

Improvement in Medical Records Service Area of Accredited District Public Hospitals in Malaysia

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Malaysia

- The country is made up of two regions, Peninsula Malaysia and East Malaysia (Borneo) across the South China Sea.
- The Peninsula Malaysia is divided into the 'east coast' and the 'west coast' by the Main Range in the middle.
- East Malaysia is geographically rugged, with a series of mountain ranges running through the interiors of both Sabah and Sarawak. The Crocker Range in Sabah is the site of Mt Kinabalu, the highest peak in South East Asia.







HEALTH SECTOR - HOSPITALS:

MINISTRY OF HEALTH

Inpatient care services


- Total 136 hospitals
 - Primary- District
 - Secondary - District
 - Tertiary
 - Specialized services (Range of beds 40-2000)

PRIVATE SECTOR

- Private Hospitals: 328 (Range of beds 2-350 beds)
- Private Medical clinics: 6000
- Maternity Homes :
- Hemodialysis centers :
- Day care centers :
- Nursing Homes:

Corporatised Hospital : National Heart Institute (IJN)
Armed Forces Hospital : 3



Malaysian Society for Quality in Health (MSQH)

- National Accreditation Body for Health Care Facilities and Services
- Established in 1997
- Conducting Accreditation Certification of Healthcare Facilities & Services for the last 10 years
- Accredited by ISQua AFC from 2008 to 2012





MSQH Hospital Accreditation Standards


Organizational wide Service Standards

- Governance, Leadership and Direction
- Environmental and Safety Services
- Facility Management and Safety
- Nursing Services
- Prevention and Control of Infection
- Patient and Family Rights
- Health Information Management System
(Medical Records)



II. Service Standards

- 8. Emergency Services
- 9. Clinical Services (Generic)
 - Specific Requirements for Specialist Services
 - 9A Cardiology Services
 - 9B Oncology Services
 - 9C Rehabilitation Medicine Services
- 10. Anaesthetic Services
- 11. Operating Suite Services
- 12. Ambulatory Care Service
- 13. Critical Care Services (Generic) Applicable for: ICU, CCU, NICU & PICU
 - Specific Requirements
 - 13A Labour /Delivery Services




- 14. Diagnostic Imaging Services
- 15. Pathology Services
- 16. Blood Transfusion Services
- 17. Allied Health Professional Services (Generic)
 - Specific Requirements
 - 17A Physiotherapy Services
 - 17B Occupational Therapy Services
 - 17C Dietetics Services
- 18. Pharmacy Services
- 19. Central Sterile Supply Services
- 20. Housekeeping Services
- 21. Linen Services
- 22. Food Services
- 23. Forensic Medicine Services
 - 23A Mortuary Services
- 24. Standards for General Applications



Improvement in Medical Records Service Area of Accredited District Public Hospitals in Malaysia

OBJECTIVE

To demonstrate improvements in the Medical Records service area attained by District Public Hospitals that had undergone the National Hospital Accreditation Programme.

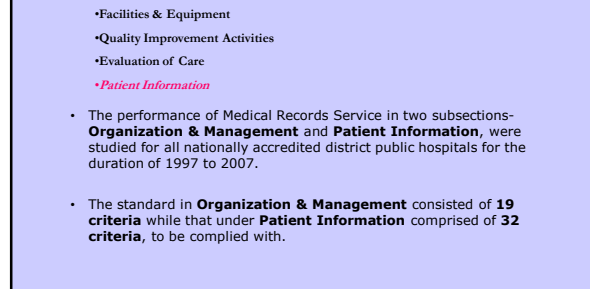


METHOD

MEDICAL RECORDS STANDARDS CATEGORISED UNDER:

- *Organisation & Management*
 - Human Resource Development & Management
 - Policies & Procedures
 - Facilities & Equipment
 - Quality Improvement Activities
 - Evaluation of Care
- *Patient Information*

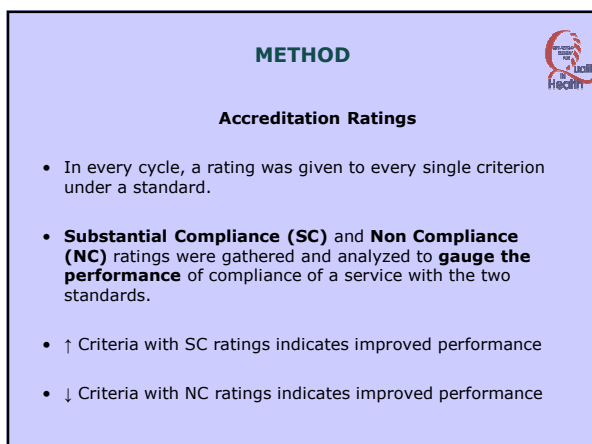
- The performance of Medical Records Service in two subsections- **Organization & Management** and **Patient Information**, were studied for all nationally accredited district public hospitals for the duration of 1997 to 2007.
- The standard in **Organization & Management** consisted of **19 criteria** while that under **Patient Information** comprised of **32 criteria**, to be complied with.



METHOD

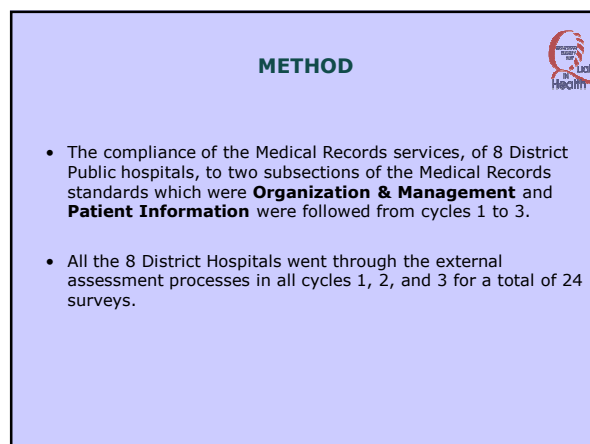
Accreditation Ratings

- In every cycle, a rating was given to every single criterion under a standard.
- **Substantial Compliance (SC)** and **Non Compliance (NC)** ratings were gathered and analyzed to **gauge the performance** of compliance of a service with the two standards.
- ↑ Criteria with SC ratings indicates improved performance
- ↓ Criteria with NC ratings indicates improved performance



METHOD

- The compliance of the Medical Records services, of 8 District Public hospitals, to two subsections of the Medical Records standards which were **Organization & Management** and **Patient Information** were followed from cycles 1 to 3.
- All the 8 District Hospitals went through the external assessment processes in all cycles 1, 2, and 3 for a total of 24 surveys.



RESULTS Distribution of SC Ratings Percentages

Standard 7.1 Organisation & Management

No. Criteria for conformance in Medical Records	Total No. of Criteria to Compliance (n= 8)	Cycles					
		1	%	2	%	3	%
19	152 (19 x n)	140	92.1%	136	89.5%	144	94.7%

- For these hospitals, the percentages of all criteria under **Organization & Management**, that were given **SC rating** were 92.1% in Cycle 1.
- This percentage declined to 89.5% in Cycle 2 only to increase to 94.7% in Cycle 3.
- The dip in Cycle 2 was caused by the deteriorating performance of 3 hospitals on 8 criteria. Reasons for lack of compliance:
 - Medical Records Committee did not meet regularly to analyze the contents of the Medical Records.
 - Lack of centralized single medical records system for inpatients and outpatients.
 - Timeliness on completion of medical reports.
- The percentages of criteria getting an SC increased from 92.1% in Cycle 1 to 94.7% in Cycle 3.

RESULTS Distribution of SC Ratings Percentages

Standard 7.6.2 Patient Information

No. Criteria for conformance in Medical Records	Total No. of Criteria to Compliance (n= 8)	Cycles					
		1	%	2	%	3	%
32	256 (32 x n)	192	75.0%	218	85.2%	222	86.7%

- For **Patient Information**, the percentages of all criteria that were given an **SC rating** consistently improved from Cycles 1 to 3.
- It increased from 75% in Cycle 1, to 85.2% in Cycle 2 and finally a 86.7% in Cycle 3.
- Concerns in Patient Information were:
 - Patient medical records do not have enough details to meet the requirements for continuity of care, e.g. surgical notes.
 - Symbols and abbreviations, some are unconventional.
 - Incomplete documentation, e.g. date & time of entries, persons making the entries.

RESULTS Distribution of NC Ratings Percentages

Standard 7.6.2 Patient Information

No. Criteria for conformance in Medical Records	Total No. of Criteria to Compliance (n= 8)	Cycles					
		1	%	2	%	3	%
32	256 (32 x n)	2	0.8%	0	0%	0	0%

- The percentages of criteria under **Patient Information**, that were getting a **NC rating**, diminished from 0.8% in Cycle 1 to 0% in Cycles 2 and 3.
- There were no criteria under **Organization & Management** that were given a **NC rating**.

CONCLUSION

- Results for the areas of **Organisation & Management** and **Patient Information** constitute a sample of the National Standards that are more comprehensive. The sample shows an eventual increase in compliance of the Medical Records service area with the National Standards for participating District Public Hospitals over the duration of 1997 to 2007.
- The ratings provide quantitative measures of performances of facilities and services against established Standards.
- Compliance with the National Standards encourage enhancement in **Patient Safety** and **Continuous Quality Improvement** in health care delivery.
- The results reflect the positive outcome of the **National Hospital Accreditation Programme** carried out by **THE MALAYSIAN SOCIETY FOR QUALITY IN HEALTH (MSQH)**

