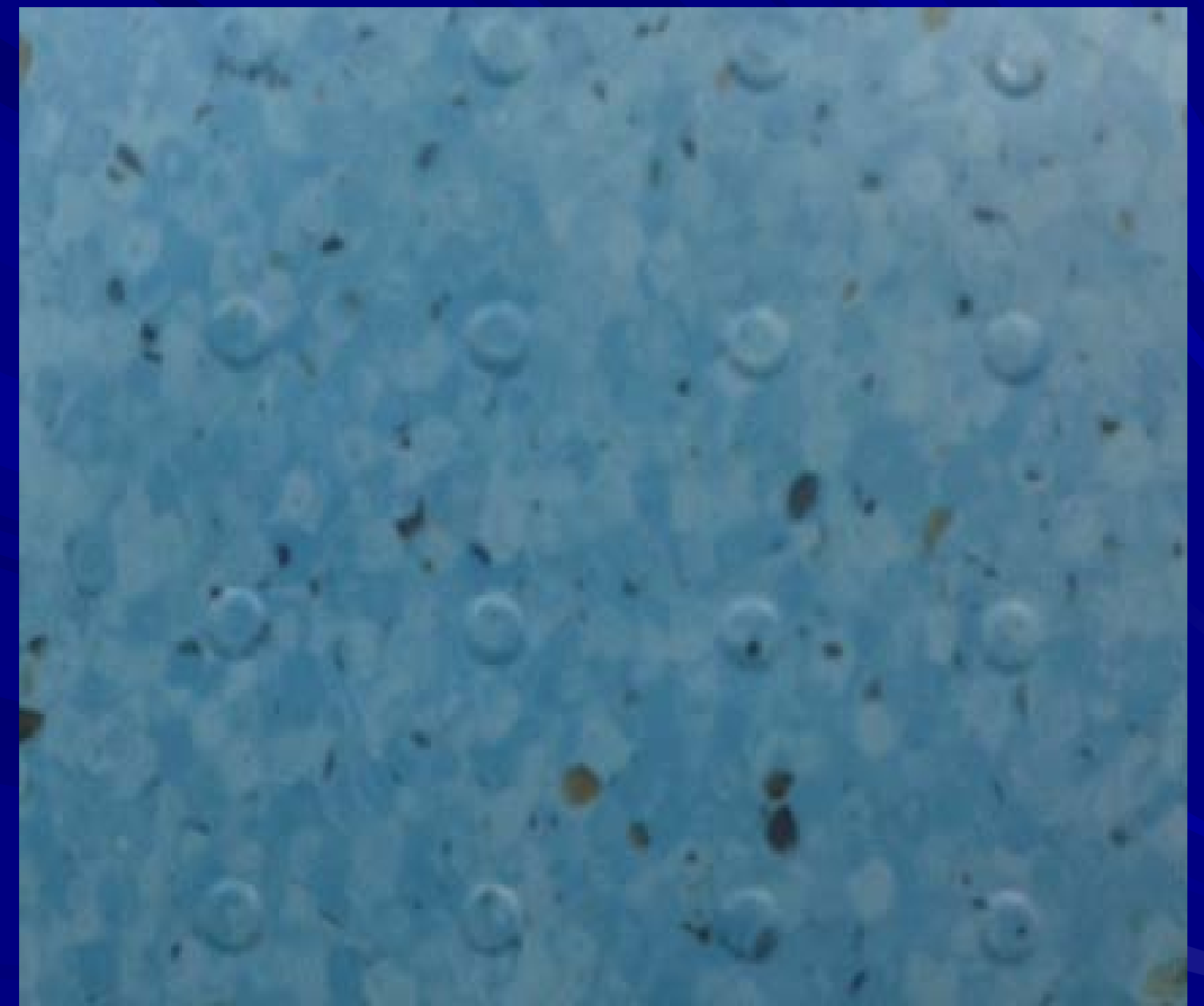
Fall Pamphlet

PERANCANGAN PENCEGAHAN JATUH OLEH PASUKAN PECEGAHAN JATUH PPUM

Ultra low beds
(for geriatric wards)



Rubber Mat



PENCEGAHAN KECEDERAAN PERALATAN TAJAM

- i. Sharp Injury Campaigns
- ii. Demonstration of Safety Devices : Vacutainer System
- iii. All Blood taking procedure shall use Vacutainer system



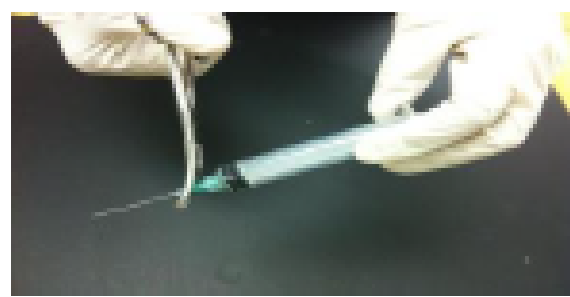
Vacutainer System





NEVER RECAP NEEDLES that been used for patient or contaminate needle.

Remove needles from syringe using bryant forcep



**DISCARD NEEDLE INTO
SHARP BIN**

JABATAN KAWALAN JANGKITAN

**POSTER
DO NOT
RECAP
NEEDLES**

KESELAMATAN UBAT-UBATAN

SEPARATION/SEGREGATION OF DIFFERENT DRUG DOSE



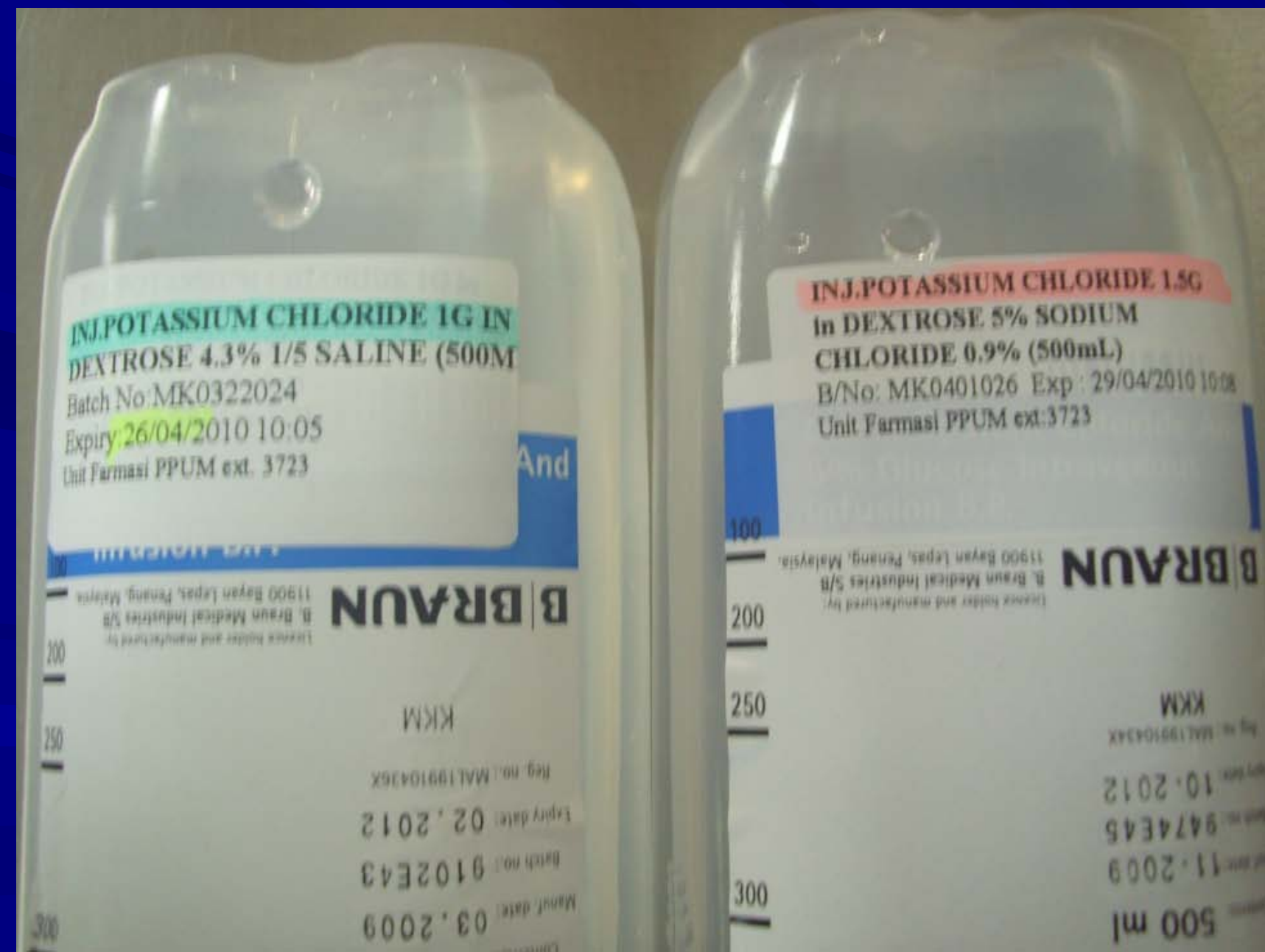
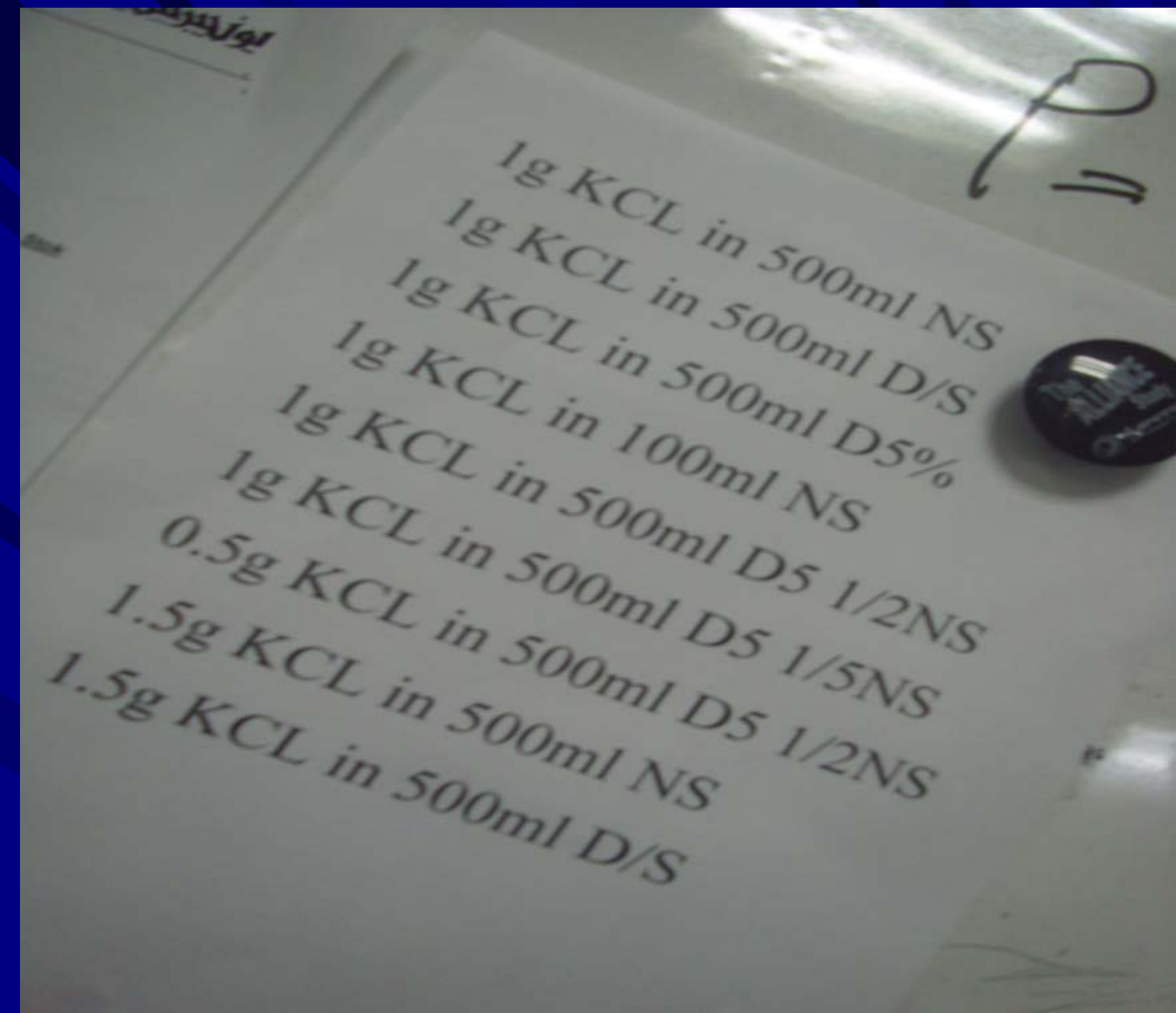
Different Location of Simvastatins



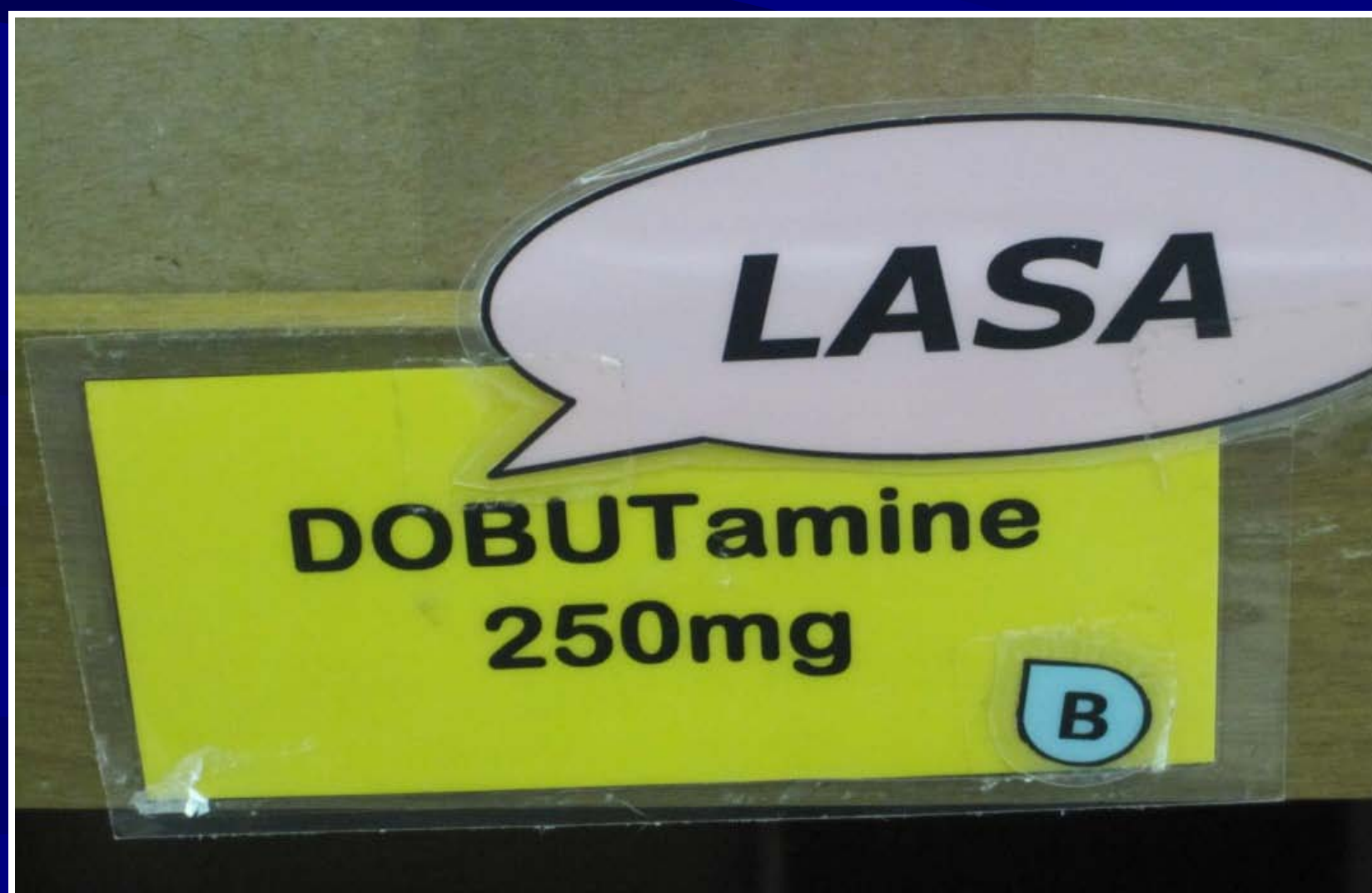
Different Location of
Irbesartan/hydrochlorothiazide
&
Irbesartan

Penggunaan teknik :

- *boldface*
- *color codes*



PENGURUSAN UBAT-UBATAN LOOK-ALIKE/SOUND-ALIKE (LASA)



Tallman lettering



Figure 1. Package Labels **WITHOUT** Tall Man Lettering. Image provided courtesy of ISMP.



Figure 2. Package Labels **WITH** Tall Man Lettering. Image provided courtesy of ISMP.



Contoh penggunaan huruf “tallman” pada label

cefUROXime

750mg

INJECTION

Testing Archive (KLPE MED TESTING123

cefTRIAXone

1g

INJECTION

Testing Archive (KLPE MED TESTING123

PENAMBAHBAIKAN KOTAK UBAT RESUSITASI

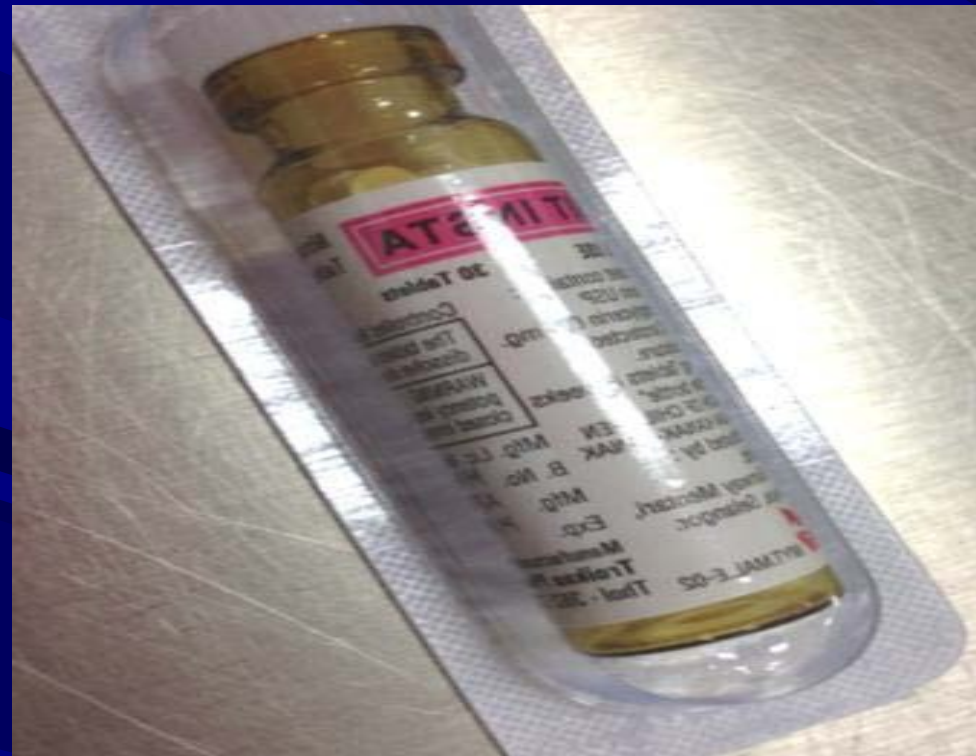


Sebelum



Selepas

PENGENDALIAN UBAT GTN DI WAD



Langkah 1



Langkah 2



Langkah 3



Langkah 4

PENYIMPANAN *HIGH CONCENTRATED ELECTROLYTES* (HCES) DI WAD

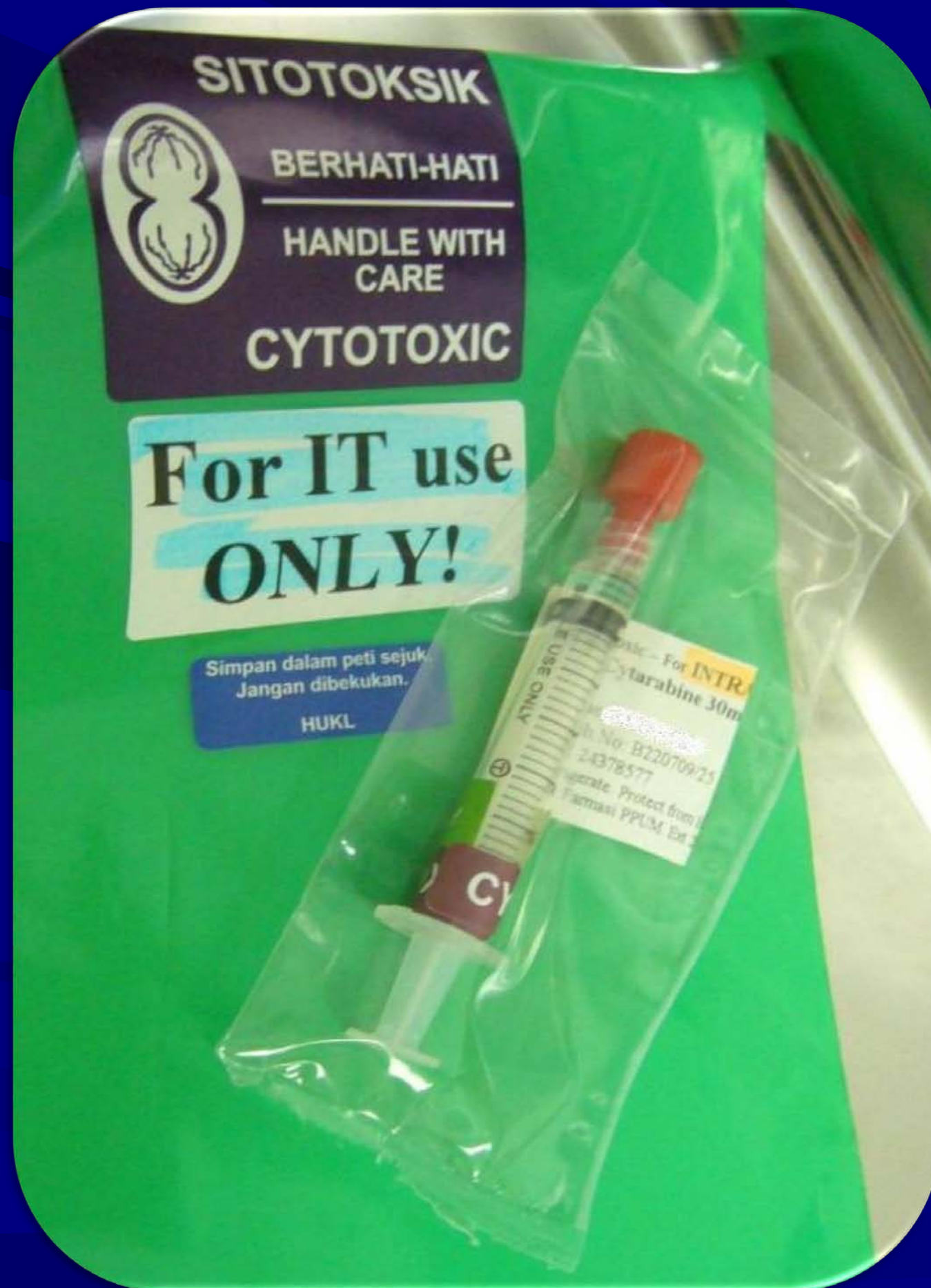
Melalui bekalan kotak dengan pembalut warna yang berbeza



PENYEDIAAN UBAT-UBATAN SITOTOKSIK



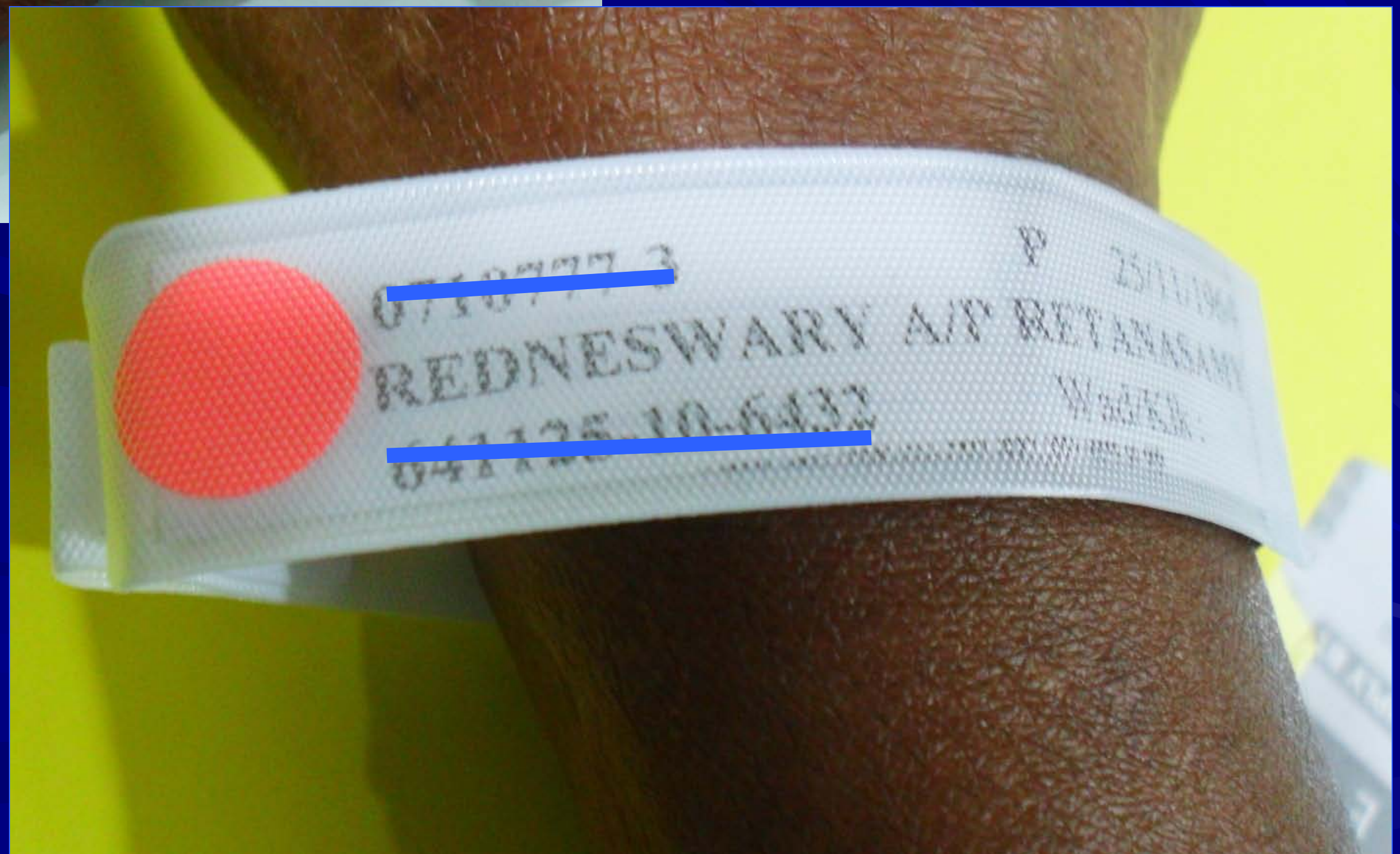
LABEL AMARAN PADA PRODUK SITOTOKSIK





Tag merah untuk
mengenal pasti pesakit
dengan alahan ubat di
wad

**PELEKAT
ALAHAN UBAT**



Memudahkan pesakit (pediatrik dan geriatrik) dalam mengambil ubat-ubatan



Tablet Crusher



Tablet Cutter

Oral Medication Syringe for serving liquid preparation



KESEDARAN KESELAMATAN MELALUI PENDIDIKAN KEPADA PESAKIT



Mendidik pesakit di
hospital, mengenai
penggunaan ubat-
ubatan yang selamat

MEDICATION ADMINISTRATOR APRON



DO NOT DISTURB

e-PRESCRIBING

ICW - Live

Menu Allergies Dispensing Patients Worklist Worklist Help LIVE SYSTEM Nur Azrida Azhari Wasi

Outpatients - Dispensing 700

ASCRIBE

Shortcuts

- Outpatient Dispensing Queue
- Outpatient RF Dispensing Queue
- Outpatients - Dispensing 700
- Outpatients - Free Format Labels (EDIT) 700
- Outpatients - Item Enquiry 700
- Outpatients - Logview 700
- Outpatients - Manufacturing BATCH 700

Patient Details

Search New Edit Further Detail

Name: **ZULKEFLI B ABDUL WAH**

DOB and Gender: 05/11/1958 - Male

Notes:

Hospital Number: 21431159

Episode: Lifetime Episode

Status: Out-patient

Ward: Medical Clinic

Consultant: Goh Khean Jin (a00141) (MD10)

Height: HEIGHT NOT ENTERED

Weight: WEIGHT NOT ENTERED

In Use By:

Allergies

Update

Confirm patient Allergy

Dispensing PMR | Reprint Prescription | Medication History | Imported PMR

Dispensing PMR

New Rx Dispense View Amend Rx Note

Description	NSV	Ward	Cons	By	Site	Dispensed	Qty	Start	Stop	Id	POM
Atenolol: 50mg oral ONCE a day						27/04/2010		09/12/2009		204540	
Enalapril Maleate: 20mg oral ONCE a day						13/07/2010		09/12/2009		204502	
Fortzaar 100/25 Tablet: 0.5Tablet(s) oral ONCE a day						30/08/2010		09/12/2009		204481	
Phenytoin Sodium Capsule (Dilantin): 300mg oral at night						13/07/2010		09/12/2009		204447	
Simvastatin: 20mg oral ONCE a day at night						13/07/2010		09/12/2009		204523	
Simvastatin: 40mg oral ONCE a day at night, for 30 days.						30/08/2010		30/08/2010	29/09/2010	3459350	
Sodium Valproate: 400mg oral TWICE a day, for 32 weeks.						13/07/2010		13/07/2010	22/02/2011	2825204	

F2-Lbl F3-Info Lbl F7-Bag Lbl F8-Iss F9-Ret

Save Print Reprint

Type

Item

Dir.

Options

BNF

Shelf Location

Converted Patient Notes

View Notes

Item	Date	Status
------	------	--------

Sasaran untuk mencapai 100% e-Prescribing menjelang tahun 2014

KURSUS/LATIHAN BERKAITAN KESELAMATAN PESAKIT TAHUN 2012

- Healthcare Risk Management **(62 orang)**
- Phlebotomy, Venipuncture and IV Medication **(80 orang)**
- Patient Safety Seminar **(40 orang)**
- Ceramah Kejururawatan Khusus: Life Focused Care and MEWS Score **(97 orang)**
- RCOG-OGSM : Life Saving Skills – Essential Obstetric & Newborn Care Course **(30 orang)**

PENAMBAHBAIKAN BERTERUSAN

- Teknologi Maklumat – Pembangunan Sistem
- Penambahbaikan Struktur

PEMBANGUNAN SISTEM

iPesakit

DMS

Credentialing
& Privileging

Tiub
Pneumatik

MORS

eHR
(APC/TPC)

eHR
(Tuntutan)

Maklumat
Kompetensi

Tambahan
Storan

Tambahan 4
Pelayan
Komputer
(Server) Baru

Tambahan
Liputan Wifi

PACS

PENAMBAHBAIKAN STRUKTUR



Bangunan Menara Selatan

Kompleks Kesihatan Wanita dan
Kanak-Kanak

PEMBANGUNAN MENARA SELATAN

ARAS	KEMUDAHAN
Tanah	Workshop Prosthetic, Orthotic & Wheelchair, Hydrotherapy Pool, Loading & Unloading Bay
1	Rehab Clinic, Wound Management & Diabetic Footcare, Speech Therapy, Registration & Record
2	Angio OT, MDCT, Robotic OT, Neuro OT, Urology & Daycare
3	Carpark
4	Carpark
5	Clinical Imaging (Angio/CT/Ultrasound), Nuklear Medicine
6	Endoscopy, Neuro Medical Lab Science
7	ECG/Holter/Pacer, ECHO/ESMR/Stress/RFT
8	Pre & Post Angio Ward, Pre & Post Procedure
9	Rehab Ward, Independent Living Unit (ILU)
10	Rehab Occupational Therapy, Office & Doctor's Room
11	Sports GYM & Clinic, Rehab Physiotherapy
12	Office & Administration (Rehab & Imaging)
13	Conference Facilities, Physic Lab, CBIE & UMRIC Office
14	Recreational Area (Basketball & Tennis Court)

Projek

CADANGAN KERJA-KERJA PENGUBAHSUAIAN TERMASUK MEMECAH, MENAIKTARAF DAN MENYIAPKAN KLINIK O&G DI KOMPLEKS KESIHATAN WANITA DAN KANAK-KANAK, PUSAT PERUBATAN UNIVERSITI MALAYA, KUALA LUMPUR

Kontraktor

Masih dalam urusan Perolehan

Tarikh Mula (jangkaan)	17 Jun 2013
------------------------	-------------

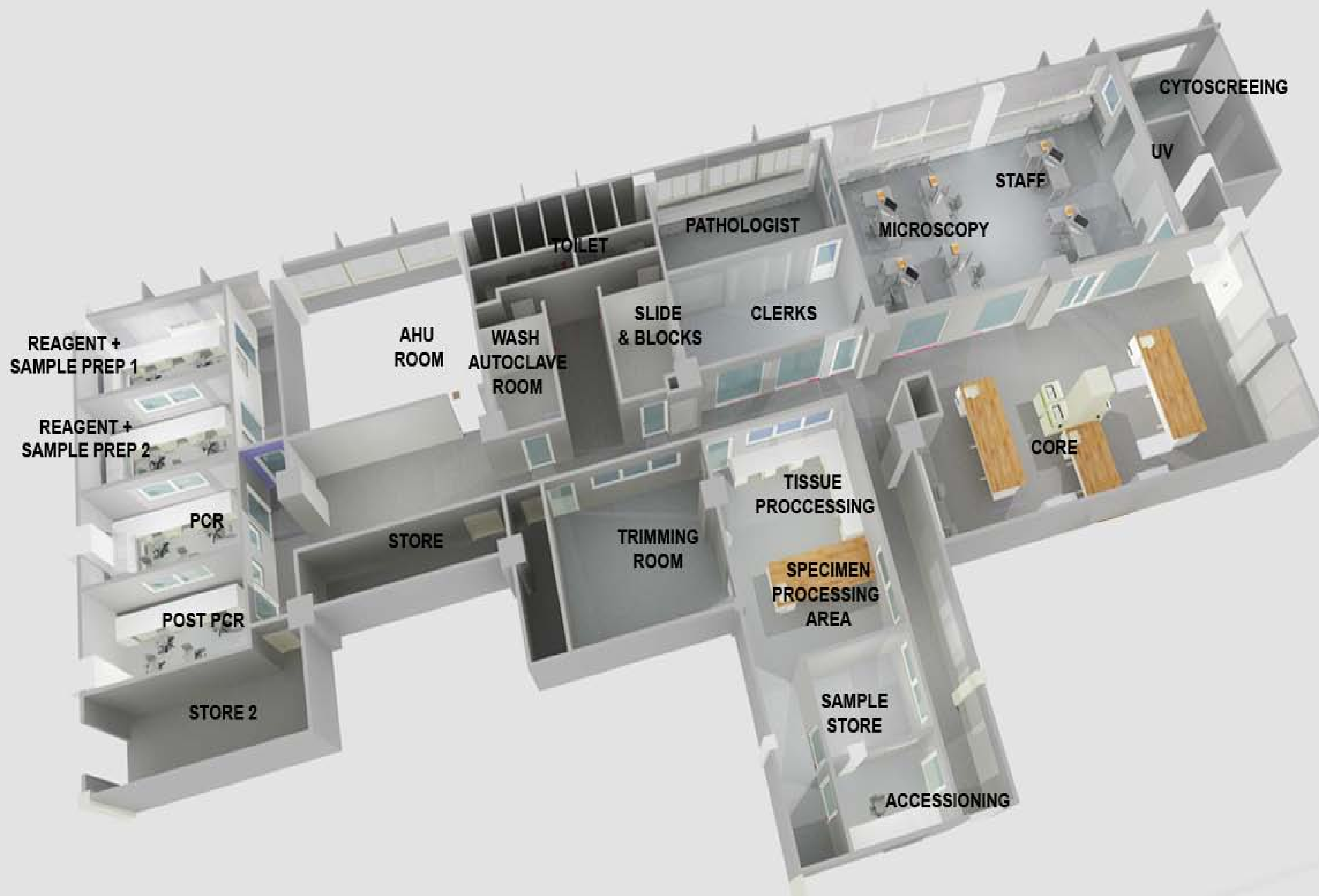
Tarikh Siap (jangkaan)	09 September 2013
------------------------	-------------------

Kos Ubahsuai (jangkaan)	RM 495,000.00
-------------------------	---------------

PERSIMPANGAN KELUAR-MASUK PPUM KE LEBUHRAYA PERSEKUTUAN



KERJA MENGUBAHSUAI DI TINGKAT 6, MENARA TIMUR, PPUM



**KERJA MEREKABENTUK , MENGUBAHSUAI, MEMBINA
DAN MENYIAPKAN SUSUN ATUR “SHOP LOT” YANG
BARU DI RUANG MEDAN SELERA BANGUNAN TRAUMA
DAN KECEMASAN, PPUM**

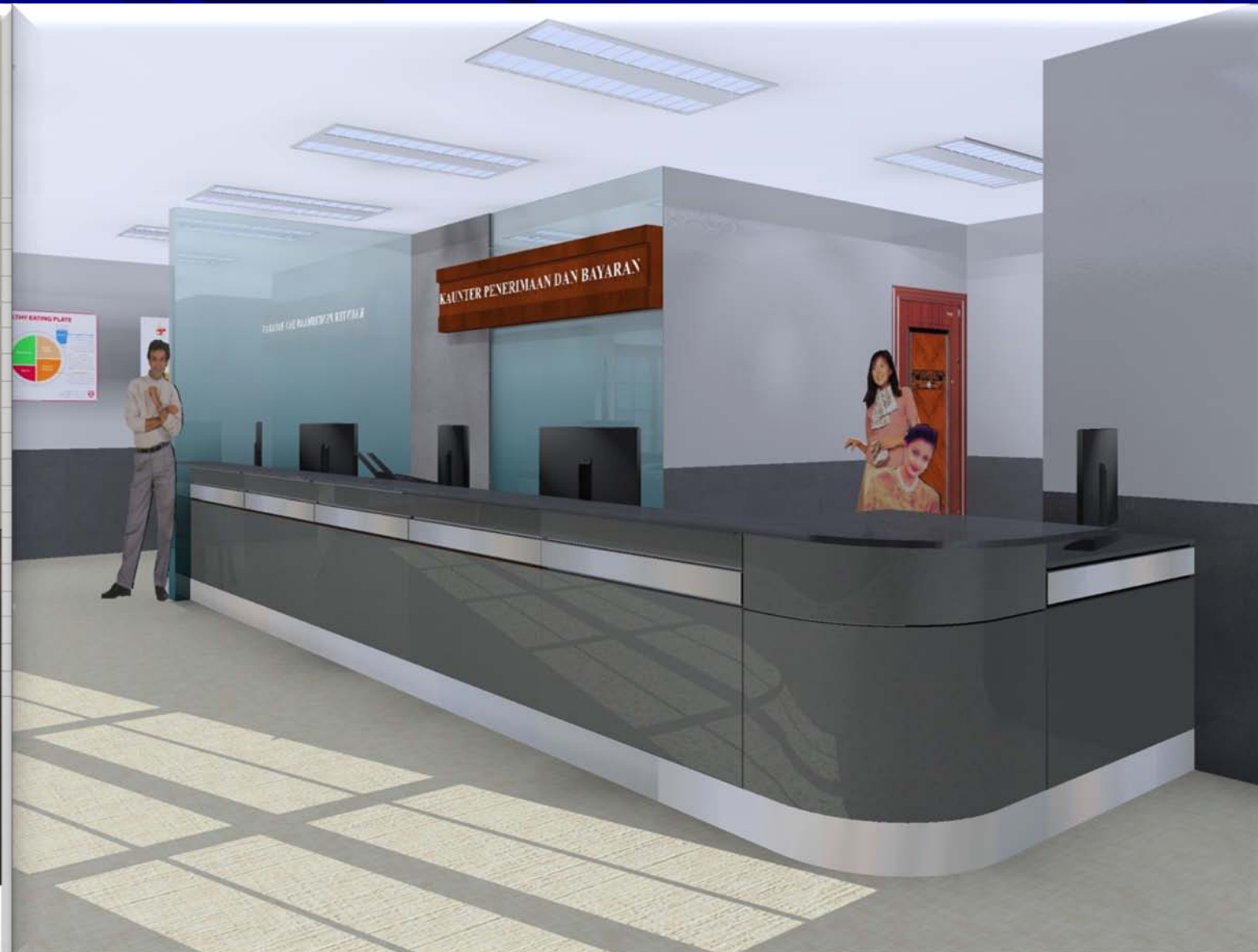


KERJA MEREKABENTUK DAN MENYIAPKAN KEMUDAHAN KLINIK SURGERI, TINGKAT SATU, MENARA UTAMA, PPUM



3D VIEW

BILIK RAWATAN



3D VIEW

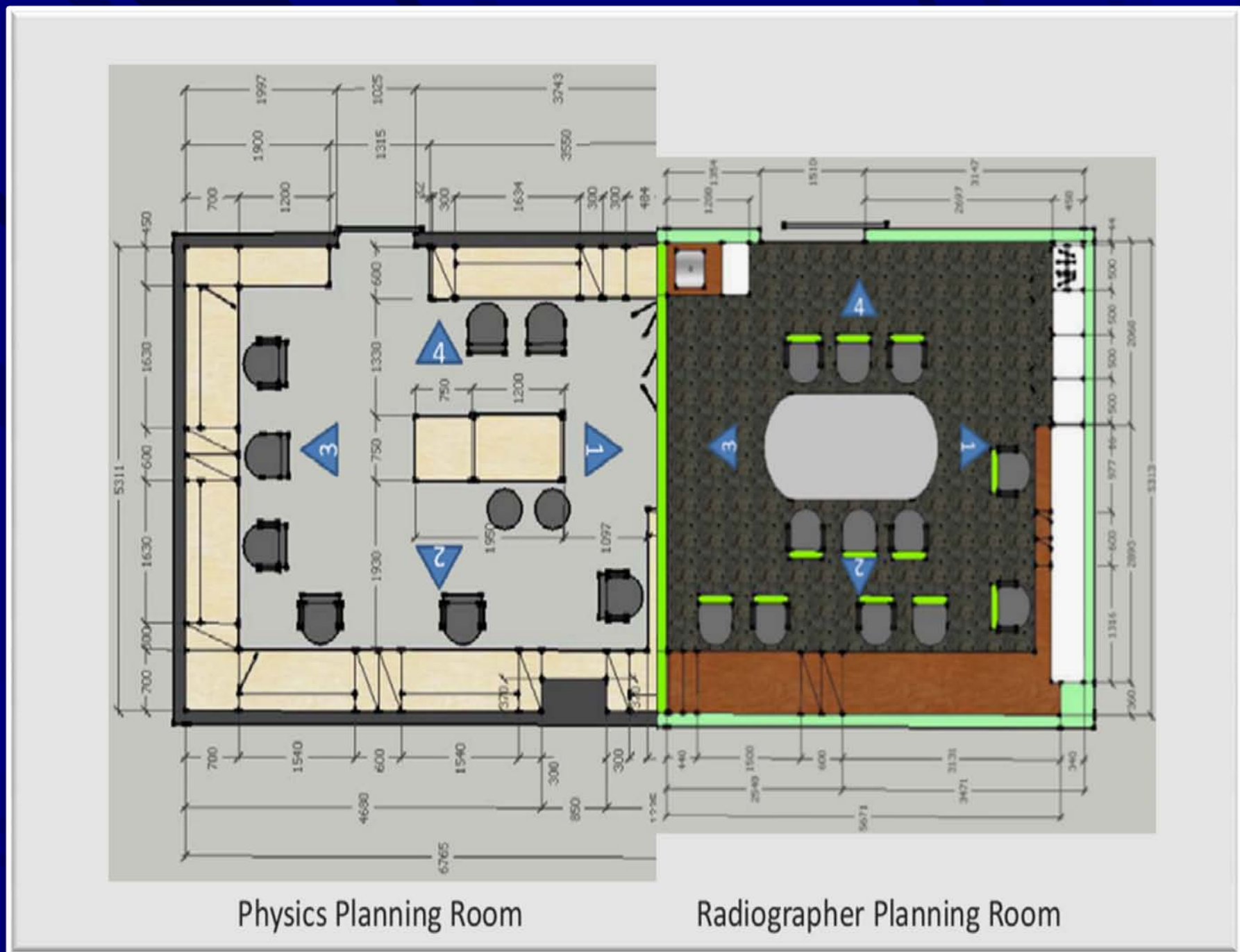
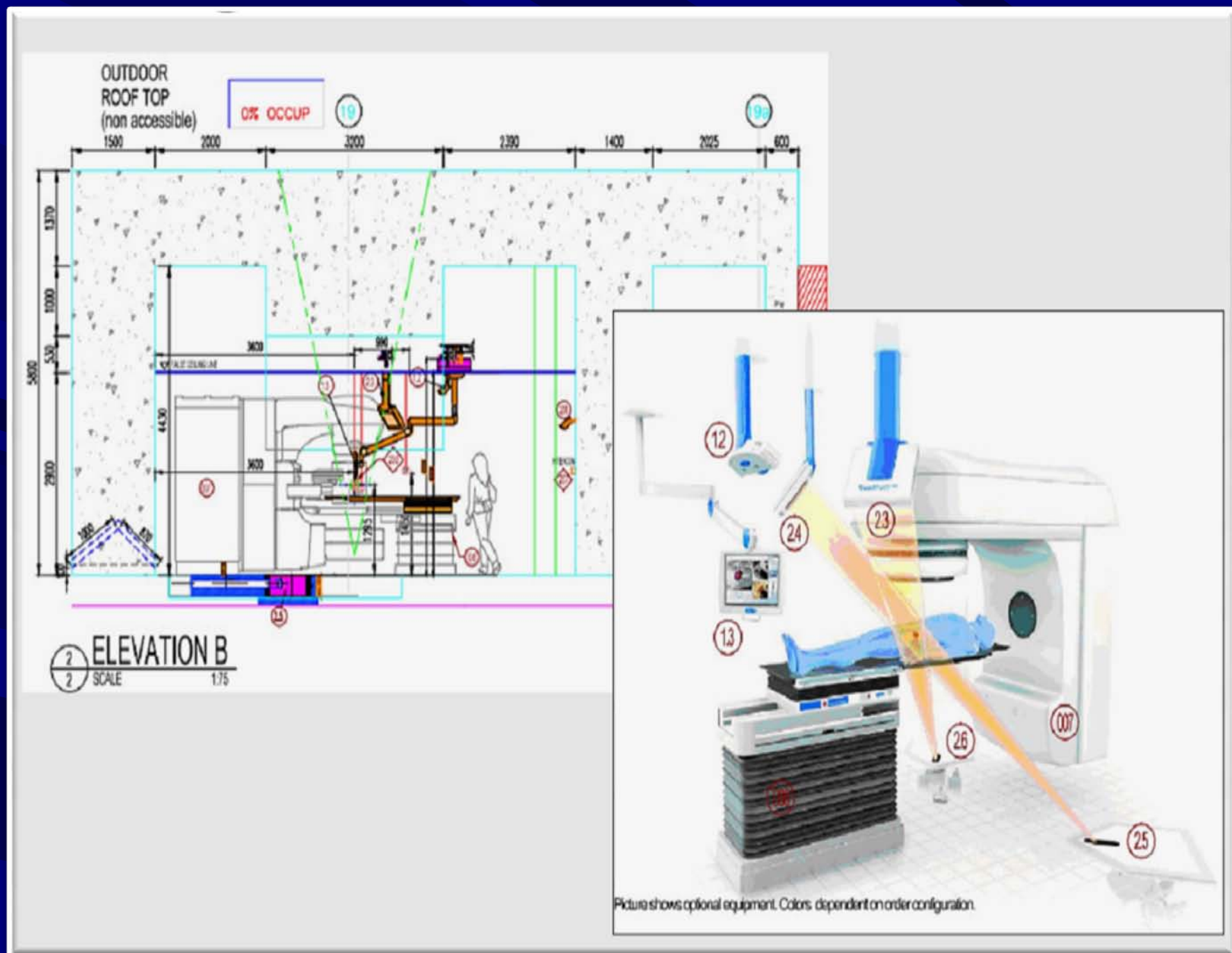
MEETING ROOM



3D VIEW

PANTRY

RENOVATION WORKS TO BRAINSUITE ICT OR/DR & IMRI/DR AND WORKS FOR NOVALIS-TX INSTALLATION AT PPUM



KERJA-KERJA PENGUBAHSUAIAN DAN MENYIAPKAN **PERUBATAN PSIKOLOGI** DI BANGUNAN WAD BERSALIN LAMA, PPUM



perspective view ■
CAFETERIA

SAMB.. KERJA-KERJA PENGUBAHSUAIAN DAN MENYIAPKAN **PERUBATAN PSIKOLOGI** DI BANGUNAN WAD BERSALIN LAMA, PPUM



perspective view ■
WAD PESAKIT

SAMB.. KERJA-KERJA PENGUBAHSUAIAN DAN MENYIAPKAN **PERUBATAN PSIKOLOGI** DI BANGUNAN WAD BERSALIN LAMA, PPUM



perspective view ■
ENTRANCE LOBBY

PEMBANGUNAN KE ARAH KESINAMBUNGAN PENINGKATAN KUALITI PPUM

PENGUBAHSUAIAN UTAMA :

- DEWAN BEDAH UTAMA**
- PERKHIDMATAN PERUBATAN TRANSFUSI**





