



## MEASURING PERFORMANCE OF NURSING SERVICES IN MALAYSIAN HOSPITALS

Malaysian Society for Quality in Health, Malaysia

Rebecca John, SRN  
Executive Manager Technical Services  
Malaysian Society for Quality in Health  
26<sup>th</sup> ISQua International Conference, Dublin  
13 October 2009

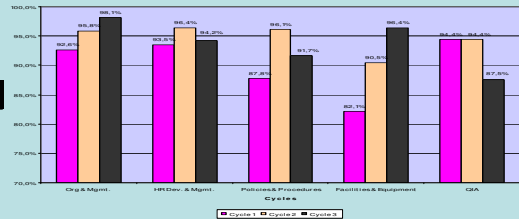



Objective: To identify areas of further improvements in Nursing Services in Malaysian Hospitals

Areas of Concern	No. Criteria for conformance in Nursing Services	Total No. of Criteria to Compliance (n= 12)	Percentages of Criteria with Substantial Compliance (SC) Ratings (Cycles)		
			1(%)	2(%)	3(%)
Org. & Mgmt.	18	216 (18 x n)	92.6%	95.8%	98.1%
HR Dev. & Mgmt.	23	276 (23 x n)	93.5%	96.4%	94.2%
Policies & Procedures	15	180 (15 x n)	87.8%	96.1%	91.7%
Facilities & Equipment	7	84 (7 x n)	82.1%	90.5%	96.4%
QIA	6	72 (6 x n)	94.4%	94.4%	87.5%
<b>Total Criteria</b>	<b>69</b>	<b>828</b>	<b>90.9%</b>	<b>95.4%</b>	<b>94.3%</b>

- The compliance of the **Nursing Services**, of 12 hospitals, in all 5 Areas of concern, were followed from cycles 1 to 3 for the duration of 1999 to 2007 for a total of **36 surveys**.
- For each hospital, there were a total of **69 criteria** in the standards to be complied with.
- In the first cycle, **90.9%** of these criteria were given an SC, while in the second cycle, the percentage increased to **95.4%** but in 3rd cycle, it declined to **94.3%**.
- Two (2) Areas of concern namely **Organization & Management** and **Facilities & Equipment** showed incremental improvements in SC's percentages in the 3 cycles.
- Substantial Compliance (SC) indicates performance of 80% and above of the criteria have been met.

**Criteria Rating SC for Nursing Service 1999 to 2007 across Cycles - All hospitals that have undergone all Cycles 1, 2 & 3 - Full Surveys (in Percentages)**



Area of Concern	Cycle 1 (%)	Cycle 2 (%)	Cycle 3 (%)
Org & Mgmt.	92.6%	95.8%	98.1%
HR Dev. & Mgmt.	93.5%	96.4%	94.2%
Policies & Procedures	87.8%	96.1%	91.7%
Facilities & Equipment	82.1%	90.5%	96.4%
QIA	94.4%	94.4%	87.5%

From the above study, the following Areas of concern need further improvements:

- For **Human Resource Development & Management**, the decreased performance was the result of reduction in SC ratings attained by 2 hospitals.
- For **Policies & Procedures**, the decreased performance was the result of reduction in SC ratings attained by 5 hospitals.
- For **Quality Improvement Activities**, the decreased performance was the result of reduction in SC ratings attained by 4 hospitals.

**THANK YOU!**